POSitive Retail Manager
User Guide

POSitive Retail Manager

Making Retail Easier

POSitive Retail Manager User Guide

Table of Contents

POSITIVE
RETAIL MANAGER

Streamline your retail business.
Become more efficient.
Increase profits.
Work smarter!

Part I

1 Contents

Welcome to POSitive Retail Manager

1.1 Features Of Interest

1. The **opening screen** is clean and simple. The Master Menus Tool Bar at the top provides ready access to nearly all features of PRM (POSitive Retail Manager). This toolbar replaces the old Manager Console of POSitive For Windows by providing views of data and links to procedures.

2. **List Views** - more columns are visible; you may re-arrange column sequence with drag & drop; you may save and recall multiple Views.

3. **Send To Window** - whatever list you are viewing can be sent to the printer, a file, included in an e-mail,

4. **Report Preview** - in addition to printing the report, it can be converted to PDF, HTML, or a TEXT file.

5. **On Line Registration** - simply choose the Registration feature under Maintenance and you will get the "unlock" codes automatically through a web site.

6. **Check For Updates** - select the option under Maintenance and you will be notified if a newer version is available. You may download a new PRMSetup.exe file onto your desktop and run it when convenient.

7. **Built-In Touchscreen** - PRM includes a touchscreen designer program and selective employees will operate PRM through a touchscreen interface upon logging in. Can be used with or without a true touchscreen monitor.

8. **POSitive Choice** - the ability to change a QuickSale invoice to Customer sale by entering or

scanning phone number, rewards card, or lookup code.

9. **Stock Counts Per Bin Location** - manage stock counts per bin location; updated when purchase order received and stock sold.

10. **Enhanced picture management** - import, capture, and modify inventory and customer pictures

11. **Speedy Searches** - in the Locate field enter beginning or partial characters and press Enter or Ctrl-Enter

12. **Advanced Search -** while invoicing, enter customer phone number, frequent buyer ID, or lookup code to select customer

13. **Divisions -** is an accounting organization. A workstation can be designated to process transactions for a division. All Sales and GL Transactions made at this designated computer will be reported under the division name. The station can also be set to use a specific price level. For example, an Internet Sales Division will always use a specific price level and report all sales made on the internet in a separate set of Chart of Accounts.

14. **General Ledger Journal -** can now post selective transactions. Each transaction needs to be check marked for posting. A separate Chart of Accounts is maintained for each Division.

15. **Combine Same SKU Items On Transaction** - if scanning the same item multiple times, rather than making a separate line entry on the invoice for each item, all same-SKU items will be combined as one entry with the quantity field being updated each time.

16. **Multi-Store SQL** replicates all data at each location, yet only displays data based upon the permissions of the store running PRM.

17. **Purchase Order Form** now uses an HTML file for a template in order to create the PO layout.

1.2 System Requirements

• *Hardware Minimums*

– Modern Processor

– 1024x768 (1280x1024)

– 512mb Dedicated Register (nothing else running)

– 1gb workstation

– 1gb server (more is better)

– 2gb if combo workstation & server

– BACKUP Solutions

• *Software*

– Get all of the current Windows Updates

– PRM will be installed and can install SQL servers automatically as follows:

- MSSQL 2005 or later (any edition) on server

  Important! - Install in MIXED MODE
- MSSQL Native Client (on each workstation)

If you are using Vista Windows Operating System, contact your dealer for special instructions.

Part II

2 Getting Started

Install POSitive Retail Manager

From a CD or from a downloaded file, you will be running an installation program which will create the needed directories, sub-directories, program files and support files. It will create a shortcut on the computer desktop for launching POSitive Retail Manager. The whole process is automated; follow the directions on screen.

The CD installation disk will determine if you need to install an SQL Server, a Native Client, as well as install or merely upgrade the PRM program files.

Create Your Own Company

A special database for your company needs to be created. It will eventually contain a listing of all of your customers, employees, inventory, and vendors. It will also track all sales transactions, purchases from your vendors, and generate useful reports. You have two options:

- **Starting From Scratch** - A new company wizard will guide you through each step of the process. At the outset, there are some things you will need to know, but you may make corrections to these initial selections at any time in the future. (see Creating Your Company)
- **Migrating PRM data** - If you are already a user of POSitive For Windows you do not need to start from scratch. There is a process to convert all of your current data to PRM. This conversion may take a few hours to complete, but you will save much time and retain the historical information for generating useful reports.

Registration

Run PRM and select your company name. Your new company data will be in Demo Mode with some limitations. To gain full functionality, you should choose the **Register On-Line** button when it appears. Your computer will need internet access. If you get an Invalid Code message, please contact your dealer or POSitive Software Company.

Activate System and Station Settings

If you converted your PFW to PRM the settings are still intact. However, there are new options in System Setup. And if you are new to PRM, this is an important area for management to review because it reflects your business style and practices. These settings will control how PRM is to be used for making sales and purchases and granting employee access to features of PRM.

Station Setting options are hardware related to assure that printers, scanners, and cash drawers are performing properly from each computer workstation. Preferences for operations at the station are also defined.

Using PRM

Now what? There are no customers, or inventory, or vendors, or anything else in this new installation of PRM. We suggest that you take time to experiment using the sample company data, or follow these suggestions to get a better feel for the PRM program. If you have questions, ask your dealer. Consider joining some on-line classes.

Create Some Inventory

Most importantly and by far the biggest project is the creation of your inventory list. This should done right away; as systematically as possible. In this manual you will learn how to create a few inventory items to teach you the concepts. Some tips and tricks for speeding up the work will also be introduced.

Make A Sale

What the clerk sees on screen, how items are added to the invoice, and what to do to meet special needs of invoicing are important setup and training issues. This is an adjunct to Station Setting options discussed earlier.

Learn How To Process Purchase Orders

Placing and receiving purchase orders automatically updates your stock counts. There is a smooth flow from determining what to order, contacting the vendor, and receiving products as they arrive.

2.1 Creating Your Company

Creating a company is easy in PRM. You will be prompted through each step of the process. You will be asked specific questions about your company name, address, etc. and given options for functionality of PRM. Do not worry too much about your selections because they can be modified later as needed.

Some things you will need to know:

SQL Server, name and password

A Data Password

Your company name, address, etc.

Starting numbers for invoices and orders and Price Level Descriptions

Number of workstations (network seats), main printer type

Local tax rate

Getting Started

The following topics give you step by step instructions for:

1) Launching PRM and accessing the Create Company screen (Choose Company),

2) Creating a new company (New Company Wizard),

3) Defining the system and station settings to match your business philosophies (New Company Setup),

4) Adding and authorizing employees (Adding New Employees).

2.1.1 Choose Company

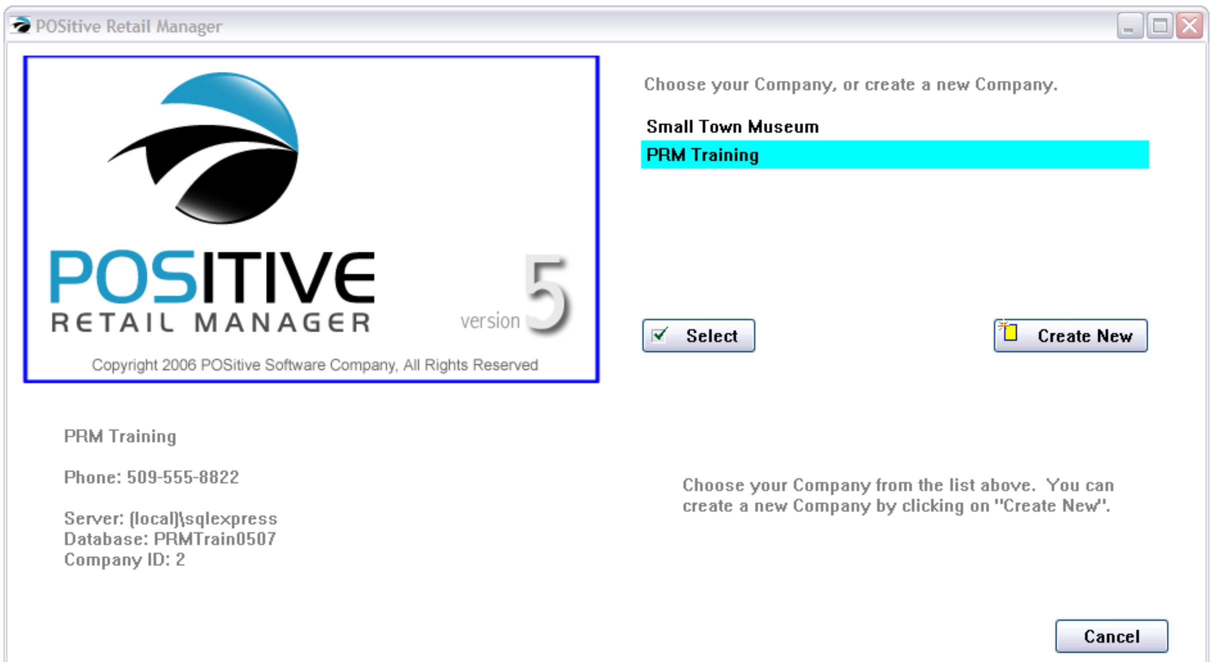
PRM may install with sample data, Blink's Video Game Emporium, for you to use for practice and reference. You may be tempted to remove it from the list, but we recommend retaining it for future reference. There are some ways the sample company can be less intrusive (see below).

PRM will add your company to this Choose Company window and additional companies if you wish to keep them all under one software program.

Purpose

This screen serves as an access to

- Selecting sample data for testing purposes
- Selecting or creating you own company data



Company List - All companies available through this installation of PRM.

Description - Your company name.

Select - After highlighting the desired company, this will launch PRM using this data.

Create New - Creates a new data set utilizing a New Company Wizard.

Company Details, Server & Database Name - In the lower left corner is the name, address and phone number of the highlighted company at right. Also displayed is the name of your SQL server, the name of the database, and an ID number for the company.

How To Choose A Company

1) Highlight the company in the list.

2) Double Click, choose Select, or press "Enter".

How To Create A New Company

1) Click on the "Create New" button.

2) A New Company Setup Wizard will walk you through the basics.

3) When you have finished with the Setup Wizard be sure to review the New Company Setup topic.

2.1.2 New Company Wizard

PRM makes it easy for you to set up your own company. The New Company Wizard prompts you through several critical setup screens. Remember that anything you select can be changed very easily later.

Some Things You Will Need To Know

SQL Server, name and password

A Data Password

Your company name, address, etc.

Starting numbers for invoices and orders and Price Level Descriptions

Number of workstations (network seats), main printer type

Local tax rate

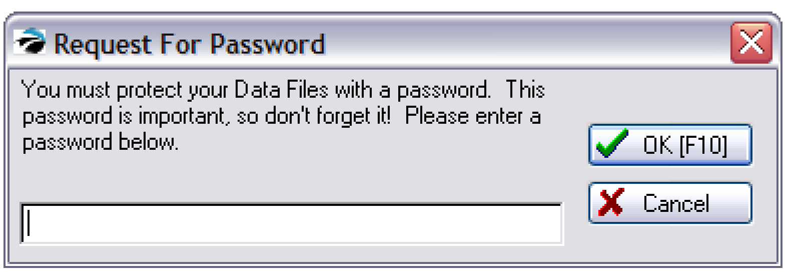
How To Create A New Company

1) Start PRM running.

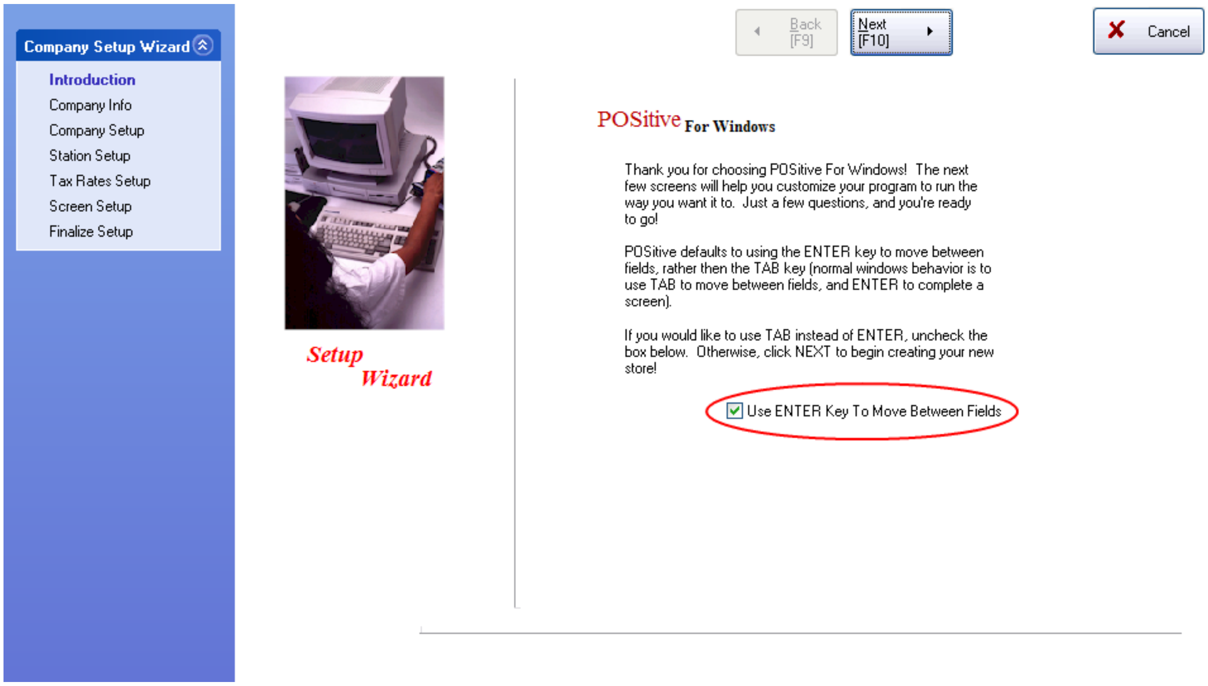
2) At the Choose Company dialog box, click on the Create New Company button. Read what is on the screen and follow the prompts.

Company Setup Wizard - **Introduction**

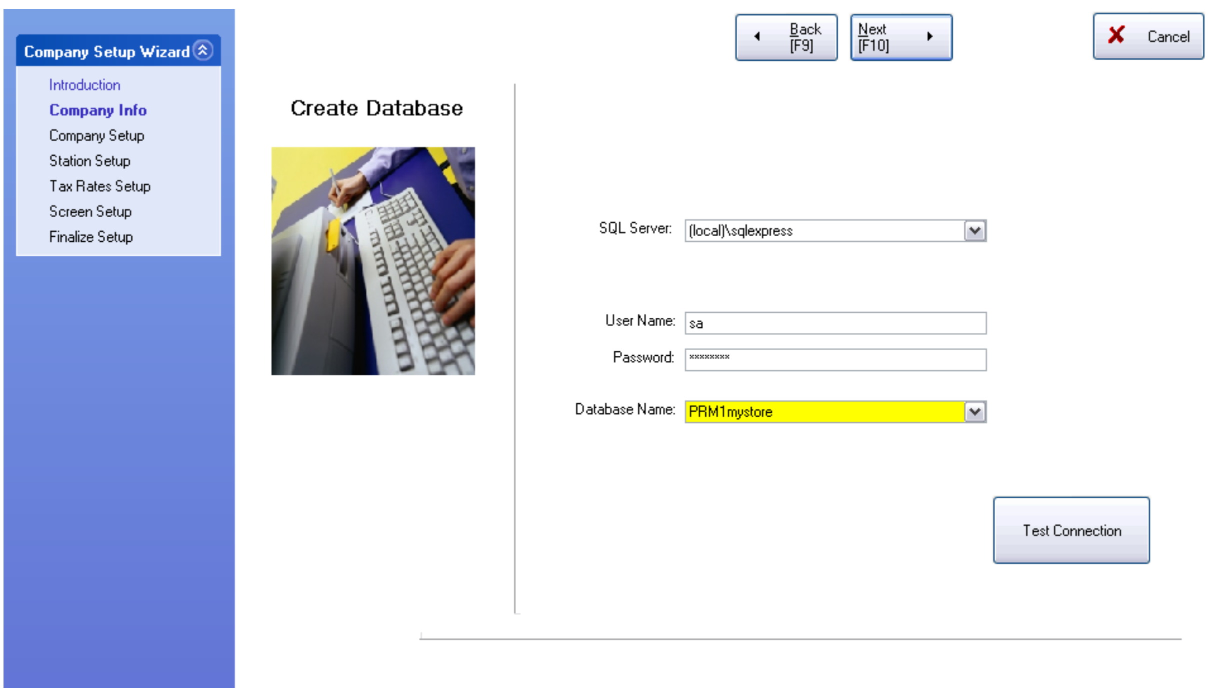
- Enter a DATA PASSWORD. This password (one word only) is required to continue. It is used for encryption of credit card and other sensitive data. Do not choose a password which will be obvious to employees, yet do not make it too difficult to remember. Only rarely will you ever need to remember this password. Click on OK.



- Select "Use ENTER Key To Move Between Fields" (Recommended)

- 

- Create Database



SQL Server - the name of your SQL server

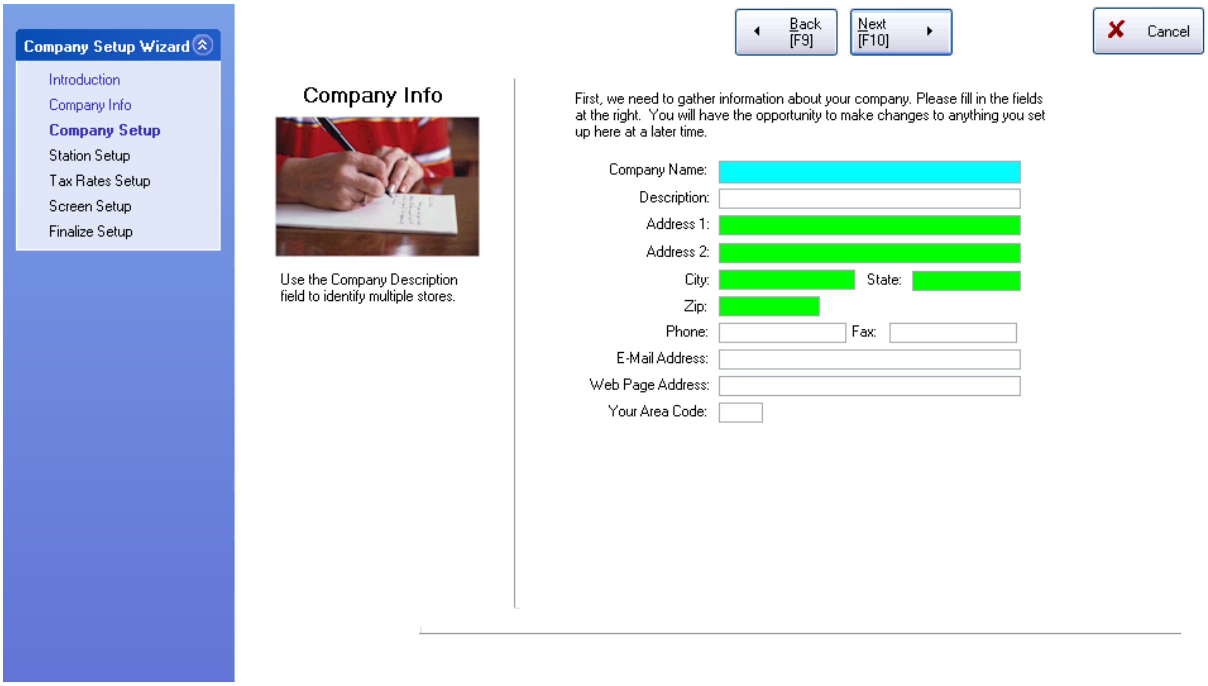
User Name - the user name you use to log in to your SQL server, typically "sa" (system administrator)

Password - the password associated with your user name

Database Name - typically your company name (this should always be a unique name)

Company Setup Wizard - **Company Info**

Enter your company information.

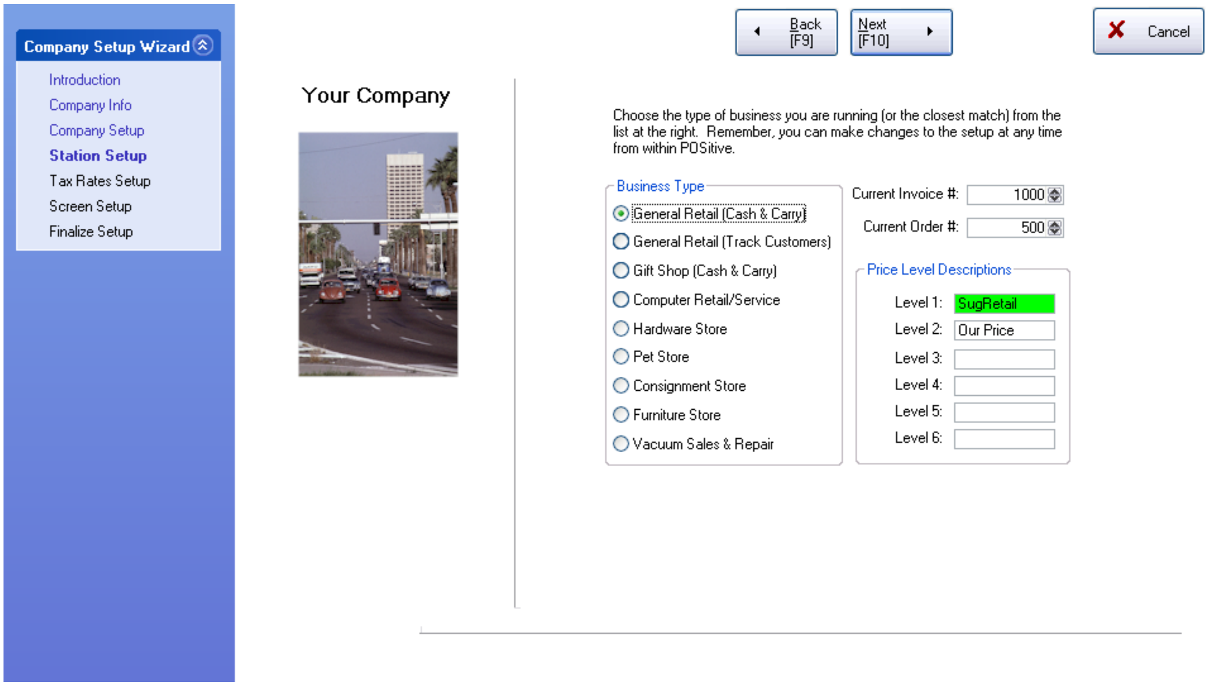


Company Setup Wizard - **Company Info - Business Type**

Select a Business Type.

Enter starting numbers for Invoices and Orders.

Change or add names of Price Levels 1-6

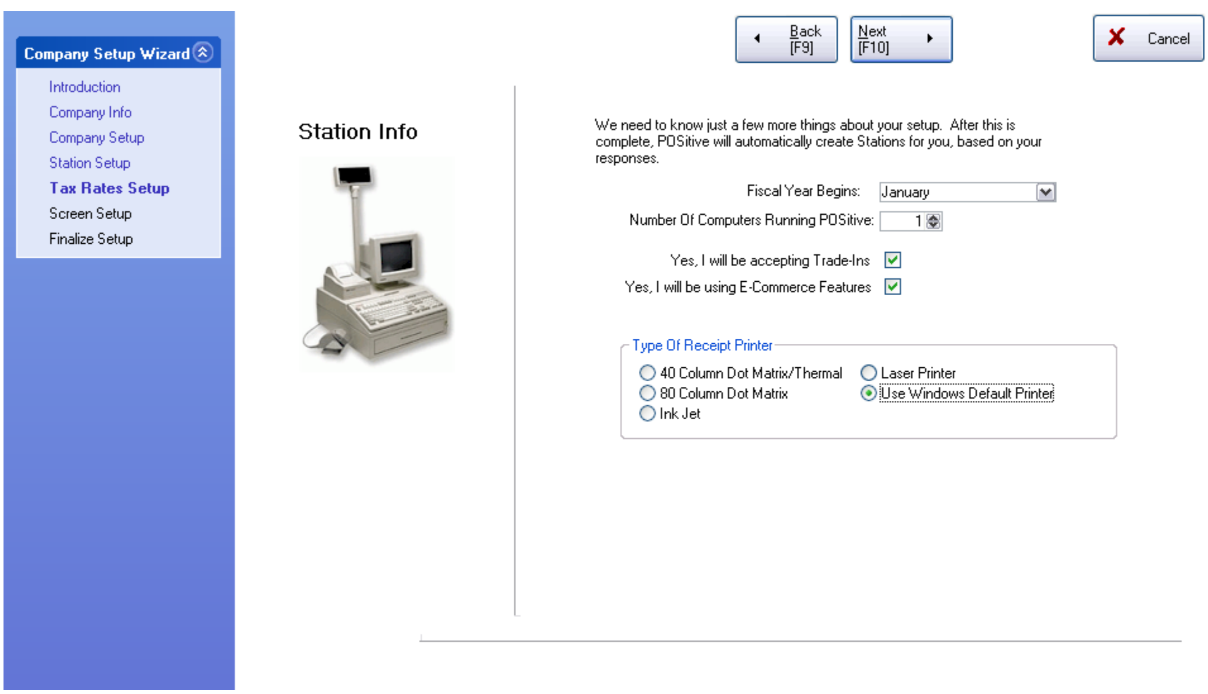


Company Setup Wizard - **Station Info**

Complete some hardware setups. Enter the number of computers which will be using PRM.

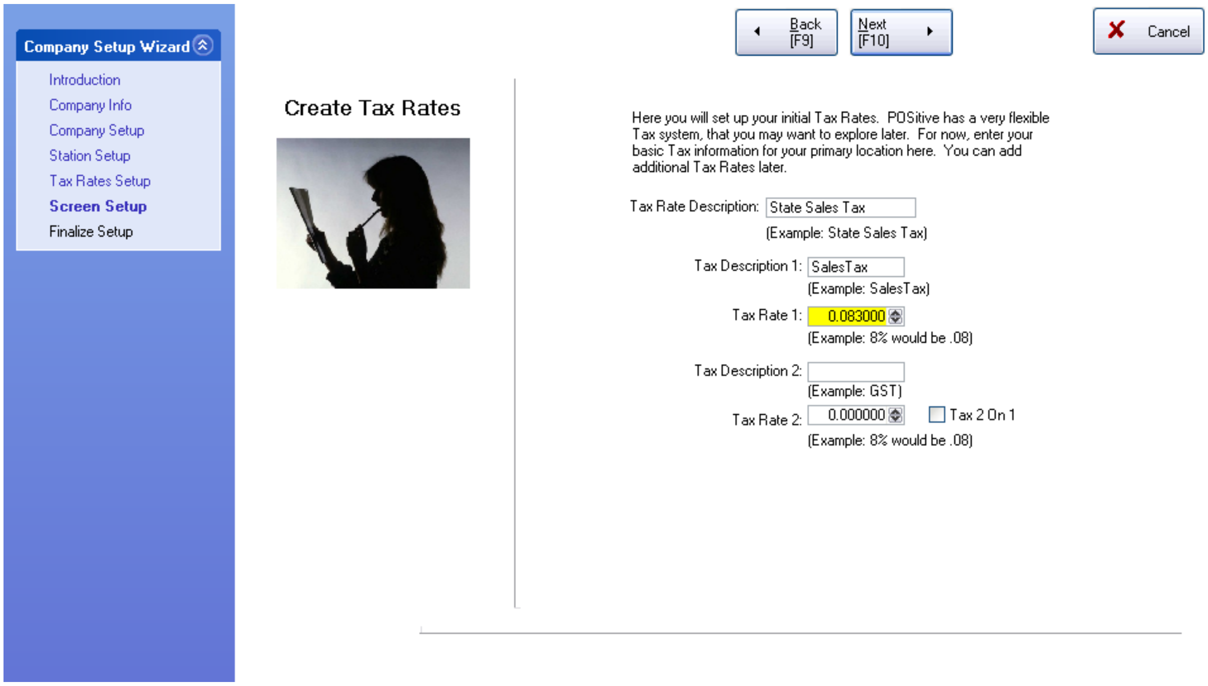
Activate options for Trade-Ins and E-Commerce as needed.

Select your main type of invoice printer from the list of types. (Note: you will have additional options for printer selection later.)



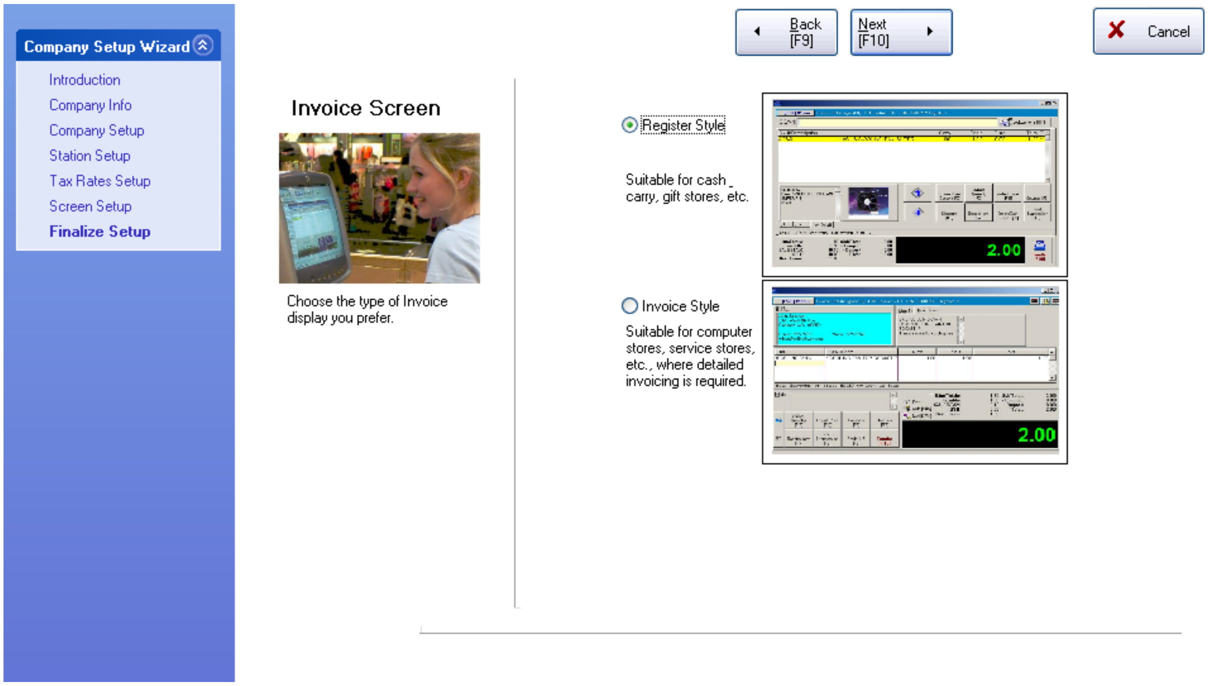
Company Setup Wizard - **Create Tax Rates**

Define your Basic Tax Rate. (Additional information about tax setup will be given later.)



Company Setup Wizard - **Invoice Screen**

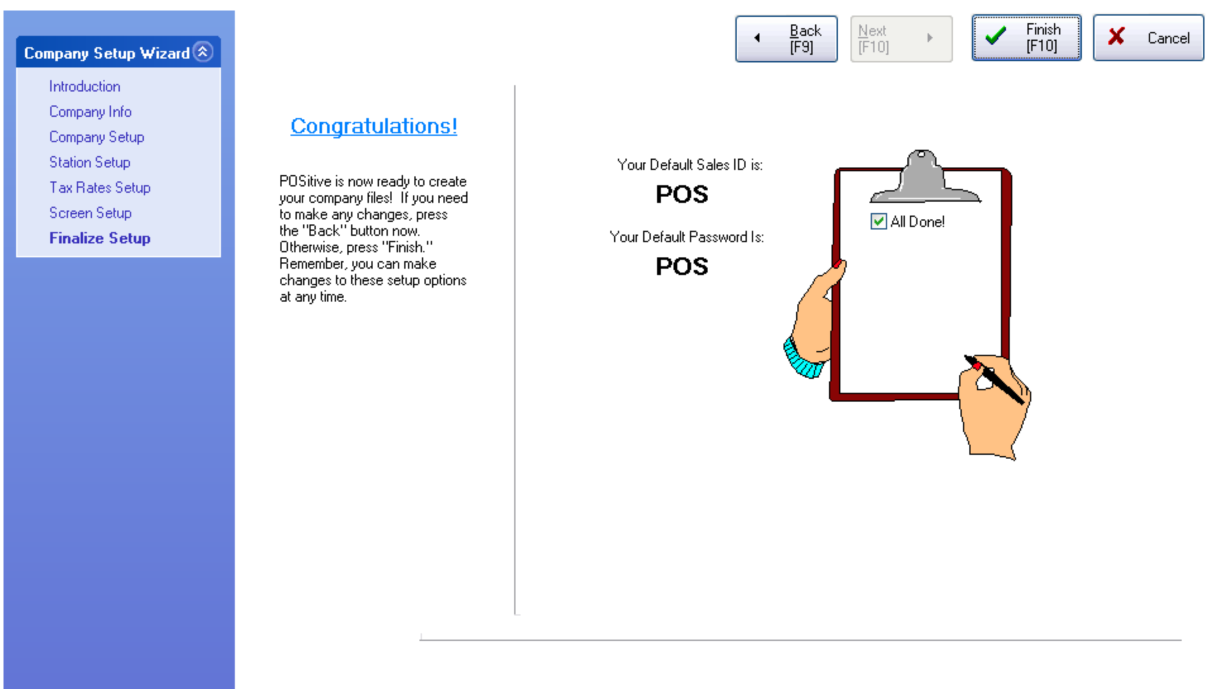
Choose an invoice screen style.



Company Setup Wizard - **Finalize Setup "Congratulations"**

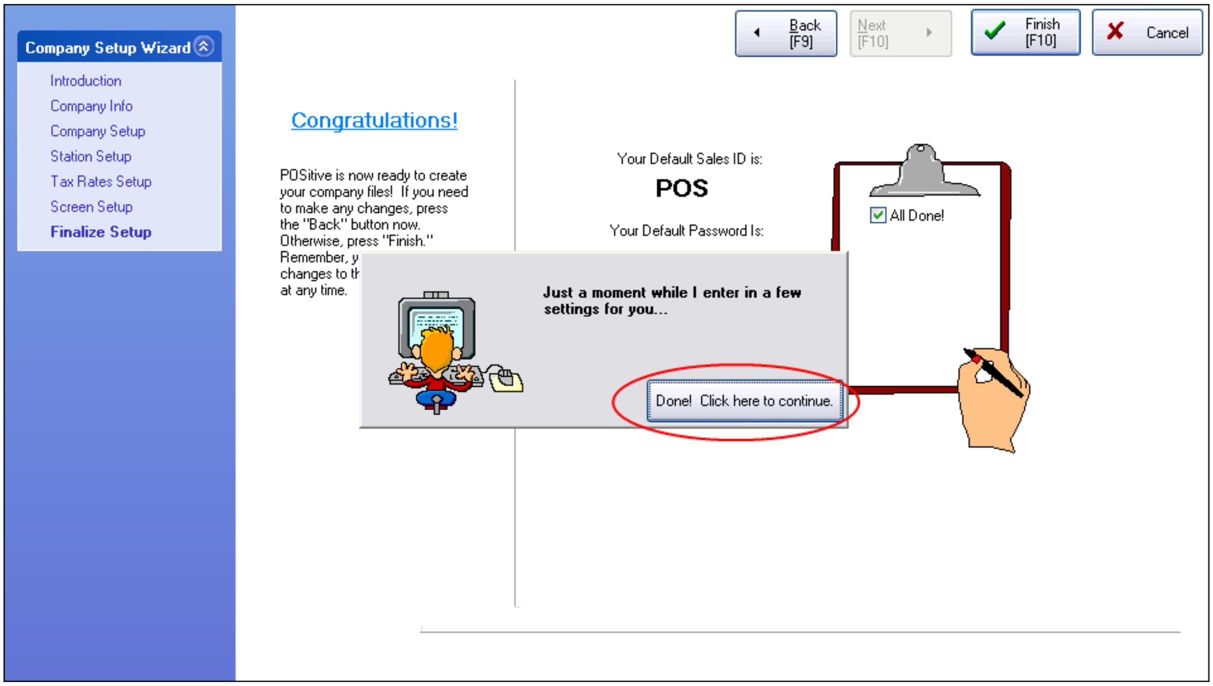
You will be using POS and POS as your Sales ID and Password until you begin to add employees.

If you want to make any corrections, choose Back [F9]. Otherwise, choose FINISH [F10].



Done! Click Here to Continue.

When prompted click on the Done button.



Verifying Data Files - opening tables

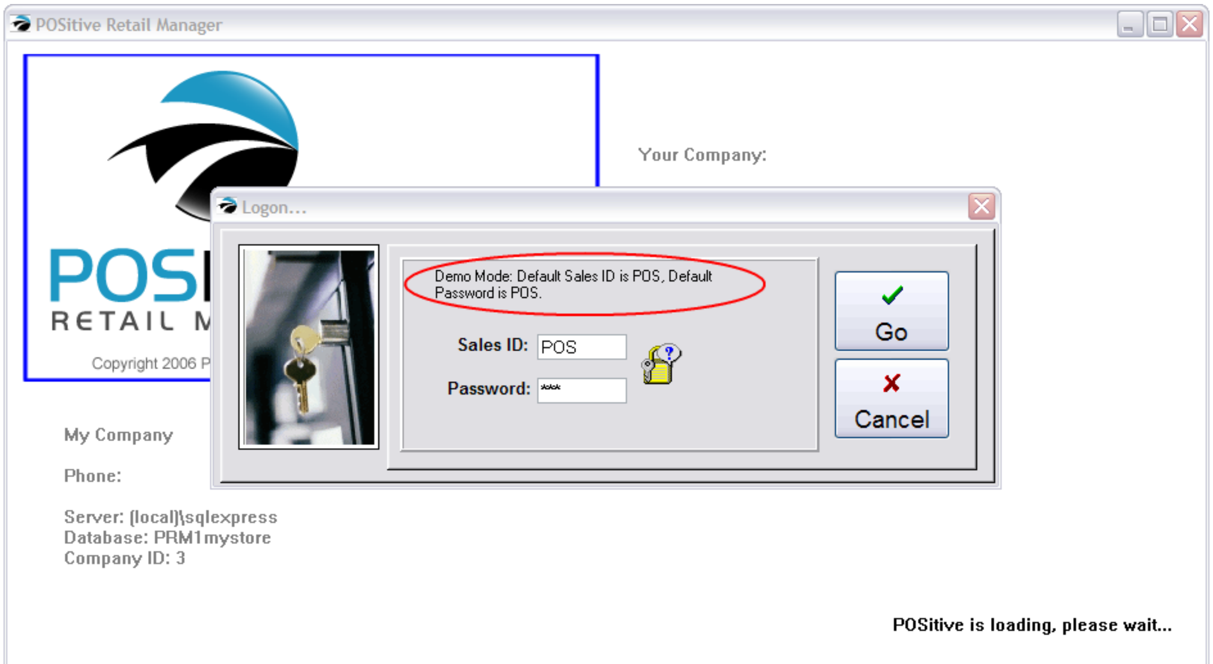
PRM will automatically shut down.

Run PRM again and your new Company will be in the list.

"Choose Station" - If prompted, be sure to select a station before clicking on OK. There will be only one station number initially. You will need to create enough station numbers for the number of computers which will be running POSitive Retail Manager.

Log on "Enter Sales ID and Password"

- Use POS and POS for now. You can change this later.

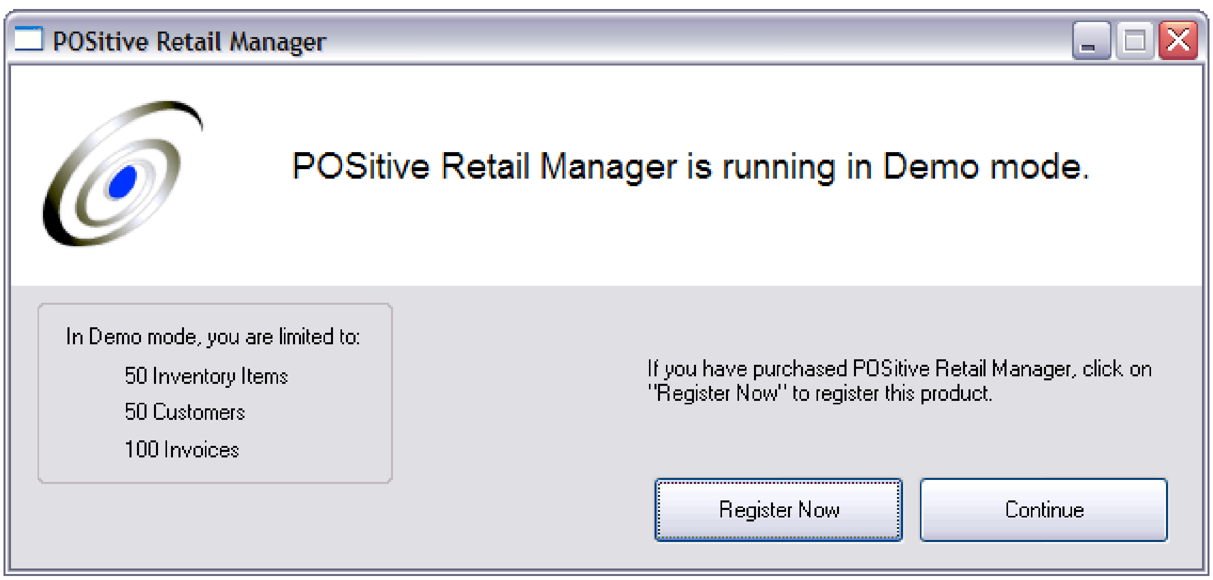


Additional Prompts

Respond to any additional prompts on updates and other information.

Company Setup Wizard - **POSitive Retail Manager is running in DEMO mode.**

By default, your new company setup is in Demo mode and is limited in the number of inventory items, customers, and invoices. Registered versions have no such limitations.



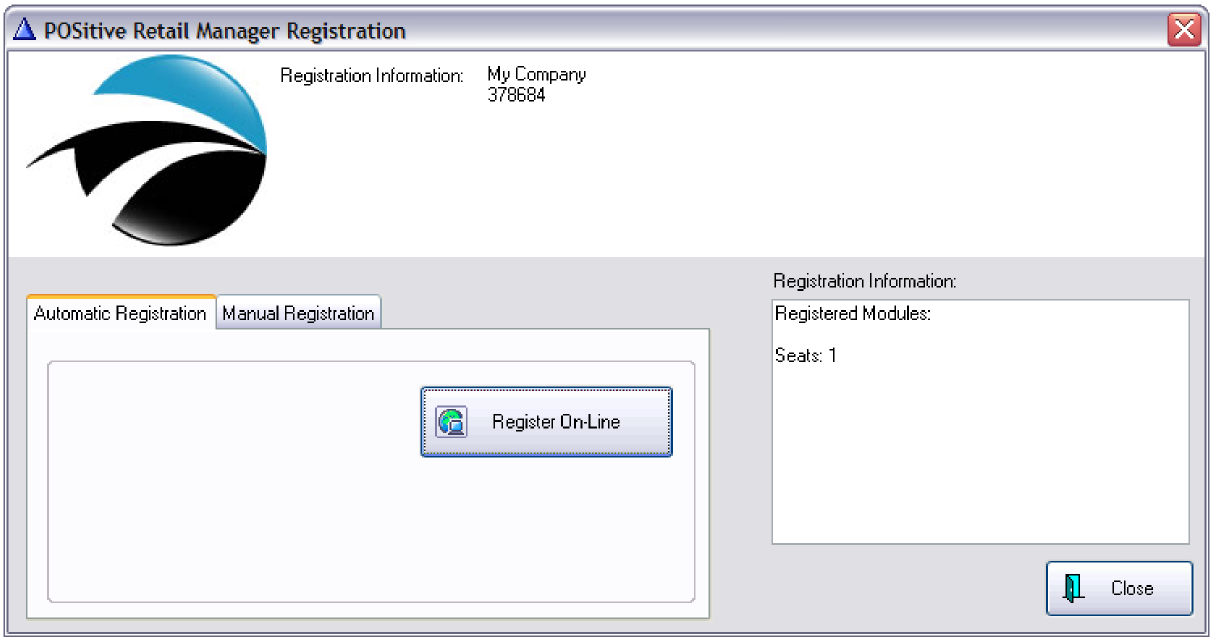
Continue - Choose "Continue" if you are simply evaluating the program or if you are unsure about registration at this time. PRM will skip the next screens and verify data and prompt for an ID and Password. Enter POS and POS. You will be able to use PRM in demo mode.

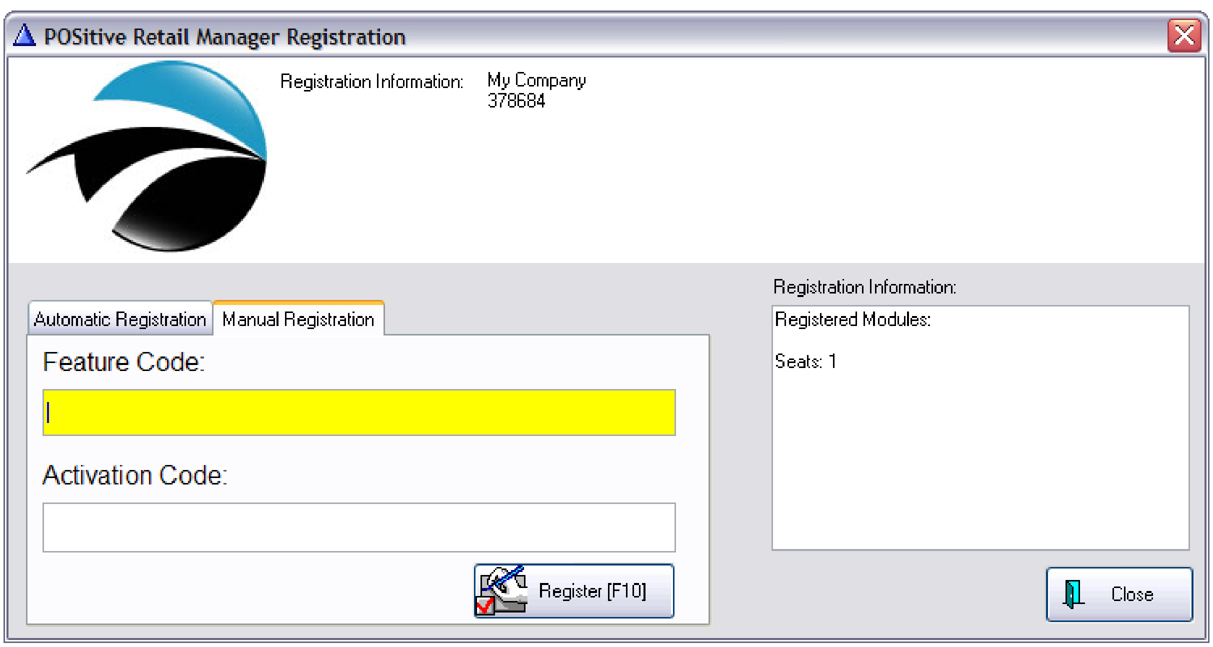
Register Now - If you have purchased PRM, then you may choose to license the program now.

Company Setup Wizard - **Registration**

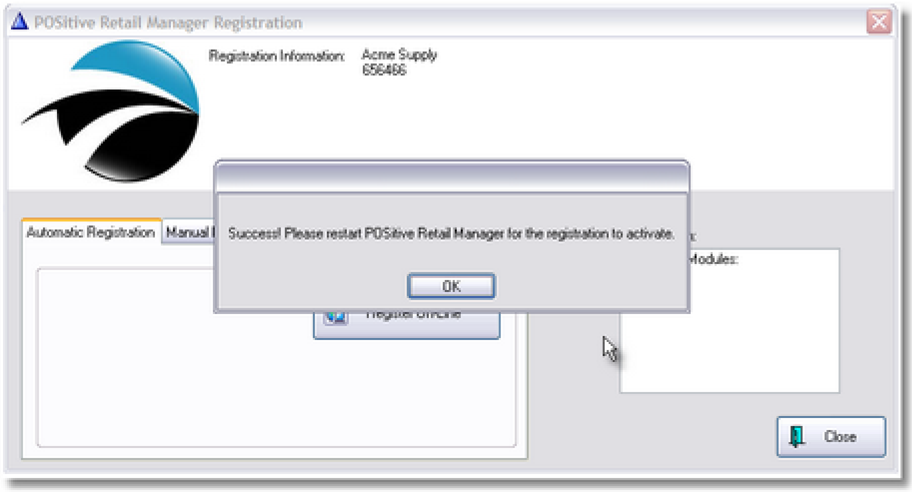
POSitive Retail Manager Registration allows you to get activation codes from the Web. You need to be connected to the internet.

Automatic Registration - your company information has been pre-registered when you purchased the software. Choose the Register On-Line button.





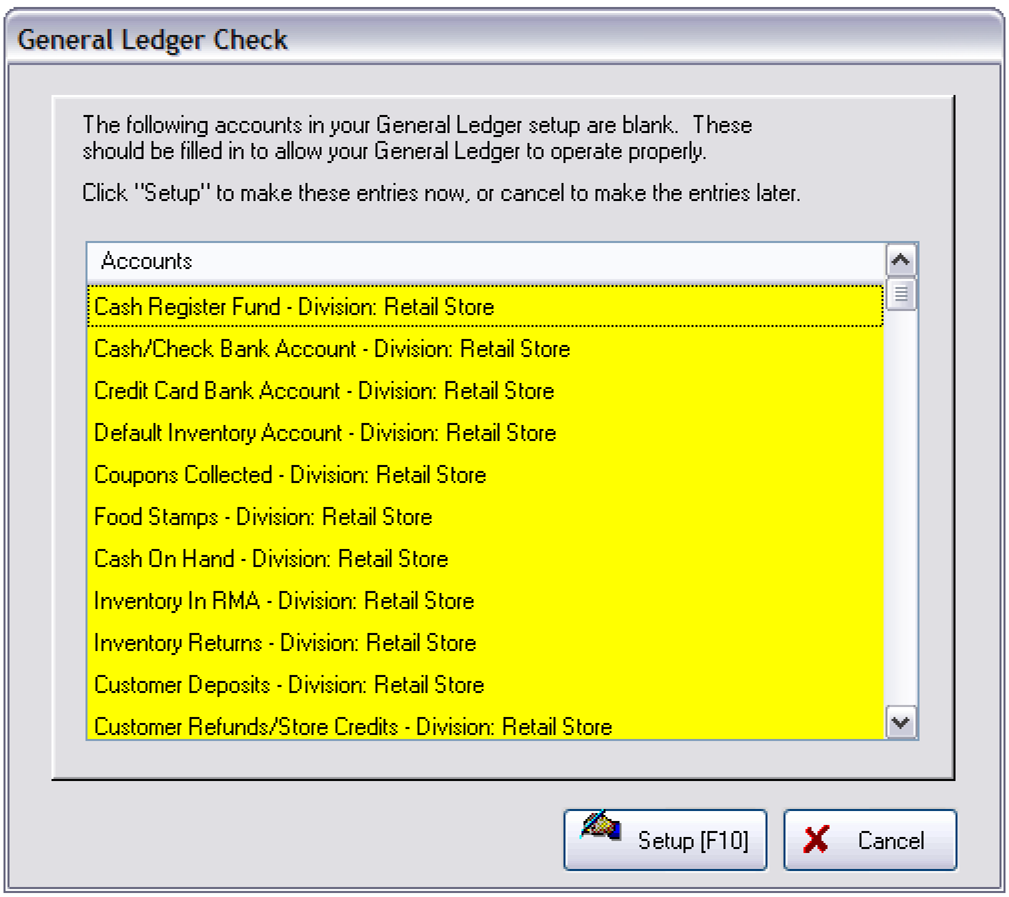
Company Setup Wizard - **Success! Please Restart**

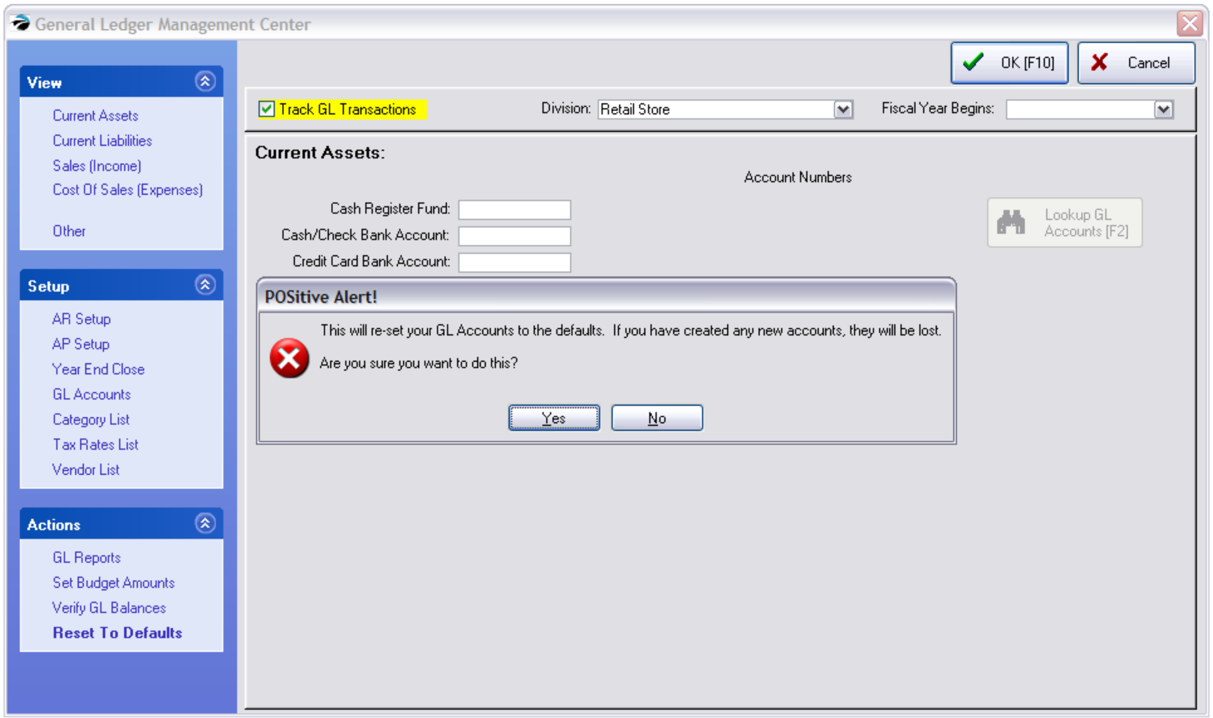


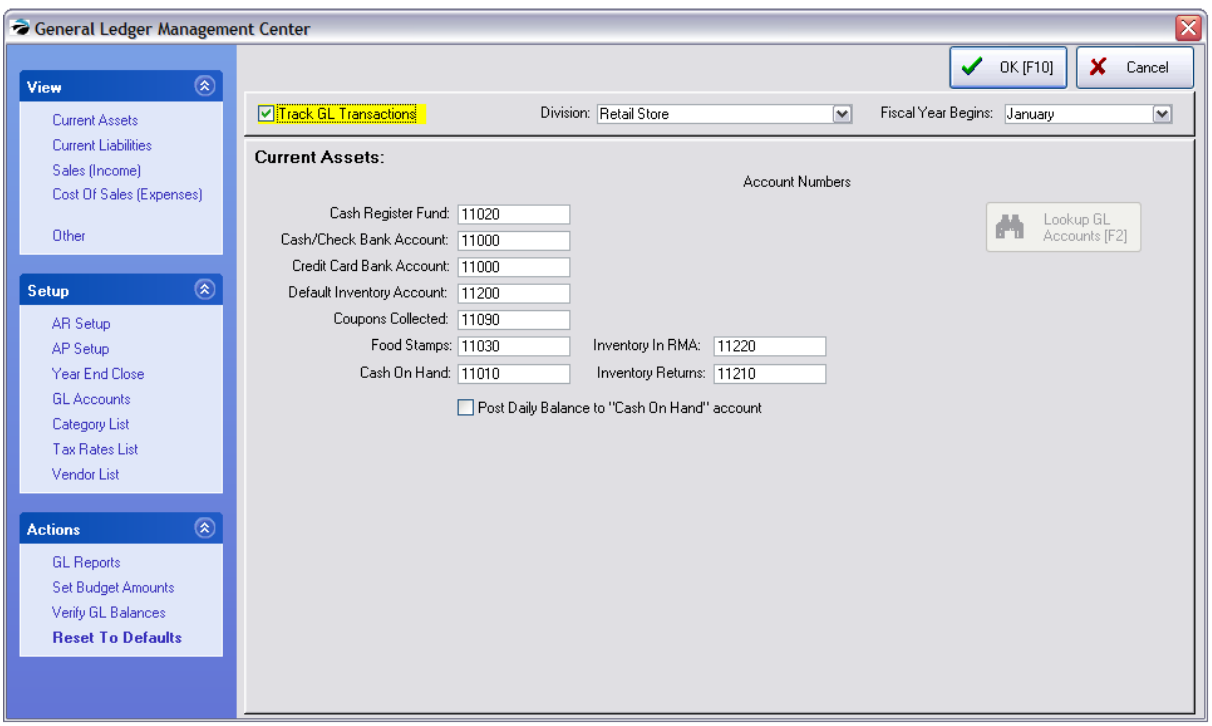
"Success! Please restart POSitive Retail Manager for the registration to activate."

You will be immediately launched into PRM where you can begin to work.

General Ledger Check





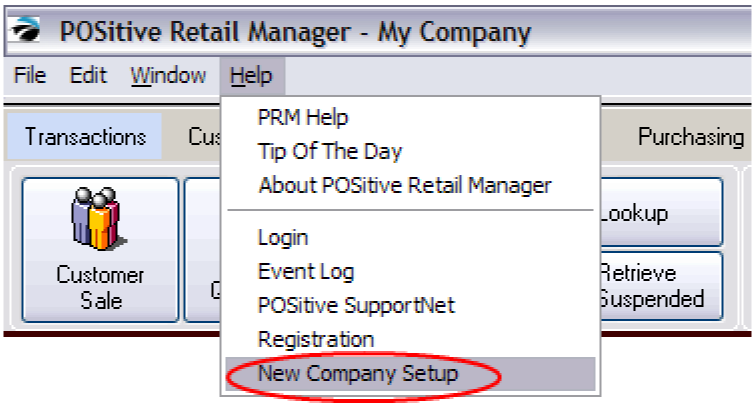


NOTE: You do not need to restart your computer; nor the PRM program (a future release will eliminate this notification.)

Where To Begin

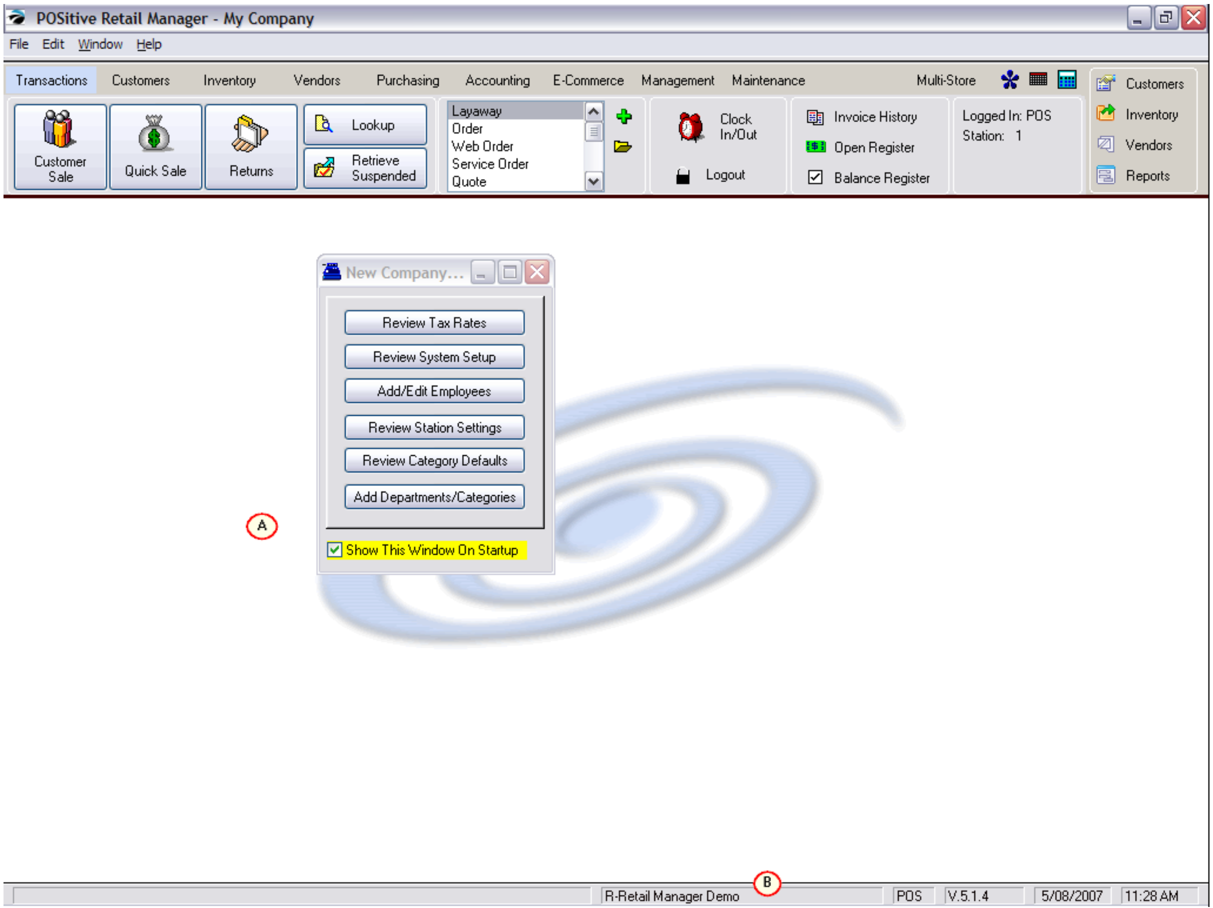
The New Company Setup Window lists links to major setup features of PRM. It is highly recommended that you review each one.

Go to Help: and select New Company Setup



(A) At this time, make sure the "Show This Window On Startup" is activated. You will be using this tool until no longer needed.

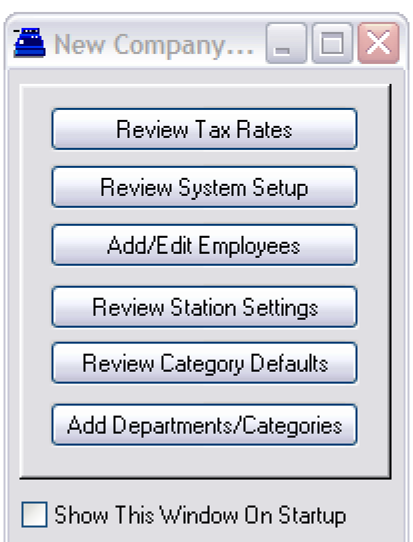
(B) Your company is now setup. On the status bar down by the date and time, if the program says **Demo Mode**, you have not yet successfully registered PRM. Review Help: Registration or consult with your PRM dealer.



Next Step: New Company Setup

2.1.3 New Company Setup

When you first created your company, this floating window will be displayed as a quick link to vital setup screens of PRM.



It is highly recommended that you take the time to review each one. (*Optional Path = If you do not wish to access the option through this New Company Setup window, you can go to the same setup by following the directions given to the appropriate master menus.)

If you **uncheck** "Show This Window On Startup" this reminder will not be displayed each time you start PRM. If you want to review it you can reopen this window by going to Help: New Company Setup.

Basic Settings

- **Review Tax Rates -** Proper taxation is always a critical consideration. Detailed help is available On-Line. After selecting the Review Tax Rates button, press F1 for on-line help. (Optional Path*: Maintenance: Tax Rates)
- **Review System Setup** - These settings will control the overall operation of PRM. Many choices are available so that you can tailor PRM to meet your business style and philosophy. After select the button, press F1 for on-line help. (Optional Path: Maintenance: System Setup)
- **Add/Edit Employees** - As you add employees, you may set security lockouts for individuals. After select the button, press F1 for on-line help. (Optional Path: Management: Employees)

DO NOT edit or delete POS Manager at this time. POS Manager gives you general access to the program and should remain unedited for about a week or more as you set up your company. You may change the password of POS Manager to lock out unauthorized users.

One of the first things you should do is add yourself as an employee. The New Employee topic will guide you in this step.

- **Review Station Settings** - Each computer using PRM is a workstation. Each station can act differently than other stations. For example, it will have different hardware to configure such as printers, cash drawers, pole displays, etc. After you select the button, press F1 for on-line help. (Optional Path: Maintenance: Station Settings.) Note: It is best to make the changes for Station Settings while operating the workstation.
- **Review Category Defaults** - Before adding any inventory and even before creating categories of inventory, you need to understand Category Defaults. Categories are a very significant tool in PRM. They can be as simple or as detailed as you would like. The more you understand them, the more of a tool and time saver they will be. After you select the button, press F1 for on-line help. (Optional Path: Maintenance: Category Defaults: Master)

Note: The Master category is used as the basis for creating new categories and category defaults. It may be edited as often as you wish to populate of the new categories you are creating.

- **Add Departments/Categories** - In brief, all inventory is assigned to a category. A department is a group of categories. After you select the button, press F1 for on-line help. (Optional Path: Maintenance: Departments)

Additional Settings

Definitions - (Optional) As part of your setup of PRM, you may want to review a standardized list of definitions used in PRM and make changes to those areas which are of interest to you. To access these settings go to Maintenance: Definitions and select the appropriate options.

Customer Terms - You will be prompted to create at least one, after that you may choose to create additional terms of payment. Go to Customer Center: Customer Terms under Actions.

Customer Categories - (Optional) You can leave this blank, but by creating at least one you can have customer information filled in automatically with standard settings and user defined fields. Go to Customer Center: Customer Categories under Actions.

Vendor Terms - You will be prompted to create at least one, others can be created in advance. Go to Vendor Center: Vendor Terms under Actions.

General Ledger Setup - (Optional) This is already setup with default settings. Only if you wish to change the chart of accounts will you need to make any changes. Go To Accounting: GL Setup.

Transaction Screen Editor - (Optional) If you choose to track backordered inventory on an invoice and are not seeing a backorder column on screen, use this editor to enhance the screen to show backorders. Go to Maintenance: Editors: Transaction Screen Editor. For more information see Standard/Cost Format.

2.1.4 Adding New Employees

You should add your employees to this list to enhance accountability and initiate program security. When PRM is first installed, only one employee is included to allow you access to the program for setup and experimentation.

Benefits

If your business is a one-man operation, you could still benefit from entering your own name.

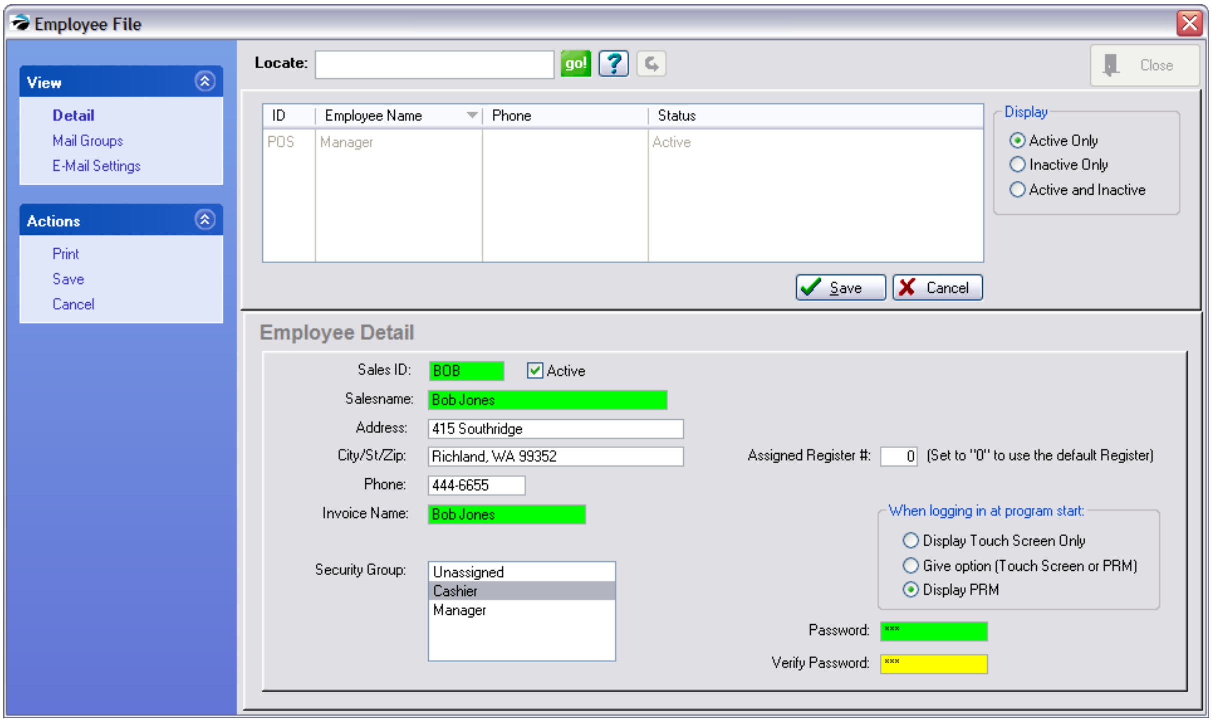
- You can personalize your invoices with your own name or initials as the sales person rather than the title of manager.
- You can shorten your ID and Password to just one letter, making entry easier.

If you have other employees, there are additional benefits.

- You can enhance accountability. Key activities such as making sales, receiving inventory, balancing the register, can always be traced back to the individual who logged in.
- You can restrict access for some employees to selected areas and limit rights to perform some of PRM's transactions.
- You will have a handy list of employee names and addresses.
- You can leave 'e-mail' messages globally for all employees, selected groups of employees, or individual employees.

Editing Employee Information

You may edit employee information or change the password for security reasons. There is also a view for Notes for any comments you choose to write regarding the employee.



The top of the Employee File screen gives a quick summary of each employee. The Locate and Query options assist in finding an employee if the list is extensive.

How To Add New Employees

From the Employee File screen, choose the ADD button just below the Employee Listing and fill in the employee information fields.

Employee Detail

Sales ID - A unique code of up to 3 characters in length. This can be any combination of letters and numbers. It is frequently the initials of an employee. If security is not a major issue, it could be just one character to speed up entry into PRM.

Active - Currently able to use PRM

Salesname - Full name of employee: First and Last Name.

Address - This will be used for internal purposes only.

City, State, Zip - Employee's city, state, and zip code

Phone - Employee home phone

Invoice Name - This entry will be printed on the customer invoice. For privacy reasons, you may choose to print only the first name or an employee number on invoices.

Security Group Assignment

Security Group - A preset assignment of security settings. Select one of the presets or make the entry Unassigned. See Security Groups.

Special Assignments (optional)

- **Assigned Register #** - This should always be set to 0. Only in rare instances would you want to use any other number. (see Employee File for more information)
- **Service Tech** - If this employee will be serving as a service technician at times, then this box should be **checked**. The employee will then be included in the Service Order module and will be listed with in the Service Scheduler. If service work is not part of your business, then this can be left blank.
- When Logging In At Program Start
  - Display Touch Screen Only - Do NOT USE yet. (see PRM Touch Screen)
  - Give Option (Touch Screen or PRM - Do NOT USE yet. (see PRM Touch Screen)
  - **Display PRM** - (Recommended) **ALWAYS use this**

Password Authorization

Password - A code of up to 6 characters using any combination of letters and numbers. This code should remain confidential. If security is a major issue, it can be changed as often as needed. As you type, the code characters will only be displayed as asterisks.

Verify Password - Re-enter the password to verify that the original entry is correct. As you type, the code characters will only be displayed as asterisks.

SAVE CHANGES NOW

Before selecting any other options be sure to click on the SAVE button.

Be sure to complete all 4 of the following Views listed on the left.

Mail Groups

All Groups - a listing of common teams of employees such as Sales, Management, Techs, etc. Choose the Mail Group Manager button to add or edit.

Groups Belonged To - This employee is automatically included in the ALL group and can be included as a member of any other available Mail Group. If groups have not yet been created, you may designate them now using Group Manager button below the All Groups list. (see Group Manager)

Mail Group Manager - Create new groups and assign specific employees to each group.

TIP: To send messages: see My POSitive

Security

Already Assigned - Displays the message: "Security has been set using a Global Security Setting:" with the name of the Security Group at the end. If changes need to be made, edit the employee record and set to a different security group.

Security UNASSIGNED - A list of settings for each Access Module can be individually customized for an employee. At this stage, it is best to just continue on with Next because you already chose the security group at the beginning of the Employee Wizard.

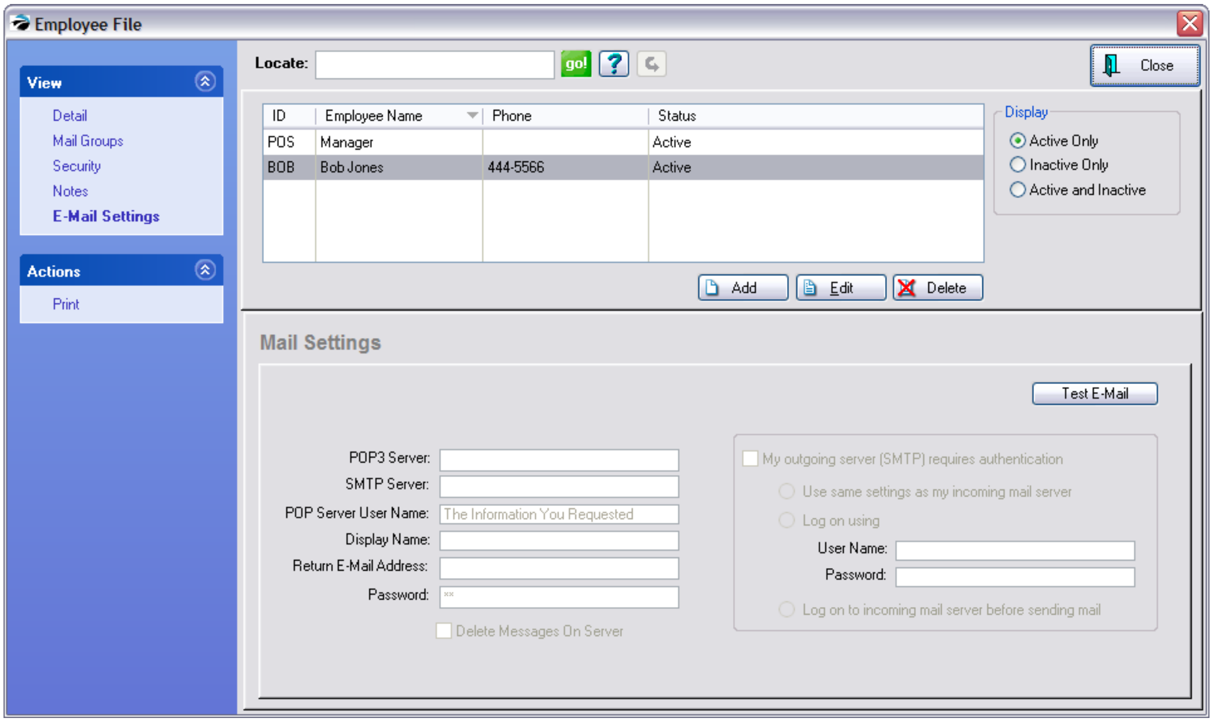
See List Of Security Options for details.

Notes

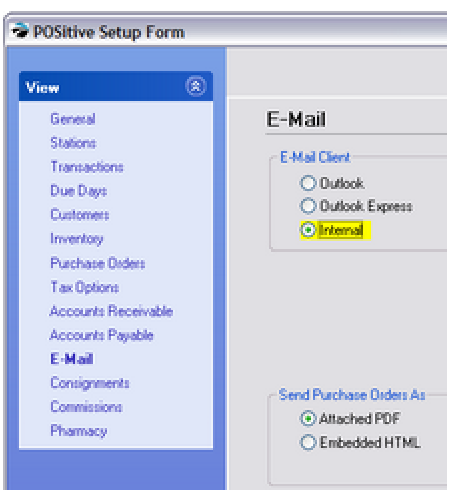
You can record the hire date, performance reviews, and any other useful information about this employee on the Notes tab at this time.

E-Mail Settings

By default, PRM uses your Windows default e-mail client, such as Outlook, when you e-mail copies of invoices, quotes and etc., to your customers. PRM can also function as a e-mail client, allowing employees to send and receive personal e-mail through the My POSitive section. Define the e-mail settings for each employee.



To set-up internal employee e-mail, go to Management, System Setup and put a check next to "Use Internal E-Mail To Send Orders/Quotes/Etc."



Then go to Management, Employees. Select the employee, then click on E-Mail Settings. This is where you will enter the information that pertains to your e-mail service and will have to be done for each employee. Because each business is different, there are no standard settings to use for this section. You probably need to consult with your e-mail provider, IT support person or POSitive dealer for assistance with setup.

2.2 Company Setup Summary

You have now created your company and have activated selected features. Those features can be reviewed and changed as needed.

The PRM Toolbar's Maintenance menu lists the following sections which are basic for your company setup.

THE BASICS

Company - your company name and address; create company Divisions if needed (see Company Information)

Registration - unlock codes for your company data (see POSitive Retail Manager Registration)

System Setup - access to global options for overall operation of PRM. (see POSitive Setup Form)

Tax Rates - opens the tax setup (see Tax Rates)

Category Defaults - access to Master Defaults which are applied to a newly created category (see Categories With Defaults)

Departments - opens the Department / Category setup (see Departments)

Categories - opens a simple list of categories. (see Category Listing)

Station Settings - access to workstation options. (see Station Detail - General and Basic Hardware)

Definitions - review the following two topics and any others which are of interest to your company

Policy Statements - disclaimers at the bottom of invoices and pending transactions (see Policy Statements)

Security Groups - define employee access limitations (see Security Groups)

ADVANCED FUNCTIONS

Import - consider using these importers to speed up data entry. These are all accessible from the Maintenance: Import button.

Inventory, Customers, Vendors, Chart Of Accounts, Quickbooks Chart of Accounts, MYOB Chart Of Accounts, Microbiz, Zip Codes

Printers - if special printer drivers are needed (see List of Registered Printers in Basic Hardware For Workstations)

POSitive SupportNET - ask questions of the POSitive technical support staff

General Ledger Setup - use default settings, or define you own (see Accounting: Setup)

PRM Checkbook (see Accounting: Checkbook)

Definitions (usually no changes are necessary, but your business might benefit from these)

Tender - edit the list of payment methods available when processing an invoice

Currency - define any Foreign Currency which you will be handling

Exchange Rates - access current exchange rates for foreign currencies

Policy Statements - enter messages defining your policies regarding layaways, invoices, internet orders.

Finance Companies - also known as third-party billing, defines companies and organizations you work with

Barcode Types - barcode symbologies

User Defined Fields - the ability to track additional information about inventory items

Security Groups - limitations of what selected employees can and cannot do while running PRM

Mail Groups - not e-mail, but an internal messaging system for communicating with individual and groups of employees.

Countries - define which country standards will be used

Employee Shifts - set cash register operation times as needed

Customer Returns - define reasons why products are being returned

RMA Returns - setup actions for processing returns to your vendors

Call-Log - messaging notes used by the service department to record communication with customers

Zip Codes - a listing of all areas within your marketing area. These are cumulative as you add new customers.

Warranty List - various warranty programs for products and services which are applied to individual items.

Editors (usually no changes are necessary, but you may make some modifications as needs arise)

Transaction Screen - the layout of the screen which the clerk views while creating an invoice or layaway.

Invoice Buttons - shortcut buttons for the transaction screen - use the defaults or create more of your own

Touch Screen - a special interface wherein you design colors, buttons, and layout for the touch screen monitor

2.3 Basic Hardware For Workstations

BASIC HARDWARE SET-UP

POSitive Retail Manager can work with many popular brands of point of sale hardware. The purpose of this chapter is to help you with the set-up of your POS equipment.

PRINTING SET-UP

Other than a computer, the next most important piece of equipment in any POS system is a good printer, which can be used for printing receipts, reports and labels. POSitive Retail Manager can work entirely through your default Windows printer, but you may want to use other printing options typically available in point-of-sale software.

Since PRM can support different printers for different functions, the first thing you'll need to do is make sure a Printer Driver is installed for each printer you'll be using. Most printer manufacturers include a printer driver disc in the box, but the exception is the small receipt printers, such as those made by Epson, Star, Ithaca and others. You'll need to download the appropriate driver from the manufacturer's web site, or ask your dealer to provide it. Once all your printer drivers are installed and working, you can proceed with setting up printing in PRM.

TRANSACTION PRINTING

Transaction printing is used for forms that are given to your customers and ranges from invoices to packing slips. On the Maintenance, Station Settings, Printers/E-Mail screen you select printers and forms for the following transactions:

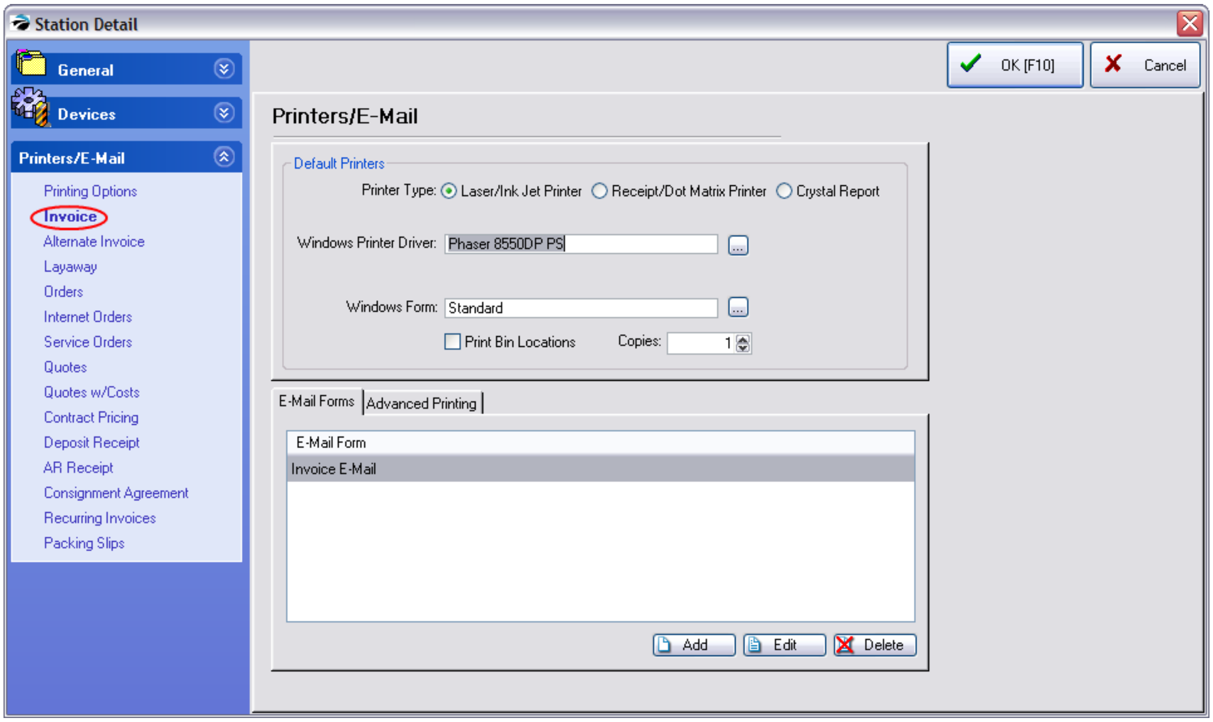
Each workstation selects which printer will be used for each type of PRM transaction:

Invoice	Internet Orders	Contract Pricing
Alternate Invoice	Service Orders	Recurring Invoices
Layaway	Quotes	Packing Slips
Orders	Quotes with Costs	

In addition, Printing Options allows for selection of packing slips, customer labels, and handling of purchase order.

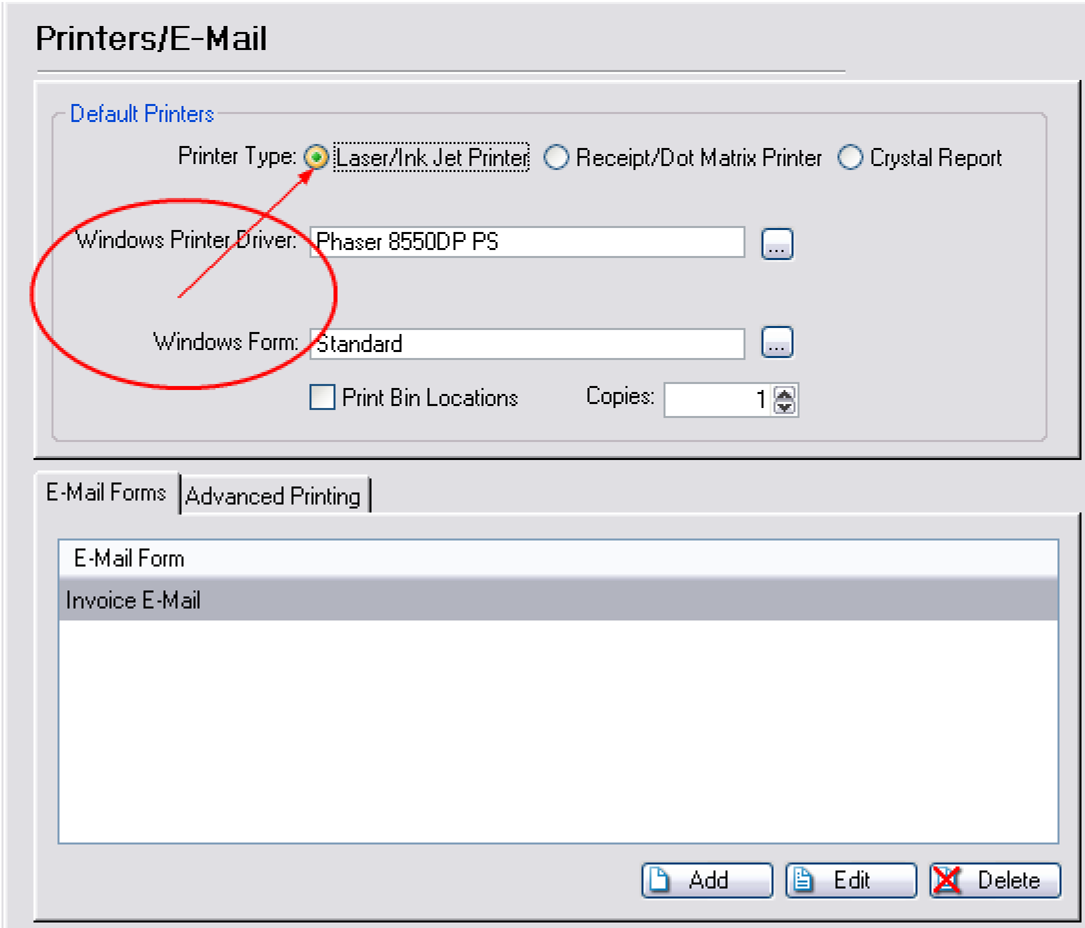
Also from this screen, forms are selected for printing a deposit receipt, an accounts receivable receipt, and the consignment agreement.

We're going to skip Printing Options for now and start with Invoice.

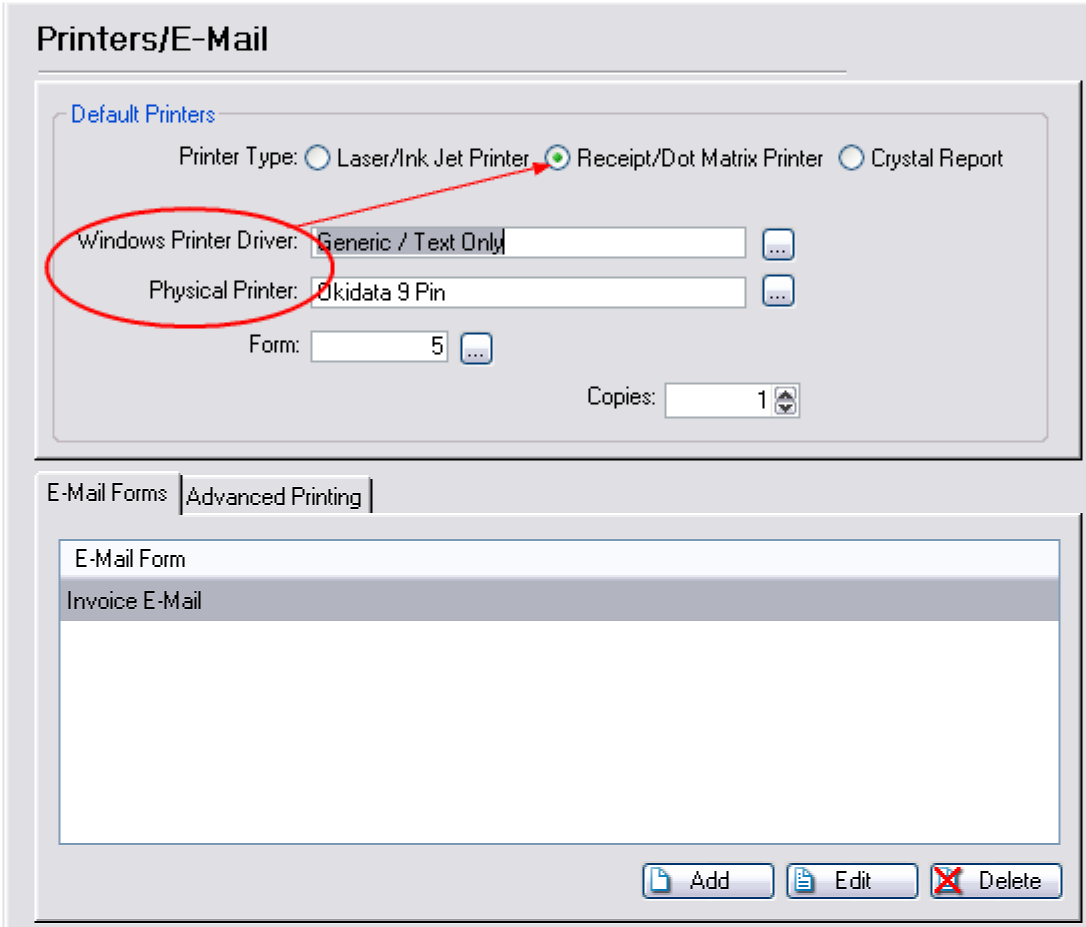


This screen is where you select the printer and form you wish to use for the transactions listed on the left. When you select a transaction for the first time, PRM will automatically select your Printer Type as Laser/Ink Jet Printer, Windows Printer Driver will be your default Windows printer and Windows Form is Standard. If this is the printer you want to use, you're already done! But what if you want to use a different printer? Well, let's do some exploring.

PRINTER TYPE



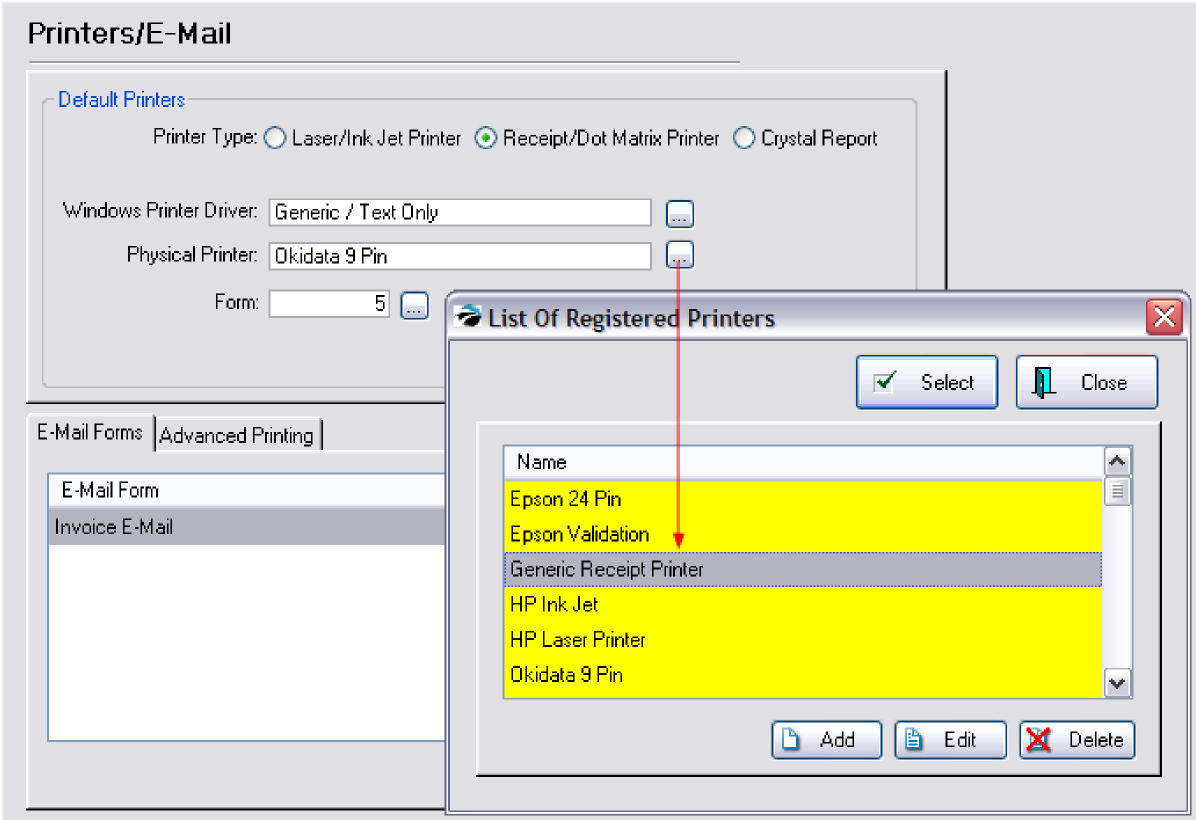
Printer Type determines what kind of forms you'll be able to use for the transaction. Laser/Ink Jet Printer uses a predefined Windows Form called Standard which can incorporate a company logo and looks very nice when printed on a laser or inkjet printer. It is possible to edit this form if you are an advanced user, but we don't recommend it. Go ahead and click on Receipt/Dot Matrix Printer and notice how your options change.



PHYSICAL PRINTER

Notice that you can now select a Physical Printer and Windows Form has changed to Form.

Click on the box next to Physical Printer to see a list of Registered Printers.



This is a list of pre-defined printers that are used primarily for receipt and invoice printing.

Epson 24 Pin - A standard printer definition for printing to most makes and brands of 80 column dot-matrix printers.

Epson Validation - A receipt printer which will print check cancellation information on the back of the check.

Generic Receipt Printer - A standard printer definition for printing to most makes and models of 40 column receipt printers.

HP Ink Jet - A standard printer definition for printing to most makes and brands of ink jet printers.

HP Laser Printer - A standard printer definition for printing to most makes and brands of Laser Printers.

Okidata 9 Pin - A standard printer which may not emulate the Epson printer.

Windows - (not shown) - PRM will print directly to the Default Windows printer as defined under Windows.

You can edit the definition on all of them except the Windows printer, adding control codes for printer functions, font sizes and etc. You can also add your own printer definition for special applications, such as check validation or slip printing.

We'll cover making changes to the printer definitions a little later in Station - Devices. Consult with your dealer who will be able to give you specific guidance if you need to make changes or additions to this list.

Remember, use the Add or Edit buttons only as necessary. Do NOT use Delete without having a good backup of the program and data files. The Select button will be active only when appropriate to the task.

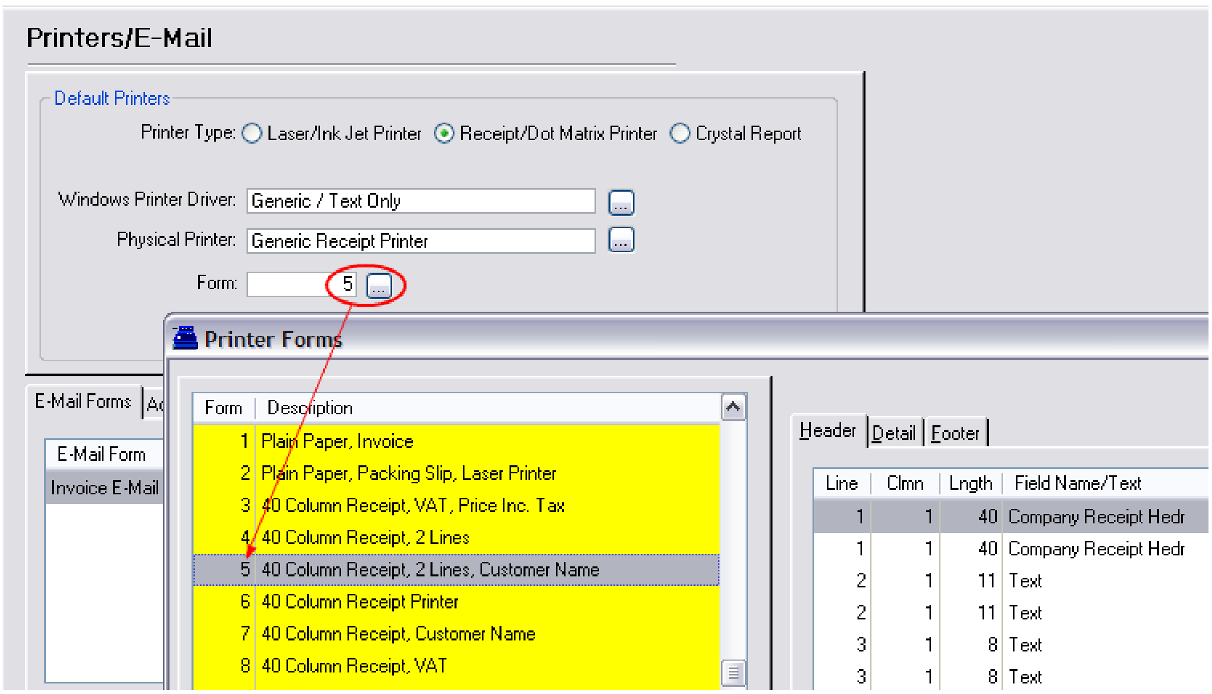
40 Column Receipt Printer

The main reason for selecting a Receipt/Dot Matrix printer is to utilize a 40 column Receipt Printer (prints to a roll of paper.)

For this discussion, we have switched the Windows Printer Driver to GENERIC / TEXT ONLY and the Physical Printer to GENERIC RECEIPT PRINTER

FORMS

Now we're back to our set-up screen. Click on the box next to Forms to see our list of predefined forms.



We've already created nearly 100 forms for you to choose from, ranging from letter size invoices to 40 column layaway receipts. We also let you edit these forms, which we'll cover later. (see Printer Forms)

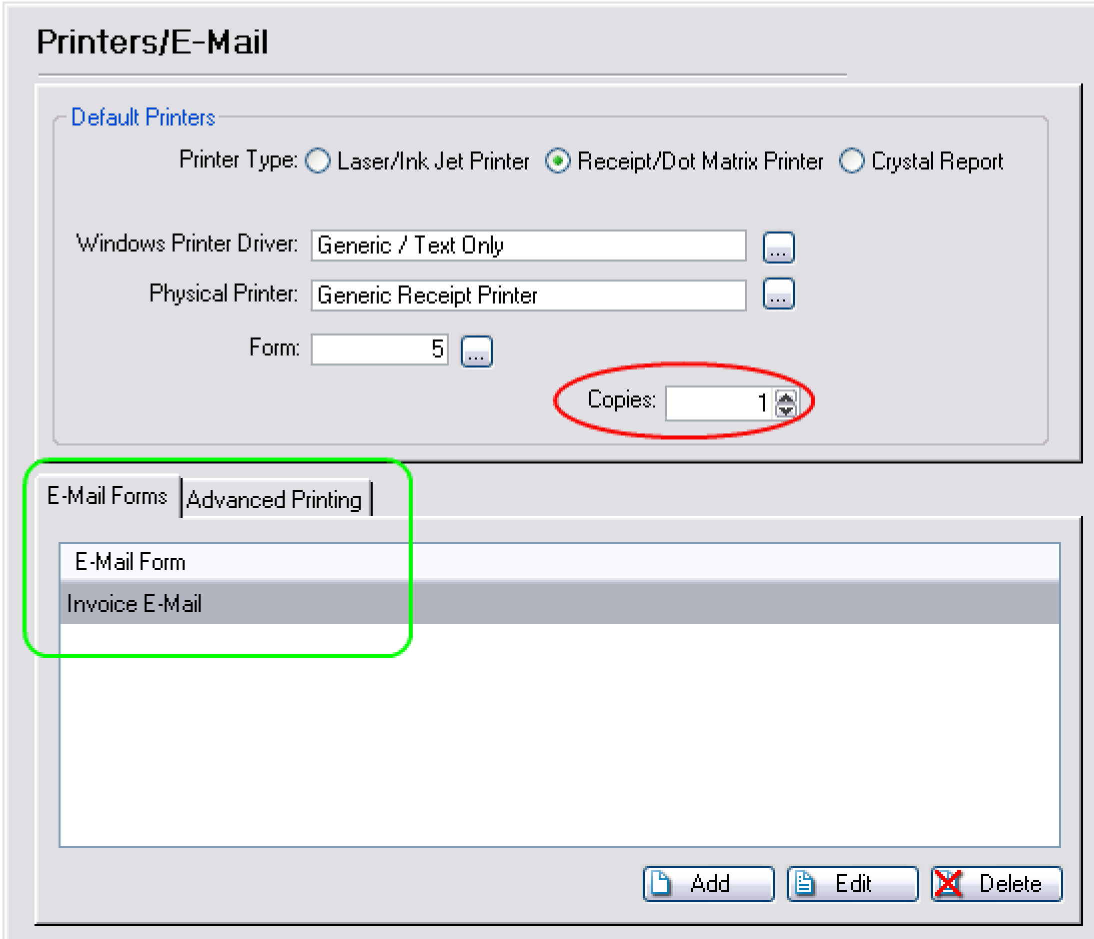
By the way, "column" is simply a way to measure the width of a form. A letter size sheet of paper is 80 columns wide and a small 3" receipt is 40 columns wide.

BIN LOCATIONS

If you are using a Laser/Ink Jet Printer type, you will be able to choose to print Bin Locations on your invoices and packing slips. Check mark the option. (see Bin Locations)

COPIES

We're back to the set-up screen again. Next, select the number of copies you would like to print. When you process an invoice, PRM will automatically print the number of copies designated here.



E-MAIL & ADVANCED PRINTING

You'll see tabs for E-Mail Forms and Advanced Printing. Don't worry about these since they're not needed by most of our customers. Refer to your dealer for more information. (see Advanced Printing through On-Line Help)

Repeat The Process of Printer Selection

Remember that each workstation selects which printer will be used for each type of PRM transaction:

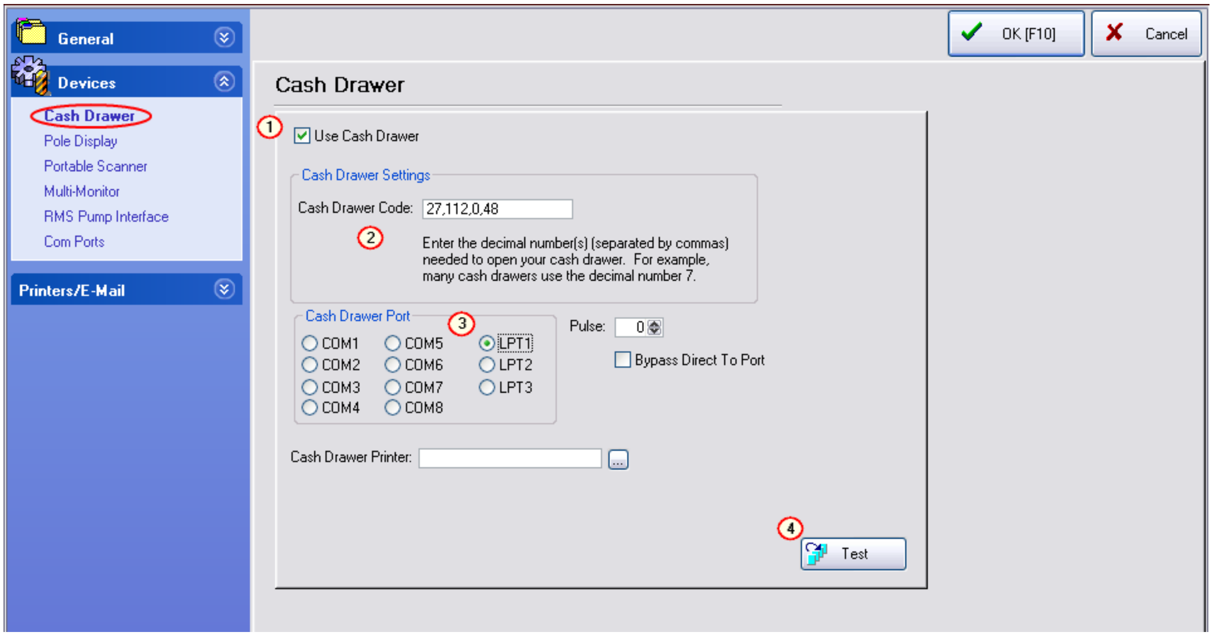
Invoice	Internet Orders	Contract Pricing
Alternate Invoice	Service Orders	Recurring Invoices
Layaway	Quotes	Packing Slips
Orders	Quotes with Costs	

Continue down the list on the left hand side and finish selecting your printer and form for the other transactions you'll be performing. For an example of how to set up a typical receipt printer see Sample: Generic Receipt Printer Setup.

CASH DRAWER SETUP

A typical POS system will have a cash drawer and this section will show you how to set it up in PRM.

Go to Maintenance, Station Settings, click on the down arrow next to Devices and select Cash Drawer.



You should now see the cash drawer setup screen. The most common way to connect a cash drawer to a POS system is through a connector on the receipt printer, which we'll discuss here.

You can also connect a cash drawer directly to the computer through either a serial or USB port.

(1) Click on "**Use Cash Drawer**" to activate this option.

(2) Next, you must enter a Cash Drawer Code, which is the command PRM will send to the printer to make it open the drawer. Different brands of printers use different codes and in our example we're using a typical Epson control code of 27,112,0.48.

(3) Next, if your receipt printer connects through a serial (COM) or parallel (LPT) port, you would select that port number as your Cash Drawer Port.

CASH DRAWER PRINTER

If your printer connects to the computer with a USB cable, you must select that printer's Windows Printer Driver as your Cash Drawer Printer. (See, that's why we said you should install all the necessary printer drivers before you started.) This setting overrides any Cash Drawer Port selection.

PULSE & BYPASS

The Pulse and Bypass Direct to Port settings are normally NOT used and should be left alone.

TEST THE DRAWER

(4) Finally, if your cash drawer is connected and the receipt printer is turned on, click on the Test button and the drawer should open.

If it does not open, review the hardware connections and/or contact your dealer.

At this point you can continue on down the list of Devices in the blue area, or you can click on OK to close this window.

POLE DISPLAY SETUP

A pole (or customer) display is a device which allows the customer to view the products and prices being purchased. PRM supports several brands of pole displays. Check with your dealer for a current list and choose one which will best suit your purposes. Pole displays are typically connected to either a serial or USB port and for our example, we're going assume the display has a serial interface.

TEST THE EQUIPMENT

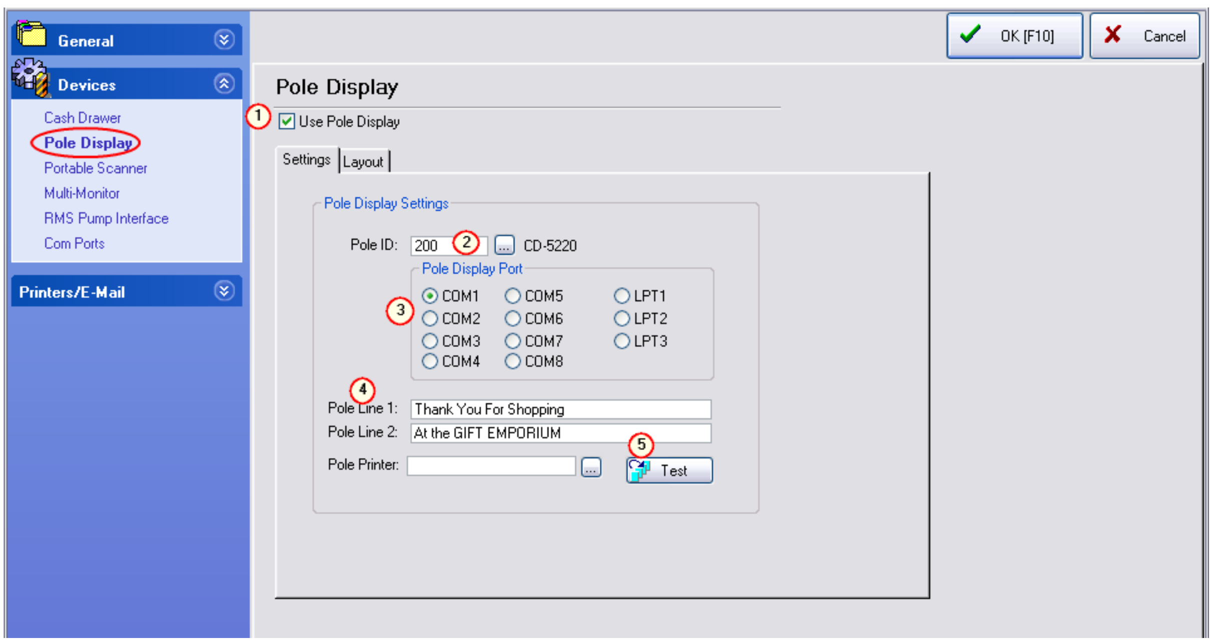
You should first test to make sure the pole display is functional. Turn off power to the pole display and turn power back on. Most models will run through a self test and display its standard setup.

If it does not look like it is functioning properly, check the manual and or manufacturer. If the pole checks out, you may continue.

SETUP

To setup your pole display, go to Maintenance, Station Settings, Devices, Pole Display.

(1) Click on Use Pole Display to active the other settings.



(2) Next, you need to select a Pole ID. You'll notice some predefined ID's, such as CD-5220 (Partner Tech), Logic Controls, Epson and UTC, which cover most popular poles. You'll also see Undefined, which is used if you need to create a custom ID. In our example above, we selected Pole ID 200, CD-5220.

(3) Next, you will need to select the Pole Display Port, which in our example is COM1. If your pole uses a USB interface, please contact your dealer for instructions.

(4) Next, you'll need to enter the message to be displayed between sales transactions on Pole Line 1 and 2. Since a typical pole display can only display 20 characters on each line, make sure your message takes no more that 20 spaces on each line, as shown in our example above.

Leave Pole Printer blank for now.

(5) Click on Test. Your message should appear on the display.

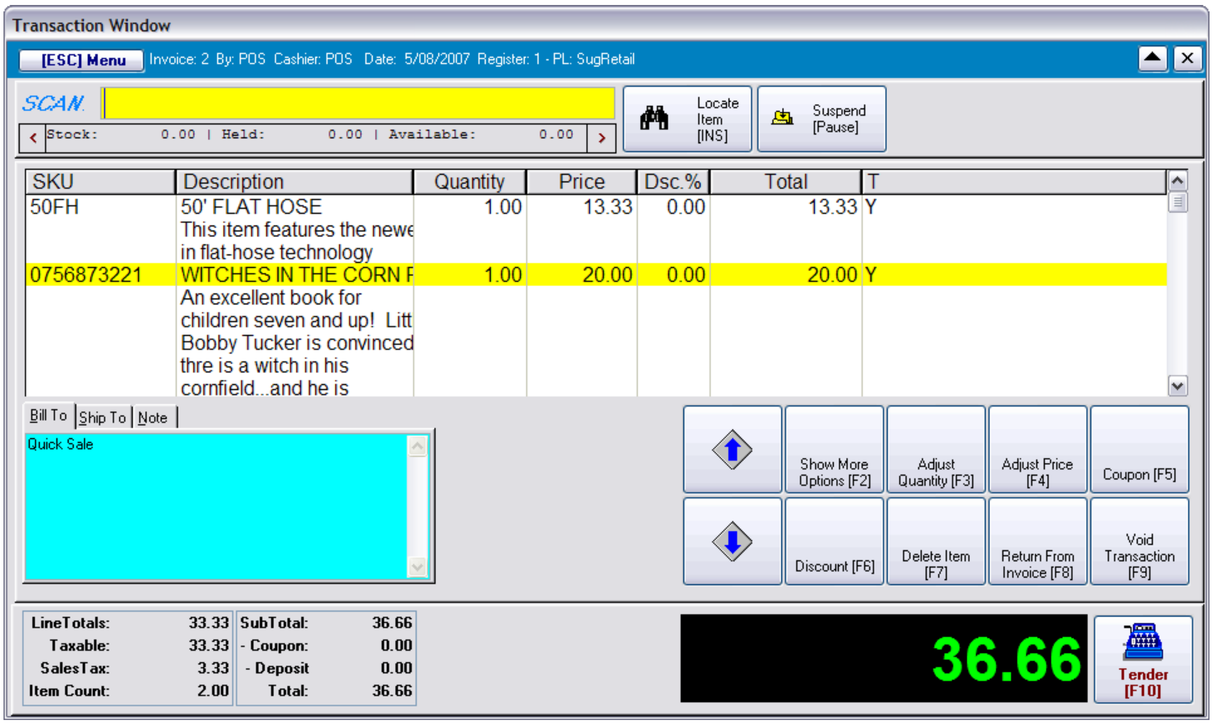
At this point you can continue on down the list of Devices in the blue area, or you can click on OK to close this window.

MULTI-MONITOR SUPPORT

Instead of using a Pole Display, as described above, PRM can support two monitors; one that faces your cashier for ringing up the sale, and one that faces your customer.

The customer display acts like a pole display, yet it displays much more information. Each individual item is displayed as the sale is being rung up, plus the tax, total, and tender are displayed at the end of the sale.

This is what your cashier sees.

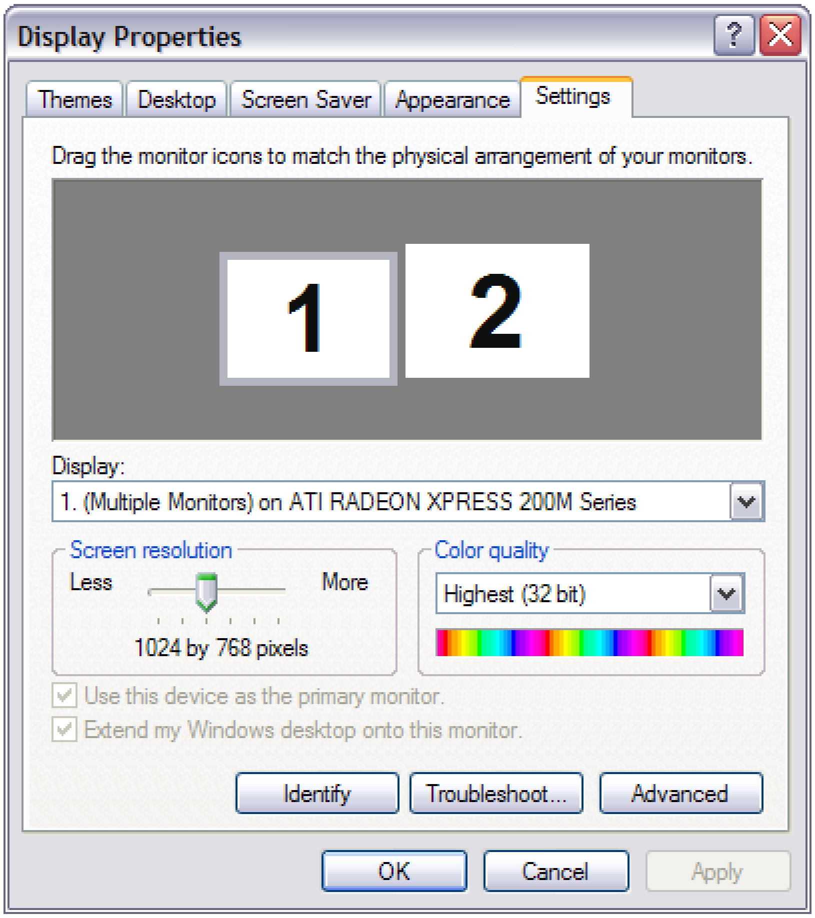


This is what your customer sees.

Hardware Requirements for Multi-Monitor

In order to use Multi-Monitor support, you must have two monitors. We recommend using a dual-display card, such as the Matrox dual-head card. A flat-panel screen makes an excellent second monitor.

Once you have installed your second monitor, it is important that PRM is running on Monitor 1, and the customer display is on Monitor 2. To see which monitor is which, right-click on your desktop and select “Properties” and then “Settings”. You should see a screen similar to this:



In the example above, when you run PRM it should display on the monitor on the left. Your second monitor should be set at 1024 X 768 resolution.

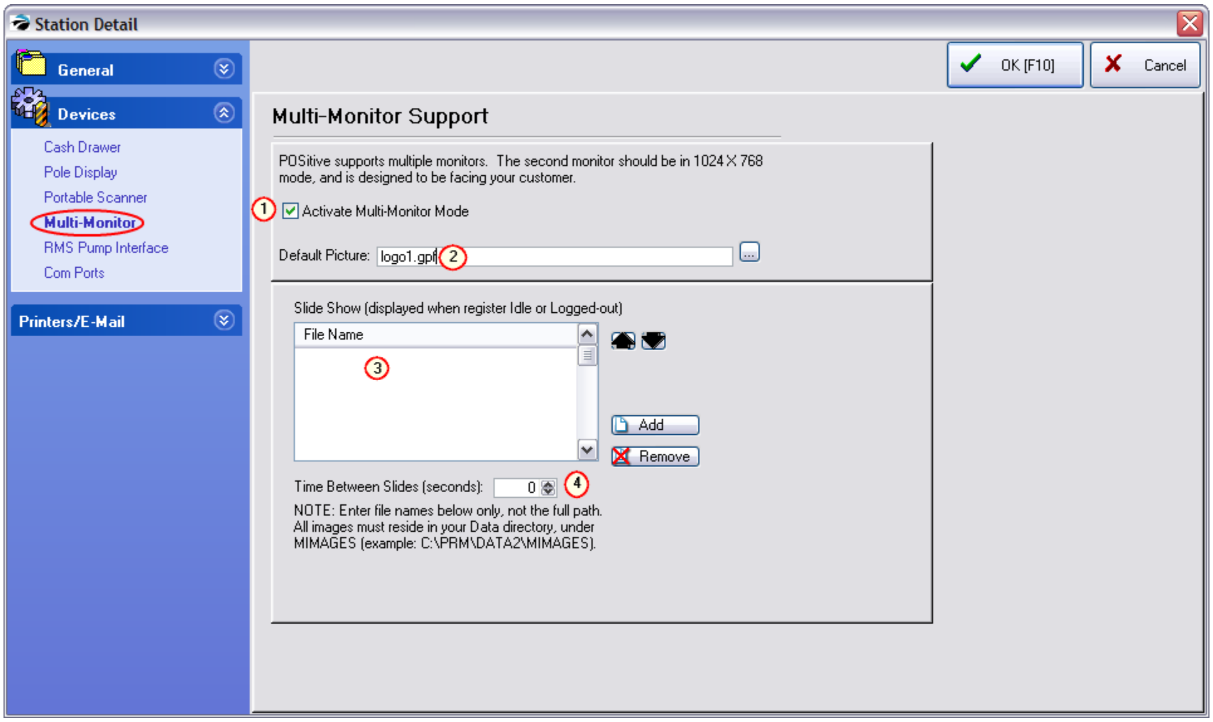
Data Structures

Next, you need to create a directory in your PRM data directory called MIMAGES (typically, C:\PRM\DATA2\MIMAGES). This is where you will store graphics that will be displayed on the second monitor. When the register is idle (you are not creating an invoice), full-screen images will be displayed. We use Dots per Inch (DPI) as our unit of measure and full-screen images should be set at 1024 X 768 resolution. When an invoice is being created, a picture (or banner) at the top of the screen is displayed and should be 960 X 225 resolution.

Activate Multi-Monitor

Finally, you need to turn on multi-monitor support.

(1) Under Maintenance, Station Settings, Devices, Multi-monitor, check the “Activate Multi-Monitor Mode” switch.



(2) Select the picture you will use for the top of the customer display (the Default Picture).

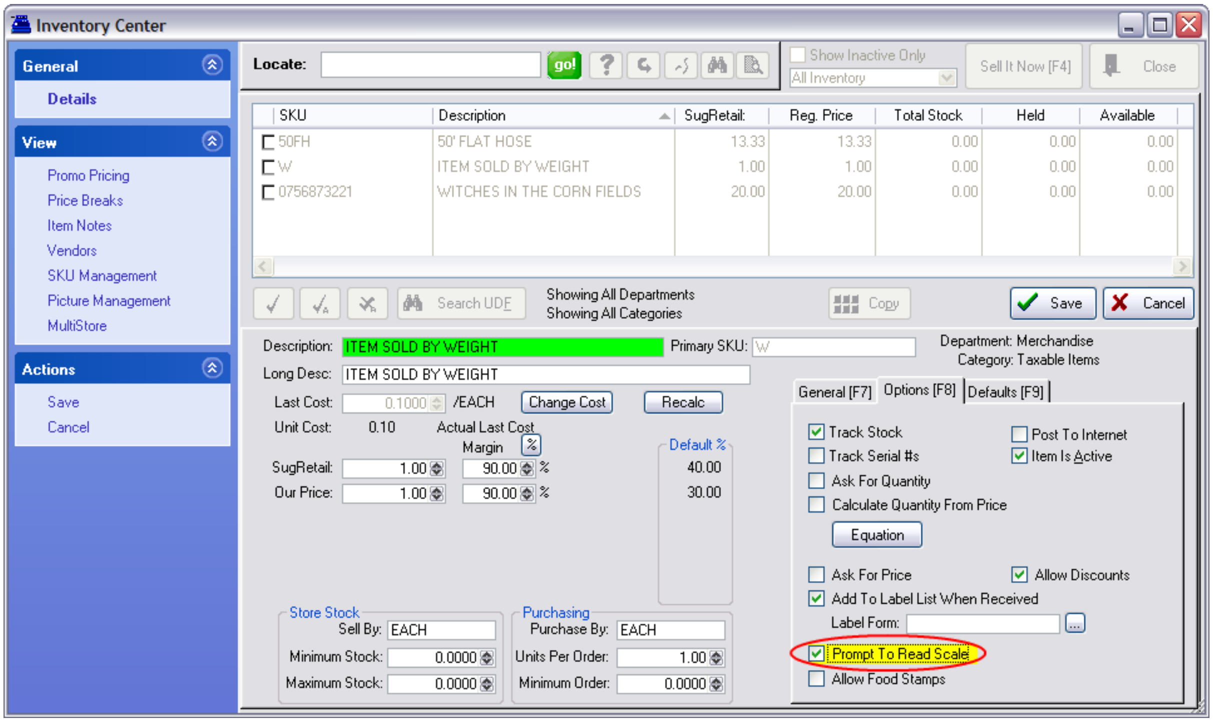
(3) Add pictures that will be displayed when the register is idle. Remember, these pictures should be stored in the MIMAGES directory.

(4) Finally, set the default time in seconds for the pictures to change. Five seconds is recommended.

When you click on OK, the second monitor will be activated.

SCALE SETUP

POSitive Retail Manager is compatible with CAS, NCI, Toledo Mettler and other brands of scales, when used with an appropriate interface, such as the Plexis xWedge serial to keyboard conversion software. The reading of the scale is triggered by a specific or “hot” key on the keyboard, such as F11 or F12. Contact your dealer for specific information on the interface included with your system.



When entering an inventory item sold by weight, make sure you select Prompt To Read Scale. This setting can also be automatically included by category. Whenever you sell an item by weight, you will be prompted to place the item on the scale and then to press the designated hot key to read the weight.

BARCODE SCANNER SETUP

PRM works with most barcode scanners that use either USB or keyboard wedge ("Y" cable) interfaces. USB interfaces must be HID (Human Interface Device) compatible and not POS or OPOS compatible. No special drivers are required, just connect the barcode scanner to your computer.

MAGNETIC STRIPE READER (CREDIT CARD SWIPER) SETUP

PRM works with most magnetic stripe readers that use either USB or keyboard wedge ("Y" cable) interfaces. USB interfaces must be HID (Human Interface Device) compatible and not POS or OPOS compatible. No special drivers are required, just connect the barcode scanner to your computer.

INVENTORY LABELS - LABEL PRINTING

PRM has several pre-defined inventory and customer labels. However, you may create more and define them to suit your needs. (see Advanced Inventory Label Printing Tutorial)

Printing Inventory Labels

PRM prints prices and barcodes on labels and there are several pre-designed sizes included with the program. You can even create your own labels with our built-in designer. A label can include special pricing, colorization (if supported by the printer), and can even include a picture of the product.

And you can choose to print shelf tags, print labels as inventory arrives, reprint missing labels, and promotional labels, and much more. (see A Demonstration of Label Printing)

REPORT PRINTING

All reports are printed to your Windows Default printer. You will need a standard letter size (80 column) printer. A laser printer is recommended, however an inkjet printer or a dot matrix printer can generally give suitable results.

Most reports are hard coded into the program and cannot be changed. The following Windows reports can be edited using Editors:

- **Invoices** - a smart form used for all windows printing of invoices, orders, service orders, quotes, etc. You may clone and design the form for each type of transaction.
- **POHistory** - a reprint of a received purchase order
- **Purchase Order** - a printout of a current purchase order
- **WorkOrders** - a service department printout for on-site repair work
- **ServiceWorkSchedule** - printout of service work assignments
- **CustomerList** - customer listing
- **ARStatement** - statement for accounts receivable
- **Inventory Price List** - a catalog for customers
- **Physical Stock Count** - report of inventory stock levels
- **Print Promo Pricing** - a list of items with promotional dates
- **Balance Cash Drawer Reports** - When balancing the drawer, the following reports can be printed automatically. You can reprint the reports at any time on demand.

  Invoice Transactions

  Tender Summary

  Credit Card Summary

  Category Summary

Note: The Invoice Transactions report is too detailed for printing on a 40 column printer. But the other reports can be printed to a 40 column receipt printer. This is activated by selecting Print End-Of-Day Report To Receipt Printer on the Station Detail: Register Balance. (see next topic "End Of Day Reports - 40col Printer)

- **AR Statements** - PRM prints AR Statements with or without reprints of invoices. Reprinting of invoices is determined on a per customer basis. There is an option to consolidate the invoices as line item details on the statement rather than print full page invoices. This can save paper and is activated on the POSitive Setup Form: Accounts Receivable.

END OF DAY REPORTS - 40col Printer

As a rule, all reports in PRM will print to a full page printer. But some businesses would like some reports to print to a 40 column receipt printer, especially when you balance the cash drawer at the end of the day.

Go to Station Settings: Register Balance

Highlight Register Balance

Choose which reports you want to print.

Tender Summary

Credit Card Summary

Category Summary

Note: Invoice Transactions Report will never print to the 40 Col printer because of its excessive detail. It may be printed later to an 80 column printer.

Activate "Print End-Of-Day Report To Receipt Printer"

In field Receipt Printer, select a Generic / Text Only Printer.

If the Generic / Text Only Printer is not in your listing of Windows Printers, follow these steps.

Go to the Start Button

Choose Settings

Choose Printers

Click on Add Printer

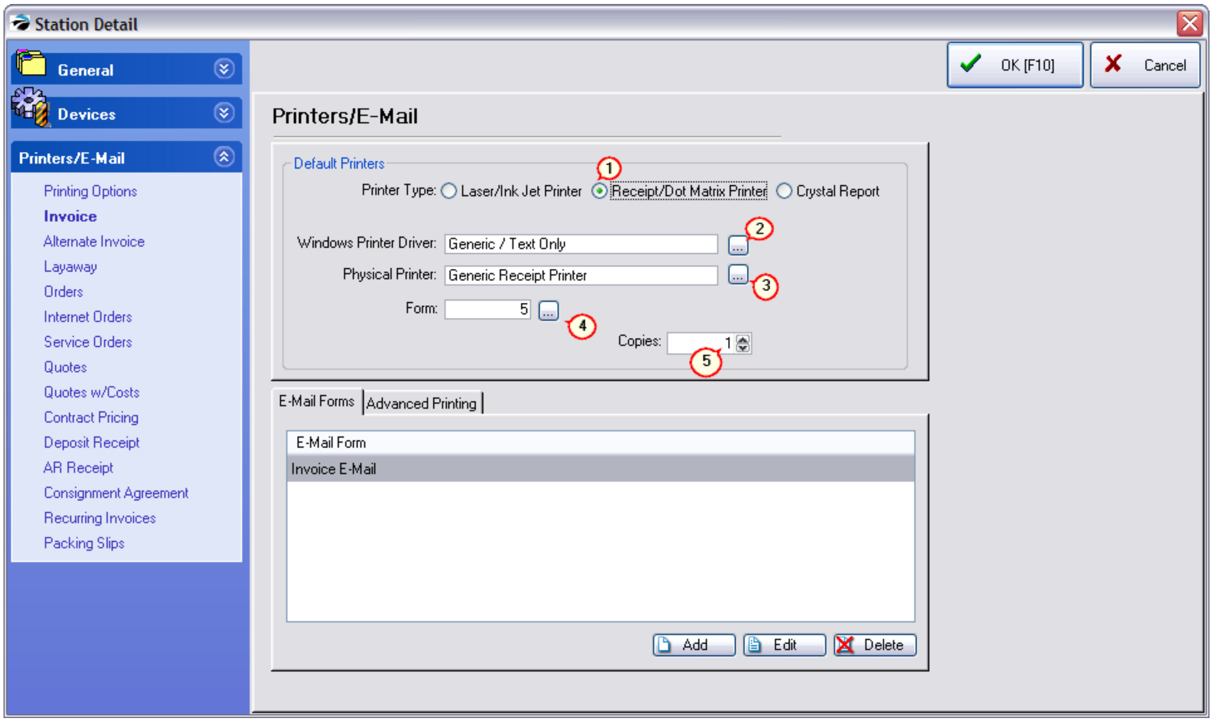
From the list, select Generic / Text Only Printer and follow the instructions for installation. Note: Do NOT set this as your Windows Default printer.

2.3.1 Sample: Generic Receipt Printer Setup

SETTING UP A TYPICAL RECEIPT PRINTER IN PRM

In this example, we're referring to a small printer that uses 3" wide paper and the first thing you'll need to do is install a Windows printer driver for your model. Since most receipt printers do not ship with a driver disk you'll need to download one from the manufacturer's web site, or ask your dealer. You can also use the Generic/Text Only driver that is included with Windows.

Once you've installed a Windows printer driver, start POSitive Retail Manager and go to Maintenance, Station Settings, Printers/E-Mail, Invoice



Above is the set-up screen for your invoice (receipt) printer.

(1) Next to Printer Type, select Receipt/Dot Matrix.

(2) Windows Printer Driver is the Windows driver you installed for your receipt printer. Make changes by clicking on the box with three little dots.

In our example we're using a Generic/Text Only, but yours could be an Epson TM-T88iii printer.

(3) Next, your Physical Printer should be Generic Receipt Printer. The Epson receipt printer has a automatic paper cutter, which is activated with a special control code, and in the next section, we'll show you how to enter that code in the List of Registered Printers.

(4) Then, you need to designate a Form to use. For example:

Form 4 - prints 2 lines per item sold, the SKU on one line and the Description on the following line.

Form 5 - prints 2 lines and includes the customer name at the top of the receipt.

Form 6 - prints just one line with the Description in abbreviated form (recommended form)

Form 7 - prints just one line, and includes the customer name at the top of the receipt.

```
Register: 1 POS              1:08PM

My Company
123 Main
Richland, WA    99352
Richland, WA    99352
Phone:

John Johnson

Qty     Description       Price      Total
----------------------------------------
   8.00 W                  1.00      8.00
   ITEM SOLD BY WEIGHT
----------------------------------------
                     SubTotal:       8.00
                     SalesTax:       0.80
                        Total:       8.80
                         Cash:      10.00
                   Total Paid:      10.00
                   Change Due:       1.20
```

For Example: This **Form 5** includes a customer name and uses 2 lines per inventory item sold.

```
Receipt: 1020                01/25/00
Register: 1 POS              5:43PM

Blink's Video Game Emporium
555 West 5th
Richland, WA    99352
Phone:555-555-5555

Qty     Descripton        Price      Total
----------------------------------------
   1.00 DELUXE JOYSTI     11.67      11.67
----------------------------------------
                     SubTotal:      11.67
Cash: 15.00             Total:      12.58
                     SALESTAX:       0.91
```

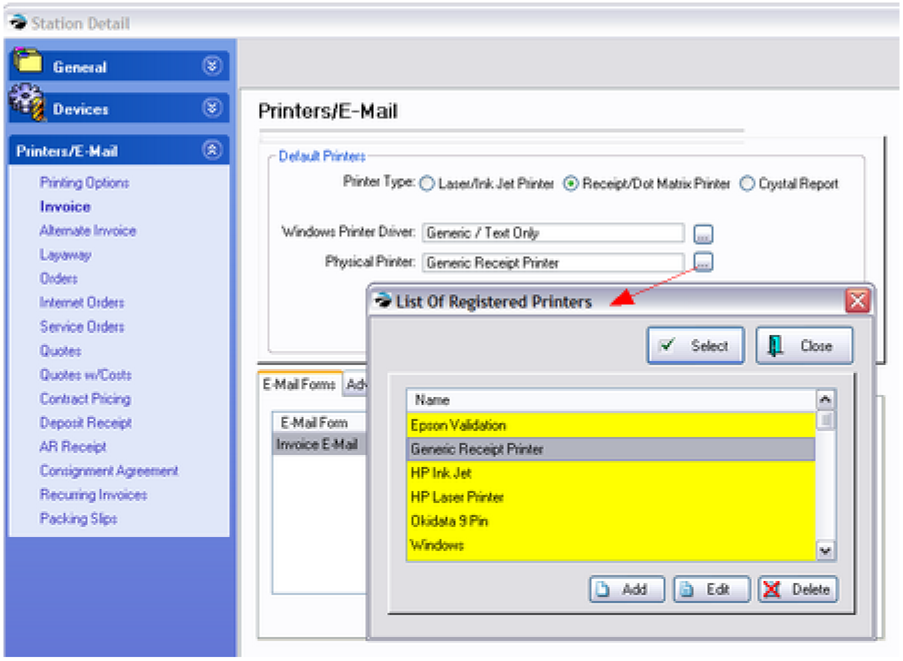
For Example: This **Form 6** does not have a customer name and uses only 1 line per inventory item sold.

(5) Finally, once you have selected your Form, choose the number of copies you'll need printed.

At this point, you can click on OK to save your settings.

LIST OF REGISTERED PRINTERS

This is a list of pre-defined printers that are used primarily for receipt and invoice printing. (Open this list by choosing the lookup button for Physical Printer.)



Epson 24 Pin - A standard printer definition for printing to most makes and brands of 80 column dot-matrix printers.

Epson Validation - will frank a customer check by imprinting company name, deposit only, etc. on the back of a check.

Generic Receipt Printer - A standard printer definition for printing to most makes and models of 3" width (40 column) receipt printers.

HP Ink Jet - A standard printer definition for printing to most makes and brands of ink jet printers.

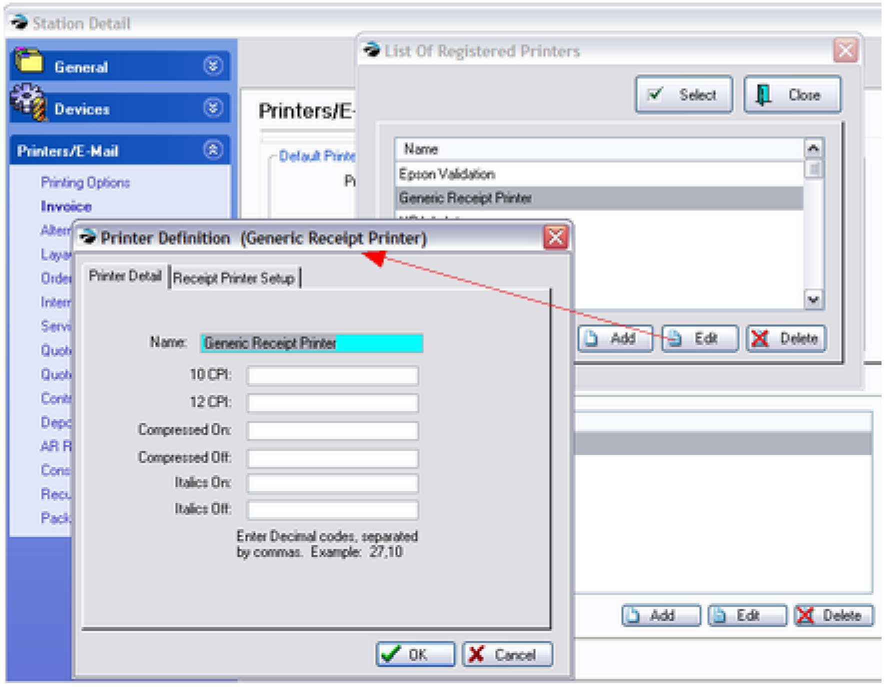
HP Laser Printer - A standard printer definition for printing to most makes and brands of Laser Printers.

Windows - PRM will print directly to the Default Windows printer as defined under Windows.

You can edit the definition on all of them except the Windows printer, adding control codes for printer functions, font sizes and etc. You can also add your own printer definition for special applications, such as check validation or slip printing.

Printer Definition

After highlighting the printer name, choose the Edit button at the bottom of the screen if it is necessary to edit a printer definition, you will be asked to enter the following information:



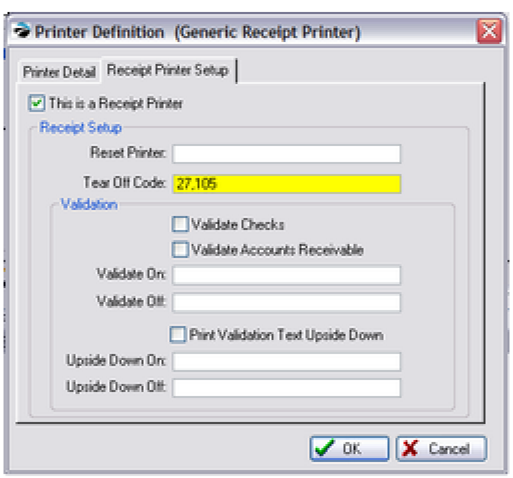
Printer Detail (tab)

Printer Name - Enter the make and/or model number.

-- Code Settings -- These are print command codes specific to the make and model of the printer as defined by the manufacturer. These codes should be available in the printer manual and their purpose is to issue font changes while printing. Enter the decimal code(s) separated by commas, such as 27,10. Most small receipt printers don't require any codes here.

Receipt Printer Setup (tab)

This is where you'll enter specialized control codes if need for your receipt printer.



This is a Receipt Printer - This is checked if it is a 40 column receipt printer.

Reset Printer – Used only for special applications and is normally kept blank.

Tear Off Code - To execute a paper cutter in the printer. (Typically the code for Epson printers is

27,105. For Star, 27,100,48. Consult your printer manual or dealer for assistance.)

Click OK to save your settings.

Validation Printer ONLY

DO NOT put anything in the following fields if you a using a regular receipt printer. Contact your dealer or POSitive support for more information.

Some receipt printers can "validate", meaning it can print bank and purchase information on the back of a check. If the transaction is on account, it will print on a posting receipt. (Go to System Setup: Transactions: Printing and choose commands)

Validate Checks - Will print endorsement on the back of a check.

Validate Accounts Receivable - Will print on a posting receipt.

Validate On - Triggers printing on the back of a check or posting receipt.

Validate Off – Releases check or posting receipt after printing.

Print Validation Text Upside Down – Activates upside down printing.

Upside Down On – Turns upside down printing on.

Upside Down Off – Turns upside down printing off.

Click OK to save your settings.

2.3.2 Additional Pole Display Setup Info

You will need to enter the manufacturers' codes for activating the 1st and 2nd lines of the display. Each pole display requires codes to display text. You will need to enter the codes as provided by the manufacturer of the pole display.

If you have a Partner Tech model CD-5220

Select Pole ID: 200

Choose the Port

Enter your messages on Pole Line 1 and Pole Line 2

Click the Test button.

If you have a different brand and model, you will need to create and define a new Pole ID.

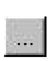
Description - The model of the pole display.

Codes For Line 1 the code numbers separated by commas

Codes For Line 2 the code numbers separated by commas

Characters/Line - the number of characters per line.

For example, if you have a Logic Controls model PD3000:

Click on the  button and the end of the Pole ID line.

Highlight ID #251 and click on Edit.

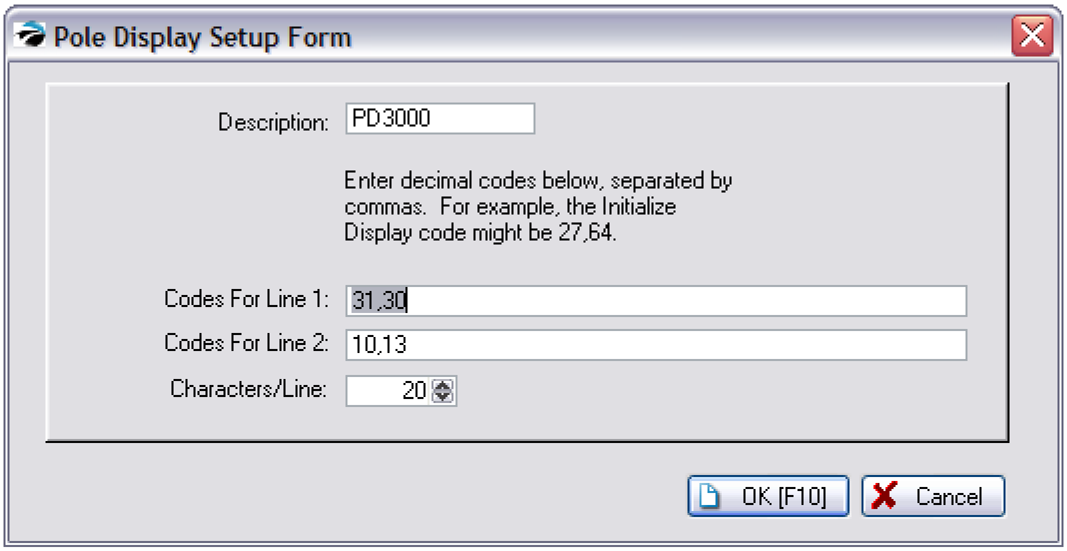
For a Description type PD3000

For Codes for Line 1 type 31,30

For Codes for Line 2 type 10,13

For Characters per line type 20

Then Click on OK.



If you have any other brand and model, check with the manual for codes to enter.

Pole Display Port - Choose the port to which the pole display will be attached.

Message Lines - When the pole display is not showing products and prices, you may choose a greeting or message for display. The message can be changed as often as you wish. The length of the message is dependent upon the brand of pole display.

Pole Line 1

Pole Line 2

Test Button - Sends a signal to the pole display to confirm that settings are correct and to display the message lines.

2.3.3 Additional Cash Drawer Setup Information

Most cash drawers will be connected to the receipt printer, but in some installations this is not possible, so you'll need to use a drawer with a serial or USB cable that connects directly to the computer.

You must activate the option to use the cash drawer by entering codes for the cash drawer. It is assumed that the cash drawer connects to the printer with a small cable.

Use Cash Drawer - Must be checked if a cash drawer is being used with this station.

Cash Drawer Code - The decimal numbers provided by the cash drawer manufacturer which activate the drawer to open. If more than one number is required, use a comma as a separator.

If the printer is an Epson or compatible brand, use code 27,112,0,48 or 27,112,48,40,40.

If the printer is a Star brand, use code 7.

If the printer is a Ithaca brand, use code 27,120,1.

Cash Drawer Port - Choose the port to which the cash drawer is attached. If the cash drawer is plugged into a receipt printer, use the port of the receipt printer.

Pulse - The signal to open the cash drawer can be extended by increasing the pulse setting from 0 to a 1, 2, or 3. This is often needed for older models of cash drawers. Another option is to set the baud rate for older drawers to just 300 baud.

Test Button - Pressing the test button will transmit the cash drawer codes and open the drawer.

2.3.4 Editing & Using Inventory Labels

Because of space limitations, go to On-Line Help for information on:

Advanced Inventory Label Printing Tutorial
A Demonstration of Label Printing

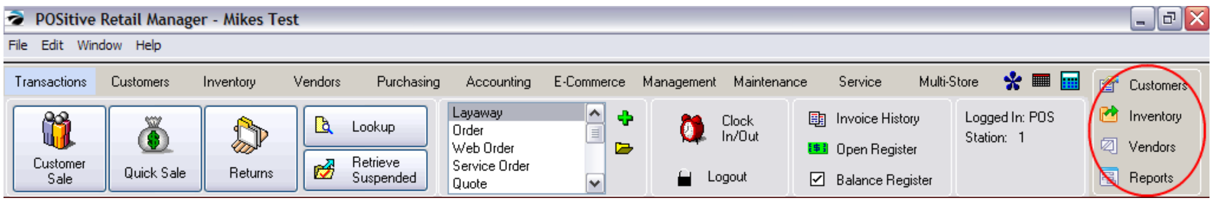
Part III

3 Master Menus Ready Reference

The opening screen of PRM is clean and simple. The Tool Bar at the top provides ready access to all features of PRM (POSitive Retail Manager). This toolbar replaces the old Manager Console in POSitive For Windows.

The Tool Bar is divided into Master Menus with individual links and actions.

Transactions



OVERVIEW

- ***create invoices and return invoices***
- ***create layaways, orders, and other pending transactions***
- ***lookup the selling price of an item, the status of a gift certificate, or run an age verification***
- ***employee clock in an out; logout from system***
- ***review old invoices; review pending service appointments***
- ***open cash drawer; balance the cash drawer at the end of the day***
- ***ready access to Centers: customers, inventory, vendors, and reports***
- ***set reminders with My POSitive*** 

MENU OPTIONS

Customer Sale 

Creates an invoice for a named customer

Quick Sale 

Creates an invoice for a walk-in customer; name not known

Returns 

Creates an invoice which automatically prompts for an original invoice number. Includes search options for finding an invoice. Allows for return of an inventory item, even if original invoice is not found.

Lookup 

Price Check

Scan a barcode to learn the selling price, stock status. Include the customer name to view special pricing.

Gift Certificate Check

Scan or enter a gift certificate number to learn the value of the card.

Age Verification

Scan driver's licence or enter birthdate to confirm that customer is of legal age to purchase designated products.

Retrieve Suspended

Find an invoice which was temporarily suspended and resume processing the invoice.

(Pending Transactions)

The following transaction types can be created by:

Add

1) highlighting the type of transaction. and
2) clicking on the plus icon.

View

To View transactions in process, click on the folder icon.

Layaway

Customers make regular payments towards purchase of items. The layaway is converted to an invoice for final payment and delivery of products to the customer.

Order

Used for special orders of inventory. Payment is received as a deposit in full or in part. Once the items are in stock and can be delivered to the customer, the order is converted to an invoice.

Web Order

Lists Internet Orders generated by POSitive Commerce. Payment is made in full by pre-approved credit cards, but cards are not charged until the web order is converted to an invoice.

Service Order

Products and services are added to a transaction which require technical assistance. Tracks products being serviced and employee notes of work done and time spent.

Quote

Lists products being considered for purchase. The quote employs special tools for "packaging," creating variations of the quote, and follow up.

Recurring Invoice

Used for scheduled billing for services and products sold on a repeat basis. Processed in batches, payment is made by credit cards on file or by placing on store account.

Clock In/Out

Employee time clock.

Logout

Employee sign out and sign in.

Invoice History

A listing of all invoices processed. Invoices can be reprinted, cloned, researched, and voided.

Open Register

Prompts for sales ID and reason for opening the cash drawer.

Balance Register

Provides a cash drawer count down and procedure for reporting all monies collected.

(Logged In:)

Sales ID of employee using the workstation

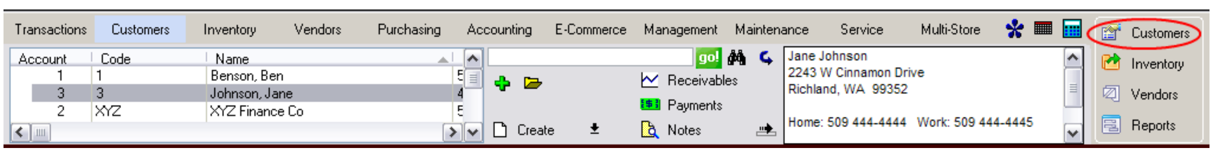
(Station:)

Workstation number

3.1 Customers

If your business consists primarily of Quick Sale invoicing, then you will not need to build up this customer section. Consider, however, entering your employees as customers and track their purchases.

Customers



OVERVIEW

- ***quick find customer(s) who meet specific criteria***
- ***create an invoice, order, layaway or other pending transaction***
- ***review AR activity and take AR Payments***
- ***append a note to a customer record***

MENU OPTIONS

Customer List

The list of all customers which includes the
Account Number - (automatically generated by PRM)
Code - a unique alternate name/number
Name - displayed as last, first name or company name

Click on the column title to sort the list

Lookup - GO!

First select the column, then type search characters and press CTRL-Enter or click GO!

Quick Find

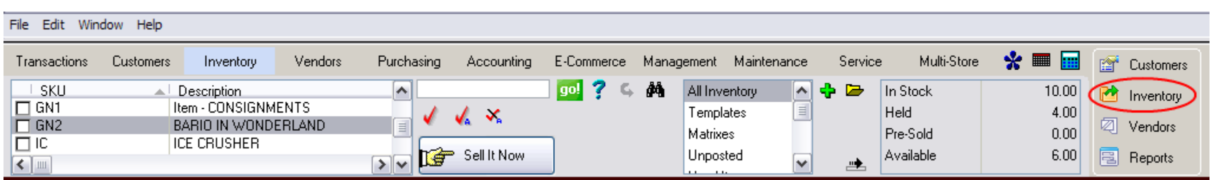
Search for all customers which have matching information in any of the following fields: First/Last Name, Company, Address, City, State, Zip, E-Mail, Phone, and User Defined Fields.

Reset	View all customers again.
Add (Customer)	Create a new customer.
Edit (Customer)	Open the Customer Lookup screen and choose to Edit customer contents.
Create (New Transaction)	After highlighting the customer at left, choose the Create icon and select a transaction type.
Receivables	Shows the Accounts Receivable status and history of the highlighted customer.
AR Payments	Take payment towards an existing invoice on accounts receivable. Can also take an Advance Payment.
Notes	Add, Edit, and Delete notes automatically created through invoices. Notes can be used to document special agreements and considerations. An attached picture of the customer is visible.
Customer Bill To Information	A display of more detail.

3.2 Inventory

Whether you sell products or services, have a little inventory or a lot, PRM will provide much useful information.

Inventory



OVERVIEW

- ***quick find inventory item(s); review stock status***
- ***focus on select types of inventory***
- ***select item(s) for invoice or pending transaction***

MENU OPTIONS

Inventory List	Displays the SKU and Description of all inventory items. Click on the column title to sort the list.

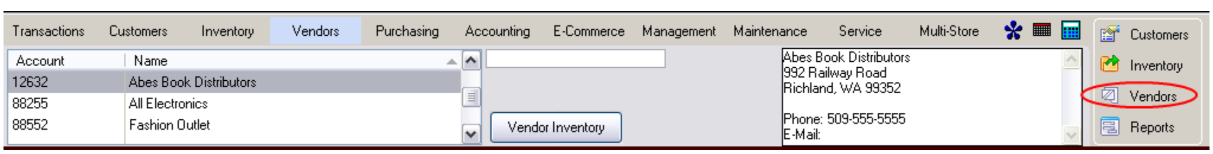
Lookup GO!	First select the column. Enter search text and press CTLR-Enter. All items with matching search text will be displayed.
Tag Items	Items can be "tagged" or check marked for inclusion on an invoice or pending transaction: Tag Individual, Tag All, Untag All. This is often used in conjunction with Saved Queries.
Sell It Now	First, highlight the item at left. This will create an invoice (Quick Sale or Customer Sale) with the item added to the invoice.
Queries	A filter to display only inventory which meet certain criteria. Once defined, the Query can be saved and used again.
Reset	Display all inventory again.
Find	Search for all inventory which have matching information in any of the following fields: SKU, Description, Department, Manufacturer Part Number
Inventory Types	Inventory items are classified by some unique properties as follow:
All Inventory	All inventory items are displayed.
Templates	Templates are groups of inventory sold together by using one SKU. Variations of templates are called Packages, Kits, and Assemblies.
Matrixes	Inventory grouped together by a common style which come in multiple colors and/or sizes.
Unposted	Inventory items which have been quickly added to an order or an invoice with just minimal information. These should be edited and assigned a cost, a vendor, and a category.
Used Items	Inventory items taken in on trade which are in various states of condition compared to like products sold new.
Consignments	Inventory items being sold for or in behalf of a third party.
Contract Pricing	A specialized price list with an expiration date or contract period which takes precedence over normal sales prices.
Stock Count	Shows number of units of the highlighted inventory item.
In Stock	Number of units on the shelf.

Held	Number of units on the shelf but reserved for customer orders, layaways, internet orders, and service orders.
Pre-Sold	Number of units sold on invoice before purchase orders have been processed.
Available	Number of units still available for sale after deducting Held and Pre-Sold units. (click More Arrow at left)
On Order	Number of units pending arrival of purchase orders from vendors.
Committed	Number of units pending arrival which are pre-claimed on customer orders, layaways, internet orders, and service orders.
Extra	Number of units pending arrival which are available for sale after deducting On Order and Committed.

3.3 Vendors

Your vendors provide you with products and services. PRM keeps records on purchases, payments, and special agreements.

Vendors



OVERVIEW

- ***find a specific vendor; review general status***
- ***review vendor inventory***

MENU OPTIONS

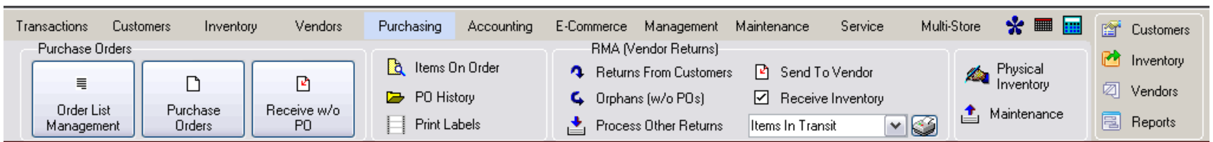
Vendor List	Click on the column title to sort by Account or Vendor Name
Lookup (Go) 	First select the column. Enter search text and press CTLR-Enter. All items with matching search text will be displayed.
Vendor Inventory	Opens the list of items available from the highlighted vendor.
Vendor Information	A brief display of vendor name, address, and phone number.

(See Vendors at the far right of the toolbar to gain full access to each vendor record.)

3.4 Purchasing

PRM handles inventory purchases from your vendors from the point of generating lists of items to be ordered to receiving the products into stock. PRM also has an RMA function for returning damaged and unwanted inventory items. Two utilities are available for maintaining databases and adjusting inventory stock counts.

Purchasing



OVERVIEW

- ***handle all phases of purchases from vendors: preparing a list of items to order, placing the purchase order with the vendor, receiving products from vendors***
- ***review pending items on order; review past purchase orders***
- ***print inventory labels***
- ***process customer returns and return products to vendors***
- ***execute physical inventory reviews, run inventory maintenance routines***

MENU OPTIONS

Purchase Orders	(see Purchasing for fuller explanation)
Order List Management	Generates a listing of inventory needing to be ordered from vendors. The list includes special order items for customers and items which have fallen below minimum stock settings. Several options are available for viewing and updating the list.
Purchase Orders	Displays all purchase orders in process. Purchase orders yet to be placed or called in to the vendor are separate from purchase orders waiting to be received.
Receive w/o PO	A quick method of generating and receiving items on a purchase order when a PO has not been created in advance of the items arriving at the store.
Items On Order 	A listing of inventory items which are part of purchase orders. Shows the quantity, cost, and status of each item: Pending placement or In Transit.
PO History 	Lists each vendor and the purchase orders received from the highlighted vendor. Purchase orders can be reviewed and edited.

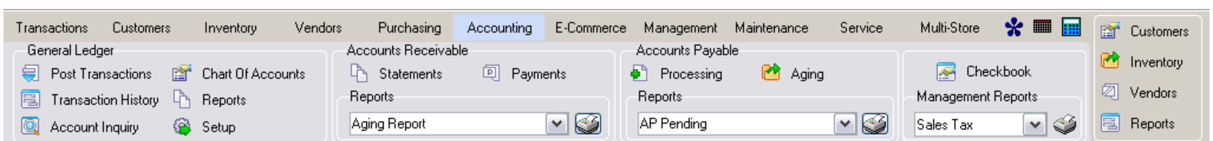
Print Labels	Items received on a purchase order are placed in a queue for printing pricing labels. Labels can be printed en masse or selectively.
RMA (Vendor Returns)	PRM handles inventory returns from customers, processes those returns back to stock or back to a vendor. Full tracking of an inventory item in each step of the process.
Returns From Customers	Items once sold and returned by the customer will be listed here for proper dispersion back to stock, to the vendor, or to be discarded.
Orphans (w/o POs)	Items returned by the customer for which there is no linked vendor purchase order can be processed after entering pertinent vendor information.
Process Other Returns	Selects and processes items which have never been sold but are being returned to the vendor.
Send To Vendor	After contacting the vendor and recording an RMA (return merchandise authorization) number, items being shipped to the vendor are flagged and the paperwork generated.
Receive Inventory	Items which are replacements for previous RMA's are processed and stock counts are updated.
Printer	Sends the highlighted report at left to the printer.
Items In Transit	Items which have been sent to the vendor but not yet processed are reported
RMA Aging	This report shows the number of days since items were sent back as RMA's.
RMA History	A record of RMA's processed and received back into PRM.
Physical Inventory	Displays the current stock count of all inventory items. Adjustments can be made to the physical stock counts manually or through an update of a scanner. Reports of Stock Exceptions and Inventory Lists can be printed.
Maintenance	Access screens and utilities for inventory items.
Global Changes	Change selling prices and costs en masse.
Verify	A maintenance procedure for re-calculating the number of items Held, On Order, and In Stock. This should not be used until all Pre-Sold items are processed first.
Serial Numbers	A listing of all serial numbers with the ability to edit and track those inventory items.

Matrix Headers	Matrix style sheets used in creating Matrix inventory. The style layouts can be edited and cloned.
Manufacturers	Create and maintain a list of manufacturers.
Bin Locations	Maintain a list of shelves, sections, drawers, etc. in which inventory is stored.
Cost Verifier	Review sales invoices for costs and profits. Adjustments can be made.

3.5 Accounting

PRM has a fully integrated accounting function. Here you setup the General Ledger, track and process Accounts Receivable and Accounts Payable, maintain the checkbooks, and print various reports.

Accounting



OVERVIEW

- ***access General Ledger transactions to be posted; review historical GL Journal entries***
- ***run GL related reports; inquiries on specific GL Account(s)***
- ***define the chart of accounts and confirm proper GL Account setups***
- ***run Accounts Receivable Statements; take AR payments***
- ***process Accounts Payable transactions***
- ***operate the PRM Checkbook***
- ***run various tax reports***

MENU OPTIONS

General Ledger

Post Transactions	Review, add, edit, General Ledger Journal. Then Post to Transaction History.
Transaction History	Batches of posted journal entries can be reviewed, queried, and exported. Various report generators are available.
Account Inquiry	Select a GL account

Chart of Accounts	Review, add, edit General Ledger Chart of Accounts
Reports	General Ledger specific reports.
Setup	Assign General Ledger Chart of Accounts to various processes and activities. This has already been done by default, but you can modify it as needed.
Accounts Receivable	
Statements	Print AR Statements en masse or selectively.
Payments	Take customer payments by cash, check, or credit card towards Accounts Receivable charges. Can also apply earned store credits towards AR charges.
Reports	Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.
Aging Report	Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.
Activity By Date	Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.
Store Credits	Lists all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.
Payments By Date	Lists all payments received towards open AR charges within the date range specified. It includes the customer name, account number, and lookup code and the invoice number being paid.
Transactions By Date	Every customer with AR history is included in this date range defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

Cash Forecast

Grouped into weeks based on due dates, the open AR charges are subtotaled and totaled

Uncollectable Debts

Accounts receivable for a specified time period which have been flagged as uncollectable are listed with the customer account number, customer name, lookup code, date of purchase and amount of purchase. A total of charges is listed.

Accounts Payable

Processing 

A listing of Accounts Payable entries of various types:

- **Unposted** - final paperwork is not yet available from the vendor
- **Posted** - paperwork has arrived and payment is ready to be made
- **In Process** - the purchase order is still pending and not yet received
- **History** - paid purchase orders and other AP charges.

Aging 

A report showing current, 30, 60, and 90 day status.

Reports 

Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.

AP Pending

A summary of current accounts payable can be sorted by vendor or by week due. If sorted by vendor the report gives the vendor name, vendor invoice number, invoice date, amount due, and date payment is due. The list is subtotaled by vendor with a grand total at the end. If sorted by week, all vendors with payments due during the week are subtotaled. Report options allows for including items posted for payment or not posted or both.

AP Aging

Lists all vendors with open invoices and totals amounts due in groups of Current, Over 30 days, Over 60 days, and Over 90 days with grand totals for each period.

AP History

Lists all payments to all or selected vendors for a given time period. Payment amounts are subtotaled per vendor with a page break separating vendors. The report includes vendor name, account number, invoice number, date, date due, amount due, discounted amount, date paid and amount paid.

Checkbook 	An integrated check writing and check register function of PRM. Supports multiple bank accounts, has a check layout editor so that PRM will print to your favorite check stock. Checks can be manually created or are an automated part of Accounts Payable.
Management Reports 	Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.
Sales Tax	Prints a Sales Tax report for any given time period
PO Tax (Pending)	(optional) prints a tax report for pending purchase orders
PO Tax (Paid)	(optional) prints a tax report for paid transactions
Sales	Access various reports on sales with focus on: Invoices, Departments, Inventory, Vendor, Customer, Employee, Sorted Lists, and Weekly Summary

3.6 E-Commerce

Sell on the internet. POSitive Commerce provides you with a web-site and shopping cart and simple tools for managing products available on the web site.

E-Commerce

OVERVIEW

- ***setup web-site operations***
- ***manage inventory being posted to the web-site***
- ***establish special pricing***
- ***retrieve customer on-line orders***

MENU OPTIONS

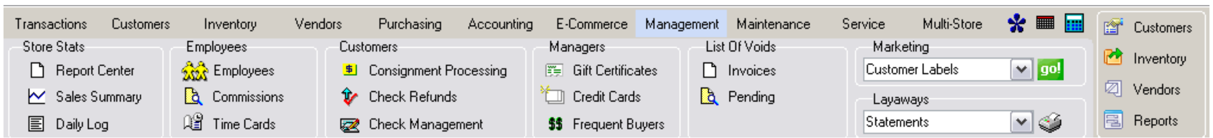
Web Store Inventory	A listing of all items flagged with "Post To Internet" status. Full utilities for editing items, adding pictures, and extended descriptions.
Web Specials	Establish global and selective special pricing for items within departments and categories.
Web Store Setup	Identify web site and shopping cart controls.

Send To Web Store	Uploads and updates inventory, pictures, pricing, to your web site.
Retrieve Orders	Download internet orders on demand for processing and delivery.
Web Orders	A listing of internet orders in process which have been downloaded but not yet fully delivered.

3.7 Management

Various setups and reports which are maintained only by management personnel.

Management



OVERVIEW

- ***access the complete report center; review a thumbnail view of sales***
- ***check the log of employee activities; manage employee records***
- ***process commissions, consignment payouts, and check refunds***
- ***review checks tendered, gift certificates issued and redeemed, credit cards processed, and frequent buyer activities***
- ***prepare marketing materials***
- ***print accounts receivable statements and reports***

MENU OPTIONS

Store Stats

Report Center	Access to the majority of reports available in PRM
Sales Summary 	Each day's totals are tabulated and displayed in this consolidated screen. This screen includes a running total of Month To Date sales. You will see the number of invoices, total of sales, returns, and net after returns. Also a total of cost, profit and margin % for the day's receipts.
Daily Log	The Activity Log showing primary changes per workstation.

Employees

Employees	For adding employees and establishing security limits and primary functions of each employee.

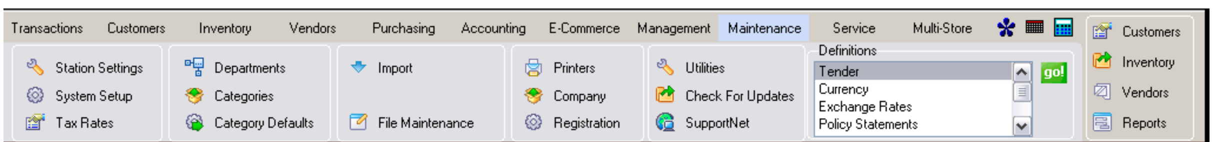
Commissions	Commissions earned by employees are tabulated here and await processing.
Time Cards	Access and report on the number of hours worked.
Customers	
Consignment Processing	Process payments for Consignments sold for individual customers
Check Refunds	Process refund monies to be paid to the customer by check.
Check Management	A listing a checks received in payment from all customers with the ability to focus on just one customer.
Managers	
Gift Certificate Manager -	Gift Certificates which have been issued and used are tracked through this section of PRM.
Credit Card Manager	Setup of credit card processing starts here and is completed at the station level. Once credit cards are received and tendered, batch settlement and credit card reports are generated from here.
Frequent Buyers	Create loyalty type programs which reward customers with store credits or points for making purchases of selected products.
List of Voids	
Invoices	Lists invoices which were voided after the sale was made.
Pending	Lists pending transactions which were voided before being converted to invoices. There is an option to recover or "un-void" these pending transactions.
Marketing	Choose one of the activities listed below and then select the GO! icon at the right. You will be prompted with various options.
Customer Labels	Print a filtered list of customer labels sorted by zip code or customer name. Various filters (queries) can be created, saved, and applied which focus on purchases, last visits, location, and many other criteria.
Print Customer List	A filtered listing of customers can be printed.
Export Customers	Choose to extract a filtered customer database into a Microsoft spreadsheet to include selective bits of information from the customer record.

E-Mail Manager	E-mail marketing messages and offers to a filtered customer list based upon purchases or other criteria.
Layaways	Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.
Statements	Print a collection notice for open layaways.
Reports	Print a filtered list of layaways in process.
Printer	

3.8 Maintenance

Establishes default settings, pop-up lists, and software maintenance.

Maintenance



OVERVIEW

- ***access system wide controls of PRM***
- ***access local computer operational controls***
- ***define tax rates***
- ***manage inventory department and category classification***
- ***import and export data; run file maintenance utilities***
- ***establish printers, company information and software registration***
- ***contact SupportNET for technical Help***
- ***define general settings***

MENU OPTIONS

Station Settings	Edit workstation options for the currently running workstation.
System Setup	Access to global options for overall operation of PRM. Can create new workstations and edit existing ones without having to be at the physical equipment.

Tax Rates	Defines tax rates per inventory type. Defines types of customers such as local, wholesale, and non-taxable organizations and assigns appropriate tax rates.
Departments	Opens the Department / Category structure. Allows for creation of new departments and categories as well as tools for modifications of assignments.
Categories	Opens the Category Listing. Create and edit categories, set defaults on a category level.
Category Defaults	A controlling set of category settings under the title of Master Defaults which are applied to a newly created category
Import	Access to importing routines to match a comma or tab delimited file containing raw data into PRM.
Inventory	Import inventory items into PRM, update existing items, and create new items simultaneously.
Customers	Import customer information into PRM and create new customer records.
Vendors	Import vendor information into PRM and create new vendor records. (TIP: importing inventory can also create vendor information.)
Chart Of Accounts	Import a chart of accounts list.
Quickbooks Chart of Accounts	Import a chart of accounts list as exported from Quickbooks
MYOB Chart Of Accounts	Import a chart of accounts compatible with MYOB software
Microbiz	Automatically Import inventory and customers from the Microbiz data folder.
Zip Codes	Import a list of zip codes.
(Export is not listed here) 	Access to exporting routines is done from the respective database. It is the Send Displayed List option at the top of the Customer and Inventory screens. Choose the icon and follow the prompts.
File Maintenance	
Verify Data	Verify invoices, orders, vendor purchases, and accounts receivable. Rarely used, but available if needed.
Purge Data	Reduce the size of some files by purging unnecessary data from those files.

Printers	List of Registered Printers
Company	Define company name, address, phone, and internet address. Optionally define store divisions.
Registration	Download the Activation Code from the Web and Register PRM
Utilities	Some routines which might be needed after upgrading to a new version of PRM.
Set Common Path	Makes sure that data is easily found by program commands and searches.
Update Report Layouts	Recovers standard report layouts.
Verify Security Settings	Checks for new security features and updates PRM.
Verify Customer Phone Numbers	Reads customer database to assure that phone numbers are in their proper format. Primarily used after converting data in an older version.
Check For Updates	Compares current version with available upgrades; prompts for downloading of new install program PRMSETUP.exe. Launch install.
SupportNet	For registered users on support, create and track messages to POSitive Software Company for how to information and software problems.
Definitions	Customizing the use of PRM for your business can be accomplished through defining various aspects of PRM. These are edited only as special needs arise. For your convenience, a brief description is provided here with a link to more information in the help topics. **NOTE**: Of primary interest will likely be POLICY STATEMENTS and SECURITY GROUPS.
Tender	Establishes the list of methods of payment when tendering invoices. For example, if you do not accept American Express cards you could remove it; and add other tender types as needed for your store. (see Tender Definitions)
Currency	Establishes the list of tender denominations when counting down the cash drawer. For example, you may wish to delete the $2 Bill from the list. When adding a new denomination, for Currency Type enter the name to be displayed. For Multiplier enter a number which when multiplied by 1.00 will equal the value of the denomination

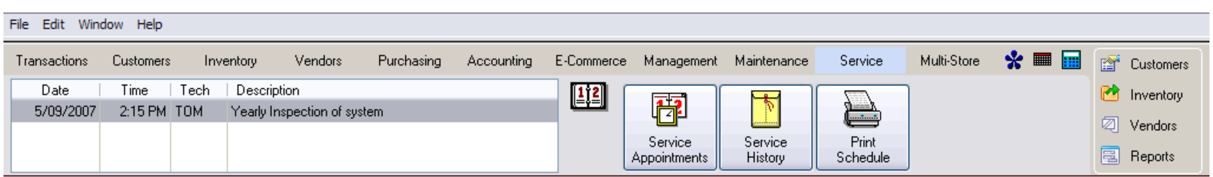
Exchange Rates	Establishes a current monetary exchange rate for foreign currency. The My Country rate should always be 1.000000. This should never be removed. Foreign exchange rates can be added. (see Foreign Currency)
Policy Statements	Defines the greeting and or store policies regarding returns, refunds, or work performed, which will be printed a the bottom of transactions. A separate message can be used for invoices, orders, internet orders, etc. When an order is converted to an invoice, the policy statement will change. (see Policy Statements)
Finance Companies	Define Third-Party Billing organizations which pay on behalf of individual customers such as insurance companies or co-pay partners.. Finance Company will be in the tender list. See Finance Company Detail.
Barcode Types	A list of barcode label layouts (symbologies) used by various manufacturers.
User Defined Fields	A master list of inventory user defined fields. When assigning user defined fields to specific categories, all items in this list will be available for selection. Note: This list can be added to while in the category setup. (see User Defined Fields)
Security Groups	Security options can be defined for employee types such as management, cashier, stockroom, etc. Once defined these groups and security settings are readily assigned to new employees. See Security Groups and Security Group Settings.
Mail Groups	Define groups of employees for sending PRM messages which are independent of e-mail systems. (see Mail Groups)
Countries	(Optional) For international customers, adding the names of countries will be linked to label printing.
Employee Shifts	Set time periods during the day on which some sales reports can be filtered.
Customer Returns	Reasons for returns from customers which also control how return inventory will be processed.
RMA Returns	A listing of actions you would like your vendors to take when processing items you return to them.
Service Order Status	When closing a service order you are prompted to select the status of the service order. You may add, edit, and arrange these status options as needed.

Call-Log	When making a call to a customer regarding a pending service order, you may choose one of these pre-defined responses.
Zip Codes	A list of zip codes and the appropriate tax rates per zip code area. This is especially needed if you are taxing based upon point of delivery instead of point of purchase.
Warranty List	A general listing of Warranty programs which can be applied to specific inventory items. Used primarily for service work.
Transaction Screen	Edit the layout and information displayed on screen as clerks create orders and layaways.
Invoice Buttons	Define the buttons visible on multiple rows of the invoice screen. The buttons can perform actions, add products or link to other buttons.
Touch Screen	Design a button layout for a touch screen monitor. Gives total control of button color and size and position as well as "jumps" to additional screens. Note: you should be running a 1280 x 1024 monitor resolution when choosing to design or edit the touch screen layout.

3.9 Service

PRM supports a service department function allowing for tracking work done on equipment. Prior to creating service orders, Service Appointments can be scheduled. Service Orders are then converted to invoices.

Service



OVERVIEW

- ***Review currently scheduled service work***
- ***Create new service appointments***
- ***Review service work done per piece of equipment***
- ***Print a Work Order form or summary report***

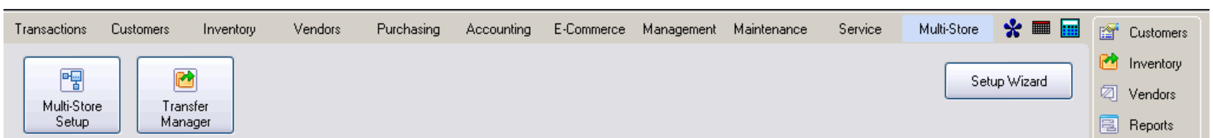
MENU OPTIONS

Scheduled Appointments	A listing of service appointments for the current date. Shows date and time, assigned technician, and description of work..
Date Selection	To choose a date other than the current date.
Service Appointments	Create new service appointments by selecting a date and choosing ADD.
Service History	A listing of all service preformed.
Print Schedule	Generates a Work Order form for each service appointment of the day. Full or Summary forms.

3.10 Multistore

PRM supports operation of multiple stores using common data. One store is designated as the master store which has control of inventory sharing. Other stores function as remote stores which are independent, but still tied to the master store.

Multistore



OVERVIEW

- ***Multi-Store Setup for establishing master and remote stores***
- ***Transfer products between stores***

MENU OPTIONS

Multi-Store Setup	A listing of service appointments for the current date. Shows date and time, assigned technician, and description of work..
General [F2]	Identifying relationship of this store to the multistore
Interstore Invoicing [F5]	Designate a store to fulfill backorders encounted at this local store.
Inventory [F6]	How to handle inventory added at the remote store. Locally added Items can be shared with the master for inclusion into the whole system.

Stores [F7]	Listing of all stores in the multi-store group
Transfer Manager	Ability to add and manage items being transferred from on store to another
Pending Transfers	All items needing to be transferred. Will create separate purchase orders for each listed store.
Company View	A list of all items being transferred to a specific store.
Inventory View	A list of all inventory, current stock counts at each store and the ability to transfer "your" inventory to another store. Cannot commit items of a different store to be transferred.
Serial Numbered Items	Select specific items for transfer by entering the product serial number.
Receive Transfers	Transfers are handled as purchase orders. Select a transferred PO and process normally.
Transfer History	A record of transfers made between stores

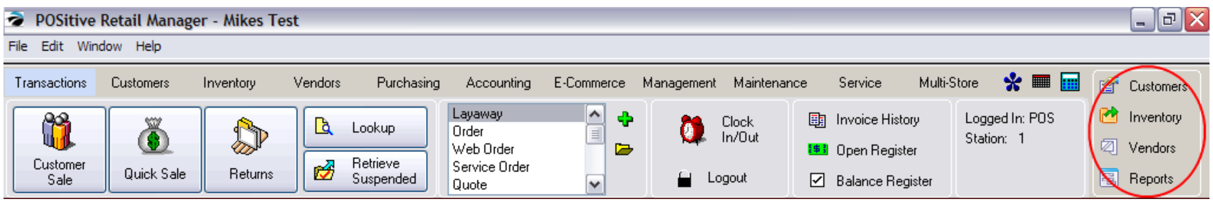
Part IV

4 Primary Databases

Now that your company has a name for itself, you need to enhance your company's primary databases.

- **CUSTOMERS** - specific name and address records to whom you sell.
- **INVENTORY** - the items and services you will be selling,
- **VENDORS** - your sources of inventory, and
- **Reports** - access to over 300 reports and tools.

The far right of the PRM toolbar gives you access to these four (4) major centers. Each center is described below.



Customer Center

Customers are the heart of your business. If you choose to create lists of customers by name, you can track purchase history, market to them, and provide them with incentives to shop regularly in your store. (see Customer Center)

Inventory Center

Since creating inventory records is your biggest project and will take the most time, this should be started right away. You will want to learn how to create an inventory record and understand each element available to you. (see Inventory Center)

Once you have learned these basics, there are tools for importing inventory to make the project of creating inventory items easier. (see Maintenance: Import)

Vendor Center

As you are creating your inventory records, it is a very natural step to build the vendor center simultaneously. The Vendor Center lists all of your vendors with contact information, shipping addresses, links to purchase orders in process, and histories of payables and purchased items.

Your vendors are providers of inventory for sale, but you can also include your phone, rent, and janitorial services as vendors. (see Vendor Center)

Report Center

The primary function of the Report Center is to give you sales and inventory summations in a format you understand. Over 300 reports are built into PRM and you will find tools here to create some customized reports of your own.

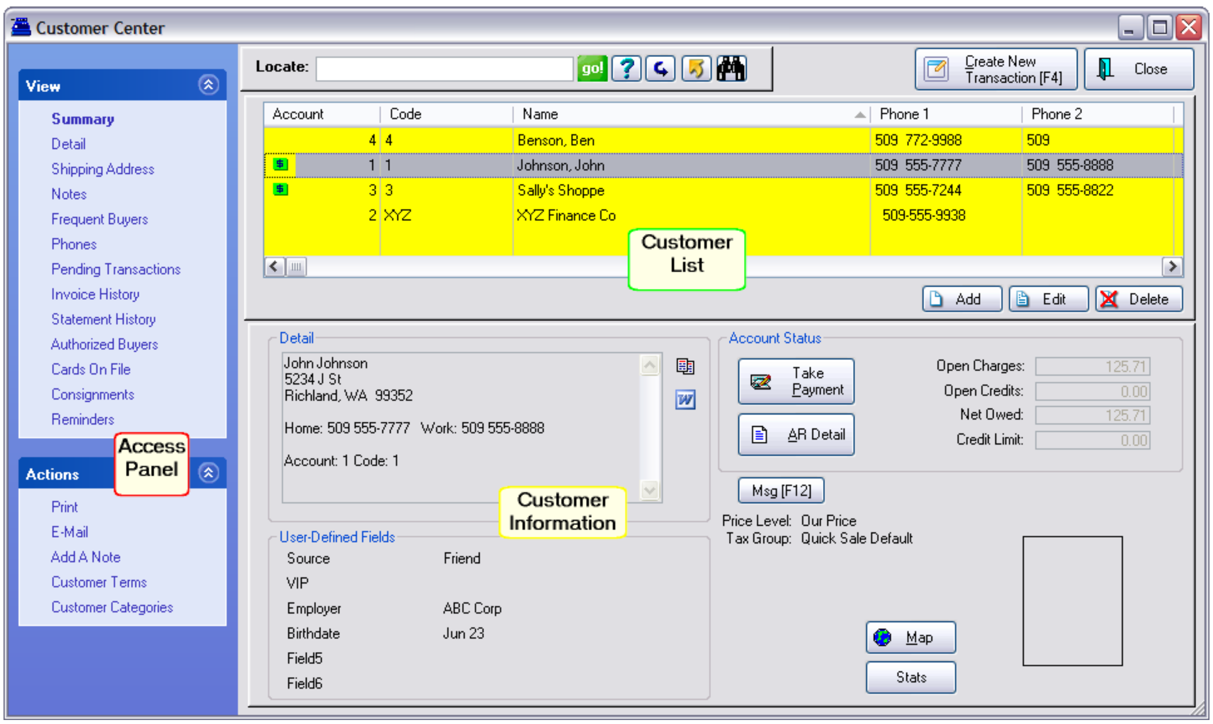
4.1 Customer Center

This is an all-inclusive feature and function menu for your customers.

It is divided into 3 main parts:

Customer List	The list of all of your customer records. Various tools such as Locate, Query, Find, and Filter quickly focus on the item(s) meeting certain criteria.
Access Panel	Lists various views, properties, and actions relative to the highlighted customer account.
Customer Information	Displays specific detail or other information about the highlighted customer. The contents of this section will change as various properties on the Access Panel are selected.

(1) Choose to Add or Edit a customer.



Customer Listing

All customers are listed in this group. The columns can be sorted by clicking on the column title.

To find customers, the Locate field can find strings of characters in a given column. Press CTRL-Enter to find that string of characters anywhere in the field. Pressing Enter will find the characters you typed at the beginning of the field.

The number of columns visible and the sequence of the columns can be changed by Right-Mouse-Click and choosing Define Views. You determine a name for the view and what elements will be contained.

SELECTION OPTIONS

Locate

1) Select the column to be sorted by clicking on the column title.
2) Begin typing search characters. (You do not have to click into the Locate field.)

- Press **Enter** - will find the first item beginning with the search characters
- Press **CTRL-Enter** - will find all items with the search characters somewhere in the field.

go!

This starts the search for the information in the "Locate" field. Instead of clicking on "Go!" you can save time by just pressing Enter or Control-Enter after entering something in the Locate field.

Query

Select from an unlimited number of saved queries or filters which you can create and modify as needed. (see Query)

Reset

Restores the list to show all records.

Send

Sends displayed listing to HTML, Excel, Word, etc. All visible entries in the Listing can be exported or copied out to some other destination. Make choices as prompted.

Note: This function is not just for Customers, but for any other type of list. (See Send To Window)

Quick Find

Search and display all inventory items containing the characters in a specific field or combination of fields. (see Customer Find)

First Name
Last Name
Company
Address 1
Address 2
City
State
Zip
E-Mail
Phone
User Defined Fields

Click the Quick Find button again to restore the full list.

Create New Transaction [F4]

After highlighting a customer, select this option. You will be able to create an invoice, layaway, order, service order, quote, and internet order. NOTE: "Invoice" indicates the products will be taken by the customer at this time; the other options are pending type transactions.

Customer Record

Each line represents a separate customer. Click on the column title to set the sort order of the customer list.

The columns of information displayed can be rearranged. Click on the value of one item and drag the field to another location and the whole column is moved.

Access Panel

VIEW

Summary	Shows Name, Address & Phone; User Defined Fields; Customer Picture **Take Payment** - Accept payment towards Accounts Receivables for the highlighted customer. **AR Detail** - Displays all open, closed, and processed Accounts Receivable transactions for the highlighted customer. **Message Code** - an option which acts as an alert to the cashier when creating an invoice for the customer. Typically used as a warning for problems with the customer's account but can be used with any message. The text of the message is displayed at right. (see Customer Message) **Map** - Opens Yahoo Maps for exact driving directions to the customer address. Need Internet access. **Stats** - counts the number of customer records
Detail	Customer record information. Choose Edit to make changes. (see Customer Account)
Shipping Address	Listing of all approved shipping addresses with one set as the default ship-to address. see Ship To Addresses
Notes	Notes about the highlighted customer. Automated notes capture information about invoices. Manual notes can be about any topic or detail. These notes can be printed.
Frequent Buyers	The loyalty or rewards program(s) the highlighted customer is subscribed to. Lists status of rewards and sources of change. (see Frequent Buyer)
Phones	Additional phone numbers as needed.
Pending Transactions	Layaways, Orders, Quotes which are currently open. Displays transaction numbers, deposits, total amount, and line items on the transaction. Can be edited, e-mailed, reprinted, and converted to an invoice.
Invoice History	Consolidated listing of all invoices; shows contents, charges and tax amounts. Individual transactions can be printed, e-mailed, and cloned. Summary of all purchases and returns as well as tools for adjusting costs.
Statement History	Summary view of current outstanding balance.
Authorized Buyers	Individuals authorized to make purchases on Account in behalf of the highlighted customer. Note: this field is only visible when the company name field is activated.
Picture Manager	Include a photo of the customer or customer's location.
Cards On File	Credit Cards which can be used for purchases.
Consignments	Items owned by the highlighted customer to be sold as consignments.
Reminders	Tasks list for or about the customer

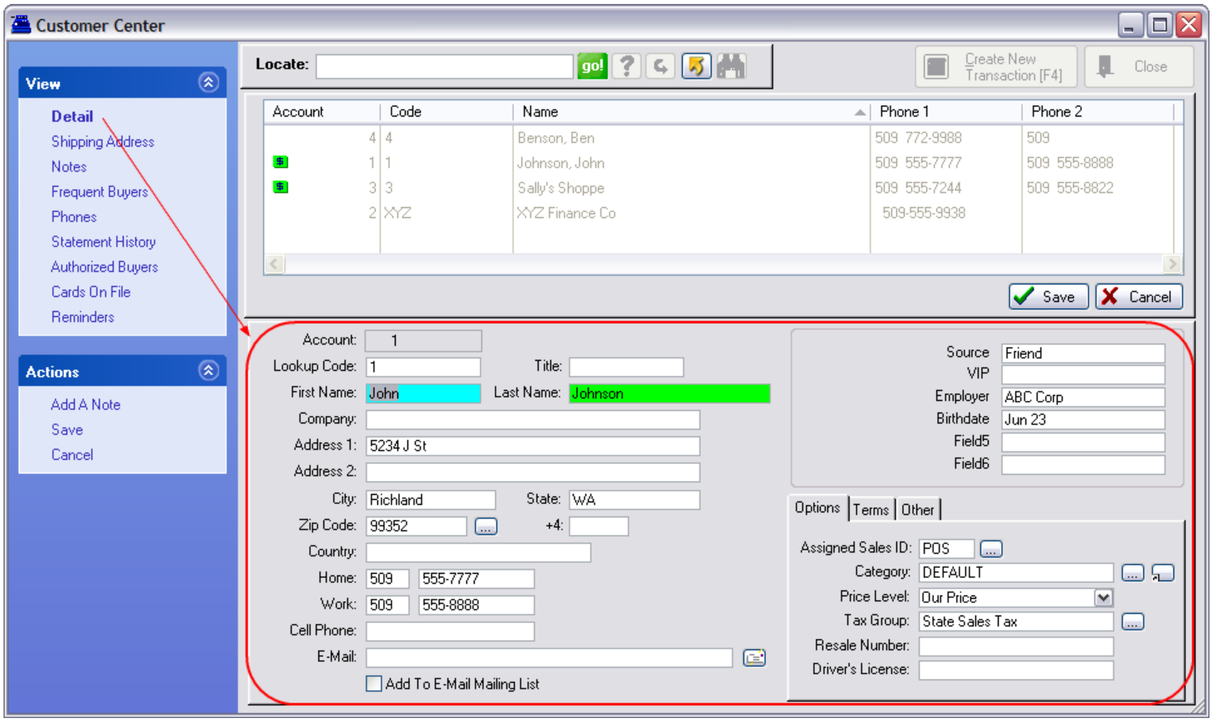
ACTIONS

Print	Choose from the following:
Mailing Labels	Prints groups of ship-to or mailing labels grouped by zip code or customer name. A filter (query) can be applied to limit which labels will be printed.
Report	A collection of "custom designed" reports about your customers. You create and save the report layouts and run them when needed.
Export	Creates a spreadsheet file with customer information. A filter (query) can be applied to limit which customers are reported upon.
Customer File	Basic information about the customer plus a printout of all notes linked to the customer.
Bill-To Label	Prints a group of labels based upon the customer billing address.
E-Mail	Launches your e-mail program so that you can send e-mail messages.
Add A Note	Create a note about or for the customer
Customer Terms	A general listing of finance terms for customers. Each customer is assigned one of these terms in the customer record.
Customer Categories	This can be left blank, however, you may create multiple customer categories as fill in information for types of customers. Types could be based on locale or business associations. (see Customer Categories)

4.1.1 Customer Account

Each customer has his or her own account or record. There are only a few required fields for establishing a customer record. The other fields can be used whenever your store operations will benefit from them.

TIP: As a time saving feature Customer Categories can fill in many of the fields for you automatically.



Account Number - a permanently assigned number, automatically generated by PRM when the customer is added.

Lookup Code - This field is editable. You may enter either an abbreviated name, a phone number, or a previously established account number. If you choose, PRM will automatically fill in this field with the customer's phone number.

NOTE: This code must be unique for each customer account. If you enter a code which is already in use, you will be prompted to change it.

First Name - of primary contact

Last Name - of primary contact

Company Name - When a company name is entered, this account is considered a business account and automatically activates the Authorized Buyers list and adjusts phone number options.

Address 1 - street address or postal box number

Address 2 - a secondary street address

City - name of the city

State - abbreviation of the state or province

Zip Code - If using Zipcode Lookup option, selection of a zip code will automatically fill in the city and state fields.

+4 - additional Zip code identifier

Country - (optional) name of the country

Home/Work Phone - If the customer is a company, it will prompt for the work phone number

Work/Fax Phone - If the customer is a company, it will prompt for the fax phone number

Cell Phone - independent of other phones listed.

E-Mail - An exceptionally valuable bit of information. If this field is activated, then you will be able to automatically compose e-mail copies of quotes, orders, invoices, etc. At the Change Due screen, when processing an invoice, you can choose E-Mail [F5] to instantly send a copy of the invoice via e-mail. PRM intuitively links directly to your current e-mail software for broadcasting e-mail messages. The button at the end of the line will generate an e-mail message.

Add To E-Mail Mailing List - When ON the above e-mail address is included in a bulk e-mail option of PRM.

User Defined Fields - Optional (upper right corner) six blank fields for your use to record special information about the customer. These are defined and activated through the Customer Category.

Options

Assigned Sales ID - Store employee who created this record or who is assigned to this account.

Category - Assigned Customer Category which has filled in the defaults. There is a lookup button to select a different Customer Category and an Apply Settings button to simply update if changes had been made and the same Customer Category is to be used.

Price Level - Assigned pricing level which will be used whenever purchases are made.

Tax Group - Assigned tax rate which will be applied to purchases.

Resale Number - A place to record a business resale license number to qualify for tax exemption. This could also be used for documention of an out-of-state customer for tax exempt status.

Driver's License - A place to record individual's driver's license as verification for checks tendered. This field can be automatically filled in upon the first purchase paid for by check.

Terms

Terms - Default payment term to be applied to new invoices placed on account. At the time of sale, the term can be reselected.

Credit Limit - A ceiling amount for AR purchases. Note that PRM authorizes credit limits to the limit of actual purchases placed on AR. The limit can be raised only by authorized sales clerks as they are ringing up new invoices for the customer.

Discount % - Permanent discount percentage to be applied to ALL items on invoices equally.

Button **Discount % -** Discounts on a per Category basis. See Customer Discounts By Category.

Print Statements - When ON AR statements for this customer will be printed.

Print Invoices With Statements - When ON copies of outstanding invoices will be printed at the time of printing of the AR Statement.

Other

Address Format - select a Country

Require PO Number When Invoicing - If this customer will be ordering and purchasing on behalf of a company and will be providing PO numbers for purchases, this option will ensure that they provide the PO Number before a sale can be completed.

4.1.2 Invoice History

A list of all invoices belonging to the highlighted customer.

- List of Invoices (Header Information)
- List of Items on the Invoice

Summary - (at the far right)

Purchases - Total dollar amount of purchases.

 # Of Invoices - Total number of invoices created.

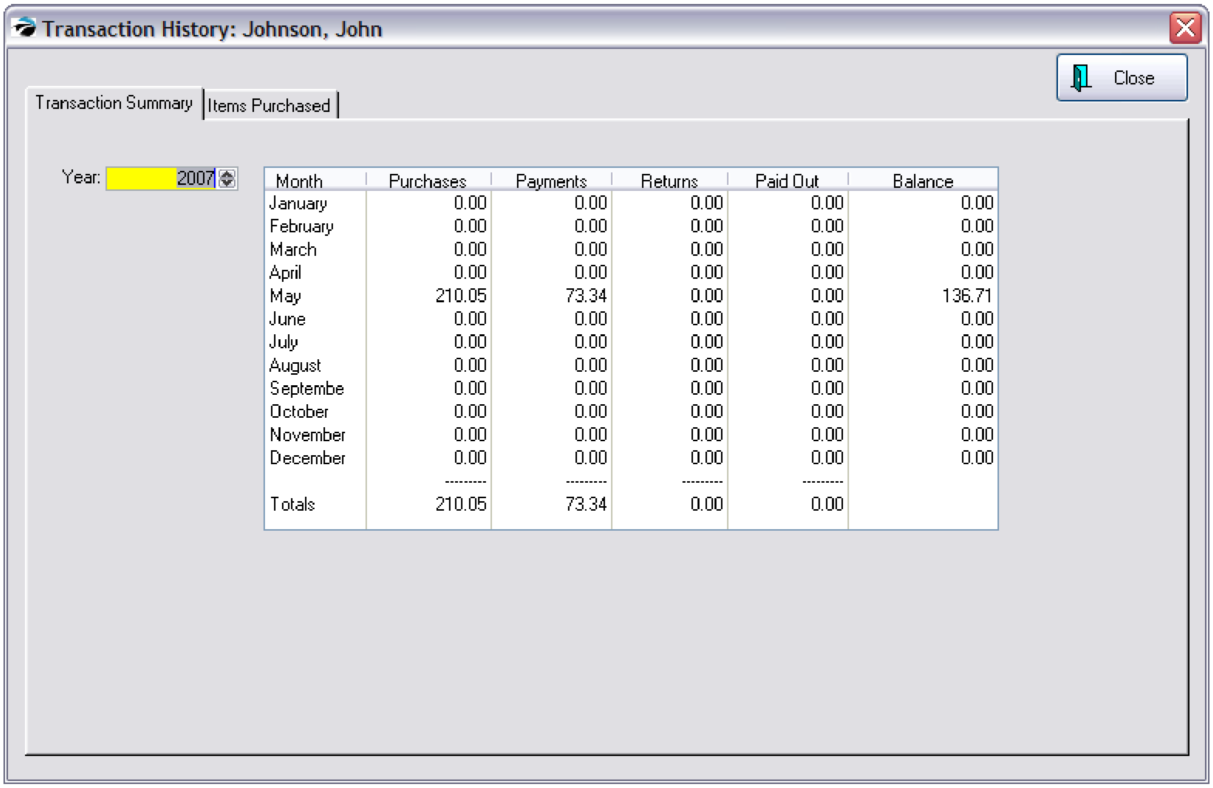
 # Of Returns - Total number of return invoices.

First Date - Date of first invoice.

Last Date - Date of last invoice.

Actions

- **E-Mail Invoice** - send a copy of the invoice to customer
- **Print Invoice** - reprint the invoice
- **Return** - Create a return invoice for an item or items on the highlighted invoice.
- **Clone** - Create a new invoice based upon this invoice.
- **Adjust Cost** - If you observe discrepancies in your profit reports which show an exaggerated profit from some sales, this is most likely due to a cost of 0.00 for an item being reported on an invoice. The actual cost reported on the highlighted invoice may be in error because of an incorrect purchase order or an oversight when the inventory item was defined. This can be corrected at this level, or more globally. (see Adjust Item Cost)
- **Show Cost** - Displays the cost of the inventory items sold
- **Snapshot** - A yearly synopsis of purchases. Totals per month, per year.



Month	Purchases	Payments	Returns	Paid Out	Balance
January	0.00	0.00	0.00	0.00	0.00
February	0.00	0.00	0.00	0.00	0.00
March	0.00	0.00	0.00	0.00	0.00
April	0.00	0.00	0.00	0.00	0.00
May	210.05	73.34	0.00	0.00	136.71
June	0.00	0.00	0.00	0.00	0.00
July	0.00	0.00	0.00	0.00	0.00
August	0.00	0.00	0.00	0.00	0.00
Septembe	0.00	0.00	0.00	0.00	0.00
October	0.00	0.00	0.00	0.00	0.00
November	0.00	0.00	0.00	0.00	0.00
December	0.00	0.00	0.00	0.00	0.00
	---------	---------	---------	---------	
Totals	210.05	73.34	0.00	0.00	

- **Items Purchased** - (select Items Purchased tab of Snapshot screen) A listing of individual items on all invoices. The list can be sorted by clicking on a column title and printed. To search for a specific item, click on the desired column and begin to type the first characters of the item desired.
- **Print** - Customer Invoices Report By Date Range

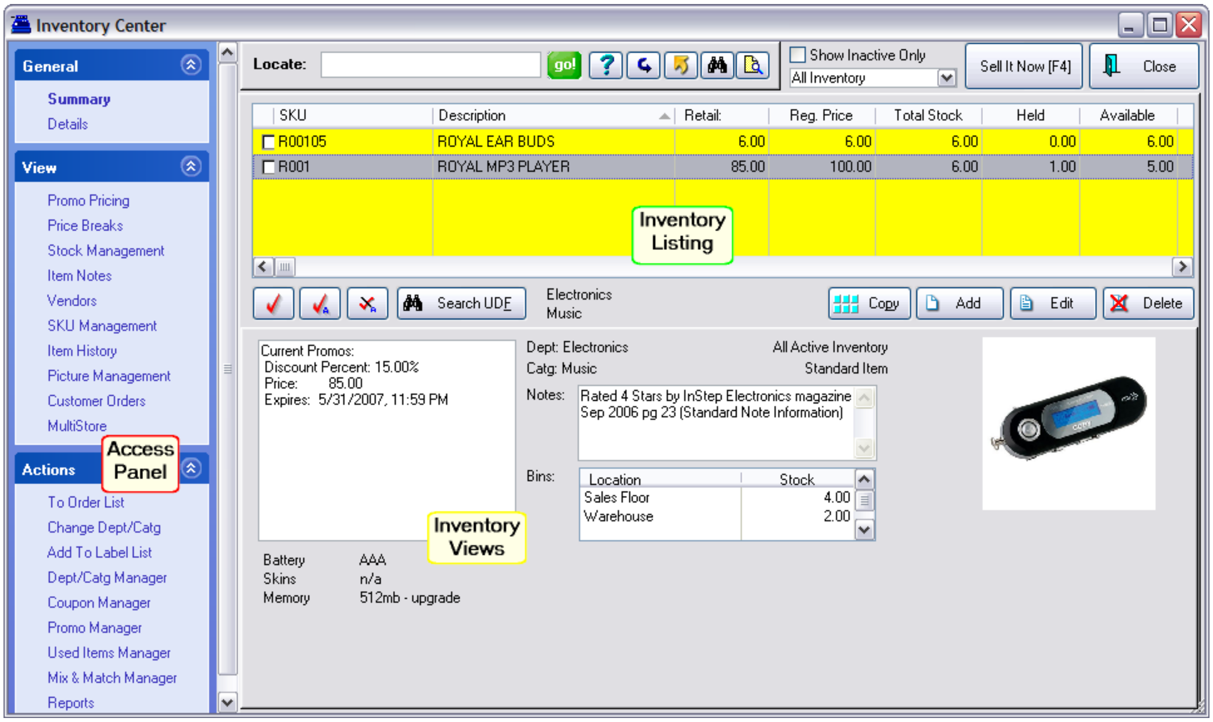
4.2 Inventory Center

This is an all-inclusive feature and function menu for your inventory.

It is divided into 3 main parts:

Inventory Listing	The list of all of your inventory items. Various tools such as Locate, Query, Find, and Filter quickly focus on the item(s) meeting certain criteria.
Access Panel	Lists various views, properties, and actions relative to the highlighted inventory item.
Inventory Properties	Displays specific detail or other information about the highlighted inventory item. The contents of this section will change as various properties on the Access Panel are selected.

(1) Choose to Add or Edit an inventory item.



Inventory Listing

SELECTION OPTIONS

Locate

1) Select the column to be sorted by clicking on the column title.
2) Begin typing search characters. (You do not have to click into the Locate field.)

- Press **Enter** - will find the first item beginning with the search characters
- Press **CTRL-Enter** - will find all items with the search characters anywhere in the field.

TIP: If you cannot find a specific item, use the option "Show Inactive Only" before attempting to create a new item. It could be that the item was made inactive. (see Inactive Inventory)

go!

This starts the search for the information in the "Locate" field. Instead of clicking on "Go!" you can save time by just pressing Enter or Control-Enter after entering something in the Locate field.


Query

Select from an unlimited number of saved queries or filters which you can create and modify as needed. (see Query)


Reset

Restores the list to show all records.

Send

Sends displayed listing to HTML, Excel, Word, etc. All visible entries in the Listing can be exported or copied out to some other destination. Make choices as prompted.

Note: This function is not just for Inventory, but for any other type of list. (See Send To Window)

Quick Find

Search and display all inventory items containing the characters in a specific field or combination of fields. (see Find)

SKU
Description
Department
Mfg. Part No.

Click the Quick Find button again to restore the full list.

Category Filter

Display all inventory assigned to a specific category. (see Filter (Dept/Category))

Show Inactive Only

Displays inventory which has been hidden or made inactive. (see Inactive Inventory)

Inventory Types

Filters the list by type of inventory. TIP: use hotkeys in bold print.

- Matrix - **CTRL-M** inventory which comes in color/size and are viewed together in a matrix
- Templates - **CTRL-T** groups of items being sold together; kits
- Consignments - **CTRL-C** items being sold on behalf of another person or company
- UnPosted - **CTRL-U** items added on the fly while creating an invoice; Incomplete Items
- All Inventory - **CTRL-A** shows all inventory

Sell It Now!

Immediately creates an invoice screen and the highlighted inventory item is added to the invoice. This is a useful feature when a customer has simply inquired about an inventory item and you can immediately commit the item for a sale.

Inventory Record

Each line represents an inventory item. Click on the column title to set the sort order for the column.

Click on the Price title to scroll through the multiple price levels.

The columns of information displayed can be rearranged. Click on the value of one item and drag the field to another location and the whole column is moved.

(see Inventory Record)

Tag/Untag

Tagging items in the inventory list is a method for

- adding multiple items to an invoice
- adding multiple items to the inventory label printer queue
- moving multiple items to a different category
- ..and other procedures.

The easiest method of tagging items is to click into the box.

Another option is to use a lookup or query to display all the items of interest and then use the Tag All button

Tag All

Checkmarks all displayed items. (Use: Locate, Query, Quick Find, or Category Filter to display desired items.)

UnTag All

Unchecks all displayed items.

Search UDF

Lists all inventory with User Defined Field contents. Sorts on a content field and then you can select the specific inventory item. (see Search UDF)

Copy

Makes an exact copy of the highlighted inventory item, with the exception of the SKU which must be different than the original SKU. (see Copy)

Add

You first select the type of inventory item, the dept/category to which it will be assigned, and then fill in the details for Description, SKU, Cost, Prices, etc. (see Add)

Edit

Change any details of the inventory record. (see Details)

Delete

You must confirm that you want to delete the inventory item. There is no "undo" option.

If the item is on a pending order, you must make a substitution before you can delete the item.

Access Panel

See linked topics to learn specifics about each screen.

GENERAL

Summary Displays current Promo, standard note, stock counts and locations, user defined fields, template contents, and picture of the highlighted inventory item. (see Summary)

Details Displays and allows editing of the inventory record's individual fields of information. (see Details)

VIEW

Promo Pricing Set and manage an automatic selling price effective for pre-set time periods such as a sales event. (see Promo Pricing)

Price Breaks Automatic price changes when selling multiples of an inventory item. (see Price Breaks)

Stock Management	The number and source of inventory items with the ability to add and track locations. (see Stock) Automatic display of "suggested" and "tag-along items. (see Item Links)
Item Notes	Manage five types of notes some of which are for in store reference and others are visible on the web page. (see Item Notes)
Vendors	Any company or individual who provides you with this product for resale. (see Vendors)
SKU Management	Controls for multiple SKUs for the same inventory item. (see SKU Management)
Item History	A record of purchase orders and invoices which included this item. (see Item History)
Picture Management	Assign pictures to inventory items using a wide variety of tools. (see Picture Management)
Customer Orders	Pending orders which include this inventory item. (see Customer Orders)
MultiStore	Pricing and Inventory Stock levels as reported by other stores of the multistore group

ACTIONS

To Order List	Add this item to the Prepare Order List for purchasing more product. (see To Order List)
Change Dept/Catg	Re-assign an inventory item to a different department and category. (see Change Dept/Catg)
Add To Label List	Add to the list of inventory labels to be printed (see Add To Label List)
Dept/Catg Manager	Create new departments and categories. Edit and re-assign categories.
Coupon Manager	Create manufacturer and store coupons for specific products.
Promo Manager	Set promotional pricing for individual items, or all items per category, department, and whole store. (see Promo Manager)
Used Items Manager	Items taken in as trade-ins can be tracked and re-sold. There are two ways to create and track Used Inventory. The simplest is to press CTRL-T while in an invoice and identify the name of a trade-in item and it's value. When the invoice is processed, the item is now accessible in the inventory list. (see One Of A Kind Trade In) A bit more useful is to activate a system setting (see System Setup: Inventory: Used Items) to use the Used Item Manager. Pressing CTRL-T while in an invoice prompts you to find a matching new inventory item, define it's condition, and value. There are some additional steps before you can resell the trade in item. (see Used Items Manager)
Mix & Match Manager	Sets Price Breaks for multiple items which can be purchased in combination to qualify for the price break. (see Mix & Match Manager)
Reports	Runs custom designed reports about inventory on hand. (see Reports)

4.2.1 Inventory Listing

All of the things you sell, both your physical inventory products and billable services, are listed here. As you add new items manually or by importing lists of items, they will appear here and can be reviewed and edited.

This section will describe how to selectively find items and use this list to your best advantage.

4.2.1.1 Inventory Record

Each line in the Inventory Listing section of Inventory Center represents an inventory item.

When selling the item, you will highlight it and then double-click or use the Select button in the upper right.

Sorting The List

Click on the column title of either SKU or Description to set sort order for the column. A dark colored line will appear below the title of the column being selected by the mouse and a triangular symbol will appear to show the column's sort order.

 Click once to sort in Ascending Order (A-Z).

 Click again to sort in Descending Order (Z-A).

Finding Products

There are several tools or methods available to find specific products. (see Selection Options)

Information Displayed

Most of the information displayed is extracted from the Details section which you can edit as needed. (see Details)

Check Box — Used only when you want to select multiple items at the same time, clicking in the box will add a checkmark. There are buttons for Tag, Tag All, and UnTag All which can be used instead of the mouse.

If you only want the highlighted item, then clicking the Check Box is unnecessary.

SKU — The product code or Stock Keeping Unit. Generally, there is only one SKU per inventory item. However, if you choose to use secondary SKUs, sorting by this column will display the item multiple times; once for each SKU. (see SKU Management)

Description — The "brief" description of the inventory item. However, if there are secondary SKUs using Alternate Display Information, then the Alternate description will be visible. (see SKU Management)

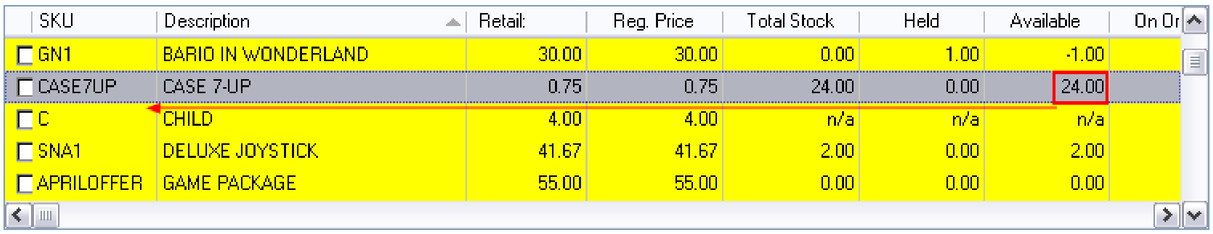
Retail (or any price level)	The price displayed of the item depends upon the customer in focus. If you open this Inventory Center while creating an invoice, then the price level assigned to the customer is what will be displayed. If no customer has been selected, then the price will be Price Level 1. The title of the price level is controlled in System Setup under Pricing. View Each Price Level Click on the column title multiple times to scroll through the multiple price levels. This price will be in RED if there is a promotional price in effect today. (see Promo Pricing)
Reg. Price	This is the "regular" or normal price of the item. It is also dependent upon the customer in focus. Bulk inventory items will show the Each price even if you are selling various package sizes. (see Bulk Inventory)
Total Stock	The total number of items in the store.
Held	The number of items being reserved for specific customers. This is calculated from pending layaways, orders, service orders, and internet orders. (see Stock) The symbol **n/a** is displayed if the item is not tracking stock counts. (see Details)
Available	The number of items which are "unclaimed" and can be sold to the next customer. This field is calculated by subtracting the number held or reserved from the total in-stock count. (see Stock) The symbol **n/a** is displayed if the item is not tracking stock counts. (see Details)
On Order	The number of items being purchased from a vendor as listed in existing purchase orders. (see Vendors and Stock)
Committed	The number of items being purchased from a vendor which are already claimed for customer orders.
Extra	The number of items being purchased from a vendor which are "unclaimed" and can be sold to the next customer.
Minimum Stock	The number of items to be on the shelf at all times. PRM will generate an Order List and add this this item if the Total Stock is less than this minimum number.
Maximum Stock	The maximum number of items to order from the vendor. There is a switch on the Category which will prompt PRM to bring the order number up to the maximum.
Minimum Order	A number imposed by the vendor as a minimum number they will ship.
Department	The name of the department to which the item's category is assigned.
Category	The name of the category to which the item is assigned. An item can only be assigned to one category.

Column Sequence

The columns of information displayed can be rearranged. This helps you focus on the most important elements of the item and defines the output of your inventory list if you choose to Send it to an external document. (see Send)

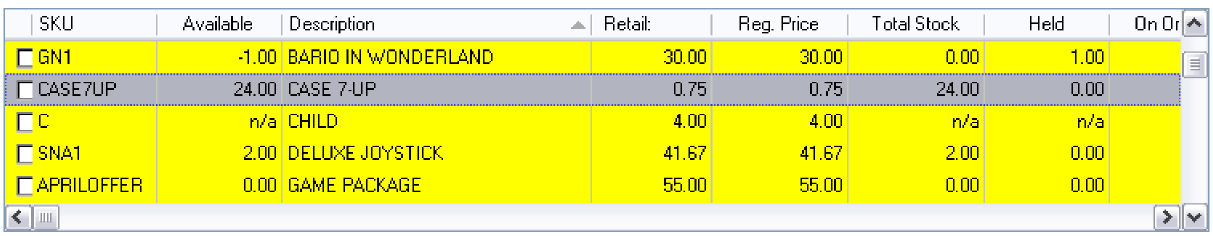
Drag & Drop Method

For example, if the number of items Available is very important to you, you could place the Available column in front of the Description column.



SKU	Description	Retail:	Reg. Price	Total Stock	Held	Available	On Or
GN1	BARIO IN WONDERLAND	30.00	30.00	0.00	1.00	-1.00	
CASE7UP	CASE 7-UP	0.75	0.75	24.00	0.00	24.00	
C	CHILD	4.00	4.00	n/a	n/a	n/a	
SNA1	DELUXE JOYSTICK	41.67	41.67	2.00	0.00	2.00	
APRILOFFER	GAME PACKAGE	55.00	55.00	0.00	0.00	0.00	

Click on the value of one item and drag the field to another location and the whole column is moved.

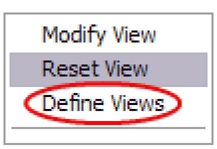


SKU	Available	Description	Retail:	Reg. Price	Total Stock	Held	On Or
GN1	-1.00	BARIO IN WONDERLAND	30.00	30.00	0.00	1.00	
CASE7UP	24.00	CASE 7-UP	0.75	0.75	24.00	0.00	
C	n/a	CHILD	4.00	4.00	n/a	n/a	
SNA1	2.00	DELUXE JOYSTICK	41.67	41.67	2.00	0.00	
APRILOFFER	0.00	GAME PACKAGE	55.00	55.00	0.00	0.00	

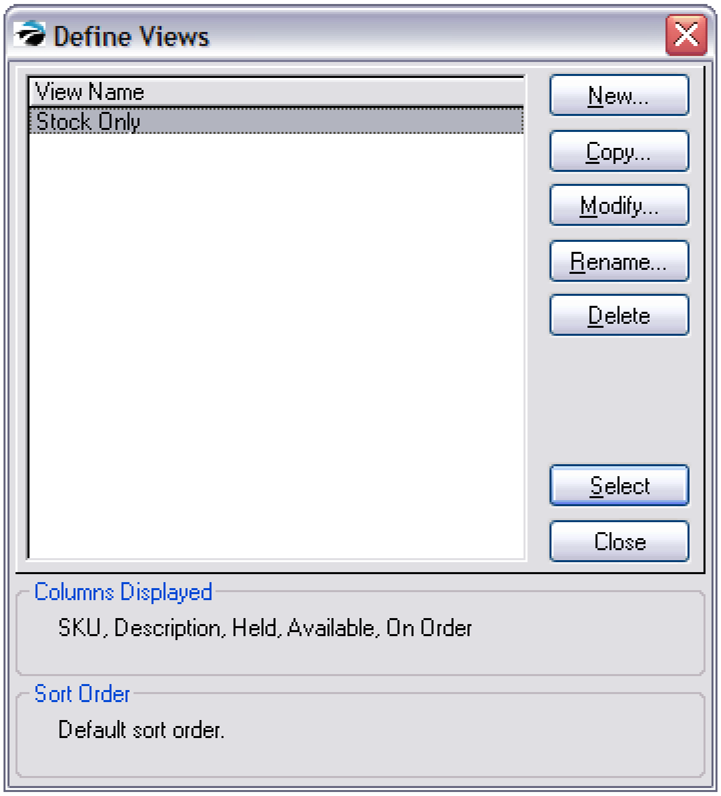
Define View Method

In addition to determining the sequence of columns, you can choose to not display some columns. You may create as many "Views" as you wish, save them, and recall them as needed.

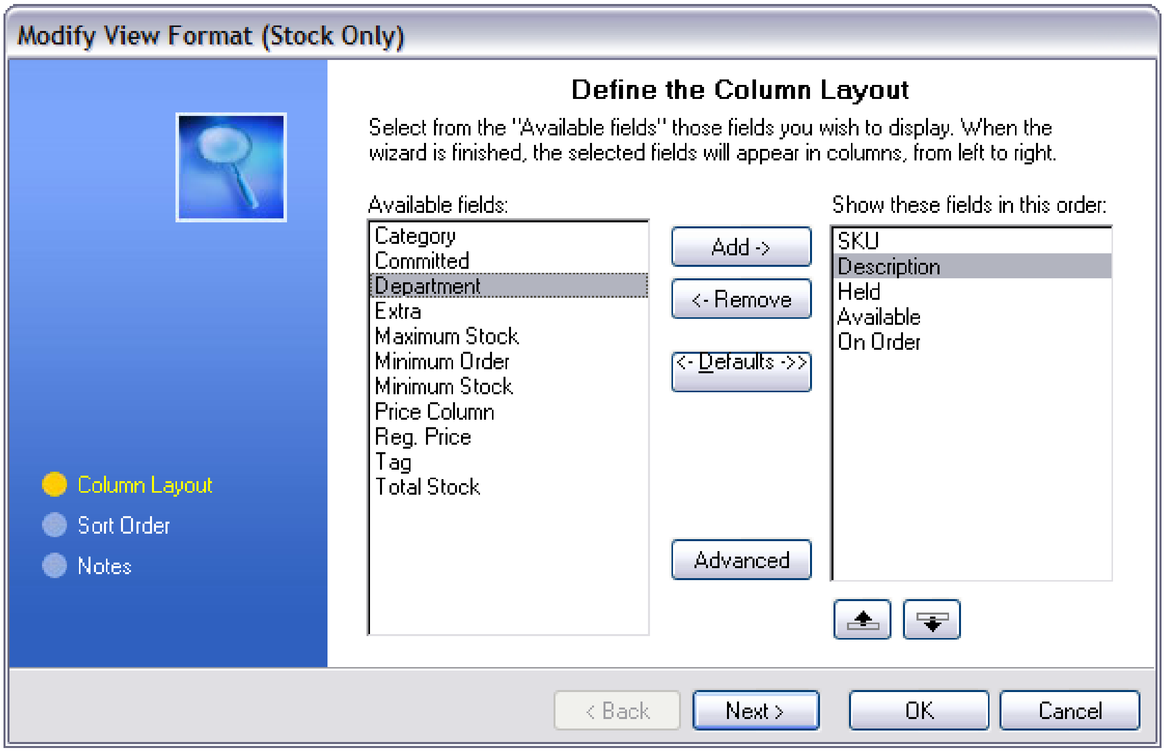
- Right Mouse Click on a line item.
- Choose Define Views at the bottom of the list of options.



- Choose New and give it a name.



- The "Define the Column Layout" screen shows all the fields of information available.
- Using the Add / Remove and Reposition buttons, select which fields on the right will be utilized on the left.



- Choose OK and your selection is saved.   (see Views for more detailed instructions)

Reset View

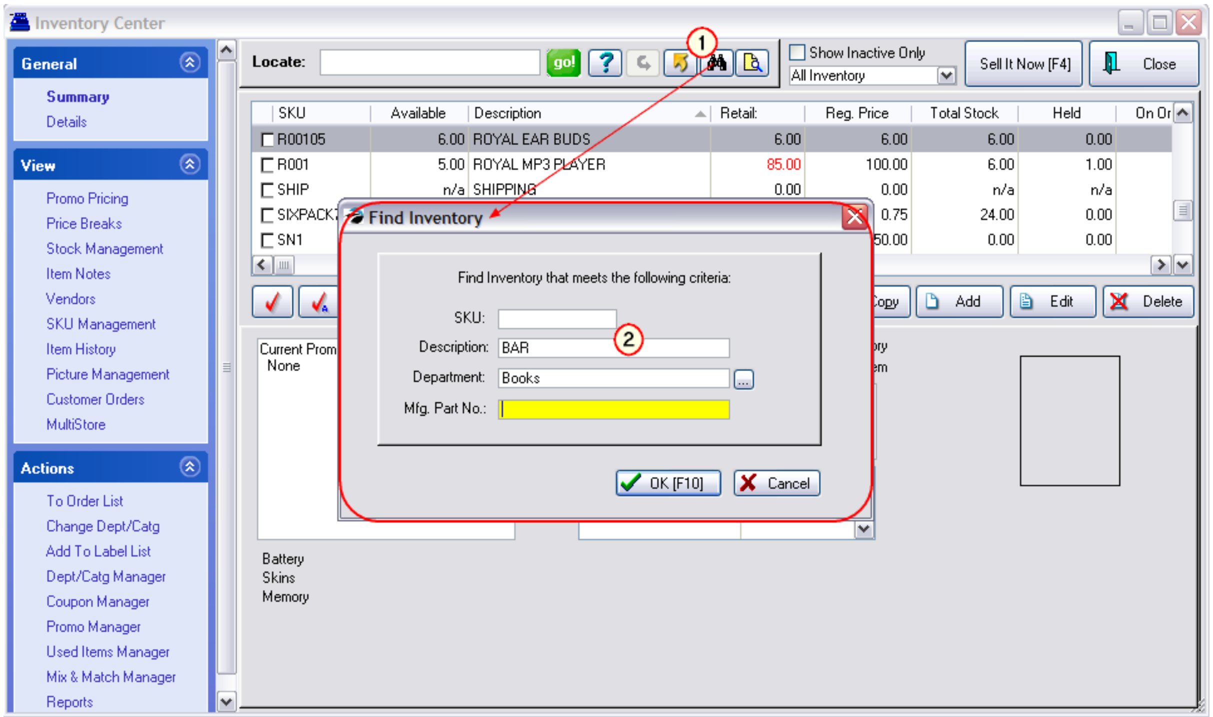
Reset View restores PRMs default layout.

4.2.1.2 Find

With Find, you can search through four (4) commonly used fields: SKU, Description, Department, and Manufacturer Part Number.

This is similar to "Locate's" CTRL-ENTER option in that it will find a matching string anywhere in the field.

In addition, you can combine searches. For example, if you are looking for all SKUs with 123 sequence, but only in a specific department then enter 123 in the SKU field and select the department.



STEPS FOR USE

(1) Open the Find Inventory dialog box by selecting the Find icon.

(2) Enter a phrase, word, or letter combination in either the SKU, Description, or Department field. The search is not case sensitive. Typing CAPS is not necessary. If desired, enter another "string" of characters in another field.

(3) Click on OK.

All inventory which contain the search entry will be displayed.

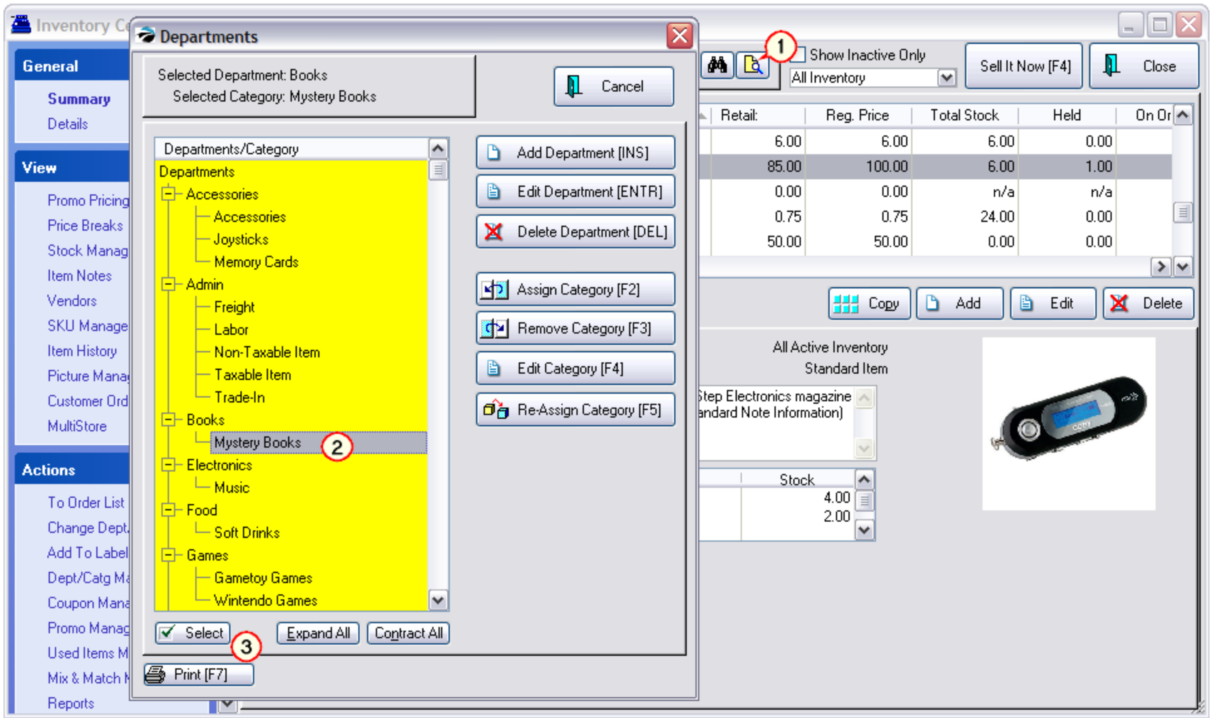
Reset -  After conducting a search, the Reset icon will display all items all inventory.

NOT FOUND?

TIP: If you cannot find a specific item, use the option "Show Inactive Only" before attempting to create a new item. It could be that the item was made inactive. (see Inactive Inventory)

4.2.1.3 Filter (Dept/Category)

Every inventory item is assigned to a category. You can limit the display of inventory in the list to items belonging to a specific category.



(1) Choose  Department Category Filter.

(2) From the List, highlight one Category.

(3) Choose Select.

All inventory assigned to that category are displayed.

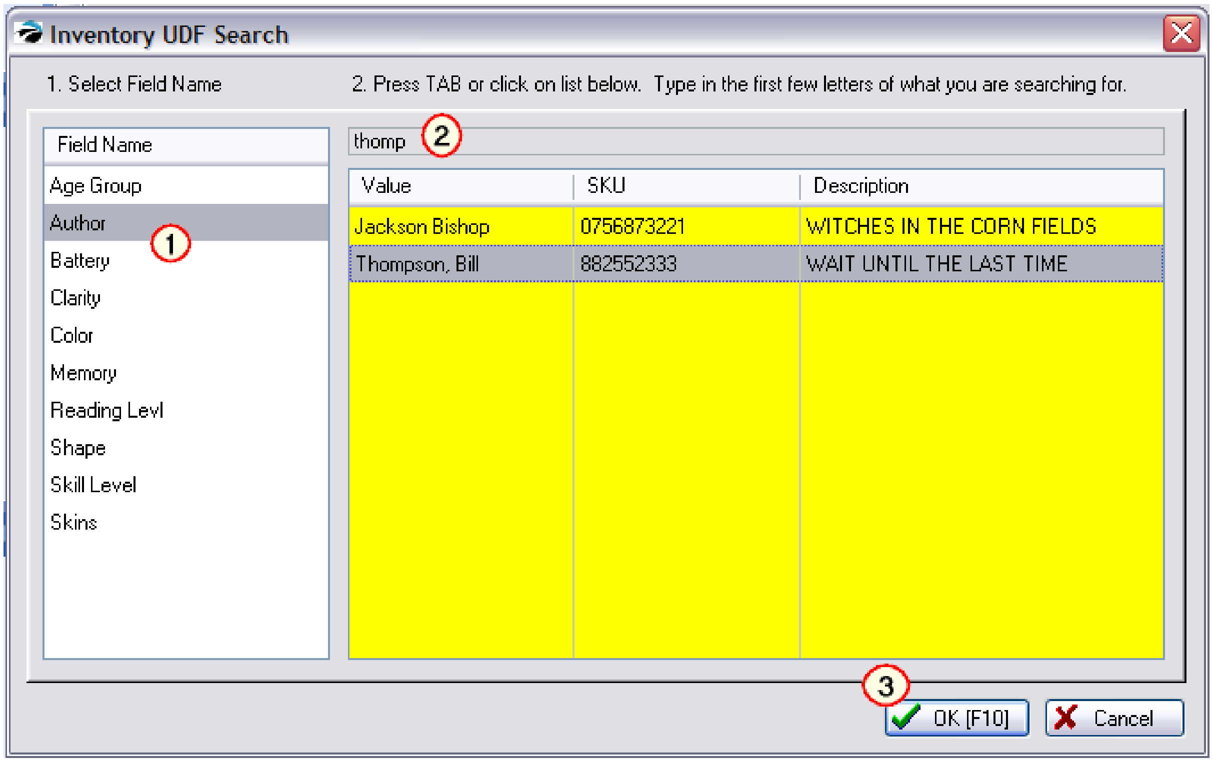
Use **Reset** to remove this filter.

Note: if multiple categories need to be displayed, use Query.

4.2.1.4 Search UDF

Find an inventory item based upon specific content of a User Defined Field. User Defined Fields for inventory are used to track additional information about an inventory item. (see User Defined Fields)

This "Search UDF" button will display all user defined fields and their contents.



(1) Highlight the desired UDF named field.

(2) Press Tab to display all items using the field. Begin typing the first few characters of what you are searching for.

(3) Once the desired item is highlighted, choose OK. The item will now be highlighted in the inventory listing. You can then select it for an invoice or choose Sell It Now button.

4.2.1.5 Copy

As a tool for creating new inventory, you can highlight an existing inventory item very similar to a new one to be created. Then choose this Copy button.

All of the properties and values of the original (except for the SKU) are copied into a new record.

Make changes to the description and enter a new SKU.

Make any other changes you wish, and choose OK.

Make the Long Description Match the Description field

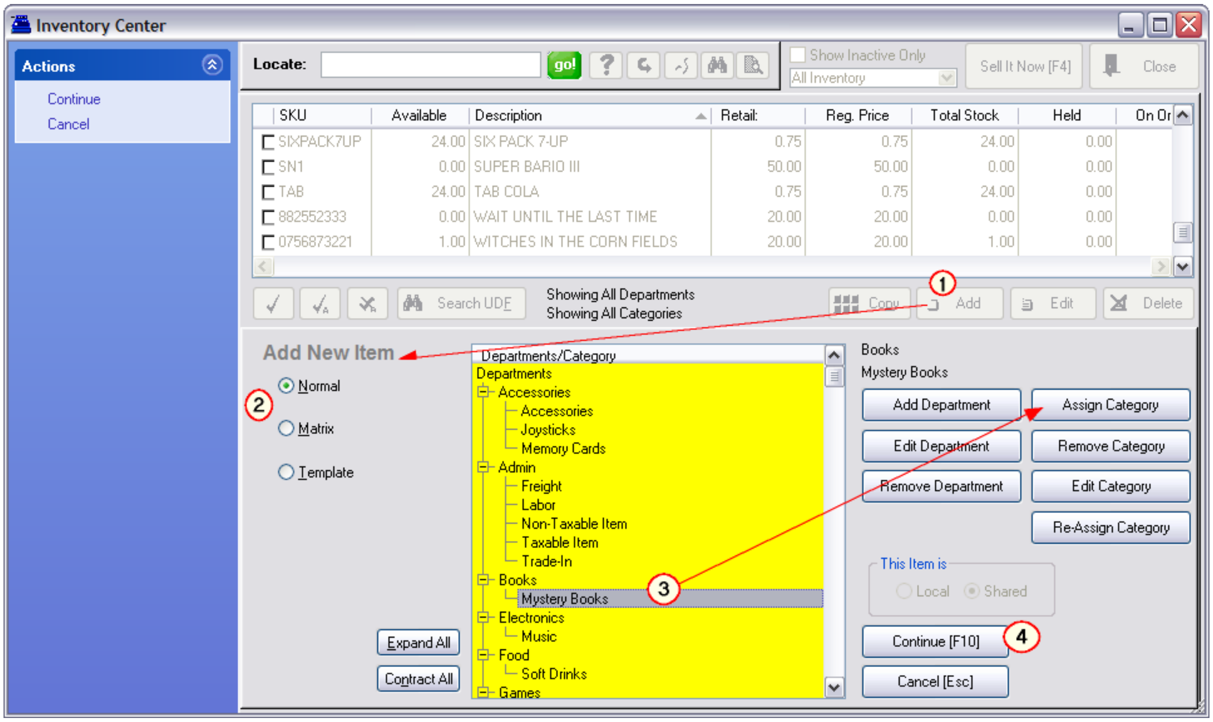
- delete the Long Description contents,
- click on the Description field
- click on the Long Description field and it fills in the Long Description field.

TIP: In System Setup, you can choose to eliminate the use of the Long Description field.

4.2.1.6 Add

To create a new inventory item.

You will first select the type of inventory item, the dept/category to which it will be assigned, and then fill in the details for Description, SKU, Cost, Prices, etc.



(1) After choosing the Add button, an Add New Item screen appears.

(2) Choose the type of inventory item: Normal, Matrix, or Template

(3) Highlight the category for the item. If necessary, choose to create and select a new department or a new category. (see Departments)

(4) Choose Continue [F10]. A new inventory record will be opened in which you enter the Description, SKU, Cost, Prices, etc.

To Add Departments and Categories

To Add a Department - just click on the button. Fill in a department code (a number or abbreviation) and a name for the department. The Auto-SKU can be left blank.

To Add a Category - First, highlight the Department Name. Then choose Assign Category. If the category does not yet exist, choose the Add button and you will fill in the category name and default settings. Finally, when the desired category is visible in the list, choose Select. (see Departments)

4.2.2 Access Panel

On the left side of the Inventory Center are various Views and Options for the highlighted inventory item in the list at right.

General

Summary - has no editable fields, but it displays much useful information controlled by other properties

Details - all the fields defining the item

View

Promo Pricing - discounted or modified prices for given time periods

Price Breaks - automatic price changes when selling multiples of an inventory item

Stock Management - accesses current stock counts, stock locations, linked inventory, and used items

Item Notes - creates up to five different note types

Vendors - sources of the inventory item and purchase orders currently in process

SKU Management - allows an inventory item to have multiple part numbers

Item History - displays both Purchase Order History and Sales History

Picture Management - for assigning and controlling a picture of the inventory item

Customer Orders - displays all pending orders for the highlighted item

MultiStore - display of Pricing and Stock levels of all stores in the multi-store group

Actions

To Order List - one method of ordering more product

Change Dept/Catg - to reassign an item to a different department and/or category

Add To Label List - one method to print inventory pricing labels

Dept/Catg Manager - to create, edit, and re-organize existing departments and categories

Coupon Manager - create specialized coupons for use in conjunction with items you sell

Promo Manager - apply discount percentages to more than one product at a time for a given time period

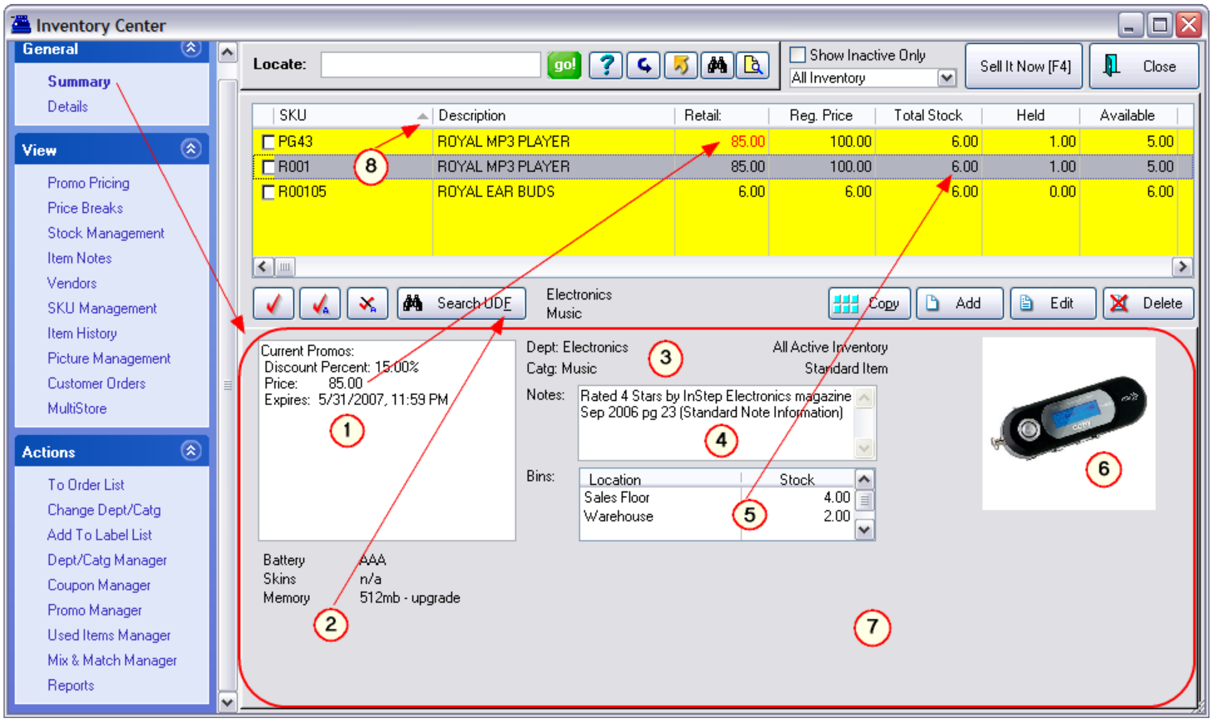
Used Items Manager - controls condition and pricing of used items

Mix & Match Manager - lists groups of qualifying items

Reports

4.2.2.1 Summary

The Summary has no editable fields, but it displays much useful information controlled by other property selections.



(1) **Current Promos** - This information appears only if the promotional period is in effect today. The Inventory Listing will show the promotional price in RED. After the promotional period ends, the pricing will revert to the normal Regular Price. (see Promo Pricing)

(2) **User Defined Fields** - Up to six (6) bits of additional information can be tracked per inventory item. These are called User Defined Fields and are part of the Category Definition to which the item is assigned. There is a Search UDF button to find all items with a specific value in one of the fields. (see Category and User Defined Fields)

(3) **Department, Category, Active, Serialized** - Displays the assigned status of the highlighted inventory item. (see Change Dept/Catg and Details)

(4) **Standard Note** - A brief (120 characters) description about the item helps promote or more specifically identify the item. This Standard note and four (4) other note types are readily editable. (see Item Notes)

(5) **Stock Count & Location** - Displays the total stock counts and storage locations of the item. The Inventory Listing will indicate if any of the items are held for customer orders and therefore the number available for sale at the moment. (see Stock)

(6) **Picture** - Every inventory item can have a picture assigned to it. This image can be imported and modified. It can be uploaded to your web site. (see Picture Management)

(7) **(Template Contents)** - If the highlighted item in the Inventory List were a template or kit, then the contents and pricing of the template would be displayed in this section of the screen. (see Templates)

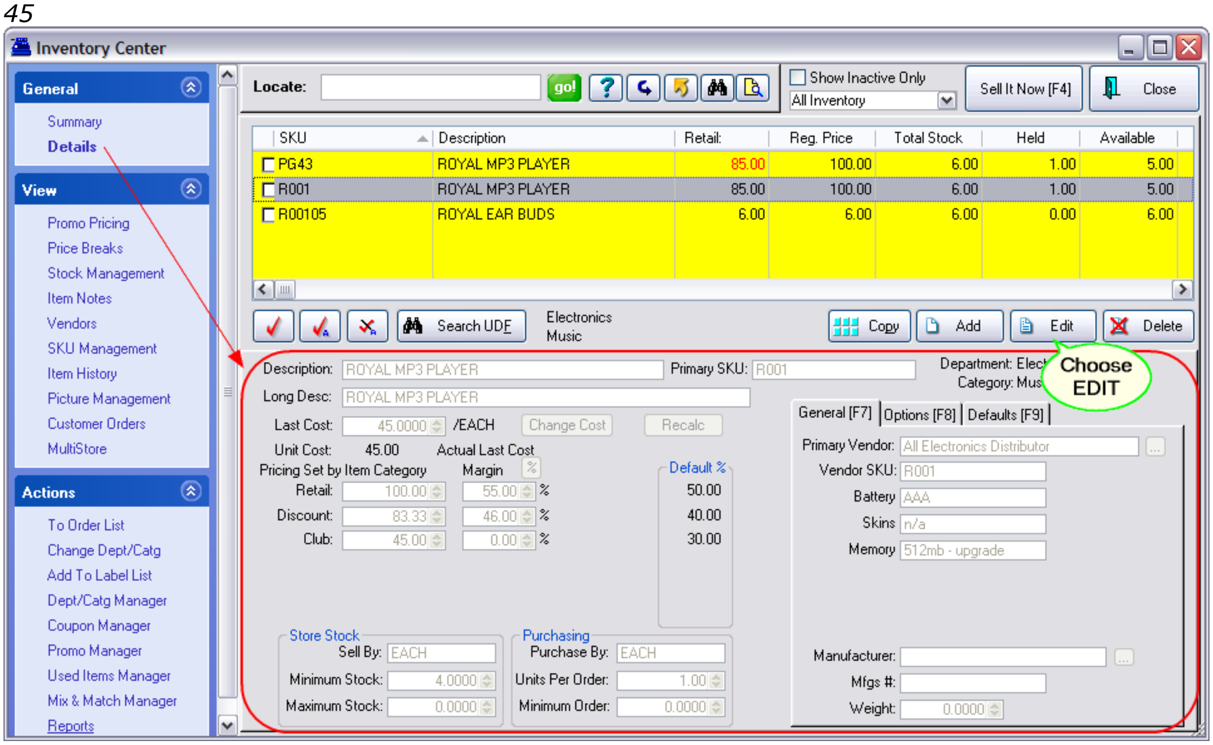
(8) **SKU Management** - When sorting the Inventory Listing by SKU, items with multiple SKU's will be listed more than once. This was done to illustrate the Pricing change affected by the Current Promo. These two items are one and the same inventory record and therefore show the same stock counts and other properties; the use of multiple SKU's for an item has many benefits. (see SKU Management)

4.2.2.2 Details

At first view all of the information is grayed out. To make changes, choose the Edit button at right-center of the screen.

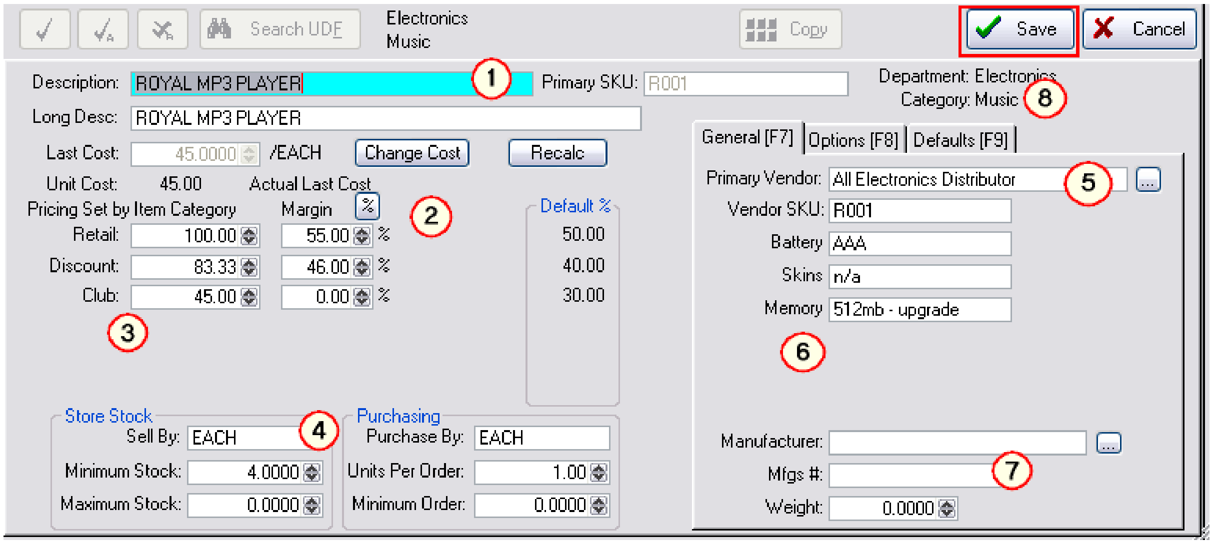
SECURITY: This Edit button is password protected so that only authorized employees can make changes.

45



Editing An Inventory Item

Any changes made to an inventory item will need to be Saved. Choosing Cancel will negate the changes and the record will remain essentially unchanged. Change focus to a different inventory item and then back again to see the restored details.



***(1)* Descriptions & Primary SKU** - The description will print on the customer invoice. It is limited to 32 characters and depending upon the invoice form, it could be truncated somewhat; abbreviate and keep essential information at the forefront. It is recommended that each inventory item have a unique description; do NOT use identical descriptions because it will make reports and web page postings difficult to understand.

For Matrix Inventory, this Description should be kept very short because it will be automatically appended with "row" and "column" titles. (see Matrix)

The **Long Description** field is longer with 46 characters, but it is primarily for internal store reference and seldom prints anywhere. The Long Description is automatically filled in with the same information in the Description field. TIP: A System Setup option can eliminate the field from view.

The **Primary SKU** is grayed out. It was created as the inventory item was first defined. You may change the SKU or add additional alternate SKUs. (see SKU Management)

***(2)* Last Cost / Unit Cost** - The Last Cost is what you pay your vendor for the item. It is grayed out because it need not be manually changed; as you receive purchase orders, this Last Cost value will be updated. However, the **Change Cost** button gives you editing capability. IMPORTANT: changing the Last Cost value here will NOT change the cost of your "in-stock items."

The **/EACH** label following the Last Cost field is based upon the Purchase By value and the **Unit Cost** is calculated by the Units Per Order value, as discussed in topic 4) below. The flag **Actual Last Cost** will vary depending upon System settings. (see Maintenance: System: Inventory: Pricing tab)

***(3)* Selling Prices (6 Levels)** - There is enough space here to display up to 6 price levels. Most businesses use just one or two levels. The names of these price levels is defined in System settings. (see Maintenance: System: Inventory: Pricing tab)

The actual selling prices are calculated based upon **Default%** set in the Category, but can be manually changed by either entering a selling price or entering a margin percentage; changing one will change the other. The **Recalc** button will apply the **Default%** values.

***(4)* Minimum Stock and Purchase Controls** - PRM will prompt to reorder inventory from your vendors based upon these settings. Some fields are titles for ease of review and reporting purposes.

Sell By: Each, Bottle, LB, Foot, Yard - this title will display on invoices and reports.

Minimum Stock: - The number of items you want on the shelf at all times. This number is used for generating the Order List for preparing purchase orders. When the stock count drops below this number, the PRM will prompt for reordering.

Maximum Stock: - The maximum number of items to have on hand at any given time. (Setting of 0.00 means unlimited.) This will help in the purchase order process. See Category Detail for the use of this field when generating an order list.

Purchase By: Each, Case12, Case24, Dozen - this title will display on purchase orders and reports.

Units Per Order (Units Per Case): - Almost always the value in this field should be 1.00. This is NOT the number of items on a purchase order, but rather the number of selling units in one purchased case. See Bulk Inventory for an explanation of when this field would be a number other than 1.00. If you change this number, you will be prompted to recalculate the selling prices. Generally, you would say "Yes" and the selling price will be based on the unit cost of the item.

Minimum Order: - When preparing a purchase order, this number will be automatically selected as the number to order. Normally, this number should be 1.00 and will be multiplied to equal the minimum stock number (or the maximum stock number if the Category option is set.) NOTE: If the inventory item is a Bulk item (the Units Per Order is greater than 1.00) then be sure the minimum order is only 1.00. PRM will interpret this to mean "order 1 case which contains x number of units in the case."

(5) **Primary Vendor** - Choose a vendor of the product and enter the vendor's SKU which is the order number from the vendor's catalog of inventory. This vendor will be the preferred vendor of the item. Additional vendors can be assigned to this product and re-selection of the primary vendor can be done at any time. (see Vendors)

(6) **User Defined Fields** - Inventory items may track up to six (6) additional fields of information. These fields are named by you, the user, hence the term User Defined Fields. The field titles are created and assigned by editing the category (see Category Options). These fields can be filled in as the inventory item is created. A Search UDF button on the Inventory Center finds all inventory items with a common value in one of these fields. (see User Defined Fields)

(7) **Manufacturer** - This information can be imported or manually added. However, you need to understand that the effort to fill in these fields may not warrant the limited use of this information.

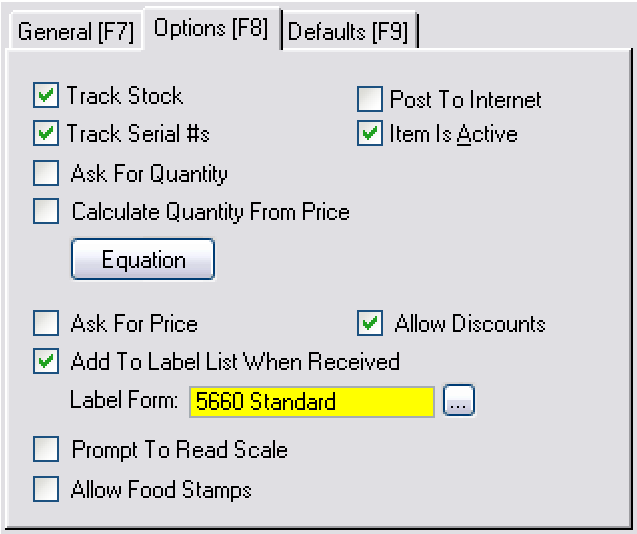
Mfg ID - (Optional) A code for the name of the product manufacturer.

Mfg's # - (Optional) The manufacturer's part number which is other than the SKU or Vendor SKU.

Weight: - This is an approximate gross shipping weight. Entering the gross weight of the item takes time, but this value can be used to calculate shipping charges when selling to customers and calculate prorated freight charges when receiving products from the vendor.

(8) **Dept/Category Defaults** - Displayed is the department and category to which the inventory item is assigned. The Category has default settings which are applied automatically to the inventory item as the item is being created. These defaults can be displayed and changed for this one item by choosing the **Options [F8]** and **Defaults [F9]** tabs.

Options [F8] tab



Track Stock (Quantities)

This option MUST be checked ON if you want PRM to give you stock counts. If it is unchecked, the item will be reported as NON-STOCK.

Track Serial Numbers

If this item will be using serial numbers for each piece, then check this box. When adding stock counts you can add the serial number of each item. (see Serialized Inventory)

Post To Internet

Checking this option will include this item in the transfer to your web page for POSitiveCommerce sales.

Item Is Active

Active means that the item is listed in the Inventory List. Even if there is no stock count, the item can be re-ordered and sold.

You may choose to make the item inactive, i.e., not visible in the list. This commonly done for seasonal items such as Christmas inventory which you do not want to delete but would like to keep out of sight.

Ask For Quantity

When the item is added to an invoice, the cursor will automatically go to the quantity field.

TIP: Rather than activating this setting, consider using this invoicing shortcut: If the customer is buying 3 of an item, type 3/ (the number 3 followed by slash /) then choose the SKU and PRM will automatically sell the 3 units of the item.

Calculate Quantity From Price

Activate this option only if this inventory item will be using a barcode with the price imbedded in the barcode. (see Price/Weight In SKU) When the item is scanned into an invoice PRM will calculate the quantity field by dividing the Price in the SKU by the defined selling price of the item. (Note: Do Not Use this option if you are using "Prompt To Read Scale.")

Equation = None

Some products are sold by calculated units such as by the square foot or cubic foot. With this tool, you can design an equation to include several variables and constant values. Click on the Equation button to add and/or select an Equation. The title None will be changed to the title of the selected equation. (see Equation Editor)

Ask For Price

When the item is added to an invoice, the cursor will automatically go to the price field. It will fill in the set price, but allows you to immediately enter a different price.

Allow Discounts

When included on an invoice, the item can be discounted directly on the invoice or by using the invoicing shortcut of CTRL-D or by a customer permanent discount.

Add To Label List When Received

When this item is received on a purchase order it will be automatically added to a listing of labels to be printed for the same number of labels as were received.

Label Form - displays the name of the label used for this item. PRM has several pre-defined label formats to choose from. Choose the Lookup button at the end of the list to change label form select.

TIP: You may design your own label layouts. (see Label Editing)

TIP: Since this is a category setting, you can change ALL inventory assigned to this category to use a new label (see Reset Inventory)

Prompt To Read Scale

Activate this option only if the inventory item will be weighed on a scale as it is being sold.

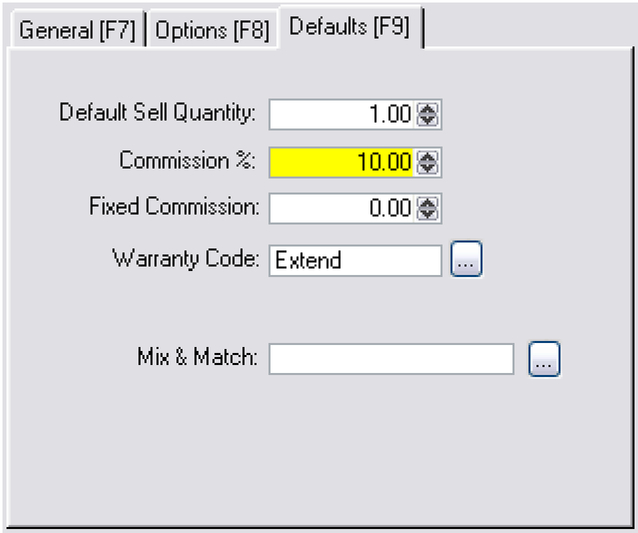
When invoicing the item and you will be prompted to either press F12 to capture the weight or manually enter the weight as the quantity field. (Note: Do Not Use this option if you are using "Calculate Quantity From Price.")

Allow Food Stamps

This item can be paid for by food stamps and if it is included on an invoice it will also be totaled with the Food Stamp total. Because of the Food Stamp designation, taxation will be removed even If the item is normally taxed. (see Food Stamps)

Defaults [F9] tab

These settings are unique to the inventory item, but can be defined by the category. (see Category Defaults)



Default Sell Quantity

Most always is a 1.00. It is the number of items to be added to the invoice automatically when the item is sold. This still allows you to sell multiples of an item, but does not assume that a multiple of the item will always be sold.

How To Sell A Negative Quantity

TIP: If you set this to -1 then the item will be sold as a credit amount rather than as a charge amount. This is commonly used to make payouts such as bottle deposit refunds, lottery payouts, core charge refunds, etc.

Commission %

When the item is sold a commission will be calculated at the given percentage. It is suggested that if you have a variable commission for various employees, then set the commission rate at just 1% and multiply by appropriate factors. This can be set at the category level and will be automatically applied to all inventory in the category.

Fixed Commission

A set dollar amount or "spiff" to be paid to the salesperson when the item is sold. Unlike Commission % this must be defined manually per inventory item.

Warranty Code

If the item is covered by any warranty, select a warranty code which defines the coverage. (see Warranty)

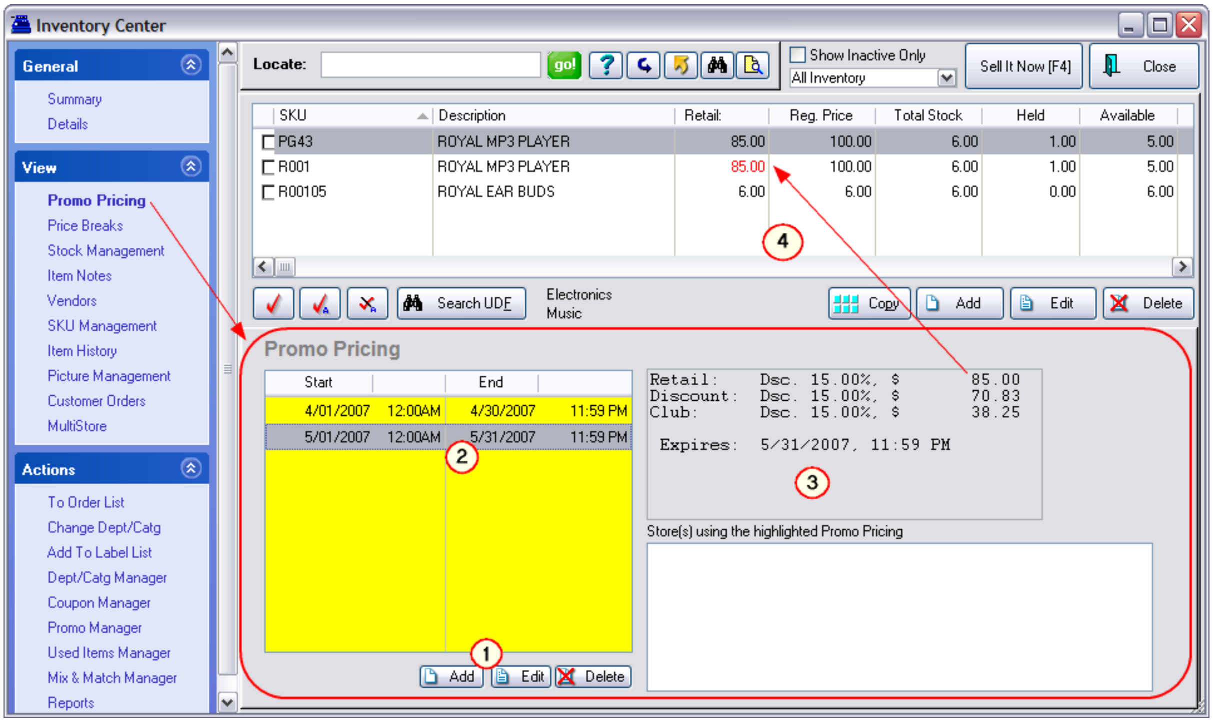
Mix & Match

The group to which this item is assigned. Mix & Match is used for selling products at special price breaks and allowing multiple SKUs to be valid for those price breaks. (see Mix & Match Manager)

4.2.2.3 Promo Pricing

Promotional prices are discounted or modified prices for given time periods. These can be established days, even months, in advance of a sale. The prices can be valid for any length of time, even for just 1 hour of one day. By setting a start date and end date, PRM will automatically apply the sale prices when the item is added to an invoice, and revert to the regular prices once the promotion expires. If you desire, you may make the promo open ended so that the prices will never expire.

Generally, promo pricing is assigned per inventory item, but you could set promo pricing for all items per category, per department, or even the whole store using Promo Manager.



(1) **Add, Edit, Delete** - To create new or modify existing promotions for the highlighted inventory item. (see Promotional Pricing Information)

(2) **Multiple Promotions** - Each inventory item can be assign to several promotions as long as they do not overlap start and ending dates.

TIP: Instead of deleting an old promotion, you may retain promo settings after a promo event and use them again another time. Simply assure that the dates are older than the current date and do not delete the entry from the list.

(3) **Promo Details -** The details of the promotion are displayed for easy review without having to edit the promo.

(4) **Current Promo** - A promotion currently in effect will display the pricing in RED on the Inventory List.

Percentage or Fixed Price

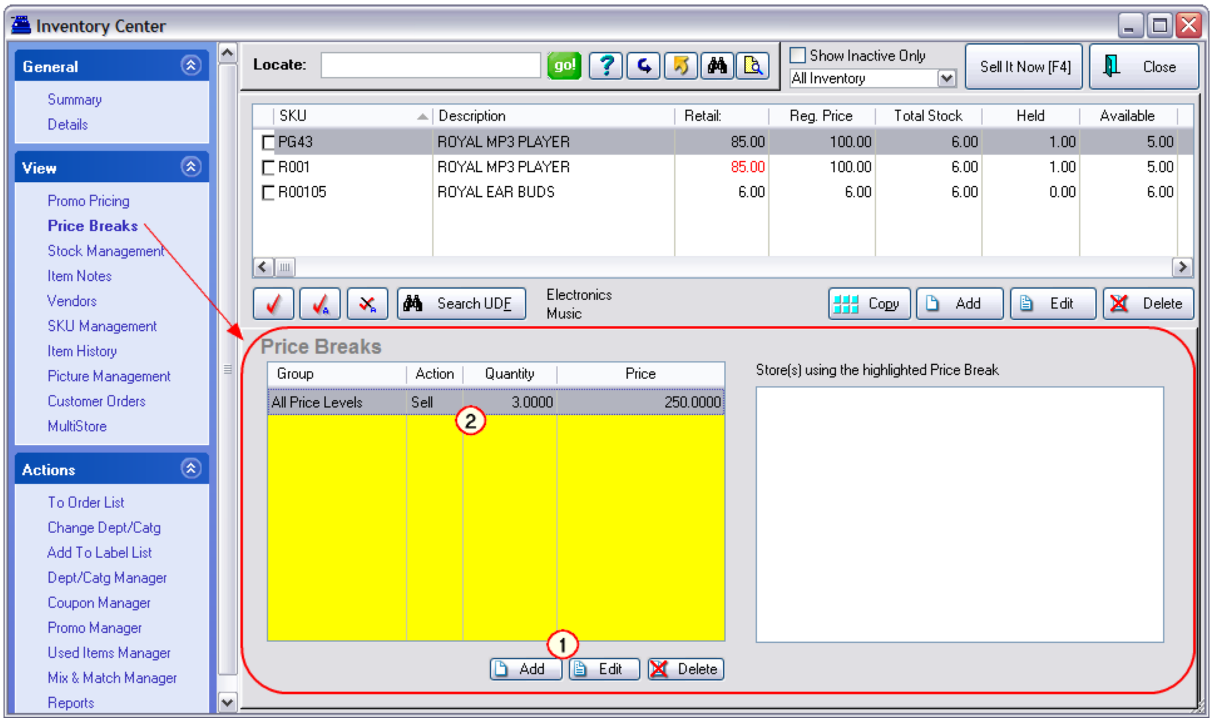
For individual inventory items, you may adjust promo selling prices by a percentage off the regular price or by defining a specific price.

For global promo prices applied to all items in a category or a department you are limited to setting a percentage off the regular price.

4.2.2.4 Price Breaks

Price Breaks are automatic price changes when selling multiples of an inventory item. The customer does not get the lower price unless the designated quantity is purchased.

PRM can handle two types of special pricing: **Price Breaks** are the 2fer, 3fer type of pricing and **Quantity Breaks** give special prices if you buy over a specific number of items. Both of these pricing groups are created in this section of the inventory item.

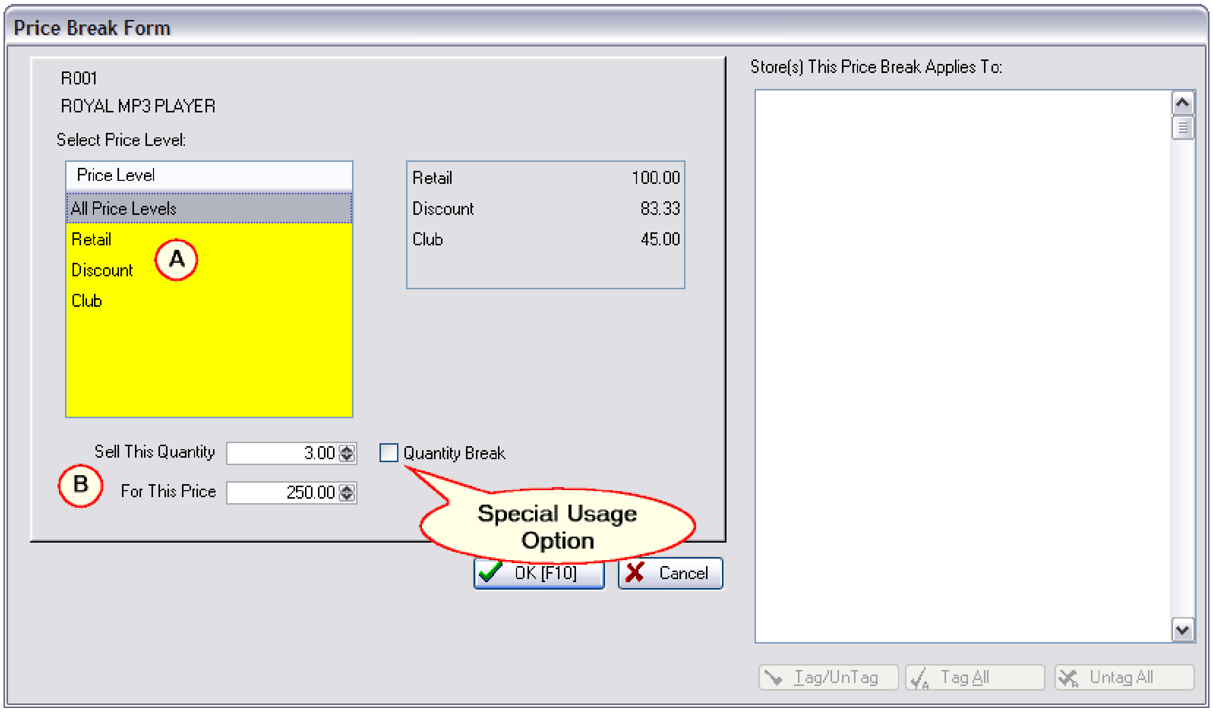


(1) **Add, Edit, Delete** - To create new or edit existing price break definitions.

(2) **Current Price Break(s)** - Generally speaking, there will be only one price break for an item; you may create more than one, but they need to be defined so as to not clash with one another. (see Price Breaks)

2fer, 3fer Price Breaks

In this example, the item normally sells for 100.00 each, but if you buy 3, it will cost only 250.00.



(A) **Select a Price Level** - If everyone will get the same price, then choose "All Price Levels;" otherwise pick the specific price level. This allows you to create different price breaks for types of customers.

(B) **Select a Quantity and Price** - Enter the number of items which need to be purchased in order to get the price break. Then enter the price. DO NOT activate Quantity Break if the selling price is the total amount for the group.

Quantity Break

This is a special usage option. A quantity break offers a different **per each** price for each quantity level.

For example, a purchase of

10 or more is .70 each.

15 or more is .60 each

4.2.2.5 Stock Management

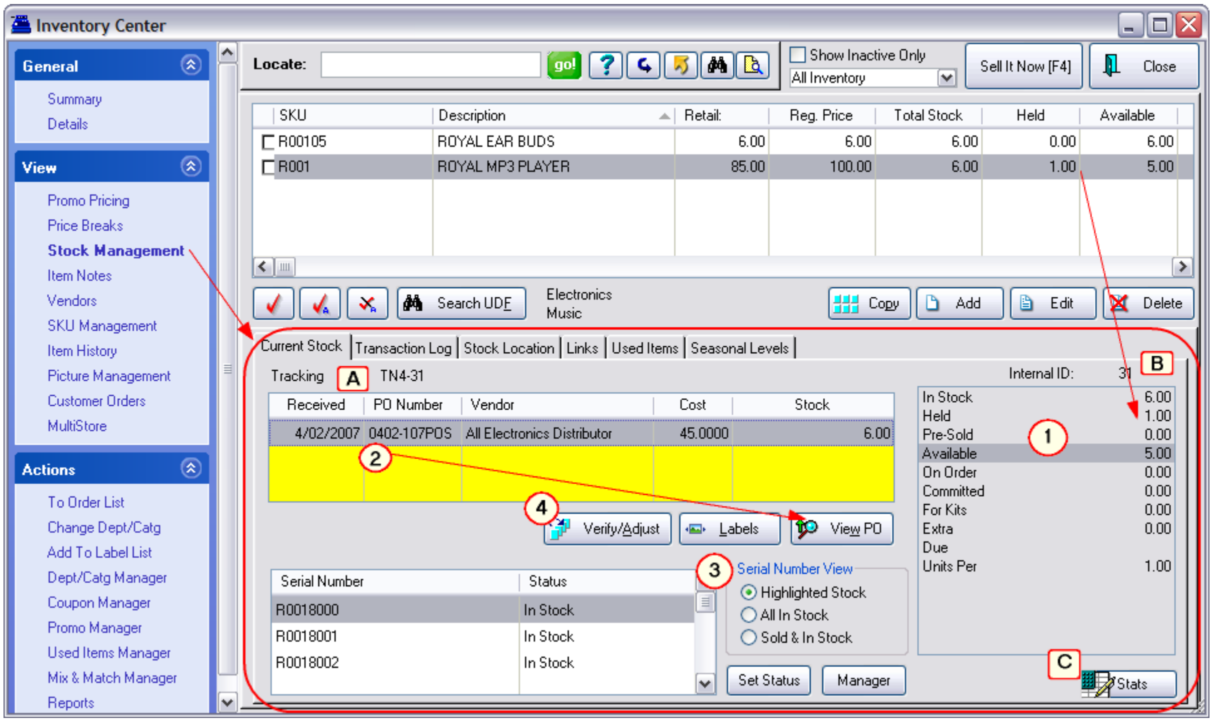
Stock counts for the highlighted inventory item are linked to purchase order history, pending orders, bin locations, and retains a line by line documentation of the history of the inventory item called a transaction log.

Stock Information has been grouped into three (3) sections which will be described in detail.

- **Current Stock** - Stock count numbers with reference to originating purchase order(s) and tools for label printing and research.
- **Transaction Log** - A log of all processes affecting this inventory item. (see Transaction Log)
- **Stock Location** - (Optional) distribution of stock to select shelves or locations with the ability to rotate stock from one location to another. (see Stock Location)

- **Links** - the sale of one inventory item can prompt for the sale of additional suggested or required items (see Links)
- **Used Items** - If using the trade-in option of PRM, items can be sold as new or used (see Used Items Manager)
- **Seasonal Levels** - Set minimum and maximum stock quantities for a specific time period. (see Seasonal Levels)

Current Stock



(1) **Current Stock Counts -**

- In Stock - total units in stock
- Held - number of units reserved or order, layaway, service order
- Pre-Sold - number sold when stock count was 0.00
- Available - sum of In Stock minus Held and Pre-Sold
- On Order - number of units expected on purchase order
- Committed - number of units promised for open order, layaway, service order
- For Kits - number of units which are In Stock which have been set aside for building kits
- Extra - sum of On Order minus Committed
- Due - anticipated arrival date
- Units Per - number of selling units per case/box

(2) **Purchase Order Source -** the purchase order from which the items were received. One can choose to **View PO** and even do some editing of quantities, costs, and freight charges.

(3) **Label Printing & Serial Number Management** - If inventory labels are needed, choosing the **Labels** button will add the item to the Inventory Label List for printing. If an item is a serialized product you can see the serial numbers of the items in stock, held, and sold. (see Serial Number)

(4) **Verify / Adjust Stock Count** - The option to manually override stock counts. This is sometimes used in lieu of receiving a purchase order, but should only be used with discretion. (see Verify/Adjust)

Informational

(A) **Tracking Number** - A control number linked to the originating purchase order. This number can be printed on inventory labels and used to determine the shelf age of the product.

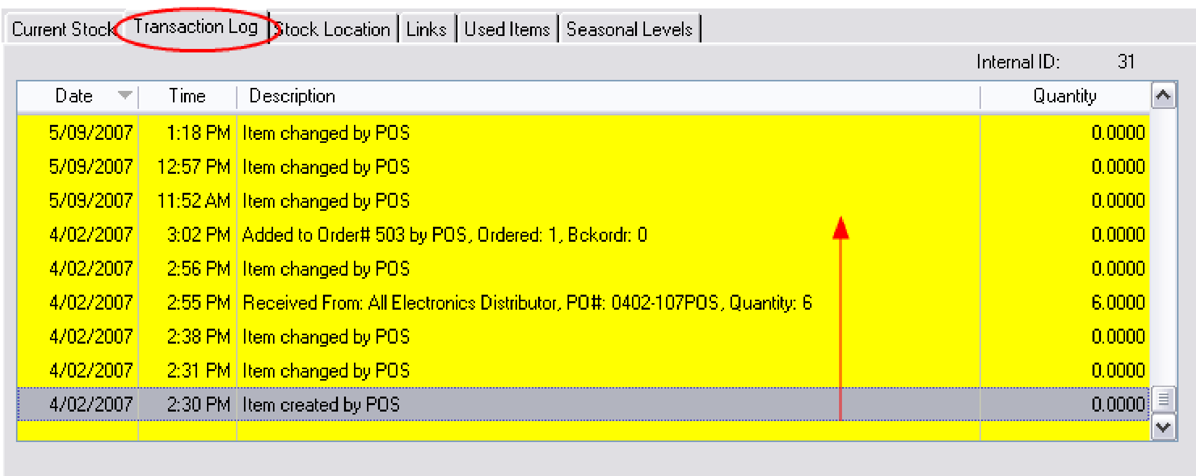
(B) **Internal ID** - A control number assigned by PRM to this inventory product and used throughout all the databases for accurate tracking of processes.

(C) **Stats** - The overall number of inventory products in the inventory list: active, matrix, and inactive.

4.2.2.5.1 Transaction Log

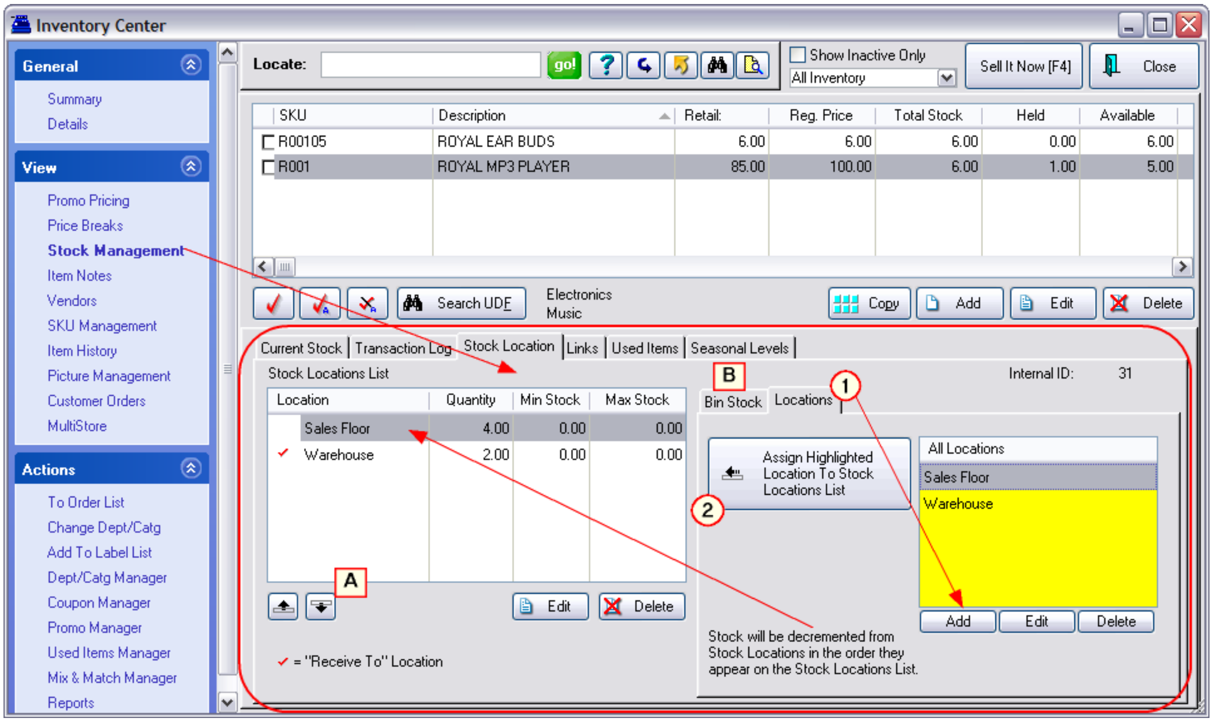
This is a journal of all processes which have affected this inventory item. The most current activity is listed at the top.

The primary purpose of this log is for review only.



4.2.2.5.2 Stock Location

This is an optional feature of PRM. It allows for tracking of stock counts by storage location. If the store has a warehouse or backroom as well as a showroom then stock counts can be controlled for each location.



(1) Define Location Names - On the Locations tab you add ALL buildings, shelves, rooms, walls, sections, etc. in as much detail as you wish.

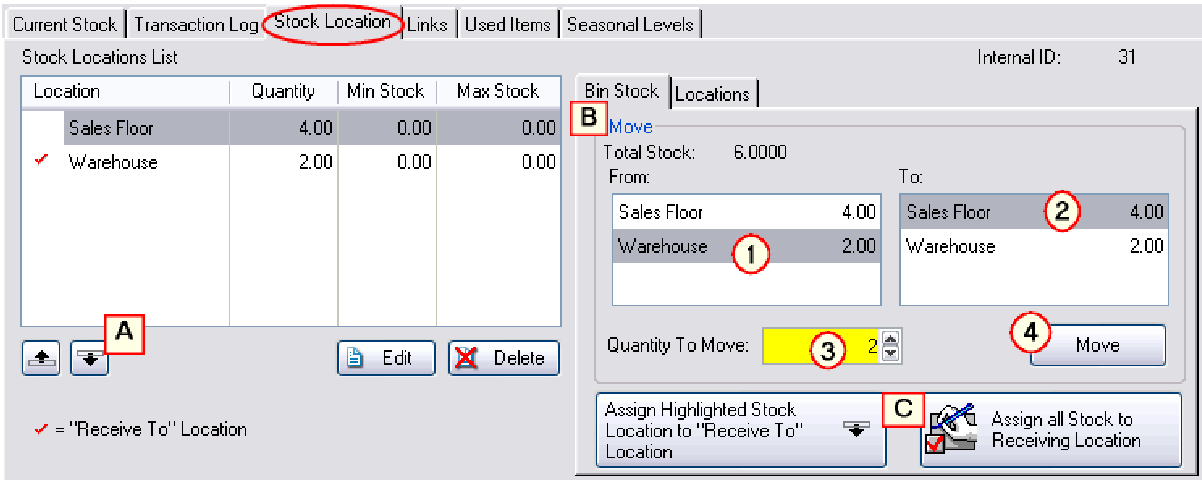
(2) Assign Relevant Location(s) - Using the "Assign Highlighted Location...To List" button, select only those location names which apply to this inventory item.

TIP: the first location to be added will become the default "Receive To" Location.

When inventory is received through purchase orders, the stock counts automatically update this "Receive To" location. To make a change, choose the Bin Stock tab to reassign which location will be the receiving location.

(A) If there is more than one location for the inventory item, sequence the Locations for removal of stock using the Up and Down Arrow buttons. By default, as items are sold, the stock count of the top most location will be decremented first.

(B) When inventory needs to be moved from one location to another, select the Bin Stock tab.



(1) FROM: Choose the location from which stock will be removed.

(2) TO: Choose the location to which stock will be moved.

(3) Enter the number of items to be moved.

(4) Choose the Move button.

(C) REORGANIZATION

If necessary, the "Receive To" location can be changed. Also, ALL stock counts for this inventory item can be moved back to the Receiving Location and then redistributed following the steps above.

4.2.2.5.3 Links

Some inventory items require an additional item or are complemented by other inventory items. With PRM you can select these accessory items to popup to remind the clerk to offer them to the customer. This is an excellent way of increasing sales.

For example:

--- Suggested Accessories

As the clerk adds a computer game to an invoice, a popup window can remind the clerk to suggest a joystick or a mouse pad with wrist rest. The item(s) can be selected or ignored.

--- Tag Alongs

As the clerk adds a printer to the invoice, a printer cable is automatically added to the invoice. Without it the printer isn't of much use, but if the customer does not need it, the tag along item can be deleted.

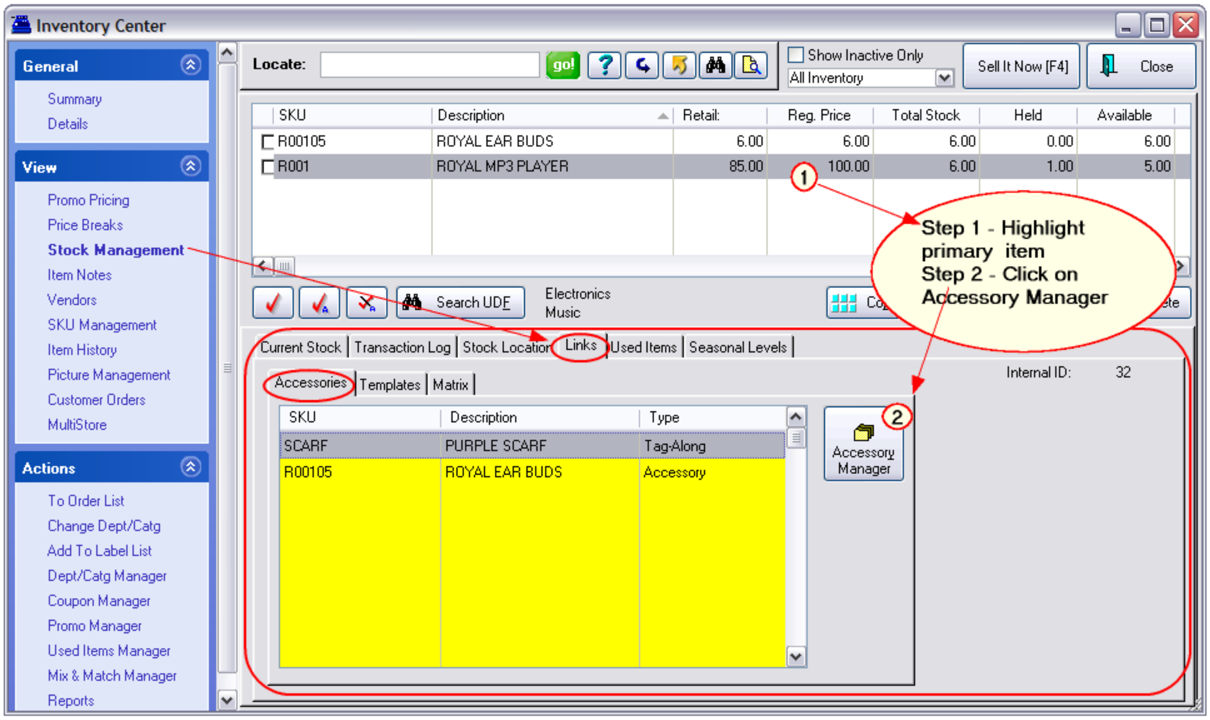
As another example, when selling bottled beverages, bottle deposits are automatically assessed for the number of bottles purchased.

--- Similar/Related Items (Web)

As an on-line internet shopper finds an item such as a book by a particular author, a link suggests that other customers who purchase the item are also interested in books by other authors. (see

E-Commerce, Account Wizard)

Tip: **Successive Links** - By assigning Links to successive items, one could create a "string" of selections.

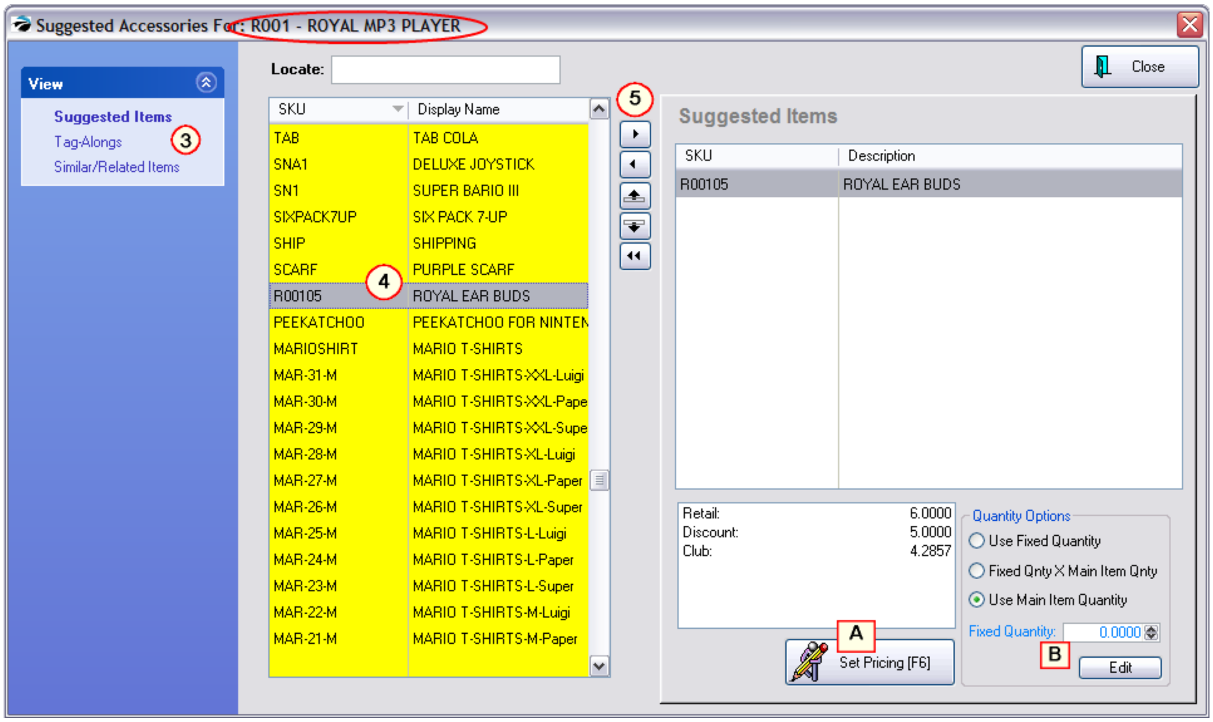


In this pictured example, when a customer purchases item R001 Royal MP3 Player, the SCARF item will automatically be added to the invoice, and the R00105 Royal Ear Buds, will be a suggested item for purchase.

How To Assign Accessories

(1) Highlight the primary item in the Inventory List.

(2) Open Stock Management Links tab and select the Accessory Manager button



(3) On the far left, select the appropriate link type:

- Suggested Items - will display items to choose
- Tag-Alongs - will automatically add the item to the invoice
- Similar/Related Items (for Web Use Only) - will recommend additional items to purchase

(4) Highlight on the left side which item is to be linked to the primary inventory item (in the title bar).

TIP: sort the list by SKU or Description and begin to type the first characters.

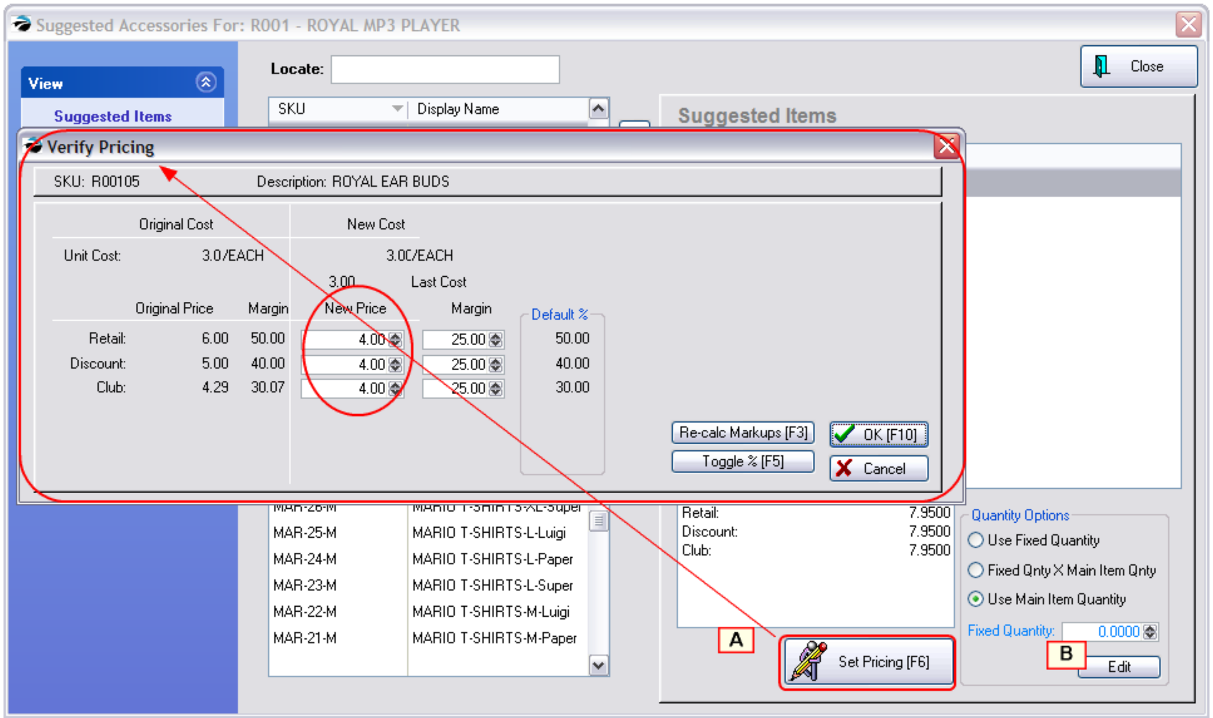
On the left hand side is a listing of ALL of your inventory. Highlight the item which will accessorize the item being sold (as indicated in the window title bar) and transfer

(5) Click on the Arrow button to transfer the item from the left to the right.

TIP: to remove an item, highlight it and transfer from the right to the left.

Additional Features

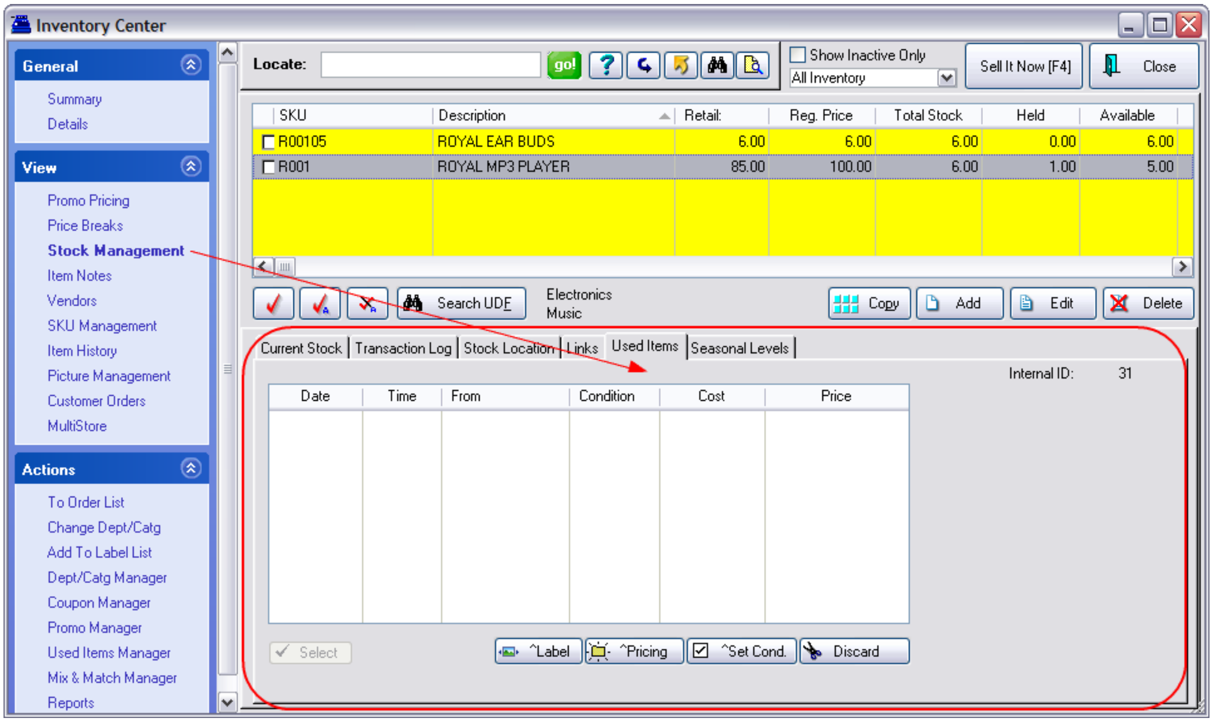
(A) Set Pricing - you can change the selling price of the Suggested or Tag-Along item. Only when the item is sold in conjunction with the primary item will the customer get the new price. This new price could be set to 0.00 to make it "free" or any other price you choose.



(B) Set Quantity - Generally, "Use Main Item Quantity" is the best selection. By choosing the Edit button you can set other rules for how many of the Suggested or Tag-Along item will be sold.

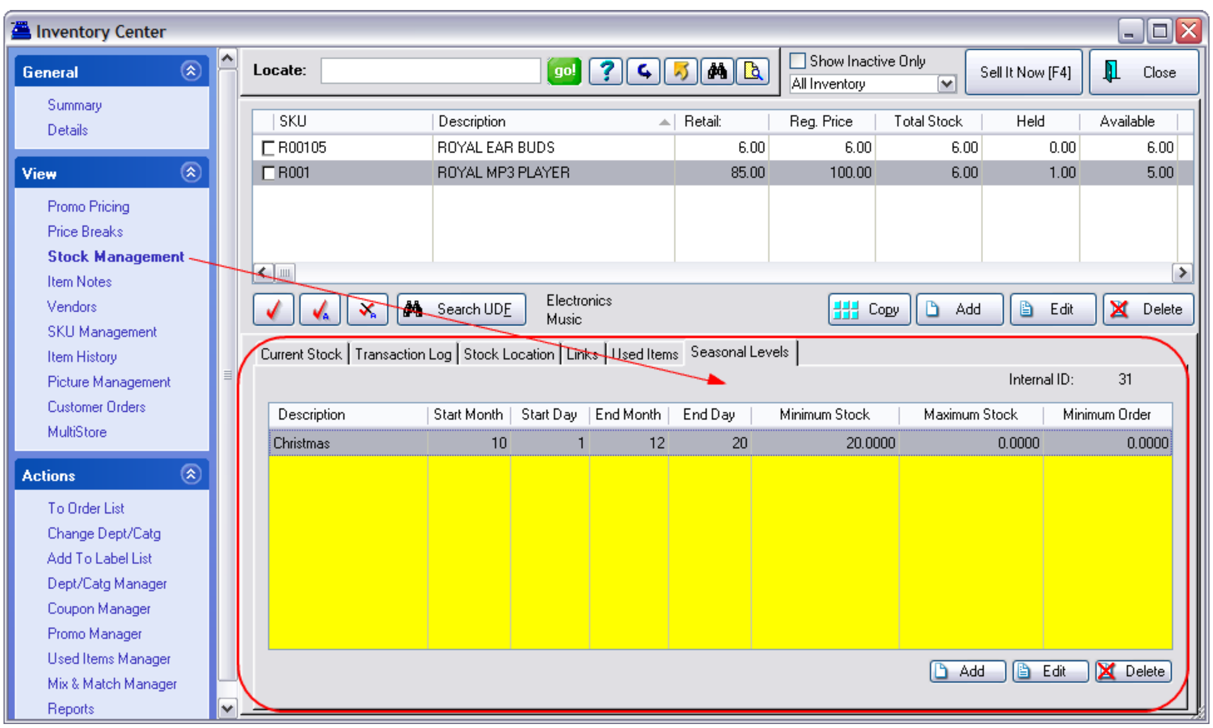
4.2.2.5.4 Used Items

Trade-In items can be treated as Used Items. The used items would be visible in this section. (see Used Items Manager)

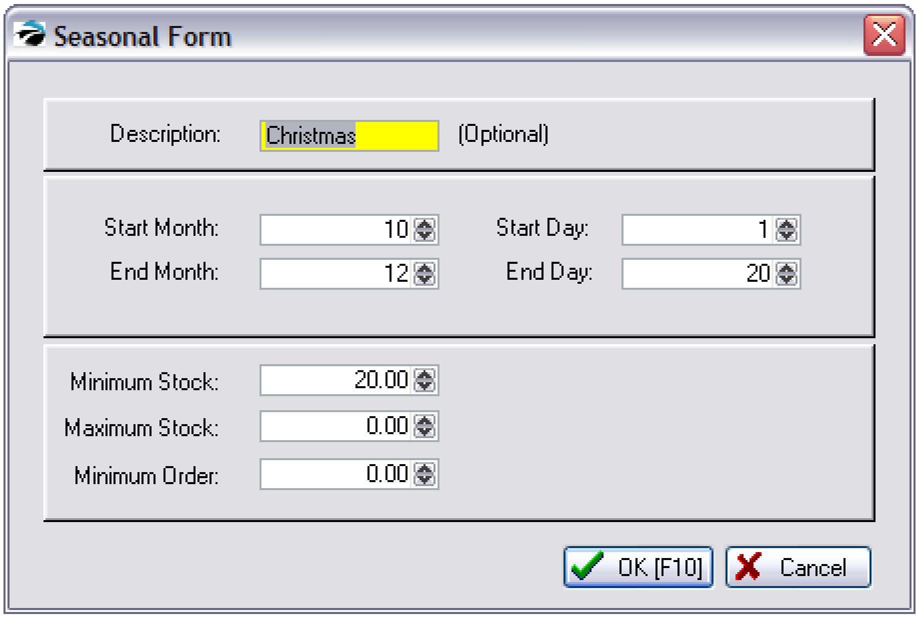


4.2.2.5.5 Seasonal Levels

The normal minimum, maximum, and minimum order stock levels can be superseded by seasonal levels.

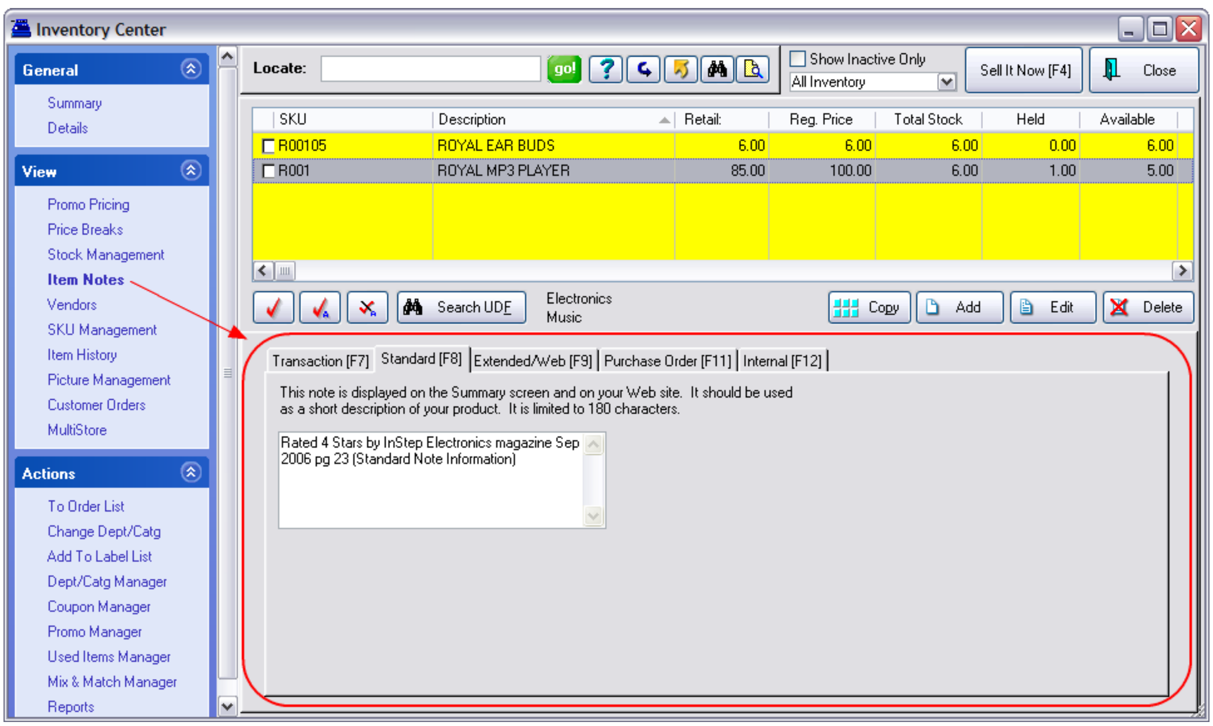


You name the season and identify starting and stopping dates. Set your desired stock levels and PRM will prompt to order these stock levels during the season.



4.2.2.6 Item Notes

Each inventory item can have five (5) different kinds of notes.



Transaction Note [F7]

Text typed here will be automatically attached to the invoice or order when the item is selected for sale. It can include special directions or notification. This information can be imported with PRM Importer.

TIP: If your store sells Training Classes, include the date and time of the class and a list of supplies to bring to class so the customer will have everything they need to know right on the receipt.

Standard Note [F8]

This note is used primarily with E-commerce to give customers a fuller description of an item. Sales clerks can reference it for a bit more information about a product specifications which they can then relay to customers. This information can be imported with PRM Importer.

This note can also be printed on inventory labels or a catalog printout. See Label Editing

Extended/Web [F9]

HTML codes can be used within this note for text enhancements, links, and inclusion of additional pictures.

Purchase Order Note [F11]

Some inventory may require special handling requests when purchasing the product from the vendor. This note will automatically be added to the purchase order on a line below the item name and quantity to order.

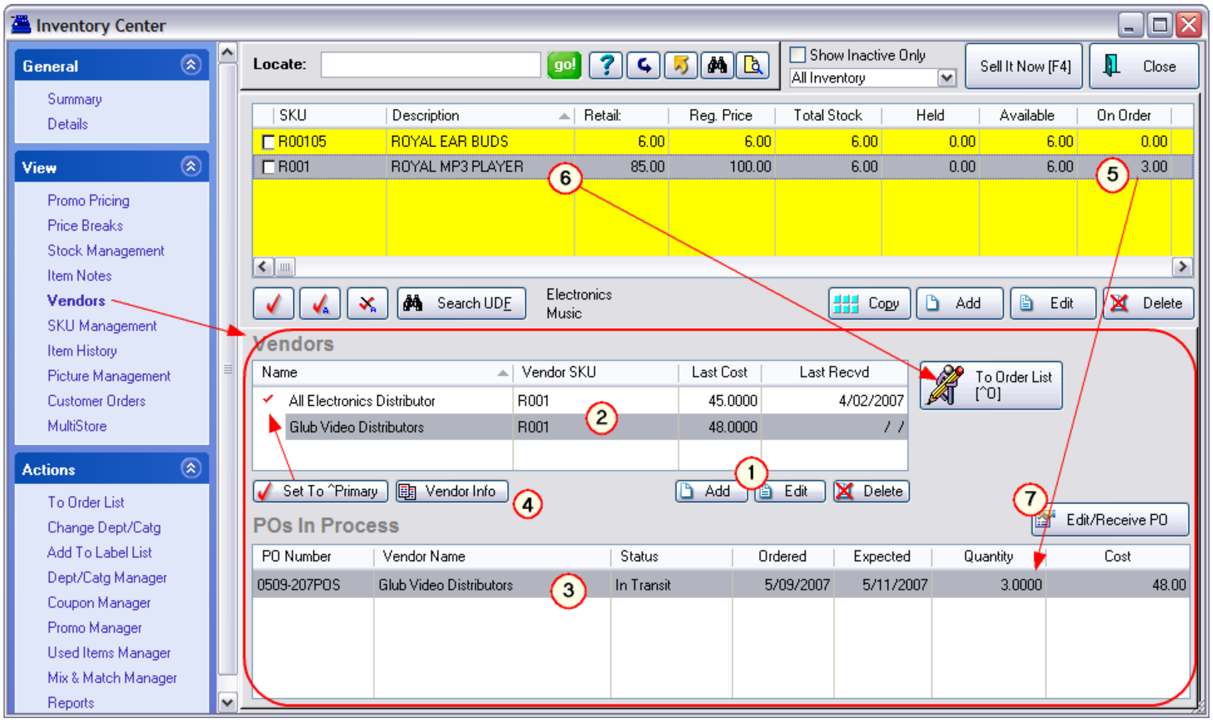
Internal Note [F12]

This note is for employees only. It serves as a reference for salient selling points of the product. These extensive notes can be added by a cut and paste method (ctrl-C and ctrl-V) to save time and effort.

4.2.2.7 Vendors

PRM links one or more vendors to an inventory item. This screen shows which vendors can supply the item and reports on pending purchase orders. From here you can add vendors and/or order more stock.

Even more detailed information about the vendor can be accessed directly from this screen through the Vendor Info button.

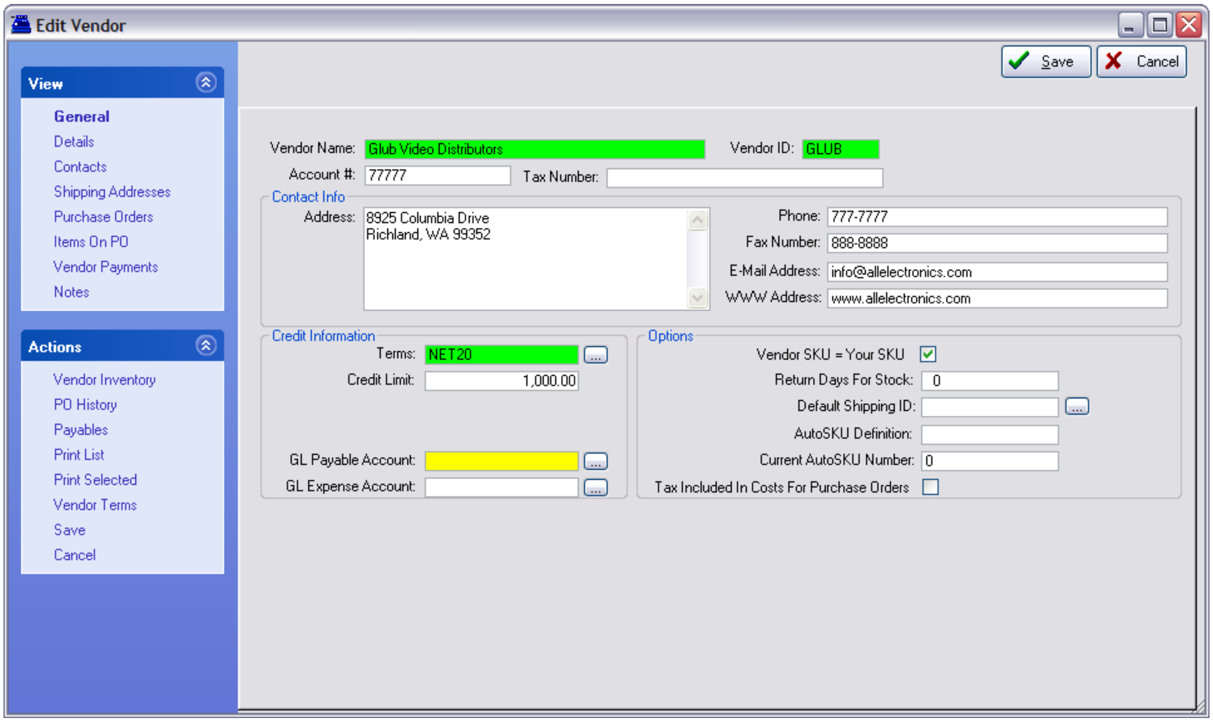


(1) **Add, Edit, Delete** - To add a vendor for the highlighted inventory item; to change the vendor SKU or vendor Cost; to remove a vendor as a source for the item.

(2) **Vendor SKU - Last Cost - Last Received** - The vendor SKU will print on purchase orders to assure that the vendor knows precisely which item you want to purchase. Each vendor will have its own vendor SKU. The Last Cost value will be updated as items are received on purchase orders.

(3) **Purchase Orders In Process** - All purchase orders to be placed with any vendor as well as purchase orders in transit, waiting to be received are listed here for quick review.

(4) **Edit Vendor Info** - Opens the vendor record for changes to Name, Address, etc. Also provides access to PO History, Payables, etc.



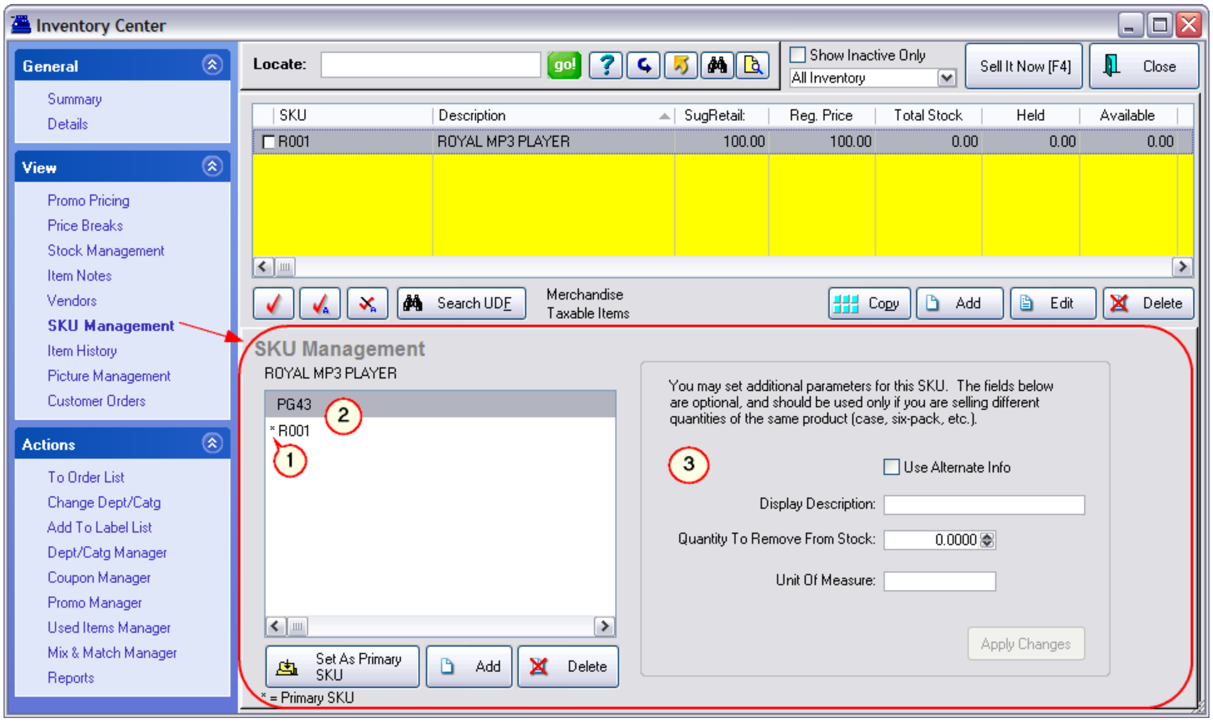
(5) **On Order** - If a purchase order is waiting to be received, the quantity ordered appears on the line item record.

(6) **To Order List** - If you choose to order more of the highlighted inventory item, you will be prompted if you really want to add it to the Order List. (see To Order List)

(7) **Edit/Receive PO** - You may edit the highlighted purchase order and receive it if necessary.

4.2.2.8 SKU Management

PRM allows an inventory item to have multiple part numbers. This is useful for tracking superseded part numbers; although you order by a specific SKU, you can find the right item by entering old or out-dated SKUs for the item. This feature can also be used for groupings of inventory, such as all items on a specific catalog page number, or items which interconnect with each other but not with other items.



SKU List

(1) **Asterisk** - The asterisk * indicates that the SKU is the Primary SKU. You can change which SKU is primary by adding/highlighting a different SKU and choosing "**Set As Primary SKU**".

(2) **Secondary or Alternate SKU** - Any other SKU in the list is a secondary SKU. A secondary SKU can be a superseded part number, a common classifier, manufacturer part numbers, or vendor part numbers.

IDEA: Some users of PRM publish a catalog and assign the catalog page number as an alternate SKU to all items on that page. When taking phone orders, the store clerk simply asks for the page number and then selects the appropriate item.

Alternate Information

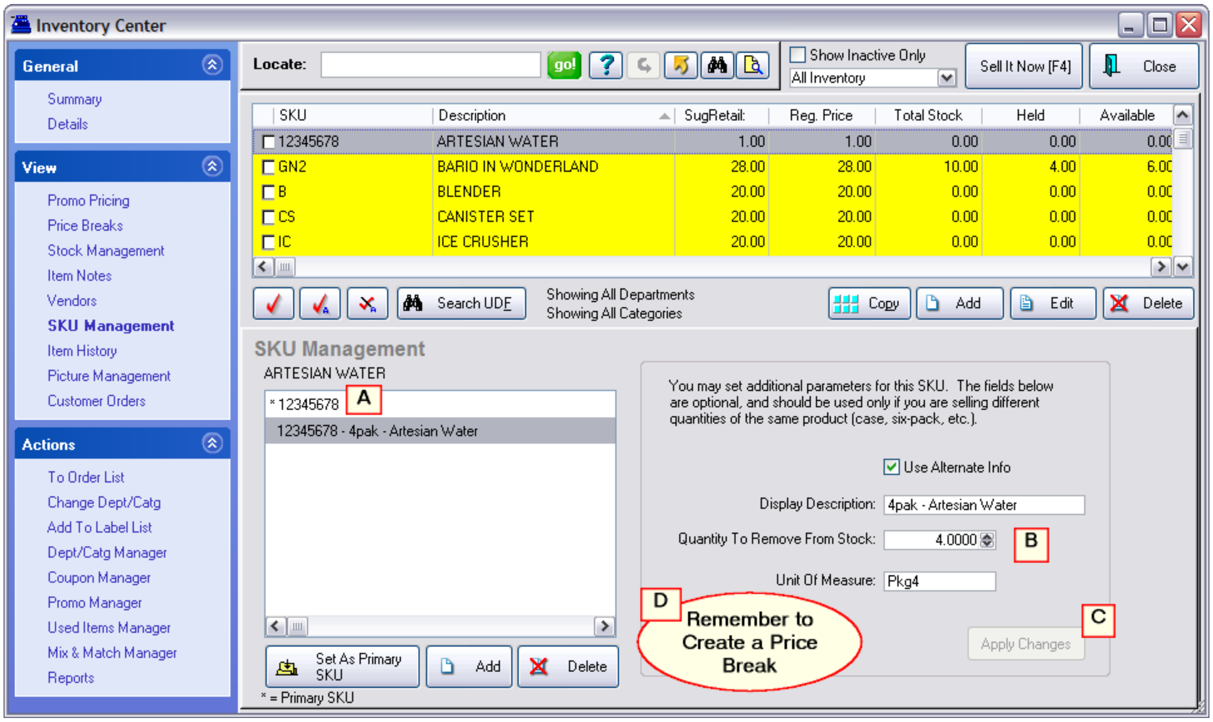
(3) **Alternate Information -** Only a secondary SKU can utilize these features.

If the same product is sold in multiple package sizes, PRM provides an alternate SKU with an alternate description printed on the invoice. For example, cigarettes are sold by the pack and the carton; beverages are sold in single cans, 6-packs, half-cases, and full cases. These separate packages may use the same SKU yet the selling price and quantity to reduce from stock will be different.

IMPORTANT NOTE: Remember that after creating Alternate (Father/Child) SKUs, then you must also set Price Breaks to charge the correct amount for each package.

An Example

Bottled Water - A single bottle of water sells for $1.00 and has a SKU of 12345678. The same bottle of water is sold in a pack of 4 using a clear plastic wrap or a plastic loop binder to hold them together. The SKU for the pack of 4 is the same 12345678 as the SKU on the bottle.



(A) Add the same SKU as an alternate SKU. (The alternate Display Description gets updated automatically.)

(B) Activate "**Use Alternate Info**" - the description entered here will print on the customer invoice. When this item is sold, you will reduce your stock count by 4.

(C) Select **Apply Changes** to save this definition.

(D) IMPORTANT: you MUST create a price break; otherwise you will be selling all 4 bottles for the price of 1 bottle.

(see Price Breaks)

General Comments

BARCODES and SKUs

Although the terms are sometimes used interchangeably, the SKU is a series of numbers and/or letters to identify a product. A Barcode is the product number printed in a series of dark lines or stripes which can be read by scanners or barcode readers. If the product does not already have a barcode printed on it, then PRM can print a barcode label using the Primary SKU product code.

Primary SKU

Short for Stock Keeping Unit, the SKU is a unique alphanumeric code for a product. Typically the SKU is the same as the scanning barcode printed on the product, or it is a pattern of characters designed to reveal information about the type, source, or status of the product, or it can be a non-descript, almost random alphanumeric.

Each product must have a SKU and it must be different* from any other SKU. If you wish, PRM will generate SKUs for you, using an AutoSKU option. (see Category)

Do NOT use any characters other than numbers, letters, or hyphens; the use of illegal characters will prevent the barcode from being generated.

If you attempt to create a new inventory item using the same SKU you will be warned that the SKU is already being used by another item; the description of the original item will be displayed.

You cannot delete a Primary SKU. You must first add a substitute SKU and make it primary, then delete the original primary SKU.

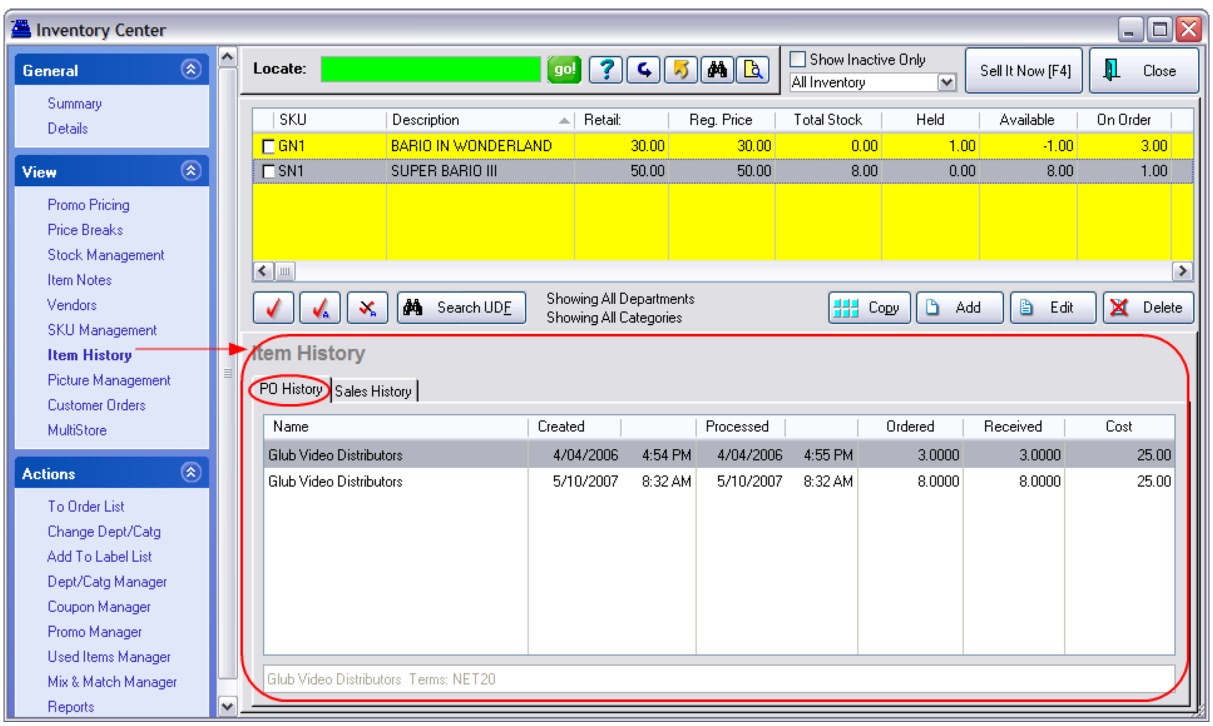
LABEL PRINTING: Only the Primary SKU is used for printing a scannable barcode on labels.

4.2.2.9 Item History

Displays both Purchase Order History and Sales History of the highlighted inventory item.

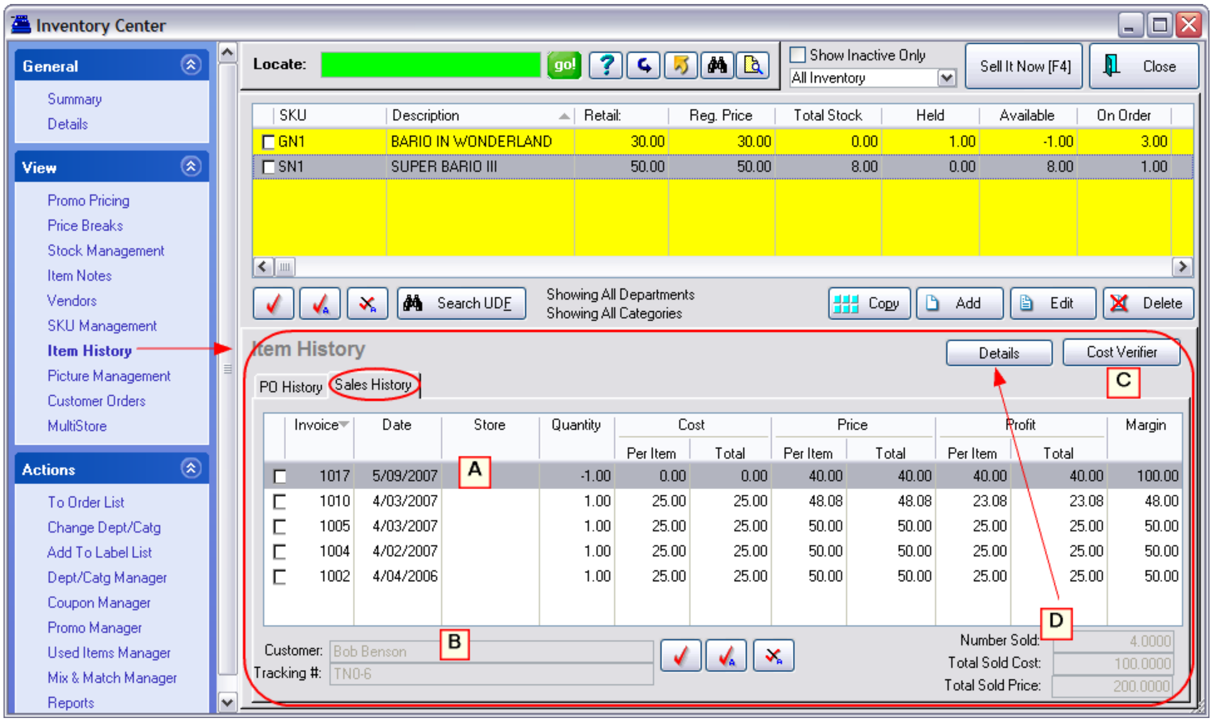
PO History

(1) Lists the vendor date placed and received, quantities ordered and received and the cost on each PO.



Sales History

Lists the most recent invoice as the top line. Shows cost, selling price, and profits per item



Invoices

(A) Listed in descending sequential order, each invoice displays the date, quantity, cost, price, and profit on the sale.

(B) In the bottom left is the customer name on the invoice and a Tracking Number which can link the item to the original purchase order.

Cost Correction

(C) **Cost Verifier** is used in the event that costs were not correctly entered when product stock counts were recorded, one can choose to adjust costs of items already sold.

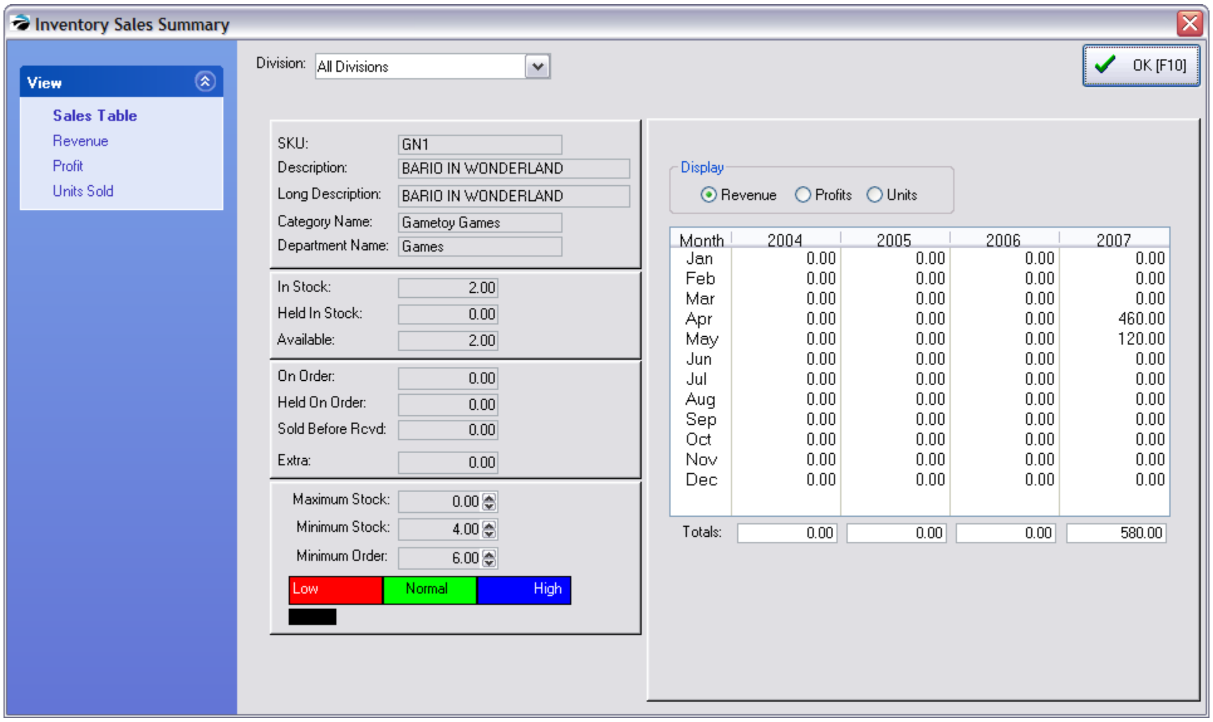
If you determine that a cost is inaccurate, you may highlight the item and change the cost with this Cost Verifier button. Multiple items can be selected and changed by tagging two or more items, first, and then using Cost Verifier to change all tagged items.

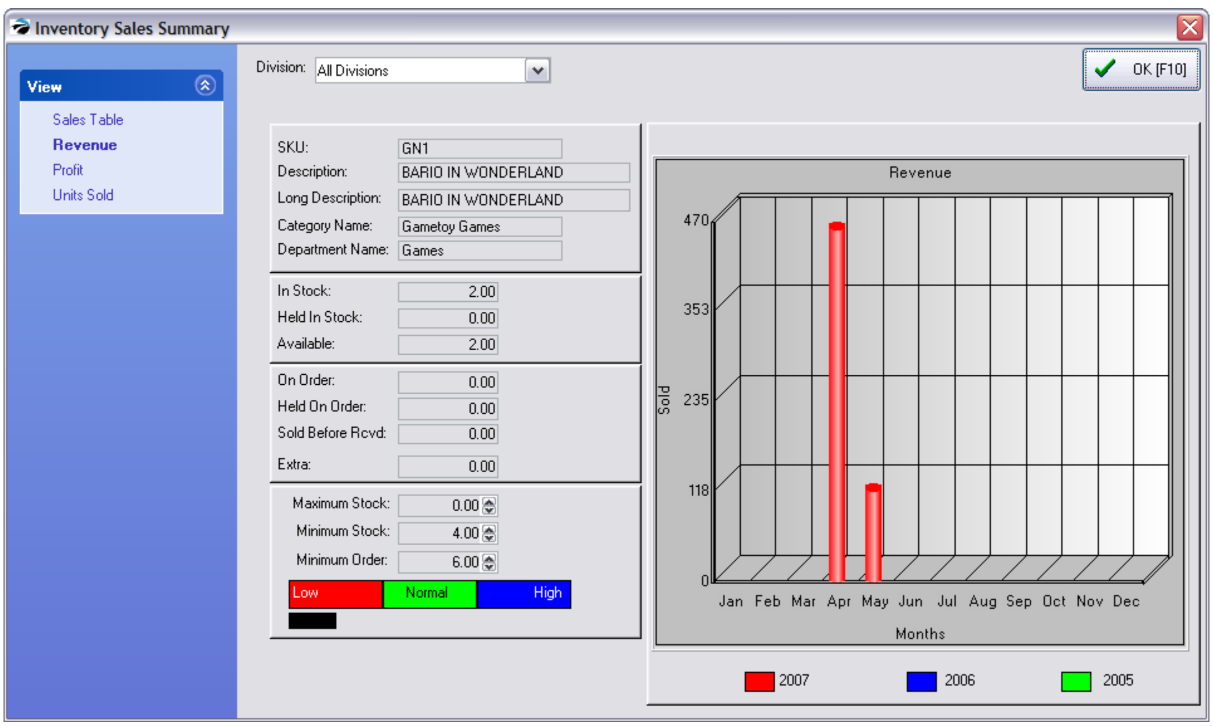
TIP: Highlight the lowest invoice date or number and then choose Tag All button. This will checkmark items sold more recently than the tagged item.

Average Cost - If the invoice sold multiple units which drew upon First In-First Out items with different costs, then cost will be averaged based on FIFO costs of each item sold.

Details - Tables and Graphs

(D) Grand totals of number sold, cost, and selling prices are displayed at the bottom right. In you want to see this information in graphical form and broken down by years, choose the **Details** button at the top. Then choose a view at the right.



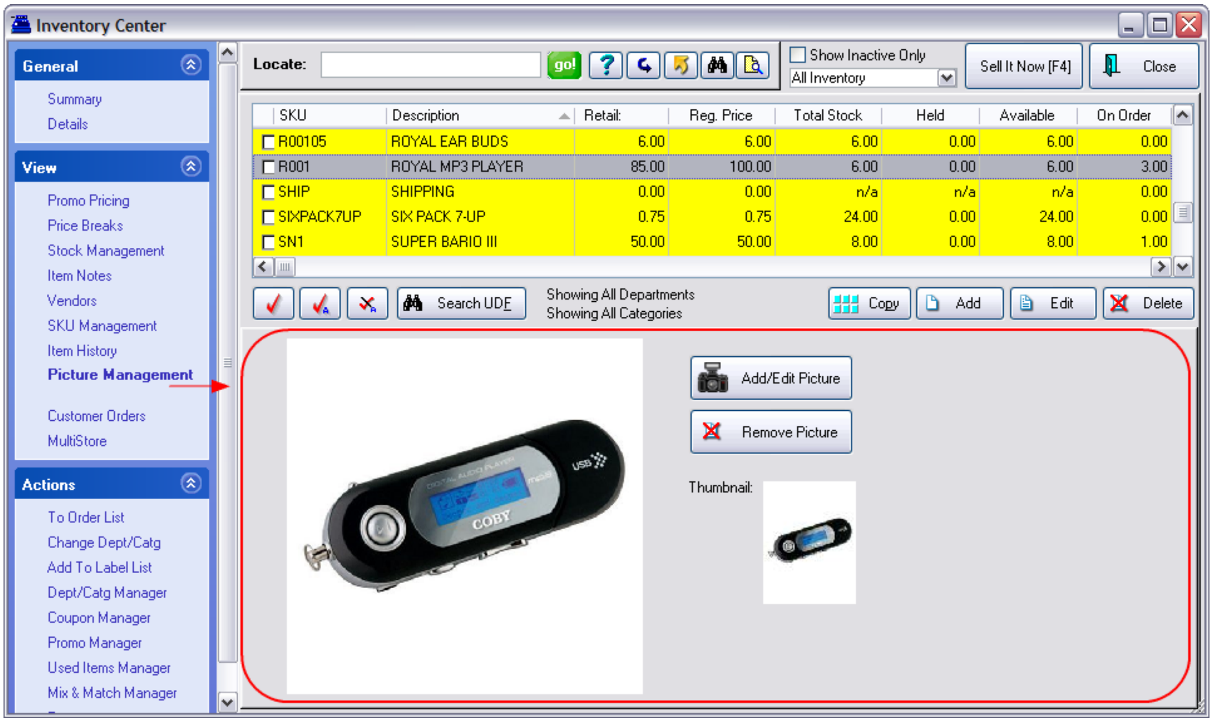


4.2.2.10 Picture Management

Every inventory item can have a picture assigned to it.

This image can be imported and modified. It can be uploaded to your web site. It can be viewed while on an invoice or from a number of other screens.

Images added to an inventory item are automatically saved in the data files.



(A) To add a picture to an inventory item, you can either:

Drag & Drop which means that if you can see the image on another window, perhaps the manufacturer's web site, you can click on that image and drag it into PRM. (Drop the image in the area which says: "Drag & Drop....to assign pictures.")

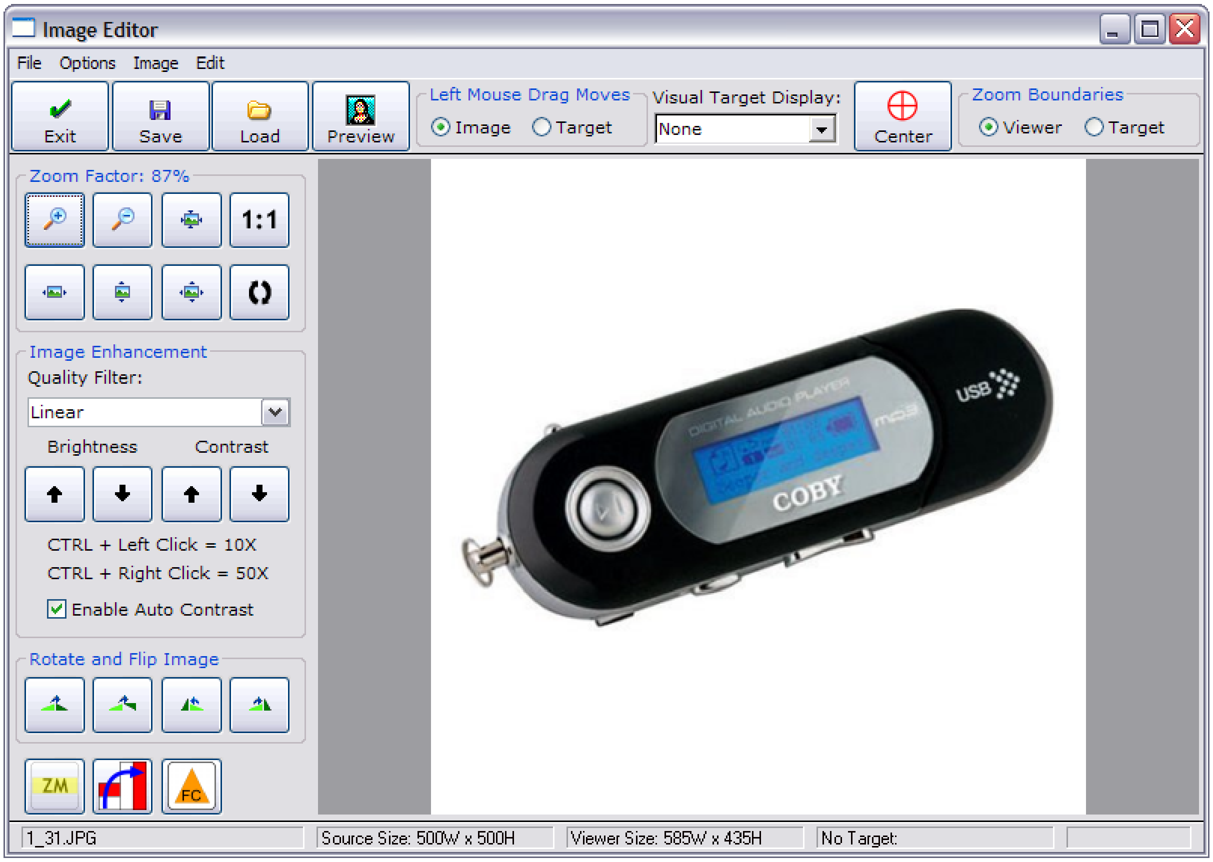
Add/Edit Picture opens the Image Editor allowing you to load an existing picture.

A thumbnail of the image should be generated automatically and will appear in the box titled "Thumbnail:" Click on this button only if the thumbnail image is not visible or is distorted.

In addition to seeing the image twice on this screen, you can view the image in a window by itself for more detail.

EDIT PICTURE These tools affect the display of the main image.

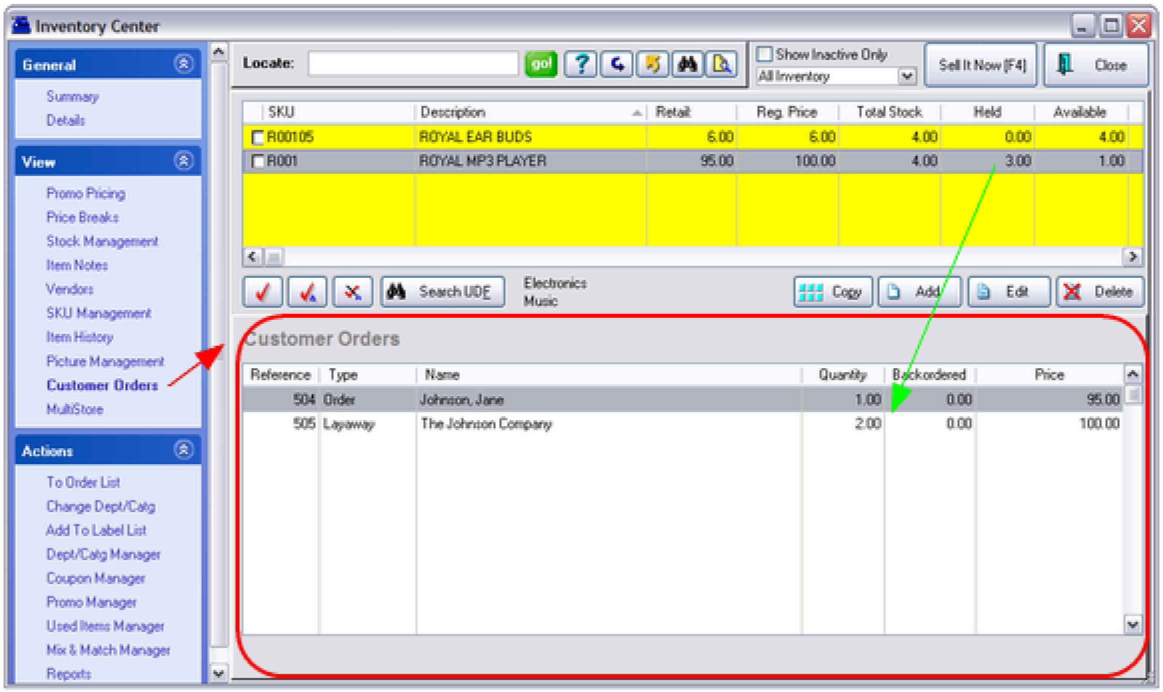
- Original size
- Zoom in
- Zoom out
- Best fit
- Fit width
- Fit height
- (and more)



4.2.2.11 Customer Orders

Shows all pending orders for the highlighted item.

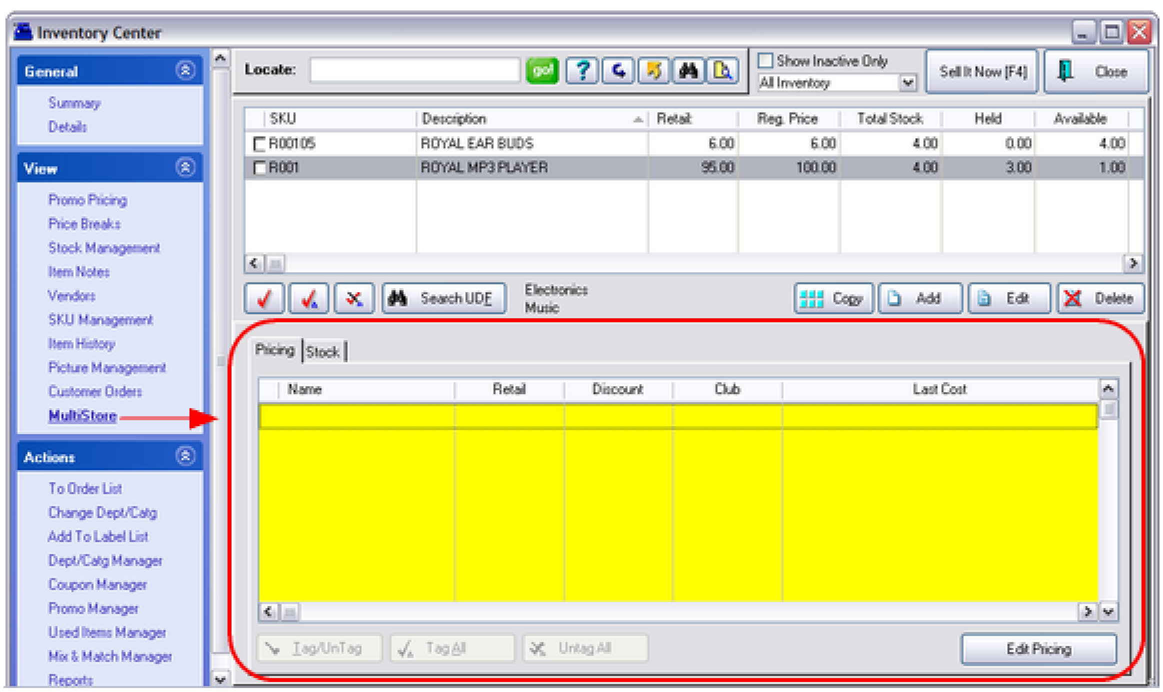
The "Held" column of the inventory item is the total of pending orders.



4.2.2.12 MultiStore

PRM supports sharing of information between multiple stores. Each store is a separate entity and operates much the same as discussed in other topics of this help file. This section shows how each store can have its own pricing structure and stock levels.

See Dealer for more information.

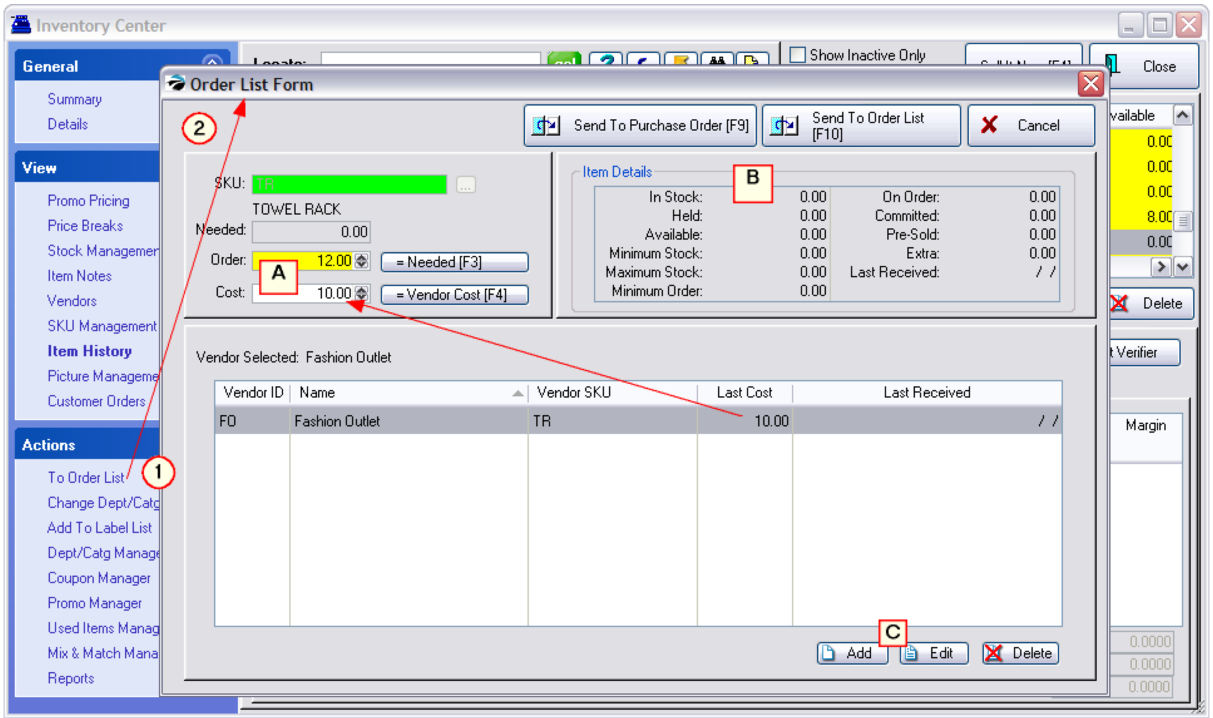


4.2.2.13 To Order List

As you review your inventory, you may decided to order more product.

(1) Selecting this action, "To Order List," will warn you if there are pending purchase orders which you can accept or ignore.

(2) PRM will then open this "Order List Form"



(A) **Quantity & Cost** - Enter the number of items desired based upon need or overall stock statistics. Highlight the vendor and enter the cost of the item.

(B) **Process Request** - Choose how this selection will be processed:

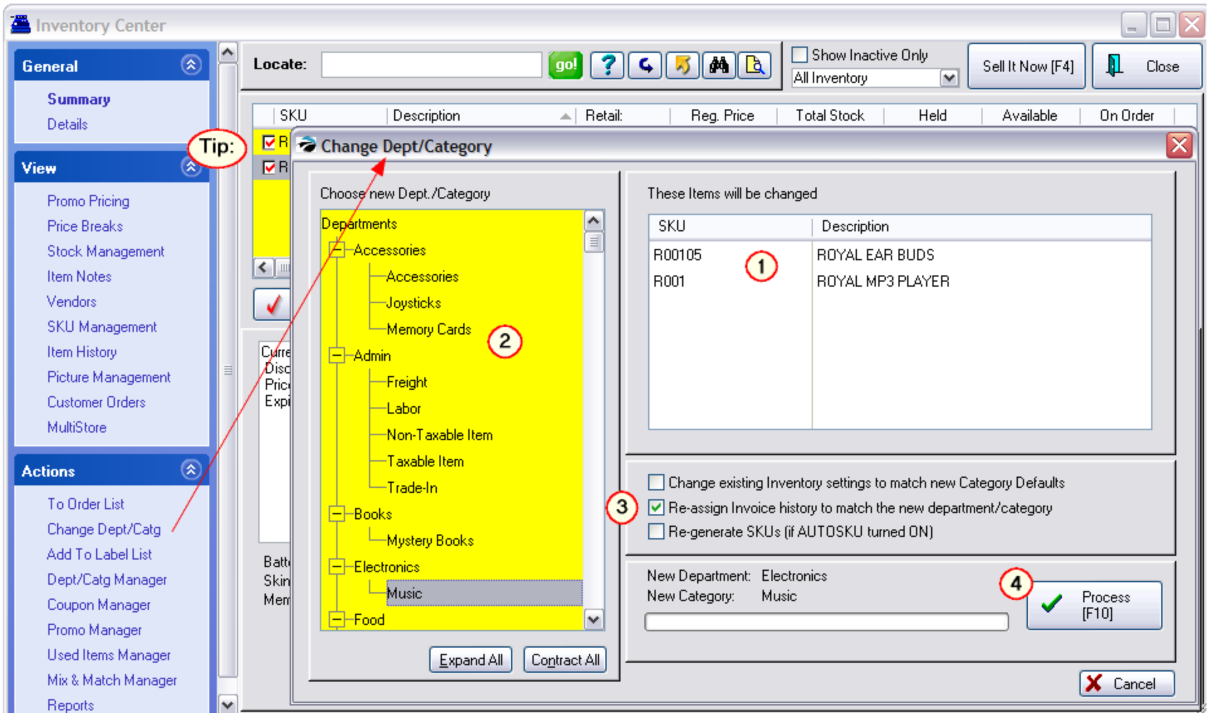
- Send To Purchase Order [F9] - immediately creates a PO or appends the entry to an existing PO.
- Send To Order List [F10] - places the entry on the Order List to be ordered at a later time.

(C) **Add, Edit, Delete** - Assign an additional vendor, or change the Vendor SKU or Cost.

4.2.2.14 Change Dept/Catg

While reviewing an inventory item, you may decide that it would be better if it were assigned to a different department and/or category.

Note: This procedure does NOT allow you to create NEW departments and categories. First go to Maintenance: Departments to create what is needed.



(1) When you choose "Change Dept/Catg" the window will display the SKU and Description of the item in the upper right section of the screen. Also, the current Dept/Category is highlighted on the left.

(TIP:) This procedure can be done for multiple inventory items at the same time by first check marking the desired items in the Inventory List section.

(2) Choose the new target department and category by highlighting an existing category.

(3) Select appropriate settings.

"Re-assign Invoice History To Match The New Department/Category" (RECOMMENDED) This function will edit the invoice history table so that when you run a report on sales of the item it will be reported in this new department/category instead of the old one.

"Change Existing Inventory Settings To Match New Category Defaults" (USE CAUTION) Every category has some default settings. Choosing this option will change the settings of each individual inventory item to the category settings of the new category. (see Category Defaults)

"Re-Generate SKUs (if AUTOSKU turned ON)" If the AutoSKU feature of PRM is applied to categories, this might be a good choice, especially if the AutoSKU has indicators for department and/or category assignments. Once Process [F10} is selected the new SKUs will be applied. (see AutoSKU)

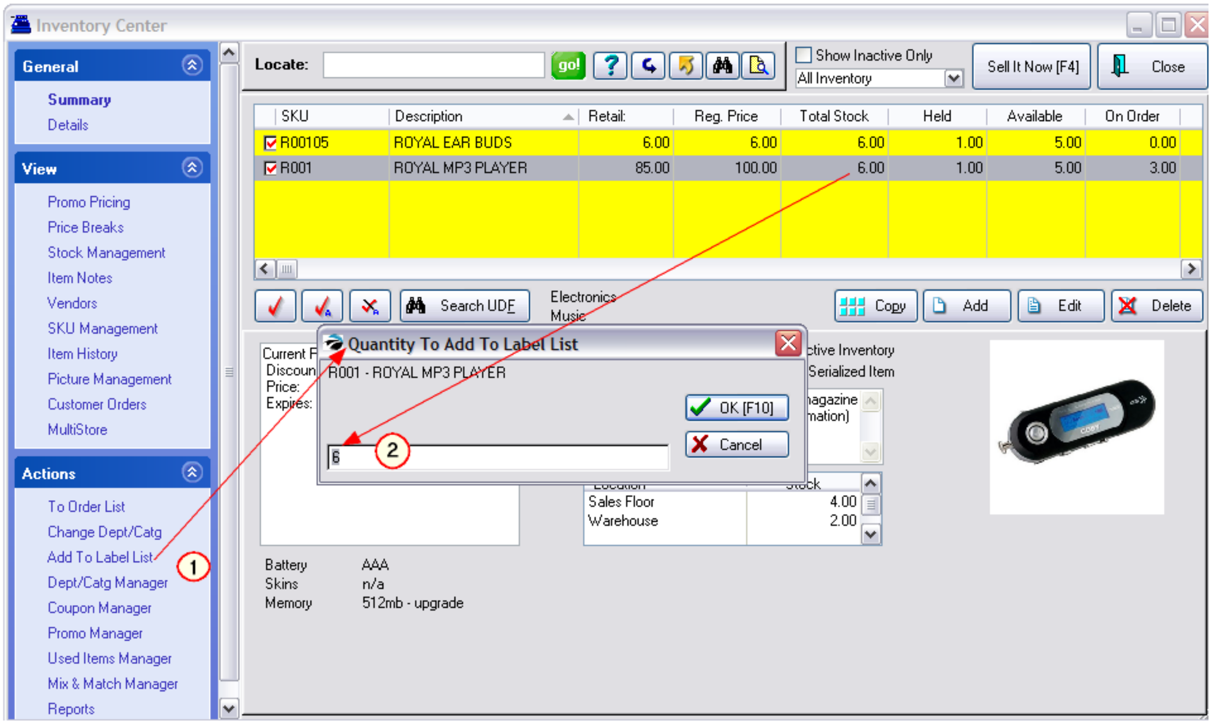
(4) Choose Process [F10]. This may take a few minutes, especially if the item has been sold quite often and invoice history is being changed.

.

4.2.2.15 Add To Label List

While reviewing an inventory item, you can choose to print or re-print product labels.

(1) Click on "Add To Label List"



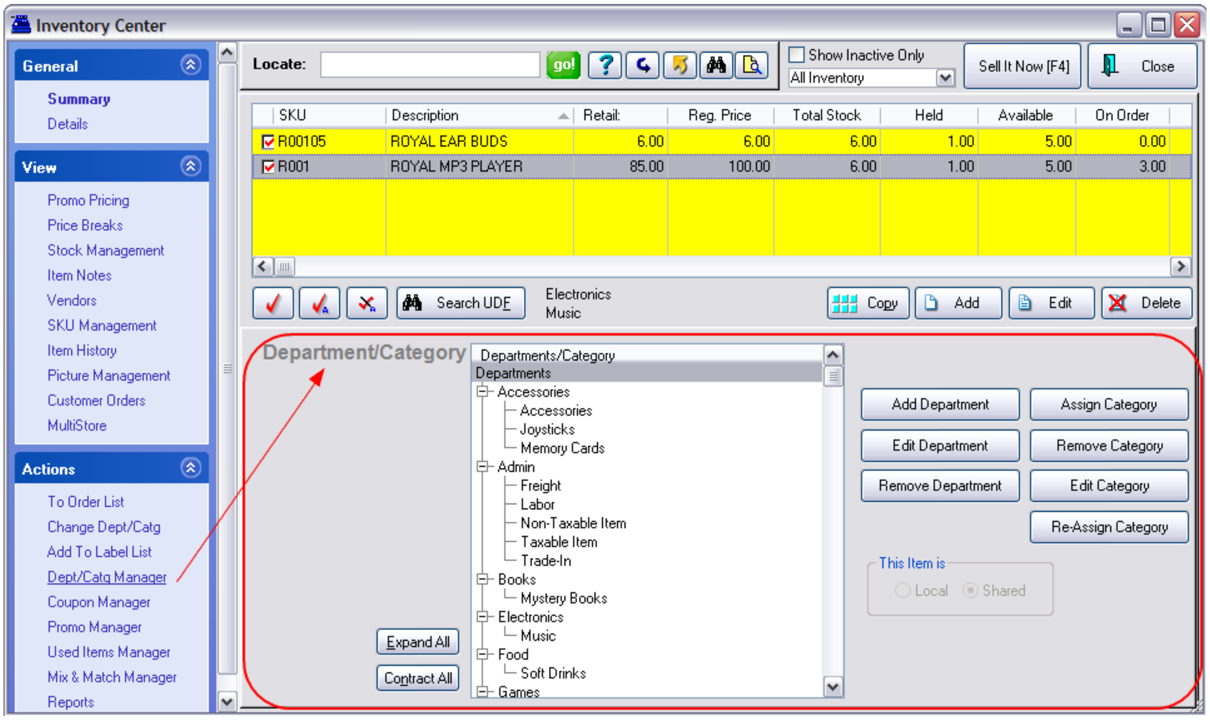
(2) Choose the Quantity to Print. By default PRM will suggest your total in-stock quantity, but you may print more or less than the suggested quantity.

If there are items being Held for customer orders, you may decide to print only the number available for sale.

4.2.2.16 Dept/Catg Manager

This action is not linked to any inventory item; it is a convenient way to review and change your department and category structure.

For specifics on using the buttons on this screen, see Departments.



4.2.2.17 Coupon Manager

This action is not linked to any inventory item; it is a convenient way to review and change your in-store and manufacturer coupons.

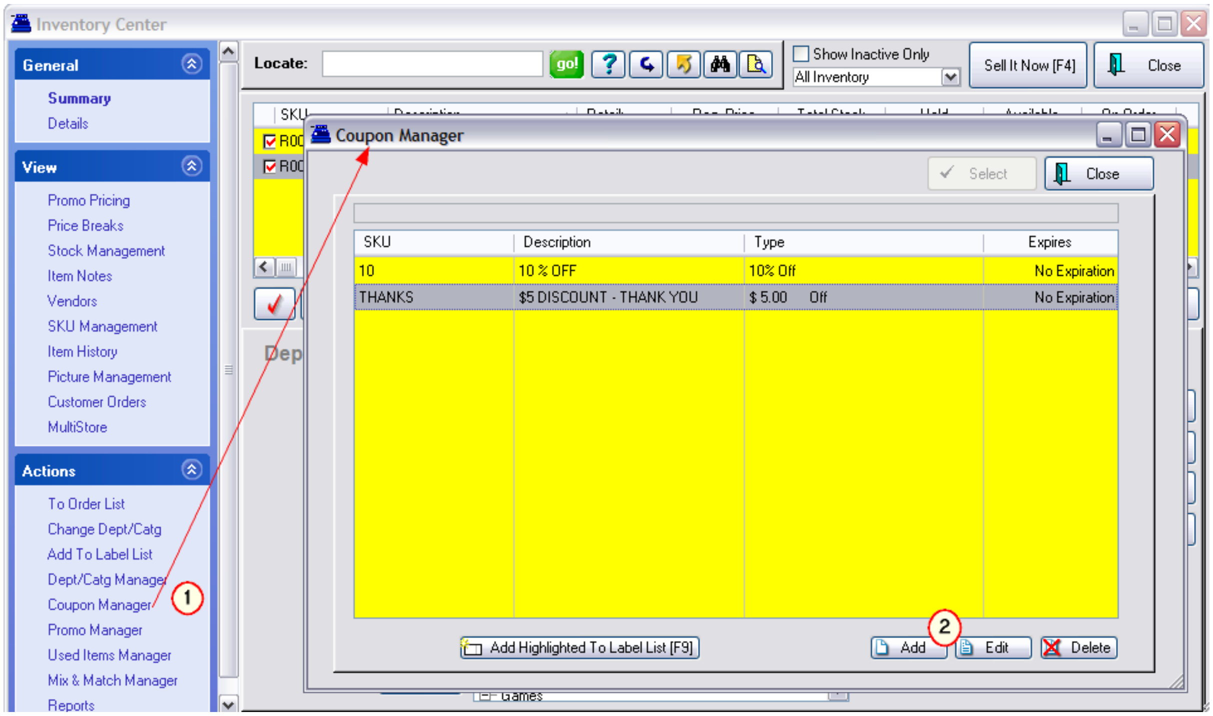
PRM allows you to create specialized coupons for use in conjunction with items you sell.

These coupons can be set

- to discount by a percentage or a dollar off value.
- to be valid for only specific inventory items based on department, category, or vendor, and can exclude designated items
- to have an expiration date.

(1) Click on Coupon Manager. It is a listing of your defined coupons.

(2) Choose Add, Edit or Delete as needed. (see Coupon Form)



How Coupons Are Used

When an invoice is created, you will enter the SKU of one or more coupons which are predefined in this Coupon Manager list.

- The coupon SKU will automatically calculate its value from what is on the invoice.
- If qualifying items are not on the invoice, then there will be no discount.
- The coupon can be added at any time, and the line entry will be updated as more items are added to the invoice.

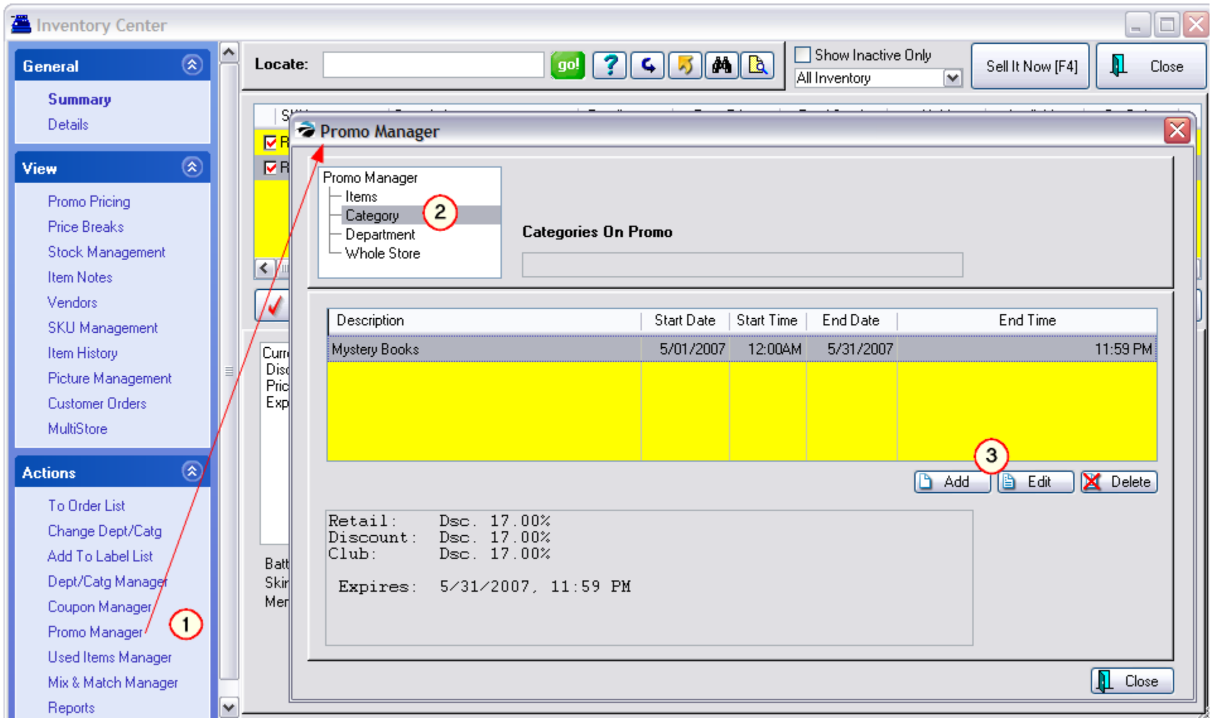
4.2.2.18 Promo Manager

Promo Manager is an enhanced use of Promo Pricing, adding the ability to apply discount percentages to more than just one product at a time for a given time period. Go to Inventory Center: Promo Manager.

Use of Promo Pricing - When an item is sold during the stipulated date range the price setting will automatically be applied to the invoice.

Pricing Options Of Promos

Items	can set Fixed Price, Discount, and Price Breaks
Category	can set Discount only to apply to all inventory in this category
Department	can set Discount only to apply to all inventory in all categories assigned to this department
Whole Store	can set Discount only to all inventory



Promo Setup

(1) Open Promo Manager

(2) Highlight a type at the top.

(3) Choose Add to create the Promo definition. Fill in appropriate fields. (see Promo Pricing,)

(Optional) Choose Add again to create additional date ranges and prices. This allows you to create sale events far in the future.

Print [F7] - (When "Items" is selected) Prints "**Promo Pricing Report**" which lists all items on promo by SKU, Description, Start Date and Time, and End Date and Time.

Customer Return of Promo Priced Items

If a customer chooses to return an item, it is best to link to the original invoice so that the prorated value of the item will be refunded rather than the normal selling price.

Promo Pricing Vs. Mix & Match (see Mix & Match Manager)

- Promo Pricing of an item has an automatic cutoff date whereas Mix & Match requires you to delete the group.
- Promo Pricing can be created in advance of a sale with a starting and ending date. Mix & Match takes effect as soon as it is defined.
- Promo Pricing is not contingent on the number of items purchased. For example, with Promo Pricing one could purchase just one robe at $37.50 whereas Mix & Match requires purchase of two, the designated quantity, before the price is in effect.
- Mix & Match takes precedence over Promo Pricing. If an inventory item is assigned to both Mix & Match and Promo Pricing, the price set for Mix & Match will be used on an invoice.

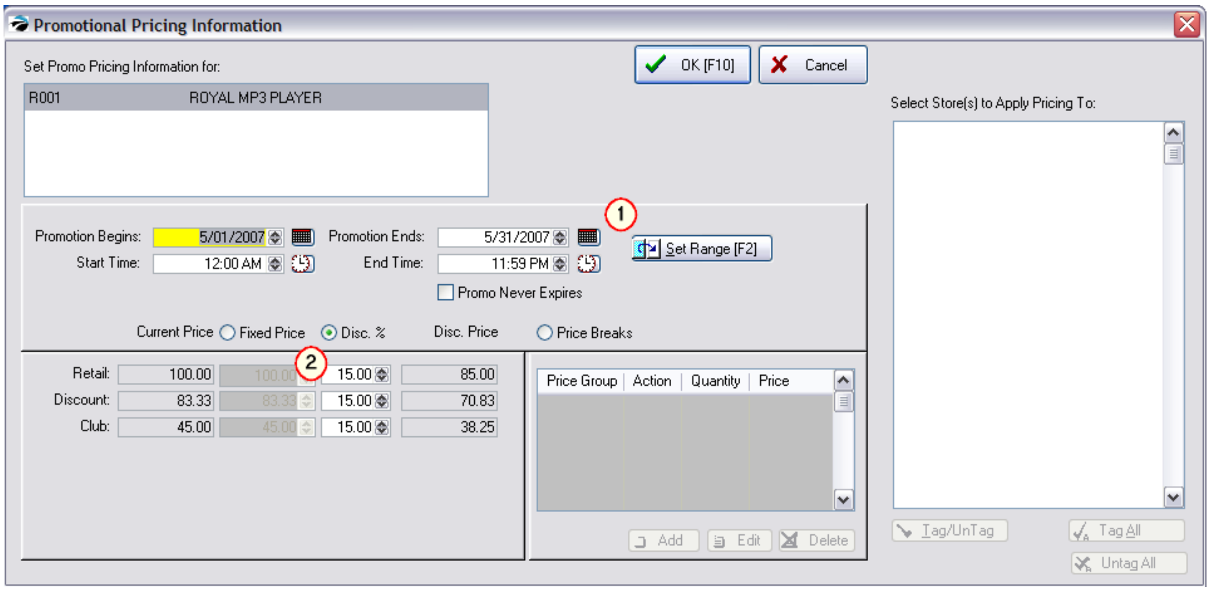
4.2.2.18.1 Promotional Pricing Information

This screen displays the promo pricing setup of the listed inventory item(s).

From here, one can set

(1) the dates and times of the promotion,

(2) the new fixed selling price or a calculated selling price based on percentage off discounting.



Adding Multiple Items and Cloning Settings

This option is only available by going to the Promo Manager

1) Choose the Add button.

2) At the Inventory List, tag multiple items which will all have the same promo dates and pricing. Then choose Select.

3) The tagged items will all appear in the upper left box.

4) Highlight one of the items and set the Date Range and Discount% (fixed prices are never duplicated to multiple items)

5) Choose the Clone [F5] button. You will be prompted to proceed or not. If you choose yes, the settings of the one item will be applied to all items in the list.

4.2.2.19 Used Items Manager

Items taken in as trade-ins can be tracked and re-sold. There are two ways to create and track Used Inventory. The simplest is to press CTRL-T while in an invoice and identify the name of a trade-in item and it's value. When the invoice is processed, the item is now accessible in the inventory list. (see One Of A Kind Trade In)

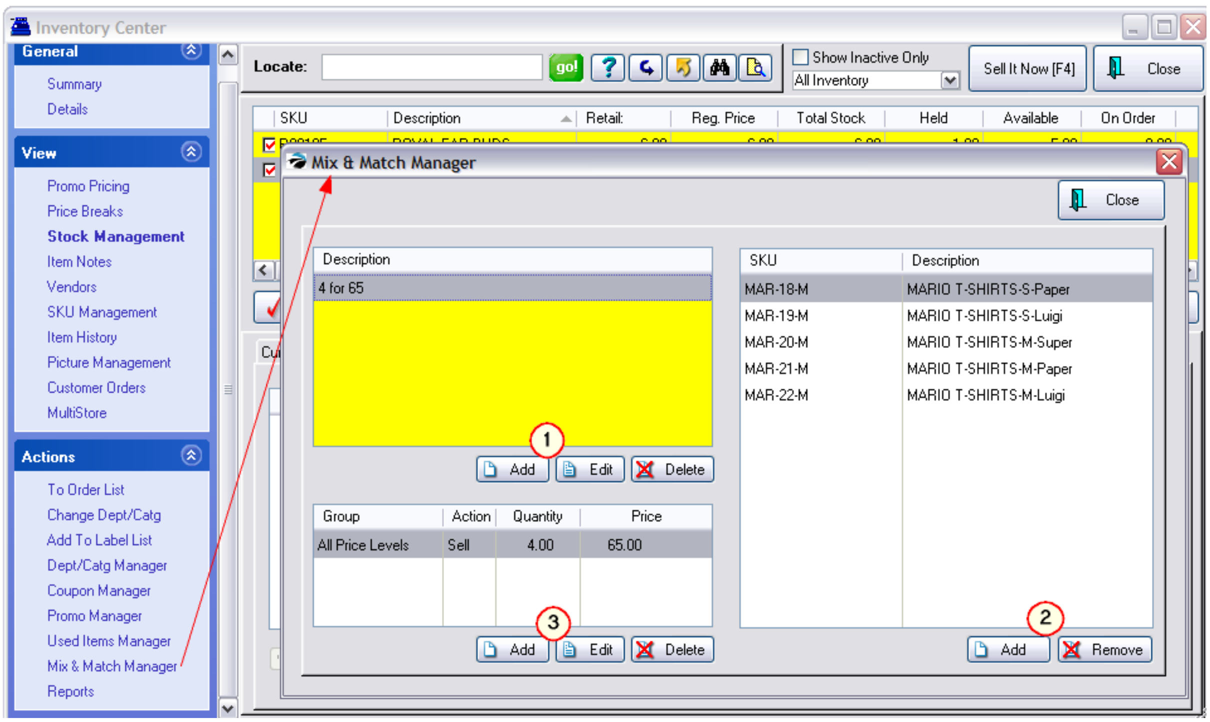
A bit more useful is to activate a system setting (see System Setup: Inventory: Used Items) to use the Used Item Manager. Pressing CTRL-T while in an invoice prompts you to find a matching new inventory item, define it's condition, and value. There are some additional steps before you can resell the trade in item. (see Used Items Manager)

Contact your dealer for more information.

4.2.2.20 Mix & Match Manager

This action is not linked to any inventory item; it is a convenient way to review and change your price breaks for multiple items.

Purchase of various items grouped under one price break will qualify for the special pricing.



(1) Create a price group name and pricing

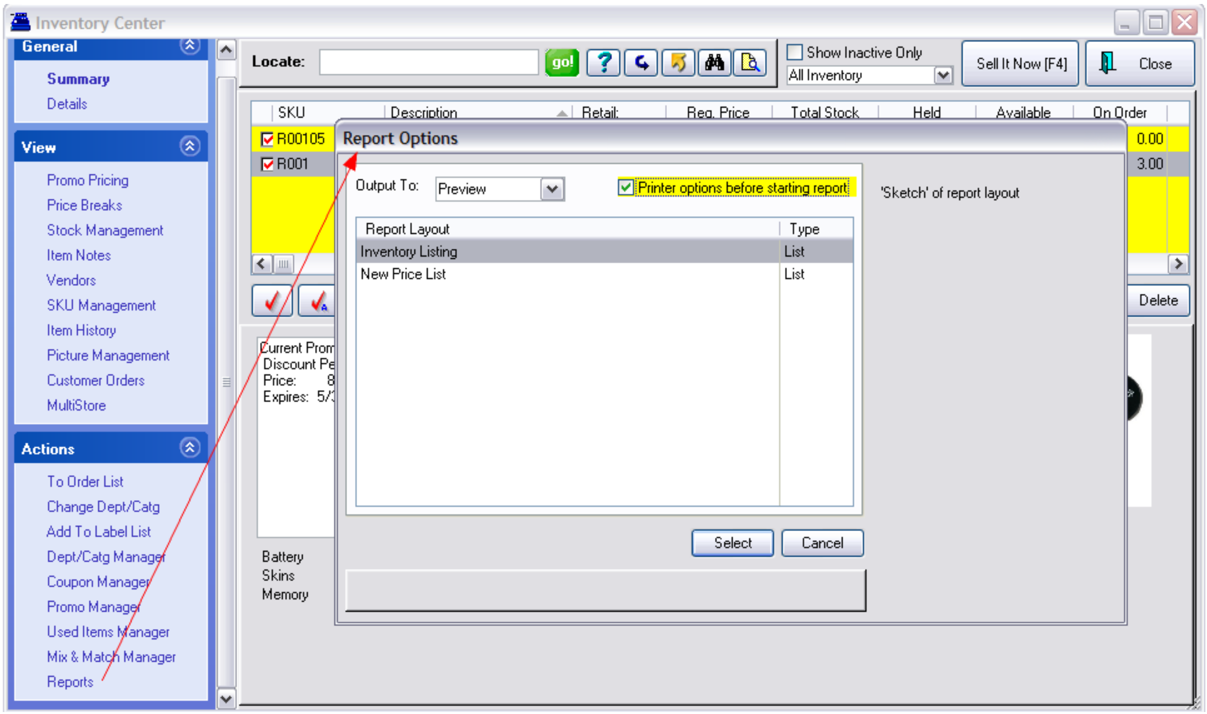
(2) Add inventory items which belong to this Mix & Match group.

(3) (Optional) Add additional prices for different price levels

For detailed information see Mix & Match Manager in the Appendix.

4.2.2.21 Reports

This action is not linked to any inventory item; it is a convenient way to view customized reports. You may create as many reports as you wish and access them whenever needed. (see Custom Reports)



When you Select a report and begin to run the report, you will then be able to apply queries or filters to selectively display only data which meets the criteria. These queries can be defined and saved and used as often as desired.

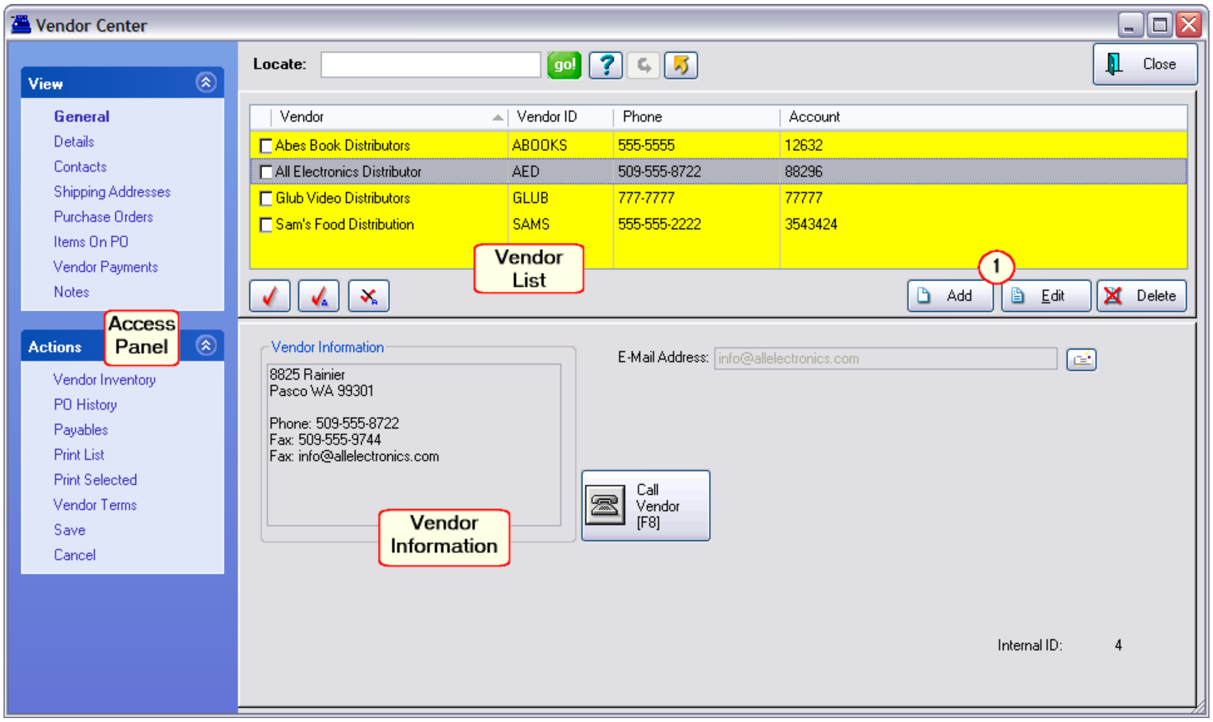
4.3 Vendor Center

This is an all-inclusive feature and function menu for your vendors. It is divided into 3 main parts:

Vendor List — The list of all of your vendor records. Various tools such as Locate, Query, Find, and Filter quickly focus on the vendor(s) meeting certain criteria.

Access Panel — Lists various views, properties, and actions relative to the highlighted vendor account.

Vendor Information — Displays specific detail or other information about the highlighted vendor. The contents of this section will change as various properties on the Access Panel are selected.



(1) Choose to Add or Edit a vendor.

Vendor List

SELECTION OPTIONS

Locate	First, select the column to be sorted by clicking on the column. Second, begin typing search characters. (You do not have to click into the Locate field.) Press **Enter** - will find the first item beginning with the search characters Press **CTRL-Enter** - will find all items with the search characters somewhere in the field.
go!	The equivalent of **Enter**.
Query	Select from an unlimited number of saved queries or filters which you can create and modify as needed. (see Saved Queries)
Reset	Restores the list to show all records.
Send	Sends displayed listing to HTML, Excel, Word, etc. (see Send)
Tag/Untag	Checkmarks the highlighted item. Clicking in the box beside the item will also tag or untag the item.
Tag All	Checkmarks all displayed items.
UnTag All	Unchecks all displayed items.

Add	Create a new vendor
Edit	Edit an existing vendor.
Delete	Warning: there is NO CONFIRMATION required and no "un-delete" option.

Access Panel

VIEWS

General
Displays vendor address and phone, e-mail address, option to Call Vendor, and vendor Internal ID number.

Details
A Vendor record can be edited to change address, phone, terms of payment, credit limit, SKU controls, shipping and return options. (Optional - assign unique GL Account numbers for Payable and Expense accounts.) (see Vendor Account)

Contacts
Lists staff members' position, phone, and e-mail.

- Contact - Name of individual
- Description - Job title
- Phone - If the contact has multiple phone numbers, you may add the contact multiple times.
- E-Mail Address - specific e-mail address for this individual. If the person has more than one e-mail address, you may add the contact multiple times.

Shipping Addresses
The vendor may have different offices and addresses for inquiries, returns, and billing. Here you add as many addresses as apply and set an address as a default address for RMA shipments and invoice payments. When an entry is highlighted, the contents of the entry are displayed on the right for easy viewing without editing.

- Description - A term to distinguish between RMA, Payables, and Other shipping addresses.
- Contact - Name of individual to follow the ATTN: heading of the correspondence.
- Default RMA - Check this box if the highlighted address is for shipping return products. When an RMA is being sent to the vendor, this address will be selected.
- Default Payables - Check this box if the highlighted address is for mailing of payments. When a payment is being sent to the vendor, this address will be selected.

Purchase Orders
Sort the list of purchase orders for the vendor by "To Place" and "To Receive" (Placed).

Shows PO Number and total dollar value with line items on the PO. Can choose to Edit the highlighted PO.

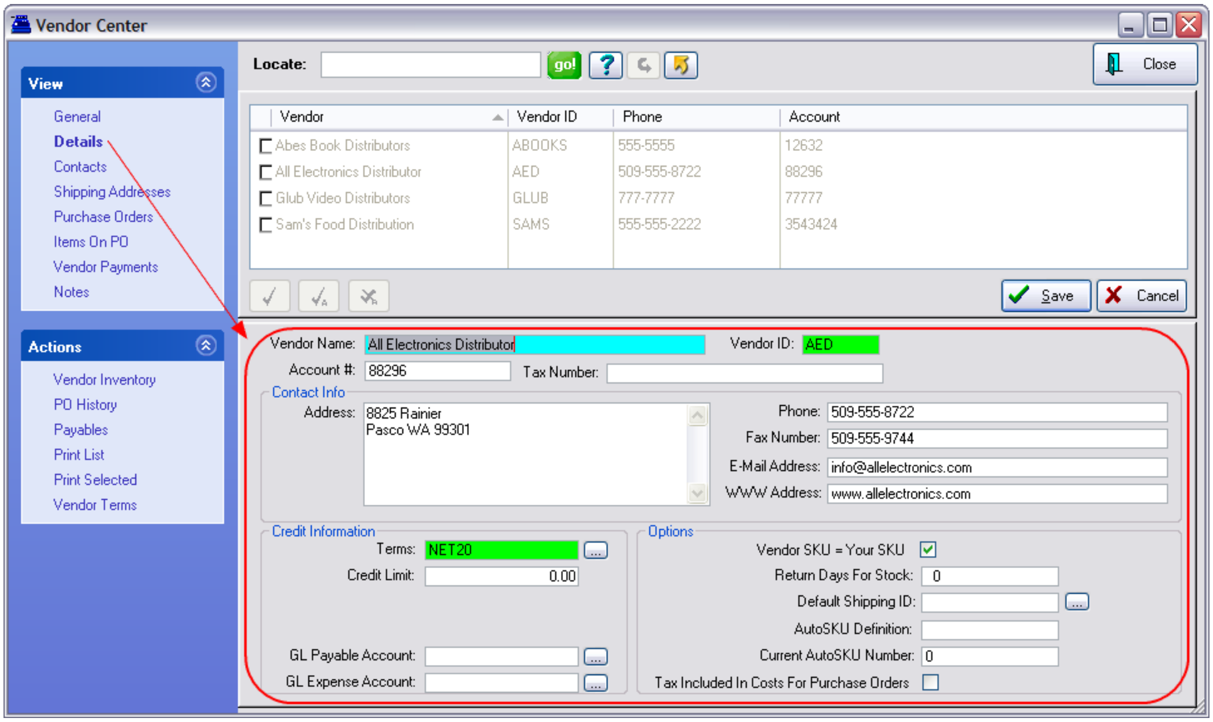
Items On PO	Displays all items currently on all purchase orders of the highlighted vendor. Shows status of Ordered or Not Ordered.
Vendor Payments	Shows payment history.
Notes	A log of notes recorded about or for the vendor. These notes can include summations of conversations, agreements made, disputes raised and resolutions, or general information about the vendor and contacts. Each recorded note logs the date and time and a synopsis line of the note contents for easy selection. Notes can be edited or deleted as needed. • Date - Creation date • Time - Creation time • Description - By default it says Vendor Note. It is suggested you change this by entering a brief statement about the content or purpose of the note. • Note - The text. Up to 900 characters in length.

ACTIONS

Vendor Inventory	Opens a separate window of inventory assigned to the vendor. (see Vendor Inventory List)
PO History	Opens a separate window of Purchase Order History By Vendor listing all vendors. (see PO History)
Payables	Opens a separate window of Accounts Payable for all unposted and posted transactions.
Print List	Prints a simple listing of all vendors showing vendor ID, name, city-state-zip, and phone and fax numbers.
Print Selected	Prints general information about the highlighted vendor.
Vendor Terms	Opens a separate window of all vendor terms.

4.3.1 Vendor Account

To establish a vendor account you enter the vendor's name, address, credit terms, various options, and names of contacts. You can keep a journal of notes regarding the vendor as well as review yearly financial transactions. Changes can be made to this vendor record as needed.



Vendor Name - The company name. This entry will be used for address labels and other correspondence.

Vendor ID - Your own code for identifying this vendor account. It can be a number system to match your accounting program or an abbreviation of the name or any other code you wish to use.

Account # - Your account number by which you are known by the vendor. This entry will be included on correspondence with the vendor.

Tax Number - vendor's license number

Address - free form field to include

- Address 1 - postal box or street address
- Address 2 - (a second line as needed)
- City, State, Zip, Country

Phone
Fax Number
E-mail Address
WWW Address

Credit Information

Terms -This field, Terms, is a required field. Choose a payment term preferred by the vendor. Use the lookup button to find a term.

Credit Limit - The dollar limit allowed by the vendor.

General Ledger

Note: (Recommendation: Leave Blank) If these fields are left blank, then the default settings from GL

Interface Setup will be automatically applied.

GL Payable Account - The GL Account number you want to use for tracking liability transactions with this vendor.

(Default is AP Setup: Default Accounts Payable)

GL Expense Account - The GL Account number you want to use for tracking expense transactions with this vendor.

(Default is AP Setup: Invoice Expense Account)

Options

Vendor SKU = Your SKU - This option Vendor SKU = Your SKU is a shortcut feature to eliminate duplicate typing. Typically, this option is used for small vendors who have an informal listing of inventory or for vendors whose products are one of a kind and you are willing to use the same SKU as the vendor's definition. If **checked** whenever you add inventory and link it to the vendor, both SKUs will be identical.

Return Days For Stock - Some vendors allow for stock to be returned at no charge if it is returned within a given time limit. Enter the number of days allowed by the vendor. If this field is active, PRM will report which inventory items are nearing the cutoff date which is calculated from the invoice date using this entry.

Default Shipping ID - The Default Shipping ID is the most common means of shipping used by the vendor. The code includes the estimated number of days it takes for product in transit which will aid you in determining order placements. From the opened window Vendor Shipping Options, highlighting an entry and pressing Select sets a new default method for this vendor.

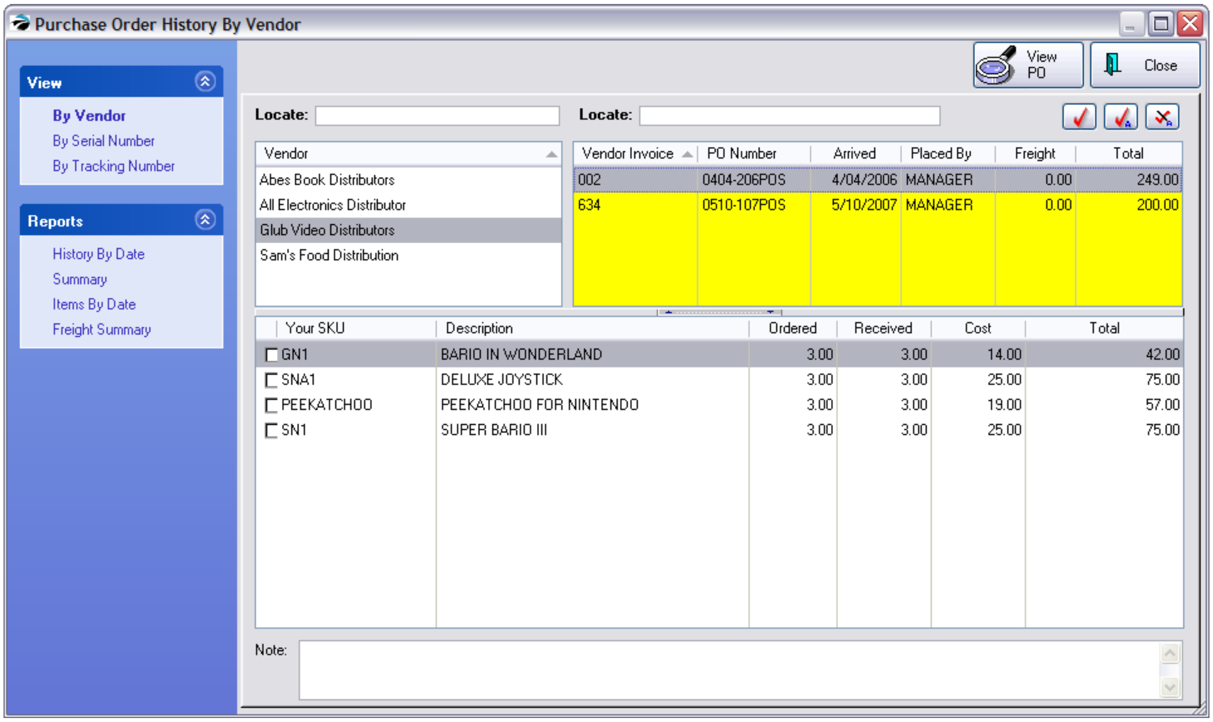
AutoSKU Definition - an identifying code for this vendor to be used when a Category AutoSKU is activated. This is an optional setting which can be included automatically as part of your product SKU.

Current AutoSKU Number - The next available SKU number for products from this vendor when a Category AutoSKU is activated. (See AutoSKU Setup)

Tax Included In Costs For Purchase Orders - (visible only with International Setting - See Tax Options) If the vendor's selling price on a purchase order includes taxes, then checking this option will automatically calculate taxes on the PO.

4.3.2 PO History By Vendor

Old purchase orders can be reviewed by focusing on the vendor, serial number of the product, or tracking number printed on the inventory label.



By Vendor

Highlight a vendor name or use the Locate field above the list to search for the vendor. Use CTRL-Enter if you only know a portion of the name.

On the far right are all of the purchase orders from that vendor. To find a specific purchase order, use the Locate field above the list. You can change the sort and search function by clicking on the column title: Vendor Invoice, PO Number, Arrived Date, Placed By.

At the bottom of the screen will be listed the items purchase.

View PO - click on the button in the upper right to view the highlighted purchase order. (see Purchase Order History)

By Serial Number

All serial numbers are listed. Choose Locate to find the specific serial number.

The PO number is displayed as well as the line items on the PO.

By Tracking Number

PRM automatically generates a tracking number for each inventory item received on a purchase order. The tracking number is linked to the PO and the specific line item on the PO. This tracking number can be printed on inventory labels for easy reference.

History By Date

Enter a date range. Prints a report "Purchase Orders By Date" which can be saved to PDF or exported to text.

Summary

Displays a table of monthly purchases, payments, credits and balance due.

Items By Date

Enter a date range. Choose to apply a Query or not.

Freight Summary

Generates a report to show how much freight was applied to each purchase order.

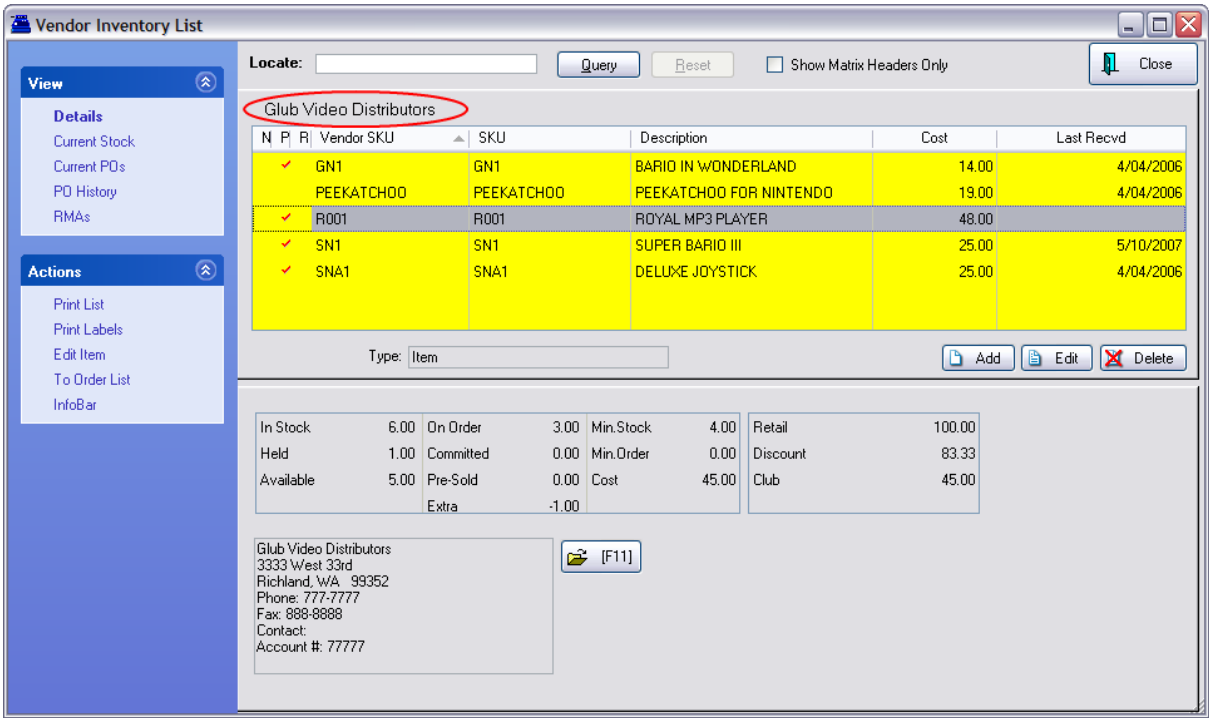
4.3.3 Vendor Inventory List

The purpose of the Vendor Inventory List is to list only items the selected vendor carries. This list is separate from your complete listing of inventory. You will encounter this list whenever you create purchase orders for the vendor.

You may Add, Edit, and Delete items in this Vendor Inventory List.

Vendor Inventory vs Your Inventory

An **important concept** that you should understand is that items in this list are NOT real inventory items. The real inventory item is the definition you created with Your SKU in the All Inventory List. The item in the vendor list is simply a Vendor SKU with a link to Your Item. You cannot have a vendor inventory item independent of an item in your inventory list.



Vendor Inventory List Inventory items are listed with both a VENDOR SKU and YOUR SKU.

The Cost is what the vendor sells the item for and could be different than the Last Cost value of the inventory item itself.

Last Received - Date the product was purchased from this vendor

NPR Status (Red Checkmarks)

N = Needs To Be Re-Ordered

P = Purchase Order In Process

R = RMAs In Process

VIEW Lists various views, and actions relative to the highlighted customer account.

Details Shows a summary of In Stock, Held, Available;
On Order, Committed, Pre-Sold, and Extra
Minimum Stock, Minimum Order, and cost of the highlighted item.

Current Stock Shows the Purchase Order and Vendor Invoice number to linked to the current stock count. Shows number received, number sold and when last sold date. Can choose to view the PO.

Current POs Shows both Pending and Placed purchase orders for the highlighted inventory item. Choosing Edit opens the purchase order.

PO History Displays each time the highlighted inventory item was ordered and received on a PO.

RMAs	Displays any items in transit with the vendor.
ACTIONS	
Print List	Prints a customizable report which you can define, save, and use over and over.
Print Labels	Prints a babel for the highlighted inventory item. You will be asked if you want to preview the label.
Edit Item	Opens the item editor so that description and tracking can be changed as needed.
To Order List	Sends the highlighted item to the Order List. You are prompted to enter the quantity to be ordered.
InfoBar	Launches a floating window which displays status of the highlighted item, linked customer orders, purchase history, current open POs, and Sales History.

Sort - Search List

With the Details tab selected, you can sort the list by Vendor SKU [F7], by your SKU [F8], or by Description [F9].

At the end of each line is the cost of the item and the date the item was last received.

Add - Edit Items

Select or enter Your SKU.

Enter a vendor SKU (F5 button automatically copies Your SKU to become Vendor SKU)

Enter the cost of the item from this vendor..

Delete Items

If you delete an item from this vendor inventory list, you are not deleting the true item. However, if you delete the item from the main Inventory Center, then it will also be deleted from this Vendor Inventory List.

Print

If you wish, the list can be printed on paper or to the screen. This report is customizable to include only the elements you want to report on. (see Custom Reports)

Full List

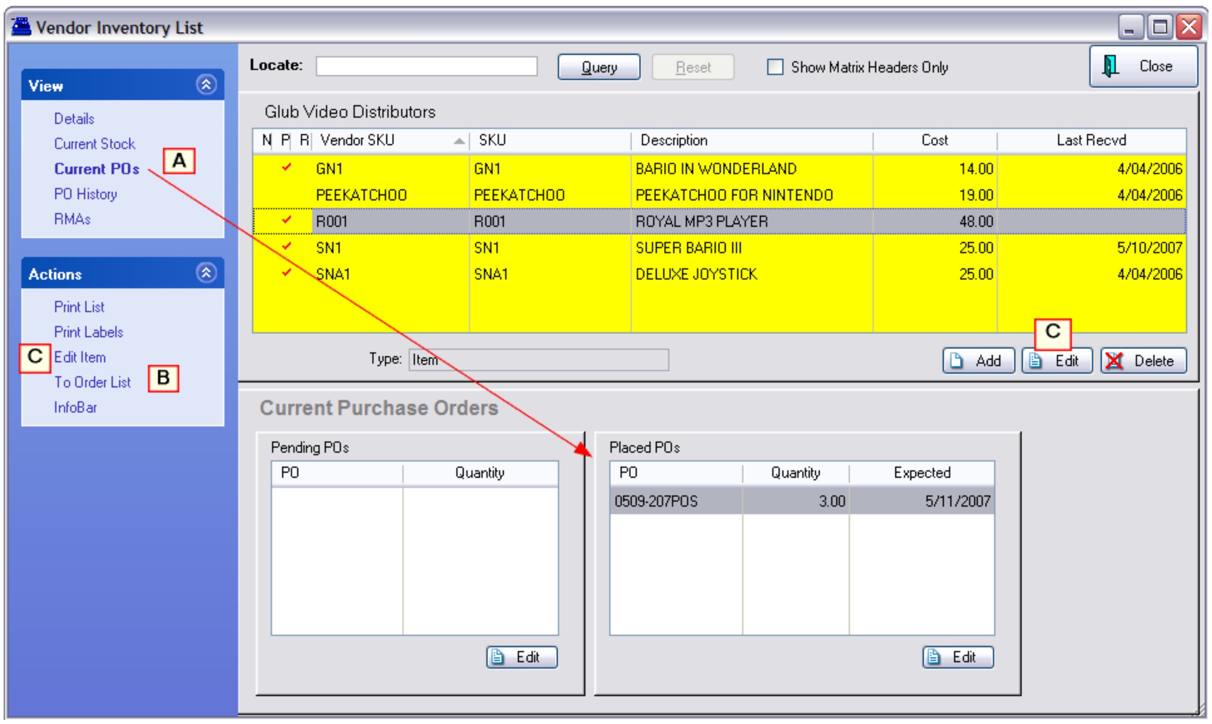
Confidential

Date: / / 12:00 AM

Vendor SKU	In stock	Last Received	Price1	Price2
GN1	-1.0000	4/04/06	30.0000	25.0000
PEEKATCHOO	3.0000	4/04/06	25.3300	25.3300
R001	6.0000	/ /	100.0000	83.3300
SN1	8.0000	5/10/07	50.0000	41.6667
SNA1	2.0000	4/04/06	41.6667	35.7143

Current PO's

(A) A red check mark in the "P" column indicates that the item is already on a purchase order. Click on the Current PO's view and a bottom panel will show that the item is either on a purchase order still pending (needs to be placed) or one that has been placed and already to receive.



(B) Place Order Now

While you are viewing the list you can send individual items to the Order List and from there to a purchase order. (see To Order List)

(C) **Editing Options** - There is a critical distinction between the **Edit Item** and the **Edit** buttons in this window.

- **Edit Item** - When you select the **Edit Item** button you will be taken to the familiar Inventory Detail window. This is the real inventory item. You will be able to change pricing, SKU, description, and any options of the item. (see Inventory Detail)

- **Edit** - When you select the Edit button you will only modify the entry on this list.
  Vendor SKU - the vendor's catalog or item code.
  Your SKU - the SKU you created for the product you are selling. This is the real inventory item. In this dialog box, Vendor Inventory Form, you are simply including a vendor SKU to your real inventory item.
  The *Item Description* of Your SKU will be displayed so you can visually confirm that you have selected the correct item.
  Cost - the vendor's selling price to you.
  --- If you change the cost you will be prompted with "Your Vendor cost has changed. Do you want to update the cost of the Inventory Item as well?" If you answer Yes, then you will be able to modify selling prices as well as the last cost of the item.

- **Delete** - When you select the Delete button you are NOT erasing the real inventory item. You will only erase the vendor link to your inventory item.
  You will be prompted to confirm the deletion.
  Remember you are only removing the item from the vendor list, not from your All Inventory list.

- **Add** - When you select the Add button you are simply adding a vendor SKU and then linking it to a real inventory item, Your SKU. The *[F2] Lookup* - allows you to find Your inventory item. You will also add your Cost when buying this item, from this vendor.

Print - You may print a listing of the vendor inventory to include current stock counts and date last purchased information. The report will print based upon the Sort Order of the listing.

Vendor Inventory List

Confidential

Blink's Video Game Emporium

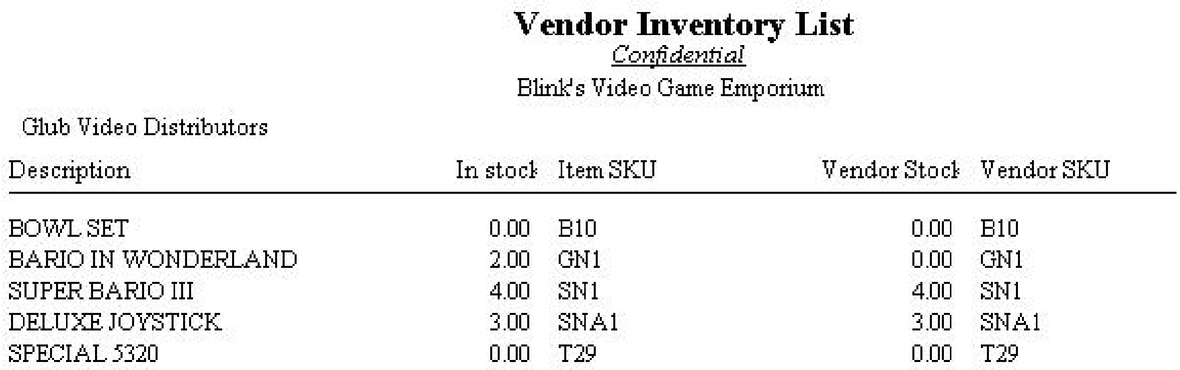
Glub Video Distributors

Vendor SKU	SKU	Description	Cost	Last Bought	Current Stock
116	116	SPECIAL ORDER 1	40.00	11/03/00	0.00
3241	3241	3241 PANTS	10.00	/ /	2.00
BM	BM	BINGO MANIA	14.00	/ /	0.00
GN1	GN1	BARIO IN WONDERLAND	14.00	10/30/00	12.00
M1	M1	MATRIX1	10.00	/ /	14.00
NEW	NEW	NEW GAME PACK	40.00	09/18/00	1.00

Custom Reports

You may edit and create new report layouts to include or exclude some information. (see Custom Reports)

For example, in this report you can see that although Bario In Wonderland has 2 in stock, none of them came from this vendor.



Vendor Inventory List

Confidential

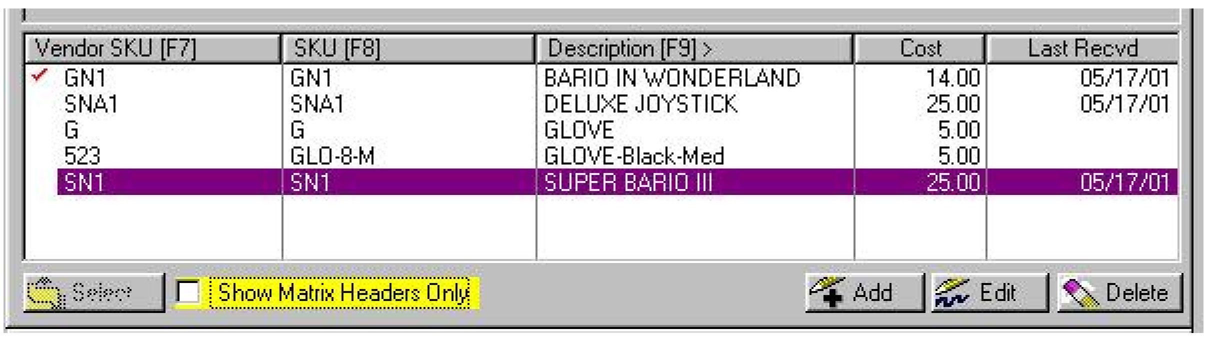
Blink's Video Game Emporium

Glub Video Distributors

Description	In stock	Item SKU	Vendor Stock	Vendor SKU
BOWL SET	0.00	B10	0.00	B10
BARIO IN WONDERLAND	2.00	GN1	0.00	GN1
SUPER BARIO III	4.00	SN1	4.00	SN1
DELUXE JOYSTICK	3.00	SNA1	3.00	SNA1
SPECIAL 5320	0.00	T29	0.00	T29

Matrix Inventory

Normally, only a matrix header (the main matrix item) is listed in the vendor inventory list. However, if you have added individual items from a matrix then the "Show Matrix Headers Only" option will hide these individual items. For example, item 523 GLO-8-M Glove Black Med on this screen would be hidden from view if this option were activated.



Vendor SKU [F7]	SKU [F8]	Description [F9] >	Cost	Last Recvd
GN1	GN1	BARIO IN WONDERLAND	14.00	05/17/01
SNA1	SNA1	DELUXE JOYSTICK	25.00	05/17/01
G	G	GLOVE	5.00	
523	GLO-8-M	GLOVE-Black-Med	5.00	
SN1	SN1	SUPER BARIO III	25.00	05/17/01

Vendor Info

The Vendor Info button displays the name and address of the vendor. If you wish to edit the vendor information, press the F2 button.

Multiple Vendors

PRM allows you to add an unlimited number of vendor SKU links to Your SKU items. That means that for any given inventory item, you can list as many sources for that item as you choose. When it is time to purchase more stock, you can pick from the list of vendors. Your choice will likely be swayed by costs, speed in delivery, or reliability of the vendor.

To add an item. Select the Add button.

1) Type in the Vendor SKU.

2) Type in Your SKU or use the [F2] Lookup option to find it.

3) Then enter the Cost of the item.

If Your SKU does not exist,

Most of the time, when you choose to add an item to the vendor list, it is highly likely that Your SKU does not exist. In this case simply type the SKU you would like to use. If you wish, the SKU can be the same as the Vendor SKU.

1) Press Enter. You will be greeted with a window to the effect that Your SKU does not exist. Choose YES to create a new inventory item. (Choose No if you know the item is already in PRM and you just need to find it.)

2) Select a category. (You may add one, if necessary.)

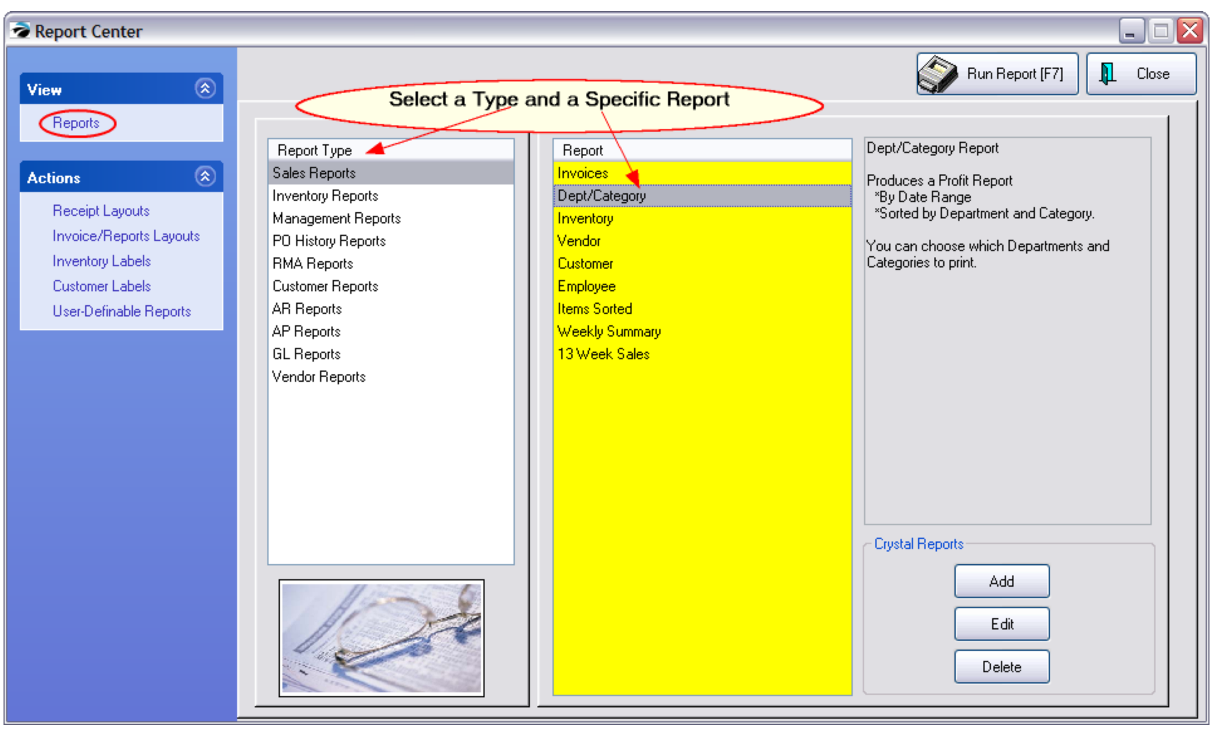
3) You will now be at a blank Inventory Detail window. Fill in all the fields and change Options [F7], if necessary.

4) Select OK.

5) The Cost will already be filled in from the Inventory Detail window. Select OK.

4.4 Report Center

Certainly one of the most important features of any point-of-sale program is the availability of reports. The Report Center [CTRL-R] on the Manager Console lists the most commonly used reports.



Running A Report

To run a report, highlight a Report Type on the left and select the desired report on the right.

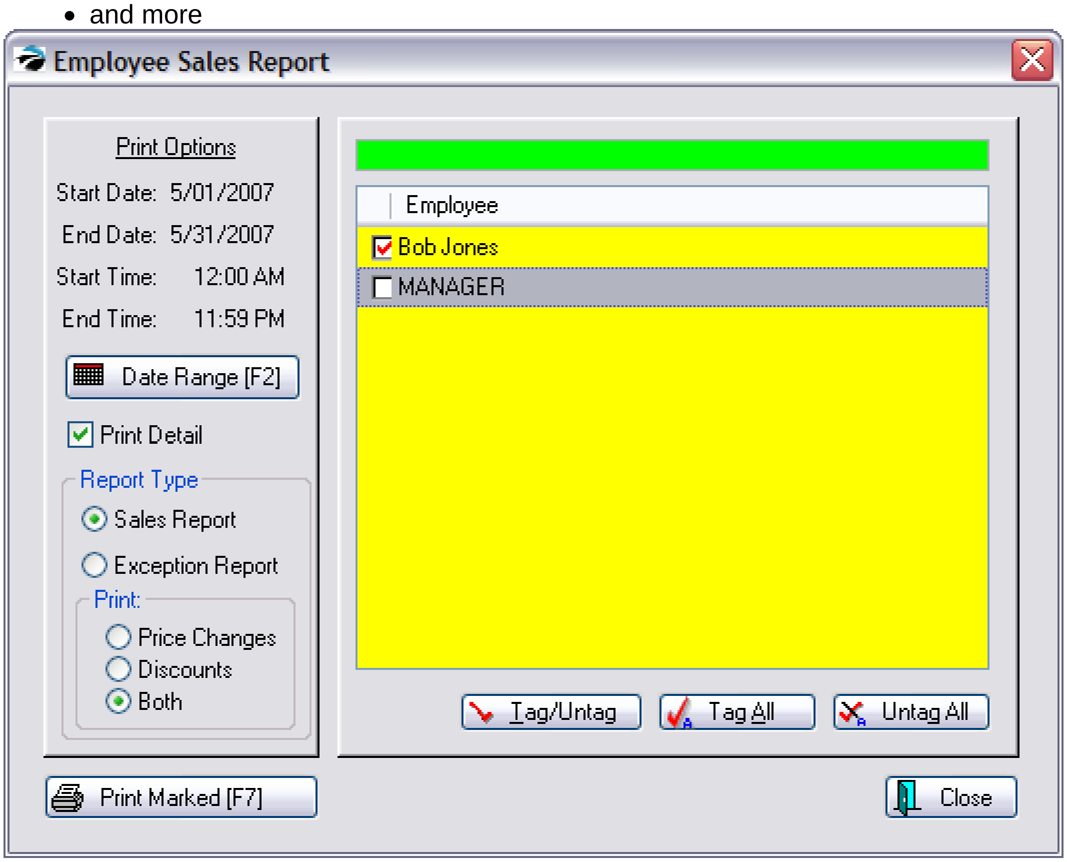
Choose Run Report [F7].

Depending upon the type of report you have selected, you will be prompted for a date range or filtering options and a print or preview option.

Select Report Criteria

Depending upon the report, you will be able to choose

- Date Range
- Detail or Summary
- Selectable groups for inclusion or exclusion by tagging
- and more

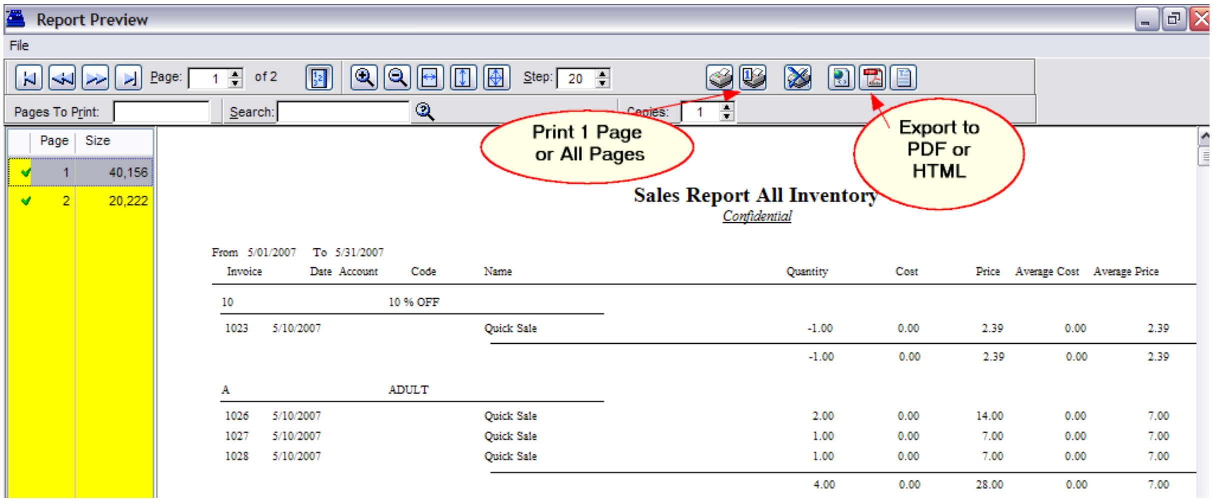


Preview / Print (all or portions) of the Report

When you run the report, we recommend you choose to PREVIEW instead of Print to assure that...

- the information is what you were expecting before sending it to the printer
- find specific information somewhere in the report
- choose which portions of the report to print

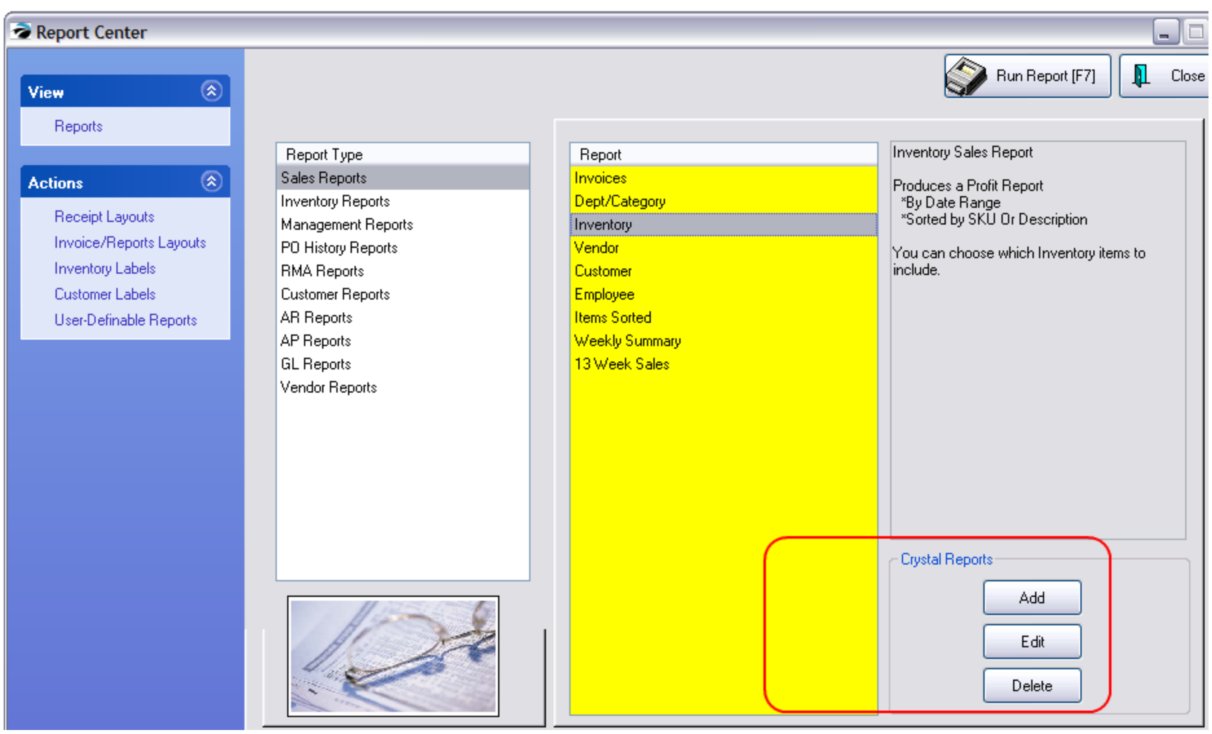
- choose to export the report to a PDF file or to HTML



Add-On Reports

If you are not able to find the specific report you need, there is the possibility of creating your own report and adding it to the PRM menu.

The Add - Edit - Remove buttons at the bottom of the Report Center screen allows you to add specialized reports created by a third party program, Crystal Reports. Contact your dealer for more information.



- First, you must obtain the report files from your programmer and place them in the c:\PRM\reports directory.
- Then open Report Center, highlight the Report Type on the left which best suits the report

information, and choose Add button.
- Enter the .TXR file name (stored in c:\PRM\reports.
- Fill in a description and details about what the report will do.
- Once this is done, then you will be able to run the report at will.

All Reports

Many reports can be found in the Report Center, but not all of them. This is an alphabetical listing of PRM Reports. A path you can follow to generate them is listed below the report name.

13 Week Quantity Sold Report:

Report Center: Sales Reports: 13 Week Sales: : : Date

Accounts Receivable Activity:

Accounting: Accounts: AR Activity By Date: : : Date

Accounts Receivable Aging Report:

Accounting: Accounts: AR Aging Reports: : : Options Query

Accounts Receivable Payments Report:

Accounting: Accounts: AR Payments By Date: : : Date

AP Payment:

Accounting: Accounts Payable: AP History: : :

AR Statement:

Accounting: Accounts: AR Statements: : :

Customer List: Customer Record: AR Detail: Print Statement: :

Bad Checks Report:

Accounting: Accounts: Bad Checks: : :

Bin Location Report:

Inventory: Inventory Reports: Bin Report: : :

Cash Forecast Report:

Accounting: Accounts: AR Cash Forecast: : : Sum/Det

Chart of Accounts

Accounting: General Ledger: Chart Of Accounts: Print [F7]

Checks Tendered Report:

Accounting: Accounts: Checks Tendered: : Print: Query

Credit Card Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Credit Card Report:

Current AP Report:

Accounting: Accounts Payable: AP Report: : : Options

Customer Accounts Receivable Transactions:

Customer List: Customer Record: AR Detail: Print History: :

Customer Consignments:

Customer List: Consign [F9]: Print: : :

Customer Labels:

Marketing : Print Customer Labels

Customer List:

Marketing : Print Customer List (Report):

Customer File:

Customer List: CTRL-P: Customer File: : :

Customer Profit Report:

Accounting: Reports: Sales Reports: Customer: : Options

Customer Purchases List:

Customer List: History Tab: Snapshot: Items Purchased : Print:

Deposits On File:

Accounting: Reports: Deposits On File: : :

Employee Exception Report:

Accounting: Reports: Sales Reports: Employee: : Options

Employee File

Management: Employees: Print: Print Highlighted

Employee List

Management: Employees: Print: Print List

Employee Sales Report:

Accounting: Reports: Sales Reports: Employee: : Options

Employee Service Time Report

Management: Service Time Cards: Print Tagged

Employee Time Report

Management: Employee Time Cards: Print Tagged

Freight Summary Report:

Inventory: Purchase Order History: Reports: Freight Summary:

Frequent Buyer History Report

Management: Frequent Buyer Program: Print [F7]

Frequent Buyer Report

Management: Frequent Buyer Program: Print [F7]

General Ledger:

Accounting: General Ledger: Reports: General Ledger: :

General Ledger Accounts:

Accounting: General Ledger: Chart Of Accounts: Print: :

General Ledger Balance Sheet:

Accounting: General Ledger: Reports: Balance Sheet: :

General Ledger Journal Entries:

Accounting: General Ledger: Add/Edit/Post: Print [F11]

General Ledger Operating Statement:

Accounting: General Ledger: Reports: Operating Statement: :

Gift Certificates Outstanding:

Accounting: Reports: Gift Certificates Outstanding: : :

Gift Certificate Sales Report:

Management: Gift Certificate Manager: Sales Reports

Hourly Sales Summary w/Graph:

Management: Sales Summary: Hourly Sales: Print: :

Inventory Discrepancy Report:

Inventory: Physical Inventory: Reconcile From File: Discrepancy Report: Print: :

Inventory Exception Report:

Inventory: Physical Inventory: Reconciliation Report: Print: :

Inventory Listing:

Inventory: Inventory Reports: Inventory Listing: : :

Inventory Matrix Report:

Inventory: Inventory Reports: Matrix Reports: : :

Inventory Price List:

Inventory: Inventory Reports: Inventory Price List: : :

Inventory Valuation Report:

Inventory: Inventory Reports: Inventory Valuation: : :

Invoice Sales Report:

Accounting: Reports: Sales Reports: Invoices: : Date Sum/Detail - (see Note Management)

Items Discarded Report:

Inventory: Inventory Reports: Items Discarded: : :

Items Not Ordered Since….:

Accounting: Reports: Stock Reports: Items Not Ordered Since: :

Items Not Sold Since…:

Accounting: Reports: Stock Reports: Items Not Sold Since: :

Items On Order

Inventory: Orders In Process: By Item: Print

Items On Order VS Stock Count:

Inventory: Inventory Reports: Orders Vs. Stock: : :

Items Purchased Report:

Inventory: Purchase Order History: Reports: Items Purchased By Date: :

Items Returnable To Vendor:

Accounting: Reports: Stock Reports: Items Returnable To Vendor: :

Journal Entries Detail Report:

Accounting: General Ledger: Transaction History: Print: : Sum/Det

Layaway Report:

Accounting: Accounts: Layaway Reports: : : Query

Layaway Statement:

Accounting: Accounts: Layaway Statements: : :

List of Vendors:

Utilities: Vendors: Print List [F6]

List of Voids

Management: List of Voids: Voided Invoices

Monthly Sales Summary w/Graph:

Management: Sales Summary: 13 Months: Print: :

Orders Arrived List:

Purchase Order: Receive: Orders Arrived Table: : Print List:

Order List:

Inventory: Prepare Order List: Print List

Paid Commissions Report

Management: Commission Processing: Sales Commissions History: Print

Physical Inventory - All Entries:

Inventory: Physical Inventory: Reconcile From File: Print: :

Physical Inventory - Exception Report:

Inventory: Physical Inventory: Reconcile From File: Print: :

Physical Stock Count:

Inventory: Physical Inventory: Print Inventory List: : :

Physical Stock Count:

Inventory: Physical Inventory: Reconcile Inventory: Print: :

Profit By Week:

Accounting: Reports: Sales Reports: Weekly Summary: :

Profit Report Sorted By....:

Accounting: Reports: Sales Reports: Items Sorted: : Options

Purchase Order:

Purchase Order: Edit: Print: : :

Purchase Order Center: Receive POs [F3]: Print [F7]: Highlighted

Purchase Order By Date:

Inventory: Purchase Order History: Reports: Purchase Orders By Date: Summary/Detail:

Purchase Order Summary Report:

Purchase Order Center: Receive POs [F3]: Print [F7]: All

Purchase Order Tax Report (Pending):

Accounting: Reports: PO Tax Report (Pending): : : Sum/Det

Purchase Order Tax Report (Paid):

Accounting: Reports: PO Tax Report (Paid): : : Sum/Det

Register Activity Log Report:

Management: Daily Transaction Log: Print: : :

Register Balance Report - Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Register Balance Report - Summary:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Register Balance Summary Report:

Accounting: Reports: Register Balance/Tender History: Daily Balance Summary: :

Register Sales Category Summary:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Category Report:

RMA Aging Report:

Inventory: RMA Reports: RMA Aging Report

Sales By Employee w/Graph:

Management: Sales Summary: Sales By Employee: Print: :

Sales Report All Inventory:

Accounting: Reports: Sales Reports: Inventory: : Options

Sales Report By Department:

Accounting: Reports: Sales Reports: Department: : Options

NOTE: While running this report you may be notified that an inventory item's category could not be found. You should make note of the Item's SKU number, go to the inventory list, reassign the correct dept/category, and then run this report again.

Sales Report By Vendor:

Accounting: Reports: Sales Reports: Vendor: : Options

Sales Tax Report:

Accounting: Reports: Sales Tax Report: : : Date Sum/Det

Sales vs Purchases (Cash Flow)

Accounting: Reports: Sales Vs Purchases

Store Credits List:

Accounting: Accounts: Store Credits Report: : :

Summary Of Tender Report:

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Trial Balance:

Accounting: General Ledger: Reports: Trial Balance: :

Uncollectable Debts Report:

Accounting: Accounts: Uncollectable Debts: : : Date

Unpaid Commissions Report

Management: Commission Processing: Sales Commission Posting: Print [F7]

Unpaid Consignments Report

Management: Process Consignment Sales: Print List [F7]

Vendor Detail:

Utilities: Vendors: Print Selected [F7]

Vendor Inventory Sales History:

Report Center: Vendors: Run Report [F7]

Vendor Inventory Sales Summary:

Report Center: Vendors: Run Report [F7]

Vendor Stock Valuation Report:

Report Center: Vendors: Run Report [F7]

Part V

5 Purchasing

An important part of your business is buying inventory from your vendors. PRM has a comprehensive process for determining what needs to be ordered, placing the order with your vendor(s), and receiving the purchase orders into inventory. In addition, there are tools for handling Accounts Payable for vendors who provide products and for those who provide services only.

Benefits

PRM can and should manage your purchases from your vendors to give you better inventory control. By using PRM purchase orders, you will be assured of accurate stock counts, purchase histories, and profitability reports.

Whether you have a handful of vendors or hundreds, PRM provides several time saving features.

- Your SKU = Vendor SKU - You can use the same SKU as one of your vendors uses.
- Multiple Vendors - Each inventory item can be purchased from more than one vendor.
- Primary Vendor - even if you designate one vendor to be primary, you can still order from other vendors
- Vendor Comparison - If an item can be purchased from more than one vendor, you can compare pricing.
- Alternate SKUs - You may assign more than one SKU to an inventory item to make lookups easier.

When Not To Use A Purchase Order

There are times when you are justified in not using a purchase order.

- Initial Stock Counts - When you first begin using PRM, rather than trying to re-create old purchase orders, you can manually set current stock counts. However, some users recommend the use of purchase orders even for these items because they are able to capture more tracking information. For example, Sales By Vendor reports will then be accurate from the beginning.
- Manufactured Items - If you are your own vendor, creating your own end products, then you may choose not to use purchase orders.
- One Of A Kind Items - If you are selling antiques or other one of a kind items it may not be practical to record your sources except on an "internal note."

The Recommended Way To Handle Purchase Orders

There is a logical progression for doing purchase orders, but you may start in the middle or jump right to the end. The complete cycle consists of the following steps:

A) Prepare an Order List - The Order List itemizes all inventory items needing to be ordered. You can manually add items to this list, or they can appear automatically based on minimum stock counts and special orders by customers.

B) Post from the Order List - Choose which items in the list will be ordered at a given time. You tag and post them to purchase orders for individual vendors.

C) Place the Purchase Order - Items from the order list are not actually ordered until you contact the vendor and place the purchase order with the vendor. Before placing the order you can review product availability, current costs, and even add new products to the PO.

D) Receive the Purchase Order - When the items finally arrive from the vendor, you receive the purchase order. This automatically updates your stock counts, notifies you that customers waiting for these products can be called, and prepares pricing labels to be printed for the items just received.

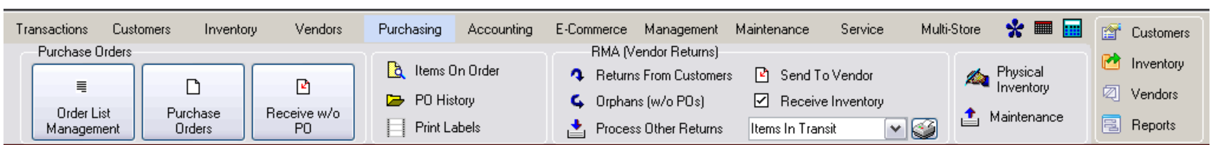
Getting Started With Purchase Orders

Before you begin to use PRM purchase orders:

- Consider your options in System Setup: Purchase Order Defaults. This can warn you when costs have changed and alert you when items received are fulfilling customer orders.
- Create Vendors in PRM in advance, however, this can be done on the fly.
- Define categories to prompt for a vendor or automatically select a vendor when an inventory item is created.
- Update the Vendor Inventory List so that your inventory items are linked to the vendor(s).
- Consider importing vendor inventory lists and allowing PRM to link your inventory to the vendor inventory.

Special Help: If you need to track a Duty Tax on Purchase Orders see Tax On Purchase Orders.

Use the tools of the Purchasing master menu



Order List Management

This opens the Order List. This list includes items which are

- below minimum stock levels,
- special orders for customers, and
- manually added items in anticipation of an upcoming sale event.

You tag items to be ordered from vendors now and PRM generates purchase orders for each vendor. You could have a choice to create new purchase orders or append the items to existing purchase orders still waiting to be placed with the vendor.

Purchase Orders

Purchase orders in development are created and retained here in the Purchase Order Center. You have easy access to

- **POs To Place**

Purchase orders listed here are those which are still being created; the order has not yet been sent to the vendor. You may edit these POs until you are ready to submit them to your vendors. When you finally place the PO, it will be removed from this section and transferred to the "POs To Receive" list.

- **POs To Receive**

Purchase orders listed here are those which have been sent to the vendor either by e-mail, fax, phone call, or special transmittal and you are waiting for product to arrive.

Receive Without PO

Choose "Receive Without PO" whenever you are about to accept delivery of inventory without having prepared a PRM purchase order in advance. This is a common occurrence in many businesses.

You will be creating and receiving a purchase order all at the same time, thereby saving some steps as listed above.

Research Tools

The status of inventory currently on purchase orders yet to be placed or received. A review of Purchase Order History. And the ability to print Inventory pricing labels on demand.

RMA (Vendor Returns)

RMA stands for Return Merchandise Authorization. There are some vendors who allow you to return products to them for repair, replacement, or credit. RMAs are frequently done in batches to save time and money. PRM can automate the procedures involved.

Other Utilities On This Purchasing Master Menu

Physical Inventory and **Maintenance** are tools used only occasionally as needs arise and are not part of the Purchasing Process. (see)

5.1 Order List

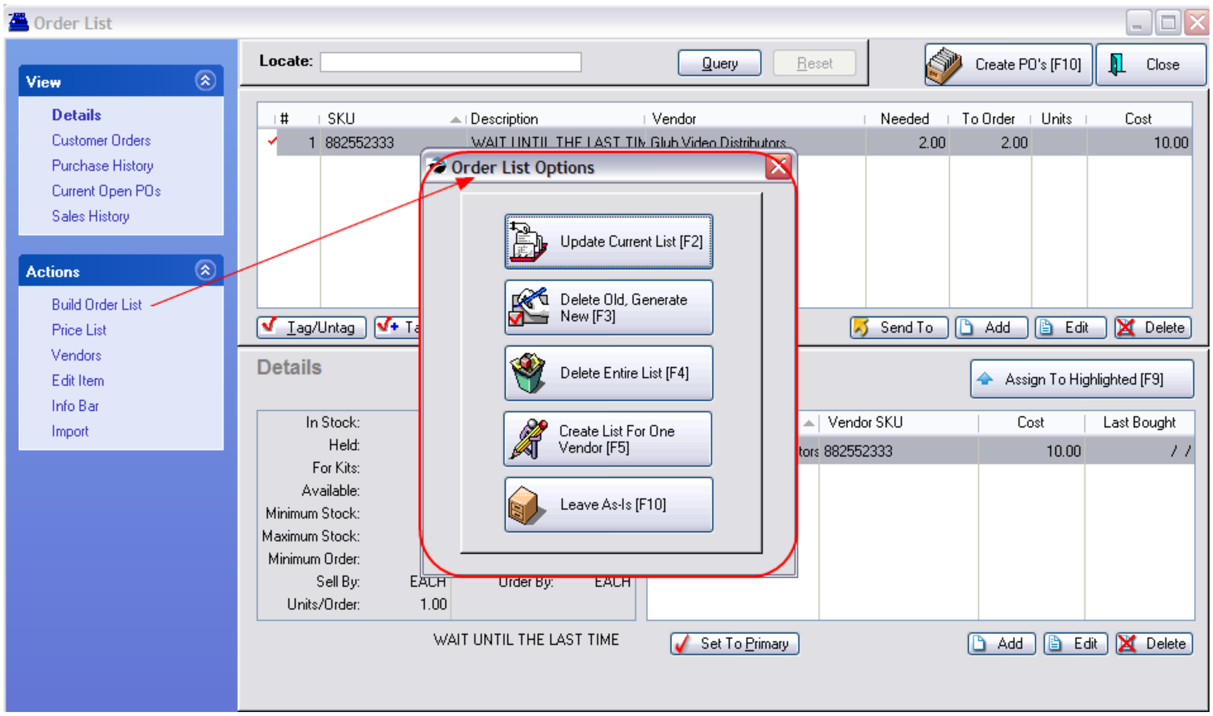
Begin at the Purchasing Master Menu by selecting "Order List Maintenance"

Unposted Inventory

If you have created new inventory while preparing a customer order or invoice, those items are considered unposted items and need to be edited. (see Edit Unposted Inventory Items)

Order List Options - Update

Whenever you open the Order List, you will be prompted to update the Order List.



Select an Order List Option.

- **Update Current List [F2]** - The items on the list will be retained and additions made as necessary. This is a safe method for making the list current because you will not lose items which were manually entered.
- **Delete Old, Generate New** [F3] **-** The items on the list will be erased and an entirely new list will be generated. You will lose any items added manually to the list.
- **Delete Entire List [F4]** - The items on the list will be erased. You can manually add items to the list without being distracted by other items to be ordered.
- **Create List For One Vendor [F5]** - This will allow you to compile a list of items needed from one particular vendor. All items needing to be ordered which this vendor carries will be added to the list even if the item has a different vendor assigned as the primary vendor.
- **Leave As Is [F10]** - Makes no changes to the current list.

The **Build Order List** option under Actions on the left allows you to access this Options screen again as needed.

5.2 Using The Order List

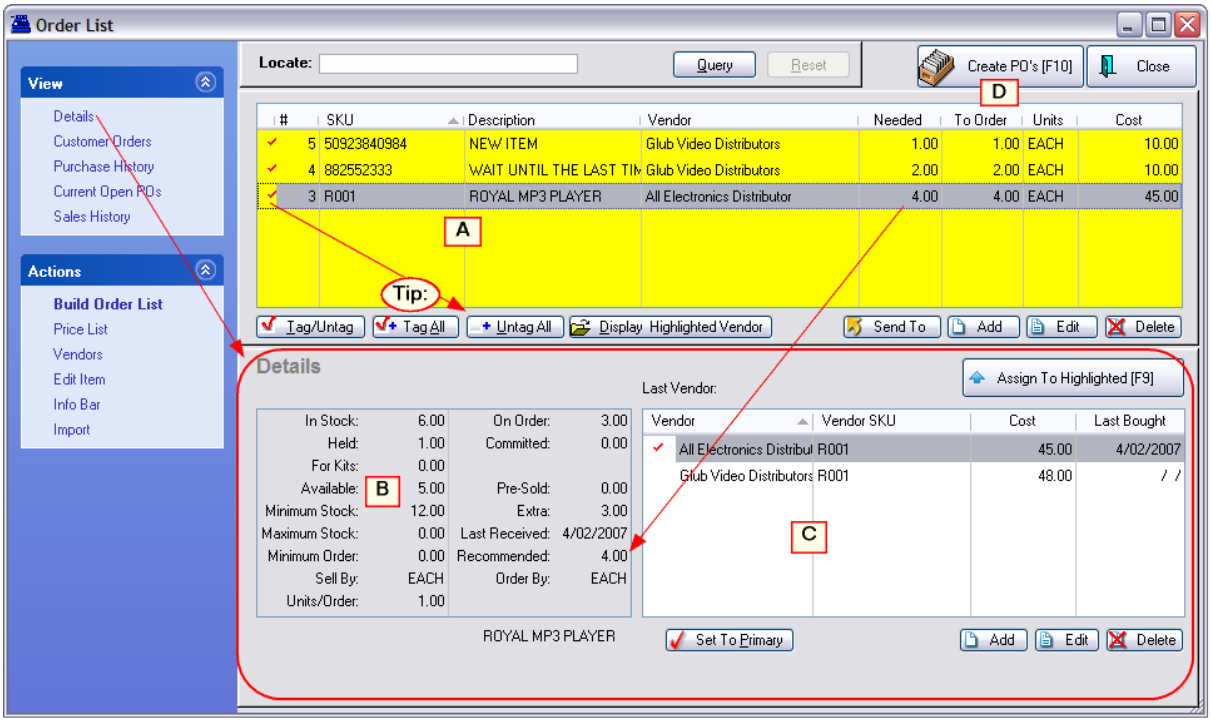
The Order List is a listing of inventory needing to be ordered. This list includes items which:

- have dropped below minimum stock levels,
- are special orders for customers, and
- have been manually added.

Tag Items To Be Ordered.

(A) Every item is TAGGED automatically for reorder.

(Tip:) If you wish to be more selective, choose the Untag All button.



What To Order

To help you in your determination of what to order at this time, you have various views as listed on the left.

Details

(B) Current stock count and stock status of the highlighted item is readily visible.

In Stock:	current count on the shelf
Held:	number on the shelf reserved for customer orders
For Kits	number on the shelf reserved for kits being assembled
Available:	SUM total of uncommitted items which can be sold to new customers
Minimum Stock	number of items to be on the shelf at all times (see Glossary)
Maximum Stock:	maximum number of items on the shelf (see Glossary)
Minimum Order:	imposed stipulation of a minimum order (see Glossary)
Sell By	the package type when sold
Units/Order	number of selling units in the Order By package type from vendor (see Glossary)

On Order:	number currently on pending purchase orders
Committed:	number on incoming purchase orders which are reserved for customers (see Glossary)
Pre-Sold:	number of units sold out of an unprocessed purchase order (see Glossary)
Extra:	SUM total of uncommitted items on pending purchase orders
Last Received	date this product was last received from vendor purchase order
Recommended	**the SUM quantity to be ordered based upon above counts**
Order By	the package type from the vendor

Vendors For This Item

(C) A listing of vendors carrying the item shows the last purchase date and cost. You may add a vendor if desired. Normally the "Primary Vendor" will be chosen automatically. The **"Select [F9]"** button at the top of the list will update the Vendor Name field from whom the item will be ordered this time.

Customer Orders

A listing of pending customer orders for the item. You may review a customer order by choosing the View Order button.

Purchase History

Review past purchases of the item. Choose View to see the full purchase order.

Current Open POs

If the highlighted inventory item is already being ordered from any vendor, you can see the status and quantity ordered.

Sales History

Graphically displays how well an item is selling, thereby showing trends. The Detail button shows Sales History Charts for multiple years, documenting the totals in the graph in terms of revenues, profits, and units sold.

Create Purchase Orders

(D) When all items to be ordered have been tagged, select the **"Create PO's [F10]"** button at the top right. The items will be removed from this list and become part of purchase orders for the specified vendors. Depending upon various circumstances, you may encounter some additional prompts.

Ready To Proceed?

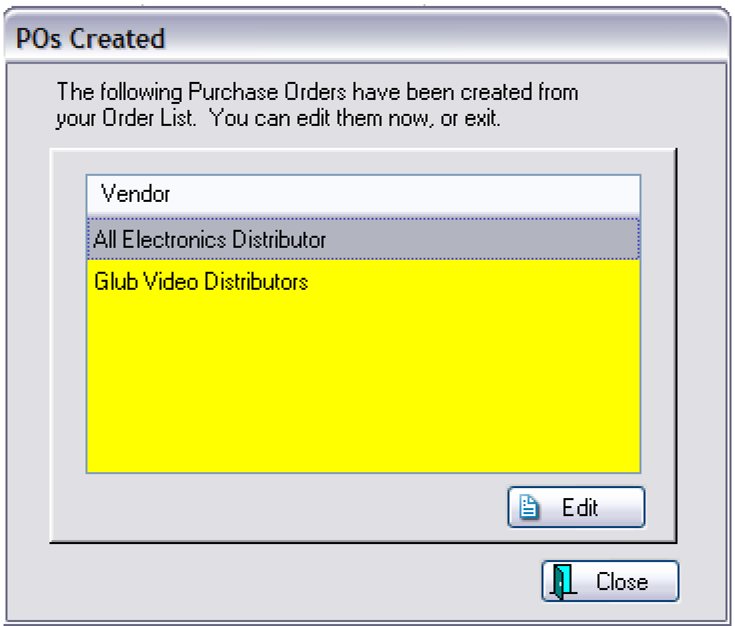
You will be prompted that you are about to create purchase orders.

"This procedure will take all items you have tagged and convert them into Purchase Orders. Tagged items must have a Vendor chosen and the quantity to order must be greater than zero. Are you ready to proceed? Yes. No."

NOTE: See below if you encounter some additional prompts.

POs Created

Once the PO has been created you may choose to immediately edit the PO. Or you may close this screen and edit the purchase orders later. They will be available in the Purchase Order Center for editing and processing.



POSitive Alert - Open PO From the Vendor

"There is 1 open PO from the vendor: {vendor name} that the item {inventory item description} can be added to. You can choose an existing PO to add this item to, or you can create a new Purchase Order for this item."

- **Existing** - The item will be automatically appended to the open purchase order.

If you are prompted that there are 2 or more open POs from the vendor, and you choose Existing, you will be taken to the Add Item To Purchase Order window to manually select which open PO the item should be applied to.

- **Create New** - The item will be added to a new purchase order for the vendor.

POSitive Alert - All Vendor Items To This PO

"Would you like to assign all items in your Order List for this Vendor to the selected PO? Yes. No."

- **Yes** - All items in the order list from this vendor will be placed on the designated PO.
- **No** - You will be prompted for the next item as to whether it should also be on the designated PO.

5.3 Purchase Order Center

The Purchase Order Center lists all purchase orders for all vendors. These purchase orders were created either through the use of the Order List or by choosing to create purchase orders while on this screen.

Two Types of Purchase Orders

All purchase orders have been grouped based upon the status of the purchase order and by vendor name.

POs To Place - they have been created, but the vendor has not been notified.

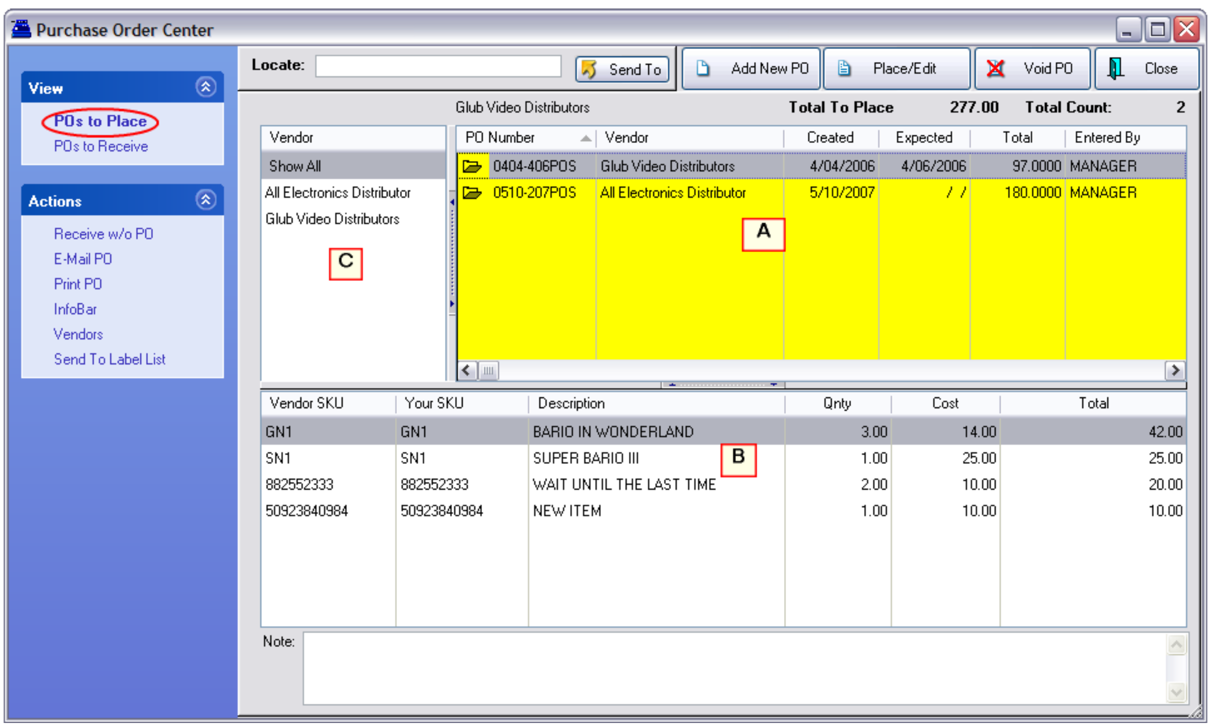
POs To Receive - they are nearly complete, just waiting for the shipment from the vendor to arrive.

The Basic Layout

(A) Purchase Order Header - shows the name of the vendor, the PO number, dates created and expected, and the estimated total amount.

(B) Shows the specific inventory items on the highlighted purchase order. Use the **InfoBar** for sales information about these items.

(C) Lists the vendors with purchase orders. Highlighting a specific vendor will show only purchase orders for that vendor in the A section.



POs To Place

Purchase orders listed here are those which are still being created; the order has not yet been sent to the vendor. You may edit these POs until you are ready to submit them to your vendors.

(1) Highlight the PO to be edited.

(2) Choose the **Place/Edit** button. (see Place/Edit PO)

(Note: **Add New PO** button will create a new purchase order without generating one from the Order List.)

When you are finished editing and finally place the PO, it will be removed from this section and transferred to the "POs To Receive" list.

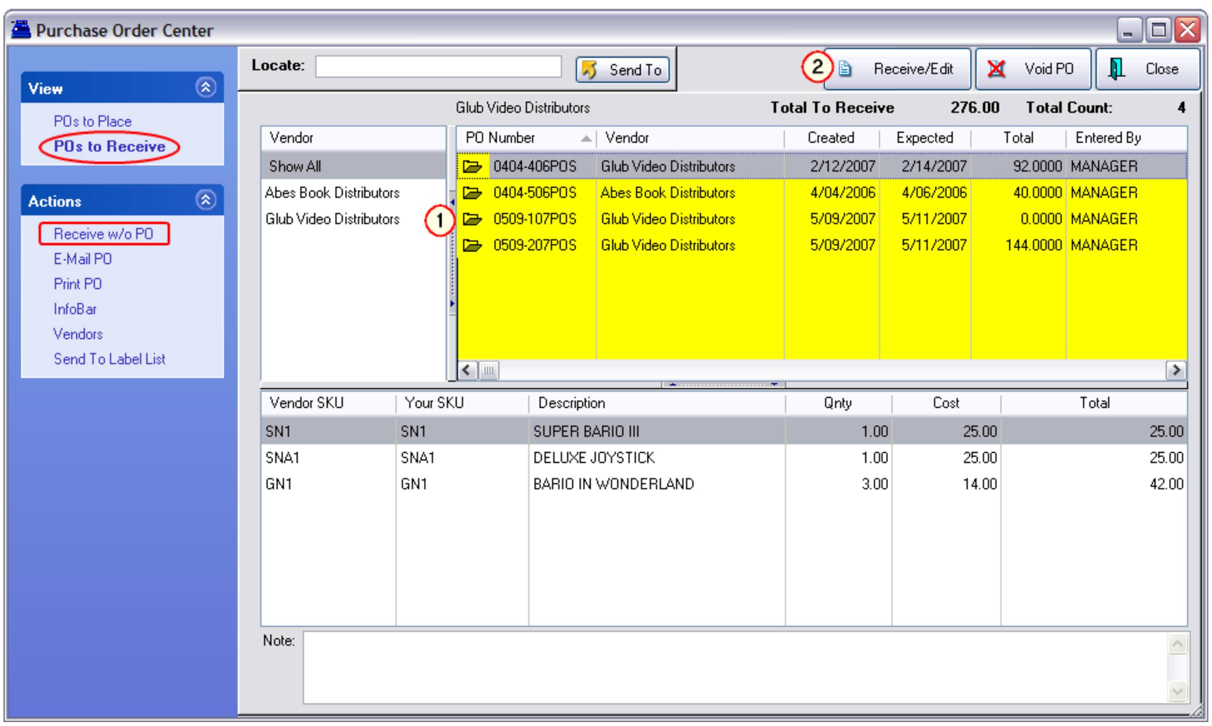
POs To Receive

Purchase orders listed here are waiting for product to arrive. The vendor has already been notified either by e-mail, fax, phone call, or special transmittal.

(1) Highlight the PO to be edited. Use the Vendor Filter if necessary.

(2) Choose the **Receive/Edit** button. (See Receive/Edit PO)

NOTE: If you have received a shipment and a purchase order does not already exist, choose the **Receive w/o PO** option on the left. This will create and process the PO all at once.



Actions

Receive w/o PO - Creates a new PO and allows you to receive product to inventory all at the same time.

E-Mail PO - This will copy the contents of the highlighted PO into an e-mail message addressed to the vendor.

Print PO - Prints a copy of the PO which can then be faxed to the vendor.

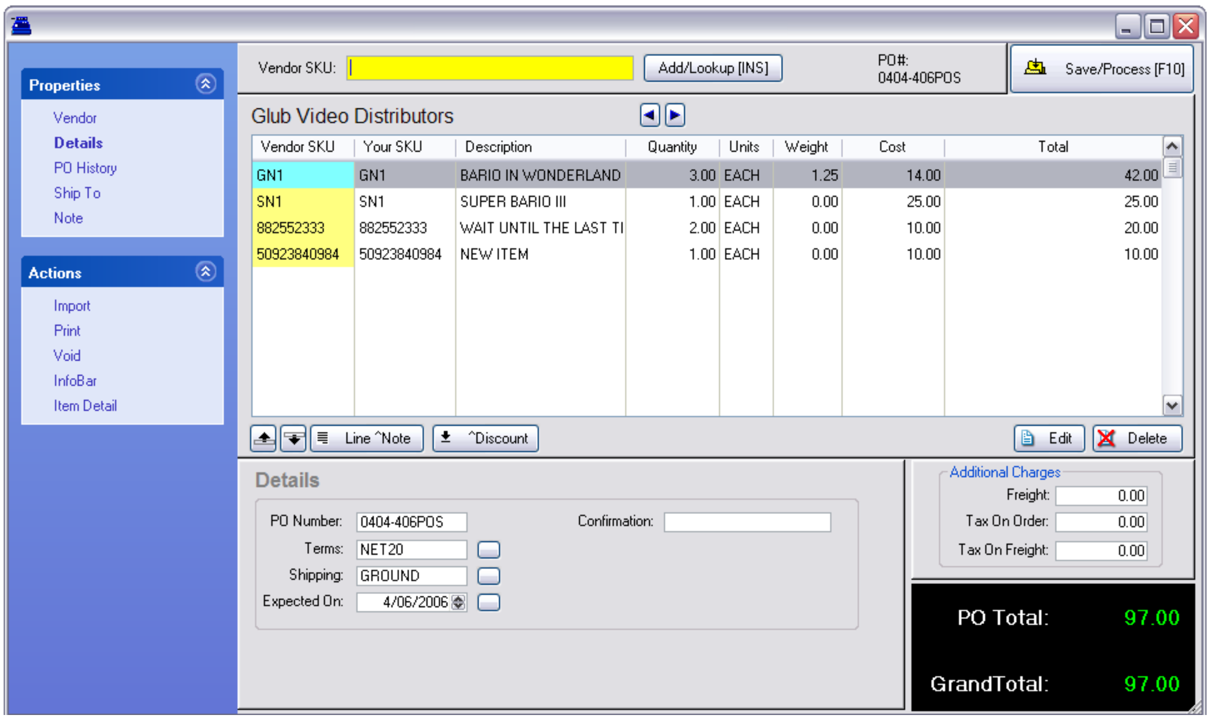
InfoBar - Displays sales information about inventory items on the highlighted PO. (see InfoBar)

Vendors - Opens the Vendor List for review or editing of vendor information (see Vendor Center)

Send To Label List - Places all items on the purchase order in the Label printing queue.

5.4 Place PO Screen

The primary purpose of the purchase order screen is to list inventory items being ordered.



For your convenience there are several options for control and review of the elements of the PO. For example, you may modify vendor information or add notes about the vendor. As you select items to order you may compare current prices with previous purchases. You may modify the PO number, vendor terms, and designate drop shipping or alternate ship to addresses. Special instructions can be added to the PO using line notes or general PO notes.

Vendor SKU

Type the vendor SKU and press Enter. If the SKU exists, you will be prompted for a Quantity to order and the ability to change the vendor cost of the item.

If the SKU is incorrect, you will be asked to create a new one or lookup from the list. See information below.

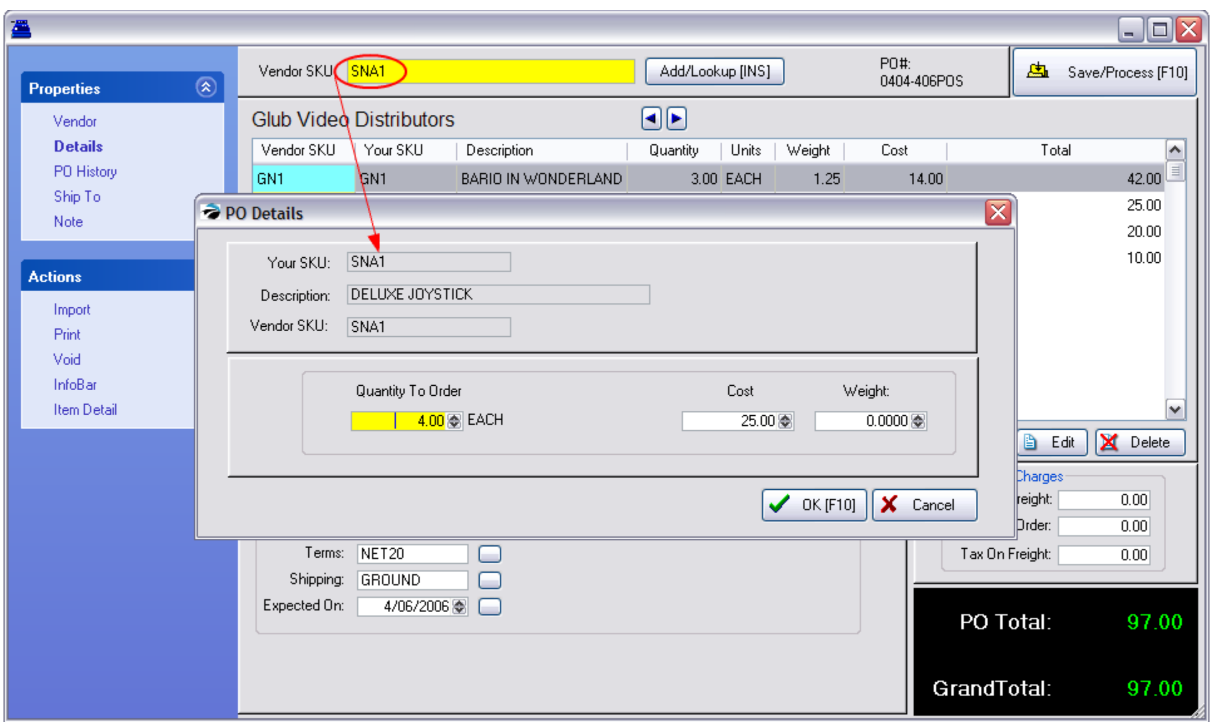
Add/Lookup [INS]	Opens the Vendor Inventory Lookup screen. First, select the column to be sorted by clicking on the column. Second, begin typing search characters. (You do not have to click into the Locate field.) Press **Enter** - will find the first item beginning with the search characters Press **CTRL-Enter** - will find all items with the search characters somewhere in the field. When found, choose the SELECT button at the top of the screen.
Edit	The Edit button at right center allows you to change a line item on the purchase order.
Delete	Removes a line item from the PO. You may be prompted to place the item back onto the Order List for later purchases.

Save/Process [F10]

When you have finished entering all items to be ordered and you have contacted the vendor to confirm availability and pricing, you may process the purchase order now or save it for later.

- **Process Now**. When you are preparing the order, this option allows you to send it into the Receive PO list. It assumes that you are ready to notify the vendor of what you want to order. Notification can be done by e-mail, fax, mail, or phone.
- **Save For Later** - If there are still corrections or additions to be made to this PO, Save For Later will make it accessible either from Place PO or from Receive PO listings..

Three Scenarios When Adding an Item To The PO



When you add vendor inventory to a purchase order, you will encounter one of three situations:

A) the item **is** in the vendor list, or

B) the item **is not** in the vendor list, but is already in your master inventory list, or

C) the item **doesn't exist** in PRM at all.

The steps for handling each of these cases are described as follows.

A) The Item Is In Vendor Inventory

Each vendor has a separate list of items it can sell to you. Each item in the vendor list is identified by a Vendor SKU, by your SKU, and by a Description.

Type the vendor SKU and press Enter.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

Or an alternate method,

Choose the Add/Lookup [INS] button

Search for the desired item and Select it.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

B) The Item Is Not In Vendor Inventory, But Does Exist In PRM Inventory

In this case, you have already created the inventory item, but you have never purchased it from this vendor. What you need to do is enter a vendor SKU and link it to your existing PRM item.

Type the vendor SKU and press Enter. You will be prompted that the vendor SKU does not exist. **Choose LOOKUP**

Choose ADD (you are adding an existing item to the Vendor Inventory list.)

This opens the Locate Item screen and you can find it here. Choose Select,

Fill in the Vendor SKU and confirm the Cost. Then choose OK.

Now Choose Select at the top of the Locate Vendor Item screen. It will be added to the purchase order.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

Error Message - Already In List

You will get an error message if the Your SKU item has already been included in this vendor list. Press Enter and you will be returned to the inventory list. Press ESCape and Exit the list. Try again with the vendor SKU, choose NO and carefully review the vendor list, sorting by SKU and Description until you find the item. Then choose to select the item.

C) The Item Does Not Exist in PRM Inventory

In this case the item is new to both the vendor list and to PRM. You will be creating a vendor SKU and creating a new inventory item for PRM at the same time..

On a blank line of the PO, (press INSert if necessary)

Type the vendor SKU and press Enter. You will be prompted that the vendor SKU does not exist

Choose CREATE since you know the product needs to be created.

Follow the prompts for selecting a department and category and finally adding the inventory item. Press F10 when done.

It will be added to the purchase order.

Fill in the quantity being ordered.

Tools Available On The Purchase Order

Vendor	Review and edit Vendor name and address. Open the Vendor Inventory List. Call the vendor.
Details	PO Number, Vendor Terms, Shipping, Expected Date
PO History	Shows past purchase orders for the highlighted inventory item.
Ship To	You may designate a drop ship address for a customer or an alternate store address. On the panel at the bottom of the screen, there is a button "Select Ship To [F12]. You will be prompted for Company or Customer address.
Note	Select Note from the Properties section on the left. This is an extended, paragraph type note for the Purchase Order. There can only be one PO Note per purchase order, but you may add to this note as needed.
Line Note	Press CTRL-N (or choose the Line Note button) while highlighting an inventory item. Type the contents of the note. This note is limited to the width of the Description field and is typically used for a short notation directly below an inventory item being purchased. You may add multiple line notes until your message is complete. Highlight the last note, press CTRL N and the line not will be added directly below the last note.
Discount	A "Dollars Off" value is added to the PO to reduce the overall charges on the PO. If your vendor bills you at retail pricing, yet gives you a discount, you will have to calculate the total discount amount and enter it here.
 **Reposition Lines**	If it will help you or your vendor, you may rearrange items on the list by highlighting an item and then clicking on the Position Up or Position Down buttons.
Import	Used for direct scanning of products to add them to the Purchase Order. (See Purchase Order Importer)
Print	Print a preview or paper copy of the PO. If you have a fax card as a printer option, you may choose to fax the document to the vendor.
Void	Cancel the purchase order.
InfoBar	A floating screen displays sales and stock status about the highlighted inventory item.
Item Detail	Allows you to directly edit the highlighted inventory item.

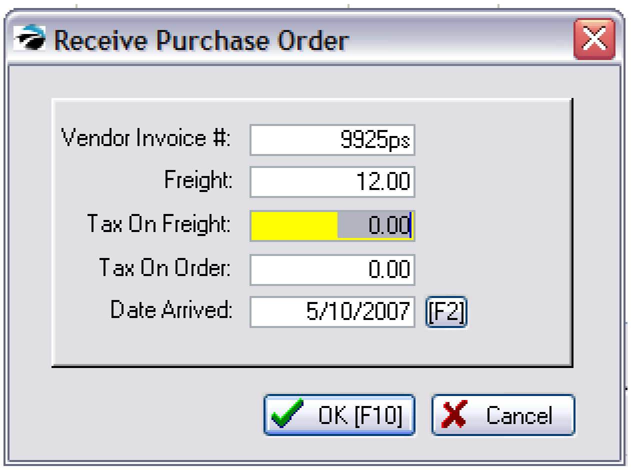
Additional Charges Most likely you will not know freight or tax charges at this point. It can be amended later.

-

5.5 Receive PO Screen

The primary purpose of the "Receive" purchase order screen is to confirm quantities of products being received. Then PRM will update your inventory stock counts.

When receiving a PO you will be prompted to enter the Vendor Invoice information.



Invoice - The vendor's invoice number. If you only have a packing list, enter the number of the packing list and the final invoice number can be entered later.

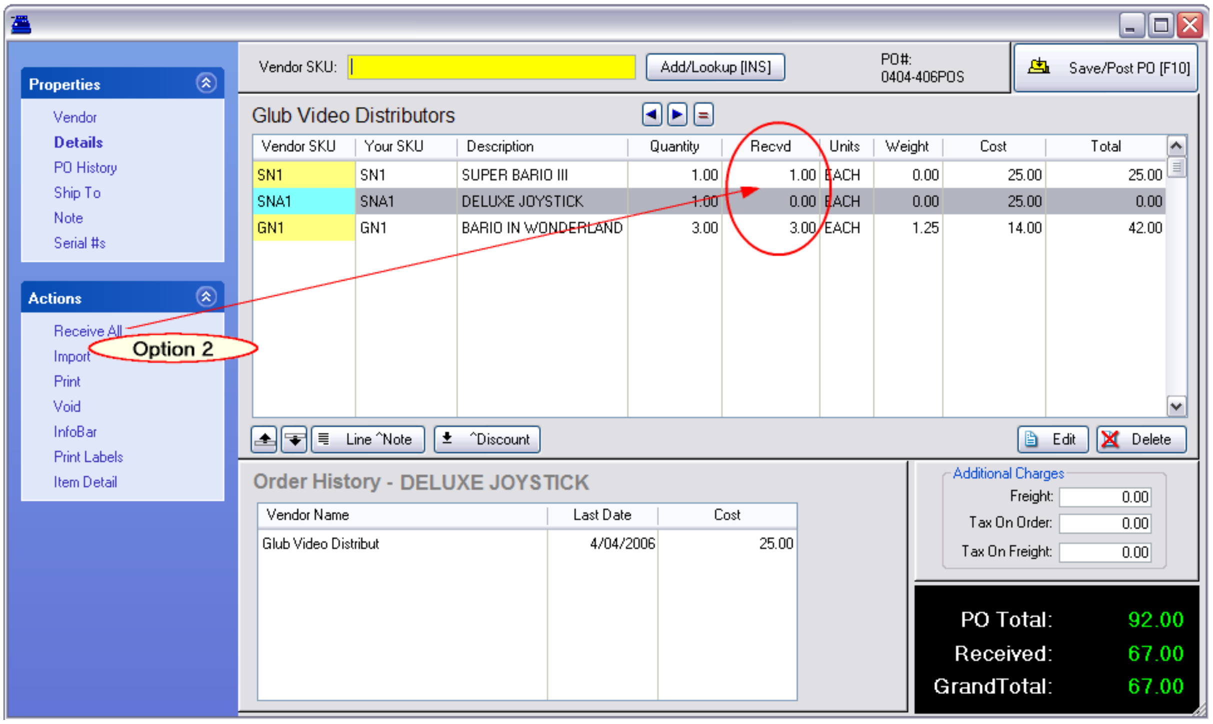
Freight - Call the vendor if the freight charges are not known.

Arrived - Today's date is automatically entered.

Purchase Order Layout

The layout of the purchase order is very much the same as described in the Place PO Screen.

However an additional field called Recv'd is visible. It is important to enter true quantities of items received into this column.



Enter The Quantity Received

There are several methods used to enter the received quantity.

Option 1 - Highlight the item and press Enter. The Received value will equal the order value.

Option 2 - Choose the "Receive All" option at the left. This will set all items on the PO as being received in full.

Option 3 - Choose to Print Labels for the items before processing the PO. When you apply labels to the products as they are removed from their boxes, you will be able to confirm that all products have been received. If you run short or have extra labels, then some adjustments need to be made to the purchase order.

Option 4 - Choose the Import option at the left. Use the Direct Scan tool.

How To Handle Vendor Backorders

If the vendor does not ship the entire order, PRM will track what has not yet been received.

1) When prompted, enter the ACTUAL quantity received even if it is less that the quantity ordered.

2) The PO extended total will only calculate the cost the items received.

3) Complete and process the PO in the normal fashion.

4) Inventory items will be posted to your inventory stock counts.

5) The items not received will be retained on the PO for later processing. Go To Receive PO. OR If you know the items will never be shipped, you can then choose to Void the Purchase Order.

If The Cost Has Changed

If the cost from the vendor has changed, you should enter the new cost on this purchase order. PRM is a First In- First Out program and will track the cost changes.

- Consider your options in System Setup: Purchase Order Defaults. This can warn you when costs have changed and alert you when items received are fulfilling customer orders.

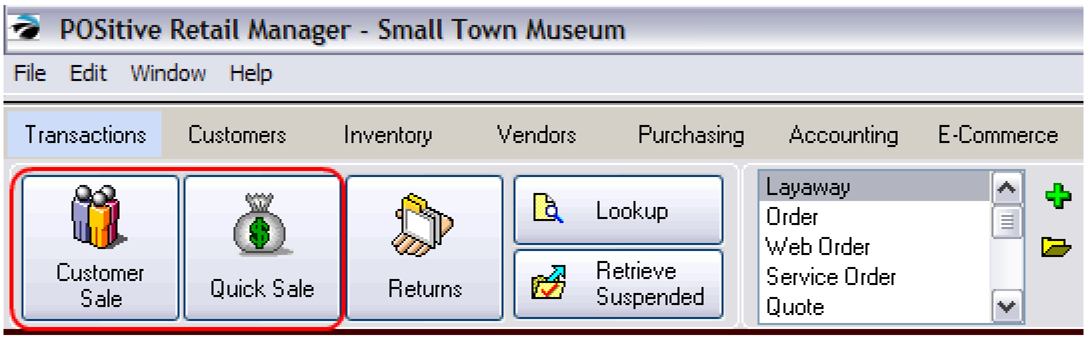
Part VI

6 Sales Invoices

Selling products and services is a process. Some advanced planning is required as noted in each section.

1) Open an Invoice screen.

From the Transaction master menu, choose the Customer Sale or Quick Sale button. This opens a blank sales screen.



Advanced Planning: There are two invoice screen designs: Invoice and Register. One design is selected during a workstation setup process. This setup also determines what printer and printer form will be used for the sale and also controls, to a degree, how much restriction or freedom will be allowed the sales clerk. (see Station Settings)

There is also a third sales screen option called Touch Screen which needs to be defined through Maintenance: Definitions: Touch Screen and employees log in and out of PRM to access the touch screen. (see Touch Screen)

2) Assign a purchaser to the invoice.

Choosing Quick Sale creates an invoice without any customer name. Choosing Customer Sale opens a list of customers from which you add and select a customer.

Advanced Planning: Price levels for selling products are part of the inventory setup. Assigning a price level to a customer is done on a per customer basis or can be done with the use of Customer Categories. Typically, Quick Sale invoices charge the highest price and Customer Sale invoices use any price level assigned to the customer record.

3) Add products and services to the invoice.

Products are added using a barcode scanner, by manually typing a product SKU, or by opening a list of inventory and choosing the desired item. Once the item is on the invoice, the quantity, selling price, and discount percentage can be changed.

Continue to add products to the invoice until all items to be purchased are listed.

Advanced Planning: Employee security settings control how much liberty an employee has in making changes to the invoice.

4) Tender the invoice taking payment by cash, check, credit card.

Choose the Tender button, or press F10 on the keyboard. You may be prompted for more information about the customer, but eventually you will determine how payment is to be made. Highlight the payment type, press Enter, and fill in the amount if you are given more than the total charges.

Advanced Planning: Credit card processing needs to be activated before selection of credit card as a payment type.

5) Print the invoice for the customer.

After entering enough monies in payment, PRM will print the invoice, display change to be given the customer and the invoice closed. PRM is then ready to repeat the process.

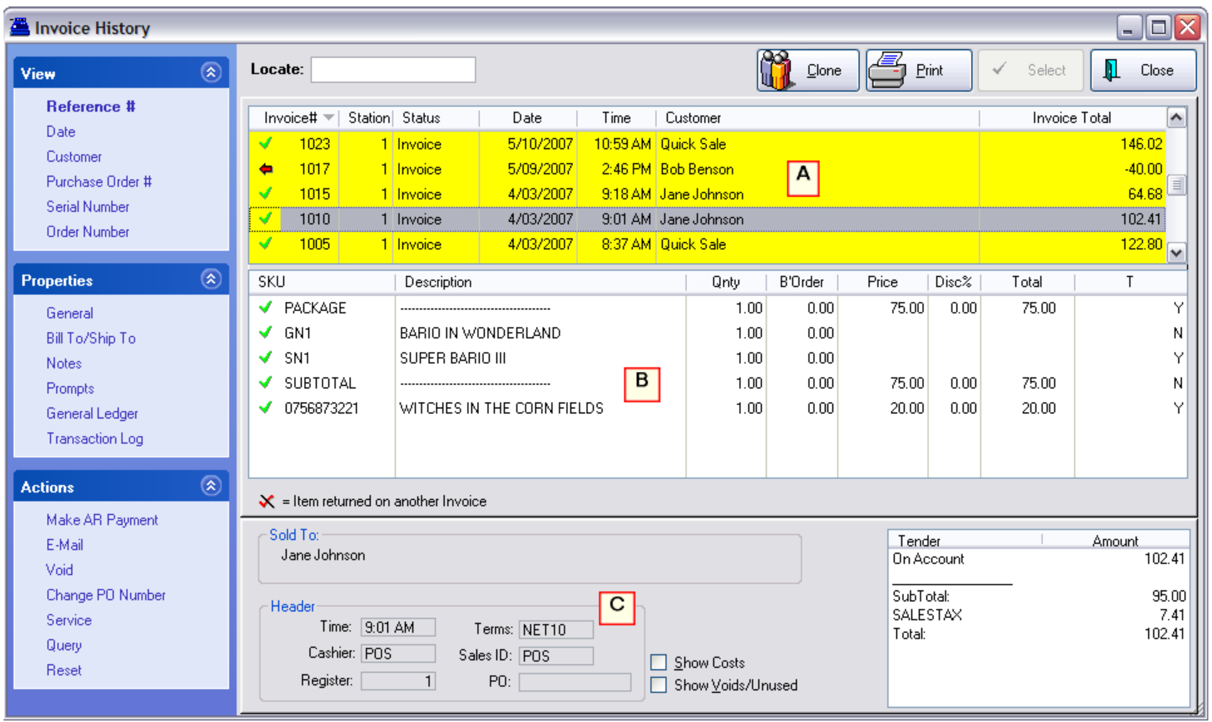
Advanced Planning: Printer(s), cash drawer, and pole display need to be connected and tested prior to invoicing. This is done through Station Settings.

Invoice History

Once the invoice has been created and processed, a re-print copy of the invoice is accessible through Invoice History. (see Invoice History)

6.1 Invoice History

A record of all invoices ever created is saved. These invoices can be reprinted, e-mailed, and analyzed.



Three Main Sections

This screen consists of three main sections:

(A) Header - includes invoice number date, customer name, and total

purchase value

By default, the Invoice number is being sorted in descending order; the most recent invoice is always at the top of the list.

Locate

To find a specific invoice, type the invoice number and press Enter. To locate by another field, click on the column title of Invoice#, Station, Date, or Time and enter desired information. Clicking twice will reverse the sort order.

Clone

In the upper right corner you can choose to create a copy of the highlighted invoice. You will be prompted for the Customer: Keep Original Customer, Customer Sale, Quick Sale or Cancel. A new invoice is created with all the items listed.

Print

Re-print any invoice. Choose the default printer, another printer, or choose Preview and save the invoice as a PDF file or HTML file.

View

At the far left, the following options can be used to focus on different aspects of this header area.

Reference # - (the default)

Date - opens a calendar button to find invoices of a specific date

Customer - shows all invoices for the currently highlighted customer invoice. Can choose the Customer [F9] button at the top to select a different customer.

Purchase Order # - if the invoice prompted for the customer's purchase order number, that number can be found here. If the PO number needs to be changed, highlight the invoice and choose the Options button at the top of the screen and select Change PO.

Serial Number - if a serialized inventory item was sold, the invoice can be found by entering the serial number of the item.

Order Number - (SERVICE MODULE ONLY) If the invoice originated as a service order (no other kind) then the final invoice can be found by entering the original service order number.

NOTE: Invoices created from other pending transactions will display its original source at the top of the screen in the area to the right of the Locate field.

(B) Detail - the items purchased includes SKU, Description, quantity, price, discount percentage, and line total.

If there is a backordered quantity, then the invoice was split into a pending order for the customer and includes all items which were not delivered.

Right-Mouse-Click on a line item provides options to

Adjust Cost - change the cost of the line item to the current cost or some other value

Properties - to review the source of the product, sales history, commissions, returns and other useful information. (see Item Properties)

(C) Footer - additional information about the invoice based on the selection of Properties at the far left.

Properties

General - shows cashier and sales person, how the invoice was tendered, and the taxes, subtotal and grand total. There is an option based on security settings to

- **Show Costs** - displays profit and profit margins per invoice -
- **Show Voids/Unused** - Show invoices which were Voided or Unused (invoice was canceled before completion)

Bill To / Ship To - customer's mailing address

Notes - any service notes, order or invoice notes.

Prompts - information gathered at the start or completion of the sale. (see System Setup: Transactions: Prompts)

General Ledger - this will be blank until the cash drawer has been balanced, then it will display how each item sold impacts the General Ledger accounts

Transaction Log - time stamped activities related to this invoice. Gives a total time for creation of the invoice.

- Invoice - activity while in the Invoicing stage
- Pre-Invoice - activity prior to the Invoicing stage while it was an order, layaway, internet order, etc.

Actions

Make AR Payment - accept a payment towards a customer's store account. It is not necessary to find the original invoice to take payment towards Accounts Receivable

E-Mail - send an e-mail copy of the highlighted invoice to the customer

Void - if the cash drawer has not be balanced nor on store account, then the invoice can be voided, the monies returned, and the inventory stock updated.

Change PO Number - Add or Edit the customer's purchase order number

Service - shows the work performed on serialized inventory items of various customers (see Serial Number)

Query - define and reuse filtered lists of invoices based upon criteria important to you

Reset - to restore the original list of invoices after using a query

6.2 Pending Transactions

An invoice transaction means a sale is made and the products have been delivered to the customer. There are other types of sales transaction which are "pending" delivery.

Examples of such transactions are Layaways, Orders, Web Orders, Service Orders, and Quotes.

1) Open a PENDING Invoice screen.

From the Transaction master menu, highlight the type of transaction and then choose the PLUS or FOLDER icon at the right of the list.

Plus Icon - Creates a NEW entry.

Folder Icon - Opens a list of pending transactions of the type highlighted. (See "... In Process")

2) Assign a purchaser to the invoice.

All Pending transactions must have a customer name assigned to it; Quick Sale is never an option. Before the pending screen opens a list of customers will be displayed from which you add and select a customer.

3) Add products and services to the invoice.

Products are added using a barcode scanner, by manually typing a product SKU, or by opening a list of inventory and choosing the desired item. Once the item is on the pending invoice, the quantity, selling price, and discount percentage can be changed.

Continue to add products to this pending invoice until all items to be purchased are listed.

4) Set a Delivery Date

Because this is a pending transaction, a due date or delivery date needs to be selected. A calendar will allow you to select any date.

5) Take a Deposit payment by cash, check, or credit card.

Choose the Tender button, or press F10 on the keyboard. Because you are not delivering the products at this time, you can determine how much the customer should pay if anything in advance for these items. Highlight the payment type, press Enter, and fill in the amount if you are given more than the total charges.

5) Print the Pending Order, Layaway, etc. for the customer.

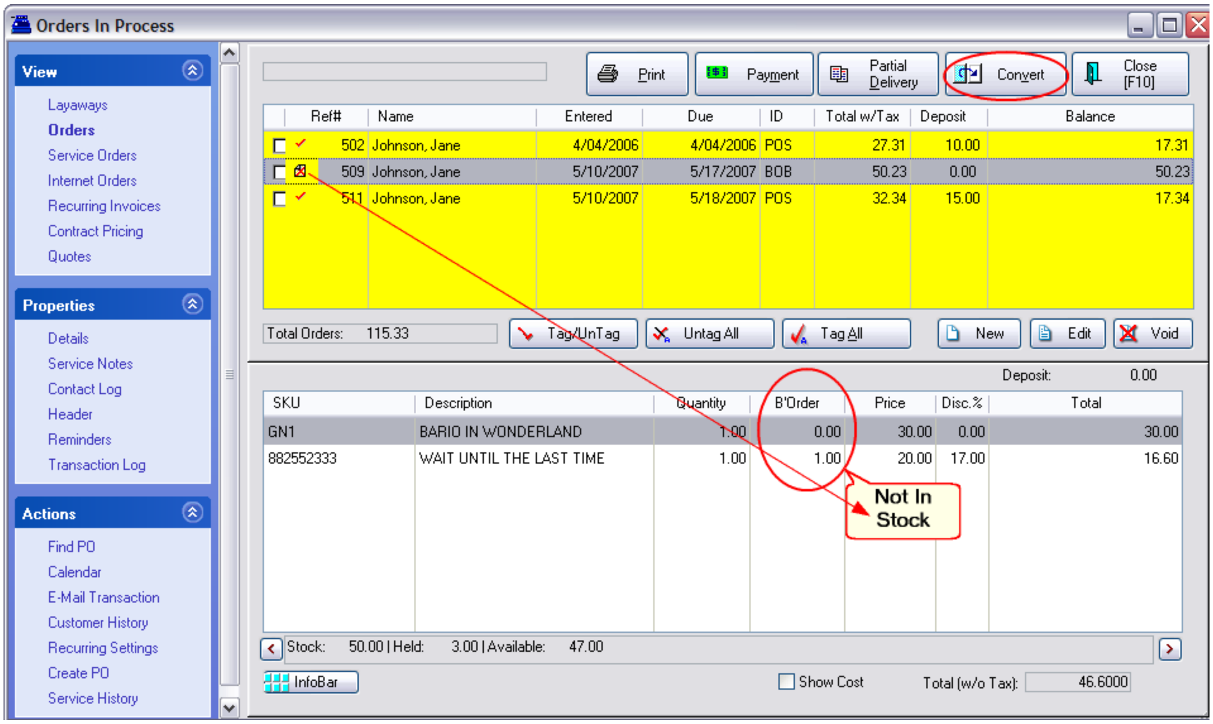
After entering enough monies in payment, PRM will print the invoice, display change to be given the customer and the invoice closed. PRM is then ready to repeat the process.

Advanced Planning: Specific Printer(s) and forms also need to be selected for Layaways, Orders, Service Orders etc. This is done through Station Settings.

Convert To Invoice

Eventually, ALL pending transactions MUST be either converted to an invoice or voided.

Open the "... In Process" list. Highlight the customer transaction and choose the Convert button.



Before choosing the Convert button, check to make sure that all items are in stock and can be delivered. If some items are not in stock, you can choose the Partial Delivery button to select which items will be delivered at this time.

Again, ALL pending transactions MUST be either converted to an invoice or voided. Otherwise your inventory will be flagged as held and your stock counts will not be correct. And, your sales tax reports, which are based on invoices processed, will be inaccurate.

Part VII

7 Appendix A

The following topics are important reference materials for creating your company. They are here in the appendix so as not to be distracting as you learn the basics of PRM.

Appendix A - contains the following

POSitive Setup Form

Station Detail

Printers / E-Mail

Definitions

Editors

Company Information

Policy Statements

Invoice Button Definitions

PRM Security Options

Mail Groups

Zip Code Table

Employees

7.1 POSitive Setup Form

This is the main control center of POSitive Retail Manager (PRM). Settings made here affect the entire store operation. Close attention should be paid to each option and setting.

Missing Some Features?

Some features described here may not be immediately available to you. These features are dependent upon registration of various modules. Read through these features and options because they may open new opportunities for your business which you may not have considered possible before. Of course, some features simply will not be practical for your business environment and may be ignored.

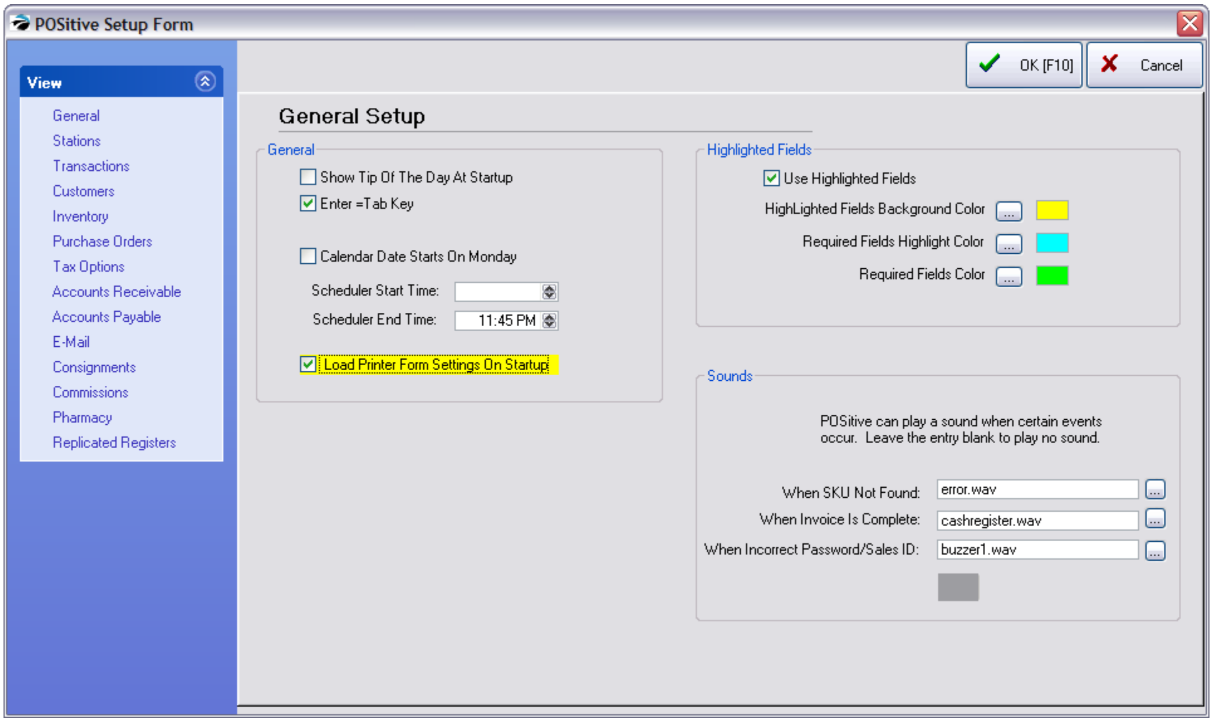
New Company Wizard

As you created your new company, you were prompted with the New Company Wizard to select several of the options available. Choices made then can be modified from this setup form.

Need More Help?

If after reviewing the available help files you still have specific questions, please contact your local dealer or POSitive Software Company.

Left-hand side Topics are discussed in the sequence of the listing in POSitive Setup Form.



General Setup

Show Tip Of The Day At Startup - A handy feature of PRM to gradually initiate you to features and procedures of PRM. Each time the program starts up, you will be given a tip which might otherwise be overlooked. Recommendation=unchecked

- If **checked**, you will immediately see a Tip for using PRM.
- If **unchecked**, you will not see the Tip, but you can access it by going to Help: Tip of the Day

Enter = Tab Key - Unlike some Windows programs, PRM allows you to press the Enter Key to move from field to field. This is a more natural way of entering data. Use of the Tab Key to move the cursor from field to field will still be functional. Recommendation=checked

- If **checked**, you will be able to press Enter to move from field to field.
- If **unchecked**, you must use Tab to move from field to field.

Calendar Date Starts On Monday - Calendars displayed in PRM will show Monday as the first day of the week. Recommendation=unchecked

- If **checked**, you will see Monday as the start of the week.
- If **unchecked**, you will see Sunday as the start of the week.

Business Hours For Service Dept - If you have the Service Module you will want to enter your business hours so that the appointment scheduler will begin and end at appropriate times. (Service Module required)

Scheduler Start Time:

Scheduler End Time:

Load Printer Form Settings On Startup - This will speed up printing of the first invoice of the day if you have selected to use forms other than the Standard laser from. Recommendation=checked

- If **checked**, the printer forms will be immediately available to the printer.
- If **unchecked**, the first invoice of the day will take a few extra seconds to load the form, otherwise it will be fine.

Highlighted Fields

The use of color can enhance data entry by indicating which fields must be filled in and the current cursor position. This is especially true when adding a new customer or vendor to PRM when you are pressed for time.

Use Highlighted Fields - If left unchecked the following settings will be inactive.

- If **checked**, (recommended) the selected colors / settings will be in effect.
- If **unchecked**, all colors and settings are ignored.

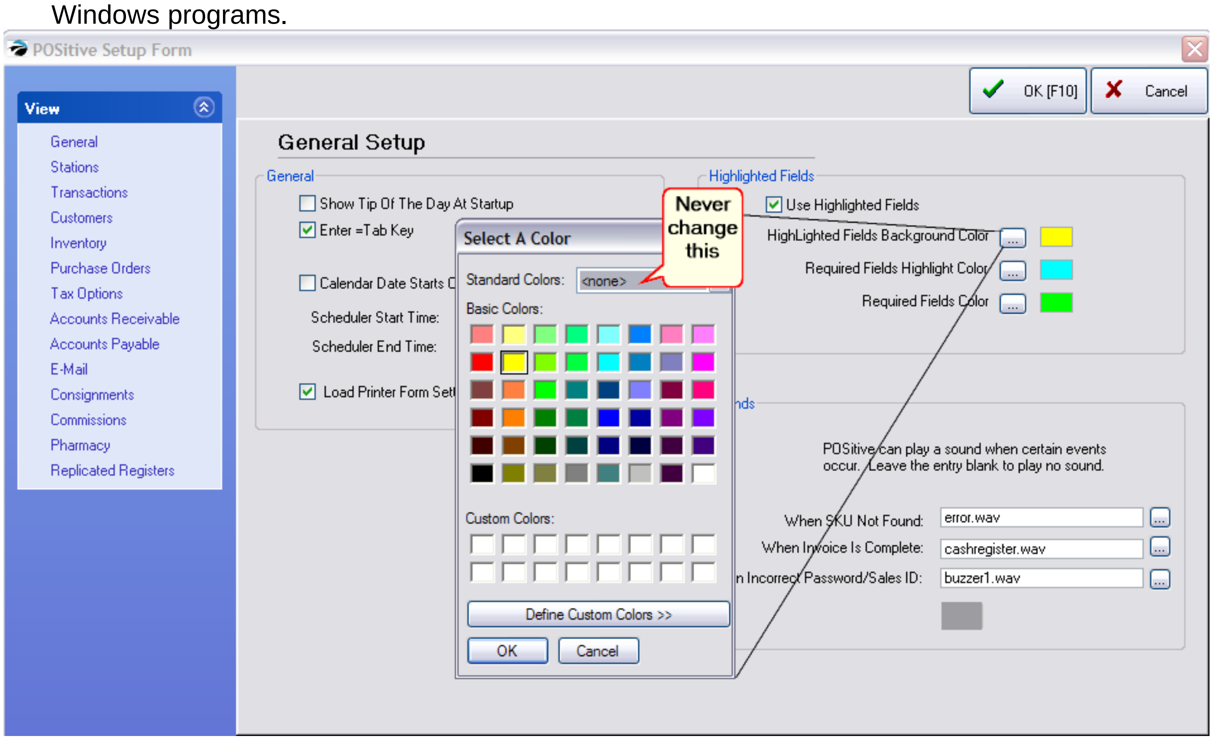
You can create your own color scheme for the following fields.

- **Highlighted Fields Background Color** - The field currently active by the cursor will be this color.
- **Required Fields Highlight Color** - A required field which is also currently active by the cursor will be this color
- **Required Fields Color -** Fields which must not be left blank will be this color.

COLORS

How To Change PRM Field Colors

- **WARNING: NEVER** make changes to the Standard Colors option on the Select A Color window. Changes made there can be irreversible and can cause major problems with PRM and other Windows programs.



- Click on the lookup button beside a field to access the Select A Color window.

- Highlight a color.
- Click OK.
- Repeat for each field.

SOUNDS

To alert a clerk that a particular activity has been executed, PRM now allows you to link sound files (*.wav) to a few activities.

To Disable Sounds simply erase the .wav file entry from the field. It is not necessary to delete the actual file from the directory. Note: these *.wav files are stored in the c:\prm\sounds\ directory.

Current Activities using sound are:

- When SKU NOT found.
- When Invoice Is Complete
- When an Incorrect SalesID / Password is entered

Test the Sound - click on the arrow button.

Other Sounds - if you choose, you can find additional sounds in the computer system or get more off the internet and save them in the c:\prm\sounds\ directory and link to them.

Stations

Each networked computer (station) has it's own unique settings including printer links, hardware attachments, and overall operations. From this window, you may add more stations and edit existing station settings.

Single User Version of PRM.

If you only have one computer station you only need to setup Station 1 - Register 1.

Network Version of PRM.

If you have more than one computer using PRM, then each workstation needs to be defined. As part of the Company Wizard, you selected the number of workstations you would be using. Choose to Edit each one. If you need to add more, press the Add button and complete the setups.

NOTE to ICVerify Users: If you have a 4 station license of ICVerify, you will make the links on PRM Stations 1, 2, 3 and 4. (You will not be able to use station 5 for ICVerify because of internal coding.)

Your Default Station = # - The computer you are currently using is operating as the station number indicated.

Station # Name - Currently, the stations listed here have been created. There is no limit to the number of stations you may create. You will be limited only by the capacity of your network. Each computer (station) must use a unique station number.

Add - To add a new station.

Edit - To modify an existing station. First highlight the station to be edited.

Delete - To erase an existing station. Caution: If you will be using ICVerify do not delete station 1 through station 4. See ICVerify and PRM.

Clone Station - Creates a new station based upon the settings of the highlighted station. You may then make modifications as needed. You will be prompted to enter a new station number and name. If the station number already exists, the settings will be overwritten.

MORE....See these corresponding sub-topics.

Transactions - general settings for invoices

Customer Options - selection of customer tracking options

Inventory - general inventory controls; fast add, pre-sold & backorder defaults

Purchase Orders - selection of purchase order number, handling of matrix inventory, report printing

Tax Options - activation of international tax settings

Accounts Receivable - selection of AR Statement style and controls

Accounts Payable - selection of checkbook for payments to vendors

Consignments - set store percentage on consignment sales

Commission - activation of commission tracking

Credit Card Setup - selection of credit card processing type moved to Manager: Credit Card Manager

Pharmacy Setup - a third party prescription tracking program

7.1.1 Transactions

Transaction Setup or Invoice Setup has been subdivided into seven tabs: Invoicing, Customers, Quick Sale, Tender, Service Orders, Shipping, and Printing.

Invoicing tab

Invoice Header - Leave this Blank. It is a special option for international users of PRM who need to annotate the name Invoice on Windows invoice receipts (dockets). For example, entering the words "Taxed Invoice", will replace the title "Invoice".

Numbering - PRM uses two sets of numbers for all sales transactions.

- **Current Invoice #** - Enter a number for your first invoice. All PRM invoices, completed or not, will be numbered sequentially for auditing purposes. An invoice number cannot be reused nor modified. Invoice history will list all invoice numbers even if the invoice was voided or not used. (see option "Assign Invoice Number At End Of Transaction)
- **Current Order #** - Enter a starting number for all other sales transactions. Sales transactions such as Orders, Layaways, Service Orders, Internet Orders, and Quotes will draw upon this other pool of numbers. Whenever a new transaction is created, the next available number is selected. This number is retained even if the transaction is converted to another type, such as converting a Quote to an Order. When the transaction is converted to an invoice, then the next available invoice number is attached as the permanent reference number.

At Start Of Transaction

NOTE: Although one could activate any or all of these options the result may not be as satisfactory or as efficient as using other methods for quickly adding customer information. Consider leaving these options blank and using settings on Customer Options and Station Settings. Contact your dealer for more information.

- **Ask For E-Mail Address** - For all sales you will be prompted to ask for the customer's first and last name and an e-mail address. All other customer record information will be ignored, however it can be added later. The intent is to expedite the gathering of information relative to e-commerce, however if this feature is abused by ignoring it or entering nonsense information, it will clutter the customer list. NOTE: Be sure to select SKIP [F7] if the customer does not want to give you the information.
- **Ask For Phone Number** - (Not Generally Recommended) You will be prompted for a phone number of the customer before any other customer information is taken. This includes cash sale invoices and may not be suitable for your business.
- **Ask For Zip Code** - For every Quick Sale (no customer name) transaction, you will be prompted to enter a zip code. The purpose is to compile statistics of sales to various locales so you can better understand your clients and target your advertising.

Assign Invoice Number At End Of Transaction - Choosing this option, PRM waits until an invoice is to be processed to assign the next sequential invoice number.

- If **checked**, an invoice which is voided before completion will not use a number from the invoice sequencer. Also, if an order or layaway is converted to an invoice and then back to an order or layaway an invoice number will not be missing in the invoice history screen.
- PROS/CONS - it will be more difficult to trace how often an invoice is voided.
- If **unchecked**, PRM selects the next sequential invoice number as soon as the invoice is created. If the invoice is voided before completion, then the number is no longer available for use, but it is recorded in the invoice history as Not Used. This adds an additional element of managerial control to know which employee is frequently voiding invoices and to determine the causes.

Skip Prompt For PO Number - When you are creating an invoice or an order for a business you are normally asked for the customer's purchase order number.

- If **checked**, you will not be asked to select and enter a purchase order number.
- If **unchecked**, you will be prompted for the PO numbers from the business which is making the purchases.

Allow Packages - a grouping of inventory items on an order or invoice so that individual items will not display pricing, but rather be included in a blanket price entered on the package line.

- If **checked**, you can use the Package feature and the customer will see just one package price for the list of items being purchased.
- If **unchecked**, the Package option of PRM will not be functional and you cannot hide line item pricing from the customer.

Allow Backorders On Invoice - If your degree of inventory control includes monitoring backorder status and generating special orders for backordered items, then this option needs to be checked.

Note To New Users: Some experienced users of PRM recommend waiting for 90 days before activating this feature. Inventory entry and control is a big project and it will take a period of time until all inventory and stock counts can be fully reconciled. Turning this option on would merely add another level of complexity as you begin using the program.

- If **unchecked**, no backorders will appear on the invoice, even if the item is not in stock. This should not be an issue, because invoices aren't usually made unless you can deliver product to the customer.
- If **checked**, the invoice will display backorders. When attempting to accept Tender, PRM will warn that backordered items are included on the invoice. You will be given options for handling the backorders which include overriding the backorder status or generating a followup order for the customer.

- If you choose to Allow Backorders, then you need to select one of the following:

Pay When - The customer is expected to pay for backordered items when the items are

- **Invoiced** - Pay before backordered items are delivered. You only have to ask the customer for money one time. And this will assure that your costs will be covered. If you are unable to deliver the items, the money paid is held as a deposit which can be refunded or applied to future purchases.
- **Received** - Pay at the time backordered items are delivered. The customer will be asked a second time for money. If you are unable to deliver the items, no money will need to be refunded.

Show Item Picture On Screen - When invoicing, PRM can display a picture of the item being sold. This feature is useful if you suspect that customers are switching price tags because you will be able to compare the item in hand to a picture of the item. In addition to the picture, you will be able to see the item's notes.

- If **unchecked**, no pictures will be displayed. There will be a Item Detail window at the upper right, but it will not be active.
- If **checked**, pictures will be displayed in the upper right corner of the screen in place of the ship-to field. For Cash Sale invoices, the invoice layout must be changed manually by pressing ALT-F2.

Automatically Add Decimal Point - When Entering Quantity/Price/Tender (Register/Touchscreen Mode Only)

- If **checked**, whatever number is entered will automatically assume 2 decimal places.
- PROS/CONS - this is not always a desirable setting, especially if you intend to change quantities.
- If **unchecked**, (recommended) you can enter full integers without using a decimal, but any fractional amounts need you to type the decimal place.

Pop-up And Display Item's Price Levels When Changing Price - Limits a change in selling price to predefined price levels by employees, but comes with a manager override. Security settings for employees control access.

- If **checked**, when the clerk attempts to adjust price, all levels will be displayed.
- If **unchecked**, the clerk who has security clearance can enter any selling price.
- PROS/CONS - if your customer's can view the screen as you create invoices they will see prices to which they are not entitled.

DUE DAYS

When an Order, Layaway, Service Order, or Quote is created, a Due Date or Expiration Date will be added to the order. This helps the customer and your store staff to plan ahead.

The due dates can be calculated based upon the number of days entered here. Since seasonal demands will vary, you may edit these numbers as often as necessary.

The calculated due dates are merely defaults. At the time of creating the order, you may select any due date for that particular order, unless you activate the Auto-Set which skips the calendar prompt.

Set a number of days for each type.

- **Default Layaway Due Days** -
- **Default Order Due Days** -
- **Default Service Due Days** -
- **Default Quote Expiration Days -** Rather than a due date, an expiration date suggests that the quoted prices may not be still valid. This is both a tool for expediting sales and a protection in a market with rapid changes in costs.

Auto-Set Due Days - This is a time saving feature of PRM.

Turning on the Auto-Set switch will automatically apply the due date. The date due selection calendar will NOT pop-up when completing a transaction, thereby saving you a few extra keystrokes. The due date can still be manually changed.

Quantity Separator - Select a character to be used to indicate that the initial number is a quantity. The character selected here should NEVER be used as part of a SKU. If your current inventory SKUs include a / symbol then you will need to choose a different quantity separator or edit the SKUs to remove it.

> ***How To Use The Quantity Separator***
> When adding an inventory item to an invoice, order, layaway, or quote, you can designate the Quantity being purchased before selecting the item. For example, if the customer is purchasing 4 of item ABC, then type 4/ and then choose the ABC item. The quantity will be automatically added and an extended price calculated.
> Note: An indication that there is a conflict with your SKUs and this quantity separator is the inability to add an inventory item to an invoice, order, or quote. After selecting the item from the inventory list, the item will NOT appear on the invoice whereas other items are readily added.

Customers tab

Customer Name Required On Returns - If product is being returned this requires that you record the name and address of the customer making the return.

- If **checked**, you will have greater inventory control and will be able to provide the customer with more services. For example, you will have the option of tendering the refund in cash, check, credit card, or store credit. You will also have a fuller history for the customer and will be able to make better decisions about your services for the customer in the future.
- PROS/CONS - This means a return invoice cannot be a Cash Sale invoice. It MUST be created for a specific customer, by name.
- If **unchecked**, you can make returns on a Cash Sale invoice, but refunds will be by cash only, not by check nor store credit. However, you may choose to change the Cash Sale invoice to a customer sale invoice and receive the benefits of requiring customer names on returns.

Customer Name Required On Charge Cards - If the customer is making purchases by credit card, you can require that the invoice be a customer invoice rather than a Cash Sale invoice.

- If **checked**, you will be reminded that Cash Sale invoices cannot accept credit cards. Your choice is to then convert the invoice to a customer sale, adding the customer to PRM.
- PROS/CONS - You will be able to lookup credit card numbers.
- If **unchecked**, you will be able to complete transactions of Cash Sale invoices paid by credit card. However, you will not be able to lookup credit card numbers.

Skip Prompt For Authorized Buyer - Customer's who are business accounts automatically prompt for selection of an authorized buyer.

- If **checked**, you will not be asked to select an appropriate Authorized Buyer.
- If **unchecked**, you will be able to track the name of the individuals from the business who are making the purchases.

Alert If Customer Has Pending Transactions When Starting Invoice - When begining to create an invoice for a customer who already has layaways, orders, service orders or quotes on file, you will be reminded of these pending transactions. You may review them with the customer to assure that no duplication is being made.

- If **checked**, and the customer has pending transactions, a listing of all transactions will be available for review or modification. Or you may press ESCape to continue with the new transaction.
- If **unchecked**, there will be no notification of any pending transaction.

Default To Customer Assigned Sales ID When Invoicing - If your sales staff have been assigned specific customer accounts, this option will automatically attach the ID of the customer's sales representative to an invoice created for the customer. Even if the sales rep did not create the invoice, s/he will be credited with the sale which could be an important factor in commissions earned. Note: this option does not apply when creating a new order, quote, or layaway - it only works when creating a new invoice.

- If **checked**, no matter which sales person creates the invoice for the customer, the assigned sales clerk will be credited. If a new customer is added, the Sales ID of the current sales clerk will become the customer's representative. The assignment of Sales ID can be adjusted at any time.
- If **unchecked**, the customer assigned sales ID will be ignored.

Include Country In Bill-To Address - If you sell internationally, the customer address can include the name or code for the country.

- **Exclude Countries -** Enter the country name exactly as it is spelled in the Country Definitions screen (File: Definitions: Country Definitions). Entries do not require separate lines nor commas, but spelling is important.

Tender tab

Tender Screen Always In Edit Mode - When completing an invoice the Tender screen will not fill in the tender amount when pressing the Enter key.

- If **checked**, you will be expected to enter the amount of tender from the keyboard. This is especially useful if you typically handle cash transactions and are always making change.
- If **unchecked**, pressing Enter will fill in the exact amount of the invoice. This is especially useful if the customer typically pays by check or charge card. One extra keystroke is required

for tendering payments in cash.

Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking) - This option controls whether or not you will payout in cash if the full value of the certificate is not used.

- If **unchecked**, the unused value of the gift certificate will be refunded in cash (or you may select by check, or put on store account.)
- If **checked**, PRM will automatically keep track of the Gift Certificate number and next time that number is presented, the new value of the gift certificate will be applied.

Some businesses issue gift certificate cards with a barcode or number on it. Unlike a paper gift certificate, there is no value on the card per se, but PRM will record and redeem the balance value. (see Gift Certificates)

Require Driver's License For Checks - When payment is by check written for over a specified amount, you will be prompted to enter a driver's license.

- The driver's license number will be retained in the customer or authorized buyer's file.
- The next time a purchase is made by check, the driver's license number will be recalled. You will only need to confirm that the Customer's ID is accurate.

Over - Driver's license information will only be needed if the amount of the check is over the amount specified here.

Do Not Prompt To Use Unused AR Credits When Tendering - A customer with store credits (monies due to the customer because of over payment or refunds) can usually be used in payment of current purchases.

- If **unchecked**, the value of the AR Credits will be displayed and useable for the transaction in part or in full.

- If **checked**, PRM will skip that step of invoicing.

Service Orders tab

Support Sub-Owner When Creating Service Orders
When activated, every invoice will begin by gathering information defined here.

This allows a business to bring in multiple items to be serviced which belong to several of its own customers, and then have all the billing for service under the business name. For example, Ace Camera Repair is the POSitive store. Joe's Camera doesn't do their own repair, but brings in cameras from their customers to Ace Camera. When Ace Camera receives the service order, it goes under Joe's Camera account, but the sub-owner is Joe's customer. A report from the Service In Process window will print out the status of all of Joe's customers.

- If **checked**, an area for entry of sub customer name, phone, and reference number appears as a service order is created. There will also be a Sub-Owner button on the Service Orders In Process screen.
- If **unchecked**, there is no area for entering the names and phone numbers of sub owners.

Do Not Print Service Notes On Invoices
When activated, Work To Do, Work Done notes created on the service order will not print when the service order is converted to an invoice.

Default Status When Creating New Service Order - Select a Status for newly added service orders. (To create a another status option, go to Maintenance: Definitions: Service Order Status)

Shipping tab

Activate Starship Interface - Starship is a third party **Multi-Carrier** shipping software program designed for high volume shipment processing and automatically calculates shipping charges based upon the carrier and the weights of the items being sold.

- If **checked**, PRM will link to Starship.which must be running in the background. On the invoice or order, an invoice button titled Calc Shipping will use the customer's shipping address, the weight of each piece being sold, and after selecting the shipping method, will calculate the shipping charges and add it as a FREIGHT line on the invoice.
- If **unchecked**, no options will be in effect.

After Calling Starship --

- Update Shipping Charges On The Invoice Automatically
- Prompt To Update Shipping Charges On The Invoice
- Do Not Update Shipping Charges On The Invoice - only adds the shipping tracking number on the invoice

Include Country In Ship-To Address - If you sell internationally, the customer address can include the name or code for the country.

- **Exclude Countries** - Enter the country name exactly as it is spelled in the Country Definitions screen (File: Definitions: Country Definitions). Entries do not require separate lines nor commas, but spelling is important.

  NOTE: There is documentation on POSitive Software Company's website which explains the exact steps for setting up Starship with PRM.

Printing tab

Transaction Detail Order - Printing Options - you may control the printout of invoices, orders, etc in the following ways. This could be an advantage if a pick list or packing list is printed and items need to be pulled from stock in this sequence.

- **Print As Displayed** - prints the items on the invoice in the order they were entered on the invoice, or as they have been manually positioned on the invoice.
- **Sort By SKU -** the printout will sort all items on the invoice by SKU as it is printed
- **Sort By Description -** the printout will sort all items on the invoice by Description as it is printed.

Check Validation - Customer Checks can be validated by printing your bank name and account number on the back of the check for deposit. Currently PRM supports the Epson TM-U325PD printer and compatible printers. You can print up to 6 lines of information. Each line will print whatever is typed plus insert data within the brackets

[Date] = Date of the invoice will be printed
lTime] = Time when the invoice was created will be printed
[Invoice] = Invoice number will be printed
[Station] = The register number
[Method] = The method or type of payment
[ID] = the sales ID of the employee

How To Setup Check Validation
Step 1

Choose the line and type desired text to be printed on the back of the check.
Include the brackets [ ] when a PRM value is desired.
For example
Line 1----For Deposit Only
Line 2----Your Bank Name
Line 3----Account Number
Line 4----[Date] [Time]
Line 5----[Invoice] Reg [Station] [ID]
Line 6 ---[Method]

Step 2
IMPORTANT: To complete the setup, you must also configure the printer definition.
1) Go to File: System: Printers
2) Edit "Generic Receipt Printer"
3) Select tab "Receipt Printer Setup" and enter the appropriate values as per manufacturer instructions.

These are codes for the Epson TM-U325PD Please check the manual for codes for your printer.
--- This is a Receipt Printer --- CHECKMARK this
--- Reset Printer --- 27,64
--- Tear Off Code --- 29,86,65,0
--- Validate Checks --- CHECKMARK this
--- Validate Accounts Receivable --- (OPTIONAL)
--- Validate On --- 27,99,48,8
--- Validate Off --- 27,99,48,1
--- Print Validation Text Upside Down --- (OPTIONAL)
--- Upside Down On --- 27,123,1-
--- Upside Down Off --- 27,123,0

Prompts tab

This is a GLOBAL setting for EVERY INVOICE. (Consider using Prompts on a per Category basis.)

When activated, every invoice will prompt, either at the start or end of the transaction, for the information defined and will be printed and saved as part of the invoice. One application of this feature is for use in airport Duty Free Stores which require documenting the customer's flight and seat number to qualify for purchasing without paying tax.

Prompt - In the Prompt field enter a word or phrase to remind the cashier of the information needed.

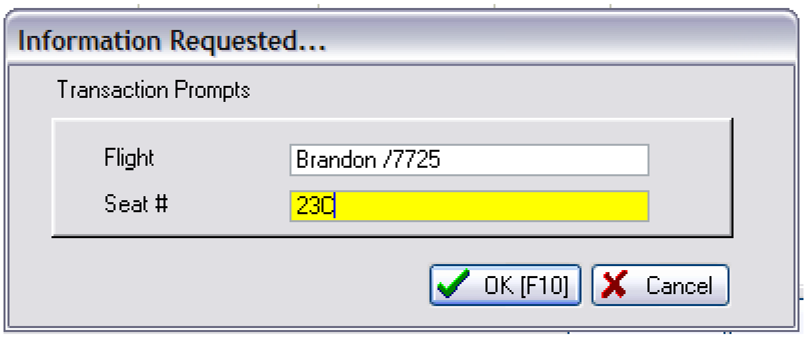
Type - In the Format field select one of the following:

- Text - a single line of text
- Date - entry must be a date
- Note - (only available for the first prompt) an extended text field in paragraph form.

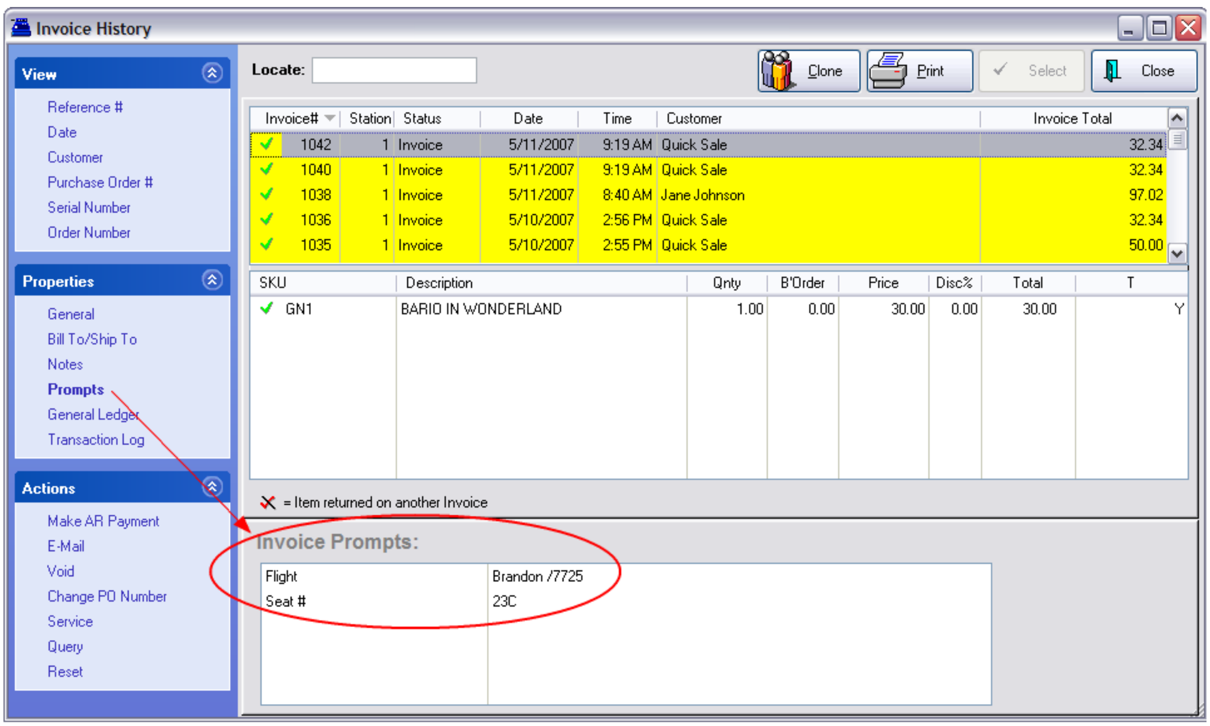
Display Invoice Prompt

- **At Invoice Start** - fill in prompts before adding products to the invoice
- **When Tender Button Is Pressed** - choosing to tender the invoice
- **Prompt If Invoice Total Is Over:** - enter a dollar value

For example, when creating or tendering the invoice, one is prompted as follows:



When the invoice is processed, the information can be reviewed in Invoice History by selecting the Prompts property at the left of the screen.



To include the information on the invoice printout, you will need modify an invoice form to include the Invoice Prompt 1, 2, 3, 4, 5 information.

TIP: SETUP OPTION for Invoice Prompts - Consider creating an Invoice Button so that if the Invoice Prompt is skipped or incorrectly entered you can re-open the Invoice Prompt. (see Invoice Button Definitions)

Entry Options tab

Activate Advanced Search -

- If **checked**, invoice will be updated with customer information based upon settings below. For example, while in the creation of an invoice, you may choose to scan a customer's loyalty card or enter the customer phone number which can automatically set the invoice for that identified customer.

- If **unchecked**, no advanced search options will apply.

Always Search For:

- **Search Vendor SKU** - if a scanned SKU is not found, PRM will search through the list of vendor SKUs
- **Search Customer Code** - searches entries of the Lookup Code field
- **Search Customer Phone** - searches the customer phone number fields (NOTE: enter the complete phone number with area code, but without spaces or hyphens)
- **Confirm Customer On Found Entry** - (Recommended) requires the clerk to select customer manually as a confirmation that it is the correct customer
- **Search Frequent Buyer Number** - searches the rewards or loyalty program list for customer numbers

When Entry Not Found:

- **Do Not Display Inventory List If Entry is Blank Or Not Found** - will issue a warning sound, but nothing happens on the invoice.
- **Jump Directly To Inventory Lookup** - Opens the Locate Item screen. A new item can be added.
- **Prompt To Add/Edit Item Or Customer** - Opens POSitive Choice to lookup or create new item.

7.1.2 Customer Options

This is the primary area where general settings for customers are defined. However, there are other tools for quickly adding customers. (See Invoice Setup: Quick Sale tab and Customer Categories)

Default Lookup

When opening a customer list, the names will be sorted using one of these options. Choose the one which will serve you best.

Tip: At any time, click on the Column Header to temporarily switch the sort method..

- **Name** - Sorts on business name and an individual customer's last name
- **Account** - A permanent account number generated by PRM. This number cannot be edited.
- **Code** - A definable customer identification code. This code can be any alphanumeric, but is often the customer's phone number which can be filled in automatically for you. (See Auto Generate Customer Code as described below.) It is recommended that this code be unique for each customer. This is especially necessary when running PRM E-Commerce so a duplicate entry block has been added to the program.

Default Terms - Each customer must have a Term of Payment. The selected term here will be automatically applied to a new customer entry (unless you have chosen to use Customer Categories). If necessary, the individual customer's term of payment can be re-set on a per invoice basis. Use the lookup button to find or add additional terms.

Use Titles (Mr/Mrs) - Activates an open field on the Customer Record screen. Includes this term of address on invoices and correspondence.

Do Not Track Area Code - (Not Generally Recommended) If all of your customers are from the same area code, you can choose to disable area code inclusion. This is also applicable to foreign countries where area codes are not used.

Auto Generate Customer Code From Phone When Adding - You will be prompted to enter a phone number even before you take any other information about the customer. The phone number will be stored as the lookup code, but without any hyphens.   (Related topic: Customer Found)

Taxation

Tax Group Based On Shipping Address - Some businesses are required to charge taxes based upon the customer's delivery address. For this option to work, you will need to create tax groups for each county or zipcode as needed. By selecting this option, items invoiced will be charged at the appropriate ship to address. (see Tax Based On Ship To)

Use Zip Code Lookups When Entering Customer Information - This is feature will automatically add a city and state to a customer record when the zip code is entered.

Skip City/State Field and Go To Zip Code Field When Adding Customer - If most of your customers are not local, this is a quick solution.

TIP: Even while the cursor is in the city field, you may type the zip code for automatic fill-in.

Use Zip Plus Four - If this is checked an additional field will be available for entry of the extra four characters.

Credit Cards

Retain Customer Credit Cards - PRM can keep a customer's credit card number on file for future use. This is controlled with security settings for select employees.

Default Address Format

- US/Canada
- Great Britain
- South Africa
- Australia

7.1.3 Inventory

These store-wide master settings affect PRM inventory are subdivided into five tabs: General, Pricing, Serial Numbers, Trade-Ins, and Invoicing.

General tab

Track Inventory Quantities - If you want a true picture of what is in stock, what is on backorder, and what is pre-sold, then inventory quantities **must be tracked**. Tracking means to keep a stock count of an item.

This is a Master switch. This must be turned ON if any items are to be tracked.

- If **checked**, individual inventory items can be either tracked or not tracked, based upon the settings of the individual item.
- If **unchecked**, all inventory stock counts will be unaffected by sales and purchase orders. All

items will say Non-Track in the stock count field. You will still get profit reports, quantities sold, etc., even if stock tracking is turned off, but you will not have actual inventory counts.

Allow Sales of Items Before Receiving On PO (Negative Inventory) - In brief, this option allows PRM to make stock count adjustments to inventory being received on a purchase order if an item is being sold prior to being counted as being in stock.

Note: The "**Allow Backorders On Invoice**" option **MUST** be activated or else Allow Negative Inventory will not operate properly.

Allow Duplicate SKUs (Primary SKUs can never have duplicates) - Every inventory item must have a primary SKU; optionally, any item can have additional alternate SKUs. These SKUs can not be used more than once, unless this option is activated. (see Choose Item)

- If **checked**, a SKU can be used only once as a primary SKU, but more than once as an alternate SKU
- If **unchecked**, any attempt to enter a SKU a second time, either as a primary or alternate SKU, will result in a PRM alert message that the SKU is already in use and will not be accepted.

Allow Upper-Lower Case in Item Description - When creating an inventory item, the description will be ALL CAPS. This makes typing easier. However, you can choose this switch and the first letter of the description will be capitalized.

Hide Long Description on Inventory Form - When editing an inventory item, the field Long Description is usually the same as the Brief Description field. Unless there is a need for your business to use the Long Description, you can hide this feature.

Allow Spaces In SKUs (not recommended for e-commerce) - A SKU may include spaces. The reason it is not recommended is because if you eventually choose to activate PRM e-commerce the web page will have difficulty interpreting a SKU with spaces as one unit.

Use Departments - A department is a broad group consisting of several categories of inventory. With departments you can get a better picture of consolidated sales and inventory.

If you are using or anticipate using PRM E-Commerce then inventory displayed on your web page will be listed by Department and then by the Category under the department. This makes it easier for customers to find specific products to purchase and makes your web page more professional looking.

- If **checked**, whenever you add inventory, you will be first prompted to select the department and then select the category of the item being created. This is a mandatory setting if you are using or anticipate using PRM E-Commerce.
- If **unchecked**, you will not be able to define departments and group categories together.

TIP: Because of the extra steps involved when departments have been activated, you may want to uncheck this option temporarily when adding many new inventory items. Then activate it again, making sure that newly created categories get assigned to appropriate departments. See Departments.

Contract Department List Upon Entry - The department list is a two tier expandable table showing the name of the department and the names of the categories

- If **checked**, when you open the department list, only the departments will be visible.
- If **unchecked**, when you open the department list, both departments and categories will be visible

Prompt For Stock Count When Adding - When creating a new inventory item, PRM will ask for your current stock count of the item.

Default Item Lookup - When you first view inventory in the Inventory List, the items will be sorted by either the SKU or the Description. Choose one.

- **SKU**
- **Description**

Note: You will always be able to change the sort order at any time while in the inventory lookup screen by pressing the corresponding [F5] or [F6] function keys.

Set Trade-Ins To Inactive When Adding - When you press CTRL-T on an invoice or order you are creating a trade-in item. Normally it will be an active item and appear on your inventory list. With this setting it is automatically set as inactive and will only be visible on the inventory list when you choose "Show Inactive Only" from the Esc Menu. (see Used Items Manager for a different way of handling trade-ins)

Enable Food Stamp Tracking - Must be activated if you honor Food Stamps as a tender type. (see Food Stamps)

Use Pictures In Inventory - This turns on prompts for loading and viewing pictures on screen. This option MUST be turned on if you will be using PRM E-Commerce which will automatically post pictures of your inventory on your web page. You will want to be able to verify the picture being posted matches the item for sale.

Thumbnail Size (Pixels)

The standard setting is Height = 98 and Width = 74. The purpose of this screen is to allow you to control the size of the thumbnail images on your Account Wizard website. Enter the Maximum area in pixels. Proper Aspect Ratio is always retained.

Matrix Controls

When creating Matrix inventory, BOTH the generated SKU and the generated description for the matrix items can be controlled.

A matrix item's description automatically includes the content of the row and column. You may choose which information you wish to come first, row then column, or column then row.

Matrix Item SKU Sequence

- Description - Item ID - M (original option)
- SKU - Column - Row
- SKU - Row - Column

Matrix Item Description Sequence

- Description - Row - Column
- Description - Column - Row

Pricing tab

PRM will support up to 4 decimal places for these numbers.

Pricing Decimal Places - The number of decimal places to display in the price field. Choose 0 (zero) if you never sell fractional quantities. Two decimal places is recommended; use of 3 or 4 is impractical.

Quantity Decimal Places - The number of decimal places to display in the quantity field. Two decimal places is recommended; use of 3 or 4 is may be necessary.

Cost Decimal Places - The number of decimal places to display in the cost field. Two decimal places is recommended; use of 3 or 4 is dependent upon your inventory costs.

Basis For Price Markups

PRM calculates selling prices with markups over cost. The cost of an item can be defined in four ways. Choose the definition of cost which will best suit your business needs. (See Cost Examples)

Cost - Cost is the price you pay for the item from the vendor.

Average Cost - Average Cost is the sum total of the costs of items in stock divided by the number of items in stock.
Each time an item is ordered, the true cost of the item is recorded. If the cost of an item changes from purchase order to purchase order, then an average cost would be more reflective of the item cost.
The average cost is based directly upon the number of items in stock. The downside of average costing is that within hours you could see the 'cost' of an item change dramatically because, as items are sold on a FIFO, first in first out, basis, the cost of the item will vary.

Landed Cost - Landed Cost is the price you pay for the item from the vendor plus a proportionate amount of the shipping charges on the purchase order. Note: Shipping charges are distributed over the number of pieces and not by any other factor.
NOTE: If you choose Landed Cost, be sure to make a selection on the Purchase Order section to determine how to calculate the landed cost.

Include Landed in Average - Include Landed in Average Cost is of the same dynamics of Average Cost but with the addition of proportionate shipping charges. Include Landed in Average Cost is also subject to the same downside of average costing.

Notes:

- Your selection here, no matter which costing method you select, will affect the selling prices which are based on a markup or margin over cost. It will also affect profit reports.
- If you have selected Landed Cost or Include Landed in Average be sure to activate **Calculate Landed Cost Based On** in System Setup: Purchase Orders: Receive PO.

Use Current Cost If Cost Is Zero When Verifying - To prevent misreporting of profits, if stock items have inadvertently been listed without a cost, then the Current Cost of the item will be used. Also known as Last Order Cost on the inventory definition screen.

Price In SKU Setup - Also known as Random Weight or UPCB. Define the structure of a barcode which will include a price or weight in the barcode. This option is often used in retail stores which sell products by weight. In the packaging process the scale prints a barcode with the price embedded in the barcode. (see Price In SKU Setup)

Price Descriptions

Price levels are titled. If there is no title, then there will be no access to the field when editing an inventory item.

You may use up to six different pricing levels in PRM. Your titles can be codes or descriptive titles such as Retail, OurPrice, Wholesale, Club, Employee etc.

Title each price level you want to use.

Price 1: (Example: Price, Retail, OurPrice)

Price 2: (Example: Wholesale, Discount, Club, Employee

Price 3: etc.

Default Quick Sale Price Level - Of the six available pricing levels, select the one which will be used for Quick Sale - Walk-In Customers.

Default Customer Price Level - Of the six available pricing levels, select the one which will be used for your Customers By Name.

Be aware that these titles can appear on inventory price labels so the names should be appropriately worded. These price level names will also be displayed on your web page if you are using POSitiveCommerce and in inventory definitions, in customer setups, and on various reports.

IMPORTANT NOTE: Do Not Skip Levels - All price levels must be sequential without skipping any levels. In other words you cannot activate levels 1, 2, and 6, skipping levels 3, 4, and 5. If you try to do it, level 6 will not be functional for invoicing purposes.

The actual selling prices for these price levels are determined by the inventory being sold, the category markup percentages, and the customer's assigned price level.

> Tip: If you find a need to sell product to yourself for your own consumption or for other reasons, create a price level named Cost and choose no markup for this price level.
>
> Tip: Even if you never sell at Retail, you may want to include it anyway. You can design your inventory price labels to show both the Retail price and the Our Price levels so that customers will know they are getting a bargain when shopping at your store.
>
> Tip: Experienced users of PRM suggest that only one price level be used. Then, apply special discounting for employee purchases through the use of coupons, permanent discounts, and other discounting options.

Serial Numbers tab

Serial Numbers are an added level of inventory control. PRM can track serial numbers through the whole cycle: from vendor to customer.

Serial Number Options

Track Serial Numbers In Service - The service department may choose to record and track serial numbers of equipment worked on as well as tracking of items sold. Although this requires a little more work initially, you will be able to provide your customers with a complete service history of equipment repairs. It will also help your technicians to pinpoint or eliminate possible problems.

Enter Serial Numbers When Receiving {PO} - When a PO is received with serialized inventory, you will be prompted to enter the serial numbers. The PRM SmartSerializer can be used to generate serial numbers in a sequence to save you time. If you bypass entry of serial numbers at the time of receiving, they can be entered later.

Allow Duplicate Serial Numbers - (Usually not activated) Normally one would think that serial numbers would be very unique and there would never be a duplicate serial number. This should only be turned on if you know that identical serial numbers will be used. (see Special Uses)

Prompt For Serial Numbers When Completing Transactions (Invoices, etc).- As you sell serialized inventory, you will be prompted to record the serial number on the invoice. If the item's serial number does not exist in PRM, you will be able to enter it for the first time as you are invoicing.

Prompt For Serial Numbers As Items Are Added For: --- Activate each needed type. If checked, when you add a serialized inventory item you will be immediately prompted to select a serial number. Otherwise, you will not be prompted until choosing to tender the order or invoice.

- Invoices
- Layaways
- Orders
- Service Orders

Serial Number Terminating Character(s) - Some packaging of products has multi-purpose barcodes which have the SKU of the item first followed by other code numbers. Generally there is a separator between the SKU and the additional information. By entering the separator character (more than one character can be entered to handle various barcodes), PRM will automatically truncate any information after the character. For example 12345678:901234567 has a colon as a separator. If the colon were entered here and if the barcode were scanned into an invoice, only the first characters 12345678 will be selected because it is the SKU of the product being sold.

Trade-Ins (Used Items) tab

If you accept products from customers in trade for your products or services you may want to use this feature of PRM. See Trade-In Manager for specifics.

Track Trade-Ins (Used Items) Under One SKU

- If **checked**, when you press CTRL-T on an invoice you will be prompted to select a SKU, value, and condition of the item.
- If **unchecked**, when you press CTRL-T you will be prompted to enter only a description and value of the item.

Prompt If Used Items Are Available When Selling New Stock

- If **checked**, when you sell a product by entering the primary SKU, you will be prompted to select either the used or new items in stock.
- If **unchecked**, you will not be prompted.

SKU Prefix / Suffix - to easily distinguish used products, enter prefix and suffix information. This can be alpha numeric. TIP: The letter U for both the Prefix and Suffix make products easy to identify.

Label Form - select a label to be printed for used items. TIP: the label can be specially formatted to indicate warranty/return disclaimer or other information.

Invoicing tab - (Backorder & Fast Add)

When you are creating an invoice, order, layaway, service order, or quote and you need to access the inventory list, PRM will use these settings.

Default Item Lookup

When creating a sales transaction and you choose to lookup inventory, the items will be initially displayed in this selected sort order. Sort by Description is most commonly used because sales people know the name of the item rather than the SKU of the item. Choose one.

- **SKU**
- **Description**

Invoice Prompt Behavior When Negative Stock is ON

If you have activated, "Allow Backorders on Invoice" (Invoice Setup) and "Allow Sales of Items Before Receiving...(Negative Inventory)" then when creating an invoice and selling an inventory item which is out of stock, PRM will prompt you in one of three ways. It is assumed that the product is in hand, that the customer can take the item at time of invoicing.

- **Item Is Always Here** (skip prompt to backorder) - PRM will automatically flag the item being sold as "**Pre-sold**." When the next purchase order is received, the PO received quantity will be reduced by the number pre-sold. (See explanation below.)
- **Prompt Defaults to "It's Here"** - PRM wants to confirm that the item is truly in hand and that the customer will be taking the product at the time of invoicing. The item will then be flagged as "**Pre-sold**."
- **Prompt Defaults to "Backorder It"** - PRM assumes that the item cannot be delivered. When processing the invoice, you will be prompted to create a "special order" for the customer so that the product can be delivered later.

PRE-SOLD - What It Means and How It Works

Depending upon the above settings, if an item is sold with a stock count of 0.00, then the clerk will be prompted with

> ...."The system shows that the item you have selected is out of stock. You have negative stock tracking turned ON. Is this item really here or do you want to backorder it?" You then select one of two options: "It's Here" or "Backorder It."

The first question should be, why does PRM think this item is out of stock? Have initial stock counts not been entered? Has a purchase order not been received? Does the inventory need to be "verified?" But at the time of the sale it is important to meet the customer needs first.

By definition, an Invoice means you are delivering the product; a pending Order or Layaway means the product is not being taken by the customer at this time.

- If you activated the first or second option "It's Here", because the item is in the store but not yet received into PRM inventory, then the item will be sold without being flagged as a backorder.

  However, PRM will consider the item pre-sold and when the purchase order from the vendor is processed, the quantity pre-sold will be deducted from the quantity received.

  For example, I have received a shipment of 10 widgets and have opened the box for pricing and shelving, but have not yet processed the purchase order for the items in PRM. A customer purchases the item. The sales clerk will respond that the item really is here. PRM will then count the sale as quantity 1 pre-sold. When I get around to processing the purchase order, PRM will deduct the 1 from the 10 normally being received and up my stock counts by just 9 items.

  The this option works fine, however, if you do not understand it's use, it increases chances for mistakes in stock counts. It is especially awkward if the inventory item is serialized and you are tracking serial numbers.

- If you activated the third option, selling an item which is not in stock will force the item into a backorder status and require you to fill the backorder before delivering the product (only if you have Allow Backorders On Invoice activated).

Fast Add Settings

Auto-Assign SKU When Using Fast Add -When adding new inventory while creating an invoice or order, you may wish to assign the SKU rather than accept a default SKU generated by PRM.

- If **checked**, you will be able to edit the generated SKU and replace it with a vendor SKU or one of your own design. This will eliminate an extra step when posting inventory and save time by not having to look the item up again. This is especially useful if you are also adding costs of the item. The downside of checking this field is some loss of inventory control wherein store practices of SKU definition are vulnerable to change.
- If **unchecked**, the SKU field cannot be edited while invoicing the item.

Enter Costs When Adding Inventory - When adding new inventory from the Register, you might find it convenient to be able to add the cost of the item as you are defining it. Frequently you will know the cost of the item, having looked it up in a vendor catalog.

- If **checked**, the cost field will be available. If you do not know the cost, the field can be left blank and the cost entered at a later time.
- If **unchecked**, the cost field will not be visible. This might be a wise choice if you do not want sales staff to have access to it.

Department / Category of Fast-Add Inventory

Set Default Department/Category [F5] - Inventory can be defined on-the-fly while creating a customer invoice, but the definition of the item will not be complete and must be edited later. These added inventory items take on characteristics of the category selected here. Use the [F5] button to select or add the category you wish to use.

> TIP: It is recommended that this "default" category be named UNPOSTED so you will know which items need to be edited further and reassigned to a more useful category.

Auto Assign Dept/Catg (cannot be changed when adding) - Selecting this option provides more control by preventing anyone from assigning the item to a different category while invoicing.

7.1.4 Purchase Orders

This controls much of how Purchase Orders are handled. The settings here will define defaults which can be overridden, but also limit some functions which cannot be changed while working with purchase orders.

Order List tab

The Order List is a generated recommendation list of inventory needing to be ordered. Items are added to the list if stock counts fall below minimum stock levels and if the item is on special order for customers.

Use Grid In Order List For Matrix Items -

Matrix inventory can be handled differently than other inventory items. (see Matrix Items and Purchase Orders)

- If **checked**, when compiling the order list, individual matrix items to be ordered will be grouped under the matrix header and viewed as a matrix table.
- If **unchecked**, when compiling the order list, each matrix item will be listed separately.

When Generating Order List, Choose

This is a default setting. Once the Order List is generated, you can override the selection.

- **Last Vendor Ordered From** - PRM will select the same vendor used last time the item was

purchased.
- **Primary Vendor** - Will select the vendor entered on the options tab of an inventory item.

Placing POs tab

Purchase orders still in the creation process are grouped together. Typically, the vendor has not yet been notified of the order you wish to place. These settings control how the purchase order operates.

Auto-Fill Purchase Order

PRM will generate purchase orders and number them for each of your vendors as needed. Your purchase order number can be one of three formats. Choose a format. This is a default setting. Once the purchase order is created you may change the number.

Date/#/SalesID - The PO number will consist of the date of creation, plus a sequential number, plus the sales ID of the person creating the purchase order.

- All of these elements are generated automatically.
- This format is very helpful because future questions about the PO will be easily traced to the staff member who created the PO.

Sequential - You may enter a starting number and each subsequent Purchase Order will be one number higher than the previous one.

- If sequential is selected then the following field is opened.
- **Current PO #** - When activated this displays the current purchase order number. Change the number to a starting sequence number.

No Autofill - If you choose not to have a purchase order number generated, you can choose No Autofill.

- The number will be replaced with the term No P.O.
- If you wish to record your own PO number as generated from another accounting program, choose No Autofill because you will be given the opportunity to manually change the PO number.

If Not Assigning Multiple Vendors

If your inventory is always so unique that it could never be purchased from more than one vendor, this option will eliminate the Vendor SKU field from the purchase order.

Omit Vendor SKU Field In PO -

- If **checked**, when you create a purchase order you will not have to enter a vendor SKU. However, your Vendor SKU must be and will be the same as your SKU. NOTICE: do not use this option if your vendors will use a SKU which is different than your own.
- If **unchecked**, you will be prompted to enter the vendor SKU when creating purchase orders. This is the way PRM has done it in the past.

Duplicate Items on Purchase Order

Do Not Allow Duplicate Items On PO - To assure that your are not inadvertently adding the same inventory item twice to a PO checkmark this item. There may be times, however, when you would want this unchecked.

- If **checked**, adding the same SKU to the PO will pop up a message that the item already exists.
- If **unchecked**, you will be able to add the same SKU to the PO more than once. This is an acceptable setting if you sometimes receive free or reduce priced items in addition to standard

priced items on the same purchase order.

Matrix Items

Use Grid In Purchase Orders For Matrix Items - When selecting a matrix header for a purchase order, the matrix display of multiple cells. (see Matrix Items and Purchase Orders)

- If **checked**, matrix items on the purchase order will have a graphic display and are grouped as a unit.
- If **unchecked**, matrix items will be listed on a purchase order in the traditional line item format.

Print Standard-Style PO When Printing Matrix Items - The standard style is a line by line list of matrix children inventory and are not incorporated in a grid.

- If **checked**, when you print the PO, each matrix child item will be listed on a separate line.

PO Number	Account #	Ship By	Terms	Date	Purchaser
0719-200POS	5234	UPS GROUND	NET20	07/20/00	POS

Vendor SKU	Our SKU	Description	Quantity	Cost	Total
345	345	345 NYLON 1/4 ROPE	1.0C	39.00	0.0(
678	678	678 GAME	1.0C	10.00	0.0(
225-41-M	225-41-M	2252 DRESS SHIRT-14-29	1.0C	10.00	0.0(
225-46-M	225-46-M	2252 DRESS SHIRT-14/5-29	1.0C	10.00	0.0(

- If **unchecked**, when you print the PO, a box for the matrix items will be generated showing a consolidated group of items sorted by color/size.

2252 **2252 DRESS SHIRT**

Sleeve /Necl	14	14/5	15	15/5
Short	0	0	0	0
28	0	0	0	0
29	1	1	0	0
30	0	0	0	0
31	0	0	0	0

2

Receiving POs

Once the vendor has been contacted and the purchase order placed, purchase orders are grouped together in a section indicating the items are in transit. When the products have arrived at your store, you receive the purchase order. These settings control what will happen at that time.

Prompt Immediately For Serial Number Upon Entering "Received" Quantity - If checked, when receiving an item flagged to track serial numbers you will be prompted to enter the serial numbers for that item before going on to another item. This is most useful if you are manually confirming that the number received is correct, rather than choosing the Receive All option.

Prompt Immediately To Confirm Price When Receiving If Cost Has Changed -

This feature is a more demanding reminder that products have had cost changes and therefore may warrant price changes.

- If **checked**, when you receive a PO, each item with a cost different from the Last Order Cost of the item will open a verify Price screen so that you can review and edit selling prices. (Note: If "Landed Cost" option on System Setup: Inventory: Pricing tab has been activated, then this option is not valid and you will not be prompted.)
- If **unchecked**, you will still be able to adjust selling prices at the PO Summary screen Price/Cost Review section.

Alert When Backorders Have Arrived - The alert is in the form of a listing of customers awaiting inventory. The incoming inventory will automatically fill the backorders, but you may want to be able to print a list of customers to call and inform them their order has arrived.

- If **checked**, when you receive a PO, a listing of customers for whom the parts are promised will be displayed on screen and may be printed so you can notify the customers.
- If **unchecked**, the customer orders will be automatically filled, but you will not see the listing.

Default Option For Updating Costs When Completing PO

When receiving a purchase order, PRM normally changes costs recorded in the Vendor Inventory List and also the Last Order Cost field of the inventory item. This feature allows you to receive special offer inventory from your vendors without PRM assuming the special pricing should be used in the future. See PO Receive Summary

Select an update option to be used as a default. When you receive a purchase order, you can manually determine how each item on the purchase order will update costs.

- Vendor & Item Costs - (suggested setting) the cost of the product is recorded in Inventory Detail Last Cost and Vendor Inventory
- Vendor Cost Only - only recorded in Vendor Inventory List
- Item Cost Only - only recorded in Inventory Detail: "Last Order Cost" field
- Skip Update - not recorded at all

Calculate Landed Cost Based On

If you have selected Landed Cost or Include Landed In Average as the basis for price markups in the POSitive Setup Form (see Inventory: Pricing: Basis For Price Markups) then you will see the effect of distributing freight charges on items received.

Choose one of the following

- Weight
- Cost
- Number Of Items

TIP: For automatic calculations, select Cost or Number of Items. Unless you specifically define a weight for each item in your inventory list, the weight will be assumed as 0.00 and no landed costs will be calculated.

7.1.5 Tax Options

Tax rates are defined under Maintenance: Tax Rates. Those tax rates are applied to customers and inventory items. These settings determine how tax rates will be applied when invoicing.

General tab

When you installed PRM, a selection was automatically made for each option. As a general rule, these selections are good as they stand. However, if you have gone to **Utilities**> **Tax Rates** and made changes by deleting or renaming entries, then you may need to reset these.

- **Quick Sale Tax Group** - This is the tax group and tax rates applied to customers who make purchases with the Quick Sale invoice.

- **Package Sales Tax** - If you are using the Package option on an invoice, you could have a mix of inventory at different tax rates. This designates the tax to be applied to all items within the package if there is ever such a mix.

- **"No Tax" Tax Category -** Select an exempt or non-taxable tax category. This is for those rare times when a customer should not be charged tax on just one line item on the invoice, yet other items need to be taxed. Once this is defined, then CTRL-X while highlighting an item on an invoice will remove or activate the taxation of the line item. Actually, CTRL-X will allow you to select any other previously defined tax category, not just NoTax. This is especially useful if GST and/or PST taxes have been defined. (see Adjusting Tax Per Invoice)

Always Round Sales Tax Up - This setting assures that you are collecting enough sales tax and never "shortchanged." (see Sales Tax Rounding)

> **Tip:** The ? button will open the help information about Sales Tax Rounding
>
> **Note**: If you are using two tax rates (e.g. State Tax and City Tax) as separate calculations per inventory item, you should NOT use this option. Rounding is done per tax rate and the combined tax total will cause GL Transactions to be out of balance. (see Sales Tax Rounding for a sample screen shot)

Base Tax On Invoice Total (Rather Than Individual Line Items) - This setting will calculate taxes on the invoice total (after all line items are added to the invoice.) If you have chosen the previous option "Always Round Sales Tax Up," then this option should also be activated.

- If **checked**, PRM will total the sales on the invoice for all line items, then calculate the tax. You should check with your state tax authority to see if this is appropriate.
- If **unchecked**, (recommended) because most states base tax on individual line items, not the total.

Tax Inclusive tab

WARNING: The following options are specifically for Australian and British users and normally should **not** be invoked by any other users. They will dramatically affect the operation of PRM.

- **Display Price Includes Tax On Invoice** - When entering the price of an item on an invoice, PRM will assume the price includes tax and will back out tax charges on the line item. IMPORTANT NOTE: be sure to select a taxable option for "Tax Rate For Including Tax In Price (GST)" on the Australia tab, otherwise this feature will not work.

- **Tax Included In Windows Invoice Print** - If you use the Standard Form for printing invoices, then the form will include the pricing which includes tax.

> NOTE: Be sure to enter appropriate tax group in the **Tax Rate For Including Tax In Price (GST)** field below

- **Price Entered Includes Tax When Using Fast Add -** When creating an inventory item on the fly with Fast Add, the selling price is assumed to include tax.
- **Enable "Display VAT Pricing" Option on Inventory Screen -** When looking up inventory the selling price will include GST tax.
- **Pole Display Shows Price Including Tax -** When placing an item on an invoice for sale the Pole Display shows the SKU and selling price of the item. With this option checked, then the price will also include applicable sales taxes.
- **Tax Group For Including Tax In Price -** Select the tax structure which best suits most customers. NOTE: Used mainly by Britain and Australia, the selling price throughout PRM and on the label of the product will include the taxes applicable to the item. The tax for the item is based upon this selected Tax Group. IMPORTANT NOTE: be sure to select a taxable option for "Tax Rate For Including Tax In Price (GST)" on the Australia tab, otherwise the "Tax Included" feature will not work.

International Settings tab

Unique settings for various countries.

-- Australia --

- **Round To Nearest 5 Cents When Cash Tender -** (Australian option) When a customer is paying with cash, the amount due will be rounded to the nearest 5 cents. The difference will be reported to a GL account for tracking purposes.

  A bit of trivia: Australia has no coin equivalent to the US penny. Cheques and credit cards can be for any amount, but cash transactions must be paid to the nearest five cents.

  - If **checked**, the tender screen will show and record the rounded amount due on the Cash entry.
    Rounding GL Account - The GL Account number to track adjustments in rounding.
- **Goods Received On PO Have Tax -** Used mainly in Australia and Canada, this option assumes that the cost of each line item inventory item being received has the tax calculated into the cost.
  - By setting the **Tax Percent**, PRM will use this number to determine the Tax On Order value in the purchase order.
  - The Purchase Order will display the Tax Column and CTRL-X will allow for toggling tax on or off for the highlighted line item.

-- United Kingdom --

Support Settlement Discounts ("Price Including Tax" must be disabled)

This feature is only intended for United Kingdom users of PRM.

A Settlement Discount allows the end-user to offer their customers a discount on goods paid before a certain number of days, with the tax calculated on the discounted amount. For example, an item might sell for 50.00, with a VAT amount of 8.75. With a 20% discount if paid within 14 days, the VAT would be calculated on the discounted amount. So, the discounted amount would be 40.00, with VAT calculated to 7.00. The total invoice would show 57.00. If paid within 14 days, the amount is 47.00. If paid after that, the amount owed is 57.00.

Here are instructions for using this feature:

1. Under System Setup, Tax Options, International Settings, all tax options having to do with Tax

Inclusive should be OFF. Under new tab, United Kingdom, there is a new switch "Support Settlement Discounts". This should be turned on.

2. Under Utilities/Customer Terms, click ADD to add new a new term. For example, SD14 might be Settlement Discount, 14 Days or similar. Under Options, Enter the Discount Rate (20.00 for 20%) and the Days, and check the "This is a Settlement Discount" checkbox. Optionally, you can add an Invoice Description that might say something like "This Invoice is subject to a 20% discount if paid within 14 days".

3. Under File/Editors/Transaction Reports Editor, clone or create the form you are going to use for your receipt. In the Footer, make space for a couple of lines near the bottom (I cloned Form 4 for my testing. I right-clicked on line 24 and selected "ShiftDown" twice to clear up two lines". Now, add the "Terms Full Desc." under Column 1, Length 40, and on the Instructions line click the "..." button and select "Settlement Discount". This means, this line will only print if the terms include a settlement discount.

Next, add a line with Field Name "Text" Column 1 length 18 with the words "Settlement Amount:", and also select "Settlement Discount" for the Instructions line. On the same line, Column 20, select "Settlement Disc. Amnt" and the same Instruction line.

To test, assign the customer to these terms. Assign the cloned form as your invoice printer. You can now create an invoice using the Settlement Discount, and the totals should be correct. The invoice should have the correct information, and when you go to pay within the 14 days, the correct discount should be applied. After 14 days, the discount won't be available.

-- Philippines --

Show Cumulative Totals On End-Of-Day Closing Report -

Governing laws require that various calculations appear at the bottom of the report after balancing the cash drawer.

When balancing the cash drawer and printing the Register Balance Report to a 40col receipt printer (not a full page printer), the following information is reported.

- **Last Invoice #** - number on the last invoice created
- **Total Amt of Voids** - When an invoice is voided from the Invoice History screen.
- **Total Discounts** - Only calculates Dollar Discount values not percentage discounts created by pressing CTLR-D or ALT-D on the invoice.
- **Total Returns** - Value of returned items. The item is counted if one creates a return to the original invoice and/or changes the quantity of an item to -1 on the invoice.
- **Total # Of Invoices** - the number of invoices created since the last time the cash drawer was balanced

-- VAT --

Businesses operating under Value Added Tax controls will likely need to activate the following options. Taxes paid on a purchase order can then be deducted from sales tax collected when products are sold.

- **Assign Tax Paid On PO To Liability Account** -
- **PO Tax Liability Account** - (GL account)
- **Collect VAT On Deposits** - some localities need to calculate VAT even on deposits towards

pending transactions.

7.1.6 Accounts Receivable

Accounts Receivable allows you to sell to your customers and bill them later for their purchases. These settings will control how AR Statements are generated and printed.

AR Aging Options

There is an AR Aging report to show how long it has been since the purchase was placed on Accounts Receivable. This Aging information is also included at the bottom of the customer's AR Statement if you are using Transaction Based statements rather than Balance Forward Statements.

- **By Month** - Aging of an invoice on AR will begin on the last day of the month of the invoice. The number of days as defined in the terms on the invoice will be counted from month's end.
- **By Number Of Days Due** - Aging of an invoice on AR will be calculated based on the Customer Terms selected at the time of invoicing. The number of days as defined in the terms on the invoice will be counted from the date the invoice was created. (This has been the standard method in PRM.)

Statement Selections

Do Not Print AR With Zero Balance - If a customer has a zero balance PRM will not print AR Statements during batch printing. You will still be able to manually print an AR Statement for the customer.

Note: If the customer has a store credit and no charges, the statement will print with a negative amount owed.

Statement Batch Printing

- **Include ALL Transactions on Statements Whenever Printed -** all active charges and credits will be printed on the statement.
- **Include ONLY Transactions for the Statement Period Being Printed -** only the active charges and credits up to the designated cut off date will be printed on the statement. (see "AR Statements Close On The...Day Of Month" below)

Statement Printing Options

There are two basic AR Statement styles. Transaction Based and Balance Forward. Each has various controls.

- **Transaction-Based Statement -** an AR Statement will print details of active invoice charges and payment
- **Balance Forward Statement -** an AR Statement will print details of invoice charges and payment for the current time period. The previous period will be reflected only as a balance forward amount.
  - **Days After Statement Close That Payment Is Due** - Printed on the invoice will be the calculated payment due.
  - **Minimum Payment (Percent of Total Due)** - enter 100 if you expect full payment.

Integrate Invoices Into Statements When Printing Invoices with Statements - Rather than printing separate invoices with the AR Statement, this option saves paper by printing line item details for each open invoice. A Customer's Account allows for a setting "Print Invoices With Statements" which governs this option.

For Example - A Statement With Integrated Invoices

Statement

Return Top Half With Payment

Amount Owed:	107.80
Paid:	____________

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Account: 5 Code: 5
Phone:
Credit Limit: 107.80

Charlie Carlson
234 C Street
Richland, WA 99352

Statement Date: 03/28/01

New Charges:	140.14	New Credits:	32.34	Payments:	0.00	Refunds:	0.00

Charges

Inventory Items from the Invoice

Description		Due Date	Charges	Payments	Balance
Invoice 1016	2/28/01	2/28/01	32.34	-32.34	0.00

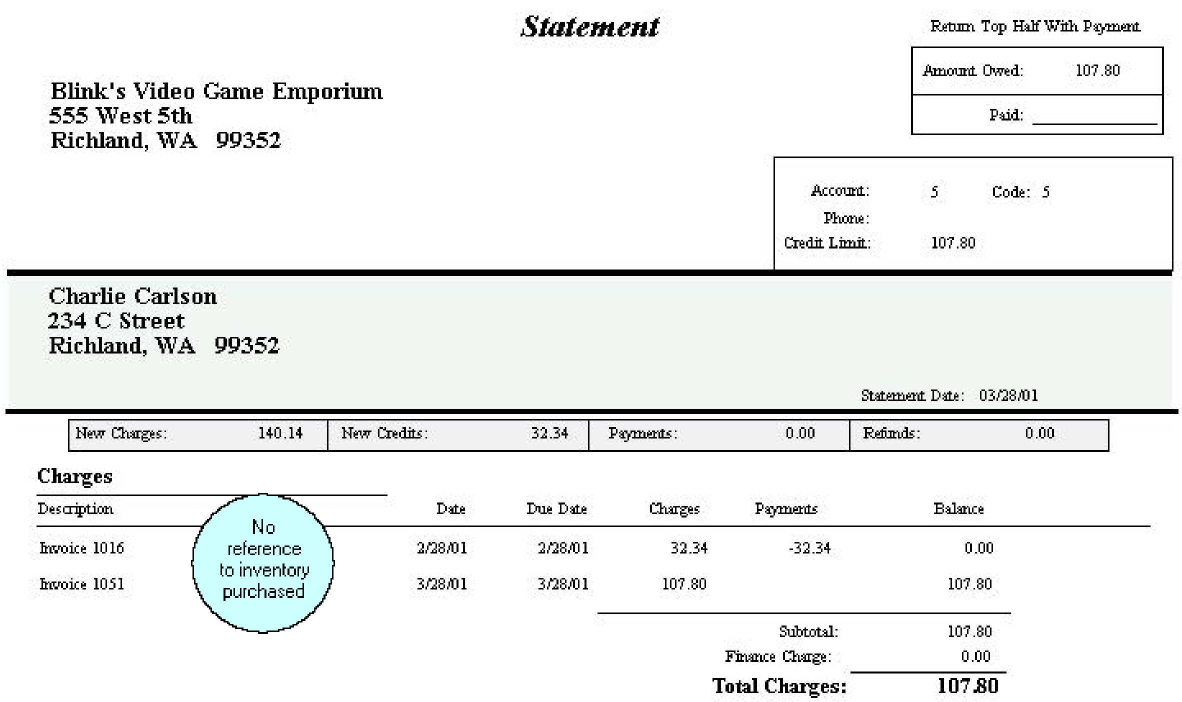
Item ID	Description	Quantity	Price	Discount %	Total
GN1	BARIO IN WONDERLAND	1	30.00	0.00	30.00

Description		Due Date	Charges	Payments	Balance
Invoice 1051	3/28/01	3/28/01	107.80		107.80

Item ID	Description	Quantity	Price	Discount %	Total
CP	CELL PHONE	1	100.00	0.00	100.00
YMC	YOUR MONTHLY CHARGE	1	0.00	0.00	0.00
	Your calculated monthly charge f				

Invoice Numbers

For Example - A Statement Without Integrated Invoices



Statement

Return Top Half With Payment

Amount Owed:	107.80
Paid:	____________

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Account:	5	Code:	5
Phone:			
Credit Limit:	107.80		

Charlie Carlson
234 C Street
Richland, WA 99352

Statement Date: 03/28/01

New Charges:	140.14	New Credits:	32.34	Payments:	0.00	Refunds:	0.00

Charges

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1016	2/28/01	2/28/01	32.34	-32.34	0.00
Invoice 1051	3/28/01	3/28/01	107.80		107.80

Subtotal: 107.80
Finance Charge: 0.00
Total Charges: 107.80

AR Statements Close On The ____ Day Of Month

Enter a cut-off date for AR Activity to be included on the Statement. If you wish statements to close on the 10th of the month, choose 10. To make the cutoff date the last day of the month, enter a 1 and PRM will make adjustments for the 28th, 30th, and 31st as needed.

7.1.7 Accounts Payable

This is primarily for defining how checks for your vendors will be handled.

Check Options - Choose ONE

- **Prompt For Check Number (Using External Account)** - Allows you to enter the number of a handwritten check or of the check being printed from a check writing program other than PRM's checkbook feature.

- **Generate Checks When Processing AP** - When you select and process vendor invoices for payment through PRM's Accounts Payable, a check will be automatically printed for the vendor and drawn from the designated account.
  Checking Account - Select the name of the checking account setup in PRM for paying AP. See Accounting: Checkbook

- **Do Neither**

7.1.8 E-Mail Setup

E-Mail Client

- Outlook
- Outlook Express
- Internal

Send Purchase Orders As

- Attached PDF
- Embedded HTML

You can choose to send with outlook, outlook express, or internal (although internal does not handle PDF or HTML yet, so should not be chosen as yet). You will always get the outlook security message. But, there is a way around that. For documentation:

A free tool that provides a proper set of security tools for Outlook is listed below:

* Advanced Security for Outlook 1.4 is a free plug in for Outlook that provides proper security alerts and allows you to set which applications can access Outlook, so you only need to authorize an application once. Note that this is not a POSitive product and we do not provide support for it. Please visit the MapiLab website for more information: http://www.mapilab.com/outlook/security/.

7.1.9 Consignments

Consignments are products which you have not purchased, but which you have agreed to sell for another party. They become part of your inventory, but are handled in a special way. They can be sold as any other item, but they will also track commission type payments to the consignee. See Consignments.

Consignment Defaults

Select Dept/Category [F5] - Select a department and category to which the consignment item will be automatically assigned when adding consignments. Consigned items can be reassigned to a more appropriate category, especially if you are posting any of these items for sale on the internet with PRM E-Commerce.

Store Percent - A default store percentage to be automatically applied when accepting consignments. This can be changed on an individual consignment items as needed.

Edit Windows Consignment Form [F9] - The consignment agreement consists of several paragraphs stating terms and responsibilities. These paragraphs can be edited to match your business needs. (Note: if you are not using the Windows form of the consignment agreement, the form to be edited can be found under File: Editors: Transaction Report Editor.)

7.1.10 Commissions

PRM provides a simple tool for tracking commission sales for employees. See Commissions.

Track Commissions - This is a module of PRM and must be active for commission functions to work in PRM.

- If **checked**, PRM will track commissions, but only for inventory items set to pay a commission. Be sure to edit individual inventory and assign commission percentages. As a time saver, this can be done individually or through category defaults
- If **unchecked**, commissions will not be in effect, you will not have the split commission function, nor will you be able to do a commission settlement.

Commissions Based On

- **Profit** - After the cost has been deducted from the selling price, the commission will be calculated on the profit.
- **Selling Price** - Regardless of the profit, the commission will be calculated on the selling price, even if the item was sold below cost.

7.1.11 Pharmacy Setup

PRM can integrate with a special third-party program called CarePoint which maintains a pharmaceutical database for your customers. **This is a specialized program.** Please contact your dealer.

7.1.12 Replicated Registers

This is a Multi-Store setup screen

Activate Replicated Registers - must be activated in order for replication to function properly

Master Database Settings

- Master SQL Server -
- Master Database -
- Master Login Name -
- Master Password -

7.2 Credit Card Setup

PRM can simplify invoice transactions by automatically dialing out for credit card authorization. To do this you must have the necessary software and hardware. PRM supports payment by credit card with some built-in verification and confirmation options. PRM supports Averacharge and several well known third-party credit card processing software programs: ICVerify, X-Charge, and PC Charge.

To setup credit cards, go to Management: Credit Cards: Setup.

Credit Card Interface

Choose a credit card processing Type and fill in required details.

Do Not Allow Charges To Exceed Transaction Total - When tendering a credit card, PRM will not allow entry of a value greater than the total on the invoice.

SUPPORTED CREDIT CARD PROCESSORS

None

Choose this option if you are using a separate credit card processing terminal and/or if you will not be using any integrated credit card processing software.

> **Scenario**: When you process an invoice and the customer pays with a credit card, you will go to your separate credit card processing terminal and get an approval number. Then return to PRM and complete tendering of the invoice. Depending upon the following settings, you will be prompted in PRM to enter an approval number manually. At the end of the day, the credit card charges will be totaled and you will be able to compare the numbers with those generated by the terminal.

- **Activate Credit Card Confirmation Message -** allows you to choose Approved or Declined status as reported by the credit card processing terminal
- **Prompt For Approval Number** - allows you to record the approval number from the credit card processing terminal.

AveraCharge

This is POSitive's own credit card processor. It requires very little setup, it is internet based, and supports debit card, food stamp/EBT (electronic benefits transfer) cards, and gift cards.

Choose this option if you have signed up for AveraCharge and have received and installed a required file.

> **Scenario:** When you tender invoices with a credit card, PRM will quickly get approval through an internet connection, and process the transaction. If the credit card is declined, you will have options to manually submit an approval number. At the end of the day, you will settle the credit card batch with PRM's Credit Card Manager.

- **Merchant ID** - (select from the list available. If no list is available contact your dealer.)
- Debit Cards - **Cash Back Limit** - set the limit of how much cash can be withdrawn per debit card transaction.

ICVerify/X-Charge

This is a third-party credit card processing program supported by PRM. You must purchase and install ICVerify according to the manufacturer's instructions. Once you have confirmed that ICVerify is functional, then you will proceed with the PRM Setup.

> **Scenario:** When you tender an invoice using a credit card, PRM places a "request" file into ICVerify's working directory. ICVerify then processes the transaction and gets approval. PRM then reads the "answer" file and completes the customer invoice. At the end of the day you will need to settle the batch and run reports with ICVerify's interface.

For more information see ICVerify And PRM.

- **Merchant Code** - IMPORTANT: enter your merchant code found in ICVerify
- **Merchant ID#** - IMPORTANT: Generally, leave this blank. (Only if your copy of ICVERIFY allows for multiple merchant processing, then enter the appropriate code.
- **Report Path** - This report path designates the working directory being used by ICVerify to read and

answer processing requests. In other words, this is the path from the server to the ICVerify directory. This directory is usually designated when ICVerify is installed. Be sure to enter the drive and directory into this field. This information will be used with Credit Card Manager.

PC Charge

Choose this option if you have installed PC Charge software following the manufacturer's instructions. Once you have confirmed that PC Charge is functional, then you will proceed with the PRM Setup.

Enter the Merchant code. (This is a 3 or 4 letter code also referred to as the processor abbreviation. [eg. NOVA, VISA, MVRK, etc.)

Then enter the Merchant ID#. (This is the number listed as the Credit Card Company number in PC Charge--typically this number is 8-20 digits.)

For the Report path you would put c:\program files\active-charge (default location of PC Charge).

Next, under station settings, choose credit card processing and check Electronic Credit Card Capture. Path to processor would be the path to the directory in which PC Charge is installed on the server (\\server\active-charge).

Local Processor settings are if you want a station to override the settings and use a different merchant number.

Next you need to set up tender definitions. Go to file, definitions, tender definitions either add or edit your credit card settings. There is a check box for use electronic credit card capture, make sure this is checked.

That's all you need in POSitive.

PC CHARGE SETUP

In PC Charge you need to edit users.

The users need to be as follows User1 (for station 1) User2 (for station 2) etc.

PC Charge needs the sale window to be left open. If you have a report window or even have it on credit it will not process the sale.

Tender Retail

You must be a subscriber and follow its installation procedures.

YesPay - (United Kingdom)

You must be a subscriber and follow its installation procedures. (see YesPay)

Debit Card Setup

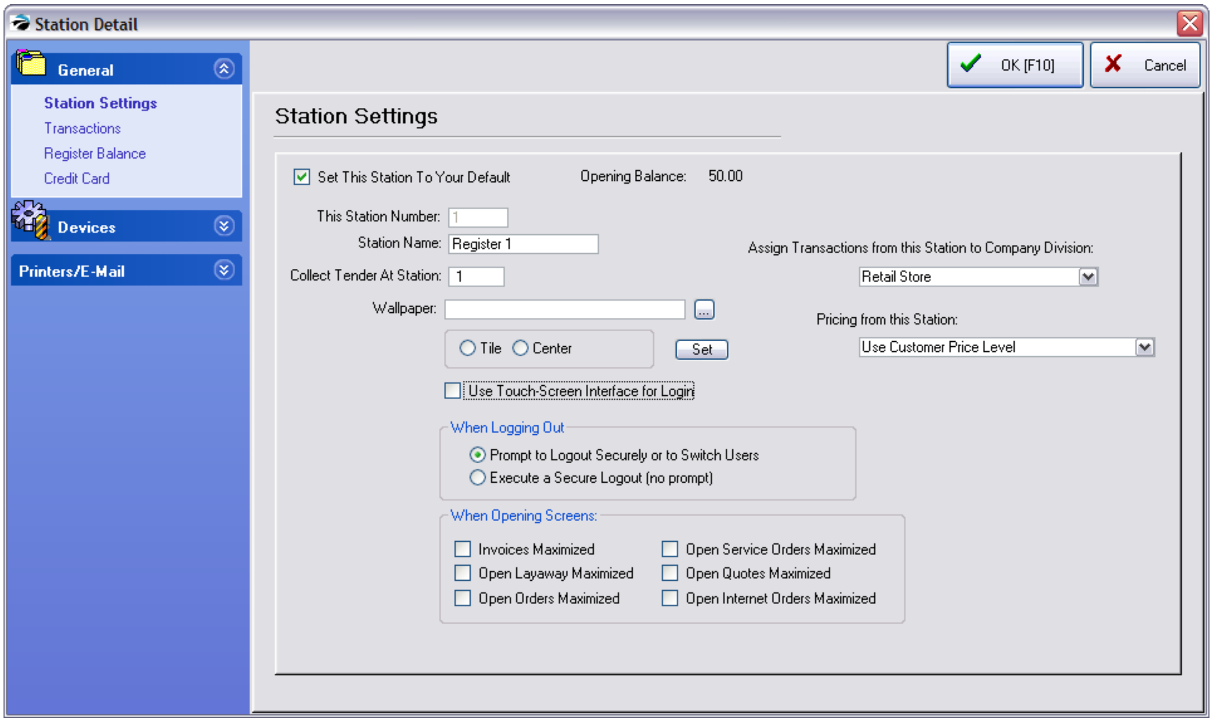
Debit Card - use of debit cards is only supported by AveraCharge and PC Charge

PinPad - PRM only supports the Verifone 1000SE model

Recommended: Create a Tender Definition for Debit Cards. Select the Debit Card Type. When used PRM will prompt for a PIN number which can only be entered through the Verifone 1000SE PinPad.

7.3 Station Detail - General

Each workstation (computer) using PRM needs to have its own setup for printers, cash drawer, pole display and general operations. This section will require some knowledge of your computer hardware and network.



First Time Setup (an Overview)

It is recommended that station numbers be created from the main or server computer first. Then the station settings and default selections be defined while physically operating the designated workstation (computer).

General

Station Settings - Identifies this Station name, number, and default use

Transactions - How this workstation will operate when invoices are created: invoice screen layout, prompts for type of sale, employee login, inventory lookups, etc.

Register Balance - What this workstation will print when the cash drawer is balanced.

Credit Card - Authorizes this workstation to accept and process credit card transactions.

Devices

POSitive Retail Manager can work with many popular brands of point of sale hardware. The purpose of this chapter is to help you with the set-up of your POS equipment.

Cash Drawer - to assure that cash drawer responds to signals to open

Pole Display - to assure that invoicing information is displayed

Portable Scanner - to connect to a hand-held data collector

Multi-Monitor - to assure that a second computer monitor displays invoicing information as well as a pre-defined slide show

RMS Pump Interface - to assure that gas pump information is relayed to PRM

Com Ports - for control of computer com ports

Printers/E-Mail

PRINTING SET-UP

Other than a computer, the next most important piece of equipment in any POS system is a good printer, which can be used for printing receipts, reports and labels. POSitive Retail Manager can work entirely through your default Windows printer, but you may want to use other printing options typically available in point-of-sale software.

Since PRM can support different printers for different functions, the first thing you'll need to do is make sure a Printer Driver is installed for each printer you'll be using. Most printer manufacturers include a printer driver disc in the box, but the exception is the small receipt printers, such as those made by Epson, Star, Ithaca and others. You'll need to download the appropriate driver from the manufacturer's web site, or ask your dealer to provide it. Once all your printer drivers are installed and working, you can proceed with setting up printing in PRM.

- Printing Options - Packing Slips, Customer Labels, Purchase Orders
- Invoice - printer designated for printing of invoices
- Alternate Invoice - printer designated for printing of invoices which are sold as On Store Account
- Layaway - printer designated for printing of layaways
- Orders - printer designated for printing of orders
- Internet Orders - printer designated for printing of internet orders
- Service Orders - printer designated for printing of service orders
- Quotes - printer designated for printing of quotes
- Quotes with Costs - printer designated for printing of quotes with cost and profit
- Contract Pricing - printer designated for printing of contract pricing lists
- Deposit Receipt - printer designated for printing of a receipt of deposits received
- AR Receipt - printer designated for printing of an accounts payable payment receipt
- Consignment Agreement - printer designated for printing of the consignment agreement
- Recurring Invoices - printer designated for printing of batches of recurring invoices
- Packing Slips - printer designated for printing of invoice or order without pricing information

7.3.1 Station Settings

General settings controlling operations.

- **Set This Station To Your Default** - Each workstation (computer) must have its own station number. By checking this box, the computer you are using now will operate according to the settings of this station. You will need to exit PRM before the changes take effect.
- **Opening Balance** - The amount shown here is the current cash in the drawer to be used for

making change. As you balance the cash drawer and opt to leave cash in the drawer to be carried over to the next day, the amount selected will be displayed here. This value cannot be edited.

- **This Station Number** - PRM generates the station number when you choose to add a workstation. This number cannot be edited.
    - NOTE: ICVerify uses this station number as well. Depending upon your ICVerify license, you should should reserve the first 4 or 8 stations for use with ICVerify. See ICVerify and PRM for more information.

- **Station Name** - You may name this station to reflect the location or the user of the station: Front Register, Bobs Desk, etc.
- **Collect Tender At Station** - If this computer station will be making sales transactions and will be balancing its own cash drawer, this number should match the station number above.

  If you are running a network, this option allows you to process invoices at this station, but assign a different station or cash drawer for keeping the money. Indicate the station number where the money will be kept. When the cash drawer of the other station is balanced, the transactions made at this station will be included. This option is used to help you in balancing your cash drawer(s).

- **Assign Transactions from this Station to Company Division** - This will be set to Retail automatically if you have not created any Divisions under the Company Information screen. (See Divisions)
- **Pricing From this Station** - Choose "Use Customer Price Level" - Only if this station is doing work as a specialized Division would you consider using any other price level listed.
- **Wallpaper** - The background in PRM can be set to whatever picture or pattern you would like. Use the browse button to find your graphic file. Choose to either tile or center the graphic. And then use the **Set button** to confirm the selection.
- **Use Touch-Screen Interface for Login** - (leave unchecked) When this station starts to run PRM it will open the touchscreen login for sales ID and password.

When Logging Out

For security purposes, when you are finished working with PRM, you should logout. This will require the next employee to log in and PRM will then limit that employee's activity and view to pre-authorized settings.

- **Prompt To Logout Securely Or To Switch Users** - the open windows will still be visible
- **Execute A Secure Logout (No Prompt)** - no open windows are displayed.

When Opening Screens

Maximizing an invoice, layaway, order, screen makes the transaction fill the entire computer screen, thereby placing the focus on the transaction. If it is left unchecked, the transaction will be opened as a smaller window. Select options as desired.

- Invoices Maximized
- Open Layaway Maximized
- Open Orders Maximized
- Open Service Orders Maximized
- Open Quotes Maximized
- Open Internet Orders Maximized

7.3.2 Transaction Settings

All of these options will be in effect when you are creating invoices, orders, layaways, etc. Select those which are most appropriate for this workstation.

Invoicing tab

Controls selection of customer, log-in requirements, and some printing options.

Invoice Style - Choose ONE

Depending upon how you want your workstation to display invoice creation invoice , you may select from two Invoice Styles:

- **Invoice** screen layout suitable for computer stores, service stores needing detailed invoices. The "ESCape" menu is open on the side panel instead of being hidden.
- **Register** - screen layout suitable for cash-carry, gift stores, etc.
  Note: Register style is typically not selected in businesses needing the "Allow Backorders On Invoice" option as defined in System Setup

Transactions - Select Type of Sale

When you start an invoice, one or more of four options will be visible. Depending upon the type of business you may choose which option(s) will work best for you.

Select one or more options

- Show "Customer Sale" - opens the Locate Customer window.
- Show "Quick Sale" - assumes "No Name" on the invoice; ideal for walk-in customers.
- Show "Return" - if you will be processing customer returns.
- Show "Cancel" - if you are likely to not create an invoice after all.

- If no options are selected, the "Select Type Of Sale" screen will not be shown, and a Quick Sale will be assumed.

Transactions

- **Ask For (Cashier) ID When Creating Transaction (Orders, Layaways, Etc.)** - A security setting which controls access to critical functions.

- **Ask For Commissioned Sales ID When Invoicing** - if you are tracking commissions, you will be asked who should receive the commissions for items sold on the invoice.

- **Stay On Invoice After Sale** - An ideal setting for workstations on checkout lanes because it remains poised for creating a new invoice. When creating an new invoice you will first be prompted New Invoice/Close Invoice.

- Force Cashier Login When Invoicing - every time an invoice is created, PRM will ask for the person's ID and password. This option gives better tracking of who is using a common computer for making sales.

- Skip " New Invoice/Close Invoice" Prompt - immediately opens new invoice. To end the loop, you must void an open invoice.

- **Ask To Print Before Finalizing Invoices/Layaways** - If this is checked, you will be prompted to print or not, rather than automatically printing an invoice upon completion. At this time, you may choose to print to a different printer.

- **Combine Same-SKU Items On Transactions** - when an item is added to an invoice again, PRM will

  - If **checked**, update the original line item by increasing the quantity of the item.
  - If **unchecked**, the newly added item will have a separate line entry

- **Use "Fast Tender" for Touch Screen Checkout** - PRM will

  - If **checked**, use an abbreviated procedure for handling monies on the Tender screen.
  - If **unchecked**, use the standard procedure for handling monies.

Inventory tab

While invoicing, you may create new inventory in one of two ways. Choose ONE.

- **Prompt To Display Lookup List or Add New If SKU Not Found** - If you are using a barcode scanner for adding items to an invoice you may set PRM to warn you that the scanned item was not found in inventory. If the scanned barcode does not exist, you will be given the options to Quick-Add, Search, or cancel. (see Item Not Found)

Tip: DO NOT turn this on if you are **not** using a barcode scanner because it will require extra keystrokes.

- **Fast-Add Inventory When Adding At Register** - A shortcut option to minimize customer delay at the checkout station. Only essential elements of a new inventory item are recorded. The other elements must be done later. (see System Setup: Inventory: Invoicing)

Printing tab

Several printing options are available. These are strictly station specific.

- **Skip Printing Of Invoice/Receipt (can print from "Change Due" screen)** For the business which does not normally print invoices or receipts for most sales, you can activate this option. After tendering the invoice, the Change Due window will give you the option [F7] to choose to print the invoice if the customer requests a copy.

- **Always Prompt To Choose Printer When Invoicing** - (Not Generally Recommended) Gives the operator more control of printing options for invoices at the time the sale is made, but is an extra step in the process.

- **Always Prompt To Preview When Invoicing** - Some printing processes skip the "preview option. By selecting this you will always get to preview first.

- **Use Alternate Printer When On Account** - If you choose, you may automatically route an invoice to the alternate printer whenever an invoice is placed on store account. This option is often selected when a 40 column receipt printer is the primary invoice printer and an 80 column printer is preferred for filing invoices on AR.

  - If you check this option, be sure to activate the Alternate Printer settings on the left under

Printers/E-mail of the Station Detail setup.
- When you create an invoice and choose F5 Store Account as the method of payment, the invoice will automatically be printed on the Alternate Printer selected.

- **Prompt To Print Pick List When Completing Orders** - A pick list or packing slip is a list of item on the order without pricing. This list is often give to the shipping department for gathering the items to be shipped.

Electronic Journal

PRM can create a captured copy of every invoice as a text file. This text file can be printed if there are questions about invoices in PRM Invoice History, for example, if PRM were unable to save data and line items are missing. All invoices are saved in a directory named by the date to make lookup easier.

- **Activate Station Electronic Journal** (saves copy of receipt to specified location)
- **Journal Path** - the drive could be the local hard drive and a folder named receipts (C:\RECEIPTS)

Age Verification tab

Some businesses sell controlled products which are not to be sold to underage customers. The Age Verification feature of PRM will help document proper sales and deter improper sales.

Age Verification Options

- **No Age Verification Prompts** - select this option if you have no inventory restrictions; can be sold to anyone of any age
- **Prompt To Check ID** - the clerk will be reminded to ask to see some identification. The clerk will then choose Approve or Decline.
- **Prompt To Enter Birthdate** - the clerk will be asked to enter the customer's birthdate. PRM will then compare the date entered with the computer system date and calculate to see if the minimum age is reached. This is a more dynamic method for verifying because requires the clerk to be more interactive.
- **Prompt To Scan Driver's License** - some states issue a driver's license which has a magnetic stripe. Using the same magnetic stripe reader used for credit cards, PRM can read the data on the driver's license and extract birthdate information for verification purposes.

    - Assure that your card reader will be able to read swipes.

-------- Card Reader (choose one) --------

If a driver's license in your state includes a magnetic stripe, you can choose to swipe the driver's license to extract the bearer's birthdate. You need to choose the format of the magnetic stripe.

- Does not put a CR/LF between track 1 and 2
- Does put a CR/LF between track 1 and 2

TIP - click on the TEST button for an explanation and test of your Mag Stripe Reader

Note: Mag Stripe readers typically read tracks 1 and 2 from a credit or debit card. Some readers break the two tracks into two line, while others do not separate the two tracks.

Scan a driver's license into a non-word wrap text box and observe how it is displayed in the text box. If it displays as one continuous line, choose the first option. If it displays as two lines choose the second option.

AR tab

- **Skip Prompt For Password when taking AR Payments -** if this station will typically process many AR Payments, you could save time and effort by not having to enter Sales ID and Password each time.

Misc tab

- **Show Costs When Entering Quote** - If this is checked costs and profits will be visible. This is generally a preferred setting unless customers will be able to view the screen.

- **Hide Customer Info Box On Scheduling Calendar** - If using the service order module, you can choose to hide the customer information box on the scheduling calendar and then manually activate it as needed.

7.3.3 Register Balance

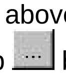
When Balancing Register

When balancing the cash drawer for this station, you may indicate which reports to print.

- **Invoice Transactions** - "Register Balance Report" (Not available in 40 col format)
- **Tender Summary** - "Register Balance Report - Summary"
- **Credit Card Summary** - a grouping of like credit card types with subtotals and total
- **Category Summary** - cost and profit totals per inventory category.

Note: To see SAMPLES of these reports see Daily Balance History

Print End-Of-Day Report To Receipt Printer - If you are using a 40 Col Receipt Printer for printing your invoices, you could have the above reports printed on the same cash register type paper.

- **Windows Printer Driver** - If you have checked the above option, you must select the printer from your Windows Printers list. Click on the lookup  button and select a Generic / Text Only Printer.
- **Physical Printer** - Select the Generic Receipt Printer which should always work.

ADD A Generic / Text Only PRINTER

If the Generic / Text Only Printer is not in your listing of Windows Printers, follow these steps.

- Go to the Start Button of Windows
- Choose Settings
- Choose Printers
- Click on Add Printer
- From the list, select Generic / Text Only Printer.

Note: Do NOT set this as your Windows Default printer.

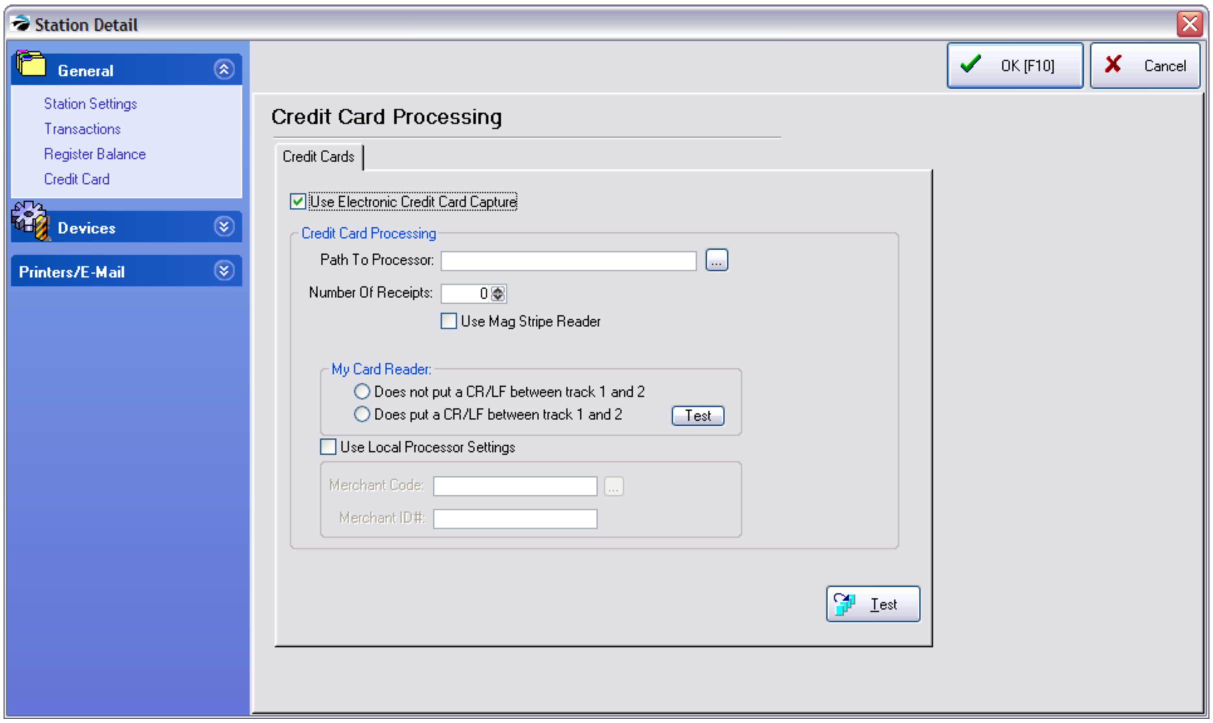
Notes: These reports will be printed in a 40 column format to include the same detail. However, the Invoice Transactions Report will never print to the 40 Col printer because of its excessive detail. It may be printed later to an 80 column or full-page printer.

7.3.4 Credit Card Processing

ADVANCE SETUP: Credit cards can be processed in PRM by first preparing the Credit Card Setup under Management: Credit Cards: Setup.

Then the individual workstation needs to be activated.

Station Settings For Processing Credit Cards



Credit Card Processors

PRM supports several credit card processing providers who sell licensed software.

AveraCharge is fully integrated into PRM.

ICVerify, X-Charge, and PCCharge are third party software programs for processing credit card purchases. They are purchased separately from PRM. Check with your local dealer.

Before you can activate these settings, you must have a licensed copy of ICVerify or PCCharge installed and operational. Operational means that you have the internet or modem dialing to a credit card processing service and the service is properly processing transactions to your bank account.

See ICVerify and PRM for installation instructions.

Activation of Station

Use Electronic Credit Card Capture - This setting must be checked for this workstation to communicate with the selected credit card processor. (see System Setup: Credit Card Setup)

Path To Processor - Enter the name of the directory, including the drive letter, where PCCharge or ICVerify is storing the request files to be processed. You may use the Browse Button to the right of the field to find the directory.

Number of Receipts - Generally, the number should be zero (0) because PRM will do all of the printing.

Use Mag Stripe Reader - This setting must be checked if you are using a magnetic swipe device to read the credit card information.

Setting Up The Mag Stripe Reader

You need to make sure the Mag Stripe Reader is reading credit cards in the correct format. The easiest way to do this is to open a word processor (Window's Start button: Programs: Accessories: NotePad) and scan a credit card. PRM needs to read tracks 1 and 2 on the credit card.

When you scan the card, you should get a group of numbers and letters similar to this:

%B40030101010123456789^JOHN ROBERT DOE^940310101002?,54800109639335702=94031016

It does not matter if there is more information than that. The important thing to look for is that there is a '^' surrounding the name on the card. PRM finds these '^' characters and uses them to determine the location of the account number.

If you are NOT seeing this information, then your scanner is not reading the proper tracks on the card.

-- My Card Reader -- (choose one)

- Does not put a CR/LF between track 1 and 2
- Does put a CR/LF between track 1 and 2

TIP - click on the ? button for an explanation and a test your Mag Stripe Reader

Note: Mag Stripe readers typically read tracks 1 and 2 from a credit or debit card. Some readers break the two tracks into two line, while others do not separate the two tracks.

Scan a credit card into a non-word wrap text box and observe how it is displayed in the text box. If it displays as one continuous line, choose the first option. If it displays as two lines choose the second option.

Use Local Processor Settings (Optional)

With ICVerify, X-Charge, PCCharge, and AveraCharge each workstation can use a merchant code other than the one set in System Setup. This is activated only if you have two merchant accounts and want to use a specific one at a particular workstation.

Test Credit Card Processing button **-** This will send out a test transaction to assure that IC Verify settings and PRM settings are synchronized.

ICVerify Operations

Preparation: ICVMLT32.EXE must be running in the background and have the /O /D switches active in its initialization string. See ICVerify and PRM.

7.3.5 Stations - Devices

Each workstation will require connections to printers, cash drawer, pole display, and other hardware. For general information see Basic Hardware For Workstations. The following topics give more precise information.

7.3.5.1 Cash Drawer

You must activate the option to use the cash drawer by entering codes for the cash drawer. It is assumed that the cash drawer connects to the printer with a small cable.

- **Use Cash Drawer** - Must be checked if a cash drawer is being used with this station.

Cash Drawer Settings

- **Cash Drawer Code** - The decimal numbers provided by the cash drawer manufacturer which activate the drawer to open. If more than one number is required, use a comma as a separator.

-- Possible Codes --

code 27,112,0,48 - If the printer is an Epson or Samsung brand. (Use 27,112,0,57 for a longer signal, if necessary)

code 7 - If the printer is a Star brand, use code 7.

- **Cash Drawer Port** - Choose the port to which the cash drawer is attached. If the cash drawer is plugged into a receipt printer, use the port of the receipt printer.
- **Pulse** - The signal to open the cash drawer can be extended by increasing the pulse setting from 0 to a 1, 2, or 3. This is often needed for older models of cash drawers. Another option is to set the baud rate for older drawers to just 300 baud.
- **Bypass Direct To Port** - (Not Generally Required) Some cash drawers need to have the signal to open the cash drawer handled differently. Try this option only if other options fail.
- **Test Button** - Pressing the test button will transmit the cash drawer codes and open the drawer.
- **Cash Drawer Printer** - (Not Generally Required) The purpose of this field is to link cash drawer operations when the cash drawer is not plugged into the printer. For example, a serial cash drawer is not plugged into a printer or when the printer is plugged into a USB port instead of a COM or LPT port or for other special scenarios such as a pole display plugged into a receipt printer.

-- Setting Up A Serial Cash Drawer --

If your cash drawer is serial and plugs directly into a com port on the computer, follow these steps.

Go to Windows Start: Settings: Printers and add a Generic/Text Only printer driver. Set this imaginary printer to use the cash drawer com port. Select this special Generic/Text Only printer driver in the Cash Drawer Printer field.

7.3.5.2 Pole Display

A pole display or customer display device allows the customer to view the products and prices being purchased.

PRM supports several brands of pole displays. Check with your local dealer for a current list and choose one which will best suit your purposes. Select one of the following or similar types.

- Ultimate Technology
- UTS PD220XL
- Pioneer
- Partner Tech CD-5220

NOTE: Some newer pole displays are designed to accept a printer plug in. The setup will be different. Please refer to special instructions for Pass Through Pole Display

Test The Display First

You should first test to make sure the Pole Display is functional as described in the owner's manual. Turn off power to the pole display and turn power back on. It will run through a self test and display it's standard setup. If it does not look like it is functioning properly, refer to the manual and/or the manufacturer.

Pole Display Setup

- **Use Pole Display** - If you are using a pole display on this computer, this setting must be checked.

Settings tab

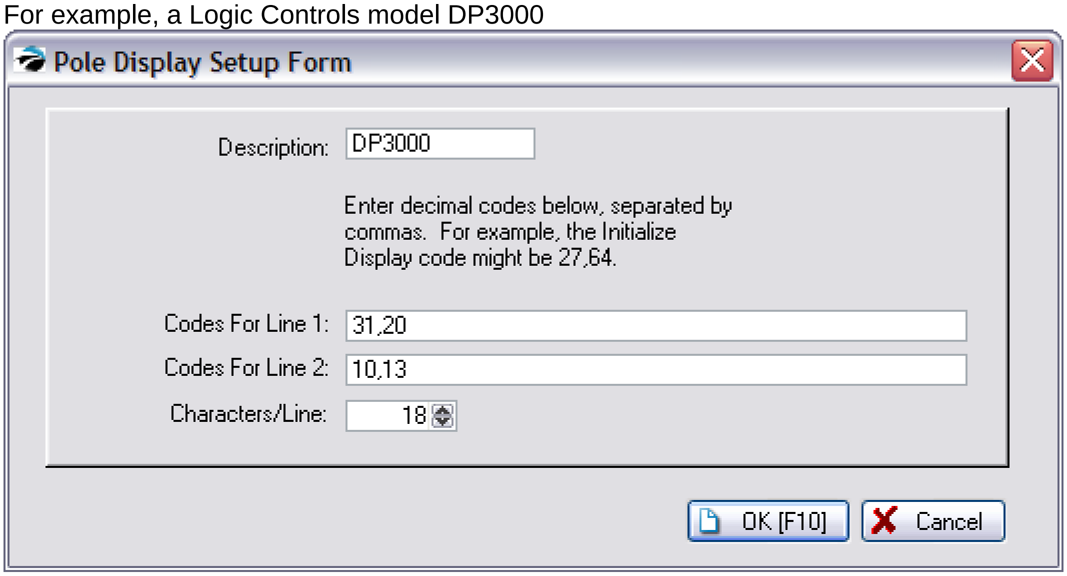
- **Pole ID** - This is a PRM code number to identify up to 6 different pole displays. PRM has pre-defined two common pole displays and allows you to define up to four others. Defining a pole display means to enter the manufacturer's codes for activating the 1st and 2nd lines of the display. This information is available in the owner's manual.
  - Pole ID 200 - contains the settings for a Partner Tech model CD-5220
  - Pole ID 251 - contains the settings for a generic pole display
  - Pole ID 252 - 255 are undefined. You may configure one to match your pole display.

How to define a pole ID

1) Select or create a Pole ID

- Click on the Lookup button ... to the right of the ID number.
- Highlight an undefined entry and choose Edit
- Enter a description (model number of the pole display)
- Enter codes for lines 1 and 2 as provided in the pole display manual.
- Enter number of characters per line (typically 18).

For example, a Logic Controls model DP3000



2) **Pole Display Port** - Choose the port to which the pole display will be attached.

3) Enter your messages on Pole Line 1 and Pole Line 2

Message Lines - When the pole display is not showing products and prices, you may choose a greeting or message for display. The message can be changed as often as you wish. The length of the message is dependent upon the brand of pole display.
Pole Line 1: Welcome To
Pole Line 2 Blink's Video Store

4) Click the Test button and watch the display. If it works, then you are finished here. If nothing is displayed consider selecting a Pole Printer.

Pole Printer - (Not Required except when the printer is plugged into a USB port instead of a COM or LPT port or for other special scenarios such as a pole display plugged into a receipt printer.)

Test Button - Sends a signal to the pole display to confirm that settings are correct and to display the message lines.

If the test is NOT successful, turn off the power (unplug) on the pole display, wait 10 seconds and plug the pole display in again. The pole display will go through a self test. Then try the Test button again.

Layout tab

A pole display is usually two lines of text with the description on the top line and the quantity and price of the item being sold on the bottom line. You may customize what information is displayed by selecting an element, a line, starting position and length.

Advance Setup

First, make the pole display functional using the instructions above.

Activate Use Custom Layout

Line: 1= top line 2= bottom line

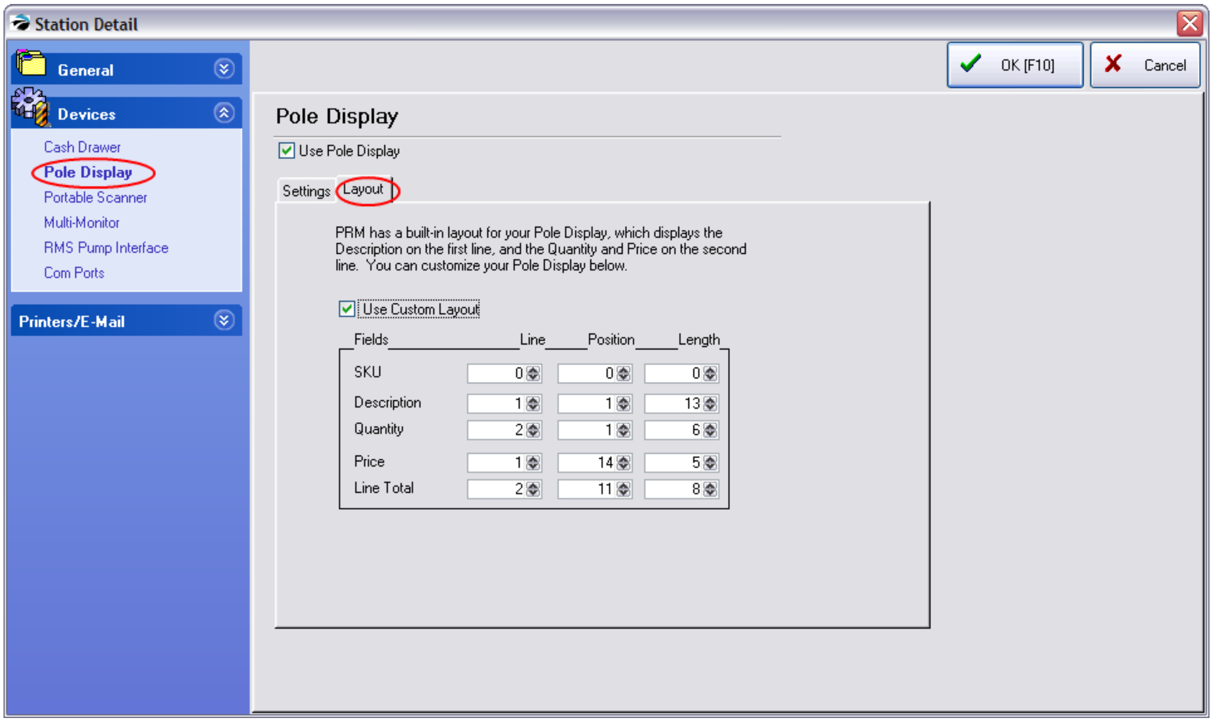
Position: (1-20) Starting character position (some pole displays only use 18 characters)

Length: number of characters to display

Example settings pictured below results in the following pole display information

Line1 Description Price

Line2 Qty Total Price



line-1: 0,0,0
line-2: 1,1,13
line-3: 2,1,6
line-4: 1,14,5
line-5: 2,11,8

7.3.5.3 Portable Scanner

PRM can directly import data files from your portable data collector at this workstation for doing invoicing, purchase orders, and inventory control.

What You Need To Know

1) How to program and operate the data collector. See manufacturers instructions.

2) Know which port the data collector is plugged into

How To Select The Port For The Data Collector

You should know how to operate your data collector. Turn it on, load SKUs and quantities.

1) Connect the data collector to a serial port (usually COM1)

2) In PRM, select the port for the portable scanner.

3) Click on the COM Port Setup in the lower right corner and set the proper port, baud rate (9600), parity (none), data bits (8), and stop bits (1).

4) Click on the **Test button**. Choose the option on the data collector to "dump" the data. If the data collector is communicating with the computer, you should see the SKU's and quantities of the items in the data collector listed on the Scanner Test screen. See Data Collector for explanations of where to use the data collector with PRM.

If Your Data Collector Is Not Supported By PRM

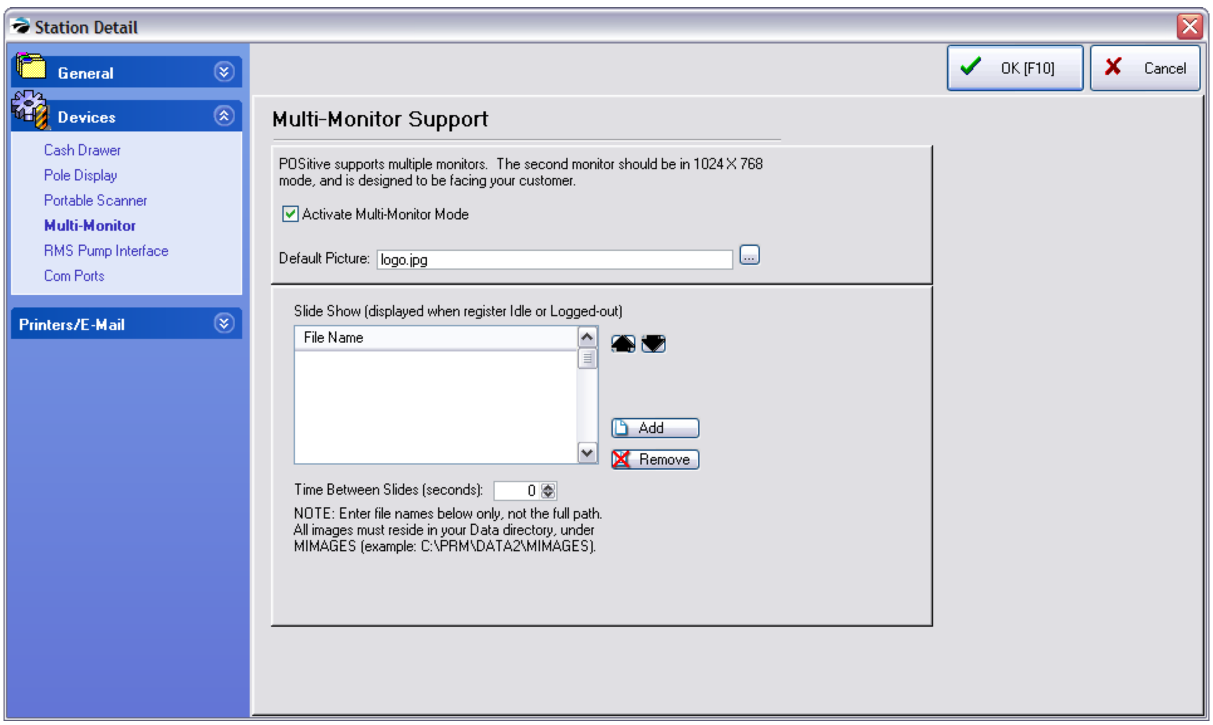
If you determine that the data collector is not capable of connecting directly, you can still use the data collector in conjunction with PRM.

Learn how to transfer data from the data collector to a file on your hard drive. Make note of the file name. Then, when PRM needs to get data, you can create an import setup and import the saved file on the hard drive.

7.3.5.4 Multi-Monitor Support

As an alternative to use of a Pole Display, PRM can support two monitors; one that faces the cashier for ringing up the sale, and one that faces your customer.

Do Not Activate this option until you have completed the preliminary steps. See Multi-Monitor Support

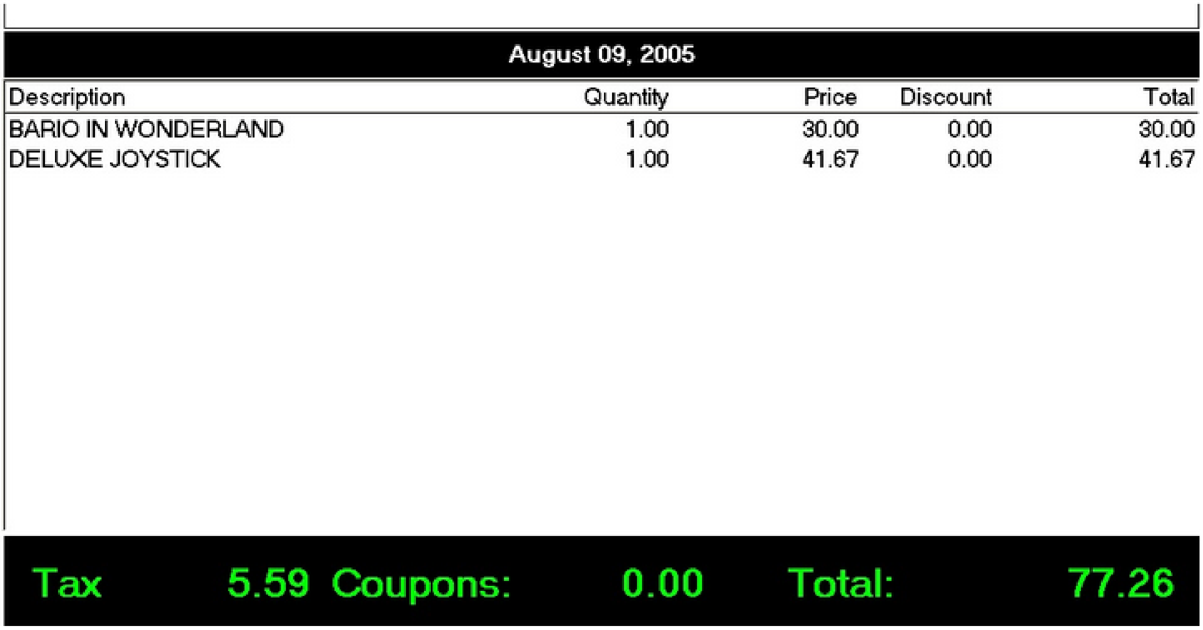


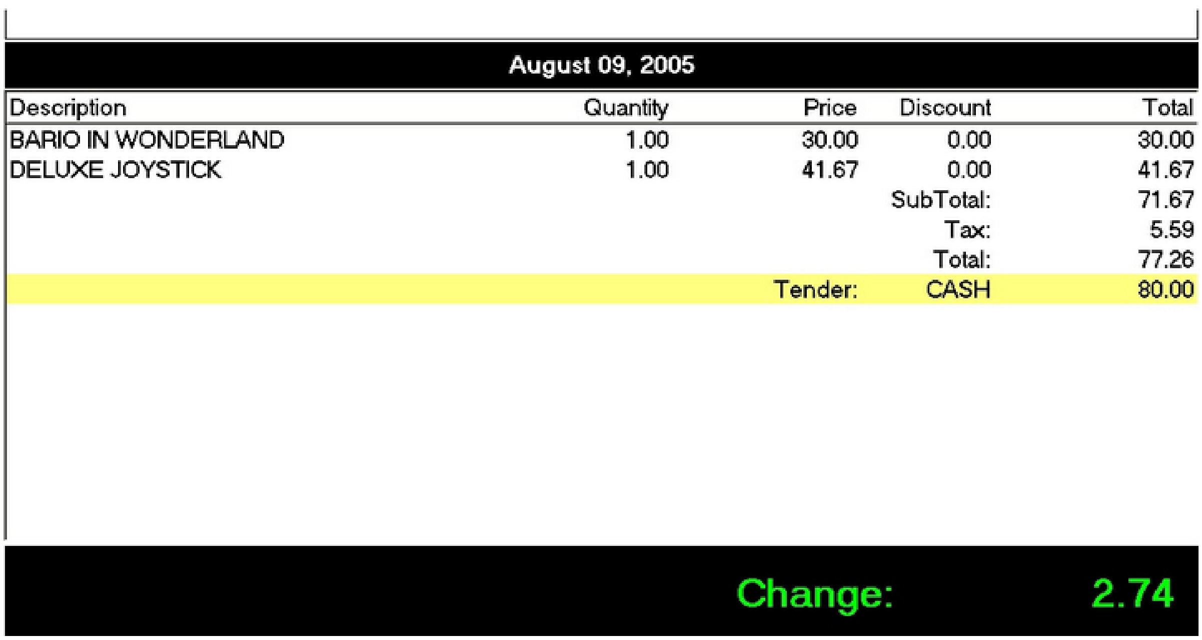
There are several advantages to using Multi-Monitor Support

- **Default Picture -** When the computer is not processing an invoice, a slide show of pictures will be presented.
- **Slide Show - File Name** - Pictures which are displayed when the workstation is idle or logged out.
- **Time Between Slides** (seconds)

SAMPLE SCREENS

When you are processing an invoice or order, the customer can see much more detail than a standard pole display.





7.3.5.5 RMS Pump Interface

PRM can support monitoring of gas pumps which have the RMS software and hardware. Contact your dealer for more information.

- Activate RMS Interface -
- Data Path to RMS - location where the RMS software data is stored

7.3.5.6 Com Ports

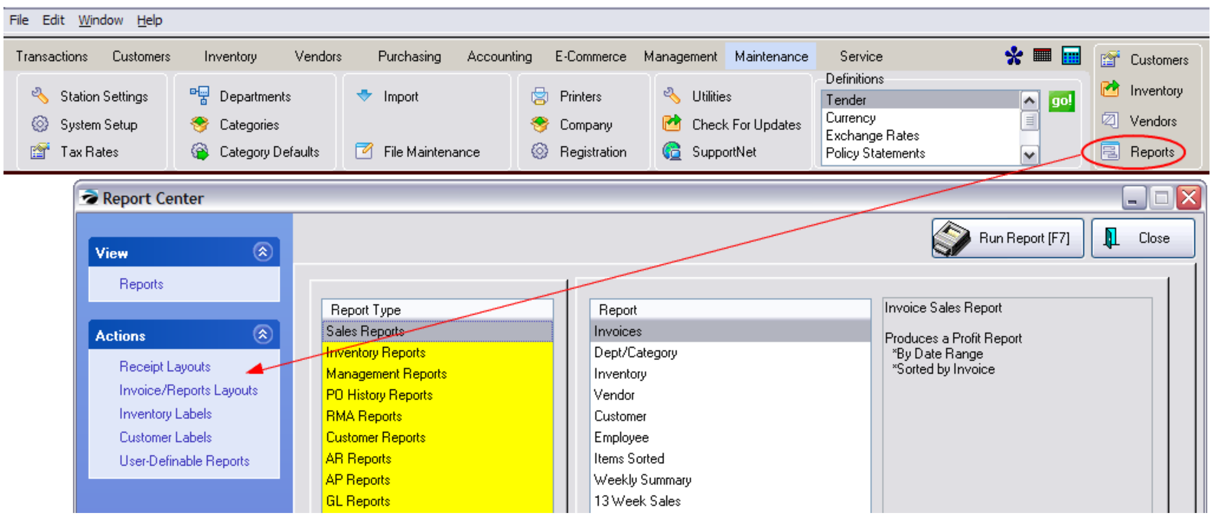
COM Ports Setup

The COM Ports Setup has already been done by default. However, if you need to make modifications click on this button. See COM Ports Setup for more information.

7.4 Editors

PRM provides you with editors which are used only as special needs arise to meet your company objectives. You can edit Invoice Forms, Inventory Labels, Customer Labels, and create customized reports.

On the toolbar choose the Reports link at the far right and the Actions section on the left.



For your convenience, a brief description is provided here with a link to more information in the help topics.

Receipt Layouts (Transaction Reports)

PRM comes with a wide selection of form layouts for invoices, orders, service orders, and quotes. These forms are typically selected on the Printers Tab of the Station Settings window. Editing of these forms is accessible from Report Center by choosing Actions: Receipt Reports. (In PRM these were called Transaction Reports.)

Because there are two types of forms, **Windows** and **Direct To Printer**, you should first experiment with the forms to determine which will best suit your needs. (see Printer Forms)

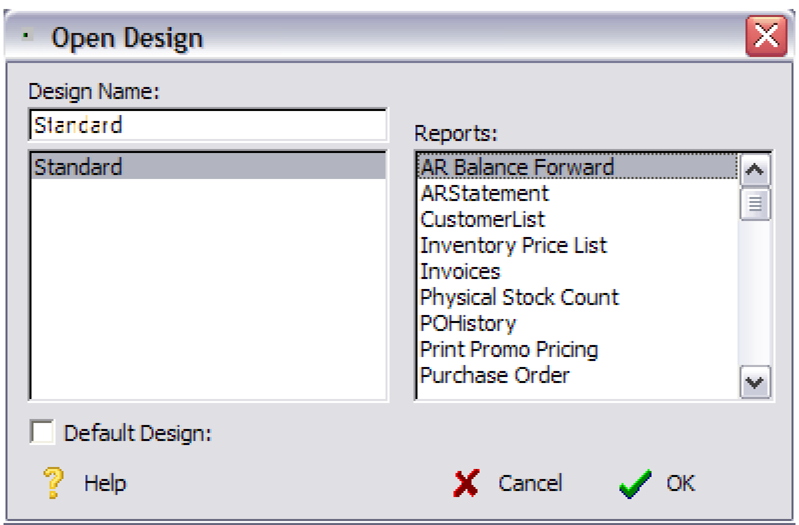
Invoice / Reports Layouts (Report Designer)

PRM allows editing of the following forms:

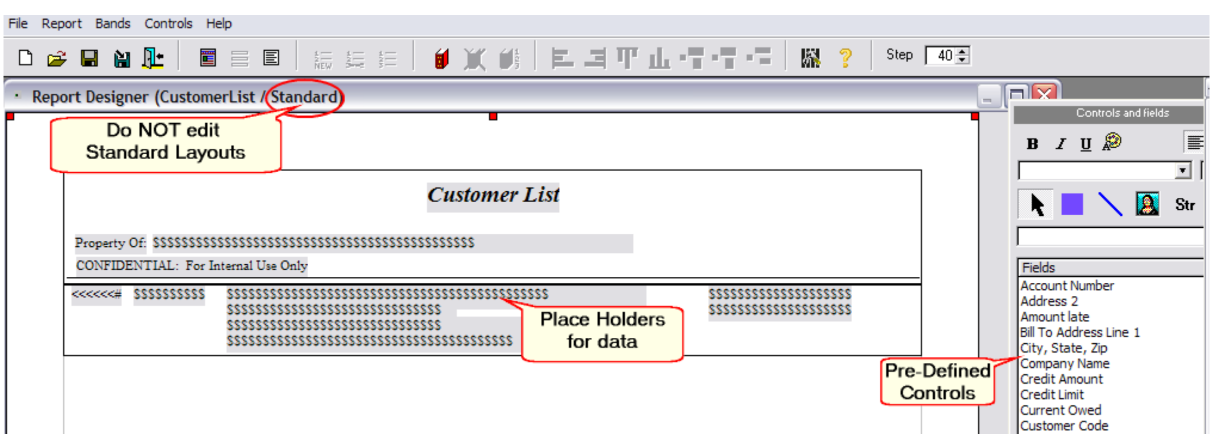
- AR Balance Forward - one of two AR statement forms
- AR Statement - transaction based, pay per invoice style

- Customer List - this can be enhanced to do much more than just list names and addresses
- Inventory Price List - often used as a catalog
- Invoices - a dynamic form which is used for invoices, layaways, orders, service orders, quotes, etc.
- Physical Stock Count - a listing of inventory and on hand counts
- PO History - not to be confused with "Purchase Order" this is used for reprinting of purchase orders received
- Print Promo Pricing - a report of items on promo
- Purchase Order - the form used for printed purchase orders which can then be sent by fax, pdf, or e-mail
- Service Work Schedule - listing of service appointments
- Work Orders - individual notes for work to be done

WARNING: Before you Edit the "Standard" layouts for invoice forms and other reports, be sure to save the layout with a name other than standard so that your work will not be overwritten during software upgrades. You may choose to open and edit several forms:



Once the layout is open and saved under a different name, you can edit for form replacing $$$$$$ strings from the available list of controls and fields.



Inventory Labels

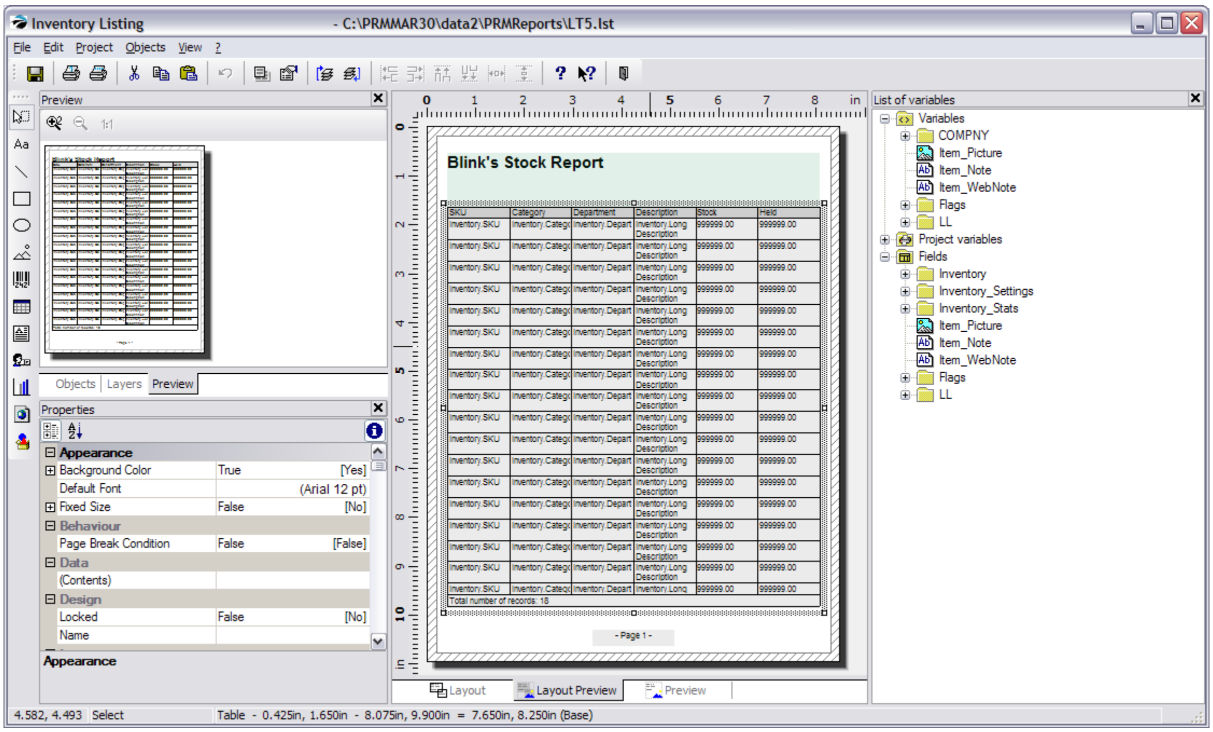
The labels for inventory items can be fully edited to include or exclude certain characteristics. (see Labels List)

Customer Labels

The bill-to and ship-to address labels for customers can be fully edited. (see Customer Labels Editor)

User-Definable Reports

Design your own reports by selecting variable data fields.



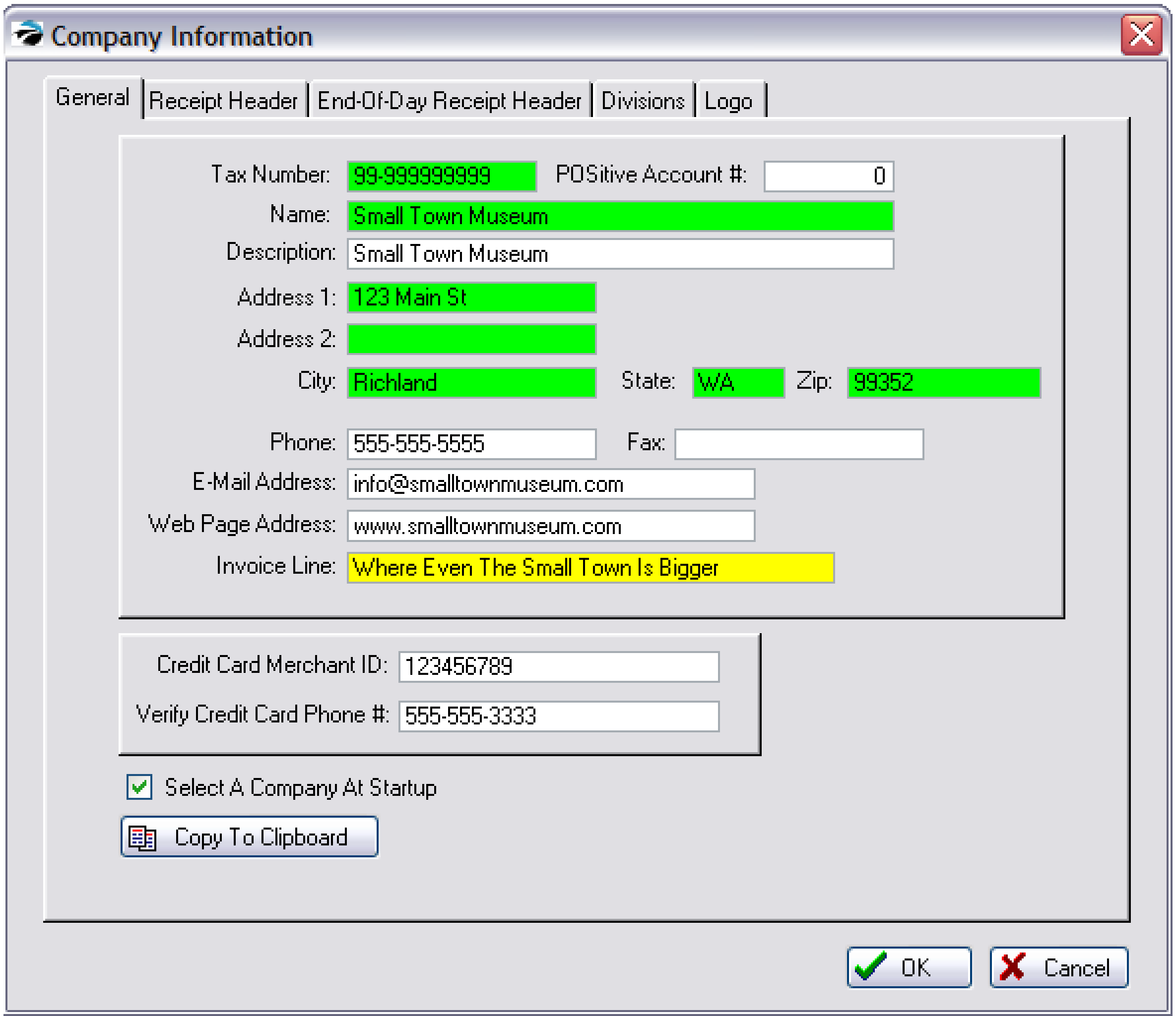
7.5 Company Information

When you create your own company, PRM runs a New Company Setup Wizard. You may edit your company information on this screen.

Some of the information entered here will be used to create your registration or unlock codes. Your company name and address will be printed on your invoices as it appears here.

Making Changes

Once PRM is registered or unlocked the name and address information will be grayed out and cannot be edited. You may need to get new unlock codes before you can make changes to this information. Call your dealer or POSitive Software Company.



General tab

Tax Number - Your Federal ID or ANB number. This will be printed on invoices and purchase orders.

POSitive Account # - For technical support reference. When calling for technical support you may be asked for this number.

Name - The name and address of your company, as you want it to appear on your invoices.

Description - A restatement of your company name or an identifier to help you distinguish between multiple stores: such as 12th Street Store, Store #1, Dallas Store, etc. NOTE: this should not be left blank because this field appears on the Choose Company screen to aids in the selection of the correct company data.

Address Block - a free-form field for international use.

Address 1
Address 2
City, State, Zip

Phone - (include area code)

Fax - (include area code)

E-Mail Address - (Optional) This should be a general e-mail address.

Web Page Address - (Optional) If you have a web page, enter it here. If you do not yet have a web page, ask your dealer of POSitive Software how you can get one very economically.

Invoice Line - (Optional) This is a "teaser" line which will appear directly below your company phone numbers on an invoice. You could enter your company slogan, "Greatest Deals On Earth," or list your e-mail and web page addresses, or anything else of your choosing.

Credit Card Merchant ID - (Optional) Strictly for reference only. If you are using a credit card processing program, this is a handy place to record such information with easy access when you need it.

Verify Credit Card Phone # -(Optional) Strictly for reference only. Enter your credit card processor's voice phone number. If you had been trying to process a credit card which is unable to be verified via modem, this is the number you have been told to call to get voice verification of the card's acceptance.

Select A Company At Startup - Displays the Choose Company screen on startup of PRM. One option available to you from the Choose Company screen is to select a company from the list and always launch the company data automatically, thereby skipping the Choose Company screen. From time to time, you may find it necessary to restore the Choose Company screen. By placing a check here, and then exiting PRM, it will be restored.

Software Registration

Copy To Clipboard - Registering your software is an automated process. However, if there are problems with the registration, you may be asked by technical support for the company information listed here. As a convenience, click on this button and the relevant information will be placed on the Windows clipboard, which can then be pasted into an e-mail or or word processing document to fax to your dealer. Note: You will not see any indication that it has been copied to the clipboard; just know that it has been done.

Company Headers (OPTIONAL)

Two tabs on the Company Information screen allow you to add extra information to your invoices and end of day reports such as Tax Numbers, VAT, etc. to conform with governing requirements.

Receipt Header

Open the tab and type the information you would like at the top of your 40-column invoices.

End-Of Day Receipt Header

Open the tab and type the information you would like at the top of your 40-column End-Of-Day Report.

Divisions (OPTIONAL)

This optional setting allows the company to monitor sales based upon internal accounting organizations (Divisions) within the company: Retail, Wholesale, Internet Sales, Service, etc.

After naming the various divisions, be sure to review the GL Chart of Accounts and make appropriate changes for each division. (see General Ledger Management Center)

The use of a Division is controlled by the Station. A computer will be designated to function as a Division point of operations. Transactions made at the computer station will be logged under the selected Division. (see Station Settings)

Logo

How To Load Your Company Logo Into PRM

Load Pic - A company logo would be an appropriate picture to load here. It will be printed on your "windows" invoices.

Delete Pic - Remove the picture loaded as a company logo.

1) Click on Load Pic

2) Select the proper folder and company graphic. You may need to change the picture format filter to find your specific logo. Note: For best results the graphic should be small and if you are running multiple computers, the graphic must be saved in the c:\PRM\dataX\IMAGES directory so that all computers will have access to the file.

3) Choose OK.

Guidelines:

The logo in PRM will auto size to about a 1.5x1.5 inches. You can use bmp, wmf, and perhaps jpg. GIF may work also.

In any event if you make a logo about 1.5- 2 inches square and use a WMF format, your logo will definitely print on your invoices. And in color, if you have a color logo and printer. You can always experiment with different designs and file types.

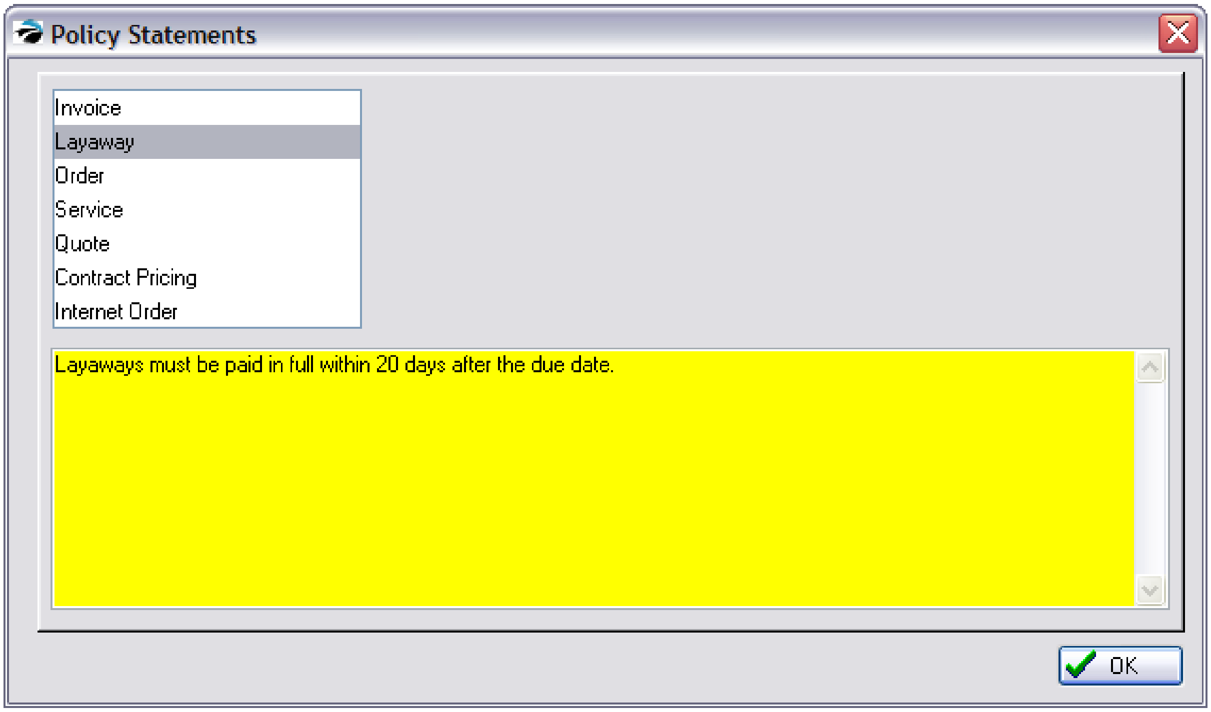
Obviously the smaller the file size the better. My logo is a color WMF file and is about 7k I created it in Corel Draw and saved it as a WMF.

Final point to remember, our logo for invoice printing has no relationship to our POSitive Commerce system. If you DO get into e-commerce, the only file formats that are supported are JPG and GIF. WMF and BMP are not valid file types for web images.

7.6 Policy Statements

At the bottom of each invoice, layaway, order, service order, etc. you can print your store policy statement regarding returns, refunds, or work performed. These statements can vary according to the type of receipt being printed.

TIP: Change your invoice policy statement frequently to include greetings, announcements, and promotions.



How To Create A Policy Statement

1) Go to Maintenance: Definitions: Policy Statements

2) Highlight a receipt type. You may print a different policy statement on each of the following receipt types: Invoice, Layaway, Order, Service Order, Quote, Contract Pricing, and Internet Order.

3) Type your statement in the box provided. Layaways, for example, could include policies about cancellations, unclaimed items, fees and refunds.

Length Of Statement

Your policy statement will be printed at the bottom of the customer receipt. Your statement will word wrap if you are printing on a 40 column receipt. If you are printing to a Windows default form, you will be limited to 3 lines of compressed print, approximately 300 characters.

Pre-Printed Forms With Policy Statements

You may wish to deactivate printing of policy statements in PRM forms and use pre-printed forms with your company logo and policy statement on the reverse or at the bottom of the form. See Printer Forms for more information.

Converted Receipts

The receipt type determines the policy statement being printed. When a receipt is created the policy statement for that receipt type is printed at the bottom of the form. When a Layaway, for example, is converted to an Invoice, then the policy statement for the Layaway is replaced with the policy statement of the Invoice.

7.7 PRM Security Options

As the number of employees in your business increases, your desires for heightened controls in your point-of-sale program may also increase. PRM has many security lockout and transaction tracking features. These are either automatically functional in the program or need to be activated on a per employee basis. The use of Security Groups can assist in rapidly applying security settings.

Although these security options will help, the ultimate responsibility for monitoring abuses rests with your store management and not with PRM software.

Security Controls

Each employee using PRM is assigned a unique ID and Password and can also be granted various access rights to portions or procedures within PRM.

PASSWORDS - The passwords may be changed on a regular basis to minimize compromises in the program.

SALESID - Once an employee is assigned a SalesID, it can not be edited.

Keys To Effective Security

For PRM Security to be effective, the following must be in place.

1) Each employee must have and use his/her own ID and Password. Consider changing passwords every few months so that passwords are not compromised.

2) For maximum security, each workstation must have the option "Ask For ID Each When Creating New Transactions" turned on. This will mean the employee will have to log on much more frequently, but in order to assure access rights, this must be set.

- To check each workstation setting, go to Maintenance: System Setup: and select Stations.
- In turn, edit each workstation in the list
- Choose Transactions under General.
- Place a checkmark on Ask For ID When Creating New Transactions. For even tighter security, activate "Force Cashier Login Between Invoices
- Choose OK to save and quit.

3) For each employee, grant rights and limits for each of the module settings. This is on the Employee File: Security tab. (If the employee does not display a security tab, then the employee is currently assigned to a security group. You will need to change the security group setting to "unassigned" to be able to make individual changes to the employee's security rights.)

4) For each employee, set appropriate invoicing and refunding limits. This is on the Employee File: Options tab.

When an employee is added to PRM, the employee is granted access to ALL portions and procedures of PRM. No limits are in place unless management sets those limits.

To Change Or Review Employee Security Settings

- Go to Main Menu: Management: Employees
- Highlight an Employee
- Choose Security View at the left. If you have access to changing security options it is because the employee record selected the Unassigned Group. If the employee is already assigned to a specific group, you will see the statement: "Security has been set using a Global Security Setting:" followed by the name of the Group.
- If you want to manually adjust security for the employee, edit the employee and select the Unassigned Security Group to gain access.

An Alphabetical List of Security Options

Accounting

Access To GL Setup

Access to Checkbook

Allow To View Credit Card Numbers

Access To AR Section

Able To Accept AR Payments

Access To AP Section

Admin

Access To Manager Module

Access Employee Records

Access Daily Routines

Access Company Setup

Access File Integrity

Access To Time Cards

Access To Commissions

Access To Cost Verifier

Able To Delete Companies

Able To Access System Setup

Able To Access Station Setup

Able To Access Printers

Able To Add/Edit Tax Rates

Access To E-Mail Marketing

See Costs On Screen/Reports

Access To Registration

Control Center

Access To Transaction Menu

Access To Management Menu

Access To Inventory Menu

Access To Purchase Menu

Access To RMA Functions

Access To E-Commerce Menu

Customers

Access To Customer Records

Add Customer Notes

Edit Customer Notes

Change Customer Credit

Can Set Customer Defaults

E-Commerce

Able To Access E-Comm Setup

Add/Edit Internet Orders

Void Internet Orders

Retrieve E-Commerce Orders

Access To Internet Inventory

Files

Able To Import Files

Able To Export Files

Able To Access Definitions

Able To Access Editors

Access To Purge Data

Access Verify Routines

Access File Verification

Inventory

Access To Inventory Menus

Able To Add/Edit Inventory

Add/Edit Promo Pricing

Able To Add/Edit Departments

Able To Add/Edit Categories

Access To Category Defaults

Add/Edit Serial Numbers

Adjust Physical Inventory

Change Stock Quantities

Access To Inventory Reports

Access To Print Labels

Access To Inventory Maintenance

Managers

Access Credit Card Manager

Access Gift Cert. Manager

Access Frequent Buyer Mgr.

Access To Price Manager

Access To Coupon Manager

Access Used Items Manager

Pending

Add/Edit Layaways

Able To Void Layaways

Add/Edit Orders

Able To Void Orders

Add/Edit Service Orders

Void Service Orders

Add Service Appointments

Able To Enter Quotes

Void Quotes

Change Markup In A Quote

Add/Edit Contract Pricing

Void Recurring Invoices

Access To Voids List

Allow Order To Be Saved

Purchasing

Allow Access To Order List

Able To Place POs

Allow To Receive POs

Able To View PO History

Reports

Access Reports Menu

Access Employee Sales Report

Access Vendor Sales Report

Access To Sales Summary

Access Daily Balance History

Access To Tender History

Access Report Center

Able To Edit Transaction Reports

RMA

Access To Customer Returns

Access To RMA Orphans

Able To Send RMAs

Able To Receive RMAs

Access To RMA Aging Report

Transactions

Add/Edit Invoices

Able To Void Invoices

Allow Price Changes

Allow Discounts On Invoice - Note: if this is to be disabled, must also disable "Allow Price Changes"

Allowed To Process Returns

Accept Tender

View Invoice History

Able To Open Cash Drawer

Able To Balance Cash Drawer

Able To Test Cash Drawer

Able To Delete Line Items

Able To Void Active Invoices

Vendors

Access To Vendor Info

Access To Vendor Inventory

Access To Vendor Terms

Access To Vendor Shipping

7.7.1 Security Groups

Security Groups are named sets of access privileges to be applied enmasse to specific types of employees.

The reason for creating security groups and defining the security privileges for each group is to save you time when adding a new employee. It also assures uniformity. However, as an employee's responsibilities increase, you can change the employee's rights by either assigning the employee to a different security group or removing security group settings and manually choosing security options.

Groups of employees, can be named by a job function or team assignment such as Service, Accounting, Cashiers, Stock Room, Management share similar security privileges.

Go to Maintenance: Definitions: Security Groups

Related Topics

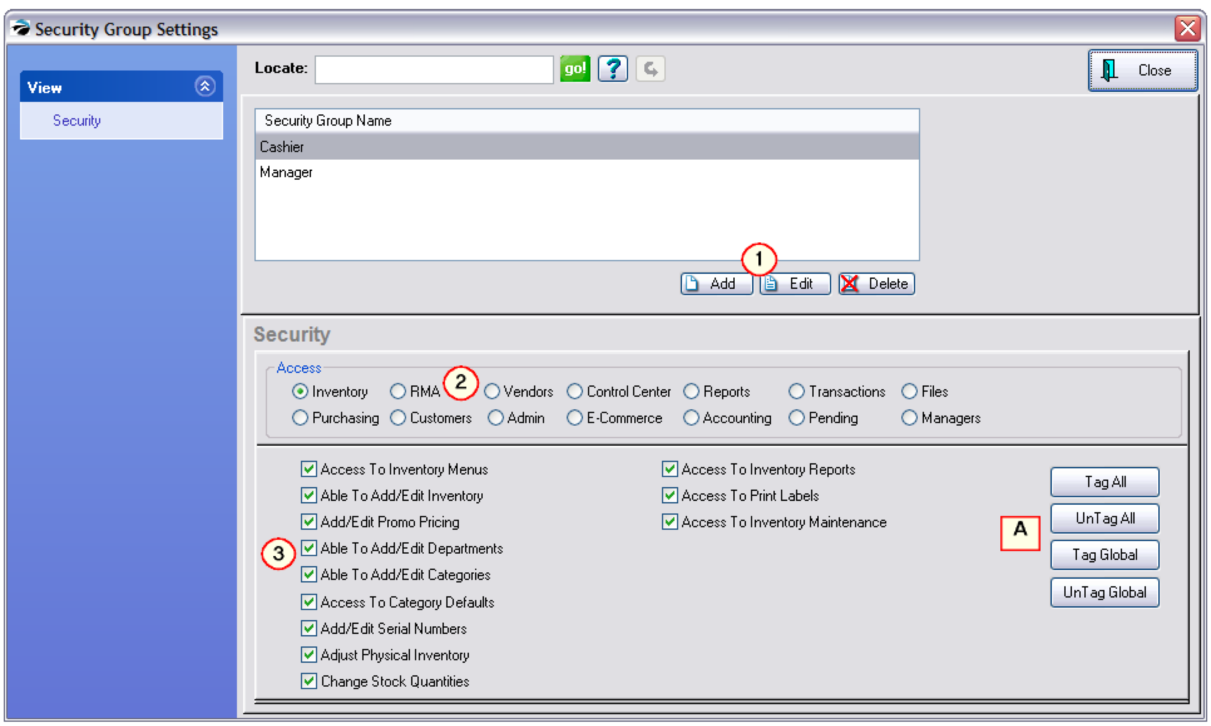
PRM Security Options

Security Group Settings.

7.7.2 Security Group Settings

Security settings can be pre-defined for specific types of employees based upon job description.

To access this screen, go to Maintenance: Definitions: Security Group Settings.



(1) All security groups are listed. More groups can be added. Groups can be edited. Any employees assigned to a group being edited will be instantly updated.

(2) Choose an "Access" area

(3) Activate specific settings as desired.

(A) Tag All - Untag All applies only to the visible screen. Tag Global - Untag Global applies to all sections.

See PRM Security Options for details about which options are available and an alphabetical list of security statements.

General Information

When Adding A Group: Use a descriptive name for groups of employees, such as Service, Accounting, Cashiers, Stock Room.

Check/Uncheck: Clicking on a setting in the Description box will alternately check or uncheck the highlighted setting.

Access Groups

Security options have been grouped by types. Select the desired type and security settings are listed. By default, all settings are turned on, giving a new employee access to all features and functions of PRM. Turn off any settings as desired.

Access Options On/Off

Clicking on the Description of a security control will alternately check or uncheck the highlighted setting.

Selection Buttons

- Tag All - will checkmark every item in the displayed group
- UnTag All - will remove checkmarks from every item in the displayed group
- Tag Global - will checkmark every item in every group
- UnTag Global - will remove checkmarks from every item in every group.

7.8 Employees

Assigning employees their own IDs and Passwords provides you with detailed information about employee activity and can even limit employee access to selected areas of PRM.

THINGS TO DO

Add employees and assign Security Groups (see Adding New Employees)

Change the password of POS MANAGER, the default employee

Regularly change employee passwords

Assign employee to POSitive Mail groups for rapid communication (see POSitive Mail)

Enable internet e-mail capabilities for the employee

THINGS TO UNDERSTAND

Adding an employee to the Employee list entails filling in Details, assignment to Mail Groups, assignment to a Security Group, and optionally adding Notes and enabling E-mail settings.

Mail Groups - POSitive Mail provides messaging to employees even without internet services. Mail Groups are defined through File: Definitions, and assigned to an employee through the Employee File.

Security Groups - Security options are available in PRM to limit access to various areas and procedures. It is probably best to define Security Groups first, before adding employees. When an employee is added to PRM using "Unassigned", the employee is granted access to ALL portions and procedures of PRM. No limits are in place unless management sets those limits by returning to the Employee list and editing the employee.

Notes - Employee notes and information should remain confidential. Access to the employee file should be limited to only a few employees. The employee information and notes can be printed from the Employee List.

E-Mail Settings - Employees who will be allowed to e-mail PRM reports need authorization. Edit the Employee File and define E-mail settings.

Time Clock - Employees may use the Time Clock to punch in and out. Management can review and edit times in and out.

RELATED TOPICS

Security Groups

Employee Time Cards

Service Time Cards

Sales Reports By Employee

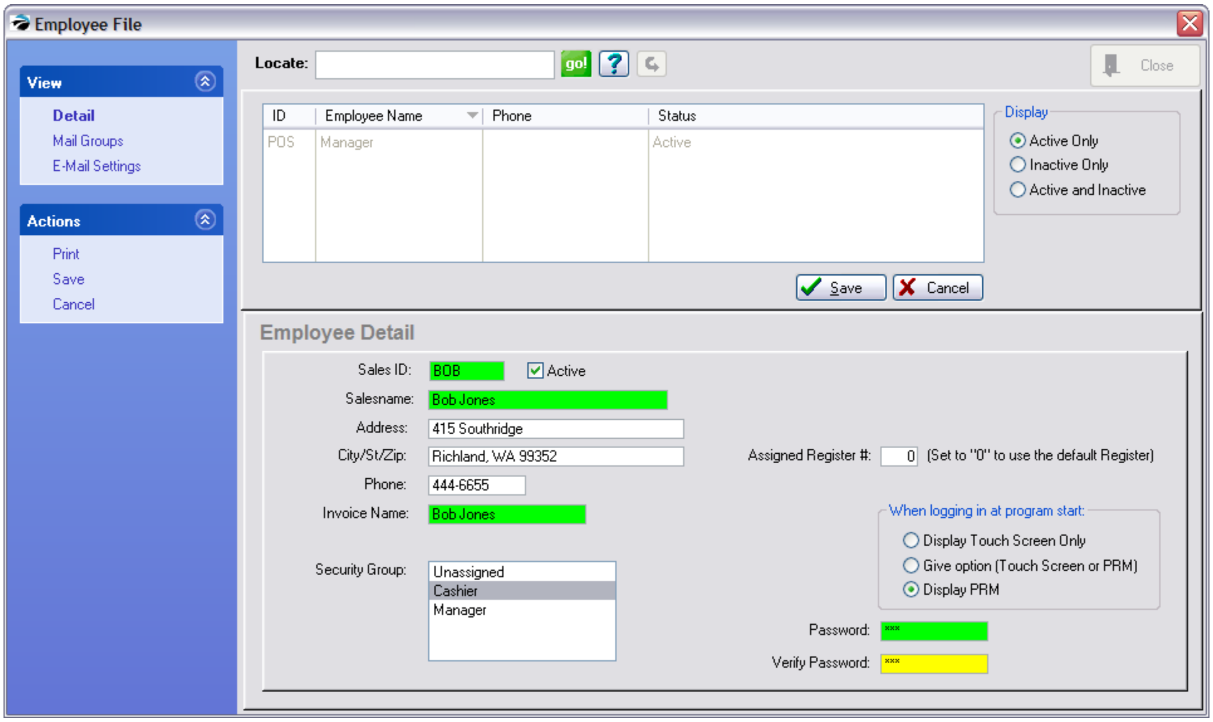
POSitive Mail

E-Mail Authorization

7.8.1 Employee File

Employee Listing - Click on column to sort/search

- Locate - Find an employee record or all records with common data.
- Query - define presets for name, sales ID, or phone
- Reset - restores the list after query has been applied.



ID - up to 3 characters

Employee Name - Default column for searching

Phone

Status

Display Status - choose to display only Active, only Inactive, or all employees.

Buttons

Add - This button will launch PRM's New Employee Wizard to make it easy to fill in all necessary fields.

Edit - Change an employee's information and or security rights.

Save - Retain changes. **Cancel** - Discard Changes

Delete - Remove a sales person.

TIP: Rather than deleting an employee, just change the password and/or security options. Deleting an employee could exclude sales made by that employee from specialized reports. Generally, if you ask for a report on ALL employees, even transactions of deleted employees will be included.

How To Add New Employees

From the Employee File screen, choose the ADD button just below the Employee Listing and fill in the employee information fields. Be sure to complete all 5 Views listed on the left.

Employee Detail

Sales ID - A unique code of up to 3 characters in length. This can be any combination of letters and numbers. It is frequently the initials of an employee. If security is not a major issue, it could be just one character to speed up entry into PRM.

Active - Currently able to use PRM. If this is **unchecked**, then the employee will have no rights to use PRM.

Salesname - Full name of employee: First and Last Name.

Address - (Optional) This will be used for internal purposes only. It can be a handy reference.

City, State, Zip

Phone

Invoice Name - This entry will be printed on the customer invoice. For privacy reasons, you may choose to print only the first name or an employee number on invoices.

Security Group - A preset assignment of security settings. Select one of the presets or make the entry Unassigned. See Security Groups.

Special Assignments

- **Assigned Register # -** This should always be set to 0. Only in rare instances would you want to use any other number.

  If you have a number of cashiers and wish to track transactions "per employee" more closely, you can assign a permanent cash drawer number to that employee. Whenever the employee logs-in, the Station number you assign here becomes active at the computer being operated.

Advance Setup: You need to create a station number for each employee. Then assign the station number at this screen for this specific employee.

Benefits: A cashier can end his/her shift without having to count down the cash drawer before leaving the sales lane. The cashier would remove the drawer and carry it to a back office workstation and proceed with the count down and balancing of the drawer.

Potential Drawbacks: This creates more work for network administrators. Since All Station settings will be applied as soon as the cashier logs in, the printers and cash drawer settings need to be identical or accessible in the same way at all stations to be used by the employee.

- **Service Tech** - (Visible only if Service Option is active) If this employee will be serving as a service technician at times, then this box should be **checked**. The employee will then be included in the Service Order module and will be listed with in the Service Scheduler. If service work is not part of your business, then this can be left blank.

When Logging In At Program Start

- **Display Touch Screen Only -** If this option has been activated, this employee will only be able to run the touchscreen.
- **Give Option (Touch Screen or PRM)** If this option has been activated, this employee will only be able to run the touchscreen or PRM.
- **Display PRM Access To Register Mode Only** - (Leave this unchecked) If the employee is only a cashier and should not have access to any other feature of PRM except to run a special TouchScreen interface for making sales.

Password Authentication

Password - A code of up to 6 characters using any combination of letters and numbers. This code should remain confidential. If security is a major issue, it can be changed as often as needed. As you type, the code characters will only be displayed as asterisks.

Verify Password - Re-enter the password to verify that the original entry is correct. As you type, the code characters will only be displayed as asterisks.

-- How To Change Password --

It is recommended that employee passwords be changed frequently to avoid compromise. Simply overwrite the existing password and Verify Password again.

Mail Groups

Select Mail Groups view at the far left. These are for internal classification of employees by job or location or team assignments. These groups are utilized for internal mailings and reports. An employee can be assigned to more than one group.

All Groups - a listing of common teams of employees such as Sales, Management, Techs, etc. These are defined under Maintenance | Definitions | Mail Groups (see Group Manager)

Groups Belonged To - This employee is automatically included in the ALL group and can be included as a member of any other available Mail Group. If groups have not yet been created, you may designate them now using Group Manager button below the All Groups list. (see Group Manager)

Security

Security - If the employee is already assigned to a security group, the message "Security has been set using a Global Security Setting" followed by the name of the security group.

If the employee is not assigned to a security group, then a listing of security options can be reviewed and edited. Upon closing this window, any changes made will be saved.

To Create New Security Groups - go to Maintenance: Definitions: Security Groups

See List Of Security Options for details.

Notes

You can record the hire date, performance reviews, and any other useful information about this employee on the Notes tab at this time. You may keep multiple notes about the employee; they will be printed by choosing the Print option under Actions on the left.

E-Mail Settings

(Recommended) This can be left blank. By default, PRM uses your Windows default e-mail client, such as Outlook, when you e-mail copies of invoices, quotes and etc. to your customers.

PRM can function as an e-mail client, (through System Setup), allowing employees to send and receive personal e-mail through the My POSitive section. (Screen shot of My POSitive.)

To set-up internal employee e-mail, go to Management, System Setup and E-Mail.

Click OK and go to Management, Employees, Edit the highlighted employee, then click on E-Mail Settings. This is where you will enter the information that pertains to your e-mail service and will have to be done for each employee. Because each business is different, there are no standard settings to use for this section. You probably need to consult with your e-mail provider, IT support person or POSitive dealer for assistance with setup.

Use the TEST E-MAIL button to assure that the entries are correct.

ACTIONS

Print - Will print the name and address of the employee along with any notes recorded on the Notes tab.

7.8.2 Employee Time Cards

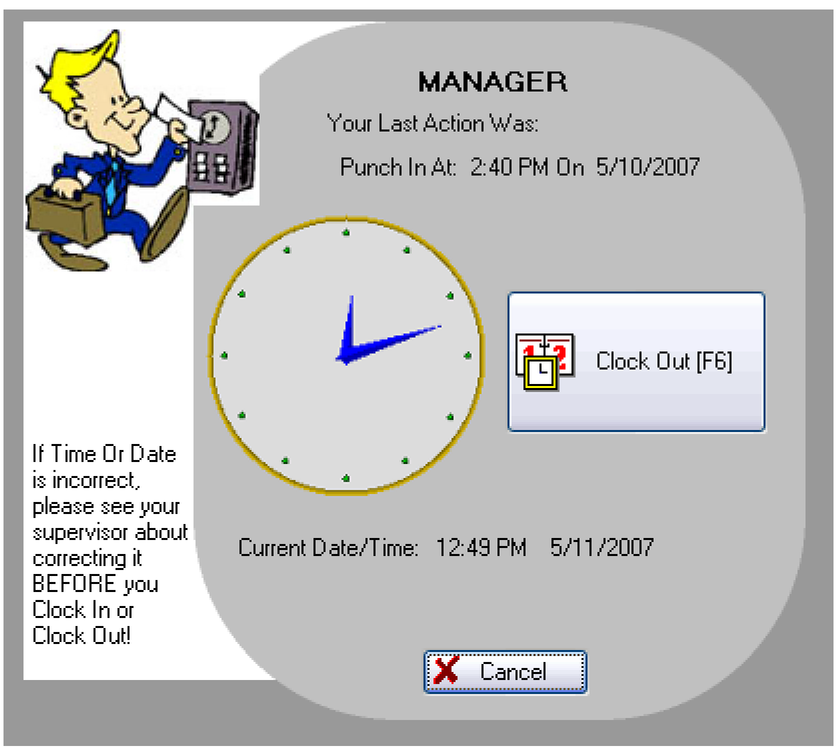
Employees may clock in and out of PRM. Their hours are recorded for management to review and print.

Clock In - Clock Out

To clock in or out, the employee selects the Clock In/Out icon on the Transactions Master Menu

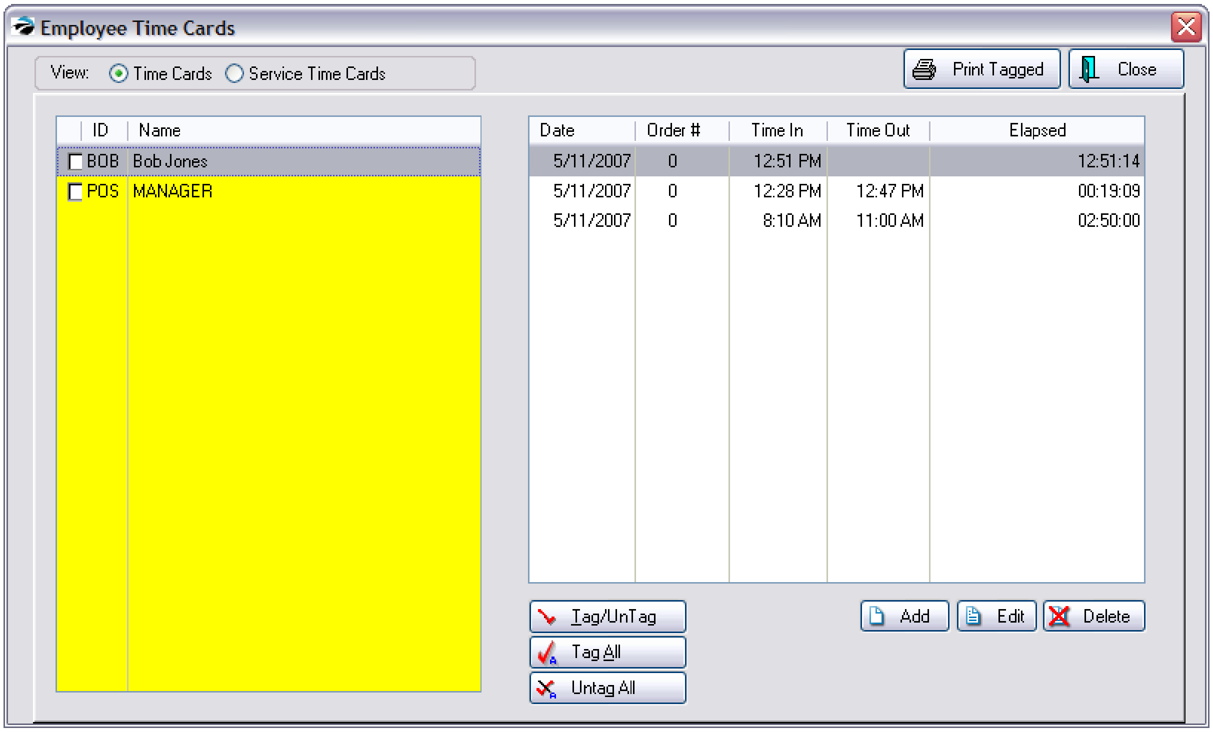
After entering a SalesID and Password, the employee should check to verify the correct Date and Time displayed.

Then choose to Clock In [F6] or Clock Out [F9].



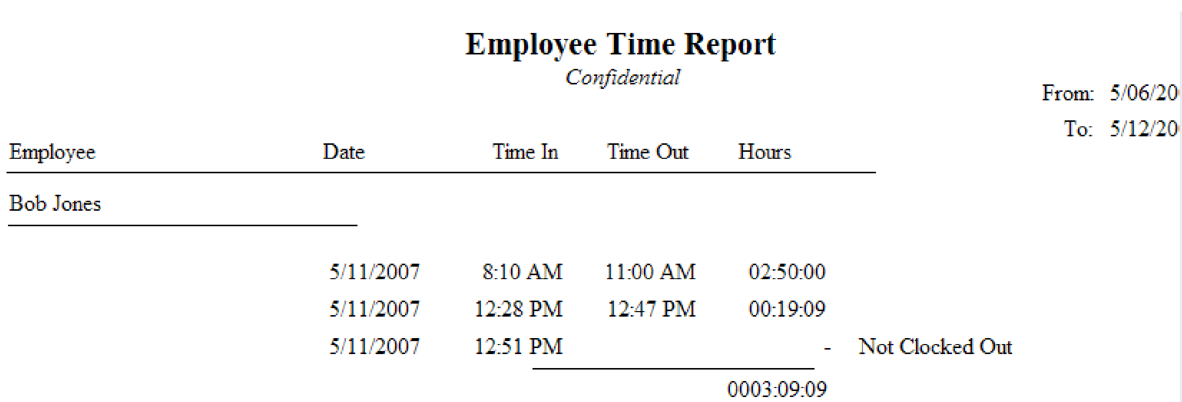
Employee Time Cards

The manager can review employee records by going to Management: Employee Time Cards.



Employee Time Report

Tag selected employees and then choose Print button. A printed report of an employee's hours looks like this.


Employee Time Report

Confidential

From: 5/06/20

To: 5/12/20

Employee	Date	Time In	Time Out	Hours	
Bob Jones					
	5/11/2007	8:10 AM	11:00 AM	02:50:00	
	5/11/2007	12:28 PM	12:47 PM	00:19:09	
	5/11/2007	12:51 PM		-	Not Clocked Out
				0003:09:09	

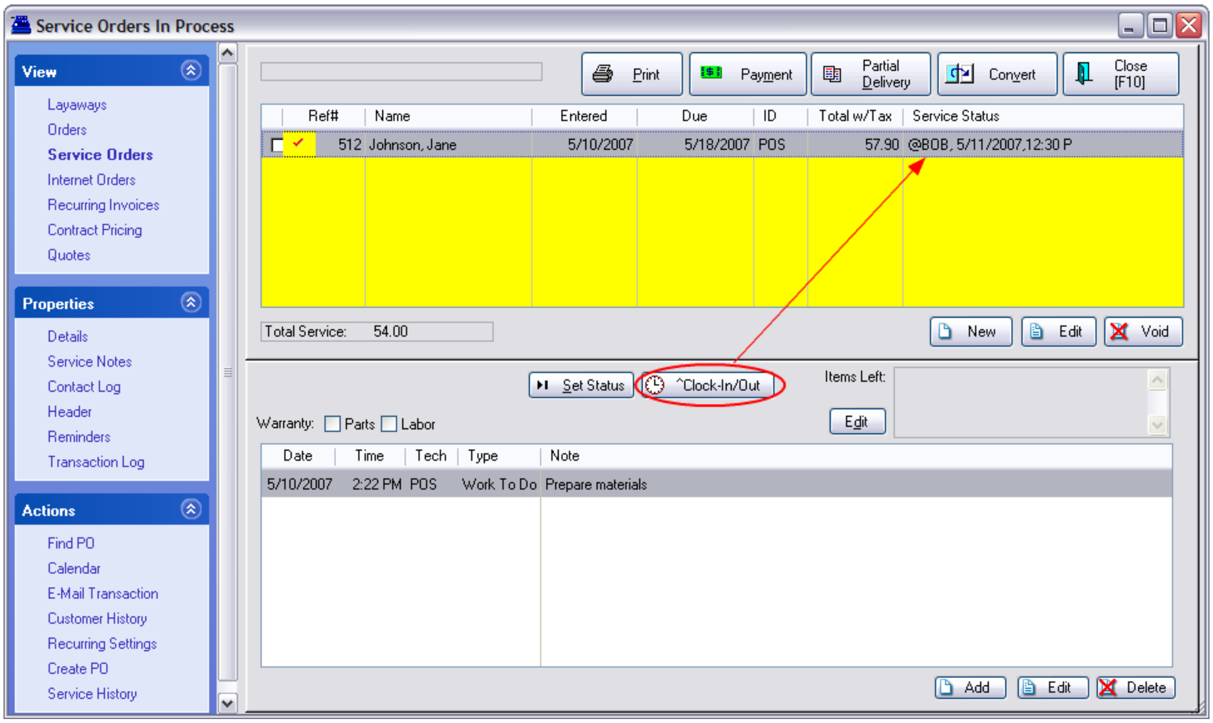
Service Time Cards

If you have the Service Option, technicians can clock in and out to track time spent working on a service order. The above screen will list the options for Time Cards and Service Time Cards

7.8.3 Service Time Cards

The Service module of PRM allows for creation of Service Orders. One of the special features of service orders is a separate time clock for recording time spent on service work.

Service Orders In Process

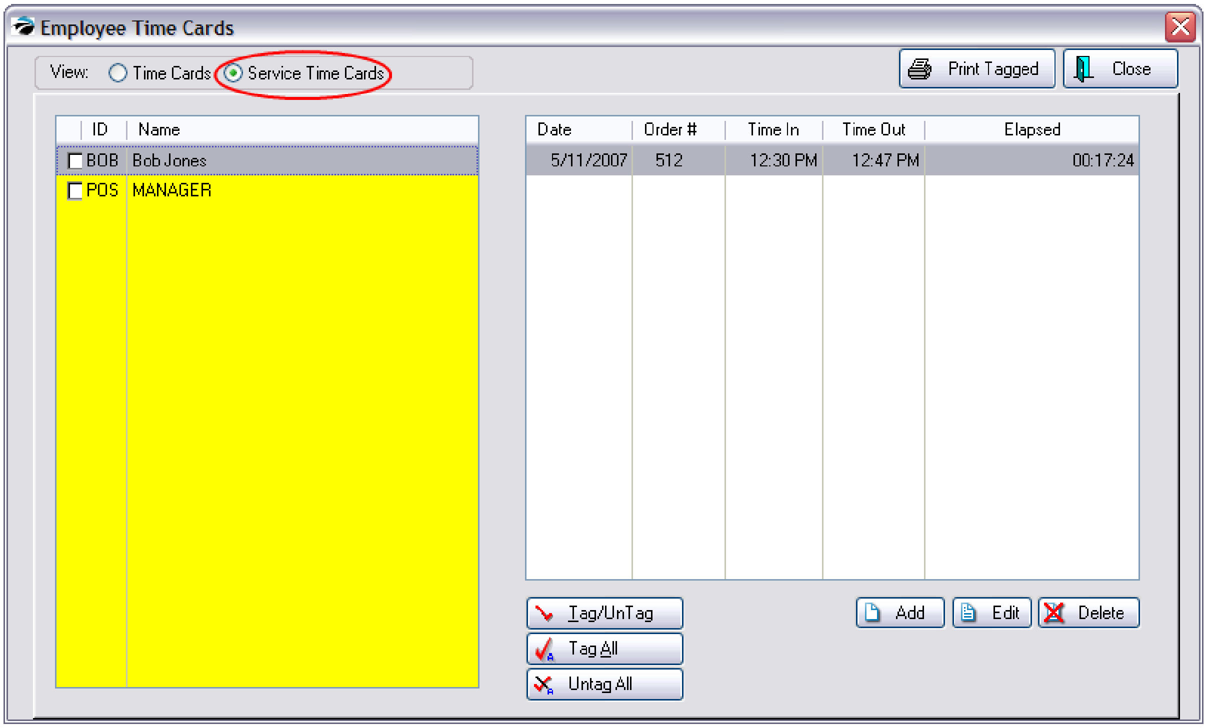


- **Clock In/Out - CTRL-C** for recording technician start and stop times for a project. For each service order, multiple service technicians can record how much time they spend on that particular service order. Choosing Clock In/Clock Out will start and stop the clock. Management can then access the total times by going to Management: Service Time Cards.

TIP: An employee who does service work will need access set on the Employee File - Details (see Employee File)

Service Time Cards

Access to this screen is through Management: Time Cards and select Service Time Cards view at the top.



Editing of individual records can be done if the employee failed to log in or log out.

Printed Report

A report of time spent can be printed after tagging the employee(s) and choosing Print Tagged. A date range allows for selection of a specific time period.

This report is printed one page per employee and includes the employee name, date of service, service order number, time in and time out and hours worked per service order and totals for the date range selected.

Employee Service Time Report

Confidential

From: 5/06/2007
To: 5/12/2007

Employee	Date	Time In	Time Out	Hours
Bob Jones				
Order#: 512	5/11/2007	12:30 PM	12:47 PM	00:17:24
				0000:17:24

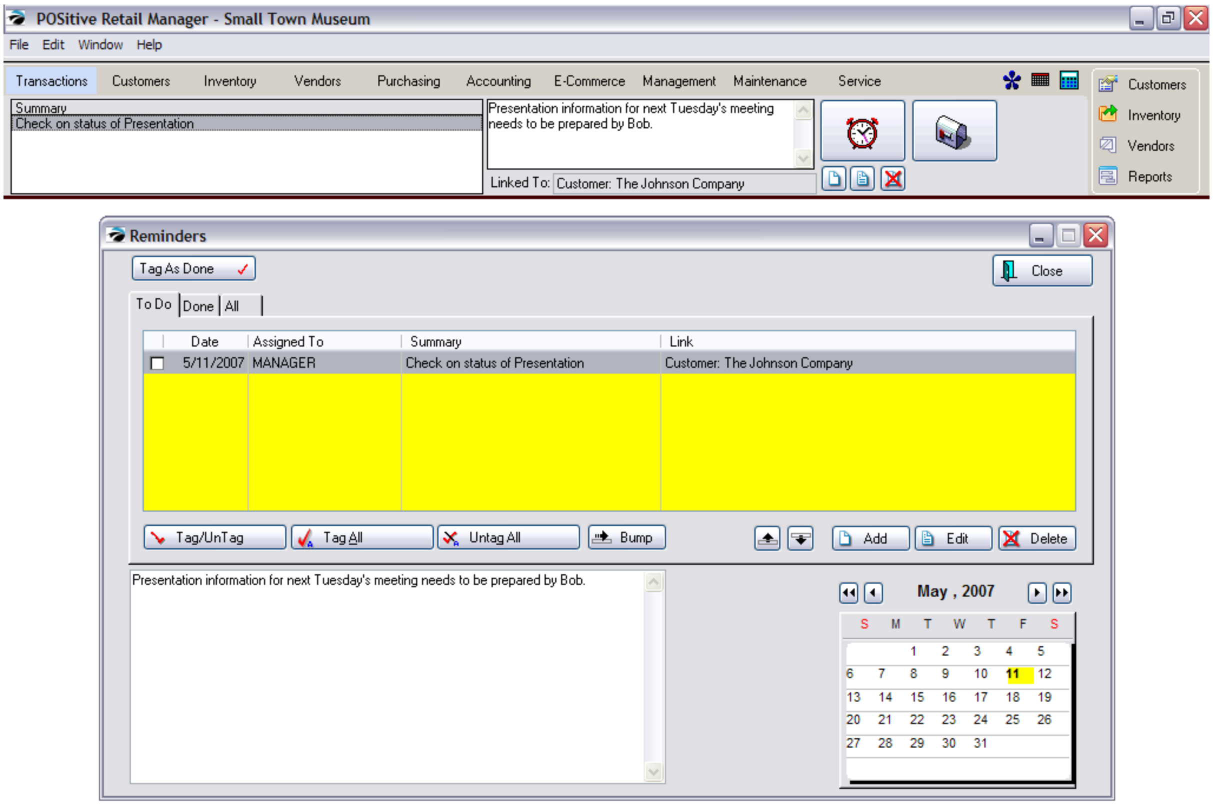
7.8.4 My POSitive

Displays REMINDER messages assigned to the employee currently logged in.

An employee should daily go to this screen. On the far left will be listed a summary of activities. In the box in the middle is detailed information.

By choosing the **Clock** icon, messages can be viewed and new messages created for yourself or for other employees. The message can be linked to a specific customer, vendor, or pending transaction.

The highlighted reminder can be edited or deleted with the smaller icons below the clock icon.



The **Mailbox** icon opens POSitive Mail.

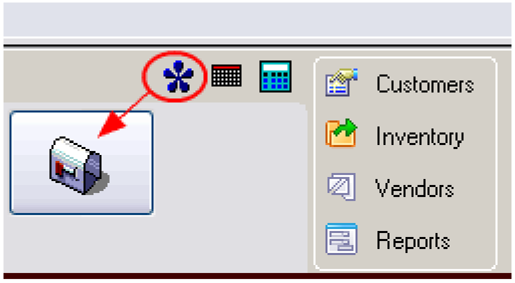
7.8.4.1 POSitive Mail

An internal communication system sends mail messages to individuals or groups of employees. When employees log in to POSitive, they are prompted to read new mail. The sender of the mail message can review which messages have been read or not read.

This system works over a local network and does not require internet access.

How To Use POSitive Mail

To start a POSitive Mail, choose the My POSitive icon: then select the Mailbox Icon



Benefits

Better communication. Targets individuals or groups to assure they are being informed of important notices. When the employee logs in, the employee is notified that a message has not been read. Leave messages for employees who come to work on a different shift.

Documentation of decisions made and instructions given.

Prepare communications well in advance of an event and then send at an appropriate time.

Does not require internet access. Messages are secure and used only internally on the network through PRM.

Uses

Reminder notes for self or others

Project coordination

Announcement dissemination of meetings for specific individuals or groups

Setup

Define Employee Groups (Group Manager) by going to Maintenance: Definitions: Mail Groups

Assign Employees to various Groups

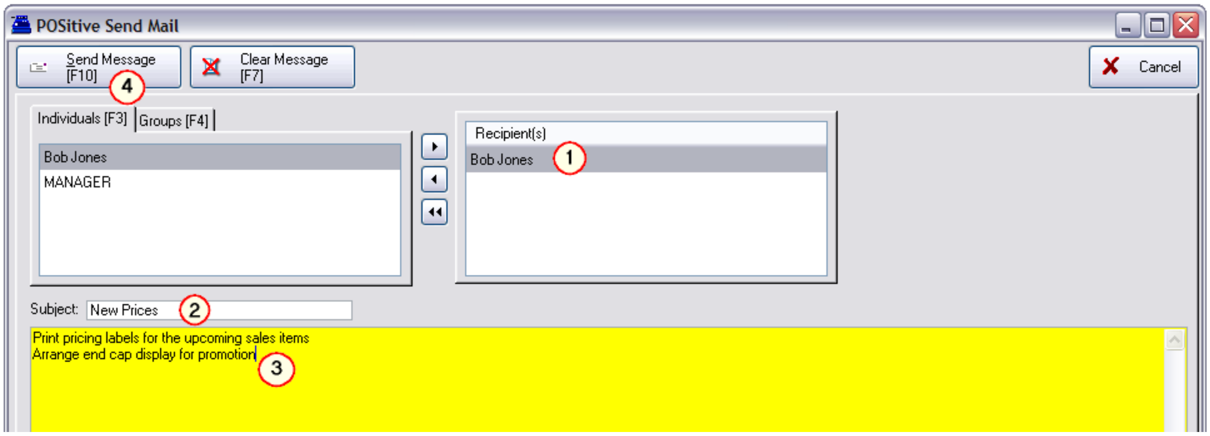
Choose Create New Message button

(1) Highlight either an individual employee or Group name and transfer to the Recipient(s) box on the right.

(2) Enter a Subject

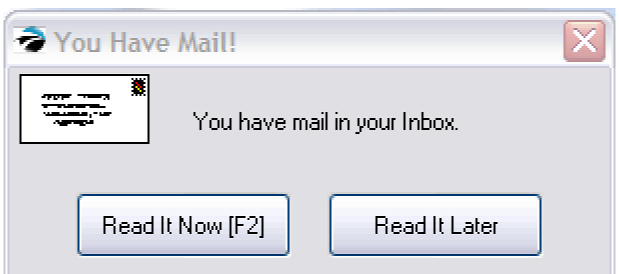
(3) Type your message in the box below Subject.

(4) Choose Send Message [F10]

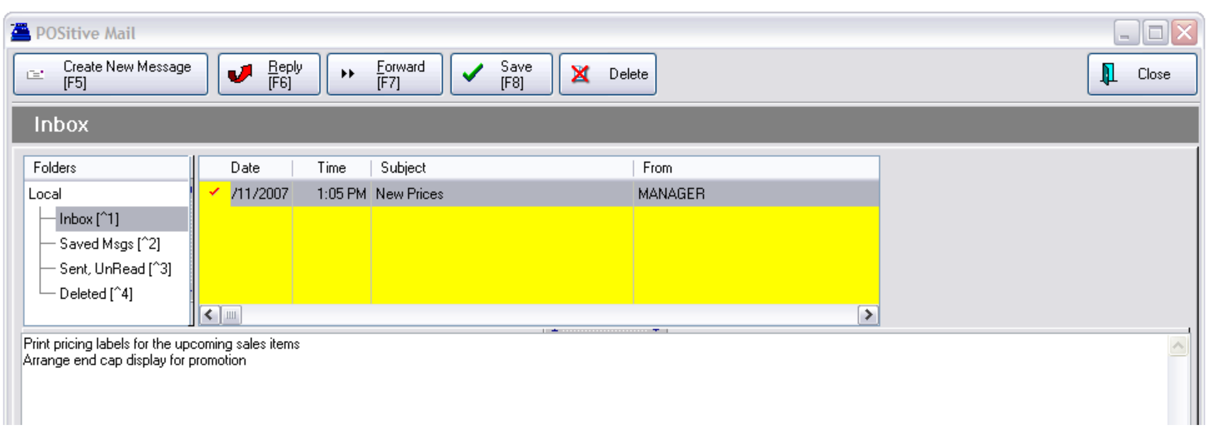


Employee Notification Alert

When an employee logs in, a message announcing New Mail gives the employee the option to read it now or later.

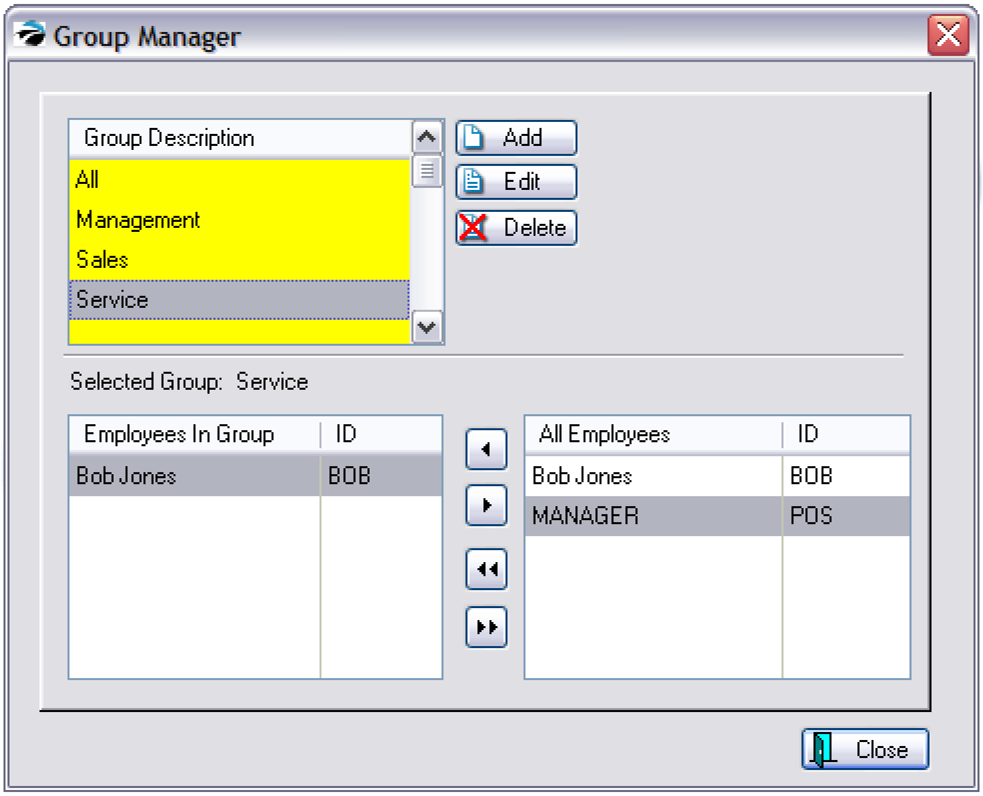


Once the mail message is opened, the employee can Reply, Forward, Save, or Delete the message.



7.8.4.2 Mail Groups

Mail Groups is a PRM feature designed to reduce the number of internal mail messages having to be written.



An employee can be a member of an unlimited number of groups. When a PRM e-mail message needs to be broadcast to more than one employee, selecting a group will e-mail the same message to all employees within the group.

Group Description

Names of groups could be descriptive of the job performed by members of the group.

Use the **Add, Edit, or Delete** buttons as necessary.

Employees In Group

Displays assigned members of the group being highlighted in the Group Description list.

All Employees

The names and sales ID of ALL employees will be listed. You must go to Main Menu: Management: Employees to make any changes to this list.

How To Assign Employees To A Mail Group

1) Highlight a Group in the Mail Group Description

2) Highlight an Employee in the All Employees list

3) Click on the < button to copy the employee name into the Employees In Group list.

To Remove An Employee from a Group

1) Highlight an Employee in the Employees In Group list
2) Click on the > button to remove the employee name from the Employees In Group list.

To Assign or Remove ALL employees

Use the double arrow buttons.

Part VIII

8 Key Concepts

Because the scope of this manual is limited this section will present key ideas and principles in summary form.

References to Additional Help Topics will give detailed information. While running PRM, press F1 for Online Help Then search for the titles listed.

8.1 Categories

All inventory items must be assigned to a category. The category is the primary controller of an inventory item. Understanding the function and power of categories is very important.

This section lists what categories can do.

8.1.1 What Categories Can Do

The category is a pivotal feature of PRM. You may have as many or as few categories as you wish.

Every inventory item MUST be assigned to a category. You may reassign an item to another category either singly or en masse.

As you begin to create categories for your inventory and services you should keep in mind the multiple functions performed by the category.

- Affect Entry of an Item on an Invoice
- Affect Inventory Stock Count Reconciliation
- Assign Pricing Levels
- Assign Price Label Styles
- Assign Specialty User-Defined Fields and select which ones print on invoice
- Auto Assign a Vendor
- Auto Assign Tax Rates
- Auto Generate SKUs
- Automatically Define Inventory Settings
- Calculate quantities to reorder to reach maximum stock counts
- Control Freight Charges
- Define Departments
- Determine Price Basis as Markup or Margin
- Enable Food Stamp Tendering
- Enhance Inventory Import
- Establish Gift Certificate Operations
- Establish Separate GL Accounts for Sales and Purchases
- Establish Warranty Settings
- Exempt Inventory Items from a PO Tax
- Facilitate Lookups
- Facilitate Reports
- Globally Change Inventory Settings
- Initiate Price Calculation Factors to round or end in a specified number
- Manage Consignment Inventory
- Manage Trade In Inventory

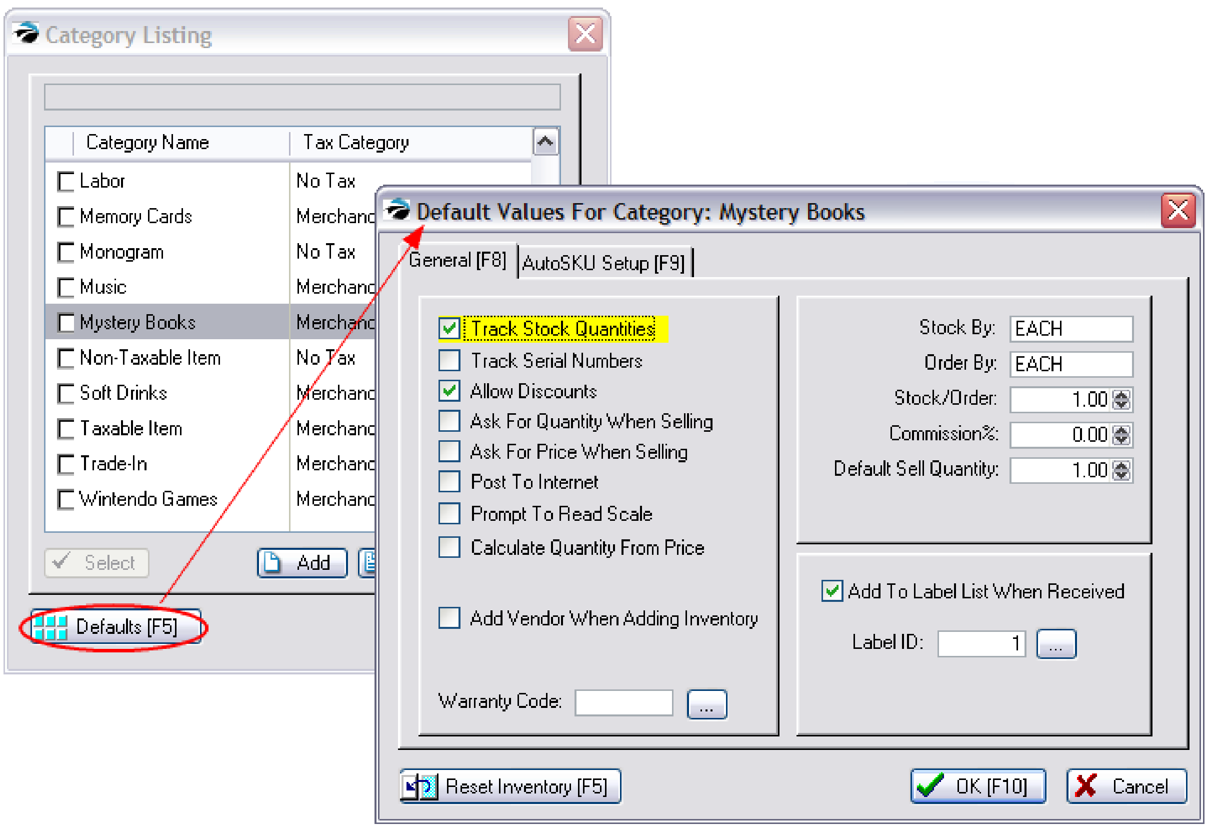
- Manage Unposted (On the Fly) Inventory
- Redefine titles of fields on Inventory Detail screen
- Set Commission Percentage
- Set Minimum Age Verification Restrictions
- Set Serial Number Tracking
- Speed Up Creation of Inventory Files
- Trigger Selling Prompts to Gather Specific Information when an item is sold
- Unilaterally Apply Global Pricing
- Unilaterally Apply Promotional Pricing

It is suggested that you first review and set the MASTER of Category Defaults (Listing) before adding categories. This SmartFeature can save you much time.

8.1.2 Category Defaults

Each category can apply a wide variety of inventory settings automatically when a new inventory item is added to PRM. This is a great time saver and reduces the chances for error.

To access these options go to Utilities: Categories. Highlight the desired category and select the Defaults button.



General [F8] tab --Fifteen options which can be set for individual inventory items automatically upon creation.

Track Stock Quantities

PRM will keep a count of items received and sold and report the number currently in stock. If the item is out of stock, a backorder count will prompt re-order processes and could limit invoicing capabiliites.

If left **unchecked** no stock counts will be kept but will be assumed to be in stock at all times; the item will never be backordered.

Track Serial Number

PRM will link a serial number to each item in stock. Optionally, the serial number will be recorded when the item is received from the vendor and/or when sold to the customer. See System Setup: Inventory tab.

Allow Discounts

Permits automatic reduction of selling price by an applied percentage either on the invoice or from a customer setting. Turn this option off if the inventory item should never be sold for less than the stated price.

Ask For Quantity When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the quantity field and allow you to change the quantity being sold. The quantity recorded in the "Default Sell Quantity" field of the item will already be selected.

TIP: This setting could be become cumbersome and you may prefer to use the invoicing shortcut #/. When prompted for a new SKU, first type the quantity, then a slash, and then the SKU of the item being sold.

Ask For Price When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the price field and allow you to change the selling price. The normal selling price of the item will already be selected.

Post To Internet

When creating an inventory item in this category, automatically set it to be posted to your web page. This is an E-Commerce option.

Prompt To Read Scale

Inventory which is sold by weight uses the weight as the quantity on an invoice. By turning this switch on, whenever an item is sold you will be prompted to manually enter the weight or to press a key on the keyboard to capture the weight from the attached scale.

Calculate Quantity From Price

Inventory can be sold by entering the total sales price and PRM will then calculate the quantity. For example, sales of $10.00 worth of gas will divide the 10.00 by the unit selling price to determine the number of gallons sold.

Allow Food Stamps

Inventory assigned to this category with this setting activated will qualify for purchase by food stamps. When included on an invoice the tender screen will subtotal the value of qualifying items. (see Food Stamps)

Add Vendor When Adding Inventory

When an inventory item is added to the list of inventory, upon completion of the details you will be prompted to select a vendor of the item. Choosing a vendor must be done eventually and this can be a time saver.

ALTERNATIVE: If you are entering a significant number of items at the same time, then they could be more readily added through the vendor inventory list.

Vendor ID [F2]

This field appears only when "Add Vendor When Adding Inventory" has been activated. You will be able to assign a vendor ID as an automatic selection. This is useful if all items in the category will only come from one vendor.

Warranty Code [F3]

For products covered by warranties, you can assign a warranty code which defines the limits of the warranty.

Stock By

Generally, the default is EACH. Enter others as appropriate for the item: foot, yard, pound, six-pack, case, roll, pair, etc. What unit of measure is used when you sell the item?

Order By

Generally, the default is EACH. Enter others as appropriate for the item: roll, bolt, pallet, case, barrel, carton, etc. What unit of measure is used when you order the item from the vendor?

Stock/Order

Generally, the default entry should be 1.00. Entering a number greater than one will divide your cost field and automatically adjust your selling prices. This is often called Units Per Order and is related to Bulk Inventory.

Commission %

When this item is sold, the percentage of commission entered here will be credited to the sales person. See commissions setup on the POS Setup Form.

Default Sell Quantity

Generally, the default is 1. When a customer purchases the item PRM will assume they are only purchasing a quantity of one. If the selling quantity will fluctuate greatly, consider setting the option "Ask For Quantity When Selling" or it's alternative method.

Add To Label List When Received

This option will automatically enter the inventory item into a label printing queue. The quantity of labels will be the same as the number received. If the item is serialized and serial numbers are a part of the label format, the appropriate serial numbers will be included.

Label ID [F4]

Choose the label type for the inventory item.

Related Topics

AutoSKU Setup - A SKU or barcode for an inventory item can be automatically generated with detailed controls when a new inventory is added to the category.

Reset Inventory - Allows you to make setting changes to all existing inventory assigned to the category.

Category Defaults (Listing) For a listing of only those Categories With Defaults assigned go to Utilities: Category Defaults.

8.1.3 Category Defaults (Listing)

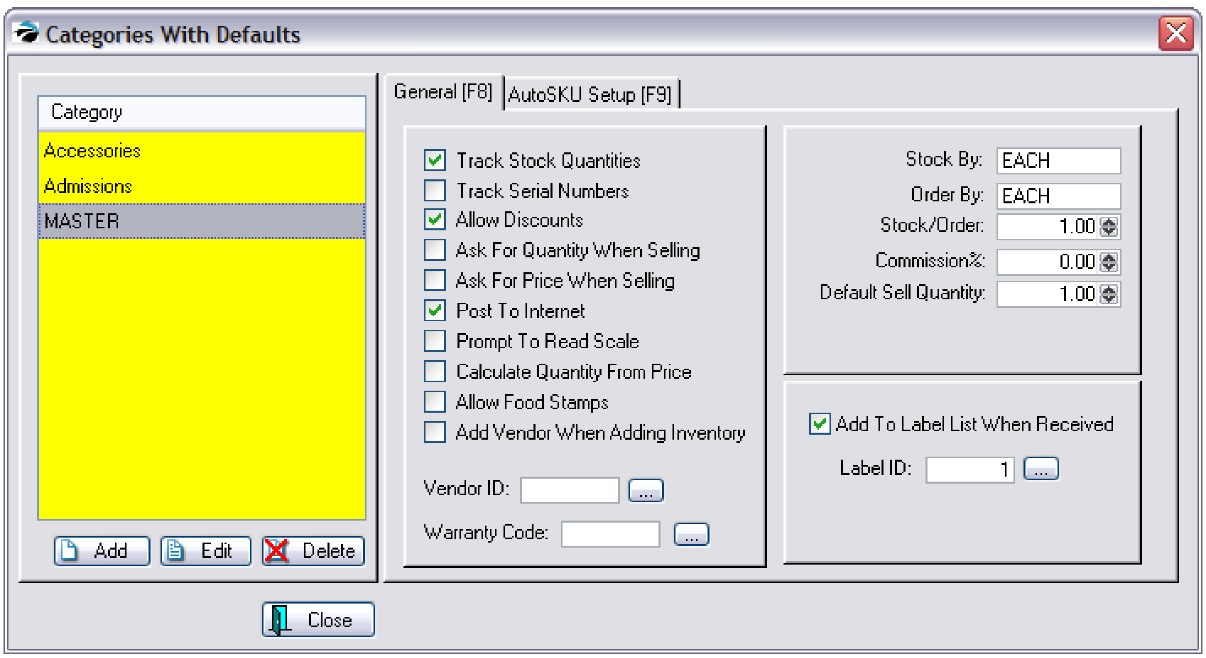
Only categories which have had Category Defaults defined will be listed here.. Simply creating a category does not automatically activate the defaults. However, you may add categories to the list and set the defaults at the same time.

MASTER

One category default is named MASTER because it can be used to change ALL existing inventory settings. See Reset All Inventory.

It is also the basis for newly created categories. Whenever you add a new category it takes on the settings of this master default.

TIP: If you know in advance that you will be creating several like categories, then set the Master first. This will save you time and you can reset the Master as often as you need to.



Add - To select a category and define its defaults.

Edit - To change or review the defaults of the highlighted category.

Delete - This does NOT delete the category itself nor any items associated with the category. It simply removes it from this list and blanks out the Category Defaults previously assigned to it.

Note: The Master must NEVER be deleted.

OPTIONS

For an explanation of the various settings, see Category Defaults

8.1.4 Category Detail Form

Each category maintains its own properties and interactive settings. These properties are applied to inventory items automatically and many can be changed and re-applied to existing inventory assigned to the category.

Because of the inherent power of the category, you should spend some time considering how to implement its features in your store. See What Categories Can Do and Freight Category.

The elements of the category are

Detail [F6] - Name & Pricing options

Options [F7] - Category Promos, User Defined Fields, Screen, Selling Prompts, Global Pricing, GL Settings, Age Verification, Locations

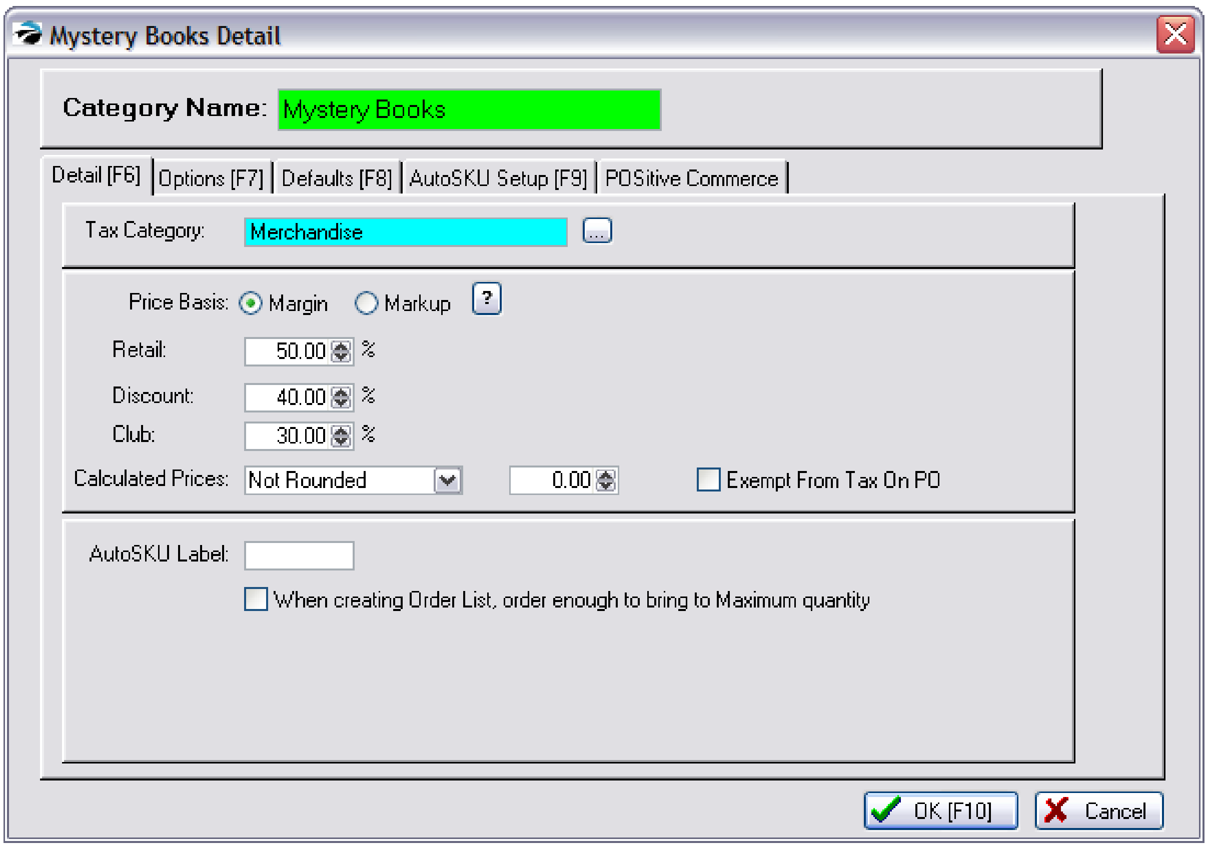
Defaults [F8] - Switches for prompts and tracking

AutoSKU Setup [F9] - SKU generation rules

POSitive Commerce - Assign picture and descriptive paragraph about the category

8.1.4.1 Detail [F6]

The Category Detail Form provides several setup options.



Category Name - The name of the category should be descriptive of the inventory assigned to it. The name can be changed without having to edit the attached inventory and reassigning categories because PRM will automatically apply the name changes to assigned inventory. To change the name, click in the field and edit as needed. (Note: it is best not to use anything but alphanumeric characters. Use of an apostrophe, for example, is not supported by some PRM Queries.)

Tax Category - All inventory falls under a tax category. The inventory items in this category will be taxed per the tax category assigned here. Press the down arrow or click on the lookup button and select the appropriate tax category.

Price Basis - Selling prices for all inventory assigned to this category will be automatically calculated based upon one of the following settings.

- **Margin -** the difference between the selling price and the cost *as a percentage of the cost* A $10.00 item at 50% margin sells for $20.00
- **Markup -** the difference between the selling price and the cost *as a percentage of the selling price* A $10.00 item at 50% markup sells for $15.00

Settings Per Price Level - For each defined price level set a percentage of increase.

TIP: you can add up to six price levels and change the names of existing price levels on File: System: System Setup: Pricing.

Calculated Prices - The calculated price can be controlled to reflect a standardized amount. The calculation formula consists of the TERM and VALUE as defined on this line. Select from one of the following TERMS and enter an appropriate VALUE in the adjacent field.

- **Not Rounded** - The calculated price is as calculated out to four decimal places. Although two decimal places are displayed on invoices, the full fractional amount is used for extended pricing.
- **Are a Multiple Of -** The resultant price will end in a multiple of the VALUE. For example, if the value is .25, then the calculated selling price will be rounded to .25, .50, .75, or .00
- **End in the Number -** The resultant selling price will always be rounded to end in the VALUE. For example, if the value is .97, then all selling prices will end in .97 such as 4.97, 24.97, 138.97.

Exempt From Tax On PO - (International Setting Only) If this is checked, then items assigned to this category will be exempt from taxation on a vendor's purchase order. This is only applicable if Tax On PO has been activated in the international settings of Tax Options. NOTE: this is a global setting. All inventory items assigned to this category will be treated as exempt. There is no individual item setting to activate nor negate this option. However, on a purchase order, you can press CTRL-X of a highlighted item to remove taxation.

AutoSKU Label - As an inventory item is created and assigned to this category a distinguishing code for the category can become a part of the SKU of the inventory item. The value of this feature is that you will be able to tell at a glance, either in inventory lookup or on pricing labels, the category to which the item is assigned.

1) Type a definitive code. The code can be a combination of letters and numbers. Consider making the code just 3 characters in length.

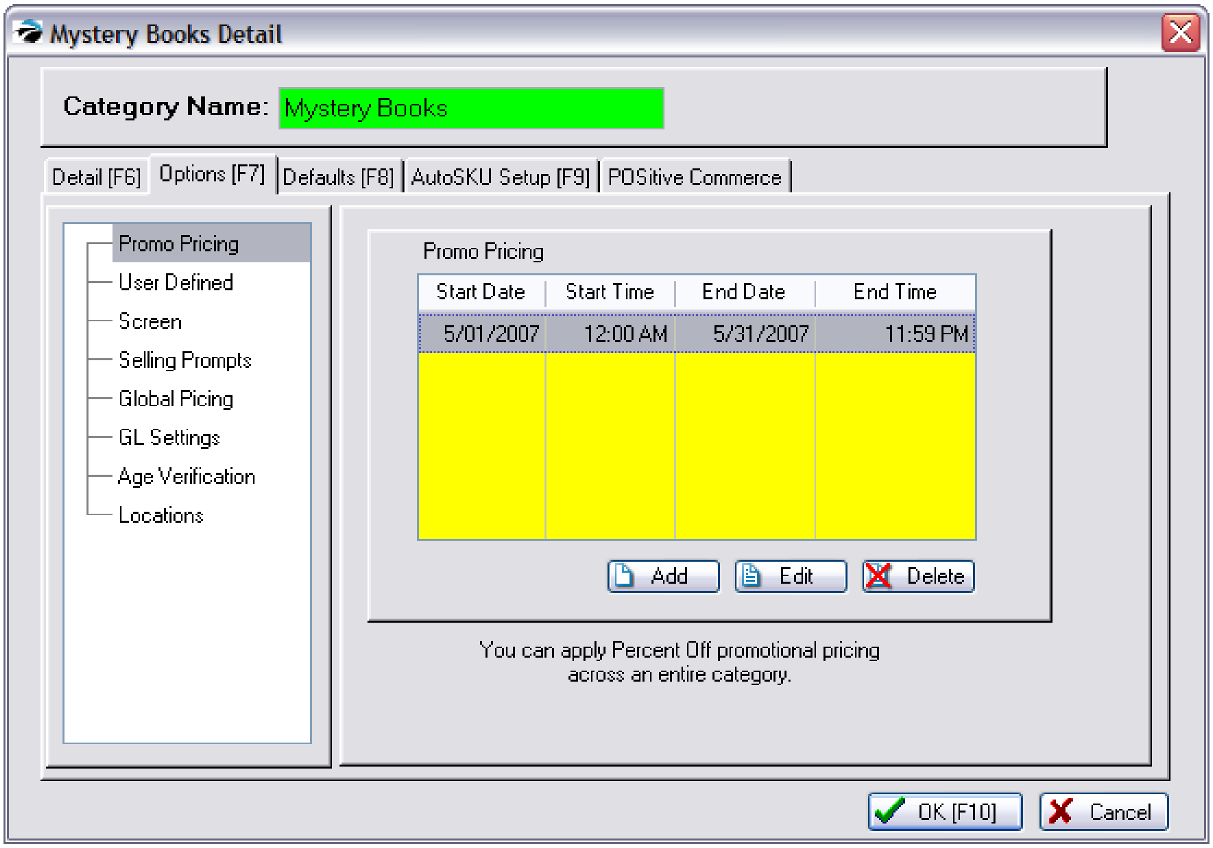
2) This code can be placed at the beginning or ending of the SKU. Consider adding a hyphen at the end or beginning of the code to serve as a separator from other SKU elements.

When Creating Order List, Order Enough to Bring to Maximum Quantity - Individual inventory items have a Maximum Stock setting. If this is checked ON, the order list will suggest the quantity to order by calculating the difference between the current count and the Maximum setting.

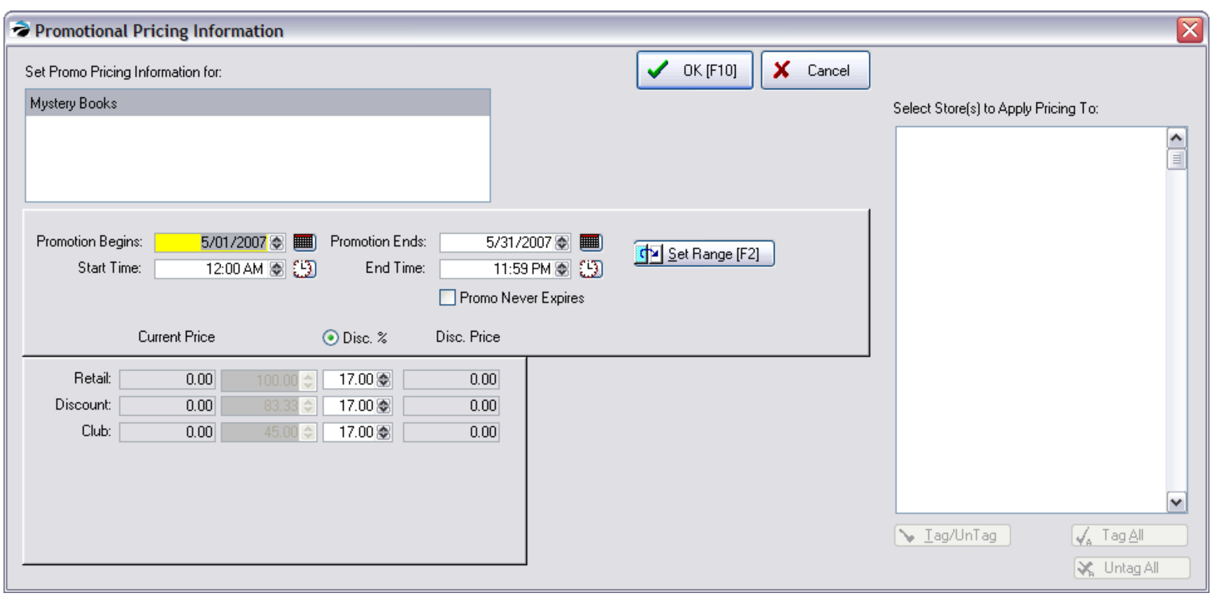
8.1.4.2 Options [F7]

Promo Pricing

WARNING: Promo prices set here will apply to ALL inventory items in the category. It might be better to assign promo prices to individual items or create additional categories.



Choose the Add or the Edit button to set dates, times, and discount percentages.

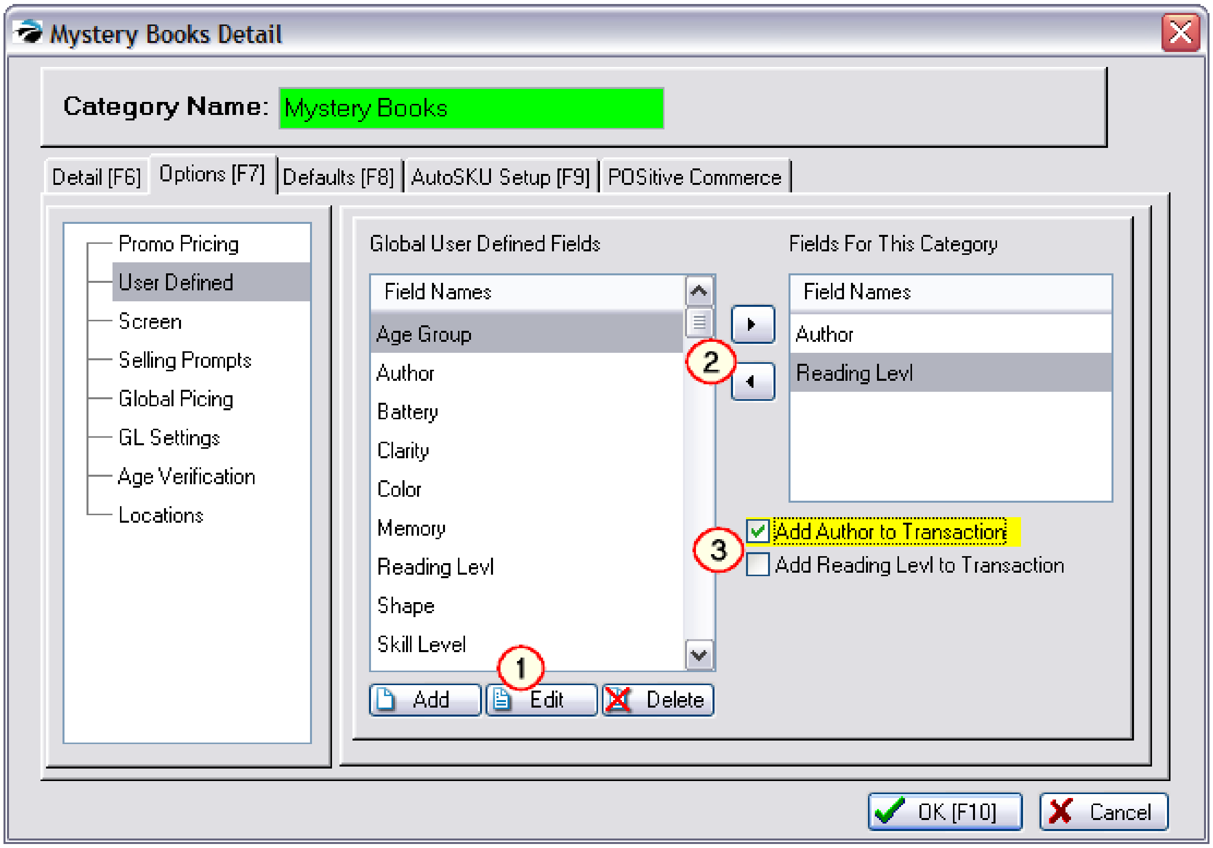


When assigning Promo Pricing for a category, the only logical option is to set discount percentages because each individual item will have varying costs and selling prices.

See Promo Pricing of an individual item for more specific information.

User Defined Fields

User defined fields are an advanced level of inventory tracking to record and report on special details of the item. For example, if I sell books, the description field will only track the title of the book. With the addition of user defined fields, I can also record and report on the Author, Publisher, Reading Level, General Classification, etc. I can then query PRM to show all inventory available by a specific user defined field, such as Author or Reading Level.



These fields are called User Defined because you create the fields as will best meet your needs.

You may create as many named fields as you wish and then assign only the appropriate fields to a specific category. For example, I would not assign fields named Clarity, Shape, Color, to a Book category but they would be appropriate for a Gems category.

How To Set Up User Defined Fields

(1) Highlight the User Defined option and search the list of fields already available under Global User Defined Fields. Press the Insert button to add a field, if necessary.

(2) Highlight the field to be assigned to this specific category, and press the transfer (>>) button to transfer the field to this category.

(3) Optional: checkmark which fields will print the contents on the invoice when the inventory item is sold.

What To Expect

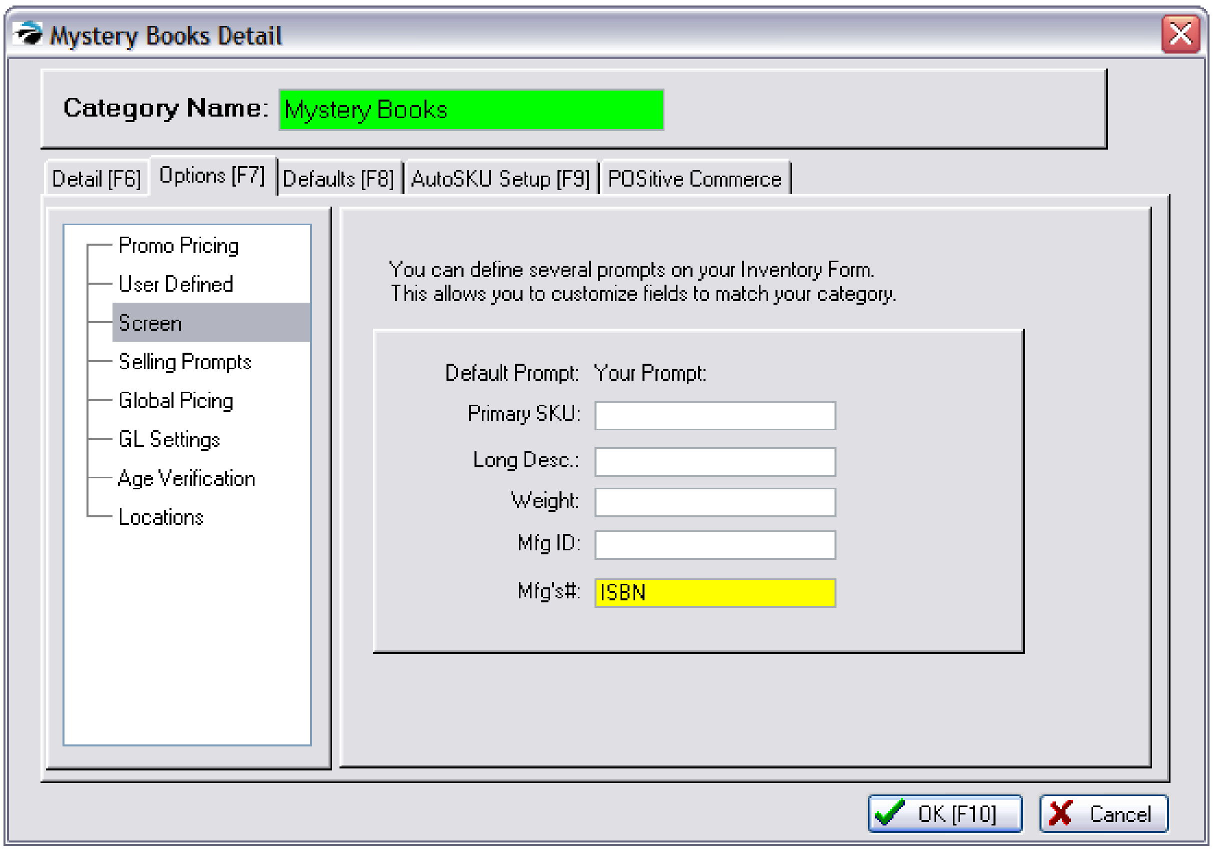
- An inventory item will have corresponding blank fields for recording the user defined name values.

- On the Inventory List you can choose the UDF button to lookup inventory items based on the contents of the user defined fields.
- You will be able to report on a user defined field. For example, you could choose to see the titles of books by a particular author or grouped by all authors.
- You will be able to include a user defined field on a price label, so that in addition to the description and price, you could have the Reading Level.
- When the item is sold, the user defined field information will print on the invoice.

Screen

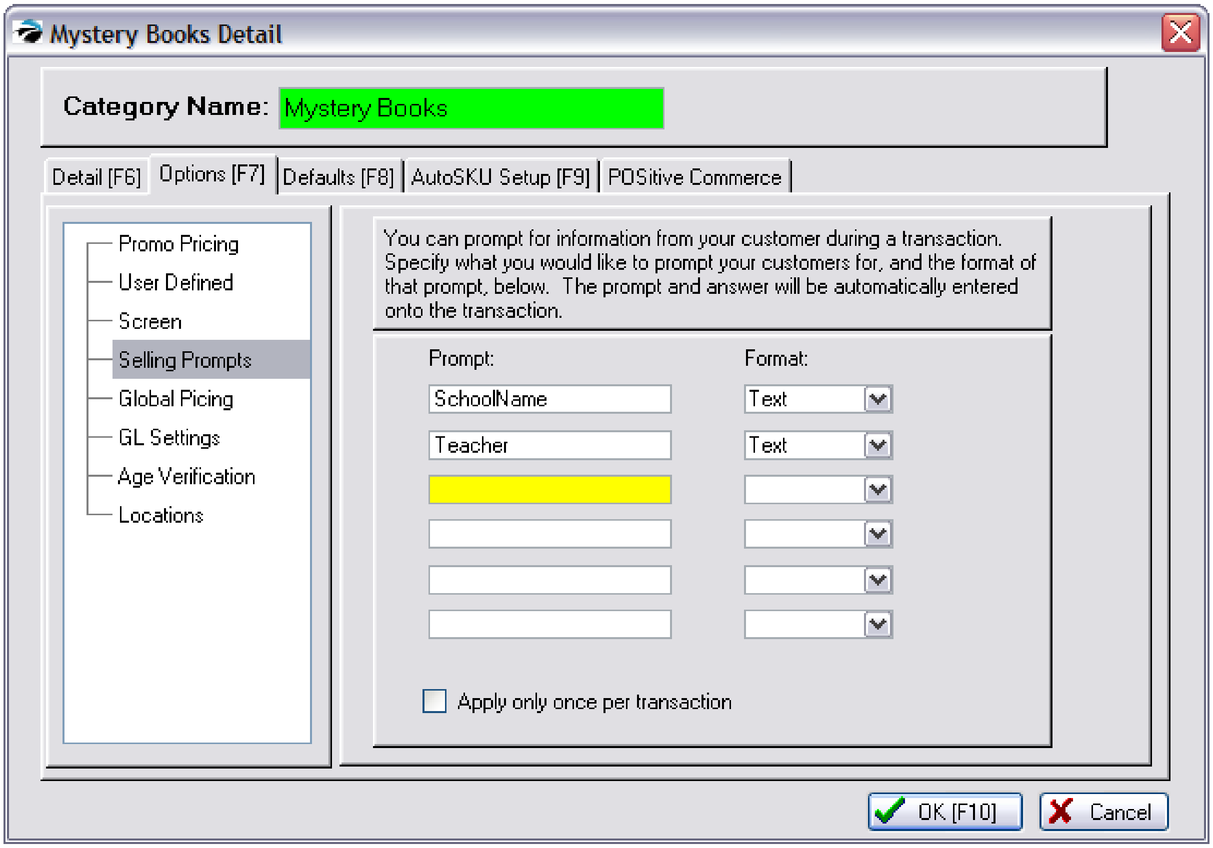
This gives you the ability to rename titles of fields on the inventory definition screen. When you edit an inventory item you will see fields named Primary SKU, Long Desc., Weight, Mfg ID, and Mfg's #.

This feature makes the setup for Advanced Printing much easier.



Selling Prompts

When selling an inventory item assigned to a category with selling prompts, you will be prompted to enter information about the customer or product. The information will then be added to the invoice.

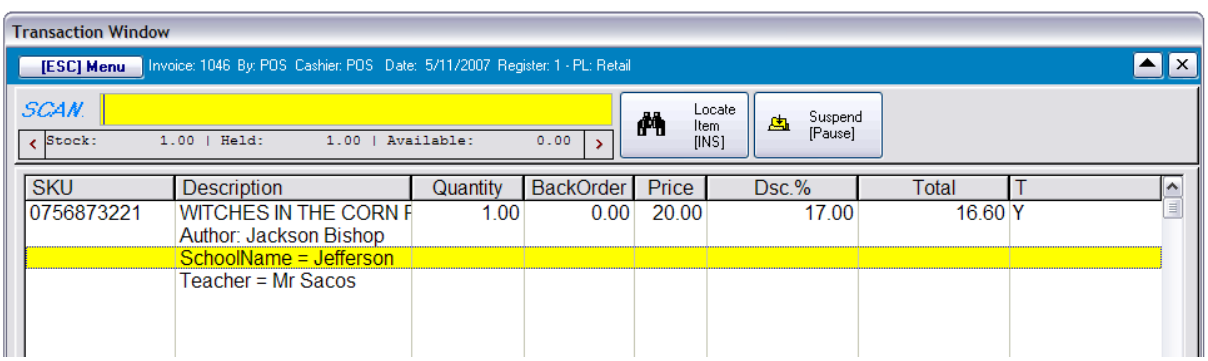


In the Prompt field enter a word or phrase to remind the cashier of the information needed.

In the Format field select one of the following:

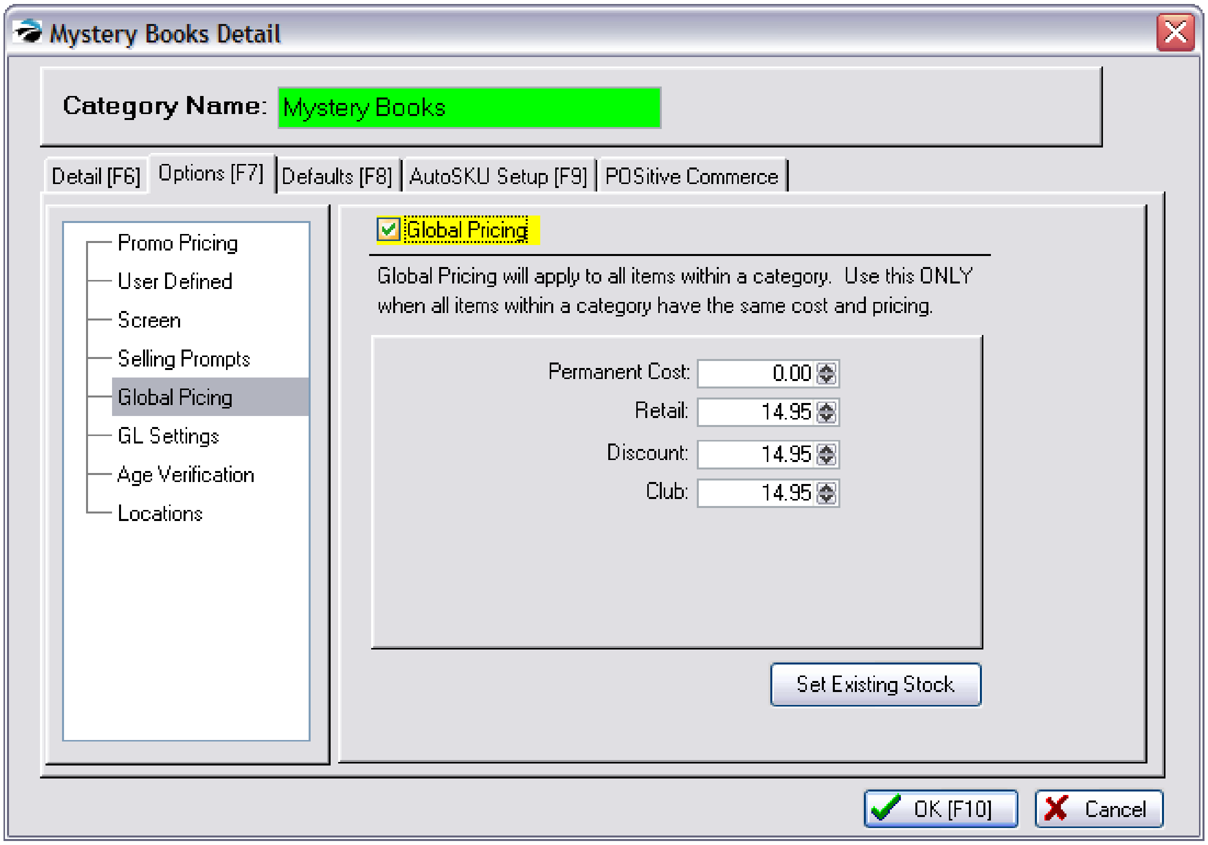
- Text - a single line of text
- Date - entry must be a date
- Note - (only available for the first prompt) an extended text field in paragraph form.

For example, when selling the book, the prompt could ask for the customer's school name and teacher. This information will then be retained on the invoice. Reports can be run to find all customer's with the same teacher.



Global Pricing

WARNING: Global pricing means that ALL inventory assigned to this category will sell for the SAME price, no matter what your true costs are. Global pricing is best used for simple inventory such as pencils and paper clips. Rather than hassle with fractions of pennies and charge more for red pencils than yellow pencils, you can sell all pencils at the same price.



Global Pricing - Click in the box if you KNOW that you want to use the SAME PRICE for all inventory items assigned to the category.

- It is suggested that you include a special indicator, for example PENCILS*** or PENCILS - GP, in the category name This could prevent you from mistakenly assigning inappropriate inventory to the category.
- If the box is **unchecked** then global pricing **will not** be applied.

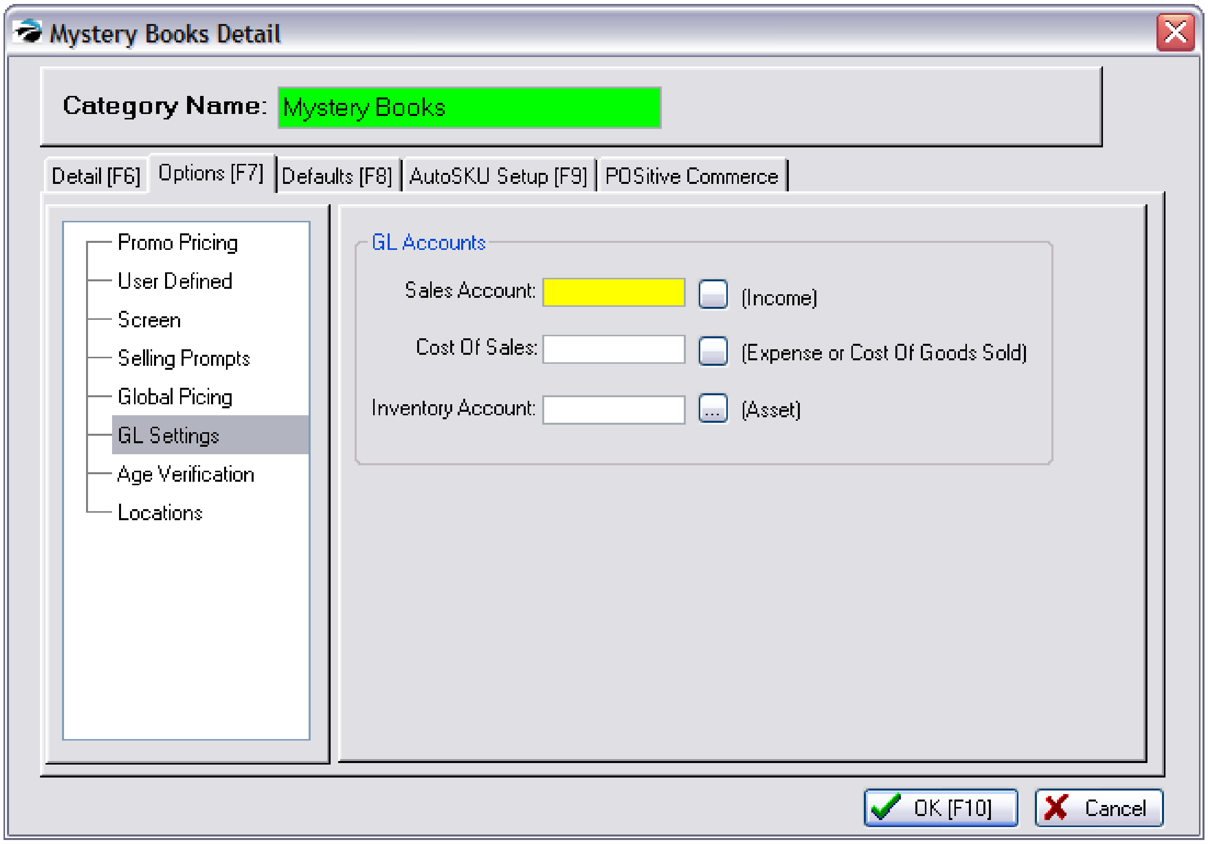
Permanent Cost - To determine reasonable profit totals and margins, each inventory item in the category will be assigned this PERMANENT COST no matter what the actual cost may be.

Pricing Levels - For each defined pricing level, enter the FIXED selling price.

Set Existing Stock - will apply these prices to existing inventory items.

GL Settings

(Optional) A category does not need separate GL account entries. If left blank, then all inventory items assigned to the category will impact the account defined in the GL Interface Setup. Only if you want a more itemized GL would you want to assign GL Account numbers to the category.



GL Accounts

Sales Account - (Income)

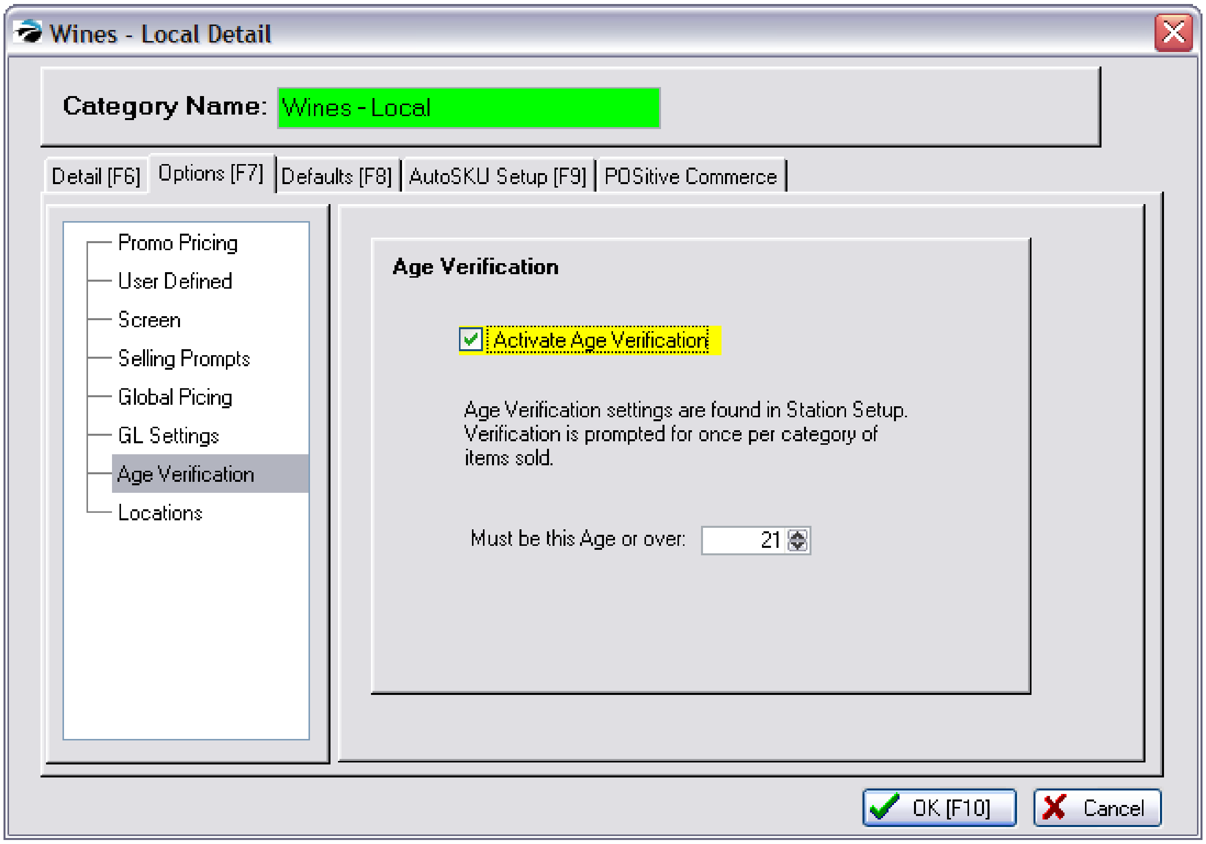
Cost Of Sales - (Expense or Cost of Goods Sold)

Inventory Account - (Asset)

Press the lookup button to view the GL Chart of Accounts.

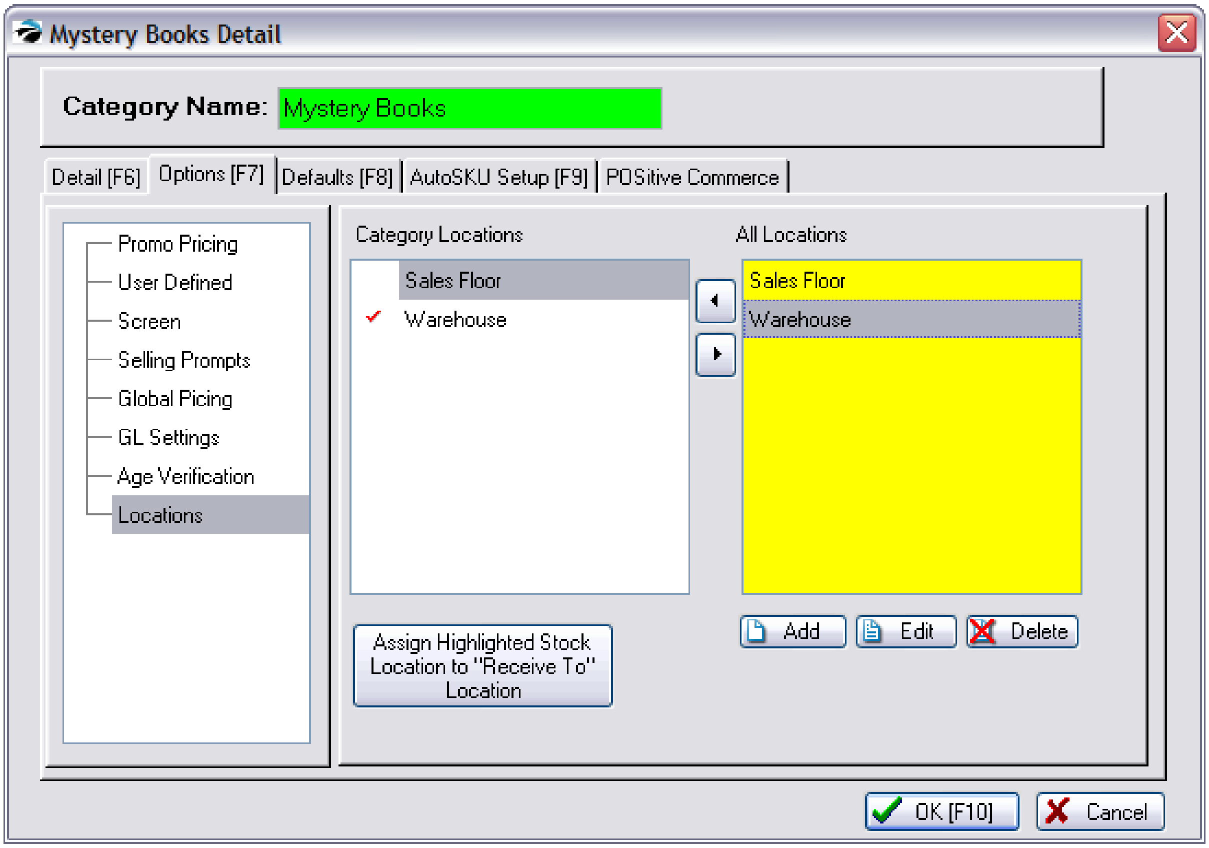
Age Verification

By defining a minimum age limit on a category, the clerk will be prompted in one of several ways to verify a customer's age in order to qualify to make the purchase. Verification of age will only be done once per invoice per category. See Age Verification for setup details.



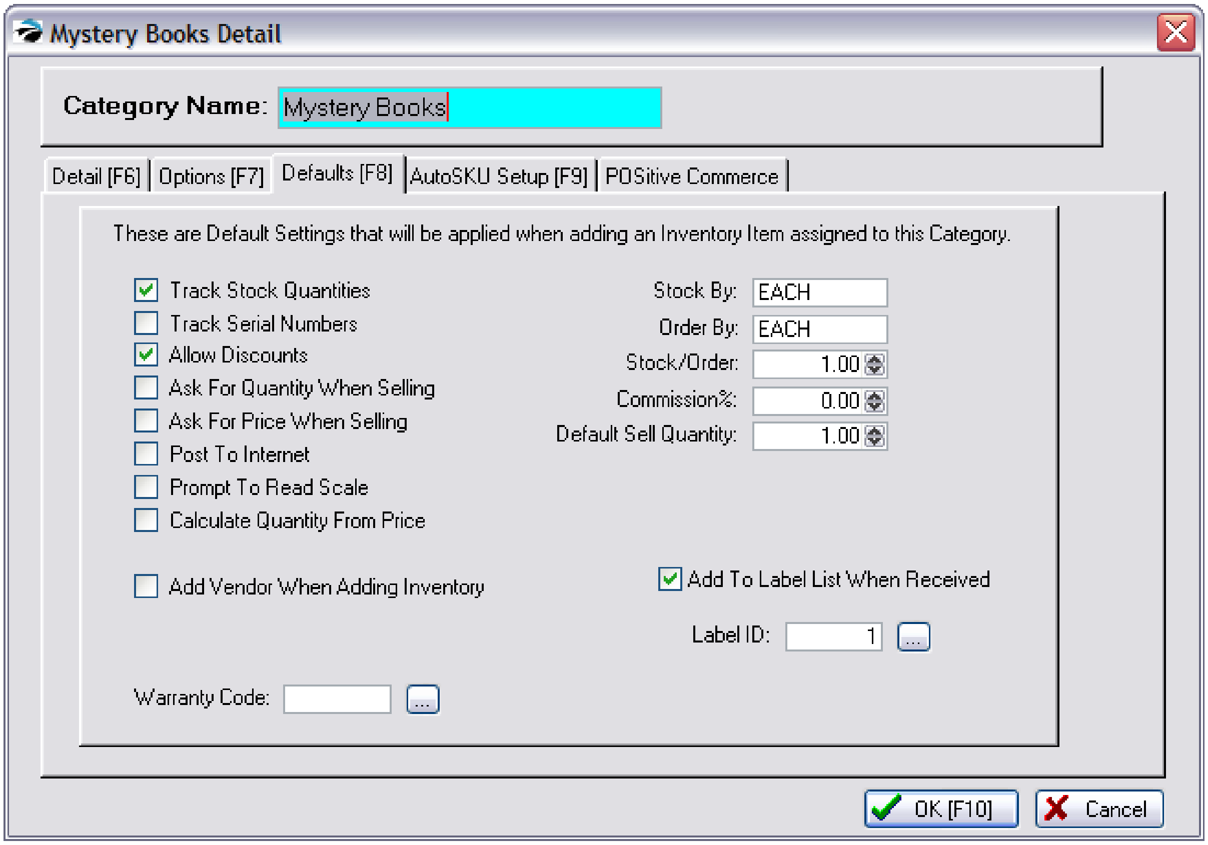
Locations

With PRM an inventory item can track stock by location such as warehouse or a specific shelf. This category selection is applied to all existing and new inventory.


Mystery Books Detail
Category Name:
Mystery Books
Detail [F6]
Options [F7]
Defaults [F8]
AutoSKU Setup [F9]
POSitive Commerce
Promo Pricing
User Defined
Screen
Selling Prompts
Global Pricing
GL Settings
Age Verification
Locations
Category Locations
Sales Floor
Warehouse
All Locations
Sales Floor
Warehouse
Add
Edit
Delete
Assign Highlighted Stock Location to "Receive To" Location
OK [F10]
Cancel

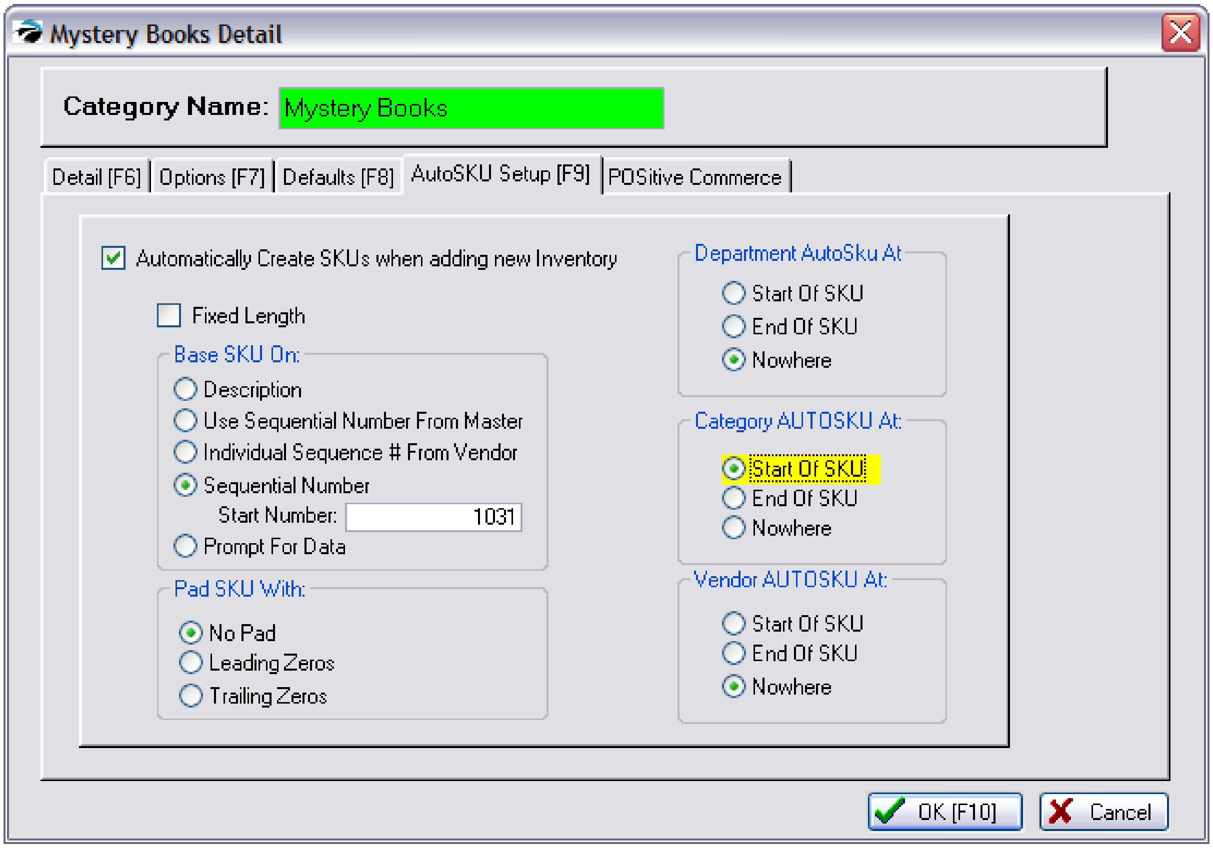
8.1.4.3 Defaults [F8]

See Category Defaults for detailed information about the use and functions listed here.



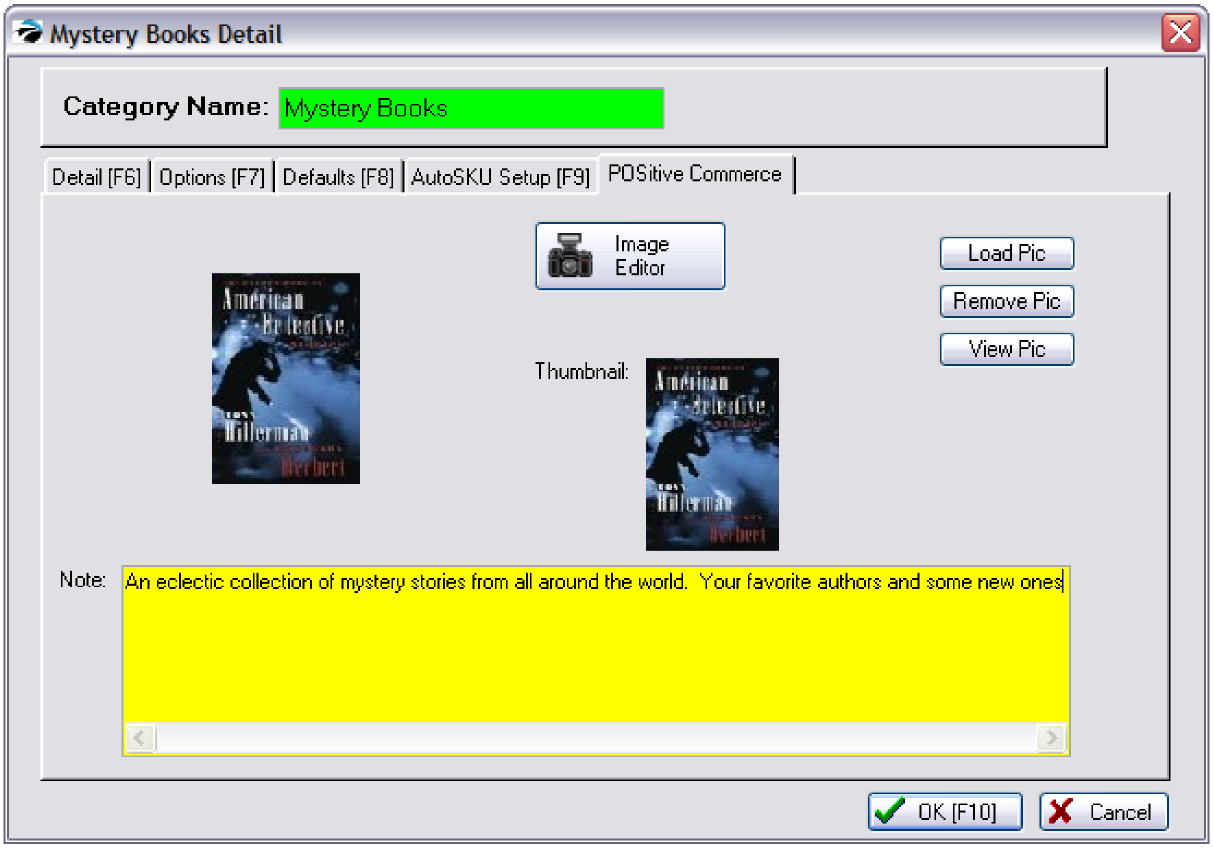
8.1.4.4 AutoSKU Setup [F9]

See AutoSKU Setup for detailed information about the use and functions listed here.



8.1.4.5 POSitive Commerce

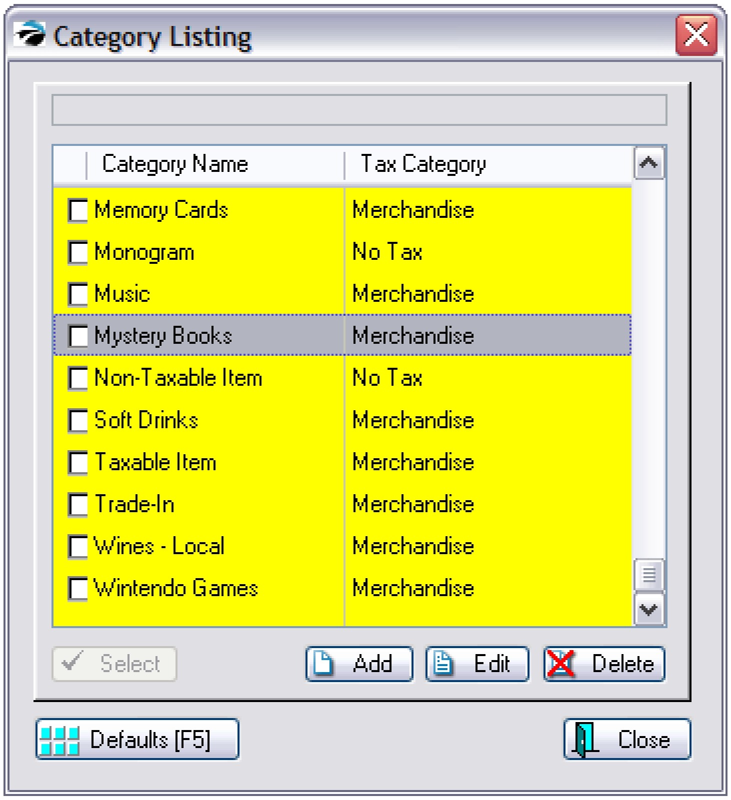
Your website can be enhanced using a picture for each category and a general blurb about the items in the category.



8.1.5 Category Listing

The category is one of the most dynamic features of PRM. All inventory is assigned to a category. Your listing of categories can be as general or as detailed as you need.

Because of the inherent power of the category, you should spend some time considering how to implement its features in your store. See What Categories Can Do



How To Create A Category

Click on **Add** and complete the category detail form. (See Category Detail Form.)

Edit A Category

Highlight a category. Click on Edit and make changes as necessary. (See Category Detail Form.)

Set Category Defaults

Category defaults are excellent time savers. When an inventory item is added to PRM the defaults assigned to the category are automatically set on the new inventory item. See Default Settings for detailed information about their use and functions.

How To Set Category Defaults

1) Highlight a category.

2) Choose Edit.

3) Click on the Defaults button. Each category can have unique inventory settings to be applied automatically when creating a new inventory item under the category. To review or make changes to the category defaults, select the Defaults button while highlighting the desired category.

DELETE BUTTON

Warning: **Make a Backup**. Deleting a category is a major modification of PRM data. Be sure you make a backup before you begin.

Your options at this point are to Replace, Delete All, Cancel.

- **Replace** - To Replace or merge is generally the best choice. This option transfers the items in the category being deleted to another existing category.

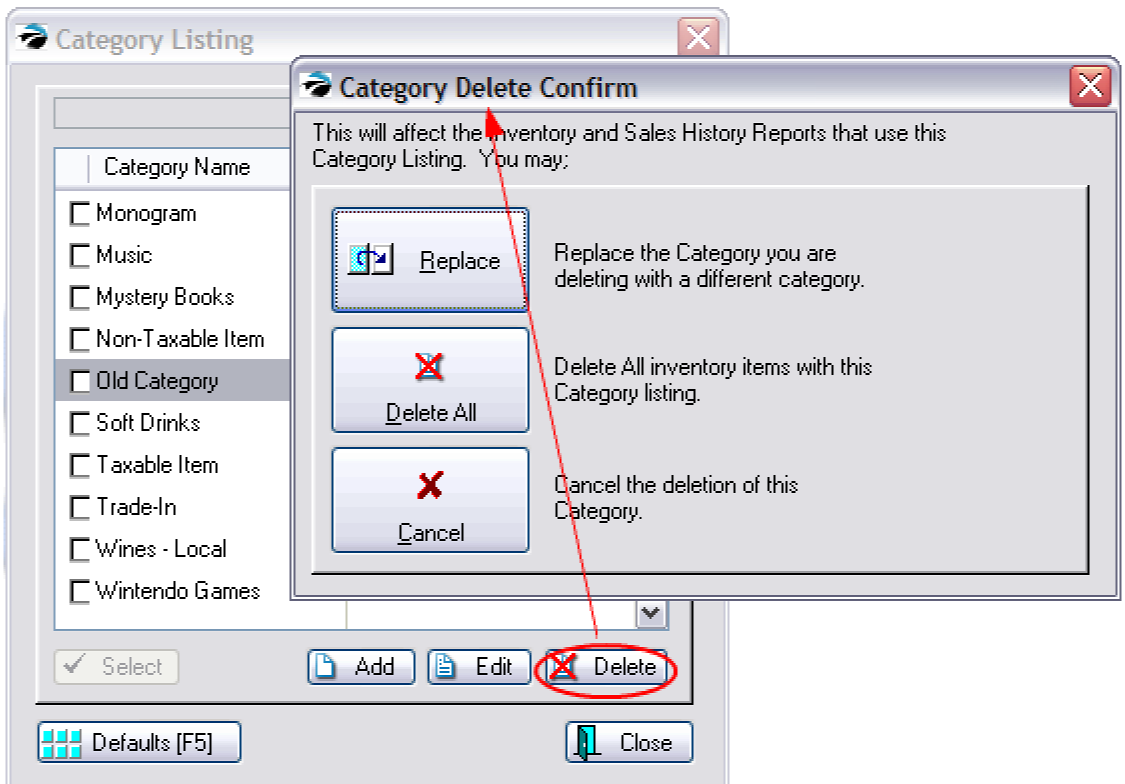
  Before proceeding you should create the target category first. Then choose Replace and enter the name of the target category. Press F10 to process. The old category will be deleted and the attached inventory items will be reassigned

- Delete All - To erase all inventory assigned to the category. When you click on Delete All, a POSitive Alert gives you the option to cancel the process.
- Cancel - Cancel the deletion of the category

How To Delete A Category

1) Highlight a category.

2) Click on Delete.



3) Follow the prompts outlining your options. By selecting **Replace** you will be reassigning or merging inventory from this category to another one you designate.

4) By selecting **Delete All** you can erase all inventory items as well as the category. You will be prompted to confirm deletion of each individual item listed in the category.

Replace Categories

Warning: Replacing a category is a major modification of PRM data. Be sure you make a backup before you begin.

The purpose is to transfer all inventory items assigned to one category and assign them to a different, yet existing category.

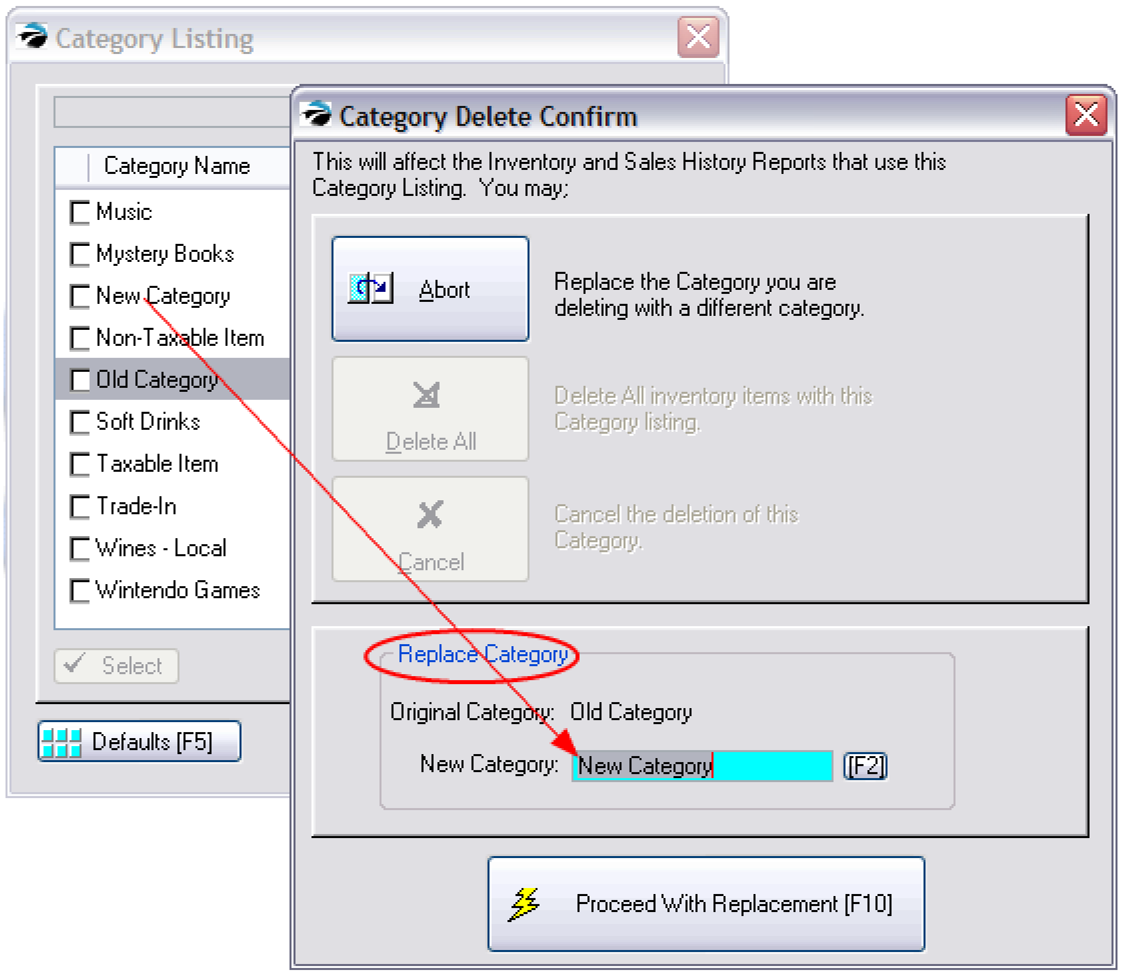
How To Replace A Category

1) First, be sure the new target category exists.

2) Highlight a category.

3) Click on Delete.

4) Select **Replace**, you are able to merge all inventory from one category into another which you identify by name in the new category field.



See also Departments

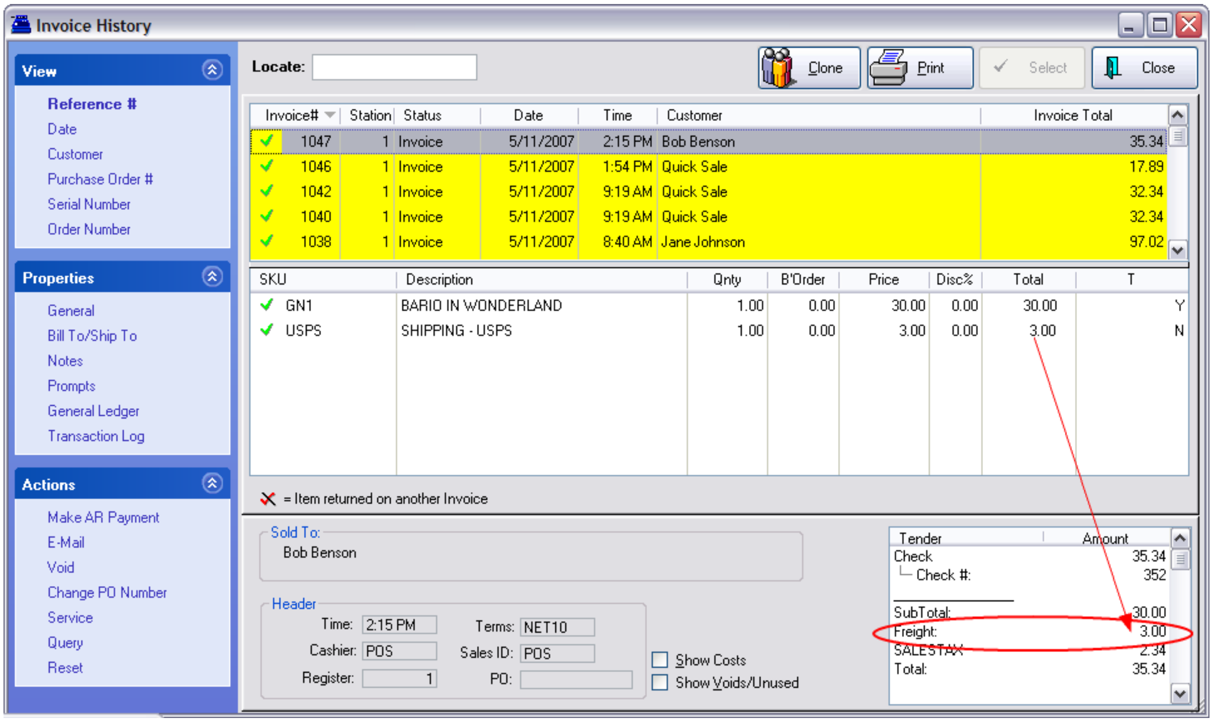
8.1.6 Freight Category

The category named FREIGHT operates differently than other PRM categories.

When an item is assigned to this category, it is automatically considered to be a non-profit item and will be reflected as such in PRM reports. When an invoice is created, the value of the freight charges will appear as a separate entry.

Invoice History

In the lower right corner of the Invoice History window, the freight charge ($3.00, in this example) is displayed separately and is not include in the subtotal.



Sales Reports - Affected By Freight

--- Freight values will not appear in the Daily Sales Summary

--- The Invoice Sales Report has a Freight Column to total Freight for the time period of the report. These numbers are not part of your price, cost, or profit fields.

--- The Profit By Week (Weekly Summary) report does not include Freight charges.

--- The Vendor Sales Report By Department does not include Freight.

--- The Sales Report By Department will include Freight values simply because it totals all tagged categories. You will need to remember to untag the category if you do not want Freight to be included.

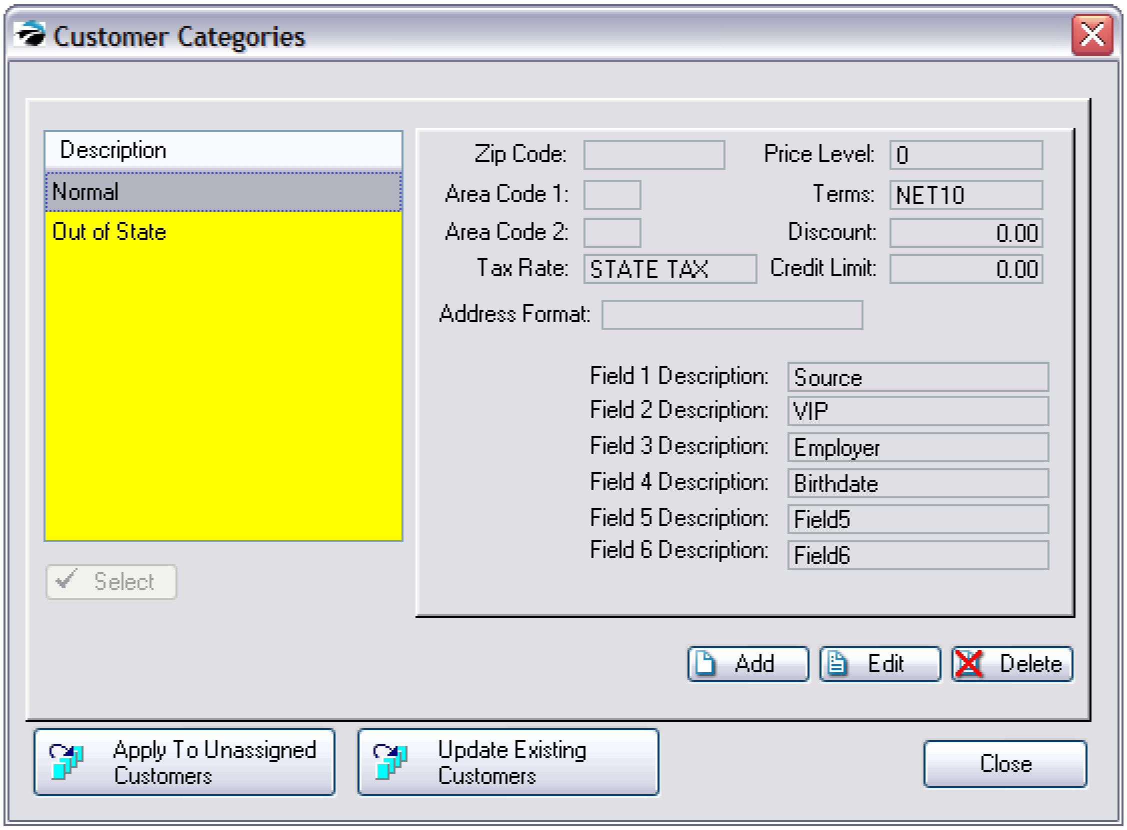
--- The Sales Report All Inventory will include Freight items and values. There is no way to exclude Freight from this report.

--- The 13 Week Quantity Sold Report does include Freight .

8.2 Customer Categories

This is a listing of currently defined Customer Categories designed to minimize the number of keystrokes and amount of time needed to add a new customer to your customer list.

Go to Customer Center: Customer Categories



Adding a new customer to the customer list requires you to fill in several data fields. By choosing an appropriate customer category the most repetitious fields will be filled in automatically. After selecting a category, you can still modify individual fields for the new customer.

Depending upon how you want to classify your customers, you can define as many customer categories as you wish.

Your Best Options

Your business type may determine which of the following options will be best for you.

- **No Categories** - If you leave this window blank, i.e. no descriptions whatsoever, then every time you enter a new customer, you will have to fill in all of the fields. This option would be well suited to a mail order business which sells to individuals around the country.
- **One Category -** If you create only one category, the default settings will be used for EVERY customer you add to the customer list. You will not be prompted, it will be automatic. This option would be well suited if all of your clients are from the same local area. It would also be acceptable for a mail order business which wants to use the User Defined Fields for advanced reporting and marketing options.
- **Multiple Categories** - If you create more than one category, whenever you add a new customer to the customer list, you will be prompted to select a category before proceeding. This option would be well suited if your business is marketing to more than one region, perhaps across county or state lines where taxation rates may vary, or if your customers qualify for different price levels or have different area codes or zip codes.

Possible Category Names

Customer Categories are based on specific criteria. As you create categories consider the following.

Local	Area Code xxx	Credit Rating xxx
Tax Exempt	Zip Code xxxxx	Customer Term xxx
Resale	Price Level xxxxx	State/Province xx

User Defined Fields

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

Do NOT, for example, use Field 1 to record a birthdate for one category and use Field 2 for recording a birthdate in a different category. PRM would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

As you highlight a category description, the default settings are displayed at the right. For an explanation of each field as displayed on the right panel, see Customer Categories Form.

You may choose to **Add, Edit, or Delete** a customer category.

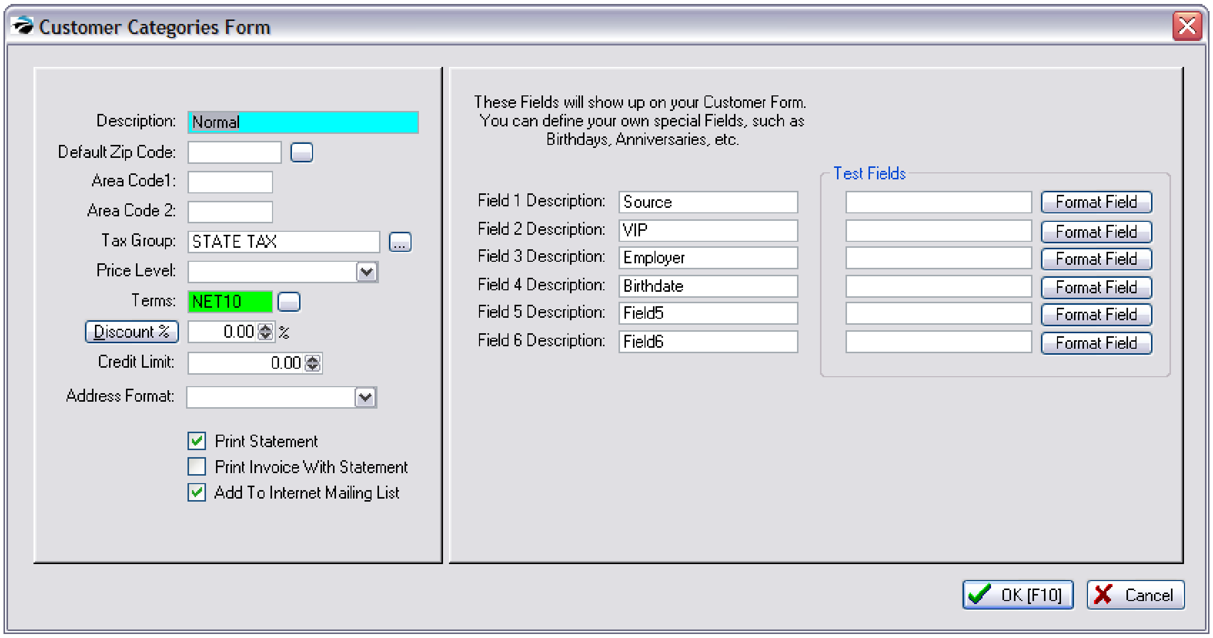
Actions

Apply To Unassigned Customers - If you have not been using Customer Categories from the start, this button allows you to assign the highlighted Customer Category to all customers with no current category assigned. This will not affect any customers with a category already assigned.

Update Existing Customers - Use this if you have decided to make a change to a customer category and want to apply those changes to customers already assigned to the Customer Category.

8.2.1 Customer Categories Form

The following fields are part of a Customer Category definition. As you create customer categories you determine which fields should be automatically filled into a customer record.



Which Fields To Use

You may use any combination of the listed fields. However, there are two required fields which must be selected for every Customer Category and they are Description and Terms.

Description - Possible category names to reflect its overall purpose.

Local	Area Code xxx
Tax Exempt	Zip Code xxxxx
Resale	Price Level xxxxx
Credit Rating xxx	Customer Term xxx
State/Province xx	

Default Zip Code - Enter the zip code to be used for all customers using this category

This field can be left blank, but you will need to manually add or edit this field when creating a new customer record.

Area Code 1 - The phone area code for the first phone number.

Area Code 2 - The phone area code for the second phone number.

Tax Group - The tax rate the customer will be required to pay for purchases. Although this is a necessary field, you do not have to choose it at this time but can do so when creating the individual customer record.

Price Level - Select the price level the customer will be given.

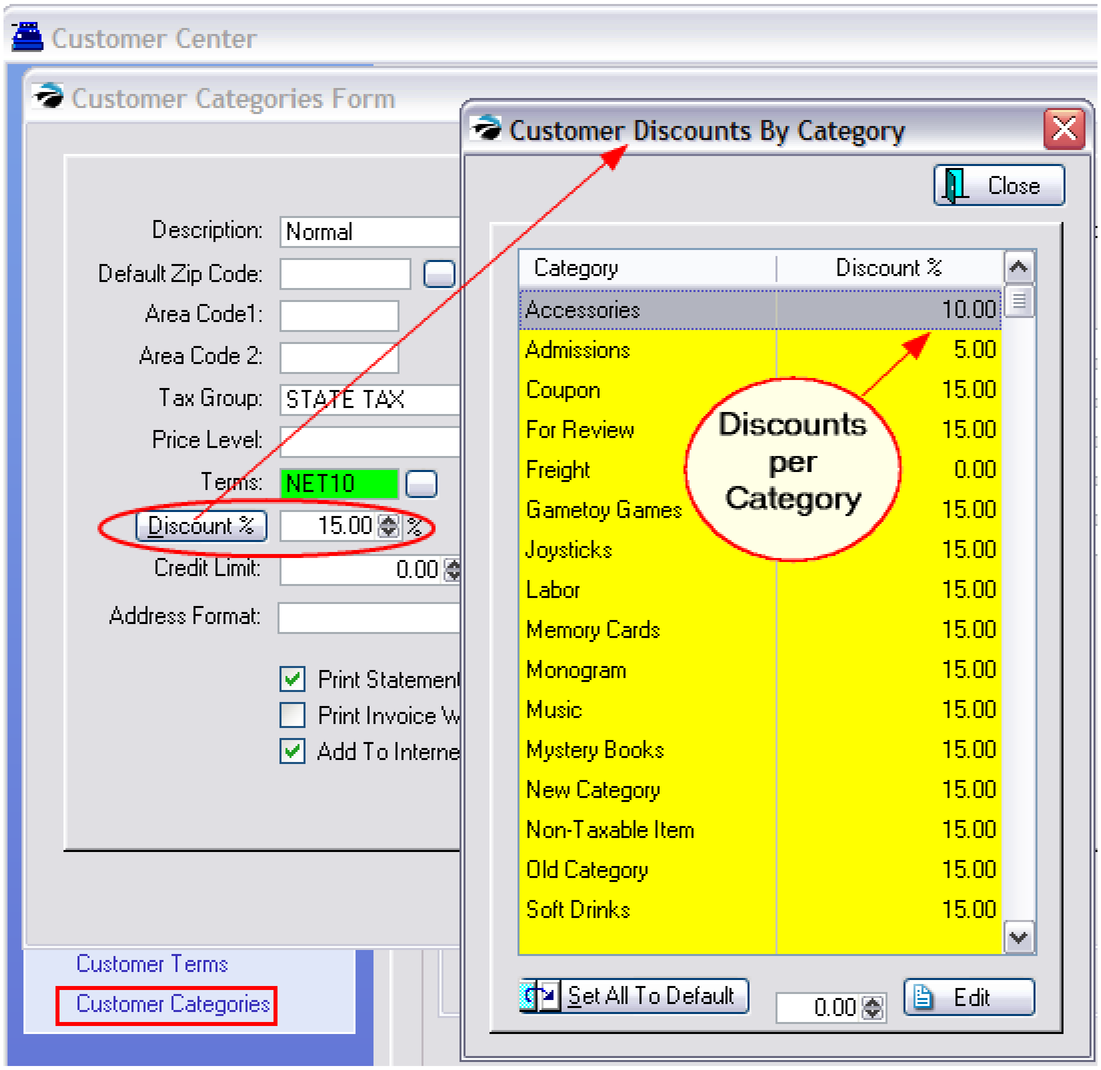
Terms - The terms of purchase payment. This is a required field for every customer category.

Discount - An additional and permanent discount percentage to be taken off of the prices of the assigned price level.

- When an item is sold on an order or invoice, the discount field will be filled with this percentage.

The extended selling price will reflect the discounted selling price.

- This permanent discount will NOT be applied to individual inventory items which have been flagged for No Discounting.
- Click on the Discount% button to set percentages on a per category basis.



Credit Limit - The maximum dollar amount of purchases accepted on Store Account. However, once you are invoicing the customer, it is easy to change this credit limit.

Address Format - choose a Country

Print Statement - If the customer has open invoice charges, PRM will print a monthly AR Statement.

Print Invoice With Statement - While printing a monthly AR Statement, PRM will also reprint invoices which are still open. Some customers prefer the detail, others may not.

Add To Internet Mailing List - can be used for marketing purposes

Customer User Defined Fields

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

Do NOT, for example, use Field 1 to record a birthdate for one category and use Field 2 for recording a birthdate in a different category. PRM would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

Possible Field Names

Birthdate	Spouse Name	Club Mailings
Anniversary	Decor Theme	Referred By
Start Date	Collects	Portfolio
Preferences	Salary Range	Children's Ages

To Activate Field

Type in a field name and the field will become active.

If the field is left blank, then the field will be invisible on the customer record.

Show Format

Selecting this button will allow you to stipulate the format of entries. For example, if a user defined field is to keep a date, the date format will assure that all dates will be entered in the same way.

8.3 Customer Find

If you know only a partial bit of information about a customer, such as first name only or just the street address, you may choose the Find icon at the top of the Customer Center.

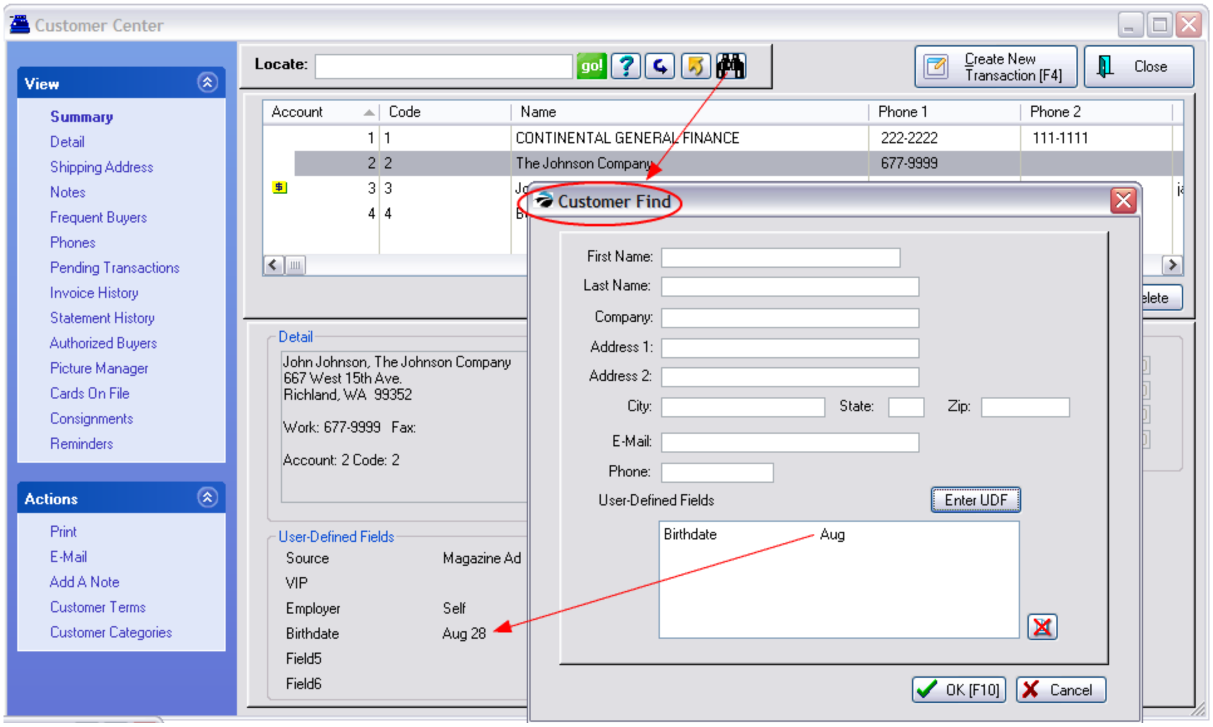
Then enter what you know in one of the fields and PRM will find all customers with that information. For example, if you know a customer lives on Main Street, but you don't know who it is, PRM will find all records with Main in the address line.

In addition to searching basic fields, you can also search customers with common User Defined Field information.

(1) Select "Enter UDF" button

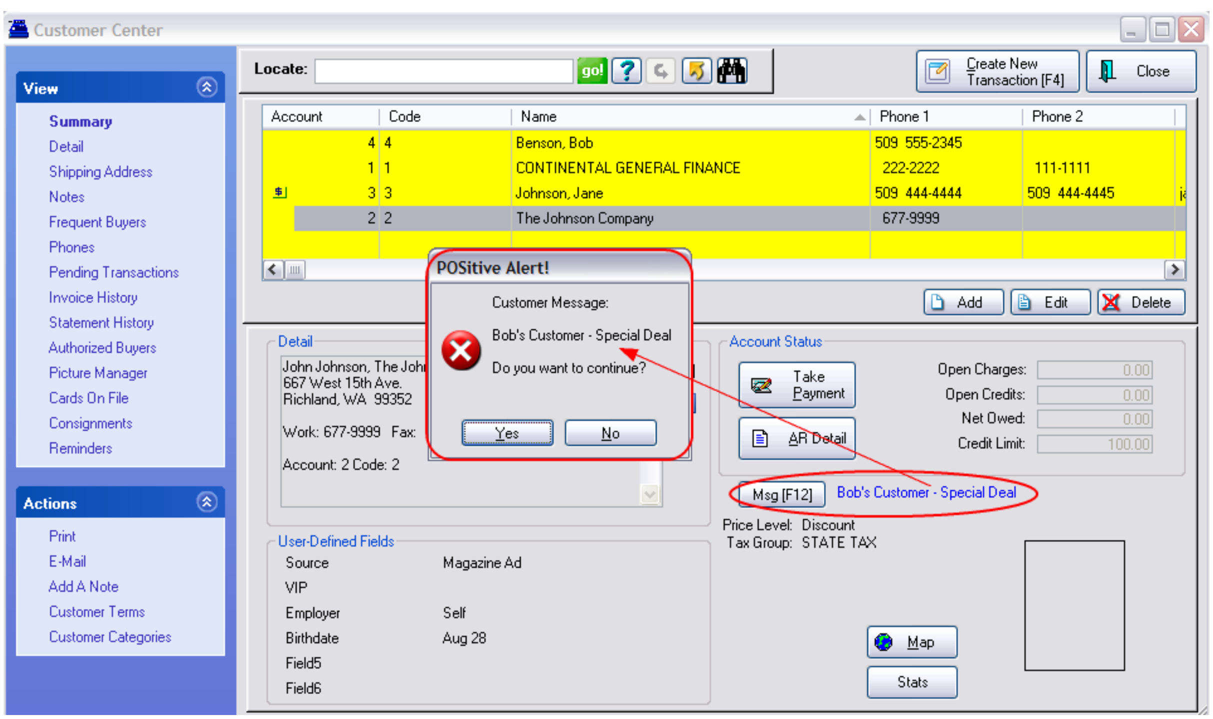
(2) Choose a user defined field from the list

(3) Enter a value to be found in the field and choose OK.



8.4 Customer Message List

Customer Alert screens help clerks be aware of special needs when creating invoices or orders for a particular customer. For example, when creating an invoice the following message will appear because a message, MSG [F12] button, has been activated



How To Create Alert Messages

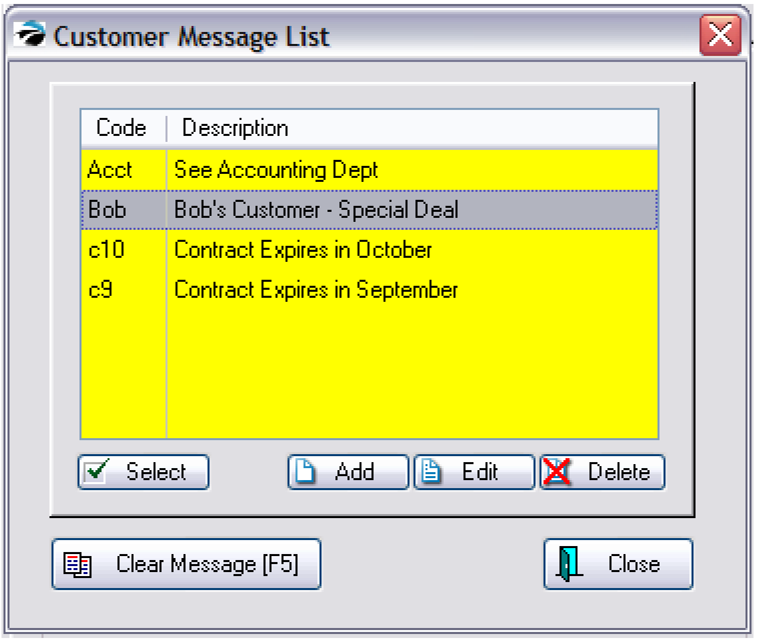
Go to the Customer Center

Highlight any customer and open the Summary view.

Click on Msg [F12] button.

You will see the Customer Message List. Use Add/Edit/Delete to make corrections as desired.

An unlimited number of messages can be created and assigned to a customer as needed.



Clear Message [F5] - unselects any assigned message

8.5 Departments

A department is the top classification level; above categories. A department signifies a major section of your store which can be broken down into smaller segments called categories.

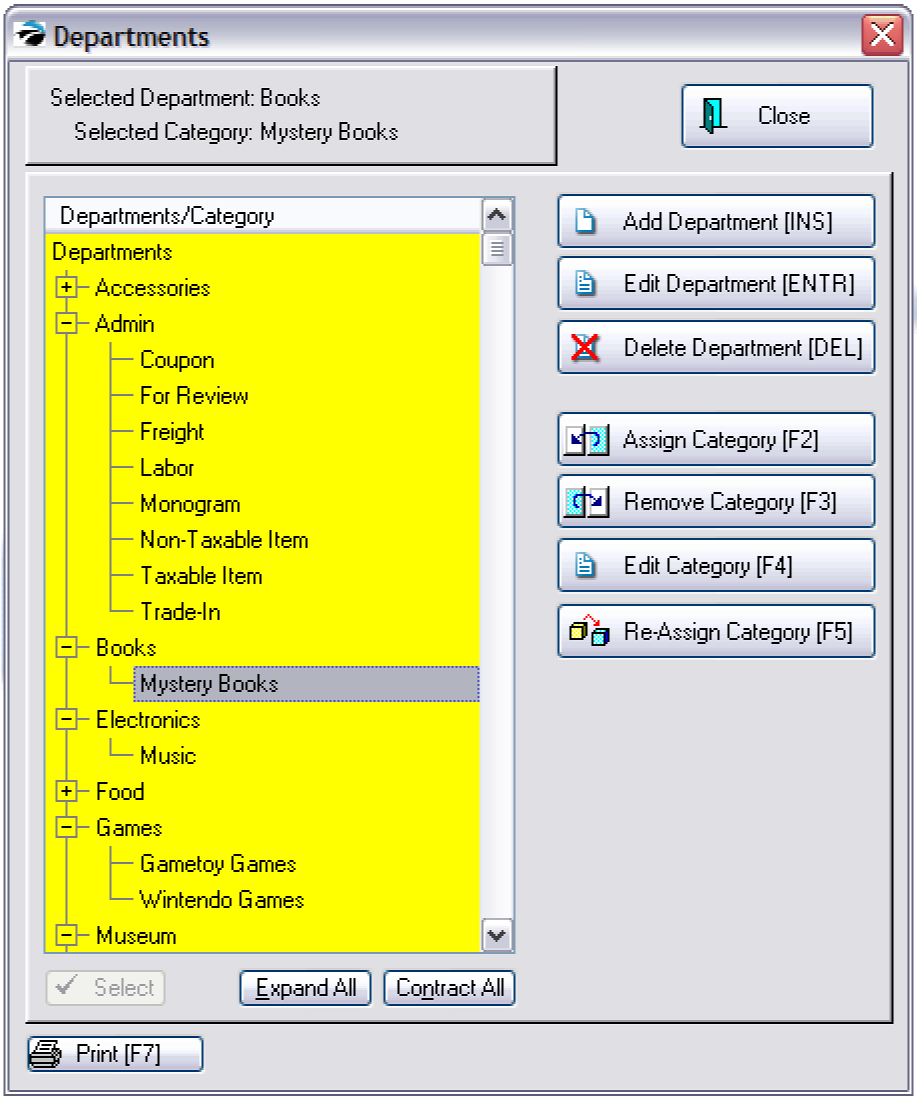
But categories are ultimately more important because they do SO MUCH.

Before proceeding, please take a few moments to better understand What Categories Can Do and how Master Category Defaults work.

How To Use Department Manager

A department groups one or more categories into a reporting unit. From this window, you can create an unlimited number of departments and assign categories to those departments.

You may add, edit, and delete departments by choosing Departments under the Maintenance master menu. Here you will also assign categories to specific departments.



1) First, highlight a department, then click on the Add Department button.

2) Enter a department code. The code can be any combination of numbers and letters. Note: The department list will always be sorted by the description.

3) Enter a description.

4) (Optional) You may assign a code for AutoSKU. This code can be included in an automatically generated SKU for the item. See AutoSKU Setup. Note: Most users find this option impractical. Because you cannot have both a Dept and Category SKU assigned to an inventory item, the Category SKU has proven to be more useful.

Print

Prints a listing of departments and categories.

Expand All / Contract All

The listing of departments and categories is done in a "tree" format. The + in the box indicates there are categories not being displayed.

The buttons Expand All and Contract All will affect all departments and categories.

By clicking on the + or on the - in the box you will expand or contract the list respectively.

There is a System Setting: Inventory that automatically contracts all Departments upon opening this Departments screen.

UNASSIGNED

The entry, Unassigned, is for catching lost categories. If there are categories listed below it, they have not been properly assigned to a specific department.

If you feel this listing is inaccurate, rightmouseclick on a department name and choose "Verify Department/Category Links." Then take steps to assign the category to an existing department.

How To Assign Categories To A Department

1) Highlight the desired Department.

2) Select the **Assign Category** button. This opens the Category Listing.

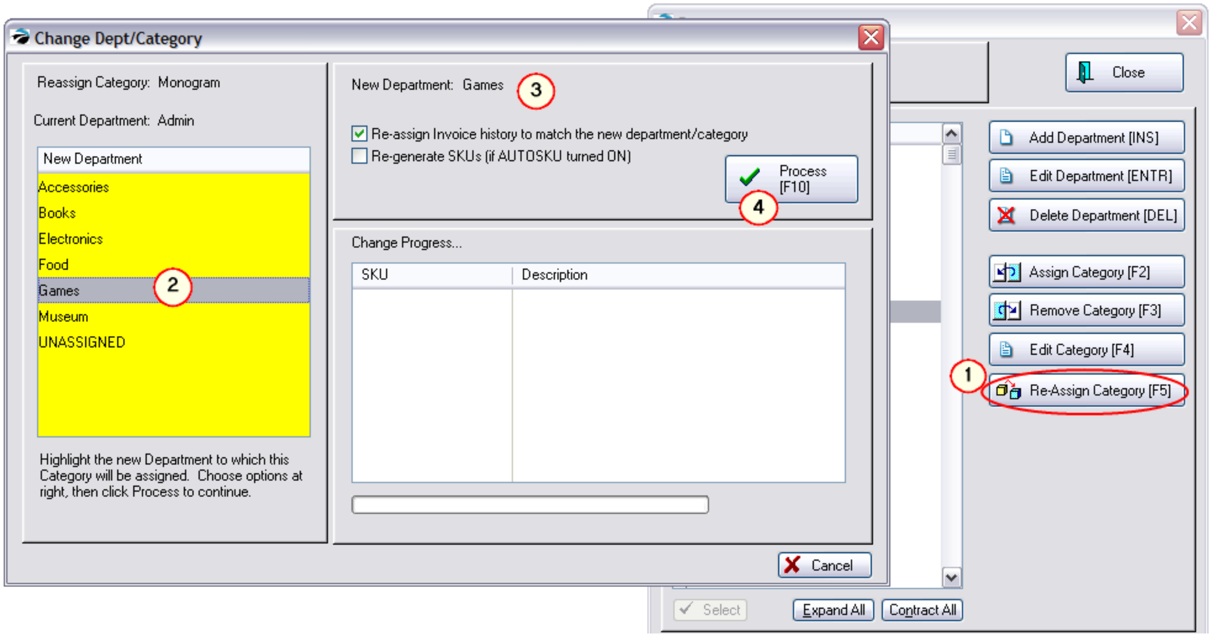
3) Highlight the desired category and choose Select.

NOTE: You can assign a category to more than one department. This is intentional because you can do a report on a Department/Category, or just a Category.

For example, if you stock shoelaces in the Shoe department, and also in the Children's department, you would want to know the total sold from the Shoelaces category. It would then show you how much sold from each department.

How To Re-Assign A Category From One Department To Another Department

If a category is to be assigned to a different department, first highlight the category.



(1) Click on Re-Assign Category [F5]

(2) On the left, select the new Department

(3) Activate the option "Re-assign Invoice History To Match The New Department/Category" This function will edit the invoice history table so that when you run a report on sales of the item it will be reported in this new department/category instead of the old one.

(4) Choose Process [F10] - A listing of all items affected by the change will be displayed.

How To Remove A Category From A Department

If there are any inventory items currently assigned to the category you will not be able to remove the category.

1) Highlight the category.

2) Click on the **Remove Category** button.

If you are unable to remove the category because there are items assigned to it, go to Inventory List. Choose Dept/Catg Filter [F8] and select this category.

All items assigned to the category will be displayed. Click on the General tab at the bottom of the Inventory List and choose "Change Dept/Catg for the highlighted item. You may tag multiple items to assign them to a different category.

Really Want to Delete the Category?

Note: You will not be deleting the category from PRM, you will just be removing the link to the department. If you want to totally erase the category, go to Utilities: Categories, highlight the category and choose Delete. You will then be given further options as described in Category Listing.

Re-Defining Departments

At some time you may want to rename and re-arrange departments and categories in PRM to make them more functional or expressive of relationships. This is especially important to do if you will be utilizing PRM's e-commerce feature.

You should always

1) make a plan - know what you want to accomplish -

You should have a good understanding of the relationship of departments and categories. You should also create departments and categories with the "customer" in mind. If a new customer comes to your web page, what will help the customer find the desired products most efficiently?

2) make a backup of PRM - if you make a mistake you will want to restore the backup

3) make time - the process will require PRM to be out of use, so you will need to do this when no one else wants to use PRM. Each category change could take several minutes to do, depending upon the size of your inventory.

Re-defining the Department List and the associated Categories needs to follow some simple steps so that the inventory items are properly linked to the new departments.

First, consider the options of what can be done on the Department List. After reviewing your current Dept/Category structure you may decide to....

1) Rename A Department - the categories under the department are fine, but the name of the department needs to be changed.

2) Keep The Department, but Remove Some Categories From It -

3) Add A New Department - to the new department you will want to assign or re-assign some categories

4) Delete A Department - the department is no longer useful. (OK, but be sure to follow correct procedures, otherwise it may not do what you thought it would.)

Rename Dept

The categories under the department are fine, but the name of the department needs to be changed.

Open the Department List. (Utilities: Departments)

Highlight the Department Name and choose Edit.

Type in the new name for the department

Choose OK.

You will be prompted to confirm the change being made.If you choose OK, your computer will read all your inventory files and make the appropriate changes. This will essentially freeze the computer from doing anything else.

Keep Dept

The department name is good, but some categories need to be removed or more categories assigned to it.

To remove a category, highlight the Category and choose the Remove Category button.

You will be prompted to confirm the removal.

To Add a Category

1) make sure the category is first removed from any other department. (Exception to the rule: you may want the category to be assigned to multiple departments.)

2) highlight the department name and choose the Assign Category button.

3) the category list will be opened. Find the category and choose Select. (If the category does not exist, then you would first choose ADD, define the category, and then select it.)

4) you will be prompted to confirm re-assignment of inventory items.

NOTE: this means that only inventory items, which for some reason or another, belong to the category, yet have no department be assigned to this department link. This would indicate that the category and some items are already a part of another department and the department is still in the active list.

Add Dept

To create a department, click on the Add Department button. Enter a code and a Description. Remember that the description will be viewed by visitors to your web page and should be easily understood.

You will then want to assign categories to the department.

Highlight the department name and choose Assign Category. Follow steps as described previously.

Delete Dept

IMPORTANT: You MUST remove a category from a department FIRST, even if the entire department will be deleted.

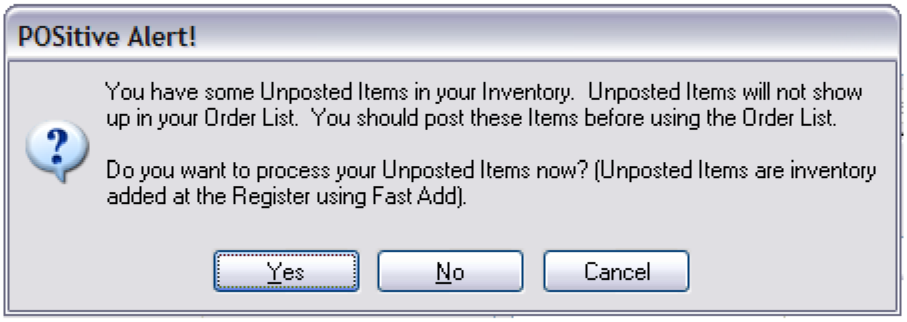
For example, if you plan to remove the entire department called GAMES, the two categories Gametoy Games and Wintendo Games must be removed first. (see first picture)

WARNING: If you simply highlight the department and choose delete without first removing the categories, then ALL inventory items associated to the categories ARE NOT automatically changed and will be wrong until EACH is manually corrected.

8.6 Edit Unposted Inventory Items

The following prompt may appear if you have Unposted inventory items. Unposted inventory items are items that were added by "Fast Add" on the fly while creating a customer order or invoice..

If an unposted item is not edited it will not appear on the Order List.



If you answer Yes, the Inventory Center will open and only display these few items. (Note: Trade-In items will also appear in this list.)

IMPORTANT: Edit the item as you would any other unposted item. However, if you choose not to edit the item, it will not be added to the Order List. When you have edited all needed items, chose CLOSE.

8.7 Gift Cards & Certificates

PRM supports the use of Gift Certificates and Gift / Loyalty Cards. Certificates and cards must have an imprinted number and may have a barcode or magnetic swipe.

For selling Gift Certificates/Cards you must create an inventory item with the primary SKU of GIFTCERT which will trigger various procedures in PRM. When you sell one you will be prompted for a number and a value. The number should be imprinted on the certificate or card. The value is logged into Gift Certificate Manager but never recorded on the card.

For redeeming Gift Certificates/Cards you process an invoice and wait until the Tender screen; select Gift Certificate and enter or scan the Certificate/Card number. PRM will then confirm the value of the card.

Loyalty Cards are usually not sold. In the Gift Certificate Manager you can generate valid card numbers and values for the cards which will be used later for tendering an invoice.

Various reports about sales and tendering of Gift Certificates / Cards are available in PRM.

Although Certificates and Cards are not normally "recharged" or "reused," PRM Touchscreen does have the interface for doing such.

<u>Additional Help Topics</u>

Gift Certificates

Gift Certificate Manager

PRM Touch Screen

Inquiry (Price Check, Gift Certificate, Age Verification)

8.8 Inactive Inventory

"Active" inventory are items which you are currently selling, regardless of whether or not there is current stock on hand.

"Inactive" inventory are items which you do not want to be visible in the Inventory List. This function is useful for seasonal inventory items. If it is not visible, then staff will not have to sort through it and cannot sell the product because it cannot be selected. For example, Christmas inventory can be made inactive until it is time to order products from the vendor and then begin to sell products to the public.

Display Inactive Inventory Items

Activate the option "Show Inactive Only" and all items which are currently inactive will be listed.

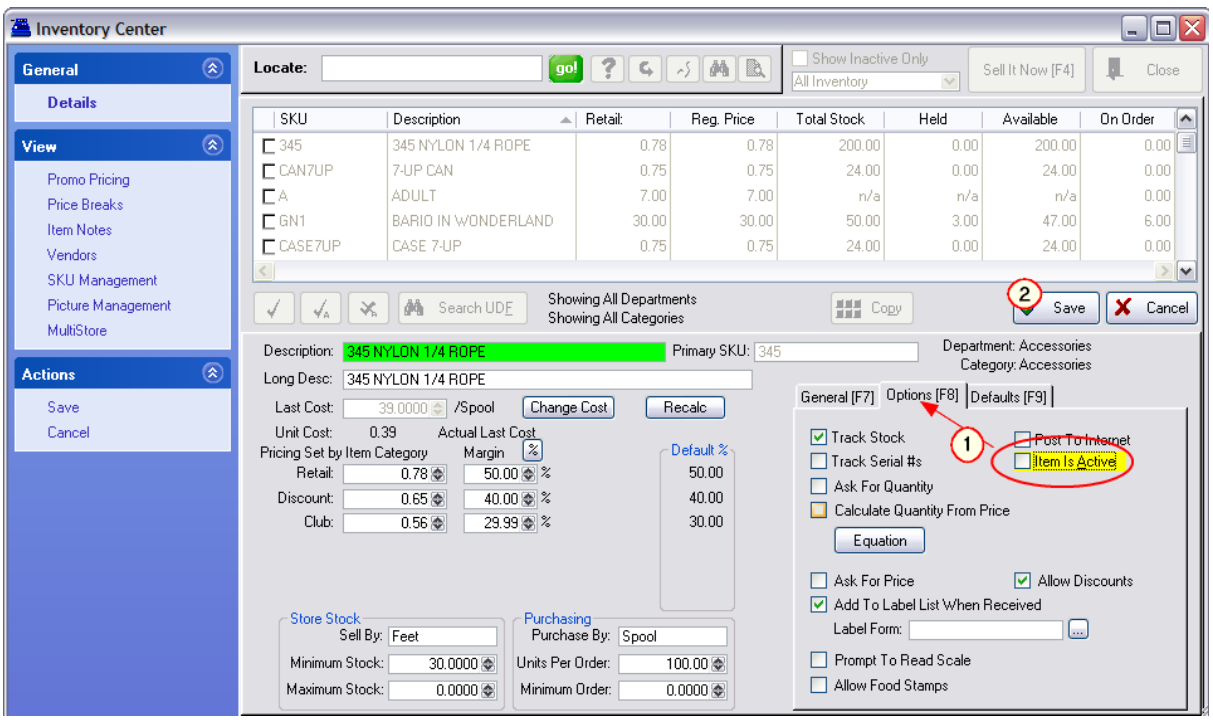
How To Make An Item Inactive

Find the item in the Inventory List,

Select Edit.

(1) **Uncheck** "Item is Active" on the Options tab and

(2) **Save** the change.



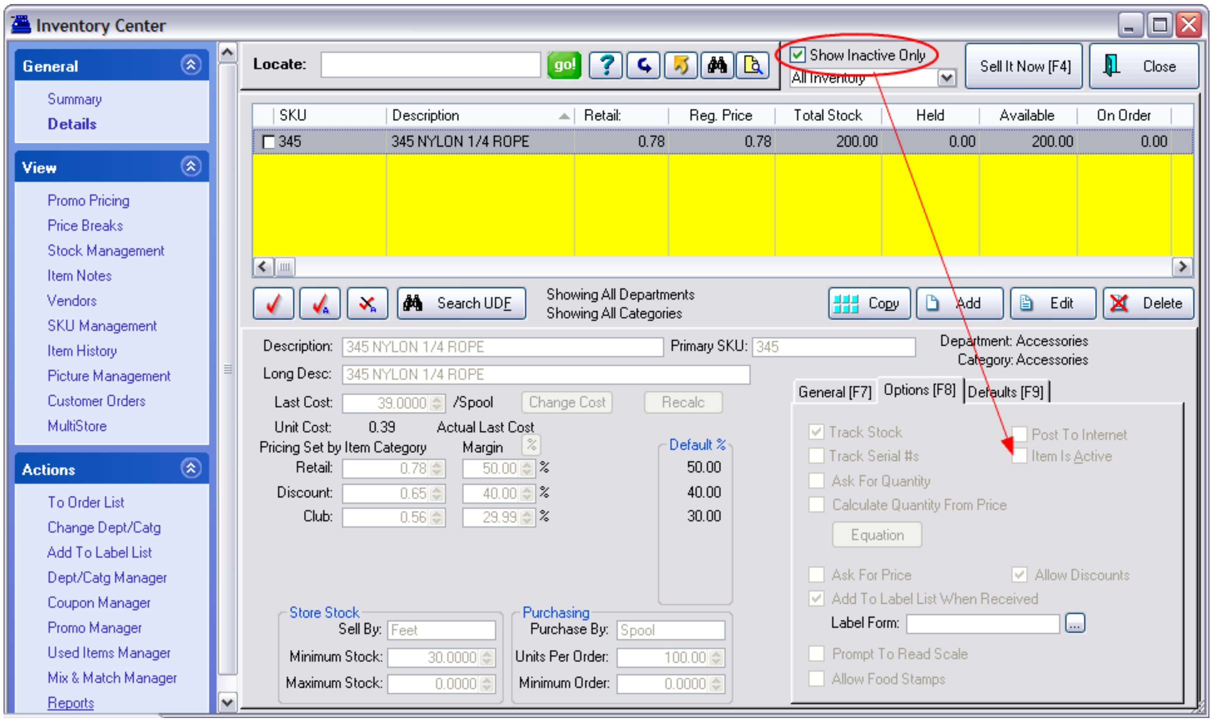
The item will immediately disappear from the list of inventory items.

TIP: You may want to assign available stock counts to a "warehouse" location. (see Stock Location)

How To Make An Inactive Item Active Again

Open the Inventory Center

Choose Show Inactive Only



Find the item in the Inventory List,

Select Edit.

Checkmark "Item is Active" on the Options tab and save the change.

The item will immediately disappear from this list of inactive inventory items.

Now, Uncheck Show Inactive Only at the top of the Inventory Center.

You are now returned to the Active inventory list and the item will be visible.

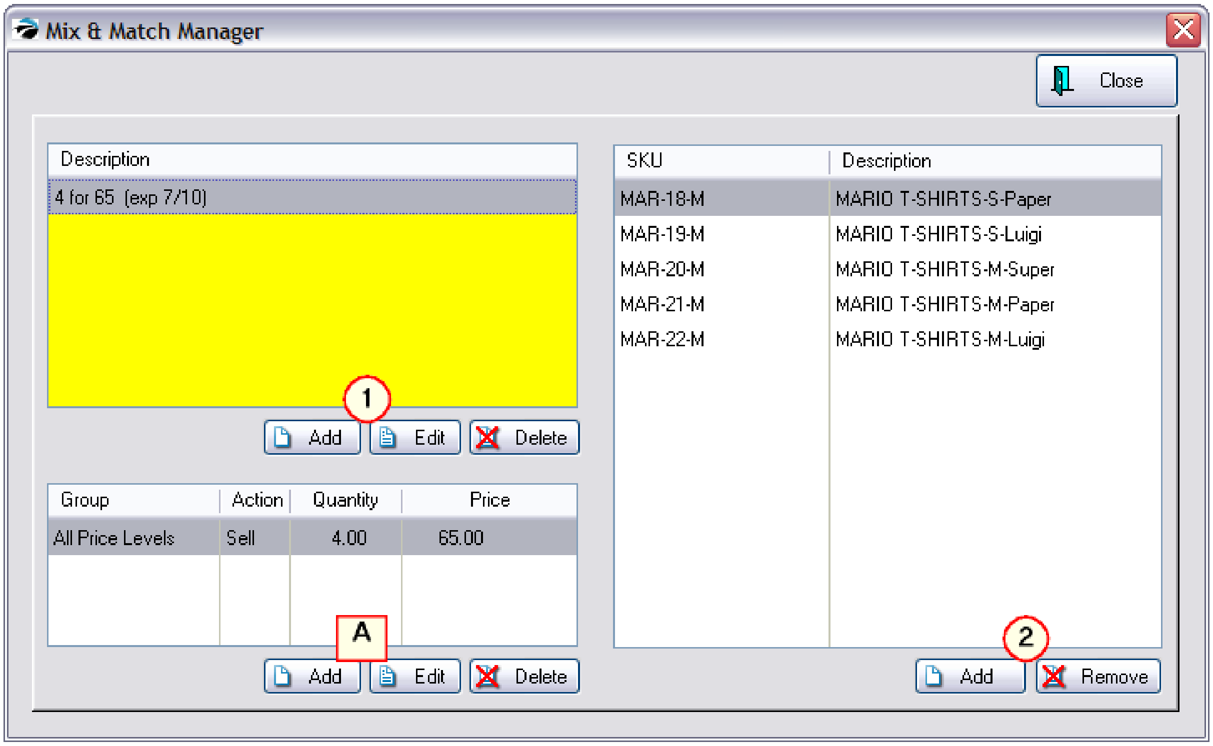
Reports Include/Exclude Inactive Inventory

When running various inventory reports, there is an option to include Inactive Inventory. If you wish to exclude inactive items, uncheck the option.

8.9 Mix & Match Manager

PRM allows you to create groups of inventory which will sell at a reduced price when a specified number of items from the group are purchased. This is very similar to creating price breaks for individual items, but is done instead for a group of items. For example, a product may sell for $60.00 individually, but if a customer purchases two, then the total price is only $75.00 for the two of them.

Creating Mix & Match Items



(1) To create a Mix & Match group, you create a name for the group, set quantity and pricing. TIP: There is a limit of 20 characters, so you may need to abbreviate the title, but include an expiration date to help in knowing which to delete later. (see Price Breaks)

(2) Add specific SKUs to the group. Choose the Add button.

TIP: While viewing the inventory list, you could choose to filter your inventory by category or description. Then tag multiple items belonging to the group and choose Select.

(A) Use the bottom set of Add, Edit buttons to create more than one price break per group highlighted at the top if you did not choose to use All Price Levels.

You can create as many Mix & Match groups as you wish, however, an inventory item can only be assigned to one group at a time.

Selling Mix & Match Items

To sell Mix & Match items just add any number of items to the invoice in any sequence and PRM will recognize and match them. The regular price of the item will be charged until the governing number of items are placed on the invoice. Then the prices of the items will be modified to total the designated mix & match selling price.

TIP: As a Station Setting, you may want to activate "Combine Same-SKU Items on Transactions" which will keep the number of line entries to a minimum.

Ending a Mix & Match Special

Mix & Match setups are not date controlled. You need to open the Mix & Match Manager, highlight the desired group, and choose the Delete button in the upper left section.

Promo Pricing Vs. Mix & Match (see Promo Manager)

- Promo Pricing of an item has an automatic cutoff date whereas Mix & Match requires you to delete the group.
- Promo Pricing can be created in advance of a sale with a starting and ending date. Mix & Match takes effect as soon as it is defined.
- Promo Pricing is not contingent on the number of items purchased. For example, with Promo Pricing one could purchase just one robe at $37.50 whereas Mix & Match requires purchase of two, the designated quantity, before the price is in effect.
- Mix & Match takes precedence over Promo Pricing. If an inventory item is assigned to both Mix & Match and Promo Pricing, the price set for Mix & Match will be used on an invoice.

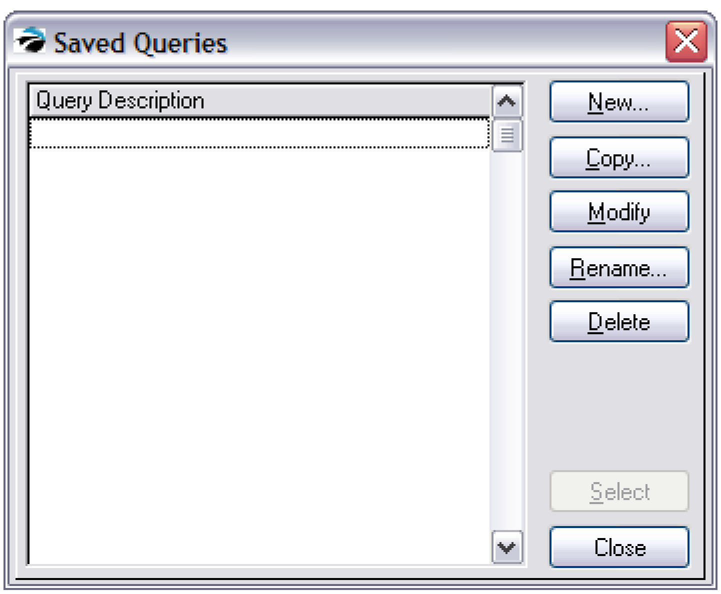
Customer Returns of Mix & Match Items

If a customer chooses to return an item, it is best to link to the original invoice so that the prorated value of the item will be refunded rather than the normal selling price.

8.10 Saved Queries

Use this option If you are frequently searching for the same types of items or customers. You may create an unlimited number of queries, save them, and use them later.

Unlike Locate on the Inventory Center, you can evaluate several fields of information at the same time.



Query - a filtering device for limiting the results of a search or report. From several places in PRM you can choose to "apply a query" to the work being done. The query can be simple: one field with one search criteria, or more complex involving multiple fields of information. The query can be named and saved for future use.

1) Choose a Field from the List Of Fields

Here is an alphabetical listing of available **INVENTORY** fields:

Allow Discount - the item has been flagged to allow discounting

Category - the name of a category

Cost - the last order cost as displayed in the inventory record

Date PO Due - an expected date for purchase orders

Department - the name of the department

Description - the inventory item's description

Fixed Commission - not a percentage but a dollar amount

Held In Stock -

Held On Order (same)

Last Date Sold

Last Order Date

Last Price Change Date

Location

Long Description

Manufacturer Code

Manufacturer ID

Manufacturer Name

Minimum Order

Minimum Stock

Number Sold

On Order

Price Level 1

Price Level 2

Price Level 3

Price Level 4

Price Level 5

Price Level 6

SKU

Total In Stock

Type

Here is an alphabetical listing of available **CUSTOMER** fields:

Address 1

Address 2

Cell Phone

City

Company Name

Customer ID

Customer Name

E-Mail

First Name

Home Phone

Last Name

Lookup Code

State

User Defined Field 1 - 6

Work Phone

Zip Code

2) Select an operation

Enter the criteria appropriate to the field selected above.

Is Equal To

Is NOT Equal To

Is Greater Than

Is Less Than

Is Greater Than or Equal To

Is Less Than or Equal To

Begins With

Contains

Does NOT Begin With

Does NOT Contain

3) Enter a target Value

Finally, enter a value which will be used in the selection of records.

4) Choose Next

You will be returned to the Query Wizard. Generally you will choose FINISH to execute the query. If your search is complex, you may add additional criteria and conditions.

8.11 Using Inventory Labels

PRM comes with pre-defined inventory labels which will be adequate for most business uses. You may edit or create new inventory labels.

8.11.1 Advanced Inventory Label Printing Tutorial

This tutorial should give you all the essential information you need to successfully print barcode labels in POSitive Retail Manager.

In PRM the SKU field is what will be printed as a barcode if you print a label from the software. It is a common misconception that a barcode contains lots of information about the product it represents. For example we are asked all the time if the merchant wants to add a can of Pepsi into inventory can he just scan the barcode to create the inventory definition. Unfortunately it's not that easy. The barcode does not contain detailed product information.

WHAT is a Barcode?

It's simply a number – or alpha characters or a combination of alphanumeric characters represented by the familiar bars of various widths found on many products. When you scan the barcode the scanner converts the barcode into its characters and sends the converted information to the keyboard port. Scanning a bar code is the SAME as typing the number with the keyboard. Try this experiment if you have a barcode scanner connected to your POS system:

Open Notepad or Word, or other word processor. With that program active, scan a barcode and watch the screen literally type the barcode one character at a time. Once the characters are entered the cursor will move to a new line – that is a Carriage Return that takes it to the new line. The scanner is programmed to add the carriage return at the end of the scanned characters.

Your scanner comes with a book of codes. You MUST NOT lose this book! You will rarely need it. But when you do there is no substitute. The book is full of programming barcodes. If your scanner is adding additional characters or is NOT sending the carriage return the scanner can be reprogrammed using the codes in the book. These codes can also be used to reset the scanner to factory defaults, which generally works well with PRM.

PRM System Requirement for Scanners

The PRM system requirement for scanners is any KEYBOARD WEDGE or USB style scanner. Check with your dealer or contact POSitive if you are unsure of what to buy. We do not support SERIAL scanners – they simply will NOT work with PRM

A Note About Barcode Symbologies

Symbology is a fancy word for “symbol type”. More specifically the Symbology represents not only the type but also the rules that must be followed in printing the barcode.

There are three barcode symbologies that allow both numbers and letters (Alpha- Numeric) SKU’s. Since PRM allows Alpha-Numeric SKU’s we have found that most merchants choose to use them. If you choose to use an Alpha-Numeric SKU you must limit your Barcode type to either:

Code 128

Code 3of9 (aka code 39)

2.5 Datalogic

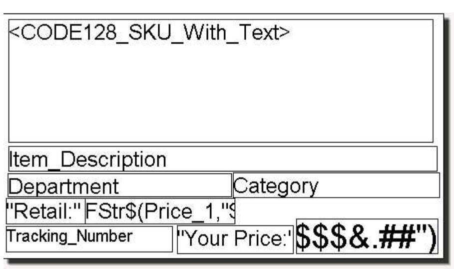
Each of the above symbologies has rules to follow. There are illegal characters that will cause your label not to print – or to print without the barcode. Generally don’t use the shifted number keys (!@#$%^&*()) punctuation keys ({}[]|\:;”’<>,.?/~`). It’s OK to use a DASH (-). But avoid using the slashes (\ /). If you find you have an illegal character, simply edit it in your Inventory List.

There are perhaps some other more obscure rules but these cover the typical problems that most people have with barcode symbologies.

An Occasional Misunderstanding

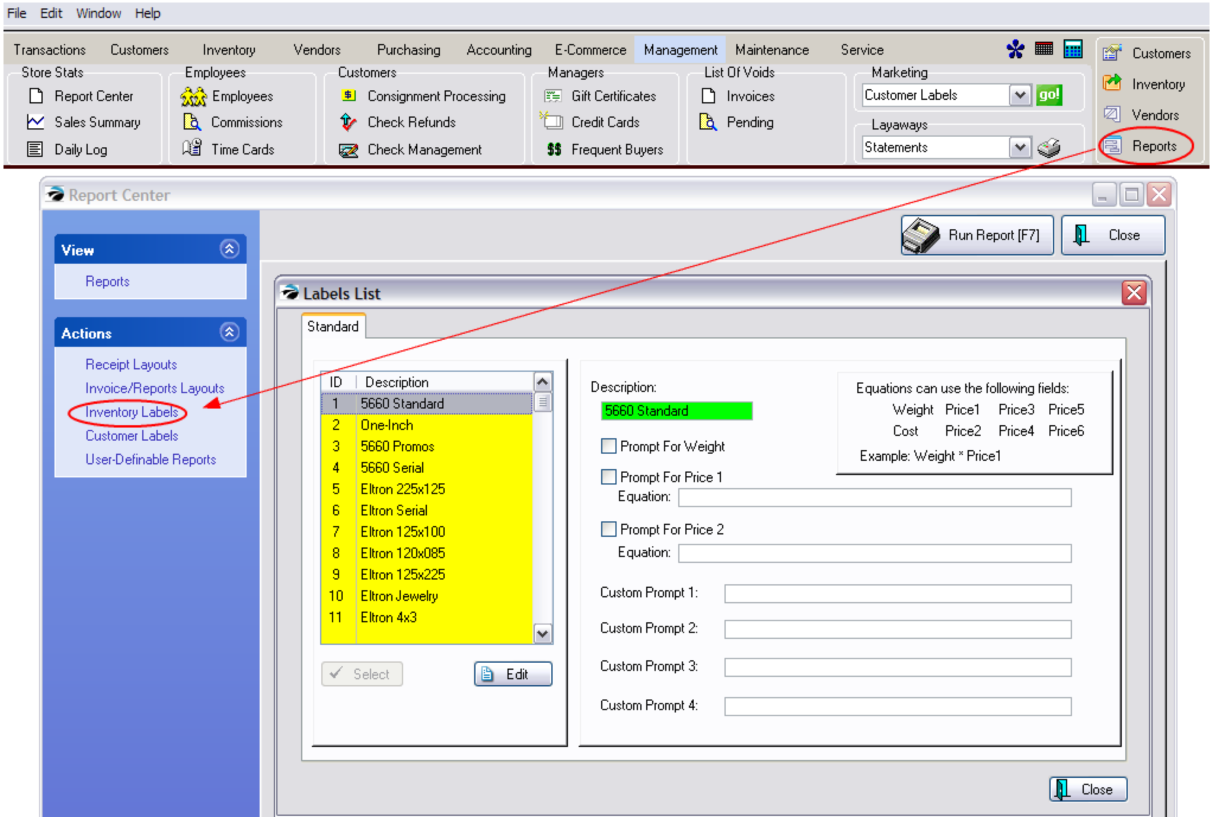
We have sometimes seen a merchant design a new label for each inventory item, “hard-coding” the SKU and description directly into the label. The flaw in this is that you only have 100 labels that you can design. If you make a label for each item then you can only have 100 inventory items.

Instead, you should generally make just ONE label. You use FIELDS like “DESCRIPTION” and “SKU” in the layout. Then you assign the label layout to the inventory item. When you print a label PRM will substitute the FIELD NAME with the corresponding data in the inventory item’s definition.

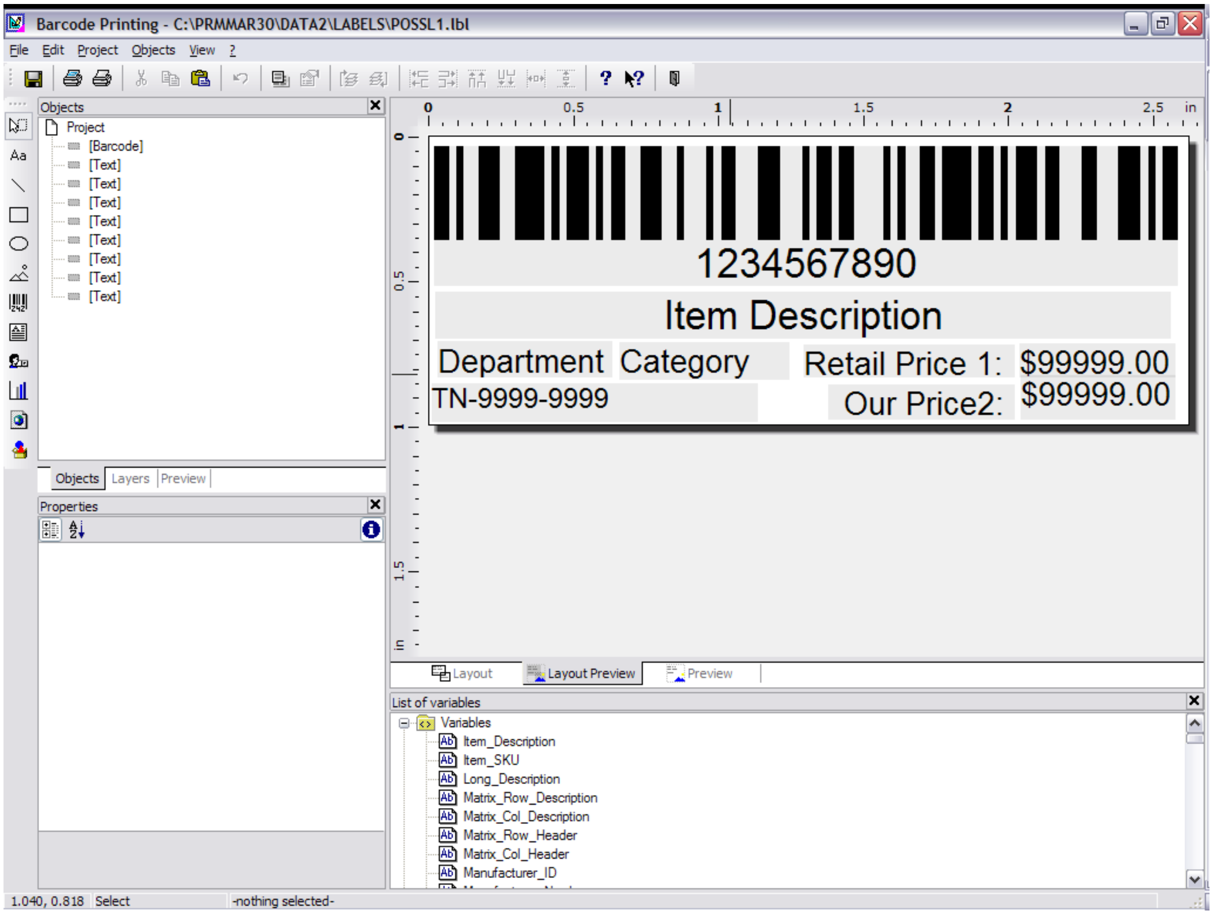


Label Editing

You can access the label editor by clicking on Reports and selecting Inventory Labels. Select a label and click on Edit.

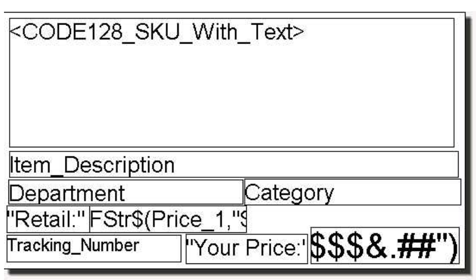


TIP: By default all inventory items will be assigned to label design #1. If you design your label for label #1 then it won't be necessary later to re-assign your inventory items to your new design.



The label editor is flexible enough to accommodate any label size you would care to use. The only real limit you should be aware of is that the smallest label size you should plan to use is at least 1.75 inches long. Alpha Numeric SKU's print larger barcodes than numeric SKU's and a smaller label will "scrunch" the bars too closely together and thus be unreadable if you choose a shorter label.

This is the label layout of a typical barcode label. The boxes are DATA FIELDS that will be filled in by the inventory item when the label prints.

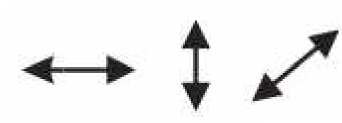


Re-sizing and Moving Fields

You can re-arrange the fields, you can re-size them, and you can change the font style and size. You can add new fields and remove unwanted fields. Notice the <30f9_SKU…> field is highlighted. The hashed line (1) is the "highlighted field" indicator. You can resize the field by grabbing the black dots (2) at the edges. Top and bottom dots allow you to re-size up and down. Those on the left and right edges allow left to right re-sizing. Finally the corners allow you to enlarge or reduce the size both up and down and left to right. Hover your mouse over the dots and when the cursor changes from an "open arrow pointer" to an icon like these (3), you can resize the field. Hover just over the hashed line and the cursor changes to a four-point arrow (4). When that happens, you can move the field.

1. 

2. 

3. 

4.. 

Deleting a Field

Delete a field by highlighting it and pressing the delete key on your keyboard.

Label Layout Set-up

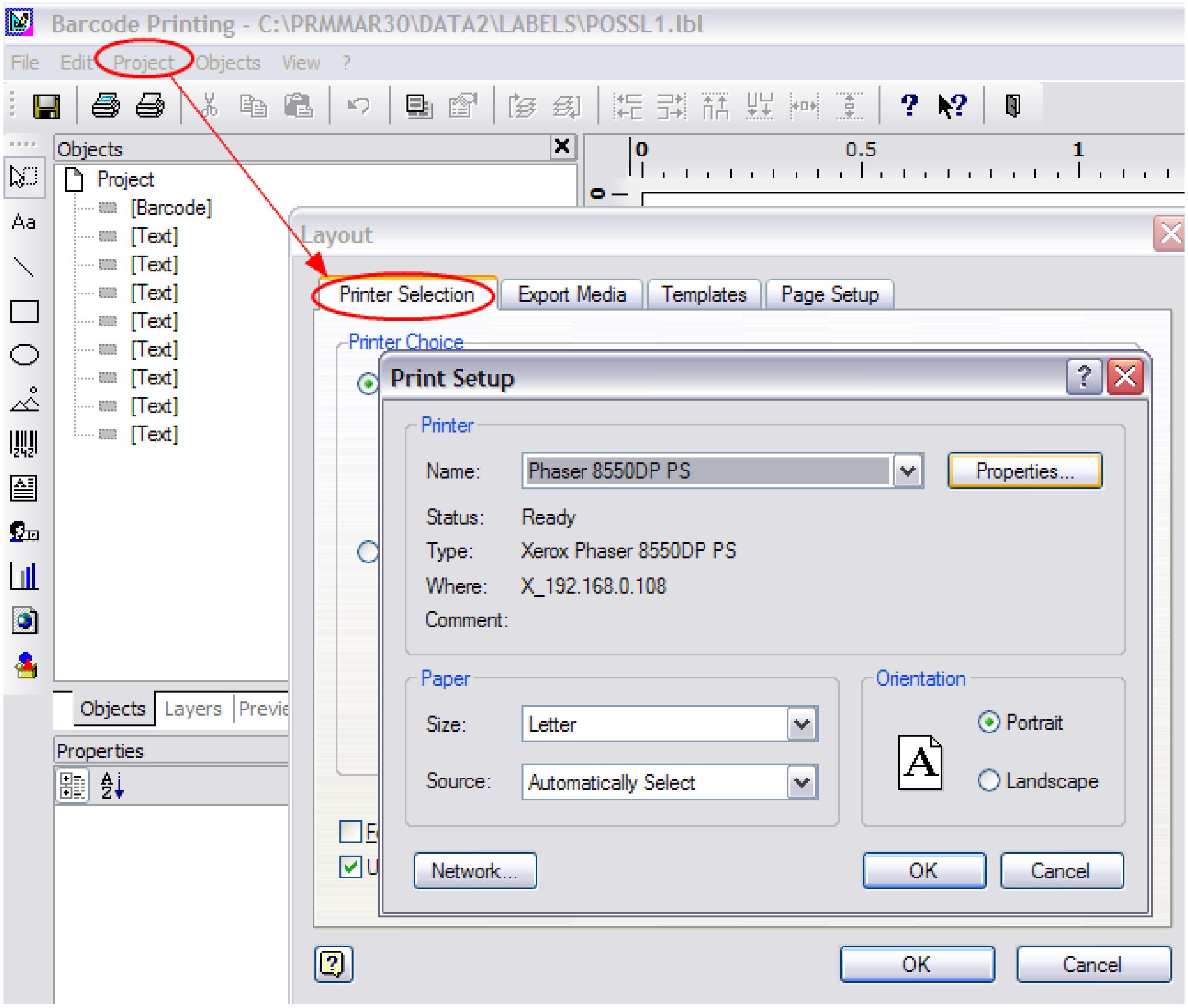
Access the Layout screen by Choosing PROJECT MENU: PAGE LAYOUT. Review the printer setting tab and click the CHOICE button. Be sure the correct printer driver and PAPER SIZE is selected. Barcode Printers like the Eltron printers recommended by POSitive will have a variety of label sizes to select in the paper size setting. Inkjets and laser printers will generally want the 8 ½ x 11 letter size selected.

Printer Selection Tab

You need to use a Windows Printer to print barcode labels. You'll need to install the correct driver for your printer. See your printer's user guide for details.

PRM supports laser printers, inkjets and dedicated barcode printers. Basically any of them should work. We are most familiar with the Zebra line of barcode printers.

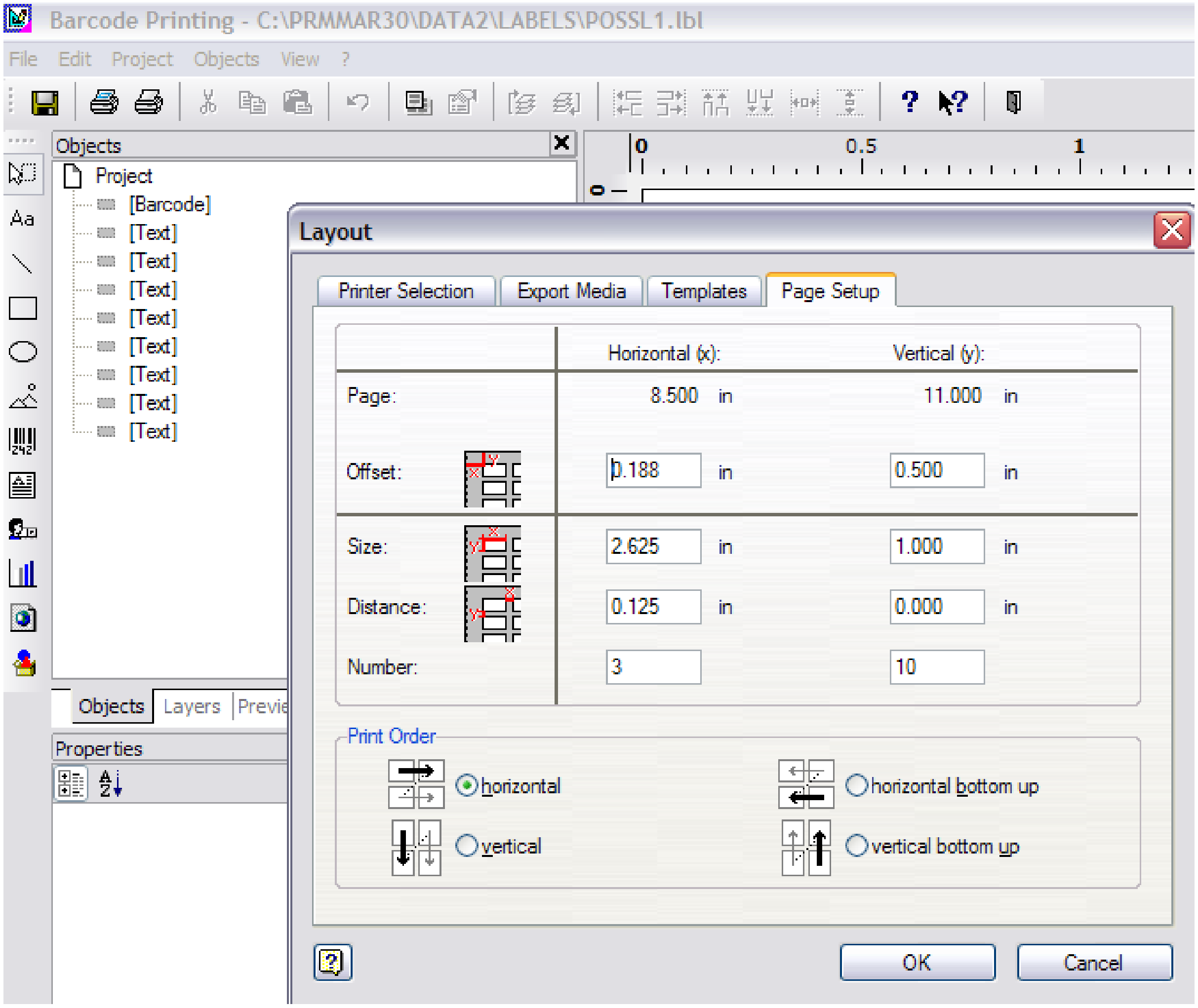
Inkjets are colorful but it will be expensive to print labels on an inkjet. The most economical are the dedicated Zebras. The label stock costs much less than sheet labels. Since the Zebra printers are thermal printers there are no ink cartridges or toners to buy.



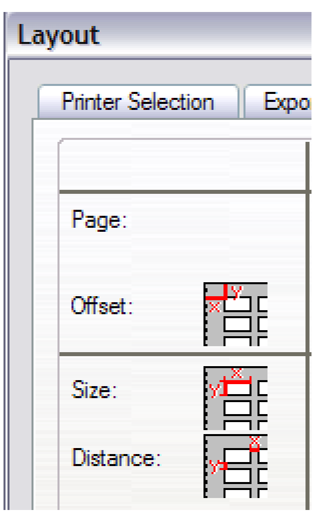
Page Setup Tab

The Page Setup Tab makes it EASY to custom define any label you wish. Grab a ruler and a calculator and let’s break this down to its simple form.

First, it’s critical that you set up the printer as described in the previous section. Do it now if you haven ’t already.



Next, look closely at the icons. They describe the measurements the program is asking for.



The **OFFSET** fields want to know:

Y: how far it is from top edge of paper to top edge of first label.

X: how far it is from left edge of paper to left edge of first label.

TIP: Take your ruler and measure the distance from the top of the label sheet to the top of the first label. ½ inch (1 divided by 2) would be expressed as .500. 5/8 (5 divided by 8) would be .625. (PRM 2.2 beta 12 and later will accept 3 decimal points – earlier versions require you to round off.) The main thing to remember is you are converting the ruler measurement to a decimal number. Generally, if you are converting a fraction you divide the top number by the bottom number.

The **SIZE** fields want to know:

Y: how tall is the label?

X: how wide is the label?

The **DISTANCE** fields want to know the distance between labels.

Finally the **NUMBER** fields want to know how many labels across the page by how many labels down the page.

Once you have these settings entered click the OK button to save and close the window.

Common Variations

If you are creating labels on an inkjet or laser printer the most common labels are 3 across by 10 down - 30 labels to a sheet of labels. So in this case the NUMBER fields would be X=3, Y=10

If you are setting up labels on an Zebra Label printer use these settings:

	X	Y
Offset	0	0
Size	(Measure Width)	(Measure Height)
Distance	0	0
Number	1	1

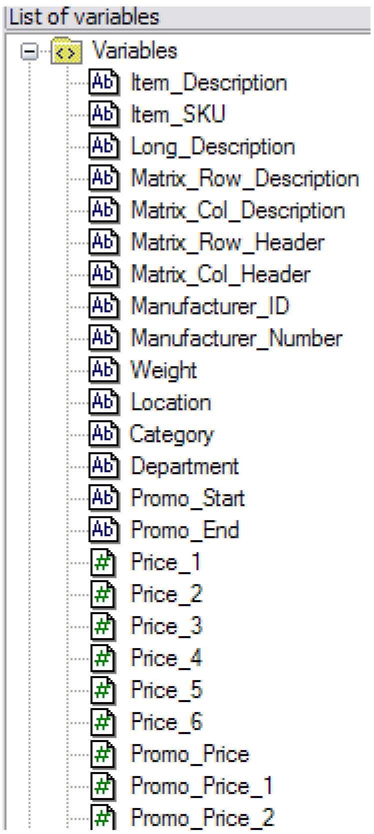
Here’s a fraction to decimal conversion chart for your convenience

Fraction	Decimal	Fraction	Decimal	Fraction	Decimal
1/4	0.25	1/8	0.125	1/16	.063
3/4	0.75	3/8	0.375	3/16	.188
		5/8	0.625	5/16	.313
		7/8	0.875	7/16	.438
				9/16	.563
				11/16	.688

				13/16	.813
				15/16	.938

Adding fields to the label

In brief review you should now understand how to move fields around in the label layout, how to define your Page Setup including printer setting, paper size, and label page setup. If not, review the previous sections.



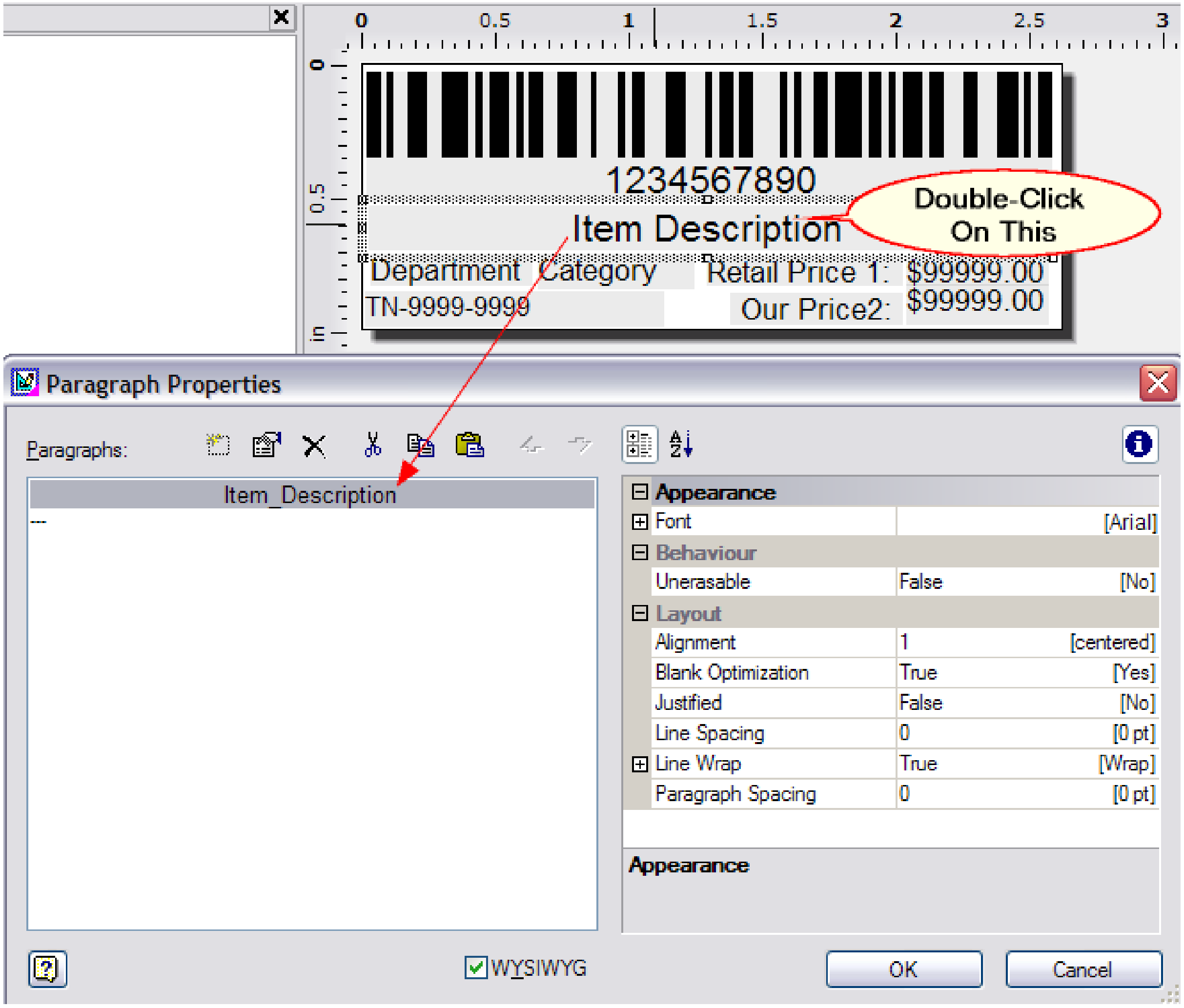
In the Label Editor you can add fields to a layout in a couple of ways. The main way to add a database field from PRM is to go to the VIEW MENU: WINDOWS: POPUP VARIABLES: Click on the VARIABLES folder.

Here you have all the data fields available to put into a label. To add a field into the layout just DRAG and DROP it into the layout. Then resize it and move it where you want it.

Formatting Text Fields

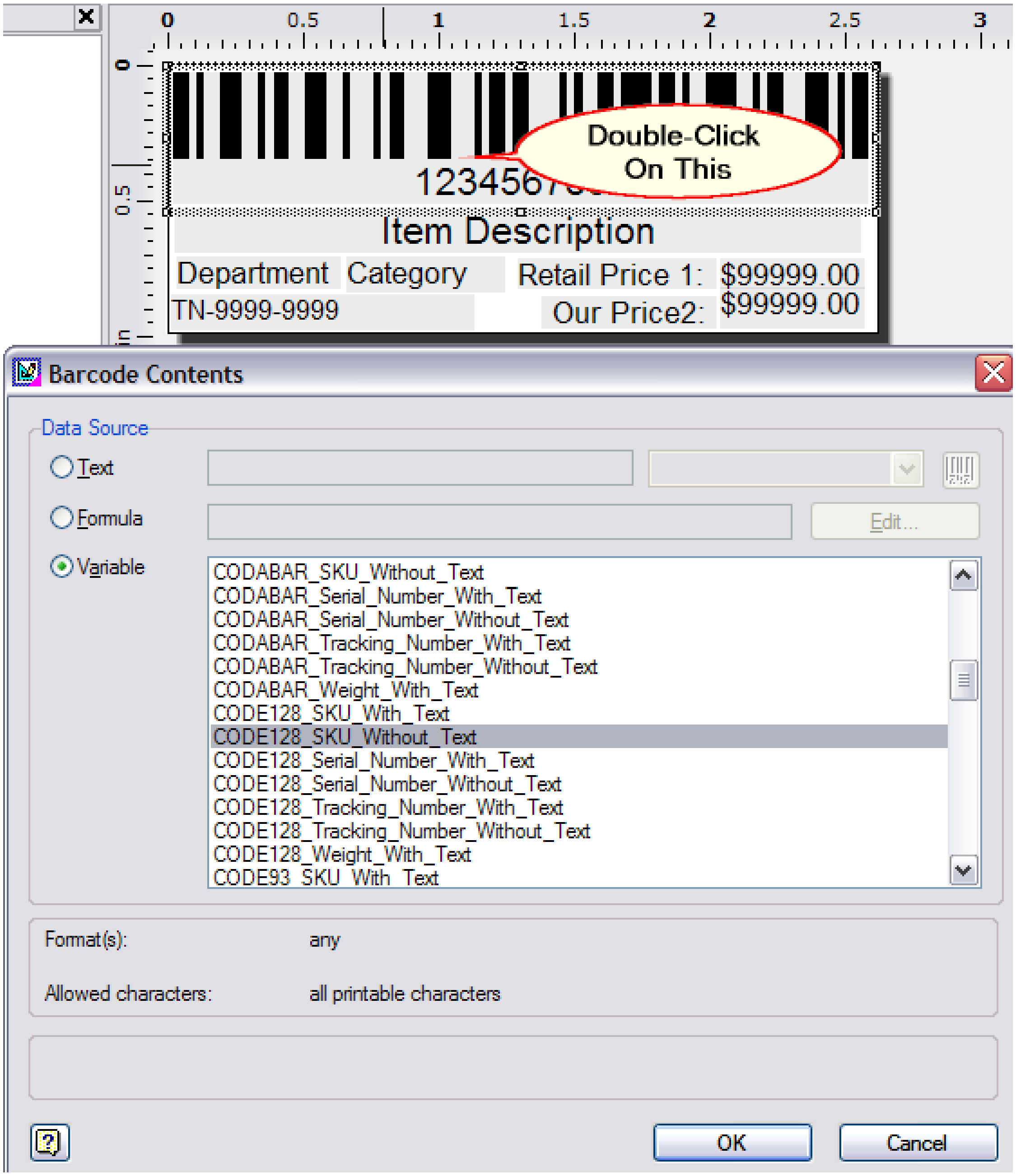
You can control the text size, justification, font, and more. To edit the text just double click the field.

The following screen appears giving you incredible formatting control from one screen.



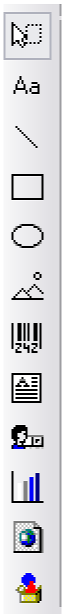
Formatting Barcode Fields

Simply double click on the barcode field to edit the details. Remember that Alpha Numeric SKU's will require 3OF9 (Code 3 of 9), CODE128, or 2.5DATALOGIC symbologies.



Adding Fields – Some Other Options

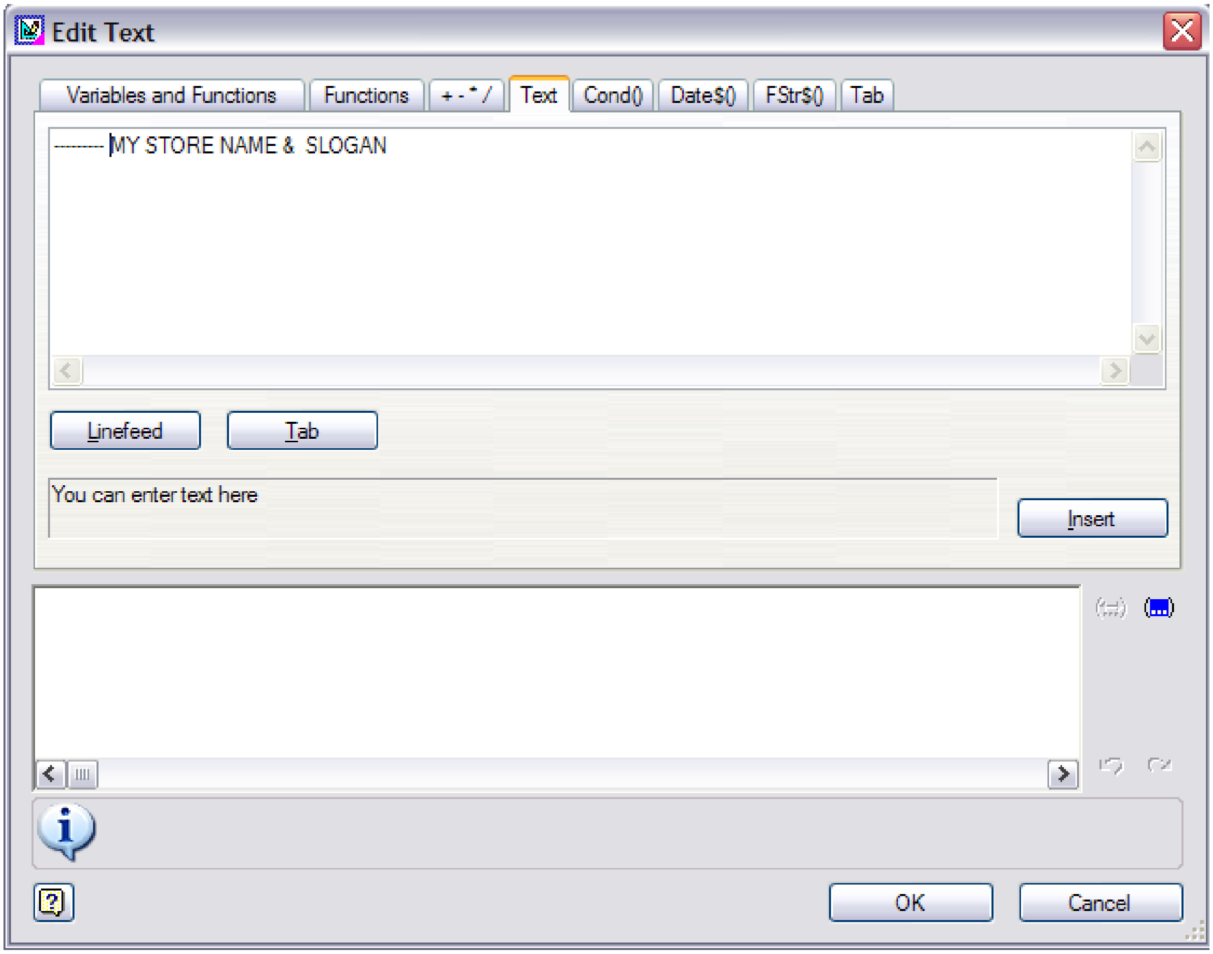
The Tool Bar gives you other options for adding Text, Lines, Squares, Circles, Pictures, and Barcodes. Just click the icon in the Tool Bar and draw a square in the design layout. Double click the field and edit as necessary.



Add some “hard coded” text (That is to say text that is NOT a data field which will be replaced by data from the software) by clicking the Aa icon and drawing a box in the layout. The box will be empty. Now Double click the box. A BLANK text Properties screen appears. Double Click the “---“Add a line icon.

Click the TEXT tab. The next screen shows the process. Edit the text size and move the text field into place.

Ideas for this hard-coded text field include… Store name and City/State, a Slogan, The word “PRICE:” just before a field that fills in the price. “Our Price”, “Your Price”



Testing Your Label

FILE MENU: PRINT SAMPLE –

“Without frames” for roll label printers (Zebra).

If you are printing on a laser or Inkjet printer choose “with frames” to show a reference frame on plain paper. Hold the test page over a label sheet to see that the data lines up correctly on the labels.

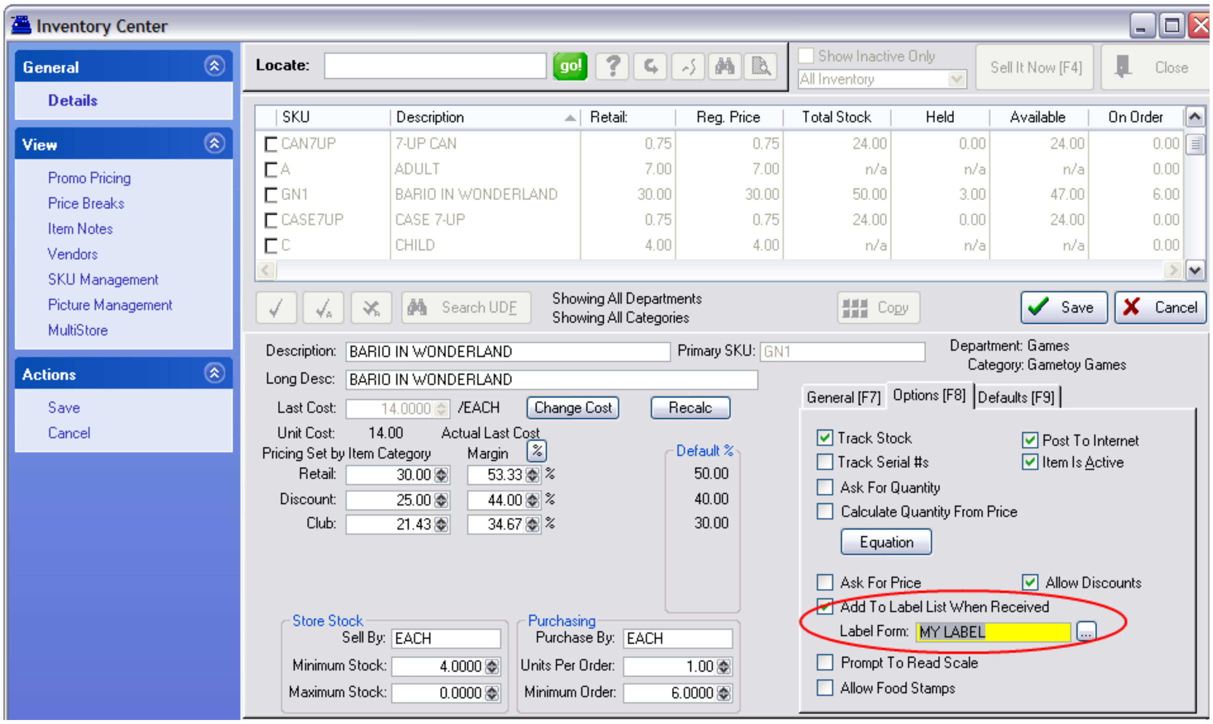
Saving Your Work

When you exit the label layout program be sure to save your work. Of course you can always go to the file menu and choose SAVE every 5 or 10 minutes.

Assigning Inventory to a label

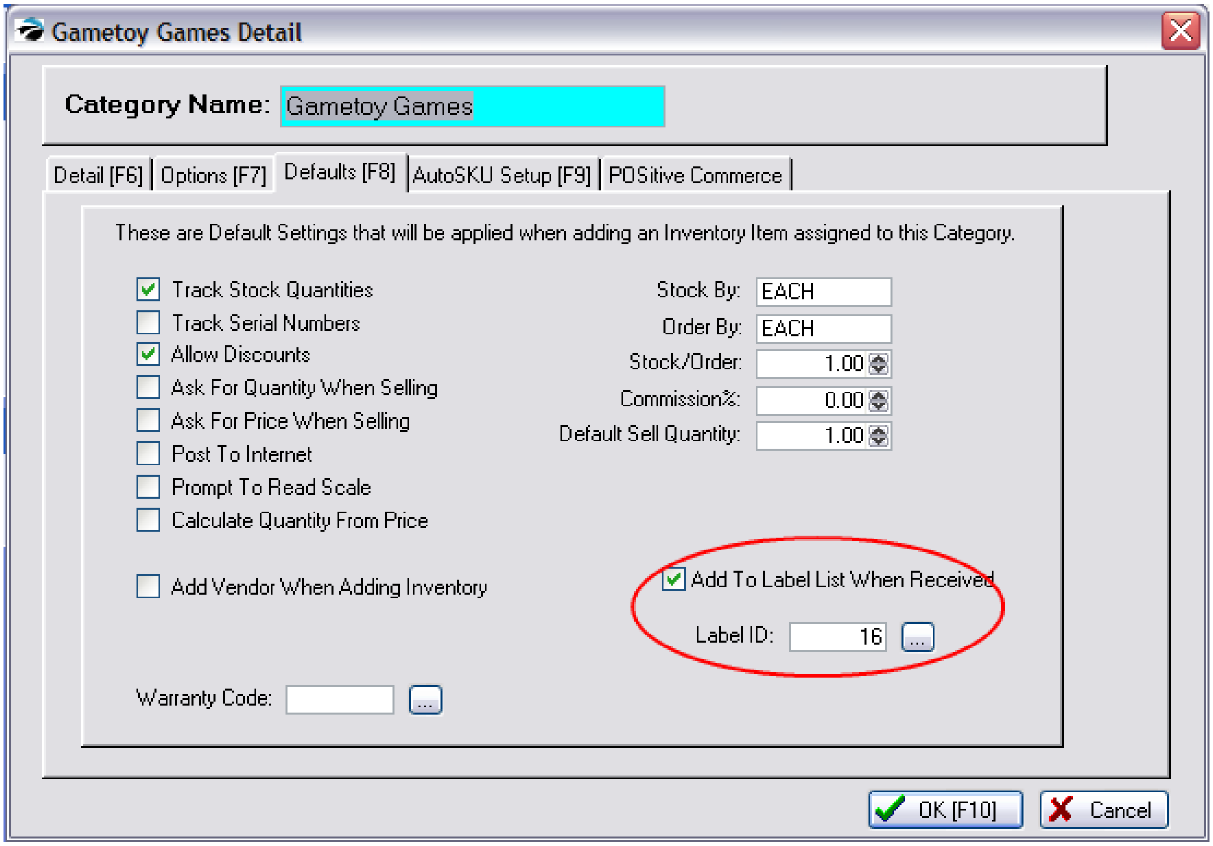
Now that the label is defined you can assign the label design to any or all of your inventory items.

Assigning one item at a time –



In PRM, edit an inventory item. Choose the OPTIONS [F7] Tab. The following screen gives you a “Label Form” field. Type it in or choose it from a list.

Assigning to an entire category



In PRM, choose Maintenance, Categories, highlight a category and click the Defaults button. Edit the Label ID number and choose whether to add this item to the list of labels to be printed when the item is received on a PO. Finally you can re-assign all products in this category to the new label style by clicking the RESET INVENTORY button in the lower left corner. Repeat for each category to re-assign.

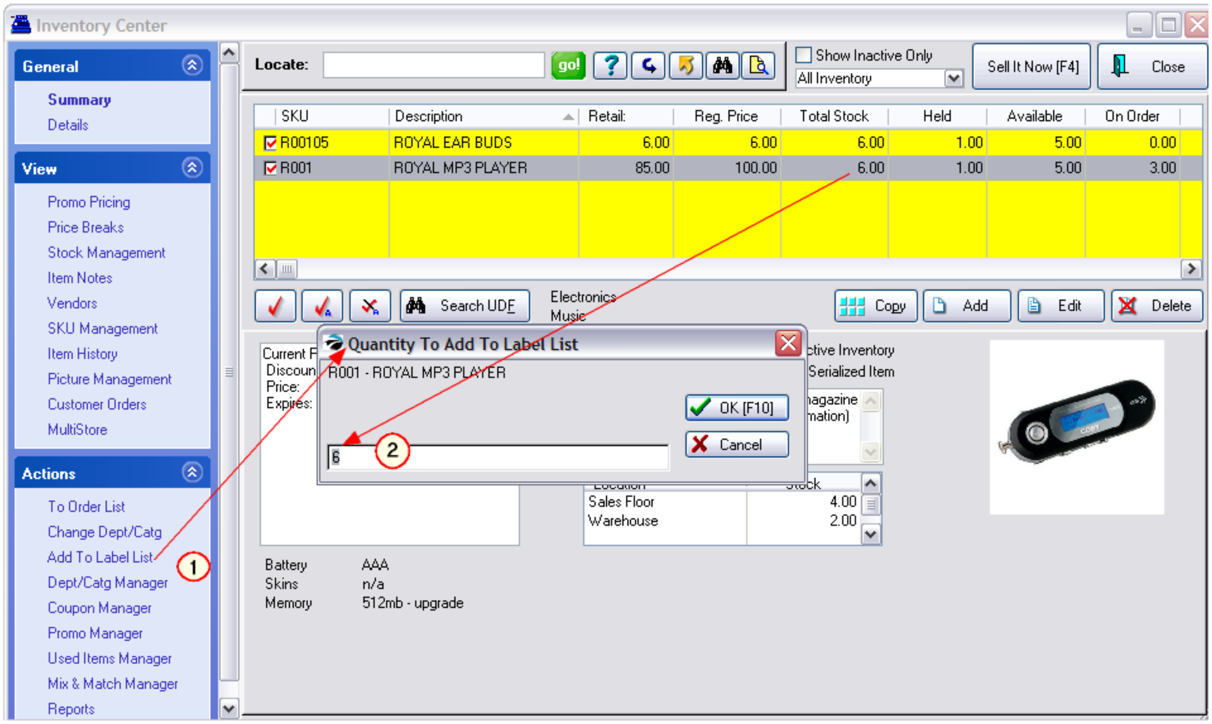
8.11.2 A Demonstration of Label Printing

The demo version of PRM has sample inventory which will be used for our example. (If you've already set-up your company and entered inventory, you can us your own data.) You need to have a printer attached to your computer, one that will print on full 8 1/2 x 11 inch sheets of paper. Next, you need to select some inventory items for label printing.

There are several ways of getting labels to print from PRM, but here is an easy way:

First, open the Inventory Center, then select an inventory item or more than one item by clicking on the white box on the left side of the SKU

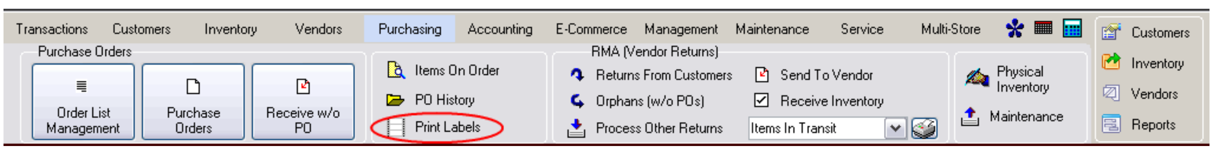
(1) Choose "Add To Label List"



(2) You'll be prompted to choose how many labels to print for this inventory item. Then choose OK.

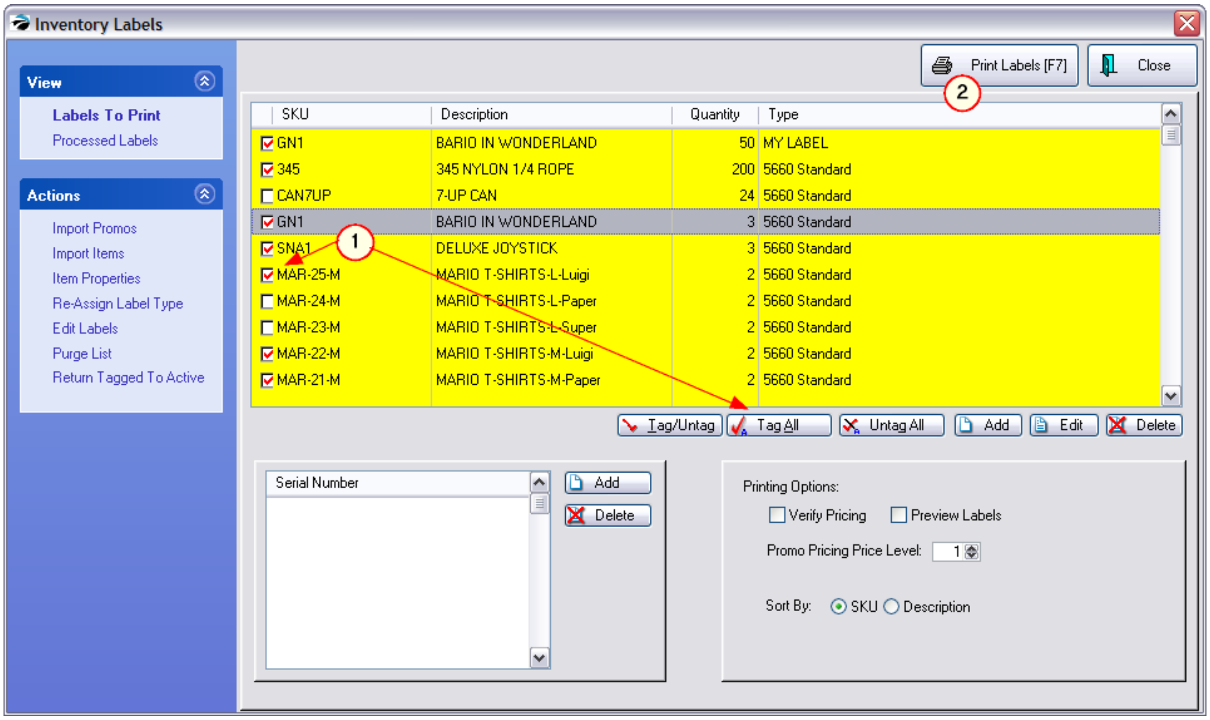
You can add more items to the list, or start printing now.

Now, you will open the label list and print your labels. Click on Purchasing and click on Print Labels.



Inventory Labels List

Here you'll see the item(s) you selected, the number of labels to be printed and the label type. You can also Add additional items from this screen, Edit the number of labels to be printed for each item, reassign the Label Type, among other option.



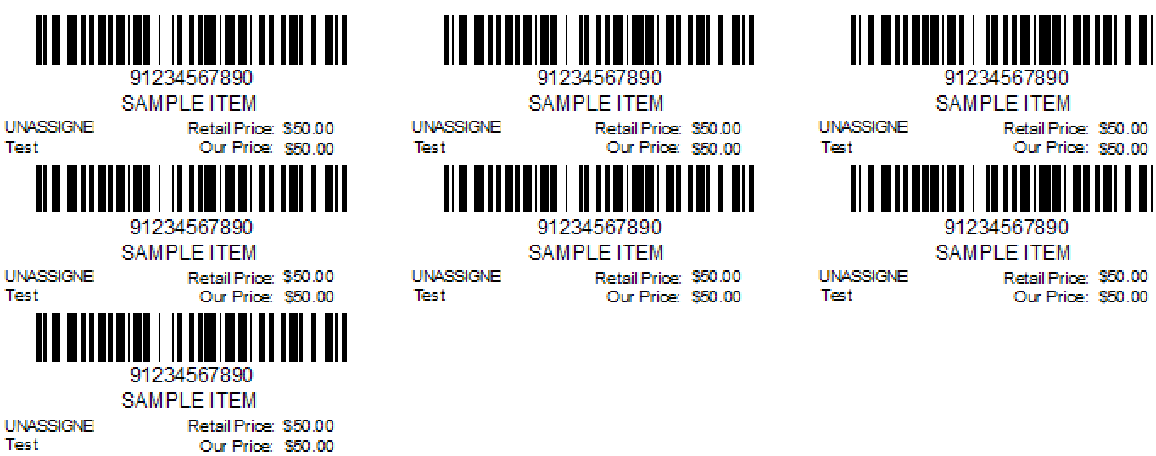
(1) Tag each item in the list. (TIP: Click on the Tag All button).

STOP! Is your printer turned on? Do you have some paper in the printer? (Don't worry about using label stock, we are just going to print to plain paper for this demonstration.)

(2) Click on the Print Labels button.

(3) Answer Yes when prompted if you are ready to print Standard labels.

If everything went correctly, you should see labels across the page looking something like these.



Reprinting The Labels

If your first attempt wasn't successful, or if the printer malfunctioned, you can reprint labels.

1) At the top of the Inventory Labels window choose the View named **Processed Labels**.
2) Select the label(s) that need to be reprinted.
3) Click on the "**Return Tagged To Active**" option.
4) Now click on the **Labels To Print** view at the top of the window. You are ready to reprint.

So, that's all there is to it. Now you should be able to do the basics of label printing.

Index

- 4 -

- 8 -

- A -

- B -

- C -

- D -

- E -

- F -

- G -

- H -

- I -

- L -

- M -

- N -

- O -

- P -

- Q -

- R -

- S -

- T -

- U -

- V -

- W -

- X -

- Y -

- Z -