

**Microsoft®**

# User's Guide



**Microsoft Dynamics™**  
Retail Management System  
Headquarters

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# Using Headquarters

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Congratulations! You have chosen award-winning point-of-sale software to successfully manage your retail enterprise. With Microsoft Dynamics™ Retail Management System Headquarters, you can automate, collect, monitor, and analyze all of your detailed store data in a quick and easy manner.

This software is designed for those of you who have multiple stores and want to see what is happening throughout the entire chain. You can use Headquarters to create, manage, and track your stores' information on a global, regional, or local level. Headquarters enables you to manage an entire multi-store retail enterprise at your head office.

Installed only on computers at the head office, Headquarters lets the office control and share data with the entire enterprise (a network of retail stores and distribution centers located in different geographical areas). Headquarters sets policies and procedures for each store to follow and enforces those rules for the entire store chain.

## Headquarters basics

Headquarters employs the world's most open and widely used Microsoft development tools to ensure an economical, pre-packaged, fully scalable retail management solution. Headquarters enables the retail enterprise to:

- **Manage any type of inventory.** Control and manage inventory at each store and for the entire enterprise. Use Headquarters to obtain up-to-date detailed information on item types, departments and categories, customers, suppliers, quantity levels, etc.
- **Control pricing, sales, and promotions.** Plan for sale events in advance at Headquarters and have the sale prices take effect at the designated time period at stores in the retail chain. Easily update cost, price, and price levels for all stores from the head office.
- **Speed up item purchasing and transferring.** Use purchase order and inventory transfer worksheets to order and transfer items based on desired quantities, quantity sold during selected periods, or reorder information.

- **Track sales transactions at each store.** Track detailed sales information, including invoice number, date, item ID, "as-sold" prices, tax collected, serial number, customer ID, cashier and sales rep information. Headquarters uploads this sales transaction information and records it into the Headquarters database.
- **Maintain detailed customer records.** View the complete profile of each customer that has ever visited one of your stores. This includes demographics, purchase history, account balance, and credit information. Use Headquarters to quickly identify customer buying habits, frequency, and purchase amounts.
- **Manage your employees.** Keep records on all cashiers and sales reps employed at the stores. Upload cashier attendance records from your stores to compute hours and labor cost. Compute sales commissions at the home office based on transaction data and commission structures from sales representative profiles.
- **Generate comprehensive active reports.** Utilize thousands of report possibilities. Customize reports to your store's needs. See sales for any day, by store location, items, customer, taxes, etc. Know exactly what sold best in every department and category.

For the latest news about Microsoft Dynamics RMS, visit the "Using Microsoft Dynamics Retail Management System" Web site at <http://www.microsoft.com/msrms/customer>

# Microsoft Dynamics Retail Management System components

Before you can manage your multi-store operations, you need to ensure that all the Microsoft Dynamics RMS components are installed and running. These components are divided between two programs, Store Operations and Headquarters.

## Store Operations

Store Operations is a back-office and POS software system that operates at each store in the retail enterprise and maintains sales data in a local database. It is a stand-alone product and is sold separately from Headquarters. Store Operations includes three separate components:

- **Store Operations Manager.** Automates back-office operations, including purchase order creation, receiving inventory and printing price tags/labels, customer database maintenance, and report generation. Beyond basic inventory control features, its advanced capabilities promote optimum inventory levels, control costs, and set pricing.
- **Store Operations POS.** Provides the graphical user interface and handles all the point-of-sale functions at the checkout terminals. It allows the cashier to ring up sales, perform data lookup, accept tenders, and generate work orders, back orders, and quotes.
- **Store Operations Administrator.** Lets you connect to the database server, create databases, import existing QuickSell databases, upgrade the database, back up data, and configure the Store Operations database for each of the point-of-sale registers.

The information in the store database is regularly uploaded to the head office by Headquarters Client and Headquarters Server. At the same time, changes made at the head office are downloaded to the store database.

## Headquarters

Installed on a computer at the head office, Headquarters ties all the data from all your stores together. It enables you to set policies and procedures for each store to follow and enforces those rules for the entire retail enterprise. Headquarters includes four separate components:

- **Headquarters Administrator.** Use Headquarters Administrator to create your Headquarters database and bring your stores online. You can connect to the database server, create databases, run database queries, upgrade the database, and back up data.
- **Headquarters Manager.** Headquarters controls and tracks inventory at every store in the enterprise. For centrally managed operations, use Headquarters to manage a master inventory database for the enterprise and transfer that data to remote stores. This allows all your stores to maintain consistent stock identification.
- **Headquarters Client.** Headquarters Client enables your remote stores to communicate with the head office database. Headquarters Client is installed at each of your remote stores and automatically initiates a connection to the head office based on a schedule specified by Headquarters Manager. Headquarters Client sends the information from the store's Store Operations database via the Internet, virtual private network (VPN), or dial-up access to Headquarters Server.
- **Headquarters Server.** The Headquarters Server is installed on a machine at the head office and is responsible for exchanging data between the Headquarters database and remote stores. It listens for incoming messages from remote stores, processes and stores the data in the Headquarters database, and forwards Headquarters data to remote stores as directed by Headquarters worksheets.



# Managing enterprise data

The key to understanding Headquarters is knowing how it manages your inventory and sales information. For example, the head office can view all your stores' information (enterprise data); however, it can change only certain enterprise-wide information.

The information in your enterprise is organized into three categories, centrally maintained data, locally originated data, and store-specific data.

## Centrally maintained data

Centrally maintained data is information that is consistent organization-wide and maintained at Headquarters. The basic ground rule for Headquarters is that all store databases will include the same inventory items, using the same item lookup codes and descriptions, organized under the same department and category structures. This information is set up and maintained at Headquarters and then downloaded to all or selected stores by means of worksheets.

Centrally maintained data includes:

- Items (except quantity, price, cost, and reorder information)
- Departments and categories
- Suppliers
- Sales and item taxes
- Item messages
- Tender types and currencies
- Reason codes
- Shipping carriers
- Account types
- Discount schemes and weekly sales schedules
- Global customers

## Locally originated data

Locally originated data is information that is maintained by each store. It can be uploaded to Headquarters for viewing, but it cannot be changed there. Locally originated data might include:

- Item attributes such as price, cost, local quantity, reorder point, and restock level
- Sales transactions and journals
- Purchase orders and inventory transfers
- Cashiers and sales reps
- Time clock entries
- Local customers

## Store-specific data

Store-specific data is locally originated data that is not uploaded to the head office. To set up and change the data, use Store Operations Manager. Store-specific data includes:

- Register and peripheral hardware information
- Store configuration settings
- Security levels and settings
- Receipt formats
- Custom keyboards
- Custom POS buttons
- Net display channels
- Pole display messages

# Getting started

Each time you open Headquarters Manager, you will be asked to log on. The default user account in a new Headquarters database has the user ID "administrator" with a password of "password". After you log on, you should change the password for this account.



## *To log on to Headquarters Manager*

- 1 On the **Start** menu, point to **Programs**, point to **Microsoft Dynamics RMS**, and then click **Headquarters Manager**.
- 2 Type your user ID and password, and then click **OK**.

Headquarters uses the user ID you provide to validate the password and to determine your rights for accessing the data stored in the database.

## *To exit Headquarters Manager*

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

## Main user interface

The main user interface in Headquarters Manager has four main parts:

- **Worksheet Status window.** The Worksheet Status window opens automatically so that you can monitor worksheet progress. Click the folder for the type of worksheet you're interested in, or click the All styles folder to view all current worksheets. Click the flags in the window's toolbar to show different groups of worksheets. For example, click the green flag to show completed worksheets. If the Worksheet Status window is not showing, you can open it from the View menu.
- **Menu bar.** The menu bar contains a number of menus from which you can select commands to perform tasks. The available menus will be consistent throughout Headquarters. You can open a menu either by clicking the menu name or by using a keyboard equivalent, such as pressing ALT and then the F key to open the File menu. You can close an open menu by clicking outside the menu or by pressing the ESC key.
- **Toolbar.** The toolbar is located directly beneath the menu bar. Each toolbar button is a shortcut to a frequently used window or task. Hover over a button with your mouse to see information about what the button does.
- **Getting Started taskpad.** The Getting Started taskpad appears directly below the toolbar in the main work area. The taskpad contains shortcuts that lead to other taskpads related to some commonly performed tasks. For example, click Reports to display commonly used reports.

## Headquarters dialog boxes and tabs

Headquarters presents its information, such as item properties and the customer list, in dialog boxes (windows). Dialog boxes contain fields, buttons, and other controls that let you create, view, and modify database information. Controls that are shaded gray cannot be edited.

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

## Resizing, moving, and sorting columns

Columns displayed in Headquarters are normally resizable. To resize a column, place the mouse pointer on the vertical line at the right edge of the column. When the mouse cursor changes to an arrow, click and drag the mouse in either direction, and then release the mouse button when the column is at the appropriate size.

In reports, you can also use your mouse to move columns. Simply click the column header and then drag the column to its new location.

Most of the time, you can sort the columns of data displayed in Headquarters list boxes. Click on a column heading to sort the column. Repeatedly clicking on a heading will toggle between ascending and descending sorting.

## Using the mouse

You will find that using the mouse will help you to modify information in your database easily and quickly. For example, use the mouse to "drill down" to detailed information from reports and the Inventory Wizard Workpad. Also, you can use your mouse to enlarge or reduce (zoom in/out) the print preview for journals and receipts.

The available right-click shortcut menus can also save you time. The commands will vary depending on the window that is active when you right-click you're your mouse. The following table describes some commands that are regularly available.

Command	Description
Copy	Duplicates the selected text.
Copy as Table	Copies all entries in the list to the clipboard. You can then paste that data into another program.
Paste	Inserts the copied data from the clipboard.
Paste to All Rows	Pastes the data on your clipboard to all the rows in a single column. Place your cursor on an entry field in the column whose rows you want to update with the new price. Right-click your mouse and select Paste to All Rows. Headquarters will then paste the data on your clipboard (e.g., the new price) to all the rows in the column selected by your cursor. This way, all the items will share the same price. By using the Paste to All Rows option, you do not have to manually change the price for each item.
Formula	Performs mark-ups, mark-downs, and bulk changes to an entire column. It enables you to assign a mathematical formula to either a single row or all the rows. For example, when you use the Inventory Wizard to apply prices changes to a number of items, you can create a formula that will set the price equal to cost + 10%.
Hide/Unhide Columns	Removes or displays the selected columns. This command is especially useful for reports.
Insert Row	Adds an entry.

<b>Command</b>	<b>Description</b>
Delete Row	Removes the entry you inserted.
Recently Changed	<p>Pulls up all the items whose properties have recently been modified. For example, if last week you changed the prices for 15 items and are now ready to download those changes to your stores, you can use the option to quickly identify the modified item properties.</p> <p>On the worksheet's Contents tab, right-click your mouse and select Recently Changed. On the Recently Changed Records window, you would define the time period. After you click OK, Headquarters will add to the worksheet the items whose properties have changed within the designated period. You could then download these changes to your stores. This command is only applicable on certain worksheets.</p>
Import	Takes information from a text file and puts it into the database.
Export	Exports information to a text file for use in other applications.
Print	Sends the selected information or window to the designated printer.

## Using Headquarters for the first time

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

- Headquarters must be activated on each computer where Headquarters Client will run. Activation is a simple process that can be done either over the Internet or by telephone. It is not required on machines where only Headquarters Manager, Headquarters Administrator, or Headquarters Server will run. Copy protection devices ("dongles") are no longer required.
- You should understand how Headquarters processes your stores' information. For more information, see "Managing enterprise data" and "Using worksheets to broadcast data to stores".
- You can operate Headquarters in either mode: Normal Mode or Maintenance Mode. In Normal Mode, you update the inventory information in the Headquarters database using worksheets. This way, changes made to the Headquarters database are automatically propagated to remote stores. Maintenance Mode enables you to make changes directly to the Headquarters database without using worksheets. While in this mode, changes made to the Headquarters database may not be propagated to the stores; therefore, use Maintenance Mode with extreme caution.
- Headquarters maintains uniform item prices for all stores in the enterprise. Whenever you change an item's price, you should download the change to all your stores. The price data you see in the Headquarters database is the "book" data. The "as-sold" price may be different if you allow the store to override the price when the item is sold. In each sales transaction, Headquarters keeps the "as-sold" price separately.
- If you are running Headquarters Manager concurrently on one or more computers, be aware that conflicts may arise when changes are made to the same database record.



# Using Maintenance Mode

By default, most of the information in the Headquarters database is protected so that it can be viewed but not changed. This is to ensure that manual changes to the Headquarters database are made with deliberation and planning; otherwise, Headquarters and store data might become unsynchronized.

To make changes to the records in the Headquarters database, you need to enter *Maintenance Mode*. Depending on your organization's policies and procedures, you should only change centrally maintained data while in Maintenance Mode, leaving locally originated data, such as item prices and quantities, for your stores to manage. When your changes are complete, you can issue worksheets to propagate those changes to the store databases.

## *To enter maintenance mode*

- 1 On the **File** menu, click **Maintenance Mode**.
- 2 Click **Yes** to confirm.

Click the Maintenance Mode command again when you are ready to return to normal operations.

# Using worksheets to broadcast data to stores

Whether you want to set sale prices or change your inventory data, worksheets will help you to do just about everything in the Headquarters database.

You can use a number of different worksheets to plan and make changes to the Headquarters database and store databases. Worksheets initiate and control data exchanges between the head office and stores.

Through worksheets, the head office can command any store, group of stores, or all stores to perform specific tasks that affect the local database, and then report back processing statuses. Each worksheet contains built-in mechanisms to help you properly plan desired changes, obtain approval for change, and track actual changes for audit purposes.

Use the built-in wizards to quickly create new stores, inventory items, and worksheets. Enter the minimal information, and the wizard figures out the rest. A style number and description organize every existing worksheet. Worksheets with the lowest style number will be processed first when two or more worksheets are present.

After you create a worksheet, you must complete several processing steps before you can close out the worksheet.

For complete details about using worksheets, see "Using Worksheets" in Headquarters Online Help.

The typical worksheet processing cycle is described as follows:

- Step 1    Create the worksheet
- Step 2    Work on the worksheet
- Step 3    Approve the worksheet
- Step 4    Process the worksheet
- Step 5    Acknowledge the worksheet

## Step 1 Create the worksheet

To issue a new worksheet, open the Worksheet Wizard either by selecting the worksheet you want from the Worksheets menu or by clicking Worksheet Wizard on the Wizards menu. The wizard asks for information relevant to the worksheet you've selected and asks you to specify the effective date and the stores involved.



**Note** The following example will lead you through the process of issuing the Style 304: Change Item Prices (Regular) worksheet. This worksheet downloads the regular prices listed in the Headquarters database to the selected stores and overwrites the prices at those stores. Note that the wizard pages for other worksheet styles may vary.

### *To create a Style 304 worksheet*

- 1 On the **Worksheets** menu, click **Style 304: Change Item Prices (Regular)**.
- 2 On the **Select Stores** page, specify which stores will receive the worksheet or click **All** to select all stores. To select all the stores in a designated region, click **Regions**, and then select the desired regions. When the correct stores are selected, click **Next**.

- 3 On the **Enter Title and Effective Date** page, customize the title as appropriate, and then enter the effective date and time for the worksheet. Stores will process the worksheet on their first connection after that time.

The screenshot shows a Windows-style dialog box titled "Worksheet Wizard - Change Item Prices (Regular)". The dialog has a blue title bar with a close button (X) in the top right corner. The main area is light beige and contains the following elements:

- Enter Title and Effective Date**: A bold heading.
- Specify the worksheet title and when the worksheet will be effective.: A line of instructional text.
- Worksheet Title: A label followed by a text input field containing "Change Item Prices (Regular)".
- Effective date/time: A label followed by two date/time pickers. The first picker shows "4 /11/2006" and the second shows "6 :36:51 PM".
- Navigation buttons: At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a dotted border), and "Cancel".

- 4 On the **Select Items** page, choose the options that will cause the appropriate items to be included in the worksheet. For example, to modify prices in response to a specific supplier's price increase, select **Use items from these suppliers** and then select the check box for the appropriate supplier. Or, select **Item Filter** option and then click **Filter** to specify detailed item filter criteria.

The screenshot shows a Windows-style dialog box titled "Worksheet Wizard - Change Item Prices (Regular)". The main heading is "Select Items" with the instruction "Specify how you will add items to the worksheet." Below this, there are five radio button options: "Use items in these departments", "Use items in these categories", "Use items from these suppliers" (which is selected), "Add items manually", and "Item Filter". Under the "Use items from these suppliers" option, there is a list box containing five items: "A Datum Corporation", "Blue Yonder Airlines", "Fabrikam, Inc.", "Wide World Importers" (which is checked and highlighted), and "Supplier not assigned". Below the list box are two buttons: "None" and "All". At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

- 5 On the final wizard page, click **Finish**. Headquarters will create and open the worksheet.

## Step 2 Work on the worksheet

After you create a worksheet, you can work on additional worksheet details or make changes to the initial data generated by the Worksheet Wizard. Click the Stores button to add or remove stores, or, if available, click the Contents tab to modify information. Right-click your mouse to select from different options on this tab. Click OK to save the worksheet for later, or click Cancel to abandon changes made during the current session.

## Step 3 Approve the worksheet

A worksheet must be approved before stores can process it. After you complete your work on the current worksheet, click Approve to move the worksheet to the processing phase. If you do not have the necessary privileges to approve worksheets, Headquarters will prompt for the user ID and password of someone who can authorize worksheets.



**Note** After a worksheet has been approved, you can no longer make changes to it. Instead, you must delete and reissue the worksheet.

## Step 4 Process the worksheet

Each worksheet is processed by the stores included in the worksheet. Each time a store connects to Headquarters, Headquarters Client checks every outstanding worksheet to determine if the worksheet requires processing by that store. A store will process a worksheet only if the following are true:

- The worksheet has been approved
- The store is specified on the worksheet
- The worksheet's effective date has passed

Worksheets are processed in the order of their worksheet style number, lower numbers first. Each store inserts log entries into the worksheet's history section to indicate whether the worksheet processed successfully.

## Step 5 Acknowledge the worksheet

After all the specified stores have processed a worksheet, you can close the worksheet out by clicking Acknowledge. Whether or not a worksheet has been processed successfully by all stores, acknowledging it will close it out and move the worksheet to an archive file. When you view worksheet status, you can filter out archived worksheets so that completed worksheets are not shown.



**Note** Before you acknowledge a worksheet, you should review the worksheet history and take appropriate actions if any stores did not successfully process the worksheet.

# Setting up security structure

Headquarters incorporates tight security controls and restricts user access to sensitive information. Setting up your security is a two-step process: First, set up security levels, then assign security levels to employees.

The Security command on the File menu enables users with administrator rights to switch to security mode. In this mode, you can set security on menus, menu commands, and data entry fields, defining exactly what information on each screen employees can access, view, or edit.



**Note** As installed, all commands and functions in Headquarters Manager are enabled. You can set up a security structure only for Headquarters Manager. Each individual store must set up its own security structure using Store Operations.

## Setting up a security level

As the administrator, use the following guidelines to set up your security levels for Headquarters Manager.

### *To set up a security level*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **File** menu, click **Security**, and then click **Set Security**.
- 3 In the **Security Mode** message, click **OK**. You will see the Security Mode icon on the bottom of your screen.
- 4 Take one of the following actions:

To set security on an entire menu (such as the Database menu), press CTRL+ALT+S, and then click **OK**. Right-click the menu you want to secure, and then select (check) the **Disable Change** check box for each security level that should not have access to this menu. To allow a security level to access a secured menu, clear the check box for that level. Click **OK** to save the security settings for this menu. Press CTRL+ALT+S to stop setting menu security.



To set security on a menu command (such as the Cashiers command), press CTRL+ALT+S, and then click **OK**. Left-click the appropriate menu, right-click the command you want to secure, and then select (check) the **Disable Change** check box for each security level that should not have access to this command. To allow a security level to access a secured command, clear the check box for that level. Click **OK** to save the security settings for this command. Press CTRL+ALT+S to stop setting command security.



**Note** When you disable a menu command, its associated button on the main toolbar will automatically be disabled.

To set security for individual controls, navigate to the window or dialog box that contains the controls you want to secure. (For example, if you want to disable the New button in the items list, open the items list by clicking Items on the Database menu.) Press CTRL+S, and then click **OK**. Right-click the button or data-entry field that you want to secure, and then select (check) the **Disable Change** check box for each security level that should not have access to this control. To allow a security level to access a secured control, clear the check box for that level. Press CTRL+S to stop setting control security.



**Note** While configuring security on menus, commands, or controls, screen elements that do not have security are highlighted in blue and screen elements that have security are highlighted in red. Yellow highlighting indicates the currently selected control.

- 5 Repeat step 4 for any other menus, commands, or controls that you want to secure.
- 6 To exit security mode, click **Set Security** on the **File** menu, and then click **OK** in the **Security Mode** message.

## Assigning a security level

After you set up your security levels, you can then assign them to the appropriate employees.

### *To assign a security level to an employee*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Users**.
- 3 Select the employee you want to modify, and then click **Properties**.
- 4 In the **Security Level** box, select the security level for this user.

# Working with your database

## Adding new items

Adding a new item is a two-step process. First, create the items in the Headquarters database. Once all information has been entered for the new items, issue Worksheet Style 260: Download Items. This worksheet will cause the new items to be downloaded to the specified stores. Make sure that only new items are included in the worksheet, because locally originated data for any existing items in the worksheet will be overwritten in the store databases.

For information about creating matrix items, see “Matrix items” in the “Headquarters reference” section.

### *To add an item*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 In the item list window, click **New**.
- 4 Choose the type of item you want to create, standard, matrix, lot matrix, or assembly. (Standard includes regular, serialized, kit, gasoline, weighted, voucher, and non-inventory items.)
- 5 In the **Item Properties** window, enter information about the item in all applicable tabs.
- 6 Click **OK** to save the new item.
- 7 Repeat steps 3 through 6 for any additional new items.



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**Tip** Keep track of the item lookup codes for the new items. It will save you time when you issue the Style 260 worksheet.

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### *To issue a Style 260 worksheet*

- 1 On the **Worksheets** menu, click **Style 260: Download Items**.
- 2 On the **Select Stores** page, select individual stores to receive the worksheet or click **All** to select all stores. To select all the stores in a designated region, click **Regions**, and then select the desired regions. When the correct stores are selected, click **Next**.
- 3 On the **Enter Title and Effective Date** page, customize the title as appropriate, and then enter the effective date and time for the worksheet. Stores will process the worksheet on their first connection after that time.
- 4 On the **Select Items** page, click **Add items manually**.
- 5 On the final wizard page, click **Finish**.
- 6 In the worksheet window, click **Contents**, and then click **Add Row**.
- 7 For each new item, type the item lookup code, and then click **Accept**. When you have entered all of the new items, click **Done**.
- 8 To save the worksheet for later approval, click **OK**, or click **Approve** to approve the worksheet now.



---

**Tip** To select items that were added after a certain date and time, right-click in the Contents tab, select Recently Changed., and then specify a range of dates. Be sure to review the items added to the worksheet to make sure you haven't inadvertently included existing items.

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## Modifying inventory data

There are a number of worksheets designed to modify *dynamic* item properties, such as costs and reorder information. You can use Worksheet Style 250: Update Inventory – Items to download *static* item properties, such as item descriptions, discount methods, aliases, and so on. If you wait to issue this worksheet until a number of items have been modified, it will save worksheet-processing time.

### *To modify and download static item properties*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item that you want to modify, and then click **Properties**.
- 4 Edit information as needed, and then click **OK**.
- 5 Repeat steps 3 and 4 for any other items that you want to modify.
- 6 On the **Worksheets** menu, click **Style 250: Update Inventory - Items**.
- 7 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.
- 8 Confirm the data in the worksheet, and then click **Approve**.

## Deleting items and making items inactive

You can delete items from a database or make them inactive. Making items inactive is usually preferable, because it preserves sales data associated with the items while excluding them from the item list and reports. You can also prevent the sale of inactive items.

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



**Note** Deleting an item from the Headquarters database does not delete it from store databases.

### *To delete an item in the Headquarters database*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item you want to delete, and then click **Delete**.
- 4 When Headquarters asks you to confirm the deletion, click **Yes**.

### *To make an item inactive*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item you want to make inactive, and then click **Properties**.
- 4 On the **Options** tab, select the **Item is inactive** check box.
- 5 If you want to prevent the sale of the inactive item, select the **Block the sales of this item** check box, and then, if desired, specify a time period for the block.
- 6 If you want to prevent the ordering of this inactive item, select the **May not be placed on purchase order** check box.

### *To make an inactive item active*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Wizards** menu, click **Inventory Wizard**.
- 3 In the **Inventory tasks** box, click **Task 200: Make Items Active**, and then click **Next**.
- 4 In the **Select items to update** box, click **Add items manually**.
- 5 Click **Next**, and then click **Finish**.
- 6 In the workpad, click **Add**, and then click **Lookup**.
- 7 Select the item that you want to make active, click **OK**, and then click **Accept**.
- 8 Repeat step 6 for any other items that you want to make active, and then click **Done**.
- 9 Click **Commit**, and then click **Yes**.

## Editing departments and categories

Headquarters enables you to organize your inventory into departments and categories, which will let you group or filter inventory items and sales data on reports. After you create the necessary departments and categories, create and run Worksheet Style 204: Update Inventory - Departments/Categories to broadcast the new data to your stores.

### *To add a department or category*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Departments & Categories**.
- 3 To add a department, click the **New** button under the **Departments** pane. To add a category, select the department that the category should belong to, and then click the **New** button under the **Categories** pane.



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**Tip** To modify an existing department or category, select the department or category, and click Properties.

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- 4 Enter a name and code for the new department or category, and then click **OK**.
- 5 Repeat steps 3 and 4 for any additional new departments or categories.
- 6 On the **Worksheets** menu, click **Style 204: Update Inventory - Departments / Categories**.
- 7 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.
- 8 Confirm the data in the worksheet, and then click **Approve**.



## Editing sales and item taxes

You can add or modify item and sales taxes and download the data to stores. Because sales transaction records are linked to tax definitions, removing an existing tax would cause all references to the tax to be invalid. After you create the sales taxes, you can assign the appropriate sales tax to each item tax.

Whenever you add, modify, or delete a tax definition, you should create and run Worksheet Style 203: Update Inventory - Sales Tax to broadcast the new data to the specified stores. This worksheet downloads both sales and item tax definitions.

### *To add a new sales tax*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Sales Taxes**.
- 3 Click **New** to create a new sales tax, or select an existing entry and then click **Copy** to create a new entry similar to the existing one.
- 4 Enter information about the new tax, and then click **OK**.
- 5 Repeat steps 3 and 4 for any additional new sales taxes.
- 6 Add or modify the item tax that will use the new sales tax.

### *To add or modify an item tax*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Item Taxes**.
- 3 To create a new item tax, click **New**. To modify an existing item tax, select the tax, and then click **Properties**.
- 4 Type or change the description and code for the item tax.
- 5 In the **Sales Tax Selection** boxes, select the applicable sales taxes in the order they should be applied.
- 6 Click **OK**.

*To download tax information to stores*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Worksheets** menu, click **Style 203: Update Inventory - Sales Tax**.
- 3 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.
- 4 Confirm the data in the worksheet, and then click **Approve**.

## Editing tender types

You can modify the types of tender (such as cash, check, and credit card) that your stores accept. New tender types will not appear on the Store Operations POS transaction screen until the store downloads the data and closes open batches by running Z reports. Because the sales transaction records are linked to tender types, removing a tender will cause all references to that tender to be invalid.

If you add a tender type while the registers are running, you must always close all POS registers by performing a Z report and restarting the POS program at each station. This way, the new tender type will appear at all the registers.

Adding, deleting, or modifying a tender is a two-step process. First, make changes to the Headquarters database while in Maintenance Mode. Then create and run Worksheet Style 205: Update Inventory - Tender Types to broadcast the new data to your stores.

### *To add a tender type*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Tender Types**.
- 3 Click **New**.
- 4 On the **General** tab, type the name of the tender in the **Description** box, and then enter all other information regarding the tender type (tender code, tender type, currency, and so on).
- 5 On the **Verification** tab, enter any applicable information. The available options on this tab will vary depending on the type of tender type you are creating.
- 6 Click **OK** to save the new tender type.
- 7 On the **Worksheets** menu, click **Style 205: Update Inventory - Tender Types**.
- 8 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.
- 9 Confirm the data in the worksheet, and then click **Approve**.

## Using an alias

Aliases are useful when you want to ring up items using short or alternative item lookup codes. In a way, aliases are like nicknames. In Headquarters, you can define or delete an alias as well as generate a report that displays all your aliases.

After you create or modify an alias in the Headquarters database, you need to create Worksheet Style 250: Update Inventory - Items to download the changes in the Headquarters database to the stores.

### *To create an alias*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item to which you want to add an alias, and then click **Properties**.
- 4 On the **Aliases** tab, click **Add**.
- 5 Enter the name of the alias, and then click **OK**.
- 6 Click **OK** to save the information.
- 7 On the **Worksheets** menu, click **Style 250: Update Inventory - Items**.
- 8 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.



---

**Tip** To download changes that were added after a certain date and time, select the Add Items Manually option in the worksheet wizard. After you create the worksheet, click the Contents tab, right-click your mouse, select Recently Changed, and then specify a range of dates and times.

---

- 9 Confirm the data in the worksheet, and then click **Approve**.

## Using substitute items

Sometimes your store may temporarily run out of items that the customers want to purchase. Headquarters enables you to create substitutes (alternate options) for an item. For example, if one of your stores runs out of a particular brand, cashiers can offer the customer another, substitute brand.

After you create or modify a substitute in the Headquarters database, you need to create Worksheet Style 250: Update Inventory - Items to download the changes in the Headquarters database to the stores.

### *To create a substitute*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**
- 3 Select the item to which you want to assign a substitute, and then click **Properties**.
- 4 On the **Substitutes** tab, lick **Add**.
- 5 Select an item, and then click **OK**.
- 6 Click **OK** to save the information.
- 7 On the **Worksheets** menu, click **Style 250: Update Inventory - Items**.
- 8 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.



---

**Tip** To download changes that were added after a certain date and time, select the Add Items Manually option in the worksheet wizard. After you create the worksheet, click the Contents tab, right-click your mouse, select Recently Changed, and then specify a range of dates and times.

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- 9 Confirm the data in the worksheet, and then click **Approve**.

## Handling serialized items

A serial number is a unique code that identifies individual units for an inventory item. Headquarters lets you assign up to three serial numbers for an item.

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

Unlike aliases and substitutes, serialized numbers are handled differently by Headquarters. In Headquarters, you can not directly assign serial numbers. Instead, stores assign serial numbers while receiving the items. Use Store Operations Manager to enter the serial numbers.

Once the store data is uploaded to the head office, serial numbers can be identified and tracked in Headquarters Manager. You can use reports to find out which serialized items have been sold.

## Managing supplier information

To help ensure that your inventory arrives at the right place at the right time, keep your suppliers' contact information up-to-date.

Whenever you make changes to supplier information that you would like to communicate to your stores, create and run Worksheet Style 206: Update Inventory - Suppliers.

### *To add a supplier*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Suppliers**, and then click **New**.
- 3 On the **General** tab, enter the supplier information.
- 4 On the **Items Supplied** tab, click **Add** to add the items carried by this supplier.



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**Tip** To quickly display detailed item information, double-click an item lookup code on the Items Supplied tab.

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- 5 Click **OK** to save the supplier information.
- 6 On the **Worksheets** menu, click **Style 206: Update Inventory - Suppliers**.
- 7 Follow the wizard prompts and enter the appropriate information, and then click **Finish**.
- 8 On the **Contents** tab, right-click your mouse and select **Insert Row** or **Recently Changed** to select suppliers to include in the worksheet.
- 9 Confirm the data in the worksheet, and then click **Approve**.



**Note** If you defined custom fields for additional supplier information or if a store has entered notes about a supplier, you can view that information on the Additional and Notes tabs. You cannot edit this information in Headquarters.

# Controlling and tracking inventory

## Identifying what you have in stock

Headquarters enables you to manage your inventory and monitor your on-hand quantities.

### *To identify what you have in stock*

- 1 On the **Database** menu, click **Items**.
- 2 Select the item you want to view, and then click **Properties**.
- 3 To view the quantity levels for your particular store, click the **Inventory** tab. To view the quantity levels for this item at all the stores in your enterprise, click the **Store Quantity** tab. These tabs display all the item's quantity information, including quantity committed, reorder point, restock level, and so on.



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**Tip** To quickly view the quantity levels for all your items, generate either the Master Quantity List or the Snapshot Store Quantity List.

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## Viewing fast- and slow-moving items

You can quickly identify what sold best in every department and category.

### *To identify fast-moving and slow-moving items*

- 1 On the **Reports** menu, point to **Sales**, point to **Top Performers**, and then click the report you want to view. For example, to see sales rates by department, click **Top Departments**.
- 2 When the **Report Filter** window appears, define the filter criteria. For example, you can filter the data by date sold, profit, and quantity sold.
- 3 To generate the report, click **OK**.
- 4 In the report window, sort, reorganize, group, or print data as desired. For more information about customizing reports, see Headquarters Online Help.



## Adjusting item quantities

In normal operations, Headquarters automatically adjusts the on-hand quantity for each item whenever the item is sold, returned, or received at the stores.



**Note** Headquarters quantities are never replaced by stores' quantities. Instead, Headquarters quantities are adjusted based on transaction data. In other words, if a store reports selling five of one item, the Headquarters quantity for that item is reduced by five.

Occasionally, you may want to make manual adjustments to the quantities in the Headquarters database. Changes to the Headquarters quantities only can be done individually or to large groups of items. If you want to adjust item quantities both at Headquarters and at a store, you will need to issue Worksheet Style 307: Adjust Item Quantities.

### *To adjust individual item quantities in the Headquarters database only*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 On the **Inventory** tab, make changes as desired. The changes you make will go directly to the Headquarters database but will not be downloaded to stores.

*To adjust Headquarters item quantities for groups of items*

- 1 On the **Worksheets** menu, click **Style 501: Request a full item count**.
- 2 Review the worksheet, and then click **Approve**. When this worksheet is processed, the store quantities are uploaded to the Headquarters database and held in reserve.
- 3 To view the discrepancies, click **Inventory Wizard** on the **Wizards** menu.
- 4 Select **Task 190 – Perform Full Item Count Reconciliation**., and then click **Next**.
- 5 Select the store that you want to view discrepancies for and, if desired, select the **Show only items with quantity discrepancies** check box, and then click **Next**.
- 6 On the final wizard page, click **Finish**.
- 7 In the **Inventory Wizard Workpad**, review the data and make any needed adjustments in the **New HQ Qty** column.
- 8 When you are finished, click **Commit** to save the changes to the Headquarters database.

### *To adjust item quantities in Headquarters and the store databases*

- 1 On the **Worksheets** menu, click **Style 307: Adjust Item Quantities**.
- 2 On the **Select Stores** page, select a single store to receive the worksheet, and then click **Next**.
- 3 On the **Enter Title and Effective Date** page, type a title and select an effective date and time for the worksheet, and then click **Next**.
- 4 On the **Select Items** page, select the items you want to adjust or select **Add items manually** to choose items later, and then click **Next**.
- 5 On the final wizard page, click **Finish**.
- 6 In the worksheet, click the **Contents** tab.
- 7 Add or delete rows as needed, and then enter values into the **Adj. Qty By** column. If you enter positive values, the Headquarters and store quantities will be increased by that amount. If you enter negative numbers, the Headquarters and store quantities will be decreased.



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**Tip** Click **Formula** to set the Adj. Qty By values according to a formula based on the values in the Qty column.

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- 4 To approve this worksheet for processing, click **Approve**.

## Changing item ordering information

You can modify the ordering information for suppliers of inventory items.

### *To change ordering information only in the Headquarters database*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item whose ordering information you want to change, and then click **Properties**.
- 4 On the **Suppliers** tab, enter new values in the **Min. Order**, **MPQ**, or **Cost** columns, as desired..
- 6 Click **OK** to save your changes.

### *To change ordering information in store databases*



**Note** Microsoft recommends applying cost changes to all stores.

- 1 On the **Worksheets** menu, click **Style 303: Change Item Ordering Info**.
- 2 Follow the worksheet prompts, and then click **Finish**.



---

**Tip** To download changes that were made to the Headquarters database after a certain date and time, select the Add Items Manually option in the worksheet wizard. After you create the worksheet, click the Contents tab, right-click your mouse, select Recently Changed, and then specify a range of dates and times.

---

- 3 On the **Contents** tab, add or delete rows as needed, and then enter any desired changes in the **Min. Order**, **Cost**, **Reorder**, **MPQ**, and **Tax Rate** columns.
- 4 To approve this worksheet for processing, click **Approve**.

## Changing item restocking information

You can also modify the restocking information for selected inventory items.

### *To change restocking information only in the Headquarters database*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Items**.
- 3 Select the item whose ordering information you want to change, and then click **Properties**.
- 4 On the **Store Quantity** tab, modify the information in the **Quantity**, **Committed**, **Reorder Point**, and **Restock Level** columns as desired.
- 6 Click **OK** to save your changes.

### *To change restocking information in store databases*

- 1 On the **Worksheets** menu, click **Style 308: Change Item Restocking Info**.
- 2 Follow the worksheet prompts and then click **Finish**.



---

**Tip** To download changes that were made to the Headquarters database after a certain date and time, select the Add Items Manually option in the worksheet wizard. After you create the worksheet, click the Contents tab, right-click your mouse, select Recently Changed, and then specify a range of dates and times.

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- 3 On the **Contents** tab, add and remove rows as needed, and then enter any desired changes in the **Reorder Point** and **Restock Level** columns.
- 4 To approve this worksheet for processing, click **Approve**.

## Handling physical inventory counts

The key to effectively managing your enterprise is making sure that the actual quantities in the stores and at the head office match. Performing a physical inventory count is an essential (and sometimes tedious) task that lets you identify inventory quantity discrepancies and then correct them.

You should perform a physical inventory count at the individual stores at regular intervals. Use hand-held data collection devices or stock-taking software to confirm the correct quantities. Once the discrepancies have been resolved at the stores, use the Item Quantity Discrepancy List report to view the differences in Headquarters and store quantities.

For more information, see "Adjusting item quantities" earlier in this book.

# Using purchase orders

## Overview

You can create and send purchase order planning information to a store or designated warehouse. A purchase order is a document that contains a list of items or services you want to buy from a supplier. It provides the quantities ordered and the item costs and help you track items that you have ordered but not yet received.



**Note** Only individual stores can create the actual purchase orders. In Headquarters, you can generate purchase order requests. In other words, you can tell Headquarters what you want a particular store to order and then, during the next connection, Headquarters relays that information to the store.

In a centralized inventory replenishment operation, the head office is responsible for merchandise planning, order management, and distribution for the entire enterprise. You can generate purchase orders based on replenishment needs for all stores. You can make the orders for a set of stores or regions, and ship either directly to individual stores or to a single warehouse for later distribution.

You can also designate a distribution site (a store or warehouse) as the receiving point where all goods are received. This site transfers goods to stores as required. In this mode of operation, Headquarters determines what is ordered and suggests ordering information to the distribution site in the form of a purchase order planner worksheet. The distribution site runs Store Operations and communicates to Headquarters just like a store. It automatically receives purchase order planner worksheets, which will become purchase orders if no changes are required.

The distribution site can add items or change what will be ordered before printing and placing an order. Purchase order information is uploaded to Headquarters as a part of the normal data upload process.

When the goods are delivered to the distribution site, the received inventory is entered into Store Operations Manager and the site's inventory is updated accordingly. The distribution site then initiates interstore inventory transfers to distribute goods, or Headquarters can initiate the transfers. Stores receive inventories and then report transfer status to Headquarters. This completes the purchase order cycle.

When a distribution site is not used, purchase orders are directed to the individual stores.

In the case where each store is responsible for its own merchandise planning and inventory replenishment, Headquarters can monitor what has been purchased and when. It can initiate inventory transfers between stores as required.

Each store uses Store Operations Manager to generate purchase orders and receive inventory as an autonomous entity. Like Headquarters, Store Operations can automatically generate purchase orders based on quantity sold during a selected period, when item quantities fall below restocking levels, or for selected items. Complete information on purchase orders, transfers, and inventory receipts is automatically uploaded to Headquarters.

For detailed instructions on how to generate a purchase order at the individual store, see the *Store Operations User's Guide*.



## Creating a purchase order request

Whenever you want to order items from your suppliers, generate a purchase order request. The PO Planner Worksheet Wizard simplifies the task of identifying what should be ordered. Whenever you create a purchase order, you have the option of automatically generating it based on quantity sold for a selected period, items that fall below restocking levels, or selected items.

### *To generate a new purchase order request*

- 1 On the **Worksheets** menu, click **Style 340: PO Planner**.
- 2 Follow the wizard prompts and select how you want to add the items to the purchase order.
- 3 When the **Purchase Order Info.** wizard screen appears, select whether you want to automatically generate purchase orders based on reorder information, items at a fixed quantity, or items sold within a specified time period.
- 4 After you have entered all the necessary information for the wizard, click **Finish**. Depending on your selection criteria, you may end up with more than one worksheet.
- 5 In the **Newly created purchase orders window** appears, select a worksheet, and then click **Properties** to review the worksheet contents.
- 6 In the **Contents** tab, add or remove rows as needed, and then make any desired changes in the **Order Number**, **Description**, **Qty**, and **Tax Rate** columns.
- 7 To approve this worksheet for processing, click **Approve**.
- 8 Repeat steps 5 through 7 for any other PO Planner worksheets.

## Monitoring receiving status

Once the stores have downloaded and processed the purchase order worksheet, you can monitor their receiving statuses at the head office. During the regular data upload, items received on Headquarters generated purchase orders are updated.

### *To monitor receiving status*

- 1 On the **View** menu, click **Purchase Order Status**.
- 2 On the **Report Filter** window, select the criteria by which you want view the purchase orders. For example, you can display all the purchase orders that are currently open. Click **OK** to generate the report.
- 3 To drill down to a specific PO, double-click your mouse on any entry in the **PO#** column.

# Handling inventory transfers

## Overview

Use inventory transfer orders to initiate and record item movement to and from a store's inventory when the movement is not associated with any sales transaction. Whenever you add and remove items to and from a store's inventory without the exchange of money, you can generate inventory transfer orders. There are three types of inventory transfer orders:

### *Headquarters initiated*

Headquarters tells a store to transfer the specified items to another store. You decide what needs to be transferred and then generate the inventory transfer worksheets to download the order to issuing and receiving stores. The issuing store processes the transfer request and then sends the items to the store as indicated on the order. When the goods arrive, the receiving store processes the order and completes the cycle.

### *Interstore*

The store initiates an inter-store inventory transfer *without* Headquarters intervention. The inventory transfer order is uploaded to Headquarters and routed to the receiving store. At the receiving store, the order is automatically converted into an inventory transfer in order to facilitate the receiving of goods. You can monitor the transfer statuses at Headquarters. Note that when you initiate an interstore transfer from Store Operations Manager at the store, ensure that the Inter-Store Transfer box is selected on the transfer order's Header tab.

### *Local*

The store issues an inventory transfer order to a destination other than a store in the enterprise. Use this transfer to record items that have been returned to vendors, consumed, or lost. The stores use Store Operations Manager to generate the transfer orders. You can monitor the transfer status at Headquarters.

## Issuing inventory transfer orders from Headquarters

In Headquarters, you can generate inventory transfer orders. For example, assume you want to transfer inventory from your warehouse to Store A. You should first determine which and how many items you want to transfer. The Worksheet Wizard can help you by automatically determining the quantities to be transferred based on the selected store's reorder information, items that have been sold over a certain time period, or a fixed quantity.

### *To issue inventory transfer orders from Headquarters*

- 1 On the **Worksheets** menu, click **Style 330: Inventory Transfer**.
- 2 When the **Worksheet Wizard** appears, select the store that will ship the inventory and the store that will receive the inventory, and then click **Next**.



**Note** You cannot include the source store in the list of selected destinations. You cannot transfer inventory from a store to itself.

- 3 Specify the worksheet title and effective date, and then click **Next**.
- 4 Select the items you want to move. You can choose from a number of different options. For example, if you select the **Item Filter** option, Headquarters will add items to the worksheet based on selected filter criteria. After you select this option and click **Filter**, you can define your filter criteria. Click **Next** to continue.
- 5 Specify the quantities you want to transfer. For example, you can transfer items based on a fixed quantity. Click **Next** to continue.

- 6 If all the worksheet information is correct, click **Finish**. The **Newly created inventory transfers** window appears to display a list of the transfer orders you just created.
- 7 Select a transfer order, and then click **Properties**.
- 8 Review the information on the **General** tab, and then click the **Contents** tab.



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**Tip** You can right-click your mouse to select from different options. For example, you can add an item to the order by clicking Insert Row. Also, you can double-click your mouse on any entry in the Item Lookup Code column to display detailed information for the selected item.

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- 9 Confirm or modify the number in the **Qty to Xfer** field.
- 10 To approve this worksheet for processing, click **Approve**.

When the issuing and receiving stores connect to Headquarters, they will download and process the orders.

## Performing store-initiated inventory transfers

If your policy allows each store to manage its own interstore inventory transfers, you can use Headquarters to monitor their transfer status. Stores will decide what needs to be transferred, and will use Headquarters only as a vehicle to let the receiving store know what is coming. To activate this feature, you must enable Headquarters to automatically create inventory orders. You can do this by clicking Configuration on the File menu, and then selecting the check boxes for the 'Automatically create inter-store receive inventory order' and 'Automatically create inter-store issue inventory order' options.

The issuing store uses Store Operations Manager to create an inventory transfer out order. Headquarters automatically uploads the order at its scheduled connection. When the receiving store connects to Headquarters, it downloads the information and creates a transfer inventory in order automatically. There is no need to re-enter the order at the receiving store.

Conversely, if the issuing store creates an inventory transfer in order, the order will be automatically uploaded to Headquarters at the next scheduled connection. Then, when the receiving store connects to Headquarters, it will download the information and automatically create a transfer inventory out order.

## Monitoring transfer status

You can view transfer status in the Inter-Store Inventory Transfer List report. Headquarters-initiated inventory transfer orders will not appear in this list until both receiving and issuing stores have processed the worksheet and uploaded their data. The Inter-Store Inventory Transfer List displays all inventory transfers, whether generated locally or by Headquarters.

### *To monitor transfer status*

- 1 On the **View** menu, click **Inventory Transfer Status**.
- 2 On the **Report Filter** window, select the criteria by which you want view the transfer orders. For example, you can display all the orders that are currently open. Click **OK** to generate the report.
- 3 To drill down to a specific transfer order, double-click your mouse on any entry in the **From Transfer #** column.

# Controlling pricing, sales, and promotions

For information about Discounts, see "Discounts command" in the "Headquarters reference" section.

## Changing item costs

To quickly update the costs for certain items, create Worksheet Style 302: Change Item Costs, use the worksheet's Contents tab to change the item costs, and then approve the worksheet for processing. This worksheet makes changes in the Headquarters database and in the selected store databases.



**Note** If the 'Calculate HQ item cost as weighted average' configuration option has been selected (on the File menu, click Configuration), the cost values in Headquarters are set based on the cost values in the store databases. The procedure below will still work, but the stores are free to modify their cost values again (which will in turn modify the Headquarters cost values).

### *To change item costs*

- 1 On the **Worksheets** menu, click **Style 302: Change Item Costs**.
- 2 Follow the worksheet prompts, and then click **Finish**.
- 4 Click the **Contents** tab.
- 5 In the **New Cost** column, enter the updated costs. You can click the **Formula** button to set the column values based on a specified formula (such as Cost + \$2.00). You can also right-click your mouse and select from different options. For example, you can insert a row.
- 6 To approve this worksheet for processing, click **Approve**.



## Changing regular item prices

To quickly update the regular prices for certain items, create Worksheet Style 304: Change Item Prices (Regular), use the worksheet's Contents tab to change the item prices, and then approve the worksheet for processing. This worksheet makes changes in the Headquarters database and in the selected store databases.

### *To change regular item prices*

- 1 On the **Worksheets** menu, click **Style 304: Change Item Prices (Regular)**.
- 2 On the first wizard screen, select the stores that should receive this worksheet, and then click **Next**.
- 3 Modify the worksheet title and effective date as desired, and then click **Next**.
- 4 Select the group of items whose prices you want to update. For example, you can select the **Item Filter** option, click **Filter**, and then create a filter for items whose price exceeds \$50.00. Click **Next**.
- 5 If all the worksheet information is correct, click **Finish**.
- 6 Click the **Contents** tab.
- 7 In the **New Price** column, enter the updated prices. You can click the **Formula** button to set the column values based on a specified formula (such as Price + \$1.00). You can also right-click your mouse and select from different options. For example, you can insert a row.
- 8 To approve this worksheet for processing, click **Approve**.

## Changing item price levels (level pricing)

To quickly update the item price levels, create Worksheet Style 305: Change Item Prices (Level Pricing), use the worksheet's Contents tab to change the item prices, and then approve the worksheet for processing. This worksheet makes changes in the Headquarters database and in the selected store databases.

### *To change item price levels*

- 1 On the **Worksheets** menu, click **Style 305: Change Item Prices (Level Pricing)**.
- 2 On the first wizard screen, select the stores that should receive this worksheet , and then click **Next**.
- 3 Modify the worksheet title and effective date as desired, and then click **Next**.
- 4 Select the group of items whose costs you want to update, and then click **Next**.
- 5 If all the worksheet information is correct, click **Finish**.
- 6 Click the **Contents** tab.
- 7 In the **Price A**, **Price B**, and/or **Price C** columns, enter the updated price levels. You can click the **Formula** button to set a column's values based on a specified formula (such as Price + \$1.00). You can also right-click your mouse and select from different options. For example, you can insert a row.
- 8 To approve this worksheet for processing, click **Approve**.

## Changing item price limits

To quickly set or update the item price limits, create Worksheet Style 306: Change Item Price Limits, use the worksheet's Contents tab to change the price limits, and then approve the worksheet for processing. This worksheet makes changes in the Headquarters database and in the selected store databases.

### *To change item price limits*

- 1 On the **Worksheets** menu, click **Style 306: Change Item Price Limits**.
- 2 Follow the worksheet prompts, and then click **Finish**.
- 4 Click the **Contents** tab.
- 5 In the **New Price Lower** and **New Price Upper** columns, enter the updated price limits. Right-click your mouse to select from different options. For example, you can insert a row.
- 6 To approve this worksheet for processing, click **Approve**.

## Putting items on sale

You can plan for sale events in advance and have the sale prices take effect at the designated time period. When you put items on sale, you should specify the sale start date and end date. When customers purchase an item on sale, they pay the sale prices unless they have a discount that specifies a lower price. After the end date, the sale price returns back to the normal price.

### *To put items on sale*

- 1 On the **Worksheets** menu, click **Style 301: Set Item Sale Prices**.
- 2 On the first wizard screen, select the stores that should receive this worksheet, and then click **Next**.
- 3 Modify the worksheet title and effective date as desired, and then click **Next**.
- 4 Select the group of items whose prices you want to update. For example, you can select the **Item Filter** option, click **Filter**, and then create a filter for items whose price exceeds \$50.00. Click **Next**.
- 5 If all the worksheet information is correct, click **Finish**.
- 6 Click the **Contents** tab.
- 7 In the **Sale Price** column, enter the applicable sale prices. You can click the **Formula** button to set the column values based on a specified formula (such as Price - \$1.00). You can also right-click your mouse and select from different options. For example, you can insert a row.
- 8 In the **Start Date** and **End Date** fields, specify the time period during which the items will be sold at their sale price.
- 9 To approve this worksheet for processing, click **Approve**.

# Tracking sales

## Viewing and analyzing sales data

To help you keep on top of all your sales figures and inventory needs, Headquarters tracks the goods and services you sell to your customers. Use different reports to analyze your sales data.

### *Summary Sales (Daily) reports*

View sales data by sales rep, cashier, supplier, register, category, and department for the current date, week-to-date, month-to-date, and/or year-to-date.

- On the **Reports** menu, point to **Sales**, point to **Summary Sales (Daily)**, and then select the sales report that will give you the information you want.

### *Summary Tax Collected (Daily) report*

To quickly calculate how much tax you need to pay, generate the Summary Tax Collected (Daily) report. This way, you can see the sales tax rate (%) for each type of tax (for example, county tax, local tax, or partial dollar). You can also view the sales tax total for the current date, week-to-date, month-to-date, and year-to-date.

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

### *Detailed Sales report*

To see all your sales information, generate the Detailed Sales report. The report displays everything from supplier and item information to quantity and price levels.

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

### *Detailed Tax Collected report*

Generate the Detailed Tax Collected report to view and calculate your sales taxes. This way, you can analyze all your key sales tax information, including tax description, sales tax rate (%), batch and register numbers, opening and closing dates, and total tax collected.

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

### *Top Performers reports*

To immediately know who or what is performing the best in your store, generate the Top Performers report. For example, use the Top Items report to quickly identify your fastest moving items. Or use the Top Cashiers report to know which cashiers are selling the most items during a particular time period.

- On the **Reports** menu, point to **Sales**, point to **Top Performers**, and then select the report that will show the information you want.

### *Regional Sales report*

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

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

### *Department Cost/Sales report*

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

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

### *Sales Commission report*

View sales rep commission totals on the Sales Commission Report.

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

## Tracking quotes, orders, and layaways

### *Sales quotes reports*

To generate one of the sales quotes reports, go to the Reports menu and point to Quotes/Orders. Then select either Quotes-Detailed or Quotes-Summary.

- **Quotes - Detailed report** - Lists sales quotes and their associated customer accounts, reference numbers, generation dates, and price information.
- **Quotes - Summary report** - Summarizes the sales quotes to provide invoice numbers, dates, customer account information, total amounts, and deposits.

### *Back order reports*

To generate one of the back order reports, go to the Reports menu and point to Quotes/Orders. Then select either Backorders-Detailed or Backorders-Summary.

- **Back Orders - Detailed report** - Lists items on each back order that matches the selection criteria.
- **Back Orders - Summary report** - Provides a summary of back orders that match the selection criteria.

### *Work order reports*

To generate one of these reports, go to the Reports menu and point to Quotes/Orders. Then select either Work Orders-Detailed or Work Orders-Summary.

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

### *Layaway reports*

Use layaway reports to view and analyze all the information that pertains to layaways. Generate either layaway report by going to the Reports menu, pointing to Layaway, and then clicking either Layaways Summary or Layaways Detailed.

- **Layaways - Summary report** - Lists layaways and their associated status. Provides summary information, including customer accounts, expiration dates, subtotals, taxes, order totals, deposit amounts, and reference numbers.
- **Layaways - Detailed report** - Lists layaways and their associated detailed information, including customer names and account numbers, expiration dates, item lookup codes and descriptions, quantities ordered, pricing information, quantities received, quantities on layaway, and so on.



# Managing customers

## Overview

Headquarters lets you create and maintain a detailed database for your customers. Headquarters supports two types of customer accounts: local and global.

A local customer account is created and available only at one store location. The local customer's information, such as billing and shipping address, credit information, and purchases is maintained locally. A customer can have multiple accounts at other stores. However, Headquarters will not be able to consolidate purchases and payments from all stores.

A global customer account is known to the entire enterprise. A customer can use the same account at all stores, and Headquarters will consolidate all purchases and payments. Customer credit and balance are available at all stores. However, customer purchase history made at one store will not be available at others. The stores running Store Operations must enable the global customer account features.



**Note** If you have both local and global customer accounts, use a convention when assigning account numbers, such as placing a G at the start of global customer account numbers. That way, you can instantly identify whether the account is local or global. Transactions made on all customer accounts are automatically sent to Headquarters as part of the regular data upload.

## Setting up local customer accounts

When you set up a local customer account, the customer's information is available only at the store where it was created.

You cannot create local customer accounts at Headquarters; only individual stores can create them. For instructions on setting up local customer accounts, see the *Store Operations User's Guide*.

Newly created customer information is automatically uploaded to Headquarters as part of the regular upload. Local customer information will *not* be populated to the other stores.

## Setting up global customer accounts

When you set up a global customer account, the customer's information is known to the entire retail enterprise. At Headquarters, you can view and modify these accounts. Creating and maintaining a detailed customer list will enable you to use the data as a foundation for mass-mailing and for gathering important consumer information at the point of sale.

You can set up global customer accounts either at Headquarters or at remote stores. If you use Headquarters to create the accounts, you need to download the data to all the stores in your enterprise.

Stores can also create global customer accounts. As part of the regular upload, the stores automatically upload to Headquarters the new customer information. From Headquarters, the information is populated to all stores.

Stores can edit the new account information any time before it is uploaded to Headquarters. After upload, the information cannot be changed at the store because the information may have already been distributed to other stores. From that point, you must use Headquarters to update the global customer account information.

### *To set up a global customer account at Headquarters*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Global Customers**.
- 3 Click **New** or, to copy values from an existing account, click **Copy**.
- 4 Enter information for the new customer.
- 6 Click **OK**.

The next time the stores connect to Headquarters, the new customer account information will be automatically downloaded.

## Modifying customer accounts

You can make changes to global customer accounts in Headquarters. However, you cannot modify local customer accounts at the head office; you can only view them. To modify local customer accounts, use Store Operations Manager at the remote stores.

### *To modify global customer accounts*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Database** menu, click **Global Customers**.
- 3 Select the account whose information you want to modify, and then click **Properties**.
- 4 Click the appropriate tab to change or update the information.
- 5 Click **OK** to save the information.

Changes other than account adjustments will be downloaded to the stores during their next scheduled connection. To update stores' accounts receivable and balance information for global customer accounts, you must issue Worksheet Style 350: Download Global Account Adjustments.

## Deleting customer accounts

Although not recommended, you can delete global customer accounts in Headquarters. Deleting a customer account will remove all links to existing transactions and the customers' purchase history.



**Note** Be careful when you delete global customer accounts. Once you delete a global customer account, you cannot undo the action.

You cannot delete local customer accounts at the head office; you can delete them only by using Store Operations Manager at the remote store.

### *To delete a global customer account*

- 1 On the **Worksheets** menu, click **Style 601: Delete Global Customers**.
- 2 On the first wizard screen, click **Next**.
- 3 Modify the worksheet title and effective date as desired, and then click **Next**.
- 4 Select either the **Manually select customers for deletion** option or the **Delete customers with no activities since...** option. If you select the latter option, use the drop-down list box to specify the date. Then click **Next**.
- 5 If all the worksheet information is correct, click **Finish**.
- 6 Click the **Contents** tab.
- 7 If you specified during the wizard that you wanted to manually select customers for deletion, click **Add Row**, select the customer you want to delete, and then click **OK**.
- 8 When the **Contents** tab includes all the global customer accounts you want to remove from the database, approve the worksheet for processing by clicking **Approve**.

## Closing billing cycle and printing statements

Closing the billing cycle calculates all the payments, purchases on account, account adjustments, and finance charges between the last closing date and the current closing date. At the same time you close the billing cycle, you can print statements to send to your global customers.



**Note** Use the Close Billing Cycle command only if you have created a customer charge account type and finance charges for your global customers.

### *To set your closing date*

- 1 On the **File** menu, click **Configuration**.
- 2 Click the **Accounts** tab.
- 3 In the **Monthly Closing Day** box, enter the day of the month that accounts will be closed. For example, if you want your billing cycle to end on the last day of the month, enter "31"; Headquarters will use the last day regardless of the number of days in the month.
- 4 Click **OK**.

### *To close the billing cycle and print statements*

- 1 On the **Admin** menu, click **Close Billing Cycle**.
- 2 Under **Options**, select **Close billing cycle for all customers**.
- 3 Select or clear the **Print statements** check box, as desired.
- 4 Select or clear the **Print statements with a balance of \$0.00 and no activity** check box, as desired.
- 5 Under **Period**, confirm the **Closing Date**.
- 6 Click the **Generate** button.

# Managing employees

## Overview

Only individual stores can create and edit employee information. However, you can use Headquarters to track and manage this information.

Use Store Operations Manager to set up basic information for cashiers and sales representatives. For detailed instructions, see Store Operations Online Help.

Changes made at the store to employee information are automatically sent to Headquarters as part of the regular data upload.

In Headquarters, you can perform the following tasks:

- View cashier information
- View sales rep information
- Manage sales commissions

## Viewing cashiers

You can view but not edit cashier information. Only the individual stores can create or edit the data.

### *To view cashiers*

- 1 On the **Database** menu, click **Cashiers**.
- 2 In the **Report Filter** dialog box, specify the criteria by which you want to see the data. Remember to click **Add** after each criterion.
- 3 Click **OK** to generate the report.
- 4 Double-click any entry in the **Cashier Name** column. You will see detailed properties for the specific cashier.



## Viewing sales representatives

You can view but not edit sales rep information. Only the individual stores can create or edit the data.

### *To view sales representatives*

- 1 On the **Database** menu, click **Sales Reps**.
- 2 In the **Report Filter** dialog box, specify the criteria by which you want to see the data. Remember to click **Add** after each criterion.
- 3 Click **OK** to generate the report.
- 4 Double-click any entry in the **Rep. Name** column. You will see detailed properties for the specific sales rep.

## Managing sales commissions

Sales commissions are set up at the individual stores. Use Store Operations Manager to calculate sales rep commissions.

Although the head office cannot set up or change the data, it can track and manage the sales rep commission data.

### *To manage sales commissions*

- 1 On the **Reports** menu, point to **Sales**, and then click **Commission**.
- 2 In the **Report Filter** dialog box, specify the criteria by which you want to see the data. Remember to click **Add** after each criterion.
- 3 Click **OK** to generate the report.

# Generating reports

## Generating a report

You can customize reports to your enterprise needs.

Specially tailored, multi-level reports are available on the Reports menu. These Active Reports let you sort and combine business data as well as drill down and modify your database directly from the reports.



**Note** Headquarters also enables you to use Crystal Reports to create your own reports. For more details, see "Crystal Reports command" in "Utilities menu" in the reference section.

### *To generate a report*

- 1 On the **Reports** menu, point to the desired report category, and then click the specific report that you want to generate.
- 2 In the **Report Filter** dialog box, define the filter criteria. Remember to click **Add** after each criterion.
- 3 To generate the report, click **OK**.


## Sorting a report

After you generate a report, you can sort the data directly in the report window.

### *Dragging columns*



Use your mouse to move the columns. Just click and drag the column headings to their new locations. For example, assume you just generated the Global Customer List report. By default, this report begins with the Account # column. You would prefer to have the report organized by customer name. Simply click the Name column header and drag it to the left edge of the window. When you release the mouse button, the column moves to its new location.

## *Grouping data*

You can also group the report data in any way you want. After you generate the report, click the Select Columns to Group  button on the toolbar. Click the drop-down arrow to specify the number of columns to group.

## *Expanding or collapsing data*

Expand or collapse the report data to see only the information you want to see. For example, you may not want to see all the categories for a particular department. However, you may still want that same report to display specific information for another department. There are two ways you can expand (show) or collapse (hide) report data:

- **Using the toolbar** - Use the toolbar buttons to quickly expand or collapse all the report data at once. Click the Expand All Groups  button to display all the report data, or click the Collapse All Groups  button to hide detailed report data.
- **Individually adjusting each group of items** – Expand or collapse individual groups by clicking the plus (+) and minus (-) signs next to each group.


## *Changing data order*

Sort entries in a column by clicking on the column header. When you sort text columns (such as names and descriptions), entries are displayed in alphabetical order (A to Z or Z to A). Numeric columns (such as total sales or number of visits) are sorted into numeric order (0 to 100 or 100 to 0), and date columns are sorted into chronological order (1/1/06-12/31/06 or 12/31/06-1/1/06).

## Filtering report data

Use the filtering tools to quickly display specific information. Report filters screen out any data that does not meet specific criteria (conditions), so that the report includes only those entries that you want to see. For example, you can generate a Global Customer List report and use the filtering tools to display only those customers whose balance is more than a specified amount. Or, with different filter settings, you can generate a report that shows the global customers whose total sales and total visits exceed a specified amount.

### *To filter report data*

- 1 Generate the report from the **Reports** menu, or click the **Filter Report Data**  button in a report that is already open.
- 2 In the **Field** box, select a field name. The fields vary according to the type of report you generate.
- 3 In the **Operator** list box, select the operator. For example, if you want your selected field to *equal* a certain value, select **Equal (=)**. If you want your selected field to be *less than* a certain value, select **Less than or equal to < =**.
- 4 In the **Filter Value** box, enter the desired text, value, or date that the information in your selected field should be compared to.



**Note** Report criteria are case-sensitive.

- 5 Click **Add** to enter this criterion in the **Filters** box.
- 6 Repeat steps 2 through 5 for any additional criteria.
- 7 To remove a criterion, select it, and then click **Remove**. To remove all of the current criteria, click **Remove All**. To modify a criterion, select it, change the field, operator, or filter value, and then click **Change**.
- 6 Click **OK** to generate the report using the current criteria.

## Adjusting headers and visible columns

Headquarters gives you the flexibility to organize your data directly in the report window. After you generate a report, you can adjust the header. To hide/unhide the header, go to the report toolbar and click the Hide/Unhide Report

Header  button.

You can adjust your report's columns in a couple of ways. First, choose what columns you want to display or hide. Assume, for example, that you do not want your customers' phone numbers displayed on the Global Customer List report. After you generate this report, right-click your mouse and select Hide/Unhide Columns. In the Options dialog box, clear the check box for the Phone # column. By showing and hiding columns, you have complete control over what you and your employees can view on the reports.

## Adding a logo

Add your company logo or other graphic file to your reports. You will see the graphic on both your receipts and reports, provided that your printer is capable of graphic printing.

### *To add a logo*

- 1 Open Headquarters Administrator.
- 2 On the **File** menu, click **Configuration**.
- 3 On the **Settings** tab, enter the name and location of your logo file in the **HQ logo filename** box.

## Directly accessing database info

Headquarters lets you access detailed database information directly from the report window. In this way, you can quickly look up or edit specific data without leaving the report.

For example, assume you just generated a Master Price List report. On the report window, you notice questionable data in a particular item. Move the mouse over the item lookup code until the pointer changes into a magnifying glass. Double-click the item to display the item's properties. Any time the mouse cursor changes into a magnifying glass in a report, you can "drill down" to more detailed information.

You can also use reports to drill down to more detailed reports. For example, if you generate the Work Order (Summary) Report, you can see specific details regarding a particular order by double-clicking an order number and specifying filter criteria for the Work Order (Detailed) Report for the selected work order.




## Refreshing report data

As you generate reports, you may need to quickly reset your screen to incorporate continual changes and updates.

Assume, for example, that you just generated a Global Customer List report. On the print preview screen, you notice that you need to update a particular customer's address. Double-click your mouse on the account number for that customer to bring up the customer's account information. Update the address, and then return to the Customer List report.

At this point, the report still displays the old data. Refresh the screen to reflect your recent changes. By using the report's refresh tool, you do not have to generate the same report twice. With one mouse click, Headquarters does everything for you.

### *To refresh report data*

- On the report toolbar, click the Refresh Report Data  button to update the report window.


## Memorizing report settings

Headquarters lets you memorize (save) your report settings so that you can quickly generate the same report with the same exact settings. Once you memorize a report, you can open it from the Reports menu.



**Note** The Memorized command will be disabled on the Reports menu until you have memorized at least one report.

### *To memorize report settings*

- 1 In the report window, click the **Memorize**  button.
- 2 Type a name for the memorized report, and then click **Memorize**.

### *To generate a memorized report*

- On the **Reports** menu, point to **Memorized**, and then click the report you want to generate.

## Exporting a report

After you generate a report, you can export the report data into one of several supported formats, such as HTML, tab-delimited, comma-separated, or XML. For example, you can export data into Microsoft Excel in order to add to or change the report information for a particular client or company.

### *To export a report*

- 1 In the report window, right-click, and then select **Export**.
- 2 In the **Destination** box, select the method by which you will export data. You can select from **Email**, **Application**, or **File**.
- 3 In the **File Format** box, select the type of text file you want to export.
- 4 Click **OK**.

If you selected Email as the destination, the exported data will either be opened in or attached to a new e-mail message, depending on the file format you specified. If you selected Application as the destination, you will be prompted to save the file, and then the file will be opened in the program that is associated with the file type. If you selected File, you will be prompted to save the file, but the file will not open immediately.

# Processing receipts and journals

## Viewing and printing journals

You can upload journals that contain a copy of printed receipts and Z reports. Note that uploading sales journals will take up considerable space in the Headquarters database. Microsoft recommends only requesting specific journal for specific reasons. Also, be sure to allocate database space accordingly.

You can ask stores to upload sales journals for a specified time period or automatically with each data upload.

### *To request journal upload*

- 1 On the **Worksheets** menu, click **Style 402: Request Journal Upload**.
- 2 Follow the wizard instructions, selecting only those stores that are absolutely necessary, and then click **Finish**.
- 3 In the **From date/time** boxes, enter the latest possible date and time to trigger the upload of the journals that you want to receive. For example, if you want the journal that includes a receipt dated April 28, 2006, enter a from date of 4/28/2006. Keep in mind that you will receive journals not only for that date but for all dates since that date.
- 4 To approve the worksheet for processing, click **Approve**.

### *To view journals*

- 1 On the **View** menu, click **Journals**.
- 2 In the **Batches** dialog box, select the batch whose journals you want to view, and then click **OK**.
- 3 In the Journal Viewer, take one of the following actions:
  - To view receipts for a different store, select the new store in the **Store** box.
  - To view receipts for a different batch, click **Batch**.
  - To view receipts for a certain date range, click **Lookup**.
  - To move through the documents in the batch, press the PAGE DOWN and PAGE UP buttons.
  - To view payment information for the current receipt, click **Tenders**.
  - To print the current document, click **Print**.
  - To close the Journal Viewer, click **Close**.

# Interfacing with accounting

## Overview

This section explains how you can export Headquarters data to external accounting software programs. Headquarters collects closed batches from remote stores and keeps the information in the Headquarters database. Since exporting from Headquarters enables you to export one file with information from all your stores, it's generally more efficient than exporting from Store Operations at each store.

Microsoft offers two levels of Headquarters accounting integration.

- **Direct integration.** By installing the Retail Management System Headquarters Integration module in Microsoft Dynamics GP Release 9.0 or Microsoft Business Solutions–Great Plains Release 8.0, you can import Microsoft Dynamics RMS information directly into your accounting database. Several types of Microsoft Dynamics RMS records are imported including items, customers, suppliers, transactions, accounts receivable, and closed and partially received purchase orders.

To download the Retail Management System Headquarters Integration module and view detailed information about installing and using it, visit the Microsoft CustomerSource Web site or contact a Microsoft Certified Partner.

- **Export of summary General Ledger (GL) information.** You can export summary GL information from Headquarters to Microsoft Dynamics GP Release 9.0, Microsoft Business Solutions–Great Plains Release 8.0, Microsoft Small Business Financials Release 8.0 or 9.0, or any accounting program that can import summary GL information from an .xml file.



**Note** Support for newer Microsoft accounting packages may be available. See the Microsoft CustomerSource Web site or consult a Microsoft Certified Partner for updates.

The remainder of this section describes the GL export.

Before exporting Headquarters accounting data, you need to set up the GL account assignment table. This tells Headquarters which debit and credit accounts will be used when posting the data.



**Note** Microsoft cannot advise you on how to set up your general ledger account assignment tables or where and when to post the data to accounting software. We strongly urge you to obtain advice from a qualified professional. The following topics are merely suggestions on how to integrate Headquarters with external accounting programs.

You can set guidelines for posting closed batches to accounting on a regular basis.

## Setting up the account assignment table

Headquarters collects closed batches from your stores and keeps the information in its database. The information in the closed batches can be exported to an external file for use with general ledger (GL) accounting programs.

Before you can export accounting data, you need to set up the general ledger (GL) account assignment table. This tells Headquarters which debit and credit accounts will be used when posting the data. A transaction can require a GL debit account number, a GL credit account number, or both.

Every time a new tender type or tax is added to Headquarters, you will need to update each GL account assignment table so it includes the new records.

The following chart provides general guidelines on how to set up the account assignment table



**Note** Microsoft cannot advise you on how to set up your general ledger account assignment tables or where and when to post the data to accounting software. We strongly urge you to obtain advice from a qualified professional.

### *To set up the account assignment table*

- 1 If you haven't already, specify the accounting software you are using by clicking **Configuration** on the **File** menu, clicking the **Accounting** tab, and then, in the **Accounting software** box, selecting the destination accounting program.



**Note** For more information about the available accounting options, see "Exporting GL data to accounting programs."

- 2 On the **Admin** menu, click **Assign Accounts**.
- 3 Enter or select the GL account numbers in the **Debit Account #** and **Credit Account #** boxes as needed. For more details, see the following table. We recommend having a qualified professional help you set up your accounts.



<b>Description</b>	<b>Type of Debit Acct</b>	<b>Type of Credit Acct</b>	<b>Additional Details</b>
Account: Paid On	Accounts Receivable	Blank	This is the amount paid on customer accounts (purchases charged to store accounts). Enter a GL account number of type "Accounts Receivable" for Debit Account # and leave Credit Acct# blank. Headquarters will automatically credit the Sales and Tax Collected accounts below to balance the posting.
Account: Paid To	Blank	Accounts Receivable	This reflects payments received from customers (to reduce their store account balances). Enter a GL account number of type "Accounts Receivable" for Credit Acct # (should be the same number used for Account: Paid On) and leave Debit Acct # blank. Headquarters will automatically debit the Payment Received accounts below to balance the posting.
Cash Dropped	Cash	Cash	This is the cash amount dropped during the cashiers' shifts (taken out of the cash drawers for deposit). The GL account numbers for both Debit Acct # and Credit Acct # should be of type "Cash."

<b>Description</b>	<b>Type of Debit Acct</b>	<b>Type of Credit Acct</b>	<b>Additional Details</b>
Cash Paid Out	Expenses	Cash	The cash amount paid out from cash drawers (normally for minor expenses). The GL account number for Debit Acct # should be of type "Expenses" and the GL account number for Credit Acct # should be of type "Cash."
Commission	Expenses	Other Current Liabilities	The commission payable to sales reps. The GL account number for Debit Acct # should be of type "Expenses" and the GL account number for Credit Acct # should be of type "Other Current Liabilities."
Customer Deposit: Made	Blank	Other Current Liabilities	This is the total deposits made from work orders on customer accounts.
Customer Deposit: Redeemed	Other Current Liabilities	Blank	This is the total deposits redeemed when work orders are completed.
Inventory: Cost of Goods Sold	Cost of Sales	Current Assets / Inventory	The total cost of items sold. The GL account number for Debit Acct # should be of type "Cost Of Sales" and the GL account number for Credit Acct # should be of type "Current Assets/Inventory."

<b>Description</b>	<b>Type of Debit Acct</b>	<b>Type of Credit Acct</b>	<b>Additional Details</b>
Layaway: Closed	Current Liabilities	Blank	The layaway amount closed when the customer received the goods. Enter a GL account number of type "Current Liabilities" for Debit Account # and leave Credit Acct # blank. QS2000 will automatically credit the Sales and Tax accounts below to balance the posting.
Layaway: Paid	Blank	Current Liabilities	The amount paid by customers on layaway items. Enter a GL account number of type "Current Liabilities" for Credit Acct # (should be the same number used for Layaway: Closed) and leave Debit Acct # blank. Headquarters debits the Payment Received accounts below to balance the posting.
Sales: Total	Blank	Income (See Additional Details)	The total sales amount excluding tax. Enter a GL account number of type "Income" for Credit Acct # and leave Debit Acct # blank. If this field is selected for posting then the Sales: Total + Tax field must not be selected (Debit Acct # and Credit Acct # left blank) to avoid redundant posting.

<b>Description</b>	<b>Type of Debit Acct</b>	<b>Type of Credit Acct</b>	<b>Additional Details</b>
Sales: Total + Tax	Blank	Income (See Additional Details)	The total sales amount plus tax. Enter a GL account number of type "Income" for Credit Acct # and leave Debit Acct # blank. If this field is selected for posting then the Sales: Total and all Tax Collected fields must not be selected to avoid redundant posting.
Shipping	Blank	Income Account	The shipping charges collected. Expense it through the GL program.
Tax Collected	Blank	Current Liabilities (See Additional Details)	Sales tax collected. Enter a GL account number of type "Current Liabilities" for Credit Acct # and leave Debit Acct # blank. Tax Collected can be posted for individual tax types or for total tax collected. If the Tax Collected: Total field is selected for posting then the individual Tax Collected: xxxx fields should not be selected to avoid redundant posting. Note that a Tax Collected: xxxx entry is created for each tax type, so each time a new tax type is added, this field must be updated to ensure correct posting.
Tender Over	Blank	Other Current Assets	This is the amount by which the tender type is over at the end of the batch. It reflects the errors, if any, made by the cashiers during the

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			<p>tender/change process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Over entry is created for each tender type. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.</p>
Tender Over/Short	Blank	Other Current Assets	<p>The amount the tender type is over or short at the end of the batch. It reflects errors made by the cashiers during the tender process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Over/Short entry is created for each tender type. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.</p>

<b>Description</b>	<b>Type of Debit Acct</b>	<b>Type of Credit Acct</b>	<b>Additional Details</b>
Tender Received	Cash or Current Assets	Blank	The total received for a given tender type. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct # and leave Credit Acct # blank. Note that a Tender Received entry is created for each tender type. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Rounding Error	Cash or Current Assets	Blank	This is the rounding error that can occur when accepting multiple currencies, for example U.S. and Canadian dollars. This error can also occur if, for example, pennies are not included in transactions. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct # and leave Credit Acct # blank.

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
Tender Short	Blank	Other Current Assets	<p>This is the amount by which the tender type is short at the end of the batch. It reflects the errors, if any, made by the cashiers during the tender/change process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Short entry is created for each tender type. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.</p>

## Exporting GL data to accounting programs



**Note** This topic discusses the Headquarters GL export. For information about direct integration with Microsoft Dynamics GP or Microsoft Business Solutions–Great Plains, visit the Microsoft CustomerSource Web site.

To export Headquarters accounting information to a file, which can in turn be imported into your accounting software, you must first get set up to do so by downloading any integration software that is required, configuring Headquarters, and setting up the account assignment table. Then you can begin posting closed Headquarters batches to accounting.

### *To set up for GL export*

#### Step 1: Download the integration software

If you are using one of the supported Microsoft accounting programs, you must first obtain and install the appropriate integration software components (sometimes called *chunk files*), either from the Microsoft CustomerSource Web site or from a Microsoft Certified Partner. Instructions for installing the software are provided on the download page.



**Note** Integration components for later releases of Microsoft accounting software may be available. See CustomerSource or a partner for updates.

#### Step 2: Configure Headquarters

- 1 On the **File** menu, click **Configuration**.
- 2 Click the **Accounting** tab.
- 3 In the **Accounting software** box, select **Microsoft Dynamics GP, Great Plains**, or **SBF** if you are using one of those programs, or select **RMS XML** if you are using another accounting program that can import summary GL data from an .xml file.

#### Step 3: Set up the account assignment table

The export will only be successful if the accounts in Microsoft Dynamics RMS are properly mapped to the chart of accounts in the destination accounting software. For more information about mapping accounts, see "Setting up the account assignment table."



### *To post closed batches and export summary GL data to accounting*

The export operation is accomplished by posting the closed batches in the store database to a file.

- 1 On the **Admin** menu, click **Post Closed Batches**.



**Note** The **Assign Accounts** command only becomes available on the **Admin** menu after an accounting software program has been selected in the **Configuration** dialog box (accessed from the **File** menu).

- 2 To specify a date range for the batches you want to post, click **Dates**, and then select start and end dates.
- 3 Select the batches that you want to post.
- 4 In the **File name** box, type or browse to the name and location of the .xml file that you want to create.
- 5 Click **Post** to export the data.

### *To import the summary GL data into the accounting software*

The steps for importing information will vary depending on your accounting software. As an example, the procedure below shows the steps for importing into Microsoft Dynamics GP or Microsoft Business Solutions–Great Plains.

- 1 Log on to the accounting software.
- 2 On the **Transactions** menu, point to **Financial**, point to **Retail Management**, and then click **Import GL Distributions**.
- 3 In the **File to Import** box, select the .xml file you exported from Headquarters.
- 4 Select **Print the General Ledger Transaction Edit List**.
- 5 Click **OK**.

Once the import is complete and you have reviewed the transaction edit list, you can post the batches. For instructions, refer to the Help file provided with your accounting software.



**Note** If you post a batch that has already been posted, you may have duplicate GL entries. Be sure to delete duplicate records as needed.





# Housekeeping

## Monitoring data upload status

It is important to make sure that the head office is in sync with the stores in your enterprise. In other words, are the stores uploading the right information at the right time?

Whenever you want to upload information from your stores, you need to issue Worksheet Style 401: Request Data Upload. Select the worksheet on the Worksheets menu, follow the wizard prompts, and then click Finish. After you approve the worksheet, it is ready for processing. Once the store processes the worksheet, a new Style 401 worksheet is automatically created with the effective date and time set to the next scheduled connection. This perpetuates the data upload cycle.

There are a couple ways you can monitor the data upload status. The quickest way to view the status is to click Worksheet Status on the View menu, and then click the Show Store Status  button on the toolbar. At a glance, you can find out the worksheet processing status for each of your stores. A yellow exclamation point next to a store shows that the store had some communication difficulties or did not fully complete all the assigned worksheets. A red dot indicates a more serious error. You can find out when and why the error occurred by viewing the Event Log for the store.

Alternatively, you can view the processing status of each worksheet style. On the View menu, click Worksheet Status, and then click the Show Worksheet Status  button on the toolbar. Click the All Styles folder to view status for all outstanding worksheets, or click the folder for a specific worksheet style. Use the flag buttons on the toolbar to filter the list based on worksheet status.

## Adjusting data upload schedules

It is very important to schedule when and how often a store connects to Headquarters. You should find a balance between communications cost and the amount of data latency you can tolerate. Typically, you should schedule each store to connect once a day.

### *To adjust data upload schedule*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Stores**.
- 3 Select the applicable store, and then click **Properties**.
- 4 In the **Store Properties** dialog box, click the **Connection Schedule** tab.
- 5 Under **Connection times for this store**, click in the applicable boxes of the time schedule grid to set up the designated times at which the store will connect to the Headquarters database.
- 6 In the **Connection Method** box, specify if the connection should be made once per hour at the specified minutes past the hour, or periodically at specified minutes within the hour. To even out communications loads, use this feature to stagger the times when remote stores will connect to Headquarters.
- 7 Click the **Retry Logic** button to specify how often to retry after a communication error.
- 8 Click **OK** to save the information.

The next time the store connects to Headquarters, the new connection schedule will be downloaded; it will take effect on subsequent connections.

## Adding new Headquarters users

You can control who is allowed to run Headquarters by adding or removing user accounts.

### *To add a new Headquarters user*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Users**.
- 3 On the **HQ Users** window, click **New**.
- 4 In the available boxes, enter information about the new user.



**Note** In order to create, modify and/or delete users, you must have Administrator Rights.

### *To remove a Headquarters user*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Users**.
- 3 On the **HQ Users** window, select the user account that you want to remove, and then click **Delete**.

## Modifying store properties

You can modify your store's location information and connection schedule.

### *To modify store properties*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Stores**.
- 3 On the **Stores** window, select the store you want to modify, and then click **Properties**.
- 4 On the **Location** and the **Connection Schedule** tabs, modify the appropriate information.

## Backing up your data

You should back up your database regularly. It is very important to do this so that if you experience a system failure or natural disaster, you can retrieve the backup copy and restore your data. If you are running a server edition of Microsoft SQL Server 2000 or 2005, you can use Enterprise Manager or Management Studio to set up a regular backup schedule. If you are using Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) or SQL Server 2005 Express Edition (SQL Server Express), use the following procedure to manually back up your database.

### *To back up data*

- 1 On the **Utilities** menu, click **Backup Database**.
- 2 In the **Save as** window, select the drive and folder on which you want to save the backup file.
- 3 In the **File name** box, enter the name of the file by which this backup file can be referenced. Make sure you have enough storage at the destination. You should back up your database on a media (or disk drive) other than the one currently used by Headquarters to ensure that your database can be restored in case your system fails.
- 4 In the **Save as type** box, select the **Backup files (\*.bck)** type.
- 5 Click **Save**. The **Backup/Restore** window shows the backup progress.
- 6 When your database is saved successfully, you will see a window that notifies you that the backup is complete. Click **OK**.

## Deleting a worksheet

Headquarters enables you to delete specific worksheets.



**Note** You do not have to delete worksheets. You can simply acknowledge them and then filter them out. When you delete a worksheet, you will lose the audit trail it provides.

### *To delete a worksheet*

- 1 If needed, enter Maintenance Mode by clicking **Maintenance Mode** on the **File** menu.
- 2 On the **Admin** menu, click **Worksheets**.
- 3 Select the worksheet that you want to remove, and then click **Delete**.
- 4 When Headquarters confirms that you want to delete the entry, click **Yes**.



# Headquarters reference

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As you use Headquarters, you may want to look up a particular menu command or feature description. The following sections navigate you through all the Manager screens, explaining each menu, command, window, and feature.

## File menu

The File menu contains the Configuration, Security, Maintenance Mode, Log Out, and Exit commands.

## Configuration command

Use the Configuration command to set up the behavior of certain programmable features in Headquarters and to specify settings for the global customer billing and accounting integration. Normally, you perform these tasks during the initial deployment process. The Configuration command opens the Configuration dialog box, where you will see the Options, Accounts, and Accounting tabs.

## Options tab

Headquarters includes several configuration options that enable you to specify how Store Operations will exchange data with Headquarters.

Option	Enabled
Upload sales journals to Headquarters	<input type="checkbox"/>
Automatically create inter-store receive inventory order	<input type="checkbox"/>
Automatically create inter-store issue inventory order	<input type="checkbox"/>
Use Value Added Tax (VAT)	<input type="checkbox"/>
Style 301 worksheet (Set Item Sale Prices) does not change HQ data	<input type="checkbox"/>
Style 302 worksheet (Change Item Costs) does not change HQ data	<input type="checkbox"/>
Style 304 worksheet (Change Item Regular Prices) does not change HQ data	<input type="checkbox"/>
Style 305 worksheet (Change Item Level Prices) does not change HQ data	<input type="checkbox"/>
Style 306 worksheet (Change Item Price Limits) does not change HQ data	<input type="checkbox"/>
Style 308 worksheet (Change Item Restocking Info.) uses current data in HQ database	<input type="checkbox"/>
Always display 'Find' window for Items.	<input type="checkbox"/>
Always display 'Find' window for Customers.	<input type="checkbox"/>
Display list of previously-defined Item Sub Descriptions	<input type="checkbox"/>

**Upload sales journals to Headquarters** If selected, Headquarters automatically uploads sales journals in addition to the regular data upload. Uploading sales journals will let you view (or print) sales receipts generated at any store in your retail chain. A drawback is the increase in data storage for Headquarters database and in uploading time.

**Automatically create inter-store receive inventory order** If selected, Headquarters will automatically notify the receiving store that an inventory transfer order will be arriving soon. For example, when Store A creates an inventory transfer out order to Store B, Headquarters will automatically create an inventory transfer in order at Store B. This allows Headquarters to give Store B advanced notice about the expected shipment. When Store B eventually receives the shipment, the manager can save time by just selecting the applicable transfer in order, which was automatically created by Headquarters, and enter the quantities received.

**Automatically create inter-store issue inventory order** If selected, Headquarters will automatically create an inventory transfer out order at the store that will need to send the requested shipment. For example, if Store A ran out of a certain item, they would create an inventory transfer in order from Store B. Headquarters would then automatically create an inventory transfer out order at Store B. This allows Store B to quickly identify and respond to the Store A request.

**Use Value Added Tax (VAT)** If selected, Headquarters will compute the profit margin based on the true price of the item rather than on the item's selling price. Because each store may use a different VAT tax rate for the same item, Headquarters computes the true item price at each store by subtracting the VAT tax from the selling (regular) price. The profit margin displayed is the average profit as computed for all the stores. The calculation uses the item price and cost data from the Item table, which is the same for all stores.

**Style 301 worksheet (Set Item Sale Prices) does not change HQ data** If selected, the Style 301 worksheet will not change the item sale prices in the Headquarters database. Use this option if you allow stores to sell items at different prices. The Headquarters prices are treated as catalog prices and will not be affected by the worksheet, which changes the prices at each store.

**Style 302 worksheet (Change Item Costs) does not change HQ data** If selected, the Style 302 worksheet will not change the item costs in the Headquarters database. Use this option if you allow stores to maintain different costs. The Headquarters costs are treated as standard costs and will not be affected by the worksheet, which changes the item costs at each store.

**Style 304 worksheet (Change Item Regular Prices) does not change HQ data** If selected, the Style 304 worksheet will not change the item regular prices in the Headquarters database. Use this option if you allow stores to sell items at different prices. The Headquarters prices will not be affected by the worksheet, which changes the prices at each store.

**Style 305 worksheet (Change Item Level Prices) does not change HQ data** If selected, the Style 305 worksheet will not change the item level prices in the Headquarters database. Use this option if you allow stores to sell items at different prices. The Headquarters prices will not be affected by the worksheet, which changes the prices at each store.

**Style 306 worksheet (Change Item Price Limits) does not change HQ data** If selected, the Style 306 worksheet will not change the item price limits in the Headquarters database. Use this option if you allow stores to sell items at different prices. The Headquarters prices will not be affected by the worksheet, which changes the prices at each store.

**Style 308 worksheet (Change Item Restocking Info.) uses current data in HQ database** If selected, the Style 308 worksheet will *not* display the reorder fields because the worksheet processor will use the values contained in the item table for that store. If this option is cleared, however, the Style 308 worksheet will display the reorder fields with a value of zero for all the items in the worksheet. You can then specify each reorder number. This is useful if you maintain the reorder information elsewhere (e.g., spreadsheet).

**Always display 'Find' window for Items** If selected, the 'Find' window will always be displayed instead of the standard Items list. This setting is especially useful for databases with a very large number of items. The Find window enables you to search for items that contain a specific word, phrase, or category (e.g., lookup code, description, department name, notes, etc.).

**Always display 'Find' window for Customers** If selected, the 'Find' window will always be displayed instead of the standard Customers list. This setting is especially useful for a very large customer database. The Find window enables you to search for customers that contain a specific word, phrase, or category (e.g., account number, last name, company, city, phone number, etc.).

**Display list of previously-defined Item Sub Descriptions** If selected, Headquarters will add drop-down list boxes to an item's Sub Description boxes, which list all the previously defined subdescriptions. For example, if you enter "Extra large" in the Sub Description 1 box on one item, "Extra large" will appear in the list of available subdescriptions for that box when you edit or create other items.

**Hide worksheet status at startup** If selected, the Worksheet Status window will not appear when you open Headquarters Manager.

**Calculate HQ Item Cost as weighted average** If selected, the cost for each item in the Headquarters database will be calculated as a weighted average of the costs incurred by the stores that order and sell the item. The Headquarters averaged cost value will appear in the Cost box on the General tab in the Item Properties window for each item. This field will become read only, meaning it cannot be changed in Headquarters.



**Note** The individual store costs appear on the Store Cost tab in the Item Properties window for each item.

The formula used to calculate the weighted-average cost is:

$$\frac{(\text{Store Cost A} * \text{quantity on hand}) + (\text{Store Cost B} * \text{quantity on hand})}{\text{Total quantity on hand for all stores}}$$

Total quantity on hand for all stores

with a (Store n cost \* quantity on hand) phrase added to the numerator for each store.

For example, suppose there are three stores that carry an item. Store A has 5 items in stock with a cost of \$1.25 per item, Store B has 7 items in stock with a cost of \$1.37 per item, and Store C has 9 items in stock with a cost of \$1.19 per item. In this case, the cost shown on the General tab for the item would be \$1.26.



**Note** Stores with zero or negative quantities will be excluded from the calculation. If all stores have zero or negative quantities, the cost will be displayed as an average of the store costs (total of store costs divided by number of stores).

If this option is not selected, the item cost will be managed by Headquarters and sent to stores via Worksheet Style 260: Download Items or Worksheet Style 302: Update Item Costs.



**Note** If you clear this option after the averaged costs have already been set in Headquarters, those averaged costs will be sent to stores when Worksheet Style 302 is next issued.

## Accounts tab

This tab enables you to specify the day of the month when global customer accounts will be closed and set the default account type for new global customers.

The screenshot shows a 'Configuration' dialog box with a blue title bar and a close button (X) in the top right corner. The 'Accounts' tab is selected, indicated by a blue underline. Below the tabs, a text box contains the instruction: 'Use this screen to specify the Close Billing Cycle and Account options for global customers.' The dialog is divided into two main sections. The left section, titled 'Global Customer Account Options', contains a 'Monthly Closing Day' field with '31' entered and 'st' as a suffix, a 'Default account type for new global customers' dropdown menu currently set to 'None' with a search icon, and a 'Customer Account Number' section with 'Next account number' and 'Sample' both set to '0000004'. The right section, titled 'Billing Statement Return Address', contains fields for 'Company' (Tailspin Toys), 'Address' (2939 Sixth Street), 'City' (Kirkland), 'State' (WA), 'Zip Code' (87372), 'Country' (empty), 'Telephone' ((425) 555-0102), and 'Fax Number' (empty). At the bottom right are 'OK', 'Cancel', and 'Help' buttons.

**Monthly Closing Day** The date of the month when Headquarters closes the billing cycle for all global customer accounts. The date shown represents the beginning and ending dates. Any items purchased or returned within this period will affect the global customer's account balance. This date also determines when a finance charge will be assessed, if necessary. To use the last day of each month, enter "31" in this box.

**Default account type for new global customers** The account type selected here becomes the default account type for new global customers. To add new account types to this list, go to the Database menu and click Account Types. To change the account type for a specific global customer, go to the Database menu and click Global Customers. Select the customer account and click Properties. Then click the Account Information tab and select a different Account Type.

**Next Account Number** The base account number used to auto-generate new account numbers. You may want to include a prefix or suffix to distinguish between global customer accounts and local customer accounts.

**Billing Statement Return Address** The return address that will appear on billing statements generated from Headquarters Manager.

### *Accounting tab*

You can export accounting information from Headquarters to a Microsoft accounting program or to an XML file. For more information, see “Exporting GL data to accounting programs.”

**Accounting software** Select the accounting software program you want to use.

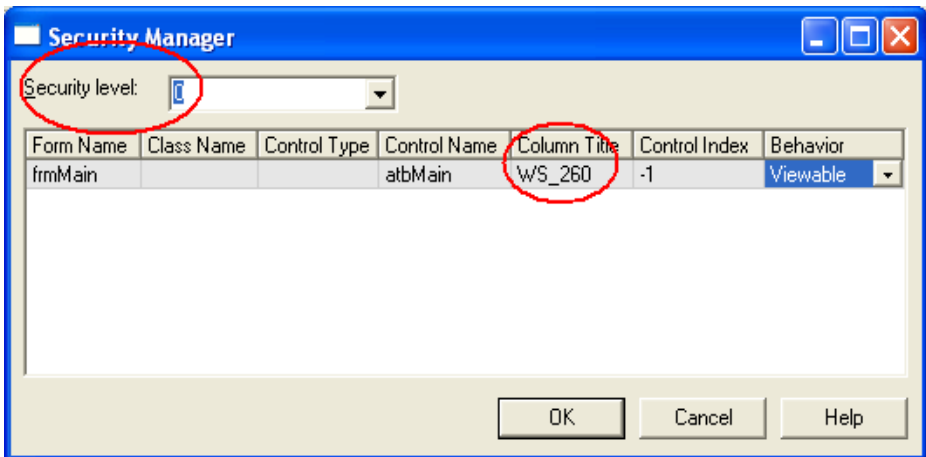
- Select **<none>** if you are not using accounting integration or if you are using the Retail Management Sysytem Integration module to import information directly into Microsoft Dynamics GP Release 9.0 or Microsoft Business Solutions–Great Plains® Release 8.0. This integration is set up directly within the accounting software. For more information, see the Help file provided with the integration.
- Select **Microsoft Dynamics GP, Great Plains, or SBF** if you want to export information to Microsoft Dynamics GP Release 9.0, Microsoft Business Solutions–Great Plains Release 8.0, or Microsoft Small Business Financials Release 8.0 or 9.0
- Select **RMS XML** to export to an accounting program with XML import capabilities.



**Note** For information about support for more recently released Microsoft accounting pacakages, see the Micosoft CustomerSource Web site or contact a Microsoft Certified Partner.

## Security – View command

The Security command on the File menu opens the Security submenu. The first command on this submenu, View, opens the Security Manager window. In this window, you will see a list of any controls that have been secured for each of the Headquarters security levels. For example, if you have set security on the Worksheet Style 260 for security level 0, the Security Manager window might look as it does in the following picture.



Note that 0 is selected in the Security Level box and the number of the secured worksheet is included in the Column Title description. Currently, the worksheet is Viewable, meaning it will still appear on the Worksheet menu. You can make the worksheet accessible again by changing the Behavior setting to Changeable, or you can hide the worksheet completely by changing the Behavior setting to Hidden.

To view the secured commands and controls for another security level, choose that level in the Security Level box.

For more information about defining security levels and assign them to employees, see "Security – Set Security command" below and "Setting up security structure" in "Using Headquarters" earlier in this book.



**Note** When you install Headquarters, all the commands and functions will be enabled, or unsecured.



## Security – Set Security command

The second command on the Security submenu is Set Security. With this command, you can switch to security mode. In this mode, you can assign access privileges for every control (menu, command, button, and so on) in the Headquarters Manager program.

In security mode, you can select any menu or window and define security privileges. To set security on a menu or command, press CTRL+ALT+S, and then right-click the menu or command that you want to secure. To set security on a control in a specific window or dialog box, navigate to the window or dialog box that you want to secure, press CTRL+S, and then right-click the specific control that you want to secure. In either of these cases, color coding will appear on the screen, as follows:

**Blue** = Control can be secured but currently is not

**Red** = Control currently has some security set

**Yellow** = Control is currently selected by the cursor

To stop setting security, press the same key combination again, and then click the Set Security command again to exit security mode.

For more detailed instructions, see "Setting security levels" in "Using Headquarters" earlier in this book.



**Note** You must have Administrator Rights in order to enter security mode. After you assign security to a particular control, the control will be listed in the Security Manager window. You can access the Security Manager from the File menu by pointing to Security and then clicking View.

## Maintenance Mode command

You can operate Headquarters in either mode: Normal Mode or Maintenance Mode. In Normal Mode, much of the information in the Headquarters database is protected. In Maintenance Mode, you can make changes directly to the Headquarters database. The Maintenance Mode command on the File menu allows you to both enter and exit Maintenance Mode.

Maintenance Mode is intended for authorized users to make changes to the Headquarters database without any safeguard protection. In this mode, the changes are updated only in the Headquarters database; they are not automatically updated at the individual stores. To update the changes in the store databases, issue worksheets. For more information, see "Using worksheets to broadcast data to stores" in "Using Headquarters" earlier in this book.

## Log Out command

With the Log Out command, you can secure your Headquarters workstation without closing the Headquarters Manager program. After logging out, you will need to re-enter your user ID and password to being using Headquarters Manager again.

## Exit command


Use the Exit command to close Headquarters Manager. Each time you exit, you have the opportunity to make a backup of the Headquarters database. Microsoft recommend backing up the database at least once a day.

## View menu

The View menu contains the Worksheet Status, Refresh, Purchase Order Status, Inventory Transfer Status, Journals, and Event Log commands.

### Worksheet Status command

Use the Worksheet Status command to get a fast, general view of each store's data communication status. You can view the data by worksheet, region, or store. You can also identify any errors with the data uploads.

You can change and filter the information in the status window in two ways: using toolbar buttons or by selecting folders in the left pane. For example, if you click the Show Store Status  button and then click the All Stores folder, you can view all the worksheets for all stores. Selecting the folder for a specific store will limit the list of worksheets to those for that store. A yellow exclamation point on a store's folder indicates that the store had some communication difficulties or did not fully complete all the assigned worksheets. A red dot indicates a more serious error. You can find out when and why the error occurred by viewing the Event Log for the store (see "Event Log command" later in this section).

The flag buttons on the toolbar change the data that's displayed in the right pane of the status window. When you click one of these filter buttons, worksheets that have the status of the selected button appear in the right pane. If you click the button again, those worksheets are filtered out of the list.

For example, to view only "completed" worksheets (with or without errors), click the red and green flag buttons and "unclick" the other flag buttons. To view new worksheets that have not yet been approved, click the white flag button. Use your mouse to hover over a flag and see a description of the worksheet status associated with that flag.

## Refresh command

While you are working in Headquarters Manager, stores may connect and process worksheets. To refresh the screen and see recently updated information, click the Refresh command or press F5.

## Purchase Order Status command

As your stores continually order inventory from suppliers, you may want to track all the purchase orders, including where they're going, how the products are shipped, and so on, so that you can identify both successful and unsuccessful shipments.

The Purchase Order Status command on the View menu builds a report of purchase orders, according to criteria that you specify, and displays it in the report window. There, you can arrange columns, sort data, and group information just as you would do in any other report. You can also view detailed information for a specific purchase order by double-clicking a number in the PO# column.

## Inventory Transfer Status command

You can view and monitor the progress of your inventory transfers. For each transfer order, Headquarters compares the issued quantities against the received quantities to determine completion status for the transfer.

The Inventory Transfer Status command on the View menu builds a report of inventory transfers, according to criteria that you specify, and displays it in the report window. There, you can arrange columns, sort data, and group information just as you would do in any other report. You can also view detailed information for a specific inventory transfer by double-clicking a number in the Transfer # column.

## Journals command

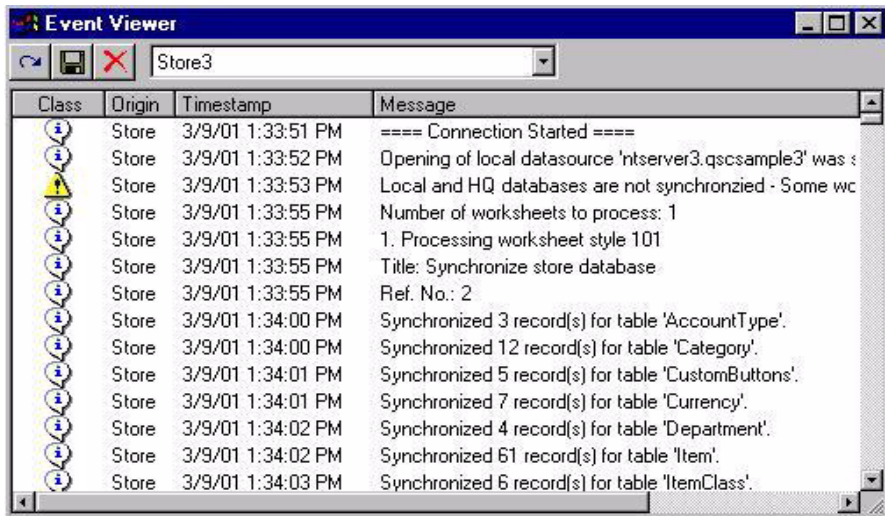
The Journals command opens the Journal Viewer. There, you can view or print sales receipts and reports that have been uploaded from stores.

You can search for journal documents by store, batch number, or date. The current document is displayed in the Receipt Preview pane, with specific information – such as cashier name, date and time, customer name, and transaction type – listed in the lefthand pane.

For more information about using the Journal Viewer, see "Processing receipts and journals" in "Using Headquarters" earlier in this book.

## Event Log command

Use the Event Log command to display the Event Viewer. When your remote stores connect to Headquarters, the Event Log records all the important events and any associated errors. By frequently reviewing the log file, you can identify potential and actual problems with connections.



Use the drop-down list box at the top of the Event Viewer to select the store whose event log file you want to see. Each message in the log is marked with a symbol that indicates what type of message it is..



**Informational Notice** The event was recorded for informational purpose only. No error occurred.



**Warning Notice** An abnormal operation was detected but Store Operations was able to proceed with its operations.



**Error Notice** A severe error prevented Headquarters from completing its operations. Immediate attention and corrective actions are required.

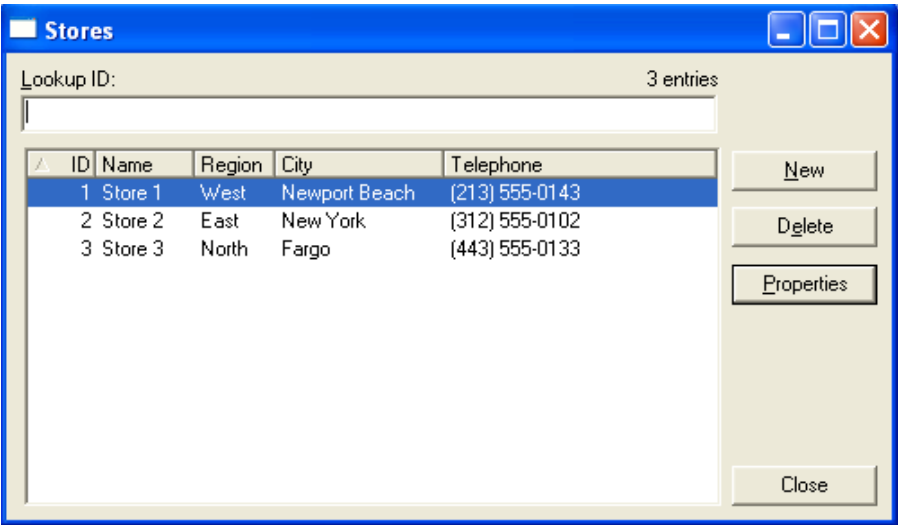
# Admin menu

The Admin menu contains the Stores, Worksheets, Close Billing Cycle, Assign Accounts, and Post Closed Batches commands.

## Stores command

Use the Stores command to add, modify, and remove the stores in your enterprise. You can also modify the stores' location information and specify how often they connect. Your Headquarters software license controls the number of stores you are allowed to create.

When you click Stores on the Admin menu, you see a list of all the existing stores in your Headquarters database.



Click New to add a store using the New Store Wizard; click Properties to edit the selected store; or click Delete to remove the selected store. Deleting a store will make all data related to the store inaccessible.



**Note** To add or delete a store, you must be working in Maintenance Mode.

When you click New or Properties, you will see the Store Properties dialog box, which consists of the Location tab and the Connection Schedule tab.

## *Location tab*

Use the Location tab to edit your store's location and contact information.



The screenshot shows a Windows-style dialog box titled "Store Properties" with a blue title bar and a red close button. It has two tabs: "Location" (selected) and "Connection Schedule". Below the tabs is a small computer icon and a text box that says: "Use this form to specify the location information for the store. This is used in printing transfers and on certain reports." The form contains several input fields: "Store ID:" with the value "1", "Store code:" with "01", "Region:" with a dropdown menu showing "West", "Store name:" with "Store 1", "Address:" with "2982 Main St.", "City:" with "Newport Beach", "State:" with "CA", "Zip code:" with "84382", "Country:" (empty), "Telephone:" with "(213) 555-0143", and "Fax number:" (empty). At the bottom are three buttons: "OK", "Cancel", and "Help".

**Store ID** A numeric ID assigned to the current store. This number is unique and should not be changed after the store has been deployed and synchronized with Headquarters. The same store ID must be entered at the store's Store Operations database.

**Store code** Enter an optional short alphanumeric code (such as CA001) that can be used as a filter when generating reports.



**Region** Enter the region where the store is located. For example, Northeast. Regions are not required, but using them facilitates more specific reporting.

**Store name** Enter the name of the current store.

**Address line 1** Enter the store address.

**Address line 2** Enter any additional address information for the store.

**City** Enter the city where the store is located.

**State** Enter the state or two-letter abbreviation of the state where the store is located.

**Zip code** Enter the store's postal zip code (up to 12 characters).

**Country** Enter the country name where the store is located.

**Telephone** Enter the store's telephone number.

**Fax number** Enter the store's fax number.

## Connection Schedule tab

The Connection Schedule tab lets you define the times at which your stores will connect. The schedule determines how often and at what times of the day the store will connect to Headquarters. You can schedule connections down to the hour every day of the week.

The screenshot shows the 'Store Properties' dialog box with the 'Connection Schedule' tab selected. The 'Location' field is set to 'Connection Schedule'. A clock icon and text explain the purpose of the form. Below is a table for selecting connection days and times. The 'Connection Minutes' section has a text box for 'Minutes' (set to 0) and a dropdown for 'Method' (set to 'Connect at 0 minutes past the hour.'). The 'Connection Password' section has a text box for 'Password'. A 'Retry Logic...' button is at the bottom right of the form area. At the very bottom are 'OK', 'Cancel', and 'Help' buttons.

Store Properties

Location: Connection Schedule

Use this form to define the connection schedule for this store. The store uses this schedule to determine when to connect to HQ.

Connection days / hours:

Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
06:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Connection Minutes:

Minutes: 0

Method: Connect at 0 minutes past the hour.

Connection Password:

Password:

Retry Logic...

OK Cancel Help

**Connection days / hours** Click the box for the times and days that you want the remote store to dial into Headquarters. A check mark indicates that the store will dial into Headquarters at the designated time and day. To remove a check mark, click the box again.

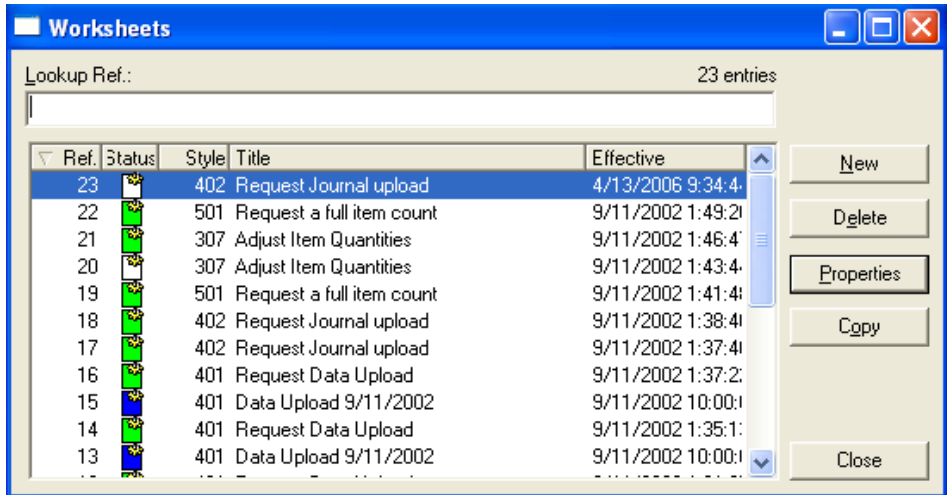
**Connection minutes** In the Method box, specify where you want you want the store to connect at the specified number of minutes past the hour or at a frequency within each hour of the number of minutes specified. In the Minutes box, enter a value between 0 to 59 to set the number of minutes. For example, if you want the store to connect to Headquarters at 7:15, 8:15, 9:15, and so on, you would enter the number 15 in the Minutes box and select 'Connect at 15 minutes past the hour' in the Method box. If you want the store to connect every 20 minutes, you would enter 20 in the Minutes box and select 'Connect every 20 minutes within the hour' in the Method box.

**Connection password** If desired, enter a password that the store will use to connect to Headquarters. This password will also need to be entered in Headquarters Client at the store.

**Retry logic** Use this button to specify the number of times the store should attempt to connect and the number of minutes between attempts. These settings will only come into effect in the event of a connection failure.

## Worksheets command

Depending on the operation you perform, you will use a number of different worksheets to edit and transfer information. The Worksheets command opens the Worksheets window, which lists all of the worksheets that you've created.



To create a new worksheet, click New or select an existing worksheet and click Copy. To delete the selected worksheet, click Delete. To edit the selected worksheet, click Properties.

When you create or edit most worksheets, Headquarters displays three tabs:

- General
- Contents
- History

## General tab

Use the General tab to view or modify general worksheet information such as title, effective date, and notes. You can edit a worksheet anytime before it is approved.

The screenshot shows a dialog box titled "Worksheet - Update Inventory - Items". It has three tabs: "General", "Contents", and "History". The "General" tab is selected. The dialog contains the following fields and controls:

- Title:** A text box containing "Update Inventory - Items".
- Style:** A text box containing "Style 250: Update Inventory - Items".
- Reference:** A text box containing "17".
- Notes:** A large text area for entering notes.
- Status:** A dropdown menu showing "Not yet approved".
- Effective date/time:** Two dropdown menus showing "10/20/01" and "5:41:29 PM".
- Stores:** A table with two columns: "Store" and "Status".

Store	Status
Store1	
Store2	
Store3	

At the bottom of the dialog are five buttons: "Approve", "Acknowledge", "Formula...", "OK", and "Cancel".

**Title** The worksheet title. By default, the Worksheet Wizard places the worksheet style name in this box, but you can change the title to something that helps you identify the worksheet.

**Style** Indicates the worksheet style upon which the worksheet is based. You cannot modify this field.

**Reference** A non-editable number that Headquarters assigns to the worksheet when it is created.

**Notes** Enter any notes about the worksheet.

**Status** Indicates the current status of the worksheet in its processing cycle. The available statuses are: not yet approved; approved for processing; in process; complete OK; acknowledged and filed.

**Effective date/time** Displays the date and time when you want the worksheet to be processed by the designated remote stores. Use the drop-down list box to modify the date. The worksheet will not be processed until it has been approved and is past the effective date and time.

**From date** This field appears only for Worksheet Style 401: Request Data Upload and Worksheet Style 501: Request Journal Upload. The remote store will upload data beginning from this date and time and ending with the date and time when the worksheet is processed.

**Stores** Click this button to add or remove the applicable stores that will process the worksheet. Headquarters displays the stores and their processing statuses.

**Approve** Click this button to change the status of the worksheet from In Process to Approved. Only Headquarters users with the necessary rights can approve the worksheet. A worksheet will be processed by a remote store only if it has been approved. This allows non-management employees to do data entry work, and then have a manager approve the worksheet.


**Acknowledge** Click this button to change the status of the worksheet from Completed (with or without errors) to Acknowledged. If a worksheet is completed with errors, you should correct those errors. For a quick summary view, click the worksheet's History tab.

**Formula** Typically, this button is only enabled if the cursor is placed in certain columns in the Contents tab. Use it to perform global calculations for a worksheet's column of data. You can also place your cursor on the applicable column, right-click your mouse and select Formula.

## Contents tab

Use the Contents tab to view or assign specific details to a worksheet. This tab will not be present for all worksheets.

You can edit a worksheet any time before it is approved. For example, the Contents tab in the Change Item Prices (Regular) worksheet displays the included items and their current prices. The tab also includes a New Price column where you can enter new prices for the items. Click Add Row to add items or Remove Row to delete items from the worksheet.



Item Lookup Code	Description	Cost	Price	New Price
11200	R/C Glider	\$110.340	\$149.99	\$149.99
11212	R/C Train	\$78.340	\$94.99	\$94.99
15001	Boy's 15" Bike	\$48.230	\$79.99	\$79.99
15002	Girl's 15" Bike	\$48.230	\$79.99	\$79.99
15100	Football	\$5.870	\$9.99	\$9.99
15110	Basketball	\$5.870	\$9.99	\$9.99
15120	Soccer ball	\$5.870	\$9.99	\$9.99
90000	Lollypop	\$0.250	\$0.50	\$0.50
GC	Gift Card	\$0.000	\$0.00	\$0.00



**Tip** Right-click your mouse to select from different options, such as adding entries or applying a numerical formula to a column.

## History tab

This tab provides an audit trail for worksheet activities. Each time you create, modify, or process a worksheet, this tab records the event. It also includes information about who prepared the worksheet and who approved it, as well as detailed logs from stores that processed the worksheet.

## Close Billing Cycle command

Use this command to end the current billing cycle. A billing cycle is the period (usually a month) between billings for products and services. Once you close the billing cycle, Headquarters calculates and applies any applicable finance charges on the global customer charge accounts. Use this option only if you have configured customer charge accounts for some or all of your global customers.



**Note** You can print customer statements at the same time you close the billing cycle.

**Close Billing Cycle**

**Options**

☒ Close billing cycle for all customers

☒ Print statements

☐ Reprint a customer statement

Customer: <all customers>

☐ Print statements with a balance of \$0.00 and no activity.

**Period**

Opening Date: 3 / 2 / 2006

Closing Date: 4 / 1 / 2006

**Status**

> **Generating statements**

Posting finance charges

Updating customer records

Printing statements

Complete:

**Error Log**

Help Printer Setup... Generate Close

**Close billing cycle for all customers** Closes the billing cycle for every global customer that has a charge account.

**Print statements** If selected, Headquarters prints a billing statement for each global customer with a charge account.



**Reprint a customer statement** If selected, you can print a billing statement for all global customers with charge accounts or a specific customer. Use the Browse button to specify a global customer account.

**Print statements with a balance of \$0.00 and no activity** If selected, Headquarters will print a billing statement for every global customer with a charge account, regardless of whether certain global customers have purchased items from your store. If you want to print billing statements for only those customers that have purchased items since the time when the billing cycle was last closed, leave this box unchecked.

**Period** Headquarters will close the billing cycle for the dates specified in the Opening Date and Closing Date boxes. If the Close billing cycle for all customers option is selected, you can only modify the Closing Date. If, however, the Reprint a customer statement option is selected, you can edit both date fields.

**Status** Displays the progress of the Close Billing Cycle operation.

**Error log** Identifies any problems that have occurred during the close billing cycle or reprinting global customer statements process.

**Printer setup** Allows you to define the printer and paper options.

**Generate** Click Generate to close the billing cycle and/or print global customer statements. If you selected "Close billing cycle for all customers" and "Print statements," Headquarters automatically prints statements after you click Generate. In the Close Billing Cycle window's preview area, Headquarters displays the Account Statement as it will appear when printed.

## Assign Accounts command

The Assign Accounts command displays the Assign GL Accounts table. You must fill out this table before you can export accounting information to accounting programs.

The account numbers in the Assign GL Accounts table must match the numbers in the accounting program's chart of accounts. Microsoft strongly recommends having a qualified professional help you set up your account assignment table. The table tells Headquarters which debit and credit account will be used when exporting the account data. For more information, see "Interfacing with accounting" in "Using Headquarters" earlier in this book.



**Note** If an accounting program has not been selected on the Accounting tab in the Configuration dialog box (accessible from the File menu), the Assign Accounts command will not be displayed on the Admin menu.

## Post Closed Batches command


The Post Closed Batches command exports closed batches to external accounting programs. Use this command in conjunction with the Assign Accounts command.



**Note** If an accounting program was not selected on the Accounting tab in the Configuration dialog box (accessible from the File menu), the Post Closed Batches command will not be displayed on the Admin menu.

**Batch Information** A list of closed batches with information about their status, batch numbers, opening and closing dates, and register numbers. In the Post column, select the check boxes next to the batches that you want to export. Click All to select all batches or click None to clear all selections.

**Dates** Click the Dates button to specify the starting and ending dates for the closed batches that you want to post. All batches closed within this date range will be listed in the Batch Information list.

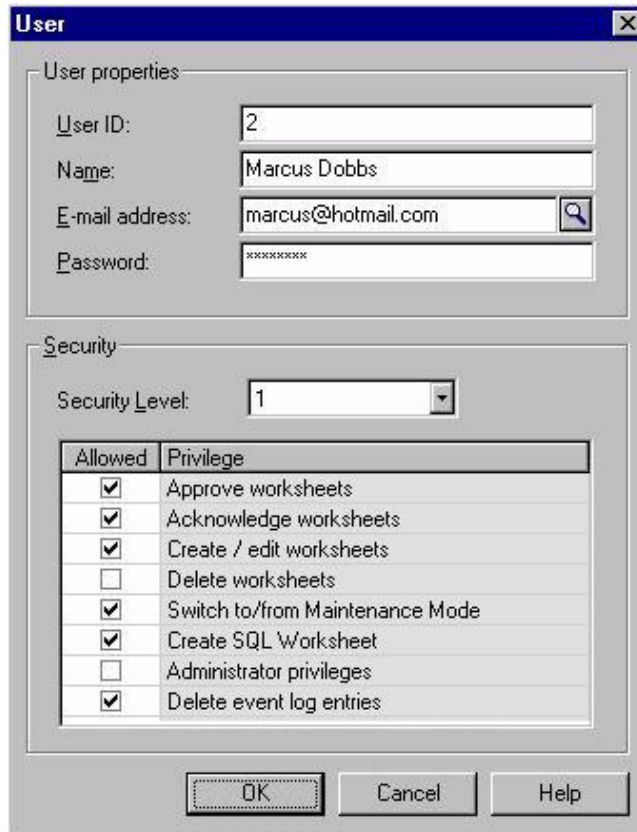
**File name** Enter a name for the export file. Use the Browse  button to locate the directory where you want to save the file.

**Post** Click the Post button to export the closed batches to the file you designated. You cannot use this button until you have specified the file name. If you click this button without specifying the file name, Headquarters reminds you that the file name cannot be blank.

## Users command

You can designate who can use Headquarters Manager and define what kind of access privileges each user has.

When you click Users, you will see the HQ Users window. To create a new user, click New or select an existing user and click Copy. To remove a user, click Delete. To modify a user, select the user, and then click Properties. When you click New, Copy, or Properties, you will see the User window.



The image shows a 'User' dialog box with two main sections: 'User properties' and 'Security'. The 'User properties' section contains four text input fields: 'User ID' (value: 2), 'Name' (value: Marcus Dobbs), 'E-mail address' (value: marcus@hotmail.com), and 'Password' (value: masked with 'x's). The 'Security' section contains a 'Security Level' dropdown menu (value: 1) and a table of privileges. The table has two columns: 'Allowed' (checkboxes) and 'Privilege' (text). The privileges listed are: Approve worksheets, Acknowledge worksheets, Create / edit worksheets, Delete worksheets, Switch to/from Maintenance Mode, Create SQL Worksheet, Administrator privileges, and Delete event log entries. The 'Allowed' column has checkboxes for all these privileges, with the first seven checked and the last one unchecked. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

Allowed	Privilege
<input checked="" type="checkbox"/>	Approve worksheets
<input checked="" type="checkbox"/>	Acknowledge worksheets
<input checked="" type="checkbox"/>	Create / edit worksheets
<input type="checkbox"/>	Delete worksheets
<input checked="" type="checkbox"/>	Switch to/from Maintenance Mode
<input checked="" type="checkbox"/>	Create SQL Worksheet
<input type="checkbox"/>	Administrator privileges
<input checked="" type="checkbox"/>	Delete event log entries

**User ID** The unique number or name the user will use to log on to Headquarters.

**Name** The user's real name.

**E-mail address** The user's e-mail address.

**Password** The user's password. For security reasons, you will see an "x" for each character in the password. The password can be up to 12 characters in length.

**Security level** The user's security level. If you have used the Security command on the File menu to define security levels, you can use this box to assign the user to the appropriate level. In this way, you can control what information the user can view or edit in Headquarters Manager.

**Security privileges** In addition to setting the user's security level, you can assign certain rights (privileges) that control what the user can do. Select or clear the check box for each user privilege. If you select Administrator Privileges, the user can assign privileges to other users.

# Database menu

The Database menu contains commands for managing the records in the Headquarters database. These include the Items, Item Messages, Departments & Categories, Discounts, Item Taxes, Sales Taxes, Currencies, Tender Types, Cashiers, Sales Reps, Global Customers, Local Customers, Account Types, Suppliers, Shipping Carriers, Schedules, and Reasons Codes commands.

Most of these commands open list windows with New, Delete, Properties, and Copy buttons. To protect the information in the Headquarters database, some of these buttons will be disabled unless you enter Maintenance Mode before accessing the list. Similarly, you will not be able to edit most database records unless you are in Maintenance Mode.

## Items command

Use the Items command to create and update your inventory items. When you click Items, you see a list of all the items in your database. Click New to add an item; click Properties to edit the selected item; click Copy to copy values from an existing item; click Delete to delete the selected item; or click Find to search for an item.



---

**Tip** Use the New Item Wizard to quickly create new items, especially lot matrix items. For more information, see "New Item Wizard" in "Wizards menu" later in this book.

---

When you click New, you see a list of the four types of items: Standard, Matrix, Lot Matrix, and Assembly. Choose an item type and Headquarters displays the appropriate Properties window. (Choose Standard for all item types other than Matrix, Lot Matrix, and Assembly.)



---

**Tip** Review this section and gather your inventory information before creating an item.

---

## Standard item – General tab

The General tab contains the minimum required information for the item.



**Note** To change the item properties, you must work in Maintenance Mode.

Item Properties: Girl's 15" Bike - 15002					
Store Quantity	Store Tag				
Aliases	Substitutes	Special	Serial	Kit	Options
General	Inventory	Suppliers	Pricing	Discounts	Commission
Item lookup code: 15002			Item type: Serialized		
Description: Girl's 15" Bike			Member of: Type Item Lookup Code		
Extended description:			<None>		
Sub description 1:			Department: Sporting Goods		
Sub description 2:			Category: Bicycle		
Sub description 3:			Price: \$79.99		
Barcode: 3 of 9			Cost: \$48.230		
			Profit Margin: 39.70%		
OK Cancel Help					

**Item lookup code** Enter a unique code (set of alphanumeric characters) for the item. This is generally the UPC item code (the bar code generated from the code).

**Description** Enter a description for the item.

**Extended description** Enter any additional detailed information that describes the item.

**Sub Description 1, 2, or 3** Enter additional information that you want to track.

**Barcode** Select the item's bar code type. When Store Operations generates labels (stickers), it uses the item's bar code type format. The UPC barcode format is a popular format, used to encode items with a 12-digit number. The first number is the number system character, the next five are the manufacturer number, the next five are the product number, and the last digit is the checksum character. This bar code format only encodes numeric information and must be exactly 12 characters in length.

**Item type** Select the item type. You can choose from these item types:

<b>Item type</b>	<b>Function</b>
Standard	An inventory item that does not have special attributes attached. When the item is sold, its quantity on hand is decremented.
Serialized	An item that is associated with one or more unique serial numbers. Headquarters can track the purchase of a serialized item by its serial number.
Kit	A kit item (such as a first-aid kit) consists of existing inventory items bundled into one package and sold under a single item lookup code.
Gasoline	An item, such as gasoline, that is sold based on volume. Its as-sold quantity is maintained with at least three decimal point accuracy. When a new extended price is entered at the POS, Store Operations automatically adjusts the quantity sold.
Weighed	An item that requires you to enter the weight whenever this item is entered during a sale. You can enter the item's weight either manually or through an electronic scale.
Non-Inventory	An item that you would not track by the quantity sold (e.g., shipping charges, service charges, etc.). The quantity on hand for non-inventory items is always zero.
Voucher	An item that acts as a gift certificate or gift card.



**Member of** If the item is a component of a matrix, lot matrix, or assembly item, its class lookup code will appear in this field. For example, if you had selected a small, blue, wool sweater, its type would be "M" for matrix and the class lookup code could be "100021".

**Department** The department by which the item is associated. To define the departments, use the Departments & Categories menu option.

**Category** The department category by which the item is associated. To define the categories, use the Departments & Categories menu option.

**Price** The regular selling price of the item.

**Cost** The cost for the store to purchase one of the particular item. If this box is not editable, it is because the 'Calculate HQ Item Cost as weighted average' configuration option has been selected; the Headquarters item cost is based on the costs reported by the stores.

**Profit Margin** Displays the item's profit margin. The profit margin is calculated as follows:  $[(\text{Price} - \text{Cost}) / \text{Price}] \times 100$

## Standard item – Inventory tab

On the Inventory tab, you can view the available quantity and ordering information for each item.



**Note** To change most of these item properties, either in the Headquarters database or in the store databases, you will need to issue worksheets.

Kit	Options	Store Quantity	Store Tag	Serial
Commission	Aliases	Substitutes	Special	
General	Inventory	Suppliers	Pricing	Discounts

Current		History	
On hand:	-1	Date created:	4/16/2003
Committed:	0	Last received:	
Available:	-1	Last ordered:	
On order:	0	Last sold:	9/6/2002
Transfer out:	0	Last cost:	\$0.000
Unit of measure:	ea	Replacement cost:	\$0.000

OK Cancel Help

**On hand** The current quantity in stock. This quantity decrements when the item is sold and may be negative or positive. For a Non-Inventory item, this number is zero.

**Committed** Displays the number of items that have been committed to the customer(s). This includes items on back orders, work orders, and layaways.

**Available** Displays the number of items in stock that you can sell. This number is equal to On Hand minus Committed.

**On order** The total number of the particular item you have on order (purchase orders and inventory transfers).

**Transfer out** The total number of the particular item that is included on inventory transfer out orders that has not yet been issued.

**Unit of measure** The units, such as pounds or inches, by which this item is measured. Abbreviate the unit description to 4 characters or less.

**Date created** Displays the date this item was created. You can use this to filter reports. This field cannot be edited.

**Last received** Displays the last time this item was received into the database. This field cannot be edited.

**Last ordered** Displays the last time when the item was ordered.

**Last sold** Displays the last date the item was sold. This field cannot be edited.

**Last cost** Displays the last cost at which the item was sold.

**Replacement cost** The amount the replacement item will cost.

### *Standard item – Suppliers tab*

Use the Suppliers tab to enter supplier-ordering information for the current item. You can assign multiple suppliers to each item.



**Note** To change the item properties, you must work in Maintenance Mode.

Item Properties: Girl's 15" Bike - 15002					
Store Quantity	Store Tag	Special	Serial	Kit	Options
Aliases	Substitutes	Suppliers	Pricing	Discounts	Commission
General	Inventory				
Primary?	Supplier Name	Reorder No.	Min. Order	MPQ	Cost
<input checked="" type="checkbox"/>	A Datum Corporation		12	12	\$45.000

1 entry

Buttons: Add, Delete, Primary

Buttons: OK, Cancel, Help

**Primary?** A check mark indicates which supplier is the primary supplier for this item. There can be only one primary supplier per item.

**Supplier Name** Displays the suppliers' names.

**Reorder No** Enter the suppliers' product codes or ordering numbers. These may be different than the item lookup code.

**Min. Order** Enter the minimum number to order from each supplier. You might used this setting to make sure you take advantage of discounts offered by the supplier.

**MPQ** Enter the master pack quantity (MPQ) you want to order from the supplier. For example, if you order a particular item in packs of 24, you would enter the number "24" in the field. Then, whenever you generate a purchase order, Headquarters will automatically order the specified pack quantity. If the quantity ordered is more than a multiple of the MPQ, Headquarters automatically rounds up to the next MPQ.

**Cost** Enter the cost of the item when ordered from each supplier.

**Add** Click Add to assign a new supplier to the item.

**Delete** Select a supplier in the list, and then click this button to remove the association between this item and this supplier. The selected supplier will not be deleted from the database.

**Primary** Select a supplier in the this, and then click this button to designate the selected supplier as the primary supplier.

## Standard item – Pricing tab

Use the Pricing tab to set up the pricing information for each item. You can offer a broad array of prices for each item and base pricing levels on customer, items, and special sales. When the item is rung up at the point of sale, Store Operations always finds and uses the lowest price for the item.



**Note** To change these item properties, you must work in Maintenance Mode. Changes made on this tab are not automatically communicated to stores; you must issue worksheets.

Headquarters supports four price levels: Regular, Level A, Level B, and Level C. You do not have to use all four levels. The regular price is normally the standard price that you sell to a customer.

You can use other price levels to give your preferred customers price breaks based on their status. For example, you can group the customers that frequently visit your store into Bronze, Silver, and Gold designations, and then associate their classifications with Level A, B, and C, respectively. When the item is sold to a customer in the Silver group, the Level B price would be charged instead of the regular price.

Additionally, you can set up the item for promotional sales. Sale prices can have time spans after which the price returns back to the normal price. When a customer purchases an item that is on sale, Headquarters uses the sale price unless the customer's discount already specifies a lower price.

To ensure that the item does not sell below its lowest price, you can define a price range for the item. The transaction screen displays a message when the item is priced below the lowest or over the highest allowable price.

**Price** Displays the regular price. This field is the same as the Price field on the General tab.

**Cost** The cost for the store to purchase one of the item.

**Profit Margin** Displays the profit margin that is achieved for the item. The profit margin is calculated as follows:  $[(\text{Price} - \text{Cost}) / \text{Price}] \times 100$

**Price Level (A, B, C)** These fields display the selling price for each of the available price levels. If an item does not have an entry for a chosen level, the Regular Price will be applied.

**MSRP** You can track the manufacturer's suggested retail price (MSRP) for each item. You can choose to include this on receipts and in reports.

**Lower Bound, Upper Bound** These fields safeguard a cashier against selling an item below its lowest allowable price. The prices entered in these fields represent the recommended lowest and highest selling price of the item. Store Operations will display a warning message when the item is sold outside these limits.

**This item is on sale** Select this box to put the item on sale.

**Sale price** The sale price that will be in effect during the specified sales/promotion dates or schedule. This price should be less than the regular price.

**This sale is in effect for a specific period:** If selected, the item's sale price will be in effect from the start date to the end date. Use the drop-down boxes to define the dates.

**This sale is in effect according to a schedule:** If selected, the item's sale price will be in effect according to the specified schedule. For example, you could put the item on sale every Friday, Saturday, and Sunday. To define schedules, use the Schedules command on the Database menu.

**Buydown price** Displays the price to charge for each item. For example, if the buydown price is \$0.50 and the buydown quantity is 5, then a customer who purchased two of the items would pay \$1.00 (2 x \$0.50). The next three items would also be charged at \$0.50 each. Once the buydown quantity has been reached, however, each subsequent item would be at the regular price.

**Buydown quantity** Displays the item quantity that is available at the buydown price. If the line item quantity is greater than the buydown quantity, the entire line item quantity will be priced at the buydown price. Subsequent quantities will be priced at the normal price.



## Standard item – Discounts tab

On the Discounts tab, you grant price breaks based on a predefined discount scheme or based on the quantity a customer is buying.



**Note** To change these item properties, you must work in Maintenance Mode.

The screenshot shows the 'Item Properties: Girl's 15" Bike - 15002' window. The 'Discounts' tab is selected. It contains four radio button options for discount schemes. The first option, 'There is no discount scheme for this item', is selected. Below the options are two 'Discount scheme:' labels with dropdown menus. At the bottom, there is a 'Discount add items:' checkbox (unchecked) and a 'Pricing table:' label above a table.

>=	Price	Level A	Level B	Level C
5	\$74.99	\$72.49		
10	\$69.99	\$67.49		

**There is no discount scheme for this item** If selected, no discount will be applied.

**Use a Mix and Match discount scheme** If selected, you can select a mix and match discount schedule for the item. Mix and Match items are items that can be sold in quantity with other similar mix and match items at a discounted price. Use the Discounts command on the Database menu to create Mix and Match discounts.

**Use a 'Buy X Get Y' discount scheme** If selected, you can select a Buy X, Get Y discount pricing schedule for the item. The Buy X, Get Y feature allows you to sell a specified quantity ("X") of the item at full price and give the customers a certain number ("Y") of items for free or at a discounted price. Use the Discounts command on the Database menu to create Buy X, Get Y discounts.

**Use a quantity discount pricing table** Use this discount table to establish quantity discount prices for the item. The first column represents the quantity levels that must be purchased to get the applicable quantity discount prices indicated in the next four columns. The schedule provides up to four different quantity levels. You can combine price levels with quantity breaks to offer a pricing scheme based on customer status level that also rewards customers for buying high volumes.

**Discount odd items** If selected, odd items will also be charged at the quantity discount price. Odd items are defined as items that do not fit exactly into a quantity level in the quantity discount table. For example, assume the regular price of an item is \$1.25. If a customer buys five of this item, the quantity discount price is \$1.00 each. However, if a customer purchases seven pieces, at what price should the sixth and seventh pieces be charged? If the Discount Odd Items box is not checked, these items will be priced at the regular price of \$1.25 each. If this box is checked, the items will be priced at \$1.00 each, the quantity discount price.

## Standard item – Commission tab

Headquarters provides flexible commission management capabilities that enable you to set up the commission schedule based on the sales representative's settings or based on the item being sold.



**Note** To change these item properties, you must work in Maintenance Mode.

Store Quantity	Store Tag	Special	Serial	Kit	Options
Aliases	Substitutes				
General	Inventory	Suppliers	Pricing	Discounts	Commission

Commission basis:

☒ Do not allow commission for this item

☐ Base this item's commission on the schedule defined for the sales rep

☐ Base this item's commission on the schedule defined below

Commission schedule:

Fixed amount:	\$0.00
Percent of sale (%):	0.00%
Percent of profit (%):	0.00%
Maximum commission:	\$0.00

OK Cancel Help

### Commission basis

**Do not allow commission for this item** The current item is not calculated in the sales rep's commission amount.

**Base this item's commission on the schedule defined for the sales rep** The commission schedule defined for the sales rep is used to determine the commission amount the current item contributes.

**Base this item's commission the schedule defined below** Compute the commission based on the item's commission schedule.

## Commission Schedule

**Fixed amount** The fixed commission amount that the item contributes.

**Percent of sale (%)** The percentage of the sale the item contributes to the sales rep's commission amount.

**Percent of profit (%)** Displays the percentage of the profit the item contributes to the sales rep's commission amount.

**Maximum commission** Displays the maximum commission amount the item may contribute to the sales rep's commission amount.

## Standard item – Options tab

Use the Options tab to select options for enabling or disabling certain functions at the point of sale, including required price entry, acceptance of food stamps, and the prevention of quantity entry and/or item discounts. You can also use this tab to block the sale of certain items for a particular time period or according to a specified schedule.



**Note** To change these item properties, you must work in Maintenance Mode.

**Must enter price at the POS** If selected, Store Operations will prompt the cashier to enter the price of an item before the item can be fully entered on the transaction screen.

**Accept food stamps for this item** If selected, a customer may purchase an item using food stamps.

**Quantity entry at POS not allowed** If selected, cashiers will not be able to enter this item's quantities at the point-of-sale.

**Item is not discountable at the POS** If selected, the sale price cannot be marked down due to customer discounts.

**Item is available on the website** If you are using Store Operations for your Web store, you can use this field as a reference tool and designate whether a particular item is or will be sold over the Internet.

**Item is inactive** If selected, this item will not appear in the item list or reports. However, it will still appear in assembly, matrix, and lot matrix items.

**May not be placed on purchase order** This option prohibits the item being placed on purchase orders.

**Block Sales** If selected, the cashier can not sell this particular item at the point-of-sale. You can enter an explanation as to why the customer cannot buy this item, as well as specify the dates or weekly schedule during which the cashiers cannot sell the item. This feature is especially useful if your company sells some items only for certain times, days, or seasons. Use the Schedules option located in the Database menu to set up specific days and times cashiers cannot sell the item.

## Standard item – Special tab

The Special tab enables you to define additional features for a specific item. Use the Browse button to locate a particular item, message, or picture.



**Note** To change these item properties, you must work in Maintenance Mode.

The screenshot shows a software window titled "Item Properties: Power Cord - 10102". It has a tabbed interface with the following tabs: Discounts, Commission, General, Inventory, Suppliers, Pricing, Aliases, Substitutes, Special, Serial, Kit, and Options. The "Special" tab is currently active. The form contains the following fields and values:

- Tag along item: GP
- Quantity: 1
- Parent item: (empty)
- Child quantity: (empty)
- Item message: Special Rebate Offer
- Bin location: E4
- Weight: 0
- Tare weight: 0
- %: 0
- Notes: New model
- Picture: 10102.gif (with a small image of a power cord)

At the bottom of the window are buttons for OK, Cancel, and Help.

**Tag along item** Displays the item lookup code of the item that is automatically included in the sale whenever this item is sold. The quantity of the item to tag along is displayed in the Quantity box. Click the Browse button to select the tag along item.

**Quantity** The number of tag along items that will be sold when the original item is sold.

**Parent item** Displays the item lookup code of the parent of this item. A *parent item* is an item that contains a set quantity of a single item. When the on-hand quantity for the single item is depleted, the parent item is "opened up" so that the total number of single items it contains is now seen as the on-hand quantity for the single item. This option is also known as "breaking" and is useful in extracting single units from carton or case inventories. The total number of single items the parent contains is displayed in the Child Quantity box. Click the Browse button to select the parent item.

**Child quantity** The number of child items contained within a parent item. For example, it would be the number of packages within a certain carton.

**Item message** Displays the name of the reminder message that will be displayed at the point-of-sale when the item is sold. Click the Browse button to select a message.

**Bin location** Displays the location in the store where the item is kept.

**Weight** The weight of the item. If you use the automatic shipping features, Store Operations will use the amount entered in this field to help calculate the shipping charge.

**Tare weight** If the item is defined as Weighed type, this field displays the known weight to subtract from the weight of the item when it is sold. Such tare weights include the weights of crates, boxes, or other packaging material that should not be counted as the actual weight of the product.

**%** The second Tare Weight field (%) displays a percentage of the measured weight to subtract as the tare weight. If the first Tare Weight field contains a value, that value is subtracted from the weight of the item first, then the percentage value is subtracted next.

**Notes** Enables you to add any comments that pertain to this particular item.

**Picture** Displays the name of the graphic file associated with the item. Microsoft Dynamics RMS supports pictures in the .bmp, .jpg, and/or .gif formats. If the graphic file is in the proper format and located in the correct directory, it will be displayed in the adjacent preview box. You can also use HTML web pages and video clips.



### *Standard item – Aliases tab*

Use the Aliases tab to set up all the aliases for the item. They are easier to remember and ring up than a long manufacturer code or UPC. In a way, aliases are like nicknames.

The alias table lists all the alternate item lookup codes that can be used for the item. Store Operations will search these alternate lookup tables when it cannot find the item using the item lookup code. Use the Add or Delete buttons to add or remove aliases. Two items may not share the same alias. Each alias can contain up to 25 characters.



**Note** To change these item properties, you must work in Maintenance Mode.

### *Standard item – Substitutes tab*

Use the Substitutes tab to specify equivalent items that the cashier can suggest to a customer when this item is temporary out of stock. A substitute item is an item that has the same (similar) characteristics of another item. You can use the Add or Delete button to add or remove substitutes.



**Note** To change these item properties, you must work in Maintenance Mode.

### *Standard item – Serial tab*

The Serial tab is enabled only if the item is defined as the Serialized or Voucher type. A serialized item is an item that is associated with a unique series of numbers. For example, you may want to view the serial numbers for the bicycles you have in stock. Or, you might want to track vouchers or gift certificates by their serial numbers.

In Store Operations, you can assign up to three serial numbers to an item. The first serial number (S/N 1) is the primary serial number and should be unique. The second or third numbers are supplemental numbers.

The serial number table displays the serial numbers assigned to this item, including their purchase status, the store that processed the serial numbers, and the account numbers of the customers who purchased the item. Whenever a customer buys or returns a serialized item, Headquarters automatically updates the table to display which serialized items were sold.



**Note** You cannot make changes to serial number information at Headquarters. That information is managed at the stores.

### *Standard item – Kit tab*

The Kit tab is enabled only if the item is defined as Kit type. A kit item (such as a first-aid kit) consists of existing inventory items bundled into one package and sold under a single item lookup code. When the kit item is sold or returned, its individual components will not increment or decrement; only the kit itself will.

You can use the Add or Delete buttons to define the components that make up the kit item. You can also specify the required quantity for each component.



**Note** To change these item properties, you must work in Maintenance Mode.

### *Standard item – Store Quantity tab*

Use this tab to view inventory levels at your stores. Whenever your stores upload their information to Headquarters, these quantities will automatically change accordingly.



**Note** To change these item properties, you must work in Maintenance Mode. Changes made here will not automatically be downloaded to stores; you must issue worksheets.

**Item Properties: Girl's 15" Bike - 15002**

Kit		Options		Aliases		Substitutes		Special		Serial	
Discounts		Commission		General		Inventory		Suppliers		Pricing	
Store Quantity		Store Tag									
3 entries											
Store	Received	Sold	Quantity	Committed	Reorder Point	Restock Level					
Store 1			0	0	0	0					
Store 2		9/11/2002	3	0	0	0					
Store 3			0	0	0	0					

OK Cancel Help

**Store** The name of the store.

**Received** The date when this item was last received.

**Sold** The date when this item was last sold.

**Quantity** The number of items the store currently has in stock.

**Committed** The number of items customers have ordered but not yet received.

**Reorder point** The minimum number the item quantity can fall to before you should issue a purchase order.

**Restock level** The minimum quantity you would like to have in stock when you order the item. Store Operations uses this information to compute the quantity to be ordered when it generates purchase orders for the item. For example, suppose the quantity on hand is 12, the reorder point is 15, and the restock level is 20. When a purchase order is generated for this item, it will place the reorder quantity of 8 to bring the stock back up to the restock level.

### *Standard item – Store Tax tab*

Use this tab to view which taxes are assigned to a particular item. Note that changes of the sales tax assignment will not take effect at your stores until you issue Worksheet Style: 320 - Adjust Item Sales Tax.

### *Standard item – Store Cost tab*

Use this tab to view each store's cost for this item.

**Store** The name of the store.

**Quantity** The number of items the store currently has in stock.

**Cost** The item's cost at the individual store.

## Matrix items

A matrix item is a group of component items that are essentially the same item but with unique characteristics. Matrix items have *dimensions* that represent these unique characteristics, such as size, color, format, width, and so on. Each dimension can have several *attributes*, which are the specific characteristics within each dimension, such as red, small, long-sleeved, VHS, 26-inch, Merlot, and so on.

For example, a t-shirt might come in four sizes (small, medium, large, and extra large) and three colors (white, green, and blue), but it is essentially the same item. These dimensions and attributes would lead to this list of component items:

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

By entering dimensions and attributes in Headquarters, you can quickly create a matrix item and all of its component items at once. There is no need to manually enter individual records for the component items.

A matrix item can have up to three dimensions. Each dimension can have several attributes.

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

### To create a matrix item

- 1 Enter Maintenance Mode.
- 2 On the **Database** menu, click **Items**, and then click **New**.
- 3 Click **Matrix Item**, and then click **OK**.
- 4 On the **General** tab, enter information that will apply (at least initially) to all component items in the matrix. If you want, you can change the properties of individual component items later, such as by marking a higher price on extra-large clothing.

- 5 On the **Component Items** tab:
  - Type the name for the matrix item's first dimension (such as Size) into the **Dimension 1** box, and then type each of the attributes of the dimension (such as Small, Medium, Large, and Extra-Large) into the table. You must also enter a short code (such as SM, MD, LG, XL) for each attribute.
  - If the matrix has more dimensions, enter the information for those dimensions into the **Dimension 2** and **Dimension 3** boxes.
  - If you want to save any of the dimension and attribute information as a dimension set to use with other matrix items, click the diskette button next to the dimension name. To load a previously saved dimension set, click the magnifying glass next to the appropriate dimension box.
  - When you have entered the dimensions and attributes that you want, click **Create Components** to create and display the list of component items for the matrix item. The Create Components dialog box will appear, where you can specify how the item lookup codes and descriptions for the component items should look. When you have entered the settings you want, click **OK** to return to the **Item Matrix Properties** window.
  - In the **Component items** list, change any item properties that should be different for certain component items. To view additional properties in the list, click **Choose Columns**. To delete an extra item from the list, select the item, and then click **Remove**. To add an item to the matrix, click **Add Items**. To filter the item list so that only some of the component items are visible, click **Filter**.
- 6 On the **Store Tax** tab, set the sales tax that each store should collect when selling any of the component items.
- 7 When you are done entering information about the matrix item, click **OK**.



**Note** Once all information has been entered for the new items, use *Worksheet Style 260: Download Items* to download the newly created items to the stores that will carry them. For more information, see "Adding new items."

## *Item Matrix – General tab*

Use this dialog box to specify properties and component items for a matrix item. Matrix items are items that have the same item lookup code, description, and price but different attributes (size, color, length, and so on). Items in the matrix with any of the various attributes are called *component items*. For more information, see “Matrix items.”



**Note** The component items in the matrix item can have unique item lookup codes, or they can use the matrix item lookup code. If you scan the matrix item lookup code at the point of sale, Store Operations displays the Matrix Selection dialog box. There, you can select the component item that is being purchased.

If you choose **Matrix Item** as the item type when creating an item, or if you select a matrix item in the **Items** list and then click **Properties** or **Copy**, the **Item Matrix Properties** window appears. The fields in this window are described below.



**Note** You cannot edit gray-shaded fields.

**Matrix lookup code** The unique code (set of alphanumeric characters) by which the matrix class is referenced. A class contains all the associated individual components.

**Description** A name by which the matrix class can be referenced.

**Sub Description 1, 2, or 3** Fields that contain additional item attribute information.

**Notes** Any additional information about the item.

**Department** The department the item is in. Click the magnifying glass to select a department. Click the X button to clear the box. To create departments, use the Departments & Categories menu option.

**Category** The category the item is in. Click the magnifying glass to select a category. Click the X button to clear the box. To create categories, use the Departments & Categories menu option.

**Item tax** Use the drop-down list box to specify the tax code that is applied to the item when it is sold at the point of sale. To set up item taxes, use the **Item Taxes** menu option.

**Price** The regular selling price of the item.

**Cost** The price the store pays when ordering the item.

**Supplier** The primary supplier of the matrix item. Click the magnifying glass to select a supplier. Click the X button to clear the box. To create suppliers, use the Suppliers menu option.

**Barcode** Use the Barcode drop-down list to define the item's barcode type. The barcode is only used when you generate labels (stickers) from Store Operations.

The UPC barcode format is the standard barcode format for items sold to the public. It encodes items with a 12-digit number: The first number is the number system character, the next five are the manufacturer number, the next five are the product number, and the last digit is the checksum character. The UPC format only encodes numeric information and must be 12 characters in length.

### *Item Matrix – Component Items tab*

Use this tab to define or change the dimensions and attributes of a matrix item. You can also use this tab to create the component items within the matrix item.

**Dimensions 1, 2, and 3:** Type or select the dimensions, attributes, and attribute codes for the item matrix.

A *dimension* is a characteristic of the items in the matrix, such as size, color, style, or format. A matrix item can have up to three dimensions.

An *attribute* is the value of the dimension. For example, the attributes for a Size dimension might be Small, Medium, and Large. Each attribute needs a short attribute code, such as SM, MD, and LG. To arrange the attributes in the list, select the attribute you want to move, and then use the arrow buttons to move it up or down.

A *dimension set* is a saved dimension, including its attributes and attribute codes. To load a previously created dimension set, click the magnifying glass next to the appropriate Dimension box. To save the data you have typed into a Dimension box and its associated attribute table as a dimension set, click the diskette button next to the appropriate Dimension box.

After specifying dimensions and attributes, click Create Component to create records for all component items. A component item will be created for each combination of attributes. For example, if you specify three sizes and two colors, you will end up with six component items.



**Create Components** Click to create component items for the dimensions and attributes specified. If you modify dimensions or attributes after component items are already listed in the **Component items** table, the component items will be modified to match the new dimensions or attributes.

After you click **Create Components**, a dialog box will appear where you can specify how the lookup codes and descriptions of the component items will look. Component item lookup codes and descriptions can, if desired, contain information about one or more dimensions.

## Component items table

This table lists the component items for the matrix item. If any component items are new, they will appear in boldface. If any component items have been deleted, they will be shown crossed out.

Use the scroll bar at the bottom of the table to view or modify the component item properties. You can edit all the fields that are not shaded in gray. When you first create the component items, they will share the properties of the matrix item (as specified on the **General** tab). For example, they will be assigned to the same department and category and have the same price. To change the properties of an individual component item, type the new value in the box for the property you want to change. If one is available, you can click the drop-down arrow and select the new value.



**Note** You can also modify a component item by opening the individual record for that item.

To change the properties of the matrix item and all of its component items, click the **General** tab, make your changes, and then click **OK**. You will be asked if you want your changes to apply to all component items, too. Click **Yes**.

**Choose Columns:** Click to select the columns you want to appear in the **Component items** table. For help with the Choose Columns dialog box, click the Help button there.

**Add Items** Click to add items to the matrix item. You can use this button to create a matrix item when the component items already exist in the store database.

**Remove** Click to remove a component item from the matrix item. This will only end the association between the matrix item and the component item. The component item will not be removed from the store database.

## Filter

Click this button to filter the component items list so it only shows those component items that you are interested in right now. For example, if you have a matrix item for a t-shirt that comes in eight colors but you only want to see information about your stock of red t-shirts, you can select the Red attribute.

To remove a filter, click **Filter** again, and then click **OK** in the **Filter by Attributes** dialog box without selecting any attributes.

For more information about the **Filter by Attributes** dialog box, click the Help button there.

### *Item Matrix – Quantity View tab*

Use this tab to view quantity information for the component items in the matrix item. Select the quantity values you want to see, and then select the dimension or dimensions that you want to see quantities for.

**Display these quantities** Select the quantity values that you want to see, **Qty on hand**, **Qty committed**, **Qty available**, **Qty on order**, or **Qty transfer out**.

**Dimension boxes** If the matrix item has more than one dimension, select the dimension that you want to see quantities for in the right-most boxes. In the other boxes, select the other dimensions, in the order that you prefer.

For example, suppose you have a matrix item for a shirt that is available with three collar styles. It comes in two colors, red and blue, and it is available in four sizes. The matrix item would have three dimensions: Style, Color, and Size. If you want to see how many shirts you have in each color, select Color in the right-most dimension box; if you want to see how many shirts you have in each style, select Style in the right-most dimension box; and so on. In the left-most dimension box, specify the dimension by which the information will be grouped.

### Quantity table

To change the quantity for a component item, type the new quantity value into the appropriate quantity box.

If the list of items is long, use the scroll bar to view or modify quantities for items that aren't shown.

### *Item Matrix – Store Tax tab*

Use this tab to view or set the sales tax assigned to this item for each store. If you make changes on this tab, issue Worksheet Style 320: Adjust Item Sales Tax to communicate those changes to the stores.

**Store** The name of the store.

**Sales Tax** The sales tax charged for this item at the store.

## Lot matrix item

Lot matrix items are items that are packaged in different quantities and have different prices based on the quantity purchased. An example of a lot item is soda, which may be sold in quantities of one, six, twelve, or twenty-four.



**Note** To change certain properties, you must be working in Maintenance Mode. You cannot edit the gray-shaded fields.



**Tip** Use the New Item Wizard to quickly create new lot matrix items. For more information, see "New Item Wizard" in "Wizards menu" later in this book.

If you choose a lot matrix item in the Items list and then click Properties, the Item Lot Matrix Properties window will be displayed.

Item Lookup Code /	Description	Name	Quantity
888801	Cola - Case	Case	24
888802	Cola - 12 pack	12Pack	12
888803	Cola - 6 pack	6Pack	6
888804	Cola - single	Single	1

**Lot Matrix Lookup Code** The unique code (set of alphanumeric characters) by which the top-level lot matrix item is referenced.

**Description** The description of the top-level lot matrix item.

**Item lookup code** The unique codes by which the individual lot matrix components are referenced.

**Description** The names by which the individual components are referenced.

**Name** The names of the individual item components. For example, you can use this field to designate whether the item is a single can, six pack, twelve pack, or case.

**Add** Click to add a component item to the lot matrix item. When you click Add, you will see the Add Lot Matrix Component dialog box. Select **Select an existing item to add** to choose an item from the items list. Select **Create a new item to add** to start the New Item Wizard.

**Remove** Removes the selected item component from the lot matrix class. Although the item is no longer a component of the matrix class, it remains in the database.

**Attributes** Displays the Item Class Member Properties window, which contains detailed item information for the components of the matrix item. In that window, you can quickly modify detailed item information on one grid. This saves you from having to make changes one item at a time.

Item Lookup Code	Description	Quantity	Committed	Price	Price A	Price B	Price C	Cost	Sale Price	S
888801	Cola - Case	0	0	\$24.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
888802	Cola - 12 pack	0	0	\$12.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
888803	Cola - 6 pack	0	0	\$6.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
888804	Cola - single	0	0	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Use the scroll bar at the bottom of the Item Class Member Properties window to view or modify additional item property information. While working in Maintenance Mode, you can edit all the fields that are not shaded in gray. However, remember that these changes will not automatically be downloaded to stores; you will need to issue worksheets for that.

After you edit the information you want to change, click OK to save the changes.

## Assembly item

An assembly item is essentially a bill of material that consists of existing inventory items bundled into one package and sold under a single item lookup code. For example, assume you sold computers. One of your assembly items could consist of a monitor, a CPU, and a keyboard. Another assembly item could include a monitor, keyboard, scanner, and printer.

There are two main differences between a kit item and an assembly item. When a customer purchases or returns a kit item (such as a first-aid kit), the individual components do not increment or decrement. However, when a customer purchases an assembly item, Store Operations updates the sales and in-stock quantity of all the items contained in the assembly item. For example, if you sold a computer assembly item, the quantities for each component (monitor, keyboard, scanner, and printer) would decrement.

The second difference is that when cashiers ring up an assembly item, they can modify the quantity, price, and/or tax status for each item component. If the customer wanted to purchase the assembly item but did not want to buy one of the components (such as the printer), you could delete the printer item on the transaction screen. Store Operations would then adjust the sales total.

There are two ways to create an assembly item. You can use the Items command on the Database menu, or you can use the New Item Wizard. The wizard eliminates a step and allows you to quickly enter the assembly item's components and quantities. For more information, see "New Item Wizard" in "Wizards menu" later in this book. For instructions on how to create an assembly item, see "Using item assemblies" in the *Store Operations User Guide*.

If you choose an assembly item in the Items list and then click Properties, the Item Assembly Properties window appears.



**Note** To change the item properties, you must be working in Maintenance Mode. You cannot edit the gray-shaded fields.

**Item Assembly Properties: Good Night Baby - 50000**

Assembly Lookup Code:  Description:

☒ Use component price.

Components:

Item Lookup Code ▲	Description	Name	Quantity	Price
25000-010101	Pajamas - Small Red Bears	Red PJ's	1	\$15.00
25000-010302	Pajamas - Small Pink Kitten	Pink PJ's	1	\$2.50
30010	Large Baby Doll	Doll	1	\$2.50

**Assembly Lookup Code** The unique code (set of alphanumeric characters) by which the top-level assembly item is referenced.

**Description** The description of the top-level assembly item.

**Use component price** If selected, Store Operations displays the price of each item component. You can then define a price that differs from the standard item price in the database. For example, you may want to discount the prices for the components if the customer buys the entire assembly rather than just the individual item.

**Item Lookup Code** The unique codes by which the individual assembly components are referenced.

**Description** The descriptions of the individual assembly components.

**Name** The title of the item component. For example, if the computer assembly item contained two pole display components with different brand names (such as "Epson VW Pole Display" and "Sure 1 Pole Display"), you could define the Component Name for each item as "Pole Display". This enables you to quickly recognize all the pole displays in the assembly item.

**Quantity** The quantity of the individual component contained in the assembly. The default quantity is 1.

**Price** The price of the individual component in the assembly. This column is only displayed if the **Use component price** check box is selected.

**Add** Click to add a component item to the assembly item. When you click Add, you will see the Add Assembly Component dialog box. Select **Select an existing item to add** to choose an item from the items list. Select **Create a new item to add** to start the New Item Wizard.

**Remove** Removes the selected item component from the assembly item class. Although the item is no longer a component of the assembly item class, it remains in the database.

**Attributes** Displays the Item Class Member Properties window, which contains detailed item information for the components of the assembly item. In that window, you can quickly modify detailed item information on one grid. This saves you from having to make changes one item at a time.

Item Lookup Code	Description	Quantity	Committed	Price	Price A	Price B	Price C	Cost	Sale P
25000-010101	Pajamas - Small Red E	0	0	\$12.99	\$0.00	\$0.00	\$0.00	\$8.77	\$0.00
30020	Small Baby Doll	-2	0	\$5.99	\$0.00	\$0.00	\$0.00	\$2.45	\$0.00
90000	Lollypop	0	0	\$0.50	\$0.00	\$0.00	\$0.00	\$0.25	\$0.00

Use the scroll bar at the bottom of the Item Class Member Properties window to view or modify additional item property information. While working in Maintenance Mode, you can edit all the fields that are not shaded in gray. However, remember that these changes will not automatically be downloaded to stores; you will need to issue worksheets for that.

After you edit the information you want to change, click OK to save the changes.



## Item Messages command

The Item Messages command enables you to define reminders that your cashiers will see on the POS transaction screen when certain items are purchased. You can have as many item messages as you like. After you create the item messages, use the Special tab in the Item Properties window to assign a message to a particular item.

When you click Item Messages, you will see a list of all your item messages. Click New to create a new message; click Properties to modify the selected message; click Delete to remove the selected message from the database; or click Copy to copy values from an existing record.



**Note** To create or edit item messages, you must work in Maintenance Mode.

**Item Message Properties: Batteries Not Included**

Use this form to define item messages. Item messages are displayed on the POS screen as well as printed on the receipt.

Title: Batteries Not Included

Age limit (years): 0

Message: Remind the customer that batteries are not included with this item.

(Use [DATE] to insert minimum birthday)

OK Cancel Help

**Title** The name of the item message.

**Age limit (years)** Use this field to prompt cashiers to verify a birth date. For example, if you enter "21" in the Age Limit box and place the characters [DATE] in the message text, Store Operations will calculate 21 years back from the current date and display that date in place of the [DATE] code.



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

**Message** This box contains the message text that will appear at the point of sale when an item associated with this message is purchased. If more than one of the same item is entered on the transaction screen, the associated message will display only for the first item.

## Departments & Categories command

Use departments and categories to classify your entire assortment of merchandise. By organizing your items into departments and categories, you can gain valuable insight into where your biggest (and smallest) profits are. The more you organize your items into logical divisions, the easier it will be to fine-tune your decision-making.

You can view, add, modify, and delete your departments and categories at any time. You can also generate a report that displays your merchandise grouped by your departments and categories.



**Note** You can create multiple categories within a department. However, you can only associate each category with a single department. To add, modify, or delete departments and categories, you must operate in Maintenance Mode.

Code	Name
01	Electronics
02	Sport and Recreation
03	Gifts
04	Food and Beverage

Code	Name
C4	Services
C3	Accessories
C2	Phones
C1	Computers

To add a department, click New under the Departments pane. To add a category, select the department you want to add it to, and then click New under the Categories pane. To modify a department or category, select it, and then click Properties. To delete a department or category, select it, and then click Delete. Note that the items in that department or category will not be deleted.

**Department Properties**

Name: Accessories

Code: 2

OK Cancel Help

**Name** The department name. The name may include up to thirty characters.

**Code** The unique code by which the department is referenced. Department codes are useful for accounting and reporting purposes.

**Category Properties**

Name: Shirts

Code: 32

Department: Cycling Apparel

OK Cancel Help

**Name** The category name. The name may include up to thirty characters.

**Code** The unique code by which the category is referenced.

**Department** Use the Browse button to select the department that the category belongs to. If you change an existing category's department, you will be given the option to move all the category's items to the new department, too.

## Discounts command

Use the **Discounts** command to define Mix and Match and Buy X, Get Y for Z discounts. With Mix and Match discounts, customers receive a discount when they buy a quantity of similar items. With Buy X, Get Y for Z discounts, customers receive a number of items free or at a discounted price when they buy a certain quantity of those items at the regular price.

After you create a discount, you can send it to stores by issuing Worksheet Style 202: Update Inventory - Quantity Discounts. You can associate the discount with a particular item by using the Discounts tab in the Item Properties window for the item, and then send the association to the stores by issuing Worksheet Style 250: Update Inventory - Items.

When you click **Discounts** on the **Database** menu, you will see the **Quantity Discounts** window. Click **New** to create a new category; click **Properties** to revise the selected discount; click **Copy** to use the settings in the selected discount as the basis of a new discount; or click **Delete** to remove the selected discount from the database.

When you click **New**, **Properties**, or **Copy**, you will see the **Discount** window. The settings in this window will change depending on the type of discount you select.

**Description** Enter a name for this discount. The description can be up to 30 characters long.

### *Mix and Match: Unit price*

**Pricing schedule** In the **Quantity** column, enter the quantity the customer must buy in order to receive one of the prices in the other columns. In the **Reg. Price** column, enter the extended price for that quantity (the discounted price times the number of items). In the **Level A, B, and C** columns, enter the extended prices for that quantity when a price level is set on the transaction.

**Discount odd items** If selected, odd items are charged at the discounted price. For example, assume the regular price of a candy bar is \$1.40. Now, assume you have set the extended regular price for 3 candy bars at \$3.75 (\$1.25 per bar) and the extended regular price for 6 candy bars at \$3.45 (\$1.15 per bar). If the **Discount odd items** check box is not selected and the customer buys 4 candy bars, the customer would pay \$3.75 for the first 3 candy bars and \$1.40 for the 4th one, for a total of \$5.15. If the **Discount odd items** check box is selected, the customer would pay \$1.25 for each of the 4 candy bars, for a total of \$5.00.

### *Mix and Match: Percent off*

**Pricing schedule** In the **Quantity** column, enter the quantity the customer must buy in order to receive one of the discounts in the other columns. In the **Reg. Price** column, enter the discount that should be applied when the customer purchases that quantity. In the **Level A, B, and C** columns, enter the discount that should be applied for that quantity when a price level is set on the transaction.

**Discount odd items** If selected, the discount is also applied to odd items. For example, assume the regular price of a candy bar was \$1.40. Now, assume you have set a 10% discount when 3 candy bars are purchased. If the **Discount odd items** check box is not selected and the customer buys 4 candy bars, the customer would pay \$1.26 for each of the first 3 candy bars and \$1.40 for the 4th one. If the **Discount odd items** check box is selected, the customer would pay \$1.26 for each of the 4 candy bars.

### *Buy X and get Y for Z: Unit price*

**Quantity to Buy at full price** Enter the number of items that the customer needs to buy before receiving the discount.

**Quantity to Get at discount** Enter the number of items that the customer will receive at a discount.

**Discount price** Enter the price for the discounted items.

For example, if you want customers to receive one item free when they purchase two other items, you would enter "2" in the **Quantity to Buy at full price** box, "1" in the **Quantity to Get at discount** box, and "\$0.00" in the **Discount price** box.

### *Buy X and get Y for Z: Percent off*

**Quantity to Buy at full price** Enter the number of qualified items that the customer needs to buy before receiving the discount.

**Quantity to Get at discount** Enter the number of qualified items that the customer will receive at a discount.

**Discount Percent** Enter the discount that will be applied to the discounted items.

For example, if you want customers to receive one item at half price when they purchase two other items, you would enter "2" in the **Quantity to Buy at full price** box, "1" in the **Quantity to Get at discount** box, and "50%" in the **Discount price** box.

## Item Taxes command

The Item Taxes command enables you to define the tax that will be applied to each item. Headquarters supports multiple tax schedules and provides a flexible scheme to accommodate virtually all types of tax computations. An item tax may consist of up to ten sales taxes. The item tax to be applied to the item is the sum of all included sales taxes. For this reason, you must define the sales taxes before you define item taxes. By defining sales taxes and grouping them into different item taxes, you can accommodate any tax combinations imaginable.

When you set up an item tax, you specify the included sales taxes, plus whether the tax amount for each sales tax type is to be printed on the customer receipt. You should list the included sales taxes in the correct order of calculation (if it matters), and specify whether the calculation of each tax should include any previous tax amounts. The order specified in the item tax properties will also be the order of presentation on receipts.

When you click the Item Taxes command, you will see a list of your item taxes. Click New to create a tax; click Properties to edit the selected tax; click Delete to remove the selected tax; or click Copy to copy values from an existing record.



**Note** To change the properties, you must work in Maintenance Mode.

**Item Tax Properties: CA - Sales Tax - CA**

Description: CA - Sales Tax

Code: CA

☐ Compute tax on (Price - Cost) instead of Price

Apply individual taxes in the following order:

Order	Sales Tax Selection	On Receipt:
1st	California State Tax	<input checked="" type="checkbox"/>
2nd	California County Tax	<input checked="" type="checkbox"/>
3rd	<none>	<input type="checkbox"/>
4th	<none>	<input type="checkbox"/>
5th	<none>	<input type="checkbox"/>
6th	<none>	<input type="checkbox"/>
7th	<none>	<input type="checkbox"/>
8th	<none>	<input type="checkbox"/>
9th	<none>	<input type="checkbox"/>
10th	<none>	<input type="checkbox"/>

OK Cancel Help

**Description** The name by which the item tax referenced. The name may be up to twenty characters in length.

**Code** The unique code by which the tax is referenced.

**Compute tax on [Price - Cost] instead of price** Enables you to compute the tax based on item price and cost data.

**Sales tax selection** Displays the chosen sales tax code to compute when the tax is applied.

**On receipt** If selected, the tax value obtained for the corresponding sales tax will be printed on the receipt.



## Sales Taxes command

Use the Sales Taxes command to define sales taxes and enter details regarding the sales taxes you need to collect at your various stores. You can specify each sales tax as a percentage of the purchased amount or, when using partial dollar tax, you can specify the tax brackets to tax the amount less than one dollar.

You can also specify if tax amounts from other sales tax codes should be included in the tax computation. Some locations have a maximum amount on which tax may be assessed on a particular item. If this is the case, you should enter the maximum tax amount in the Maximum Taxable Amount field.

Whenever you define a sales tax code, Microsoft Dynamics RMS automatically creates a variable that can be assigned a general ledger (GL) account number for posting to external accounting programs. The tax collected for each sales tax is also tracked and available for reporting.

When you click Sales Taxes, the Sales Taxes window appears. Click New to create a new sales tax code; click Properties to edit the selected sales tax code; click Delete to remove the selected sales tax code from the database; or click Copy to copy values from an existing record.



**Note** To change the properties, you must work in Maintenance Mode.

**Sales Tax Properties: California County Tax - CAC**

Description: California County Tax

Code: CAC

Minimum taxable amount: \$0.00

Maximum taxable amount: \$0.00

Sales Tax Rate (%) 3.500% Fixed Amount \$0.00

☐ Only apply tax to portion over minimum taxable amount

☒ Include any previous sales taxes in calculation

☐ Use partial dollar method in sales tax calculation

Partial dollar table:

Upper Bracket	Sales Tax
\$0.00	\$0.00
\$0.00	\$0.01
\$0.00	\$0.02
\$0.00	\$0.03
\$0.00	\$0.04
\$0.00	\$0.05
\$0.00	\$0.06
\$0.00	\$0.07
\$0.00	\$0.08
\$0.00	\$0.09

OK Cancel Help

**Description** The name assigned to the sales tax. It can include up to 25 characters.

**Code** The unique code by which the sales tax can be referenced.

**Minimum taxable amount** If there is a minimum limit on the price before the tax amount is applied to an item, enter the limit in this field. You can use this field to implement a luxury tax. For example, assume that if a customer bought an apparel item that was under a certain dollar amount (for example, \$100), he would not have to pay any tax. However, if he bought an apparel item that exceeded \$100, he would pay the tax.

**Maximum taxable amount** If there is a maximum limit on the portion of a item's price that is taxable, enter the limit in this field.

**Sales tax rate (%)** If the sales tax is computed as a percentage of the selling price, enter the percent tax in this field.

**Fixed amount** If the tax is a fixed amount regardless of the purchase amount, enter the tax amount in this field.



**Note** You can add the Sales Tax Rate to the Fixed Amount to provide more flexibility in setting up the sales taxes.

**Only apply tax to portion over minimum taxable amount** If selected, the customer would pay the tax only on the amount that exceeded the minimum taxable amount. For example, assume your minimum taxable amount was \$100 and your customer bought an item for \$110. If this option was selected, he would pay tax only on the \$10. If this option was cleared, he would pay tax on the entire \$110.

**Include previous sales taxes in calculation** If selected, the tax amount for this sales tax is computed based on the item price and taxes resulting from previous sales tax codes. The sales tax order is determined in the Item Taxes command.

**Use partial dollar method in sales tax calculation** If selected, the sales tax amount is computed using the Partial Dollar Table. Check local/state tax laws to determine if the partial dollar tax method is applicable to your store.

**Partial dollar table** This table contains the schedule for partial dollar tax. You can use this table only if you have selected the **Use partial dollar method in sales tax calculation** check box. The Sales Tax column represents parts of a dollar (1 cent, 2 cents, 3 cents, and so on). The Upper Bracket column is used to specify the breaks in the dollar where the sales tax amount is to be used.

## Currencies command

If the stores in your enterprise deal with international moneys, use the Currencies command to define the properties of the currencies you accept. For each currency, select the exchange rate and locale. Then assign the currency to the applicable tender types. If no currency is defined, Store Operations will use the default currency, which is the currency defined in your regional options setting in Control Panel.

When you click Currencies on the Database menu, you see a list of all the currencies in your database. Click New to add a currency; click Properties to edit the selected currency; click Copy to copy values from an existing currency; or click Delete to delete the selected currency.

When you click New, Properties, or Copy, you will see the Currency Properties window.



**Note** To change the properties, you must work in Maintenance Mode.

**Currency Properties: Euro**

**Currency Settings**

Description: Euro

Code: EUR

Conversion rate: 1.0445

Exchange rate: 0.957396 (1 / C.R.)

Locale: Euro

**Example**

English - United States:	\$10.00
Exchange rate:	x 0.957396
<hr/>	
Euro:	€9.57

OK Cancel Help

**Description** Enter a name by which the currency can be referenced. For example, "German Mark".

**Code** Enter an ID associated with the currency.

**Conversion rate** The conversion rate of the currency. This amount is calculated automatically when you enter an exchange rate.

**Exchange rate** Enter the exchange rate of the currency. The specified exchange rate is used to convert the tendered amount in foreign currency to local currency.

**Locale** Use the drop-down list box to select the place that uses the currency as a standard. For example, if you created a currency for the U.S. dollar (not typically necessary in a U.S. organization), you could select English - United States.

**Example** After you select the locale, Headquarters automatically displays a sample of how the currency will be displayed.

## Tender Types command

Use the Tender Types command to define the types of tender you will accept at your stores. You should add or modify tender types when you have closed out all Store Operations registers. After the cashier generates a Z report, the new tender types will appear at the registers.

For each tender type that you define, Headquarters automatically creates a variable that may be assigned a general ledger (GL) account number for posting to an external accounting program. The amount collected for each tender type will also be tracked and available for reporting.

When you click Tender Types on the Database menu, you see a list of all the tenders in your database. Click New to add a tender; click Properties to edit the selected tender; click Copy to copy values from an existing tender; or click Delete to delete the selected tender.

When you click New, Properties, or Copy, you will see the Tender Type Properties window. Use the General tab and Verification tab to enter information for the tender type.



**Note** To add, modify or delete tender types, you must work in Maintenance Mode.

## General tab

Use the General tab to enter the general tender type settings.

The screenshot shows a dialog box titled "Tender Type Properties: Cash - CS". It has two tabs: "General" (selected) and "Verification". The "General" tab is divided into two main sections: "General Settings" and "Register Settings".

**General Settings:**

- Description: Text box containing "Cash".
- Tender code: Text box containing "CS".
- Tender type: Drop-down menu showing "Cash".
- Currency: Drop-down menu showing "US Dollars".
- Below these fields is a button labeled "Degominations...".

**Register Settings:**

- Display order: Text box containing "1".
- Scan code: Text box containing "0".
- Bound to value: Text box containing "\$0.00".
- Prevent cashier overtendering: Check box (unchecked).
- Pop cash drawer: Check box (checked).
- Require signature: Check box (unchecked).
- Allow multiple entries: Check box (unchecked).
- Below these is a note: "(Extra lines will be added on the tender screen when a partial amount is entered)".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

**Description** The name by which the tender type is referenced. The name can be up to 25 characters in length.

**Tender code** The identification code by which the tender can be referenced.

**Tender type** Use the drop-down list box to select the type of tender (e.g., cash, credit card).

**Currency** Select the applicable currency. To use the currency defined in Control Panel, select the Default Currency. The Currencies menu option enables you to set up all the currencies your store will use.

**Display order** Specify the order by which the tender types are displayed on the Tender window at the point-of-sale station.

**Scan code** The keyboard macro code used to directly advance to the tender type during a point-of-sale transaction (only if the keyboard has macro definition capabilities). For example, assume you have a programmable keyboard and want to program a code for the Cash tender type. In the Scan Code box, enter the applicable keyboard hex value for the desired letter key (e.g., C). At the point-of-sale, the cashier would scan in the applicable items, press F12 to tender the sale, and then press the C key. This action would quickly place the emphasis on the Cash tender type where the cashier would enter the price. Refer to the keyboard manual for more information regarding macro capabilities. The number zero (0) is used when no scan is available.

**Round to value** Define the amount to which you want Store Operations to round the value. This field is used for specific locations where the smallest currency increment is not used. For example, if your state did not use pennies, you would set the Round To Value amount to 0.05 so that the Amount Due and change are calculated in increments of nickels.

**Prevent cashier overtendering** If selected, the cashier cannot tender an amount that is higher than the transaction total.

**Pop cash drawer** If selected, Store Operations will open the cash drawer every time this tender is used.

**Require signature** If you have a signature capture device defined for the register and this option is selected, Store Operations will prompt the cashier to have the customer sign the signature pad. If you do not have a signature capture device configured for the register and this option is selected, Store Operations will enable the credit card signature line to be on the receipt.

**Allow multiple entries** Creates a new line in the Tender window at the point of sale when an amount is entered in the existing line for this tender type. This option is useful when customers want to pay using multiple credit cards.

**Denominations** Click to specify the denominations of currency accepted under this tender type. Enables the cashier to use the change calculator at the point of sale. For example, assume you assigned the tender denominations for the Cash tender type. At the point of sale, cashiers could then click Calculator on the Tender window and use the currency calculator to enter the quantities for each denomination they receive. Store Operations will automatically calculate the value for each denomination. This feature can be especially useful when cashiers enter opening and closing amounts.



## Verification tab

Use this tab to enter the verification information for the selected tender type. Depending on the tender type you create, some fields on this tab may be disabled.

The screenshot shows a dialog box titled "Tender Type Properties: Check - CHK" with a close button (X) in the top right corner. The dialog has two tabs: "General" and "Verification", with "Verification" currently selected. The "Verification" tab is divided into four main sections:

- Validation Text:** Contains a checked checkbox labeled "Print the following lines of text on tendered currency:". Below it are three text input fields:
  - Validation Line 1: For Deposit Only
  - Validation Line 2: 1st National Bank
  - Validation Line 3: Acct. 2345-325346-34
- Check Verification:** Contains three radio button options:
  - ☐ Do not perform verification of account information.
  - ☒ Open: Accept checks not listed in the database.
  - ☐ Closed: Only accept checks listed in the database.
- Tender Verification:** Contains two text input fields:
  - Validation Mask: (empty)
  - Maximum amount: 0
- Electronic Draft Capture:** Contains a checkbox labeled "Perform verification via EDC" which is currently unchecked.

At the bottom right of the dialog are three buttons: "OK", "Cancel", and "Help".

### Validation Text:

**Print the following lines of text on tendered currency** If selected, the text entered in the three Validation Line fields will be printed before the actual receipt. Use this when you have a printer that supports check validation and want to print banking information (e.g., endorsement) onto the back of a check. The following are sample validation lines:

Validation Line 1: For Deposit Only

Validation Line 2: 1st National Bank

Validation Line 3: Acct. 1234-567890-98

## Check Verification

These options are applicable on Check tender types and allow you to select the method by which Store Operations will verify customer checks. If you want to set up a check verification scheme, use the Checks command on the Database menu to set up your account names and check properties.. Store Operations will check the account number entered by the cashier against the account numbers contained in your check file to determine if the check can be accepted.

**Do not perform verification of account information** -- When selected, Store Operations will not use the check verification feature.

**Open: Accept checks not listed in the database** If selected, Store Operations will allow checks from people whose names are *not* listed in the check file.

**Closed: Only accept checks listed in the database** If selected, Store Operations will *only* accept checks from people whose accounts are listed in the check file

## Tender Verification

You can define the properties that Store Operations will use to determine when the tender is valid at the point-of-sale.

**Validation mask** This field is applicable to Credit Card tender types and enables you to check for a specified credit card digit. For example, assume that your cashiers sometimes select the MasterCard tender type, but enter a Visa account number. This would impact your reports. However, you can safeguard against this situation by entering a validation mask. If you created a MasterCard tender type, you could enter a "5\*" (without the quote marks) in the Validation Mask box. This way, if cashiers tried to enter a Visa account number starting with 4 in the MasterCard tender type box, Store Operations would identify that the first digit was not a five (5) and would not accept the number. The "\*" is the wildcard character for validation masking.

**Maximum amount** This field applies to any tender type and allows you to specify the maximum amount accepted under this tender type. For example, if your store does not accept checks with amounts of \$100 or higher, you could enter the number 100 in this field to prevent the cashier from tendering the sale. To specify no limit, enter 0.

**Electronic draft capture** If you select the 'Perform verification via EDC' check box, Store Operations will use an Electronic Draft Capture program (available from third-party software companies) to verify/obtain payment authorization.

## Cashiers command

You can only view your stores' cashiers and their store privileges; you cannot edit the information.

When you click the Cashiers command and specify report criteria, you will see the Cashier List report. This report displays information about the cashiers, including the stores they work at and their cashier numbers, phone numbers, security levels, cash drawers, floor limits, and so on.

Once the report has been generated, you can sort, arrange, and group information just as in any other report. You can also double-click a specific cashier to display detailed information.

## Sales Reps command

You can only view your stores' sales representative data; you cannot edit the information.

When you click the Sales Reps command and specify report criteria, you will see the Sales Reps List report. This report displays the sales reps' store names, ID numbers, and contact information.

Once the report has been generated, you can sort, arrange, and group information just as in any other report. You can also double-click a specific sales rep to display detailed information.

## Global Customers command

A global customer account is known to the entire enterprise. A customer can use the same account at all stores, and Headquarters will consolidate all purchases and payments. Customer credit and balance, as well as open accounts receivable are available at all stores. One advantage of having global customer accounts is the ability to use Headquarters to create, maintain, and delete customers from a single location. The stores running Store Operations must enable the global customer account features.

When you click Global Customers on the Database menu, you see a list of all the global customers in your database. Click New to add a global customer, click Properties to edit the selected global customer, click Copy to copy values from an existing global customer, click Delete to delete the selected global customer, or click Find to search for a global customer.

When you click New, Properties, or Copy, you will see the Customer Properties window with these tabs:

- Billing Information
- Shipping Address
- Customer Options
- Purchase History
- Account Information
- Additional



**Note** To add, modify, or delete customer information, you must be working in Maintenance Mode.

## *Billing Information tab*

Use the Billing Information tab to enter global customer contact information and billing address. There can be only one billing address per customer.

The screenshot shows a Windows-style dialog box titled "Customer Properties: Mr. Gary Schare - 0000001". It has three tabs: "Purchase History", "Billing Information" (which is selected and highlighted with a dashed border), and "Additional Customer Options". The "Billing Information" tab contains two main sections: "Customer Information" and "Address Information".

**Customer Information:**

- Account Number: 0000001
- Title: Mr.
- First Name: Gary
- Last Name: Schare

**Address Information:**

- Company: (empty)
- Address: 929 N. Main Street
- City: Tulare
- State: CA
- Zip Code: 44732
- Country: (empty)
- Telephone: (213) 555-1034
- Fax Number: (empty)
- E-mail Address: someone@example.com

At the bottom right of the dialog box are three buttons: "OK", "Cancel", and "Help".

**Account number** The number by which the customer is referenced.

**Title** If desired, enter the customer's title (such as Mr., Mrs., or Ms.).

**First name** The customer's first name.

**Last name** The customer's last name.

**Company** The customer's company name. The name's length may include up to 30 characters.

**Address** The street address of the billing location.

**City** The city in which the billing location is located.

**State** The state in which the billing location is located.

**Zip** The zip (postal) code for the billing location.

**Country** The country where the billing address is located.

**Telephone** The billing location's main telephone number.

**Fax number** The billing location's fax-line phone number.

**E-mail address** The customer's e-mail address.

## Shipping Address tab

Use this tab to enter the global customer's shipping information. Each global customer can have more than one shipping address.



**Note** The same field parameters that apply for the customer's billing address apply for this tab. See also "Billing Information tab."

Name	Address	Telephone	Fax Number	Primary?
Mrs Margaret Johar	67 Gardner dr. Suite #14 Montevista, HI	666.234.9876	666.234.9875	<input checked="" type="checkbox"/>
Mrs. Johanesburg	935 Callahan Street Anaheim, CA 92807	714-333-3333	714-444-4444	<input type="checkbox"/>

**New** Click to create a new shipping address. Headquarters will ask if you want to use the existing billing address. If you click Yes, Headquarters automatically inserts the address information. If you click No, you will see the Shipping Address Information window that lets you manually enter the address.

**Remove** Click to remove the selected shipping address from the database.

**Properties** Click to modify the selected shipping address.

**Set Primary** If the customer has multiple shipping addresses, you can designate the primary address by selecting the address and then clicking Set Primary. When cashiers select the customer account at the point of sale, they will see the primary shipping address on the transaction screen. If the customer wants to use another shipping address, the cashier would press CTRL+F7 to view all the addresses that have been defined for the customer.

## Customer Options tab

Use the Customer Options tab to view and update global customer account information. You can also include customer pictures or websites.

Customer Properties: Mr. Gary Schare - 0000001

Purchase History      Account Information      Additional  
Billing Information      Shipping Address      Customer Options

Customer Options:

- ☐ Customer is exempt from taxes
- ☐ Customer is an employee
- ☐ Enforce purchase limits for this customer
- ☒ Customer is a global/enterprise customer

Price level: Standard

Discount (%): 0.00%

Tax ID Number:

Shipping Carrier: <none>

Shipping Service: <none>

Picture:

OK      Cancel      Help

**Customer is exempt from taxes** The customer will not be charged any taxes on all sales.

**Customer is an employee** The customer has an employee account, which does not have any store credit. You would normally use an employee account to either give your employees a discount for buying items at your store or limit what they can buy at discounted prices.

**Enforce purchase limits for this customer** The purchase limit settings will be enforced for the customer.



**Customer is a global/enterprise customer** This option is selected by default since you can only create global customers in Headquarters. Local customer accounts are created and maintained by each store. You can, however, create global customer accounts at either the store or the head office. Information on global customer credit limits, balance and payment is available to all stores.

**Price level** If you use item price levels to give discounts to your best customers, assign the price level (such as Standard, Price A, Price B, or Price C) you want to grant this customer.

**Discount (%)** The percent discount that you want to give to this customer.

**Tax ID number** If desired, you can assign a unique tax code to the customer account. For example, you can use this number for selling to customers for resale purposes.

**Shipping carrier** If applicable, the shipping carrier the customer last used.

**Shipping service** If applicable, the shipping service the customer last used.

**Picture** Displays the name of the graphic file associated with the customer account. If the graphic file is in the proper format and located in the correct directory, it will be displayed in the adjacent preview box. You can also use the customer's HTML web pages and video clips.

## Purchase History tab

The Purchase History tab displays information about the global customer's purchases.



**Tip** Double-click entries in the grid to view detailed information. For example, double-click a number in the Transaction # column to see the receipt for that particular purchase, or double-click an item lookup code column to see the item's detailed property information.

**Customer Properties: Ms. Belinda Newman - 0000002**

Billing Information		Shipping Address		Customer Options			
Purchase History		Account Information		Additional			
<b>Purchase Information</b>							
Last Visit:	9/11/2002	Total Sales:	\$85.98				
Total Visits:	1	Savings:	\$0.00				
Date	Store	Transaction #	Reference #	Item Lookup Code	Description	Price	Quantity
9/11/2002	Store 2	1		30020	Small Baby Doll	\$5.99	1
9/11/2002	Store 2	1		15002	Girl's 15" Bike	\$79.99	1

OK Cancel Help

**Last visit** Displays the date of the customer's last transaction.

**Total visits** Displays the customer's total number of visits.

**Total sales** Displays the total amount of all the customer's transactions.

**Savings** Displays the customer's total savings from all transactions.

**Purchase information table** Displays each individual item purchased or returned by the customer. Each item entry includes the date the item was purchased/returned, the transaction number, the reference ID, the item lookup code, item description, item unit price, and quantity purchased/returned. A negative quantity denotes a returned item.

## Account Information tab

The Account Information tab displays all the account information and payments to the global customer's account.

Customer Properties: Mrs. Emily Linder - 0000014

Billing Information   Shipping Address   Customer Options  
Purchase History   **Account Information**   Additional

Account Information

Account Type: Revolving Charge Ac   Credit Limit: \$5,000.00  
Account Opened: 4/2/01   Balance: \$0.00  
Closing Date:   Available Credit: \$5,000.00  
Closing Balance: \$0.00   Assess finance charges: ☒

List of account receivables:

Date	Store ID	ID	Reference	A/R Type	Date Due	A/R Balance
4/4/01	1	TR-34		Transaction	5/10/01	\$1,195.00
4/17/01	5	TR-2		Transaction	6/9/01	\$492.99

Receipt  
Details  
Adjust  
Activity

OK   Cancel   Help

**Account type** Specifies the type of account (e.g., Revolving Charge Account; Preferred Customer, etc.) the customer will use. Use the Account Types menu option to define your store's account types. If desired, you can create a default account type for new customers by going to the File menu, clicking Configuration, clicking the Accounts tab, and selecting the default account type.

**Account opened** Displays the date when the account was created.

**Closing date** Displays the date that the billing cycle was last closed.

**Closing balance** The customer's balance at the time the billing cycle was closed.

**Credit limit** The maximum amount the customer may charge on the credit account. If the new charge amount causes the customer to exceed this limit, Store Operations will display a warning at the POS.

**Balance** Displays the current account balance.

**Available credit** Displays the customer's available credit. It is the difference between the Credit Limit and Balance.

**Assess finance charges** If selected, Store Operations will calculate finance charges for the customer's account.

### List of account activity/receivables



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**Tip** Click the **Receivables** button to switch to the receivable list. Click the **Activity** button to switch back to the activity list.

---

**Receipt** Click the Receipt button to display the receipt for the selected invoice in the activity list.

**Details** Click the Details button to view the specific information (such as payment type and comment) for the selected invoice in the receivables list. For more information, see "Accounts Receivable Details" below.

**Adjust** Click the Adjust button to make an adjustment to the customer's account. For more information, see "Adjust Customer Account" below.

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

## Accounts Receivable Details

On the Account Information tab, click Details to view specific payment information for a selected invoice. This way, you know all the activity associated with a customer's invoice. Use this feature to quickly see all the charges, payments, account adjustments, and finance charges. You cannot edit this window's fields.

The screenshot shows a window titled "Accounts Receivable Details". It contains several input fields for invoice information and a table for the transaction history.

Reference #:	Type:
TR-10	Transaction

Original Date:	Original Amt:
1/31/00	\$42.69

Due Date:	Balance:
3/1/00	\$0.00

History:

Date	Type	Comment	Amount
1/31/00	Charge		\$42.69
2/11/00	Payment		(\$42.69)

At the bottom of the window are "Close" and "Help" buttons.

**Reference #** The identification code associated with the particular invoice. There are three different types of references. "TR" identifies a transaction charge. "DC" identifies a debit/credit invoice. "FC" identifies a finance charge. Headquarters automatically assigns a reference number to the invoice.

**Original Date** The date at which the invoice activity began.

**Due Date** The date at which the invoice payment is due in full.

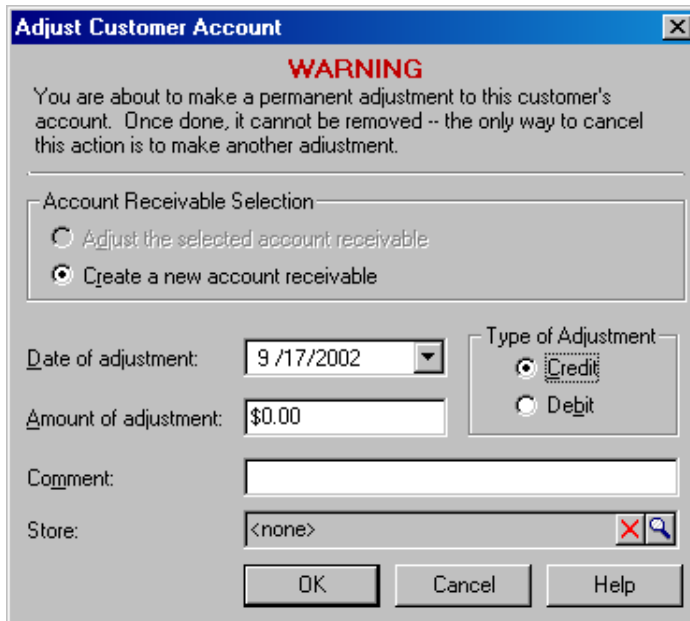
**Type** The transaction type associated with the invoice.

**Original Amt** The original amount of the invoice.

**Balance** The invoice amount that the global customer currently owes. If there are parenthesis "(" ")" around the amount, it means that the store owes the customer a credit amount.

## Adjust Customer Account

On the Account Information tab, click Adjust to adjust global customer accounts as needed. However, exercise extreme caution because once you make a permanent adjustment, you can not undo the action except by making another adjustment. Use this feature only when you need to correct a payment mistake or credit an account. Also note that whenever you make an adjustment to the account, the adjustment will not transfer through the General Ledger to accounting.



The dialog box is titled "Adjust Customer Account" and features a red "WARNING" header. The warning text states: "You are about to make a permanent adjustment to this customer's account. Once done, it cannot be removed -- the only way to cancel this action is to make another adjustment." Below the warning is a section titled "Account Receivable Selection" with two radio button options: "Adjust the selected account receivable" (unselected) and "Create a new account receivable" (selected). The "Date of adjustment:" field is a drop-down menu showing "9/17/2002". The "Amount of adjustment:" field is a text box containing "\$0.00". To the right, the "Type of Adjustment" section has two radio button options: "Credit" (selected) and "Debit" (unselected). Below these are a "Comment:" text box and a "Store:" field with a "<none>" selection and a search icon. At the bottom are "OK", "Cancel", and "Help" buttons.

**Adjust the selected account receivable** Select this option to credit or debit the account receivable that was selected when you clicked the Adjust button.

**Create a new account receivable** Select this option if you want to adjust the global customer's account without adjusting a specific receivable. For example, you can use this feature to start the customer with a balance.

**Date of adjustment** Defaults to the present date. Use the drop-down list box to specify a different date. For example, you may want the adjustment to be retroactive so that the global customer would not have a finance charge.

**Amount of adjustment** Enter the amount you will debit or credit the amount.

**Type of adjustment** Specify whether you are making a credit or debit adjustment.

**Comment** Enter an explanation as to why you are making an adjustment.

**Store** The store where the account receivable will be adjusted. If you are creating a new account, you can choose a store.

### *Additional tab*

You can use the Additional tab in the Customer Properties window to enter any miscellaneous information regarding the customer's account. Using this tab is completely optional. Unlike user-defined data fields that can be used for reporting purposes, the information you enter on this tab is for reference only and does not affect any functions regarding the customer.



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**Tip** If you use Crystal Reports, you can customize the reports to display the information displayed on this tab.

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## Local Customers command

A local customer account is created and available only at one store location. The local customer's information, such as billing and shipping address, credit information, and purchases is maintained locally and cannot be changed at Headquarters. A customer can have accounts at other stores. Headquarters will not be able to consolidate purchases and payments from all stores.

When you click the Local Customers command, you can specify the filter criteria by which you want to see the information for your local customers. After you generate the Local Customer List report, you can double-click your mouse on any entry in the Account # column to view detailed information for a specific local customer.



## Account Types command

Use the Account Types command to define the types of customer accounts your stores will use. When you create the account type, you specify how Headquarters will handle finance charges on customer account statements. You can also use the Accounts tab in the Configuration dialog box (accessible from the File menu) to define the default account type for new customers.



**Note** To create or edit account types, you must work in Maintenance Mode.

**Account Type**

Account type description:

Minimum payment:

**Due dates**

Revolving type where invoices are due a number of days after the day of the month specified in configuration as the closing date.

☒ Due after closing date plus  days

Invoice type where invoices are due a number of days after the invoice date.

☐ Due after invoice date plus  days

**Finance charges**

☒ Apply charges on finance charges

Minimum Finance Charge:

Annual Interest Rate:  %

OK Cancel Help

**Account type description** The name by which the account type will be referenced.

**Minimum payment** The lowest amount the customer should pay towards the account. This amount is displayed on the statements. The Minimum Payment field serves only to advise the cashier/customer about the minimum amount. The customer may pay an amount that is less than the defined minimum payment.

## Due dates

- **Due after closing date plus \_\_ days** The number of days after the closing date (as defined in the Accounts tab of the Configuration menu option) a customer with an account balance is given to pay off the entire balance before a finance charge is assessed.
- **Due after invoice date plus \_\_ days** If you have multiple account types and bill your customers for net terms, you can specify the number of days the customers have to pay the account balance. For example, if one of your account types allowed customers to pay within 30 days, you could enter the number "30" in this field.

## Finance charges

- **Apply charges on finance charges** If selected, Headquarters will include any previously unpaid finance charges, along with the current outstanding balance, when calculating the current billing cycle's finance charge. Note that in some states, it is unlawful to include any previously unpaid finance charges when calculating a new finance charge. Check with your state laws to determine the exact policy.
- **Minimum Finance Charge** The minimum dollar amount a customer must pay if there is an outstanding account balance. Headquarters will compare this amount with the computed finance charge for the current billing cycle and apply the higher amount as the finance charge to be paid by the customer.
- **Annual Interest Rate** The annual finance rate for the charge account. Headquarters determines any applicable finance charge per billing cycle for each account with a balance.

The total finance charge is the sum of the finance charges on all account receivables. The finance charge on each account receivable (AR) is calculated by this formula:

$$(\text{Daily interest rate}) * (\text{Days overdue}) * (\text{Chargeable balance})$$

where:

- Daily interest rate =  $(\text{Annual interest rate} / 100) / 365$
- Days overdue = The number of days overdue on the AR or the number of days since the last closing of the billing cycle. Headquarters will use the number that is smaller.
- Chargeable balance is calculated as follows: If paid in full before the grace period expires, the chargeable balance equals 0. Otherwise, the chargeable balance equals the average daily balance of the AR during the billing cycle.



**Note** The finance charge is the lesser of the above value or the minimum finance charge specified for the account type. If the Assess Finance Charges check box is not selected in the Configuration dialog box (accessible from the File menu), the finance charge is zero.

### Example

Let's say your customer is charged an 18% annual interest rate on his account. He has two open account receivables:

Account Receivable #1 (AR1):

Balance = \$140

Overdue = 15 days

Account Receivable #2 (AR2):

Balance = \$352

Overdue = 45 days

**Daily Interest Rate** =  $(18\% / 100) / 365 = .000493$ .

**AR1's finance charge** =  $(0.000493 * 15 * 140) = 1.035$ .

**AR2's finance charge** =  $(0.000493 * 30 * 352) = 5.206$   
(Note that the billing cycle was closed on the 30th day)

**Total finance charge** =  $1.035 + 5.206 = 6.241 = 6.24$

## Suppliers command

Use the Suppliers command to maintain your suppliers. You can view, add, delete, or edit your suppliers' names and contact information.

When you click the Suppliers command, you will see a list of all your existing suppliers organized by code, company name, contact, and telephone/fax numbers. Click New to add a new supplier, click Properties to edit the selected supplier, click Copy to copy values from an existing record, or click Delete to remove the selected supplier from the database.

If you click New, Copy, or Properties, you will see the Supplier Properties window. This window has General, Additional, Items Supplied, and Notes tabs.



**Note** To add or modify suppliers, you must work in Maintenance Mode.

### *General tab*

Use the General tab to enter the supplier's contact information.

Supplier Properties: Wide World Importers - WIDEWORLD	
General   Additional   Items Supplied   Notes	
Name: Wide World Importers	Account Number: 294358908
Code: WIDEWORLD	Tag Number: 497498798
Terms:	Accepted Currency: Default Currency
Address: 1929 Fifth Ave. NE	Contact: Jonas Hasselberg
	Telephone: (335) 555-1082
City: St. Louis	Fax number:
State: MS	E-mail: somebody@example.com
Zip: 94954	Web page: http://www.wideworldimporters.com/
Country:	
OK Cancel Help	

**Name** The name of the company. The name may include up to 30 characters in length.

**Code** The unique code by which the supplier is referenced.

**Address** The supplier's street address.

**City** The name of the city in which the supplier is located.

**State** The state in which the supplier is located.

**Zip** The zip (postal) code for the supplier.

**Country** The country in which the supplier is located.

**Account number** Your account number with the supplier.

**Tax number** Use this field if your state/country requires a supplier tax number. This field is used mainly for countries outside of the U.S.

**Accepted currency** Use the drop-down list box to select the currency the supplier uses. The Default Currency uses your Control Panel settings. Use the Currencies command on the Database menu to set up other currencies.

**Contact** The name of the person who is your main liaison between the supplier and your store.

**Telephone** The supplier's main telephone number

**Fax number** The supplier's fax-line phone number

**E-mail** The supplier's e-mail address.

**Web page** The supplier's Web site address.

### *Additional tab*

If you have defined custom fields for additional supplier information at your stores, you can view or modify that information here.

### *Items Supplied tab*

The Items Supplied tab displays all the items in your database that this supplier is associated with. To modify this information, use the Suppliers tab in the Item Properties window for the specific item. When you list a supplier in an item's properties, Headquarters will automatically include that item on the Items Supplied tab for the supplier.

If you have not associated the supplier with an item, that item will not appear on this tab.



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**Tip** To drill down to detailed item information from the Items Supplied tab, double-click a code in the Item Lookup Code column.

---

### *Notes tab*

Type or modify notes about your supplier on this tab.

## Shipping Carriers command

Use the Shipping Carriers command to define shipping carriers and the shipping services that Store Operations will use to automatically compute shipping charges for each sales transaction.



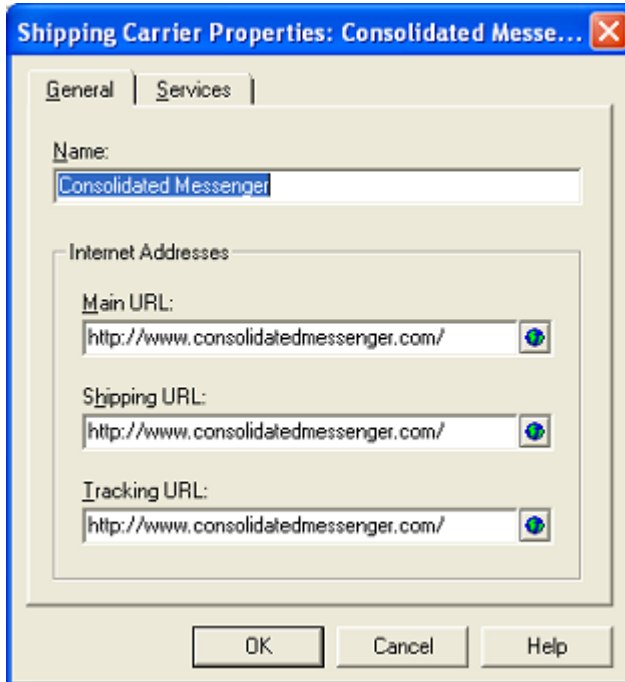
**Note** To add or modify shipping carriers, you must be working in Maintenance Mode.

When you click Shipping Carriers on the Database menu, you see a list of all the shipping carriers in your database. Click New to add a shipping carrier; click Properties to edit the selected shipping carrier; click Copy to copy values from an existing shipping carrier; or click Delete to delete the selected shipping carrier.

When you click New, Properties, or Copy, the Shipping Carriers list opens. Use the General tab and Services tab to enter information about the shipping carrier and its available shipping services.

### *General tab*

Use the General tab to define the shipping carrier and its associated Web sites. This way, you can access their Web sites via the Internet directly from the point of sale.

The image shows a Windows-style dialog box titled "Shipping Carrier Properties: Consolidated Messe...". It has two tabs: "General" and "Services", with "General" currently selected. In the "General" tab, there is a "Name:" label followed by a text box containing "Consolidated Messenger". Below this is a section titled "Internet Addresses" which contains three labels and corresponding text boxes: "Main URL:" with "http://www.consolidatedmessenger.com/", "Shipping URL:" with "http://www.consolidatedmessenger.com/", and "Tracking URL:" with "http://www.consolidatedmessenger.com/". Each URL text box has a small globe icon to its right. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

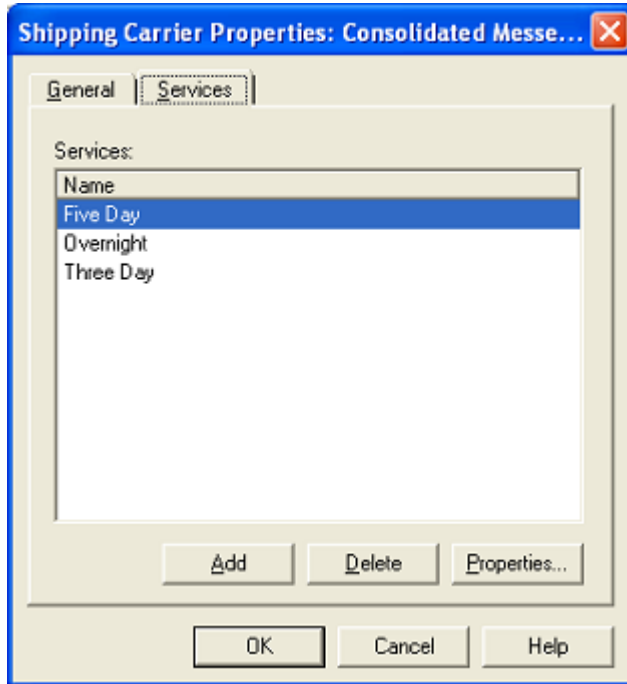
**Name** The name of the shipping carrier.

**Internet addresses** The URLs of the carrier's relevant Web sites. Entering the carrier's exact shipping and tracking addresses facilitates tracking of shipments at the point of sale using the Store Operations browser. For example, when you press SHIFT+F1 at the register, you will see the Shipping Information window with the predefined Web sites. Or press CTRL+SHIFT+F9 to track your shipments.



### *Services tab*

Use the Services tab to specify the types of services the selected shipping carrier offers.



**Add** Click to add a service to the list. For more information, see "Shipping Service" below.

**Delete** Click to remove the selected service from the list.

**Properties** Click to modify the selected service. For more information, see "Shipping Service" below.

# Shipping Service

Use the Shipping Service dialog box to enter details about the shipping carrier's service.

Shipping Service: Five Day

Service name:

Five Day

Schedule of Charges

Charge by:

☐ Weight

☒ Total

Total (up to)	Charge
\$100.00	\$5.00
\$1,000.00	\$8.00

☐ Interpolate schedule

OK

Cancel

Help

**Service name** The name by which the shipping service is referenced. For example, "Priority Overnight".

**Schedule of charges** Select the method Store Operations will use to tally the shipping charges, by weight (in pounds) or by total, and then enter the denominations in the available grid. For example, if you select **Weight** and enter increments of 1, 2, and 3 in the left column, with associated charges of \$1.00, \$2.00, and \$3.00, respectively, in the right column, then the service would be billed as follows:

- From 0 to 1 pound, \$1.00
- From 1.01 to 2 pounds, \$2.00
- From 2.01 to 3 pounds, \$3.00

Using this scenario, if the total weight were 2½ pounds, Store Operations would charge \$3.00 for the shipping.

**Interpolate schedule** If selected, Store Operations calculates the shipping charges based on the exact Weight/Total values, regardless of whether these values are specifically entered in the grid. For example, assume you entered Weight/Total increments of 10, 100, and 1000 and defined the associated charges as \$1.00, \$10.00, and \$20.00, respectively. If a customer's package is 50 pounds. (and you selected the Interpolate Schedule check box), Store Operations will tally the shipping charges to be exactly \$5.00.



---

**Tip** To insert a value between two defined values, click in the first empty box in the Weight column, enter the value, and then press ENTER. Headquarters will automatically re-sort the values to put the new entry in the appropriate place. To remove a value, click in the applicable field and then press the DELETE key.

---

## Schedules command

Use the Schedules command to set up weekly schedules for sales prices. You can also use this command to block the sale of items for specific days or times. For example, if you own a delicatessen where every Monday, Wednesday, and Friday you have a lunch special between the hours of 11:00 a.m. to 1:00 p.m, you can define a schedule that would automatically discount specified items during these time periods.

Similarly, you could create a schedule that would prevent certain items from being sold during specific time periods. For example, if you cannot sell alcoholic beverages on certain days, you can define a weekly schedule that prohibits the sale of these items on those days.

After you create a schedule, you can use the Pricing tab in the Item Properties window to assign a sale schedule to a specific item. Or, to assign a schedule that would block the sale of an item, use the item's Options tab.

When you click Schedules on the Database menu, the Weekly Schedules window opens. Click New to define a schedule; click Properties to edit the selected schedule; click Copy to copy values from an existing record; or click Delete to remove the selected schedule. When you click New, Copy, or Properties, the Schedule window opens.



**Note** To create or modify schedules, you must work in Maintenance Mode.

**Schedule: New weekly schedule**

Description:  Time increments:

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM - 01:00 AM							
01:00 AM - 02:00 AM							
02:00 AM - 03:00 AM							
03:00 AM - 04:00 AM							
04:00 AM - 05:00 AM							
05:00 AM - 06:00 AM							
06:00 AM - 07:00 AM							
07:00 AM - 08:00 AM							
08:00 AM - 09:00 AM							
09:00 AM - 10:00 AM							
10:00 AM - 11:00 AM							
11:00 AM - 12:00 PM							
12:00 PM - 01:00 PM							
01:00 PM - 02:00 PM							
02:00 PM - 03:00 PM							
03:00 PM - 04:00 PM							
04:00 PM - 05:00 PM							
05:00 PM - 06:00 PM							
06:00 PM - 07:00 PM							
07:00 PM - 08:00 PM							
08:00 PM - 09:00 PM							
09:00 PM - 10:00 PM							
10:00 PM - 11:00 PM							
11:00 PM - 12:00 AM							

Select time period(s) by dragging the mouse and/or clicking a column or row header. Then click Set or Clear as needed.

**Description** The name by which the schedule can be referenced. For example, "Lunch Special."

**Time increments** The time intervals the grid will display. For example, to schedule sale prices to be effective on an hourly basis, select the "1 hour" option. To base sale prices or blocked sales on shorter time periods, you could specify 15 minute increments. Headquarters would then adjust the grid accordingly.

**Grid** The grid schedule is similar to Microsoft Excel in that it is organized by columns and rows. You can click in individual boxes, or you can select an entire column or row by clicking on its header.

**Set** Select the desired time period, and then click this button to include the time period in the schedule.

**Clear** Select the time period that you want to remove from the schedule, and then click this button.

## Reason Codes command

Reason codes are codes cashiers can enter to explain actions they've taken at the point of sale. Use the Reason Codes command to create reason codes that store and track the information you are interested in. For example, you might have reason codes that explain returns, such as "Damaged" or "Duplicate". Reason codes are stored for use in tracking and reporting.

When you click the Reason Codes command on the Database menu, the Reason Codes list opens. Click New to create a reason code, click Properties to edit the selected code, click Copy to copy values from an existing record, or click Delete to remove the selected code. When you click New, Copy, or Properties, the Reason Code Properties window opens.



**Note** To create or modify reason codes, you must be working in Maintenance Mode.

**Code** Enter a unique set of alphanumeric characters by which the reason code can be referenced.

**Description** Enter an explanation that describes the reason for this reason code (such as Damaged; Cashier Mistake; Monthly Adjustment).

**Type** Select the type of reason code.

**Start date** and **End date** Select the check boxes and enter a start date and end date for the reason code to be in effect. Clear the check boxes if you don't want to specify start and end dates for this code.

After you create the reason codes, you can configure Store Operations to prompt employees to enter reason codes for specific types of actions, such as no sales, discounts, and inventory adjustments.

# Worksheets menu

The Worksheets menu lists all of the worksheet styles.

## Worksheet styles

The following table explains each worksheet style and what it's used for.

Style	Use
Style 51: Execute SQL Command	<p>This worksheet is intended only for troubleshooting and diagnostic purposes and should thereby not be used for normal operations. It is designed only for experienced users in SQL Server and database programming to download and execute SQL commands on the store database. <b>Any errors in modifying the database could cause irreversible damages to the database and could make the Headquarters software inoperable.</b></p> <p>The SQL commands specified in the Contents tab of this worksheet will be downloaded to the affected stores and executed. There is no capability for returning the resulting data to Headquarters.</p>



Style	Use
<p>Style 101: Synchronize Store Database</p>	<p>Use this worksheet to synchronize a pre-existing Store Operations database with the Headquarters database. There is no need to create this worksheet when the store database is exported from Headquarters. This worksheet should be used only once on each store.</p> <p>Once you create and run this worksheet, Headquarters Client automatically synchronizes the indexes used in Headquarters and store databases. Do not issue this worksheet if you exported the store database directly from the Headquarters database.</p> <p>In addition to inventory items, this worksheet synchronizes other data structures such as departments, categories, tender types, suppliers and taxes.</p> <p>For data records that are common in both the store and Headquarters database, Headquarters Client updates the HQID fields for the tables previously listed in the store database.</p> <p><b>Note:</b> Headquarters Client will not process any other worksheets until synchronization. On a large database, this may take a long time. Synchronization can be done manually by issuing the Synchronize Store Database worksheet or automatically by the Export process.</p>

Style	Use
Style 201: Update Inventory - Item Messages	<p>Whenever you edit item messages in Headquarters, use this worksheet to communicate the changes to your stores. Because item messages should be uniform at all stores, apply this worksheet to all stores.</p> <p>This worksheet will mirror item messages in the Headquarters database to specified stores. Headquarters Client verifies that the store database contains all item message records defined at Headquarters. Any new messages will be downloaded to the store. Also, changes to existing records will be incorporated into the store database.</p>
Style 202: Update Inventory - Quantity Discounts	<p>Whenever you change the discount scheme for inventory items, use this worksheet to communicate those changes to your stores. Because the discount scheme should be used uniformly by all stores, apply the worksheet to all stores.</p> <p>This worksheet mirrors the discount scheme in the Headquarters database to the specified stores. Headquarters Client verifies that the store database contains all the discount schemes defined in Headquarters. New records are downloaded to the stores and changes made to the store database.</p>
Style 203: Update Inventory - Sales Tax	<p>Whenever you add or change the sales taxes or item taxes, use this worksheet to communicate those changes to your stores. Because taxes should be uniform in all stores, apply the worksheet to all stores.</p> <p>This worksheet will mirror the sales taxes and item taxes in the Headquarters database to the specified stores. Headquarters Client checks to make sure that the store database contains all Tax and Item Tax records defined at Headquarters.</p>

Style	Use
<p>Style 204: Update Inventory – Departments / Categories</p>	<p>Use this worksheet to add or make changes to the Department/Category definitions and communicate those changes to your stores. Because departments and categories should be uniform in all stores, apply the worksheet to all stores.</p> <p>This worksheet mirrors the departments and categories in the Headquarters database to the specified stores. Headquarters Client checks the store database to make sure it contains all Department and Category records defined at Headquarters. New records will be downloaded to the store and changes made to the store database.</p>
<p>Style 205: Update Inventory - Tender Types</p>	<p>Whenever you add or change the tender type definitions, use this worksheet to communicate those changes to your stores. Because tender types should be used uniformly in all stores, apply the worksheet to all stores.</p> <p>This worksheet will mirror the tender types in the Headquarters database to the specified stores. Headquarters Client verifies that the store database contains all tender types defined at Headquarters. New Tender records will be downloaded to the store and changes made to the store database.</p>
<p>Style 206: Update Inventory - Suppliers</p>	<p>Use this worksheet to add or make changes to the supplier information and communicate those changes to your stores.</p> <p>Headquarters Client checks each supplier record specified in the worksheet and updates the corresponding record in the store database as necessary. If the supplier is new, Headquarters Client creates a new record in the store database.</p>

<b>Style</b>	<b>Use</b>
Style 207: Update Shipping Carriers and Services	<p>Use this worksheet to add or make changes to the shipping carriers and/or services and communicate those changes to your stores.</p> <p>This worksheet will mirror the shipping carriers and services in the Headquarters database to the specified stores. Headquarters Client checks each carrier and shipping service record specified in the worksheet and updates the corresponding record in the store database. Headquarters Client creates new records in the store database for new suppliers.</p>
Style 208: Update Weekly Special Schedules	<p>Whenever you add or change the weekly special schedules, use this worksheet to communicate those changes to your stores.</p> <p>This worksheet mirrors the weekly special schedules in the Headquarters database to specified stores. Headquarters Client verifies that the store database contains all schedules defined at Headquarters. New records will be downloaded to the store and changes made to the store database.</p>
Style 209: Update Reason Codes	<p>Whenever you add or change the reason codes, use this worksheet to communicate those changes to your stores.</p> <p>This worksheet mirrors reason codes in the Headquarters database to specified stores. Headquarters Client verifies that the store database contains all reason codes defined at Headquarters. New records will be downloaded to the store and changes made to the store database.</p>
Style 210: Update Account Types	Use this wizard to add, remove, or modify the account types for the selected stores.

Style	Use
Style 250: Update Inventory - Items	<p>Use this worksheet to change item attributes. Item attributes are static data that can only be modified in Maintenance Mode.</p> <p>Headquarters Client checks each item specified in the worksheet and updates the corresponding record in the store's item table. Headquarters Client creates a new record in the store's database for each new item. Depending on the item type, it updates the Kit, LotMatrix, Matrix, and MatrixCell tables as necessary. It also replaces any entries in the selected items' Alias, Substitute, and SupplierList tables with new data from Headquarters.</p> <p><b>Note:</b> This worksheet will not download item dynamic information, such as prices, costs, and quantities.</p>
Style 260: Download Items	<p>Use this worksheet to download items to all or selected stores. Unlike Style 250, this worksheet downloads both static and dynamic data so that the quantities at affected stores will be replaced by the corresponding quantities at Headquarters.</p> <p>Headquarters Client checks each item specified in the worksheet and creates a new record in the store's database. If an item already exists at the store, Headquarters Client will replace all item attributes including quantities.</p>

Style	Use
Style 301: Set Item Sale Prices	<p>Use this worksheet to place selected items on sale. The Worksheet Wizard allows you to select items in selected departments, categories, suppliers, etc. for a specified period of time.</p> <p>From the list of sale items in the worksheet's contents, Headquarters updates the SaleStartDate, SaleEndDate, and SalePrice fields for the corresponding items in the store's Item Table. This allows selected items to go on sale for the period from the SaleStartDate to the SaleEndDate at the store. If the item is a Lot Matrix item, Headquarters Client will also update the sale price for each lot type.</p> <p><b>Note:</b> By default, this worksheet affects all stores. Although you can modify the worksheet to set sale prices for only the selected stores, Headquarters does not keep separate lists of "on-sale" items for individual stores. Therefore, the on-sale information displayed in the Headquarters item properties menu reflects the on-sale data from the last processed Set Item Sale Prices worksheet regardless of the number of stores affected.</p>
Style 302: Change Item Costs	<p>Use this worksheet to change costs of selected inventory items. The Worksheet Wizard allows you to change costs of items in selected departments, categories, suppliers, etc.</p> <p><b>Note:</b> By default, the Change Item Costs worksheet affects all stores. You can modify the worksheet to set item costs for only selected stores.</p>

Style	Use
Style 303: Change Item Ordering Info.	<p>Use this worksheet to set the item ordering information for the selected inventory items.</p> <p>You can use this worksheet to change the ordering information for primary suppliers of selected inventory items. The Worksheet Wizard allows you to change reordering information for items in selected departments, categories, suppliers, etc.</p> <p>Headquarters Client updates the ordering information in the store database for items in the worksheet.</p> <p><b>Note:</b> By default, the Change Item Ordering Info. worksheet affects all stores. You can modify the worksheet to set ordering information for only selected stores. However, Headquarters does not keep separate lists of reordering information for individual stores.</p>
Style 304: Change Item Prices (Regular)	<p>Use this worksheet to change regular prices of selected inventory items. The Worksheet Wizard allows you to change regular prices of items in selected departments, categories, by selected suppliers, or individually selected items.</p> <p><b>Note:</b> By default, this worksheet affects all stores. You can modify the worksheet to set regular item prices for only selected stores. However, Headquarters does not keep separate lists of regular item prices for individual stores. Therefore, prices displayed in the item properties menu reflect the last processed Change Item Prices (Regular) worksheet regardless of the numbers of stores affected.</p>

Style	Use
Style 305: Change Item Prices (Level Pricing)	<p>Use this worksheet to change level pricing for the selected inventory items. The Worksheet Wizard allows you to change level pricing of items in selected departments, categories, by selected suppliers, or individually selected items. Level pricing consists of Level A, Level B, and Level C prices.</p> <p><b>Note:</b> By default, this worksheet affects all stores. You can modify the worksheet to set level pricing for only selected stores. However, Headquarters does not keep separate lists of level prices for individual stores. Level prices displayed in the Headquarters item properties menu reflect prices from the last processed Change Item Prices (Level Pricing) worksheet regardless of the number of stores affected.</p>
Style 306: Change Item Price Limits	<p>Use this worksheet to change the price limits for the selected inventory items. Price limits consist of Price Lower Bound and Price Upper Bound for each item. The Worksheet Wizard enables you to change price limits of items in selected departments, categories, by selected suppliers, or individually selected items.</p> <p>Headquarters Client updates the Price Lower Bound and Price Upper Bound in the store database for items in the worksheet.</p> <p><b>Note:</b> By default, this worksheet affects all stores. You can modify the worksheet to set price limits for only selected stores. However, Headquarters does not keep separate lists of price limits for individual stores. Therefore, price limits displayed in the item properties menu reflect limits from the last processed Change Item Price Limits worksheet regardless of the number of stores affected.</p>



Style	Use
Style 307: Adjust Item Quantities	<p>This worksheet enables you to adjust the current on-hand and committed quantities for selected inventory items. Current quantities at the store and Headquarters databases are added or subtracted by the amounts specified in the worksheet. The Worksheet Wizard allows you to adjust quantities of items in selected departments, categories, by selected suppliers, or individually selected items.</p> <p>Headquarters Client updates on-hand and committed quantities in the store database for items listed in the worksheet. For matrix items, quantities for each matrix combination are also adjusted. Kits and parent/child items are adjusted appropriately.</p> <p><b>Note:</b> From Headquarters you can track selected items quantities for individual stores separately. Quantities are current as of the last data upload.</p>
Style 308: Change Item Restocking Info.	<p>Use this worksheet to change the reorder point and restock level for selected inventory items. Restocking information consists of the item's Reorder Point and Restock Level. The Worksheet Wizard allows you to change restocking information for items in selected departments, categories, by selected suppliers, or individually selected items.</p> <p>Headquarters tracks restocking information separately for individual stores in order to generate purchase orders based on each store's specific needs.</p>

Style	Use
Style 320: Adjust Items Sales Tax	<p>Use this worksheet to change the assignment of sales tax groups for selected inventory items. In the Worksheet Wizard, you can change sales tax groups for items in selected departments, categories, by selected suppliers, or individually selected items.</p> <p>Since the enterprise may have stores in different towns and states, each inventory item may be subject to different tax rates. Headquarters allows you to assign a tax group to each item based on store location. For example, an item in your Los Angeles, CA store is subject to a tax group that consists of the LA County tax and City tax while the same item sold in Miami, Florida is subject to a different tax group. The Headquarters database should have all possible tax groups defined so that tax group assignments can be made at Headquarters and downloaded to stores.</p> <p>Headquarters Client updates the store database to reflect new sales tax assignments for items listed in the worksheet.</p> <p><b>Note:</b> Headquarters tracks sales tax information separately for individual stores in order to comply with local sales tax regulations.</p>

Style	Use
<p>Style 330: Inventory Transfer</p>	<p>Use this worksheet to effect the inventory transfer from one store to another. The Worksheet Wizard allows you to specify items to be transferred from selected departments, categories, by selected suppliers, or individually selected items. Like the purchase order planner worksheet, Headquarters uses this worksheet to suggest what should be transferred. Affected stores have the option of modifying transfer orders as required.</p> <p>The inventory transfer worksheet affects both the issuing and receiving stores. When the worksheet is processed, the issuing store will receive an inventory transfer out order and the receiving store will receive an inventory transfer in order. The worksheet processing is completed when both receiving and issuing stores received their transfer orders.</p> <p>Stores can use Store Operations Manager to edit transfer orders. Items are issued or received against a transfer order and the contents of the order sent to Headquarters as part of the regular data upload.</p> <p>Use the Headquarters View Inventory Transfer Status menu option to monitor transfer status. The information displayed in this option is related to what is actually being transferred, not the worksheet data. For each transfer order, Headquarters compares the issued quantities against the received quantities to determine completion status for the transfer.</p> <p><b>Note:</b> Inventory transfer orders will not appear in the Headquarters View Inventory Transfer Status list box until both receiving and issuing stores have processed the worksheet and uploaded their data.</p>

Style	Use
Style 340: PO Planner	<p>Use this worksheet to create and send purchase order planning information to a store. The Worksheet Wizard allows you to specify items to be ordered from selected departments, categories, by selected suppliers, or individually selected items. Stores have the option of modifying purchase orders as required (see Purchase Orders).</p> <p>Once this worksheet is processed, a purchase order is created at the store that will receive inventory items. Stores can use Store Operations Manager to edit purchase orders. In a regular data upload, items are received against a purchase order and the purchase order contents sent to Headquarters.</p> <p>Use the View Purchase Order Status menu option to monitor the receiving status. For each purchase order, Headquarters compares the ordered quantities against the received quantities to determine its completion status.</p> <p><b>Note:</b> Purchase orders will not appear in the Headquarters View Purchase Order Status list box until affected stores have processed the worksheet and uploaded their data. At that point the purchase orders that were generated locally will upload.</p>
Style 350: Download Global Account Adjustments	<p>Use this worksheet to send global customer account adjustments to selected stores.</p> <p>This worksheet updates each store's account receivable records and balances based on adjustments made at Headquarters. This includes adjustments to existing accounts and creation of new debit/credit account receivables.</p> <p>Use Worksheet Style 401 to send other global customer account information to stores.</p>

Style	Use
Style 401: Request Data Upload	<p>This worksheet uploads key inventory and sales information (e.g., daily sales, sales taxes, cashier/sales rep data, purchase orders, inventory transfers, etc.) from selected stores to Headquarters.</p> <p><b>Note:</b> Global customer information also flows from Headquarters to Store.</p> <p>Headquarters Client uploads transaction data from the store and tags the data with the current store ID so that detailed information can be tracked separately for each store. Headquarters Client will upload only those transactions that occurred and records that have been updated on or after the specified date and time.</p> <p>Before uploading data, any transactions in the Headquarters database that were previously uploaded for the same time period are deleted. This ensures that the Headquarters database will not receive duplicate records even if the same data upload worksheet is executed more than once.</p> <p>If the current data upload worksheet processes successfully, Headquarters Client will automatically create and approve a new data upload worksheet so that any new transaction data will be uploaded at the next scheduled connection to Headquarters. The worksheet effective time is set to the time of the next scheduled connection.</p>

Style	Use
<p>Style 402: Request Journal Upload</p>	<p>Use this worksheet to request an upload of sales journals for selected stores. A journal consists of electronic receipts of all transactions performed at each cash register. This will significantly increase Headquarters database storage and uploading time.</p> <p>This worksheet uploads on an "on-demand" basis. If you want to automatically upload the journals every time the store connects to Headquarters, select the Upload Sales Journal option in the Headquarters Configuration Option tab.</p> <p>To upload sales journals from stores for the first time:</p> <ol style="list-style-type: none"> <li>1) Make sure that the Upload Sales Journal to HQ option is cleared in the Configuration -Options tab.</li> <li>2) Issue a Request Journal Upload worksheet to the store from the time when you want to upload the existing journals. For example, if the store has been operational since July 1, 2001, you would specify this date in the "from date" entry of the worksheet.</li> <li>3) After the store issues the worksheet, click the Upload Sales Journals to HQ option in the Configuration -Options Tab. From this point on, every time the store connects to Headquarters to upload sales data, it will also upload sales journals.</li> </ol> <p>Keep in mind that Headquarters only uploads closed batches. Each register at the store must close out (running a Z report) at the designated time.</p>

Style	Use
Style 501: Request a Full Item Count	<p>Use this worksheet to upload the current on-hand and committed quantities for all items from the selected store. You can then run the Item Quantity Discrepancies report to compare these quantities with those computed by Headquarters. This provides a system check for the inventory tracking processes at both the store and Headquarters and could help detect unauthorized quantity updates or shrinkage at the store level.</p> <p>For each item in the store's inventory, Headquarters uploads its quantities and simultaneously captures quantities as computed at Headquarters for the item based on the store's actual sales transactions. The actual and computed quantities are time-tagged and saved so quantity discrepancies can be later reported at the same timeline.</p>
Style 601: Delete Global Customers	<p>Use this worksheet to delete global customers in Headquarters and store databases. You can select customers to be deleted manually or have Headquarters select customers whose accounts show no activities since a specified date.</p>

# Wizards menu

The Wizards menu contains the Inventory Wizard, New Item Wizard, and Worksheet Wizard commands. Some of these commands will be disabled unless you are working in Maintenance Mode.

## Inventory Wizard command

The Inventory Wizard enables you to make changes to item properties in your Headquarters database all at once. Use this wizard to perform many inventory maintenance tasks, including updating item prices, changing item price limits, and updating costs. To communicate the changes to your stores, use the appropriate worksheets.

The available tasks in the Inventory Wizard are:

- **Task 110: Change Item Prices** Make changes to regular prices, sale prices, or price levels, using a variety of available methods, such as "Markup from cost."
- **Task 120: Change Item Price Limits** Make changes to the upper and lower limits on your item prices.
- **Task 130: Change Item Costs** Make changes to the costs, last costs, or replacements costs for your items.
- **Task 190: Perform Full Item Count Reconciliation** Use inventory counts from stores to update the on-hand quantities in the Headquarters database. Do this task when you discover discrepancies or after a store processes Worksheet Style 501: Request a full item count.
- **Task 200: Make Items Active** Make inactive items active again. Inactive items are hidden in item lists, so the Inventory Wizard is the only way to activate them.
- **Task 210: Make Items Inactive** Do this task when you want to make a number of items inactive at once.



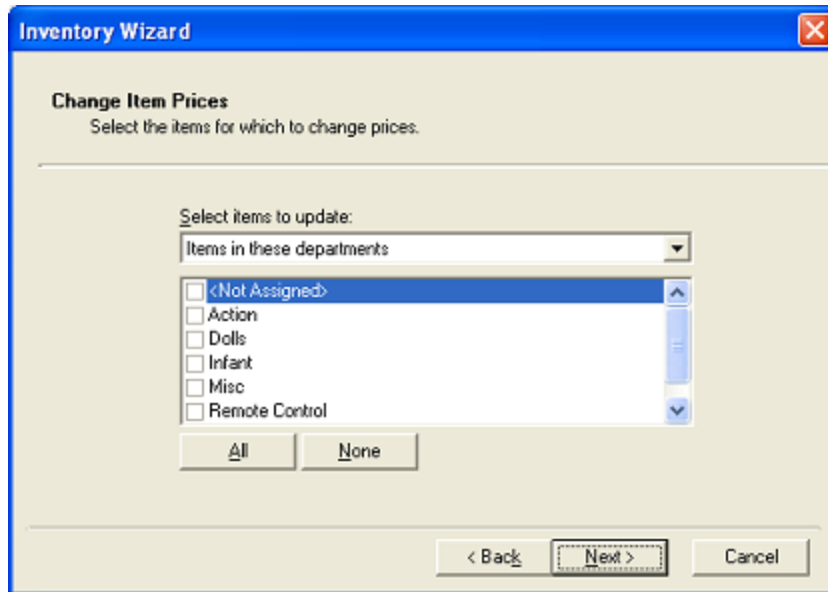
**Note** The pages in the Inventory Wizard will vary depending on which task you select.



After you start the Inventory Wizard and click Next on the Welcome page, select the task you want to perform on the Select Inventory Task page.

The remaining pages in the wizard are discussed below. The images are from Task 110: Change Item Prices, since that task involves the most wizard pages.

### *Select items to update*



**Items in these departments** If selected, the Inventory Wizard will include only those items that are in the selected (checked) departments. At least one department must be selected. If you select the <Not Assigned> option, the Inventory Wizard will include those items that are not assigned to a particular department. Click All to select all departments, or click None to clear all check marks.

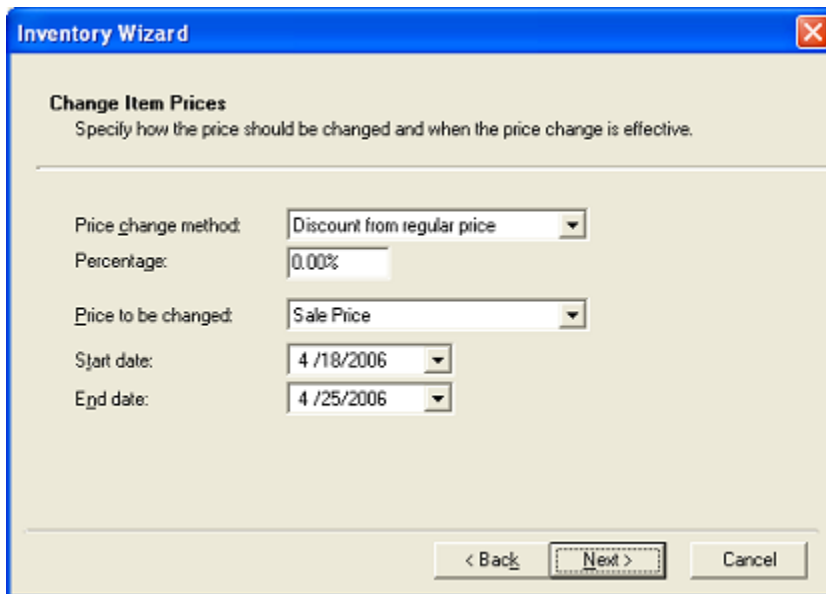
**Items in these categories** If selected, the Inventory Wizard will include only those items that are in the selected (checked) categories. At least one category must be selected. If you select the <Not Assigned> option, the Inventory Wizard will include those items that are not assigned to a particular category. Click All to select all categories, or click None to clear all check marks.

**Items from these suppliers** If selected, the Inventory Wizard will include only those items that are supplied by the selected (checked) suppliers. At least one supplier must be selected. If you select the <Not Assigned> option, the Inventory Wizard will include those items that are not assigned to a particular supplier. Click All to select all suppliers, or click None to clear all check marks.

**Add items manually** If selected, you will manually add items to the Inventory Wizard Workpad upon completion of the wizard. If you select this option, some controls on the following screens will be disabled.

**Items from this filter** If selected, Headquarters will update items based on the filter criteria that you specify. Click Filter to define criteria. Remember to click Add for each criterion. For more information about defining filter criteria, see "Filtering report data in "Generating reports" earlier in this book.

### *Change Item Prices page*



The screenshot shows a window titled "Inventory Wizard" with a close button in the top right corner. Inside the window, the title "Change Item Prices" is displayed above the instruction "Specify how the price should be changed and when the price change is effective." Below this, there are several input fields: "Price change method:" with a dropdown menu showing "Discount from regular price"; "Percentage:" with a text box containing "0.00%"; "Price to be changed:" with a dropdown menu showing "Sale Price"; "Start date:" with a date picker showing "4 /18/2006"; and "End date:" with a date picker showing "4 /25/2006". At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Cancel".



**Note** If you selected the Add Items Manually option on the previous page, you can only specify the price to be changed.

## Price change method

**Discount from regular price** If selected, the specified prices of the included items will be discounted by the percentage entered. For example, if the item has a price of \$1.00 and the percentage entered is 10% (effectively, \$0.10), the Inventory Wizard will update the price to \$0.90. The calculation formula is:  
 $\$1.00 - (\$1.00 \times 10\%) = \$0.90$ .

To increase prices, enter a negative percentage, such as -10.00%.

**Markup from cost** If selected, the specified prices of the included items will be set based on a percentage markup from their respective costs. For example, if an item has a cost of \$0.50, and the percentage entered is 50% (effectively \$0.25), then the item's new price will be \$0.75. The calculation formula is:  
 $\$0.50 + (\$0.50 \times 50\%) = \$0.75$ .

**Set profit margin** If selected, the prices of the included items will be set so that the entered profit margin percentage is obtained. The new price will be equal to the cost plus the cost multiplied by the profit margin percentage. For example, if an item has a cost of \$0.50, and you set a profit margin of 100%, the Inventory Wizard will update the price to be \$1.00. The calculation formula is:  
 $\$.050 + (\$0.50 \times 100\%) = \$1.00$

**Offset from regular price** The prices of the included items will be set so that the entered amount is added to or subtracted from the current price. For example, if an item has a price of \$1.10 and the amount entered is \$0.25, the Inventory Wizard will update the price to be \$1.35. The calculation formula is:  
 $\$1.10 + \$0.25 = \$1.35$

**Offset from cost** The prices of the included items will be set so that the entered amount is added to or subtracted from the current cost. For example, if an item has a cost of \$1.25 and the amount entered is (\$0.75) – that is, negative 75 cents – the Inventory Wizard will update the price to be \$0.50. The calculation formula is:  
 $\$1.25 + (-\$0.75) = \$0.50$ .

**Percentage/Amount** The percentage or amount by which to adjust the price. For example, type 10.00% to make a 10-percent adjustment.

## Price to be changed

**Regular** If selected, the items' regular prices will be adjusted.

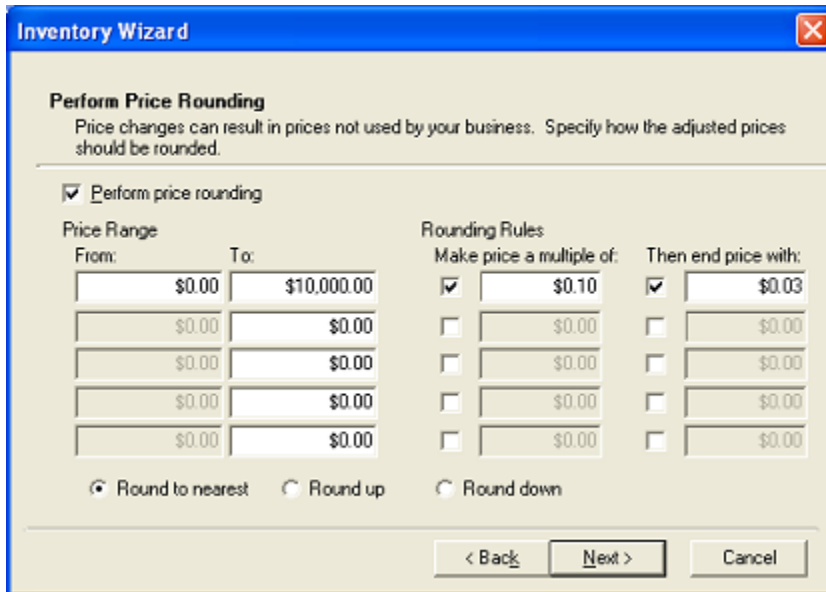
**Level A** If selected, the items' Level A prices will be adjusted.

**Level B** If selected, the items' Level B prices will be adjusted.

**Level C** If selected, the items' new Level C prices will be adjusted.

**Sale price** If selected, the items' sale prices will be adjusted. Also enter a **Start Date** and **End Date** for the sale.

## *Perform Price Rounding page*



The screenshot shows the 'Inventory Wizard' dialog box with the 'Perform Price Rounding' tab selected. The title bar says 'Inventory Wizard' with a close button. The main heading is 'Perform Price Rounding' with a subtext: 'Price changes can result in prices not used by your business. Specify how the adjusted prices should be rounded.' Below this, there is a checkbox 'Perform price rounding' which is checked. To the left, under 'Price Range', there are two columns: 'From:' and 'To:'. The first row has '\$0.00' and '\$10,000.00'. Below it are four more rows, each with '\$0.00' in both columns. To the right, under 'Rounding Rules', there are two columns: 'Make price a multiple of:' and 'Then end price with:'. The first row has a checked checkbox, '\$0.10', a checked checkbox, and '\$0.03'. Below it are four more rows, each with an unchecked checkbox and '\$0.00' in both columns. At the bottom, there are three radio buttons: 'Round to nearest' (selected), 'Round up', and 'Round down'. At the very bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Price Range		Rounding Rules			
From:	To:	Make price a multiple of:	Then end price with:		
\$0.00	\$10,000.00	<input checked="" type="checkbox"/>	\$0.10	<input checked="" type="checkbox"/>	\$0.03
\$0.00	\$0.00	<input type="checkbox"/>	\$0.00	<input type="checkbox"/>	\$0.00
\$0.00	\$0.00	<input type="checkbox"/>	\$0.00	<input type="checkbox"/>	\$0.00
\$0.00	\$0.00	<input type="checkbox"/>	\$0.00	<input type="checkbox"/>	\$0.00
\$0.00	\$0.00	<input type="checkbox"/>	\$0.00	<input type="checkbox"/>	\$0.00

☒ Round to nearest   ☐ Round up   ☐ Round down

< Back   Next >   Cancel



**Tip** You can experiment with the price rounding settings to see what settings give you the results you want. If you aren't satisfied with the results of the wizard, click the Cancel button in the Inventory Wizard Workpad so the changes won't be made in the database. Then run the Inventory Wizard again with different rounding settings.

**Perform price rounding** Select this check box to specify the rounding method and rules. Whenever Headquarters rounds the item prices, it considers the rules specified for the various price ranges.

**Price Range** Enter one or more price ranges to apply price rounding to items within the ranges. For example, typing \$0.00 in the **From** box and \$20.00 in the **To** box allows you to set rounding rules for amounts in that price range. If that's your first row and you enter \$40.00 in the **To** box in the second row, the second price range is \$20.01 to \$40.00.

To set the same rules for all price ranges, only fill in the first range row. Type \$0.00 in the **From** box and a number larger than your largest price in the **To** box.

## Rounding Rules

Enter the rules that should be applied to the associated (adjacent) price range.

**Make price a multiple of** Check the box and then enter the digits that you want to round to. For example, to round to the nearest dime, type \$0.10. To round to the nearest dollar, type \$1.00.

**Then end price with** If you want your new prices to end in a certain number, check the box and then enter that number here. Microsoft recommends entering a value that will only change the final digit of your new prices, such as entering \$0.03 to cause all prices to end with a 3 (such as \$4.53). If you enter values that will alter more than the final digit, review the results carefully as some prices may be reduced more than you intended.

## Rounding method

All of the rounding methods apply to the values that meet the criteria specified by the rounding rules.

**Round to nearest** If selected, Headquarters will round the discounted/updated prices to the nearest retail value.

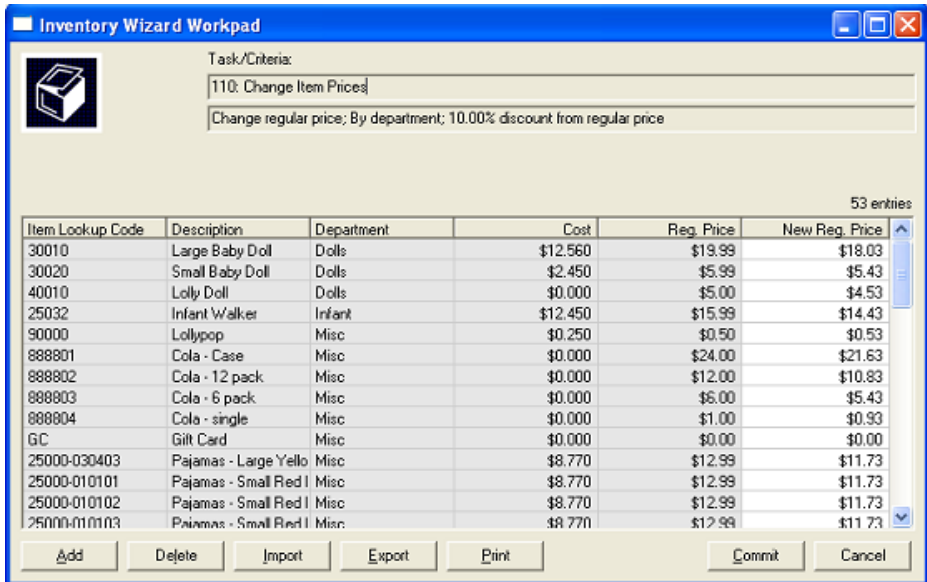
**Round up** If selected, Headquarters will round the discounted/updated prices to the nearest retail value that is above or equal to the changed price.

**Round down** If selected, Headquarters will round the discounted/updated prices to the nearest retail value that is below or equal to the changed price.

## Completing the Inventory Wizard page

When you click **Finish**, you will be able to view and edit the proposed changes in the Inventory Wizard Workpad. No changes have been made to the database at this point.

## Inventory Wizard Workpad



Item Lookup Code	Description	Department	Cost	Reg. Price	New Reg. Price
30010	Large Baby Doll	Dolls	\$12.560	\$19.99	\$18.03
30020	Small Baby Doll	Dolls	\$2.450	\$5.99	\$5.43
40010	Lolly Doll	Dolls	\$0.000	\$5.00	\$4.53
25032	Infant Walker	Infant	\$12.450	\$15.99	\$14.43
90000	Lollypop	Misc	\$0.250	\$0.50	\$0.53
888801	Cola - Case	Misc	\$0.000	\$24.00	\$21.63
888802	Cola - 12 pack	Misc	\$0.000	\$12.00	\$10.83
888803	Cola - 6 pack	Misc	\$0.000	\$6.00	\$5.43
888804	Cola - single	Misc	\$0.000	\$1.00	\$0.93
GC	Gift Card	Misc	\$0.000	\$0.00	\$0.00
25000-030403	Pajamas - Large Yellow	Misc	\$8.770	\$12.99	\$11.73
25000-010101	Pajamas - Small Red I	Misc	\$8.770	\$12.99	\$11.73
25000-010102	Pajamas - Small Red I	Misc	\$8.770	\$12.99	\$11.73
25000-010103	Pajamas - Small Red I	Misc	\$8.770	\$12.99	\$11.73

The summary at the top of the Workpad shows the settings that you selected in the Inventory Wizard. The gray columns in the grid show the current data in the database. The white column or columns show the new values that will be entered into the database. You can make changes to those values by clicking in the box you want to change and typing a new value. To view detailed information about a listed item, double-click the item lookup code for that item.

**Add** Click to add other items to the Workpad.

**Delete** Click to remove the selected row from the Workpad. The item itself is not deleted from the database.

**Import** Click to import data into the Workpad from a text file. The text file must have the same number of columns, in the same order, as those shown in the Workpad.

**Export** Click to export the data in the Workpad to a text file.

**Print** Click to print the Workpad contents.

**Commit** Click to save the new values in the white columns to the records in the database. This action cannot be undone, so be sure to review the data carefully before clicking this button.

**Cancel** Click to close the Workpad without committing the changes to the database. If you want to make the changes later, you will need to run the Inventory Wizard again.

## New Item Wizard command

Use the New Item Wizard to quickly add items to your database. The New Item Wizard will help you to assign all the standard item properties (such as Item Type and Price), plus you can use it to quickly define matrix, lot matrix, kit, and assembly item components and dimensions.

### *To run the New Item Wizard*

- 1 On the **Wizards** menu, click **New Item Wizard**.
- 2 Follow the instructions in the wizard and enter detailed information about the new item.

When you complete the wizard, you can click Items on the Database menu to see the new item in the Items window. To view or modify the item, select the item in the list, and then click Properties.

For more information about creating items, see "Working with your database" in "Using Headquarters" and "Items command" in "Database menu" earlier in this book.

## Worksheet Wizard command

Use the Worksheet Wizard to quickly create worksheets for your stores. After you select the worksheet style, the wizard asks for relevant information about the worksheet and asks you to specify the effective date and the stores involved.

For more information about issuing worksheets and using the Worksheet Wizard, see the following sections in this book:

- "Using worksheets to broadcast data to stores" in "Using Headquarters"
- "Worksheets menu" earlier in this reference section



## Reports menu

The Reports menu lists all of the Active Reports that you can generate in Headquarters. For more information about generating and using these reports, see "Generating reports" in "Using Headquarters" earlier in this book.

When present, the Reports menu also lists any custom reports that have been created for your Headquarters implementation. These can be accessed by clicking the Custom command.

To generate Active Reports that you have memorized with your own settings, click the Memorized command.

## Utilities menu

The Utilities menu contains the Calculator, Add-Ins, Crystal Reports, Memorized Crystal Reports, View Old QS2000 Journals, and Backup Database commands.

### Calculator command

The calculator works like any other calculator, with basic functions such as addition, subtraction, multiplication, and division. The memory features and other special buttons of the calculator are described below.

**MC** Clears the contents of the memory.

**MR** Recalls the value from memory. You can also "press" this button by pressing F2.

**M–** Subtracts the value on the screen from the value in memory and updates the value in memory accordingly. For example, if 10 is in memory, 4 is on the screen, and M– is pressed, then pressing MR will bring up the result of 6. You can also "press" the M– button by pressing the F3 key.

**M+** Adds the value on the screen to the value in the memory and updates the memory value accordingly. For example, if 5 is in memory, 3 is on the screen, and M+ is pressed, then pressing MR will bring up the result of 8. You can also "press" this button by pressing the F4 key.<sup>3</sup>

**CE** Clears the screen and the ribbon screen but not the memory. You can also "press" this button by pressing the letter E key.

**C** Clears all the screens and the memory value. You can also "press" this button by pressing the letter C key.

**OFF** Closes the calculator. You can also "press" this button by pressing the letter O Key or by pressing ESC.



toolbar buttons The first toolbar button clears the screen without clearing the ribbon screen. The second button copies the value in the screen to the clipboard so that you can paste it elsewhere. The third button send the contents of the ribbon screen to your default printer.

## Add-Ins command

The Add-Ins command lets you access third-party software or custom programs and tools quickly and easily. Use Headquarters Administrator to set up the location of the add-in programs or shortcuts. If there are no add-ins in the add-in location, this command will be disabled. For more information about this feature, see "Setting the add-in location" in Headquarters Administrator Online Help.

## Crystal Reports command

Headquarters incorporates Crystal Reports, a leading Windows-based reporting tool. Use Crystal Reports to create your own reports and then invoke them through Headquarters. All of your Crystal Reports should be stored in definition files in the Crystal Reports directory location you specified in Headquarters Administrator.

Once you select the report you want, a window will open where you can enter settings to sort the data, specify filter criteria, and enter additional details about the report.

### *Sort By tab*

Use the Sort-by tab to specify the order in which report data appears. When you specify sort instructions, you can quickly get to the report information you need. When you sort the report by text fields (customer, city names, etc.), the entries are displayed in alphabetical order (A-Z or Z-A) based on the contents of the selected field. Likewise, the report feature sorts value fields (total sales, number of visits, and so on) into numeric order (0-100 or 100-0) and date fields into chronological order (1/1/06-12/31/06 or 12/31/06-1/1/06).

To set a sort field, select it in the Sort Levels box, and then select the field you want to use in the Level 1/2/3 Sort Field box. Depending on the report you select, you can sort the report data by up to three fields.

### *Additional Details tab*

If there are additional details available on the selected report, you will find them on the Additional Details tab. Choose from a number of options. To select an option, click to select the check box.

### *Criteria tab*

Use the Criteria tab to specify filter criteria. A filter screens out any data that does not meet specific criteria (conditions). Only entries that match the criteria are included in the report. For example, you can filter the report to contain only customers who live within a certain zip code.

You can set multiple filter criteria on each report. For example, you can generate a report that specifies how many customers living in a specific state have visited your store during a selected period of time. Use the Criteria tab to fine-tune your Crystal Reports. If you do not select any of the criteria, the report will use the default settings.



**Note** For each filter criterion you define, click the Add button.

### **View Old QuickSell 2000 Journals command**

If you used Headquarters Administrator to migrate from QuickSell HQ to Headquarters, you can view your past QuickSell 2000 journals in Headquarters. When you click the View Old QS2000 Journals command on the Utilities menu, you will see the Report Filter window. In this window, you can search for journals based on batch, closing time, store, and store ID. After you select the filter criteria and click OK, you will see an active report that lists the journals that match the criteria. Double-click any number in the Batch column to display the journal. You can then use the Find button to locate other journals or use the Print button to print the journal.



**Note** If you did not import a QuickSell 2000 database, the View Old QS2000 Journals command will be disabled.

## Backup Database command

Use the Backup Database command to regularly back up your Headquarters database and safeguard critical data. With regular backups, you will be able to restore your data in the event of a system failure or a natural disaster.

When you back up a database, you make a copy of it and store it on another device, such as on a CD or a second hard drive. A typical backup cycle consists of backing up an entire database and transaction log, and then repeating backups at regular intervals.

You can use Headquarters Administrator to restore your database from a backup file. For more information, see Headquarters Administrator Online Help.

Remember that your data represents your time and energy. Protect it well.



# Glossary

---

## A

### **accounts receivable**

Money that is owed to a company by a customer for products and services provided on credit.

### **accounts receivable aging**

A periodic report showing all outstanding receivable balances, broken down by customer and month due.

### **account statement**

A record of transactions and their effect on account balances over a specified period of time, for a given account.

### **add-ins**

Software components or external programs that can be invoked by the software application to extend its functionality.

### **Administrator, Store Operations**

An interactive graphical tool that allows a database administrator to connect to a database, create databases, import existing databases, upgrade the database, back up data, and configure the Headquarters database for each of the Headquarters workstations.

### **Administrator Rights**

Exclusive access privileges assigned to certain users that enable them to create, modify, and/or delete users and their associated security properties, as well as set up and/or view security levels for Headquarters Manager. Use the Users command on the Admin menu to assign administrator rights.

**assembly item**

An item that acts as a bill of material, which consists of existing inventory items bundled into one package and sold under a separate item lookup code. For example, assume you sold computers. One of your assembly items could consist of a monitor, a CPU, and a keyboard. Another assembly item could include a monitor, keyboard, scanner, and printer. When you sell an assembly item, the quantities of the individual components decrement. However, when you sell a kit item, the quantities of the individual components will not decrement; only the kit itself will.

**B****back order**

An order for an item that is currently out-of-stock.

**backup**

A copy of all files for safe-keeping in case of data corruption. The user should back up the database everyday.

**bar code**

A code that can be read by a scanning device. The "bars" that make up a bar code represent a series of numbers.

**billing cycle**

The period between billings for products and services, usually a month.

**bin location**

The location in the store where the item is stored.

**blind closeout**

The process by which the batch is closed but a Z report is not generated. For example, Store Operations enables you to close the batch at the point of sale, take the drawer to the back office, and then use Store Operations Manager to generate a Z report. This way, you avoid counting the drawer in front of customers.

**brick-and-mortar**

Describes a store that exists in the physical world, not on the Internet. See also click-and-mortar.



**"buy X, get Y" discount**

A method by which you can sell a specified quantity of items ("X") at full price and give the customers a selected number of items ("Y") for free or at a discounted price. For example, set up a "Buy 2 items, get the 3rd item for free" structure.

**C****cash drawer (electronic)**

An electrically operable and lockable drawer that is used to store money (bills, coins, checks, etc.) and changes at the point of sale.

**character**

Any letter, number, or symbol.

**child quantity**

The number of child items contained within a parent item. For example, it would be the number of packages within a certain carton. See also Parent Item.

**click-and-brick**

Describes a store that exists online and in the physical world. See also brick-and-mortar.

**committed quantity**

A value that represents the quantity of an item that has been set aside or committed to a customer via a layaway, back order, or work order. This value does not reflect what is currently in stock.

**configuration**

The components that make up a computer system.

**Copy Data as Table**

Right-click menu command that copies all entries in the list to the clipboard while maintaining a columnar format. You can then paste that data into another program.

**Crystal Reports**

A reporting tool that lets you create your own reports and invoke them through Microsoft Dynamics RMS.

**cursor**

The location where information can be given to the computer, usually denoted by a blinking symbol.

**D****database**

A file containing a structured group of information, usually organized into tables and indexes.

**distribution site**

A store or warehouse where goods are received and distributed.

**E****electronic commerce**

The buying and selling of products and services by businesses and consumers over the Internet.

**enterprise**

A network of retail stores and distribution centers located in different geographical areas.

**export**

An action by which one takes the information in one format and places the information in a different format.

**F****field**

An individual piece of information kept within a record or displayed on screen. For example, in a cashier record, the cashier's name is a field. Also referred to in context as a "box."

**file**

A collection of related records. For example, a cashier file would contain all the cashier records.

**Formula**

Right-click menu command that lets the user quickly performs mark-ups, mark-downs, and bulk changes to an entire column. It enables you to assign a mathematical formula to either a single row or all of the rows. For example, when you use the Inventory Wizard to apply price changes to a number of items, you can create a formula that will set the price equal to cost + 10%.

**G****general ledger (GL)**

A book of final entry summarizing all of a company's financial transactions, through offsetting debit and credit accounts.

**global customer account**

Information about a customer, such as billing address, shipping address, purchases, and so on, that is known to the entire retail enterprise. Headquarters can both view and modify this information.

**H****head office**

The location at which all the multistore operations are managed. The head office handles the merchandise planning, order management, and distribution for the entire enterprise.

**hold transaction**

See On Hold

**I****import**

An action by which one pulls all the key data from one file and uses the information to populate another file.

**interpolate schedule**

A method by which Microsoft Dynamics RMS calculates the shipping charges based on the exact Weight/Total values, regardless of whether these values are specifically entered in the grid.

**Inventory Wizard**

A wizard used to change properties in multiple item records at once. For example, you can change item prices and costs, update reorder information, assign sales taxes, or put groups of items on sale.

**item lookup code**

A unique set of alphanumeric characters used to classify an item, usually the bar code numbers if the item has a barcode.

**J****journal**

The journal is a record of a sales transaction or a closed Z report that contains all the sales transactions that have occurred on the current register since the last Z report was processed.

**K****kit item**

An item (such as a first-aid kit) that contains other items found in the database to be sold as one item. When you sell a kit item, the individual kit components will not increment or decrement; only the quantity of the kit item itself will change.

**L****LAN**

Local Area Network. A computer network where at least two computers are interconnected to share data, storage devices, and peripherals.

**layaway**

A process where a customer may pay in increments to hold the item and receive the item when the item has been fully paid for. The customer must place a minimum deposit.

**lookup code**

A unique set of alphanumeric characters used to classify an item, usually the bar code numbers if the item has a barcode.

**lot matrix item**

An item that can be sold in different predetermined lots or quantities, using the same lookup code for each lot. For example, a can of soda can be sold in lots of one, six, and twelve. Each of these lots would have the same lookup code but a different price corresponding to its lot size.

## M

**Maintenance Mode**

A Headquarters Manager operating mode that allows users to make changes directly in the Headquarters database without using worksheets and without updating the stores' databases. Worksheets can be issued after the changes are complete in order to update the store databases.

**master pack quantity (MPQ)**

The pack quantity of a particular item you order from the supplier. For example, if you order an item in packs of 24, you would enter the number "24" in the MPQ field. Then, whenever you generate a purchase order, Headquarters automatically orders the specified pack quantity, even if the amount needed to reach the resock level is smaller than that. If the quantity ordered is more than a multiple of the MPQ, Headquarters automatically rounds up to the next MPQ.

**matrix item**

An item with variations of itself (called *component items*) that share the same lookup code. For example, jeans can qualify as matrix items because they can vary by color (blue, black, tan, and so on) and size, yet each individual pair of jeans has the same base lookup code as all the other variations. Matrix items can have up to three dimensions, such as waist size, length, and color.

**menu**

A list of commands in a software program.

**mix and match**

Mix and match items are items that can be bought in quantity with other similar mix and match items for a discounted price. For example, candy bars A and B are each normally sold for \$0.40, but their mix and match pricing structure prices 3 candy bars (in any combination) for \$0.99.

**N****net display**

Display monitor that lets you showcase preselected multimedia advertisements, Web sites, or advertisements from your local CD-ROM or DVD.

**New Item Wizard**

A wizard that adds items and their components to the database all at once. You can set up the item type, define assembly and matrix components, and set up their standard properties. This wizard is especially useful for creating assembly, kit, matrix, and lot matrix items.

**Normal Mode**

A Headquarters Manager operating mode in which most information in the Headquarters database is protected, meaning it can be viewed but not changed. See also Maintenance Mode.

**O****on hold**

A transaction which has not been completed but is saved for later retrieval. When retrieved, the transaction reappears in the state it was in when saved.

**OPOS**

OLE for Point of Sale, a standard that ensures compatibility of retail hardware and software systems. You can select OPOS-compatible hardware or peripherals to use with Store Operations.

## P

### **parent item**

An item that contains a set quantity of a single item. When the on-hand quantity for the single item is depleted, the parent item is "opened up" so that the total number of single items it contains are now seen as the on-hand quantity for the single item. This practice, also known as "breaking," is useful in extracting single units from carton or case inventories. The total number of single items the parent contains is displayed in the Child Quantity box in the parent item properties.

### **password**

A code that a user must type in order to gain access to the software.

### **Paste To All Rows**

Right-click menu command that pastes the data on your clipboard to all the rows in a single column. Place your cursor on an entry field in the column whose rows you want to update with the new price. Right-click your mouse and select Paste to All Rows. Headquarters will then paste the data on your clipboard to all the rows in the selected column. By using the Paste to All Rows command, you do not have to manually change the value for each item in the grid.

### **peripheral**

An add-on device, such as a receipt printer, bar code scanner, or modem.

### **purchase order**

An order placed to a supplier for specific items.

## R

### **reason code**

An brief code entered by a cashier that explains a specific action taken.

### **record**

A unit of related information within a database. For example, an item record holds all data that describes the item.

### **refresh**

An action by which one quickly resets the screen to view recent data changes or updates.

**reorder point**

The minimum quantity an item falls to before you a purchase order is issued.

**restock level**

The minimum quantity you want to achieve when you order the item. For example, if you have 3 items in stock and the item has a restock level of 10, 7 items will be ordered on the next purchase order.

**restore**

To replace current data with data from a backup.

**S****sales quote**

A generated price list for items to sell.

**serialized item**

An item that has a unique serial number associated with it. Microsoft Dynamics RMS is able to track the purchase of serialized items by their serial numbers.

**substitute item**

An item which has the same characteristics of another item that can be offered to customers when the first-choice item is out of stock..

**T****tag along item**

An item that is automatically included in a sale whenever another item is sold.

**tare weight**

The "extra" weight accompanying an item that is not to be calculated as the item's weight. Tare weight may include the weight of packaging, such as, bags or carts.

**tender type**

A form of tender accepted in a store, such as cash and check.



**transaction**

Any action taken at the point of sale which involves the exchange of money for goods. Typical transaction types are sales and returns.

**U****URL**

An abbreviation for Uniform Resource Locator. A URL specifies the location of an object on the Internet or computer networks, such as a file or a Web site. URLs are used extensively on the World Wide Web.

**V****voucher**

An item that acts as a gift certificate or gift card.

**W****weighed item**

An item for which cashiers must enter a weight whenever it is sold. This weight is entered either manually or through an electronic scale. This item may have a tare weight associated with it.

**work order**

A transaction representing an item to be sold or a service to be performed. The work order is typically saved in Microsoft Dynamics RMS after receipt of a deposit, and then retrieved upon completion of the order.

**worksheet**

A file that contains built-in mechanisms to help you properly plan desired changes, obtain approval for changes, and track actual changes for audit purposes. In Headquarters, you issue worksheet to request information from stores or to communicate to stores changes made in the Headquarters database.

**worksheet style**

A worksheet template suited for a specified set of actions.

**X****X report**

A report that displays information regarding the up-to-the-minute sales statistics of the register. Generating this report does not close the batch. Perform this action whenever it is necessary to know the sales information.

**XML**

Extensible Markup Language, a coding language that provides a vendor, platform, and language-neutral technology for distributing data across both public and private networks.

**Z****Z report**

Similar in content to the X Report except generating this report closes the current batch. This option should be performed only once a day, ideally at closing time.

**ZZ report**

Similar to the Z Report except that this report is a report on all the Z reports generated since the last ZZ report.

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