POSitive For Windows 2004

User Guide

Notice

Copyright © April 2004 POSitive Software Company. All rights reserved.

This document contains proprietary information which is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language without prior consent of POSitive Software Company.

Microsoft is a registered trademark and Windows is a trademark of Microsoft Corporation. Other brands and their products are trademarks or registered trademarks of their respective holders and should be noted as such.

POSitive Software Company

2290 Robertson Drive

Richland, WA 99354

(509) 371-0600

Fax: (509) 375-0629

www.gopositive.com

Table Of Contents

INTRODUCTION 9

System Operation 11
Keystrokes 11
Mouse Use 11
Instructions 11
See Help 12
Tip Of The Day 12
HELP files 12
Technical Support 13

SOFTWARE INSTALLATION 15

Installing POSitive For Windows 17
Install From CD 17
Install From A Downloaded File 17

A BRIEF ORIENTATION 19

PFW Main Screen 21
Main Menus 21
The Tool Bar (optional) 21
Manager Console Window (optional) 22
The Signature Bar 22

Inventory Tracking 23

Customer Tracking 25

Invoices 26
Invoicing Features 26
The Invoice Interface 27
Entering Sales 27
Tendering The Invoice 27
Invoice History 28

System Setup 29

Reports 30

What You Should Do Now 31
Create An Invoice 31
Create An Inventory Item 31
Create A Customer 31
Create A Layaway 31
Create And Receive A PO 32
Open The Cash Drawer 33
Balance The Cash Drawer 33
Print Reports 34
Advanced Features 34

CREATING YOUR OWN COMPANY 37

Getting Started 39
The New Company Wizard 39

New Company Setup 41
Review Tax Rates 41
Review System Setup 45
POSitive Setup Form 46
Add/Edit Employees 65
Review Station Settings 65
Review Category Defaults 67
Setting Category Defaults 68
Add Departments/Categories 68

Customizing POSitive 70
Company Information 70
Printer Forms 71
Definitions 74
Service Status 74
Customer Return 74
RMA Return Action 74
Tender 74
Currency 74
User Defined Field Names (Inventory) .. 75
Finance Companies 75
Mail Groups 75
Policy Statements 75
Employee Security Groups 75
Policy Statements 75
Tender Definitions 76
Reason For Return 78
Choose Finance Company 78
Finance Company Detail 79
Station Detail 80
Printers / E-Mail 86
Show Tool Bar 89

PFW Security Options 91
Security Controls 91
Security Groups 93
Mail Groups / Group Manager 94

Zip Code Table 95

Registering POSitive For Windows.....97
PFW Module Registration 98

Backup Now.....100

YOUR INVENTORY 101

Departments 103
How To Activate The Use Of Departments.....103
How To Add Departments.....103
How To Assign Categories To A Department 103
How To Remove A Category From A Department 104

Categories 105
What Categories Can Do 105
Category Listing 105
Creating And Managing Categories.....106
Category Detail Form 107
Markup / Margin.....111

Category Defaults.....113
AutoSKU Setup 115
Reset Inventory.....118
Reset ALL Inventory 118

The Inventory List 120
Menu (ESC).....120
Inventory List Tabs.....121
Inventory Side Panel.....123
Item Menu [F12].....125

Adding Inventory 127

The Inventory Form.....129
Add SKU - Alternate SKU 133
Bin Locations.....134
Manufacturers.....135
User Defined Fields 135
Options [F8].....136
Properties Tab [F5] 138

Finding Inventory 145
Search Methods.....145

Entering Stock Counts.....147
Prompt For Stock Count When Adding147
RightMouseClick.....147
Batch Adjustment.....147
Purchase Orders 147

Shortcuts For Adding Inventory.....148
Copy Record 148
Import Inventory 148

Coupon Manager.....149
Setting Up Coupons 149
How To Use A Coupon.....149

Handling Warranties 150
To Create Warranties 150
Assign Warranty To An Inventory Item 150
Assign Warranty To A Category Default 150
Use Of Warranties.....150
Warranty Record.....150

THE ORDER LIST 153

Using The Order List 155
Opening The Order List 155
Generating The Order List 155
Adding Items To The Order List.....156
Processing Items On The List 156

PURCHASE ORDERS 159

Working With Vendors.....161
Adding A Vendor.....161
Defining Vendor Inventory 161

Receive A Purchase Order.....163
How To Receive W/O Purchase Order 163
Purchase Order Screen 164
Purchase Order Screen Layout.....167
PO Receive Summary 169

CUSTOMERS..... 171

Customer List 173
Finding A Customer.....173
Navigating The Customer Window.....174
Customer Account.....175
Ship To Addresses 178

Customer Categories.....180
Editing Customer Categories 181

Customer Discounts By Category.....184

Customer Terms.....185
Default Terms 185

Customer Invoice History.....187

Customer Orders.....188

Customer Consignments.....189

Customer Notes 190

Customer Phone 191
E-Mail 191

Frequent Buyer Program 192
Overview.....192
How Customers Receive Awards 193
How Customers Redeem The Awards.193

MAKING SALES 197

Creating an Invoice.....199
Select a Customer 199
Add Items Being Purchased To The Invoice 200
Making Changes On The Invoice 200
Press F10 To Complete The Invoice....201
PO Number 201
Authorized Buyer.....202
Backorders 202
Serial Number.....202
Select Payment Method 202
Tender Types 202
Split Tender 202
Other Payment Options.....202
How To Take Payment 203
Change Due 203

Accepting Customer Returns.....204
Options For Returns.....204
The Returns Process.....204

MANAGEMENT.....207

Adding Employees.....208
New Employee Wizard.....208

Managing EMPLOYEES 210
Employee List.....210
Password 211
Employee File 211

Employee Time Cards.....214

Monitoring Your Business.....215
Daily Sales Summary.....215
Reports 216
Sales Vs Purchases (Cash Flow) 220
List Of Voids.....220
Periodic Activities.....220

ACCOUNTING..... 223

Using The General Ledger.....225
Pre-Setup.....225
Prepare a Chart Of Accounts.....225
Importing QuickBooks Chart Of Accounts 226
Link GL Accounts in PFW.....227

GL Export Setup 229
QUICKBOOKS Export Setup.....229
Trial Transactions 231

Updating GL 232
Balance Cash Drawer.....232
Process AP Transactions.....232
Adjust Stock Counts.....232
Adjust Customer AR Transactions.....232

Exporting GL.....233

Posting GL 234
Review / Edit.....234
Printing The Batch 235
Process If In Balance.....235
GL Transaction History.....236

GL Management Tools 237
GL Reports.....237
Report Criteria.....237

The Check Register 239
Setting Up The Check Register.....239
Write/Print Checks.....240
Reconcile Bank Account.....240

Accounts Payable.....241
Accounts Payable - Unposted 241
How To Pay AP 241
How To Add An AP Transaction.....242

Accounts Payable....243
AP History....245
Accounts Receivable....245
Customer AR List....246
The AR Statement....247
Finance Charges....248
AR History....249
AR Transaction (Edit)....251

Daily Activities....252
Open Cash Drawer....252
Opening Balance - Final Balance....252
Coin Counter....253
Daily Balance Worksheet....253
Editing Tender [F7]....255
Daily Balance History....256
Checks Tendered....257
Deposits On File....258
Tender History Filter....258
Consignment Payments....259
Customer Refunds....259
Sales Tax Report....260

ADVANCED INVENTORY....261

Special Inventory....263
Bulk Inventory....269

Consignments....272
OVERVIEW....272
Consignments By Name....275
Consignment Form....275

Coupon Manager....278
How Coupons Are Used....278
Tender With Coupons....279

Coupon Form....281
How To Create A Coupon....281
Reports....282

Matrix....283
Matrix Inventory....283
Matrix Definition....290
Matrix Headers....291
Matrix Reports....291

Serialized Inventory....292
Advance Setup....292
Making An Inventory Item Serialized....292
Assigning Serial Numbers To An Inventory Item....292
Selling A Serialized Item....293
How To Return A Serialized Item....294
How To Adjust Status Of Serial Number....294
Serial Number Details....294
Serial Number List....295

Templates....296
How To Create A Template....296
How To Use The Template....296

Trade Ins....298
Creating A Trade In....298
Managing Your Trade In....298
Selling Your Trade In....299

Vendor Inventory List....300
Vendor Inventory vs Your Inventory....300

Internet Inventory List....302
How To Select Items For Your Web Page....302

INVENTORY RETURNS....305

Introduction To Returns....307
Returns....307
Advance Setup....307
RMA Center....308
Accepting Customer Returns....309
Processing A Customer Return....309
Process Customer Returns....313
Return Item Processing Form....314
Orphans To Process....317
Orphan Form....317
RMA - Send To Vendor....318
How To Receive An RMA....319
Items In Transit....319
Process RMA's....320

E-COMMERCE....321

Running Your Own Web Store....323
E-Commerce Introduction....323
Setting up an e-commerce account....323

E-Commerce Overview....324
Getting Started Check List....325

Internet Inventory List....328
Internet Setup....328

Account Wizard (tab).....328
Retrieve Orders Setup (tab) - 330

PFW E-Commerce Preparations.....333
Customer Code 333
Pictures 333
Picture Overview. 333
Category Pictures – Optional but powerful!.....335
Department / Category Sort 335
Employee Setup 336

Internet Inventory List 337
How To Select Items For Your Web Page 337
Item Specials Tab.....338
Yahoo Store Tab 339

E-Commerce And Your Web Page.....341
Shopping Cart - Updating your Account Wizard Products.....342

A Tale Of Two Stores.....343
Search Engines.....344

Customer Order Processing.....346
Customer log in.....346
Internet orders.....346
Internet Orders List.....347
Processing an Internet Order.....347
Drop Shipping Internet Orders.....348

E-Mail Marketing 349
How To Do E-Mail Marketing.....349
Prepare The List.....350
Prepare The Message 350
Send Test Message.....351
Send All E-Mail Messages.....351

GLOSSARY 353

Definition Of Terms 355

DESIGNING AND EDITING LABELS.....371

Customer Labels 373
Activate Customer Label Printing.....373
Customer Label Forms.....373
Selecting the Label Size.....373

Changing Label Assignments.....375
Re-Set Inventory 375

PRINTING INVENTORY LABELS 377

Planning Ahead For Label Printing 379

A Demonstration of Label Printing 380
Getting Ready 380

GIFT CERTIFICATES..... 383

Advance Preparation 385
Create A GIFTCERT Item 385
To Sell Gift Certificates 385
To Redeem Gift Certificates 385
Gift Certificate Manager 387
Sales Reports of Gift Certificates.....387

HARDWARE..... 389

Hardware Setup Guidelines 391
DATA CORRUPTION 391
On Windows NT/2000 Workstation and Server: 392

Networking PFW.....395
Troubleshooting 395

Printing.....396
REPORTS 396
TRANSACTION PRINTING 397
List Of Registered Printers.....397

Printer Definitions.....399
Printer Detail (tab).....399
40 Col Receipt Printer.....399

Setting up your receipt printer in POSitive for Windows.....402

Setting up your Pole Display in POSitive for Windows.....403

COM Ports Setup 405

Multi-Monitor Support.....406

DATA HANDLING 409

DATA HANDLING 411

Backing Up Data 412
Auto-Backup Setup.....412
How To Restore A Backup.....413
Backup Files Now.....413
Restore Backup.....413
Major Restoration Of PFW.....415

Utilities 417

PFW Importer.....418

Define the Import Setup 419
Inventory Import.....419
Customer Import.....421
Other Advance Preparations 422
Perform the Import.....423
Prepare the Import File 423

Export and Re-Import Inventory 426
Export 426

Repairing Data Files 427
Symptoms Of Corruption.....427
Repairing Data Files - TPSFIX.EXE ...427

ADVANCED INVENTORY LABEL PRINTING.....429

Inventory Label Printing.....431
PFW System Requirement for Scanners 431
Label Editing 432
Testing Your Label 437
Assigning Inventory to a label 437
The Label List.....437

INDEX 439

Chapter

i

Introduction

Welcome to POSitive For Windows! PFW is a feature-rich point-of-sale program designed to be easy to learn and use. This chapter contains basic information about how to use POSitive.

System Operation

Keystrokes

Tab Key = Enter Key - In PFW you use the Enter key just like a Tab key to move from field to field. This is an option which you may disable, but we think it is a natural keystroke.

Add new entry (press **INS**ert key) - Select the Add button and follow the prompts.

Edit an existing entry (press **Enter** key) - First highlight the desired entry, then select Edit. Make changes as necessary.

Delete an existing entry (press **DEL**ete key)- First, highlight the desired entry, then select Delete. Generally you will be prompted to confirm the deletion. If not, be prepared to re-enter the item. WARNING: You cannot undelete. PFW will ask you to confirm that you really want to delete an item, but once it is deleted, it is gone.

F10 key is the Finish command. When you are finished creating an invoice, press F10. When you have finished editing an inventory item, press F10.

Hot Keys - Menus are often labeled with keystroke combinations for selection the option without having to reach for the mouse.

^ = CTRL * = ALT [F] = function key U = Underscored letter = ALT

Click or type a number or key combination. For example, ^1 means to hold down the CTRL key and press the number 1. Likewise, *1 means to hold down the ALT key and press the number 1. Brackets prompt you to use the function keys at the top of the keyboard.

A tab with an underlined letter means to press the ALT key and the letter.

Locked - If a record is locked it will have a padlock icon beside it and you will get the message that it is in use by another user. If it really is not in use by another user, highlight the item and press CRTL-U to unlock it.

Mouse Use

RightMouseClick - The right hand button on the mouse opens common shortcut menus for the task at hand. You should try RightMouseClicking everywhere in PFW to see what you can do.

Lookup Button - Often appears at the end of a field to allow you to select the desired item from a list.

Instructions

Go To:

Throughout this manual we will try to guide you to a specific area of PFW. For example, if you read "Go To Accounting: Reports: Sales Reports:

Inventory" you should click on the pull down menu named Accounting, then select Reports, then select Sales Reports, and finally select Inventory.

To standardize directions, you will most frequently be directed to the pull down menus at the top of the window which are always available. However, you will quickly discover that there are faster ways to accomplish the same thing. For example, on the Manager Console screen you can simply press Report Center (CTRL-R) and choose the same report.

Step By Step

Learning to do something for the first time sometimes requires step by step instructions.

1) Where it is considered appropriate you will be asked to follow numbered steps of instructions.

2) These step by step instructions will stand out with this formatting design.

3) Remember that this may not be the only way of accomplishing the task.

4) As you become more familiar with PFW, you may find equally appropriate and perhaps easier ways of doing the same thing.

See Help

In this manual you will often see references to the Help files of PFW.

For example, when you read in this manual "See Help: Price/Weight Embedded In SKU" this means that you should open the help files and find the topic.

1) Go To Help: Search For Help On

2) Select the Find tab.

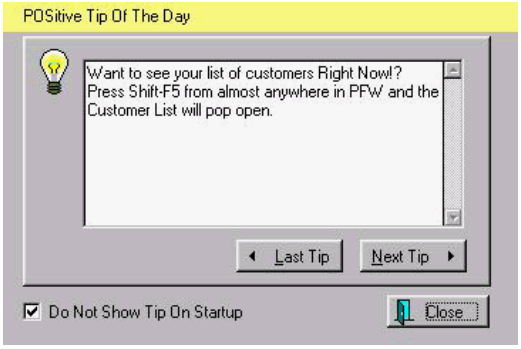
3) Start typing a keyword, like "embedded"

4) In the bottom half, you will see the topic and you can choose to open it.

If you would like more help with this, Go to Help: How To Use Help.

Tip Of The Day

This is an informative and handy feature of the PFW's Help program to gradually initiate you to features and procedures of PFW. You will be given a tip which might otherwise be overlooked.



You can open the Tip Of The Day at any time by selecting it under Help.

Or you may set PFW to open it each time you start PFW. This option is a part of the *POSitive Setup Form* which is accessed by selecting File: System: System Setup: Defaults Tab.

HELP files

POSitive is a dynamic program, and we are constantly incorporating end-user suggestions and new features. Very likely there is a "new and improved" version of the Help file available. You can ask your dealer for it or go to our

internet site to check for the newest version.

If you have any comments or suggestions about POSitive For Windows, we would like to hear from you.

Send an e-mail to mike@pointofsale.com or call us, 509-735-9194

Technical Support

Technical support for PFW is available from your local dealer or directly from POSitive Software Company. Check our web site for current pricing.

To check whether you have the most recent version of POSitive Retailer For Windows, check the POSitive Retailer For Windows home page at http://www.gopositive.com.

Please see the section titled Frequently Asked Questions for answers to common questions.

Technical support is available at no charge as described below.

The best way to report problems is with the support forms available from the 'Support' link on the POSitive Retailer For Windows home page (http://www.gopositive.com). You can also send e-mail to help@gopositive.com.

Send postal mail to POSitive Software Company, 2600 N. Columbia Center Blvd Suite 202., Richland, WA 99352, or post a message on our home page at www.gopositive.com.

When reporting problems, please include the following information:

1) Is the problem reproducible? If so, how?

2) What version of Windows are you running? For example, Windows 95, Windows NT 4.0, etc.

3) What version of POSitive Retailer For Windows are you running? Select About POSitive Retailer from the POSitive Retailer For Windows Help pull-down menu. Please include the version' and 'build' numbers in your problem report.

4) If a window with an error message was displayed, please include the full text of the dialog box, including the text in the title bar.

5) If the problem involves a setting or option on a dialog box, please report the text in the title bar and the text of the setting or option with an explanation of what you have observed.

Note: You can press F1 at any time while POSitive Retailer For Windows is active for context sensitive help.

Contact us at http://www.gopositive.com or call 509-735-9194 for specific information.

Chapter

1

Software Installation

POSitive For Windows software is distributed on a CD or is available for download from www.gopositive.com

Installing POSitive For Windows

Install From CD

To install PFW from a CD, you will be prompted for each step of the installation.

> *If you have a previous version of PFW, you should make a full backup (backup the entire PFW folder, including executable files and data files) before proceeding.*

1) Insert the POSitive Software CD in your CD drive.

2) Wait for the CD to launch a menu.

3) Choose Install

4) Follow the prompts.

Install From A Downloaded File

To install PFW from a downloaded file, you will be prompted for each step of the installation.

☞ *If you have a previous version of PFW, you should make a full backup (backup the entire PFW folder, including executable files and data files) before proceeding.*

1) Find the file which you had downloaded and double click on it.

2) Follow the prompts.

Chapter

2

A Brief Orientation

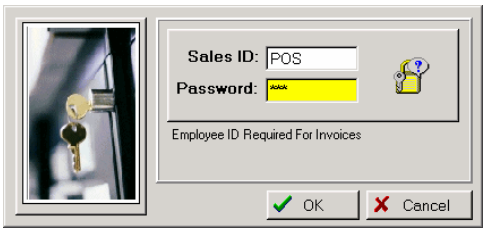
This section gives an overview of some of the major functions of POSitive For Windows, including:

- The PFW Main Screen
- Inventory Tracking
- Customer Tracking
- Invoicing
- System Setup
- Reports

You can begin exploring POSitive For Windows immediately by running the program, and choosing the demo company "Blink's Video Game Emporium." We have included sample data for you to play with, using a fictitious store.

The default ID and password for logging in to Blink's is **POS** and **POS**.

Once you have logged in, you can begin to explore the program. Sample inventory, customers, and invoices have already been entered for you.



PFW Main Screen

When you first run POSitive, you will see a screen similar to the one below. POSitive's main screen consists of four elements:

- Main Menus
- The Tool Bar
- Manager Console Window
- The Signature Bar

Main Menus

Standard pull down menus access PFW's functions.

- File - Access to PFW system preferences and setup screens.
- Edit - (not applicable)
- Register - Access to invoicing and cash register functions.
- Inventory - Access to inventory and purchase order functions.
- Management - Access to employee and managerial functions.
- Marketing - Access to e-mail broadcasts, mailing lists and customer exports
- Accounting - Access to GL setups and reporting functions.
- Utilities - Access to customer, vendor, and tax rate setups.
- Window - Access to open windows.
- Help - Access to program registration, on-line help, and toolbar.

The Tool Bar (optional)

The *Tool Bar* displays shortcut icons and hotkeys for typical PFW functions.

This is turned on or off from the Help menu. If it is turned off, the icons are not visible, but the hotkeys will still function. The Toolbar should be turned off if you want more screen area for invoicing and other PFW activities.

- New Invoice - Create a new invoice.
- Pending - Access pending orders, layaways, and quotes.

- Inventory - List of your inventory.
- Customers - List your customers.
- Calendar - View a calendar.
- Calculator - Use a popup calculator with printing tape.
- Open Cash Drawer – this will open up your cash drawer, if one is attached.
- Internal E-Mail - Send messages to other employees.
- Time Clock - Employee time clock punch in or out.
- Price Check - Lookup the price of an item by scanning its barcode.
- Login - Change employee operating work station.
- E-mail – send or receive e-mail.
- Retrieve Internet Orders – if you are using our e-commerce solution, this will retrieve internet orders directly into POSitive.

Manager Console Window (optional)

The Manager Console provides a tabbed and hot keyed listing of many PFW functions. You may use the mouse or the keyboard for quick access.

Press the Function Key to activate an appropriate Main Group button:

- Register [F2]
- Management [F3]
- Inventory [F4]
- Purchase [F5]
- RMA [F6]
- E-Commerce [F7]

Then Click or type a number or key combination. For example, ^1 means to hold down the CTRL key and press the number 1. Likewise, *1 means to hold down the ALT key and press the number 1.

Setup: Station Detail allows you to designate if Manger Console will open and which Main Group will be activated upon startup.

The Signature Bar

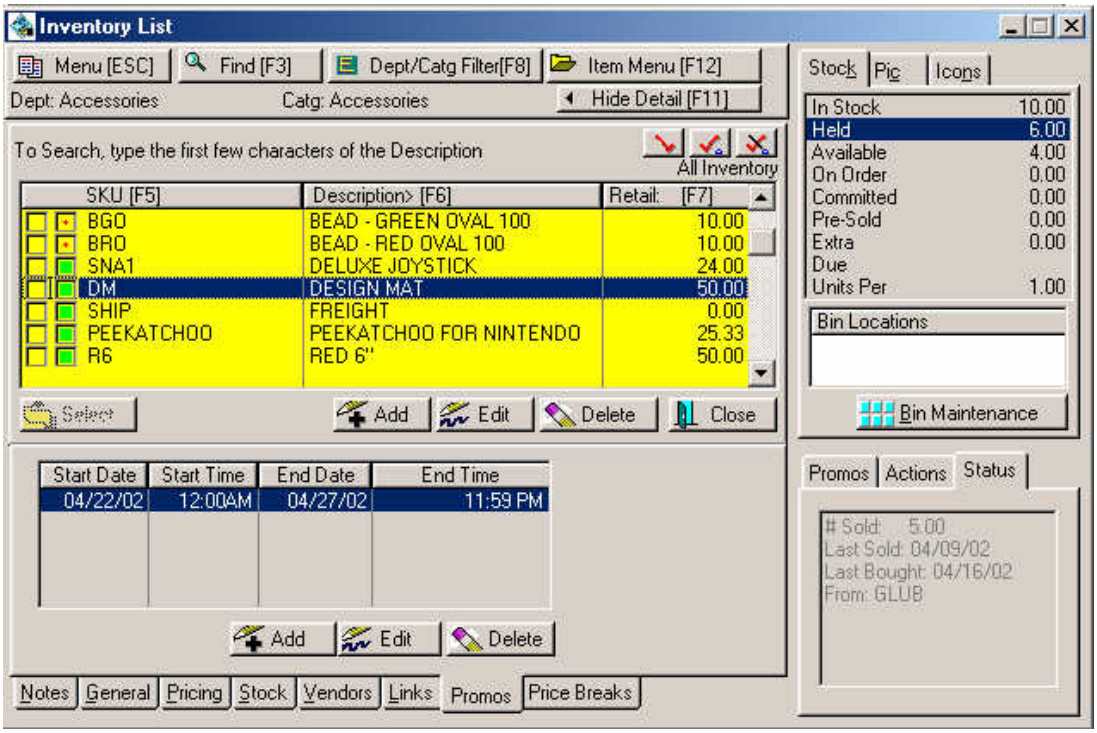
At the bottom of the screen the gray bar displays the following information

- Registration Status - Demo Mode if the program is unregistered, and Standard Edition, Advanced Edition, Single User, or Multi-User if registered.
- The currently active Sales ID on this workstation.
- Program version - More specific version information is available on the Help: About POSitive screen from the Help menu.

Date and Time - This should be checked frequently for accuracy and corrected at the individual computer.

Inventory Tracking

PFW offers you a wide range of inventory options for selling everything from pencils to personal computers.



All the information you need to manage your inventory is presented on the inventory screen.

- Stock - Stock counts are up to the minute, backorders are flagged and filled automatically, and substitution items can replace items on pending orders. Settings for minimum and maximum stock levels help you make timely reorders.
- Types Of Inventory - From simple to sophisticated. Consumables, bulk inventory, color - size matrix, kits, consignments, trade-ins, serialized, templates, assemblies, labor and services, freight, and gift certificates. Each supports multiple SKUs, pictures, and taxation options. Each inventory item is assigned to a category which can govern its characteristics.
- Purchases - Multiple vendors, automated RMAs, complete purchase order history, 'hot' items list, and more. Save money by consolidating purchase orders, pick and choose from the best vendors, RMA inventory quickly.
- Pricing - PFW gives you 6 pricing levels for everything you sell.

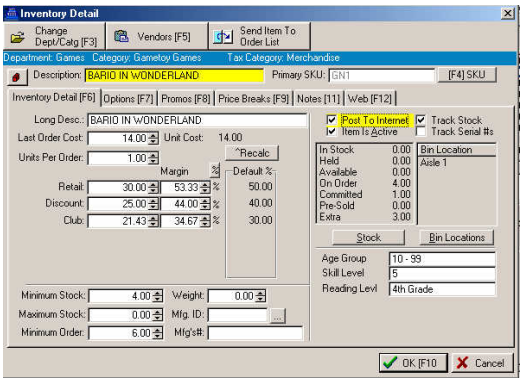
Prices can be automatically updated with cost changes. Promo pricing can be in effect for any time period, for just an hour to infinity. Selected customers can get permanent price discounts, contract pricing, and other benefits.

- E-Commerce - Any inventory item can be automatically displayed on your web page for sale whenever you want.

One of the unique features of POSitive is the ability for you to rapidly enter inventory by selecting category defaults. Inventory is grouped into Departments and Categories. Categories can have defaults set, such as minimum stock, default vendors, price markups, etc. When you enter a new inventory item, POSitive will fill out 90% of the information required by using the Category defaults. POSitive can even auto-generate SKUs for you, based on rules you provide. So, entering an inventory item can be as simple as:

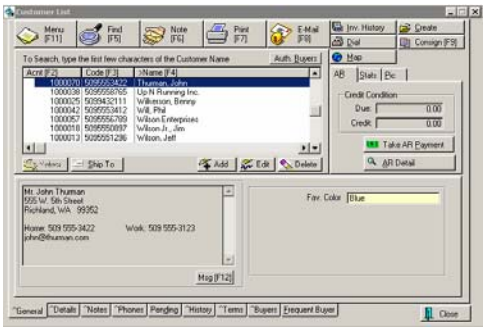
- Type in a description
- Type in a cost
- Press F10 to complete

POSitive will generate a SKU, calculate pricing, and fill in all other details automatically.

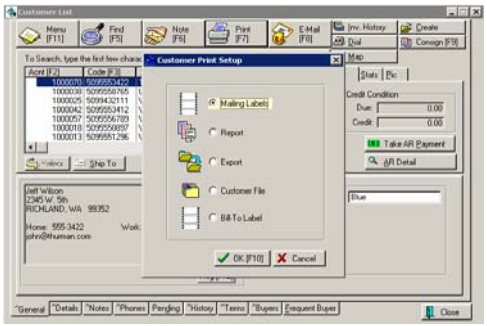


Customer Tracking

PFW lets you easily track your customers at the point of sale. Once you know who your customers are, and their buying habits, you can customize your marketing efforts through direct-mail or e-mail. You can keep extensive notes and classify your customers as needed for enhanced marketing.



- See at a glance what the customer has purchased.
- Offer incentives to come back by setting automatic discounts, frequent buyer rewards, and by mailing or e-mailing special offers.



Invoices

PFW makes quick and simple sales invoices and receipts.

- Unlike a cash register, you are making a record of the sale which you can review and reprint at any time, even years from now.
- You are updating your inventory and triggering mechanisms to order more inventory.
- You are creating a history of your customer's purchases, providing you with additional marketing opportunities.

☞ *POSitive can track your customer's e-mail address. Opt-in e-mail lists are a powerful and inexpensive way to market to your customers. Use POSitive to gather e-mail information at the point-of-sale, and then to send out bulk e-mail messages.*

Invoicing Features

While creating an invoice, there are many features and processes to handle most every business need.

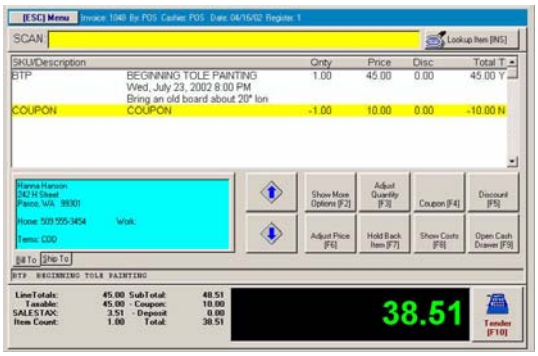
- **Barcode Scanning** - accepts input of common barcode scanners
- **Line Editing** of quantity, price, discount.- change as needed
- **FastAdd Inventory** - add a new inventory item on the fly
- **Fractional and Multiple Quantities** – use up to 4 decimal places for Quantities; rapid entry of multiple Quantities
- **Annotations** - make paragraph style notes about line items and general notes for the invoice
- **Serial Number Assignments** - display serial numbers on invoice
- **Packaging** - offer listed inventory at a package price with individual items not priced
- **Line Positioning** - reposition items on invoice for readability or packaging purposes
- **Full and Contracted Views of Invoice** - temporarily hide or reveal customer information
- **Customer Purchase History** - view complete history of customer purchases and returns
- **Return Processing** - record, verify authenticity, and accept return inventory for refund or replacement
- **Inclusion of Special Notices** - print extensive policy statements and special notification on every invoice
- **Switch printers on the fly** - route the invoice to other designated printers
- **Backorder Releases** - fill invoice backorders by 'borrowing' items from another customer's pending order
- **Invoice Suspension** - temporarily hold or permanently convert an invoice to an order or layaway
- **Coupon and Gift Certificate Redemption** - accept coupon values and honor gift certificates
- **Global and Line Item Discounting** - offer percent off and/or dollar discounts, tax Exemption – Nullify

The Invoice Interface

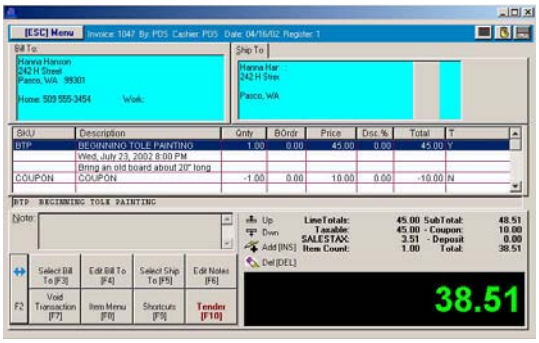
Ringing up sales with PFW is quick. Use a barcode scanner to scan an item, press F10 to take payment, and you are ready for the next customer.

You can choose from two different types of invoice screens, depending on the type of business you operate.

The REGISTER SCREEN is designed for fast data entry. It contains the minimum amount of information you need to process a sale. This screen is suitable for gift stores, pet stores, and any type of store where your primary operation is cash & carry.



The INVOICE SCREEN contains much more information, including customer name, inventory backorders, and ship to information.



Entering Sales

An invoice consists of 3 main areas.

Customer Information (top area) - The customer's name, address, phone and shipping information are displayed so you will be reminded to keep it updated.

☞ *Note: This is not visible on Cash Sale invoices because there is no customer information to display.*

Purchase List (white area) - items listed here are being sold to the customer.

Add items being purchased. Items can be added by using a barcode scanner, typing the SKUs, or selecting from an inventory lookup table.

Edit items being purchased. Highlight the item and press Enter. Change the quantity, selling price, discount percentage.

Delete an item from the list. Highlight the item and press the DELete key on the keyboard.

☞ *To add a **NOTE** to the invoice press CTRL-N. Type your message and press F10 when done. To edit the note, highlight a portion of it and press Enter.*

Invoicing Controls (gray area) - Click on any button or use the Function keys associated with the item. These button bars can be edited to make your invoicing process easier.

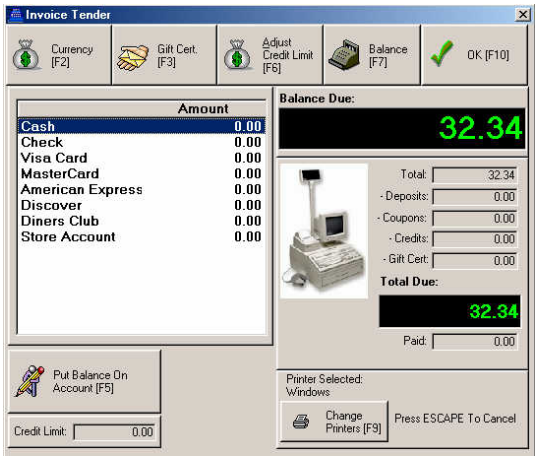
Tendering The Invoice

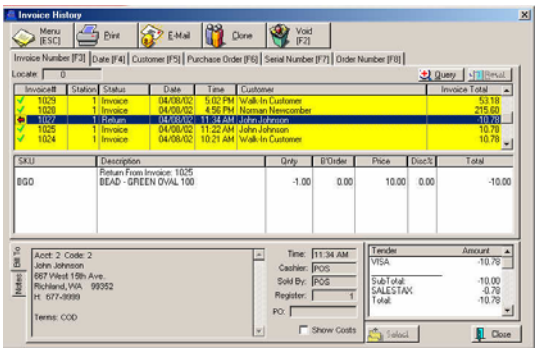
The last step of a customer sale is to tender the invoice.

- Offer your customers the benefits

of split tender, gift certificates, coupons, discounts, store accounts, credit card payment, and even accept foreign currency at the current exchange rate.

Just press F10 to select the method of payment. You will be prompted to give change and the receipt will be printed.





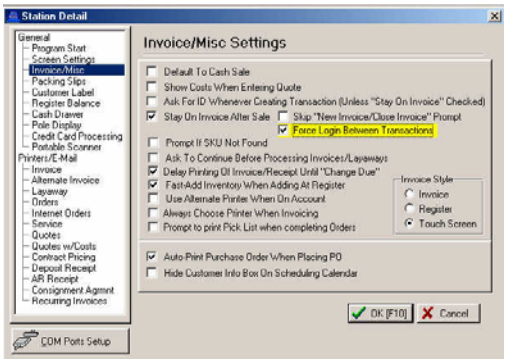
Invoice History

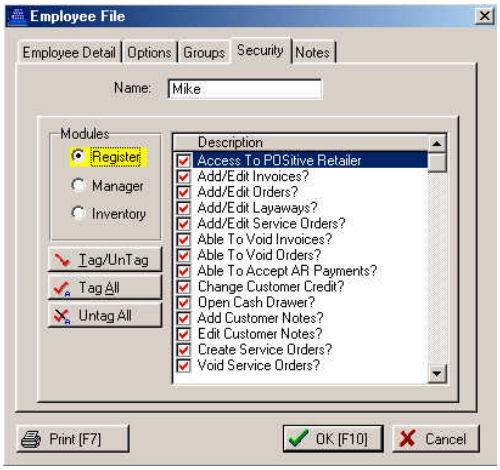
Once the invoice has been completed, you may review and reprint invoices.

- Reprint a receipt whenever needed.
- Review details of a sale, especially when a customer is returning merchandise.
- Focus on just the invoices for a specific customer
- Find invoices which contain or meet specific criteria which you need.

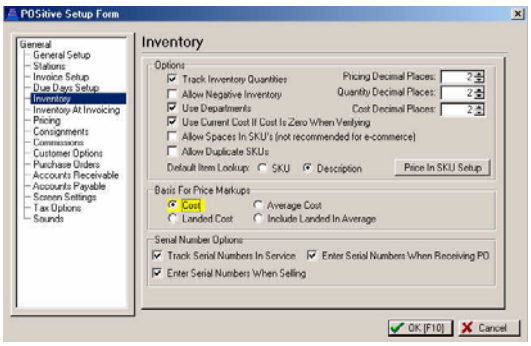
System Setup

PFW lets you choose from dozens of customization settings to reflect your business style.



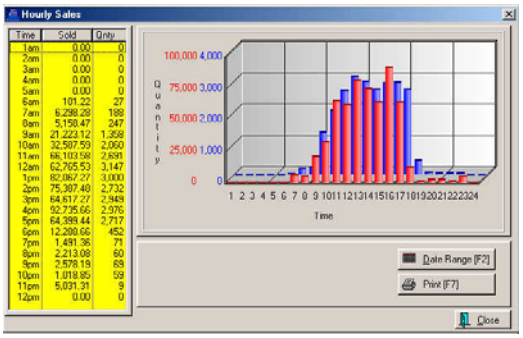


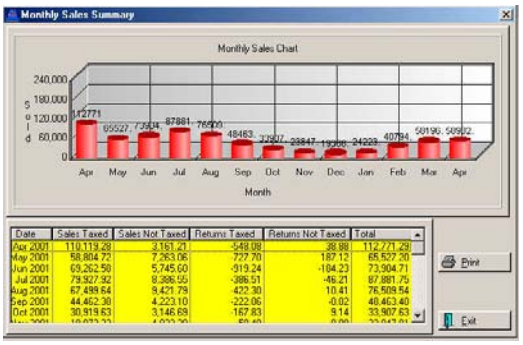
- Standardize sales processes so that everyone knows and follows the correct procedures
- Control employee access to functions and features of PFW
- Establish invoicing, inventory and customer options

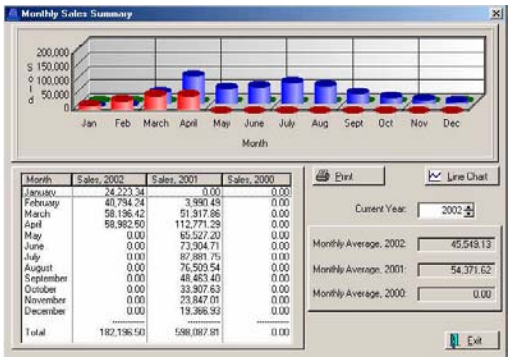


Reports

You can get information rich reports to help you make business decisions.







What You Should Do Now

PFW has sample data which already has inventory, customers, vendors and other basic elements in place for you to experiment with.

1) Run PFW

2) At the Choose Company screen, highlight Blink's Video and press Enter

3) Enter the sales ID and password which are POS and POS

Poke around and do whatever you want to do. Here are some suggested activities:

Create An Invoice

Click on the first icon on the toolbar. This creates a new transaction. Press Enter and this opens an invoice.

Press Enter again. This opens the inventory list.

Highlight an item (use the down arrow key) and press Enter.

Now press F10 and take payment by Cash (Just press Enter and then F10.)

☞ *Repeat the process as often as you want, trying something a little different each time.*

Create An Inventory Item

Click on the Bicycle icon on the toolbar.

Press the INSert (or choose the Add button)

Select Normal

On the Departments List highlight and select Wintendo Games

Type in a Description of something you sell and press Enter.

Type in a SKU (any letter/number combination)

Enter your cost of the item

Adjust the selling price(s)

☞ *If you want to know more about all the options and settings available when creating an inventory item, press F1 for Help.*

Press F10 to save it.

Choose Exit.

Create A Customer

Open the Customer List (Click on the People icon on the toolbar)

Press INSert (or choose the Add button)

Fill in the fields and press Enter to get to the next field

☞ *TIP: When you get to the Zip Code field, type 99352 and press Enter. Note that by entering a zip code PFW automatically adds the city and state.*

Finally, press F10 to save your work.

Create A Layaway

Click on the New Transaction icon.

Highlight Layaway and press Enter.

This opens the customer list. Highlight your newly added customer and press Enter.

Add an inventory item or two to the Layaway. Include the item you created earlier.

☞ *Note that the item you created is backordered. There is a value of 1.00 in the B'Order column. We will take care of this when you create a purchase order.*

Press F10.

Highlight a date when the Layaway will be picked up

When prompted to Apply Payment, type Y for yes.

Enter an amount of 20.00.

Choose to print or not print the layaway.

Create And Receive A PO

Go to Inventory: Purchase Orders: Receive W/O Purchase Order

☞ *This means, click on the word Inventory at the top of the screen. This opens a pull down menu. Select Purchase Orders, and then select Receive W/O Purchase Order.*

Press F3 to open the list of vendors.

Select Glub Video Distributors.

Press F10 for Next.

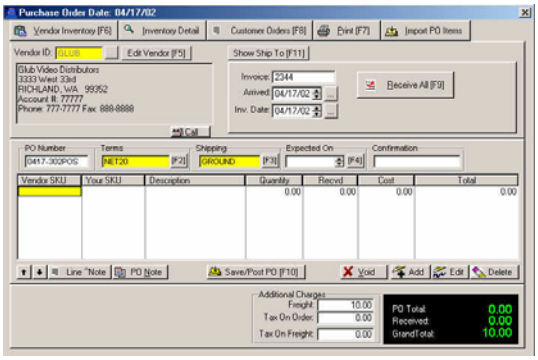
Press F10 Next, again.

Enter a number (In reality this will be the number on your vendors invoice or packing slip.)

Enter 10.00 for Freight charges.

Press F10 Finish

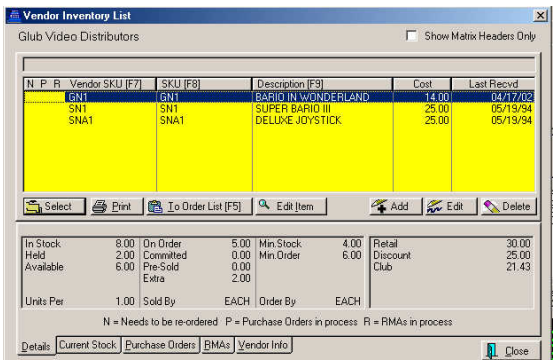
Your newly created purchase order probably looks like this.



☞ *You have just completed a PO Wizard which takes you step by step for filling in the top half of a purchase order.*

Next, you will learn how to select items from a Vendor Inventory List, and how to add a new item to the vendor's inventory list.

Press Enter. This opens the Vendor Inventory List.



Use the down arrow key to highlight an item and then press Enter.

Enter a quantity being purchased and press Enter.

Press Enter again to confirm that you are receiving that quantity.

Press Enter (or change the cost if you wish).

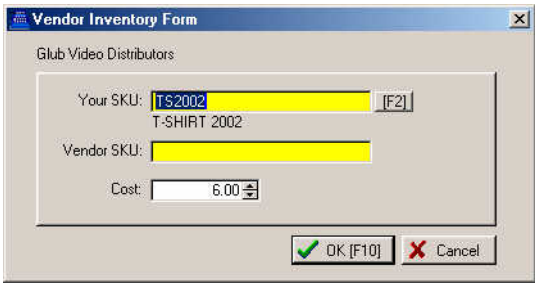
This brings you to a blank line.

☞ *Repeat the steps and add another item to the purchase order.*

☞ *Now you will add the new inventory item which you created to this vendor list.*

On a blank line of the purchase order, press Enter to open the Vendor Inventory List.

Press INSert or choose the Add button.



Press F2 to open the list of PFW inventory. Highlight your newly added item and press Enter.

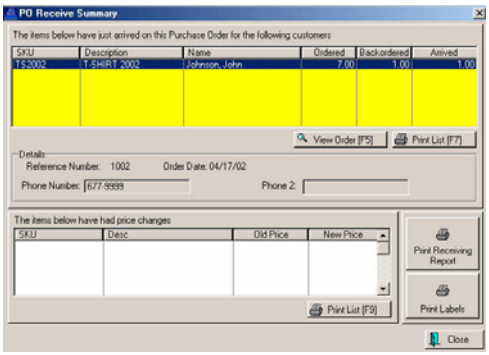
Press Enter, Enter and then select OK [F10].

Now that your item is on the Vendor Inventory List, you can select it for the purchase order. As before, enter a quantity and press Enter until you are on a blank line again.

The purchase order is now complete. Press F10 to Post the PO.

Choose Receive Now.

☞ *The PO Receive Summary screen displays the name of the customer for whom you created a layaway and hence notifies you that the backordered item is now being filled on that layaway.*



Choose Close.

Open The Cash Drawer

From time to time, you may need to open the cash drawer without ringing up a sale.

Click on the cash register icon in the toolbar.

Enter your Sales ID and Password

Select an option to take cash out, put cash in, or to cash a check

Type a reason and then fill in the dollar amount.

Press F10. This activity is logged and will be a part of balancing the cash drawer at the end of the day.

Balance The Cash Drawer

At the end of the day you should balance your cash drawer. Go to Register: Daily Balance.

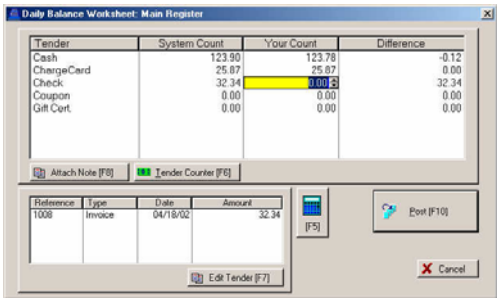
☞ *This means click on the Register pull down menu at the top of the screen and select Daily Balance.*

Enter a Sales ID and a Password (POS and POS)

Select OK on the Choose Station prompt.

The coin counter helps you count down your drawer. (Normally you would enter the number of each denomination of bills and coins, but we will skip this.) Press F10.

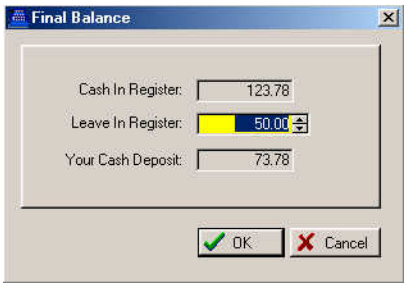
When balancing a cash drawer, you want your count to equal the system count so that the difference is 0.00



Press F10 to Post

Answer Yes to post the information to history files.

On the Final Balance screen, designate how much cash will be placed in the register for making change the next day.



The Your Cash Deposit shows how much cash you should remove from the drawer leaving the rest to make change. Of course, you will also remove checks and credit card slips.

Choose OK

Choose Yes to print the Register Balance Report.

Then choose OK.

Print Reports

With the Manager Console screen open, either click on the Report Center button or press CTRL-R

Numerous reports are available for reviewing profits, inventory status, and purchase order history.

Highlight a report type on the left.

Highlight a specific report in the middle column.

Press F7 to run the report.

☞ *Note: the Add, Edit, and Remove buttons are for managing "custom made" reports, using the Clarion Report Writer (separate product).*

If you are prompted for a date range, click on one of the buttons or fill in start and end dates. Then choose F10.

Daily Sales Summary

A useful report is the Daily Sales Summary screen which is a snapshot of a given day's activity.

Go to Management: Daily Sales Summary.

Advanced Features

There are many advanced features are built into POSitive For Windows. Some of these features will need to be activated while others are always working for you.

Advance Pay - The Advance Pay feature accepts payment in advance of a purchase. When a purchase is made, the funds are already available as store credit to tender payment. This option is especially useful in youth camps or other institutions where frequent exchanges of

money are discouraged. At the beginning of camp a lump sum payment is made towards the individual's store credit. If purchases eventually exceed the advance payment, then money can be collected or the purchases placed on store account.

Auto Pay - A lump sum payment received towards outstanding accounts receivable can be automatically applied to the oldest invoices first.

Auto SKU - An SKU, or stock keeping unit, is a unique identifier of inventory items. If you wish, PFW can generate a SKU for an inventory item as it is being added to PFW. The generated SKU can contain codes to indicate the category and/or vendor of the item.

Bulk Inventory - PFW will track stock counts of inventory purchased in bulk form and then re-packaged or sold in smaller units.

Copy Record - This feature allows you to clone an inventory item to make another item similar to it. All fields will be copied except for the SKU field which must be unique. Make any changes to description, pricing, cost, or any other data field before saving.

Customer Categories - The Customer Category is designed to minimize the number of keystrokes and amount of time needed to add a new customer to the customer list. In advance, you define any combination of tax rates, area codes, zip codes, pricing levels, store credits, and more as a customer category. When a new customer is added to PFW, selecting the category will fill in the defaults and then you have to fill in only a few details.

Invoice Tender - When accepting payment on an invoice, only payment options appropriate to the type of sale will be visible. For example, you may have chosen not to accept credit cards on a cash sale so that option will not be listed.

Mail Groups - This feature exists to facilitate internal e-mail and reporting of activities. A group is a collection of employees with similar jobs. The purpose of mail groups is to reduce the number of internal mail messages having to be written and to broadcast one message to more than one individual at a time. A secondary purpose is to be able to generate reports, such as a profit report, based upon the activities of the members of a group.

Purchase Order Number - Your purchase order numbers can be generated with a code which is easily interpreted so you will know who placed the PO and when.

Quantity Alert - If you attempt to add an item to the Order List which is already on the list, you will be prompted to confirm the adjustment. This feature helps you minimize mistakes in ordering too many of an item.

Smart Links - Several shortcuts are embedded into PFW screens to quickly display more information. For example, if you click on what appears to be a plain information box about stock status, you are immediately presented with data justifying the counts.

Uncollectible AR - PFW will allow you to designate outstanding accounts as uncollectible and report totals of such.

Windowed Envelopes - Many forms, receipts and some reports are formatted

so that the address will align with a windowed envelope. This saves time and effort required to hand address envelopes for mailings of AR statements, Receipts, and some Reports.

Special Inventory - PFW will handle serialized items, consignments, kits, trade-ins, matrix, bulk inventory, templates, gift certificates and other special inventory items. (See the chapter about Inventory)

Chapter

3

Creating Your Own Company

Step By Step Instructions for creating and setting up your business to use PFW

Getting Started

Now that you have installed PFW and have had a chance to play around with the sample company, Blink's Video Emporium, you are ready to create your own company data.

You will be walked through each phase of the company setup. You should enter your company information as accurately as possible; however entries can be changed at a later time if necessary.

Run PFW and stop at the Choose Company screen.

Click on the Create New Company button.

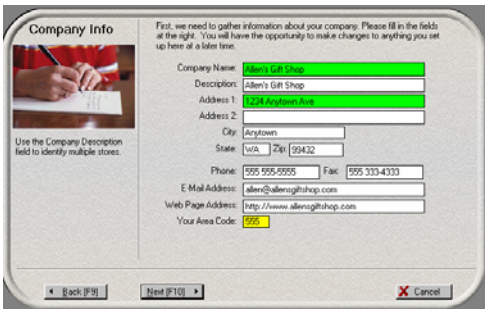
You are prompted to enter a data password. This password should be a simple word which you can easily remember.

☞ ***Important:*** *Do not forget this password. There may come a time when you will need this password to access your data files.*

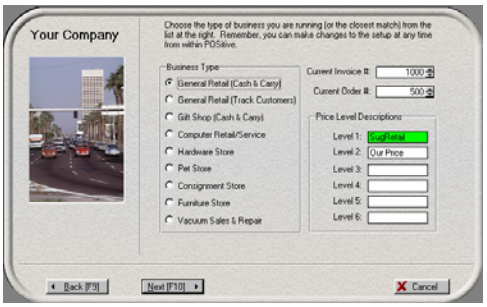
The New Company Wizard

The New Company Wizard will take you step-by-step through creating your own company. Please read the information on the screens and fill in the information as accurately as possible. You may select the Back [F9] or the Next [F10] buttons whenever you need to.

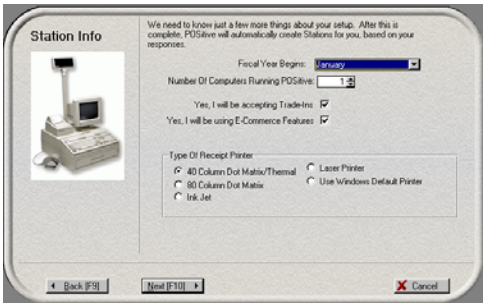
Company Info - Enter your company name and address exactly as you want it to appear on your invoices.



Your Company - Choose a business type similar to yours. Make any other changes needed. Again, you can change settings selected here at a later time.

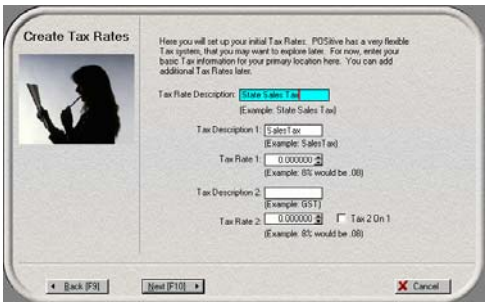


Station Info - Select appropriate options.

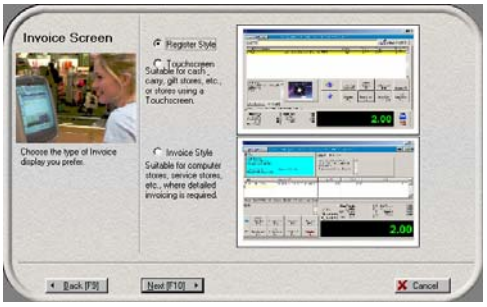


Create Tax Rates - Most businesses only need to use Tax Description 1 and Tax Rate 1. Be sure to change the tax rate from 0.00 to your local tax rate.

Later in this book we will discuss how to set up more complex tax rates.



Choose Invoice Style - If you are in doubt, select Register Style. This can be changed at a later time. Be sure to review the Help File later.



Finish F10 - When you see the Finish button, click on it. Choose Yes to proceed with making default data. Please wait a few minutes as PFW creates the data. Click on the "Done" button to continue to the next phase.

Sales ID - You are asked to enter your Sales ID and Password. For now, you can use POS as Sales ID and POS as the Password. In the next steps, you will be guided to create a sales id and password for yourself and your employees.

Backups - You are immediately prompted to select backup options.

Choose appropriate Days and Time.

POSitive sets the time of the backup to 1:00 AM by default. You can change this to fit your schedule.

IMPORTANT: for the backup to be performed, your computer must be left on and PFW needs to be running at that hour.

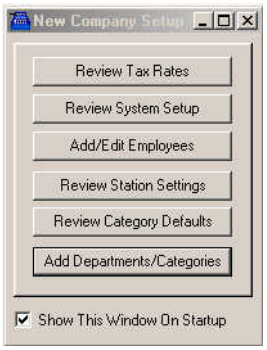
You can change the time to something more practical. Next, choose OK. You will be told that the directory doesn't exist and you should answer Yes to create it.

Because backups are so important, PFW will periodically give you reminders to backup the data. Don't ignore them.

Remember: Leave PFW running during the backup time period

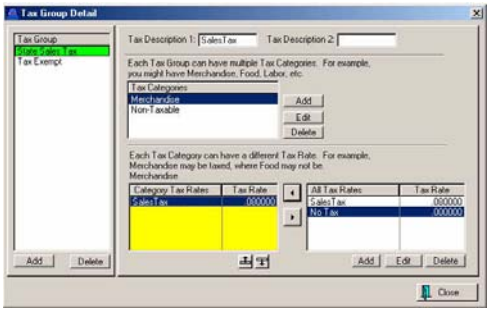
New Company Setup

This floating window is a reminder of things that should be done as you set up your new company. You may move it around or minimize it as needed, and when you are finished with it, turn off the "Show This Window On Startup."



Review Tax Rates

Choose "Review Tax Rates" on the New Company Setup screen. During the New Company Wizard you had to enter your tax rate. For many businesses it will suit your needs. However, if your taxes are a bit more complicated, you will want to review the information.



Tax Rates Table

ACCESS: Main Menu: Utilities: Tax Rates

Modern society seems inclined to make taxation more and more complicated. To address this trend, PFW offers you a very flexible tax table setup.

As you begin the PFW New Company Wizard you are prompted to enter a basic tax. Most likely that will not be adequate.

Some Guidelines

- **Tax Groups** - People are classified or assigned a tax group which will determine to what extent they are liable to pay taxes. Typical groups are state residents, out of state residents, government exemptions.
- **Tax Categories** - Products and services are assigned a tax category. Some products are exempt of taxation, some are subject to higher taxation than others.
- **Tax Rates** - The percentage of the sale which is collected as taxes.
- According to local and state taxation laws, you set tax rates for inventory and services sold. The tax rate is defined as a decimal number out to six place units. For example a tax rate of 7.8% is

represented as .078000.

- States vary in their determination of what is taxable and what is not. They vary in how much tax is charged for different commodities and services.
- In short, although a tax rate applies to an inventory item, ultimately it is the type of customer (tax group) that determines if applicable taxes are applied or not. Some customers are deemed tax exempt or are taxed only for some commodities and not for others.

Steps For Tax Rates Setup

1) Go to Utilities: Tax Rates. The "Tax Definitions Table" displays currently defined Tax Groups, Tax Categories, and Tax Rates.

2) Edit each Tax Group in turn. The first tax group was likely created in the New Company Setup Wizard.

3) In the "All Tax Rates" box in the lower right of the "Changing Tax Rates" window, define as many Tax Rates as would apply to your locality. Choose Add, Edit, and Delete as necessary.

4) Create tax categories such as Merchandise, Labor, Foods, Hospitality, Exempt.

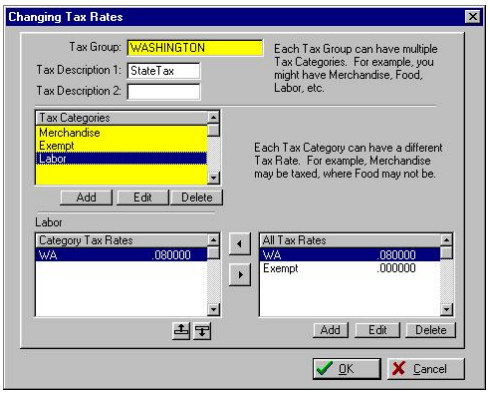
5) Assign appropriate tax rates to each tax category.

6) Define additional Tax Groups such as State, Our Of State, Non-Profit, Government, etc. and assign appropriate tax rates to the listed tax categories.

A Case Illustration

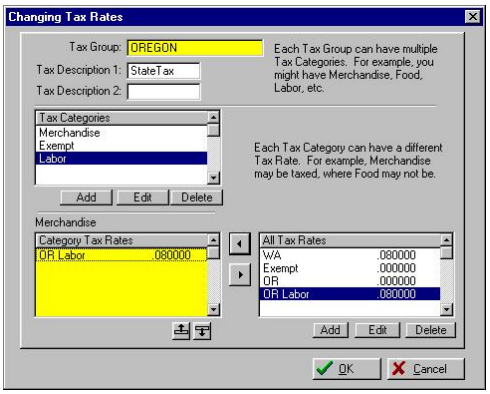
For example, here at POSitive Software Company in southeast Washington our tax rate is 8%. But because we are near a state line we also sell to Oregon residents who are tax exempt for merchandise, but must pay taxes for labor.

For our Washington customers, it is very simple.



As shown, we are charging .080000 for labor. Also .080000 for Merchandise (not shown). And the tax category named Exempt is .000000, which serves a special function to be explained later.

For our Oregon customers, a new Tax Group is added.



As shown here, Oregon residents pay .080000 tax for Labor. If Merchandise Labor were highlighted in the above figure, you would see that they would be charged .000000.

All Tax Rates

In the above example, note that two more tax rates have been added: OR and OR Labor.

Frankly, this is not necessary. You could accomplish the same results using the WA and Exempt tax rates.

However, if you want a report to show exactly how much tax was collected because of labor sold to Oregon residents, then the separate tax rate includes that break down in the Sales Tax Report.

How It Works

When a customer from Oregon is added to PFW, the customer is assigned to the "Oregon Tax Group" which automatically handles all taxation needs.

For example, I have created an invoice for this Oregon customer which includes a Merchandise item for $28.00 and Labor charges for $120.00. This is the resultant tax calculation.

The total charges for the invoice are $148.00 of which only labor at $120.00 is taxable. So at 8% a tax of $9.60 is added for a grand total of $157.60.

How To Set Up Your Sales Taxes

1) Edit the Tax Group created in the New Company Setup Wizard.

- Go To Utilities: Tax Rates
- Highlight the first Tax Group and choose Edit.

2) Type a label for Tax Description 1. This label is printed on the customer invoice. Note: Do Not leave this blank. If left blank the invoices will never show the tax charge on the invoice. (See samples at the end of this topic.) If you are not using Tax Description 2, then you should leave it blank.

3) Define as many Tax Rates as needed for your locality.

- In the lower right box, All Tax Rates, click on Add.
- Enter a Description, a Tax Rate in decimal notation, and click on OK. For more detailed information see **Tax Rates Detail**.
- Repeat the process as often as needed.
- Be sure to add EXEMPT at .000000 even if you don't think you will need it.

4) Create tax categories Merchandise and No Tax. These two tax categories should cover everything you sell because the item is either taxable or not taxable. However, you may have some inventory which needs unique tax rates. You should add them as needed, such as, Labor, Foods, Hospitality, etc.

- Click in the Tax Categories Box.
- Click on Add
- Type in names of categories which

will apply to your business.

- Repeat the process as often as needed.
- Be sure to add No Tax even if you don't think you will need it.

5) Assign appropriate tax rates to each tax category. When you highlight a tax category its appropriate rate should be displayed in the box in the lower left.

- Highlight a tax category in the Tax Categories box.
- Highlight the appropriate tax rate in the All Tax Rates box.
- Click on the < button to the left of the All Tax Rates box. This will copy the tax rate into the Category Tax Rates box.
- Repeat the process as often as needed so that all Tax Categories have an assigned tax rate.

☞ *NOTE: Use the > button to remove an incorrect tax rate in the Category Tax Rates box.*

Reposition Buttons

There are two buttons below the Category Tax Rates box for positioning one tax rate over another. They are used in conjunction with the "Include Previous Tax" option of the defined Tax Rate. This is sometimes used for Canadian GST and PST taxes.

6) Click on OK to save this Tax Group Setup.

7) Add and define additional Tax Groups such as State, Out Of State, Non-Profit, Government, etc. remembering that Tax Groups = People to whom you sell. Assign appropriate tax rates to the listed tax categories as explained above.

☞ *IMPORTANT NOTE: Be sure to review the Pricing tab of POSitive Setup Form to assure that the correct tax defaults are properly assigned for use in PFW.*

Special Taxation Circumstances

- Taxes based on Ship To Address. You need to activate the option "Tax Group Based OnShipping Address" in **POSitive Setup Form: Customer Options**.
- While you are invoicing, you may set the tax rate as you define the **Ship To Address**. Use the Lookup button for tax group and select or create a new tax group. Note: you will likely need to create separate Tax Groups for Ship To Areas. The tax groups could be named for specific cities, counties, or provinces.
- Special settings allow for Canadian tax 2 on tax 1, or hospitality room tax separate from other taxes. Use of Tax Description 1 and Tax Description 2 will clarify tax charges on the customer's receipt. For example, when you include GST and PST as the descriptions on the Tax Rates Table

the invoice will show the separate taxes.

SubTotal:	75.67
GST:	5.30
PST:	5.30
TOTAL:	86.27

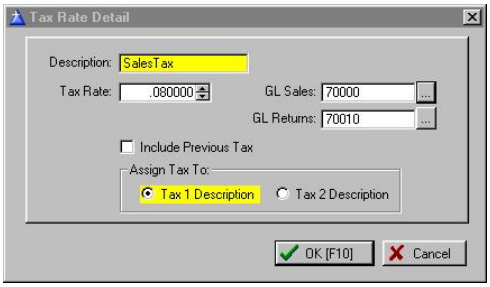
For specifics on these and other setup needs, please consult with your local PFW dealer.

Tax Rates Detail

ACCESS: Main Menu: Utilities: Tax Rates: All Tax Rates: Edit

A Tax Rate consists of at least a Description, a decimal rate, and an assignment to a Tax Description field.

Multiple tax rates are defined for different types of products and ultimately used with different qualifying customers.



Description - A simple explanation such as StateTax or Exempt.

Tax Rate - The percentage of tax expressed in a decimal format such as 7.8% would be 0.07800. Note: Do not type the leading zero, start with the decimal, .078

General Ledger (Optional)

If you wish, you may track tax debits and credits in your General Ledger using the assigned GL Account numbers. Use the lookup button to the right to link to the appropriate GL Account number.

GL Debit - GL Account number for debiting taxes.

GL Credit - GL Account number for crediting taxes.

Include Previous Tax - Leave this blank. It is generally used in Canada or in hospitality businesses for charging surtaxes.

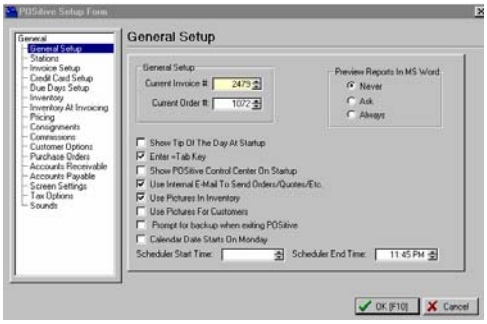
Assign Tax To

On an invoice there are two fields reserved for displaying sums of taxes being charged. Indicate which field, tax 1 or tax 2, that this tax will be assigned to.

- **Tax 1 Description** - Generally, you will always select Tax 1.
- **Tax 2 Description** - Reserved for special applications.

Review System Setup

Click on Review System Setup. You are now viewing the POSitive Setup Form. On the left are multiple sections of the setup. On the right are various options from which you may make selections.



The POSitive Setup Form is for defining company wide operations. You should review the options carefully. Detailed

information is available by pressing F1 for context help.

Please note that you will only be able to activate options related to the modules for which you have registered.

POSitive Setup Form

File: System: System Setup

This is the main control center of POSitive Retailer For Windows. Settings made here affect the entire store operation. Close attention should be paid to each option and setting.

Missing Features?

Some features described here may not be immediately available to you. Theses features are dependent upon registration of various modules. Read through these features and options because they may open new opportunities for your business which you may not have considered possible before. Of course, some features simply will not be practical for your business environment and may be ignored.

As you created your new company, you were prompted with the New Company Wizard to select several of the options available. Those choices made then can be modified from this setup form.

Need More Help?

If after reviewing the available help files you still have specific questions, please contact your local dealer or POSitive Software Company.

Note: ON LINE USERS: To jump to specifics, click on a term in this picture. For example, clicking on Customer Options will link you to the section about Customer Options on this page.

General Setup

PFW uses two sets of numbers for all sales transactions.

- **Current Invoice #** - Enter a number for your first invoice. All PFW invoices, completed or not, will be numbered sequentially for auditing purposes. An invoice number cannot be reused nor modified. Invoice history will list all invoice numbers even if the invoice was voided or not used.
- **Current Order #** - Enter a starting number for all other sales transactions. Sales transactions such as Orders, Layaways, Service Orders, Internet Orders, and Quotes will draw upon this same pool of numbers. Whenever a new transaction is created, the next available number is selected. This number is retained even if the transaction is converted to another type, such as converting a Quote to an Order. When the

transaction is converted to an invoice, then the next available invoice number is attached as the permanent reference number. The old order number is archived and can be found again if necessary.

- **Show Tip Of The Day At Startup** - A handy feature of PFW to gradually initiate you to features and procedures of PFW. Each time the program starts, you will be given a tip which might otherwise be overlooked.
- **Enter = Tab Key** - PFW, unlike typical Windows 95 and 98 programs allows you to press the Enter Key to move from field to field. This is a more natural way of entering data. Use of the Tab Key to move the cursor from field to field will still be functional.
- **Show POSitive Control Center On Startup** - The Control Center will be displayed each time PFW is started.
- **Use Internal E-Mail To Send Orders/Quotes/Etc.** - The e-mail feature of PFW can either link directly to your current e-mail program, or if you check this option, then PFW will generate its own e-mail processing screen.
- **Use Pictures In Inventory** - This turns on prompts for loading and viewing pictures on screen. This option MUST be turned on if you will be using **PFW E-Commerce** which will automatically post pictures of your inventory on your web page. You will want to be able to verify the picture being posted matches the item for sale.
- **Use Pictures For Customers** - This turns on prompts for loading and viewing customer pictures.
- **Calendar Date Starts On Monday** - Calendars displayed in PFW will show Monday as the first day of the week.

Stations

The operation of each computer (station) networked to use PFW has its own unique settings including printer links, hardware attachments, and overall operations. From this window, you may add more stations and edit existing station settings.

Single User Version of PFW.

If you only have one computer station you only need to setup Station 1 - Main Register.

Network Version of PFW.

If you have more than one computer using PFW, then each workstation needs to be defined. As part of the Company Wizard, you selected the number of workstations you would be using. Choose to Edit each one. If you need to add more, press the Add button and complete the setups.

☞ *NOTE to ICVerify Users: If you have a 4 station license of ICVerify, you will make the links on PFW Stations 1, 2, 3 and 4. (You will not be able to use station 5 for ICVerify because of internal coding.)*

Your Default Station = # - The computer you are currently using is operating as the station number indicated.

Station # Name - Currently, the stations listed here have been created.

There is no limit to the number of stations you may create. You will be limited only by the capacity of your network. Each computer (station) must use a unique station number.

Add - To add a new station.

Edit - To modify an existing station. First highlight the station to be edited.

Delete - To erase an existing station. Caution: If you will be using ICVerify do not delete station 1 through station 4.

Clone Station - Creates a new station based upon the settings of the highlighted station. You may then make modifications as needed.

Invoice Setup

There are many options available under Invoice Setup. There are five Tabs; Invoicing, Customers, Tender, Service Orders, and Shipping.

Invoicing

Invoice Header - A special option for Australian users who need to annotate the name Invoice on Windows invoice receipts. For example, entering the words "Taxed Invoice", will replace the title Invoice.

Assign Invoice Number At End - Choosing this option, PFW waits until an invoice is to be processed to assign the next sequential invoice number.

- If **checked**, an invoice which is voided before completion will not use a number from the invoice sequencer.
- If **unchecked**, PFW selects the next sequential invoice number as soon as the invoice is created. If the invoice is voided before completion, then the number is no longer available for use, but it is recorded in the invoice history as Not Used. This adds an additional element of managerial control to know which employee is frequently voiding invoices and to determine the causes.

Skip Prompt For PO Number – This is a Global setting, and will turn off a prompt for a PO number if the customer is a business (that is, the Company name field is filled in on the customer form).

Always Prompt For Zip Code – This will display a prompt for a Zip Code if you are ringing up a cash sale. This is handy for creating sales reports based on zip code.

Allow Packages - Packaging is the ability to group all or some inventory items on an invoice or an order into one bundled selling price.

- If **checked**, you can use the Package feature and the customer will see just one package price for the list of items being purchased.
- If **unchecked**, the Package option of PFW will not be functional and you cannot hide line item pricing from the customer.

Allow Backorders On Invoice - If your degree of inventory control includes monitoring backorder status and generating special orders for backordered items, then this option needs to be checked.

☞ *Note To New Users: Some experienced users of PFW*

recommend waiting for 90 days before activating this feature. Inventory entry and control is a big project and it will take a period of time until all inventory and stock counts can be fully reconciled. Turning this option on would merely add another level of complexity as you begin using the program.

- If **unchecked**, no backorders will appear on the invoice, even if the item is not in stock. This should not be an issue, because invoices aren't usually made unless you can deliver product to the customer.
- If **checked**, the invoice will display backorders. When attempting to accept Tender, PFW will warn that backordered items are included on the invoice. You will be given options for handling the backorders which include overriding the backorder status or generating a follow-up order for the customer.
  If you choose to Allow Backorders, then you need to select one of the following:

Pay When - The customer is expected to pay for backordered items when the items are

- **Invoiced** - Pay before backordered items are delivered. You only have to ask the customer for money one time. And this will assure that your costs will be covered. If you are unable to deliver the items, the money paid is held as a deposit which can be refunded or applied to future purchases.
- **Received** - Pay at the time backordered items are delivered. The customer will be asked a second time for money. If you are unable to deliver the items, no money will need to be refunded.

Do Not Display Inventory List if Entry is Blank (pressed ENTER on a blank line) - This option controls whether or not you will be able to add inventory items to an invoice or order by pressing the Enter key on a blank line of the invoice and selecting the item from the Inventory List. The purpose is to restrict clerks to using the scanner for invoicing.

- If **unchecked**, PFW will continue to work as previous versions have. If you don't know the SKU or description of an inventory item, you may press Enter to activate the inventory list, find the item, and select it for the invoice or order.
- If **checked**, you are limited to using a scanner or typing in the SKU or description of the item. If you do not know the full SKU, entering a partial SKU will display the inventory list.

Show Item Picture On Screen – This will display the inventory picture you are selling on the Invoice screen, if one has been assigned.

Quantity Separator - Select a character to be used to indicate that the initial number is a quantity. The character selected here should NEVER be used as part of a SKU. If your current inventory SKUs include a / symbol then you will need to choose a different quantity separator or edit the SKUs to remove it.

How To Use The Quantity Separator

When adding an inventory item to an invoice, order, layaway, or quote, you can designate the Quantity being purchased before selecting the item. For example, if the customer is purchasing 4 of item ABC, then type 4/ and then choose the ABC item. The quantity will be automatically added and an extended price calculated.

☞ *Note: An indication that there is a conflict with your SKUs and this quantity separator is the inability to add an inventory item to an invoice, order, or quote. After selecting the item from the inventory list, the item will NOT appear on the invoice whereas other items are readily added.*

Default Category When Adding Inventory At Register - Inventory can be defined on-the-fly while creating a customer invoice, but the definition of the item will not be complete and must be edited later. These added inventory items take on characteristics of the category selected here.

It is recommended that this "default" category be named UNPOSTED so you will know which items need to be edited further and reassigned to a more useful category.

Use the Lookup button to select or add the category you wish to use.

Customers

Customer Name Required On Returns - If product is being returned this requires that you record the name and address of the customer making the return.

- If **checked**, you will have greater inventory control and will be able to provide the customer with more services. For example, you will have the option of tendering the refund in cash, check, credit card, or store credit. You will also have a fuller history for the customer and will be able to make better decisions about your services for the customer in the future.
- This means a return invoice cannot be a Cash Sale invoice. It MUST be created for a specific customer, by name.
- If **unchecked**, you can make returns on a Cash Sale invoice, but refunds will be by cash only, not by check nor store credit. However, you may choose to change the Cash Sale invoice to a customer sale invoice and receive the benefits of requiring customer names on returns.

Customer Name Required On Credit Card Charges - If the customer is making purchases by credit card, you can require that the invoice be a customer invoice rather than a Cash Sale invoice.

- If **checked**, you will be reminded that Cash Sale invoices cannot accept credit cards. Your choice is to then convert the invoice to a customer sale, adding the customer to PFW.
- If **unchecked**, you will be able to complete transactions of Cash Sale invoices paid by credit card.

Skip Prompt For Authorized Buyer - Customer's who are business accounts

automatically prompt for selection of an authorized buyer.

- If **checked**, you will not be asked to select an appropriate Authorized Buyer.
- If **unchecked**, you will be able to track the name of the individuals from the business that is making the purchases.

Alert If Customer Has Pending Transactions When Starting Invoice - When beginning to create an invoice for a customer who already has layaways, orders, service orders or quotes on file, you will be reminded of these pending transactions. You may review them with the customer to assure that no duplication is being made.

- If **checked**, and the customer has pending transactions, a listing of all transactions will be available for review or modification. Or you may press ESCape to continue with the new transaction.
- If **unchecked**, there will be no notification of any pending transaction.

Default To Customer Assigned Sales ID When Invoicing - If your sales staff have been assigned specific customer accounts, this option will automatically attach the ID of the customer's sales representative to any orders or invoices created for the customer. Even if the sales rep did not create the invoice, s/he will be credited with the sale which could be an important factor in commissions earned.

- If **checked**, no matter which sales person creates the invoice for the customer, the assigned sales clerk will be credited. If a new customer is added, the Sales ID of the current sales clerk will become the customer's representative. The assignment of Sales ID can be adjusted at any time.
- If **unchecked**, the customer assigned sales ID will be ignored.

Tender

Tender Screen Always In Edit Mode - When completing an invoice the Tender screen will not fill in the tender amount when pressing the Enter key.

- If **checked**, you will be expected to enter the amount of tender from the keyboard. This is especially useful if you typically handle cash transactions and are always making change.
- If **unchecked**, pressing Enter will fill in the exact amount of the invoice. This is especially useful if the customer typically pays by check or charge card. One extra keystroke is required for tendering payments in cash.

Automatically Add Decimal Point When Entering Tender - This option controls whether or not you will be entering a decimal as part of the amount.

- If **unchecked**, you will need to type in the amount and enter a decimal before entering cents.
- If **checked**, you will type in the numbers without a decimal.

☞ *Note: be sure to enter all trailing zeroes.*

Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking) - This option controls whether or not you will payout

in cash if the full value of the certificate is not used.

- If **unchecked**, the unused value of the gift certificate will be refunded in cash (or you may select by check, or put on store account.)
- If **checked**, PFW will automatically keep track of the Gift Certificate number and next time that number is presented, the new value of the gift certificate will be applied.
- Some businesses issue gift certificate cards with a barcode or number on it. Unlike a paper gift certificate, there is no value on the card per se, but PFW will record and redeem the balance value.

Service Orders Tab

Support Sub-Owner When Creating Service Orders - This allows a business to bring in multiple items to be serviced which belong to several of its own customers, and then have all the billing for service under the business name.. For example, Ace Camera Repair is the POSitive store. Joe's Camera doesn't do their own repair, but brings in cameras from their customers to Ace Camera. When Ace Camera receives the service order, it goes under Joe's Camera account, but the sub-owner is Joe's customer. A report from the Service In Process window will print out the status of all of Joe's customers.

- If **checked**, an area for entry of sub customer name, phone, and reference number appears as a service order is created. There will also be a Sub-Owner button on the Service Orders In Process screen.
- If **unchecked**, there is no area for entering the names and phone numbers of sub owners.

Shipping Tab

Activate Starship Interface -Starship is a third party software program designed for high volume shipment processing and automatically calculates shipping charges based upon the carrier and the weights of the items being sold.

- If **checked**, PFW will link to Starship which must be running in the background. On the invoice or order, an invoice button titled Calc Shipping will use the customer's shipping address, the weight of each piece being sold and after selecting the shipping method, will calculate the shipping charges and add it as a FREIGHT line on the invoice.
- If **unchecked**, no options will be in effect.

Credit Card Setup

PFW can simplify invoice transactions by automatically dialing out for credit card authorization. To do this you must have the necessary software and hardware.

Credit Card Interface

- **None** - Choose this option if you do not have ICVerify software.
- **ICVerify/X-Charge** - If you have installed ICVerify or X-Charge to process credit card authorization, then this option must be checked.
- **PC Charge** - If you have installed PC Charge to process credit card authorization, then this option must be checked.

- **MerchantXPress** – If you are using MerchantXPress to process credit card authorization, then this option must be checked.

Credit Card Processor

Here you will enter your Merchant Code and Merchant ID# for your Credit Card Processor.

Report Path

PFW has a built-in Credit Card manager that can display reports from your credit card processing software. This is the path that your credit card processing software will save the report to. So, here you must enter the path as if you were using the computer that is running the credit card processing software. For example, you may have PC Charge installed on your server on the C: drive under c:\program files\active-charge. This is the path you would enter here (even if you are mapped to the server under a different drive letter). Remember, the credit card processing software needs to find this path. This setting is not available for MerchantXPress.

Due Days Setup

When an Order, Layaway, Service Order, and Quote are created, a Due Date or Expiration Date will be added to the order. This helps the customer and your store staff to plan ahead.

The due dates will be calculated based upon the number of days entered here. Since seasonal demands will vary, you may edit these numbers as often as necessary.

The calculated due dates are merely defaults. At the time of creating the order, you may select any due date of that particular order (unless you activate the Auto-Set).

Set a number of days for each type.

- Default Layaway Due Days -
- Default Order Due Days -
- Default Service Due Days -
- **Default Quote Expiration Days** - Rather than a due date, an expiration date suggests that the quoted prices may not be still valid. This is both a tool for expediting sales and a protection in a market with rapid changes in costs.

Auto-Set Due Days - This is a time saving feature of PFW. Turning on the Auto-Set switch will automatically apply the due date. The date due selection calendar will NOT pop-up when completing a transaction thereby saving you a few extra keystrokes.

Inventory

These are Master settings affecting PFW inventory on three tabs: General, Pricing, and Serial Numbers.

General Tab

Track Inventory Quantities - If you want a true picture of what is in stock, what is on backorder, and what is pre-sold, then inventory quantities **must be tracked**. Tracking means to keep a stock count of an item.

This is a Master switch. This must be turned ON if <u>some</u> items are to be tracked.

- If **checked**, individual inventory items can be either tracked or not tracked, based upon the settings of the individual item.
- If **unchecked**, all inventory stock

counts will be unaffected by sales and purchase orders. All items will say Non-Track in the stock count field. You will still get profit reports, quantities sold, etc., even if stock tracking is turned off, but you will not have actual inventory counts.

Allow Negative Inventory - In brief, this option allows PFW to make stock count adjustments to inventory being received on a purchase order if an item has been sold prior to being counted as being in stock.

☞ ***Note**: The "**Allow Backorders On Invoice**" option **MUST** be activated or else Allow Negative Inventory will not operate properly.*

It is normally not a good practice to sell inventory products before the product has been received into PFW, but PFW can make allowances for those instances.

- If **checked**, selling an item which is not in stock will ask if the item is in stock or not. If you answer yes, because the item is in the store but not yet received into PFW inventory, then the item will be sold without being flagged as a backorder.

However, PFW will consider the item pre-sold and when the purchase order from the vendor is processed, the quantity pre-sold will be deducted from the quantity received.

For example, I have received a shipment of 10 widgets and have opened the box for pricing and shelving, but have not yet processed the purchase order for the items in PFW. A customer purchases the item. The sales clerk will respond that the item really is here. PFW will then count the sale as quantity 1 pre-sold. When I get around to processing the purchase order, PFW will deduct the 1 from the 10 normally being received and up my stock counts by just 9 items.

The reason this option is not recommended is because it increases the chances for mistakes in stock counts. It is especially awkward if the inventory item is serialized and you are tracking serial numbers.

- If **unchecked**, (which is recommended), selling an item which is not in stock could force the item into a backorder status and require you to fill the backorder before delivering the product (only if you have Allow Backorders On Invoice activated).

Allow Duplicate SKUs - If you choose, you may use the same SKU for more than one inventory item. When you create an inventory item and select a SKU which already exists, you will be prompted to confirm the use of the duplicate SKU. When you create an invoice with the SKU, you will be given the opportunity to select the appropriate inventory item.

Allow Spaces In SKUs (not recommended for e-commerce) - A SKU may include spaces. The reason it is not recommended is because if you eventually choose to activate PFW e-commerce the web page will have difficulty interpreting a SKU with spaces as one unit.

Use Departments - A department is a broad group consisting of several categories of inventory. With

departments you can get a better picture of consolidated sales and inventory.

If you are using or anticipate using our e-commerce service, then inventory displayed on your web page will be listed by Department and then by the Category under the department. This makes it easier for customers to find specific products to purchase and makes your web page more professional looking.

- If **checked**, whenever you add inventory, you will be first prompted to select the department and then select the category of the item being created. This is a mandatory setting if you are using or anticipate using.
- If **unchecked**, you will not be able to define departments and group categories together.

☞ *TIP: Because of the extra steps involved when departments have been activated, you may want to uncheck this option temporarily when adding many new inventory items. Then activate it again, making sure that newly created categories get assigned to appropriate departments.*

Contract Department List Upon Entry - The department list is a two tier expandable table showing the name of the department and the names of the categories

- If **checked**, when you open the department list, only the departments will be visible.
- If **unchecked**, when you open the department list, both departments and categories will be visible

Prompt For Stock Count When Adding - When creating a new inventory item, PFW will ask for your current stock count of the item.

Default Item Lookup - When you first view inventory in the Inventory List, the items will be sorted by either the SKU or the Description. Choose one.

- SKU
- Description

☞ *Note: You will always be able to change the sort order at any time while in the inventory lookup screen by pressing the corresponding [F5] or [F6] function keys.*

Pricing Tab

Pricing Decimal Places - The number of decimal places to display in the price field.

Quantity Decimal Places - The number of decimal places to display in the quantity field.

Cost Decimal Places - The number of decimal places to display in the cost field.

Basis For Price Markups - PFW calculates selling prices with markups over cost. The cost of an item can be defined in four ways. Choose the definition of cost which will best suit your business needs.

- **Cost** - Cost is the price you pay for the item from the vendor.
- **Landed Cost** - Landed Cost is the price you pay for the item from the vendor plus a proportionate amount of the shipping charges on the purchase order. Note: Shipping charges are distributed

over the number of pieces and not by any other factor.

☞ *NOTE: If you choose Landed Cost, be sure to make a selection on the Purchase Order section to determine how to calculate the landed cost.*

- **Average Cost** - Average Cost is the sum total of the costs of items in stock divided by the number of items in stock. Each time an item is ordered, the true cost of the item is recorded. If the cost of an item changes from purchase order to purchase order, then an average cost would be more reflective of the item cost. The average cost is based directly upon the number of items in stock. The downside of average costing is that within hours you could see the 'cost' of an item change dramatically because, as items are sold on a FIFO, first in first out, basis, the cost of the item will vary.
- **Include Landed in Average** - Include Landed in Average Cost is of the same dynamics of Average Cost but with the addition of proportionate shipping charges. Include Landed in Average Cost is also subject to the same downside of average costing.

No matter which costing method you select, it will affect the selling prices which are based on a markup or margin over cost. It will also affect profit reports.

Use Current Cost If Cost Is Zero When Verifying - To prevent misreporting of profits, if stock items have inadvertently been listed without a cost, then the Current Cost of the item will be used. Also known as Last Order Cost on the inventory definition screen.

Price In SKU Setup - Also known as Random Weight or UPCB. Define the structure of a barcode which will include a price or weight in the barcode. This option is often used in retail stores which sell products by weight. In the packaging process the scale prints a barcode with the price embedded in the barcode.

Serial Numbers Tab

Serial Numbers are an added level of inventory control. PFW can track serial numbers through the whole cycle: from vendor to customer.

Track Serial Numbers In Service - The service department may choose to record and track serial numbers of equipment worked on as well as tracking of items sold. Although this requires a little more work initially, you will be able to provide your customers with a complete service history of equipment repairs. It will also help your technicians to pinpoint or eliminate possible problems.

Enter Serial Numbers When Receiving {PO} - When a PO is received with serialized inventory, you will be prompted to enter the serial numbers. The PFW SmartSerializer can be used to generate serial numbers in a sequence to save you time. If you bypass entry of serial numbers at the time of receiving, they can be entered later.

Enter Serial Numbers When Selling.- As you sell serialized inventory, you will be prompted to record the serial number on the invoice. If the item's serial number does not exist in PFW, you will

be able to enter it for the first time as you are invoicing.

Prompt For Serial Numbers When Entering - activate each type of transaction as needed. When you add a serialized inventory item you will be automatically prompted to select a serial number.

Inventory At Invoicing

Default Item Lookup

When creating sales transactions and you choose to lookup inventory, the items will be initially displayed in this selected sort order. Sort by Description is most commonly used because sales people know the name of the item rather than the SKU of the item. Choose one.

- SKU
- Description

Look for Vendor SKU if Item SKU not found – If you have Vendor SKUs that do not match your item SKUs, and you often lookup inventory at the register by Vendor SKU (such as from a Vendor catalog), then turn this option ON.

Fast-Add Settings

Auto-Assign SKU When Using Fast Add -When adding new inventory while creating an invoice or order, you may wish to assign the SKU rather than accept a default SKU generated by PFW.

- If **checked**, you will be able to edit the generated SKU and replace it with a vendor SKU or one of your own design. This will eliminate an extra step when posting inventory and save time by not having to look the item up again. This is especially useful if you are also adding costs of the item. The downside of checking this field is some loss of inventory control wherein store practices of SKU definition are vulnerable to change.
- If **unchecked**, the SKU field cannot be edited while invoicing the item.

Enter Costs When Adding Inventory - When adding new inventory from the Register, you might find it convenient to be able to add the cost of the item as you are defining it. Frequently you will know the cost of the item, having looked it up in a vendor catalog.

- If **checked**, the cost field will be available. If you do not know the cost, the field can be left blank and the cost entered at a later time.
- If **unchecked**, the cost field will not be visible. This might be a wise choice if you do not want sales staff to have access to it.

Set Default Department/Category Button – This sets the default Department and Category for when you are fast-adding inventory.

Pricing

Price Descriptions

Price 1, Price 2, Price 3, etc.

You may use up to six different pricing levels in PFW. The only pricing levels which will be active are those with a title in the field.

Your titles can be codes or descriptive titles such as Retail, YourPrice, Wholesale, Club, Employee.

☞ *Tip: Even if you never sell at Retail, you may want to include it anyway. You can design your inventory price labels to show both the Retail price and the Your Price fields so that customers will know they are getting a bargain when shopping at your store.*

Be aware that these titles can appear on inventory price labels so the names should be appropriately worded. These price level names will also be displayed on your web page if you are using **PFW E-Commerce** and in inventory definitions, in customer setups, and on various reports.

The actual selling prices for these price levels are determined by the inventory being sold, the category markup percentages, and the customer's assigned price level.

☞ *Tip: If you find a need to sell product to yourself for your own consumption or for other reasons, create a price level named Cost and choose no markup for this price level.*

☞ *NOTE: All price levels must be sequential without skipping any levels. In other words you cannot activate levels 1, 2, and 6, skipping levels 3, 4, and 5. If you try to do it, level 6 will not be functional for invoicing purposes.*

Cash Price Level - Of the six available pricing levels, select the one which will be used for Cash Sale - Walk-In Customers.

Customer Price Level - Of the six available pricing levels, select the one which will be used for your Customers By Name.

Consignments

Consignments are products which you have not purchased, but which you have agreed to sell for another party. They become part of your inventory, but are handled in a special way. They can be sold as any other item, but they will also track commission type payments to the consignee. See ***Consignments***.

Department - Select a department to which the consignment category will be assigned.

Category - It is recommended that all consignments initially be assigned to a special consignment category. Enter the category name here.

Consigned items can be reassigned to a more appropriate category, especially if you are posting any of these items for sale on the internet with **PFW E-Commerce**.

Store Percent - A default store percentage to be automatically applied when accepting consignments. This can be changed on an individual consignment item as needed.

Commissions

PFW provides a simple tool for tracking commission sales for employees. See **Commissions**.

Track Commissions

- If **checked**, PFW will track commissions, but only for inventory items set to pay a commission. Be sure to edit individual inventory and assign commission percentages. As a time saver, this can be done individually or through **category defaults**.

- If **unchecked**, commissions will not be in effect, you will not have the split commission function, nor will you be able to do a commission settlement.

Commissions Based On

- **Profit** - After the cost has been deducted from the selling price, the commission will be calculated on the profit.
- **Selling Price** - Regardless of the profit, the commission will be calculated on the selling price, even if the item was sold below cost.

Customer Options

Lookup By

When opening a customer list, the names will be sorted using one of these options. Choose the one which will serve you best. Once you are in the lookup window, you can temporarily switch the sort method by pressing the [F2], [F3], or [F4] function keys.

- **Name** - Sorts on business name and an individual customer's last name
- **Account** - A permanent account number generated by PFW. This number cannot be edited.
- **Code** - A definable customer identification code. This code can be any alphanumeric, but is often the customer's phone number which can be filled in automatically for you. (See Auto Generate Customer Code as described below.) It is recommended that this code be unique for each customer. This is especially necessary when running **PFW E-Commerce** so a duplicate entry block has been added to the program.

Default Terms - Each customer must have a Term of Payment. The selected term here will be automatically applied to a new customer entry (unless you have chosen to use Customer Categories). If necessary, the individual customer's term of payment can be re-set on a per invoice basis. Use the lookup button to find or add additional terms.

Use Titles (Mr/Mrs) - Include this term of address on invoices and correspondence.

Require Phone Number - You will be prompted for a phone number of the customer before any other customer information is taken. This includes cash sale invoices and may not be suitable for your business.

Ask For E-Mail Address - For all sales you will be prompted to ask for the customer's first and last name and an e-mail address. All other customer record information will be ignored; however it can be added later. The intent is to expedite the gathering of information relative to e-commerce.

Do Not Track Area Code - If all of your customers are from the same area code, you can choose to disable area code inclusion. This is also applicable to foreign countries where area codes are not used.

Auto Generate Customer Code From Phone When Adding - You will be prompted to enter a phone number even before you take any other information about the customer. The

phone number will be stored as the lookup code, but without any hyphens.

Tax Group Based On Shipping Address - Some businesses are required to charge taxes based upon the customer's delivery address. For this option to work, you will need to create tax groups (File: Utilities: Tax Rates) for each county or zip code as needed. By selecting this option, items invoiced will be charged at the appropriate ship to address.

Require Driver's License For Checks - When payment is by check written for over a specified amount, you will be prompted to enter a driver's license.

- The driver's license number will be retained in the customer or authorized buyer's file.
- The next time a purchase is made by check, the driver's license number will be recalled. You will only need to confirm that the Customer's ID is accurate.

Over - Driver's license information will only be needed if the amount of the check is over the amount specified here.

Use Zip Code Lookups When Entering Customer Information - This is feature will automatically add a city and state to a customer record when the zip code is entered.

Use Zip Plus Four - If this is checked an additional field will be available for entry of the extra four characters.

Retain Customer Credit Cards - PFW can keep a customer's credit card number on file for future use.

Scan For Cards - (Generally not necessary.) This will search PFWs existing credit card database and assign matching credit cards to your customers. This option is generally only necessary if you have been running earlier versions of PFW and want to take advantage of credit card number retention.

Purchase Order

Auto-Fill Purchase Order

PFW will generate purchase orders for each of your vendors as needed. Your purchase order number can be one of three formats. Choose a format.

Date/#/SalesID - The PO number will consist of the date of creation, plus a sequential number, plus the sales ID of the person creating the purchase order.

- All of these elements are generated automatically.
- This format is very helpful because future questions about the PO will be easily traced to the staff member who created the PO.

Sequential - You may enter a starting number and each subsequent Purchase Order will be one number higher than the previous one.

- If sequential is selected then the following field is opened.
- **Current PO #** - When activated this displays the current purchase order number. Change the number to a starting sequence number.

No Autofill - If you choose not to have a purchase order number generated, you can choose No Autofill.

- The number will be replaced with the term No P.O.
- If you wish to record your own PO number as generated from another accounting program,

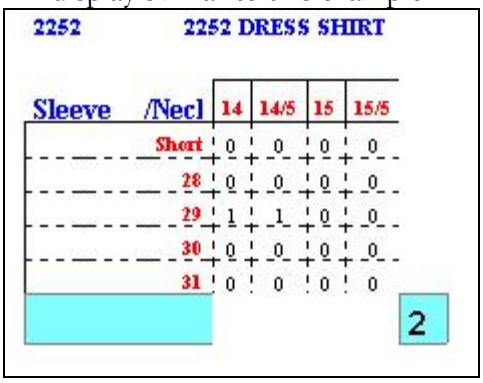
choose No Autofill because you will be given the opportunity to manually change the PO number.

Calculate Landed Cost Based On

- Weight – PFW will add up all of the Weight for each item in the PO, calculate the freight cost per pound, and then distribute the cost proportionally.
- Cost – PFW will add up the cost of each item, calculate the freight cost per item cost, and then distribute the cost proportionally.
- Number Of Items – PFW will add up the total number of items, calculate the freight per item unit, and then distribute the cost proportionally.

Use Grid For Purchase Orders - This option pertains to printing purchase orders which include matrix inventory. Multiple PFW matrixes and individual line items can all be included on a purchase order in a graphic display.

- If **checked**, matrix items on the purchase order will have a graphic display similar to this example:



- If **unchecked**, matrix items will be listed on a purchase order in the traditional line item format.

Alert When Backorders Have Arrived - The alert is in the form of a listing of customers awaiting inventory. The incoming inventory will automatically fill the backorders, but you may want to be able to print a list of customers to call and inform them their order has arrived.

- If **checked**, when you receive a PO, a listing of customers for whom the parts are promised will be displayed on screen and may be printed so you can notify the customers.
- If **unchecked**, the customer orders will be automatically filled, but you will not see the listing.

Omit Vendor SKU Field in PO -

- If **checked**, when you create a purchase order you will not have to enter a vendor SKU. However, your Vendor SKU must be and will be the same as your SKU.

☞ *NOTE: do not use this option if your vendors will use a SKU which is different than your own.*

- If **unchecked**, you will be prompted to enter the vendor SKU when creating purchase orders. This is the way PFW has done it in the past.

Default Option For Updating Costs When Completing PO

This sets the default option for how your costs will be updated when you receive a PO. Typically, you will update your Vendor and Item costs. However, sometimes you may receive a special

price from your Vendor, and you do not want to update your Vendor's permanent cost. If this is what happens most of the time, you might choose to update your Item costs only, or to skip updating your costs entirely (in which case, you would manually track your Vendor costs). This setting can be changed for each item you are receiving on a PO.

When Creating Order List, Choose

- **Last Vendor Ordered From** - PFW will select the same vendor used last time the item was purchased.
- **Primary Vendor** - Will select the vendor entered on the options tab of an inventory item.

Accounts Receivable

AR Aging Options

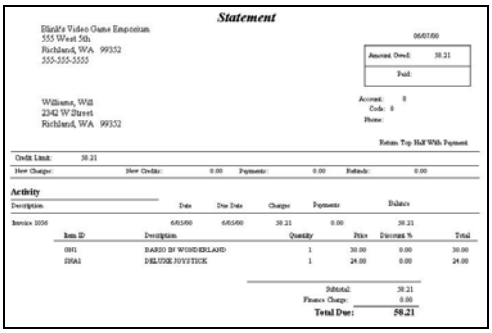
The AR Aging functions in PFW can be calculated by the end of the month or by the number of days since the invoice was created.

- **By Month** - Aging of an invoice on AR will begin on the last day of the month of the invoice. The number of days as defined in the terms on the invoice will be counted from month's end.
- **By Number Of Days Due** - Aging of an invoice on AR will be calculated based on the Customer Terms selected at the time of invoicing. The number of days as defined in the terms on the invoice will be counted from the date the invoice was created. (This has been the standard method in PFW.)

Do Not Print AR With Zero Balance - If a customer has a zero balance PFW will not print AR Statements during batch printing. You will still be able to manually print an AR Statement for the customer.

Integrate Invoices Into Statements When Printing Invoices with Statements - Rather than printing separate invoices with the AR Statement, this option saves paper by printing line item details for each open invoice. A **Customer's Account** allows for a setting "Print Invoices With Statements" which governs this option.

For Example - A Statement With Integrated Invoices


Statement

Blank's Video Game Emporium
555 West 5th
Richland, WA 99352
555-555-5555

06/07/00

Amount Owed:	58.21
Paid:	

Williams, Will
2342 W Street
Richland, WA 99352

Account: 8
Code: 8
Phone:

Return Top Half With Payment

Credit Limit: 58.21

New Charge: New Credit: 0.00 Payments: 0.00 Refunds: 0.00

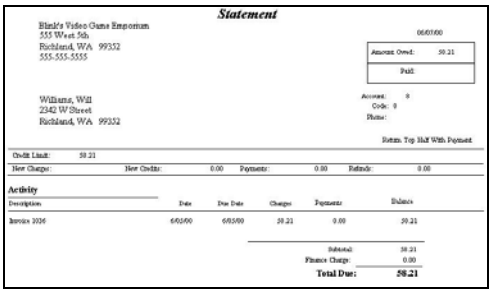
Activity

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1036	6/05/00	6/05/00	58.21	0.00	58.21

Item ID	Description	Quantity	Price	Discount %	Total
GH1	HARD IN WONDERLAND	1	30.00	0.00	30.00
JS01	DELUXE JOYSTICK	1	28.00	0.00	28.00

Subtotal:	58.21
Finance Charge:	0.00
Total Due:	**58.21**

For Example - A Statement Without Integrated Invoices


Statement

Blank's Video Game Emporium
555 West 5th
Richland, WA 99352
555-555-5555

06/07/00

Amount Owed:	58.21
Paid:	

Williams, Will
2342 W Street
Richland, WA 99352

Account: 8
Code: 8
Phone:

Return Top Half With Payment

Credit Limit: 58.21

New Charge: New Credit: 0.00 Payments: 0.00 Refunds: 0.00

Activity

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1036	6/05/00	6/05/00	58.21	0.00	58.21

Subtotal:	58.21
Finance Charge:	0.00
Total Due:	**58.21**

Statement Batch Printing

When choosing to Print AR Statements PFW can

- Include all transactions on

statements whenever printed (traditional PFW method)

- Include only transactions for the statement period being printed (utilizes a cutoff date)

AR Statements Close On The ____ Day Of Month

If this is left blank, your statements will close on the last day of the month. Otherwise, statements close on the day PRIOR to the number you enter here. For example, if you enter a 5 here, your statements will include all transactions through the 4th of the month.

Accounts Payable

Check Options

This option will determine whether or not checks are generated when you process an Accounts Payable.

- **Prompt For Check Number** – If you tracking checks outside of POSitive, choose this option. You will be prompted for the check number you have written.
- **Generate Checks When Processing AP** - When you select and process vendor invoices for payment through **Accounts Payable**, a check will be automatically printed for the vendor and drawn from the designated account.
- **Checking Account** - Select the name of the checking account setup in PFW for paying AP.
- **Do Neither** – do neither.

Screen Settings

The use of color can enhance data entry by indicating which fields must be filled in and the current cursor position. This is especially true when adding a new customer or vendor to PFW when you are pressed for time.

Use Highlighted Fields - If left unchecked the following settings will be inactive.

You can create your own color scheme for the following fields.

- **Highlighted Fields Background Color** - The field currently active by the cursor will be this color.
- **Required Fields Highlight Color** - A required field which is also currently active by the cursor will be this color
- **Required Fields Color** - Fields which must not be left blank will be this color.

How To Change PFW Field Colors

Click on the lookup button beside a field to access the color panel.

- Select a color.
- Click OK
- Repeat for each field.

Tax Options

Tax rates are defined under Main Menu: Utilities: Tax Rates. Those **tax rates** are applied to customers and inventory items. These settings determine how tax rates will be applied when invoicing.

Default Sales Tax - Without any other overriding factors, the Tax Group indicated here will be used throughout PFW.

Package Sales Tax -

If you are using the Package option on an invoice, this designates the tax to be applied to all items within the package.

"No Tax" Tax Category

Select an exempt or non-taxable tax category. This is for those rare times when a customer should not be charged tax on just one line item on the invoice, yet other items need to be taxed. Once this is defined, then CTRL-X while highlighting an item on an invoice will remove or activate the taxation of the line item.

INTERNATIONAL SETTINGS

The following options are specifically for Australian users and should **not** be invoked by any other users. They dramatically affect the operation of PFW.

Price Includes Tax On Invoice - When entering the price of an item on an invoice, PFW will assume the price includes tax and will backout tax charges on the line item.

Pole Display Show Price Including Tax - When placing an item on an invoice for sale the Pole Display shows the SKU and selling price of the item. With this option checked, then the price will also include applicable sales taxes.

Price Entered Includes Tax When Using Fast Add - When creating an inventory item on the fly with Fast Add, the selling price is assumed to include tax.

Enable "Display GST Pricing" Option on Inventory Screen - When looking up inventory the selling price will include GST tax.

With option **checked**

With option left **unchecked**

Goods Received On PO Have Tax - Used mainly in Australia and Canada, this option assumes that the cost of each line item inventory item being received has the tax calculated into the cost.

By setting the **Tax Percent**, PFW will use this number to determine the cost less tax of the item.

Tax Rate For Including Tax In Price (GST) - Used mainly by Australia, the selling price throughout PFW and on the label of the product will include the taxes applicable to the item. The tax for the item is based upon this selected Tax Group.

Sounds

To alert a clerk that a particular activity has been executed, PFW now allows you to link sound files (*.wav) to a few activities. You may use the sounds provided, or get other sound files from the internet by clicking on the Link To Additional Sounds entry..

To Disable Sounds simply erase the .wav file entry from the field. It is not necessary to delete the actual file from

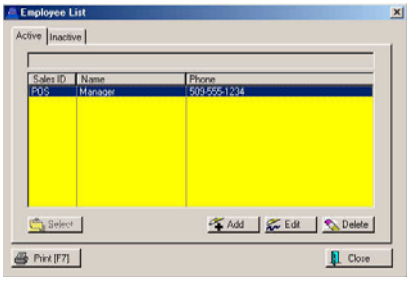
the directory. Note: these *.wav files are stored in the c:\pfw\sounds\ directory.

Current Activities using sound are:

- When SKU NOT found.
- When Invoice Is Complete.
- When an incorrect
- Password/SalesID is entered.

Add/Edit Employees

The Employee List will already have one entry: POS Manager.



It is wise, initially, to leave this default employee unchanged as you are getting used to PFW. Later, you should edit this entry to change the password.

You should add yourself as an employee. A New Employee Wizard will take you through each step. If you have questions, press F1 for help.

Later, when you decide to add your employees, you should learn more about Security Settings and Security Groups. You can get help on this topic by pressing F1 and looking for topics: Security Groups, PFW Security Options.

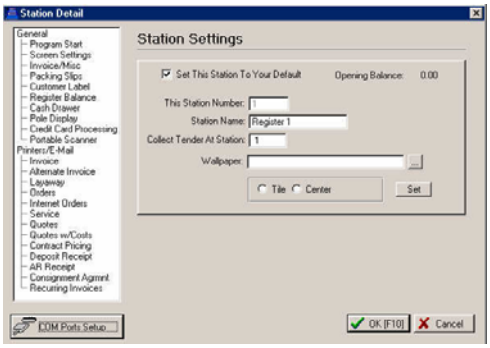
Review Station Settings

Click on Review Station Settings. Choose Edit.

If you have the Standard Edition of PFW, you will need only one station. If you have a networked version of PFW (Advanced Edition), then you will need to create a Station for each computer which will be using PFW.

The Station Detail screen controls how one specific computer utilizes printers, cash drawers, and various features of PFW.

On the left are multiple sections of the setup. On the right are various options from which you may make selections.



You should review the options carefully. Detailed information is available by pressing F1 for Help.

☞ *Often overlooked is the **Customer Label** section. If you want to print mailing labels for your customers you will need to select a label form and perhaps even design a new form. Please refer to the Appendix.*

Setting Up Your Printers

As part of the Station setup you will be selecting a printer or printers for various tasks. Now is a good time to talk about your computer and your printers.

Take a minute to check what printers you have available to your computer. You do not need to close PFW.

While viewing the Station Detail window, click on Invoice (below the words Printers/Email in the left column.

Now click on Printer Control Panel button. (Or just go to your Start button, choose Settings, and choose Printers.)

Your **Windows Default printer** will have a checkmark on it.

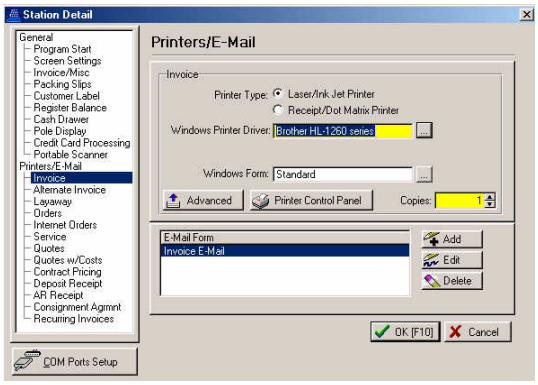
This default printer should be a full sheet, 80 column wide printer because PFW Reports are designed to fit on 8.5 x 11 inch pages. This default printer can be an inkjet or laser type printer. PFW will work with most name brand printers simply because they are supported by Windows.

To make sure this printer is working, RightMouseClick on the printer icon. Choose Properties. Click on Print Test Page.

☞ *If it is not working, you will need to get that remedied before PFW can do anything.*

This default printer will be used for printing PFW reports and can be used for printing invoices and layaways and other types or receipts as listed here in Station Detail.

This is what your screen should look like if you want to print invoices to this Windows Default Printer.



Using Receipt Printers

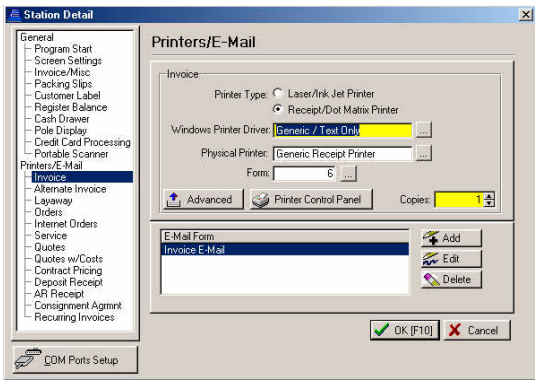
You may want to print customer invoices and layaways to a smaller, receipt type printer. This printer uses a roll of paper, much like the old cash registers.

There are many brands available, but they all work the same way. To use a 40 column receipt printer with PFW you need to add a Generic / Text Only printer driver to your list of printers.

Just choose Add Printer and follow the prompts. Don't worry about selecting a name brand, just find Generic / Text. When you are done, it should look like this.

IMPORTANT: DO NOT set this as your Windows Default printer. Most PFW Reports will not fit this narrow paper and should not be printed to this printer.

If you are using a 40 column receipt printer for printing Invoices your screen should look like this.



☞ *Note: you don't have to use form 6. You could choose form 4, 5, 6, or 7 for printing invoices. Give each one a try and decide which one you like best.*

Invoice

Highlight Invoice on the left hand side. Select either the Windows Default printer or the 40 Column printer as described above.

Alternate Invoice

If your computer can print to two printers, you may want to select a different printer for Alternate Invoice. Press F1 for more information about using the Alternate Printer.

Layaway

Now highlight Layaways on the left hand side. You will set up the right hand side much like you did for invoices. If you are using your Windows Default Printer for printing layaways, then you will use the Standard Form.

If you are using your 40 column printer for printing layaways then you will select form number 13.

Orders, Internet Orders, Service, Quotes, Contract Pricing, Consignment Agreement, Recurring Invoices

These invoice types will need to be printed to a full page printer. Press F1 for more information about using these optional modules.

Deposit Receipt

Now highlight Deposit Receipt on the left hand side. When customers make partial payments towards layaways, you will want to print a deposit receipt for them.

Choose Form 61 if you are printing layaways to your Windows Default printer. Choose Form 14 if you are printing layaways to your 40 column receipt printer.

Review Category Defaults

Before we review Category Defaults, we need to talk about departments and categories. This is an area where you really need to catch the "vision" of what is possible in PFW.

If you walk into Sears you will notice that in each corner of the store are different departments such as Sporting Goods, Toys, Automotive, Women's, Men's, Children's. These are Departments.

Within each department are sections of shelves of categorized things. For example, in the Automotive department there is a section for Tires, a section for Batteries, a section for Lamps, a section for Cleaners, etc. These are Categories.

Now let's talk about your store. You may not have as much space as Sears, but you certainly have Departments. If you were to move your inventory into a Sears store and place it in various corners, what would you name those departments? And once you have your inventory grouped in departments, what sections or categories would you have?

Take a minute and jot down your thoughts. In fact, if you can outline your list right now, you will save yourself lots of time and headaches in the future.

Automotive
- Batteries
- Cleaners

Lamps
Tires

Women's Apparel
Blouses
Dresses
Pants
Shoes

Yes, you could just lump your whole store into one department and one category, but you will be missing out on a lot of power in PFW which you may never have had before.

With PFW you can get some very informative reports which break down inventory and sales by department and category. And better yet, with PFW you can almost instantly set up an e-commerce store on a web page which will be organized by departments and categories to make shopping easier for your customers. In fact, if you are going to e-commerce, then departments and categories are mandatory.

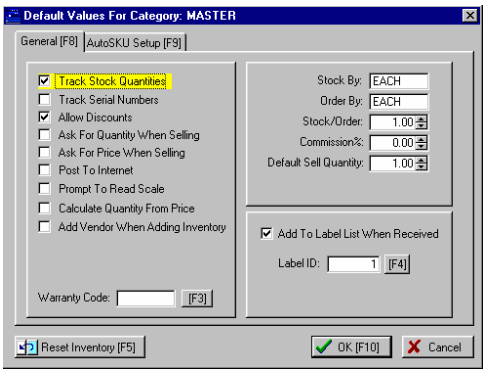
Setting Category Defaults

A category in PFW helps speed up the creation of an inventory item by filling in many of settings or options automatically.

When you Review Category Defaults, you are editing a MASTER category which is used in the creation of all other categories.

☞ *Another way of getting to this screen is to Go To: Utilities: Category Defaults: and Edit Master.*

Think about the majority; say 90%, of your inventory items. Which settings would you like the majority of your inventory to have?



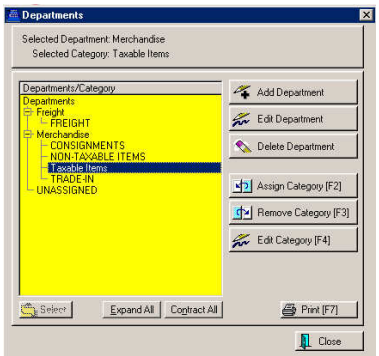
After you make these settings, and save them, when you begin to create categories such as Tires, Batteries, Lamps, etc. They will automatically be created with these options.

If you have any questions about this screen, press F1 for Help.

Add Departments/Categories

Now you are ready to define your departments and the categories related to the departments.

When you first start out, PFW has a few departments and a few all purpose categories.



Use your list that you made of Departments and Categories. We will add the departments first.

Choose Add Department.

Department Code: Enter an abbreviation of the department name

Description: Enter the name of the department (Visitors to your web page will see this name)

Auto SKU: (Auto SKU is a powerful feature if you need to devise your own system of naming SKUs. Press F1 for Help.)

Choose OK.

Repeat the process for each department you want to create.

Next, we will assign categories to departments. Highlight one of the newly created departments.

Select Assign Category

This opens the Category List. If the category already exists, highlight it and choose Select. Answer Yes to any prompts.

If the category is not already in the list, then choose Add.

When you add a new category, you need to enter the name of the category in the Description field. Then choose a Tax Category by clicking on the pull down button, highlight and say OK. Fill in any other fields as needed. For more information, press F1 for Help.

☞ *TIP: Remember that many settings are automatically applied by the Master category default which you can change at any time if it will make your work easier.*

Repeat assigning categories to departments until you are satisfied.

☞ *For more information, see Help: What Categories Can Do in the POSitive Help file.*

Definitions

There is one more area which you may want to review as you complete the setup of your new company.

Go to File: Definitions

Of the setup options, at the least, you will want to edit your Policy Statements and possibly Invoice Buttons. Be sure to press F1 for Help.

Customizing POSitive

POSitive For Windows can be customized to meet the needs of your business. When your Company was created, POSitive filled in its default settings according to the type of business you indicated. By carefully reviewing the following settings, however, you can "tweak" POSitive to conform to the way you operate your business.

Company Information

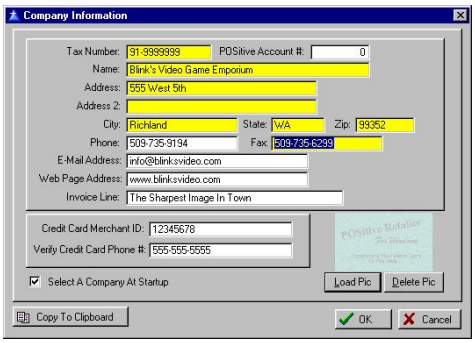
ACCESS: File: System: Company

When you create your own company, PFW runs a New Company Setup Wizard. You may edit your company information on this screen.

Some of the information entered here will be used to create your registration or unlock codes. Your company name and address will be printed on your invoices as it appears here.

Making Changes

Once PFW is registered or unlocked, you may need to get new unlock codes before you can make changes to this information. Call your dealer or POSitive Software Company.



Tax Number - Your Federal ID or ANB number. This will be printed on invoices and purchase orders.

POSitive Account # - For technical support reference. When calling for technical support you may be asked for this number.

Name - The name and address of your company, as you want it to appear on your invoices.

- Address
- Address 2
- City, State, Zip
- Phone -
- Fax -

E-Mail Address - (Optional) This should be a general e-mail address.

Web Page Address - (Optional) If you have a web page, enter it here. If you do not yet have a web page, ask your dealer of POSitive Software how you can get one very economically.

Invoice Line - (Optional) This is a "teaser" line which will appear directly below your company phone numbers on an invoice. You could enter your company slogan, "Greatest Deals On Earth," or list your e-mail and web page addresses, or anything else of your choosing.

Credit Card Merchant ID - (Optional) Strictly for reference only. If you are using a credit card processing program, this is a handy place to record such information with easy access when you need it.

Verify Credit Card Phone

(Optional) Strictly for reference only. Enter your credit card processor's voice phone number. If you had been trying to process a credit card which is unable to be verified via modem, this is the number you have been told to call to get voice verification of the card's acceptance.

Select A Company At Startup

Displays the Choose Company screen on startup of PFW. One option available to you from the Choose Company screen is to select a company from the list and always launch the company data automatically, thereby skipping the Choose Company screen. From time to time, you may find it necessary to restore the Choose Company screen. By placing a check here, and then exiting PFW, it will be restored.

How To Load Your Company Logo Into PFW

Load Pic - A company logo would be an appropriate picture to load here. It will be printed on your "windows" invoices.

Delete Pic - Remove the picture loaded as a company logo.

1) Click on Load Pic

2) Select the proper folder and company graphic. You may need to change the picture format filter to find your specific logo.

3) Choose OK.

Copy To Clipboard - When registering your software, you will be asked for the company information listed here. As a convenience, click on this button and the relevant information will be placed on the Windows clipboard, which can then be pasted into an e-mail or or word processing document to fax to your dealer.

Printer Forms

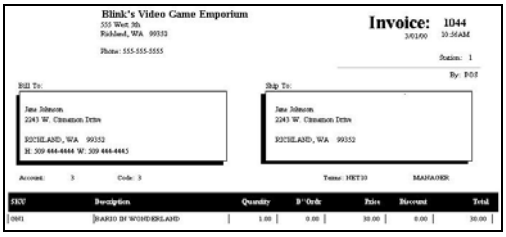
File: Editors: Transaction Report Editor

PFW comes with a wide selection of form layouts for invoices, orders, service orders, and quotes. These forms are selected on the Printers Tab of the Station Settings window. Because there are two types of forms, Windows and Direct To Printer, you should first experiment with the forms to determine which will best suit your needs.

PFW allows you to modify these forms to include or exclude specific details, reposition information, and enhance the look of the form. This will require some work and you may prefer to have your dealer do this customization for you.

Windows Forms

Selecting WINDOWS as the printer driver automatically selects default windows forms. These forms are professional looking as in the example below. You may make some modifications to your forms using **Report Designer**.



Direct To Printer (DP) Forms

Selecting a Printer such as HP Laser, Epson, InkJet etc, from the choices of printers allows you to print directly to the printer, by passing your Windows 95/98/NT printer defaults. You must choose the printing port and the form number appropriate to the task and the printer.

```
Blink's Video Game Emporium                          Invoice:  1044
555 West 5th                                        Register:  1   POS
Richland, WA    99352
Phone: 555-555-5555                                  03/01/00, 10:56AM
Fax:

Acct: 3          Code: 3                Ship To:          Page: None


Jane Johnson                            Jane Johnson
2243 W. Cinnamon Drive                  2243 W. Cinnamon Drive
RICHLAND, WA    99352                   RICHLAND, WA    99352


H: 509 444-4444 W: 509 444-4445
                                   By:  MANAGER              Terms: NET10
?               Item Description                                     Quan
```

To Edit the Direct To Printer Forms, go to File: Editors: Transaction Reports Editor.

You will not be allowed to edit any forms numbered 1 to 100. These forms are reserved for standardized use of PFW. These forms will be altered from time to time by POSitive Software and will be available to you in future updates of PFW.

You may create or customize your own forms numbered from 101 to 255. These forms will remain untouched by future PFW updates.

Be advised that creating or customizing your own forms requires close attention to detail and that it is not a quick project. The simplest method is to make a copy of an existing form which is close to your desired end product and then make modifications to this cloned form.

How To Customize Your Own Invoice Form

1) Go To File: Editors: Transaction Report Editor

2) Highlight a form which is "close" to the form you want.

3) Click on the Clone button.

4) Enter a form number. It is suggested that you name it as a variation of the form being cloned for example, if you clone form 11 then name your new form 111.

5) Enter a title which readily defines the purpose and format of the form. Note the names of PFW forms 1-100 include the paper type, module, and printer type.

6) Click OK. Choose **Entire Form**. (When you become expert at form design, you may wish to use the other options.) PFW will save your selection and highlight it.

☞ *Important Note: You are now ready to edit the Header, Detail and Footer sections of the form. After you have finished the edit, you need to assign the new form number as appropriate on the Printers Tab of* ***each*** *Station Detail.*

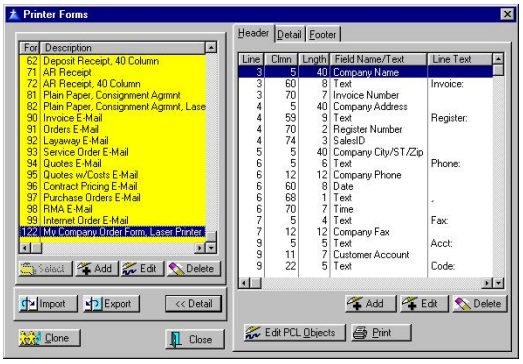
The Printer Forms Window

On the left hand side is a listing of all existing forms. Each has a unique form

number. The Description field defines as precisely as possible the design and purpose of the form.

The right hand side displays the components of the invoice form and their positioning on the form. The three tabs provide access to the main sections of the form.

- **Header** - This is the top of the form. This section typically includes the customer name, invoice number, date of invoicing, and shipping information.
- **Detail** - This is the body of the form. This section lists the inventory line items, notes, and prices of items on the invoice.
- **Footer** - This is the bottom of the form. This section totals the purchases, reports how payment is made and includes policy statements.



All forms consist of components which are positioned on lines and columns of the paper print out. A **component** is either text, a calculated field, or a specific PFW field.

Displayed Information

For easy reference, the display on the right side shows the following elements of the form.

Line - All forms have printable lines which are counted from the top of the form. Line numbers start with 1 as the first line of the section of the form. When you are designing or editing a form, the **line** number positions the component from the top of the section.

A line number can and should be used more than once. Depending upon the length of the line, more than one form component can be positioned on it by setting well spaced column numbers.

Clmn - Each line has a set number of columns or number of characters per line. A standard 8 1/2 wide sheet of paper has 80 printable columns or characters. A 40 column receipt printer has only 40 columns. When you are designing or editing a form, the **clmn** number positions the component from the right margin of the form.

Lngth - Each component has specific number of characters required to print the contents of the component. When you are designing or editing a form, the **Lngth** will reserve a set number of characters for the component. If you choose a length which is shorter than the component, only the first characters of the component will be printed.

Field Name/Text - PFW has several pre-set field names which are components of all invoice forms. Some are appropriate to one project form and not appropriate to others. You will select field names as needed.

Line Text - This is a blank line wherein you type a word or phrase you want printed on the form. Not all Field Name components give you the option to type Line Text.

Edit A Component Entry

When you edit a component entry, you will see and be able to edit the Line, Column, Length, Field Name, and Line Text fields as described above.

Other settings are as follows.

Justification - The component will be left, centered, or right justified on the column position.

Line Font - The component will be printed with the selected font.

Move Up If Space Above Blank - If checked, the component will be moved up to eliminate gaps in the form. For example, if a customer address does not have a 2nd address line, then the next component City/ST/Zip would be set to move up to fill in the gap.

Move No Higher Than Line - This limits how high a component will be shifted up if there are blank lines above.

Field Required - This controls conditions under which the component will be used. The Field Required is often defined as an equation.

Definitions

ACCESS File: Definitions

As part of your setup of PFW, you may want to review the standardized list of definitions and make changes to those areas which are of interest to you. To access these settings go to File: Definitions and select the appropriate option.

Service Status

When closing a service order you are prompted to select the status of the service order. You may add, edit, and arrange these status options as needed.

Customer Return

A reason why the customer is returning items is selected when you close an invoice with a return item on it. These reasons can be helpful when finally dispatching the products. For an example of what will be displayed when doing a return see **Reason For Return**

RMA Return Action

A listing of actions you would like your vendors to take when processing items you return to them.

Tender

The options available when taking payment on an invoice or order. See **Tender Definitions** and **Tender Descriptions** for more details.

Currency

The listed denominations will be available when balancing a Register Cash Drawer. If you commonly accept bills or coins of a denomination not currently listed, you may add or edit denominations.

How To Add Currency Definitions

- Select ADD.
- For Currency Type enter the denomination (for example Two Dollar Bill, Nickel, Silver Dollar)

- For Multiplier enter a number which when multiplied by 1.00 will equal the value of the denomination. (For example, a Two Dollar Bill would be 2.00, a Nickel would be .05, and a Silver Dollar would be 1.00.)

Other Options

- The reposition buttons allow you position a newly added item into its proper position in the list.
- The Delete button will remove an entry.
- The Edit button will allow you to modify an entry.

Call Log - When making a call to a customer regarding a pending service order, you may choose one of these responses.

User Defined Field Names (Inventory)

A master list of inventory user defined fields. When assigning user defined fields to specific categories, all items in this list will be available for selection. This list can be added to while in the category setup. See **User Defined Fields**

Finance Companies

If you utilize Third Party Billing with actual finance companies or any other company which pays on behalf of individual customers such as insurance companies or co-pay partners, then you will need to define these companies in advance of using Finance Company as an invoice tender type. See **Finance Company Detail**.

Mail Groups

Add and edit existing mail groups and participants of each group. See **Mail Groups**.

Policy Statements

You may automatically print your store policies at the bottom of your invoices, service orders, layaway orders, etc. Each transaction type can express policies relevant to the transaction. See **Policy Statements**

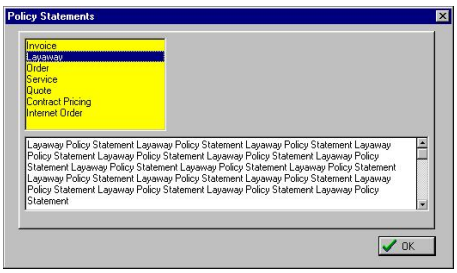
Employee Security Groups

Security options can be defined for a employee types such as management, cashier, stockroom, etc. Define these groups and security settings here for application to new employees. See **Security Groups** and **Security Group Settings**.

Policy Statements

M-PR : File: Definitions: Policy Statements

At the bottom of each invoice, layaway, order, service order, etc. you can print your store policy statement regarding returns, refunds, or work performed. These statements can vary according to the type of receipt being printed.



How To Create A Policy Statement

1) Go to File: Definitions: Policy Statements

2) Highlight a receipt type. You may print a different policy statement on each of the following receipt types: Invoice, Layaway, Order, Service Order, Quote, Contract Pricing, and Internet Order.

3) Type your statement in the box provided. Layaways, for example, could include policies about cancellations, unclaimed items, and fees and refunds.

Length Of Statement

Your policy statement will be printed at the bottom of the customer receipt. Your statement will word wrap if you are printing on a 40 column receipt. If you are printing to a Windows default form, you will be limited to 3 lines of compressed print, approximately 300 characters.

Form Option

You may wish to deactivate printing of policy statements in PFW forms and use pre-printed forms with your company logo and policy statement on the reverse or at the bottom of the form. See **Printer Forms** for more information.

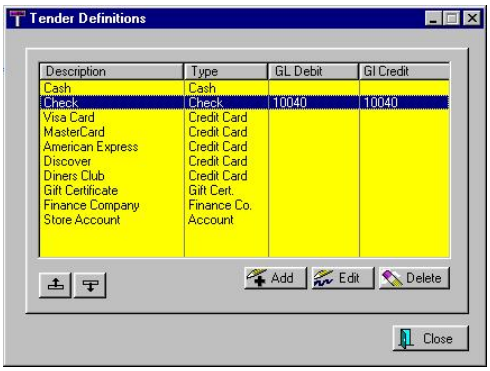
Converted Receipts

The receipt type determines the policy statement being printed. When a receipt is created the policy statement for that receipt type is printed at the bottom of the form. When a Layaway, for example, is converted to an Invoice, then the policy statement for the Layaway is replaced with the policy statement of the Invoice.

Tender Definitions

ACCESS:File: Definitions: Tender Definitions

When accepting payment on invoices and orders, you are shown a list of available tender types.



This table shows what types have been defined and their links to General Ledger accounts and can be edited by going to File: Definitions: Tender Definitions.

Use the **Add, Edit, or Delete** buttons as necessary.

You may add or remove types of tender. For example, you may not honor Diners Club credit cards so you may delete it.

If you add or edit a type, the **Tender Descriptions** window will present you with various important settings.

Repositioning Buttons

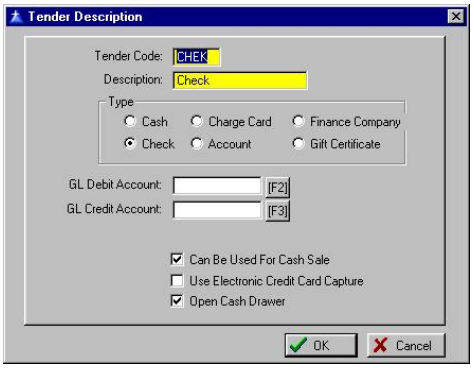
There are two buttons, up and down, which will re-position the highlighted tender definition to a more desirable location when you process an invoice.

Tender Description

ACCESS:File: Definitions: Tender Definitions: Add/Edit

For each tender type, you can control it's operation and reporting functions by

setting appropriate options as described below.



Tender Code - A code to distinguish this type of transaction. Be specific. If it is for a Master Card credit card use MC.

Description - The name to be used as a Tender Type when receiving payment for an order or invoice.

Type - The type of transaction selected will govern some other PFW operations.

- **Cash** - The dollar amount will be recorded in the Cash Column when balancing the cash drawer.
- **Charge Card** - The dollar amount will be recorded in the Charge Column when balancing the cash drawer.
  Note: When setting up credit cards make the Tender Code above specific to the card name. You may want to add a credit card type with electronic verification links and one without.
- **Finance Company** - The dollar amount will be automatically put on Accounts Receivable for the selected finance company. It will NOT appear in the balance cash drawer report.
- **Check** - The dollar amount will be recorded in the Checks Column when balancing the cash drawer.
- **Account** - The dollar amount will be automatically put on Accounts Receivable for the selected customer. It will NOT appear in the balance cash drawer report.
- **Gift Certificate** - The dollar amount will be recorded in the Coupons Column when balancing the cash drawer.

General Ledger (Optional)

If you wish, you may track sales debits and credits in your General Ledger using the assigned GL Account numbers. Use the lookup button to the right to link to the appropriate GL Account number.

GL Debit Account - GL Account number for debiting amounts. **[F2]**

GL Credit Account- GL Account number for crediting amounts. **[F3]**

Can Be Used For Cash Sale - You can make this an unavailable option if the invoice is a Cash Sale invoice. This would be a wise choice for tender such as credit card payment

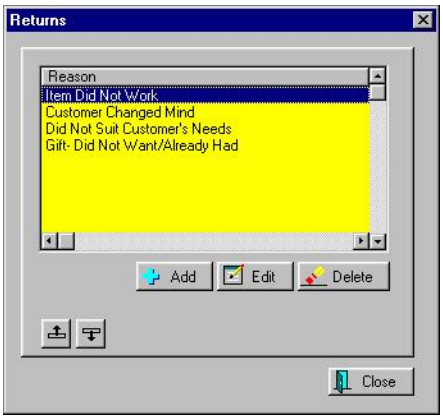
Use Electronic Credit Card Capture - This would only apply if the Type is Credit Card and if your bank or processor will accept the credit card as payment.

Open Cash Drawer - Upon tendering with this selection, trigger the cash drawer to open.

Reason For Return

ACCESS: File: Definitions: Customer Return Definitions

When customers return purchased items, you are prompted to select a reason for the return. PFW has some pre-defined reasons, but you may define your own reasons.



How To Add A Customer Return Definition

When adding or editing a customer return definition, you type a reason and determine if the item should be immediately returned to stock.

1) Go to File: Definitions: Customer Return Definitions.

2) Choose Add

3) Type in a reason.

4) Check or leave unchecked the return to stock option.

5) Choose OK

6) (Optional) Use the repositioning buttons to arrange the return definitions in a helpful sequence.

Return Immediately To Stock - If this option is selected as a reason for a return, the returned item will be immediately added to the stock count for resale. Checking this box assumes the item will be in good resale condition.

Choose Finance Company

File: Definitions: Finance Company

A listing of Finance Companies is displayed when you select Finance Company as a **Tender Type**. A finance company is essentially **Third Party Billing**.

☞ *IMPORTANT NOTE: This is NOT used for placing customer charges on PFW's "store account."*

The term Finance Company is used to mean any third party billing source. Typically, major or big ticket purchases can be taken over by an outside Finance Company which then becomes your AR account customer. But PFW takes it one step further to allow you to bill a customer's employer or insurance company for all or part of the customer's purchases.

Advance Setup

For Finance Company or Third Party Billing to work you must

- Have Unlock/Registration Codes for Advanced Inventory and Accounts Receivable.
- Add Finance Companies to PFW through File: Definitions: Finance Companies

How Third Party Billing Works

1) A customer makes purchases from your store.

2) When tendering his or her invoice, you may assign all or part of the charges to a Tender Type named Finance Company.

3) You will be prompted to select from the list of defined finance companies, (the employer, insurance company, or finance company) the third party which will accept the charges.

4) The customer signs the invoice and leaves with his or her purchases.

5) The selected finance company now becomes one of your AR accounts to whom you will send monthly statements. The AR Statement will list all purchases made by all of their clients' (employee, insuree, or financee).

6) In many instances, the finance company will send you a lump sum payment to close your customer's charges and will then take over collections from the customer.

Third Party Billing works very well with companies who give employees matching funds for purchases or insurance companies who will pay all or part of their client's expenses directly or indirectly to you.

But first you need to add all participating finance companies.

Adding A Finance Company

Use the **Add, Edit, or Delete** buttons as necessary.

The **Select** button will be active only when appropriate to the task.

A View Of Finance Company Charges

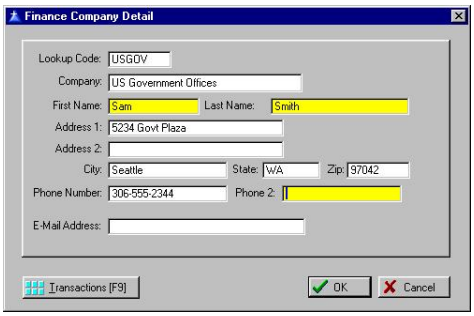
Transactions - Once the finance company has been established and charges have been made towards it, the Transactions button will display the highlighted companies **AR History**.

Finance Company Detail

File: Definitions: Finance Company

The definition screen for a finance company or third party billing company. You may edit this as needed and review Transactions for this company. Once the Finance Company has been defined, it will show up in your Customer List.

☞ *IMPORTANT NOTE: Do NOT create a finance company for your own Store Account processing. This has been built into PFW and listed as Store Account on the tender screen. For more information see* *Choose Finance Company*.



Lookup Code - An alphanumeric code of your choosing.

Company - Name of the finance or third party company.

-- Contact Name --

- First Name
- Last Name
- Address 1
- Address 2
- City State Zip
- **Phone Number** - Usually a voice phone number.
- **Phone Number 2** - Usually a fax phone number.
- **E-Mail Address** - Either a general e-mail or one specific to the Contact person named above.

Transactions [F9] - A display of all AR transactions involving this Finance Company. See **AR History** for a detailed explanation.

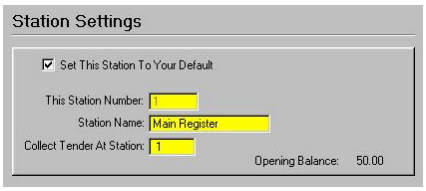
Station Detail

ACCESS: File: System: System Setup: General: Stations: Highlight and Edit

Each workstation (computer) using PFW needs to have its own setups for printers, cash drawer, pole display and general operations.

General

Name a station and determine general operations.



This Station Number - PFW generates the station number when you choose to add a workstation. This number cannot be edited.

☞ *NOTE: ICVerify uses this station number as well. Depending upon your ICVerify license, you should reserve the first 4 or 8 stations for use with ICVerify. See* ***ICVerify and PFW*** *for more information.*

Set This Station To Your Default - Each workstation (computer) must have its own station number. By checking this box, the computer you are using now will operate according to the settings of this station.

Station Name - You may name this station to reflect the location or the user of the station.

Collect Tender At Station - If this computer station will be making sales transactions and will be balancing its own cash drawer, this number should match the station number above.

If you are running a network, this option allows you to process invoices at this station, but assign a different station or cash drawer for keeping the money. Indicate the station number where the money will be kept. When the cash drawer of the other station is balanced, the transactions made at this station will be included. This option is used to help you in balancing your cash drawer(s).

Opening Balance - The amount shown here is the current cash in the drawer to be used for making change. As you balance the cash drawer and opt to leave cash in the drawer to be carried over to the next day, the amount selected will be displayed here.

Program Start

Launch Work Center - The master Work Center can be set to open automatically upon startup of PFW. If you wish, select one of the following as the default center to display on the master Work Center.

- Register Center
- Management Center
- Inventory Center
- Purchase Center
- RMA Center
- E-Commerce Center

Screen Settings

When Opening Screens

Maximizing an invoice, layaway, order, screen makes the transaction fill the entire computer screen, thereby placing the focus on the transaction. If it is left unchecked, the transaction will be opened as a smaller window. Select options as desired.

- Invoices Maximized
- Open Layaway Maximized
- Open Orders Maximized
- Open Service Orders Maximized
- Open Quotes Maximized
- Open Internet Orders Maximized

Refresh Transactions In Process Page Every 0.00 Minutes - If one of your computer stations tends to keep the Orders In Process window open it is recommended that you set this screen refreshing to 1 minute. This will assure that the list will be updated frequently.

This screen refreshing option not normally needed if you are going in and out of the In Process listing because it will refresh each time you open it.

Invoice/Misc Settings

These options will be in effect when you are creating invoices. Select those which are most appropriate for this workstation.

Default To Cash Sale - If this is checked; whenever an invoice is created it is automatically assumed to be a cash sale. There will be no Customer/Cash selection.

Show Costs When Entering Quote - If this is checked costs and profits will be visible. This is generally a preferred setting unless customers will be able to view the screen.

Ask For ID Each Time - A security setting which controls access to critical functions.

Stay On Invoice After Sale - An ideal setting for workstations on checkout lanes because it remains poised for creating a new invoice. When creating an new invoice you will first be prompted New Invoice/Close Invoice.

Skip "New Invoice/Close Invoice" Prompt - If you have selected "Stay On Invoice After Sale" this option allows you to skip the New Invoice/Close Invoice prompt.

Prompt If SKU Not Found - If you are using a barcode scanner for adding items to an invoice you may set PFW to warn you that the scanned item was not found in inventory. DO NOT turn this on if you are not using a barcode scanner because it will require extra keystrokes.

Ask Before Processing Invoices/Layaways- If this is checked, you will be prompted to print or not, rather than automatically printing an invoice upon completion.

Delay Printing Of Invoice/Receipt Until "Change Due" For the business which does not normally print invoices or receipts for most sales, you can activate this option. After tendering the invoice, the Change Due window will give you the option [F7] to choose to print the invoice.

Fast-Add Inventory When Adding At Register - A shortcut option to minimize customer delay at the checkout station. Only essential elements of a new inventory item are recorded. The other elements must be done later.

Use Alternate Printer When On Account - If you choose, you may automatically route an invoice to the alternate printer whenever an invoice is placed on store account. This option is often selected when a 40 column receipt printer is the primary invoice printer and an 80 column printer is preferred for filing invoices on AR.

If you check this option, be sure to activate the Alternate Printer settings under Printers/E-mail of the Station Detail setup.

When you create an invoice and choose F5 Store Account as the method of payment, the invoice will automatically be printed on the Alternate Printer selected.

Auto-Print When Processing Purchase Order - When you process a purchase order from Create/Place status a copy of the PO will be printed automatically.

Hide Customer Info Box On Scheduling Calendar - If using the service order module, you can choose to hide the customer information box on the scheduling calendar and then manually activate it as needed.

Packing Slips

You may choose to print a corresponding packing slip for each order. The packing slip lists the items and quantities, but no pricing.

Print Packing Slips

- **Never** - Disables packing slip printing.
- **Always** - If this is checked a packing slip will be printed automatically instead of upon demand.
- **Ask** - Allows you to print a packing slip on demand.

Packing Slip Setup

- **Packing Slip Printer** - Select from available list of printers. If you select a Windows Printer you will be asked to select the specific Windows Printer.

If you select a printer other than Windows you will be prompted to fill in the following information.

- **Port** - printer port
- **Form** - Form number to use. The lookup button will list all forms available.
- **Copies** - Number to print. This enables laser printers to print multiple packing slips.

Customer Label

You may print customer labels automatically upon creating an invoice. The labels can be one of two types. A Bill To label uses address data from the customer record. A Ship To label uses address data from the default ship to address.

- You may want to use File: Editors: **Customer Labels Editor** to design your own labels.

Print Customer Label

- **Never** - Disables customer label printing.
- **Always** - If this is checked a customer label will be printed automatically instead of upon demand.
- **Ask** - Allows you to print a customer label on demand.

Customer Label Setup

- **Bill-To Label** - Use the lookup to select the label. Click on Preview if you want to review the label before printing.
- **Ship-To Label** - Use the lookup to select the label.

Register Balance

When balancing the cash drawer for this station, you may indicate which reports to print.

- **Invoice Transactions** - "Register Balance Report" (Not available in 40 column format)
- **Tender Summary** - "Register Balance Report - Summary"
- Credit Card Summary -
- Category Summary -

FOR SAMPLES see Daily Balance History.

Print End-Of-Day Report To Receipt Printer - If you are using a 40 Col Receipt Printer for printing your invoices, you could have the above reports printed on the same cash register type paper.

- **Receipt Printer** - If you have checked the above option, you must select the printer from your Windows Printers list.

Click on the lookup button and select a Generic / Text Only Printer.

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

- Go to the Start Button
- Choose Settings
- Choose Printers
- Click on Add Printer
- From the list, select Generic / Text Only Printer.

☞ *Note: Do NOT set this as your Windows Default printer.*

These reports will be printed in a 40 column format to include the same detail. However, the Invoice Transactions Report will never print to the 40 Column printer because of its excessive detail. It may be printed later to an 80 column printer.

Cash Drawer

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

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

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

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

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

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

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

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

Pole Display

Setups for use of a pole display or customer display device which allows the customer to view the products and prices being purchased.

PFW supports several brands of pole displays. Check with your local dealer for a current list and choose one which will best suit your purposes. Select one of the following or similar types.

- Ultimate Technology
- UTS PD220XL
- Pioneer
- Partner Tech CD-5220

You should first test to make sure the Pole Display is functional. Turn off power to the pole display and turn power back on. It will run through a self test and display it's standard setup. If it does not look like it is functioning properly, check the manual and or manufacturer.

Use Pole Display - If you are using a pole display, this setting must be checked.

Pole ID - You will need to enter the manufacturers' codes for activating the 1st and 2nd lines of the display. Each

pole display requires codes to display text. You will need to enter the codes as provided by the manufacturer of the pole display.

If you have a Partner Tech model CD-5220

- Select Pole ID: 200
- Choose the Port
- Enter your messages on Pole Line 1 and Pole Line 2
- Click the Test button.

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

Description - The model of the pole display.

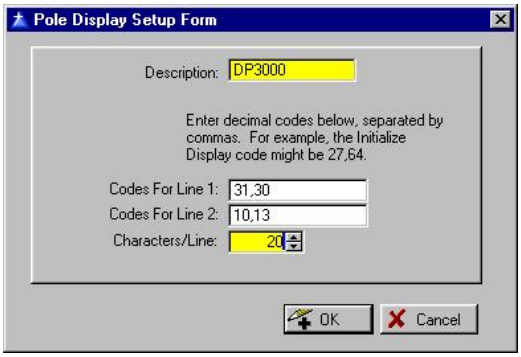
Codes For Line 1 the code numbers separated by commas

Codes For Line 2 the code numbers separated by commas

Characters/Line - the number of characters per line.

For example, if you have a Logic Controls model DP3000:

- Click on the ... button and the end of the Pole ID line.
- Highlight ID #251 and click on Edit.
- For a Description type DP3000
- For Codes for Line 1 type 31,30
- For Codes for Line 2 type 10,13
- For Characters per line type 20
- Then Click on OK.



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

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

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

- Pole Line 1
- Pole Line 2

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

Credit Card Processing

Supported Credit Card Processors

PFW supports several credit card processors, including PC Charge, ICVerify, and X-Charge. These are third party software programs for processing credit card purchases. They must be purchased separately from PFW. Check with your local dealer.

Before you can activate these settings, you must have a licensed copy of one of these programs installed and operational.

Operational means that you have the modem dialing to a credit card processing service and the service is properly processing transactions to your bank account.

Use Electronic Credit Card Capture - This setting must be checked for PFW to communicate with the credit card processing software.

Path To Processor - Enter the name of the directory, including the drive letter, where the credit card processing software is storing the request files to be processed. You may use the Browse Button to the right of the field to find the directory.

Number of Receipts - Generally, the number should be zero (0) because PFW will do all of the printing.

Use Mag Stripe Reader - This setting must be checked if you are using a magnetic swipe device to read the credit card information.

Test button - This will send out a test transaction to assure that the credit card processing software settings and PFW settings are synchronized.

Preparation: Your credit card processing software should be running in Demo mode. See the credit card processing software's documentation for more information.

For this test, you will need a true credit card number. Typically, entering a value such as $1.23 (an odd number) you will get a message saying the transaction is "Declined." Entering a value $1.24 (an even number) you will get a message giving you an authorization number for the transaction, which means the transaction is approved.

Printers / E-Mail

PFW gives you a high level of flexibility as you determine how you want your documents printed. You may choose to support multiple printers of different types: HP Laser, HP Ink Jet, dot matrix and Windows print. You may also choose or customize the layout of your documents.

Depending upon which modules you have purchased for PFW, you will have these different projects to setup

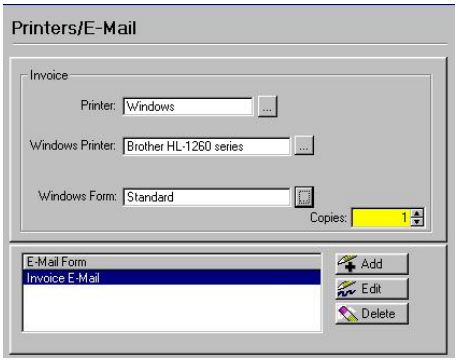
- Invoice - customer receipts
- Alternate Invoice - an alternate receipt (see explanation below)
- Layaway - a receipt for items on layaway
- Orders - a receipt for items on special order
- Internet Orders - a receipt for orders received through PFW E-commerce
- Service - a receipt of a service order
- Quotes - a receipt of a quote
- Quotes w/Costs - (for store use) a receipt of a quote which includes cost and profit
- Contract Pricing - a receipt for special customers on contract pricing
- Deposit Receipt - a receipt of payment towards an order, service order, or layaway
- AR Receipt - a receipt of payment towards an open invoice on accounts receivable

As you designate printers for these different printing jobs, you may also choose to an e-mail form as appropriate for each job.

☞ *IMPORTANT NOTE:* ***All other printing*** *(reports, statements, purchase orders, etc.) will use your Windows default printer.*

When defining the printer you will select either a Windows printer or a Direct To Port Printer. When selecting direct to port, you are required to select a form as well as the printer port.

For example, here are two possible setups for the printing of invoices. The first is using a Windows driver and the second a 40col receipt printer which is printing direct to port.



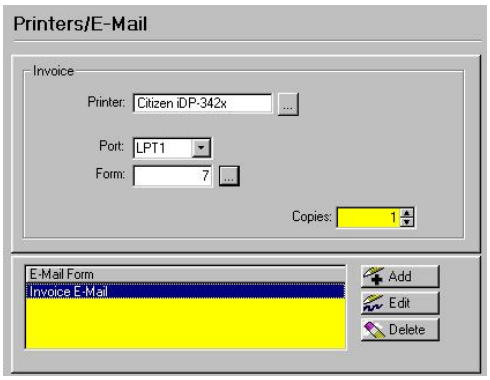
Printers: Selection of Windows from the List Of Registered Printers.

Windows Printer: Specify the windows printer connected to the workstation.

Windows Form: Choose Standard. (Other options are only available if you have chosen to run **Report Designer** and edited forms specific for your store use.

Copies: The number of copies of the specific print job.

E-Mail Form: The layout to be used for e-mailing the project.



Printer - A listing is available from which to choose. If the current listing is not adequate, you may define others. This is especially true if you will be using a 40 column receipt printer. See **List Of Registered Printers**.

Port. Indicate the port to which the printer is connected. (Selecting a Windows default printer as the printer type will deactivate this and all following options.)

Form - Select the form applicable to the need. You may use the lookup button to select an existing form.

Copies - Indicate the number of copies of the original you want printed.

E-Mail Form: The layout to be used for e-mailing the project.

PFW will provide you with a great deal of flexibility when selecting printers attached to the workstation or shared over the network.

How To Use The Alternate Invoice Printer

If you have two printers attached to the computer, you may designate one as an Alternate Invoice Printer. Unless otherwise specified, all invoices will be printed using the printer selected as the

Invoice Printer. When completing an invoice, on the Tender dialog box, you will see an option to switch between active printers allowing you to choose what type of receipt is desired.

For example, one printer could be a 40 column receipt form and another could be an 80 column or full page receipt. The full page receipt will provide more detail on the invoice and also print in a format which can be easily filed, especially if the invoice is be paid later and is placed on Accounts Receivable.

An invoice placed on Store Account can be automatically routed to the Alternate Invoice printer, if you choose that option on the General tab of the Station Detail dialog box.

How to Turn Off Invoice Printing

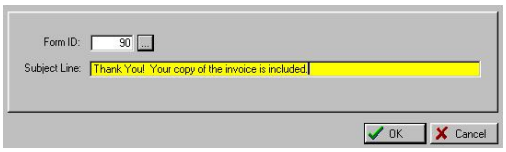
Some businesses do not want to print invoices for every transaction, but do want to print an occasional invoice on demand. On the Tender dialog box, you will see an option to switch to an active printer when printing is desired.

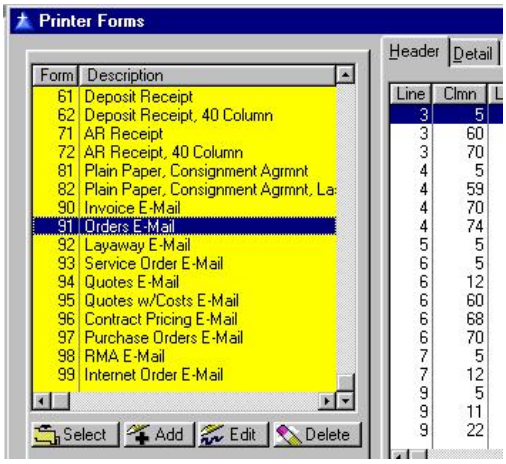
Setup

- For Invoice Printer choose a printer other than Windows.
- Set the Invoice Printer port as NONE.
- For Alternate Invoice printer, choose a printer, port, and form number. (You will only be able to print one copy of the invoice.)

E-Mail Forms - Like printed invoices, e-mail layouts can be defined to include or exclude selected fields, set fonts and positioning. A separate form can be used for each of these layout types: Invoice, Orders, Layaways, Service Orders, Quotes, Contract Pricing, Purchase Orders, RMAs, and Internet Orders.

- Choose the Add button
- Select an E-mail form appropriate to the project (see below). For example, form 90 is for e-mailing copies of completed invoices.
- Type a Subject Line. The statement made here will be what your customer sees as the subject of the e-mail you send.





☞ *Note: You may define multiple e-mail forms with various Subject lines. When you are in the processes of e-mailing, you will be able to select the Subject most appropriate for your sentiments.*

COM Ports Setup button

The COM Ports Setup has already been done by default. However if you need to make modifications click on this button. See **COM Ports Setup** for more information.

Show Tool Bar

ACCESS: Help: Show Tool Bar

Displays or hides the short cut tool bar below the main menu bar. Even if the tool bar is not visible, the SHIFT-FUNCTION KEY is still operable.

New Invoice - ShftF2 - Creates a new invoice.

Pending - ShftF3 - Displays all pending orders, layaways, and service orders.

Inventory - ShftF4 - Displays the inventory lookup.

Customers - ShftF5 - Displays the list of all Customers.

Calendar - ShftF7 - A calendar.

Calculator - ShftF8 - A calculator with running tape.

Open Cash Drawer - ShftF9 - Opens the cash drawer without processing an invoice.

POStive Mail - ShftF10 - Read, write, and send internal mail.

Clock In/Out - ShftF11 - Employee time clock access.

POSitive Control Panel - Ctrl-F2 If the Control Center Panel is no longer visible selecting this option will re-display it. The Control Center Panel can be closed by pressing the Close Window button.

Price Check - Ctrl-F3 - Opens a price lookup screen. By scanning or entering a SKU the product's selling price and stock status is displayed. Of special importance, is the Buy Now F6 option will create an invoice with the item on it.

Change Sales ID - Ctrl-/ - Opens the Sales ID screen to log in with a new ID.

Manager Console - Ctrl-\ - A standardized collection of icons and links for easy access to project oriented activities. The **Main Focus Areas** are

- **Register** - New Invoice, Pending, Payments, Customers, Inventory, Time Clock, Balance Register
- **Management** - Employee List, Time Cards, Cost Verifier, Sales Reports, AR and AP
- **Inventory** - Inventory by Types, Category, Vendor Inventory, Global Changes, Serial Number List, Stock, Price and Valuation Reports.

- **Purchase** - Order List, Place and Receive POs, PO Tracking, Reports, PO History
- **RMA** - Customer Returns, Orphans, Send To and Receive From Vendor, In Transit, Aging, History
- **E-Commerce** - Internet Inventory, Account Wizard, Internet Orders, Internet Order History
- Close button

See **Station Detail** for activation of the Manager Console and a Main Focus Area.

Send / Receive E-Mail - Without leaving PFW, whoever is logged in can generate an e-mail message to be sent and receive e-mail waiting to be received.

Retrieve Internet Orders - Retrieves your e-mail orders for E-Commerce. The orders placed by visitors to your web page, are saved until you retrieve them. They are automatically added to your internet orders in process list and if the customer is new to PFW, then the customer will be added to your customer list.

PFW Security Options

As the number of employees in your business increases, your desires for heightened controls in your point-of-sale program may also increase. PFW has many security lockout and transaction tracking features. These are either automatically functional in the program or need to be activated on a per employee basis. The use of **Security Groups** can assist in rapidly applying security settings.

Although these security options will help, the ultimate responsibility for monitoring abuses rests with your store management and not within the confines of PFW software.

Security Controls

Each employee using PFW is assigned a unique ID and Password and can also be granted various access rights to portions or procedures within PFW.

PASSWORDS

The passwords may be changed on a regular basis to minimize compromises in the program.

SALESID

Once an employee is assigned a SalesID, it can not be edited.

Keys To Effective Security

For PFW Security to be effective, the following must be in place.

1) Each employee must have and use his/her own ID and Password.

2) For maximum security, each workstation must have the option "Ask For ID Each Time" turned on. This will mean the employee will have to log on much more frequently, but in order to assure access rights, this must be set.

- To check each workstation setting, go to File: System: System Setup.
- In turn, highlight each workstation in the Station/Department list on the Register tab
- Select Edit.
- On the General tab of the Station Detail dialog box, place a checkmark on Ask For ID Each Time.
- Choose OK to save and quit.

3) For each employee, grant rights and limits for each of the module settings. This is on the Employee File: Security tab. (If the employee does not display a security tab, then the employee is currently assigned to a security group. You will need to change the security group setting to "unassigned" to be able to make individual changes to the employee's security rights.)

4) For each employee, set appropriate invoicing and refunding limits. This is on the Employee File: Options tab.

When an employee is added to PFW, the employee is granted access to ALL portions and procedures of PFW. No limits are in place unless management sets those limits.

To Change Or Review Employee Security Settings

- Go to Main Menu: Management: Employees
- Highlight an Employee
- Choose Edit

- Choose the Security tab (If the security tab is not visible, you will need to change the employee's current assignment to a Security Group.)
- Select the Module

Modules

A list of settings for each Module can be individually customized for an employee. By default, all settings are turned on, giving a new employee access to all features and functions of PFW. Turn off any settings as desired.

1) Highlight the Module

- Register - settings relating to sales
- Manager - settings relating to management and general PFW setups
- Inventory - settings related to inventory control

2) Clicking on a setting in the Description list will alternately check or uncheck the highlighted setting.

3) The Toggle Access button can allow the use of both the mouse and keyboard for quick selections.

- Highlight a setting in the Description list
- Position the mouse on the Toggle Access button.
- Use the up and down arrow keys to move between settings.
- Click on the Toggle Access button whenever needed.

A List of Security Options

REGISTER

- Access To POSitive Retailer
- Able To Enter Invoices
- Able To Enter Orders
- Able To Enter Layaways
- Able To Enter Service Orders
- Able To Void Invoices
- Able To Void Orders
- Able To Accept AR Payments
- Change Customer Credit
- Open Cash Drawer
- Add Customer Notes
- Edit Customer Notes
- Create Service Orders
- Void Service Orders
- Add Service Appointments
- Allowed To Process Returns
- Access To Customer Records
- See Costs On Screen/Reports
- Accept Tender
- Allow Order To Be Saved
- Change Markup In A Quote
- Able To Enter Quotes
- Access Register Defaults
- Able To Delete Companies
- Able To Edit Trans. Reports
- Able To Void Layaways
- Add/Edit Internet Orders
- Add/Edit Contract Pricing

MANAGER

- Access To Manager Module
- Access Employee Records
- Access Daily Routines
- Access Company Setup
- Access Reports Menu
- Access To Taxrates
- Access To POS Setup
- Access File Integrity
- Access To Time Cards
- Access To Commissions
- Access To Voids List
- Access To Cost Verifier

- Access To AR Section
- Access To AP Section
- Able To Access System Setup
- Able To Access Station Setup
- Able To Access E-Comm Setup
- Able To Import Files
- Able To Export Files
- Able To Access Definitions
- Able To Access Editors
- Able To Access Printers
- Able To Access Control Center
- Access To Register Center
- Access To Inventory Center
- Access To Management Center
- Access To Purchase Center
- Access To RMA Center
- Access File Verification
- Able To Balance Cash Drawer
- Able To Test Cash Drawer
- Can Set Customer Defaults
- Able To Add/Edit Tax Rates
- Access Employee Sales Reports
- Access To Sales Summary
- Access Daily Balance History
- Access To Tender History

INVENTORY

- Access To Inventory Module
- Access To Reports Section
- Able To Add/Edit Inventory
- Add Edit/ Promo Pricing
- Able To Add/Edit Categories
- Able To Add/Edit Departments
- Able To View PO History
- Add/Edit Serial Numbers
- Adjust Physical Inventory
- Access To Vendor Inventory
- Change Stock Quantities
- Access To Vendor Info
- Access To Vendor Terms
- Access To Vendor Shipping
- Access To Category Defaults
- Access To Customer Returns
- Access To RMA Orphans
- Able To Send RMAs
- Able To Receive RMAs
- Access To RMA Aging Report
- Allow Access To Order List
- Able To Place POs
- Allow To Receive POs

Security Groups

File: Definitions: Employee Security Groups

The reason for creating security groups and defining the security privileges for each group is to save you time when adding a new employee. It also assures uniformity. However, as an employee's responsibilities increase, you can change the employee's rights.

Groups of employees, can be named by a job function or team assignment such as Service, Accounting, Cashiers, Stockroom, Management share similar security privileges.

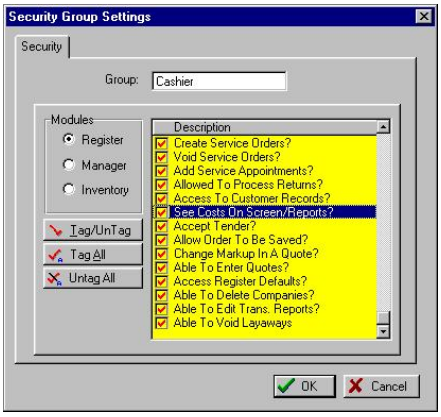
Print [F7] - You may choose to print the list of employees which will include names, addresses and phone numbers. Or you may print the records for the highlighted employee. These records include all notes kept about the employee.

Security Group Settings

File: Definitions: Employee Security Groups: choose Add or Edit

Employee rights to portions of the program are governed by these access and privilege options. These settings apply to the currently selected group.

See **List Of Security Options** for details about which options are available.



Group: Enter a descriptive name for groups of employees, such as Service, Accounting, Cashiers, or Stockroom.

When an employee is added to PFW, selection of a security group will save setup time. Then the individual employee rights can be modified to suit the employee's responsibilities.

By default, all settings are turned on, giving a new employee access to all features and functions of PFW.

Turn off/on any settings as desired. Be sure to review additional settings not visible in the window by scrolling down.

Select each Module in turn.

- Register - settings relating to sales
- Manager - settings relating to management and general PFW setups
- Inventory - settings related to inventory control

Clicking on a setting in the Description box will alternately check or uncheck the highlighted setting.

See **PFW Security Options** for a printed list of security statements.

Mail Groups / Group Manager

ACCESS: File: Definitions: Mail Groups

Mail Groups is a PFW **SmartFeature** designed to reduce the number of internal mail messages having to be written.

An employee can be a member of an unlimited number of groups. When a PFW e-mail message needs to be broadcast to more than one employee, selecting a group will e-mail the same message to all employees within the group.

Group Description

Names of groups could be descriptive of the job performed by members of the group.

Use the **Add, Edit, or Delete** buttons as necessary.

Employees In Group

Displays assigned members of the group being highlighted in the Group Description list.

All Employees

The names and sales ID of ALL employees will be listed. You must go to Main Menu: Management: Employees to make any changes to this list.

How To Assign Employees To A Mail Group

1) Highlight a Group in the Mail Group Description

2) Highlight an Employee in the All Employees list

3) Click on the < button to copy the employee name into the Employees In Group list.

To Remove An Employee from a Group

1) Highlight an Employee in the Employees In Group list

2) Click on the > button to remove the employee name from the Employees In Group list.

To Assign or Remove ALL employees

Use the double arrow buttons.

Zip Code Table

ACCESS: Control Center: System [F5]: Zip Codes

PFW stores all the zip codes of your marketing area. When adding a customer, the Zip Code Table will fill in details for you and save you time. This SmartFeature is known as "Use Zip Code Lookups" and can be activated in the **POSitive Setup Form**.

☞ *TIP: If your marketing area is extensive, you may purchase zip code lists for use with PFW to save you time and trouble. Talk to your PFW dealer about how to do this.*

Displayed Fields

- Zip Code
- City
- State
- Country
- **Default Tax Rate** - An assigned tax rate which will apply to anyone from this locality.

Search And Sort Options

Search - Typing the first characters does a lookup of the closest entry of the active sort. You do not need to click in the search field before typing. This is an automatic feature.

Sort By - Click on the Column Title to change the sort selection and sort order.

- **Active Column** -The symbols > and < appear by the name of the column to show which column is currently being sorted on.
- **Sort Order** - Double click on the column title to change the sort order. The > symbol means it is sorting in ascending A-Z sort order. The < symbol means it is sorting in descending Z-A sort order.

Use the **Add, Edit, or Delete** buttons as necessary.

If you choose to Delete, you will be prompted to confirm the deletion.

The **Select** button will be active only when appropriate to the task.

Format BrowseBox - A setup window for how this listing is displayed.

Zip Code (Edit)

ACCESS: Control Center: System [F5]: Zip Codes: Add/Edit

You may add or edit as many zip codes as are needed for your marketing area.

Once the zip code entry has been made, it will be available for other customers to use.

If your marketing area is extensive, you may purchase zip code lists for use with PFW to save you time and trouble. Talk to your PFW dealer about how to do this.

Zip Code - An alphanumeric entry is acceptable for provinces. However, do not include a customer's US Plus Four code in this field. For help with Plus Four, see **POSitive Setup Form**

- City
- State
- **Country -** (Optional)

Default Tax Rate - An assigned tax rate which will apply to anyone from this locality. Use the list button to select a tax rate.

Multiple Cities Share Same Zip Code

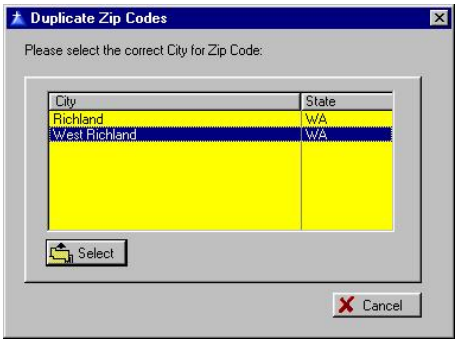
This is a PFW **SmartFeature**. If multiple cities use the same zip code, enter the zip code once for each city.

When adding a new customer's zip code, all cities which use the same zip code will be displayed. You may select the appropriate one. See **Duplicate Zip Codes**.

Duplicate Zip Codes

If multiple cities use the same zip code, you should enter the zip code once for each city.

When adding a new customer and the customer's zip code is entered, you will be shown a list of duplicate zip codes from which you will select the appropriate city.



See **Zip Code Table** for more information.

Registering POSitive For Windows

ACCESS: Help: Registration

POSitive For Windows is initially distributed and installed in Demo Mode. The program must be registered to remove the limitations of the Demo Mode.

PFW has various modules which may be activated. You need to determine which of the modules will best suit your business needs. When you purchase the program you will be given unlock codes for the modules you have selected.

While PFW is in Demo Mode you can evaluate the program and each of its modules to assure that it will meet your needs.

Temporary Registration & Activation

While you are evaluating PFW for use in your store, you may choose to activate or deactivate specific modules to see how they affect the operation of PFW and to learn what will be of most benefit to your business.

1) Go To Help: Registration

2) Enter a number 1 (one) to turn ON the module and its features.

3) Enter a number 0 (zero) to turn OFF the module and its features.

4) After setting the codes, close the window, exit PFW, and then come back into the program. The effects will then be apparent.

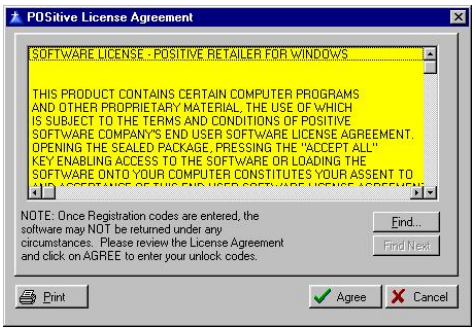
How To Unlock Software Registration

PFW can be unlocked for use on a single computer only or on a network server with multiple workstations accessing the program and data simultaneously.

1) Go to Help: Registration

2) Read the POSitive License Agreement. By clicking on **Agree** you are confirming that you will abide by the terms of the Agreement.

☞ *IMPORTANT NOTE: Once Registration codes are entered, the software may NOT be returned under any circumstances. Please review the License Agreement and click on Agree to enter your unlock codes.*



Print - You may print the agreement.

Find - You may search the agreement for specific terms. **Find Next** will continue the search for the same text.

PFW Module Registration

Serial Number - will be provided to you by your dealer

Date Unlocks Issued - date of entry of unlock codes

Permanent Unlocks

When you are satisfied the PFW will meet your store needs, your dealer will provide you with the serial number and the Permanent Unlock codes for the modules you choose to activate.

Timed Unlocks

If you need to evaluate PFW in a network environment or if you wish to see how it functions beyond the limitations of the Demo Mode, you may request Timed Unlocks from your dealer. With Timed Unlocks, the program will cease to operate after a given number of days.

Understanding The Modules

PFW has many features and options but not all will apply to your business. When you register PFW, you may choose which modules will best meet your company needs.

POSitive Basic -This module contains the basic POS functions including:

- Invoicing
- Layaways
- Customer Tracking
- Inventory Tracking
- Purchase Orders
- Vendor Tracking
- Unlimited Multiple Vendors per Item
- Label printing
- GL Export
- Extensive profit and activity reports
- Definable invoices, forms, reports

POSitive Professional – Includes all the features of Basic Edition, plus Accounts Receivable and Advanced Inventory (including backorder processing, Orders, and RMA's).

POSitive Premiere – Includes all the features of the Professional Edition, plus Accounts Payable and General Ledger.

Consignments - This module adds the ability to receive and track consignments. You can receive multiple consignments from the same person at once. You can define your own consignment agreement, and the system will track when the consignment was sold and how much money needs to be paid the consignee.

Service - The Service module adds the ability to manage a Service Department. Easy to use Service Wizard makes adding service orders a snap. Track the status of the Service Order with Status descriptions you define. Track Work To Do, Work Done, and Internal Notes (Internal Notes do not print on the Customer Invoice or Service Order

forms). Track phone calls to the customer. Log time spent by your service techs on each service order. Also lets you schedule outside appointments, and prints work orders. One click converts the Service Order into an Invoice. The Service History is then kept for easy reference.

Quotes - The Quotes module lets you create and store Quotes for customers. You can create Packages and Subtotals. Quickly view and/or change cost, margin, quantities, and price. Print out or e-mail professional looking quotes. Quickly convert your Quote to a Layaway or Invoice (if you have the Advanced Inventory module, you can also convert to an Order).

Contract Pricing - Allows you to set pricing for items on a per-customer basis. Pricing is set per a contract number, and can expire after a certain date.

Commission Tracking - Adds the ability to track commissions for your salespeople, based on percentages or spiffs.

Yahoo Store Support - PFW can share your e-commerce inventory with Yahoo Stores.

Multi-Store - Allows for central buying, consolidated stock reports, store transfers, etc.

Backup Now

Now is a good time to make a backup of PFW data. You can backup files manually any time you wish, but you should consider doing it before and after making major changes.

Go to File: Backups

Choose Backup Files Now

Choose Backup Now

You will be notified that the backup was completed. Most likely a zip file named 2-1.zip has been saved in c:\pfw\data2.

That takes care of the New Company Setup screen. You can uncheck "Show This Window On Startup" to turn off this popup screen. If you ever want to open it again, go to Help: New Company Wizard.

Now that Departments and Categories have been defined it is time to add inventory, which is the topic of the next chapter.

Chapter

4

Your Inventory

Inventory consists of products and services you sell. By creating Departments and Categories that you assign your Inventory to, you can speed up Inventory entry and create meaningful and detailed reports.

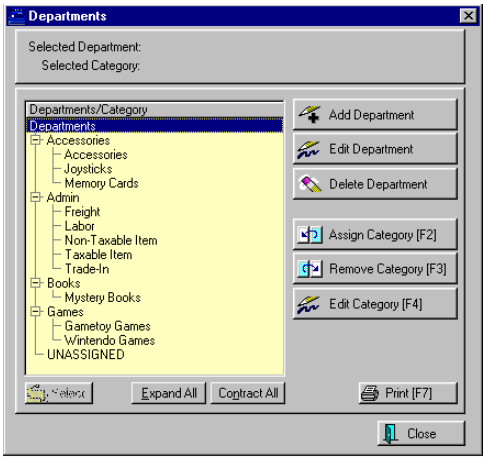
Tracking your inventory can be a complex task. PFW has been designed to make entering and tracking your inventory as painless as possible.

This chapter will cover important aspects of inventory tracking, including creating departments and categories, adding new inventory, and tracking stock.

Departments

A department is a classification level above categories. A department groups one or more categories into a reporting unit. You can create an unlimited number of departments and assign categories to the department.

The use of departments is not required unless you will be using PFW-E-commerce.



How To Activate The Use Of Departments

Before you can use departments, you MUST activate Use Departments on the POSitive Setup Form. Go to File: System: System Setup: Inventory. In the Options group, place a check beside "Use Departments." This switch is turned on by default when you create a new company.

How To Add Departments

You may add, edit, and delete departments by choosing Departments under the Utilities pull down menu.

Here you will also assign categories to specific departments.

1) Click on the Add button next to the Department List.

2) Enter a code. The code can be any combination of numbers and letters. Note: The department list will always be sorted by the code, not by the description.

3) Enter a description.

4) (Optional) You may assign a code for AutoSKU. This code can be included in an automatically generated SKU for the item. See *AutoSKU Setup (page 115)*.

How To Assign Categories To A Department

1) Highlight a Department.

2) In the right-hand window select the **Assign Category** button. This opens the Category List.

3) Highlight the desired category and choose Select.

☞ *NOTE: You can assign a category to more than one department. This is intentional because you can do a report on a Department/Category, or just a Category.*

For example, if you stock shoelaces in the Shoe department, and also in the Children's department, you would want to know the total sold from the Shoelaces category. It would then show you how much sold from each department.

Print - If you want to determine what assignments and possible duplicates

have been made, you can print a report and inspect it for duplicates.

Department/Category Report

Blink's Video Game Emporium

Code	Description	Category
ACC	Accessories	
		Accessories
ADMIN	Admin	
		Freight
		Labor
		NON-TAXABLE ITEM
		TAXABLE ITEM
		TRADE-IN
BEV	Beverages	
DOLLS	Dolls & Accessories	
		Doll Clothing
GAMES	Games	
		Gametoy Games
		Wintendo Games

How To Remove A Category From A Department

1) Highlight the category in the list.

2) Click on the **Remove Category** button.

☞ *Note: you will not be deleting the category from PFW; you will just be removing the link to the department.*

3) Answer OK to confirm the removal. The unlinked category will be listed under the UNASSIGNED department.

Categories

What Categories Can Do

The category is a pivotal feature of PFW. You may have as many or as few categories as you wish.

Every inventory item MUST be assigned to a category. You may reassign an item to another category either singly or en masse.

As you begin to create categories for your inventory and services you should keep in mind the multiple functions performed by the category.

- Affect Entry of an Item on an Invoice
- Affect Inventory Stock Count Reconciliation
- Assign Pricing Levels
- Assign Price Label Styles
- Assign Specialty User-Defined Fields
- Auto Assign a Vendor
- Auto Assign Tax Rates
- Auto Generate SKUs
- Automatically Define Inventory Settings
- Control Freight Charges
- Define Departments
- Determine Price Basis as Markup or Margin
- Enhance Inventory Import
- Establish Gift Certificate Operations
- Establish Separate GL Accounts for Sales and Purchases
- Establish Warranty Settings
- Facilitate Lookups
- Facilitate Reports
- Globally Change Inventory Settings
- Initiate Price Calculation Factors
- Manage Consignment Inventory
- Manage Trade In Inventory
- Manage Unposted (On the Fly) Inventory
- Speed Up Creation of Inventory Files
- Unilaterally Apply Global Pricing
- Unilaterally Apply Promotional Pricing

It is suggested that you first review and set the MASTER of *Category Defaults* *(page 115)* before adding categories. This feature can save you much time.

Category Listing

The category is one of the most dynamic features of PFW. All inventory is assigned to a category. Your listing of categories can be as general or as detailed as you need.

Because of the inherent power of the category, you should spend some time considering how to implement its features in your store.

Creating And Managing Categories

Click on **Add** and complete the category detail form. (See *Category Detail Form, Page 107*.)

Edit A Category

Highlight a category. Click on Edit and make changes as necessary. (See *Category Detail Form, Page 107*.)

Set Category Defaults

Category defaults are excellent time savers. When an inventory item is added to PFW the defaults assigned to the category are automatically set on the new inventory item. See *Default Settings* for detailed information about their use and functions.

How To Set Category Defaults

1) Highlight a category.

2) Choose Edit.

3) Click on the Defaults button. Each category can have unique inventory settings to be applied automatically when creating a new inventory item under the category. To review or make changes to the category defaults, select the Defaults button while highlighting the desired category.

DELETE BUTTON

Warning: **Make a Backup**. Deleting a category is a major modification of PFW data. Be sure you make a backup before you begin.

Your options at this point are to Replace, Delete All, Cancel.

Replace - To Replace or merge is generally the best choice. This option transfers the items in the category being deleted to another existing category. Before proceeding you should create the target category first. Then choose Replace and enter the name of the target category. Press F10 to process. The old category will be deleted and the attached inventory items will be reassigned

Delete All - To erase all inventory assigned to the category. When you click on Delete All, a POSitive Alert gives you the option to cancel the process.

Cancel - Cancel the deletion of the category

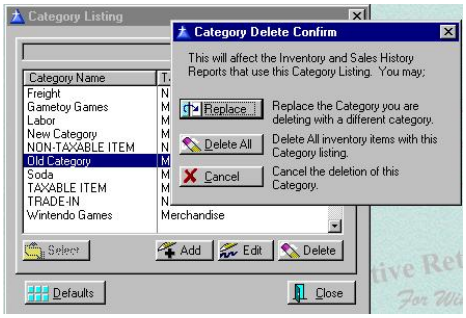
How To Delete A Category

1) Highlight a category.

2) Click on Delete.

3) Follow the prompts outlining your options. By selecting **Delete All** you can erase all inventory items as well as the category. By selecting **Replace** you will be reassigning or merging inventory from this category to another one you designate.

4) If you choose **Delete All** you will be prompted to confirm deletion of each individual item listed in the category.



Replace Categories

Warning: Replacing a category is a major modification of PFW data. Be sure you make a backup before you begin.

The purpose is to transfer all inventory items assigned to one category and assign them to a different, yet existing category.

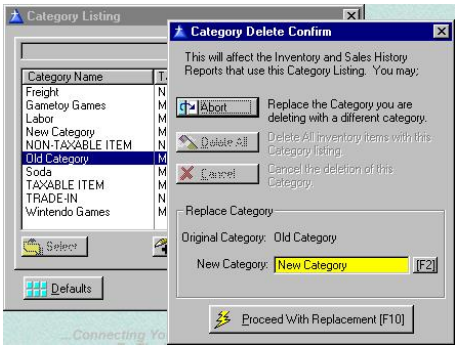
How To Replace A Category

1) First, be sure the new target category exists.

2) Highlight a category.

3) Click on Delete.

4) Follow the prompts outlining your options. By selecting **Replace**, you are able to merge all inventory from one category into another.



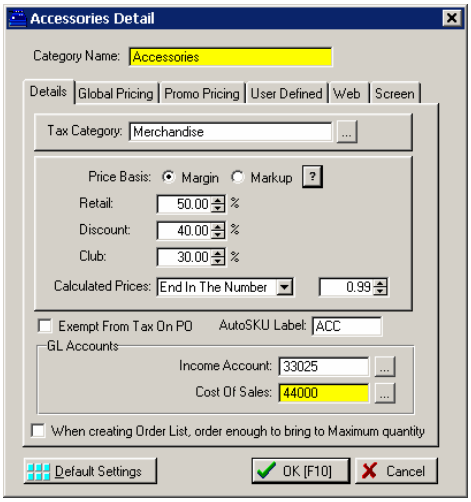
Category Detail Form

Each category maintains its own properties and interactive settings. These properties are applied to inventory items automatically and many can be changed and re-applied to existing inventory assigned to the category.

Because of the inherent power of the category, you should spend some time considering how to implement its features in your store. (See *What Categories Can Do, Page 105.*)

The Category Detail Form provides several setup options on the following tabs.

Category Details
Global Pricing
Promo Pricing
User Defined
E-Commerce
Default Settings button



Category Details

Category Name - The name of the category should be descriptive of the inventory assigned to it. The name can be changed without having to edit the attached inventory and reassigning categories because PFW will automatically apply the name changes to assigned inventory. To change the name, click in the field and edit as needed.

Tax Category - All inventory falls under a tax category. The inventory items in this category will be taxed per

the tax category assigned here. Press the down arrow or click on the lookup button and select the appropriate tax category.

Price Basis - Selling prices for all inventory assigned to this category will be automatically calculated based upon one of the following settings.

- **Margin** - This is commonly referred to as a profit margin markup. The formula for computing Margin is Selling Price minus Cost divided by Selling Price. It is sometimes called Gross Profit Margin.
- **Markup** - Applies a standard percent over the selling price. The formula for computing Markup is Selling Price minus Cost divided by Cost.

Settings Per Price Level - For each defined price level (up to 6 as defined on the Pricing Tab of the POSitive Setup Form) you set a percentage of increase. Type in the percentage or use the scroll arrows to select. Note: The names of these price levels can be changed on the Pricing tab as well.

Calculated Prices - The calculated price can be controlled to reflect a standardized amount. The calculation formula consists of the TERM and VALUE as defined on this line. Select from one of the following TERMS and enter an appropriate VALUE in the adjacent field.

- **Not Rounded** - The calculated price is as calculated out to four decimal places. Although two decimal places are displayed on invoices, the full fractional amount is used for extended pricing.
- **Are a Multiple Of** - The resultant price will end in a multiple of the VALUE. For example, if the value is .25, then the calculated selling price will be rounded to .25, .50, .75, or .00
- **End in the Number** - The resultant selling price will always be rounded to end in the VALUE. For example, if the value is .97, then all selling prices will end in .97 such as 4.97, 24.97, 138.97…

Exempt From Tax On PO - (International Setting Only) If this is checked, then items assigned to this category will be exempt from taxation on a vendor's purchase order. NOTE: this is a global setting. All inventory items assigned to this category will be treated as exempt. There is no individual item setting to neither activate nor negate this option.

AutoSKU Label - As an inventory item is created and assigned to this category a distinguishing code for the category can become a part of the SKU of the inventory item. The value of this feature is that you will be able to tell at a glance, either in inventory lookup or on pricing labels, the category to which the item is assigned.

☞ *Type a definitive code. The code can be a combination of letters and numbers. Consider making the code just 3 characters in length.*

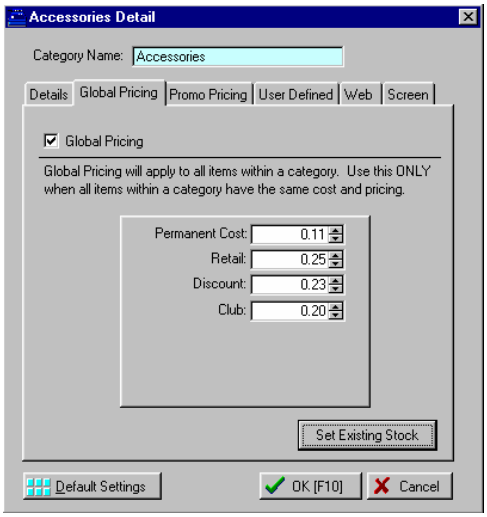
☞ *This code can be placed at the beginning or ending of the SKU. Consider adding a hyphen at the end or beginning of the code to serve as a separator from other SKU elements.*

GL Accounts - You may track and report **Sales** and **Purchases** of items assigned to the category to a general or specific GL Account. Press the lookup button to view the GL Chart of Accounts. If you leave this blank, POSitive will use the Global GL Account settings.

When creating Order List, order enough to bring to Maximum quantity: Set as desired.

Global Pricing

Global Pricing means that ALL inventory assigned to this category will sell for the SAME price, no matter what your true costs are. Global pricing is best used for simple inventory such as pencils and paper clips. Rather than hassle with fractions of pennies and charge more for red pencils than yellow pencils, you can sell all pencils at the same price.



Global Pricing - Click in the box if you KNOW that you want to use the SAME PRICE for all inventory items assigned to the category.

☞ *It is suggested that you include a special indicator, for example PENCILS*** or PENCILS - GP, in the category name. This could prevent you from mistakenly assigning inappropriate inventory to the category.*

☞ *If the box is **unchecked** then global pricing **will not** be applied.*

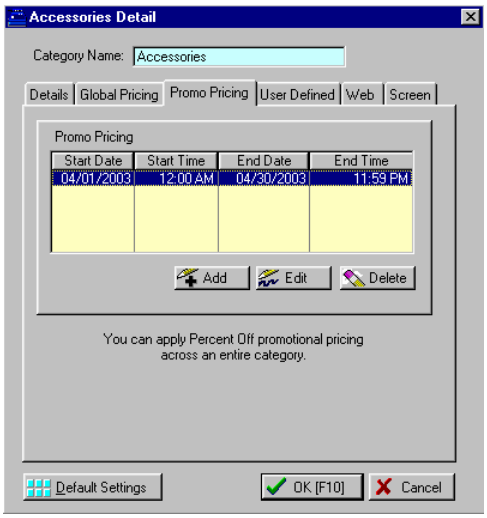
Permanent Cost - To determine reasonable profit totals and margins, each inventory item in the category will be assigned this PERMANENT COST no matter what the actual cost may be.

Pricing Levels - For each defined pricing level, enter the FIXED selling price.

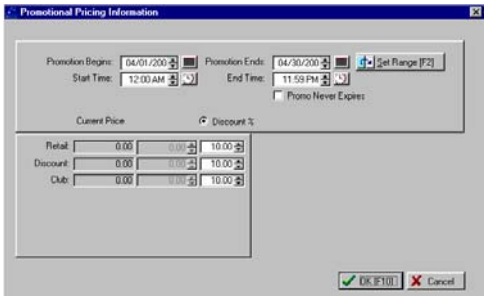
Set Existing Stock Button – This will set the pricing for existing stock to the cost and pricing you have specified.

Promo Pricing

Promo prices set here will apply to ALL inventory items in the category.



Choose the Add or the Edit button to set dates, times, and discount percentages

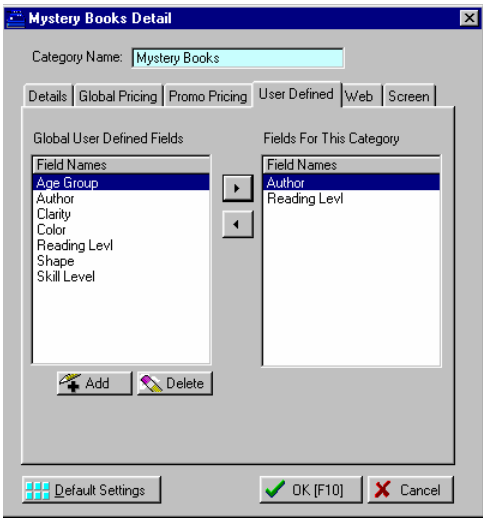


When assigning Promo Pricing for a category, the only logical option is to set discount percentages because each individual item will have varying costs and selling prices.

See Promo Pricing (page 138) of an individual item for more specific information.

User Defined Fields

User defined fields are an advanced level of inventory tracking to record and report on special details of the item.



For example, if I sell books, the description field will only track the title of the book. With the addition of user defined fields, I can also record and report on the Author, Publisher, Reading Level, General Classification, etc. I can then query PFW to show all inventory available by a specific Author or Reading Level.

These fields are called User Defined because you create the fields as will best meet your needs.

You may create as many named fields as you wish and then assign only the appropriate fields to a specific category. For example, I would not assign fields named Clarity, Shape, Color, to a Book category but they would be appropriate for a Gems category.

Creating User Defined Fields

1) Open the User Defined Fields tab

2) Search the list of fields already available under Global User Defined Fields

3) Press the Insert button to add a field, if necessary.

4) Highlight the field to be assigned to this specific category.

5) Press the >> button to transfer the field to this category.

Global User Defined Fields - a listing of ALL created field names.

Press the Insert button to add more items. This opens a single blank cell. Type the label.

Use Delete to remove an entry. - You will be prompted to confirm the deletion. Use Caution. Remember that this field may be in use by another category.

Fields For This Category - a selection of user defined fields appropriate to the category.

First, highlight the desired field name in the Global User Defined Fields list.

Press the >> button to transfer the field to this category.

Use the << button to remove a field from the category list.

Resulting Actions

- An inventory item will have corresponding blank fields for recording the user defined name values.
- You will be able to report on a user defined field. For example, you could choose to see the titles of books by a particular author or grouped by all authors.
- You will be able to include a user defined field on a price label, so that in addition to the description and price, you could have the Reading Level.

E-Commerce

To enhance your web page you may choose an option with AccountWizard to display your category names with a picture and accompanying text. You select the picture for the category and type the text you want in the note field.

Screen Prompts

You can customize your Inventory form's prompts based on the category of item you are working with. For example, if you were selling used cars, you might change the Manufacturer's Number prompt to "VIN ID".

Default Settings

See *Category Defaults (page 115)* for detailed information about the use and functions accessed from this button.

Markup / Margin

PFW offers you two traditionally accepted methods for calculating your selling prices and hence determining your profits. You may be familiar with just one method. Here is an explanation of each so you can determine which will best suit your needs.

Markup: the difference between the selling price and the cost as a percentage of the cost

Gross Margin: the difference between the selling price and the cost as a percentage of the selling price

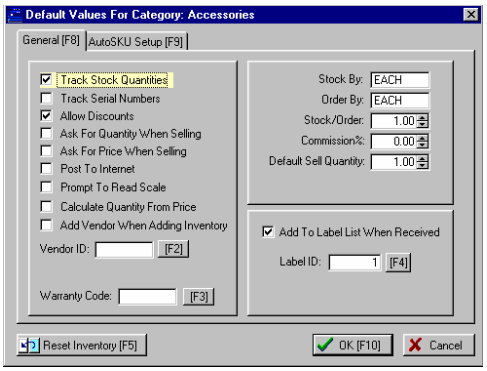
Example:

Markup	**Gross Margin**
• Cost: $100	• Cost: $100
• Selling Price: $150	• Selling Price: $150
• Markup: 50% ($50/$100)	• Gross Margin: 30%(50/150)

Category Defaults

Each category can apply a wide variety of inventory settings automatically when a new inventory item is added to PFW. This is a great time saver and reduces the chances for error.

To access these options go to Utilities: Categories. Highlight the desired category and select the Defaults button.



General [F8] tab

There are fifteen options which can be set for individual inventory items automatically upon creation.

Track Stock Quantities

PFW will keep a count of items received and sold and report the number currently in stock. If the item is out of stock, a backorder count will prompt re-order processes and could limit invoicing capabilities.

If left **unchecked** no stock counts will be kept but will be assumed to be in stock at all times; the item will never be backordered.

Track Serial Number

PFW will link a serial number to each item in stock. Optionally, the serial number will be recorded when the item is received from the vendor and/or when sold to the customer. See *System Setup: Inventory* tab.

Allow Discounts

The selling price of the inventory item may be discounted on an invoice automatically if the customer is entitled to additional discounts. Turn this option off if the inventory item should never be sold for less than the stated price.

Ask For Quantity When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the quantity field and allow you to change the quantity being sold. The quantity recorded in the "Default Sell Quantity" field of the item will already be selected.

☞ *TIP: This setting could be become cumbersome and you may prefer to use the invoicing shortcut #/. When prompted for a new SKU, first type the quantity, then a slash, and then the SKU of the item being sold.*

Ask For Price When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the price field and allow you to change the selling price. The normal selling price of the item will already be selected.

Post To Internet

When creating an inventory item in this category, automatically set it to be posted to your web page. This is an E-Commerce option.

Prompt To Read Scale

PFW can prompt the cashier to enter a value from a Scale.

Calculate Quantity From Price

PFW can calculate the Quantity based on the price entered. "Ask For Price" should be checked ON for this feature to be active. A good example is gasoline sales; entering the price will automatically calculate the number of gallons.

Add Vendor When Adding Inventory

When an inventory item is added to the list of inventory, upon completion of the details you will be prompted to select a vendor of the item. Choosing a vendor must be done eventually and this can be a time saver.

ALTERNATIVE: If you are entering a significant number of items at the same time, then they could be more readily added through the vendor inventory list.

Vendor ID [F2]

This field appears only when "Add Vendor When Adding Inventory" has been activated. You will be able to assign a vendor ID as an automatic selection. This is useful if all items in the category will only come from one vendor.

Warranty Code [F3]

For products covered by warranties, you can assign a warranty code which defines the limits of the warranty.

Stock By

Generally, the default is EACH. Enter others as appropriate for the item: foot, yard, pound, six-pack, case, roll, pair, etc. What unit of measure is used when you sell the item?

Order By

Generally, the default is EACH. Enter others as appropriate for the item: roll, bolt, pallet, case, barrel, carton, etc. What unit of measure is used when you order the item from the vendor?

Stock/Order

Generally, the default entry is 1. Entering a number greater than one will divide your cost field and automatically adjust your selling prices.

Commission %

When this item is sold, the percentage of commission entered here will be credited to the sales person. See commissions setup on the *POS Setup Form*.

Default Sell Quantity

Generally, the default is 1. When a customer purchases the item PFW will assume they are only purchasing a quantity of one. If the selling quantity will fluctuate greatly, consider setting the *Ask For Quantity When Selling* option or its alternative method.

Add To Label List When Received

This option will automatically enter the inventory item into a label printing queue. The quantity of labels will be the same as the number received. If the item is serialized and serial numbers are a part of the label format, the appropriate serial numbers will be included.

Label ID [F4]

Choose the label type for the inventory item.

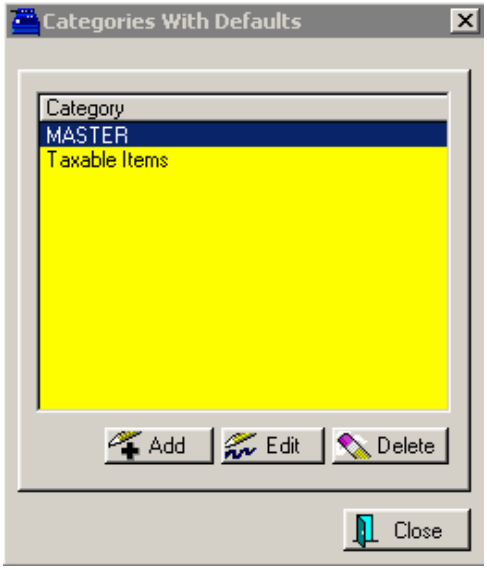
See *AutoSKU Setup* - A SKU for an inventory item can be automatically generated with detailed controls when a new inventory is added to the category.

See *Reset Inventory* - Allows you to make setting changes to all existing inventory assigned to the category.

See *Category Defaults (page 115)* For a listing of only those Categories With Defaults assigned go to Utilities: Category Defaults.

Category Defaults

You can also access Category Defaults from the Category Defaults Table. To do this, go to Utilities/Category Defaults.



Only categories which have had *Category Defaults* defined will be listed here. Simply creating a category does not automatically activate the defaults. However, you may add categories to the list and set the defaults at the same time.

Add - To select a category and define its defaults.

Edit - To change or review the defaults of the highlighted category.

Delete - this does NOT delete the category itself or any items associated with the category. It simply removes it from this list and blanks out the Category Defaults previously assigned to it.

Note: The Master must NEVER be deleted.

MASTER Category Default

One category default is named MASTER because it can be used to change ALL existing inventory settings. See *Reset All Inventory*.

It is also the basis for newly created categories. Whenever you add a new category it takes on the settings of this master default.

☞ *TIP: If you know in advance that you will be creating several like categories, then set the Master first. This will save you time and you can reset the Master as often as you need to.*

AutoSKU Setup

An AutoSKU is a *SmartFeature* to save you time and effort. To reduce the amount of work involved and the countless decisions to be made, PFW's AutoSKU can automatically generate a unique SKU each time an inventory item is created. However, you may find AutoSKU to be cumbersome or restrictive for some inventory.

Should You Use AutoSKU?

NO, you should not if	And here is why...
• Your products have bar codes on them.	The AutoSKU would need to be removed which would be an extra step to perform.
• You want your SKU to match the vendor's product code.	The AutoSKU would need to be removed; an extra step.
• You have already memorized your SKUs.	The AutoSKU would need to be removed; an extra step.

YES, you should if	And here is why...
• You will not be using a scanner.	Every item must have a SKU and if you don't care what the SKU is then AutoSKU will eliminate the hassles.
• You will use a scanner, but don't care about what bar code is used.	
• Your vendors don't have product codes or they don't care if you use them or not.	AutoSKU will eliminate hassles because PFW keeps a separate listing of the vendor SKUs and uses them only when you place a purchase order.
• You don't care what the SKU is because you only remember things by their description.	AutoSKU will minimize the amount of work you have to do.

YES and NO.

But most likely, your answer will be **Sometimes**. You may activate AutoSKU for selective categories and/or overwrite the AutoSKU when it does not suit the need.

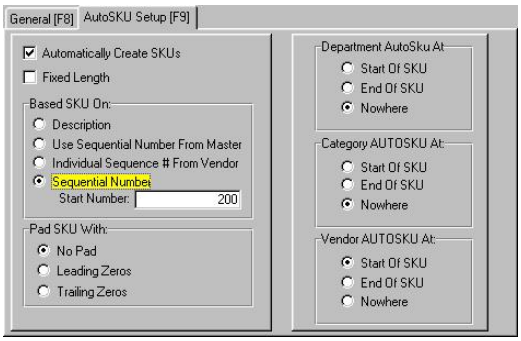
Starting AutoSKU Setup - The AutoSKU Setup can be initiated in two ways.

Every Item

- If you wish to use AutoSKU for EVERY inventory item, go to Utilities: Category Defaults.
- From the window titled Categories With Defaults, **select Master Default** which is the first item in the list.
- Warning: If you activate this setup, EVERY inventory item added to PFW will be assigned an AutoSKU.

Selected Categories

- If you wish to use AutoSKU for selected categories, go to Utilities: Category Defaults.
- In the window titled Categories With Defaults, **select Add**.
- Choose a category and make the following settings as best suited to the category. Each category can have its own AutoSKU setup. Add as many categories as needed.



Automatically Create SKUs - This option must be turned on for AutoSKU to be operational.

Fixed Length - The maximum length of a SKU is 20 characters. Choose a length only if you want all SKUs to be of lesser length. As the AutoSKU is generated it can be filled in with extra zeros. See Pad SKU With below.

Base SKU On - The AutoSKU is generated using either the description of the item or the next available sequential number.

- **Description** - Generally this is not a useful selection. Looking up inventory by SKU would be almost the same as looking up inventory by Description. Since only the initial characters of the description are used there is a high degree of duplication because typical descriptions are not delimited until the last characters. However, use of the Description could be justifiable if bar code labels do not have room for a product description line and must rely upon the SKU.
- **Use Sequential Number From Master** - The Master Category Default (Utilities: Category Defaults: Master) has a sequential number series which can be tapped as the number for items assigned to this category.
- **Individual Sequence # From Vendor** - In rare instances, you may wish all inventory items to have a SKU beginning with a number specific to the vendor. Generally, you will also use a Vendor AutoSKU code preceding the number.
- **Sequential Number** - The most common selection is the use of numbers. The number can also reflect the department or category and even the vendor without exceeding the maximum length of the SKU. See AutoSKU Header below.
- *Start Number* - If the SKU will be based on a Sequential Number, you can provide the beginning number, otherwise it will begin with zero.

Pad SKU With

- **No Pad** - The SKU will be kept to a minimum length. No additional zeros will be added.
- **Leading Zeros** - Zeros will be added at the beginning of the SKU until the designated length is met.
- **Trailing Zeros** - Zeros will be added at the end of the SKU until the designated length is met.

Department AutoSKU At - The AutoSKU Label, as defined on the Department Data form, will be used as part of the SKU in the designated location. Note: Most users find this option impractical. Because you cannot have both a Dept and Category SKU assigned to an inventory item, the

Category SKU has proven to be more useful.

- **Start Of SKU**
- **End Of SKU**
- **Nowhere** - It will not be included in the AutoSKU.

Category AutoSKU At - The AutoSKU Label, as defined on the Category Detail Form, will be used as part of the SKU in the designated location.

- **Start Of SKU**
- **End Of SKU**
- **Nowhere** - It will not be included in the AutoSKU.

Vendor AutoSKU At - The AutoSKU Label, as defined on the Vendor Account Form, will be used as part of the SKU in the designated location.

- **Start Of SKU**
- **End Of SKU**
- **Nowhere** - It will not be included in the AutoSKU.

Reset Inventory

Reset Inventory is designed to make selective global changes to the existing inventory within a category.

(Note: It is possible to Reset ALL Inventory by using the MASTER Category Default. See *Reset ALL Inventory*.)

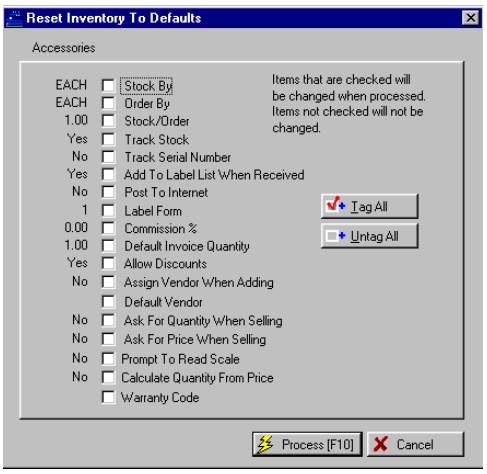
Left Hand Column - the current settings for the category. If these are not what you want to be applied as changes, then choose Cancel and return to the *General [F8]* tab and make adjustments.

Check Box - A checkmark in the box besides the setting makes it active.

When you select the Process button, the value of the setting will be applied to all items in the category.

WARNING: If the values in the left-hand column are NOT correct, choose the Cancel button.

Tagging - Simply click in the box to turn it on or off. The **Tag All** and **Untag All** buttons can be used to expedite selections.



Process - When you are satisfied with the selections, select Process. Note: There is **neither warning notice nor** option to abort.

You will see a message "Processing Record xx" as the inventory items are being changed. You will be notified when the updates have been completed.

Reset ALL Inventory

This routine allows you to change selected characteristics of ALL your inventory items.

☞ *NOTE: If you only want to change characteristics of items belonging to a specific category, then you should NOT use this option. See*

Reset Inventory.

To reset ALL inventory

1) **Make a Backup**. This is a major change. As with all major changes affecting your PFW data, you should make a Backup first.

2) Go to Utilities: Category Defaults.

3) Select **Master** Default. If it isn't the only one in the list, it will likely be the first item in the list.

4) Choose Edit and make changes to the appropriate values.

5) Select Reset Inventory

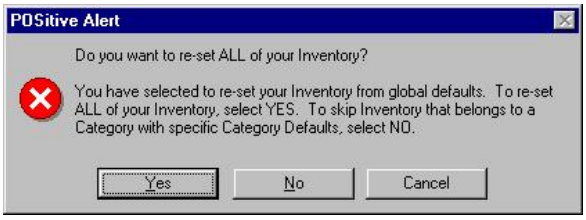
Left Hand Column - the current settings for the category. If these are not what you want to be applied as changes, then choose Cancel and return to the *General [F8]* tab and make adjustments.

Check Box - A checkmark in the box besides the setting makes it active. When you select the Process button, the value of the setting will be applied to all items in the category.

If the values in the left-hand column are NOT correct, choose the Cancel button.

Tagging - Simply click in the box to turn it on or off. The **Tag All** and **Untag All** buttons can be used to expedite selections.

6) Select **Process.** You will be warned with the following screen.



- If you have any doubts, choose CANCEL.
- In short, answering YES will change all inventory without regard to existing category defaults. Answering NO will change all inventory EXCEPT those with overriding category defaults.
- You will then see a screen counting the records being changed. At the conclusion of the process, you will be notified that inventory has been successfully reset.

Recovering From Errors

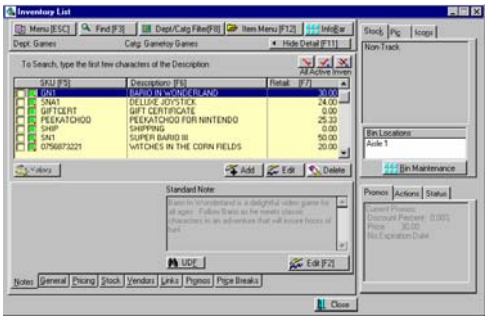
If you discover some items shouldn't have been changed, you could try to use a specific category default to apply the corrections.

Let's say, for example, that you have activated Track Serial Number = No If you answered YES, then ALL inventory, even those which were originally tracking serial numbers will be changed to not track serial numbers. Any entered serial numbers in the system will become immediately inaccessible. The serial numbers were never erased, just the setting to track serial numbers. By re-applying the category defaults to inventory which should track serial numbers, the serial numbers will again be accessible.

If that measure does not resolve the problem, *restore your backup*.

The Inventory List

The Inventory screen is where you will lookup your inventory, check stock, and add selected items to invoices. It is designed to display useful information in a clear manner. Let's take a few moments to review the Inventory screen.



Menu (ESC)

The Escape Menu (press the ESCape key) provides another method of viewing your inventory.

All Inventory - CTRL-A - Displays all inventory items.

UnPosted - CTRL-U - Displays only those items added on the fly from an invoice or order. Most likely these items are incomplete and need to be further processed.

Templates - CTRL-T - Displays templates created in the Quote module. They are not editable here, but it is handy to display them as a group when invoicing.

Matrix - CTRL-M - Displays only matrix headers.

Consignments - CTRL-C - Displays active consignments.

Show Inactive Only - Displays inventory considered inactive because it has not sold nor been ordered for a long time. You will need to uncheck this when you are through.

Show Categories - in place of the Price column, the category of the items will be displayed.

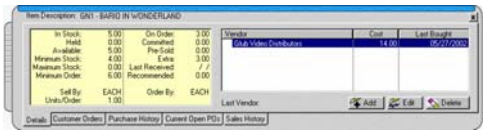
☞ *TIP: You may use the keyboard exclusively without opening the Menu (ESC) button. While viewing the inventory list, just press the CTRL hot key as noted above. Or you may press ESCape and use the up and down arrow keys on the keyboard to select an option. If you want to exit quickly, press ESCape: Up Arrow: and Enter.*

☞ *TIP: Tag Items Inventory items may be tagged for selection for invoices and label printing and mass deletion. This feature is handy for selecting multiple items at one time. These buttons function (from left to right) tag/untag highlighted item, tag all, and untag all.*

Below these tag buttons is a message telling you which of the above views you are currently using.

InfoBar Button

The InfoBar is a feature found in several areas of PFW, including the Inventory List, Purchase Order Screen, and Vendor Inventory List. Clicking this button provides you with dynamic information about your inventory.



The InfoBar floats on-top of all other windows, so it is always available. Clicking on another inventory item updates the InfoBar. Clicking on the Tabs at the bottom of the InfoBar provides additional information about the item, including pending Customer Orders, Purchase History, Current Open POs, and Sales History.

Inventory List Tabs

At the bottom of the inventory list are several useful tabs. These tabs provide shortcut access as well as valuable information

Notes

An inventory item can include standard, web, and transaction notes, as well as user defined fields for in-depth classification and lookup of items.

Types of Notes

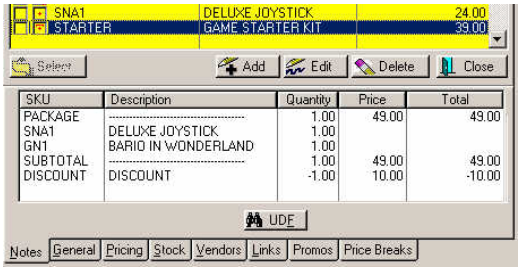
- *Standard* - A short note about the item of about 155 characters.
- *Extended* - A 10,000 character note used mainly for e-commerce descriptions posted to your web page.

User Defined Fields - (UDF button)

If an inventory item has user defined fields such as Age Group, Skill Level, etc.., you are able to sort and search for the contents of those fields.

Template Contents

If the inventory item highlighted is a template, then the contents of the template are displayed on this note tab.



General

Without having to open an item, you can change the name, SKU, category, and tracking properties.

Pricing

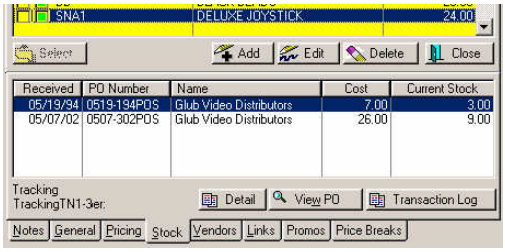
Selling prices and cost of the highlighted item can be easily viewed and edited.

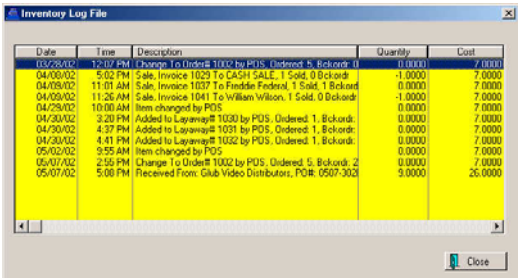
☞ *Employees can be blocked from seeing costs and editing. Press F1 and see Security.*

☞ *TIP: Pressing the F7 key will toggle your price levels in the price column.*

Stock

PFW tracks original costs and sources of current stock. You can review the actual purchase orders. The transaction log gives detailed information about how the stock counts have been affected by sales and manual adjustments.





Vendors

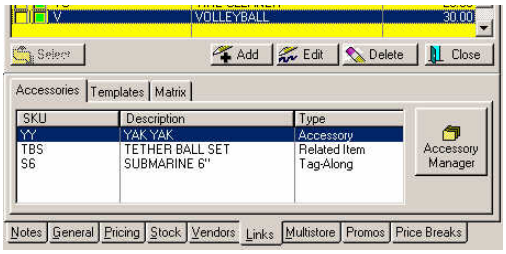
Lists all the vendors from whom you can purchase the item.

Links

An inventory item can be linked to other items in your inventory list. These linked items are of three types:

Accessories

These are Items which may become part of an invoice when the main item is purchased. These accessories are of three types. Click on the Accessory Manager Button to view and edit assignments.



1) Accessory - something that goes with the item being purchased and could be or should be purchased

2) Related Item - something similar to the item being purchased and which may interest the customer. The clerk will ask if the customer would like to buy it as well.

3) Tag-Along - something which will be added automatically to the invoice when the item is purchased. This is very useful for adding free gifts or mandatory accessories to the item.

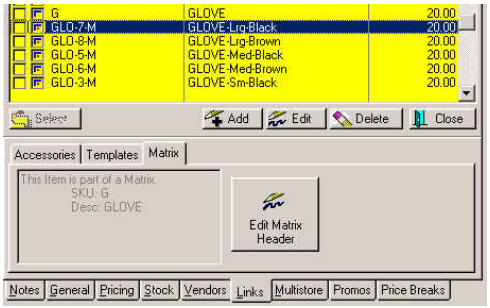
Templates

This Tab gives the name of the kit or template the highlighted item belongs to (note the icon with the red dot)

Matrix

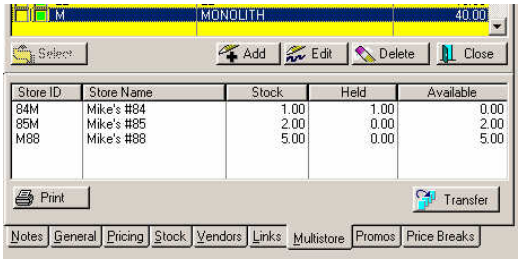
This displays which item is the main matrix to which the highlighted item belongs. From here you can edit the

matrix header which will affect all items linked to it.



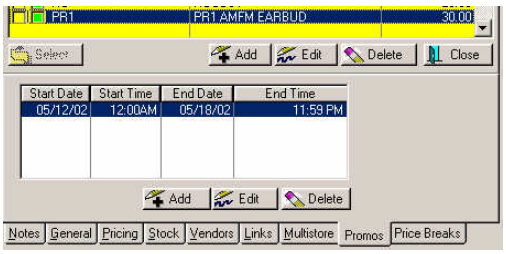
Multi-Store

(Need multistore module) This screen lists the stock counts of the highlighted item in all the other stores. This information can be updated from all of the stores every few minutes. You can also initiate transfers of your stock to a selected store from this screen.



Promos

Inventory can be set to sell at a different price during a given time period. This is also a very useful tool for e-commerce to rotate products on your web page even if prices are not changed.



Price Breaks

PFW can handle 2fer, 3fer type pricing and give special prices if you by over a specific number of items.

Inventory Side Panel

A side panel of the inventory list can be displayed or hidden by selecting F11 on the Inventory List window. This side panel displays various information about inventory.

Stock - current stock counts of the highlighted item. But more than that, the fields are links to more information, when you ***Double Click*** on the title.

"In Stock" - Number on the shelf. *Double Clicking* shows purchase orders of the item.

"Held" - Number reserved for customer orders. *Double Clicking* shows Customer Orders In Process.

"Available"- Number of items still available for sale.

"On Order" - Number being ordered. *Double Clicking* shows the purchase orders currently in transit or being created. At the bottom of this list is the **Due** or expected arrival date.

"Committed" - Number of items yet to arrive which have been pre-sold. *Double Clicking* shows Customer Orders In Process

"Pre-Sold" - Number of items pre-sold. *Double Clicking* shows Customer Orders In Process with a Pre-Sold tab.

"Extra" - Number of items yet to arrive and are available for sale.

Other entries displayed in this list

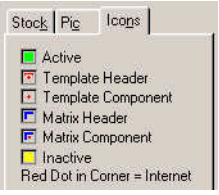
"Due" - An estimated due date when incoming stock should arrive.

"Non-Track" - Means the item is not keeping stock counts and is unlimited in quantity.

"Units Per" - Shows how many selling units are in a Bulk Inventory unit.

Pic - a picture of the highlighted item

Icons - meanings of the symbols at the left of item in the inventory list.



Bin Locations - places where inventory is shelved

Promos - current promotional periods for an item

Actions - Activities affecting the highlighted item

Buy Item Now! [F4] - An invoice will be created adding the highlighted inventory item to the invoice. This is often used while answering a customer's inquiry about an item and you can immediately close the sale.

To Order List [CTRL-O] - You can send the displayed inventory item to a purchase order list. The Order List is simply a listing of items to be ordered at some time in the future.

You will be prompted to confirm that you want to include the item in the order list. If you answer Yes, you will be prompted to enter a quantity to order. To help in determining the quantity to order, you will see the current stock status, and your choice of vendors. Finally, you can choose to place it on the order list for later processing or immediately place it on a purchase order.

E-Commerce [F9] - A display of the full standard and extended notes for items which have been selected for Internet sales.

☞ *Press **CTRL-Z** to flag or unflag the highlighted item for Internet sales. The item will have the red dot in*

corner symbol in front of the SKU.

Query - (Reset) - Use the Query Wizard to define a sophisticated search for inventory. The query can be named and saved for future use. Reset will cancel the query results and re-display all inventory items.

Status - how many have sold and when last ordered.

Item Menu [F12]

or RightMouseClick on an item

This consolidated list gives you simple access to the following activities for the highlighted inventory item.

Add - Add a new inventory item.

Edit - Edit the highlighted inventory item.

Delete - Delete the highlighted inventory item.

To Order List - Add the highlighted inventory item to the Order List. If you answer yes, you will be able to designate the quantity and select the vendor.

Item Vendors - A listing of vendors for the highlighted inventory item shows the vendor SKU, cost and date the item was last received from the vendor.

Customer Orders - A listing of customers currently waiting for the inventory item with a report of backorders still pending. The order number and date of the order are available. You may view the customer order as needed. You may print the list for easy reference.

Verify/Adjust - To verify or even adjust the stock counts for this item. Selecting OK will run the verify routine and will report how many items are being held, ordered, and currently in stock. If you know that the stock count is more or less, you may change the stock count by entering a new number. Then select OK and the new count will be accepted.

To Label List - Add this inventory item to the Print Price Labels queue. You may specify the quantity. One purpose of this option is to print replacement price labels for the selected inventory item. The Inventory Label List is a price label queue. Labels for products are kept in this list until you are ready to print them. You can print replacement labels for any inventory item at any time. All you need to do is to confirm the number of labels needed. The current stock count is entered for you by default. If the item is serialized you will be prompted to select the serial number(s) for printing

POs in Process - Purchase orders currently pending containing this highlighted inventory item. Shows PO number, vendor, date ordered and date expected, as well as quantity and cost.

PO History - A listing of completed purchase orders containing this highlighted inventory item showing the vendor, quantity received, price and other pertinent information. You may choose to review the actual purchase orders.

Sales History - Stock counts and graphs showing sales and profitability of the highlighted inventory item.

Current Stock - The source of stock on hand, including PO number, date received, vendor, cost, and initial number received. You may print the list or view the original purchase order.

Copy Record - A Smart Feature allowing you to clone this inventory item to make another item similar to it. All fields will be copied except for the SKU field which must be unique. Make any changes to description, pricing, cost, or any other data field before saving.

Print - Make a printout of the item which includes pricing, current stock counts, and last cost.

Show Categories - to view you list of categories.

Accessories - to assign Suggested Accessories, Tag-Alongs, or Similar/Related Items for the item highlighted on the left. These linked items are valuable for internet sales and for enhancing a customer's purchases.

Adding Inventory

Adding inventory is quick and easy in POSitive. Here is a short tutorial.

Decide on an imaginary product or go find an item on your shelf which we can add to PFW's inventory list. You should know the category to which the item will be assigned, the product code, your cost, and your selling price of the item.

1.) Open the Inventory List. One way to open the list is to press Shift-F4 or click on the Inventory Icon (the one with the Bike) on the Toolbar.

2.) Press INSert on the keyboard or click on the Add button.

3.) Choose "Normal"

☞ *Normal is a simple inventory item. Template and matrix are special items which will be discussed later.*

4.) Highlight the Category to which the item belongs and choose Select. If you are using Departments and Categories, notice that the category is indented below the department name. If you have not yet added your departments and categories, please review the section on Departments and Categories.

5.) Type a Description of the item. Then press Enter. The description will be printed on the customer's invoice. It can be abbreviated, and it should be unique enough to make it distinguishable from other like items.

6.) Scan (or type) the barcode on the item. If there is no barcode, then find a product code on the item. If there is no product code, then make up one of your own. It can be a combination of letters and numbers.

7.) Press Enter again to accept the Long Description. You can make this field more descriptive of the item, for use on Quotes.

8.) Type in your cost of the item; the price you pay your vendor for the item.

☞ *It is VERY important that you enter accurate costs now. If you leave the cost at zero, then profits will not be reported accurately and it will cause much more work to make corrections later. If you don't know the exact cost, at least enter a best guess cost.*

Units Per Order should be 1.00

☞ *Did you notice that the Units Per Order field was skipped? That is intentional. 99% of the time, Units Per Order will be just 1.00. We talk about this more when we discuss Bulk Inventory.*

Type in your selling price(s), for this item.

☞ *PFW allows up to six different price levels so that you can distinguish between retail and wholesale customers. You are probably seeing at least two selling price fields: Suggested Retail and Our Price.*

☞ *TIP: if you only want one price, go to File: System: System Setup: Pricing and erase the 2nd one.*

Review the Options [F7] tab or any other tabs to make necessary adjustments. (Press F1 for detailed help.)

Press F10 or click on OK to save this item.

(Optional) Enter how many of this item is currently on your shelves.

☞ *Very Important: Before you enter a stock count, you MUST have an accurate Last Order Cost for this item.*

☞ *If you did not see this prompt, you may want to change a setting. Go to File: System: System Setup: Inventory. Place a checkmark on "Prompt For Stock Count When Adding."*

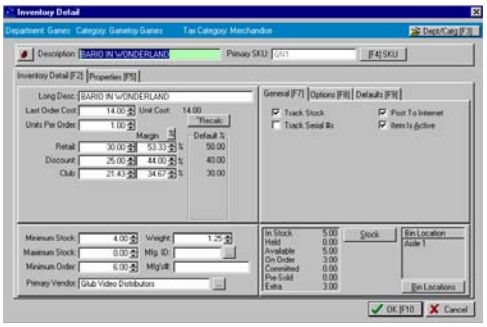
When prompted, choose Exit.

☞ *In the future you could use the Copy Item shortcut or the Add New option.*

Congratulations! You have just created your first inventory item. Go ahead and add a few more items. With a little practice it will become very easy.

The Inventory Form

This is the inventory definition screen. Any and all changes to an inventory item are made on this screen.



Department & Category

The blue title bar displays the department and category to which the inventory item is assigned. The assignment can be changed at any time.

Description

A product name which distinguishes it from similarly named products by including a size or color or other feature of the product. This description will be printed on the customer invoice and on reports. It is often the means of finding an item when doing an inventory lookup. It is suggested that some type of standard pattern be used when naming products.

Primary SKU

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

Each product must have a SKU and it must be different* from any other SKU. If you wish, PFW will generate SKU's for you, using the *AutoSKU* options, another *PFW SmartFeature*.

The primary SKU, often the original SKU, is readily visible on this inventory detail screen. When printing barcode labels, this primary SKU will be the source of the barcode.

(* There is an option to allow Duplicate SKUs in POSitive Setup if that is a true need.)

Alternate or Multiple SKUs [F4]

A product may have more than one SKU. Alternate or additional SKUs can be added for cross-referencing or other special purposes. Selecting the F4 button provides a table for adding or editing a list of alternate SKUs.

Click on F4 beside the SKU field.

1) Choose ADD.

2) Enter the additional SKU numbers for this product.

3) Select the SKU which will serve as the Primary SKU. This SKU will appear on reports and invoices whereas the others are for simplicity of inventory lookups.

NOTE: Please note that when doing an inventory lookup by SKU, this item will be listed once for each SKU assigned to it. In other words, if I were to lookup up the item by description, it will be listed only once in the list. But if I were to lookup by SKU the item will be listed

once under the primary SKU and once again for each alternate SKU.

See *Add SKU-Alternate SKU* for detailed information about use of father/child SKUs

Tax Category

Each inventory item is automatically assigned a tax category such as Merchandise, Food, Labor The category to which this item is assigned determines the tax category in effect.

Tabs

Inventory Detail [F6] - as indicated on this help section

Options [F7] - settings for additional category defined defaults, promo pricing, and price breaks

Notes [F8] - picture link, item notes which are posted to the web page, and transaction notes for invoicing

Long Desc.

Generally this is merely a copy of the Description field. There is no practical use for this field at this time since it is not appearing on any invoices nor reports. This field is being reserved for future development.

Last Order Cost

The cost of the item as determined by the last purchase order received. This will change as warranted.

Unit Cost

Last Cost divided by the number of selling units. This cost will be the same as Last Cost unless this item is being treated as a Bulk Inventory type item which shows individual piece prices.

Selling Price Levels

Displays up to 6 price levels as defined in PFW Setup.

Markup / Margin

The percentage(s) calculated based upon the cost and selling price. See *Markup / Margin* for an in-depth explanation.

Default %

The markup / margin percentages as defined in the category selected for this item.

Recalc

This button will recalculate the selling prices using the Default% displayed. Ctrl-R is a shortcut for this option.

Toggle%

This button will switch between Markup and Margin percentages.

Minimum Stock

The number of items you want on the shelf at all times.

Maximum Stock

The maximum number of items to have on hand at any given time. (Setting of 0.00 means unlimited.) This will help in the purchase order process.

Minimum Order -

When preparing a purchase order, this number will be automatically selected as the number to order.

Weight

This is an approximate gross shipping weight. It will be used to help you

calculate shipping charges if you are selling and shipping the item.

Mfg ID

A code for the name of the product manufacturer.

Mfg's

The manufacturers' part number which is other than the SKU or Vendor SKU.

Post To Internet

Checking this option will include this item to your transfer to your web page for E-commerce sales.

Item Is Active

Active means that the item is available for sale. You may hide an item from your inventory lookup list be leaving this checkbox blank.

From the Menu [ESC] button on inventory lookup you may choose Show Inactive Only so you can edit the item and make it active again.

Track Stock Quantities

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

Track Serial Numbers

If this item will be using serial numbers for each piece, then check this box.

In Stock panel

"In Stock" - Number on the shelf.

"Held" - Number reserved for customer orders.

"Available" - Number of items still available for sale.

"On Order" - Number being ordered.

"Committed" - Number of items yet to arrive which have been pre-sold.

"Pre-Sold" - Number of items pre-sold.

"Extra" - Number of items yet to arrive which are available for sale.

Stock (button)

Displays the source and quantity of the current stock on hand. If the item is serialized, then available serial numbers will also be displayed.

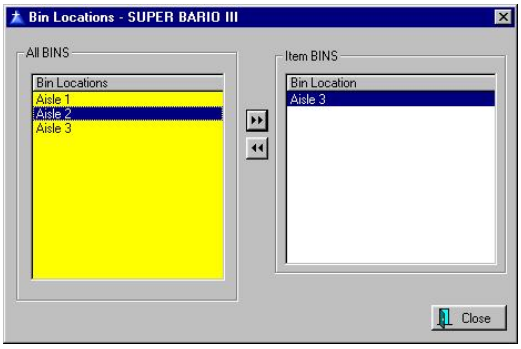
Bin Location

Displays locations where stock is stored.

Bin Locations button

You may define and assign various shelves and sections of the store where this product is stored or displayed. The purpose is to simply give you a reference point of where stock items might be located. You listing of locations can be as specific or general as you would like.

Highlight the Bin and click the transfer arrow key.



To add bin names go to Inventory: Maintenance: Bin Locations. See *Bin Location*.

User Defined Fields

You may customize up to six additional tracking fields for your inventory. These user defined fields are activated on a per category basis. See *User Defined Fields* for more specific information.

RightMouseClick Options

While editing an inventory item, on any of the tabs, clicking on the right mouse button provides you with the following options.

- **Check Stock/Serial Numbers** - Review stock counts and serial numbers.
- **Add To Order List** - Send this item to the order list for future purchase orders.
- **Add To Label List** - Send this item to the Label Printing List. You will be prompted for the number of labels to print.
- **Vendors** - Lookup and assign vendor(s) who can sell you the item.
- **Purchase Orders** - Review current purchase orders for this item.
- **Customer Orders** - Review current customer orders which are including this item on the order.
- **Sales History** - Review sales of this inventory item.
- **PO History** - Lookup old purchase orders for this item.
- **Category List** - Review settings of this or other categories. Use the Change Category [F3] button if you want to reassign an item.
- Recalc Pricing -
- **Verify/Adjust Stock** - Manually reset current stock count or run the verification utility for this item only.
- **Print** - Print a simple report for this item only of selling prices and stock counts.

To Order List button

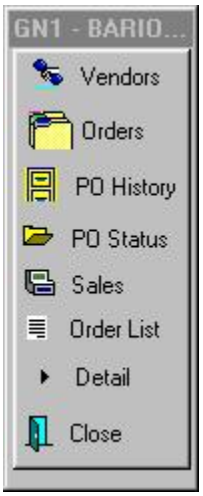
You may send the displayed inventory item to a purchase order list. The Order List is simply a listing of items to be ordered at some time in the future.

You will be prompted to confirm that you want to include the item in the order list. If you answer Yes, you will be prompted to enter a quantity to order. To help in determining the quantity to order, you will see the current stock status, and your choice of vendors. Finally, you can choose to place it on the order list for later processing or immediately place it on a purchase order.

Toolbar button

There is a small button in the upper left corner of the inventory edit screen to activate the Floating Toolbar.

This floating toolbar stays on top and can be moved to various positions on the screen. It provides quick access to the following:



- **Vendors** - Displays all vendors of the item. (Same as the Vendors [F5] button below.)
- **Orders** - Displays any open customer orders for this item.
- **PO History** - Displays a purchase order history of this item.
- **PO Status** - Displays any open purchase orders for this item.
- **Sales** - Displays a sales summary of this item.
- **Order List** - Sends X number of items to be ordered to the Order List. (Same as To Order List button.)
- **Detail** - Displays stock status for this item. Clicking it toggles between display and not display.

Vendors [F5] button

Displays the vendors of this inventory item and the last date purchased from the vendor.

Change Dept/Catg [F3] button

Re-assign this inventory item to a new category (and department). The item can then take on the properties of the category and can optionally be included in sales histories and reports of the new category.

- Your Category has changed. Do you want to update the default values for the inventory item to match the category defaults? If you answer NO the settings or characteristics of the item will remain unchanged. This is the safest option.
- Do you want to re-assign this inventory item in invoice history to reflect the new department/category? If you answer YES all previous sales of this item will be reported under the new category. This is the more logical option.

Add SKU - Alternate SKU

Each inventory item may have more than one SKU for lookup purposes.

Some possible choices for alternate SKUs are the vendors' SKU of the item, a catalog number, a manufacturer's number, or a superceded part number.

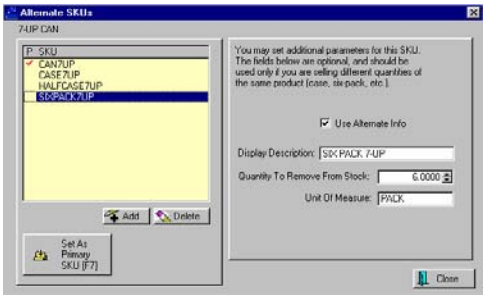
☞ *TIP: Another popular use of the alternate SKU is to assign a particular product a "preferred"*

SKU. For example, if I sell multiple brands of computer keyboards, I can create an alternate SKU of KB. I then assign the KB to the product I prefer my salespersons' to sell. This has multiple advantages: I can readily rotate stock and my sales staff only has to remember one SKU.

Please note that when doing an inventory lookup by SKU, this item will be listed once for each SKU assigned to it. In other words, if I were to lookup up the item by description, it will be listed only once in the list. But if I were to lookup by SKU the item will be listed once under the primary SKU and once again for each alternate SKU.

Father/Child SKUs

If the same product is sold in multiple package sizes, PFW provides an alternate SKU with an alternate description printed on the invoice.



1) Enter a new SKU for the item

2) Activate Use Alternate Info

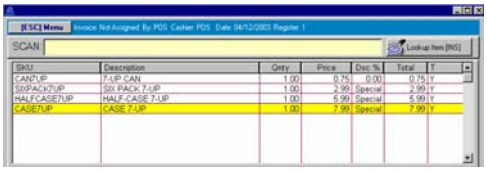
3) Type in a new description of the item

4) Indicate the number of items to be included in the packaging

5) Enter the standard unit of measure.

Repeat the process to add as many Alternate SKUs as needed. For example, 7 Up soda has a primary SKU of CAN7UP with additional SKUs for a 6 pack, half case, and full case.

When selling the alternate SKU on an invoice the Alternate SKU will be displayed along with the new description. A quantity of one will be displayed. However, the quantity that you have indicated for the Alternate SKU will be removed from inventory. Therefore, you can use the Price Breaks feature of PFW to give special pricing on six packs, half cases, etc.



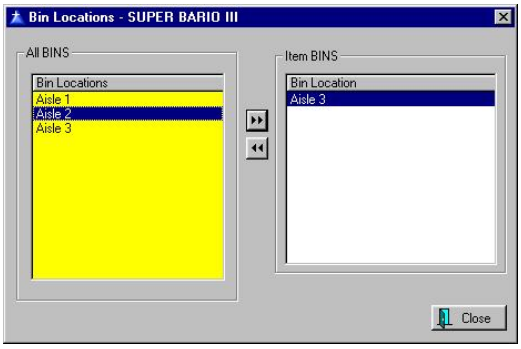
Bin Locations

ACCESS: Edit inventory Item. Click on Bin Locations

You may designate location(s) where the inventory item is stocked. This is done on the Inventory List screen.

Highlight the item

Press on the Bin Maintenance button



All BINS - a listing of all shelves, cabinets, counters, wall sections, floor fixtures, etc. in the store and warehouses. Use your own method of naming locations, being as specific or general as you wish.

Item BINS - the location(s) of the specific inventory item.

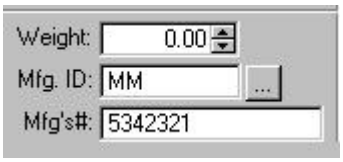
>> - Transfers the bin location to the Item Bin list. First, highlight the desired entry and then click on the >> button. Repeat as needed.

<< - Removes the entry in the Item Bin list. First, highlight the entry in the Item Bin list and then click on the << button. Repeat as needed.

Manufacturers

ACCESS: Edit Inventory Item: Click in MFG ID field

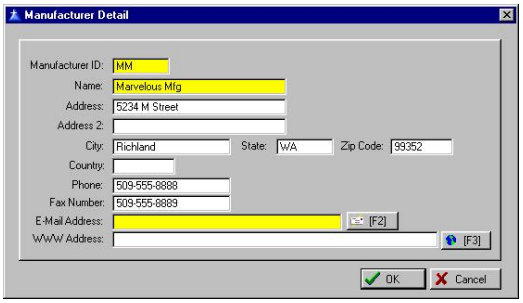
When creating or editing an inventory item, you may designate the manufacturer of the product. In the lower center portion of the inventory edit window you will see fields for Mfg. ID and Mfg's #



Clicking on the lookup beside Mfg ID you will be given a list of Manufacturers from which you may select, add, and edit.

Manufacturer Detail

For recording information about manufacturers. The Manufacturer's ID can be linked to an inventory item.



User Defined Fields

ACCESS: File: Definitions: User Defined Field Names - Inventory

Inventory items may track additional fields of information. These fields are named by you, the user, hence the term User Defined Fields.

Advance Setup

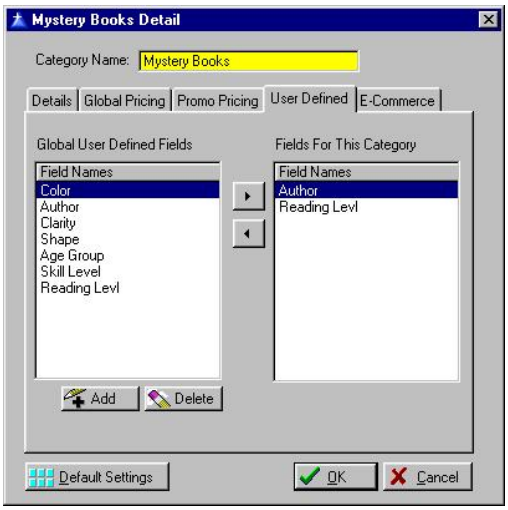
Go to File/Definitions/User Defined Field Names (Inventory)

Add as many fields as needed.

Note: You may add more fields to this list while editing the Category.

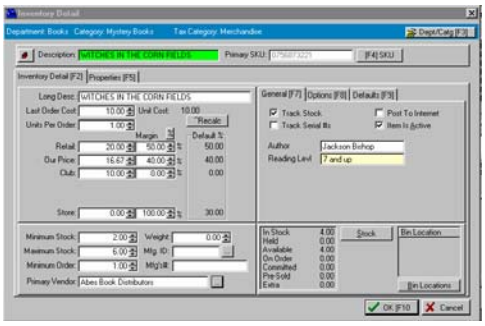
Applying User Defined Names To Categories

The category setup allows you to select just those user defined fields appropriate for the category.



Using User Defined Fields In Inventory

The inventory item (Inventory Detail [F6] tab) displays the names of these fields on the Detail form. Enter the specific information for the item.



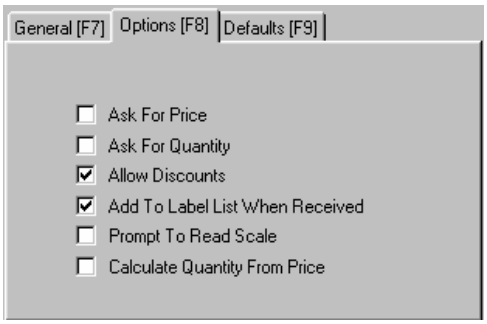
Options [F8]

The Options tab contains critical setup information affecting its inclusion in purchase orders and the performance of the item when added to an invoice. As a SmartFeature, the *Category Defaults* will automatically fill in most of these settings.

(For information about the tabs, see Inventory Detail [F6] and Inventory Detail - Notes [F8].)

Ask For Price

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



Ask For Quantity

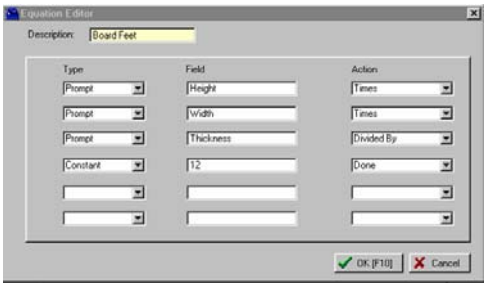
When the item is added to an invoice, the cursor will automatically go to the quantity field.

Equation Button

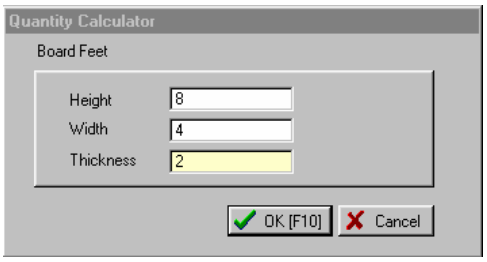
This feature allows you to create calculated quantities.

For example, click the Quantity button, then click Add. You can set an equation that will prompt the cashier at the point-of-sale for information that you need to perform the calculation.

For example, if you needed to calculate board feet, you might set up an equation like this:



At the point-of-sale, the cashier would be prompted like this:



Allow Discounts

When included on an invoice, the item can be discounted directly on the invoice or globally by a customer permanent discount.

Add To Label List When Received

When this item is received on a purchase order it will be automatically included in the label list to print the same number of labels as were received.

Prompt To Read Scale

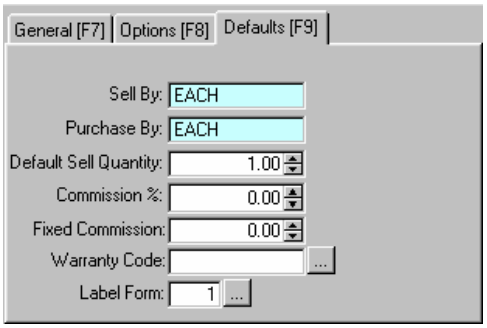
When this option is ON, POSitive will prompt you for a weight. Many scales can be configured to paste a value into the weight field with the press of a button. See your Dealer for more information about compatible scales.

Calculate Quantity From Price

When this option is ON, POSitive will calculate the quantity for you based on the price entered. "Ask For Price" is usually turned ON and used in conjunction with this option. This is handy for entering gas sales, for example. Just enter the price of the gas, and the number of gallons is calculated for you!

Defaults [F9]

The Defaults tab contains many of the settings that are filled in for you by the item's Category Defaults.



Sell By

A unit of sale such as EACH, YARD, LB, 6PACK.

Purchase By

A unit of purchase such as EACH, BOLT, 10#BOX, CASE24. It is suggested that this term include the quantity.

Default Sell Quantity

Most always is a 1. It is the number of items to be added to the invoice automatically when the item is sold.

Commission %

When the item is sold a commission will be calculated at the given percentage. It is suggested that if you have a variable commission for various employees, then set the commission rate at just 1% and multiply by appropriate factors.

Fixed Commission

A set dollar amount or Spiff when the item is sold.

Warranty Code

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

Label Form

If a label will be printed, enter the label form to be used.

Promo Pricing

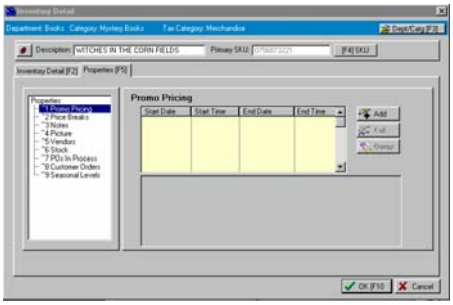
Set sale prices in advance with a starting and ending date and time. These promo prices are also effective on e-commerce sales. See *Promo Pricing* for more details.

Pricing Breaks

Set 2fer, 3fer pricing and quantity price breaks for the item. See *Pricing Breaks* for more details.

Properties Tab [F5]

The Properties tab holds a wealth of information about your Inventory item.



Promo Pricing (Control 1)

Also at Inventory: Add/Edit Promo Prices

Promotional prices can be established days, even months, in advance of a sale. The prices can be valid for any length of time, even for just 1 hour of one day. By setting a start date and end date, PFW will automatically apply the sale prices and revert to the regular prices. If

you desire, you may make the promo open ended so that the prices will never expire.

If you choose, you may adjust promo selling prices by a percentage off the regular price rather than defining a specific price.

☞ *TIP: You may retain promo settings after a promo event and use them again another time. Simply assure that the dates are older than the current date and do not delete the entry from the list.*

E-Commerce and Promo Pricing

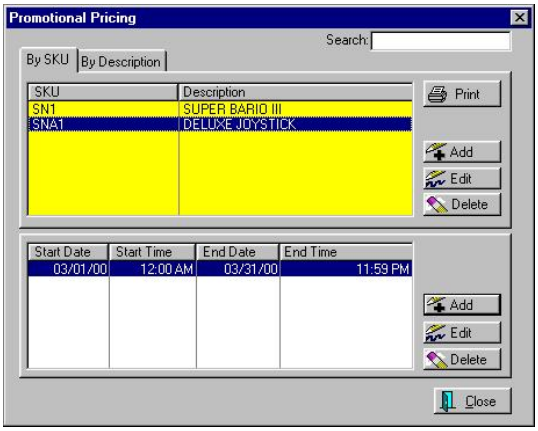
Promo pricings do not have to have a price change. If you are using E-Commerce promo pricing can be used to simply promote an item. All items with promo dates established will automatically be posted on a special section of your web page for the time period as featured articles.

By letting PFW automatically promote and rotate your inventory, your website becomes an ever changing and more interesting place to visit.

☞ *Note: An efficient method for setting promo pricing for E-commerce items is to make changes to the item while in the Internet Inventory List (Inventory: Internet Inventory). Highlight the item, choose Properties, choose Options [F7] tab.*

Setting Promo Prices

The simplest method for setting promo prices for items is to go to Inventory: Add/Edit Promo Prices. This will list all inventory items currently using promo pricing.



The top window displays the inventory items. The Print button will print a Physical Stock Count of all items with promo pricing. This way you can know immediately how much inventory you have on hand. The Add, Edit, and Delete buttons to the right affect the inventory item itself. The Delete button only removes the item from promo pricing and not from the inventory list.

The bottom window displays the promo time periods. The Add, Edit, and Delete buttons to the right of the lower window affect these listed time periods.

- **Start Date** - The date the promo prices will begin.
- **Start Time** - The time of day the promo prices will begin.
- **End Date** - The date the promo prices will end. If left blank, the promo will never end.
- **End Time** - The time of day the promo prices will end.
- **Add** - Creates a new event. See below.
- **Edit** - Opens the highlighted event and allows for modification.
- **Delete** - You will be prompted to confirm your intent to delete the highlighted item. If you press

Cancel, the item will not be deleted.

How to Set a Promo

Select Add or Edit promo pricing, you will be presented with the following setup fields.

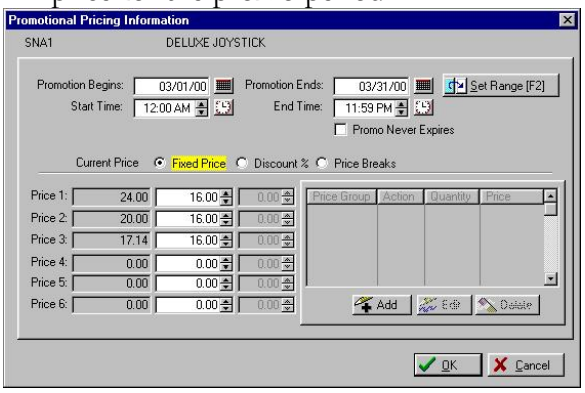
Set a Range of dates and times.

- **Promotion Begins** - Enter the starting date or click on the Calendar icon and choose a date.
- **Start Time** - Enter the starting time or click on the Clock icon and choose a time.
- **Promotion Ends** - Enter the ending date or click on the Calendar icon and choose a date.
- **End Time** - Enter the ending time or click on the Clock icon and choose a time.
- **Promo Never Expires** - A check in the checkbox means the promo pricing will continue indefinitely. When you are ready to discontinue the eternal sale, enter an ending date or simply delete this promo event.
- **Set Range [F2]** - A speedy method for setting start and end dates. From a list of predetermined time periods, select the one that fits best. Then make modifications in the start and end dates as needed.

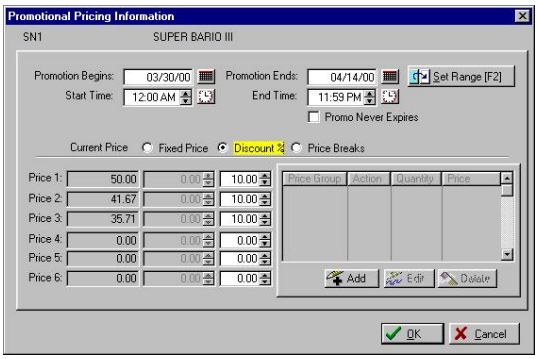
☞ *Note: Be sure to set prices for each active price level. When Promo Pricing is active, no other price settings are valid.*

Set pricing factors. Choose one of the following.

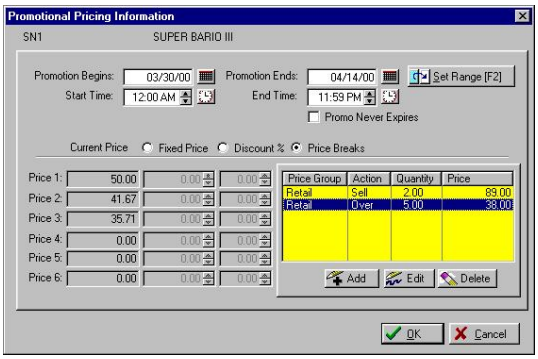
- **Fixed Price** - The current price is displayed for each price level. Change the price to a set or fixed price for the promo period.



- **Discount %** - Enter the percentage of discount from the original price of each price level. For example, 10% is entered as 10.00. This option is the only option when assigning global pricing to an entire category. It would be impractical, if not foolish, to try to set fixed prices for all inventory in the category.



- **Price Breaks** - You may set 2fer, 3fer pricing or quantity pricing to be in effect during the promo only. See *Pricing Breaks* for more information.



Individual Item Settings

You may edit inventory promo pricing directly while editing an inventory item. Click on the Options tab of the inventory item and setup promo pricing as described above.

Category Promo Pricing

Promo pricing can be established on a category level. This is valuable when using a discount percentage as the calculating factor. To set promo pricing for an entire category, go to Utilities: Categories, edit the category and go to the promo pricing tab.

☞ *When using Category Promo Pricing, ALL inventory assigned to the category will be affected by the promo price settings.*

Price Breaks (Control 2)

Also at Inventory: Inventory: All Inventory: Edit an item. Options F7 tab

If you offer a discount for purchasing multiples of an item, you use pricing groups to establish special pricing.

Pricing Breaks are set for an individual item the *Options Tab [F7]* of the Inventory Detail window. Pricing breaks can also be set to apply only during a promotional period. See *Promo Pricing* for more information.

There are two options for discounting the purchase of multiple items: Price Break and Quantity Break.

Price Break

Price breaks are commonly referred to as 2fer, 3fer pricing.

For example an item may sell at

- 1 for $1.00
- 2 for $1.75
- 3 for $2.50

These 3 examples are illustrated here as the first three entries.

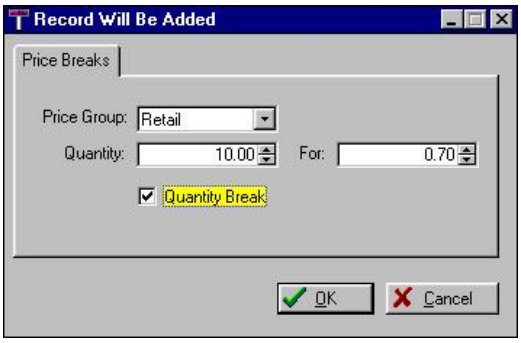
Quantity Break

A quantity break offers a different **per each** price for each quantity level.

For example, a purchase of

- 10 or more is .70 each.
- 15 or more is .60 each

The last two entries in the figure above illustrate quantity breaks.



How To Create a Price Break

1) Go to the *Options Tab [F7]* of the Inventory Detail window.

2) Select Add.

3) Fill in the following fields.

- Price Group - Choose one of the six price levels. Note: if this price break will apply to more than one price level, then it will have to be created for each desired price level.
- Quantity - Enter the purchase quantity.
- For - Enter the **total price** for the quantity specified above.
- Quantity Break - (leave this blank)
- Choose OK.

How To Create a Quantity Break

1) Go to the *Options Tab [F7]* of the Inventory Detail window.

2) Select Add.

3) Fill in the following fields.

- Price Group - Choose one of the six price levels. Note: if this price break will apply to more than one price level, then it will have to be created for each desired price level.
- Quantity - Enter the minimum purchase quantity.
- For - Enter the **each price** for the item.
- Quantity Break - Check the box.
- Choose OK.

How To Invoice Price Break Items

On an invoice the sale of a price break item is recorded as follows:

- 1 for $1.00
- 2 for $1.75
- 3 for $2.25
- 4 is split with 3 for $2.25 and 1 for $1.00
- 5 is split with 3 for $2.25 and 2 for $1.75 and so forth.
- 10 are sold for $7.00
- 11 are sold for $7.70

☞ *TIP: When invoicing, you can quickly enter the quantity as you select the item. First type the quantity, followed by a "\", and then select the item. For example: 4\CANDY BAR will add Candy Bar to the invoice, quantity of 4 split with 3 for $2.25 and 1 for $1.00.*

PFW will not be able to tabulate quantities. If you ring up 2 and then 2 more, PFW will not be able to apply the 4fer price.

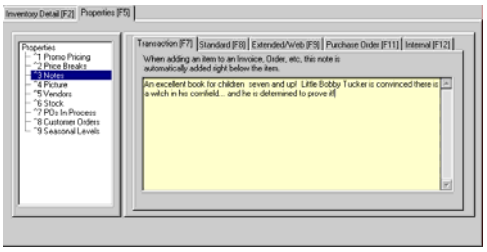
How To Edit Price Breaks

If a price break needs to be edited, highlight the item in the price break table and select Edit. These price and quantity breaks are assigned to the six pricing levels individually, allowing for highly flexible price structuring.

Notes (Control 3)

Each inventory item can have added notes assigned to it. These notes are of extreme importance when selling items on the internet. See *PFW E-Commerce (page* ***Error! Bookmark not defined.****)*.

(For information about the tabs see Inventory Detail [F6] and Inventory Detail - Options [F7] .)



Transaction Note

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

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

Standard Note

This is a standard note of about 120 characters in length. This note is used primarily with E-commerce to give customers a fuller description of an item. It can also be used to give your sales clerks a bit more information about product specifications which they can relay to potential customers. It can also be printed on inventory labels.

Extended/Web Note

The extended note field is used for E-commerce, and is 10,000 characters in length. HTML codes can be used within this note for text enhancements and links, and inclusion of additional pictures.

Purchase Order Note

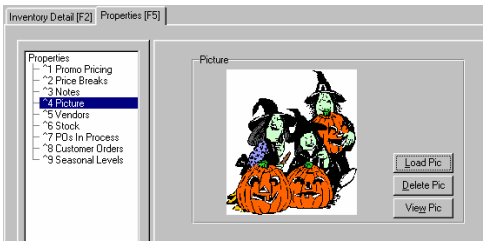
This note is automatically attached to a Purchase Order when the item is added to the PO.

Internal Note

This note is for your own use; the only place it shows up is right here.

Picture

A full color picture of the item is especially advantageous when using E-Commerce {*M-IL*}. The picture will automatically be posted to the web page along with the note field.



It is recommended that all picture files be saved with a name to match the primary SKU in a designated images directory. PFW will automatically handle processing and linking to your web page.

☞ *TIP: Even without E-Commerce, having a picture allows you to "display on screen" catalog items for which you do not have space.*

Load Pic - Create a link to a specific path and file.

Delete Pic - Remove the picture link.

View Pic - Show picture in a window by itself.

☞ *To use the picture option, you must activate Inventory Pictures in the POSitive Setup Form.*

Vendors

This is a list of Vendors that carry this item. You can add a Vendor by clicking Add, edit the Vendor SKU by clicking

Edit, or Delete the Vendor by clicking Delete. You can also edit the Vendor information by clicking Edit Vendor.

Stock

This is a list of Stock that you have received through the Purchase Ordering process. You can view the Purchase Order, Print a listing of your stock, or Verify/Adjust your stock from this window.

POs In Process

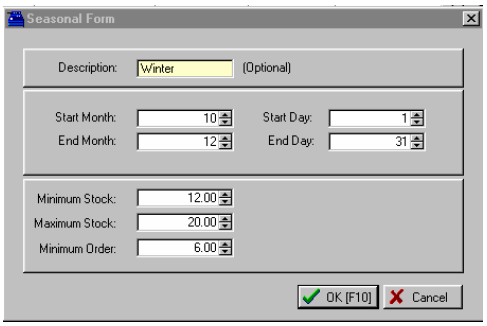
This listing will show any Purchase Orders that have not been received that this item is attached to.

Customer Orders

This listing will show Customer Orders that have not been delivered that this item is attached to.

Seasonal Levels

PFW allows you to set Seasonal order levels for your inventory. You can set the Minimum Stock, Maximum Stock, and Minimum Order based on date ranges that you specify.



When you prepare your Order List, these levels will be used based on the dates specified.

Finding Inventory

Now that you have several inventory items in your inventory list you are probably spending more time finding a specific item.

There are five ways to find an item ranging from simple to advanced.

Search Methods

Simple Method

1) Start typing the first few letters of the item's SKU or description.

Just above the list is the phrase "To Search, type the first few characters of the Description." When you begin to type this search field will show the characters as you type them and the cursor will move to the item which most closely matches the characters typed. Continue to type to get more specific. At any time, you can stop typing and use the arrow keys or the mouse to make the final selection.

If you have mistyped, use the backspace key or press the Up-Arrow on the keyboard to clear the search string.

☞ *TIP: If necessary, press F5 to sort by SKU or F6 to sort by Description. A greater than sign > appears in the column title to indicate which column is currently active. (The F7 key toggles your selling price levels.)*

☞ *TIP: With the mouse, you may adjust the column width of the Description field so you can view more text. Place the mouse between the column titles, then click and drag.*

Manual Method

2) **Press the Down/Up Arrow keys.** You could also use the Page Up or Page Down keys. Or you may use the mouse and its scroll wheel or the positioning buttons.

Targeted Method

3) **Press F3 or click the Find [F3] button.** If you don't know the exact wording of an item, but know an element such as a word or some characters in the item, PFW will display all items containing that element.

Type the known element in either the SKU or Description fields of the Find Inventory window. Then select OK. PFW will show all inventory items with that element somewhere in the description or SKU.

Alternatively, you can select a Department. All items of all categories assigned to the department will be displayed.

Group Method

4) **Press F8 to search by Dept/Catg Filter [F8].** After pressing F8, highlight the dept/category and press Enter to select it. All items in the category will be displayed..

☞ *Note: While viewing this filtered view, the Find F3 is no longer functional. You will need to scroll or type the first characters.*

☞ *TIP: To return to the All Inventory listing, press CTRL-A.*

Advanced Method

5) **Query - (on the Actions tab)** By using logic commands, you can view all

items which meet specific criteria. If this is something done on a regular basis, the "query" can be saved for future use.

Entering Stock Counts

You have created a definition of an inventory item, but it may not have a current stock count. There are 4 methods for setting or adjusting your stock count.

☞ *Very Important: Before you enter or adjust stock counts, you MUST have an accurate Last Order Cost for that item.*

Prompt For Stock Count When Adding

When creating an inventory item, you can be prompted for the number of items you currently have in stock. This is especially useful as you are first setting up your store. However, it is just one more thing that you have to know.

The switch "Prompt For Stock Count When Adding" can be turned on and off as needed. Go to File: System: System Setup: Inventory.

RightMouseClick

While at the Inventory List, highlight the item and click on it with the Right Mouse Button. Choose Verify/Adjust. Enter your current stock count of the item.

Batch Adjustment

Rather than finding and adjusting each item, you can change the stock counts of several items at one time. Go to Inventory: Physical Inventory: Reconcile Inventory. Find the item, choose the Change button, and enter the correct stock count.

Purchase Orders

As you create your company inventory it is perfectly acceptable to use the above methods for entering "initial" stock counts because you long ago purchased the items and they are now on your shelves.

However, the best method for adjusting stock counts is to process purchase orders from your vendors. This automates the process and provides historical documentation.

We will discuss purchase orders in a later chapter.

Shortcuts For Adding Inventory

If you plan ahead and choose to add similar inventory all at one time, then you could use the Copy Item option at the completion of one item.

Copy Item will make a copy of what you had just entered, with the exception of the SKU. You should change the Description and enter a new SKU. Then choose F10.

Here are some more shortcuts for adding inventory to PFW.

Copy Record

You can copy any previously added inventory item.

Go to the Inventory List. Highlight an existing inventory item. RightMouseClick on the item (or press F12) and choose Copy Record.

Import Inventory

If you have any kind of a computerized list of inventory, PFW can import those items, saving you lots of effort. Perhaps you have been using another computer program for keeping track of your inventory. Or maybe your vendor(s) can provide you with a computer file listing items you have purchased or can purchase from them. Or you might want to consider using a spreadsheet program to create your list of inventory because typing into a spreadsheet can be much faster than entering items into PFW.

Whatever the source of this computerized listing of inventory, you can likely use PFW's very flexible Inventory Importer to add them in just a matter of minutes. Go to File: System: Import: Import Inventory. Press F1 for extensive help on this subject.

Coupon Manager

The Coupon Manager A listing of defined coupons. Coupons can be restricted in how they are applied by using the Coupon Manager. For example, you can have a Coupon apply to every item on an invoice, or just items from one Department or Category, or only specific Items. You can apply a percent off, or a dollar discount. You can also set expiration dates for coupons.

Setting Up Coupons

To add a new Coupon, select the Coupon Manager and press the Insert key (or click on ADD). The Coupon form will appear.

The Coupon Form allows you to name and define your own types of coupons. These coupons are actually inventory items with more functionality than the standard CTRL-C command applied at an invoice screen.

The coupon can be either a percentage off or a dollar value

The coupon is applicable to selective transactions.

- If it is to apply to all items on an invoice then the value of the items is calculated and a discount is applied.
- If it is to apply to a specific department, category, or SKU, PFW calculates appropriate totals and a discount is applied.

How To Create A Coupon

- Open the Coupon Manager (Manager Console: Inventory Center)
- Choose Add
- Fill in the appropriate fields

Amount - Enter a percentage or a dollar value

Default Quantity - Usually 1.000 but you may choose to be prompted for a value.

Do Not Add To Coupon Total On Invoice (apply before Total)

- Unchecked - the value of the coupon is excluded from the Line Totals
- Checked - the value of the coupon is included in the Line Totals

How To Use A Coupon

Add the SKU to an invoice at any time. You can either scan it or use a predefined invoice button.

Handling Warranties

ACCESS: Utilities: Warranty List

Different products and services have different warranty coverage. You may create an unlimited number of warranty records and assign them to various products. When servicing or returning products, you will then be able to determine if the product is still under warranty.

To Create Warranties

You may create or edit warranty types for a Warranties list. From the Main Menu, go to Utilities: Warranty List.

Assign Warranty To An Inventory Item

You may assign a warranty code to an *individual item* by editing the item.

- Go to Inventory Lookup.
- Edit the item.
- Choose the Details tab. At the bottom of the screen, under Warranty Code either enter the code or use the lookup button to find the appropriate code.

Assign Warranty To A Category Default

You may automate the assignment of a warranty code to all inventories under a specific category.

- Go to Main Menu: Utilities: Categories
- Edit a category.
- Choose the Default Settings button.
- Enter a Warranty Code. This code will be applied to all **newly added** inventory under this category.

Note: To assign the code to all existing inventory under this category, press the *Reset Inventory* button.

Use Of Warranties

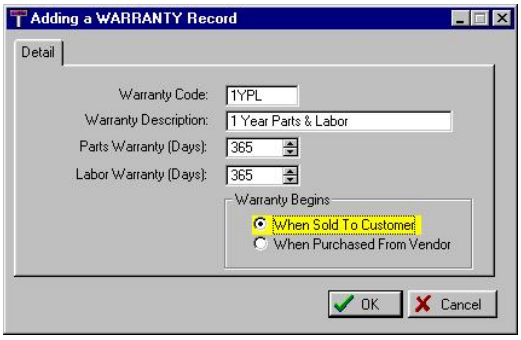
When an item is sold, the warranty code is recorded as part of the invoice. When the item needs to be returned or serviced, the warranty expiration is calculated and reported to you.

Warranty Record

ACCESS: Utilities: Warranty List: Add/Edit

The Warranty Record is simply a definition of a Warranty Type. You may create as many definitions as needed to cover the many variations of warranties provided by your store and by your vendors and manufacturers.

To create or edit a warranty record, go to Utilities: Warranty List and choose Add or Edit. Then fill in the following information.



Warranty Code - A simple code of your own choosing to distinguish this warrant type, for example "1YPL."

Warranty Description - A plain English explanation of the warranty type, for example, "1 Year Parts and Labor"

Parts Warranty (Days) - Enter the number of day and PFW will calculate the day the warranty expires.

Labor Warranty (Days) - Enter the number of day and PFW will calculate the day the warranty expires.

Warranty Begins - Choose when this warranty will take effect and it will be factored into the calculated day the warranty expires. Your choices are:

- When Sold To Customer
- When Purchased From Vendor.

Assign The Warranty To Inventory

When you edit or create an inventory item, you select the appropriate Warranty Code for the item on the *Inventory Options* tab.

Chapter

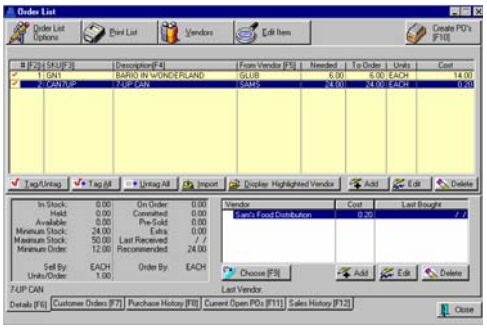
5

The Order List

How do you know what inventory items you need to order? This section explains how to use this running list of Inventory items to be ordered.

Using The Order List

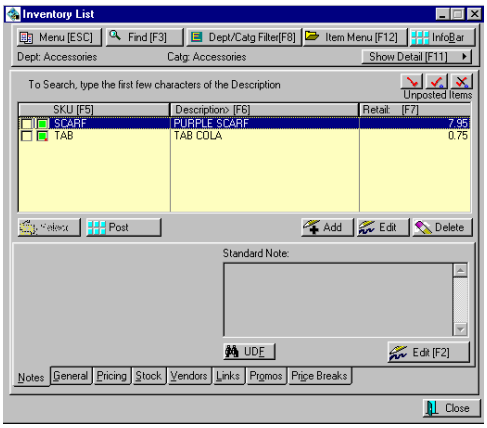
The Order List is a listing of inventory needing to be ordered. This list includes items which have dropped below minimum stock levels, special orders for customers, and manual additions. When tagged and processed, the items will be removed from this list and become part of purchase orders for the specified vendors.



Opening The Order List

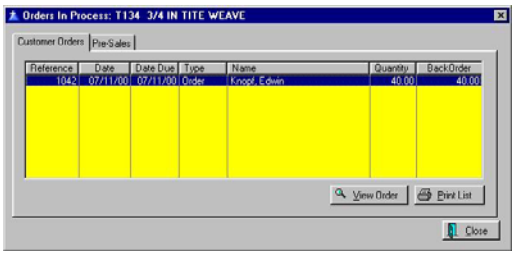
When you first open the Order List, you may be prompted that there are Unposted inventory items needing to be added to the list. Unposted items have been added on the fly using Fast Add at the register. If you are uncertain, answer YES.

If you answer Yes, you will be presented with a list of unposted items.



Edit the item as you would any other unposted item. However, if you choose not to edit the item, it will not be added to the Order List. When you have edited all needed items, chose CLOSE.

☞ *TIP: To better understand why you need to order an item, choose the Stock tab to see current stock status. Click on Committed to review to whom the item has been sold.*



Generating The Order List

Generally, the order list is NOT automatically updated upon opening the Order List dialog box. By selecting the Generate Order List button in the lower left corner you can choose how you want to update the list.

- **Update Current List** - The items

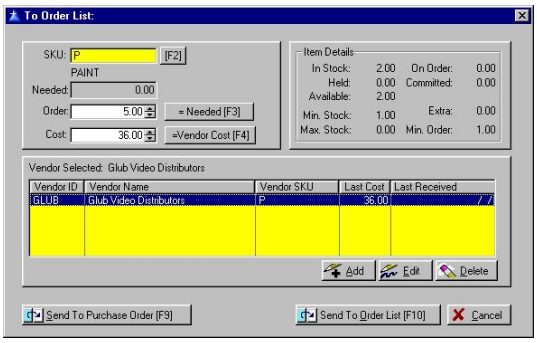
on the list will be retained and additions made as necessary. This is a safe method for making the list current because you will not lose items manually entered.

- **Delete Old, Generate New** - The items on the list will be erased and an entirely new list will be generated. You will lose any items added manually to the list.
- **Delete Entire List** - The items on the list will be erased. You can manually add items to the list without being distracted by other items to be ordered.

Adding Items To The Order List

You may add items to the list by selecting the Add button on the Order List dialog box. This will open the *To Order List* window.

☞ *TIP: For convenience, you will have the option to add an item to the order list from several other windows: All Inventory; Inventory Detail; Vendor Inventory List.*



1) Select the SKU of the item to be ordered. Use the Lookup button to find the item.

2) Fill in the number to be ordered. The Needed [F3] will automatically fill in an amount based on settings for the item. However, you may order as many as you wish.

3) The Last Cost of the item will be entered.

4) Select or Add a vendor. You will identify the vendor ID, vendor SKU, and vendor cost.

You have the options to...

Send To Purchase Order [F9] - transfers the item to a new or existing PO for the vendor.

Send To Order List [F10] - adds the item on the Order List for later processing with other items from the vendor.

Processing Items On The List

An item must have both a quantity to order and a vendor selected before it can be processed or posted to a purchase order.

1) Highlight an inventory item.

2) To select a vendor: Click on the Compare/Choose Vendors tab. Add or Choose as desired.

To change the quantity: Click on the Edit button and enter a quantity to order. You may also select or add the vendor.

3) Click on the Tag/Untag button. A checkmark should replace the question mark.

4) For each item on the list Repeat steps 1, 2, and 3 as often as needed.

5) Press [F10] Create PO's From List or click on the button in the upper right corner. A separate PO will be created for each vendor.

6) Answer OK if you are ready to transfer tagged items to purchase orders.

Tag/Untag - Selects or deselects the highlighted item.

Tag All - Selects all items in the order list which have both a quantity and vendor assigned..

Untag All - Deselects all items in the order list.

Create PO's From List [F10] - (Upper right corner of the screen.) Transfers tagged items to purchase orders. If there are open purchase orders for the vendor you will be prompted to add the item to the Existing PO or to Create a new PO. If you choose Existing, you will be taken to the *Add Item To Purchase Order* window to manually select which open PO the item should be applied to.

Edit Item [F9] - Opens the inventory item edit screen.

Add, Edit, Delete - for maintaining the entry in the order list.

Informational Displays

Five tabs are provided to help you in your determination of what to order.

Details [F6] tab - Current stock count and stock settings along with the number of items on order. A listing of known vendors carrying the item shows the last purchase date and cost. You may add a vendor if desired.

Customer Orders [F7] tab - A listing of pending customer orders for the item. You may review a customer order by choosing the View Order button.

Purchase History [F8] tab – Displays the Purchase History of the item. You may view the highlighted Purchase Order by clicking the View button.

Current Open POs [F11] tab – Shows Purchase Orders that have not been placed yet with the highlighted item on it.

Sales History [F12] tab - A graph showing the number sold over a one year period can be made visible by un-checking the Hide Graph option. Generally, the graph is hidden to speed up normal navigation and editing of the order list. The *Sales Detail* button shows Sales History documenting the totals in the graph.

Print List - Allows you to print the current Order List.

Vendors button - Gives you access to your Vendor List and by editing the vendor you will find Financial History of each vendor as well as notes and contacts.

Chapter

6

Purchase Orders

PFW can remind you of what needs to be ordered, track the ordering process, and keep records of what was ordered and when.

Now that you have entered some of your inventory, it is a simple matter to use PFW purchase orders.

First, you will need to add your vendors to PFW. Once the vendors are added you can link inventory to the vendor and finally, create and receive purchase orders.

Working With Vendors

Adding A Vendor

A vendor is the company from whom you buy your inventory. You will want to record the vendor's name, address, phone numbers and other helpful information.

Go to Utilities: Vendors. This is a list of all your vendors.

Choose Add or press INSert on the keyboard. Enter the necessary information about each vendor. Frankly, you don't have to fill in all the fields, but the more you have available the better.

> *One option here is Vendor SKU = Your SKU. When you buy inventory from a vendor, the vendor uses some kind of method to identify the product. You can choose to use the same SKU as the vendor uses. This makes for less typing and less work.*
>
> *When you create a purchase order of items from a vendor, PFW will print the Vendor's SKU on the PO, thereby helping the vendor know which items you want to purchase.*
>
> *Press F1 now for an explanation of the other fields and option.*

3) Press F10 when you are done. This will return you to the Vendor List.

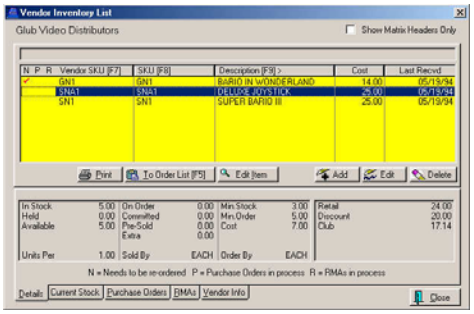
Repeat the steps above to add more vendors.

Defining Vendor Inventory

After you have added a vendor you can now specify which inventory items in your master inventory list can be purchased from a particular.

From the Vendor List, choose Vendor Inventory [F3].

This opens the Vendor Inventory List. Items listed here are those items which you can buy from this vendor.



3) Press INSert key or click on Add to add an inventory item to this list.

4) Type in Your SKU (or press F2 to look it up) and then enter the SKU by which the vendor knows the part.

5) Confirm that the cost is correct and choose OK.

6) Continue the process until you have all vendor inventory items listed.

☞ *An Important Concept: items in the vendor inventory list are simply links to an inventory item in the Inventory List.*

☞ *If you delete an item from this vendor inventory list, you are not deleting the actual item. However, if you delete the item from the main Inventory List, then it will also be deleted from the vendor inventory list.*

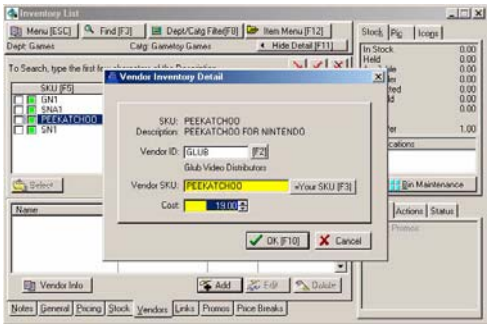
☞ *TIP: There is another way for linking inventory to a particular vendor which may prove to be easier.*

Go to the Inventory List

Click on the Vendors tab at the bottom of the screen

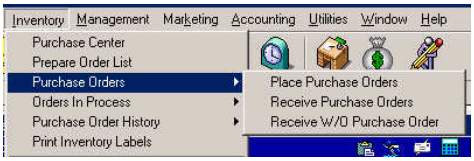
Choose ADD

Now just select the vendor ID.



Receive A Purchase Order

Once you have a vendor entered into PFW and have added links for vendor inventory, you can work with purchase orders.



There is a logical progression to doing purchase orders as illustrated by the above picture.

Step 1) You decide what to order based upon needs (Prepare Order List)

Step 2) You prepare a purchase order and send it to the vendor (Place Purchase Orders)

Step 3) When the vendor sends you your items, then you open the purchase order and receive items. (Receive Purchase Orders)

Skipping Steps 1, 2, and 3.

Sometimes, you may have just opened the boxes sent you by your vendor and now you want to process them into PFW without having done steps 1 and 2.

So, we are going to skip right to Receive W/O Purchase Order. That means we will create a PO and receive the items all at the same time without having a previously made purchase order to work with.

☞ *For information about this whole cycle, press F1 for help and see Purchase Orders.*

How To Receive W/O Purchase Order

Before you proceed, you should have a box of inventory, a packing list or invoice from your vendor, and be prepared to create new inventory items if they have not already been created.

Go to Inventory: Purchase Orders: Receive W/O Purchase Order

This launches a screen which will ask for specific information.

1) Select the Vendor ID (press F5 and choose the vendor).

2) Enter information about the purchase order such as a PO Number, the vendor's invoice number, and additional charges. (Note: Freight Total will be added to the PO total. Most likely you do not need to enter any special taxes on orders or on freight charges.) And choose OK [F10].

4) Start adding items to the PO. Enter the Vendor SKU, the Quantity, and Cost as needed.

If you have not yet created the inventory items in PFW, you can do so at this time, but it might be easier to save the PO and then add the items from the Inventory List. Press F1 and choose to review "How To Add Vendor Inventory To The PO."

5) Finally, choose Save/Post [F10]. Choose Receive Now to process the PO, receive items, and update your inventory.

☞ *Note: You may choose to save the PO for later additions or processing by selecting Save.*

If there have been changes in cost you will be prompted to Verify Pricing and adjust your selling prices if you choose to. Press F1 for more information.

Purchase Order Screen

The primary purpose of the purchase order screen is to list inventory items being ordered and regulate their receipt. You may create new inventory items while in the PO.

For your convenience there are several options for control and review of the elements of the PO. For example, you may modify vendor information or add notes about the vendor. As you select items to order you may compare current prices with previous purchases. You may modify the PO number, vendor terms, and designate drop shipping or alternate ship to addresses. Special instructions can be added to the PO using line notes.

How To Create A Purchase Order

If you have not used the *Order List* to create a PO you can create one on your own.

Go to Inventory: Purchase Orders: Place Purchase Orders

Choose Add New PO.

Select the Vendor. Either type in the known vendor code or use the lookup button.

How To Add Vendor Inventory To The PO

When you add vendor inventory to a purchase order, you will encounter one of three situations:

A) the item **is** in the vendor list,

B) the item **is not** in the vendor list, but is in the All Inventory list, or

C) the item **doesn't exist** in PFW at all.

The steps for handling each of these cases are described as follows.

A) The Item Is In Vendor Inventory - Each vendor has a separate list of items it can sell to you. Each item in the vendor list is identified by a Vendor SKU and by your PFW SKU.

On a blank line of the PO, (press INSert if necessary)

Type the vendor SKU and press Enter. The description will be added.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

Or an alternate method,

On a blank line of the PO, (press INSert if necessary)

Press Enter to view the vendor inventory list.

Highlight the item.

Press Enter. The description will be added to the PO.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

B) The Item Is Not In Vendor Inventory, But Does Exist In PFW Inventory - In this case, you have already created the inventory item, but you have never purchased it from this vendor. What you need to do is enter a vendor SKU and link it to your existing PFW item.

On a blank line of the PO, (press INSert if necessary)

Type the vendor SKU and press Enter. You will be prompted that the vendor SKU does not exist. **Choose YES to create** since you know the vendor SKU needs to be created. This will add the vendor SKU in the field. (NOTE: **Choose NO** if you think it should already be in the vendor list. This will allow you to try to find the item. Perhaps the vendor SKU has changed or was mistyped.)

The cursor will stop in the "Your SKU" field.

Type Your PFW SKU (or if you don't remember it, press Enter to bring up a list of PFW inventory and select it.)

Press Enter It will be added to the purchase order.

Fill in the quantity being ordered.

Verify or change the cost and press Enter.

Error Message - Already In List

You will get an error message if the Your SKU item has already been included in this vendor list. Press Enter and you will be returned to the inventory list. Press ESCape and Exit the list. Try again with the vendor SKU, choose NO and carefully review the vendor list, sorting by SKU and Description until you find the item. Then choose to select the item.

C) The Item Does Not Exist in PFW Inventory - In this case the item is new to both the vendor list and to PFW. You will be creating a vendor SKU and creating a new inventory item for PFW at the same time..

On a blank line of the PO, (press INSert if necessary)

Type the vendor SKU and press Enter. You will be prompted that the vendor SKU does not exist

Choose YES to create since you know the vendor SKU needs to be created. This will add the vendor SKU in the field.

The cursor will stop in the "Your SKU" field. Type or scan Your SKU and press Enter.

Follow the prompts for adding an inventory item. Press F10 when done.

- It will be added to the purchase order.
- Fill in the quantity being ordered.
- Verify or change the cost and press Enter.

Purchase Order Controls

There are several options available for controlling the items in the list.

Add / Edit / Delete - For maintaining the list of items on the PO.

How To Re-Position Items On The PO

If it will help you or your vendor, you may rearrange items on the list by highlighting an item and then clicking on the Position Up or Position Down buttons.

How To Add Notes To A PO

You may want to add messages to your PO of special instructions for your vendor. There are two types of notes.

Line Note - Press CTRL-N while highlighting an inventory item. Type the contents of the note. This note is limited to the width of the Description field and is typically used for a short notation directly below an inventory

item being purchased. You may add multiple line notes until your message is complete. Highlight the last note, press CTRL N and the line not will be added directly below the last note.

PO Note - Select PO Note from the action buttons. This is an extended, paragraph type note for the PO. There can only be one PO Note per purchase order, but you may add and edit extensive notes as needed.

Print [F7] - Print a preview or paper copy of the PO. If you have a fax card as a printer option, you may choose to fax the document to the vendor.

Save/Process [F10] - or **F10 Save/Post PO**. When you have finished entering all items to be ordered you may process the items now or save it for later.

Process Now. When you are preparing the order, this option allows you to send it into the Receive PO list. It assumes that you are ready to notify the vendor of what you want to order. Notification can be done by e-mail, fax, mail, or phone.

Receive Now - When you are receiving a purchase order, all items on the PO which have stock counts in the received field will update your individual inventory items. Items left as unreceived will be retained for future processing.

Save For Later - If there are still corrections or additions to be made to this PO, Save For Later will make it accessible either from Place PO or from Receive PO listings..

How To Handle Vendor Backorders

This same purchase order screen is used to receive items. You will see an extra column titled Recvd for recording the number of items actually shipped by the vendor. If the vendor does not ship the entire order, PFW will track what has not yet been received.

1) When prompted, enter the ACTUAL quantity received.

2) The PO extended total will only calculate the items received.

3) Complete and process the PO in the normal fashion.

4) Inventory items will be posted to your inventory stock counts.

5) The items not received will be retained on the PO for later processing. Go To Receive PO. OR If you know the items will never be shipped, you can then choose to Void the Purchase Order.

How To Void A Purchase Order

1) Open a purchase order ready to be placed or received.

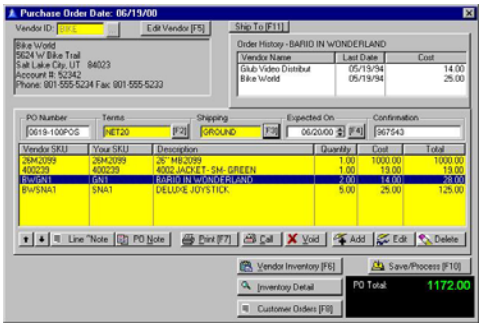
2) Click on the Void button.

3) Confirm your intentions to void the PO.

4) If you answer Yes, you may choose to return the items on the PO to the Order List for later processing.

Purchase Order Screen Layout

The following information describes the various elements and purposes of this purchase order screen.



-- Vendor Information --

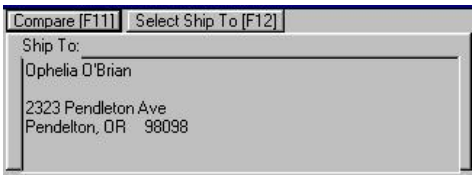
The panel in the upper left corner displays the vendor's current information. To make changes to the vendor record, press the **Edit Vendor [F5]** button.

Compare Order History

The panel in the upper right corner changes slightly when you are **preparing** and when you are **receiving** the purchase order.

When Preparing A Purchase Order - You may view purchase order history for any given item on the PO. This may affect your decision on the number to order or acceptance of the quoted price.

Shipping Options - Click on Ship To [F11] You may designate a drop ship address for a customer or an alternate store address.



How To Specify Drop Shipments

Many vendors will ship your order directly to your customer's address. By default, all purchase orders will be shipped to your store. But you may designate a customer's address.

Choose Ship To [F11]

The current ship to address is displayed.

Choose Select Ship To [F12]

Choose **Customer** and the Customer List will be displayed. Select the customer to whom the items are to be shipped. The customer's list of ship to addresses will be displayed allowing you to add or to verify the correct customer ship to address.

☞ *Note: The Company button means you want the products shipped to your company.*

When Receiving A Purchase Order - The upper right window reflects important receipt information.

Invoice - The vendor's invoice number. If the number is unknown when the items are received, you may use a series of question marks and edit it later.

Arrived - Today's date is automatically entered.

Inv. Date - The date the PO was created.

Receive All [F9] - A shortcut key to accept all items on the PO as being received. Sometimes it is easier to determine what is not shipped and make adjustments to the PO accordingly. You will be prompted to confirm that this is what you want to do.

Additional Charges

Freight - If an additional charge for freight is assessed, fill in the amount of the freight charge only.

Tax On Order - Enter the amount of tax for the items on the PO.

Tax On Freight - Enter an amount, ONLY if you have a separate tax amount on freight charges.

☞ *TIP: If you don't have all the information about freight charges when you are receiving the purchase order, you can edit the PO after the fact by going to PO History.*

PO Tracking

When you create a PO, this basic information helps distinguish it from other purchase orders. You may edit these fields as needed.

PO Number - Generated automatically or you may click in the field and enter your own PO number.

Terms - The vendor default payment term. Press F2 allows you to select another term.

Shipping - The vendor default for shipping. Press F3 to change the shipping method.

Expected On - Based upon the shipping method selected a calculated date is added. You may modify that date based on holidays or information received from the vendor.

Confirmation - If the vendor gives you a confirmation number for your order, you may record it here for future reference.

-- Items Purchased --

Vendor SKU - The vendor's product number. When the PO is printed, the vendor will accurately identify the item because his SKU will be listed.

Your SKU - No matter what the vendor uses to identify an item, Your SKU always remains constant.

Description - The description of the item.

Quantity - Number to be purchased.

Cost - Enter the existing cost. If the vendor's price has changed, PFW will track those changes. You will be able to adjust the cost if necessary when you receive the item.

Total - The extended total is the cost times the quantity.

Call - Opens a Vendor Info window containing a list of contacts for the Vendor. While preparing or receiving a PO you may find it necessary to question the vendor. This provides a handy list of phone numbers. If your phone dialer is enabled, you may autodial the vendor phone number or a contact's phone number.

Click on the Phone Icon beside the vendor information box and the company phone number will be placed in the Number To Call field

OR

Highlight a Contact

Choose Select and the phone number from the contact list will be placed in the Number To Call field

Once the selection is made, press F7 or click on Dial Number to make the call.

E-Mail - Optionally, you may choose to e-mail the contact or company. **Press F3** when an e-mail address is visible.

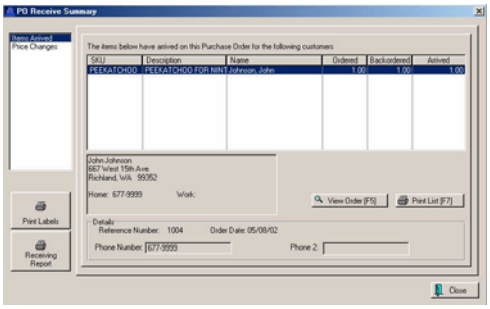
Vendor Inventory [F6] - Press this button to review the list of items in the vendor inventory without having to make a selection for the purchase order.

Inventory Detail - Press this button to see the main definition screen or properties of an inventory item.

Customer Orders [F8] - As you make decisions about how many of an item to order, you may view the list of customers who want the item.

PO Receive Summary

When a purchase order is received, a PO Receive Summary screen will open. Depending upon the circumstances it could be blank or it could contain some important information.



Customer Orders Filled

The Items Arrived portion shows Customers (if any) whose orders have been filled by the processing of the purchase order. You may view the orders to see if they have anything else backordered and then call the customer to inform him that the items are now here and ready for pickup.

Print [F7] You may want to print the list for later reference.

Price Changes

The Price Changes portion shows inventory (if any) for which you have chosen to change selling prices.

Print [F9] You may want to print the list for later reference.

Print Price Labels

Most likely you will want to print new inventory labels for these items. Select the Print Labels button. Press F1 for more information.

Print Purchase Order

If you would like a copy of the Purchase Order just received, choose Print Receiving Report. Press F1 for Help.

Close

When you choose Close, you will be notified that the purchase order has been processed. Your inventory counts will now be increased and this purchase order will be added to PO History for later reference.

Chapter

7

Customers

Use PFW to track your customers and help you increase sales.

Do you want to gather the names and addresses of your customers? Or is your store strictly a "cash and carry" type operation?

Either way, you should take a minute and at least add yourself and your employees as customers in the Customer List.

Why keep track of customers by name and address? Perhaps you feel like it takes too much time, or that your customers might be reluctant to give you that information.

Well, it does take a few extra minutes of work and some customers may not want to give you that information, but it is a proven fact that it is easier and costs less to retain a customer than to go out and find new one.

If you can show them how it is in their best interest to become a "preferred customer," then PFW has some features to help you entice them to come back.

Special Pricing - give customers a special price or discount

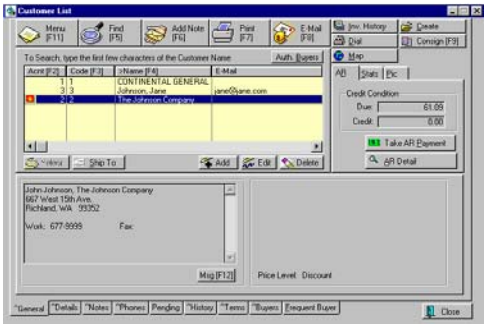
Record of Interests - Help them find things they are really interested in and do special orders for them.

E-Mail Notification - Automatically contact them when special prices or items of special interest are available.

Customer List

ACCESS: Utilities: Customers

The customer list is readily accessible from many dialog boxes and procedural screens. It lists all customers and can be sorted by Name, Lookup Code, or Account Number.



From this list you maintain your customers, choosing to Add, Edit, or Delete as necessary. Often, a Select button will be activated for selecting a customer for a particular procedure.

This customer window is so rich in shortcuts and options that businesses who are very customer oriented find this list to be an ideal staging point. They typically open the customer list and remain here until they are ready to respond to customer inquiries.

Customer List Hotkey

The **Hotkey** for opening the customer list at anytime from anywhere in PFW is **Shift-F5**.

Finding A Customer

1) **Sort By** - Set your sorting option to match information you have about the customer. Watch for the > in the column title which indicates which column is being sorted.

- **Name [F4]** - Clicking on the column title or pressing F4 will sort the customers by name. Individuals will be listed Last name, First Name. Businesses will be listed alphabetically by company name.
- **Code [F3]** - Clicking on the column title or pressing F3 will sort the customers by the code you have chosen to use. The code can be a phone number, the PFW account number, or any other designator you wish to assign. Note: These codes must be unique.
- **Account [F2]** - Clicking on the column title or pressing F3 will sort the customers by a permanent PFW account number. This account number is automatically generated by PFW and is not editable.

2) **Search** - By typing the beginning characters of the known information, PFW will move to the closest match. The visible characters in the search field help you quickly detect typos. Pressing Backspace will help you correct the search characters.

3) **Cursor** to the specific customer. If the exact match has not yet been found, you may wish to use the mouse or arrow keys.

4) **Select** the customer. Once the customer is located, press Enter, click on Select, or double click the customer name.

Navigating The Customer Window

The following buttons link some timesaving activities to the highlighted customer.

They are; Menu, Find, Note, Print, E-Mail, Invoice History, Create, Dial, Consignments, and Map.

Menu [F11] or Right-Mouse Click - After highlighting a customer, press F11 or click the right-mouse button to see the following options for the highlighted customer.

- **Customer Notes** - review or add notes for the customer
- **Invoice History** - review all invoices for the customer
- **Accounts Receivable** - review and accept payment on open invoices
- **Orders In Process** - review and edit pending orders, layaways, service orders and quotes
- **Financial History** - review financial totals
- **Ship-To Addresses** - review and add multiple ship to addresses
- **Deposits** - review all active deposits from this customer
- **Take AR Payment** – take an AR payment

Find - F5 - This allows you to search for a customer by using advanced filtering, including First Name, Last Name, Company, Address, E-Mail, and Phone.

Add Note – F6 – This allows you to add a note to the highlighted customer. These notes can be reviewed by clicking on the NOTES tab at the bottom of the customer list (or pressing CONTROL-N).

Print - F7 Prints either a mailing label for the highlighted customer or a consolidated report of customer notes. See Station Detail: Customer Labels.

E-Mail - F8 - This allows you to send an e-mail to your customer. You can use PFW's internal mail, or your own mail application.

Invoice History – Alt-I - This displays a list of all past invoices for the highlighted customer.

Create – Alt-C – This allows you to create an Layaway, Order, Service Order, or Quote for the highlighted customer.

Dial - ALT-D - Autodials the phone of the highlighted customer.

Consignments – F9 - This button will list the status of consignments of the highlighted customer. (Only available if the Consignment module has been registered.)

Map - Alt-M Activates a web site to display the highlighted customer's address on a local map. The map can be printed. You will need an active internet connection for this to be functional.

Authorized Buyers – Alt-B – This displays a listing of all Authorized Buyers for all companies. Each company can have multiple Authorized Buyers. Sometimes, you know the name of the buyer but have forgotten the company. Using this feature, you can look up the Buyer, and then display the proper company.

Ship To – (ALT-S) Lists the current **ship to addresses**. You may edit or

add more as needed. **Quick Note – (**ALT)-Q Adds a note for the customer. Unlike the Notes button, you cannot review previously added notes. This note will be added and can be edited later.

Add - create a new customer record

Edit - make changes to the highlighted customer record

Delete - remove a customer. You will be prompted with options.

Informational Tabs

The information on the following tabs can be edited by selecting the Edit [F12] and then the Save [F12] buttons. For specific information about the function of each field, see **Customer Account**.

General - Customer name, address and phone number. (Can be edited through the Details tab.)

- **Message** - ALT-M (On the General tab) Assign a "customer alert" message. This alert will be activated whenever a clerk selects the customer for an invoice, order, or quote. For example, the clerk will see

Details - Customer name, address and phone number, tax group, and e-mail information.

Notes - All notes pertaining to the customer. A sub-tab allows for reviewing of **Invoices**.

Phones - Alternate or additional phone numbers for the customer.

Pending – This shows all of the customer's pending Layaways, Orders, Quotes, etc.

History - Running total of purchases and Snapshot with Year To Date and of Items purchased.

Terms - Term and credit limit settings. Access to Accounts Receivable table.

Buyers - Authorized Buyers list for business type accounts.

Frequent Buyer – You can assign your customers to Frequent Buyer programs. From this tab, you can assign a program to your customer, and review points they have accumulated as well as rewards they have received.

Customer Account

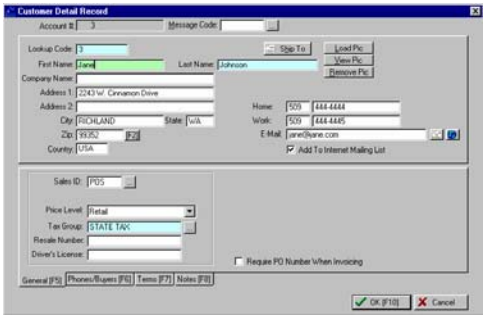
Each customer has his or her own account record.

There are only a few required fields for establishing a customer record. The other fields can be used whenever your store operations will benefit from them. As a time saving feature **Customer Categories** can fill in many of the fields for you automatically.

A Customer Account consists of a basic panel and 4 additional tabs or panels of information

- General [F5]
- Phones/Buyers [F6]
- Terms [F7]
- Notes [f8]

- Ship To button
- Credit Cards



Lookup Code - This field is editable. You may enter an abbreviated name, a phone number, or a previously established account number. If you choose, PFW will automatically fill in this field with the customer's phone number. This code must be unique for each customer account.

First Name - of primary contact

Last Name - of primary contact

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

Address 1, Address2, City, State - street or postal address

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

Country - (optional)

Home Phone/Work Phone – Phone numbers. If the customer you are entering is a Company, these will display as Work Phone/Fax Phone.

E-Mail - If this field is activated, then you will be able to automatically compose e-mail copies of quotes, orders, invoices, etc. PFW intuitively links directly to your current e-mail software for broadcasting e-mail messages. The two buttons at the end of the line are respectively, for generating an e-mail message and viewing the customer's location map.

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

Ship To (button) - see **Ship To Addresses**

Sets multiple ship to addresses which can be selected as needed when invoices are created. One address is set as a default ship to address.

Buttons

Ship To – (ALT-H) Lists the current **ship to addresses**. You may edit or add more as needed.

Load Pic – (ALT-L) Select a picture of the customer to be saved and viewed on this window.

View Pic – (ALT-V) Expands the size of the picture for viewing purposes.

Remove Pic – (ALT-R) Removes the currently assigned picture.

General [F5] tab

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

Category - Assigned **customer category** which has filled in the defaults.

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

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

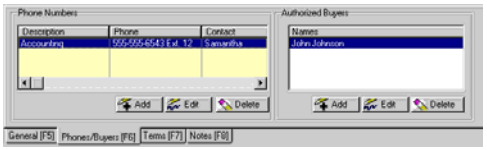
Resale Number - A place to record a business resale license number to qualify for tax exemption. This could also be used for documentation of an out-of-state customer for tax exempt status.

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

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

Customer Message field - Important notification messages are visible for clerks to know the status of the customer. (Note: the message is assigned from the **Customer List**, not while editing the customer record.)

Phones / Buyers [F6] tab



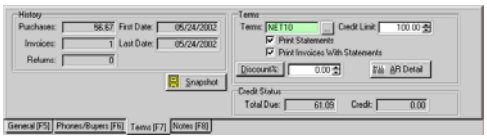
Description - type of phone number

Phone - number to dial

Contact - Name of contact

Authorized Buyers - list of all individuals authorized to make purchases for the company. Note: this field is only visible when the company name field is activated.

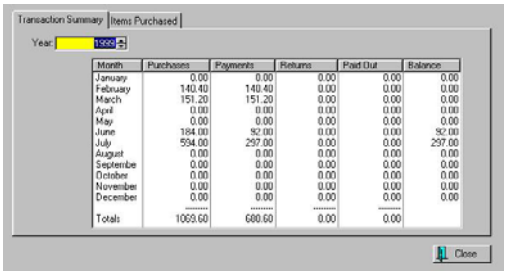
Terms [F7] tab



The History group show:

- **Purchases** - Total dollar amount of purchases.
- **Invoices** - Total number of invoices created.
- **Returns** - Total number of return invoices.
- **First Date** - Date of first invoice.
- **Last Date** - Date of last invoice.

Snapshot - A yearly synopsis of purchases. (See picture below.) Alternately, you can view a list of actual items purchased during the year.



Month	Purchases	Payments	Returns	Paid Out	Balance
January	0.00	0.00	0.00	0.00	0.00
February	140.40	140.40	0.00	0.00	0.00
March	151.20	151.20	0.00	0.00	0.00
April	0.00	0.00	0.00	0.00	0.00
May	0.00	0.00	0.00	0.00	0.00
June	184.00	92.00	0.00	0.00	92.00
July	594.00	297.00	0.00	0.00	297.00
August	0.00	0.00	0.00	0.00	0.00
Septembe	0.00	0.00	0.00	0.00	0.00
October	0.00	0.00	0.00	0.00	0.00
November	0.00	0.00	0.00	0.00	0.00
December	0.00	0.00	0.00	0.00	0.00
Totals	1069.60	680.60	0.00	0.00	

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

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

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

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

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

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

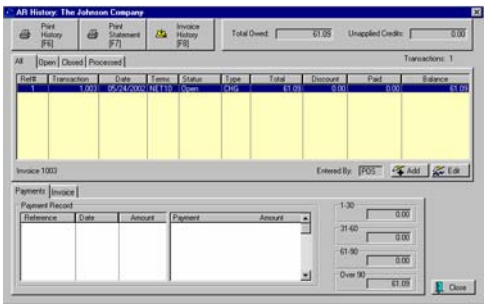
AR Detail - A listing of all AR transactions showing charges, credits, and payments. (See picture below.)

Credit Status

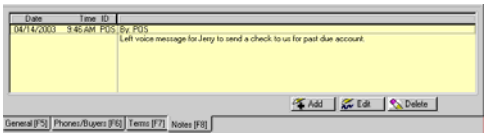
Total Due - Amount now due.

Credit - Amount of store credit owed the customer.

View of AR Detail



Notes [F8] tab



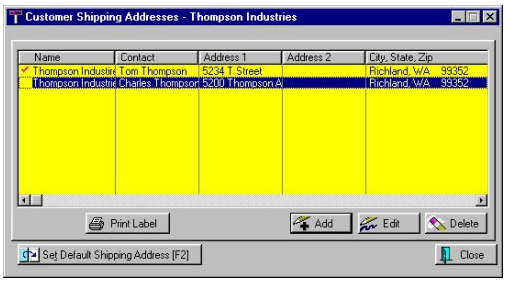
The Notes list shows:

- **Date** - Date of note creation
- **Time** - Time of note creation
- **Description** - Type of note
- Add - Edit - Delete the note
- **Note** - Contents of note
- **Message Code** - A clerk alert message. Using various codes and messages, you can keep special customer status notes to alert store staff of special needs when dealing with the customer. (see lower left corner)

Ship To Addresses

Each customer account can have multiple ship to addresses with one being tagged as a default ship to address.

These multiple ship to address can be accessed and edited directly in the customer record or while in the process of preparing an order, quote, or invoice.



Name - the company name. (This is not accessible when setting multiple addresses for individual rather than business accounts.)

Contact - the name of the individual

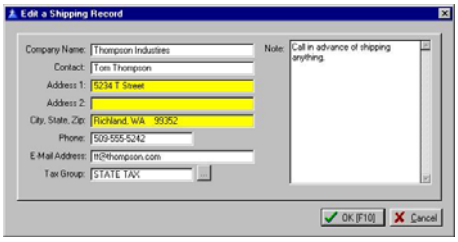
Address 1, Address 2, City, State, Zip – Address information

Print Label - You may print a shipping label for the highlighted entry.

☞ *Note: For this to function, you must first designate the label form for the ship to address in* ***Station***

Settings: Customer Label.

Add - Edit - Delete - make changes to the record.



When you add or edit a ship-to address, you may add a Note relative to the shipping address. Make any additions or corrections as needed.

Tax Group - If your local tax laws mandate that taxes be charged based upon the destination of the products sold, you can assign the corresponding tax rate.

Note: For this taxation feature to be functional you must activate "Tax Group Based On Shipping Address" on the **POSitive Setup Form: Customer Options** section.

How To Set Multiple Ship To Addresses

- Go to the Customer List
- Highlight the desired customer.
- Click on the Shipping button in the lower left corner of the Customer List.
- Choose Add to make multiple addresses.
- Highlight one address and press F2 to set it as a default address.

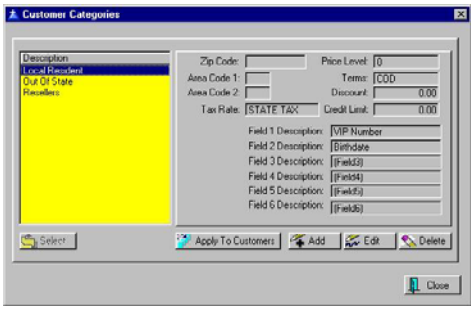
☞ *NOTE: For practical purposes, you may set up multiple addresses while in an invoice, order, or quote by selecting the Ship To button.*

Set Default Shipping Address [F2] –

While highlighting an address, this option will place a red check mark beside the address and thereby designate it as the shipping address to be used at all times unless otherwise specified.

Customer Categories

This is a listing of currently defined Customer Categories. A Customer Category is designed to minimize the number of keystrokes and amount of time needed to add a new customer to your customer list.



Adding a new customer to the customer list requires you to fill in several data fields. By choosing an appropriate customer category the most repetitious fields will be filled in automatically. After selecting a category, you can still modify individual fields for the new customer.

Depending upon how you want to classify your customers, you can define as many customer categories as you wish.

Using Customer Defaults

Your business type may determine which of the following options will be best for you.

- **No Categories** - If you leave this window blank, i.e. no descriptions whatsoever, then every time you enter a new customer, you will have to fill in all of the fields. This option would be well suited to a mail order business which sells to individuals around the country.
- **One Category** - If you create only one category, the default settings will be used for EVERY customer you add to the customer list. You will not be prompted, it will be automatic. This option would be well suited if all of your clients are from the same local area. It would also be acceptable for a mail order business which wants to use the User Defined Fields for advanced reporting and marketing options.
- **Multiple Categories** - If you create more than one category, whenever you add a new customer to the customer list, you will be prompted to select a category before proceeding. This option would be well suited if your business is marketing to more than one region, perhaps across county or state lines where taxation rates may vary, or if your customers qualify for different price levels or have different area codes or zip codes.

As you create categories consider the following.

Possible Category Names

Local

- Area Code xxx
- Credit Rating xxx

Tax Exempt

- Zip Code xxxxx
- Customer Term xxx

Resale

- Price Level xxxxx
- State/Province xx

User Defined Fields

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

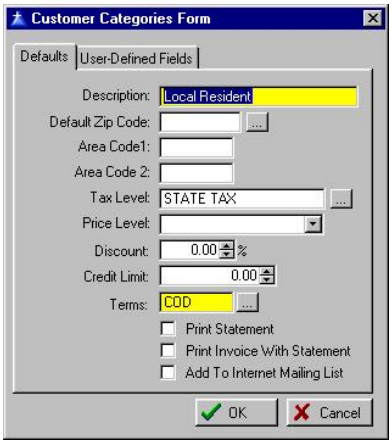
Do NOT, for example, use Field 1 to record a birth date for one category and use Field 2 for recording a birth date in a different category. PFW would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

As you highlight a category description, the default settings are displayed at the right. You may choose to **Add, Edit, or Delete** a customer category.

Apply To Customers - If you have not been using Customer Categories from the start, the Apply To Customers button allows you to assign the highlighted Customer Category to all customers with no current category assigned. This will not affect any customers with a category already assigned.

Editing Customer Categories

The following fields are part of a **Customer Category** definition. As you create customer categories you determine which fields should be automatically filled into a customer record.



Which Fields To Use

You may use any combination of the listed fields. However, there are two required fields which must be selected for every Customer Category and they are Description and Terms.

Defaults (tab)

Description - Name the Customer Category to reflect its overall purpose.

- Possible Category Names
- Local Area Code xxx
- Tax Exempt
- Zip Code xxxxx
- Resale
- Price Level xxxxx
- Credit Rating xxx
- Customer Term xxx
- State/Province xx

Default Zip Code - Enter the zip code to be used for all customers using this category

This field can be left blank, but you will need to manually add or edit this field when creating a new customer record.

Area Code 1 - The phone area code for the first phone number.

Area Code 2 - The phone area code for the second phone number.

Tax Level - The tax rate the customer will be required to pay for purchases. Although this is a necessary field, you do not have to choose it at this time but can do so when creating the individual customer record.

Price Level - Select the price level the customer will be given.

Discount - An additional and permanent discount percentage to be taken off of the prices of the assigned price level.

- When an item is sold on an order or invoice, the discount field will be filled with this percentage. The extended selling price will reflect the discounted selling price.
- This permanent discount will NOT be applied to individual inventory items which have been flagged for No Discounting. See Inventory Detail: Options Tab: Allow Discounts

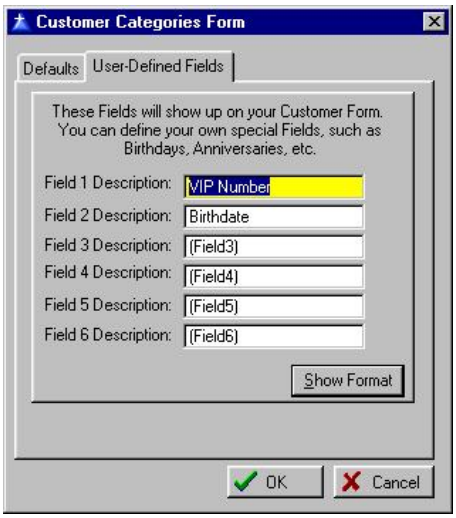
Credit Limit - The maximum dollar amount of purchases accepted on Store Account. However, once you are invoicing the customer, it is easy to change this credit limit.

Terms - The terms of purchase payment. This is a required field for every customer category.

Print Statement - If the customer has open invoice charges, PFW will print a monthly AR Statement.

Print Invoice With Statement - While printing a monthly AR Statement, PFW will also reprint invoices which are still open. Some customers prefer the detail, others may not.

Customer User Defined Fields (tab)



Plan Ahead

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

Do NOT, for example, use Field 1 to record a birth date for one category and use Field 2 for recording a birth date in a different category. PFW would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

Possible Field Names

- Birth date
- Spouse Name
- Club Mailings
- Anniversary
- Decor Theme
- Referred By
- Start Date
- Collects
- Portfolio
- Preferences

- Salary Range
- Children's Ages

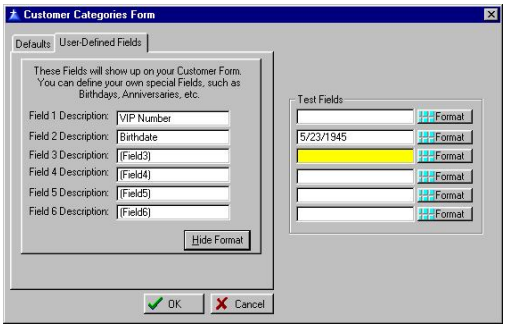
Activate Field

Type in a field name and the field will become active.

If the field is left blank, then the field will be invisible on the customer record.

Show Format

Selecting this button will allow you to stipulate the format of entries. For example, if a user defined field is to keep a date, the date format will assure that all dates will be entered in the same way.



Customer Discounts By Category

ACCESS: Utilities: Customer: Edit: Terms tab:Discount% button

On a per customer basis, you can assign permanent discounts on a per category basis. This requires more setup, but offers greater flexibility.

Edit the Customer Account. On the Terms tab select the Discount% button.

Setting the discount at 10.00 will apply a 10% off on all categories. If you leave it blank, you can manually set discounts per category. NOTE: By design the Master category will not retain a discount setting.

Customer Terms

Utilities: Customer Terms

Whether or not you will be offering your customers financing terms for purchases you must create at least one credit term such as NONE.

Other possibilities could be NET30, COD, NET10, etc.

As part of the definition of the term, you may set discount rates for early payment and set interest charges applied after a selected number of days.

☞ *TIP: You may wish to have some terms with and without finance charges. For example Net30 could be without and Net30F could include a finance rate.*

Default Terms

One of the terms defined can be assigned automatically to each new customer entered into POSitive Retailer. This is done by assigning a default term on the **POSitive Setup Form** or by using **Customer Categories**.

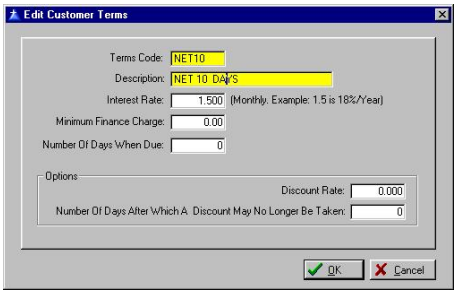
To edit customer terms, see **Editing Customer Terms**.

Editing Customer Terms

Utilities: Customer Terms: Edit

Customer terms determine how the customer is expected to make payment. Type in a code and a description. The code is an abbreviation such as COD for Collect On Delivery. The description line allows you to spell out the term. You will be able to add more terms or edit this information.

At the very least, you should have one Customer Term named NONE.



Terms Code - A code of your choosing. Some possibilities are COD, Net15, Net30, Net30F. You may wish to have some terms with and without finance charges. For example Net30 could be without and Net30F could include a finance rate.

Description - A descriptive phrase which will best explain the term.

Interest Rate - The MONTHLY rate of finance charges. For example, enter 1.50 for an 18% annual rate.

Minimum Finance Charge - If you wish to charge a fee for simply maintaining the open store account this minimum amount will be applied if

normal finance charges amount to something below this minimum.

Number of Days When Due (After Which An Invoice is Considered Past Due) - A finance charge based upon the interest rate entered above will be applied after this number of days since the invoice was created. You may wish to factor in a grace period. For example, for a five day grace period of a term called Net 15 the number entered here would be 20 days.

Discount Rate - Enter the percentage of discount which will be automatically applied if payment is made before the cut off period.

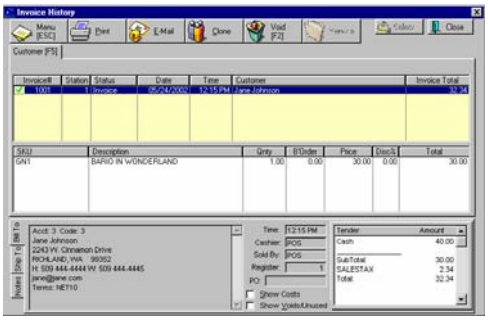
Number of Day After Which A Discount May No Longer Be Taken - The cut off period will be in this number of days. It starts from the day the invoice is created.

Customer Invoice History

ACCESS Customer List: History button.

From the customer list you can choose to review invoices for a specific customer. The layout is very much the same as the Invoice History listing of all invoices, but the focus is limited to just the selected customer.

Here is a sample screen shot.

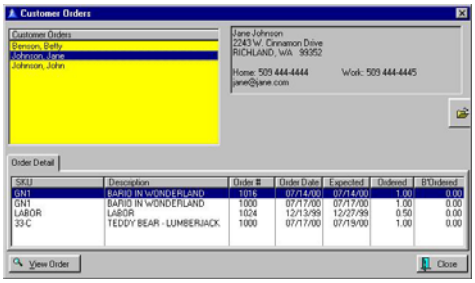


Customer Orders

ACCESS: Inventory: Orders In Process: By Customer

This is a listing of inventory drawn from all pending orders of a specific customer. The purpose is to help you identify a customer's purchasing plans.

First, highlight the name of the customer. Notice that inventory items are sorted by description on the Order Detail tab. In this case, Jane Johnson has ordered the same item twice on Orders #1016 an 1000. This could be intentional or the customer may have forgotten she had already ordered the item.

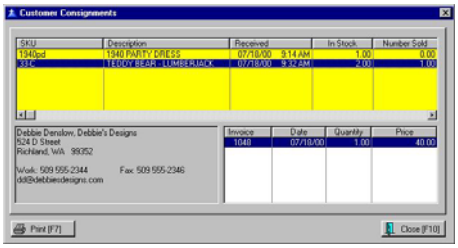


View Order - You may open the order of with the highlighted item and edit the order.

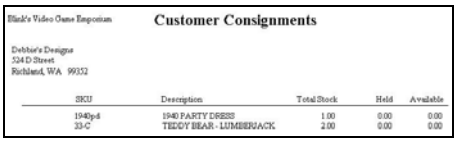
Customer Consignments

ACCESS: Customer List: Consignments button

The status of consignment items belonging to a consignor shows the number currently in stock, number sold and information about when and on which invoice the item was sold.



Print [F7] - Prints the current list of the customer's consigned items.



Blank's Video Game Emporium

Customer Consignments

Debbie's Designs
524 D Street
Richland, WA 99352

SKU	Description	Total Stock	Held	Available
1940pd	1940 PARTY DRESS	1.00	0.00	0.00
33-C	TEDDY BEAR - LUMBERJACK	2.00	0.00	0.00

Customer Notes

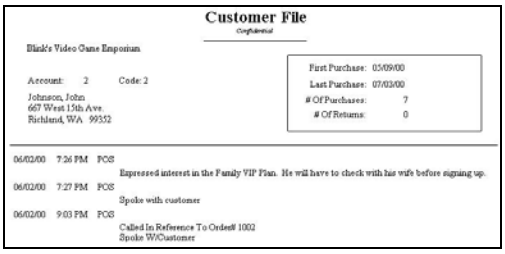
ACCESS: Customer List (Shift F5) and the Notes tab at the bottom (Control-N)

PFW keeps notes on conversations with or about your customers. These notes can be accessed from many places in the program.

Query - Search for specific contents of the notes.

Pictures - If you wish you may load a photo of the customer

☞ *TIP: You may print all of the notes for a customer using the Print [F7] button on the Customer List .*



Customer File

Confidential

Blink's Video Game Emporium

Account: 2 Code: 2

Johnson, John
667 West 15th Ave.
Richland, WA 99352

First Purchase: 05/09/00
Last Purchase: 07/03/00
Of Purchases: 7
Of Returns: 0

06/02/00 7:26 PM POS
Expressed interest in the Family VIP Plan. He will have to check with his wife before signing up.

06/02/00 7:27 PM POS
Spoke with customer

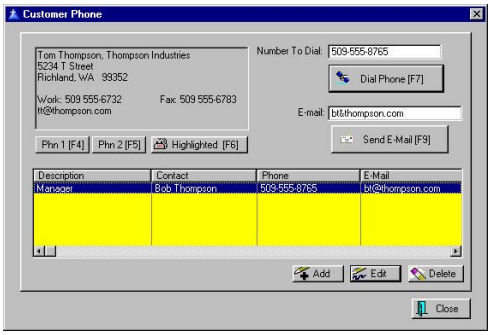
06/02/00 9:03 PM POS
Called In Reference To Order# 1002
Spoke W/Customer

Customer Phone

In Process: Customer Contact Log: Dialer Number

While viewing an order, layaway, or service order in process, you may have a need to call the customer regarding the transaction.

First, you choose the Number To Dial. This is done by clicking on [F4], [F5], or highlighting a Contact and pressing [F6]



The designated phone number is placed in the Number To Dial field.

Next, press F7 to Dial the number.

E-Mail

Another option available from this screen is to e-mail a message to the customer. A record of the e-mail sent is logged in the contact log.

Two Ways To Open This Window

From the **...In Process** screen, press F9 (or click on the Customer Contact Log Tab). Press ALT-D (or click the Dial Number button).

You can also access this screen from the Customer List, by pressing CTRL-T.

Frequent Buyer Program

PFW allows you to reward your customers for shopping at your store by awarding points, products, or store credits.

Overview

First you define special reward programs and then assign selected programs to individual customers. When the customer makes purchases fulfilling the requirements of the program, they are automatically rewarded. If you have been rewarding points, for example, you redeem those while creating an invoice using an option on the Invoice Button Bar.

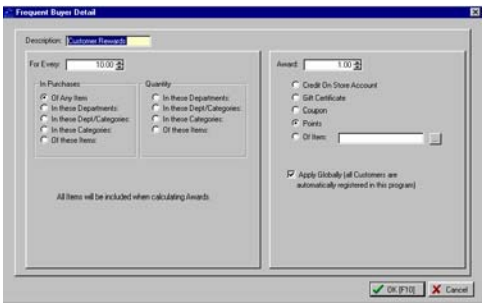
Creating A Frequent Buyer Program

Go to Management: Frequent Buyer Program

Choose the Add button on the left, if the Program does not exist.

Description - Give the program a name by filling in the description field.

Fill in the criteria of the program. As you can see, there a many variations possible.



For Every --

Enter either a dollar value or a quantity value and select one of the following.

In Purchases

- Of Any Item
- In These Departments
- In These Dept/Categories
- In These Categories
- Of These Items

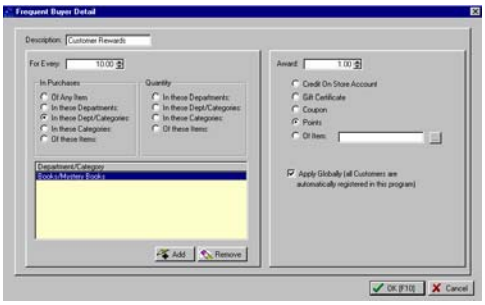
Quantity

- In These Departments
- In These Dept/Categories
- In These Categories
- Of These Items

Multiples

PFW allows you to mix various categories or items in categories to meet the requirements of the Frequent Buyer Program.

After selecting an appropriate option described above, a blank list will open. Choose the Add or Remove buttons to identify the products or categories to be affected.



☞ *Note: When you open the inventory list, you may tag multiple items before choosing the Select button.*

Award --

Enter either a dollar value or a quantity value and select one of the following.

- Credit On Store Account -
- Gift Certificate -
- Coupon -
- Points -
- Of Item - In the blank field, identify the product.

Apply Globally: Choose Apply Globally if you want every existing customer in your customer list and every newly added customer to be assigned to this program automatically.

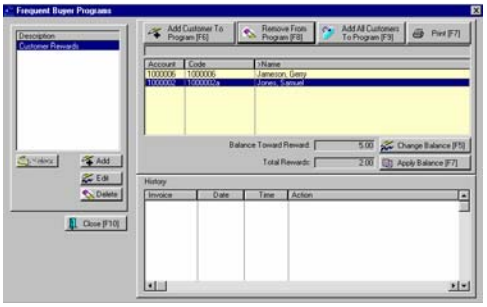
How Customers Receive Awards

How To Assign A Frequent Buyer Program To Customer

You may assign selected customers or all customers to a Frequent Buyer Program from this screen.

Highlight the desired program on the left hand side.

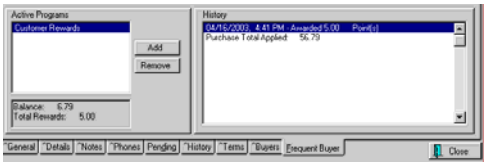
Choose the Add Customer To Program [F6] button to select an existing customer or choose Add All Customers To Program [F9]



☞ *Tip: Another method for assigning a customer to a Frequent Buyer Program is to go to the Customer List, highlight the customer, and chose the Frequent Buyer tab at the bottom of the screen. Then select the Add button.*

Customer Purchase History Of Qualifying Items

After the customer has made qualifying purchases you will be able to see that rewards have been generated.



For example, in the above picture, Bob Jones has a total of 5 points. He purchased $56.79 worth of product. Because points are awarded at the rate of 1 per $10 in purchases, he still has a Balance Toward Reward of 6.79. When he makes another purchase bringing him over the 10.00 amount, then he will be awarded another point.

Change Balance [F5] - a manual override of the Balance Toward Reward. The log will show that you have made an adjustment.

Apply Balance [F7] - a manual recalculation in the event you changed the customer's balance.

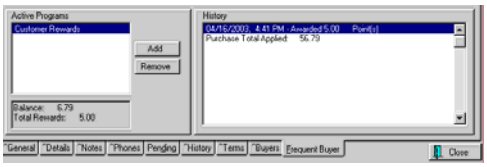
How Customers Redeem The Awards

Various awards are extended to your customers as they make purchases. At

some time your customers will want to redeem their awards.

What Has The Customer Earned?

Go to the customer list, highlight the customer, and choose Frequent Buyer tab to review the customer's entitlements.



The left hand side shows which Frequent Buyer Programs are assigned to the customer. At the bottom shows the total rewards and pending balance to be converted to awards.

The right hand side shows details of transactions to earn those awards.

Redeeming Points

Initial Setup: If it does not already exist, you must first add a "Redeem Points" button to the Invoice Button Bar. Go to File: Definitions: Invoice Button Bar Definitions. Choose a bar and add Redeem Points from the selection on the left to the bar.

PFW has no rules controlling the value of points or how they are to be applied. You will need to decide on your own rules and remember to use them.

Create An Invoice

1) Create an invoice for the customer.

2) Click on the Redeem Points Button.

Total Points Available - automatically displays the customer's accumulated points

Points To Redeem - You must manually determine how many points you will for this purchase.

For Item - Scan or lookup the item.

Quantity - automatically assumes 1.00

Current Price - automatically fills in the current selling price

Price After Points - You must manually enter in the new selling price of the item.

3) Complete the invoice as you normally would.

The customer's accumulated rewards are now reduced by the number of points redeemed.

Redeeming Store Credit

Initial Setup: You need to have Accounts Receivable module activated so that PFW can record store credits.

When the customer makes purchases which qualify for awards of store credits, the customer AR Detail is automatically updated.

For example, Sally Carper purchased $54.00 worth of qualifying products. She receives $1.00 store credit for each $10.00 in purchases. She is therefore awarded $5.00 in store credit and has a balance of 4.00 towards the next award.

Create An Invoice

1) Create an invoice for the customer.

2) Sell items as you normally would and press F10 to tender the invoice.

3) You will be prompted that the customer has store credit and you can

choose to apply all, some, or none towards this purchase.

4) Complete tendering the invoice.

The customer's new awards and store credit are automatically adjusted.

Chapter

8

Making Sales

There are numerous options available to you as you create invoices and handle customer returns.

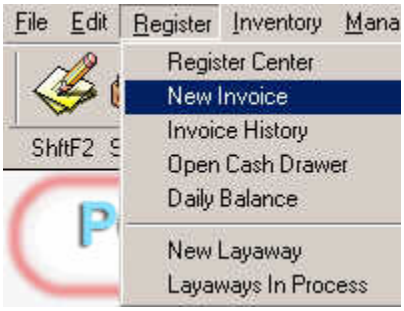
This may sound rather elementary, but the process of making sales is to 1) create an invoice, 2) select a customer, 3) add items being purchased to the invoice, 4) press F10 to complete the invoice, and 5) select payment method.

There are many options which will control how this process will work best for you and your type of store. The following will explain some concepts and some variations which you will want to explore.

Creating an Invoice

The very first step is to start an invoice. Not to make it sound harder than it is, but there are four ways to start an invoice. You may use whichever method you want because, they all get the job done. It is simply a matter of choice.

Method 1) Go to Register: New Invoice



Method 2) On the Manager Console screen, Register F2 button, Invoice should be highlighted.

When it is highlighted, then press Enter.

Method 3) Shift-F2 Icon on the Menu Bar - then choose Invoice

☞ *TIP: Instead of clicking on the icon, just hold down the SHIFT key and press F2 key.*

☞ *TIP: Since Invoice is highlighted, just press Enter which is the same as choosing the Select button.*

Method 4) Open the Customer List - Highlight the Customer - Choose Create and select Invoice.

☞ *TIP: after highlighting the customer, press ALT-C on the keyboard instead of grabbing the mouse and choosing Create.*

Select a Customer

Invoices are of two types.

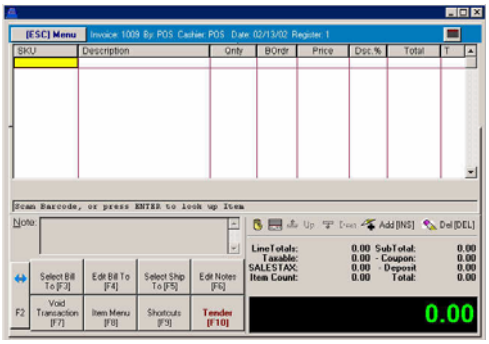
Customer Sale - On the invoice, you identify the customer by name. If you choose Customer Sale [F6] then PFW takes you to the customer list so you can add or select a customer.

Cash Sale - On the invoice there is "no name."

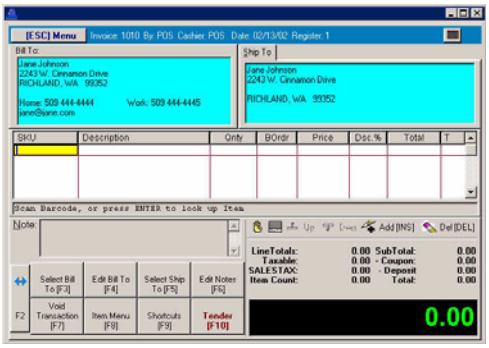
☞ *TIP: PFW will automatically*

assume that you want a Cash Sale invoice if you activate the option "Default To Cash Sale" on Station Detail: Invoice/Misc.

The Invoice Screen of a Cash Sale invoice is immediately brought to the screen and looks like this.



If you choose a Customer Sale invoice you go first to the Customer List where you find or add the right customer and then select the customer. A customer sale invoice will look like this.



☞ *Exception To The Rule: There are two other invoice styles: Register and Touch Screen. These styles are activated by going to Station Settings: Invoice/Misc and selecting one.*

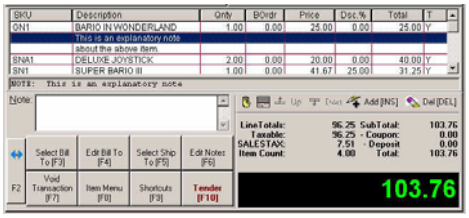
Add Items Being Purchased To The Invoice

Once the invoice screen is visible, you add items to the invoice. This can be done in three ways. It doesn't matter which method you use.

Method 1) Scan the Barcode. This is the easiest and most accurate way. Of course, to do this, you will need a barcode scanner and barcodes on labels or on the product packaging.

Method 2) Type the Barcode/SKU and press Enter. If you have typed in the SKU correctly, the item will be added to the invoice. If not, then an Inventory List will be displayed and you will need to find the item.

Method 3) Press Enter on a blank line to open up the Inventory List. Find the item and then choose Select.



Making Changes On The Invoice

Once an item to be purchased is on the invoice you may want to change some things about the item.

Remove The Item

If you made a mistake and don't want the item on the invoice after all, highlight it and press the DELete key on the keyboard.

Adjust the Quantity

You may change the Quantity of an item being sold. Highlight the item, press Enter. Change the number in the Qnty field. Press Enter.

☞ *TIP: If you know in advance that the customer will be buying 3 of an item, first type 3\ and then select the SKU using one of the methods above.*

Change the Selling Price

You may change the selling price of the item. Highlight the item, press Enter two times. Change the number in the Price field. Press Enter.

Apply A Discount

You may give a percentage off the selling price. Highlight the item, press Enter three times. Change the number in the Disc% field. For example type 10 for 10%. Press Enter.

Add An Explanatory Note

If you would like to make a comment about the item, press CTRL-N and a paragraph style note field allows you to type in instructions or disclaimers or something about the item. Press F10 when you are done typing the note.

Typically, this note is created right below the item being commented on.

You may edit the note by highlighting a portion of it and pressing Enter.

☞ *TIP: If you would like to attach notes about an item automatically, go to the inventory list, edit the item, and fill in the information in the Transaction Note field on the Notes tab.*

Press F10 To Complete The Invoice

Once you have added all the items on the invoice, press F10 to signal completion of the invoice.

☞ *The F10 key is used generally throughout the program to mean "done" or "save" or "do it."*

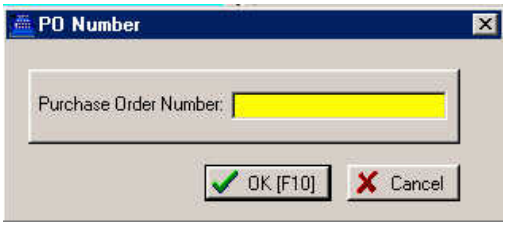
What happens next will depend upon several factors

Normally, you will see a Tender Screen which is discussed in the next section. But, there could be other prompts such as the following.

PO Number

If the customer to whom you are selling is a business, PFW prompt you for the customer's purchase order number.

If the customer doesn't have one, then leave it blank and PFW will assume it is a Verbal agreement.

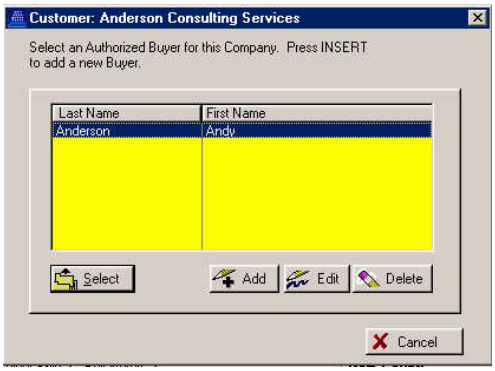


☞ *TIP: If you will never be using customer purchase order numbers, you can turn off the prompt. (File: System: System Setup: Invoice Setup: Invoicing tab: "Skip Prompt For PO Number.")*

Even if you turn off the prompt, you can still ensure that PO numbers are recorded for select customers by editing the customer record and activating "Require PO Number When Invoicing."

Authorized Buyer

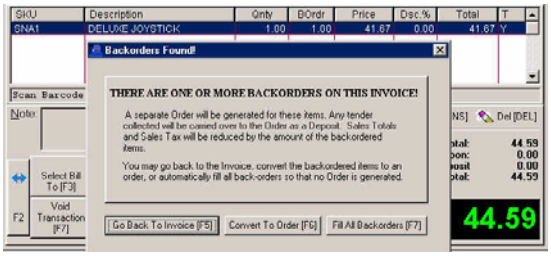
If the customer to whom you are selling is a business, PFW prompts you with a list of authorized buyers for the customer. You may add or select an existing one.



☞ *TIP: If you will never be using authorized buyers, you can turn off the prompt for it. (File: System: System Setup: Invoice Setup: Customer tab: "Skip Prompt For Authorized Buyers."*

Backorders

If PFW thinks the item is not in stock, you will be prompted to correct the problem in one of 3 ways.



☞ ***Important Note:*** *You should read the section about backorders in the Appendix and learn what causes them and what to do about them.*

Serial Number

(Not a feature of Standard Edition)

If some of your inventory items are serialized (Track Serial Numbers) when you choose to complete the invoice, PFW may ask you to select a serial number for the item.

Select Payment Method

On the Tender Screen, you choose method of payment and how much is given you in payment.

Tender Types

A customer may pay by offering one of the following.

- Cash
- Check
- Visa Card
- MasterCard
- American Express
- Finance Company - (Not a feature of Standard Edition)
- Store Account - (Not a feature of Standard Edition)

☞ *You control what types of payment are listed here by going to File: Definitions: Tender Definitions. Press F1 for Help.*

Split Tender

You may also use a combination of the above by entering a partial amount on more than one type until the total due is reached.

Other Payment Options

In addition, you may choose to use

Foreign Currency - take foreign money and give change in your local currency (See Foreign Currency in the Appendix.)

Gift Certificates- redeem a gift certificate (See Gift Certificates in the Appendix)

Store Account - (Not a feature of Standard Edition) - This allows the customer to purchase on time and to make payment later. You can set up PFW to charge late fees and to print Accounts Receivable Statements for mailing.

When placing charges on Store Account you will most likely have to Adjust a Credit Limit first before you can process the sale. This option is security protected so that managerial authorization is required.

How To Take Payment

1) Highlight the payment type. Press Enter.

2) Change the Amount given you, if necessary.

3) Press Enter or F10.

☞ *In lieu of pressing the Enter key, you can select other options to assume decimal places and to place the field in "edit mode." (See System Setup: Invoice Setup: Tender)*

Change Due

The invoice will print and the Change Due screen will show how much money to give back to the customer.

Press Enter or F10.

☞ *If you want another printout of the invoice, press F7 for Reprint. Or if you want to disable printing of an invoice except on demand, then you should choose the "Delay Printing Until Change Due" option on Station Settings: Invoice/Misc.*

What happens next is also dependent upon settings you have selected in Station Settings.

Go to File: System: System Setup: Stations: Edit your station: Invoice/Misc and you will have these options or variations of them.

While on the setup screen, press F1 for Help.

Accepting Customer Returns

What is your Return Policy?

You can activate PFW options to reflect your policy.

Options For Returns

Require Name For Returns

Go to File: System: System Setup: Invoice Setup: Customers.

If a customer brings something back, do you require that the customer give you his name? If yes, place a checkmark on "Customer Name Required On Returns."

If checked, you will have greater inventory control and will be able to provide the customer with more services. For example, you will have the option of tendering the refund in cash, check, credit card, or store credit. You will also have a fuller history for the customer and will be able to make better decisions about your services for the customer in the future.

This means a return invoice cannot be a Cash Sale invoice; it must be created for a specific customer, by name.

If unchecked, you can make returns on a Cash Sale invoice, but refunds will be by cash only, not by check nor store credit. However, even if you select this option, you may choose to change the Cash Sale invoice to a customer sale invoice and receive the benefits of requiring customer names on returns on a per incident basis.

Print Policy On Invoice

Do you have a return policy in writing which you would like to print on your invoices? If yes, then go to File: Definitions: Policy Statements and type up your policy.

Standard Reasons For Returns

Are there typical reasons customers give for bring back items? And do you want these return items put back in stock? Go to File: Definitions: Customer Return Definitions and modify the list.

Here, you can also indicate that an item should be returned to stock immediately when the return invoice is completed. This should be applied to a limited few, but it will save you several steps later.

The Returns Process

Step One - Create A Normal Invoice

When accepting returns from a customer, there are two steps to the process. First, you need to create an invoice to document the return and the handling of refund monies.

1) Create an Invoice for the customer

2) Select the item being returned in one of two ways, depending upon the situation:

a) Press CTRL-R (R stands for Return) to enter or find the original invoice number. Once it is found, select the item(s) being returned..

Simply add the item on the invoice as if the customer were buying it. Then highlight it and press the minus key

which will turn the line into a negative transaction.

☞ *Note: Use this method when the item was sold prior to your store using PFW.*

3) Add other purchases, charge a restocking fee, or choose to sell a Gift Certificate for the amount of the refund.

4) Press F10 to Tender the Invoice. Select a reason for the return and determine how you will refund or credit the money.

For more help press F1 and refer to Accepting Customer Returns

Step Two - Adjusting Inventory

After the customer has gone, you need to do something with the returned item. Are you going to put it on the shelf, in the dumpster, or send it back to the vendor?

☞ *Standard Edition is limited to just putting the item back into stock or discarding the item. With Advanced Edition you will be able to send defective inventory back to the vendor with PFW's RMA options.*

1) Go to Inventory: Process Returns From Customers

2) Highlight the item and choose what you are going to do with it

Chapter

9

Management

PFW provides you with many tools to manage your business, including Employee management, "at-a-glance" sales information, and numerous reports commonly used by management.

Adding Employees

New Employee Wizard

ACCESS: Management: Employee File: Add

The Employee Wizard is a series of screens prompting for basic information about an employee. After the New Employee Wizard is completed you may edit the employee information.

Navigation

As you complete a screen, choose the **Next** button. If you wish to review a previous screen, select **Back**.

Screen One

- **Sales ID** - A unique code of up to 3 characters in length. This can be any combination of letters and numbers. It is frequently the initials of an employee. If security is not a major issue, it could be just one character to speed up entry into PFW.
- **Name** - Full name of employee, First name, Last Name.
- **Address** - This will be used for internal purposes only. It can be a handy reference.
- City, State, Zip
- Phone
- **Social Security #** - Again, this will be used for internal purposes only. It can be a handy reference. Again, this field cannot be left blank; entry of any number will suffice.
- **Invoice Name** - This entry will be printed on the customer invoice. For privacy reasons, you may choose to print only the first name or an employee number on invoices.
- **Security Group** - A preset assignment of security settings. Select one of the presets or make the entry Unassigned. See **Security Groups**.

Screen Two

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

Screen Three

- **Invoice Limit** - The maximum dollar amount of a sale which the employee is allowed to process without supervisory override.
- **Return Limit** - The maximum dollar amount of a return invoice which the employee is allowed to process without supervisory override.
- **Assigned Cash Drawer Number** If you have a number of cashiers and wish to track transactions more closely, you can assign a permanent cash drawer number to that employee.
- **Service Tech** - If this employee will be serving as a service technician at times, then this box should be **checked**. The employee will then be included in the Service Order module and will be listed with in the Service Scheduler. If service work is not part of your business, then this can be left blank.

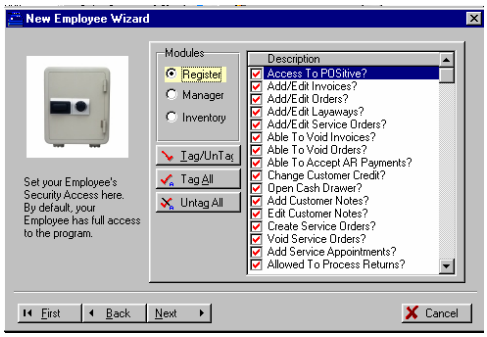
Screen Four

- **Groups Belonged To** - This employee is automatically included in the ALL group and can be included as a member of any other available Mail Group. If groups have not yet been created, you may designate them now using Group Manager below the All Groups list.
- **How To Assign Another Group** -Highlight the name of a group in the All Groups list and press the << button to copy the name of the group into the Groups Belonged To list. Repeat as needed.

Screen Five

- **Security** - A list of settings for each Module can be individually customized for an employee.

See List Of Security Options for details.



By default, all settings are turned on, giving a new employee access to all features and functions of PFW.

Turn off any settings as desired. Be sure to review additional settings not visible in the window by scrolling down.

Select each Module in turn.

- Register - settings relating to sales
- Manager - settings relating to management and general PFW setups
- Inventory - settings related to inventory control

Clicking on a setting in the Description box will alternately check or uncheck the highlighted setting.

Screen Six

If you are satisfied with your responses, click on Finish. All choices can be edited under Management: Employees.

Managing EMPLOYEES

Tracking and reporting on activities by employee is a feature of PFW. Depending upon your business needs you can implement several security relating to employee access.

Employee List

File: Management: Employees

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

Benefits

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

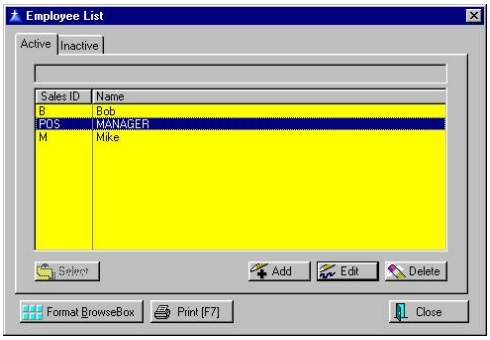
- You can personalize your invoices with your own name or initials as the sales person rather than the title manager.
- You can shorten your ID and Password to just one letter, making entry easier.

If you have other employees, there are additional benefits.

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

Security

While editing or adding an employee, you will be presented with many options relevant to security. See List Of Security Options for details.



Active - Inactive

An active employee has current rights to PFW. An inactive employee has been temporarily removed from PFW's rights in anticipation of the employee returning to work at some future time. By editing an employee, you can choose to make that employee active or inactive.

Add - This button will launch PFW's New Employee Wizard to make it easy to fill in all necessary fields.

Edit - Change an employee's information and or security rights.

Delete - Remove a sales person.

☞ *TIP: Rather than deleting an employee, just change the security options. Deleting an employee could exclude sales made by that employee from specialized reports. Generally, if you ask for a report on ALL employees, even transactions of deleted employees will be included.*

The **Select** button will be active only when appropriate to the task.

Print [F7] - You may choose to print the list of employees which will include names, addresses and phone numbers. Or you may print the records for the highlighted employee. These records include all notes kept about the employee.

Format BrowseBox

You may make some adjustments to this display. There are five fields which may be displayed in simultaneously. You can also arrange the order of the information.

- Sales ID
- Employee Name
- Employee Address
- Home Phone
- Sales Number

Selecting the Default button will restore the original settings.

Password

PFW is password protected to assure that only authorized individuals use the program or portions of the program.

Often you will be prompted to **Enter your Sales ID**. The letters POS are used for the Sales ID and also for the Password POS for first time users of PFW.

After you have successfully installed and setup PFW, it is recommended that you change the password of the POS Sales ID to something of your own choosing.

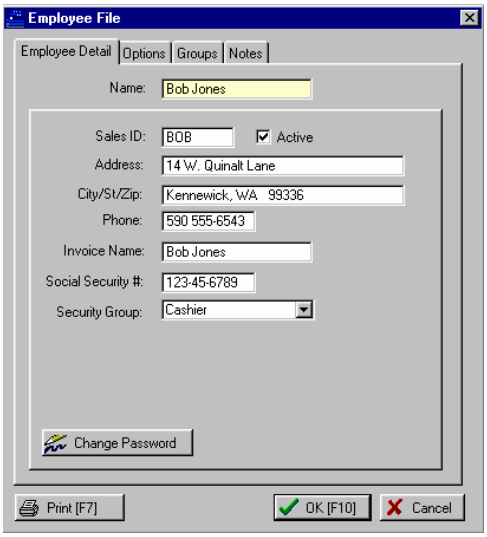
You may want to change your passwords on a regular basis to minimize misuse of your ID.

Be sure to keep a record of all your new primary Sales ID's and Passwords.

Employee File

File: Management: Employees: Edit employee

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



Employee Detail (tab)

Name - Full name of employee, First name, Last Name.

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

Address, City, State, Zip, Phone - This will be used for internal purposes only. It can be a handy reference.

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

Social Security # - Again, this will be used for internal purposes only. It can be a handy reference.

Security Group - Apply pre-set security and access privileges for the employee by choosing from one of the groups. If you select Unassigned then full access is granted to the employee and another tab is added for setting up individual security options.

Active - If this is **unchecked**, then the employee will have no rights to PFW.

Change Password (button)

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

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

Print (button) - Will print the name and address of the employee along with any notes on the Notes tab.

Options (tab)

Assigned Register # - If you have a number of cashiers and wish to track transactions more closely, you can assign a permanent cash drawer number to that employee. Whenever the employee logs-in, the Station number you assign here becomes active. All Station settings apply.

Service Tech - If this employee will be serving as a service technician at times, then this box should be **checked**. The employee will then be included in the Service Order module and will be listed within the Service Scheduler.

☞ *Requires Module: Service - If service work is not part of your business, then this option will be invisible.*

How To Activate Settings For Employee E-Mail

The following must be filled in to allow the employee to send e-mail and work with Internet orders**.**

Fill in the fields with the appropriate links. If you are actively using Outlook Express or some other e-mail program, you can refer to the setup options in that program to get the information needed here.

- POP3 Server
- POP Server User Name
- Password
- Delete Messages On Server
- SMTP Server
- Return E-Mail Address

Groups (tab)

Groups are for internal classification of employees by job or location or team assignments. These groups are utilized for internal mailings and reports.

All Groups - A listing of defined groups. You may not add any here. Go to File: **Mail Groups** to edit or add groups.

Groups Belonged To - Groups to which this employee is currently assigned.

To change assignments, highlight the name of a group in the All Groups list and press the transfer button to copy the name of the group into the Groups Belonged To list. Repeat as needed.

Security (tab)

☞ *Note: This tab is only visible when the employee is assigned to the UNASSIGNED security group on the Employee Detail tab.*

Security - A list of settings for each Module can be individually customized for an employee.

Because there are so many options relevant to security see **List Of Security Options** for details.

By default, all settings are turned on, giving a new employee access to all features and functions of PFW.

Turn off any settings as desired. Be sure to review additional settings not visible in the window by scrolling down.

Select each Module in turn.

- Register - settings relating to sales
- Manager - settings relating to management and general PFW setups
- Inventory - settings related to inventory control

Clicking on a setting in the Description box will alternately check or uncheck the highlighted setting.

Notes (tab)

You may keep multiple notes about the employee.

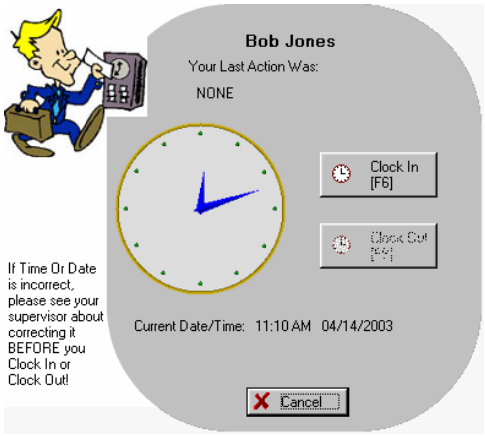
Employee Time Cards

ACCESS: Shift F11 (Shortcut)

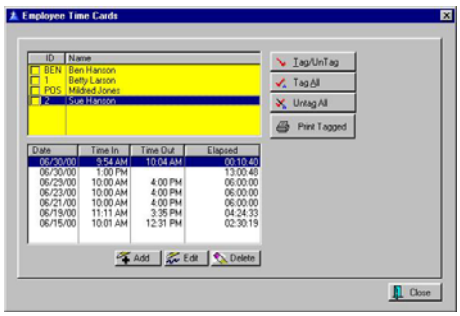
Employees may clock in and out of PFW. Their hours are recorded for management to review and print.

To clock in or out, the employee selects the Clock [F11] from the toolbar icons.

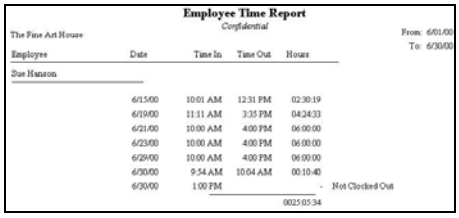
After entering his SalesID and Password, he can choose to Clock In [F6] or Clock Out [F9].



The manager can review employee records by going to Management: Employee Time Cards.



A printed report of an employee's hours looks like this.



Employee Time Report

Confidential

The Fine Art House

From: 6/01/00
To: 6/30/00

Employee	Date	Time In	Time Out	Hours	
Sue Hanson					
	6/15/00	10:01 AM	12:31 PM	02:30:19	
	6/19/00	11:11 AM	3:35 PM	04:24:33	
	6/21/00	10:00 AM	4:00 PM	06:00:00	
	6/23/00	10:00 AM	4:00 PM	06:00:00	
	6/29/00	10:00 AM	4:00 PM	06:00:00	
	6/30/00	9:54 AM	10:04 AM	00:10:40	
	6/30/00	1:00 PM		-	Not Clocked Out
				0025:05:34	

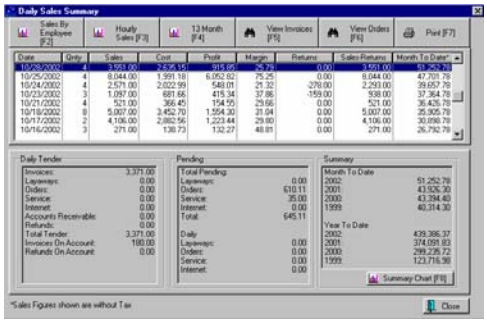
Monitoring Your Business

Daily Sales Summary

ACCESS: Management: Sales Summary

Each day's totals are tabulated and displayed in this consolidated screen.

This screen includes a running total of Month To Date sales. You will see the number of invoices, total of sales, returns, and net after returns, as well as a total of cost, profit and margin% for the day's receipts.



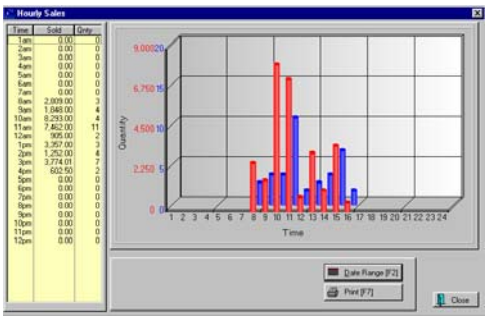
Several buttons link to more information as best represented in graphs.

- Sales By Employee,
- Hourly Sales,
- Monthly Comparison Chart,
- Invoice History

Hourly Sales

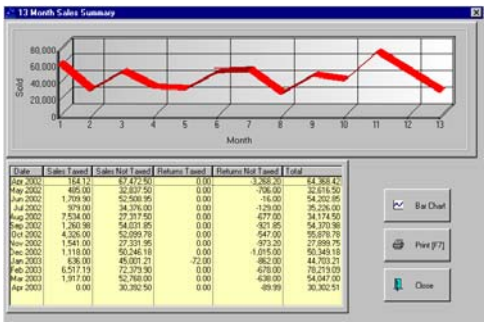
A graph and table of data to show hours of the day when sales are made. Includes total of sales and number of invoices on an hourly basis. The graph can display either sales totals or quantities or both in a line chart or bar chart.

You can set the date range for analysis.



13 Month Comparison Chart

A graph and table showing sales by month during the calendar year. Shows totals per month of Sales Taxed, Sales Not Taxed, Returns Taxed and Returns Not Taxed. The graph can be either a bar or line chart.

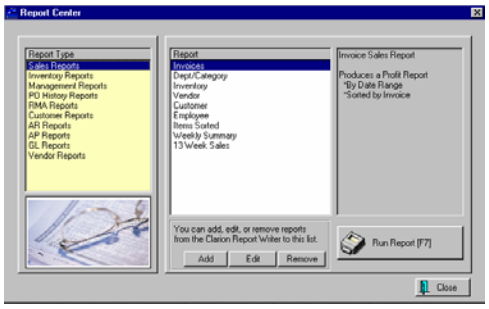


Monthly Sales Summary

A graph and a three year monthly comparison table reveals trends and averages. Shows as either a line or bar chart the Amount Sold over a 12 month period comparing three years of data. By changing the Current Year, you can review prior to the last three years.

Reports

Certainly one of the most important features of any point-of-sale program is the availability of reports. The Report Center, available from the Manager Console, is a good place to start to see the many reports available in PFW.



This is a listing of some of the most requested reports with at least one path to generate them.

Accounts Receivable Activity:

Accounting: Accounts: AR Activity By Date: : : Date

Accounts Receivable Aging Report:

Accounting: Accounts: AR Aging Reports: : : Options Query

Accounts Receivable Payments Report:

Accounting: Accounts: AR Payments By Date: : : Date

AP Payment:

Accounting: Accounts Payable: AP History: : :

AR Statement:

Accounting: Accounts: AR Statements: : :

AR Statement:

Customer List: Customer Record: AR Detail: Print Statement: :

Bad Checks Report:

Accounting: Accounts: Bad Checks: : :

Bin Location Report:

Inventory: Inventory Reports: Bin Report: : :

Cash Forecast Report:

Accounting: Accounts: AR Cash Forecast: : : Sum/Det

Checks Tendered Report:

Accounting: Accounts: Checks Tendered: : Print: Query

Credit Card Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Credit Card Report:

Current AP Report:

Accounting: Accounts Payable: AP Report: : : Options

Customer Accounts Receivable Transactions:

Customer List: Customer Record: AR Detail: Print History: :

Customer Consignments:

Customer List: Consignments: Print: : :

Customer File:

Customer List: CTRL-P: Customer File: : :

Customer Profit Report:

Accounting: Reports: Sales Reports: Customer: : Options

Customer Purchases List:

Customer List: History Tab: Snapshot: Items Purchased : Print:

Deposits On File:

Accounting: Reports: Deposits On File: : :

Employee Exception Report:

Accounting: Reports: Sales Reports: Employee: : Options

Employee Sales Report:

Accounting: Reports: Sales Reports: Employee: : Options

Freight Summary Report:

Inventory: Purchase Order History: Reports: Freight Summary: :

General Ledger:

Accounting: General Ledger: Reports: General Ledger: :

General Ledger Accounts:

Accounting: General Ledger: Chart Of Accounts: Print: :

General Ledger Balance Sheet:

Accounting: General Ledger: Reports: Balance Sheet: :

General Ledger Operating Statement:

Accounting: General Ledger: Reports: Operating Statement: :

Hourly Sales Summary w/Graph:

Management: Sales Summary: Hourly Sales: Print: :

Inventory Exception Report:

Inventory: Physical Inventory: Reconciliation Report: Print: :

Inventory Listing:

Inventory: Inventory Reports: Inventory Listing: : :

Inventory Matrix Report:

Inventory: Inventory Reports: Matrix Reports: : :

Inventory Price List:

Inventory: Inventory Reports: Inventory Price List: : :

Inventory Valuation Report:

Inventory: Inventory Reports: Inventory Valuation: : :

Invoice Sales Report:

Accounting: Reports: Sales Reports: Invoices: : Date Sum/Det

Items Discarded Report:

Inventory: Inventory Reports: Items Discarded: : :

Items Not Ordered Since....:

Accounting: Reports: Stock Reports: Items Not Ordered Since: :

Items Not Sold Since...:

Accounting: Reports: Stock Reports: Items Not Sold Since: :

Items On Order VS Stock Count:

Inventory: Inventory Reports: Orders Vs. Stock: : :

Items Purchased Report:

Inventory: Purchase Order History: Reports: Items Purchased By Date: :

Items Returnable To Vendor:

Accounting: Reports: Stock Reports: Items Returnable To Vendor: :

Journal Entries Detail Report:

Accounting: General Ledger: Transaction History: Print: : Sum/Det

Layaway Report:

Accounting: Accounts: Layaway Reports: : : Query

Layaway Statement:

Accounting: Accounts: Layaway Statements: : :

Monthly Sales Summary w/Graph:

Management: Sales Summary: 13 Months: Print: :

Orders Arrived List:

Purchase Order: Receive: Orders Arrived Table: : Print List:

Physical Inventory - All Entries:

Inventory: Physical Inventory: Reconcile From File: Print: :

Physical Inventory - Exception Report:

Inventory: Physical Inventory: Reconcile From File: Print: :

Physical Stock Count:

Inventory: Physical Inventory: Print Inventory List: : :

Physical Stock Count:

Inventory: Physical Inventory: Reconcile Inventory: Print: :

Profit & Loss Statement:

Accounting: General Ledger: Reports: Profit And Loss: :

Profit By Week:

Accounting: Reports: Sales Reports: Weekly Summary: :

Profit Report Sorted By....:

Accounting: Reports: Sales Reports: Items Sorted: : Options

Purchase Order:

Purchase Order: Edit: Print: : :

Purchase Order By Date:

Inventory: Purchase Order History: Reports: Purchase Orders By Date: Summary/Detail:

Purchase Order Tax Report:

Accounting: Reports: Purchase Order Tax Report: : : Sum/Det

Register Activity Log Report:

Management: Daily Transaction Log: Print: : :

Register Balance Report - Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Register Balance Report - Summary:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Register Balance Summary Report:

Accounting: Reports: Register Balance/Tender History: Daily Balance Summary: :

Register Sales Category Summary:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Category Report:

Sales By Employee w/Graph:

Management: Sales Summary: Sales By Employee: Print: :

Sales Report All Inventory:

Accounting: Reports: Sales Reports: Inventory: : Options

Sales Report By Department:

Accounting: Reports: Sales Reports: Department: : Options

Sales Report By Vendor:

Accounting: Reports: Sales Reports: Vendor: : Options

Sales Tax Report:

Accounting: Reports: Sales Tax Report: : : Date Sum/Det

Store Credits List:

Accounting: Accounts: Store Credits Report: : :

Summary Of Tender Report:

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Trial Balance:

Accounting: General Ledger: Reports: Trial Balance: :

Uncollectable Debts Report:

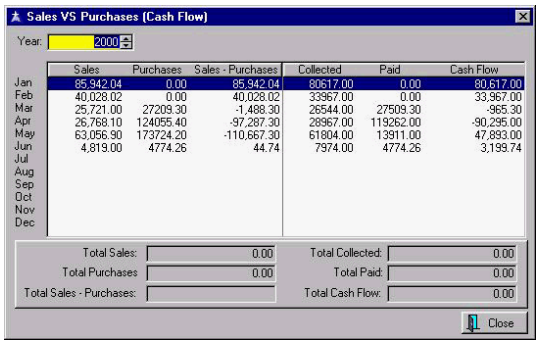
Accounting: Accounts: Uncollectable Debts: : : Date

Sales Vs Purchases (Cash Flow)

Accounting: Reports: Sales Vs Purchases

Used for summarizing cash flow this screen displays the totals for the year in monthly increments for Sales, Purchases, Collections, Payouts.

Year - You may select the year to be displayed.



On a Month Per Month Basis

Sales - total of invoices (not including taxes)

Purchases - total of purchase order charges

Sales - Purchases - gross profit

Collected - amount received (not including taxes)

Paid - payouts for purchase orders

Cash Flow - the difference between amounts collected and paid out

Totals For The Year

- Total Sales -
- Total Purchases -
- Total Sales - Purchases -
- Total Collected -
- Total Paid -
- Total Cash Flow -

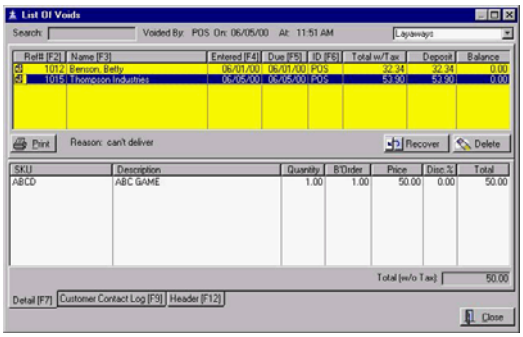
List Of Voids

ACCESS: Management: List Of Voids: choose transaction Type

A record is kept of voided orders, layaways, etc. After choosing the type of voids to review, you will be able to review the voided transaction. In the middle of the window, beside the Print button is the recorded reason for voiding the transaction.

The Recover button allows you to make the voided record active again. NOTE: Any deposits originally applied have already been removed and refunded in one form or another and cannot be recovered.

The transaction type field in the upper right corner of the screen can be accessed to view other voided transactions.



Periodic Activities

To maintain PFW's smooth operations, there are some activities which should be done on a regular basis; sometimes daily, or as often as you deem necessary.

Daily

- Balance cash drawer
- Make BACKUPS
- Review Orders, Layaways, Service Orders, Internet Orders

Weekly

- Process Employee Time Cards -
- Process Check Refunds -
- Balance Cash Drawer of All workstations - Stations which have routed transactions to another workstation (Collect Tender At Station) should never have any transactions when balancing its own cash drawer. You should check these periodically to assure that no stray transactions are appearing

Monthly

- Process Consignment Payments
- Process Commission Payments

Yearly

- Change Employee **Passwords** or more frequently as needed.

Make an Archive Copy of PFW - At the end of the fiscal year, copy the ENTIRE PFW directory to a backup directory or another computer hard drive. There is no closing procedure for year's end, but you will want to "freeze" current stock counts and other data for tax reporting purposes. Open this archived copy of PFW to generate reports as needed.

Chapter

10

Accounting

Almost everything is related to accounting in some way, but this section tries to focus on things a bookkeeper would be interested in. Although PFW is not an accounting software program, it does many accounting type functions.

Using The General Ledger

PFW handles many accounting features internally. In addition to making sales and balancing cash drawers, PFW tracks and processes accounts receivable and accounts payable. Optionally, you may want to activate PFW General Ledger Interface.

PFW General Ledger is also an internal process; however, you may choose to export the resultant General Ledger lump sum totals to another accounting software program. Please note that the export capability is only lump sum totals per GL Account. No other detail can be exported from PFW.

If you choose to activate the General Ledger feature, it is recommended that posting to GL be done regularly on a daily or weekly basis. If there are problems with transactions being out of balance, then remedial steps can be taken with greater ease.

Pre-Setup

Before activating General Ledger in PFW you will need to

- prepare a Chart of Accounts
- link GL accounts to appropriate PFW activities
- prepare a GL Export file to match your other accounting software program
- run some trial transactions to make sure General Ledger is working properly

The following information will guide you through the above steps.

Prepare a Chart Of Accounts

The Chart of Accounts is a system of grouping or categorizing assets, expenses and liabilities. You must have a Chart of Accounts in PFW. PFW will handle alpha, numeric, and alphanumeric account names.

Quick & Easy

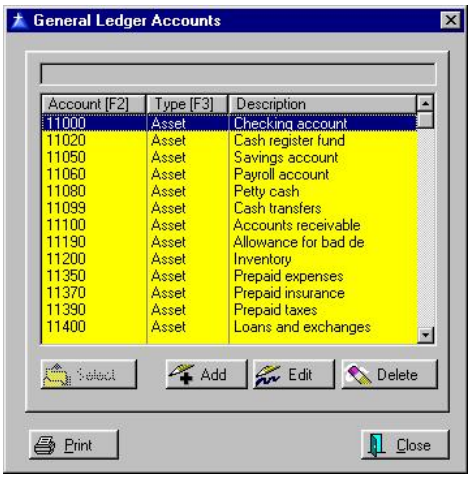
When you create your company data, PFW automatically installs a default Chart Of Accounts and General Ledger Interface. This setup is ready for use without further modification.

Customized

If you or your accountant has a Chart Of Accounts already defined, then you may edit the existing Chart Of Accounts in PFW, adding and deleting entries as needed.

Using your own bookkeeping system, create a chart of accounts, defining account numbers for Assets, Liabilities, Incomes, and Expenses.

☞ *Note: If you are using QuickBooks or MYOB, you may import your existing chart of accounts into PFW.*



Use the **Add, Edit, or Delete** buttons as necessary.

The **Select** button will be active only when appropriate to the task.

Account Number - The account number may be alphanumeric, a combination of numbers and/or letters. The length may be up to 12 characters, but be advised that such long numbers may not be supported everywhere through the PFW program.

Description - Type a description of the account. The length of the description is 18 characters.

Account Type - Select one of the following, Asset, Liability, Income, or Expense or Capital (Equity).

Sorting the List

Your chart of accounts may be sorted by Account number or by Type. The function keys F2 and F3 activate the sorts. Or you may search click on the column title. Double clicking on the title switches the sort order between ascending and descending lists.

Searching the List

Simply start typing the beginning characters and the cursor will find the nearest match. If necessary, click on the desired column, first.

Importing QuickBooks Chart Of Accounts

Run QuickBooks and go to File: Utilities: Export: Chart of Accounts

- Give the file a name and make note of where the file will be saved.
- Run PFW
- Make a backup of PFW.
- Go to File: System: Import: Import QuickBooks Chart Of Accounts
- Select the file name saved by QuickBooks in the step above. PFW will replace its current chart of accounts with the one being imported.

Import MYOB Chart Of Accounts

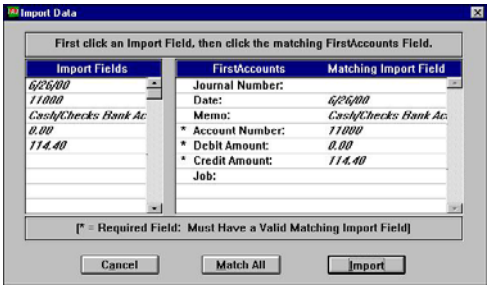
1) Make a Backup of PFW. Importing the Chart of Accounts will erase any

current settings in PFW's Chart Of Accounts.

2) Run MYOB. Go to File and select EXPORT DATA from the menu. Choose Accounts and use the following settings.

3) Choose Continue.

4) Link appropriate fields so that it looks like the following. For example, click on the Date in the first column and drag and drop it on the Date field in the second column.

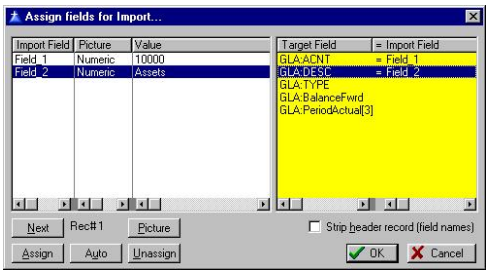


5) Choose Import. This creates a comma delimited file.

6) Go to PFW and choose File: System: Import: Import Chart Of Accounts.

7) Find the file name created in the MYOB Export.

8) Assign fields for Import. Highlight a field on the left and a corresponding field on the right. Then click on the Assign button in the lower left corner.



9) When you are finished, click on OK. Your MYOB Chart of Accounts will now be in PFW.

Link GL Accounts in PFW

Your Chart of Accounts needs to be assigned to various PFW activities. This is done by going to File: System: GL Interface Setup. This opens the General Ledger Management Center.

Quick & Easy

When you create your company data, PFW automatically installs a default Chart Of Accounts and General Ledger Interface. This setup is ready for use without further modification.

Customized

If you have created your own chart of accounts or imported a QuickBooks chart of accounts you will need to manually select the corresponding accounts for each of the following transaction types.

For example,

- Highlight Current Assets on the left
- Highlight Cash Register Fund on the right
- Type in the appropriate GL Account number or use the

Lookup GL [F2] button to find and select the account number.

- Repeat the process for each field in each section.

GL Setup

Current Assets

- Cash Register Fund
- Cash/Check Bank Account
- Credit Card Bank Account
- Accounts Receivable
- Finance Charges
- Default Inventory Account
- Coupons Collected

Current Liabilities

- Customer Deposits
- Default Accounts Payable
- Refunds Payable/Store Credits
- Gift Certificates
- Sales Tax Payable

Sales (Income)

- Default Sales
- Sales Returns/Allowances
- Sales Discounts

Cost Of Sales (Expenses)

- From Purchase Orders
- Tax On Purchase Orders
- Freight
- Tax On Freight

Other Income/Expenses

- Store Payouts
- Uncollectible AR
- Cash Over/Under

GL Processes

AR Setup

- Debit Accounts Receivable
- Credit Capital Account

AP Setup

- Credit Accounts Payable
- Debit Capital Account

Year End Close

- Close To Account

Tax Rates List

You may assign individual GL Accounts to your Tax Rates. If no account is assigned, the default "Sales Tax Payable" account will be used.

Optional Detail

It is not necessary to assign a GL account to the following areas, but you may do so if you wish.

- Category List
- Vendor List
- Tender Accounts

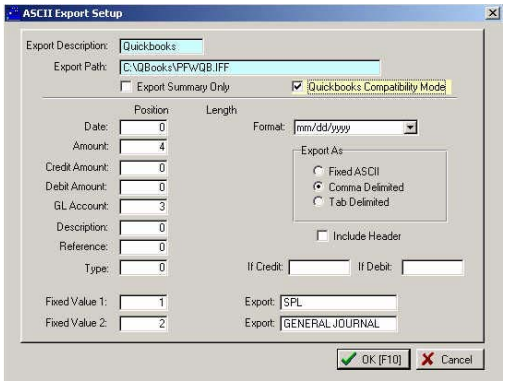
GL Export Setup

PFW can export GL Transaction batches out of PFW and into a text file which can be interpreted and imported into a number of accounting software packages.

Before setting up the GL export, you must understand precisely what format your accounting software requires for a successful import. Please contact your software manufacturer.

QUICKBOOKS Export Setup

Because QuickBooks Pro and Professional are commonly used accounting packages, here are the settings for the export.



Advance Setup

If you are not using QuickBooks, you must understand your accounting software program's requirements for the import file.

Generally, the accounting software program will expect various elements to be in a specific sequence and this screen allows you to define the sequencing.

The elements of a record are kept in a "string" and the sequence of the elements is critical.

To help you understand this concept, visualize a freight train consisting of several different kinds of railroad cars. These cars are named: Date, Amount, Credit Amount, Debit Amount, GL Account, Description, etc.

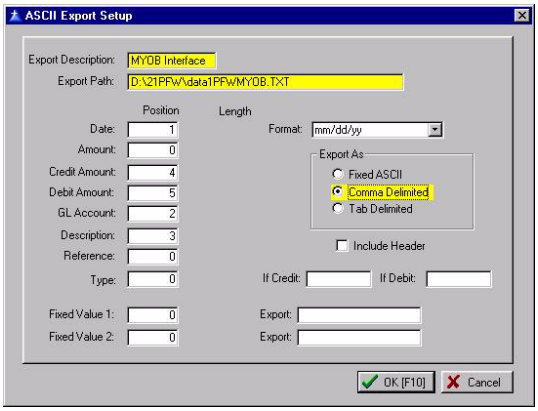
Each car has a specific length, Date=8 characters, Amount=10 characters, Credit Amount=6 characters, etc.

The sequence of the cars is determined by it's "position" number in the string.

Comma or Tab Delimited Setup

This is the easiest setup. All you need to know is the sequence of items,

In the following example, the accounting program knows that the Date starts the "string" of information followed by GL Account and then the Description, etc



Fixed ASCII Setup

With Fixed ASCII, you also need to know the length of the element and calculate at what point in the string that it will stop. In the following example,

the accounting program knows that the Date starts the "string" of information followed by GL Account and then the Description, etc

```
123456789012345678901234567890123456
Date----GL Accnt---Description------
```

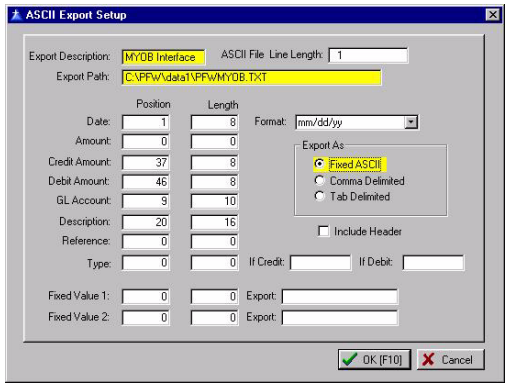
(The bold 0 is the tens marker.)

Date 8 characters, starts at 1 ends at 8

GL Account 10 characters starts at 9 ends at 19

Description 16 characters starts at 20 ends at 36, etc.

☞ *NOTE: You MUST know what elements and sequence of elements are required by your accounting software program before you can continue.*



ASCII Export Setup

Export Description - enter a name for this setup definition.

ASCII File Length - the maximum length of each record. Typically 144 characters is used.

Export Path - the drive letter, directory, and file name where the generated information will be saved. For example c:\accounting\import.txt.

Export As

Choose the type of file layout required by your accounting package.

- Fixed ASCII - one long string of text with spaces filling the gaps between data
- Comma Delimited - data separated by commas
- Tab Delimited - data separated by tab characters

- Name - the name of the element
- Position - the starting character's position in the "string" of data
- Length - the number of characters required for the data element

The following elements are typically expected as part of the import file.

- Date - the date of the transaction.
- Date Format - The date will be written in the style selected.
- Amount - the amount of the transaction
- Credit Amount - the value to be applied as a credit
- Debit Amount - the value to be applied as a debit
- GL Account - the GL Account number/name as defined in your chart of accounts
- Description - the label or explanatory text of the GL Account
- Reference - the invoice or transaction reference number
- Type - A designator or code for transaction type. Enter the designator for credit and debit transactions.
- If Credit -
- If Debit -
- Fixed Value 1 -
- Fixed Value 2 -

Some accounting packages expect a beginning and ending marker for each string (the locomotive and caboose) and you can enter the designator or code to be used as these fixed values.

- Position

This is only necessary when you are doing a Fixed ASCII setup. When you are setting positions, be sure that data from one field will not overlap into data from another field.

For example if the GL Acccount starts at position #9 and is 10 characters long it will end at position #18. Do not start the next element in the middle, say at position #15. This will cause truncation and misreporting of data.

When you are finished, click OK. You may edit this setup as often as needed.

Trial Transactions

It is a good idea to test your GL Setup to make sure that accounts have been properly assigned. Here is a simple testing procedure. When you are finished testing, you will restore a backup, make the necessary changes to GL Setup and you are set to go.

1) Get everyone out of PFW

2) Make a backup (File: Backups: Backup Files Now) (After your testing you can restore the backup)

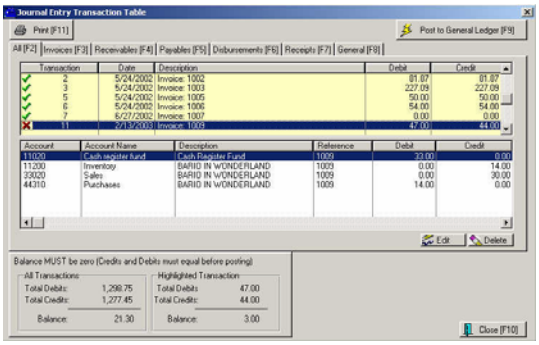
3) Make a simple sale by creating and processing an invoice. (* See Below for other areas to test.)

4) Balance the Cash Drawer (this is what triggers posting to GL)

5) Check GL to make sure it is in balance. (Accounting: General Ledger: Add/Edit/Post Transactions)

If it is in balance, the totals in the bottom left corner will be 0.00

If it is not in balance, then you will likely find some RED X icons in the top half indicating the transaction is not complete.



You will need to determine which GL account is not being included. A common oversight is the tax rate GL account.

☞ *Other Tests: Repeat the test described above for receiving purchase orders, manually adjusting stock counts, manually adjusting AR transactions, etc.*

6) Restore your backup to cancel out all the test transactions which were made.

- (Go to File: System: Company and activate "Choose Company On Start Up"
- Exit PFW and stop at the Choose Company screen.
- Select Utilities
- Select Restore Backup
- Highlight and restore the appropriate backup.)

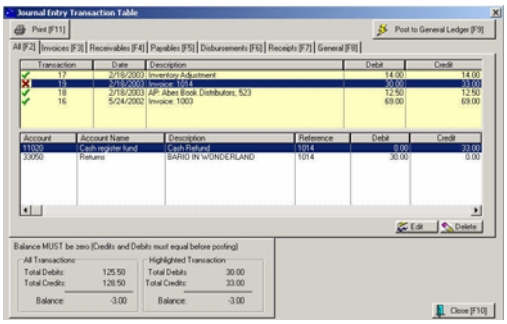
Updating GL

The Journal Entry Transaction Table lists all current transactions affecting the General Ledger. This list is automatically updated when one...

- Balances the cash drawer
- Adjusts a customer accounts receivable record
- Adjusts an inventory item stock count
- Processes an accounts payable transaction

The transactions in this Journal Entry Transaction Table should all be in balance and ready to be posted to the General Ledger, however, this screen does allow for editing before posting to GL.

☞ *(Go to Accounting: General Ledger: Add/Edit/Post Transactions).*



Balance Cash Drawer

During the course of a day, sales are made and money is collected in payment for goods and services. Payments are also received towards accounts receivable and as deposits on pending layaways and orders.

One important daily activity is to balance the cash drawer. (Register: Daily Balance) This not only assures that monies are being collected properly, but balancing the drawer triggers the transactions to be posted to the Journal Entry Transaction Table.

These transactions are viewable under various tabs: Invoices [F3], Receivables [F4], Disbursements [F6], and Receipts [F7].

Process AP Transactions

Use of purchase orders for controlling inventory is highly recommended. When a purchase order is received, the invoice totals are posted to Accounts Payable. When these AP transactions are processed for payment, then the Journal Entry Transaction Table is updated accordingly and can be viewed separately by selecting the Payables [F5] tab.

Adjust Stock Counts

From time to time, it may be necessary to manually adjust stock counts because of breakage, theft, or other reasons. Doing so will make an Inventory Adjustment entry in the Journal Entry Transaction Table which is viewable under the General [F8] tab.

Adjust Customer AR Transactions

All Accounts Receivable entries are kept in a customer's AR History screen. (Customer List: AR Detail button)

If an entry is changed manually, then the adjustment is logged into the Journal Entry Transaction Table and is viewable under the Receivables [F4] tab.

Exporting GL

If you choose, you may export a GL batch from GL Transaction History. This converts the batch numbers into a text file which can be read and imported into several accounting software programs such as QuickBooks Pro or QuickBooks Premier.

The process is simple once the preliminary setup has been made. This was described in the GL Export Setup section at the beginning of this document.

- Go to Accounting: General Ledger: Transaction History
- Highlight the batch to be exported.
- Choose the Export [F5] button
- Highlight the previously created Export Definition and choose select
- You will be warned that you are about to erase a previously created file of the same name.

Posting GL

It is recommended that posting to GL be done regularly on a daily or weekly basis.

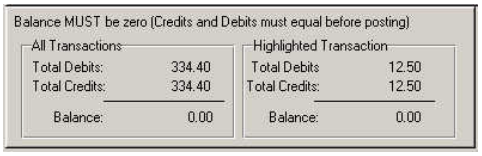
As mentioned earlier, the transactions in this Journal Entry Transaction Table should all be in balance and ready to be posted to the General Ledger.

Before posting to the General Ledger, all entries in this batch must be in balance. For this reason, you have editing capabilities.

Review / Edit

In the lower left corner you can see immediately if this batch of transactions is in balance or not.

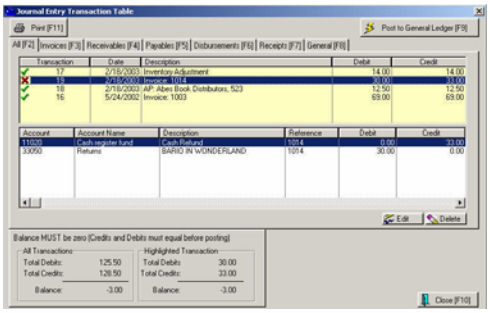
The numbers MUST total 0.00 before you can post this batch to general ledger.



The upper half of the Journal Entry Transaction Table lists the transactions.

For your convenience a green checkmark indicates the transaction is in balance. A red X shows that it is not in balance.

By highlighting one header you can see the distribution of debits and credits in the lower section.



Because this transaction is out of balance, adjustments need to be made until it is in balance. But more importantly, steps should be taken to eliminate future problems.

An Example

By reviewing this transaction I can see that taxes have not been included under debits.

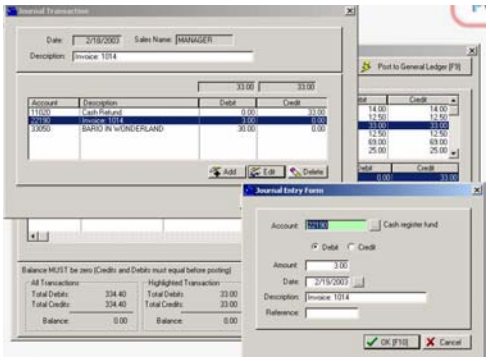
Fix The Cause:

This error should have been observed and fixed when running some trial transactions as described earlier. Now that I know that taxes were not automatically included, I should go back to General Ledger Management Center and make appropriate entries in the Tax Rates List.

Fix The Transaction:

At the right of this screen are two buttons: Edit and Delete. The Delete button will erase the transaction. You will be prompted to confirm that you want to do it. (Note: there is no undo option.)

The Edit button allows you to edit an existing line or to add additional lines of detail.



In this case, choose the Add button on the Journal Transaction screen. Then on the Journal Entry Form enter the correct GL Account number, choose Debit, the Amount, Date, and Description. The Reference field is optional. Choose OK. The transaction should now be in balance.

The tabs at the top allow you to focus on various types of GL Transactions for reviewing or editing purposes.

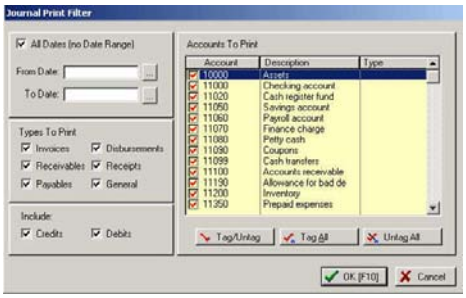
In the uppermost left corner is a Print [F11] button which allows you to filter the listing for specific transactions before printing.

Printing The Batch

In the uppermost left corner of the Journal Entry Transaction Table screen is a Print [F11] button which allows you to filter the listing for specific transactions before printing. If you do not choose to print at this time, you can print later from GL Transaction History.

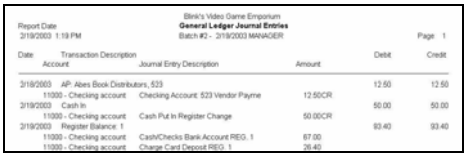
You may select...

- specific dates
- specific types
- specific accounts

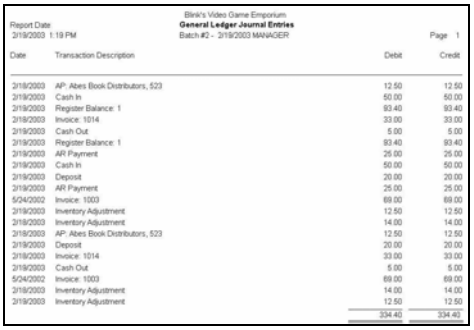


After making your selection you will be prompted to print either a Detailed or a Summary report.

An example Detailed Report



An example Summary Report



Process If In Balance

Now that this batch of transactions is in balance, choose the Post To General Ledger [F9] button in the upper right corner of the screen.

It is a good practice to make a backup of PFW before posting. (File: Backups: Backup Files Now) If something were to go wrong, then you can restore the backup and reprocess these GL entries.

You will be asked if you want to print an audit trail. This is a paper copy of the transactions which can be filed away.

Blink's Video Game Emporium
General Ledger Posting Audit Trail
Report Date 2/19/2003 1:26 PM — Batch #2 - 2/19/2003 MANAGER — Page 1

Account #	Account Description	Transaction Description	Reference	Debit	Credit
Period 2 - February 1, 2003 to February 28, 2003					
60100	Capital	Accounts Receivable	Invoice 1003		69.00
11100	Accounts receivable	Accounts Receivable	Invoice 1003	69.00	
11200	Inventory	Inventory Adjustment		14.00	
60100	Capital	Inventory Adjustment			14.00
22000	Accounts payable	Vendor Invoice: 523		12.50	
11000	Checking account	Checking Account: 523	Vendor Payr		12.50
11020	Cash register fund	Cash Refund	1014		33.00
33050	Returns	BARIO IN WONDERLAND	1014	30.00	
11100	Accounts receivable	AR Payment	POS- Reg: '		25.00
11020	Cash register fund	Cash Register Fund	POS- Reg: '	25.00	
11020	Cash register fund	Cash In	Change	50.00	
11000	Checking account	Cash Put In Register	Change		50.00
55550	Misc expense - Sales	Cash Removed From Register	stamps	5.00	
11020	Cash register fund	Cash Out	stamps		5.00
22040	Customer deposits	Deposits	507		20.00
11020	Cash register fund	Cash Drawer	507	20.00	
11020	Cash register fund	Cash Register Fund	REG. 1		93.40
11000	Checking account	Cash/Checks Bank Account	REG. 1	67.00	
11000	Checking account	Charge Card Deposit	REG. 1	26.40	
11200	Inventory	Inventory Adjustment			12.50
60100	Capital	Inventory Adjustment		12.50	
22190	Sales taxes payable	Invoice: 1014		3.00	
				334.40	334.40

GL Transaction History

When a batch is posted to General Ledger, the data is saved under Accounting: General Ledger: Transaction History.

From here you can again print the batch using the Journal Print Filter as described previously.

GL Management Tools

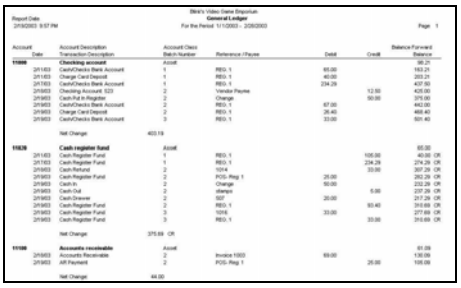
GL Reports

General Ledger

Produces a General Ledger Report

Select Report Criteria

Sample Report



Income Statement

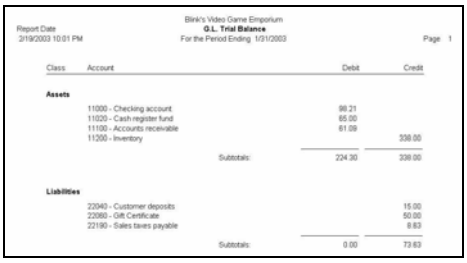
Sample Report

Balance Sheet

Sample Report

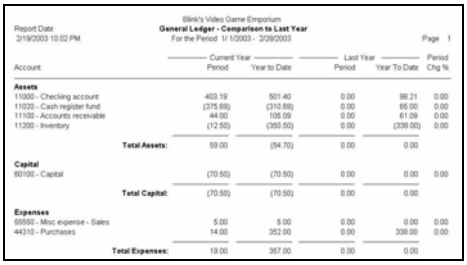
Trial Balance

Sample Report



Comparative Current vs. Last Year

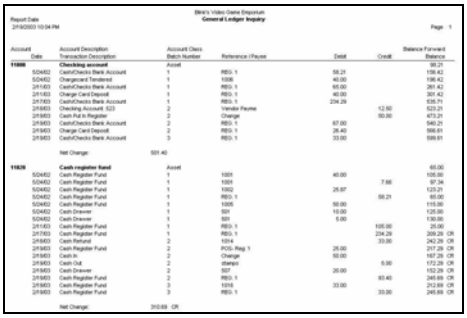
Sample Report



Inquiry

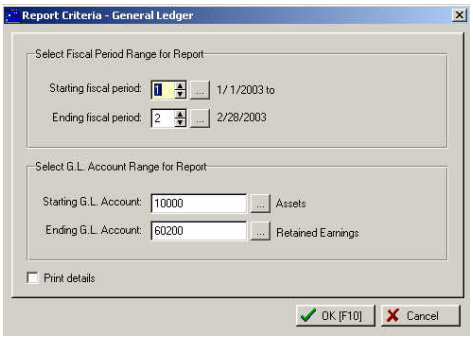
Apply A Query

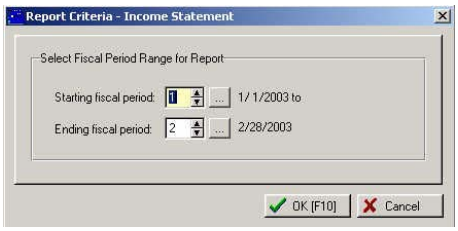
Sample Report



Report Criteria

Several of the following reports will prompt for Report Criteria





Other options include:

Fiscal Period Maintenance

Use this to set your Fiscal Periods. Typically, this will be on a monthly basis, starting at the first of the year. This window also indicates which months have been closed.

Month End Close

You should close each month, after you are satisfied that all transactions have been posted to that month. Monthly postings are performed in order; that is, you must close January before February. This process is not reversible.

Year End Close

When you have closed each month for the year, you should perform a year-end close. This will move balances for your income and expense accounts to your retained earnings for the current year. . This process is not reversible.

Special Utilities

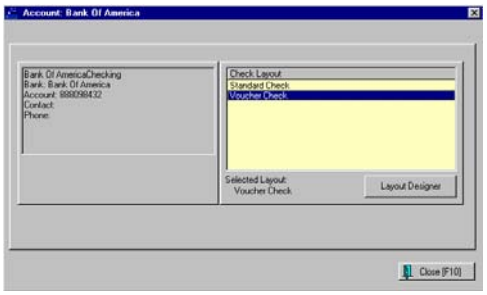
- Set Budget Amounts – this allows you to set budgets for the coming year. You can base these budgets on past history.
- Verify GL Balances – this will verify that all GL entries are valid and accurate.

The Check Register

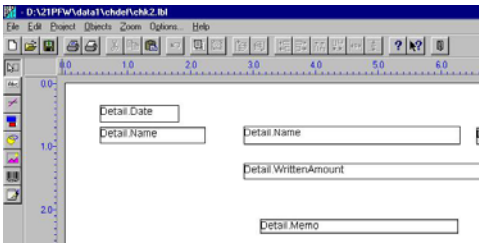
Setting Up The Check Register

First, you will need to enter in a bank account. To do this, choose Accounting/Checkbook, and click "Add" under the Account Name list on the left side of the check register window. Enter in your account information.

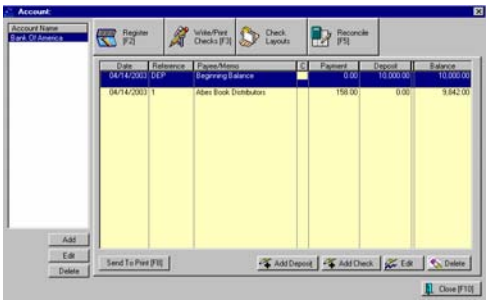
Next, you need to choose your check printing layout. Then you will be able to print checks. To do this, click the "Check Layouts" button.



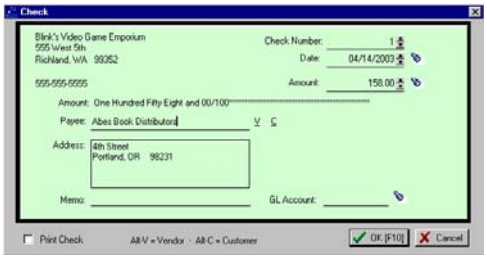
While highlighting the check layout name, click on Layout Designer.



Make any positioning changes needed to match your checks.

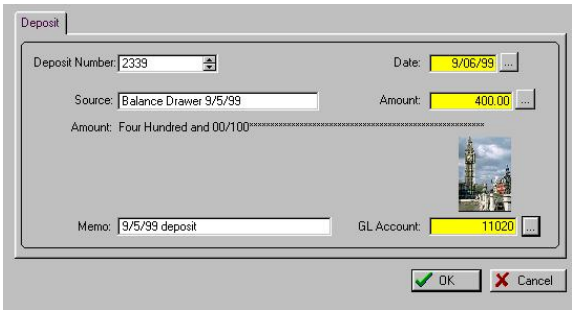


How To Write A Check



Click the "Add Check" button (or press INSERT) to display the Check screen. Fill in the information as necessary. Notice that you can look up Vendors or Customers that already exist in your database by using Alt-V or Alt-C respectively, or clicking on the "V" or "C" on the screen.

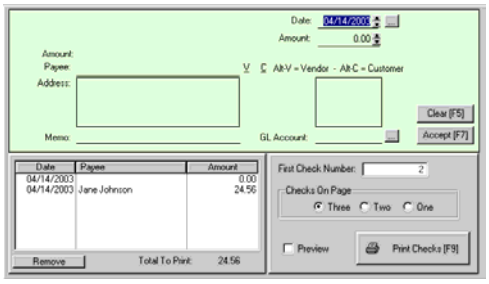
How To Add A Deposit



Click on the "Add Deposit" button (or use "ALT-D") to add a deposit.

Write/Print Checks

Click on the "Write/Print Checks" button, or press F3 is you want to print checks.



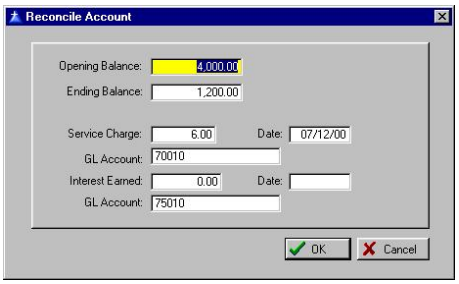
Fill in the information for your check. Notice that you can look up Vendors or Customers that already exist in your database by using Alt-V or Alt-C respectively, or clicking on the "V" or "C" on the screen.

When done, click "Accept" or press F7. The check will show up in the list at the bottom left of the screen.

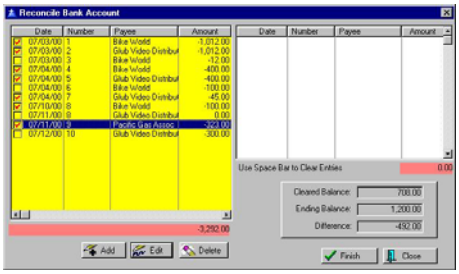
When you are ready to print your checks, enter the first Check Number, indicate how many checks are on a page (applicable when printing wallet checks), and then click "Print Checks" or press F9 to print. You can also turn on the "Preview" checkbox, if you want to see what your checks will look like on the screen before printing.

Reconcile Bank Account

When you are ready to reconcile you bank account you will fill in the opening and ending balances as reported on the bank statement.



When you choose OK, you then use the SPACE BAR to tag items which have been processed by the bank.



Accounts Payable

Accounts Payable - Unposted

ACCESS: Accounting: Accounts Payable: Add/Post AP Transactions

This is a listing of vendor purchase orders which have been received and need to be processed for payment.

The primary purpose of this list is to review, edit, and then "post" vendor invoices for payment when everything is correct. Typically, you will not have an invoice number, freight charges, or other vital information available to you when you receive the purchase order. When you finally receive the vendor's invoice, then you make appropriate edits and post it for payment.

☞ *NOTE: A vendor's PO will only appear in this list if the terms originally applied to the PO were set to Post To Accounts Payable. If the vendor invoice is not automatically listed here, you may manually Add it.*

☞ *TIP: For vendor's terms, designate COD purchase orders to be posted to this list even though they have already been paid. This can give your accounting staff a record of what has been paid out in cash and they can then delete the transactions.*

How To Pay AP

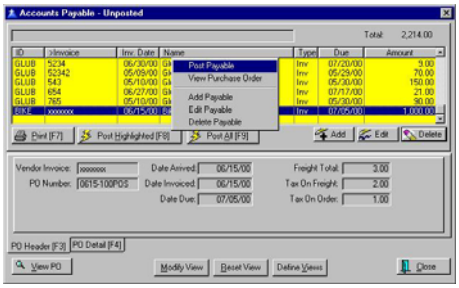
1) Find and review the vendor invoice charges. You may use Edit to make necessary changes.

2) Choose Post Highlighted [F8] The item is immediately removed from this screen and transferred to **Accounts Payable** listing where you will complete the payment process. (If an entry is transferred by mistake, go to Accounts Payable and "unpost" the invoice.)

Search - To search for a specific entry,

1) Click on the desired Column Title. A > or < symbol will appear as an indicator of the sort column.

2) Type the beginning characters.



A **RightMouseClick** is a shortcut for selecting Post Payable, View Purchase Order, and Add. Edit, or Delete a Payable.

Print [F7] - Prints a listing of AP grouped by Vendor or By Week due. (see samples below)

Post Highlighted [F8] - The highlighted item is removed from the list and sent to **Accounts Payable** for payment processing.

Post All [F9] - Warning: this transfers every entry to Accounts Payable.

Add - If a vendor invoice is NOT listed here, you may add it and then post for payment. (see below)

Edit - You may correct the entries to match the vendor's actual invoice. (see below)

Delete - Remove the entry.

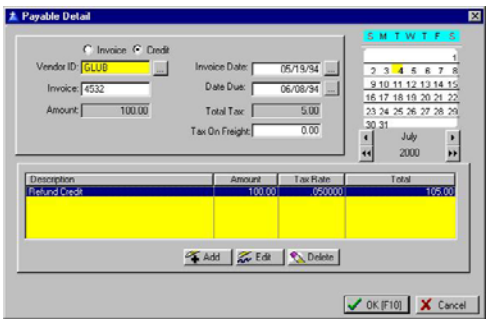
If you choose to view the **PO Detail [F4]** you will see the items purchased.

How To Add An AP Transaction

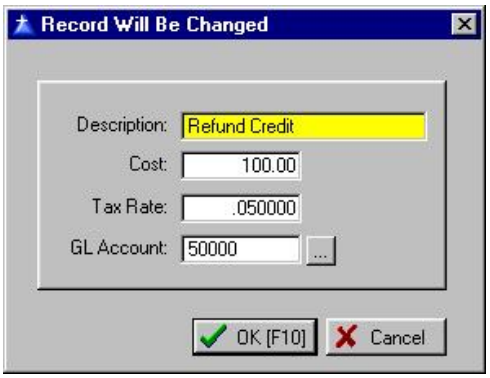
It is not entirely uncommon for a AP transaction to NOT appear in this list. A vendor's PO will only appear in this list if the terms originally applied to the PO were set to **Post To Accounts Payable**. Also, you may be notified of a Credit to your account which will need to be added.

1) Click on Add.

2) Fill in appropriate fields. The Amount and Total Tax fields are calculated for you as you choose the Add button to enter line transactions.



3) Click on Add to enter a line transaction.



How To Edit An AP Transaction

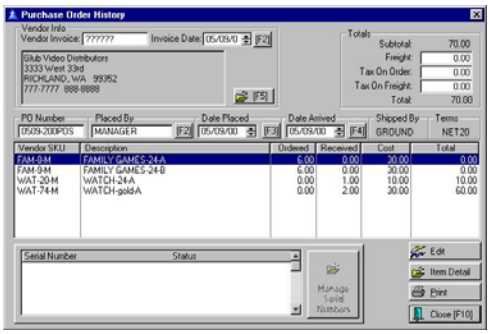
You will be editing the vendor's purchase order. You are able to change

a) the header, i.e., information about the vendor and the PO, and

b) the quantity and costs of individual items purchased.

☞ *Note: Before you edit a purchase order, especially before making any changes to costs and quantities, be sure that there are* ***NO duplicate*** *purchase orders. When PFW receives a PO with vendor backorders, the PO will be processed for the items received and then a duplicate of the same PO will be processed when the backordered items are finally received.*

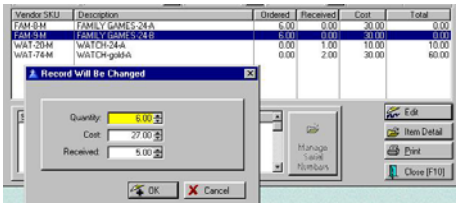
For example, here is the original Purchase Order. Two items were not received but were backordered by the vendor. There should be another PO, using the same PO number, for these backordered items. You should NOT edit this PO in such a case because you will then be paying out more than you actually owe.



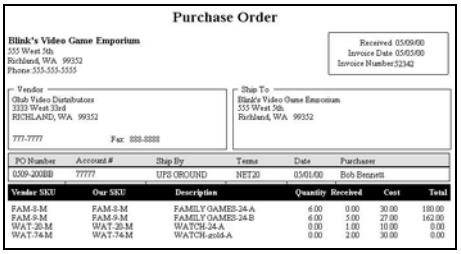
Usually, you will change the invoice number. When receiving the PO, you may choose to enter ?????? for the invoice number until you receive the actual invoice from the vendor. You will want to edit this field.

You may change any of the displayed information in the header by clicking in the field or pressing the appropriate function [Fx] key.

You may change the Quantity and Cost of items received by highlighting the item and clicking on the EDIT button but only after you have confirmed that there are NO duplicate PO's processing vendor backorders.



If you wish, you may re-print the purchase order for your records.



Accounts Payable

ACCESS: Accounting: Accounts Payable: Process Posted AP

A listing of Vendor purchase orders awaiting payment. These entries have been flagged for payment and removed from the Add/Edit AP List, Accounts Payable - Unposted.

You may sort the list by Due Date [F2], Vendors [F3], or view just one Vendor by first highlighting the desired vendor and pressing [F4].

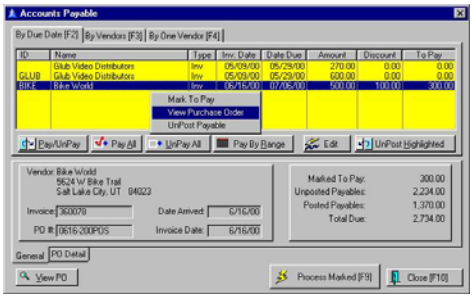
How To Pay Posted AP

1) Mark the entries to be paid at this time.

2) Select Process Marked [F9]. This will process all vendor invoices marked to be paid.

3) Statements and Checks will be printed, if you have turned this option ON in POSitive Setup For.m.

4) Paid and processed invoices are transferred to **AP History** where they can be reviewed.



A **RightMouseClick** is a shortcut for selecting Mark To Pay, View Purchase Order, and UnPost Payable.

Pay/UnPay - toggles between paying an not paying the full amount.

Pay All - selects all entries for payment.

UnPay All - deselects all entries for payment.

Pay By Range - selects only those entries within a specified date range.

Edit - Among other things, the Edit button allows you to pay only a portion of the amount due as in the example for Bike World.

UnPost Highlighted - removes the entry from this listing and sends it back to the **Accounts Payable - Unposted** list.

Running Totals

A running total of amounts due and Marked To Pay is updated as you edit the list to help you in your decision making processes.

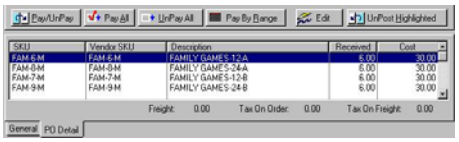
Marked To Pay - a total of those items which are ready to be paid in this session or batch.

Unposted Payables - a total of AP in the Accounts Payable - Unposted list.

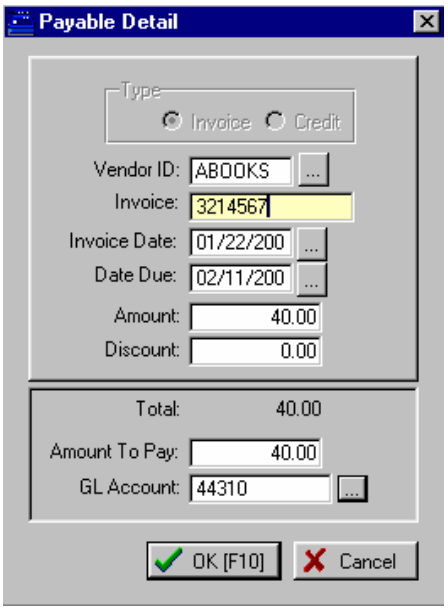
Posted Payables - a total of all entries on this list

Total Due - the grand total of Unposted and Posted. This is not affected by the items now Marked To Pay.

If you choose to view the **PO Detail [F4]** you will see the items purchased.



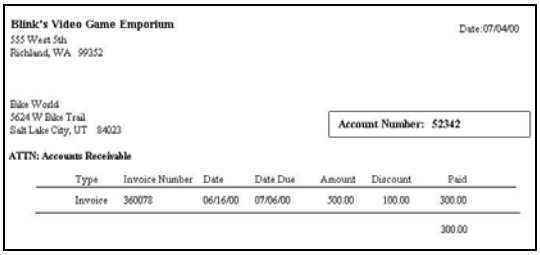
The **Edit button** allows you to pay only a portion of the amount due as in the example for Bike World. It allows for adjustment of invoice number, dates and entry of Discounts allowed by the vendor either for early payment, credits, or bonus incentives.



Process Marked [F9]

Once you have selected vendor invoices to pay, press Process Marked [F9].

A statement will be printed for inclusion with your payment to the vendor.


Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Date: 07/04/00

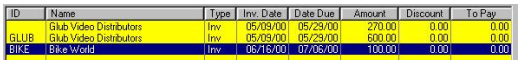
Bike World
5624 W Bike Trail
Salt Lake City, UT 84023

Account Number: 52342

ATTN: Accounts Receivable

Type	Invoice Number	Date	Date Due	Amount	Discount	Paid
Invoice	360078	06/16/00	07/06/00	500.00	100.00	300.00
						300.00

If you did NOT pay the full amount due, then the entry with the balance due will be retained in the list for further processing.



ID	Name	Type	Inv. Date	Date Due	Amount	Discount	To Pay
	Glub Video Distributors	Inv	05/09/00	05/29/00	270.00	0.00	0.00
GLUB	Glub Video Distributors	Inv	05/09/00	05/29/00	600.00	0.00	0.00
BIKE	Bike World	Inv	06/16/00	07/06/00	100.00	0.00	0.00

How To Void An Invalid Charge

1) Highlight the entry.

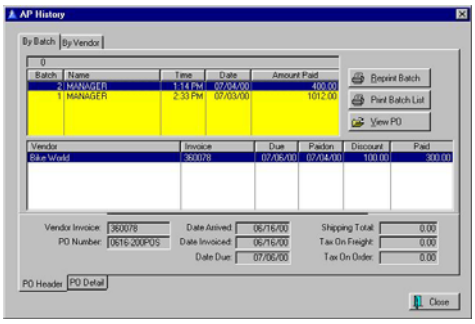
2) Choose UnPost Highlighted. The entry will be returned to Accounts Payable - Unposted.

3) From the Accounts Payable - Unposted screen highlight the entry and Delete the item.

AP History

ACCESS: Accounting: Accounts Payable: Ap History

Vendor invoices which have been processed (first through **Accounts Payable - Unposted** and finally through **Accounts Payable**), are recorded here for review. No editing is possible.



Reprint Batch - Prints out the payment report for the vendor.

Print Batch List - Prints a listing of purchase orders paid in the batch.

View PO - Review the PO.

PO Detail - View the items purchased on the PO.

Related Topic: **PO Summary**.

Accounts Receivable

Accounts Receivable is a deferred payment option. Rather than requiring payment at the time of invoicing, you can choose to bill the customer later by placing the charges on a Store Account. At a future time, usually within a month, payment will be due including applicable finance charges. As part of Accounts Receivable, you may utilized **Finance Company** or Third Party Billing.

OVERVIEW

Creating an AR account for a customer begins with an invoice. When you tender the invoice you place the charges on Store Account. (see below)

Once the customer's store account has been activated, you will **take AR payments** towards the account.

You may print **AR Statements** and mail them to the customer.

If necessary, you may **adjust the customer's AR account**, to remove finance charges or make other modifications as needed.

Advanced Setup

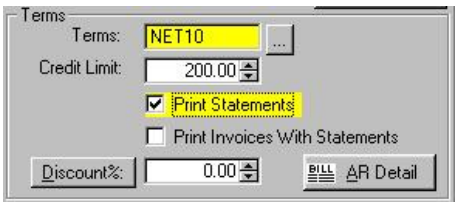
For Accounts Receivable to work you must

- Have Unlock/Registration Codes for Advanced Inventory and Accounts Receivable
- Define Customer Terms
- Review employee security settings relative to handling accounts receivable
- Determine on the **PFW Setup** to print or not print integrated AR transactions
- (Optional) Create **Customer Categories** for activation of accounts receivable settings and credit limits
- (Optional) You may edit the **AR Statement form**.
- (Optional) Each time you add a customer to PFW, establish Credit Limits on the Terms tab.

Customer Settings

Each customer has AR related settings. At the time you add a customer to PFW, you may optionally choose to establish Credit Limits on the Terms tab.

On this Terms tab, you select a payment Term, a credit limit, and choose options to print AR Statements and Reprint Invoices With Statements.



Opening a Store Account

Creating an AR account for a customer begins with an invoice. Placing the charges on a Store Account can only be done by authorized sales clerks and must be below an imposed credit limit.

1) After creating an invoice for the customer, press F10 to accept payment.

2) Highlight Store Account on the Tender screen.

3) Press [F7] to Enter the balance due of the invoice or enter the amount to be on account.

4) Process the invoice.

Adjusting a Credit Limit

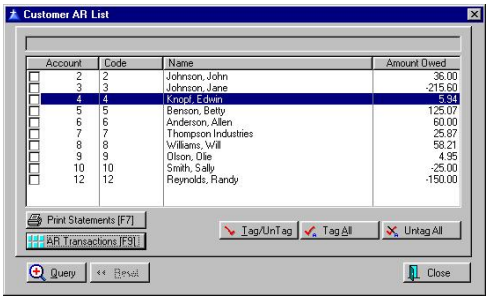
It the customer's credit limit is not high enough to cover the invoice charges, you may need to press [F6] **Adjust Credit Limit**. Only authorized personnel have the rights to adjust the credit limit. Press the Adjust Credit Limit button on the Tender window. The credit limit will be raised by the value of the new invoice.

Customer AR List

Accounting: Accounts: AR Statements

When it is time to print AR Statements, this list will display all open AR accounts. You may tag all or some and then choose the Print Statements [F7] button.

This list will include customers with a Store Credit as indicated by a negative value in the Amount Owed column. These store credits are the result of returns, consignments, and advance payments.



How To Sort The AR List

Customers can be listed and sorted by Account Number, Lookup Code, and Name. To sort by any one of these, simply click on the column title. Double clicking on the column title will change the sort from ascending to descending order as indicated by the > and < characters beside the column title.

How To Print AR Statements

1) Go to Accounting: Accounts: AR Statements

2) Tag customers for whom you wish to print statements. Use the buttons for tagging All or Some.

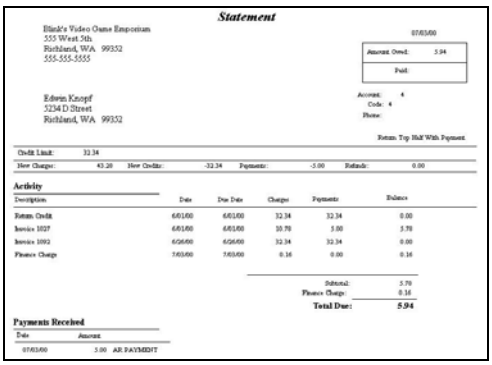
3) Click on the Print Statements [F7] button.

How To Preview A Customer's Statement

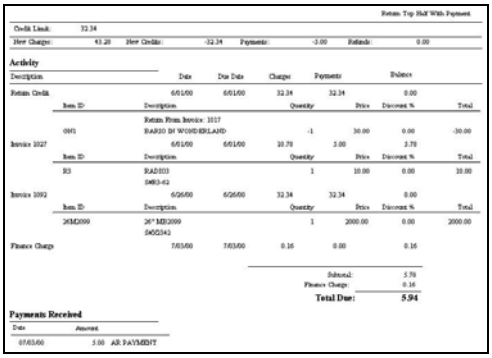
This can be done only on an individual basis. In the lower left corner, choose AR Transactions [F9]. From the **AR History** window, select Print Statement and choose Preview.

The AR Statement

Here is a sample view of an AR Statement. If you choose, you may **edit the design** of your AR Statement.



The same statement above WITH INTEGRATED INVOICES shows the line item detail of the invoice.



Use A Query

The Query button allows you to "filter" statements for customers who meet specific requirements. The Restore button will clear the Query and show all customers with AR charges.

How To Use the Query

After selecting the Query button you will see a list of previously saved queries. You may add queries.

When you add a query, you first select a field or condition which customers must meet to be included in the list.

Select one of the following:

- Account Number
- Amount Owed
- City
- Country
- Credit Limit
- Current Owed
- Customer Name
- Late Amount
- Lookup Code
- Over 30 Amount
- Over 60 Amount
- Over 90 Amount
- Pending Orders, Layaways, etc.
- Sales ID
- State
- Terms
- Zip code

Then enter the criteria appropriate to the field selected above.

- Is Equal To
- Is NOT Equal To
- Is Greater Than
- Is Less Than
- Is Greater Than or Equal To
- Is Less Than or Equal To
- Begins With
- Contains
- Does NOT Begin With
- Does NOT Contain

Finally, enter a value which will be used in the selection of records.

Choose Next. You will be returned to the Query Wizard. Generally you will choose FINISH to execute the query. If your search is complex, you may add additional criteria and conditions.

Finance Charges

Utilities: Customer Terms

You may assess finance charges on open store accounts. PFW can automatically calculate and apply a finance charge.

To Set Finance Charge Rates

The finance charge is part of the definition of the terms of purchase. Edit **Customer Terms**.

Finance charges are applied only once a month. Even if a customer AR statement is printed more than once a month, the finance charge will be calculated and applied only once.

The finance charge is calculated on a per invoice basis and not on the sum total of open charges. It is possible that some invoices will not have finance charges applied while others will. When an invoice is put on Store Account, the Terms of payment are determined at that time. If a Term is selected with no defined finance charge, then a finance charge for that overdue invoice will never be calculated.

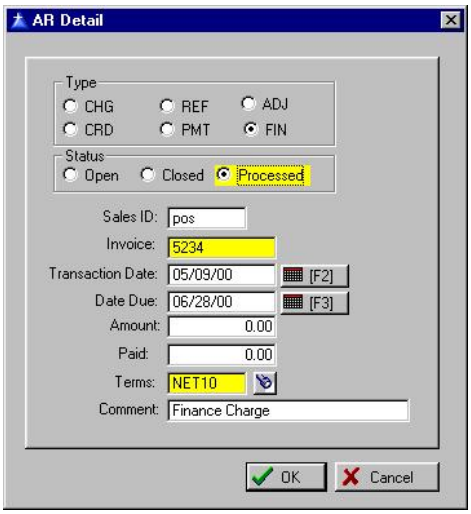
To Exclude a Customer From Finance Charges

When invoicing, simply select a Term that has no finance charge affixed. If the customer is to be exempt from all finance charges, edit the customer account and select a term without finance charges.

Waiving Finance Charges

When finance charges are generated, they are listed in the AR Detail for the customer. If you wish to reverse or waive finance charges, edit the customer's AR Detail entries on the Customer Account record

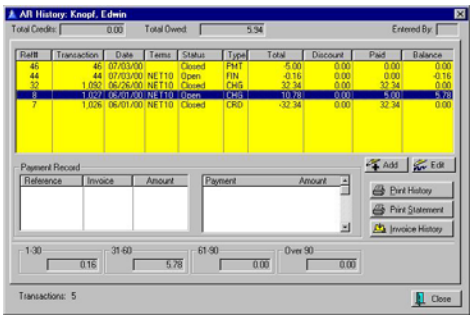
Change each FIN entry to Processed and zero the dollar amount. A processed record is not included on an AR Statement.



AR History

Utilities: Customers: Highlight customer: RightMouseClick: Accounts Receivable

To display, print, and edit, if necessary, the AR transactions for a specific customer. Access to this window is from the Terms tab of the customer record. Choose the AR Detail button.



Total Credits - The sum of accrued store credits.

Total Owed - The sum of outstanding invoices.

Entered By - Sales ID of the staff member creating the transaction.

Transaction Table

A listing of all transactions relative to Accounts Receivable. The following data is automatically entered based upon the transaction type. You may add transactions manually or edit transactions, if needed.

Ref # - A number generated to uniquely identify this transaction record.

Transaction - Generally the invoice number, to which this transaction is related, but it could also be a number generated by PFW to uniquely identify some payments and other types of transactions.

Date - Creation date of the transaction.

Terms - Customer terms applicable to the transaction. When the invoice was created this is the payment term selected for that particular invoice.

Status - An entry in AR Detail is cycled automatically through open, closed, and processed. An entry on an AR statement will remain for one month after being closed to show the customer

that payment has been received for the item.

- **Open** - A balance is still pending.
- **Closed** - The balance has been paid or offset.
- **Processed** - The balance has been offset and will no longer be included on the AR statement.

Type - Every transaction is classified as one of the following.

- **CHG** - Charge
- **REF** - Refund
- **ADJ** - Adjustment
- **CRD** - Credit
- **PMT** - Payment
- **FIN** - Finance Charge

Total - The amount of the transaction.

Discount - A dollar amount applied as a discount when taking a payment towards AR.

Paid - An amount applied towards an open charge payment. There may not be an obvious correlation between the amount paid and the amount reported as being paid. Remember that PFW is setup to pay off oldest invoices first and will then distribute payments accordingly.

Balance - The amount still due on the transaction.

Payment Record - Shows history of payments for a highlighted AR transaction.

- Reference - A tracking number
- Invoice - The invoice to which the payment was linked.
- Payment - Tender type
- Amount - Amount tendered

How To Make Adjustments To A Customer AR

From time to time you may find occasion to edit or add transactions to a customer's AR records. PFW will not allow you to delete a transaction, but you could enter an offsetting transaction or even edit an existing transaction to better reflect what arrangements you have agreed to.

1) Go to the Customer List.

2) Highlight the Customer and choose Edit

3) Go to the Terms tab

4) Click on AR Detail.

5) Choose one of the following buttons.

Add - You may add a transaction. Although this would be highly unusual, you have the capability of adding a special fee or credit to the customer's AR.

Edit - You may edit a transaction. Although this should not be necessary, you have the capability of editing a transaction. There is potential for corrupting data, so be sure you have made a backup and that you understand what you are doing before proceeding. See **Edit AR Transaction**.

Print History - Prints this listing. The report is named Customer Accounts Receivable Transactions. You may wish to preview the report before printing.

Print Statement - Print an AR statement for the customer to reflect current transactions.

Invoice History - Review all invoices for the customer. See **Invoices For:**

Aging (in number of days) - As payment becomes overdue, PFW will report the number of days of delinquency and the totals delinquent.

- 1-30 -
- 31-60 -
- 61-90 -
- Over 90 -

AR Transaction (Edit)

Utilities: Customers: Highlight customer: RightMouseClick: Accounts Receivable: EDIT Highlighted entry

AR transactions cannot be deleted but they may be edited to make necessary corrections. By completing or adjusting the following settings, a customer's AR Statements can be corrected.

Go to Utilities: Customers: Highlight customer: RightMouseClick: Accounts Receivable

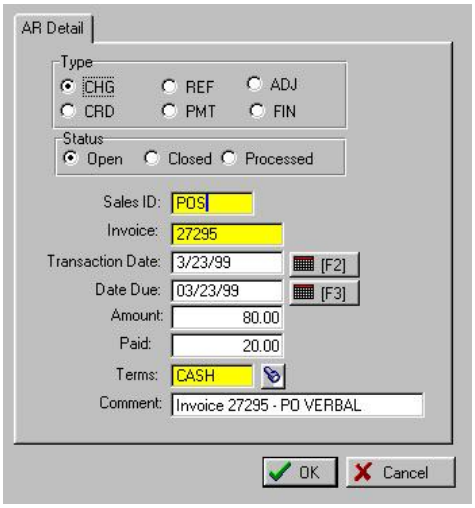
Choose Edit or Add.

Each AR transaction must be one of six types.

- **CHG** - Charge
- **REF** - Refund
- **ADJ** - Adjustment
- **CRD** - Credit
- **PMT** - Payment
- **FIN** - Finance Charge

The status of an AR must be one of three options

- **Open** - A balance is still pending.
- **Closed** - The balance has been paid or offset.
- **Processed** - The balance has been offset and will no longer be included on the AR statement.



Sales ID - The employee who authorized the AR transaction.

Invoice - The invoice number

Transaction Date - The date of the original invoice. Adjusting this date will affect the AR aging status.

Date Due - The calculated date on which final payment is due.

Amount - The total applied to AR.

Paid - Any amounts applied to the transaction to date. This does not include any payment at the time of the original transaction.

Terms - The payment terms in effect at the time of invoicing.

Comment - A generated phrase reflecting the type of transaction. This phrase will be printed on subsequent AR statements. You may edit it.

Daily Activities

Open Cash Drawer

ACCESS Press Sifht-F9 on the Toolbar

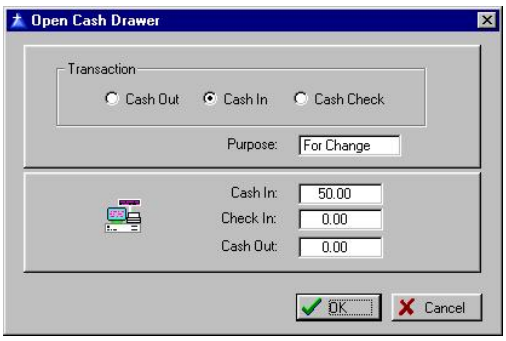
You may open the cash drawer through PFW after first entering your SalesID and Password. **Press Shift-F9** to open the drawer. (If the drawer does not open, check **Station Detail: Cash Drawer**.)

All activity will be reported to the Manager Log and will affect the balancing of the cash drawer.

- To Take Cash Out
- Select Cash Out
- Enter a Purpose
- Enter the amount in the Cash Out field.

To Add Cash For Making Change

- Select Cash In
- Enter a Purpose
- Enter the amount in the Cash In field.



To Cash a Check

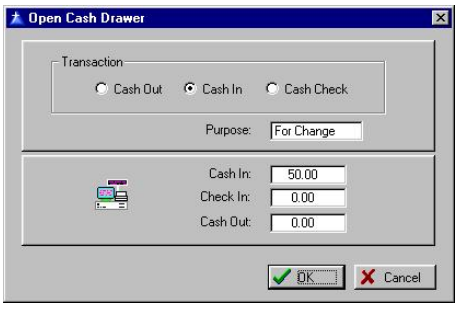
- Select Cash Check
- Enter a Purpose
- Enter the amount in both the Cash In and Cash Out fields.

Opening Balance - Final Balance

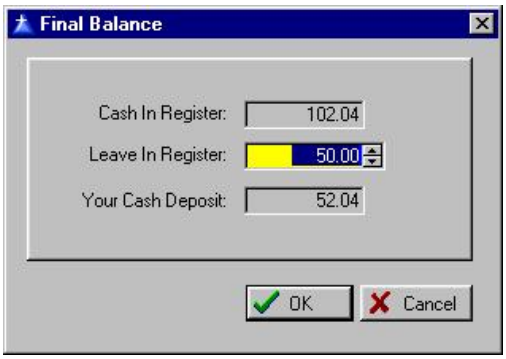
Entering an Opening Balance for the cash drawer is usually done just once because PFW can carry over a balance for making change to the next day automatically.

To Enter An "Initial" Opening Balance

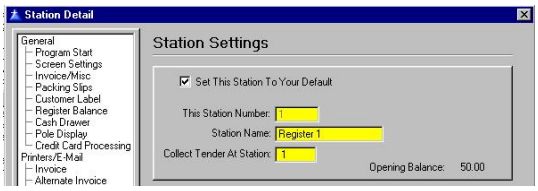
- Press Shift F9 (on the toolbar)
- Select Cash In
- Enter a Purpose
- Enter the amount in the Cash In field.



When you balance the cash drawer, you are prompted to record an amount to be left in the drawer for change on the next day. This amount is reported as the +Original Balance on the **Daily Balance Worksheet**.



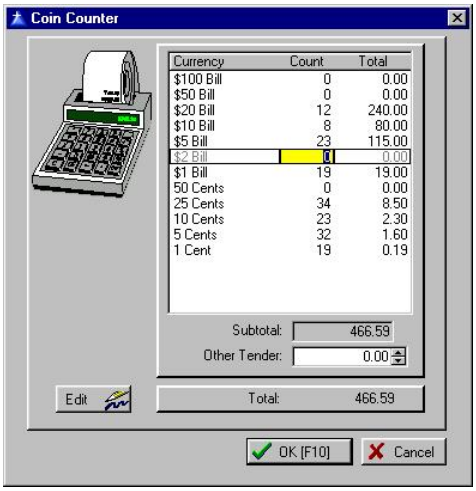
You can also check for this Opening Balance on the Station Detail window.



Coin Counter

ACCESS: Register: Daily Balance

To simplify balancing the cash drawer, PFW allows you to enter quantities of each denomination as you count the money in the drawer. PFW will add up the total value of the drawer and transfer that total to the reconciling totals..



If you do not want to use the Coin Counter, just press F10.

How To Enter Coin Counts

1) Highlight the denomination

2) Type in the number of bills or coins

3) Press Enter to move to next denomination.

4) Continue the process until all denominations have been counted. A running total will be kept in the Subtotal field.

5) Press F10 when done. You may return to this list from the **Daily Balance Worksheet** if needed.

☞ *NOTE: You may customize this list of denominations, removing and adding types as needed. See Currency Definitions for directions on making such changes.*

Daily Balance Worksheet

ACCESS: Register: Daily Balance

One activity which should be performed each day is balancing the cash drawer(s). Not only are you better able to monitor monies, PFW needs to update some reports and totals only after the drawer(s) is balanced.

The drawer may be balanced more than once per day, which is useful if you have shift cashiers.

Transactions For This Drawer Only

The Daily Balance Worksheet lists only those transactions affecting this cash drawer. For example, Invoices 1108 and

1109 are not listed here. They could be invoices which were Not Used, Voided, or processed at a different workstation.

However, transactions from other workstations may appear in this list as well if another workstation has selected this station on the option **Collect Tender At Station** of the **Station Detail** setup.

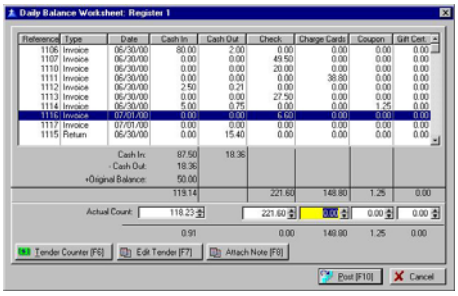
All Transactions Since Last Balance

The Daily Balance Worksheet lists all transactions since the last balancing of the drawer. You will not be allowed to balance just a specific date range. For example, Invoices 1116 and 1117 are listed with those of 06/30/00 because it was created early on 07/01/00 before the drawer was balanced. This will not affect your sales reports by dates; it is merely a part of balancing the drawer.

Other Transactions

Invoices which were processed **On Account**, for example Invoice 1117, will have no dollar amounts, but will be listed here.

Invoices which included a **Return** of merchandise, for example Invoice 1115, are listed at the bottom of the list. **Deposit** amounts (not pictured) are listed at the top of the list



How To Balance The Cash Drawer

1) Go to Register: Daily Balance

2) After entering your password, select the station to be balanced.

3) Use the **Coin Counter** to help you count down the drawer.

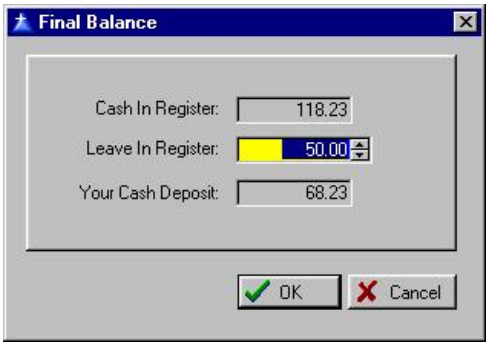
4) Confirm and enter totals for each of the following fields:

- **Cash** - totaled by the coin counter. If the totals do not balance, you may return to the coin counter by pressing [F6] and recounting the money. If there is still a discrepancy, you should count the checks and charge cards. You may discover that you will need to use Edit Tender [F7] to make adjustments.
- **Checks** - The checks should be in the drawer in descending order, by scrolling through the top section you can verify that you have a check for each amount. Click into the top section and use the Up and Down Arrow keys on the keyboard. If there is a discrepancy, use Edit Tender [F7] or Attach Note [F8].
- **Credit Cards** - You should have signed receipts for each credit card against which you can verify the counts. If there is a discrepancy, use Edit Tender [F7] or Attach Note [F8].
- **Coupons** - Entries will appear here if the CTRL-C=Coupon entry was used on an invoice. You should have coupons in the drawer against which you can verify the counts.

- **Gift Certificates** - Entries will appear here if you entered the value of the gift certificate on the Tender screen. You should have certificates in the drawer against which you can verify the counts.

5) Press **Post [F10]** when you are finished.

6) On the **Final Balance** window enter the Dollar Amount to be carried over to the next day for making change. The Your Cash Deposit tells you how much cash to remove from the drawer with the checks and credit card slips.



7) You may choose to print the Register Balance Report at this time or to reprint it later from **Daily Balance History** or Summary. (Go to Accounting: Reports: Register Balance/Tender History.)

☞ *IMPORTANT NOTE: Do **not** leave your Actual Count fields blank. It is wise to ensure that a count is entered for each column even if it does not match the calculated total.*

Discrepancies

As noted above, you may correct discrepancies by recounting your drawer or using the Edit Tender [F7] option if the type of tender was reported incorrectly. No other corrective methods are available.

If you cannot resolve discrepancies, then enter comments on the report.

It is important for you to know that some discrepancies can occur if PFW has problems processing invoices. When an invoice is processed, PFW updates several database files. One of the first files to be updated is this Daily Balance Worksheet. If you encounter a problem and re-enter the transaction, both the original and new transaction could be reported here. Again, use Attach Note [F8] to report the discrepancy. No other reports in PFW are affected by inaccuracies in this report.

Editing Tender [F7]

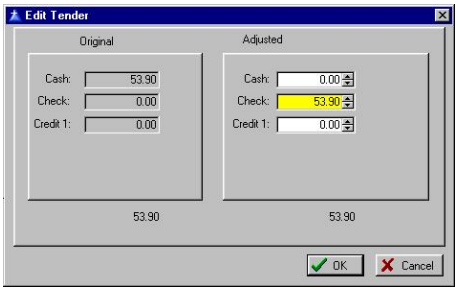
As you balance the cash drawer you may discover that a cashier inadvertently entered the payment amount in the wrong tender type field. You may transfer the full payment amount from one type to another using Edit Tender [F7].

1) Highlight the transaction to be changed in the Daily Balance Worksheet.

2) Press F7.

3) Fill in the amount in the correct tender type on the right hand side.

4) Choose OK.

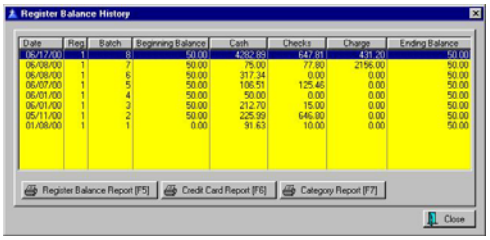


Daily Balance History

ACCESS: Accounting: Reports: Register Balance/Tender History

Upon balancing the cash drawer (**Daily Balance Worksheet**), PFW retains a copy of the transaction batch and associated reports for review and reprint.

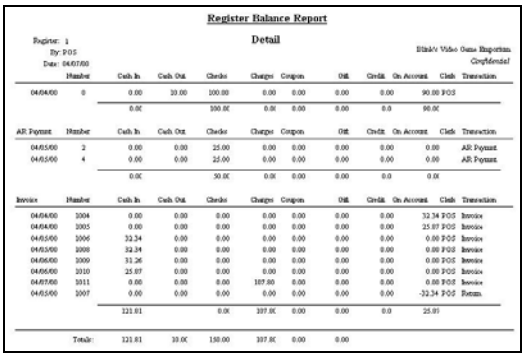
As seen below and as noted elsewhere, a cash drawer may be balanced more than once per day. Each time the drawer is balanced it is assigned a batch number.



The following reports can be printed at the time of balancing the cash drawer (see **Daily Balance Worksheet**) or at any later time. There is an option on **Station Detail** to print the reports to a 40 column receipt printer rather than to your Windows Default Printer.

Register Balance Report [F5]

When you select this report you will have the option of printing the Detail, Summary, or Both reports.



Register Balance Report

Detail

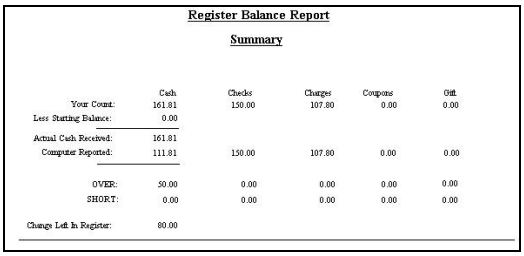
Register: 1
By: POS
Date: 04/07/00

Blink's Video Game Emporium
Confidential

Number	Cash In	Cash Out	Checks	Charges	Coupons	Gift	Credit	On Account	Clerk	Transaction
04/04/00 0	0.00	10.00	100.00	0.00	0.00	0.00	0.00	90.00	POS	
	0.0C		100.0C	0.0C	0.00	0.00	0.0	90.0C		

AR Payment	Number	Cash In	Cash Out	Checks	Charges	Coupons	Gift	Credit	On Account	Clerk	Transaction
04/05/00	2	0.00	0.00	25.00	0.00	0.00	0.00	0.00	0.00		AR Payment
04/05/00	4	0.00	0.00	25.00	0.00	0.00	0.00	0.00	0.00		AR Payment
		0.0C		50.0C	0.0C	0.00	0.00	0.0	0.0C		

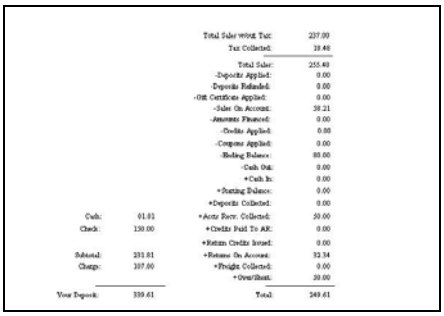
Invoice	Number	Cash In	Cash Out	Checks	Charges	Coupons	Gift	Credit	On Account	Clerk	Transaction
04/04/00	1004	0.00	0.00	0.00	0.00	0.00	0.00	0.00	32.34	POS	Invoice
04/04/00	1005	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.87	POS	Invoice
04/05/00	1006	32.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
04/05/00	1008	32.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
04/06/00	1009	31.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
04/06/00	1010	25.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
04/07/00	1011	0.00	0.00	0.00	107.80	0.00	0.00	0.00	0.00	POS	Invoice
04/05/00	1007	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-32.34	POS	Return
		121.81		0.0C	107.8C	0.00	0.00	0.0	25.87		
	Totals:	121.81	10.0C	150.00	107.8C	0.00	0.00				



Register Balance Report

Summary

	Cash	Checks	Charges	Coupons	Gift
Your Count:	161.81	150.00	107.80	0.00	0.00
Less Starting Balance:	0.00				
Actual Cash Received:	161.81				
Computer Reported:	111.81	150.00	107.80	0.00	0.00
OVER:	50.00	0.00	0.00	0.00	0.00
SHORT:	0.00	0.00	0.00	0.00	0.00
Change Left In Register:	80.00				

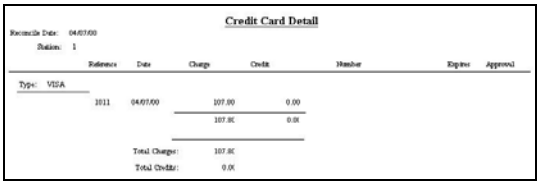


		Total Sales w/out Tax:	237.00
		Tax Collected:	18.40
		Total Sales:	255.40
		-Deposits Applied:	0.00
		-Deposits Refunded:	0.00
		-Gift Certificate Applied:	0.00
		-Sales On Account:	38.21
		-Amounts Financed:	0.00
		-Credits Applied:	0.00
		-Coupons Applied:	0.00
		-Ending Balance:	80.00
		-Cash Out:	0.00
		+Cash In:	0.00
		+Starting Balance:	0.00
		+Deposits Collected:	0.00
Cash:	61.81	+Accts Recv. Collected:	50.00
Check:	150.00	+Credits Paid To AR:	0.00
		+Return Credits Issued:	0.00
Subtotal:	211.81	+Returns On Account:	32.34
Charge:	107.80	+Freight Collected:	0.00
		+Over/Short:	20.00
Your Deposit:	319.61	Total:	249.61

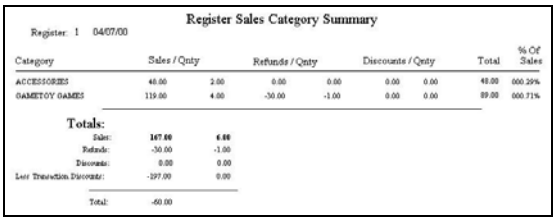
☞ ***Note**: the above report is an exaggeration. You will only see the entries applicable to your day's activity. For example:*

		Total Sales w/out Tax:	135.00
		Tax Collected:	13.50
Cash:	102.50	Total Sales:	148.50
		-Credits Applied:	24.00
Subtotal:	102.50	-Ending Balance:	50.00
		+Starting Balance:	28.00
Your Deposit:	102.50	Total:	102.50

Credit Card Report [F6]



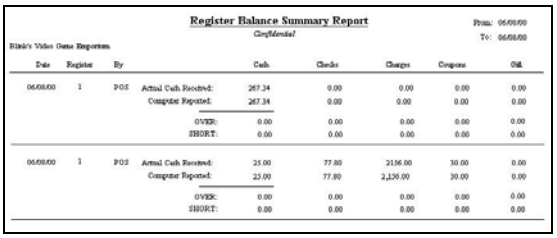
Category Report [F7]

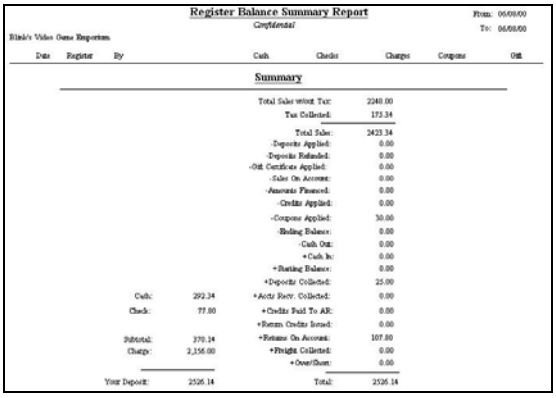


Consolidated Cash Drawer Report

Access: Accounting: Reports: Register Balance/Tender History: Daily Balance Summary

If you have multiple workstations or are balancing your cash drawers more than once per day, you will likely want to print the Daily Balance Summary which consolidates all batches for a specified date range into one report.

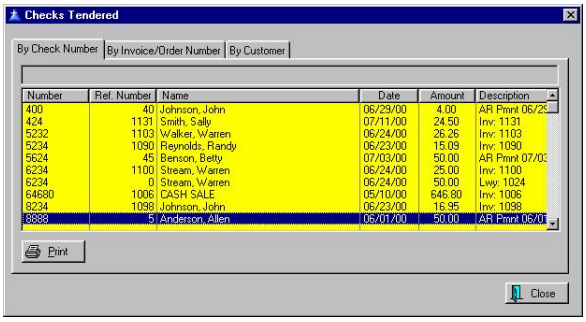




Checks Tendered

ACCESS: Accounting: Accounts: Checks Tendered

Lookup all checks recorded in payment. You may sort the checks by number, by invoice or order number, or by customer.



Displayed will be check number, customer name, date, and amount. The Description field refers to the type and reason for the transaction.

Print - You may print the list. If you wish, you may apply a Query to filter the search and report.

By Customer (tab) - When you select By Customer the checks of the highlighted customer are displayed. You may change the name of the customer

by selecting the **Change Customer** button at the bottom of the screen.

Deposits On File

ACCESS: Layaways In Process: Payment Button.

Payments received on an Order, Layaway, or Service Order are treated as deposits. A record of the deposits as well as the ability to accept more deposits or issue refunds are options on this screen.

Take Payment [F5] - Initially displays the full amount due. Enter only the amount of the current payment to be applied. Then on the tender screen enter the amount actually handled so you can give change as needed.

Issue Refund [F8] - Initially displays the full amount of the deposit. You may enter a lesser amount. The tender screen will prompt you for the method of refunding the money.

Print [F7] - Prints a deposit receipt showing invoice number, beginning balance and subsequent payments by date and tender type.

Tender History Filter

ACCESS: Accounting: Reports: Register Balance/Tender History: Tender History Summary: Enter Date Range

You may prepare a report on tender received and select all or just specific tender types. A date range helps you focus your report.

In the example below, two tender types have been selected, Visa and MasterCard.

Transfer Buttons

Move some or all tender types in the All Tender list to the Tender To Report list.

To move some or all tender types in the All Tender list to the Tender To Report list, highlight the tender type and press the > button. To move all press the >> button. The < button allows you to selectively remove some tender types to be reported.

Set Date Range

You may change the date range as needed.

Print Detail

If left unchecked you will get a summary report like the following

Summary Of Tender Report
Confidential

Blink's Video Game Emporium

From: 01/01/00 To: 12/31/00

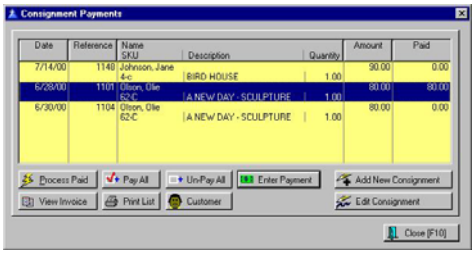
CASH	6,022.49	48.00 %
CASH-Return	-106.26	-0.85 %
Check	1,728.47	13.78 %
Check-Return	-215.60	-1.72 %
Debit Card	2,193.53	17.48 %
MasterCard	215.60	1.72 %
On Account	688.94	5.49 %
On Account-Return	-351.84	-2.80 %
Visa Card	2,371.60	18.90 %

Total Collected: 12,546.93

Consignment Payments

ACCESS: Management: Process Consignment Sales

Consignment items which have been sold are listed here for processing payments to their consignors. The entries are automatically sorted by consignor name to make payouts to individuals easier.



Pay All - to select all entries for payment now.

Un-Pay All - to deselect all entries.

Enter Payment - to pay only the highlighted entry.

Process Paid - after selecting entries to be paid, select Process Paid. You will be asked if you want to print an accompanying refund letter.

View Invoice - review the invoice of the highlighted entry.

Print List - print a listing of all entries.

Customer - review the customer account of the consignor.

Add New Consignment - You may manually add a payout to this list. Just follow the prompts.

Edit Consignment - review and edit the consignment information.

Customer Refunds

ACCESS: Management: Process Check Refunds

This help file serves a dual purpose explaining how to process refund checks and how to make payouts to consignors. The actual window will display one of the following titles and will contain only transactions for check refunds or for consignment payments.

Customer Refunds

Customers who are entitled to a refund and opted to receive payment by check will be listed here. The date, invoice number, customer's name and amount to be paid will be shown.

You can choose to process all, some, or none.

To Process A Payment

1) Highlight an entry and press Enter. The amount to be paid is entered in the Paid Field. If you choose, you could make just a partial payment.

2) Continue the process for each transaction to be processed. A shortcut is to choose the Pay All button.

3) Select Process Paid to complete the payment routine.

Process Paid - All entries with an amount in the Paid field will be processed. You will be given an option to also print a Refund Letter along with the printed check.

Pay All - All entries will be marked to be paid.

☞ *TIP: Use Pay All if the majority are to be paid. Then press Enter on an entry not to be paid and change the amount to 0.00.*

Un-Pay All - All entries will be reset to 0.00 in the Paid field.

Enter Payment - The highlighted entry will have the payment filled in.

Add New Refund - If for some reason you know you need to write a refund check or a consignment payment for a customer not listed, you can add a refund or payment record. You will be prompted to

1) Choose the Customer. You may use the lookup [F3].

2) Choose the Next button.

3) Confirm the address and phone numbers. Make changes as necessary.

4) Enter the amount to be paid out.

5) Choose Finish.

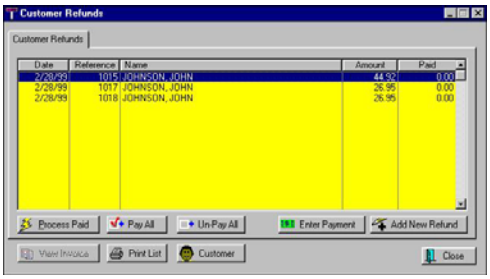
View Invoice - You may review the invoice which created this refund transaction.

Print List - Print out a paper copy of the list.

Customer - Review or edit customer information.

How To Void A Payment

You will need to process a payment in full and then make notation on the printout that no check will be issued.



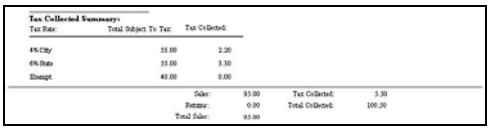
Sales Tax Report

Accounting: Reports: Sales Tax Report

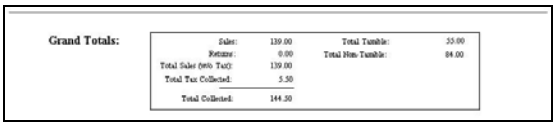
The Sales Tax Report breaks information down into Tax Groups as defined under Utilities: Tax Rates. You may set a date range for any time period.

The tax report can include itemization on a per invoice basis of the taxes assessed and collected.

At the end of the detailed listing is a summation for the tax group.



Grand Totals for the reporting period are summarized.



Chapter

11

Advanced Inventory

There are numerous options available to you as you create and track inventory.

Special Inventory

Each business handles some inventory items which are unique to the industry. PFW allows you to handle a wide variety of special inventory items.

Accessories

When selling an inventory item, PFW can popup with a list of items as accessories or related items to the one being sold. The clerk is reminded to ask the customer if she wishes to purchase them. See *Inventory List*.

- Create a Normal inventory item.
- RightMouseClick on the item in Inventory Lookup and select Accessories.

Advanced Printing

PFW can print special data to pre-printed forms upon the completion of an invoice. This is a valuable feature if you have to complete government paperwork when selling items, like motorcycles or guns, that need to be registered.

See Help: Advanced Printing

Bin Location

If your store is quite spacious or if you hire temporary help, you may wish to make note of where specific inventory items are shelved. You may select multiple locations. The intent is to help you direct your customers to where the items are displayed. Note: PFW will not keep stock counts on a per location basis. See Help: Bin Locations

Create a Normal inventory item.

At the Inventory List select Bin Maintenance.

Bulk Items

You purchase the product in bulk, but sell it in smaller units. PFW will automatically calculate individual item costs and selling prices. Minimum stock and minimum orders are automatically adjusted. See ***Bulk Inventory***.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the number of **Units Per Order**

Commissions

You set an inventory item to track commissions by filling in the commission rate, either a percentage or fixed amount, or both. See ***Commissions***.

- Create a Normal inventory item.
- On the Inventory Options [F7] tab set the Commission % and or Fixed Commission.

Consignments

PFW will accept and track items given you by a consignor for sale through your store. You agree to give the consignor a percentage or fixed amount of the sale. PFW tracks and processes the payouts See ***Consignments***.

- This is a unique inventory item and is not created through the inventory list.
- Go to Inventory: Inventory: Consignments By Name and choose Add.

Contract Items

Not really a unique inventory item, but you agree by contract to sell designated items at a set price for a specific time

period. The contract pricing is for specified customers only, such as jobbers and contractors. See *Contract Pricing*.

- Create a Contract Pricing invoice.
- Add items, adjust pricing, and safe for future use.

Documented Items

Some inventory may need special instructions printed out when it is sold. There are two ways to do this. 1) Use a Transaction Note which will be added to the customer invoice when the item is sold. 2) Use the Advanced Printing feature of PFW.

Duplicate SKUs

Two or more inventory items must use the same SKU. For example, you purchase a variety of stuffed animals, but the vendor has bar-coded each style with the same barcode. You want to know which stuffed animal is the hottest seller so you choose to create separate inventory items for each stuffed animal. An option in PFW Setup allows you to create two or more inventory items which will all have the same SKU. When you attempt to sell that SKU, you will be shown all items sharing that SKU and prompted to select the appropriate item for the invoice. (See Help: Choose Item)

Go to File: System: System Setup: Inventory and turn on Allow Duplicate SKUs

Create a Normal inventory item and enter a SKU which already exists

You will be prompted that the SKU is in use and then you confirm to use it again.

Extra Details

In addition to the typical information about an inventory item, you may track up to six additional details about an item. For example, if I were selling books, I may want to track author, publisher, reading level, number of pages, subject, etc. If I were selling jewelry I may want to track clarity, shape, size, color, etc of the stones. These extra detail fields are created on a per category basis and can be searched for when selecting items for an invoice. See User Defined Fields

Go to Utilities: Categories: Edit: User Defined Fields

Add or Select Fields for the chosen category

Edit the inventory item to fill in the fields

Choose the UDF button on Inventory List to search by field

Events

If you are selling tickets or registration for classes or events, you can track the sales and educate the customer at the same time. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Notes [F8] tab enter the date, time, and list of things to bring to the event in the Transaction Notes field. The receipt becomes the ticket and can be serialized as well.

Freight, Shipping

Freight and Shipping charges should not be treated like other inventory items. The cost is often the same as the selling price and should not be calculated as a

profit item. PFW does this automatically.

- Create a Normal inventory item and assign it to a Category named FREIGHT.
- On Inventory Detail [F6] tab and the Options [F7] tab, set Track Stock to Off and Ask For Price.

Gift Certificates

PFW can process gift certificates, both the selling of and redemption of Gift Certificates. See *Gift Certificates*.

- Assign the SKU to GIFTCERT and PFW will do the rest.
- Inventory Detail [F6] tab and the Options [F7] tab, select Track Stock to Off and Ask For Price.

Internet Items

Any product can be automatically posted and sold through your web page. The item can include a full color picture, extended notes in HTML format, and special promo dates. See ***Internet Inventory***.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the Post To Internet switch to On.

Kits

A kit is a collection of inventory items being sold as one unit for one price. You may choose to reveal the components of the kit or to keep them hidden from the customer invoice. Either way, PFW will properly track stock counts of all the components. See Help: Template

Labor Charges

If you are in a service industry, your labor charges are a vital part of your sales. PFW handles labor charges handily. You can set up charges for fractional hours and for set fees. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab and the Options [F7] tab, set Track Stock to Off and default selling units.

Luxury Tax Items

Some items may be deemed a luxury item subject to extra taxation by local taxation laws. These items are typically grouped together into a category which has a designated tax adjustment. See *Tax Category*

- Create a Normal inventory item and assign it to a category with tax exemption.

Matrix Items

PFW can track items which vary in degrees of color/size. PFW displays these like items on a 2 dimensional grid for both inventory maintenance and for selling products. See ***Matrix Inventory***.

- Add a Matrix inventory item from the Inventory List.
- After creating the matrix header, you will be prompted to set the row/column settings. Then PFW will generate the matrix.

Multiple SKUs

An item may have more than one product code. Generally, the Primary SKU will be the product's barcode, but

if there are other product codes or reference numbers they can be attached as additional SKUs. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Inventory [F6] tab, select [F4] for Alternate SKUs

-- Multiple Vendors --

An inventory item which can be purchased from more than one vendor, is created only once in PFW, but it can be linked to more than one vendor. When the item is to be re-stocked, you may select any of the vendors who sell the product. See *Vendor Inventory*.

- Create a Normal inventory item.
- RightMouseClick on the item and choose Vendor and add an additional vendor.

Multiple Vendors

An inventory item which can be purchased from more than one vendor, is created only once in PFW, but it can be linked to more than one vendor. When the item is to be re-stocked, you may select any of the vendors who sell the product. See Help: Vendor Inventory.

Create a Normal inventory item.

RightMouseClick on the item and choose Vendor and add an additional vendor.

Non-Discounted

Some inventory cannot bear any discounting of price while invoicing. This prevents clerks from lowering the price and prohibits preferred customers with general discount options to buy the item at a discount. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Options [F7] tab, set option **Allow Discounts** to **Off**

Non-Tracking

Some items just never run out of stock, or they are so insignificant you don't need to worry about ever running out. This option is used in conjunction with other types is inventory. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the option **Track Stock** to **Off**

On-The Fly

Creating an inventory item while preparing a customer's invoice is not uncommon. With so many wares to deal with it is easy to overlook something. With Fast Add you quickly define the basics of the item and then tidy it up when you have more time.

Activate Fast Add in Station Detail.

While invoicing, press Enter to see the inventory list.

Press INSert to add an item. Fill in the fields and it is added to the invoice.

Packaging

Frequently used with Templates or while invoicing, the Package option allows you to offer a collection of inventory items at one package price. The customer never sees the line item prices, just the lump sum price. See *Packages*.

- Create a Template inventory item.
- Use CTRL-P and CTRL-S

options.

Preferred SKU

If you sell items which change model and mfg frequently, such as keyboards for computer systems, you can designate the latest featured item with a Preferred SKU. Your sales people never have to learn anything but KB as the SKU for the designated keyboard. When they run out, assign KB to another keyboard. See *Inventory Detail*.

- Edit a Normal inventory item.
- On the Inventory [F6] tab, add the preferred SKU to the [F4] alternate SKUs.

Price Breaks

Set special 2fer, 3fer pricing of an inventory item. Or you can choose to set Quantity price breaks so that when a customer buys more than a specified number then a new price per each will take effect. See *Price Breaks*.

- Create a Normal inventory item.
- On the Options [F7] tab, select and set Price Breaks.

Product Labels

A standard pricing label can be generated or not for any inventory item. But some items need special labeling. You can design your own labels of any size and include long textual descriptions like planting or handling instructions, or Federal Warnings. See *Inventory Labels*.

- Create a Normal inventory item.
- On the Options [F7] tab, set the Label ID.

Promotional

Special purchase items and clearance items can be designated for promotional pricing. When used with E-Commerce, the items are simply "featured" items and not necessarily reduced in price. See *Promo Pricing*.

- Create a Normal inventory item.
- On the Options [F7] tab, set Promo Pricing.

Related Items

Used primarily with E-Commerce, you can designate additional items as being related to the item found by the web shopper to link them to other purchases. See *Internet Inventory*.

- Create a Normal inventory item.
- RightMouseClick on the item in Inventory Lookup and select Accessories.

Seasonal Items

Seasonal inventory is often stored away when the season is over. These items can be inactivated, that is, made invisible to the lookup by turning off the Active button. They still exist, but are more or less invisible until the next season. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Inventory [F6] tab, set the option **Item Is Active**.to **Off**
- To view Inactive items and restore them to activity, select Show Inactive Only from [ESC] Menu of the inventory lookup and turn on Item Is Active.

Sell By Weight

Inventory which is sold by weight uses the weight as the quantity on an invoice. By turning this switch on, whenever an item is sold you will be prompted to manually enter the weight or to press a key on the keyboard to capture the weight from the attached scale. See Weight/Weight Embedded In SKU

Create a Normal inventory item.

On the Inventory Detail [F6] tab set the option Prompt To Read Scale to ON.

Serialized Items

PFW will track a product with a serial number from purchase to sale. See ***Serialized Inventory***

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the option **Track Serial Number** to **ON**.

Services

Services are not tangible items that sit on a shelf, but they are very important in your business. You may create unlimited numbers of services at varying prices with hourly or per minute rates. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the option **Track Stock** to **Off**

Special Instructions

Special instruction notes relating to the item being sold can be automatically printed on the invoice. This could be a unique policy statement, handling instructions, or general information.

- Edit a Normal inventory item.
- On the Notes [F8] tab type the special instructions in the Transaction Notes field.

Special Pricing

Some items may sell at fluctuating daily rates or because of the antiquity or value of the item, you do not want to set a selling price until the time of the sale. When you add the item to the invoice, the cursor will stop at the Price field. The current price will be entered, but you can easily overwrite it. See *Inventory Detail*.

- Create a Normal inventory item.
- On the Options [F7] tab set the option **Ask For Price** to ON.

Tag Along Items

When one inventory item is sold, you can link other items to it so that they will automatically be added to the invoice. For example, selling an alternator will add a core charge or deposit until the old part is turned in.

On the inventory list highlight the primary inventory item.

Click on the Links tab at the bottom of the screen.

Choose Accessory Manager button.

On the left hand side select the item to tag along click on the transfer button of the tag along section.

Tax Exempt Items

Some items may be deemed tax exempt by local taxation laws. These items are typically grouped together into a category which has a designated tax exemption. See *Category Detail Form*.

- Create a Normal inventory item and assign it to a category with tax exemption.

Templates

You may prepare a list of items in advance which can be sold as one unit. The items can then be edited, added to or deleted. See *Templates*.

- Choose **Template** when adding an inventory item from the Inventory List..

Total Price Items

Inventory can be sold by entering the total sales price and PFW will then calculate the quantity. For example, sales of $10.00 worth of gas will divide the 10.00 by the unit selling price to determine the number of gallons sold.

Create a Normal inventory item.

On the Options [F7] tab set the option Calculate Quantity From Price to ON.

Trade In Items

PFW will accept products in trade for items you sell. The trade in becomes your property and can be resold. See *Trade Ins*.

- Create an invoice for the customer offering the trade in.
- Press CTRL-T for Trade In while creating an invoice.

Vendor SKU

If the Primary SKU is not the same as the SKU or part number used by the Vendor for ordering purposes, PFW will allow you to record the vendor part number in a special Vendor Inventory file. Only when a purchase order or special report is created for the vendor will the vendor SKU be used. See *Vendor Inventory*.

- Create a Normal inventory item.
- RightMouseClick on the item and choose Vendor and add the SKU.

Warranty Products

Items which have a warranty from you, the vendor, or manufacturer can have a Warranty Code assigned which will tell you when the product's warranty expires and what it may cover.

- Create a Normal inventory item.
- On the Options [F7] tab enter a Warranty code for the item.

Bulk Inventory

Bulk Inventory means you purchase the product in large units, but sell it in smaller units.

For example, you may purchase items by the case, gross, dozen, or bag, yet sell them at an each, per pound, or baggie price.

PFW will calculate the cost per selling unit and generate retailing prices.

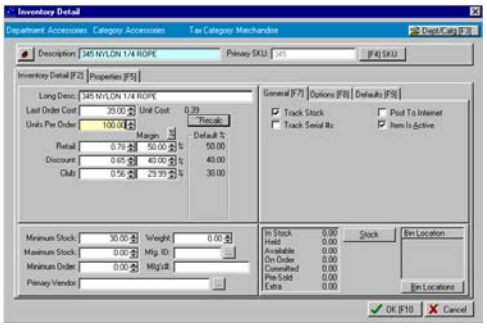
When it comes time to re-order, PFW will prompt based upon minimum selling unit stock settings and will suggest the bulk quantity for purchase.

How To Setup For Bulk Inventory

1) Create a Normal inventory item. Choose the category; enter the Description of the item, Enter a SKU.

2) On the Inventory Detail [F6] tab set these fields

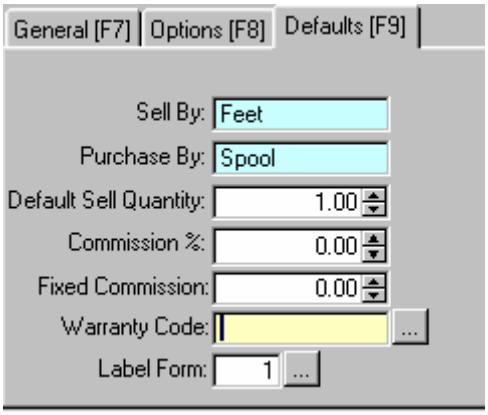
- **Last Order Cost**: Enter the cost of the BULK unit, i.e., your cost per pallet, case, etc.
- **Units Per Order**: Enter the number of selling units which come out of the BULK unit. When you press Enter, the Unit Cost field should display the EACH cost. If not, review your Last Order Cost vs. Units Per Order.
- The selling prices will be calculated. Make adjustments as needed.
- **Minimum Stock** enter the number of selling units to be in stock at all times.
- **Minimum Order** enter the number of purchase units you want to order at one time.



In the above example, the cost for the spool of rope is 39.00. When the spool gets down to 30 feet, then PFW will prompt to re-order 1 spool of 100 feet. The unit cost is 0.39.

3) On the Options [F9] tab set these fields

- **Sell By**: Each, Pair, Set, Pound, Yard, etc.
- **Purchase By**: Dozen, Box, Bolt, Roll, etc. It is suggested that you note the quantity as well. For example Box144 or Roll500 to help you remember the number of selling units.
- Default Sell Quantity: is usually 1.00
- Consider activation of "Ask For Quantity"



In the above example, the clerk will be prompted to enter the number of feet being purchased. This rope is being sold by the FOOT and is purchased by a 100 foot Spool.

☞ *It is imperative that the correct last cost, units per order and selling prices are well defined before attempting to enter a stock count. Otherwise, profits on sales will be greatly skewed.*

Ordering

To help you when ordering bulk items, you will be able to see the number of smaller units in stock and how many larger units are made up of the smaller units.

The Stock Count window of the item will show how many units there are per order unit. In this example, one order unit contains 200 selling units.

Detail
In Stock 124.00
Held 0.00
Available 124.00
On Order 0.00
Committed 0.00
Pre-Sold 0.00
Extra 0.00
Units Per 200.00
Bin Locations

Consignments

Consignments are inventory items which you agree to sell for someone else.

OVERVIEW

The person who owns the items, the consignor, and you, the consignee, agree to specific terms regarding the sale of the items including the selling price and the fee which you will receive when the items are sold.

The items are added to your inventory under the name of the consignor. When the items have been defined, you may print a consignment agreement. A standard agreement form is already included in PFW, however you may edit the agreement to better suit your needs.

Consignment items are listed among all the other inventory items, yet they are distinguishable because of the category to which they are assigned, the type indicator, and the SKU designator.

When a consignment item is sold, it is seamlessly handled like any other inventory item. It is entered on an invoice and the invoice is processed.

After the consignment item has been sold, the item is recorded in a consignment payment file so that payment to the consignor can be made. The consignment payment can be made at any time, but is normally done on a periodic basis. The payment due the consignor can be paid out by check or kept as a store credit.

If the consignor wishes to remove some or all of the items from your store, the items are sold on an invoice to the consignor at no cost, thereby removing the items from inventory and nullifying payouts due you, the consignee.

Advance Setup

Before attempting to accept consignment items you should complete the following preliminary steps.

- Register the Consignment module of PFW with appropriate unlock codes.
- Review and adjust the defaults of your consignment category.
  1. Go to Utilities: Categories
  2. Add or Edit a category for Consignments.
  3. Recommended settings:
     Tax Category: Merchandise
     Markup or Margin set to 0.00
  4. Choose Default Settings.

  Recommended settings are:
     Track Stock Quantities = ON
     Stock By = Each
     Order By = Each
     Stock/Order = 1.00
     Default Sell Quantity = 1.00

  Other settings may conflict with consignment items. Before activating other options, be sure you test and understand the ramifications of the choices.
- Assign the consignment category to the PFW System Setup.
  1. Go to File: System: System Setup.
  2. Choose the Inventory Tab. Set the consignment category as the default.
  3. Set your standard Store Percent fee.
- Review and edit the consignment agreement. See *Edit the Consignment Agreement*.
- Set the Consignment Agreement

form number in the Station Settings.
1. Go To File: System: System Setup.
2. Edit **each** station as listed in the lower right corner of the POS Setup Form. On the Printers tab, set Consignment Form to #81 or #82 as appropriate.

Accepting Consignment Items

Consignment inventory is NOT created like other inventory items. You must follow these steps.

1) Go the Control Center: Main [F2] tab.

2) Select Add Consignment

3) Choose or add a customer who is to be the consignor.

4) Click on the Add button of the New Consignments For: *Customer Name* dialog Box.

5) Fill in product information. See *Consignment Form* for more information.

6) Repeat steps 4 and 5 for each item being accepted on consignment.

7) When you are finished, click on the Print Agreement button to print a consignment agreement form for signatures. Give a copy to the consignor.

How to Sell Consignment Items

Consignment inventory is sold as any other inventory item. It can be added to an invoice, an order, layaway, service order, or quote. You select the consignment item from the inventory lookup or by scanning the barcode on the product price label.

How To Process Consignment Payouts

After the consignment item has been sold, the item is recorded in a consignment payment file so that payment to the consignor can be made.

Immediately, the payment amount to which the consignor is entitled becomes part of the consignor's store credit. If the consignor were to make a purchase in the store, he could apply his consignment credit towards his purchases.

Any portion of the consignment payment not used towards purchases can be paid out by check. The issuance of a check can be done at any time, but is normally done on a periodic basis.

1) Go to Management on the Main Menu

2) Choose Process Consignment Sales

3) Follow the options as described in the *Consignment Payments* help file.

How To Find Consignment Items

Consignment items are listed among all your inventory items. They are distinguished from other items by the Type C for consignment. They also have a PFW assigned SKU which consists of a unique number followed by the letter C.

1) Go to Inventory lookup.

2) Press the ESCape key or select the ESC Menu button.

3) Choose Consignments. - Only consignment items will be displayed in the list.

If you have assigned all of your consignments to the same category, you could use a category lookup to find the items. Click on the Category F8 button of the All Inventory window.

How To Edit Consignment Items

Very seldom would you want to edit an existing consignment item, but if you and the consignor are in agreement, you can change the description, selling price, commissions and quantity on hand.

1) Go to Inventory on the Main menu

2) Choose Consignments By Name

3) Highlight the name of the consignor. A list of consignment items for this customer will be listed below.

4) Highlight the item to be edited.

5) Click on the Edit button below the item highlighted.

6) Make appropriate changes.

7) Re-print the consignment agreement.

How To Re-Stock Consignment Items

If a consignor provides additional stock of an item already defined as a consignment you may edit the original consignment agreement as described above and enter a new stock count. Reprint the consignment agreement.

However, to avoid confusion, you could create a new consignment item and agreement each time new stock is received.

How To Post Consignments To The Internet

As with all other inventory, you activate the Post To Internet switch from the More Panel of the All Inventory window.

1) Go to Inventory List.

2) Click on the More button in the upper right corner of the All Inventory window.

3) Click on the General tab of the More Panel.

4) To edit the fields, you must click on the Edit Detail button to the right.

5) Check or uncheck the Post To The Internet box as necessary.

6) Click on the Notes tab. Edit the Note field. Your description of the product will be included on the web page.

7) When you are finished, click on the Save Detail button to the right.

How To Return Consignment Items To The Consignor

There may be times when the consignor wants to remove consignment items from your store and nullify the consignment agreement.

1) Create a customer invoice for the consignor.

2) Add the consignment items the consignor wants to remove from the store.

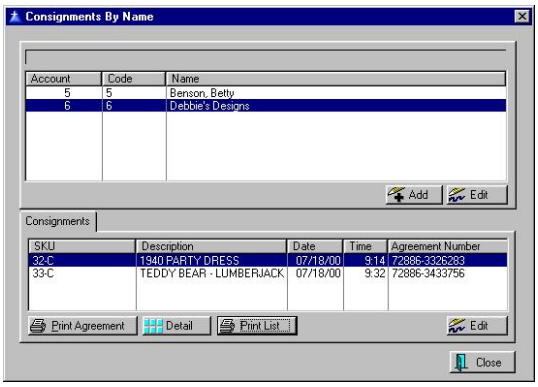
3) Change the selling price on the invoice to 0.00 for each item being removed.

4) Process the invoice.

5) Only if the consignment agreement included a Fixed Commission would you need to process the *Consignment Payment* void the transaction for this invoice.

Consignments By Name

Lists names of consignors. Once you have found the consignor's name, the current consigned items are listed below. You may add more or edit existing consignment items.



Search - You may search by Account number, Lookup Code, or consignor Name. Type the beginning characters until you find the desired individual.

Search and Sort Order - The column titles Account, Code, and Name can be activated by clicking on them. A > symbol indicates which column is being sorted and searched.

Add - You may add a new consignor and new consignment items from by clicking on the Add button.

Edit - Opens the list of consignments for the consignor.

Consignments tab

Once the consignor is highlighted above, the individual items consigned by that individual are displayed on this consignments tab. Each consigned item has its own SKU, Description, and Agreement Number and when the agreement was confirmed.

Print Agreement - Prints or re-prints the consignment agreement of the highlighted consignment item.

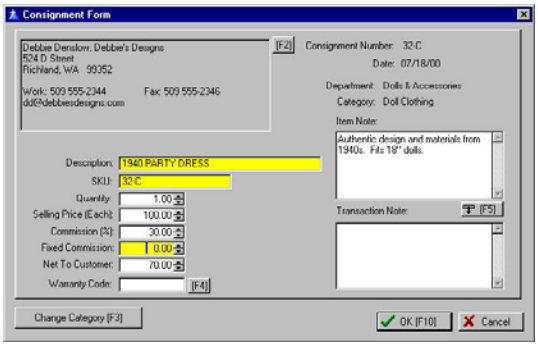
Detail - Opens the *Customer Consignments* window which shows how the consignment item was sold.

Edit - To make changes to a consignment item, clicking on Edit opens the consignment form for editing.

Consignment Form

ACCESS: Register: New Consignment: Select Customer: Add

Consignment inventory is recorded in a special inventory form. For an overview and a consolidated explanation see *Consignments*.



Consignor Information

Consignment inventory is directly linked to the consignor whose name, address, and phone information is visible in the

upper left corner of this dialog window. Use the **[F2] Button** to Edit the consignor information.

Consignment Number and Date

This consignment item has a unique SKU which is generated when the consignment form is first opened.

Department and Category

The item is currently assigned to the named Department and/or Category.

Change Category [F3]

The category is automatically defaulted to a consignment category designated in the *POSitive Setup Form*. **Use [F3]** to select a different category.

Description

The name of the item. This will appear on the customer invoice and on your web page if you are using the E-commerce edition of PFW.

SKU

Generated by PFW, it is the next available consignment number followed by the letter C for Consignment. You may change the SKU.

Quantity

The number of items being received on consignment. This is a stock count and will be reduced as items are sold or increased if replenished.

Selling Price (Each)

Generally, the consignor will designate the selling price of the item.

Commission

Your fee for handling and selling the item can be determined based upon a percentage or fixed amount.

Commission (%)

Enter a percentage and you will receive this percent of the selling price. This percentage is automatically entered based upon the setting in *POSitive Setup Form*.

Fixed Commission

Enter a dollar amount which you require and the customer will receive the remainder from the selling price.

Net To Customer

A calculated amount to be paid the consignor for each item sold. This amount will change if the selling price is changed when the item is actually invoiced. This net amount is automatically transferred to the report when you make settlement with the consignor.

Warranty Code

If a warranty is offered for the item, designate the warranty in effect.

Item Note

Text describing the item which will be included if the items is posted to the web page.

[F5] Copy Note

After entering your Item Note, you may copy it to the Transaction Note field.

Transaction Note

The notes made here will be included on the invoice when the item is sold. These notes will also appear as the shorter standard note posted to the web page.

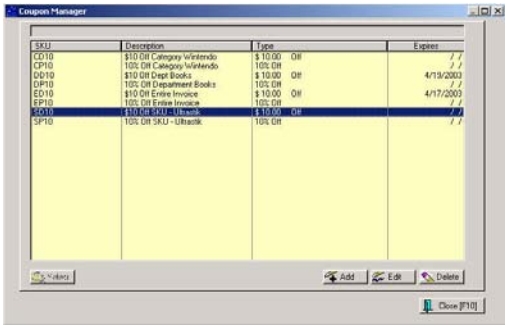
Pictures

Pictures of consignment inventory can be assigned to the item from the *Inventory List* or when setting up *Internet Inventory*.

Coupon Manager

PFW allows you to create specialized coupons for use in conjunction with items you sell. These coupons can be set to discount by a percentage or a dollar off value. Additionally, the coupons can be set to be valid for only specific inventory items and can have an expiration date.

Coupon Manager is a listing of these defined coupons. Choose Add, Edit or Delete as needed.

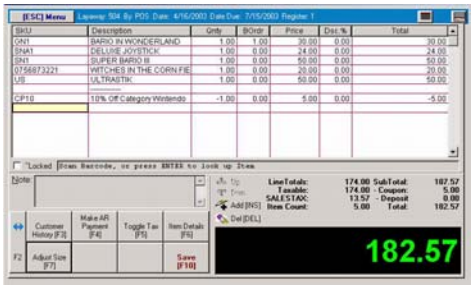


How Coupons Are Used

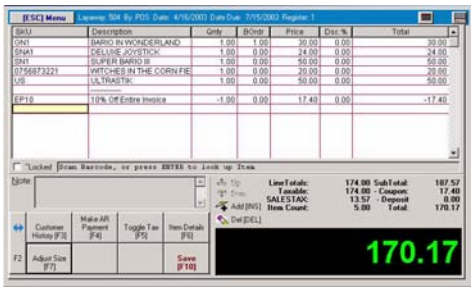
When an invoice is created, you will select one or more coupon SKUs from this Coupon Manager list.

- The coupon SKU will automatically calculate its value from what is on the invoice.

For example, coupon CP10 will give a 10% discount of any items from the Wintendo category (Super Bario III).

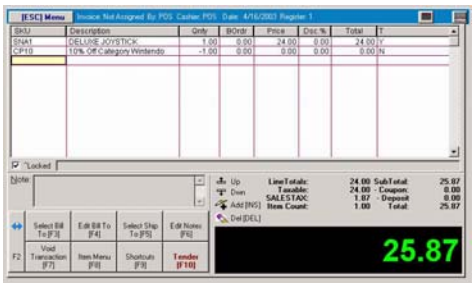


Coupon EP10 gives a 10% discount on ALL items on the invoice.

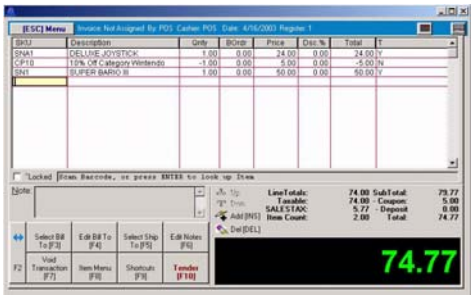


- The coupon can be applied to the invoice before or after the items appear on the invoice.

In this example, the CP10 coupon has been added at the start of the invoice. Notice that the value is 0.00.

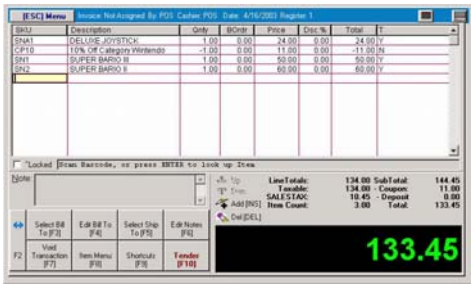


Once the item Super Bario III is added to the invoice, the coupon value is automatically updated to -5.00.



- The coupon value will increase automatically as additional inventory items meeting the criteria are added to the invoice.

For example, SN2 from the Wintendo category is added and the CP10 coupon value changes to 11.00.



Invalid SKU Criteria

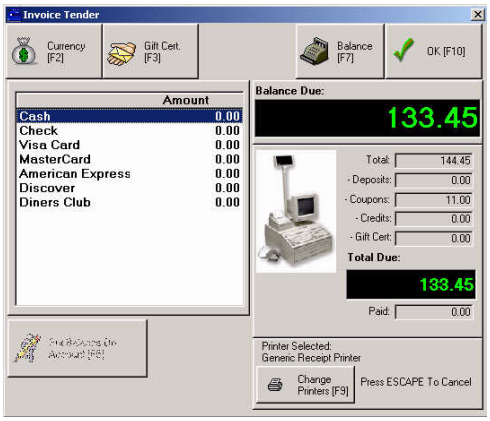
If you attempt to include a coupon on the invoice which is specific to a SKU item which is not on the invoice, you will be notified.

Tender With Coupons

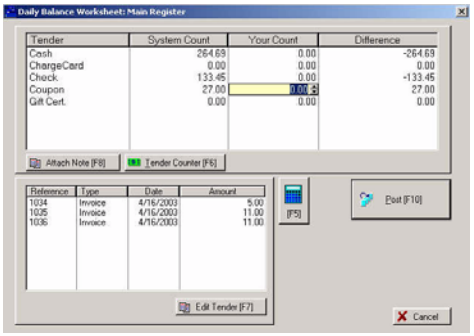
The Coupon value on an invoice can be included or excluded from the Tender screen and hence from the Balance Cash Drawer Worksheet.

The total value of coupons is displayed in the lower right corner of the invoice screen. (see previous picture. When you tender the invoice, the same value is displayed on the right.

In this example, the total coupon value is 11.00



When balancing the cash drawer, the value of coupons honored will be displayed.



However, there is a setting in the coupon setup to exclude this coupon value from going to the Balance Drawer Worksheet.

☞ *Tip: Frequently used Coupons can be assigned to the Invoice Button Bar*

Summary

In short, a wide variety of coupons can be created. The coupons are designed to calculate a percentage off or a specific dollar off value when criteria is met such

as a purchase of a specific inventory item, any item from a category or a department. And, the coupon can have an expiration date. For more information see Coupon Form.

Coupon Form

The Coupon Form allows you to name and define your own types of coupons. These coupons are actually inventory items with more functionality than the standard CTRL-C(oupon) command applied at an invoice screen.

The coupon can be either a percentage off or a dollar value

The coupon is applicable to selective transactions.

- If it is to apply to all items on an invoice then the value of the items is calculated and a discount is applied.
- If it is to apply to a specific department, category, or SKU, then PFW calculates appropriate totals and a discount is applied.

How To Create A Coupon

1) Open the Coupon Manager (Manager Console: Inventory Center)

2) Choose Add

3) Fill in the appropriate fields

SKU - choose a descriptive SKU

Description - whatever is entered here will print on the customer invoice

Expiration Date - if left blank the coupon will always be valid

Set Dept/Category - Select an administrative category named Coupons, for example. (see Reports below)

Type - choose either Percent Off or Dollar Off

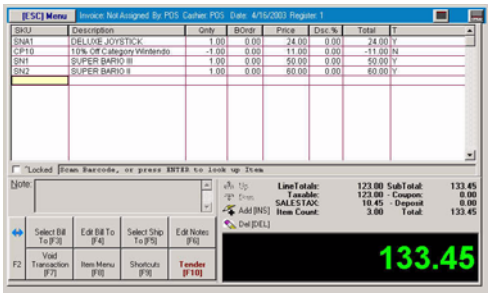
Amount - Enter a percentage or a dollar value

Apply To - Select an appropriate criteria for redeeming the coupon.

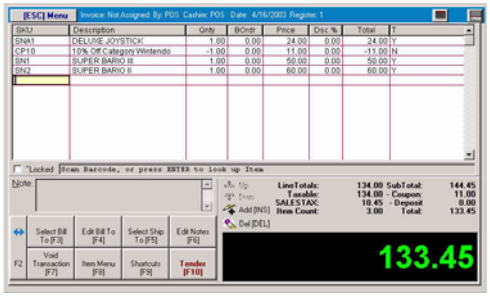
Default Quantity - Usually 1.00. Check **Ask For Quantity** if you want to be prompted for a value.

Do Not Add To Coupon Total On Invoice (apply before Total)

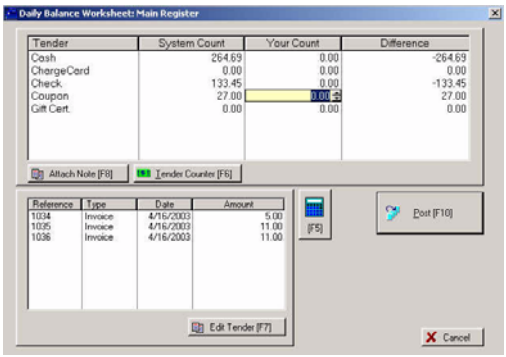
- **Unchecked** - the value of the coupon is excluded from the Line Totals at the bottom of the screen under Coupon field. And the Balance Cash Drawer Worksheet will have NO value in the Coupon field.



- **Checked** - the value of the coupon is included in the Line Totals at the bottom of the screen under Coupon field.



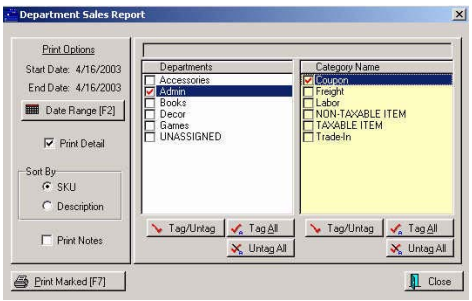
And the Balance Cash Drawer Worksheet will have the total value of the coupons collected in the Coupon field.

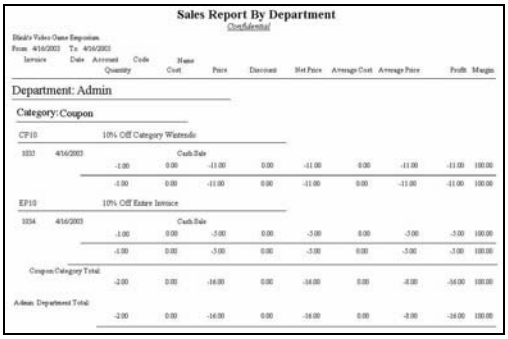


Reports

You can run sales reports by department/category to see the frequency and value of coupon redeemed. If you have assigned all of your coupons into a common category, it makes reporting much easier.

Go to Sales Reports - Department/Category

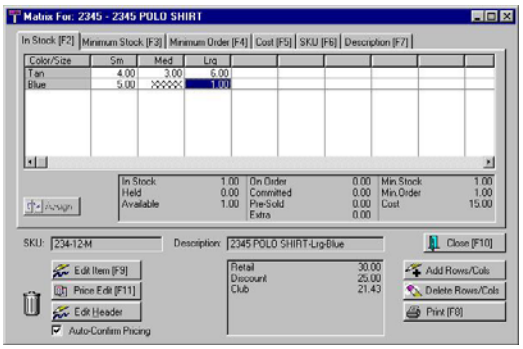




Matrix

ACCESS: Inventory List: Edit Type M Inventory Item

The matrix is a consolidation of all related inventory items into a simple and convenient screen for invoicing and inventory control purposes.



Matrix Inventory

A matrix is a two dimensional grid consisting of rows and columns. The matrix organizes and displays related inventory items which differ by size, color, style, or other characteristics.

A matrix is typically used for managing articles of clothing such as shirts, shoes, and hats or hardware such as furnace filters, light bulbs, nuts and bolts, etc. But the matrix could be used for most anything.

Overview

The matrix is created by selecting Add on the Inventory List and choosing Matrix as the type.

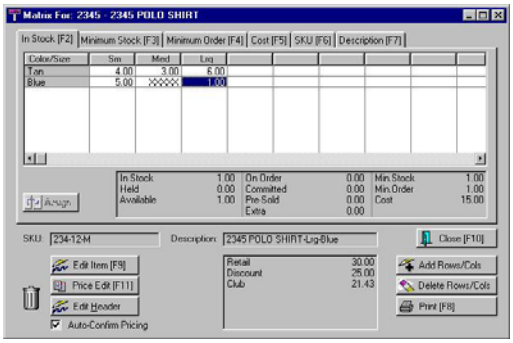
After selecting an appropriate department/category for the item being sold you fill in a normal looking inventory definition form. This definition is the "basis" for multiple items which will be generated as individual color/size items. After setting all the options desired, press F10.

You will then select a matrix header which defines the names of the rows and columns of the matrix. PFW then creates an individual item, one for each cell at the intersection of the row/column.

Once the matrix is generated, you may edit the contents of each cell, changing the costs, pricing, description and SKU. "Non-useable" individual items, color/size combinations which are not manufactured, can be deactivated.

You will use the matrix for purchasing and selling the individual matrix items.

Here is a simple matrix of just 3 columns by 2 rows, but it could be as large as 50 x 50 cells.



One advantage of the matrix is its consolidation of all related items into a simple and convenient screen for invoicing and inventory control purposes.

But you still have access to the items as single line item entries.

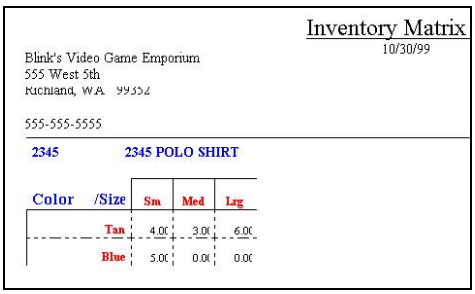
In the picture above, the matrix header is highlighted, as indicated by the M in the Type column. The stock count for the header is the total in stock of items linked to the matrix header.

POSitive For Windows

- auto-generates an **unlimited number** of matrices,
- allows you to **expand or contract** the matrix size using Add and Delete Rows/Columns,
- flags **discontinued items** no longer available from the vendor,
- supports **open cell editing** of cost, price, description, and
- simplifies **buying and selling** of matrix items.

Matrix Modification - You may modify the structure of the matrix by adding or deleting rows and columns. This makes PFW flexible as your vendors expand or limit their product lines.

Print - You may print a report of the matrix to show stock counts, costs, order quantities or selling prices. The report appears in a grid format as shown here. Printed purchase orders may also include this grid format or use the standard line item format.



How To Create A Matrix

1) Choose Add from the Inventory List screen.

2) Select Matrix as the type.

3) Select a Department/Category.

4) Define the master matrix item. This looks like any other inventory definition screen, but this item is the master item referred to as the Matrix Header. PFW automatically generates all the individual matrix items based upon the settings and options of this Matrix Header. Once the individual elements are created, you can edit each item.

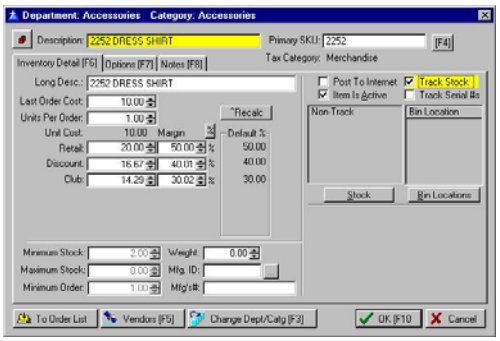
The first 3 characters of the Description are used as the prefix of the individual SKUs. Knowing this could be to your advantage. See *How To Work With Matrix SKUs*. Also, the description is used as the basis of the individual product descriptions. It is recommended that you keep this description as abbreviated as possible.

As you define this inventory item, you use much the same information as you would for creating a normal inventory item, but with these recommended exceptions:

-- Keep the Description short. Individual item descriptions are built upon it.

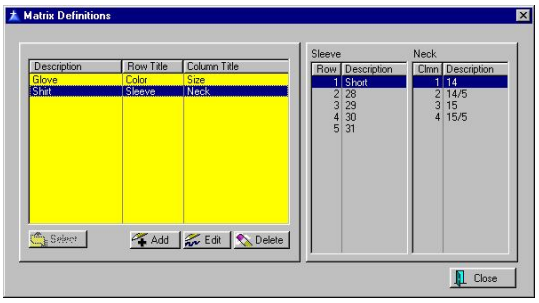
-- Enter a Cost and Selling Prices common to the majority of the matrix inventory items to be generated.

5) Press OK [F10] when done.

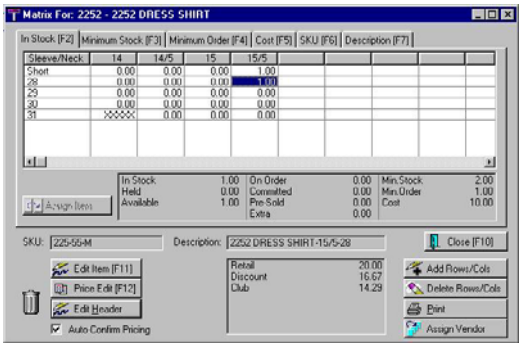


☞ *TIP: Some articles such as shoes and shirts consist of a third element, color, which cannot be included in the matrix. This third element should be part of the Description of the inventory item. In the above example, the style number 2252 indicates the color of the shirt.*

6) Select a Matrix Definition - The matrix definition will be used for determining the titles of the many rows and columns to use for this matrix header. Highlight or Create a matrix definition and then choose the Select button.



7) PFW will automatically create all cells of the matrix. You may edit individual cells. See below.



Direct Editing - All cells (with the exception of In Stock) can be edited directly.

- Select the Tab
- Highlight the Cell. Use either the mouse or arrow keys for cell selection.
- Press Enter to edit.
- Type the changes.
- Press Enter to save changes.

Maximize View - If your matrix is large, you may view more columns simultaneously by clicking on the full screen icon on the window title bar.

Explanation of Screen Elements

The following information explains the function of each element on this screen.

In Stock [F2] - The quantity in stock of each item. For control purposes you may not edit the stock count directly on this view. It is recommended that you use purchase orders to update your stock counts. If you are entering "initial inventory count" we suggest you use Inventory: Physical Inventory: *Reconcile*

Inventory. (Note: You may use Edit Item [F9] and Verify/Adjust as you would any inventory item.)

Minimum Stock [F3] - Displays the set minimum stock level of each item. This is the number you want on the shelf at all times.

Minimum Order [F4] - Displays the set minimum order level of each item. This is the suggested number of items you would want to order.

Cost [F5] - Displays the set cost of each item. The initial cost is always the same as the cost entered on the item header when the matrix was created. If some items have a different cost because of variance in the size or style you manually change costs here. Note: PFW will automatically update these costs to the correct Last Cost when the item is received on a Purchase Order.

If you change the cost of an item, you will likely want to change the selling prices at the same time. Be sure to turn on **Auto-Confirm Pricing** at the bottom of the matrix view.

SKU [F6] - Displays a generated SKU of each item. Creating a matrix incorporates auto-sku generation. The generated SKU consists of the first 3 characters of the description entered on the matrix header, followed by PFW item number, and then the letter M to indicate it is a matrix item.

How To Work With Matrix SKUs

You may change the generated SKU to the product's attached barcode or product number. The generated SKU for matrix items is not easy to work with if you are used to looking items up by SKU. However there are some pros and cons to making such changes.

Disadvantages - 1) you will sacrifice the grouping of like items on the Inventory List screen. Specifically, if you sort by SKU, items which began with the generated SKU prefix will no longer be grouped together. 2) It is work intensive to make the changes, and 3) the probability of human error could increase.

Advantage - a more logical barcode can be used, one of your own creation or as defined on the pre-made label.

Your Options -

1) Leave the SKU as is. PFW can generate barcode labels for the product using the existing SKU.

2) Change the barcodes.

- Highlight the Cell. Use either the mouse or arrow keys for positioning.
- Press Enter to edit. The existing barcode is highlighted and will be erased in total when a new entry is made.
- Scan the desired barcode or manually type the changes.
- Press Enter to save changes

3) Use an Alternate SKU for each item. This is even more work intensive, but you can retain the generated SKU as well as use the pre-defined barcode. You will have to edit the individual item and add the Alternate SKU. See *Alternate SKUs*.

Description [F7] - The description was generated using the item header description as the basis of the individual product description. Automatically

attached is the cell's column title and then the cell's row title.

You may edit the descriptions but with some inherent disadvantages.

1) You may sacrifice the grouping of like items on the Inventory List screen. Specifically, if you sort by Description, items may no longer be grouped together. 2) It is work intensive to make the changes, and 3) the probability of human error could increase.

Assign - Generally, this is grayed out. Only when highlighting a Cell which has been deleted (see **Trash Can**) as evidenced by the XXXXX in the cell, will this option become available. Clicking on Assign allows you to select a different, and even an unrelated inventory item, from your inventory list and link it to this matrix.

This is not a recommended procedure for use on a grand scale, but can be a helpful option. Changes made to the matrix header (**Edit Header**) cannot be applied automatically to an assigned item.

Stock Status - The highlighted cell's stock counts are displayed for convenience. To view the actual Helds, for example, you will need to **Edit Item [F9]**.

SKU - Of the currently selected Cell.

Description - Of the currently selected Cell.

Close [F10] - Closes the matrix view. Saves changes made.

Edit Item [F9] - Each matrix cell represents a separate inventory item. That you may edit that item as you would any other item. See *Inventory Detail*.

Price Edit [F11] - Opens the *Verify Pricing* window to easily make selling price changes per price level

Edit Header - The master matrix inventory item which opens this matrix view can only be edited by selecting this button. Editing cost or pricing of the header can affect individual inventory items linked to it.

How To Edit a Matrix Header

An inventory item in the inventory lookup which serves as the base of all linked individual matrix items is called the Matrix Header. The item is flagged as an M type when viewed in the Inventory Lookup screen.

1) Find the Matrix item in the Inventory List

2) Choose Edit. This opens the Matrix view of all items.

3) Click on **Edit Header**.

4) Make changes as desired. Editing the cost and/or pricing can be automatically rippled down through the linked inventory items.

When you exit the header item, you will be prompted with the following options. There are no reversal or undo options.

Matrix Header Change

- Update ONLY those items with the old cost and/or price.
- Update EVERY item in the matrix.
- Do NOT update any items in the matrix.

Auto-Confirm Pricing - If you change the cost of an item on the Cost [F5] tab, you will likely want to change the selling

prices at the same time. By turning this on (check marked) a *Verify Pricing* window will open to allow you to easily make selling price changes per price level.

Trash Can - When generating a matrix, PFW must create cells to complete the matrix, however some designated items, a particular color and size combination, for example, may not actually be available from the vendor. These items can be removed from the matrix and from the lookup.

How To Deactivate "Unusable" Matrix Items

Do NOT use the Delete option on the Inventory Lookup.

1) Open the matrix view of the item.

2) Click on the Cell and drag it to the Trash Can.

3) You will be prompted to confirm the deletion of the item from the INVENTORY LIST as well as from the grid.

Pricing Levels - A display of the currently assigned prices. To change pricing select **Price Edit [F11]**.

Matrix Modification - You may modify the structure of the matrix by adding or deleting rows and columns.

☞ *BACKUP YOUR DATA. Before making any major change to PFW, you should first backup your data so that if the results are less than desirable, you will be able to restore the backup.*

Add Rows/Cols - Add one or more rows either above or below the current cell. Add one or more columns either to the left or right of the current cell.

- First, position the cursor in the desired cell.
- Click Add Rows/Cols.
- Choose either Row(s) or Column(s)
- Choose an appropriate position for the new rows or columns.
- Click the Add button. Type the title for the row or column. Repeat to add additional row or column titles. The Delete button will remove an unwanted title from the list. The reposition buttons will move the highlighted title up or down in the list.
- Click OK.

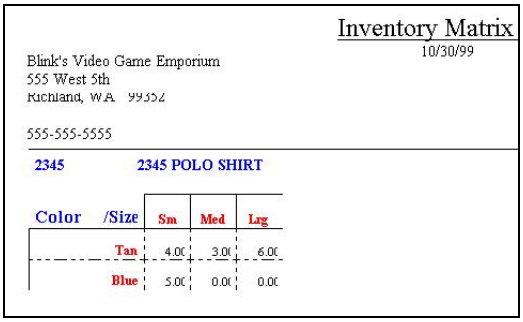
Delete Rows/Cols - Delete either the row or column of the current cell. You will be presented with additional options.

- Delete Row Only - leaves each item in inventory list so that it can be re-assigned if necessary.
- Delete Row/Items - erases all inventory as the row is removed.
- Confirm Deletes - allows you to selectively skip the deletion of some items in the row. The row will be removed, but the items remain in the inventory list and can be re-assigned.
- Cancel - halts the deletion process.
- Delete Col. Only - leaves each item in inventory list so that it can be re-assigned if necessary.
- Delete All Items - erases all inventory as the column is removed.
- Confirm Deletes - allows you to selectively skip the deletion of

some items in the column. The column will be removed, but the items remain in the inventory list and can be re-assigned.

- Cancel - halts the deletion process.

Print [F8] - You may print a report of the matrix to show stock counts, costs, order quantities or selling prices. The report appears in a grid format as shown here.


Inventory Matrix
10/30/99
Blink's Video Game Emporium
555 West 5th
Richland, WA 99352
555-555-5555
2345 2345 POLO SHIRT

Color /Size	Sm	Med	Lrg
Tan	4.00	3.00	6.00
Blue	5.00	0.00	0.00

Assign Vendor - This will assign all of the matrix items to a specific vendor. It does not matter which cell is highlighted when you select this option.

How To Modify A Matrix

Information in this help topic will describe how to make modifications.

- You may make changes directly in the cells of the individual items.
- You may change the number of columns and rows of the matrix.
- You may globally change costs and prices of all items in the matrix by editing the matrix header.

How To Edit Individual Matrix Items

You may edit an item either from this matrix view by selecting Edit Item [F9] or by selecting Edit from the Inventory Lookup.

Matrix Items And Purchase Orders

- On The Order List
- On The Purchase Order
- Printing The Purchase Order
- Receiving Matrix Items On A Purchase Order
- Matrix Back Orders

How To Invoice Matrix Items

Individually - You may sell an individual matrix item as you would any other item: by scanning the barcode, typing the SKU, or selecting it from the Inventory Lookup.

From The Grid - type or find the matrix header. Often the header SKU is the product style number. The matrix view will open. Cursor to the desired item and press Enter to select it.

How To Delete Matrix Items

Warning: Before making any major change to PFW, you should first *backup your data* so that if the results are less than desirable, you will be able to restore the backup.

Individual Matrix Items

Individual matrix items can be deleted from the Inventory List. By highlighting the item and selecting the delete option, the item is removed from the list. However, the cell is still active in the matrix header. The matrix view will show the item as "Unassigned" in the SKU and Description fields.

A **better method** is to use the Trash Can for deleting the individual item, as described above.

Matrix Header

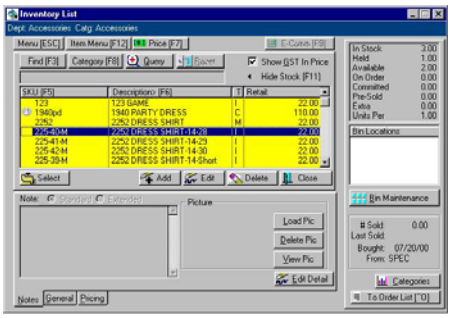
You may also delete the matrix header and/or related item. By highlighting the matrix header and selecting the delete button, you will be prompted as follows.

- Delete ALL items in the Matrix - Erases the entire matrix and all items linked to it.
- Delete ONLY the Matrix Header. - The matrix view will no longer be functional, but all items will remain intact.
- Prompt to Delete each Matrix Item. - You will be able to skip deletion of some items.

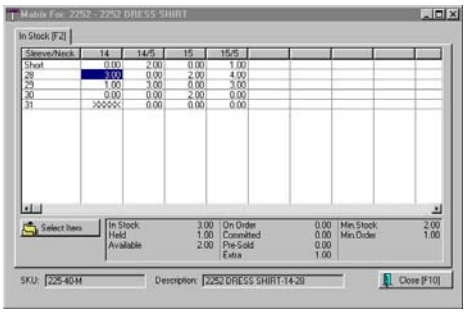
Selling Matrix Items

Selling matrix items is no different than selling other inventory items. If you use a scanner there is no difference whatsoever. However, if you find the item through the Inventory List, you may choose the individual item directly, or view the entire matrix and selecting the item.

Highlight the desired item and press Enter.



Or, if you highlight the Matrix Header (with Type = M), then you will find and select the item from the matrix. The current stock counts are displayed.

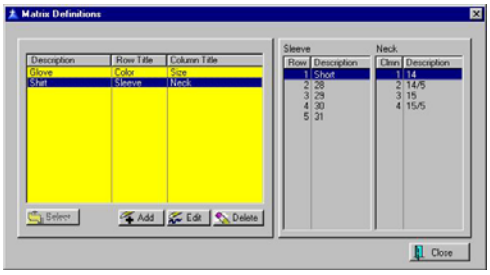


See *Matrix* for instructions on the elements of the matrix and how to create and modify the matrix.

Matrix Definition

ACCESS: Inventory: Maintenance: Matrix Headers

The matrix definition is a standardized row and column title template for creating PFW matrices. A definition can be as unique or as general as you like. Matrix definitions are saved and edited as new needs arise.



How To Create A Matrix Definition

You may add a matrix definition when you come to this step of creating matrix inventory. If you wish, you may define or edit these matrix definitions by going to Inventory: Maintenance: Matrix Headers.

1) Choose Add. This opens a window titled Matrix Headers (not to be confused with the master inventory item referred to as a Matrix Header.)

2) Enter a name for this definition. The name could be a style or type of article. Remember that this definition may be generic or specific to a style.

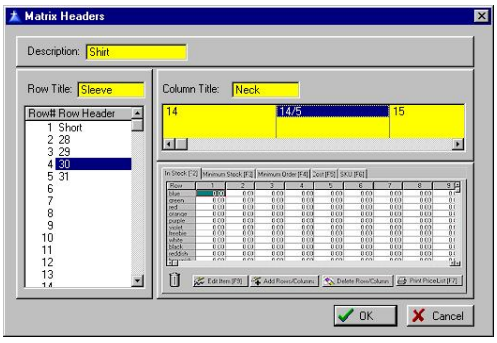
3) Enter a title for the names of the rows. (Last element in the description SHIRT-14/5-**30**)

4) Enter a title for the names of the columns. (Middle element in the description SHIRT-**14/5**-30)

5) Enter individual labels for the rows. A matrix may have from 1 to 50 labels for rows.

6) Enter individual labels for the columns. A matrix may have from 1 to 50 labels for columns.

7) Choose OK when finished.



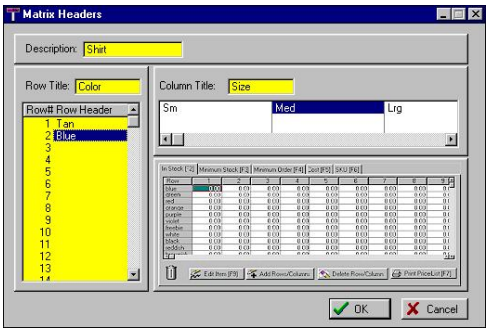
☞ *TIP: Some articles such as shoes and shirts consist of a third element, color, which cannot be included in the matrix. This third element should be part of the Description of the inventory item.*

SHOES use Width for Row and Size for Column

Matrix Headers

ACCESS: Inventory: Maintenance: Matrix Definitions: Edit

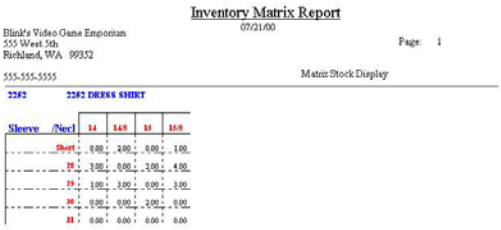
The matrix header defines the names of each row and each column of the completed matrix. You can title up to 50 rows and 50 columns.

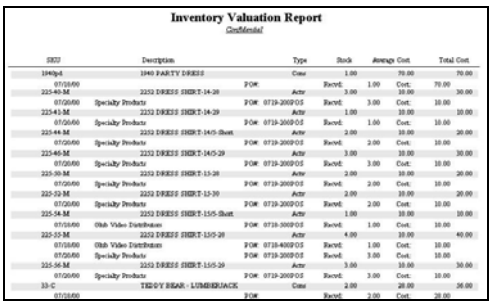


Note: Titles need to be congruent. You cannot leave blank rows or columns between elements.

Matrix Reports

A sampling of reports involving matrices.





Serialized Inventory

Inventory items can be tracked more precisely if they are assigned a serial number. Some items come with a serial number already placed upon the product which you will record in PFW, but you may use your own serial numbering method for any item.

Advance Setup

For serial number tracking to work you must

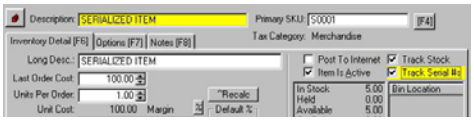
- Have Unlock/Registration Codes for Advanced Inventory
- Turn on "Track Inventory Quantities" on the Inventory tab of POSitive Setup Form.
- Turn on "Enter Serial Numbers When..." as needed on the Inventory tab of POSitive Setup Form.
- Flag an individual inventory item to Track Serial Numbers. TIP: The category defaults will apply this option automatically.

On the POSitive Setup Form: Inventory, you will see these setting options.

Making An Inventory Item Serialized

1) Edit an inventory item.

2) Turn on "Track Serial Number" on the Inventory Detail [F6] tab.



Assigning Serial Numbers To An Inventory Item

This can be done manually at any time , or manually when selling the item, or automatically when inventory is received from a vendor.

☞ *NOTE: You can only assign serial numbers for the number of items currently in stock. If you have no stock count, you will not be able to add serial numbers.*

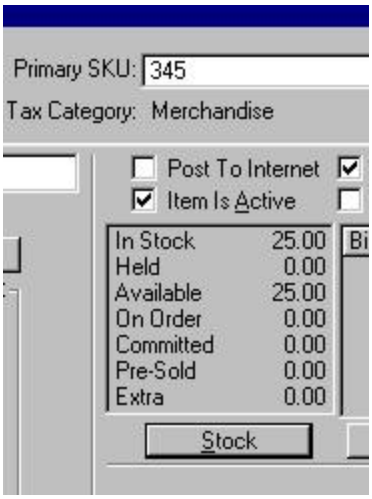
Manually At Any Time

If you are entering initial inventory stock counts for serialized items, you will need to manually enter the serial numbers.

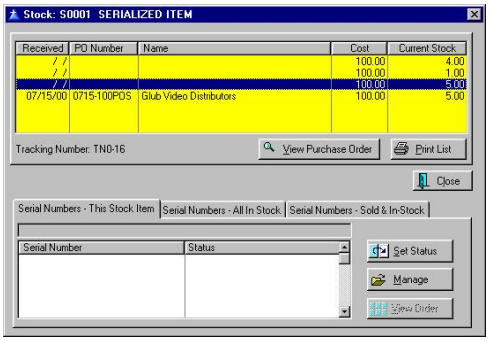
1) Edit the item.

☞ *(NOTE: If you need to enter the stock counts (RightMouseClick: Verify Adjust) be sure the Last Cost field is correct.)*

2) Click on the Stock button below the Stock Available window.



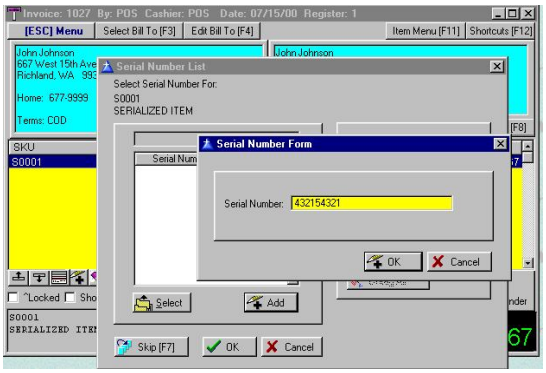
3) Highlight the appropriate stock entry and choose the **Manage** button. (See *Stock:* for details about this screen.)



Follow the steps for *Adding Serial Numbers For* the item using either Add or Auto-Generate Range.

Manually When Selling

After creating an invoice with a serialized item, you will be prompted to select a serial number from the Serial Number List. If the list is empty, press the Add button and enter the Serial Number.



Automatically When Inventory Received From Vendor

When you receive serialized items on a purchase order, you will automatically be prompted to enter the serial numbers.

Follow the steps for *Adding Serial Numbers* for the item using either Add or Auto-Generate Range.

If the serial numbers are not known at the time of receiving the inventory, pressing **Accept [F10]** skips the step and you can add the serial numbers later as described above.

Selling A Serialized Item

Invoice

Add the serialized item to an invoice as you would any other item. When you process the invoice you will be prompted to select the serial number of the item.

Pending Orders

On orders, service orders, and layaways you will want to assign the serial number. This places the serial number

in Held status so that it cannot be inadvertently be used for another sale.

Add the serialized item to an invoice as you would any other item. Highlight the item and press F11 Item Menu. Choose Assign Serial Number and select the appropriate serial number.

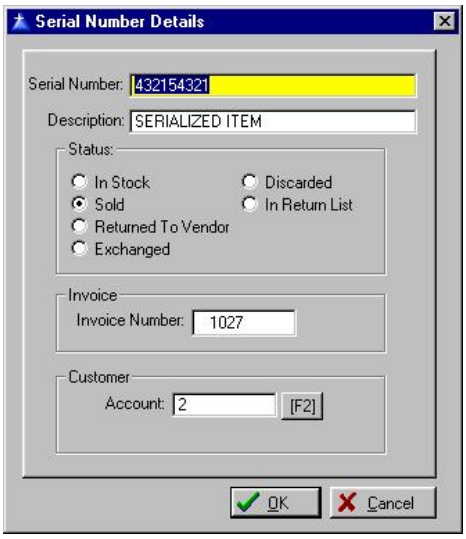
How To Return A Serialized Item

Follow the procedures for doing *Returns*. It is important to link to its original invoice. From Invoice History you can search by serial number. If the item was not sold through PFW originally, then you will have to add the serial number and make adjustments to its status as described below.

How To Adjust Status Of Serial Number

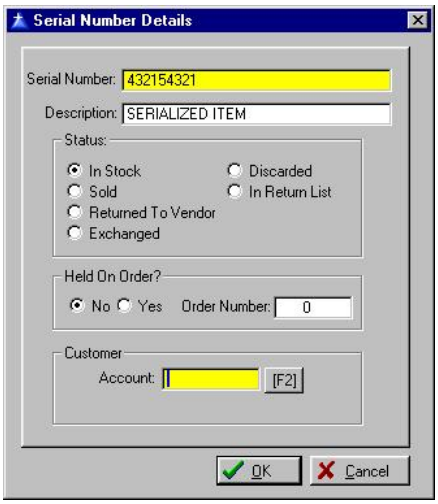
A serial number is the ultimate inventory control. PFW keeps special stock status for each individual serial number and automatically adjusts the status of an item as it is received, sold, or returned.

NOTE: This process is NOT recommended for casual adjustments, but you may find occasion to adjust an item's status from sold to in-stock.



Go to Inventory: Maintenance: *Serial Number List*. Find the Item and choose Edit.

Change to In Stock, clear the fields for Order Number, Customer Account, and say NO to Held On Order.



Serial Number Details

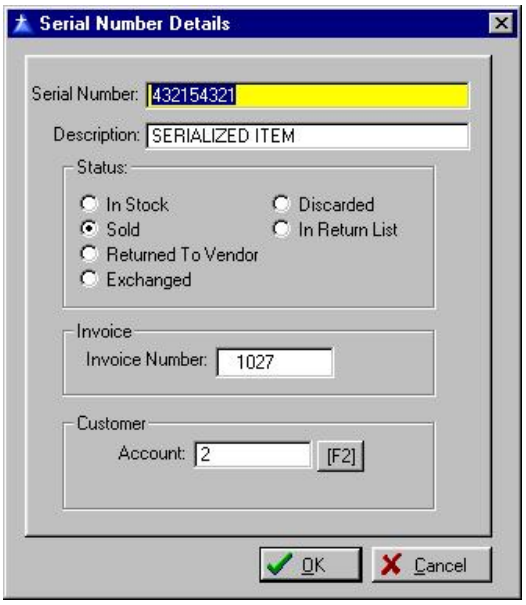
ACCESS: Inventory: Maintenance: Serial Number List: Edit

Serial numbered items are tracked very closely. Each serial number has its own

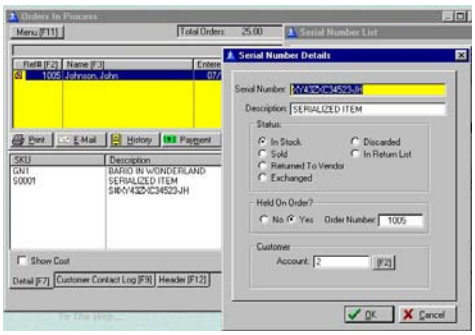
status settings. These settings are changed automatically by PFW as the item is received, sold, or returned.

This screen can be accessed through Inventory: Maintenance: Serial Number List and choose Edit. An alternative method is to edit the inventory item, choose the Stock button, and use the Set Status button to edit the item.

A serialized item which has been sold reveals the invoice number and to whom (Customer Account) it was sold.



In the following example a serialized item is in stock but is also being held for a customer's order.



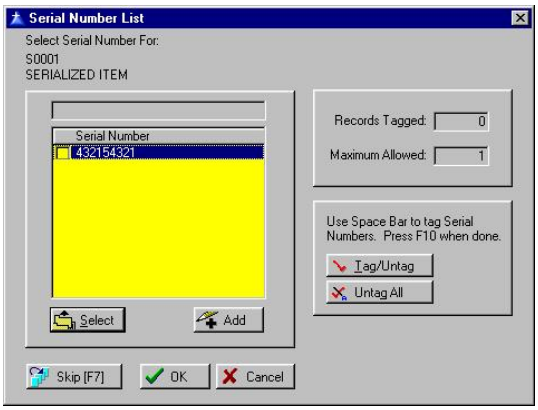
Serial Number List

ACCESS: Invoice when selling serialized inventory.

When selling serialized inventory you will be prompted to select a serial number if you have turned on the option in *POSitive Setup Form* to Enter Serial Numbers When Selling.

Select - If the serial number is listed, select it by placing a checkmark beside it and press F10.

Add - If it does not exist then you may add the serial number.



Skip [F7] - You have the option to ignore the selection of a serial number. This, of course, defeats the purposes of serial number tracking.

Templates

ACCESS: Inventory List: ESCape Menu: Templates

This is a special use of inventory items and line item notes to create a compact group of items to be added as a group on a quote, service order, order, or invoice.

The template is actually a list of inventory items which could be considered a package or a kit. When selling the template item, all inventory in the list become part of the sale.

Advance Setup

For Templates to work you must

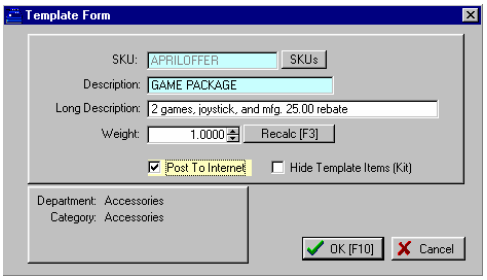
- Have Unlock/Registration Codes for Advanced Inventory

How To Create A Template

1) Go to the Inventory List and create a new item.

2) Choose Template

3) After selecting a Dept/Category, fill in the Template Form and choose OK. Note: The template can be included among your internet inventory.

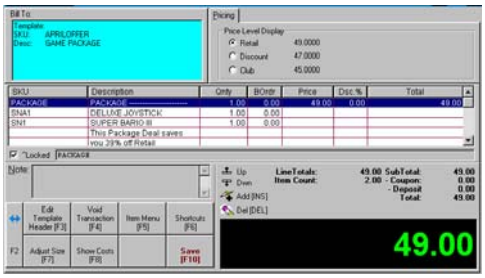


4) Enter the items to be included on the template.

You may use CTRL-N to include note fields.

You may use the Package (CTRL-P) and Subtotal (CTRL-S) commands to create a package price. Notice that when you create a Package, you must set the pricing for that package for EACH price level that you support.

5) Press F10 and Save.



Pricing F4 - Allows you to use the Verify Pricing window to review total costs and set price levels for this template.

Edit Header [F6] - Edit the SKU and Description of this template.

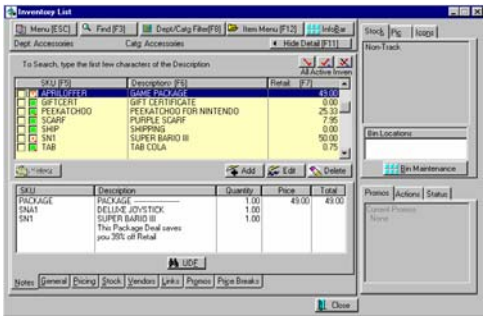
How To Use The Template

- When creating an invoice, order, quote, or service order, enter the SKU of the template.
- All items in the template will be added.
- If you wish, some items can be deleted and others added.

Templates As Inventory Items

When you do an inventory lookup, Templates will be listed with a special panel at the bottom of the screen

showing the contents of the template. Another indicator is the letter T in the Type column of the inventory list.



You may choose to see only the templates in your inventory by pressing Menu (ESC) and selecting Templates.

Trade Ins

ACCESS: Create an Invoice: Press CTRL-T

A trade in is a product or service which you accept in lieu of payment for products or services you sell.

The trade in is created in an invoice or order. When the invoice is processed, then the trade in item becomes your property to fix up, resell, or discard.

Taxation: Depending upon your state tax laws, a trade-in can include or exclude taxes. Be sure to create a category named TRADE-IN

Before you begin to accept trade ins perform the following setup steps.

Advance Setup

1) Create a category named TRADE-IN. (It is important that the category name be in all caps and hyphenated.)

2) Select a Category Tax which is either tax exempt or taxable. If you choose an exempt tax rate, then the trade in will not deduct taxes from the overall purchases on the invoice.

3) DO NOT set markup percentages, rounding, GL account numbers, AutoSku, nor any category defaults.

Note: A trade in item is assigned to this category only temporarily. Once you are ready to sell it, assign the item to a different category and apply those categories defaults to the trade in item..

Creating A Trade In

1) Open an invoice or order for a customer.

2) Press CTRL-T on a blank line.

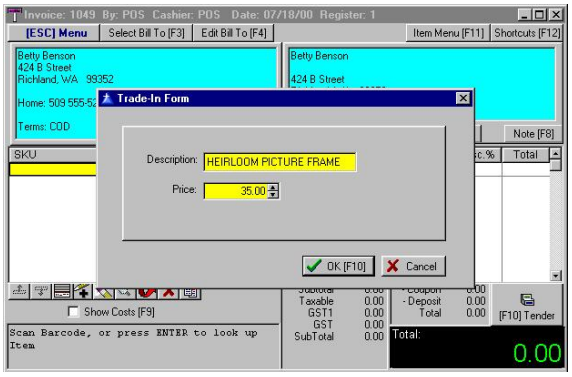
3) Fill in the appropriate fields:

- **Description** - a description of the item being accepted.
- **Price** - the credit value of the item.

4) Press OK [F10].

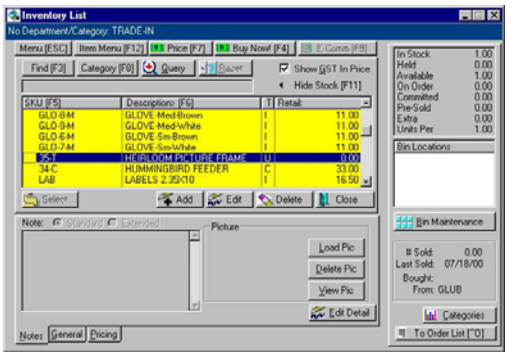
The item will be added to the invoice or order. The value of the trade-in will become a credit amount to be deducted from the invoice purchases or paid to the customer.

5) Add any other transactions to the invoice and complete and process the invoice or order.



Managing Your Trade In

Once you have created a Trade In item through a customer invoice, the item is added to your *Inventory List* as an unposted inventory item which needs to be edited. The SKU will be a number followed by the letter T.



1) Go to Inventory Lookup

2) To find the trade in item, click on the **Menu [ESC]** Button. Choose **Unposted** inventory. The SKU will be a number followed by the letter T.

3) Edit the item and make adjustments to Cost, Selling Prices, Description and SKU and re-assign it to a specific category (select Change Dept/Catg [F3]) to make it ready for resale.

4) Choose OK [F10] to save and exit.

☞ *(Note: You could **Delete** the item if the product is of no real value except to close the sale.)*

Selling Your Trade In

The trade in item now is your property and is sold as any other inventory item.

Vendor Inventory List

ACCESS: Inventory; Vendor Inventory: Select Vendor

The purpose of the Vendor Inventory List is to list only items the vendor carries and is separate from your complete listing of inventory. You will encounter this list whenever you create purchase orders for the vendor. You may Add, Edit, and Delete items in the list.

Vendor Inventory vs Your Inventory

An **important concept** that you should understand is that items in this list are NOT real inventory items. The real inventory item is the definition you created with Your SKU in the All Inventory List. The item in the vendor list is Your Item with a vendor SKU linked to it.

If you delete an item from the vendor list, you are not deleting the true item. However, if you delete the item from your inventory list, then it will also be deleted from the vendor inventory list.

Viewing Options

You can sort the list by Vendor SKU [F7], by your SKU [F8], or by Description [F9].

At the end of each line is the cost of the item and the date the item was last received.

If you wish, the list can be printed on paper or to the screen.

Ordering Items - While you are viewing the list you can send individual items to an *Order List [F5]* and from there to a purchase order.

Editing Options - There is a critical distinction between the **Edit Item** and the **Edit** buttons in this window.

- **Edit Item** - When you select the Edit Item button you will be taken to the familiar Inventory Detail window. This is the real inventory item. You will be able to change pricing, SKU, description, and any options of the item.
- **Edit** - When you select the Edit button you will only modify the entry on this list.

  Vendor SKU - the vendor's catalog or item code.

  Your SKU - the SKU you created for the product you are selling. This is the real inventory item. In this dialog box, Vendor Inventory Form, you are simply including a vendor SKU to your real inventory item.

  [F2] Lookup - allows you to find Your inventory item.

  The *Item Description* of Your SKU will be displayed so you can visually confirm that you have selected the correct item.

Cost - the vendor's selling price to you.

- **Delete** - When you select the Delete button you are NOT erasing the real inventory item. You will only erase the vendor link to your inventory item.

  You will be prompted to confirm the deletion.

  Remember you are only removing the item from the vendor list, not from your All Inventory list.

- **Add** - When you select the Add button you are simply adding a vendor SKU and then linking it to a real inventory item, Your SKU. You will also add your Cost when buying this item, from this vendor.

Multiple Vendors PFW allows you to add an unlimited number of vendor SKU links to Your SKU items. That means that for any given inventory item, you can list as many sources for that item as you choose. When it is time to purchase more stock, you can pick from the list of vendors. Your choice will likely be swayed by costs, speed in delivery, or reliability of the vendor.

To add an item. Select the Add button.

1) Type in the Vendor SKU.

2) Type in Your SKU or use the [F2] Lookup option to find it.

3) Then enter the Cost of the item.

If Your SKU does not exist,

Most of the time, when you choose to add an item to the vendor list, it is highly likely that Your SKU does not exist. In this case simply type the SKU you would like to use. If you wish, the SKU can be the same as the Vendor SKU.

1) Press Enter. You will be greeted with a window to the effect that Your SKU does not exist. Choose YES to create a new inventory item. (Choose No if you know the item is already in PFW and you just need to find it.)

2) Select a category. (You may add one, if necessary.)

3) You will now be at a blank Inventory Detail window. Fill in all the fields and change Options [F7], if necessary.

4) Select OK.

5) The Cost will already be filled in from the Inventory Detail window. Select OK.

Internet Inventory List

ACCESS Inventory: Internet Inventory

Items displayed here have been selected to be advertised and sold on your web page. You may add or remove items from this list.

More importantly, from this consolidated screen, you may edit the note fields, confirm pricing, and view or assign the linked pictures.

How To Select Items For Your Web Page

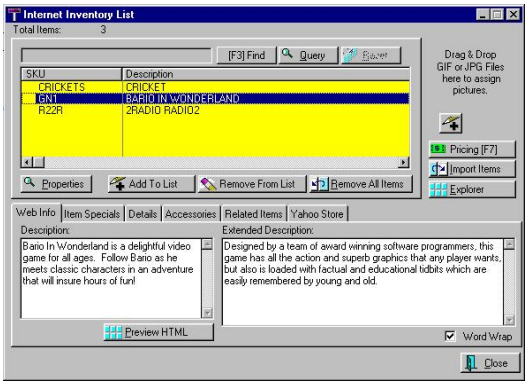
1) Choose Add To List. Select the item from your inventory listing.

2) Type up or cut and paste a Description and Extended Description on the Web Info tab. TIP: The more you can tell your customers about an item, the more likely they will be to purchase it.

3) Select a picture of the item. You may find a picture from any source and drag and drop it into the upper right corner. Or click on the Add button to find the saved image.

4) Review you selling prices by clicking on Pricing [F7].

5) Set Item Specials. By creating a Promo the item will become a feature item on your web page, even if you choose not to change any pricing. TIP: You should set promos frequently to entice customers to return to your home page often.



Properties - The edit screen of the inventory item. Changes can be made as necessary.

Add To List - Displays your entire inventory. Select items individually to be included on the web page.

Remove From List - Removes the highlighted item from this internet list.

Remove All Items - Clears all inventory items from the internet list.

Picture Controls - Once you have selected a graphic for an item, you can replace it, delete it, or view it in a larger screen.

Pricing [F7] - Edit the pricing levels of the highlighted item.

Import Items - You may automatically import all inventory, or all inventory of a department or of a category.

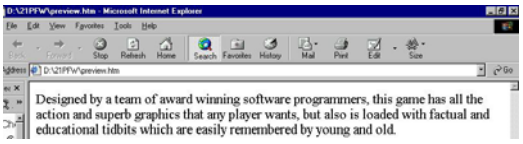
Explorer - Opens Windows Explorer for finding files.

TABS

Web Info - Tip: To increase or decrease the viewing area, click and drag on the line separating the inventory list and the note fields.

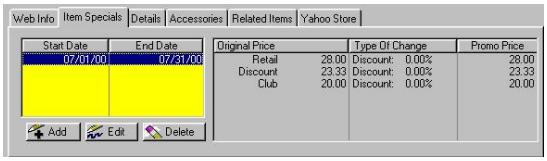
These two note fields are automatically included on the web page and will give your potential shoppers much needed information about the product they are choosing to purchase. Experience has shown that the more comprehensive your descriptions of the product, the more likely the customer will be satisfied with their purchase.

- **Description** - This smaller note field is the main paragraph description of the item. It consists of about 150 characters.
- **Extended Description** - The larger note field allows for about 10,000 characters. This field will accept HTML codes for formatting and display purposes.
- **Preview HTML** - As you enter HTML code in the extended note field, clicking this button will allow you to see the results of the coding so that you may make adjustments as needed.

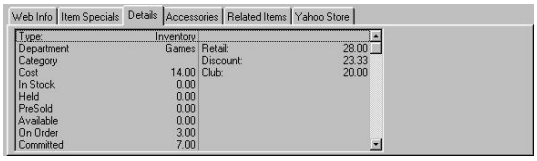


- **Word Wrap** - As you are entering text in the larger, extended note field, you may activate word wrap for easier editing.

Item Specials - By creating a Promo the item will become a feature item on your web page, even if you choose not to change any pricing. See *Promotional Pricing Information* for a discussion of the options.



Details - Stats on your current stock count and pricing.



Accessories

Add or remove specific Items which are a part of this item being sold. These items could be enhancements or options for the item being sold.

Related Items

Add or remove specific items similar to the one being sold. This helps broaden the customer's shopping field based on interest.

Yahoo Store - Another way to market your inventory is to sign up with Yahoo Store, a very large and popular e-commerce site. You will need unlock registration to use this feature.

Export To Yahoo Store - PFW will export all items in this Internet Inventory List into a file specifically designed to integrate with Yahoo Store importing and maintenance. See *Yahoo Store* for detailed instructions.

TOP OF WINDOW

Total Items: The number of items in your Internet Inventory List.

Search - Start typing the initial characters of the SKU and the cursor will move to the nearest item. To clear the search, press the Up-Arrow on the keyboard.

F3 Find - The value of this type of search is the ability to find an item if you do not know the exact initial characters of the SKU or Description. This will find all inventory which includes a specific phrase, word or letter combination in either the SKU, Description, Department, or Category fields.

1) Press [F3] to open the Find Inventory dialog box.

2) Enter a phrase, word, or letter combination in the SKU, Description, Department or Category field.

3) Click on OK.

4) All inventory which contain the search entry will be displayed.

Press F1 for more specific help.

[F3] Reset - After doing a find, the Reset button allows you to see all inventory in this internet list.

Query - Apply a set of criteria for displaying selective inventory.

Reset - Used to display all inventory again.

Chapter

12

Inventory Returns

An Inventory which has been sold is sometimes returned by the customer. PFW has a specific process for handling these returns so that monies and inventory items are properly handled.

In addition, your store may have a need to return items to your vendors for replacement, repair, or credit. This is known as RMA or return merchandise authorization. These topics are discussed in detail in this section.

Introduction To Returns

Returns

When you think of Returns, your first thought goes to items your customers are returning. But there are three occasions when you may need to process returns; Customer returns, Store returns, and Warranty returns.

Customer Returns

Customers may wish to return some purchases for various reasons. Ultimately, your store policy will dictate how you handle returns, but PFW will provide you with some automation to make the return process easier. This is a two phase process:

Phase 1 Create an invoice and accept the items from the customer, giving him or her a refund or credit. See **Accepting Customer Returns**.

Phase 2 Distribute the returned inventory items back to the shelf, to the discard bin, or back to the vendor. See **Process Customer Returns**.

Store Returns

You may also find occasion to return unsold items to your vendors. PFW will automate this process as well and help you track the progress of the items. See **Return Item Processing Form**.

Warranty Returns

If you are a service center and do warranty work, you will be able to use PFW to send items to the vendor for repair or replacement. See **How To Send Warranty Items To Vendors**

Advance Setup

After you have decided on your store policy regarding customer returns you need to make some settings in PFW to reflect those policies.

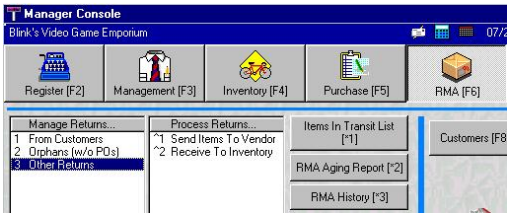
- **Policy Statement** - You can print your return policy at the bottom of each invoice. This will help customers know up front what they need to do. See **Policy Statements** for this setup in PFW.
- **Return Definitions** - When customers make a return, you will select a reason for the return. The pre-defined reasons may be edited to more closely match your business needs. One of these options can be set to Automatically Re-Stock the returned item. See **Reason For Return**.
- **Require Customer Name For Returns** - It is recommended, but not necessary, to require a customer name when accepting returns. There are pros and cons for this setting. See **Customer Name Required On Returns**.
- **Prepare a Restocking Fee Item**. First see **How To Charge A Restocking Fee**. If a Flat Fee is to be used, create an inventory item named RESTOCKING FEE. The item should be Non-Tracking, and could have a Selling Price 0.00, Cost 0.00, activate "Ask For Price" on the Options tab.

RMA Center

Inventory: RMA Center (or Process Returns From Customer)

The RMA Work Center draws all the procedures related to RMAs into one handy location.

☞ *(Note: This is a feature of the Advanced Inventory Module. Even without the Advanced Inventory module PFW allows you to accept returns from customers and then re-shelf or discard the items, but not process them back to the vendors.)*



OVERVIEW

RMA stands for Return Merchandise Authorization. There are some vendors who allow you to return products to them for repair, replacement, or credit. PFW can automate the procedures involved.

Typically, items to be returned to the vendor were previously sold items which your customers have returned to you. After you have received the items from the customers, you choose Process Returns From Customers on this RMA Center window.

- Highlight an item
- Choose Return To Vendor [F4]

The item will be removed from the list.

If the item to be returned to the vendor has never been sold to a customer but you need to send it back to the vendor, then you choose **Process Other Returns To Vendor**. For example, you may have inventory which was sent to you in error or which may be an overstock. If your vendor agrees, you may process these items as part of an RMA for credit.

Enter the SKU [F3]

Fill in any missing information

Enter a Reason for wanting to return the item

In either, case the items processed will be transferred to the **Send RMA Items To Vendor** list. From here you fill in details about the items being returned. Most importantly, you will indicate what the vendor is supposed to do with the item, i.e., repair/replace, credit your account, etc. And you will record the return authorization number as given you by the vendor.

- Select the vendor and choose Process RMA
- Highlight each item in turn, and fill in a Return Action note. (For any items not being processed now, highlight and choose New RMA Number)
- Enter the RMA number.
- Choose Process RMA [F9] Each item which has a checkmark will be posted out.

☞ *Exception: If the item being processed is not linked properly to a vendor, it will instead be sent to an "Orphans" list and you will need to first* **Process Orphans**.

Once the RMA items have been sent, you can check up on them with the **Items In Transit List** or the **RMA Aging Report**.

Reports show when the item was sent out and a 30-60-90 aging status.

When the vendor sends you replacement items, you then process them under **Receive RMA To Inventory**.

Highlight the RMA

Choose Receive RMA

Highlight the item being received

Enter new invoice number and date

Select Return To Inventory

Choose Receive RMA [F9]

Finally, **RMA History** keeps a record of all RMAs processed and items received back from the vendor so you can review past transactions.

Highlight the RMA

Click on View button

Edit details if necessary

Accepting Customer Returns

ACCESS: Create New Invoice: Follow Steps

Customers have many reasons for wanting to return purchases. To keep the customer happy, you want to *quickly* identify what is to be returned, how much money is involved, and, most importantly, tag the item so you can reshelf it or return it to your vendor for credit or replacement.

Processing A Customer Return

Step 1. Create An Invoice

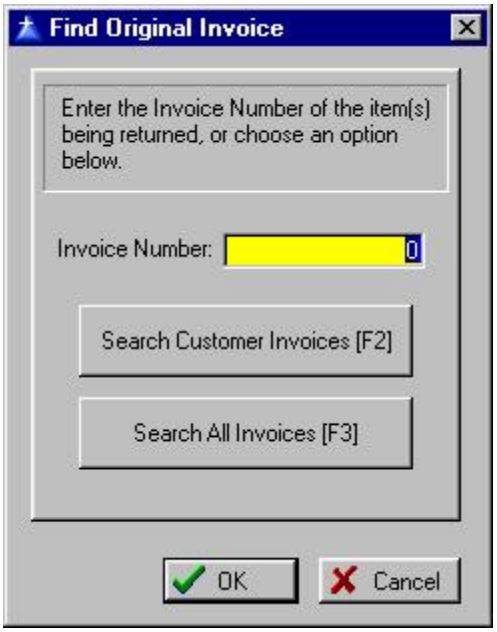
The first step is to create an invoice. The invoice may be either a cash sale or a customer sale invoice, but depending upon your settings in System Setup, you might not be able to do returns on a cash sale invoice. See **Customer Name Required On Returns**.

Step 2. Link To The Original Invoice

When processing a customer return, you find the original invoice and then mark the specific item(s) to be returned. Linking to the original invoice is the optimal method for handling returns.

Steps For Linking To The Original Invoice

On a blank line, press CTRL-R. This will open the Return window which provides for various linking options.



- **Invoice Number** - Enter the

invoice number from the customer's receipt. This assures that the correct items and true selling prices are being used.

- **Search Customer Invoices [F2]** - This will list all the invoices created for the specific customer. If this is a cash sale invoice, the Walk In Customer invoices will be displayed. Highlight the customer's original invoice in Invoice History and choose the Select button.
- **Search All Invoices [F3]** - Lists ALL invoices in invoice history. Perhaps you can find the specific one by choosing a date, and then by scrutinizing by the time of day. Highlight the customer's original invoice in Invoice History and choose the Select button.

How To Accept A Return If The Original Invoice Is Not Known

The previous steps work well if you are able to identify the original invoice. But if you cannot link to the original invoice, these alternate steps will work.

However, be aware that the price may not be the actual price paid by the customer. If the customer bought it on sale or at a discount, PFW cannot automatically make the adjustment and you may end up refunding more than the customer paid.

1) Create an invoice for the customer.

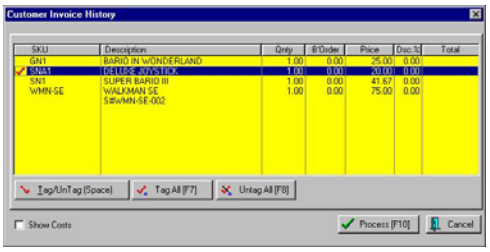
2) Enter the SKU of the item being returned. This adds the item to the invoice as if she were purchasing it again.

3) Highlight the item. Change the quantity and/or selling price as needed to reflect the value of the item you will be refunding.

4) Press CTRL-R for Return. The value and quantity will turn negative. Go to Step 4.

How To Select Items To Be Returned

After you have selected the customer's original invoice all inventory items on that invoice are displayed on a ***Customer Invoice History*** screen. Select only the item(s) being returned.



1) All items on an original invoice are listed. ALERT: Watch for pricing exceptions. In all cases, you will need to review the original invoice and look for Discount or Coupon entries which would affect the refund amount. Sale prices will be automatically accounted for, but discounts and coupons may be automatically factored in.

2) Highlight and tag each item to be returned. You may press the Spacebar to tag or untag an item. The Tag All [F7] and Untag All [F8] will speed up the process.

3) Choose Process [F10].

4) The item(s) selected will now be listed on the new invoice with negative quantities and dollar values. There is

also a reference to the original invoice number at the top of the list.

How To Select Just One Of A Multiple Quantity Purchase

If only one of a multiple quantity is being returned, select the item anyway. For example, the customer purchased 3 of an item but only 1 was defective. Once the item is on the new invoice, change the quantity field on the return line.

Add Other Items To The Invoice

(Optional) You may add other items to this invoice, either as a replacement to the item(s) being returned or as additional sales. The credits and charges will offset themselves.

How To Charge A Re-Stocking Fee

(Optional) If your store policy is to charge a restocking fee for returned items, you may do it in one of two ways.

Percentage Fee - Press Enter on the item being returned. In the DSC% field, enter a percentage such as 15.00. The extended price will be reduced by 15%.

Flat Fee - Add the RESTOCKING FEE inventory item (which has been done as an Advance Setup.) Edit the entry to add a Price proportionate to the value of the item being returned.

How To Issue A Customer RMA Number

(Optional) **Hold Invoice As An Order**. A return invoice assumes the customer is returning the item at the time of invoicing. If the customer will be bringing in the return item at a later time, then you should convert this return invoice to an Order or start the return process from a new customer Order.

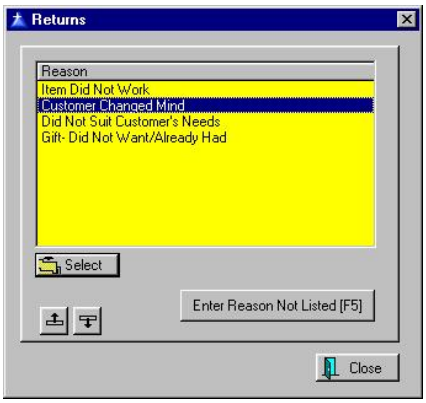
The Order number will serve as the customer's Return Merchandise Authorization number and the customer should write that number on any packages being sent to your store. When you have physical possession of the returned item(s) then convert the order to an invoice and complete the invoice.

Complete the Invoice

After all items for return and/or purchase have been added to the return invoice, press F10 to complete the invoice.

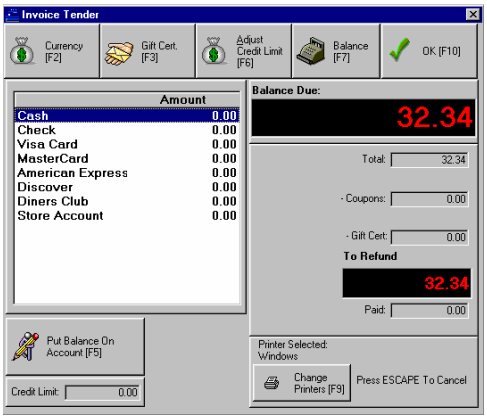
Select A Reason For The Return

Selecting a reason is important. The reason selected will help others of your staff determine what to do with this returned item. This list of reasons can be edited by management. See **Reason For Return.**



Choose A Method Of Refund

If you still owe the customer money you will see an amount in the upper right corner To Refund. You may choose any of the refund options listed. Your store policy will dictate whether or not you will pay out by cash or check or credit card. NEVER select Gift Certificate or Finance Company.



Depending upon the method of refund you select, various screens will appear.

Cash - Highlight and press Enter to Fill in the Amount. The cash drawer will open and you will be expected to remove the amount from the drawer.

Check - Highlight and press Enter to Fill in the Amount. You will be prompted on how the check is to be issued.

- **Mail Check** - You may mail a refund check. If you select this option you will be prompted to confirm the name and address. The invoice will be processed. Management would then go to Management: Process Check Refunds. See **Customer Refunds**
- **Return Check** - It is assumed that the customer's check is in the cash drawer and has not been deposited The cash drawer will open, you will remove the check and PFW will make adjustments to the day's tender data. However, if the cash drawer has already been balanced and the check processed for deposit, this will not be a practical option.

Credit Card - If the purchase was made by credit card, you will most likely want to refund the charged amount to the card. Highlight the appropriate card and press Enter to fill in the amount.

If you are using credit card processing software with PFW you will be prompted to enter the credit card number to be credited. No authorization nor confirmation number will be required. When you settle your credit card transactions, the credit will be posted to the customer's account.

If you are not using credit card processing software, then follow your standard procedures.

Gift Certificate - NEVER use Gift Certificate as a refund type. Choose CANCEL and return to the invoice. Sell a Gift Certificate at the value of the refund and process the invoice. See **Gift Certificates**.

Store Account - It is to your advantage to apply the refund towards future purchases rather than to pay out by cash or check. Later, any unused store credit can be refunded by check.

Press F5 to place the amount on Store Account.. If the Credit Limit field (lower right) is 0.00, first press F6 to adjust the credit and then press F5 to put it on account.

Press Enter to process the invoice. You will be given two options.

Apply Now - This option IS NOT recommended. The refund amount will be applied automatically towards the oldest invoice. If you would like more control as to which AR invoice is paid, it is recommended that you choose Apply Later, and then apply the Unapplied Credit to the invoice of your choice.

Apply Later - The customer's account will be credited and flagged as an "Unapplied Credit." This unapplied credit can be used as an AR payment or towards the customer's next purchase. When the customer makes another purchase, the clerk will be asked if the credit should be applied to the purchase. The clerk may answer yes or no.

If you wish, this unapplied credit can be refunded by a check to the customer. Go to Management: Process Check Refunds.

SPECIAL SITUATIONS

Split Refund Payment - You may split the refund over more than one refund type.

Finance Company - Use this ONLY if the customer originally purchased the item through third party billing would you refund to the finance company or third party.

Ready To Process

Confirm that you are ready to complete the invoice. If you select cancel, you will return to the invoice and can go through the cycle again.

You are "almost" done. Accepting customer returns is a two phase process. Now that the customer is satisfied, the returned inventory items need to be processed. The items returned have NOT* been automatically put back into stock for resale. The next step is to **Process Customer Returns**.

* Unless you have defined the **Reason For Return** to automatically return it to stock.

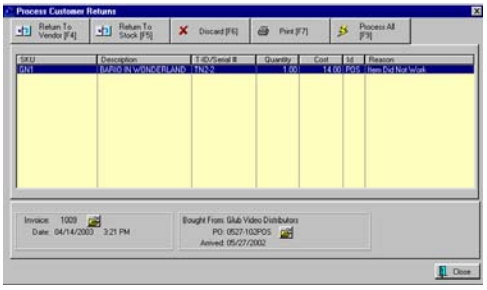
Process Customer Returns

Inventory: Process Returns From Customer

This is Phase II of the Customer Return Process. (In Phase I, you create an invoice and enter items the customer is returning. See **Accepting Customer Returns**)

In Phase II you must dispatch each item returned by the customer back onto the shelf for resale or discard the item. (A third option, to send the item to the vendor for credit or replacement, is only available if you have purchased M-AI, the Advanced Inventory module.)

Listed here are all the returns from customers which have been accepted since the last time returns were processed.



This window reveals much needed information as you determine how to dispatch each item.

- Product SKU, description, T-ID (tracking number) or serial number, quantity, cost and Sales ID. If necessary, you can discuss the return with the sales person who recorded the transaction.
- Reason for return, invoice number, date and time. If you wish, you can review the return invoice. The folder icon allows you to review the original invoice
- Vendor name, PO number, arrival date. If you wish, you can review the vendor invoice. The folder icon allows you to review the original purchase order.

Return To Vendor [F4] - If your vendor will accept the product, PFW will process the complete RMA cycle. The item will be automatically removed from this list and placed in a pending RMA list for its vendor, or if the vendor is unknown it will be held as an 'orphan' until further processed.

To process the RMAs go to Main Menu: Inventory: **Send RMA Items To Vendor**.

Return To Stock [F5] - If the product can be resold, or sold at a discount, then return the item to stock. You will be notified that the item has been added back into stock. The stock count of the item will be increased automatically.

Discard [F6] - If the product cannot be resold or returned to the vendor, then PFW removes it from inventory and reports the item and its value on a discard list. You will be notified that the item has been removed from PFW.

All discarded items can be printed in a report which is filtered by date ranges. This report is available from the Main Menu under Inventory in the Inventory Reports section.

Print [F7] - To print this list for distribution or filing purposes.

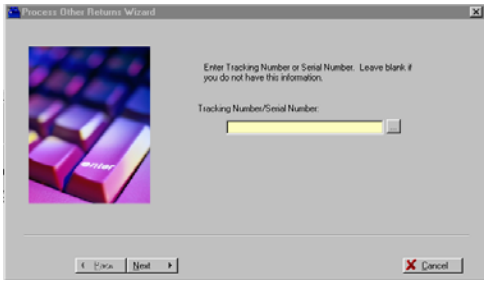
Process All [F9] - This option assumes that ALL items in the list will be processed in the same way, i.e., all will be returned to stock or discarded or sent to the vendor. This time saver could be used after exceptions to the rule have been processed.

Return Item Processing Form

Inventory: Process Other Returns To Vendor

How To Return Store Inventory To Vendor

Inventory which has never been sold but which needs to be returned to the vendor is processed through the Process Other Return wizard.



Entering a serial number or tracking number of an item is the surest way of linking it to its original vendor and purchase order. If this is not possible, then you may enter other known information in an effort to identify the product specifically.

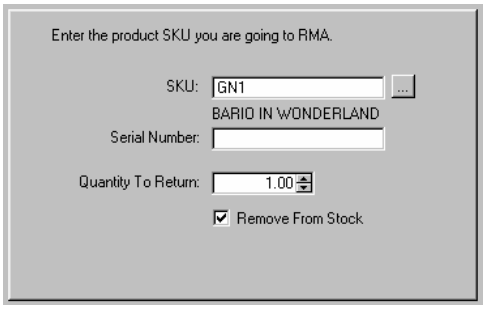
Note fields are provided to assist you and the vendor in handling and processing the return item.

Fill in the following fields as appropriate.

Tracking Number/Serial Number - Each inventory item received on a purchase order has a tracking number, a unique number linked to the purchase order.

If you know the tracking number of the item which is typically printed on the pricing label, enter the number here. All required fields below will be filled in automatically. The same is true if a serial number is entered.

If the tracking number or serial number is not known, you will need to fill in the following fields



SKU - If this is blank, enter the SKU of the item to be returned. You may use the **[F3] lookup** to find the item.

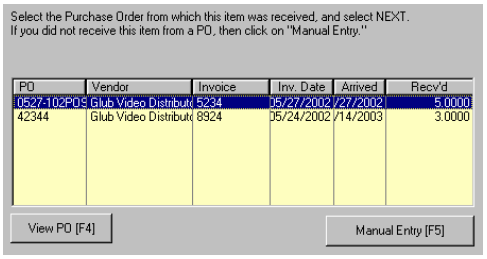
Serial Number – fill this in, if applicable.

Quantity To Return – the quantity you are returning.

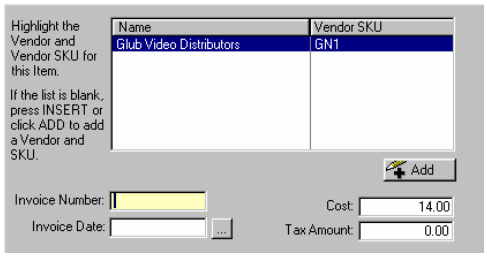
☞ *Note: if you are returning a serialized item, the quantity is always 1. PFW will not handle multiples of serialized items in this return process. A separate entry must be made for each serial number.*

Remove From Stock – check as needed.

Click "Next" to go to the next screen.



Next, a list of possible historical POs will be displayed. You can choose a PO that this item came from, or you can manually enter the information by clicking on the "Manual Entry" button, or pressing F5.



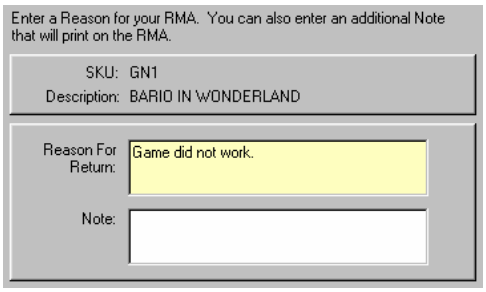
Select A Vendor – Highlight the Vendor and Vendor SKU for the item you are returning. If the list is blank, or the Vendor you are returning the item to

is not displayed, click Add to add the vendor inventory item.

Vendor Invoice Number - If you know the invoice number you may enter it. Otherwise, use the **Find PO** button to display all purchase orders from all vendors of the item. Select the PO which is most likely the source of the item. Note: many vendors will accept any purchase order which certifies that you purchased the item within a valid time period.

Cost – Enter the Cost for the item, if needed.

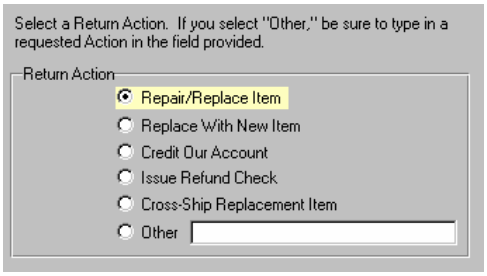
Click "Next" to continue.



Reason - Describe the condition of the item and why you are returning the item. The vendor will be given this information in an accompanying RMA Letter.

Note - This in an internal note for your own reference purposes. You may enter anything here which will help you track the item. Sometimes this is used for sending warranty items to vendors for which you have made no purchases.

Click "Next" to continue.



Finally, select a Return Action for the item you are returning.

When you are done, a summary screen will be displayed so you can verify your information. Choosing "Finish" will place the item in the RMA list.

How To Send Foreign Warranty Items To Vendors

When performing service work, you will often encounter products under warranty which you have never purchased nor sold. In order to get these foreign items into the RMA process you will need to do some advance preparations.

Create a Category named FOREIGN WARRANTY. To this will be assigned inventory brought in for repair which you need to service, but which you will never sell.

There will be no tracking number available, Click on [F3] SKU lookup. Add the warranty item to the Foreign Warranty category.

Use the Reason Field to specifically identify the product with Serial Number.

Use the Note Field to identify the customer name and phone number so you will be able to report to the customer when the item has been processed.

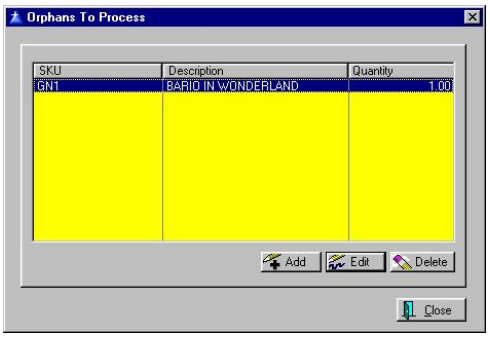
Choose OK. The item will be processed as an "Orphan" so that you can create the vendor information necessary. You will need to add the Foreign Vendor to your vendor list. See **Orphans To Process**.

Orphans To Process

ACCESS Inventory: Process Orphans (items without POs)

This will list all items with unknown origins.

You will need to Process Orphans when inventory items selected for return to vendor did not have a complete link to a vendor and its purchase order.



How To Handle Orphans

When you chose to send the item to the vendor, you were informed that it was an "Orphan."

From the RMA WorkCenter, select Process Orphans.

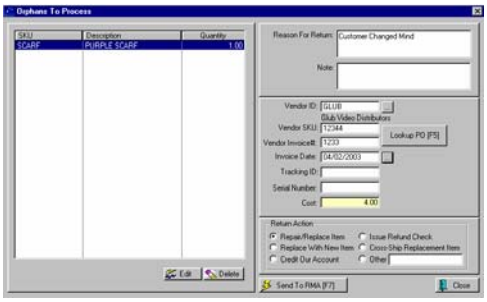
In order to get the items out of the list, you need to edit the entry. Editing the highlighted item opens the **Orphan Form** where you can add required vendor information. See **Orphan Form**.

Orphan Form

ACCESS Inventory: Process Orphans (items without POs): Highlight: Edit

The form will be practically blank, because PFW was unable to find the original purchase order for the inventory item being returned to the vendor.

You will need to fill in the missing information. The most critical information needed is the Vendor SKU, Vendor ID, and a Reason for returning the item.



SKU - of the item being returned

Quantity - Number of items being returned. Note: if the item is serialized, you may only process one at a time.

Reason - States what is wrong with the item and what the vendor is to do.

Note - Your own internal note about the source of the item, such as a customer name.

Vendor ID - Select the vendor from your list.

☞ *Note: If you are processing foreign warranty items, you may need to add a vendor for RMA purposes only. It is suggested that in the Vendor ID field you include an * or some other character to indicate that this is not a vendor from whom you purchase inventory.*

Vendor SKU - The vendor's part number.

Tracking ID - This is unknown, otherwise it would not be in this Orphan list.

Serial Number - If applicable.

Cost - If known.

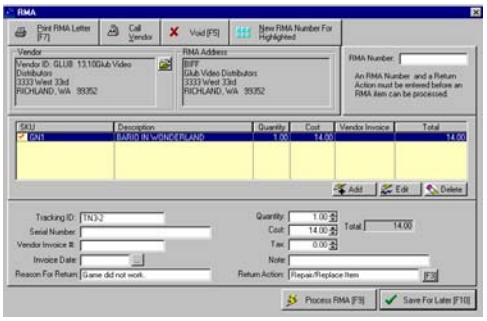
Vendor Invoice - You may type in an invoice number. It is most likely the number will not be in your list and was an item purchased prior to implementing PFW.

Invoice Date - Select a date for the invoice.

RMA - Send To Vendor

RMAs are frequently done in batches to save time and money. All return items belonging to a particular vendor are listed here.

If the vendor stipulates which items can be included under specific RMA numbers, you have the ability to process some or all from the list. See below, **New RMA Number For Highlighted**.

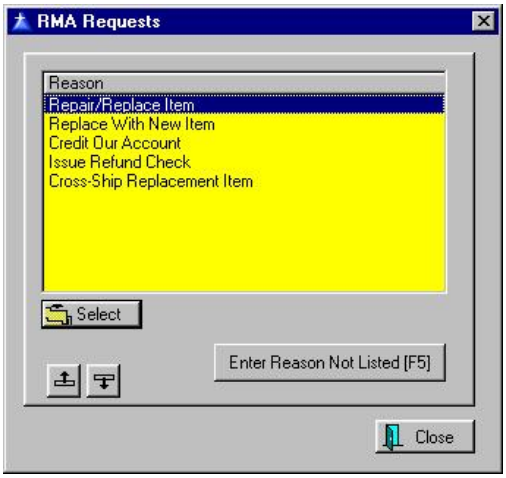


How To Send Out RMA Items

Before the any item in this list can be sent back to the vendor...

1) **The item needs to be edited** to state why it is being returned and the action you would like the vendor to take. Highlight an item in the list on the left hand side. On the right hand side is current information about the item.

2) **Choose a Return Action [F3]** appropriate to the item. You may add an action not listed by selecting Enter Reason Not Listed [F5].



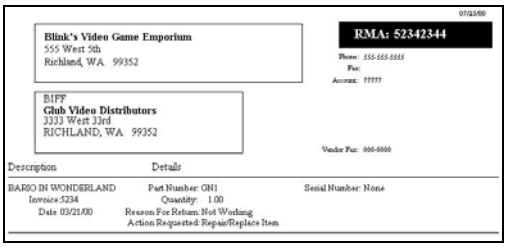
3) Once you select a Return Action the **item will be tagged** to be included in this RMA shipment.
Continue editing each item on the list.

4) **The group needs an RMA number.** Enter an RMA number from the vendor in the RMA Number field. This number will apply to the items which have been tagged.

5) (Optional) The **Call Vendor** button gives you necessary vendor contact information so you may call the vendor for the RMA number or discuss other related issues.

6) **Print the RMA Letter**. Some vendors want you to fax a copy of the items to be returned. You may print an RMA Letter and include it with the shipment. Press [F7] Print RMA Letter.

You may want a copy for your own files.


07/21/00

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

RMA: 52342344

Phone: 555-555-5555
Fax:
Account: ?????

BIFF
Club Video Distributors
3333 West 33rd
RICHLAND, WA 99352

Vendor Fax: 000-0000

Description Details

BARIO IN WONDERLAND
Invoice:5234
Date 03/21/00

Part Number: GN1
Quantity: 1.00
Reason For Return: Not Working
Action Requested: Repair/Replace Item

Serial Number: None

7) Save For Later [F10] - You may save your changes for later until you add more items to the list of RMAs or while you wait for RMA numbers or more information.

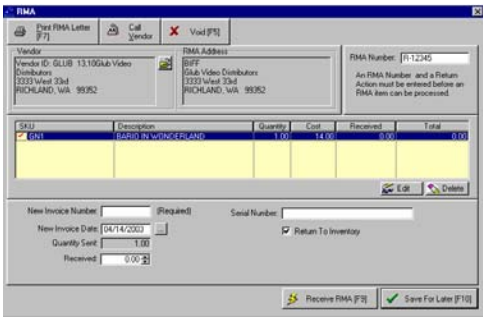
8) **Process RMA [F9]** - Once the above required steps have been taken, this will process the tagged items. This RMA then becomes a part of RMAs In Transit. The items can be accessed again in the **RMA Receiving List**. Items not check will remain for later processing. One exception to this rule are items flagged as Return For Credit Only which will be removed entirely from the cycle and the AP portion of PFW will be adjusted accordingly.

New RMA Number For Highlighted - A vendor may prefer that some products be sent under separate RMA numbers. The RMA number in the upper right corner will apply to all items in this list. You will need to highlight such items, click on New RMA Number button, and a new RMA form will be created with a different RMA number.

Void [F5] - To cancel all items listed.

How To Receive An RMA

When you select Receive RMA To Inventory, you will be prompted to enter new vendor information. As you highlight each item, the information below the list will change.



Enter the new Invoice Number, Invoice Date, Quantity Sent, and Quantity Received.

Serial Number - (if applicable) of the item being received.

Return To Inventory - If you want this item to change your current stock count, the activate this option. If you do not activate it the RMA form will be processed but your stock counts will not change. You would choose to leave this option blank if the item has been returned for a specific repair service and is not really an inventory item for the store.

Receive RMA - This will process the tagged item(s) as having been received from your vendor and place them as transactions in the Purchase Order History listing.

Save For Later [F10] - You may wait to process this at another time.

Void [F5] - If the RMA is of no consequence or no longer valid.

Items In Transit

Inventory items which have been sent to respective vendors as RMA items are listed here. These items have not yet

been processed by the vendor nor returned nor replaced.

Sort - You may sort the list by SKU, Description, or Date Sent.

Search - Typing the first few characters will search the current sort order for a given item.

View RMA - You may view the original RMA order.

Process RMA's

All inventory items which need to be returned to vendors are in this list. They are added to this list from either the **Process Customer Returns** window or from the **Return Item Processing Form**.

Inventory which is to be returned to its vendor for repair, replacement, or credit are grouped under the vendor name. The top panel shows the vendor and the bottom panel lists the items belonging to the vendor.

Chapter

13

E-Commerce

PFW makes selling on the web and marketing through e-mail a simple task.

Running Your Own Web Store

E-Commerce Introduction

PFW has offered an integrated e-commerce solution since July 1999. Since that beginning the e-commerce system has evolved to be even easier to set up and use than ever before. POSitive Software Company acquired ownership of the Account Wizard system in April 2002, which assured the future of e-commerce for all of the subscribers to the service.

Account Wizard supports several accounting programs available on the market, but POSitive's integration is the most comprehensive of all of them. This chapter is specifically written for the POSitive implementation of the service. This means that you should use this resource material and not the "general" information found on the website in your Administration Control Panel (which you have access to once you subscribe to the service).

If you see references to the "Account Wizard Data Agent" or "Epoxy Adapter" in your administration site you should ignore them unless otherwise instructed by a POSitive Tech Support person. The functions of the Data Agent are integrated directly into PFW.

Setting up an e-commerce account

It's easy to set up an e-commerce account with PFW. Simply contact POSitive Software Company for an e-commerce agreement. Complete the information and fax the signed agreement to 509-735-6299. Please contact POSitive for current pricing information. You must sign up for Account Wizard services through POSitive Software Company exclusively.

E-Commerce Overview

The POSitive E-Commerce cycle is really very simple. Here are the basic steps…

Post To The Internet [^Z]	Click a box on the items you want to sell online. (there are a few other ways, but this is the basic element!)
Transfer To Site [*2]	Click a button to send those items to the web and make them available for customers to see and buy.
	Click an icon to retrieve orders placed by customers. The order will include the customer's name, address, city, state, zip, and shipping address. Also the items they are ordering, and finally the credit card they wish to pay with.
Payment	Click the Payment button in the Internet Orders listing to process the charge card with the SAME CREDIT CARD SYSTEM YOU ALREADY USE!
Convert	Convert the Internet Order to an invoice and ship it out!

…Beyond the basic features here's a list of advanced features to make your products leap from the screen!

- 180 characters of description notes. Can include HTML Code
- 10,000 characters of detailed extended notes. Can include HTML Code
- Product Promos that automatically appear and disappear on the e-commerce sites "Specials Page" by date. These can be fixed price or % discounts. Note that a product that is advertised on the SPECIALS PAGE does not necessarily have to be "on sale".
- Accessories can be added to an item. IE sell a Printer as the main item and a Printer cable as an accessory.
- Related Items. IE sell Michigan University Sweatshirts. Related Items would be other Michigan University products like Hats, T-Shirts, Mugs, Blankets, etc. Also can be used to show customers a statement like "Other customers who bought this item also bought these items"
- Picture support including Thumbnails. Managing Images would be a hard job if PFW weren't so darn smart in the way it handles them for you!

☞ *You must activate Departments in PFW Setup. Account Wizard uses Departments and categories to make the shopping experience easier for shoppers.*

The Department and Category Tree are automatically created for you. We even give you the power to sort the Departments and Categories in a custom order so you can visually "merchandise" your site putting your best Departments and Categories at the top or two similar categories right next to each other for easier shopping.

Getting Started Check List

The following list is the recommended order for implementing your e-commerce site. Following the check list we detail the individual features.

1.) Complete the Agreement and submit it to POSitive. Forms must be complete with

- credit card Information
- signatures
- No American Express cards

2.) POSitive will create the account for you and submit your order information to you via e-mail.

Your addresses will be:

- Home: http://www.accountwizard.com/pagename
- Shopping page: http://www.accountwizard.com/pagename/shop.asp
- Administration page: http://www.accountwizard.com/pagename.admin.asp
- Login Name and password will appear on your order confirmation

3.) Enter the Internet Setup screen information and all tabbed screens. It is not required to have E-Mail Marketing tab completed at this time.

Be sure that you have at least one customer and at least 1 inventory item posted to Internet inventory. If you have checked Size Color Matrix support make sure that you have at least 1 Matrix item set to post to the Internet.

4.) Transfer your data to the site.

5.) Go to your shopping page and confirm that your products uploaded.

- If your products don't upload within 10 minutes (usually much faster that that) check your e-mail! If there was an error in the upload you will be notified. You may have some "duplicate values" in your data that we need to help you clean up.

☞ *Note: The following steps must be done AFTER you upload your first data upload. Much of the administration area is not available until the upload is complete.*

6.) Log into your administration page and perform the following initial setup steps to take full advantage of the Account Wizard Features.

☞ *IMPORTANT!!! Click the SAVE button on each page before continuing to the next!*

Features: account wizard storefront: custom links tab - Welcome First Time Visitors: Type the text in the section following this check list. Feel Free to personalize it!

Features: account wizard storefront: inventory items: images tab - Read the information and scroll to the bottom of the page. Check the 3 check boxes and if using Size/Color Matrix put a "-" (dash) in the box.

Features: account wizard storefront: item categories: options tab - check the following:

- Display the categories, in the left side menu, before listing

Informational Links
- Display sub-categories
- Display sub-categories with an image and description in the main content section of the site.

Features: account wizard storefront: item listing: options tab - Check or set the following

- Number of items to display in the listing (max 30): Set to 30
- Display Thumbnail images in the Item Listing

Features: account wizard storefront: item searching: options tab - Check the following:

- Display the Search and Cart sections on the top of the page instead of in the left side menu.
- Move the *Search Tips* link, from next to the Search button, to the Informational Links.

Features: account wizard storefront: order processing: options tab - Check the following:

- E-mail address: Enter the address as entered in Internet Setup in PFW. This is the address that is exclusively for PFW to check for the purpose of importing your orders. (Advanced Edition users ONLY should do this)
- [CHECK] Include an Encrypted Attachment with orders
- Which version?: 4
- Check or clear other boxes as appropriate

General information: themes: general tab –

- Select your desired basic theme.

General information: company information: general tab -

- Complete or edit the information for completeness and accuracy

General information: company information: contacts tab -

- Complete or edit the information for completeness and accuracy. Note that the Contact E-Mail address is CRITICAL. You need to check this e-mail address often. It is where error notices, system news, and other important communications will be sent

General information: company information: options tab -

- Enter your domain name (if any) Click the icon for important format instructions
- UNCHECK the Display the *Administer This Web Site* link.

General information: company information: logo tab -

- Optional -type the file name for your logo. Note this is an Auxiliary Picture. Review the section on Auxiliary Pictures.
- Review the Account Wizard Implementation Guide included with this document or available for download at http://www.activeiq.com/docs/implementepoxy.pdf

Important Step!!!

Edit your Welcome first Time Visitor screen in the Account Wizard control panel. The following example can be typed into FrontPage (Or similar) and the HTML code that sets the bold text

and paragraph breaks can be copied to the clipboard and pasted into the text-editing window that controls this feature. It's IMPORTANT that you do this! The first page of your site will display this information unless you have a current PROMO item. If you leave this section un-edited you will see a message that tells you – the merchant - that you should edit this page… not a very professional thing for your customers to see! FYI, I have this text in HTML format and I usually try and add this for you when your account is created… but sometimes I get busy and don't get it done right away if at all. If you want this on your site and I didn't add it, I'll be happy to make it available to you.

The nature of this text is very generic and will fit any business that has an Account Wizard account.

Suggested Text

Welcome

Welcome to our online store. Here you can enjoy the ease and convenience of shopping securely from the comfort of your home or office.

Secure Shopping

All transactions are secured by VeriSign so you know your personal information will remain personal. Look in the Security Concerns link on the left menu for more information.

Product Listings

Notice the Department listings on the left menu. After selecting a Department you can choose a Product Category. You will then see a listing of products. As you scroll down the list notice their is a product counter. There may be more items to see, so click next to see more items! Click on the Item # to see more information on the product and a picture if available.

How To Purchase

To purchase a product simply click the "Add To Cart" button. To purchase 2 or more of an item, simply change the quantity and click "Update" to recalculate the price.

Searching Our Product Database

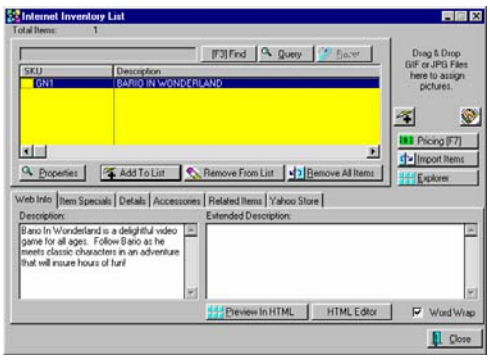
You can use the search field located on the left or top row of the screen to search for a product. Try It! For more information look for the "Searching Tips" link.

Contact Us

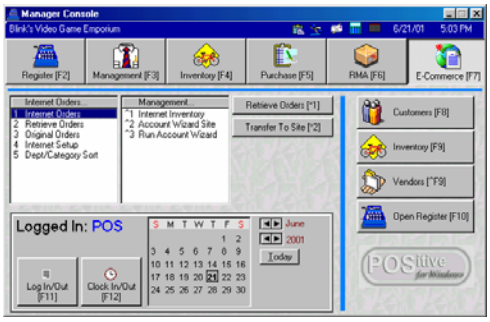
Look in the left menu for the "Contact Us" link. We would like the opportunity to answer your questions about our products, our online store, or how to drive to our store.

Internet Inventory List

The INTERNET INVENTORY LIST is your all in one e-commerce management screen. From here you can add items to the Internet, associate pictures, Type detailed product descriptions, set up Promo's, and add accessories and related items.



You can access the Internet Inventory List from the Manager Console's E-Commerce [F7] button



Internet Setup

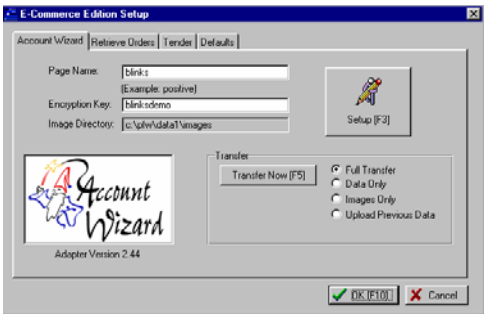
File: System: Internet Setup

You must provide PFW some key information to tell it where to upload your data to and where to retrieve your orders from. You should also check with your dealer or POSitive Software Company for the latest information about E-Commerce with PFW.

Account Wizard (tab)

Fill in this information if you have signed up for E-commerce.

- **Page Name** – This is the "WEB ADDRESS" provided in your order confirmation.
- **Encryption Key** - The code created in Account Wizard to "scramble" your transfer information. Also provided with your order confirmation.
- **Image Directory** - This field will be filled in for you automatically for your reference. By default, all images are saved in an images subdirectory of your data directory.
- **Use Data Agent** Check Box. Do not use unless instructed to do so by POSitive Technical Support (note that this option has moved to the "Defaults" tab)
- **Transfer Now** button. Select one of four options to transfer data to e-commerce site.
- **Setup** button.



Transfer Now – Transfer Products to the Shopping Cart

- Full Transfer transfers both Data and Images

- Data Only transfer's data without images
- Images Only transfers just images
- Upload previous data transfers the previous data file

Transfer Setup Button

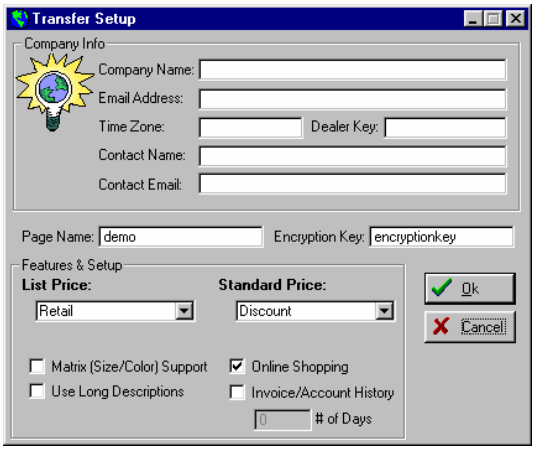
This screen is revealed when you press the Setup Button

- **Company Name**- Your Company name
- **Email address** – Your Company's general delivery e-mail address
- **Time Zone** – Pacific or PST are valid examples. Enter as appropriate
- **Dealer Key**- Check with POSitive for your dealer key. 001 is a valid key if you need a number before one can be assigned to you.
- **Contact Name**- This is the person in charge of the E-Commerce System. Usually the Owner or Manager of the store
- **Contact Email** – This is the personal e-mail address of the Contact Name person above.
- **Page Name** – This is the "WEB ADDRESS" provided in your order confirmation.
- **Encryption Key** - The code created in Account Wizard to "scramble" your transfer information. Also provided with your order confirmation.
- **List Price-** PFW supports 6 price levels. This should be set to the price level that represents MSRP (Suggested Retail)
- **Standard Price -** PFW supports 6 price levels. This should be set to the price level that represents the retail price that your web customers will pay.

Many merchants use a single price level strategy. If so then Both List and Standard Prices will be set to the same level.

Here's an example of what your customer can see if you use the dual pricing structure.

- **Matrix Size/Color Support** – If you have Internet Inventory that uses Size/Color matrix then this should be checked. To see if you have Inventory that fits this criteria Go to Manager Console; Inventory Button; Matrix. If the list contains products then you are using the size color matrix and this box should be checked. Here's an example of a Tee Shirt that comes



in Sizes and how it is displayed on the Web. This allows the customer to view one main screen and to choose the appropriate size and color

- **Use Long Descriptions –**By default the standard "short" Description is used
- **Online Shopping –** This is the "Account Wizard Storefront" Service. This must always be checked unless you subscribe only to The Account Wizard Account Research feature. The rule is if you are uploading products to the web then you must make certain this box has been checked.
- **Invoice Account History-** This is the "Account Wizard Account Research" service. It uploads Customer Invoice History and Accounts Receivable data, current Service Orders, Internet orders, and regular orders for your customer to log on and view. If this service is of interest to you contact POSitive Software or your dealer for more information. **Generally, this feature is NOT subscribed to by POSitive customers and should not be checked.**
- **# of days –** If Invoice/Account History is checked you will want to enter the number of days of history to upload each time you update the site. 365 for example would provide a complete year's worth of history.

Retrieve Orders Setup (tab) -

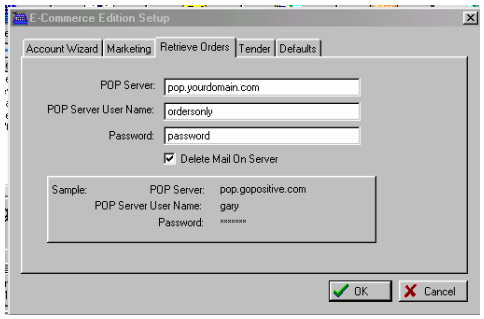
Account Wizard will e-mail orders to you as your customers place them. One option you will have is to direct the e-mail to an address that PFW has been set up to receive. If you choose to do this The e-mail will include the customer's name and address, products ordered and credit card information… encrypted of course… that's what the Encryption Key is for. So PFW checks the mailbox and "sucks in" the information and "plugs it in" to all the necessary places so YOU DON'T HAVE TO ENTER IT BY HAND.

- **POP Server** - Get this from your Internet Service Provider (ISP) TIP: More jargon here. POP stands for Post Office Protocol. POP is Incoming mail. Use the Incoming Mail Server name here.
- **POP Server User Name** - Get this from your Internet Service Provider (ISP)

☞ *CRITICAL NOTE. This should be an address that you do not send or receive mail intended for people to read. If you have regular e-mail sent to this address then your e-commerce system will retrieve it and delete it from your server before you can read it. Since it won't contain the information that PFW is looking for it will be lost. If it was a message from a customer that would be a bad thing.*

- **Password** - Get this from your Internet Service Provider (ISP)
- **Delete Mail On Server** – You should generally check this box. If you don't you will retrieve the

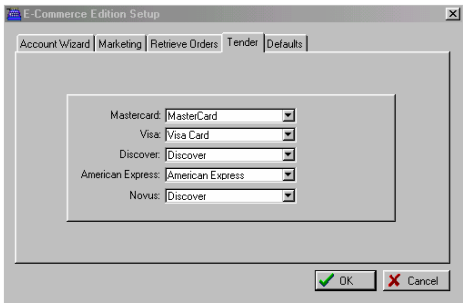
same order over and over again. This could be useful in a testing scenario when you are getting started but should definitely be checked for normal use.



Tender (tab)

These definitions may look redundant, but you need to be sure that each credit card brand listed is linked to the "correct" transaction or tender type as defined in your Tender Definitions list.

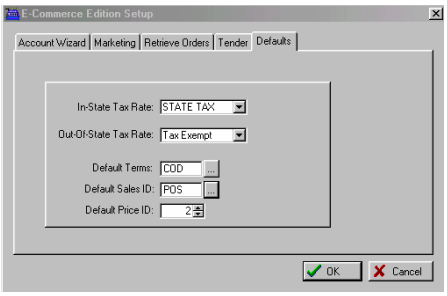
These tender types match POSitive's Credit card tender types to Account Wizard's. Note that Novus is Discover.



Defaults (tab)

These tax rates and defaults are used whenever a NEW customer places an internet order. PFW automatically creates a new customer record and uses these defaults.

- **In-State Tax Rate** - Tax charges for customers within the state. **Out-Of-State Tax Rate** -Tax charges for customers outside of the state.
- **Default Terms** - Payment terms Generally you should choose NONE.
- **Default Sales ID** - Sales ID of the employee designated as the main controller of Internet orders.
- **Default Price ID** -The customer price level. You may only choose a number, which corresponds to price levels 1, 2, 3, 4, 5, and 6. See File: System: System Setup: Pricing Tab for clarification.



E-Verify (button)

(This button is obsolete and is not available in current versions) Each customer in your PFW Customer List must have a unique Customer Code. E-Verify will check all codes and report if any have been duplicated. Since version 1.1 beta 3 of PFW, there is a duplicate entry check performed as you are adding a customer. Therefore, it is unlikely that you will need to use this E-verify button unless you have imported customers.

If there are conflicts, you will need to edit at least one of the codes so that the duplication error will be resolved before you will be able to successfully post your inventory to your web page. Ask your

dealer or POSitive Software Company
for help as needed.

PFW E-Commerce Preparations

Customer Code

Each customer can be assigned a definable customer code, which is often the customer's phone number. Care should be taken to assure that these codes are unique, no two alike, because of stipulations in the E-Commerce software.

To determine if there are duplicates you should run *E-Verify* before posting PFW inventory to your web page. (Note. E-Verify is no longer a feature. This is true only of certain older versions).

Update: While all of the information above is true, we have found that in cases where you are using the feature setting in PFW to use phone # as the lookup code, that customers who shop online with you as a REPEAT customer often will enter their phone number correctly, but enter slight variations of addresses. PFW imports these orders and because of the address variation the customer is considered a NEW customer, thus a new customer entry is created. Where PFW will prevent a duplicate customer code from being created when entering a new customer record, it does NOT prevent a duplicate customer code from being IMPORTED. This will result in a duplicate customer and the upload will fail. If this occurs you will be sent e-mail by the Account Wizard system advising you of the error and will give you a duplicate code.

Simply look in your Customer list, sorting the list by CODE (F3 or click the column header) and find the repeated code. Determine if the duplicate needs to be deleted or merged with another customer.

Pictures

Use Pictures In Inventory - A setting in File: System: System Setup: Defaults tab turns on prompts for loading and viewing pictures on screen.

This option MUST be turned on if you will be using PFW E-Commerce, which will automatically post pictures of your inventory on your web page. You will want to be able to verify the picture being posted matches the item for sale.

Picture Overview.

PFW will upload your product pictures to the Account Wizard system automatically. PFW stores your picture in your datax\images directory. When you assign a picture to a product PFW automatically copies it to the images directory and renames it to the format SKU.JPG (or GIF). Keep in mind that Internet standards require that you stick with JPG or GIF picture formats.

PFW will also create thumbnail images for the Account Wizard system. The thumbnail is stored in the same directory as the main picture. It is formatted like

this: SKU_THUMBNAIL.JPG (or GIF).

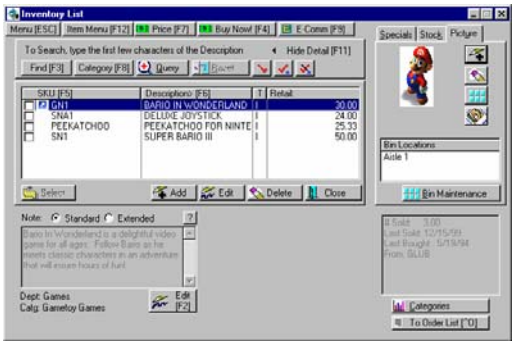
The following screens illustrate the essential elements of pictures in PFW.

Add a Picture

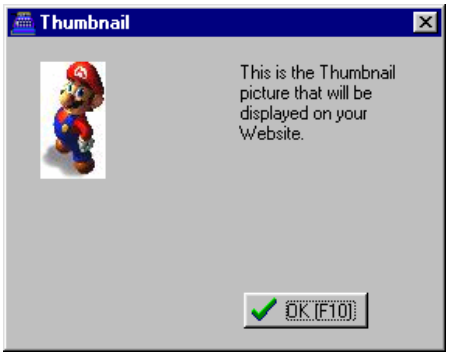
Erase a picture

View the picture

Generate (or Re-Generate) Thumbnail

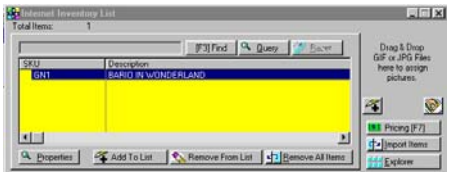


Main Inventory Screen With the SHOW/HIDE DETAIL selection expanded to Show Detail. Picture area is revealed in the picture tab.



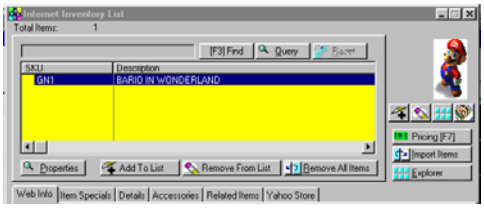
Thumbnails

When you add a picture to an item PFW will show you the thumbnail. If you change images your thumbnail may need to be re-generated. Simply click the button to be sure the thumbnail matches your image. If you have been using an earlier version of PFW and have assigned pictures but no thumbnails were generated, simply go through your Internet Inventory List and generate the thumbnails!



The first view shows Internet Inventory product without a picture assigned. Note that you can Drag and Drop pictures on this screen. The Main image and thumbnail will each be handled as previously described.

The next view shows the thumbnail in place.



Auxiliary Pictures

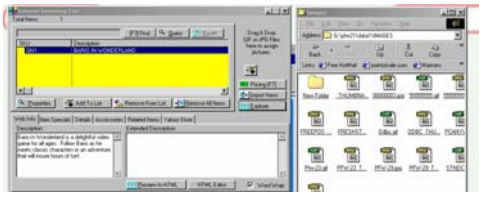
Account Wizard supports other pictures such as logos, add to cart buttons, bullets, and more. To use any of these simply copy the graphic into the DATAX\IMAGES directory and upload your data. The image source for HTML use is http://www.accountwizard.com/webimages/pagename/filename.jpg (or gif). Otherwise in the Account Wizard administration section simply type the appropriate file name for your logo or bullet, etc.

Drag and Drop

The screen below shows the Internet Inventory List (Left) and Windows Explorer Screen (right). You can open the Explorer Screen by clicking the Explorer Button. Move the Windows around until you can see a similar layout like you see below. Change to the directory where your Images you need to assign are located, click, hold, Drag to the spot, and DROP it in place. It's that easy!

☞ *TIP: Windows 98 and later Windows OS support multiple monitors. If you have the budget to do so it makes this process easier because you can keep PFW on one Monitor and your Explorer Screen on the other and drag from one monitor and drop to the other. This is by no means a requirement, but once you try it you'll find your life just got easier.*

Another option is a larger than normal monitor 17-19 or larger will give you more screen space to work with. Better yet, get two monitors! This is a Windows 98+ trick… check with your dealer for more info!



Category Pictures – Optional but powerful!

Go to Utilities Pull Down menu; Categories. Edit the category, choose the WEB tab. You will see a screen like the one to the right.

- **Load Pic button** – Loads a picture that will display in certain layout styles on the Account Wizard Shopping cart. See sample web layout screen
- **Note Field** – Type a description of the category in PFW. See Sample web Layout.

☞ *Tip: If you upload Department and category pictures and descriptions with this feature the Account Wizard manual-editing feature is turned off… This may be inconvenient and limit your creativity. It may be better to omit use of this feature and apply these pictures and descriptions in the control panel instead.*

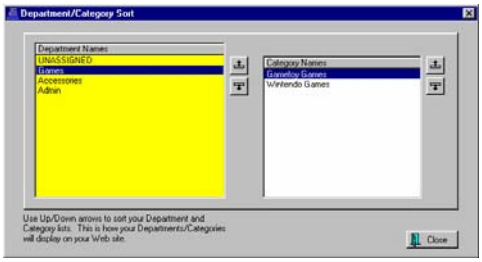
Department / Category Sort

First a quick note about Departments and Categories. As you are aware PFW

Remember these Terms!	
POSitive PFW	Account Wizard
Department	= Category
Category	= Subcategory

and Account Wizard are written by different companies (even though POSitive now owns both software systems). POSitive Software and the original developers collaborated to bring you this seamless integration of your Store POS and your Web Store shopping cart. We each use different terms to mean the same thing. POSitive uses Departments and Categories and Account Wizard uses Categories and Subcategories. So a Category in PFW is a Subcategory in Account Wizard. It's confusing at first but everyone adjusts in a short time.

The following screen is where you can adjust the sort order of PFW's Departments and Categories. Highlight the Department or category you want to change and click the appropriate up or down arrow icon to change the order. Note that this is not available to you if you run our STANDARD edition software.



Employee Setup

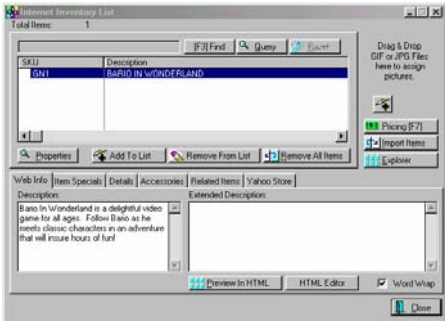
Internet Sales - If this employee will be allowed to process Internet orders, then this box should be **checked**.

Internet Inventory List

ACCESS Inventory: Internet Inventory

Items displayed here have been selected to be advertised and sold on your web page. You may add or remove items from this list.

More importantly, from this consolidated screen, you may edit the note fields, confirm pricing, and view or assign the linked pictures.



How To Select Items For Your Web Page

1) Choose Add To List. Select the item from your inventory listing.

2) Type up or cut and paste a Description and Extended Description on the Web Info tab.

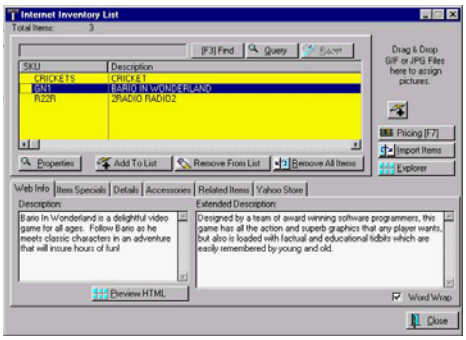
☞ *TIP: The more you can tell your customers about an item, the more likely they will be to purchase it.*

3) Select a picture of the item. You may find a picture from any source and drag and drop it into the upper right corner. Or click on the Add button to find the saved image.

4) Review your selling prices by clicking on Pricing [F7].

5) Set Item Specials. By creating a "Promo" the item will become a featured item on your web page, even if you choose not to change any pricing.

☞ *TIP: You should set promos frequently to entice customers to return to your home page often.*



Internet Inventory Buttons

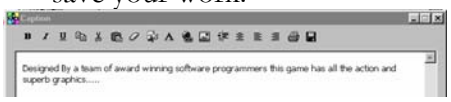
- **Properties** - The edit screen of the inventory item. Changes can be made as necessary.
- **Add To List** - Displays your entire inventory. Select items individually to be included on the web page.
- **Remove From List** - Removes the highlighted item from this Internet list.
- **Remove All Items** - Clears all inventory items from the Internet list.

- **Picture Controls** - Once you have selected a graphic for an item, you can replace it, delete it, or view it in a larger screen.
- **Pricing [F7]** - Edit the pricing levels of the highlighted item.
- **Import Items** - You may automatically import all inventory, or all inventory of a department or of a category.
- **Explorer** - Opens Windows Explorer for finding files.

Web Info Tab

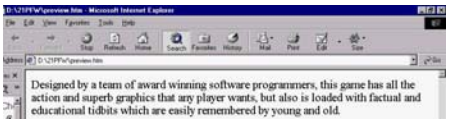
These two note fields are automatically included on the web page and will give your potential shoppers much needed information about the product they are choosing to purchase. Experience has shown that the more comprehensive your descriptions of the product, the more likely the customer will be satisfied with their purchase.

- **Description** - This smaller note field is the main paragraph description of the item. It consists of about 180 characters.
- **Extended Description** - The larger note field allows for about 10,000 characters. This field will accept HTML codes for formatting and display purposes.
- **HTML Editor –** Click this button to use PFW's basic HTML editor. It creates the basic code for you automatically! When finished click the Disk Icon on the far right end of the icon bar to save your work.



☞ *TIP: You can use other HTML editors as well. Popular programs include FrontPage Express (Free with Windows 98) , FrontPage (all Versions) and Dreamweaver. These are all WYSIWYG (What You See Is What You Get) programs. Simply create the look in the layout mode, then view the HTML Source created for you, copy it and paste the code into PFW.*

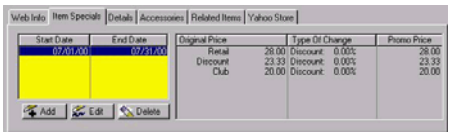
- **Preview HTML** - As you enter HTML code in the extended note field, clicking this button will allow you to see the results of the coding so that you may make adjustments as needed.



- ▪ **Word Wrap** - As you are entering text in the larger, extended note field, you may activate word wrap for easier editing. Note that if you simply type straight text in these fields paragraph breaks will be ignored. If your text will use paragraphs it is highly recommended you use one of the HTML editors described above… all of which would provide paragraph breaks.

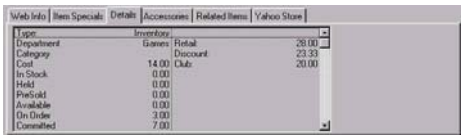
Item Specials Tab

By creating a Promo the item will become a Featured Item on your web page, even if you choose not to change any pricing. See Promotional Pricing Information in the main manual or in F1 Help for a discussion of the options.



Details Tab

Statistics on your current stock count and pricing.



Accessories Tab

Add or remove specific Items, which are a part of the item being sold. These items could be enhancements or options for the item being sold.

- SPECIAL RULE: Accessories DO NOT have to be part of Internet Inventory. Example – Maybe you sell Flashlights. A customer picks a flashlight and has the option to buy a pack of batteries. But you DO NOT want to allow customers to place orders for just batteries… If you only add the batteries as an accessory and NOT to Internet inventory the customer would only see it in conjunction with the main item.

Related Items Tab

Add or remove specific items similar to the one being sold. This helps broaden the customer's shopping field based on interest.

- SPECIAL RULE: Related Items MUST BE part of Internet Inventory.

Yahoo Store Tab

Another way to market your inventory is to sign up with Yahoo Store, a very large and popular e-commerce site. An unlock code registration is required to use this feature. It is NOT part of the Account Wizard system.

Export To Yahoo Store - PFW will export all items in this Internet Inventory List into a file specifically designed to integrate with Yahoo Store importing and maintenance. See *Yahoo Store* for detailed instructions.

Total Items: The number of items in your Internet Inventory List.

Search - Start typing the initial characters of the SKU and the cursor will move to the nearest item. To clear the search, press the Up Arrow on the keyboard.

F3 Find - The value of this type of search is the ability to find an item if you do not know the exact initial characters of the SKU or Description. This will find all inventory which includes a specific phrase, word or letter combination in either the SKU, Description, Department, or Category fields.

1) Press [F3] to open the Find Inventory dialog box.

2) Enter a phrase, word, or letter combination in either the SKU, Description, Department or Category field.

3) Click on OK.

4) All inventory which contain the search entry will be displayed.

[F3] Reset - After doing a find, the Reset button allows you to see all inventory in this internet list.

Query - Apply a set of criteria for displaying selective inventory.

Reset - Used to display all inventory again.

E-Commerce And Your Web Page

Without a doubt, e-commerce, or your ability to sell over the Internet, will determine the success of your business in the next few years.

PFW takes all the hassle out of maintaining a shopping cart and processing the orders that come in from it. PFW is a total retailer and e-commerce solution for the small business.

Web Page - There should be no doubt in your mind that you need a web page. By now most of us are familiar with the concept of the www.mycompany.com. While it is NOT mandatory to get a DOMAIN name (the "mycompany.com") it will help you to establish your place on the internet.

If you don't already have one, Account Wizard will provide a "Mini Domain". Using the previous example, that would be www.accountwizard.com/mycompany. Your company name would be a subset of the AccountWizard site.

If you already have a Domain you probably have a company hosting your domain. If you simply registered it but have not yet signed up with anyone to host the site then you'll need to arrange for a host. POSitive Software Company can host your DOMAIN on our server for a reasonable monthly fee.

Some people get a bit confused right here. Your DOMAIN HOSTING is a separate service from your SHOPPING CART (Account Wizard) service.

Through the magic of the Internet and various techniques of LINKING your Domain and your shopping cart will LOOK like they are all part of one big web site – even look like they are all coming to them from your home town.

Here's an actual example of a company who has POSitive Host it's DOMAIN and Account Wizard provide it's E-Commerce. Look at the screen… Some explanations will follow.

Note the Address Line says www.romanzagifts.com. The site is served from POSitive's Server. The field of Green is the ACCOUNT WIZARD shopping cart information.

This site uses "Frames". They made the separation line invisible between the data that is on POSitive's Server and Account Wizard's server. They load in together and basically, the customer navigates the lower half of the screen while the header remains unchanged.

Some other notes about this site:

They have applied a custom theme to the site. It sets a custom background, font colors and separator line colors. They have assigned a number of "Item Specials" in PFW and they appear in the "What's Hot" section of the site. The term "What's Hot" is defined by the merchant and can be changed with the

holidays or seasons. Note the descriptions. Those descriptions are the 180-character description mentioned earlier.

Shopping Cart - Updating your Account Wizard Products

Manual Upload

On the Internet setup screen you can simply click the "Transfer Now" button on demand to update your products. The Account Wizard screen displays the last update day and time so your customers know your site is "up to date".

Automated Upload

Once you have finished the initial uploads which usually will be done several times a day in the beginning you can actually automate the product uploads using Microsoft Windows built in scheduler.

- In Windows 98 (others may vary slightly) got to Windows Start: Programs: Accessories: System Tools: Scheduled Tasks.
- Add Scheduled task
- Step through the process searching for and selecting \PFW\PFWAGENT.EXE as the program to schedule. Set the days and times to run. Finalize the step.
- Find the PFWAGENT in the list of scheduled tasks… Right Click and choose PROPERTIES.
- In the RUN line add a space, then the appropriate data directory #. If your data is in DATA2 then you would make this …pfwagent.exe /C=2 /X

No longer do you have to slave over web page maintenance. PFW will keep your web page current whenever you decide to make changes to pricing, promotions, pictures, and detailed notes.

Customers will return frequently to your web page because it will be changing often; every day, if you wish.

Getting people to your site

So you have a Domain and you have a shopping cart. Now what do you do? You need to work in several areas to be a successful web merchant. Here is an example of two gift stores, one who has computerized with POSitive E-Commerce, and one who has not. While this is not a true story, it could be!.

A Tale Of Two Stores

Sally's Jams And Gifts	Joe's Jams And Gifts
Sally runs a small store in Medford, Oregon. She makes her own Jams, and sells several types of gifts. She uses POSitive Retailer to ring up sales, and also to run her web store.	Joe runs a small store in Medford, Oregon. He makes Jams, and sells several types of gifts. He uses a cash register to ring up sales, and does not have a web store.
Marilyn is driving through Medford, and decides to stop at Sally's. She buys a couple of jars of Jam, and a small toy for her son. Sally rings her up, and asks Marilyn if she can get her e-mail address so she can send her information on specials she will have in the future. Sally tells Marilyn about their web site, and explains to Marilyn how she can order more Jam if she like it. Marilyn thinks that's great, and gives Sally her e-mail address.	Alicia is driving through Medford, and decides to stop at Joe's. She buys a couple of jars of Jam, and a small toy for her son. Joe rings her up, and says thanks and have a nice day.
Marilyn goes home to Portland, and unpacks her Jam. Sally has printed her e-mail address and web site on the receipt and on the bag, but Marilyn tosses those away without thinking much about it.	Alicia goes home to Portland, and unpacks her Jam. Joe has his address and phone on the receipt and bag, but Alicia tosses those away without thinking much about it.
A few days later, Marilyn starts making toast with the Jam for breakfast, and really likes it. About a month later, she notices she is getting low on Jam, but has forgotten the name of the store she bought it from. Besides, it is in Medford, and she won't be going that way for a while.	A few days later, Alicia starts making toast with the Jam for breakfast, and really likes it. About a month later, she notices she is getting low on Jam, but has forgotten the name of the store she bought if from. Besides, it is in Medford, and she won't be going that way for awhile.
At the end of each month, Sally generates a few e-mail lists out of POSitive and sends e-mails that she thinks will be of interest to her customers. This month, she sends an e-mail out to first-time customers who have purchased Jam in the last 30 days. It takes her about 2 minutes to generate this list, using a simple Query in POSitive. The e-mail says "thank you" for purchasing from us, and we would like to offer you 10% off your next purchase. It takes a total of about 15 minutes for Sally to compose the e-mail and send it out to 150 customers. Marilyn receives the e-mail, and remembers the excellent Jam she purchased. She goes to Sally's web site, and orders Jam for herself plus her mother, her two sisters, and her neighbor (who had also mentioned how good the Jam tasted).	Alicia is now out of Jam, and would like to purchase some more. She doesn't remember the store, but she remembers it is in Medford Oregon. She gets on the internet, and does a search for JAM and MEDFORD. Sally's store comes up, and Alicia orders some Jam from Sally.
Marilyn's mother and sisters receive the Jam, and they love it. They e-mail Marilyn asking where she got it, and she e-mails back the web site. Now Marilyn's mother and sister are regular purchasers of the Jam. Marilyn's mother and sisters have friends who also try the Jam, and they end up ordering some and sending it to friends. Also, while they are on the web site, they order other items that Sally has for sale.	Alicia really likes the Jam, and sends some to here Mother and two sisters. Alicia mother and sisters receive the Jam, and they love it. They e-mail Alicia asking where she got it, and she e-mails back the web site. Now Alicia's mother and sister are regular purchasers of the Jam. Alicia's mother and sisters have friends who also try the Jam, and they end up ordering some and sending it to friends. Also, while they are on the web site, they order other items that Sally has for sale.
Sally adds all the new customers to her e-mail list, and continues to market directly to them with targeted e-mails. It takes her very little time to do this, as POSitive is tracking her customers and what they are purchasing, and is able to generate e-mail lists quickly and easily. Sally's business really takes off, and she has to hire extra help to keep up.	Joe never does computerize or get a web site. He ends up working for Sally, helping her to ship Jam all over the country!.

As you can see you can use your E-Commerce site to easily promote your store to your existing customers. But of course there's also some other ways to promote your site as well.

Search Engines

The Internet is actually a huge publishing system. Web pages are PUBLISHED on a site. So your site is like a book on the Internet. If this were a REAL book in a store or a library your book would be categorized and organized so that potential readers would be able to find your book. The function of Organizing and cataloging the publications on the Internet is the job of the SEARCH ENGINE.

There is a complete industry involved in helping businesses get their sites Indexed and cataloged on the Internet. There are literally hundreds of search engines on the Internet. It is generally regarded that only a handful of these are the most important ones.

There are literally hundreds of thousands of pages written in the world about getting a top listing on the search engines. We won't try to condense it all here. Instead you can check out several valuable resources that can get you started on the quest for increased exposure through search engines.

There is one common question that everyone wants to know the answer to and have a better understanding of. That is "can the search engines find my product descriptions in my shopping cart and somehow index them and link customers to the E-Commerce site". In other words I sell Bario In Wonderland in some examples in this chapter… If a customer enters Bario In Wonderland in a search engine will the customer be directed to my site?

The answer is - that it depends. One of the tools used by many search engines is a thing called a SPIDER. Spiders simply follow links and indexes the information on the pages is comes across. Spiders have rules to follow. Some spiders cannot index a web page with a "?" character in the address. The "?" means something to the code so its not a "flaw" but it does mean that you need to help the search engines find your products by creating some pages on your domain web site. How to do that is the next question and the following sources will start you on the way to learning the ins and outs of search engine submission.

Other search engines we have found CAN spider these pages. Google has been "caught" surfing through shopping cart pages so in these cases the answer is probably YES – some search engines CAN indeed find "Bario in Wonderland" in your e-commerce site.

Here are a few ideas for you to get started with.

- Submit your site to WWW.DMOZ.ORG - BUT ONLY after you have set up your site the way you want it to appear and with your products uploaded and appearance of the site has been set up the way you want it to be seen by customers. DMOZ is a human operated index of the Internet. In other words when you submit your site an expert in your category will review the site and rank it for search relevance. You want them to see your best-

looking site! Other search engines actually use the DMOZ index to incorporate sites into their search engines. For example, with only one submission to DMOZ, one client reported his site was in the top 10 on Google.com for at least one search term within 2 weeks of the submission to DMOZ – (And that was the ONLY place he submitted to)!

- Each item, department and category has a DIRECT LINK, which will take a customer directly to the item, department or category listing. You can submit these direct links to many of the "Pay Per Click" sites out on the web. One of our Art Supply customers has had excellent results from this kind of marketing.
- Some customers report having increased their business online to represent nearly half of their business volume by building pages on their DOMAIN site that uses keywords that are hot search terms. One such term, "Votivo Candles" on Google (at time of this writing) nets 4 pages of the top 10 for TWO separate Account Wizard users! The top 2 spots are ROMANZAGIFTS.COM!

Additional Search Engine Submitting Resources

www.deadlock.com The ***deadlock Design*** principle is simple: we're here to help you to *help yourself*. If you have the time to learn, this site will teach you how to become a successful 'netrepreneur' at no cost.

If you prefer to hire professional help then you've come to the right place. We can offer you a range of services to help you achieve your goal (selling your goods online) and we have a solid track record of happy clients, many of whom are kind enough to **sing our praises in public**.

Web Position Gold software is the only Web promotion software that optimizes Web page rankings, submits, tracks your search positions, tracks Web site traffic, and more! Their site is www.webpositiongold.com. When you purchase their software you will receive a 200 page or so book called "Achieving a Top Ten Ranking" with all the up to date tips and tricks for all the major engines.

Customer Order Processing

Customer log in

You can provide your existing customers with a log in name and password to use to log into your e-commerce site. PFW supports 6 price levels. A product can have up to 6 prices assigned. For example:

- MSRP
- Regular Retail
- Discount Retail
- Wholesale.

All of these prices are uploaded to the e-commerce site.

When you add a customer to PFW you assign the customer to a price group. PFW automatically assigns an account # and Lookup Code to the customer.

If you will provide your customers with their account number and code along with instructions to Log In on your e-commerce site, they will view the prices appropriate to their price level.

This feature is optional and in fact you can REMOVE the option for customers to even attempt to log in.

Login name	=	Code
Password	=	Account No.

Internet orders

So you have your site and you have customers that have placed an order. This section will show you how to handle the order. The process is different for our Standard Edition version and our advanced edition version of PFW. Generally speaking the difference between the two versions in terms of ecommerce is:

Feature	Standard Edition	Advanced Edition
E-Mail Marketing	No	Yes
Retrieve Internet orders	No	Yes
Import Retrieved Orders	No	Yes
Internet Orders List	No	Yes
Dept and category sort order	No	Yes
E-Commerce Control Panel	No	Yes

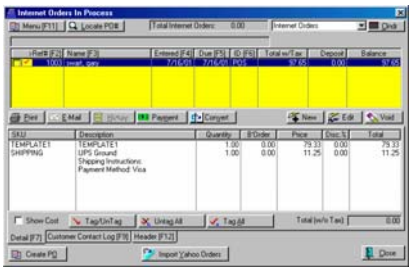
When a customer orders a product on the shopping cart and submits the order the Account Wizard system will notify you of the order by sending e-mail to the Contact person's e-mail address. You will be directed to the administration section of the site where you can find the order and print it on your printer.

Example of an Internet order.

If you are using the Standard Edition of PFW then you will need to log on to the administration site, print this order and enter it into PFW.

Internet Orders List

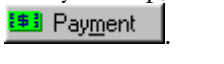
If you are using the Advanced Edition of PFW you can simply click the icon in the tool bar at the top of the screen. PFW will check the e-mail and import the attached order. The order will be complete – that is it will include the customer's name and both billing and shipping address. It will contain the products purchased. The credit card payment will also be included in the imported order. The order will be imported into the Internet Orders in Process List.



The screen above is the Internet orders in process list. Notice the Deposit and balance columns. When the Deposit Column shows –0- you know that the order is not yet ready to be converted to an invoice.

Processing an Internet Order

1. Verify the product is available and can be shipped. If not, then contact the customer to determine the appropriate measure to take, substitute an item, cancel the order or backorder, etc.

2. Assuming the item is available and you are ready to ship, click the Payment button  .

3. Next the window to the right appears showing any deposits already taken on the order. Click the Take Payment button.

4. Enter the amount to pay (usually the full amount).

5. If the customer used a credit card to cover the payment you will be informed by a dialog box the says "Your customer has submitted a Credit card for use with this order. Do you want to use that Credit Card for this payment?

6. Choose Yes

7. The dialog to the right shows the credit card # and customer information for processing the order.

☞ *Simply process this charge as you would if the customer called you on the phone and ordered by phone. The transaction is exactly the same. You do not need a separate Merchant account, nor do you need to process these charges LIVE Real Time on the Internet.*

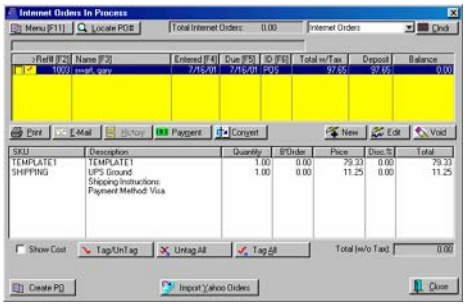
Actually from your customer's point of view they will think they have been charged right away… In fact you will charge them when you are ready to ship.

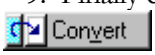
Alternately you can use electronic Credit Card Authorization Software to process credit card transactions with PFW. Instead of the Screen above PFW would immediately pass the credit card information to the processor, which would dial out, get an approval (or decline) and report the results.

Regardless of how you process the credit card it will either be approved or declined. If the card was approved, simply click the approved button to complete the transaction.

☞ *Important!!! You will NOT see the credit card information if you convert the Internet Order to an Invoice BEFORE you process the payment. YOU MUST USE THE PAYMENT BUTTON ONLY to use a credit card submitted by a customer on the e-commerce system.*

8. The Deposit will now appear in the Deposit Column and the balance due will be –0-. The order is now ready to be packed up and shipped.



9. Finally click the Convert button 

to process the final Invoice. This step is critical. The sale isn't a sale until it is converted to an invoice. Sales Reports, profit reports, tax reports will not reflect the sale until it is converted.

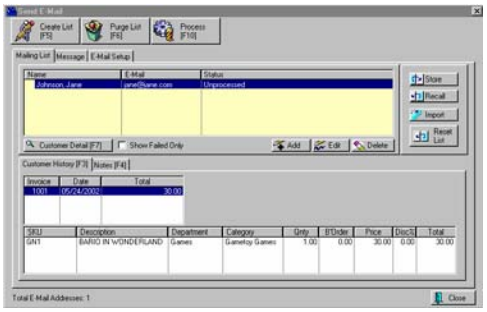
Drop Shipping Internet Orders

Click the Create PO button at the bottom of the Internet order screen. This is a great "DROP SHIP" feature used by e-commerce merchants who don't stock the product, but rather drop ship as the product is ordered. A typical procedure would be to take the payment to secure the order, then Click the Create PO button and send the items to a PO. In the PO you can select a customer to ship the goods to. When the order is placed and on it's way, convert to an Invoice.

E-Mail Marketing

So now you have a web site and products on the web for sale. You really want to get your customers to your web site (or into your store). Why not use PFW's built in E-mail marketing to let everyone know you are online and show them a special product offering?

From this screen you compose e-mail messages and send them to selected e-mail addresses. This marketing tool allows you to target messages to specific customers who meet criteria as defined by the active Query.



How To Do E-Mail Marketing

With PFW E-Commerce you may "advertise" directly to your current customers. You may send messages to all customers or selective customers who will most likely be interested in your message.

For example, a query will gather the e-mail addresses of all customers who purchased a particular product during a specific time period. Your e-mail message could thank them for patronizing your store and invite them to purchase another item similar to the one they purchased.

Advance Setup

Request and record e-mail addresses from your customers. Ask if you may add them to the PFW mailing list.

Be sure all E-commerce setups have been completed. If you attempt to do anything with e-mail before completing all the setups, you may be prompted with this error message.

You will need to enter the necessary POP information into *E-Commerce Edition Setup* window and each *Employee File*.

Marketing Setup (tab) -

Fill in this information if you want to special announcements (see *Send E-Mail*) to your customers. This information is not part of the e-commerce system. If you are setting up the Account Wizard service you do not need to enter anything here to get started.

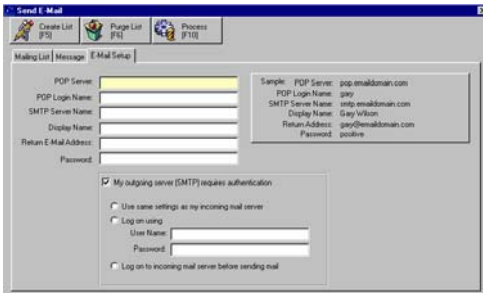
This function is designed to mass e-mail to a group of customers. For example, I sell model trains. I have a special deal on some HO scale train cars and engines. I can ask PFW for a list of all my customers who have an e-mail address on file AND who have purchased from my HO scale category. This way I can target very specialized messages to customers who will find my message useful.

- **SMTP Server Name** – Get this from your Internet Service Provider (ISP)

☞ *TIP. The Internet is full of*

JARGON. SMTP is one of them… just remember that SMTP stands for Send Mail TO People. SMTP is outgoing mail. (Incoming mail is POP3)

- **E-Mail Name** - Get this from your Internet Service Provider (ISP)
- **Return Address** – This address is where the "REPLY" will be sent to if the customer replies to your message.



Prepare The List

1) Open the Send E-Mail dialog box. (Go to Marketing: E-mail List Manager)

2) (Optional) - Click on Purge List [F6] to remove current customers in the list.

3) Click on Create List [F5]

4) Choose one of the following

- **Only Selected** - Only customers who have consented and therefore have a check mark on "Add To E-Mail List.
- **All Customers** - All customers with an e-mail address.

5) Choose to use or not use a Query - If you answer Yes, the Query Wizard will allow you to define criteria for selecting customers. This query can then be saved for later use. See Query Wizard.

6) Modify the list. Use Add, Edit, or Delete to make modifications to the list.

7) Once the list is completed, you may choose to Store List and later Recall List.

☞ *Note: Customer Detail [F7] allows you to review and edit the customer account record.*

Prepare The Message

1) Enter a **Subject**, one that will catch your customer's attention.

2) Type your message. Remember to use your best manners and marketing skills. If you choose, you may compose your message in some other medium such as MS Front Page (or similar), which supports HTML formatting. Copy and paste your message into this text field.

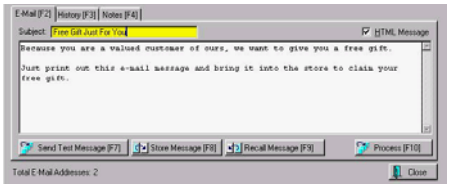
RightMouseClick - For editing purposes, clicking the right mouse gives you the following options. Undo, Cut, Copy Paste, Delete, Select All.

3) **HTML Message** - If you are including HTML formatting codes in the message, be sure to turn this feature on.

4) Save your message. If the message could be used again, be sure the Subject field is filled in. Then click on **Store Message**. You will be notified that it has been saved.

To restore a saved message, click on **Recall Message**. You will see a list of previously saved messages. Highlight

one and choose Select. You may edit the message and save it again.



As you are preparing your message, you may want to check the History [F3] of purchases or Notes [F4] regarding the highlighted customer.

Send Test Message

You may test your e-mail message by sending one to yourself. This will allow you to see how the message is formatted and how your customers will perceive it.

Send All E-Mail Messages

When you are satisfied with your e-mail list and your message, press F10 to Process.

Query Applied - The name of the saved query, which was used to create the customer list, is displayed in the upper left corner, above the list of names.

Total E-Mail Addresses - A count of e-mail addresses gathered for this mailing.

Appendix

A

Glossary

Some terms used throughout PFW may need some clarification.

Definition Of Terms

40 Col Receipt Printer - a printer which uses rolls of paper like a cash register tape for printing invoices.

A

Accessories - inventory items which are commonly sold with other inventory items; a part of e-commerce sales. see Related Items.

Account Wizard - PFW's e-commerce application software

Active - an inventory item which will be displayed in the inventory list. see Inactive.

Advance Setup - describes what needs to be done for some features of PFW to be functional.

Advanced Printing - PFW can print special data to pre-printed forms upon the completion of an invoice. This is a valuable feature if you have to complete government paperwork when selling items, like motorcycles or guns, that need to be registered.

Allow Backorders On Invoice - a setting assuring that items being sold on an invoice are actually in stock.

Allow Discounts - permits automatic reduction of selling price by an applied percentage either on the invoice or from a customer setting.

Allow Negative Inventory - an option to track items sold before being received into inventory; must be used with Allow Backorders On Invoice.

Alternate Info - a switch to activate use of additional information entered on an Alternate SKU.

Alternate SKU - an inventory item can be assigned more than one SKU. The primary SKU will be printed on the customer invoice, but the alternate SKU(s) make finding the item easier.

Archive - a saved copy of PFW program files and data

Authorized Buyers - individuals working for a company who are approved for making purchases, especially purchases placed on accounts receivable.

Auto-Generate Range - an automatic generation of serial numbers beginning with a starting number which you determine.

Auto-Replace - to substitute one inventory item on a customer order with another.

Auto SKU - a feature of PFW which can automatically create barcode numbers when adding inventory items.

Available - a number of inventory items in stock which are NOT reserved for a customer order in process.

Average Cost - the sum cost of items in stock divided by the number of items in stock.

B

Backorder - an inventory item on an order or invoice for which there is insufficient stock to fill the order or invoice. Important settings relative to backorders are Allow Backorders On Invoice and Allow Negative Inventory.

Backup - to save current data in an unchangeable state so that if current data is lost or corrupted the saved data can be used to replace it. Backups should be made daily.

Tape - a cartridge with tape media

PFW - built-in backup of data only in a zip format

Auto Backup Setup - sets PFW's times and location of the backup

Scheduler - a program used for launching the backup

Path - the location of the backed up files

Duration - how long PFW will be inoperable for backup schedule

Master Station - the PFW workstation which will be initiating the backup

Bad Checks - an option for recording NSF checks from a customer applying the amount to the customer AR.

Barcode - a graphical pattern of lines representing various numbers and letters of the alphabet. There are several barcode symbologies, but PFW supports 3OF9 and Code 128 symbologies.

Batch - a group of items processed at one time, such as recurring invoices or processed AP.

Bin Location - a reference to a shelf or section of the store where items are displayed

Browse Box - a screen designer allowing some modification of a window's contents. Also known as a List Box.

Browser - an internet browser.

Bulk e-mail - sending a common e-mail message to multiple e-mail addresses.

Bulk Inventory - an inventory item which is purchased as one large unit and then packaged into smaller selling units.

c

Calculated Prices - the selling price which is computed from a category margin or markup can end in various amounts.

Call Log - a record of calls made to a customer regarding a specific service order in process.

Cashier - the sales person who processed the invoice. This is not necessarily the same as the Salesperson.

Cash Sale - an invoice created without a customer name attached.

Category - a classification to which like inventory is assigned. See Department.

Chart Of Accounts - classification of various accounting activities

Check Box - a small field on screen which displays a check mark or a dot when the option is selected.

Clock In/Out - 1) employees can punch in and out to record hours worked. 2) service technicians may record start and stop times for working on a particular service order.

Clone - to make a copy of an invoice in invoice history as the basis of a new invoice.

Code - an identifying number or word; an ID

Color/Size Grid - a matrix or series of rows and columns of closely related inventory items.

Committed - number of inventory items on a purchase order which are designated for a customer order in process.

☞ *TIP: you may click on the word Committed (of the stock panel of Inventory List) to see customer orders.*

Commission - to pay a percentage of a sale to the sales person.

Common Path - the location of the PFW executable files is usually c:\pfw; not the data files

Confirmation Number - an authorization number from a vendor.

Consignee - you, the storekeeper, who will be selling consignments.

Consigner (consignor) - the owner of the consignment item.

Consignment - an inventory item on loan which you agree to sell for another person.

Consignment Agreement - a signed document specifying the terms and conditions for the sale of consigned inventory.

Contacts - names and phone numbers of people associated with a business account or vendor account.

Contact Log - service technicians can keep a record of calls to customers regarding service work.

Contract / Expand - some lists such as the Department list can be set to show more or less detail.

Contract Pricing - a special type of customer invoice used to list items with special pricing for a customer. Whenever an order or invoice for the customer is created, the price on the Contract will be select. A Contract has an expiration date, after which normal prices will be in effect. Deposits are never applied. A Contract is NEVER converted to an invoice. Other types are Layaway, Order, Quote, Service Order, Internet Order, and Recurring Invoice.

Control Properties - settings and format of an element on a windows report.

Copy and Paste - a Windows procedure to highlight text, copy it (Ctrl-C) to the clipboard, and paste it (Ctrl-V) in another location.

Copy Record - to add a new inventory item by making a nearly exact copy of an existing inventory item.

Credit Amount - a dollar amount which you owe the customer. This amount is part of the customer importer so that you can import customers with an "advance pay" status.

Credit Limit - a maximum dollar amount allowed a customer for making accounts receivable purchases.

Cross Match - defining a relation ship between data in an import file and PFW data fields.

Cursor - 1) the arrow or mouse marker, 2) the act of highlighting or selecting an object.

Customer Contact Log - a record of calls made to a customer regarding a specific service order in process.

Customer Sale - an invoice to a customer who has provided his name, address, and phone number. (In a multi-store setting, customers added locally are "residents" and customers initially added at other stores are "non-residents.")

D

Date Range - a time period with a starting and ending date.

Day View - a calendar showing all service work to be performed on a specific day.

Default - an automatic selection. If you take no action, then the information will be filled in automatically.

Definitions - settings and choices for various parts of the program which you can create.

Department - a classification to group multiple categories into one reporting unit. See Category.

Detail - a report which lists all individual specifics to justify the grand totals of transactions.

Discard - a choice for handling inventory items returned by customers which removes the item from further processing.

Dot Matrix Printer - a type of printer which forms typed characters by striking through a ribbon to create patterns of dots. Other printer types are Laser, Ink Jet, and Thermal.

Download - to get internet orders from Account Wizard or Yahoo Store

Drag And Drop - a technique in Windows of selecting an item with the LeftMouseButton and, without releasing the button, moving the mouse cursor to a desired location before releasing the button. This technique is optional in PFW, but it is a required technique when Defining The Import Setup and Assigning Pictures To Internet Inventory.

Driver - a program of sorts with instructions for operating a printer or other computer device.

Driver's License - a customer's driver's license number for authorization of check tendering.

Drop Ship - to have a vendor ship inventory items directly to your customer, but to bill you for the items.

Duplicates - the use of the same SKU, or ID, or number is generally not allowed and an error message will be displayed if it is attempted.

Duplicate SKUs - an option in PFW Setup does allow you to create two or more inventory items which will all have the same SKU. When you attempt to sell that SKU, you will be shown all items sharing that SKU and prompted to select the appropriate item for the invoice.

E

E-Commerce - the ability to sell inventory on an internet web page

E-Mail - the ability to send transmit a copy of an invoice or order via e-mail. This feature must be activated in the employee setup window.

E-Mail Marketing - to send an e-mail message or offer to all or a select list of PFW customers.

Electronic Credit Card Capture - the use of ICVerify or X-Charge for scanning and processing credit cards in payment for purchases.

ESCape - a menu or option activated by pressing the ESC key on the keyboard.

Extended Description - very detailed notes and selling points of a product as part of e-commerce.

Expand / Contract - some lists such as the Department list can be set to show more or less detail.

Export - to extract PFW data into a file which can be used by other computer programs.

Extra - the number of inventory items on a purchase order which are not already pre-sold or on order for a customer (committed).

F

Father/Child SKUs - the alternate SKU to sell single units of inventory purchased in larger units.

Fast Add - a Smart Feature allowing for quick creation of an inventory item while creating a customer invoice. The resultant item is considered UnPosted. See also Quick Add.

Field - a portion of a record, a space needing to be filled in. See also Record.

Filter - a method of selecting specific data which has pass specific criterions or "filters". See also Query

Finance Company - third party billing option allowing you to transfer payment responsibility to an actual finance company or employer matching funds.

Fixed Commission - a set dollar amount to be paid in commissions when an inventory item is sold.

Fixed Price - a set dollar amount for selling an inventory item on promo.

Footer - the bottom section of a form.

Foreign Currency - money which is not of your own local denomination.

Freight - shipping charges; name of a special usage PFW category

Frequent Buyer - special programs with rules for rewarding customer purchases

G

Generic / Text Printer Driver - a printer driver added to the Windows Printers commonly used when printing invoices to a 40 column receipt printer.

GIF or JPG Files - formats of picture files.

Gift Certificate - an inventory item with the SKU of GIFTCERT for the sale of gift certificates of all denominations which can later be used as tender for purchases.

GL Credit - GL Debit Account - a link to a general ledger account number. This is optional and used only if you are tracking GL

Global Pricing - 1) on a category level, it is a set selling price and permanently set cost for all items assigned to the category. 2) the ability to change pricing to all items assigned to a category or all categories.

H

Header - the top section of a form, for example the customer portion of an order or invoice. Also see Matrix Header.

Heading - the title of a column.

Held - a number of inventory items in stock which are reserved for a customer order in process.

☞ *TIP: you may click on the word Held (of the stock panel of Inventory List) to see customer orders.*

History - completed or processed activities.

Hold Back - to force an in-stock item into backorder status on an invoice because you do not want to deliver the item at this time.

Hold Invoice As - to suspend the processing of an invoice and save the transaction for later as an order, layaway, or other type of transaction.

Hotkeys - keystroke combinations to activate an option or feature of PFW. These hotkeys are usually visible on screen and use the Function keys, CTRL, SHIFT, and ALT keys in combination with numbers or letters.

HTML - Acronym for Hyper Text Markup Language, the language of the World Wide Web. HTML Editor allows you to type text displaying colors and formatting as it would be visible on a web page.

I

ICVerify - third party software program for verifying and processing credit card charges.

Icon - a picture representing a PFW activity or process.

In Transit - RMA items which are waiting for reply from the vendor

Item Specials - an e-commerce setting of promo pricing without necessarily changing the selling price. Account Wizard automatically rotates item specials on the web page.

Images, Image File - pictures of inventory items

Import - to transfer items or data into PFW. Typically, one would have a file containing data which is compatible with PFW to be joined with PFW data.

Inactive - an inventory item which is not available for selling during a season but which will not be deleted because it could be available later.

Ink Jet Printer - a type of printer which squirts ink on a page as it prints. Other printer types are Laser, Dot Matrix, and Thermal.

Installments - the ability to pay vendor invoice charges in monthly increments. PFW will calculate the monthly amounts due.

Integrated Invoices - an option for printing AR Statements which include a listing of the inventory purchased.

Internal Mail Messages - a feature for sending messages to either individuals or groups using PFW.

Internal Note - a type of note on service orders for internal use only. It is not printed with the service order nor shared with the customer. It is for techs to keep notations about a product being repaired.

Internet Inventory - inventory items in PFW which are marked and prepared to be displayed and sold through e-commerce on your web page.

Internet Mailing List - a customer setting to include the customer's e-mail address when sending mass e-mail messages.

Internet Order - a type of customer invoice used to list items a customer has selected from your web page and wants to purchase, but which have not yet been delivered. Full payment by credit card or payment arrangements are automatically applied An Internet Order MUST be converted to an invoice when the items are delivered to the customer. Other types are Layaway, Order, Quote, Service Order, Contract Pricing, and Recurring Invoice.

Item Count - the number of items included on a customer invoice.

Items In Transit - inventory items sent back to the vendor and still awaiting return or confirmation of credit.

Iterations - the number of times an activity will be repeated; for example, backups and batch processing of recurring invoices.

Invalid Data File - an error message that a data file is corrupt or inaccessible.

Invalid Record Declaration - an error message reporting that a line of data is incorrectly formatted.

J

JPG or GIF Files - formats of picture files.

Justification - alignment on the left or right margin.

L

Label - a printed price tag or customer address to be affixed to an inventory item or mailing package.

Label Form - an ID number of a designed label.

Label List - a listing of inventory items for which pricing labels will be printed.

Landed Cost - the cost of an item with shipping charges factored in.

Large Text - a type of field found in Transaction Reports Editor for entering paragraph type text messages on the invoice.

Laser Printer - a type of printer which uses toner and heat to print. Other printer types are Dot Matrix, Ink Jet, and Thermal.

Last Order Cost - your cost of an inventory item from the vendor; if costs fluctuate this was the cost of the item when you last ordered it.

Layaway - a type of customer invoice used to list items a customer has asked to be held until paid in full. Usually scheduled payments are expected. A layaway MUST be converted to an invoice when the items are delivered to the customer. Other types are Order, Service Order, Internet Order, Contract Pricing, and Recurring Invoice.

Leading Zeros - a series of zeroes added at the beginning of a generated SKU. See Auto SKU.

Line Note - a text message as part of list of inventory items on an invoice, order, or purchase order.

List Box - a screen designer allowing some modification of a window's contents. Also known as a Browse Box.

Load Pic - to select a picture to be attached to an inventory item or customer record.

Locked - 1) an item or entry is in use by another workstation. If you know that that is not the case, then CTRL-U will unlock the item. 2) an item on an order or invoice can be locked with CTRL-L to prevent it from being globally discounted. 3) "package" lines are automatically locked requiring caution when making changes to the package.

Log - a listing of activities completed.

Login - to enter sales id and password to gain access.

Lookup - a listing from which a selection can be made; a customer list or inventory list are examples. A Lookup Code is an abbreviated identifier for the entry.

M

Mail Group - a collection of employees to whom internal mail messages are simultaneously sent one message.

Mag Stripe Reader - a device for reading the magnetic stripe on a credit card.

Map - a street map showing a customer's location can be accessed from the Customer List if the computer is linked to the internet.

Margin - the difference between the selling price and the cost *as a percentage of the cost* A $10.00 item at 50% margin sells for $20.00

Markup - the difference between the selling price and the cost *as a percentage of the selling price* A $10.00 item at 50% markup sells for $15.00

Master Category / Defaults - the fundamental setting used when new categories are created.

Master Store - one store of a multi-store group which controls inventory and operations of remote stores.

Matrix - a two dimensional grid consisting of rows and columns. The matrix organizes and displays related inventory items which differ by size, color, style, or other characteristics. A matrix is typically used for managing articles of clothing such as shirts, shoes, and hats or hardware such as furnace filters, light bulbs, nuts and bolts, etc

Matrix Definition - a standardized row and column title template for creating PFW matrices.

Matrix Header - 1) a set of row titles and column titles to be used when creating matrix inventory. 2) the master inventory item of a matrix, type M, to which multiple inventory items are linked.

Matrix Item - an individual inventory item created by and linked to the matrix header.

Maximum Stock - a stock count setting of the limit of stock to have on hand. This is used in conjunction with Category options.

Merchant Code - an ICVerify or X-Charge code for running multiple companies through ICVerify or X-Charge software

Message - an option on the customer list which acts as an alert to the cashier when creating an invoice for the customer.

Mfg ID - a code for a specific manufacturer

Mfg's # - a product identifying number used by a manufacturer. This is NOT to be considered a Vendor SKU.

Minimum Finance Charge - a set fee for accounts receivable processing.

Minimum Order - a suggested quantity of items to be ordered.

Minimum Stock - a stock count level which should be on hand for sale at all times.

Multiple Vendors - an inventory item which can be purchased from more than one vendor, is created only once in PFW, but it can be linked to more than one vendor. When the item is to be re-stocked, you may select any of the vendors who sell the product. Your choice will likely be swayed by costs, speed in delivery, or reliability of the vendor.

Multi-Store - two or more stores using PFW and sharing inventory, customer, and sales information.

Multi-Store Group - all stores running PFW which are interconnected though a master store

My Country - the standard currency rate of 1.0000.

N

Notes - text messages of various types

Line - a text message added among the inventory items on an invoice, order, or quote, etc. in explanation of the item or alternatives. Also used on purchase orders.

Invoice - a text message added at the top of an invoice, order, or quote, etc. in explanation of terms or conditions or other general information.

Service - multiple text messages about work to do, work done, internal notes, other items left.

Item - 1) standard (150 characters). 2) extended (1000 characters) description or selling points of an item. Both types of item notes are for in store

reference and are visible on the web page.

Transaction - a text message that will be automatically added to an invoice or order when an inventory item is placed on the invoice or order. It can include special directions or notification.

Customer - multiple messages about special needs and activities.

Vendor - multiple messages about special needs and activities.

Employee - multiple messages about special needs and activities.

Not On File - printed on a report if the customer was a cash sale rather than a customer by name.

Not Used - status of an invoice which was voided before being processed.

O

ODBC Driver - a means of extracting data from PFW database files into other file formats

Opening Balance - the amount of money in the cash drawer for making change.

On Order - number of inventory items on a purchase order which are designated for a customer order in process.

☞ *TIP: you may click on the word On Order (of the stock panel of Inventory List) to see vendor POs for the item.*

Order - a type of customer invoice used to list items a customer wants to purchase, but which have not yet been delivered. Sometimes a partial payment as a deposit on the items is expected. An Order MUST be converted to an invoice when the items are delivered to the customer. Other types are Layaway, Quote, Service Order, Internet Order, Contract Pricing, and Recurring Invoice.

Orders In Process - a listing of layaways, orders, service orders, and quotes which have not yet been converted to an invoice.

Other Left - a type of service note for recording items such a cables, manuals, and general pieces left with the item to be repaired.

P

Package - the selling of multiple inventory items for one lump sum total without revealing the selling price of each individual item.

Packing Slip - a printout of an invoice or order without pricing details to be used shipping or packaging purposes. Also known as a Pick List.

Password - an employee's secret code of up to 5 characters to validate access rights.

Paste - a Windows procedure to highlight text, copy it (Ctrl-C) to the clipboard, and paste it (Ctrl-V) in another location.

Pending - a listing of layaways, orders, service orders, and quotes which have not yet been converted to an invoice.

Phone Dialer - with proper computer setup, a customer's phone number can be dialed through PFW.

Pic - short for picture or image file.

Pole Display - a device so the customer can see the selling prices of items being purchased..

Policy Statement - messages to print at the bottom of invoices and orders

Post - the action of selecting and processing an entry. This term relates to

accounts payable, unposted inventory, and purchase orders

PostNet Ship To - an element on customer labels which converts the zip code to scanable barcodes.

Post To AP - an option under vendor terms to automatically include a purchase order charges to Accounts Payable.

Post To Internet - to set an inventory item to be included as Internet Inventory.

Pre-Sold - an inventory item which was sold when PFW thought there was no stock available. This is only used in conjunction with the "Allow Negative Inventory" option.

☞ *TIP: you may click on the word Pre-Sold (of the stock panel of Inventory List) to see customer Pre-Sales.*

Preview - to view a report or invoice on screen. You may then choose to print or cancel the report.

Price Break - automatic price changes when selling multiples of an inventory item. See Quantity Break.

Price Check or Price Lookup - a feature for scanning the SKU of an inventory item to find its current selling price.

Price In SKU - Also known as Random Weight or UPCB. Define the structure of a barcode which will include a price or weight in the barcode. This option is often used in retail stores which sell products by weight. In the packaging process the scale prints a barcode with the price embedded in the barcode.

Price Level - the selling price of an item. You can designate up to six different selling prices for an item. These price levels are assigned to individual customers.

Primary SKU - if an inventory item has more than one SKU for lookup purposes, only one can be the main SKU. It is this main or primary SKU which will be used when printing labels for the inventory item.

Printer Driver - a program of sorts with instructions for operating a printer or other computer device.

Process - to finish or complete.

Promo Pricing - an automatic selling price effective for pre-set time periods such as a sales event.

Properties - the settings of an item.

Purchase Order - a list of inventory items being purchased from a vendor.

Purge - to delete a list of activities or entries.

Q

Quantity Break - automatic price changes per item when selling increasing multiples of an inventory item. See Price Break.

Quantity Separator - a character such as the slash "/" to distinguish between the quantity and the SKU in expressions like 4/00829432442 wherein the 4 is the quantity and 00829432442 is the SKU.

Query - a filtering device for limiting the results of a search or report. From several places in PFW you can choose to "apply a query" to the work being done. The query can be simple, one field with one search criteria, or more complex involving multiple fields of information. The query can be named and saved for future use.

Quick Add - a method for adding a sale to an invoice if an item is not recognized by a scan of the barcode.

Quick Note - a fast method of adding a note to a customer record.

Quote - a type of customer invoice used to list items a customer is considering to purchase. Items on a quote do not "hold" or reserve your inventory. If accepted it is converted to an Order and eventually to an Invoice. Other types are Layaway, Order, Service Order, Internet Order, Contract Pricing and Recurring Invoice.

R

Random Weight or UPCB - see Price In SKU

Re-Calc Markups - a button which will automatically calculate the selling price based upon the cost and the markup or margin setting on the category to which the item is assigned.

Recall - to use a saved list such as an e-marketing e-mail list. See Store.

Receive - 1) to complete a purchase order and accept inventory on the PO into stock. 2) to get e-mail messages.

Reconcile - to review and adjust inventory stock counts.

Record - a group of all segments or fields which make up an item such as an inventory item.

Recurring Invoice - a type of customer invoice used to list items a customer wants to purchase, but which have not yet been delivered. Sometimes a partial payment as a deposit on the items is expected. An Order MUST be converted to an invoice when the items are delivered to the customer. Other types are Layaway, Order, Quote, Service Order, Internet Order, and Contract Pricing..

Refund - to give back money or credit.

Register - 1) a computer using PFW. Also called a Station or Workstation. 2) a style of on screen invoice layout

Related Items - inventory items which are similar to other inventory items; a part of e-commerce sales. see Accessories.

Release Item - to transfer an inventory item from one customer's order to fill another order you are currently working on.

Remote Store - a member of a multi-store group dependent upon a master store.

Resale Number - a business tax id or federal identification number authorizing exemption from paying sales tax.

Reset Inventory - to globally change inventory item properties or settings.

Restore Backup - to replace current data with data saved earlier.

Return - 1) an inventory item received back from a customer purchase 2) an inventory item sent back to the vendor

Return Action - an explanation of what should be done with an inventory item returned on an RMA to a vendor.

Return To Stock - a choice for handling inventory items returned by customers which removes the item from the return list and updates the stock count.

Return To Vendor - a choice for handling inventory items returned by customers which removes the item from the return list and places it in a pending RMA list for its vendor, or if the vendor is unknown it will be held as an 'orphan' until further processed

RightMouseClick - to press the right hand button on a mouse, usually to open additional options.

Round - 1) to automatically adjust selling price within a quote or contract pricing to the full dollar or nearest tenth of a dollar. 2) an international setting to take payment to the nearest five cents.

RMA - "return merchandise authorization" or the process of sending inventory back to a vendor for credit or repair.

RMA Letter - a printout to the vendor to whom you are returning products stating what is being returned and why.

s

Salesperson - the employee who initiated the sale to the customer by creating an order, quote, or invoice. Printouts will say "Sold By".

Scan - to read a barcode

Screen Prompt - the title of a field on the inventory edit screen.

Sales ID - an employee code of up to 3 characters to identify the user of PFW

Save As - to save the project with a different name; when using Reports Editor

Save/Post - to either save for later or to process.

Save For Later - to not process a PO, but to hold it for later processing.

Serial Number - inventory items marked with a unique number as a means of individualized identification

Serial Number Prefix - leading characters of a serial number using Auto-Generate Range.

Serial Number Suffix - trailing characters of a serial number using Auto-Generate Range.

Service Order - a type of customer invoice used to list items a customer wants repaired or serviced. It can also include other items to be purchased. A service order features extensive notes about work to do and work done. Sometimes a partial payment as a deposit on the items is expected. A Service Order MUST be converted to an invoice when the items are delivered to the customer. Other types are Layaway, Order, Quote, Internet Order, Contract Pricing, and Recurring Invoice.

Search - to look for or find something by entering letters and or numbers

Search String - the sequence of letters and or numbers used as part the entry being sought.

Service Tech - an employee with rights and ability to schedule and edit service orders.

Set Ship Days - an option to calculate how long it will take an item to arrive from the vendor when ordered.

SKU - "Stock Keeping Unit" also known as a PLU. It is a unique code number or name combination often used as a Barcode for an item.

Smart Features - shortcut features built into PFW to save you effort, time, and worry. Some of these features will need to be activated while others are always working for you.

Snapshot - a consolidated summary of a customer's purchases.

Split Commission - the ability to take the commission due and apply it to just one individual.

Split Tender - the ability to take a combination of payment types such as cash, plus a check, plus a credit card, in payment for one invoice.

Station - a computer using PFW. Also called a Register or Workstation.

Stock - number of inventory items

Stock Panel - a small section on screen which displays stock counts, In Stock, Held, Available, etc.

Store - to save an e-mail marketing list of e-mail customers.

Store Account - internal tracking of customer Accounts Receivable.

Store Code - an alpha-number used for store identification when using PFW Multi-Store

Store Number - a number for setting customer account numbering when using PFW Multi-Store

Subject - a brief title of an e-mail message

Subtotal - 1) a total of items before calculating coupons and deposits. 2) a closing line of a "package" so that additional items will not be treated as part of the package.

Suggested Add Ons - inventory items which are Accessories or Related Items

Summary - a report with just the totals and no details showing the sources of the totals.

T

Tag, Tagging - to tag is to checkmark one or more items for inclusion in an operation. Frequently you will see tag all, untag all as options.

Tag Along Items --when one inventory item is sold, you can link other items to it so that they will automatically be added to the invoice. For example, selling an alternator will add a core charge or deposit until the old part is turned in.

Tax Category - inventory products and services are assigned a tax category, either taxable or non-taxable. Some products may require more sophisticated definition such as inclusion of an additional luxury tax.

Tax Group - people are classified or assigned a tax group which will determine to what extent they are liable for paying taxes. Typical tax groups are state residents, out of state residents, and government exemptions.

Tax On Freight - an amount of taxes charged on the freight charge of a purchase order.

Tax On Order - an amount of taxes charged by the vendor for items purchased.

Tax Rate - the percentage of the sale which is collected as taxes.

Tender - to take payment or the type of money used such as by cash, check, or credit card.

Template - a grouping of inventory items and notes to be added to an invoice or order as one complete unit.

Thermal Printer - a type of printer which applies heat to heat sensitive paper to print characters. Such printers are used for printing 40 column receipts (cash register tape) and labels. Other printer types are Laser, Ink Jet, and Dot Matrix..

Third Party Billing - transferring billing liability to someone other than the person making the purchase. The responsible party could be matching funds provided by an employer or an actual finance company.

Thumbnail Picture - a low resolution (50 by 50 pixel) picture. PFW will convert large pictures into thumbnail sizes for e-commerce purposes.

Toggle % - a button which will display either the markup or margin of the selling price of an item.

Tool Bar - a group of icons used as links to important functions and activities. Some tool bars can be repositioned on the screen.

TopCopy™ - a utility program for repairing data files

TopScan™ - a utility program for viewing data files.

Touch Screen - a type of invoice screen layout which allows for touching the screen to select options rather than using a mouse or keyboard.

TpsFix™ - a utility program for repairing data files.

Trade-In - an inventory item which you accept from a customer through an invoice. (Ctrl-T while creating an invoice.)

Tracking - keeping count of the number of inventory items in stock.

Tracking Number - a number which PFW assigns each inventory item when it is received into stock to link it to a specific vendor purchase order.

Trailing Zeroes - a series of zeroes added at the end of a generated SKU. See Auto SKU.

Transaction - an activity such as a purchase or payment

Transaction Log - a listing of activities completed.

Transaction Note - a text message that will be automatically added to an invoice or order when an inventory item is placed on the invoice or order. It can include special directions or notification.

Transaction Report - an invoice form

Transaction Screen - the display on the computer when creating an invoice.

Transfer Stock - the ability to electronically adjust current stock counts of items between two multi-stores.

U

Unapplied Credit - the amount of money the store owes the customer. The sources of unapplied credit can come from a deposit refund, a refund for returned products, advance payment, and commissions earned.

Uncollectable - an accounts receivable charge which will not ever be paid for is processed as uncollectable.

Undefined - a setting which has not been created and named.

Unlock Codes - registration numbers to activate PFW so that it is no longer in demonstration mode and remove all limitations.

Unit Cost - the each cost of Units Per Order. See Bulk Inventory.

Units Per Order - the number of pieces which can be sold individually. See Bulk Inventory.

Unposted - 1) an inventory item which is incomplete. The item was added to inventory at the time of invoicing using Fast Add or Quick Add and does not contain enough detail to properly order or track the item. Generally, a category and cost and other settings need to be reviewed. A list of unposted inventory can be viewed by selecting the ESC Menu of the inventory list.

2) an Accounts Payable entry from receiving a purchase order. The entry needs to be edited to enter an invoice number, shipping charges, and any other information not available when the product was received.

Update - to apply the most current changes.

Upload - to transfer internet inventory from PFW to Account Wizard or Yahoo Store.

User Defined Fields - blank fields which you, the user can title. There are two types of User Defined Fields: Customer and Inventory which allow to record and track additional information about a person or inventory item. Also referred to as User Defined Names.

V

Value - a number

Vendor Inventory - items which can be purchased from a specific vendor. An important concept that you should understand is that items in this list are NOT real inventory items. The real inventory item is the definition you created with Your SKU in the All Inventory List. The item in the vendor list is Your Item with a vendor SKU linked to it.

If you delete an item from the vendor list, you are not deleting the true item. However, if you delete the item from your inventory list, then it will also be deleted from the vendor inventory list.

Vendor SKU - the vendor's identification code for the product.

Vendor SKU=Your SKU - a Smart Feature which automatically uses the SKU of the product for both your item an the vendors item identical.

Vendor Terms - terms of payment for purchases from your vendors.

Verify Pricing - to review current price, cost, and margins before accepting automatic changes or before printing of labels.

W

Wallpaper - a picture or image as background for PFW.

Warranty - the coverage or guarantee of an inventory item or service.

WAV Files - files which make sounds when activated have the extension .wav

Web - the world wide web; internet; e-commerce.

Witness Block - the signature section of a consignment agreement.

Wizard - a sequence of windows to guide you through all the necessary steps of creating setups.

Word Wrap - to display long text descriptions of an item so that all words will be visible within the window.

Work Center - a menu of selected activities.

Work Done - a service note for recording what was done by the technician for repair the item.

Work To Do - a service note for recording what work needs to be done by the technician.

Workstation - a computer using PFW. Also called a Station or Register.

X, Y, Z

Yahoo.csv - the comma delimited file created by PFW for use by Yahoo Store.

Yahoo Store - an e-commerce method of selling inventory on the internet.

Appendix

B

Designing And Editing Labels

PFW allows you to design your own Customer and Inventory Labels

Customer Labels

PFW allows you to print mailing labels for your customers. You will need to activate label printing and you may need to redesign the standard label form.

Activate Customer Label Printing

1) Go to File: System: System Setup: and select Stations. Edit your station.

2) Choose Customer Labels.

3) Choose Ask.

4) Click on the lookup button at the end of the Bill-To Label line.
Select c:\pfw\data2\cuslabs\cuslabel.lbl

5) Click on the lookup button at the end of the Ship-To Label line.
Select c:\pfw\data2\cuslabs\shplabel.lbl

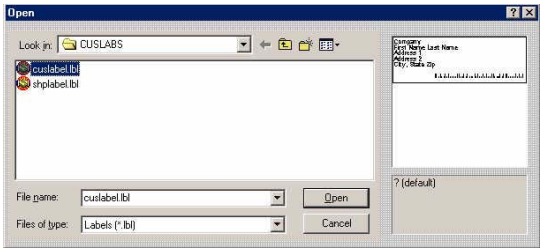
6) Now choose Never for Print After Invoice unless you want to be prompted to print a label immediately upon printing an invoice.

Customer Label Forms

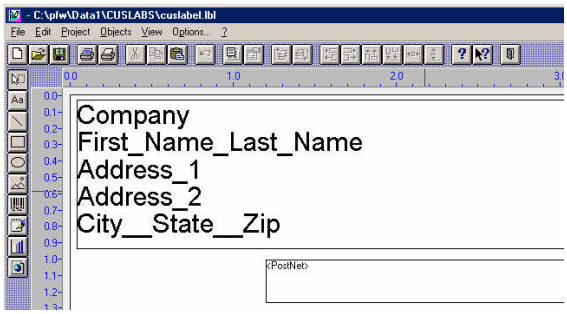
1) Go to File: Editors: Customer Labels Editor.

There are two pre-defined labels in the folder c:\pfw\data2\cuslabs. One label includes the customer's billing address (cuslabel.lbl) and the other the customer's shipping address (shplabel.lbl) in the event that they may be different.

2) Highlight a label and choose Open.



3) The white area is the label area. It has two components or boxes. The first box has links to the customer's Company, First Name, Last Name, Address 1, etc. The second box is a Post Net which generates a postal barcode based upon the customer's zipcode. Both of these boxes can be edited, but need not be.



4) You may print a sample to see the label dimensions. Go to File: Print Sample: Print Sample Without Frames (meaning don't show borders).

Errors: At this point you may encounter problems with

the printer is not ready or improperly selected or

b) the label size is incorrect.

Selecting the Label Size

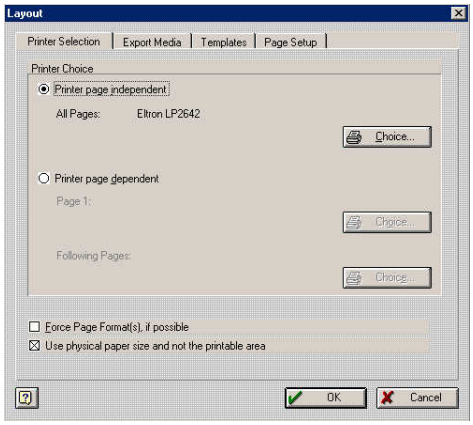
In order to select the correct label size, you must first select the correct printer. (Note: your printer will need printer drivers installed before you can proceed.)

1) Go to Project: Page Setup

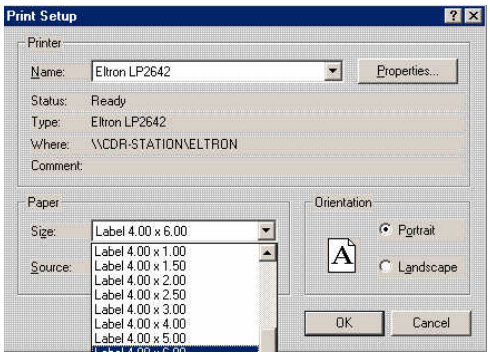
2) Choose Printer Selection tab. The "Printer page independent" option

should be selected. Your printer name should be listed after "All Pages."

Even if this is the correct printer for label printing, choose the Choice button and select the printer.



3) Click on Paper Size and choose the appropriate paper or label dimensions



4) Now click on the Page Setup tab. Here you enter the dimensions of your label. (Sorry, but the templates tab provided are not for U.S. type labels.)

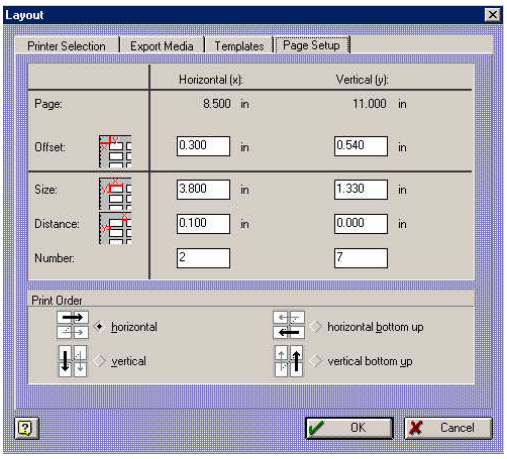
An example screen. See if you can see where the following information is displayed.

The paper size is 8 1/2" x 11"

There are 14 labels per page (2 labels across and 7 labels down)

Each label is 3 3/4 inches wide and 1 3/8 inches tall.

The first label on the page is about 1/3 inch from the right edge of the paper and a bit more than 1/2 inch from the top edge of the paper.



Now your job is to figure out the spacing and number of labels per page for your sheet of labels. You will need a ruler and maybe a calculator.

Print & Save

Now that you have defined the label size you should try to print a sample label on just a blank sheet of paper and then check to see that everything will align properly.

5) Go to File: Print Sample: Print Sample Without Frames

If all prints fine, then you should save the label.

6) Go to File: Save - This will save changes made to the label.

You may choose SAVE AS so that you can keep more than one label design. Give the label a name which will indicate its function and size.

(7 The final step is to edit your station settings and select the appropriate label for customer label printing.. (File: System: System Setup: Stations: Edit: Customer Labels.)

Changing Label Assignments

For example, you have just designed a new price label and you would like all inventory to now use that label. It is so tedious and time consuming to edit each item to make the changes. You can use the Re-Set Inventory procedure as described below to make the correction.

☞ *Hindsight is always better than foresight. As you become more familiar with PFW, you may begin to wish that you had done some things differently when creating the inventory items. These steps will allow you to make many changes.*

Make A Backup !

It is a good rule of thumb that before you make any major changes in PFW to be sure to make a backup first!

Re-Set Inventory

Each inventory item has settings which are on or off or have a specific value. You may choose to globally reset any of those settings for ALL inventory items or just those items assigned to a specific category.

If you have any questions or doubts, select F1 for Help.

To Reset ALL Inventory

1) Go to Utilities: Category Defaults

2) Highlight Master and choose Edit.

Listed here are all of the settings for inventory items. You can make changes by selecting or deselecting settings as desired. For example, the Label Form 1 can be changed to your newly designed Label Form number.

3) Choose the Reset Inventory button.

4) Select only the settings to be changed. Leave all others untagged.

5) Choose the Process button.

To Reset Selective Items Only

You can globally reset all items belonging to a specific category.

1) Go to Utilities: Categories

2) Highlight the category

3) Choose the Defaults button in the lower right corner.

Listed here are all of the settings for inventory items. You can make changes by selecting or deselecting settings as desired. For example, the Label Form 1 can be changed to your newly designed Label Form number.

4) Choose the Reset Inventory button.

5) Select only the settings to be changed. Leave all others untagged.

6) Choose the Process button.

Appendix

C

Printing Inventory Labels

PFW prints prices and barcodes on labels

Mention has already been made that you can print price labels for your inventory.

Not only that, but PFW can print barcodes on labels. The label can include special pricing, colorization, and even include a picture of the product, if that is what is needed. And you can choose to print shelf tags, print labels as inventory arrives, reprint missing labels, and promotional labels, and much more.

Planning Ahead For Label Printing

By now, you have added some of your inventory and you want to print labels for them. Some things to consider when printing labels:

What printer will you use for printing labels?

What size label stock will you be using?

What information will be printed on the label?

Will there be enough space on the label to get everything you want on it?

Will you have to design your own label, or use some preset PFW labels?

A Demonstration of Label Printing

A simple demonstration will give you the concepts you need to answer the above questions.

Getting Ready

You need to have a printer attached to your computer, one that will print on full 8 1/2 x 11 inch sheets of paper.

Will this printer print a "test page" from Windows?

☞ *(Go to Start: Settings: Printers. RightMouseClick on your Printer. Choose Properties. Choose Print Test Page)*

Selecting Which Labels to be Printed

Now that we know that the printer will work, you need to select some inventory items for label printing. There are several ways of getting labels to print from PFW, but here is one of my favorite ways.

1) Open the Inventory List.

2) Now, go to Help: Show Inventory Tool Bar. When you select the Inventory Tool Bar you will see a palette of icons like this.

Click on an inventory item in your Inventory List and drag it to the Labels icon on the Inventory Tool Bar. This means, click with the LeftMouseButton on the inventory item, hold down the button, and move the mouse (now a circle with a line through it) over the Labels icon. When the mouse changes to a thick down arrow, release the button.

You will be prompted to choose how many labels to print for this inventory item. Then choose OK.

5) <u>My favorite trick:</u> You can select multiple items at one time. "Tag," place checkmarks, beside more than one inventory item. Now drag one of them to the Label icon. All of the tagged items will be placed in the list and you will be prompted to choose how many labels to print for each "tagged" item.

Printing The Labels

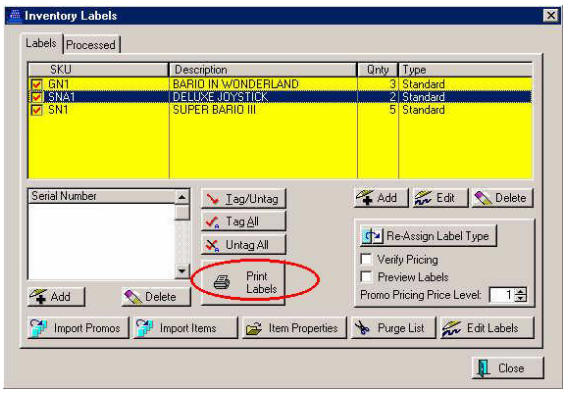
Now that you have a few inventory items in the list for label printing, you will open the label list and process them.

1) Click on the Label icon in the Inventory Tool Bar. This opens a screen named Inventory Labels.

2) Tag each item in the list. (Click on the Tag All button).

3) STOP! Is your printer turned on? Do you have some paper in the printer? (Don't worry about using label stock, we are just going to print to plain paper for this demonstration.)

4) Click on the Print Labels button.



5) Answer **Yes** when prompted if you are ready to print Standard labels.

6) If everything went correctly, you should see 3 labels across the page looking something like these.

Reprinting The Labels

If your first attempt wasn't successful, or if the printer malfunctioned, you can reprint labels. At the top of the Inventory Labels window is a tab named Processed.

1) Click on the tab named Processed.

2) Click on the Tag All button. This will checkmark each item. (Of course, you can selectively tag only the items you want reprinted.)

3) Click on the Return Tagged To Active button.

4) Now click on the Labels tab at the top of the window. You are ready to reprint.

So, that's all there is to it. Now you should be able to do the basics of label printing.

Now What?

You should see Help: Inventory Labels for more advanced information about using this Label List.

And if it boils down to needing to design your own labels, PFW has a label designing program built into it. You will want to download an up-to-date document on how to design labels which is on our web page www.gopositive.com. It is under the link "Label Printing - Barcodes - Etc."

Appendix

D

Gift Certificates

PFW can process gift certificates, both the selling of and redemption of Gift Certificates.

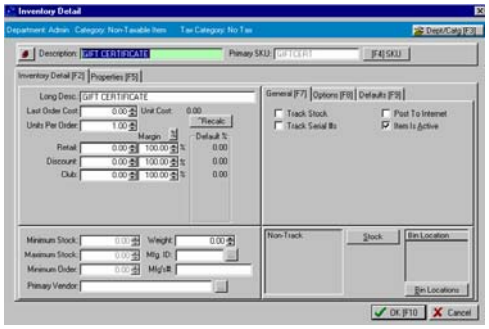
Advance Preparation

You will need a supply of Gift Certificates which are uniquely numbered to hand to your customers. Please note that the numbers must be numeric only; not a combination of letters and numbers.

You will also need to create an inventory item, as described in the following paragraphs.

Create A GIFTCERT Item

You need to create an inventory item similar to this.



1) Go to the Inventory List, choose Add, choose Normal, select a category which will not charge tax.

2) Enter a description.

3) The SKU must be **GIFTCERT**.

4) The Last Order Cost and Selling Prices will be 0.00

5) Turn OFF Track Stock, Track Serial#

6) Make sure the Tax Category says "No Tax"

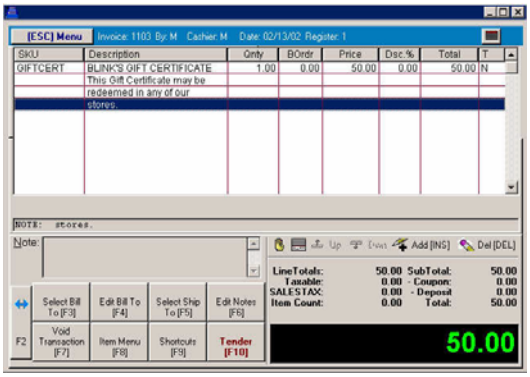
7) On the Options [F7] tab, turn ON "Ask For Price." This will prompt you to enter the value of the gift certificate when you are selling the item. (Note: PFW will not allow for multiple denominations of Gift Certificates in any other way)

8) (Optional) Add a Transaction Note on the Notes [F11] tab.

To Sell Gift Certificates

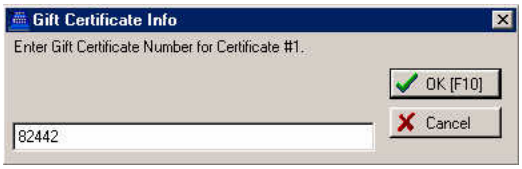
1) Create an invoice and select GIFTCERT.

You will be prompted to enter the selling price of the gift certificate. (No tax should be charged on the value the Gift Certificate.)



2) Press F10 to tender the invoice.

You will be prompted to fill in the number of the Gift Certificate.



3) Take payment for the invoice.

To Redeem Gift Certificates

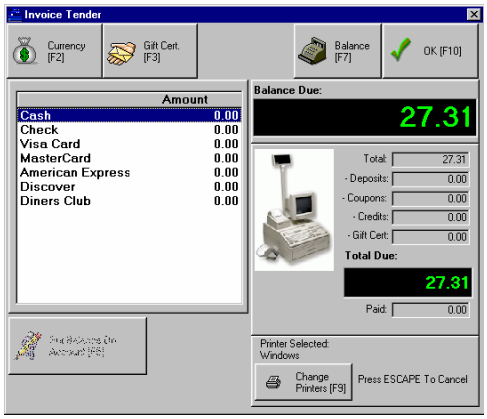
When a customer brings in a Gift Certificate to be redeemed, follow these simple steps.

1) Create an invoice for the customer. (It is suggested that you add the customer to the customer list.)

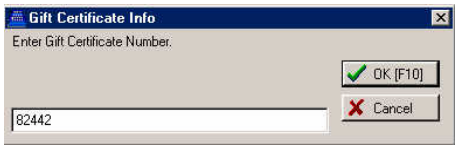
2) Add items to be purchased on the invoice.

3) Press F10 to tender the invoice.

4) First, accept the Gift Certificate and then any other tender. Press F3.



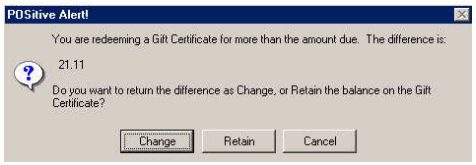
5) Enter the number on the Gift Certificate



6) Handle Tender. The way you handle tender depends on the value of the gift certificate and the value of the purchases.

Balance Remaining

If the number matches PFW's list of Gift Certificates and if there is a **balance remaining**, you may refund the amount in Change or Retain the amount for a future purchase.

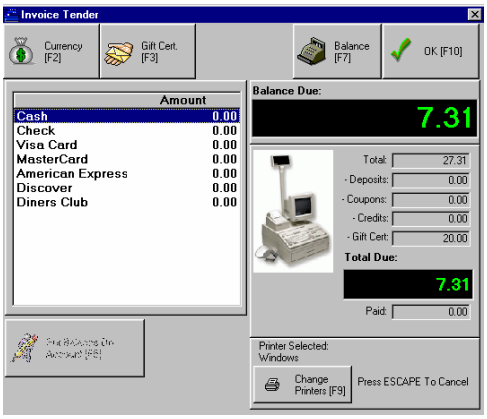


☞ *TIP: You can eliminate the option of giving out change. Go to File: System: System Setup: Invoice Setup: Tender tab and choose "Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking)." PFW will automatically print the invoice and display Change Due 0.00.*

If you are printing to an Inkjet/Laser using the standard form, the customer receipt will show how much was used and the balance of the gift certificate which was retained.

Balance Due

If the number matches PFW's list of Gift Certificates, and if there is a **balance due**, you need to select another tender type to make up the difference.



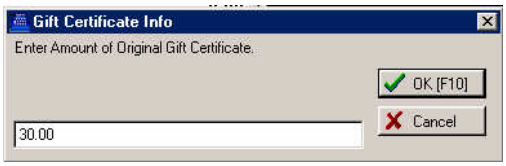
Not On File

If the Gift Certificate number does not match, you will be prompted that it is "Not On File."

You need to determine if the Gift Certificate is legitimate.

If you are going to honor the gift certificate any way, choose Yes.

You will be prompted to enter the FACE VALUE of the certificate, or the dollar value you will honor.



Confirm that the information is correct.

Gift Certificate Manager

Once you have sold and redeemed some gift certificates, you may be interested in the Gift Certificate Manager.

Go to Management: Gift Certificate Manager

On the left you will see Gift Certificates sold, the value of the gift certificate and how much of that certificate has been spent.

On the right, you will see a history of how it was spent.

☞ ***Note:*** *This is a password protected feature. If you do not want an employee to have access to this screen you need to edit the employee security options. Turn off (uncheck) Access Gift Cert. Manager.*

Sales Reports of Gift Certificates

End of Day - When you balance the register at the end of the day you will find redeemed gift certificates listed in the Gift Cert. column of the Daily Balance Worksheet and printouts.

Profit Report - From the Control Center, Manager Sales Reports you may choose to print profit reports by category or by just one inventory item to learn how many gift certificates have been sold in a specific time period.

Appendix

E

Hardware

Some important information about making adjustments to (configuring) your computer for optimal performance and for setting up printers and ICVerify credit card processing software.

Hardware Setup Guidelines

PFW works very well when the computer hardware is functioning properly. Since we have no real control over your hardware, it is important to share the following information with you. If you do not fully understand it, it is recommended that you contact your computer dealer for help.

DATA CORRUPTION

This section will deal with data corruption in POSitive for Windows and how it can be prevented.

Data corruption is a cause of many seemingly unsolvable problems and headaches. PFW works on data files that are presented in a specific format. At any given time the software expects to read values from specific places in those data files. This data is in an organized structure and is how the software distinguishes whether a customer record should appear in the customer lookup table or in the inventory lookup table. It also ensures that Joe Friday's phone number does not show up in Sally Someone's records.

Our definition of data corruption is anytime that organized structure is broken. Usually the case is that the data file gets garbage unorganized data saved in between pieces of structure data. It is set apart from data processing bugs, which are caused by the program storing values in the wrong place in the file. Processing bugs do not break the organized structure of data files. They are simply a transposition (ex. A fax number gets stored in the phone number field).

The major difference between the two is a bug in the software does not cause Data Corruption. A processing bug on the other hand almost always indicates that the software is doing something wrong and should be reported to POSitive Software Company. Ninety percent of the time data corruption will manifest itself as a repeatable program crash in a specific area or areas of the program.

POSitive Retailer for Windows will NOT corrupt data. If data does becomes corrupted it may be because the network is not processing the data correctly or there is a failing component in the storage system of the computer where the software is stored. It is necessary to note that every data corruption problem that has been reported to the POSitive support team was the direct result of either an improperly configured network, faulty network hardware or components, or faulty system components on the server which the software resides. If this ever occurs, it is necessary to contact an authorized POSitive Software Dealer or support representative.

Because of the nature of these errors, fixing them is different in each case and thus cannot be documented. However, below are some suggestions on how to prevent data corruption. Please read this section thoroughly before setting up POSitive in a real store scenario.

POSitive Retailer uses Topspeed data files to store its information. Topspeed files are highly structured and are read and written to by a driver that is very resistant to corruption. In fact of the file drivers and files in the world today (MS-Access, dBase, etc.), the Topspeed file driver is the only one that will actually not ignore a problem. By causing a program to crash, the Driver

ensures that problems are corrected and do not keep compounding themselves until it is too late. Other file drivers will ignore the error and by the it is dealt with years of data may have been effect. However, if your network is set up properly, corruption will almost certainly never occur! If not then you WILL experience a corruption at some point in time.

There are steps that should be taken when setting up a network to use POSitive. These steps will not only eliminate corruption of TPS files, but will also prevent corruption across the entire system.

On All Systems:

Turn Power Management OFF on all workstations and on the server.

Make sure only ONE protocol is running on the network. TCP/IP is preferred. This is not critical but will reduce the resource overhead on the system and makes for less network traffic. If POSitive is experiencing data corruption, multiple protocol may be causing a system to take too long processing data requests and thus may timeout of operations from time to time. Running a clean network and making systems run more efficiently will never hurt and helps simplify any problems that may arise.

On Windows 95/98 Workstations:

1. Disable the write behind cache on the Win95 - 98 workstation. This is found by right-clicking on My Computer, Properties, Performance Tab, File System Button, Troubleshooting Tab, last check box needs to be ON.

2. In CLIENT 32, set TRUE COMIT to ON. This is in Network settings.

3. Change/Verify VREDIR.VXD Settings

- Go to the Windows Start Menu and Select Run…
- Type **REGEDIT** and press **OK**
- Navigate through the registry's folders (keys) listed on the left and find the following: **HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/VxD/VREDIR**
- Once you have found this key, the right hand side of the window will list names and values. Verify that the Value **DiscardCacheOnOpen** exists and that its value is **01**
- If the Value does not exist, go to the **Edit** menu and select **New, Binary Value**. Name the Value **DiscardCacheOnOpen**.
- To change the contents of the value double click on the name and Type **01** in the edit box that appears.

On Windows NT/2000 Workstation and Server:

Anyone using a Windows NT File Server 3.51 or higher, with the POSitive Software directory installed and accessed on the server can avoid data corruption by taking a few preparatory steps. This applies to ANY VERSION of POSitive For Windows.

Windows NT/2000 uses RFCB Caching (caching file handles) and Opportunistic locking which can create data corruption in many of the POSitive Software Products. Microsoft introduced an operating system feature in Windows NT/2000 that caches file handles called

RFCB Caching. This was done in order to increase the file handling performance of specific kinds of Windows based applications on a server (such as client/server based applications).

This feature can cause problems in traditional DOS and Windows based database programs that use Standard File and Record Locking, such as POSitive Retailer. This problem has also been reported in programs written in dBASE, Clipper and Microsoft's own Access and Foxpro.

The technical explanation of this is as follows:

The Server's file services cache file handles (RFCBs) associated with files it has opened on behalf of a client (workstation) request. Although write requests proceed normally, close requests from the file system are acknowledged by the server but are instead buffered. This is intended to optimize response time to repeated open/close operations performed by clients (which POSitive products do a great deal of). Additionally, Opportunistic Locking (oplocks) is an optimization that is a logical extension of the way a client caches its own file close request and relies on the server to arbitrate future requests for file access by other clients, rather than allowing the application to actually close it's own file handles. In many situations, Oplocks must also be disabled for compatibility purposes. Because of Opportunistic Locking's relationship with file closes, RFCB Caching and Opportunistic Locking go hand-in-hand.

Microsoft presumes you will not be running traditional DOS database applications on your new server and as a result, both of these potentially data corrupting features are activated by default upon installation of a Windows NT/2000 Server.

An obvious sign that a file is being held open is the reported file size may be zero. In Control Panel, the Server option displays open files, when in fact, they are only open by the Server service in a cached mode. Other signs may include sharing violations or data and index file corruption, or at least an apparent lack of synchronization between the data at various workstations. POSitive POS Systems rely on the file handles actually being closed. Local file operations on workstations are not serviced by the server and are not subject to RFCB Caching.

To disengage both opportunistic locking and RFCB Caching, make the following modifications using the Registry editor (REGEDT32.EXE in Windows NT Server 3.51, and REGEDIT.EXE in Windows NT/2000). Note that changing registry settings is a minimal change which may have hugely adverse effects resulting in loss of data. If you are not comfortable performing maintenance on your file server then please contact a qualified service representative to perform these tasks.

1) Go to the Windows Start Menu and Select Run…

2) Type **REGEDIT** and press **OK**

3) Navigate through the registry's folders (keys) listed on the left and find the following:
HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/LanmanServer/Parameters

4) Once you have found this key, the right hand side of the window will list names and values. Verify that the following Value Names exists and contain the correct values:

EnableOpLockForceClose
1
CacheOpenLimit
1
EnableOpLocks
0

5) If any of these values does not exist, go to the **Edit** menu and select **New, DWord Value**. Using the table above name the value the same as what is listed in the "**Key Name**" column. Then double click on the new value name and type in the value listed in the "**Key Value**" column.

6) Properly shut down and restart the system. These changes will not take effect until you do this!

☞ *When running Windows NT Server, it is very important that you ensure that you have applied all the current service packs from Microsoft. Microsoft maintains a free download site at http://www.microsoft.com/msdownload/default.htm. If you are not familiar with doing this, contact your hardware and software vendor to do it for you.*

☞ ***Please note:** Network troubleshooting is outside the scope of the software support agreement for POSitive Software. POSitive can provide this service, but it is a chargeable service. POSitive also reserves the right to schedule these services on a time and materials basis - our primary contract service commitments are our priority, and can override any non-contract calls that POSitive schedules.*

Networking PFW

With proper unlock codes, PFW can be used over a network of computers. The number of computers which can be using PFW simultaneously is limited only by your network

Each workstation must have read and write rights to the server's files.

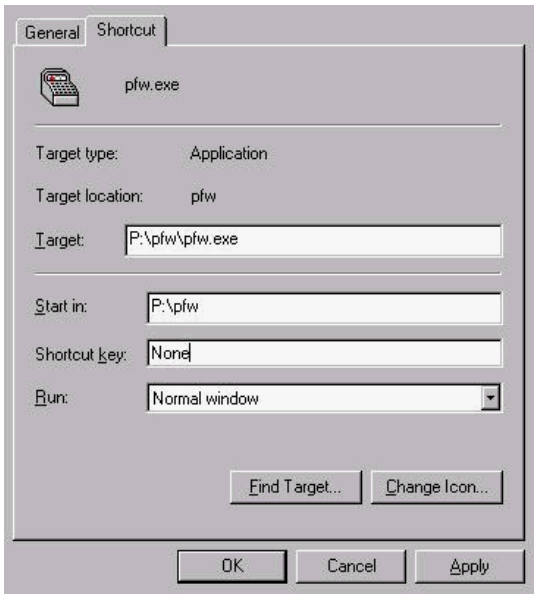
It is recommended that you install PFW on the server computer and then have each workstation link to the server with a simple icon on the desktop. The workstation will use executables on the server.

At the workstation's desktop, rightmouseclick and choose New: Shortcut.

Browse the to the server drive and the pfw directory.

Select PFW.EXE for the executable and choose finish.

Therefore, if the network server were set on P: drive, the end result should be



Troubleshooting

If you are having troubles networking PFW, here are some tips.

- On the server, create a unique TEST inventory item in PFW. When you are setting up the workstation to see the network data, you will be able to find the unique TEST item to confirm that you are looking at the correct data.
- Delete the retailer.ini file in the c:\windows directory. When you run PFW again, it will assume that you are running it as a first time setup.
- At the Choose Company screen, highlight your company name, select the Utilities button. Choose Set Common Data Path and point to the network drive\ pfw directory. (Do Not select a data subdirectory.)

Printing

PFW can work entirely through your Windows printer, but you may want to use other printing options typically available in point-of-sale software.

HARDWARE

- **Laser Printer** - recommended for quality and economy for all printing needs.
- **Inkjet Printer** - can be used for all printing needs, however it may not be able to handle heavy demands when printing AR Statements.
- **Dot Matrix Printer** - can be used for most all printing needs. It is not recommended for label printing because of poor quality and slowness.
- **40 Column Receipt Printer** - can be used for invoice receipts, deposit receipts, and AR payment receipts. Cash drawer balance reports can be printed to a 40col printer.
- **Label Printer** - dedicated label printers can be used with some special setup.

REPORTS

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

Most reports are hard coded into the program and cannot be changed. The following Windows reports can be edited using **Report Designer**.

- Invoices - a smart form used for all windows printing of invoices, orders, service orders, quotes, etc. You may clone and design the form for each type of transaction.
- POHistory - a reprint of a received purchase order
- Purchase Order - a printout of a current purchase order
- WorkOrders - a service department printout for on-site repair work
- ServiceWorkSchedule - printout of service work assignments
- CustomerList - customer listing
- ARStatement - statement for accounts receivable
- Inventory Price List - a catalog for customers
- Physical Stock Count - report of inventory stock levels
- Print Promo Pricing - a list of items with promotional dates

Balance Cash Drawer Reports - When balancing the drawer, the following reports can be printed automatically. You can reprint the reports at any time on demand.

- Invoice Transactions
- Tender Summary
- Credit Card Summary
- Category Summary

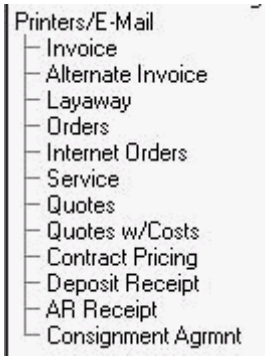
☞ *Note: The Invoice Transactions report is too detailed for printing on a 40 column printer. But the other reports can be printed to a 40 column receipt printer. This is activated by selecting Print End-Of-Day Report To Receipt Printer on the Station Detail: Register Balance.*

AR Statements - PFW prints AR Statements with or without reprints of invoices. Reprinting of invoices is determined on a per customer basis. There is an option to consolidate the

invoices as line item details on the statement rather than print full page invoices. This can save paper and is activated on the **POSitive Setup Form: Accounts Receivable**.

TRANSACTION PRINTING

On the **Station Settings** screen you select printers and forms for the following transactions.



Printing of these transactions is by either your Windows Default (WD) printer or through a Direct To Port (DP) printer.

Windows Default (WD) - When you select Windows as the printer PFW employs a pre-defined Layout. If you choose, you may edit these layouts: Invoice, POHistory, Purchase Order, WorkOrders, ServiceWorkSchedule, CustomerList, ARStatement, Inventory Price List, Physical Stock Count. See **Report Designer**.

Direct To Port (DP) - DP printing can be done to any type of printer. You select the printer, designate the printer port, and select an appropriate form. These forms are number from 1- 100. You may clone and edit these forms to make adjustments as you wish. Form more information, see **Printer Forms**.

Invoice

(WD) This form has a professional layout and can include your company logo.

(DP) You will not be able to print your company logo on these forms.

Receipts

- Layaways, Orders, Internet Orders, Service Orders, and Quotes
- Contract Pricing, Consignment Agreements
- Deposit Receipt - Deposit Receipts print to the same printer defined for the appropriate transaction. You will need to select either form 61 or form 62.
- AR Receipts. You will need to select either form 71 or form 72.

LABELS

PFW has some pre-defined inventory and customer labels. However, you may create more and define them to suit your needs.

The inventory and customer labels are designed to print on a full sheet of paper with 30 labels (3x10).

See Label Editor.

List Of Registered Printers

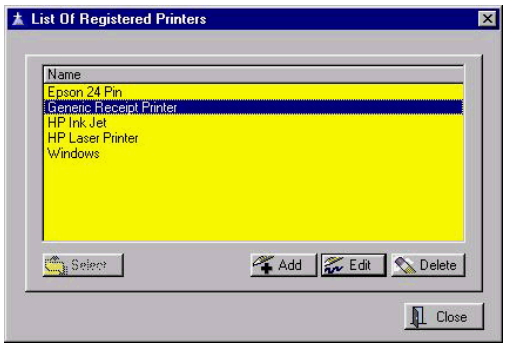
The following pre-defined printers should meet all of your PFW printing needs.

However you may need to do some editing to them. If necessary, you could add more, but it is suggested that you first try to use the existing registered printers.

☞ *Consult with your PFW dealer who*

will be able to give you specific guidance.

☞ *Note: If you are having troubles using the Windows printer from this list or if you do not see this complete list, copy the file named forms.tps from the c:\pfw directory into your c:\pfw\data2 directory.*



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

Generic Receipt Printer - A standard printer definition for printing to most all makes and models of 40 column receipt printers. (You could rename this definition to the model you have.)

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

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

Windows - PFW will print directly to the Default Windows printer as defined under Windows: Control Center: Printers. If you are having troubles using the Windows printer from this list, copy the file named forms.tps from the c:\pfw directory into your c:\pfw\data2 directory.

Use the **Add or Edit** buttons only as necessary.

Do NOT use **Delete** without having a good backup of PFW program and data files.

The **Select** button will be active only when appropriate to the task.

☞ *Consult with your PFW dealer who will be able to give you specific guidance.*

Printer Definitions

File: System: Printers

PFW comes with several printers pre-defined which should work well with your printers.

☞ *Consult with your PFW dealer who will be able to give you specific guidance.*

If you are experiencing printer problems, it is advisable to check first with your PFW dealer before attempting any changes here.

Printer Detail (tab)

Printer Name - Enter the make and model number.

-- **Code Settings** -- These are print command codes specific to the make and model of the printer as defined by the manufacturer. These codes should be available in the printer manual. The purpose of these codes is to issue font changes while printing. Enter the decimal code(s) separated by commas.

- Standard (10 CPI) -
- Elite (12 CPI) -
- Compressed ON -
- Compressed OFF -
- Italics ON -
- Italics OFF -

-- Receipt Printer Setup (tab) --

For defining the 40 column (cash register tape) type printer.

Some receipt printers can "validate," meaning it can print bank and purchase information on the back of a check. If the transaction is on account, it will print on a posting receipt.

This is a Receipt Printer - This is checked ON if it is a 40 column receipt printer capable of validating the back of customer checks.

Normal Code - (Leave this blank.)

Validate Code - The code required to trigger printing on the back of a check or posting receipt. (Consult your printer manual.)

Tear Off Code - To execute a paper cutter in the printer. (Typically the code is 27.105. If this doesn't work, consult your printer's manual.)

Validate If On Account - Will print on a posting receipt.

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

40 Col Receipt Printer

A popular invoice printer is the 40 column receipt printer which prints on rolls of paper about as wide as cash register tapes. PFW will support 40 column receipt printing. In addition, you may choose to print your end of day reports when balancing the cash drawer to this receipt printer.

Printer Definition

The setup for a receipt printer has already been defined and is accessible under File: System: Printers if changes need to be made. See **Printer Definition**.

Selecting 40 Col Receipt Printer For Invoice Printing

The selection must be made on the workstation.

- Go to Station Detail:
- Highlight Invoice
- For invoice printer select Generic Text Printer (Note: you could edit

and rename the printer to your Brand and Model of printer.)

- Select the correct port.
- Choose one of the forms, numbers 4, 5, 6 or 7. These forms have been specifically formatted to print invoice detail within the 40 character wide paper limits.

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

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

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

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

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

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

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

John Johnson

Qty     Descripton        Price     Total
----------------------------------------
   1.00 SNA1              11.67     11.67
   DELUXE JOYSTICK
----------------------------------------
                      SubTotal:     11.67
Cash: 15.00              Total:     12.58
                      SALESTAX:      0.91
```

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

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

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

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

Using The 40 Col Receipt Printer For Register Balance Reports

When you balance the cash drawer at the end of the day, you may route your reports to the 40 Col Receipt printer.

- Go to Station Settings: Register Balance
- Highlight Register Balance
- Choose which reports you want to print.
- Tender Summary
- Credit Card Summary
- Category Summary

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

- Activate "Print End-Of-Day Report To Receipt Printer"
- In field Receipt Printer, select a Generic / Text Only Printer.

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

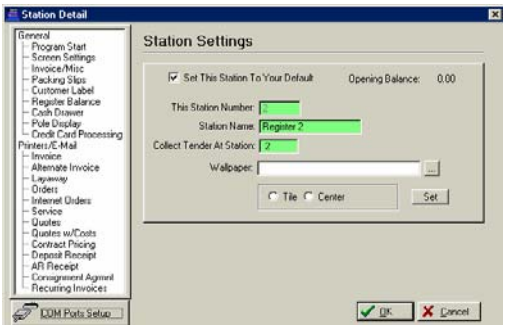
- Go to the Start Button
- Choose Settings
- Choose Printers
- Click on Add Printer
- From the list, select Generic /

Text Only Printer.

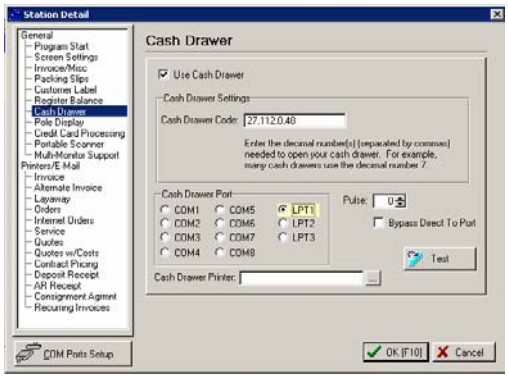
☞ *Note: Do NOT set this as your Windows Default printer.*

Setting up your receipt printer in POSitive for Windows

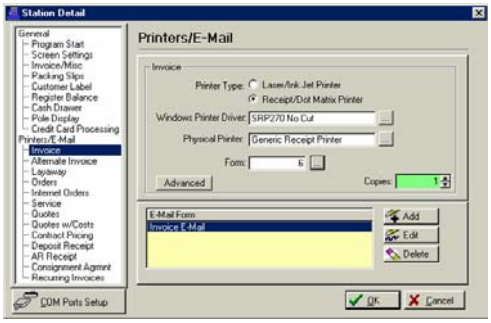
The first thing you'll need to do is install a Windows printer driver for your receipt printer. Since most receipt printers do not ship with a driver disk, you can download a Epson or Samsung printer driver from our web site: www.pointofsale.com/support.htm. You can also use the Generic/Text Only driver that is included with Windows. Once you've installed a Windows printer driver, start POSitive for Windows and go to Station Settings.



Above is the Station Settings screen. Notice the options on the left. About 1/3 of the way down, you'll see Cash Drawer. Click on this option.



This screen allows you to enter the Cash Drawer Code that our software sends to the receipt printer whenever the cash drawer needs to open. Our example shows the typical settings for Epson or Samsung receipt printers connected to a parallel port (LPT1). If your receipt printer is on and the cash drawer is connected to it, the drawer should open when you click on the Test button. **Note:** The "Cash Drawer Printer" setting is used with USB receipt printers. You must have a USB driver for your printer installed in order to make the correct setting.

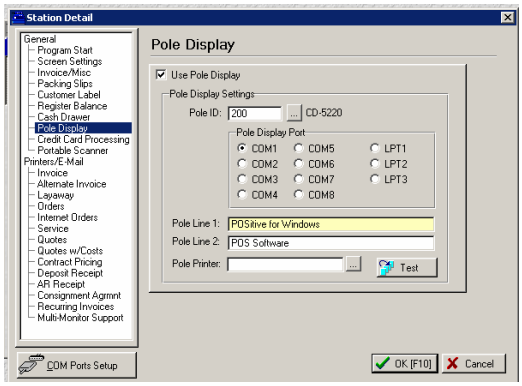


Next, find Invoice on the left menu and click on it. This will take you to the Printers/E-Mail set-up screen. Next to Printer Type, select Receipt/Dot Matrix. Windows Printer Driver is the Windows driver you installed for your receipt printer. Make changes by clicking on the box with three little dots. In our example we're using a Samsung SRP-270 with no auto-cutter. Next, your Physical Printer should be Generic receipt Printer. Last, you need to designate a form to use. Form 6 is our standard, generic 40 column (3") receipt form. Use form 7 if you want the customer name to print on the receipt.

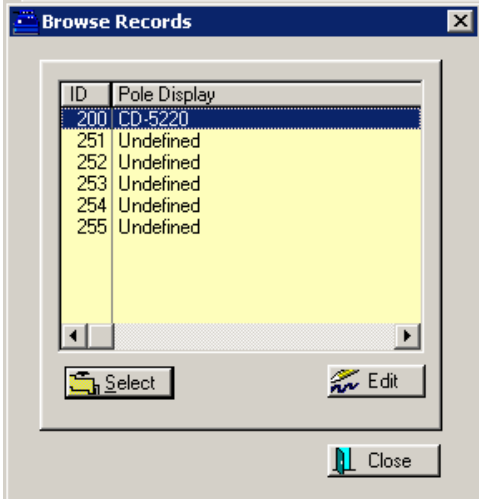
Setting up your Pole Display in POSitive for Windows

Setting up a Pole Display is a matter of setting up the correct control codes to send to the device. Additionally, POSitive can use the Windows print spooler to update the Pole Display. Although it seems odd to use a print spooler to "print" to a Pole Display, this method has several advantages. Because Windows handles the communications between the computer and the pole display, if there is an error (Pole Display is turned off, COM port fails) the system will not "hang".

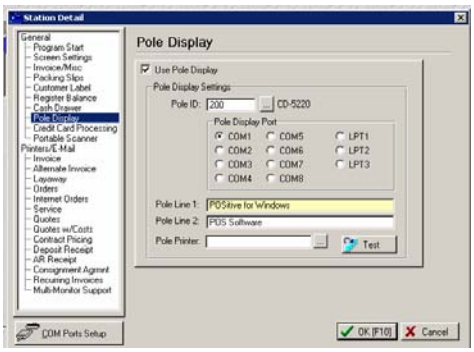
Here is how to setup your Pole Display.



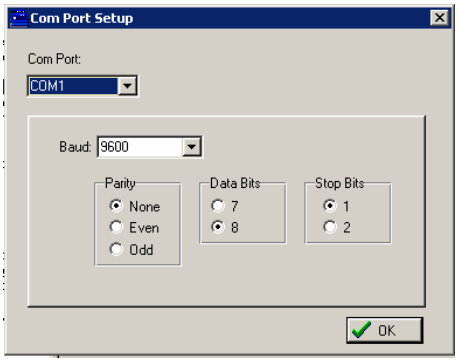
Go to "Pole Display" under Station Settings. If you're using a Partner Tech CD-5220 (or CD-7220), click on the square button to the right of the Pole ID line.



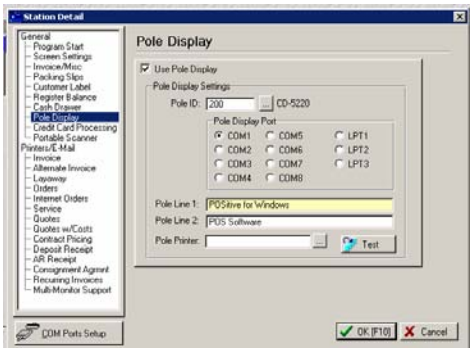
Under "Browse Records", highlight CD-5220 and click on "Select".



Next, you'll need to selected your COM port and check the settings. Click on "COM Ports Setup" at the lower left corner of the screen.

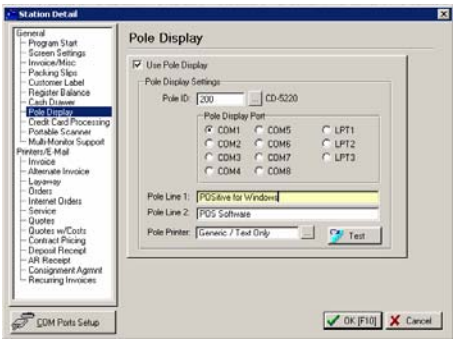


Select your COM port. For a CD-5220 pole display the port settings are: Baud 9600, Parity None, Data Bits 8 and Stop Bits 1. Make changes if necessary and click OK.



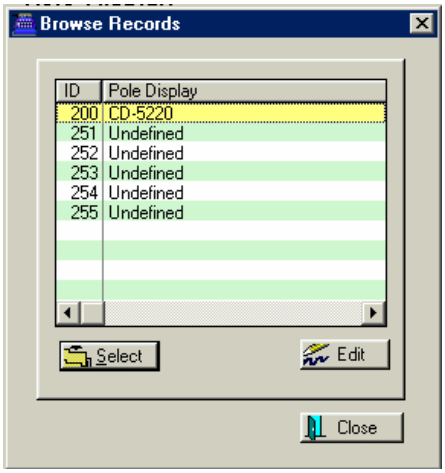
At this point, make sure the pole display is on and connected to your computer. Click the Test button and see if your message appears on the display. If not, double check your connections and settings to make sure they are correct. Also make sure you are actually connected to the COM port selected. If everything seems to be correct, there is one more step you'll need to take, especially if your computer is running Windows 2000 or XP.

You'll need to go to the Printers folder in Windows and add a "Generic/Text Only" printer driver that will use the same COM port as the pole display.

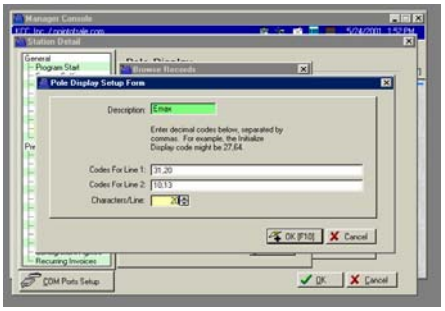


Next, go back to the Pole Display set-up screen and under Pole Printer select the "Generic/Text Only" printer driver you just installed. Click the Test button and the pole display should now be working.

If you are using a different brand of pole display, you need to add it to the Pole Display list. On the main Pole Display screen, click the square button to the right of Pole ID.



Select "251 Undefined" and click edit.



Enter a description for the pole. In our example we're calling it "Emax"*. Next, enter the control codes for lines 1 and 2 and the number of characters per line. In this example, we're using the control codes for the Emax pole display. Also, most pole displays only have 20 characters per line.

*The settings for the Emax pole display will also work with the Logic Controls PD3000/6000 pole displays.

COM Ports Setup

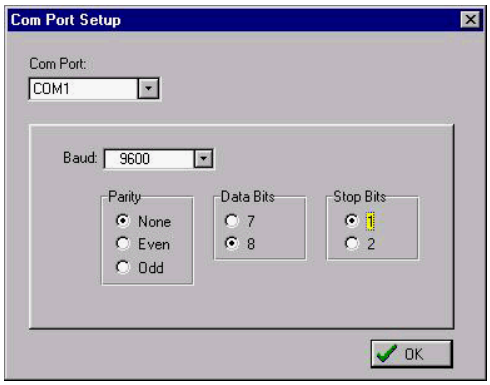
ACCESS: File: System: System Setup: General: Stations: Highlight and Edit

Some devices such as printers, pole displays, cash drawers, and weight scales use a com port of the computer. If you are experiencing hardware problems you may want to check you Com Port Setup.

This setup screen is accessed through **Station Detail** and the COM Port button at the bottom of the screen..

PFW has automatically set COM ports for 9600 baud for use with pole displays or cash drawers. If you need to modify the port settings

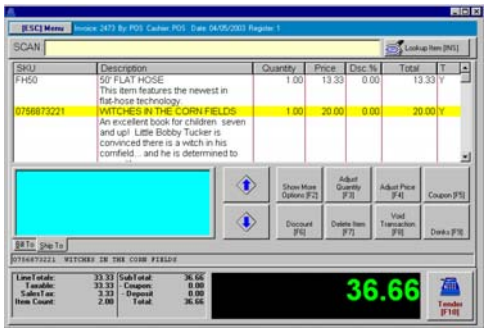
- Select the Port.
- Adjust the Baud rate
- and other settings as per the equipment manual.



Multi-Monitor Support

PFW can support two monitors; one that faces your cashier for ringing up the sale, and one that faces your customer. The customer display acts like a pole display, yet it displays much more information. Each individual item is displayed as the sale is being rung up, plus the tax, total, and tender are displayed at the end of the sale.

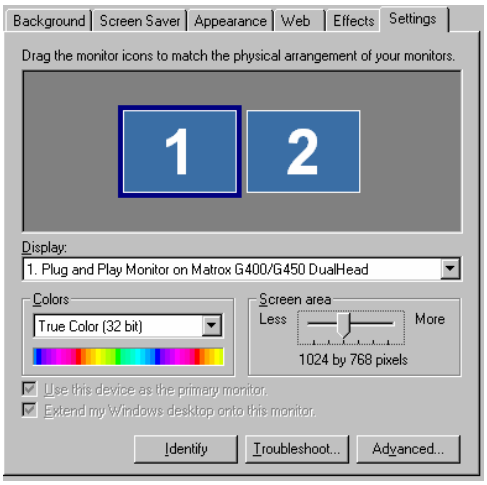
This is what your cashier sees.



This is what your customer sees.

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

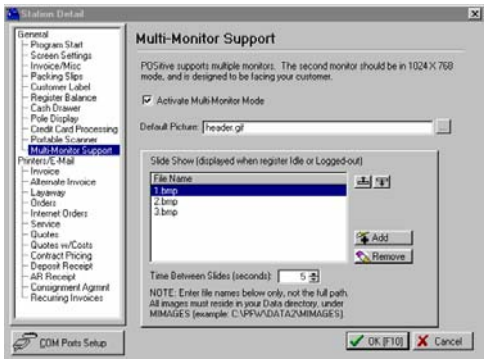
Once you have installed your second monitor, it is important that POSitive is running on Monitor 1, and the customer display is on Monitor 2. To see which monitor is which, right-click on your desktop and select "Properties" and then "Settings". You should see a screen similar to this:



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

Next, you need to create a directory in your PFW data directory called MIMAGES (typically, C:\PFW\DATA2\MIMAGES). This is where you will store graphics that will be displayed on the second monitor. When the register is idle (you are not creating an invoice), full-screen images will be displayed. These images should be set at 1024 X 768 resolution. When an invoice is being created, a picture at the top of the screen is displayed. This should be 960 X 225.

Finally, you need to turn on multi-monitor support. Under Station Settings/Multi-Monitor Support, check the "Activate Multi-Monitor Mode" switch.



Select the picture you will use for the top of the customer display (the Default Picture). Finally, add pictures that will be displayed when the register is idle. Remember, these pictures should be stored in the MIMAGES directory.

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

When you exit the Station settings, the second monitor will be activated.

Appendix

F

Data Handling

PFW is a professional database consisting of many data files. Like all computer files, they need to be protected from loss or corruption.

Some time and labor saving options are available in PFW such as importing and exporting information from and to other files

DATA HANDLING

PFW is a professional database consisting of many data files. Like all computer files, they need to be protected from loss or corruption.

Some time and labor saving options are available in PFW such as importing and exporting information from and to other files.

Backing Up Data

File: Backups: Auto-Backup Setup

Making Backups is important for any computer user, but it is **especially critical** for any business. Computers are just machines and they can and will fail.

TAPE BACKUP SCHEDULER

A Tape Backup is the **best** backup system. It will backup PFW and any other important data on the computer. This allows you to make backups automatically and take the tapes out of the building for safe keeping.

It is recommended that you have a tape backup and follow the manufacturer's prescribed directions for backing up data, rotating tapes, and activating a scheduler. If you use the tape exclusively, be sure that PFW is NOT running on any machine.

PFW BACKUP SCHEDULER

Unlike a Tape Backup, PFW will backup PFW data only. It copies data to a subdirectory of PFW or to a directory of your choosing. You can run this in conjunction with a Tape Backup giving you an extra level of protection.

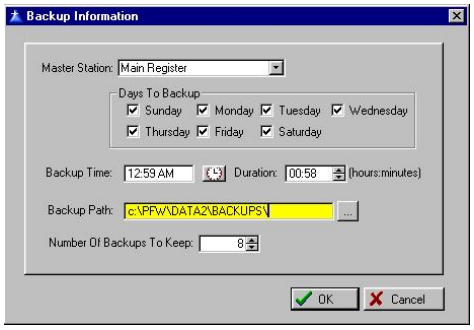
Go to File: Backups and you will see options for

- Auto-Backup Setup - A scheduler for automatic PFW backups. (see below)
- *Backup Files Now* - A routine to perform the backups manually at any time..

Auto-Backup Setup

On the Backup Information screen you set the frequency and time for backup of PFW.

☞ *IMPORTANT NOTE: In order for PFW Backup to function one station, the Master Station as identified in this setup dialog box, MUST remain running during the time of backups. Be sure to schedule the time BEFORE your tape backup begins to operate.*



Master Station ID - Enter the ID of the station which will remain running during the backup times.

Days To Backup - Check the days of the week when you want backups performed.

Backup Time - Enter the time of day when PFW will lock out all users so that the backup can begin. If you choose 12:01 be sure the A for AM is included, otherwise the backup will be performed at noon, and thereby interfere with business.

Duration (hours:minutes) - Enter the number of hours and minutes you anticipate will be needed to perform the backup. This is optional if the store will be closed during the backup time.

Backup Path: Enter the drive and directory where the data files will be

stored. If the directory does not exist, PFW will make one.

Recommendations: If you only have one computer, backup to the suggested directory. If you have a network of computers, backup to a directory of a different computer. If the server hard drive fails, your data will be stored on a different hard drive.

Number Of Backups To Keep - It is recommended that you keep multiple backups, perhaps one for each day of the week.

Backup files also run the risk of being corrupted. If the backup from yesterday is unreadable, then you will be able to fall back on the backup of the day before.

Once the maximum number of backups is reached, then the oldest backup will automatically be erased and replaced with the current backup.

How To Restore A Backup

Restoring a backup of all or selective files would be done following your TAPE BACKUP SOFTWARE instructions. If you are also using PFW's Auto-Backup Setup, you can restore files easily from the Choose Company: Utilities button. See *Restore Backup*.

Backup Files Now

File: Backups: Backup Files Now

You may manually select this option at anytime. Before doing so, please make sure other computers are no longer using PFW.

After backing up the files, PFW will be automatically shut down. The Choose Company screen will be displayed and the backups placed in the backup directory as defined in the settings of *Backup Information*.

The backup routine is making copies of all files in the Data2 directory (or whichever subdirectory your company data is saved in) and includes the Compny.tps and Pfwlock.tps files from the root PFW directory.

The zip file is sequentially named is 2-1.zip, 2-2.zip, 2-3.zip, etc. The first number indictates the data2 directory. The second number is the current number of the iteration, or backup copy for archiving.

The zip file can be restored through PFW (see *Restore Backup*) or with WinZip or PKUnzip programs.

Restore Backup

Choose Company: Utilities button: Restore Backups

If backup files have been made using PFW's automatic backup program as defined in *Backup Information*, data files can be restored in total or individually as needed.

There are two circumstances when it would be necessary to restore backup files: The first assumes that PFW is still installed and functioning, but selected files need to be restored. The second assumes that a major problem has occurred on the server and the entire PFW program and directories are inaccessible.

Go To Choose Company

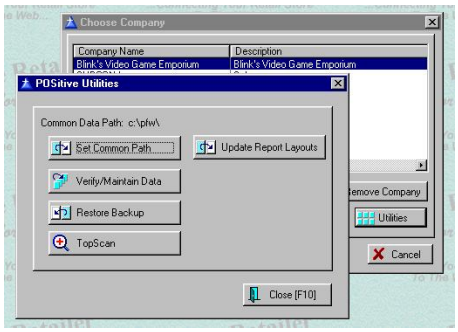
To restore backup files, you need to exit PFW and stop at the "Choose Company" window.

If your system does not automatically stop at the "Choose Company" window, you will need to start PFW, edit the Company File (File: System: Company)

and place a checkmark beside "Select Company At Startup."

Select Utilities Button

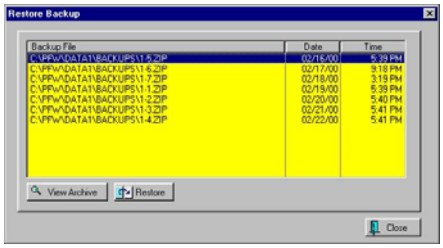
The Utilities button in the lower right corner of the Choose Company window provides access to the backup files to be restored. Select the Restore Backup button.



Backup Files

Listed are the backup sets of files.

The file is a ZIP file and is given a name and path which reflects the data directory and the increment of the backup. The date and time of the backup file is also displayed.



In this example, 1-4.ZIP is the most recent backup file. PFW, in this example, was set to create 7 backups before resorting to 1-1.zip again.

View Archive

An archive is a listing of individual files within the backup 4-1.ZIP. You may wish to view the archive to assure that the files backed up are the correct ones.

- Highlight a backup file.
- Click on View Archive.

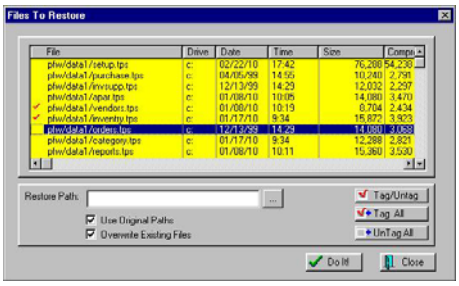
View Archive shows specific information on each backup file. You are shown:

- file name and path
- drive letter
- date of creation
- time of creation
- size of the file
- compression size of the file

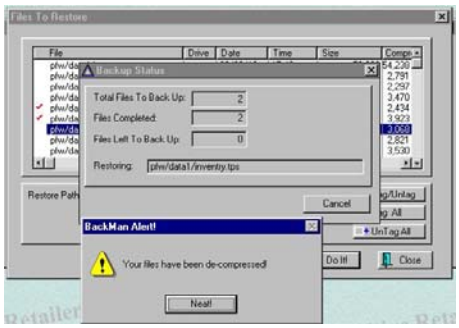
Reset Columns - You may use the mouse and adjust the column widths of the data. Reset Columns will restore the column widths to their default sizes.

To Restore The Backup Files

Select the Restore button. You may restore the entire backup or selective files within the backup set by tagging the files to be restored. The Tag/Untag buttons will place checkmarks beside the files to be restored.



Clicking on the **Do It**! button will automatically delete the existing files of the same name and replace them with the backup files.



Backup Status

As files are being restored, a Backup Status window will show the progress of the number of files remaining to be restored.

You will be notified that the files will have been decompressed, indicating that the restoration has been completed

Restore Options

Restore Path - Under certain circumstances you may want to restore files to a location other than the active PFW program. For example, you are not sure what will be accomplished by restoring files, so you have made a duplicate copy of PFW into another directory or onto another computer hard drive as an alternative site. You may then route the file to the alternative site by filling in the Restore Path information.

Use Original Paths - Uncheck this option if you have designated another Restore Path. Otherwise, the files will be placed in the original directory.

Overwrite Existing Files - If you uncheck this option, you will be asked to confirm the replacement of each file being restored.

Major Restoration Of PFW

In the event that the entire PFW program and all directories are corrupted, which would occur if the hard drive of the server crashed, or a fire or flood ruined the computer, you can still restore PFW if you have made backup copies and stored them elsewhere.

- **Reinstall PFW** - Using the most current version of PFW, install PFW as if it were a new installation. The installation program can be downloaded from www.gopositive.com.
- **Create A Data2 Directory** - Assuming your original data was stored in c:\pfw\data2, use Windows Explorer to create a Data2 folder.
- **Create Subdirectories** - Use Windows Explorer and create the following subdirectories c:\pfw\data2\cuslabs, c:\pfw\data2\labels, c:\pfw\data2\backups, and c:\pfw\data2\images.
- **Unzip The Backup Data** - Using WinZip or PKUnzip you should unzip the backup file directly into the Data2 directory.
- **Copy Two Files Into C:\PFW** - The backup files include two files which need to be copied into the c:\pfw root directory. These files are COMPNY.TPS and PFWLOCK.TPS.
- **Copy or Move Files** - Copy or move the cuslabel.* files from the unzipped data2 directory into c:\pfw\data2\cuslabs. Copy or move the pos*.* files from the unzipped data2 directory into c:\pfw\data2\labels. If you have

picture files for your inventory, copy or move them from the unzipped data2 directory into c:\pfw\data2\images.

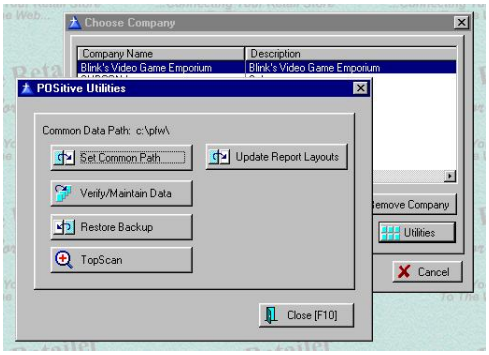
- **Run PFW** - Inspect the program settings, customer list, invoices, orders, etc. until you are satisfied that everything is back to normal.
- **Run PFW Backups** - Go to File, Backups, AutoBackup Setup and set the path for backups as needed. Then go to File: Backups: Backup Now. This will create a backup file.

Utilities

File: System: Company: Turn on Select Company At Startup: then Exit PFW: Choose Company screen, Utilities button

The Utilities button on the Choose Company screen serves five purposes. If you call for technical support, you may be directed to come to this screen.

☞ *Note: If the Choose Company screen is bypassed when you start PFW, you may re-activate it. Start PFW and go to File: System: Company. Turn on "Select Company At Startup." Then Exit PFW.*



Set Common Path - If there is any question about whether or not PFW is finding the correct directory for PFW, you can click on Set Common Path and choose the correct drive and directory.

Verify / Maintain Data - PFW is built on a professional database with self checking and self correcting properties. However, there may be times when your data becomes corrupted because of interruptions in the computer or network system. These anomalies must be remedied immediately to prevent further data corruption. See below for specifics on using Verify / Maintain Data.

☞ *IMPORTANT: See System Setups for guidelines in operating the computer(s) in optimal fashion.*

Restore Backup - PFW has a built in method for backing up your data files. Although the PFW backup routine works, it should not be your primary method of protecting your data. It is recommended that you use a commercial backup tape system with a scheduler and the ability to remove the data from the premises.

If the PFW backup routine has been setup properly, you can restore your backup files through this option. See *Restore Backup* for detailed help.

TopScan - A utility program for reviewing and editing raw data in PFW's *.TPS files.

Update Report Layouts - If you have been editing your Windows forms for invoicing, AR Statements, etc. and wish to revert to the original layouts, you may click on this button.

Also, from time to time POSitive Software Company provides new sets of these forms which are automatically updating PFW and your Company data directory when you perform software upgrades. If, after an upgrade you find that the new forms are not to your liking, you may copy preports.tps and playouts.tps files from a backup of your data back into your data2 directory.

PFW Importer

ACCESS File: System: Import (#1 of series of 5)

PFW has several import routines for converting lists of inventory, customers, and vendors into the PFW program. The import utility is very flexible allowing you to cross match PFW fields with your import file fields. This import feature will save you a great deal of time and there seems to be no limit as to the number of records which can be managed in PFW.

The PFW Importer is located under File: System: Import. There are separate routines for importing each of the following.

(See all 5 discussions of this topic: PFW Importer, Prepare The Import File, Other Advanced Preparations, Define The Import Setup, and Perform The Import.)

Inventory - An electronic list of items you sell can be obtained or created quite easily. Often your vendors are willing provide an electronic catalog of products of their complete line or a filtered list of just your inventory. As updated price schedules are received, use the importer to update PFW.

Another source may be the actual inventory database of a program you are currently using. Quite frequently, the file can be imported directly or converted into a dbase, tab, comma, or ascii file which PFW will be able to read. If the file is not compatible, there may be an export routine in the software to create one.

A third option is to write your own list. Use of Microsoft Excel or some other data basing program gives you more control over your entries. It is more time consuming, but can be more precise. There are many editing tools within these data basing programs to speed up the work.

Whatever your source of the electronic list, you can create unlimited inventory import setups and use them as often as needed to update PFW.

Customers - An electronic list of people and businesses can include current customers or potential customers. Like inventory, these customer files may be available from your current database program or from other providers. Unlike inventory, lists will not be used for updating existing customers, but only for adding new customers to PFW.

Vendors - An electronic list of your vendors could come from your current database program or from a listing you create yourself. Unless you have a very large number of vendors, you will probably do well to enter them manually into PFW.

A skeletal vendor list in PFW can be created automatically when doing an inventory import, but it will require additional editing.

Microbiz - If you are currently using Microbiz software, PFW will automatically convert your inventory and customer and vendor information into use by PFW. It is not possible to convert any invoice history or product history. It is recommended that you keep your Microbiz program for archive purposes or for historical lookups.

Quickbooks' Chart of Accounts - If you are currently using Quickbooks and have created a chart of accounts, PFW can import that listing to save you a great deal of time. PFW will later be able to export information to Quickbooks as needed.

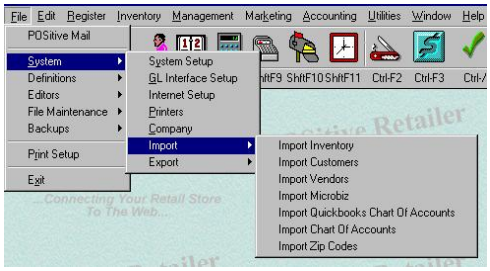
Define the Import Setup

ACCESS File: System: Import (#4 of series of 5)

Once the file containing data has been prepared, you create a PFW Import Setup that identifies the file to be imported including its path and name, several default elements, and cross matches of fields.

It does not matter if you are importing inventory, customers, or vendors the general process is the same.

(See all 5 discussions of this topic: PFW Importer, Prepare The Import File, Other Advanced Preparations, Define The Import Setup, and Perform The Import.)



ON LINE USERS: To jump to specifics, click on an Import term in this picture. For example, clicking on Import Customers will link you to the section about importing customers on this page.

Specific, step by step information is given here for these import routines. For import of a Chart Of Accounts see *Importing Chart Of Accounts*.

Inventory Import

1) Go to File: System: Import: Import Inventory.

2) Choose Add.

3) Fill in the following for the Inventory Importer Wizard.

- **Import Description**. A text note to yourself describing the project.
- **File To Import** - Include the full path and file name of the prepared inventory file.
- **File Type** - Choose either comma or tab delimited as appropriate.

4) Choose Next.

5) Make selections as appropriate.
Update Costs and Prices -

- A "First Time" import requires checking Update Costs and Update Prices. Later, you can ignore or use the fields as needed.
- There is a priority for updating as described on the screen. If the import file does not contain or does not link to pricing fields, then the category settings will be applied to automatically calculate the pricing fields.

6) Choose Next.

7) Make selections as appropriate.
Default Values - The information entered here will be used ONLY IF the import record does not contain the information. Because every inventory item needs

- Vendor ID
- Default Category,
- Tax Category ID
- Label Type
- Track Quantities
- Print Barcodes
- Track Serial Numbers
- Allow Discounts
- If this information is not included in the file being imported, then these values will be assigned. If this will cause problems, consider

editing your import file to include these fields, or break up your import file into groups which will apply to the defaults.

8) Choose Next.

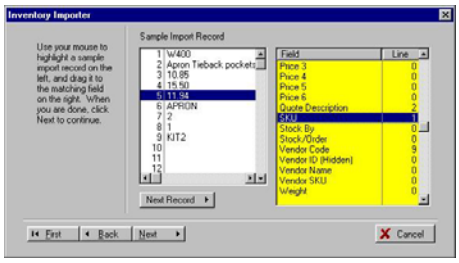
9) Fill in Category Default Values - These will be used only if the inventory items being imported have a link to a category which does not yet exist in PFW. When PFW does the import, it will create categories as necessary using these options.

- **Price level Markup Percentages** - If have included the category name of each item being imported and the category has not been defined in PFW in advance, then PFW will create the category and set the price markups and tax category as defined here.
- **Tax Category** - The taxation method assigned to all items within the category.

10) Choose Next.

11) Cross Match. Link your data fields with PFW data fields. Use Drag and Drop to make the changes.

Here is a sample of the cross match screen. Your actual data is displayed on the left-hand side. You may use the Next Record button to scroll forward through the data to assure consistency. PFW link fields are displayed on the right hand side.



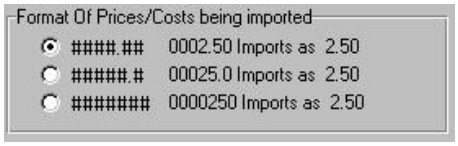
Use the mouse to DRAG and DROP from your data to PFW. Highlight the line in your data, hold down the left mouse button and drag it over to the matching field in PFW. In this example, line number 1 of your data is the SKU in PFW. To unassign a line, drag from PFW to your data and the PFW line number will revert to 0.

You may use a line number more than once. For example, line number 2 of your data is being used for the Quote Description in PFW, but it is also being used for Description (not visible).

12) Choose Next

13) Respond to the following Operational Settings

- Dashes in SKUs - The hyphen is generally an unrecognizable character for barcode readers. PFW creates barcode labels from the SKU field of the item. If your import file contains hyphens in the SKU field you should delete the dashes.
- Format of Prices - The cost and price fields of your import file must be consistent in the number of decimal places. PFW can interpret three formats as displayed on the setup screen. Select one.



- Auto-SKU - In the event an inventory item is missing a SKU while being imported, checking this box will create one automatically. Leaving this box unchecked will cause PFW to skip the item in the list and not import

it.

- Vendor Inventory - If you have included a vendor link in your import file, PFW can automatically build the vendor inventory file as it imports the inventory items.

14) Choose Next

15) Choose Finish - This will add the setup definition to a list and can be used or modified in the future.

Customer Import

There are two types of customers: individual Person and Business. If you are trying to import your old clients you should consider dividing them up into the two groups because of the way PFW handles the import.

1) Go to File: System: Import: Import Customer.

2) Choose Add.

3) Fill in the following for the Inventory Importer Wizard.

- **Import Description**. A text note to yourself describing the project
- **File To Import** - Include the full path and file name of the prepared inventory file.
- **File Type** - Choose either comma or tab delimited as appropriate.

4) Choose Next.

5) Fill in the defaults - These settings will be applied only if the setting in the import file has been omitted.

- **Default Customer Type**
- Business - Note: your import list should contain only customers who are operating a business of some sort.
- Person - Note: your import list should contain only customers with home addresses and phone numbers who are not representing a business.
- **Default Tax Group**
- **Default Price Code**
- **Default Terms**

6) Choose Next

7) Cross match your data with PFW data fields. For an example, see the *cross match* information in the explanation on importing inventory.

8) Choose Next.

9) Choose Finish - This will add the setup definition to a list and can be used or modified in the future.

Vendor Import

1) Go to File: System: Import: Import Vendors..

2) Choose Add.

3) Fill in the following for the Inventory Importer Wizard.

- **Import Description**. A text note to yourself describing the project.
- **File To Import** - Include the full path and file name of the prepared inventory file.
- **File Type** - Choose either comma or tab delimited as appropriate.

4) Choose Next.

5) Enter a **Default Term**. This will be a payment term to the vendor.

6) Choose Next.

7) Cross match your data with PFW data fields. For an example, see the *cross match* information in the explanation on importing inventory.

8) Choose Next.

9) Choose Finish - This will add the setup definition to a list and can be used or modified in the future.

MicroBiz Import

If you have been using a copy of MicroBiz software and want to convert the data into PFW format, all you need to know is the version of Microbiz and the path to the Microbiz directory. PFW does the conversion of inventory, customers, and vendors automatically.

Zip Code Import

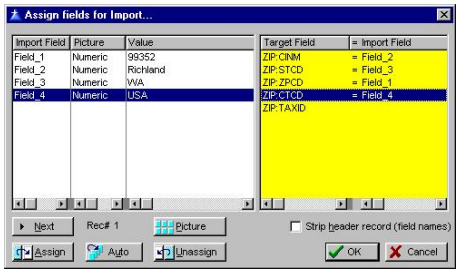
Importing Zip Codes is most beneficial if you sell to customers across the country. If you can obtain a listing of zip codes in comma delimited format, you will be able to import them.

1) Make a Backup of PFW before doing any importing.

2) Go to File: System: Import: Import Zip Codes.

3) Find the comma delimited file containing zip codes.

4) Assign fields for Import. Highlight a field on the left and a corresponding field on the right. Then click on the Assign button in the lower left corner.



- CINM = City Name
- STCD = State Code
- ZPCD = Zip Code
- CTCD = Country Code
- TAXID = Tax Rate ID for the City

5) Choose OK. You may wish to review the Zip Code Table. Go to Utilities: Zip Codes.

Other Advance Preparations

ACCESS File: System: Import (#3 of series of 5)

Before you import you may want to take time to establish some PFW protocol to handle the data being imported.

(See all 5 discussions of this topic: PFW Importer, Prepare The Import File, Other Advanced Preparations, Define The Import Setup, and Perform The Import.)

Prepare PFW Category Defaults

This is a global definition to be automatically applied to a newly created category. The new category can then be modified slightly to better reflect the inventory needs. You will also need to select a **Tax Category**, the taxation method assigned to all items within the category.

For example, all categories will have the same label type and stocking options in common, but some categories will be serialized and this modification can be made as needed.

Prepare PFW Categories

All inventory must be assigned to a category. The importer can automate the category creation and assignment, however, before importing inventory, you may want to create the categories to which the items will be assigned. If you create the categories in advance, you can control the price markups, calculated prices, tax category, and other settings.

When importing inventory, the following scenarios will be in effect.

Import record has no category assigned. All such items will be relegated to one category as selected in the import setup. This one category is generally very generic such as Taxable. Later, to take advantage of the many benefits of category assignments, you will have to manually change each category.

Import record has a category assigned but the Assigned category does NOT exist in PFW. PFW will create categories for each unique entry in the category field of the inventory import. All created categories will have the same pre-defined settings as determined by the PFW Category Default. Global category changes to existing can be done later, but will require some extra effort.

Assigned category does exist in PFW. When an item is imported it will automatically take on the pre-defined settings of the category to which it is assigned. This is the most time saving and most accurate scenario available.

Prepare Vendor List

Each vendor must have a unique Vendor ID. Before importing inventory, consider importing Vendors or creating a vendor list. The vendor ID can then be included in the inventory import file and direct links.

Prepare Customer Categories

The customer category can pre-determine and apply pricing levels, taxation, credit terms and limits, and several other options which may not be available in the import file.

Perform the Import

ACCESS File: System: Import (#5 of series of 5)

Once the import setup has been named and defined you will run the import.

☞ *VERY IMPORTANT - ALWAYS make a backup of PFW before performing any imports or any other major changes. If errors occur, imports can not be reversed. You will need to restore your data.*

1) Make a Backup of PFW and its data.

2) Go to File: System: Import

3) Highlight the desired import routine.

4) Highlight the desired import setup. You may choose to Edit the setup for review or modification first.

5) Click on the Import button.

6) A data line will be displayed to show that the importing is in process. You will be notified when it is finished.

7) Check the imported data for accuracy.

Prepare the Import File

ACCESS File: System: Import

The key to successful importing of data lies in preparing the file to be imported in the following ways.

Consistent - The file containing the data to be imported must be consistent. It doesn't matter to PFW what order the elements are in as long as every record is consistent in the content.

For example, if you are importing customers, their names must be consistently LAST, FIRST or FIRST LAST. There should also be a consistent format for CITY, STATE, and ZIP. A listing of importable fields below will help you determine what is needed.

File Type - The file containing the data to be imported can be either tab or comma delimited. Some people use Microsoft Excel or some other data-editing program to clean up the import

file to make it consistent. Then they save the data as a text file in a comma or tab delimited format.

For example, in Excel choose Save As. Then under Save as type: choose Text (Tab Delimited) and give the file an appropriate name.

Data Fields - Assure that fields maintain proper characteristics. For example, an inventory file should make prices and costs a consistent decimal field with no dollar sign ($) symbols. SKU or barcodes must be formatted as text and not interpreted as numbers. The same is true for zip codes and phone numbers in customer files.

For example, some data editing programs such as Excel can cause complications for some types of data by converting large numbers of SKUs into scientific notation.

Added Data Fields - To take full advantage of PFW, consider adding fields to your existing import file. Data editing programs such as Excel can greatly enhance the editing process by using its tools for filling down, sorting, and copying record elements.

For example, because PFW inventory focuses on categories, you can add a Category field for each inventory item a Credit Limit field for customers, or User Defined information such as driver's license, business resale numbers.

The following list should give you an idea of the elements you may want to include in the import file. Items in **bold** are mandatory.

Importable Fields For **Inventory**

- Bin Location
- Category
- Cost
- Custom Label Form
- **Description**
- In Stock
- Last Date Sold
- Last Date Sold (DB)
- Manufacturer ID
- Min. Order
- Min. Stock
- Number Sold
- Order By
- Price 1
- Price 2
- Price 3
- Price 4
- Price 5
- Price 6
- Quote Description
- **SKU**
- Stock By
- Stock/Order
- Vendor Code
- Vendor ID (Hidden)
- Vendor Name
- Vendor SKU
- Weight

Importable Fields For **Customers**

- **Address 1**
- Address 2
- Amount Owed
- **City**
- **City, State, Zip**
- **Company Name**
- Customer Category
- Credit Limit
- Drv License
- E-Mail Address
- Employee ID
- **First Name**
- **First Name Last Name**
- **Last Name**
- **Last Name, First Name**
- Lookup Code

- Phone 1(Home/Work)
- Phone 2(Work/Fax)
- **State**
- Type
- User Defined 1
- User Defined 2
- User Defined 3
- User Defined 4
- User Defined 5
- User Defined 6
- **Zip**

Importable Fields For **Vendors**

- **Account Number**
- **Address 1**
- Address 2
- **City**
- **City, State, Zip**
- Contact 1
- Contact 1 Phone
- Contact 2
- Contact 2 Phone
- Credit Limit
- E-Mail Address
- **State**
- **Vendor Code**
- **Vendor Name**
- Web Site Address
- Zip code

Export and Re-Import Inventory

Sometimes you may want to change prices, category assignments, or assign items to specific vendor inventory lists. If you have lots of items to deal with, it may be to your advantage to 1) export your current inventory out to a text file, 2) open it in Microsoft Excel, make changes, and then 3) import it back into PFW.

Export

To export means to copy inventory information out of PFW into a file which can be used in other programs.

1) Go to File: System: Export: Inventory

2) On the left are different types of fields of each inventory item. Move to the right hand side those fields which you want to export.

The two fields you MUST export are

- Inventory Description
- Item SKU

Then select any other items you feel will help. You do not have to copy them all over to the right hand side.

It won't really matter what order they are in, but if you wish, you can reposition the items on the right with the Shift Up and Shift Down buttons.

3) When you are ready, choose OK. You will need to give the file a name. Unless you specify otherwise, the file will be saved in your data2 directory. Press F1 for help and lookup the topic Export Data.

Open In Microsoft Excel

You can open the exported file in Excel.

☞ *Tip: Rename the exported file so that the extension is not CSV; use TXT instead. This will force Excel to open an import wizard. Be sure to set Excel so that the barcode column is interpreted as a text column, otherwise Excel will automatically delete leading zeroes.*

Once you get your changes made, save the file as a comma delimited file so that PFW can read it and import it.

Import Corrected File Into PFW

To import means to let PFW read a file containing needed information and copy data into PFW. The import is simple but requires several pages of explanation which is readily available in the Help file. You just need to be sure that you have linked the Description, SKU and other fields properly. Press F1 and read the 5 topics about "Import."

☞ *When you import the list PFW looks at the SKU field and compares it with its own listing of SKUs. If the SKU already exists in PFW then differences in the import file are copied into the existing item settings. If the SKU does not exist, then a new item is added.*

- Be sure to make a Backup first!

Repairing Data Files

It is unlikely that data files will become corrupted unless there is a malfunction of the computer or a component of the system network. See *Hardware Setup Guidelines* for specifics to prevent hardware malfunctions.

Symptoms Of Corruption

Generally, PFW keeps all of its data intact because it is operating with a professional, highly sophisticated, self-correcting database.

If lists of things such as customers, purchase orders, or inventory are blank when they should have something listed, there are likely data problems.

If you get errors when trying to start PFW or perform common tasks in PFW, you may have corrupted data files. Errors such as Invalid Data File or Invalid Record Declaration are an indication of problems.

Get Help

Your local dealer of PFW or POSitive Software Company can provide assistance for a reasonable fee.

Report The Problem

If you get an error message such as the one above, be sure to record the exact information in the screen because it contains clues to the cause of the problem. In the example above, the technician will know that the PSWORD subfile in the SETUP.TPS file has invalid data.

Also be prepared to report what you were doing or attempting to do at the time of the error.

Attempt To Resolve The Problem Yourself

POSitive Software Company and its dealers assume no responsibility for corrupted data nor misuse of the program and program tools. If you choose to resolve the problem yourself, you accept full liability.

Tools have been provided which can, in many cases, correct the data corruption. The best resource is reliable and current backups. One such tool is *TPSFIX.EXE*. Another is *Restore Backup*. Your local dealer or POSitive Software Company can assist you.

Repairing Data Files - TPSFIX.EXE

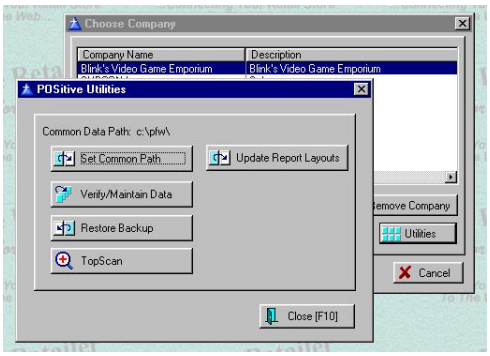
File: System: Company: Turn on Select Company At Startup: then Exit PFW: Choose Company screen, Utilities button

The purpose of TPSFIX.EXE is to analyze and repair PFW data files when they become corrupted. If you suspect corruption of data files, you should contact your dealer or POSitive Software Company before attempting to *repair data files*.

Go To Choose Company

To repair data files, you need to exit PFW and stop at the "Choose Company" window.

If your system does not automatically stop at the "Choose Company" window, you will need to start PFW, edit the Company File (File: System: Company) and place a check mark beside "Select Company At Startup."



Select Utilities Button

The Utilities button in the lower right corner of the Choose Company window provides access to the backup files to be restored. Select the **Verify/Maintain Data** button.

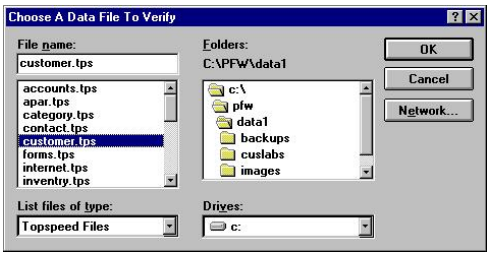
Run TPSFIX

If you are running a network version of PFW (more than one workstation) then you must make sure no workstations are running PFW when you attempt to run TPSFIX.

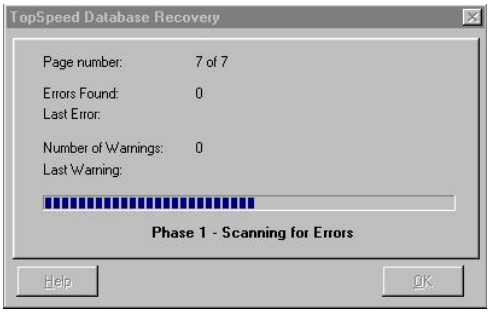
Choose A Data File To Verify

The Choose File window will automatically be opened to the directory in which your PFW data is kept and the data files (*.tps) will be displayed on the left hand side.

Highlight the data file which needs to be fixed. Choose OK.



Before PFW will repair the data file, the original *.tps file will be backed up to *.tp1. Choose OK to confirm that you want to continue.



You may be notified that no errors were detected in the file. You will be asked if you want to continue with the recovery. It is recommended that you answer **Yes**.

TPSFIX will complete the inspection and verification of subfiles and you will be returned to the POSitive Utilities window.

☞ *If TPSFIX did not return to the POSitive Utilities window and the program was terminated, OR if running TPSFIX did not resolve the problems, contact your dealer or POSitive Software Company.*

Choose Close.

Run PFW and determine if the error has been resolved.

Appendix

G

Advanced Inventory Label Printing

Some important information about printing your Inventory Labels.

Inventory Label Printing

This tutorial should give you all the essential information you need to successfully print barcode labels in POSitive For Windows (PFW).

In PFW the SKU field is what will be printed as a barcode if you print a label from the software. It is a common misconception that a barcode contains lots of information about the product it represents. For example we are asked all the time if the merchant wants to add a can of Pepsi into inventory can he just scan the barcode to create the inventory definition. Unfortunately it's not that easy. The barcode does not contain detailed product information.

WHAT is a Barcode?

It's simply a number – or alpha characters or a combination of alphanumeric characters represented by the familiar bars of various widths found on many products. When you scan the barcode the scanner converts the barcode into its characters and sends the converted information to the keyboard port. Scanning a bar code is the SAME as typing the number with the keyboard. Try this experiment if you have a barcode scanner connected to your POS system:

Open Notepad or Word, or other word processor. With that program active, scan a barcode and watch the screen literally type the barcode one character at a time. Once the characters are entered the cursor will move to a new line – that is a Carriage Return that takes it to the new line. The scanner is programmed to add the carriage return at the end of the scanned characters.

Your scanner comes with a book of codes. You MUST NOT lose this book! You will rarely need it. But when you do there is no substitute. The book is full of programming barcodes. If your scanner is adding additional characters or is NOT sending the carriage return the scanner can be reprogrammed using the codes in the book. These codes can also be used to reset the scanner to factory defaults, which generally works well with PFW.

PFW System Requirement for Scanners

The PFW system requirement for scanners is any KEYBOARD WEDGE or USB style scanner. You'll need to specify a DECODED or UNDECODED model and the choice will depend on how it connects to the computer. Check with your dealer or contact POSitive if you are unsure of what to buy. We do not support SERIAL scanners – they simply will NOT work with PFW.

A Note About Barcode Symbologies

Symbology is a fancy word for "symbol type". More specifically the Symbology represents not only the type but also the rules that must be followed in printing the barcode.

There are three barcode symbologies that allow both numbers and letters

(Alpha- Numeric) SKU's. Since PFW allows Alpha-Numeric SKU's we have found that most merchants choose to use them. If you choose to use an Alpha-Numeric SKU you must limit your Barcode type to either:

- Code 128
- Code 3of9 (aka code 39)
- 2.5 Datalogic

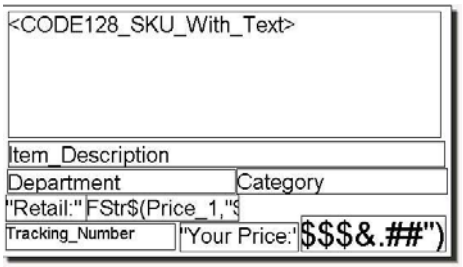
Each of the above symbologies has rules to follow. There are illegal characters that will cause your label not to print – or to print without the barcode. Generally don't use the shifted number keys (!@#$%^&*()) punctuation keys ({}[]|\:;"'<>,.?/~`). It's OK to use a DASH (-). But avoid using the slashes (\ /). If you find you have an illegal character, simply edit it in your Inventory List.

There are perhaps some other more obscure rules but these cover the typical problems that most people have with barcode symbologies.

An Occasional Misunderstanding

We have sometimes seen a merchant design a new label for each inventory item, "hard-coding" the SKU and description directly into the label. The flaw in this is that you only have 100 labels that you can design. If you make a label for each item then you can only have 100 inventory items.

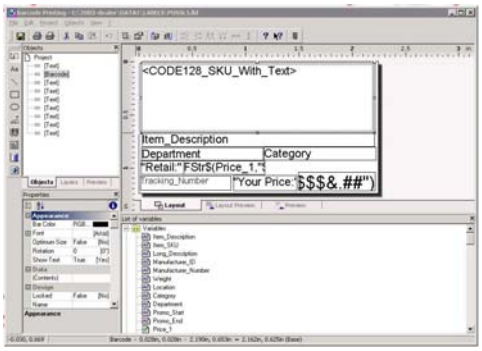
Instead, you should generally make just ONE label. You use FIELDS like "DESCRIPTION" and "SKU" in the layout. Then you assign the label layout to the inventory item. When you print a label PFW will substitute the FIELD NAME with the corresponding data in the inventory item's definition.



Label Editing

You can access the label editor several ways but the easiest for now is to go to the FILE MENU: EDITORS: INVENTORY LABELS EDITOR. Select a label and edit it.

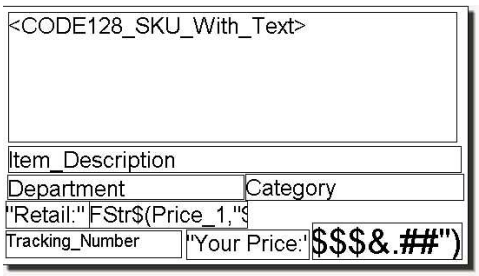
TIP: By default all inventory items will be assigned to label design #1. If you design your label for label #1 then it won't be necessary later to re-assign your inventory items to your new design.



The label editor is flexible enough to accommodate any label size you would care to use. The only real limit you should be aware of is that the smallest label size you should plan to use is at least 1.75 inches long. Alpha Numeric SKU's print larger barcodes than numeric SKU's and a smaller label will

"scrunch" the bars too closely together and thus be unreadable if you choose a shorter label.

This is the label layout of a typical barcode label. The boxes are DATA FIELDS that will be filled in by the inventory item when the label prints.

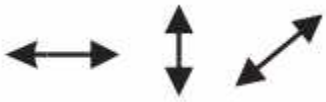


Re-sizing and Moving Fields

You can re-arrange the fields, you can re-size them, and you can change the font style and size. You can add new fields and remove unwanted fields. Notice the <30f9_SKU…> field is highlighted. The hashed line (1) is the "highlighted field" indicator. You can resize the field by grabbing the black dots (2) at the edges. Top and bottom dots allow you to re-size up and down. Those on the left and right edges allow left to right re-sizing. Finally the corners allow you to enlarge or reduce the size both up and down and left to right. Hover your mouse over the dots and when the cursor changes from an "open arrow pointer" to an icon like these (3), you can resize the field. Hover just over the hashed line and the cursor changes to a four-point arrow (4). When that happens, you can move the field.

1.

2.

3. 

4..

Deleting a Field

Delete a field by highlighting it and pressing the delete key on your keyboard.

Label Layout Set-up

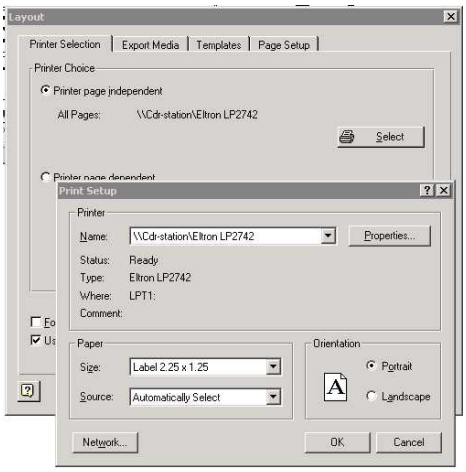
Access the Layout screen by Choosing PROJECT MENU: PAGE LAYOUT. Review the printer setting tab and click the CHOICE button. Be sure the correct printer driver and PAPER SIZE is selected. Barcode Printers like the Eltron printers recommended by POSitive will have a variety of label sizes to select in the paper size setting. Inkjets and laser printers will generally want the 8 ½ x 11 letter size selected.

Printer Selection Tab

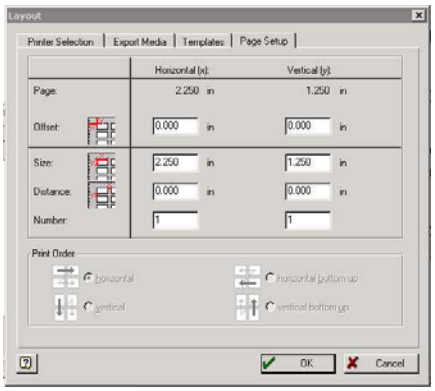
You need to use a Windows Printer to print barcode labels. You'll need to install the correct driver for your printer. See your printer's user guide for details.

PFW supports laser printers, inkjets and dedicated barcode printers. Basically any of them should work. We are most familiar with the Zebra (Formerly Eltron) line of barcode printers.

Inkjets are colorful but it will be expensive to print labels on an inkjet. The most economical are the dedicated Zebras. The label stock costs much less than sheet labels. Since the Zebra printers are thermal printers there are no ink cartridges or toners to buy.



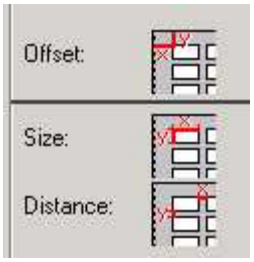
Page Setup Tab



The Page Setup Tab makes it EASY to custom define any label you wish. Grab a ruler and a calculator and let's break this down to its simple form.

First, it's critical that you set up the printer as described in the previous section. Do it now if you haven't already.

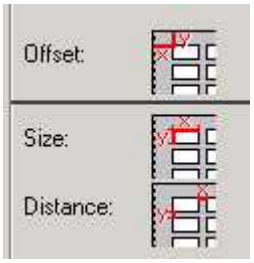
Next, look closely at the icons. They describe the measurements the program is asking for.



The OFFSET fields want to know:

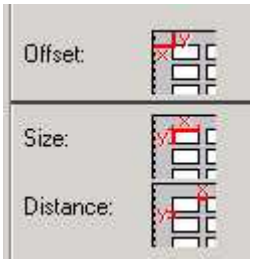
- Y: how far it is from top edge of paper to top edge of first label.
- X: how far it is from left edge of paper to left edge of first label.

☞ *TIP: Take your ruler and measure the distance from the top of the label sheet to the top of the first label. ½ inch (1 divided by 2) would be expressed as .500. 5/8 (5 divided by 8) would be .625. (PFW 2.2 beta 12 and later will accept 3 decimal points – earlier versions require you to round off.) The main thing to remember is you are converting the ruler measurement to a decimal number. Generally, if you are converting a fraction you divide the top number by the bottom number.*



The SIZE fields want to know:

- Y: how tall is the label?
- X: how wide is the label?



The DISTANCE fields want to know the distance between labels.

Finally the NUMBER fields want to know how many labels across the page by how many labels down the page.

Once you have these settings entered click the OK button to save and close the window.

Common variations

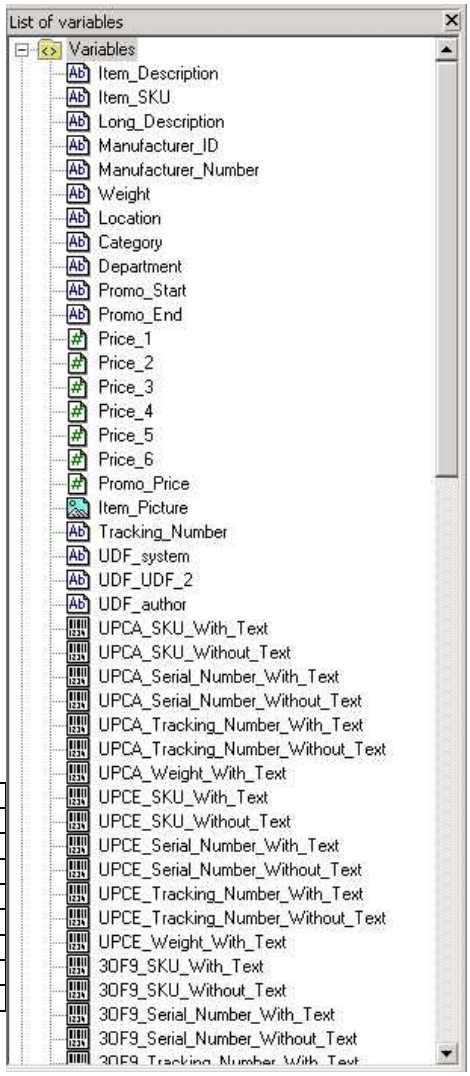
If you are creating labels on an inkjet or laser printer the most common labels are 3 across by 10 down - 30 labels to a sheet of labels. So in this case the NUMBER fields would be X=3, Y=10

If you are setting up labels on an Eltron Label printer use these settings:

	X	Y
Offset	0	0
Size	(Measure Width)	(Measure Height)
Distance	0	0
Number	1	1

Here's a fraction to decimal conversion chart for your convenience

Fraction	Decimal	Fraction	Decimal	Fraction	Decimal
1/4	0.25	1/8	0.125	1/16	.063
3/4	0.75	3/8	0.375	3/16	.188
		5/8	0.625	5/16	.313
		7/8	0.875	7/16	.438
				9/16	.563
				11/16	.688
				13/16	.813
				15/16	.938



Adding fields to the label

In brief review you should now understand how to move fields around in the label layout, how to define your Page Setup including printer setting, paper size, and label page setup. If not, review the previous sections.

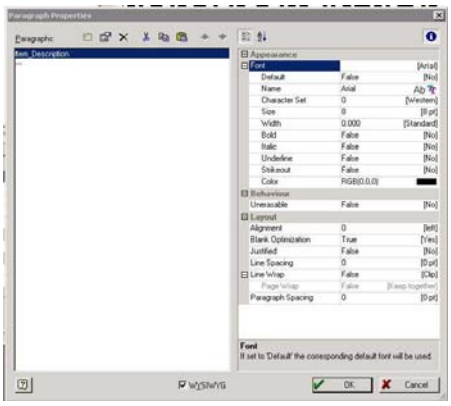
In the Label Editor you can add fields to a layout in a couple of ways. The main way to add a database field from PFW is to go to the VIEW MENU: WINDOWS: POPUP VARIABLES: Click on the VARIABLES folder.

Here you have all the data fields available to put into a label. To add a field into the layout just DRAG and DROP it into the layout. Then resize it and move it where you want it.

Formatting Text Fields

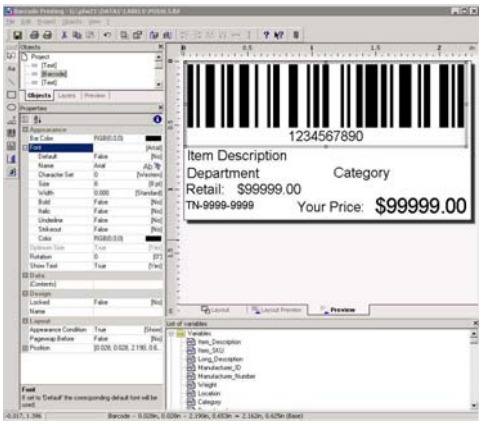
You can control the text size, justification, font, and more. To edit the text just double click the field. The following screen appears giving you

incredible formatting control from one screen.



Formatting Barcode Fields

Simply double click on the barcode field to edit the details. Remember that Alpha Numeric SKU's will require 3OF9 (Code 3 of 9), CODE128, or 2.5DATALOGIC symbologies.



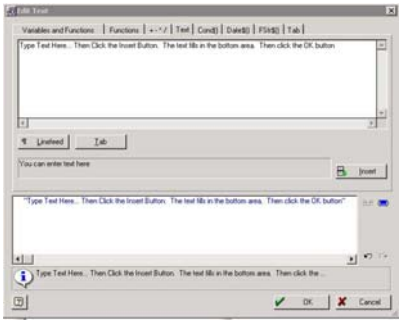
Adding Fields – Some Other Options

The Tool Bar gives you other options for adding Text, Lines, Squares, Circles, Pictures, and Barcodes. Just click the icon in the Tool Bar and draw a square in the design layout. Double click the field and edit as necessary.

Add some "hard coded" text (That is to say text that is NOT a data field which will be replaced by data from the software) by clicking the Aa icon and drawing a box in the layout. The box will be empty. Now Double click the box. A BLANK text Properties screen appears. Double Click the "---"Add a line icon.

Click the TEXT tab. The next screen shows the process. Edit the text size and move the text field into place.

Ideas for this hard-coded text field include… Store name and City/State, a Slogan, The word "PRICE:" just before a field that fills in the price. "Our Price", "Your Price"



Testing Your Label

FILE MENU: PRINT SAMPLE –

- "Without frames" for roll label printers (Eltron).
- If you are printing on a laser or Inkjet printer choose "with frames" to show a reference frame on plain paper. Hold the test page over a label sheet to see that the data lines up correctly on the labels.

Saving Your Work

When you exit the label layout program be sure to save your work. Of course you can always go to the file menu and choose SAVE every 5 or 10 minutes.

Assigning Inventory to a label

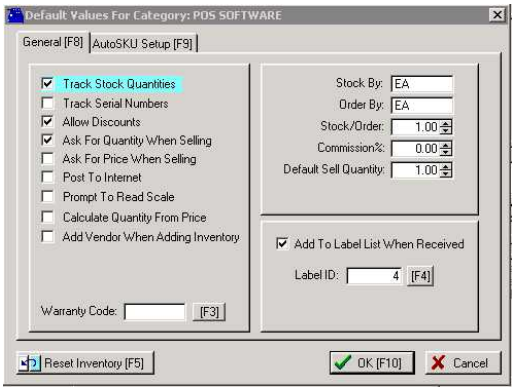
Now that the label is defined you can assign the label design to any or all of your inventory items.

Assigning one item at a time –

In PFW, edit an inventory item. Choose the OPTIONS [F7] Tab. The following screen gives you a "Label Form" field. Type it in or choose it from a list.

Assigning to an entire category

In PFW, choose UTILITIES: CATEGORIES - Highlight a category and click the DEFAULTS button.



Edit the Label ID number and choose whether to add this item to the list of labels to be printed when the item is received on a PO.

Finally you can re-assign all products in this category to the new label style by clicking the RESET INVENTORY button in the lower left corner.

Repeat for each category to re-assign.

The Label List

Now that your labels are defined and your inventory has been assigned to a label design you can add your inventory items to a list to be printed. There are several ways to access the label list and to add items to the list:

Opening the Label List

- Inventory: Label List
- Manager Console – Purchasing: 6 Print Labels
- Help – Inventory Tool Bar Click the Labels Icon

Adding Items to the Label List

- From the Inventory list – right click an item and choose "Send to label list" from the pop-up menu
- With the Inventory tool bar exposed (Help Menu) drag items from the inventory list and drop on the Labels Icon
- From the opened label list, click the add button

Changing Label Designs at the Label List

Perhaps you have just designed your label and have not had time to re-assign your inventory. No problem! From the label list simply RE-ASSIGN the items to a different label. The change is not permanent but the process can be repeated over and over as often as you like.

- Tag the item(s) to re-assign
- Click the "Re-Assign Label Type" button
- Choose the label
- Click "Select" button

Printing the labels

Simply tag the items you want to print and click the Print Labels button. Confirm the label design to be printed.

Index

Accepting Customer Returns.....319
Accessories.....127
Accounts Payable 46, 249
Accounts Payable - Unposted.....247
Accounts Receivable 46
Add.....11
Add Rows/Cols.....291
Add SKU - Alternate SKU 139
Adding A Zip Code 99
Adding Items To The Order List 159
Adjust the Quantity 205
Advance Pay.....34
Advanced Printing.....271
Allow Duplicate SKUs.....46
Alternate or Multiple SKUs [F4].....134
AP History.....251
AR History 255
Assign Invoice Number At End.....46
Authorized Buyer 206
Auto Pay.....35
Auto SKU.....35
AutoSKU Setup.....120
Backorders.....206
Backup.....367
Backup Files Now 425
Bin Location.....271
Bin Locations 140
Bulk Inventory.....35
Bulk Inventory Setup.....278
button bars.....28
Call Log.....76
CASH DRAWER.....82
Category
  Defaults 70
Category Defaults.....69, 117
Category Defaults (Listing).....119
Category Detail Form.....111
Category Listing.....109
Category Promo Pricing 144
Change Category [F3] 134
Change Due.....207
Checks Tendered 264
Choose Company 39
Choose Finance Company.....81
COM Ports Setup.....82, 418
Commissions 46
Company Information 72
Compare/Choose Vendors [F7].....159
Consignment Payments 266
Consignments.....46
Consignments By Name.....283
Consolidated Cash Drawer Report 263
Copy Record.....35, 153
Credit Card Processing 82
Currency 76
Customer
  Customer Categories 35
  List..... 177
  Name Required For Returns..... 208
  Types 203
Customer AR List..... 252
Customer Categories..... 35
Customer Consignments..... 193
Customer Discounts By Category..... 188
Customer Labels.....82, 385
Customer List 177
Customer List Hotkey..... 177
Customer Name Required On Returns 46
Customer Notes For..... 194
Customer Options..... 46
Customer Orders..... 192
Customer Orders [F8]..... 159
Customer Phone..... 195
Customer Return..... 76
Customer Returns 208
Customer Terms 189
Customer User Defined Fields..... 185
Customers.....25, 175
Daily Balance History 263
Daily Balance Worksheet 261
Daily Sales Summary 34, 219
Delete..... 11
Departments.....71, 107
Deposit Receipt 69
Deposits On File 265
Desktopnew 21
Dial Phone Settings 82
Due Days Setup 46
Duplicate SKUs 272
Duplicate Zip Codes 99
E-Commerce.....24, 111, 353
E-Commerce and Promo Pricing..... 144
E-Commerce Edition Setup 340
Edit 11
Electronic Credit Card 46
E-Mail Forms..... 82
Employee Security Groups 76
Employee Time Cards 218
E-Verify..... 340
Export
  Inventory 439
F10 key 11
Features 34
Final Balance 259

Finance Companies 76
Finance Company Detail 82
Finding Inventory 150
FOR AUSTRAILIAN USERS ONLY 46
Foreign Currency.....207
General Ledger Accounts 229
General Setup 46
Generating The Order List.....159
Gift Certificates
Balance Due 398
Balance Remaining 398
Not On File.....398
Redeem.....397
Gift Certificates 395
Sell 397
Gift Certificates
Manager.....399
Glossary.....365
Go To: 12
Hardware Setup Guidelines 403
Hot Keys.....11
Hourly Sales 219
How Third Party Billing Works 81
How To Accept A Return If The Original
Invoice Is Not Known 319
How To Activate The Use Of Departments ...107
How To Add A Customer.....177
How To Add A Customer Return Definition ...80
How To Add An AP Transaction 247
How To Add Currency Definitions 76
How To Add Departments.....107
How To Add To The Currency List 76
How To Adjust Status Of Serial Number.....301
How To Assign Categories To A Department 107
How To Assign Employees To A Mail Group .97
How To Balance The Cash Drawer.....261
How To Browse And Purchase Vendor Items 168
How To Charge A ReStocking Fee 319
How To Create A Category 109
How To Create A Matrix.....291
How To Create A Matrix Definition 299
How To Create A Policy Statement 78
How To Create a Price Break 146
How To Create A Purchase Order 168
How To Create a Quantity Break 146
How To Customize Your Own Invoice Form ..73
How To Delete A Category 109
How To Delete Matrix Items.....291
How To Do E-Mail Marketing 361
How To Edit a Matrix Header 291
How To Edit An AP Transaction 247
How To Edit Price Breaks 146
How To Enter Coin Counts 260
How To Find A Customer 177
How To Handle Orphans.....327
How To Invoice Matrix Items 291
How To Invoice Price Break Items..... 146
How To Issue A Customer RMA Number 319
How To Load Your Company Logo Into PFW 72
How To Make Adjustments To A Customer AR
..... 255
How To Merge A Category 109
How To Modify A Matrix 291
How To Pay AP.....247, 249
How To Print A Listing Of Departments and
Linked Categories..... 107
How To Print AR Statements 252
How To Purchase While Browsing Vendor Items
..... 168
How To Receive An RMA 328
How To Remove A Category From A
Department 107
How To Remove Non-Existent Matrix Items 291
How To Remove Pseudo Matrix Items..... 291
How To Re-Position Items On The PO 168
How To Return A Serialized Item 301
How To Return Store Inventory To Vendor .. 325
How To Review Currency Definitions 76
How To Review Current Definitions..... 76
How To Select Items For Your Web Page 311,
349
How To Sell A Serialized Item..... 301
How To Send Out RMA Items 328
How To Send Warranty Items To Vendors ... 325
How To Set Category Defaults..... 109
How To Set Multiple Ship To Addresses 182
How To Setup For Bulk Inventory 278
How To Setup For E-Commerce 353
How To Sort The AR List 252
How To Specify Drop Shipments..... 168
How to Turn Off Invoice Printing 82
How To Unlock Software Registration 100
How To Use Edit Tender [F7] 261
How To Use The Alternate Invoice Printer 82
How To Void A Purchase Order 168
How To Work With Matrix SKUs..... 291
ICVERIFY..... 82
Import Inventory..... 153
Inactive Inventory..... 125
Individual Item Promo Pricing 144
INTERNATIONAL SETTINGS 46
Internet Inventory List.....311, 349
inventory
Documented 272
Inventory
Committed..... 129
Consignments 125
Extra Details..... 272
General 126
Held 129
Inactive 125
Item Menu 130

Kits 273
Links....127
Matrix....125
Menu (ESC) 125
Multiple Vendors....274
Multi-Store 128
Notes 126
On-The Fly 275
Pre-Sold....129
Price Breaks 128
Pricing 126
Print....131
Promos....128
Query....130
Sales History 131
Sell By Weight 276
Side Panel....128
Stock....127
Tag Along Items....277
Templates 125
Total Price Items 277
UnPosted 125
Vendors 127
Verify/Adjust....130
Inventory 23, 46
Types....23
Inventory
On Order....129
Inventory
E-Commerce 130
Inventory
Create Your First....132
Inventory
Finding 150
Inventory
Stock Counts 152
Inventory
Shortcuts For Adding 153
Inventory
Copy Record....153
Inventory
Import....153
Inventory
Duplicate SKUs....272
Inventory
Re-Set....388
Inventory
Export....439
Inventory At Invoicing 46
Inventory Labels....389
Inventory List 157
Invoice
Adjust the Quantity 205
Apply A Discount....205
Authorized Buyer 206
Backorders....206
Change the Selling Price 205
Explanatory Note.... 205
PO Number.... 205
Serial Number.... 206
Invoice
Making Changes.... 204
Printer.... 69
Remove The Item 204
Invoice
Print Policy Statement 208
Invoice Buttons.... 71
Invoice History 28
Invoice Settings 82
Invoice Setup 46
Invoice Tender.... 35
Invoices 26
Items In Transit.... 330
Iterations 373
Keystrokes 11
Kits 273
Label
Printing 392
Labels
Printing 392
Reprinting.... 393
Labels
Changing Label Assignments.... 388
Customer 385
Inventory 389
Selecting 392
Layaway
Printer.... 69
List Of Voids 224
Locked 11
Lookup Button.... 11
Mail Groups....35, 76
Making Sales 201, 211, 227, 269, 315, 333
Manager Console.... 21
Manufacturer Detail.... 140
Manufacturers.... 140
Matrix Definition.... 299
Matrix Header Change.... 291
Matrix Headers 300
Matrix Inventory.... 291
Matrix Reports.... 300
Menu (ESC).... 125
Menus 21
Monthly Comparison Chart 219
Monthly Sales Summary 219
Move To PO [^Space] 168
Multiple SKUs.... 134
Multiple Vendors....274, 309
Networking PFW.... 407
New RMA Number For Highlighted.... 328
Notes.... 375
Open Cash Drawer.... 259

Order List [F5].....159
Orphan Form 328
Overview Of The Return Cycle.....317
Packing Slips 82
Password.....215
PFW Module Registration.....100
PO Number.....205
PO Receive Summary.....173
Policy Statements 76, 78
POSitive Setup Form.....46
Post To Internet 117
Price Changes 173
Pricing 24, 46
Print Policy Statement 208
Print Price Labels 174
Printer Definition.....411
Printer Forms.....73
Printers
  Alternate Invoice 69
  Generic / Text.....68
  Windows Default.....68
Printers / E-Mail 82
Printing.....408
Process Check Refunds 267
Process Customer Returns.....324
Process Orphans 327
Process RMAs 330
Processing Items On The List.....159
Program Start.....82
Purchase Order
  Print.....174
  Print Price Labels 174
Purchase Order
  Price Changes.....173
  Receive.....167
Purchase Order Defaults.....46
Purchase Order Number 35
Purchases.....23
Quantity Alert.....35
Reasons For Returns.....208
Receive W/O Purchase Order.....167
Reconcile Bank Account 246
Record Will Be Changed.....45
Register Balance.....82
Repairing Data Files.....440
Reports 30
  Daily Sales Summary 34
REPORTS 220
Reset Inventory.....122
Restore Files Now 425
Return Immediately To Stock.....80
Return Item Processing Form.....325
Return Policy.....208
Returns
  Require Customer Name For.....208
Returns
  Reasons For 208
Returns
  Create A Normal Invoice..... 208
RightMouseClick..... 11
RMA 328
RMA Center 318
RMA Return Action Definitions 76
Sales
  Create an Invoice..... 203
  Making 201, 211, 227, 269, 315, 333
Sales Tax Report..... 268
Sales Vs Purchases (Cash Flow)..... 224
Screen Layout..... 27
Screen Settings 46, 82
Security Group Settings..... 97
Security Groups 96
See Help..... 12
Selecting 40 Col Receipt Printer For Invoice
  Printing 411
Sell By Weight 276
Selling Matrix Items 291
Send E-Mail..... 361
Serial Number Details 304
Serial Number List..... 304
Service Status 76
Set BarCode Types 76
Set Default Shipping Address..... 182
Settings For Employee E-Mail Options..... 215
Shared Zip Codes..... 99
Ship To Addresses..... 182
Should You Use AutoSKU? 120
Show Tool Bar..... 92
Smart Links 35
Software Installation..... 15
  From A Downloaded File..... 17
  From CD..... 17
Special Inventory.....36, 271
Split Tender 207
Station Detail - Cash Drawer/ECC tab 82
Station Detail - E-Mail tab..... 82
Station Detail - General tab 82
Station Detail - Pole Display tab 82
Station Detail - Printers tab..... 82
Stations 46
Steps For Tax Rates Setup..... 41
Stock.....23, 127
Store Account 207
System Controls..... 29
Tab Key = Enter Key..... 11
Tag Along Items 277
Tax Group Based On Shipping Address..... 46
Tax Options 46
Tax Rates Table 41
Technical Support..... 13
Templates 128, 305
Temporary Registration & Activation 100

Tender.....76
Tender History Filter.....265
Tendering The Invoice 28
Test IC Verify.....82
The Matrix.....291
Third Party Billing.....81
To Enter An "Initial" Opening Balance.....259
To Exclude a Customer From Finance Charges 254
To Order List.....134
To Set Finance Charge Rates.....254
Tool Bar.....21
Toolbar [F5] 134
TPSFIX.EXE.....440
Transaction Log.....127
Uncollectable AR 36
Understanding The Modules 100
User Defined
Extra Details..... 272
User Defined Field Names (Inventory) 76
User Defined Fields..... 141
Using The 40 Col Receipt Printer For Register Balance Reports..... 411
Utilities 429
Vendor
Adding..... 165
Vendor Inventory.....32, 165
Vendors [F5]..... 134
Warranties..... 155
What Categories Can Do 109
Windowed Envelopes 36
Zip Code Import 432
Zip Code Setup 46
Zip Code Table 98