POSitive



User Guide

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1 Contents

Navigation notes:

On the left menu you'll see tabs for Contents, Index and Search. 

Contents is the Table of Contents and you double click topic name, or click on the + symbol to expand a section. Index lists topics in alphabetical order and is searchable. Search allows you to search by topic or keyword.



At the top right of this window you'll see 3 arrows. The left arrow goes back one page, the up arrow brings you back to Contents and the right arrow goes forward one page.

Note: Some of the screenshots in this guide refer to older versions, but the information and basic layout are similar.

Please click here to visit our YouTube channel for more up to date information on POSitive products.

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2 Introduction to POSitive

POSitive Software makes a family of products which include: POSitive For Retail, POSitive For Business, GEM and POSitive For Restaurant Equipment. This guide is an overview of the basic features shared by all of our products. Please contact your dealer or POSitive support if you have questions about any feature not listed in this guide.

Note: Some of the screenshots in this guide refer to older versions, but the information and basic layout are similar.

POSitive version 6 products are tailored to different business, but they share common features:

- Smart Grids throughout the program (See: Smart Grids 4)
- Improved User-defined fields, extended to Vendors
- Streamlined invoice screen, better line note handling
- Improved user interface throughout the program (See: POSitive Menus 2)
- Connection to Secure Email servers now supported (SSL)
- Gold Features (See: Gold Subscription 5)

We also have videos for specific products:

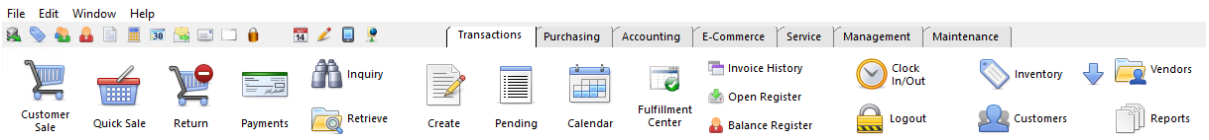
Click here for POSitive For Retail and POSitive For Business.

Click here for POSitive Fore Restaurant Equipment.

2.1 POSitive Menus

The Menu Bar allows you to easily navigate the program. Please note the menu options will change based on the version you are running. In our example we are showing a menu bar for POSitive For Business.

NOTE: Starting July of 2021, all POSitive v.6 products have a new menu bar, as shown below. The menu bar uses a similar layout and has a cleaner look with updated icons.



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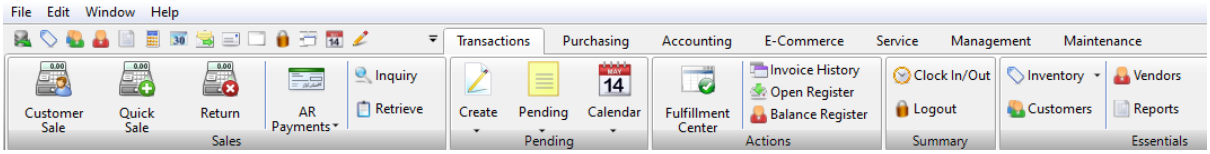
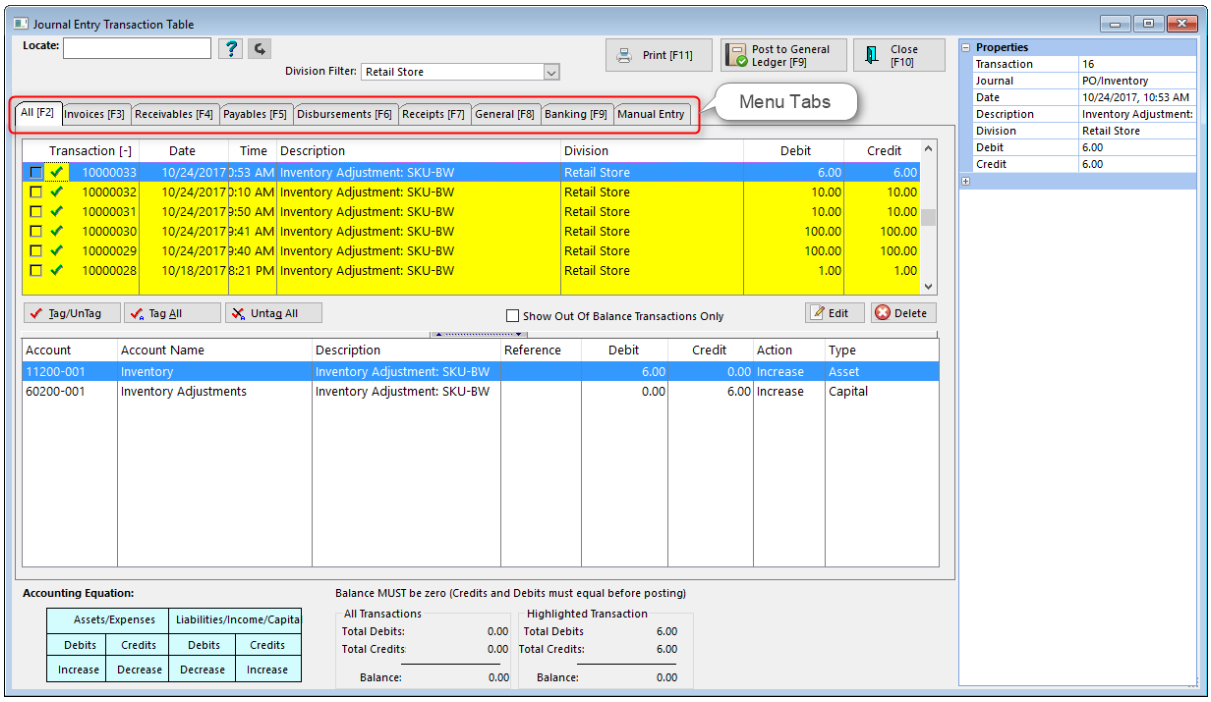
Menu bar prior to July 2021.



With the introduction of "Smart Grids" in POSitive v.6, we are replacing the left-side menus with "Menu Tabs" that are located within the workspace. In our example, the "View Menu" has been moved to Menu Tabs as seen below:



We believe this is a more convenient location and allows us to better utilize the workspace.

This is another example with Menu Tabs in both the the middle and on the bottom of the workspace.

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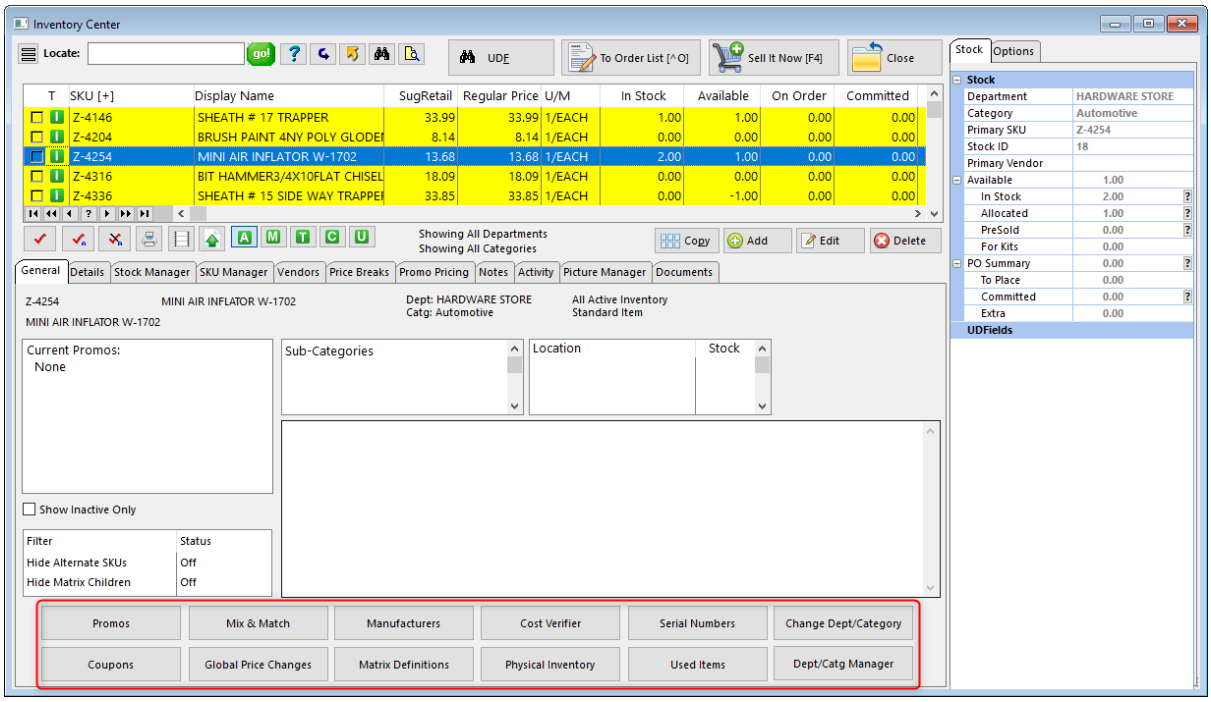
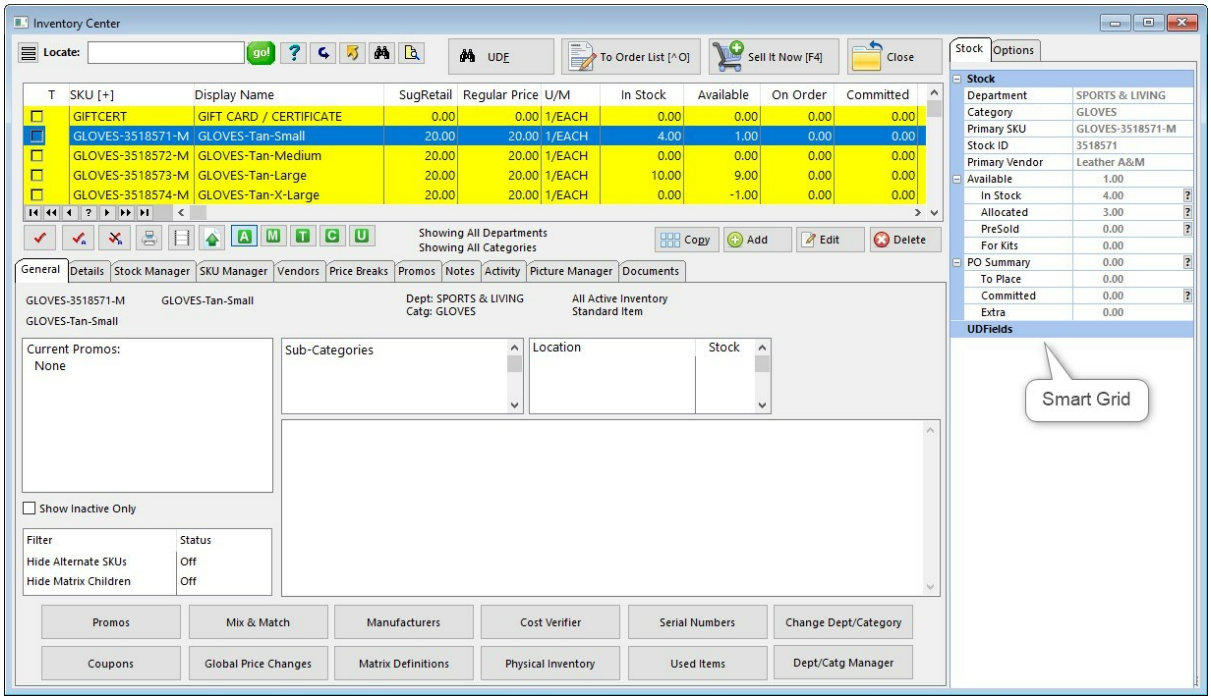


2.2 POSitive Smart Grids

Smart Grids allow you to see consistent information throughout the program. For example, in the Inventory Center as you select options on the left menu, the same information is always displayed in the Smart Grid.



Some fields in the Smart Grid may be edited by clicking on it.

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2.3 Gold Subscription

A POSitive Gold Subscription adds new features to POSitive that are ONLY available with an active subscription. These features go above and beyond standard POSitive features, and bring extra value to the program. If the customer doesn't subscribe, or stops their subscription, then the features are no longer available.



These features include:

- POSitive Text 11
- POSitive API 13
- Program Updates
- Support and Training classes

2.3.1 POSitive Anywhere

POSitive Anywhere is a web server that you run at your site and it allows you to:

- Send text messages to and receive text messages from your customers.
- Access data through the POSitive API.

POSitive Anywhere is part of your Gold Subscription, and is active as long as your subscription is active.

(See: Setting Up POSitive Anywhere 6)

(See: POSitive Text) 11

(See: POSitive API) 13

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2.3.1.1 Setting Up POSitive Anywhere

You'll need to have an active Gold Subscription in order to use POSitive Anywhere, and it may be necessary to update your POSitive registration key prior to setting up POSitive Anywhere. You'll also need to be assigned an SMS telephone number if you wish to use text marketing. Talk to your dealer or POSitive sales to get your unique phone number. (Note: You do not have to use the SMS text messaging feature in order to use the other features of POSitive Anywhere.)

POSitive Anywhere runs as a web service on your POSitive server and must have access to the internet. We use ngrok to form a secure tunnel to the ngrok cloud service which accepts traffic on a public address and relays that traffic through to the ngrok process running on your machine and then on to the POSitive Anywhere web service. ngrok is monitoring port 1130, and all traffic goes through ngrok. All the necessary settings happen in the background when you setup POSitive Anywhere. If you wish to learn more you can visit ngrok.com.

To install POSitive Anywhere locate the POSitiveAnywhere.exe file and right click and Run As Administrator. It can be found in your POSitive installation folder, in the POSitiveAnywhere folder, for example C:\POSitive\PFB\Anywhere\POSitiveAnywhere.exe.

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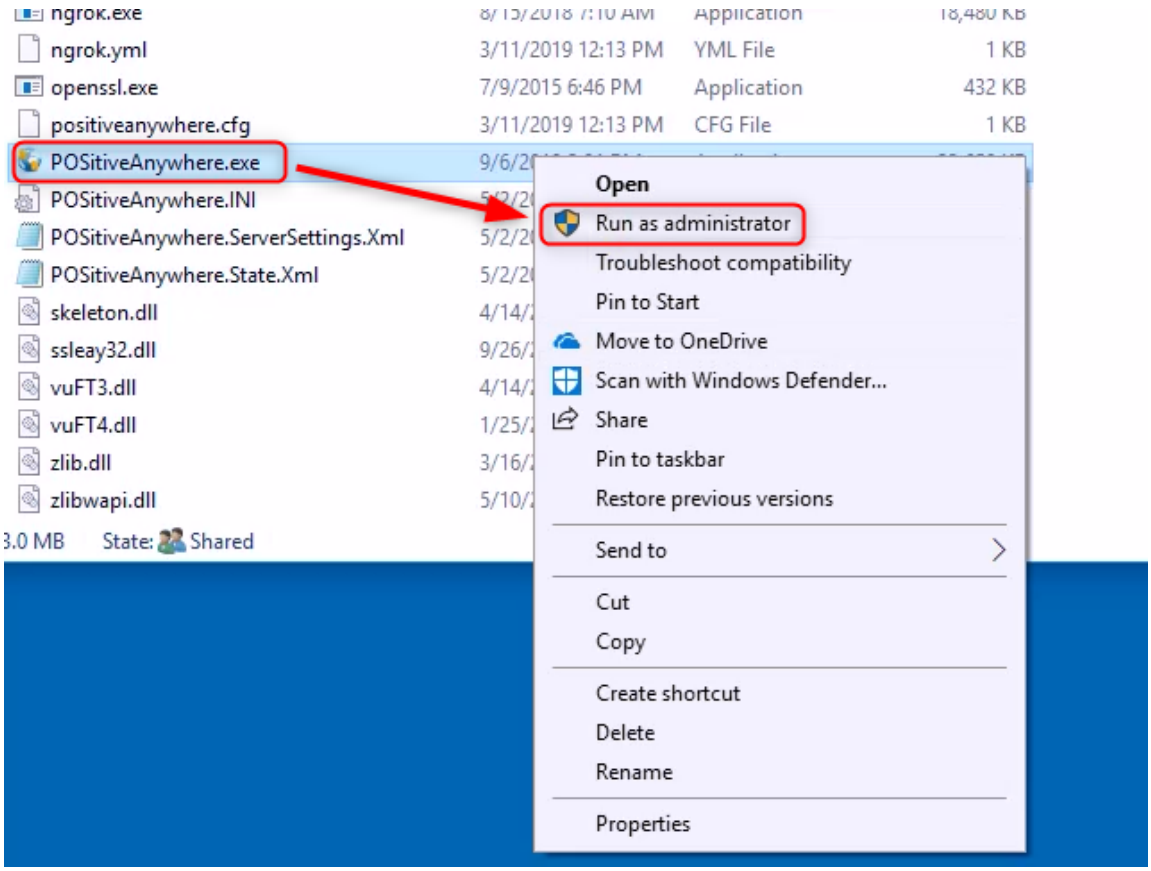

When you first run POSitive Anywhere, you will be prompted to select the name of the company to connect to (Choose Company).

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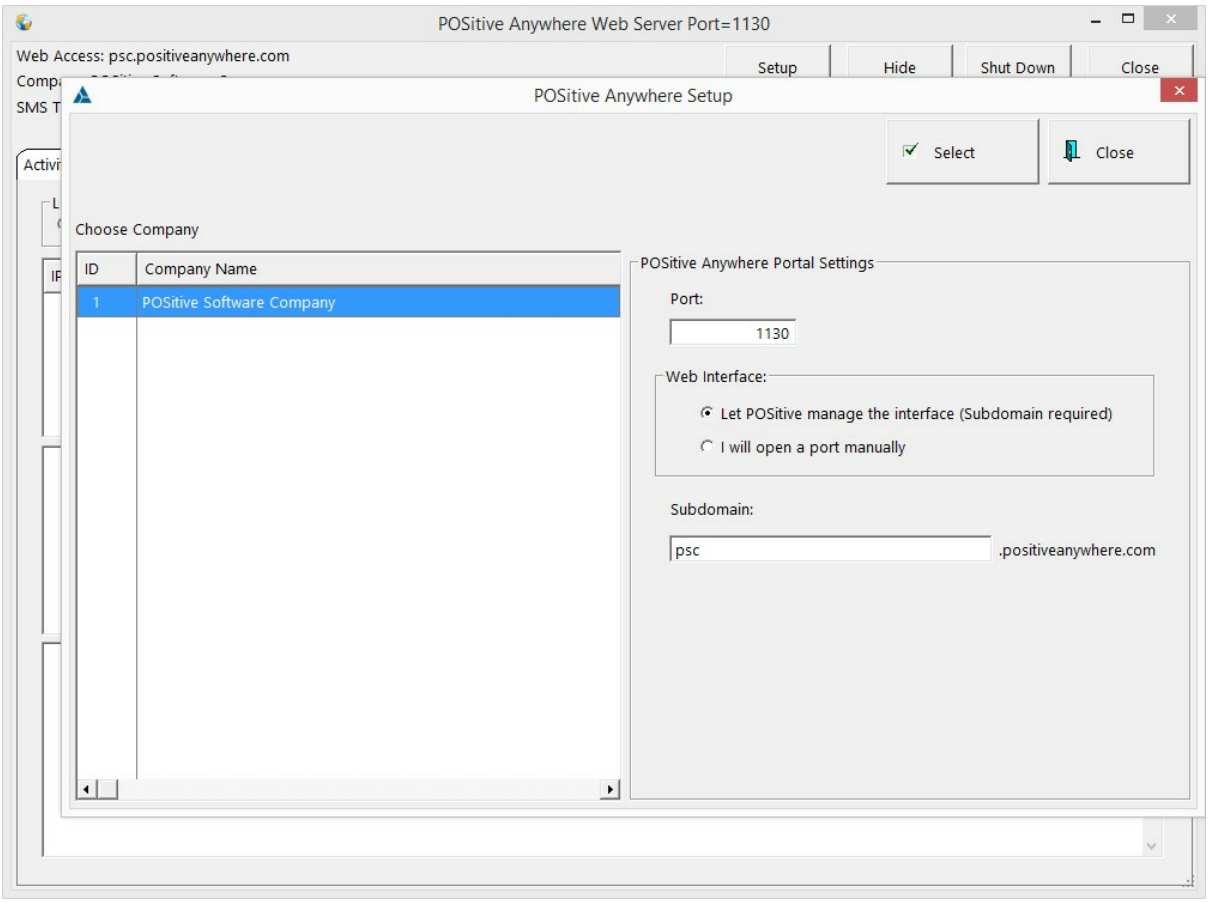

Next, under POSitive Anywhere Portal settings, we recommend leaving Port set to 1130, and Web Interface set to "Let POSitive manage the interface (Subdomain required)". Finally, create the website address (subdomain) you will use to access POSitive Anywhere from any web browser, or the API. In our example we've used psc, so the website address would be psc.positiveanywhere.com. Click Select to save your settings.

CAUTION: The creation of the subdomain may take several minutes. DO NOT close the screen or otherwise interrupt the process. Wait until the POSitive Anywhere setup screen automatically closes. Otherwise, the subdomain may not be properly created.

Even after setup, every time you start POSitive Anywhere it may take several minutes to make the connection to your database. Please be patient and wait for start up to complete.

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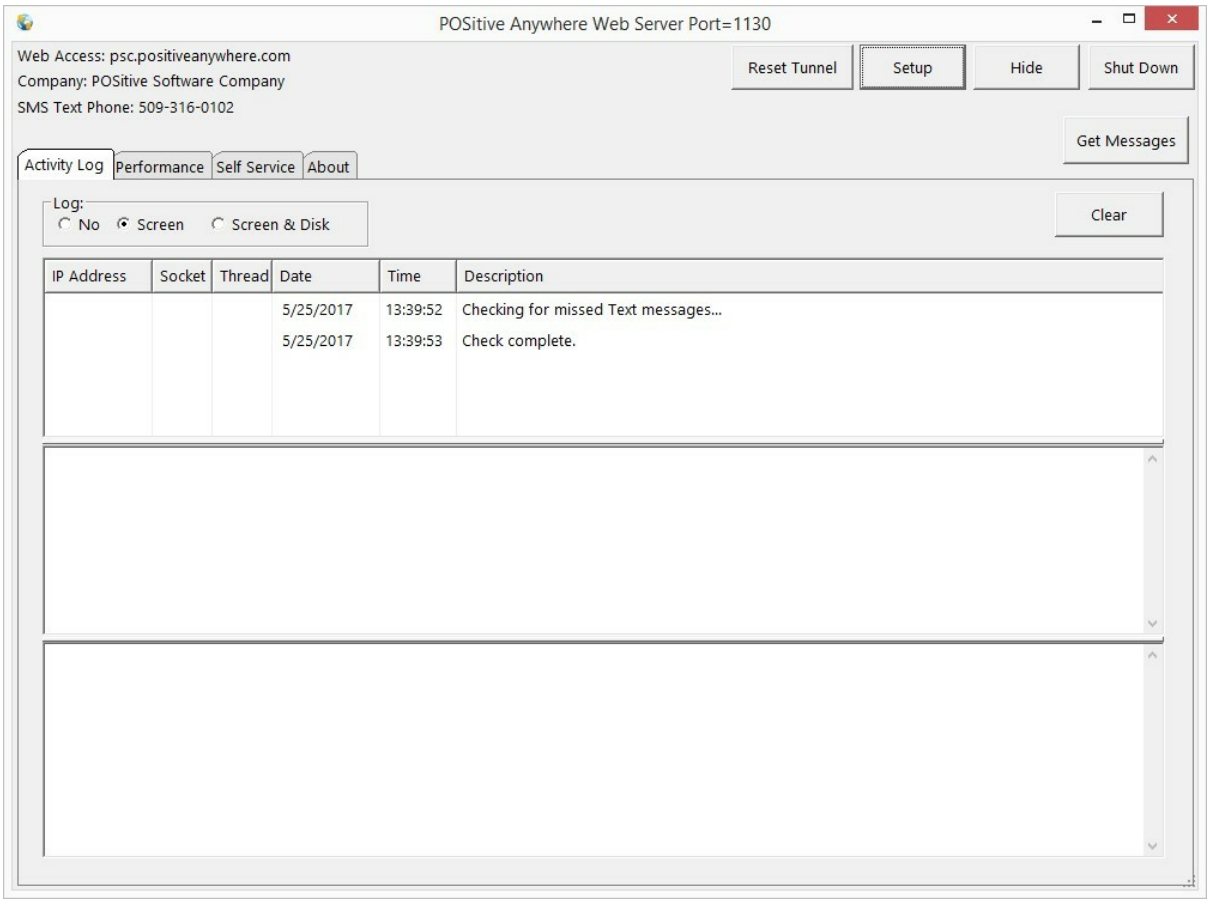

After you've entered the setup information, you'll see the POSitive Anywhere information screen. In the upper left corner you'll see your company name, POSitive Anywhere website address and your SMS telephone number (if using that service). Let's review the various buttons and tabs:

Reset Tunnel: This button resets the connection to the "reflector" that is used to facilitate communication with the internet. For example, if you are unable to receive customer texts, or connect through the API, it may be necessary to reset the connection.

Setup: This takes you to the initial setup screen.

Hide: This minimizes the POSitive Anywhere information screen.

Shutdown: Turns POSitive Anywhere off. You will not be able to send or receive text messages or access data over the internet.

Get Messages: This allows you to manually download messages from the SMS-text messaging service.

Clear: Clears the Log.

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Activity Log: This shows connection information for the web "reflector".

Performance: This is a more detailed connection log.

Self Service: (Advanced Setting) This allows POSitive Anywhere to be installed and run as a Windows service. Please consult with your dealer or POSitive support if you are unfamiliar with managing Window's services.

Troubleshooting

If you are unable to connect to your POSitive Anywhere subdomain, or you are unable to send and receive text messages, Ngrok probably did not install and automatically start and run as a service. If you are unfamiliar with managing Window's service, contact your dealer or POSitive support. If you are familiar, check services and see if Ngrok is running. If not, you may start it from a command line. See: Starting Ngrok from a Command Line 10

2.3.1.1.1 Starting Ngrok from a Command Line

POSitive Anywhere runs as a web service on your POSitive server and must have access to the internet. We use ngrok to form a secure tunnel to the ngrok cloud service which accepts traffic on a public address and relays that traffic through to the ngrok process running on your machine and then on to the POSitive Anywhere web service. ngrok monitors port 1130 and is a critical component of POSitive Anywhere. All the necessary settings happen in the background when you setup POSitive Anywhere. If you wish to learn more you can visit ngrok.com.

If you are unable to connect to your POSitive Anywhere subdomain, or you are unable to send and receive text message, ngrok probably did not install and automatically start and run as a service. If you are unfamiliar with managing Window's service, contact your dealer or POSitive support. If you are familiar, check services and see if Ngrok is running. If not, you may start ngrok from a command line and run it as service. Execute it from the Anywhere folder, for example: C:\POSitive\PFB\Anywhere

ngrok service install --config ./ngrok.yml

ngrok service start

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2.3.2 POSitive Text



POSitive Text allows you to use our SMS - text service to send messages to your customers and employees. The three basic features are:

- Marketing to Customers
- Communicating with Customers and Employees
- Sending Automated Messages

POSitive Text is a fantastic way to market directly to your customers at a very low cost!

Depending on which Gold Subscription you've chosen, you'll receive 250-500 free text messages every month!

Using POSitive Text, you can:

- Send out special one-time offers to targeted customers, using one-time only coupons
- Inform your customers of upcoming sales
- Receive text messages from your customers, and respond to them
- Setup and analyze marketing campaigns; see how many sales were driven by your texts, by reporting on coupons redeemed
- Send automatic messages informing customers that orders are ready to pick up

(See: Text to Employees) 11

(See: POSitive Text Setup 1821)

2.3.2.1 POSitive Text To Employees

In addition to Text Marketing, POSitive Text can be used within your company to quickly contact anyone in your organization.

For example, say one of your employees is sick. Normally, the employee would phone in and talk to a manager. The manager would have to call several employees to find someone to fill in for the sick employee. This takes time, and keeps the manager from doing other more productive tasks.

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With POSitive Text, here's what would happen:

- Employee texts the store with the message that he is sick, and won't make it in
- The message is forwarded via text to the manager's phone
- The manager texts the Day Shift group (which is comprised of all employees that can work the day shift) that an employee is sick, and someone is needed to cover
- An employee responds via text that they can cover the shift. This message is forwarded to the manager's phone
- The manager texts the Day Shift group to let them know the shift has been filled

Quick, easy, efficient. The shift is filled within minutes instead of hours.

(See: Employee Text Commands 12)

2.3.2.1.1 Employee Text Commands

All messages involving Employees use the "@" symbol as the first character in the text.

@? - Gives a list of available commands.

Example Response: @<GroupShortCode><Message>
= Text To Group
@glist = List All Groups
@<GroupShortCode> Members
= Get List Of Group Members
@elist = List Of Employees

@glist - Gets a list of all Groups

Example Response: DS = The Day Shift
NS = Night Shift

@elist - gets a list of all employees

Example Response: BOB = Bob Wilson
POS = Manager
SAM = Sam Jones

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TIM = Tim Burton

@<GroupShortCode><Message> - Send a message to a Group, using the short code

Example Text: @ds We need someone to cover the day shift, respond if you can

@ns We will be closed after 6pm because of the snow storm

@<GroupShortCode> members - Get list of Members in a Group

Example Text: @ds members

Example Response: BOB = Bob Wilson

SAM = Sam Jones

2.3.3 POSitive API

Note: The POSitive Anywhere web service must be running on your server in order to use the API. You'll need to have an active Gold Subscription in order to use POSitive Anywhere, and it may be necessary to update your POSitive registration key. Contact POSitive for more information. Click here 6 for POSitive Anywhere setup instructions.

POSitive Software Company has decided to no longer create, and maintain, individual interfaces to specific services such as e-commerce sites, and has released an API that will allow developers to create custom interfaces for a variety of services.

API is the acronym for "Application Programming Interface", which is a software intermediary that allows two applications to talk to each other. Each time you use an app like Facebook, send an instant message, or check the weather on your phone, you're using an API.

Think of an API like a menu in a restaurant. The menu provides a list of dishes you can order, along with a description of each dish. When you specify what menu items you want, the restaurant's kitchen does the work and provides you with some finished dishes. You don't know exactly how the restaurant prepares that food, and you don't really need to.

Similarly, an API lists a bunch of operations that developers can use, along with a description of what they do. The developer doesn't necessarily need to know how, for example, an operating system builds and presents a "Save As" dialog box. They just need to know that it's available for use in their app.

This isn't a perfect metaphor, as developers may have to provide their own data to the API to get the results, so perhaps it's more like a fancy restaurant where you can provide some of your own ingredients the kitchen will work with.

But it's broadly accurate. APIs allow developers to save time by taking advantage of a platform's implementation to do the nitty-gritty work. This helps reduce the amount of code developers need to create, and helps create more consistency across apps for the same platform. APIs can control access to hardware and software resources.

Documentation for the POSitive API is available here: POSitive API Documentation

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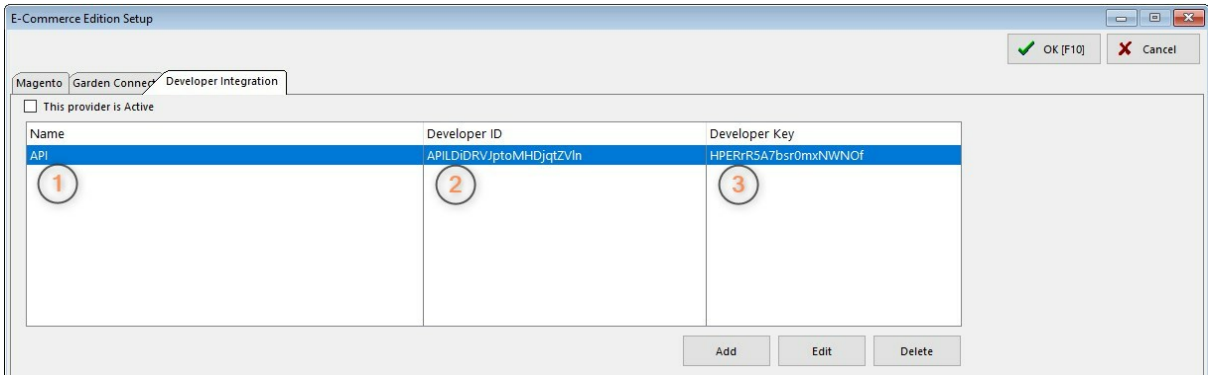
(See: API Fields) 14

(See: Sample API Workflows 18)

(See: POSitive API Tester) 22

(See: Additional Settings for E-Commerce) 23

Creating your API Credentials



In your POSitive product go to E-Commerce, Web Store Setup, Developer Integration. Click the Add button and enter the following:

1. Create a name to identify what these credentials are for. In our example it is for the API.

2. Create a Developer ID. This can be anything you want and may contain a mix of letters, numbers and special characters.

3. Create a Developer Key. Again, this can be anything you want and may contain a mix of letters, numbers and special characters.

Click OK to save your credentials, which you will also use in your interface to connect to POSitive's database.

2.3.3.1 API Fields

Note: This information is subject to change. For latest Field listing go to:
POSitive API Fields

- chartdata_retrieve Send your credentials to verify that you get back a valid response.
- credential_check Send your credentials to verify that you get back a valid response.
- customer_create Create a new Customer. Returns a unique Customer identifier.
- customer_update Update Customer information
- customer_address_create Create billing or shipping address for a customer.

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- customer_address_update Update a Customer address.
- customer_address_list Retrieves billing and shipping addresses for a specific customer.
- customer_Info Returns Customer information for a specific Customer.
- customer_list Lists all customers in blocks of 50. Returns total number of customer records and how many records were returned. Call this method with incrementing block numbers until the status returned is "no records retrieved".
- customer_udf_update Returns all Customer Categories along with their defined User Defined Fields and Options if applicable.
- customer_udf_definitions_list List of products in blocks of 50. Returns total number of product records and how many records were returned. Call this method with incrementing block numbers until the status returned is "no records retrieved".
- customer_document_update Receive a document to be added to the Customer's stored documents. Documents with the same name as an existing document will be updated.
- customer_invoice_summary_list Returns Customer Invoice Summary for a specific Customer. Use this list to retrieve individual invoice with transaction_invoice_info
- department_create Create new department.
- divisions_list Retrieve list of Divisions
- product_list List of products in blocks of 50. Returns total number of product records and how many records were returned. Call this method with incrementing block numbers until the status returned is "no records retrieved".
- product_contract_pricing_list Retrieve contract pricing by customerid, or by customerid/productid.
- product_department_category_list Retrive contract pricing by customerid, or by customerid/productid.
- product_price_groups_list List of product price groups.
- product_image_list Retrieve images by localproductid or productid. Images are returned as "primary", "thumbnail", or "additional"
- product_stock_info Returns stock information for a specific product

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- transaction_create Creates a transaction header.
- transaction_invoice_info Returns invoice header and detail
- transaction_invoice_list Returns invoice headers
- transaction_product_taxrate Retrieves the tax rate for a product, based on the customer tax group id and the product's category tax group id
- transaction_payment_create Creates a transaction payment for a specified transactionid.
- transaction_pending_info Returns pending transaction header and detail
- transaction_pending_list Returns pending transaction headers
- tax_customer_group_list Customer Tax Group definitions. Each Customer is assigned to a tax group. Each tax group has individually defined Product Category tax groups and rates.
- tax_category_group_list Category Tax Group definitions. Each Product Category is assigned a Category Tax Group. Category Tax Groups are then assigned Tax Rates.
- tax_taxrate_list Tax rates. Each Tax rate is assigned to a Category Tax Group.
- tax_category_taxrate_link_list Linking table, that links customer_group_id, category_group_id, and taxrate_id
- station_list Retrieve list of Stations and their settings
- system_changes_list List of changes
- tender_definitions_list Tax rates. Each Tax rate is assigned to a Category Tax Group.

2.3.3.1.1 API Call Example

productid	Unique Product identifier number
parentproductid	Unique Product Parent identifiernumber
sku	Product SKU (Stock Keeping Unit)
description	Product short name
longdescription	Product long name
standardnote	Product short description

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transactionnote	Product note added during a transaction
extendeddescription	Extended description
manufacturer	Product manufacturer/brand
weight	Product weight
sell_by	Description of units to sell by (each,case,etc)
units_per_sell_by	Units per sell_by (1,12,etc)
departmentid	POSitive unique Department identifier
categoryid	POSitive unique Category identifier
passported	Passported Y or N
additionalcategories	List of POSitive unique Category identifier no's
taxrate	Base tax rate (used before customer specific tax rate applied)
retail_price	Retail price
retail_price_taxinclusive	Retail price tax inclusive
sell_price	Selling price
sell_price_taxinclusive	Selling price tax inclusive
pricing	List of POSitive price groups, Price groups are numbered 1-6. A group of "0" means the pricing applies to all price groups
specialpricing	List of Special Prices, POSitive unique Price Group identifier. Price groups are numbered 1-6. A group of "0" means the pricing applies to all price groups
in_stock	Total quantity in stock
held_stock	Quantity held in stock
presold	Quantity presold
available	Quantity available
on_order	Quantity on order
held_on_order	Quantity held on order
calloff	Quantity that are available on reserve, Date that quantity will be available
itemsonpo	Quantity that will be available when PO arrives, Date that quantity will be available
relatedskus	List of SKU's related to item
crosssellskus	List of cross-sell SKU's
udf	List of user defined Fields (field Name, Field Value)

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2.3.3.2 Sample API Workflows

Customers

Creating a customer (core):

customer_create

customer_address_create (Billing)

customer_address_create (shipping)

Updating a customer (basic contact details):

customer_update

updating a customer (billing address):

customer_address_update

Updating a customer (shipping address):

customer_address_update

Extended customer details (creating/updating):

customer_udf_definitions_list

customer_udf_update

customer_document_update

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Transactions

Creating pending Orders:

transaction_create

transaction_payment_create

If POStive tax system is required for customer orders, web dev can use:

transaction_product_taxrate

to receive the customer/category specific tax rates before the above transaction create is used

Lookup existing pending transaction

transaction_pending_list (groups of pending transactions)

transaction_pending_info (single pending transaction)

Lookup existing Invoices

transaction_invoice_list (groups of invoices)

transaction_invoice_info (single invoice)

Inventory

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tax_rates_list

tax_category_group_list

tax_category_taxrate_link_list

tax_customer_group_lists

division_list

Product_price_groups_list

product_department_categoty_list

product_list

product_image_list

product_contract_pricing_list

Synchronization

---

system_changes_list

Web dev should save the last successful system_changes_list call and then the next time it is called use this last unc date/time.

Depending on what was in the system_changes_list, make calls as required eg customer related, product related calls to update the website.

Example of customer_create

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Sent:


```
{
	"customer" : {
		"localcustomerid" : "13779",
		"customertype" : "P",
		"lookupcode" : "test123",
		"email" : "testadd@gmail.com",
		"company" : "Generic Corp.",
		"firstname" : "John",
		"lastname" : "Brown",
		"homephone" : "555-555-5555",
		"workphone" : "556-556-5556",
		"cellphone" : "",
		"faxphone" : "",
		"taxvat" : "",
		"taxgroupid" : 0
	}
}
```


Received:

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```
{
    "createcustomer_response" : {
        "result" : {
            "status" : "Success",
            "localcustomerid" : "13779",
            "customerid" : "26"
        }
    }
}
```


2.3.3.3 POSitive API Tester

The POSitive Anywhere API Tester utility allows you to confirm that you are connecting to the client database and you may download it here: POSitive API Tester

To use it, make sure POSitive Anywhere is running on the client server and enter the following:

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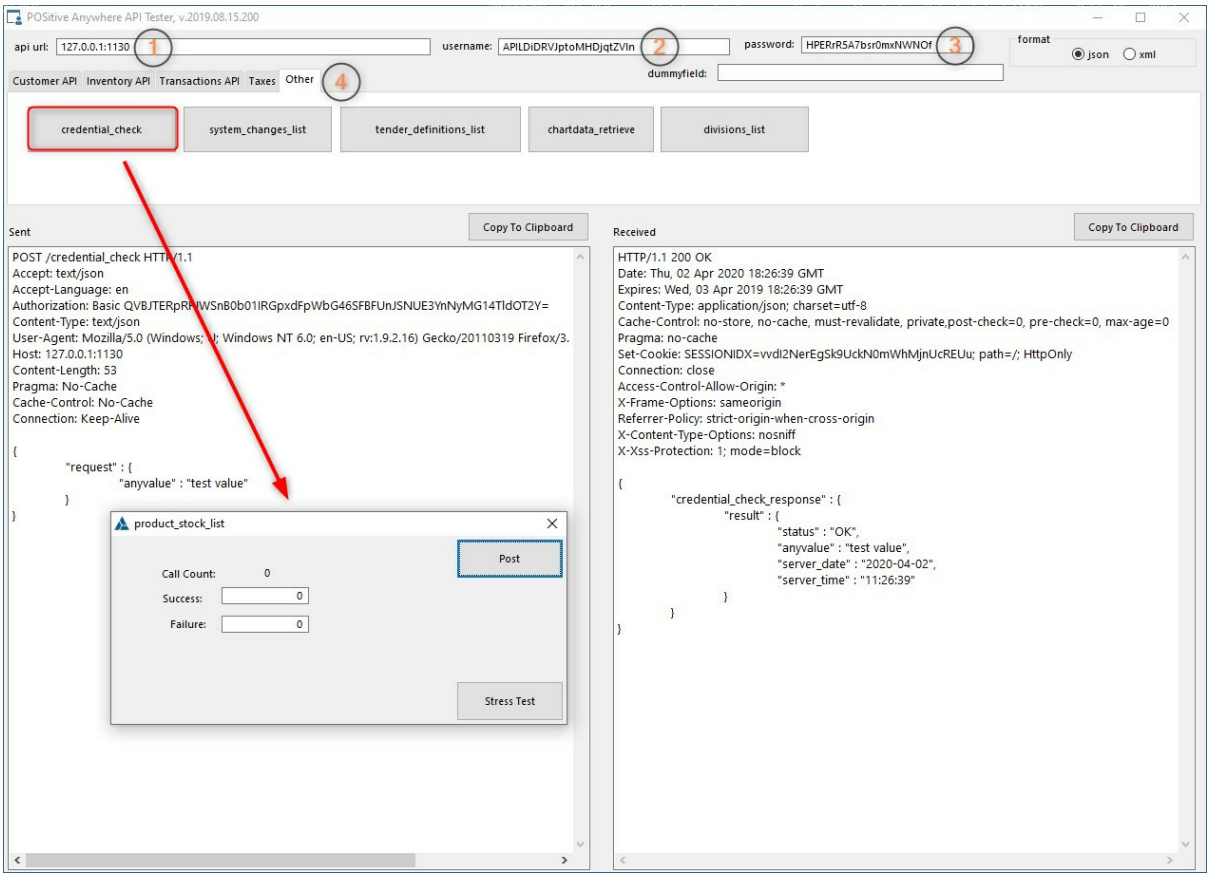

1. API URL: This is your POSitive Anywhere URL. For example: abc.positiveanywhere.com (Note: In our example we are using a local IP address.)

2. Username: This is the Developer ID you entered in POSitive under E-Commerce, Web Store Setup, Developer Integration.

3. Password: This is the Developer Key you entered with the Developer ID.

4. Select an API post to test.

In our example we've selected Other, credential_check. In the prompt box we left the values at 0 and posted. If everything is working properly you should see POSitive reply with a credential_check_response.

2.3.3.4 Additional Settings for E-Commerce

When using the POSitive API to connect to e-commerce sites you need to make settings within POSitive so web orders are processed correctly. Go to E-Commerce, Web Store Setup and select the Developer Integration tab. **Note: Magento is a legacy feature and is no longer supported.**

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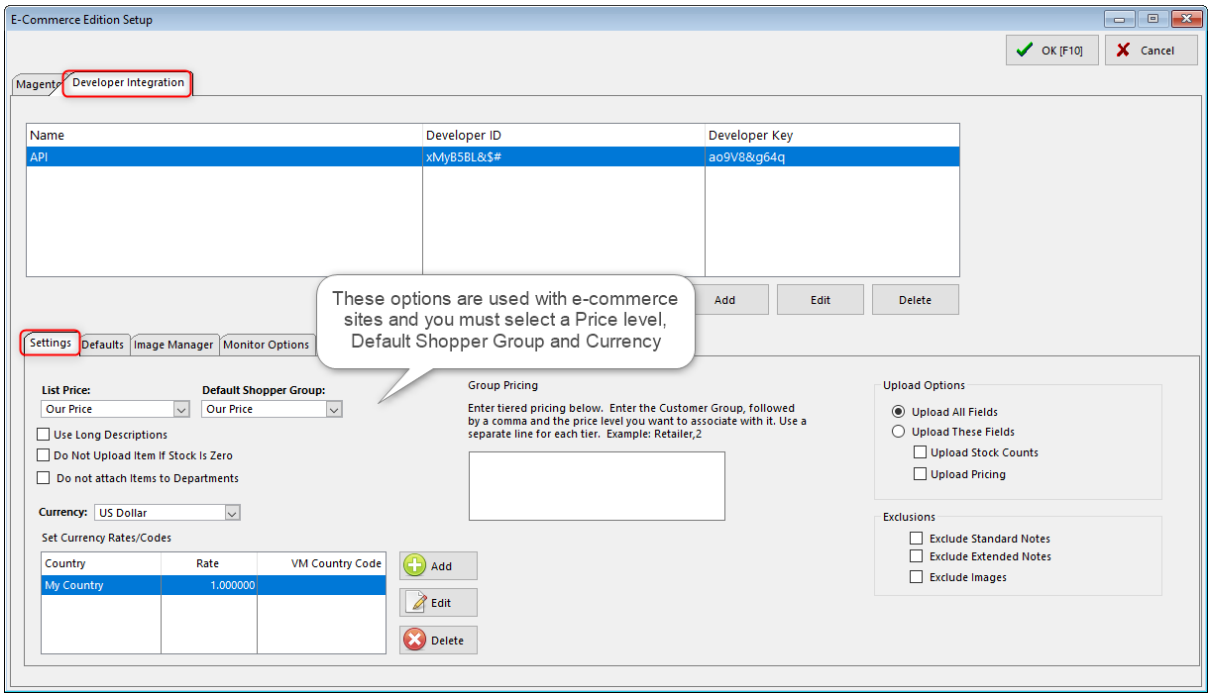

Under the Settings tab you must enter settings for:

List Price - This is the price level you wish to display on the web site that all shoppers see.

Default Shopper Group - This can be a price level assigned to a specific customer group assigned under the Defaults tab.

Currency - Select your local currency.

The other options should only be set after consulting with your web site developer.

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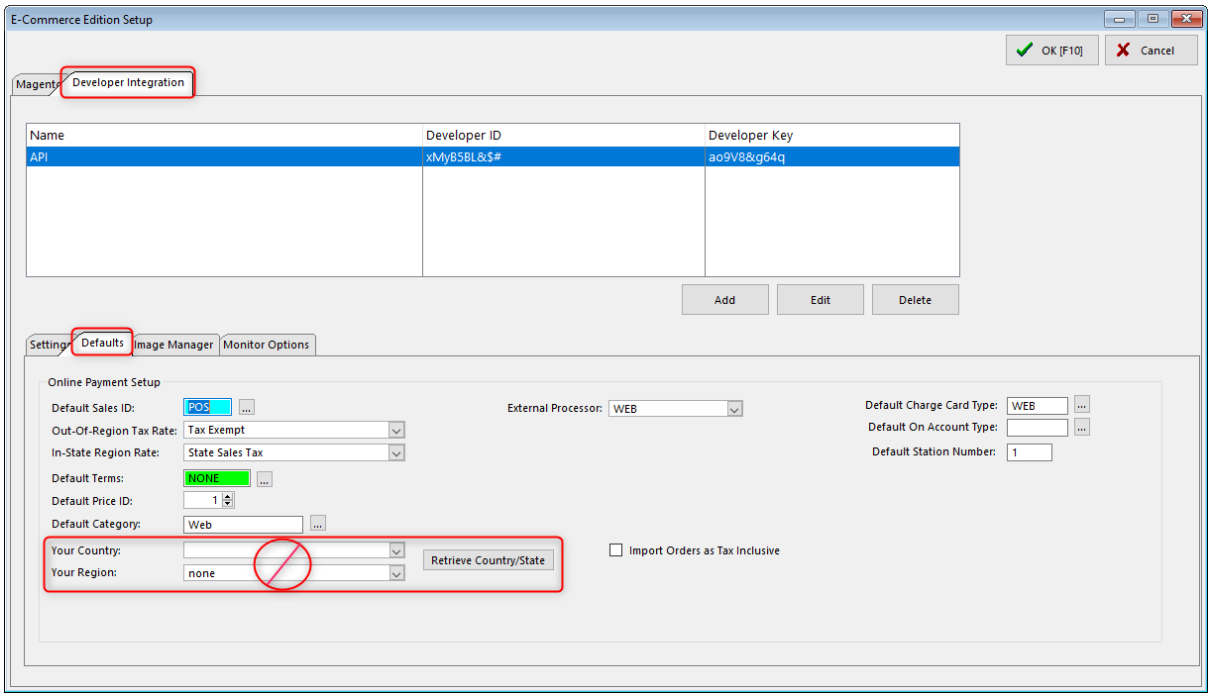

Next, select the Defaults tab.and enter settings for:

Default Sales ID - This is the ID for the employee responsible for handling web orders and will be listed on the completed invoice.

Out-Of-Region Tax Rate - This is usually set to your Tax Exempt tax description.

In-State Region Rate - This is usually set to your State Sales Tax description.

Default Terms - You probably won't be carrying a balance on web sales, so set this to None.

Default Price ID - This is the price level assigned to web sales.

Default Category - When orders are imported POSitive checks the Customer Center to see if the customer information is already there. If not, POSitive creates a new entry and assigns the customer to the specified group. In our example new web customers are assigned to the Web customer category.

Your Country and Your Region - These options are not used with the API. Do not click Retrieve Country/ State.

External Processor - This is the Tender Definition you've created for web sales and is reported on your End-of-Day reports.

Default Charge Card Type - Uses same setting as External Processor.

Default On Account Type - Leave blank unless you are offering to carry a balance on web sales.

Default Station Number - This is the station in POSitive designated to handle web orders.

Import Orders as Tax Inclusive - Leave unchecked unless you are in Canada or another country that uses tax inclusive pricing.

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3 Getting Started

Most likely your dealer has done all the background work for you and you can skip this information.

Install POSitive

There is a single Master Installation File for POSitive For Retail, POSitive For Business, Green Enterprise Manager (GEM) and POSitive For Restaurant Equipment (PFRE).

Currently the Master Installation File does not include the MS SQL database, so if used for a new installation you must be familiar with installing MS SQL separately.

A current maintenance key is required in order to run the installation file. The key also determines which product is activated, the number of user licenses and optional modules. If you do not have a current maintenance key you will need to purchase or renew a software maintenance subscription (SMS) in order to get one. Please contact your dealer or the POSitive sales department to purchase.

The installation program which will create the needed directories, sub-directories, program files and support files. It will create a shortcut on the computer desktop for launching POSitive. The whole process is automated; follow the directions on screen. Please contact your dealer or POSitive support for more information.

Create Your Own Company

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

- **Starting From Scratch** - A new company wizard will guide you through each step of the process. At the outset, there are some things you will need to know, but you may make corrections to these initial selections at any time in the future. (see Creating Your Company 27)
- **Migrating POSitive data** - If you are already using a POSitive product you do not need to start from scratch. Older versions of POSitive Retail Manager, GEM or POSitive For Restaurant Equipment may simply be upgraded and your data will remain. For POSitive for Windows there is a process to convert all of your current data to POSitive (SQL). This conversion may take many hours to complete, but you will save much time and retain the historical information for generating useful reports. Contract your dealer for information.

Registration

A current maintenance key is required in order to run the installation file. The key also determines which product is activated, the number of user licenses and optional modules. If you do not have a current maintenance key you will need to purchase or renew a software maintenance subscription (SMS) in order to get one. Please contact your dealer or the POSitive sales department to purchase.

Activate System and Station Settings

If you are new to POSitive, this is an important area for management to review because it reflects your business style and practices. These settings will control how POSitive is to be used for making sales and purchases and granting employee access to features of POSitive.

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

Using POSitive

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

We also have a growing library of videos that explain many of the features in our software, such as setting up a workstation or creating a sale. Click here to view them.

Create Some Inventory

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

Make A Sale

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

Learn How To Process Purchase Orders

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

3.1 Creating Your Company

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

Some things you will need to know:

SQL Server, name and password

A Data Password

Your company name, address, etc.

Starting numbers for invoices and orders and Price Level Descriptions

Number of workstations (network seats), main printer type

Local tax rate

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Getting Started

The following topics give you step by step instructions for:

1) Launching POSitive and accessing the Create Company screen (Choose Company 28)

2) Creating a new company (New Company Wizard 29),

3) Defining the system and station settings to match your business philosophies (New Company Setup 38)

4) Adding and authorizing employees (Employees 265).

3.1.1 Choose Company

POSitive will add your company to this Choose Company window and additional companies if you wish to keep them all under one program installation. Multiple Companies ***- Each company needs to be licensed separately. When a new version of the program is available, upgrading just this one installation will upgrade all companies.***

Purpose

This screen serves as an access to select or create your own company data.

TIP: Contact your dealer if you would like a "Training" copy of your data installed for helping new employees learn the use of POSitive.

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

Description - Your company name.

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

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

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

How To Choose A Company

1) Highlight the company in the list.

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

How To Create A New Company

1) Click on the "Create New" button.

2) A New Company Setup Wizard 29 will walk you through the basics.

3) When you have finished with the Setup Wizard be sure to review the New Company Setup 38 topic.

TIPS & TRICKS

There is a way to skip this choose company screen when running POSitive.

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Edit the POSitive shortcut on your desktop and change the Target properties of the shortcut that opens POSitive to for example "C:\POSitive\PFB\pfb.exe /c1". The number after the "c" corresponds to the company ID (lower left corner of screen).

3.1.2 New Company Wizard

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

Some Things You Will Need To Know

SQL Server, name and password

A Data Password

Your company name, address, etc.

Starting numbers for invoices and orders and Price Level Descriptions

Number of workstations (network seats), main printer type

Local tax rate

How To Create A New Company

Note: New companies MUST be created on the same computer where your SQL Server is installed. More Info

The initial installation of POSitive requires direct access to the SQL Server. After your company is created, then workstations can be configured to use the SQL Server data and subsequent "new companies" such as a training data base can be created from any workstation with access to the POSitive folder.

1) Start POSitive running.

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

Company Setup Wizard - **Introduction**

- Enter a DATA PASSWORD. This password (one word only) is required to continue. It is used for encryption of sensitive data. Do not choose a password which will be obvious to employees, yet do not make it too difficult to remember. You may need this password in the future if you have to reinstall your POSitive program from scratch. Click on OK.



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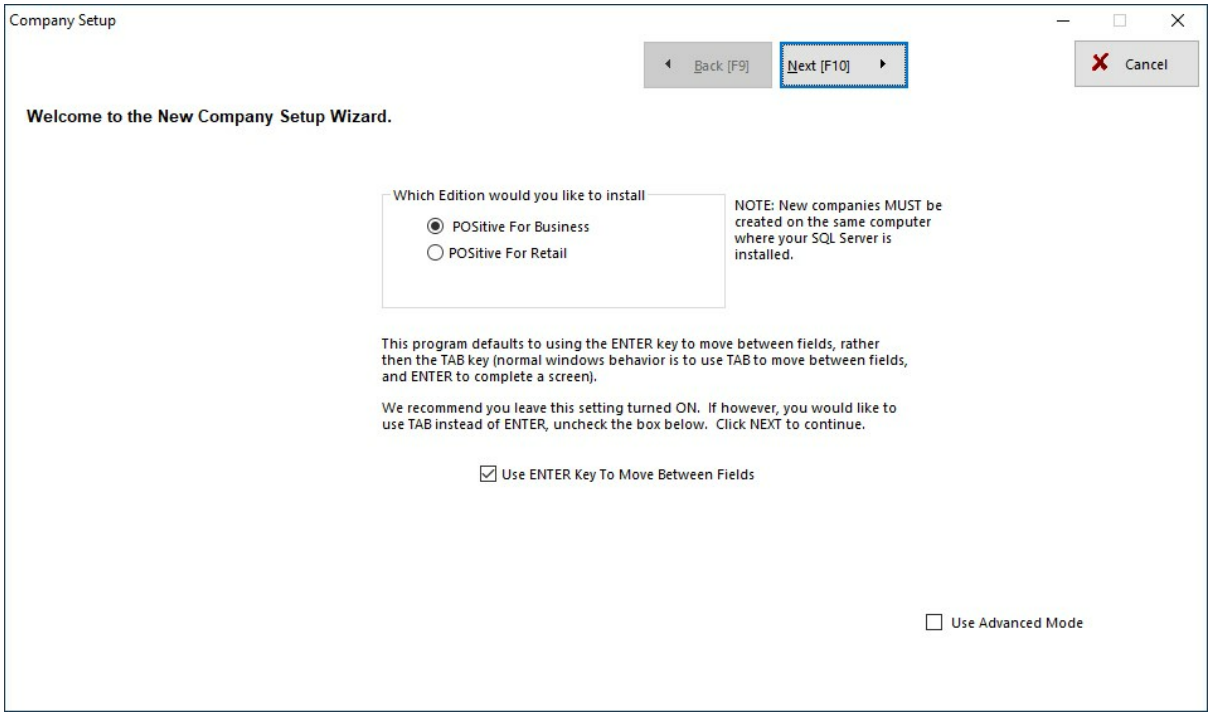
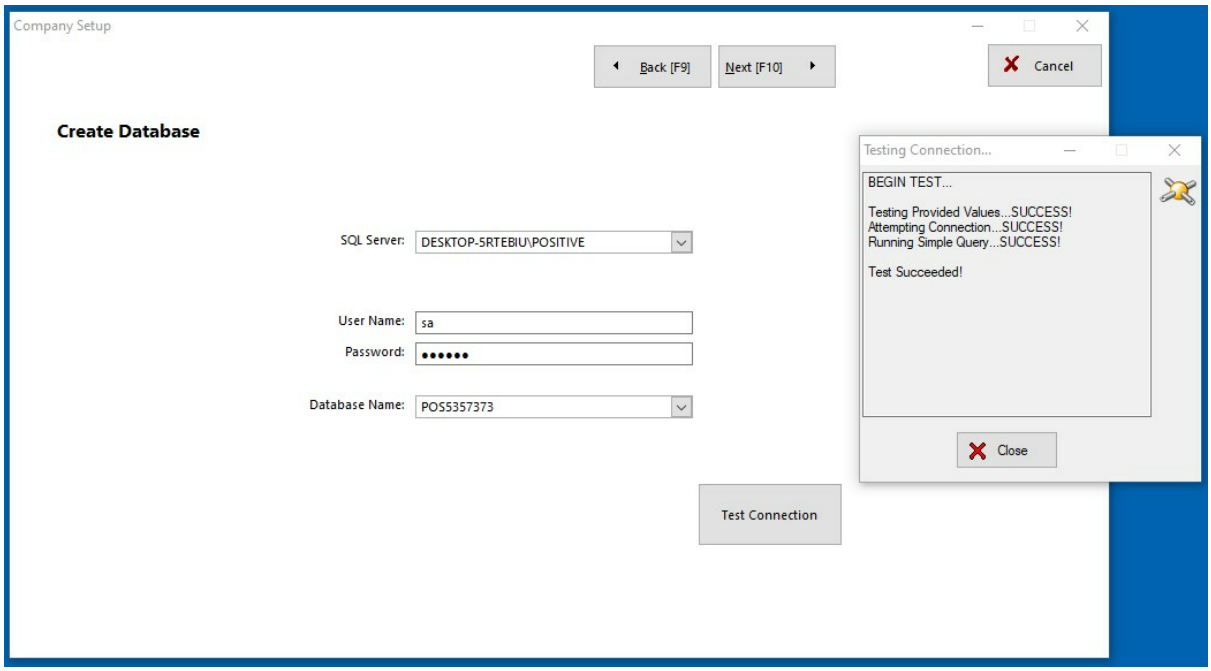
- Choose the Edition
- Select "Use ENTER Key To Move Between Fields" (Recommended)



- Create Database



SQL Server - the name of your SQL server

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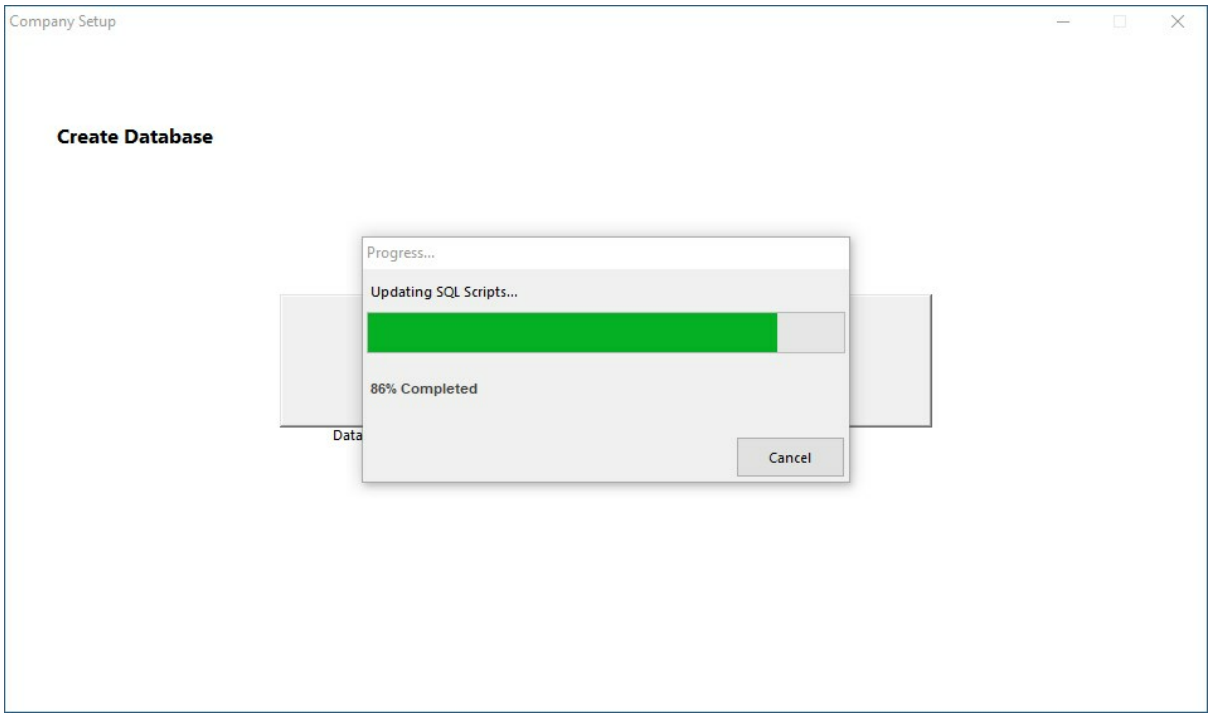
User Name - the user name you use to log in to your SQL server, typically "sa" (system administrator)

Password - the password associated with your user name

Database Name - typically your company name (this should always be a unique name). Note: POSitive will automatically create a name, which can be changed.

Test Connection - Click to confirm your database credentials are correct.

- Creating Database Tables. Please wait while appropriate data tables are created.



Company Setup Wizard - **Company Info**

Enter your company information. Description is only used for the Choose Company screen and automatically uses the company name. You may change it if you wish.

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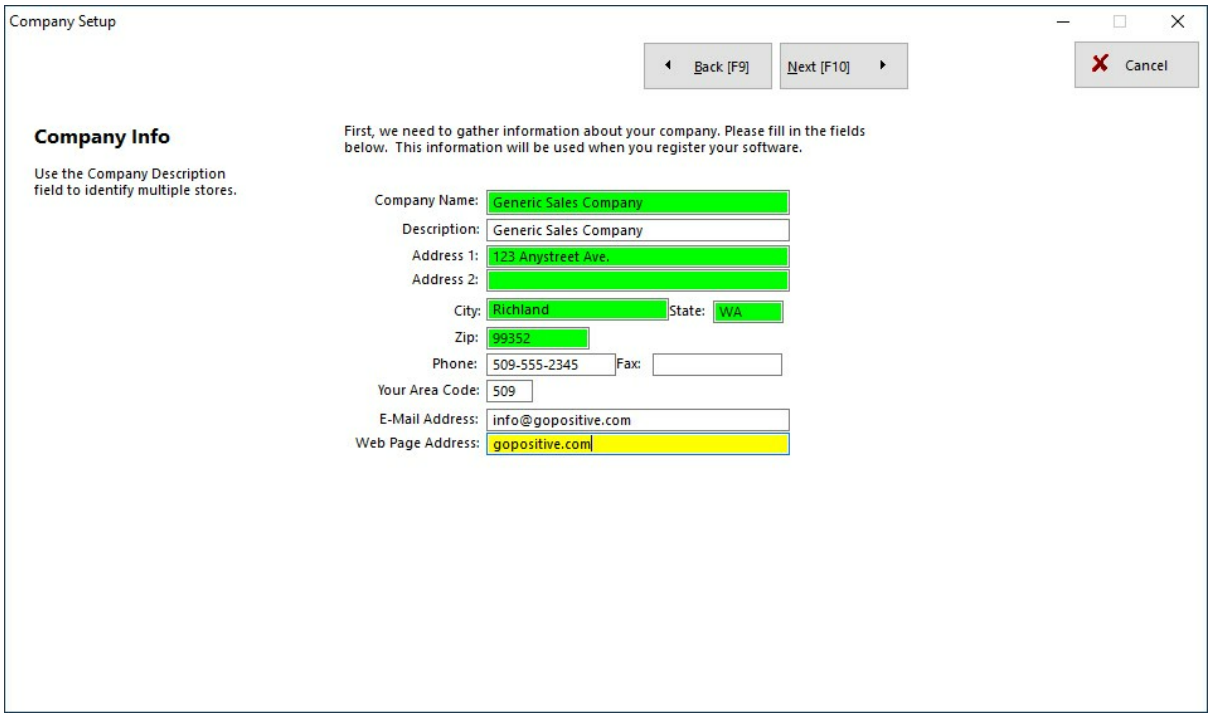

Company Setup Wizard - **Company Info - Business Type**

Note: During the next few sections you may simply click Next to accept the default settings and change them later.

Select a Business Type.

Enter starting numbers for Invoices and Orders.

Change or add names of Price Levels 1-6

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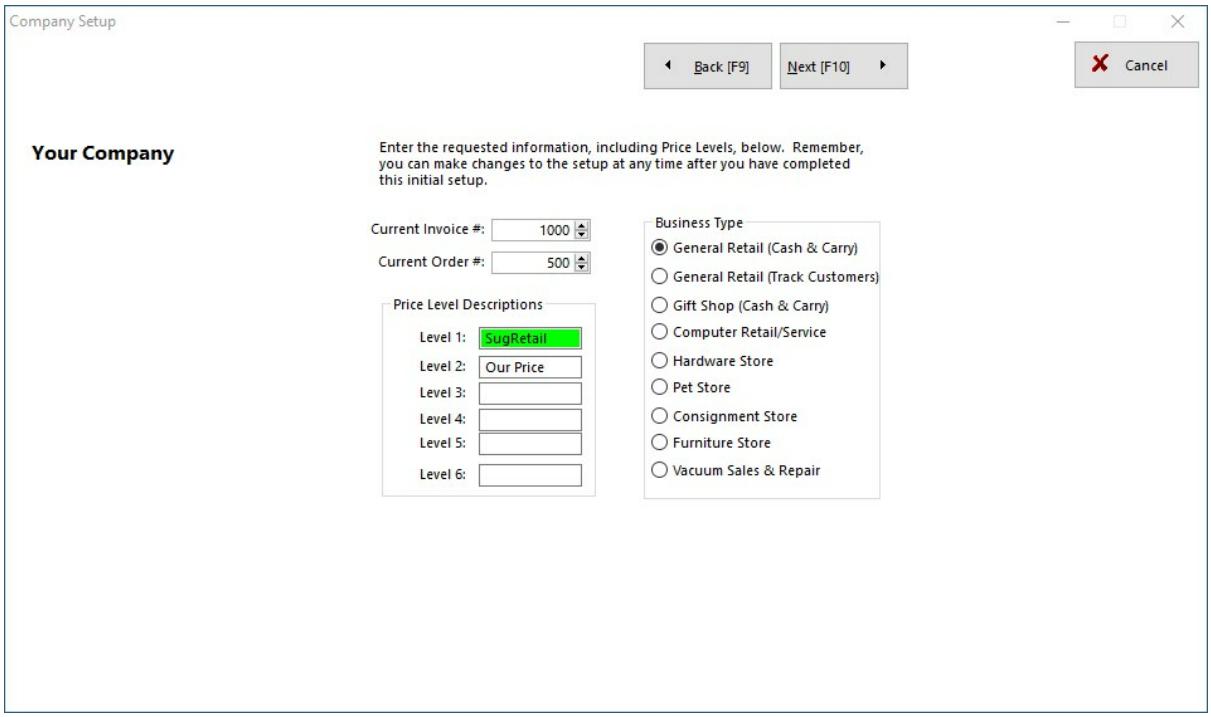

Company Setup Wizard - **Station Info**

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

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

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

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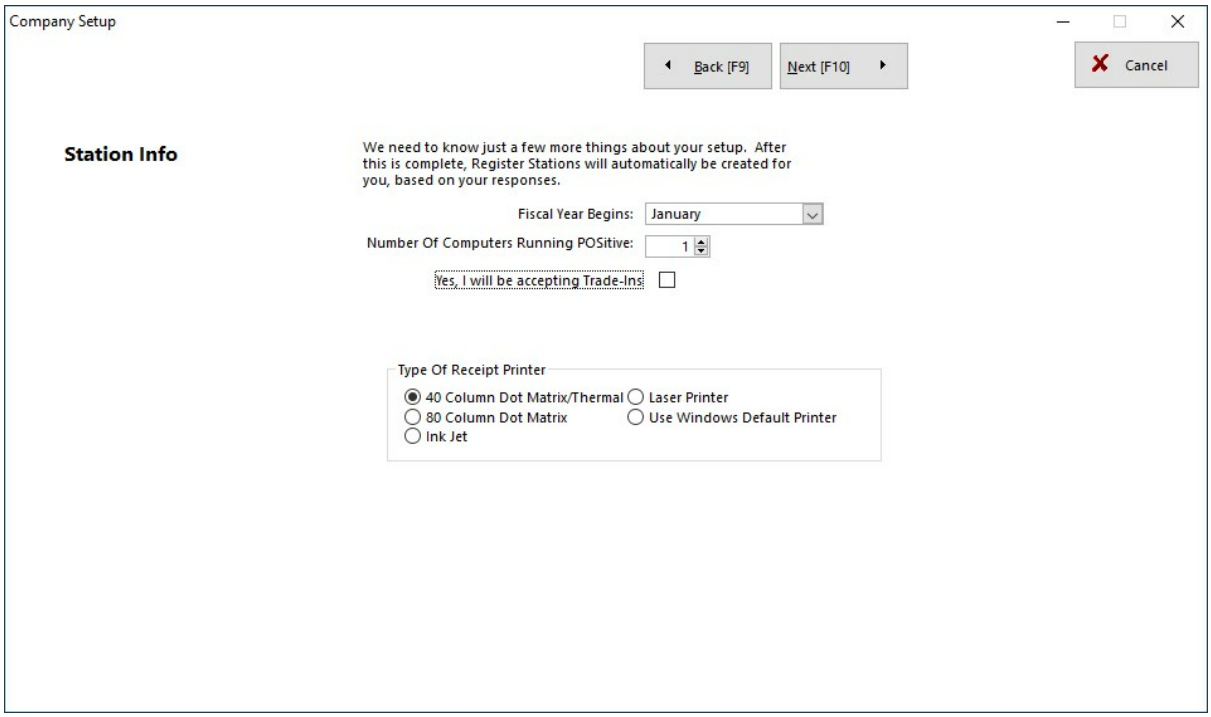
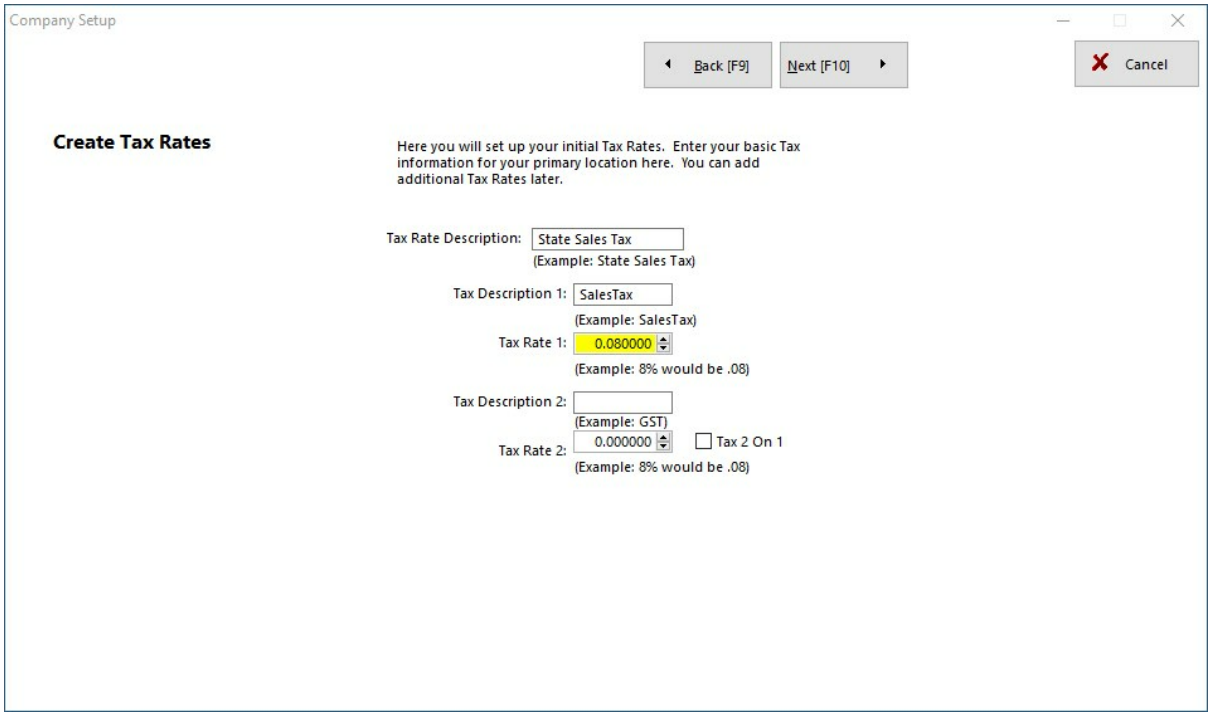


Company Setup Wizard - **Create Tax Rates**

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



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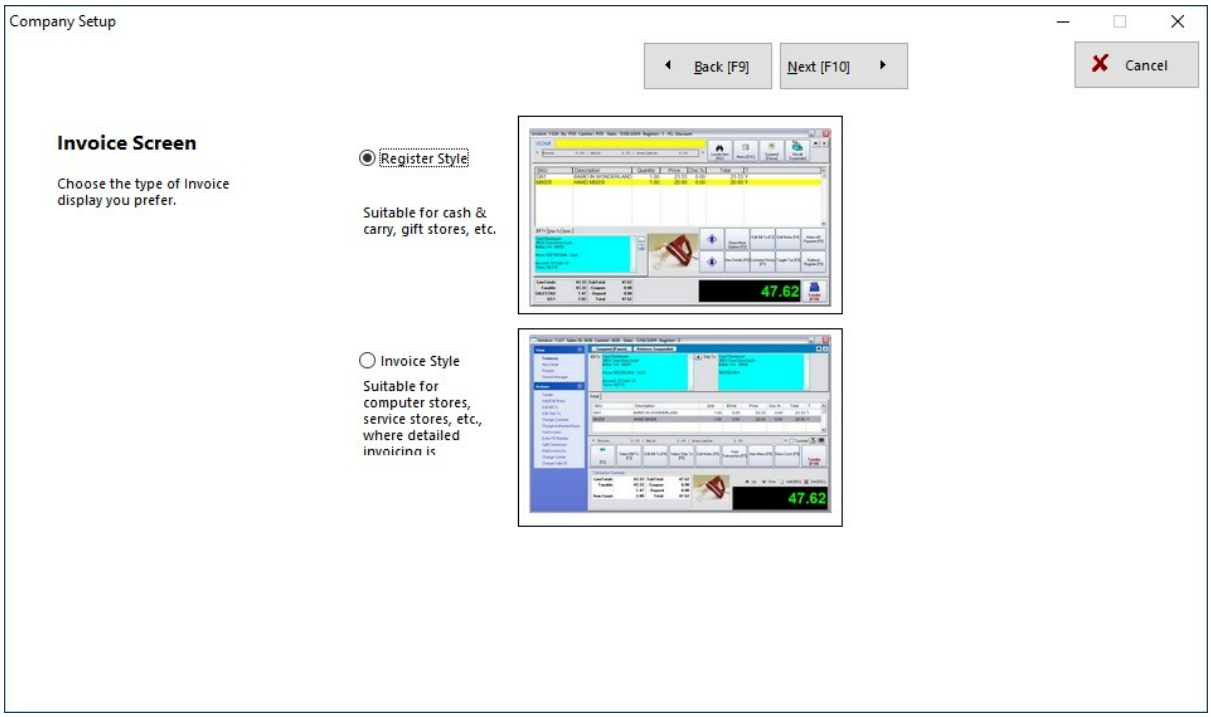
Company Setup Wizard - **Invoice Screen**

Choose an invoice screen style.



Company Setup Wizard - **Finalize Setup**

If you want to make any corrections, choose No, then Back [F9]. Otherwise, Yes.

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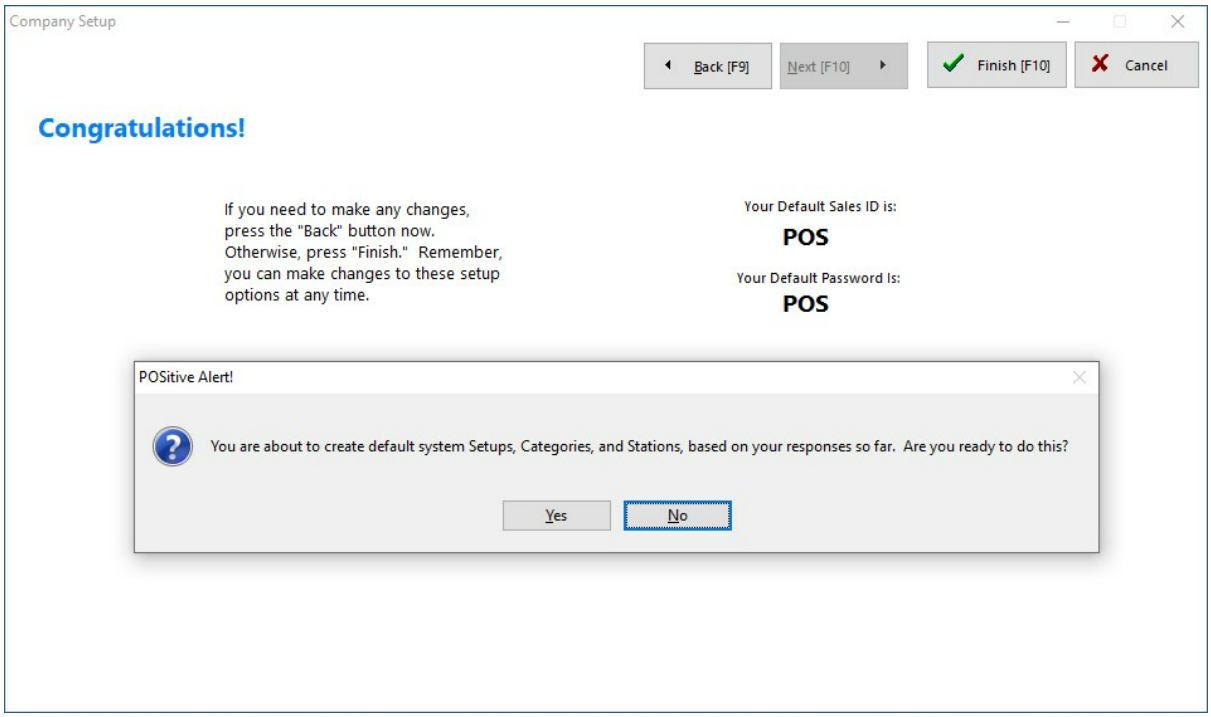
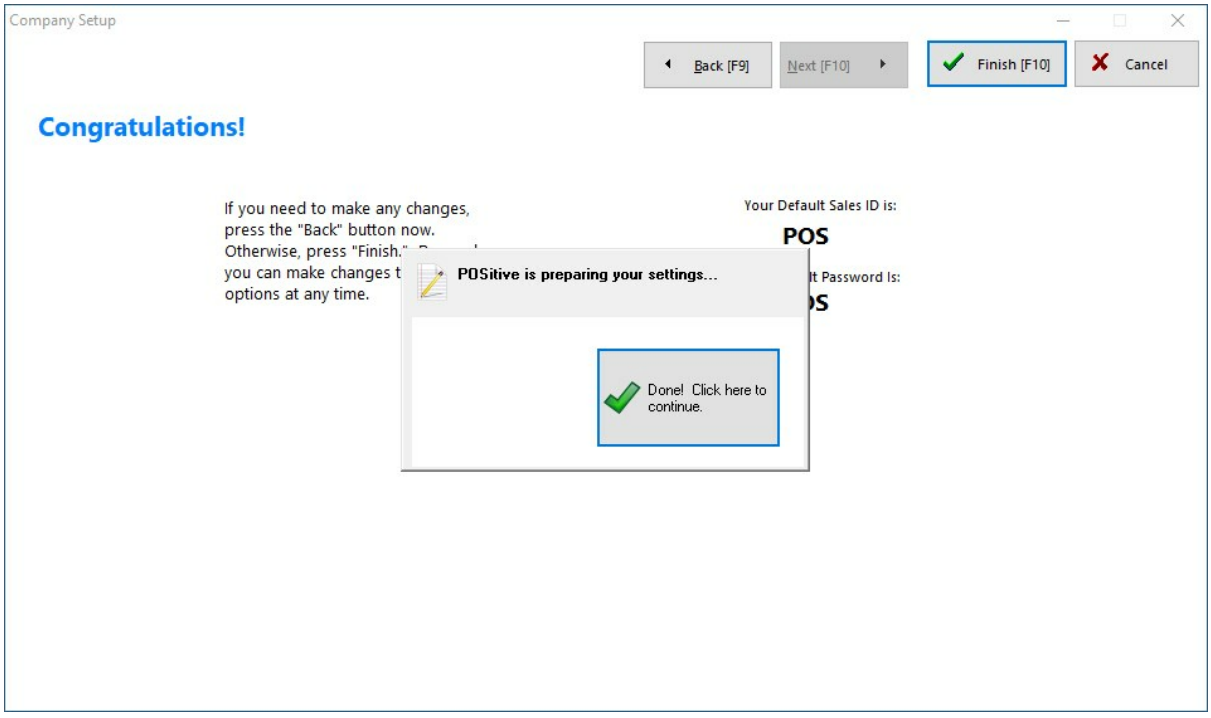


Done! Click Here to Continue.

When prompted click on the Done button.



Select Finish [F10] and the POSitive installer will automatically shut down.

Run POSitive again and your new Company will be in the list. You will be using POS and POS as your Sales ID and Password until you begin to add employees.

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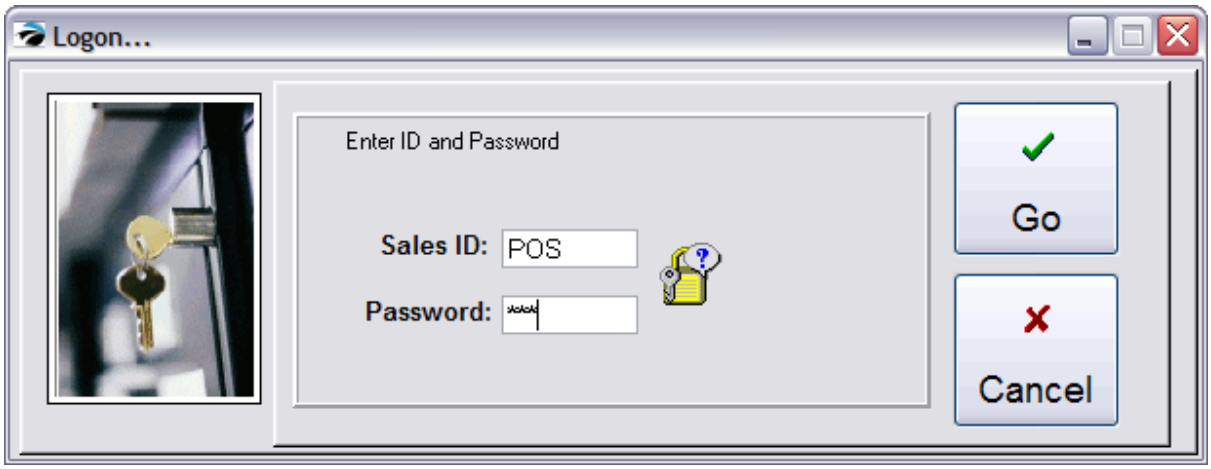
"Choose Station" - If prompted, be sure to select a station before clicking on OK. There will be only one station number initially. You will need to create enough station numbers for the number of computers which will be running POSitive Retail Manager.

Log on "Enter Sales ID and Password"

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



Additional Prompts

Respond to any additional prompts on updates and other information.

Where To Begin

The New Company Setup 38 Window lists links to major setup features of POSitive. It is highly recommended that you review each one.

Go to Help: and select New Company Setup

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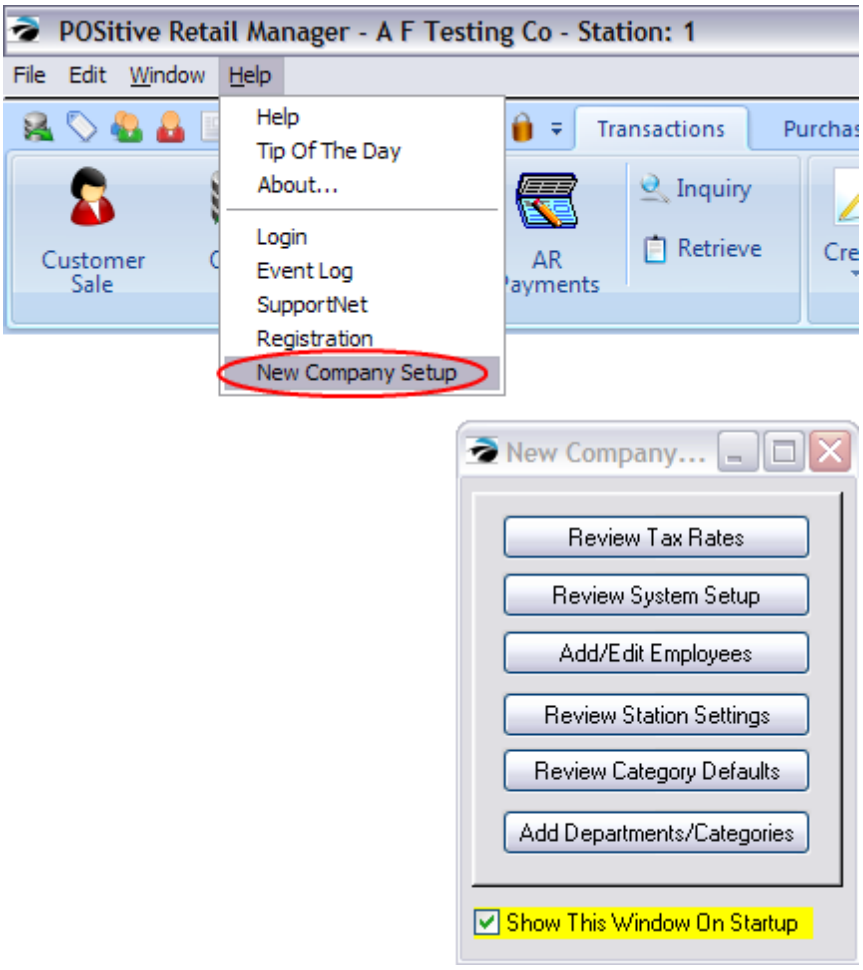

(A) At this time, make sure the "Show This Window On Startup" is activated. You will be using this tool until no longer needed.

(B) Your company is now setup. If you are still being prompted that you are in **Demo Mode**, you have not yet successfully registered POSitive. Review Help: Registration or consult with your POSitive dealer.

Next Step: New Company Setup 38

3.1.3 TIPS for New Company Setup

When you first create your company, be aware that these settings are the most critical setup options.

There is a floating window available as a quick link to these vital setup screens of POSitive.

To access this window, go to Help: New Company Setup

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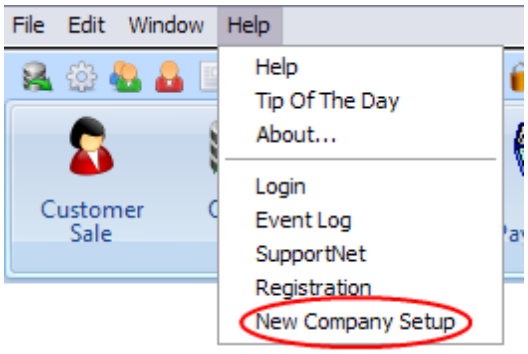

It is highly recommended that you take the time to review each one. (*Optional Path = If you do not wish to access the option through this New Company Setup window, you can go to the same setup by following the directions given to the appropriate master menus.)



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

Basic Settings

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

  DO NOT edit or delete the employee **POS Manager** at this time. POS Manager gives you general

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access to the program and should remain unedited for about a week or more as you set up your company. You may change the password of POS Manager to lock out unauthorized users.

One of the first things you should do is add yourself as an employee. The Employees 265 section will guide you in this step.

- **Review Station Settings** - Each computer using POSitive is a workstation. Each station can act differently than other stations. For example, each can can have different hardware to configure such as printers, cash drawers, pole displays, etc. Some may be designated as touchscreen stations, or back office workstations. After opening Station Manager, press F1 for on-line help. (Optional Path: Maintenance: Station Settings.)
  Important Note: Although it is possible to configure a workstation remotely, it is best to make the changes for Station Settings while operating the workstation.

- **Review Category Defaults** - Before adding any inventory and even before creating categories of inventory, you need to understand Category Defaults 1307. Categories are a very significant tool in POSitive. They can be as simple or as detailed as you would like. The more you understand them, the more of a tool and time saver they will be. After you select the button, press F1 for on-line help. (Optional Path: Maintenance: Category Defaults: Master)

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

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

Additional Settings

- **Definitions** - As part of your setup of POSitive, you may want to review a standardized list of definitions used in POSitive and make changes to those areas which are of interest to you. To access these settings go to Maintenance: Definitions and select the appropriate options. TIP: Policy Statements and Security Groups are commonly created at this time. (see Definitions List 383)

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

- **Customer Categories** - (Optional) You can leave this blank, but by creating at least one you can have customer information filled in automatically with standard settings and user defined fields. Go to Customer Center: Customer Categories under Actions. (see Customer Categories 1268)

- **Vendor Terms** - You will be prompted to create at least one, others can be created in advance. Go to Vendor Center: Vendor Terms under Actions. (see Vendor Terms 627)

- **General Ledger Setup** - (IMPORTANT) This is already setup with default settings and will work just fine as is. However, your bookkeeper should make any desired changes to the chart of accounts early in the company setup process. Go to Accounting: GL Setup. Contact POSitive support for more information.

- **Transaction Screen Editor** - (Optional) If you choose to track backordered inventory on an invoice and are not seeing a backorder column on screen, use this editor to enhance the screen to show backorders. Go to Maintenance: Transaction Screen. Contact POSitive support for more information.

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3.2 Company Setup Summary

THE BASICS

You have now created your company and have activated selected features. Those features can be reviewed and changed as needed. Go to the POSitive Maintenance menu to access this information.

Company - your company name and address; create company Divisions if needed (see Company Information 43)

Registration - unlock codes for your company data (see Registration 29)

System Setup - access to global options for overall operation of POSitive. (see POSitive Setup Form 47)

Tax Rates - opens the tax setup (see Tax Rates 92)

Category Defaults - access to Master Defaults which are applied to a newly created category (see Categories With Defaults 1310)

Departments - opens the Department / Category setup (see Departments 1338)

Categories - opens a simple list of categories. (see Category Listing 1322)

Station Settings - access to workstation options. (see Station Detail - General 199 and Basic Hardware 284)

Definitions - review the following two topics and any others which are of interest to your company (see Definitions List 383)

Policy Statements - disclaimers at the bottom of invoices and pending transactions (see Policy Statements 254)

Security Groups - define employee access limitations (see Security Groups 256)

RECOMMENDATIONS For Just Starting Out

We recommend this sequence of activities as the most optimal

1) **Define General Ledger Setup** - use default settings, or contact POSitive Support if you'd like to define your own.

2) **Add Vendors** - go to the Vendor Center and add your primary vendors before adding inventory. (If you are importing inventory items, the import process could create the vendor(s) simultaneously.)

3) **Add Inventory** - go to the Inventory Center and add your inventory items. You will be able to select the primary vendor of the item because it was pre-defined. There is a utility for importing inventory. Go to Maintenance: Import.

4) **Add Customers** - go to the Customer Center and add your customers. There is a utility for importing customers. Go to Maintenance: Import

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ADVANCED FUNCTIONS

Import - as mentioned above, you may import Inventory, Customers, Vendors, and Zip Codes. Consider using these importers to speed up data entry. These are all accessible from the Maintenance: Import button.

Printers - if special printer drivers are needed (see List of Registered Printers in Basic Hardware For Workstations 284)

POSitive SupportNET - ask questions of the POSitive technical support staff

General Ledger Setup - use default settings, or define you own. Contact POSitive support for more information.

POSitive **Checkbook** (see Accounting: Checkbook)

Definitions (usually no changes are necessary, but your business might benefit from these) (see Definitions List 383)

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

Currency - define any Foreign Currency which you will be handling

Exchange Rates - access current exchange rates for foreign currencies

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

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

Barcode Types - barcode symbologies

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

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

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

Countries - define which country standards will be used

Employee Shifts - set cash register operation times as needed

Customer Returns - define reasons why products are being returned

RMA Returns - setup actions for processing returns to your vendors

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

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

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

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

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

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

Monitor Manager - activate a flat screen monitor for customer use to see a running total of purchases, pictures of items being purchased, and balance due. Can also display a slide show when a sale is not being made.

Desktop Buttons - a special interface to launch some POSitive procedures. You select the function, add a title and picture and designate where the button should appear on the main screen.

3.3 Your Company Setup Options

The following topics are important reference materials for creating your company. They are here in the appendix so as not to be distracting as you learn the basics of POSitive.

THIS SECTION - contains the following

Company Information 43

System Setup Form 47

Credit Card Setup 180

Station Manager 197

Policy Statements 254

Security Options 256

Employees 265

Additional Topics

Invoicing Screen Choices 895

POSitive Anywhere 6

3.3.1 Company Information

When you create your own company, POSitive 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.

Click here to view our Company, Divisions and Utilities Setup video.

Making Changes

Once POSitive is registered or unlocked the name and address information will be grayed out, but can be edited by selecting "Change Company Information. However, you will need to get a new product registration key if you make ANY changes to your company name and/or address. Call your dealer or

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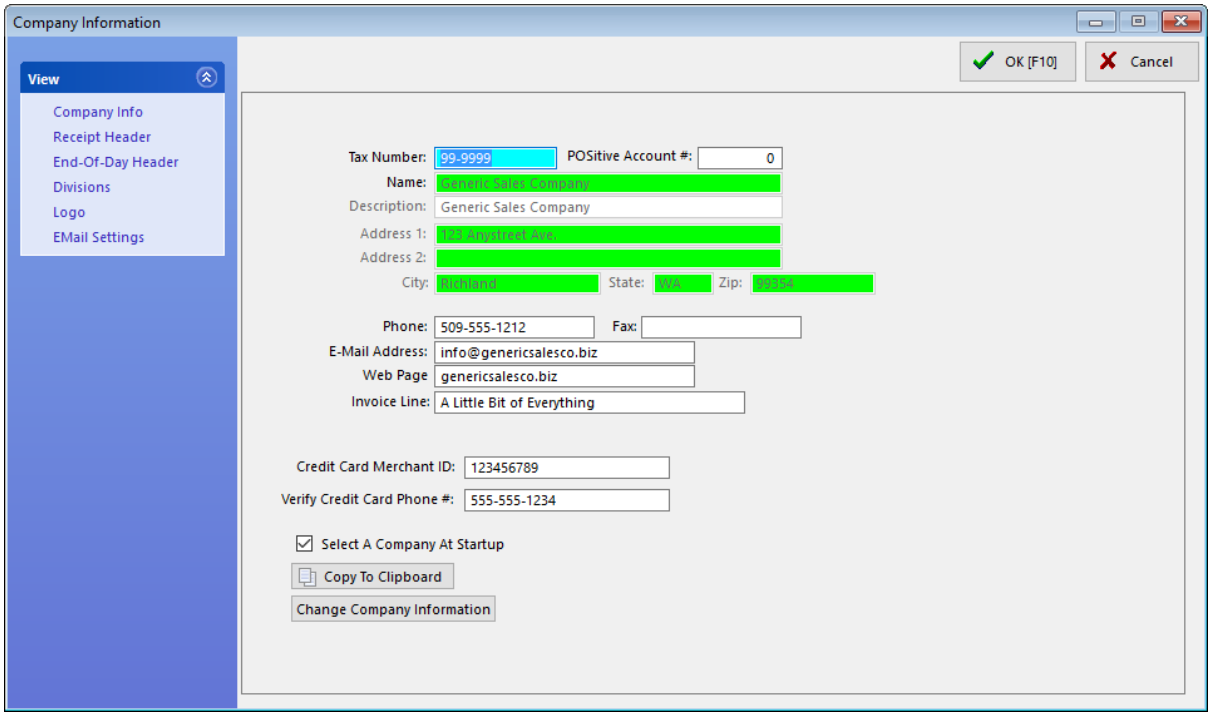

Company Info

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

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

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

Description - A restatement of your company name or an identifier to help you distinguish between multiple stores: such as 12th Street Store, Store #1, Dallas Store, etc. NOTE: this should not be left blank because this field appears on the Choose Company screen to aids in the selection of the correct company data.

Address Block - a free-form field for international use.

Address 1
Address 2
City, State, Zip

Phone - (include area code)

Fax - (include area code)

E-Mail Address - (Optional) This should be a general e-mail address, such as sales@yourcompany.com.

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

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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 POSitive. 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 POSitive, it will be restored.

Software Registration

Registration - Shortly after installing POSitive and creating your company data, you will be prompted to register your software. When you have an internet connection choose Register Now or go to Maintenance: Registration

Copy To Clipboard - Registering your software is an automated process. However, if there are problems with the registration, you may be asked by technical support for the company information listed here. As a convenience, click on this button and the relevant information will be placed on the Windows clipboard, which can then be pasted into an e-mail or or word processing document to fax to your dealer. Note: You will not see any indication that it has been copied to the clipboard; just know that it has been done.

Change Company Information - (please contact your dealer) for un-registering POSitive to correct misinformation CAUTION: Changing your Company Information can invalidate your registration. Your program may revert to Demo mode. Are you sure you want to do this?

Company Headers (OPTIONAL)

Two tabs on the Company Information screen allow you to add extra information to your invoices and end of day reports such as Tax Numbers, VAT, etc. to conform with governing requirements.

Receipt Header

Open the tab and type the information you would like at the top of your 40-column invoices.

End-Of Day Receipt Header

Open the tab and type the information you would like at the top of your 40-column End-Of-Day Report.

Divisions (OPTIONAL)

This optional setting allows the company to monitor sales based upon internal accounting organizations (Divisions) within the company: Retail, Wholesale, Internet Sales, Service, etc. If the Division is in another sales tax jurisdiction, you can select the appropriate tax rate for Quick Sale invoices in that division, otherwise choose "Use System Default". Contact POSitive support for more information.

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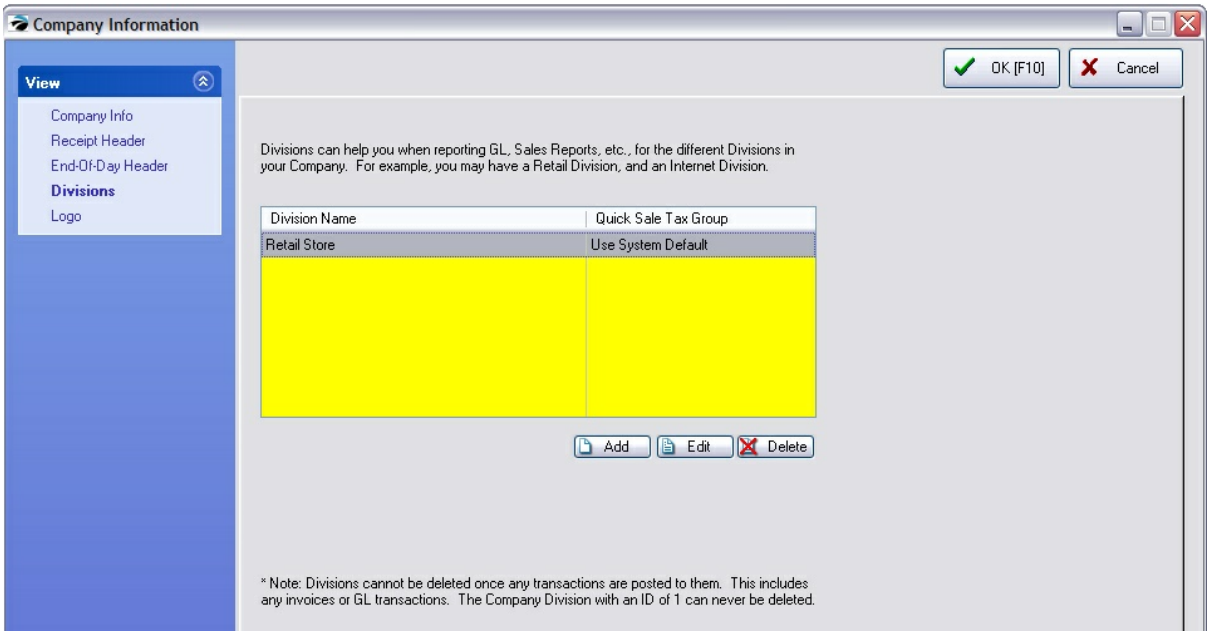

Logo

How To Add Your Company Logo Into POSitive Invoices

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

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

1) Click on Load Pic

2) Select the proper folder and company graphic. You may need to change the picture format filter to find your specific logo. Note: For best results the graphic should be small and if you are running multiple computers, the graphic must be saved in the C:\POSitive\PFB GEM\DATA1\IMAGES directory so that all computers will have access to the file.

3) Choose OK.

Guidelines:

The logo in POSitive will auto size to about a 1.5 x1.5 inches (450 x 450 pixels). You can use BMP, GIF, JPG or WMF formats.

In any event if you make a logo about 1.5- 2 inches square and use a WMF format, your logo will definitely print on your invoices. And in color, if you have a color logo and printer. You can always experiment with different designs and file types, and it may take some trial and error so it prints in the proper scale. Obviously the smaller the file size the better.

Final point to remember, our logo for invoice printing has no relationship to our POSitive Commerce system. If you DO get into e-commerce, the only file formats that are supported are JPG and GIF. WMF and BMP are not valid file types for web images.

EMail Settings

These are e-mail settings for sending marketing messages. Enter the appropriate information for your e-

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mail provider (POP/SMTP accounts only. IMAP is not supported.) (See: E-Mail Setup 1839)

3.3.2 POSitive System Setup

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

Click here to watch our System Setup video.

Missing Some Features?

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

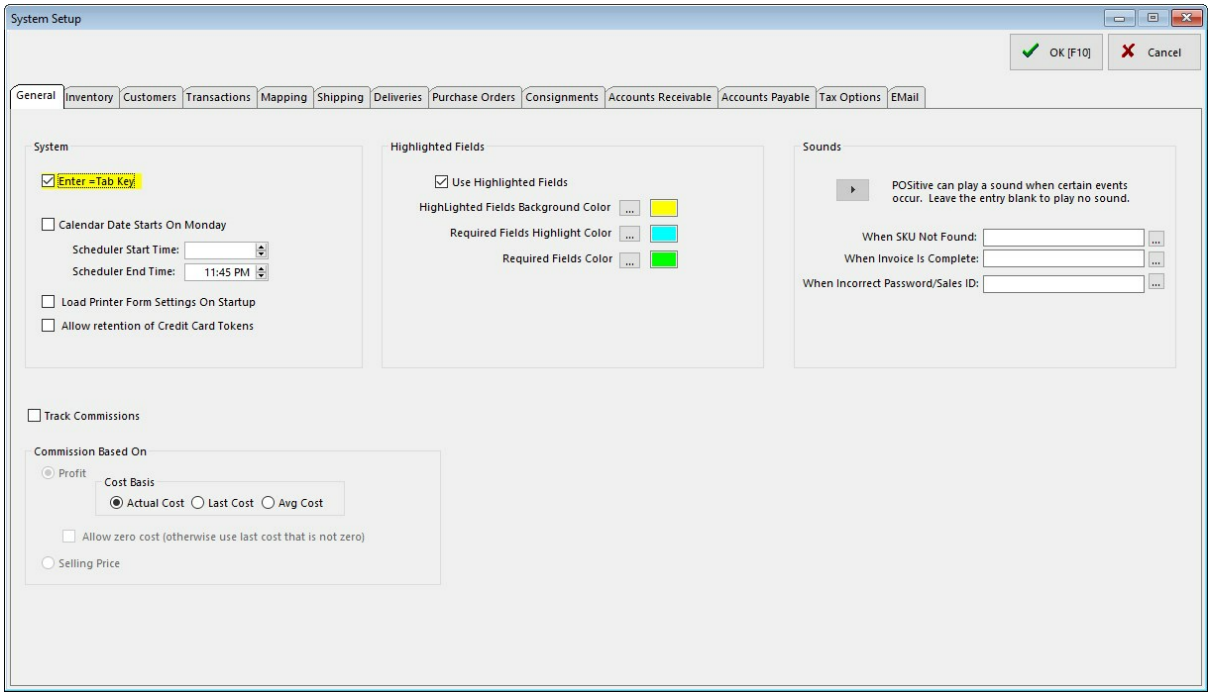
New Company Wizard

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

Need More Help?

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

General Setup



Enter = Tab Key - Unlike some Windows programs, POSitive allows you to press the Enter Key to

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move from field to field. This is a more natural way of entering data. Use of the Tab Key to move the cursor from field to field will still be functional. Recommendation=checked

- If **checked**, you will be able to press Enter to move from field to field.
- If **unchecked**, you must use Tab to move from field to field.

Calendar Date Starts On Monday - Calendars displayed in POSitive will show Monday as the first day of the week. Recommendation=unchecked

- If **checked**, you will see Monday as the start of the week.
- If **unchecked**, you will see Sunday as the start of the week.

Business Hours For Service Dept - If you have the Service Module you will want to enter your business hours so that the appointment scheduler will begin and end at appropriate times. (Service Module required)

Scheduler Start Time:

Scheduler End Time:

Load Printer Form Settings On Startup - This will speed up printing of the first invoice of the day if you have selected to use forms other than the Standard laser from. Recommendation=checked

- If **checked**, the printer forms will be immediately available to the printer.
- If **unchecked**, the first invoice of the day will take a few extra seconds to load the form, otherwise it will be fine.

Allow Retention of Credit Card Tokens (Recurring Charges, Card On File) - With encryption of credit cards (tokens) and other controls, you may reasonably choose to retain credit card information in POSitive. If you utilize Recurring Invoices or frequently sell products to customers who request that you simply charge it to their credit card(s) which you keep on file at their request, then you should activate this field.

- If **checked**, credit cards accepted for customer sales will be stored in an encrypted and secure file for use later.
- If **unchecked**, no credit card information is saved. You will need to ask for credit card each time a sale is made.

COMMISSIONS

Not a Feature of PFR

POSitive provides a simple tool for tracking commission sales for employees. See Commissions 1655.

Track Commissions - This is a module of POSitive and must be active for commission functions to work in POSitive.

- If **checked**, POSitive 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 1307
- 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

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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.

Highlighted Fields

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

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

- If **checked**, (recommended) the selected colors / settings will be in effect.
- If **unchecked**, all colors and settings are ignored.

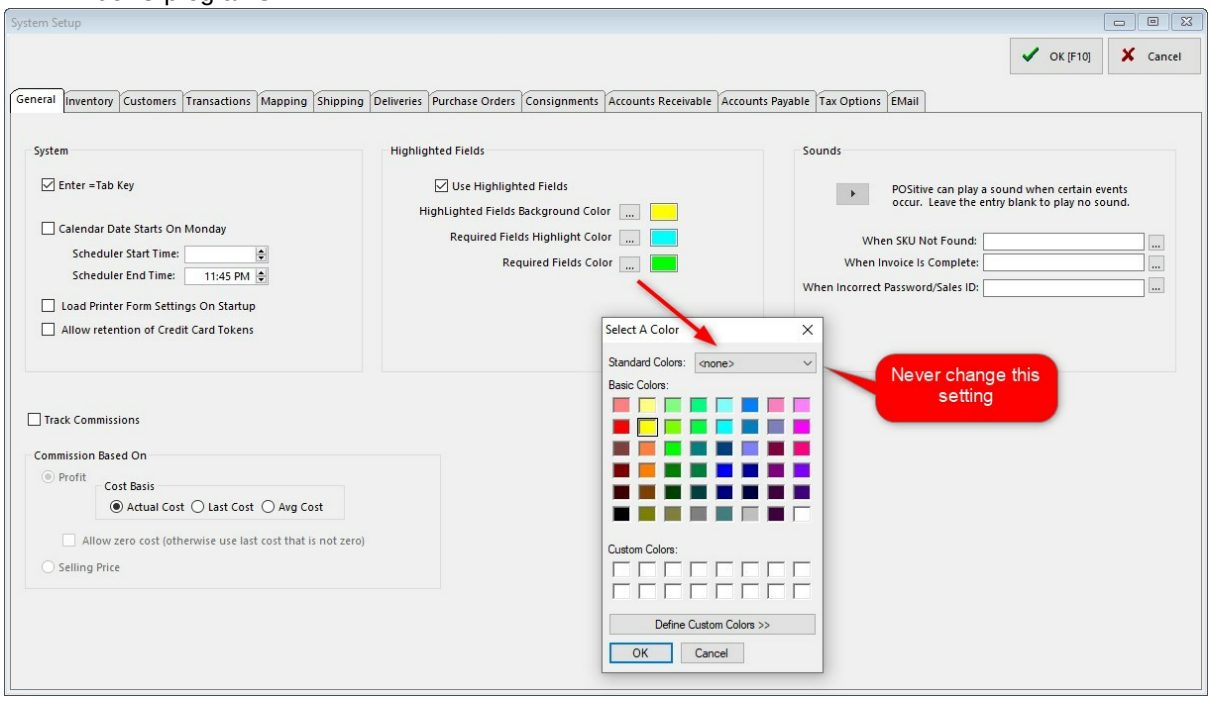
You can create your own color scheme for the following fields.

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

COLORS

How To Change POSitive Field Colors

- **WARNING: NEVER** make changes to the Standard Colors option on the Select A Color window. Changes made there can be irreversible and can cause major problems with POSitive and other Windows programs.



- Click on the lookup button beside a field to access the Select A Color window.
- Highlight a color.
- Click OK.

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- Repeat for each field.

SOUNDS

To alert a clerk that a particular activity has been executed, POSitive allows you to link sound files (*. wav) to a few activities.

To Disable Sounds simply erase the .wav file entry from the field. It is not necessary to delete the actual file from the directory. Note: these *.wav files are stored in the POSitive sounds directory.

Current Activities using sound are:

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

Test the Sound - click on the arrow button.

Other Sounds - if you choose, you can find additional sounds in the computer system or get more off the internet and save them in the POSitive sounds directory and link to them.

MORE....See these corresponding sub-topics.

Transactions 50 - general settings for invoices

Customer Options 64 - selection of customer tracking options

Inventory 65 - general inventory controls; fast add, pre-sold & backorder defaults

Purchase Orders 77 - selection of purchase order number, handling of matrix inventory, report printing

Tax Options 82 - activation of international tax settings

Accounts Receivable 103 - selection of AR Statement style and controls

Accounts Payable 109 - selection of checkbook for payments to vendors

Consignments 111 - set store percentage on consignment sales

EMail 110 - select E-Mail client

For information on other options, contact your dealer or POSitive Support.

3.3.2.1 Transactions

Transaction Setup or Invoice Setup has been subdivided into seven tabs: Transactions, Customers, Tender, Service Orders, Printing, Prompts, and Entry Options.

Transactions tab

Invoice Header - Leave this Blank. It is a special option for international users of POSitive who need

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to annotate the name Invoice on Windows invoice receipts (dockets). For example, entering the words "Taxed Invoice", will replace the title "Invoice".



Numbering - POSitive uses two sets of numbers for all sales transactions.

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

At Start Of Transaction

If your primary sales customer is a walk in customer, you may choose to gather research data using one or more of these three options. However, you should consider leaving these options blank and using settings on Customer Options and Station Settings first, and then explore the use of these options. Contact your dealer for more information.

NOTE: An individual workstation (such as a back office machine) can override these three options at the Stations Settings level.

- **Ask For E-Mail Address** - For all sales you will be prompted to ask for the customer's first and last name, company name, and an e-mail address. All other customer record information will be ignored, however it can be added later. The intent is to expedite the gathering of information relative to e-commerce, however, if this feature is abused by ignoring it or entering nonsense information, it will clutter the customer list. NOTE: Be sure to select SKIP [F7] if the customer does not want to give you the information.
- **Ask For Phone Number** - (Not Generally Recommended) You will be prompted for a phone number of the customer before any other customer information is taken. This includes cash sale invoices and may not be suitable for your business.
- **Ask For Zip Code** - For every Quick Sale (no customer name) transaction, you will be prompted to enter a zip code. The purpose is to compile statistics of sales to various locales so you can better understand your clients and target your advertising.

Primary Settings

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

- If **checked**, an invoice which is voided before completion will not use a number from the invoice sequencer. Also, if an order or layaway is converted to an invoice and then back to an order or layaway an invoice number will not be missing in the invoice history screen.

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- PROS/CONS - it will be more difficult to trace how often an invoice is voided.
- If **unchecked**, POSitive selects the next sequential invoice number as soon as the invoice is created. If the invoice is voided before completion, then the number is no longer available for use, but it is recorded in the invoice history as Not Used. This adds an additional element of managerial control to know which employee is frequently voiding invoices and to determine the causes.

Skip Prompt For PO Number - When you are creating an invoice or an order for a business you are normally asked for the customer's purchase order number.

- If **checked**, you will not be asked to select and enter a purchase order number.
- If **unchecked**, you will be prompted for the PO numbers from the business which is making the purchases.

Require "F10" to Accept When Asking For Quantity - the option "Ask For Quantity" for an inventory item will open a screen requesting a quantity value. The value is accepted by pressing either Enter or F10.

- If **checked**, you must press F10 to proceed. This prevents accidental entries triggered by the carriage return of a barcode scanner or mistaken keystrokes at the keyboard.
- If **unchecked**, you may press Enter or F10 to proceed.

Allow Packages - a grouping of inventory items on an order or invoice so that individual items will not display pricing, but rather be included in a blanket price entered on the package line.

- If **checked**, you can use the Package feature and the customer will see just one package price for the list of items being purchased.
- If **unchecked**, the Package option of POSitive 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 POSitive 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, POSitive will warn that backordered items are included on the invoice. You will be given options for handling the backorders which include overriding the backorder status or generating a followup order for the customer.

  Take From Pending Before Backordering - (not recommended) This is a special use option which can simplify invoicing, but could cause delays of customer order fulfillment.

- 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

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- **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.

Group Backordered Items On Printed Invoice - this will position all items which were backordered at the bottom of the customer invoice so that you will know which items were delivered and which became part of pending order. (requires "Allow Backorders" to be active). An explanatory statement separates the groups. "The Item(s) below will be delivered at a later date."

Show Item Picture On Screen - When invoicing, POSitive can display a picture of the item being sold. This feature is useful if you suspect that customers are switching price tags because you will be able to compare the item in hand to a picture of the item. In addition to the picture, you will be able to see the item's notes.

- If **unchecked**, no pictures will be displayed. There will be a Item Detail window at the upper right, but it will not be active.
- If **checked**, pictures will be displayed in the upper right corner of the screen in place of the ship-to field. For Cash Sale invoices, the invoice layout must be changed manually by pressing ALT-F2.

Automatically Add Decimal Point - When Entering Quantity/Price/Tender (Register Style Mode Only)

- If **checked**, whatever number is entered will automatically assume 2 decimal places.
- PROS/CONS - this is not always a desirable setting, especially if you intend to change quantities.
- If **unchecked**, (recommended) you can enter full integers without using a decimal, but any fractional amounts need you to type the decimal place.

Pop-up And Display Item's Price Levels When Changing Price - Limits a change in selling price to predefined price levels by employees, but comes with a manager override. Security settings for employees control access. (see Price Selector 63)

- If **checked**, when the clerk attempts to adjust price, all levels will be displayed.
- If **unchecked**, the clerk who has security clearance can enter any selling price.
- PROS/CONS - if your customer's can view the screen as you create invoices they will see prices to which they are not entitled.

Show "More Detail" on Customer Lookup - Displays first and last purchase dates, dollar total of purchases, number of purchases, number of return invoices and Authorized Buyers and AR Status.

- If **checked**, when the clerk comes to the Customer Locate screen the side panel is also opened.
- If **unchecked**, the clerk can manually open the side panel

Show "More Detail" on Inventory Lookup - Displays stock count status including number of items on vendor purchase orders, location details and Sub-Category assignments

- If **checked**, when the clerk comes to the Locate Item screen the side panel is also opened.
- If **unchecked**, the clerk can manually open the side panel

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DUE DAYS

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

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

The calculated due dates are merely defaults. At the time of creating the order, you may select any due date for that particular order, unless you activate the Auto-Set which skips the calendar prompt.

- **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 POSitive

Turning on the Auto-Set switch will automatically apply the due date. The date due selection calendar will NOT pop-up when completing a transaction, thereby saving you a few extra keystrokes. The due date can still be manually changed.

QUANTITY SEPARATOR

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

How To Use The Quantity Separator
When adding an inventory item to an invoice, order, layaway, or quote, you can designate the Quantity being purchased before selecting the item. For example, if the customer is purchasing 4 of item ABC, then type 4/ and then choose the ABC item. The quantity will be automatically added and an extended price calculated.
Note: An indication that there is a conflict with your SKUs and this quantity separator is the inability to add an inventory item to an invoice, order, or quote. After selecting the item from the inventory list, the item will NOT appear on the invoice whereas other items are readily added.

Customers tab 55

Tender tab 56

Service Orders tab 59

Printing tab 59

Prompts tab 61

Entry Options tab 61

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3.3.2.1.1 Customers tab

Skip Prompt For Authorized Buyer - Customer's who are business accounts automatically prompt for selection of an authorized buyer.

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

Alert If Customer Has Pending Transactions When Starting Invoice - When 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 an invoice created for the customer. Even if the sales rep did not create the invoice, s/he will be credited with the sale which could be an important factor in commissions earned. Note: this option does not apply when creating a new order, quote, or layaway - it only works when creating a new invoice.

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

Include Country In Bill-To Address - If you sell internationally, the customer address can include the name or code for the country.

- **Exclude Countries** - Enter the country name exactly as it is spelled in the Country Definitions screen (Maintenance: Definitions: Countries). Entries do not require separate lines nor commas, but spelling is important.

Ship-To Address Setup

When Creating A New Transaction, Set the Ship-To Address As

(NOTE: this only works if you have turned on (checked) the option "Tax Group Based On Shipping Address" under System Setup: Customers.)

- **The Default Ship-To Address** - This will use the customer's Bill-To Address as the primary or default shipping address
- **Store Pickup** - The ship to field on the invoice will say "Store Pickup" instead of any shipping address.
- **Ask** - Will open a screen allowing you to select "Store Pickup" or any pre-defined ship-to address.

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Tax Lookup URL - (Optional) This field is for linking to a state government web site which lists Destination Based Taxes for the various counties of the state. (For example, Washington State has the following web site which can be used by POSitive to identify tax rates in various communities

- http://dor.wa.gov/Mobile/SalesTaxRatesCe.aspx

Contact Your Dealer for help if your state has implemented taxation based upon delivery location rather than purchase location. (see also WA State Tax Importer)

3.3.2.1.2 Tender tab

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

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

Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking) - This option controls whether or not you will payout in cash if the full value of the certificate is not used.

- If **unchecked**, the unused value of the gift certificate will be refunded in cash (or you may select by check, or put on store account.)
- If **checked**, will not issue a refund. POSitive 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 POSitive will record and redeem the balance value. (see Gift Certificates 1696)

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.
NOTE: Entered driver's license numbers are only displayed under Check Management. (See Checks Tendered 165)

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

- If **checked**, you will have greater inventory control and will be able to provide the customer with more services. For example, you will have the option of tendering the refund in cash, check, credit card, or store credit. You will also have a fuller history for the customer and will be able to make better decisions about your services for the customer in the future.
- PROS/CONS - This means a return invoice cannot be a Cash Sale invoice. It MUST be created

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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 When Tendering With Credit/Debit Cards - If the customer is making purchases by credit card, you can require that the invoice be a customer invoice rather than a Cash Sale invoice.

- If **checked**, you will be reminded that Cash Sale invoices cannot accept credit cards. Your choice is to then convert the invoice to a customer sale, adding the customer to POSitive.
- PROS/CONS - You will be able to lookup credit card numbers.
- If **unchecked**, you will be able to complete transactions of Cash Sale invoices paid by credit card. However, you will not be able to lookup credit card numbers.

Do Not Prompt To Use Unused AR Credits When Tendering - A customer with store credits (monies due to the customer because of over payment or refunds) can usually be used in payment of current purchases.

- If **unchecked**, the value of the AR Credits will be displayed and useable for the transaction in part or in full.
- If **checked**, POSitive will skip that step of invoicing.

Round To Nearest 5 Cents When Cash Tender - When a customer is paying with cash, the amount due will be rounded to the nearest 5 cents. The difference will be reported to a GL account for tracking purposes.

A bit of trivia: Australia has no coin equivalent to the US penny. Cheques and credit cards can be for any amount, but cash transactions must be paid to the nearest five cents. Example

The invoice total is $5.12. However, rounding has been turned on so when you choose CASH for tender the amount becomes $5.10 instead.

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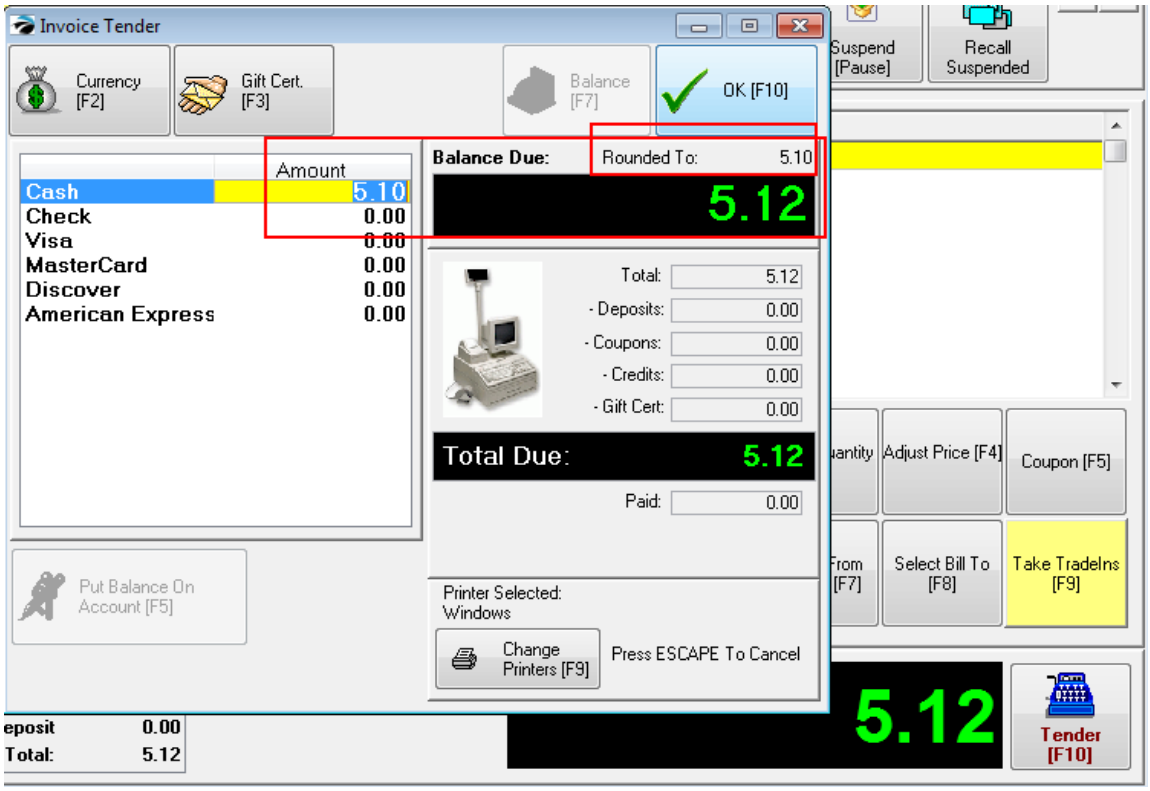
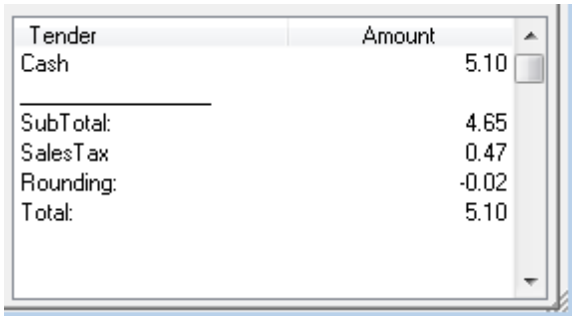


In addition, the Tender section of Invoice History will display the rounding adjustment.



- If **checked**, the tender screen will show and record the rounded amount due on the Cash entry.
  Rounding GL Account - The GL Account number to track adjustments in rounding.

International Features

- **Currency Symbol** - select the monetary symbol of the local currency
- **Tender Spellings** - enter the local terms for Cash, Check, and Credit Card to be used on the Tender Screen.

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3.3.2.1.3 Service Orders tab

Not a Feature of PFR

Support Sub-Owner When Creating Service Orders
When activated, every invoice will begin by gathering information defined here.

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

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

Do Not Print Service Notes On Invoices
When activated, Work To Do, Work Done notes created on the service order will not print when the service order is converted to an invoice.

Default Status When Creating New Service Order - Select a Status for newly added service orders. (To create a another status option, go to Maintenance: Definitions: Service Order Status)

Add New Quotes As
Quotes are pending transactions not yet authorized by the customer. Quotes can be generated with or without special service work instructions. When you choose to Create a Quote, you will be prompted accordingly.

NOTE: the workstation **must** be using the classic **Invoice Style** rather than Register Style invoicing screen. More
Depending upon how you want your workstation to display invoice creation invoice you may select from two Invoice Styles:

- **Invoice** screen layout suitable for computer stores, service stores needing detailed invoices. All menus are open on the side panel instead of being hidden. Includes Section Manager and Service Quote capabilities.

- **Register** - screen layout suitable for cash-carry, gift stores, etc.
  Note: Register style is typically selected in businesses needing the "Allow Backorders On Invoice"

These global selections are available
- Standard Quote -- does not support service notations
- Service Quote -- supports and requires completion of service note section
- Ask for Standard or Service Quote - allows you to choose at the time you are starting a new Quote

3.3.2.1.4 Printing tab

Check Validation - Customer Checks can be validated by printing your bank name and account number on the back of the check for deposit. Currently POSitive supports the Epson TM-U325PD printer and compatible printers. You can print up to 6 lines of information. Each line will print whatever is typed

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plus insert data within the brackets

[Date] = Date of the invoice will be printed
lTime] = Time when the invoice was created will be printed
[Invoice] = Invoice number will be printed
[Station] = The register number
[Method] = The method or type of payment
[ID] = the sales ID of the employee

How To Setup Check Validation
Step 1
Choose the line and type desired text to be printed on the back of the check.
Include the brackets [ ] when a POSitive value is desired.
For example
Line 1----For Deposit Only
Line 2----Your Bank Name
Line 3----Account Number
Line 4----[Date] [Time]
Line 5----[Invoice] Reg [Station] [ID]
Line 6 ---[Method]

Step 2
IMPORTANT: To complete the setup, you must also configure the printer definition.
1) Go to File: System: Printers
2) Edit "Generic Receipt Printer"
3) Select tab "Receipt Printer Setup" and enter the appropriate values as per manufacturer instructions.

These are codes for the Epson TM-U325PD Please check the manual for codes for your printer.
--- This is a Receipt Printer --- CHECKMARK this
--- Reset Printer --- 27,64
--- Tear Off Code --- 29,86,65,0
--- Validate Checks --- CHECKMARK this
--- Validate Accounts Receivable --- (OPTIONAL)
--- Validate On --- 27,99,48,8
--- Validate Off --- 27,99,48,1
--- Print Validation Text Upside Down --- (OPTIONAL)
--- Upside Down On --- 27,123,1
--- Upside Down Off --- 27,123,0

"You Saved" Based On

The 40col invoice receipt can include a calculated field of how much the customer has saved because of coupons, discounts, and/or the difference between the assigned selling price and a suggested retail price. This section determines the basis for price comparison

- Customer Price Level - only coupons and percentage off discounts will be reported as savings
- Fixed Price Level - you will need to choose your highest priced level, typically called Suggested Retail. All purchases will compared to this price level and will report the differences as the "You Saved" value.

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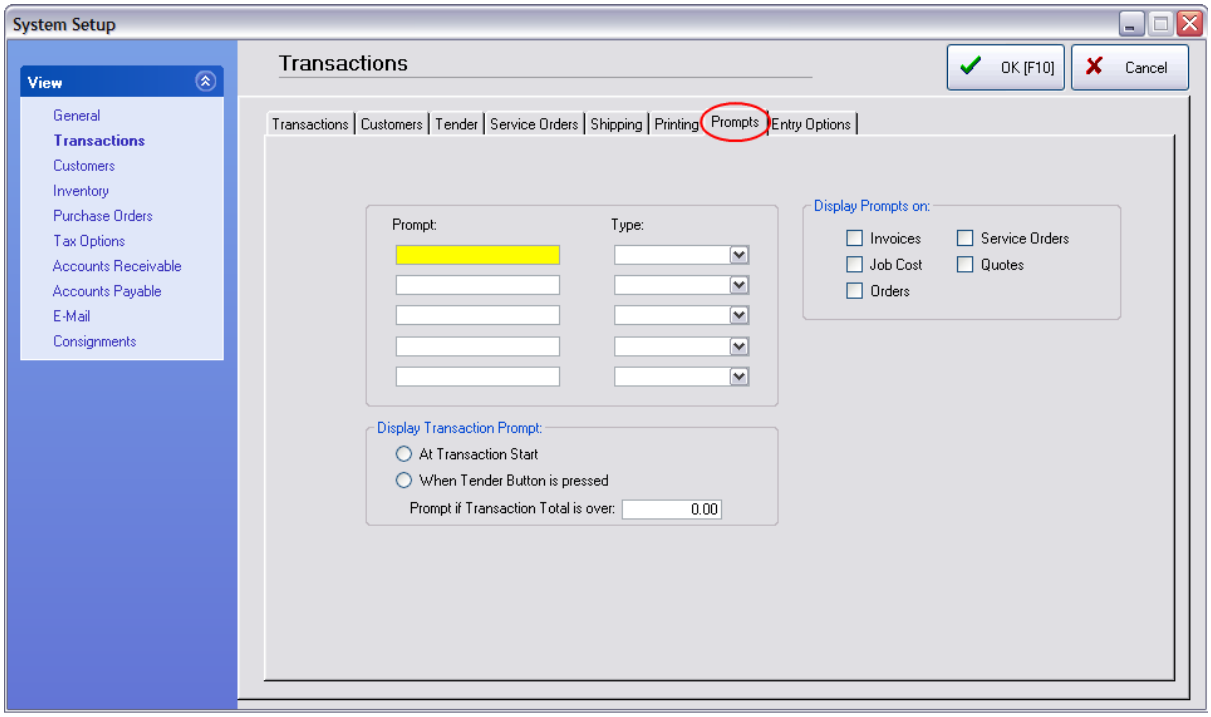
Additional Setup Required. You will need to edit your 40col invoice receipt to include the You Saved variables. (see Printer Forms 1786)

3.3.2.1.5 Prompts tab

This is a GLOBAL setting for all stations, but can be activated for just certain types of transactions, i.e., Invoices, Layaways, Orders, Service Orders, or Quotes.

When activated, every designated transaction (Display Prompts On...) will prompt, either at the start or end of the transaction, for the information defined on this screen. The captured information will be printed and saved as part of the invoice or transaction.



This is an excellent tool for gathering and recording more information about your customer or your services rendered. (see Transaction Prompts 1258)

3.3.2.1.6 Entry Options tab

Activate Advanced Search - (see POSitive Choice 1282)

- If **checked**, invoice will be updated with customer information based upon settings below. For example, while in the creation of an invoice, you may choose to scan a customer's loyalty card or enter the customer phone number which can automatically set the invoice for that identified customer.
- If **unchecked**, no advanced search options will apply.

Always Search For:

- **Search Vendor SKU** - if a scanned SKU is not found, POSitive will search through the list of vendor SKUs
- **Search Customer Code** - searches entries of the Lookup Code field

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- **Search Customer Phone** - searches the customer phone number fields (NOTE: enter the complete phone number with area code, but without spaces or hyphens)
- **Confirm Customer On Found Entry** - (Recommended) requires the clerk to select customer manually as a confirmation that it is the correct customer
- **Search Frequent Buyer Number** - searches the rewards or loyalty program list for customer numbers *(Not a Feature of SE Version)*

When Entry Not Found:

- **Do Not Display Inventory List If Entry is Blank Or Not Found** - will issue a warning sound, but nothing happens on the invoice.
- **Jump Directly To Inventory Lookup** - Opens the Locate Item screen. A new item can be added.
- **Prompt To Add/Edit Item Or Customer** - (Recommended) Opens POSitive Choice to lookup or create new item or customer.

Other

Number Pad Character Limit: _7_ - To prevent problems of overstating the quantity or price of an inventory item, you can set a limit for the number of characters in this field.

NOTE: this feature is NOT available when using the Invoice Style invoicing screen. Whatever you key into the field will be accepted, because to change the values of a line item, you simply highlight the item and press Enter to access the Quantity or Price fields. There is no need to access the Number Pad nor is there any checking of the Number Pad Character Limit.

Purpose: When inventory items have an Ask For Quantity or Ask For Price switch activated, a barcode scanner may inadvertently be triggered and fill in the "Number Pad" with a barcode rather than the desired quantity or price. This is sometimes difficult for clerks to notice or correct. Now a pop-up warning will stop the clerk from continuing until the problem is corrected. Sample

Ask For Quanty has a barcode sized number in the field. A warning appears: "The Value you have entered is too long. Press F10 to re-enter the value."

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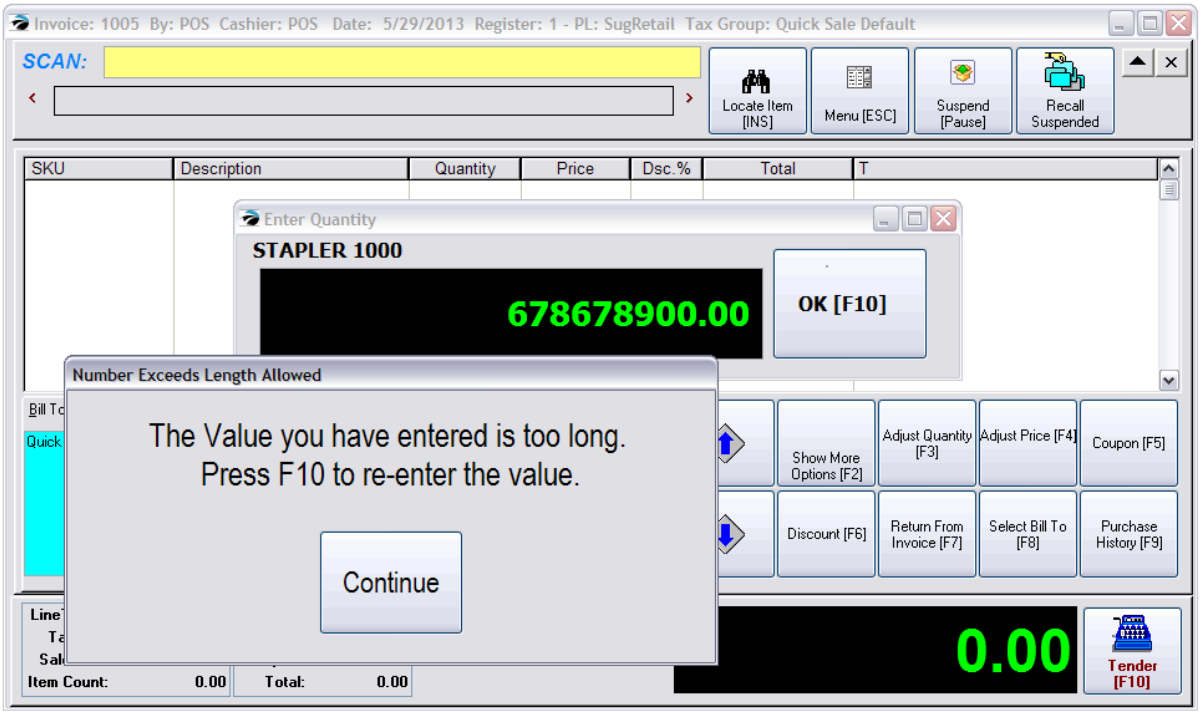

Retrieve Suspended Invoice Prefix

This is a setup option for a simple method for converting suspended invoices into full invoices. This is often used in conjunction with pre-scanning of customer shopping carts to reduce long wait periods at the register. This full setup entails reserving a group of Customer Records for making initial sales which are subsequently suspended. Then giving the customer an identification card number to retrieve the suspended invoice. (see Retrieve Suspended By Prefix 1256)

3.3.2.1.7 Pop-up Price Selector

This system setup, (System Setup: Transactions: "Pop-up And Display Item's Price Levels When Changing Price") gives a cashier an option to change a price of an inventory item on an invoice, but only by selection of a predefined price level.

Only a manager can choose the "Authorize Price Change" button to set a selling price other than the listed prices. Caution: the item could be sold for less than cost. (see Security Options 256)

Setup Required

Go to System Setup: Transactions: Transactions tab and activate **Pop-up And Display Item's Price Levels When Changing Price** (see System Setup 50)

Operation

1) A cashier attempts to change the selling price of an item on the invoice. This opens the Price Selector screen.

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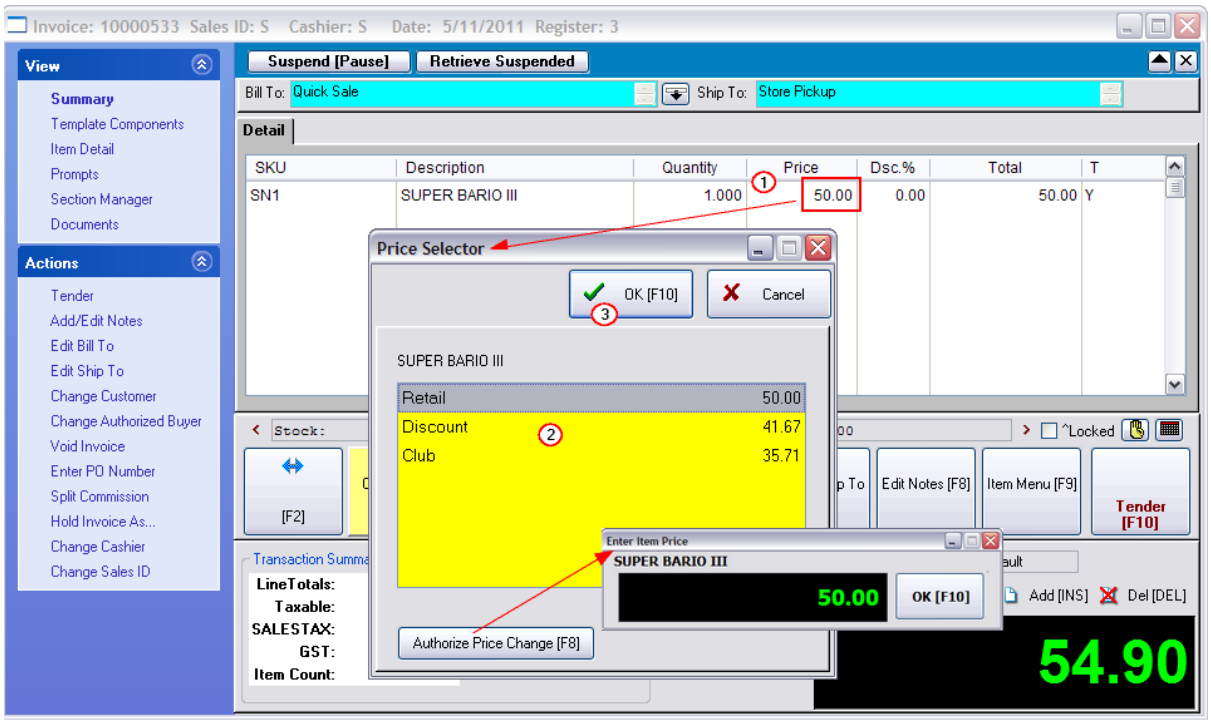
2) Highlight the desired price level. (Or choose the "Authorize Price Change" button and set the price).

3) Choose Ok



3.3.2.2 Customers view

This is the primary area where general settings for customers are defined. However, there are other tools for quickly adding customers. (See Invoice Setup: Quick Sale 50 tab and Customer Categories 1268)

Standard SE Options

Default Lookup

When opening a customer list, the names will be sorted using one of these options. Choose the one which will serve you best.

Tip: At any time, click on the Column Title to temporarily switch the sort method..

- **Name** - Sorts on business name and an individual customer's last name
- **Account** - A permanent account number generated by POSitive. 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 POSitive E-Commerce 1843 so a duplicate entry block has been added to the program.

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

Use Titles (Mr/Mrs) - Activates an open field on the Customer Record screen. Includes this term of address on invoices and correspondence.

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

Auto Generate Customer Code From Phone When Adding - You will be prompted to enter a phone number even before you take any other information about the customer. The phone number will be stored as the lookup code, but without any hyphens. (Related topic: Customer Found 1279)

Taxation

Tax Group Based On Shipping Address - Some businesses are required to charge taxes based upon the customer's delivery address. For this option to work, you will need to create tax groups for each county or zipcode as needed. By selecting this option, items invoiced will be charged at the appropriate ship to address. ***TIP:*** You can set a default related to this option under System Setup: Transactions: Customers: "When Creating A New Transaction, Set the Ship-To Address As"

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

Skip City/State Field and Go To Zip Code Field When Adding Customer - If most of your customers are not local, this is a quick solution.

TIP: Even while the cursor is in the city field, you may type the zip code for automatic fill-in.

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

Default Address Format

- US/Canada
- Great Britain
- South Africa
- Australia

3.3.2.3 Inventory view

These store-wide master settings affect POSitive inventory are subdivided into five tabs: General, Pricing, Serial Numbers, Trade-Ins, and Invoicing.

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General tab

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

This is a Master switch. This must be turned ON if any items are to be tracked.

- If **checked**, individual inventory items can be either tracked or not tracked, based upon the settings of the individual item.
- If **unchecked**, all inventory stock counts will be unaffected by sales and purchase orders. All items will say Non-Track in the stock count field. You will still get profit reports, quantities sold, etc., even if stock tracking is turned off, but you will not have actual inventory counts. Note: Non-tracking inventory is intended to be used for intangible items, such as labor, bottle deposits, restocking fees, etc.

Allow Sales of Items Before Receiving On PO (Negative Inventory) - In brief, this option allows POSitive to make stock count adjustments to inventory being received on a purchase order if an item is being sold prior to being counted as being in stock.

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

Allow Duplicate SKUs (Primary SKUs can never have duplicates) - Every inventory item must have a primary SKU; optionally, any item can have additional alternate SKUs. These SKUs can not be used more than once, unless this option is activated.

- If **checked**, a SKU can be used only once as a primary SKU, but more than once as an alternate SKU
- If **unchecked**, any attempt to enter a SKU a second time, either as a primary or alternate SKU, will result in a POSitive alert message that the SKU is already in use and will not be accepted.

Allow Upper-Lower Case in Item Description - When creating an inventory item, the description will be ALL CAPS, which makes typing easier. However, you can choose this switch and the first letter of the words in the description will be automatically capitalized. This applies to inventory items and coupons in Coupon Manager.

Hide Long Description on Inventory Form - This eliminates extra keystrokes when adding inventory items. When editing an inventory item, the field Long Description is usually the same as the Brief Description field. Also, the Long Description becomes invisible on the "Summary" view of the Inventory Center. Unless there is a need for your business to use the Long Description, you can hide this feature.

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

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

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Prompt For Stock Count When Adding - When creating a new inventory item, POSitive 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.

Default Price Level (1-6) - When the Inventory Center is opened, the default prices shown are Price Level 1. You can set a price level of your choice to be displayed as the default. Note: Clicking on the column title will display the next level pricing.

Set Trade-Ins To Inactive When Adding - When you press CTRL-T on an invoice or order you are creating a trade-in item. Normally it will be an active item and appear on your inventory list. With this setting it is automatically set as inactive and will only be visible on the inventory list when you choose "Show Inactive Only" from the Esc Menu. (see Trade-Ins 1520 and Used Items Manager 1528 for different ways of handling trade-ins.)

Enable Food Stamp Tracking - Must be activated if you honor Food Stamps as a tender type.

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 POSitive E-Commerce 1843 which will automatically post pictures of your inventory on your web page. You will want to be able to verify the picture being posted matches the item for sale.

Thumbnail Size (Pixels)

The standard setting is Height = 98 and Width = 74. The purpose of this screen is to allow you to control the size of the thumbnail images on your Magento website. Enter the Maximum area in pixels. Proper Aspect Ratio is always retained.

NOTE: if you are using Magento, set your size to 200 so that you can get better quality images. Magento will automatically resize your images for optimal use.

Matrix Controls

When creating Matrix inventory, BOTH the generated SKU and the generated description for the matrix items can be controlled.

The first 3 to 5 characters of the Description or SKU are used as the prefix of the individual SKUs. Knowing this could be to your advantage.

A matrix item's description automatically includes the content of the row and column. You may choose which information you wish to come first, row then column, or column then row.

Matrix Item SKU Sequence

- Description - Item ID - M (original option)
- SKU - Column - Row
- SKU - Row - Column
- Desc/SKU Length - choose a number, 8, 9, or 10 (Note: a lower number can eventually cause problems with duplication of SKUs)

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Matrix Item Description Sequence

- Description - Row - Column
- Description - Column - Row

Pricing tab 68

Serial Numbers tab 74

Trade-Ins (Used Items) tab 75

Invoicing tab - (Backorder & Fast Add) 76

3.3.2.3.1 Pricing tab

POSitive will support up to 4 decimal places for these numbers.

Pricing Decimal Places - The number of decimal places to display in the price field. Choose 0 (zero) if you never sell fractional quantities. Two decimal places is recommended; use of 3 or 4 is impractical.

Quantity Decimal Places - The number of decimal places to display in the quantity field. Two decimal places is recommended; use of 3 or 4 is may be necessary.

Cost Decimal Places - The number of decimal places to display in the cost field. Two decimal places is recommended; use of 3 or 4 is dependent upon your inventory costs.

Basis For Price Markups

POSitive calculates selling prices with markups over cost. The cost of an item can be defined in four ways. Choose the definition of cost which will best suit your business needs. (See Cost Examples)

Cost - Cost is the price you pay for the item from the vendor.

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

Landed Cost - Landed Cost is the price you pay for the item from the vendor plus a proportionate amount of the shipping charges on the purchase order. The shipping charges are distributed based on the weight of each item, the cost of each item or the number of items. If you select Landed Cost or Include Landed in Average be sure to activate **Calculate Landed Cost Based On** in System Setup: Purchase Orders: Receiving POs (see Purchase Order Defaults 77).

Include Landed in Average - Include Landed in Average Cost is of the same dynamics of Average Cost but with the addition of proportionate shipping charges. Include Landed in Average Cost is also subject to the same downside of average costing.

Notes:
- Your selection here, no matter which costing method you select, will affect the selling prices

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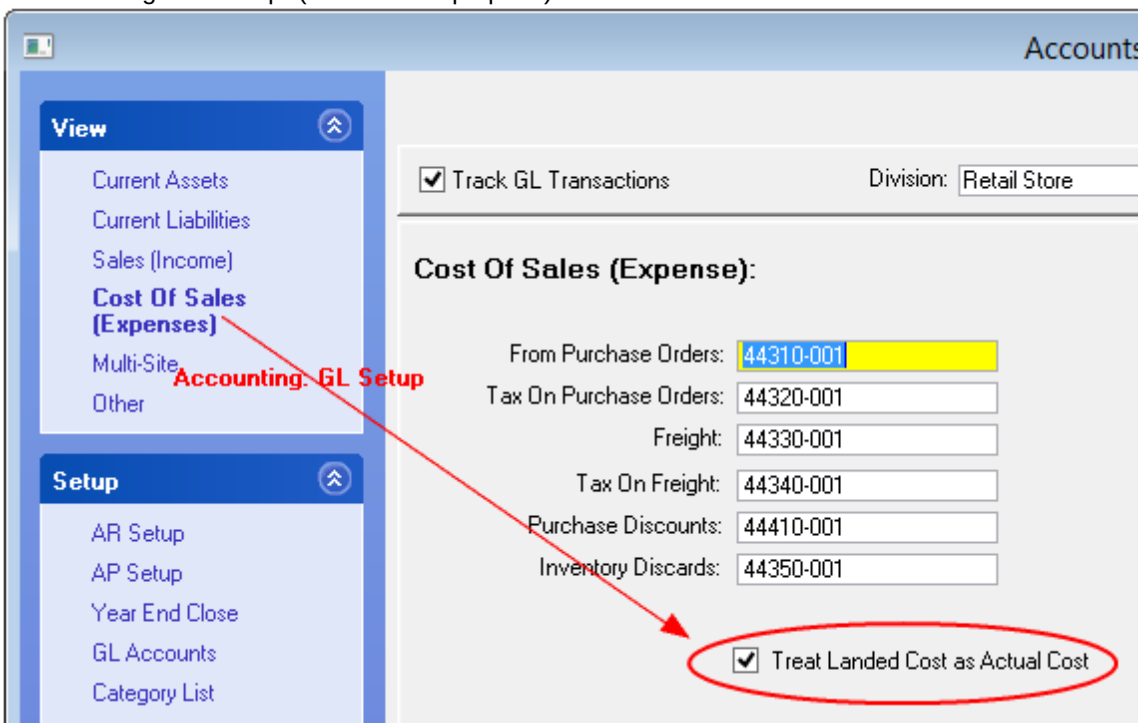
which are based on a markup or margin over cost. It will also affect profit reports.

- If you choose Landed Cost, you MUST also activate "Treat Landed Cost as Actual Cost" in Accounting: GL Setup (see GL Setup option)



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

Price In SKU Setup - Also known as Random Weight or UPCB. Define the structure of a barcode which will include a price or weight in the barcode. This option is often used in retail stores which sell products by weight. In the packaging process the scale prints a barcode with the price embedded in the barcode. (see Price In SKU Setup 71)

Price Descriptions

Price levels are titled. If there is no title, then there will be no access to the field when editing an inventory item.

You may use up to six different pricing levels in POSitive. Your titles can be codes or descriptive titles such as Retail, OurPrice, Wholesale, Club, Employee etc.

Title each price level you want to use.

Price 1: (Example: Price, Retail, OurPrice)

Price 2: (Example: Wholesale, Discount, Club, Employee

Price 3: etc.

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

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

Be aware that these titles can appear on inventory price labels so the names should be appropriately worded. These price level names will also be displayed on your web page if you are using POSitiveCommerce 1843 and in inventory definitions, in customer setups, and on various reports.

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

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

> Tip: If you find a need to sell product to yourself for your own consumption or for other reasons, create a price level named Cost and choose no markup for this price level.
>
> Tip: Even if you never sell at Retail, you may want to include it anyway. You can design your inventory price labels to show both the Retail price and the Our Price levels so that customers will know they are getting a bargain when shopping at your store.
>
> Tip: Experienced users of POSitive suggest that only one price level be used. Then, apply special discounting for employee purchases through the use of coupons, permanent discounts, and other discounting options.

Item Code - "See Item Code (Cost Disguised As An Item Code) in Customer Item History"

This is a setup feature for an Invoice Button named "Item History." The purpose of "Item History" is to give the sales person information about the customer's previous purchases of this one highlighted item. While in an invoice or pending Order, highlight the item and choose the "Item History" button on the Invoice Button Bar. (see Sample Item History 1118)

Sample Screen

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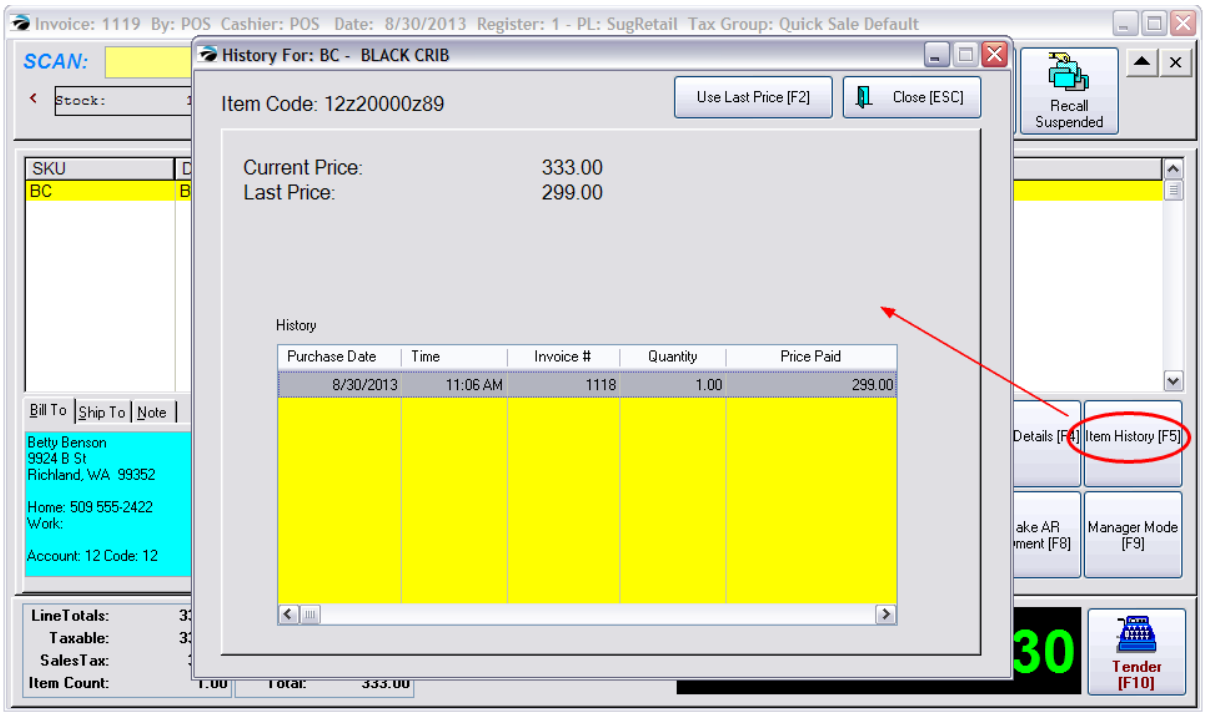
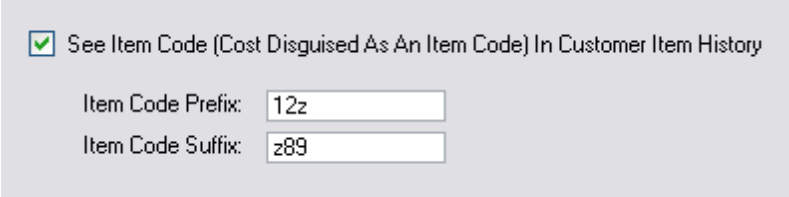


Item Code

The Item Code is a disguised "Last Cost" of the item so you can know your cost before you change the selling price of the item. In the above example, the cost is $200.00.

The "disguising" of the last cost is done by adding a prefix and suffix of your choice. Go to Maintenance: Inventory: Pricing tab. Activate the option "See Item Code In Customer Item History," and add a prefix and/or suffix. The use of numbers and letters (upper/lower case) is allowed.



3.3.2.3.1.1 Price/Weight Embedded In SKU Setup

The purpose is to 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. Also known as Random Weight or UPC-B. In the packaging process a scale prints a barcode with the price (or weight) embedded in the barcode. When POSitive scans the barcode it will not only identify the product but also the selling price (or the quantity) and properly complete the invoice.

Advance Setup

You must activate and define the Price/Weight In SKU option.

Go to Maintenance: System Setup: Inventory

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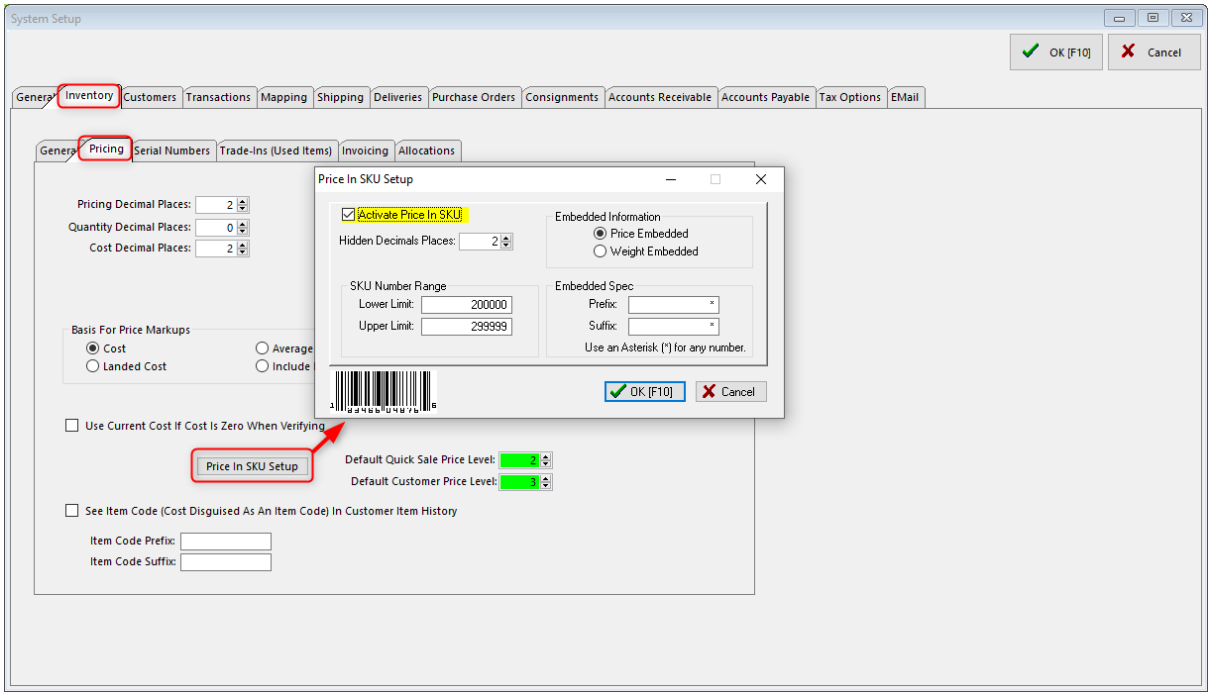
Select the Pricing tab

Choose the "Price In SKU Setup" button



Activate Price In SKU - must be checked or this feature will not function

Hidden Decimal Places - most generally a 2

Embedded Information - choose one or the other. You cannot use both.

Price Embedded - the second half of the SKU will show the price with Qty field assumed to be 1.

Weight Embedded - the second half of the SKU will show the weight which will fill in the Qty field.

SKU Number Range (the SKU is most always 6 characters)

Lower Limit - most generally 200000

Upper Limit - most generally 299999

Embedded Spec

Prefix - most generally a 7 (Could also be a different number, such as 4, depending on the device creating the label)

Suffix - most generally a 2

Do not use a suffix if your scanner is not set to read the check digit (see below)

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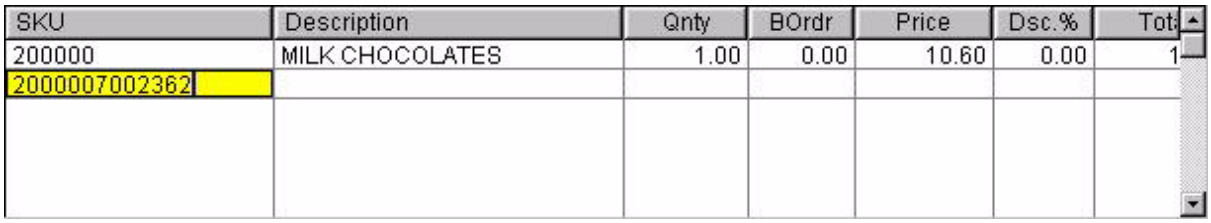
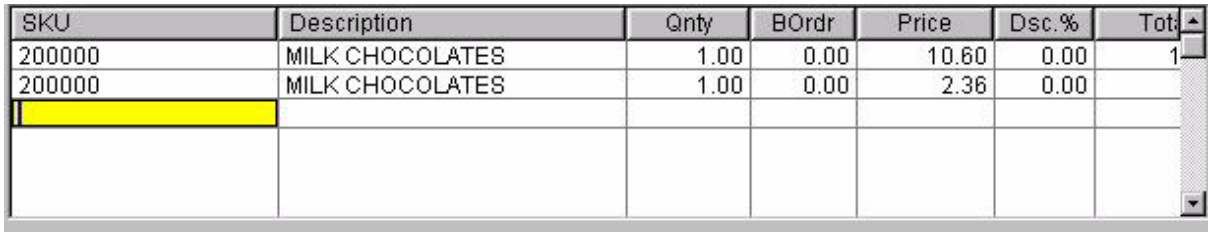
Price In SKU

If the Price Embedded option has been activated, and a package of milk chocolates which has the SKU 2000007002362 is scanned onto the invoice, the 236 portion will be the selling price.



SKU	Description	Qnty	BOrdr	Price	Dsc.%	Tot
200000	MILK CHOCOLATES	1.00	0.00	10.60	0.00	1
2000007002362						

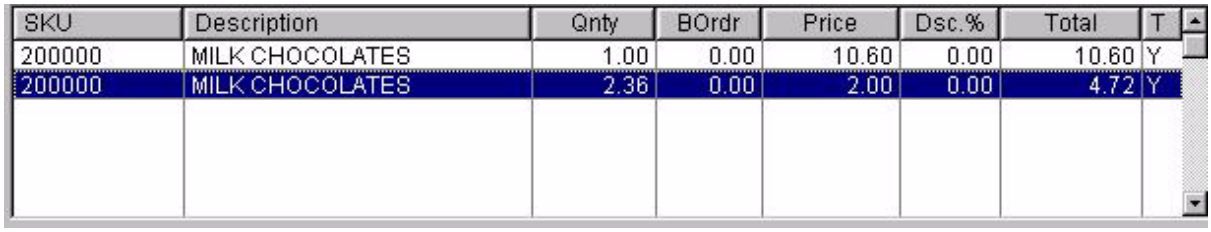
The result of the scanned SKU sells the milk chocolates at 2.36. Remember that the 7 is the leading character, 2 is the ending character and the characters in between are the price with an assumed 2 decimal places.



SKU	Description	Qnty	BOrdr	Price	Dsc.%	Tot
200000	MILK CHOCOLATES	1.00	0.00	10.60	0.00	1
200000	MILK CHOCOLATES	1.00	0.00	2.36	0.00	

Weight In SKU

If the Weight In SKU option has been activated, and a package of milk chocolates which has the SKU 2000007002362 is scanned onto the invoice, the 236 portion of the SKU becomes the quantity.



SKU	Description	Qnty	BOrdr	Price	Dsc.%	Total	T
200000	MILK CHOCOLATES	1.00	0.00	10.60	0.00	10.60	Y
200000	MILK CHOCOLATES	2.36	0.00	2.00	0.00	4.72	Y

Editing The Entry

As with other inventory items, you may edit the scanned product and change the selling price or quantity manually.

Barcode Format

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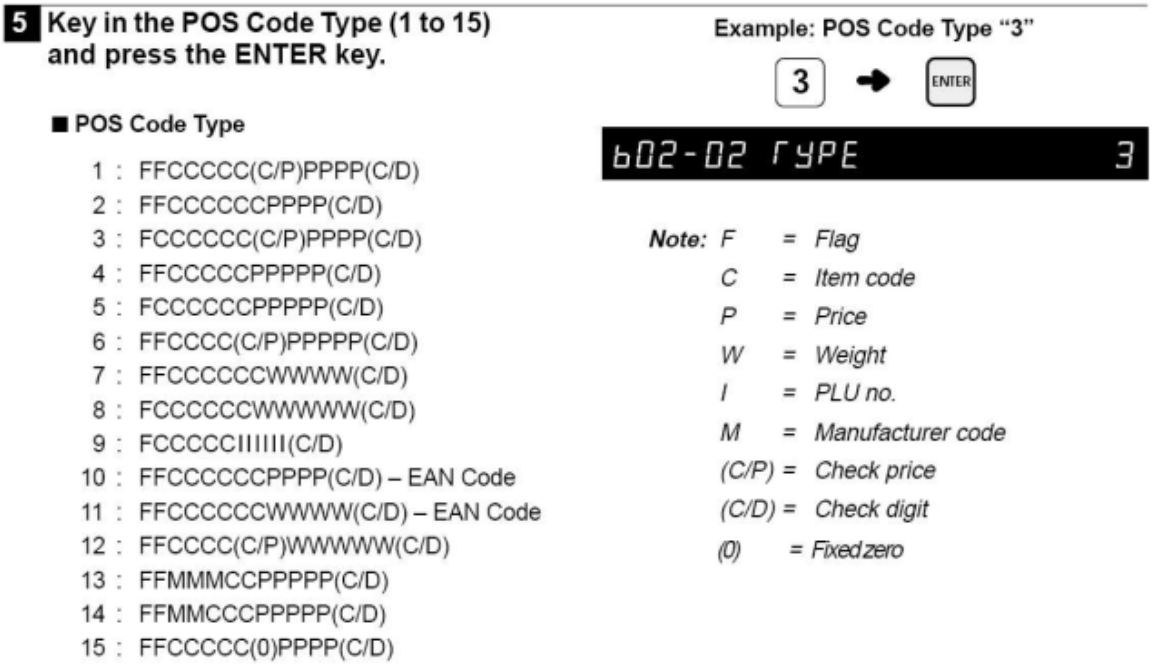
Scales with label printers are typically used for printing labels with Price or Weight embedded in the barcode. Some scales can be programmed to print barcodes in specific formats, as shown below. In this example, the POS Code Type needs to be set to 3, which formats the barcode so it can be read correctly by POSitive. For example, a barcode that represents 2000007002362 is decoded as:

SKU: 200000

Prefix: 7 (This number tells POSitive the next string of numbers is either for Price or Weight)

Price/Weight: 00236 (Leading zeros are for padding and "Hidden Decimal Places is set to 2, so POSitive reads the price as 2.36)

Suffix: 2 (This number marks the end of Price or Weight)



3.3.2.3.2 Serial Numbers tab

Not a Feature of PFR

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

Serial Number Options

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

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

Allow Duplicate Serial Numbers - (Usually not activated) Normally one would think that serial

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numbers would be very unique and there would never be a duplicate serial number. This should only be turned on if you know that identical serial numbers will be used. (see Assorted Inventory 1390)

Prompt For Serial Numbers When Completing Transactions (Invoices, etc).- As you sell serialized inventory, you will be prompted to record the serial number on the invoice. If the item's serial number does not exist in POSitive, you will be able to enter it for the first time as you are invoicing.

Prompt For Serial Numbers As Items Are Added For: --- Activate each needed type. If checked, when you add a serialized inventory item you will be immediately prompted to select a serial number. Otherwise, you will not be prompted until choosing to tender the order or invoice.

- Invoices
- Layaways
- Orders
- Service Orders

Serial Number Terminating Character(s) - Some packaging of products has multi-purpose barcodes which have the SKU of the item first followed by other code numbers. Generally there is a separator between the SKU and the additional information. By entering the separator character (more than one character can be entered to handle various barcodes), POSitive will automatically truncate any information after the character. For example 12345678:901234567 has a colon as a separator. If the colon were entered here and if the barcode were scanned into an invoice, only the first characters 12345678 will be selected because it is the SKU of the product being sold.

3.3.2.3.3 Trade-Ins (Used Items) tab

Not a Feature of PFR

If you accept products from customers in trade for your products or services you may want to use this feature of POSitive. There are three different ways of handling trade-in products. Be sure to read the Trade-Ins 1520 topic for specifics about the use of these options.

Track Trade-Ins (Used Items) Under One SKU

- If **checked**, when you press CTRL-T on an invoice you will be prompted to select a SKU, value, and condition of the item. (**Creates New & Used Stock Counts**)
  SKU Prefix / Suffix - to easily distinguish used products, enter prefix (suffix information is optional). This can be alpha numeric. TIP: The letter U for both the Prefix and Suffix make products easy to identify.
- If **unchecked**, when you press CTRL-T you will be prompted to enter only a description and value of the item. **(One of a Kind Trade In)**

Calculate Trade-In Price From Existing SKU (for Advanced Trade-Ins ONLY)

Advanced Trade-Ins operate on rules which will automatically calculate the trade in value of a used item. This setting identifies the SKU to be used as the base price.

- Existing SKU Prefix - enter the same prefix/suffix as listed above if you want the used item to be the basis of price. Enter a different prefix or leave blank.
- Existing SKU Prefix -

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Do Not Charge Tax On Trade-Ins (for Advanced Trade-Ins ONLY)

Because Advanced Trade-Ins are controlled by an inventory category designed to sell new and used items, this setting makes sure that trade-ins being re-sold are not charging tax.

Prompt If Used Items Are Available When Selling New Stock

- If **checked**, when you sell a product by entering the primary SKU, you will be prompted to select either the used or new items in stock.
- If **unchecked**, you will not be prompted.

Label Form - select a label to be printed for used items. TIP: the label can be specially formatted to indicate warranty/return disclaimer or other information.

3.3.2.3.4 Invoicing (tab)

(Backorder & Fast Add)

When you are creating an invoice, order, layaway, service order, or quote and you need to access the inventory list, POSitive will use these settings.

Default Item Lookup

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

- **SKU**
- **Description**

Invoice Prompt Behavior When Negative Stock is ON

If you have activated, "Allow Backorders on Invoice" (Invoice Setup) and "Allow Sales of Items Before Receiving...(Negative Inventory)" then when creating an invoice and selling an inventory item which is out of stock, POSitive will prompt you in one of three ways. It is assumed that the product is in hand, that the customer can take the item at time of invoicing.

- **Item Is Always Here** (skip prompt to backorder) - POSitive will automatically flag the item being sold as "**Pre-sold**." When the next purchase order is received, the PO received quantity will be reduced by the number pre-sold. (See explanation below.)
- **Prompt Defaults to "It's Here"** - POSitive wants to confirm that the item is truly in hand and that the customer will be taking the product at the time of invoicing. The item will then be flagged as "**Pre-sold** ."
- **Prompt Defaults to "Backorder It"** - POSitive assumes that the item cannot be delivered. When processing the invoice, you will be prompted to create a "special order" for the customer so that the product can be delivered later.

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 POSitive.

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

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

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

Department / Category of Fast-Add Inventory

Set Default Department/Category [F5] - Inventory can be defined on-the-fly while creating a customer invoice, but the definition of the item will not be complete and must be edited later. These added inventory items take on characteristics of the category selected here. Use the [F5] button to select or add the category you wish to use.

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

Auto Assign Dept/Catg (cannot be changed when adding) - Selecting this option provides more control by preventing anyone from assigning the item to a different category while invoicing.

3.3.2.4 Purchase Orders

This controls much of how Purchase Orders are handled. The settings here will define defaults which can be overridden, but also limit some functions which cannot be changed while working with purchase orders.

Order List

The Order List is a generated recommendation list of inventory needing to be ordered. Items are added to the list if stock counts fall below minimum stock levels and if the item is on special order for customers.

Use Grid In Order List For Matrix Items -

Matrix inventory can be handled differently than other inventory items. (see Matrix Items and Purchase Orders 1423)

- If **checked**, when compiling the order list, individual matrix items to be ordered will be grouped under the matrix header and viewed as a matrix table.
- If **unchecked**, when compiling the order list, each matrix item will be listed separately.

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When Generating Order List, Choose

This is a default setting. Once the Order List is generated, you can override the selection.

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

Placing POs

Purchase orders still in the creation process are grouped together. Typically, the vendor has not yet been notified of the order you wish to place. These settings control how the purchase order operates.

Auto-Fill Purchase Order

POSitive will generate purchase orders and number them for each of your vendors as needed. Your purchase order number can be one of three formats. Choose a format. This is a default setting. Once the purchase order is created you may change the number.

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

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

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

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

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

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

  If you are using MultiSite, you may want to include the "store" abbreviation to the purchase order number to more easily distinguish sources
- Prefix
- Suffix

If Not Assigning Multiple Vendors

If your inventory is always so unique that it could never be purchased from more than one vendor, this option will eliminate the Vendor SKU field from the purchase order.

Omit Vendor SKU Field In PO -

- If **checked**, when you create a purchase order you will not have to enter a vendor SKU. However, your Vendor SKU must be and will be the same as your SKU. NOTICE: do not use this option if your vendors will use a SKU which is different than your own.
- If **unchecked**, you will be prompted to enter the vendor SKU when creating purchase orders. This is the way POSitive has done it in the past.

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Duplicate Items on Purchase Order

Do Not Allow Duplicate Items On PO - To assure that your are not inadvertently adding the same inventory item twice to a PO checkmark this item. There may be times, however, when you would want this unchecked.

- If **checked**, adding the same SKU to the PO will pop up a message that the item already exists.
- If **unchecked**, you will be able to add the same SKU to the PO more than once. This is an acceptable setting if you sometimes receive free or reduce priced items in addition to standard priced items on the same purchase order.

Matrix Items

Use Grid In Purchase Orders For Matrix Items - When selecting a matrix header for a purchase order, the matrix display of multiple cells. (see Matrix Items and Purchase Orders 1423)

- If **checked**, matrix items on the purchase order will have a graphic display and are grouped as a unit.
- If **unchecked**, matrix items will be listed on a purchase order in the traditional line item format.

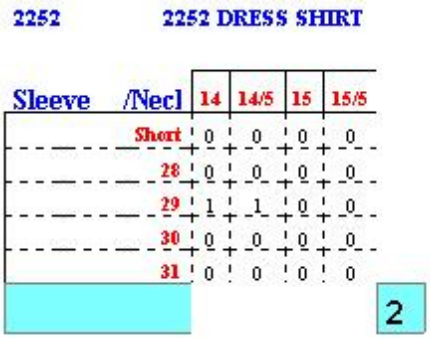
Print Standard-Style PO When Printing Matrix Items - The standard style is a line by line list of matrix children inventory and are not incorporated in a grid.

- If **checked**, when you print the PO, each matrix child item will be listed on a separate line.

PO Number	Account #	Ship By	Terms	Date	Purchaser
0719-200POS	5234	UPS GROUND	NET20	07/20/00	POS

Vendor SKU	Our SKU	Description	Quantity	Cost	Total
345	345	345 NYLON 1/4 ROPE	1.00	39.00	0.00
678	678	678 GAME	1.00	10.00	0.00
225-41-M	225-41-M	2252 DRESS SHIRT-14-29	1.00	10.00	0.00
225-46-M	225-46-M	2252 DRESS SHIRT-14/5-29	1.00	10.00	0.00

- If **unchecked**, when you print the PO, a box for the matrix items will be generated showing a consolidated group of items sorted by color/size.



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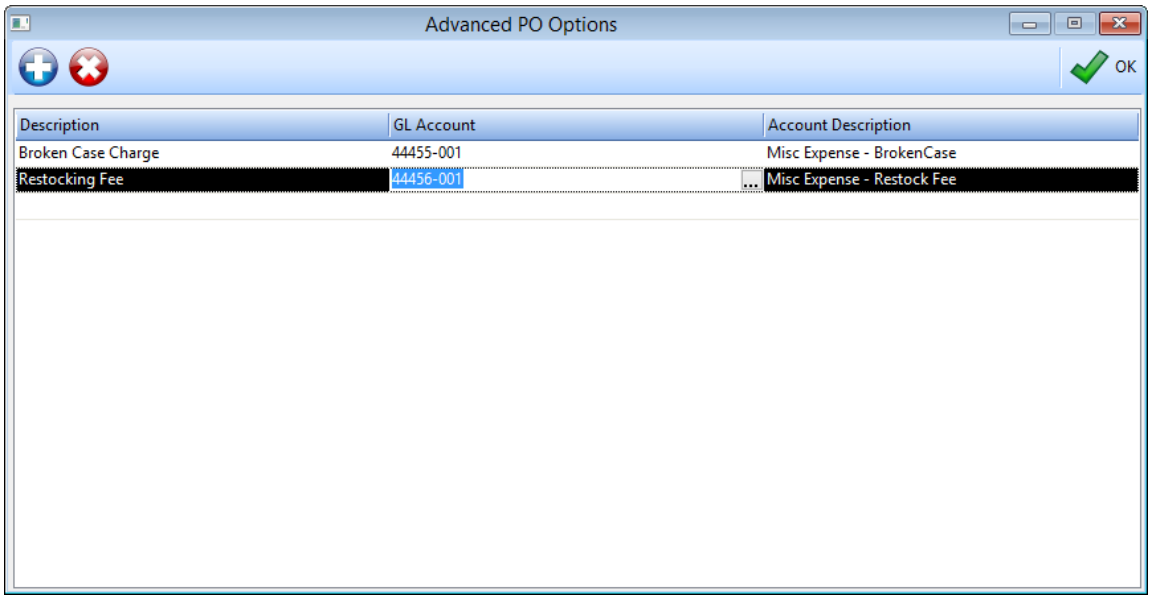
Advanced - (Define Additional Fees on Purchase Orders)

Advanced PO Options are extra charges issued by the vendor for a variety of reasons. You must define these extra charge descriptions and GL Account Numbers here. Once you are receiving or reviewing purchase orders you will be able to select which charges, if any, are applicable and enter the dollar values as needed. Some examples, shown below, are Broken Case Charge and Restocking Fee.

IMPORTANT Operation Notes:

These fields MUST be added to a PO BEFORE the purchase order is received. The Receiving Dept will not know if they will be needed or not but they must be added early in the event the Accounting Dept will find these charges on the Vendor's invoice. These fields CANNOT be added to a PO after the PO has been received.



Receiving POs

Once the vendor has been contacted and the purchase order placed, purchase orders are grouped together in a section indicating the items are in transit. When the products have arrived at your store, you receive the purchase order. These settings control what will happen at that time.

Prompt Immediately For Serial Number Upon Entering "Received" Quantity - If checked, when receiving an item flagged to track serial numbers you will be prompted to enter the serial numbers for that item before going on to another item. This is most useful if you are manually confirming that the number received is correct, rather than choosing the Receive All option.

Prompt Immediately To Confirm Price When Receiving If Cost Has Changed -

This feature is an immediate and more demanding reminder that products have had cost changes and therefore may warrant price changes.

However, If "Landed Cost" option on System Setup: Inventory: Pricing tab has been activated, then this

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option is not valid and you will not be prompted. The reason is that freight costs can only be computed at the last stage and not while each inventory item is being updated.

- If **checked**, when you receive a PO, each item with a cost different from the Last Order Cost of the item will open a verify Price screen so that you can review and edit selling prices.
- If **unchecked**, you will still be able to adjust selling prices at the PO Summary screen Price/ Cost Review section.

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

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

Default Option For Updating Costs When Completing PO

When receiving a purchase order, POSitive normally changes costs recorded in the Vendor Inventory List and also the Last Order Cost field of the inventory item. This feature allows you to receive special offer inventory from your vendors without POSitive assuming the special pricing should be used in the future. See PO Receive Summary 1610

Select an update option to be used as a default. When you receive a purchase order, you can manually determine how each item on the purchase order will update costs.

- Vendor & Item Costs - (suggested setting) the cost of the product is recorded in Inventory Detail Last Cost and Vendor Inventory
- Vendor Cost Only - only recorded in Vendor Inventory List
- Item Cost Only - only recorded in Inventory Detail: "Last Order Cost" field
- Skip Update - not recorded at all

Allocate Backorders

When products are received on a purchase order which will fulfill customer pending orders, choose which orders take priority. The earliest date receives product. Select one.

- Date Ordered - the creation date of the pending transaction
- Date Due - Tip: this date can be changed by editing the pending transaction and choosing Change Due Date from the menu.

Calculate Landed Cost Based On

If you have selected Landed Cost or Include Landed In Average as the basis for price markups in the POSitive Setup Form (see Inventory: Pricing: Basis For Price Markups 65) then you will see the effect of distributing freight charges on items received.

Choose one of the following

- Weight
- Cost
- Number Of Items

TIP: For automatic calculations, select Cost or Number of Items. Unless you specifically define a weight for each item in your inventory list, the weight will be assumed as 0.00 and no landed costs will be

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calculated.



3.3.2.5 Tax Options

Tax rates are defined under Maintenance: Tax Rates. Those tax rates [92] are applied to customers and inventory items. These settings determine how tax rates will be applied when invoicing.

Standard SE Options

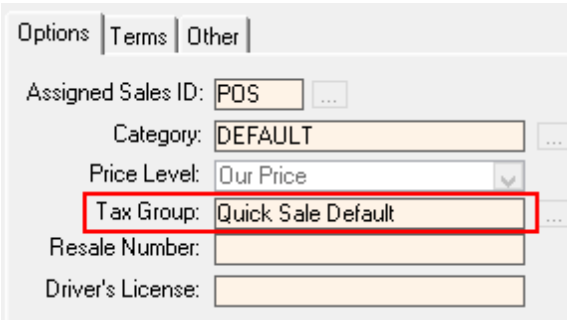
IMPORTANT NOTE: if your locality will be implementing a Tax Rate Change call 800-735-6860 for assistance or see Changing Tax Rates [87]

General tab

When you installed POSitive, a selection was automatically made for each option. As a general rule, these selections are good as they stand. However, if you have gone to Maintenance: Tax Rates and made changes by deleting or renaming entries, then you may need to reset these. NOT: do not delete tax rates. (see Changing Tax Rates [87])

- **Quick Sale Tax Group** - This is the tax group and tax rates applied to customers who make purchases with the Quick Sale invoice. If MultiSite

If there is any likelihood that your customers will be shopping at multiple stores which will likely be charging different tax rates, ALL CUSTOMERS should be assigned to "Quick Sale Default" on the customer record. This allows the customer to shop at any site and pay the local tax rate.



System Setup Tax Options "Quick Sale Tax Group" Rate setting will be what customers assigned to Quick Sale Default will be charged. For example, in System Setup at a remote site, they would select

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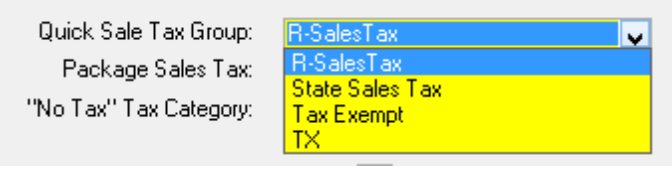

R-Sales Tax

If the customer is having products shipped, then a Shipping Address with the proper tax rate (Destination Tax MUST be activated (see System Setup: Customers: Tax Group Based on Shipping Address)) should be defined in advance or at the time of invoicing.

- **Package Sales Tax** - If you are using the Package option on an invoice, you could have a mix of inventory at different tax rates. This designates the tax to be applied to all items within the package if there is ever such a mix.
- **"No Tax" Tax Category -** Select an exempt or non-taxable tax category. This is for those rare times when a customer should not be charged tax on just one line item on the invoice, yet other items need to be taxed. Once this is defined, then CTRL-X while highlighting an item on an invoice will remove or activate the taxation of the line item. Actually, CTRL-X will allow you to select any other previously defined tax category, not just NoTax. This is especially useful if GST and/or PST taxes have been defined. (see Changing Tax Rates) 87

Always Round Sales Tax Up - This setting assures that you are collecting enough sales tax and never "shortchanged." Contact POSitive support for more information.

> **Note**: If you are using two tax rates (e.g. State Tax and City Tax) as separate calculations per inventory item, you should NOT use this option. Rounding is done per tax rate and the combined tax total will cause GL Transactions to be out of balance.
> **Base Tax On Invoice Total (Rather Than Individual Line Items)** - This setting will calculate taxes on the invoice total (after all line items are added to the invoice.) If you have chosen the previous option "Always Round Sales Tax Up," then this option should also be activated.
> - If **checked**, POSitive will total the sales on the invoice for all line items, then calculate the tax. You should check with your state tax authority to see if this is appropriate.
> - If **unchecked**, (recommended) because most states base tax on individual line items, not the total.

Also see Changing Tax Rates 87

Tax Inclusive tab 83

3.3.2.5.1 Tax Inclusive tab

WARNING: The following options are specifically for international users and normally should **not** be invoked by any other users. They will dramatically affect the operation of POSitive.

- **Display Price Includes Tax On Invoice** - When entering the price of an item on an invoice, POSitive will assume the price includes tax and will back out tax charges on the line item. IMPORTANT NOTE: be sure to select a taxable option for "Tax Rate For Including Tax In Price (GST)" on the Australia tab, otherwise this feature will not work.

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- **Tax Included In Windows Invoice Print** - If you use the Standard Form for printing invoices, then the form will include the pricing which includes tax.

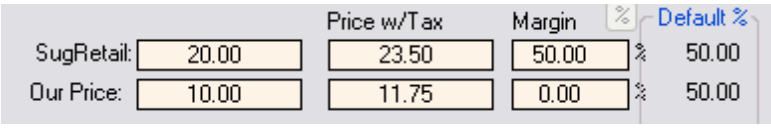
  NOTE: Be sure to enter appropriate tax group in the **Tax Rate For Including Tax In Price (HST)** field below

- **Price Entered Includes Tax When Using Fast Add** - When creating an inventory item on the fly with Fast Add, the selling price is assumed to include tax.
- **Enable "Display VAT Pricing" Option on Inventory Screen** - When looking up inventory the selling price will include the tax.
  Inventory Center

1) Go to Inventory Center

2) Edit an inventory item and you should be able to see three fields per price level:

Regular Selling Price, Price with Tax, and Margin or markup



Troubleshooting

If you are not seeing these fields, and if you have properly completed the Tax Options in System Setup, on the Inventory Center: Summary View make sure the option Price w/VAT is check marked.

If it is unchecked, then check the option, close and reopen POSitive, and check the Inventory Center inventory again.

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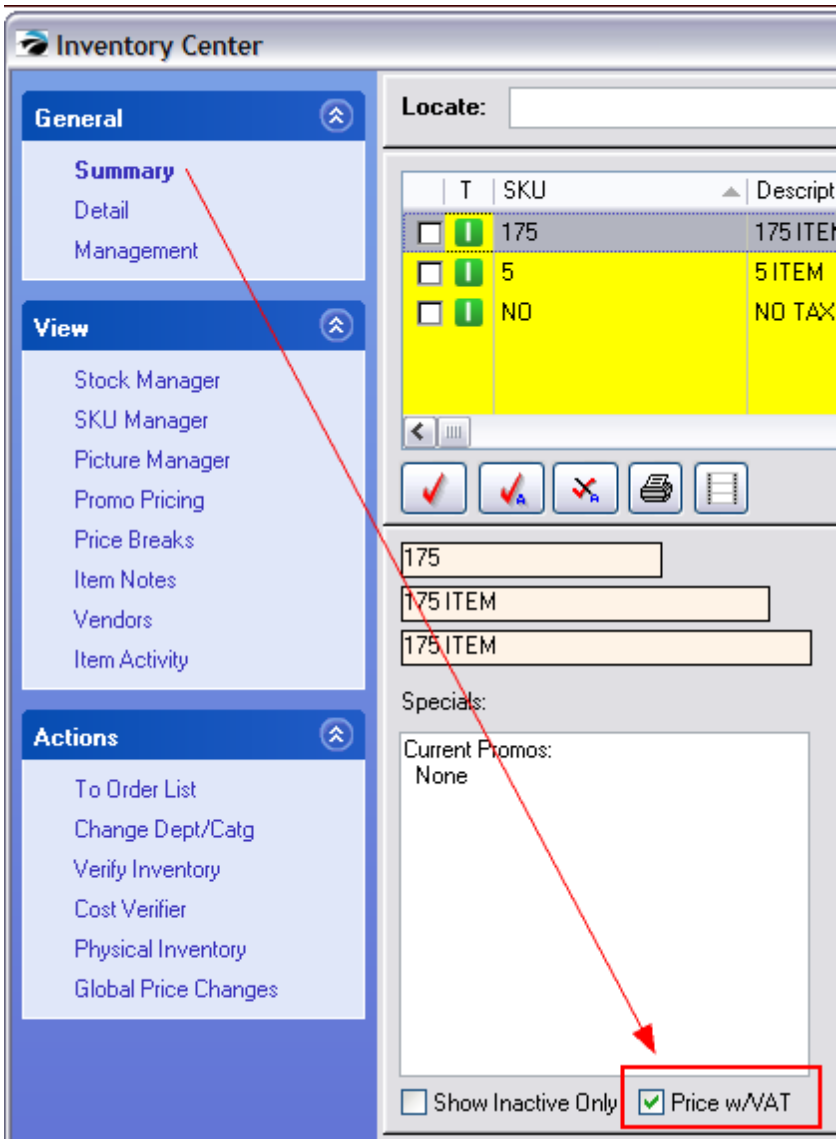

- **Pole Display Shows Price Including Tax** - When placing an item on an invoice for sale the Pole Display shows the SKU and selling price of the item. With this option checked, then the price will also include applicable sales taxes.
- **Tax Group For Including Tax In Price** - Select the tax structure which best suits most customers.

  NOTE: Used mainly by Britain and Australia, the selling price throughout POSitive and on the label of the product will include the taxes applicable to the item. The tax for the item is based upon this selected Tax Group. IMPORTANT NOTE: be sure to select a taxable option for "Tax Rate For Including Tax In Price (GST)" on the Australia tab, otherwise the "Tax Included" feature will not work.

International Settings tab

Unique settings for various countries.

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-- Australia --

-

- **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**, POSitive will use this number to determine the Tax On Order value in the purchase order.
    - The Purchase Order will display the Tax Column and CTRL-X will allow for toggling tax on or off for the highlighted line item.

-- United Kingdom --

Support Settlement Discounts ("Price Including Tax" must be disabled)

This feature is only intended for United Kingdom users of POSitive.

A Settlement Discount allows the end-user to offer their customers a discount on goods paid before a certain number of days, with the tax calculated on the discounted amount. For example, an item might sell for 50.00, with a VAT amount of 8.75. With a 20% discount if paid within 14 days, the VAT would be calculated on the discounted amount. So, the discounted amount would be 40.00, with VAT calculated to 7.00. The total invoice would show 57.00. If paid within 14 days, the amount is 47.00. If paid after that, the amount owed is 57.00.

Here are instructions for using this feature:

1. Under System Setup, Tax Options, International Settings, all tax options having to do with Tax Inclusive should be OFF. Under new tab, United Kingdom, there is a new switch "Support Settlement Discounts". This should be turned on.

2. Under Utilities/Customer Terms, click ADD to add new a new term. For example, SD14 might be Settlement Discount, 14 Days or similar. Under Options, Enter the Discount Rate (20.00 for 20%) and the Days, and check the "This is a Settlement Discount" checkbox. Optionally, you can add an Invoice Description that might say something like "This Invoice is subject to a 20% discount if paid within 14 days".

3. Under File/Editors/Transaction Reports Editor, clone or create the form you are going to use for your receipt. In the Footer, make space for a couple of lines near the bottom (I cloned Form 4 for my testing. I right-clicked on line 24 and selected "ShiftDown" twice to clear up two lines". Now, add the "Terms Full Desc." under Column 1, Length 40, and on the Instructions line click the "..." button and select "Settlement Discount". This means, this line will only print if the terms include a settlement discount.

Next, add a line with Field Name "Text" Column 1 length 18 with the words "Settlement Amount:", and also select "Settlement Discount" for the Instructions line. On the same line, Column 20, select "Settlement Disc. Amnt" and the same Instruction line.

To test, assign the customer to these terms. Assign the cloned form as your invoice printer. You can now create an invoice using the Settlement Discount, and the totals should be correct. The invoice should have the correct information, and when you go to pay within the 14 days, the correct discount should be applied. After 14 days, the discount won't be available.

-- Philippines --

Show Cumulative Totals On End-Of-Day Closing Report -

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Governing laws require that various calculations appear at the bottom of the report after balancing the cash drawer.

When balancing the cash drawer and printing the Register Balance Report to a 40col receipt printer (not a full page printer), the following information is reported.

- **Last Invoice #** - number on the last invoice created
- **Total Amt of Voids** - When an invoice is voided from the Invoice History screen.
- **Total Discounts** - Only calculates Dollar Discount values not percentage discounts created by pressing CTLR-D or ALT-D on the invoice.
- **Total Returns** - Value of returned items. The item is counted if one creates a return to the original invoice and/or changes the quantity of an item to -1 on the invoice.
- **Total # Of Invoices** - the number of invoices created since the last time the cash drawer was balanced

-- VAT --

Businesses operating under Value Added Tax controls will likely need to activate the following options. Taxes paid on a purchase order can then be deducted from sales tax collected when products are sold.

- **Assign Tax Paid On PO To Liability Account** -
- **PO Tax Liability Account** - (GL account)
- **Collect VAT On Deposits** - some localities need to calculate VAT even on deposits towards pending transactions.

3.3.2.5.2 Changing Tax Rates

DO NOT Delete Existing Tax Rates

Call POSitive Software Company 800-735-6860 and let's discuss the situation first.

If your locality will be implementing a Tax Rate Change DO NOT delete existing tax rates NOR attempt to create new ones. Doing so can have very adverse results.

Instead of deleting anything, consider just editing the existing tax rate.

1. On the day that the new tax rates go into effect, go to Maintenance: Tax Rates.

2. Highlight the Tax Rate under All Tax Rates and choose EDIT

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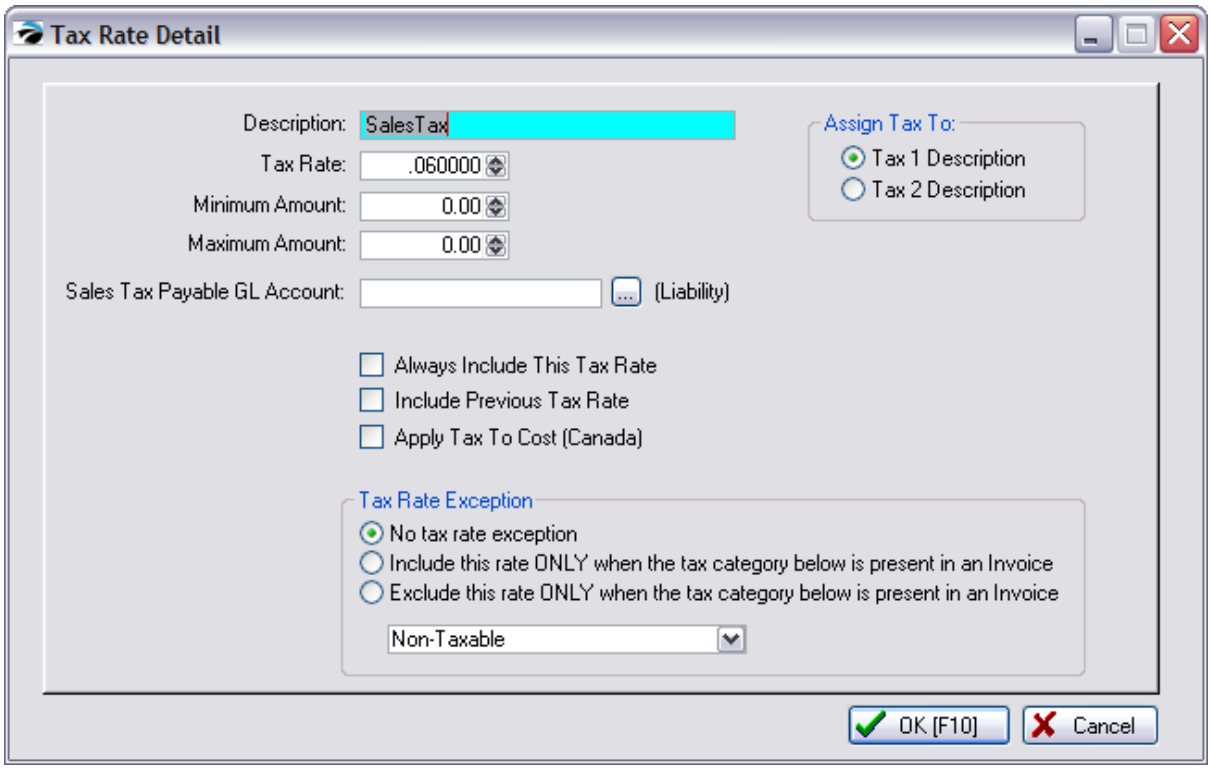

3. Change the Tax Rate to the new rate.

4. Choose OK [F10]

5. Exit POSitive all the way out of the program so that changes can be made.

6. Run POSitive again and start a test invoice. Sell an item for 10.00 (manually change the price) and assure that the item is charging the correct tax.

TAX FREE / REDUCED DAY

Some localities offer a day when no sales taxes or a reduced sales tax will be charged.

ALL ITEMS TAX FREE - Since it is for just a short time, just edit the tax rate at the start of the day and set the rate to 0.00 (or the reduced rate). At the end of the day, set it back to the original percentage.

ONLY SOME ITEMS TAX FREE - instead of manipulating individual items to use a different tax rate, or attempting to change tax rates in general, a simpler method would be to use CTRL-Y on an invoice.

- Under special circumstances, CTRL-Y can be used to set a border between items on the invoice so that items on one side will be taxed and items on the other side will not be taxed.

This requires some setup. Contact POSitive support for more information.

Tax Inclusive Prices

If you are using Tax Included In Price, you will need to run a Verify Prices routine after changing the tax rate as described above.

Go to Inventory Center: under Actions choose Verify Inventory.

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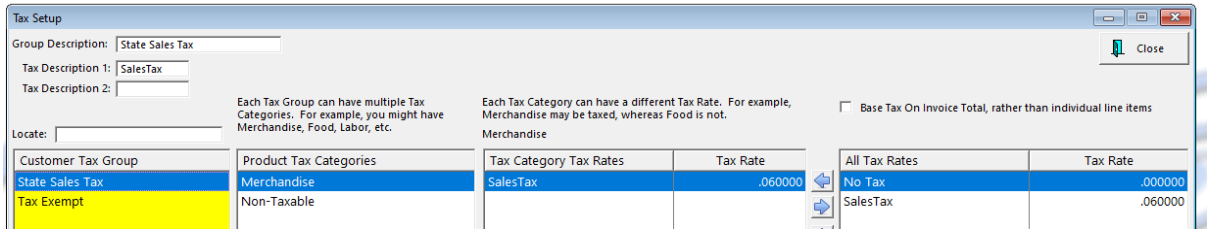
Click on Verify Pricing and select the appropriate option. (see Verify Inventory 552)

3.3.2.5.3 Zip2Tax Import

If you need to add different tax rates for many jurisdictions, it may save time to import a file that contains the applicable retail tax rates. Zip2Tax can provide businesses with retail sales tax rates for all jurisdictions in the U.S. and Canada based on zipcode (or postal code). For more information and pricing visit Zip2Tax.com.

You may purchase retail tax tables by state, or for the entire U.S. or Canada. Zip2Tax will furnish a CSV file which can be imported into POSitive. You may also edit this file in Excel to remove jurisdictions you don't need. If you do this, be sure to save the edited file as CSV and not an Excel file. Also, you may import new files as often as necessary to update retail tax rates.

Your current Tax Rates may look like this (Maintenance, Tax Rates):



To import a Zip2Tax file go to Maintenance, Data Utilities, Utilities, Zip2Tax Import. In our example we're importing a retail sales tax table for Washington state:

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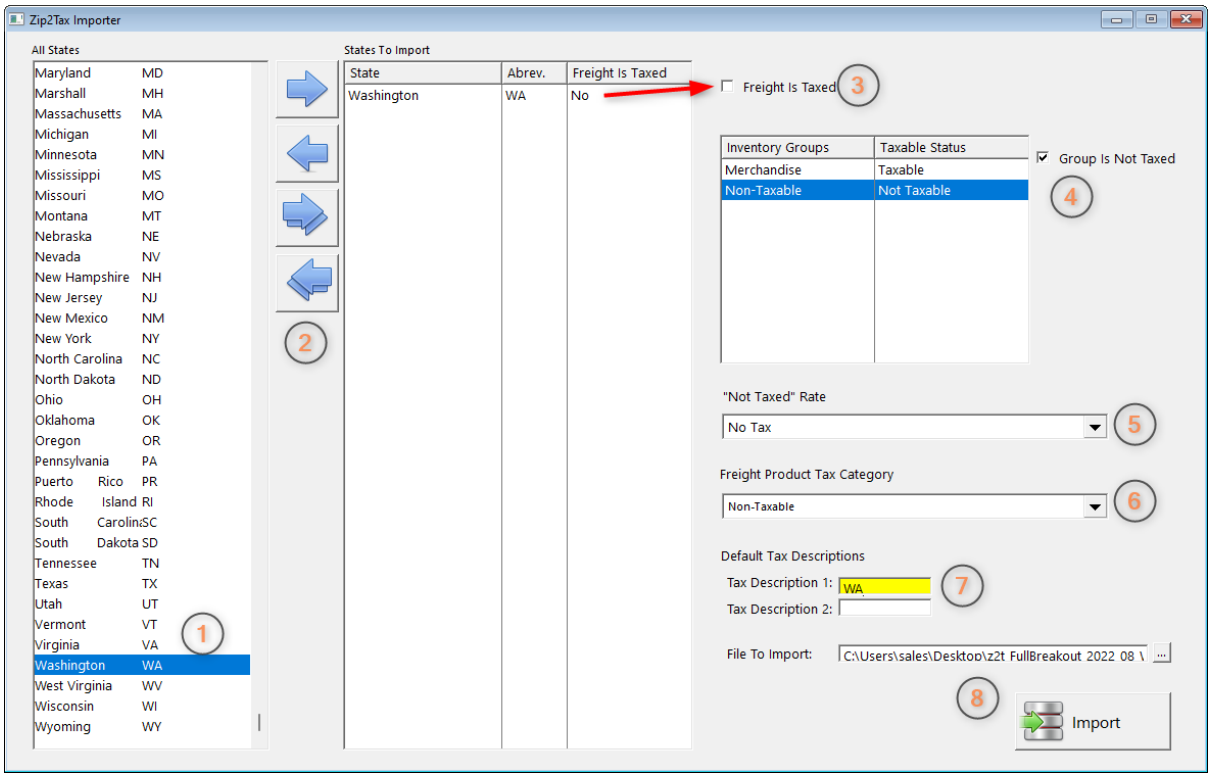

1. Highlight the state you are importing tax rates for.

2. Use the Single Arrow pointing right to move the state to the States to Import list. Use the Single Arrow pointing left to remove a state. The Double Arrows add or remove all states on the list.

3. In our example Freight is not taxed, so make sure Freight is Taxed is unchecked.

4. Highlight your Non-Taxable Inventory Group and check Group is Not Taxed.

5. "Not Taxed" Rate should be set to No Tax.

6. Freight Product Tax Category should be set to Non-Taxable.

7. Enter the Default Tax Descriptions. In our example we are only using one labeled WA.

8. Finally, click on the box with three dots to open a browse windows and locate and select your Zip2Tax import file. Click the import button to start the process, which take a minute or more, depending on the number of jurisdictions.

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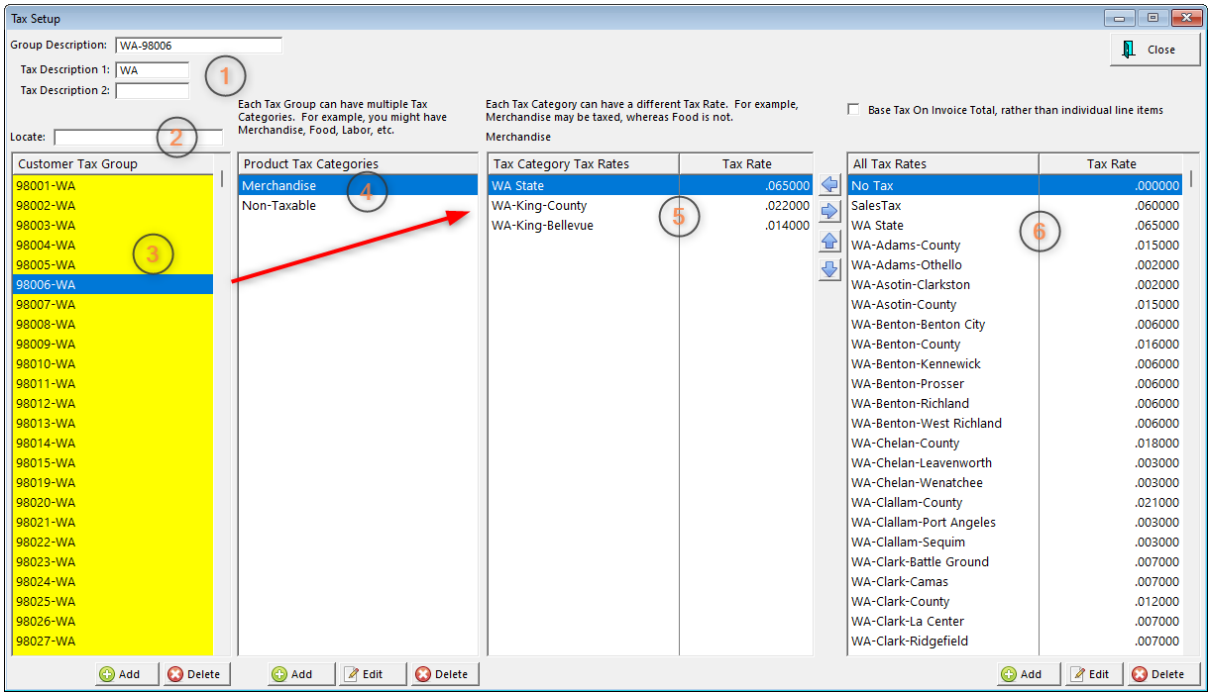
Once the import has completed return to Maintenance, Tax Rates:



1. This shows your the Group Description and Tax Description for the group highlighted below.

2 - 3. Zip2Tax uses zipcodes to organize the imported Customer Tax Groups, and you can use the search box to highlight a specific zipcode. Also, any Customer Tax Groups that were previously entered are still on this list.

4. This shows you the Product Tax Categories associated with this taxing jurisdiction. In our example it is Merchandise.

5. These are the Tax Category Tax Rates for the highlighted zipcode. In our example there are three tax rates:

WA State: 6.5%

WA King County: 2.2%

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WA King Bellevue: 1.4%

So, a customer taking delivery of merchandise in Bellevue, WA will be charged a total of 10.1% sales tax.

6. This column shows all Tax Rates for the state of Washington, plus any that may have been added manually. You may use the arrows to move any of these tax rates to or from the Tax Category Tax Rates list.

Note: We recommend consulting your dealer, or POSitive support, before changing any Tax Rate imported from Zip2Tax.

3.3.2.6 Tax Rate Setup

As you first created your company, you were prompted to enter a basic tax. If that was not adequate, then you can make changes by going to Maintenance: Tax Rates

DO NOT delete existing tax rates and attempt to create new ones. Doing so can cause adverse results.

If you need to add tax rates for several jurisdictions Zip2Tax Import may be a time saver. (See: Zip2Tax Import 89)

If you are defining MULTI-SITE tax Rates please contact POSitive support.

Making Changes

Go to Maintenance: Tax Rates and you will see a setup screen similar to this one.

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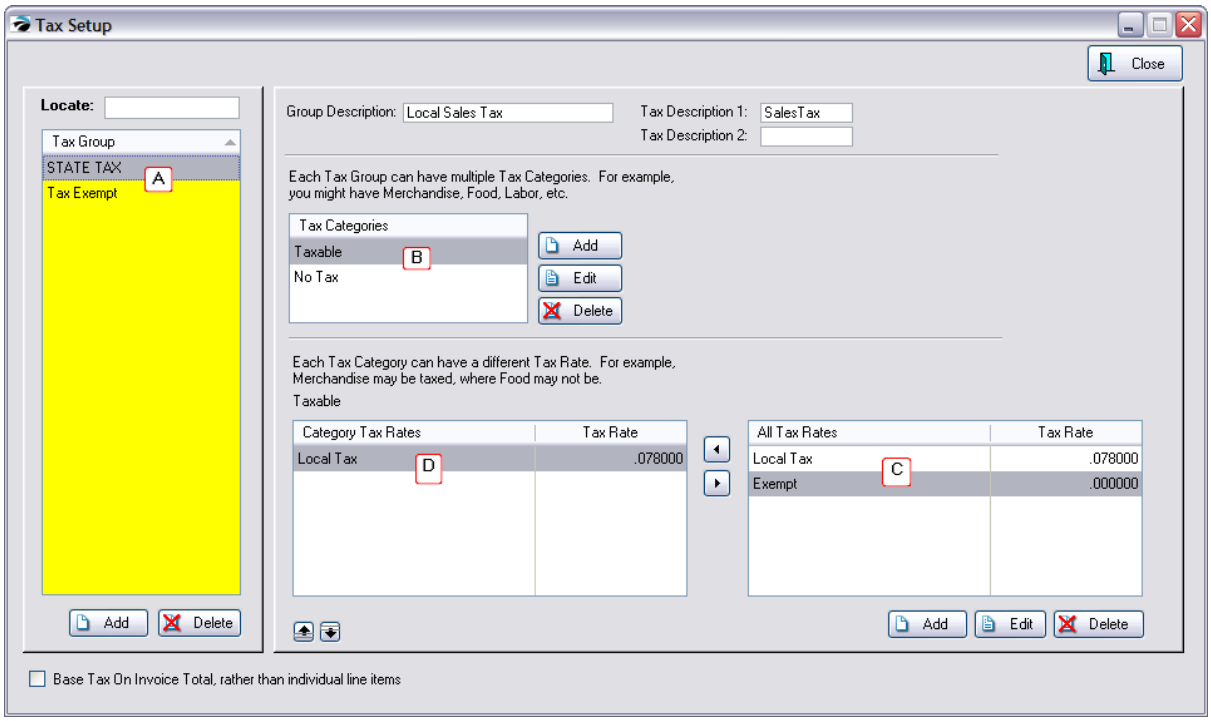

A) **Tax Group** - people are classified by their liability for paying taxes. Typical groups are state residents, out of state residents, governments, wholesale businesses, county residents, etc.

In the above example, State Tax would be everyone liable for paying taxes and Tax Exempt is for everyone else. As you will see below, other Tax Groups could be residents of specific counties or zipcodes which have a different tax structure.

Tax Description(s)

The term(s) listed here will print on the customer's invoice followed by the amount of tax being charged for purchases.

For a tax description, you can keep it simple: TAX or more descriptive 7.8%Tax. Do not leave the description blank. If left blank the tax total will not be printed on the customer invoice.

Tax Description 2 - (leave it blank)

Most businesses will not be using Tax Rate 2, so the Tax Description 2 should be left blank. The purpose of Tax Description 2 is to subtotal and report two different taxes on an invoice. For example, Canada assesses a GST and a PST tax and it is important to know how much is collected for each. In the USA, you could choose to separate the state tax total from the city tax total, but because you may also have a county tax and additional taxes, it is recommended that you lumpsum all taxes into one and let the bookkeeper calculate portions as reported in the sales tax report. (see Sales Tax Report 102)

B) **Tax Categories** - All inventory items, products and services, are assigned a tax category. By default, POSitive creates Merchandise and No Tax tax categories which should be sufficient for most businesses.

If a type of inventory, such as labor, has a unique tax rate, then you may add additional tax categories. Keep in mind that the simpler you can make it the better.

WARNING: Adding a new Tax Category requires editing of ALL existing Tax Groups so that each Tax Group will have an assigned tax rate linked to the newly added tax category.

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C) Assign Tax Rate

Assign a Tax Rate from the All Tax Rates section to the Tax Category, by clicking on the Transfer Arrow.

D) All Tax Rates - (lower right section)

Most areas only need two tax rates: "Sales Tax" and "No Tax" which were created when you created the company.

3.3.2.6.1 Tax Category

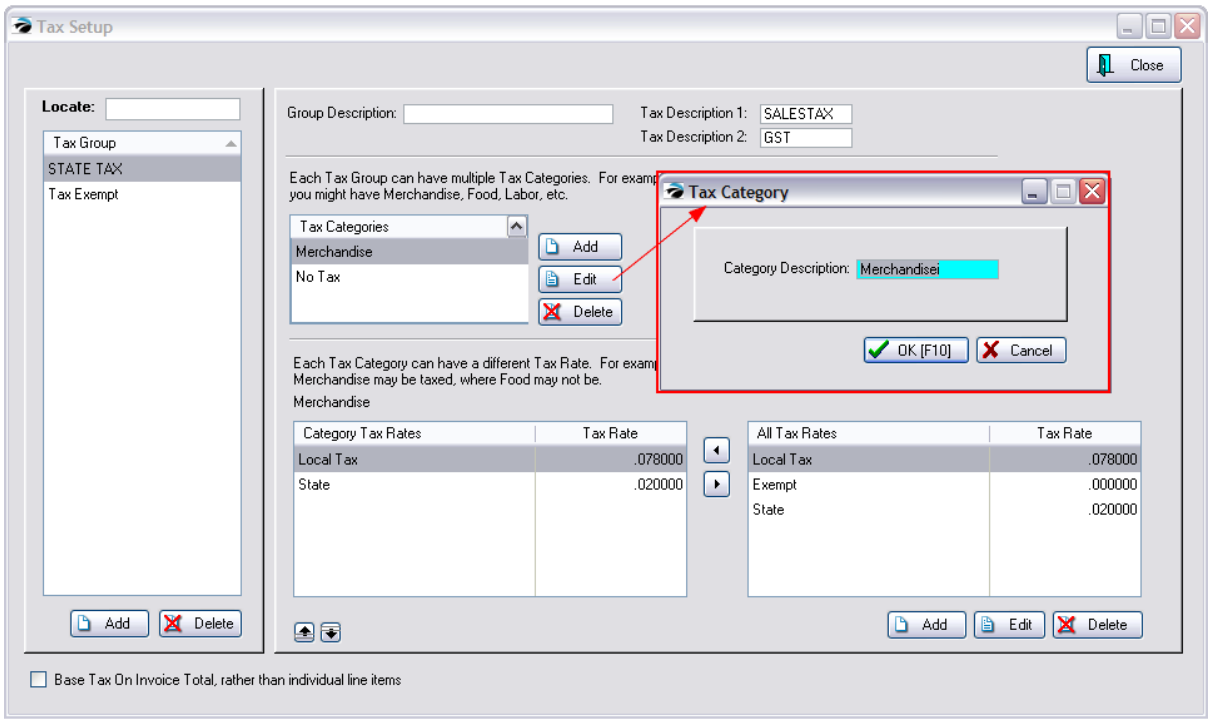
Most people only need two tax categories.

All inventory items, products and services, are assigned a tax category. By default, POSitive creates Merchandise and No Tax tax categories which should be sufficient for most businesses.

If a type of inventory, such as labor, has a unique tax rate, then you may add additional tax categories. Keep in mind that the simpler you can make it the better.

WARNING: Adding a new Tax Category requires editing of ALL existing Tax Groups so that each Tax Group will have an assigned tax rate linked to the newly added tax category.

(see Tax Rates 92)



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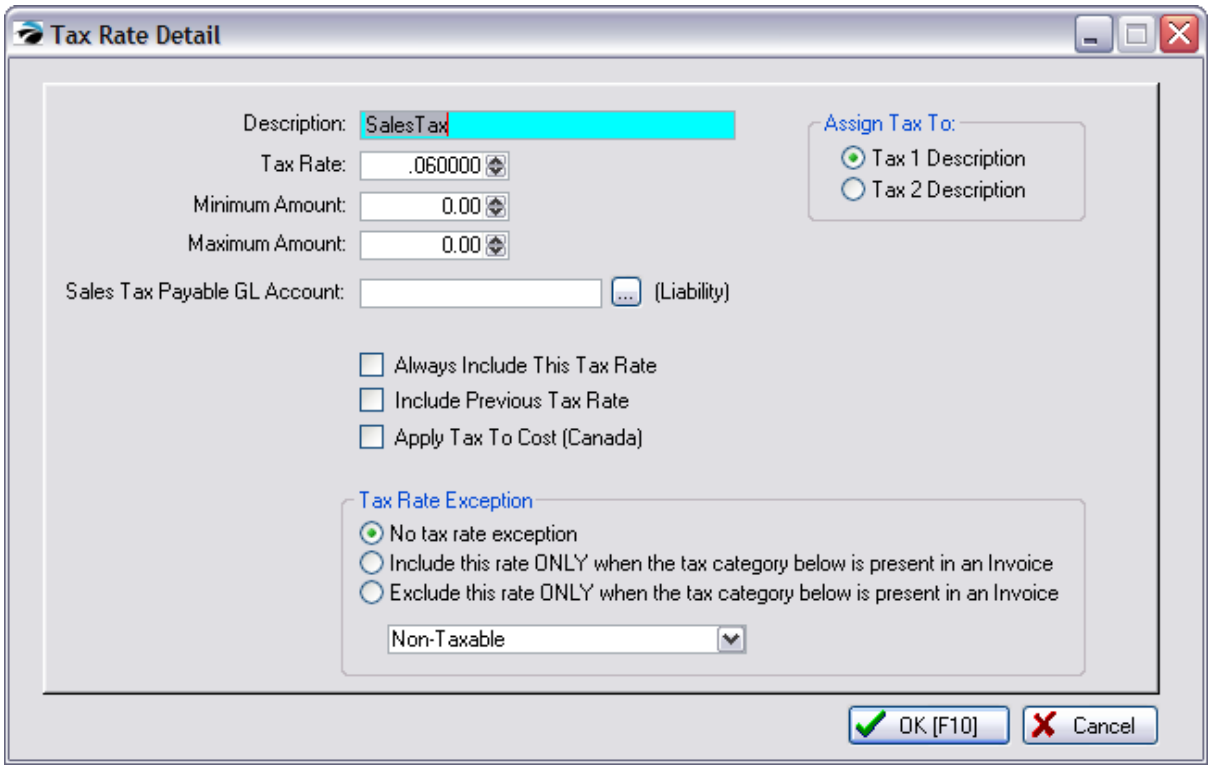
3.3.2.6.2 Tax Rate Detail

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.

- You may Add, Edit,and Delete tax rates.
- Tax Rate Changes. If your locality has had a tax increase, simply edit the current tax rate and enter the new tax rate. The new rate will take effect immediately. Old invoices will not be changed.

Below the All Tax Rates section (see Tax Setup 92), choose Add or Edit and you will see a screen similar to this one.



Description - A simple explanation such as Local Tax or Exempt or the name of county name.

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

Minumum Amount - should ALWAYS be 0.00 unless you have a very unique tax structure.

Maximum Amount - should ALWAYS be 0.00 unless you have a very unique tax structure. (See Luxury Type Taxes described below.)

Sales Tax Payable GL Account- (Liability)

This is usually left blank. Contact POSitive support for more information.

The GL Interface Setup has already handled this. Only if you wish, you may track tax debits and credits in your General Ledger using the other GL Account numbers. Use the lookup button to the right to link to the appropriate GL Account number.

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-- 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** - Could be used for City Tax, GST or PST, or other tax.

NOTE: The following options should be left unchecked. Please check with your dealer for specific uses.

- **Always Include This Tax Rate** - (always leave this unchecked - special use only)
- **Include Previous Tax Rate** - only used to charge tax on a previously calculated tax
- **Apply Tax To Cost (Canada)** - this is a VAT tax.

Tax Rate Exception

Please check with your dealer for specific uses.

- No tax rate exception (Recommended)
- Include this rate ONLY when the tax category below is present in an Invoice.
- Exclude this rate ONLY when the tax category below is present in an Invoice.
  [Select Name of Tax Category]

3.3.2.6.3 Examples of Special Taxes

There are often special tax setups needed. Review this list for ideas of ways to handle your needs. Contact your dealer or POSitive Software Company for help.

Tax Free Day

Occasionally a Tax Free holiday is declared so that all sales are non-taxable.

The best way to implement a tax free day is to simply EDIT the existing tax rate to 0.00 before making sales on the day of the tax free holiday. At the end of the day, EDIT the existing tax rate and re-assign the normal tax rate.

DO NOT attempt to add additional tax rates. If you have questions, please contact your dealer or POSitive Software Company.

Track State and City Tax Separately

Note that the total tax charged will be 7.8% (5.0 + 2.8), but by having two separate tax rates applied to Merchandise Tax Category, then your sales reports will break down totals for State and for City tax rates.

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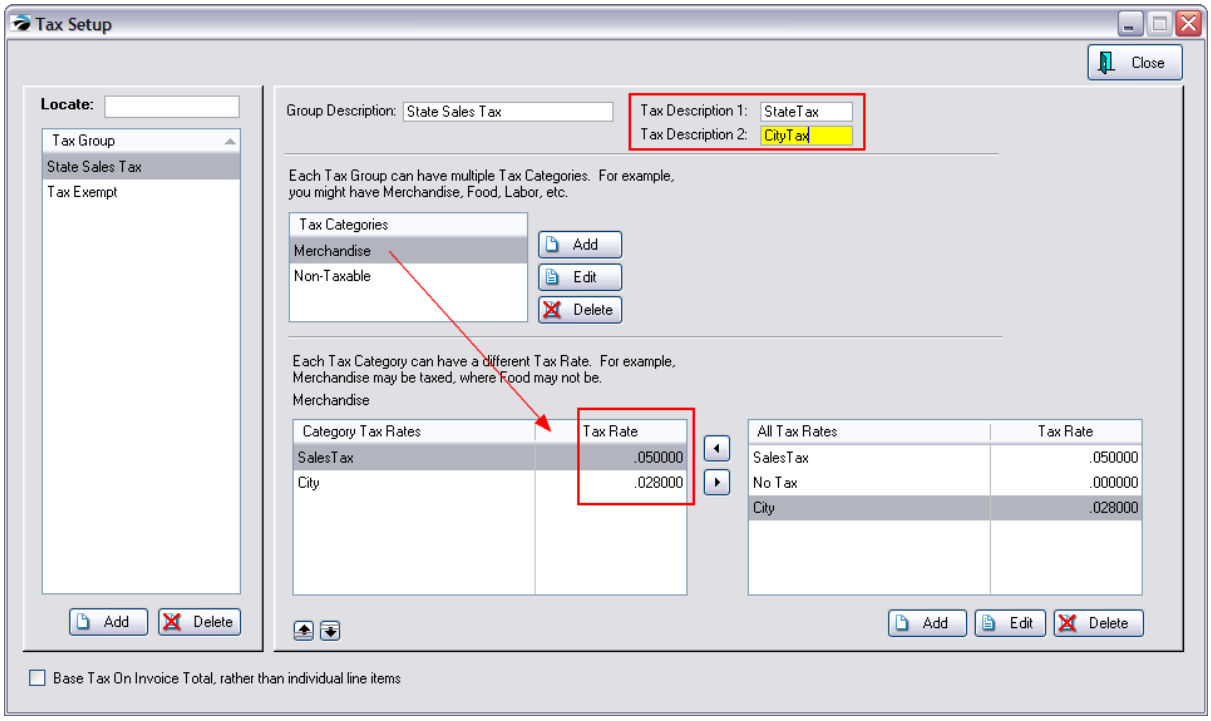

A Canadian GST and PST Example

(calculate tax on tax as with GST and PST or hospitality taxes)

Here we have two tax rates tracked separately under Tax Description 1 and Tax Description 2. This allows for calculating a tax on a tax.

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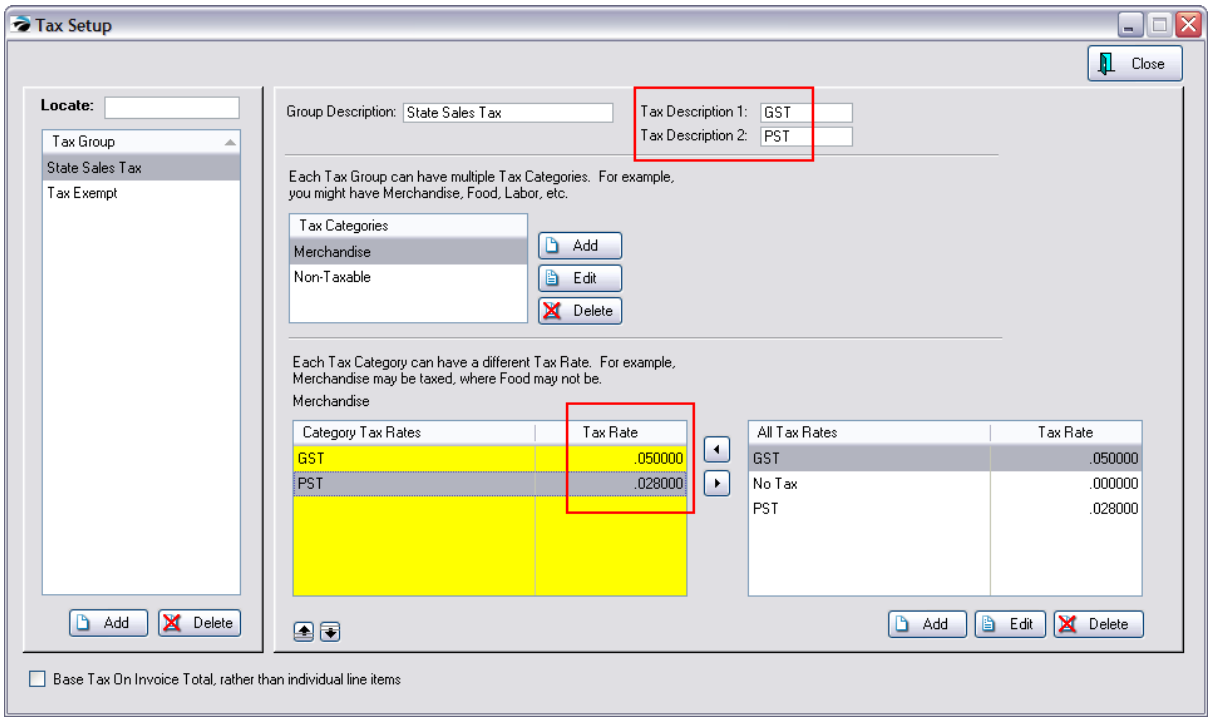
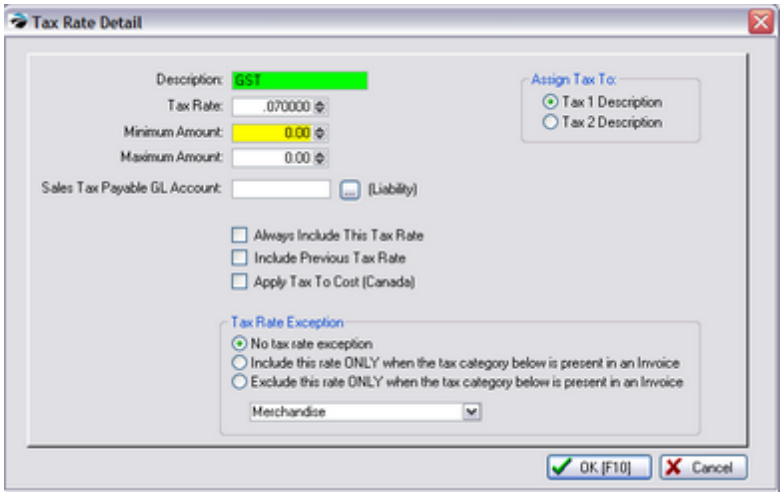


TAX ON TAX

If I edit the P.S.T tax rate, the term "Include Previous Tax" means calculate the GST tax (because it is listed first) and then calculate PST to include the taxes of the GST.



Normally, the "Include Previous Tax" remains unchecked. Only when you want the tax to be applied again to the first tax would you activate this feature.

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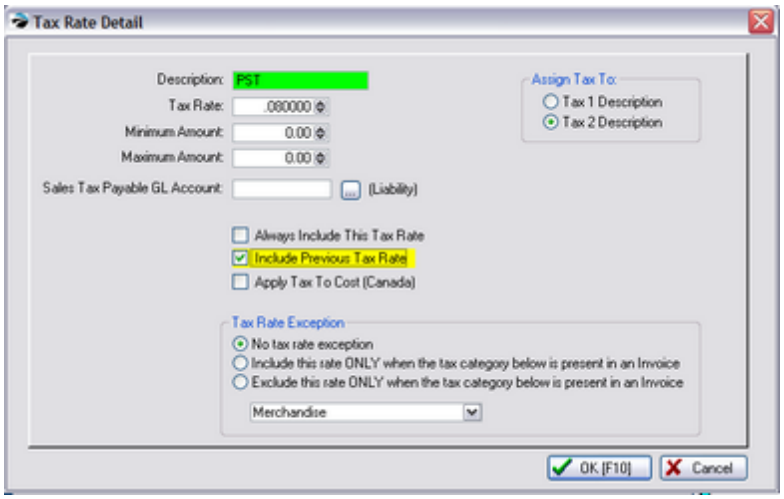
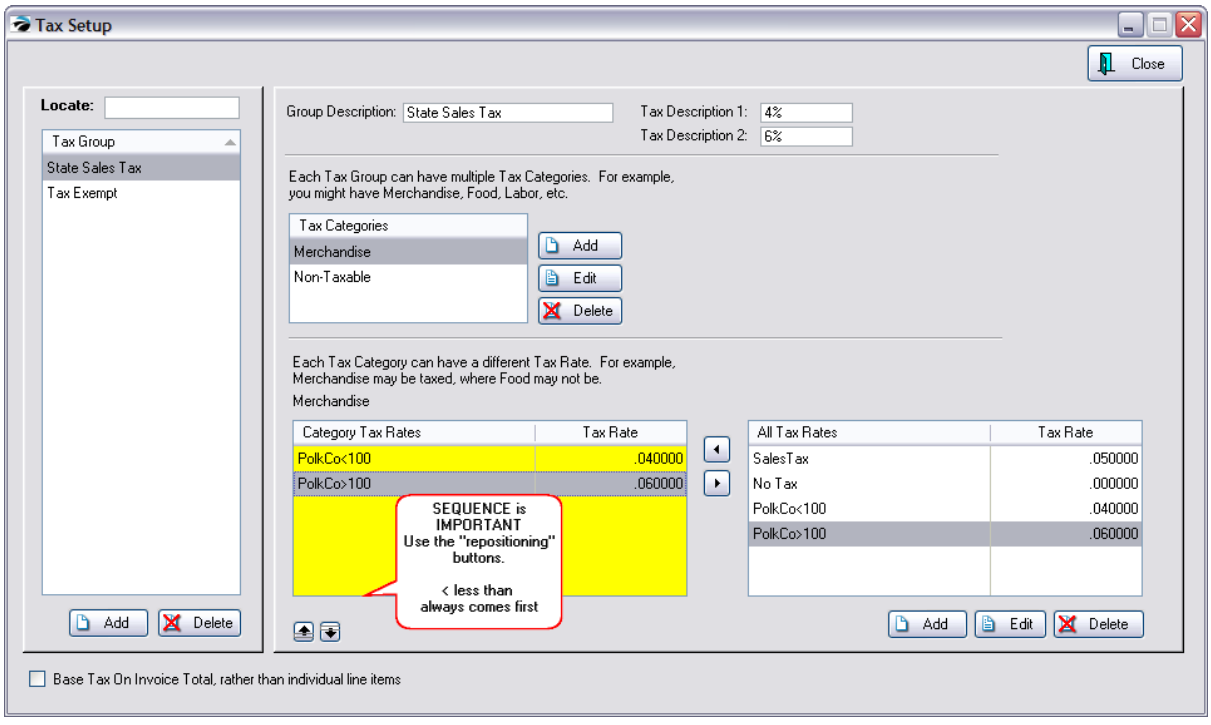


Luxury or Hospitality Type Taxes

Some communities charge a higher tax if the item sold is over a specified dollar amount. POSitive can handle these situations.

For example, Polk County charges 4% tax on items under $100.00 and a 6% tax on items over $100.00. Here is how you set this up in POSitive.



MORE THAN $100.00

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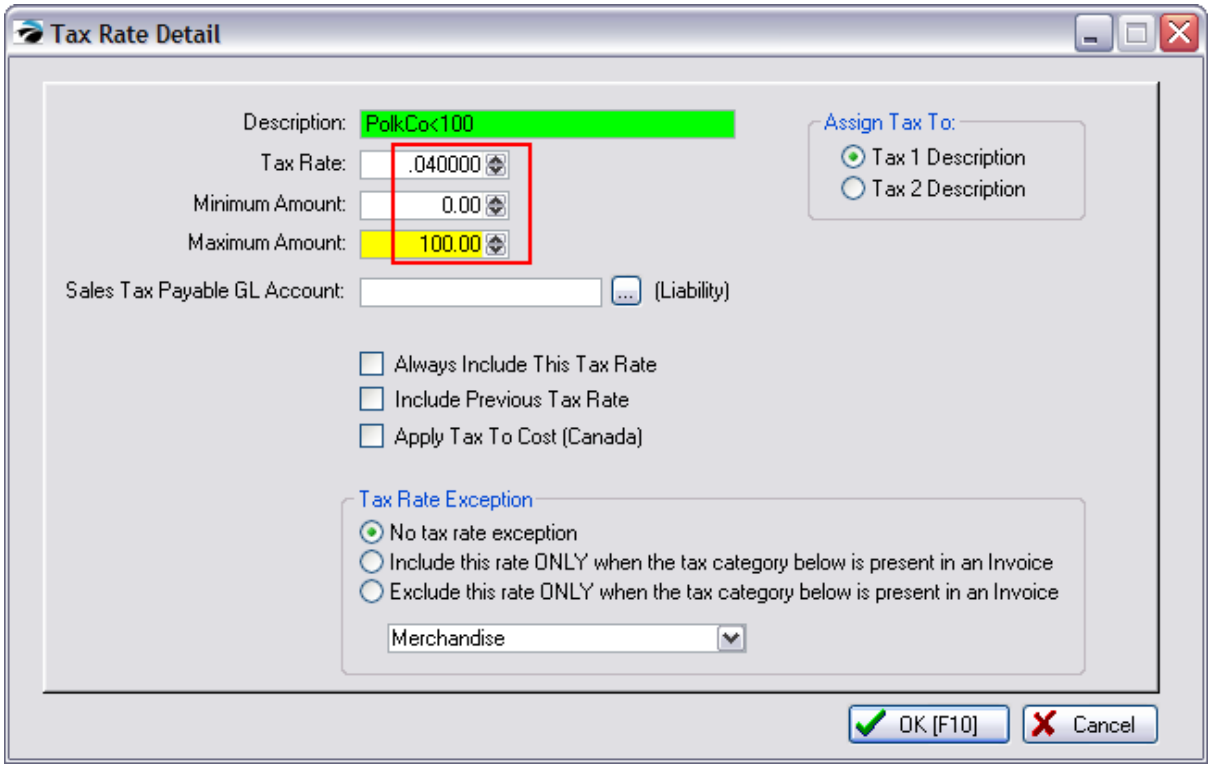
In your All Tax Rates section at bottom right, add an entry of tax on an item sold for less than $100.00 Note that the Max Amount is set at 100.00. This rate will be applied if the selling price of an item does not go over the Max Amount.



MORE THAN $100.00

In your All Tax Rates, add an entry of tax on an item sold for more than $100.00. Note that the Max Amount is left at 0.00. This means that there is NO LIMIT on the selling price of an item.

Optional - If the customer is to see the amount of the luxury tax separate from the normal tax, use the Tax 2 Description for this second rate. If the two taxes are to be combined into one total, select the Tax 1 Description for both tax rate entries.

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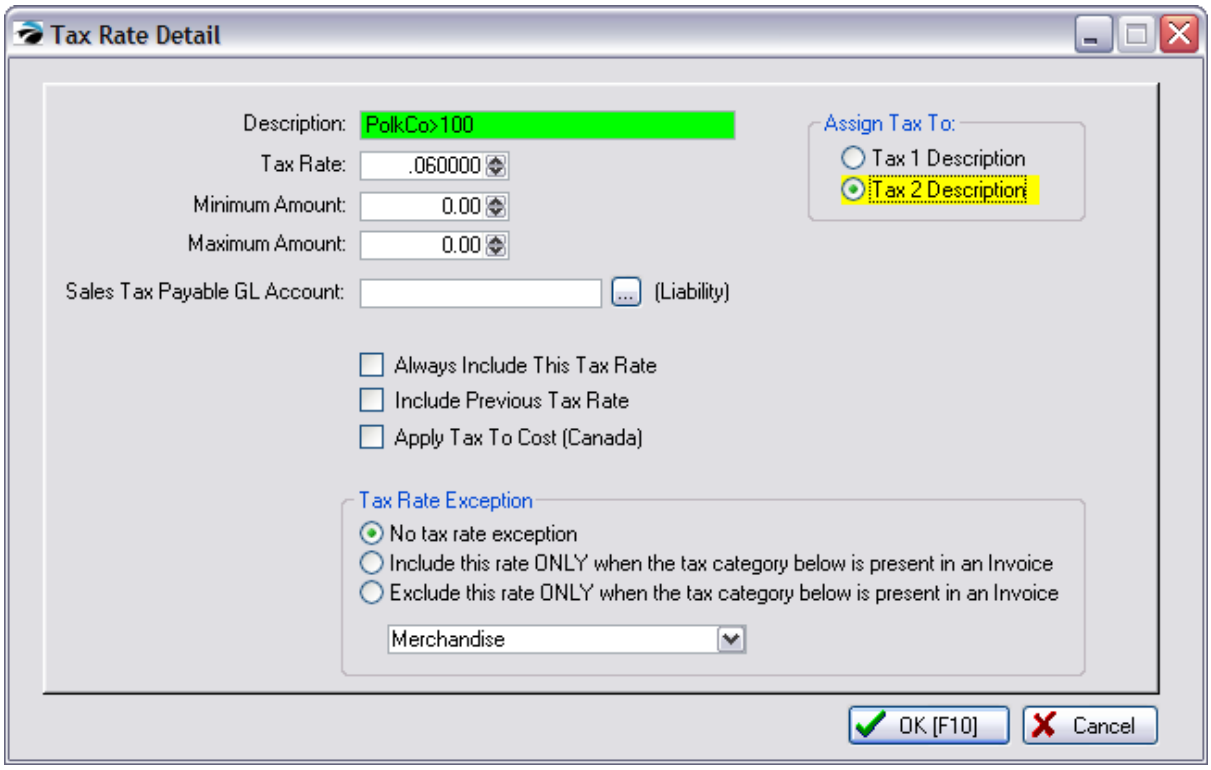
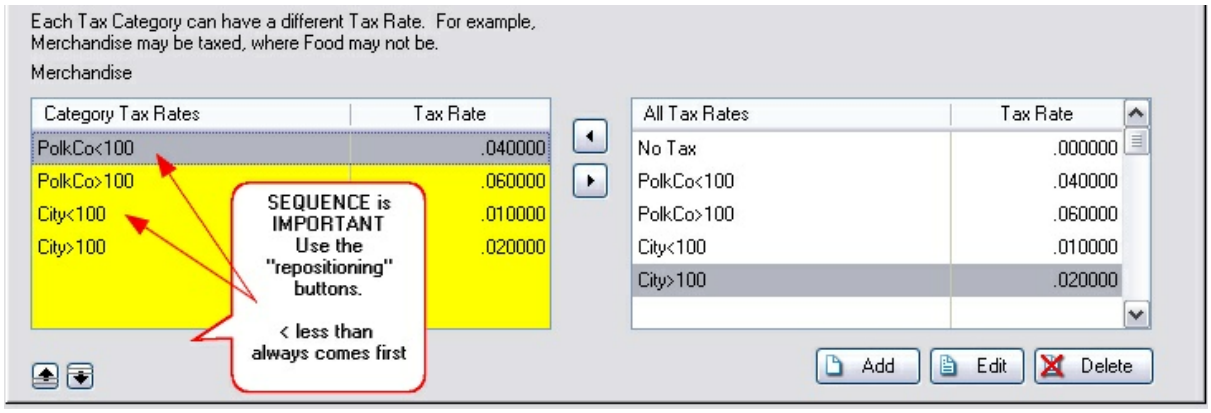


SEQUENCE OF TAX RATES

IMPORTANT RULE: The sequence of tax rates is critical. POSitive reads the first entry (City <100) first to see if the item being sold applies to this criteria or not. Then it checks the next rate (City>100

If you have chosen to county and city taxes separately, then each will need a less than and more than tax rate and must be grouped together with the less than < value always coming first in the group.



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3.3.2.6.4 Sales Tax Report

The Sales Tax Report (see Report Center) compiles all invoices for the date range.

Grand Totals

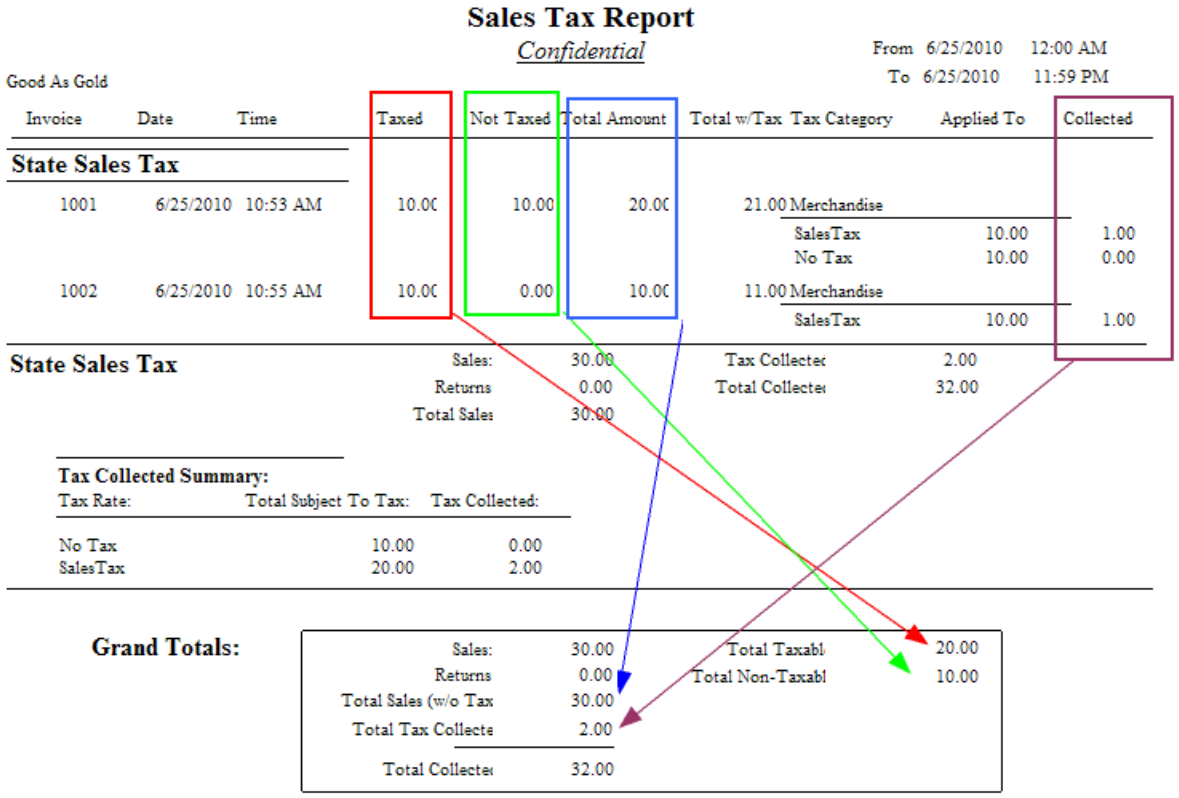
The Grand Totals summary on the last page of the report are drawn from specific areas of the full detail report.

Taxed - inventory items assigned to a category which charges tax will be reported in the "Taxed" column.

Not Taxed - inventory items assigned to a category which never charges tax will be reported in the "Not Taxed" column.

Total Amount - a sum of Taxed and Not Taxed items per invoice.

Tax Collected - the total taxes charged per invoice with a breakdown of multiple taxes involved.



Tax Collected Summary

The Sales Tax Report (see Report Center) breaks information down into Tax Groups as defined under Maintenance: Tax Rates.

Each invoice will break out all of the taxes involved.

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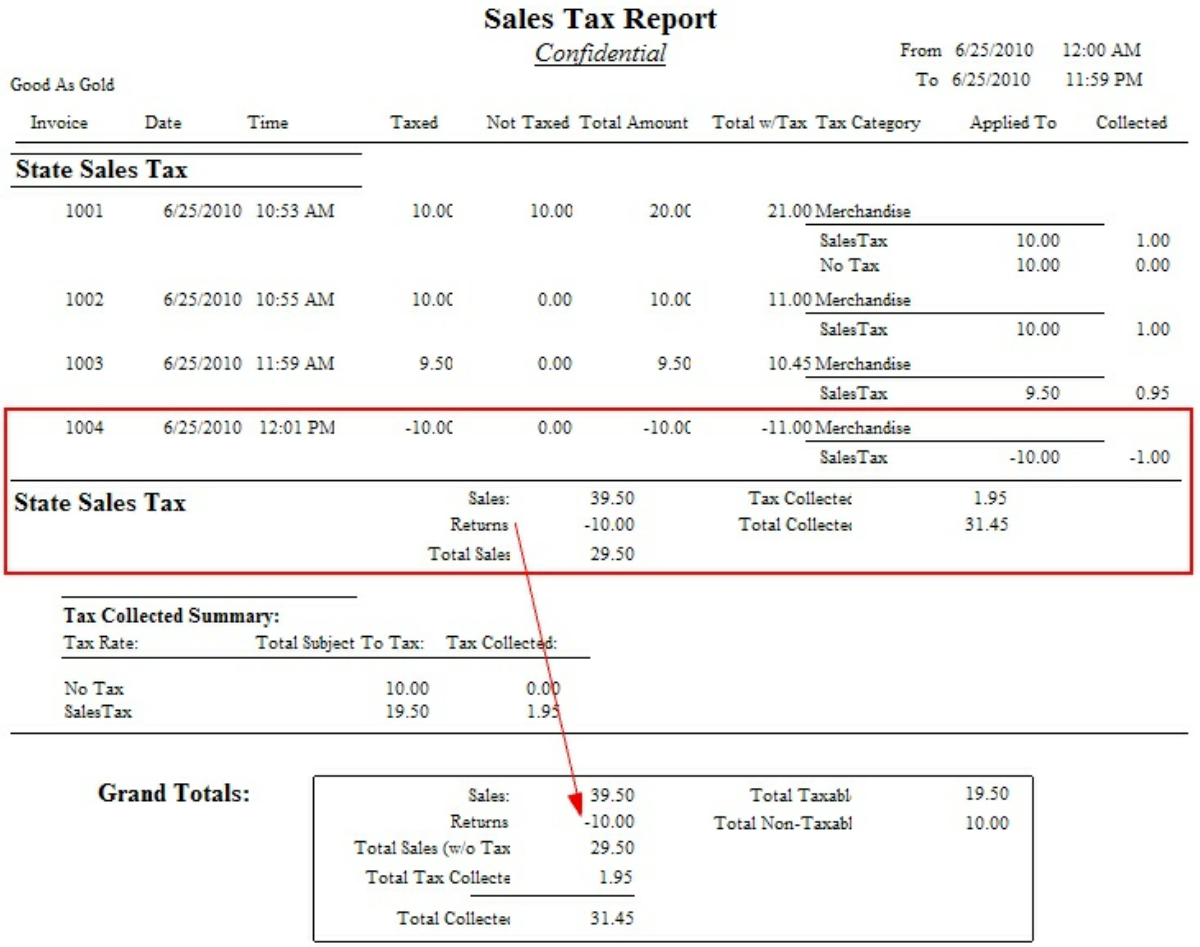
The Tax Collected Summary is for the invoices of a "Tax Group".

At the end of the detailed listing is a summation for the tax group.

Grand Totals for the reporting period are summarized combining all sales and taxes for all Tax Groups.

Returns

Returns on Invoices will refund applicable sales taxes collected. Total Sales will be reduced and Grand Totals will be updated.



Sales Tax Report

Confidential

From 6/25/2010 12:00 AM
To 6/25/2010 11:59 PM

Good As Gold

Invoice	Date	Time	Taxed	Not Taxed	Total Amount	Total w/Tax	Tax Category	Applied To	Collected
State Sales Tax									
1001	6/25/2010	10:53 AM	10.00	10.00	20.00	21.00	Merchandise		
							SalesTax	10.00	1.00
							No Tax	10.00	0.00
1002	6/25/2010	10:55 AM	10.00	0.00	10.00	11.00	Merchandise		
							SalesTax	10.00	1.00
1003	6/25/2010	11:59 AM	9.50	0.00	9.50	10.45	Merchandise		
							SalesTax	9.50	0.95
1004	6/25/2010	12:01 PM	-10.00	0.00	-10.00	-11.00	Merchandise		
							SalesTax	-10.00	-1.00

State Sales Tax				
	Sales:	39.50	Tax Collecte	1.95
	Returns	-10.00	Total Collecte	31.45
	Total Sales	29.50		

Tax Collected Summary:

Tax Rate:	Total Subject To Tax:	Tax Collected:
No Tax	10.00	0.00
SalesTax	19.50	1.95

Grand Totals:

Sales:	39.50	Total Taxabl	19.50
Returns	-10.00	Total Non-Taxabl	10.00
Total Sales (w/o Tax	29.50		
Total Tax Collecte	1.95		
Total Collecte	31.45		

3.3.2.7 Accounts Receivable

Accounts Receivable allows you to sell to your customers and bill them later for their purchases. These settings will control how AR Statements are generated and printed. Contact POSitive support for more information.

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AR Cut-Off Date

AR Statements Close On The ____ Day Of Month

Statements will include all transactions up until a cutoff date. The cutoff date could be the day of or a few days before you plan to mail out statements. In this field, enter the cut-off date of your choice.

If you wish statements to close on the 5th of the month, choose 5 or on the 10th of the month, choose 10.

However, to make the cutoff date the last day of the month, enter a 1 and POSitive will make adjustments for months with only 28, 30, and 31 days as needed.

IMPORTANT: once a day is selected, do not change it. POSitive does not support rotating or floating AR closing dates.

AR Aging Options

There is an AR Aging report to show how long it has been since the purchase was placed on Accounts Receivable. This Aging information is also included at the bottom of the customer's AR Statement if you are using Transaction Based statements rather than Balance Forward Statements.

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

Check Refund Options

Check Options - Choose ONE

- **Prompt For Check Number (Using External Account)** - Allows you to enter the number of a handwritten check or of the check being printed from a check writing program other than POSitive 's checkbook feature.

- **Generate Checks When Processing Management: Check Refunds** - When you select and process vendor invoices for payment through POSitive's Accounts Payable, a check will be automatically printed for the vendor and drawn from the designated account.
  Checking Account - Select the name of the checking account setup in POSitive for paying **Check Refunds**.

- **Do Neither**

Statement Selections

Statement Batch Printing

- **Include ALL Transactions on Statements Whenever Printed** - all active charges and credits will be printed on the statement.
- **Include ONLY Transactions for the Statement Period Being Printed** - only the active charges and credits up to the designated cut off date will be printed on the statement. (see "AR Statements Close On The...Day Of Month" below)

Do Not Print AR With Zero Balance - If a customer has a zero balance POSitive will not print AR

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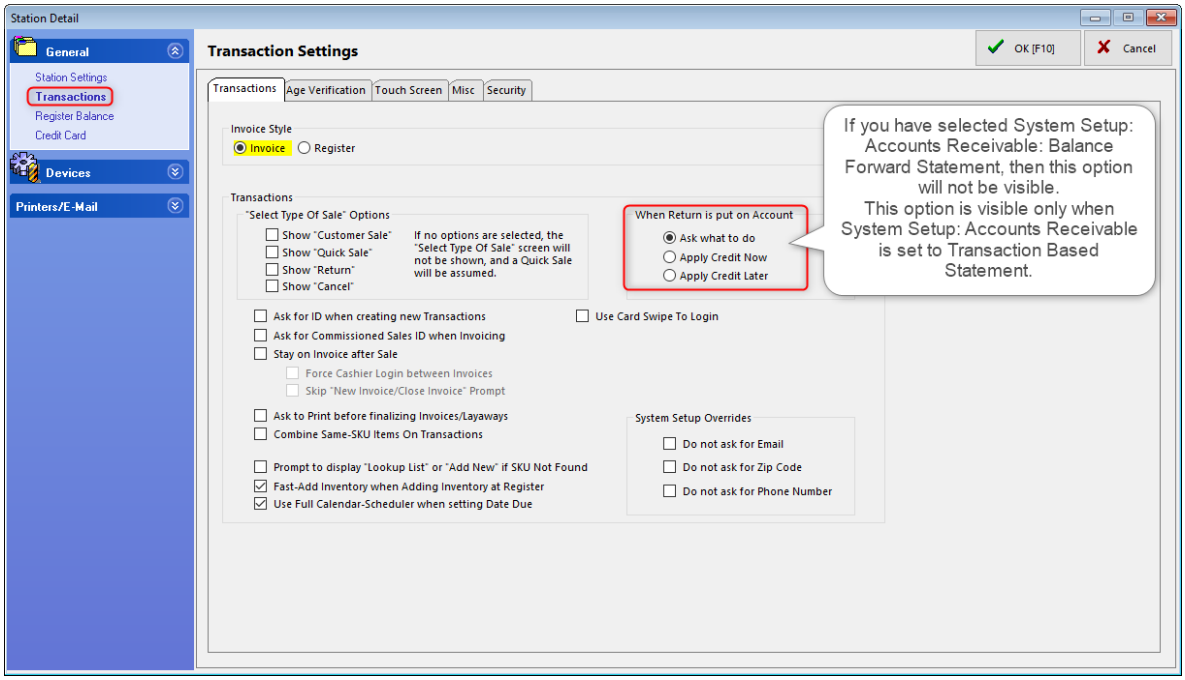
Statements during batch printing. You will still be able to manually print an AR Statement for the customer.

Note: If the customer has a store credit and no charges, the statement will print with a negative amount owed.

Statement Printing Options

There are two basic AR Statement styles. Transaction Based and Balance Forward. Each has various controls.

- **Transaction-Based Statement** - an AR Statement will print details of active invoice charges and payment
- **Balance Forward Statement** - an AR Statement will print details of invoice charges and payment for the current time period. The previous period will be reflected only as a balance forward amount. Other Effects
  When you choose Balance Forward Statements a Station Option to pre-set how Return Refunds posted to Accounts Receivable will be removed. By default, Refunds to AR will be automatically applied to the oldest invoice charges. You will not have the option to save the Refund to be applied later.



- **Days After Statement Close That Payment Is Due** - Printed on the invoice will be the calculated payment due.
- **Minimum Payment (Percent of Total Due)** - enter 100 if you expect full payment.

Integrate Invoices Into Statements When Printing Invoices with Statements - Rather than printing separate invoices with the AR Statement, this option saves paper by printing line item details for each open invoice. A Customer's Account 394 allows for a setting "Print Invoices With Statements" which governs this option.

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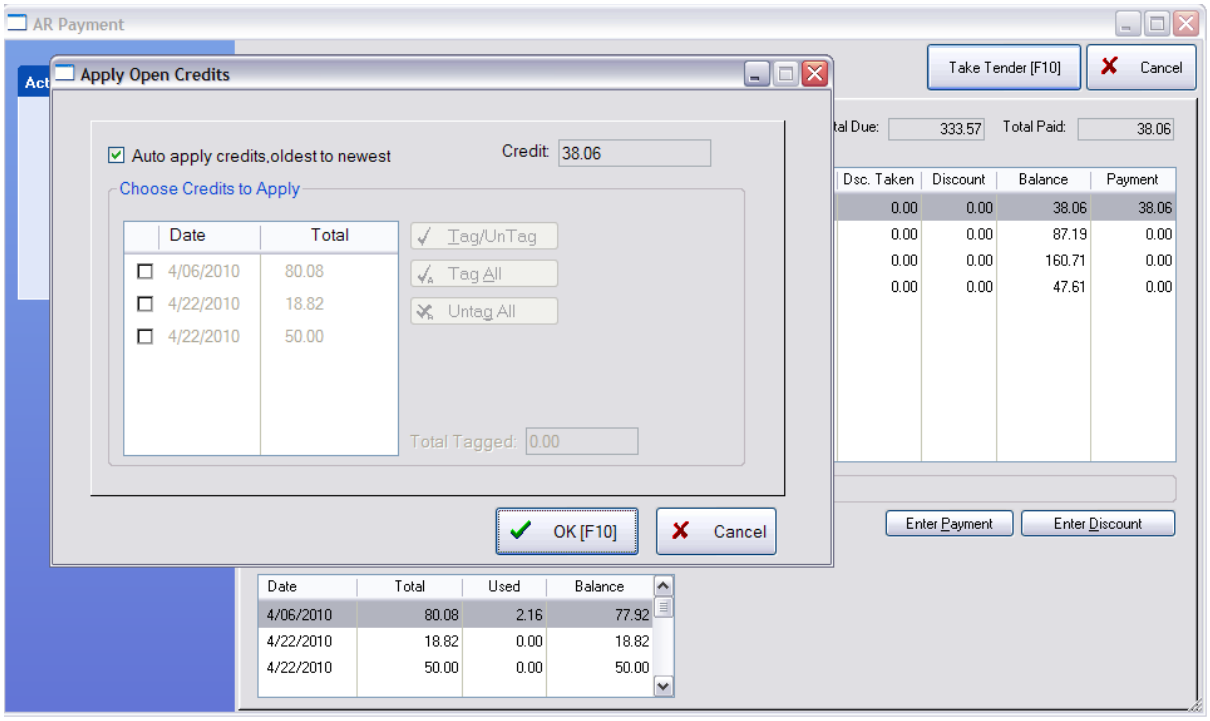
When Taking Payments & Using Credits

Typically payments and applying credits will apply them to the oldest invoices first. Here you can give yourself more control over how payments and credits are handled.

- Auto-Apply from oldest to newest Sample



- Let me choose the credits to apply Sample

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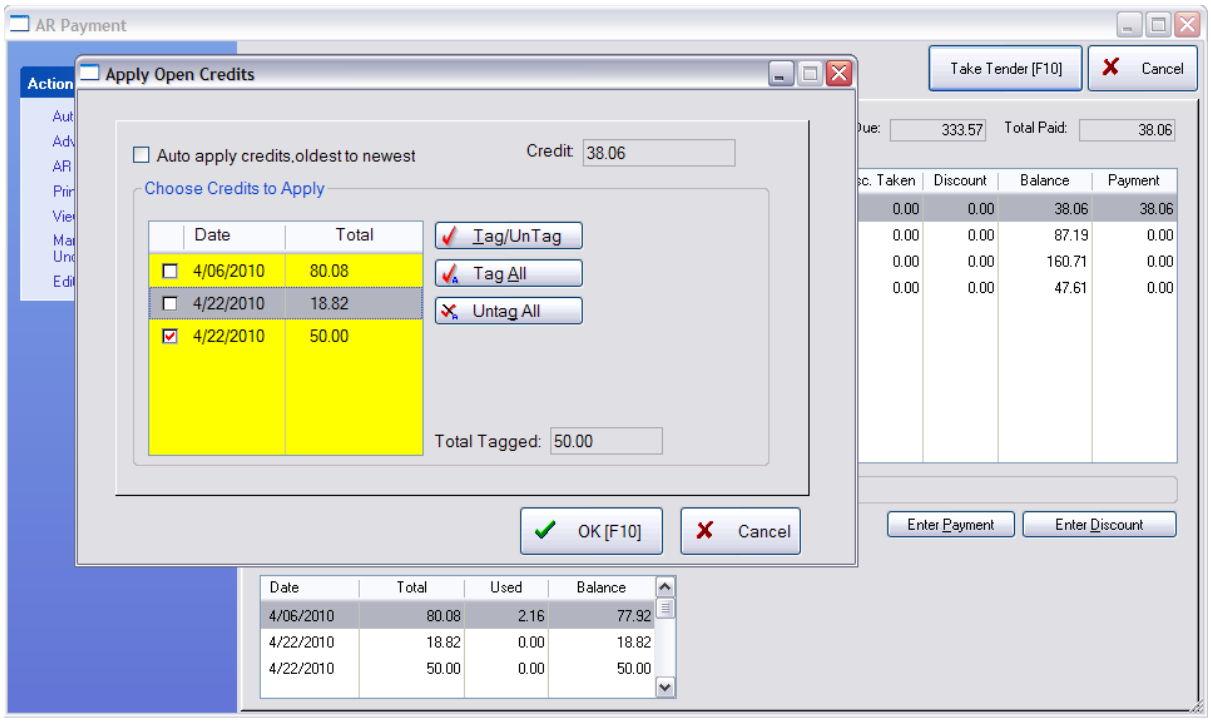

For Example - A Statement With Integrated Invoices

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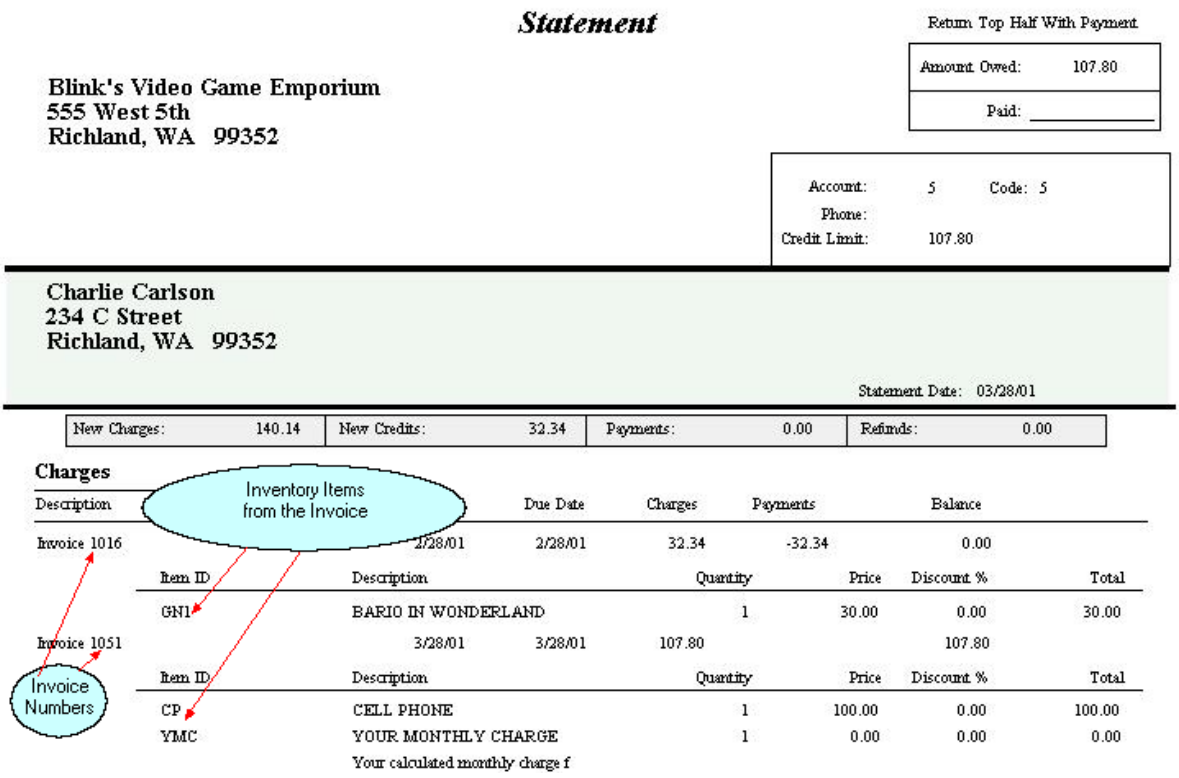

For Example - A Statement Without Integrated Invoices

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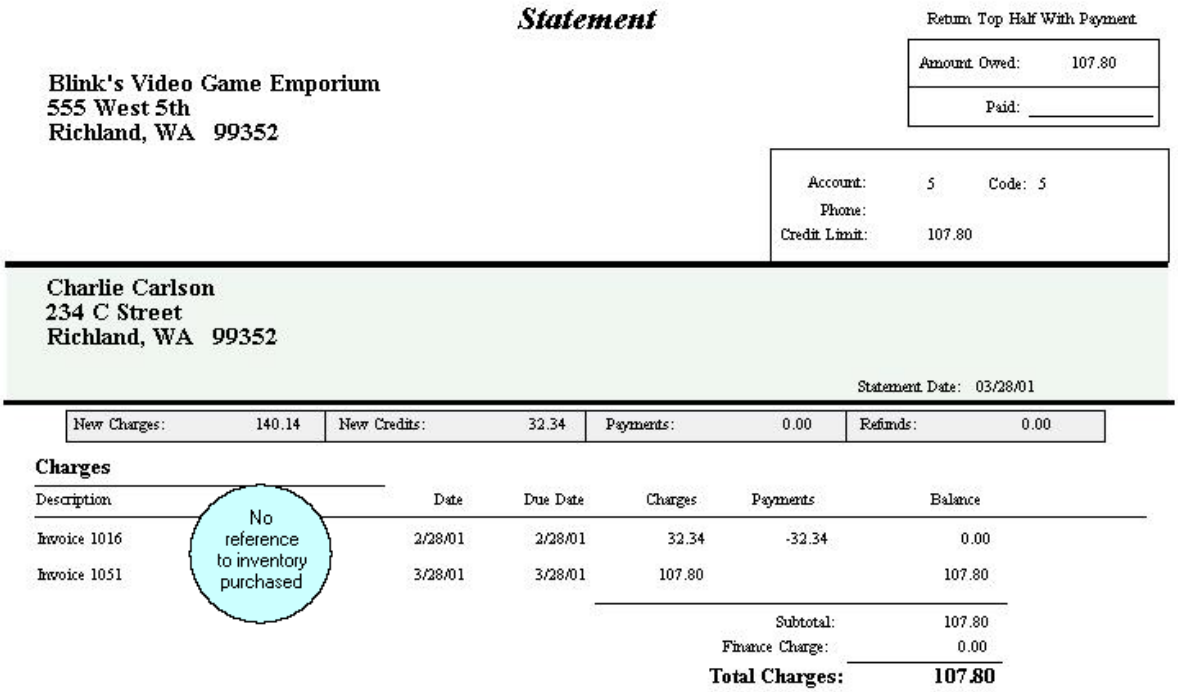

Statement

Return Top Half With Payment

Amount Owed: 107.80

Paid: _____

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Account: 5 Code: 5
Phone:
Credit Limit: 107.80

Charlie Carlson
234 C Street
Richland, WA 99352

Statement Date: 03/28/01

New Charges:	140.14	New Credits:	32.34	Payments:	0.00	Refunds:	0.00

Charges

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1016	2/28/01	2/28/01	32.34	-32.34	0.00
Invoice 1051	3/28/01	3/28/01	107.80		107.80
				Subtotal:	107.80
				Finance Charge:	0.00
				Total Charges:	**107.80**

No reference to inventory purchased

3.3.2.8 Accounts Payable

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

This is primarily for defining how checks to be issued to your vendors will be handled. Contact POSitive support for more information.

Check Options - Choose ONE

- **Prompt For Check Number (Using External Account)** - Allows you to enter the number of a handwritten check or of the check being printed from a check writing program other than POSitive 's checkbook feature.

- **Generate Checks When Processing AP** - When you select and process vendor invoices for payment through POSitive's Accounts Payable, a check will be automatically printed for the vendor and drawn from the designated account.
  Checking Account - Select the name of the checking account setup in POSitive for paying AP.

- **Do Neither**

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3.3.2.9 E-Mail Setup

Maintenance>System Setup>E-Mail

POSitive has two options for emailing your transactions:

- Microsoft Outlook
- Internal Email Client using a POP/SMTP e-mail account (IMAP is not supported)

If you use Microsoft Outlook to send and receive email messages on your computer, then you can configure POSitive to send transactions through your Outlook mailbox. This method is the quickest and easiest way to setup POSitive to email your transactions.

E-Mail Client

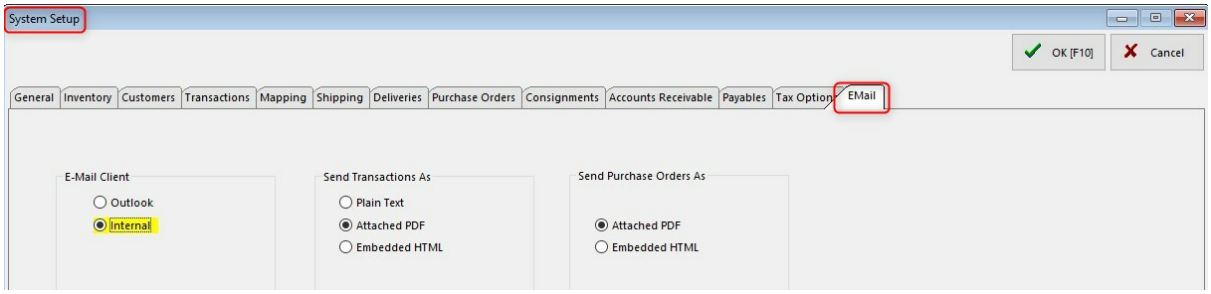
- Outlook - Must use version that is installed on a PC. Web version will not work.
- Internal - Select this option if you are using POP/SMTP, rather than MS Outlook, as your e-mail program. You must also select this option if you wish to automatically send invoices created through Recurring Invoices". Internal E-Mail uses individual employee settings. (See: Setting Up Employee E-mail 276)

Send Transactions As

- Plain Text (Only works with Internal Mail)
- Attached PDF
- Embedded HTML

Send Purchase Orders As

- Attached PDF
- Embedded HTML



If you do not have Microsoft Outlook installed, then you can setup POSitive to use your email POP/SMTP account(s) to send transactions. You will need to know a few things before you can setup POSitive to send transaction using it's Internal email client:

- What is the POP server?
- What is the SMTP server?
- What is the account name?
- What is the account password? (Note: Gmail and Outlook users may need to create special "app passwords" for their programs.

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- What port is email sent on?
- Is SMTP authentication required?
- Is SSL or TLS required?
- Does your e-mail provider require other security settings?

Compatibility

POSitive currently supports only POP/SMTP accounts (not IMAP) and some e-mail providers may not be compatible. If advanced security protocol(s) are required by your email provider then your current e-mail account cannot be used for Internal email - consider the Microsoft Outlook option. Note: We recommend Gmail if you need an e-mail provider that still supports POP/SMTP.

Click below for more information
Setting up employee e-mail accounts 276
Setting up e-mail accounts for E-Mail Marketing 1839

Please contact your Dealer or POSitive Software if you need additional help.

3.3.2.10 Consignments

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

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 1330 .

Consignment Defaults

Select Dept/Category [F5] - Select a department and category to which the consignment item will be automatically assigned when adding consignments. Consigned items can be reassigned to a more appropriate category, especially if you are posting any of these items for sale on the internet with POSitive E-Commerce 1843.

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

Edit Windows Consignment Form [F9] - The consignment agreement consists of several paragraphs stating terms and responsibilities. These paragraphs can be edited to match your business needs. (Note: if you are not using the Windows form of the consignment agreement, the form to be edited can be found under File: Editors: Transaction Report Editor.)

3.3.3 CheckList System and Station Setup Options

As you prepare to setup your store, you may want to make a record of the options which you have activated. You may use this list to explore features you anticipate using as well as a guide for setting up additional stores. You may want to print this topic as a check list.

System Setup
System Setup

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Go to Maintenance: System Setup

____ **General Setup** Focus

Do you provide and track Service calls?

Are you considering saving customers' credit card numbers in POSitive?

Do you make truck deliveries and would you like POSitive to calculate delivery routes?

Do you pay commissions on sales to some employees?

____ Show Tip Of The Day At Startup

____ Enter=Tab Key

____ Calendar Date Starts On Monday

____ Scheduler Start Time

____ Scheduler End Time

____ Load Printer Form Settings On Startup

____ Allow Retention of Credit Cards (Recurring Charges, Card On File)

____ **Track Commissions**

____ Commission Based On

____ Profit

____ Cost Basis

____ Actual Cost

____ Last Cost

____ Allow zero cost (otherwise use last cost that is not zero)

____ Selling Price

____ **Screen Settings**

____ Use Highlighted Fields

____ Highlighted Fields Background Color

____ Required Fields Highlight Color

____ Required Fields Color

____ **Sounds**

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____ When SKU Not Found

____ When Invoice Is Complete

____ When Incorrect Password/Sales ID

____ **Transactions** Focus

What percentage of your business is "walk-in" or QuickSale invoices?

When invoicing, do you allow staff to change selling prices of items? Do you want to restrict these changes to preset numbers or to a percentage value?

Do you give customers a "bundled group of items" for one comprehensive price?

When invoicing, do you require customers to pay for all items even if they are backordered or do you charge only for items being delivered?

Do you some of your customers provide their own purchase order authorization numbers?

When creating pending transactions (sales orders, quotes, or service orders) do you want "due dates" calculated automatically?

____ Invoicing

____ Invoice Header _____

____ Current Invoice #

____ Current Order #

____ Quick Sale (At Start of Transaction)

____ Ask For E-Mail Address

____ Ask For Phone Number

____ Ask For Zip Code

____ Assign Invoice Number At End Of Transaction

____ Skip Prompt For PO Number

____ Allow Packages ((needed for doing kits))

____ Allow Backorders On Invoice

____ Take From Pending Before Backordering ((not recommended)

____ Pay When Invoiced

____ Pay When Received

____ Group Backordered Items On Printed Invoice

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____ Show Item Picture On Screen

____ Automatically Add Decimal Point when entering Quantity/Price/Tender (Register/ Touchscreen Mode Only)

____ Pop-up And Display Item's Price Levels When Changing Price

____ Show "More Detail" on Customer Lookup

____ Show "More Detail" on Inventory Lookup

____ Due Days Setup

____ Default Layaway Due Days

____ Auto-Set Layaway Due Days

____ Default Order Due Days

____ Auto-Set Order Due Days

____ Default Service Due Days

____ Auto-Set Service Due Days

____ Default Quote Expiration Days

____ Auto-Set Quote Due Days

____ Quantity Separator ____ (character) (by default it is the / symbol)

____ **Customers tab** Focus

Do your sales staff have territories for customer sales? Should a sales staff member get credit for all invoices of select customers?

Would sales counter staff benefit from being fore-warned that the customer has pending transactions?

Do you need to designate alternative shipping addresses for pending sales orders and invoices?

____ Skip Prompt For Authorized Buyer

____ Alert If Customer Has Pending Transactions When Starting Invoice

____ Default To Customer-Assigned Sales ID When Invoicing

____ Include Country In Bill-To Address

____ Exclude Countries (create list)

When Creating A New Transaction, Set Ship-Tp Address To:

____ The Default Ship To Address

____ Store Pickup

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____ Ask (prompt for option)

____ Tax Lookup URL: source of tax rate per location - (used in conjunction with Destination Based Taxes)

____ **Tender tab** Focus

Do you allow "no-name walk in customers" to make purchases by credit card?

Do you allow "no-name walk in customers" to return products? or do you prefer that the must have their name in the Customer List?

If a customer has refund monies due them, do you want the sales clerks to be able to apply those monies to a current invoice?

Do you plan to offer gift cards to your customers?

Do you plan to give customer's cash back for unused portions of gift cards tendered?

____ Tender Screen Always In Edit Mode ((does not fill in current amount due))

____ Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking)

____ Require Driver's License For Checks

Over _____

____ Customer Name Required On Returns

____ Customer Name Required When Tendering With Credit/Debit Cards

____ Do Not Prompt To Use Unused AR Credits When Tendering

____ Currency Symbol ___

____ Tender Spellings

Cash _____

Check _____

Credit Card _____

____ **Service Orders tab** Focus

Do you have a service department and track service work to be done?

Do you do service work on behalf of other businesses?

Will customer quotes require notation of service work to be done?

____ Support Sub-Owner When Creating Service Orders

____ Do Not Print Service Notes On Invoices

____ Default Status When Creating New Service Order (select from list which is edited through Maintenance: Definitions)

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____ Add New Quotes As

_____Standard Quote

_____Service Quote

_____Ask For Standard or Service Quote

____ **Shipping tab** Focus

Do you request that your vendors drop-ship products to your customers?

Do you have multiple warehouses and want to be able to track inventory on hand in each location?

Will you be utilizing UPS World Ship or StarShip or DM Transportation?

____ Activate UPS World Ship Compatibility

____ Activate Starship Interface

____ After Calling Starship

____ Update Shipping Charges On The Invoice Automatically

____ Prompt To Update Shipping Charges On The Invoice

____ Do Not Update Shipping Charges On The Invoice

____ Include Country In Ship-To Address

____ Exclude Countries (create list)

____ DM Transportation Management Services (optional 3rd Party interface)

____ Account Number _____

____ Shipping Method(s)

____ Description

____ Method

____ Source

____ **Printing tab** Focus

Do you have a printer which will "frank" or print for deposit information on the back of checks received from customers?

____ Check Validation (note the available bracketed codes which are entered into the lines)

____ Line 1:

____ Line 2:

____ Line 3:

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____ Line 4:

____ Line 5:

____ Line 6:

____ "You Saved" based on

_____ Customer Price Level

_____ Fixed Price Level _____

____ **Prompts tab** Focus

Would you want POSitive to prompt for additional information from the customer or sales staff as an invoice is completed?

____ Prompt Label 1-5

____ Type value 1-5

Display Prompts On

_____ Invoices

_____ Layaway

_____ Orders

_____ Service Orders

_____ Quotes

Display Transaction Prompt

____ At Transaction Start

____ When Tender Button Is Pressed

____ Prompt if Transaction Total Is Over _____

____ **Entry Options tab** Focus

If you have a high percentage of "walk-in" or QuickSale invoices, would you like some shortcut options for changing the QuickSale invoice to a "customer by name" invoice?

Are you interested in utilizing a built-in rewards program to award points or store credits to your customers for purchases made?

____ Activate Advanced Search

____ Always Search For

____ Search Vendor SKU

____ Search Customer Code

____ Search Customer Phone

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____ Confirm Customer On Found Entry (recommended)

____ Search Frequent Buyer Number

____ When Entry Not Found

____ Do Not Display Inventory List If Entry Is Blank Or Not Found

____ Jump Directly To Inventory Lookup

____ Prompt To Add/Edit Item Or Customer

____ **Customers** Focus

Do you charge a different tax when items are shipped to the customer?

Do you typically need ZipCode Plus Four digits?

Are you in need of address verification when adding customers or importing quotes?

____ Default Lookup

____ Name

____ Account

____ Code

____ Default Terms (select from list)

____ Use Titles (Mr/Mrs)

____ Do Not Track Area Codes

____ Auto-Generate Customer Code From Phone When Adding

____ Tax Group Based On Shipping Address

____ Use Zip Code Lookups When Entering Customer Information

____ Skip City/State Field And Go To Zip Code Field When Adding Customer

____ Use Zip Plus Four

____ Default Address Format

____ US/Canada

____ Great Britain

____ South Africa

____ Australia

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____ **Inventory**

____ **General tab** Focus

If your staff needs to lookup an inventory item, will they most likely know the SKU or the Description of the item they are looking for?

Is it possible that you will sell inventory items BEFORE you have fully processed and received vendor purchase orders?

Do you have inventory which comes in various sizes and colors of the same product? Are you interested in using POSitive matrix (color/size) inventory?

Do want trade-in or used products to be immediately visible for sale even if not fully prepared?

____ Track Inventory Quantities

____ Allow Sales Of Items Before Receiving On PO (Negative Inventory)

____ Allow Duplicate SKUs (Primary SKUs can never have duplicates)

____ Allow Upper-Lower Case In Item Description

____ Hide Long Description on Inventory Form

____ Allow Spaces In SKU's (not recommended for e-commerce because it "breaks stuff")

____ Contract Department List Upon Entry

____ Prompt For Stock Count When Adding

____ Default Item Lookup

____ SKU

____ Description

____ Default Price Level ____

____ Set Trade-Ins To Inactive When Adding

____ Enable Food Stamp Tracking (EBT)

____ Use Pictures In Inventory (Thumbnail Size) (Pixels)

____ Height

____ Width

____ Matrix Item SKU Sequence

____ Description - Item ID - M

____ SKU - Column - Row

____ SKU - Row - Column

____ Desc/SKU Length _____ (8 is suggested)

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____ Matrix Item Description Sequence

____ Description - Column - Row

____ Description - Row - Column

____ **Pricing tab** Focus

How would you categorize the types of customers you have? POSitive can assign up to 6 selling prices per inventory item and each customer is assigned one of these price levels.

____ Pricing Decimal Places

____ Quantity Decimal Places

____ Cost Decimal Places

____ Basis For Price Markups

____ Cost

____ Average Cost

____ Landed Cost

____ Include Landed In Average

____ Use Current Cost If Cost Is Zero When Verifying

____ Price In SKU Setup (if needed make notes of settings)

____ Price Descriptions

____ Price 1 _____

____ Price 2 _____

____ Price 3 _____

____ Price 4 _____

____ Price 5 _____

____ Price 6 _____

____ Default Quick Sale Price Level

____ Default Customer Price Level

____ See Item Code (Cost Disguised As An Item Code) in Customer Item History

____ Item Code Prefix ____

____ Item Code Suffix ____

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____ **Serial Numbers tab** Focus

Do you sell inventory items which have serial numbers?

Do you do service work on the serialized products you sell?

____ Track Serial Numbers In Service

____ Enter Serial Numbers When Receiving PO

____ Allow Duplicate Serial Numbers

____ Prompt For Serial Numbers When Completing Transactions (Invoices, ect)

____ Invoice

____ Layaway

____ Orders

____ Service Orders

____ Serial Number Terminating Character(s) (used with cellphones)

____ **Trade-Ins (Used Items) tab** Focus

Do you sell used equipment?

Do you accept used equipment from your customers in trade for services or products you sell?

Is it likely that you could have both new and used units of the same piece of equipment?

____ Track Trade-Ins (Used Items) Under One SKU

____ SKU Prefix _____

____ SKU Suffix _____

____ Calculate Trade-In Price From Existing SKU

____ SKU Prefix _____

____ SKU Suffix _____

____ Do Not Charge Tax On Trade-Ins

____ Prompt If Used Items Are Available When Selling New Stock

____ Label Form _____

____ **Invoicing tab** Focus

If your staff needs to lookup an inventory item while invoicing, will they most likely know the SKU or the Description of the item they are looking for?

Do you allow your sales staff to add inventory items to your inventory list or does another staff member

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need to enter it?

____ Default Item Lookup

____ SKU

____ Description

____ Invoice Prompt Behavior When Negative Stock is ON

____ Item is always here (skip prompt to backorder)

____ Prompt defaults to "It's Here"

____ Prompt defaults to "Backorder It"

____ Fast-Add Settings

____ Auto-Assign SKU

____ Enter Costs When Adding Inventory

____ Default Department/Category (Use "Set Default Dept/Catg" button)

____ Department Name

____ Category Name

____ Auto-Assign Dept/Catg (if checked, Cannot Be Changed When Adding)

____ Other

____ Number Pad Character Limit ___

____ **Weather tab** Focus

Are you interested in having local weather conditions updated per day as an overlay on some sales reports?

____ Weather Underground Key: _____

____ City _____

____ State _____

____ **Purchase Orders** Focus

Will you be using POSitive to create/receive purchase orders with your vendors?

Do you often have cost increases as you received purchase orders?

____ Order List

____ Use Grid In Order List For Matrix Items

____ When Generating Order List, Choose

____ Last Vendor Ordered From

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____ Primary Vendor

____ Placing POs

____ Auto-Fill Purchase Order

____ Date/#/SalesID

____ Sequential

____ No Autofill

____ Omit Vendor SKU Field In PO

____ Use Grid In Purchase Orders For Matrix Items

____ Do Not Allow Duplicate Items On PO

____ Print Standard-Style PO When Printing Matrix Items

____ Receiving POs

____ Prompt Immediately For Serial Number Upon Entering "Received" Quantity

____ Prompt Immediately To Confirm Price When Receiving, If Cost Has Changed

____ Alert When Backorders Have Arrived

____ Default Option For Updating Costs When Completing PO

____ Vendor & Item Cost

____ Vendor Cost Only

____ Item Cost Only

____ Skip Update

____ Allocate Backorders

_____ Date Ordered

_____ Date Due

____ Calculate Landed Cost Based On

____ Weight

____ Cost

____ Number Of Items

____ **Tax Options** Focus

What is your local tax rate?

Do you want the tax amount included in the advertised selling price of each item?

If you are delivering products to other communities, do you need to collect taxes based on destinations?

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Do you pay tax on goods received on PO?

____ **General tab**

____ Cash Sale Tax Group

____ Package Sales Tax

____ "No Tax" Tax Category

____ Always Round Sales Tax Up

____ Base Tax On Invoice Total, rather than individual line items

____ **Tax Inclusive tab**

____ Display Price Including Tax On Invoice

____ Tax Included In Windows Invoice Print

____ Price Entered Includes Tax When Using Fast Add

____ Enable "Display VAT Pricing" Option On Inventory Screen

____ Pole Display Shows Price Including Tax

____ Tax Group For Including Tax In Price (select from list)

____ International Settings

____ Australia

____ Round To Nearest 5 Cents When Cash Tender

____ Rounding GL Account

____ Goods Received On PO Have Tax

____ United Kingdom

____ Support Settlement Discounts (Price Including Tax must be disabled)

____ Philippines

____ Show Cumulative Totals on End-Of-Day Closing Report

____ VAT

____ Assign Tax Paid on PO To Liability Account

____ PO Tax Liability Account _____

____ Collect VAT On Deposits

____ **Accounts Receivable** Focus

Do you allow some customers to charge purchases to a store account?

When do you print and send out AR Statements?

Will you be using POSitive's built in Checkbook register?

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____ AR Statements Close on the ____ day of the month

____ Aging Options

____ AR Aging Options

____ By Month

____ By Number of Due Days

____ Statements

____ Do Not Print AR With Zero Balances

____ Statement Batch Printing

____ Include All Transactions On Statements Whenever Printed

____ Include Only Transactions For The Statement Period Being Printed

____ Statement Printing Options

____ Transaction-Based Statement

____ Balance Forward Statement

____ Days After Statement Close That Payment Is Due

____ Minimum Payment (Percent of Total Due):

____ Integrate Invoices into Statements when printing Invoices with Statements

____ AR Statements Close On The ___ Day Of Month

____ **Check Refund Options**

____ Prompt For Check Number (using External Account)

____ Generate Checks When Processing "Check Refunds"

____ Checking Account _____ (select)

____ Do Neither

____ **When Taking Payments & Using Credits**

____ Auto-Apply from oldest to newest

____ Let me choose to credits to apply

____ **Accounts Payable** Focus

Will you be using POSitive's built in Checkbook register?

____ Prompt For Check Number (using External Account)

____ Generate Checks When Processing AP

____ Checking Account _____ (select)

____ Do Neither

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____ **E-Mail** Focus

Are you interested in sending e-mails of invoices and pending orders to your customers?

Do you want to market to your customers using e-mail?

Do you want to send purchase orders to your vendors via e-mail?

____ E-Mail Client

____ Outlook

____ Outlook Express

____ Internal

____ Send Transactions As

____ Plain Text

____ Attached PDF

____ Embedded HTML

____ Send Purchase Orders As

____ Attached PDF

____ Embedded HTML

____ **Consignments** Focus

Do you sell consigned items on behalf of your customers and/or vendors?

____ Department (Use "Select Dept/Category" button)

____ Category

____ Store Percent

____ Edit Windows Consignment Form [F9] button

____ **Pharmacy Setup**

____ Activate CarePoint

____ Compensate For Hamacher 11 Digit UPC Codes During Lookup

____ Always Check CarePoint Database When Scanned At Register

____ Update POSitive Inventory From CarePoint Data When Scanned

____ (Inventory)

____ Scanning Prefix

____ Scanning Suffix

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____ When Auto-Adding Inventory

____ Default Department and Default Category (use Choose Dept/Category button)

____ Add CarePoint Customers POSitive Customer List

____ Default Customer Category

____ Connection Information

____ Server Name

____ User

____ Password

____ "Test Connection" button

Station Detail

Go to Maintenance: Station Settings (while working at the physical station to be edited)

Focus

How many computers will be using POSitive?

Each workstation needs it's own unique identification number. Each station can be configured differently in it's use of printers and processes.

Which computers will need the ability to process credit card transactions?

Which invoicing screen is best for a given computer? Register, Invoice, or Touchscreen?

Will you be using Divisions?

Do you sell "age restricted" products?

What peripheral devices need to be attached to each computer?

____ **General** Station Settings Focus

?

____ Set This Station To Your Default

____ (Opening Balance ____ is filled in after balancing the cash drawer)

____ This Station Number

____ Station Name

____ Collect Tender At Station

____ Wallpaper

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____ __ Tile __ Center

____ Use Touch-Screen Interface for Login

____ Assign Transactions From This Station To Company Division

____ Select Division Name _____ (Defined under Maintenance: Company)

____ Pricing From This Station

____ Select Price Level _____ (Defined by Invoicing: Pricing section)

____ When Logging Out

____ Prompt To Logout Securely or to Switch Users

____ Execute a Secure Logout (no prompt)

____ When Opening Screen

____ Invoices Maximized

____ Open Layaway Maximized

____ Open Orders Maximized

____ Open Service Orders Maximized

____ Open Quotes Maximized

____ Open Internet Orders Maximized

____ Do Not Show POSitive Menu Bar

____ **Transaction Settings**

____ **Transactions tab** Focus

?

____ Invoice Style

____ Invoice

____ Register

____ Transactions

____ "Select Type Of Sale" Options

____ Show "Customer Sale"

____ Show "Quick Sale"

____ Show "Return"

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____ Show "Cancel"

When Return Is Put On Account

_____ Ask What To Do

_____ Apply Credit Now

_____ Apply Credit Later

____ Ask For ID When Creating New Transaction

____ Use Card Swipe To Login

____ Ask For Commissioned Sales ID When Invoicing

____ Stay On Invoice After Sale

____ Force Cashier Login Between Transactions

____ Skip "New Invoice/Close Invoice" Prompt

____ Ask To Print Before Finalizing Invoices/Layaways

____ Combine Same-SKU Items On Transactions (very useful of using price breaks)

____ Prompt To Display "Lookup List" or "Add New" If SKU Not Found

____ Fast-Add Inventory When Adding At Register

____ Use Full Calendar Scheduler When Setting Date Due

____ System Setup Overrides

_____ Do Not Ask For Email

_____ Do Not Ask For Zip Code

_____ Do Not Ask For Phone Number

____ **Age Verification tab** Focus

?

____ No Age Verification Prompts

____ Prompt to Check ID

____ Prompt to Enter Birthdate

____ Prompt to Swipe Driver's License

____ Card Reader

____ Does not put a CR/LF between Track 1 and 2

____ Does put a CR/LF between Track 1 and 2

____ **Touch Screen tab** Focus

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?

____ Display Time Clock On Startup

____ Prompt For Credit Card Type When Tendering

____ Prompt To Login After Print/Suspend

____ Monitor Caller ID (must have the Identifier CID device from YES Telecom)

____ Path to POSCID: _____

____ Starting Page ____

____ Handle Page Zero

____ Use Page Zero

____ Ignore Page Zero

____ Set Page Zero as ____

____ Default Filter For Invoice History

____ All Invoices

____ This Division Only

____ Show Loyalty Points On Touch Screen

____ **Misc tab** Focus

?

____ Show Costs When Entering Quote

____ Hide-Customer Info Box On Scheduling Calendar

____ Skip Prompt For Password When Taking AR Payments

____ Use "Fast AR Pay" At This Station

____ When Retrieving Suspended Transactions, Default to Display:

____ Just This Station

____ All Stations

____ All in This Division

____ **Security tab** Focus

?

____ Activate Security Camera with Logging

____ Recorder IP Address

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____ Camera Port

____ "Test Interface" button

____ **Register Balance** Focus

?

____ Print Invoice Transactions

____ Print Tender Summary

____ Print Credit Card Summary

____ Print Category Summary

____ Print End-Of-Day Report To Receipt Printer

____ Windows Printer Driver _____

____ Physical Printer _____

____ **Credit Card** Focus

?

____ Use Electronic Credit Card Capture

____ Credit Card Processing Path To Processor

____ Number Of Receipts

____ Use Mag Stripe Reader

____ My Card Reader

____ Does not put a CR/LF between track 1 and 2

____ Does put a CR/LF between track 1 and 2

____ Use Local Processor Settings

____ Merchant Code

____ Merchant ID#

____ **Devices** Focus

?

____ **Cash Drawer**

____ Use Cash Drawer

____ Cash Drawer Code

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____ Cash Drawer Port _____

____ Pulse

____ Bypass Direct To Port

____ Cash Drawer Printer

____ **Pole Display**

____ Use Pole Display

____ Settings

____ Pole ID

____ Pole Display Port _____

____ Pole Line 1

____ Pole Line 2

____ Pole Printer

____ Layout

____ Use Custom Layout

____ SKU Line ___ Position ___ Length ___

____ Description Line ___ Position ___ Length ___

____ Quantity Line ___ Position ___ Length ___

____ Price Line ___ Position ___ Length ___

____ Line Total Line ___ Position ___ Length ___

____ **Portable Scanner**

____ Portable Scanner Port _____

____ Scanner Type

____ Generic Scanner

____ Metrologic Scanpal 2

____ **Multi-Monitor Manager**

____ **Setup**

____ Station Number ___ (Station Name)

____ Activate Multi-Monitor Mode

____ Monitor Number ___ (where images are to be displayed)

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____ Images to be used for each type

____ Full Screen

____ Transaction Screen

____ Item "No Display"

____ Static Display

____ Timers

____ Image Name

____ Date Range

____ Time Range

____ Days

____ Time Between Slides (in seconds)

____ **Layout**

____ Screen Layout 1

____ Inventory Image

____ Fixed Image

____ Do not show Image

____ Display Loyalty Info

____ Screen Layout 2

____ Screen Layout 3

____ Do Not Display Notes on Customer Monitor

____ **COM Ports Setup**

____ Port

____ Baud _____

____ Parity _____

____ Data Bits _____

____ Stop Bits _____

____ **Signature Capture**

____ Capture Device _____ (select)

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____ Prompt For Digital Signature When:

____ Transaction On Account

____ Creating New Layaway

____ Creating New Order

____ Creating New Service Order

____ Test

____ **VeriFone MX 860**

____ Settings Details

Device _____ (selection)

____ This VeriFone Device is ready to use

____ Communications Type

____ IP

____ Serial

____ Serial Port Settings

____ Com Port _____ (select)

____ Baud

____ 9600

____ 19200

____ 115200

____ Data Bits

____ 7

____ 8

____ Parity

____ Odd

____ None

____ Even

____ IP Settings

____ IP Address

____ IP Port

____ Supported Payment Types

____ Credit

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____ Debit

____ EBT

____ Gift

____ Prompts

____ Prompt For Signature

____ If Amount Is Over _____

____ Prompt For Amount Confirmation

____ Reverse Failed Signatures

____ Enable Manual Card Entry (bad swipes)

____ Prompt For Cash Back

____ Misc

____ Swipe Timeout (seconds) ____

____ Initialize Pad Command (list)

____ **Diagnostics**

____ Initialize MX Device

____ Send Direct Command to MX (list)

____ Display Response

____ Send Command

____ Signature Test

____ Swipe Test

____ **Printers / E-Mail**

____ **Printing Options**

____ **Transactions tab** Focus

?

____ Skip Printing Of Invoice/Receipt (Can Print From Change Due Screen)

____ Always Prompt Choose Printer When Invoicing

____ Always Prompt To Preview When Invoicing (used primarily for training sessions)

____ Use Alternate Printer When On Account

Pick List Options

____ Prompt To Print Pick List When Completing Layaways, Orders, etc.

____ Print Stock Location

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____ Print Current Stock Quantity

____ Transaction Detail Order

_____ Print As Displayed

_____ Sort By SKU

_____ Sort By Description

____ Electronic Journal

____ Activate Station Electronic Journal (saves copy of receipt to specified location)

____ Journal Path _____

____ Delay Printing Until Transaction is Saved (slower) [for Crystal Reports]

____ Grouping Options When Invoicing

____ No Grouping (Invoice Displays As Entered)

____ Group By Category

_____ Show Header (top of Group)

_____ Show Subtotal (end of Group)

____ Show Category Subtotal Summary At End Of Transaction

____ Leaving the list blank will include all Categories, otherwise name the categories. Add, Remove

____ **Packing Slips tab**

____ Print Packing Slips When Printing Invoices

____ Never

____ Always

____ Ask

____ **Customer Labels tab**

____ Customer Label Setup

____ Bill To Label

____ Print Preview

____ Ship To Label

____ Print Preview

____ Print After Invoice

____ Never

____ Always

____ Ask

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____ **Purchase Orders tab**

____ Auto-Print Purchase Order When Placing PO

____ Auto-E-Mail Purchase Order

____ Ask to Print/E-Mail

____ Do Nothing

____ **Invoice** Focus

?

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Alternate Invoice**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Suspended Invoices**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

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____ E-Mail Forms

____ Advanced Printing

____ **Layaway**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Orders**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Internet Orders**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Service Orders**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

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____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Quotes**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Quotes w/Cost**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Contract Pricing**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ Advanced Printing

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____ **Deposit Receipt**

____ Form

____ Copies

____ Advanced Printing

____ **AR Receipt**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ Advanced Printing

____ **Consignment Agreement**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ **Recurring Invoices**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

____ Form

____ Print Bin Locations

____ Copies

____ E-Mail Forms

____ Advanced Printing

____ **Packing Slips**

____ Printer Type: Laser/Ink Jet --- Receipt/Dot Matrix --- Crystal Report --- Reporter

____ Windows Printer

____ Port

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____ Form

____ Print Bin Locations

____ Copies

____ **Purchase Orders**

____ Printer Type:

____ Built In Form

____ Reporter

____ Windows Printer Driver

____ Reporter Type

____ E-Mail Forms (not applicable)

____ Advanced Printing

Definitions

go to Maintenance: Definitions

(Many of these are pre-defined by POSitive. Make note of any exceptions you have made.)

Tender Focus
?

____ _ *Tender*
____ _ *Currency*
____ _ *Exchange Rates*

Invoicing Focus
?

____ _ *Invoice Layout*
____ _ *Invoice Buttons*
____ _ *Touch Screen*
____ _ *Monitor Manager Manager*

Status Settings Focus
?

____ _ *Customer Returns*
____ _ *RMA Returns*
____ __*Service Status*
____ _ *Call-Log*

Lists Focus
?

____ _ *Zip Code Table*
____ _ *Finance Companies*
____ _ *Warranty Table*

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____ _ *Countries*

Other Focus

____ _ *Barcode Types*
____ _ *User Defined Fields (inventory)*
____ _ *Employee Security Groups*
____ _ *Mail Groups*
____ _ *Employee Shifts*
____ _ *Desktop Buttons*
____ _ *Policy Statements*
____ _ *Multi-Site Manager*

Credit Cards

Go to Management: Credit Cards: **Setup**

____ Credit Card Interface

____ Do Not Allow Charges To Exceed Transaction Total

____ Allow Retention of Credit Cards

____ Activate Credit Card Confirmation Message

____ Prompt For Approval

____ **None**

____ Activate Credit Card Confirmation Message

____ Prompt For Approval

____ **Tender Retail / YesPay**

____ Debit Cards: Cash Back Limit _____ (amount)

____ **Vantiv**

____ Merchant ID#

____ Credit Servers

____ NETePay Deployment ID

____ **Vantiv Credit Card Tokenization**

Additional Areas Requiring Setups

Focus

?

Accounting: GL Setup & Chart of Accounts - General Ledger

Accounting: Checkbook (see also System Setup: Accounts Payable & Accounts Receivable)

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E-Commerce: Web Store Setup & Web Store Inventory

Maintenance: Company (Company Information)

Maintenance: Stations (edit): Transactions: Misc: Talon Security System

Maintenance: Category Defaults

Maintenance: Importers (Inventory, Customers)

Maintenance: SupportNet (Support Contract)

Management: Employees (see Maintenance: Definitions: Employee Security Groups)

Management: Gift Cards (Certificates)

Management: Employees: security setting for POSitive Connect

Transactions: Customers: Customer Categories

3.3.4 Tender

By default, POSitive assumes that you will be using Cash, Checks, Credit Cards and Store Account for tendering invoices. You may also want to use Coupons, both your own and those from manufacturers, and sell, recharge, and redeem Gift Cards or certificates. POSitive can also tender an invoice with foreign currency.

MANAGERS: Advance Setup

Normally there is no Advance Setup required. However, you may want to review the following.

1) Maintenance: Definitions: Tender Definitions 144 and remove tender types which you will not be using in your store such as Store Account and Finance Company. You may choose to re-sequence the options. If you only accept credit cards, then move it to the top.

2) Consider two options affecting the Invoice Tender screen. Maintenance: System Setup: System Setup: Transactions

Under Invoicing tab: "Automatically Add Decimal Point When Entering Tender" Details

Automatically Add Decimal Point - When Entering Quantity/Price/Tender (Register Style Mode Only)

- If **checked**, whatever number is entered will automatically assume 2 decimal places.
- PROS/CONS - this is not always a desirable setting, especially if you intend to change quantities.
- If **unchecked**, (recommended) you can enter full integers without using a decimal, but any fractional amounts need you to type the decimal place.

Under Tender tab "Tender Screen Always In Edit Mode" Details

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.

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- 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.

3) If you plan to accept foreign currency as tender, for additional setup information see Foreign Currency 170.

THINGS TO DO, to simplify invoicing

- remove unwanted tender types such as credit cards which will not be honored. (see Tender Definitions 144)
- remove unnecessary monetary denominations (see Currency Definitions 153)
- (optional) define foreign currencies (see Foreign Currency 170)
- (optional) activate Food Stamps option (see Food Stamps 178)

THINGS TO UNDERSTAND

- How to review end of day reports for each workstation. (see Daily Balance History 155)
- How to search for a specific payment made on a specific day. (see Tender History Filter 162)
- How payments made on open layaways, orders, service orders, and internet orders are handled as Deposits. (see Deposits 154)
- How to determine the source of checks received in tender. (see Checks Tendered 165 and Customer Checks 169)
- How Gift Certificates are sold, recharged, and redeemed. (see Gift Certificate Manager 1706 and Gift Certificates)
- How to tender an invoice with multiple individuals wanting to make separate payments by credit card or check (see Invoice Tender 909)

3.3.4.1 Tender Definitions

When accepting payment on invoices and orders, the Invoice Tender screen displays this list of available tender types. You should remove and add tender types as needed for your store.

Go to Maintenance: Definitions: Tender Definitions

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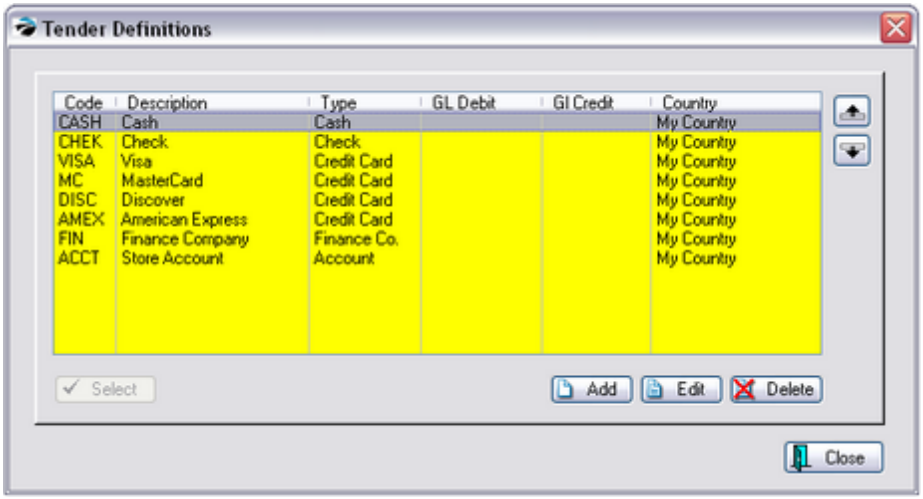

Use the **Add, Edit, or Delete** buttons as necessary.

- Remove credit cards which will not be honored.
- Remove Finance Company and Store Account if they do not apply to your business needs.
- Add Foreign Currencies as needed.
- (Do Not add an entry for gift certificates or coupons because they are handled differently. (see Gift Certificates 1696 and Coupons 475)

If you add or edit a type, the Tender Descriptions 148 window will present you with various important settings.

-- Repositioning Buttons --

On the right-hand side there are two buttons, up and down, which will re-position the highlighted tender definition. Place the most used types at the top. For example, a Food Stamp tender should be at the top of the list because that needs to be entered before any other type of payment is accepted.

Duplicate Tender Types

Normally you should only need ONE entry for each of the following: cash, check, finance company, account, and food stamp type of tender.

You may have an unlimited number of Charge Card and Debit Card types, however, some businesses use just one generic one.

If you have a need, you may create additional types such as Check and Electronic Check and Money Order. These entries will be report carried over to the Register Balance Worksheet and Tender Reports.

Other - PayPal

Some businesses are able to accept PayPal payments for products. Currently, POSitive has no method for creating a PayPal type tender.

When one wants to pay a POSitive invoice which was actually paid for by PayPal, using either Cash, Check, or Credit Card options will inflate the totals displayed when balancing the register at the end of the day and the register will be Over/Short.

Here is one possible solution: **Use A Designated Gift Card** to handle the payment.

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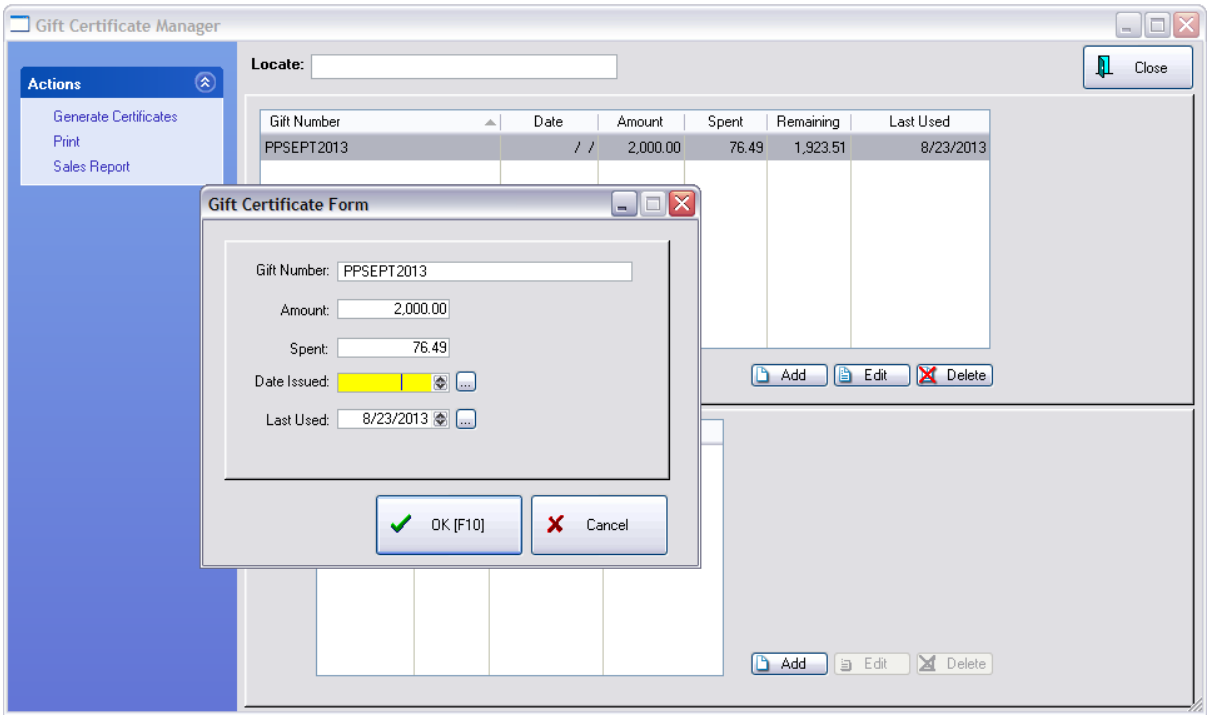
Advanced Setup

1) Go to Management: Gift Cards and choose ADD (middle of the screen)

2) Create a GiftCard named "PPSSEPT2013" to be used for all PayPal payments in the month of September. Create additional cards for each month.

3) For the Amount field enter 2,000.00 as the value of the card. (Note: the Spent field will be updated as this Gift Card is used for Invoice payment.)



Tendering An Invoice

1) After creating the invoice which was paid for by PayPal, choose Tender [F10]

2) This will open the "Invoice Tender" screen where you should select the "Gift Cert" button at the top.

3) Enter the GiftCard named PPSEPT2013 and choose OK

4) When prompted that there is a remaining balance on the card, always select "Retain" so that it can be used again for the next PayPal transaction.

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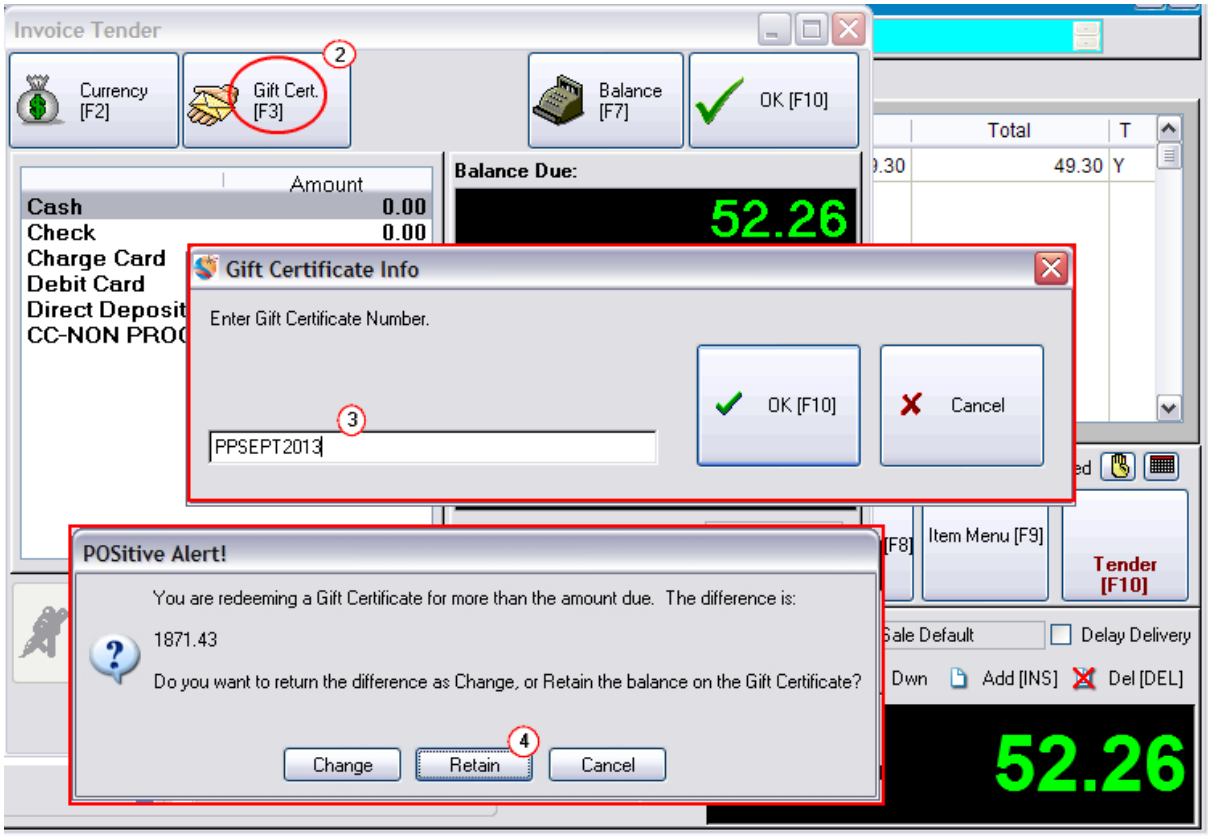

Checking the Balance

You will probably be interested in knowing how much money was received through PayPal per month. By going to Management: Credit Cards you will be able to see the "Spent" value per monthly card.

Increasing the Value of the Card

If your PayPal payments are in excess of the suggested 2,000 Amount, you will get an error when trying to tender with this card. Simply edit the Amount field and increase the amount as needed.

Related Topics

Tender Descriptions 148

Foreign Currency 170

Food Stamps 178

Gift Certificates 1696

Coupons 475

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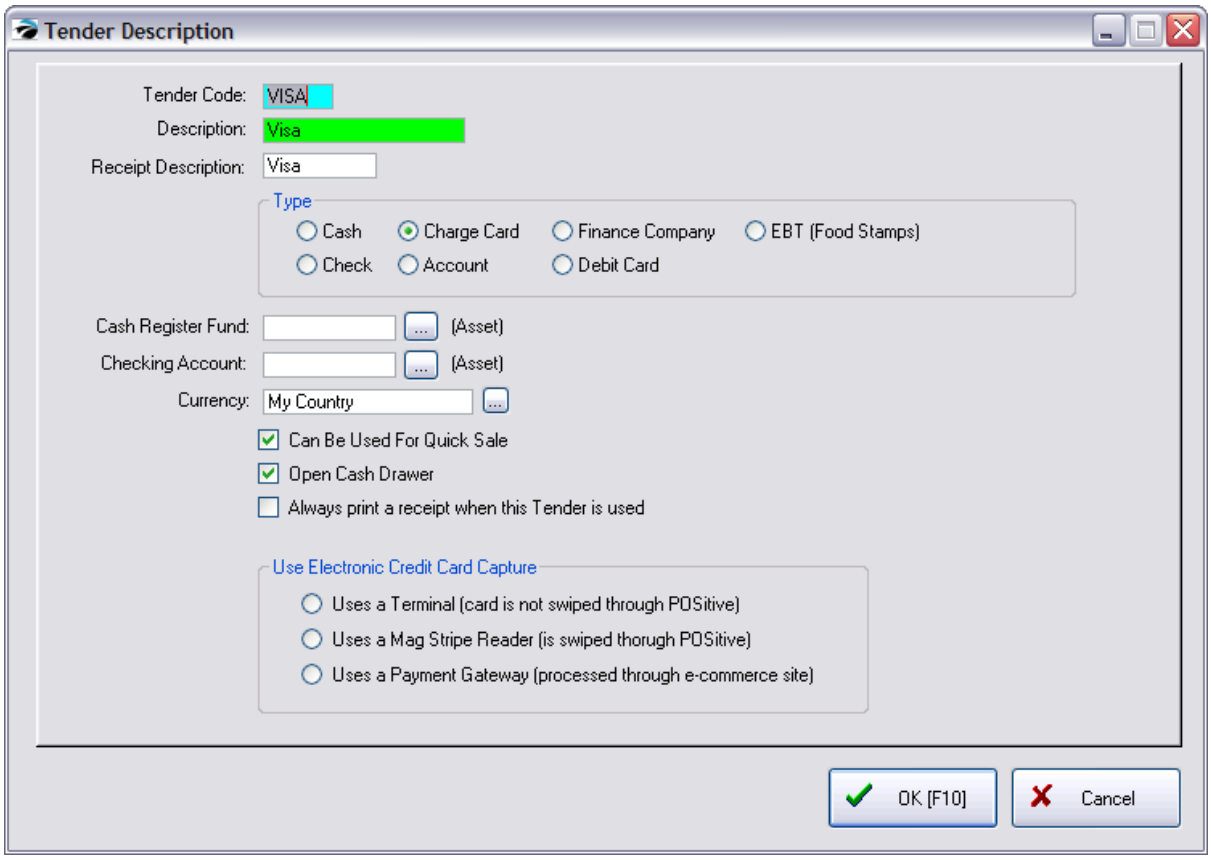
3.3.4.1.1 Tender Description

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. This can be a generic CC for Credit Card.

However, if you want the End Of Day Report to break down Visa and Master Card transactions by type, you will need to create multiple entries. For example, if it is for a Master Card credit card use MC then create another one for VISA, etc. If you are using Touch Screen on some stations, activate Station Detail: Transactions: Touch Screen tab: "Prompt For Credit Card Type When Tendering."

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

Receipt Description - The term which will be printed on the customer receipt.

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

- **Cash** - The dollar amount will be recorded in the Cash Column when balancing the cash drawer. If you will be accepting multiple currencies, be sure to complete the Currency field.
- **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. The "Use Electronic Credit Card Capture" should be activated if you want Vantiv, NETePay, or other processor linked to POSitive to process this tender type.

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- **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.
- **Food Stamps** - The value of the food stamps will automatically exclude tax and will be recorded in the Food Stamp column when balancing the cash drawer. The Currency option should be My Country.
- **Check** - The dollar amount will be recorded in the Checks Column when balancing the cash drawer. Note: there is an option at the bottom of the screen Skip Request For Check Number which eliminates tracking of check numbers.
- **Account** - The dollar amount will be automatically put on Accounts Receivable for the selected customer. It will NOT appear on the balance cash drawer worksheet, but will be included in the End OF Day report. If you do not have the AR Module of POSitive you should delete this. Some businesses choose to use an external AR program or plan to use it as an indicator
- **Debit Card** - only available with appropriate hardware and credit card processing software. Values will be combined with Charge Cards. See your dealer.
- **Manual Entry (CNP)** - only visible when using Vantiv, NETePay or YesPay as the credit card processor. See your dealer.

-- General Ledger -- (Optional)

By default, POSitive automatically groups tender use to general GL accounts. 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.

- **Cash Register Fund** (Asset) - GL Account number for debiting amounts.
- **Checking Account** (Asset) - GL Account number for crediting amounts.

Currency - Should **always** say "My Country" This option only needs to be filled in with something else if your store accepts foreign currencies in payment of purchases. See Foreign Currency 170.

Can Be Used For Quick 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

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

Always Print A Receipt When This Tender Is Used - If you have chosen to not print receipts in general, this option forces a printed receipt when this tender type is used in 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.

---- Choose one of the following

- Uses a Terminal (card is not swiped through POSitive)
- Uses a Mag Stripe Reader (is swiped through POSitive)
- Uses a Payment Gateway (processed through e-commerce site)

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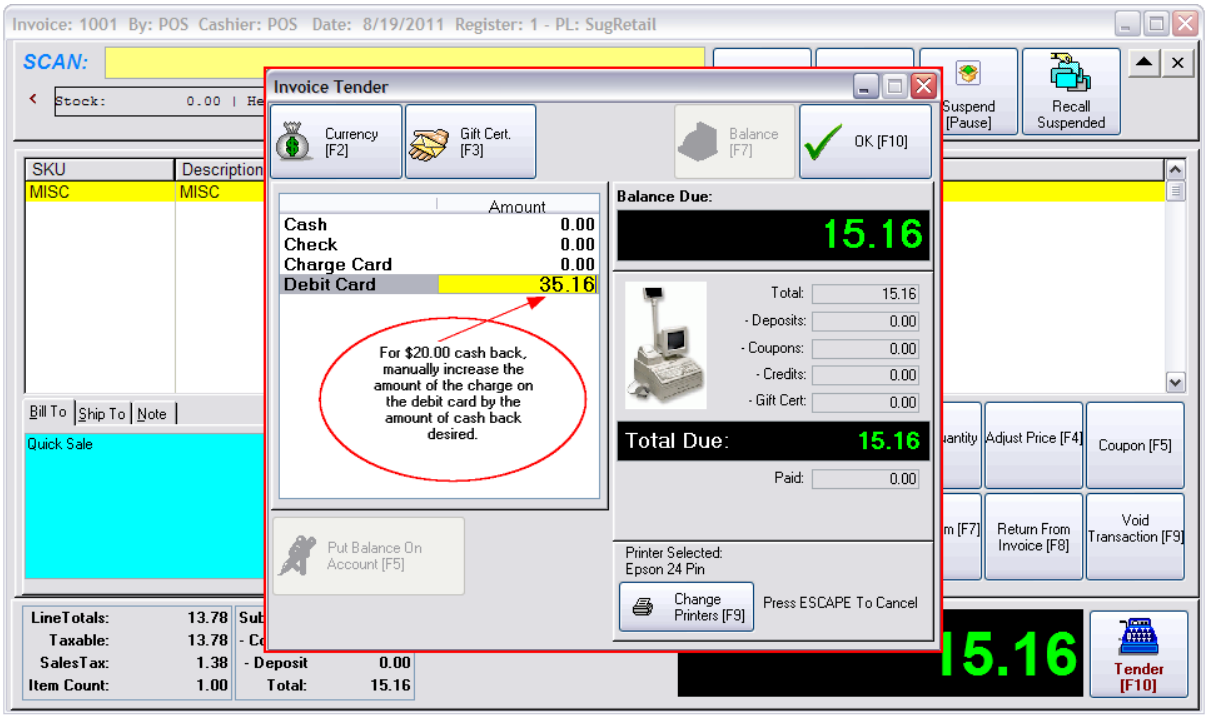
3.3.4.1.2 Cash Back On Debit Card

POSitive can support the use of Debit Cards.

If the customer would like to get cash back, simply increase the amount to be charged on the debit card by the amount of cash back desired.

For example, if the sale was for $15.16 and the customer wants $20.00 cash back, enter the amount to be tendered as 35.16



When you complete the tendering of the invoice, you are prompted for $20.00 change due for the customer.

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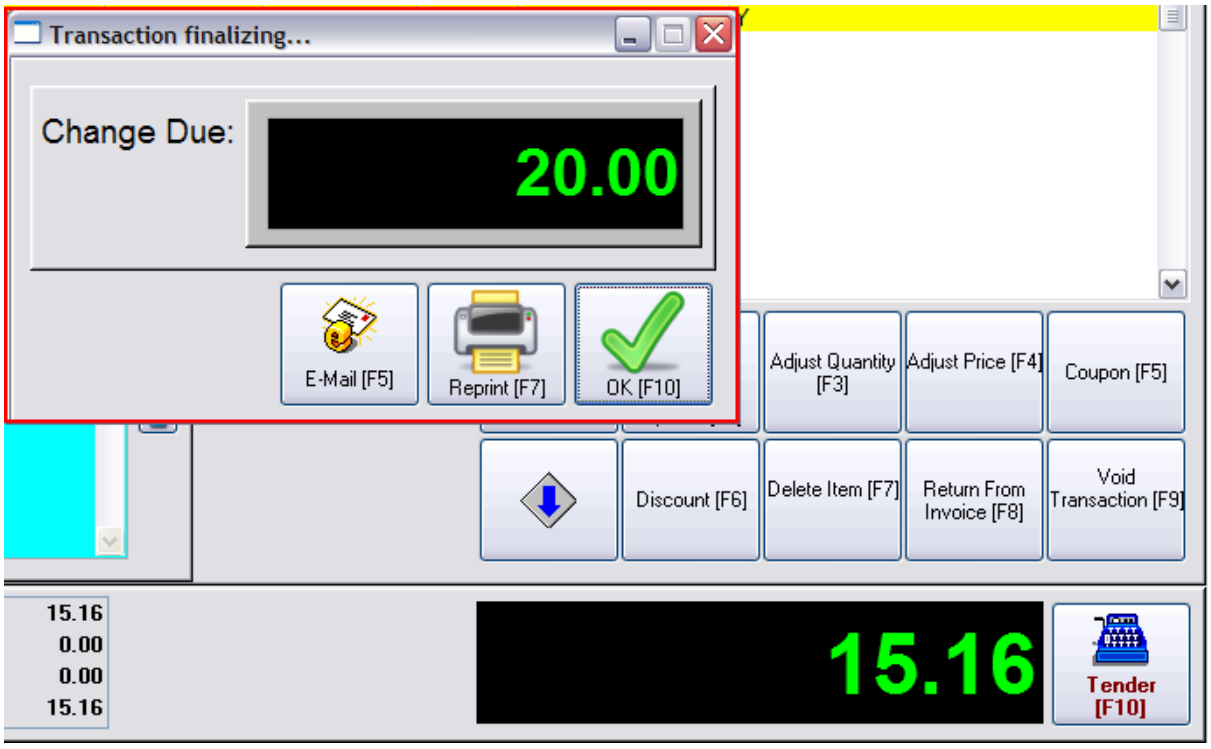
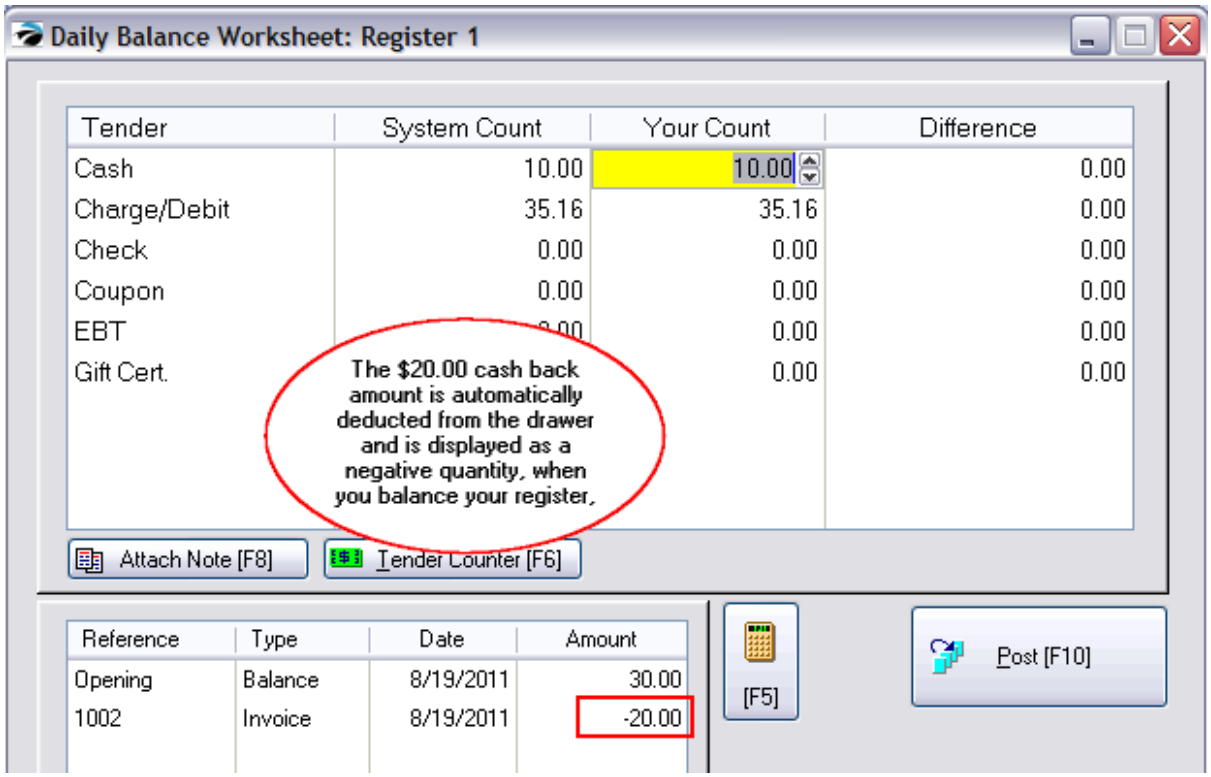


When you balance the register at the end of the day (Transactions: Balance Register), the cash total already includes the $20.00 given to the customer.



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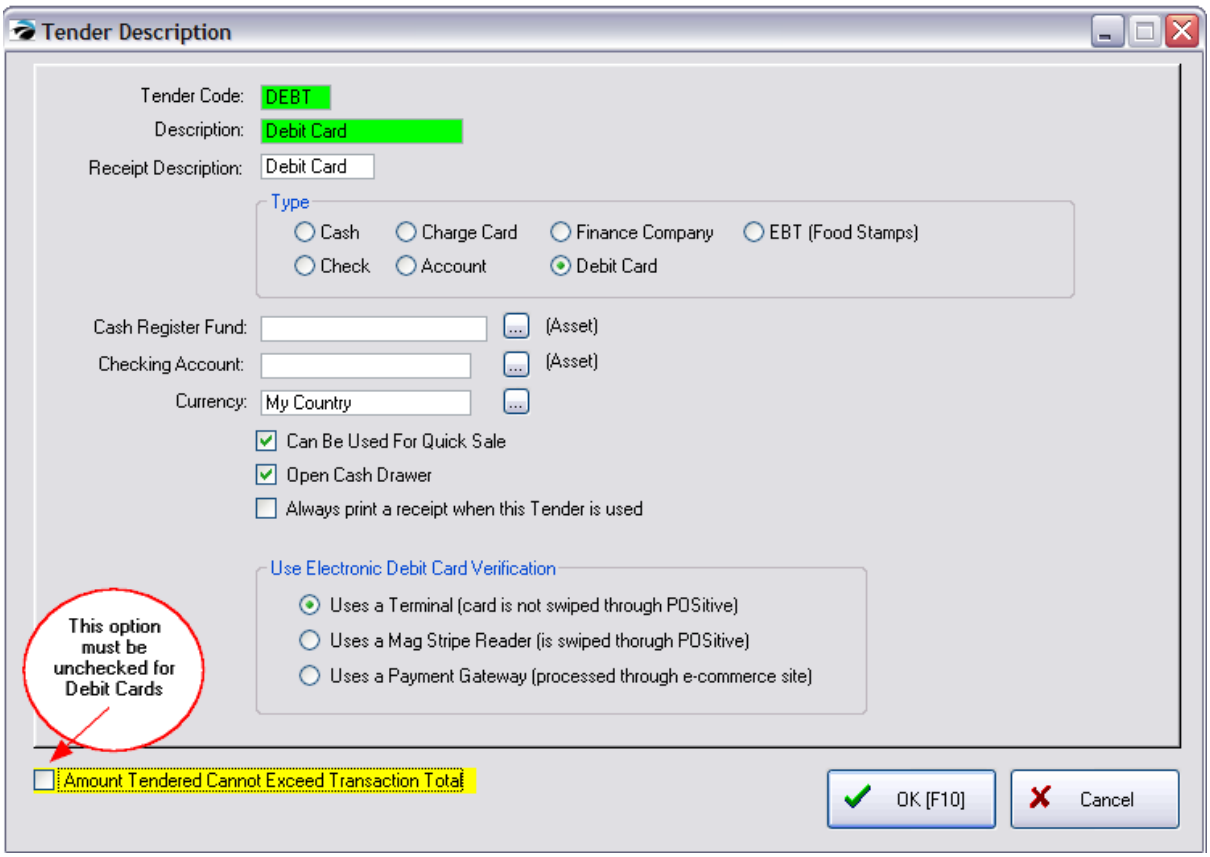
SETUP REQUIREMENTS

Go to Maintenance: Definitions List: Tender Definition.

Add or Edit a definition for Debit Cards.

In order to give cash back you will want to disable the switch "Amount Tendered Cannot Exceed Transaction Total."

Be sure that the option in the bottom left is **Un-Checked**.



NOT WORKING?

If this is not working as you want it to, you should...

Go to Management: Credit Cards: Setup

Select your Credit Card Interface type.

Make sure the option "Do not allow charges to exceed Transaction Total" is unchecked.

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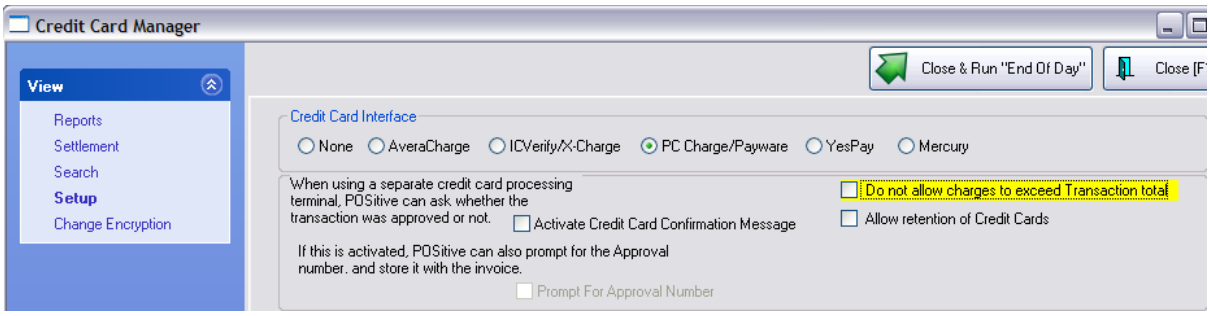
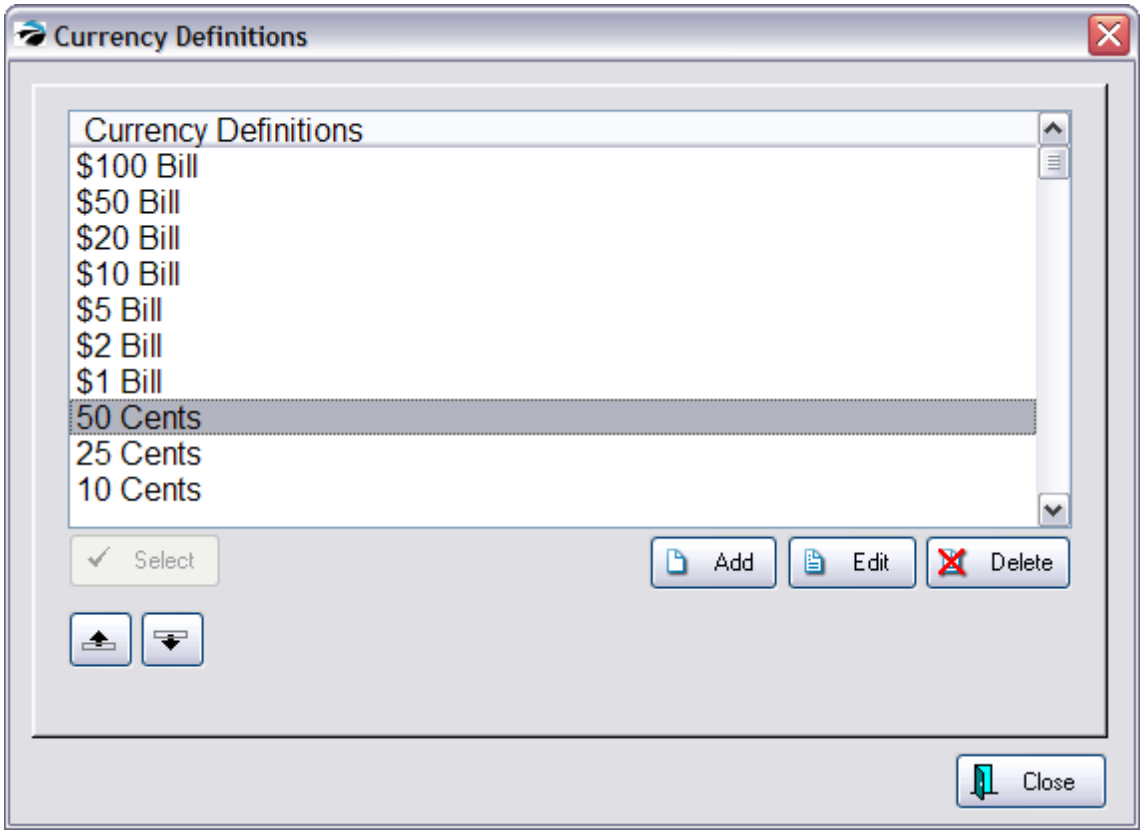


3.3.4.2 Currency Definitions

To simplify balancing of the cash drawer, you should modify the Currency Definitions to match denominations you will be tendering. Deleting unnecessary entries will minimize errors as the cash drawer is being balanced.

Go to Maintenance: Definitions: Currency Definitions



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.

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How To Add Currency Definitions

1) Select ADD.

2) For Currency Type enter the denomination (for example Two Dollar Bill, Nickel, Silver Dollar)

3) 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.

3.3.4.3 Deposits

Deposits are payments made on open layaways, orders, service orders, and internet orders, all of which are simply termed "Orders" or Pending Transactions.

There are several things you should know about Deposits in POSitive:

Accepting Deposits at Time of Creation of Pending Order

When a layaway, order, etc. is created and about to be saved, POSitive asks if a payment is to be applied. By default, POSitive asks for full payment, but a portion can be selected. Payment can be taken by any of the defined tenders except for on store account.

Accepting Additional Deposits On Pending Orders

Payment can be received without editing the order from the "...In Process" list by highlighting the order and selecting the Payment button at the top of the screen.

Pending orders can be edited and from the ESCape menu, you can choose to Accept Payment.

Deposits Are Not Listed On The Sales Tax Report

Sales tax is calculated on an order, however, it does not get included in the Sales Tax Report until the order has been converted to an invoice. An order means the product has not been delivered. All orders must eventually be converted to invoices or voided.

Deposits Decrease Amount Owed When Order Converted To Invoice

When the order is converted to an invoice, deposits are deducted and the customer must pay the remaining balance. If, the invoice is not processed and is held again as an order, the deposit follows with it.

Deposits On File Report

You can get a report of all active deposits which totals amounts and identifies the pending orders . Go to Report Center: Customer Reports: Deposits On File. This report can show current deposits or completed (historical) deposits or both. Set a date range.

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Deposits Can Be Refunded In Full Or In Part

If the order is canceled or changed, deposits on the order can be refunded in full or in part. On the "...In Process" list highlight the order, choose the Payment button, and choose Issue Refund. Choose to refund the full amount or partial amount.

Deposits Can Be Viewed From The Customer Center

Open the Customer Center, highlight the customer, and choose Current Deposits. Deposits applied to active pending transactions will be displayed.

Deposits Can Be Transferred From One Order To Another

If the customer has multiple orders with deposits, you can refund the deposit of one order, as described above, and then apply the deposit to the other order. One method is to refund to store account as a credit and then use the store credit as payment on the other order. This is especially useful if the full refunded amount cannot be used immediately.

Deposits Can Be Forfeited

If you have justifiable reasons, you can cause the refund to be forfeited in full or in part and credited to a special customer account. (see Forfeit Deposits 1266)

Deposits Are Refunded When Order Voided

When choosing the Void option, you will be prompted to refund the deposit.

Deposits Made By Credit Card Payment

At Invoice History only a brief reference is made to how the deposit was made. If you need to know the credit card number, go to Management: Credit Card Manager and do a Query for that transaction.

3.3.4.4 Daily Balance History

MANAGERS: Please Note

Management should balance each cash drawer at the end of the day. Upon balancing the cash drawer (Daily Balance Worksheet 1670), POSitive retains a copy of the transaction batch and associated reports for review and reprint.

- Once the cash drawer is balanced, the Information cannot be modified. There are no editing capabilities here.
- Use the pull down menu at upper-center to select the desired register or workstation.
- A cash drawer may be balanced more than once per day. Each time the drawer is balanced it is assigned a batch number.

Screen Layout

The top half records the batch status. Choose the Register number desired. (MultiSite Module: choose

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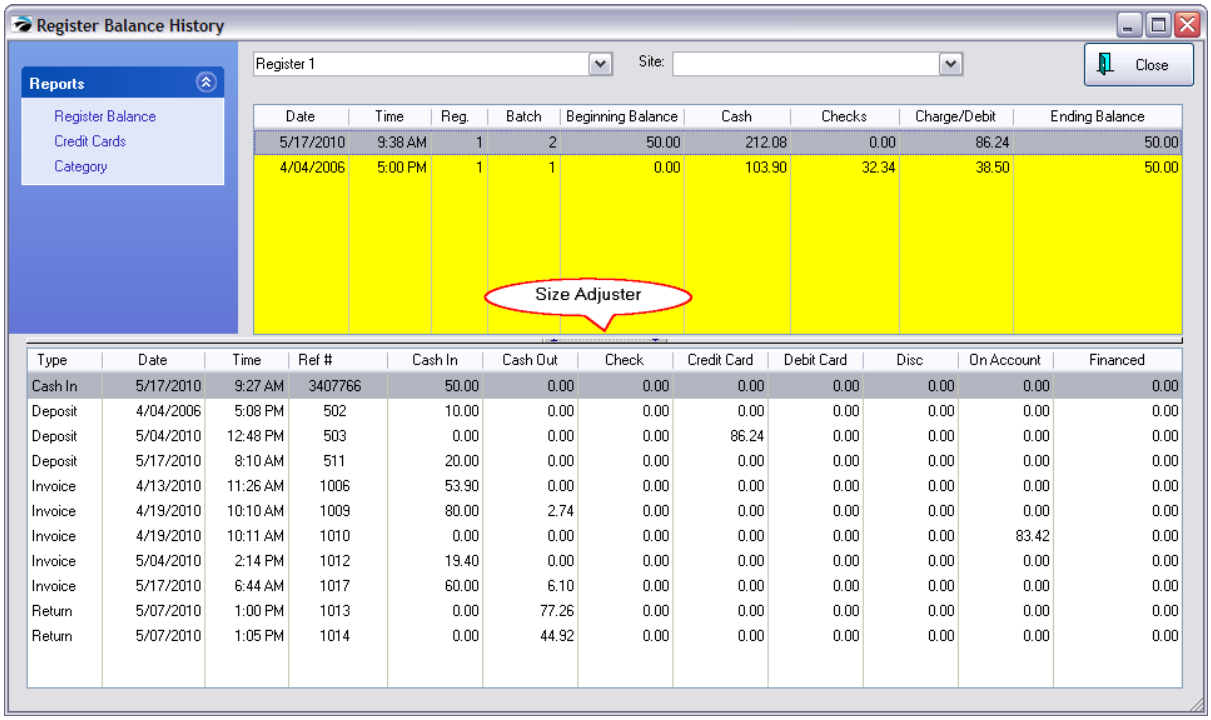
the Site)

And also gives access to various reports

- Register Balance (Summary or Detail)
- Credit Cards
- Category

The bottom half displays each transaction of the highlighted batch. The size of the bottom window can be adjusted by dragging the middle division line up or down.



Date	Time	Reg.	Batch	Beginning Balance	Cash	Checks	Charge/Debit	Ending Balance
5/17/2010	9:38 AM	1	2	50.00	212.08	0.00	86.24	50.00
4/04/2006	5:00 PM	1	1	0.00	103.90	32.34	38.50	50.00

Type	Date	Time	Ref #	Cash In	Cash Out	Check	Credit Card	Debit Card	Disc	On Account	Financed
Cash In	5/17/2010	9:27 AM	3407766	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deposit	4/04/2006	5:08 PM	502	10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deposit	5/04/2010	12:48 PM	503	0.00	0.00	0.00	86.24	0.00	0.00	0.00	0.00
Deposit	5/17/2010	8:10 AM	511	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Invoice	4/13/2010	11:26 AM	1006	53.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Invoice	4/19/2010	10:10 AM	1009	80.00	2.74	0.00	0.00	0.00	0.00	0.00	0.00
Invoice	4/19/2010	10:11 AM	1010	0.00	0.00	0.00	0.00	0.00	0.00	83.42	0.00
Invoice	5/04/2010	2:14 PM	1012	19.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Invoice	5/17/2010	6:44 AM	1017	60.00	6.10	0.00	0.00	0.00	0.00	0.00	0.00
Return	5/07/2010	1:00 PM	1013	0.00	77.26	0.00	0.00	0.00	0.00	0.00	0.00
Return	5/07/2010	1:05 PM	1014	0.00	44.92	0.00	0.00	0.00	0.00	0.00	0.00

Printing Reports

First highlight a batch. Then select the type of report desired under Reports at the far left of the screen.

The following reports can be printed at the time of balancing the cash drawer or from here at any time. There is an option under Station Settings to print these reports to a 40 column receipt printer rather than to your Windows Default Printer. Sample

Here is what is printed under REGISTER BALANCE DETAIL

Total Cash In: 86.00
Total Cash Out: 0.00
. Total Check: 13.00
Total Charge: 0.00
Total EBT: 4.00
Total Coupons: 0.00
Total Credit: 0.00
Total Account: 0.00

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Here is what is printed under Register Balance Summary

EBT:
Your Count: 4.00
Computer Count: 4.00
. Difference:

Register Balance Report

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	Coupon	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	
		0.0(		100.0(	0.0(	0.00	0.00	0.0	90.0(		

AR Paymnt	Number	Cash In	Cash Out	Checks	Charges	Coupon	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 Paymnt
04/05/00	4	0.00	0.00	25.00	0.00	0.00	0.00	0.00	0.00		AR Paymnt
		0.0(		50.0(	0.0(	0.00	0.00	0.0	0.0(		

Invoice	Number	Cash In	Cash Out	Checks	Charges	Coupon	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		0.0(	107.8(	0.00	0.00	0.0	25.87		

	Totals:	121.81	10.0(	150.00	107.8(	0.00	0.00				

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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				

(An exaggerated example to show all possible fields:)

		Total Sales w/out Tax:	237.00
		Tax Collected:	18.48
		Total Sales:	255.48
		-Deposits Applied:	0.00
		-Deposits Refunded:	0.00
		-Gift Certificate Applied:	0.00
		-Sales On Account:	58.21
		-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:	81.81	+Accts Recv. Collected:	50.00
Check:	150.00	+Credits Paid To AR:	0.00
		+Return Credits Issued:	0.00
Subtotal:	231.81	+Returns On Account:	32.34
Charge:	107.80	+Freight Collected:	0.00
		+Over/Short:	50.00
Your Deposit:	339.61	Total:	249.61

Note: the above report is an exaggeration. You will only see the entries applicable to your day's activity. For example:

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		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 Cards

Shows credit cards tendered during this batch period.

Credit Card Detail

Reconcile Date: 04/07/00
Station: 1

Reference	Date	Charge	Credit	Number	Expires	Approval
Type: VISA						
1011	04/07/00	107.80	0.00			
		107.80	0.00			
	Total Charges:	107.80				
	Total Credits:	0.00				

Category Report

A useful report for seeing totals sold per category to which the items were assigned.

Register Sales Category Summary

Register: 1 04/07/00

Category	Sales / Qnty		Refunds / Qnty		Discounts / Qnty		Total	% Of Sales
ACCESSORIES	48.00	2.00	0.00	0.00	0.00	0.00	48.00	000.29%
GAMETOY GAMES	119.00	4.00	-30.00	-1.00	0.00	0.00	89.00	000.71%

Totals:

Sales:	**167.00**	**6.00**
Refunds:	-30.00	-1.00
Discounts:	0.00	0.00
Less Transaction Discounts:	-197.00	0.00
Total:	-60.00	

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RELATED REPORT

The following report is not available from this screen, but you should know that it exists.
(Go to Report Center: Management: Daily Balance Summary)

Consolidated Cash Drawer Report

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.

Register Balance Summary Report

Confidential

From: 06/08/00
To: 06/08/00

Blink's Video Game Emporium

Date	Register	By		Cash	Checks	Charges	Coupons	Gift
06/08/00	1	POS	Actual Cash Received:	267.34	0.00	0.00	0.00	0.00
			Computer Reported:	267.34	0.00	0.00	0.00	0.00
			OVER:	0.00	0.00	0.00	0.00	0.00
			SHORT:	0.00	0.00	0.00	0.00	0.00
06/08/00	1	POS	Actual Cash Received:	25.00	77.80	2156.00	30.00	0.00
			Computer Reported:	25.00	77.80	2,156.00	30.00	0.00
			OVER:	0.00	0.00	0.00	0.00	0.00
			SHORT:	0.00	0.00	0.00	0.00	0.00

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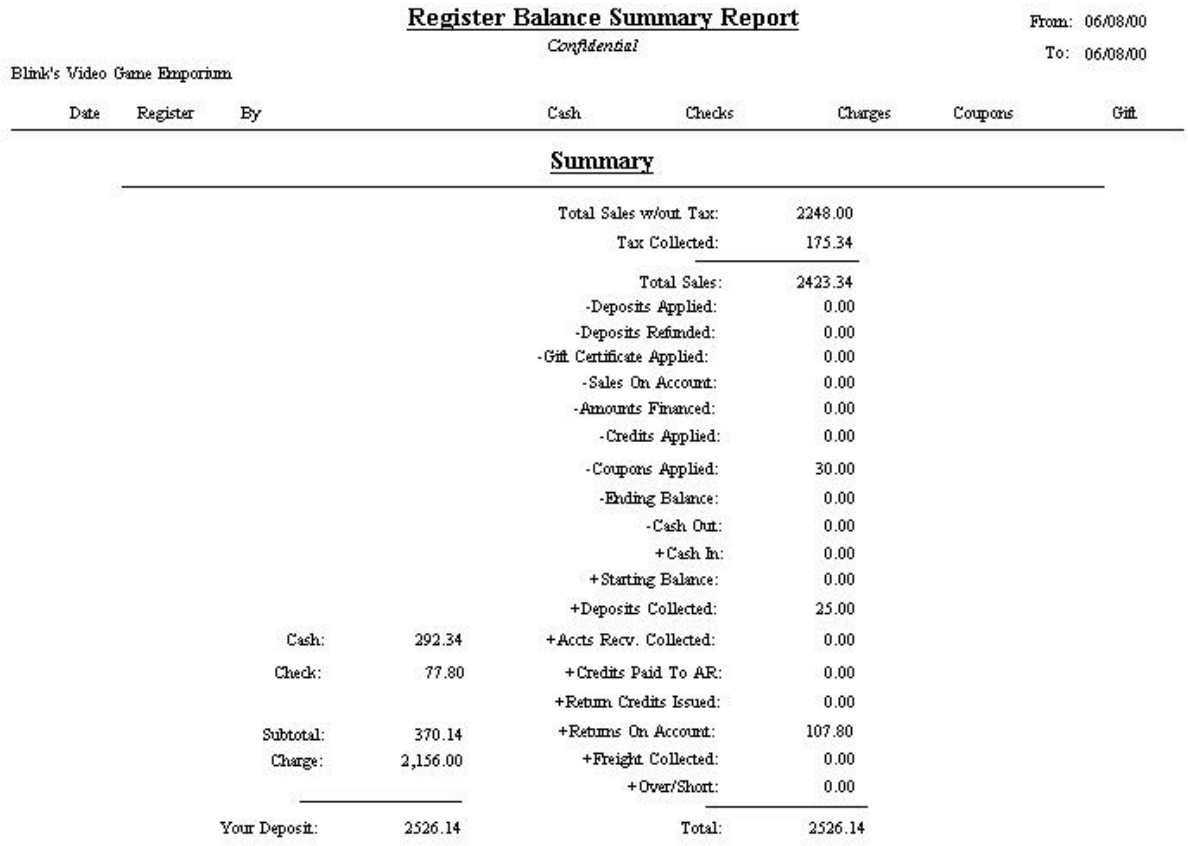

Register Balance Summary Report

Confidential

From: 06/08/00
To: 06/08/00

Blink's Video Game Emporium

Date	Register	By	Cash	Checks	Charges	Coupons	Gift

Summary

		Total Sales w/out Tax:	2248.00
		Tax Collected:	175.34
		Total Sales:	2423.34
		-Deposits Applied:	0.00
		-Deposits Refunded:	0.00
		-Gift Certificate Applied:	0.00
		-Sales On Account:	0.00
		-Amounts Financed:	0.00
		-Credits Applied:	0.00
		-Coupons Applied:	30.00
		-Ending Balance:	0.00
		-Cash Out:	0.00
		+Cash In:	0.00
		+Starting Balance:	0.00
		+Deposits Collected:	25.00
Cash:	292.34	+Accts Recv. Collected:	0.00
Check:	77.80	+Credits Paid To AR:	0.00
		+Return Credits Issued:	0.00
Subtotal:	370.14	+Returns On Account:	107.80
Charge:	2,156.00	+Freight Collected:	0.00
		+Over/Short:	0.00
Your Deposit:	2526.14	Total:	2526.14

List of Variables

These reports change based upon the activity performed during that time period. Here is a listing of fields which can appear.

Total Sales w/out Tax

Tax Collected

Total Sales

Deposits Applied - this is the amount of a deposit on an order which was converted to an invoice. The invoice deducted the value of the deposit and charged the difference.

Deposits Refunded

Gift Certificate Applied

Sales On Account

Amounts Financed

Credits Applied

Coupons Applied

Ending Balance

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Cash Out

Cash In

Starting Balance

Deposits Collected - this is the amount of a deposit taken towards an order.

Accts Recv. Collected

Credits Paid To AR

Return Credits Issued

Returns On Account

Freight Collected

Over/Short

3.3.4.5 Tender History Filter

You may prepare a report on tender received and select all or just specific tender types. A date range helps you focus your report. You may also focus your report on specific workstations.

Go to Report Center: Management Reports: Tender History Summary

In the example below, only the credit card tender types have been selected.

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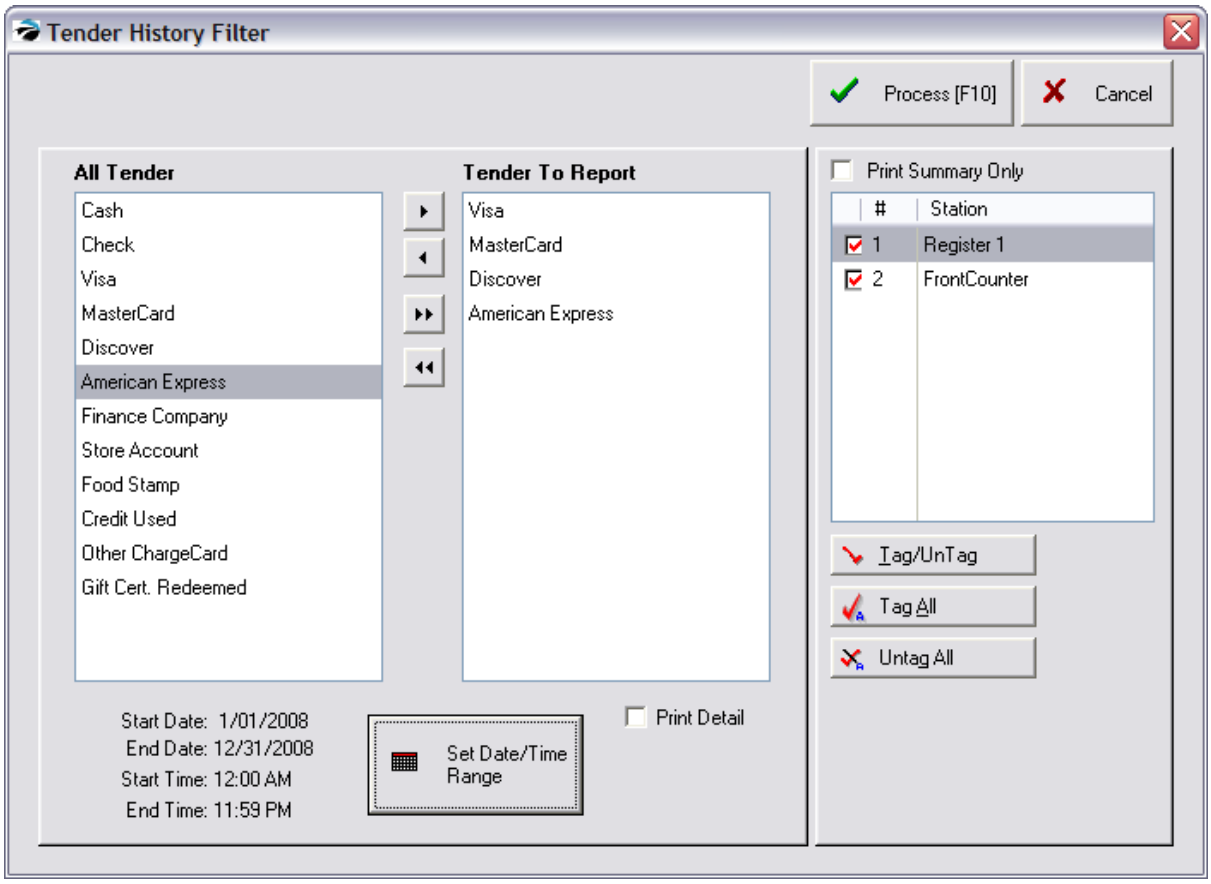

Transfer Buttons

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 /Time Range

You may change the date range as needed.

Print Detail

If checked you will get a summary report like the following

Choose Stations

Check mark the stations to be reported on.

Here is a sample report WITH DETAIL

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Summary Of Tender Report

Confidential

From: 1/01/2008 12:00 AM
To: 12/31/2008 11:59 PM

Date	Reference	Account	Name	Amount	Purpose
Station: 1					
MasterCard					
4/14/2008	1040	34	Johnson, Jane	53.90	Invoice
				53.90	4.43%
Visa					
4/14/2008	1039	33	Not On File	32.34	Invoice
4/14/2008	1043	37	The Johnson Company	18.33	Invoice
				50.67	4.17%
Station: 2					
MasterCard					
4/11/2008	1026	23	Not On File	44.92	Invoice
				44.92	3.62%
Visa					
4/11/2008	1024	20	Not On File	16.17	Invoice
4/11/2008	1025	21	Not On File	53.90	Invoice
4/14/2008	1041	35	Not On File	44.92	Invoice
				114.99	9.26%

Summary: All Tender

Total Collected:	264.48

Here is a sample report WITHOUT DETAIL

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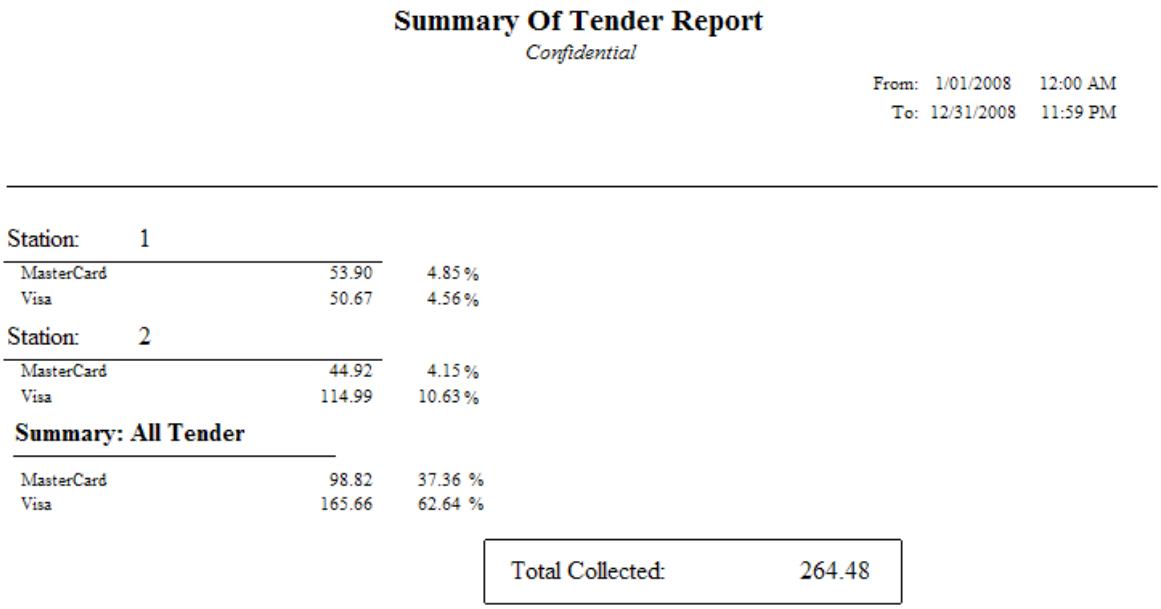


Summary Of Tender Report

Confidential

From: 1/01/2008 12:00 AM
To: 12/31/2008 11:59 PM

Station: 1

MasterCard	53.90	4.85 %
Visa	50.67	4.56 %

Station: 2

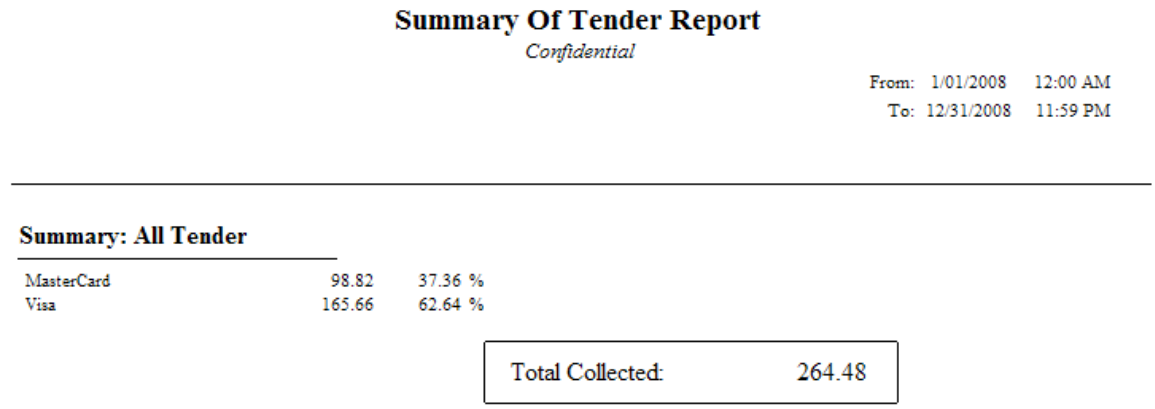
MasterCard	44.92	4.15 %
Visa	114.99	10.63 %

Summary: All Tender

MasterCard	98.82	37.36 %
Visa	165.66	62.64 %

Total Collected: 264.48

Here is a sample report WITH SUMMARY ONLY option



Summary Of Tender Report

Confidential

From: 1/01/2008 12:00 AM
To: 12/31/2008 11:59 PM

Summary: All Tender

MasterCard	98.82	37.36 %
Visa	165.66	62.64 %

Total Collected: 264.48

NOTE: When trying to justify sales numbers with balancing of the cash drawer, DO NOT include Store Account information or anything else which would not be counted by the drawer.

3.3.4.6 Checks Tendered

Go to Management: Check Management. This screen allows you to

- Lookup of all checks accepted from all customers.
- View all checks from a specific customer.
- Process Bad Checks (see Enter Bad Check 167)

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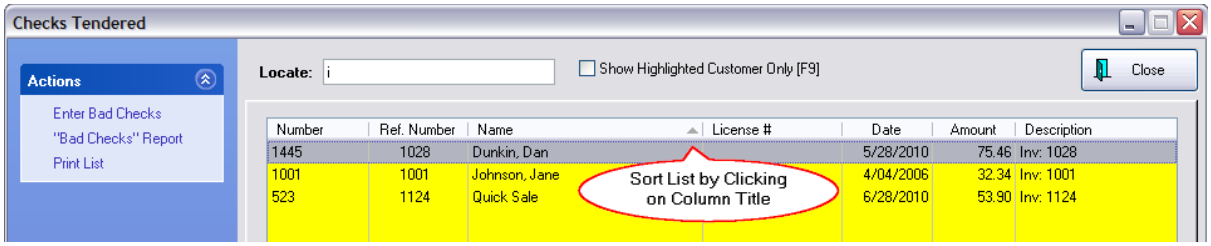
Note: This is the only section that displays the customer's drivers license number.

SORT

You may sort the list by check number (Number), invoice number (Ref. Number), name, driver's license number, date, amount, or description.by clicking on the column heading. A symbol ( ) will appear to indicate the column being sorted.

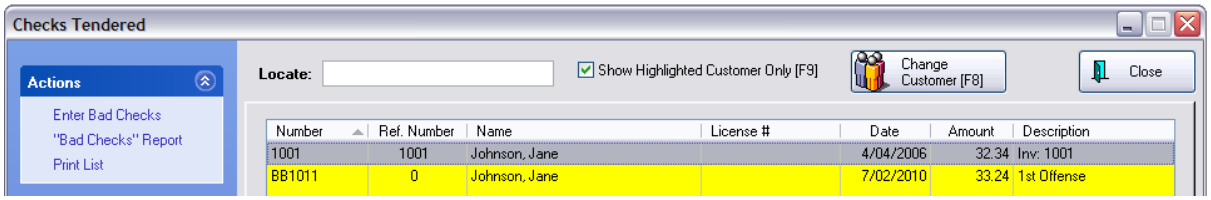
SEARCH LIST

Once you have selected the column to sort on, you can search for the transaction by typing the beginning characters and the cursor will find the closest match.



Show Highlighted Customer Only [F9]

Once the desired customer is found, press F9 and all checks from that customer will be displayed. There is an option to select another customer.



Bad Checks

The procedure for documenting NSF Bad Checks and charging the customer's AR Detail is accessed through this screen. (see Enter Bad Check 167)

Print List

Print List - You may print the list of checks tendered. If you wish, you may apply a Query to filter the search and report.

Displayed will be check number, customer name, date, and amount. The Description field refers to the type and reason for the transaction.

CHECKS TENDERED REPORT - Lists checks taken in payment and sorted by check number. The list can be focused on a specific customer or match results of a query.

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Checks Tendered Report

Confidential

Check #	Date	Name	License #	Amount	Description
1001	4/04/2006	Johnson, Jane	BB1011	32.34	Inv: 1001
1445	5/28/2010	Dunkin, Dan		75.46	Inv: 1028
523	6/28/2010	Quick Sale		53.90	Inv: 1124

QUERY

The following query fields are available to filter the list. Multiple queries can be creates, saved, and used again as needed.

· Amount (of check)

· Check Number

· Customer Account Number

· Customer Name

· Date

· Description

· Driver's License

3.3.4.6.1 Enter Bad Check

How To Handle A Bad Check

1) Go to Management: Check Management: which opens the Checks Tendered screen.

2) Find and review the returned check to confirm invoice number, date, customer name etc.

3) Choose Enter Bad Checks under Actions at the left.

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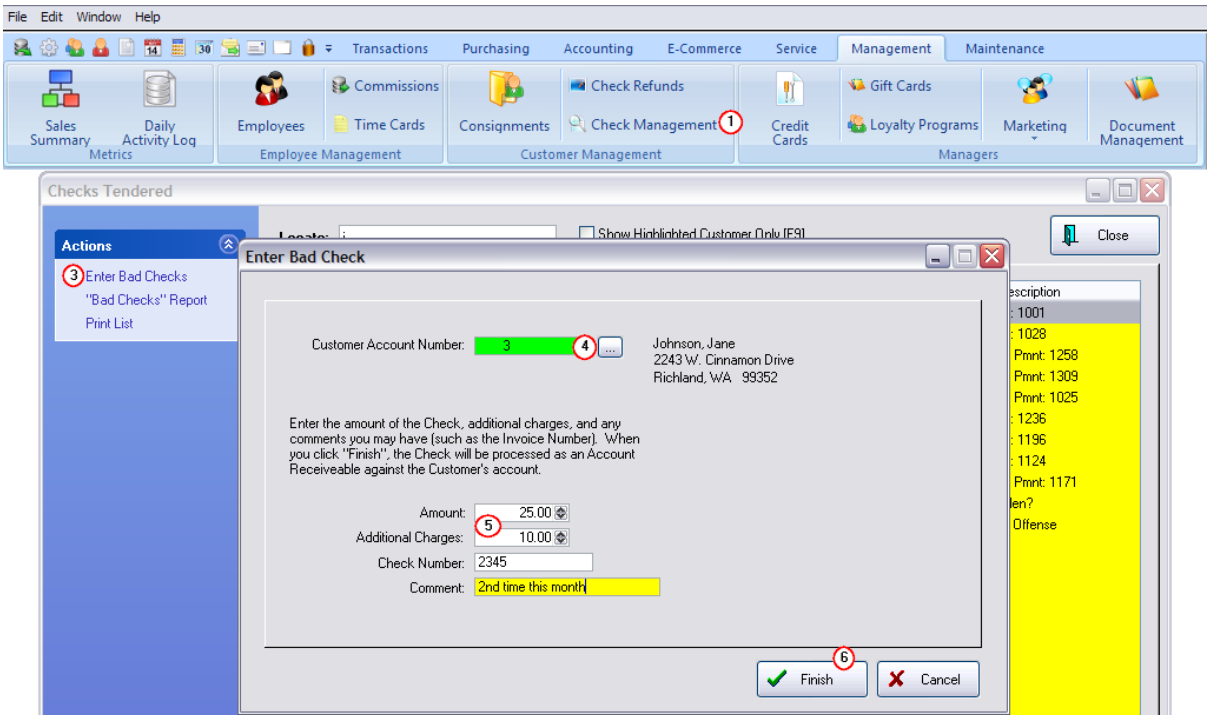

4) Enter the customer's account number or use the lookup button to find the customer. If you open the Customer List use the normal locate tools to find the customer. If the check was originally written for a Quick Sale invoice you will need to add the customer using the information on the check.

5) Fill in Charge Details - This process will add the value of the check and any additional charges to the customer's AR Details as an amount due.

- Enter the amount of the check
- Enter the amount of your processing fee or penalty charges ALERT

Note that this processing fee plus the check value will be posted to the customer's AR Details and to the POSitive checkbook. The additional processing fee should equal the actual bank charges. But if you choose to charge more, then you will need to make an adjustment in the checkbook to the actual bank charge.

- Enter the check number
- Enter a comment. TIP: entering the Check number and Invoice Number will print the same on a customer AR Statement)

6) Choose Finish.

You can now lookup the Customer in Customer Center and you will find that AR Detail will contain those two charges as separate line items.

When the customer is contacted and ready to pay the charges, choose the TAKE AR PAYMENT button on the Customer Summary view. (see AR Payments 336)

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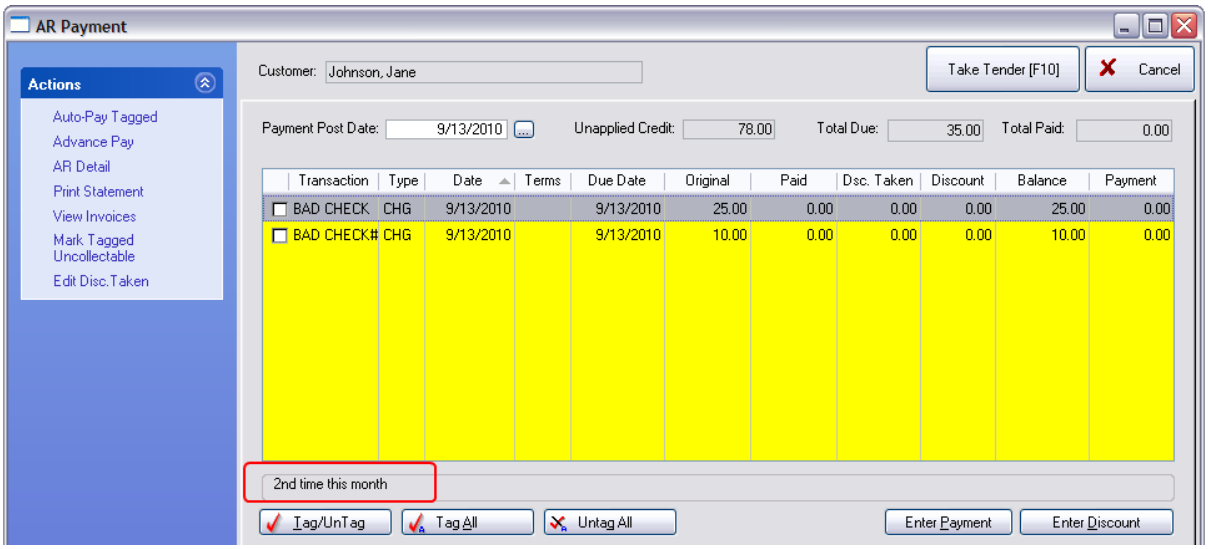

3.3.4.7 Customer Checks

On the Purchase History view of the Customer Center, open the Checks Written tab at the right, you may review all checks written by the highlighted customer. For a more inclusive list, see Checks Tendered 165

1) Open the Customer Center

2) Highlight the customer

3) Open the Purchase History view at the far left of the screen

4) Click on the Checks Written tab.

This window will show the date, check number, amount of check, and purpose of the check.

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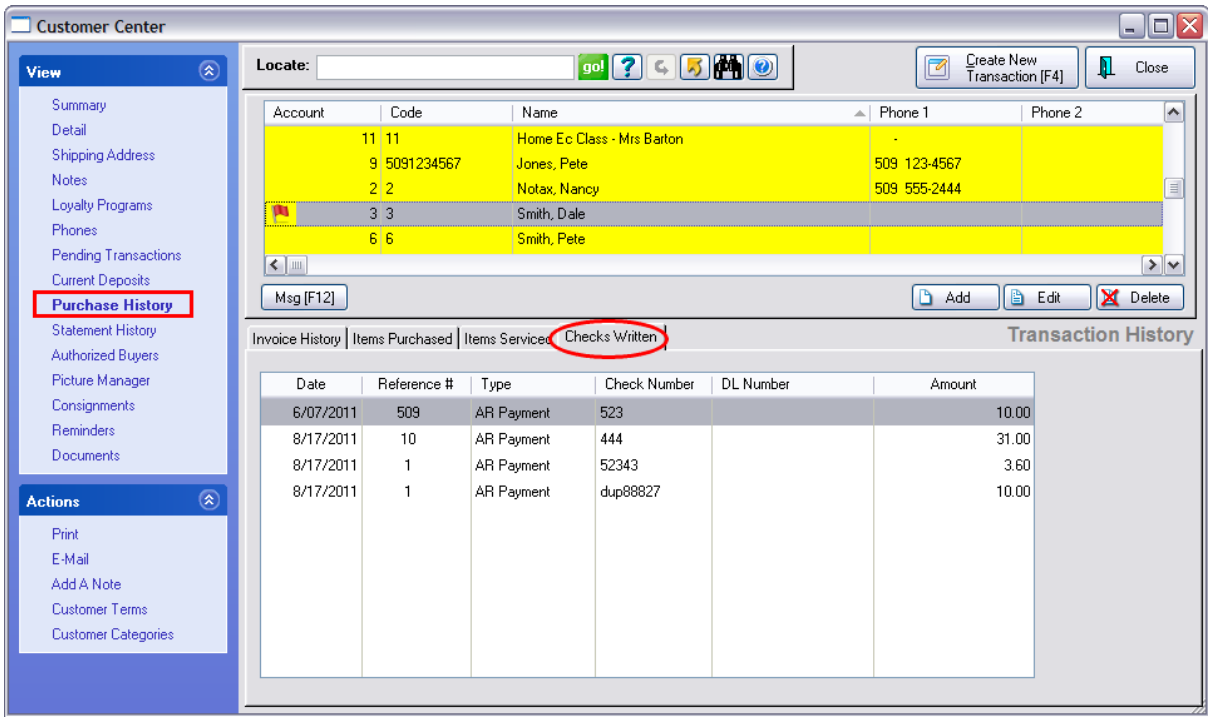

3.3.4.8 Foreign Currency

If your store is in a locale where you tender purchases in various foreign currencies, POSitive will allow you to setup current exchange rates, then tender foreign monies in payment and return local currency in change.

This option is only used for handling foreign cash.

This topic describes what managers need to do to setup foreign currency rates and how sales clerks tender foreign money.

MANAGERS: Advance Setup

1) Define Exchange Rates

Go to Maintenance: Definitions: Exchange Rates.

Choose ADD

Enter a description of the currency and include the date so you will know when the rate was last changed.

TIP: Click on the link www.exchangerate.com and get the current exchange rate.

Note: the **My Country rate is always 1.00000**. The Foreign currency rate is what your dollar is worth in that foreign currency.

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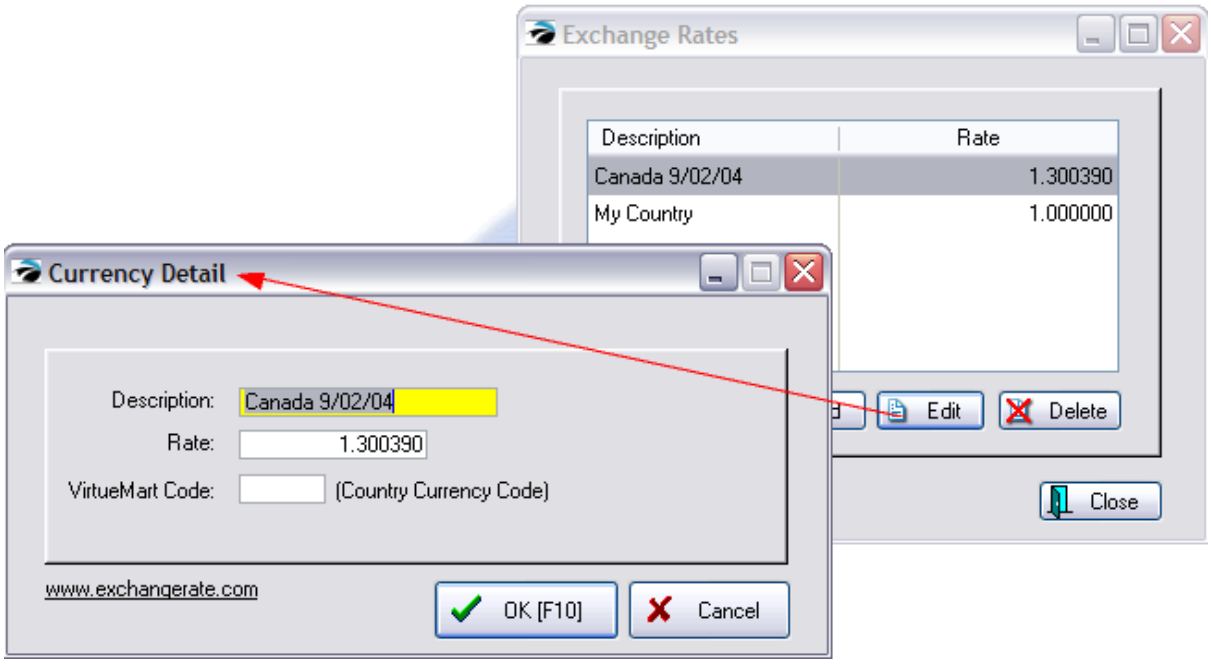

2) Define a new Tender Definition for each currency

Go to Maintenance: Definitions: Tender. (see Tender Definitions 144)

Choose Add

Enter field values as in this example..

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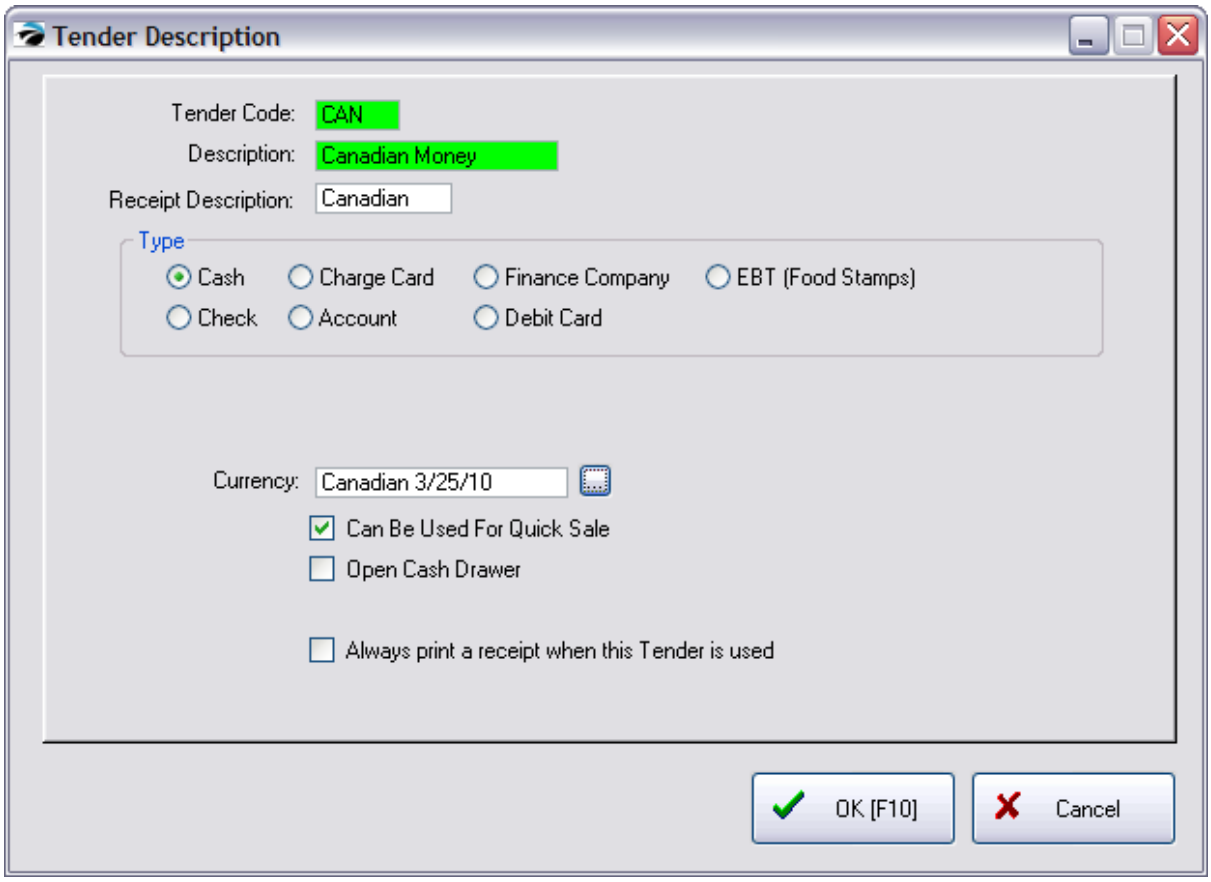

SALES CLERK: Processing Invoices

When you complete an invoice and open the Invoice Tender screen, you will have the ability to switch currencies. Note that the Foreign Currency (Canadian Cash) is not immediately visible. (see Invoice Tender 909)

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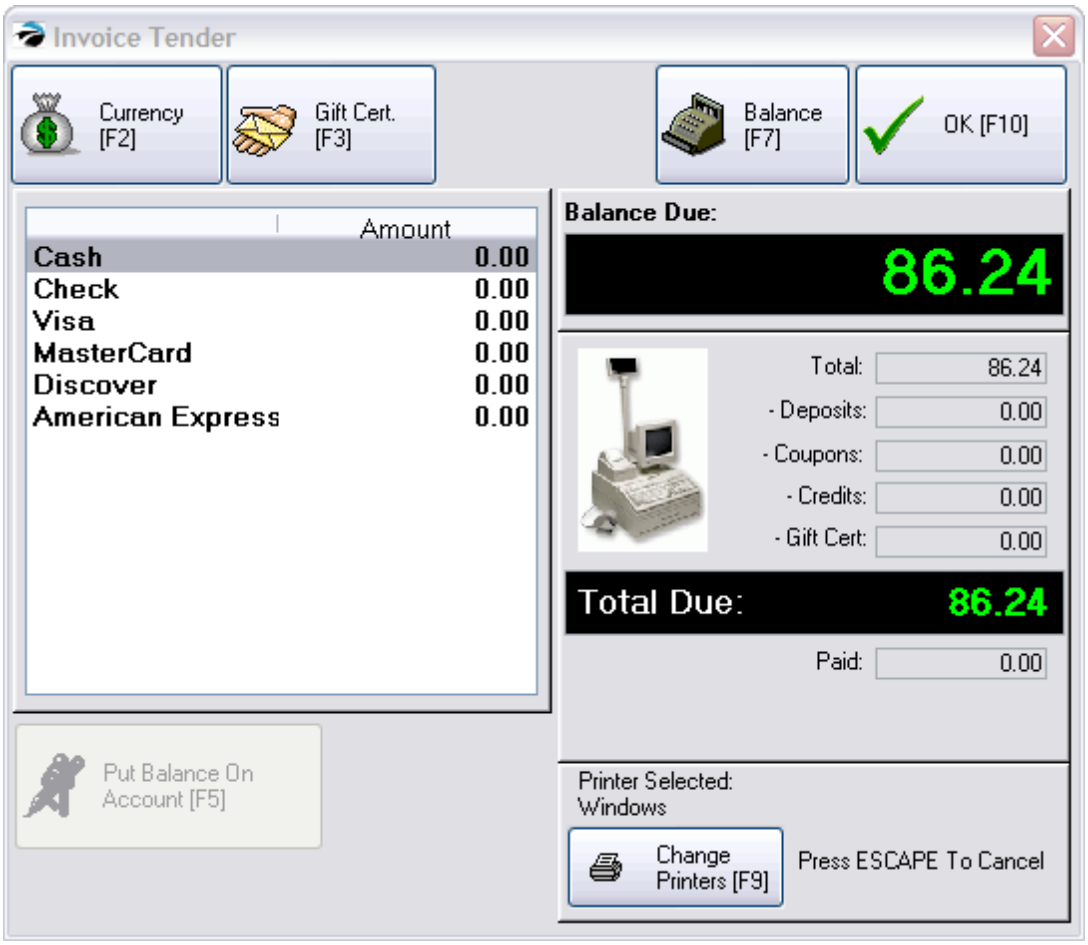

Press Currency [F2]

A list of Exchange Rates will be displayed.

Select the Foreign Currency desired.

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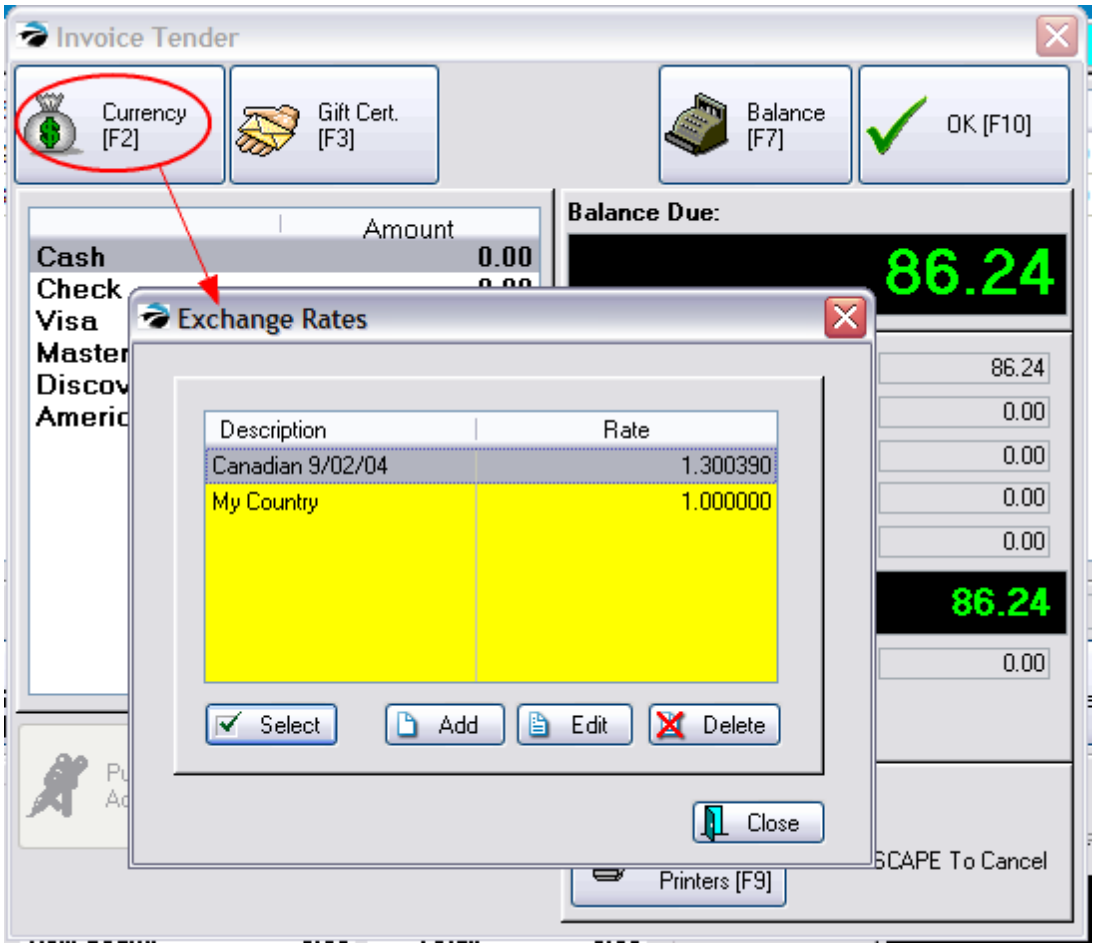

The Invoice Tender screen will now change the Balance Due field to reflect the value in foreign currency.

On the left, enter the value of foreign currency being tendered.

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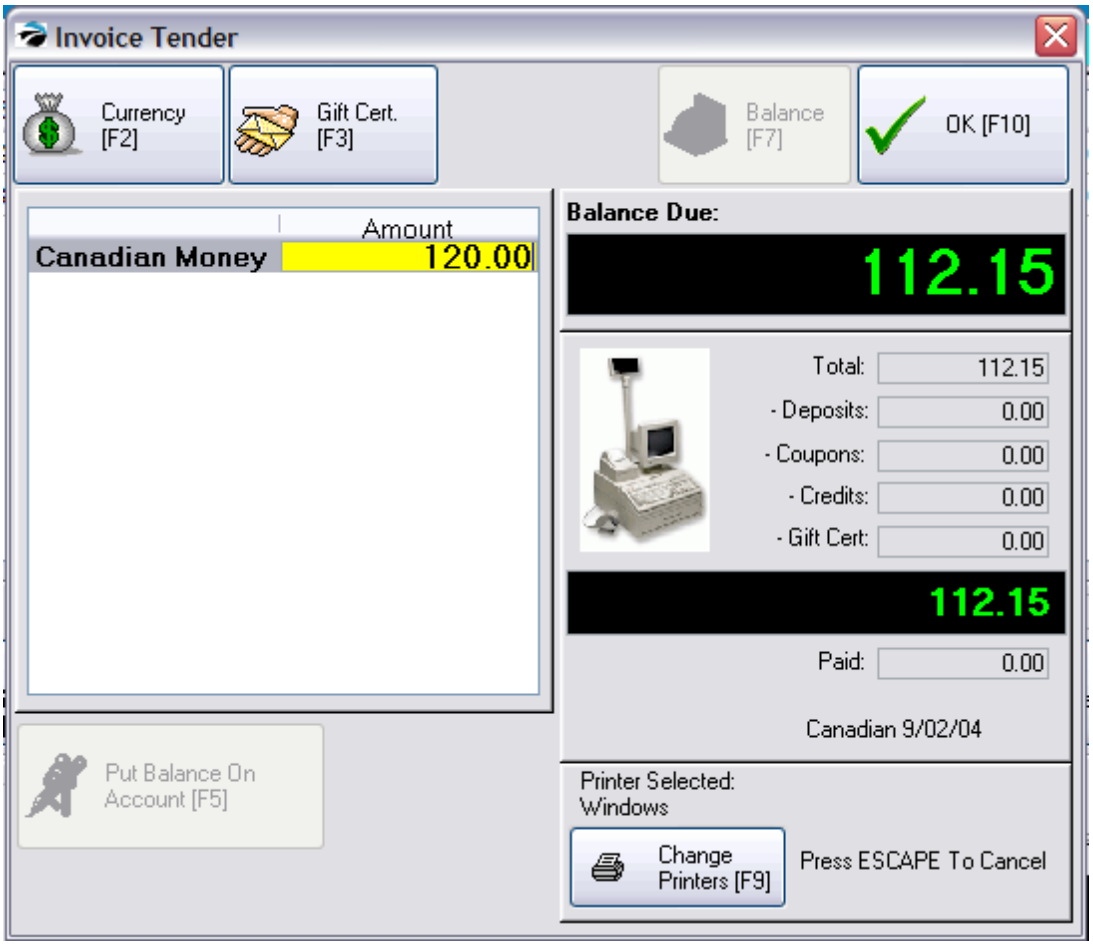
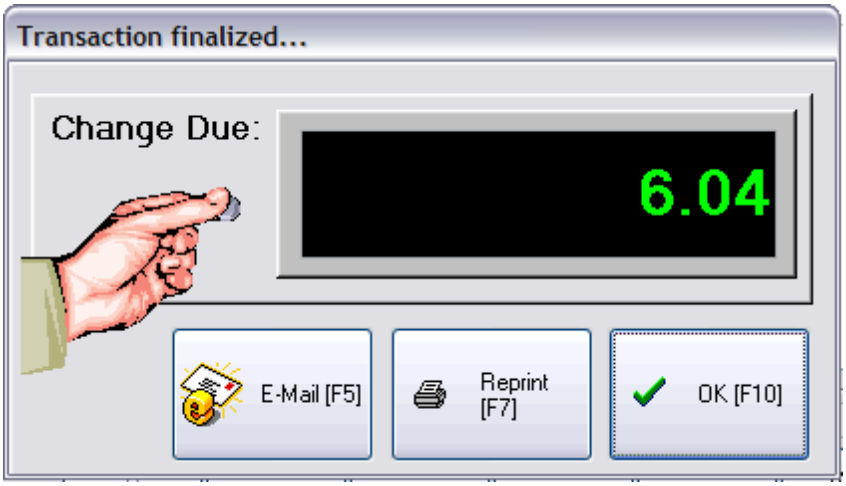


The change due will be calculated in your local currency. You will **not** be making change in the foreign currency.



Printouts

Note: Your invoice printouts may **not** readily reflect the use of foreign money, but if you look closely it makes sense. ALL totals at the far right are expressed in "My Country" currency.

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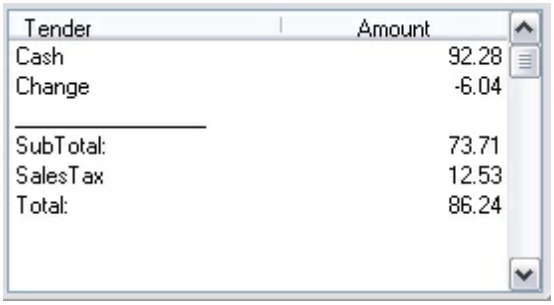
In the following example, the purchase with tax was US $86.24 or $112.15 Canadian with tax. Tender received was 120.00 in Canadian money and the change of 7.85 in Canadian was converted to US $6.04. POSitive ALWAYS refunds in "My Country" currency, not in foreign currency.



Exchange Rate	1.300390		US	CAD equiv
		SubTotal	86.24	112.15
		Includes Sales Tax	12.53	16.29
		Total	86.24	112.15
		Total Paid	92.28	120.00
		Change Due	6.04	7.85

Note: The 92.28 often causes confusion. It is the calculated US equivalent of the Canadian 120.00. This issue is also evident in Invoice History which will also reflect the amount paid in the US equivalent.



Tender	Amount
Cash	92.28
Change	-6.04
SubTotal:	73.71
SalesTax	12.53
Total:	86.24

Changes In Balance Cash Drawer

At the end of the day when you balance the cash drawer you will see a few changes.

1) the Cash field will reflect how much was paid out in the equivalent of your currency. (For example, 1.07 was deducted.)

2) the foreign currency is listed separately. You should be able to find it in the cash drawer and account for it.

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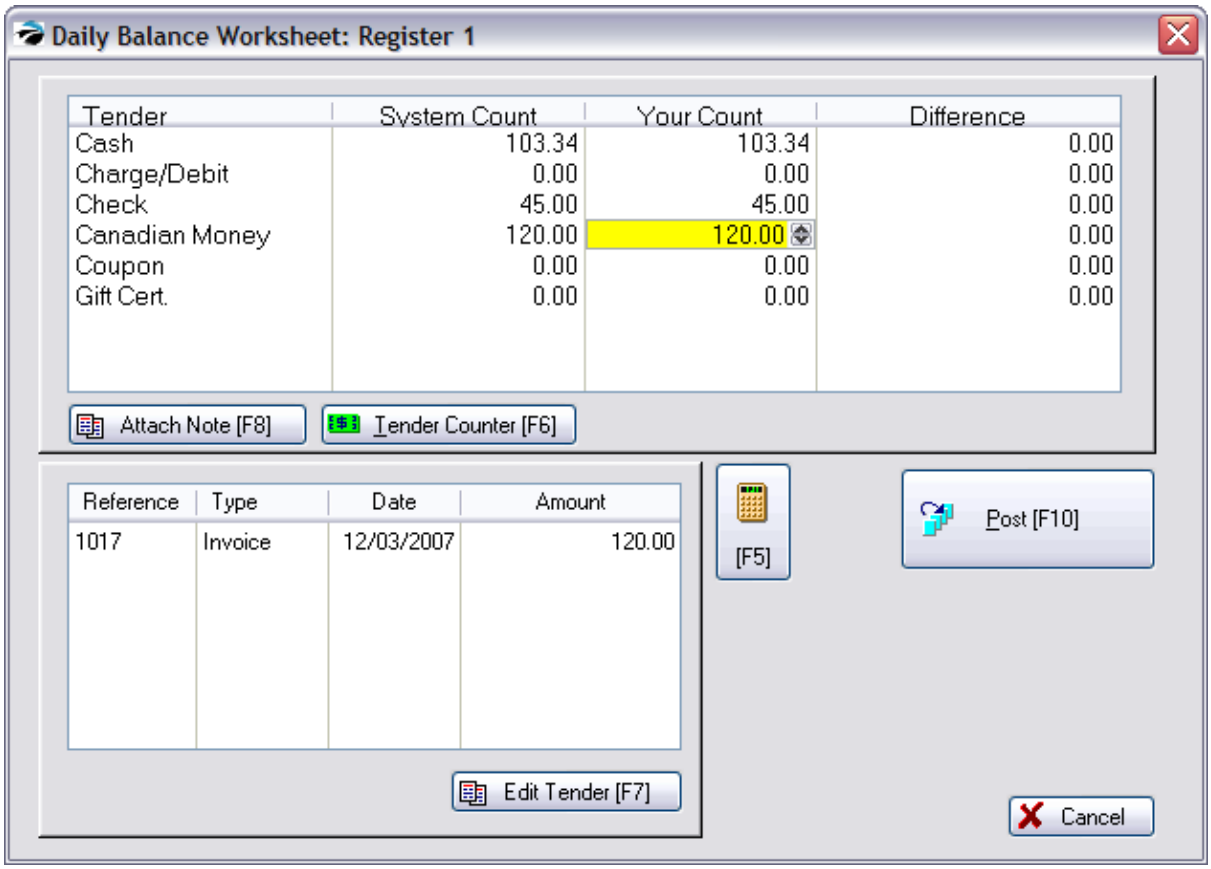

The End of Day report will not reflect foreign currency values, but will only show your currency values on all invoices.

Register Balance Report

Register: 1
By: POS
Date: 9/6/2004

Mikes New GL Store
Confidential

Invoice	Number	Cash	Checks	Charge Card	Coupon	Gift Cert.	Credit Used	On Account	Food Stamps	Clerk	Transaction
9/6/2004	1002	22.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
9/6/2004	1003	22.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	POS	Invoice
		44.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Totals:	44.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

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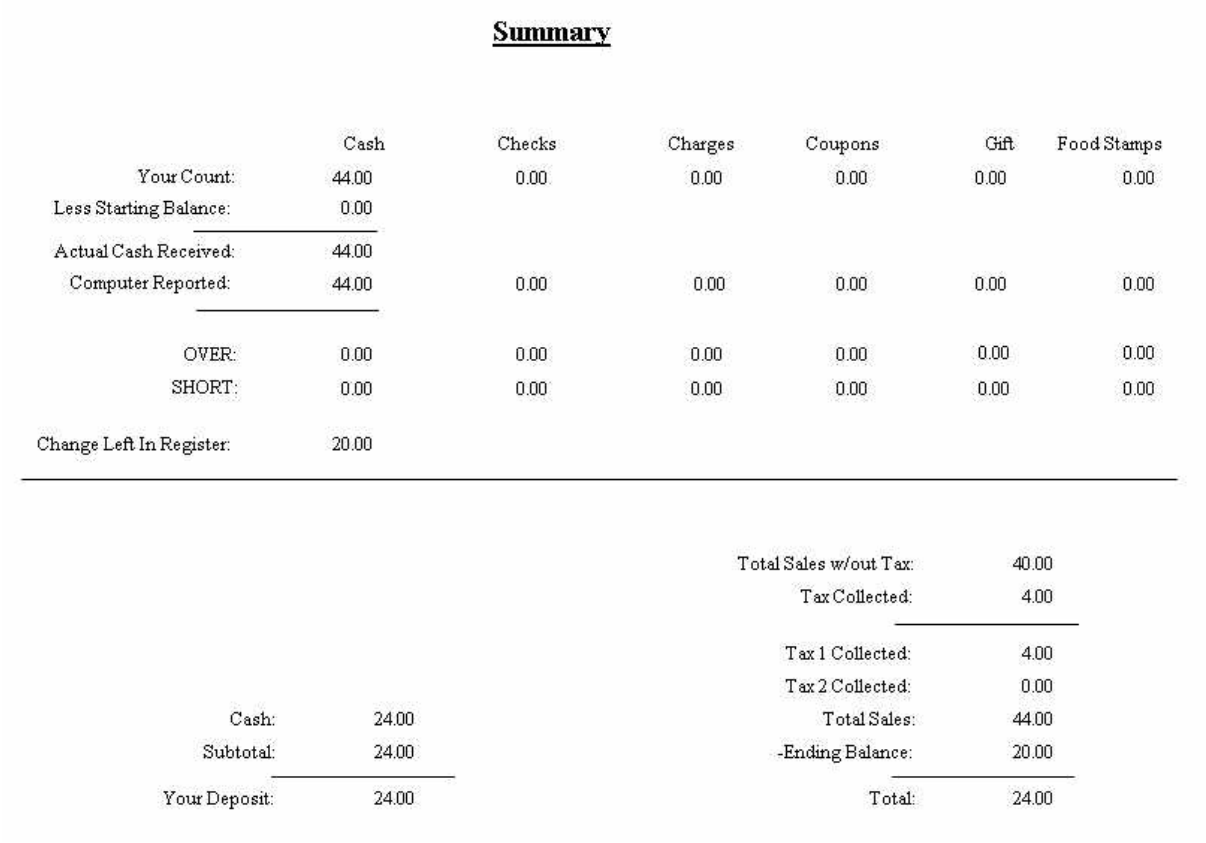

Summary

	Cash	Checks	Charges	Coupons	Gift	Food Stamps
Your Count:	44.00	0.00	0.00	0.00	0.00	0.00
Less Starting Balance:	0.00					
Actual Cash Received:	44.00					
Computer Reported:	44.00	0.00	0.00	0.00	0.00	0.00
OVER:	0.00	0.00	0.00	0.00	0.00	0.00
SHORT:	0.00	0.00	0.00	0.00	0.00	0.00
Change Left In Register:	20.00					

Total Sales w/out Tax:	40.00
Tax Collected:	4.00
Tax 1 Collected:	4.00
Tax 2 Collected:	0.00
Total Sales:	44.00
-Ending Balance:	20.00
Total:	24.00

Cash:	24.00
Subtotal:	24.00
Your Deposit:	24.00

GENERAL LEDGER

When making your deposits, you will need to exchange the foreign currency with the bank. Because exchange rates vary on a daily basis, you may not be given the exact calculated equivalent.

- You will need to manually make an adjustment to General Ledger.

After balancing the register, the foreign currency transactions are also reported to General Ledger's Journal Entry Transaction Table, without any further reference to the foreign currency. See Journal Entry Transaction Table.

3.3.4.9 Food Stamps

POSitive will support the use of Food Stamps as payment towards qualifying products. On the customer invoice you add all items being purchased. At the tendering screen, all items on the invoice which qualify for food stamps are totaled and you apply payment with food stamps first. Then the remaining balance is paid by cash, check, or credit card. (Note: Feature is only available through supported payment processors.)

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MANAGERS: Advance Setup

Before the tracking of food stamps will work, you need to

- activate "Enable Food Stamp Tracking" (File: System Setup: Inventory: General tab: bottom of the list)
- activate "EBT Processor" (electronic benefits transactions) with a supported processor. (Management: Credit Cards: Setup: EBT)
- create a Food Stamp tender type (Management: Definitions: Tender 144) It is recommended that the tender type be moved to the top of the list because tendering food stamps should be done before any other tender is selected.
- select a Food Stamp GL Account in (Accounting: General Ledger: GL Setup: Current Assets)
- set inventory category(s) default to "Allow Food Stamps" (Maintenance: Categories: highlight a food category and choose Defaults [F5] and activate the switch)
- create inventory items to be assigned to the food stamp category(s). (Note: on the Options [F8] the Allow Food Stamps option will be automatically active.)

SALES CLERKS: Handling Invoices With Food Stamps

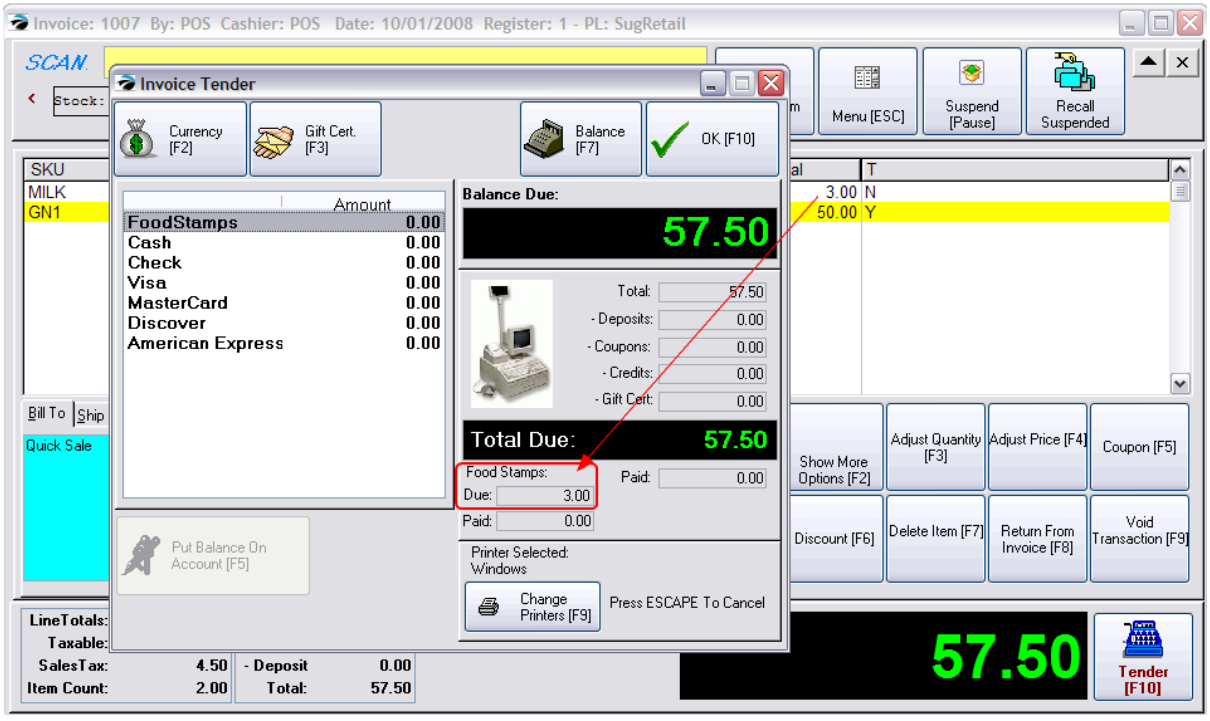
1) Create an invoice as you normally would. It may include a mix of items which do and do not qualify for food stamps. Such items can be added to the invoice in any sequence.

For example, Yogurt qualifies for food stamps whereas Bario In Wonderland does not.

2) Press F10 to tender the invoice.

(It is suggested that Food Stamps tender type be at the top of the list because they need to be tendered first. See (Tender Definitions 144))

Note that in the lower right corner the value of the qualifying food stamp items is totaled.



3) Press Enter (or use Balance [F7] on the Food Stamps line and the correct value is automatically

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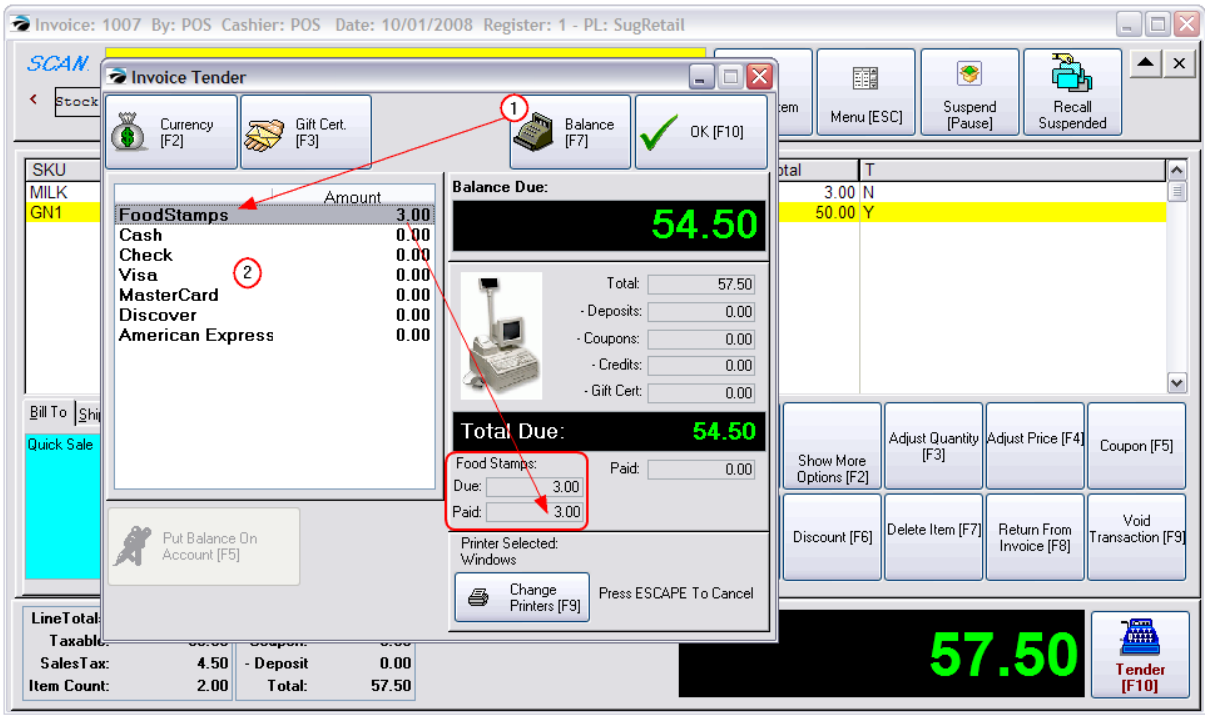
filled in.

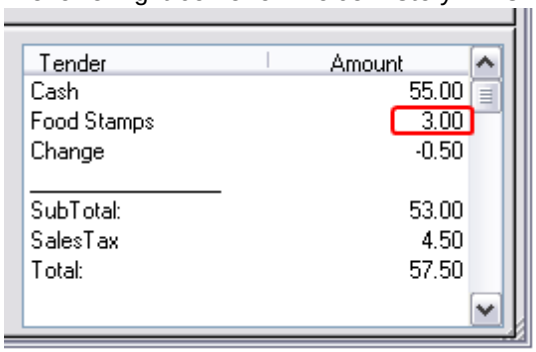


In this example, the original charge is $57.50. Deducting 3.00 in food stamps, leaves a balance of just 54.40 which may be paid for by cash, check, or credit card.

4) Continue to process the invoice as you normally would.

Food Stamps On Reports

- The lower right corner of Invoice History will show that payment was made in part by Food Stamps.



- Balancing the cash drawer will include an EBT (a Food Stamps) field and the End Of Day Reports also include Food Stamp totals.
- The Tender History report includes the option to select Food Stamps.
- General Ledger will be updated properly.

3.3.5 Credit Card Setup

POSitive can simplify invoice transactions by automatically communicating with credit card processors, saving the hassle of manually entering information into a sperate terminal. To do this you must have the

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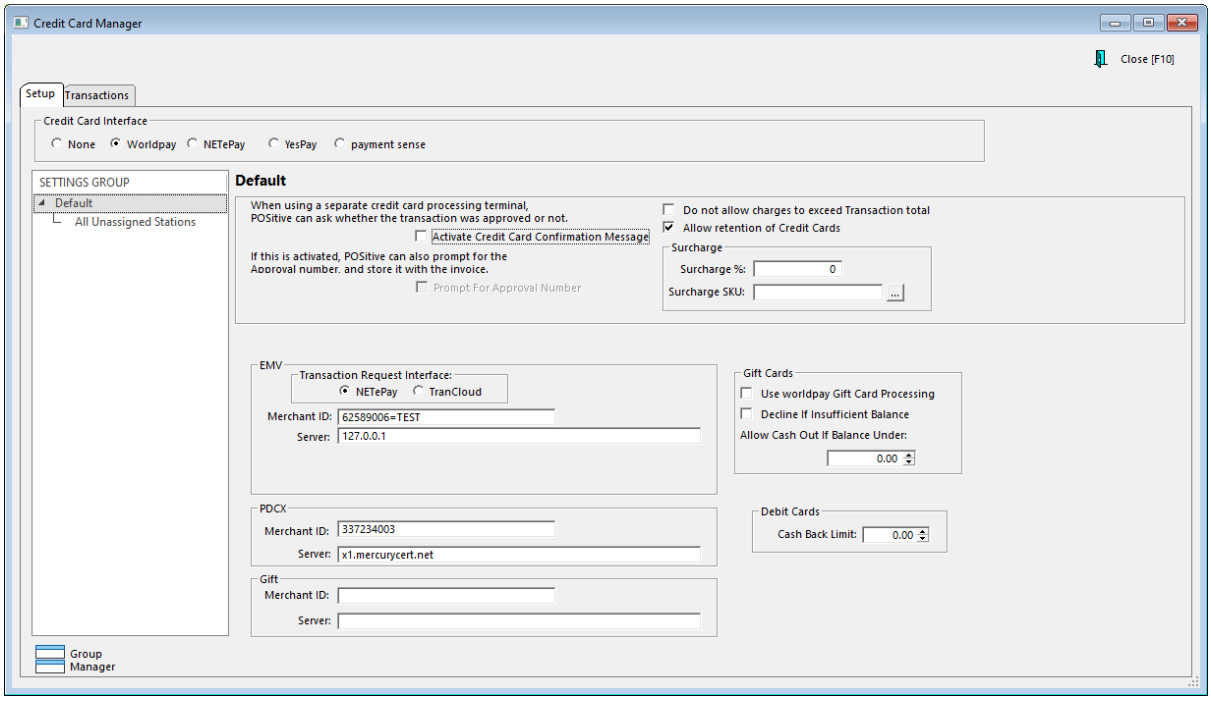
necessary software and hardware. POSitive supports payment by credit card with some built-in verification and confirmation options. Worldpay is our preferred processor and offers a number of payment options. Our software also supports NETePay and U.K. specific processors. However, POSitive staff only sets up and supports Worldpay. To use another option you must go through an authorized POSitive dealer.

To setup credit cards, go to Management: Credit Cards: Setup.



Credit Card Interface

Choose a credit card processing Type and fill in required details.

None

Choose this option if you are using a separate credit card processing terminal and/or if you will not be using any integrated credit card processing software.

> **Scenario**: When you process an invoice and the customer pays with a credit card, you will go to your separate credit card processing terminal and get an approval number. Then return to POSitive and complete tendering of the invoice. Depending upon the following settings, you will be prompted in POSitive to enter an approval number manually. At the end of the day, the credit card charges will be totaled and you will be able to compare the numbers with those generated by the terminal.

- **Activate Credit Card Confirmation Message** - allows you to choose Approved or Declined status as reported by the credit card processing terminal
- **Prompt For Approval Number** - allows you to record the approval number from the credit card processing terminal.
- **Surcharge** - This setting allows you to automatically add a surcharge when tendering with credit

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cards, and applies to all Credit Card Interface options. (See: Credit Card Surcharge 184)

Worldpay

Worldpay requires very little setup, is internet based, and supports credit cards, debit cards and contactless (NFC) such as Apple Pay. (See Using Worldpay 1853)

Choose this option if you have signed up for Worldpay and have received the required hardware.

- **Surcharge -** POSitive allows you to automatically add a surcharge to payments made with a credit card. (See: Credit Card Surcharge 184)
- **Debit Cards - Cash Back Limit** - Note: This feature is rarely used by merchants. Set the limit of how much cash can be withdrawn per debit card transaction.
- **Merchant ID (MID)** - This is your Worldpay Merchant Number and it will consist of numbers and letters, such as 12345678900=YOURNM, and is provided by POSitive or your dealer.
- **EMV, PDCX, Gift** - EMV is for "card present" transactions that are processed through a terminal. PDCX is for "card not present" transactions, such as Card on File, or where a credit card number is entered through a computer keyboard. Gift is for Worldpay gift cards. Each of these requires a separate MID.
- **Server** - This is a local network address, or website URL that directs the payment processing to the appropriate platform. Contact POSitive, or your dealer, for more information.
- **Do Not Allow Charges To Exceed Transaction Total** - When tendering a credit card, POSitive will not allow entry of a value greater than the total on the invoice. An exception to this rule would be if you want to give cash out with the use of Debit Card purchases.
- **Allow Retention of Credit Cards** - (Worldpay only) This allows credit card numbers to be stored safely as encrypted tokens which are only usable in conjunction with your Worldpay Merchant account. (See: Using Card on File with Worldpay 1862)
- **Gift Cards** - (Worldpay only) Allows the use of Worldpay's gift card system. (See: Worldpay Gift Cards) 1702

NETePay

NETePay is a gateway that allows POSitive products to connect to other processors and only supports EMV (chip card) processing with POSitive products. Card on File and other features are not supported by the NETePay setting. Note: This option is only offered through POSitive dealers. POSitive Software Company will NOT setup this option.

YesPay and payment sense (United Kingdom only)

Please contact your U.K. reseller for installation procedures.

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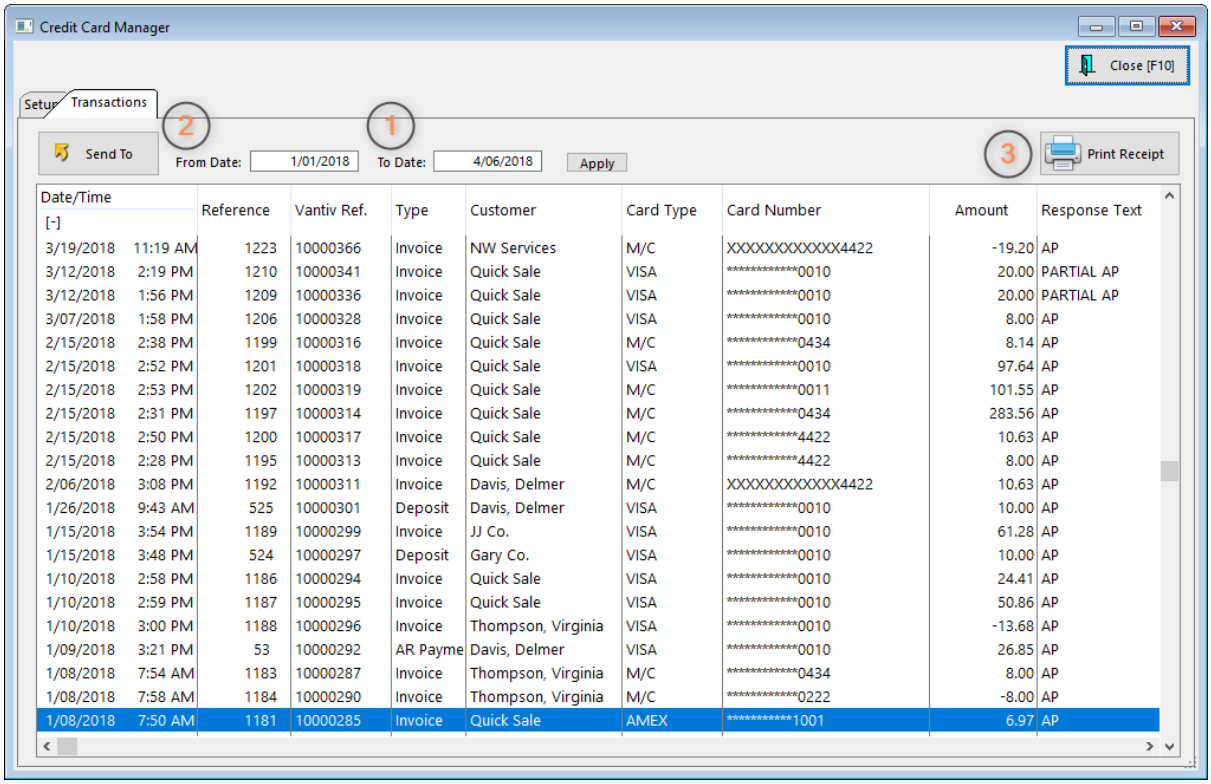
Settings Group

This is a special feature that allows stations to have their own Transaction Request Interface and Merchant ID. This feature is only available for Worldpay users, and is not used for typical installations of POSitive. Do not attempt to access or make changes to this feature without first consulting with POSitive support.

Credit Card Transactions Log

This is a record of all credit card transactions processed through POSitive. You may search for transactions by date, reprint a credit card receipt, or send all listed transactions to a printer, a PDF file, an Excel file or other file formats.



Date/Time [-]	Reference	Vantiv Ref.	Type	Customer	Card Type	Card Number	Amount	Response Text
3/19/2018 11:19 AM	1223	10000366	Invoice	NW Services	M/C	XXXXXXXXXXXX4422	-19.20	AP
3/12/2018 2:19 PM	1210	10000341	Invoice	Quick Sale	VISA	**********0010	20.00	PARTIAL AP
3/12/2018 1:56 PM	1209	10000336	Invoice	Quick Sale	VISA	**********0010	20.00	PARTIAL AP
3/07/2018 1:58 PM	1206	10000328	Invoice	Quick Sale	VISA	**********0010	8.00	AP
2/15/2018 2:38 PM	1199	10000316	Invoice	Quick Sale	M/C	**********0434	8.14	AP
2/15/2018 2:52 PM	1201	10000318	Invoice	Quick Sale	VISA	**********0010	97.64	AP
2/15/2018 2:53 PM	1202	10000319	Invoice	Quick Sale	M/C	**********0011	101.55	AP
2/15/2018 2:31 PM	1197	10000314	Invoice	Quick Sale	M/C	**********0434	283.56	AP
2/15/2018 2:50 PM	1200	10000317	Invoice	Quick Sale	M/C	**********4422	10.63	AP
2/15/2018 2:28 PM	1195	10000313	Invoice	Quick Sale	M/C	**********4422	8.00	AP
2/06/2018 3:08 PM	1192	10000311	Invoice	Davis, Delmer	M/C	XXXXXXXXXXXX4422	10.63	AP
1/26/2018 9:43 AM	525	10000301	Deposit	Davis, Delmer	VISA	**********0010	10.00	AP
1/15/2018 3:54 PM	1189	10000299	Invoice	JJ Co.	VISA	**********0010	61.28	AP
1/15/2018 3:48 PM	524	10000297	Deposit	Gary Co.	VISA	**********0010	10.00	AP
1/10/2018 2:58 PM	1186	10000294	Invoice	Quick Sale	VISA	**********0010	24.41	AP
1/10/2018 2:59 PM	1187	10000295	Invoice	Quick Sale	VISA	**********0010	50.86	AP
1/10/2018 3:00 PM	1188	10000296	Invoice	Thompson, Virginia	VISA	**********0010	-13.68	AP
1/09/2018 3:21 PM	53	10000292	AR Payme	Davis, Delmer	VISA	**********0010	26.85	AP
1/08/2018 7:54 AM	1183	10000287	Invoice	Thompson, Virginia	M/C	**********0434	8.00	AP
1/08/2018 7:58 AM	1184	10000290	Invoice	Thompson, Virginia	M/C	**********0222	-8.00	AP
1/08/2018 7:50 AM	1181	10000285	Invoice	Quick Sale	AMEX	**********1001	6.97	AP

(1) Select the date range you wish to see and click Apply.

(2) Search through the displayed list, or export the list as an Excel file or PDF.

(3) You may reprint a credit card transaction receipt by highlighting the transaction and clicking Print Receipt. Note: The receipt will only show credit card transaction information. It is not a reprint of the actual transaction receipt.

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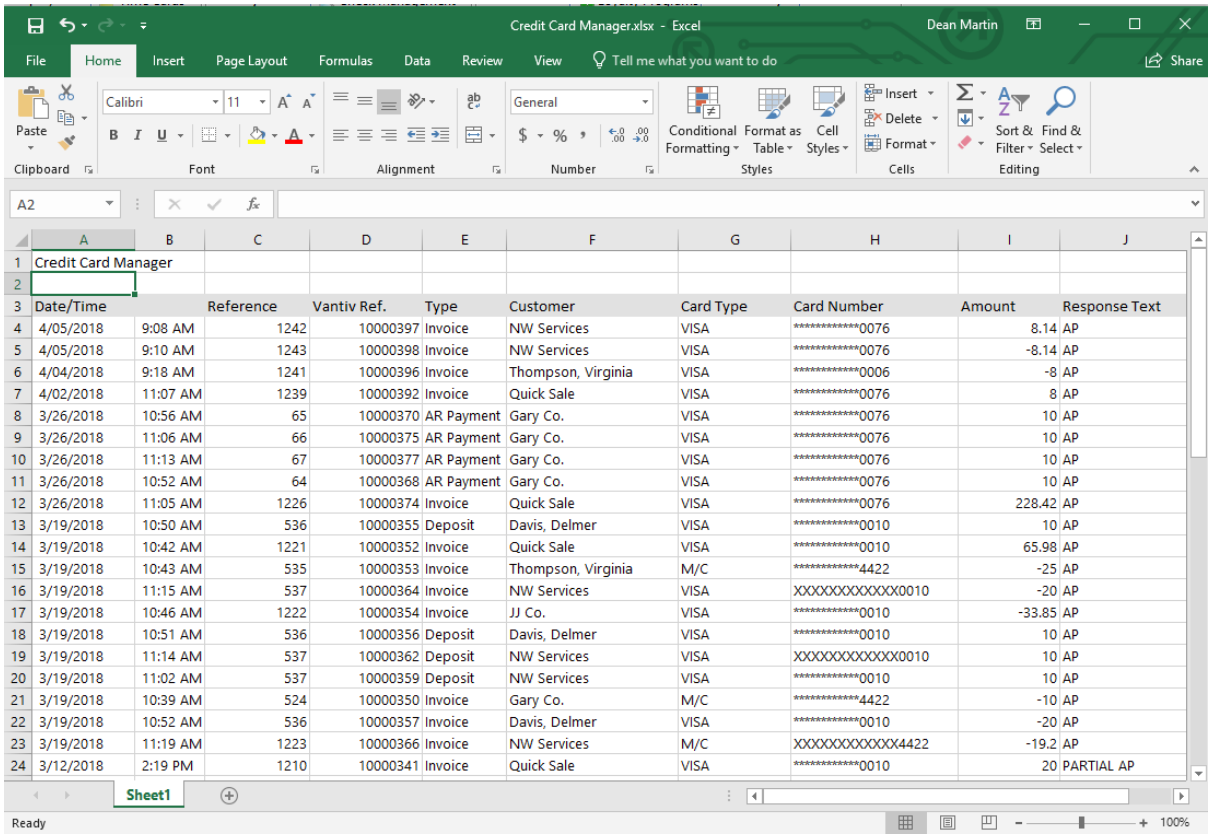

Credit Card Manager.xlsx - Excel — Dean Martin

	A	B	C	D	E	F	G	H	I	J
1	Credit Card Manager									
2										
3	Date/Time		Reference	Vantiv Ref.	Type	Customer	Card Type	Card Number	Amount	Response Text
4	4/05/2018	9:08 AM	1242	10000397	Invoice	NW Services	VISA	**********0076	8.14	AP
5	4/05/2018	9:10 AM	1243	10000398	Invoice	NW Services	VISA	**********0076	-8.14	AP
6	4/04/2018	9:18 AM	1241	10000396	Invoice	Thompson, Virginia	VISA	**********0006	-8	AP
7	4/02/2018	11:07 AM	1239	10000392	Invoice	Quick Sale	VISA	**********0076	8	AP
8	3/26/2018	10:56 AM	65	10000370	AR Payment	Gary Co.	VISA	**********0076	10	AP
9	3/26/2018	11:06 AM	66	10000375	AR Payment	Gary Co.	VISA	**********0076	10	AP
10	3/26/2018	11:13 AM	67	10000377	AR Payment	Gary Co.	VISA	**********0076	10	AP
11	3/26/2018	10:52 AM	64	10000368	AR Payment	Gary Co.	VISA	**********0076	10	AP
12	3/26/2018	11:05 AM	1226	10000374	Invoice	Quick Sale	VISA	**********0076	228.42	AP
13	3/19/2018	10:50 AM	536	10000355	Deposit	Davis, Delmer	VISA	**********0010	10	AP
14	3/19/2018	10:42 AM	1221	10000352	Invoice	Quick Sale	VISA	**********0010	65.98	AP
15	3/19/2018	10:43 AM	535	10000353	Invoice	Thompson, Virginia	M/C	**********4422	-25	AP
16	3/19/2018	11:15 AM	537	10000364	Invoice	NW Services	VISA	XXXXXXXXXXXX0010	-20	AP
17	3/19/2018	10:46 AM	1222	10000354	Invoice	JJ Co.	VISA	**********0010	-33.85	AP
18	3/19/2018	10:51 AM	536	10000356	Deposit	Davis, Delmer	VISA	**********0010	10	AP
19	3/19/2018	11:14 AM	537	10000362	Deposit	NW Services	VISA	XXXXXXXXXXXX0010	10	AP
20	3/19/2018	11:02 AM	537	10000359	Deposit	NW Services	VISA	**********0010	10	AP
21	3/19/2018	10:39 AM	524	10000350	Invoice	Gary Co.	M/C	**********4422	-10	AP
22	3/19/2018	10:52 AM	536	10000357	Invoice	Davis, Delmer	VISA	**********0010	-20	AP
23	3/19/2018	11:19 AM	1223	10000366	Invoice	NW Services	M/C	XXXXXXXXXXXX4422	-19.2	AP
24	3/12/2018	2:19 PM	1210	10000341	Invoice	Quick Sale	VISA	**********0010	20	PARTIAL AP

This is an example of a credit card transaction list exported to Excel.

3.3.5.1 Credit Card Surcharge

When using integrated credit card processing, POSitive allows you to automatically add a surcharge to payments made with a credit card, but there are rules and procedures you must follow:

- A surcharge **can not** be added to Debit card purchases.
- Some business and government issued credit cards should **not** have a surcharge added.
- There is a special return procedure that must be followed with sales that included a credit card surcharge.
- Surcharges will not automatically applied to AR payments, so you must follow a special procedure if you with to apply them.



Important Information About Credit Card Surcharges

A payment card surcharge, also known as a checkout fee, is an additional fee that a merchant adds to a consumer's bill when he or she uses a card for payment.

Before you consider whether or not surcharging is right for your business, start by familiarizing yourself with some essential information — the difference between checkout fees (surcharges) and convenience

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fees, the states where surcharging is currently banned, and the procedures you must follow in order to start surcharging.

U.S. merchants that intend to surcharge are required to:

• Notify Visa, Mastercard and your acquirer at least 30 days in advance of beginning to surcharge; links for notification forms for Visa and Mastercard are listed below.

• Limit surcharging to credit cards only (no surcharging debit and prepaid cards) and limit the amount to your merchant discount rate for the applicable credit card surcharged, or no more than 4%.

• Disclose the surcharge as a merchant fee and clearly alert consumers to the practice at the point of sale – both in store and online – and on every receipt. Merchants should also consider whether they comply with all applicable state or federal laws. Currently, 10 U.S. states have surcharging restrictions including California, Colorado, Connecticut, Florida, Kansas, Maine, Massachusetts, New York, Oklahoma and Texas.

• Surcharges may be subject to state sales tax.

Contact Information:

Mastercard Surcharge Information

Visa Surcharge Information

Worldpay Integrated Payments Support: 800.846.4472

(See: Surcharge setup instructions 185)

3.3.5.2 Surcharge Setup Instructions

NOTE: This feature is intended for use with integrated credit card processing and may not be satisfactory if you use a stand-alone credit card device. Changes will also need to be made to your Credit Card Setup. Please contact POSitive support for assistance.

First you need to create an Inventory Item and SKU that will be assigned as the Surcharge SKU. This item should be assigned to a non-taxable category (preferably its own for reporting purposes), set to not Track Stock, and set to not Ask For Price. In credit card manager, enter Surcharge % and Surcharge SKU. In our example the Surcharge % is 2 and the Surcharge SKU is CCS (for Credit Card Surcharge).

The surcharge is automatically applied when tendering with a credit card for a sale (See: AR Payment with a Surcharge 193). You will see "Surcharge Amount" on the Tender screen, which is automatically applied to the credit card amount. The customer's receipt will also show the credit card surcharge.

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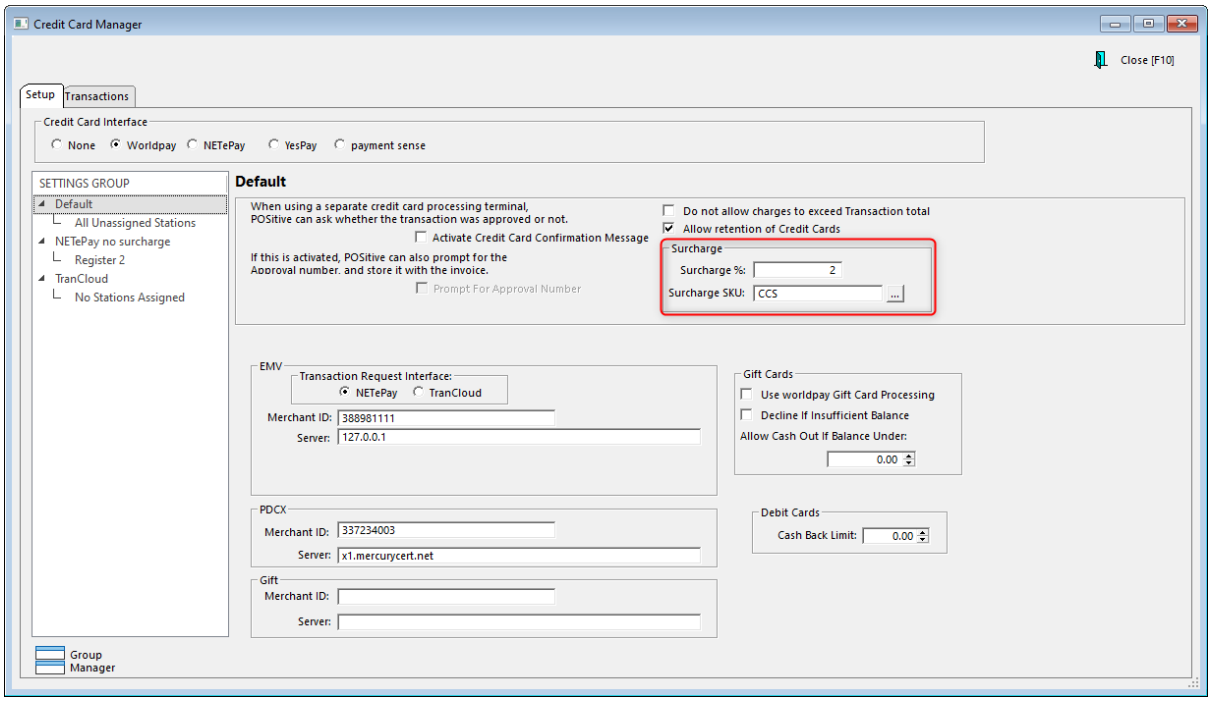

Sales with a Credit Card Surcharge

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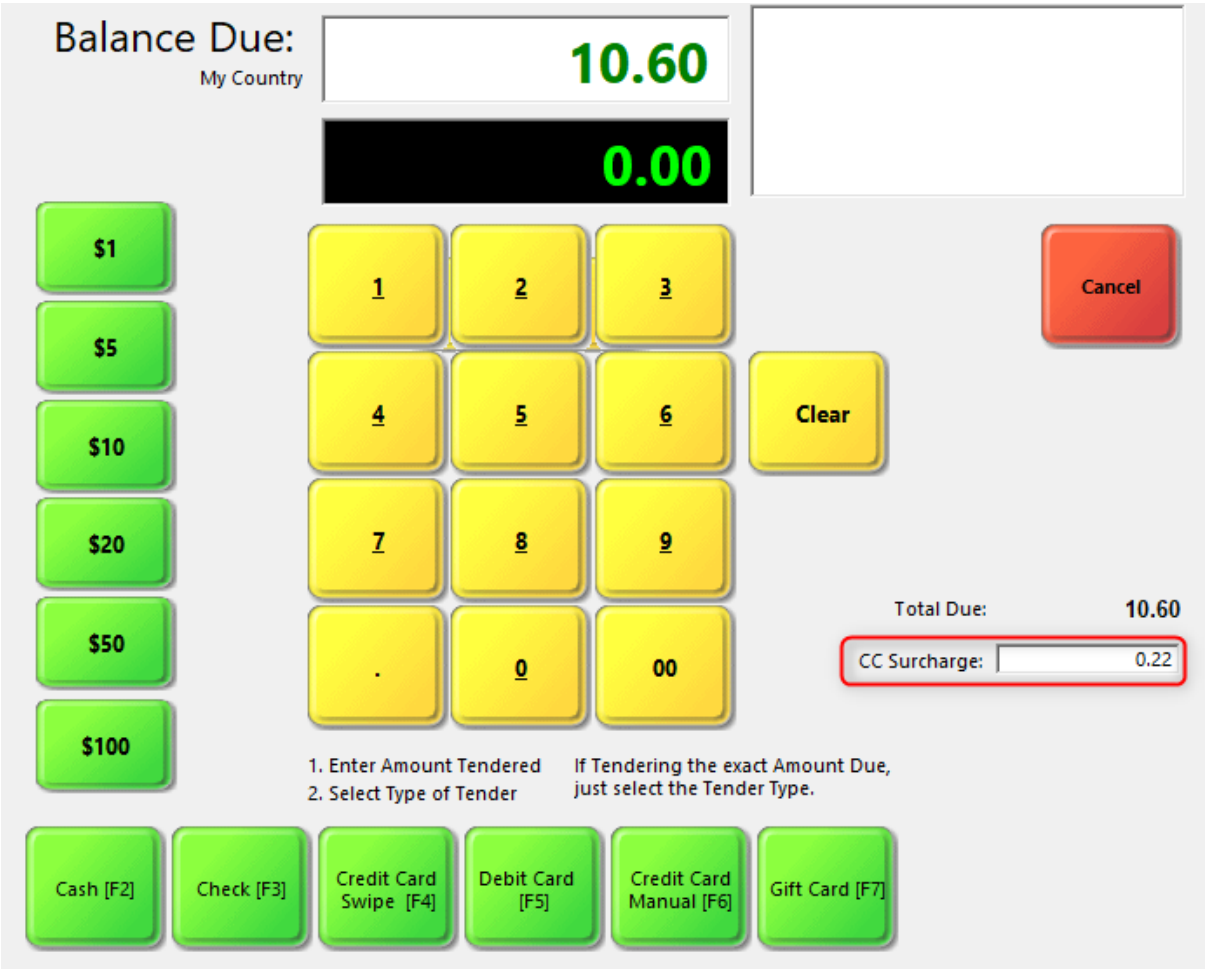

In our example above the total with sales tax is $10.60 and a 2% surcharge of 0.22 will be added only if Credit Card Swipe or Credit Card Manual are selected. So, the total charged to the credit card will be $10.82.

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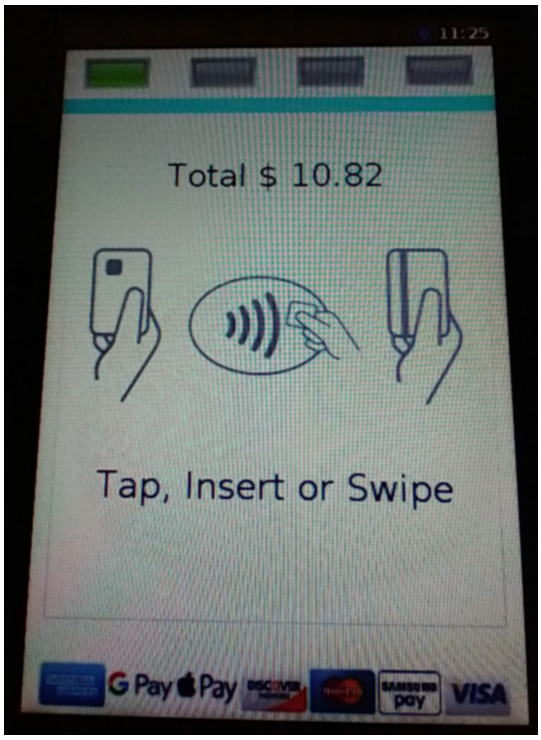

If you use integrated credit card processing you will see the total of $10.82 displayed on the credit card terminal.

```
Receipt: 1109                  9/14/2022
Register: 1 POS                11:19AM

Generic Distributors
23 Industrial Way
Richland, WA   99354

Phone:

Qty     Description       Price      Total
----------------------------------------
      1 TEST ITEM THR     10.00     10.00
      1 Charge Card S      0.22      0.22
----------------------------------------
                     SubTotal:      10.22
                     SalesTax:       0.60
                        Total:      10.82
                   ChargeCard       10.82
                   Total Paid:      10.82


XXXXXXXXXXXX0059               009347
```

And this is how a surcharge is shown on a customer receipt.

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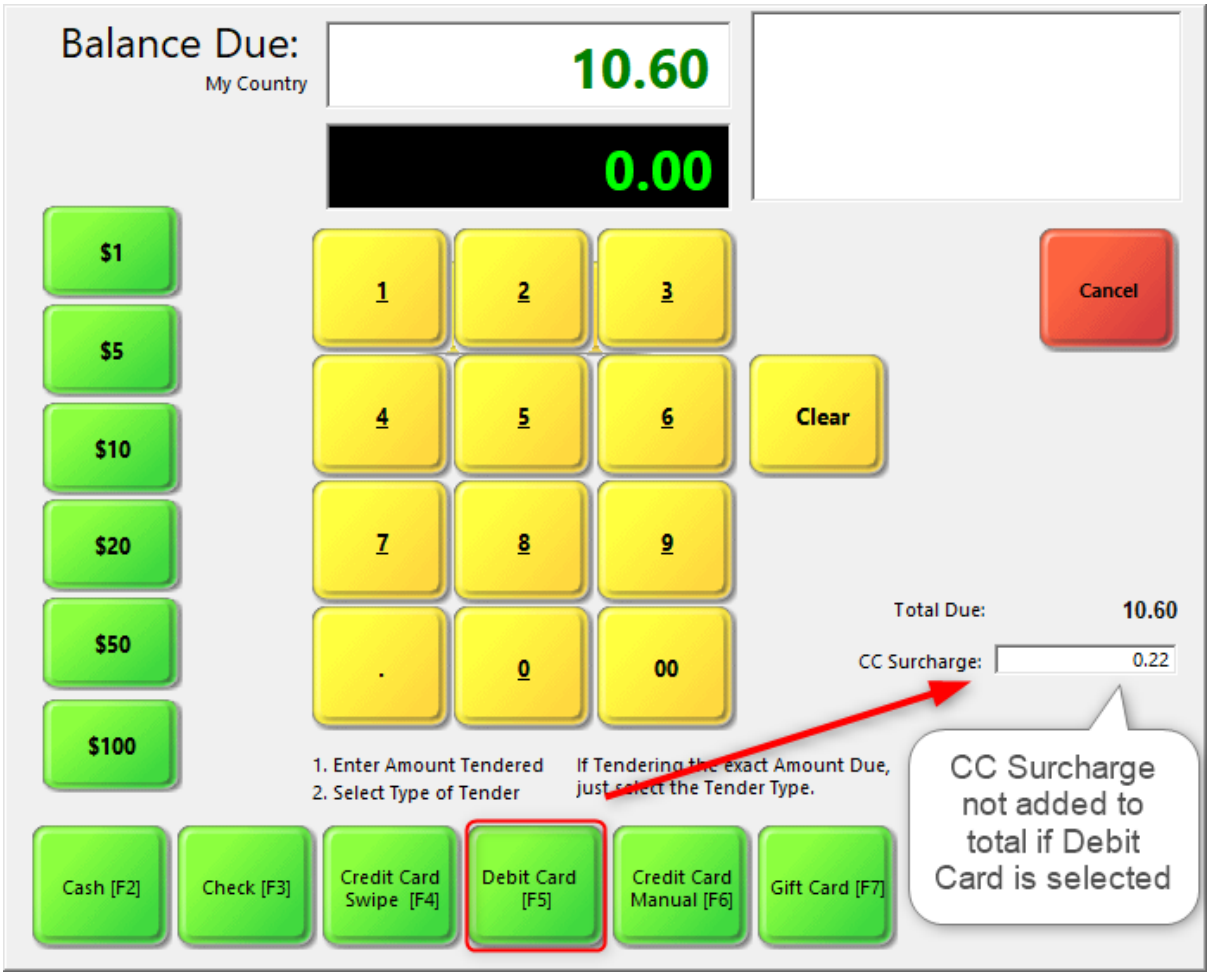
Sales with a Debit and Pre-paid Cards (No Surcharge)



Debit and pre-paid cards must not be charged a surcharge. So, your staff will need to ask customers what kind a card they wish to use prior to selecting a tender type. On the tender a screen a surcharge will be shown, but will not be added to the card total if Debit Card is selected.



Returns with a Credit Card Surcharge

A special procedure must be followed when creating a return for a purchase that was charged a surcharge. Failure to follow this procedure may result in too much money being refunded, and the return not being properly reported to the GL. Please schedule an appointment with the POSitive support department to have this feature setup for you.

Starting with the 2022.09.13 version you may designate a specific station for creating credit card sales without applying a surcharge. This special station is also to be used for processing returns for sales that were charged a surcharge. This section will describe how the process must be followed (you should be familiar with the return process in POSitive).

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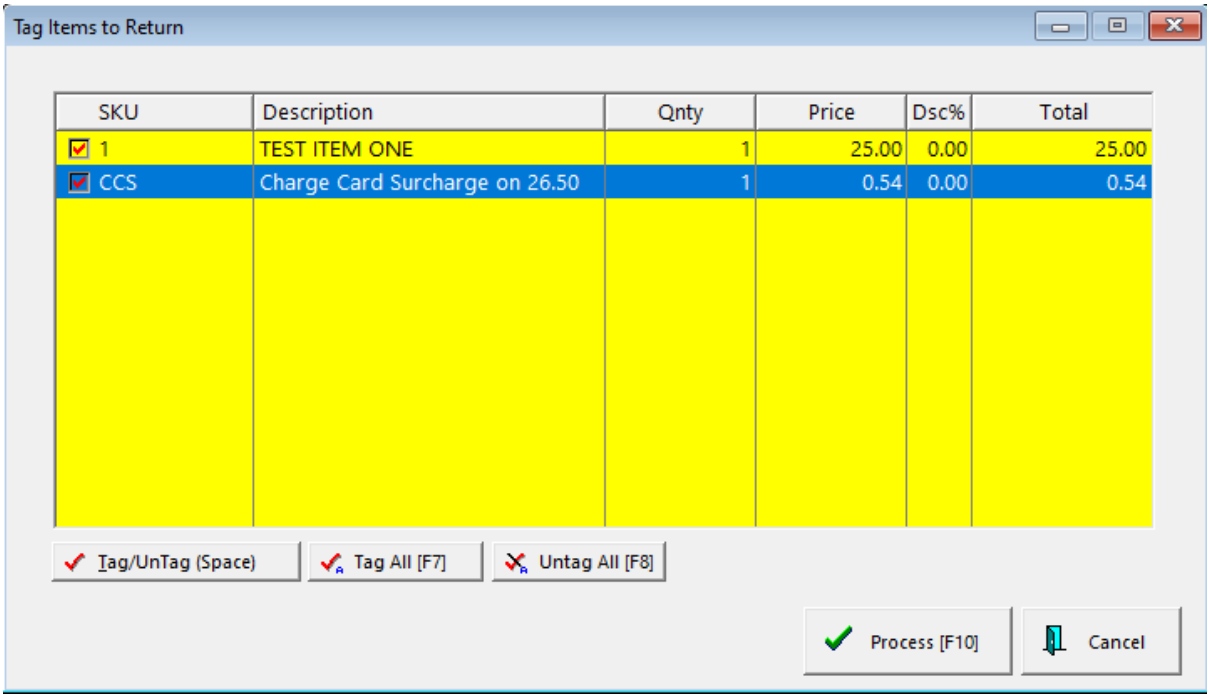
The procedure below works if you are creating a return for all the merchandise on a receipt. For creating a partial return see: Partial Returns with Surcharge 194.

```
Receipt: 1112                  9/14/2022
Register: 1 POS                1:37PM

Generic Distributors
23 Industrial Way
Richland, WA   99354

Phone:

Qty     Description       Price      Total
----------------------------------------
      1 TEST ITEM ONE     25.00     25.00
      1 Charge Card S      0.54      0.54
----------------------------------------
                     SubTotal:      25.54
                     SalesTax:       1.50
                        Total:      27.04
                   ChargeCard       27.04
                   Total Paid:      27.04


XXXXXXXXXXXX0059               009116
```

We are going to process a return for the item on this receipt, and the total refund to the customer will be $27.04.



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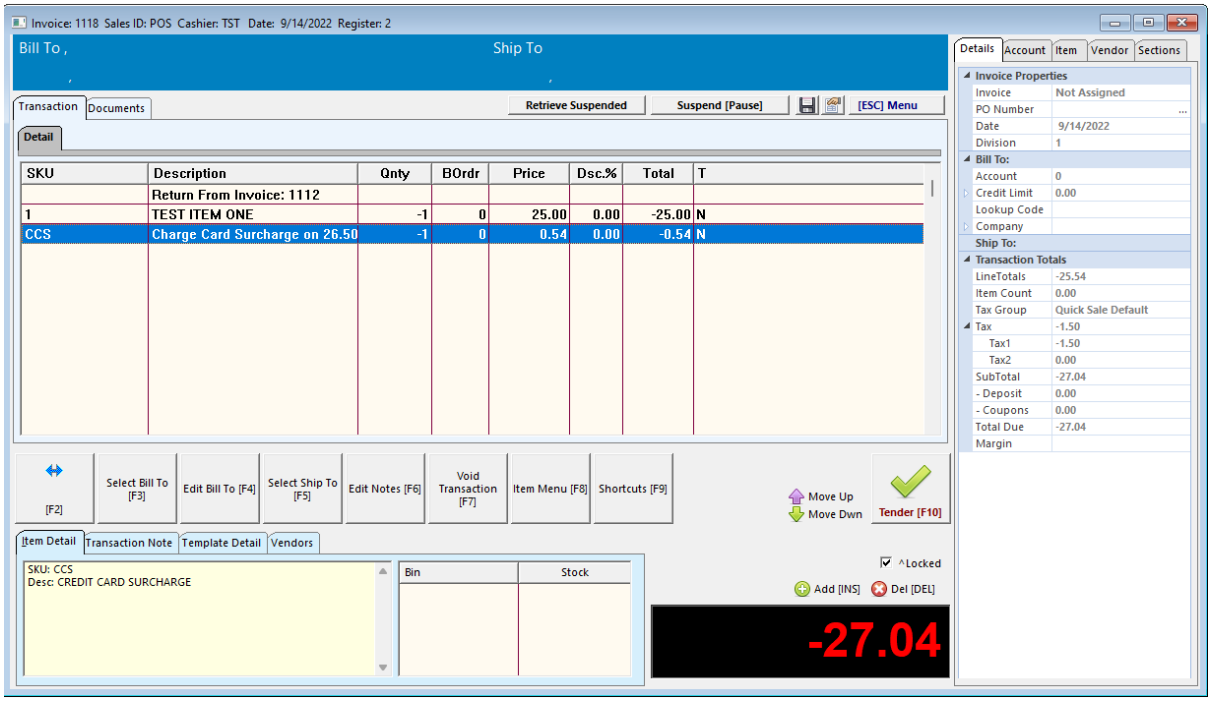
Start the return on the station designated for processing returns with surcharges and tag the merchandise item(s) being returned, along with the surcharge.



You should see the merchandise to be returned, along with the surcharge, on this screen. Click the Tender button when you are ready to continue.

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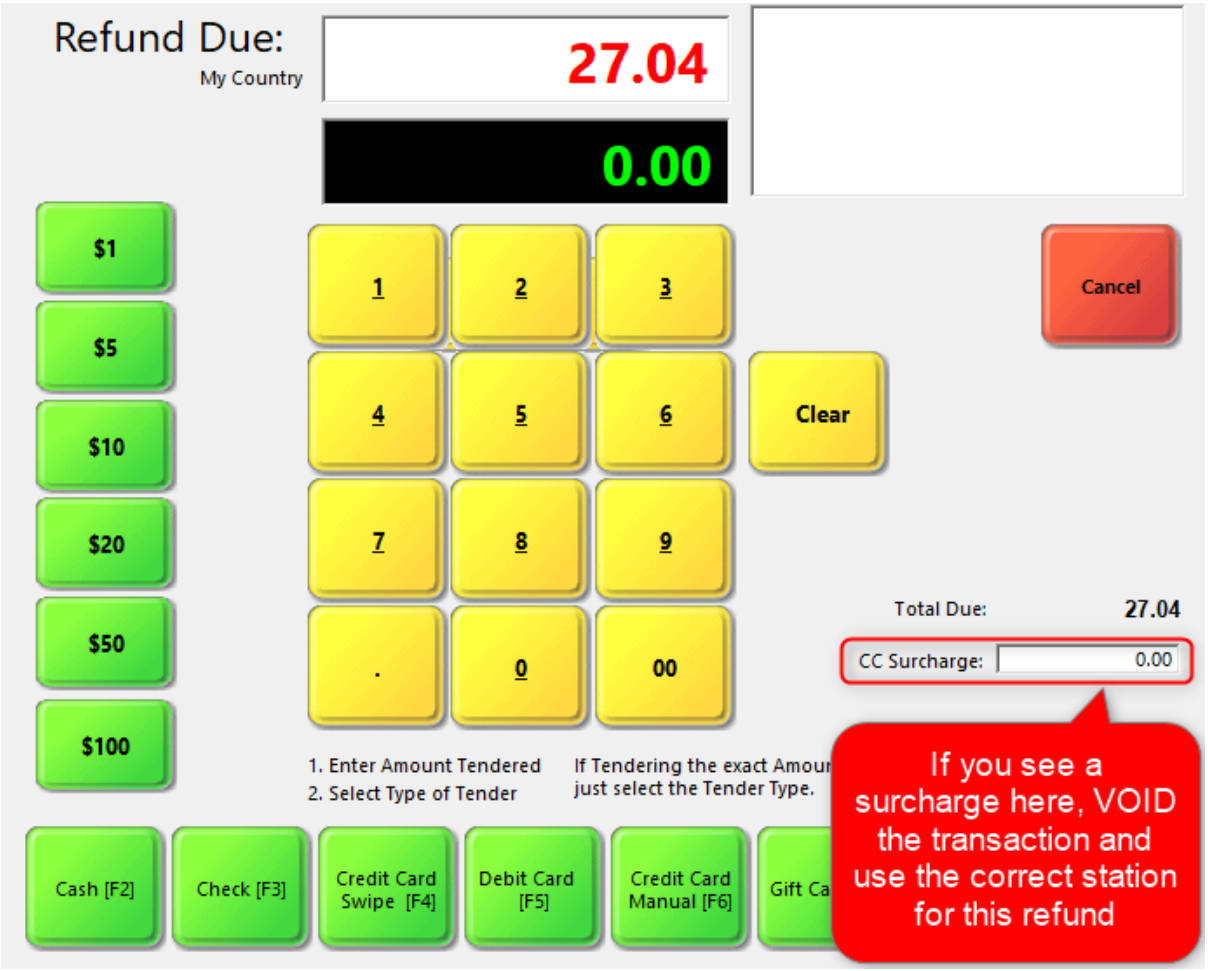

IMPORTANT: The credit card surcharge to be refunded is already included in the Refund Due and the CC Surcharge box should say 0.00. If it says otherwise, cancel and void the transaction and process the return on the station designed for processing returns with credit card surcharges. Otherwise you will refund too much money to the customer.

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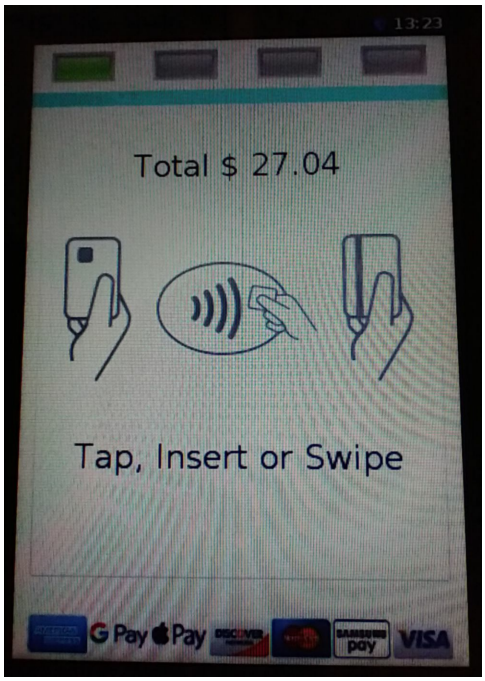

Your credit card device will show the total amount, including surcharge, that will be refunded to the customer.

```
Receipt: 1118                9/14/2022
Register: 2 POS              1:46PM

Generic Distributors
23 Industrial Way
Richland, WA   99354

Phone:

Qty     Description      Price     Total
---------------------------------------
Return From
Invoice: 1112
     -1 TEST ITEM ONE    25.00   -25.00
     -1 Charge Card S     0.54    -0.54
---------------------------------------
                     SubTotal:    -25.54
                     SalesTax:     -1.50
                        Total:    -27.04
                     Refunded:    -27.04
                   ChargeCard     -27.04
                   To Account:
```

The customer receipt will also show the total amount refunded.

AR Payment with a Credit Card Surcharge

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A surcharge will not be automatically applied to an AR payment. Please contact POSitive support to schedule a demonstration on how to manually apply a surcharge to an AR payment.

3.3.5.2.1 Partial Returns with Surcharge



A special procedure must be followed when creating a return for a purchase that was charged a surcharge. Failure to follow this procedure may result in too much money being refunded, and the return not being properly reported to the GL. Please schedule an appointment with the POSitive support department to have this feature setup for you.

Starting with the 2022.09.13 version you may designate a specific station for creating credit card sales without applying a surcharge. This special station is also to be used for processing returns for sales that were charged a surcharge. This section will describe how the process must be followed (you should be familiar with the return process in POSitive).

In this example we are creating a "partial return", which means we are not refunding the entire sale.

```
Receipt: 1124                9/15/2022
Register: 1 POS              2:55PM

Generic Distributors
23 Industrial Way
Richland, WA   99354

Phone:

Qty     Description      Price     Total
----------------------------------------
      1 TEST ITEM ONE    25.00    25.00
      1 TEST ITEM TWO     2.00     2.00
      1 TEST ITEM THR    10.00    10.00
      1 Charge Card S     0.80     0.80
----------------------------------------
                     SubTotal:     37.80
                     SalesTax:      2.22
                        Total:     40.02
                   ChargeCard      40.02
                   Total Paid:     40.02
```

We are going to process a return for a single item on this receipt.

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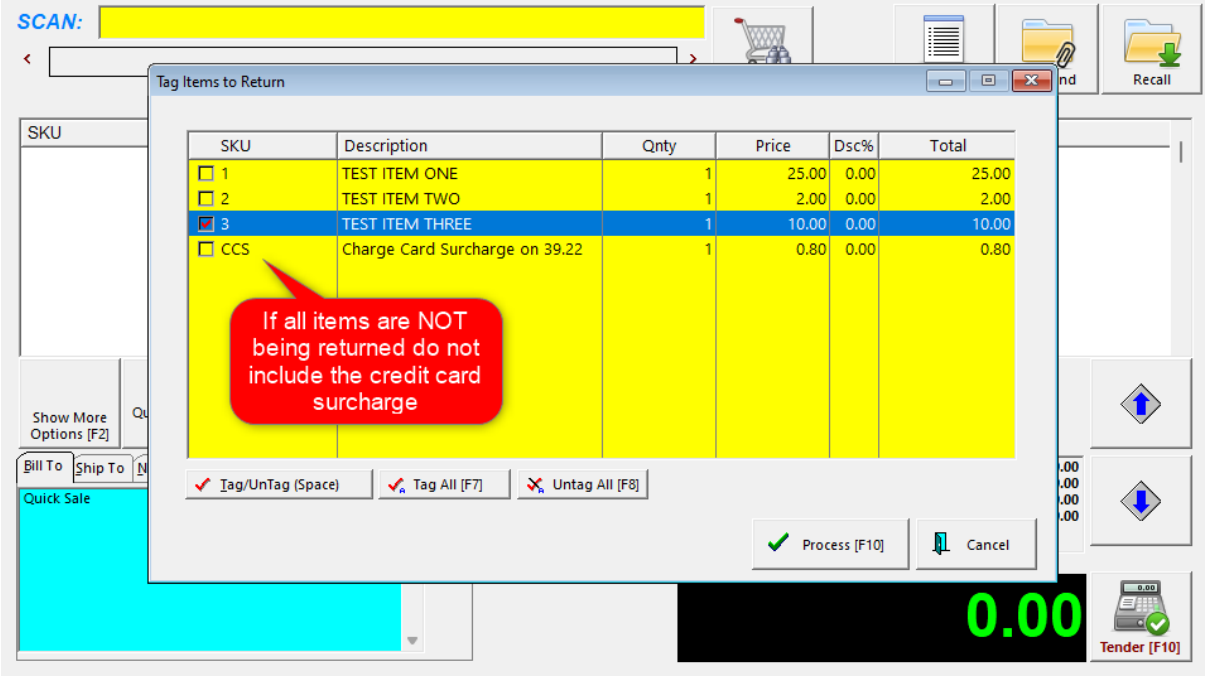
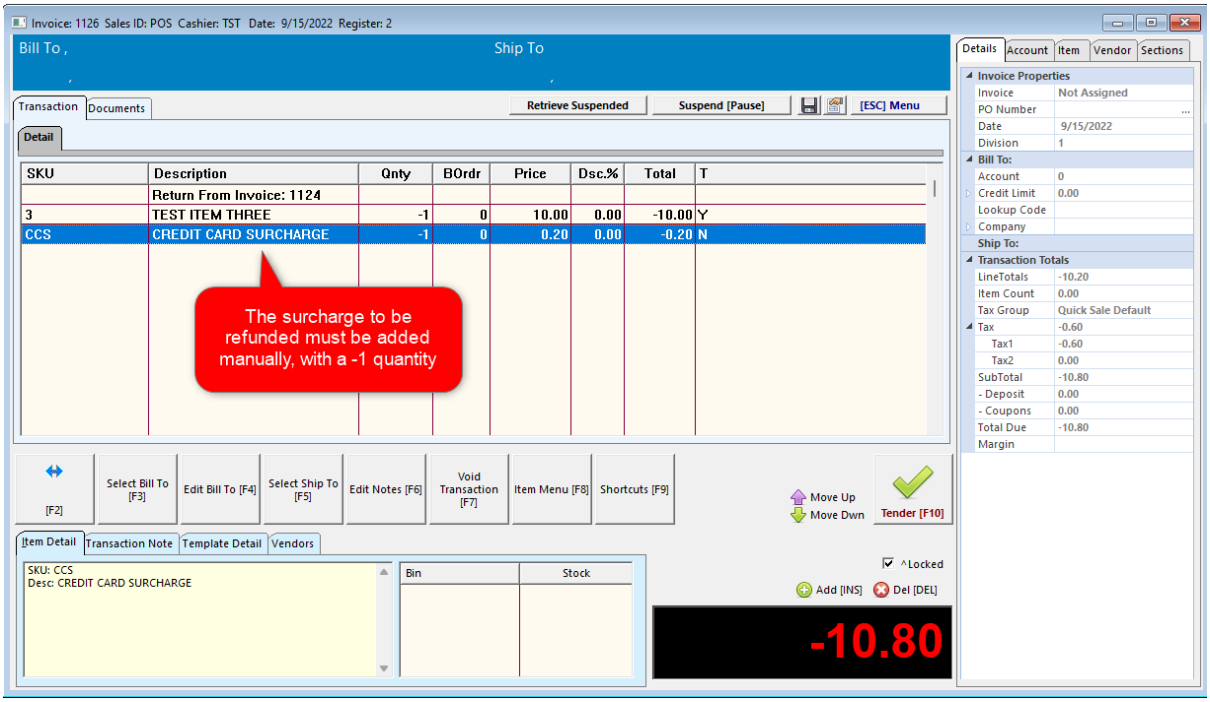


Start the return on the station designated for processing returns with surcharges and tag the merchandise item being returned. **Do NOT include the surcharge because only a partial amount will be refunded.**



Because only a partial refund is being given, you must manually add the portion of the original credit card surcharge that will be refunded. This means you'll have to do some simple math. The easiest way to determine the amount of the surcharge is to multiply the the line totals by the amount of the surcharge. In our examples we've been using a 2% surcharge and on most calculators you may multiply

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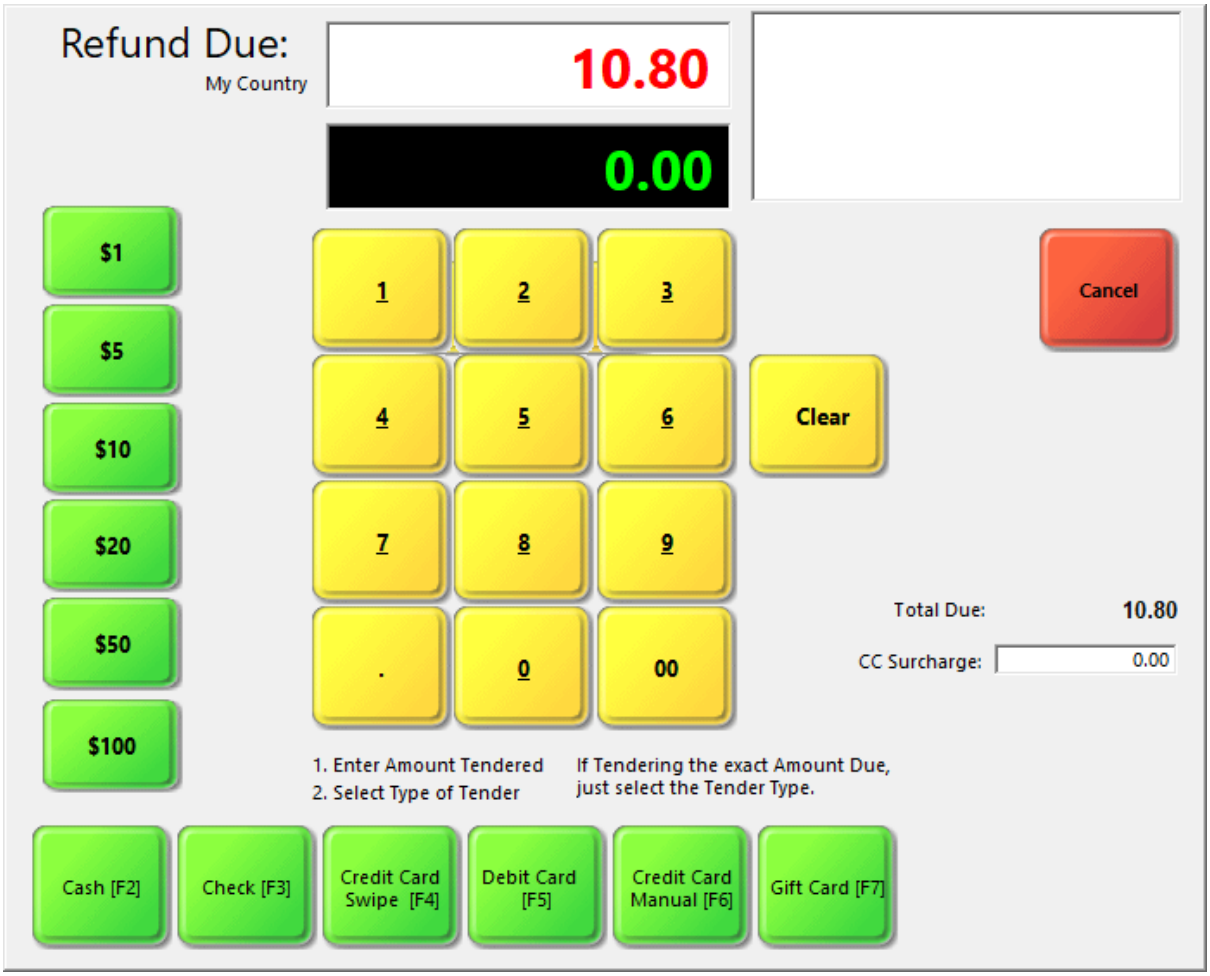
10.00 by 2%. For example, 10 x 2 % = 0.2 which is 20 cents. Another way is to multiply 10.00 by 0.02 which gives the amount of 0.2 or 20 cents. So, our total refund with sales tax will be $10.80. Click the Tender button when you are ready to continue.



IMPORTANT: The credit card surcharge to be refunded is already included in the Refund Due and the CC Surcharge box should say 0.00. If it says otherwise, cancel and void the transaction and process the return on the station designed for processing returns with credit card surcharges. Otherwise you will refund too much money to the customer.

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```
Receipt: 1126                9/15/2022
Register: 2 POS              3:05PM

Generic Distributors
23 Industrial Way
Richland, WA   99354

Phone:

Qty     Description      Price     Total
----------------------------------------
Return From
Invoice: 1124
     -1 TEST ITEM THR    10.00   -10.00
     -1 CREDIT CARD S     0.20    -0.20
----------------------------------------
                     SubTotal:    -10.20
                     SalesTax:     -0.60
                        Total:    -10.80
                     Refunded:    -10.80
                   ChargeCard     -10.80
                   To Account:
```

This is the customer receipt showing the amount refunded.

3.3.6 Station Manager

Each computer using POSitive is a separate station and needs to be listed in Station Manager with a unique ID number.

Click here to watch our Station Setup video.

Alert Message

It is possible for two or more computers to log in under the same station number, however this is not advisable.

When POSitive detects that the station number is being used more than once, the station which just launched will be shut down automatically within 2 minutes if no intervention is made.

You will be warned that

"The Computer with the name listed below is also running this Station

You can continue to run, but you will receive this message every 2 minutes until the situation is resolved.

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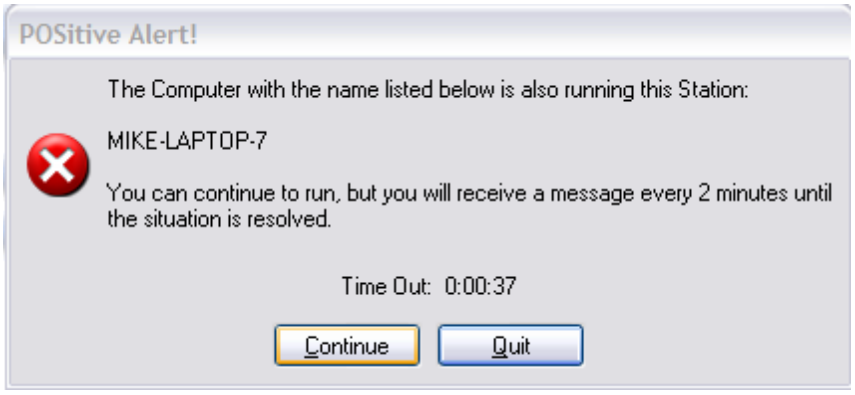

Each computer needs to have its own listing in the Station Manager.

Edit the entry and choose "Set This Station To Your Default" option. When you save and exit POSitive, you will not receive the above alert message.

Stations (see File: Station Settings)

Each networked computer (station) has it's own unique settings including printer links, hardware attachments, and overall operations. From this window, you may add more stations and edit existing station settings.

Single User Version of POSitive.

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

Network Version of POSitive.

If you have more than one computer using POSitive, 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.

Your Current 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.

Clone Station - Creates a new station based upon the settings of the highlighted station. You may then make modifications as needed. You will be prompted to enter a new station number and name. If the station number already exists, the settings will be overwritten.

Multi-Monitor Setup - As an alternative to use of a Pole Display, POSitive can support two monitors; one that faces the cashier for ringing up the sale, and one that faces your customer. The customer's monitor can display a slide show, pictures or products being purchased, and messages.

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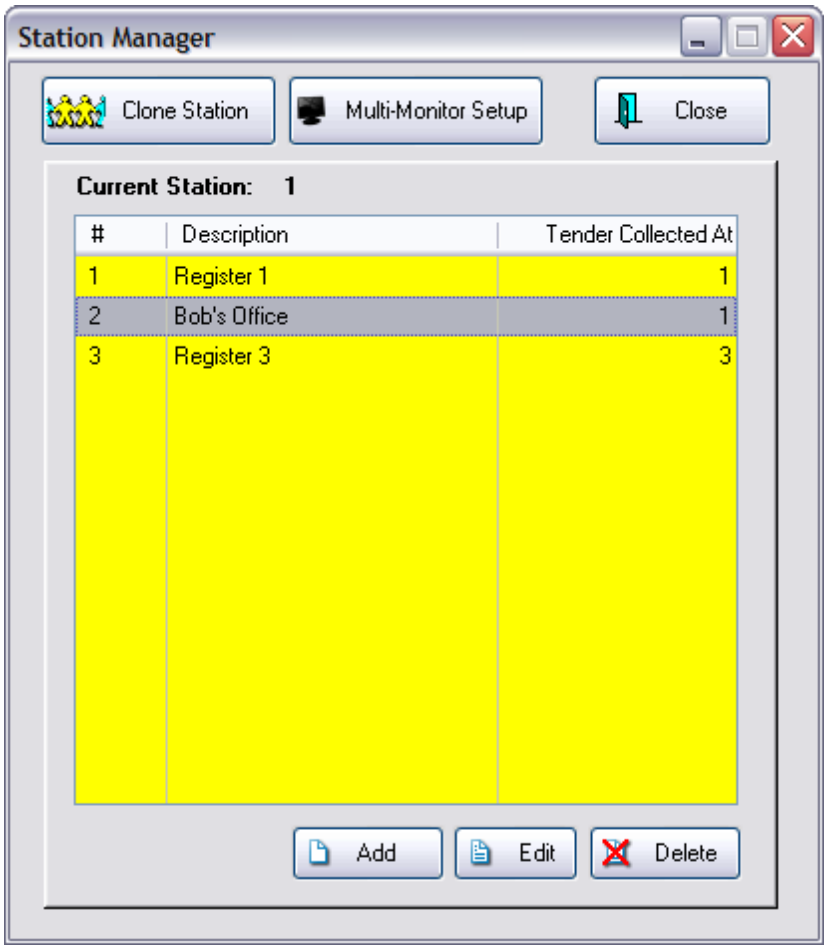

Add - to create a new station. Once a Station is created, it can be cloned (**Clone Station**), and the new station renamed and operational settings made to match the purpose and use of the workstation.

Edit - First highlight the station to be edited to make changes as described in the following topics.

Delete - a station once it has become outdated. However, it may be best to simply rename it instead of deleting it.

3.3.6.1 Station Detail - General

Each workstation (computer) using POSitive needs to have its own setup for printers, cash drawer, pole display and general operations. This section will require some knowledge of your computer hardware and network.

Click here to watch our Station Setup video.

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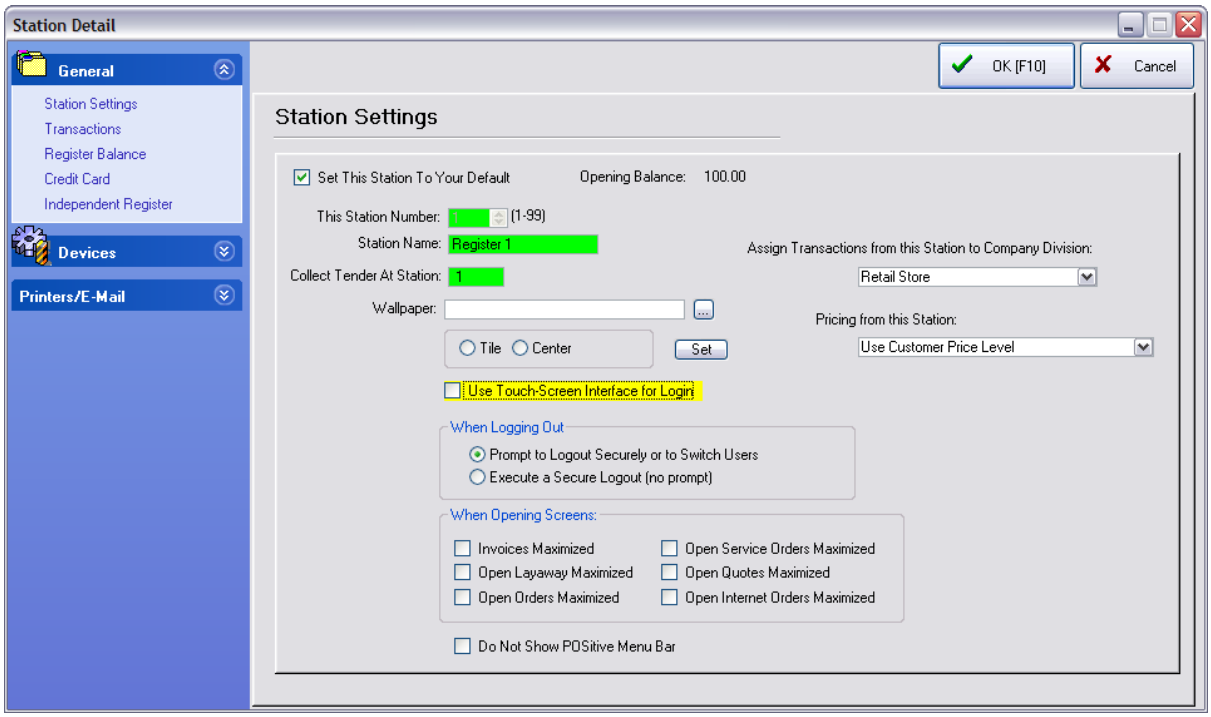

First Time Setup (an Overview)

It is recommended that station numbers be created from the main or server computer first. Then the station settings and default selections be defined while physically operating the designated workstation (computer).

General

Station Settings - Identifies this Station name, number, and default use

Transactions - How this workstation will operate when invoices are created: invoice screen layout, prompts for type of sale, employee login, inventory lookups, etc.

Register Balance - What this workstation will print when the cash drawer is balanced.

Credit Card - Authorizes this workstation to accept and process credit card transactions.

Devices

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

Cash Drawer - to assure that cash drawer responds to signals to open

Pole Display - to assure that invoicing information is displayed

Portable Scanner - This is a legacy feature and is not used with currently available portable data collectors.

Multi-Monitor - to assure that a second computer monitor displays invoicing information as well as a pre-defined slide show

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Com Ports - for control of computer com ports

Printers/E-Mail

PRINTING SET-UP

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

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

- Printing Options - Special Transactions, Electronic Journal, and Grouping; Packing Slips; Customer Labels; Purchase Orders
- Invoice - printer designated for printing of invoices
- Alternate Invoice - printer designated for printing of invoices which are sold as On Store Account
- Layaway - printer designated for printing of layaways
- Orders - printer designated for printing of orders
- Internet Orders - printer designated for printing of internet orders
- Service Orders - printer designated for printing of service orders
- Quotes - printer designated for printing of quotes
- Quotes with Costs - printer designated for printing of quotes with cost and profit
- Contract Pricing - printer designated for printing of contract pricing lists
- Deposit Receipt - printer designated for printing of a receipt of deposits received
- AR Receipt - printer designated for printing of an accounts payable payment receipt
- Consignment Agreement - printer designated for printing of the consignment agreement
- Recurring Invoices - printer designated for printing of batches of recurring invoices
- Packing Slips - printer designated for printing of invoice or order without pricing information

3.3.6.1.1 Station Settings

General settings controlling operations

- **Set This Station To Your Default** - Each workstation (computer) must have its own station number. By checking this box, the computer you are using now will operate according to the settings of this station. You will need to exit POSitive before the changes take effect.

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- **Opening Balance** - The amount shown here is the current cash in the drawer to be used for making change. As you balance the cash drawer and opt to leave cash in the drawer to be carried over to the next day, the amount selected will be displayed here. This value cannot be edited.
- **This Station Number** - POSitive generates the station number when you choose to add a workstation. This number cannot be edited.
- **Station Name** - You may name this station to reflect the location or the user of the station: Front Register, Bobs Desk, etc.
- **Collect Tender At Station** - If this computer station will be making sales transactions and will be balancing its own cash drawer, this number should match the station number above.

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

- **Wallpaper** - The background in POSitive can be set to whatever picture or pattern you would like. Use the browse button to find your graphic file. Choose to either Tile (places multiple copies on screen) or Center the graphic. And then use the **Set button** to confirm the selection.
- **Use Touch-Screen Interface for Login** - (leave unchecked until you have completed the Touchscreen setups) When this station starts to run POSitive it will open the touchscreen login for sales ID and password.

Divisions

Leave these settings as they are unless you have defined divisions under Maintenance: Company: Divisions; then you will have additional options.

- **Assign Transactions from this Station to Company Division** - This will be set to Retail automatically if you have not created any Divisions under the Company Information screen. (See Divisions 43)
- **Pricing From this Station** - Choose "Use Customer Price Level" - Only if this station is doing work as a specialized Division would you consider using any other price level listed.

When Logging Out

For security purposes, when you are finished working with POSitive, you should logout. This will require the next employee to log in and POSitive will then limit that employee's activity and view to pre-authorized settings.

- **Prompt To Logout Securely Or To Switch Users** - the open windows will still be visible
- **Execute A Secure Logout (No Prompt)** - no open windows are displayed.

When Opening Screens

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

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

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- Open Internet Orders Maximized

Streamlined POSitive

Do Not Show POSitive Menu Bar - (WARNING Special Use Only - Misuse of this option could lock you out of the program permanently!)

This setting is designed for a dedicated sales station which will do nothing more than create invoices, layaways and other pending transactions. POSitive will not display the master menus on screen. Immediately launches prompt for a new transaction.

If this station needs more access, then choose File: Station Settings and perhaps uncheck this option.

WARNING: before implementing this switch, be sure that you have additional stations defined which are not using the switch and that a special password will get you into another station if needed.

3.3.6.1.2 Transaction Settings

All of these options will be in effect when you are creating invoices, orders, layaways, etc. Select those which are most appropriate for this workstation.

Transactions tab

Controls selection of customer, log-in requirements, and some printing options.

Invoice Style - Choose ONE

Depending upon how you want your workstation to display invoice creation invoice you may select from two Invoice Styles:

- **Invoice** screen layout suitable for computer stores, service stores needing detailed invoices. All menus are open on the side panel instead of being hidden.
- **Register** - screen layout suitable for cash-carry, gift stores, etc.

Note: Register style is typically not selected in businesses needing the "Allow Backorders On Invoice" option as defined in System Setup 47

Transactions - Select Type of Sale

When you start an invoice, one or more of four options will be visible. Depending upon the type of business you may choose which option(s) will work best for you.



Select one or more options

- Show "Customer Sale" - opens the Locate Customer window.
- Show "Quick Sale" - assumes "No Name" on the invoice; ideal for walk-in customers.
- Show "Return" - if you will be processing customer returns.
- Show "Cancel" - if you are likely to not create an invoice after all.

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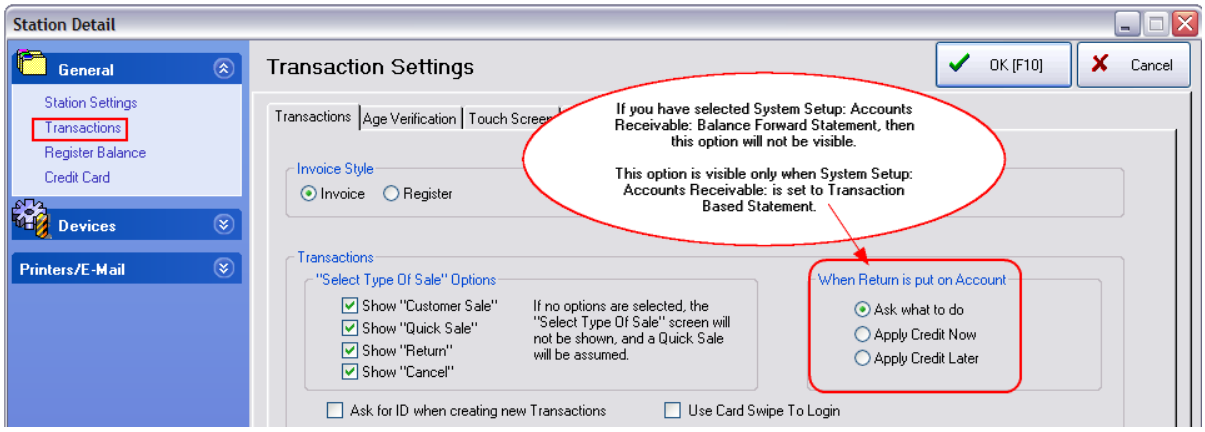
- If no options are selected, the "Select Type Of Sale" screen will not be shown, and a Quick Sale will be assumed.

When Return Is Put On Account (If Not Visible)

If you have selected System Setup: Accounts Receivable: Balance Forward Statement, then this option will not be visible.

This option is visible only when System Setup: Accounts Receivable: is set to Transaction Based Statement.



- Ask What To Do - allows you to choose one of the following options.
- Apply Credit Now - automatically applies the credit amount to the oldest invoices paying them in full until the credit amount is used up.
- Apply Credit Later - automatically adds the credit to AR Detail and is not applied to any invoice; the valued is listed as Unapplied Credit.

- **Ask For ID (of Cashier) When Creating New Transactions (Orders, Layaways, Etc.)** - A security setting which controls access to critical functions.
- **Use Card Swipe To Login** - if the employee has a badge number which can be scanned. This badge number must be recorded in the Employee file.
- **Ask For Commissioned Sales ID When Invoicing** - if you are tracking commissions, you will be asked who should receive the commissions for items sold on the invoice (not available with SE Version).
- **Stay On Invoice After Sale** - An ideal setting for workstations on checkout lanes because it remains poised for creating a new invoice. When creating a new invoice you will first be prompted New Invoice/ Close Invoice.
  - Force Cashier Login When Invoicing - every time an invoice is created, POSitive will ask for the person's ID and password. This option gives better tracking of who is using a common computer for making sales.
  - Skip " New Invoice/Close Invoice" Prompt - immediately opens new invoice. To end the loop, you must void an open invoice.

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- **Ask To Print Before Finalizing Invoices/Layaways** - If this is checked, you will be prompted with "Ready To Process" after entering the tender type. At this point you can cancel the transaction if necessary. If you choose Yes, rather than automatically printing an invoice upon completion, you may choose to print to a different printer.
- **Combine Same-SKU Items On Transactions** - when an item is added to an invoice again, POSitive will
  - If **checked**, update the original line item by increasing the quantity of the item.
  - If **unchecked**, the newly added item will have a separate line entry

ADDING NEW INVENTORY WHILE INVOICING You may create new inventory in one of two ways. Choose ONLY ONE of the following.

- **Prompt To Display Lookup List or Add New If SKU Not Found** - If you are using a barcode scanner for adding items to an invoice you may set POSitive to warn you that the scanned item was not found in inventory. If the scanned barcode does not exist, you will be given the options to Quick-Add, Search, or cancel. (see Item Not Found 976)

Tip: DO NOT turn this on if you are **not** using a barcode scanner because it will require extra keystrokes.

- **Fast-Add Inventory When Adding At Register** - A shortcut option to minimize customer delay at the checkout station. Only essential elements of a new inventory item are recorded. The other elements must be done later. (see System Setup: Inventory: Invoicing 65)

- **Use Full Calendar-Scheduler When Setting Date Due** - This displays all pending transactions of the same type on a large calendar.
- **System Setup Overrides** - Although System Setup (Transactions has activated the following options for most workstations, this station can ignore the settings by checkmarking the following.
  - Do not ask for Email
  - Do not ask for Zip Code
  - Do not ask for Phone Number

Age Verification tab 205

Touch Screen tab 206

Misc tab 208

Security tab 208

3.3.6.1.2.1 Age Verification tab

Some businesses sell controlled products which are not to be sold to underage customers. The Age Verification feature of POSitive will help document proper sales and deter improper sales.

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Age Verification Options

- **No Age Verification Prompts** - select this option if you have no inventory restrictions; all products can be sold to anyone of any age
- **Prompt To Check ID** - the clerk will be reminded to ask to see some identification. The clerk will then choose Approve or Decline.
- **Prompt To Enter Birthdate** - the clerk will be asked to enter the customer's birthdate. POSitive will then compare the date entered with the computer system date and calculate to see if the minimum age is reached. This is a more dynamic method for verifying because requires the clerk to be more interactive.
- **Prompt To Scan Driver's License** - some states issue a driver's license which has a magnetic stripe. Using the same magnetic stripe reader used for credit cards, POSitive can read the data on the driver's license and extract birthdate information for verification purposes.

    - Assure that your card reader will be able to read swipes.

-------- Card Reader (choose one) --------

If a driver's license in your state includes a magnetic stripe, you can choose to swipe the driver's license to extract the bearer's birthdate. You need to choose the format of the magnetic stripe.

- Does not put a CR/LF between track 1 and 2
- Does put a CR/LF between track 1 and 2

TIP - click on the TEST button for an explanation and test of your Mag Stripe Reader

Note: Mag Stripe readers typically read tracks 1 and 2 from a credit or debit card. Some readers break the two tracks into two line, while others do not separate the two tracks.

Scan a driver's license into a non-word wrap text box and observe how it is displayed in the text box. If it displays as one continuous line, choose the first option. If it displays as two lines choose the second option.

This screen can be used for testing credit card or a driver's license.

If a driver's license in your state includes a magnetic stripe, you can choose to swipe the driver's license to extract the bearer's birthdate. You need to choose the format of the magnetic stripe.

- Does not put a CR/LF between track 1 and 2
- Does put a CR/LF between track 1 and 2

TIP - click on the TEST button for an explanation and test of your Mag Stripe Reader

Note: Mag Stripe readers typically read tracks 1 and 2 from a credit or debit card. Some readers break the two tracks into two line, while others do not separate the two tracks.

Optional Test - Scan a driver's license into a non-word wrap text box and observe how it is displayed in the text box. If it displays as one continuous line, choose the first option. If it displays as two lines choose the second option.

3.3.6.1.2.2 Touchscreen tab

- **Display Time Clock on Startup** - Employee is automatically reminded to clock in.
- **Prompt For Credit Card Type When Tendering** - Normally the name of the credit card is not needed in touchscreen, but POSitive can track and group cards by name with this switch activated.

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- Prompt To Login After Print/Suspend
- Monitor Caller ID (Third Party enhancement - must have the Identifier CID device from YES Telecom) - when in Touchscreen, a pop-up allows you to see the caller ID information to confirm information provided by the caller.

  Path to POSCID: _____

STARTING PAGE

The touchscreen designer allows you to segment the entire touchscreen project into groups of pages and assign each workstation a starting page relevant to products sold at the station. For example, a bookstore may have a coffee shop as a separate station. The coffee shop will utilize just a small portion of the touchscreen setup to sell products just from the coffee shop shelves.

Starting Page: _____ - enter the page number which will act as the "home page" or for this station. By default the starting page should be 1, but you can link to any starting page.

Handle Page Zero - Page Zero is a pattern or template type page with elements which will be displayed on all subsequent pages. Typically it includes the Transaction screen, pricing display and related items. For this station you need to determine how to handle the default page 0.

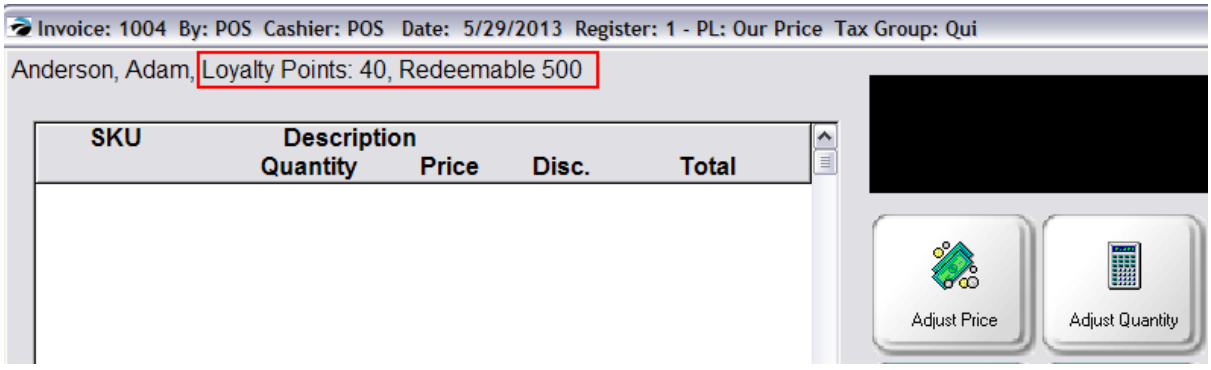
- **Use Page Zero** - this station will use the contents of page 0
- **Ignore Page Zero** - this station will totally ignore page 0 and utilize contents of Starting Page defined above.
- **Set Page Zero As:** ____ - This can be any page number you have created with constant elements to be displayed on all subsequent pages.

LOYALTY PROGRAM interface

- Show Loyalty Points On Touch Screen - Sample

The Loyalty Program must be tracking POINTS and not Credit On Store Account

If Checked - The Touchscreen will show the customer name in the upper left and the Points Earned are displayed immediately after the customer name.



If Not Checked - The Touchscreen will show only the customer name.

NOTE: These points can also be displayed on the Multi-Monitor so that the customer can see the

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accumulated points. You must go to Maintenance: Station Manager: Multi-Monitor: Screen Layout 1. Choose the option to display loyalty points.

3.3.6.1.2.3 Misc tab

- **Show Costs When Entering Quote** - If this is checked costs and profits will be visible. This is generally a preferred setting unless customers will be able to view the screen. *(Not a Feature of SE version.)*
- **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. (Tied to Service Module) *(Not a Feature of SE version.)*
- **Skip Prompt For Password When Taking AR Payments** - if this station will typically process many AR Payments, you could save time and effort by not having to enter Sales ID and Password each time.
- **Use "Fast AR Pay" At This Station** - This will automatically assume the customer is paying all AR charges in full. You may choose to pay a lesser amount, but payment will be applied to the oldest invoices first. Do not use this option if there will be times when payment needs to be made on a specific invoice.
- **When Retrieving Suspended Transactions, Default To Display** - A Suspended Invoice is a temporary hold as the customer continues shopping. Choose one of the following options. (see Suspended Transactions 1254)

  Just This Station - the station which suspended the transaction will
  All Stations - a listing of all suspended invoices - pick which one to retrieve
  All In This Division - if you are able to switch divisions on a workstation, then focus on the current division on this workstation

3.3.6.1.2.4 Security tab

- **Activate Security Camera With Logging** - must be checkmarked if using a security camera system
- **Recorder IP Address** - the computer's static IP address (be sure to assign the camera to the IP address)
- **Camera Port** - the port number
- **Test Interface** - this button will make sure the connection is active

3.3.6.1.3 Register Balance

When Balancing Register

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

- **Invoice Transactions** - "Register Balance Report" (Not available in 40 col format)
- **Tender Summary** - "Register Balance Report - Summary"
- **Credit Card Detail** - a grouping of like credit card types with subtotals and total
- **Category Summary** - cost and profit totals per inventory category.

Note: To see SAMPLES of these reports see Daily Balance History 155

Print End-Of-Day Report To Receipt Printer - If you are using a 40 Col Receipt Printer for printing

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your invoices, you could have the above reports printed on the same cash register type paper.

- **Windows Printer Driver** - If you have checked the above option, you must select the printer from your Windows Printers list. Click on the lookup button and select a Generic / Text Only Printer.
- **Physical Printer** - Select the Generic Receipt Printer which should always work.

ADD A Generic / Text Only PRINTER

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

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

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

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

3.3.6.1.4 Credit Card Processing

ADVANCE SETUP: Credit cards can be processed in POSitive by first preparing the Credit Card Setup under Management: Credit Cards: Setup.

Then the individual workstation needs to be activated.

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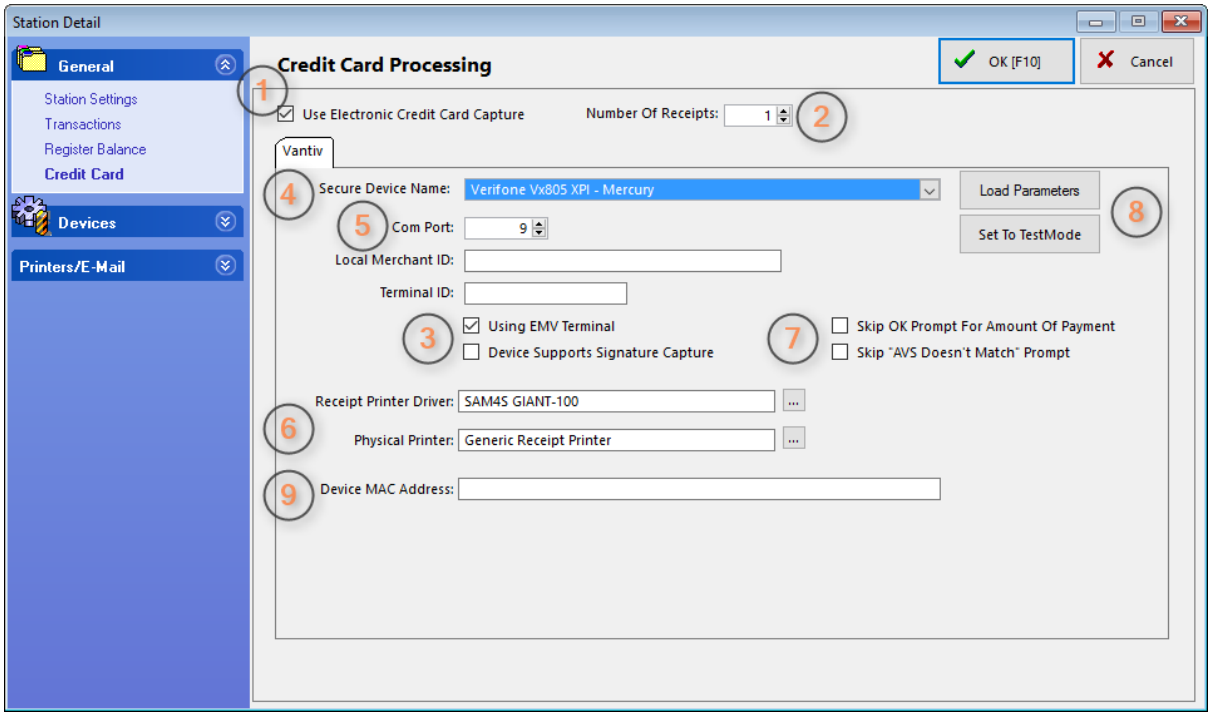
Station Settings For Processing Credit Cards



Note: The settings show are for use with Vantiv, our preferred payment processor. (See: "Using Vantiv 1853".)

1. Check this box if using internal credit card processing. If using a stand-alone terminal, this should be checked and all other settings may be left blank.

2. Select the number of receipts to be printed. Typically one or two.

3. If you are using EMV (chip card) payment devices, you must check this first. Also check if using a supported signature capture device.

4. Select the EMV (chip card) device from the pull-down list. Note: Only devices on the list are supported by POSitive.

5. Enter the COM port for your device. If your device uses Bluetooth or Ethernet, you still need to put a number in this field (any number between 1 and 9 will work). "Local Merchant ID" and "Terminal ID" are used with payment processors other than Vantiv. Contact your dealer or POSitive Software for more information.

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6. If you are using a 40 column printer for receipts, enter the settings here. Otherwise, leave blank.

7. By default your credit card device will prompt to approve the amount of the transaction. You may skip this prompt by putting a check next to "Skip OK Prompt For Amount Of Payment". For card information that is entered manually, you may skip the Address Verification Service (AVS) prompt by putting a check next to "Skip "AVS Doesn't Match" Prompt.

8. "Load Parameters" is only used when setting up a credit card device for the first time. "Set To TestMode" is only used for special circumstances, and is typically used only by your dealer, or POSitive's support staff.

9. "Device MAC Address" is only used with specific credit card devices. Contact your dealer for POSitive Software for more information.

3.3.6.1.5 Stations - Devices

Each workstation will require connections to printers, cash drawer, pole display, and other hardware.

It is recommended that station numbers be created from the main or server computer first. Then the station settings and default selections be defined while physically operating the designated workstation (computer).

For general information see Basic Hardware For Workstations 284.

3.3.6.1.5.1 Cash Drawer

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

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

Cash Drawer Settings

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

  -- Possible Codes --

  code 27,112,0,48 - If the printer is an Epson or Samsung brand. (Use 27,112,0,57 for a longer signal, if necessary)

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

- **Cash Drawer Port** - Choose the port to which the cash drawer is attached. If the cash drawer is plugged into a receipt printer, use the port of the receipt printer.
- **Pulse** - The signal to open the cash drawer can be extended by increasing the pulse setting from 0 to a 1, 2, or 3. This is often needed for older models of cash drawers. Another option is to set the baud rate for older drawers to just 300 baud.
- **Bypass Direct To Port** - (Not Generally Required) Some cash drawers need to have the signal to

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open the cash drawer handled differently. Try this option only if other options fail.

- **Test Button** - Pressing the test button will transmit the cash drawer codes and open the drawer.
- **Cash Drawer Printer** - (Not Generally Required) The purpose of this field is to link cash drawer operations when the cash drawer is not plugged into the printer. For example, a serial cash drawer is not plugged into a printer or when the printer is plugged into a USB port instead of a COM or LPT port or for other special scenarios such as a pole display plugged into a receipt printer.

-- Setting Up A Serial Cash Drawer --

If your cash drawer is serial and plugs directly into a com port on the computer, follow these steps.

Go to Windows Start: Settings: Printers and add a Generic/Text Only printer driver. Set this imaginary printer to use the cash drawer com port. Select this special Generic/Text Only printer driver in the Cash Drawer Printer field.

3.3.6.1.5.2 Pole Display

A pole display or customer display device allows the customer to view the products and prices being purchased.

POSitive 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.

Test The Display First

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

Pole Display Setup

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

Settings tab

- **Pole ID** - Defining a pole display means to enter the manufacturer's codes for activating the 1st and 2nd lines of the display. Contact POSitive support for assistance.

How to define a pole ID

1) Select or create a Pole ID
   - Click on the Lookup button to the right of the ID number.
   - Highlight an undefined entry and choose Edit
   - Enter a description (model number of the pole display)
   - Enter codes for lines 1 and 2 as provided in the pole display manual.
   - Enter number of characters per line (typically 18).

   For example, a Logic Controls model DP3000

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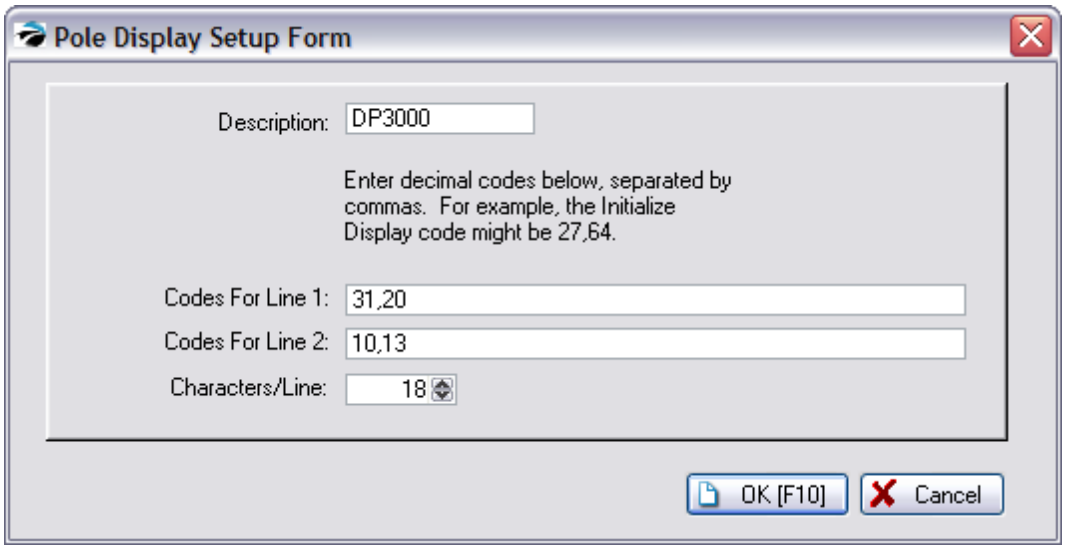

2) **Pole Display Port** - Choose the port to which the pole display will be attached.

3) Enter your messages on Pole Line 1 and Pole Line 2

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

Pole Line 1: Welcome To
Pole Line 2 Blink's Video Store

4) Click the Test button and watch the display. If it works, then you are finished here. If nothing is displayed consider selecting a Pole Printer.

Pole Printer - (Not Required except when the printer is plugged into a USB port instead of a COM or LPT port or for other special scenarios such as a pole display plugged into a receipt printer.)

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

If the test is NOT successful, turn off the power (unplug) on the pole display, wait 10 seconds and plug the pole display in again. The pole display will go through a self test. Then try the Test button again.

Layout tab

A pole display is usually two lines of text with the description on the top line and the quantity and price of the item being sold on the bottom line. You may customize what information is displayed by selecting an element, a line, starting position and length.

Advance Setup

First, make the pole display functional using the instructions above.

Activate Use Custom Layout

Line: 1= top line 2= bottom line

Position: (1-20) Starting character position (some pole displays only use 18 characters)

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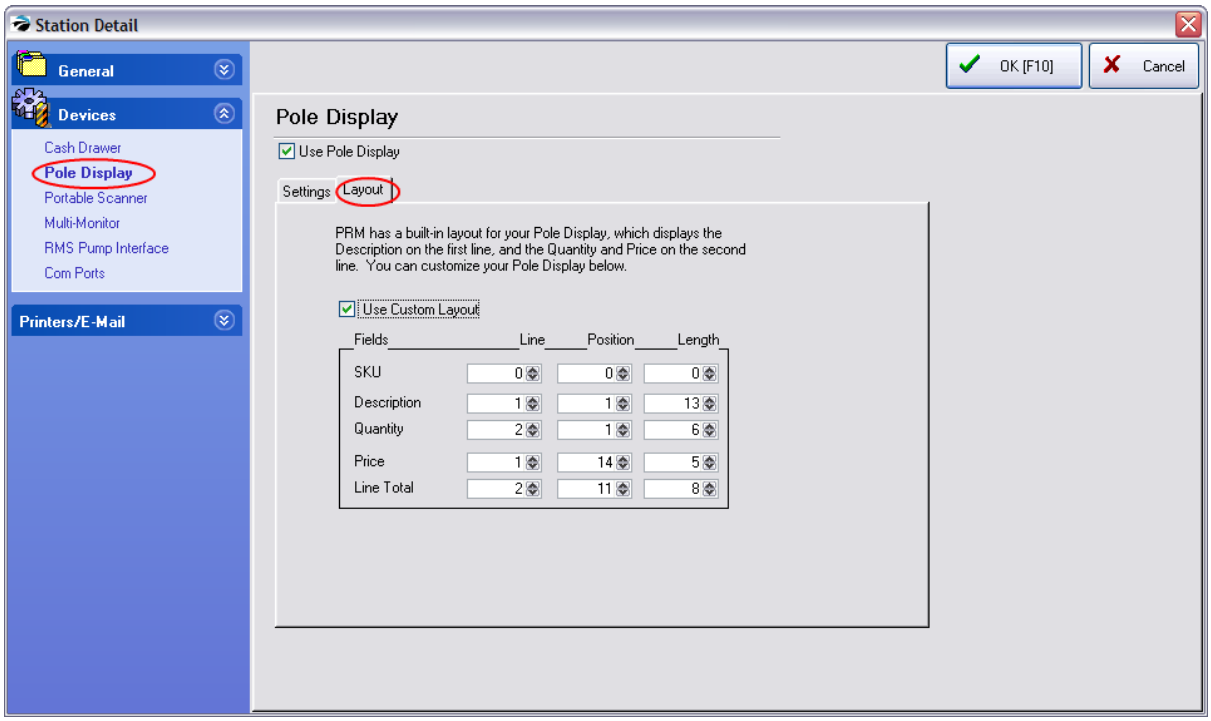
Length: number of characters to display

Example settings pictured below results in the following pole display information

Line1 Description Price

Line2 Qty Total Price



line-1: 0,0,0
line-2: 1,1,13
line-3: 2,1,6
line-4: 1,14,5
line-5: 2,11,8

3.3.6.1.5.3 Portable Scanner

POSitive can, depending upon the model, directly import data files from your portable data collector at this workstation for doing invoicing, purchase orders, and inventory control. Contact your dealer for specifics.

What You Need To Know

1) How to program and operate the data collector. See manufacturers instructions.

2) Uploaded data must be in a location accessible by POSitive.

3) Contact your dealer or POSitive sales for information on compatible data collectors

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3.3.6.1.5.4 Multi-Monitor Support

POSitive can support two monitors; one that faces your cashier for ringing up the sale, and one that faces your customer.

OVERVIEW

The customer's flat-screen monitor 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. When the register is idle, (the cashier is not creating an invoice) special full-screen pictures will be displayed in a slide show which you can control. You choose what pictures you want to "advertise" with and when they will be displayed. They could be of specific products, photos of your staff, special messages, etc.

This is what your customer sees. (see Multi Monitor Layouts 223)



June 17, 2010

Description	Quantity	Price	Discount	Total
BARIO IN WONDERLAND	1.00	33.00	0.00	33.00
SUPER BARIO III	1.00	50.00	0.00	50.00
COUPON	-1.00	10.00	0.00	-10.00



Tax:	6.47
Coupons:	-10.00
Total:	79.47

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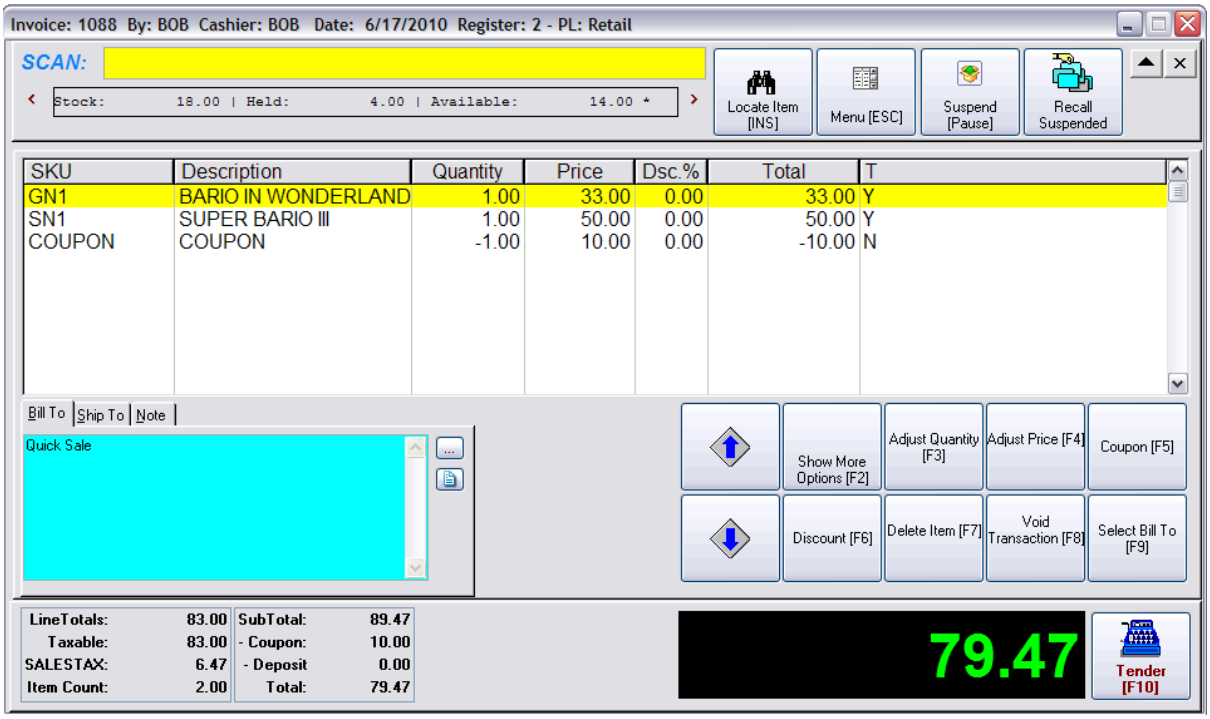
This is what your cashier sees



Preliminary Setup

It is important that you complete these setup steps before you activate the Multi-Monitor Support option in Station Detail. **Important:** Picture sizes are in "pixels" and you should be familiar with image editing software.

Here is an example of a Multi-monitor Layout: (click here for more information on Layout options. 223)

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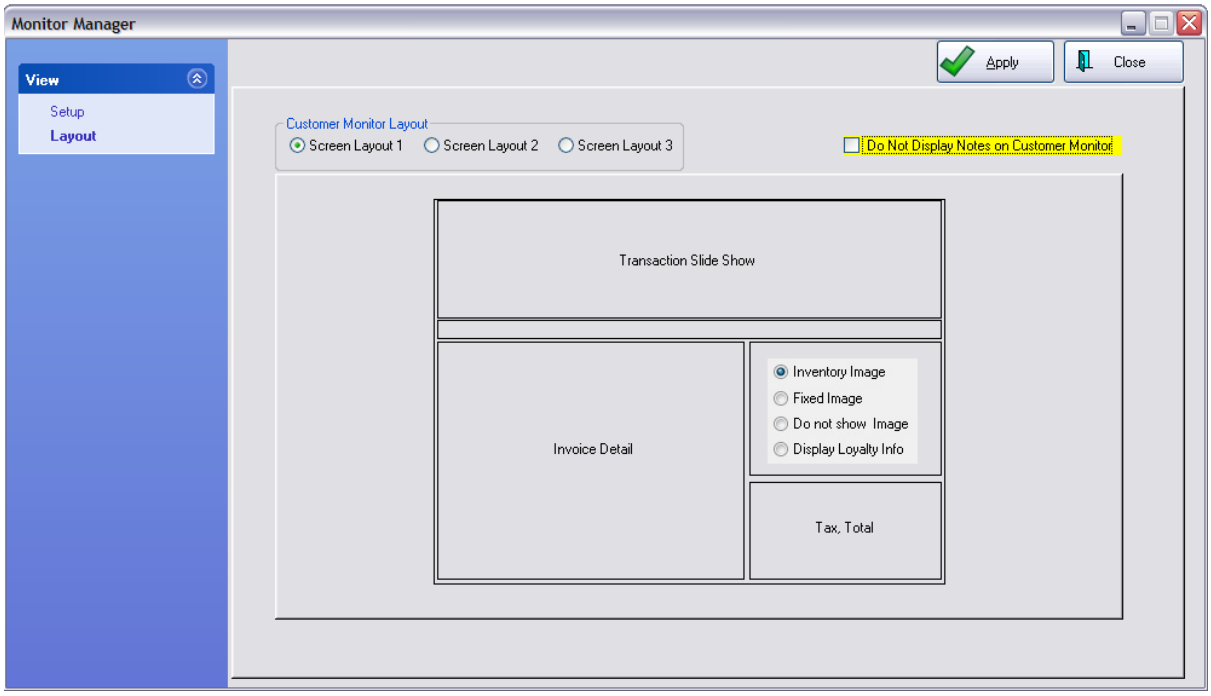

1) **Hardware** - Your computer must be able to support two monitors. The customer display screen is 1024 x 768 pixels, so your monitor must be able to support this resolution. Most current LCD monitors exceed this resolution, so the customer display may not use the full screen unless you change the screen resolution in Windows.

2) **Windows Display Settings** - Once you have installed your second monitor, it is important that POSitive will be running on monitor 1 and the customer display on monitor 2. To see which monitor is which, right-click on your desktop and select "Properties" and then select the Settings tab. You should see two monitors displayed and we recommend that the second monitor should be set at 1024 X 768 resolution.

3) **Create an MIMAGES directory**. Using Windows Explorer open your current data folder (most likely the C:\POSitive\PRMGEM\data1 folder). Create a new folder and name it MIMAGES. This is where you will store graphics that will be displayed on the second monitor. Technical Note: It really does not matter where your images are stored, but having them in one place makes setup easy. Once you assign the images to the Multi-Monitor setup, the images are copied into BINPICS.dbo of the SQL database

4) **Create images for the MIMAGES directory**. These special full-screen pictures can be of products, photos of staff, local events, or anything else of your choosing. This is where image editing software may be required, because for best results you should use the images sizes listed below.

There are 4 types of images you will want to gather.

FULL SCREEN - The image(s) should be set at 1024 X 768 pixels resolution. You will have the option to show them in a slide show and/or display them on certain days and times.

TRANSACTION SCREEN - If you choose Layout 1 or Layout 3, you'll have a "banner" space that varies between 1024 x 225 and 1024 x 265 pixels. You may choose to rotate several pictures in this spot by number of seconds or on certain days. If you choose Layout 2 the images need to be about 1024 x 600 pixel size.

ITEM "NO DISPLAY" - If you use Layout 1 and if an inventory item does not have it's own image, then the previous image remains in place, which could cause some confusion. Instead, you may choose a

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simple image, or your logo, as a place holder for those times when there are no images on inventory items.

STATIC DISPLAY - The image(s) should be set at 1024 X 768 pixels resolution.

If you have more than one computer with dual monitors, it is recommended that you setup one monitor and test to make sure that it is working to your satisfaction. Then you can Clone the one station setup to the other station(s). (See Clone Multi-Monitor 220)

Activate Multi-Monitor Support For 1 Station

1) Make a BACKUP. Go to File: Backups: Backup Files Now. This is important. If something goes wrong it is easier to restore the backup files than edit raw data to make corrections.

2) Go to Maintenance: Definitions List: Invoicing: Multi-Monitor Manager

3) Select Layout View and choose a layout. (see samples under Multi-Monitor Layouts 223)

4) Go to Setup and check mark the Register which has the additional monitor attached.

5) Assign Images (you may have stored your images in the C:\POSitive\PRMGEM\data1\MIMAGES folder)

Select the type of image

- Full Screen
- Transaction Screen
- Item "No Display"
- Static Display

6) Choose Add

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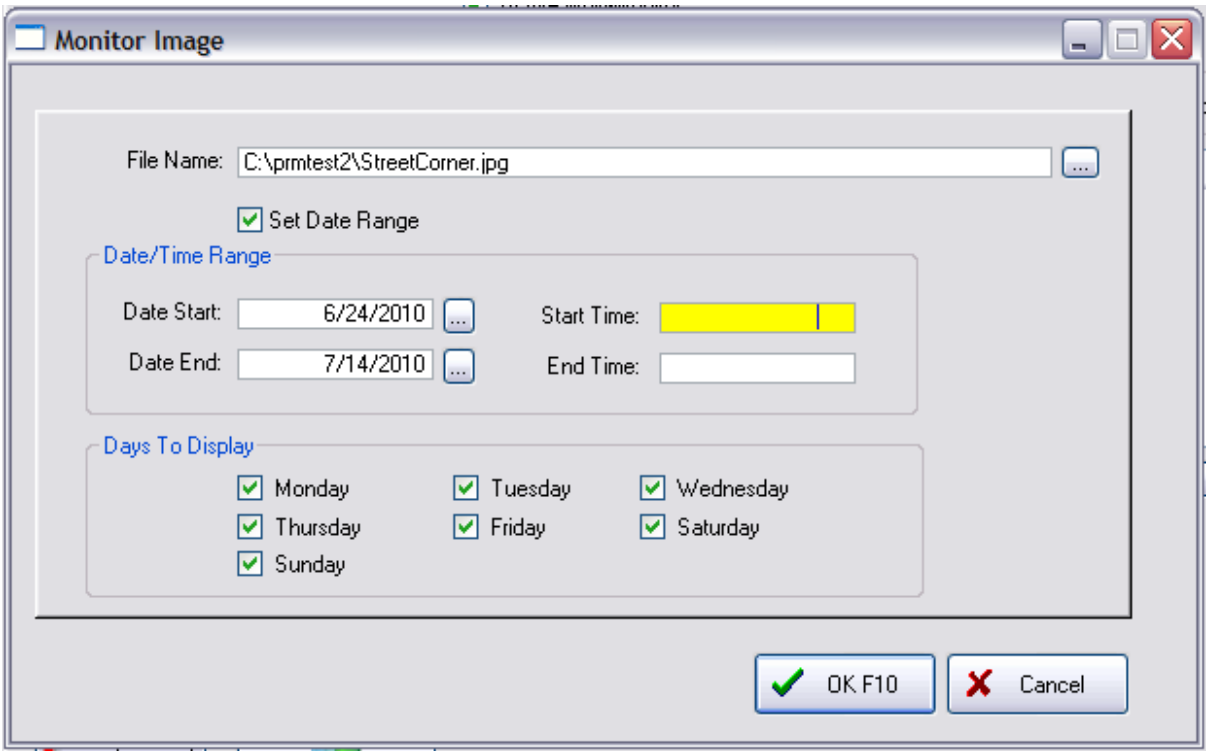

Navigate to where your images are stored, and select the image.

(Optional) Set Date Range with starting and ending dates and times

(Optional) Uncheck any days of the week the image will not be displayed.

Choose OK

The picture will be in the list with a display of the image in the bottom right of the screen.

7) Repeat adding additional pictures (optional)

8) (Optional) Change the sequences of pictures as needed

9) Set the default time in number of seconds for the pictures to change. Five seconds is recommended.

REPEAT STEPS 6 through 9 to assign each type of image needed.

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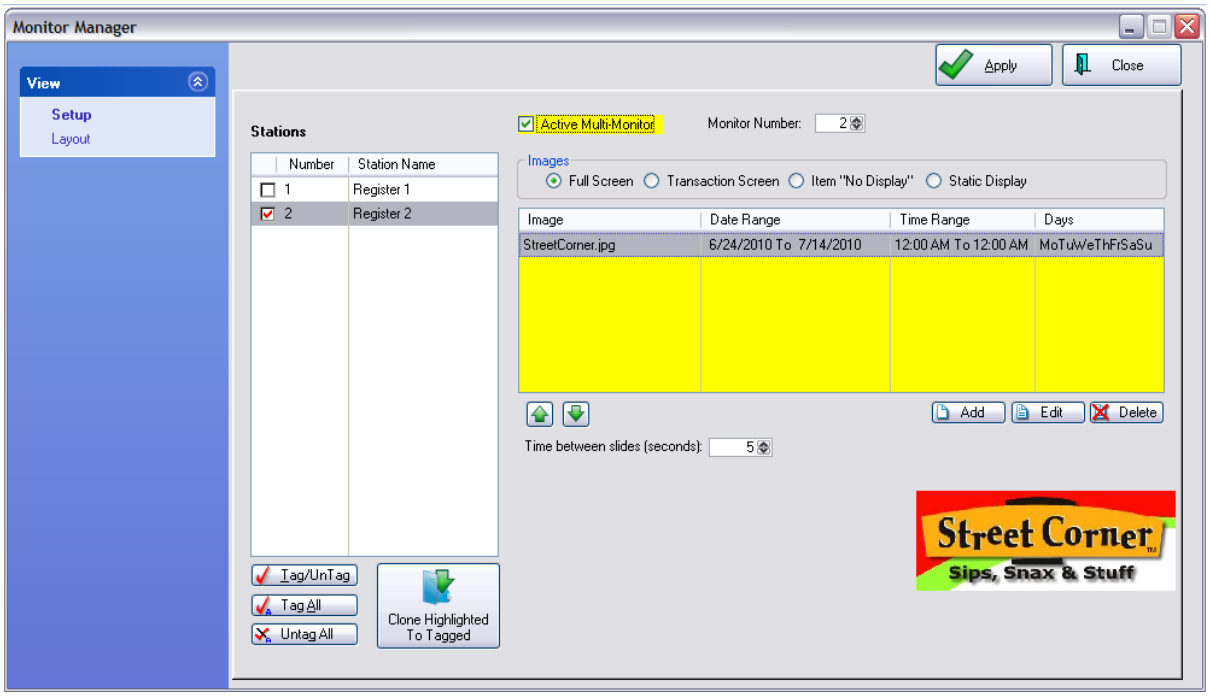

10) Place a checkmark on Activate Multi-Monitor Mode and select the Monitor Number to be used for the display

11) Choose Apply and the second monitor will be activated.

Restore Backup

If the monitor is not displaying correctly, restore your SQL backup. Review the preliminary setups.

To save time, you can setup one station and then choose to clone the multi-monitor settings to other stations.

NOTE: The other stations need to have functional second monitors. (see Multi Monitor Advance Setup 216)

In this scenario, Register 2 has been setup and tested to make sure it is working properly (see Multi-Monitor Station Setup 216)

1) Check mark the other stations which will be using the same setup.

2) Highlight the station which is already setup. Be sure to Uncheck this station.

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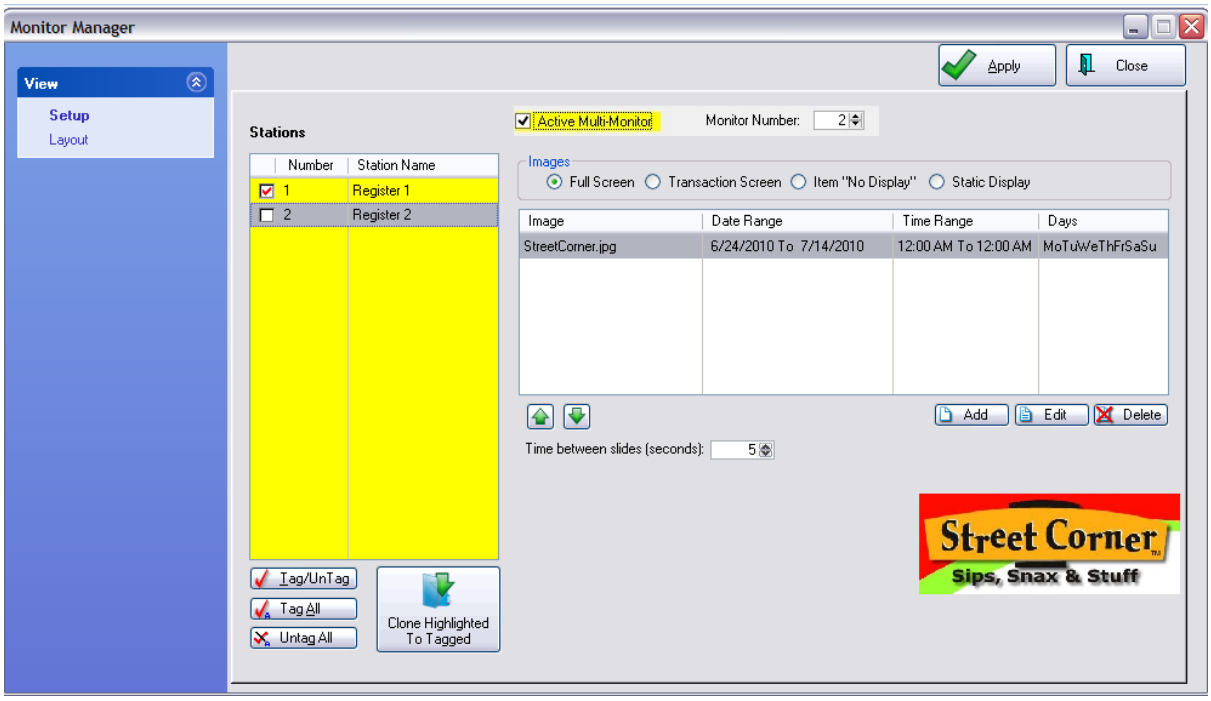
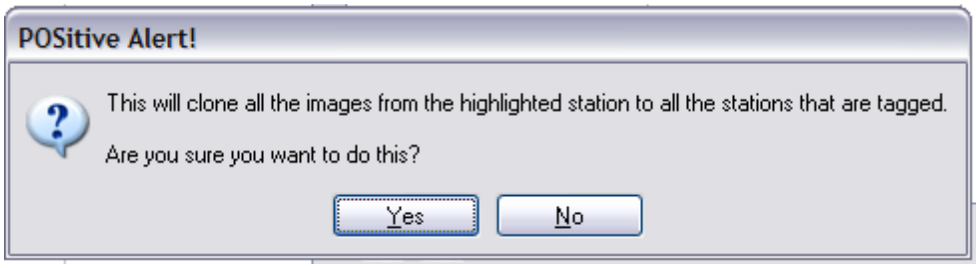


3) Choose the Clone Highlighted To Tagged button at the bottom of the listing.

4) You will be warned that all the images of the highlighted station will be copied to all the stations that are tagged. If this is what you want to do, then answer Yes.



5) Be patient as the process is being completed.

6) Highlight each Register to which you have cloned the settings and check mark "ACTIVE Multi-Monitor"

7) Go to the other computer(s) and test Multi-Monitor.

TIP: Use your Multi-Monitor to advertise yourself and other businesses.

One customer used staggered graphics to promote themselves and solicited other businesses to advertise with them.

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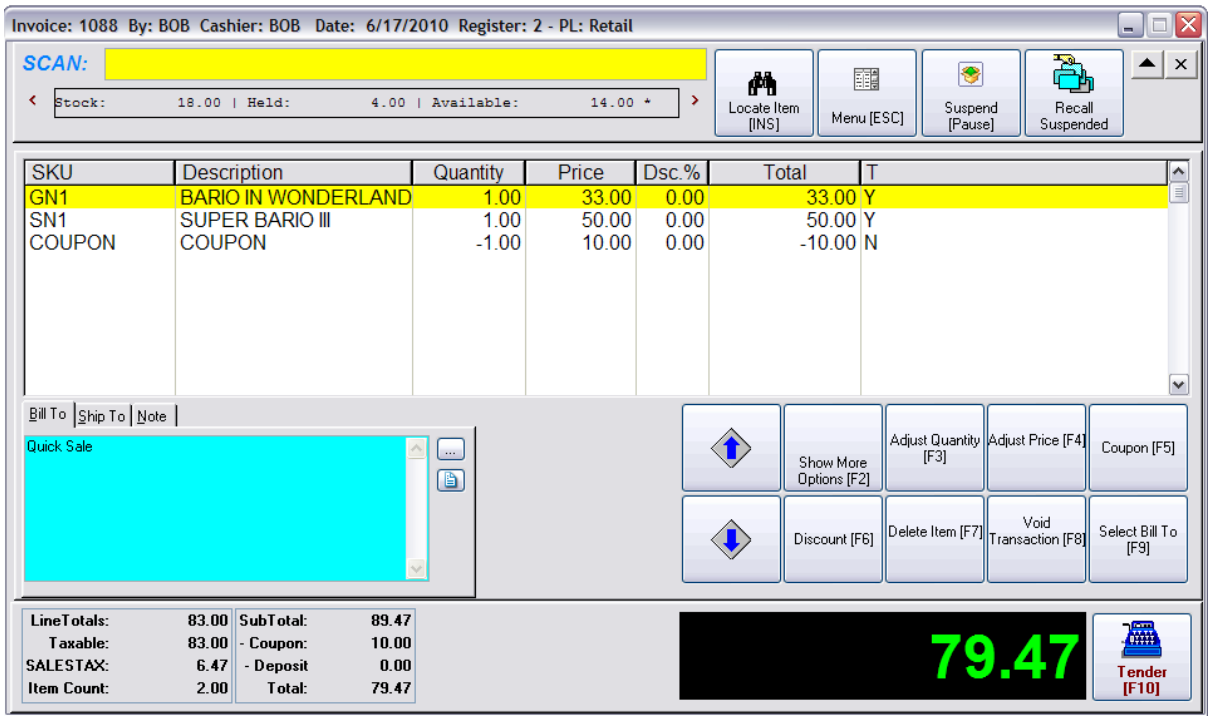
There are three layouts to choose from.

This is what the Cashier sees



Depending upon the Layout selection, this is what the customer sees.

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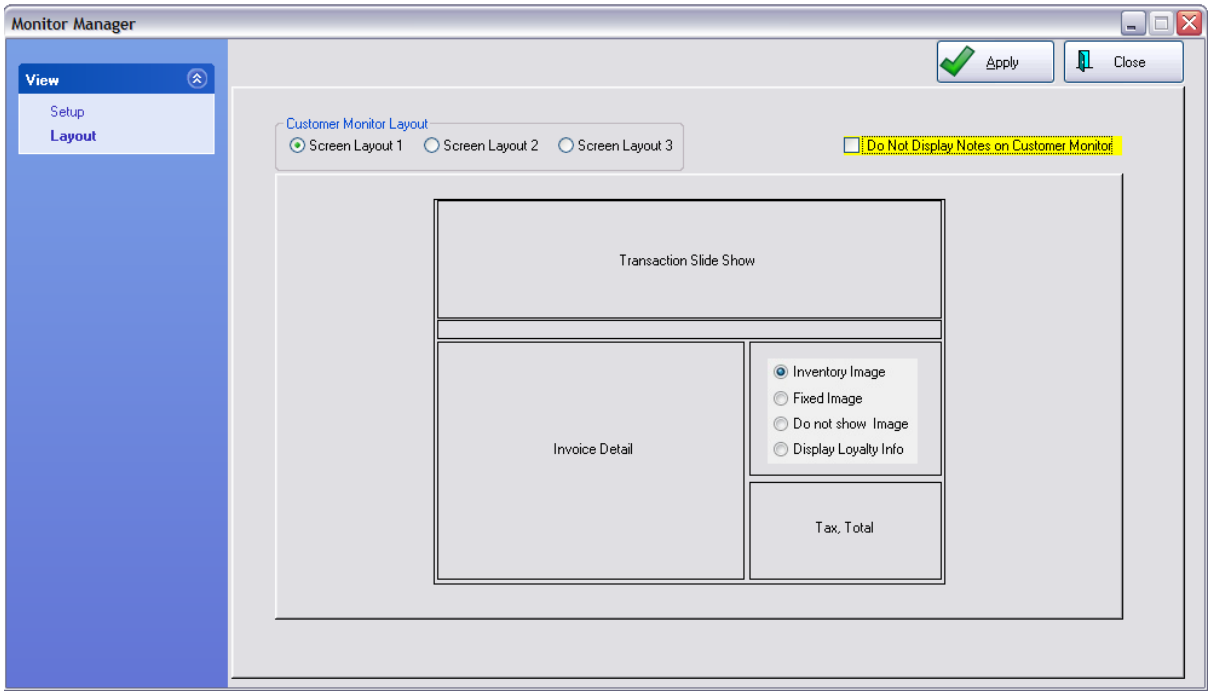
Screen Layout #1



Transaction Slide Show - smaller images

Invoice Detail - lists all items

Inventory Image - Primary focus is to display images of items being processed.

Summary Charges for Tax, Coupon, and Grand Total

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June 17, 2010

Description	Quantity	Price	Discount	Total
BARIO IN WONDERLAND	1.00	33.00	0.00	33.00
SUPER BARIO III	1.00	50.00	0.00	50.00
COUPON	-1.00	10.00	0.00	-10.00



Tax:	6.47
Coupons:	-10.00
Total:	79.47

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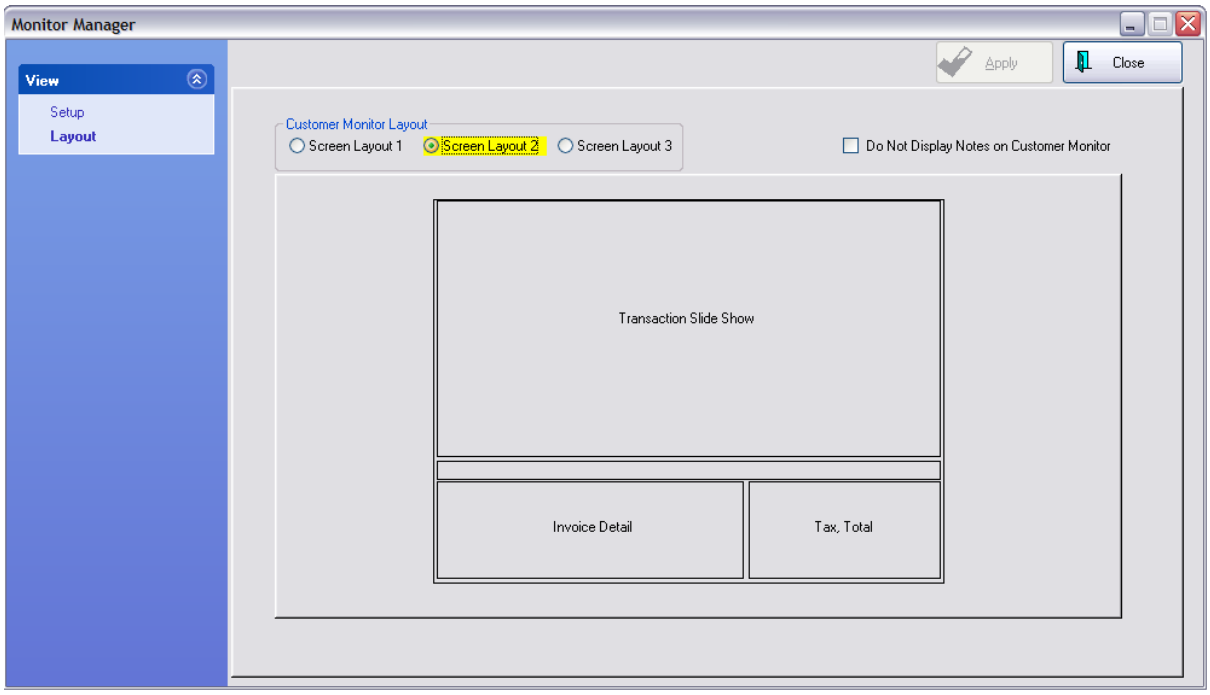
Screen Layout #2



Transaction Slide Show - The images are bigger. Primary focus is to advertise.

Invoice Detail - Minimal detail

Summary Charges for Tax, Coupon, and Grand Total

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June 17, 2010

Description	Quantity	Price	Discount	Total
BARIO IN WONDERLAND	1.00	33.00	0.00	33.00
SUPER BARIO III	1.00	50.00	0.00	50.00
COUPON	-1.00	10.00	0.00	-10.00

Tax:	**6.47**
Coupons:	**-10.00**
Total:	**79.47**

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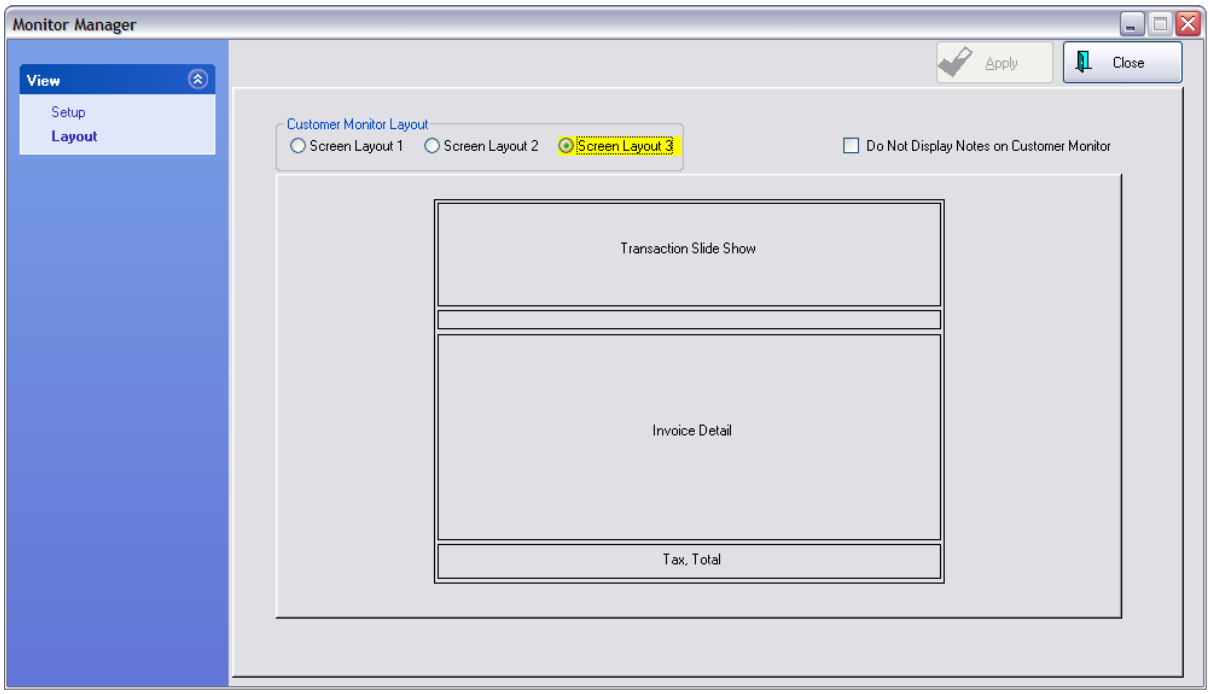
Screen Layout #3



Transaction Slide Show - smaller images

Invoice Detail - the primary focus is on all items purchased.

Summary Charges for Tax, Coupon, and Grand Total Displays

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June 17, 2010

Description	Quantity	Price	Discount	Total
BARIO IN WONDERLAND	1.00	33.00	0.00	33.00
SUPER BARIO III	1.00	50.00	0.00	50.00
COUPON	-1.00	10.00	0.00	-10.00

Tax: 6.47 Coupons: -10.00 Total: 79.47

Displays

3.3.6.1.5.5 Signature Capture

Customers can be required to authorize transactions with a signature.

PRINTING of the signature capture is currently to a custom invoice or report. Contact your dealer for specific details.

1) POSitive supports the Topaz Signature GEM Series and some credit card readers that have signature capture.

2) Prompt for Digital Signature when

- Transaction On Account - an invoice when tendered to Store Account will prompt for a signature. Example

Only when you choose Store Account will you see the prompt. It will not prompt for payments by cash, check, or credit card.

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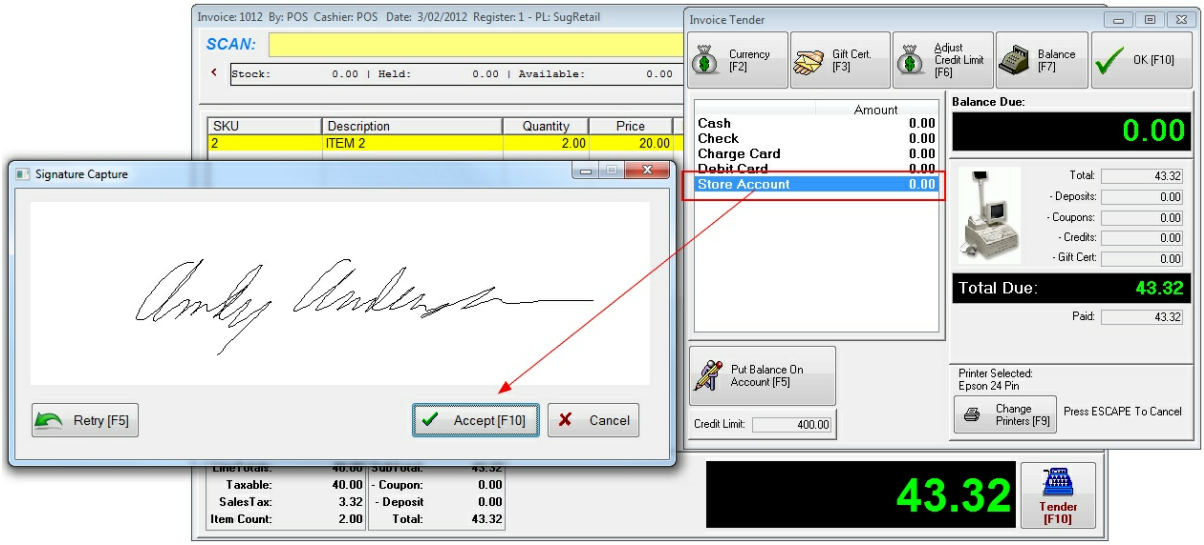
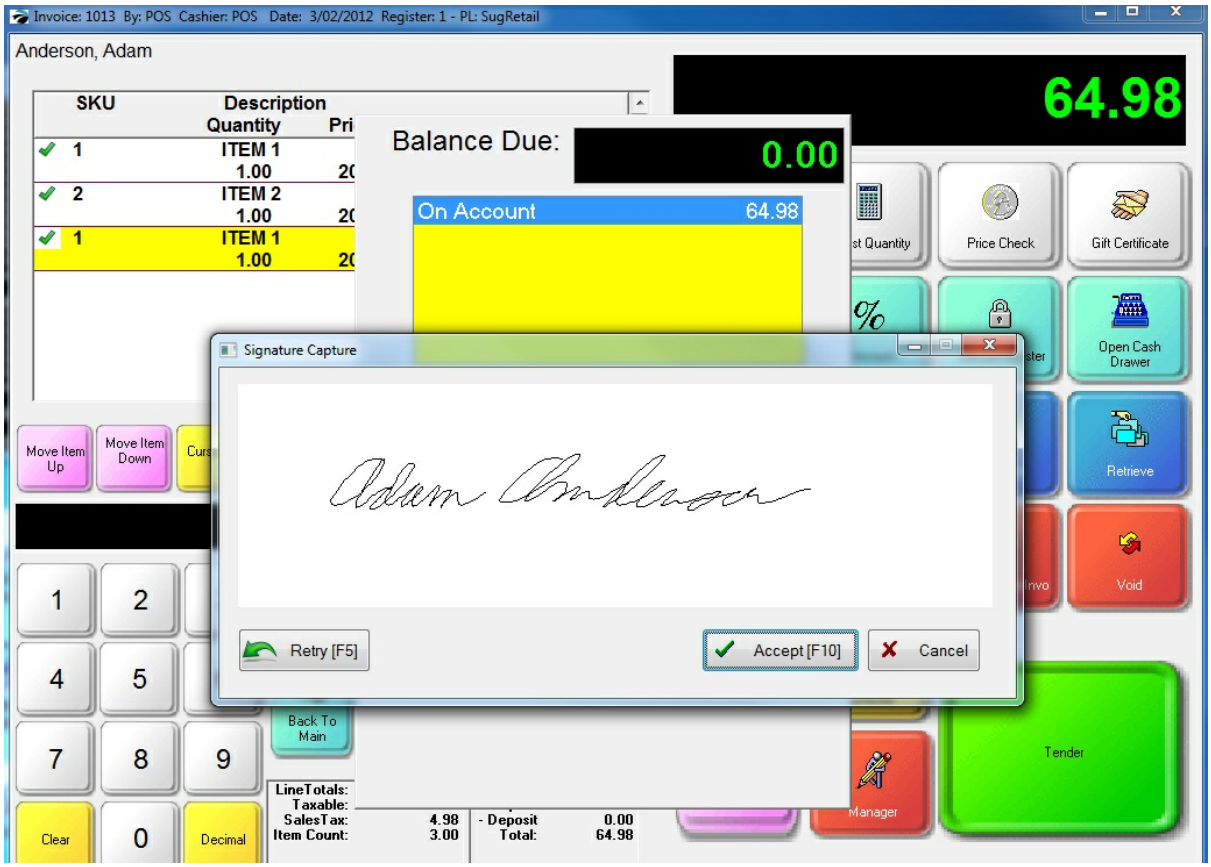


TOUCHSCREEN



- Creating New Layaway
- Creating New Order

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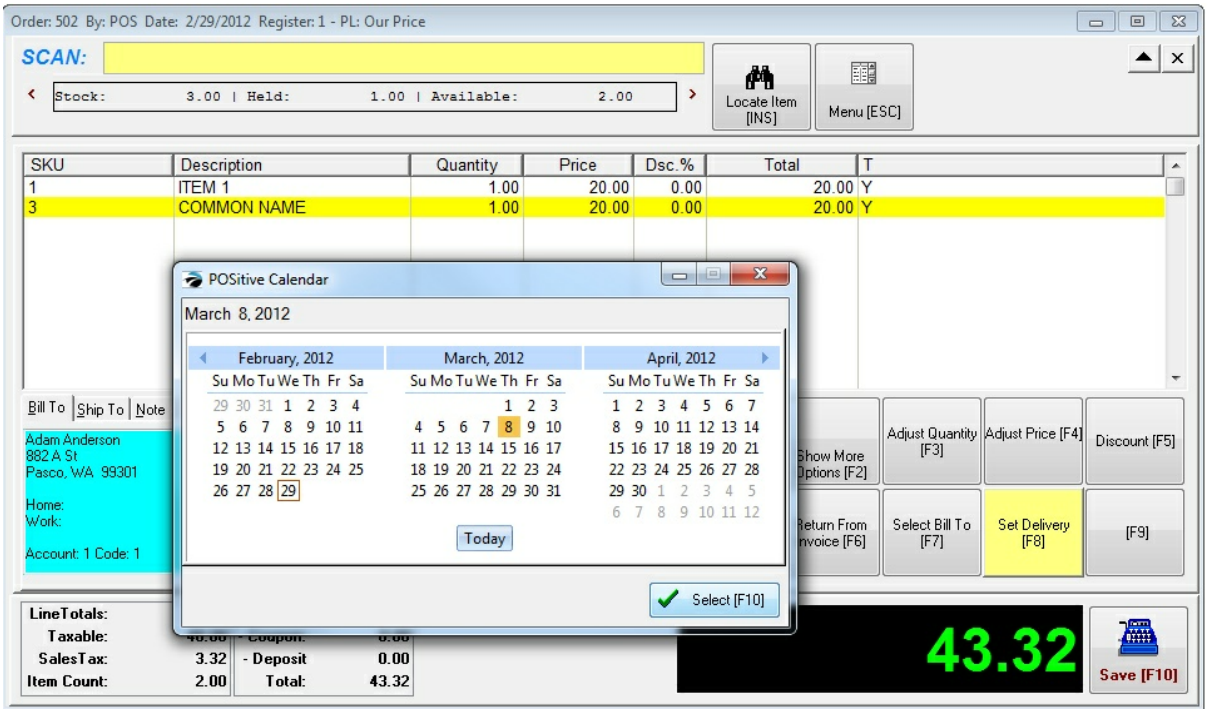
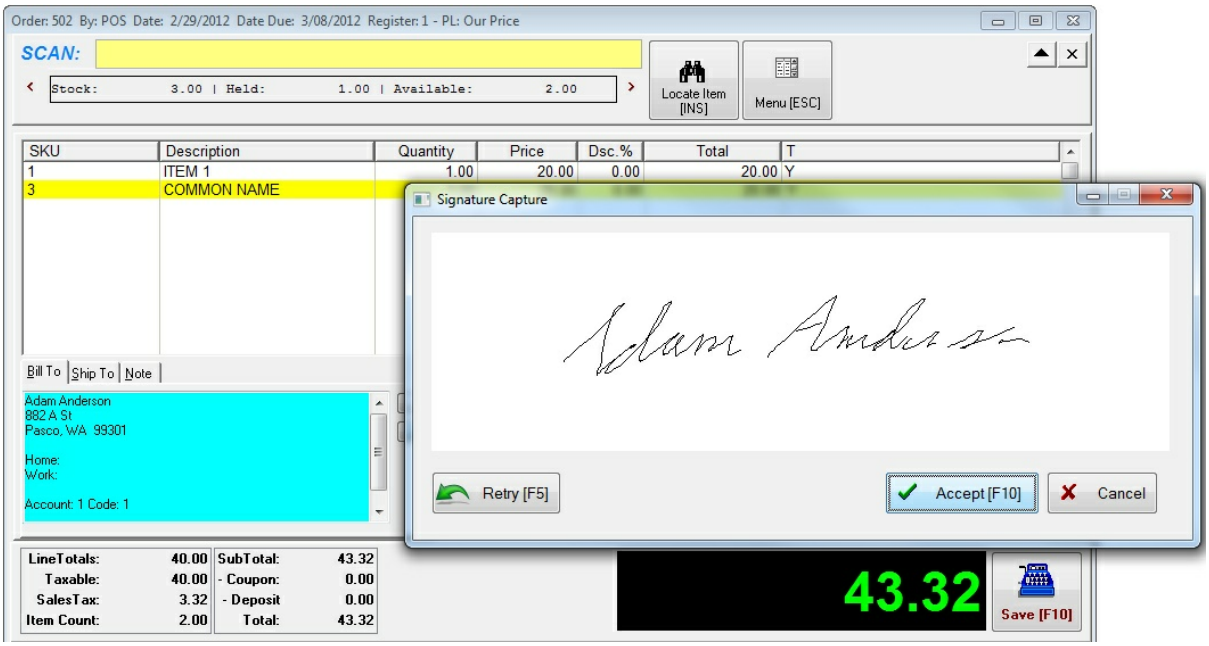
- Creating New Service Order

Sample Order Pop-up

When saving an Order, Layaway or Service Order, you will first be prompted to select a Due Date. Immediately thereafter, you will be prompted for the customer's signature.





Retry [F5] - will clear the screen. If the signature is partial or has obvious mistakes, then you can clear the screen and have the customer try again.

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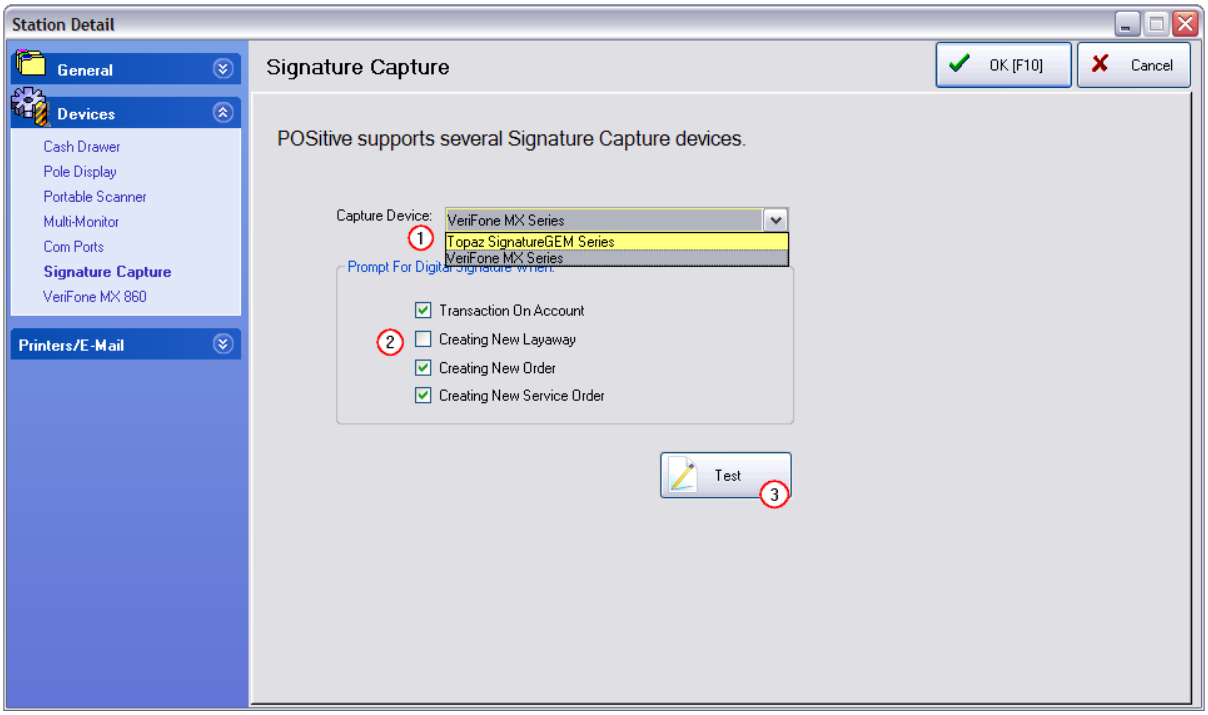
Accept [F10] - saves the signature

Cancel - skips the signature requirement.

3) Test the setup

Once the hardware has been installed properly (see Topaz Hardware Installation 236) you can run a test to make sure the Signature screen opens and that it recognizes input from the pad.



Once the Signature Capture device is installed and the setup completed in POSitive, the signature information is captured and saved.

Printing Invoice with Signature Capture

A Report Writer report will be required so that the captured graphic is included above the signature field. Contact your dealer or POSitive sales for more information.

Install Report

You will be sent a file which needs to be installed in your POSitive product.

*** INSTALLATION INSTRUCTIONS ***

Note: **The file must be installed on the server.** POSitive should not be running. If it is running, you can still copy the file into the folder, but you will need to exit POSitive and restart it.

Copy the form to the clipboard

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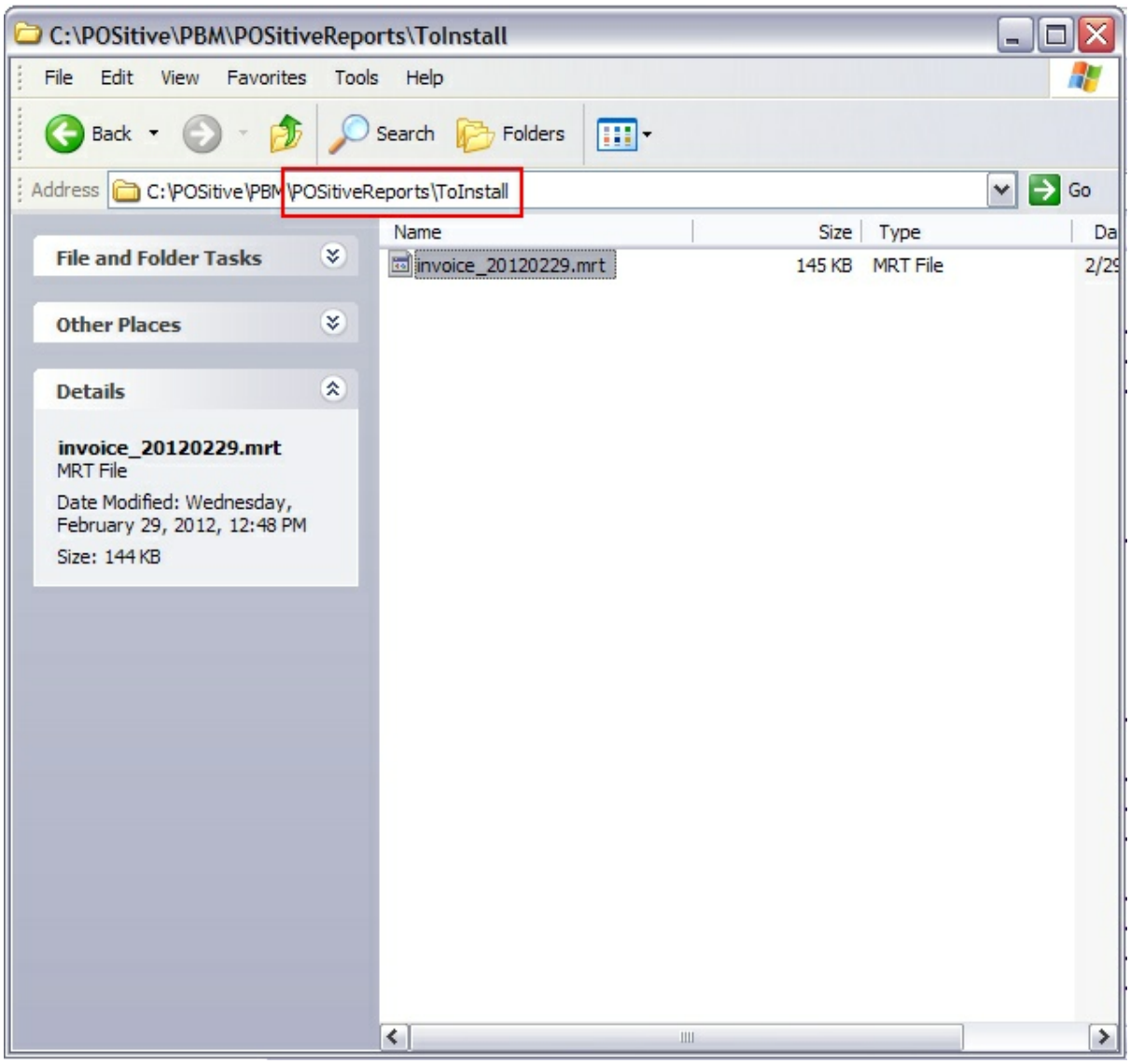
Go to the Start Button. Choose My Computer

On the server, open the drive and directory where POSitive is installed

Save the file in the folder called ToInstall in your main POSitive directory. For example if you have PRM you would copy the report file into c:\positive\prm\positivereports\toinstall .

Close and Run POSitive.



After the file is copied into the “ToInstall” folder, ***restart POSitive*** and go to Maintenance: Station Manager.

Edit the Station which will be using the Topaz Signature hardware

1) Choose Printers/Email
2) Choose Invoice
3) Select Reporter as the printer type

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4) Select the proper Laser/Inkjet printer (note this form does not work with a 40col printer)

5) Click on the lookup button for the form under Reporter Type

6) On the far left, choose Printing Options and at the far right activate “Delay Printing until Transaction is saved”

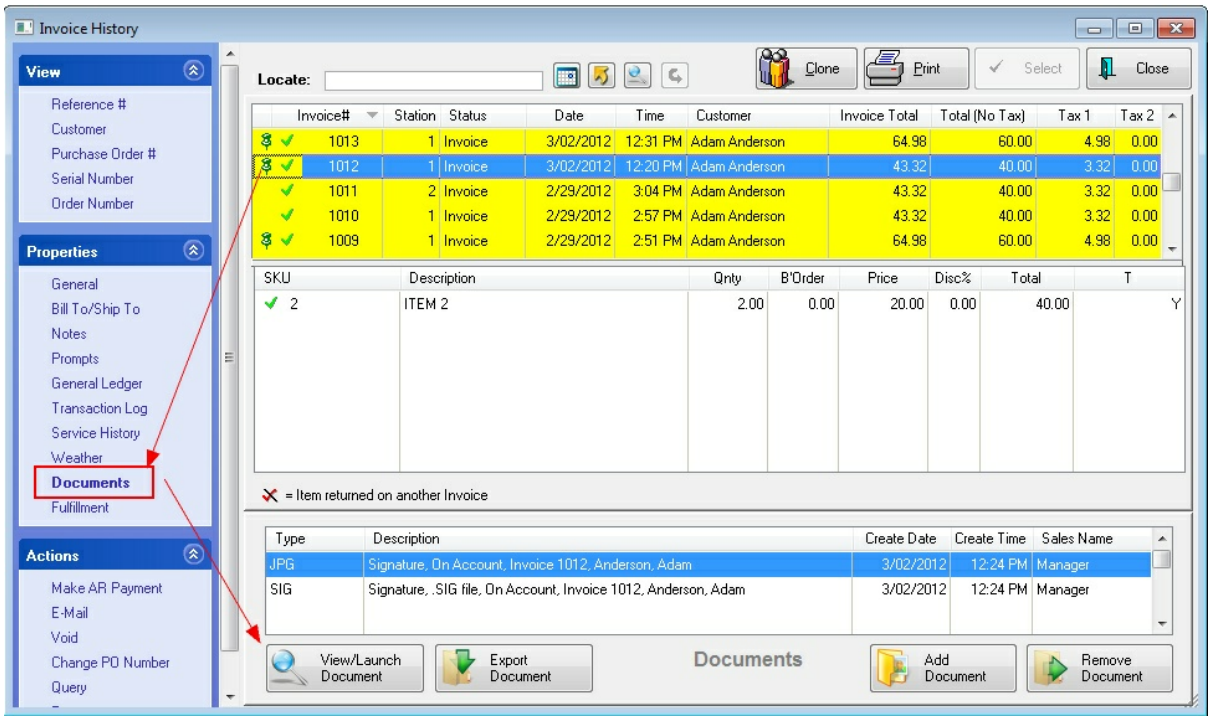
7) Choose OK [F10] to close the window and save your settings.

Exit POSitive and restart POSitive

To test the form - Go to Invoice History, highlight an invoice and choose Print. Select Default.

Viewing Captured Signature - Invoice History

Invoices which have Signatures will have a "push pin" icon beside the invoice number. Choose "Documents" under "Properties" at the left and you will see the attachments in the panel at the bottom You can "View/Launch" the signature. There will be two line entries. View the JPG type. The magnification of the image can be reduced to show the full image. Sample



Viewing Captured Signature - Pending Transactions

Open the Pending Transactions screen. Choose "Documents" under "View" on the left. You will see the attachments in the panel at the bottom You can "View/Launch" the signature. There will be two line entries. View the JPG type. The magnification of the image can be reduced to show the full image. Sample

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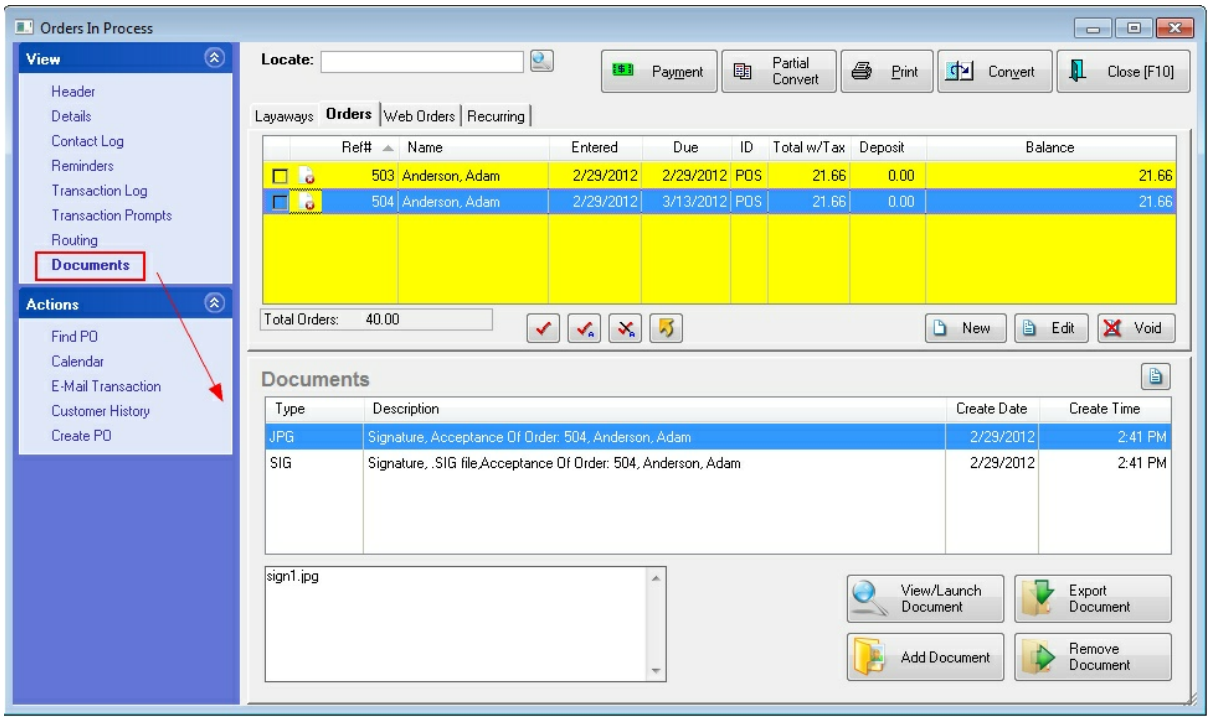

Viewing Captured Signature - Documents Manager

Go to Management: Documents Manager

All documents are listed by type.

Sample

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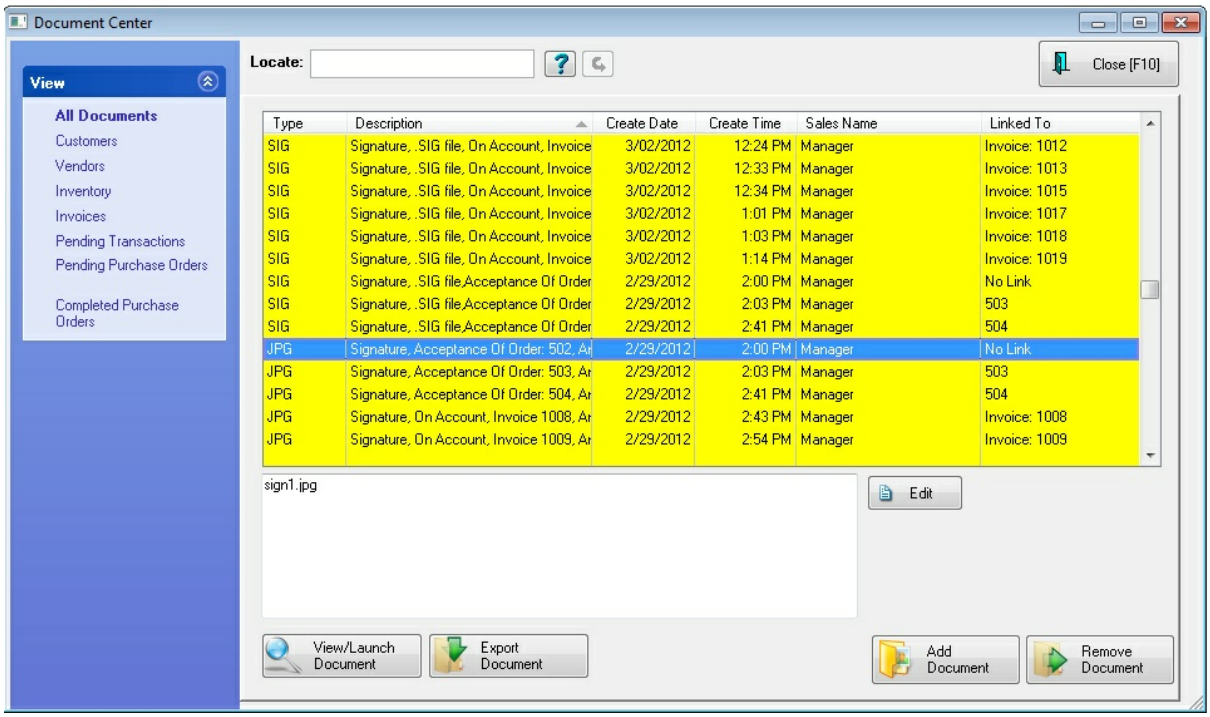

Before the Topaz Signature Capture device will operate, you must download and install the appropriate drivers.

If you do not already have software for your Topaz signature pad, please type the following URL into your web browser for software downloads and installation instructions:

Go to: www.sigpluspro.com/sigplus

(You can also download a user manual for your product; visit www.topazsystems.com and select "User Manuals" from the "Download" menu.

For technical help with the Topaz device, call (805) 520-8432 or techsupport@topazsystems.com

Installation

When you launch the installer, you will be reminded to exit all other Windows programs before running this Setup Program.

Read the directions and warnings.

Choose Next.

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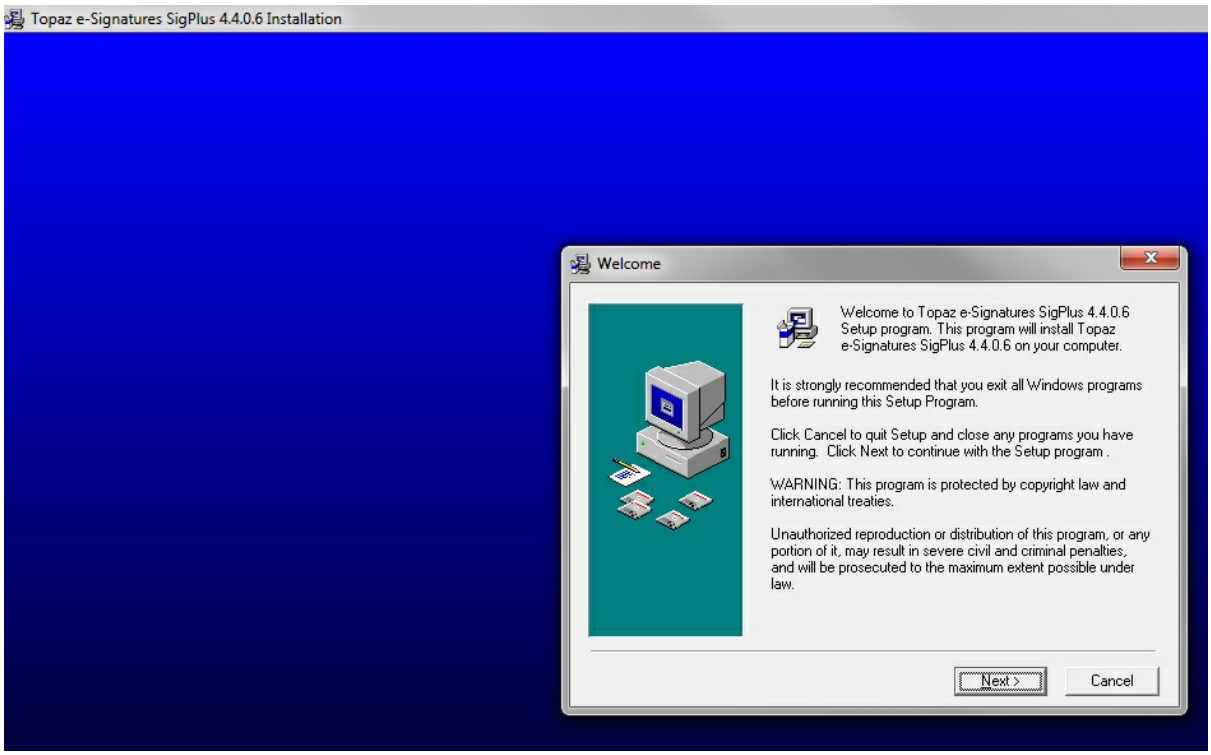

Choose Destination Location

Select the default Destination Folder. Choose Next.

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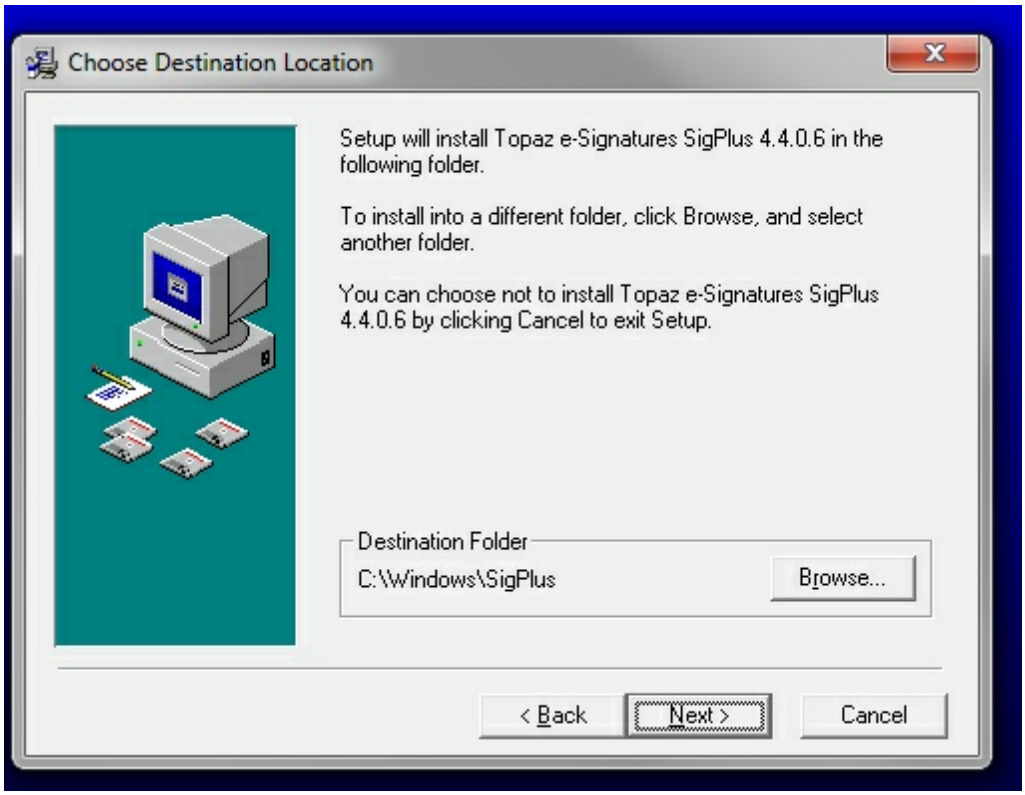

Determine Tablet Model Group

Look at the back of your Topaz device and look for identifying letters at the start of the serial number or model name.

In this example, select the T-L option and choose OK

Topaz Model T-L462-H8B-R

TL462HP12A728

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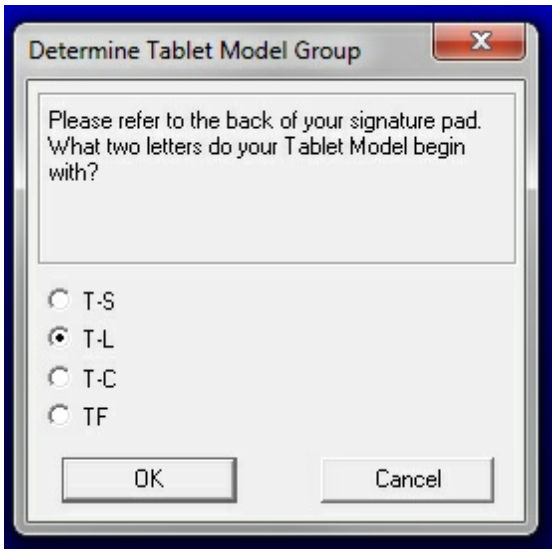
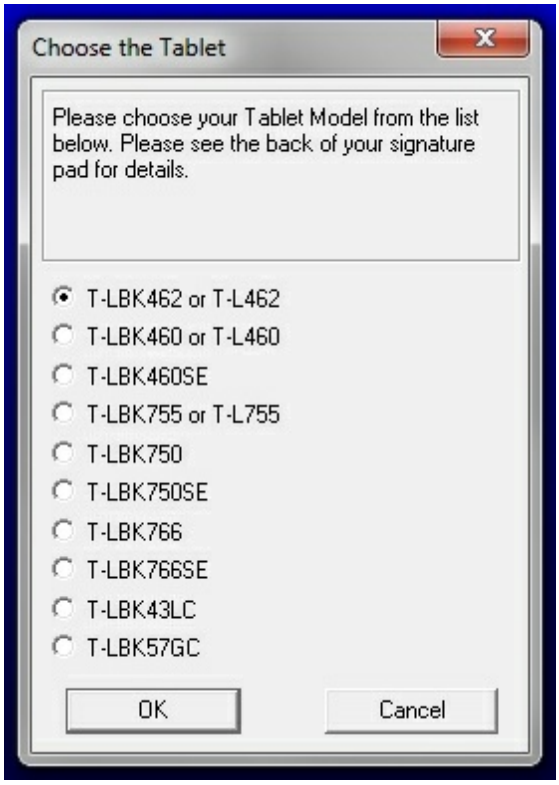


Choose the Tablet

From the listing, select the best match.

In this example, select the T-L462 option and choose OK



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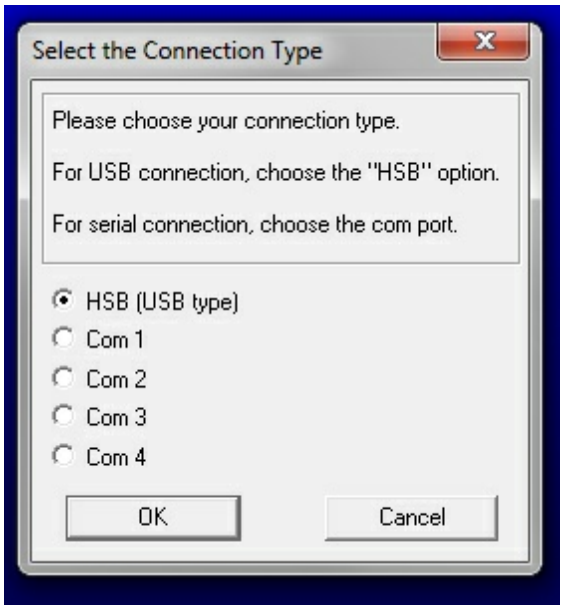
Select the Connection Type

The end of the cable which plugs into the computer indicates type.

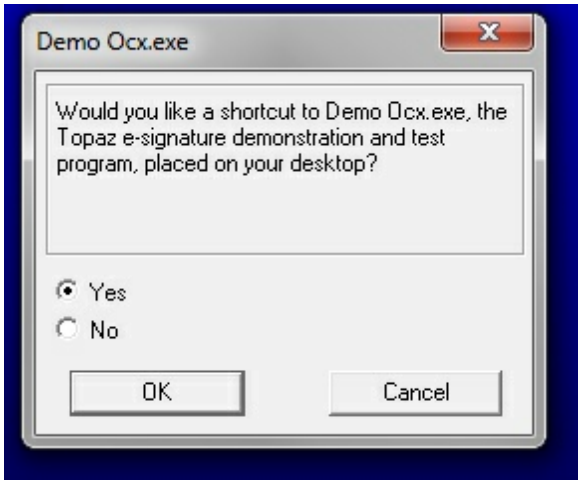
For USB connection, choose the "HSB" option and choose OK.

For serial connection, choose the com port and choose OK.



(OPTIONAL) Demo Ocx.exe

This allows you to play with the device outside of POSitive software.



If you answered Yes, it will place the following icon on your desktop

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SigPlus Documentation Directory

When the installation is completed, you will be notified that:

Installation notes and setup documentation can now be found in the following directory: C:\Windows\SigPlus\DOCS

(or the directory you had selected earlier.)

Other Options - Not Needed by POSitive

You will be notified that you can download additional programs. These are NOT needed. POSitive needs no other installations or documents.

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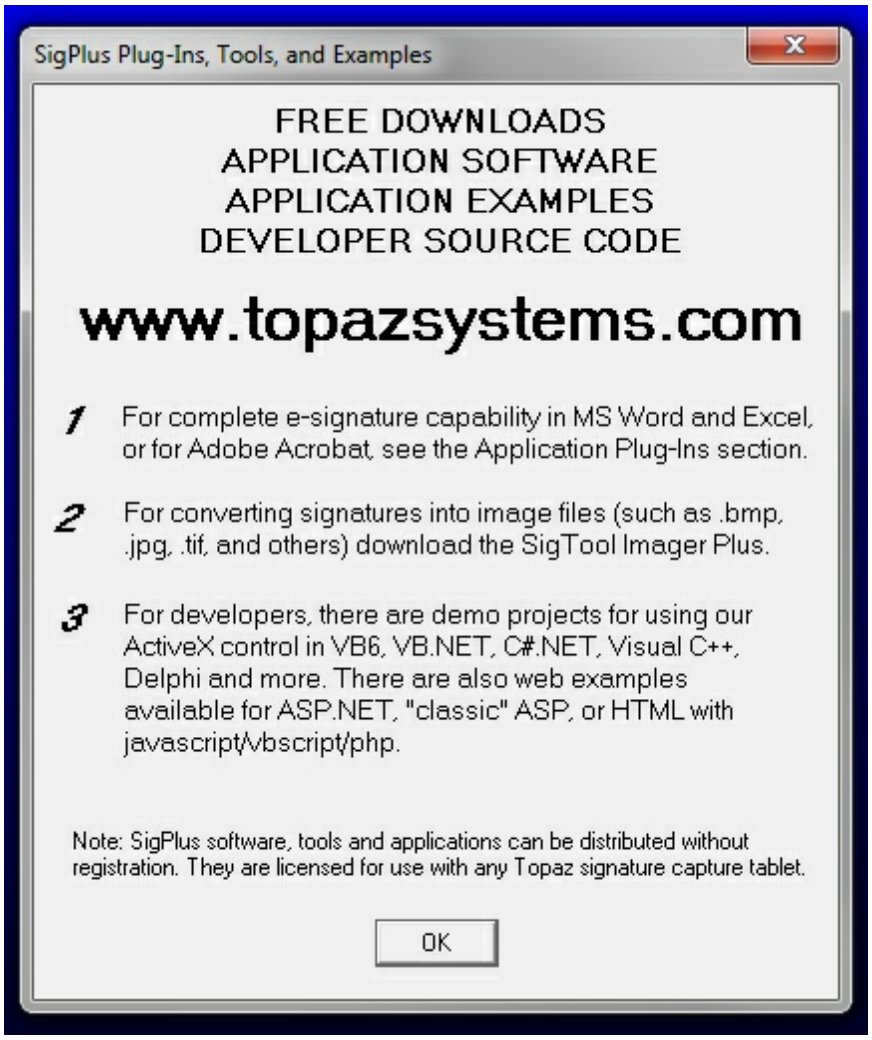

Installation Complete

Choose Finish.

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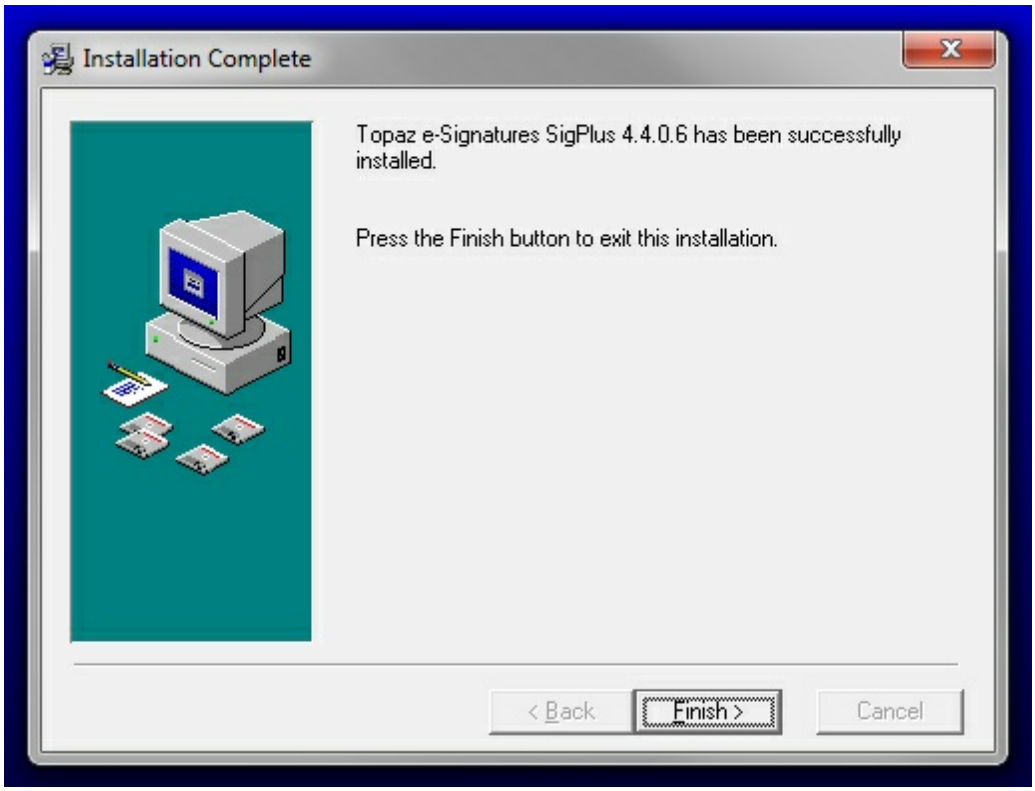

CONNECTING WITH POSitive

The installation of the hardware is now complete.

You can now plug the device into the computer.

Run POSitive and go to Maintenance: Station Manager

Edit the station which will be using this signature capture device.

On the left, choose Signature Capture

1) On the right, choose Topaz SignatureGEM Series

2) Select the functions as desired.

3) Choose the Test button.

A window will open. As you write upon the device using the stylus, if you see your signature in the window, then everything is correctly installed.

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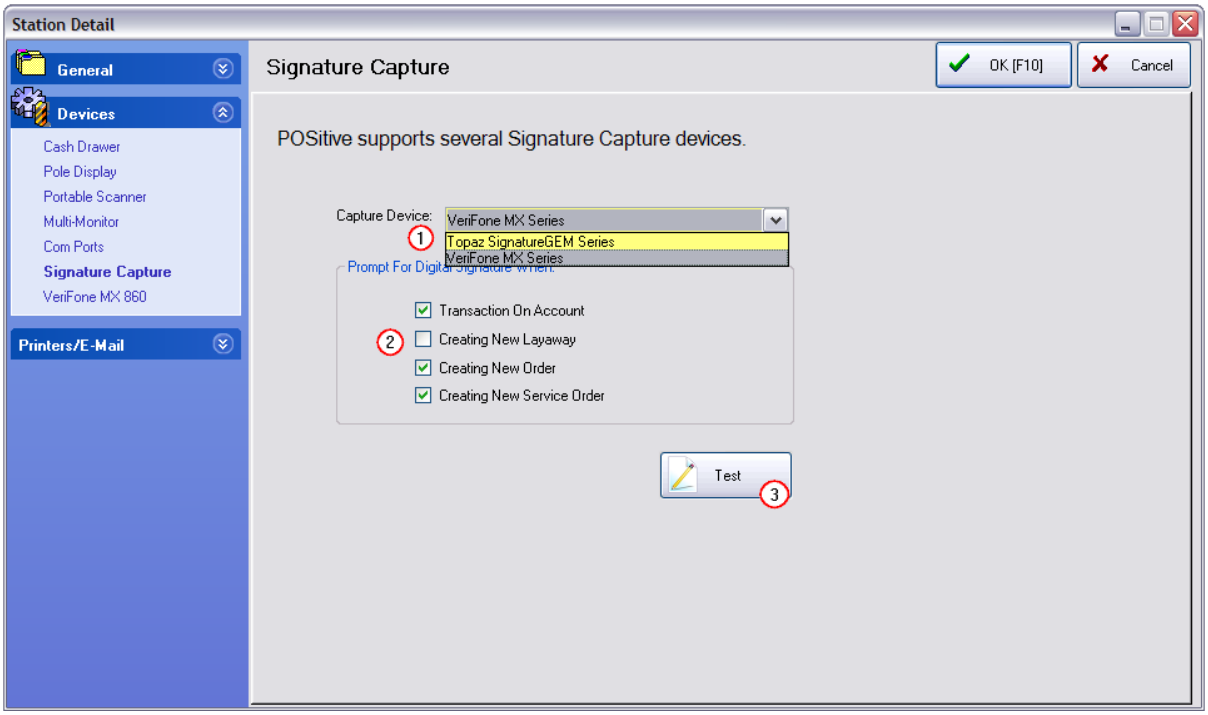

3.3.6.1.6 Printers/E-Mail

POSitive 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.

IMPORTANT REMINDER: Generally **ALL REPORT PRINTING** is designed for full page laser or inkjet printers and is handled through your computer's DEFAULT WINDOWS PRINTER DRIVER. This section allows you specify other printer drivers and select other forms relative to sales invoices.

All other report printing (printing of reports, AR statements, purchase orders, etc.) will use the printer which is set as your Windows default printer.

Printed Forms Selection

On the left hand side of this Printers/E-Mail view are several different printing projects to setup. You only need to define those which are applicable to your business. (see Basic Hardware For Workstations 284)

You will be selecting the printer type, printer driver name, printer form, and number of copies to be printed.

- Printing Options - not for selection of printer, but important settings for output to the printer (see

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Printing Options 246)

- Invoice - customer receipts
- Alternate Invoice - an alternate receipt (see explanation below)
- Suspended Invoices - for printing of invoices in the suspended list
- Layaway - a receipt for items on layaway
- Orders - a receipt for items on special order
- Internet Orders - a receipt for orders received through POSitive Commerce
- Service Orders - 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
- Consignment Agreement - a document stating items and terms of sale by consignment.
- Recurring Invoices - invoices to be used when batch processing of recurring invoices.
- Packing Slips - a pick ticket or copy of the invoice without pricing information
- Purchase Orders - the form sent to vendors

E-Mail Form

If you plan to e-mail invoices, orders, or quotes, you will choose the E-Mail Forms tab at the bottom of each printing project. Generally, no changes are needed because POSitive comes pre-set with E-mail forms. However, you can create additional e-mail titles and options. (see E-Mail Forms 252)

Advanced Printing

This is a special setup which allows printing of coupons, labels, or to additional forms, such as federal or state documents, to be completed at the same time as an invoice is processed. For more information see Advanced Printing 982

How To Select Your Invoice Printer

1) Highlight Invoice below the words "Printers/E-Mail" on the left hand menu.

2) Select a Printer Type.

3) Select the Windows Printer Driver. Click on the lookup button to choose the specific printer from your Windows List of printers.

4) If required, select the Physical Printer from the "List of Registered Printers." Contact POSitive support for more information.

5) Choose a Form. (The Windows Form is usually "Standard" however, with POSitive you may customize your windows forms. Contact POSitive support for more information.

6) Set Copies to 1 or more. This will cause the printer to print the number of invoices specified.

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.

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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.

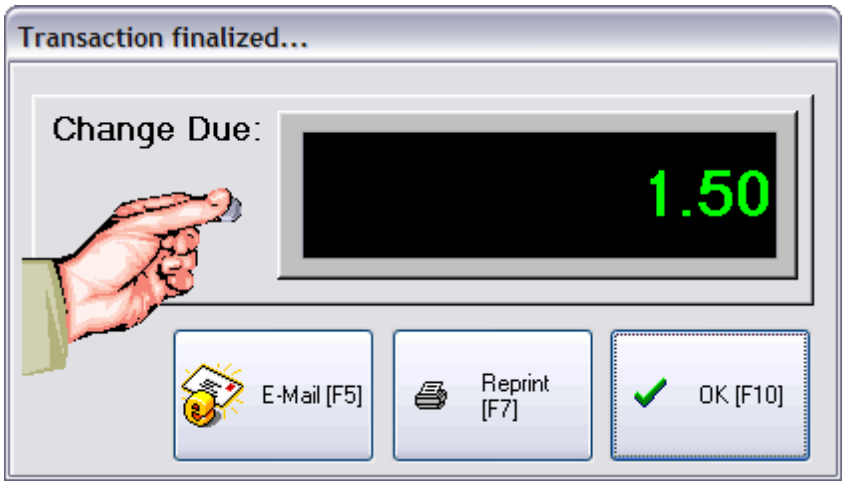
An invoice placed on Store Account can be automatically routed to the Alternate Invoice printer, if you choose that option on the General tab of the Station Detail dialog box.

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.

Select the option, "Skip Printing Of Invoice/Receipt (can print from 'Change Due' screen)" on the Invoice/ Misc: Printing tab described above.

When you finish processing an invoice you can choose to print or not at the Change Due screen.



The invoice will NOT be printed unless you press Reprint [F7].

E-Mail Forms -

If you choose to also e-mail an invoice, you need to define a form.

Advanced Printing

Creates a secondary invoice, form, or label when certain criteria is met.

3.3.6.1.6.1 Printing Options

For a general discussion on invoicing aids see Customer Receipt Options 964 and related topics under Invoicing Aides section

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Transactions tab

Several printing options are available. These are strictly station specific.

- **Skip Printing Of Invoice/Receipt (can print from "Change Due" screen)** For the business which does not normally print invoices or receipts for most sales, you can activate this option. After tendering the invoice, the Change Due window will give you the option [F7] to choose to print the invoice if the customer requests a copy.
- **Always Prompt To Choose Printer When Invoicing** - (Not Generally Recommended) Gives the operator more control of printing options for invoices at the time the sale is made, but is an extra step in the process.
- **Always Prompt To Preview When Invoicing** - Some printing processes skip the "preview" option. By selecting this you will always get to preview first.
- **Use Alternate Printer When On Account** - If you choose, you may automatically route an invoice to the alternate printer whenever an invoice is placed on store account. This option is often selected when a 40 column receipt printer is the primary invoice printer and an 80 column printer is preferred for filing invoices on AR.
    - If you check this option, be sure to activate the Alternate Printer settings on the left under Printers/E-mail of the Station Detail setup.
    - When you create an invoice and choose F5 Store Account as the method of payment, the invoice will automatically be printed on the Alternate Printer selected.

Pick List Options

- **Prompt To Print Pick List When Completing Layaways, Orders, etc.** - A pick list or packing slip is a list of item on the order without pricing. This list is often give to the shipping department for gathering the items to be shipped.
    - **Print Stock Location** - aids clerk in finding the item
    - **Print Current Stock Quantity** - notifies clerk of number to choose from

Electronic Journal

POSitive can create a captured copy of every invoice as a text file. This text file can be printed if there are questions about invoices in POSitive Invoice History, for example, if POSitive were unable to save data and line items are missing. All invoices are saved in a directory named by the date to make lookup easier.

Note: Electronic Journals are only designed to save on local machines only. If you want to save to the network, you can try mapping a drive to the path you want to save to for each station. This is not guaranteed to work, we only support saving on local machines.

- **Activate Station Electronic Journal** (saves copy of receipt to specified location)
- **Journal Path** - the drive is the local hard drive and a folder named receipts, for example, (C:\RECEIPTS)

Transaction Detail Order

Printing Options - you may control the printout of invoices, orders, etc in the following ways. This could be an advantage if a pick list or packing list is printed and items need to be pulled from stock in

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this sequence. (see Printing With Grouping Options 1213)

- **Print As Displayed** - prints the items on the invoice in the order they were entered on the invoice, or as they have been manually positioned on the invoice.
- **Sort By SKU** - the printout will sort all items on the invoice by SKU as it is printed
- **Sort By Description** - the printout will sort all items on the invoice by Description as it is printed.

Delay Printing Until Transaction Is Saved (slower) - (only needed with Crystal Report styled invoices) If you are printing to customized Crystal Report forms for invoices and pending orders, you need to turn this option on to assure that all elements to go on the invoice are first saved before printing. This is slower, but not significantly so after the first invoice of the day has been printed. (Contact your dealer for more information.)

Printing With Grouping Options

For service type businesses it is sometimes helpful to group sales of products and services by category on the invoice. As a cashier, simply enter all items sold in any order you wish. When the invoice is printed, items can be automatically grouped within categories with a header, the category name and a subtotal line below the group. This is per category. And/Or the bottom of the invoice can show just the category name and total of items of that category.

No Grouping

Group By Category -

If this is checked, be sure to specify the names of categories to be grouped under "Grouped Categories."

- **Show Header (top of Group)** - the name of the category will be listed first, then the items purchased
- **Show Subtotal (end of Group)** - a subtotal of charges for the items in the category
- **Grouped Categories -** choose Add or Remove to set which categories should be grouped.

Independent of Grouping By Category, but affected by Grouped Categories selections

- **Show Subtotal Summary (end of Transaction)** - at the bottom of each invoice each selected category will be listed and subtotaled. If an item is not sold out of a designated category, no summary line will appear.

Packing Slips tab

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

Print Packing Slips when printing Invoices

- 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.

REMEMBER: At the bottom left of the Station Detail screen is a Packing Slips Setup which MUST BE activated.

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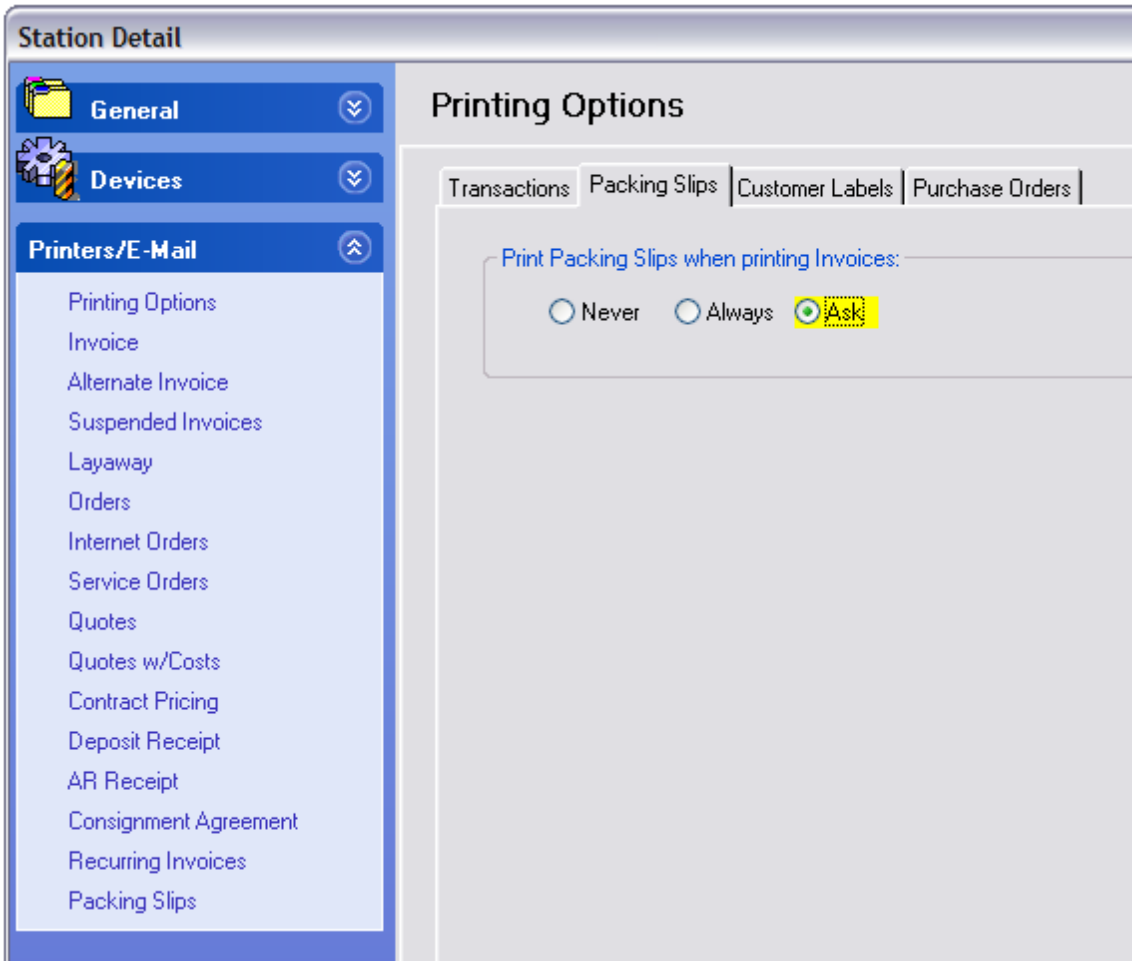

Packing Slips

- Printer Type - Choose either Laser/Ink Jet Printer OR Receipt/Dot Matrix Printer.
- Windows Printer Driver - Select from available list of printers.

If you select a Receipt/Dot Matrix Printer 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.
- Print Stock Locations - knowing the shelf/bin will be helpful for pulling stock
- Copies - Number to print. This enables laser printers to print multiple packing slips.

Customer Labels tab

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 ship to address for the particular invoice. These labels have already been created and defined. However, you may want to use File: Editors: Customer Labels Editor 1289 to design your own labels.

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Customer Label Setup

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

Print After Invoice

Printing of a label can be done immediately after printing an invoice.

- 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.

Purchase Orders tab

When Placing Purchase Order - (choosing to Process a purchase order from Create/Place list; usually after contacting the vendor)

- **Auto-Print Purchase Order** - a copy will be printed automatically.
- **Auto-E-Mail Purchase Order** - a copy of the PO will be e-mailed automatically to the vendor's default e-mail address. It is recommended that the e-mail program be set to use Courier 10pt font.
- **Ask To Print/E-Mail** - Choose or Cancel.
- **Do Nothing** - Allows for manual selection of the above.

3.3.6.1.6.2 Station Printers

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

Invoice	Internet Orders	Deposit Receipt	Purchase Orders
Alternate Invoice	Service Orders	AR Receipt	Fulfillment
Suspended Invoices	Quotes	Consignment Agreement	Pick List
Layaway	Quotes with Costs	Recurring Invoices	
Orders	Contract Pricing	Packing Slips	

The Printer is selected in the same way for each of the above, but the form and actual printers may vary depending upon needs.

See Basic Hardware 284 for in-depth information.

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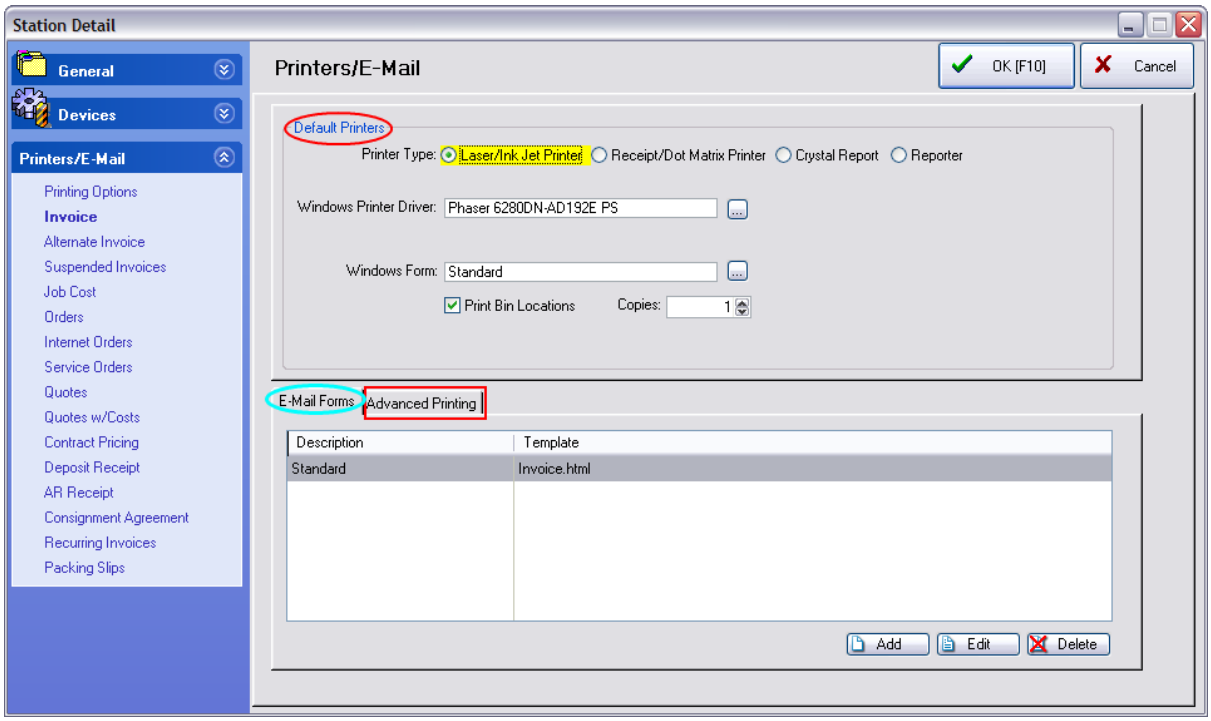

DEFAULT PRINTER

Choose the Type, Windows Printer Driver, Form, and Printing Options

E-MAIL FORMS

-- No changes are required -- However, you could change the message of the Subject line. POSitive also supports HTML.

After creating your HMTL layout and saving it in the c:\\POSitive\PRMPOSitive\GEM\DataX\PRMReports subdirectory, edit this entry and choose the HTML template.

ADVANCED PRINTING

-- No changes are required -- However, you can make modifications for an "additional" form to be printed based on conditions of the invoice content. See Advanced Printing 982.

Fullfillment Printer Settings

On option in POSitive is to flag specific items on a customer invoice to be delivered later either as a Pickup from another window or to schedule a delivery.

This Station Setting determines which printers will print the customer receipt and the warehouse notification receipt.

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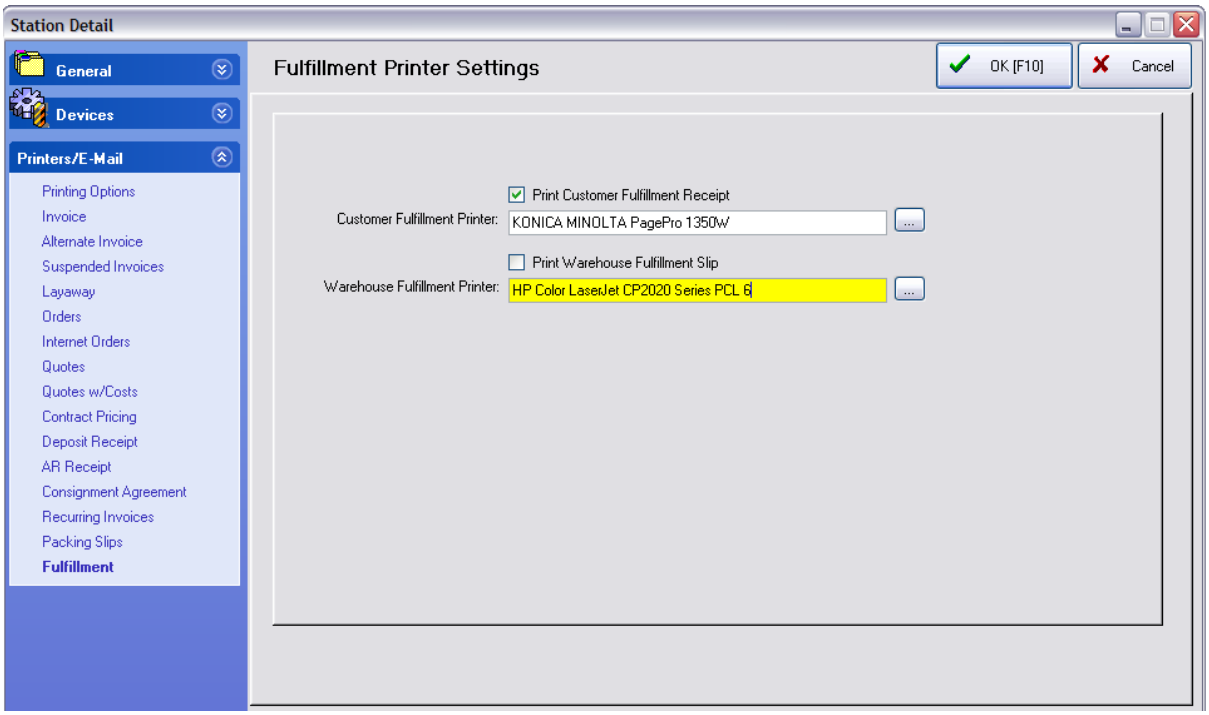

3.3.6.1.6.3 E-Mail Forms

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.

Choosing to e-mail invoices, orders, etc. has been enhanced. At the station settings: printers: you can assign an HTML template for e-mailing transactions. (You will need to create and/or edit the HTML layouts to meet your own needs)

Upgrading does not automatically switch e-mail formats. Need to go to System Setup: E-Mail and activate "Embedded HTML"

HTML templates are stored in c:\PRMPOSitive\GEM\DATAx\PRMReports where x is the Company ID HTML feature is turned on in System Setup: E-Mail

****

Missing Setup Values

The following items need to be entered in the Employee E-Mail Setup before you can send and retrieve mail: POP Server Name, POP Server Password, SMTP Server Name, E-M.

Generally, no changes are needed because POSitive comes pre-set with E-mail forms.

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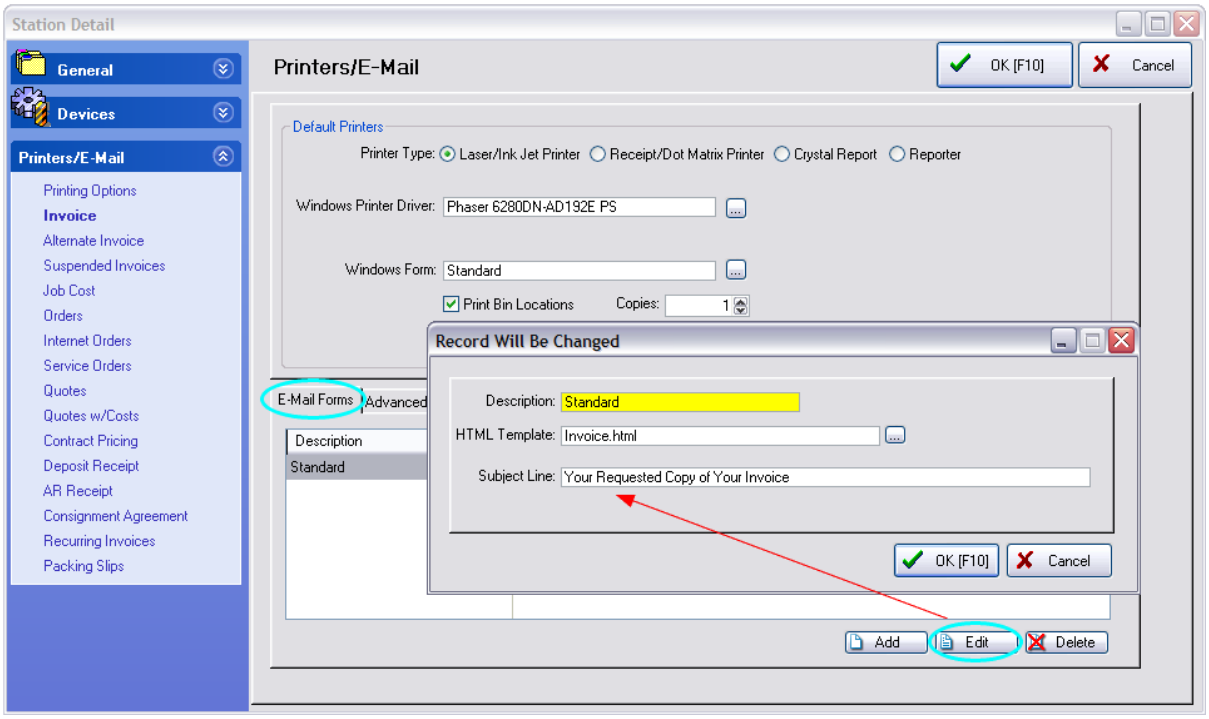

3.3.6.1.6.4 Print Your Store Logo on 40col Receipt

If you have an Epson TM-T88V model printer, you must install your logo into the printer itself and then modify POSitive's printer form so that each invoice you print for your customers will have your store logo at the top.

The process for loading your logo into the printer and making necessary changes to your receipt form are presented in an easy to follow video.

This video demonstrates how to install a logo file in an Epson TM-T88V receipt printer, and then command the logo to print using POSitive Software products.

Please paste this link into your browser

http://www.youtube.com/watch?feature=player_detailpage&v=W8ILHxRRCD0

3.3.6.2 Clone Station

After setting up workstations with the feature settings desired, you can save time by cloning an existing station for a new workstation

1) Highlight the station to be cloned

2) Choose Clone Station button

3) Give the new station a number and a name. (Note: if the station number already exists. you must first delete that station to use that station number again.)

4) Choose OK

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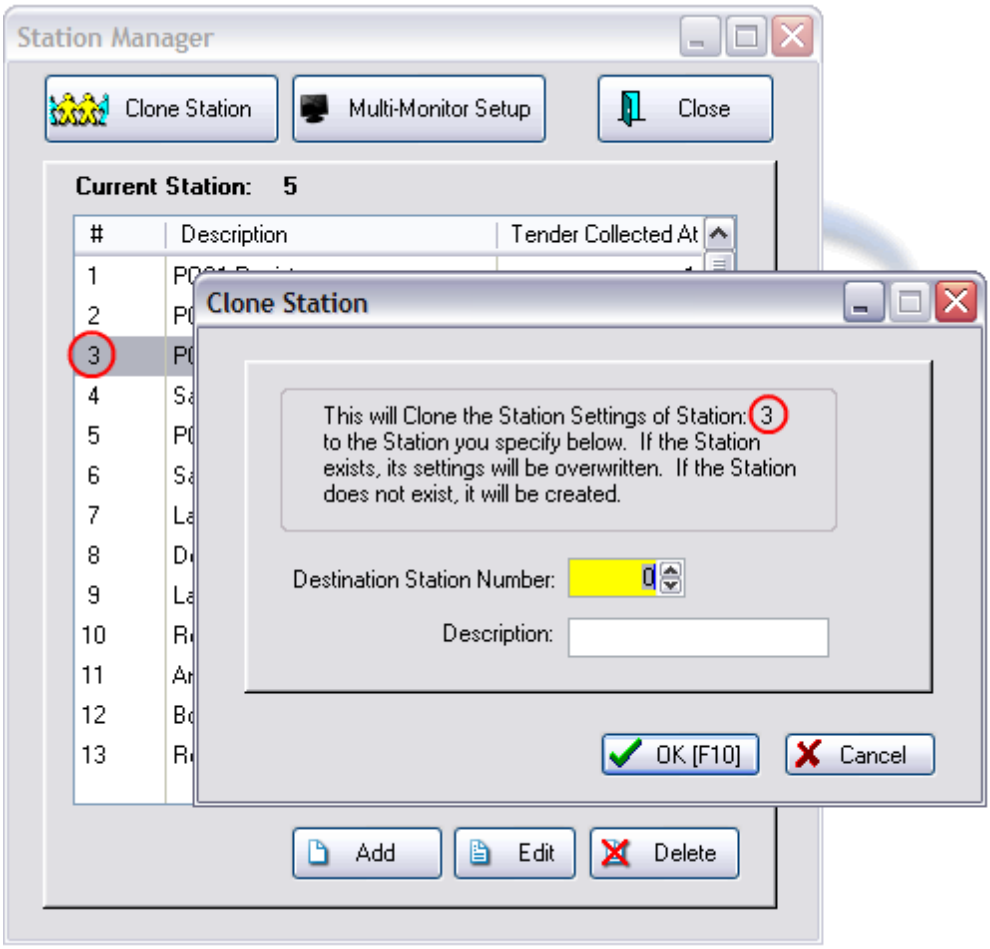

3.3.7 Policy Statements

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

TIP: Change your invoice policy statement frequently to include greetings, announcements, and promotions.

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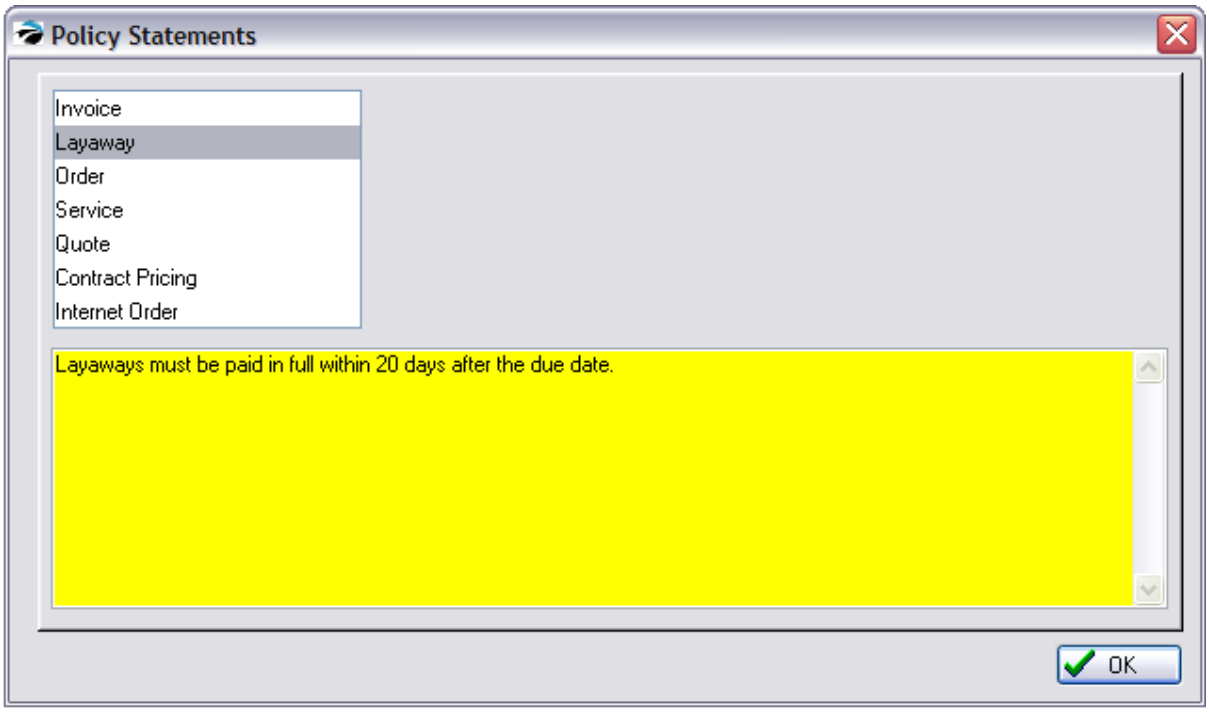

How To Create A Policy Statement

1) Go to Maintenance: Definitions: Policy Statements

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

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

Length Of Statement

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

Pre-Printed Forms With Policy Statements

You may wish to deactivate printing of policy statements in POSitive 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 1786 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 an Order, for example, is converted to an Invoice, then the policy statement for the Order is replaced with the policy statement of the Invoice.

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3.3.8 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. POSitive 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 263 can assist in rapidly applying security settings.

Although these security options will help, the ultimate responsibility for monitoring abuses rests with your store management and not with POSitive software.

Security Controls

Each employee using POSitive is assigned a unique ID and Password and can also be granted various access rights to portions or procedures within POSitive.

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 POSitive Security to be effective, the following must be in place.

1) Each employee must have and use his/her own ID and Password. Consider changing passwords every few months so that passwords are not compromised.

2) For maximum security, each workstation must have the option "Ask For ID Each When Creating New Transactions" turned on. This will mean the employee will have to log on much more frequently, but in order to assure access rights, this must be set.

- To check each workstation setting, go to Maintenance: System Setup: and select Stations.
- In turn, edit each workstation in the list
- Choose Transactions under General.
- Place a checkmark on Ask For ID When Creating New Transactions. For even tighter security, activate "Force Cashier Login Between Invoices
- Choose OK to save and quit.

3) For each employee, grant rights and limits for each of the module settings. This is on the Employee File: Security tab. (If the employee does not display a security tab, then the employee is currently assigned to a security group. You will need to change the security group setting to "unassigned" to be able to make individual changes to the employee's security rights.)

4) For each employee, set appropriate invoicing and refunding limits. This is on the Employee File: Options tab.

When an employee is added to POSitive, the employee is granted access to ALL portions and procedures of POSitive. 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

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- Choose Security View at the left. If you have access to changing security options it is because the employee record selected the Unassigned Group. If the employee is already assigned to a specific group, you will see the statement: "Security has been set using a Global Security Setting:" followed by the name of the Group.
- If you want to manually adjust security for the employee, edit the employee and select the Unassigned Security Group to gain access.

An Alphabetical List of Security Options (click on ? for more information on that setting)

Accounting

Access To General Ledger (global)

Access To GL Setup

Access to Checkbook

Access To AR Section

Able To Accept AR Payments

Access To AP Section

Admin

Access To Manager Menus

Access Employee Records

Access Company Setup

Access File Integrity

Access To Time Cards - (allows employee to change time in and time out manually)

Access To Commissions

Access To Cost Verifier

Able To Delete Companies

Able To Access System Setup

Able To Access Station Setup

Able To Access Printers

Able To Add/Edit Tax Rates

Access To E-Mail Marketing

See Costs On Screen/Reports

Access To Registration

Log-In Only At Program Start

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Allow To Change Encryption Key

Able To Change Invoice Date ?

An invoice is not editable after it is created and is always dated the date of creation. There may be circumstances when back dating an invoice may be needed. There is an invoice button option to change the date of the invoice, but it can only go back as far as 14 days from the current date. Note: if you use this feature consider running Invoice Verification on a regular basis to make sure Management: Sales Summary is properly refreshed.

Customers

Access To Customer Records

Add Customer Notes

Edit Customer Notes

Change Customer Credit

Can Set Customer Defaults

Can Add/Edit Customer Terms

E-Commerce

Able To Access E-Comm Setup

Add/Edit Internet Orders

Void Internet Orders

Retrieve E-Commerce Orders

Access To Internet Inventory

Files

Able To Import Files

Able To Export Files

Able To Access Definitions

Able To Access Editors

Access To Purge Data

Access Verify Routines

Access File Verification

Inventory

Access To Inventory Menus

Able To Add/Edit Inventory

Add/Edit Promo Pricing

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Able To Add/Edit Departments

Able To Add/Edit Categories

Access To Category Defaults

Add/Edit Serial Numbers

Adjust Physical Inventory

Change Stock Quantities

Access To Inventory Reports

Access To Print Labels

Access To Inventory Maintenance

Able To Add/Edit Item Notes

Access To SKU Manager

Managers

Access Credit Card Manager (Credit Cards) ?

If unchecked, then a POSitive Alert will state that access to Management: Credit Cards is not allowed.

Access Gift Cert. Manager (Gift Cards) ?

If unchecked, then a POSitive Alert will state that access to Management: Gift Cards button is not allowed.

Access Frequent Buyer Mgr. (Loyalty Programs) ?

If unchecked, then a POSitive Alert will state that access to Management: Loyalty Programs button is not allowed.

Access To Price Manager (Promo Manager) ?

If unchecked, then a POSitive Alert will state that access to Inventory Center: Promo Pricing: Promo Manager button is not allowed.

Access To Coupon Manager ?

If unchecked, then a POSitive Alert will state that access to Inventory Center: Management: Coupons is not allowed.

Access Used Items Manager ?

If unchecked, then a POSitive Alert will state that access to Inventory Center: Management: Used Items is not allowed.

Access Documents Manager ?

If unchecked, the button for Documents Manager on the Management tab of the ribbon bar is missing.

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Access Utilities ?

If unchecked, the button for "Data Utilities" on the Maintenance tab of the ribbon bar is missing. This means that the individual does not have access to: Verify Data, Purge Data, and Utilities.

Menu Access

Access To Transaction Menu

Access To Management Menu

Access To Inventory Menu

Access To Purchase Menu

Access To RMA Functions

Access To E-Commerce Menu

Multi-Site

Access To Multi-Site Menu

Access Multi-Site Manager

Access Multi-Site Transfers

Pending

Add/Edit Layaways

Able To Void Layaways

Add/Edit Orders

Able To Void Orders

Add/Edit Service Orders

Void Service Orders

Add Service Appointments

Able To Enter Quotes

Void Quotes

Change Markup In A Quote

Add/Edit Contract Pricing

Void Recurring Invoices

Access To Voids List

Allow Order To Be Saved

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POSitive Connect

Access To POSitive Connect

View Sales Information

Purchasing

Allow Access To Order List

Able To Place POs

Allow To Receive POs

Able To View PO History

Able To Change Terms On POs

Reports

Access Reports Menu

Access Employee Sales Report

Access Vendor Sales Report

Access To Sales Summary

Access Daily Balance History

Access To Tender History

Access Report Center

Able To Edit Transaction Reports

Able To Add Custom Reports

Able To Set Report Properties

RMA

Access To Customer Returns

Access To RMA Orphans

Able To Send RMAs

Able To Receive RMAs

Access To RMA Aging Report

Transactions

Add/Edit Invoices ?

If unchecked: The employee will not be allowed to create invoices of any type.

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Able To Void Invoices ?

If unchecked: The employee will not be able to go to Invoice History and void an already completed invoice. The employee is not warned, the option simply does nothing. (see also "Able To Void Active Invoices")

Allow Price Changes ?

If unchecked: The employee will not be able to use the Adjust Price button or "tab" to the Price field and change the price of an item already on the invoice. When attempting to change the price, a prompt for Sales ID will automatically appear. Only by entering a manager's Sales ID will one be able to change the selling price.

Alternative For Consideration:
System Setup - Transactions: Transactions tab "Pop-Up And Display Item's Price Levels When Changing Price" When activated, the employee will be shown a list of approved prices for the item and can select an approved price level for this invoice. (see Price Selector 631)

Allow Quantity Changes ?

If unchecked: prevents a specific employee or security group member from changing the quantity. Anyone using the Adjust Quantity invoice button will be prompted to enter a Sales ID. This provides for a "manager override" if the cashier/employee is not be able to adjust the quantity and sees a warning message "You do not have access to this section: Allow Quantity Change"

Able To Delete Line Items ?

If unchecked: Once an inventory item is added to the invoice, the employee will not be able to remove the item from the invoice. A manager with rights to delete the item from invoice must step in. The manager will then need to log-out and the employee will need to log back in.

Allow Discounts On Invoice - Note: if this is to be disabled, must also disable "Allow Price Changes" ?

If unchecked: The employee will not be able to apply a discount to either a single inventory item or to all items on the invoice.

Allowed To Process Returns ?

If unchecked: The employee is not authorized to accept returned products from customers. enter a product to the invoice with a negative quantity.

Accept Tender ?

If unchecked: The employee will not be able to complete an invoice by choosing to take payment.

View Invoice History

Open Cash Drawer

Able To Change "Leave In Register" ?

If unchecked: The employee cannot change the amount of cash to be retained in the cash drawer for making change for the next day's transactions. When balancing the cash drawer, one is prompted with confirmation of how much change to leave in the drawer.

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Able To Balance Cash Drawer

Able To Test Cash Drawer

Able To Void Active Invoices ?

If unchecked: The employee will not be able to "cancel" or void an invoice currently being worked on. (see also "Able To Void Invoices")

Option 1) A manager with rights to void the invoice must step in. The manager will then need to log-out and the employee will need to log back in.

Option 2) As an alternative, the employee could choose to Suspend the current invoice and start over with a new invoice. Managers will need to Retrieve the suspended invoices and void them.

Able To Enter Credit Card Authorizations

Able To Force Credit Card Transaction

Touch Screen - Able to Exit

Touch Screen - Access Manager Mode

Vendors

Access To Vendor Info

Access To Vendor Inventory

Access To Vendor Terms

Access To Vendor Shipping

3.3.8.1 Security Group Settings

Security Groups are named sets of access privileges to be applied enmasse to specific types of employees.

The reason for creating security groups and defining the security privileges for each group is to save you time when adding a new employee. It also assures uniformity. However, as an employee's responsibilities increase, you can change the employee's rights by either assigning the employee to a different security group or removing security group settings and manually choosing security options.

Groups of employees, can be named by a job function or team assignment such as Service, Accounting, Cashiers, Stock Room, or Management who all share similar security privileges.

Go to Maintenance: Definitions: Security Groups

Related Topics POSitive Security Options 256

To access this screen, go to Maintenance: Definitions: Security Group Settings.

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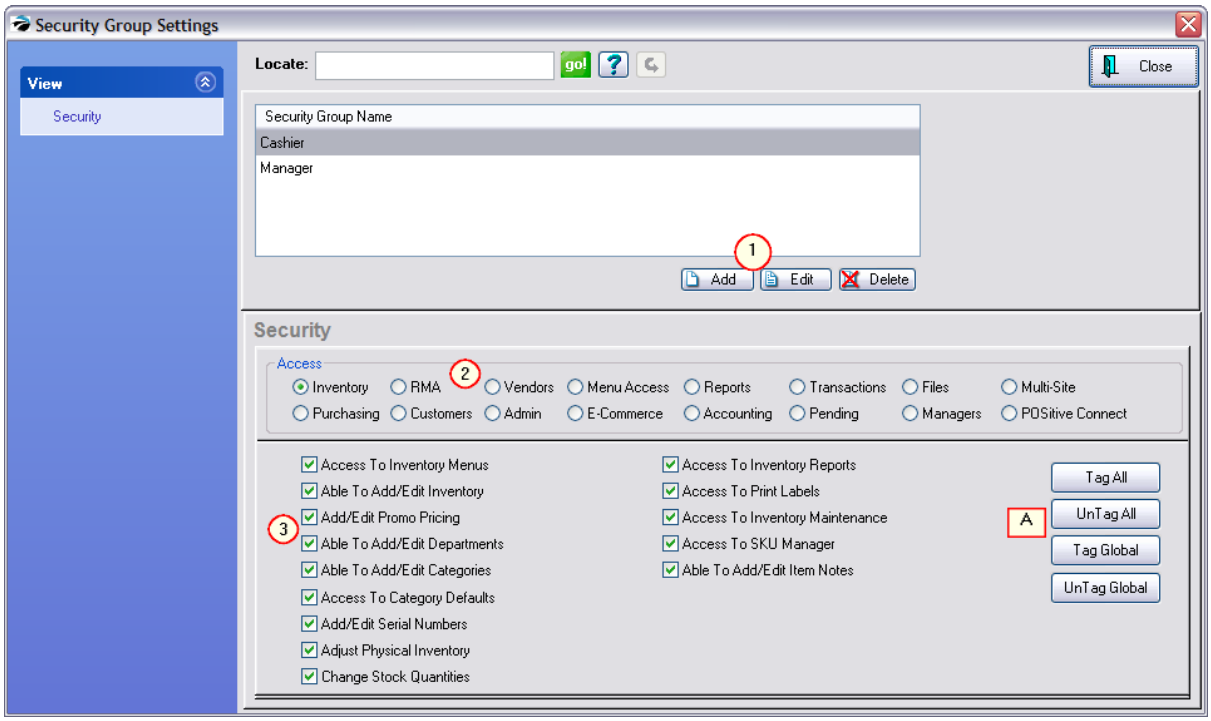

(1) All security groups are listed. More groups can be added. Groups can be edited. Any employees assigned to a group being edited will be instantly updated.

(2) Choose an "Access" area

(3) Activate specific settings as desired.

(A) Tag All - Untag All applies only to the visible screen. Tag Global - Untag Global applies to all sections.

See POSitive Security Options 256 for details about which options are available and an alphabetical list of security statements.

General Information

When Adding A Group: Use a descriptive name for groups of employees, such as Service, Accounting, Cashiers, Stock Room.

Check/Uncheck: Clicking on a setting in the Description box will alternately check or uncheck the highlighted setting.

Access Groups

Security options have been grouped by types. Select the desired type and security settings are listed. By default, all settings are turned on, giving a new employee access to all features and functions of POSitive. Turn off any settings as desired.

Access Options On/Off

Clicking on the Description of a security control will alternately check or uncheck the highlighted setting.

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Selection Buttons

- Tag All - will checkmark every item in the displayed group
- UnTag All - will remove checkmarks from every item in the displayed group
- Tag Global - will checkmark every item in every group
- UnTag Global - will remove checkmarks from every item in every group.

3.3.8.2 Security Settings Exceptions

Some feature tabs listed on the menu bar are not affected by security settings. For example, even if you uncheck all the options for Purchasing, the Purchase tab still appears on the menu bar so you may access:

-- Items On Order

-- Process Other Returns

-- RMA Reports: Items In Transit

Another example is if you uncheck all the options for Accounting, the Accounting tab still appears on the menu bar and you still have access to:

-- Cost Verifier

-- Voids: Pending

3.3.9 Employees

Assigning employees their own IDs and Passwords provides you with detailed information about employee activity and can even limit employee access to selected areas of POSitive.

THINGS TO DO

Add employees and assign Security Groups (see Employee Settings 266)

Change the password of POS MANAGER, the default employee

Regularly change employee passwords

Enable internet e-mail capabilities for the employee

Assign employee to POSitive Mail groups for rapid communication (see POSitive Mail 280)

Permanently assign an employee to a customer

THINGS TO UNDERSTAND

Adding an employee to the Employee list entails filling in Details, assignment to Mail Groups, assignment to a Security Group, and optionally adding Notes and enabling E-mail settings.

Mail Groups - POSitive Mail provides messaging to employees even without internet services. Mail Groups are defined through Maintenance: Definitions: Mail Groups. They are then assigned to an

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employee through the Employee File.

Security Groups - Security options are available in POSitive to limit access to various areas and procedures. It is probably best to define Security Groups 263 first, before adding employees. When an employee is added to POSitive using "Unassigned", the employee is granted access to ALL portions and procedures of POSitive. No limits are in place unless management sets those limits by returning to the Employee list and editing the employee.

Notes - Employee notes and information should remain confidential. Access to the employee file should be limited to only a few employees. The employee information and notes can be printed from the Employee List.

E-Mail Settings - Employees who will be allowed to e-mail POSitive reports need authorization. Edit the Employee File and define E-mail settings.

Time Clock - Employees may use the Time Clock to punch in and out. Management can review and edit times in and out.

RELATED TOPICS

Security Groups 263

Employee Time Cards 271

Service Time Cards 274

Sales Reports By Employee

POSitive Mail 280

E-Mail Authorization

3.3.9.1 Employee Settings

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

(see also Security Group Settings 263)

Employee Listing

- Locate - Find an employee record or all records with common data. (Click on column to sort/search before using Locate)
- Query - define a filter preset for name, sales ID, or phone
- Reset - restores the list after query has been applied.

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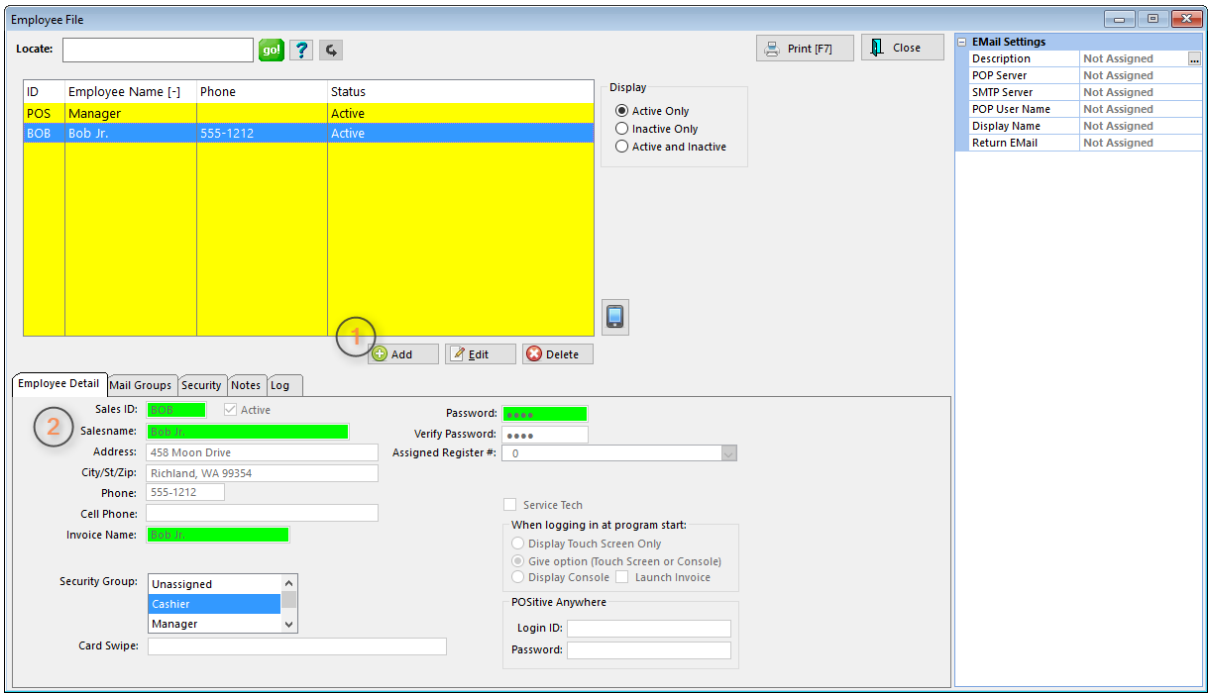

Record Information

Display Status - choose to display: Active Only, Inactive Only, or Active and Inactive (all employees)

ID - Employee's Sales ID (up to 3 characters)

Employee Name - Default column for searching with Locate

Phone - (optional)

Status - either Active or Inactive

Buttons

Add - This button will launch POSitive's New Employee Wizard to make it easy to fill in all necessary fields.

Edit - Change an employee's information and or security rights.

Save - Retain changes. **Cancel** - Discard Changes

Delete - Remove a sales person.

TIP: Rather than deleting an employee, just change the password and/or security options. Deleting an employee could exclude sales made by that employee from specialized reports. Generally, if you ask for a report on ALL employees, even transactions of deleted employees will be included.

How To Add New Employees

From the Employee File screen,

1) Choose the ADD button just below the Employee Listing

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2) Fill in the Employee Detail information fields.

3) Be sure to complete all relevant views listed on the tabs:

- Detail - employee information
- Mail Groups - assignment to receive internal messages
- Security (automatically set by selection of Security Group, unless employee is set to "Unassigned"
- Notes - record specific hiring or other pertinent information about the employee
- E-Mail Settings - gives employee permission to e-mail to customers and vendors
- Activity Log (this will be filled in automatically in the course of operations)

Employee Detail

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

Active - Currently able to use POSitive. If this is **unchecked**, then the employee will have no rights to use POSitive.

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

Address - (Optional) This will be used for internal purposes only. It can be a handy reference.

City, State, Zip (include full information)

Phone - (include area code)

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. Security Group Settings (see Security Group Settings 263)

Card Swipe - This allows the employee to log in electronically by scanning a barcode or swiping a magnetic stripe card. The readable code on the employee badge can be anything that uses alpha-numeric characters. If using a mag-stripe card, the log in code should be recorded on track 1 and your mag-stripe reader needs to include a "carriage return" at the end of the swipe. If using a barcode scanner, it should also be programmed to automatically enter a "carriage return" at the end of the scan. To enter the number using the card, place the cursor in the Card Swipe field and scan or swipe the card. Then choose Save. Note: be sure to activate "Use Card Swipe To Login" under Station Settings: Transactions: Invoicing

Password Authentication

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

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

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-- How To Change Password --

It is recommended that employee passwords be changed frequently to avoid compromise. Simply overwrite the existing password and Verify Password again.

Special Assignments

- **Assigned Register #** - This should always be set to 0 "Use Default Register". Only in rare instances would you want to use any other number.
  If you have a number of cashiers and wish to track transactions "per employee" more closely, you can assign a permanent cash drawer number to that employee. Whenever the employee logs-in, the Station number you assign here becomes active at the computer being operated. IMPORTANT: Make sure that the station number being assigned is valid and in the Station Manager List (Maintenance: Station Manager) before assigning the number to the employee.

Advance Setup: You need to create a station number for each employee. Then assign the station number at this screen for this specific employee.

Benefits: A cashier can end his/her shift without having to count down the cash drawer before leaving the sales lane. The cashier would remove the drawer and carry it to a back office workstation and proceed with the count down and balancing of the drawer.

Potential Drawbacks: This creates more work for network administrators. Since All Station settings will be applied as soon as the cashier logs in, the printers and cash drawer settings need to be identical or accessible in the same way at all stations to be used by the employee.

- **Service Tech** - (Visible only if Service Option is active) If this employee will be serving as a service technician at times, then this box should be **checked**. The employee will then be included in the Service Order module and will be listed with in the Service Scheduler. If service work is not part of your business, then this can be left blank.

When Logging In At Program Start

- **Display Touch Screen Only -** If this option has been activated, this employee will only be able to run the touchscreen.
- **Give Option (Touch Screen or Console)** If this option has been activated, this employee will be able to choose between running touchscreen or the standard POSitive based upon station settings and security options.
- **Display Console** - If this option is activated the sales clerk will never run touchscreen.
- **Launch Invoice** - If activated, when the employee signs in, the immediate prompt will be to create a new transaction. See station settings for options to make sales more fluid.

POSitive Anywhere

POSitive Anywhere is a stand-alone web server that runs at your store location, allowing you to view store sales data, inventory status, customer and vendor information, and internal office e-mails from your store from any web browser, It's easy to install if you know a little bit about routers, port forwarding, and static IP addresses. If you have no idea what any of those things are, don't worry; we can provide installation services for you. Complete documentation is available, and you can have your web server up and running in a matter of 10 minutes or less.

So what does it do? You can view invoices, customer data, sales summary, inventory, vendors, orders,

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and employees. Run Tender and Sales Tax reports. View sales summary graphs. In short, keep up to date on what's happening at your store as it happens.

Login ID - (not the normal sales ID but a more secure identification name or number)

Password - (not the normal password but a more secure identification string)

Internal Mail Groups

Select Mail Groups view at the far left. These are for internal classification of employees by job or location or team assignments. These groups are utilized for internal mailings and reports. An employee can be assigned to more than one group.

All Groups - a listing of common teams of employees such as Sales, Management, Techs, etc. These are defined under Maintenance | Definitions | Mail Groups (see Group Manager 283)

Groups Belonged To - This employee is automatically included in the ALL group and can be included as a member of any other available Mail Group. If groups have not yet been created, you may designate them now using Group Manager button below the All Groups list. (see Group Manager 283)

Security

Security - If the employee is already assigned to a security group, the message "Security has been set using a Global Security Setting" followed by the name of the security group.

If the employee is not assigned to a security group, then a listing of security options can be reviewed and edited. Upon closing this window, any changes made will be saved. (see Employee Security Assignments 263)

To Create New Security Groups - go to Maintenance: Definitions: Security Groups

See List Of Security Options 256 for details.

Notes

You can record the hire date, performance reviews, and any other useful information about this employee on the Notes tab at this time. You may keep multiple notes about the employee; they will be printed by choosing the Print option under Actions on the left.

Activity Log

Displays exceptional problems with most recent activity at the top of the list: Incorrect Password Entered, Accessed Credit Card Manager, etc. (sample)

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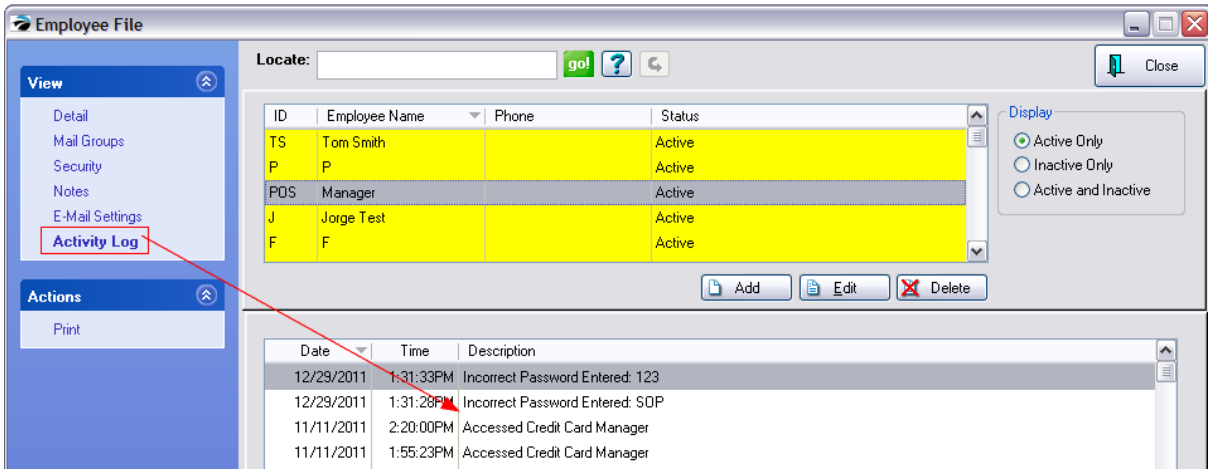

ACTIONS

Print - Will print two types of reports:

- Print LIST - prints a listing of all individuals in the employee list.
- Print HIGHLIGHTED - prints the name and address of the employee along with any notes recorded on the Notes tab.

Employee E-mail

See: Employee E-mail Setup 276

3.3.9.2 Employee Time Cards

Employees may clock in and out of POSitive. Their hours are recorded for management to review and print.

Clock In - Clock Out

To clock in or out, the employee selects the Clock In/Out icon on the Transactions Master Menu

After entering a SalesID and Password, the employee should check to verify the correct Date and Time displayed.

Then choose to Clock In [F6] or Clock Out [F6].

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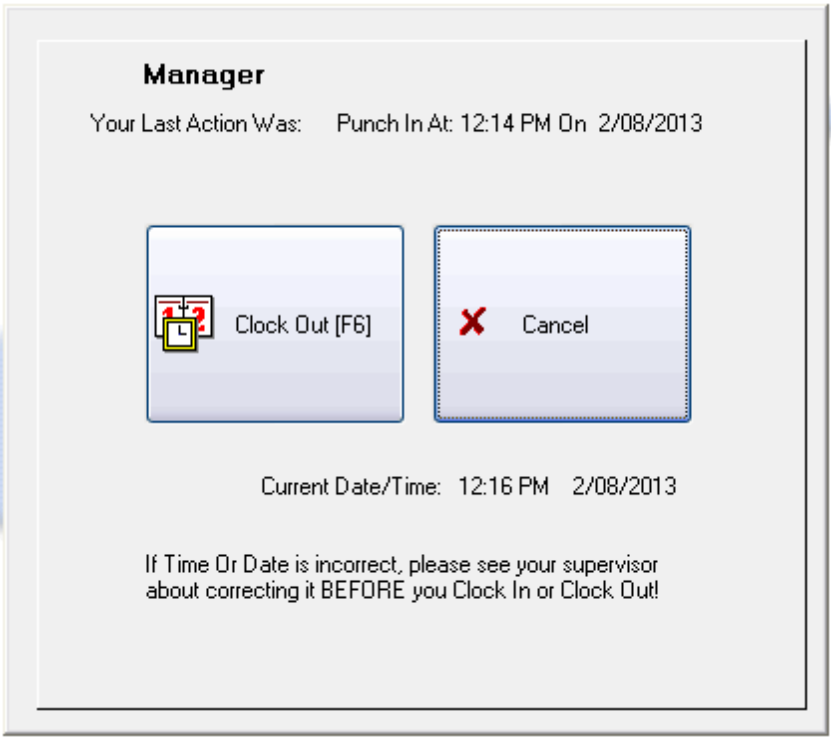
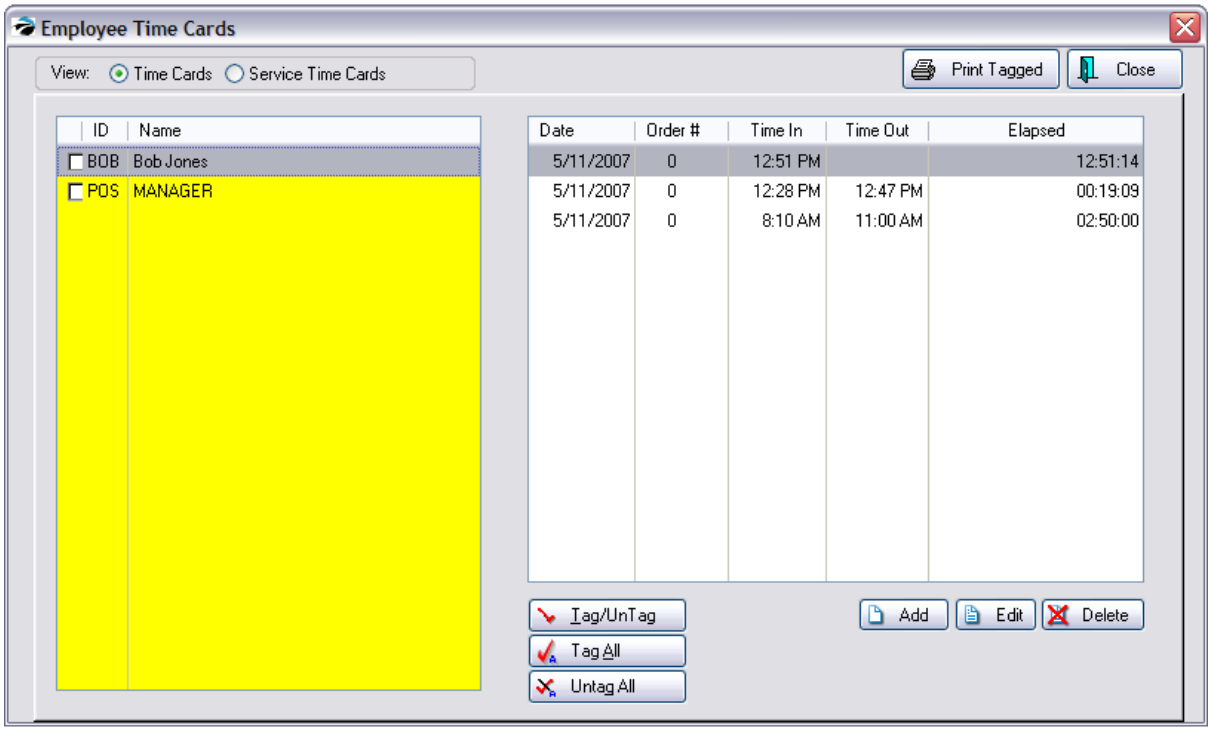


Employee Time Cards

The manager can review employee records by going to Management: Employee Time Cards.



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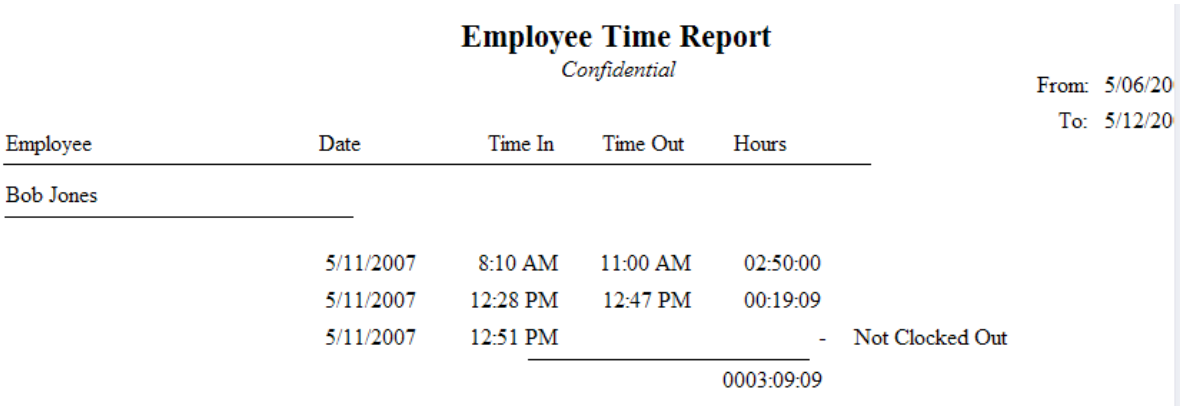
Employee Time Report

Tag selected employees and then choose Print button. A printed report of an employee's hours looks like this.



Employee Time Report

Confidential

From: 5/06/20
To: 5/12/20

Employee	Date	Time In	Time Out	Hours	
Bob Jones					
	5/11/2007	8:10 AM	11:00 AM	02:50:00	
	5/11/2007	12:28 PM	12:47 PM	00:19:09	
	5/11/2007	12:51 PM		-	Not Clocked Out
				0003:09:09	

Service Time Cards

If you have the Service Option, technicians can clock in and out to track time spent working on a service order. The above screen will list the options for Time Cards and Service Time Cards 274.

3.3.9.2.1 Time Clock Update

If an employee has failed to clock in or out you can Edit an entry and make adjustments or choose the Add button and create a new blank record.

1) Highlight the employee
2) Choose Add or Edit as needed
3) Enter or select a date
4) Enter or select a Time In and/or Time Out
5) Service order number is only used for Service Time Cards.

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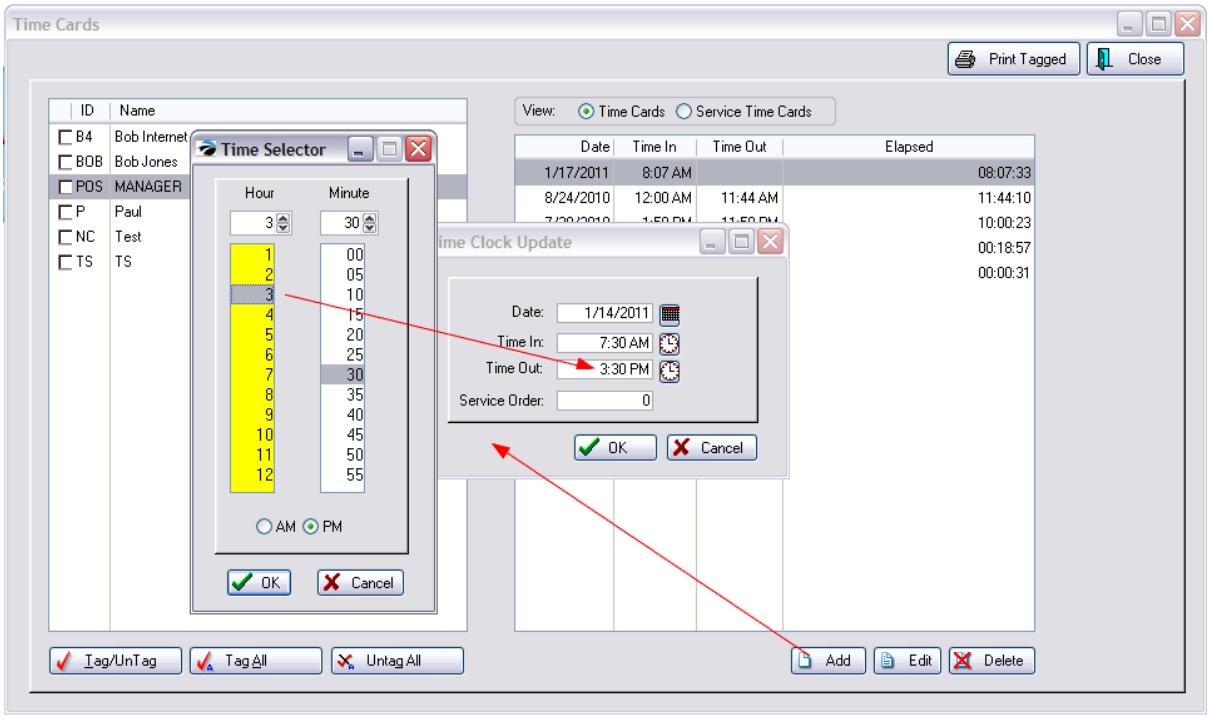

3.3.9.3 Service Time Cards

The Service module of POSitive allows for creation of Service Orders. One of the special features of service orders is a separate time clock for recording time spent on service work.

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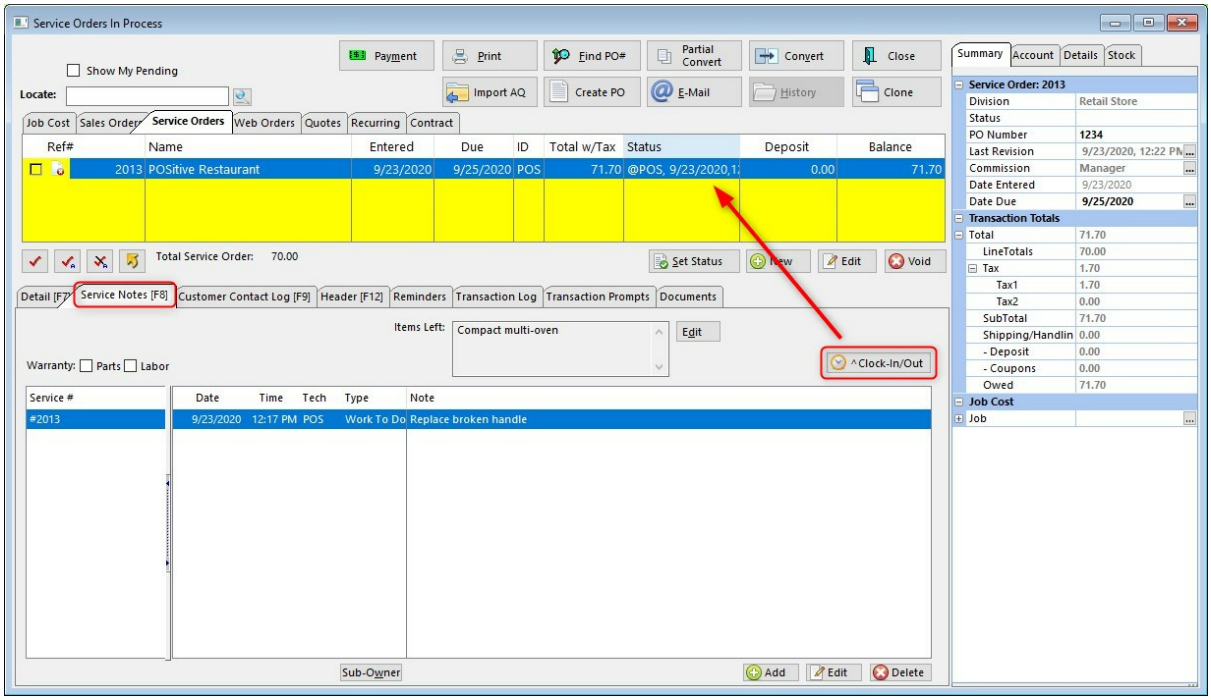
Service Orders In Process



- **Clock In/Out - CTRL-C** for recording technician start and stop times for a project. For each service order, multiple service technicians can record how much time they spend on that particular service order. Choosing Clock In/Clock Out will start and stop the clock. Management can then access the total times by going to Management: Service Time Cards.

TIP: An employee who does service work will need access set on the Employee File - Details (see Employee File 266)

Service Time Cards

Access to this screen is through Management: Time Cards and select Service Time Cards view at the top.

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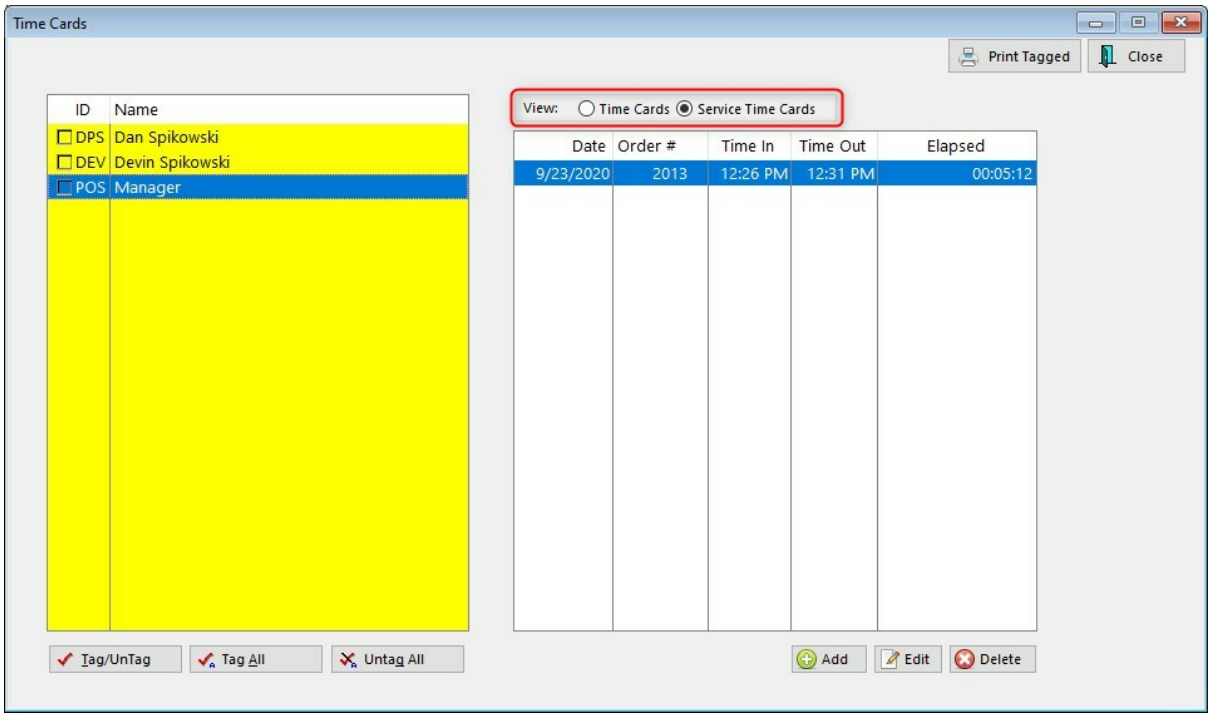

Editing of individual records can be done if the employee failed to log in or log out.

Printed Report

A report of time spent can be printed after tagging the employee(s) and choosing Print Tagged. A date range allows for selection of a specific time period.

This report is printed one page per employee and includes the employee name, date of service, service order number, time in and time out and hours worked per service order and totals for the date range selected.

Employee Service Time Report

Confidential

From: 5/06/2007
To: 5/12/2007

Employee	Date	Time In	Time Out	Hours
Bob Jones				
Order#: 512	5/11/2007	12:30 PM	12:47 PM	00:17:24
				0000:17:24

3.3.9.4 Setting Up Employee E-mail

Employee E-mail is typically only used for sending POSitive invoices, quotes and other documents to customers. You may use MS Outlook as your e-mail client, or you may setup individual POP/SMTP accounts for each employee. Go to E-Mail Setup 110 to select which type you wish to use. If you'll be

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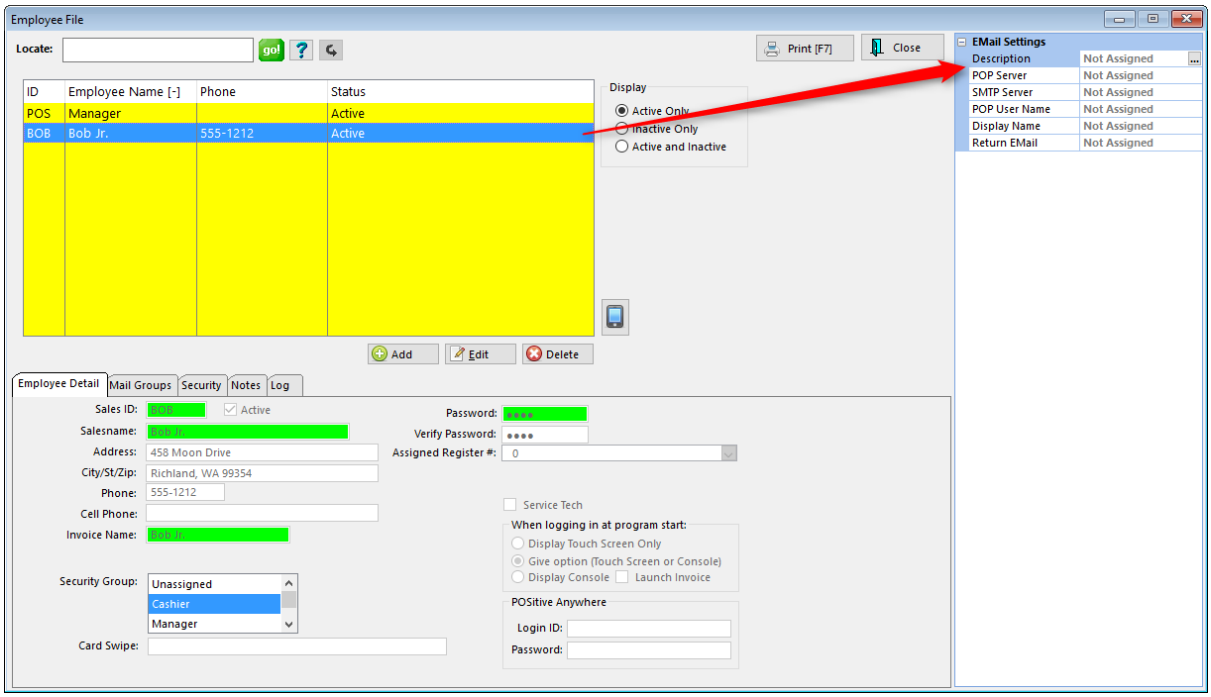
using Outlook, there are no other settings you need to make.

To setup individual e-mail accounts, go to Management, Employees, select an employee then go to EMail Settings in the Smart Grid. Click on the "box with 3 dots" to open e-mail settings.

NOTE: POSitive currently supports only POP/SMTP accounts (not IMAP) and some e-mail providers may not be compatible. If advanced security protocol(s) are required by an email provider then it may not be compatible with Internal email. In that case consider the Microsoft Outlook option. Or use a provider such as Gmail, which supports both IMAP and POP/SMTP.



This is where you will enter the information that pertains to your e-mail service and will have to be done for each employee.

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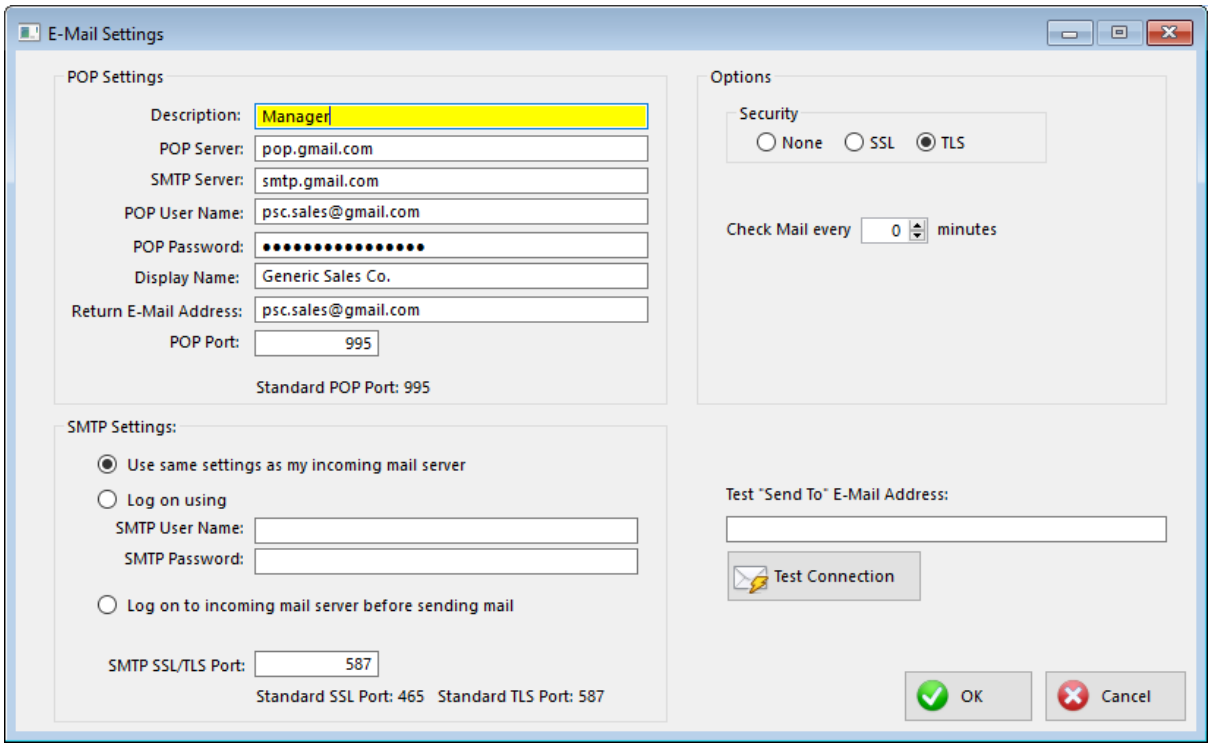

Because each business is different, there are no standard settings to use for this section. You probably need to consult with your e-mail provider, IT support person or POSitive dealer for assistance with setup. In our example we're using Gmail. Please click here[279] for instructions on setting up your Gmail account to work with POSitive.

Note: We recommend using an e-mail program like Outlook, or a web-based e-mail, such as Gmail, for your normal e-mail communication, and only use Employee E-mail for sending POSitive documents to customers. By setting "Check Mail every" to 0, POSitive will not download e-mail from your provider.

Once you've entered the necessary information for your e-mail provider, test the connection by entering a Send To address in the test box and click on Test Connection.

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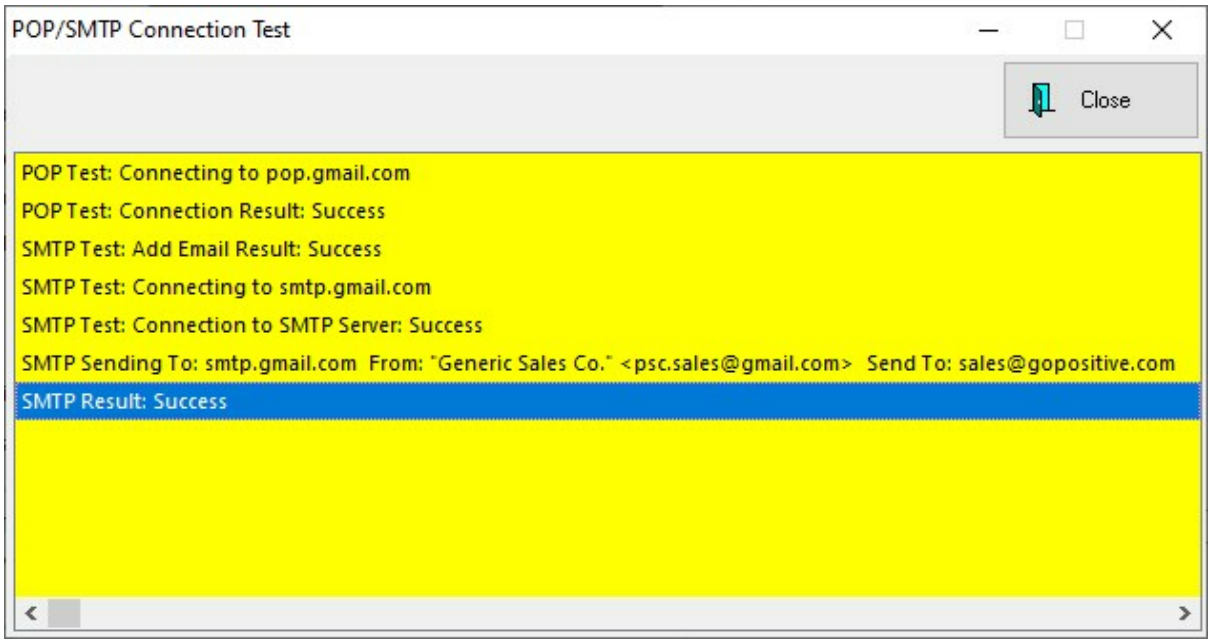

You should not see any error, your test results should look similar to our example, and your recipient should receive your test e-mail. If successful, click OK to save your settings.

3.3.9.4.1 Setting Up Gmail

These instructions explain how to set up your Gmail account so it can be used with POSitive.

• Activate POP/SMTP
1. On your computer, open Gmail
2. In the top right, click Settings gear icon
3. Click Settings
4. Click the Forwarding and POP/IMAP tab - https://mail.google.com/mail/u/0/#settings/fwdandpop
5. In the "POP download" section, select Enable POP for mail that arrives from now on
6. At the bottom of the page, click Save Changes

• Enable 2-Step Verification and Create App Password
1. Go to your Google Account - https://myaccount.google.com/security
2. On the left navigation panel, click Security
3. Under Signing in to Google turn on 2-Step Verification
4. Next, return to the Security section and there will be a new option under Signing in to Google called App Passwords. Click on it and under Select app you choose Mail or Other and then Select device and choose Windows Computer or Other. Finally, click GENERATE to create the App password. Copy this password as you'll need it for the next step

• POSitive E-Mail Settings
1. Management tab > Employees
2. Highlight an employee
3. In the top right click the ... ellipsis button under Email Settings on the Property Grid near the Description field

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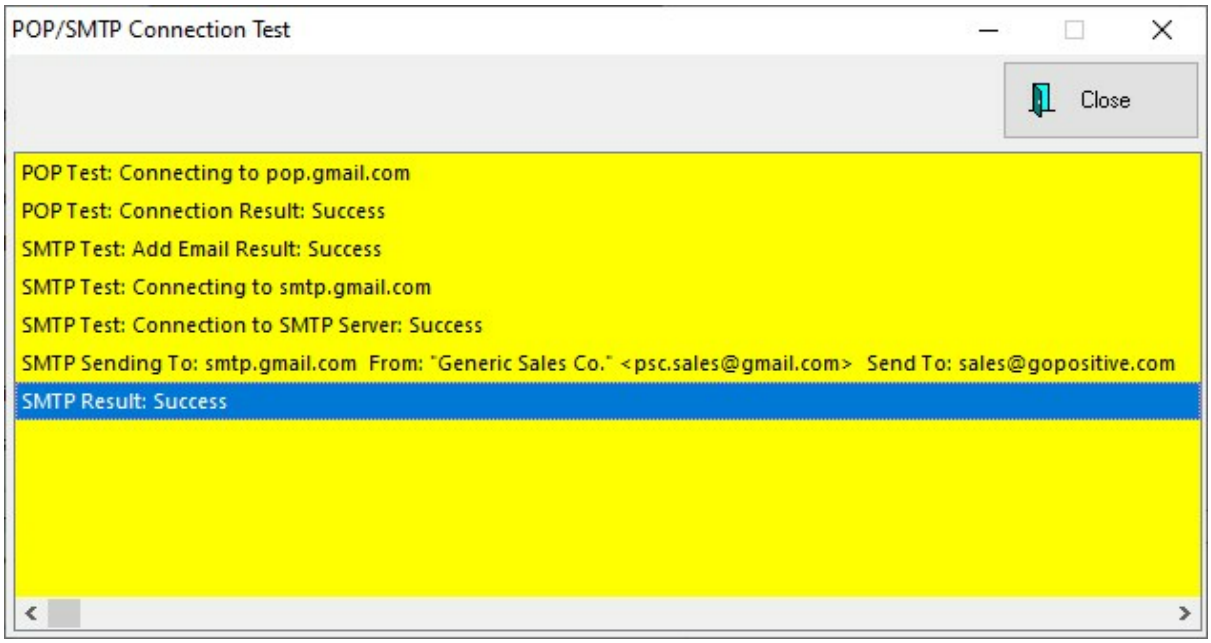
--Required POP Settings--
POP Server: pop.gmail.com
SMTP Server: smtp.gmail.com
POP User Name: [fullgmailemailaddress@gmail.com]
POP Password: [your Gmail App password]
Display Name: [Whatever you wish to use]
Return E-Mail Address: [Whatever you wish to use. Does not have to be Gmail address]
POP Port: 995
--SMTP Settings--
Selection: 'Use same settings as my incoming mail server'
SMTP SSL/TLS Port: 587
--Options--
Security: TLS
Check Mail Every: 0

• Test "Send To" E-Mail Address
Enter an e-mail address and click Test Connection to verify you are successfully connecting to Gmail.



3.3.9.5 POSitive Mail

An internal communication system sends mail messages to individuals or groups of employees. When employees log in to POSitive, they are prompted to read new mail. The sender of the mail message can review which messages have been read or not read.

This system works over a local area network and does not require internet access.

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How To Use POSitive Mail

To start POSitive Mail, choose the POSitive Mail icon in the QuickLaunch Menu



Benefits

Better communication. Targets individuals or groups to assure they are being informed of important notices. When the employee logs in, the employee is notified that a message has not been read. Leave messages for employees who come to work on a different shift.

Documentation of decisions made and instructions given.

Prepare communications well in advance of an event and then send at an appropriate time.

Does not require internet access. Messages are secure and used only internally on the network through POSitive.

Uses

Reminder notes for self or others

Project coordination

Announcement dissemination of meetings for specific individuals or groups

Setup

Define Employee Groups (Group Manager 283) by going to Maintenance: Definitions: Mail Groups

Assign Employees to various Groups

Choose Create New Message button

(1) Highlight either an individual employee or Group name and transfer to the Recipient(s) box on the right.

(2) Enter a Subject

(3) Type your message in the box below Subject.

(4) Choose Send Message [F10]

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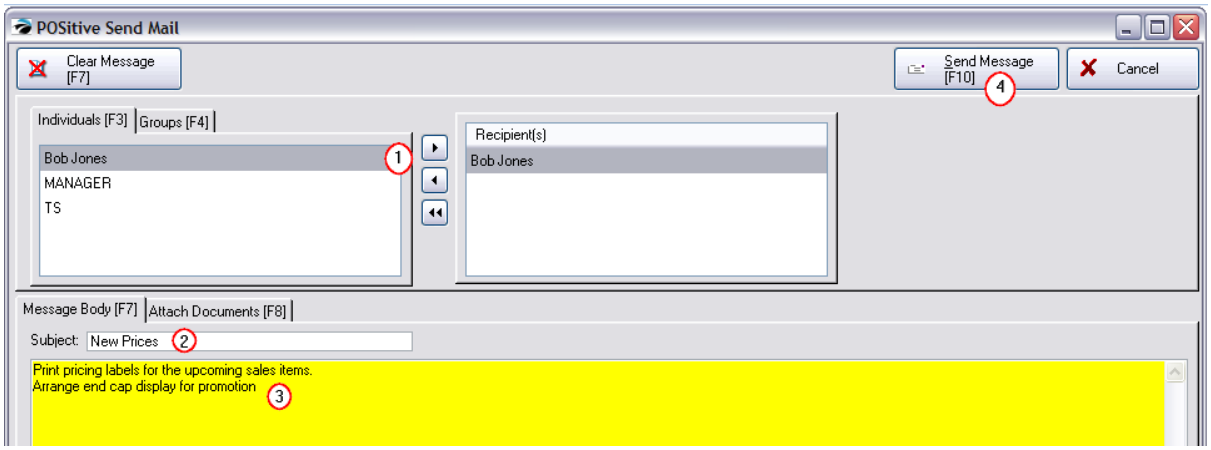
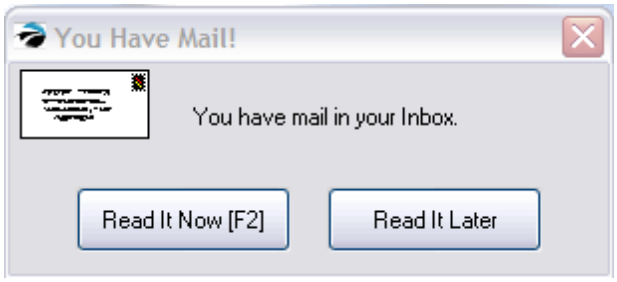
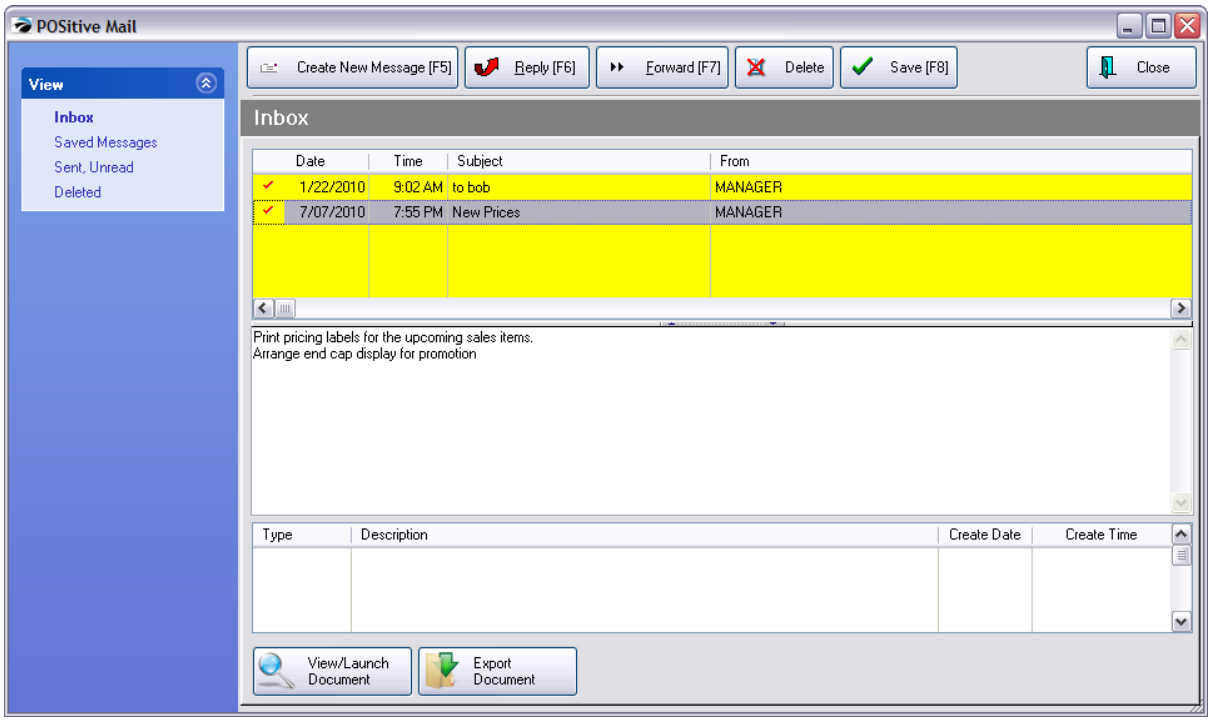


Employee Notification Alert

When an employee logs in, a message announcing New Mail gives the employee the option to read it now or later.



Once the mail message is opened, the employee can Reply, Forward, Save, or Delete the message.



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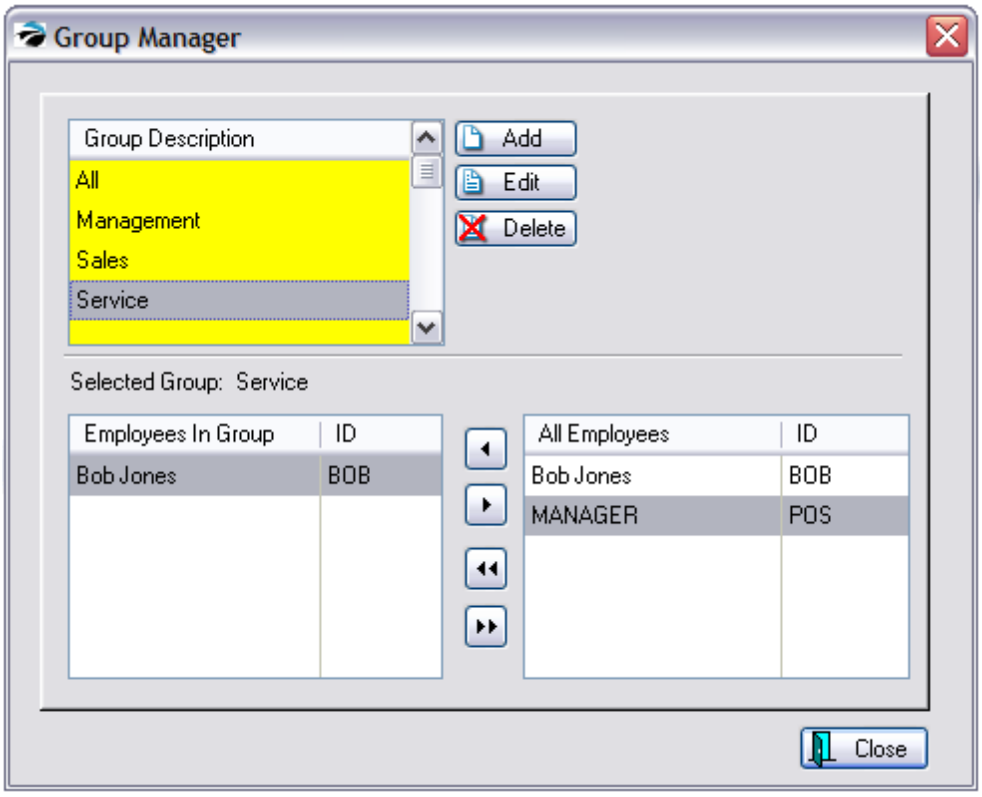
3.3.9.5.1 Mail Groups

Mail Groups is a POSitive feature designed to reduce the number of internal mail messages having to be written.



An employee can be a member of an unlimited number of groups. When a POSitive 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.

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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.

3.4 Basic Hardware For Workstations

BASIC HARDWARE SET-UP

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

PRINTING SET-UP

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

GET PRINTER DRIVERS FOR EACH PRINTER

Since POSitive can support different printers for different functions, the first thing you'll need to do is make sure a Printer Driver is installed for each printer you'll be using. You'll need to download the appropriate driver from the manufacturer's web site, or ask your dealer to provide it. Once all your printer drivers are installed and working, you can proceed with setting up printing in POSitive.

TRANSACTION PRINTING

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

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

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

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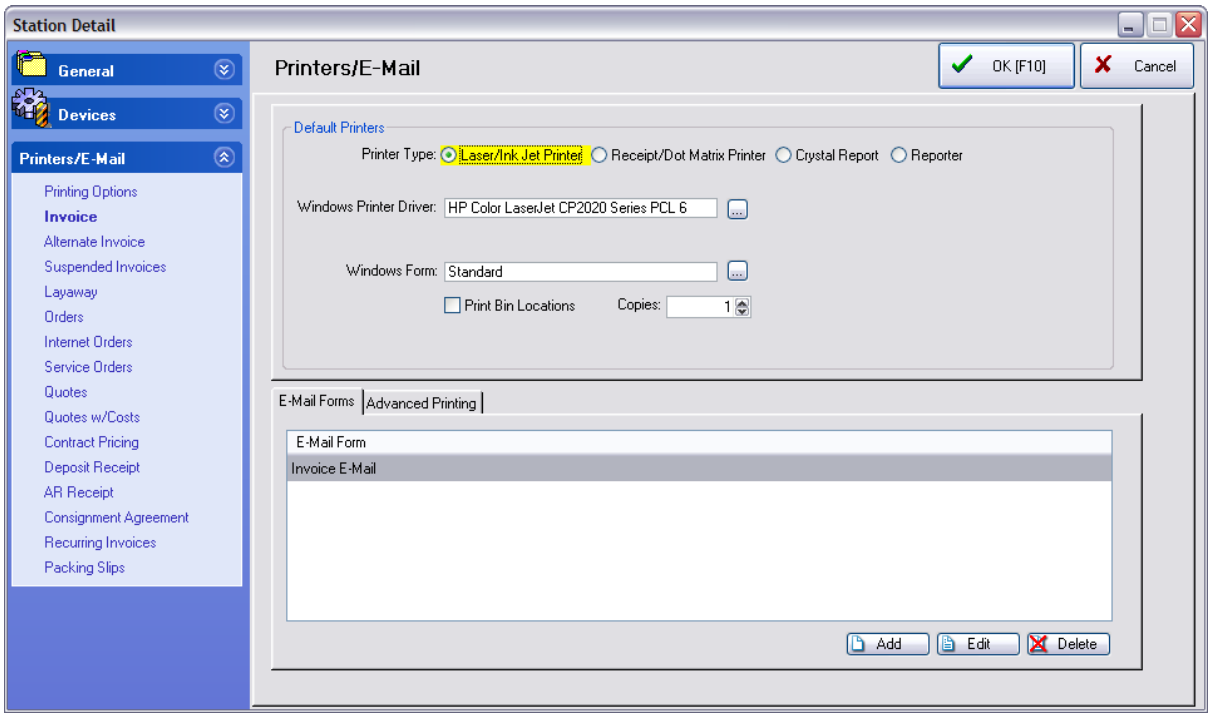
Orders Quotes with Costs Suspended Invoices

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

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

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

INVOICE PRINTING SETUP



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

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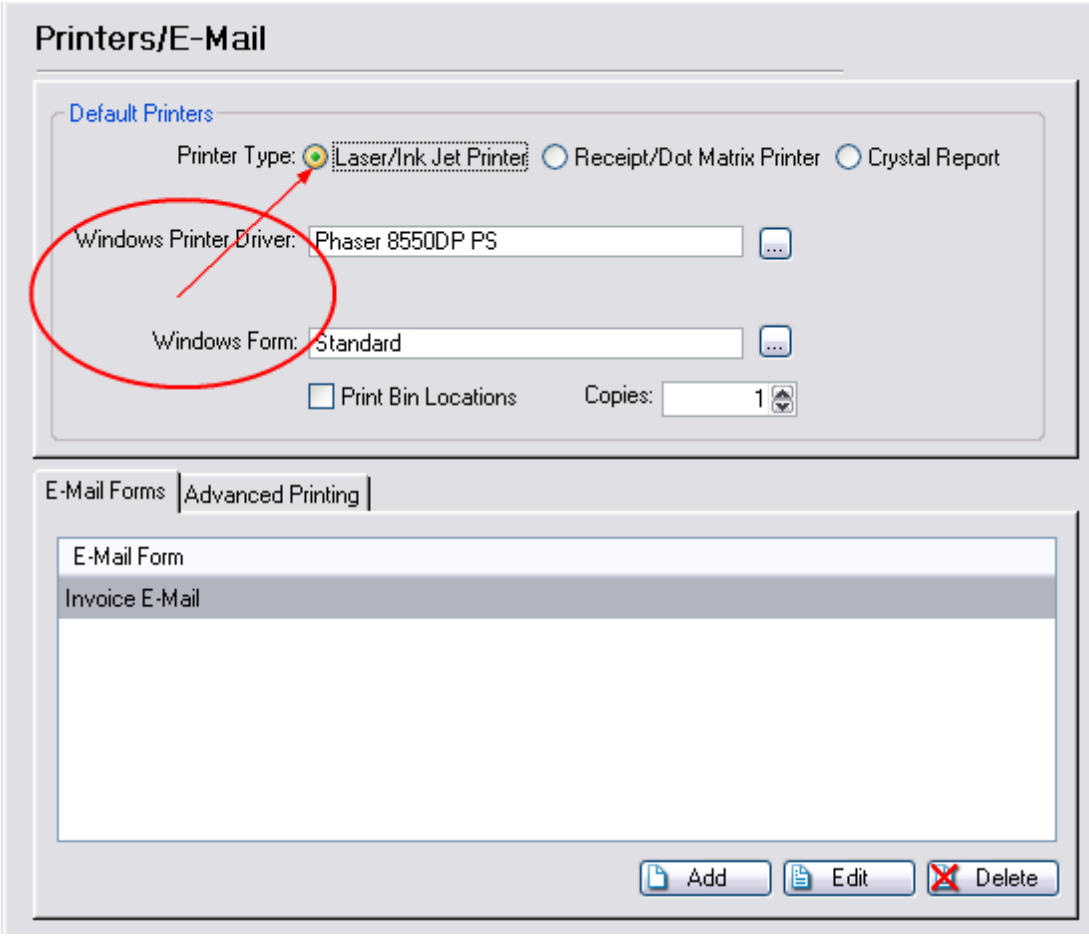
PRINTER TYPE



Printer Type determines what kind of forms you'll be able to use for the transaction.

Laser/Ink Jet Printer uses a predefined Windows Form called Standard which can incorporate a company logo and looks very nice when printed on a laser or inkjet printer. It is possible to edit this form if you are an advanced user, but we don't recommend it.

Go ahead and click on **Receipt/Dot Matrix Printer** and notice how your options change.

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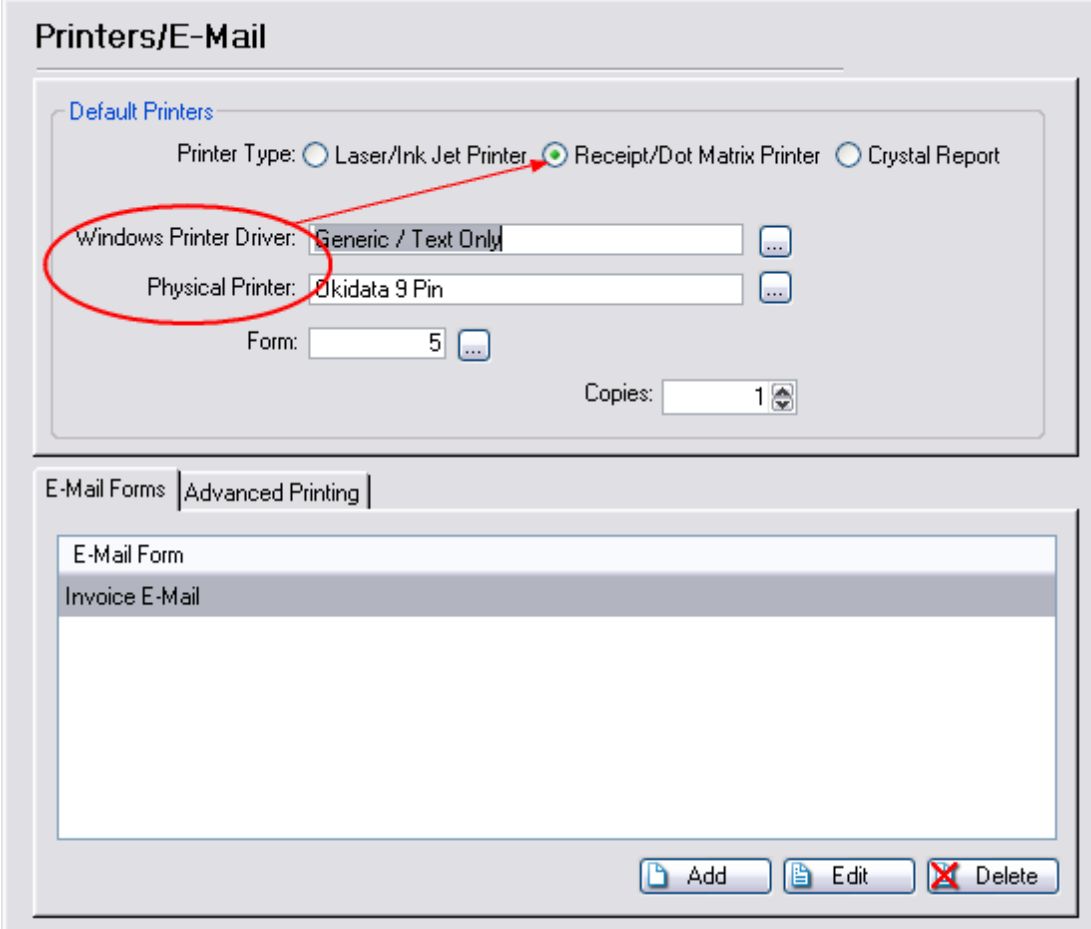

Report Writer and Crystal Reports Forms

Two other sources of invoice printing are POSitive's built-in Report Writer and 3rd party Crystal Reports. These are software programs for designing your own forms and reports.

Reporter

Report Writer is a built-in report designing program with great versatility. (see Report Writer 891) It can be used for designing your own invoice forms. Once the forms have been created, you select them by choosing the Lookup button, highlighting the desired form, and choosing Select. Some forms may be immediately available, however, you should contact your dealer or POSitive Software for more information.

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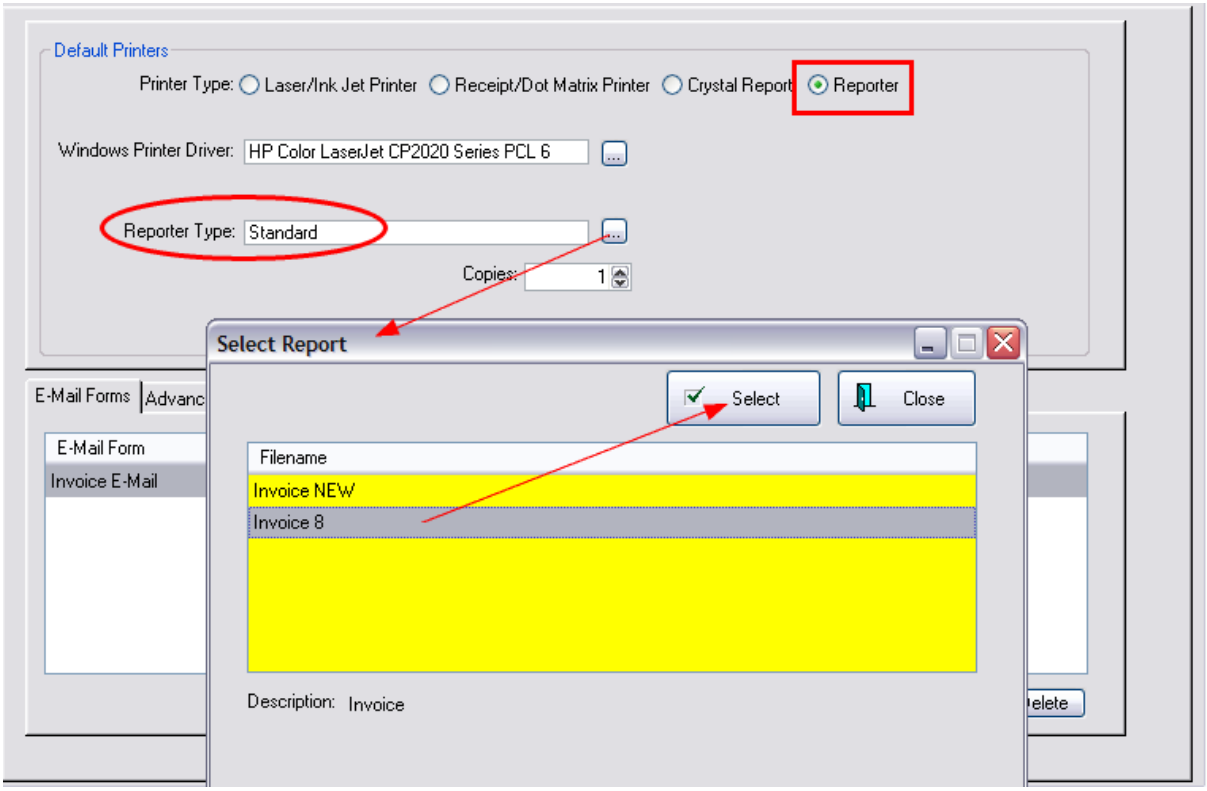

Crystal Report

This is a legacy feature and we recommend using Report Writer for custom transaction reports..

PHYSICAL PRINTER

If you have selected Receipt/Dot Matrix Printer as your Default Printer you'll notice that you can now select a Physical Printer and Windows Form has changed to Form.

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

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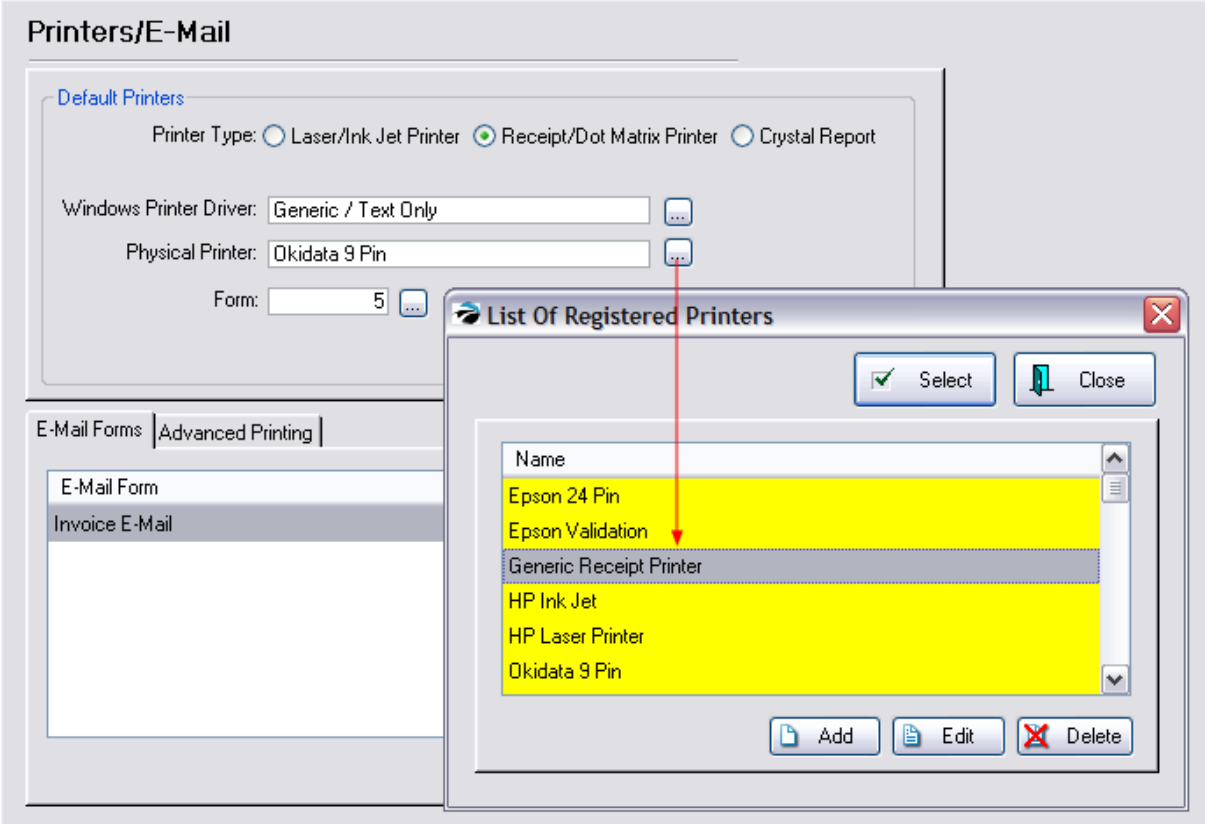

This is a list of pre-defined printers that are used primarily for receipt and invoice printing.

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

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

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

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

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

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

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

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

We'll cover making changes to the printer definitions a little later in Station - Devices 211. Consult with your dealer who will be able to give you specific guidance if you need to make changes or additions to this list.

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

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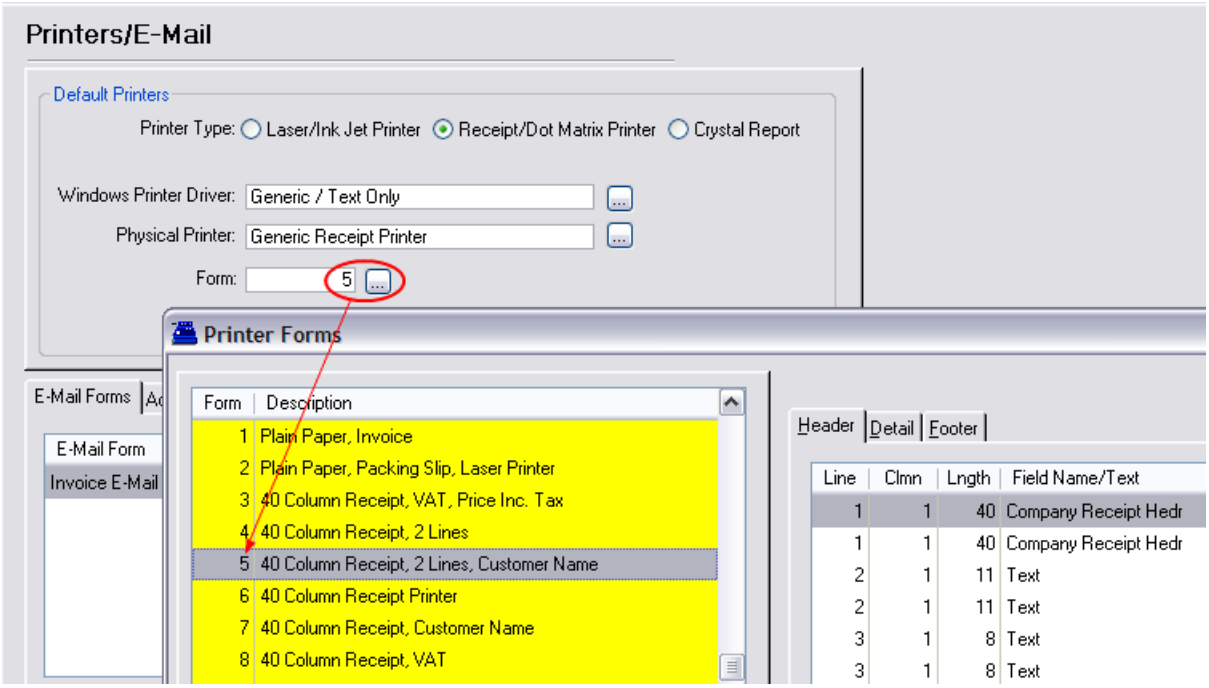
40 Column Receipt Printer

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

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

FORMS

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



We've already created nearly 100 forms for you to choose from, ranging from letter size invoices to 40 column layaway receipts. We also let you edit these forms, which we'll cover later. (see Printer Forms 1786)

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

STOCK LOCATIONS

If you are using a Laser/Ink Jet Printer type, you will be able to choose to print Stock (Bin) Locations on your invoices and packing slips. Check mark the option. (see Stock Locations 501)

COPIES

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

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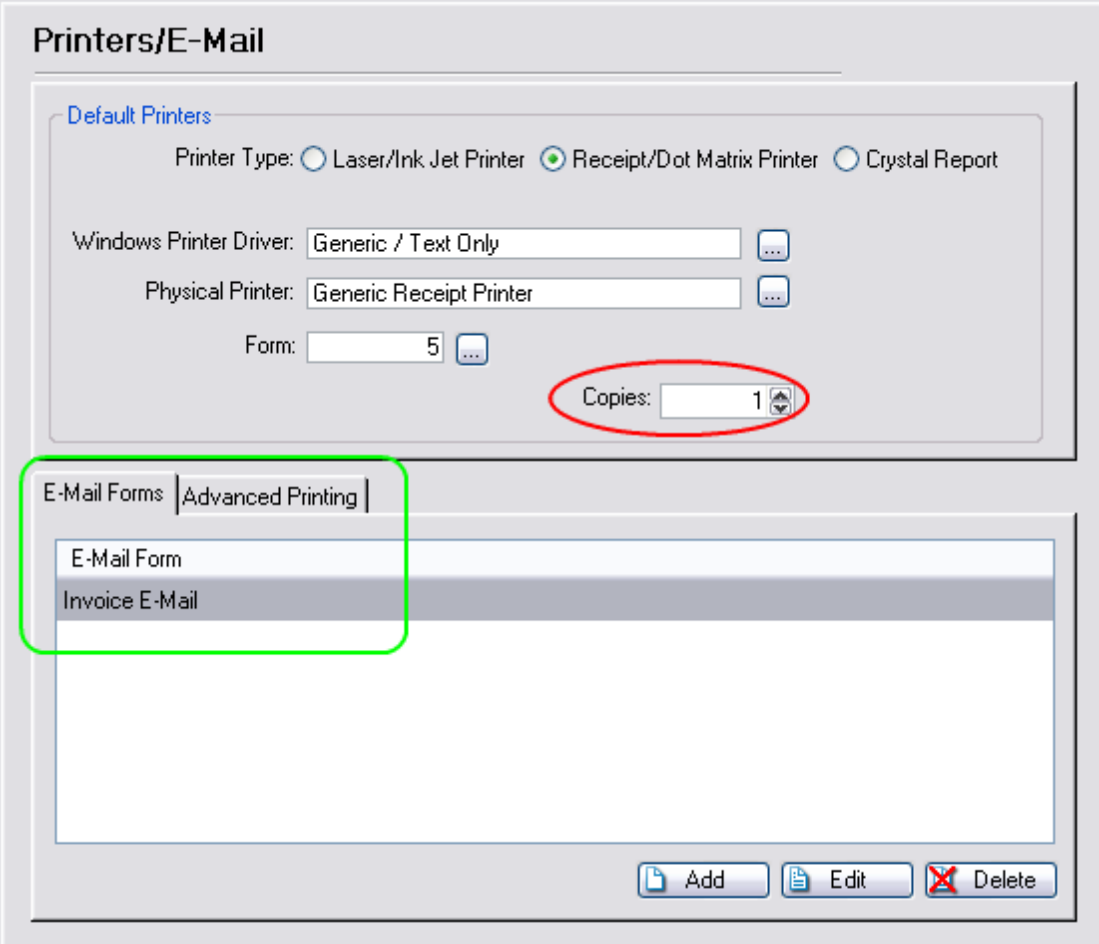

E-MAIL & ADVANCED PRINTING

You'll see tabs for E-Mail Forms and Advanced Printing. Don't worry about these since they're not needed by most of our customers.

If you plan to e-mail invoices, orders, or quotes, no changes are needed because POSitive comes pre-set with E-mail forms. However, you can use HTML templates and create additional e-mail titles and options. (see E-Mail Forms 252)

Advanced Printing is a special setup which allows printing of coupons, labels, or federal or state documents. (see Advanced Printing 982). Please, contact your dealer for more information.

Repeat The Process of Printer Selection

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

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

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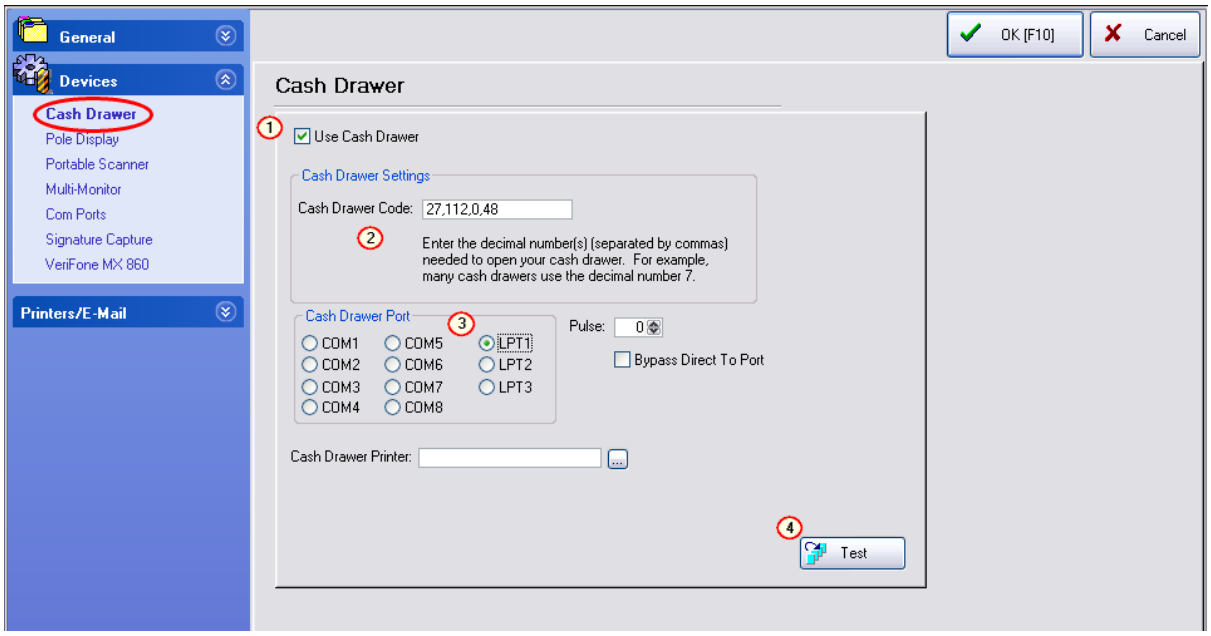
Continue down the list on the left hand side and finish selecting your printer and form for the other transactions you'll be performing. For an example of how to set up a typical receipt printer see Sample: Generic Receipt Printer Setup 301.

CASH DRAWER SETUP

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

Basic Setup

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



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

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

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

(2) Next, you must enter a Cash Drawer Code, which is the command POSitive will send to the printer to make it open the drawer. Different brands of printers use different codes and in our example we're using a typical Epson control code of 27,112,0,64,240 .

(3) Next, if your cash drawer connects directly to the receipt printer, select that printer as the "Cash Drawer Printer". This setting overrides any Cash Drawer Port selection. If the cash drawer connects directly to the workstation through a serial (COM) or parallel (LPT) port, you would select that port number as your Cash Drawer Port.

Note: If your cash drawer connects to the computer with a USB cable, please contact your dealer or POSitive support for setup assistance.

PULSE & BYPASS (Legacy feature)

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The Pulse and Bypass Direct to Port settings are used only with cash drawers that connect through a serial or parallel port.

TEST THE DRAWER

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

If it does not open, it may be necessary to click OK to save your settings, then go back into Station Settings and try the test button again. If the drawer still does not open, review the hardware connections and/or contact your dealer.

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

POLE DISPLAY SETUP

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

TEST THE EQUIPMENT

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

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

SETUP

To setup your pole display, go to Maintenance, Station Settings, edit the station, then Devices, Pole Display.

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

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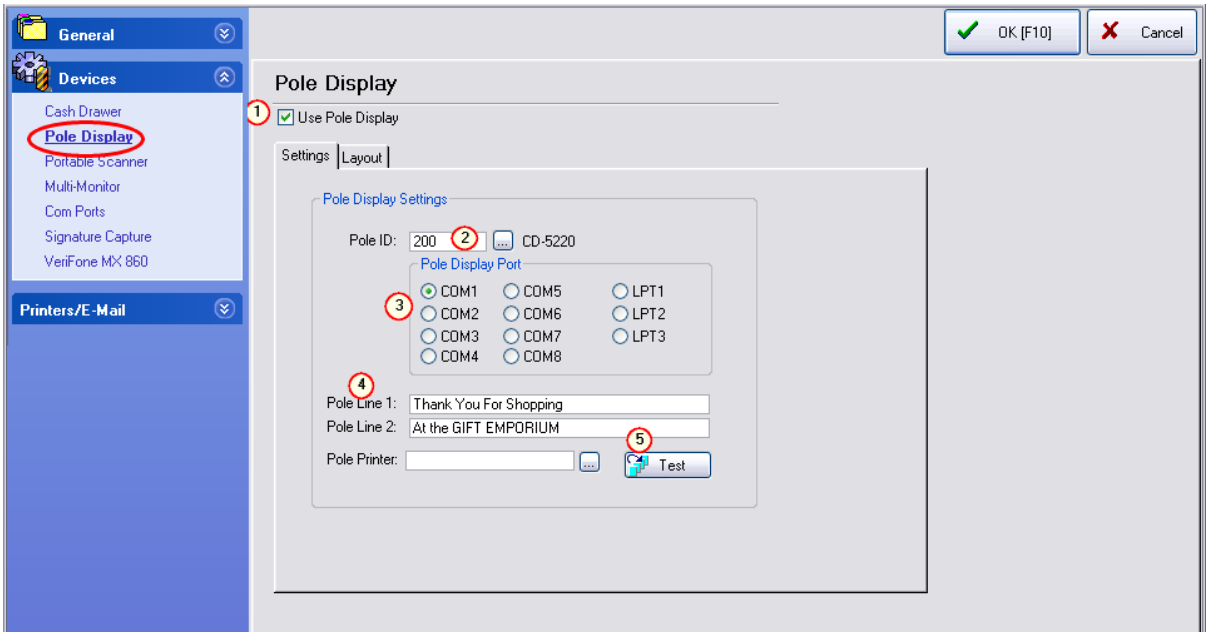

(2) Next, you need to select a Pole ID. You'll notice some predefined ID's, such as CD-5220 (Partner Tech), Logic Controls, Epson and UTC, which cover most popular poles. You'll also see Undefined, which is used if you need to create a custom ID. In our example above, we selected Pole ID 200, CD-5220.

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

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

Leave Pole Printer blank for now.

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

Portable Scanner (Legacy feature)

This is a legacy feature that does not work with modern portable scanners (data collectors). Contact your dealer, or POSitive Software, for more information.

MULTI-MONITOR SUPPORT

Instead of using a Pole Display, as described above, POSitive 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.

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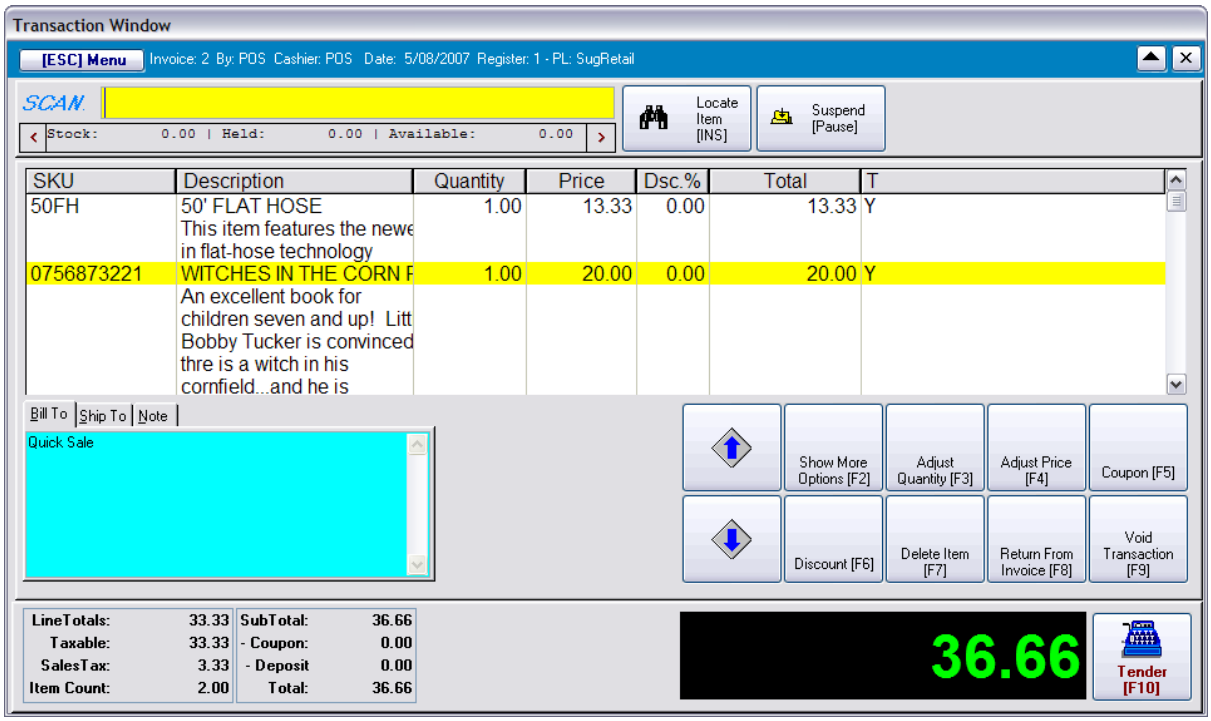

Hardware Requirements for Multi-Monitor

Multi-Monitor allows you to use a second, customer facing monitor to display transaction information and advertising messages. The information displayed to the customer has a maximum resolution of 1024 x 768 pixels, so the monitor needs to be capable of supporting this resolution. Most current LCD monitors exceed this resolution and will leave a blank space around the display unless you go into your Windows settings and set the resolution to 1024 x 768.

Second Monitor Setup

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:

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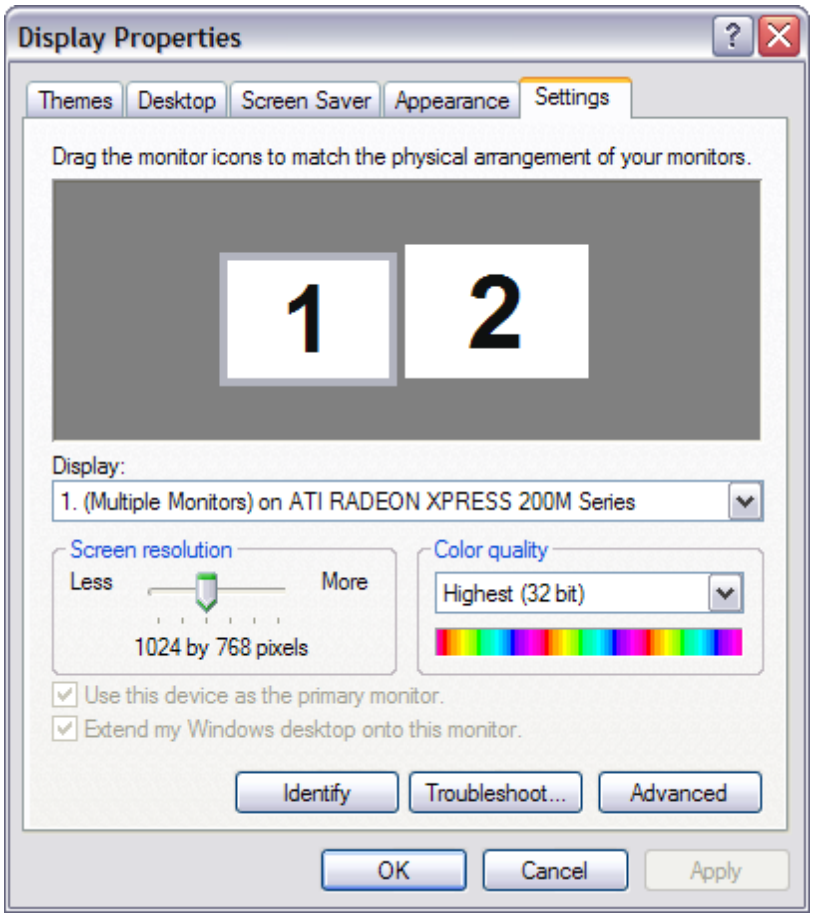

In the example above, when you run POSitive it should display on the monitor on the left. Your second monitor should be set at 1024 X 768 resolution.

Image Requirements - Resolution and stored location

Next, you need to create a directory in your POSitive data directory called MIMAGES (typically, C:\POSitive\(POSitive Product)\DataX\MIMAGES where X is the data number). This is where you will store graphics that will be displayed on the second monitor. When the register is idle (you are not creating an invoice), full-screen images will be displayed. We use Dots per Inch (DPI) as our unit of measure and full-screen images should be set at 1024 X 768 resolution. When an invoice is being created, a picture (or banner) at the top of the screen is displayed and should be 1024 X 265 resolution.

Activate Multi-Monitor

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

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

Alternate Method: Go to Maintenance: Station Setup: and select Multi-Monitor. (see Monitor Manager 215)

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(2) Select the Station. It is recommended that you setup only 1 station initially for testing purposes. Then you can clone the settings to other stations and make further modifications per station.

(3) Select the Layout (see Monitor Manager 215)

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

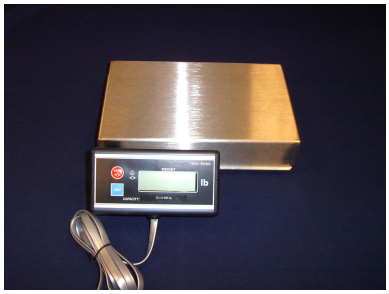
(5) Add pictures that will be displayed when the register is idle. Remember, these pictures should be stored in the C:\POSitive\(POSitive Product)\DataX\MIMAGES (where X is the data number) directory.

(6) Set the default time in seconds for the pictures to change. Five seconds is recommended.

(7) Show Inventory Picture On Second Monitor - Your customer will see the picture of the item being sold.

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

SCALE SETUP



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

Sample Inventory Item

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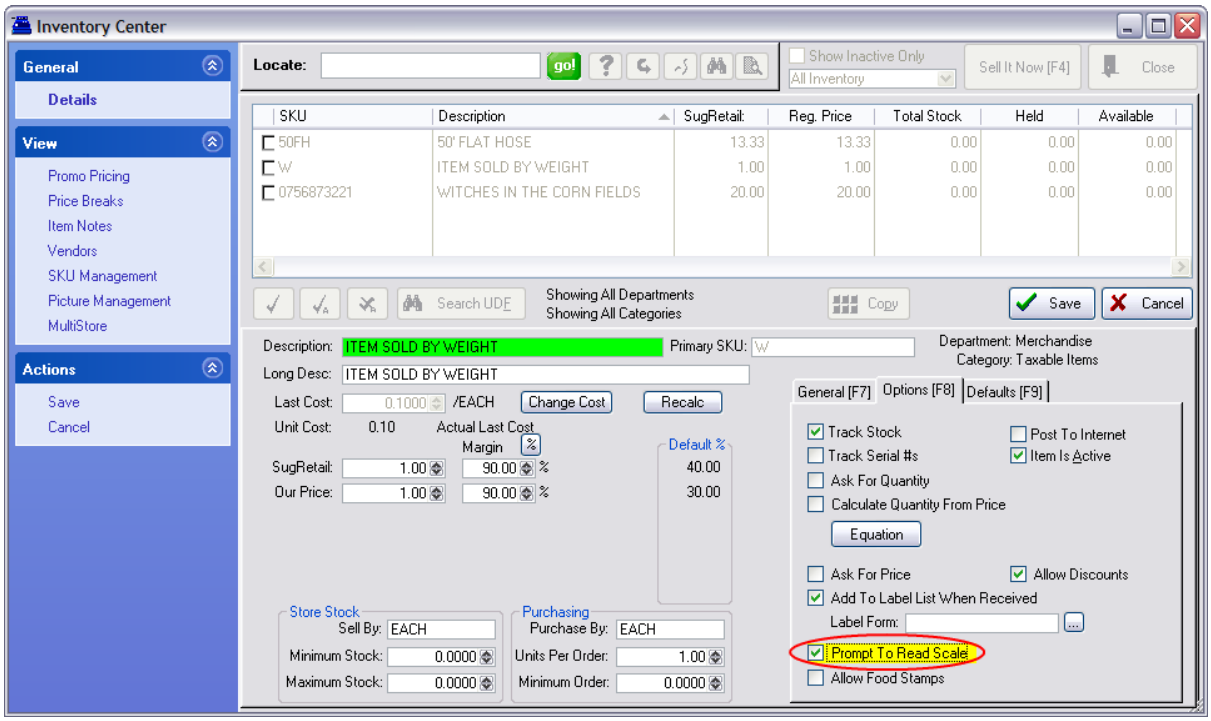
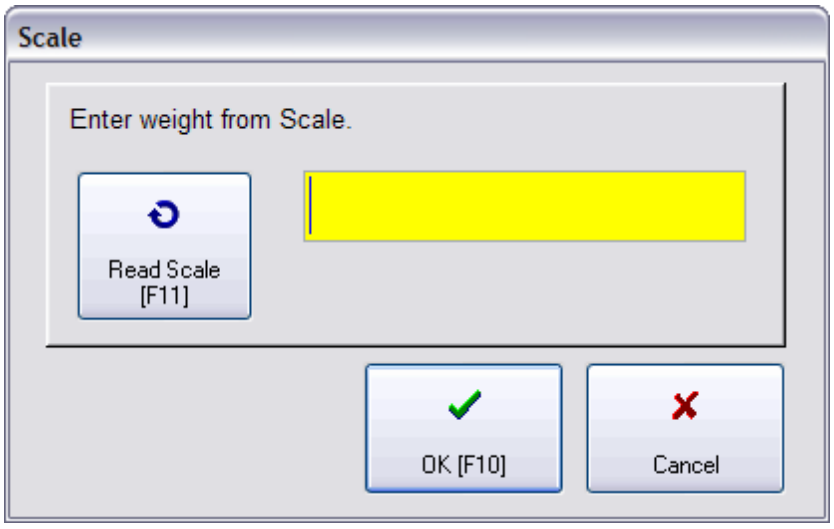


IMPORTANT: When creating an inventory item sold by weight, make sure you select Prompt To Read Scale. This setting can also be automatically included by category.

Whenever you sell an item by weight, you will be prompted to place the item on the scale and then to press the designated hot key [F11] to read the weight.



BARCODE SCANNER SETUP

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

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MAGNETIC STRIPE READER (CREDIT CARD SWIPER) SETUP

POSitive works with most magnetic stripe readers that use either USB interfaces. USB interfaces must be HID (Human Interface Device) compatible and not POS or OPOS compatible. No special drivers are required, just connect the magstripe reader to your computer. NOTE: Standard magstripe readers are now ONLY used for gift/loyalty cards and employee login cards. They do not meet current credit card payment security requirements.

INVENTORY LABELS - LABEL PRINTING

POSitive has several pre-defined inventory and customer labels. However, you may create more and define them to suit your needs. (see Advanced Inventory Label Printing Tutorial 1376)

Printing Inventory Labels

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

And you can choose to print shelf tags, print labels as inventory arrives, reprint missing labels, and promotional labels, and much more. (see A Demonstration of Label Printing 1373)

REPORT PRINTING

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

Most reports are hard coded into the program and cannot be changed.

The following Windows reports can be edited using Editors:

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

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Invoice Transactions

Tender Summary

Credit Card Summary

Category Summary

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

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

END OF DAY REPORTS - 40col Printer

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

Steps For Setup

Go to Station Settings: Register Balance

Highlight Register Balance

Choose which reports you want to print.

Tender Summary

Credit Card Summary

Category Summary

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

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

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

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

Go to the Start Button

Choose Settings

Choose Printers

Click on Add Printer

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

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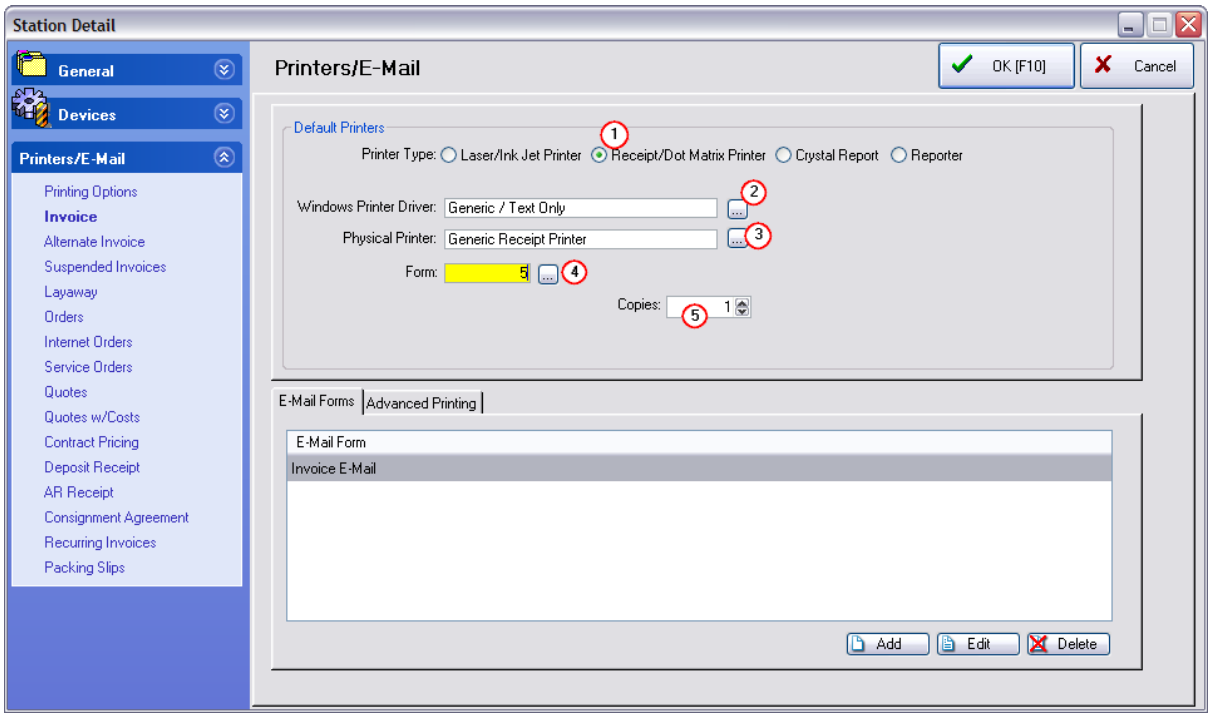
3.4.1 Receipt Printer Setup

SETTING UP A TYPICAL RECEIPT PRINTER IN POSitive

In this example, we're referring to a small printer that uses 3" (40 column) wide paper and the first thing you'll need to do is install a Windows printer driver for your model. Since most receipt printers no longer ship with a driver disk you'll need to download one from the manufacturer's web site, or ask your dealer.

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



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

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

(2) Windows Printer Driver is the Windows driver you installed for your receipt printer. Make changes by clicking on the box with three little dots. In our example we're using the name "Generic/Text Only", but yours will probably be a brand name, such as Epson, Bixolon or POS-X.

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

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

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

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

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

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

For Example: This **Form 7** includes a customer name and uses 1 lines per inventory item sold. The SKU is not included.

```
Register: 3 TS                2:23PM

Blink's Video Game Emporium
555 West 5th
Richland, WA   99352

Phone:

Dave Jones

Qty     Description      Price     Total
---------------------------------------
   1.00 PART L           10.00      8.50
   1.00 PART M           10.00      8.50
   6.00 PART M           10.00     51.00
---------------------------------------
                     SubTotal:     68.00
                     SALESTAX:      5.30
                        Total:     73.30
                   Total Paid:      0.00
                   On Account:     73.30
```

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

```
Richland, WA   99352

Phone:

Dave Jones

Qty     Description      Price     Total
---------------------------------------
   1.00 L                10.00      8.50
   PART L
   1.00 M                10.00      8.50
   PART M
   6.00 M                10.00     51.00
   PART M
---------------------------------------
                     SubTotal:     68.00
                     SALESTAX:      5.30
                        Total:     73.30
                   Total Paid:      0.00
                   On Account:     73.30
```

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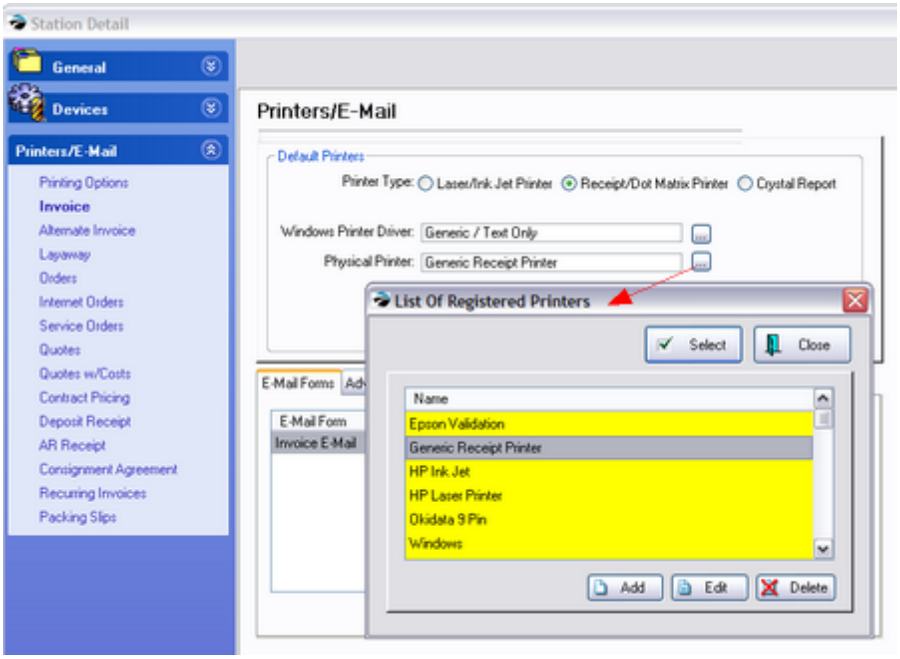
(5) Finally, once you have selected your Form, choose the number of copies you'll need printed.

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

LIST OF REGISTERED PRINTERS

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



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

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

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

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

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

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

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

Printer Definition

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

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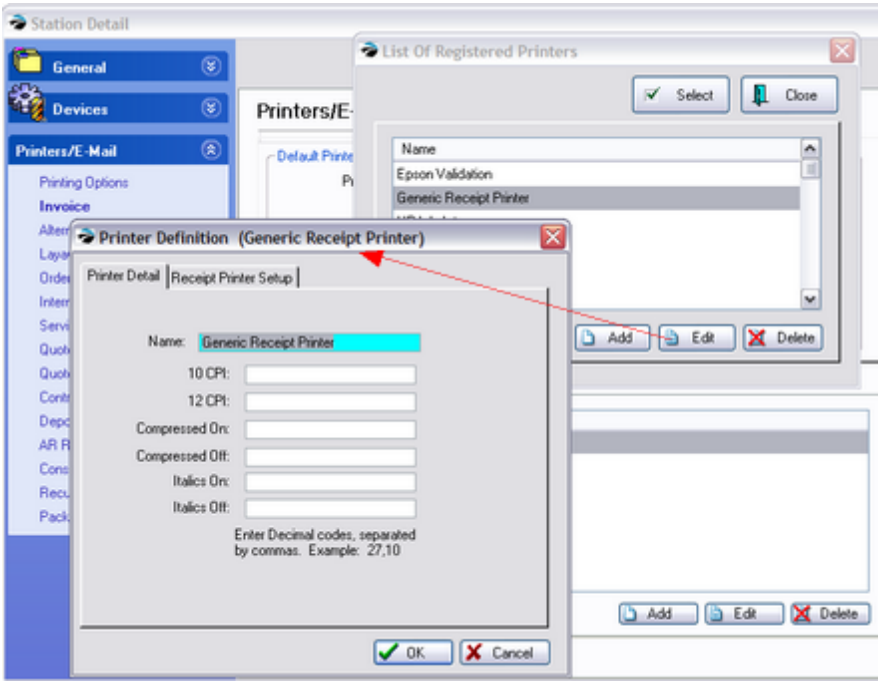


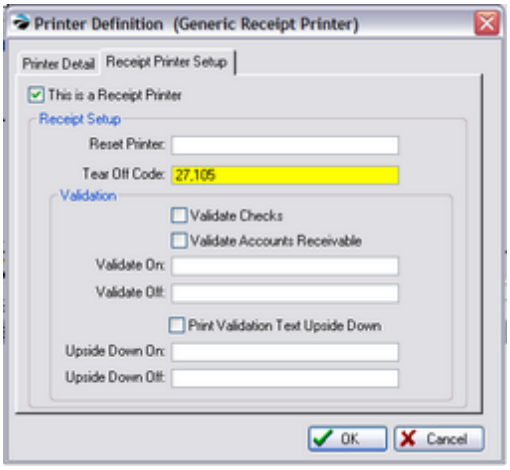
Printer Detail (tab)

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

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

Receipt Printer Setup (tab)

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



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

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

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Tear Off Code - To execute a paper cutter in the printer. (Typically the code for Epson and compatible printers is 27,105. For Star, 27,100,48. Consult your printer manual or dealer for assistance.)

Click OK to save your settings.

Validation Printer ONLY

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

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

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

Validate Accounts Receivable - Will print on a posting receipt.

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

Validate Off – Releases check or posting receipt after printing.

Print Validation Text Upside Down – Activates upside down printing.

Upside Down On – Turns upside down printing on.

Upside Down Off – Turns upside down printing off.

Click OK to save your settings.

3.4.2 Cash Drawer Setup

Most cash drawers will be connected to the receipt printer, and you must activate the option to use the cash drawer and enter codes that tell the printer to open the drawer.

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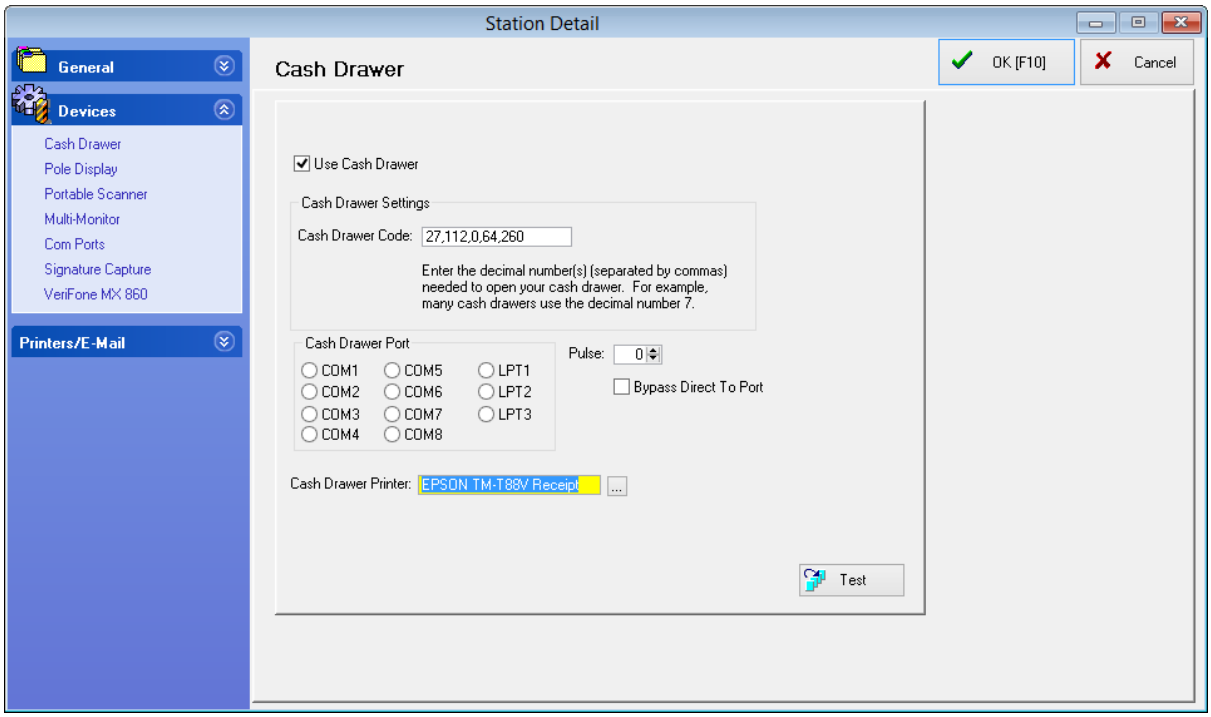

Use Cash Drawer - Must be checked if a cash drawer is being used with this station.

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

If the printer is an Epson or compatible brand, use code 27,112,0,64,240

If the printer is a Star brand, use code 7

Cash Drawer Port - Rarely used with current cash drawers. Please contact your dealer or POSitive support if you have any questions.

Pulse - Rarely used with current cash drawers. Please contact your dealer or POSitive support if you have any questions.

Cash Drawer Printer - Click on the "box with 3 dots" and select your receipt printer. If using a cash drawer with a USB cable that connects directly to the workstation, contact your dealer for assistance. Selecting a Cash Drawer Printer automatically bypasses Cash Drawer Port and Pulse settings.

Test Button - Pressing the test button will transmit the cash drawer codes and open the drawer. We recommend saving your cash drawer settings first by clicking on OK, then going back into Station Settings, Devices, Cash Drawer and clicking Test.

4 Master Menus Ready Reference

The opening screen of POSitive is clean and simple, providing ready access to all features of the program.

The Menu Bar is divided into Master Menus with individual links and actions:

Menu starting July, 2021:

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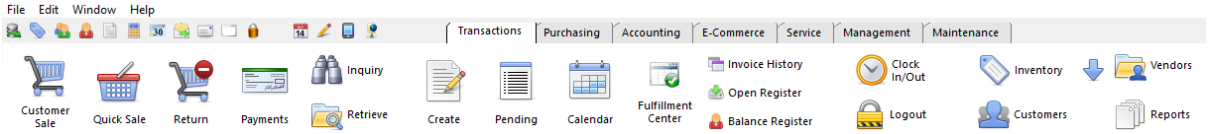
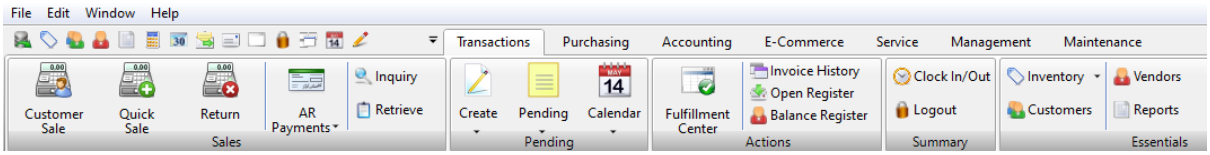


Menu prior to July, 2021:



Transactions 308

Purchasing 312

Accounting 314

E-Commerce 1843

Service 377

Management 378

Maintenance 380

QUICK ACCESS TOOLBAR



The Quick Access Toolbar consists of small icons at the top left of the master menu bar, and provides access to several utility screens:

MENU OPTIONS (Left to right)

Quick Sale	Creates an invoice
Inventory Center	Opens the Inventory Center
Customer Center	Opens the Customer Center
Vendor Center	Opens the Vendor Center
Report Center	Opens the Report Center
Calculator	A handy calculator
Calendar	A current month calendar with a view of the next two months. Can choose to display any month of any year.
Send/Receive E-Mail	This opens your default e-mail client.

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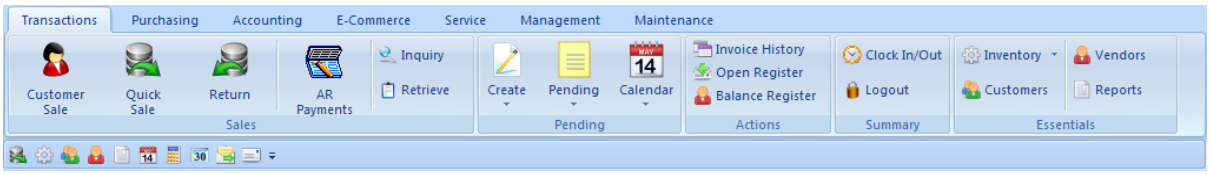
POSitive Mail	An internal system, independent of internet e-mail, for sending messages between individuals and groups of staff members.
Labels	Opens the list for printing inventory labels.
Logout	Lock down use of POSitive. Requires a new valid sign in to run POSitive again.
Reminders Not available in PFR	To Do reminders due today for the staff member who is currently logged in.
Add a Reminder Not available in PFR	Add a reminder
POSitive Text	Allows you to send and receive text messages.
Change Division Not available in PFR	Allows you to change to another division.

4.1 Transactions

This is the main menu for making and reviewing sales.

Click here to watch our Creating Customer Transactions video.

Transactions



OVERVIEW

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

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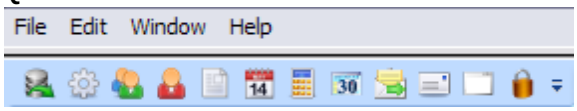
- **Quick Access Toolbar - activate common functions (see Master Menus 306)**



- **Alert Bar - Internal Mail, Date & Time, Sales ID & Station (at the bottom of the screen)**

MENU OPTIONS

Customer Sale	Creates an invoice for a named customer
Quick Sale	Creates an invoice for a walk-in customer; name not known
Return	Creates an invoice which automatically prompts for an original invoice number. Includes search options for finding an invoice. Allows for return of an inventory item, even if original invoice is not found.
AR Payments 	Accept payments towards customer AR Charges
Inquiry	Provides access to the following 3 functions.
Price Check	Scan a barcode to learn the selling price, stock status. Include the customer name to view special pricing.
Gift Certificate Check	Scan or enter a gift certificate number to learn the value of the card.
Age Verification	Scan driver's licence or enter birthdate to confirm that customer is of legal age to purchase designated products.
Retrieve Suspended	Find an invoice which was temporarily suspended by your own workstation or another workstation and resume processing the invoice. (see Suspended Transactions 1254)
(Pending Transactions)	A pending transaction is very similar to a customer invoice, but it is being held pending further action, such as acceptance of charges, work still being completed, backorders received. These transactions are classified as Layaway, Order, Service Order, Web Order, Quote, Recurring, and Contract Pricing.
Create	To create a pending transaction 1) select the desired type of transaction 2) select or add a customer 3) add products and respond to prompts.
Layaway	Customers make regular payments towards purchase of items. The layaway is converted to an invoice for final payment and

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delivery of products to the customer.

Order

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

Web Order

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

Service Order

Not a Feature of PFR

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

Quote

Not a Feature of PFR

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

Recurrings

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

Contract Pricing

Not a Feature of PFR

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 selected. A Contract has an expiration date, after which normal prices will be in effect.

Deposits are never applied to a Contract. A Contract is never converted to an invoice.

Pending

To View pending transactions in process, select the desired type of transaction (see "...In Process 1185")

Calendar

Shows the number of pending transactions per day, based upon Date Placed or Date Due.

Invoice History

A listing of all invoices processed. Invoices can be reprinted, cloned, researched, and voided. (Invoice History 927)

Open Register

Prompts for sales ID and reason for opening the cash drawer to add or remove monies.

Balance Register

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

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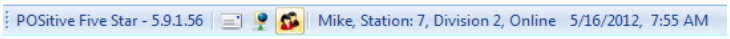
Clock In/Out	Employee time clock.
Logout	Employee sign out and sign in.
ESSENTIAL CENTERS	Can also be accessed using the Quick Launch icons in the upper left corner.
Inventory **All Inventory** **Templates** **Matrices** **Unposted** **Used Items** **Consignments** **Contract Pricing**	Opens the Inventory Center or a view of specific types of inventory.
Customers	Opens the Customer Center, a listing of all customers and related information about each.
Vendors	Opens the Vendor Center, a listing of all vendors and related information about each.
Reports	Opens the Report Center with access to hundred of reports and a built-in report designer/writer.
ALERT RIBBON - always visible	(at the bottom of the screen) 
POSitive Mail Alert	Click on envelope to open mail. If blinking dot on envelope then the logged in person has a pending internal mail message.
(Logged In:) (Station:) (Division)	Employee name, Station number, and the Division number and name in use. New Login can switch employee as well as station and division.
Current Computer Date / Time	If this is incorrect, be sure to change operating system date and time, otherwise invoices, reports and time clocks will be wrong.

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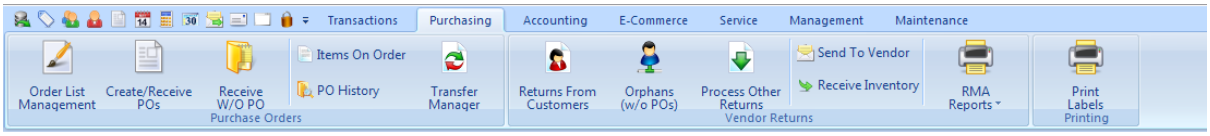
4.2 Purchasing

POSitive handles inventory purchases from your vendors from the point of generating lists of items to be ordered to receiving the products into stock. POSitive also has an RMA function for returning damaged and unwanted inventory items.

PFR - does not include Multi-Site Transfer Manager nor RMA communication with vendors. Contact your dealer if you wish to upgrade.

Purchasing



OVERVIEW

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

MENU OPTIONS

Purchase Orders (see Purchasing 1570 for a more detailed explanation)

Order List Management — Generates a listing of inventory needing to be ordered from vendors. The list includes special order items for customers and items which have fallen below minimum stock settings. Several options are available for viewing and updating the list. (see Order List 1576)

Create/Receive POs — Displays all purchase orders in process. Purchase orders yet to be placed or called in to the vendor are separate from purchase orders waiting to be received. (see Purchase Order Center 1586)

Receive WithOut PO — A quick method of generating and receiving items on a purchase order when a PO has not been created in advance of the items arriving at the store. (see Receive Without PO 1629)

Items On Order — A listing of inventory items which are part of purchase orders. Shows the quantity, cost, and status of each item: Pending placement or In Transit. (see Items On Order 1634)

PO History — Lists each vendor and the purchase orders received from the

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	highlighted vendor. Purchase orders can be reviewed and edited. (see PO History By Vendor 1645)
Transfer Manager (Optional)	(Optional Module) When using Multi-Site, electronically re-assign inventory from one store to other stores. Contact your dealer for more information about Multi-Site.
Pending Transfers	A list of all items being transferred to other sites. Processing them will create separate purchase orders for each site.
Company View	A list of all items being transferred to the highlighted site.
Inventory View	A list of all inventory, current stock counts at each site and the ability to transfer "your" inventory to another site, cannot commit items of a different store to be transferred.
Serial Numbered Items	Select specific items for transfer by entering the product serial number.
Items You Are Receiving	Transfers are handled as purchase orders. Select a transferred PO and process like any other purchase order.
Items You Have Sent	A record of transfers made between sites.
RMA Return Processing (Vendor Returns)	POSitive handles inventory returns from customers, processes those returns back to stock or back to a vendor. Full tracking of an inventory item in each step of the process.
Returns From Customers	Items once sold and returned by the customer will be listed here for proper dispersion back to stock, to the vendor, or to be discarded. (see Process Customer Returns 1468)
The following are *Not Features of PFR*	
Orphans (w/o POs)	Items returned by the customer for which there is no linked vendor purchase order can be processed after entering pertinent vendor information.
Process Other Returns	Selects and processes items which have never been sold but are being returned to the vendor.
Send To Vendor	After contacting the vendor and recording an RMA (return merchandise authorization) number, items being shipped to the vendor are flagged and the paperwork generated.
Receive Inventory	Items which are replacements for previous RMA's are processed and stock counts are updated.
RMA Reports	Sends the highlighted report at left to the printer.

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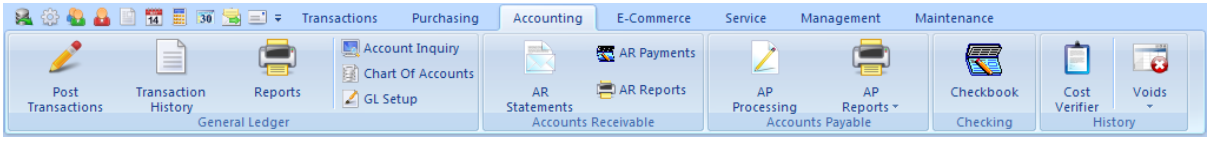
Items In Transit	Items which have been sent to the vendor but not yet processed are reported
RMA Aging	This report shows the number of days since items were sent back as RMA's.
RMA History	A record of RMA's processed and received back into POSitive .
Print Labels	Items received on a purchase order are placed in a queue for printing pricing labels. Labels can be printed en masse or selectively. (see Overview[1357])

4.3 Accounting

POSitive has a fully integrated accounting function. Here you setup the General Ledger, track and process Accounts Receivable and Accounts Payable, maintain the checkbooks, and print various reports.provides General Ledger and Checkbook functionality. Contact POSitive support for more information.

Accounting



OVERVIEW

- **access General Ledger transactions to be posted; review historical GL Journal entries**
- **run GL related reports; inquiries on specific GL Account(s)**
- **define the chart of accounts and confirm proper GL Account setups**
- **run Accounts Receivable Statements; take AR payments**
- **process Accounts Payable transactions** *Not a Feature of PFR*
- **operate the built-in Checkbook**
- **run various tax reports**

MENU OPTIONS

General Ledger

Post Transactions	Review, add, edit, General Ledger Journal. Then Post to Transaction History.

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Transaction History	Batches of posted journal entries can be reviewed, queried, and exported. Various report generators are available. (see
Reports	General Ledger specific reports. (see Report Center)
Account Inquiry	Select a GL account for review of monthly totals as well as the ability to export transactions relative to a specific GL account.
Chart of Accounts	Review, add, edit General Ledger Chart of Accounts (see
GL Setup	Assign General Ledger Chart of Accounts to various processes and activities. This has already been done by default, but you can modify it as needed.

Accounts Receivable

AR Statements	Print AR Statements en masse or selectively.(see
AR Payments	Take customer payments by cash, check, or credit card towards Accounts Receivable charges. Can also apply earned store credits towards AR charges.
AR Reports	Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.
AR Aging Report	Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.
AR Activity By Date	Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.
AR Store Credits	Lists all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.
AR Payments By Date	Lists all payments received towards open AR charges within the date range specified. It includes the customer name, account number, and lookup code and the invoice number being paid.
AR Transactions By Date	Every customer with AR history is included in this date range

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defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

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

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

Accounts Payable

Not a Feature of PFR

Payments can be made to the Vendor for purchases received. One can also manually enter payments for vendors merely providing services.

AP Processing — A listing of Accounts Payable entries of various types:

Summary - Vendor Information of highlighted transaction
PO Detail - Line items listed, ability to review the PO (see

- **Unposted** - final paperwork is not yet available from the vendor

  In Process - the purchase order is still pending and not yet received - this cannot be posted for payment yet

- **Posted** - paperwork has arrived and payment is ready to be made
- **History** - paid purchase orders and other AP charges.

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

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

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

AP History — Lists all payments per processed batch or per a selected vendor for a given time period. Payment amounts are

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	subtotaled per vendor with a page break separating vendors. The report includes vendor name, account number, invoice number, date, date due, amount due, discounted amount, date paid and amount paid.
Checkbook 	An integrated check writing and check register function of POSitive. Supports multiple bank accounts, has a check layout editor so that POSitive will print to your favorite check stock. Checks can be manually created or are an automated part of Accounts Payable.
Cost Verifier	Update costs of items after the fact. Automatically updates profit reports.
Voids	
Invoices	Lists invoices which were voided after the sale was made.
Pending	Lists pending transactions which were voided before being converted to invoices. There is an option to recover or "un-void" these pending transactions.
Old Menu Options	
Management Reports  (These reports have been moved and are now part of Report Center: Management Reports.)	Choose one of the reports listed below and then select the Printer icon at the right. You will be prompted with various options for printing.
Sales Tax	Prints a Sales Tax report for any given time period
PO Tax (Pending)	Prints a tax report for pending purchase orders
PO Tax (Paid)	Prints a tax report for paid purchase order transactions
Sales	Access various reports on sales with focus on: Invoices, Departments, Inventory, Vendor, Customer, Employee, Sorted Lists, and Weekly Summary

4.3.1 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.

You may print AR Statements and mail them to your customer. The statement form is of two types: Balance Forward and Transaction Forward. As part of Accounts Receivable, you may utilize Finance Company or Third Party Billing wherein the customer makes a purchase, but another organization becomes responsible for paying the bill. Contact POSitive support for more information.

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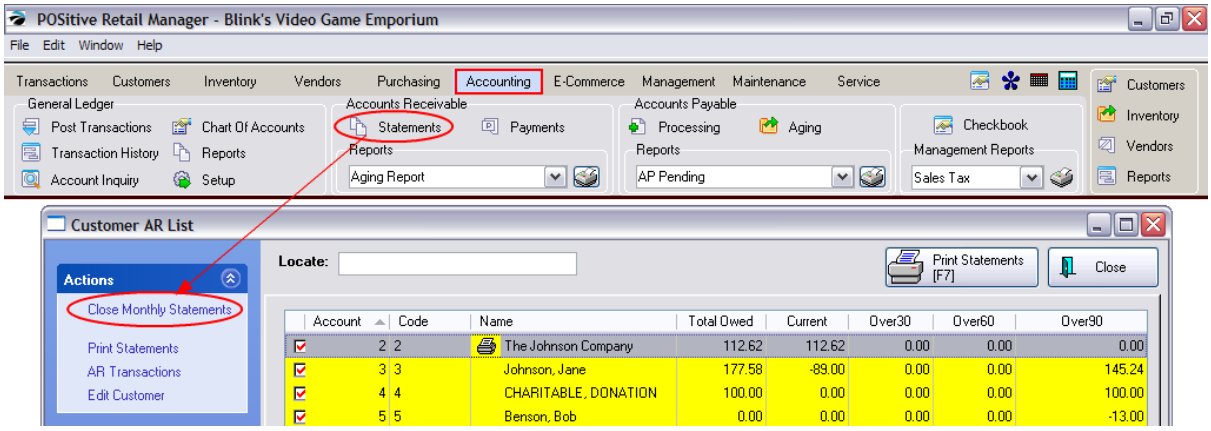
When you receive payments from customers in person or in the mail, you can selectively choose which invoices to pay off or apply payment towards the oldest invoices first.

In addition, POSitive allows your customers to earn AR Credits through the Frequent Buyer program; make payments towards AR Credits in advance of making any purchases; post refunds for returned products towards AR Credits; and utilize all or portions of accumulated store credits when making general purchases.

- **Important Monthly Activity - Close AR Statements each month**. Even if you do not use all of the features of Accounts Receivable nor plan to print AR Statements, it is important to close the statements at least once per month. This assures that relative databases are updated properly. See Customer AR List (330)



THINGS TO DO

- Review the function and capabilities of the Accounts Receivable feature.

THINGS TO UNDERSTAND

Accounts Receivable Is Not Affected By...

Your ability to take deposits on layaways and orders, sell and redeem gift certificates, accept checks and credit cards in payment, utilize coupons, and utilize discounting at the invoice level.

Accounts Receivable in POSitive lets you

- put your customers on store account in advance or at the time of invoicing
- establish balance forward charges if you are converting from a previous sales system
- issue refunds which can only be used towards future purchases
- generate Store Credit reports
- generate AR aging reports
- print AR statements: Balance Forward or Transaction Based
- charge monthly finance charges
- set customer credit limits
- define customer global discounts
- accept advance payment for services or goods before an invoice is created
- reward your repeat customers with store credit
- utilize third party or finance company billing as an alternative to store account
- control employee access to AR features

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Common Activities

- How To Activate AR For A Customer (see Accounts Receivable Setup 317)
- How To Define Customer Payment Terms (see Customer Terms 321)
- How To Activate and Handle Finance Charges (see Finance Charges 324)
- How To Add and Edit Off-Setting AR Transactions (see AR History 345)
- How To Take AR Payments (see AR Payment 336)
- How To Close the AR Month (see Customer AR List 330)
- How To Setup and Print AR Statements (see AR Statements 326)
- How To Review A Customer's AR History (see AR History 345)
- How To Setup and Use Third Party Billing (see Finance Company Setup 357)
- How To Resolve AR Mistakes (see Steps For Resolving AR Problems 334)

Common Mistakes

- **Cannot Select "Store Account" as a Tender Type -** When tendering an invoice for a customer, the option to tender on Store Account will only be visible if the customer selected has a valid address. It is assumed that an AR Statement will be printed and hence a valid mailing address is required. Solution: edit the customer record and enter something in the Address 1 line.
- **Wrong Tender Type** - When tendering an invoice, the wrong tender type may have been selected This problem is easily discovered if the cash drawer is balanced daily. Solution: do not continue with balancing the drawer. Go to Invoice History, void the invoice, and create a new invoice from the old and then accept the proper tender type. (Other solutions might be available depending upon needs. Contact your dealer or POSitive Software Support.)

4.3.1.1 Accounts Receivable Setup

To use Accounts Receivable some advance setup is required. As new customers are placed on store account, you have some flexibility on a per customer basis.

Advanced Setup

For Accounts Receivable to work well for you...

- ____ Activate Accounts Receivable options on the POSitive Setup Form. See POSitive Setup 47 for more information about each option.
- ____ Define Customer Terms 321 Go to Customer Center: and select Customer Terms under Actions.
- ____ Review employee security settings relative to handling Accounts Receivable. See Security Settings 263
- ____ (Optional) Create Customer Categories 1268 for activation of accounts receivable settings and credit limits for select customers only.
- ____ (Optional) You may edit the AR Statement form if for some reason the existing forms do not meet your needs. Contact POSitive support for more information.

Starting a Store Account for a Customer

Creating an AR account for a customer begins once an invoice has been started and is about to be

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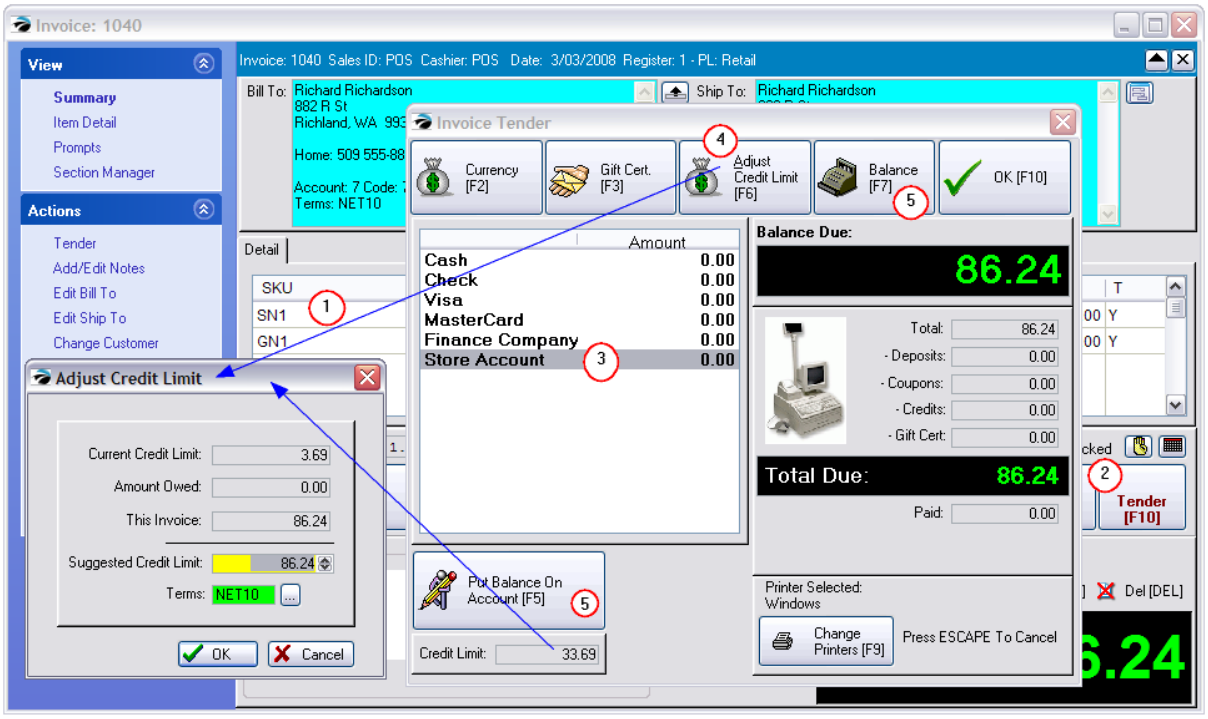
tendered. When tendering the invoice, only an authorized store employee can select Store Account and adjust the credit limit as needed. There is an opportunity for management to come to the register and authorize charges to account.

1) Create an invoice for the customer and add all the inventory items to the invoice.

2) Press the Tender [F10] button to accept payment.



3) Highlight Store Account on the Tender screen. If this option is not visible, press ESCape to cancel taking tender and edit the customer record.

NOTE: This option will only be visible if the customer record is complete with name and address. There MUST be an entry in the Address 1 line for the Store Account tender type to be active.

4) If the customer does not have a sufficient credit limit, you will be prompted that the credit limit has been exceeded. Choose the Adjust Credit Limit [F6] button. Enter your sales ID and password. This will open the Adjust Credit Limit screen. POSitive will automatically boost the credit limit just enough to allow this invoice to be processed. If desired, change the credit limit and or the Terms of payment and choose OK.

5) Press either the Put Balance On Account [F5] button or the Balance [F7] button to enter the full amount due on Store Account. (Note: you can split payment by filling in a partial amount for some other tender type, and then enter the remaining amount on Store Account.)

The invoice will be processed, printed, and charges placed on Accounts Receivable..

Related Topics

Customer Record 336

AR Payments 336

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Customer AR List (Statements) 330

Finance Company 357

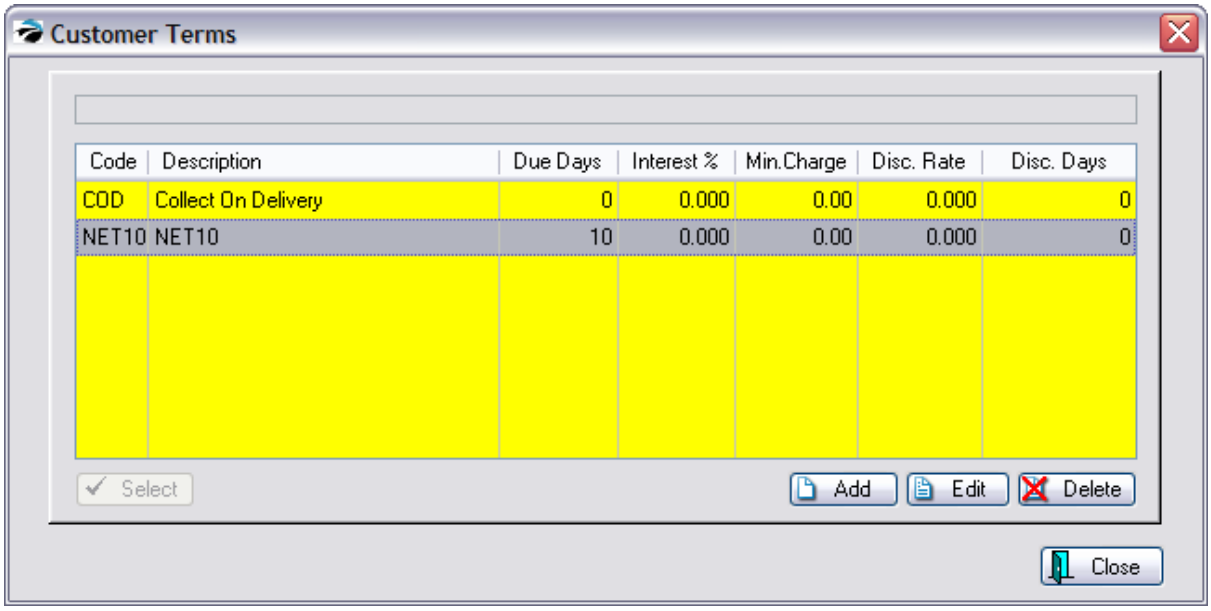
General Ledger: Contact POSitive support for more information.

4.3.1.1.1 Customer Terms

Every time you place a customer invoice on account, you can choose the Terms of Payment for that specific invoice. If you do not choose a term, a default term is selected automatically.

Go to Customer Center: and select Customer Terms under Actions

You must create at least one Customer Term such as COD or NONE. Other possibilities could be NET30, 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. This is done by assigning a default term on the POSitive Setup Form 47 or by using Customer Categories 1268. You may also edit a specific customer's record and reset to a desired term

To create or edit customer terms, see the next section Editing Customer Terms 321.

4.3.1.1.1.1 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

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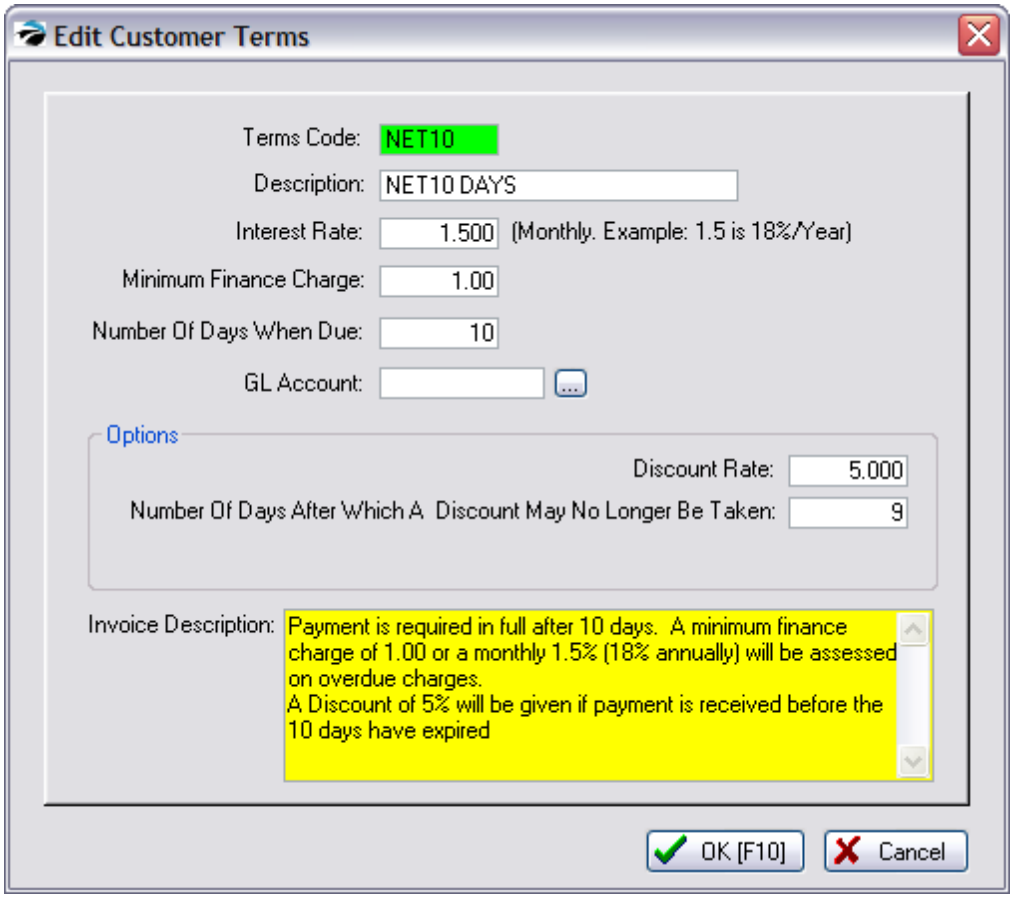
allows you to spell out the term which will be printed on the AR Statement. You will be able to add more terms or edit this information.

At the very least, you should have one Customer Term named COD.



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.

GL Account - (optional) you may set a specific GL Account for each customer term

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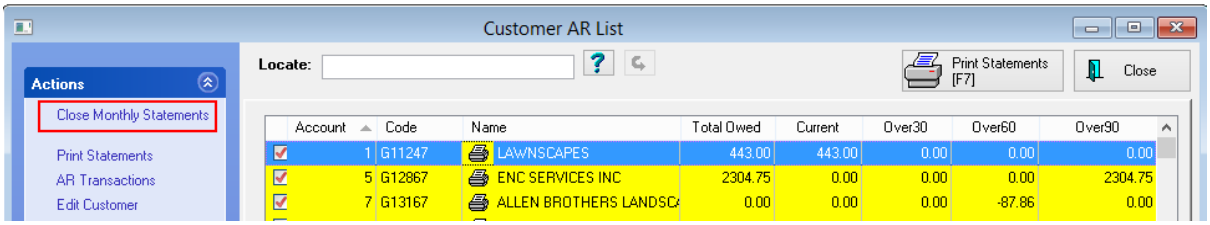
Discount Rate - Enter the percentage of discount which will be automatically applied if payment is made before the cut off period.

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.

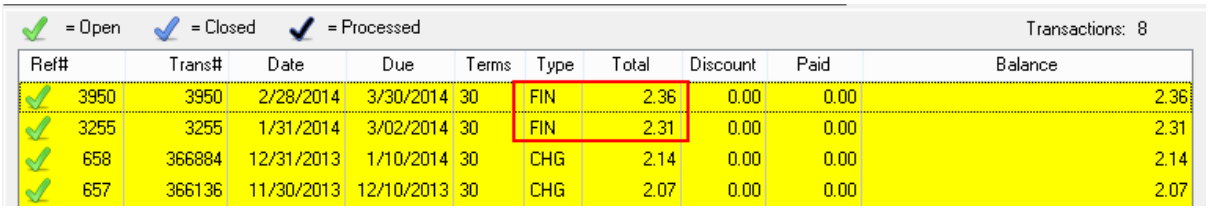
Invoice Description - Clarifying statement printed on the customer invoice.

RESULTS of Finance Charge Settings

When you process AR Statements (Accounting: AR Statements), the finance charges will be calculated when you choose the Close Monthly Statements button



This will create individual FIN entries in the customer's AR Details screen



And it will create one consolidated GL Transaction for all of the finance charges for this month.

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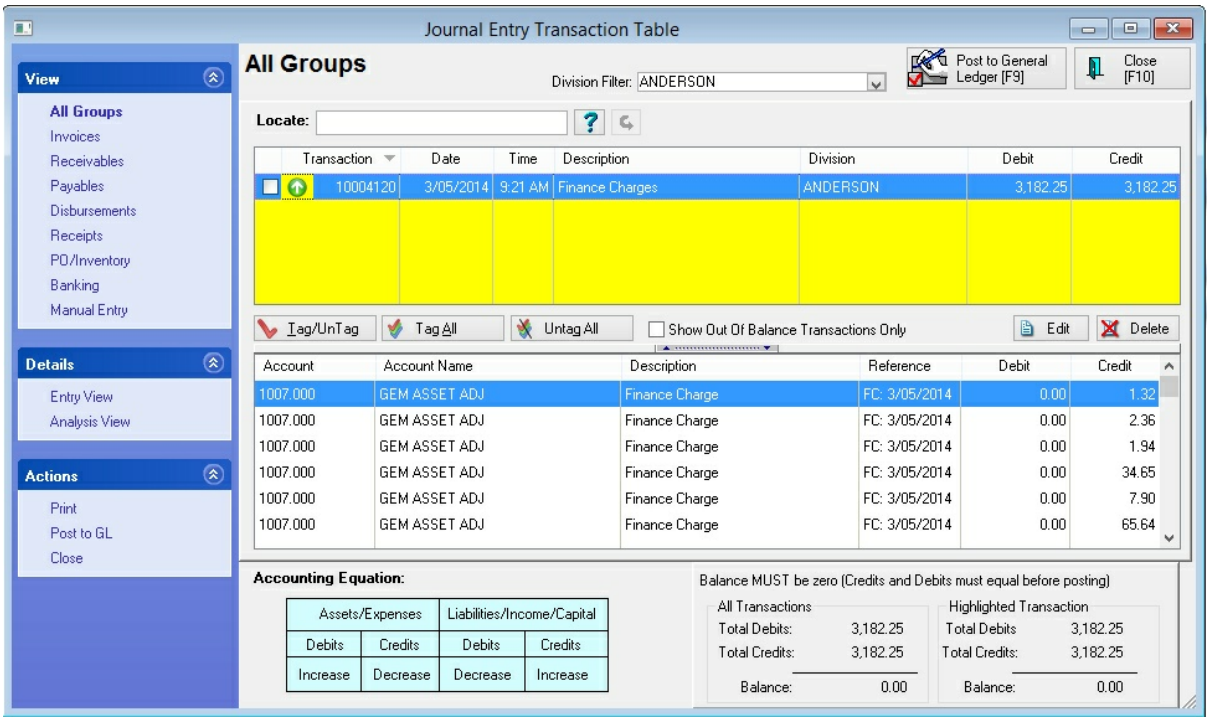

4.3.1.1.1.2 Finance Charges

You may assess finance charges on open store accounts. POSitive 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 321.

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. This is because at the time an invoice is put on Store Account, the Term of Payment selected may or may not be one that calcuates finance charges. If a Term had been selected with no defined finance charge, then a finance charge for that overdue invoice will never be calculated.

To Manually Add A Finance Charge

You may create a finance charge or any service fee at any time. Open the Customer AR History screen and choose ADD.

Fill in the fields. Be sure that the Status is OPEN and that the Transaction date is within the current AR Statement period.

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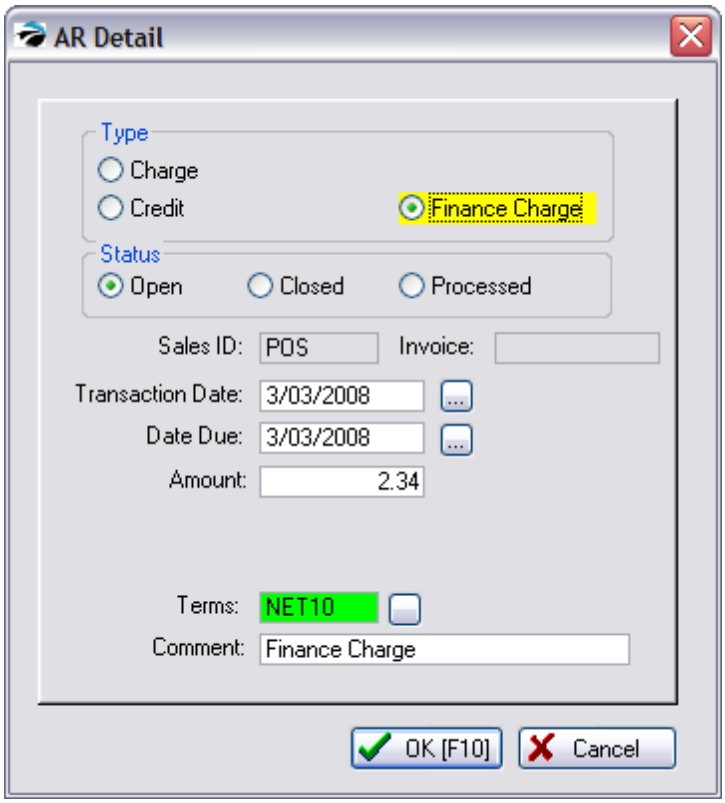

To Exclude a Customer From Finance Charges

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

Once finance charges are generated, they are listed in the AR Detail for the customer. If you wish to reverse or waive finance charges, you will need to give the customer a store credit, then use that credit to pay off the finance charges.

HOW TO CREDIT A CUSTOMER FOR A FINANCE CHARGE

A finance charge is calculated from the Customer Term selected at the time of invoicing. If you choose to waive the finance charge, you create an offsetting store credit and apply the store credit towards that finance charge.

1) Go to the Customer Center

2) Highlight the Customer

3) Choose AR Detail button at the right

4) Choose ADD

---- CREDIT

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---- OPEN

---- SALES ID

---- TODAY'S DATE

---- AMOUNT = (the FINANCE CHARGE AMT)

---- CHOOSE A TERM

---- COMMENT = Offset Finance Charge

-- Choose OK

5) Choose TAKE PAYMENT [F5] button

6) Highlight the Finance Charge entry and press Enter.

7) Note: You will be paying this off with the manually entered "Unapplied Credit" visible in the upper center of the screen.

8) Choose F10, Select OK, and when prompted to use Store Credit answer Yes.

POSitive never allows direct editing of existing transactions; creating counter entries is preferred because trace or documentation is generated. You must always work with counter entries.

General Ledger is impacted by Finance Charges. Contact POSitive support for more information.

4.3.1.2 AR Statements

You may print or e-mail Accounts Receivable Statements for your customers monthly or any time on-demand.

The type or layout of the statement and contents of an AR Statement is controlled through Maintenance, System Setup, Accounts Receivable 103.

To Open AR Statements

* Accounting: AR Statements (print or e-mail options)
* Report Center: AR Reports, AR Statements (print or e-mail options)
* Customer Center: Select Customer Record, AR Detail, Print Statement (print option only)

Two Types of Statements

- Transaction-Based Statement - an AR Statement will print details of active invoice charges and payment
- Balance Forward Statement - an AR Statement will print details of invoice charges and payment for the current time period. The previous period will be reflected only as a balance forward amount.

(see AR Statement Form 736)

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Periodic Closing of Statements

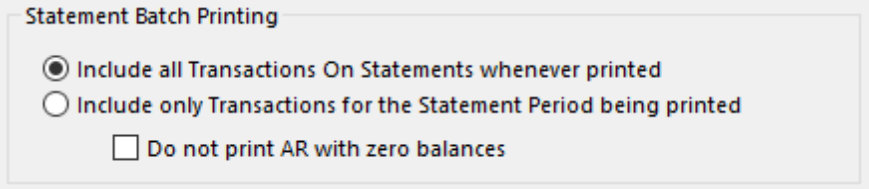
It is important that this process be done MONTHLY before processing statements. This insures that the correct invoices for the period appear on the statements.

1) go to Accounting: Accounts: AR Statements

2) click on Close Monthly Statements [F9]

Printing or E-mailing of Statements

Statements are processed for printing or e-mailing based on settings in Maintenance, System Setup, Accounts Receivable, Statement Batch Printing:



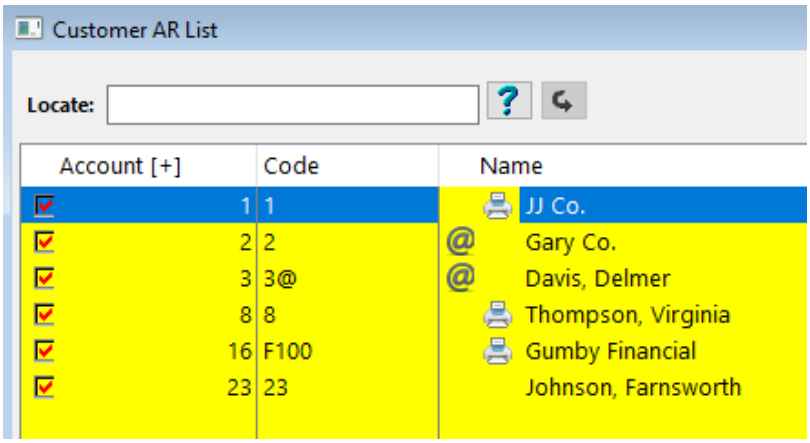
*** Include ALL Transactions on Statements Whenever Printed** - all active charges and credits will be printed on the statement.

*** Include ONLY Transactions for the Statement Period Being Printed** - only the active charges and credits up to the designated cut off date will be printed on the statement.

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

Note: If the customer has a store credit and no charges, the statement will print with a negative amount owed.

Customer Settings



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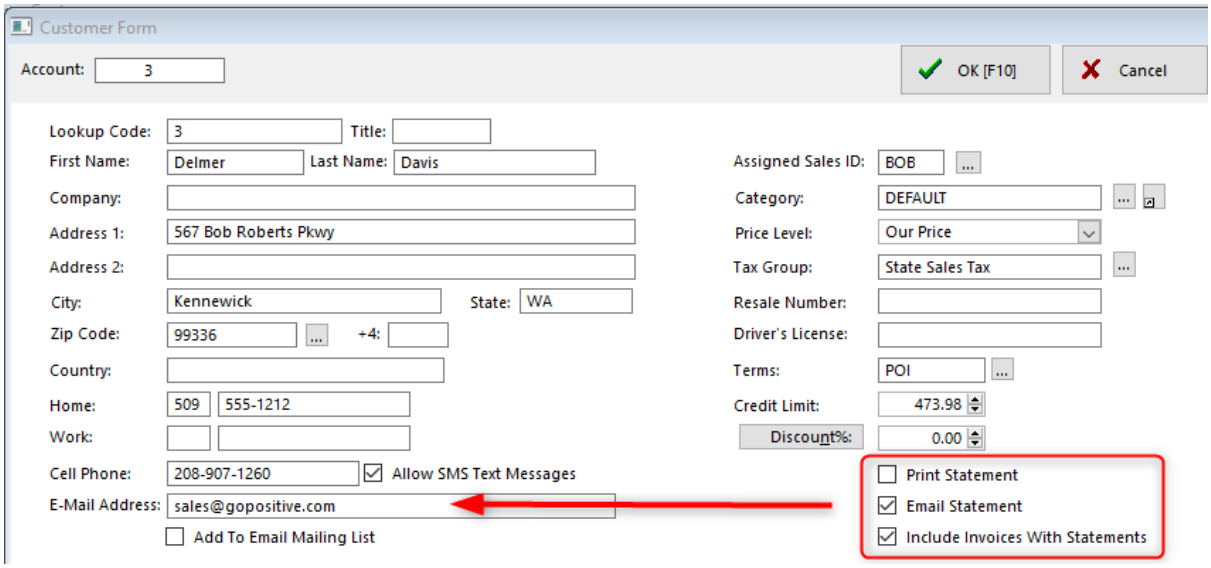
You have the option of printing or e-mailing statements to customers. In our example above, customer's with a "printer" icon will have a printed statement, and customers with an "@" icon will have their statements e-mailed as a PDF (make sure those customers have only one e-mail address listed in the Customer Record). Statements will not print or e-mail for customers without an icon.



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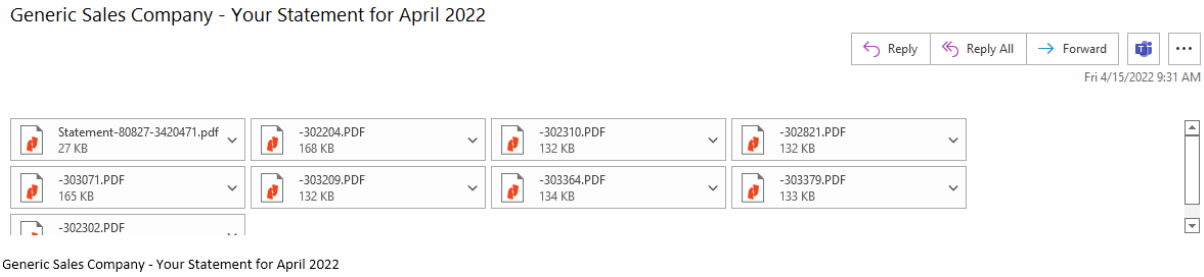
To assign a statement option, go to the Customer Center, select a Customer and Edit. As shown above you may select the following options:

* Print Statement
* Email Statement
* Include Invoices With Statements Note: Invoices will on separate pages, or you may imbed them into the statement (see Imbedded Invoices 741).

If you select Print Statement, POSitive will print the statement to your default Windows printer. If the option to Include Invoices With Statements is selected, each invoice will be printed on a separate page.

If you select Email Statement the statement form will be converted to a PDF and e-mailed using the EMail method specified in System Setup. If the option to Include Invoices With Statements is selected, each invoice will be converted to a PDF and attached to the statement e-mail. (see E-Mail Setup 110)

In our example above the customer will receive an e-mailed statement with invoices included. We recommend that only a single e-mail address be listed in the customer record.



The example above shows what a customer will receive when a statement and invoices are e-mailed. The invoice number is used for the name of the PDF file.

On-Demand Printing of Statements

- Find the customer in the customer list,
- Choose AR Detail
- Choose Print Statement [F7]

You will be prompted according to settings in System Setup: Accounts Receivable, Statement Batch Printing.

You may be asked if you want to print an Interim statement. An interim statement will ignore the cutoff date and print all open transactions up to current moment.

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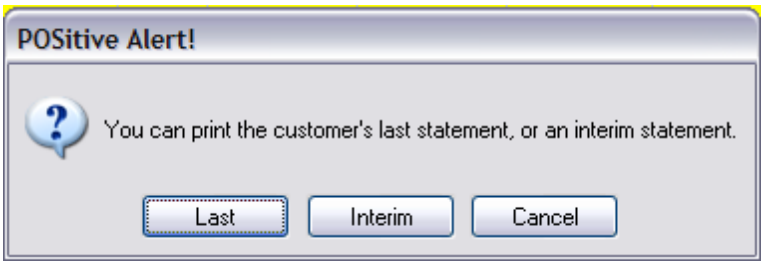

4.3.1.2.1 Customer AR List

IMPORTANT: ONCE PER MONTH choose "Close Monthly Statements" even if you are not printing AR Statements.

When it is time to print AR Statements, this list will display all open AR accounts. You may choose to print all or only selected statements

--- Some Important Settings ---

- **Do Not Print Statements With Zero Balances** - saves time, paper, and postage
- **Printer Icon Before Customer Name** - If there is no printer icon beside the name of the company or individual, then a statement will not print no matter if the box is tagged or not.
- **E-mail Icon Before Customer Name -** This means a statement will be e-mailed to the customer and can be used along with printing a statement.
- **Close Monthly Statements [F9]** This MUST be done on a monthly basis, even if you do not use all the Accounts Receivable features.
- **Tag/Untag** - only checkmarked items will be printed, provided there is a printer icon preceeding the customer name.

Important Monthly Activity - Close Monthly Statements each month.

Even if you do not use all of the features of Accounts Receivable nor plan to print AR Statements, it is important to close the statements at least once per month. This assures that relative databases are updated properly.

1) Go to Accounting: Accounts Receivable: and click on Statements button. This will trigger compilation of charges.
2) Click on Close Monthly Statements at the far left. You will be notified of when statements were last processed. (see the "Last Closed On..." information box in the bottom right)
3) Choose Process [F10]

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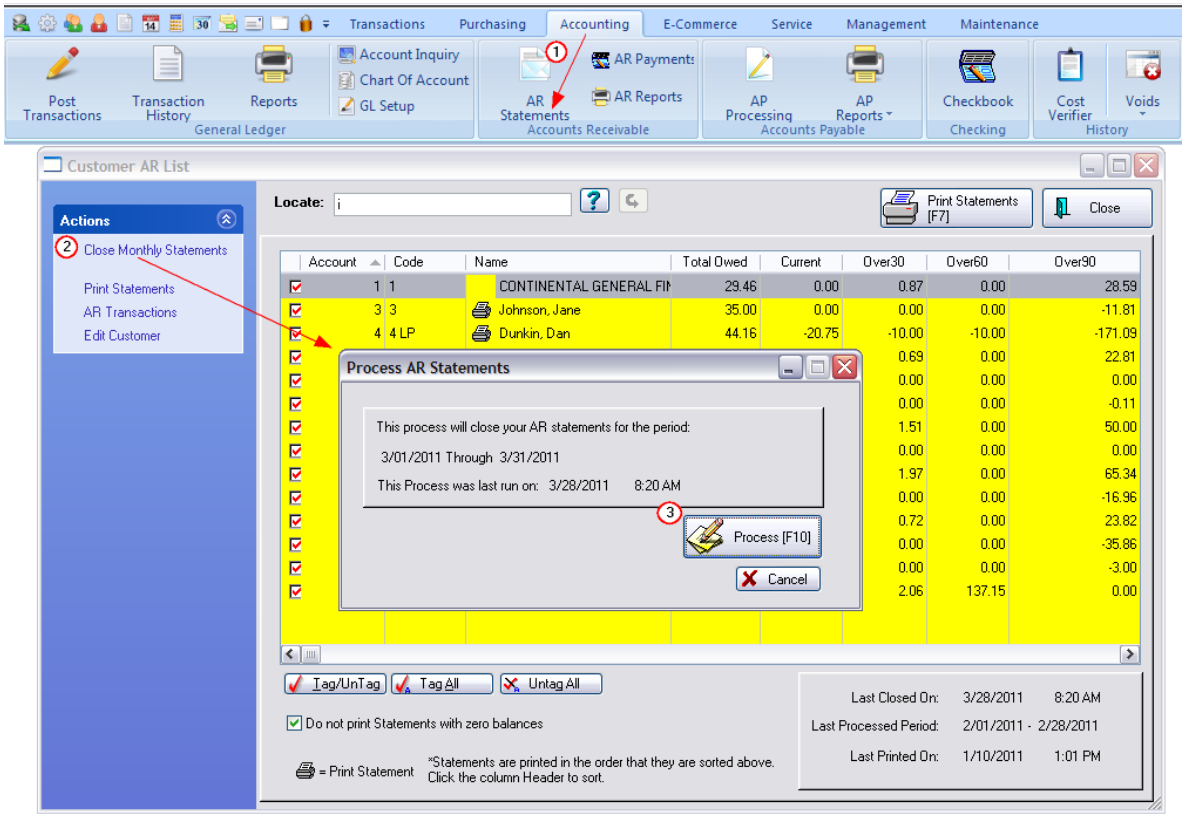
When finished you may print statements.



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 Filter the AR List with a Query

Next to the Locate button is a blue Question Mark. This will launch a Query list. You may create as many Queries as you wish and save them for future use. (see AR Query 336)

How To Print AR Statements for Multiple Customers

1) Go to Accounting: Accounts Receivable:and select Statements

2) Tag customers for whom you wish to print statements. Use the buttons for tagging All or Some.

3) Click on Print Statements under Actions at the left.

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How To Preview A Customer's Statement

This can be done only on an individual customer basis. On this screen,

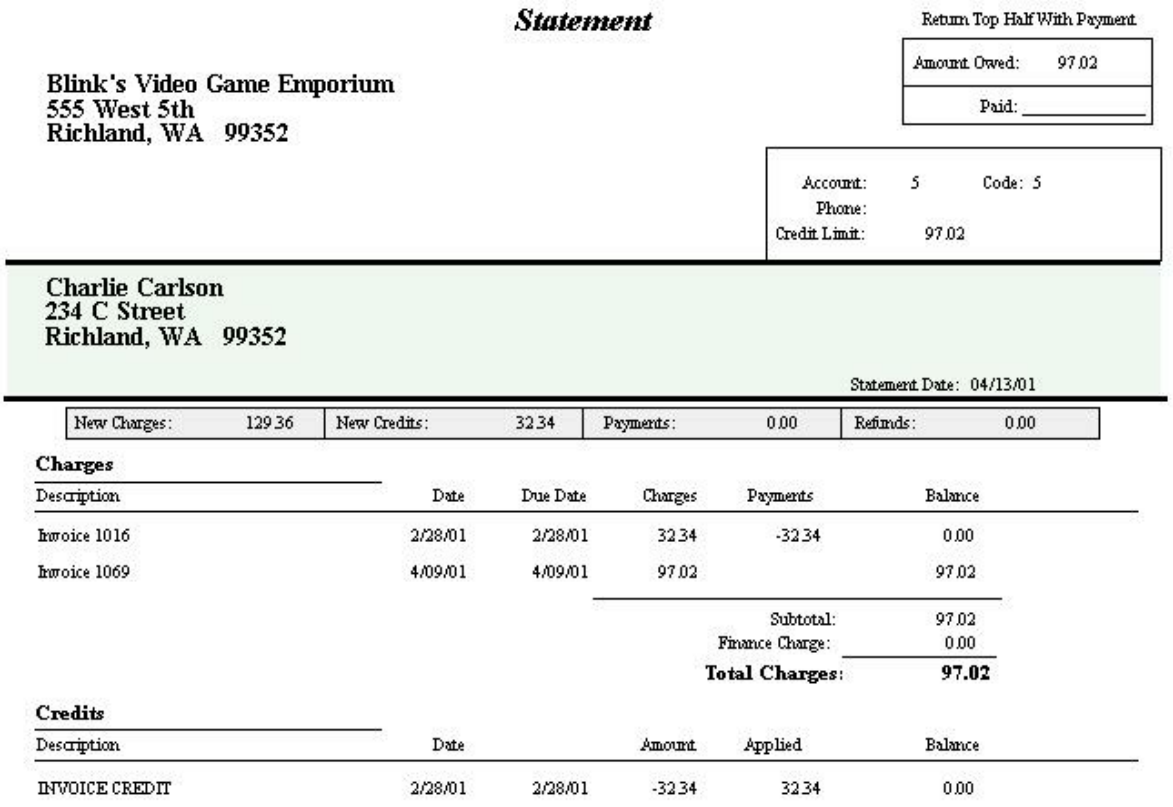
1) highlight the customer record

2) choose AR Transactions at the far left. This will open the AR Transactions screen for the highlighted customer.

3) In the lower left corner, under Actions choose 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. Contact POSitive support for more information.



Statement

Return Top Half With Payment

Amount Owed: 97.02

Paid: _____

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Account: 5 Code: 5
Phone:
Credit Limit: 97.02

Charlie Carlson
234 C Street
Richland, WA 99352

Statement Date: 04/13/01

New Charges:	129.36	New Credits:	32.34	Payments:	0.00	Refunds:	0.00

Charges

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1016	2/28/01	2/28/01	32.34	-32.34	0.00
Invoice 1069	4/09/01	4/09/01	97.02		97.02
				Subtotal:	97.02
				Finance Charge:	0.00
				Total Charges:	**97.02**

Credits

Description	Date		Amount	Applied	Balance
INVOICE CREDIT	2/28/01	2/28/01	-32.34	32.34	0.00

The same statement above WITH INTEGRATED INVOICES shows the line item detail of the invoice.

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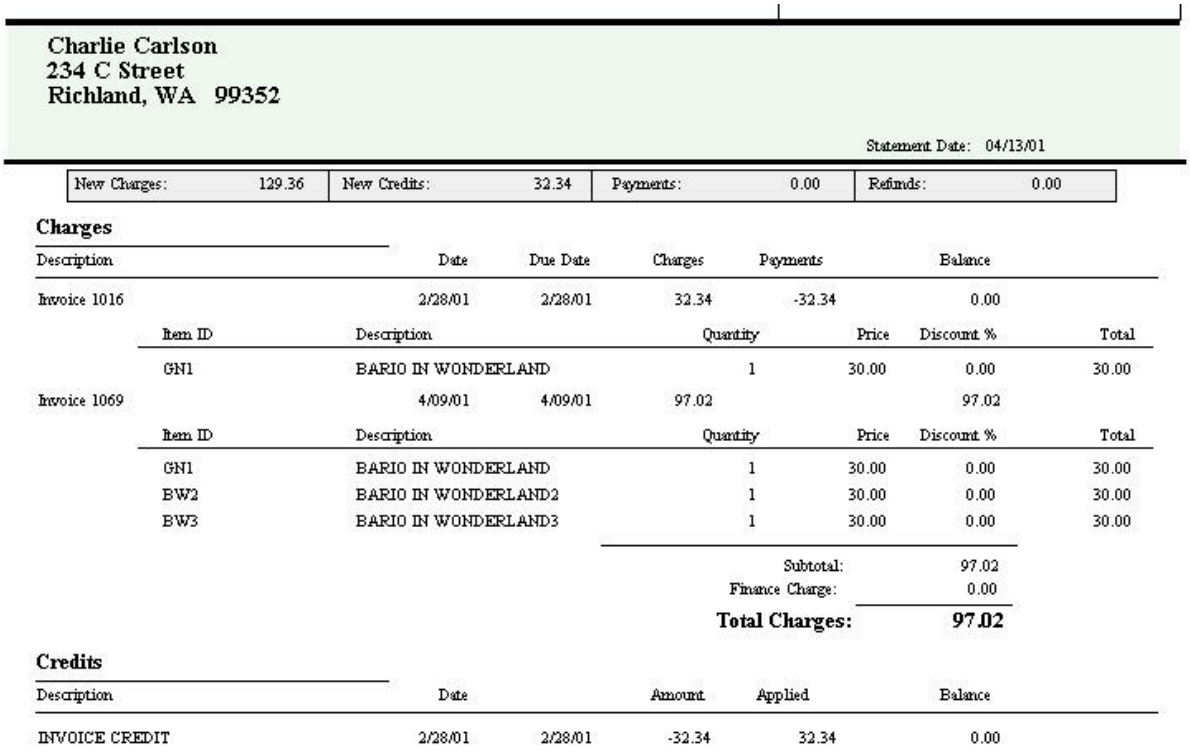

Charlie Carlson
234 C Street
Richland, WA 99352

Statement Date: 04/13/01

New Charges:	129.36	New Credits:	32.34	Payments:	0.00	Refunds:	0.00

Charges

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1016	2/28/01	2/28/01	32.34	-32.34	0.00

Item ID	Description	Quantity	Price	Discount %	Total
GN1	BARIO IN WONDERLAND	1	30.00	0.00	30.00

Description	Date	Due Date	Charges	Payments	Balance
Invoice 1069	4/09/01	4/09/01	97.02		97.02

Item ID	Description	Quantity	Price	Discount %	Total
GN1	BARIO IN WONDERLAND	1	30.00	0.00	30.00
BW2	BARIO IN WONDERLAND2	1	30.00	0.00	30.00
BW3	BARIO IN WONDERLAND3	1	30.00	0.00	30.00

Subtotal:	97.02
Finance Charge:	0.00
Total Charges:	**97.02**

Credits

Description	Date		Amount	Applied	Balance
INVOICE CREDIT	2/28/01	2/28/01	-32.34	32.34	0.00

4.3.1.2.1.1 Resolve AR Discrepancies

If, after reviewing customer AR Statements or AR History screen, you feel some AR transactions are missing or incorrect, you can instruct POSitive to verify accounts receivable.

How To Verify AR

1) make a backup of POSitive

2) go to Maintenance: File Maintenance: Verify Data

3) select Verify AR Files

4) select a date range for a reasonable starting time. If you leave it blank it will verify from the first date POSitive started operating.

POSitive will review all invoice history looking to make sure that invoices placed on account have beeen reported in their respective customer AR History tables. If it finds that there were omissions, the AR Transaction Exception List screen will display them.

You will be given an opportunity to choose to review the new transactions for accuracy. To print this list press [F7] or review AR Detail of the highlighted record press [F9].

The customer records are then AUTOMATICALLY updated.

Verify Customer AR History [F9]

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This routine will re-build your customer's AR Statement History tab based on existing transactions for ALL customers.

If you have been reviewing a particular customer's AR Statement History tab and question it, there is a Verify button for verifying just that one customer's transactions. See AR History 350

If this does not resolve the problem, then enter reversing transactions.

4.3.1.2.1.2 Steps for Resolving AR Problems

For the most part, POSitive's AR functions will be problem free. However, computer problems or procedural mistakes may occur and can be resolved.

Invoice Mistakenly Tendered with Cash Instead of Charged To AR

If the mistake has been discovered before the cash drawer was balanced,

- Go to Invoice History
- Highlight the Invoice and choose Void
- Give a reason for the Void
- Choose YES to create a new invoice from the old.
- Tender the invoice properly.

If the mistake was not discovered before the cash drawer was balanced,

- Go to Customer List and highlight the customer.
- Choose AR Detail button
- Choose ADD to create a Charge CHG entry for the invoice. see (AR Detail 350)

Invoice Charged To AR Instead of Accepting Other Tender

If the mistake has been discovered before the cash drawer was balanced,

- Go to Invoice History
- Highlight the Invoice and choose Void
- Give a reason for the Void
- Choose YES to create a new invoice from the old.
- Tender the invoice properly.

If the mistake was not discovered before the cash drawer was balanced,

- Go to Customer List and highlight the customer.
- Choose Take AR Payment. Follow the process and take payment according to how the customer paid for it. See (AR Payments 336)

Finance Charge Incorrect

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If POSitive charged a Finance Charge which you want to waive,

- Go to Customer List and highlight the customer.
- Choose Take AR Payment.
- Highlight the Finance Charge and choose Uncollectable.

If you want to assess the customer a finance charge or other service fee,

- Go to Customer List and highlight the customer.
- Choose AR Detail button
- Choose ADD to create a Finance FIN entry for the invoice. see (AR Detail 350)

AR Detail Does Not Show A Charge Transaction

- Go to Customer List and highlight the customer.
- Choose AR Detail button
- Choose ADD to create a Charge CHG entry for the invoice. see (AR Detail 350)

AR Statement Is Incorrect

If after reviewing the customer invoices you still feel the AR Statement is incorrect.

1) Go to Maintenance: System Setup: Accounts Receivable and review the option settings. (Press F1 for Help)

2) Go to Accounting: Accounts: AR Statements and choose "Close Monthly Statements [F9]"

3) Run the Statement again. If it is still not correct...

a) Make a backup of your data

b) Go to Maintenance: File Maintenance: Verify Data Routines: Verify AR Files

c) Run Statement again. If it is still not correct, contact your dealer or POSitive Support.

AR Statement History Is Incorrect

If after reviewing the customer Statement History you feel it is incorrect, choose the Verify.button on the Statement History tab.

If you want to verify the Statement History of ALL customers Go to Maintenance: File Maintenance: Verify Data Routines: Verify AR Files

AR Payment Applied to the Wrong Customer or Invoice

- Make a backup of your data
- Open AR Detail of the customer wrongly charged
- Highlight the errant transaction
- Choose Re-Assign Transaction and select the correct customer
- If you have questions, contact your dealer or POSitive Support

All AR Transactions Are Missing

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- Make a backup of your data
- Contact your dealer or POSitive Support

4.3.1.2.2 AR Query

On the Customer AR List (Accounting: AR Statements) use of the Query button (blue question mark) will allow you to filter the list.

The fields available for definitions are

Account Number
Amount Owed
Credit Limit
Current Owed
Customer Category
Lookup Code
Over 30
Over 60
Over 90
Sales ID
Terms
User Defined Field 1
User Defined Field 2
User Defined Field 3
User Defined Field 4
User Defined Field 5
User Defined Field 6
Zipcode

Highlight the desired criteria field
Choose Next and highlight a Query Operation
Choose Next and Finish

If you will be using this filter again, you may want to save the definition.

4.3.1.3 AR Payment

Accepting Payment Towards Accounts Receivable

Full or partial payments can be received towards outstanding invoices. The AR Payment window will

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display a customer's outstanding invoices listing the oldest invoice first. Generally, payments are made towards the oldest invoices first, however, you can choose to apply payments to specific invoices and also use specific store credits for specific invoices.

Handling Multiple Checks: POSitive does not allow for multiple checks to be recorded in the same transaction. If a customer has mailed you multiple checks, do not attempt to enter the total of all checks. Process each check payment separately. If you choose to use Unapplied Credits in payment, process that payment separately from any other payment.

Click here to watch our AR Payment Processing video.

How To Accept AR Payments

1) Choose the Take Payment button and select the customer.

Note: this button can be found in several places: 1) on the Transactions main menu, 2) on the Accounting: Payments main menu, 3) on the Customer Center: Summary view, 4) while viewing AR Detail for the customer, and 5) while invoicing and selecting the Take Payment Invoice Button.

After the customer has been selected, this opens the AR Payment screen.

2) Highlight an invoice to be paid or select Auto-Pay under Actions which will apply payment to the oldest transactions first.

3) Press Enter. The full amount of the invoice will be entered in the Payment field. If only a partial payment is being tendered, change the amount to the actual amount being paid,

3) Press F10 to process or Take Tender.

4) You will be prompted to select a payment type, cash, check or credit card.

5) When you are finished, a payment receipt will be printed. (see Station Settings: Printers/Email: AR Receipt)

Fast AR Pay

There is a simplified method for taking AR Payment more quickly. This is often chosen when using Touchscreen mode. By default it will always pay the oldest invoices first and does not provide any options normally available on the AR Payment screen. (see below)

This is a setting per station, therefore only some stations will use Fast AR Pay and others can continue with the more flexible processes already described.

SETUP

Go to Station Manager: edit the station, and choose Transactions: Misc tab. Activate the option "Use Fast AR Pay"

OPERATIONS

1) Choose the Take Payment button and select the customer.

Note: this button can be found in several places: 1) on the Transactions main menu, 2) on the Accounting: Payments main menu, 3) on the Customer Center: Summary view, 4) while viewing AR Detail for the customer, and 5) while invoicing and selecting the Take Payment Invoice Button.

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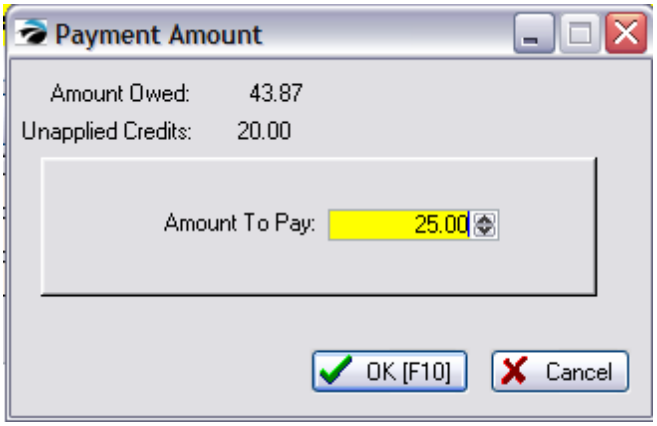
After the customer has been selected, this opens the Payment Amount screen.



2) Fill in the EXACT amount being paid and choose OK [F10]

3) You will be prompted to "Confirm AR Payment," and then given the opportunity to select the tender type for the payment. Do not mix Unapplied Credits with additional payments in cash, check, or credit card.

4) Complete the process and print a customer receipt.

How To Accept Third Party Payments

When AR statements are sent out, the third party (Finance Company) will be billed for the customer purchases. The statement will identify the customer and the charges. The third party will then send you payment in the name of the original customer. Payment is accepted towards the Finance Company.

Find the Finance Company in the Customer Center. Choose Take Payment.

see Finance Company Setup 357

How To Use Unapplied Credits To Pay AR Charges

Note: using unapplied credits MUST be done as a separate transaction and not in conjunction with other payment types such as cash, check, or credit card.

1) Choose the Take Payment button and select the customer.

2) Highlight the invoice to be paid, choose Enter Payment button, and enter only the amount of the unapplied credit to be used.

3) When you press Take Tender [F10] you will be notified that the customer has credits and asked again how much of those credits are to used. Then continue with the payment process.

How To Use a Specific Store Credit To Pay A Specific AR Charge

SETUP
A) System Setup: Accounts Receivable: activate "Let Me Chose The Credits To Apply"
B) Make sure the station setting to "Use Fast AR Pay" is unchecked (Station Settings: Transactions:

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Misc)

OPERATIONS
1) Choose to Take AR Payment for the customer
You should be seeing the AR Payment screen. Store credits will be listed at the bottom of the screen.
2) Checkmark the Invoice to be paid and fill in the amount of the specific credit to be used.
(The Payment field should equal the store credit value.)
3) Choose Take Tender [F10]
4) You will be prompted to use the customer store credit. Answer Yes.
5) On the Enter Amount Of Credit To Apply should already be filled in; it should match the specific credit to be used.
6) Choose OK
7) You should now see Apply Open Credits screen and checkmark the specific credit to be used.

Explanation Of Screen Layout

In the AR Payment window you see the following information and options.

Customer Name - to assure that you are viewing the appropriate customer.

Payment Post Date - Today's date, but you may choose an earlier date if you are trying to match the customer's date on the check to the payment date.

Unapplied Credit - The amount of store credit owed to the customer. The amount displayed here can be used in payment of outstanding debts. The Unapplied Credit amount comes from using the Advance Pay feature, from a refund after returning product, as an award through Frequent Buyer, or because of a manually entered credit transaction in the AR Detail screen. Refund CreditTo issue this store credit to the customer as a refund, you can choose to sell a gift card for the amount or issue a check as payment. Go to Management: Check Refunds. Add the customer and enter the value of the store credit.

Total Due - The sum of the Balance amounts listed in the listing of debts.

Total Paid - The sum of payments being applied when the tender is processed. This amount will equal the amount entered under Auto-Pay, or it will be the sum of the entries in the Payment column above. This will be 0.00 until you use one of the options described above to take AR payment.

Outstanding Debts Listing - A list of all open transactions are listed. For each open invoice the following information is displayed.

- **Transaction** - This is usually the invoice number. A reference number for other than an invoice may be generated by POSitive under special circumstances
  If the field is blank, it could come from a manual entry into the customer's AR Detail screen.
  if the field says BAD CHECK, then an entry was made through Management: Check Management: Enter Bad Checks. (see Enter Bad Checks 165) For more information, highlight the transaction line and look at the reference field at the bottom of the this list and displayed just above the Tag/UnTag buttons.

- **Type** - CHG = charge FIN = finance charge
- **Date** - the date of the invoice or transaction
- **Terms** - the term of payment assigned to that invoice or transaction
- **Due Date** - The date payment is due in full according to the terms of payment set when the invoice

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was processed.
- **Original** - Amount of the original charges.
- **Paid** - Amount of payments received towards this invoice if the invoice has not been paid in full.
- **Disc. Taken** - automatically applied discounts generated by the Terms of Payment. To remove this discount value, choose "Enter Discount" and enter a negative amount to offset this value.
- **Discount** - Amount of a discount applied towards this invoice. It would have been entered using the "Enter Discount" button in the lower right of the screen. (see explanation for Enter Discount below)
- **Balance** - The amount currently due for the highlighted invoice.
- **Payment** - The amount being applied towards the balance due of the highlighted invoice.

Invoice Number - The invoice number of the highlighted transaction is displayed in the bottom left to serve as a reminder.

BUTTONS

Enter Payment - The Payment field of the highlighted transaction will be filled in with the balance due. TIP: Simply pressing Enter on the transaction will do the same thing.

Enter Discount - Before processing a payment, you may choose to enter a discount on the highlighted transaction. Your reason for discounting could be as a reward for early payment, as an incentive to pay off a long overdue bill, to offset accrued finance charges, or any other reason.

1) Click on Enter Discount.

2) Enter a dollar amount to be deducted from the total of the transaction.

NOTE: this discount must be used immediately as you receive a payment. Making an entry here will not be retained for future use. As an alternative, you could manually add a store credit as the discount value and apply it at any time in the future.

3) When payment is made towards the invoice the discount amount will be deducted from the total due.

NOTE: The way to reverse discounts applied in error is to select the Enter Discount button again and enter 0.00.

Take Tender [F10] - After you have tagged and/or determined the amount to be paid on which invoice (s), press F10 to accept the payment and indicate the type and amount of payment tendered. (see Confirm Payment 344)

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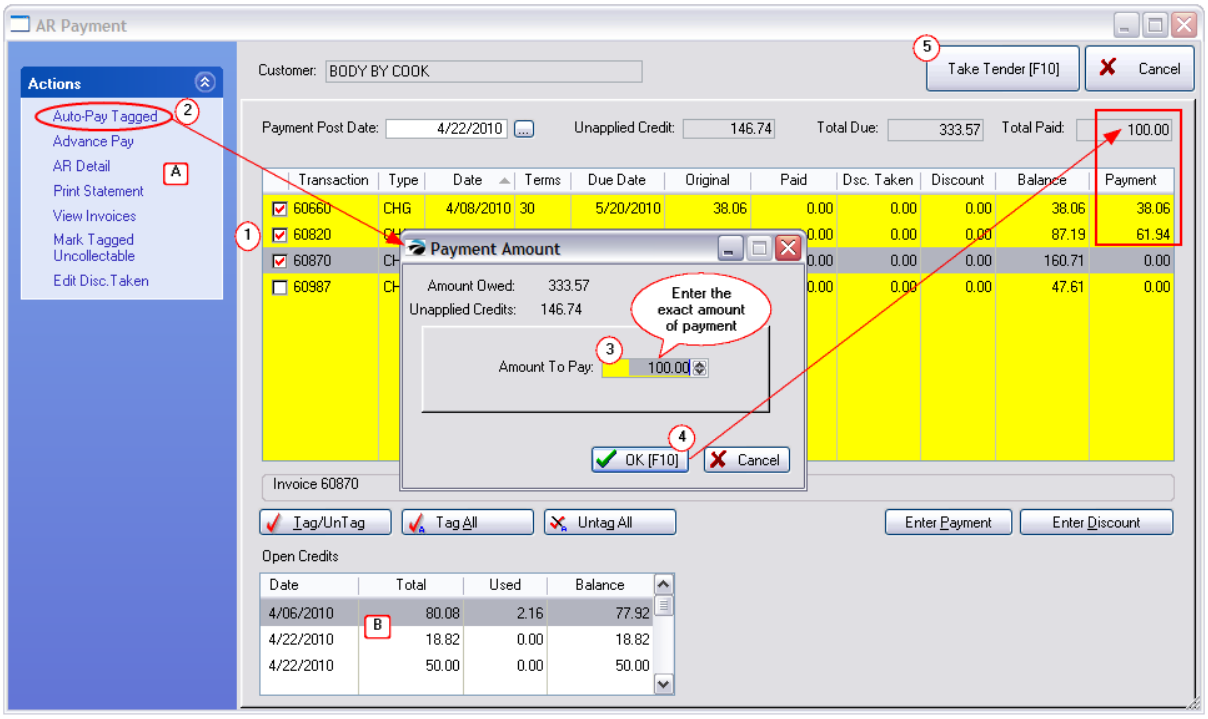

ACTIONS

Auto-Pay Tagged

A) This SmartFeature[1805] will distribute the total payment received over the oldest invoices until the balance is fully distributed.

(1) Click on Auto-Pay.

(2) POSitive will prompt you to enter the total amount of the payment. (If the customer is paying with multiple checks, do not combine checks or tender types. Process each one separately.)

(3) Choose OK [F10]. Payment will be applied to the oldest, top-most, invoices first. If there is a balance remaining it will be applied to the next oldest invoice, and so on.

(4) Press Take Tender [F10] to confirm payment is being made and then enter the tender type and print a receipt.

Advance Pay

This SmartFeature[1805] accepts payment in advance of a purchase. When a purchase is finally 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 is discouraged.

1) Click on Advance Pay. POSitive will prompt you to confirm that you want to initiate an advance payment.

2) Enter only the amount to be applied as advance payment. For example, if you are tendering a $100 check but only making an advance payment of $90, enter 90.00 because it is the amount to be applied as advance payment. If the cash or check is OVER the planned advance payment, you will be prompted with the amount of change to make.

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3) Highlight the tender type.

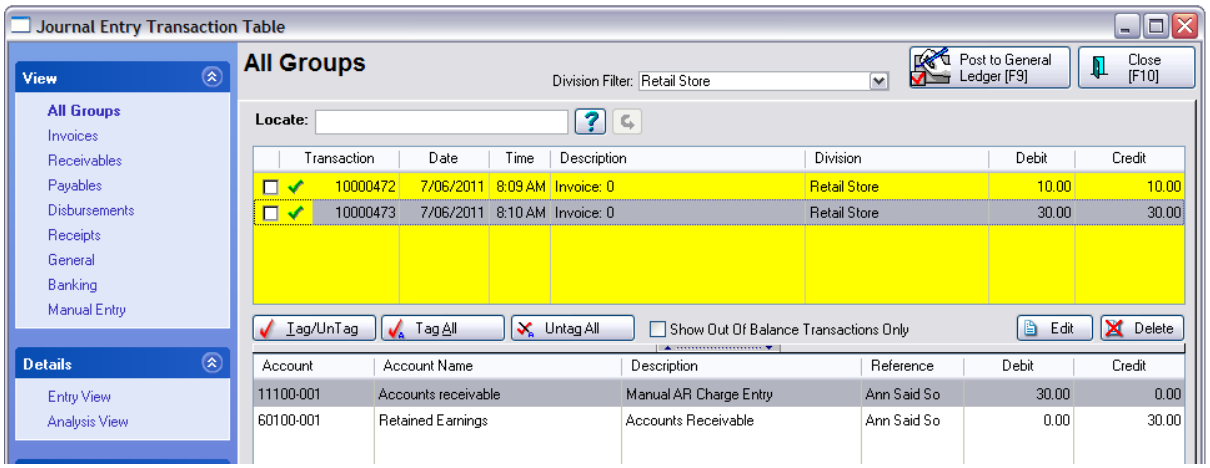
4) Press Enter and the amount of the advance payment will be entered. If necessary, change the amount to the actual amount being tendered.

5) Press Enter to process the transaction.

6) You may choose to print a receipt or not.

7) Change due the customer will be displayed. Select OK. POSitive will then close the AR Payment screen.
Note: The advance pay credit will be displayed in the Unapplied Credit field at the top of the screen when this screen is opened again. General Ledger Entry

A general ledger entry will debit the Accounts Receivable account and credit the Retained Earnings account. Before posting, you could choose to reassign the credit entry to some other special account number. (Note: to find such advance payment transactions search for invoice number "0".)



If an Advance Pay needs to be refunded see: Refund Advance Pay 345

Other Actions

AR Detail - Opens the complete list of AR Transactions. (see AR Transactions 345)

Print Statement - will print an AR Statement for this customer only.

View Invoices - will open a filtered list of Invoice History showing invoices for this customer only.

Mark Tagged As Uncollectable - If you have determined that you will never be able to collect this debt, or if you want to nullify the charges, you may mark a transaction as uncollectable. It will be removed from the customer list and reported to the Uncollectables report.

Note about Taxes: marking an invoice uncollectable does not automatically alter your sales tax report nor does it give you a tax credit, but there is a method to do so. see Steps

1) Highlight the transaction

2) Click on Mark As Uncollectable. You will be prompted to confirm your choice.

3) If you answer yes, the transaction will be flagged as uncollectable and displayed as such just above the Auto-Pay button. The next time you enter this dialog box, the transaction will be removed from the

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list.

The AR statement will no longer list the transaction nor is any mention made that it was marked uncollectable. It will be included in the Uncollectable Debts Report accessed through Accounting: AR Reports: Uncollectable Debts.

Getting a Tax Credit

You should consult with your bookkeeper about how to report uncollectables in your state.

If you still want to reduce the sales taxes paid,

After following the steps for Uncollectable (because this gives you a report you can file and recall as often as needed), create a return invoice for the customer.

1) Go to the customer center and highlight the customer

2) Choose "Purchase History" on the left

3) On the right, highlight the original invoice.

4) Choose the "Return" button.

5) Tag ALL items on the invoice

6) This will place all items in a new invoice with a negative status and with a refund due the customer.

7) Choose Tender.

8) You will be prompted to select a REASON for the Return. Select one which says "Will NOT Be Returned To Stock"

9) On the Tender Screen, since you do not want to really credit the customer or affect your cash in the drawer, choose Gift Cert [F3] button at the top of the Invoice Tender screen.

10) Enter a unique number such as "Invalid001"

11) Answer YES to create the Gift Certificate. Answer OK to apply to Gift Certificate.

NET RESULT

Your sales taxes will be reduced for this reporting period. It will all balance out in the long run. You can run a sales tax report for today and you will see the negative amount for sales tax.

ADDITIONAL CLEAN-UP

Inventory

1) Go to Purchasing: Returns From Customers.

2) Find and Tag all the entries associated with the return invoice you had created.

3) Because you are not getting your property back, you do not want to adjust your current stock counts. Choose DISCARD under Actions at the right. This will remove the return items.

4) You can then go to Transactions: Reports: Inventory Reports: Items Discarded to get a printout of the

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items removed.

Gift Certificates

1) Go to Management: Gift Cards.

2) Find and Highlight Invalid001 gift card

3) Choose to Delete the entry. (Delete button at the top of the screen, not the History Delete button.

4.3.1.3.1 Confirm Payment

When taking payment against AR Transactions, you choose the Take Payment button.

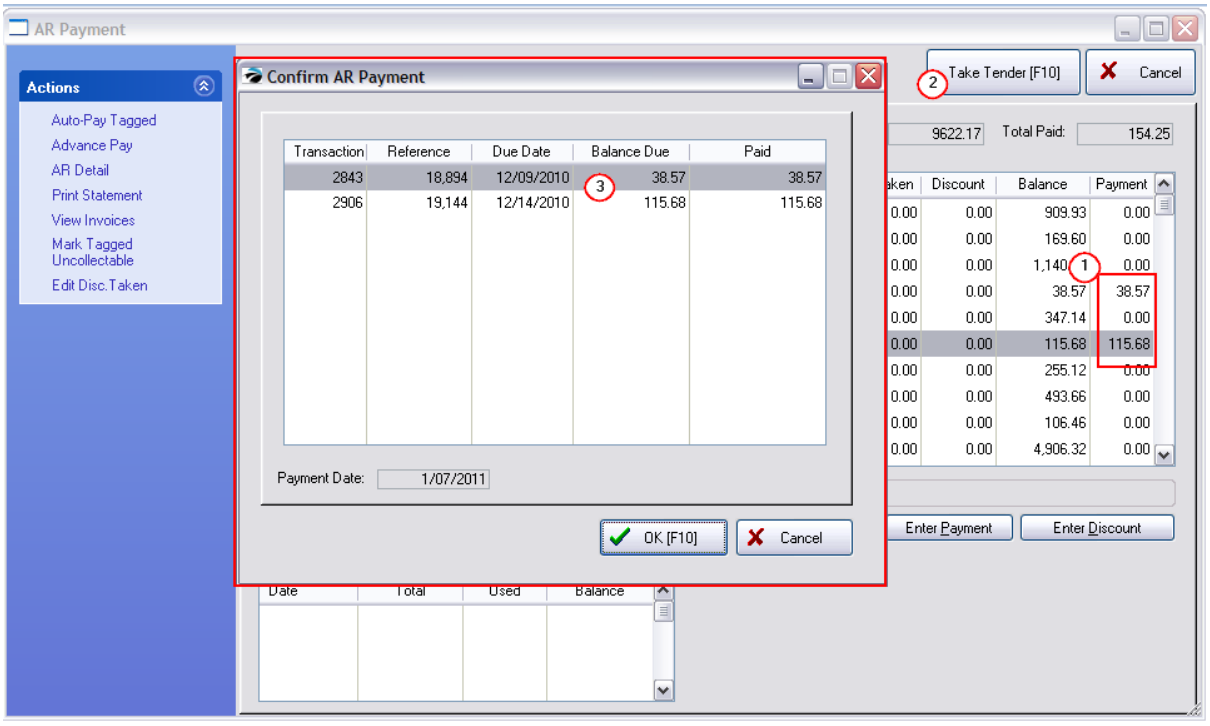
This will open a "Confirm AR Payment" screen to review the transaction before you choose to commit.

1) After opening a customer's AR Payment screen, choose which invoices are to be paid.

2) Choose Take Tender [F10] button.

3) All transactions being paid at this time will be listed. Review the list. If it is correct choose OK [F10]

You will then be prompted to select the method of payment: Cash, Check, Credit Card, etc.



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4.3.1.3.2 Payment Amount

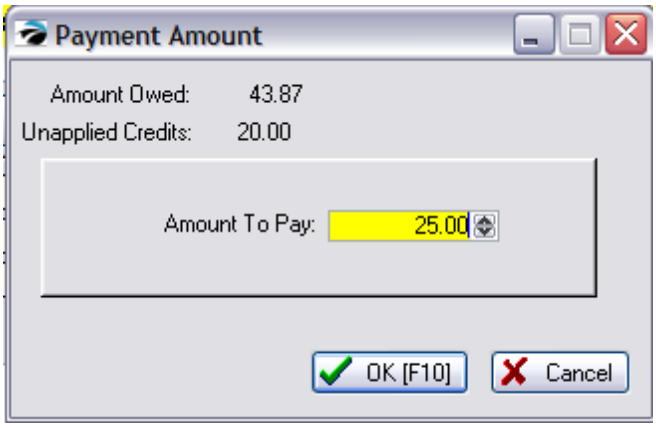
OPERATIONS

1) Choose the Take Payment button and select the customer.

2) Choose "Auto-Pay Tagged" under Actions

Note: this button can be found in several places: 1) on the Transactions main menu, 2) on the Accounting: Payments main menu, 3) on the Customer Center: Summary view, 4) while viewing AR Detail for the customer, and 5) while invoicing and selecting the Take Payment Invoice Button.

After the customer has been selected, this opens the Payment Amount screen.



2) IMPORTANT: Fill in the EXACT amount being paid and choose OK [F10]

3) You will be prompted to "Confirm AR Payment," and then given the opportunity to select the tender type for the payment. Do not mix Unapplied Credits with additional payments in cash, check, or credit card.

4) Complete the process and print a customer receipt.

4.3.1.3.3 Refund Advance Pay

If an Advance Pay is made in error, or the customer changes their mind and would like to have it refunded, follow this procedure to refund the payment and balance out your end of day reports:

In our example an Advance Payment of $100 was made with a credit card. To refund it, create a sale and use a non-tracking stock item called "Credit Refund" with a price of $100. Then use the credit for $100 as payment. That removes the credit. Then create a return for that item, and put the return amount on customer's credit card. This will balance out the end of day report.

4.3.1.4 AR Transactions

To display the AR transactions for a specific customer. Access to this window is from the Summary: AR Detail button of the customer record.

Total Owed - The sum of outstanding invoices.

Unapplied Credits - The sum of accrued store credits.

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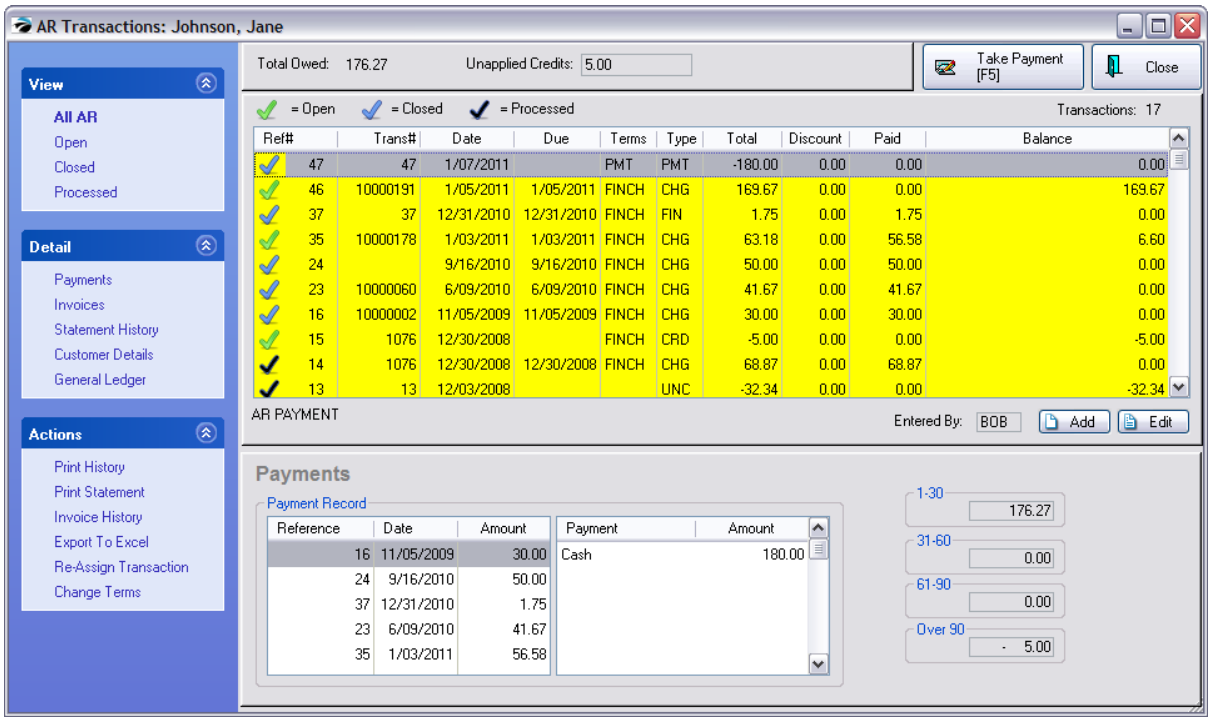
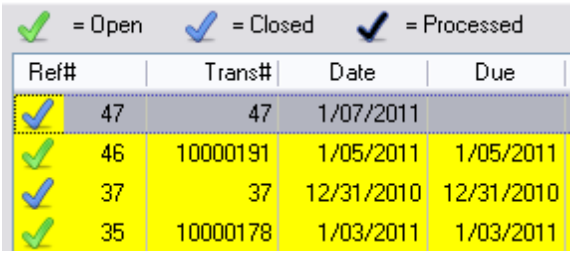


Transaction Table

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.

Status - An entry in AR Detail is cycled automatically through open, closed, and processed. An entry on an AR statment 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 but the 30 days has not expired. (IMPORTANT: Be sure to choose Close Month Statements when running Accounting: AR Statements.)
- **Processed** - The balance has been offset and will no longer be included on the AR statement. Processed transactions are never printed on AR Statements.

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 POSitive to uniquely identify some payments and other types of transactions.

Date - Creation date of the transaction.

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Due - Calculated Date as set by the Terms of payment.

Terms - Customer terms applicable to the transaction. When the invoice was created this is the payment term selected for that particular invoice.

Type - Every transaction is classified as one of the following.

- **CHG** - Charge - invoice
- **REF** - Refund - Usually related to payouts for consignment items. Will display the check number.
- **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 POSitive is setup to pay off oldest invoices first and will then distribute payments accordingly.

Balance - The amount still due on the transaction.

INFORMATION BELOW THE LISTING OF TRANSACTIONS

(Detailed description) - text will appear in the border below the Ref# column describing the source of the highlighted record.

Entered By - Sales ID of the staff member creating the transaction.

Add - You may add a transaction manually. This is usually only done if you need to make an offsetting entry. You are limited to entering a date within the current AR Statement Period. In other words, you cannot enter a date which is prior to the current month. (see AR Detail 350)

Edit - Generally, editing a transaction is not possible. It is only available if attempting to correct a manually entered transaction before closing the AR Transactions screen.

VIEW Note the total number of Transactions in the upper right corner.

- **All AR** - displays all transactions in reverse chronological order
- **Open** - displays only those transactions which are open. Open transactions will print on the AR Statement.
- **Closed** - displays only those transactions which are closed. Closed transactions are closed because payment has been made in full. These transactions will also be included on the AR Statement until the next statement period at which time items flagged as closed will automatically be changed to processed.
- **Processed** - displays only those transactions which have been processed. Processed transactions are never printed on AR Statements.

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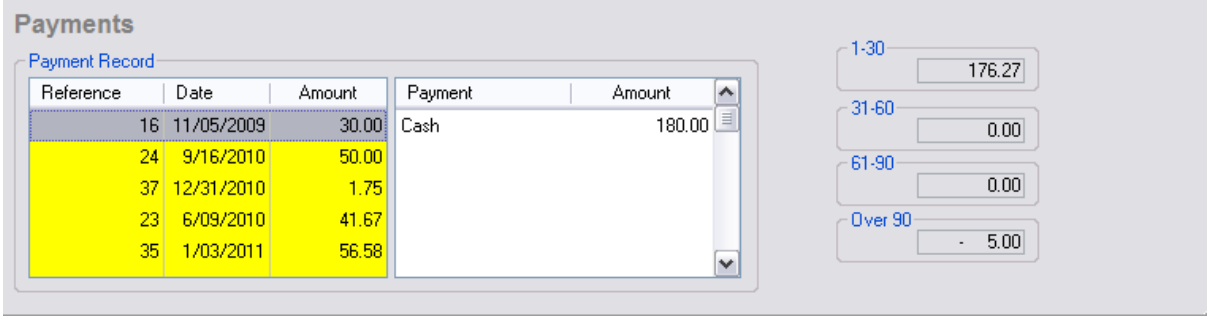
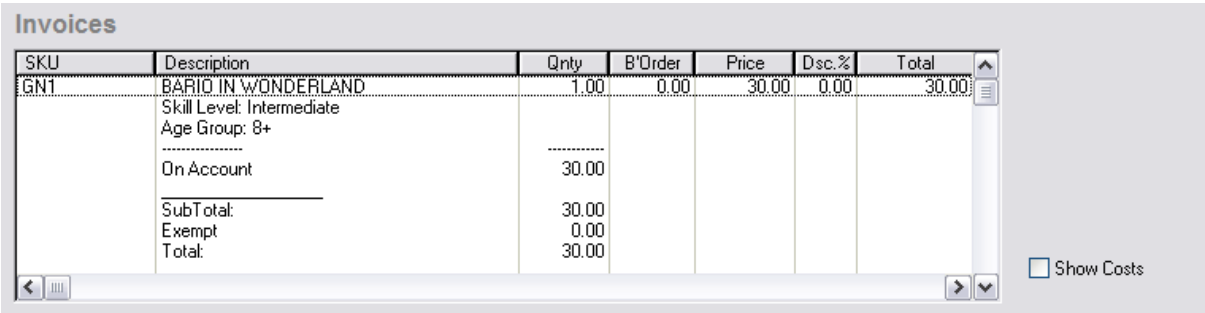
DETAIL (the section below the listing of transactions)

Payments - displays cross-reference information of payments for a highlighted AR CHG or PMT type transaction.

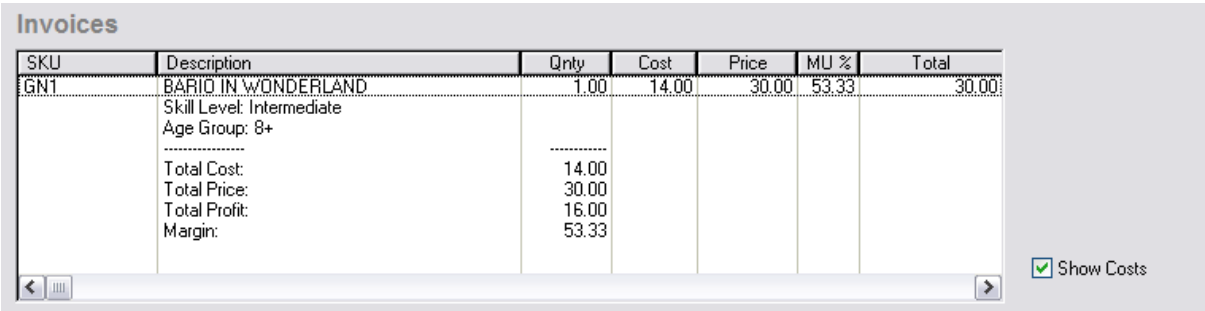


Reference - A tracking number called Ref#
Date - date of payment
Amount - amount of payment
Payment - Tender type with check number
Amount - Amount tendered
Aging (in number of days) - As payment becomes overdue, POSitive will report the number of days of delinquency and the totals delinquent in increments of 30 days.

Invoices - when highlighting a CHG or CRD transaction, displays a summary of the source invoice and can Show Costs when the option is activated. Shows inventory line item detail and tendering information of the invoice. **Show Costs** switch to view profits.



With Show Costs Option



Statement History Tab - Shows a month-by-month summation of AR Statement totals. (see AR Statement History 352)

- **Verify** - this button will recalculate to confirm that statement history is up to date. (Note: to verify

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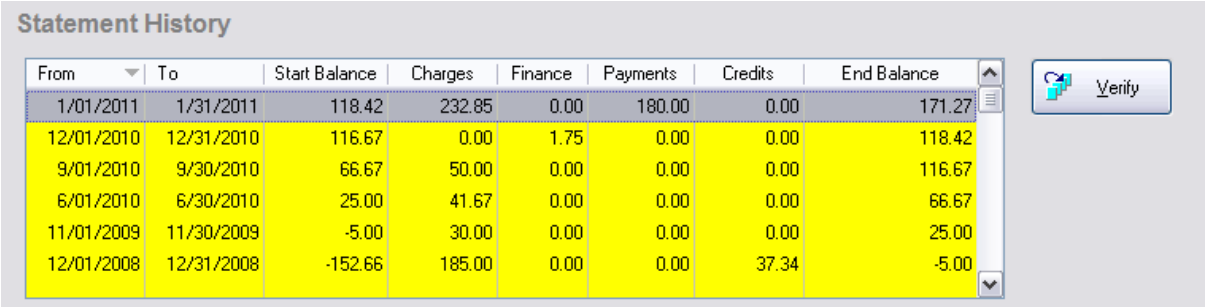
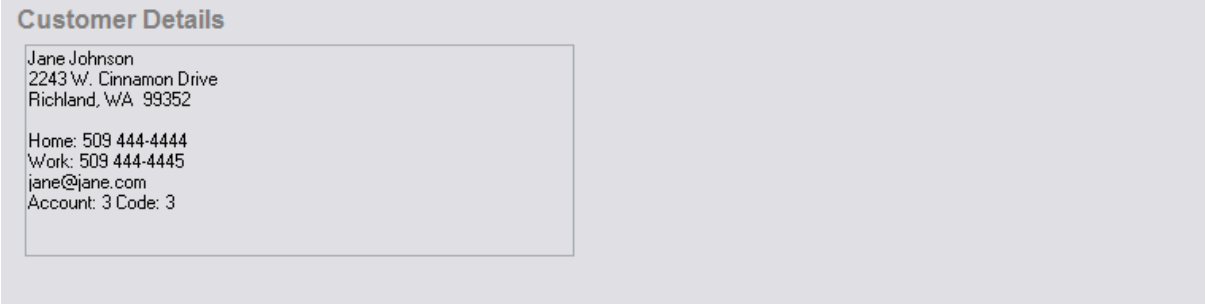
Statement History for all Customers go to Maintenance: Data Utilities: Verify Data: Receivables: and choose "Verify Customer AR History [F9])

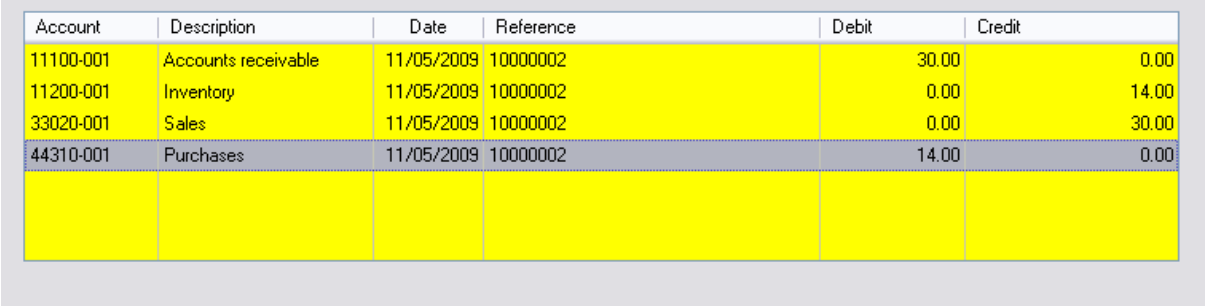


From	To	Start Balance	Charges	Finance	Payments	Credits	End Balance
1/01/2011	1/31/2011	118.42	232.85	0.00	180.00	0.00	171.27
12/01/2010	12/31/2010	116.67	0.00	1.75	0.00	0.00	118.42
9/01/2010	9/30/2010	66.67	50.00	0.00	0.00	0.00	116.67
6/01/2010	6/30/2010	25.00	41.67	0.00	0.00	0.00	66.67
11/01/2009	11/30/2009	-5.00	30.00	0.00	0.00	0.00	25.00
12/01/2008	12/31/2008	-152.66	185.00	0.00	0.00	37.34	-5.00

Customer Details - displays the customer account, name, address and phone



General Ledger - Only if the highlighted transaction above has been Posted in General Ledger will the chart of account entries be visible.



Account	Description	Date	Reference	Debit	Credit
11100-001	Accounts receivable	11/05/2009	10000002	30.00	0.00
11200-001	Inventory	11/05/2009	10000002	0.00	14.00
33020-001	Sales	11/05/2009	10000002	0.00	30.00
44310-001	Purchases	11/05/2009	10000002	14.00	0.00

ACTIONS

Print History -- Prints a listing of all transactions. The report is named Customer Accounts Receivable Transactions. You may wish to preview the report before printing and print only selected pages.

Print Statement - - Print an AR statement for the customer to reflect current transactions. You will have a choice of various options depending upon the System: System Setup: Accounts Receivable options you have activated. (see Accounts Receivable 317)

Invoice History - - Review all invoices for the customer.

Export To Excel - send data to an Excel spreadsheet. (see Export To Excel 354)

Re-Assign Transaction - transfer an incorrectly applied charge to the correct customer account. You will be prompted to select either a Customer or Finance Company account. Confirm that the information is correct and choose Process. (see Re-Assign AR Transactions 353)

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Change Terms - Change the term of payment

How To Make Adjustments To the Customer AR

From time to time you may find occasion to edit or add transactions to a customer's AR records. POSitive 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 the ADD button.

Export To Excel

AR History can be exported to a file in spreadsheet format so that you can more closely analyze the data.

4.3.1.4.1 AR Detail

AR transactions cannot be deleted nor edited. To make necessary corrections, one must add an offsetting transactions to a customer's AR List.

EDIT Transaction

If you attempt to edit a record which is outside of the current statement preriod, you will see the following message.



In this case, you cannot make a change to the record but must ADD an offsetting record.

ADD Transaction

In this example, a finance charge is being manually added to a customer record. It was created by choosing Add.

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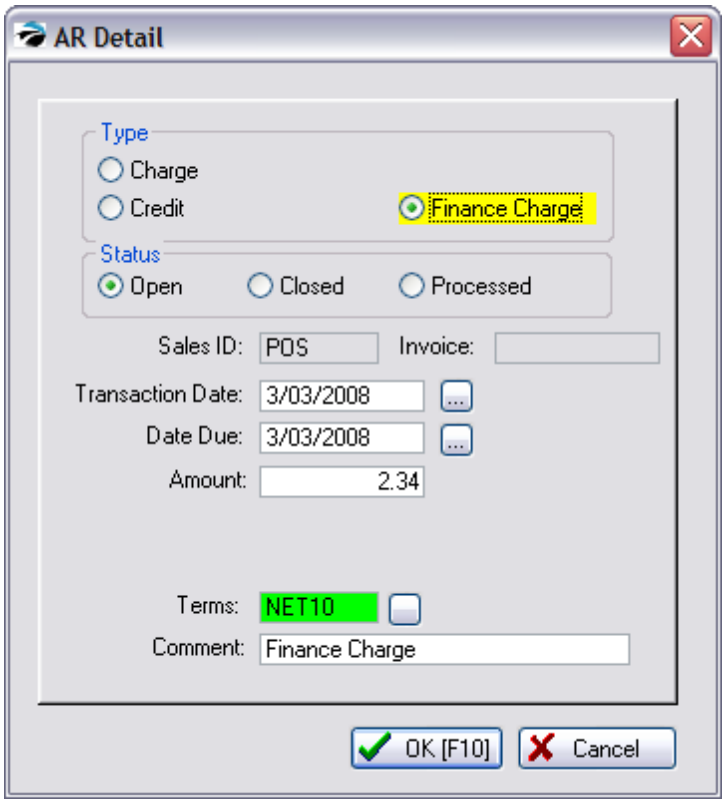

TYPE - Each AR transaction must be one of three types.

CHG - Charge

CRD - Credit

FIN - Finance Charge

STATUS - 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.

REFERENCE

Sales ID - The employee who authorized the AR transaction.

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.

Terms - The payment terms in effect at the time of invoicing.

Comment - This field should NOT be left blank because this phrase will be printed on subsequent AR statements as the customer's only explanation of the entry. You should describe the reason for creating this offsetting entry.

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4.3.1.4.2 AR Statement History

A summary view of transactions per month including a starting balance, charges, finance charges, payments and credits and an End Balance

Verify button - to recalculate the monthly numbers if the Total Owed does not equal the End Balance amount.

One-Time Verify Adjustment

QUESTION:

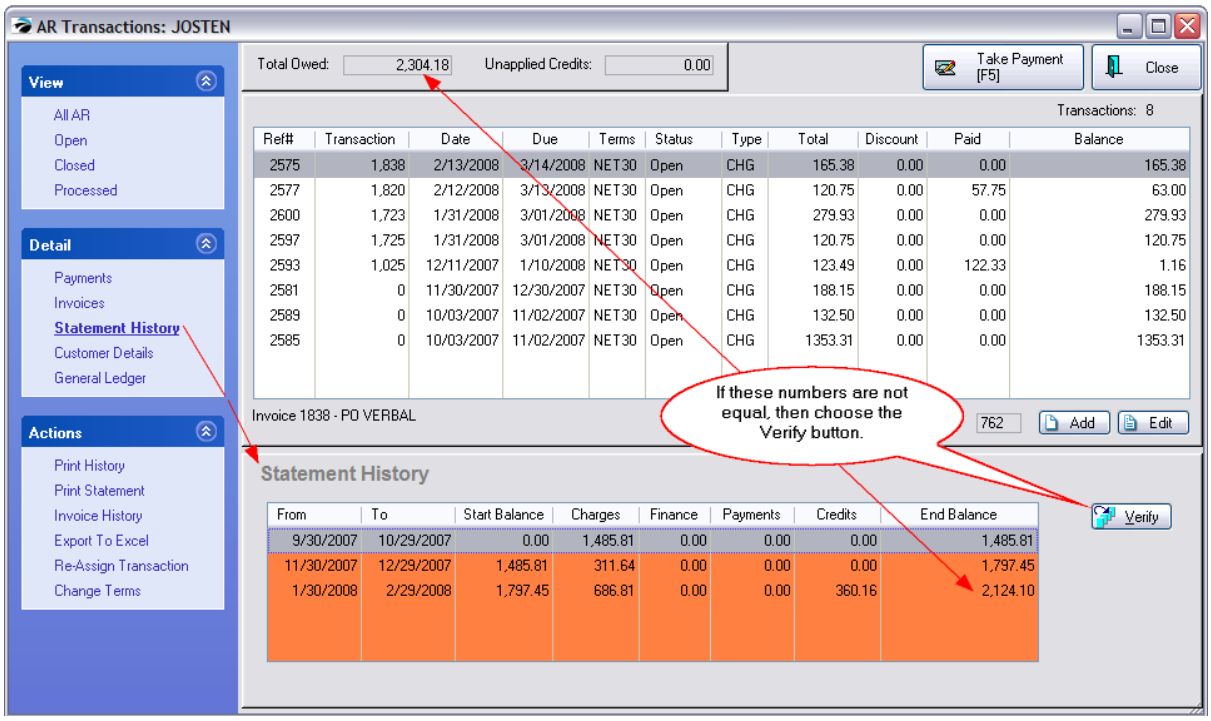
When I review the AR Detail of some of my customers on Store Account, I sometimes see an entry called "One-Time Verify Adjustment." Where do these entries come from? Have I done something wrong? What should I do about these entries?

ANSWER:

You have not done anything wrong and you do not need to do anything with these adjustments. The whole purpose of this entry is to make Statement History more readable.

Any line that says 'One-time Verify Adjustment' can be ignored because these AR Detail lines do not reflect any real payments/charges. These are generated by the system automatically when an AR Verify is run.

One feature of the AR Detail screen is Statement History which shows Starting and Ending Balances per month. Sometimes, the last End Balance does not equal the sum total of AR Transactions.



This may have been caused by some oversight by POSitive at one time, possibly a programming error. As a corrective procedure, a verification of AR transactions calculates the difference and adds an

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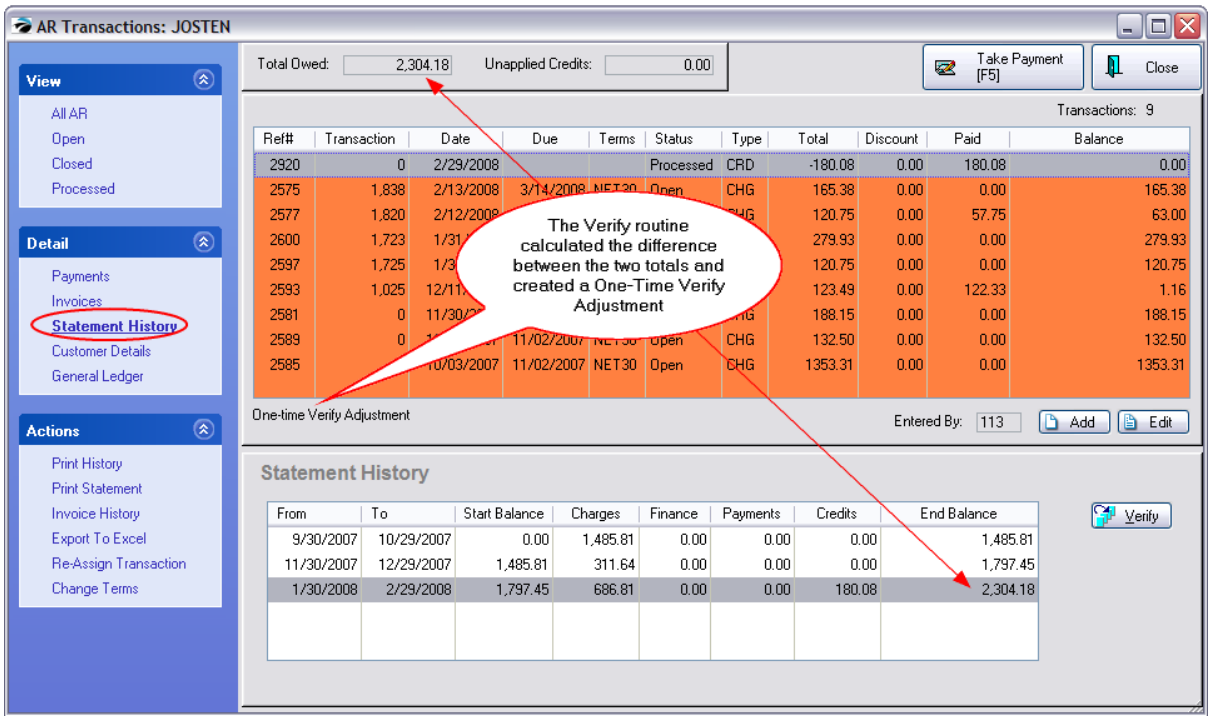
offsetting entry called "One-Time Verify Adjustment." The whole purpose is to make Statement History more readable.

This verification process can be done for an individual customer record (the Verify button) or automatically en masse for all customers by going to Maintenance: Verify Data: Verify AR Files: and choosing "Verify Customer AR History" button.

This "One-Time Verify Adjustment" is always flagged as "Processed" and will never be and does not need to be visible on customer AR Statements.



4.3.1.4.3 Re-Assign AR Transaction

In the event that an invoice was charged to the wrong customer's Accounts Receivables, you can re-assign the charge to the correct customer or Finance Company.

First, open the AR Transactions to which the invoice was incorrectly applied.

1) Highlight the transaction. (Note: this can only be done for CHG type transactions)

2) Choose Re-Assign Transaction under Actions.

3) Select either "Assign To Customer" or "Assign To Finance Company"

4) Once you have selected the right account, choose "Process". The transaction will be re-assigned to the AR Transactions of the other party.

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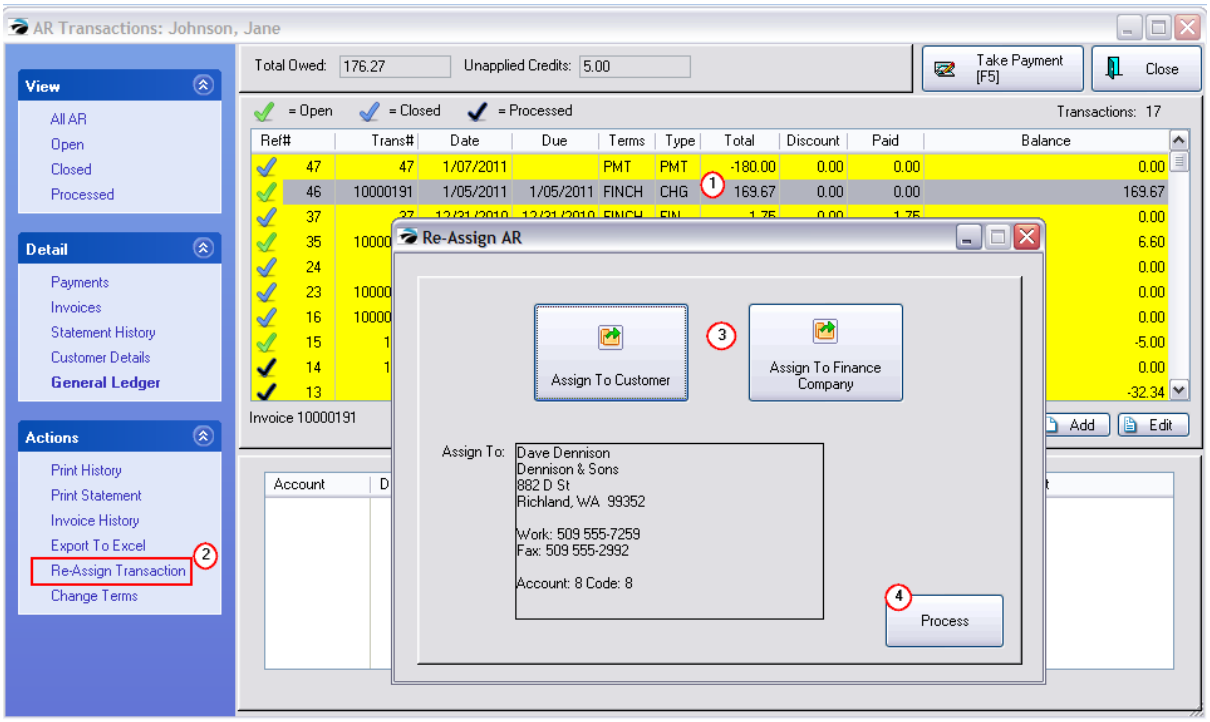

4.3.1.4.4 Export To Excel

The AR transactions for a given customer can be exported into an Excel spreadsheet for closer analysis. The exported Date field will be unintelligible so you will need to convert the Date field using a special formula in Excel.

1) Choose the Export To Excel option under Actions.

2) This will open a Spreadsheet Layouts screen. Choose "New"

3) Give the spreadsheet a name, such as the name of the customer.

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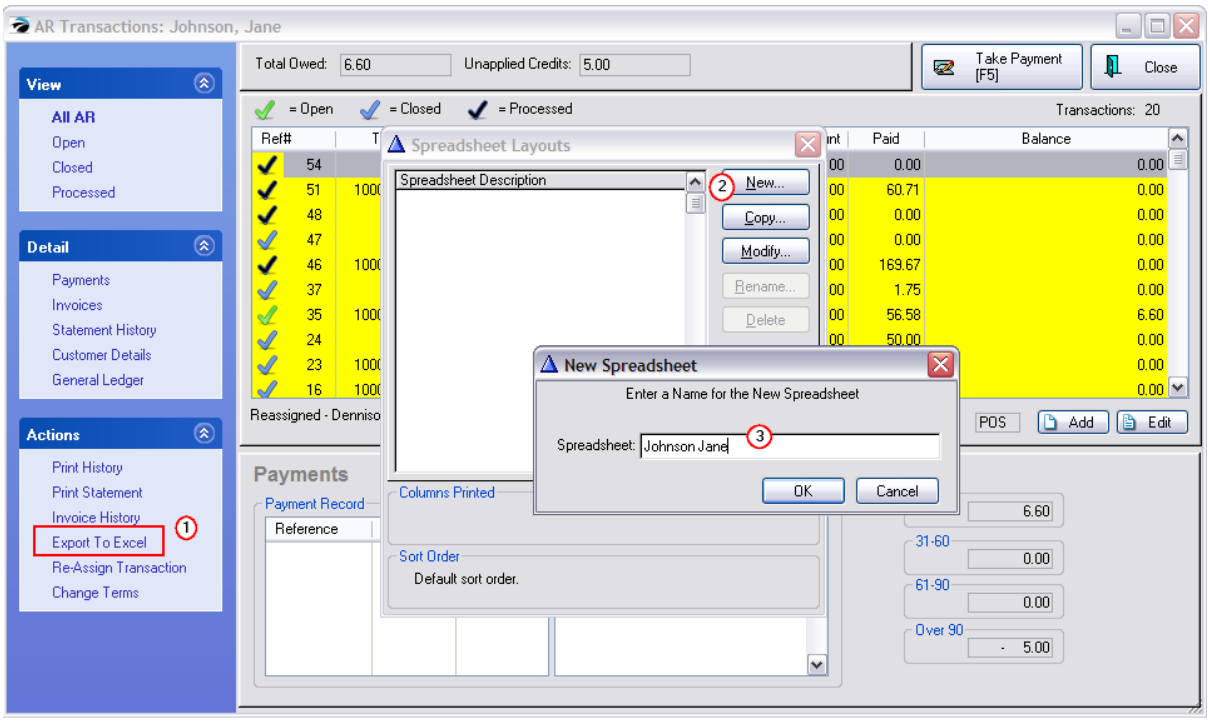
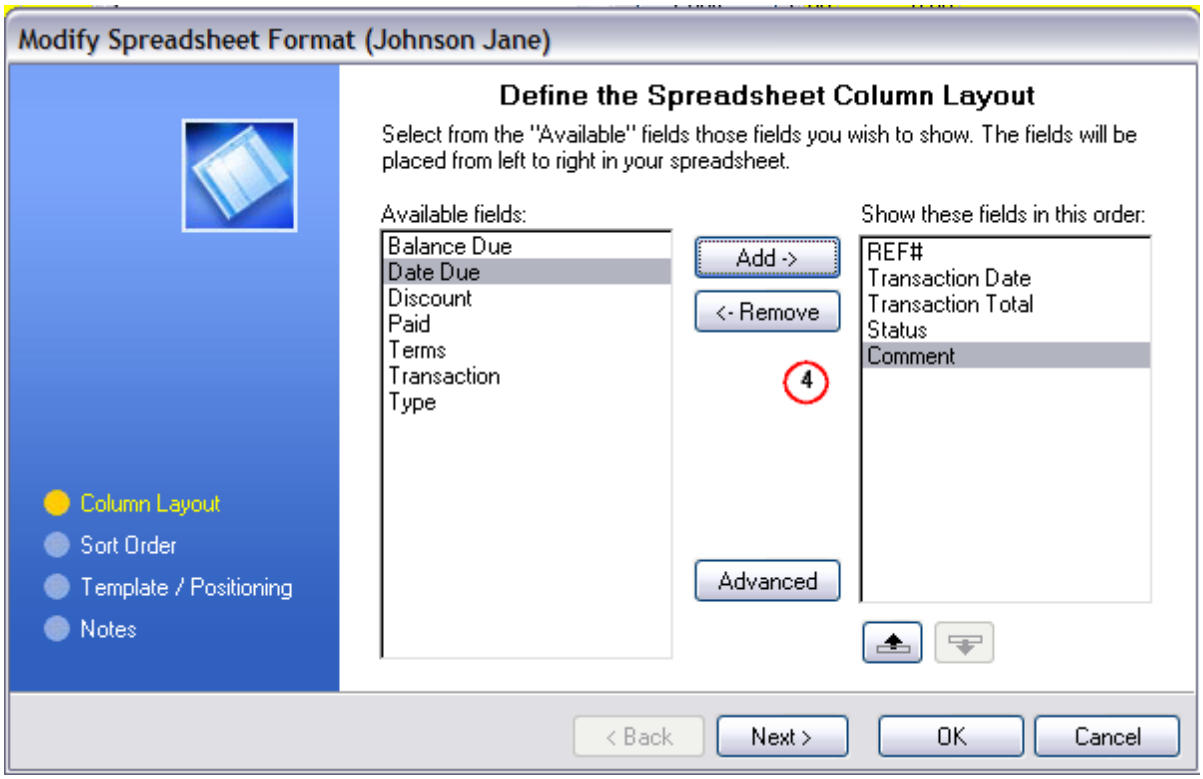


4) Determine what type of information you want to include on the spreadsheet. Move the columns from the left to the right in the sequence you want the data to be displayed in the spreadsheet. Then choose OK.



5) You will be returned to the Spreadsheet Layouts screen. Highlight the newly defined layout and

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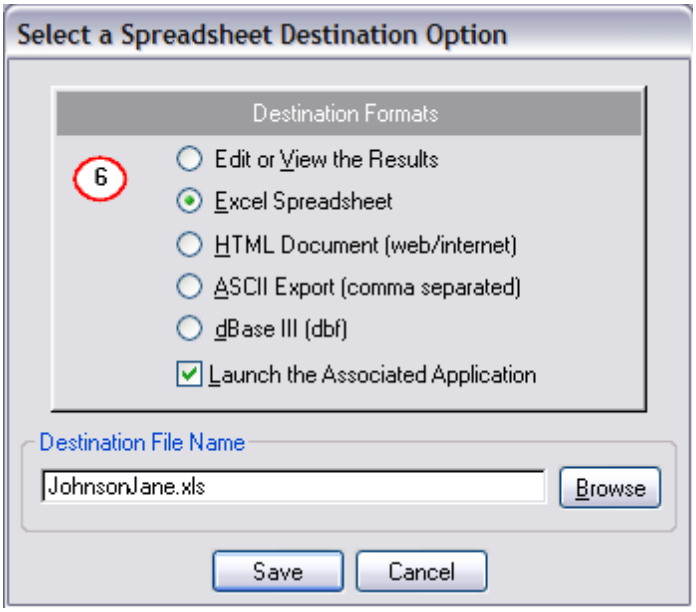
choose Select.

6) There are several Destination Formats to choose from. For Excel, activate "Excel Spreadsheet" and "Launch the Associated Application." Enter a name for the Spreadsheet and choose Save.



7) The resultant Excel spreadsheet will need some final formatting and a special formula applied to make the Transaction Dates readable.

Steps for Date Conversion Formula

1) Somewhere on the spreadsheet enter base number 36161 into a common cell

2) Write an excel formula which will take the Clarion Date minus the Base Number, for example =B3-H1 (use $ to make it constant)

3) Format the column for a Date and copy the formula to all needed cells in the column

4) You can now save the file and sort data as needed.

F3 =B3-H1

	A	B	C	D	E	F	G	H	I	J
1	REF#	Transaction Date	Transaction Total	Status	Comment	Converted Date		36161		
2	1	75862	5		Frequent Buyer Reward	09/10/08				
3	2	75867	90		Csgnmnt Sale: 33-C, This Is A	09/15/08				
4	3	75867	90		Consignment Check	09/15/08				
5	4	75867	90		Csgnmnt Sale: 33-C, This Is A	09/15/08				
6	5	75867	90		Csgnmnt Sale: 33-C, This Is A	09/15/08				
7	6	75912	32.34		Invoice 1027	10/30/08				
8	12	75945	116.13		Invoice 1060	12/02/08				
9	13	75946	32.34		Uncollectable-Invoice 1027	12/03/08				
10	14	75973	68.87		Invoice 1076	12/30/08				
11	15	75973	5		Frequent Buyer Reward	12/30/08				
12	16	76283	30		Invoice 10000002	11/05/09				
13	51	76499	60.71		Invoice 10000059 - PO 5523	06/09/10				
14	23	76499	41.67		Invoice 10000060	06/09/10				
15	24	76598	50		Balance Forward	09/16/10				
16	37	76704	1.75		Finance Charge	12/31/10				
17	35	76707	63.18		Invoice 10000178	01/03/11				
18	46	76709	169.67		Invoice 10000191	01/05/11				

Base Number

Steps for Date Conversion Formula

1) Enter base number 36161 into a common cell

2) write an excel formula which will take the Clarion Date minus the Base Number

=B3-H1 (use $ to make it constant)

3) Format the column for a Date

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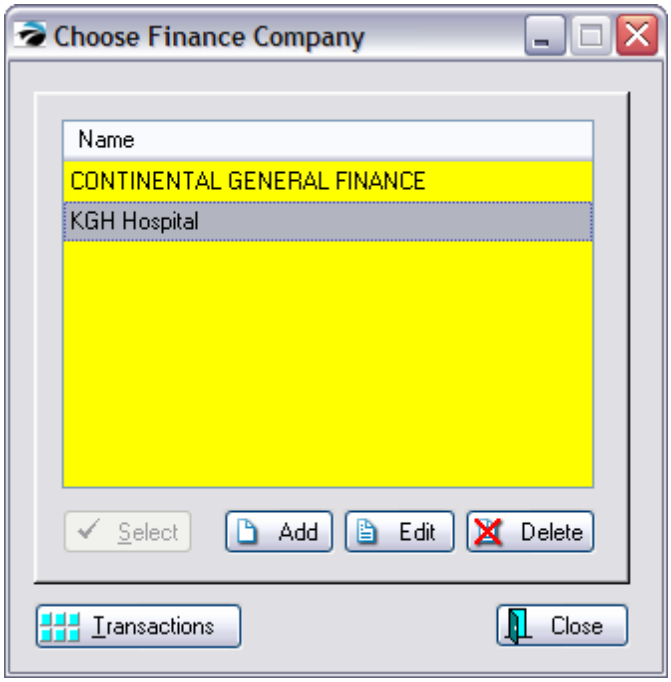
4.3.1.5 Finance Company Setup

A finance company is a third party billing option allowing you to transfer payment responsibility to an actual finance company or some other third party entity such as an employer providing matching funds.



For Finance Company or Third Party Billing to work you must add Finance Companies to POSitive through **Maintenance: Definitions: Lists: Finance Companies**

Use the Add, Edit, or Delete* buttons as necessary. (see Finance Company Detail 358)

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

Transactions shows a list Of Finance Company charges

To Create a Finance Company Tender Definition

Go to Maintenance: Definitions: Tender

Make sure there is a Finance Company entry. Create one if needed. (see Tender 143)

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INVOICING

To Invoice To a Finance Company

Choose Finance Company: Contact POSitive support for more information.

Create an invoice for a customer by name.

On the Tender Screen choose Finance Company

Select the appropriate company

Print the invoice.

AR STATEMENTS

To Bill A Finance Company

(see AR Statements 326)

Create An AR Statement for the finance company and mail it out. On the Finance Company record, one could choose to "Print Invoices With Statements" so that the finance company as full documentation of the charges.

To Accept Payment From A Finance Company

(see AR Payments 336)

Highlight the Finance Company in the Customer Center. Choose Take AR Payment and select the Finance Company. Follow the process.

Special Handling of Unpaid Charges

Some finance companies may never pay the charges in full. For example, the finance company may withhold a fee for their services or in the case of insurance companies will only pay a percentage of the full amount.

Once the finance company has paid as much as it will pay, there could still be charges still on the books of POSitive. You may have another solution, but we suggest that you create a credit card tender type which can be used to payoff those outstanding balances. The advantage is that you can run a report of how often that tender type has been used. (Report Center: Management Reports: Tender History Summary)

4.3.1.5.1 Finance Company Detail

The definition screen for a finance company or third party billing company. You may edit this as needed and review Transactions for this company.

ATTENTION: Once the Finance Company has been defined, it will show up in your Customer Center.

Because a finance company is a unique customer, consider marking it in some way to avoid any confusion by staff members. The entry made in the Customer Center may need to be edited because it will not have any link to a Customer Category and its defaults.

IMPORTANT NOTE: Do NOT create a finance company for your own Store Account processing. This

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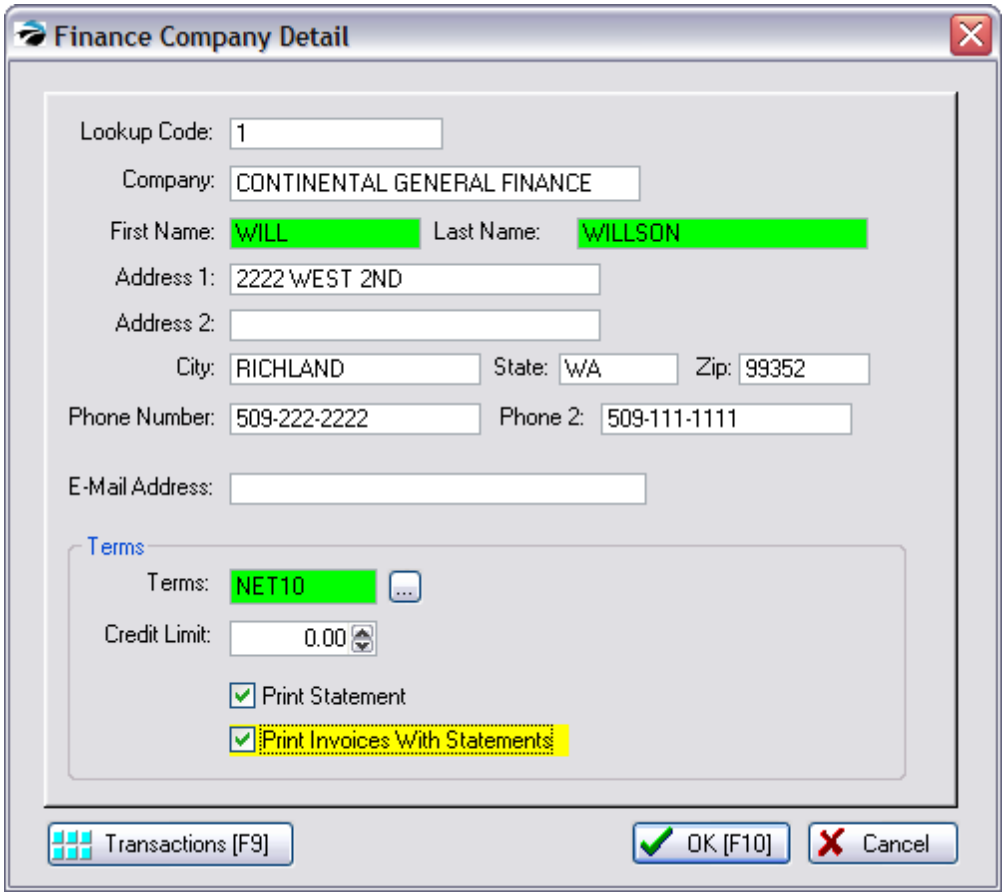
has been built into POSitive and is listed as Store Account on the tender screen.



Lookup Code - An alphanumeric code of your choosing.

Company - Name of the finance or third party company. TIP: you may want to preface the name with the word "BILLING" to distinguish it in the Customer Center from other businesses and customers. Note that

-- 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.

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Terms -

Credit Limit -

Print Statement - include this customer in the AR Statement listing for printing

Print Invoices With Statements - when printing an AR Statement, also print customer invoices relative to the statement

Transactions [F9] - A display of all AR transactions involving this Finance Company. See AR History 345 for a detailed explanation.

If an AR Charge was mistakenly assigned to the finance company it can be transferred to another account. (see AR Transactions 345)

4.3.2 Accounts Payable

Your expenses in running the business include purchase of products for resale. The primary purpose of Accounts Payable in POSitive is to properly track purchase orders received and payments to your vendors.

However, you have other vendors who provide services such as phone, rent, and loans. POSitive allows you to maintain those transactions as well by manually adding to the Accounts Payable section.

THINGS TO DO

- Add vendors. (see Vendors 594)
- Become familiar with the stages of AP Processing (see Overview Accounts Payable 361)

THINGS TO UNDERSTAND

Create the vendor, assigning it a vendor term which determines if transactions will be automatically posted to AP.

Process purchase orders

Review Pending AP and confirm payments to be made

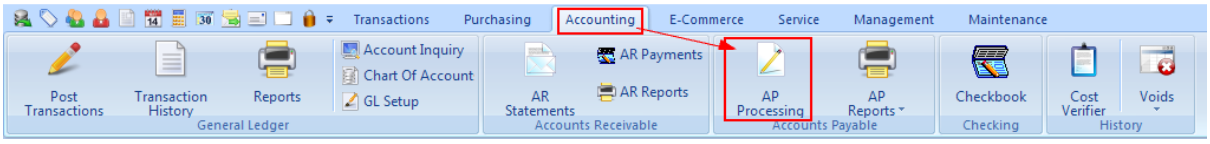
Issue payments of AP

View AP per Vendor.

Access to Accounts Payable

Go to Accounting: Accounts Payable

Choose AP Processing



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Accounts Payable Stages

AP - Unposted - these are transactions which are under review. Some are purchase orders which have not been finalized (In Process). Others are from purchase orders received, but final paperwork has not been reviewed. The purpose here is to review transactions from all or selected vendors. Once they are deemed accurate and payable they are "posted" to be paid. Included here are Credits from vendors which can be posted and used to offset payment totals.

AP - Posted - these are transactions which are approved for payment. They can be paid separately or in groups per vendor. There is an option to "UnPost" any transaction which does not look complete, thereby sending it back to "Unposted." Otherwise, transactions are tagged for payment and processed. Depending upon system setups, a check can be printed by POSitive or simply reported so that checks can be handwritten.

AP - History - once the transactions have been processed for payment, they can be reviewed as historical entries. These entries cannot be removed even if they are in error. Instead, one would post an offsetting entry of a credit.

4.3.2.1 Overview Accounts Payable

Accounts Payable lists the monies you owe your vendors and other creditors. Typically, when you receive products through purchase orders, the charges will be automatically added to this list. (Vendor Term requires "Post To AP" activated)

You can access this list by going to Accounting: Accounts Payable: and choosing AP Processing. Or, you can open the Vendor Center, highlight a vendor, and choose Payables under the Actions at left.

A) Focus on All Vendors or on a specific Vendor - Choose from the drop down. Once you have selected the vendor, you can freely choose AP - Unposted, Posted, or History views to see all activity for that vendor.

B) Choose a View

- **AP - Unposted** - a listing of accounts payable charges which are under review. The screen shows the Vendor Invoice number, Vendor name, your PO Number and dates and total charges.
  Note "In Process" means that the purchase order is still pending and that items have not yet arrived from the vendor.
  Tip: The letters "ps" in the invoice number could indicate that you only have a packing slip and not the final invoice. (see Accounts Payable - Unposted 362)
- **AP - Posted** - a listing of accounts payable charges which have been approved for payment, but have not yet been paid. They cannot be edited at this stage; you must first "unpost" the transaction. (see Accounts Payable - Posted 369)
- **AP - History** - a listing of accounts payable charges which have been paid. They cannot be edited at this stage. (see AP History 375)

C) Review Details - this will open the panel at the bottom of the screen to show

- **Summary** - Vendor Name and Address, vendor invoice number, PO number, and dates placed and arrived. (Version 6: Summary has been moved to the Property Grid.)
- **PO Detail** - Displays the inventory items received on the purchase order plus taxes. (Version 6: PO Detail is now shown in the lower window.)

D) (Optional) Make changes to any highlighted transaction, or add a new transaction especially if the

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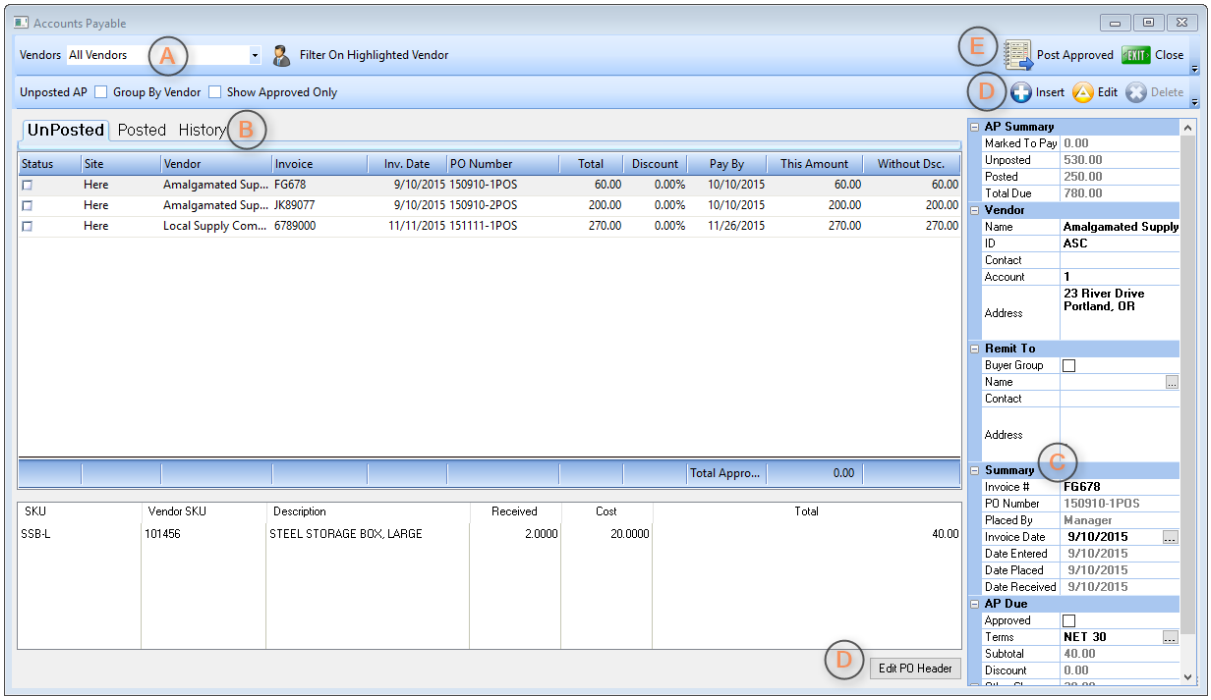
charges would not be added automatically by processing purchase orders. By choosing "Edit PO Header" you can change the invoice number, dates, and freight charges.

E) Once the transaction has been reviewed and you confirm that the charges are accurate, then tag (checkmark) and choose Post Tagged [F9] (Version 6: Select Post Approved) to prepare the items for payment. NOTE: you are simply moving them to the AP Posted section where you will selectively choose to pay and print checks per vendor.



4.3.2.1.1 Accounts Payable - Unposted2

This is a listing of vendor purchase orders which have been received or are pending being received (In Process) and need to be processed for payment.

AP UnPosted - The primary purpose of this list is to review, edit, and then "post" vendor invoices for payment when everything is correct.

1) Highlight an invoice to be paid. The Vendor's name and invoice number will be visible.

Check mark the transaction(s) to be paid. Choose Tag/Untag to put a check mark in the box. Note: you can tag multiple invoices for the same or multiple vendors

2) Then choose Post Tagged [F9]. This will move the transaction out of this list and into the AP - Posted section for payment

3) Select the AP Posted view, after you have posted all transactions to be paid at this time. (If an entry was transferred by mistake, go to AP Posted and "unpost" the invoice.)

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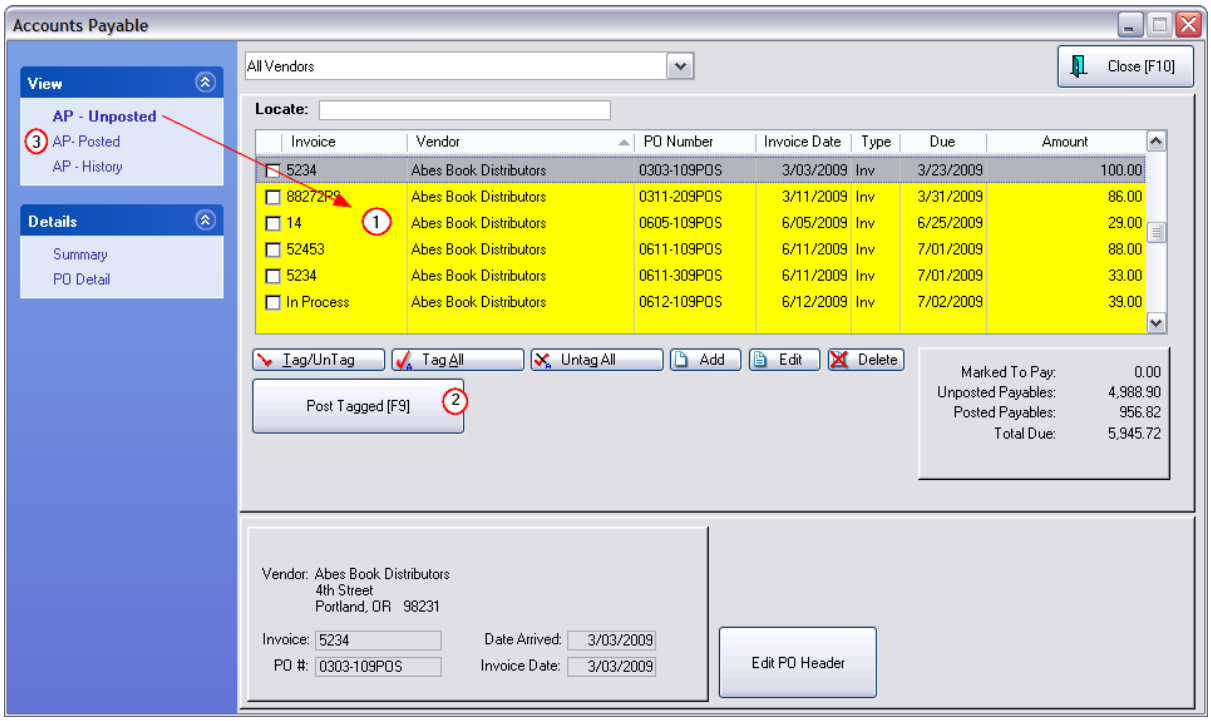
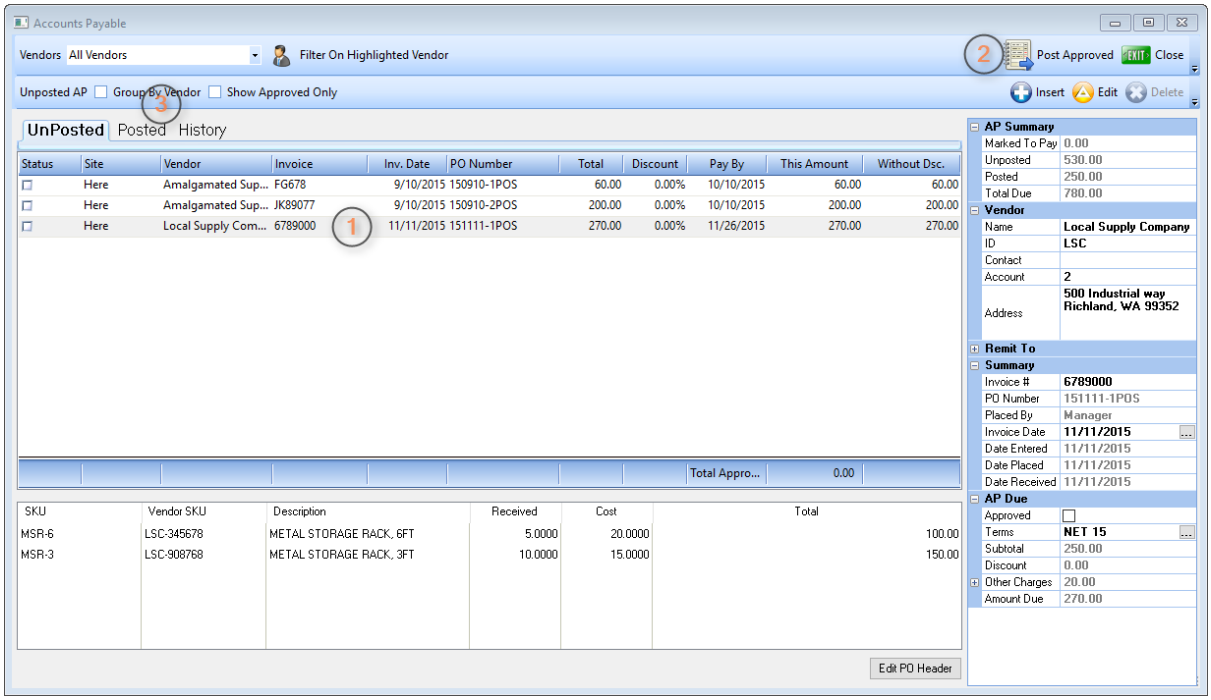


Version 6



Column Contents

All columns can be sorted and searched.

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Invoice Column

The Invoice number is the vendor's invoice number. This number can be edited here by choosing the Edit button in the event that you may not have had an invoice number, freight charges, or other vital information available to you when you receive the purchase order.

Packing Slip Number - If you had only received a packing slip, you could have add "ps" to the invoice number value for tracking purposes. The invoice number may be left blank when receiving the PO.. When you finally receive the vendor's invoice, then you make appropriate edits and post it for payment.

"In Process" means this is a purchase order which has not yet been received and is listed here to give you a better picture of future liabilities. You will not be able to post or delete this entry.

Vendor - The pull down menu at the top of the screen can be used to focus on just one vendor, otherwise, you will see all vendors in the list.

PO Number - Numbers are typically generated by POSitive, but they can be edited and made any number you wish.

Invoice Date - Date the invoice was received

Types - Cre - Credit and Inv - Invoice (Version 6: This information is in the Property Grid.)

Due Date - Date that payment is due the vendor. Based upon a setting in the Vendor record. (Version 6: Pay By.)

Amount - The total amount due on the vendor invoice.

To search for a specific entry (Version 6: Search is not supported.)

1) Click on the desired Column Title. Choose one: Invoice Number, Vendor Name, PO Number, Invoice Date, Type, Due Date, or Amount. The triangle symbol will appear as an indicator of the sort column.

2) In the Locate field type the beginning characters and press Enter

Missing Transactions?

If a purchase order has been received and the vendor's PO is not in the list it is important to remember that the PO will only appear in this list if the Vendor Term originally applied to the PO was set to Post To Accounts Payable 628. If the vendor invoice is not automatically listed here, you may manually add it.

TIP: For vendor's terms 628, 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 or modify the transactions.

Adding Transactions

You may manually add vendor charges even if no purchase order was involved. This is typically used for vendors providing phone, cleaning, and other non-inventory services. Choose the Add button and follow the prompts. (see Payable Detail 368)

Tag/Untag Tag All Untag All buttons (Version 6: These buttons are no longer available.)

Post Tagged [F9] - The tagged item(s) is removed from the list and sent to AP Posted 369 for payment processing.

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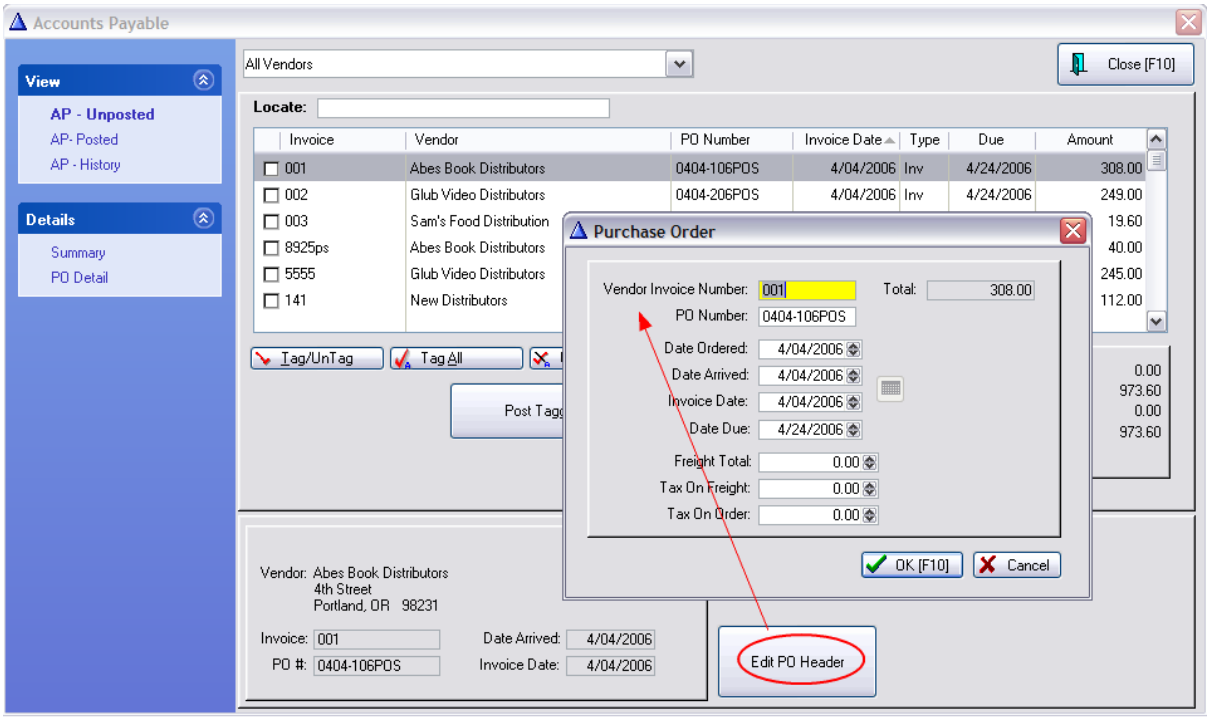
Add - If a vendor invoice is NOT listed here, you may add it and then post for payment. (see Payable Detail 368)

Edit - You may correct the entries to match the vendor's actual invoice. (see below)

Delete - Remove the entry. If the entry is "In Process" you may delete it and if and when the purchase order is actually received, the correct information will be listed here again. Tip: Click on the column title to sort by invoice number.

Edit Header - can change dates and reference numbers as well as enter freight charges received after the purchase order was processed.



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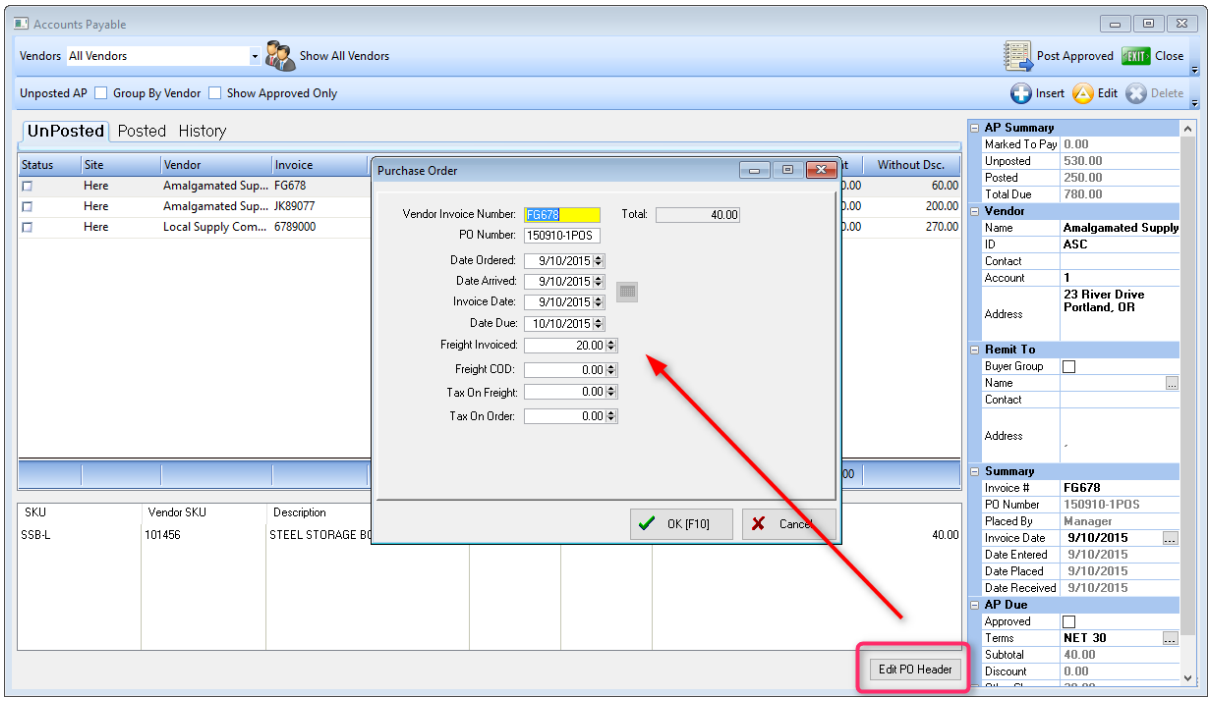

To Edit An AP Transaction

You will be editing the vendor's purchase order. You are able to change the header, i.e., information about the vendor and the PO. DO NOT edit the quantity and costs of individual items purchased.

A Word Of Caution: 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 POSitive 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.

4.3.2.1.1.1 Edit PO Header

The Edit PO Header button allows you to change Dates and extra charges for a purchase order already received but which is awaiting payment.

1) Go to Accounting: Accounts Payable and select AP - Unposted
2) Highlight the purchase order to be edited
3) Choose Edit PO Header button
4) Make necessary changes and choose OK [F10] when done.

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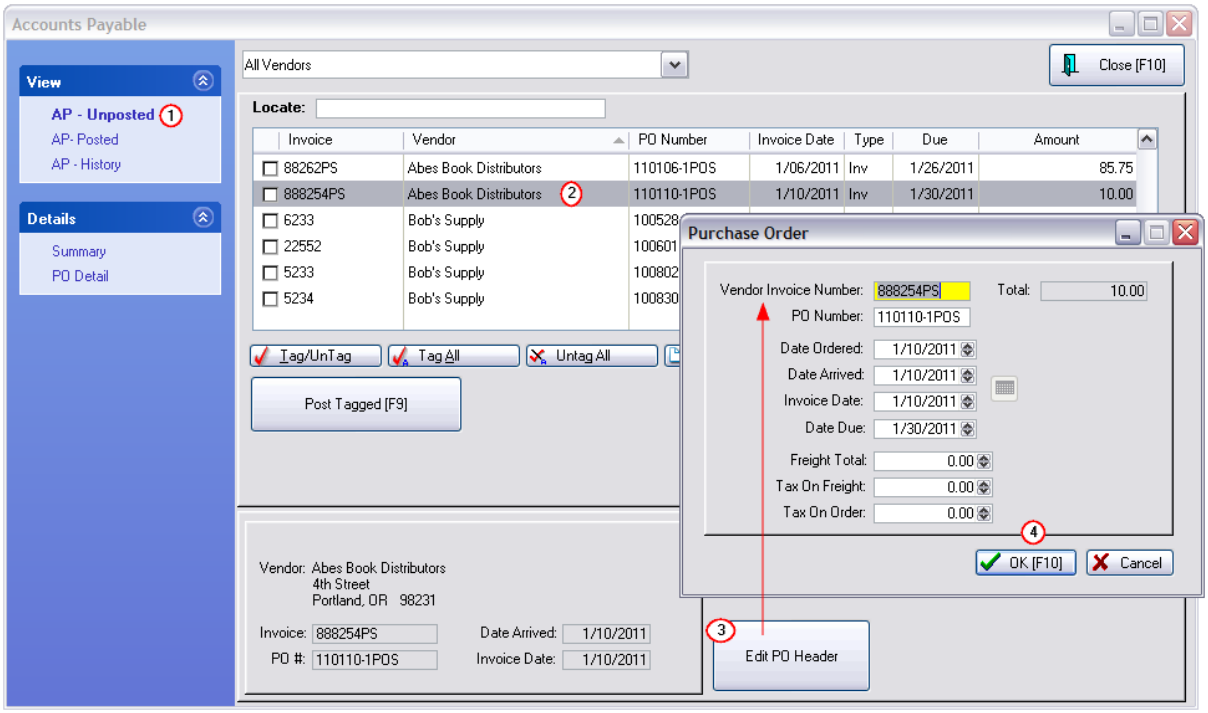

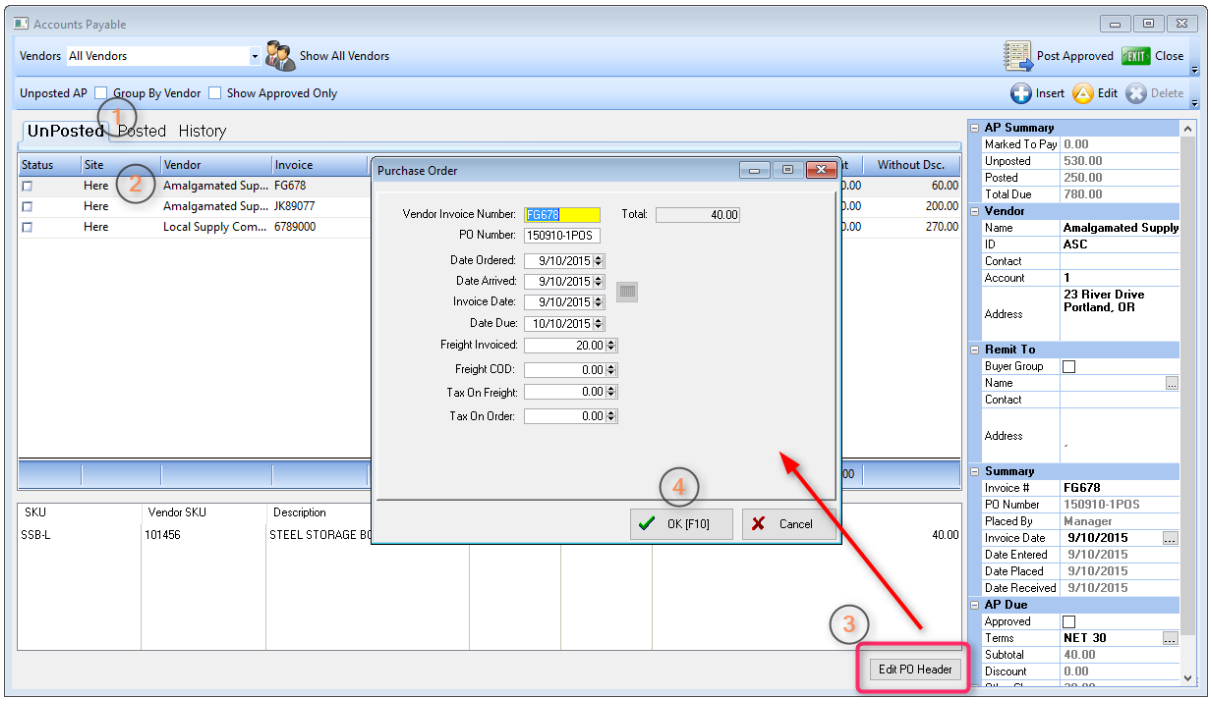

Related Topics:

[Overview Accounts Payable](361)

[Accounts Payable Unposted](362)

[Accounts Payable Posted](369)

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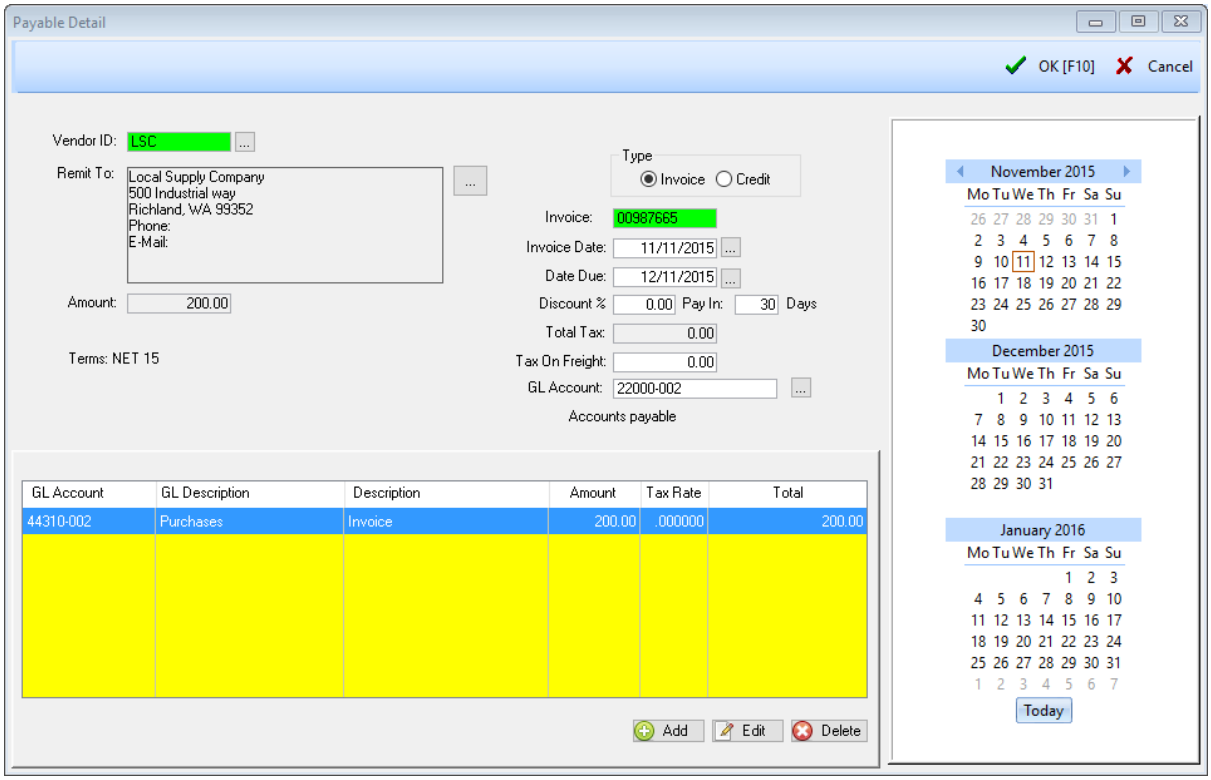
Accounts Payable History 374

4.3.2.1.1.2 Payable Detail

This screen is opened when you choose to manually add an AP Transaction to Accounts Payable - AP Unposted. (Accounting: AP Processing: ADD on the AP - Unposted view)



Some vendor charges, such as rent and phone bills, are not directly related to inventory and therefore are not added by processing a purchase order. Also, it is here that you enter credits which your vendor may grant you.

It is also possible, that through an oversight, a purchase order has not appeared here because the vendor term was not set to Post To Accounts Payable 628.

Fill in appropriate fields. The Amount and Total Tax fields are calculated for you as you choose the Add button to enter line transactions.

Duplicate Invoice Number

When manually creating an AP entry, POSitive will warn you if you are entering an invoice number which is already in the list. This suggests that someone has already entered the charges and you are about to make a duplicate entry.

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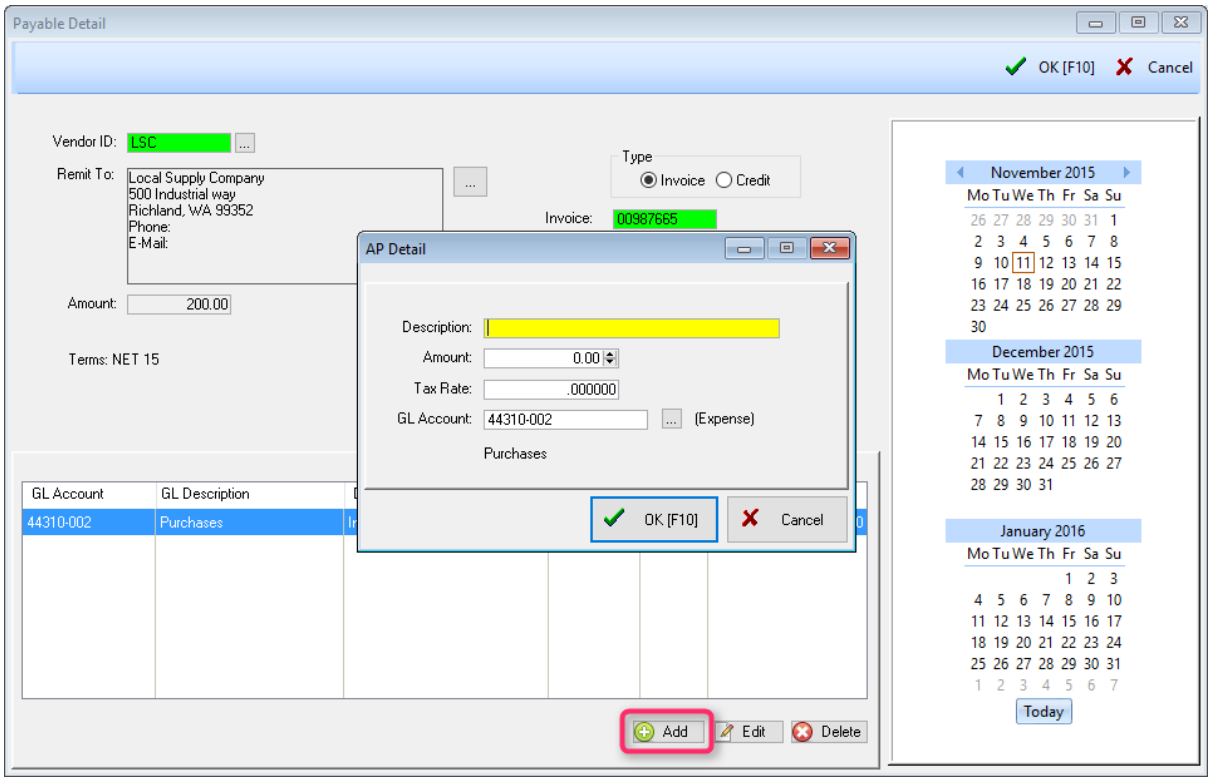

Click on Add to enter a line transaction with a description, amount, tax rate and GL Account.

Q: Is this GL expense account for the vendor required?

A: No, this can be left blank and is not required. This expense account is not assigned to the vendor, it represents the account value that will appear initially by default when you manually add an expense to AP.

4.3.2.1.2 Accounts Payable - Posted

A listing of Vendor purchase orders awaiting payment. These entries have been flagged for payment and removed from the Accounts Payable - Unposted 362 screen. (Accounting: AP Processing: AP-Unposted)

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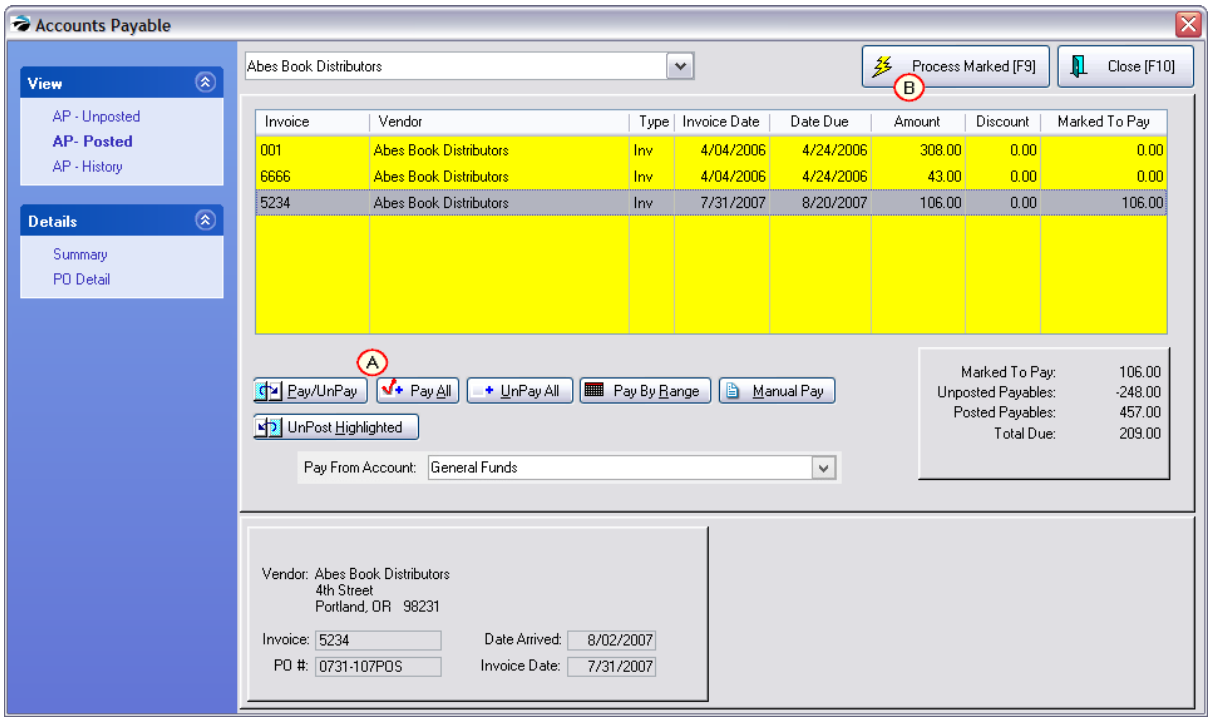

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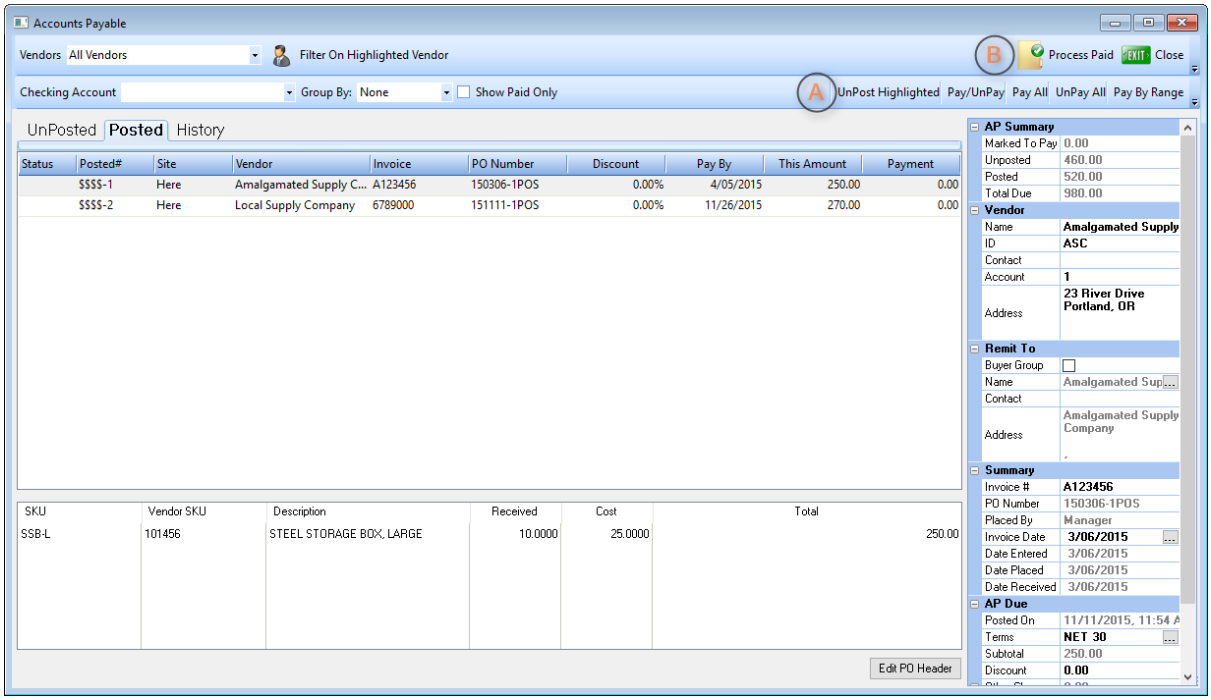

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How To Pay Posted AP

A) Mark the entries to be paid at this time. The value in the Marked To Pay column will no longer be 0.00.

TIP: If your list of payables is rather long, consider choosing **UnPay All** first to clear out any that might have been flagged to be paid during another session.

B) Select Process Marked [F9]. This will process all vendor invoices marked to be paid.

C) Statements and Checks will be printed, if you have turned this option ON under System Setup: Accounts Payable

D) Paid and processed invoices are transferred to AP History 375 where they can be reviewed.

Pay/UnPay - toggles between paying and not paying the full amount.

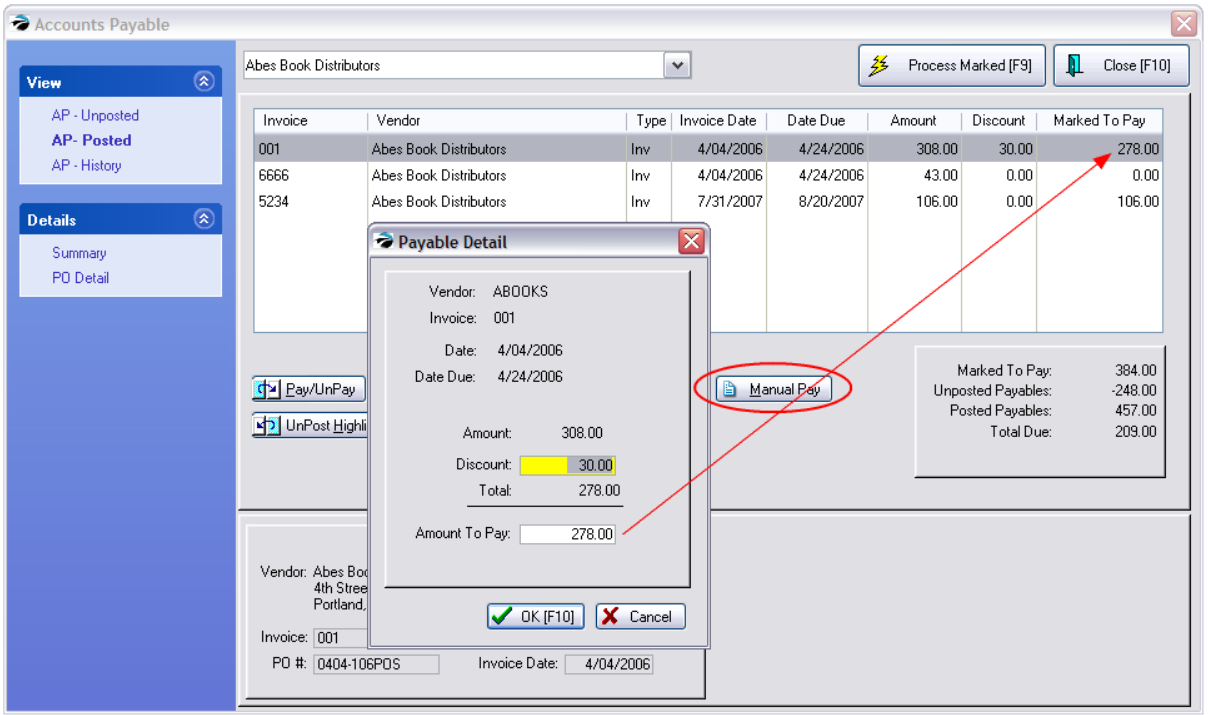
Pay All - selects all entries for payment.

UnPay All - deselects all entries for payment. TIP: choose this button first to make sure nothing will get paid which should not be paid.

Pay By Range - selects only those entries within a specified date range. Opens the calendar 1782 for selecting a range of dates.

Manual Pay - allows you to enter a discount value and pay only a portion of the amount due as in the following example for Abes Book Distributors. (see Manual Pay 373) (Version 6: See example below.)

UnPost Highlighted - removes the entry from this listing and sends it back to the Accounts Payable - Unposted 362 list.



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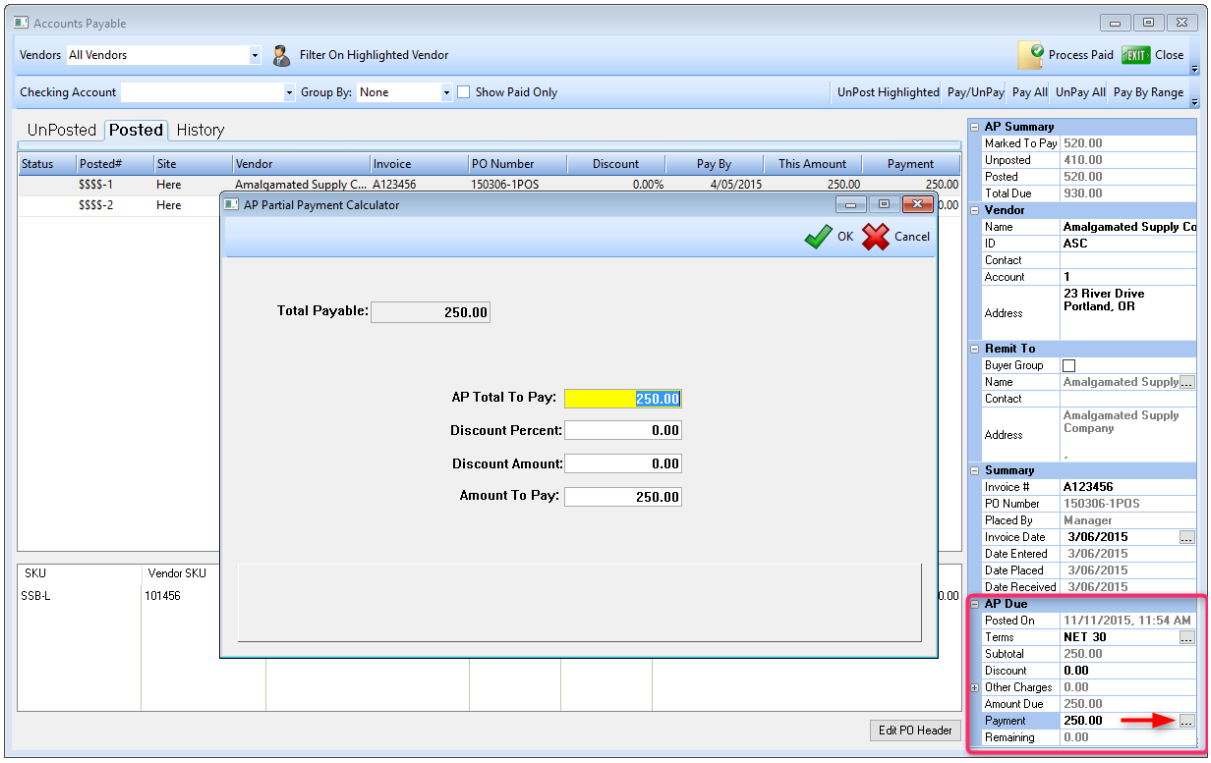
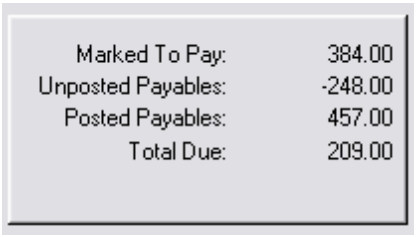
Version 6



Manual Pay has been replaced by the AP Partial Payment Calculator in Version 6. On the Property Grid under AP Due, click on the box to the right of Payment. Here you can enter the amount you wish to pay, or enter a discount percent or a dollar discount.

-- Running Totals --





(Version 6)

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.

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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.

4.3.2.1.2.1 Manual Pay

The Manual Pay button allows you to enter a Discount Amount for a purchase order already received and posted to be paid.

1) Go to Accounting: Accounts Payable and select AP - Posted

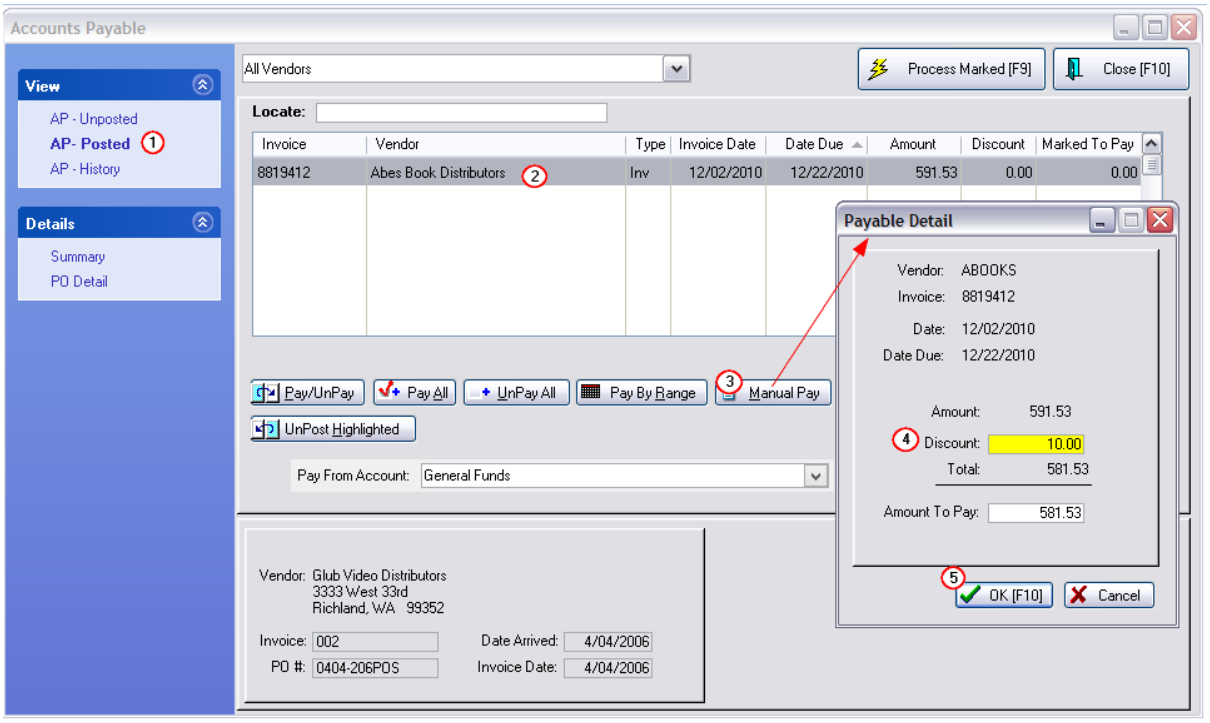
Note: if you find the purchase order under Unposted, tag the entry and choose Post To AP so that it is moved and the discount can be entered.

2) Highlight the purchase order to be edited

3) Choose Manual Pay button.

4) Enter the total dollar discount. This will recalculate the total Amount To Pay.

5) Choose OK [F10] to save the changes.



Related Topics:

Overview Accounts Payable 361

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Accounts Payable Unposted 362

Accounts Payable Posted 369

Accounts Payable History 374

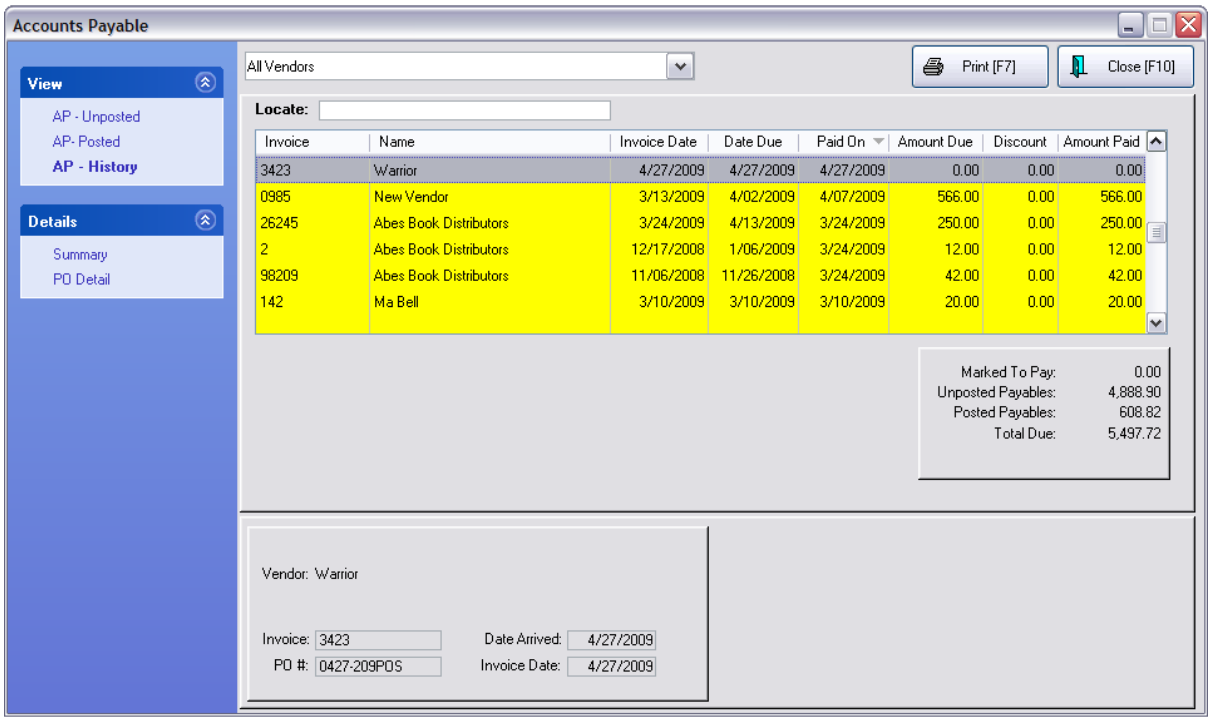
4.3.2.1.3 Accounts Payable - History

Vendor invoices which have been processed (first through Accounts Payable - Unposted 362 and finally through Accounts Payable - Posted 369). are recorded here for review. No editing is possible because this is permanent history.

You can still choose to

- focus on specific vendors
- display Summary or PO Detail

If you wish to view AP History per Batch of all transactions see AP History - Batch View 374



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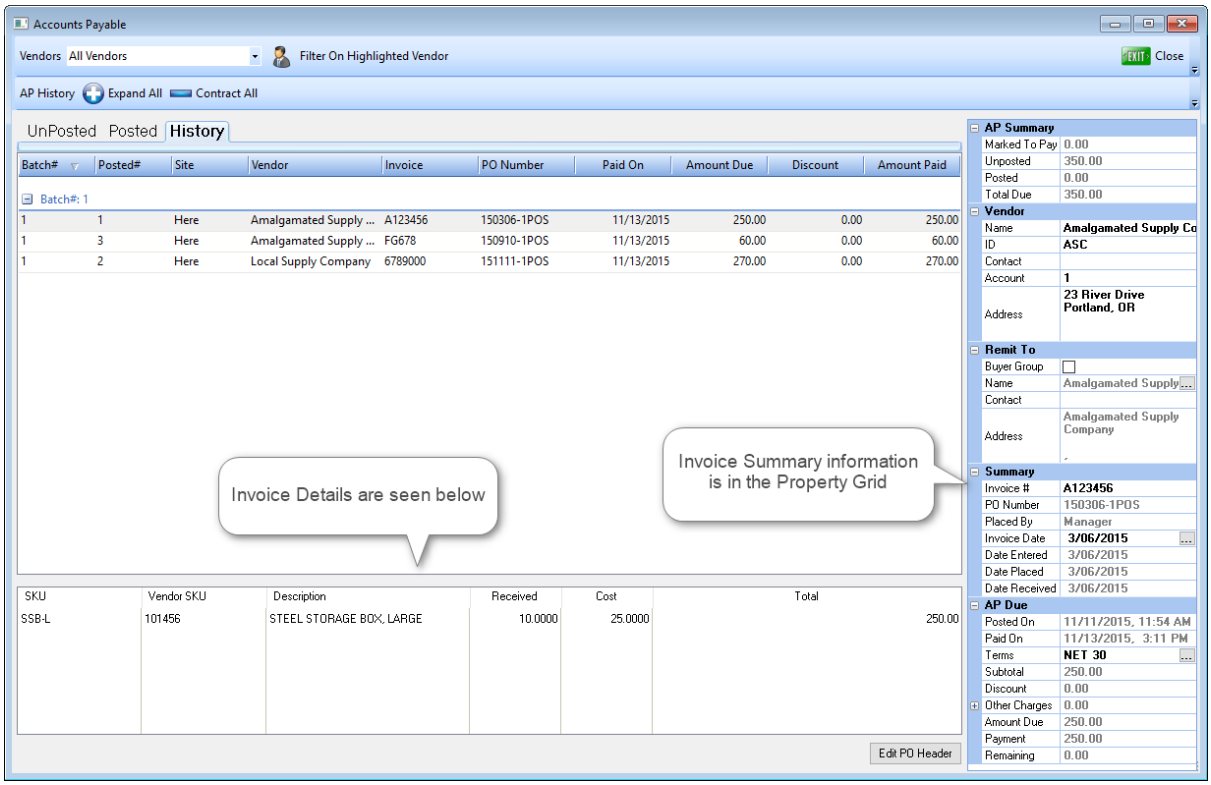

4.3.2.1.4 AP History - Batch View

To view AP History in processed batches, go to Accounting: Select AP History Report: and click on the Printer icon.

By Batch - lists all the vendor invoices paid on a given date

By Vendor - select the vendor name to see all invoices for the vendor

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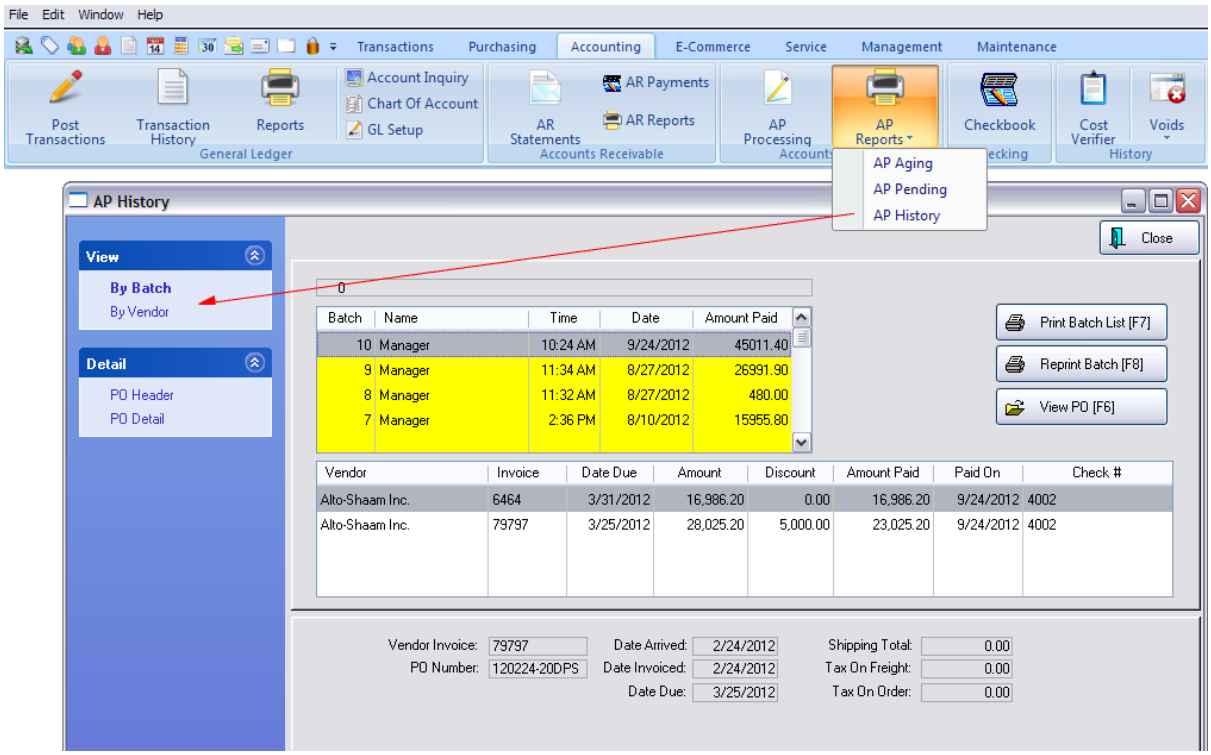

Print Batch List [F7] - Prints a listing of purchase orders paid in the batch.

Reprint Batch [F8] - Prints out the payment report for the vendor.

View PO [F6] - Review the purchase order.

PO Header - shows the vendor information

PO Detail - shows the items purchased on the PO.

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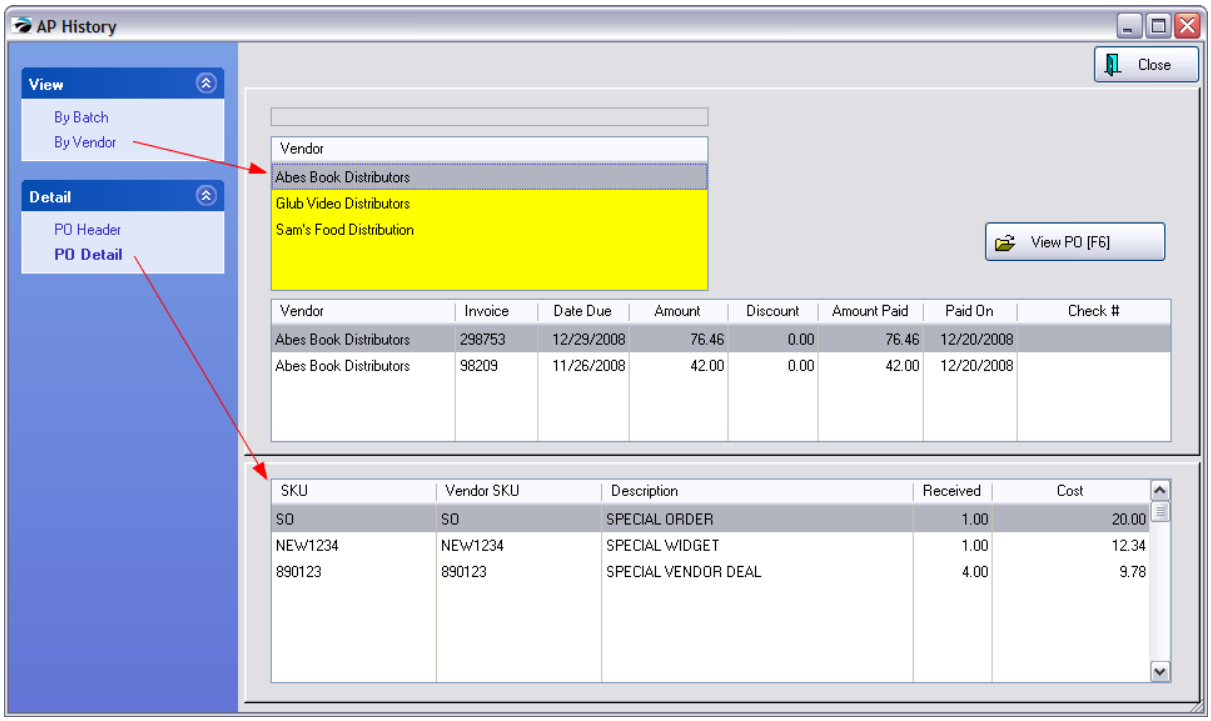


Related Topics:

Overview Accounts Payable 361

Accounts Payable Unposted 362

Accounts Payable Posted 369

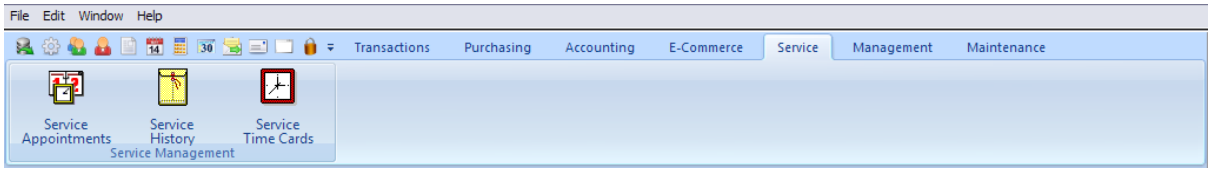
Accounts Payable History 374

4.4 Service

This Menu is Not a Feature of PFR. Contact your dealer if you wish to upgrade.

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

Service



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OVERVIEW

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

MENU OPTIONS

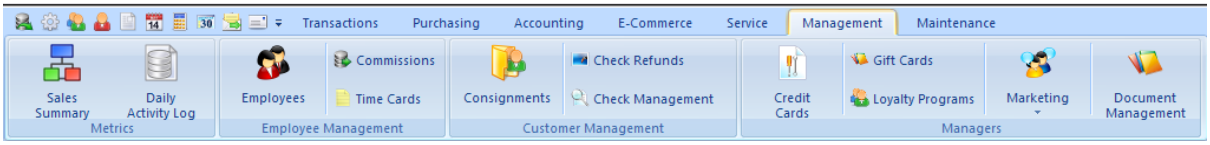
Service Appointments		A listing of service appointments for the current date. Shows date and time, assigned technician, and description of work. Create new service appointments by selecting a date and choosing ADD.
Service History		A listing of all service preformed.
Service Time Cards		Listing of service tech hours

4.5 Management

Access to various setups and reports which are maintained only by management personnel.

POSitive For Retail (PFR) - does not include Commissions, Consignment Processing nor Frequent Buyers features. Contact your dealer if you wish to upgrade.

Management



OVERVIEW

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

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MENU OPTIONS

Store Stats

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

Employees

Employees 	For adding employees and establishing security limits and primary functions of each employee.
Commissions  *Not a Feature of PFR*	Commissions earned by employees are tabulated here and await processing and payout. Commissions can be split between employees. A History of paid commissions can be reviewed and printed
Time Cards 	Access and report on the number of hours worked. Make corrections and print reports. Service Time Cards track time spent on individual service orders by one or more service technicians. Not available in PFR

Customers

Consignment Processing  *Not a Feature of PFR*	Process payments for Consignments sold for individual customers
Check Refunds 	Process refund monies to be paid to the customer by check.
Check Management 	A listing a checks received in payment from all customers with the ability to focus on just one customer.

Managers

Gift Certificates 	Gift Certificates / Cards which have been issued and used are tracked through this section of POSitive. Print reports of Gift Card sales, generate new cards, review and print list and status of old gift cards.

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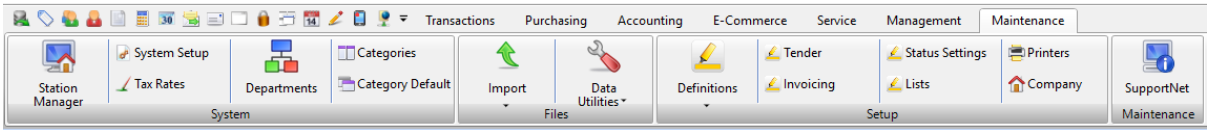
Credit Cards	Setup of credit card processing starts here and is completed at the station level. Once credit cards are received and tendered, batch settlement and credit card reports are generated from here.
Loyalty Programs (Frequent Buyers) *Not a Feature of PFR*	Create loyalty type programs which reward customers with store credits or points for making purchases of selected products.
Marketing	Choose one of the activities listed below and then select the GO! icon at the right. You will be prompted with various options.
Customer Labels	Print a filtered list of customer labels sorted by zip code or customer name. Various filters (queries) can be created, saved, and applied which focus on purchases, last visits, location, and many other criteria.
Print Customer List	A filtered listing of customers can be printed.
Export Customers	Choose to extract a filtered customer database into a Microsoft spreadsheet to include selective bits of information from the customer record.
E-Mail Manager	E-mail marketing messages and offers to a filtered customer list based upon purchases or other criteria.
Document Management	Access to all documents created. Documents can be assigned to: Customers, Vendors, Inventory, Invoices, Pending Transactions, Pending Purchase Orders, and completed Purchase Orders.

4.6 Maintenance

This tab establishes default settings, pop-up lists, and access to software maintenance tools.

Maintenance



OVERVIEW

- **access system wide controls of POSitive**
- **access local computer operational controls**
- **define tax rates**

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- **manage inventory department and category classification**
- **import data; run file maintenance utilities**
- **control multiple store operations (Only available with Multi-Site module)**
- **establish printers, company information and software registration**
- **contact SupportNET for technical Help**
- **define general options and settings**

MENU OPTIONS

Station Manager	Opens listing of all workstations. Edit options for individual workstations. Can create new workstations and edit existing ones without having to be at the physical equipment. Note Every computer needs to be assigned as a unique station
System Setup	Access to global options for overall operation of POSitive. This is an important area deserving careful review.
Tax Rates	Defines tax rates per inventory type. Defines types of customers such as local, wholesale, and non-taxable organizations and assigns appropriate tax rates.
Departments	Opens the Department / Category structure. Allows for creation of new departments and categories as well as tools for changes of assignments.
Categories	Opens the Category Listing. Create and edit categories, set defaults on a category level. Delete and merge categories
Category Defaults	A controlling set of category settings under the title of Master Defaults which are applied to a newly created category
Import	Access to importing routines to match a comma or tab delimited file containing raw data into POSitive.
Inventory	Import inventory items into POSitive, update existing items, and create new items simultaneously.
Customers	Import customer information into POSitive and create new customer records.
Vendors	Import vendor information into POSitive and create new vendor records. (TIP: importing inventory can create vendor information simultaneously.)
Zip Codes	Import a list of zip codes.
Invoices	Primarily used for migrating from a different software program.

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	Import basics of invoice contents so that previously imported customers will have a record of prior invoices. Contact your dealer for feasibility.
Purchase Orders (History) Not available in PFR	Imports purchase order history from a text file. Gives vendors a historical list of purchases. Contact your dealer for feasibility.

Data Utilities (File Maintenance)

Verify Data	Verify invoices, orders, vendor purchases, and accounts receivable, and department / category relationships. Rarely needed. Please contact your dealer or POSitive support.
Purge Data	Reduce the size of some files by purging unnecessary data from those files. Please contact your dealer. (see Purge Data)
Utilities	(Optional) Some routines which might be needed after upgrading to a new version of POSitive. (see POSitive Utilities 1779)
Definitions Section	Definitions pre-define parameters, options, and features and includes the following lists: Definitions, Tender, Invoicing, Status Settings and Lists. (see Definitions List 383)
Printers	List of Registered Printers
Company	Define company name, address, phone, and internet address. Optionally define store divisions. (PFR does not support Divisions.)
SupportNet	For registered users on support, create and track messages to POSitive Software Company for how-to information and software problems.

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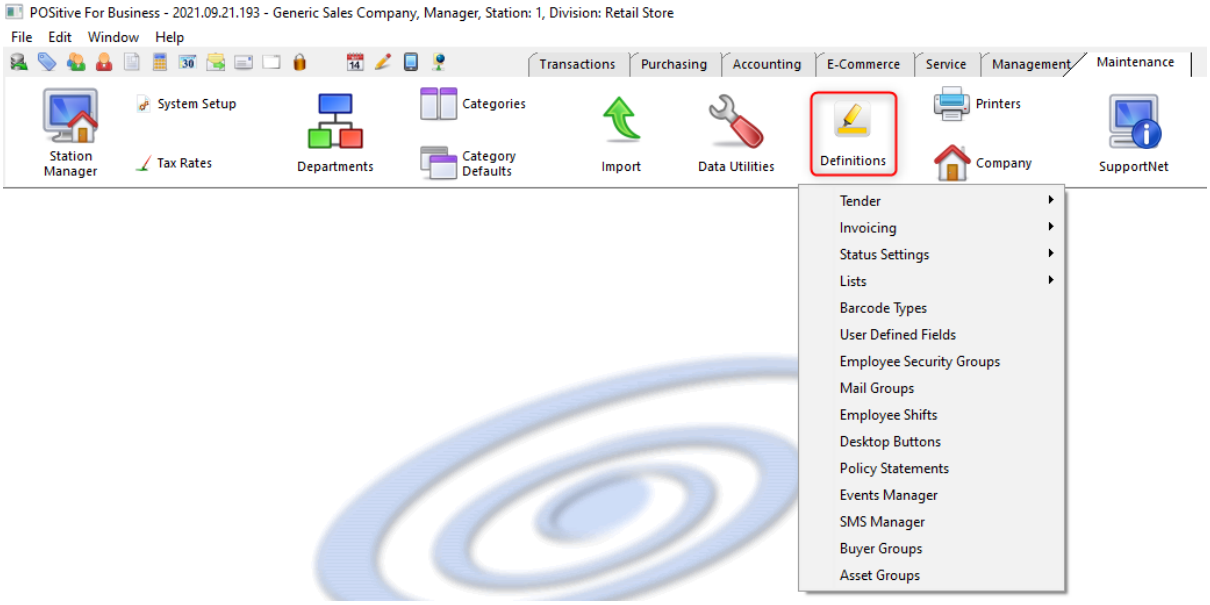
4.6.1 Definitions List

Customizing the use of POSitive for your business can be accomplished through defining various aspects of the program such as Setups and Definitions Lists. These are edited only as special needs arise. For your convenience, a brief description is provided here with a link to more information in the help topics.

Click here to view our video Using the Definitions List.

NOTE: Of primary interest will likely be POLICY STATEMENTS and SECURITY GROUPS.

Go to Maintenance: Definitions



Definitions Lists

TENDER

Tender	Establishes the list of methods of payment when tendering invoices. For example, if you do not accept American Express cards you could remove it; and add other tender types as needed for your store. (see Tender Definitions 144)
Currency	Establishes the list of tender denominations when counting down the cash drawer. For example, you may wish to delete the $2 Bill from the list. When adding a new denomination, for Currency Type enter the name to be displayed. For Multiplier enter a number which when multiplied by 1.00 will equal the value of the denomination (see Currency Definitions 153)
Exchange Rates	Establishes a current monetary exchange rate for foreign currency. The My Country rate should always be 1.000000. This should never be removed. Foreign exchange rates can be added. (see Foreign Currency 170)

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INVOICING

Invoice Layout	Edit the layout and information displayed on screen as clerks create orders and layaways.
Invoice Buttons	Define the buttons visible on multiple rows of the invoice screen. The buttons can perform actions, add products or link to other buttons. (see Invoice Button Setup 996)
Touch Screen	Design a button layout for a touch screen monitor. Gives total control of button color and size and position as well as "jumps" to additional screens. Note: you should be running a 1920 x 1080 (1280 x 1024 minimum) monitor resolution when choosing to design or edit the touch screen layout.
Multi-Monitor Manager	Define content and timings of slide show and transactions on a monitor facing the customer. Ability to clone or define settings for each individual workstation. (see Monitor Manager 215)
(see Desktop Buttons)	Can also be used for Invoicing

STATUS SETTINGS

Customer Returns	Reasons for returns from customers which also control how return inventory will be processed.
RMA Returns	A listing of actions you would like your vendors to take when processing items you return to them.
Service Status *Not a feature of PFR*	When closing a service order you are prompted to select the status of the service order. You may add, edit, and arrange these status options as needed.
Call-Log *Not a feature of PFR*	When making a call to a customer regarding a pending service order, you may choose one of these pre-defined responses.

LISTS

Zip Code Table	A list of zip codes and the appropriate tax rates per zip code area. This is especially needed if you are taxing based upon point of delivery instead of point of purchase. (see Zip Code Table 1811)
Finance Companies	Define Third-Party Billing organizations which pay on behalf of individual customers such as insurance companies or co-pay partners.. Finance Company will be in the tender list.

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Warranty Table *Not a feature of PFR*	A general listing of Warranty programs which can be applied to specific inventory items. Used primarily for service work. (see List of Warranties 1563)
Countries	(Optional) For international customers, adding the names of countries will be linked to label printing. (see Countries 1664)

DEFINITIONS

Barcode Types	A list of barcode formats with the ability to select a suitable symbology. Type 3of9 is already selected. No changes are required.
User Defined Fields	A master list of inventory user defined fields. When assigning user defined fields to specific categories, all items in this list will be available for selection. Note: This list can be added to while in the category setup. (see User Defined Fields 1328)
Employee Security Groups	Security options can be defined for employee types such as management, cashier, stockroom, etc. Once defined these groups and security settings are readily assigned to new employees. (see Security Group Settings) 263
Mail Groups	Define groups of employees for sending POSitive messages which are independent of any e-mail systems. (see POSitive Mail 280 and Mail Groups 283)
Employee Shifts	Set time periods during the day on which some sales reports can be filtered.
Desktop Buttons	Create your own "Touch and Go Buttons" on the POSitive work area and hide the Ribbon Bar menus. (see Frame Buttons 1846)
Policy Statements	Defines the greeting and or store policies regarding returns, refunds, or work performed, which will be printed a the bottom of transactions. A separate message can be used for invoices, orders, internet orders, etc. When an order is converted to an invoice, the policy statement will change. (see Policy Statements 254)
Events Manager	Automatically alert customers though text or e-mail messages when the status changes on things like Layaways, Orders and Service Orders. Automatically receive notices about stock items that are on backorder or need to be reordered soon.
SMS Manager	Using SMS Text Marketing, you can: · Send out special one-time offers to targeted customers,

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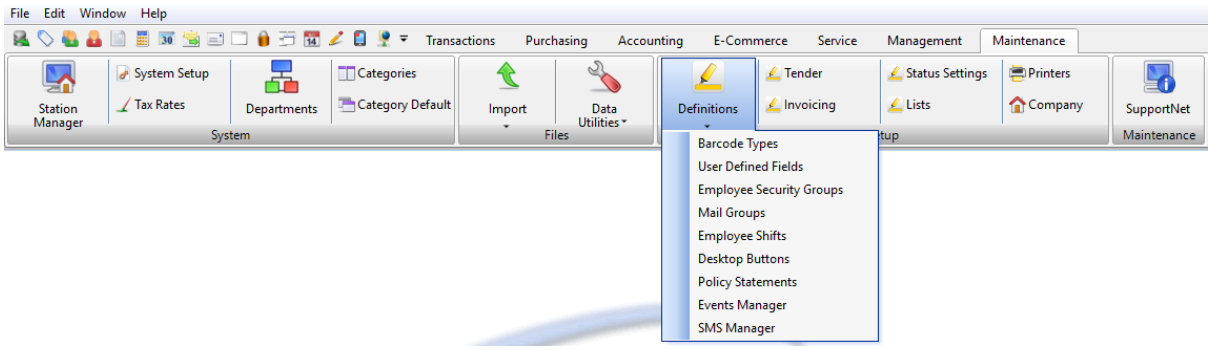
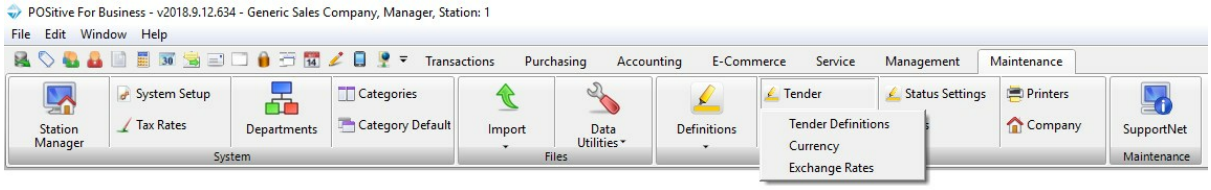
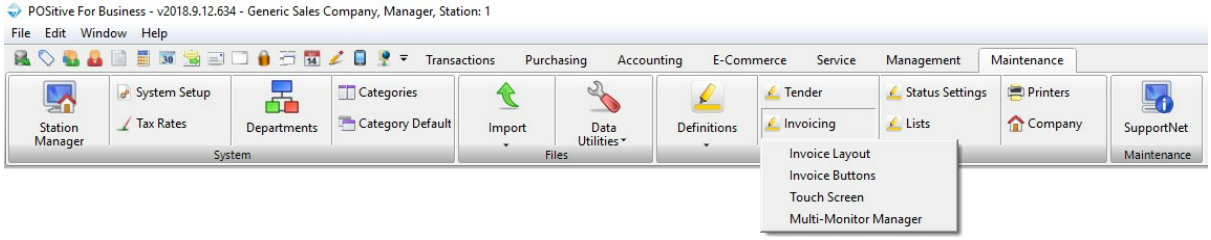
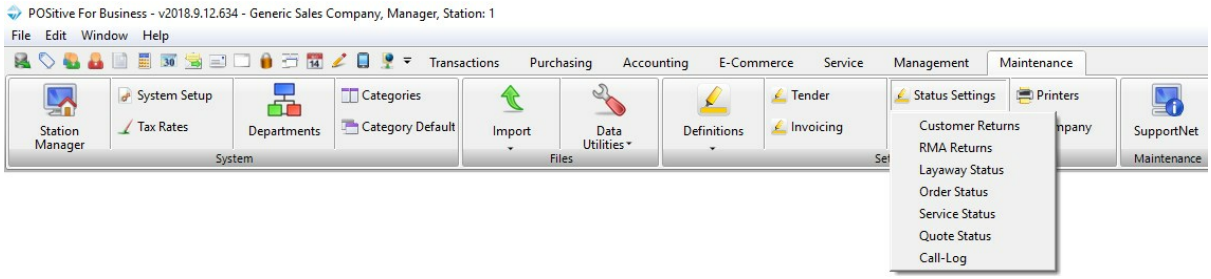
using one-time only coupons
· Inform your customers of upcoming sales
· Receive text messages from your customers, and respond to them
· Setup and analyze marketing campaigns; see how many sales were driven by your texts, by reporting on coupons redeemed (see SMS Text Marketing 11)









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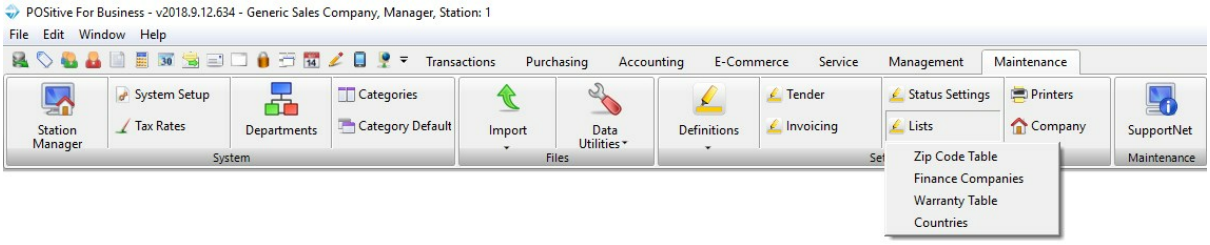
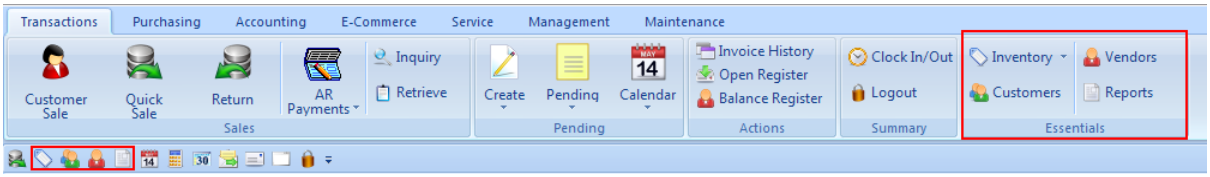


4.7 Primary Centers

Once your company has a name for itself, you need to enhance your company's primary databases grouped on the ribbon under Transactions | Essentials.

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

The far right of the POSitive toolbar gives you access to these four (4) major centers. These four centers can also be opened in the Quick Launch section. Each center is described below.



Customer Center

Customers are the heart of your business. If you choose to create lists of customers by name, you can track purchase history, market to them, and provide them with incentives to shop regularly in your store. (see Customer Center 388)

Inventory Center

Since creating inventory is your biggest project and will take the most time, this should be started right away. You will want to learn how to create an inventory record and understand each element available to you. (see Inventory Center 437)

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

Vendor Center

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

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Your vendors are providers of inventory for sale, but you can also include your phone, rent, and janitorial services as vendors. (see Vendor Center 594)

Report Center

The primary function of the Report Center is to give you sales and inventory summations in various formats. Over 300 reports are built into POSitive and you will find tools here to create some customized reports of your own. (see Report Center 631)

4.7.1 Customer Center

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

Click here to watch our Customer Setup video.

It is divided into 3 main parts:

Customer List	The list of all of your customer records. Various tools such as Locate, Query, Find, and Filter quickly focus on the item(s) meeting certain criteria. You can also re-arrange the sequence of displayed fields. (see Exporting Customer Data 431)
Access Panel Tabs	Lists various views, properties, and actions relative to the highlighted customer account.
Customer Information	Displays specific detail or other information about the highlighted customer. The contents of this section will change as various properties on the Access Panel are selected.

Customer Listing

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

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

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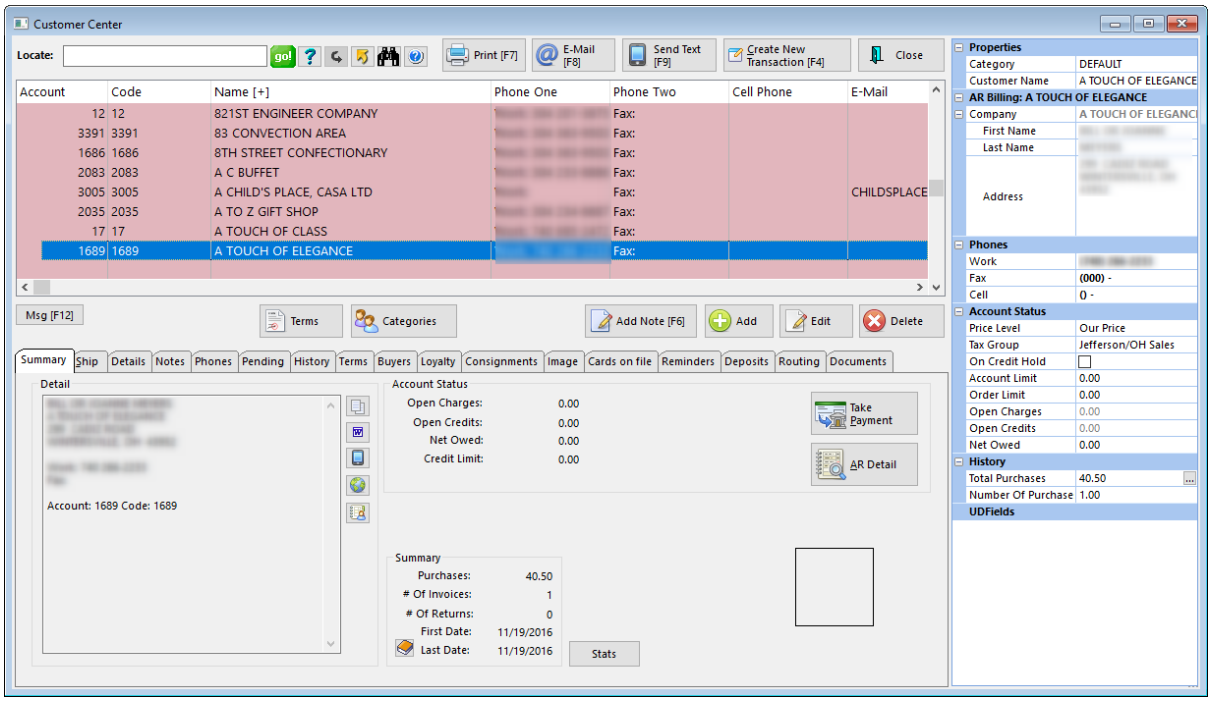

Customized Column Display and Exporting Customer Lists

The number of columns visible and the sequence of the columns can be changed by Right-Mouse-Click and choosing Define Views. You determine a name for the view and what elements will be contained. This is useful not only for viewing but for exporting your customer list. (see Exporting Customer Data 431)

SELECTION OPTIONS - Finding and Filtering TIPS

Locate

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

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

go!

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

Query

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

Reset

Restores the list to show all records.

Send

Sends displayed listing to HTML, Excel, Word, etc. All visible entries in the Listing can be exported or copied out to some other destination. Make choices as prompted. You may change the number of fields to export. (see Exporting Customer Data 431)

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Note: This function is not just for Customers, but for any other type of list. (See Send To Window 1800)

Quick Find — Search and display all inventory items containing the characters in a specific field or combination of fields. (see Customer Find 1278)

First Name
Last Name
Company
Address 1
Address 2
City
State
Zip
E-Mail
Phone
AR Balances - lists customers with overdue balances
User Defined Fields - select the UDF of interest

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

Search for Phone — Lookup a customer by phone number. Enter the complete phone number and the list will be filtered to show only the customer record with that number

Custom Views — It is possible to modify the information shown in the columns. Please see Defining Custom Views 1803.

Create New Transaction [F4] — After highlighting a customer, select this option. You will be able to create an invoice, layaway, order, service order, recurring invoice, quote, contract pricing, and internet order.

NOTE: "Invoice" indicates the products will be taken by the customer at this time; the other options are pending type transactions and the products are not given to the customer yet.

Close — Exit the screen

Customer Records — Each line represents a separate customer.

AR Status Flags: Green 30 days, Yellow 60 days, Red 90 days

Sort Order: Click on the column title to set the sort order of the customer list.

- Account - computer generated account number. Never changes

- Code - a unique 10 digit alphanumeric for the customer

- Name - Company Name, or Last, First name of individual person

More Customer fields

Phone One, Phone Two, Cell Phone, E-Mail, Address 1, Address 2, City, State, Zip Code, First Name, Last Name, Total Purchases, # of Purchases, First Sale Date, Last Sale Date, Customer Category, User Defined Fields 1-6, Current Owed, Over 30-60-90 Day Amounts, Drivers License #, Credit

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Limit, Terms, Sales ID, Phone1, Phone2

Arrangement: The columns of information displayed can be rearranged.

Right mouse click on a customer record and you can name and define multiple layouts or views, assigning which fields are displayed as well as the sequence of columns viewed. This is a very useful feature to help in the exporting process.

Msg [F12] — **Message Code** - an option which acts as an alert to the cashier when creating an invoice for the customer. Typically used as a warning for problems with the customer's account but can be used with any message. The text of the message is displayed at right. (see Customer Message 1281)

Add, Edit, Delete — Add new customers, Edit record of highlighted customer. (see Customer Account 394)

The Delete button will warn if there are pending transactions and allow you to either Delete or Merge customer records. (see Customer Merge 1287)

Access Panel Tabs



VIEW

SUMMARY

A) *DETAIL*

Detail - Shows Name, Address & Phone; User Defined Fields; and at the far right a Customer Picture

Clipboard and **Launch MS-Word** - Two methods for capturing the customer address information for use in other computer applications.

Find Location (Map) - Opens Google Maps for exact driving directions to the customer address. (Requires Internet access.)

B) *ACCOUNT STATUS*

Take Payment - Accept payment towards Accounts Receivables for the highlighted customer.

AR Detail - Displays all open, closed, and processed Accounts Receivable transactions for the highlighted customer.

Account Summary Values - totals of open charges, open credits, net owed (the charges less credits), and assigned credit limit

C) *USER DEFINED FIELDS*

User Defined Fields - Track extra information about the customer as based upon the Customer

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Category user defined field names. (see Customer Categories 1268)

D) *GENERAL*

Price Level & Tax Group - current assigned level

Summary of Purchases - Total amount of purchases. (see Transaction History 399)

 # Of Invoices - Total number of invoices created.

 # Of Returns - Total number of return invoices.

First Date - Date of first invoice.

Last Date - Date of last invoice. Lookup button will show Transaction Summary and Items Purchased.

Picture - of customer or site captured by Web Cam or selected through other sources

Stats - Utility to count the number of customer records in Customer Center

DETAIL - Customer record information. Choose Edit to make changes. Includes selection of various Options, Terms, and Address format (see Customer Account 394)

SHIPPING ADDRESS - Listing of all approved shipping addresses with one set as the default ship-to address. Add, Edit, and Print Sh pping Label (see Ship To Addresses) 401. This is also used for setting Destination Tax.

NOTES - Notes about the highlighted customer. Automated notes capture information about invoices. Manual notes can be about any topic or detail. These notes can be printed by choosing Print under Actions and selecting Customer File. Zoom allows for review of notes while viewing customer picture.

LOYALTY PROGRAM - The loyalty or rewards program(s) the highlighted customer is subscribed to. Lists status of rewards and sources of change. (see Frequent Buyer 1676) The customer's ID number can be used for rapid customer selection when invoicing. Not available in PFR

PHONES - Additional phone numbers as needed.

PENDING TRANSACTIONS - Layaways, Orders , Web Orders, Service Orders, and Quotes which are currently open. Displays transaction numbers, deposits, total amount, and line items on the transaction. Transactions can be edited, e-mailed, reprinted, and converted to an invoice.

If Multi-Site is activated, you can review pending transactions generated at other stores.

CURRENT DEPOSITS - Displays any deposits made by the highlighted customer which are still active. The pending transaction number, date and type of payment and amount is visible.

PURCHASE HISTORY

INVOICE HISTORY tab - Consolidated listing of all invoices for the highlighted customer; shows items on invoice (Detail), special notes (Notes), freight charges and tax amounts (Summary), and shipping information (Header).

- E-Mail - send highlighted invoice
  Print - print highlighted invoice
  Return - initiate a return invoice of items on highlighted invoice
  Clone - initiate a new invoice with same contents of highlighted invoice
  Invoice History - opens a filtered list of Invoice History

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Print List - prints Customer Invoice History for a date range

ITEMS PURCHASED tab - A listing of ALL items purchased The list can be sorted by SKU, Description, Invoice number. List can be exported (gold arrow) to Excel or other output type.

ITEMS SERVICED tab - Shows Serial Number, SKU, and Description of serviced item. Note: if you have chosen not to track serial numbers on Service Orders, you can still choose Service History button for notes and more detailed information. (see Serial Number 1499)

CHECKS WRITTEN tab - Displays check number, date, amount, and driver's license number if captured.

If Multi-Site is activated, you can review invoices generated at other stores.

STATEMENT HISTORY - Summary view of current outstanding balance.

AUTHORIZED BUYERS - Individuals authorized to make purchases On Account in behalf of the highlighted customer. This is usually used just for businesses, but can be used for members of a family.

PICTURE MANAGER - Include a photo of the customer or customer's location.

CARDS ON FILE - (Optional) Credit Card numbers are stored and recalled as needed to make additional purchases. Critical credit card information is encrypted and can only be accessed by authorized persons. This option is only available if an option to retain credit cards under System Setup: General has been activated

CONSIGNMENTS - Items owned by the highlighted customer to be sold as consignments. View payout history and items returned to the highlighted customer. Consignment Agreements are included and can be edited through System Setup. Not available in PFR

REMINDERS - Tasks list for or about the customer Not available in PFR

DOCUMENTS - Attach documents to the highlighted customer. see (Document Management) 1215

ACTIONS

PRINT

Mailing Labels - Prints groups of ship-to or mailing labels grouped by zip code or customer name. A filter (query) can be applied to limit which labels will be printed.

Report - A collection of "custom designed" reports about your customers. You create and save the report layouts and run them when needed.

Export - Creates a spreadsheet file with customer information. A filter (query) can be applied to limit which customers are reported upon.

Customer File - Basic information about the customer plus a printout of all notes linked to the customer.

Bill-To Label - Prints a group of labels based upon the customer billing address.

E-MAIL - Launches your e-mail program so that you can send e-mail messages.

ADD A NOTE - Create a note about or for the highlighted customer. The resultant note is accessed again through the Notes 406 view. (see Add Note 410)

CUSTOMER TERMS - A general listing of finance terms use in POSitive. You can add, edit and delete terms. Each customer is assigned one of these terms in the customer record.

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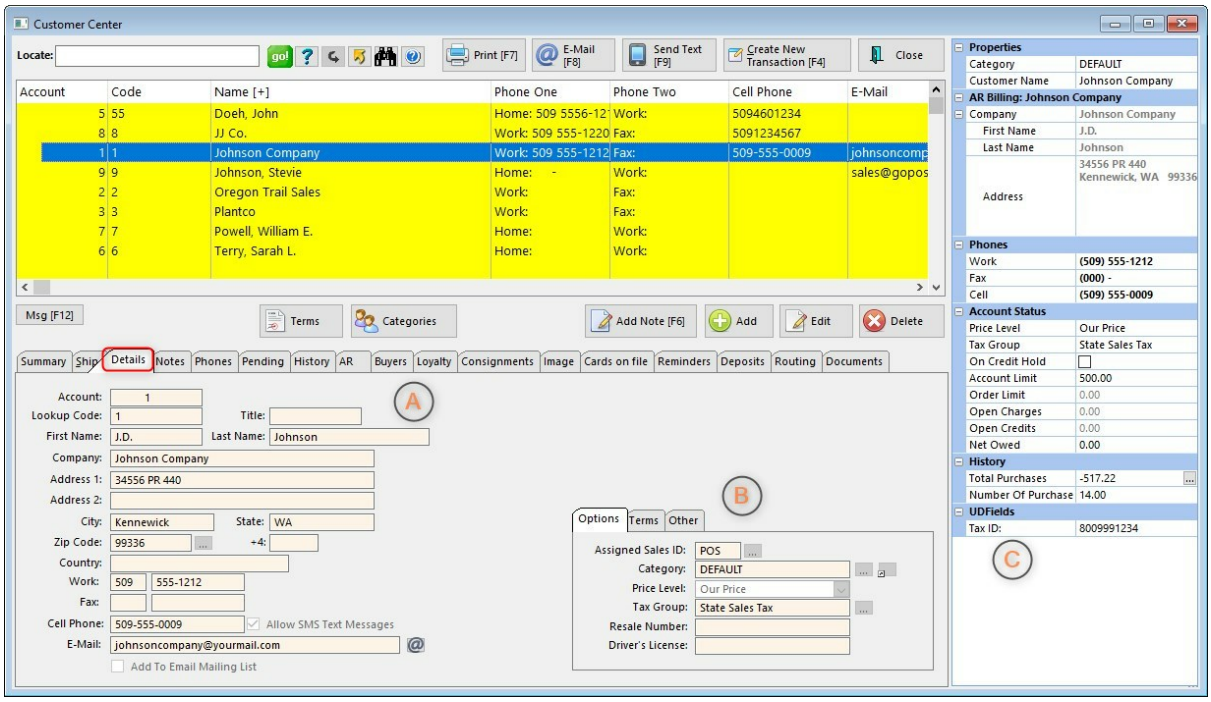
CUSTOMER CATEGORIES - Initially, this is blank but can be a very useful tool and time saver. The purpose is to classify types of customers and give them special pricing, discounts, and tracking tools. Types could be based on locale or business associations. It is here that User Defined Fields are defined and applied. (see Customer Categories 1268)

4.7.1.1 Customer Account

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

TIP: As a time saving feature Customer Categories 1268 can fill in many of the fields for you automatically.



Customer Records

A) Details about the customer

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

Lookup Code - This field is editable. You may enter either an abbreviated name, a phone number, or a previously established account number. If you choose, POSitive will automatically fill in this field with the customer's phone number. NOTE: This code must be unique for each customer account. If you enter a code which is already in use, you will be prompted to change it.

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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. This is the name which will appear in the Customer List. The individual is listed as an authorized buyer.

Address 1 - street address or postal box number (Auto Address Lookup feature is available. Click here 396 for more information.)

Address 2 - a secondary street address

City - name of the city

State - abbreviation of the state or province

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

+4 - additional Zip code identifier

Country - (optional) name of the country

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

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

Cell Phone - independent of other phones listed.

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

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

Allow SMS Text Messages - You can send to all eligible customers (those who have "opted in") or create a list from your customer file. Compose your message in the "Message To Send" box. (see How SMS Text Messaging Works 1828)

Options

NOTE: you must choose Edit before making any permanent changes; otherwise, it will appear that you have access to fields, but changes will not be retained.

B) Controls for classification, price level, terms of payment, and geographical address.

Assigned Sales ID - Store employee who created this record or who is assigned to this account. (see Assigned Sales ID 397)

Category - Assigned Customer Category 1268 which has filled in the defaults. There is a lookup button to select a different Customer Category and an Apply Settings button to simply update if changes had been made and the same Customer Category is to be used.

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

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Tax Group - Assigned tax rate which will be applied to purchases. (see Tax Group 398)

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

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

Terms

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

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

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

Button **Discount** - Override and set Discounts on a per Category basis.

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

EMail Statements - When ON AR statements for this customer will be e-mailed.

Print Invoices With Statements - When ON copies of outstanding invoices will be printed, or e-mailed as a PDF, when processing AR Statements.

Other

Address Format - select a Country

Require PO Number When Invoicing - If this customer will be ordering and purchasing on behalf of a company and will be providing PO numbers for purchases, this option will ensure that they provide the PO Number before a sale can be completed. (see Customer PO Number 1198)

User Defined Fields

C) **(**Optional) For your use to record special information about the customer. These are defined and activated through the Customer Category 1270.

4.7.1.1.1 Auto Address Lookup

When you are adding or editing a Customer address, as you type in the address Auto Address Lookup can bring up a list of suggestions to help speed the process.

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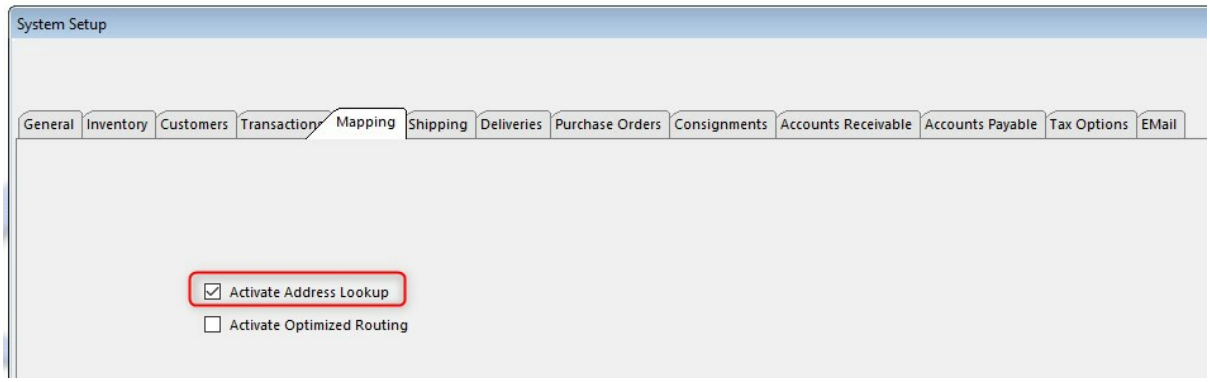
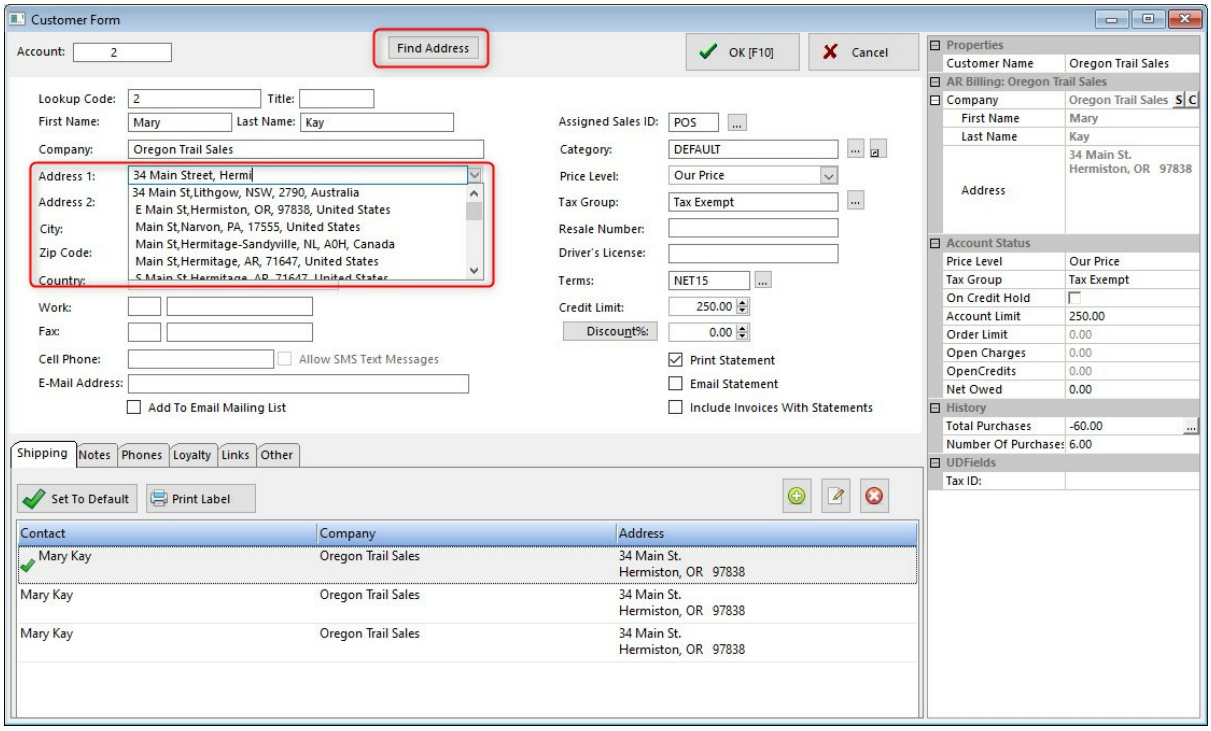


To activate go to Maintenance, System Setup, Mapping and select Address Lookup.



When adding or editing a customer, start typing in Address 1 and a box will open with suggested addresses. You may refine the search by typing in more information. Select the address you want from the list by highlighting it and press Enter to add the address to the customer's information.

The Find Address at the top is for verifying an existing address and does not change the customer record.

4.7.1.1.2 Assigned Sales ID

Each customer can be assigned to a specific Employee who will be responsible for managing the account.

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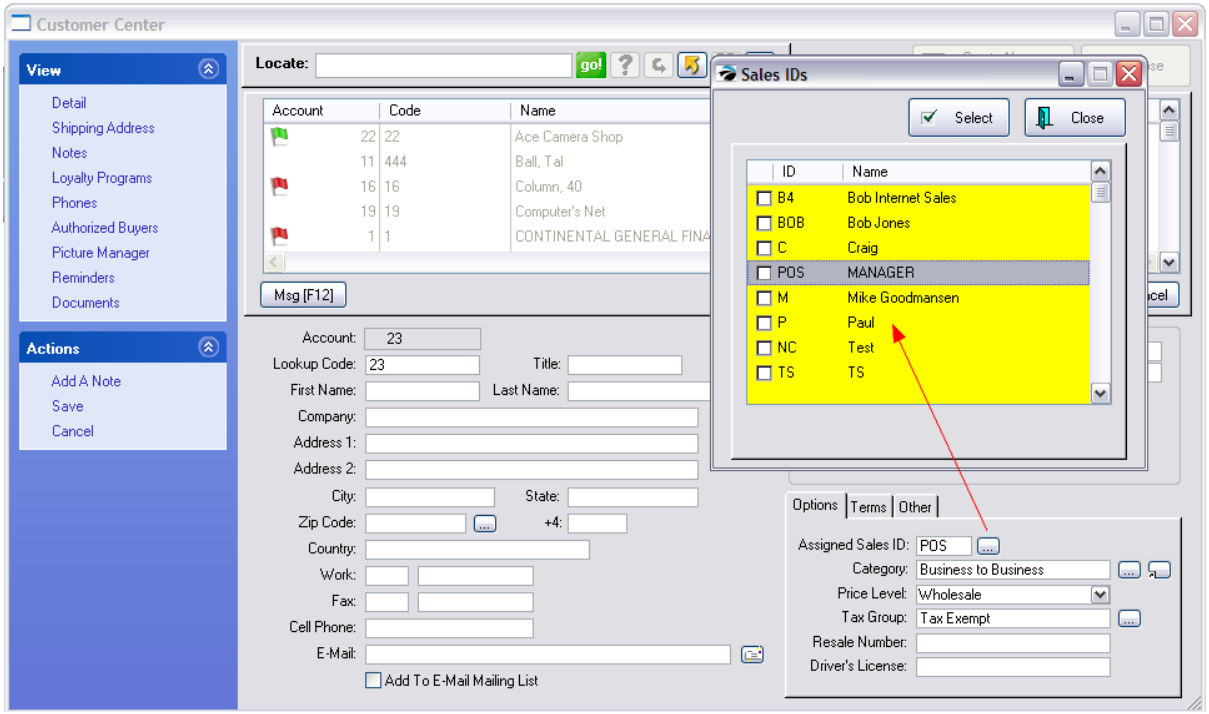
By default, the employee creating the customer record is assigned to the Assigned Sales ID field, however it can be changed to another employee by selecting the lookup button at the end of the field.



4.7.1.1.3 Tax Group

Each customer is assigned to a tax group. This is the default collection of tax rates which will be applied to purchases by the customer. (see Tax Rates 92)

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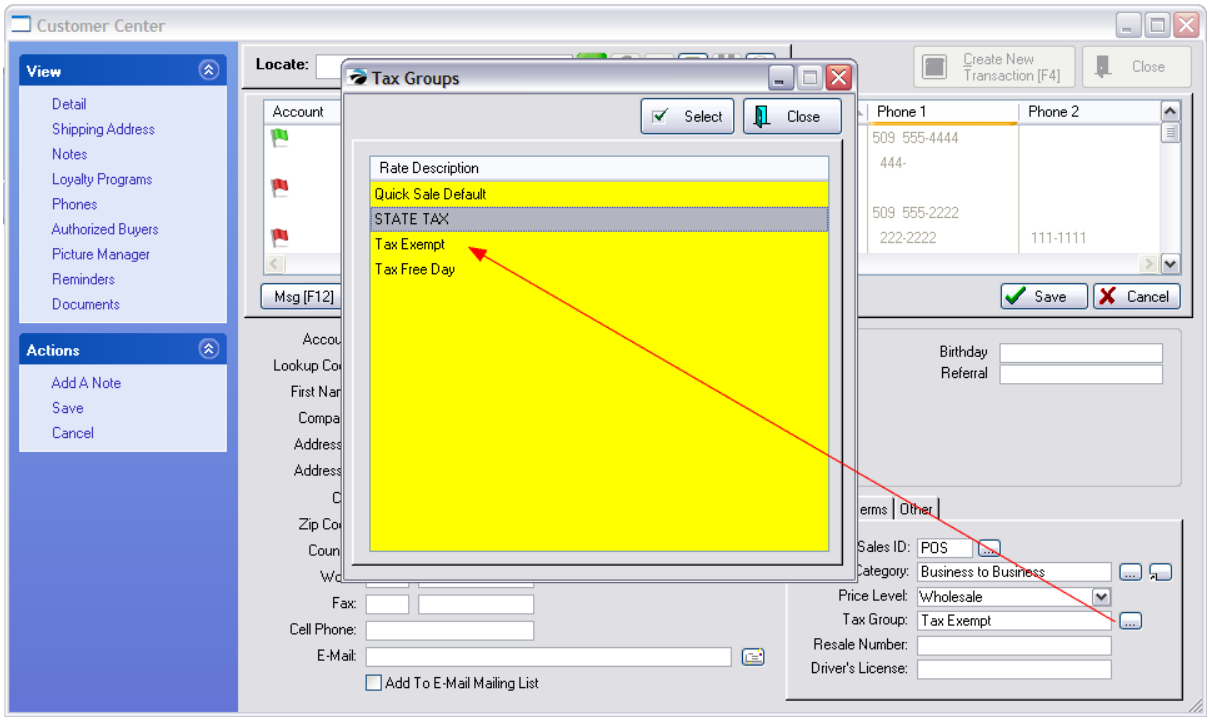

There are factors which can affect how much tax is charged the customer which will override the default setting.

(see Destination Tax 401)

4.7.1.2 Transaction History

Displays month by month total purchases for any selected year for this individual customer..

To access this information

1) go to the Summary view of the Customer Center

2) select the "book" icon beside Last Date in the lower left corner of the summary details section



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This opens the following screen

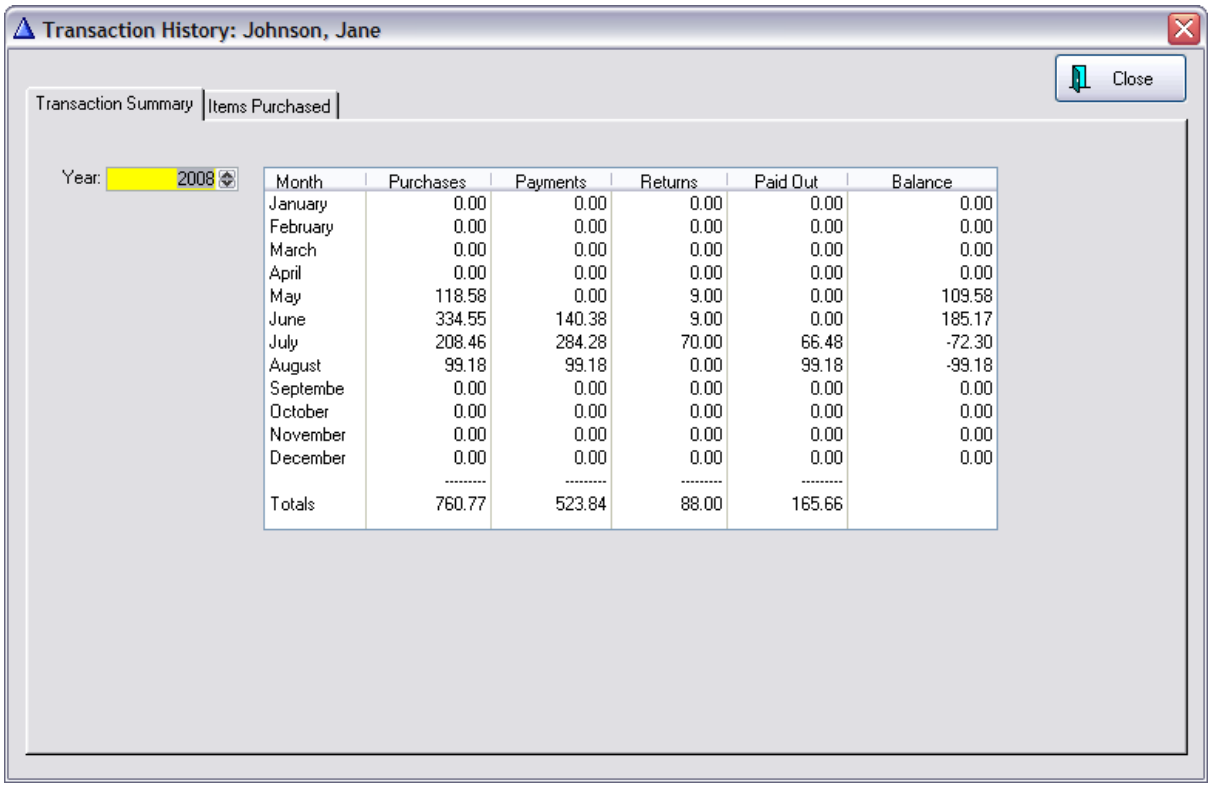
Purchases - value of all products purchased (includes tax) in the month

Payments - total of payments received. Purchases made on Store Account (Accounts Receivable), are not included here until AR Payment is made. Hence a balance will be calculated.

Returns - total value of inventory returned (includes tax) in the month

Paid Out - total amount of monies paid out in refunds for returned products or for simple services (return invoices)

Balance per month



Month	Purchases	Payments	Returns	Paid Out	Balance
January	0.00	0.00	0.00	0.00	0.00
February	0.00	0.00	0.00	0.00	0.00
March	0.00	0.00	0.00	0.00	0.00
April	0.00	0.00	0.00	0.00	0.00
May	118.58	0.00	9.00	0.00	109.58
June	334.55	140.38	9.00	0.00	185.17
July	208.46	284.28	70.00	66.48	-72.30
August	99.18	99.18	0.00	99.18	-99.18
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	760.77	523.84	88.00	165.66	

The Items Purchased tab shows a sortable, printable list of items purchased.

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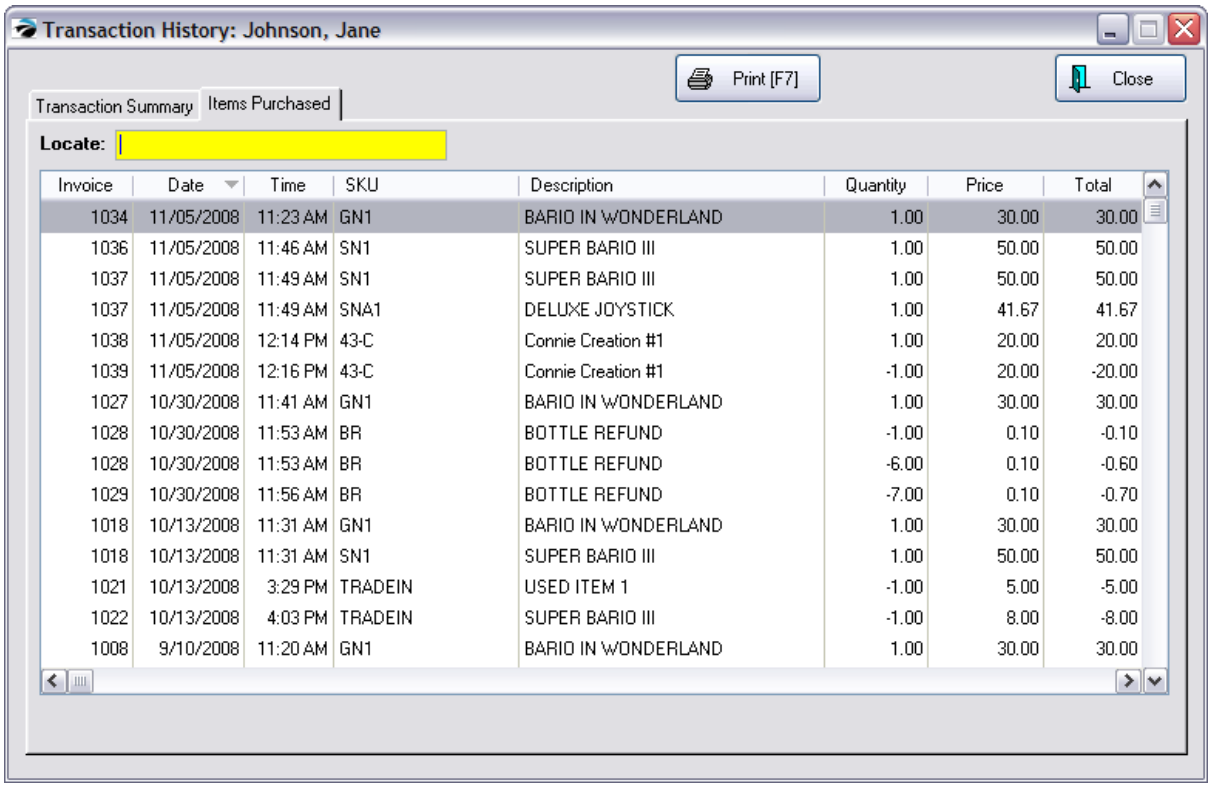

Invoice	Date	Time	SKU	Description	Quantity	Price	Total
1034	11/05/2008	11:23 AM	GN1	BARIO IN WONDERLAND	1.00	30.00	30.00
1036	11/05/2008	11:46 AM	SN1	SUPER BARIO III	1.00	50.00	50.00
1037	11/05/2008	11:49 AM	SN1	SUPER BARIO III	1.00	50.00	50.00
1037	11/05/2008	11:49 AM	SNA1	DELUXE JOYSTICK	1.00	41.67	41.67
1038	11/05/2008	12:14 PM	43-C	Connie Creation #1	1.00	20.00	20.00
1039	11/05/2008	12:16 PM	43-C	Connie Creation #1	-1.00	20.00	-20.00
1027	10/30/2008	11:41 AM	GN1	BARIO IN WONDERLAND	1.00	30.00	30.00
1028	10/30/2008	11:53 AM	BR	BOTTLE REFUND	-1.00	0.10	-0.10
1028	10/30/2008	11:53 AM	BR	BOTTLE REFUND	-6.00	0.10	-0.60
1029	10/30/2008	11:56 AM	BR	BOTTLE REFUND	-7.00	0.10	-0.70
1018	10/13/2008	11:31 AM	GN1	BARIO IN WONDERLAND	1.00	30.00	30.00
1018	10/13/2008	11:31 AM	SN1	SUPER BARIO III	1.00	50.00	50.00
1021	10/13/2008	3:29 PM	TRADEIN	USED ITEM 1	-1.00	5.00	-5.00
1022	10/13/2008	4:03 PM	TRADEIN	SUPER BARIO III	-1.00	8.00	-8.00
1008	9/10/2008	11:20 AM	GN1	BARIO IN WONDERLAND	1.00	30.00	30.00

4.7.1.3 Shipping Address

Each customer account can have multiple ship-to addresses with one being tagged as a default ship-to address which will be used automatically unless otherwise selected.

These multiple ship to addresses can be accessed and edited directly in the customer record or while in the process of preparing an order, quote, or invoice.

Click here to view our How to Use the Ship To List video.

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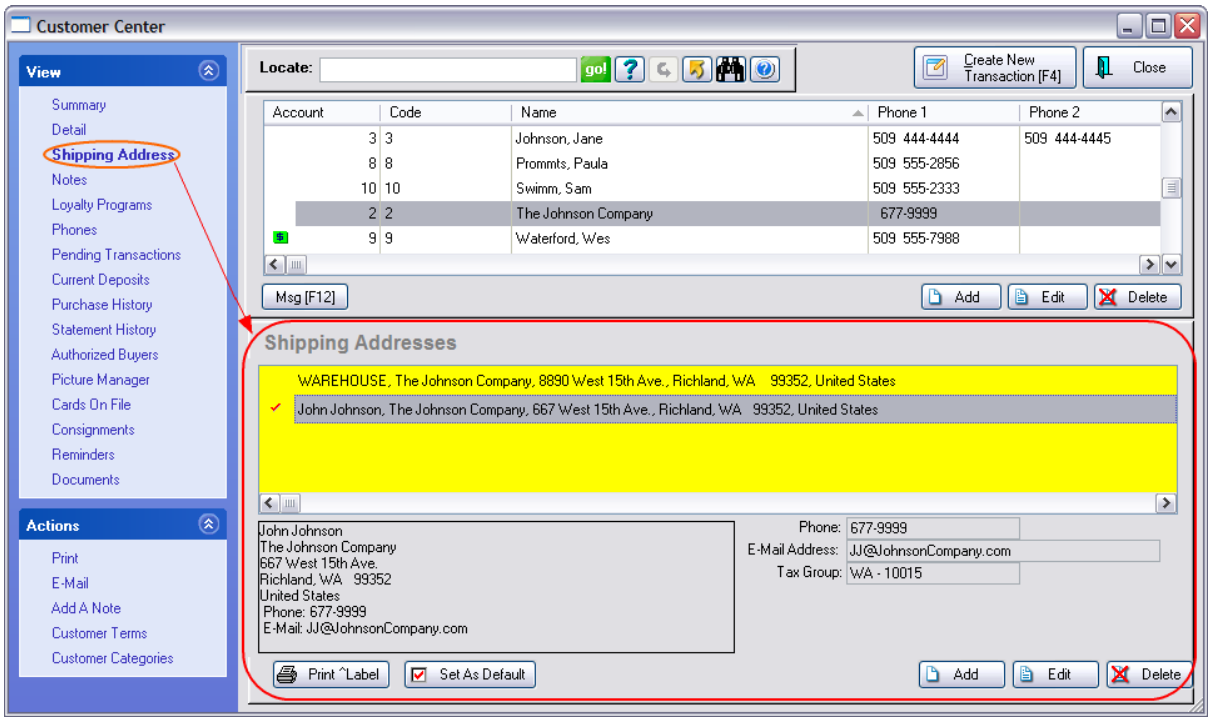

Print Label - You may print a shipping label for the highlighted entry. (Note: For this to function properly, you must first designate the label form for the ship to address in Maintenance: Station Settings: Printers/E-Mail: Printing Options: Customer Labels. Each workstation will need to be activated separately.)

The shipping label will print with a US postal barcode which is automatically generated from the zip code. You may edit the label form as needed by going to: Reports: Report Center: Actions: Customer Labels



Set As Default - 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.

NOTE: For practical purposes, you may set up multiple addresses while in an invoice, order, or quote by selecting the optional Invoice Button for Ship To (see Invoice Buttons 996) Otherwise, you can choose ADD, Edit, and Delete here to make necessary changes.

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DESTINATION BASED TAXATION

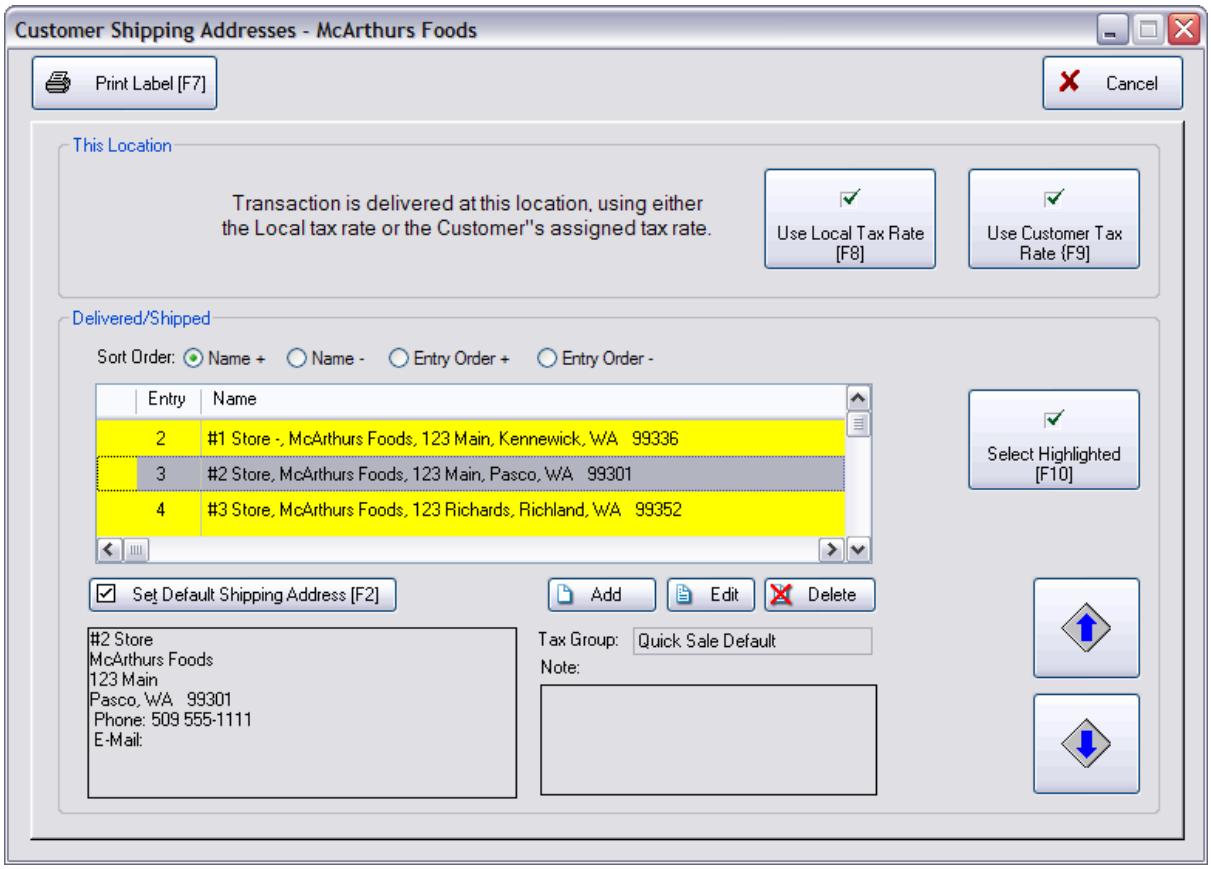
Some businesses who ship products and services need to charge taxes based upon the point of destination or delivery. POSitive handles this by assigning a customer an In-Store-Purchase ship-to address which will charge the local sales tax when products are purchased on premise and also an actual ship-to address with corresponding tax rates for use when products are delivered. The Tax Group is selected through a Lookup while editing the Ship To address.

Advance Setup

Go to System Setup: Customers and activate "Tax Group Based On Shipping Address"

Operations

This Customer Shipping Addresses screen will appear when starting an invoice and/or when you attempt to change the Ship To Address.



This Location

When creating an invoice and the customer is there to pick up products in your store, you would most likely use "Use Local Tax Rate [F8] button. This will apply the Quick Sale Default tax rate to items on

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the invoice.

The "Use Customer Tax Rate [F9] will use the tax rate setting in the customer record. (Note: it is possible that if your customer list was imported that the correct tax rate was not assigned. Before using this button, make sure that each customer is properly assigned to a tax group.)

Delivered / Shipped

If the product is being delivered or shipped and is not being picked up in your store,

1) highlight one of the Ship To Addresses listed. (The ADD button will allow you to create new ship to addresses. Be sure to select an appropriate Tax Group.)

2) please confirm that the assigned Tax Group (just below the Add, Edit, Delete buttons) is correct for this transaction. Choose Edit to make corrections as needed.

3) select the "Select Highlighted [F10]" button

4) add products to the invoice / order and process normally.

Set Default Shipping Address [F2]

This will flag one of the addresses to be used as the primary shipping address.

Sort Order

For your convenience, if you have many ship to addresses for a customer you can sort this list by choosing one of the following radio buttons

Name + alphabetically lists in ascending order A-Z

Name - alphabetically lists in descending order Z-A

Entry Order + places the newest address first

Entry Order - places the oldest address first

Large Up and Down Arrow buttons

If you are using a touchscreen, you can scroll through the list using these buttons.

4.7.1.3.1 Add A Shipping Address

While viewing a customer record or while creating an invoice or other transaction, you may add additional ship to addresses. Choose Shipping and the Add button.

Ship Info: A free form screen wherein you enter all the address information required in a layout suitable to your needs. By default, POSitive fills in this area with

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- **Contact** - the name of the individual
- **Name** - the company name if this is a business account.
- **Address 1**
- **Address 2**
- **City, State, Zip**
- **Country**



Shipping Note

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.

Customer E-Mail

This record can also contain the customer e-mail address for purposes other than printing a shipping label.

Destination Based Tax

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 Tax Group feature to be functional you must activate: Maintenance: System Setup: Customers: "Tax Group Based On Shipping Address."

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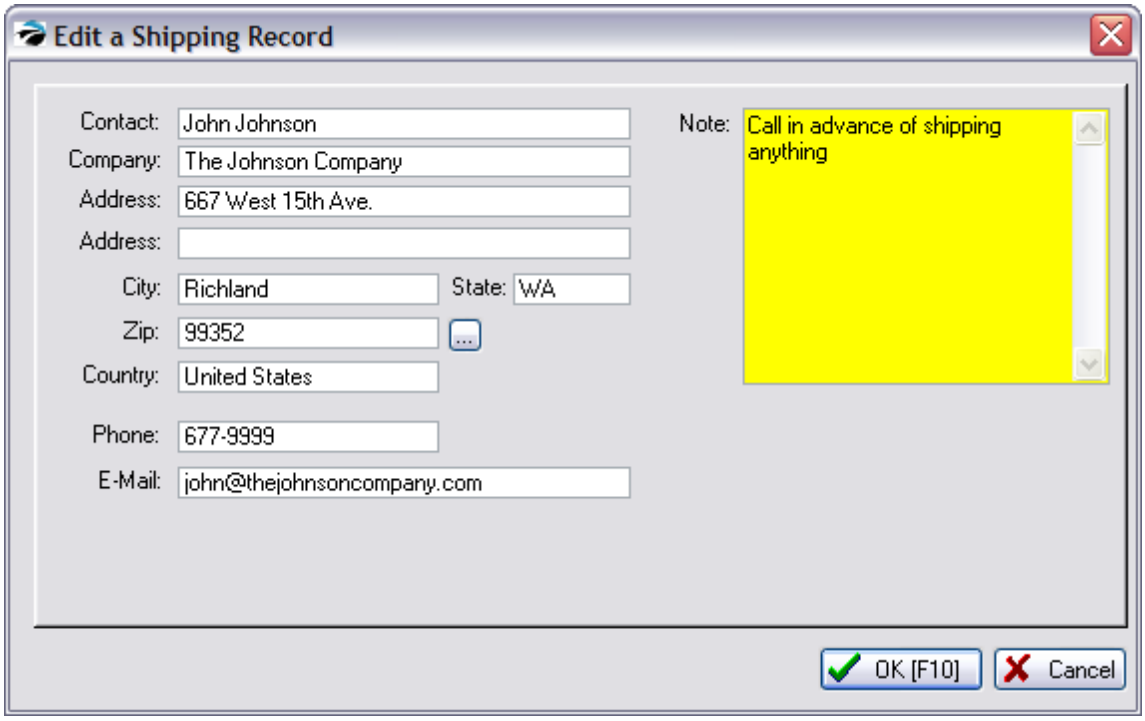
Activate UPS World Ship Compatibility

If you have chosen to use UPS World Ship software, the address record (pictured above) is structured into separate fields as shown here.



To activate, go to Maintenance: System Setup: Transactions: Shipping tab.

4.7.1.4 Notes (for Customer)

POSitive keeps notes on conversations with or about your customers. These notes can be accessed from many places in the program. The most current note is always at the top of the list.

By default, a note is created each time an invoice is processed.

Pending Order Notes

You can add notes from the Pending Orders list. Details & Screen Shots

When viewing the Header, there is a Notes button in the lower right corner.

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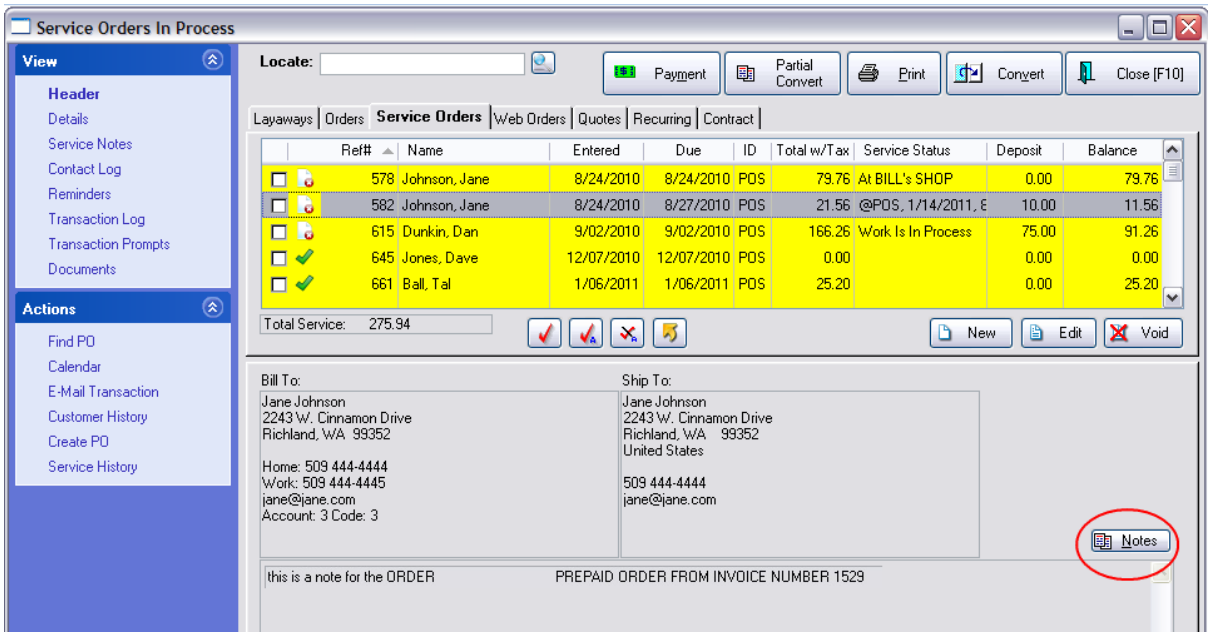

Notes

Pending transactions can have "Order Notes" which will be printed at the top of the pending transaction before the inventory items listing. These notes are added or edited while editing the transaction. They will be retained and transferred when the order is transferred to an invoice. In the above example, the note "Prepaid Order From Invoice 1529" was generated by POSitive because an invoice was paid in full, however the invoice had some backordered items which could not be delivered at the time of invoicing. Therefore an order was automatically created and flagged as Prepaid.

When you choose the Notes button, you will see a full screen view of the existing notes for the customer, not for the pending transaction. You may Add to, Change, and Delete these notes.

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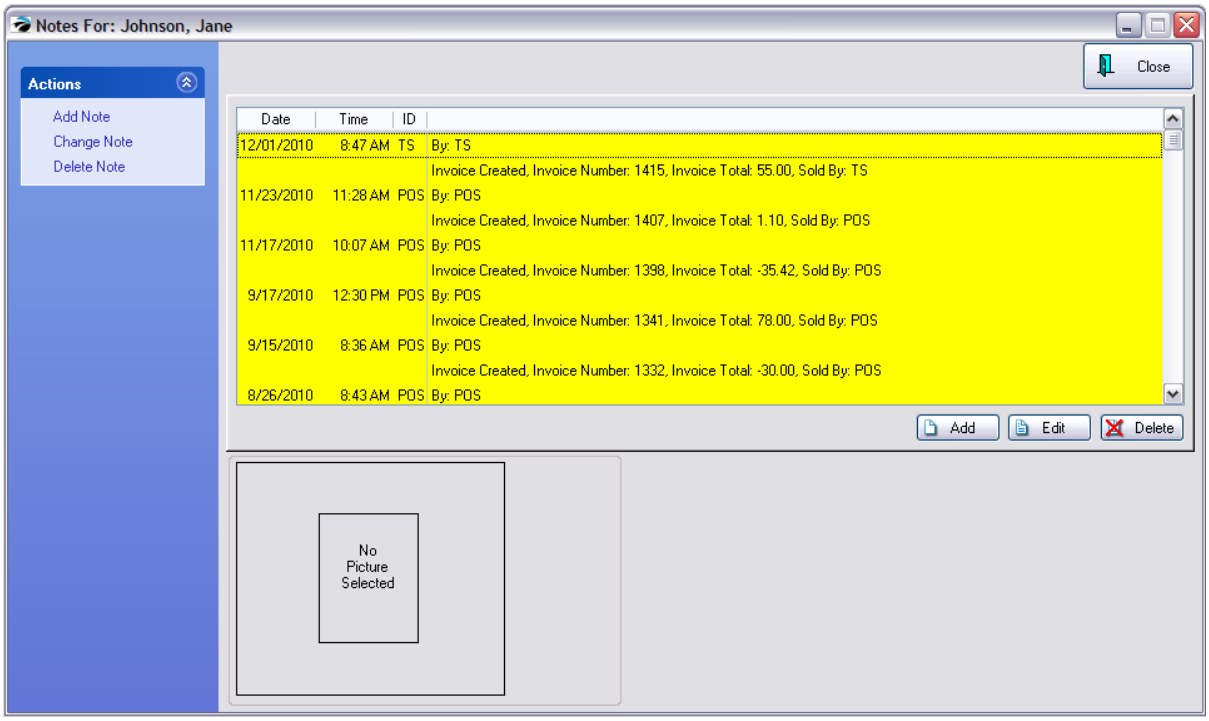
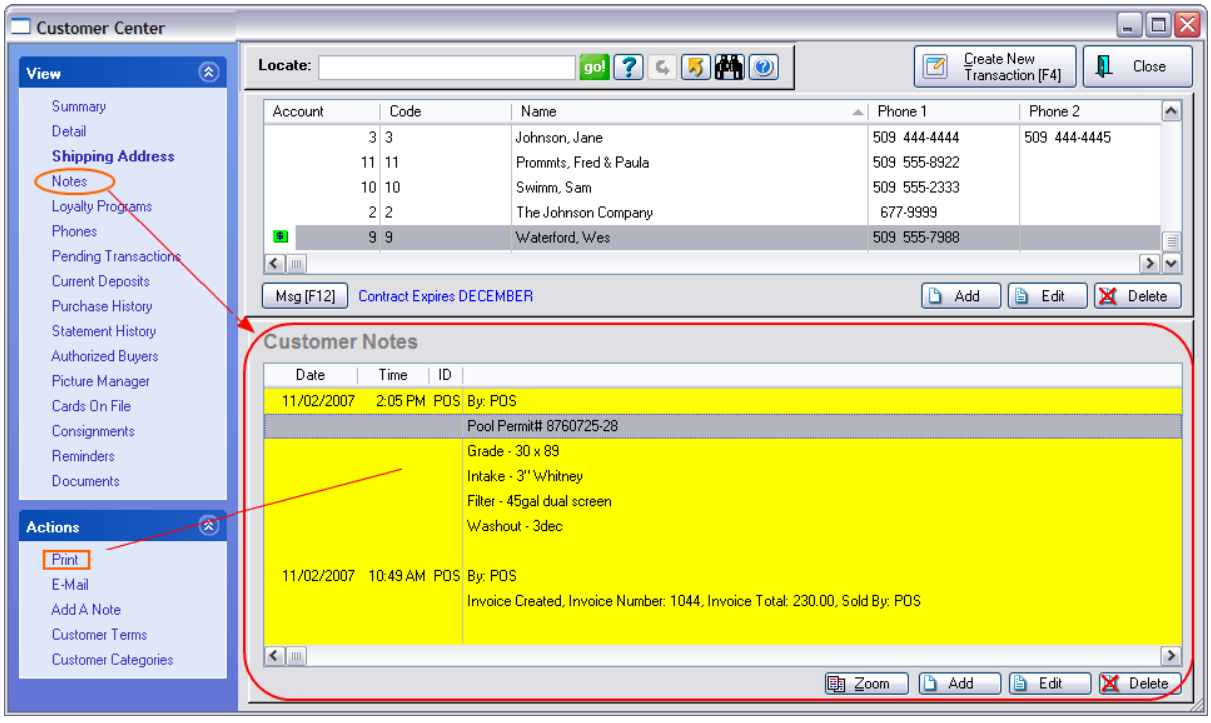


Customer Center Notes

You may also Add notes of your own. (see Add Note 410)



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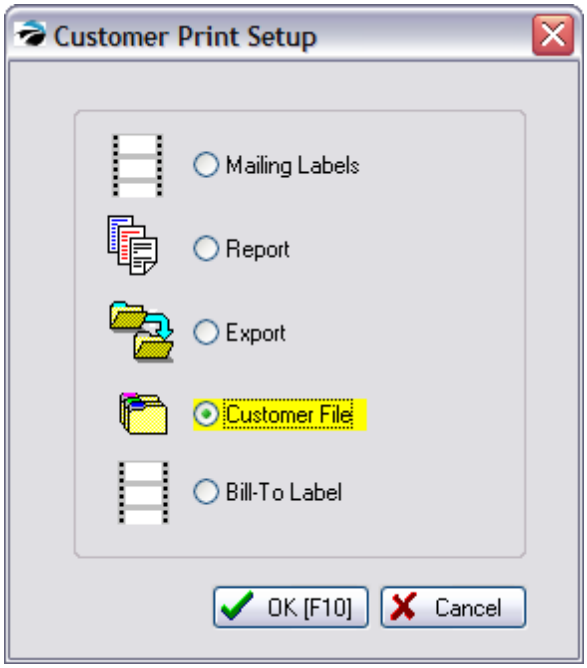
Printing Notes

You may print all of the notes for a customer using the Print option under Actions and by selecting Customer File



Customer File

Confidential

Account: 9 Code: 9

Waterford, Wes
889 W St
West Richland, WA 99352

First Purchase:	11/02/2007
Last Purchase:	11/02/2007
# Of Purchases:	1
# Of Returns:	0

11/02/2007 2:05 PM POS

Pool Permit# 8760725-28
Grade - 30 x 89
Intake - 3" Whitney
Filter - 45gal dual screen
Washout - 3dec

11/02/2007 10:49 AM POS

Invoice Created, Invoice Number: 1044, Invoice Total: 230.00, Sold By: POS

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4.7.1.4.1 Add Note

Customers (and Vendors) can have an unlimited number of notes. Some are automatically created as transactions for the customer are processed. Others can be created manually at any time.

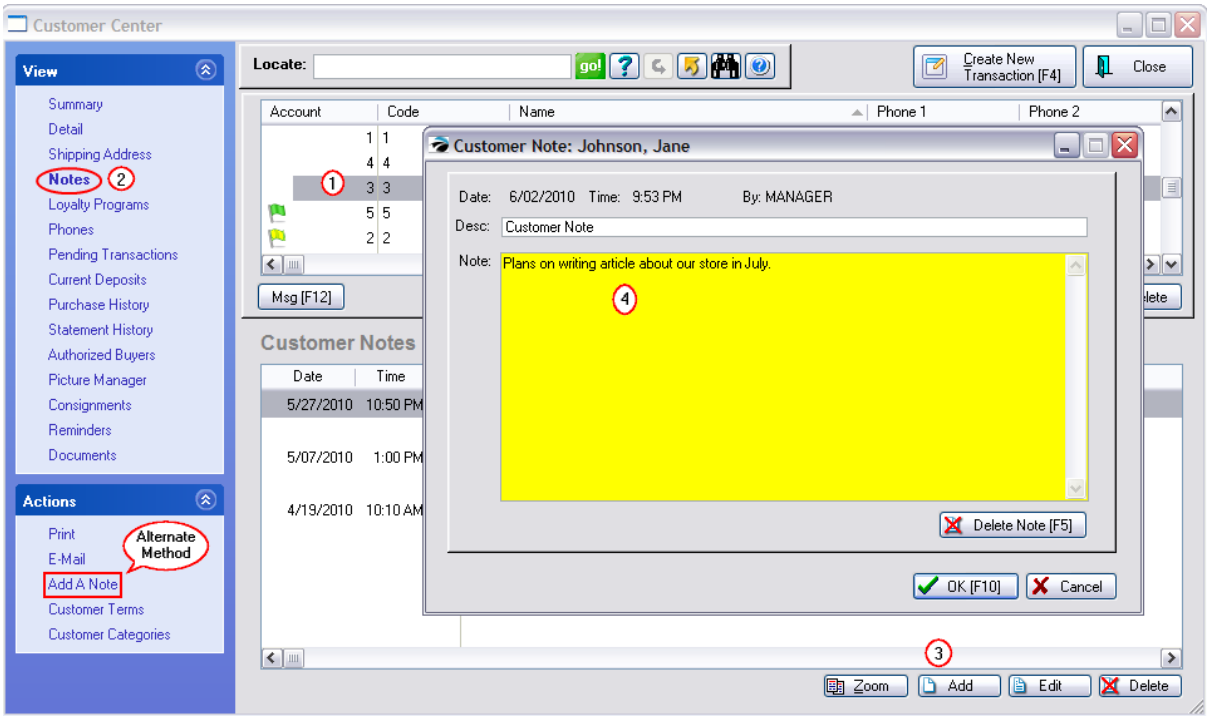
1) Highlight the customer in the Customer Center.

Alternate Method - simply click on "Add A Note" under Actions

2) Choose the Notes view at the left. (see Customer Notes 406)

3) Choose the Add button

4) Fill in the note field and choose OK [F10] when done.



VENDOR NOTES

On the Vendor Center: highlight the vendor and choose Notes.

Enter your note information.

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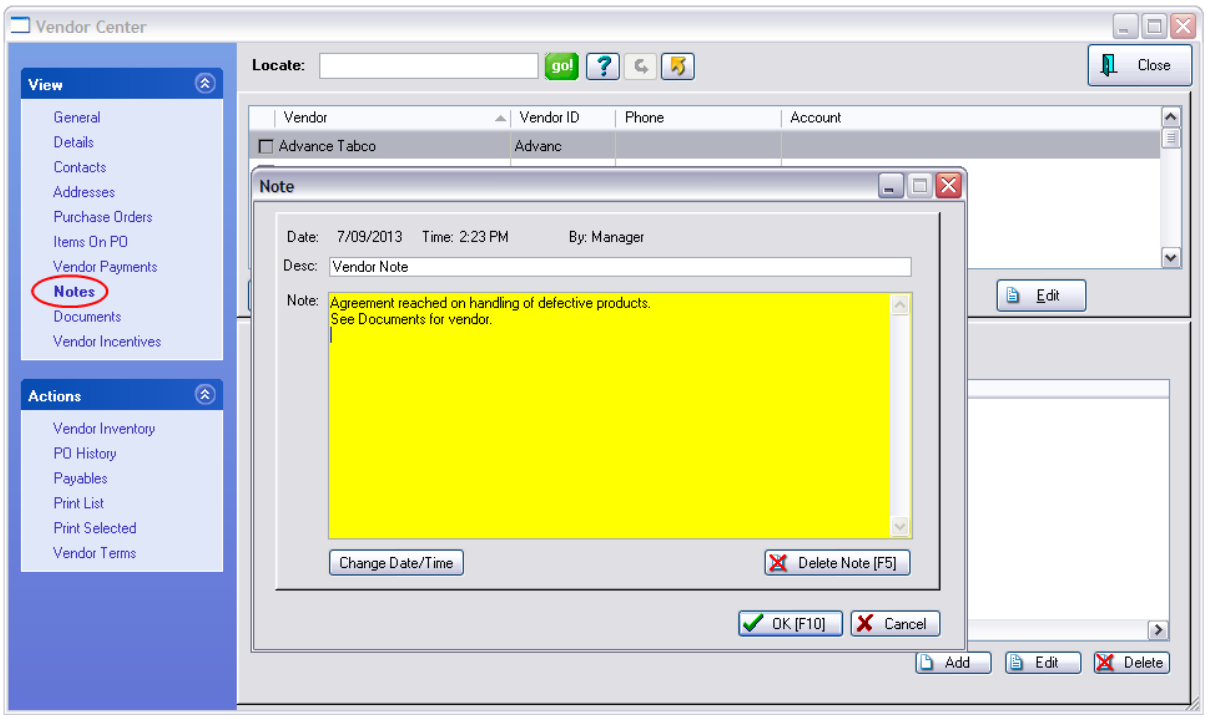

4.7.1.5 Loyalty Programs

POSitive allows you to reward your customers for shopping at your store by awarding store credit or points. Create customer rewards programs and assign them to specific customers. As the customer makes purchases matching the criteria of a frequent buyer program, rewards are compiled as well as a history of items purchased. (see Frequent Buyer Program 1676)

This screen shows which frequent buyer programs have been assigned to the customer and how points or store credits have been accumulated.

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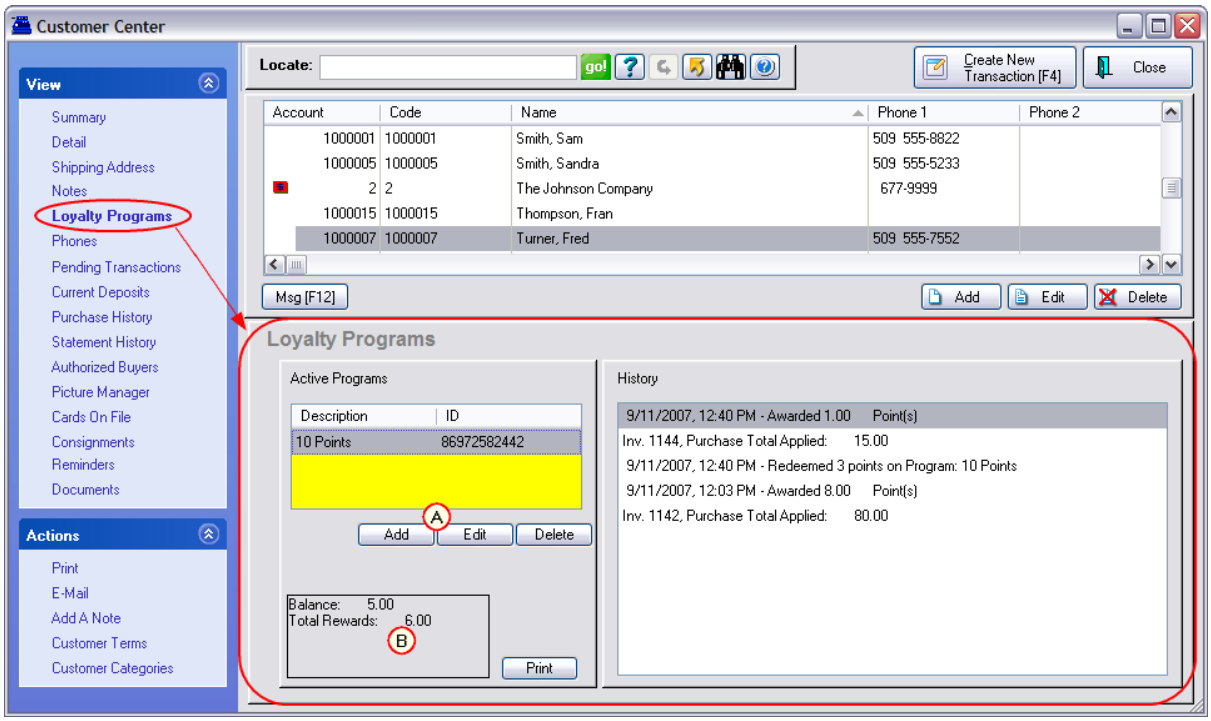
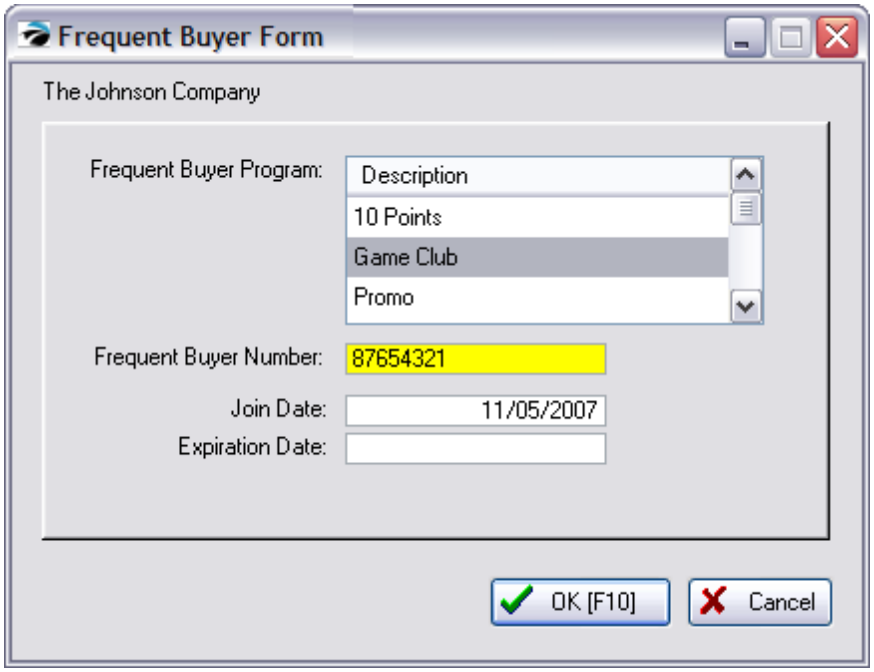


To Assign A Frequent Buyer Program

A) Highlight the customer and choose the Add button.

1) Highlight a pre-defined Frequent Buyer Program



2) (Optional) Enter a Frequent Buyer Number. This number can be the customer phone number or a number on a customer loyalty card or membership card. There is an option in POSitive so that by

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entering this Frequent Buyer Number while creating a Quick Sale Invoice, the true customer is automatically assigned to the invoice. (see Advanced Search)

3) (Optional) Enter a Join Date and an Expiration Date after which this customer is no longer eligible for the Frequent Buyer Program.

Current Status

B) The **Total Rewards** field shows current status of rewards available. The **Balance** value is built up credits towards the next reward.

4.7.1.6 Phones

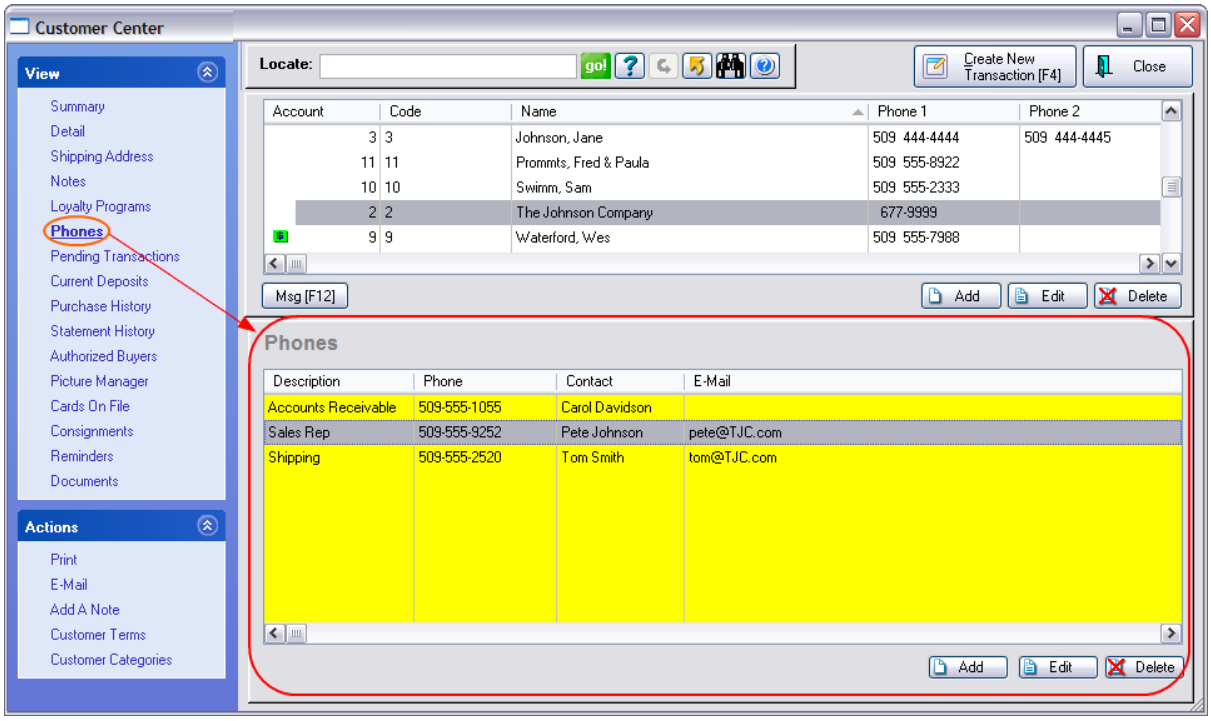
Business accounts have many staff members with their own office phones. You may add as many additional phone numbers as needed. For individual accounts this could be used to list household members.

Description - the job title or office

Phone - phone number

Contact - name of key person

E-Mail - (optional)



4.7.1.7 Pending Transactions

All transactions such as orders, layaways, quotes, and service orders associated to a specific customer will be listed here under pending transactions. For one reason or another, the items have not yet been delivered to the customer.

IMPORTANT NOTE: Eventually, all pending transactions must be converted to invoices or voided to

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release stock holds.

When you highlight a pending transaction, you can choose to

A) **Edit** - make changes, take payment on the order, or Void the transaction.

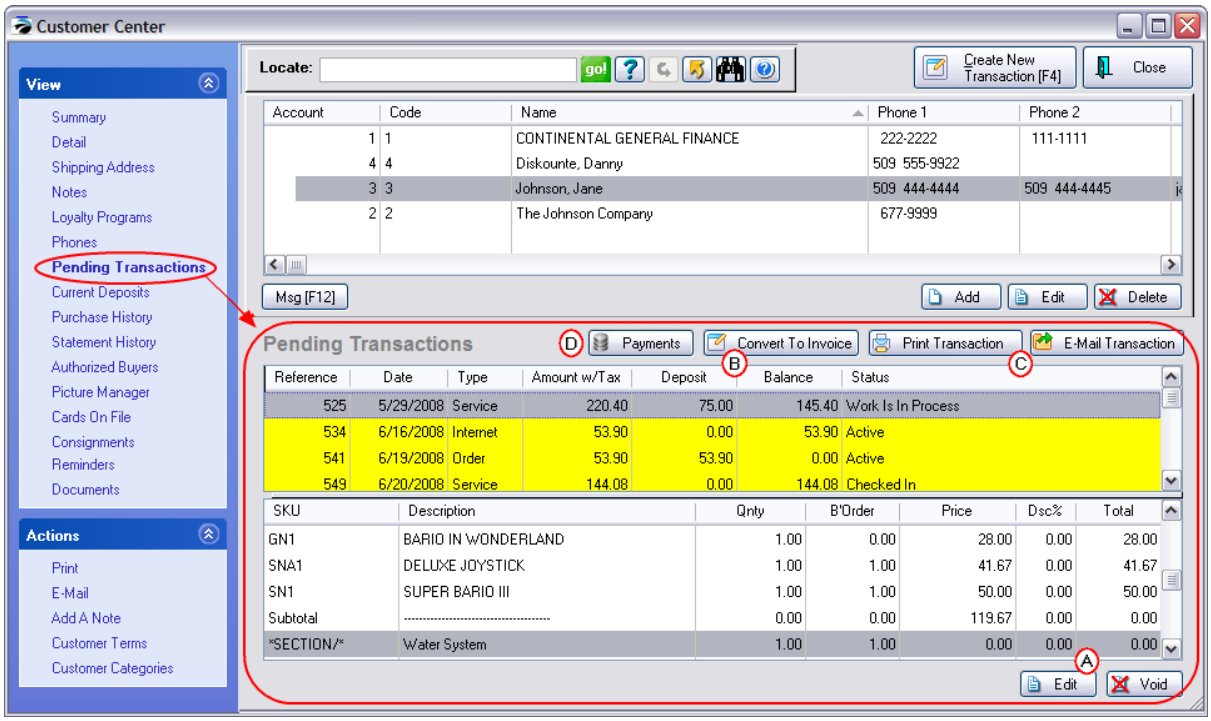
B) **Convert To Invoice** - This will edit the highlighted transaction for review. If you choose, select "Convert To Invoice" from the menu to deliver the items and take payment in full.

Note that the bottom half of the screen shows the "in-stock" status of products. If some of the items are Backordered, you will need to create an Order for items you cannot deliver at this time. Note: prmconsider using the Partial Delivery feature of POSitive. (see Partial Delivery 1206)

Multi-Site Users Should Use Caution: Check the **Site first!** indicating which store created the pending transaction. You are not able to edit these transactions.

C) **Print** or **E-Mail Transaction** - first highlight the desired transaction.

D) **Payments** - Take a deposit or refund monies on the highlighted transaction (see Deposits On File 773)



Fields

Site - If you are using POSitive's Multi-Site you will see an extra field called Site indicating which store created the pending transaction. Generally, you will not edit these transactions unless the customer comes to your store and wishes to process it.

Reference - the transaction number of the order, layaway, service order, or quote

Date - date the transaction was created, not the date due.

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Type - all "pending" transactions for the customer will be listed here, but can be found under the designated types in the "...In Process" screen.

Amount w/Tax - the total charges including tax

Deposit - monies already received in payment towards this pending transaction (Note: The "Payments" button will show sources of payments as well as the ability to refund payments or make additional payments.)

Balance - monies still due. An additional deposit can be taken at any time or it can be paid for when converted to an invoice.

Status - only Service Orders use a descriptor other than "Active" to show it's stage of completion.

Conversion of Multiple Orders To An Invoice

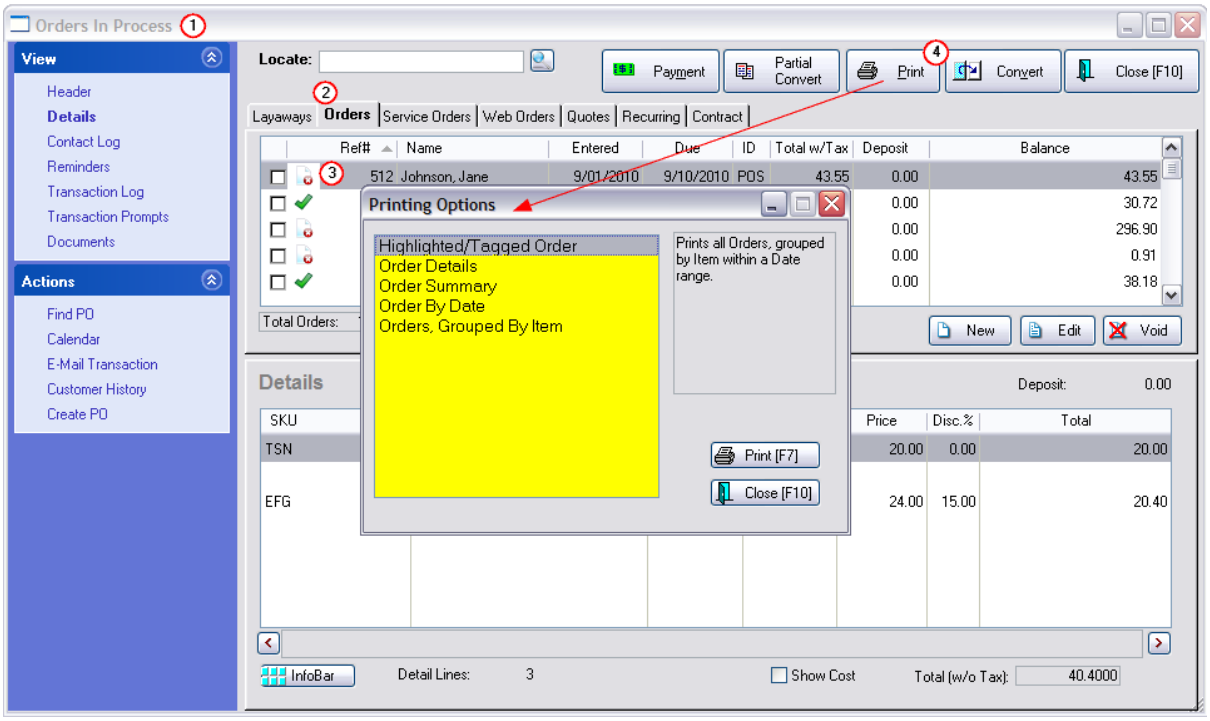
There is a procedure in POSitive to convert multiple pending transactions for a customer into one invoice. (see Orders In Process 1204)

4.7.1.7.1 Printing Options

From the .... In Process screen choose the Print button

1) Open Pending Transactions screen
2) Select the tab desired tab for type of pending transactions
3) Highlight the desired Transaction
4) Choose the Print button. This will open the Printing Options screen.

Choose Highlighted/Tagged Order or any other option



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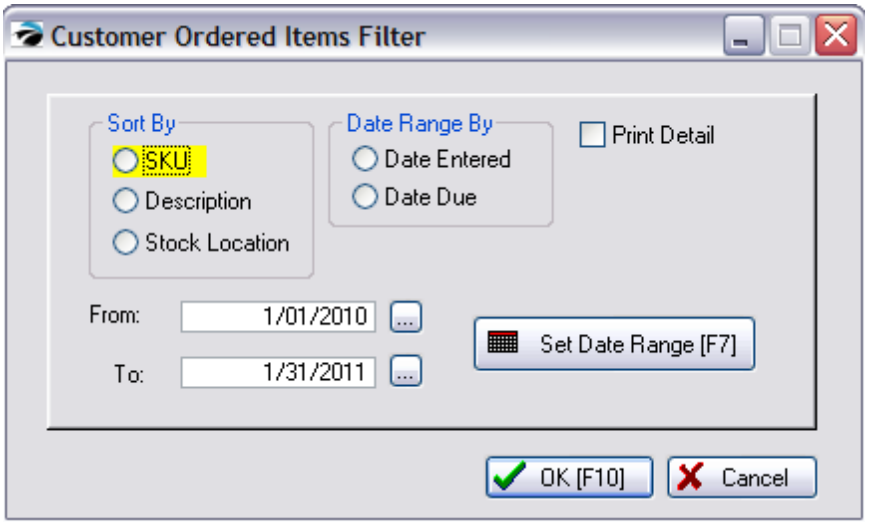
The printing options are

- **Highlighted/Tagged Order** - Prints only the highlighted order.
- **Order Details** - Prints a full report showing items on the orders and their in stock status. "Order List Report"
- **Order Summary** - Prints a report of outstanding orders with totals and dates.
- **Order By Date** - Select a range of dates, either date entered or date due, and only those transactions will be printed.
- **Orders, Grouped By Item** - Prints all orders, grouped by item within a date range Options

Print Filter - When you choose to print a report you may select
Sort By: SKU, Description, Stock location

Date Range By: Date Entered or Date Due - From and To dates

Print Detail



Select the desired output and choose OK [F10]

This will print a report titled "Orders, Grouped By Item" (see a Sample[832])

4.7.1.7.1.1 Customer Ordered Item Filter

From the Pending Transactions (....In Process) screen, choosing the Print button will provide the offer to print...

- **Orders, Grouped By Item** - Prints all orders, grouped by item within a date range

Print Filter - When you choose to print a report you may select
Sort By: SKU, Description, Stock/Bin location

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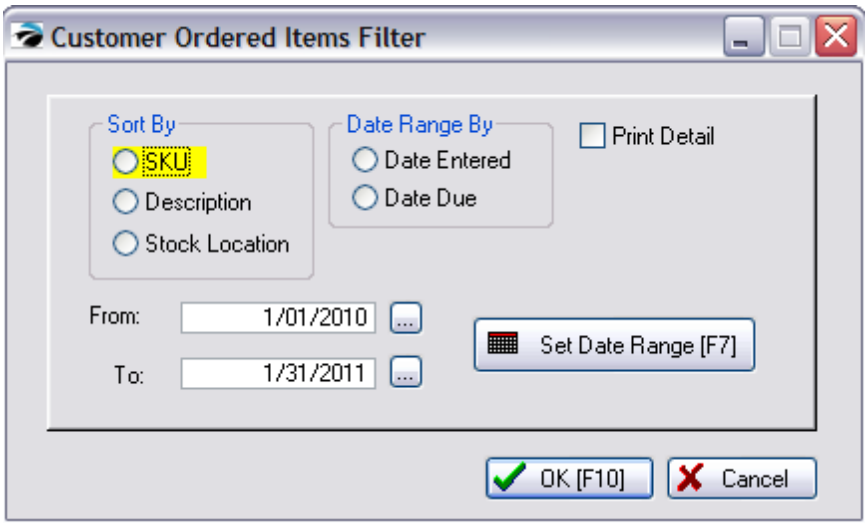
Date Range By: Date Entered or Date Due - From and To dates

Print Detail



Select the desired output and choose OK [F10]

This will print a report titled "Orders, Grouped By Item" (see a Sample[832])

4.7.1.8 Current Deposits

This screen will be blank until the customer has a Pending Transaction[413] such as an Order, Layaway, or Service Order and has made payments in advance for the items on the Pending Transaction.

Each time a deposit it taken, an entry is made.

Once a pending transaction is converted to an invoice, the deposit is removed from this view. There is a printable report of all current and historical deposits available. (see Deposits Report[773])

Transaction - the order or layaway number

Date - date of deposit

Time - time of deposit

Amount - dollar amount received

Type - the tender type used in payment

Note: These deposits come from ALL pending transactions. The Pending Transactions button at the left allows add and refund deposits as needed.

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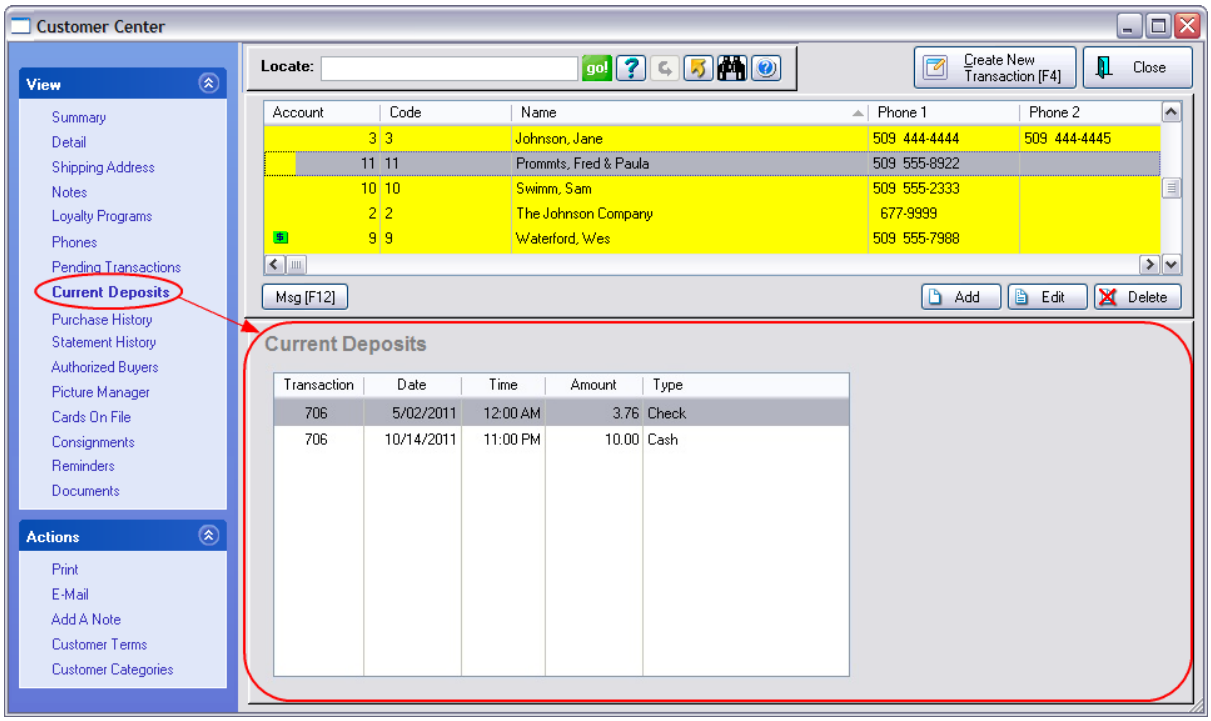
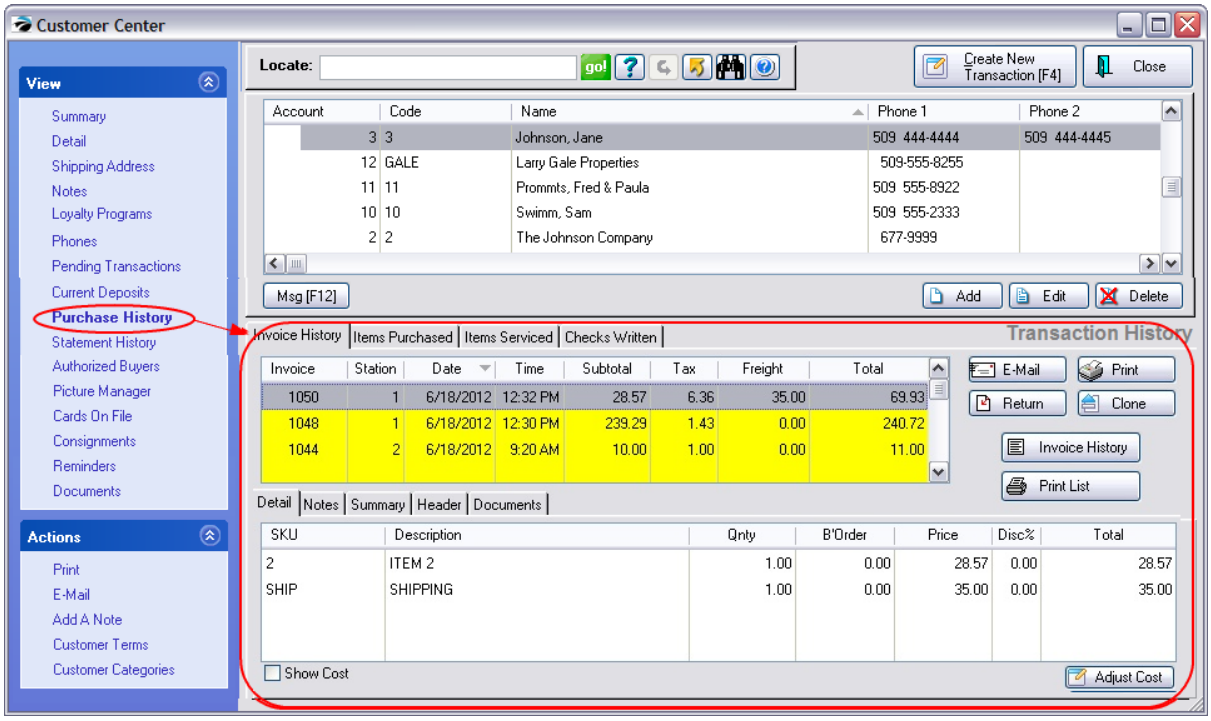


4.7.1.9 Purchase History

A list of all invoices belonging to the highlighted customer.



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NOTE: Column Width can be changed by dragging the " | " line between column titles.

Invoice History tab

List of all of the highlighted customer's Invoices (Header Information) which includes Invoice Number, (Site = multisite source), Station, Date, Time, Subtotal (without tax), Tax amount, Freight*, and invoice Total.

*Freight equals charges for inventory items assigned to the FREIGHT category and are excluded from profit reports.

- **Detail tab** - List of Items on the Invoice - includes SKU, Description, Quantity, Backordered, Price, Discount Percentage and Line Total. Will also display line notes on invoice, serial numbers, return invoice information.
- **Notes tab** - shows service notes (if any)
- **Summary tab** - shows how the invoice was tendered, which cashier and sales person were involved, and if the invoice came from a pending transaction
- **Bill/Ship Header tab** - shows the billing and shipping addresses of this invoice
- **Show Cost** - Displays the cost of the inventory items sold on the highlighted invoice. There is a security option which will prevent employees from seeing this.
- **Adjust Cost** - If you observe discrepancies in your profit reports which show an exaggerated profit from some sales, this is most likely due to a cost of 0.00 for an item being reported on an invoice. The actual cost reported on the highlighted invoice may be in error because of an incorrect purchase order or an oversight when the inventory item was defined. This can be corrected at this level, or more globally. (see Adjust Item Cost 979)

Action Buttons (on the far right)

- **E-Mail Invoice** - send a copy of the invoice to customer
- **Print Invoice** - reprint the invoice
- **Return** - Create a return invoice for an item or items on the highlighted invoice. You will select which items and quantities of items are being returned.
- **Clone** - Create a new invoice based upon this highlighted invoice.
- **Invoice History** - shows all invoices for the highlighted customer in the Invoice History screen with all of its view and query functions.
- **Print List** - Prints the "Customer Invoice History" report which includes each invoice and line items on those invoices for a selected time period.

Items Purchased tab

A listing of individual items on all invoices. The list can be sorted by clicking on a column title and exported. To search for a specific item, click on the desired column and begin to type the first characters of the item desired.

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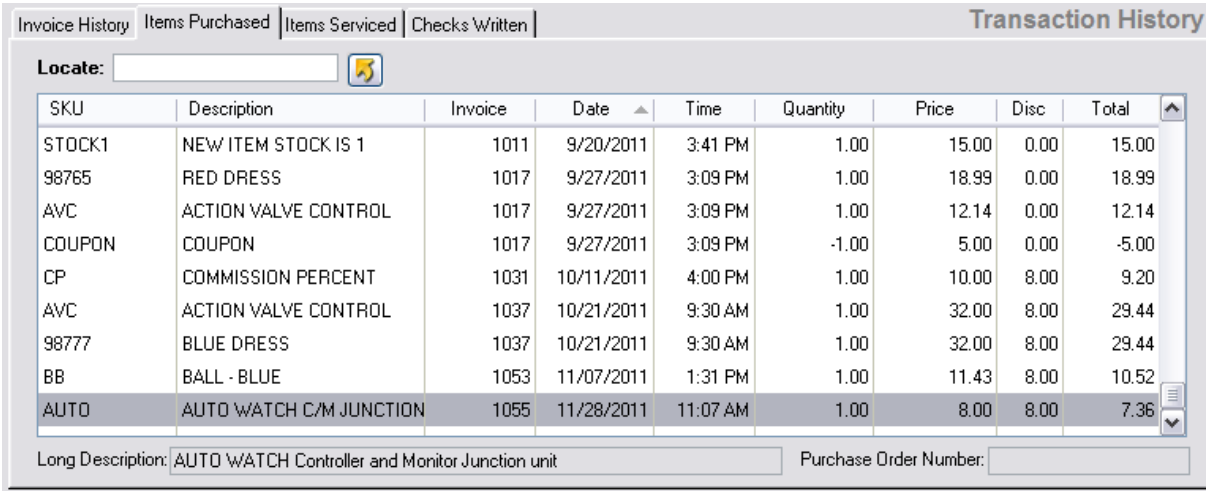

SKU	Description	Invoice	Date	Time	Quantity	Price	Disc	Total
STOCK1	NEW ITEM STOCK IS 1	1011	9/20/2011	3:41 PM	1.00	15.00	0.00	15.00
98765	RED DRESS	1017	9/27/2011	3:09 PM	1.00	18.99	0.00	18.99
AVC	ACTION VALVE CONTROL	1017	9/27/2011	3:09 PM	1.00	12.14	0.00	12.14
COUPON	COUPON	1017	9/27/2011	3:09 PM	-1.00	5.00	0.00	-5.00
CP	COMMISSION PERCENT	1031	10/11/2011	4:00 PM	1.00	10.00	8.00	9.20
AVC	ACTION VALVE CONTROL	1037	10/21/2011	9:30 AM	1.00	32.00	8.00	29.44
98777	BLUE DRESS	1037	10/21/2011	9:30 AM	1.00	32.00	8.00	29.44
BB	BALL - BLUE	1053	11/07/2011	1:31 PM	1.00	11.43	8.00	10.52
AUTO	AUTO WATCH C/M JUNCTION	1055	11/28/2011	11:07 AM	1.00	8.00	8.00	7.36

Locate - after selecting a column (SKU, Description, Invoice, or Date) by clicking on the column title, enter a value and press Enter to search the column. (A triangle indicates the active column)

Send To - (Gold Arrow) button allows exporting the details to Excel or some other output option. Idea

"We have used this export feature to make a list of items commonly purchased by the customer on a repeat basis. Then, we added the customer's Account Number to the file and imported the list into inventory with the customer's Account Number as an Alternate SKU. (Option: use Lookup Code instead of Account Number if you want to use alphanumerics. Also select Update Options "If Item Already Exists In Inventory, Do Not Update Or Add" so that you will not get duplicate inventory, yet the alternate SKUs will be imported.)

Whenever the customer calls in for a new order, we open the Inventory Lookup and search for the customer account number. Now we can choose from all of the items typically purchased on a repeat basis." Dan Spikowski - Westlake, OH

Long Description - (at the bottom of the screen) additional information for the highlighted item

Purchase Order Number - provided by the customer for their internal tracking and assigned to invoice before processing

Items Serviced

If the service option is tracking serial numbers, then items serviced will display items with a link to Service History

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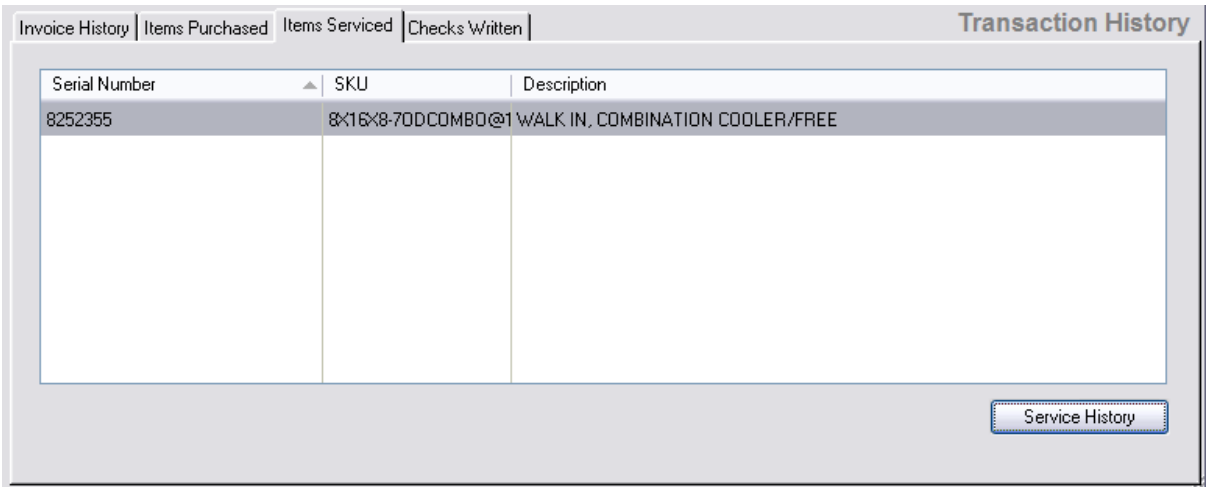
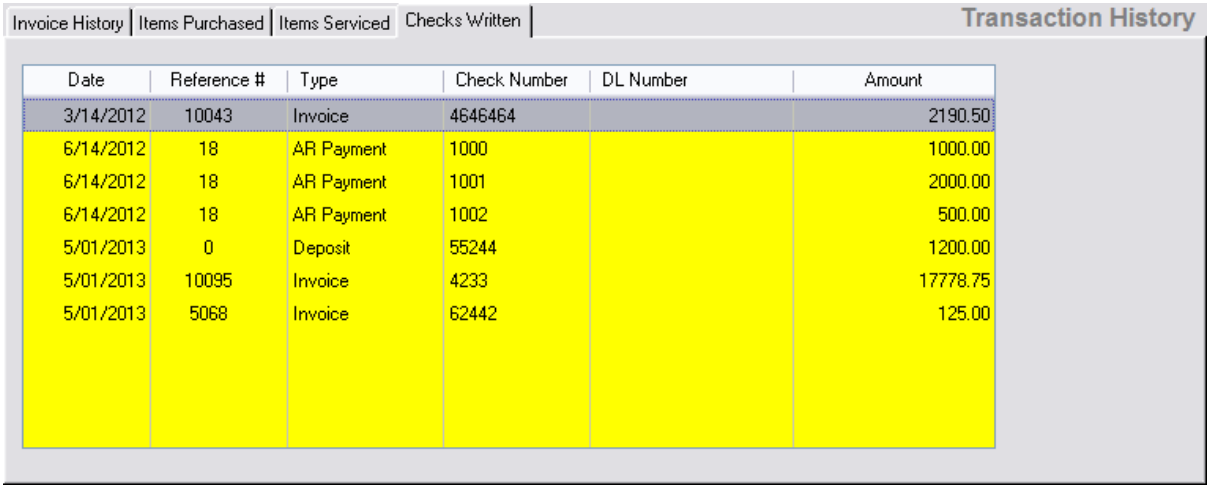


Checks Written

A listing of all checks tendered from the customer. Includes date, reference (invoice) number, type, check number, driver's license number, and amount of check



4.7.1.10 Statement History

A consolidated review of AR Statement activity by month including extra finance charges, payments, credits and an ending balance. The list is always in reverse chronological order with the most recent month at the top of the list.

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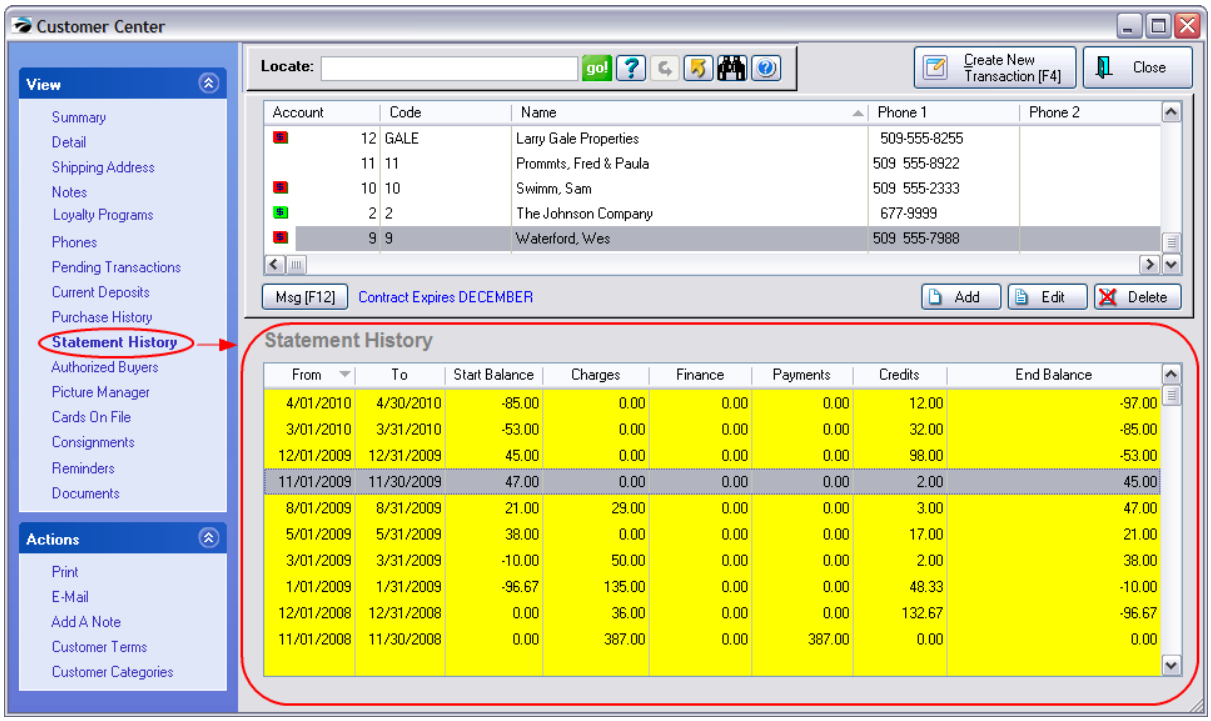

4.7.1.11 Authorized Buyers

A company will likely have several employees who can make purchases on behalf of the company. POSitive will ask you to select the name of the individual making the purchases for the company and that name will become part of the bill to address on the invoice. There are also search options to find the company to which an authorized buyer is associated.

Variation: This Authorized Buyer list can also be used to list members of families, or wedding party members, to consolidate billing and invoice history.

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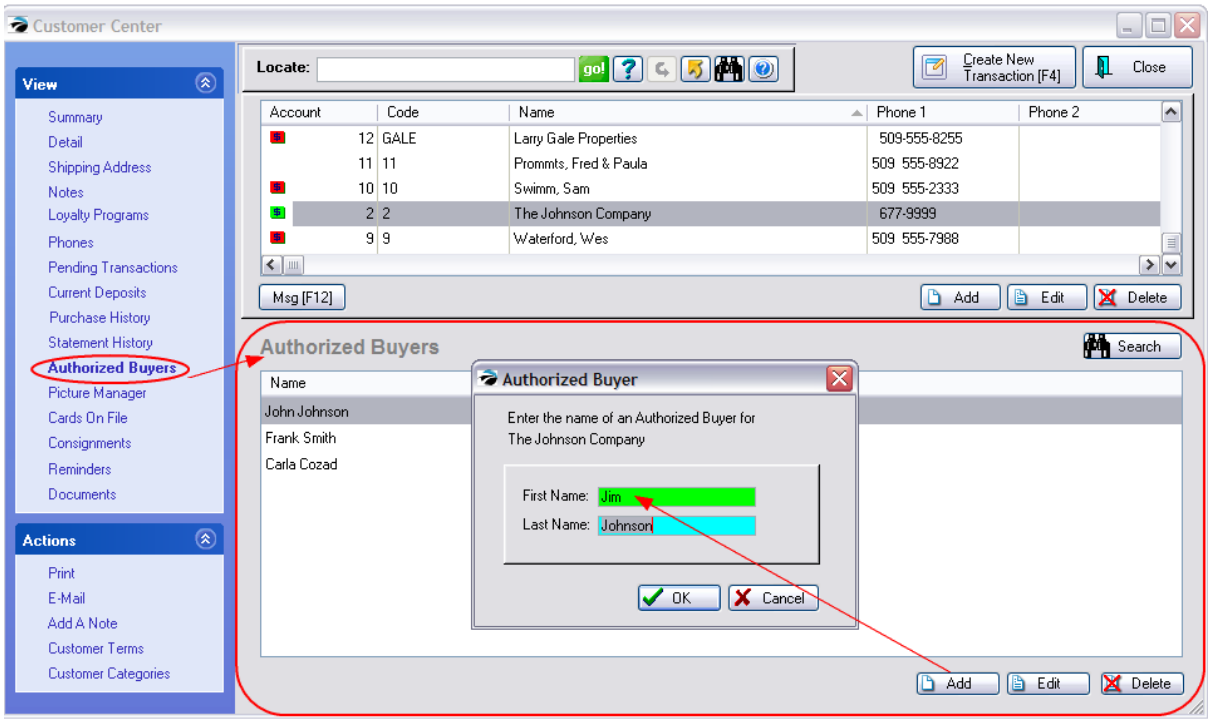
Adding Authorized Buyers



Selecting Authorized Buyer For Invoice

When you begin to tender a transaction for a business, you will be prompted to select the authorized buyer. You may add to the list at this time.

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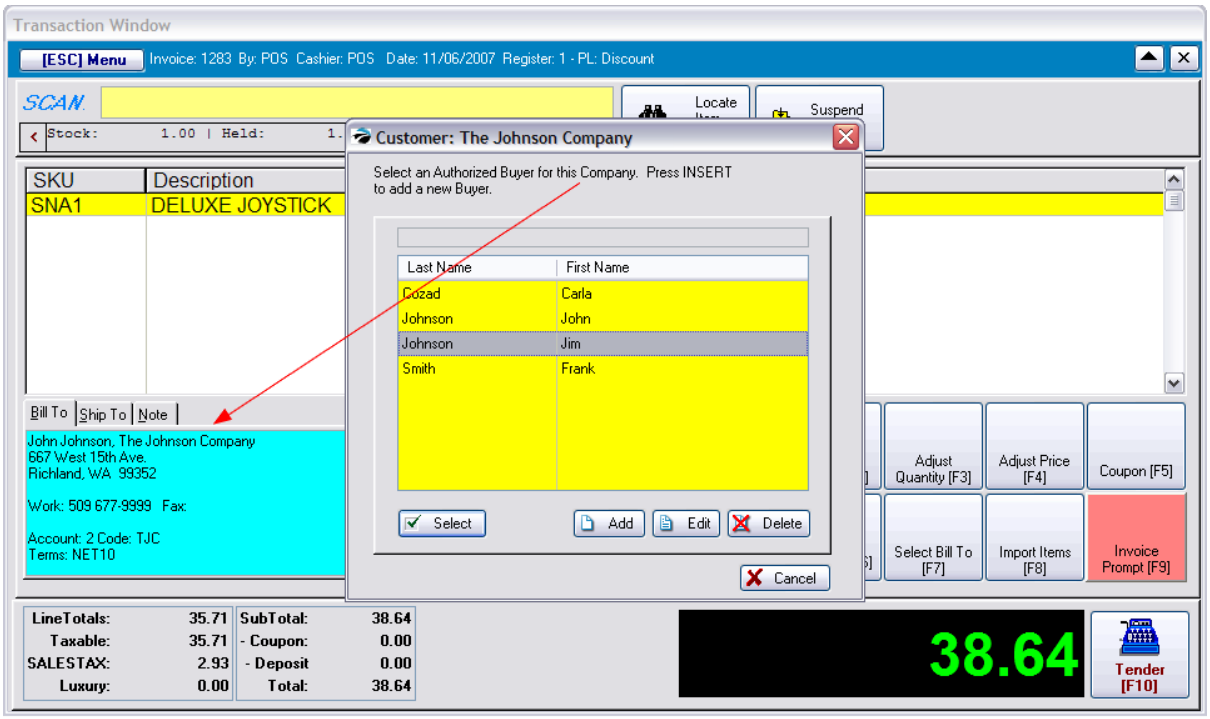
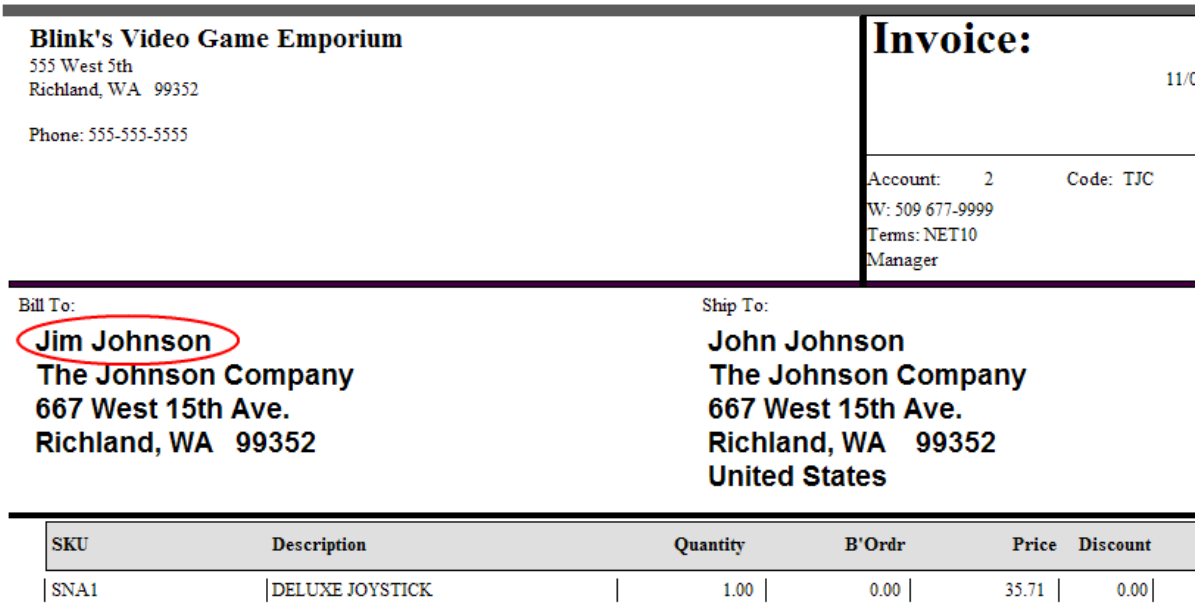


Invoice Form Lists Authorized Buyer

The printed invoice will include the name of the authorized buyer above the Company name.



Search For Authorized Buyers

At times, you may only know the name of the authorized buyer and not remember the name of the

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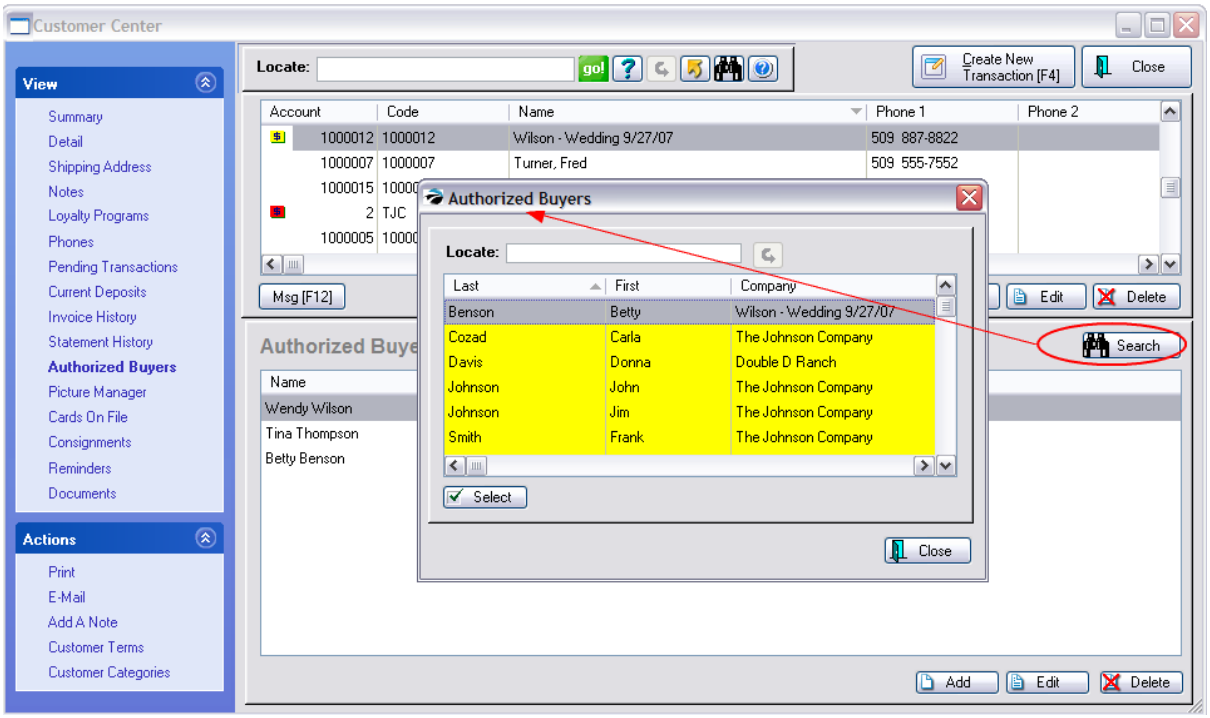
company. This is easily resolved because there are search buttons for authorized buyers which will list ALL authorized buyers.

Authorized Buyers - Search button

Choosing the Search button on the Authorized Buyers screen will list ALL authorized buyers for all companies.

You may sort by first or last name by clicking on the appropriate column. Type the information desired in the Locate field and press Enter or CTRL-Enter to filter the list to just that information. Selection of the individual, will automatically select the company.



Locate Customer - Find Authorized Buyer

While creating a transaction for a customer, you can find an authorized buyer on the Locate Customer screen.

Choosing the "**Find Authorized Buyer"** button will list ALL authorized buyers for all companies and allow for selective searches.

Note: the "**More Detail**" button of the Locate Customer screen will display authorized buyers on the panel at right. In this sample screen shot, the authorized buyers are simply family members.

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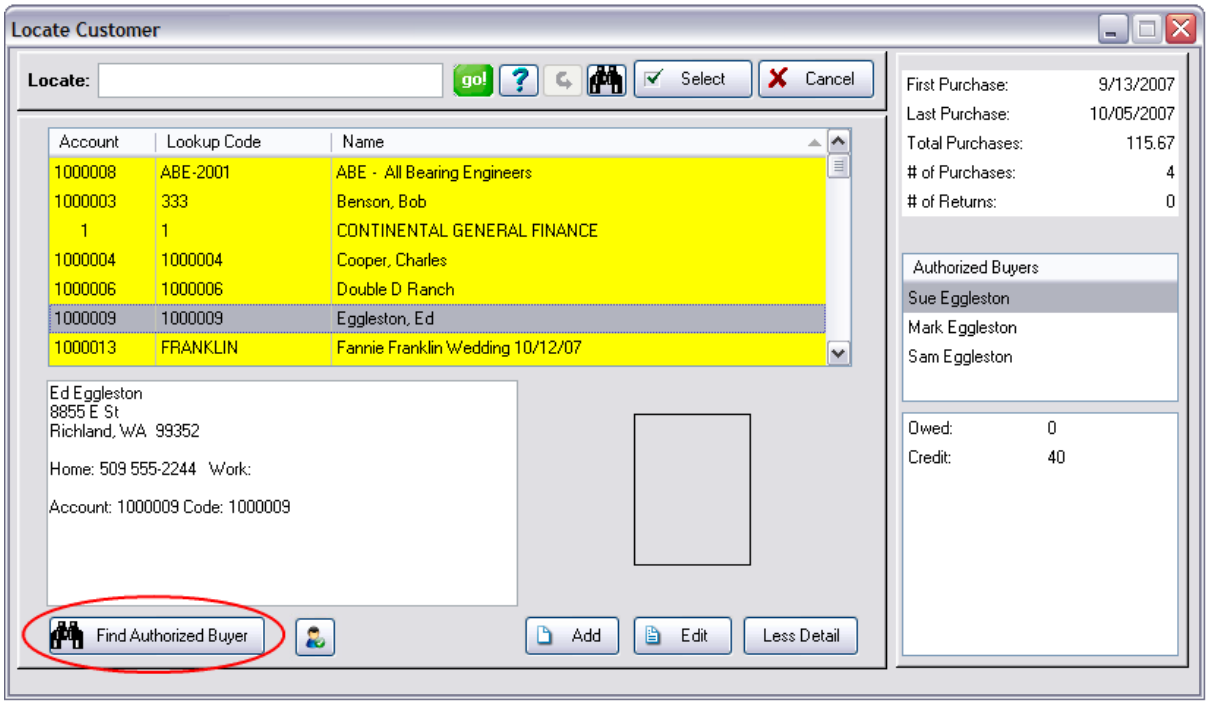

4.7.1.12 Picture Manager (Customers)

POSitive can record and save a picture of your customer.

If you have a simple Web Cam attached to the computer, when you open the Load Picture it is ready to capture the picture of your customer. If you do not have a Web Cam installed you will see some simple messages which can be ignored.

You can choose to load a picture from multiple source types. Once it is loaded, choose Save.

Transactions

When creating invoices and you are prompted for Locate Customer, you will be able to see the customer picture before selecting the customer.

Special Use

For businesses which service stationary structures, a picture of the structure can be helpful. Even if the owners of the location change, you have a record of all transactions about the location.

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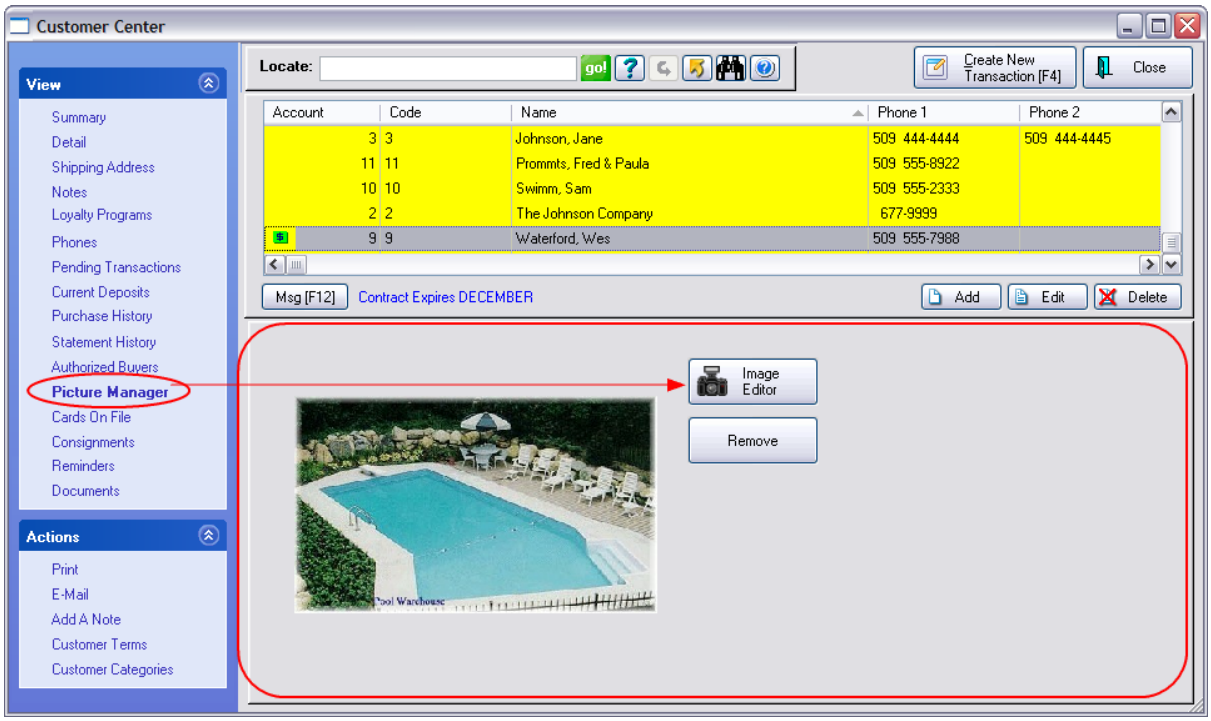

4.7.1.13 Cards On File

NOTE: This feature is only supported by Vantiv credit card processing. Credit card numbers may be entered once and are converted into "tokens", which are special, encrypted files that have no use or value outside of your POS system. The actual credit card number is stored by Vantiv, so there is no actual credit card information stored in your POS system. When a "card on file" payment is made, the token is sent to Vantiv and they match it to the card information they have securely stored in their system. Please read "Using Card on File with Vantiv 1862" for more information.

4.7.1.14 Consignments

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

If the customer has contracted inventory items for you to sell, those items will be listed on this tab. Items are "received" through a Consignment Agreement which specifies the exact items and terms of sale of the items.

A "Process Payments" button allows immediate access to payouts for Consignments sold. Contact POSitive support for more information.

For additional help in creating and maintaining consigned items, see Consignments 1330

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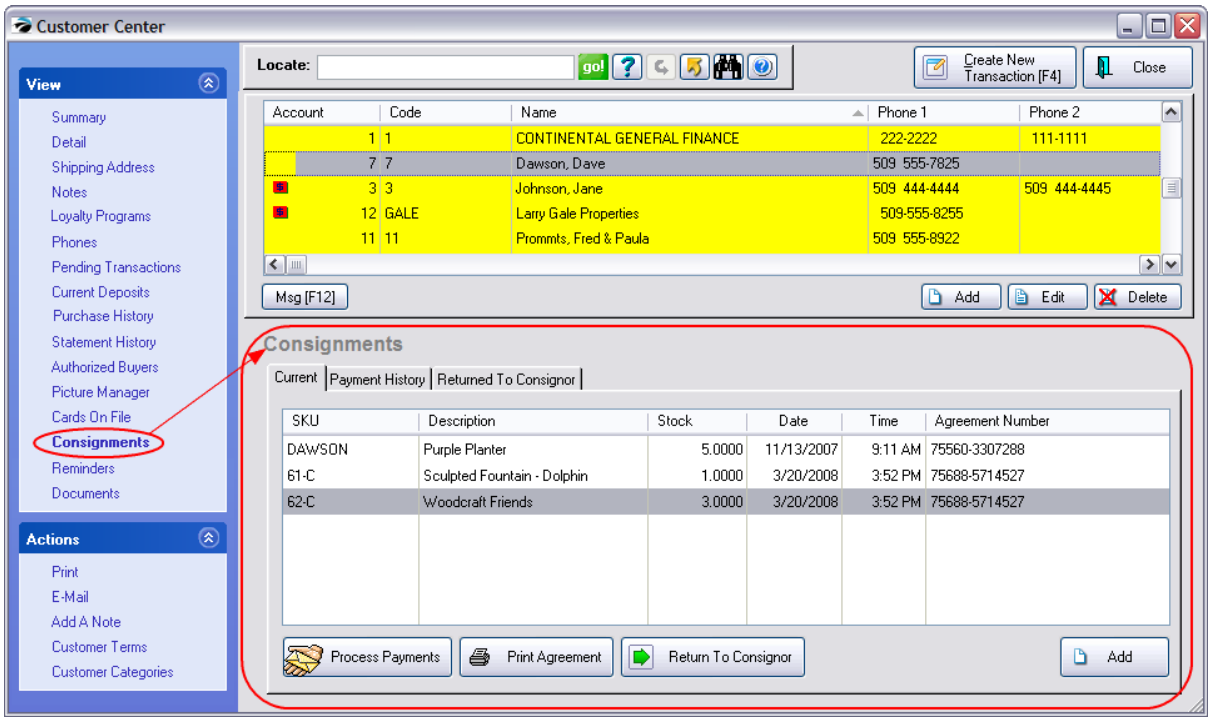

Current (tab)

Lists consignment inventory items which have not yet sold. Here is where you Add a new consignment item. You cannot delete an entry, instead, use the Return To Consignor option.

Process Payments

Make payouts to consignor for monies earned through sales of consigned items. Once an item is processed, it moves to Payment History and cannot be re-processed.

Print Agreement

Re-print the terms of agreement between both parties. (The paragraphs of the agreement form can be edited by going to Maintenance: System: Consignments: "Edit Windows Consignment Form.")

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Agreement #: 75560-3307288

11/13/2007
9:11 AM

Dave Dawson
98 D St
Richland, WA 99352

Home: 509 555-7825 Work:

1. Product. The following product(s) will be delivered by Consignor to Consignee:

Consignment Item:	DAWSON	Price:	50.00
Description:	Purple Planter	Store Commission:	10.00 %
Quantity:	5.00	Store Fixed Amount:	0.00
		Customer Net:	45.00

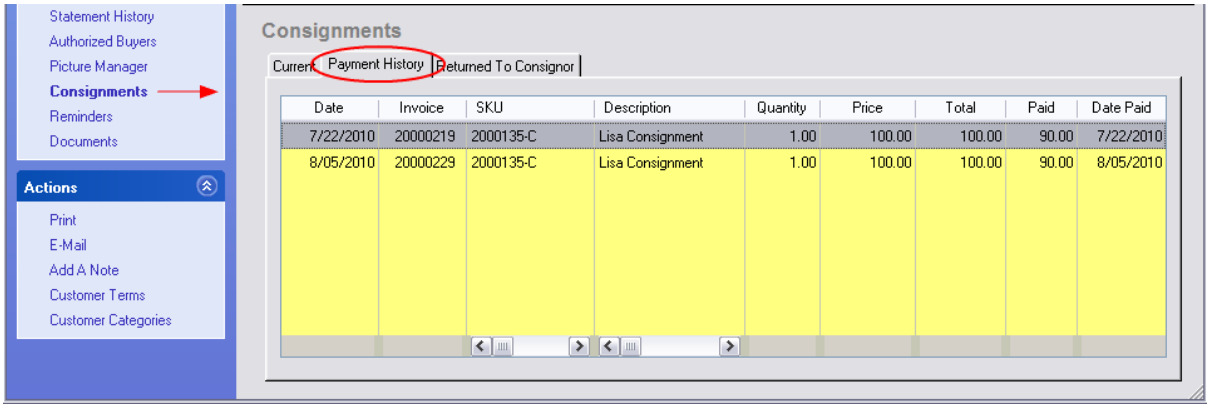
2) Payment to Consignor. Consignee will pay Consignor for the consigned product sold the percentage amount as specified above within fifteen (15) days of selling the above consigned product.

3. Term. This Agreement shall remain in f… …her party seven (7) days written notice of its intention to terminate, during which time … …consigned products in it possession in accordance with this Agreement. Upon the exp… …days, this Agreement will terminate. Notwithstanding the foregoing, the Consignor may terminate this Agreement without prior notice in the event that the Consignee violates any term

These paragraphs can be edited

Payment History (tab)

Shows payout information. Payouts are made by going to Management: Consignment Processing. Contact POSitive support for more information.



Returned To Consignor (tab)

Items which have been made inactive because they were returned to the consignor are listed here.

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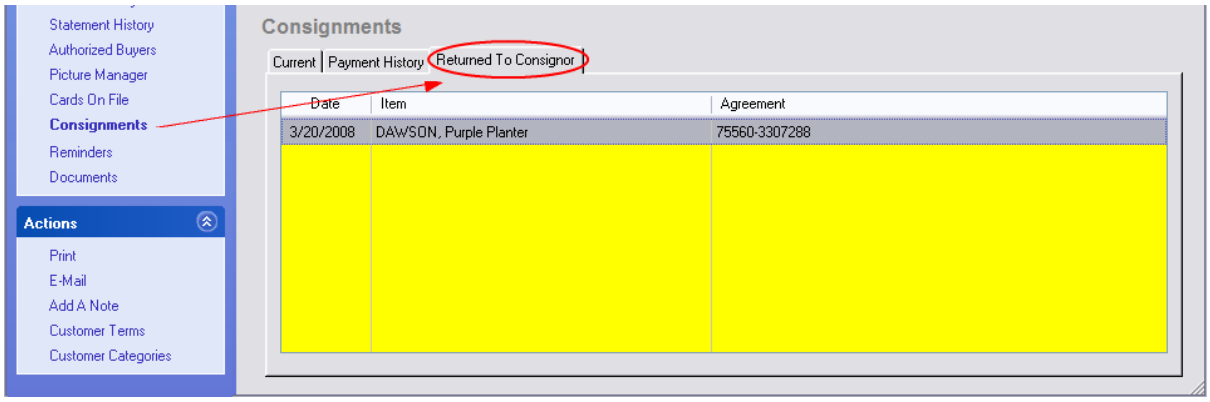


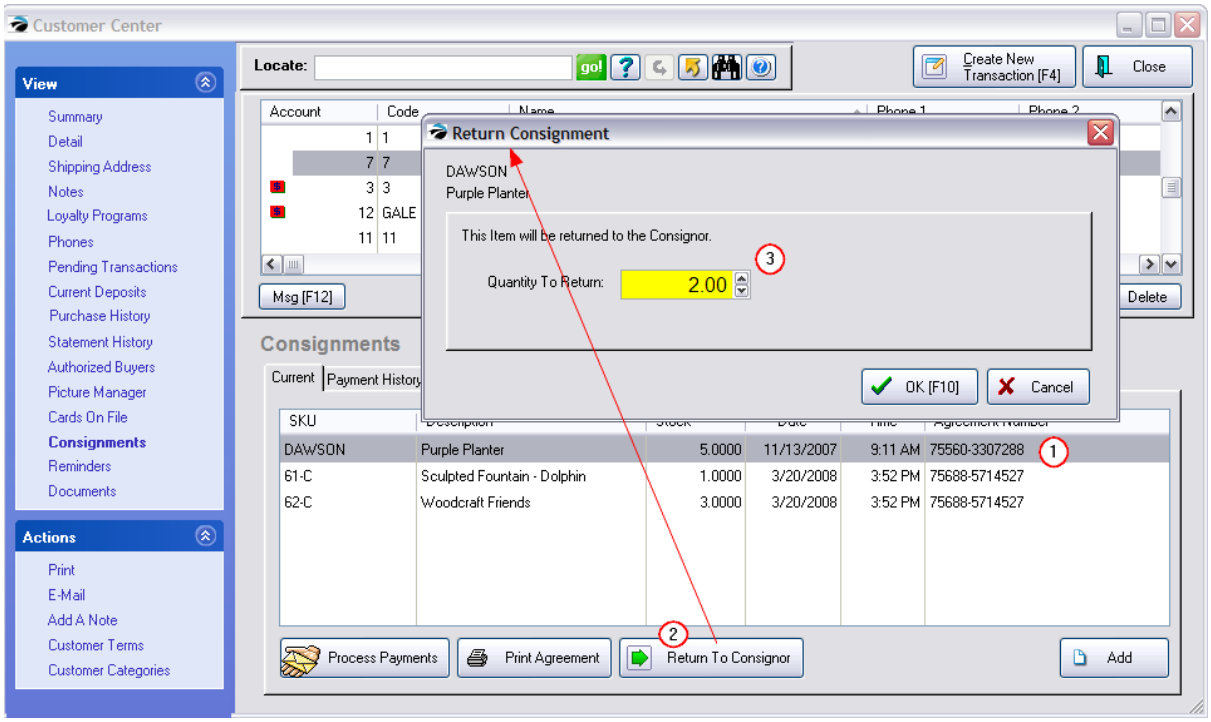
Return To Consignor

Remove an item from stock and return ownership to the consignor.

1) Highlight the item to be returned

2) Choose the Return To Consignor button

3) Enter the Quantity to be Returned and choose OK [F10].



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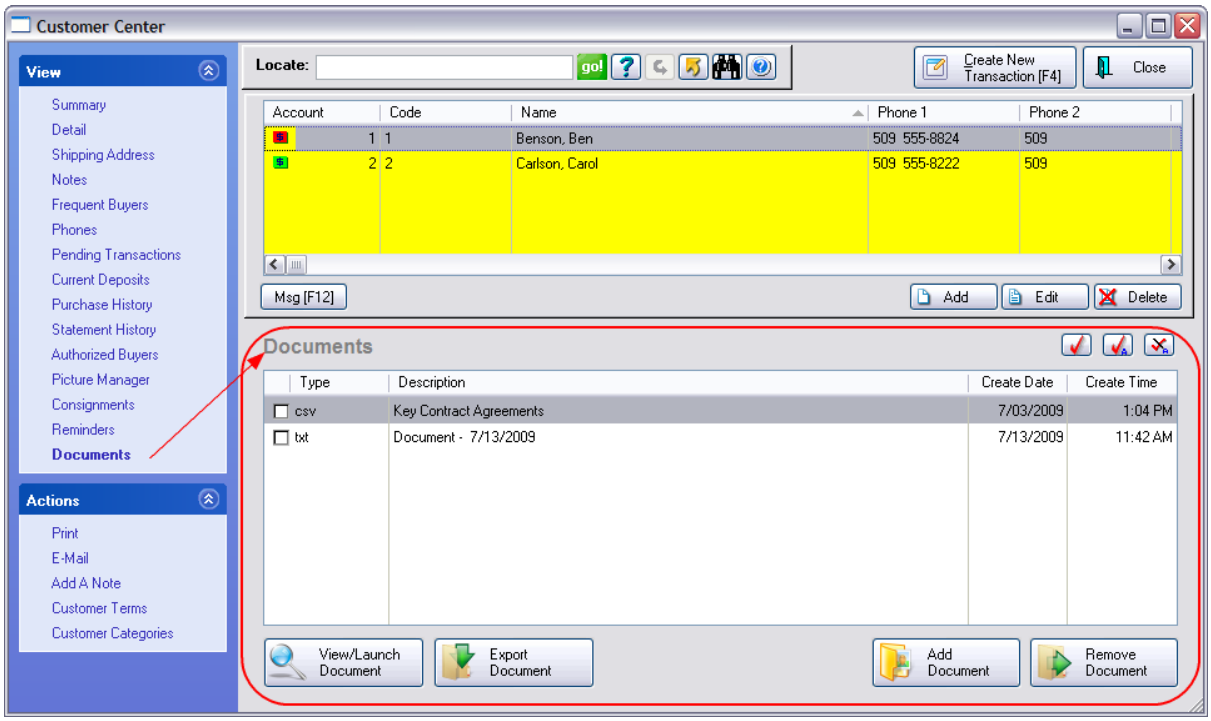
4.7.1.15 Documents for Customers

The purpose of Documents is to keep a list of extraneous materials relative to the customer. These are linked directly to the highlighted customer and will be available for view and exportation.. The document can be deleted when no longer needed.

Choose Add Document to create additional documents. (see Document Manager[1215])



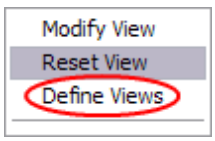
4.7.1.16 Exporting Customer Data

You may choose to Export select customer data. This is a useful tool for preparing mailing lists and for sharing data with other programs.

Step 1

Open the Customer Center and Right-Mouse-Click on a customer record.

Choose Define View



Step 2

Create a New View or modify an existing one.

Step 3

Determine which fields should be displayed. Transfer current fields out of or into the right hand box.

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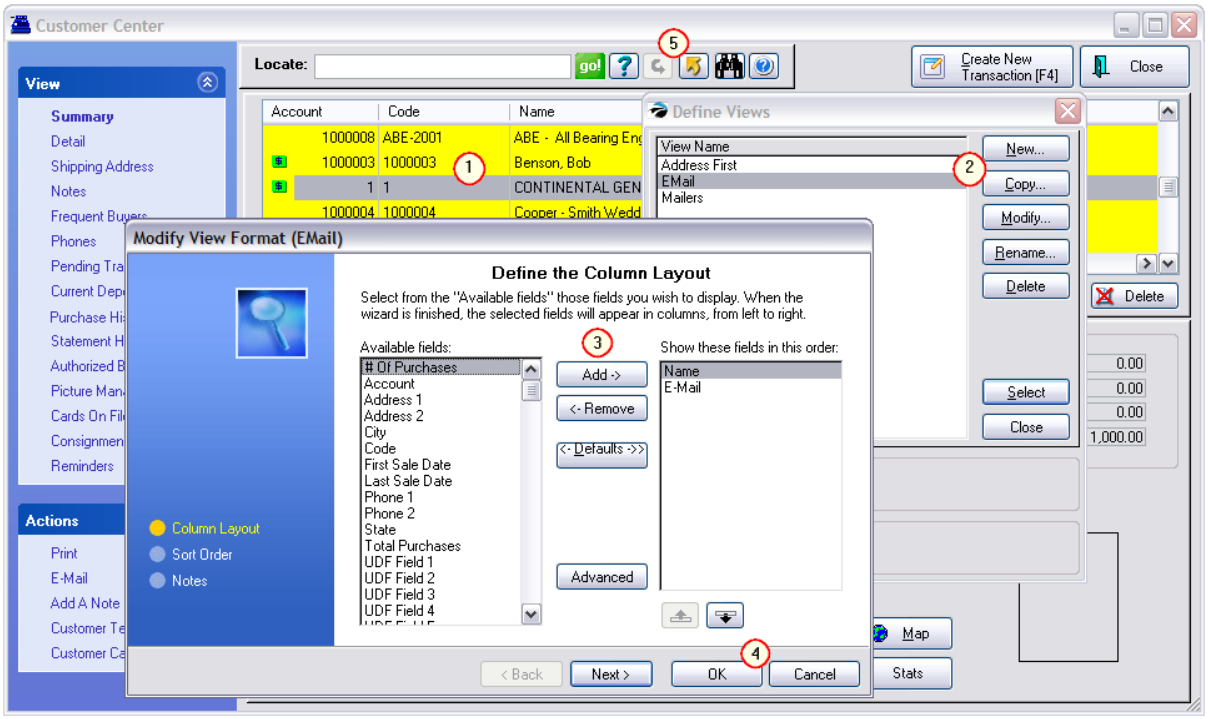

This is a list of customer fields from which you can choose.

Of Purchases
Account
Address 1
Address 2
Cell Phone
City
Code
Credit Limit
Current Owed
Customer Category
E-Mail
First Name
First Sale Date
Last Name
Last Sale Date
License
Name
Over 30
Over 60
Over 90
Phone 1
Phone 2
Sales ID
State
Terms
Total Purchases
UDF Field 1
UDF Field 2

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UDF Field 3
UDF Field 4
UDF Field 5
UDF Field 6
Zip Code

You may use the repositioning buttons to define sequencing and other functions as needed.

Step 4

Choose the OK button to save your definition. On the Define Views screen choose SELECT and the Customer List will be updated.

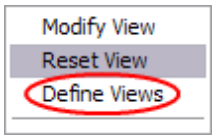
Step 5 To Export Data

Final Step: To export the listing as now defined, select the **Send To** button and you can choose your output file and format. (see Send To 1800)

When FINISHED - Reset View

When you have finished you can reset the customer list by repeating Right-Mouse-Click on a customer record.

Then select Reset View. This will restore the default settings.



4.7.1.17 Actions

On the Customer Center menu at the right are the following available activities

4.7.1.18 Print Customer Labels

A common task is to print address labels for customers because you want to mail out catalogs or notices.

This can actually be done in several ways. Your options are described below.

- **Customer Print Setup (see below)**
- **Export Customer List** - Uses the Gold Arrow icon on the Customer Center. see Exporting Customer Data 431 and Send To 1800
- **Marketing** - Go to Management: Marketing. This provides the same functions as Customer Print Setup for both "Customer Labels" and "Export Customers" but also includes an option to "Print Customer List" which is simply a report on paper.

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Customer Print Setup

Open the Customer Center and choose the Print option under Actions. You have 3 options relative to label printing.

- Select **Mailing Labels** to print labels for multiple customers - This requires some advanced setup

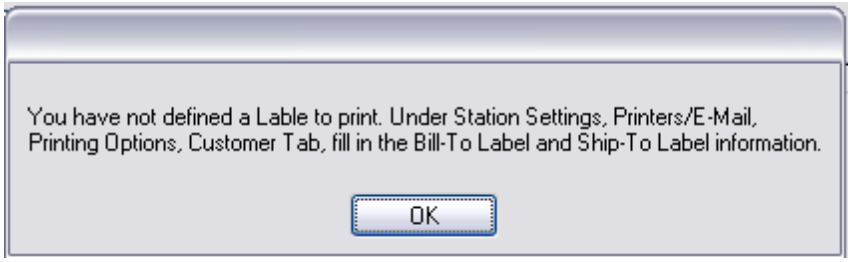
It is assumed that you will be printing mailing labels to a laser printer and using a page of labels with 3 labels across and 10 labels down. It is a standard Avery form which can be purchased most anywhere. If this is the case, then your task is easy.

If this is not the case and you are using a special label printer then you will need to customize the customer label.

Go to Report Center, click on Customer Labels, and open the cuslabel.lbl file listed. (see Customer_Labels_Editor)

- Select **Bill-To-Label** to print just one label for the highlighted customer Setup Alert

If you see the following alert, you will need to edit your workstation.



Go to: Maintenance: Station Manager: highlight your Station and choose Edit

Select "Printers/Email: Printing Options

On the Customer Tab, fill in the Bill-To Label and Ship-To Label fields. Activating Preview is optional.

- Select **Export** to create a file. This allows for selection of specific customer fields and then sends the information to a spreadsheet or other file type. This allows you to give your customer mailing list to a third party, such as a printer, or advertiser to do the work of mailing. Typically, you would only export the Name and Address information, but other fields could be included.

  In addition to selecting Sort Labels, and Query Options, as described below, you will be selecting and saving to a specific spreadsheet file layout, which can be recalled as needed. Spreadsheet Layouts

Once you have created a spreadsheet export, it can be named, modified, and reused.

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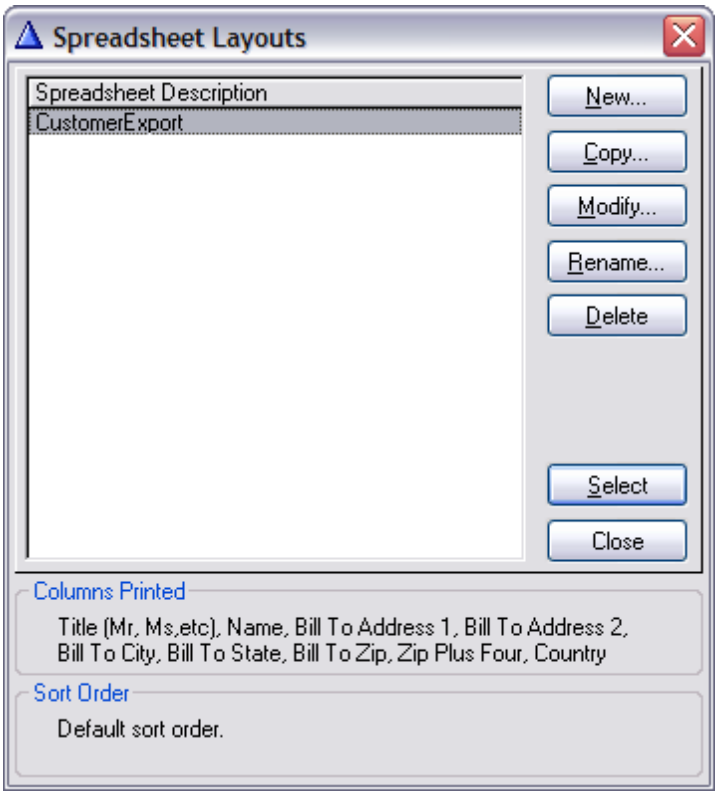

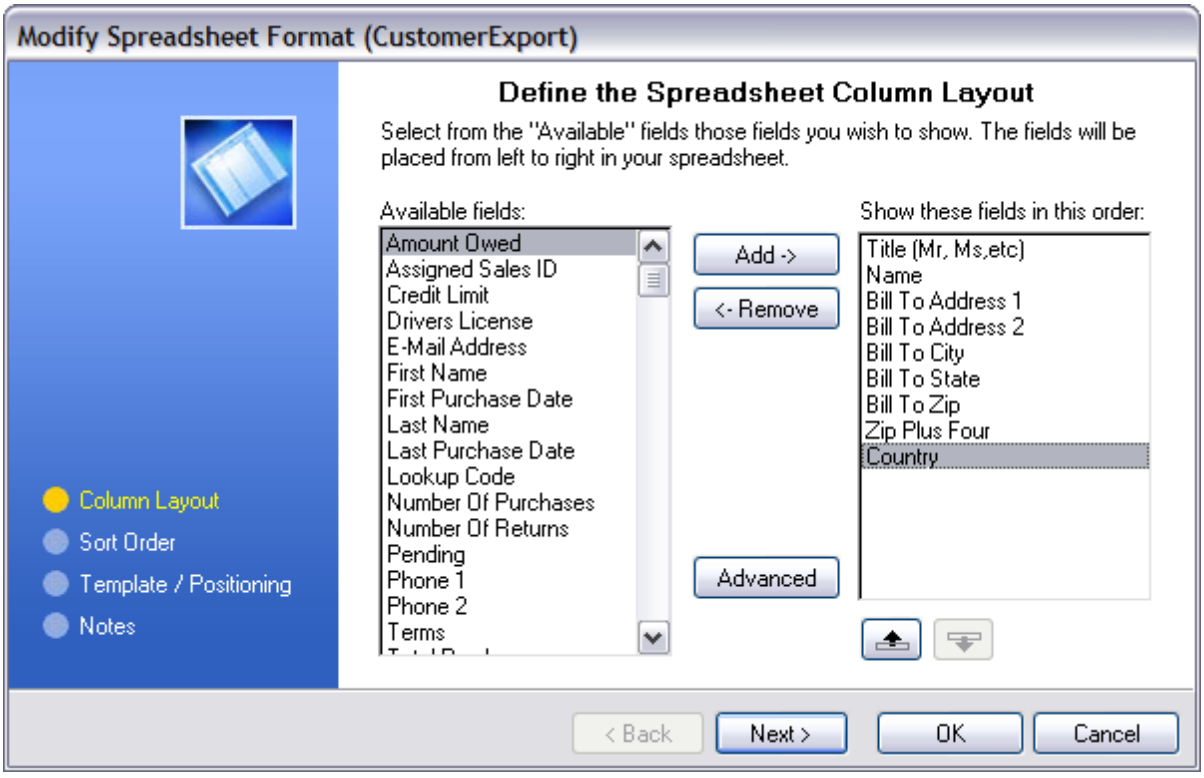

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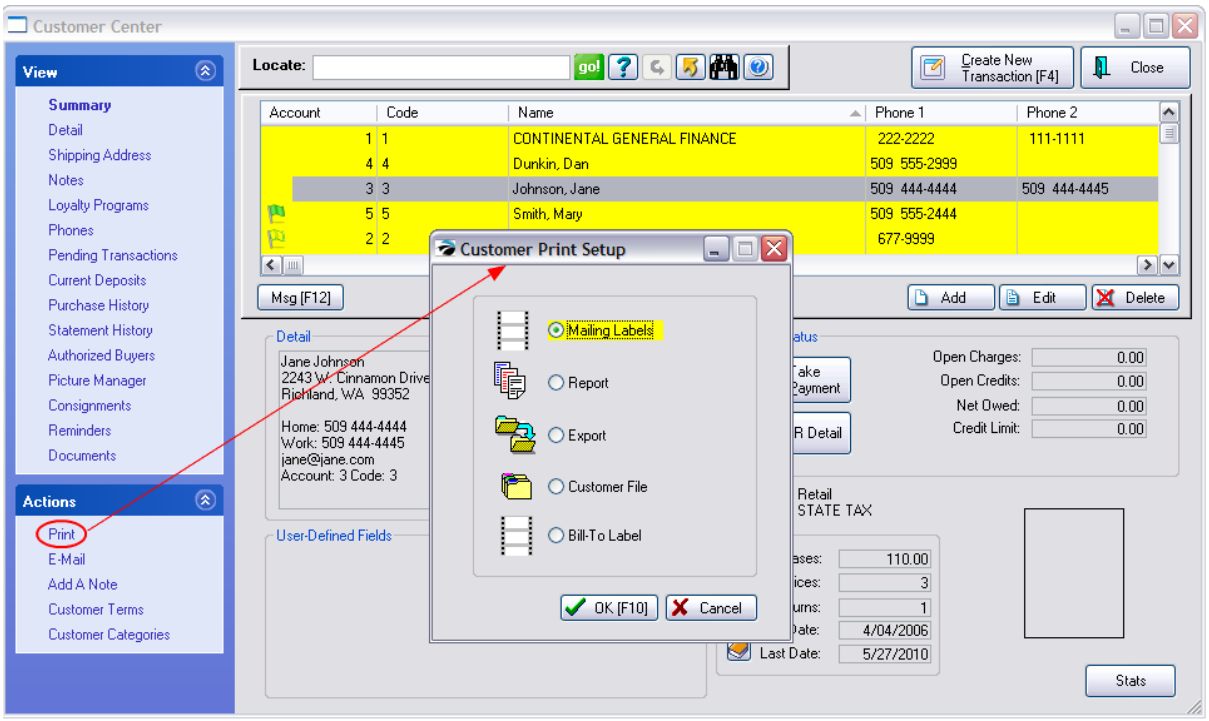
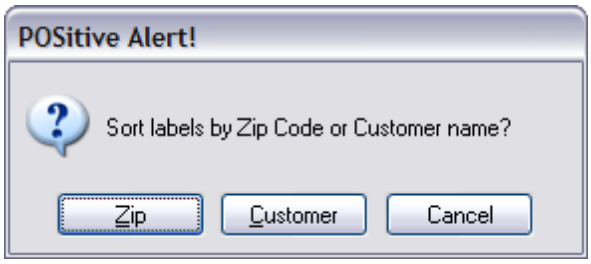


Sort Labels

Choose how you want the labels to be sorted when printed:

- Zip - prints all the labels in Zip Code order. This is useful if you are doing bulk mailing by locality
- Customer - prints all labels alphabetically by customer name. This is useful when matching specific mailing materials with specific customers.



Query Options

If you do not want to print labels for your entire customer list, you will need to define a Query

- Select a Previously Saved Query - will list filters you have created previously. Contact POSitive support for more information.
- Create a New Query - allows you to design a filter (see below) and then save it for re-use later. How To Create A Query

To create a query,

1) choose Create a New Query

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2) select a field which most closely filters your target list of customers

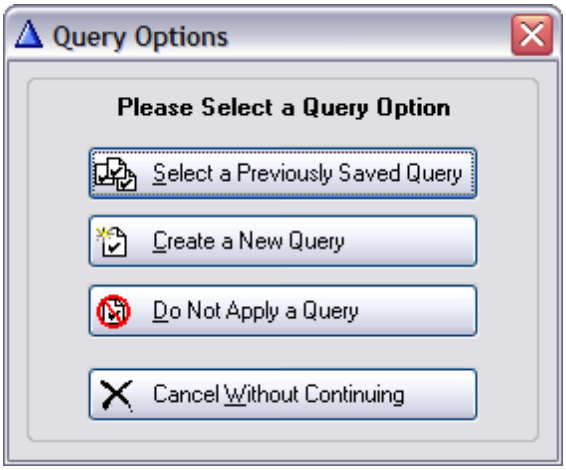
3) choose a Query Operation; a rule for matching

4) enter a value to search for

5) choose Finish

6) choose to Save your query for later use. Contact POSitive support for more information.

- Do Not Apply a Query - proceeds without any filter; will print labels for ALL customers.
- Cancel Without Continuing - cancels the process and returns you to the Customer Center.



4.7.2 Inventory Center

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

Click here to watch our Inventory Setup video.

(When choosing F1 for context sensitive help, you may have to explore this page further for specific topical help. See more links)

It is divided into 3 main parts:

Inventory Listing The list of all of your inventory items can be sorted and searched..

FINDING INVENTORY ITEMS - Various tools such as Locate, Query, Find, and Filter quickly focus on the item(s) meeting certain criteria. (see Inventory Listing 443)

Access Panel Tabs Lists various views, properties, and actions relative to the highlighted inventory item. (see Access Panel 462)

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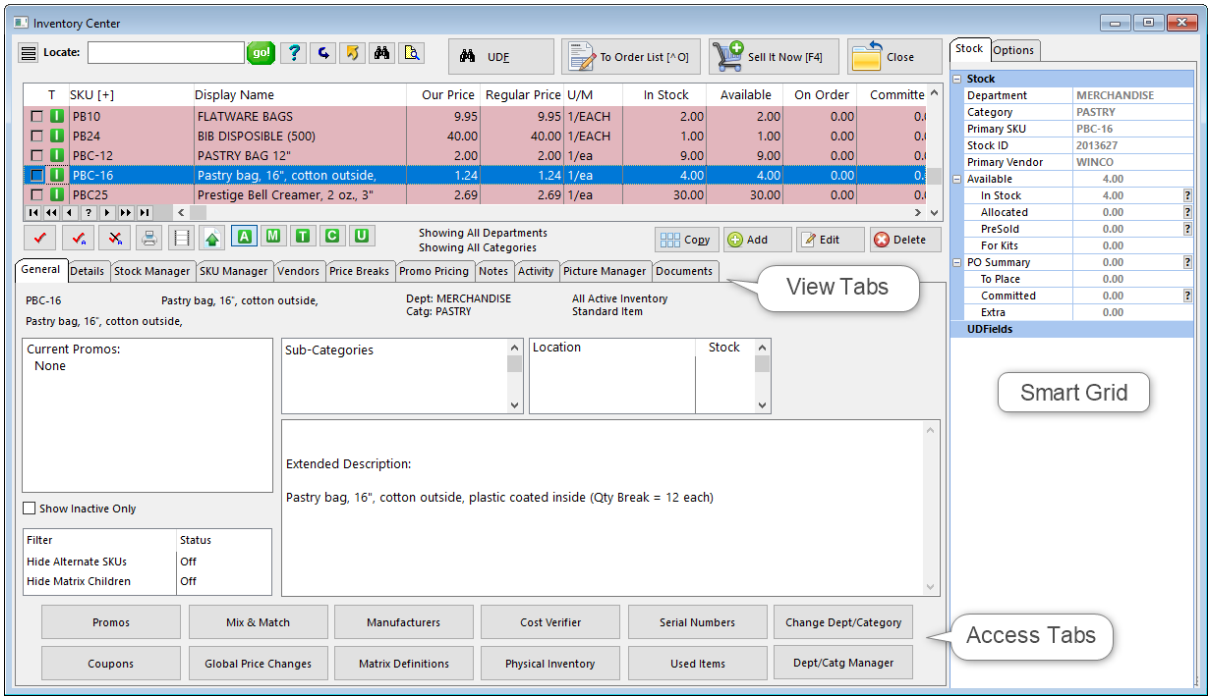
Inventory Views Displays specific detail or other information about the highlighted inventory item. The contents of this section will change as various views and properties on the Access Panel are selected.

Smart Grid Shows a summation of settings of the highlighted inventory item for quick review without having to open other views or screens. Some fields allow you to directly edit and change settings.

Also see: Inventory Details 464



Column Display And Exporting Inventory Lists

The number of columns visible and the sequence of the columns can be changed by Right-Mouse-Click and choosing Define Views. You determine a name for the view and what elements will be contained. This is useful not only for viewing but for exporting some or all of your inventory.

Inventory Listing

SELECTION OPTIONS

InfoBar The InfoBar shows the following information about the highlighted inventory item.

-- Details - Stock counts and status, Last Vendor purchases
-- Orders - customer Sales Orders reserving this inventory item
-- Purchases - PO History for this item
-- Open POs - purchase orders in transit or to be placed
-- Sales - listing of invoices and a graph of sales of this item

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You may leave the InfoBar screen open and highlight a different inventory item and the screen is updated for the selected item.

Locate

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

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

TIP: If you cannot find a specific item, use the option "Show Inactive Only" before attempting to create a new item. It could be that the item was made inactive. (see Inactive Inventory 1352)

 **go!**

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

 **Query**

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

 **Reset**

Restores the list to show all records.

 **Send**

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

Note: This function is not just for Inventory, but for any other type of list. (See Send To Window 1800)

 **Quick Find**

Search and display all inventory items containing the characters in a specific field or combination of fields. (see Find 449)

SKU
Description
Long DescriptionBotanical Name
Department
Mfg. Part No.
Sub-Category(s)

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

 **Category Filter**

Display all inventory assigned to a specific category. (see Filter (Dept/ Category) 452)

Custom Views

It is possible to modify the information shown in the columns. Please see Defining Custom Views 1803.

Inventory Types

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



- All Inventory - **CTRL-A** shows all inventory
- Matrix - **CTRL-M** inventory which comes in color/size and are viewed together in a matrix
- Templates - **CTRL-T** groups of items being sold together; kits

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- Consignments - **CTRL-C** items being sold on behalf of another person or company
- UnPosted - **CTRL-U** items added on the fly while creating an invoice; Incomplete Items

Sell It Now [F4]

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

Inventory Record

(in yellow)

Each line represents an inventory item. However

In the sample picture above, there are two entries for the same items. We are sorting by SKU (see SKU Manager) which allows us to identify both the AutoQuote vendor of the product as well as the primary SKU for the product.

SORT ORDER: Click on the column title to set the sort order for the column.

- ***Description*** - sorts alphabetically, ascending or descending (double click)
- ***SKU*** - shows all primary and alternate SKUs of all items. Hence, you will see multiples of the same item.
- TIP: You can choose to only show primary and no alternate SKUs, by c licking on Binoculars (Quick Find), click on Show Options, Click on "Hide Alternate SKUs'.

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

HIDE INFORMATION: The columns of information displayed can be rearranged or hidden. Right Mouse Click on one item, choose Define View and select which fields to show.

(see Inventory Record 445)

 **Tag/Untag**

Tagging items in the inventory list is a method for

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

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

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

 **Tag All**

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

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UnTag All	Unchecks all displayed items.
Print Record	Prints information about the highlighted inventory item including price levels, stock levels, cost, and the Internal Notes for the the item.
To Label List	Add tagged/highlighted to Label List. Clicking this option will prompt for the number of labels to be added the the Label List. By default, the current stock count is already entered (see Add To Label List 453)
Send to Web	Force update of E-Commerce with this item. Generally, this is automated whenever changes are made to an internet inventory item, but you can force the item to the web.
Filter Status "Showing All Departments" "Showing All Categories"	As you use the "Category Filter" button described above you will see which filter is in place. Choose the "Reset" button to show All departments and categories, again.
Copy	Makes an exact copy of the highlighted inventory item, with the exception of the SKU which must be different than the original SKU. (see Copy 454)
Add	You first select the type of inventory item, the dept/category to which it will be assigned, and then fill in the details for Description, SKU, Cost, Prices, etc. (see Add 455)
Edit	Change any details of the inventory record. (see Details 464)
Delete	You must confirm that you want to delete the inventory item. There is an "undo" feature. Go to Manager: Deleted Items in the Access panel at left (see Deleted Items 494) If the item has a stock count or is on a pending order you will not be able to delete the item, You must make a corrections or substitutions before you can delete the item.
ON SUMMARY VIEW	When first opening the Inventory Center
Show Inactive Only	Displays inventory which has been hidden or made inactive. Accessible only on the Summary view. (see Inactive Inventory 1352)
Price w/VAT	This is only visible after selecting System Setup: Tax Options: Tax Inclusive: "Enable 'Display VAT Pricing' Option On Inventory Screen". Placing a check mark here will adjust the selling prices to include the Value Added Tax percentage to the normal price.
Search UDF	Lists all inventory with User Defined Field contents. Accessible only on the Summary view. Sorts on a content field and then you can select the specific inventory item.

Access Panel Tabs

See linked topics to learn specifics about each screen.

General - has no editable fields, but it displays much useful information controlled by other properties: current Promo, standard note, stock counts and locations, user defined fields, template contents, and picture of the highlighted inventory item.

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Details 464 - Displays and allows editing of the inventory record's individual fields of information.

Management 473 - various tools for working with inventory List

- Dept/Categories 475 - Create new departments and categories. Edit and re-assign categories
- Coupons 475 - create manufacturer and store specialized coupons for use in conjunction with items you sell
- Used Items 486 - One of three methods of handling trade-ins.-- Controls condition and pricing of used items (see Trade Ins 1520)
- Mix & Match 487 - sets price breaks for combinations of qualifying items
- Serial Numbers 1489 - view all serial numbers current and historical (see Serialized Inventory 1484)
- Matrix Definitions 1419 - the row/column name presets to be used when creating new matrices
- Deleted Items 494 - Lists inventory items flagged for removal from the Inventory Center. You can choose to finalize their removal or recover select items which were once deleted, (see Recover / Delete Items 459)
- Manufacturers 495 - a listing of manufacturers (not distributors) of products purchased from vendors

View

Stock Manager 497 - more

current stock counts - shows source, costs, and number of units
-- **serial number manager** - for adding serial numbers and changing status of serial numbers as needed
transaction log - a listing of activities affecting the highlighted inventory item
stock locations - quantities per designated location
linked inventory - tag along and suggested items linked other items when sold
used items - one of 3 methods for tracking used inventory
seasonal items - set min/max quantities of items based upon time periods throughout the year

Stats button - gives a count of all inventory item records

SKU Manager 513 - allows an inventory item to have multiple part numbers and to define alternate names of inventory items based upon packaging

Picture Manager 526 - for assigning and controlling a picture of the inventory item

Promo Pricing 528 - discounted or modified prices for given time periods (choose the Button)

Promo Manager 530 - apply discount percentages to more than one product at a time for a given time period Open the Promo Pricing view and select Promo Manager at far right

Price Breaks 536 - automatic price changes when selling multiples of an inventory item

Item Notes 540 - Types

Transaction - prints on the customer invoice
Standard - short summary, displays as note on e-commerce item
Extended / Web - 10,000 character description
Purchase Order - prints when item added to a purchase order

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Internal - unlimited note for staff briefing

Vendors 542 - any company or individual who provides this product for resale. displays purchase order status and updates

Item Activity 544 - more

Customer Orders - displays all pending orders for the highlighted item
Purchase Order History - all past purchase orders for the item
Sales History - all invoices which included the item and the cost, selling price, and profit on the invoice
--**Cost Verifier** for multiple invoices
--**Detail** graphs and numbers

Documents 547 - access to adding and reviewing documents attached to this item

Actions

To Order List 548 - one method of ordering more product

Change Dept/Catg 550 - to reassign an item to a different department and/or category

Verify Inventory 552 - a procedure to compare inventory stock levels with reported stock counts. It also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

Cost Verifier 562 - re-set the cost of an item sold on a specific invoice (also see Adjust Item Cost 979)

Physical Inventory 564 - change stock counts of a single item or multiple items, to review stock exceptions, and use a batch method of changing stock counts either from a file or direct scan of items. The list can also be printed.

Global Price Changes 585 - select inventory which match a particular requirement and then to apply a pricing change to those items only.

4.7.2.1 Inventory Listing

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

Tools For Finding Existing Items

Locate / Go - quickly filter the list using Enter or CTRL-Enter

1) Select the column to be sorted by clicking on the column title.

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2) Begin typing search characters. (You do not have to click into the Locate field.)

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

Inventory Record 445 - Sort the listing How?

Click on the column title: SKU or Description to choose which column the Locate button will search in.

Also, change the sequence of columns of information, create multiple "views" for easy recall. (Rightmouseclick on a record and choose "Define Views"

Query - Select from an unlimited number of saved queries or filters which you can create and modify as needed. Contact POSitive support for more information.

Reset 437 - Restores the complete list of all inventory items.

Inventory Find 449 - Search through an of five (5) commonly used fields: SKU, Description, Long Description (Botanical Name), Department, and Manufacturer Part Number as well as find items assigned to given Sub-Categories.

Filter (Department/Category) 452 - Limit the display of inventory in the list to items belonging to a specific category.

Search UDF - Find an inventory item based upon specific content of a User Defined Field. User Defined Fields for inventory are used to track additional information about an inventory item.

Copy 454 - duplicate the settings of an inventory item and create a new item with a unique SKU

Add 455 - create a new inventory item

How To Set Inventory Physical Stock Counts

As you create inventory items, either manually one at a time or through an import routine, you will not be entering stock counts of what is currently on the shelf.

Entering stock counts is done separately from defining an inventory item through various methods. Pick one which will best suit your needs. Options

OPTION 1

While you create an inventory item you will be prompted to enter your current stock count. You will need to know your current stock count at the time of creating the item.

To activate this option, go to Maintenance: System Setup: Inventory and choose "Prompt For Stock Count When Adding." When you create a new inventory item you can enter the stock count. If you don't know the stock count, you can use Option 2.

OPTION 2

After you have created your inventory item (or several items), choose the Stock Management view at the far left. Choose the Verify/Adjust to enter your current stock count for the item.

OPTION 3

Use an importing file to bring stock counts of all items into POSitive at the same time.

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Create an excel spreadsheet, enter your SKU and the current stock counts in the file. When the excel spreadsheet is completed, save it as a comma or tab delimited file. POSitive cannot read xls files.

To import these stock counts you can choose to use the import function of either a purchase order (preferred method) or though Option 4, the Reconcile From File option.

OPTION 4

Go to Inventory master menu (top of screen) choose Physical Inventory at the far right. Find the item and choose the Change button. This is essentially the same as Option 2 except that you have ready access to each inventory item.

There are more tools here for making stock adjustments en masse. Some commonly used methods are to import a file with stock counts or to direct scan items and enter stock counts. (see Physical Inventory 564)

4.7.2.1.1 Inventory Record

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

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

Sorting The List

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

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

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

Finding Products

There are several tools or methods available to find specific products. (see Selection Options 437)

Information Displayed

Most of the information displayed is extracted from the Details section which you can edit as needed. (see Details 464)

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

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

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unnecessary.

Type

I = normal Inventory
M = matrix header
T = template
C = consignment
U = unposted item

SKU

The product code or Stock Keeping Unit. Generally, there is only one SKU per inventory item. However, if you choose to use secondary SKUs, sorting by this column will display the item multiple times; once for each SKU. (see SKU Management 513)

Common Name

This description of the inventory item prints on the customer invoice and on all inventory reports.. However,different descriptions can be used if there are secondary SKUs using Alternate Display Information, then the Alternate description will be visible in the inventory list and on customer invoices, but not on inventory reports. (see SKU Management 513)

Retail (or any price level)

Upon opening the Inventory Center price level 1 is usually displayed. However, the default price level displayed can be pre-set in System Setup: Inventory: General

The titles of the price levels are set or controlled in System Setup: Inventory: Pricing.

View Each Price Level
Click on the column title multiple times to scroll through the multiple price levels.

This price will be in RED if there is a promotional price in effect today. (see Promo Pricing 528)

Reg. Price

This is the "regular" or normal price of the item. It is also dependent upon the customer in focus.

Bulk inventory items will show the Each price even if you are selling various package sizes. (see Bulk Inventory 1302)

Total Stock

The total number of items in the store.

Available

The number of items which are "unclaimed" and can be sold to the next customer. This field is calculated by subtracting the number held or reserved from the total in-stock count. (see Stock 497)

The symbol **n/a** is displayed if the item is not tracking stock counts. (see Details 464)

On Order

The number of items being purchased from a vendor as listed in existing purchase orders. (see Vendors 542 and Stock 497)

Committed

The number of items being purchased from a vendor which are already claimed for customer orders.

Extra

The number of items being purchased from a vendor which are "unclaimed" and can be sold to the next customer.

Minimum Stock

The number of items to be on the shelf at all times. POSitive will generate an

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	Order List and add this this item if the Total Stock is less than this minimum number.
Maximum Stock	The maximum number of items to order from the vendor. There is a switch on the Category which will prompt POSitive to bring the order number up to the maximum.
Minimum Order	A number imposed by the vendor as a minimum number they will ship.
Last Cost	(optional) Right-Mouse Click on a line item will allow you to modify the view and include or exclude any of these fields.
Unit Cost	If the inventory item is purchased in bulk and sold in smaller units, then this is the cost of each individual unit
Department	The name of the department to which the item's category is assigned.
Category	The name of the category to which the item is assigned. An item can only be assigned to one category.
Long Description (Botanical Name)	This long description or botanical name, handles an additional 12 characters for the name of the inventory item. By default this description is identical to the shorter, common name description but can be modified or totally overwritten. This long description can be hidden from this list and from the inventory item by turning off the option in System Setup: Inventory. Also optional is the modification of inventory forms and invoices to use this description instead of the brief description.
Primary Vendor	The main vendor assigned to the inventory item
Primary Vendor SKU	The product number used by the primary vendor for re-ordering the item
Internal ID	A system generated number to uniquely identify the inventory item.

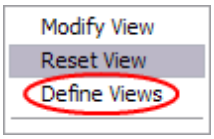
Column Sequence

The columns of information displayed can be rearranged. This helps you focus on the most important elements of the item and defines the output of your inventory list if you choose to Send it to an external document. (see Send 1800)

Define View

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

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



- Choose New and give it a name.

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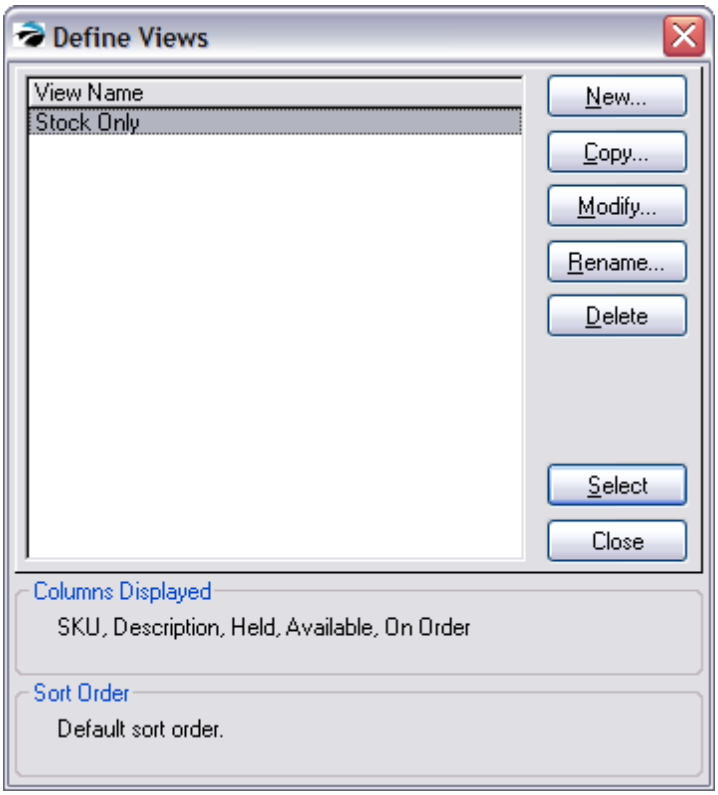
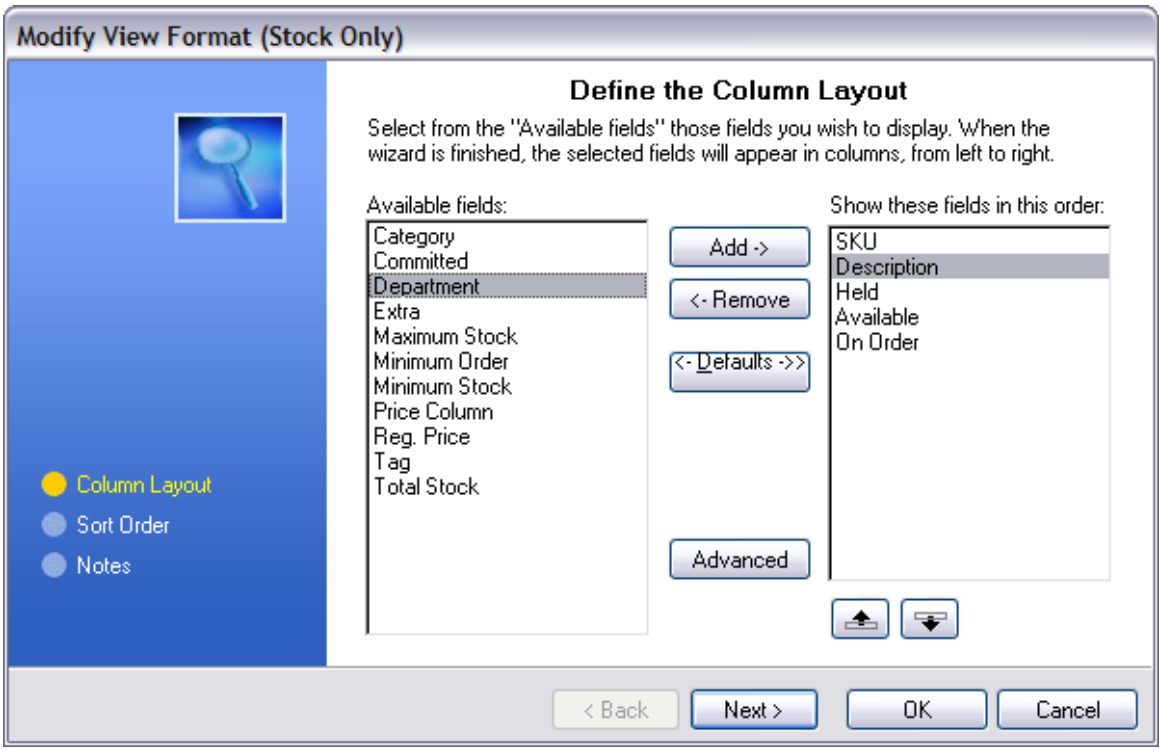


- The "Define the Column Layout" screen shows all the fields of information available.
- Using the Add / Remove and Reposition buttons, select which fields on the right will be utilized on the left.



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- Choose OK and your selection is saved. (see Views 1803 for more detailed instructions)

Reset View

When you right mouse click on an inventory item, Reset View restores POSitive's default layout.

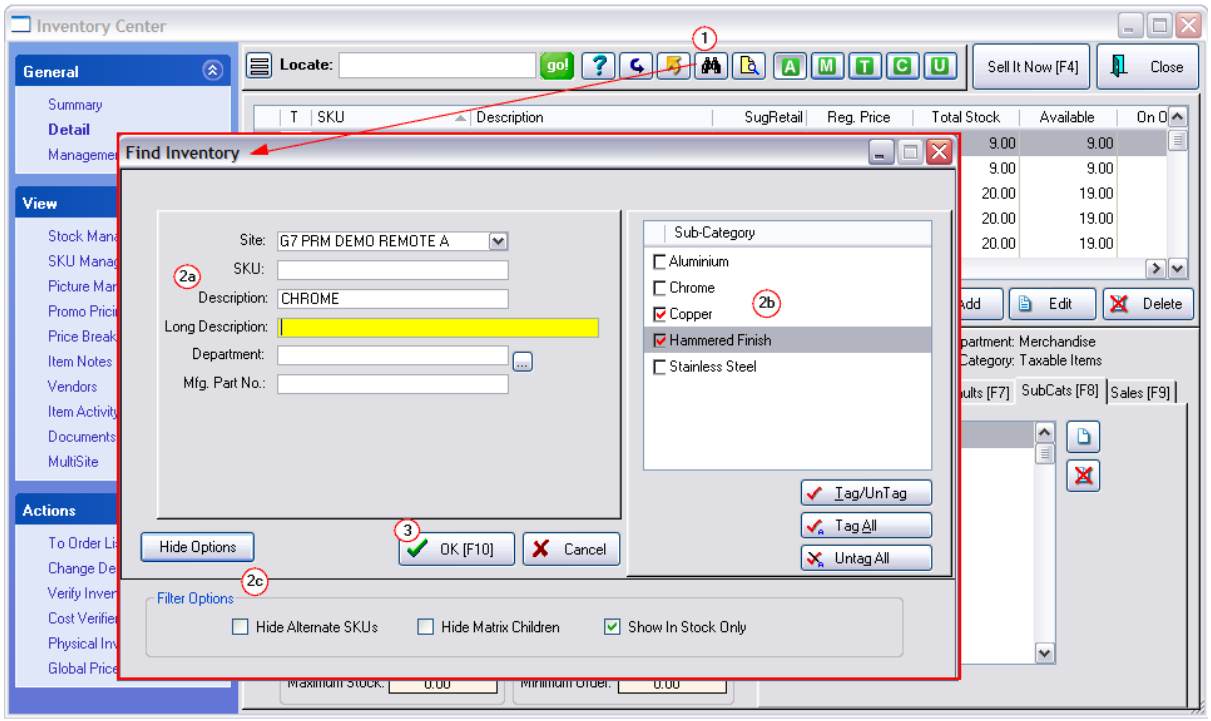
4.7.2.1.2 Inventory Find

1) Choose the binocular icon at the top of the Inventory Center screen

With Find, you can search through any of five (5) commonly used fields: SKU, Description, Long Description (Botanical Name), Department, and Manufacturer Part Number, as well as find items assigned to given Sub-Categories. (see create Sub-Categories 470), and control filters for the "Locate Item" screens

This is similar to "Locate's" CTRL-ENTER option in that it will find a matching string anywhere in the field. (see Locate Item 904)

But in this screen you can combine searches. For example, if you are looking for all SKUs with 123 sequence, but only in a specific department then enter 123 in the SKU field and select the department (s).



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STEPS FOR USE

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

(2) Enter a phrase, word, or letter combination in either the SKU, Description, or Department field. The search is not case sensitive. Typing CAPS is not necessary. If desired, enter another "string" of characters in another field. Using Department lookup button allows you to tag multiple departments. More

Sub-Categories can be searched separately or together with other options. To create Sub-Categories see (Sub-Categories [F8] 470)

(3) Click on OK.

All inventory which contain the search entry will be displayed.

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

NOT FOUND?

TIP: If you cannot find a specific item, use the option "Show Inactive Only" before attempting to create a new item. It could be that the item was made inactive. (see Inactive Inventory 1352)

Show / Hide Options

Three features of the Inventory Find screen have practical application at the inventory screen and elsewhere while invoicing.

Hide Alternate SKUs - Alternate SKUs are a feature of SKU Manager 513 which assigns secondary SKU's to an inventory item. These secondary SKUs can be superseded part numbers, grouping codes, abbreviated names, or any other useful identifier.

- If left unchecked, when sorting the inventory list by SKU, you will see multiple entries for the same inventory item; one entry per alternate SKU,
- If checked, only the primary SKU will be displayed thereby minimizing confusion. Nevertheless, alternate SKUs are still functional and can be scanned and used in the program.

Hide Matrix-Children - to simplify this inventory listing, you can choose to not display items belonging to a matrix group. Hiding the items does not restrict sales of matrix items using a scanner.or looking up an item.

- If left unchecked, when sorting the inventory list by SKU or Description, you will see see all items, including matrix items.
- If checked, only the matrix headers will be displayed. To edit a specific matrix item, find it on the matrix header and choose Edit.

Show In Stock Only - Cash and Carry type businesses primarily sell only what is in stock. This is especially useful when creating an invoice or an order because the Locate Item 904 screen will, by default, only display inventory with current stock counts. This option can be toggled on and off at the

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Locate Item screen. IMPORTANT: this switch will not affect the Inventory Center listing; it will always show all inventory no matter if there is no stock. Use Query

On the Inventory Center, if you only want to see inventory items with stock counts, use the Query button.

Create a Saved Query named Stock (more than 1.00)

Choose the "Total In Stock" field and select Next

Choose the "Is Greater Than or Equal To" criteria and select Next

Enter 1.00

Save your work and run the query whenever you need it. (Be sure to use the Reset button when you are done.)



- If left unchecked, this will not change the Inventory Listing nor the Locate Items listing.
- If checked, this will not change the Inventory Listing, it only affects the Locate Item screen to show items in stock.

4.7.2.1.3 Wildcard Search with %

When searching inventory by description, there are times when you may know two or more words in the description that are not adjacent.

Use of the % sign will help you to find matching types.

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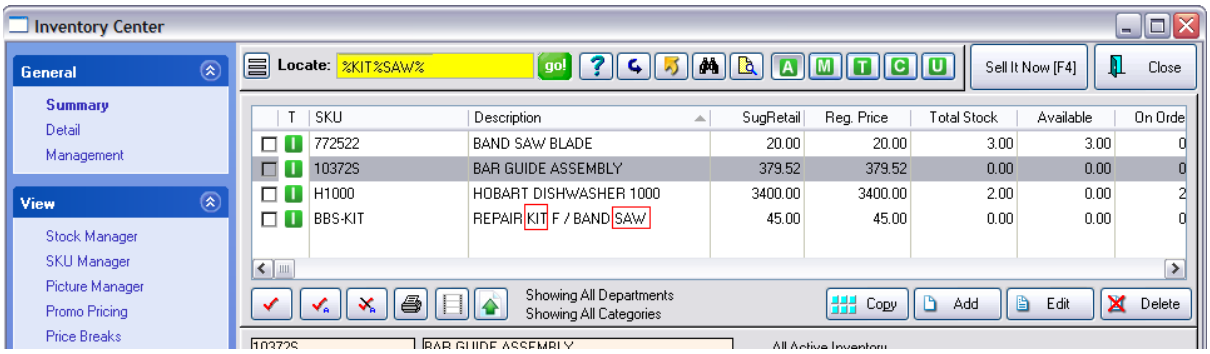

In the above example, you know that the item contains the words KIT and SAW, but you do not know the other words or characters between them.

After choosing to sort by Description, type the following into the Locate field:

%KIT%SAW%

and then press CTRL-Enter.

The cursor will highlight the first item matching the criteria and show other matches, if any.



Notes:

- The percent sign % indicates any number of any characters

Technically, you could omit the % after the word SAW because there are no characters following SAW, but to be on the save side always end with a %

- You may search for as many words or strings of characters as you wish, just be sure to use % between those groups.
- Also, the search MUST be in sequence. Typing %SAW%KIT% will NOT find the desired item.

4.7.2.1.4 Filter (Dept/Category)

Every inventory item is assigned to a category.

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

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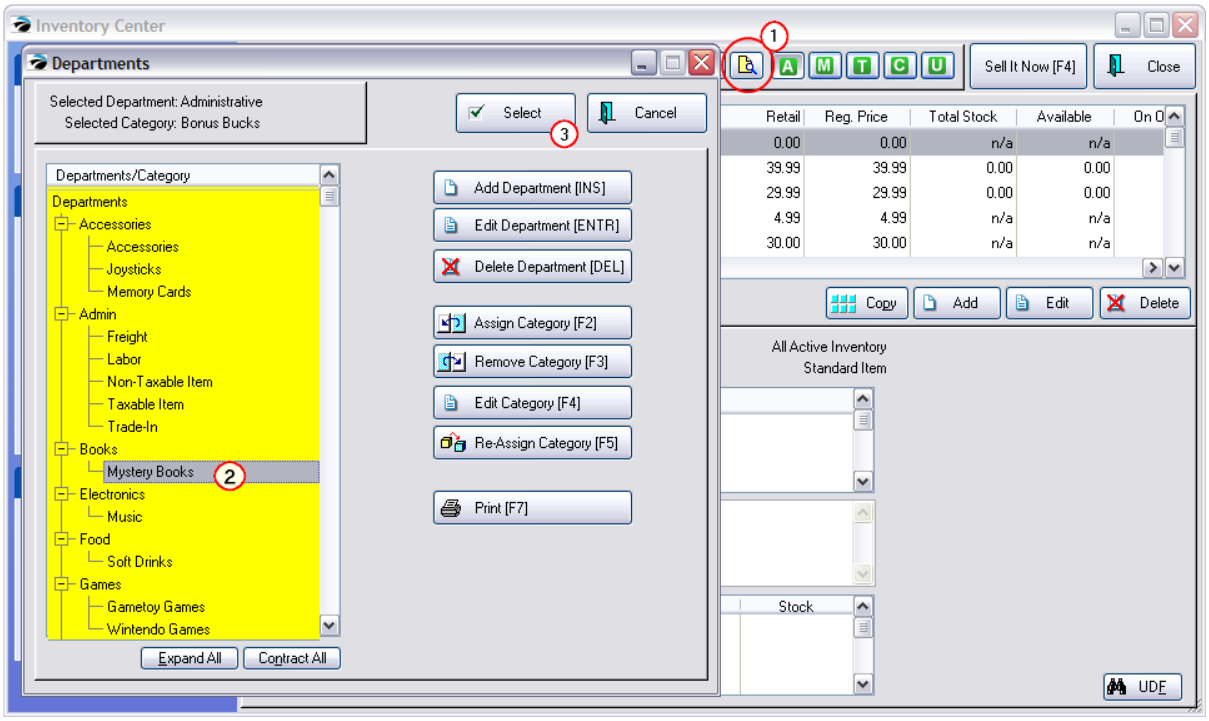

(1) Choose  Department Category Filter icon.

(2) From the List, highlight one Category.

(3) Choose Select.

All inventory assigned to that category are displayed.

Use **Reset** to remove this filter.

Note: This method will display only one category at a time. If you need to display multiple categories use Query to identify the specific categories desired. Contact POSitive support for more information.

4.7.2.1.5 Add To Label List

In the Inventory Center highlight the item you wish to print a label for, then:

1. Click on the Label icon to open the Batch window.

2. Labels are organized by "batches" and the label will be assigned to a "Default Batch" unless you create a new one. Or, you made add it to an existing batch. Also, the number of labels printed will be based on the current stock quantity, which can be changed if you wish.

3. Labels can be linked to Purchase Orders, which will be explained later.

4. Fast Add bypasses the previous options and sends the labels to the Default Batch and prints the quantity you select.

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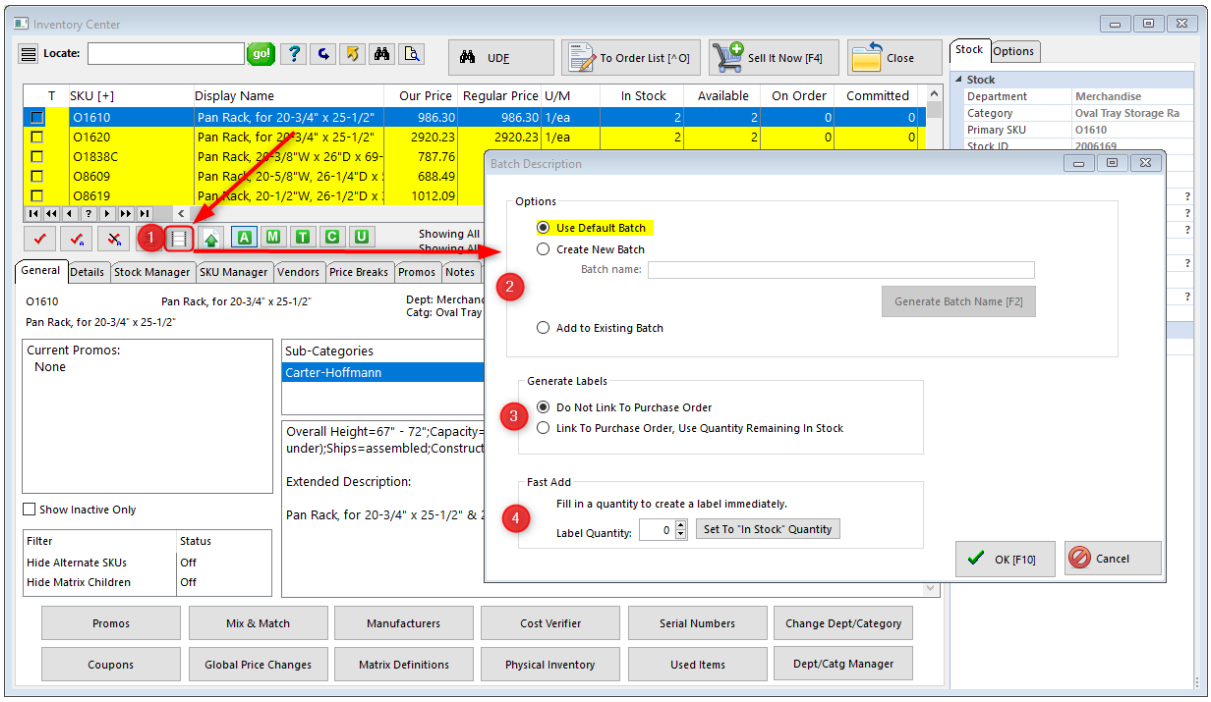

More About Inventory Labels

Printing Labels see Inventory Labels 1369

Designing Labels see Labels List 1360

4.7.2.1.6 Copy An Item

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

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

Make changes to the description and enter a new SKU.

Make any other changes you wish, and choose OK.

Make the Long Description (Botanical Name) Match the Common Description field

- delete the Long Description (Botanical Name) contents,
- click on the Description field
- click on the Long Description (Botanical Name) field and it fills in the Long Description field.

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

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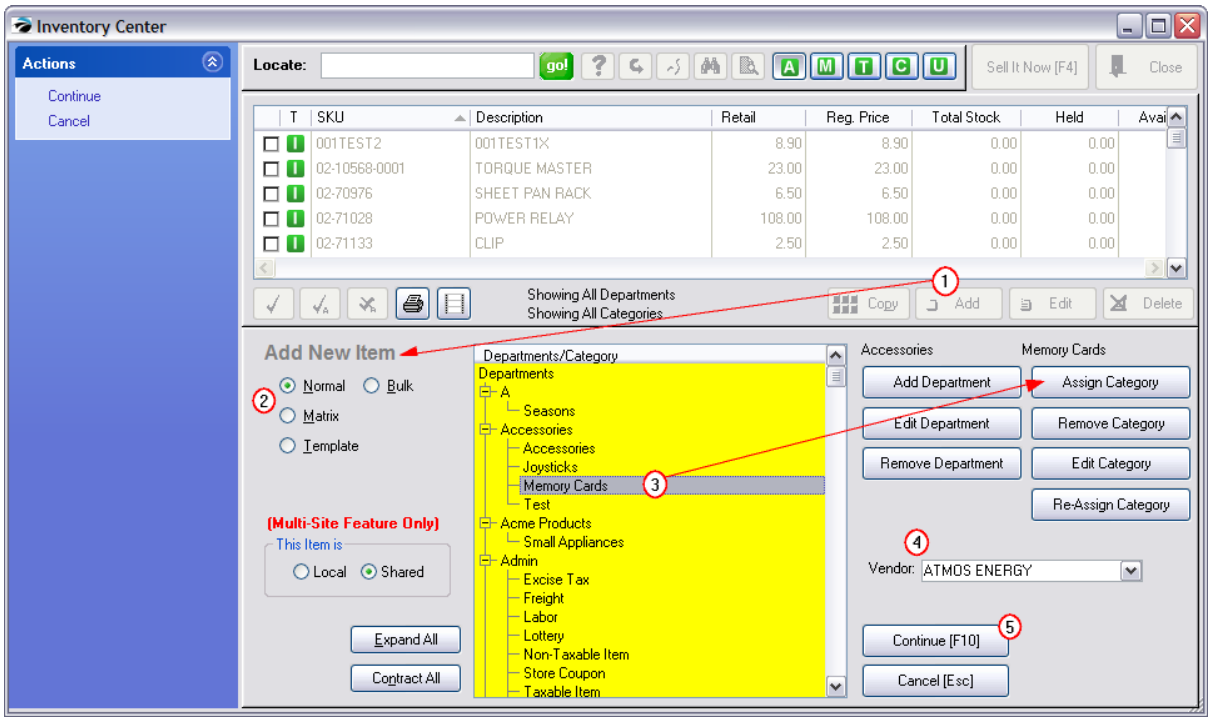
4.7.2.1.7 Add New Item

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



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

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

(3) Highlight the category for the item.(If the category does not exist, then highlight the Department and select "Assign Category" and ADD to create a new category) Use Expand/Contract All

When your list of departments and categories is large, it may be easier to find the specific category by Contracting the list of departments.

Contract All - hides all categories of all departments

1) Click on Contract All button. Only the department names will be listed.

2) Click on the + symbol in the box of the desired department and all categories in that department will be displayed.

3) Highlight the desired category and continue.

Expand All - displays all categories assigned to all departments

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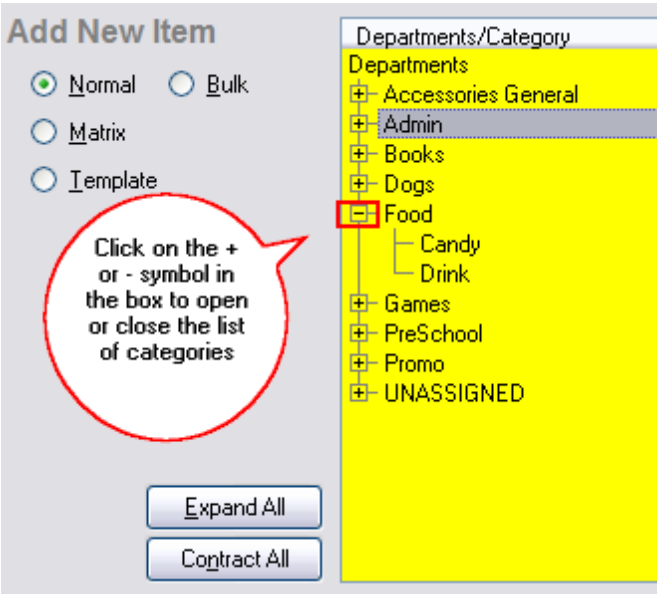

If necessary, choose to create and select a new department or a new category. (see Departments 1338)

(4) (Optional) Choose the vendor for this item.

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

To Add Departments and Categories

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

To Add a Category - First, highlight the Department Name. Then choose Assign Category. If the category does not yet exist, choose the Add button and you will fill in the category name and default settings. Finally, when the desired category is visible in the list, choose Select. (see Departments 1338)

4.7.2.1.8 Delete (Item)

Deleting an inventory item has a few safeguards to make sure that an item in not deleted unintentionally and to give you an option for recovering the deleted item.

WARNING: After deleting an inventory item IMMEDIATELY go to Deleted Items Manager and Purge the item. This will prevent future complications.

Delete the Highlighted Item

This button will delete the highlighted inventory item(s) Check mark multiple items and choose Delete if certain conditions are met.

- no current stock count
- not on a customer pending transaction (see Inventory Item In Use 457)
- not on a purchase order (see Inventory Item In Use 457)

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Confirm Deletion

You will first be taken to the Confirm Item Deletion 459 screen and you will see Status "OK To Delete" or "Items In Stock, Cannot Delete"

Choose Process [F10]

Inventory Item In Use

If an item is included on a customer's pending transaction or on a purchase order you will see the Inventory Item In Use 457 screen warning that the item cannot be deleted. One option could be to replace the item with a substitution.

Deleted Items Manager

If the item is actually deleted, it will be placed in the Deleted Items Manager 494

The item is not permanently deleted and can be recovered by tagging and choosing Recover. On the other hand, you can permanently delete the item by tagging the item and choosing Purge.

4.7.2.1.8.1 Inventory Item In Use

If you attempt to delete an inventory item from your inventory list which is assigned to a purchase order or on a customer pending transaction, even though it has no stock counts, you will be prompted with this screen.

"The item you have tried to delete is in use according to the list at the left. You cannot delete the item at this time. You may replace the item with a new item by checking the Auto-Replace check box below and choosing a replacement item. The inventory item will then be deleted."

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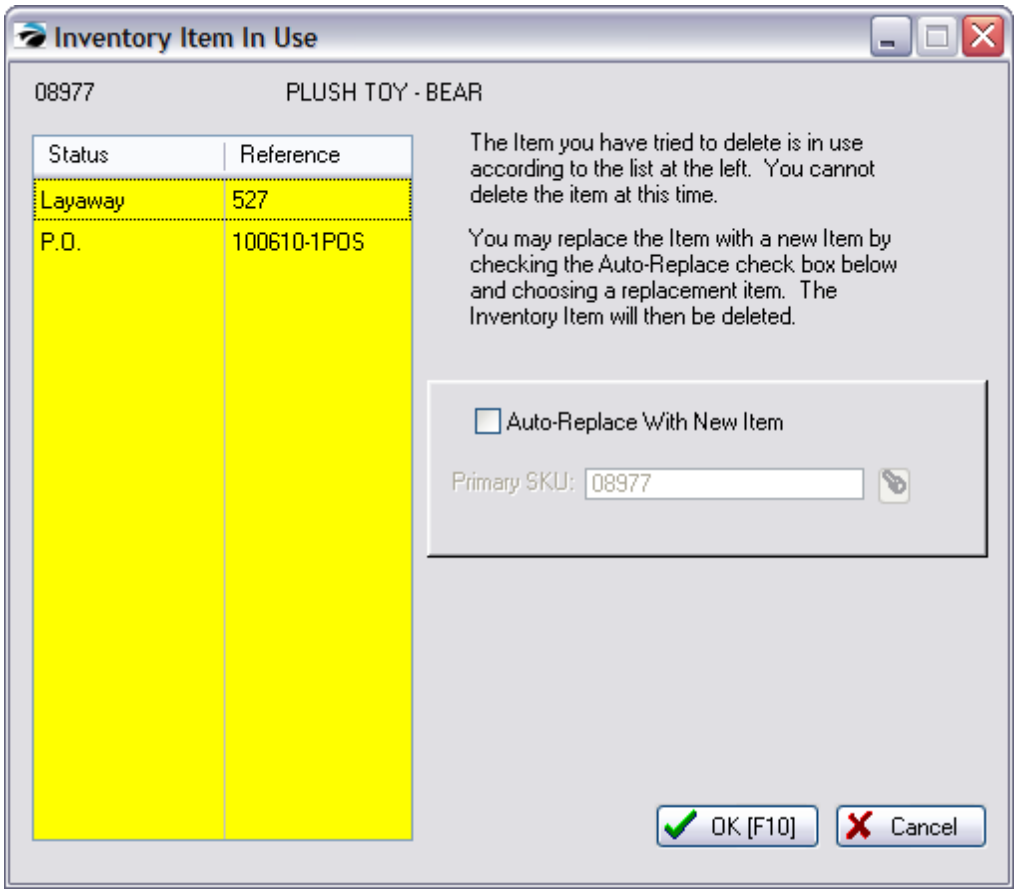

The listing at the right will reveal exactly which orders and purchase orders are using the item.

You will NOT be able to delete the item.

Replace The Item

You do have the ability to first replace the item in customer pending transactions with a new item. but it will not substitute the item on purchase orders.

Activate "Auto-Replace With New Item" only works for items on customer pending transactions. Enter the SKU of the replacement part and choose OK [F10]/

- **If Only On Customer Pending Transaction**

If the inventory item you are replacing is only on a customer pending transaction, then the substitution will be made on the customer transaction AND the original item will be placed in the Deleted Items Manager. There will be no further message

- **If On a Purchase Order**

Auto-Replace will not work for items on purchase orders. Even if you attempt to replace the item which is on a Purchase Order, the item will not be replaced.

- **If on Both Purchase Order and Customer Pending Transaction**

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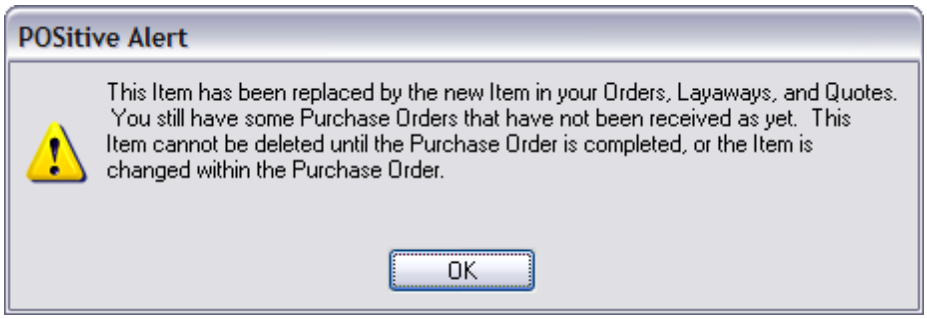
Choosing to replace the item on the customer transaction will be successful but no change will be made to the purchase order and the item will not be deleted.

You will see the following message.



"This item has been replaced by the new item in your Orders, Layaways, and Quotes. You still have some Purchase Orders that have not been received as yet. This item cannot be deleted until the Purchase Order is completed or the item is changed within the Purchase Order.

4.7.2.1.8.2 Recover / Delete Item

Confirm Item Deletion

If you choose to delete one or more inventory items you will be prompted to confirm deletion.

1) Tag the items to be deleted

2) Choose the Delete button at the far right.

3) Review and choose Process [F10] to delete items which are "OK To Delete." Items with stock counts will not be deleted.

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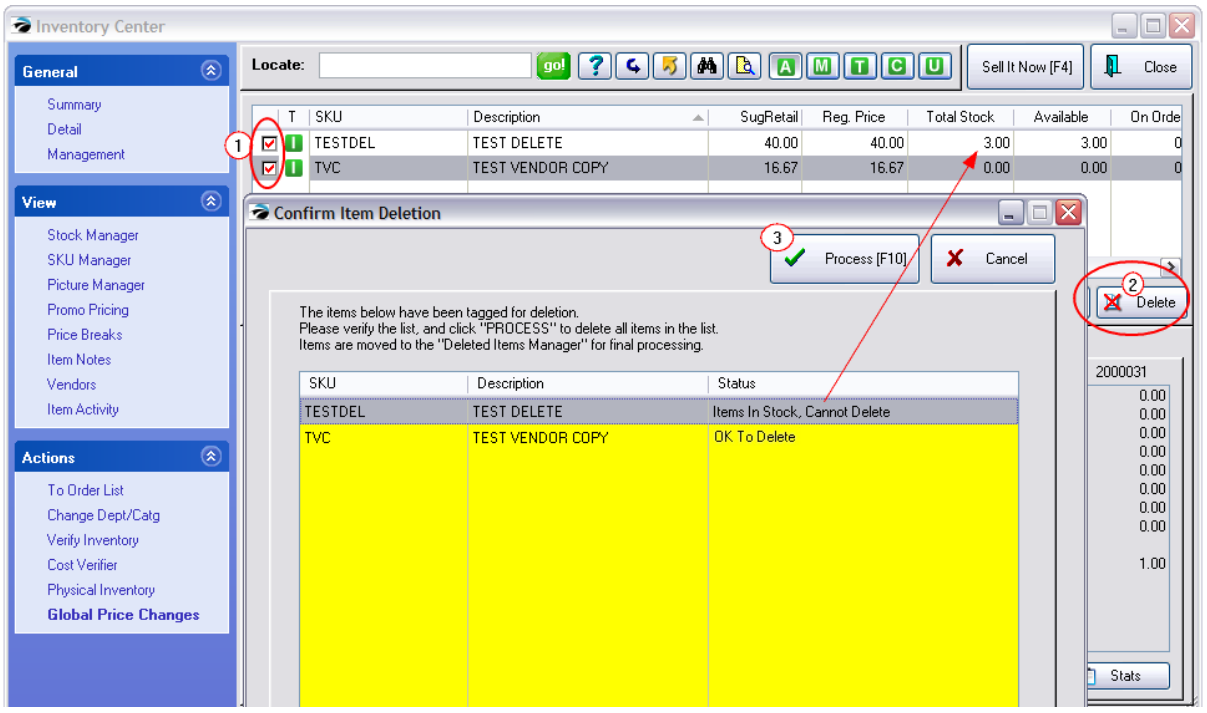
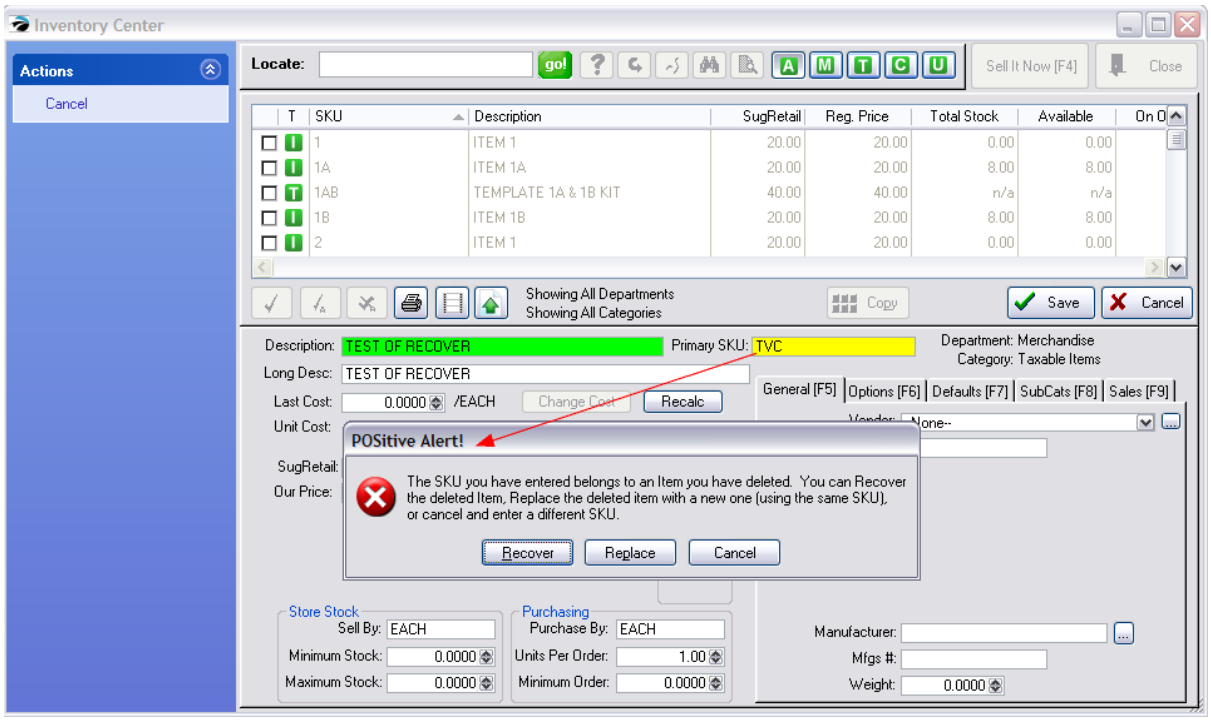


Recover Deleted Inventory Item

If you cannot find an inventory item either under Inactive or the Active list, create a new inventory item using the same SKU of the original. POSitive will give you the option to recover the deleted inventory item.



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The original inventory item and settings will be restored.

Also see Deleted Items Manager 494

4.7.2.1.8.3 MultiSite Delete Inventory

The general rule is that only the Master Site can delete inventory items which are shared with other sites.

Items added at the Remote Site CAN BE deleted by the Remote Site.

Simply highlight the item and there is a Delete button.

If the Delete button is NOT visible, then the Master Site has already incorporated the item into the system. In this case, it is a restriction on the Remote site to not be able to delete ANY inventory items which the Master site has manipulated.

Only the master site can delete items.

TIPS:

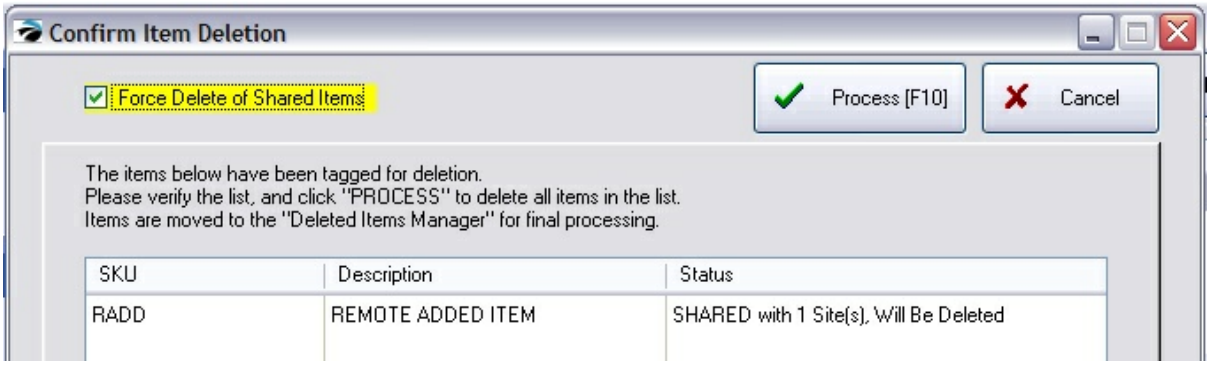
--Consider creating a category named 2BeDeleted at the Master Site.

--Have the Remote site move the items to be deleted into the category 2BeDeleted.

--The Remote site will also have to zero the stock counts of any item to be deleted.

--The MASTER site can choose to mass delete the items from the category, by choosing to filter the inventory list by the category 2BeDeleted. Then choosing to Tag All.

--When the master site chooses to Delete it items, be sure to check mark the option "Force Delete of Shared Items."



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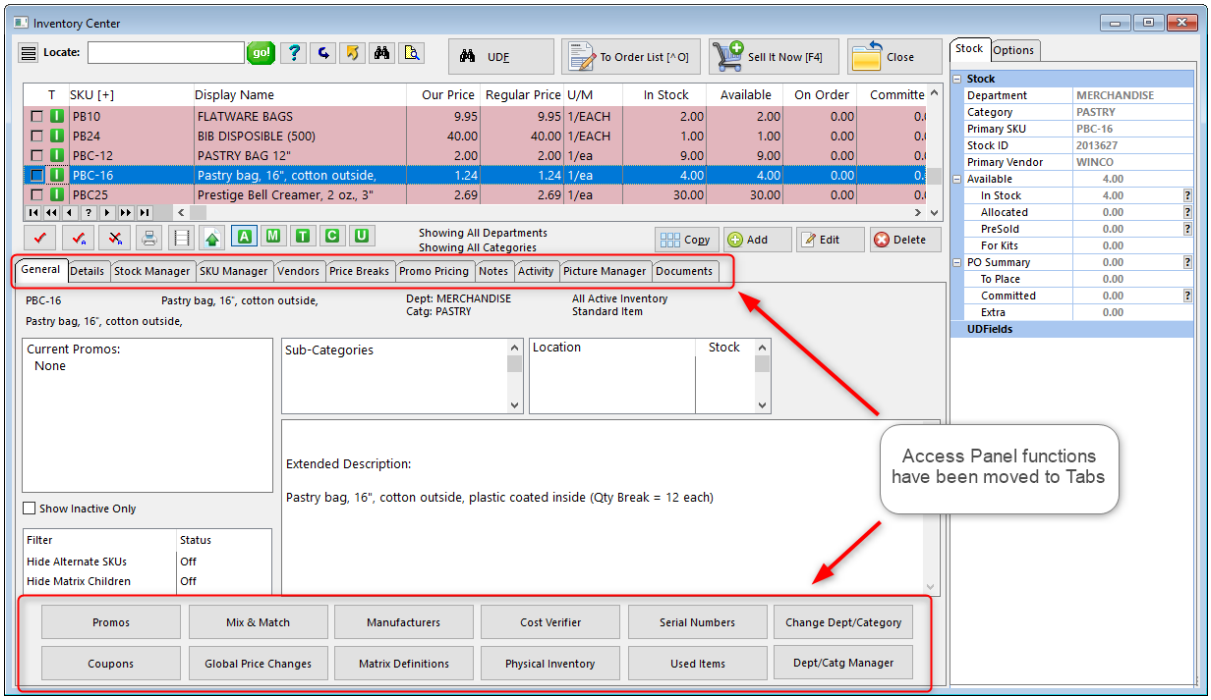
4.7.2.2 Access Panel

Note: This section references the Access Panel, which used to be located on the left side of the screen, and those functions have been moved to Tabs in the middle and bottom sections of the screen.

The Inventory Center are various Views and Options. For your convenience this is a summary listing with hyperlinks to the specific topics. Although most topics can be found under this main heading, some topics have been grouped with others of like concepts.



General - has no editable fields, but it displays much useful information controlled by other properties: current Promo, standard note, stock counts and locations, user defined fields, template contents, and picture of the highlighted inventory item.

Details 464 - Displays and allows editing of the inventory record's individual fields of information.

Management 473 - various tools for working with inventory List

- Dept/Categories 475 - Create new departments and categories. Edit and re-assign categories
- Coupons 475 - create manufacturer and store specialized coupons for use in conjunction with items you sell
- Used Items 486 - One of three methods of handling trade-ins.-- Controls condition and pricing of used items (see Trade Ins 1520)
- Mix & Match 487 - sets price breaks for combinations of qualifying items
- Serial Numbers 1489 - view all serial numbers current and historical (see Serialized Inventory 1484)
- Matrix Definitions 1419 - the row/column name presets to be used when creating new matrices
- Deleted Items 494 - Lists inventory items flagged for removal from the Inventory Center. You can choose to finalize their removal or recover select items which were once deleted, (see Recover /

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Delete Items 459)

- Manufacturers 495 - a listing of manufacturers (not distributors) of products purchased from vendors

View

Stock Manager 497 - more

current stock counts - shows source, costs, and number of units
-- **serial number manager** - for adding serial numbers and changing status of serial numbers as needed
transaction log - a listing of activities affecting the highlighted inventory item
stock locations - quantities per designated location
linked inventory - tag along and suggested items linked other items when sold
used items - one of 3 methods for tracking used inventory
seasonal items - set min/max quantities of items based upon time periods throughout the year

Stats button - gives a count of all inventory item records

SKU Manager 513 - allows an inventory item to have multiple part numbers and to define alternate names of inventory items based upon packaging

Picture Manager 526 - for assigning and controlling a picture of the inventory item

Promo Pricing 528 - discounted or modified prices for given time periods (choose the Button)

Promo Manager 530 - apply discount percentages to more than one product at a time for a given time period Open the Promo Pricing view and select Promo Manager at far right

Price Breaks 536 - automatic price changes when selling multiples of an inventory item

Item Notes 540 - Types

Transaction - prints on the customer invoice
Standard - short summary, displays as note on e-commerce item
Extended / Web - 10,000 character description
Purchase Order - prints when item added to a purchase order
Internal - unlimited note for staff briefing

Vendors 542 - any company or individual who provides this product for resale. displays purchase order status and updates

Item Activity 544 - more

Customer Orders - displays all pending orders for the highlighted item
Purchase Order History - all past purchase orders for the item
Sales History - all invoices which included the item and the cost, selling price, and profit on the invoice
--**Cost Verifier** for multiple invoices
--**Detail** graphs and numbers

Documents 547 - access to adding and reviewing documents attached to this item

Actions

To Order List 548 - one method of ordering more product

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Change Dept/Catg 550 - to reassign an item to a different department and/or category

Verify Inventory 552 - a procedure to compare inventory stock levels with reported stock counts. It also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

Cost Verifier 562 - re-set the cost of an item sold on a specific invoice (also see Adjust Item Cost 979)

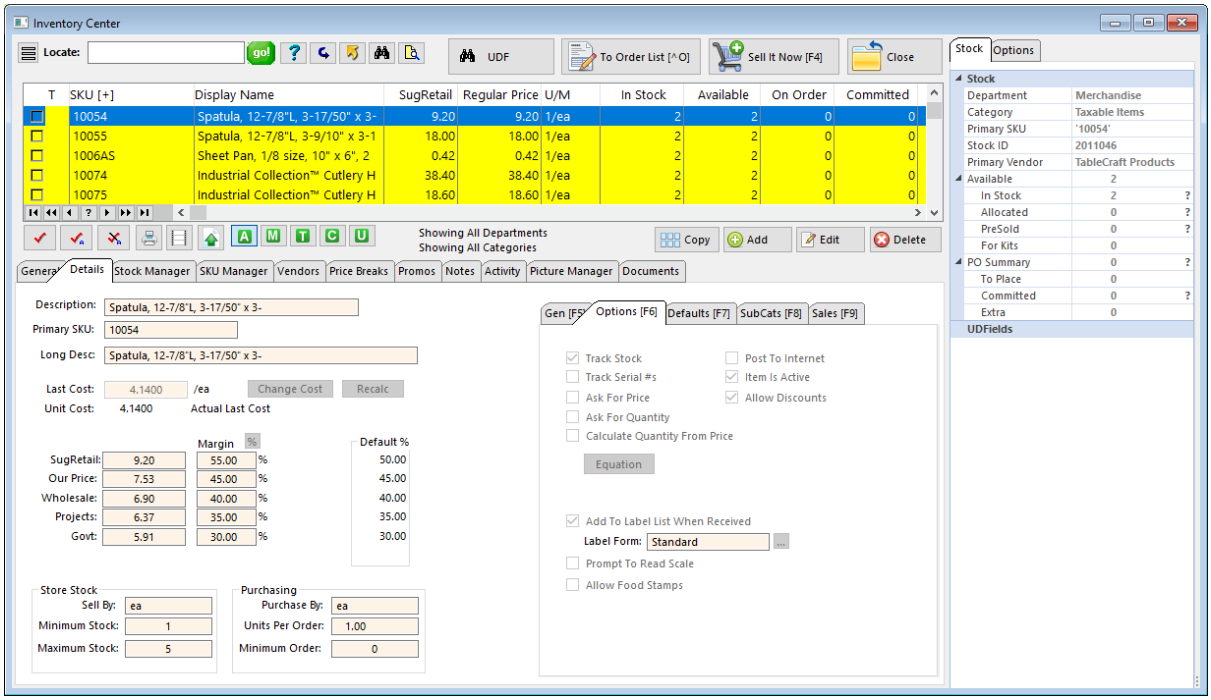
Physical Inventory 564 - change stock counts of a single item or multiple items, to review stock exceptions, and use a batch method of changing stock counts either from a file or direct scan of items. The list can also be printed.

Global Price Changes 585 - select inventory which match a particular requirement and then to apply a pricing change to those items only.

4.7.2.2.1 Inventory Details

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

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



Editing An Inventory Item

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

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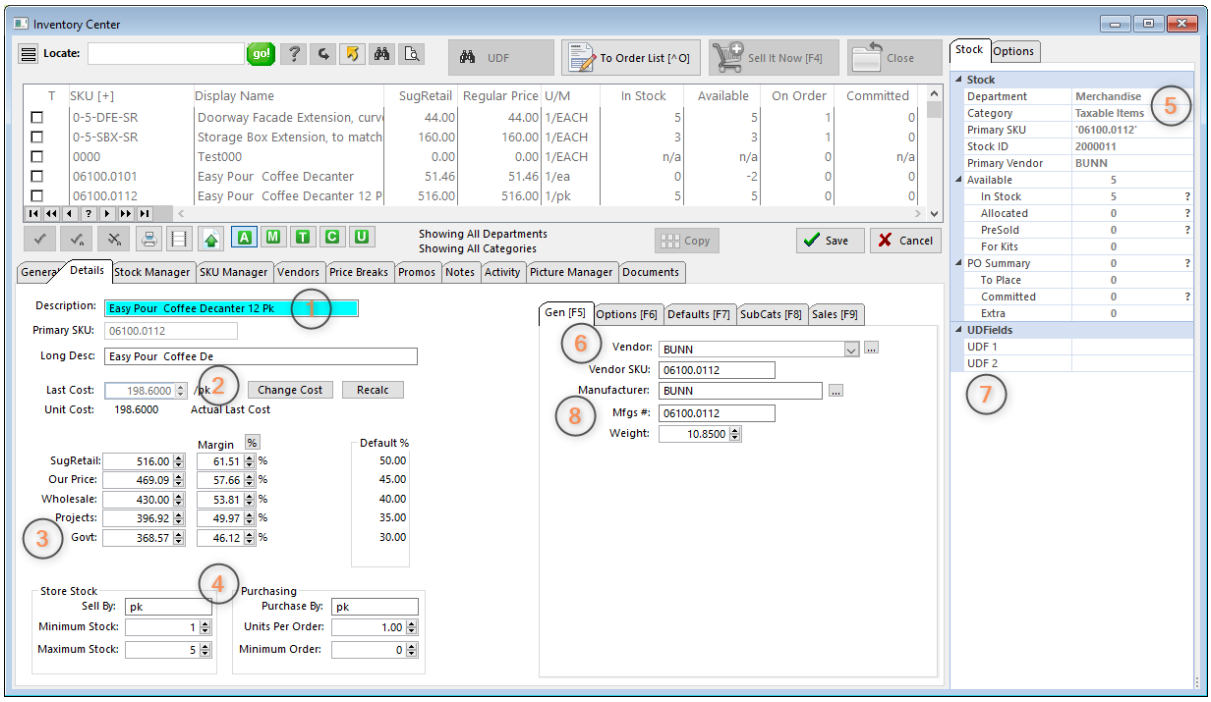

(1) **Descriptions & Primary SKU** - The description will print on the customer invoice. It is limited to 32 characters and depending upon the invoice form, it could be truncated somewhat; abbreviate and keep essential information at the forefront. It is recommended that each inventory item have a unique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

For Matrix Inventory, this Description should be kept very short because it will be automatically appended with "row" and "column" titles. System Setup does allow for selection of various matrix structures to best suit your needs.

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

The **Primary SKU** is grayed out. It was created as the inventory item was first defined. You may change the SKU or add additional alternate SKUs. (see SKU Management 513)

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

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

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

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

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other. The **Recalc** button will apply the **Default%** values.

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

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

Minimum Stock: - The number of items you want on the shelf at all times. This number is used for generating the Order List 1576 for preparing purchase orders. When the stock count drops below this number, the POSitive will prompt for reordering.

Maximum Stock: - The maximum number of items to have on hand at any given time. (Setting of 0.00 means unlimited.) This will help in the purchase order process. See Category Detail 1311 for the use of this field when generating an order list.

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

Units Per Order (Units Per Case): - Almost always the value in this field should be 1.00. This is NOT the number of items on a purchase order, but rather the number of selling units in one purchased case. See Bulk Inventory 1302 for an explanation of when this field would be a number other than 1.00. If you change this number, you will be prompted to recalculate the selling prices. Generally, you would say "Yes" and the selling price will be based on the unit cost of the item.

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

(5) **Dept/Category Defaults** - Displayed is the department and category to which the inventory item is assigned.

The Category has default settings which are applied automatically to these tabs of the inventory item as the item is being created. You may reassign a Department/Category by clicking on the General tab and selecting Dept/Category Manager.

General [F5] tab

(6) **Primary Vendor & Vendor SKU**- Choose a vendor of the product and enter the vendor's SKU which is the order number from the vendor's catalog of inventory. This vendor will be the preferred vendor of the item. Additional vendors can be assigned to this product and re-selection of the primary vendor can be done at any time. (see Vendors 542)

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

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

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

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

Weight: - This is an approximate gross shipping weight. Entering the gross weight of the item takes

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time, but this value can be used to calculate shipping charges when selling to customers and calculate prorated freight charges when receiving products from the vendor.

See also

Options [F6] 467

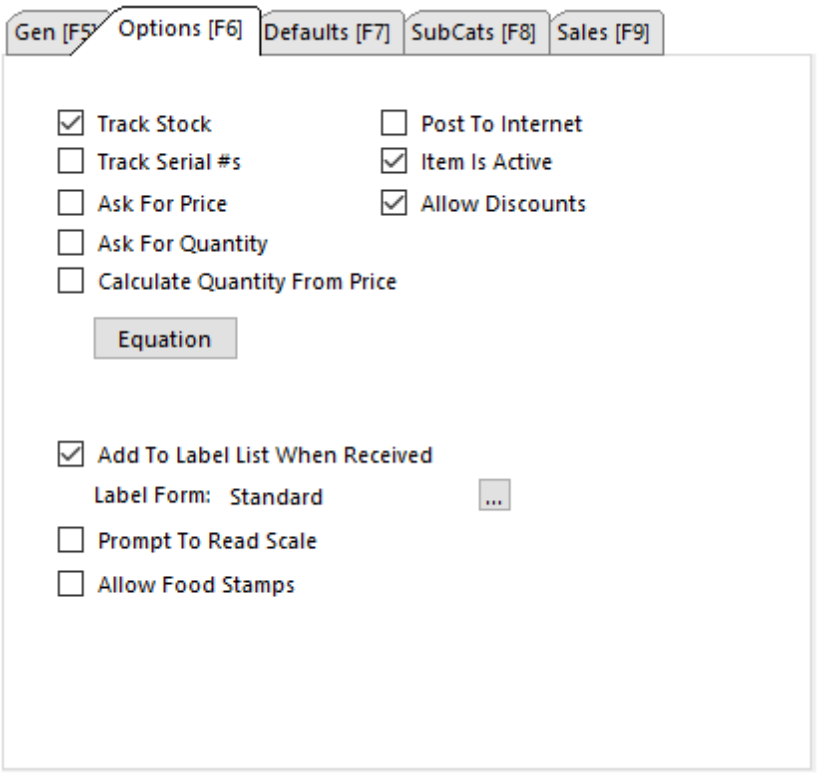
Defaults [F7] 469

SubCats [F8] 470

Sales [F9 472]

4.7.2.2.1.1 Options [F6]

Controlling properties of an individual inventory item are usually assigned automatically by the category (see Category Defaults 1307) to which the item is assigned. However, these settings on the individual item take precedence over the category settings.



Track Stock (Quantities)

This option MUST be checked ON if you want POSitive to give you stock counts. If it is unchecked, the item is referred to as "non-tracking" inventory and will be reported as N/A or NON-STOCK. Non-tracking inventory is intended to be used for intangible items, such as labor, bottle deposits, restocking fees, etc.

Track Serial Numbers

If this item will be using serial numbers for each piece, then check this box. When adding stock counts you can add the serial number of each item. (see Serialized Inventory 1484)

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Post To Internet

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

Item Is Active

Active means that the item is listed in the normal Inventory List. It should be active if it has stock counts, or even if the stock count is zero and you have the potential to sell the item if a customer wants it. This allows you to sell the item or at least create a customer order, even if there is no stock count, and you can re-ordered and sold.

Uncheck the option to make the item inactive, i.e., not visible in the normal list. An item is often made inactive because it is seasonal item such as Christmas inventory which you do not want to delete but would like to keep out of sight. (Note: to view all inactive items, open the Summary view of Inventory Center and select "Show Invactive Only" check box.)

Ask For Quantity

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

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

Calculate Quantity From Price

Activate this option only if this inventory item will be using a barcode with the price imbedded in the barcode. (see Price/Weight In SKU 71) When the item is scanned into an invoice POSitive will calculate the quantity field by dividing the Price in the SKU by the defined selling price of the item. (Note: Do Not Use this option if you are using "Prompt To Read Scale.")

Equation = None

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

Ask For Price

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

Allow Discounts

When included on an invoice, the item can be discounted directly on the invoice or by using the invoicing shortcut of CTRL-D or by a customer permanent discount. If this is left unchecked because there is not enough profit margin or for any other reason, then the item will not be discounted at all.

Add To Label List When Received

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

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

TIP: You may design your own label layouts. (see Label Editing 1361)

TIP: Since this is a category setting, you can change ALL inventory assigned to this category to use a

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new label (see Reset Inventory 1452)

Prompt To Read Scale

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

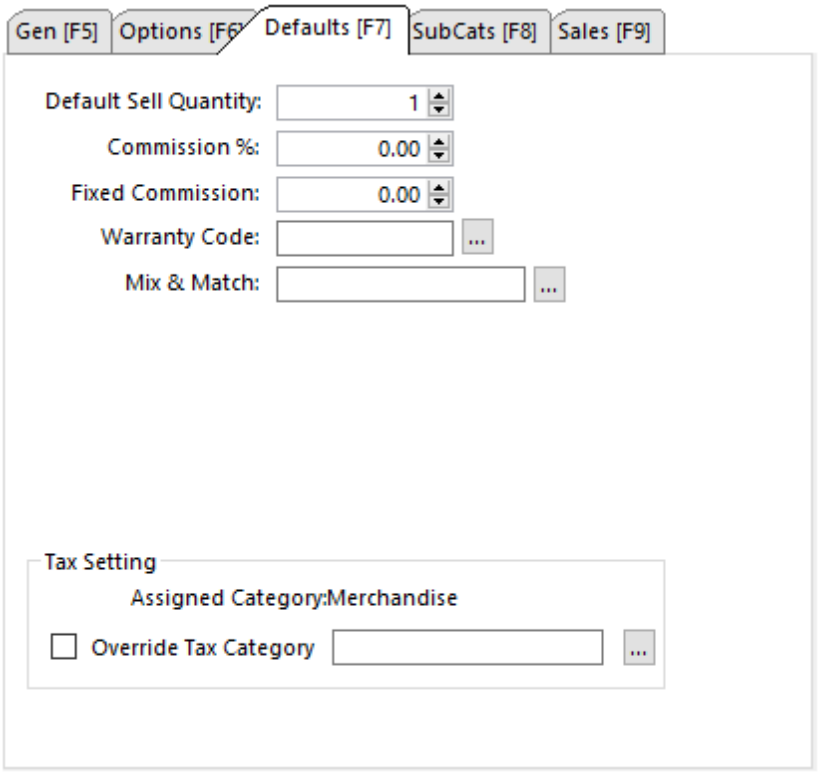
When invoicing the item and you will be prompted to either press F12 to capture the weight or manually enter the weight as the quantity field. (Note: Do Not Use this option if you are using "Calculate Quantity From Price.")

Allow Food Stamps

This item can be paid for by food stamps and if it is included on an invoice it will also be totaled with the Food Stamp total. Because of the Food Stamp designation, taxation will be removed even If the item is normally taxed. (see Food Stamps 178)

4.7.2.2.1.2 Defaults [F7]

These settings are unique to the inventory item, but can be defined by the category. (see Category Defaults 1307)



Default Sell Quantity

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

How To Sell A Negative Quantity

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

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refunds, etc.

Commission %

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

Fixed Commission

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

Warranty Code

If the item is covered by any warranty, select a warranty code which defines the coverage. (see Warranty 1563)

Mix & Match

The group to which this item is assigned. Mix & Match is used for selling products at special price breaks and allowing multiple SKUs to be valid for those price breaks. (see Mix & Match Manager 488)

Tax Settings

(Optional) This is a special use function. An inventory item is always taxed based upon the category to which it is assigned. However, in special circumstances, a different tax category can be assigned to this inventory item only. Contact POSitive support for more information.

4.7.2.2.1.3 Sub-Categories [F8]

(Not a Feature of PFR)

Sub-Categories (SubCats [F8]) are classification terms by which an inventory item can be grouped and found. This is NOT a sub hierarchy of the Dept/Category structure, but it is a useful tool for finding like items.

Each inventory item can be assigned "tags" or "code words" to categorize the item with other items regardless of the department or category to which the inventory item is assigned.

The practical application of these Sub-Categories is to search for all items matching these settings.

For example, use this to designate all items which can come in a specific finish, such as aluminum, chrome, copper, or a hammered finish. Even if the product in stock is not of that specific finish, you can use it to indicate that it is available in that finish and that it can be special ordered for the customer.

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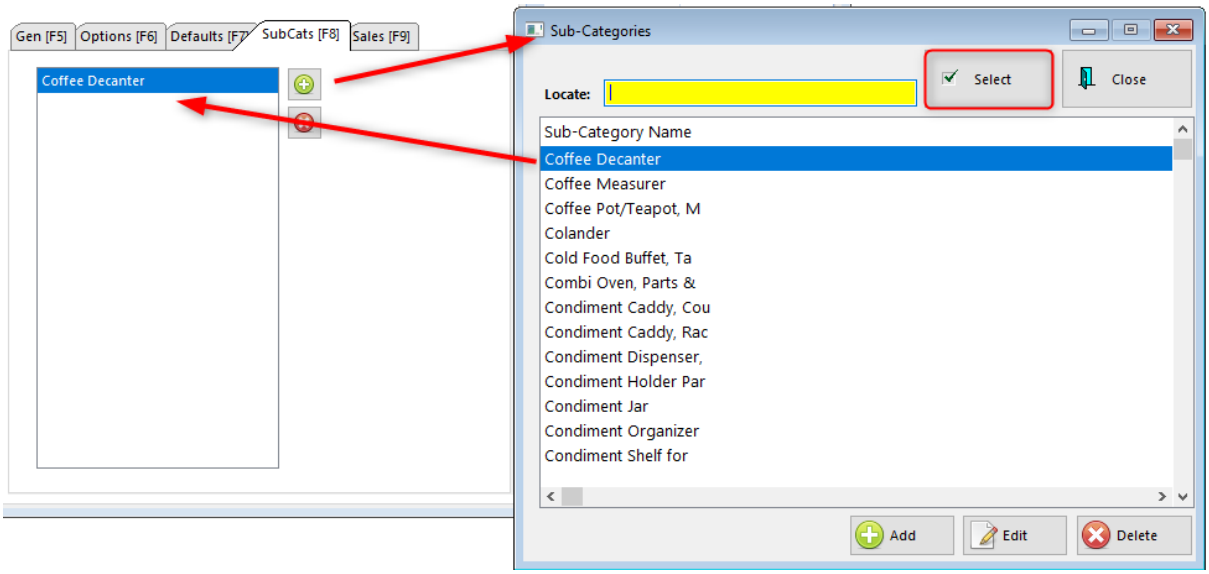

Or, as another example, track all the repair components of a particular piece of equipment. The Sub-Category name would be the Model Number, and each inventory item which could be a replacement part belonging to that Model can be easily found and listed. (see Find Inventory 449)

SETUP

Sub-Categories can only be created or assigned when viewing the Details view under General of an inventory item.

1) go to the Inventory Center

2) select Details

3) select SubCats [F8] tab

4) click on the "page" icon to open the Sub-Categories screen.

You may Add, Edit, or Delete "Sub-Category Names" as needed. Be cautious when choosing to delete a sub-category.

Highlight the desired Name and use the Select button to assign the item to the Sub-Category.

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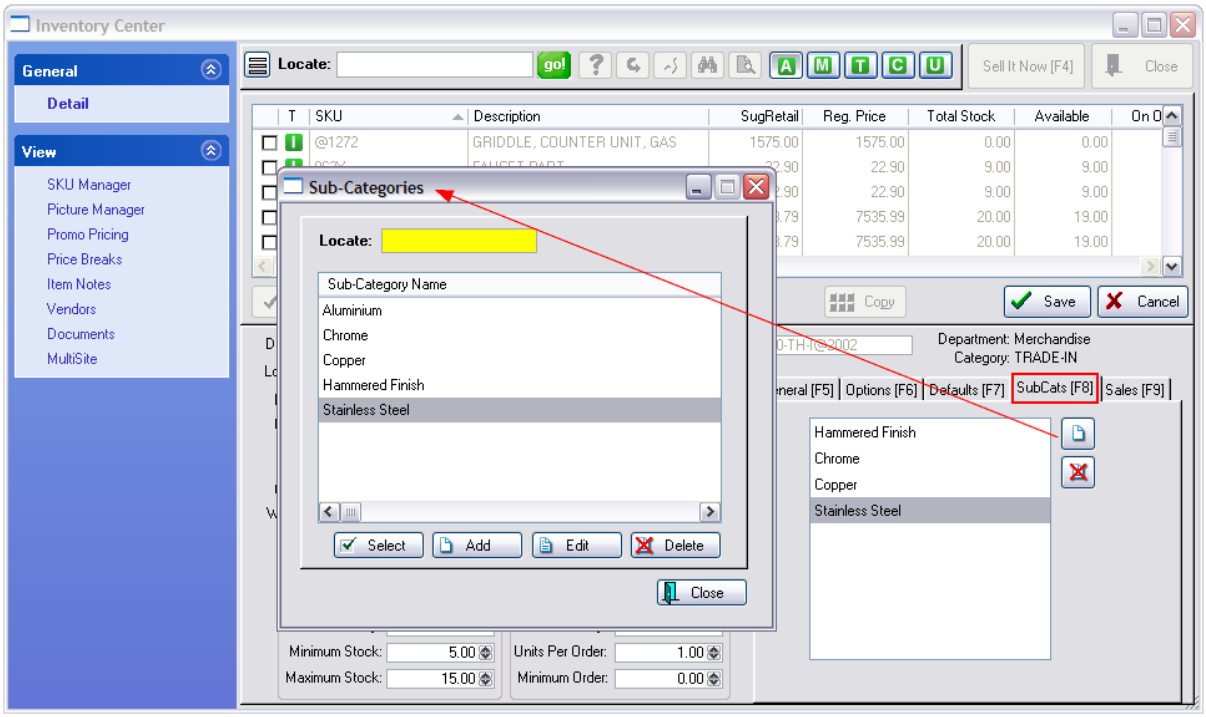
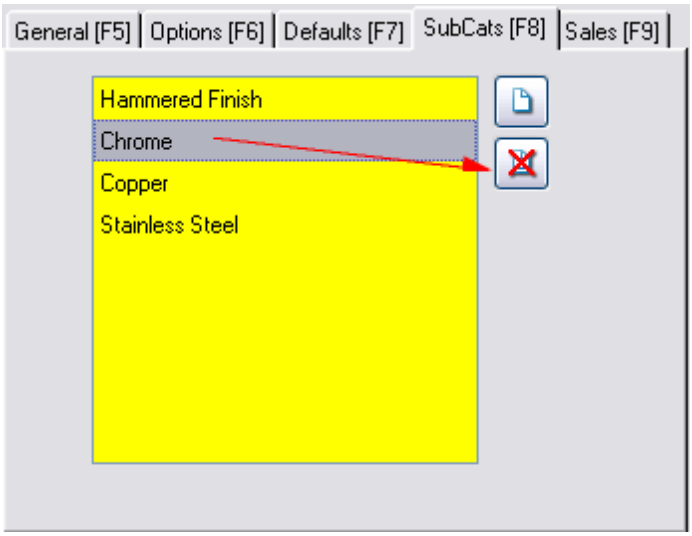


To REMOVE a Sub-Category from an individual item, highlight the SubCategory Name and choose the X'd page icon at right.



4.7.2.2.1.4 Sales [F9]

The Sales numbers of this individual item are listed by month and year and can focus on Revenue, Profits, and Units Sold.

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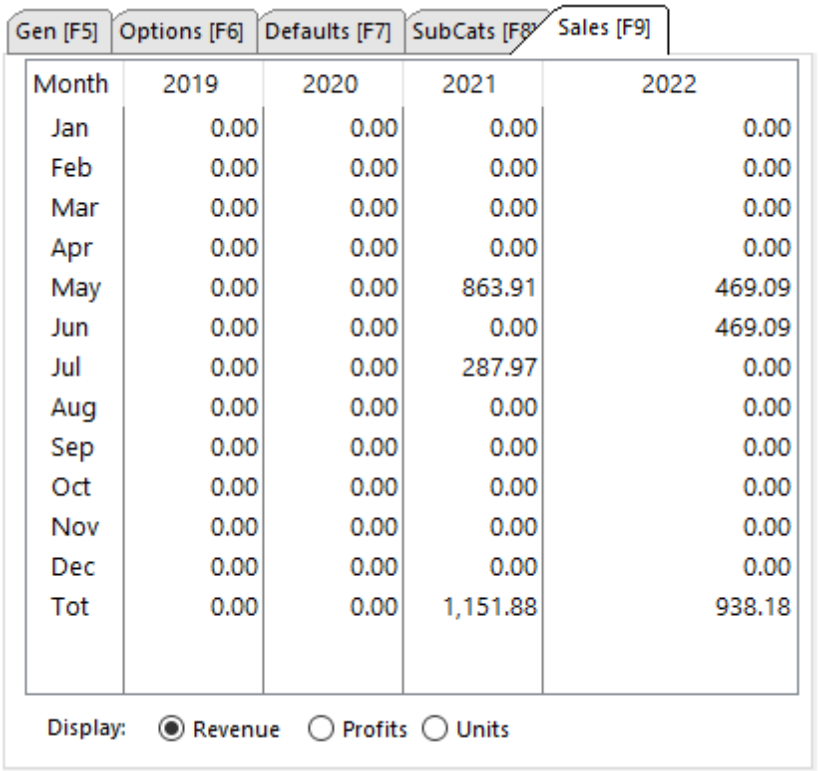
Simply activate the appropriate Display type



Month	2019	2020	2021	2022
Jan	0.00	0.00	0.00	0.00
Feb	0.00	0.00	0.00	0.00
Mar	0.00	0.00	0.00	0.00
Apr	0.00	0.00	0.00	0.00
May	0.00	0.00	863.91	469.09
Jun	0.00	0.00	0.00	469.09
Jul	0.00	0.00	287.97	0.00
Aug	0.00	0.00	0.00	0.00
Sep	0.00	0.00	0.00	0.00
Oct	0.00	0.00	0.00	0.00
Nov	0.00	0.00	0.00	0.00
Dec	0.00	0.00	0.00	0.00
Tot	0.00	0.00	1,151.88	938.18

(see Inventory Sales Summary 1764)

4.7.2.2.2 Management

Go to Inventory Center: General: Management

Unlike the selections you made when choosing a "view" as discussed above, these Managers are not specific to any inventory item. In other words, you do not have to select a specific inventory item first to be able to launch these tools.

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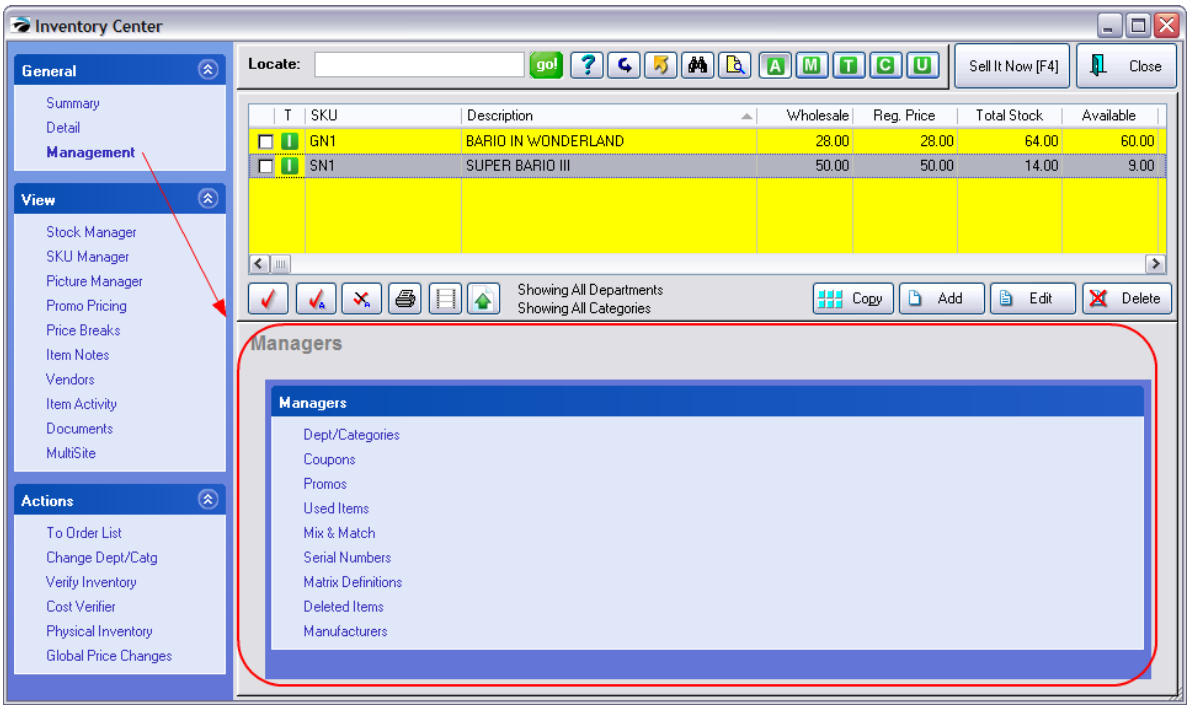

Opening a Manager may temporarily hide the Inventory Center from view

Managers

Dept/Categories 475 - see existing hierarchy and make additions or changes.

Coupons 475 - create specialized coupons for use in conjunction with items you sell

Promos 530 - Promo Manager is an enhanced use of Promo Pricing, adding the ability to apply discount percentages to more than just one product at a time for a given time period.

Used Items 486 - One of three methods of handling trade-ins. Controls condition and pricing of used items (see Trade Ins 1520)

Mix & Match 487 - lists groups of qualifying Price Break 536 items

Serial Numbers 1489 - view all serial numbers current and historical (see Serialized Inventory 1484)

Matrix Definitions 1419 - view, edit, and add matrix formats for column and cell names

Deleted Items 494 - recover items which were once deleted, choose to fully purge the items from recovery. (see Recover / Delete Items 459)

Manufacturers 495 - lists manufacturers (not vendor nor distributor) of products. Used when editing an inventory item and assigning a manufacturer and manufacturer part number.

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4.7.2.2.2.1 Dept/Catg Manager

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

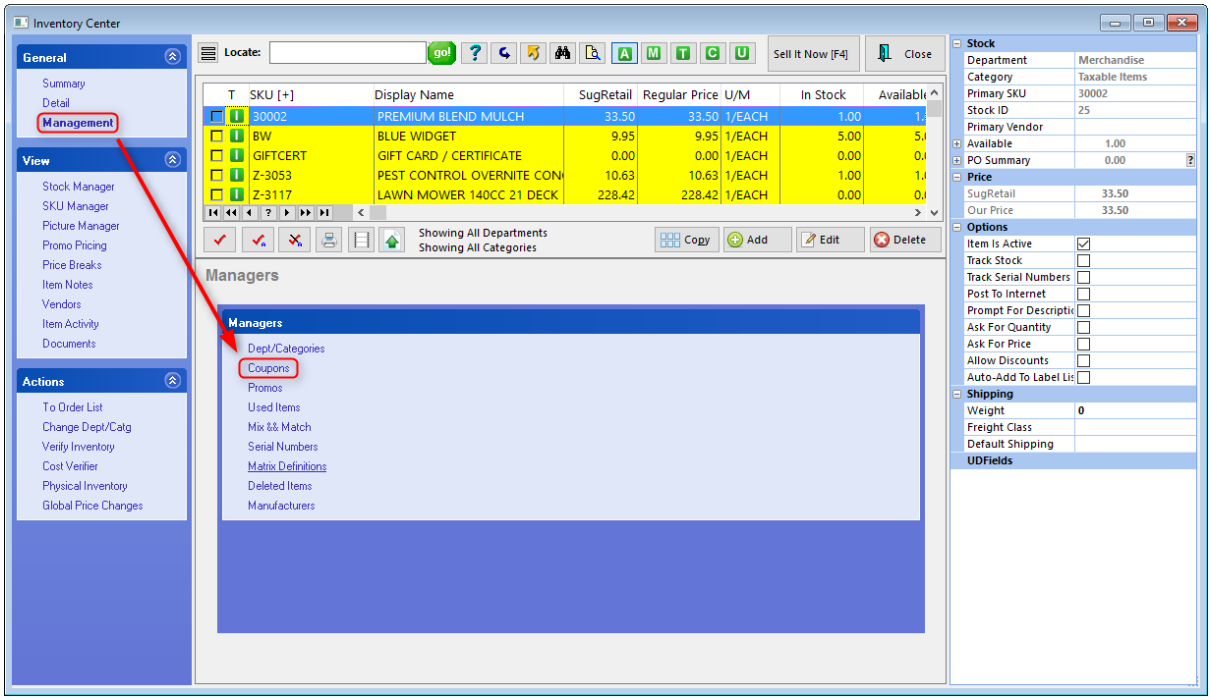
For specifics on using the options on this screen, see Departments 1338.

4.7.2.2.2.2 Coupon Manager

Inventory Center, Management, Coupons

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

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



These coupons can be set

- to discount by a percentage or a dollar off value.
- to be valid for only specific inventory items based on department, category, or vendor, and can exclude designated items
- to have an expiration date.
- Coupons (coupon codes) can be automatically generated for use with text marketing (Single use coupons only.)

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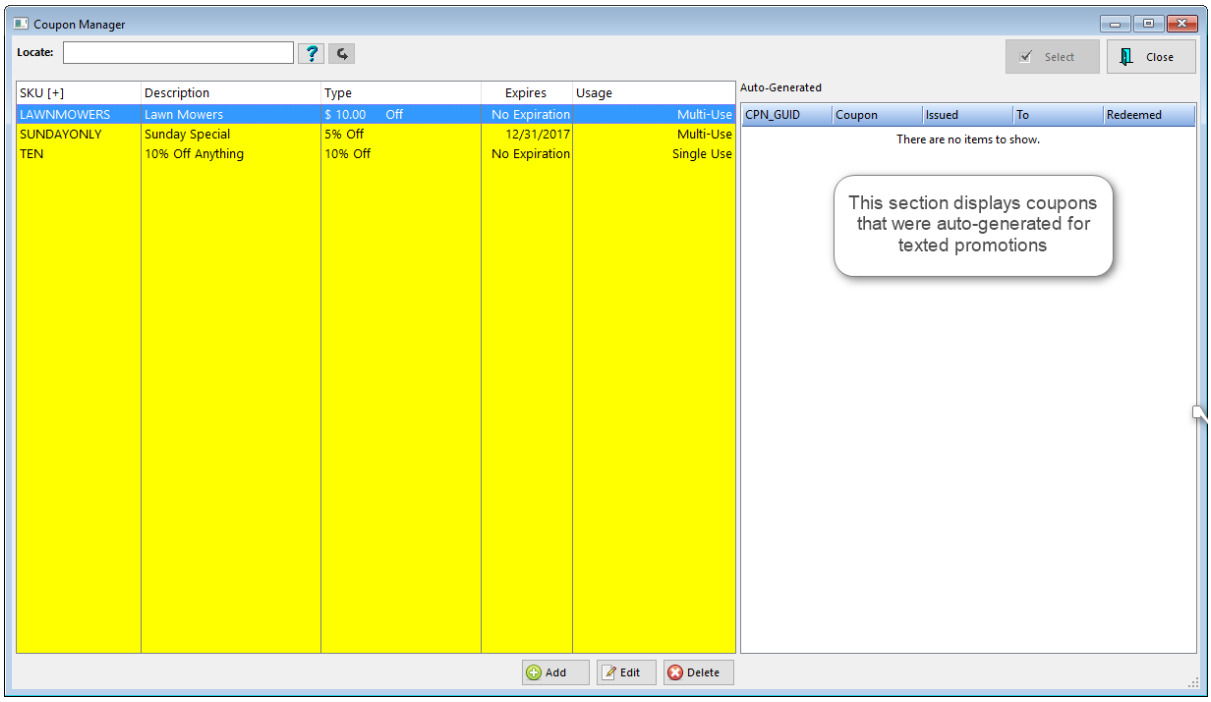

Create Coupons

Choose Add, Edit or Delete as needed. (see Coupon Form 476)

How Coupons Are Used

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

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

Related Topics

Coupon Form 476
Invoicing Aids 954
Security Options 256
Daily Balance Worksheet 1670
Smart Features 1805
Pre-Defined Buttons 1031
Special Inventory 1548
Coupon Alternative 486

The Coupon Form of Coupon Manager 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.

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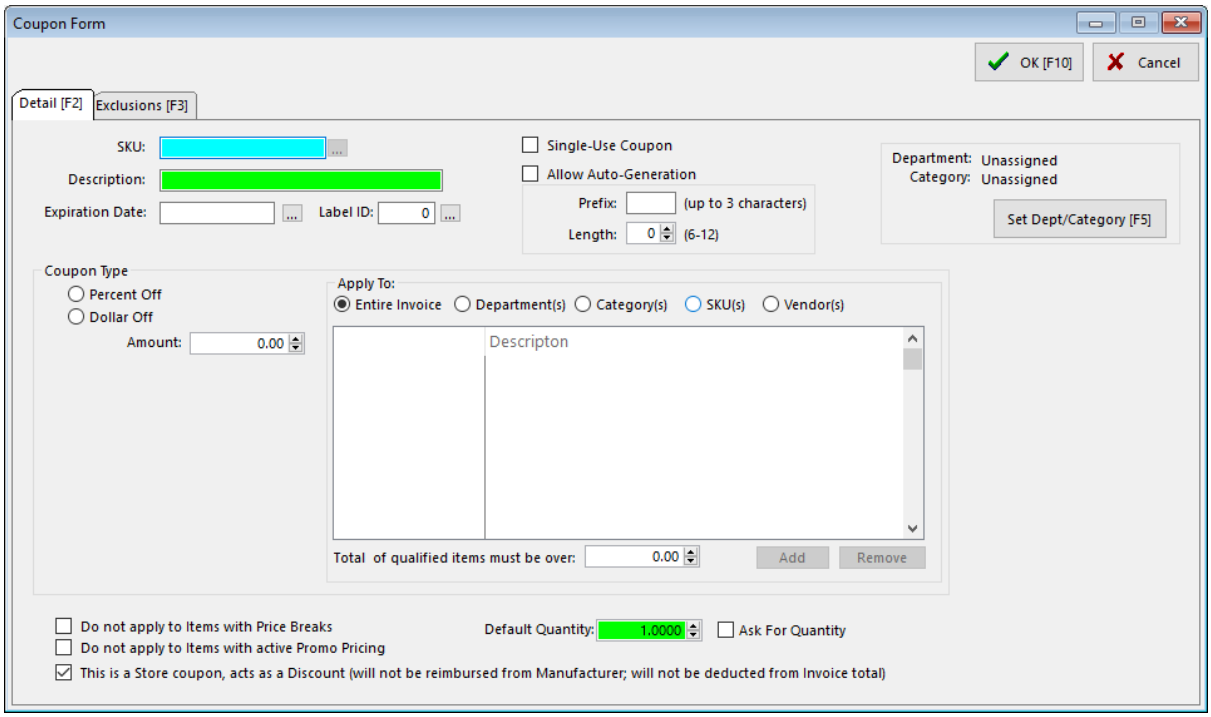

The coupon can be either a percentage off or a dollar value

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 POSitive confirms the invoice contains qualifying items, calculates appropriate totals and a discount is applied.
- Selective Departments, Categories, and groups of Inventory can be exempted from the coupon settings. A handy Save Tags and Load Tags function streamlines the creation of these exemptions.

How To Create A Store Coupon

(see Mfg Vs Store Coupon 482)

1) Open the Coupon Manager (Inventory Center: Coupon Manager)
2) Choose Add
3) On the Detail [F2] tab - Fill in these fields

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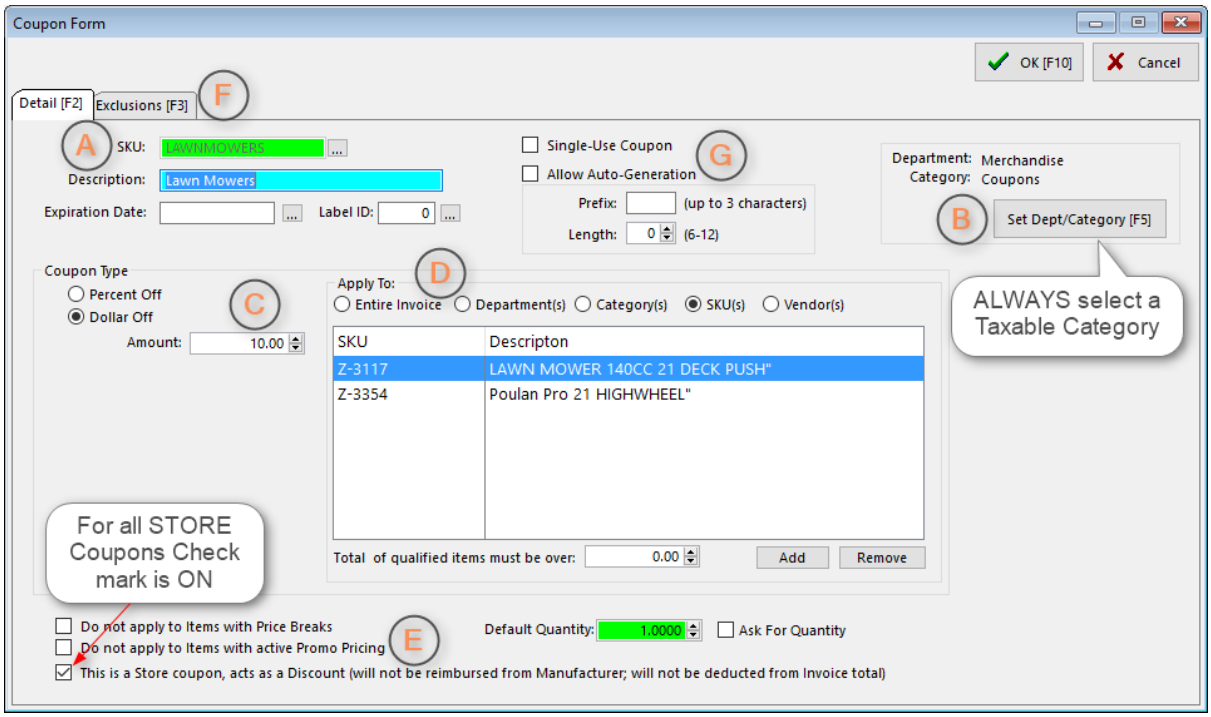

(A) Coupon Name

SKU - enter a SKU or product number (POSitive can print a barcode of this primary SKU)

Alternate SKU button (optional) to the right of the SKU field - allows for creation of additional SKUs for this coupon

Description - whatever is entered here will print on the customer invoice

Expiration Date - if left blank the coupon will always be valid. Use lookup to select a date.

Label ID - select a label form if you want to print a bar coded coupon (a specially designed label form)

(B) Assigned Dept/Category

This is an IMPORTANT setting because 1) it assures that taxes are handled correctly and 2) it makes reporting on coupons used very easy.

Set Dept/Category - Recommendation: Always select a taxable category called Coupons. (see Reports below)

(C) Coupon Type

- Percentage Off - each qualifying item on the invoice will be assigned the discount percentage. Some items will be ignored based upon the existence of price breaks, promo pricing, and exclusions. Inventory items which are set to "Not Allow Discounts" will also be ignored.
- Dollar Off - adds a line to the invoice with a negative coupon amount in the price field. There is no consideration of price breaks or promo pricing.

Amount - Enter a percentage or a dollar value

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(D) Coupon Properties

Apply To - Select an appropriate criteria for redeeming the coupon.

- **Entire Invoice** - any item on the invoice will qualify unless exempted by SKU Price or entries on Exemptions [F3]
- **To Department(s)** - all items assigned in one or more departments
- **To Category(s)** - all items assigned in one or more category(s)
- **To SKU(s**) - one or more SKUs
- **Vendor(s**) - all items assigned to one or more Primary vendors

(E) Pricing Controls

Total of Qualified Items Must Be Over - Purpose: to set a minimum purchase requirement before applying a Dollar Off or Percent Off Reward TIP

There is a way on Touchscreen view to display how much the customer has purchased and how much still needs to be purchased in order to qualify for this coupon with a minimum total level. see Pre-Defined Buttons INFORMATION 1105

Default Quantity - Usually 1.00.

Check **Ask For Quantity** if you want to be prompted for a value.

Do Not Apply To Items With Price Breaks - automatically excludes items with active price breaks

Do Not Apply To Items With Active Promo Pricing - automatically excludes items with promo pricing

This is a Store Coupon, acts as a Discount (will not be reimbursed from Manufacturer; will not be deducted from Invoice Total)

NOTE: This option SHOULD be checked and the coupon assigned to a TAXABLE category if your coupon is of your own making.

If the Assigned Category is Taxable instead of Non-Taxable, then you will get better results.

(F) Exclusions [F3]

(Tab in the upper left) Allows you to exclude Departments, Categories or Items from this Coupon.

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(G) Additional Options

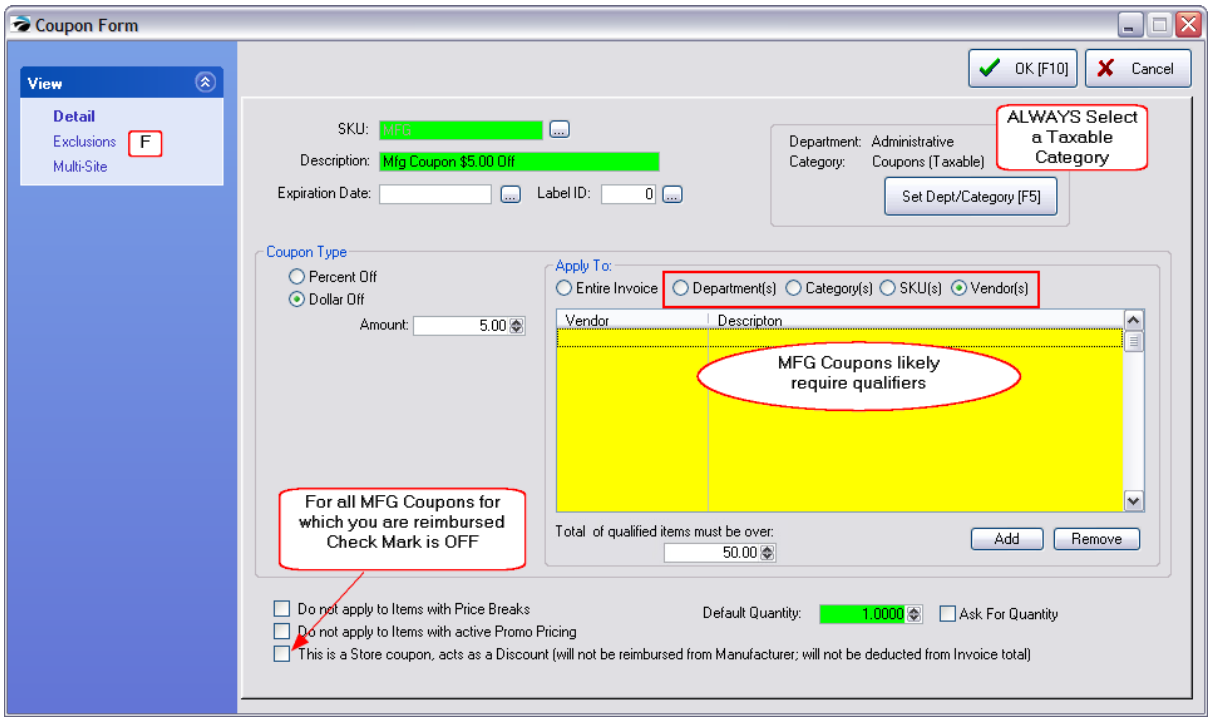
- **Single-Use Coupon** - Coupon or Coupon Code may only be used once. MUST be used when auto-generating coupons for text marketing.
- **Allow Auto-Generation** - Used with text marketing. When customers text in to get a coupon code, a unique number, following the rules set below, is generated.
- **Prefix** - The coupon code can have a unique prefix to identify the promotion. Up to 3 alpha-numeric characters only.
- **Length** - This sets the total number of characters to be used for a coupon code.

How To Create A Manufacturer Coupon

A Manufacturer Coupon uses the same setup as a Store coupon, but with these two main differences. (see Mfg Vs Store Coupon 482)

1) The option "This is a Store Coupon.." should be OFF.

2) The coupon will only be valid if a specific product or line of products are on the invoice with possible Exclusions



(F) Exclusions [F3]

You may exclude complete departments, selected categories, and multiple inventory items or any

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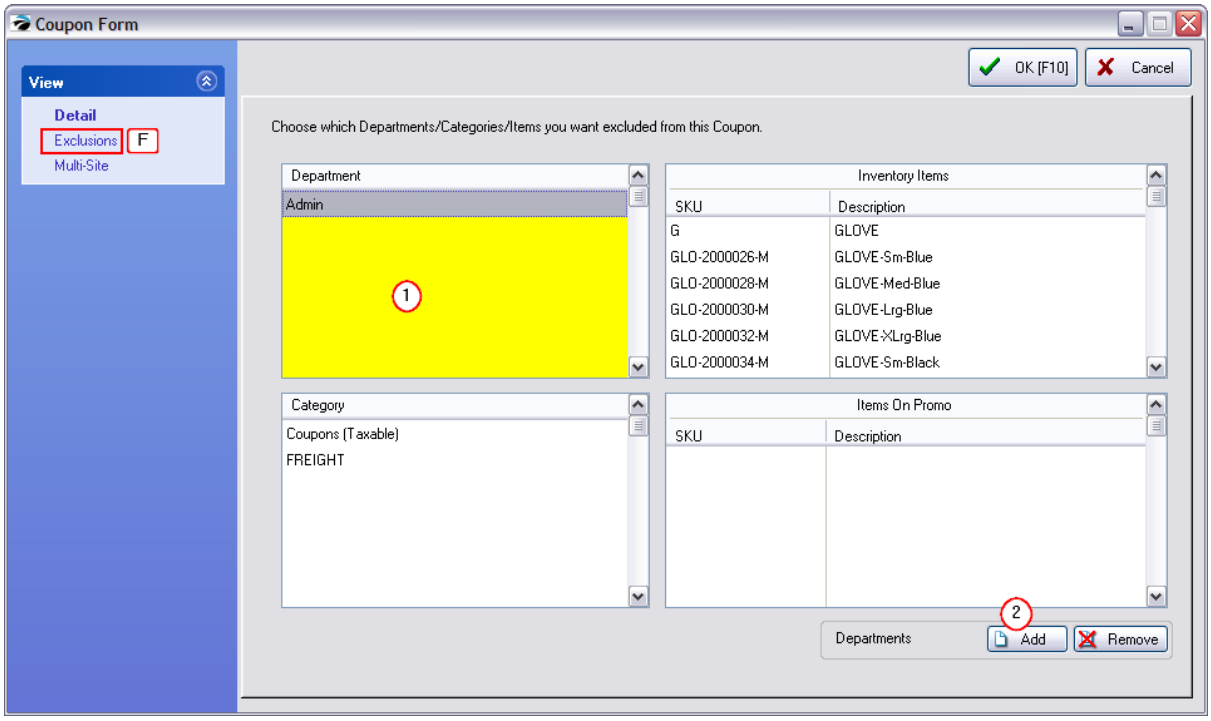
combination thereof from coupon discounting.



How To Enter Exclusions

1) Click into the desired section. (Section name appears next to Add Button)

2) Choose the Add Button

3) Checkmark selection(s) and choose Select.

4) Repeat as necessary. Choose OK [F10] to close.

The Remove button will erase the highlighted item in the selected section.

Coupon 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 Reports: Sales Reports: Department/Category and choose Run Report [F7]

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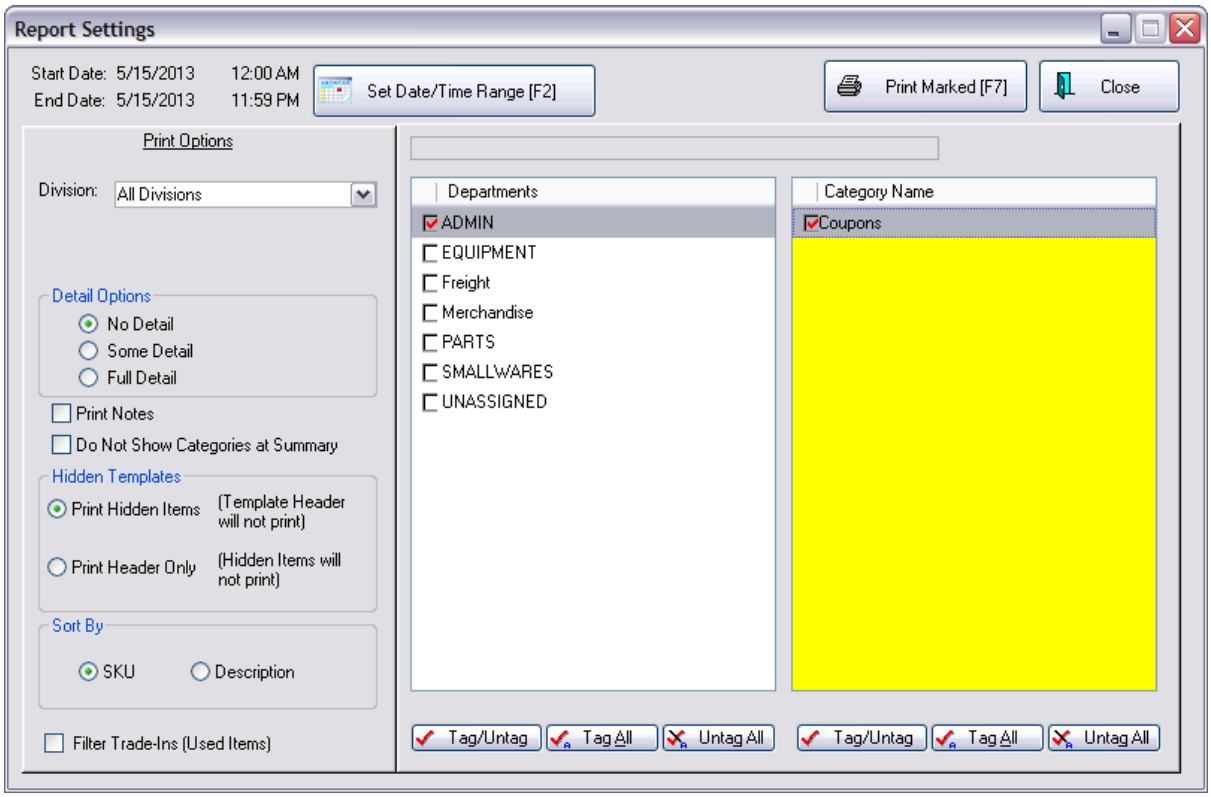

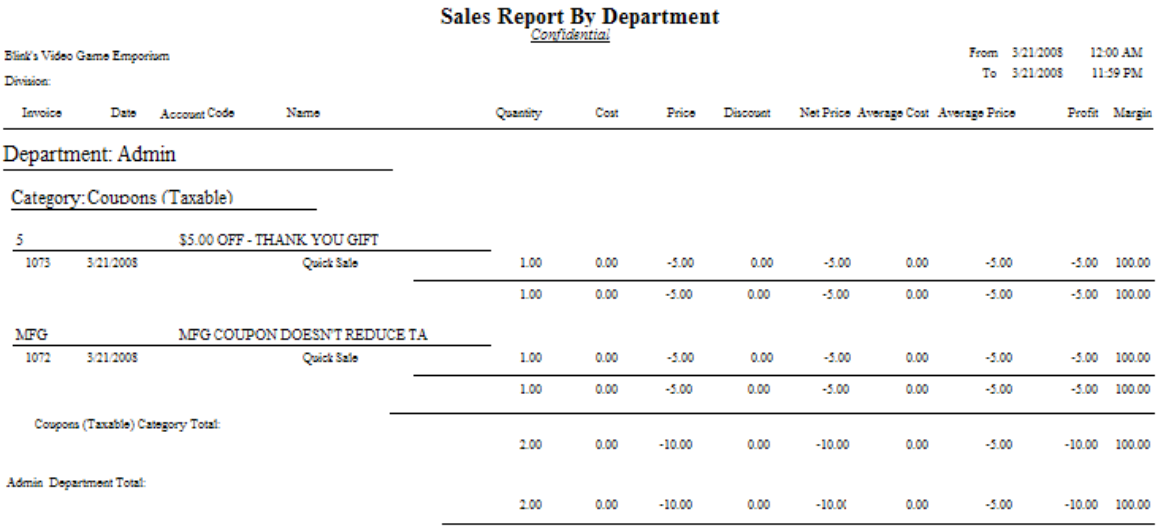

Sales Report By Department

Confidential

Blink's Video Game Emporium — From 3/21/2008 12:00 AM
Division: — To 3/21/2008 11:59 PM

Invoice	Date	Account Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
Department: Admin												
Category: Coupons (Taxable)												
5			$5.00 OFF - THANK YOU GIFT									
1073	3/21/2008		Quick Sale	1.00	0.00	-5.00	0.00	-5.00	0.00	-5.00	-5.00	100.00
				1.00	0.00	-5.00	0.00	-5.00	0.00	-5.00	-5.00	100.00
MFG			MFG COUPON DOESN'T REDUCE TA									
1072	3/21/2008		Quick Sale	1.00	0.00	-5.00	0.00	-5.00	0.00	-5.00	-5.00	100.00
				1.00	0.00	-5.00	0.00	-5.00	0.00	-5.00	-5.00	100.00
Coupons (Taxable) Category Total:				2.00	0.00	-10.00	0.00	-10.00	0.00	-5.00	-10.00	100.00
Admin Department Total:				2.00	0.00	-10.00	0.00	-10.00	0.00	-5.00	-10.00	100.00

Manufacturer Coupon

Customers receive manufacturer coupons in the mail, in products, and in newspapers. As a store owner, you will want to honor the coupons and give customers the savings. Since you will be reimbursed for these coupons by the manufacturer, some states require that you tax the item on its

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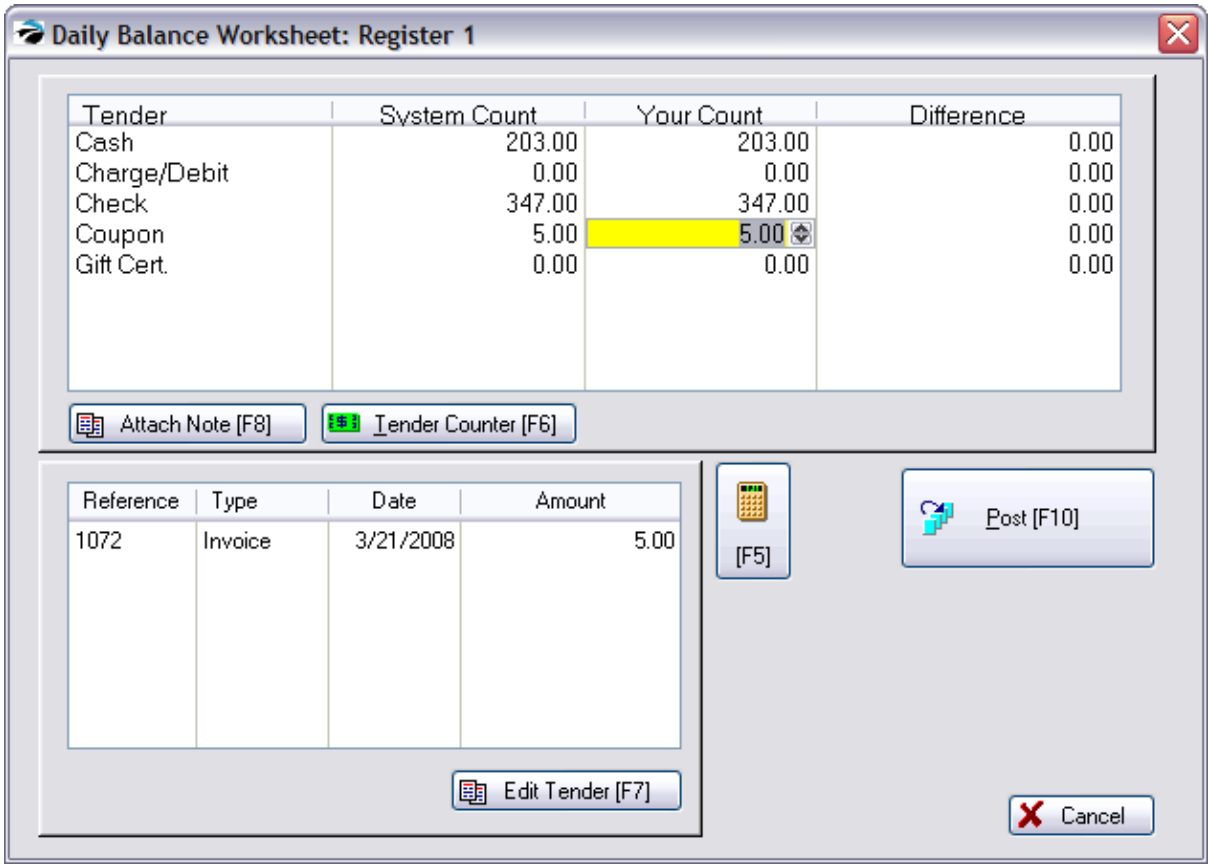
original price before the coupon is applied. POSitive can automate this.

You may create as many Manufacturer coupons as you wish. These coupons will only be valid for specific products and POSitive will check the customer invoice for qualifying items.

To create a Manufacturer coupon be sure to UNCHECK the option "This Is A Store Coupon..."

When you redeem these coupons, place them in the Cash Drawer. When you balance the Cash Drawer, the coupons will be tallied and must be balanced.



Store Coupon

In order to bring customers into the store, you may print coupons in the newspaper or distribute them in other ways. These coupons will be used to reduce the selling price of items. Unlike a manufacturer's coupon, you will not be reimbursed the coupon value, therefore you should not have to pay taxes on the higher selling price.

You may create as many Store coupons as you wish.

IMPORTANT: be sure to CHECK the option "This Is A Store Coupon..." and assign the coupon to a TAXABLE category.

When you redeem these coupons, they will not update the Coupon section of the Daily Balance Worksheet. Instead, you can run a report on the Administration: Coupons category to see of often they were redeemed.

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QUESTION: I am trying to create a coupon that will take 20% off any one item of the customer's choosing.

ANSWER:

There are two methods.

- Simple Method - highlight the item, press CTRL-D and choose to discount the line item by 20. There are no reports
- Special Inventory Item

By using the Equation function of a specially designed inventory item, you simply enter the Price of the item selected by the customer and the customer will be discounted by 20% of the value of that item.

Setup - Create a special inventory Item

1) go to inventory center and choose to ADD a new item.

2) choose a taxable category (probably your Store Coupon category would be best)

...enter a description such as "20% OFF ONE ITEM!" and a SKU such as 20.

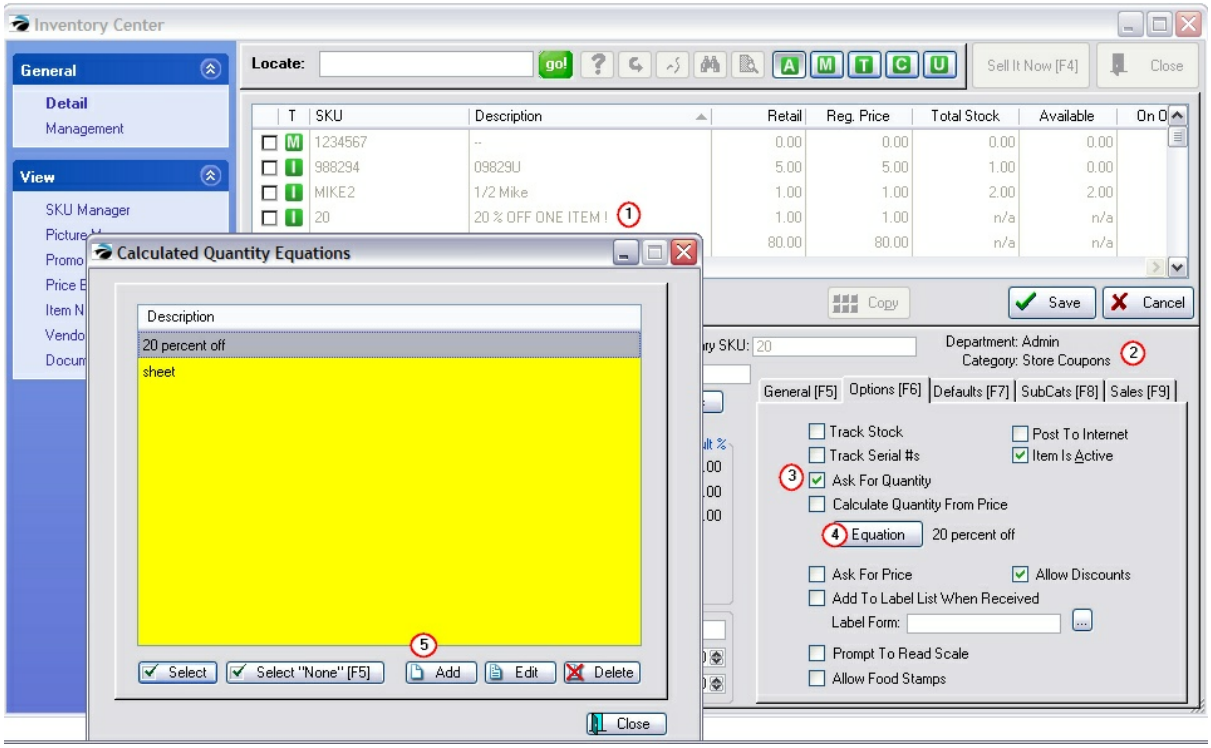
...set cost at 1.00 and selling price of 1.00 for each price level.

...On the Defaults F7 tab enter a minus 1 (-1.00) in the Default Sell Quantity field.

3) on the Options F6 tab uncheck Track Stock and checkmark ASK FOR PRICE (see picture)

4) click on the EQUATION button

5) Choose ADD on the Calculated Quantity Equations screen.



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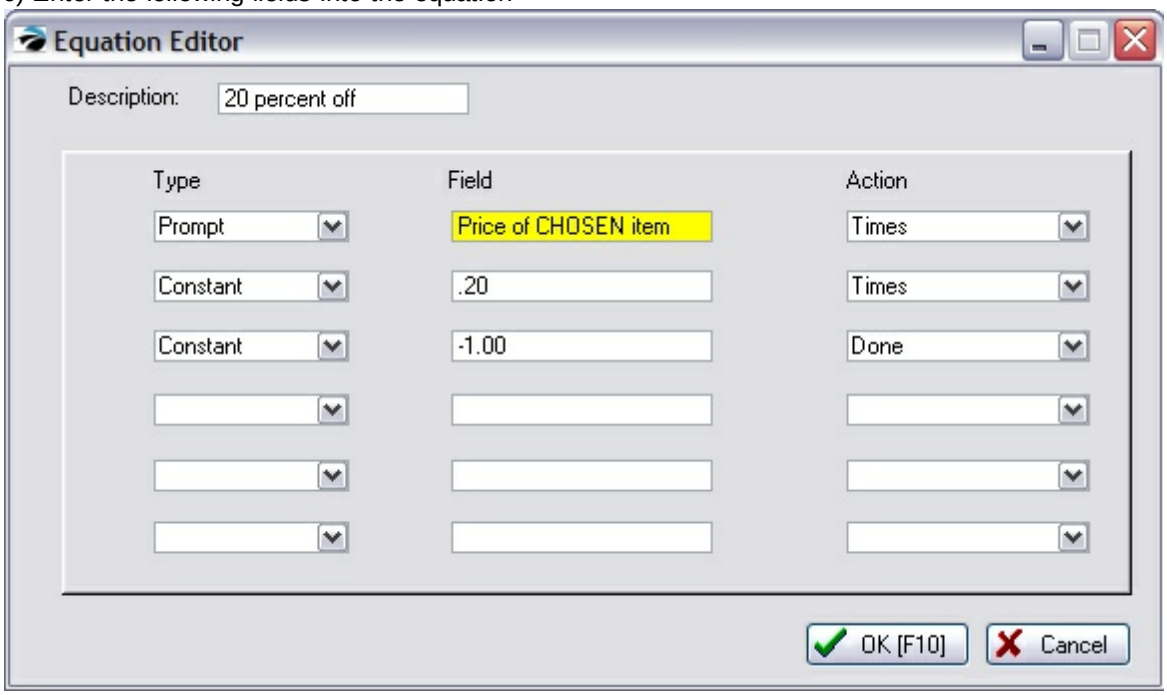
6) Enter the following fields into the equation



...give it a title such as 20 percent off

...in the first row, enter Prompt, Price of CHOSEN item, and Times

...in the second row, enter Constant, .20, and Times

...in the third row, enter Constant, -1.00, and Done

Choose OK F10 to save.

Now Save your newly defined inventory item.

HOW TO TEST

Create a quicksale invoice.

Add a few inventory items.

Enter 20 as the SKU

Pick a price to discount and enter the price in the first prompt field.

Tender the invoice.

Final Results

Result, you should now see that the invoice has been discounted properly and that it makes sense when read by the customer.

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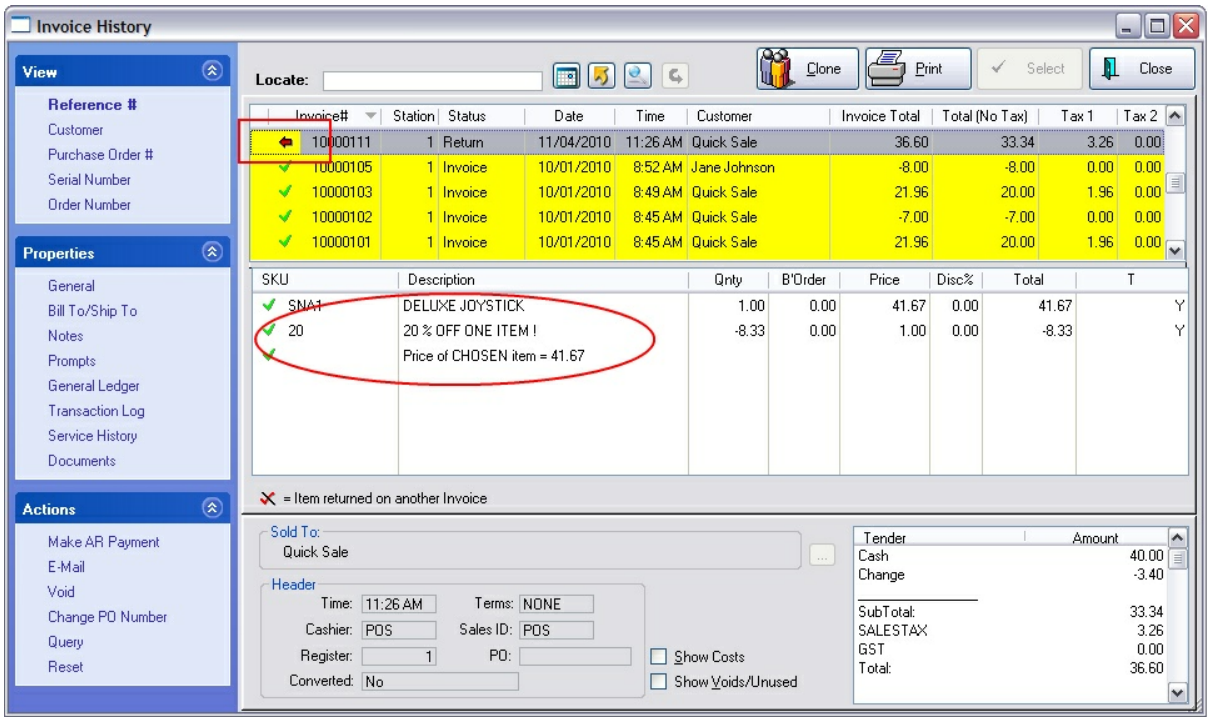

You will be able to get a report on how often you have used the 20 SKU and how much was involved in the sale.

Coupon Manager is fine for coupons issued by the manufacturer or your own generated coupons with a Fixed Dollar amount.

However, if the value of the coupon will fluctuate, create an inventory item with a "negative 1.00 default value" and "Ask For Price" option instead.

SETUP

1) Go to Inventory Center and choose ADD

2) Create a category named Coupons. This allows you to run reports on the use of the coupon. Depending upon your needs select Merchandise as the Tax Category which will reduce the amount of sales tax owed by the customer.

3) Enter a Description and SKU of your choice. Cost is 0.00 and selling prices are 0.00

4) On the Options [F6] tab UNCHECK "Track Stock" and "Allow Discounts" and CHECK "Ask For Price"

5) On the Defaults [F7] tab set the "Default Sell Quantity" to -1.00

4.7.2.2.2.3 Used Items Manager

Items taken in as trade-ins can be tracked and re-sold.

If you selected Used Items Manager on the Inventory Center....

This is probably the screen you are able to see. This screen is actually the middle step of the whole

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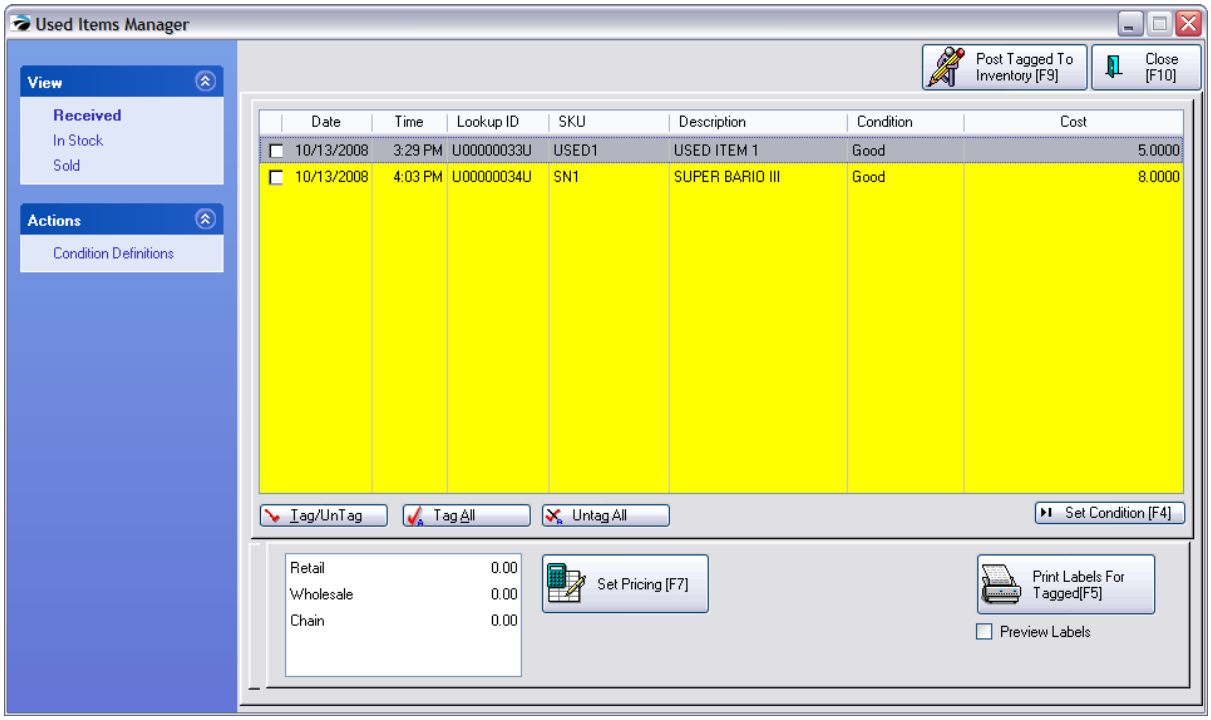
process. However, this may not be the best solution for your needs. Please read about more options.



There are three ways to create and track Used Inventory.

1) The simplest is to press CTRL-T while in an invoice and identify the name of a trade-in item and it's value. When the invoice is processed, the item is now accessible in the inventory list. (see One Of A Kind Trade In[1523])

2) A bit more useful is to activate a system setting (see System Setup: Inventory: Used Items) to use the Used Item Manager as listed on the Inventory Center: Managers. Pressing CTRL-T while in an invoice prompts you to find a matching new inventory item, define it's condition, and value. There are some additional steps before you can resell the trade in item and that is why you come to the above displayed screen. (For detailed information see Used Items Manager[1528])

3) A more sophisticated method involves the use of Category level Trade-Ins settings. This option calculates how many are currently in stock and allows or disallows trade-ins to be taken as well as automatic calculation of trade values.

Contact your dealer for more information.

4.7.2.2.2.4 Mix & Match Manager

Like other "inventory managers" this manager is not linked to any specific inventory item; it is a convenient way to review and change your price breaks for multiple items.

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

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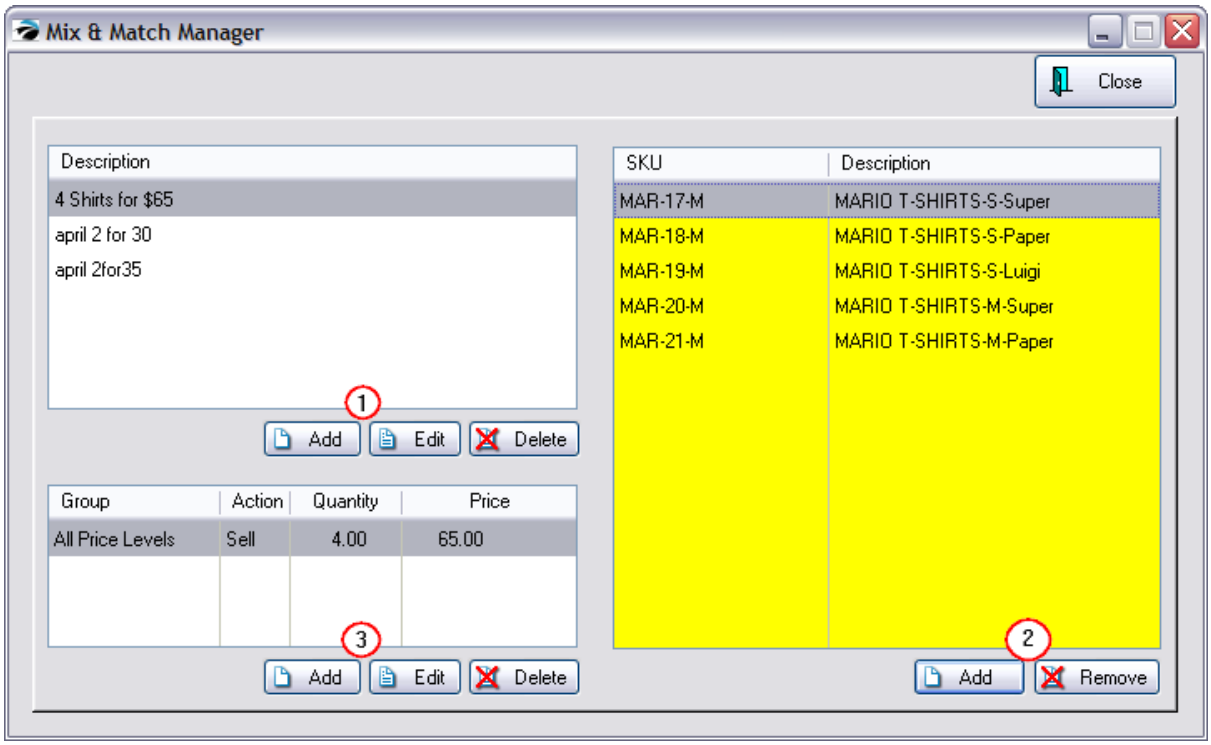

(1) Create a price group name and pricing

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

(3) (Optional) Add additional prices for different price levels (When you added a Price Group in step 1, you set pricing which is automatically visible here.)

For detailed information see Mix & Match Setup 488.

POSitive allows you to create groups of inventory which will sell at a reduced price when a specified number of items from the group are purchased. This is very similar to creating price breaks for individual items, but is done instead for a group of items. For example, a product may sell for $60.00 individually, but if a customer purchases two, then the total price is only $75.00 for the two of them.

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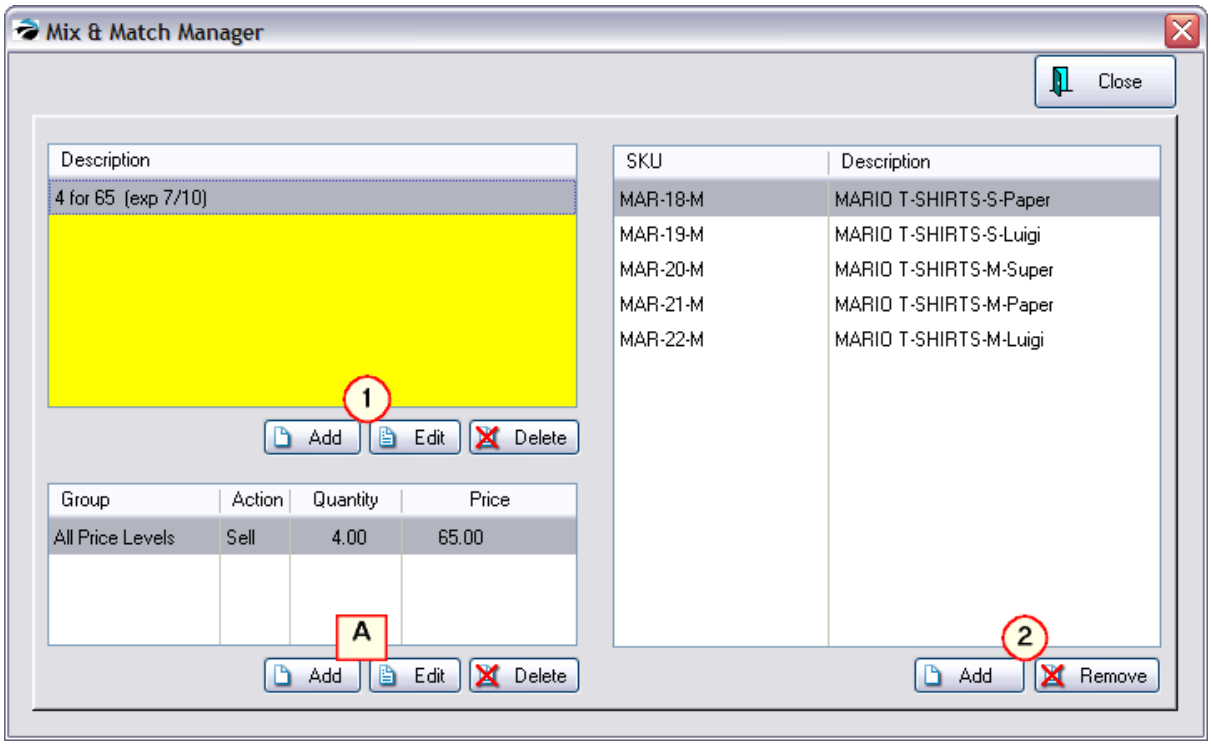
Creating Mix & Match Items



(1) To create a Mix & Match group, you create a name for the group, set quantity and pricing. TIP: There is a limit of 20 characters, so you may need to abbreviate the title, but include an expiration date to help in knowing which to delete later.
Note: there is no actual expiration of this Mix & Match group. However, if you first create the item here and then open Promo Manager[530], you can set an expiration date.

(2) Add specific SKUs to the group. Choose the Add button.

TIP: While viewing the inventory list, you could choose to filter your inventory by category or description. Then tag multiple items belonging to the group and choose Select.

(A) Use the bottom set of Add, Edit buttons to create more than one price break per group highlighted at the top if you did not choose to use All Price Levels.

You can create as many Mix & Match groups as you wish, however, an inventory item can only be assigned to one group at a time.

Selling Mix & Match Items

To sell Mix & Match items just add any number of items to the invoice in any sequence and POSitive will recognize and match them. The regular price of the item will be charged until the governing number of items are placed on the invoice. Then the prices of the items will be modified to total the designated mix & match selling price.

TIP: As a Station Setting, you may want to activate "Combine Same-SKU Items on Transactions" which

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will keep the number of line entries to a minimum.

Ending a Mix & Match Special

Mix & Match setups are not date controlled. You need to open the Mix & Match Manager, highlight the desired group, and choose the Delete button in the upper left section.

Promo Pricing Vs. Mix & Match (see Promo Manager 530)

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

Customer Returns of Mix & Match Items

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

4.7.2.2.2.5 Serial Numbers (Manager)

From the Inventory Center: Managers listing, when you choose Serial Numbers you will see this Serial Number List screen. (for specific information about this screen see Serial Number List) 1489

However, you should first read these related topics for Setup and background information.

Practical Application

Q: Yesterday my cashier chose the wrong Serial Number when processing the invoice.
Is there a way to change serial numbers without doing a credit and re-charging the customer ?

A: Yes, there is a method for fixing this.
Normally we recommend that the item from the invoice be returned and then a new invoice created to sell the item with the correct serial number.
1) start a return invoice for the customer
2) select the serialized item from the original invoice. The new invoice will now show the return item and the serial number.
3) again sell the same item and this time select the correct Serial Number.
4) you will be prompted on how to handle the returned item. If you choose an option to return immediately to stock, then the serial number will be changed to show that it is again available for sale. If you choose an option which will not return it to stock, then see step 6.
5) Tender this invoice. There will be 0.00 amount owed.

6) Depending on how you answered step 4, you may need to go to Purchasing: Returns From Customers and tag the item to be returned to stock. POSitive will automatically adjust the serial number

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status from Sold to Return Status and ultimately to In Stock.

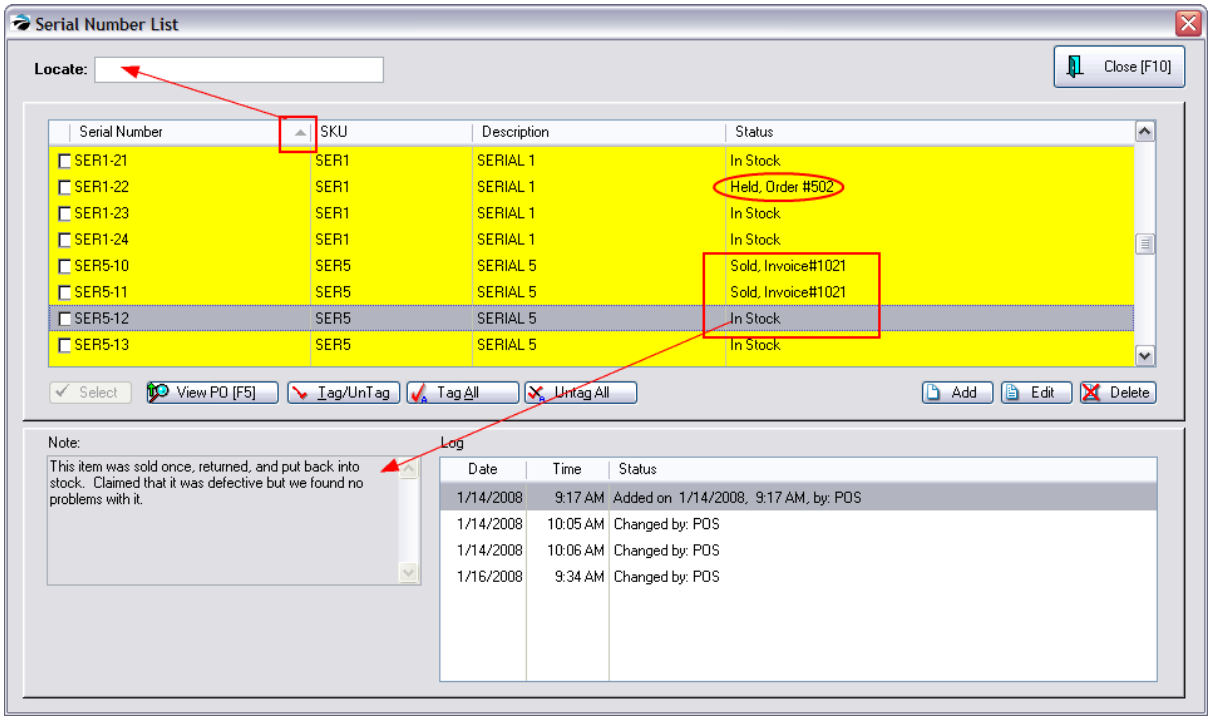
As an alternate method, since an existing invoice cannot be edited, the serial numbers can be switched and notes can be attached to the original invoice and to the customer record to document the mistake and the corrections made. In the end, the incorrectly sold serial number is back in stock ready for sale and the correct serial number is now flagged as sold. And, in the event the serialized item needs service work, the correct serial number is available for selection for that customer.

Here is how:
1) go to Inventory Center: Management: Serial Numbers
2) find the incorrectly sold serial number (it will say Sold on Invoice xxxxxx)
3) choose Edit and flag the item as in stock and remove references to being sold
4) now edit the serialized item which was actually delivered and flag it as Sold and fill in the appropriate invoice number and customer identification.

5) create a notepad note explaining what you have done and why and save the note in the c:\POSitive directory. We will be assigning this note to both the invoice and customer as documentation for what was done.

6) go to Invoice History and highlight the original invoice whereon the wrong serial number was selected.
7) choose Documents and attach the aforementioned notepad note.
8) go to Customer Center, highlight the customer and choose Documents and attached the same note to the customer.
Although the original invoice can never be modified, you now have some documentation in place if any questions arise.

- Serialized Inventory 1484
- Serial Number Details 1491



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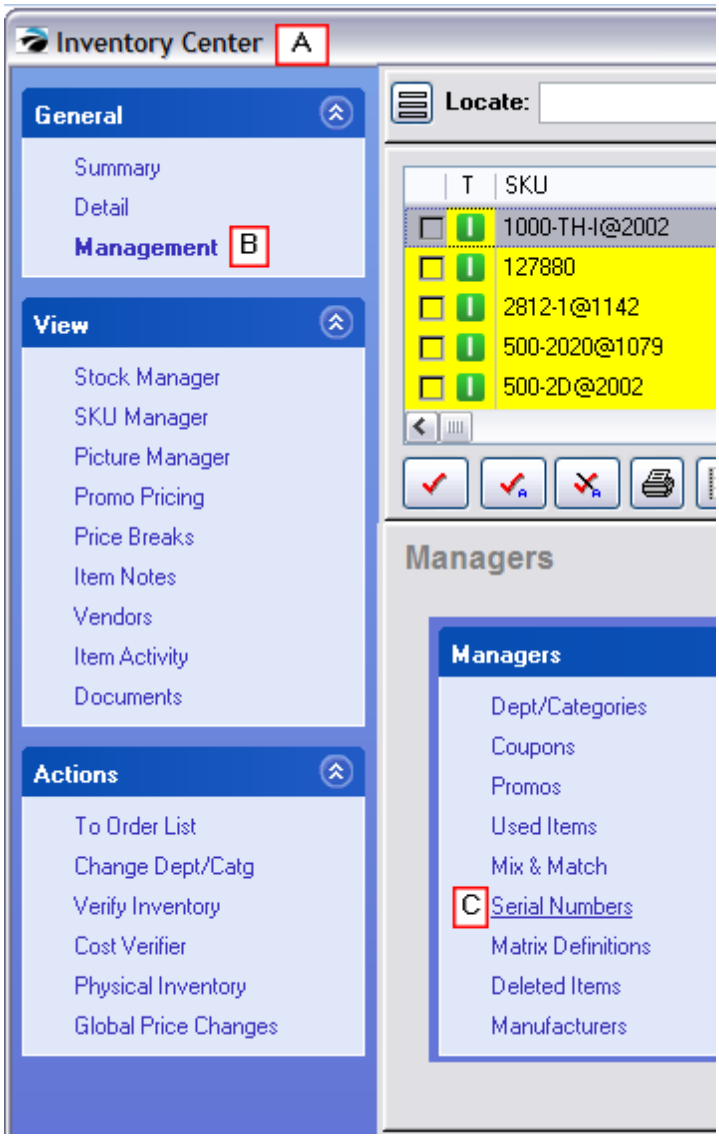
If a serial number exists but is not available for sale, it could be that the serial number is flagged as Held on an incorrect Order.

This can be corrected by editing the Serial Number and changing it's status. One method for doing this is to

A) Open Inventory Center

B) Choose Management and select Serial Numbers



C) This will open the Serial Number List (see Serial Number List 1489)

1) Locate and highlight the serial number in question.

2) Choose the Edit button

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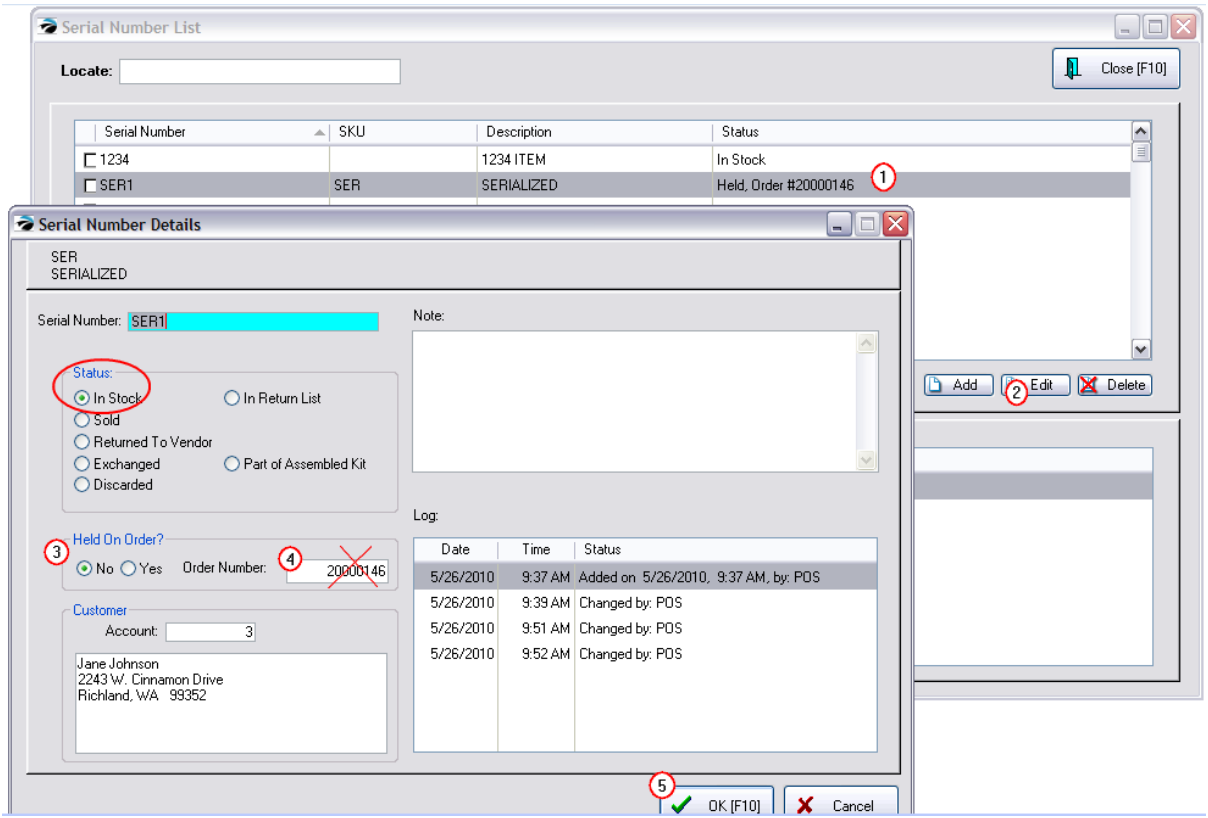
3) Change "Held On Order" from Yes to No.

4) Erase the existing Order Number. (Make sure that Status is still flagged as "In Stock".)

5) Choose OK [F10] and exit the Serial Number List.

The item should now be available for sale.



4.7.2.2.2.6 Matrix Definitions (Manager)

From the Inventory Center: Managers listing, when you choose Matrix Definitions you will see this Matrix Definitions List screen. (for specific information about this screen see Matrix Definition[1419])

However, you should first read these related topics for Setup and background information.

- Matrix Inventory - Overview[1397]
- Matrix[1401]
- Matrix Definition[1419]
- Matrix Headers[1421]
- Matrix Reports[1422]
- Matrix on Purchase Orders[1423]
- Matrix Stock Counts[1430]

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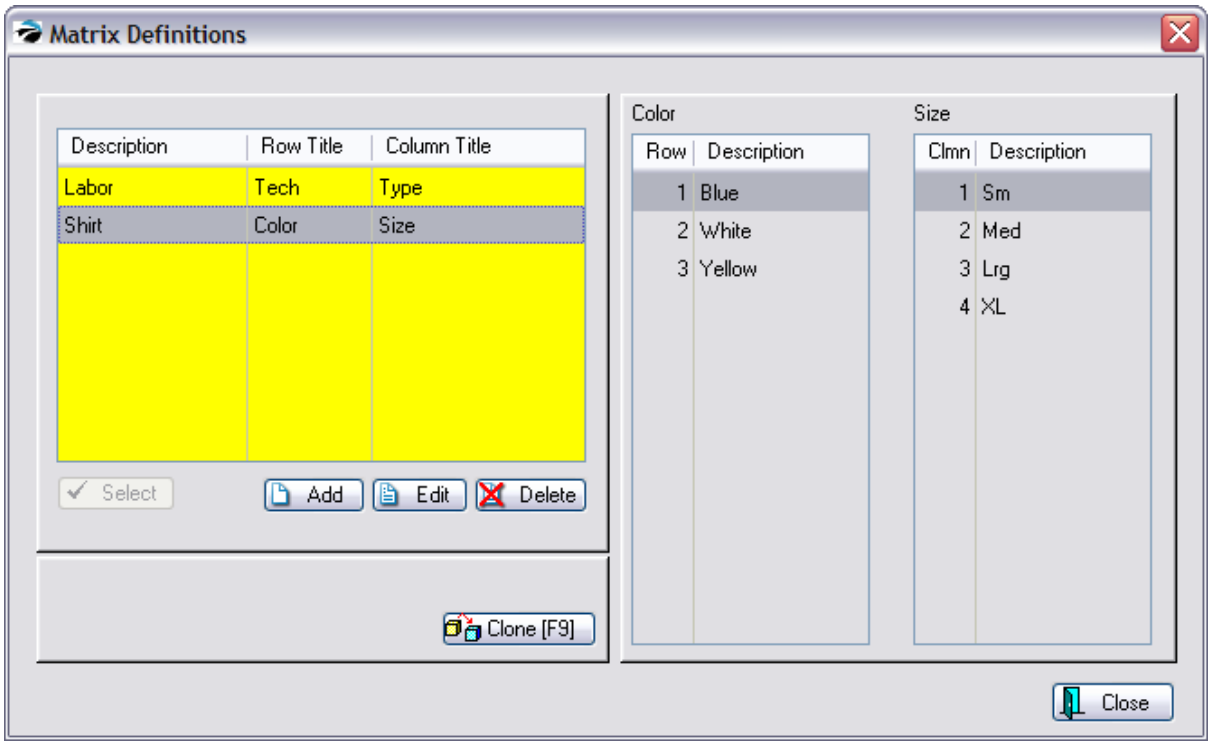

4.7.2.2.2.7 Deleted Items Manager

Inventory Center, Stock Manager, Deleted Items

Once inventory items have been deleted, (see Recover / Delete Item)459 this Deleted Items Manager allows you to Recover (un-delete) selected items. Or you may permanently purge the list and the items cannot be recovered.

How To Delete Items From the Inventory Center

Inventory may be deleted singly or en masse by tagging multiple items in the Inventory Center and then by selecting the DELete button. Items cannot be deleted if they have a stock count are are committed to customer transactions and purchase orders.

You will be prompted to confirm deletion. Confirm Item Deletion

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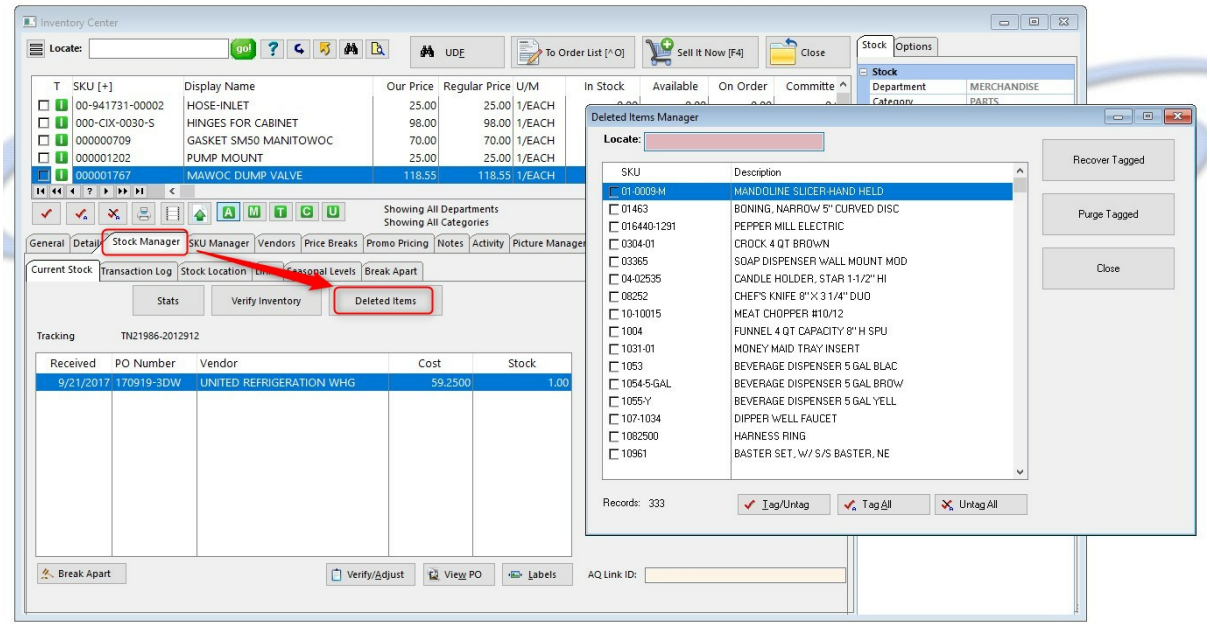

How To Use The Deleted Items Manager

1) Tag the items to be processed

Note: if the list is long, click on the column title to sort the list by SKU or by Description. Then type specific information in the Locate field and press Enter.

2) Choose either Recover Tagged or Purge Tagged.

Recover Tagged - adds the items back into the Inventory Center

Purge Tagged - permanently removes the item and cannot be recovered. You will be asked to confirm that you want to permanently delete them.

"Force Delete of Shared Items" - (requires MultiSite module) - The master site can remove these items from its own inventory and from all the remote sites simultaneously.

3) choose Close

Also see Recover / Delete Item 459

4.7.2.2.2.8 Manufacturers

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 Manufacturer's Name and product number (Mfg's #)

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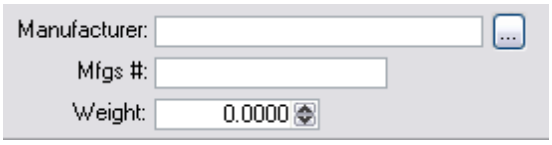
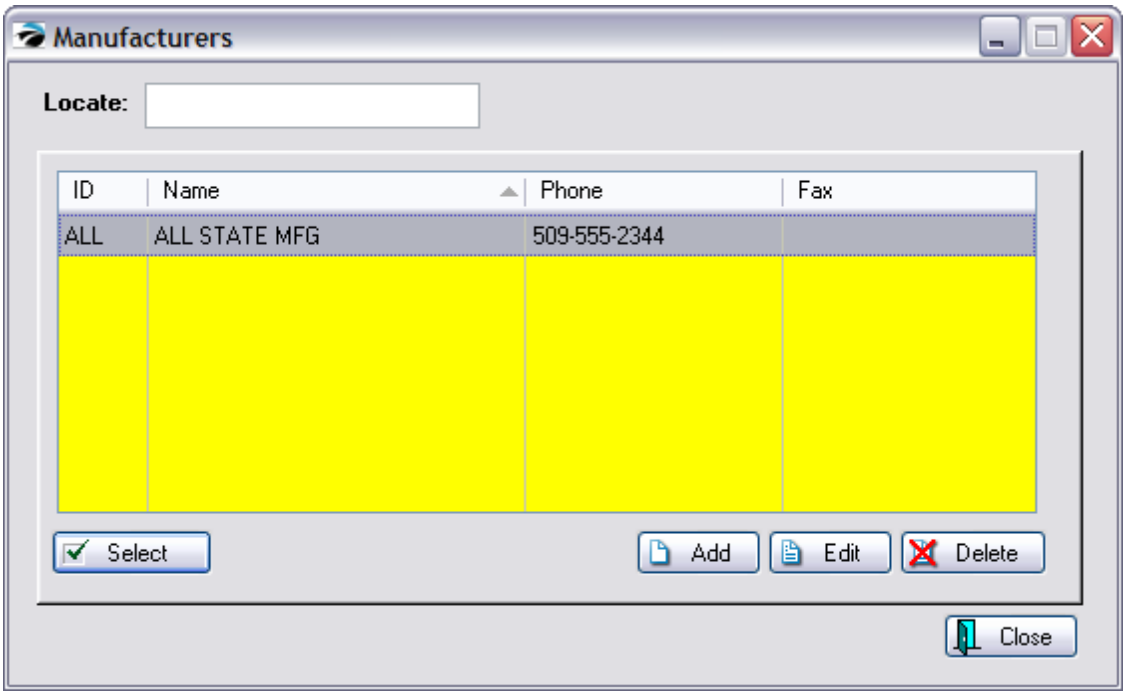


Clicking on the lookup beside Manufacturer you will be given a list of Manufacturers from which you may select, add, and edit.

Items with a Mfg # can be found by entering the Mfg Part Number in the Find Inventory 449 (binocular icon) on the Inventory Center.



For recording information about manufacturers. The Manufacturer's name can be linked to an inventory item. (see Manufacturers 495)

Entering the manufacturer's web address gives you an immediate link to the web site when you click the [F3] button at the far left. You can then review any new documentation about the inventory item in question.

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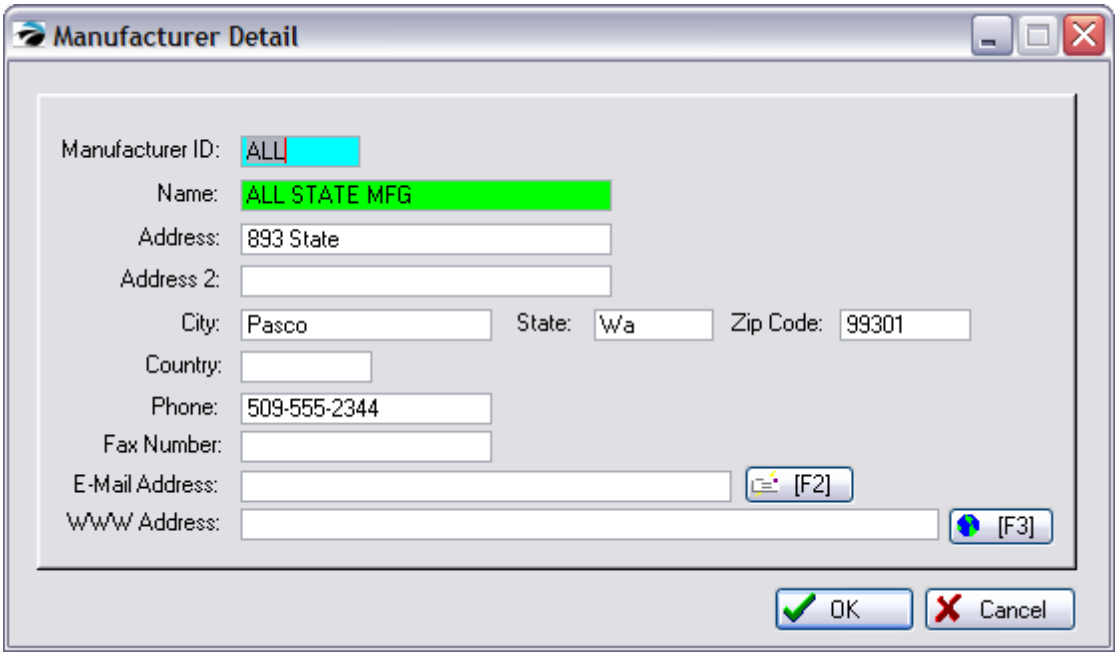

4.7.2.2.3 Stock Manager

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

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

- **Current Stock** - Stock count numbers with reference to originating purchase order(s) and tools for label printing and research.
- **Transaction Log** - A log of all processes affecting this inventory item. (see Transaction Log 500)
- **Stock Location** - (Optional) distribution of stock to select shelves or locations with the ability to rotate stock from one location to another. (see Stock Location 501)
- **Links** - the sale of one inventory item can prompt for the sale of additional suggested or required items (see Links 502)
- **Used Items** - If using the trade-in option of POSitive, items can be sold as new or used (see Trade Ins 1520 and Used Items Manager 486)
- **Seasonal Levels** - Set minimum and maximum stock quantities for a specific time period. (see Seasonal Levels 507)

Current Stock

POSitive uses FIFO, (first in and first out) inventory control.

The oldest purchase order is listed first. As items are sold the stock count for that PO is reduced until it

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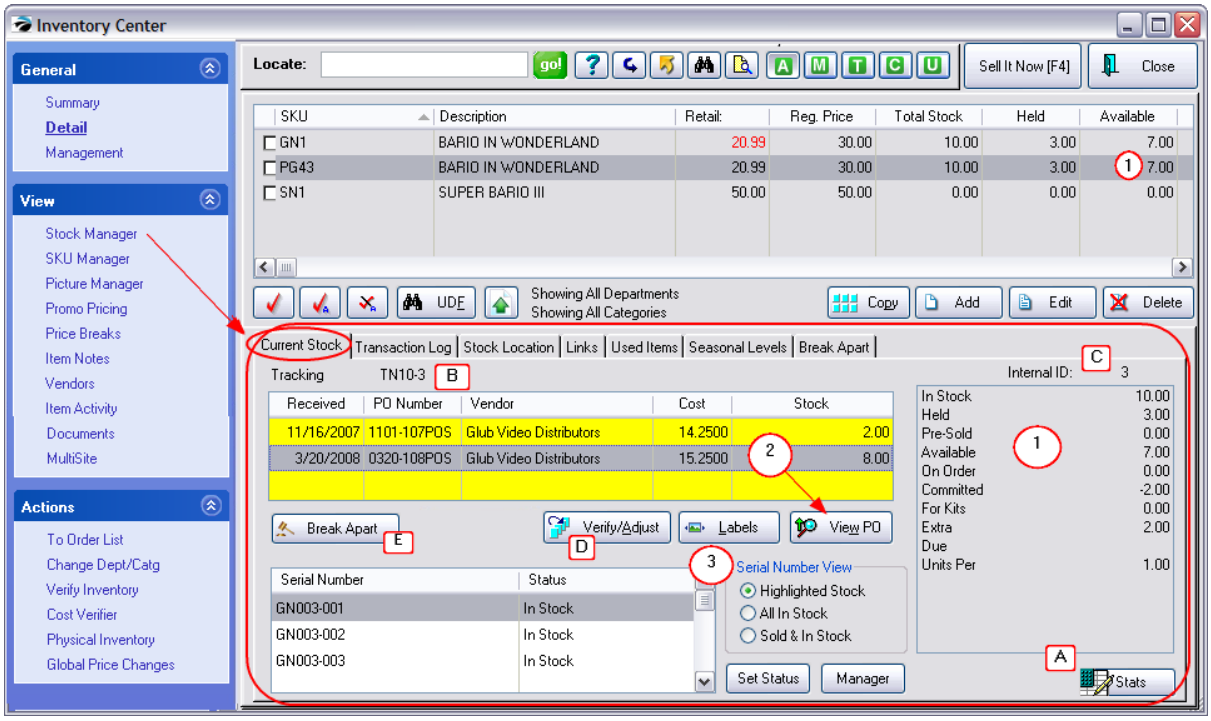
is eliminated. Use of Verify/Adjust could recover older purchase orders.



(1) **Current Stock Counts** - (also visible on the line item list above)

- In Stock - total units in stock
- Held - number of units reserved on order, layaway, service order, or in suspended invoices (TIP: double-click the word "Held" to see details)
- To Transfer - (multi-site module required) number of units being reserved for transfer to another site. This number will revert to 0.00 when the other site received the transfer PO.
- Pre-Sold - number sold when stock count was 0.00 (TIP: double click "Pre-Sold" to see details)
- Available - sum of In Stock minus Held and Pre-Sold
- On Order - number of units expected on purchase order (TIP: double click "On Order" to see details)
- Committed - number of units promised for open order, layaway, service order (TIP: double click "Committed" to see details)
- For Kits - number of units which are In Stock which have been set aside for building kits
- Extra - sum of On Order minus Committed
- Due - anticipated arrival date
- Units Per - number of selling units per case/box

(2) **Purchase Order Source** - the purchase order from which the items were received. One can choose to **View PO** and even do some editing of quantities, costs, and freight charges. POSitive is a First In-First Out (FIFO) system. The top listed stock will be sold first.

(3) **Label Printing & Serial Number Management** - If inventory labels are needed, choosing the **Labels** button will add the item to the Inventory Label List for printing. If an item is a serialized product

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you can see the serial numbers of the items in stock and sold. (see Serial Number 1491)

Informational

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

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

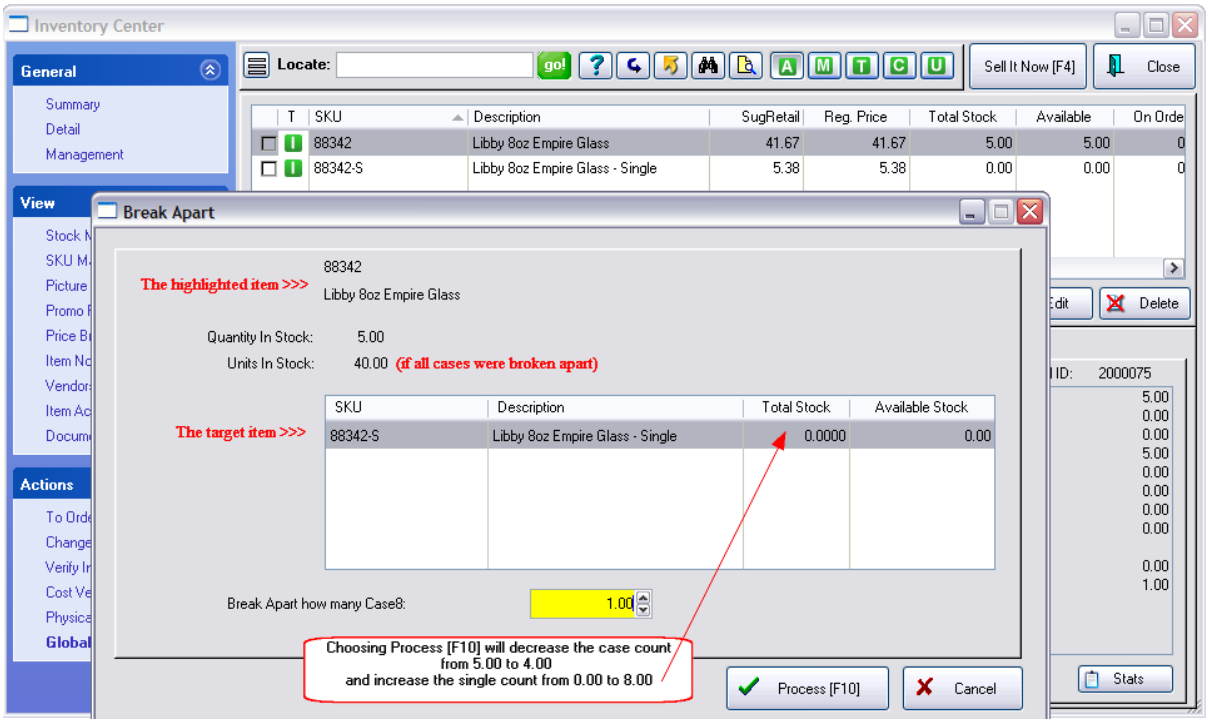
(C) **Internal ID** - A control number assigned by POSitive to this inventory product and used throughout all the databases for accurate tracking of processes. This number is the same as the last number of the Tracking Number.

(D) **Verify/Adjust Stock Count** - (Caution) This option manually overrides stock counts. Although not recommended, this is sometimes used in lieu of receiving a purchase order, but should only be used with judgment. (see Verify/Adjust 1559)

(E) **Break Apart** - (Optional) Break Apart allows you to sell individual components of a products you purchase in bulk. The tab at the far right defines how many units are available for the highlighted item and the button at the bottom left actually changes stock counts. see Example

For example, you purchase a case of Libby 8oz glasses. You can easily sell these by the case. But if the occasion arises, you could also sell them by the single glass.

This is done by creating a separate inventory item for the single glass, Then you "break apart" a case into an individual glass count thereby reducing the number of full cases and increasing the number of single glasses.



(for setup details see Break Apart 510)

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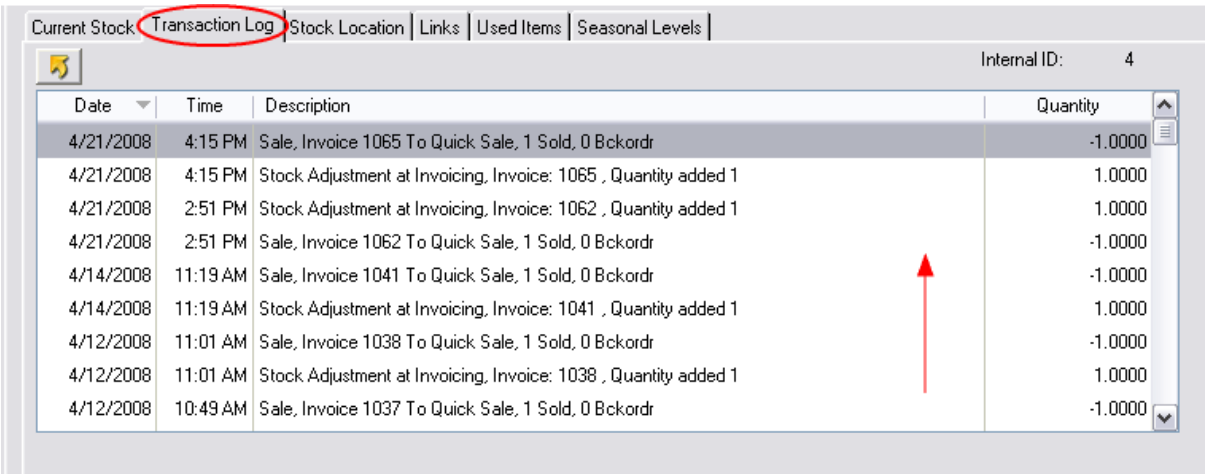
4.7.2.2.3.1 Transaction Log

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

It records when the item was created, how often and by whom it is edited.

Stock counts are changed by purchase orders, sales, and manual stock adjustments. The "Quantity" is not a running total, but rather the impact made on the total in stock. Exporting this transaction log to a spreadsheet allows you to enter a formula to see how actual stock counts changed.

The primary purpose of this log is for review only. You can choose the Send To button to export this information to Excel, HTML, or another type of document.



Typical Transaction Log entries are:

Item Created - the first entry of the transaction log

Item Changed By - the item was edited by the named staff member - it does not record if any changes were made to the item or it's settings

Placed Purchase Order - item was added to a purchase order

Received PO from - item was received, stock counts increased

Cost Adjusted - the purchase order was edited to change the cost of the item after the purchase order had been received

Added to Order# - the item was added to a customer sales order

Sale Invoice# - an invoice sold the item and reduced the stock count by the quantity on the invoice

Stock Adjustment - manually choosing the Verify/Adjust button records the "corrected" stock count

Full Inventory Verify - the item was analyzed by POSitive during an Inventory Verification process

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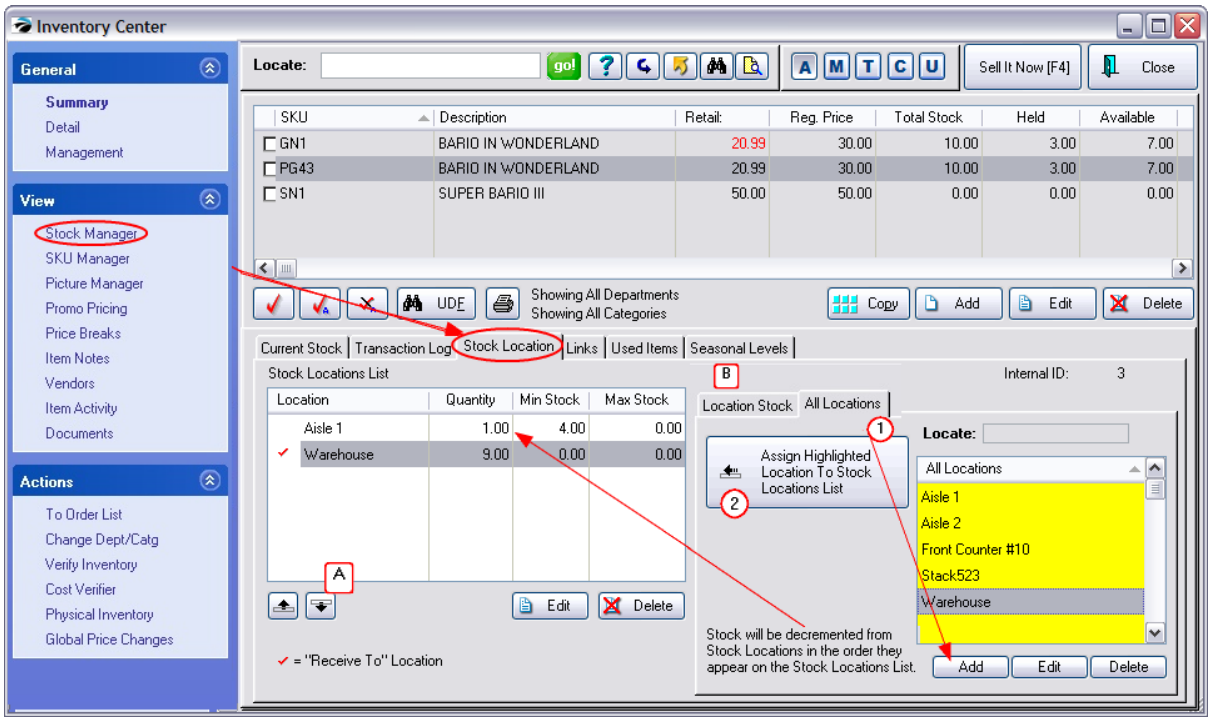
4.7.2.2.3.2 Stock Location

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

Assigning Stock Locations

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



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

The **Locate** field will help search and find a location in a long list.

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

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

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

Moving Stock From Location To Location

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

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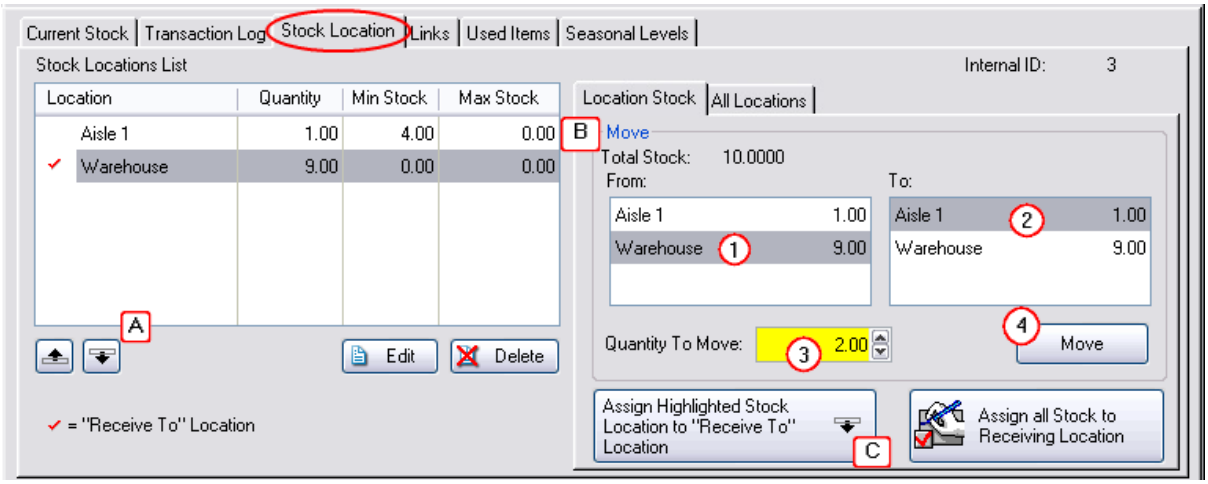

(1) FROM: Choose the location from which stock will be removed.

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

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

(4) Choose the Move button.

(C) REORGANIZATION

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

4.7.2.2.3.3 Linked Inventory

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

Click here to watch our video on Tag-Alongs and Suggested Items.

For example:

--- Suggested Accessories

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

--- Tag Alongs

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

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

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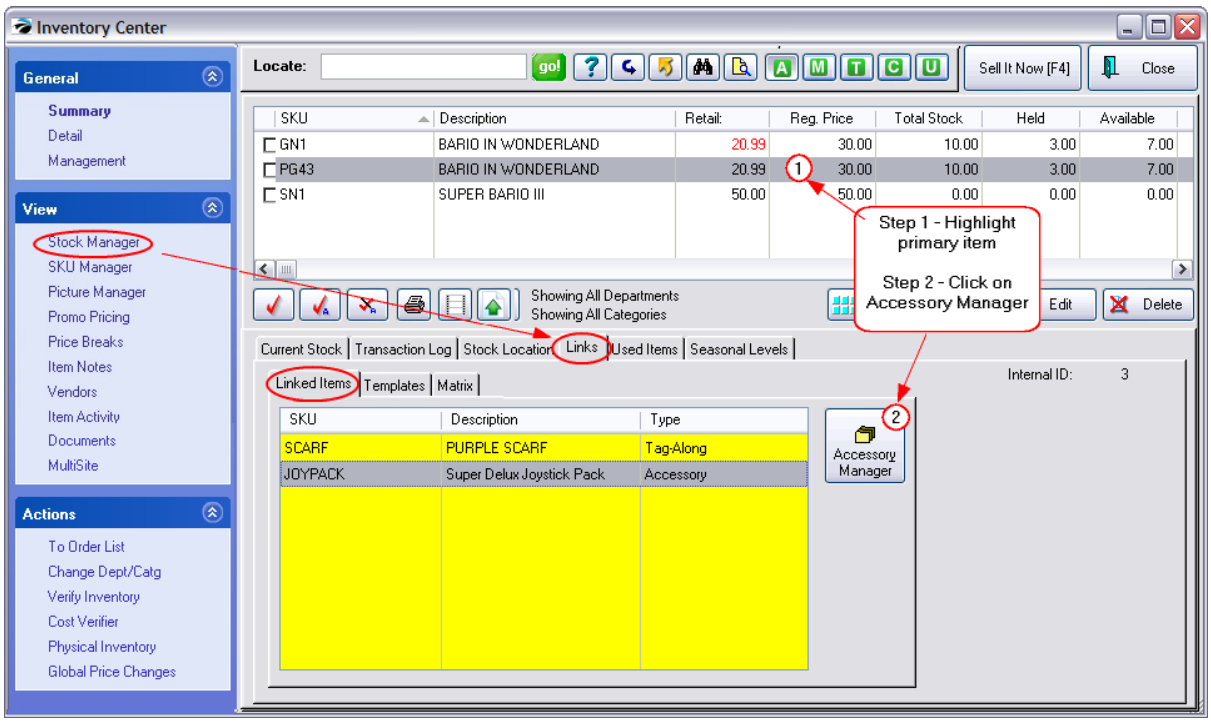
--- Similar/Related Items (Web)

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

Successive Links can create a Series of Prompts

Successive Links - By assigning Links to successive items, one could create a "string" of selections. For example, selecting a computer style, could then trigger a suggested hard drive, which could trigger a suggested amount of RAM, which could trigger a suggested...etc.



In this pictured example, when a customer purchases item Bario In Wonderland, the SCARF item will automatically be added to the invoice, and the JOYPACK, will be a suggested item for purchase.

How To Assign Accessories

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

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

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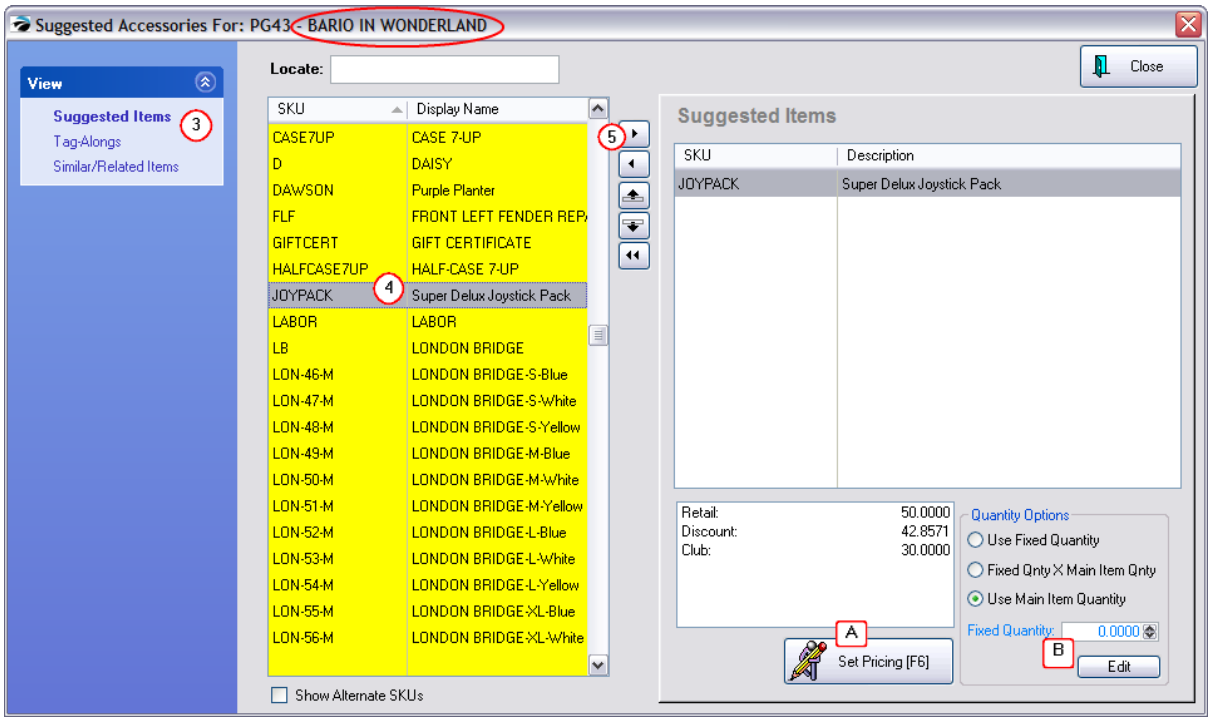

(3) On the far left, select the appropriate link type:

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

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

TIP: activate Show Alternate SKUs (at the bottom of the screen) to see any secondary SKUs for items. Then sort the list by SKU or Description and begin to type the first characters.

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

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

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

Action Buttons

Between the left and right sections of this screen are four buttons

-- Right Arrow - **adds** the highlighted item on the left to the section on the right

-- Left Arrow - **removes** the highlighted item on the right from the section on the right

-- Up/Down Arrows - if more than one item is listed on the right, use these buttons to **change the sequence** order

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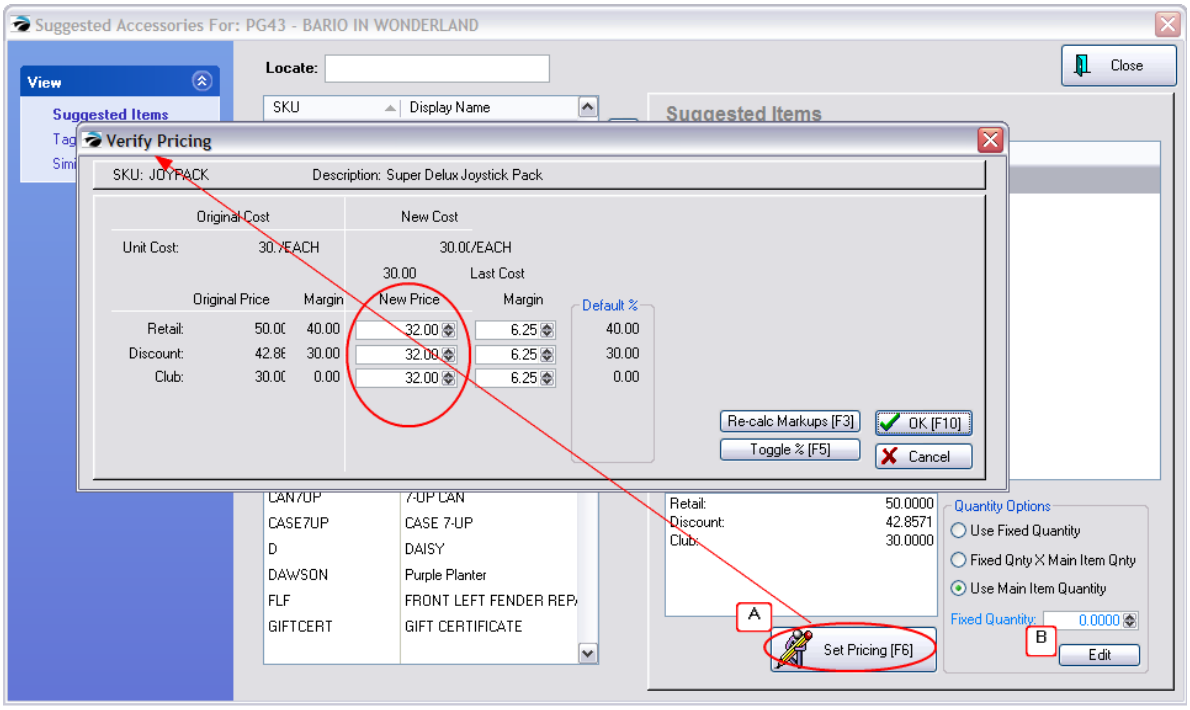
-- Double Left Arrows - to remove all items from the left side.

Set Pricing [F6]

The selling price can be changed to a discounted amount, even to 0.00 making the item free.

When you have finished, select the Close button.

(A) With Set Pricing [F6] - you can change the selling price of the Suggested or Tag-Along item. Only when the item is sold in conjunction with the primary item will the customer get the new price. This new price could be set to 0.00 to make it "free" or any other price you choose.



Quantity Options

This defines how many of the linked item will be added to the invoice.

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

- Use Fixed Quantity - fill in the value in the Fixed Quantity field below.
- Fixed Qnty Times Main Item Qnty - fill in the value in the Fixed Quantity field below.
- Use Main Item Quantity - ignores the value in the Fixed Quantity field
- Fixed Quantity field - sets the number of linked items to be sold automatically.

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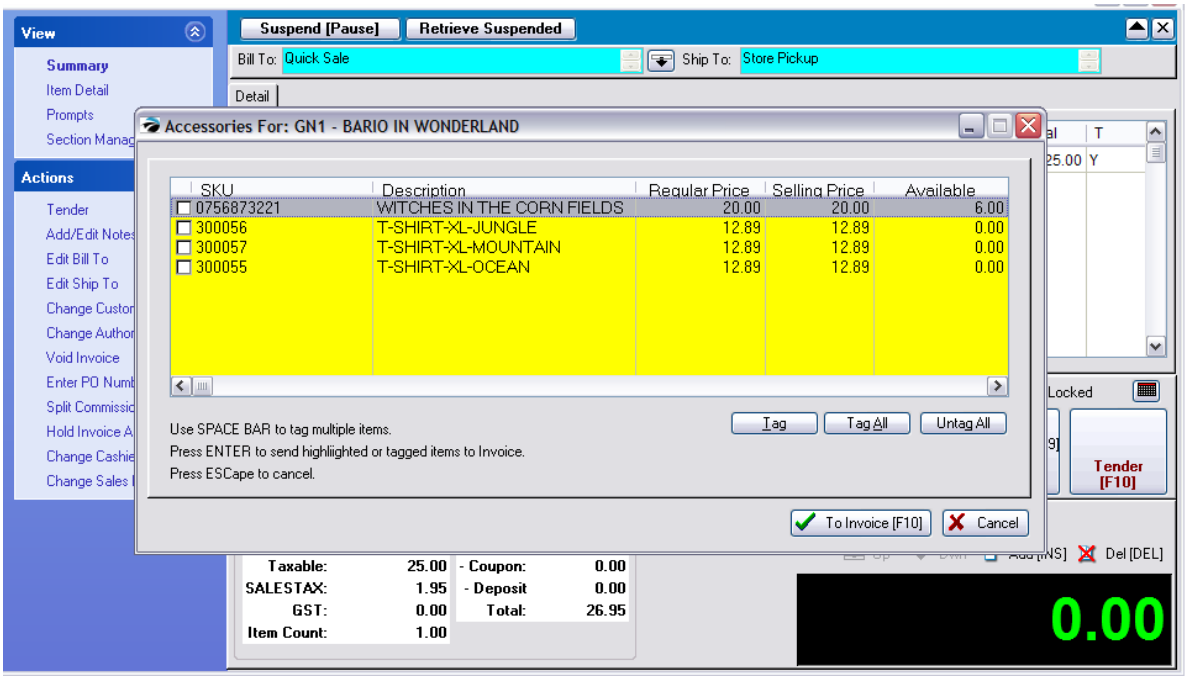
Making The Sale

When the item is selected on an invoice, you will be prompted with Accessories For: the item being sold. Because this is a suggested item, you would ask the customer before selecting the item.



Use the space bar, mouse, or simply press Enter on an item to select the item for the invoice. Note that the regular price and selling price are displayed as well as the current stock quantity.

4.7.2.2.3.4 Used Items

Trade-In items can be treated as Used Items. This is one of three ways of handling trade-ins. The used items will only be visible in this section once the trade-in has been priced and posted. (see Trade Ins 1520 and Used Items Manager 486)

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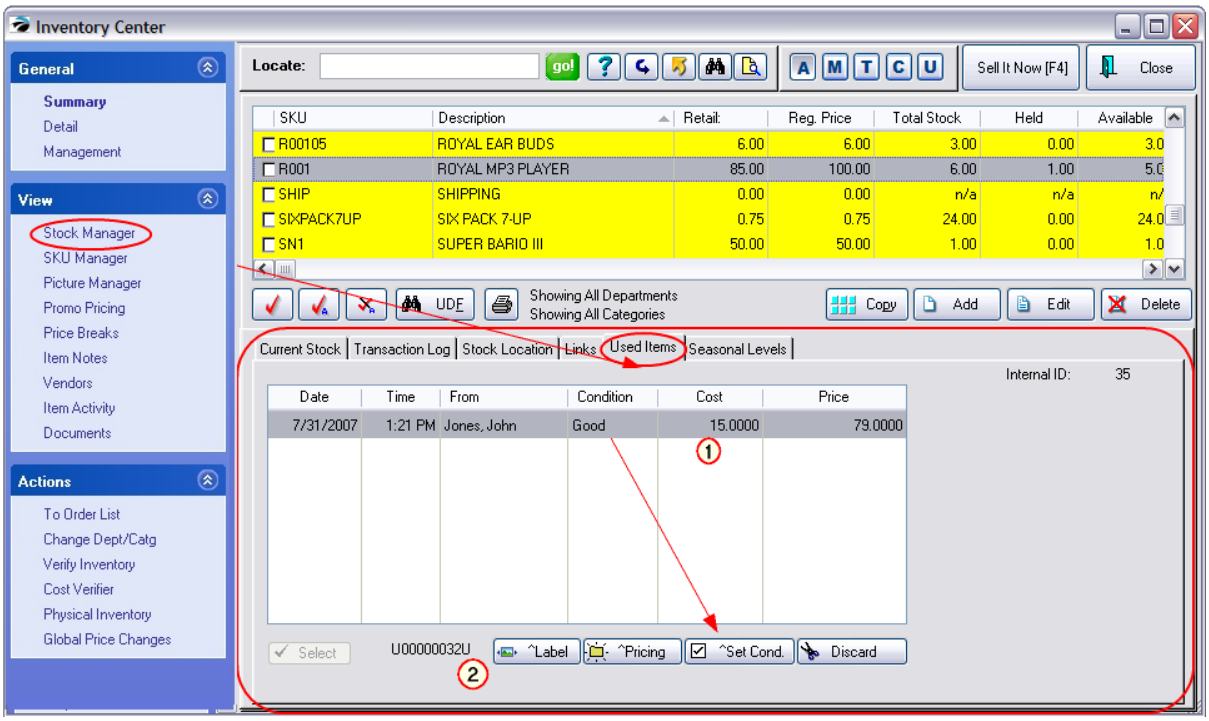

(1) The Cost of the trade-in is the value credited the customer at the time of the trade. Once a trade-in item is processed this will list the source, condition, and selling price.

(2) This SKU is automatically generated by POSitive. Labels can be designed and printed for Used Items. System Setup: Inventory: Used Items allows for setting a prefix and suffix for the SKU of the trade-in item.

- Label - print the label for the item
- Pricing - change the selling prices
- Set Cond. - Redefine the condition of the highlighted item
- Discard - remove the item from inventory.

4.7.2.2.3.5 Seasonal Levels

Each inventory item can be assigned pre-planned stock levels, i.e., how many items should be in stock at all times. The purpose of setting these stock levels is to facilitate re-ordering of products. In addition to the basic minimum stock, maximum stock, and minimum order stock levels one can define pre-planned levels based upon needs at different times of the year, hence the term seasonal levels. When using "Order List Management" under Purchasing: Purchase Orders, POSitive will factor in the seasonal level for the current date and suggested a quantity of each item to be re-ordered.

Manual Entry of Seasonal Levels

1) go to the Inventory Center and highlight the desired inventory item.

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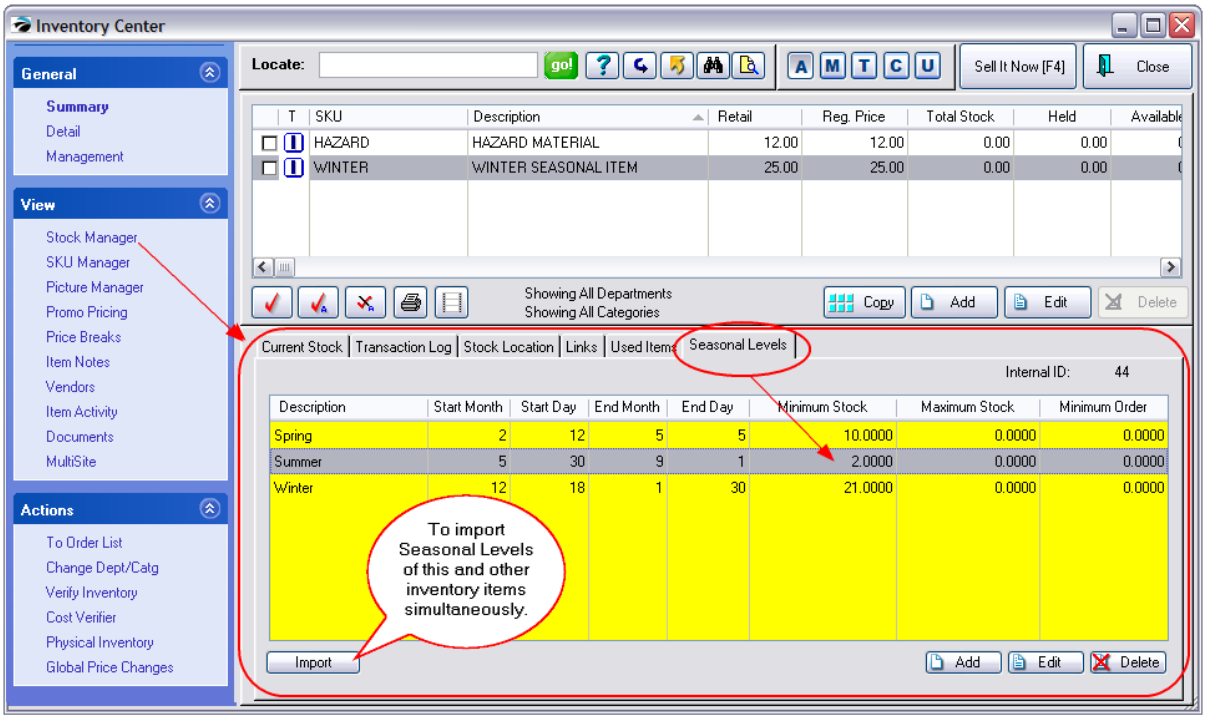
2) choose Stock Manager and select Seasonal Levels tab at the right

3) choose Add

4) Enter a description to identify the season, the start month/day and end month/day of this season.

5) Enter minimum stock, minimum order, and maximum order values as desired.



Manual Entry of Seasonal Level

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

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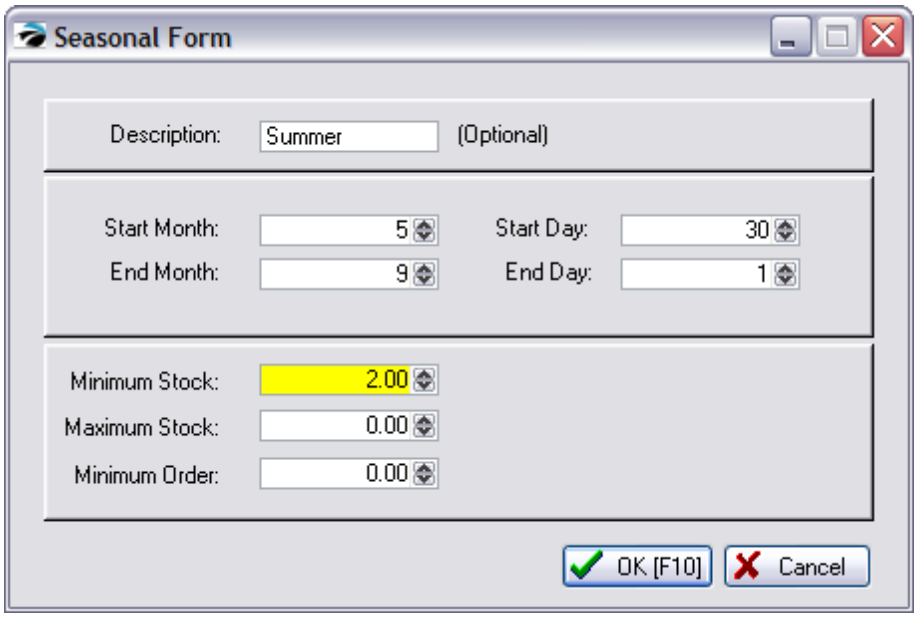

Import Seasonal Stock Levels

WARNING: it is recommended that a backup of the POSitive data be made BEFORE importing. If something goes wrong it is easier to restore the backup than to undo individual inventory settings.

To save time and effort the Seasonal Levels Importer (lower left button on Seasonal Levels view) will import multiple product SKU's and counts belonging to a common season. In other words, you will be importing products, specific to a date range which you will define as you conduct the import. The file only needs the SKU and stock counts for minimum stock, and/or minimum order, and/or maximum stock. You may include the description of the inventory item, but it is not part of the import process.

1) prepare a comma or tab delimited file with product SKUs, Item Description, and stock count settings.

2) go to Inventory Center: Stock Manager: Seasonal Levels of ANY inventory item and choose the Import button. (Note: although you will be accessing the import button of a specific product, the importer will apply itself only to the product SKUs listed in the import file.)

3) select the import file using the lookup button at the end of the File To Import field

4) identify the proper file format or type (comma or tab delimited)

5) Enter a season name for Season Description

6) Enter the number of the month and number of the day when this season starts and ends

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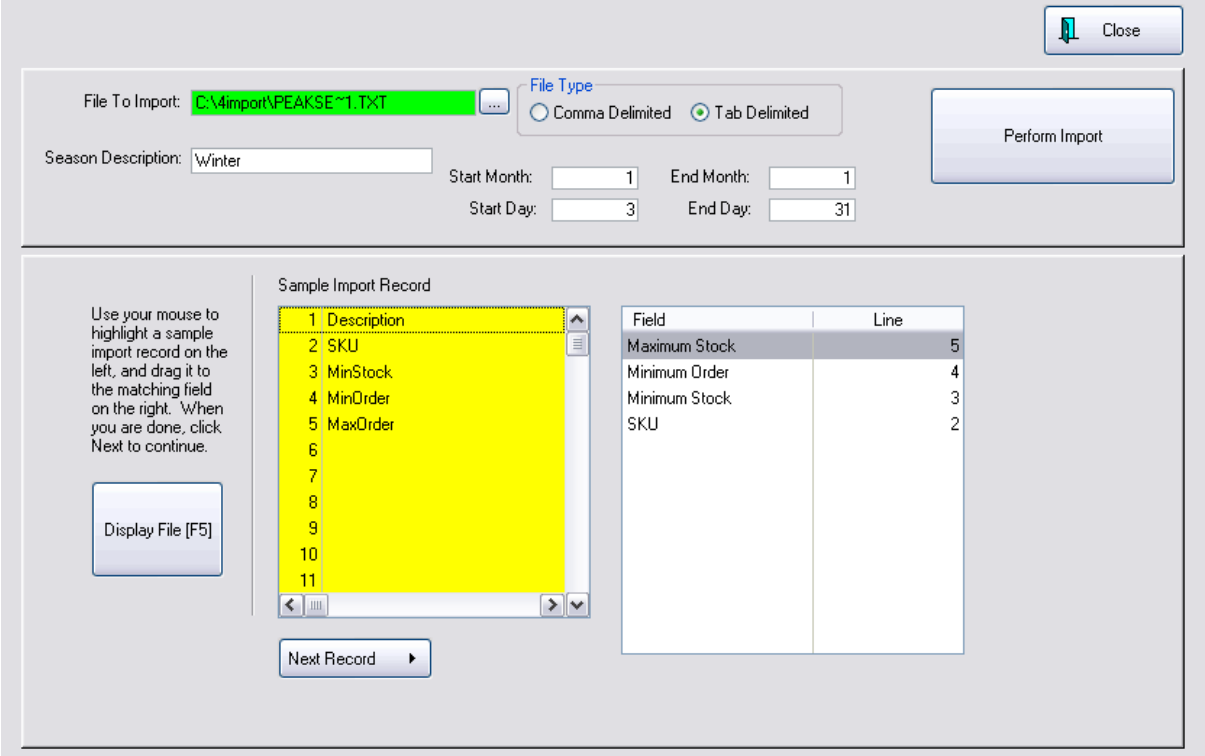

7) choose the Display File [F5] button. (if the data appears all on line #1, then switch the file type and try again)

8) Drag and Drop the SKU field on the left to the SKU field on the right

9) Drag and drop the minimum and maximum count fields from the left to the matching field on the right. (The importer only requires one link, but can handle all three links.)

The Next Record button will display the raw data, one record at a time. Choose Display File again to see the header record.

10) Choose the Perform Import button

4.7.2.2.3.6 Break Apart

Break Apart allows you to sell individual components of a products you purchase in bulk. For example, you purchase a case of Libby 8oz glasses. You can easily sell these by the case. But if the occasion arises, you could also sell them by the single glass.

This is done by creating a separate inventory item for the single glass, Then you "break apart" a case into an individual glass count thereby reducing the number of full cases and increasing the number of single glasses.

CREATE INVENTORY

Add the Vendor (case) product to the Inventory Center.

Add the Break Apart sizes of that inventory item as separate inventory. For example, a full case of 24 is one inventory item, a six pack is another inventory item, and a single can or bottle is a third inventory

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item.

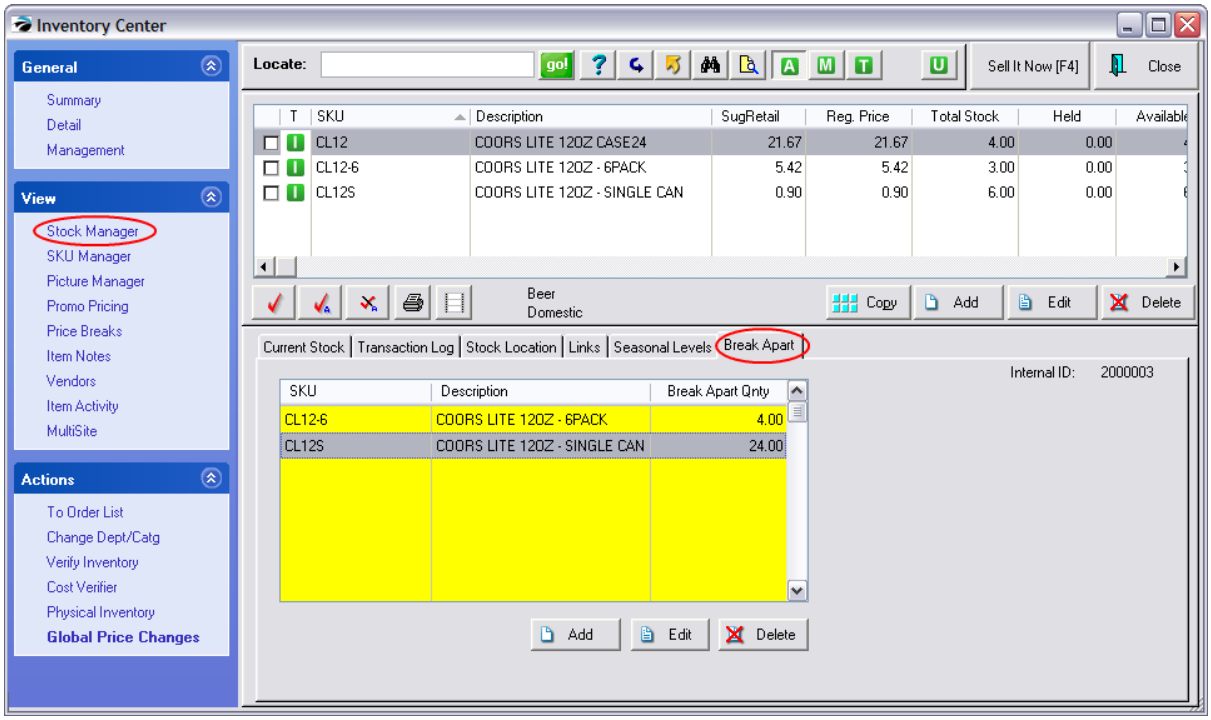
Calculate the cost and enter it in the Last Cost field. Enter your selling price of the item. Repeat for each sub unit of the case.

Vendor TIP:

When defining the break apart inventory items, set the vendor as "0-Break Apart" so that Vendor Sales and other reports are more readable. The case inventory item should have the true vendor assigned to it.

ASSIGN THE BREAK APART SIZES

With the Break Apart tab of Stock Manager, you can designate how the case will be subdivided. For example a case of 24 could be broken down into 4 six packs or into 24 single cans. And a six pack can be broken down to 6 single cans..



DISTRIBUTE CASE PRODUCT INTO BREAK APART UNITS

How To Break Apart

1) highlight the larger unit

2) choose Stock Manager: Current Stock tab

3) Choose Break Apart button

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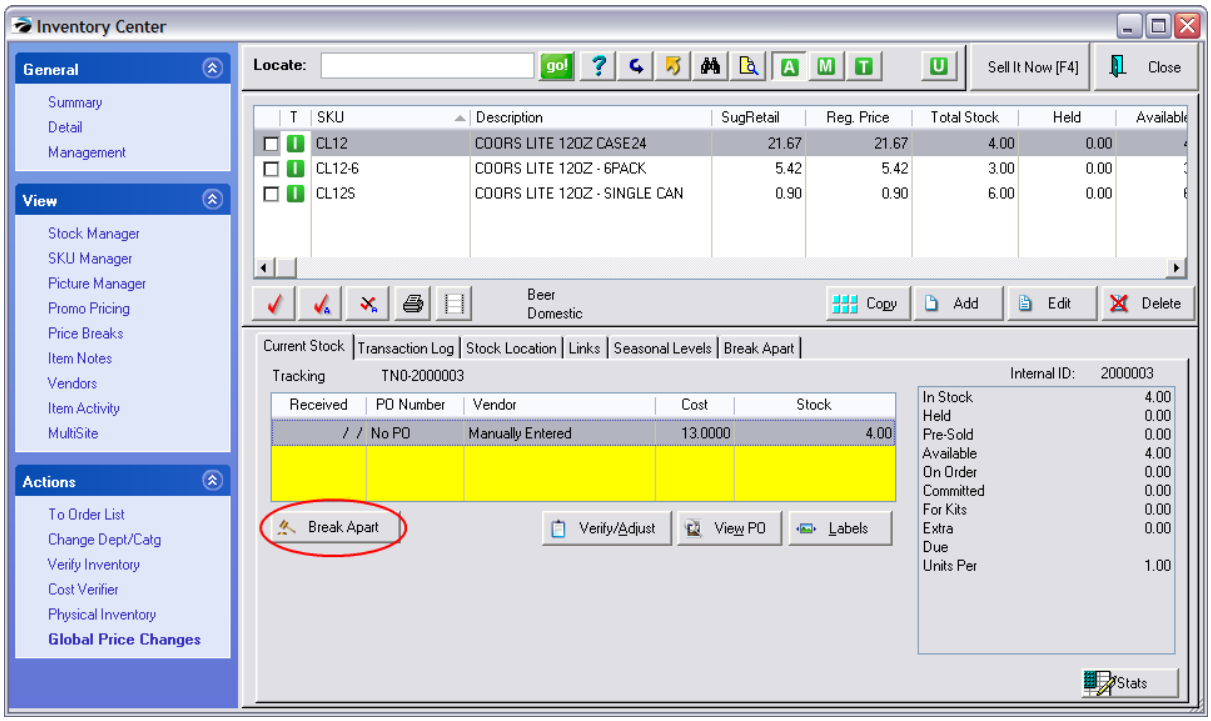
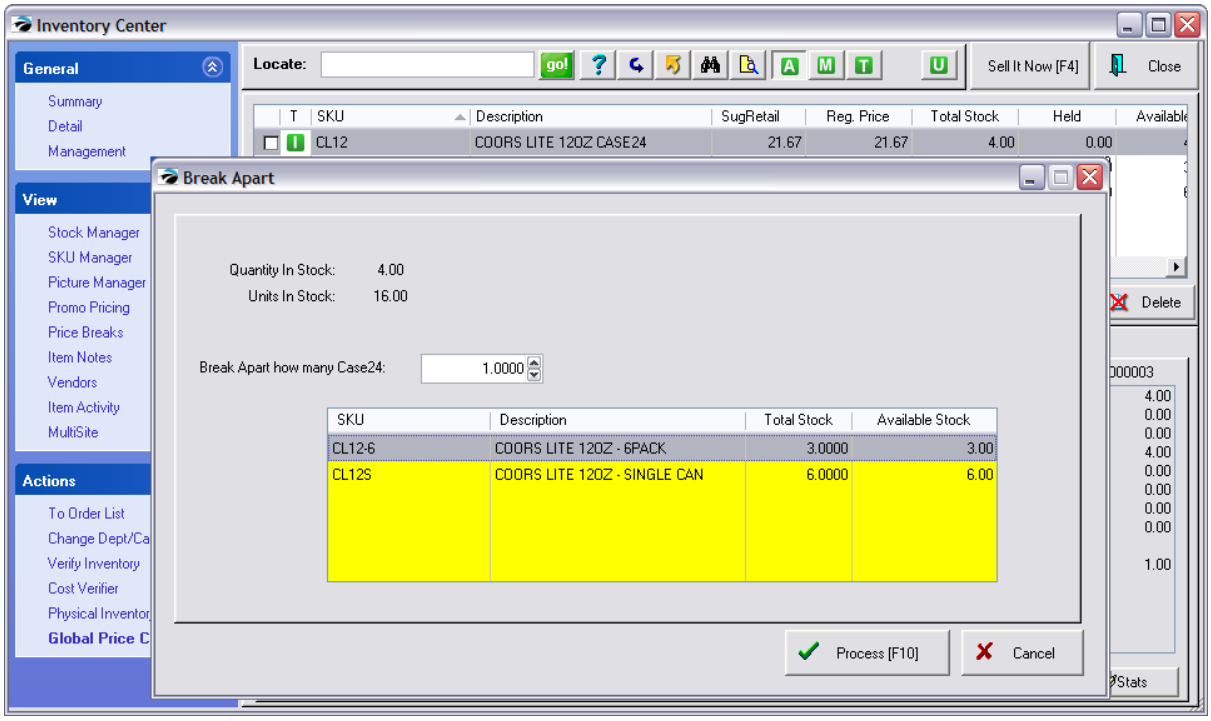


4) Select the quantity of cases to break down



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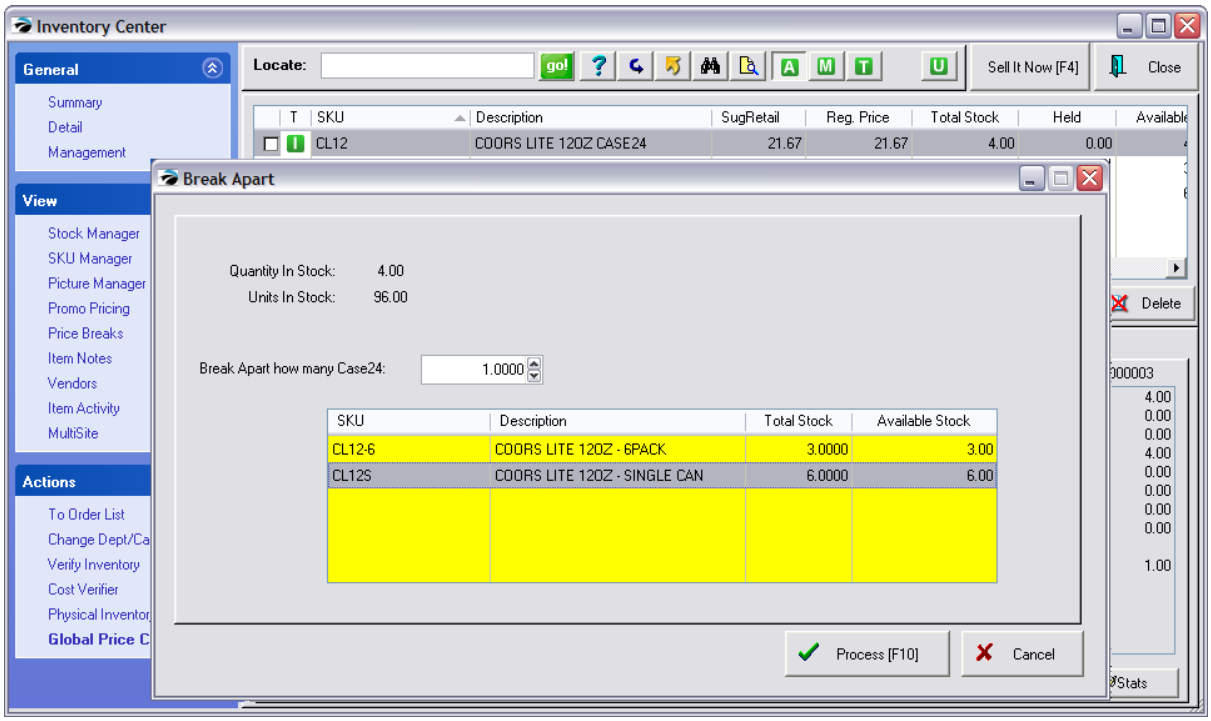

4.7.2.2.4 SKU Manager

POSitive allows any inventory item to have multiple part numbers.

Some possible applications for alternate SKUs are

- a catalog number,
- a manufacturer's number,
- a superseded part number,
- a bulk package SKU such as beverages
- a classification to show items which interconnect with each other but not with other items
- vendor SKU
  NOTE: One could be tempted to enter the vendor's SKU of the item, but this is not necessary because of another POSitive feature. See System Setup 47: Inventory At Invoicing: "Look For Vendor SKU If Item SKU Not Found."

  Click here to watch our How to Change the Primary SKU video.

How It Works

Each item has a Primary SKU which can be scanned or typed into an invoice. If a secondary SKU is scanned, POSitive will find the item and enter the product on the invoice listing the primary SKU.

- Catalog Sales - Enter the catalog page number as an alternate SKU. The customer merely tells you what page it is on and then you can select the desired item.
- Crafts Center - You enter a industry known part number, such as the Manufacturer's part number as an alternate SKU. Your primary SKU follows is your method of remembering things and follows a naming pattern which you have devised. Nevertheless, if the customer knows the MFG number you can find the product. TIP: Filling in the Mfg's# field is not necessary as it will not be part of any search

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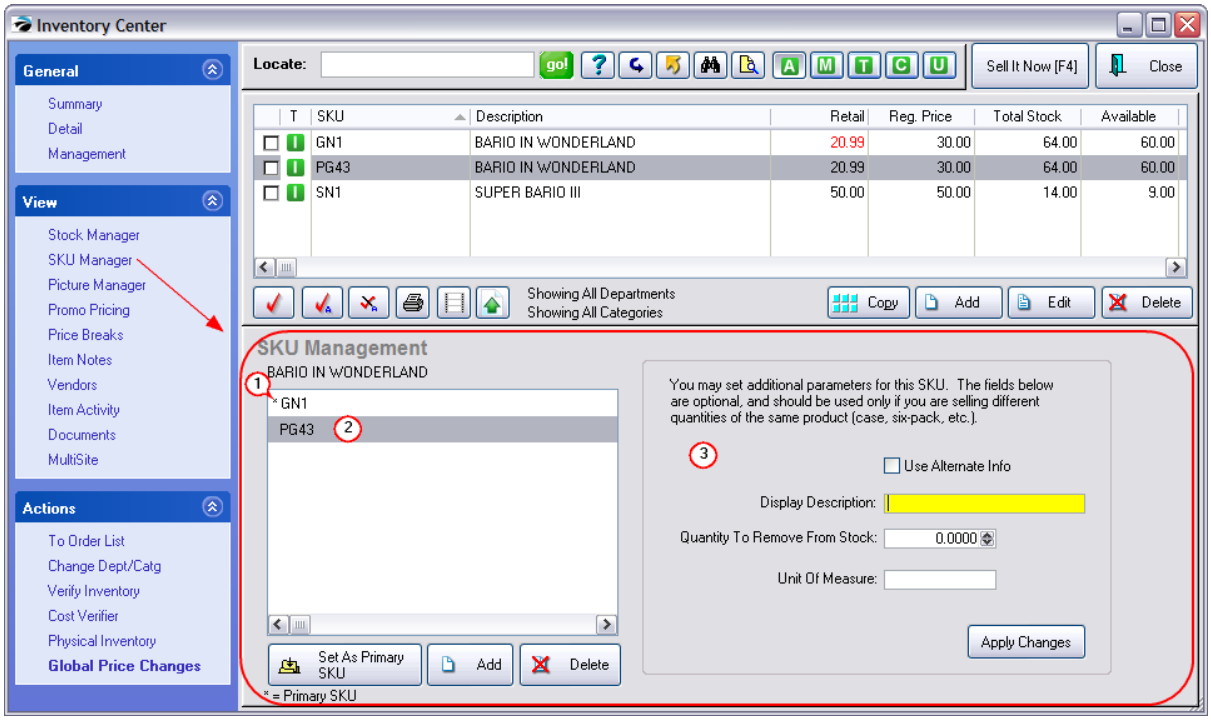
scheme.

- Parts Center - Enter the old part number or cross-reference part number as an alternate SKU. No matter which part number the customer gives you, you can find the product which will fit.
- Beverages - Canned soft drinks use the same SKU for both the individual can and the plastic looped six-pack. The Alternate SKU is used in a special way for these products, but the concept is much the same. See Father/Child SKUs 517

CAUTION: **Do not delete an inventory item** just because it looks like a duplicate.

Please note that when doing an inventory lookup and sorting by SKU, an item will be listed once for each SKU assigned to it. Do not think you have mistakenly added a product multiple times and attempt to delete one of them, because deleting one could delete them all. Instead, open SKU Manager and review the SKUs. Delete just the unwanted alternate SKU.

If you want to make certain that two inventory items really are the same or different, choose Stock Manager view. At the far right is an Internal ID number. Compare the numbers to determine if the items are the same item or different items.



SKU List

(1) **Asterisk** - The asterisk * indicates that the SKU is the Primary SKU. You can change which SKU is primary by adding/highlighting a different SKU and choosing "**Set As Primary SKU**". It is this primary SKU which will be converted into a barcode format when printing labels for the inventory item.

(2) **Secondary or Alternate SKU** - Any other SKU in the list is a secondary SKU. A secondary SKU

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can be a superseded part number, a common classifier, manufacturer part numbers, or vendor part numbers.

- TIP: You can make alternate SKUs invisible to the Sort By SKU option of the Inventory Center by c licking on the binoculars (Quick Find) icon, click on Show Options, and click on "Hide Alternate SKUs'.

IDEA: Some users of POSitive publish a catalog and assign the catalog page number (PG43) as an alternate SKU to all items on that page. When taking phone orders, the store clerk simply asks for the page number and then selects the appropriate item.

How To Create An Alternate SKU

- From the Inventory List highlight the inventory item.
- Choose SKU MANAGER.
- Choose the ADD button to create a new SKU.
- Then type in or scan the new SKU.
- (Generally) Ignore The Options On The Right

Alternate Information

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

If the same product is sold in multiple package sizes, POSitive provides an alternate SKU with an alternate description printed on the invoice. For example, cigarettes are sold by the pack and the carton; beverages are sold in single cans, 6-packs, half-cases, and full cases. These separate packages may use the same SKU yet the selling price and quantity to reduce from stock will be different. (see Father/Child SKUs 517)

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

An Example

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

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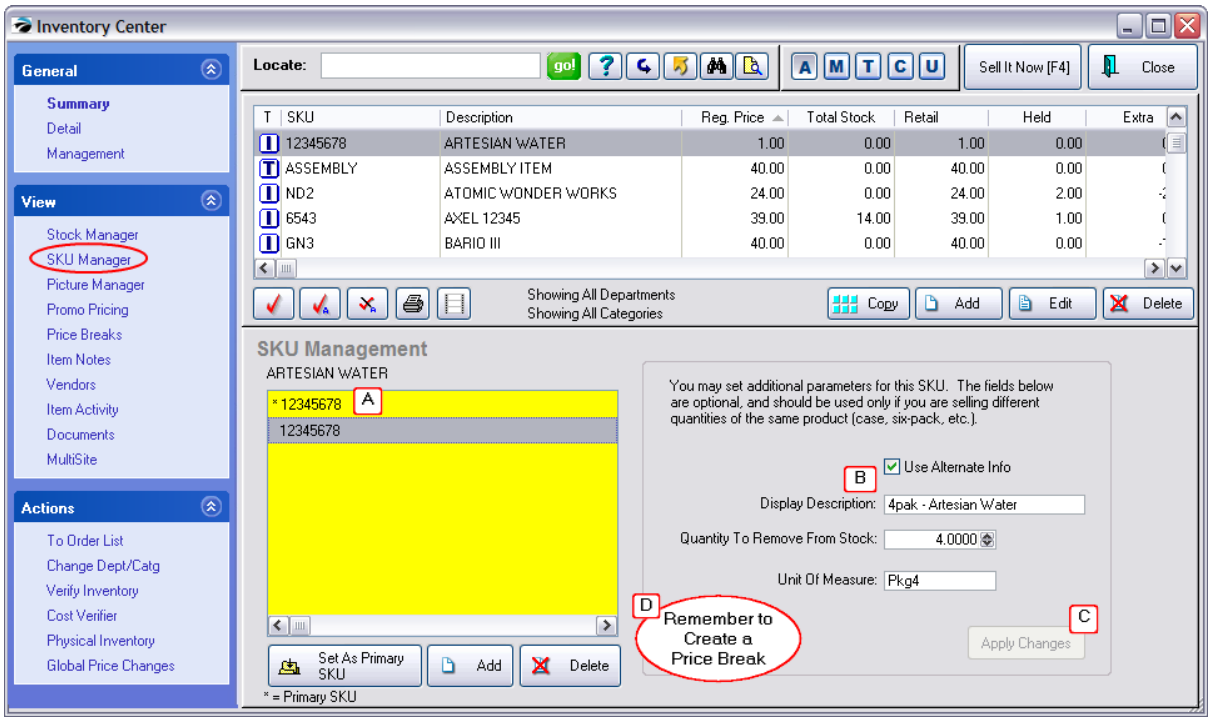

(A) Add the same SKU as an alternate SKU.

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

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

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

(see Price Breaks 536)

(See: How To Hide Alternate SKUs 524)

General Comments

BARCODES and SKUs

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

Primary SKU

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

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Each product must have a SKU and it must be different* from any other SKU. If you wish, POSitive will generate SKUs for you, using an AutoSKU[1294] option. (see Category[1311])

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

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

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

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

4.7.2.2.4.1 Father/Child SKUs

If the same product is sold in multiple package sizes, POSitive provides an alternate SKU with an alternate description printed on the invoice. For example, cigarettes are sold by the pack and the carton and beverages are sold in single cans, 6-packs, half-cases, and full cases.

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

Label Printing: It is assumed that barcodes already exist on products to make sales simple. Nevertheless, with this setup feature you can print labels with prices for the "individual" products, but not the "bulk" products because they do not have primary SKUs.

However, t*here is another method for selling products (and printing labels) for items which come in multiple packages, but it is not available in all versions of POSitive. See Break Apart*[510]

An Example: Cigarettes

- This setup facilitates purchasing cigarettes by the carton and breaking down cartons for sale by the pack at a specified price as well as selling the full carton for a reduced price.
- It is suggested that you create a Department named Cigarettes with categories for the various brands. Individual inventory will be variations of the brands. You can then run selective reports on sales for the Department.

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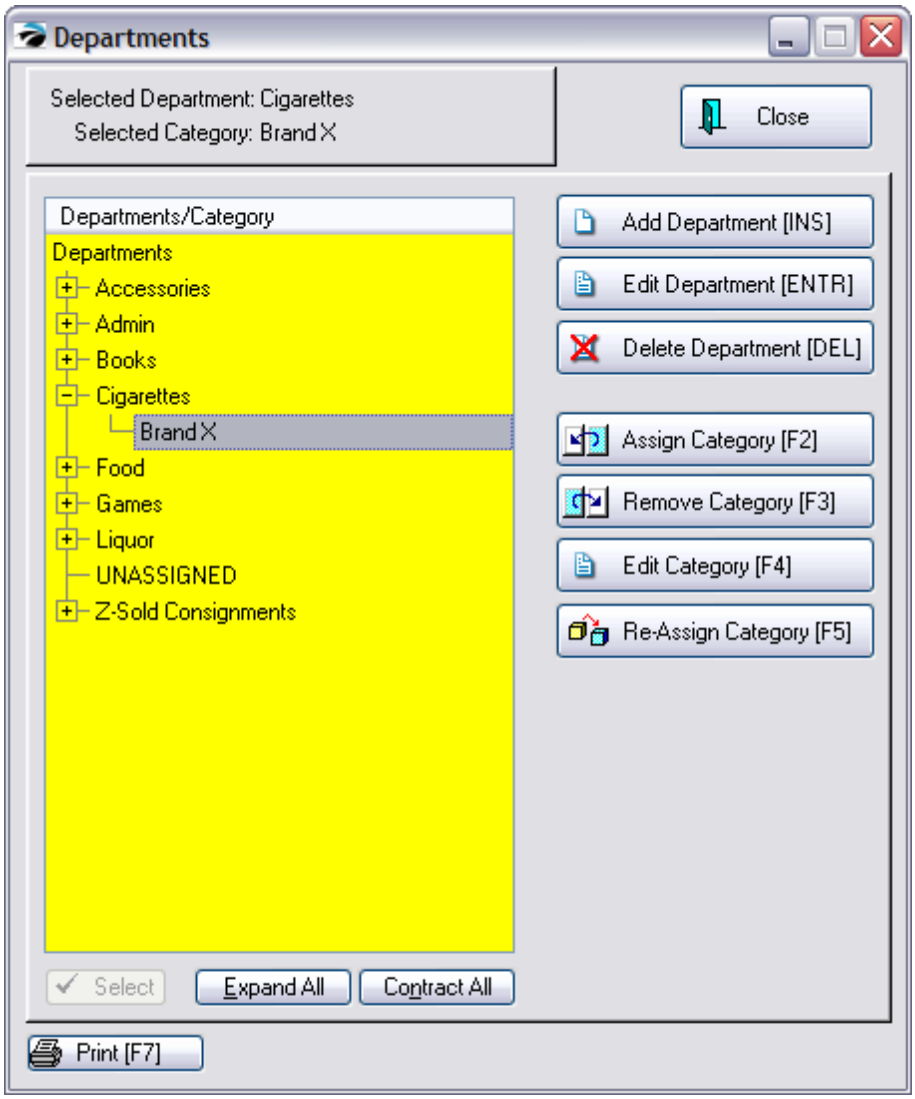

Create a "normal" inventory item for the Single Pack.

1) The description and SKU should be for a SINGLE PACK.
2) The Last Order Cost should be your cost for a CARTON.
3) Units Per Order will be 10, the number of packs in a carton. A unit cost will be calculated
4) The selling price(s) will be for a single pack.

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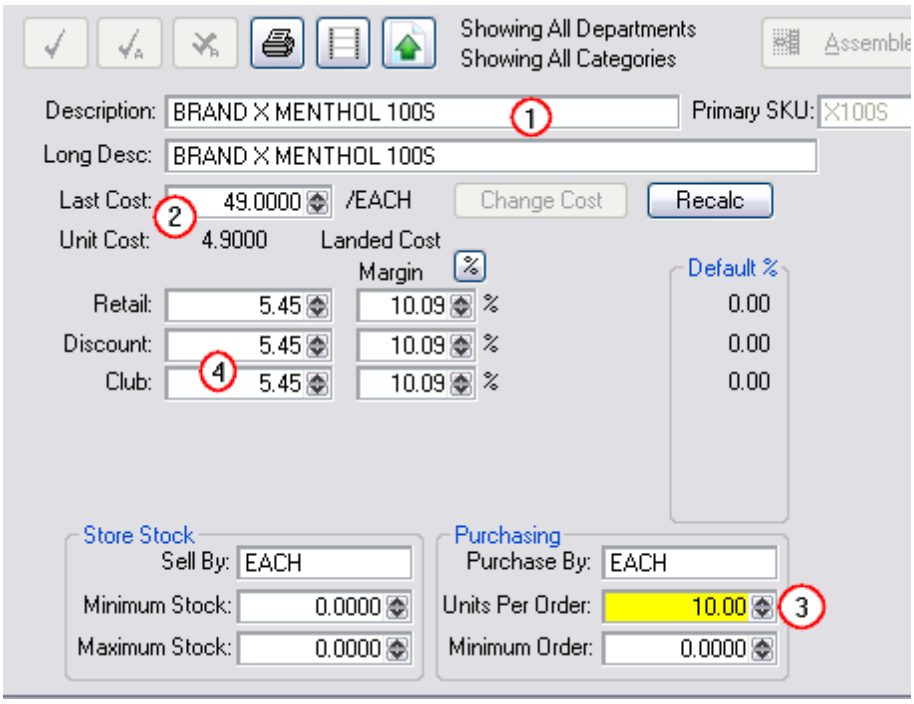

Create an Alternate SKU for the carton.

1) Choose SKU Manager under View of the Inventory Center. The SKU for the single pack will already be listed as the primary SKU.
2) Choose the Add button and enter the SKU for the CARTON (NOTE: most likely it will be the same SKU as the single pack)
3) Highlight the CARTON SKU on the left
4) and fill in Alternate Info details on the right.
   Checkmark - Use Alternate Info
   Enter a Carton Description
   Qty To Remove From Stock = 10
   Unit of Measure = Each
5) IMPORTANT = choose "Apply Changes" button to save settings.

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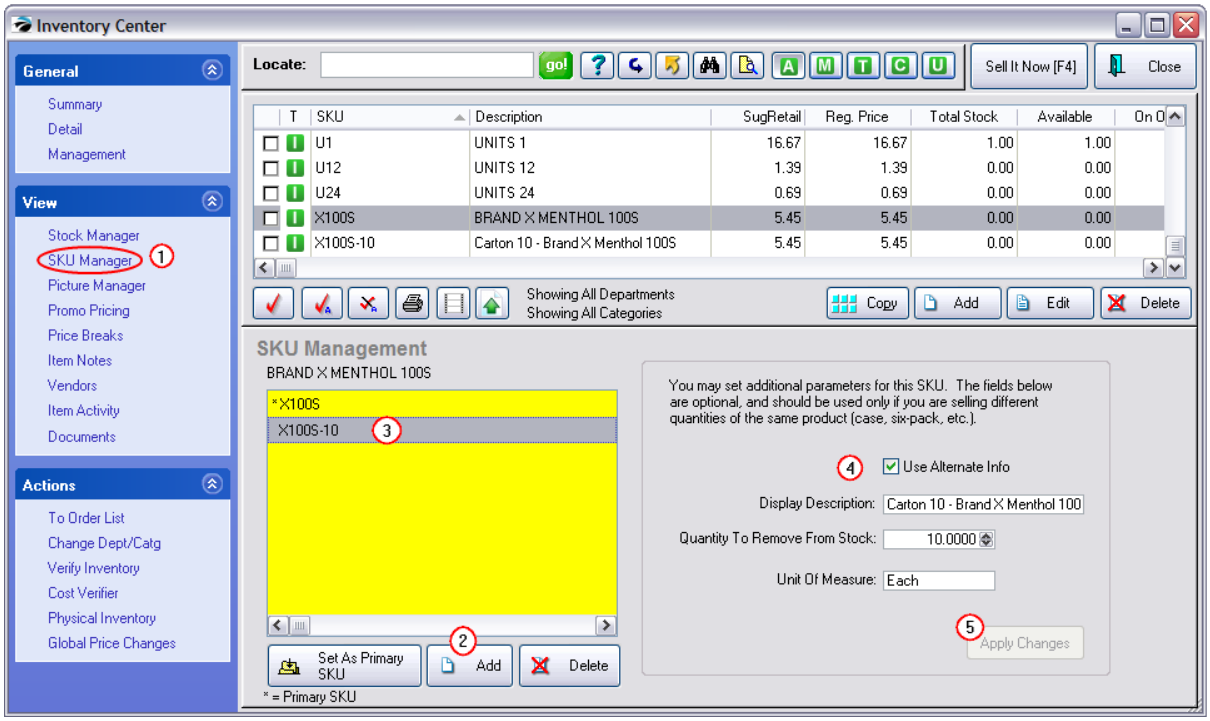

Set Selling Price of the Carton

1) Choose Price Breaks under View of the Inventory Center
2) Choose Add a Price Break
3) Highlight All Price Levels (simplest option, but can repeat for each individual price level in turn)
4) Fill in fields
   Sell This Quantity = 10
   For This Price = selling price of the carton of 10
5) Do NOT activate Quantity Break - this has a special function
6) Choose OK (repeat steps if necessary)

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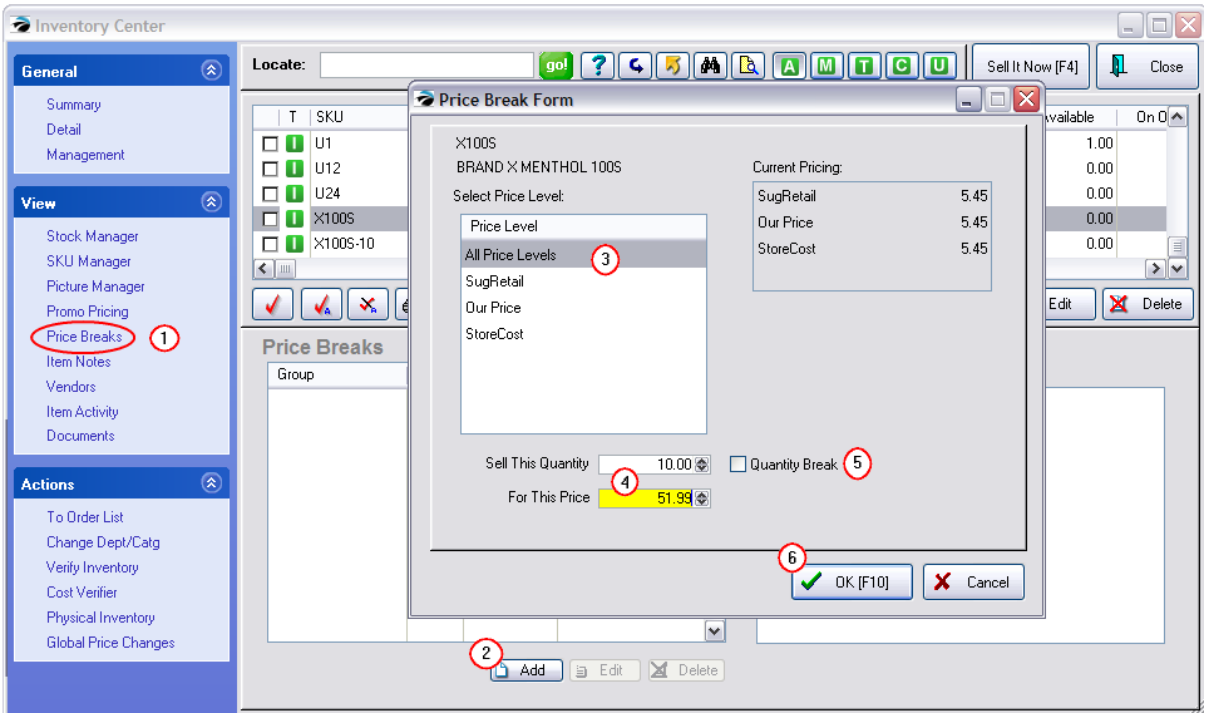

Reordering Cartons of Cigarettes

These settings enable POSitive's Prepare Order List to know how many CARTONS need to be ordered and to generate purchase orders for the specified primary vendor.

- Minimum Stock = the number of individual SINGLE PACKs you want on hand.
  Because this inventory item is set up as a Single Pack, this minimum stock number must be in terms of single packs. In the illustration below, the setting means you want 7 cartons or 70 singles packs on the shelf at all times.

- Maximum Stock = 0.00
  This is generally left at 0.00, however, you may set a ceiling level here and activate an option on the BRAND-X category to order enough to reach the maximum level.

- Minimum Order = the number of CARTONS of 10 single packs to order.
  This field recognizes the quantity in the Units Per Order field and will order based on the carton rather than the single units.

- Primary Vendor = your source for the cigarettes. When you select a vendor you will be prompted to enter the Vendor SKU. This should be the CARTON SKU because the vendor seldom thinks in singles.

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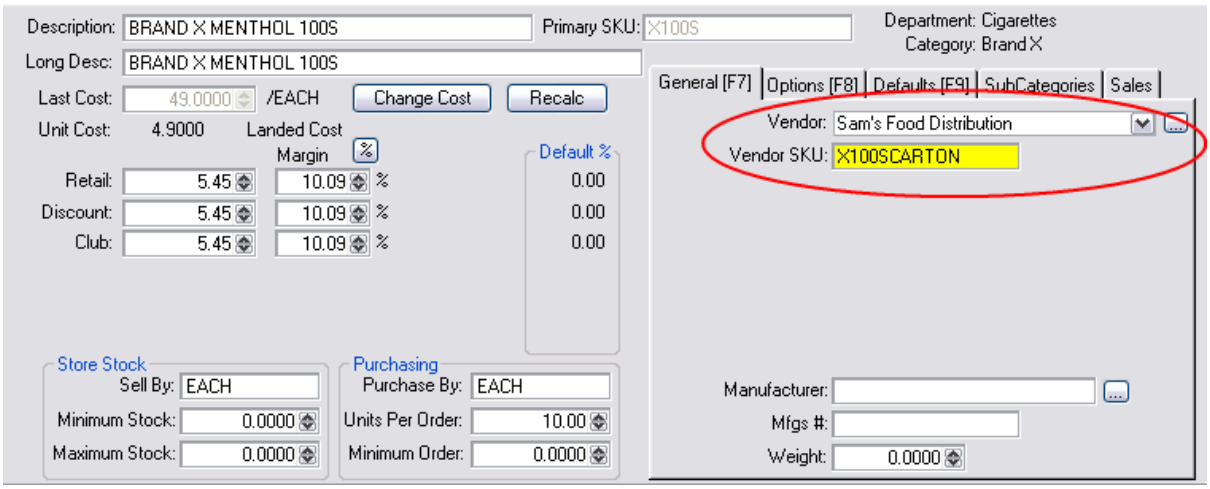
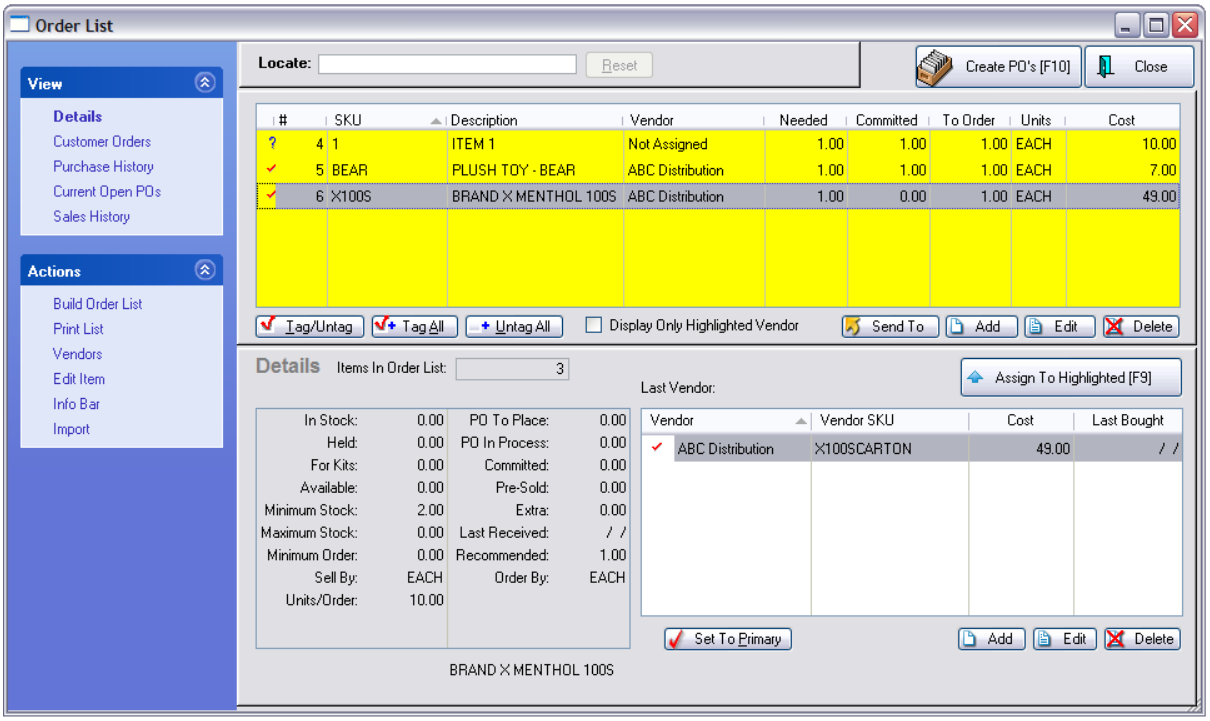


When Purchase Orders Are Prepared And Received

The Prepare Order List will calculate the correct quantity of cartons to order to bring the number up to the Minimum Stock Level (eg. Brand X) or the Maximum Stock Level (eg. Generic Filter) if the category setting were activated.



When you receive X number of cartons of cigarettes, POSitive will automatically increase your stock count to 10 times X.

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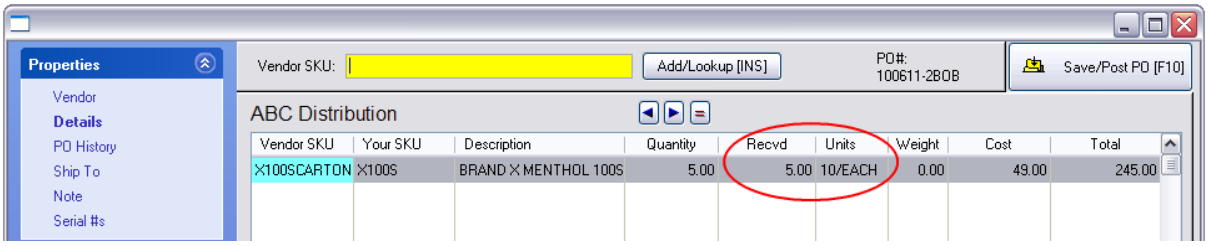
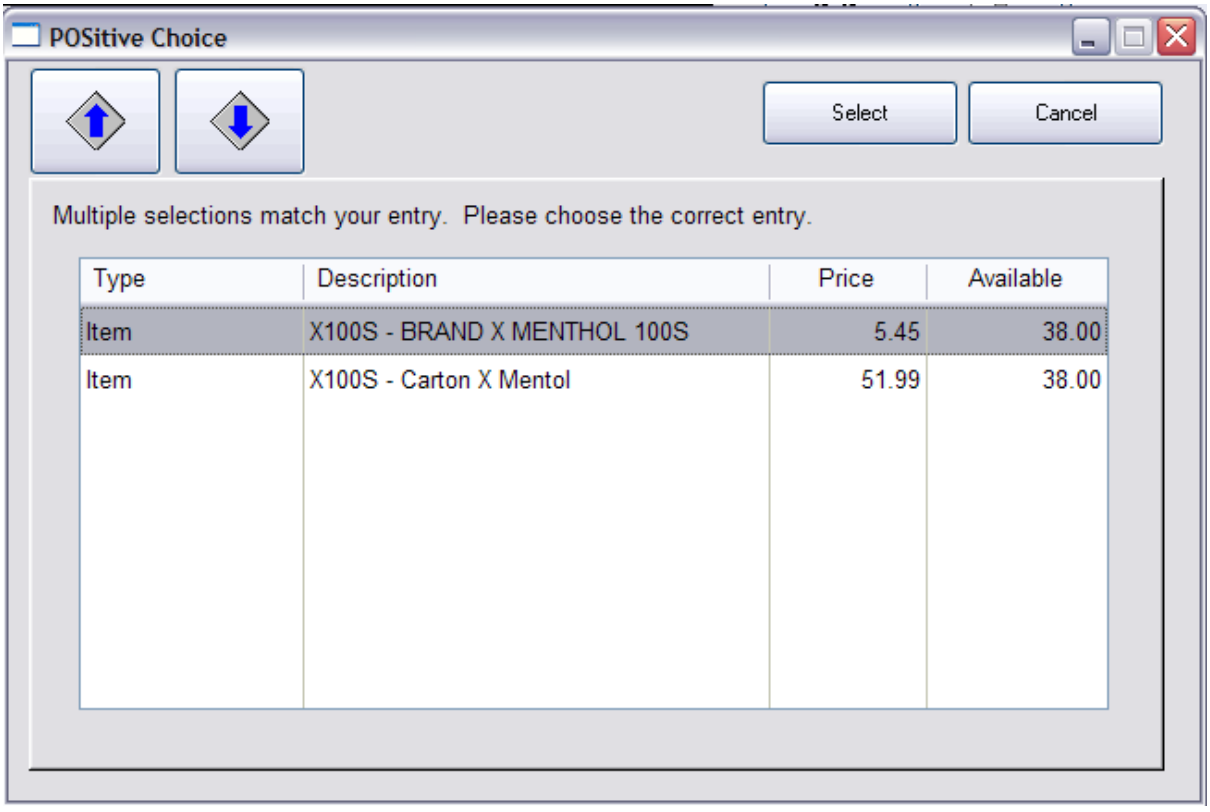


How Singles and Cartons Are Sold

- When creating an invoice, scanning the SKU on a PACK will sell the item at an each price.
- Scanning the SKU on the CARTON will sell 1 Carton at the carton price and automatically reduce your stock count by 10.
- You can also sell Qty 10 of the single pack and the customer will pay only the Carton price.

When the same SKU is used for both the single pack and the Carton, then you will see both products and be prompted to choose the desired item.



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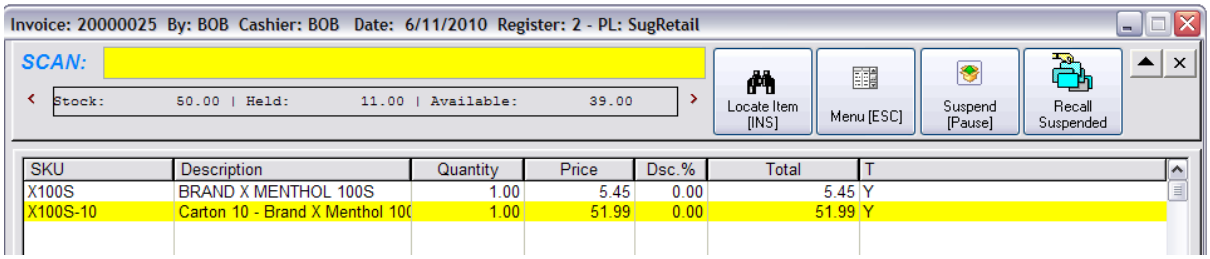


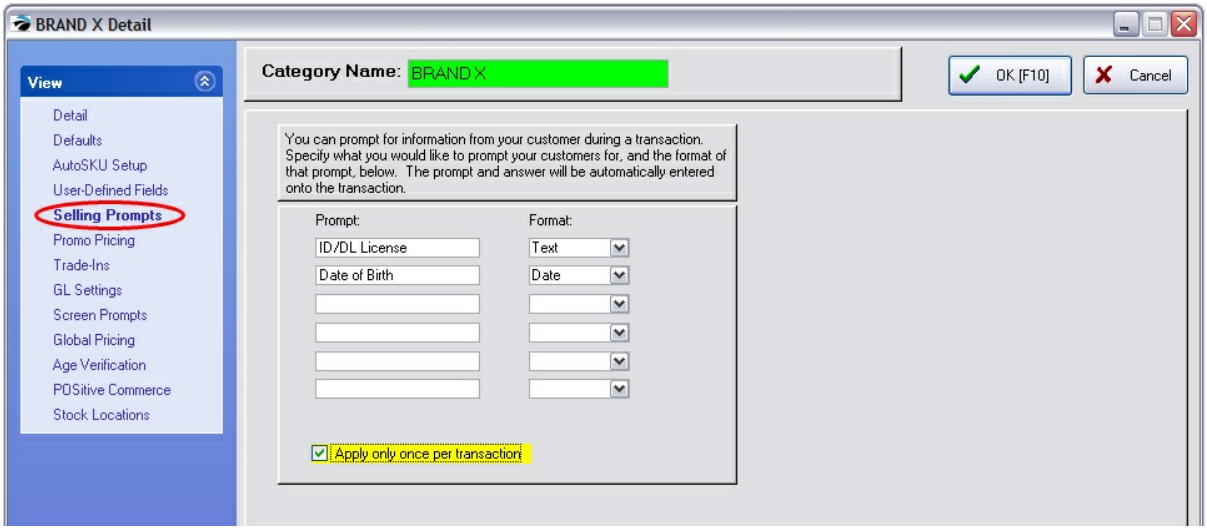
When the same SKU is used for both the single

TIP: When invoicing products such as Tobacco and Alcohol, you can be prompted for important information about the purchaser. This is retained as a permanent note on the invoice.

Selling Prompts

When editing a category, choose Selling Prompts option.

Enter titles of fields to be filled in by the cashier. In this case, you may want to activate the option "Apply Only Once Per Transaction" since you have authorize the purchase of one item in the category, it should also certify other items in the same category.



4.7.2.2.5 How To Hide Alternate SKUs

If you use Alternate SKUs and your default Inventory Lookup is set to SKU, you may see what appears to be duplicate entries for each item that has multiple SKUs. This is normal behaviour for POSitive.

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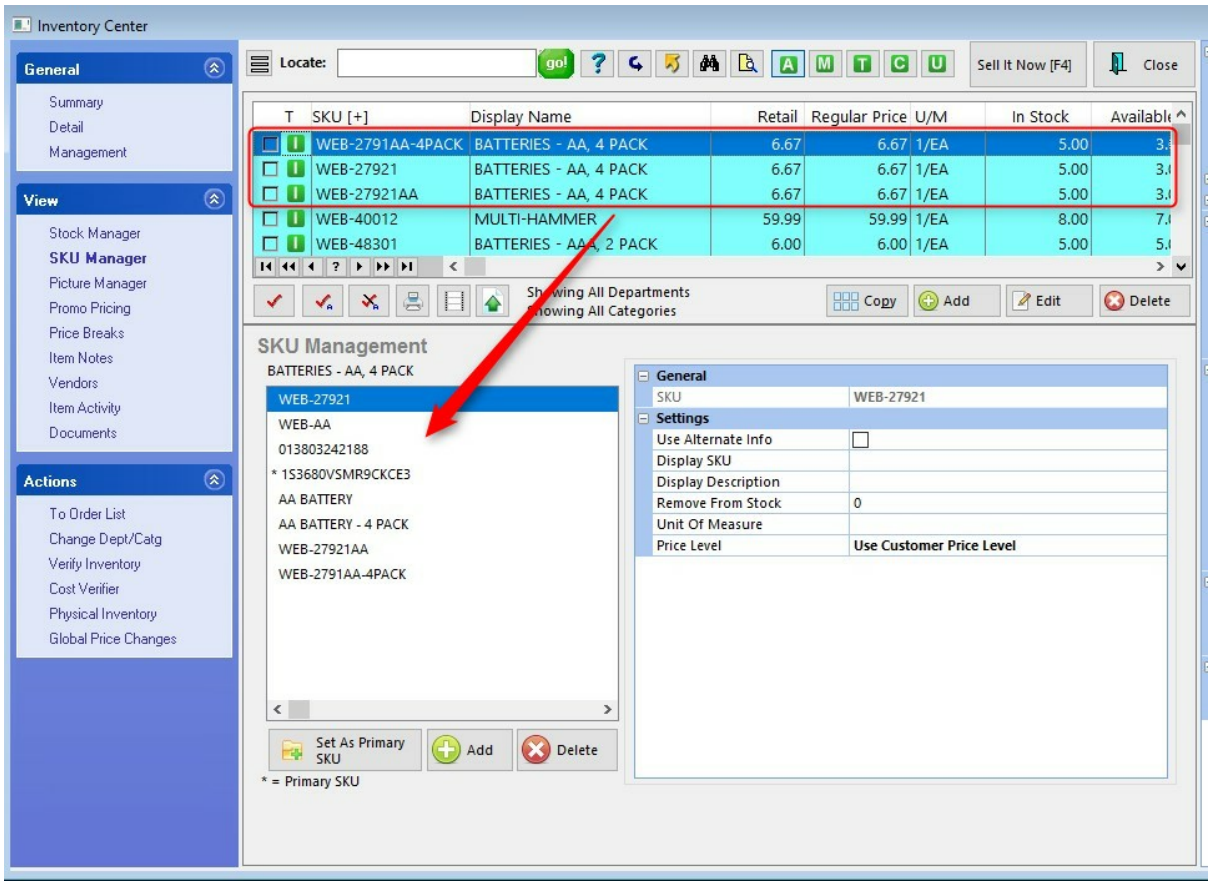

If you wish to only see the Primary SKU, go to the Inventory Center, click on the Quick Find icon ("binocular") and select "Hide Alternate SKUs".

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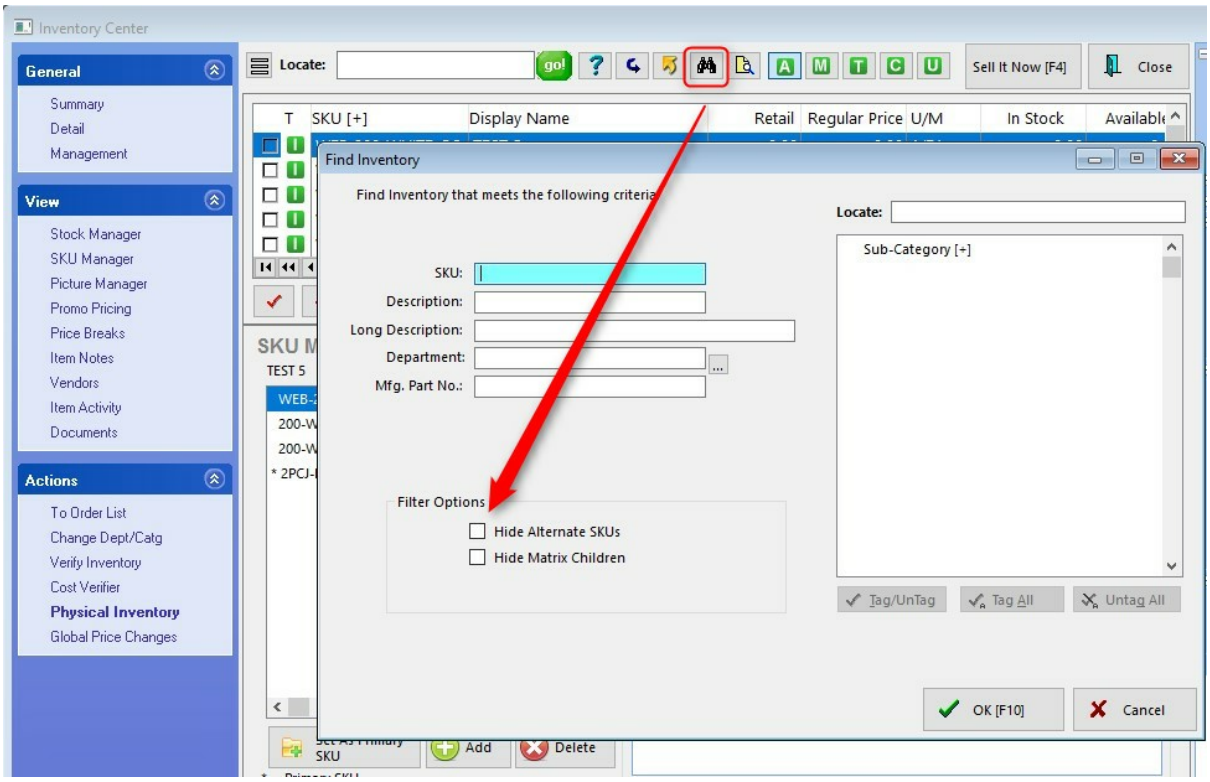

You will still be able to directly enter an Alternate SKU when selling an item, but you will no longer be able to search by Alternate SKU either with the Locate Item screen, or the Inventory Center.

4.7.2.2.6 Picture Manager (Inventory)

Every inventory item can have a picture assigned to it.

This image can be imported and modified. It can be uploaded to your web site. It can be viewed by the customer if you are using Multi-Monitor Support or by the cashier while on an invoice or from a number of other screens such as the Purchase Order screen.

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

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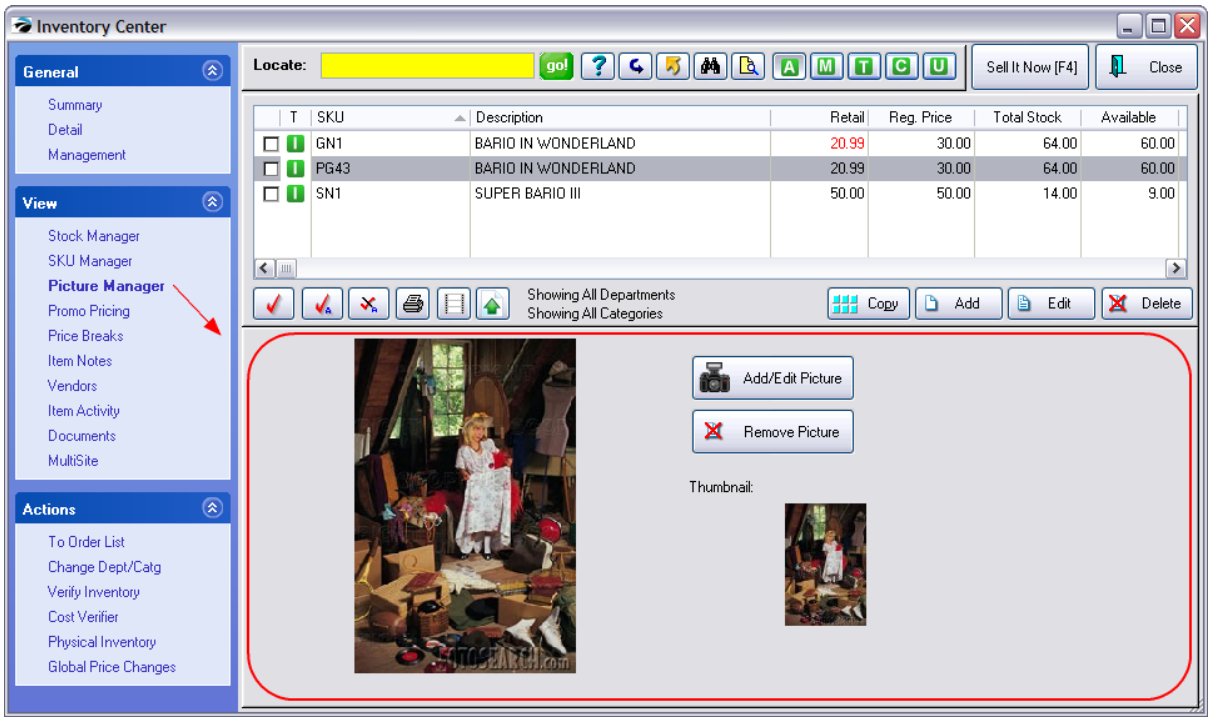

(A) To add a picture to an inventory item, you can either:

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

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

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

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

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

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

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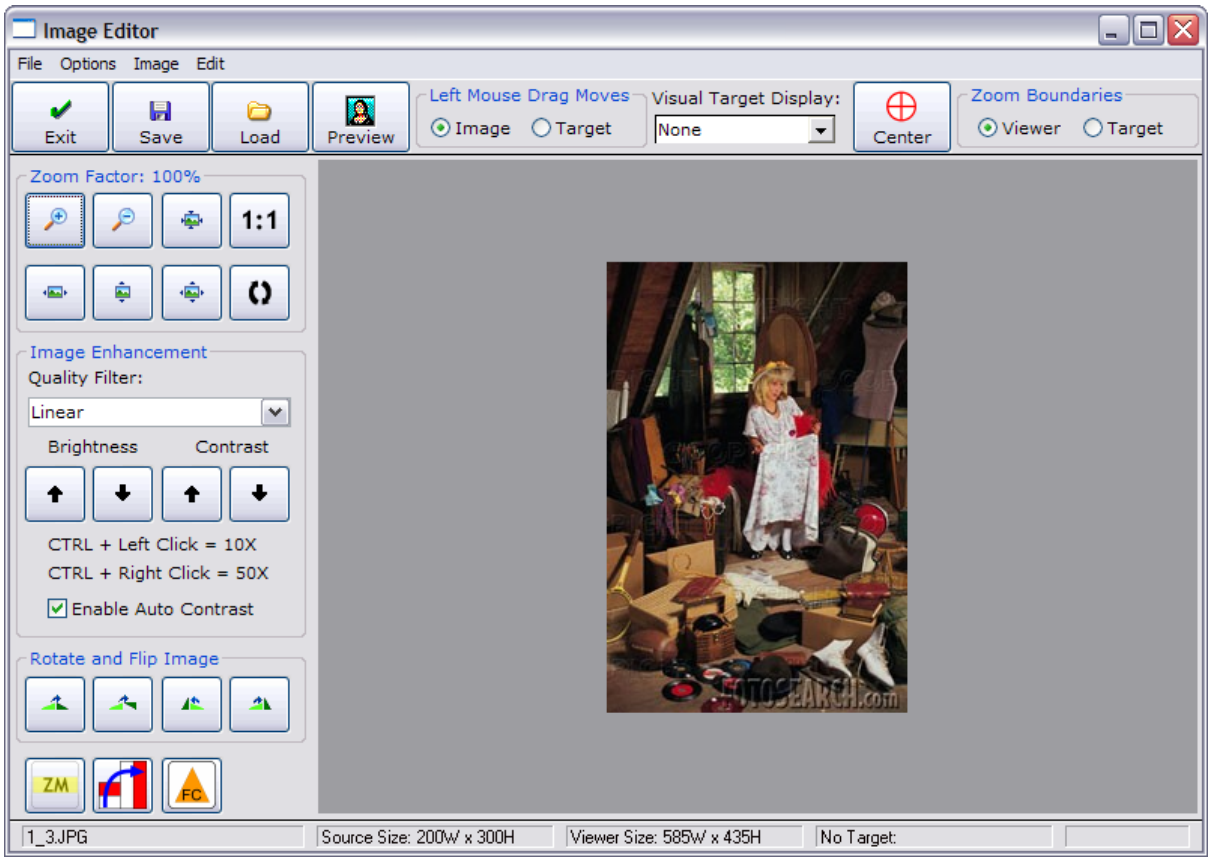

4.7.2.2.7 Promo Pricing

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

Note: the inventory item must have "Allow Discounts" activated for it to properly sell the item at the promo price.

More Features: **PROMO MANAGER** - click on the button at the far right. Generally, promo pricing is assigned per inventory item, but you could set promo pricing for all items per category, per department, or even the whole store using Promo Manager[530].

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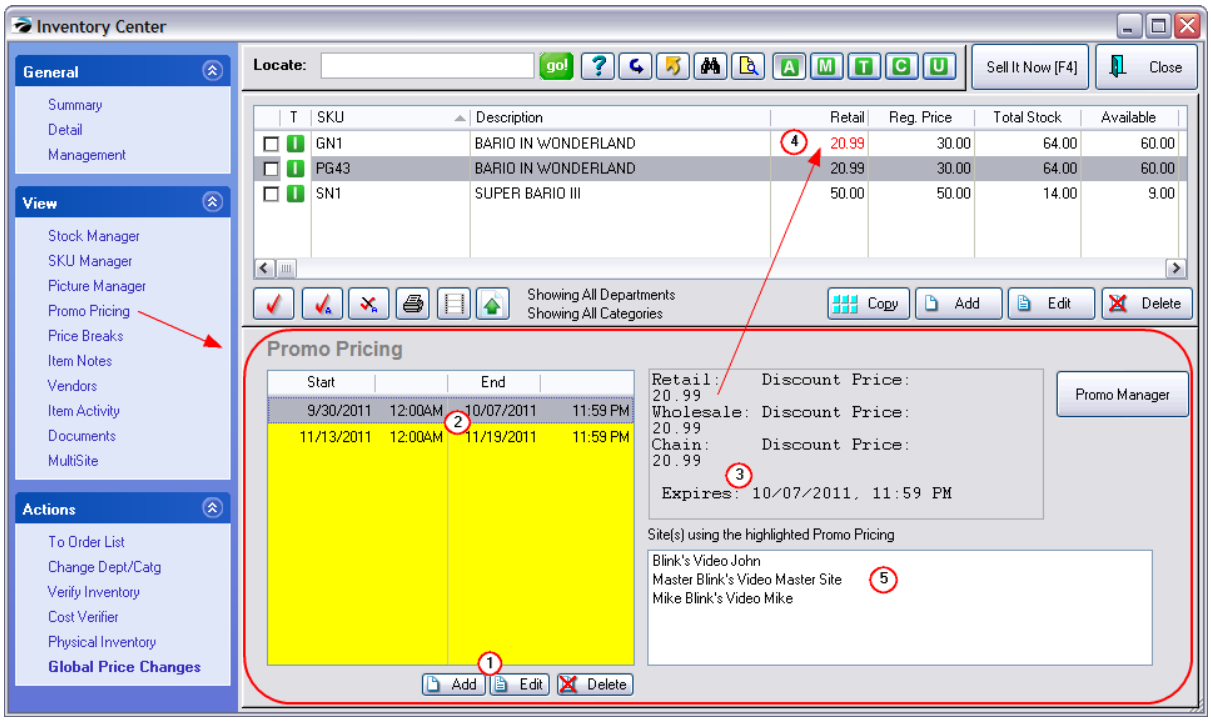

(1) **Add, Edit, Delete** - To create new or modify existing promotions for the highlighted inventory item. (see Promo Manager 530)

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

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

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

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

(5) **Multiple Sites with Same Promo** - (Optional) A promotion can be shared with other Sites (*requires MultiSite module)

Percentage or Fixed Price

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

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

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4.7.2.2.7.1 Promo Manager

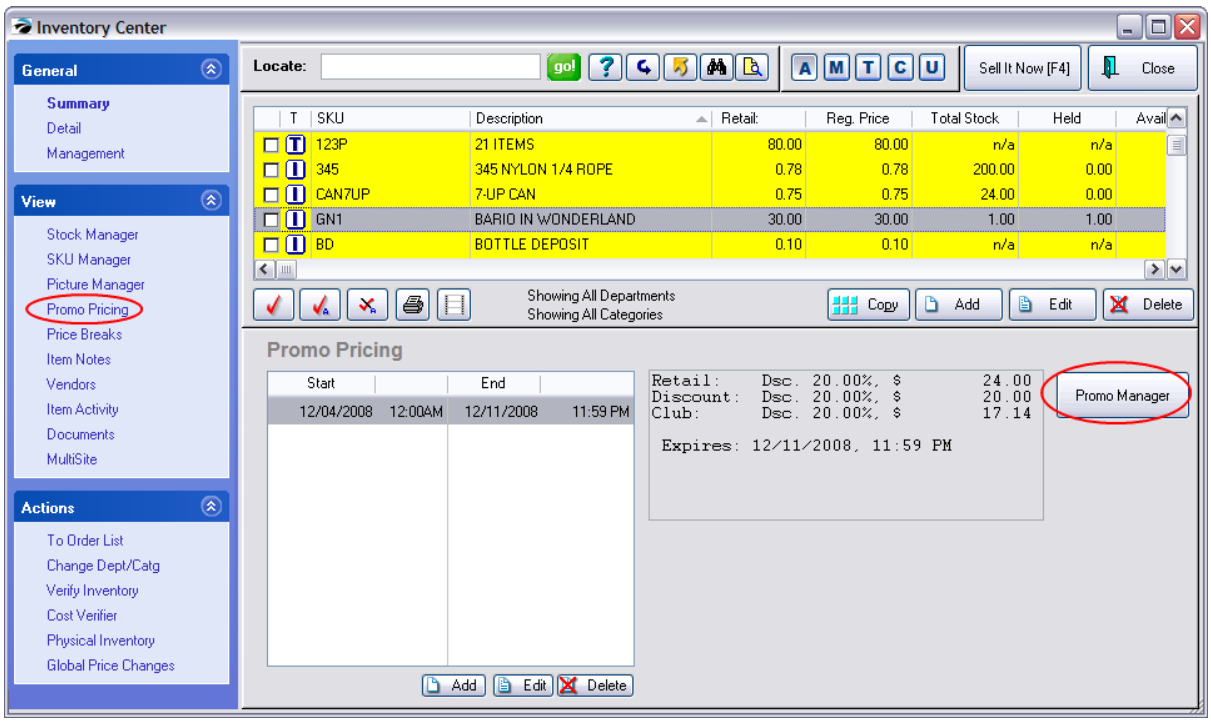
Purpose of Promo Pricing - When an item is sold during the stipulated date range the price setting will automatically be applied to the invoice. When the date has expired, then items will be sold at normal pricing.

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

Promo Setup

Go to Inventory Center: Promo Pricing view, and choose Promo Manager button at the far right of the screen.

(1) Open Promo Manager



(2) Highlight a type: Items, Categories, Departments, or Whole Store under Views at the top left.

(3) Choose Add to create the Promo definition. If you selected...

- Items - the Locate Item 904 displays all of your items. Tag 1 or more items at a time and choose Select
- Categories - the Category Listing 1322 displays all of your categories. Tag 1 or more categories and choose Select
- Departments - the Departments Listing displays all of your departments. Checkmark 1 or more and choose Select.
- Whole Store - Select Add and simply enter Start and End times and indicate percentages off.

Fill in appropriate fields.

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SEE NEXT

4.7.2.2.7.2 Promotional Pricing Information

Not all of the following options will be available. See **Types of Promos** below

Price Altering Options

When setting new selling prices for items, the new price can be set by using one of these options.

- **Fixed Price** - Enter a specific dollar amount for each price level.
- **Discount Percentage** - Enter a percentage (expressed as 10.00 = 10%) for each price level.
- **Price Breaks** - Create either 2fer-3fer pricing or quantity pricing.
- **Mix & Match** - Similar to Price Breaks, but with the ability to add multiple qualifying products which will trigger the special pricing

Pricing Options Per Group

Items	can set Fixed Price, Discount, Price Breaks, or Mix & Match of an individual inventory item.
Category	can set Discount or Mix & Match with Sub-Category stipulation to further limit how Mix & Match is applied for all inventory in the category which meet this criteria
Department	can set Discount or Mix & Match for all inventory in all categories assigned to this department
Whole Store	can set Discount only to all inventory of the entire store

Types of Promos

ITEMS

This creates a promo for an individual inventory item. Select the item from the Locate Item screen. Set the Time Period. Choose Fixed Price, Discount %, or Price Breaks. Save your changes by selecting OK [F10].

Activate one of the following options

- Fixed Price - enter the exact selling price for each price level
- Discount % - enter a percentage. The true promotional selling price is calculated and appears in the Net Price field to the right.
- Price Breaks - works like regular price breaks, but with an expiration date. Choose Add button and

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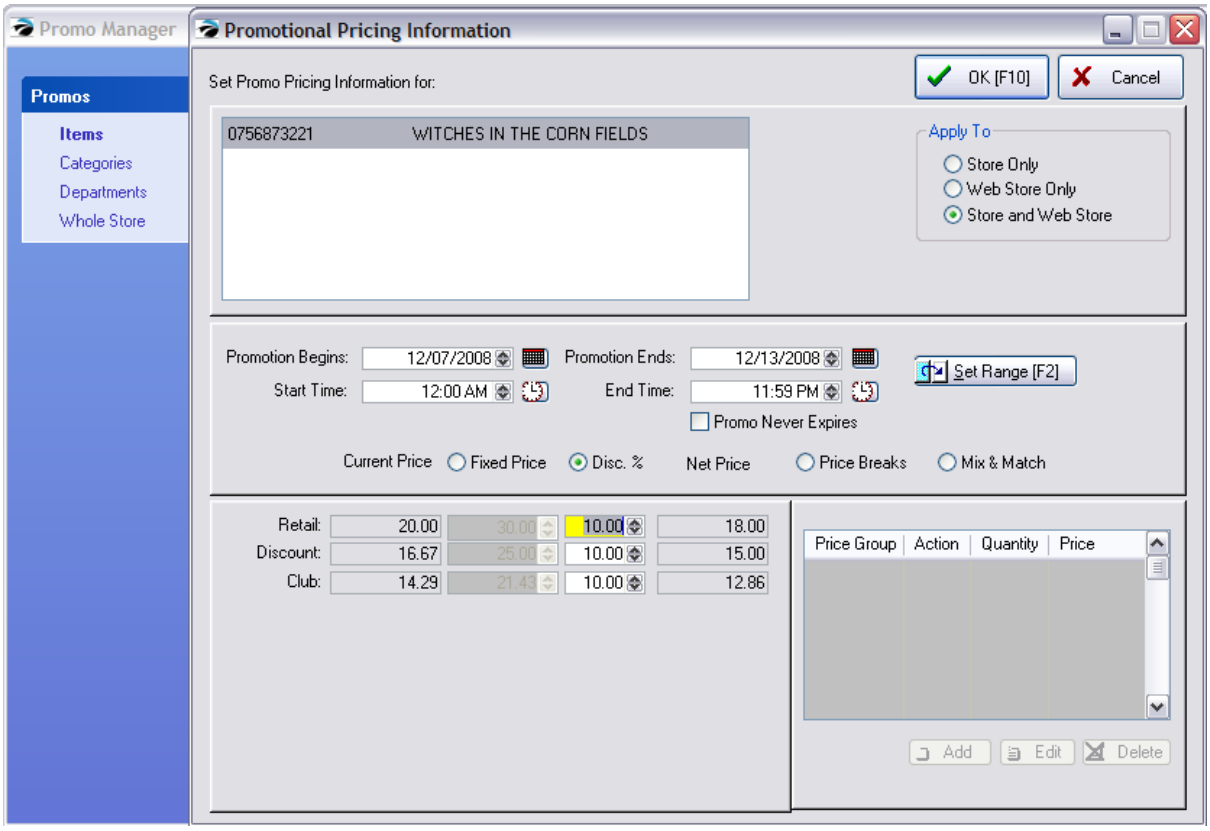
make selections. (see Price Breaks 536)

- Mix & Match - select a predefined program (see Mix & Match 488)

Note: this same procedure can be done directly from the Inventory Center for the highlighted inventory item and by choosing Promo Pricing

Note: Templates are not supported under Promo Pricing.



MULTIPLE ITEMS IN LIST

As a time saving feature, if you tag multiple items at the same time, you will have a CLONE button which can replicate the promo on the first item to all items below it.

1) Open Promo Manager and select Items on the far left

2) Choose the Add button at the far right

3) On the Locate Item screen, tag multiple products to be included in the Promo

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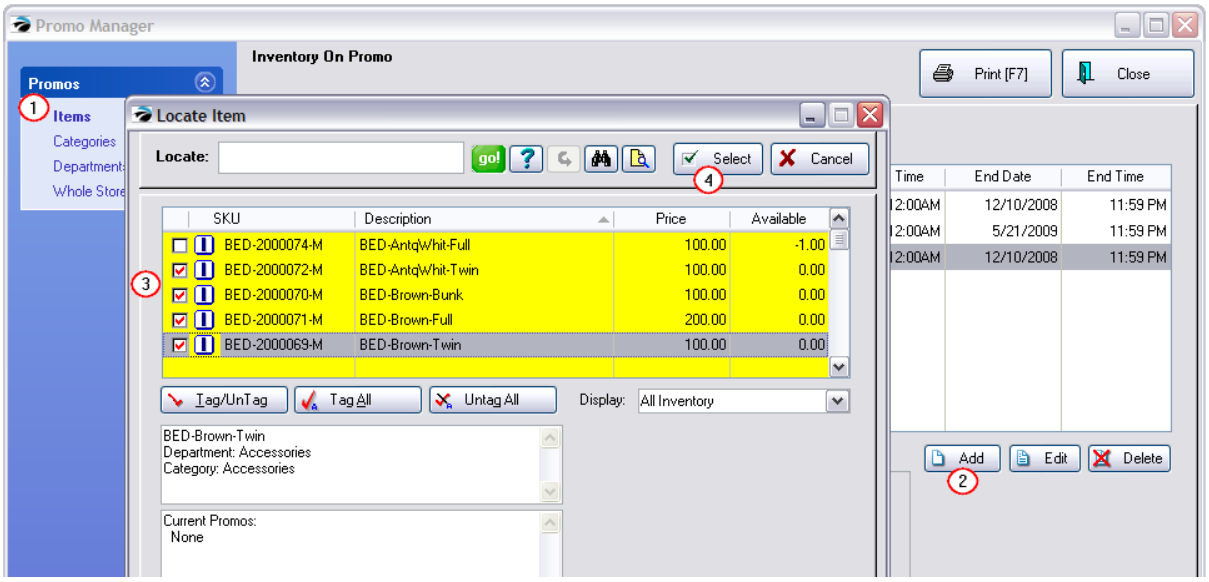
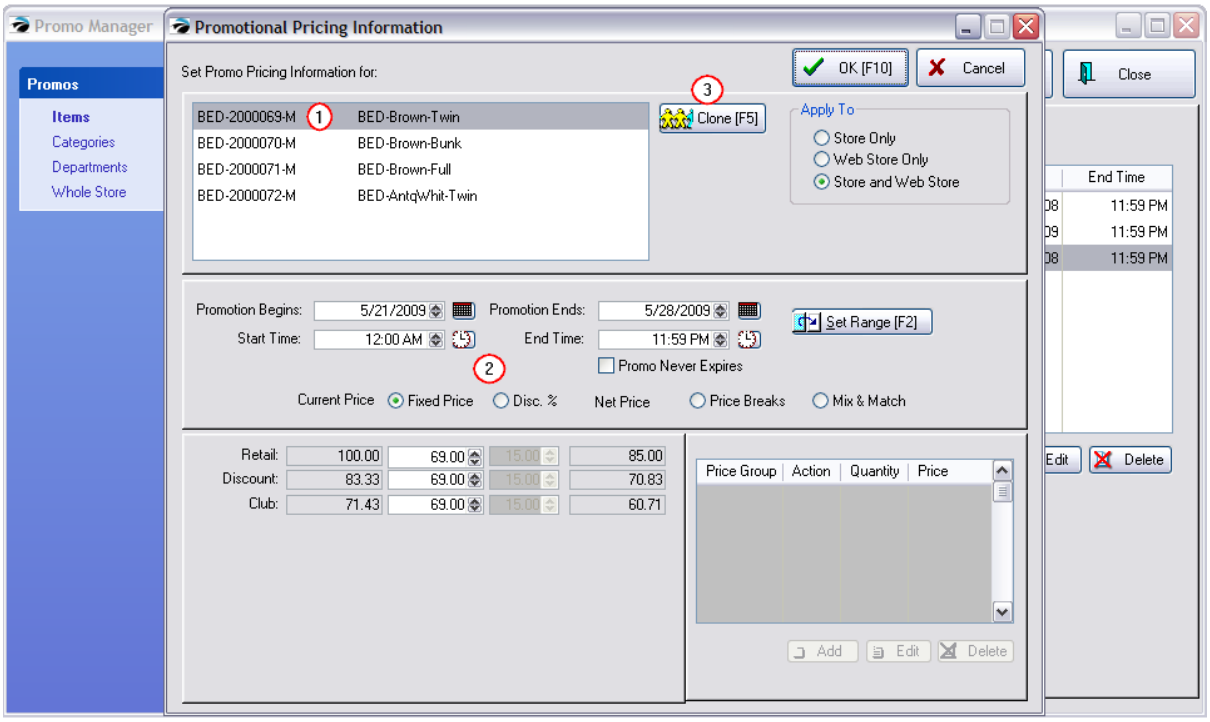


4) Then choose Select. This will open the Promotional Pricing Information screen with all the tagged items listed.



1) Highlight the top most item in the list.

2) Set all the promotion information for that item; set date range, set pricing type and prices,

3) Choose Clone [F5] button and the settings for the top most item will then be applied to all other items in the list.

Choose OK [F10] when finished.

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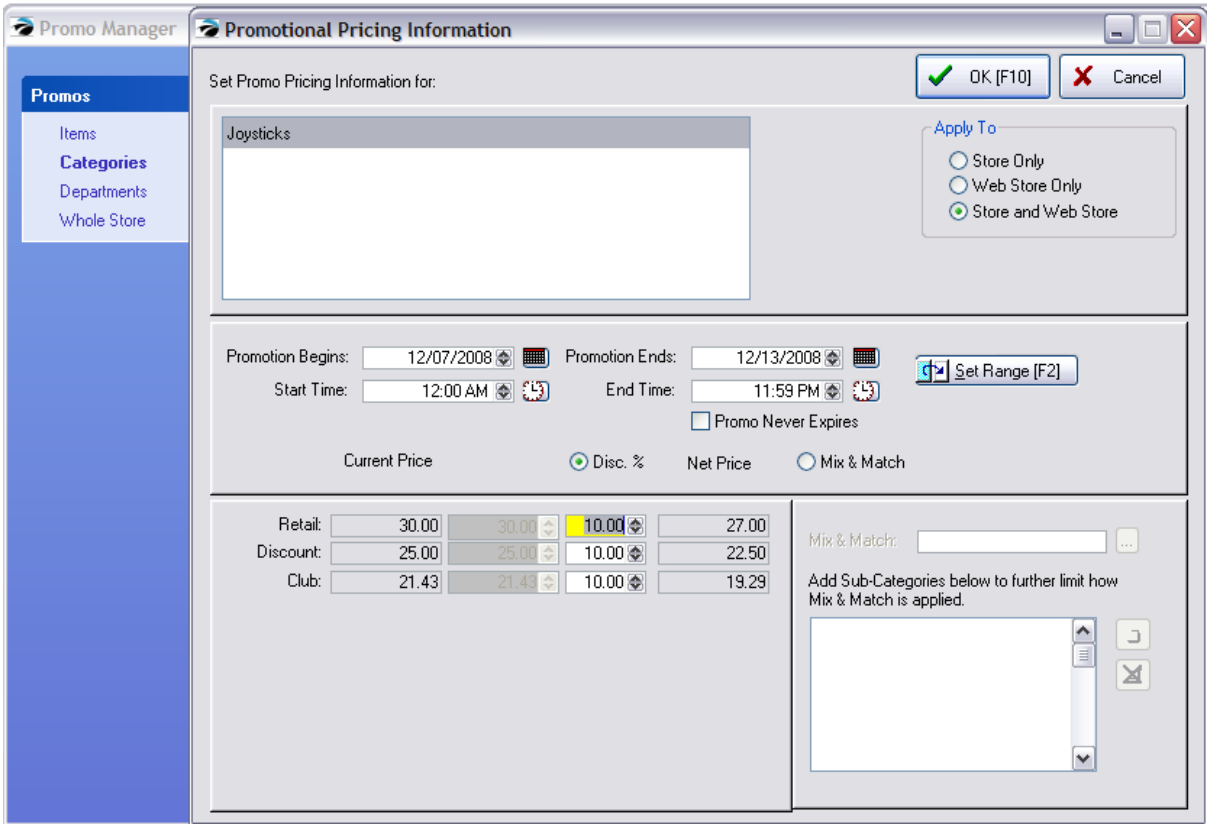
CATEGORIES

This creates a promo for all (or selective) items in a specific category. At the Category Listing screen, highlight and select the desired category. Set the Time Period. Choose

- Discount % - enter a discount as 10.00 for 10%

Note: this will not display the new price of the item under the Disc. Price field, because this is a category option and prices vary for each inventory item in the category However, the selling price of each items sold during this time period will be discounted

- Mix & Match - identify items which are on promo. By default all items in the category are included. But use of sub-categories will impact which items are on promo.



DEPARTMENTS

Sale prices applicable to all items in all categories of a department are set here.

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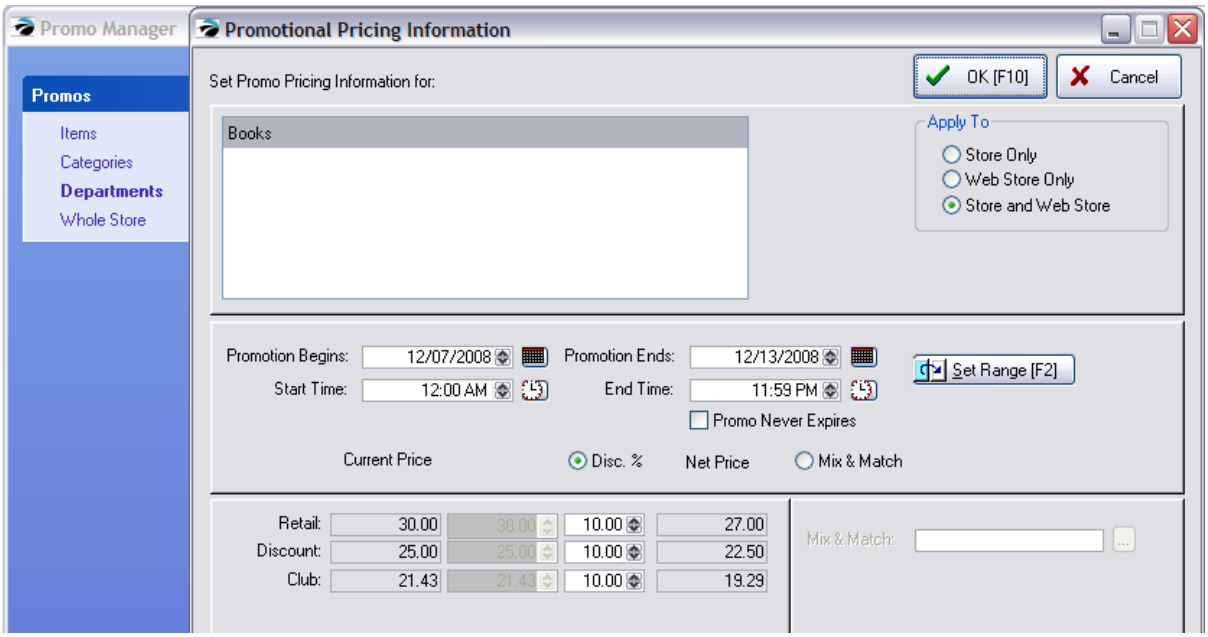
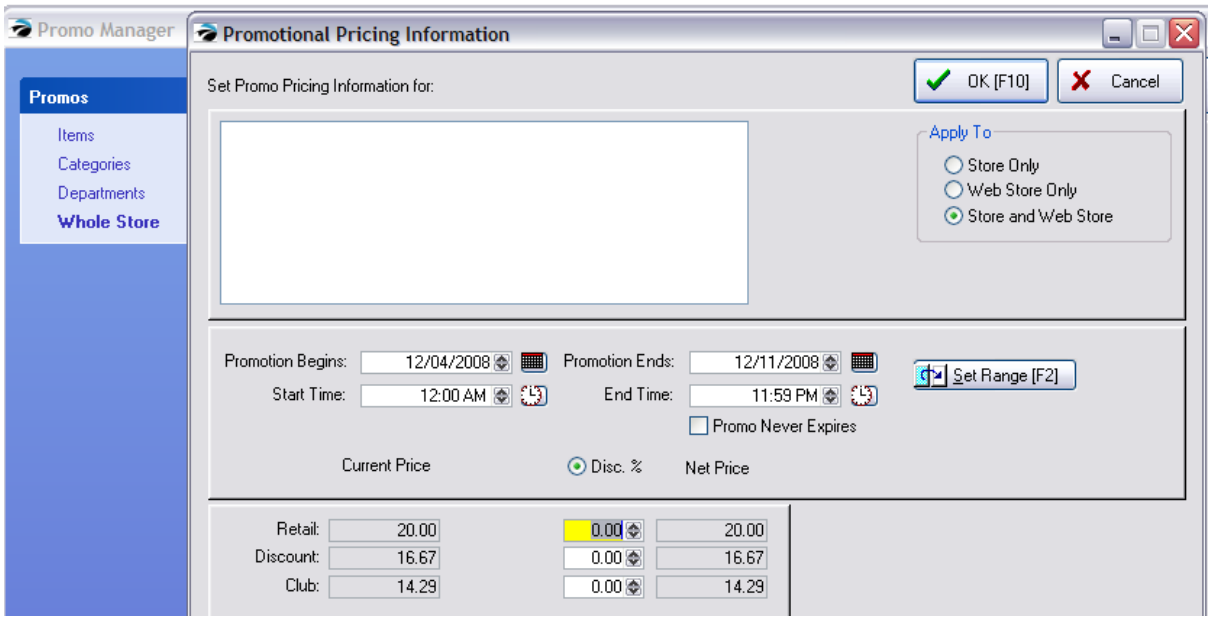


WHOLE STORE

This is a rarely used feature, but you could set every inventory item in the entire store on sale.



****

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

Print [F7] - (When "Items" is selected) Prints "**Promo Pricing Report**" which lists all items on promo

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by SKU, Description, Start Date and Time, and End Date and Time.

Adding Multiple Items and Cloning Settings

1) Choose the Add button.

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

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

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

5) Choose the Clone [F5] button. "This routine will clone the following settings to all items in your list.

- The Start Date and Time
- The End Date and Time
- The Discount Percentage (It will NOT clone fixed prices or price breaks.)

You will be prompted to proceed or not. If you choose yes, the settings of the one highlighted item will be applied to all items in the list.

Customer Return of Promo Priced Items

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

Promo Pricing Vs. Mix & Match (see Mix & Match Manager 488)

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

4.7.2.2.8 Price Breaks

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

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

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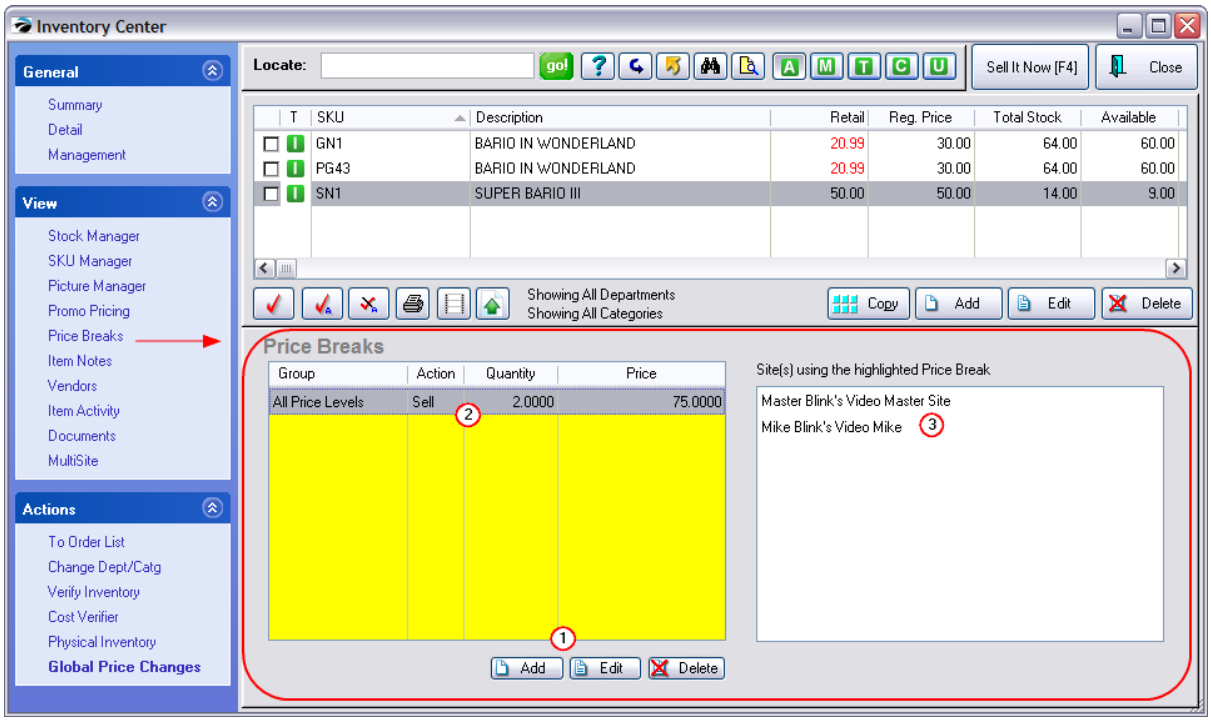

(1) **Add, Edit, Delete** - To create new or edit existing price break definitions.

(2) **Current Price Break(s)** - Generally speaking, there will be only one price break for an item; you may create more than one, but they need to be defined so as to not clash with one another by date. Nor should there be a mix .

(3) **Multiple Sites with Same Price Break** - (Optional) A price break can be shared with other Sites (*requires MultiSite module)

2fer, 3fer Price Breaks

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

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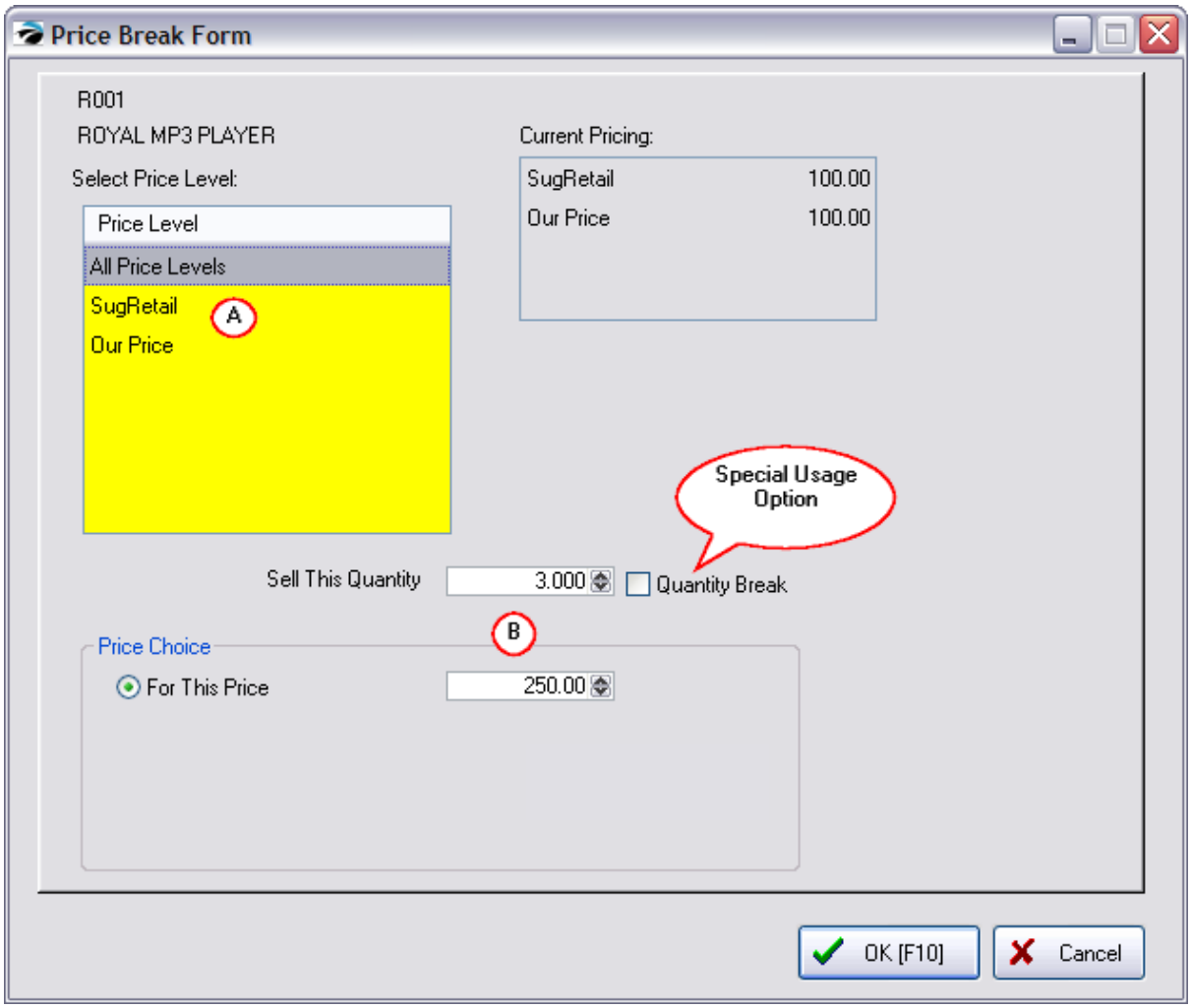

(A) **Select a Price Level** - If everyone will get the same price, then choose "All Price Levels;" otherwise pick the specific price level. This allows you to create different price breaks for types of customers.

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

Quantity Break

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

For example, if the customer buys

1 or more the each price is $0.85

5 or more the each price is $0.60

10 or more the each price is $0.45

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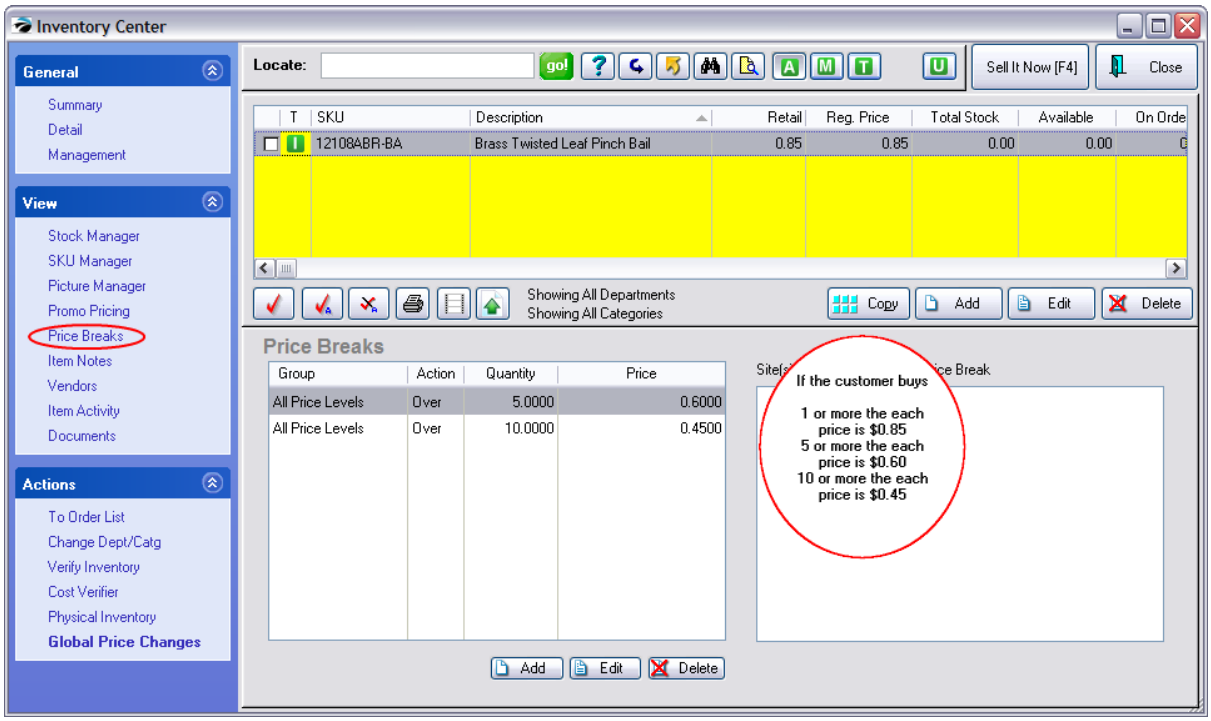
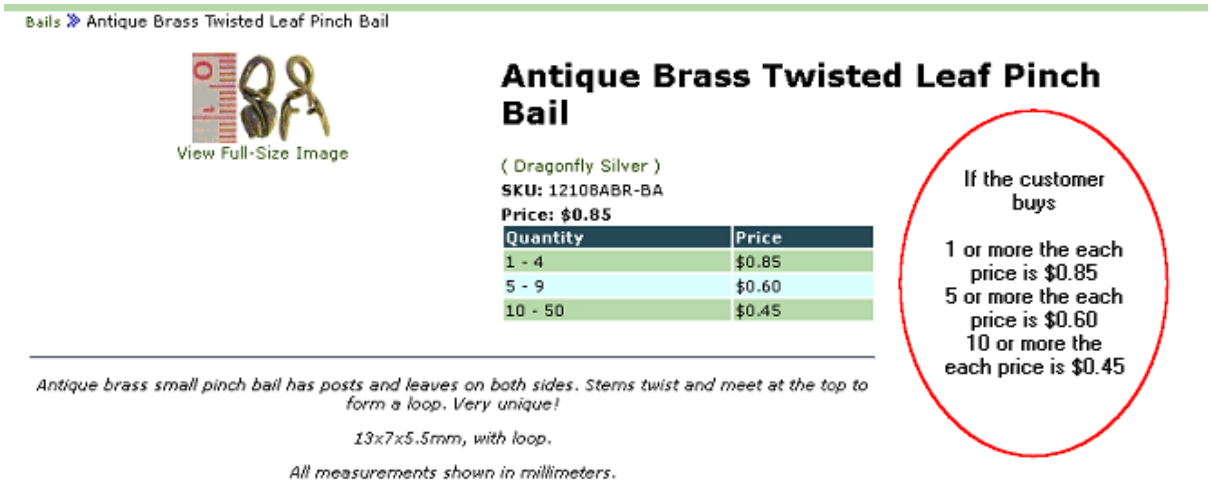


This same pricing information is automatically displayed on your POSitive Commerce web site.



4.7.2.2.8.1 Price Break Update Form

After selecting the Price Level there are enhanced feature options.

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Price Choice

- **For This Price** - set a dollar amount as the total selling price of the quantity indicated

- **Use The Items Price Break** - If the item has a price break assigned, then use that price break

- **Sell Lowest Priced Item For** - in a mix match situation, you can control the price of the lowest priced item

-- Dollar Amount - enter an dollar amount

-- Percent Off - enter a 2 digit number and activate the Percent Off check box

- **Use Item Price Level** - select the desired price level for the item

4.7.2.2.9 Item Notes

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

You will be able to view the notes from here, but you need to Edit the inventory item and choose Item Notes from the menu at left to add or edit notes.

Spell Checker - pressing F12 on the keyboard while editing a note field will activate a built-in spell checker

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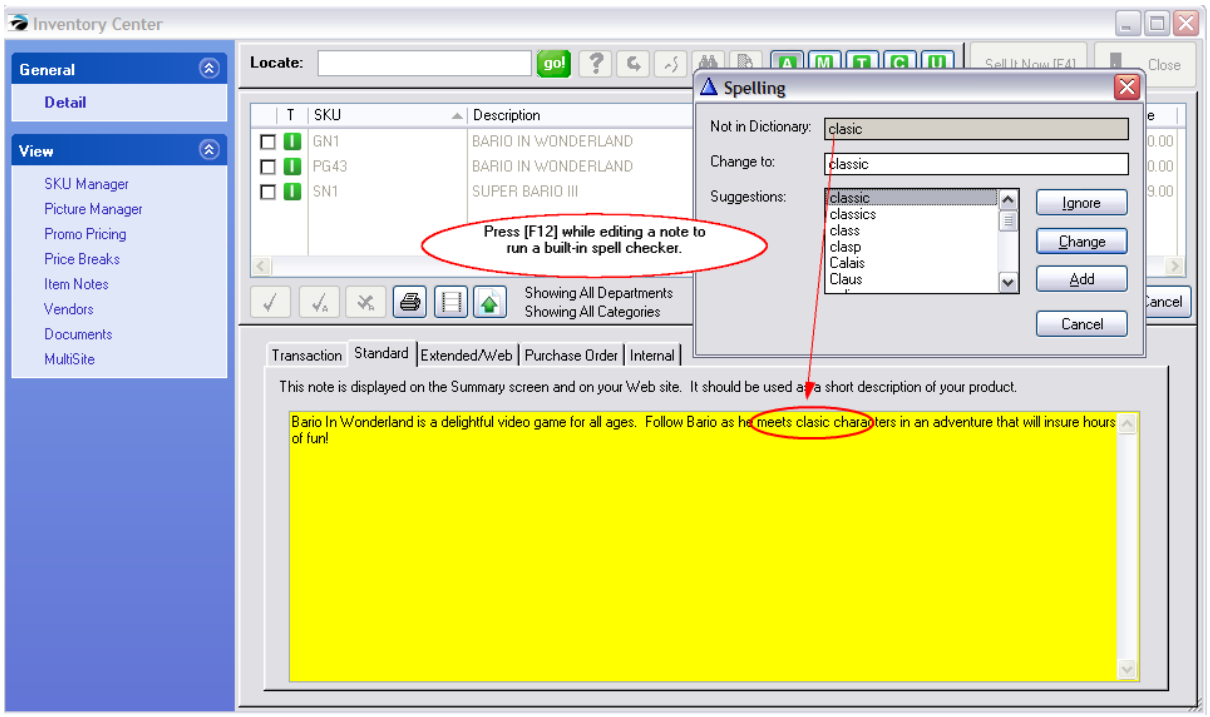

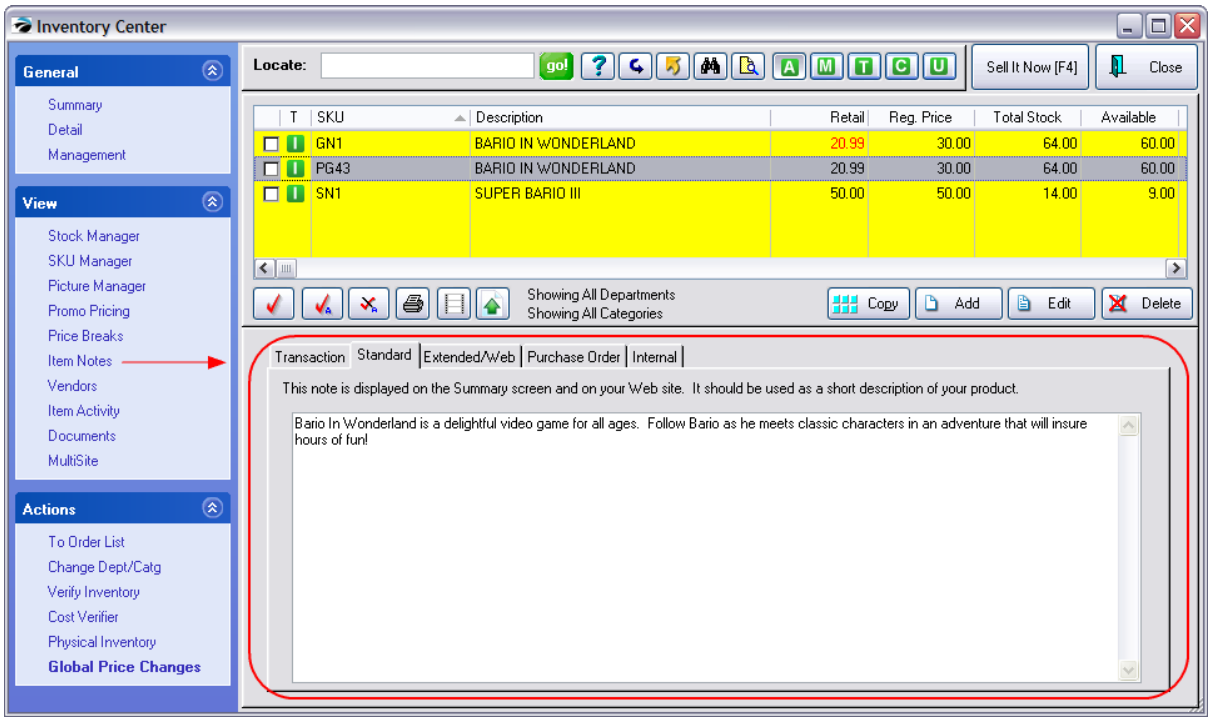

Transaction Note [F7]

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

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

Standard Note [F8]

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

This note can also be printed on inventory labels or a catalog printout. See Label Editing 1361.

Extended/Web [F9]

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

Purchase Order Note [F11]

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

Internal Note [F12]

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

4.7.2.2.10 Vendors

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

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

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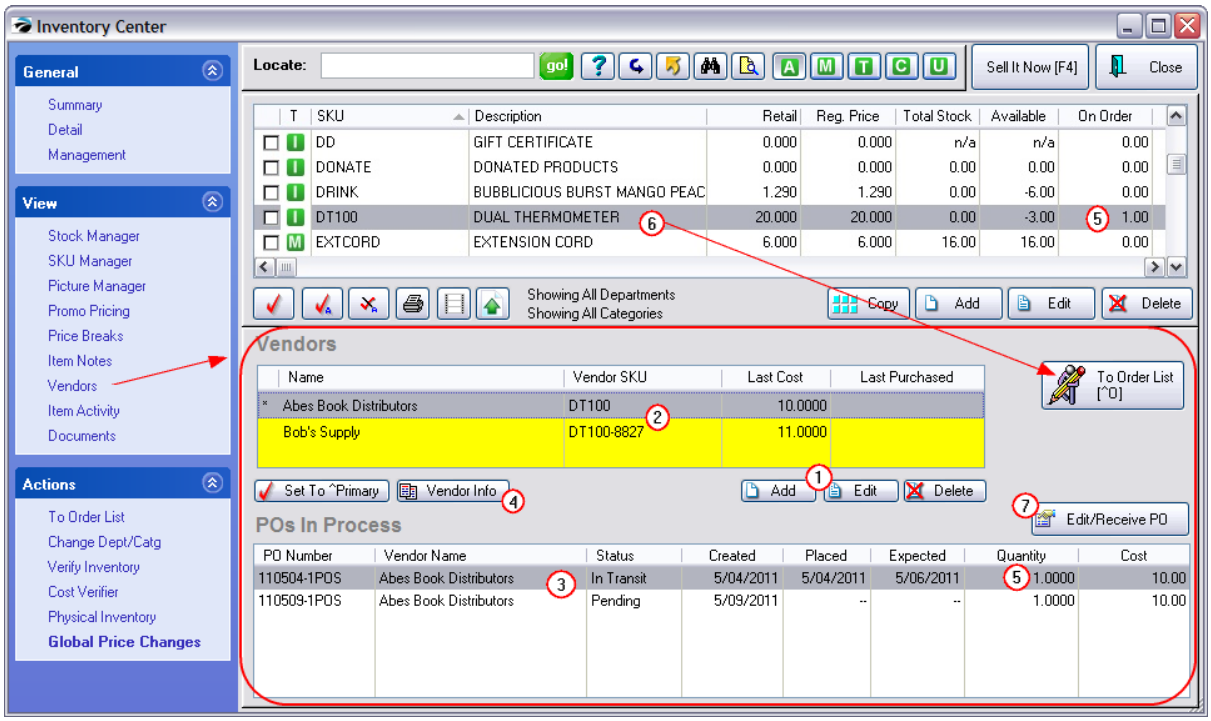

(1) **Add, Edit, Delete** - To add a vendor for the highlighted inventory item; to change the vendor SKU or vendor Cost; to remove a vendor as a source for the item.

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

(3) **POs In Process** - All purchase orders for the highlighted inventory item are listed.

Status:

- **In Transit** - the item is being processed by the vendor and the PO is in the "To Be Received" group. The Placed and Expected date fields will be filled in.
- **Pending** - the item is on a PO which has not been sent to the vendor and is in the "To Be Placed" group.

(4) **Vendor Info** - Opens the vendor record for changes to Name, Address, etc.

Set To Primary - if there is more than one vendor for the inventory item, choose which vendor should be your primary source of the item. You can always control which vendor you will be using.

(5) **On Order** - If a purchase order is waiting to be received, the quantity ordered also appears in the top list on the line item record. In this example, it states that only 1 is on order even though there are two purchase orders for the item. Note: "On Order" only counts items on purchase orders In Transit.

(6) **To Order List** - If you choose to order more of the highlighted inventory item, you will be prompted if you really want to add it to the Order List. (see To Order List 548)

(7) **Edit/Receive PO** - You may edit the highlighted purchase order to make changes and even receive it to stock.

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4.7.2.2.11 Item Activity

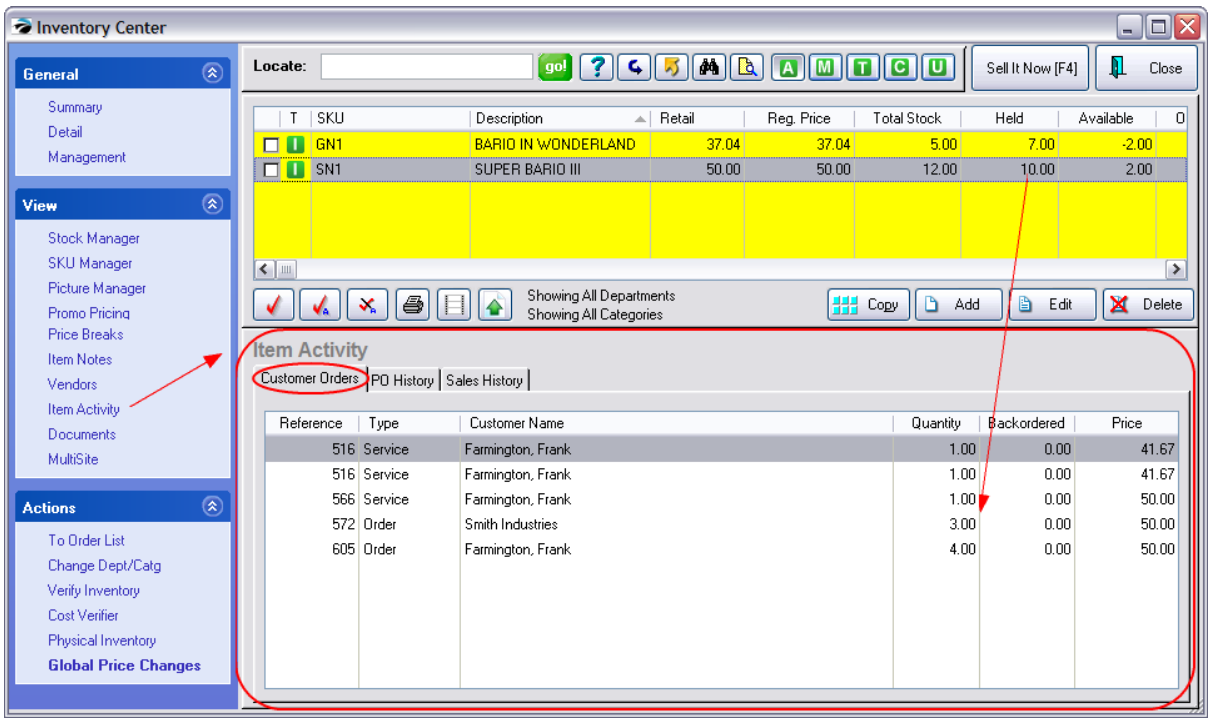
Item Activity consists of:

- **Customer Orders** - Displays active customer orders which include this item on the pending transaction. (see below)
- **Purchase Order History** - Displays all purchase orders for this item (see PO History IA 544)
- **Sales History** - lists all invoice sales with the most recent sale of the item at the top. (see Sales History IA 545)

Customer Orders

Shows all pending customer orders for the highlighted item.

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



4.7.2.2.11.1 PO History - IA

Lists the vendor, purchase order number, date received, quantities ordered and received and the cost on each PO.

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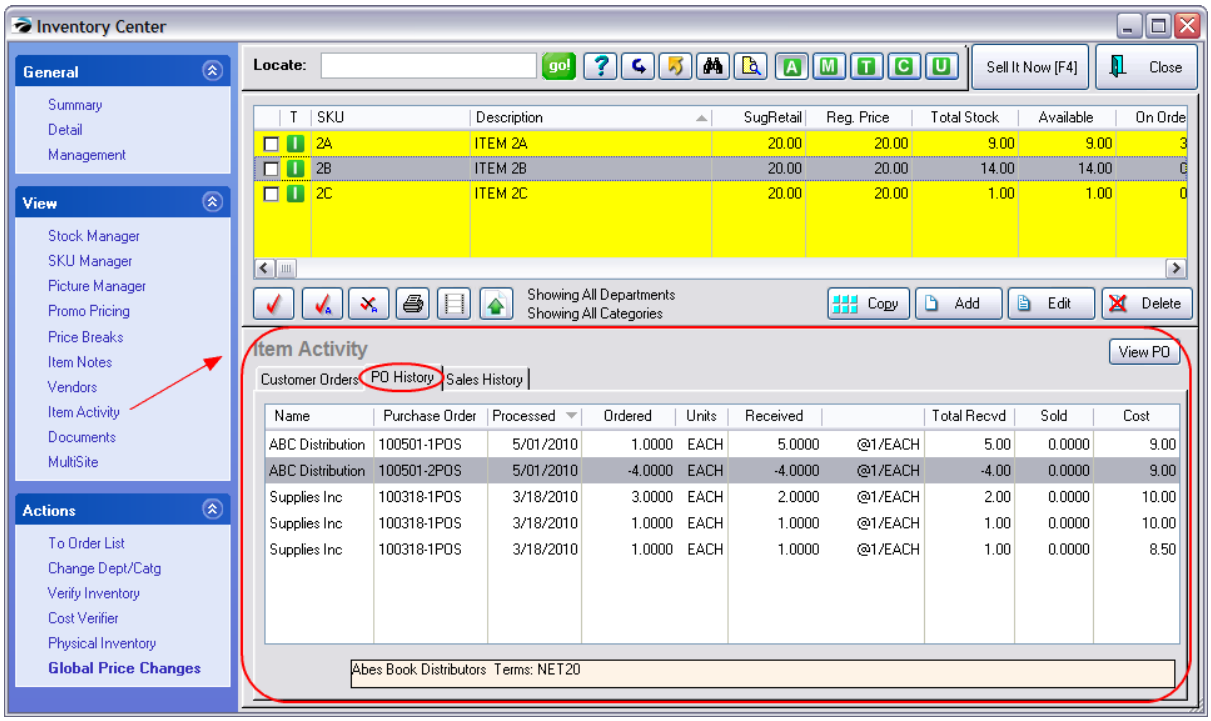
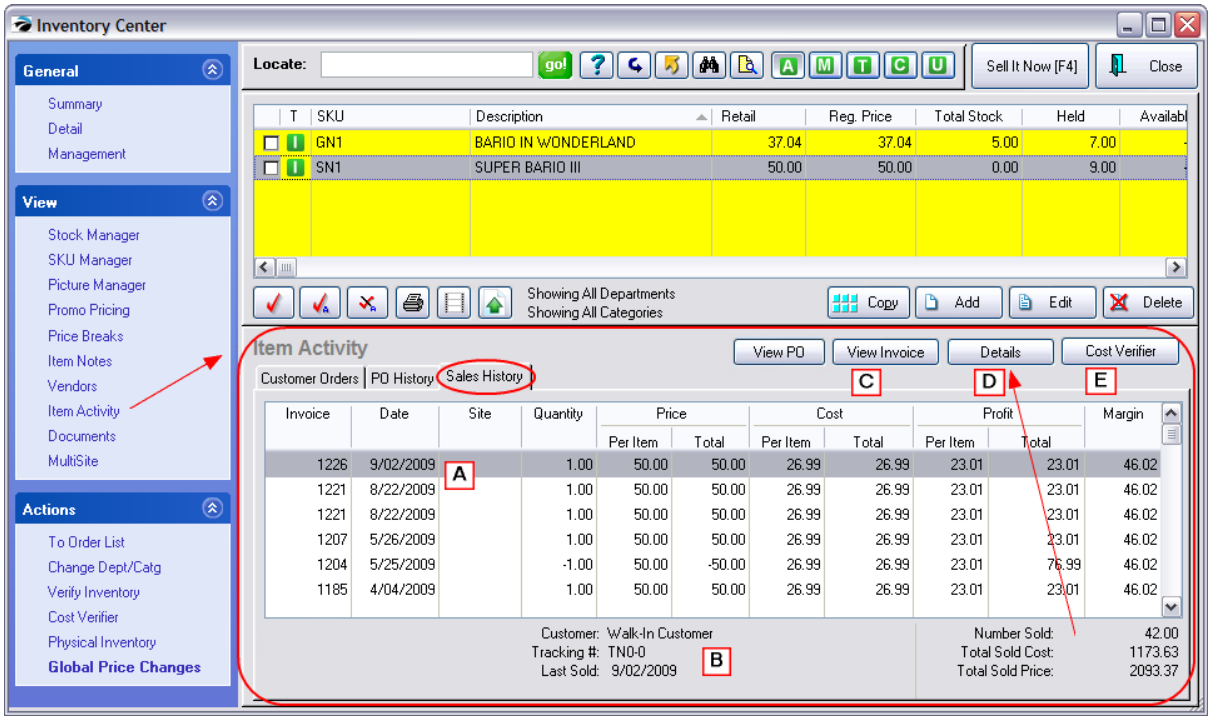


4.7.2.2.11.2 Sales History - IA

Lists the most recent invoice as the top line.

Shows cost, selling price, and profits per item. If the profit is incorrect, you can adjust the cost value of the item individually or en masse.



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Invoices

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

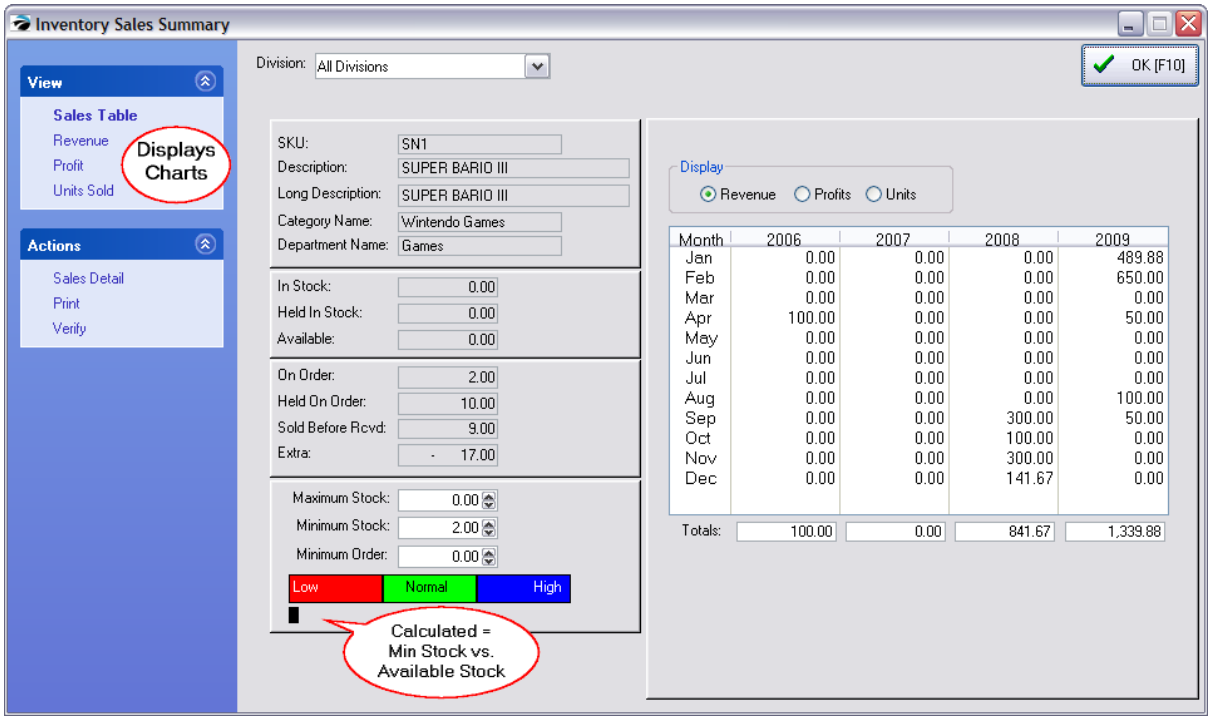
(B) In the bottom left is a Verify button. If for some reason you question the sales history, the Verify button will double check the status of just this one inventory item sales history.

In the bottom center is the customer name on the invoice and a Tracking Number which can link the item to the original purchase order. By choosing the View PO button at the top center, you can review the actual purchase order.***(C)*** View Invoice - opens Invoice History for detailed review. (see Invoice History 927)

View PO - opens Purchase Order history of the specific item sold (see Purchase Order History 1646)

Details - Tables and Graphs

(D) Grand totals of number sold, cost, and selling prices are displayed at the bottom right. In you want to see this information in graphical form and broken down by years, choose the **Details** button at the top. Then choose a view at the left. (see Inventory Sales Summary 1764)



Cost Corrections

(E) **Cost Verifier** is used in the event that costs were not correctly entered when product stock counts were recorded, one can choose to adjust costs of items already sold. (see Adjust Item Cost 979)

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If you determine that a cost was inaccurate, highlight the invoice and change the cost with this Cost Verifier button. This will correct your profit reports.

Correcting Cost on Multiple Invoices Simultaneously

Several invoices can be selected and changed simultaneously. Choose the Details button in the upper right. Then choose Sales Details. (see Adjust Item Cost 979)

by tagging two or more items, first, and then using Cost Verifier to change all tagged items.

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

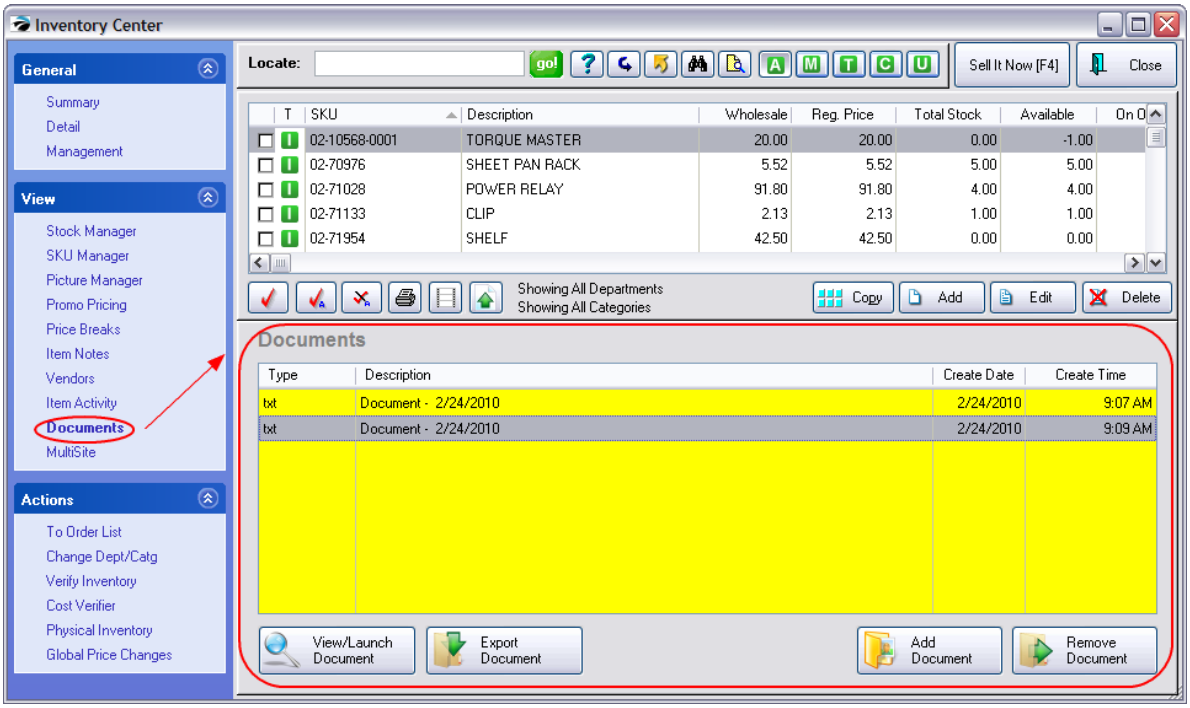
Average Cost - If the invoice sold multiple units which drew upon First In-First Out items with different costs, then cost will be averaged based on FIFO costs of each item sold.

4.7.2.2.12 Documents for Inventory

Various types of Documents can be attached to each inventory item.

By choosing ADD you can attach an image, scan a document such as a contract, attach a file, or record a voice commentary relative to the highlighted inventory item. Once the document is attached, you can view it, export it, or remove it when it is no longer needed.

(see Document Manager 1215 for more information)



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4.7.2.2.13 Actions

These actions are not specific to any inventory item. In other words, you do not have to select a specific inventory item first to be able to launch these tools.

Actions

To Order List 548 - one method of ordering more product

Change Dept/Catg 550 - to reassign an item to a different department and/or category

Global Price Changes 585 - select inventory which match a particular requirement and then to apply a pricing change to those items only.

Verify Inventory 552 - a procedure to compare inventory stock levels with reported stock counts. It also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

Cost Verifier 562 - re-set the cost of an item sold on a specific invoice (also see Adjust Item Cost 979)

Physical Inventory 564 - change stock counts of a single item or multiple items, to review stock exceptions, and use a batch method of changing stock counts either from a file or direct scan of items. The list can also be printed.

Other *These functions are available on View Screens as noted*

Promo Manager 530 - apply discount percentages to more than one product at a time for a given time period Open the Promo Pricing view and select Promo Manager button at far right

Add To Label List 453 - one method to print inventory pricing labels for the highlighted item - Just below the listing of inventory items click on the next icon after the Tag/Untag group.

4.7.2.2.13.1 To Order List

Note: This action is directly related to the highlighted inventory item.

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

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

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

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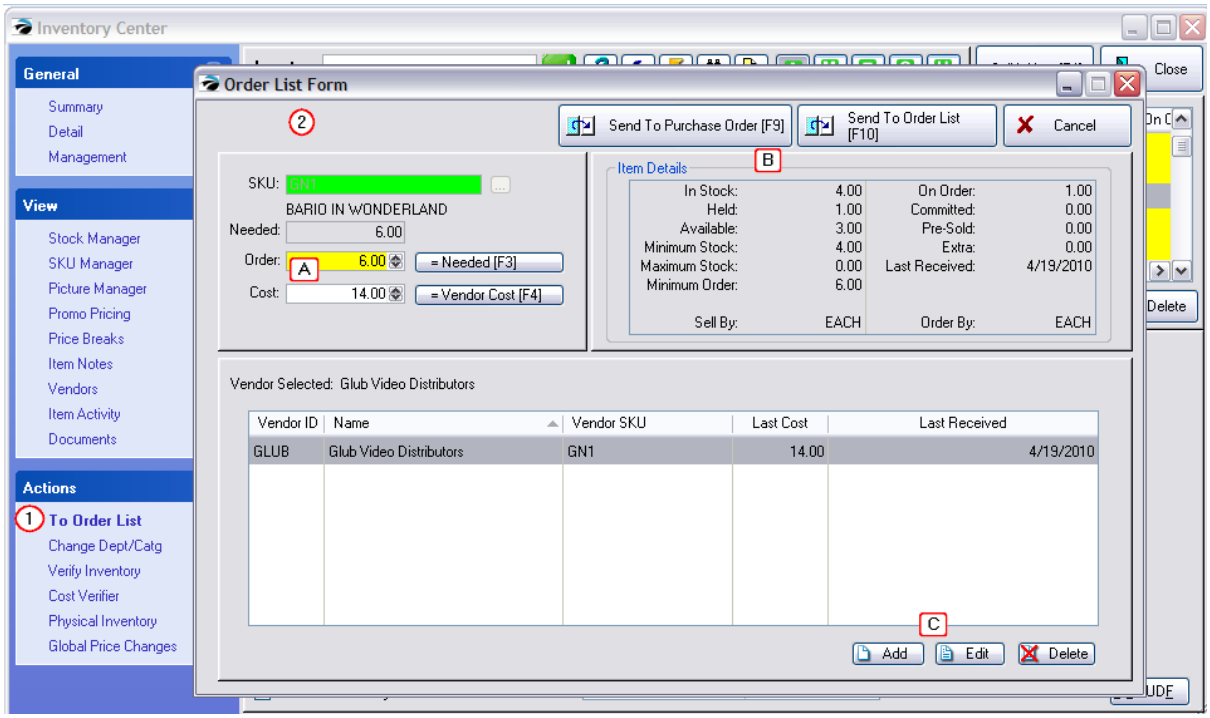

(A) **Quantity & Cost** - Enter the number of items desired based upon need or overall stock statistics. Highlight the vendor and enter the cost of the item.

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

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

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

From the Inventory Center and from other areas of POSitive you may choose to add an inventory item to the Order List which groups items for purchase orders.

see Order List Form 548

Already On The Order List

If the item is already on the order list, you may increase the quantity to order or simply cancel the request.

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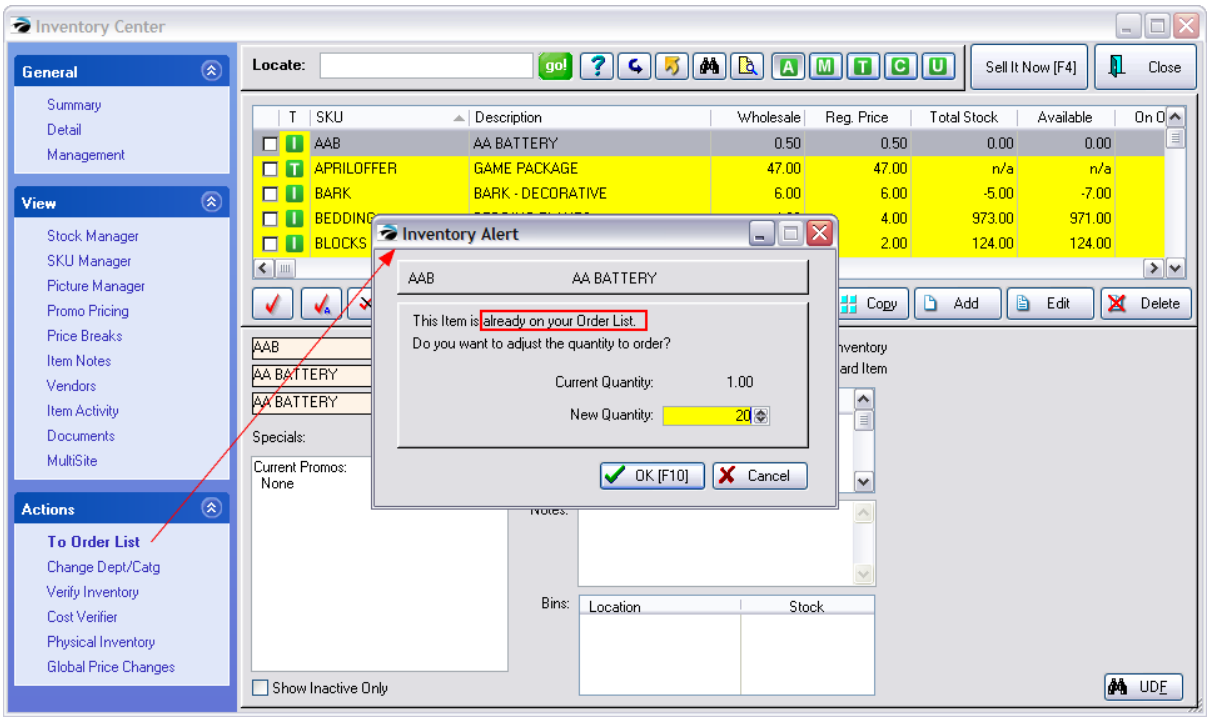

4.7.2.2.13.2 Change Dept/Catg

This action is directly related to the highlighted item and other tagged inventory item(s).

The purpose of the Change Dept/Category feature is the ability to reassign inventory from one category to another category. Not only is the item reassigned, but invoice history can also be updated so that future reports will be all inclusive of all sales of the item under the new category.

Advanced Setup

First go to Maintenance: Departments to create new departments and/or categories as needed.

Then select Change Dept/Catg

How To Reassign Categories

(1) Highlight or check mark the inventory item(s) to be reassigned to a new category. (TIP: use inventory filters or queries to identify the items to be reassigned.)

Move Multiples

Reassign Dept/Catg of Multiple Tagged Inventory Items

You may reassign multiple inventory items to a new department and/or category. The tagged items do

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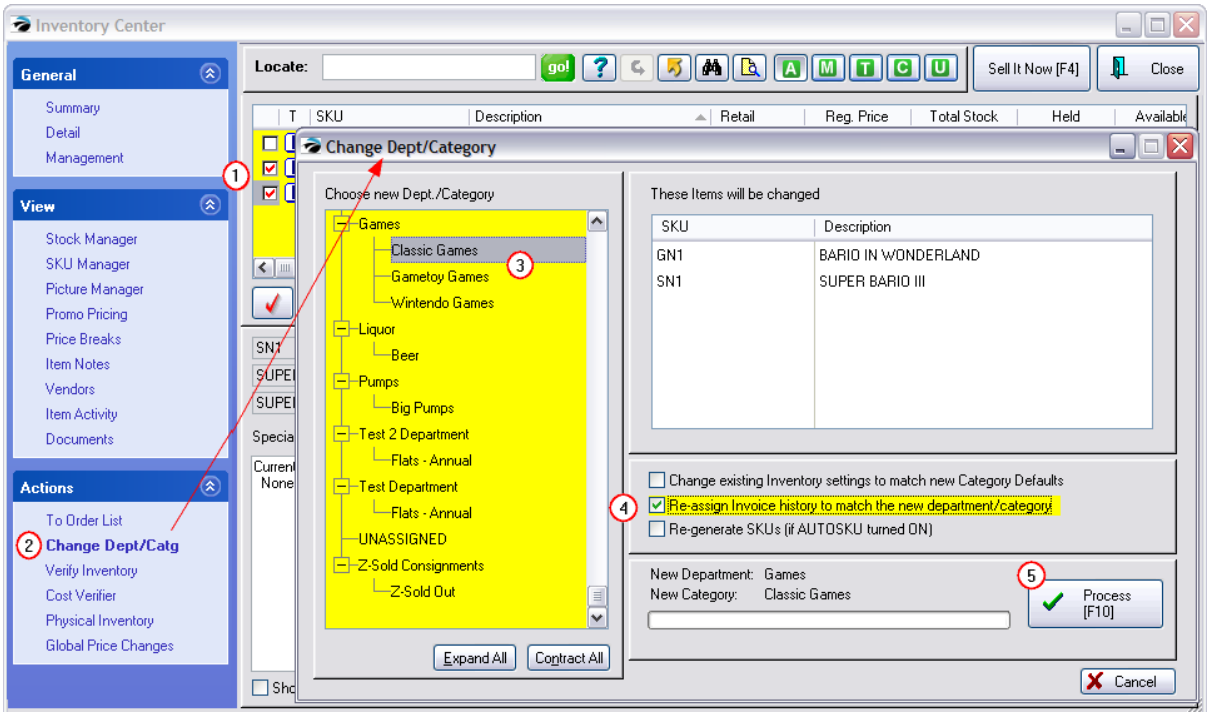
not have to be from the same category as explained in the following example, but simply need to meet certain criteria applied in the Find option. Perhaps they all have a common description or a common SKU prefix. Once you understand the concept described above, you will be able to do apply the same to multiple inventory items.

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



(3) Choose the new target department and category by highlighting an existing category. Remember that the new category must have been created and assigned to a department in advance.

(4) Select appropriate settings.

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

"Change Existing Inventory Settings To Match New Category Defaults" (USE CAUTION) Every category has some default settings. Choosing this option will change the settings of each individual inventory item to the category settings of the new category. (see Category Defaults 1307)

"Re-Generate SKUs (if AUTOSKU turned ON)" (USE CAUTION) If the AutoSKU feature of POSitive is applied to categories, this might be a good choice, especially if the AutoSKU has indicators for department and/or category assignments. Once Process [F10} is selected the new SKUs will be applied. (see AutoSKU 1294)

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

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4.7.2.2.13.3 Verify Inventory Files

Verify Inventory Files - is a procedure to compare inventory stock levels with reported stock counts. It also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

IMPORTANT: The procedure is intensive and will need to run uninterrupted. No other computers should be running POSitive. You will be notified when it is completed. It could take hours, depending upon the number of inventory and sales records involved.

Why Run Verify Inventory Files

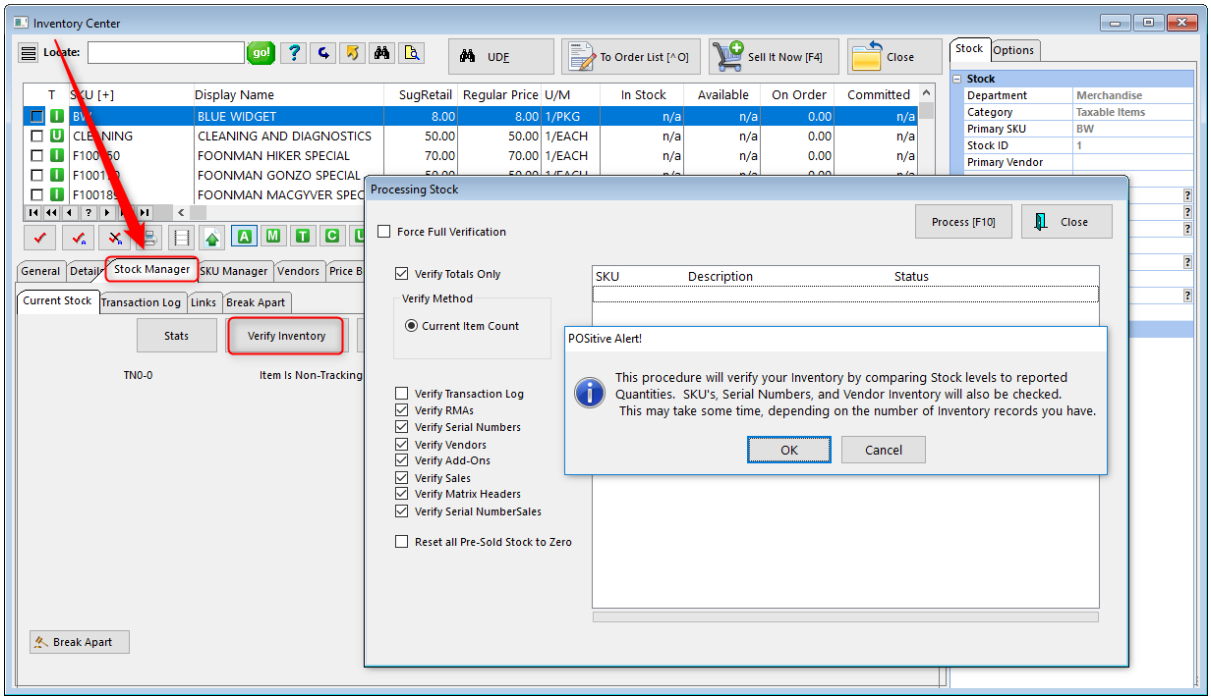
This is not something that has to be done on a regular basis. It should be run...

- If you have problems adding an inventory item or when attempting to edit an item and the Inventory Detail screen is blank.
- If when adding an inventory item you are told that a SKU already exists and there doesn't seem to be a logical reason.
- If inventory stock counts seem to be inacurate, reporting more or less than it should, there are some immediate and long term options

How To Run Verify Inventory Files

1) Go to Inventory Center and click on the Stock Manager tab, Current Stock, Verify Inventory.

2) Answer OK when prompted about the purpose of the program: "This procedure will verify your inventory by comparing Stock levels to reported Quantities. SKU's, Serial Numbers, and Vendor Inventory will also be checked. This may take some time, depending on the number of inventory records you have."



3) Select Desired Options and choose Process [F10]

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The options pictured above at far right are the default settings. Un-checking options (not-recommended) will speed up the process, but certain areas of the program will not be updated and could display distorted information.

The option "Force Full Verification" will take longer to verify the system and generally does not need to be activated.

RECOMMENDATION: Leave all settings as they are by default. Choose Process F10.

What Are The Options?

For each option activated, the verification will take longer, but may not make it any more accurate. For example, if you are not using serial numbers on your inventory products, you do not need to check mark Verify Serial Numbers and Verify Serial Number Sales.

Force Full Verification - normally items which have had no activity since the last verification will be skipped. By choosing Force Full Verification, every item will be verified again, hence it will take longer to complete the process.

Verify Totals Only - (Checked by default) - If you are **ONLY** interested in correcting Stock Totals (backorders, held on order, held in stock, etc.), then you can check this option and "uncheck" all other options. This will make the verification process faster. However, other functions will not be verified. If speed is less of an issue, you may leave "Verify Totals Only" checked and leave all other options checked as well.

- **Current Item Count** - assumes the current stock count is correct and uses that number to check pending orders.
- Verify Transaction Log - Leave this UNCHECKED This is done very rarely. It will delete transaction logs and then rebuild them.
- Verify RMAs - reviews the status of items on RMA (Return Merchandise Authorization)
- Verify Serial Numbers - confirms the status of serialized items
- Verify Vendors - confirms that the vendor still exists to which the item is linked
- Verify Add-Ons - confirms that Tag-Alongs and Suggested items are still linked to the main item.
- Verify Sales - recalculates the total sales of the item and updates the Sales tab of each inventory item
- Verify Matrix Headers - confirms that individual matrix items are properly linked to the matrix header.
- Verify Serial Number Sales - recalculates the sales status of serial numbered items
- Reset all Pre-Sold Stock to Zero - Leave this UNCHECKED. This is done very rarely and only then as an extreme corrective measure, when recounting the entire store. If you have been utilizing "Allow Backordered Items to be sold before being received into stock, then the item becomes Pre-Sold.
- Share All Inventory Across All Sites - (MultiSite Only) **DO NOT check this option if some inventory items should not be shared with some other sites.**

Processing

Again, the amount of time required to verify inventory initially could take up to several hours depending upon how much inventory and sales history you have had.

The first time you run Verify could take a long time. Subsequent verifications will be faster because a log will check for changes made since the last verification and skip entries which do not need to be verified again. (No Recent Activity - Skipped)

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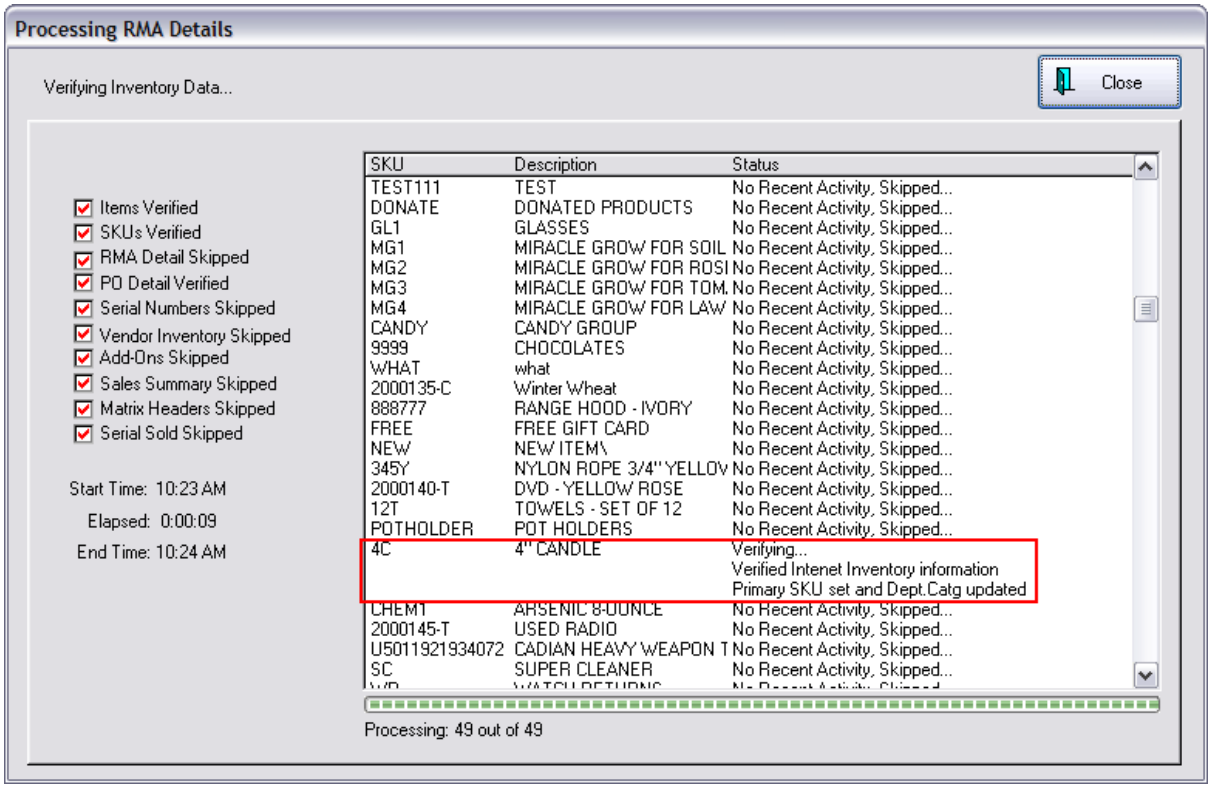
Only items which have had changes since the last full verification will be verified again.



During the processing the first two phases, Items Verified and SKU's Verified, go slowly. You will see a count of items verified compared with the total number of items. A red check means it is finished. Another time consuming process is Sales History.

Take note of the total Elapsed time so that in the future you will have an educated guess of how long the process will take.

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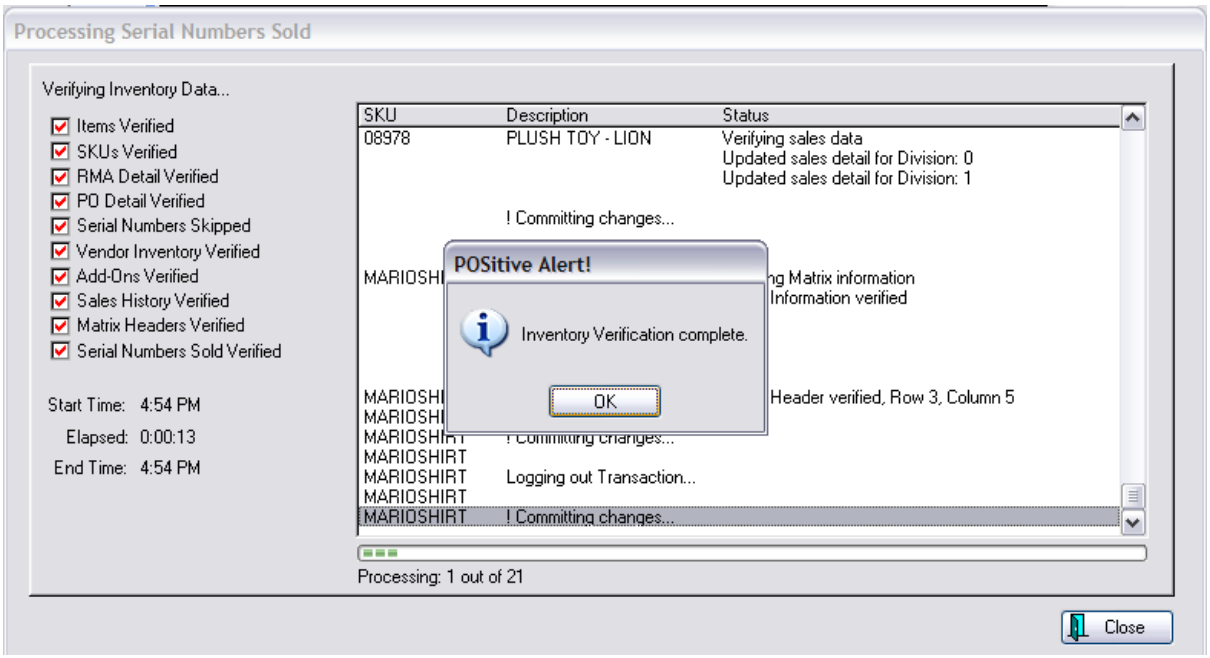

Duplicate SKUs Found

POSitive does not allow for duplicate primary SKUs. If you are notified that there are duplicates, You should take immediate corrective action. Edit the item on the right and add a second SKU which is the same as the original SKU but modified slightly (add a question mark "?" for example) to temporarily correct the problem so that it can be researched further. (see Duplicate SKUs 556)

4) Choose OK

5) Then choose Close

TAX INCLUSIVE

If you have chosen to include Tax In Price (System Setup: Tax Options), when you run Verify Inventory you will be given an option to Verify Pricing. The purpose of this button is to reset selling prices when a tax rate has been changed. Follow the rest of the steps as described above. (Screenshot below is from an older version, but procedure is the same.)

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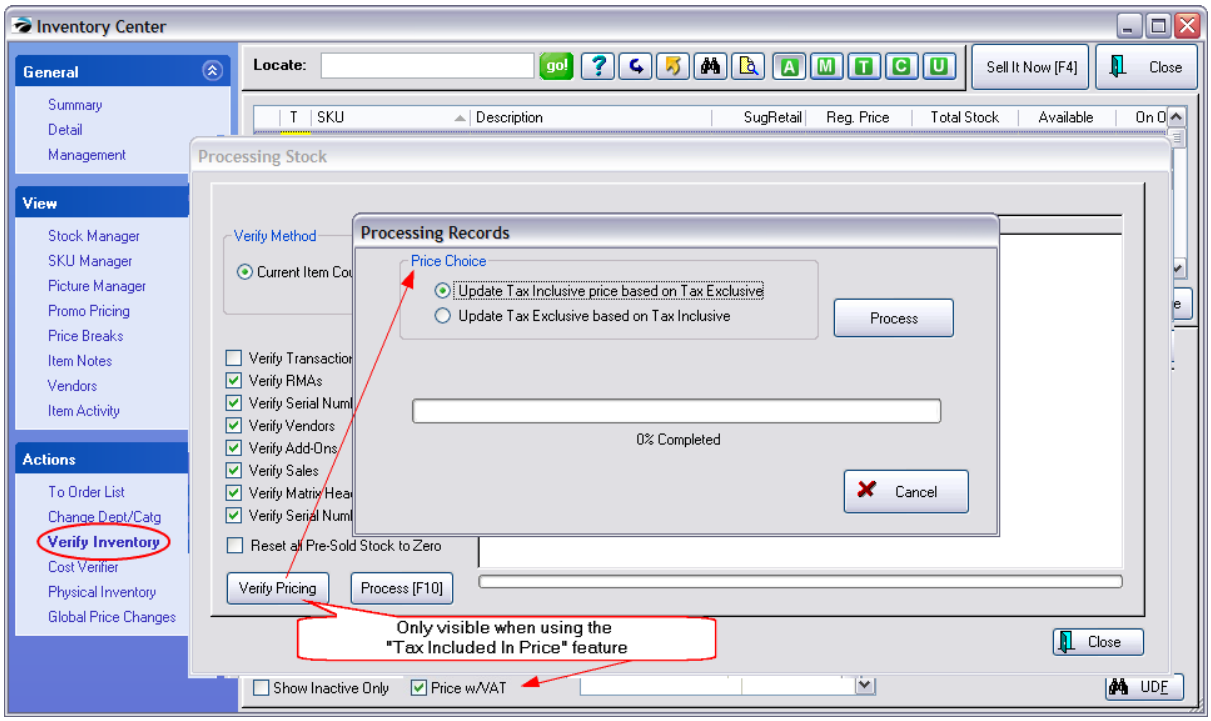

Price Choice What Is This?

Each individual Tax Rate has an assigned "Tax Rate Exception" option. Go to Maintenance: Tax Rates and Edit on the the tax rates listed under "All Tax Rates." You will see the settings made earlier.

Tax Rate Exception

Please check with your dealer for specific uses.

- No tax rate exception (Recommended)
- Include this rate ONLY when the tax category below is present in an Invoice.
- Exclude this rate ONLY when the tax category below is present in an Invoice.
  [Select Name of Tax Category]

Leave Both Options (below) Unselected - (recommended)

Update Tax Inclusive Price Based On Tax Exclusive - Select this option if your TAX rate has selected the option "Exclude this rate ONLY when the tax category below is present in an Invoice"

Update Tax Exclusive Based On Tax Inclusive - Select this option if your TAX rate has selected the option "Include this rate ONLY when the tax category below is present in an Invoice"

After running the procedure Verify Inventory Files, you may be notified that there are "duplicate SKUs" which are in conflict with each other.

POSitive does not allow duplicate primary SKUs. Note in the example below that the item on the left has the same SKU yet a different description of the item on the right.

This needs to be corrected, by Editing the duplicate items.

WARNING: If you simply choose close without editing the SKU, the duplicates on the right will remain in the inventory and will reappear when you run Verify Inventory Files again. You will never be able to

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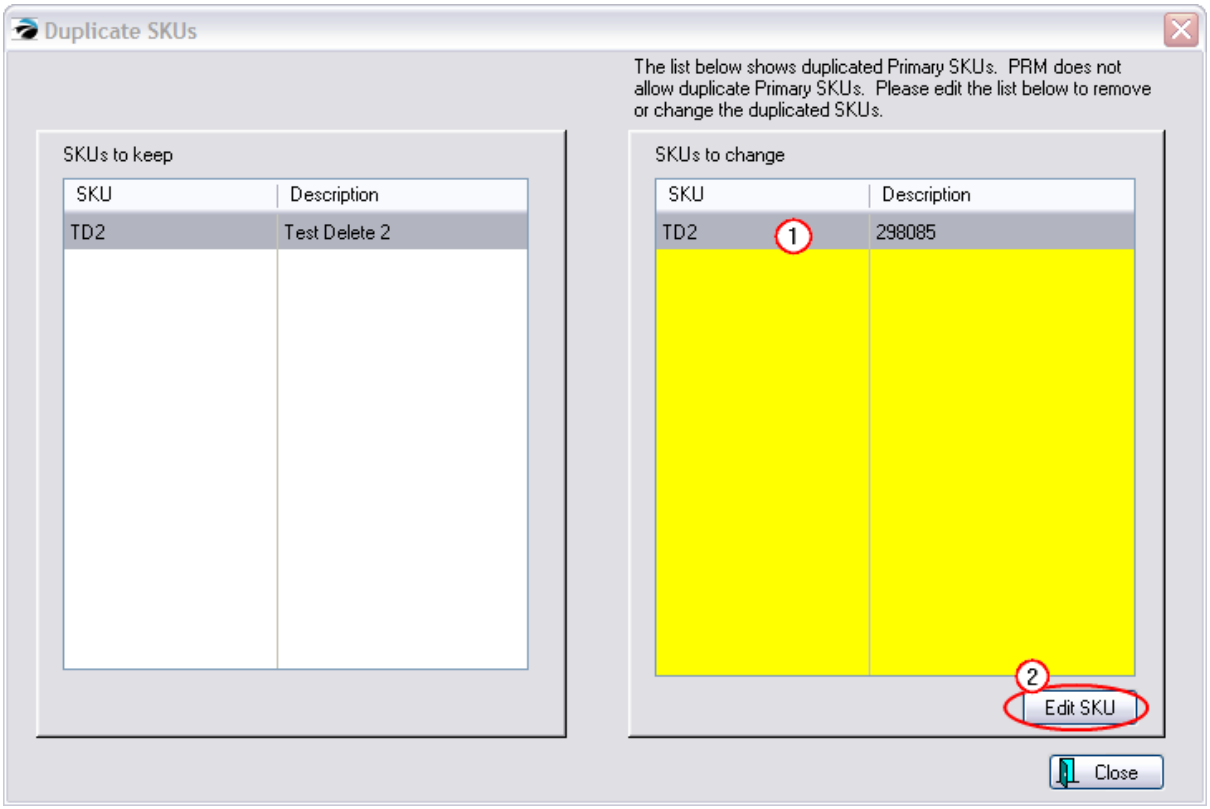
find these duplicates by just going to the inventory list, nor will the duplicates be available for selection at the time of sale, because duplicate SKUs are simply not allowed and are filtered out.



Choose Edit SKU will change the highlighted SKU

1) Highlight an item on the right.

2) Choose Edit SKU button

This will open the Alternate SKU window.

It is suggested that you...

3) choose Add.

4) Then enter the exact same SKU but add a last character of "?" at the end to make it very unique. Later, you will be able to find these items when sorting by SKU and edit or delete them as needed.

Then choose OK [F10]

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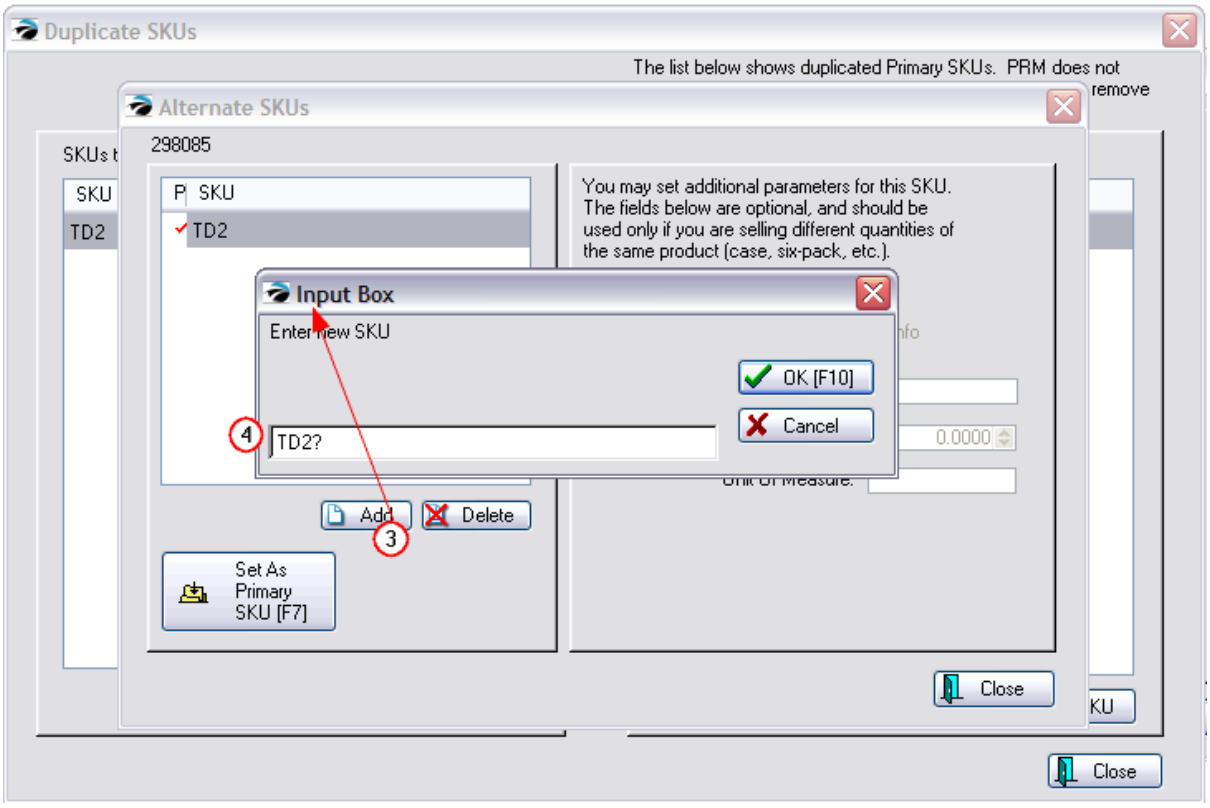

5) Highlight the newly added SKU

6) Choose "Set As Primary SKU [F7]." The red checkmark will appear on the new SKU.

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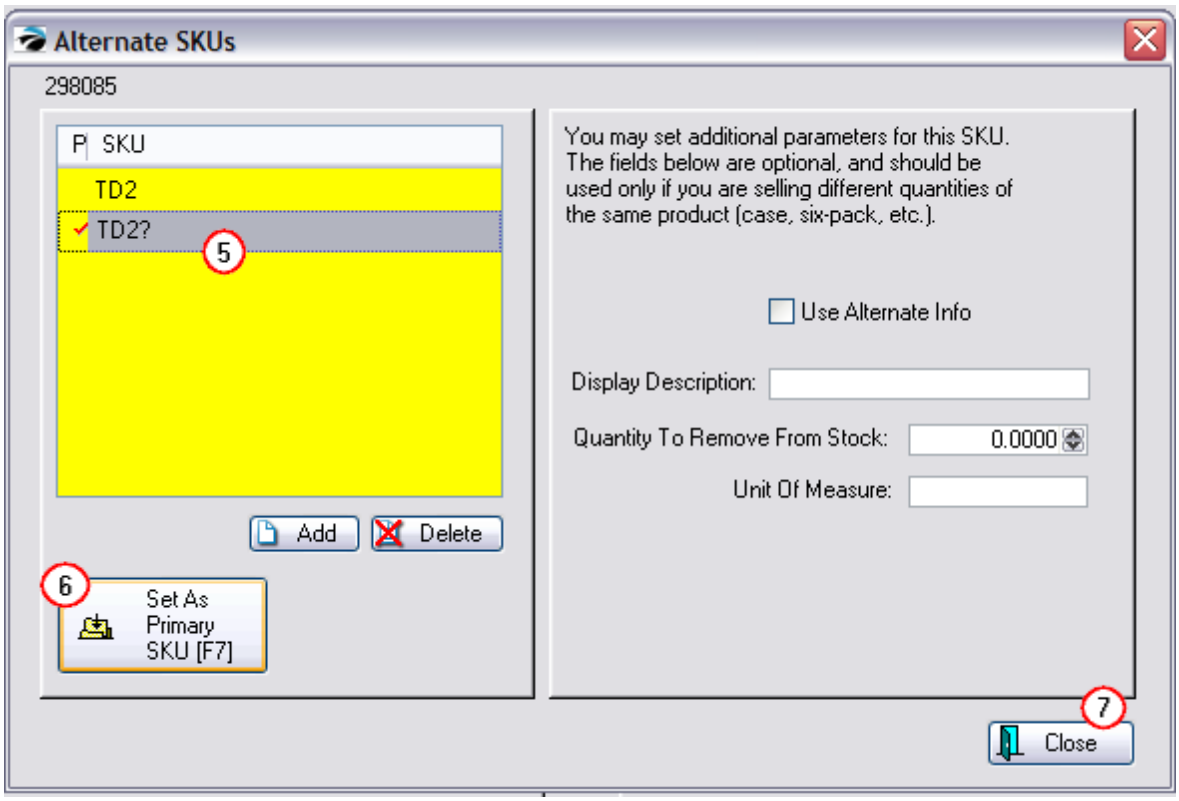

7) Choose Close.

Repeat the process for each Duplicate SKU item in the right hand list. Then close the window.

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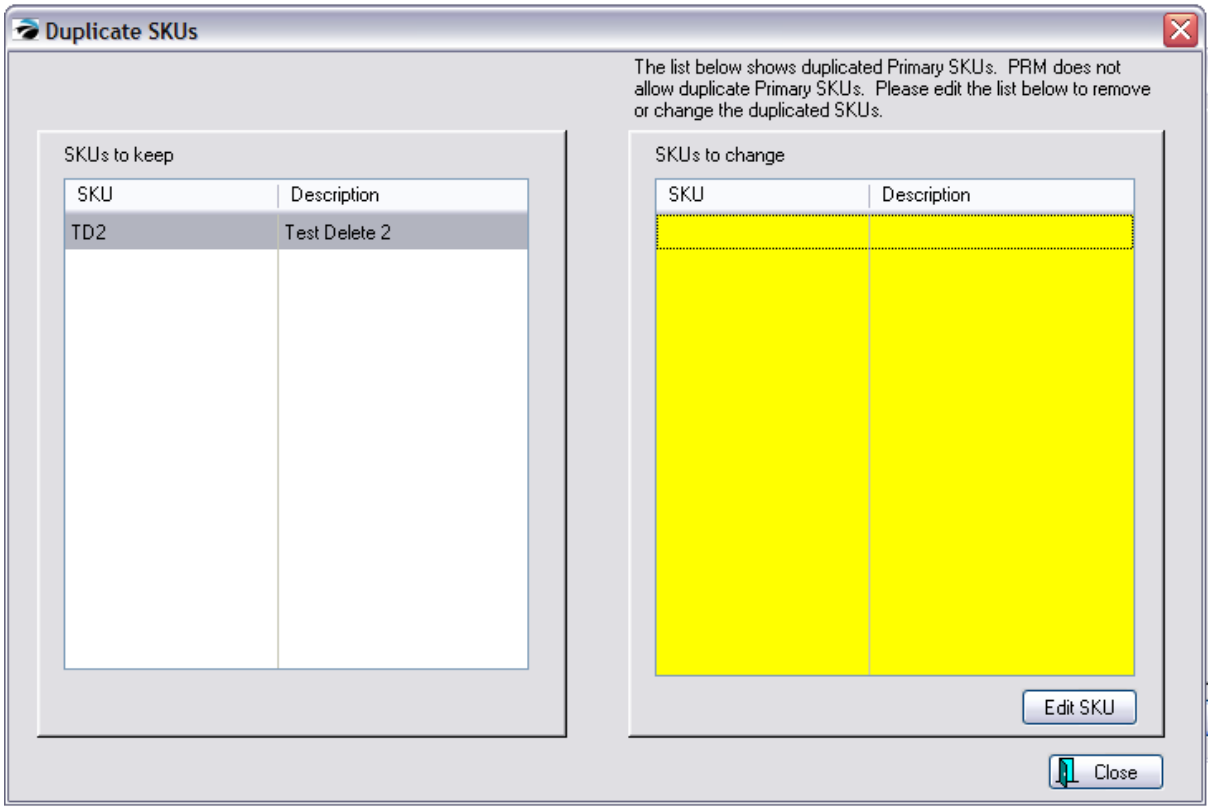

How To Find and Correct Problematic SKUs

IMPORTANT: Before choosing to Delete any Duplicate Item, check Item Activity for status on Customer Orders, Purchase Order History, and Sales History.

Option 1

Go to the Inventory Center

Choose the Find button at the top.

In the SKU field enter ? (or whichever special character you had used earlier)

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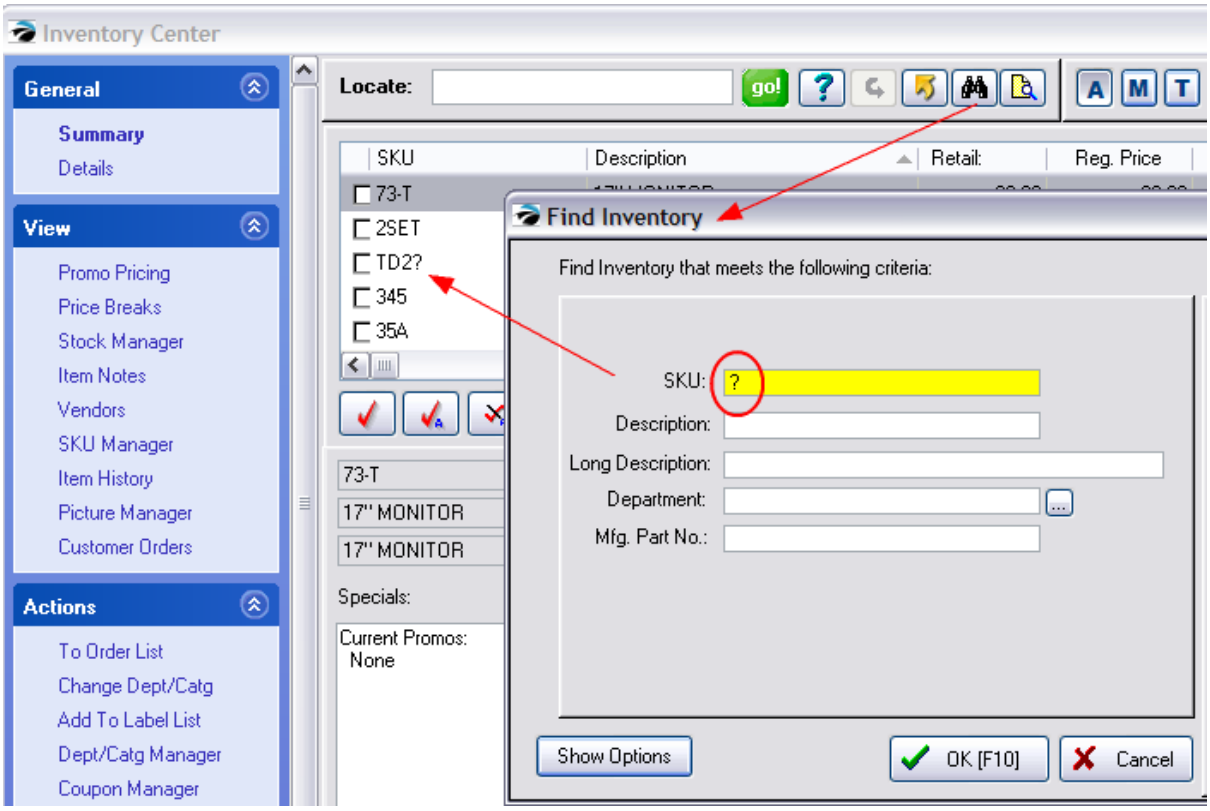

Choose OK [F10] and POSitive will now list all the items with the ? in the SKU.

If there are many items, consider exporting the group out to an Excel spreadsheet or to a Word Document so that the list can be printed and reviewed at leisure.

One by one, edit the item looking for clues to determine if the item should be deleted, edited, or given a new SKU.

Option 2

Go to the Inventory Center

Sort the list by SKU.

The pairs of SKUs will be in close proximity. The original SKU will be followed by the SKU with the ?. (for example, TD2 followed by TD2?)

Hide Alternate SKUs

If you have elected to not display Alternate SKUs, you will need to open the "Show Options" of the Find Inventory screen and uncheck this option so that POSitive will display the found items.

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4.7.2.2.13.4 Cost Verifier (by Invoice)

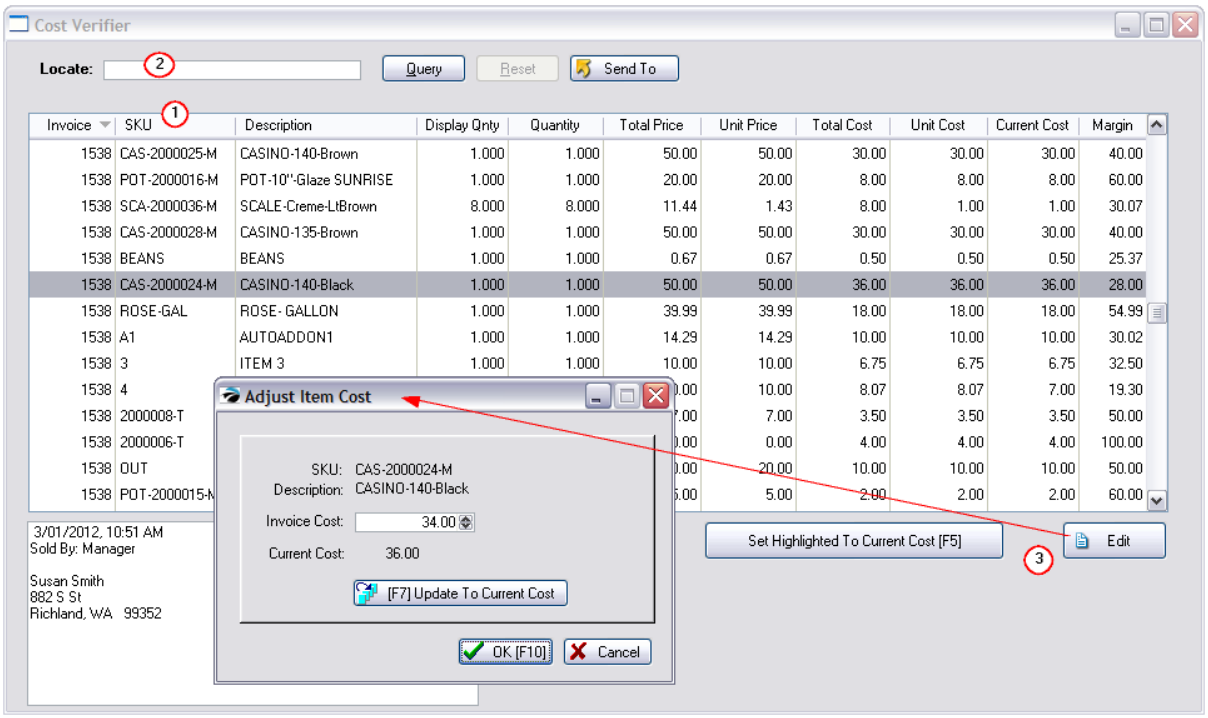
Invoice Focus Method

From the Inventory Center, under Actions, you can choose Cost Verifier and correct the cost of items already sold. This is especially useful for focusing on all items of a specific invoice number.

1) This screen can be sorted by Invoice number, SKU, or Description by just clicking on the column title.

2) Type information into the Locate field and press Enter. You may then Scroll through the list until you find the exact item desired.

3) Highlight the item and choose Edit.



EDIT

If you choose to edit an item, you can re-set the cost of that item on the specific invoice. (see Adjust Item Cost 979)

TIP: just choosing the "Set Highlighted To Current Cost [F5]" button eliminates the need to Edit the item.

Inventory Focus Method

If you need to change the cost of a specific inventory item on all invoices simultaneously, see Adjust Item Cost 979

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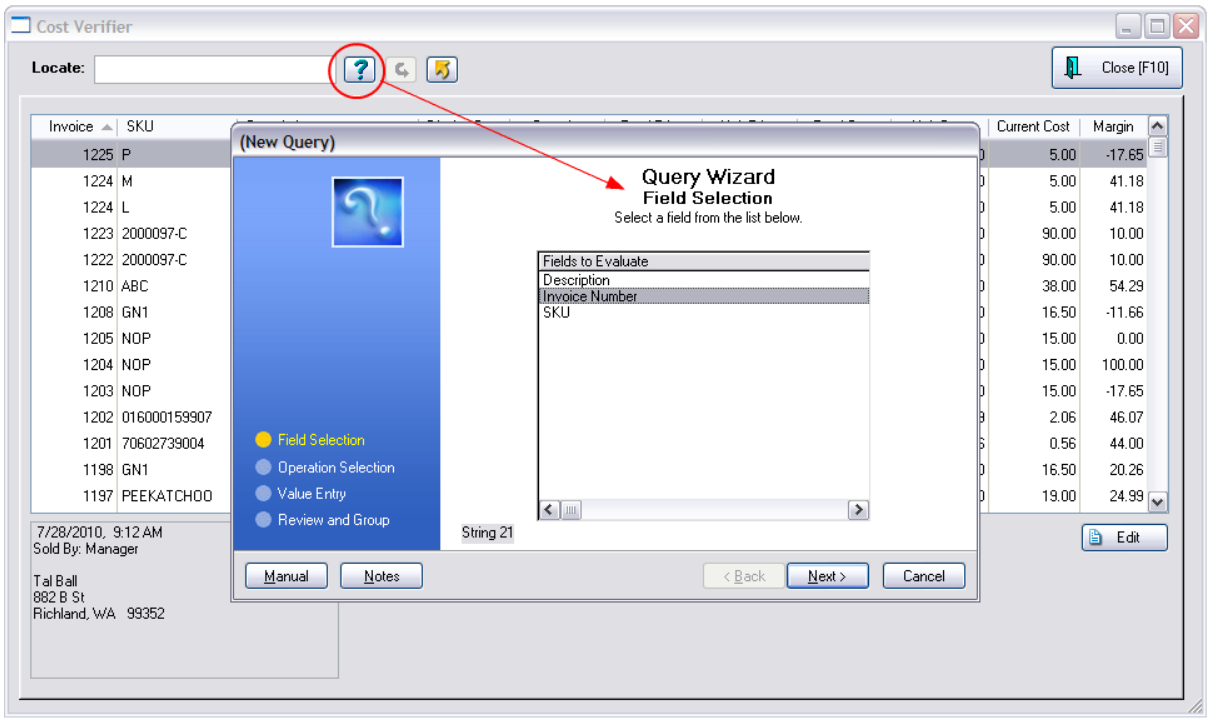
Cost Verifier Query

You can filter the list by Description, Invoice Number, or SKU by using the Query button.

This will open the Query Wizard.



1) Highlight the Field to Evaluate
2) Choose Next
3) Highlight a Query Operator
4) Choose Next
5) Enter the specific value or text
6) Choose Finish. You will be asked if you want to save this query for future use.

Reset Button

The Reset Icon will display all entries.

Export

The entire list (with or without a Query Filter) can be exported to an Excel Spreadsheet or other document. (see Send To 1800)

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4.7.2.2.13.5 Physical Inventory

OVERVIEW

The primary purpose of the Physical Inventory screens is to change stock counts. This can be done in several ways:

- **Verify/Adjust a Highlighted Item** - (see below) On this screen correct the stock count of a listed item.
- **Verify/Adjust an Inventory Item From Stock Manager** of the Inventory Center View menu. (see Stock Manager 497)
- **Reconcile From File** - allows for changing stock counts of multiple inventory items in batches generated by direct scan or through import of adjusting files. There is also an option to zero stock counts of existing inventory by category or by department. (see Import Physical Inventory From File 567)
- **Reconcile From Mobile** - allows for changing stock counts from a POSitive Mobile unit (see Reconcile From Mobile 585)

A log of adjustments to stock counts is kept in the **Stock Exceptions** screen which can be reviewed, printed, and then purged when no longer needed.

Use of Purchase Orders (Recommended)

Overwriting stock counts is an acceptable procedure when you are first implementing POSitive and need to record existing stock levels. However, POSitive works most effectively if all inventory is received through purchase orders. (see Purchasing 1570)

Tools

There are several tools here on the Physical Inventory Screen

Locate - to find an inventory item by Description or SKU, click on the appropriate column title, then type the characters and press Enter or CTRL-Enter.

Verify/Adjust - change the stock count of the highlighted inventory item.

Highlighted Inventory Item - SKU, Description, Total Stock, Inventory Type. At the far right the Standard Note and Stock Count breakdown.

Edit Item - edit the highlighted inventory record

Actions

Stock Exceptions - lists items which have a manual stock count adjustment

Reconcile From File - allows for changing stock counts of multiple inventory items in batches

Reconcile From Mobile - allows for changing stock counts from a POSitive Mobile unit

Print List - prints the current list of items with stock counts and a place to record tallies on a blank line for entering new counts when taking a physical inventory count. Items with serial numbers will print the assigned serial numbers below the line item. (A similar report but without the tally section and display of serial numbers is available through Report Center: Inventory: Inventory Listing.)

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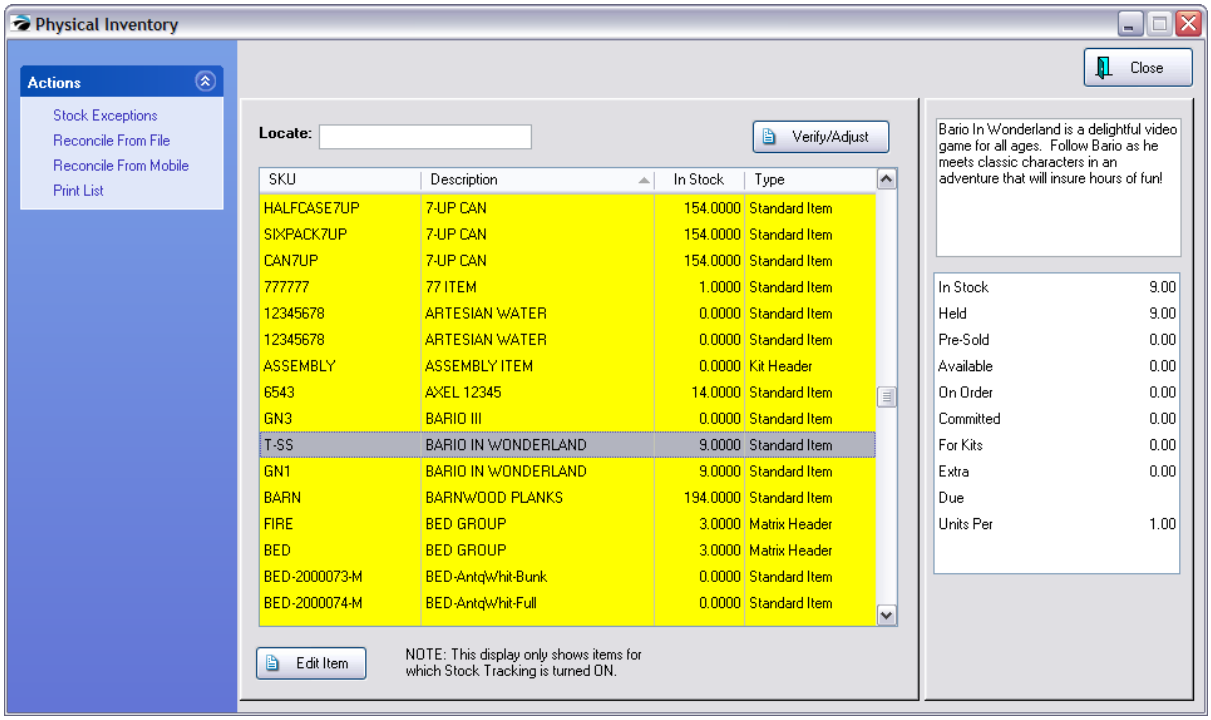
How To Reconcile One or More Inventory Items From This Screen

If you are working from a tally sheet (see **Print List** above), you can sort this list by SKU or Description and then systematically enter the new stock counts. (Alternative Method: simply use the Verify/Adjust button on the Stock Manager of Inventory Center.)

1) Highlight an inventory item. The current stock count is displayed at right. **Note**: This section will only list items which have been flagged to "Track Stock." If you cannot find the item in this list, go back to the Inventory Center, find the item and make sure that the item has been set to Track Stock.



2) Press Enter (or choose Verify/Adjust button) and enter the new inventory count. This count overwrites any other count of the item.

Verify / Adjust Screen

IMPORTANT WARNING: Be sure you read and understand the disclaimer on this screen. (see Verify / Adjust 1559)

Making manual stock changes for an item with a Pre-Sold value is not recommended if there are still pending purchase orders for the item(s).

What is Pre-Sold?

If an inventory item was sold when POSitive thought the stock count was 0.00. By answering "It's Here" at the invoicing screen the stock count for Pre-sold is increased.

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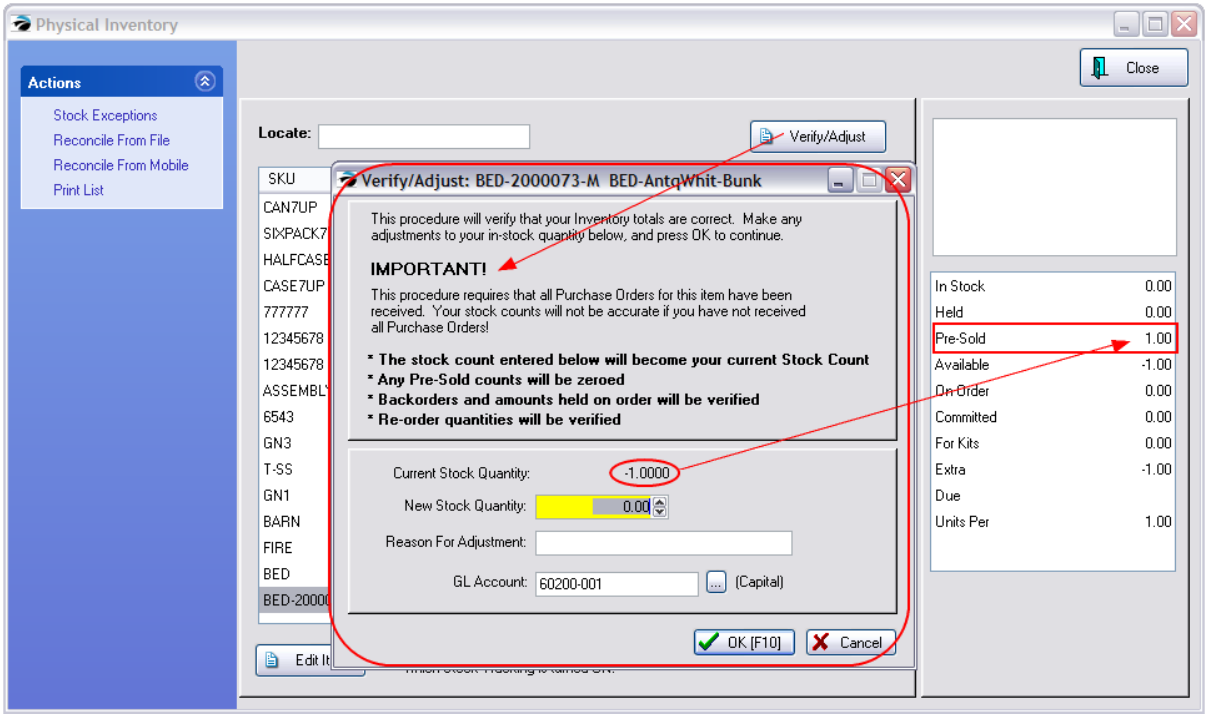
You should not proceed with reconciliation. Instead, receive the purchase order to which the item is attached. Otherwise the pre-sold value will be set to 0.00 and the pre-sold update procedure will be negated.

3) Enter the New Stock Quantity and an explanation of why the stock is being changed.

4) Change the GL account if desired.

5) Select OK.



When you choose OK [F10] the stock count will be changed and the entry added to the Stock Exceptions list. The Transaction Log of the inventory item will also be updated.

Related Topics

Verify/Adjust "item name" 1559.

Import Physical Inventory From File: Contact POSitive support for more information.

Whenever the stock count of an inventory inventory has been manually adjusted either through this Physical Inventory screen or with Verify/Adjust button on the Stock Manager of Inventory Center, the item will be logged here.had a manual stock count change, a record of the change can be found in the Inventory Exception Table.

Go to Inventory: Physical Inventory: Reconciliation Report.

This lists dates of changes as well as the original stock count and the new stock count (actual) at the time of the change.

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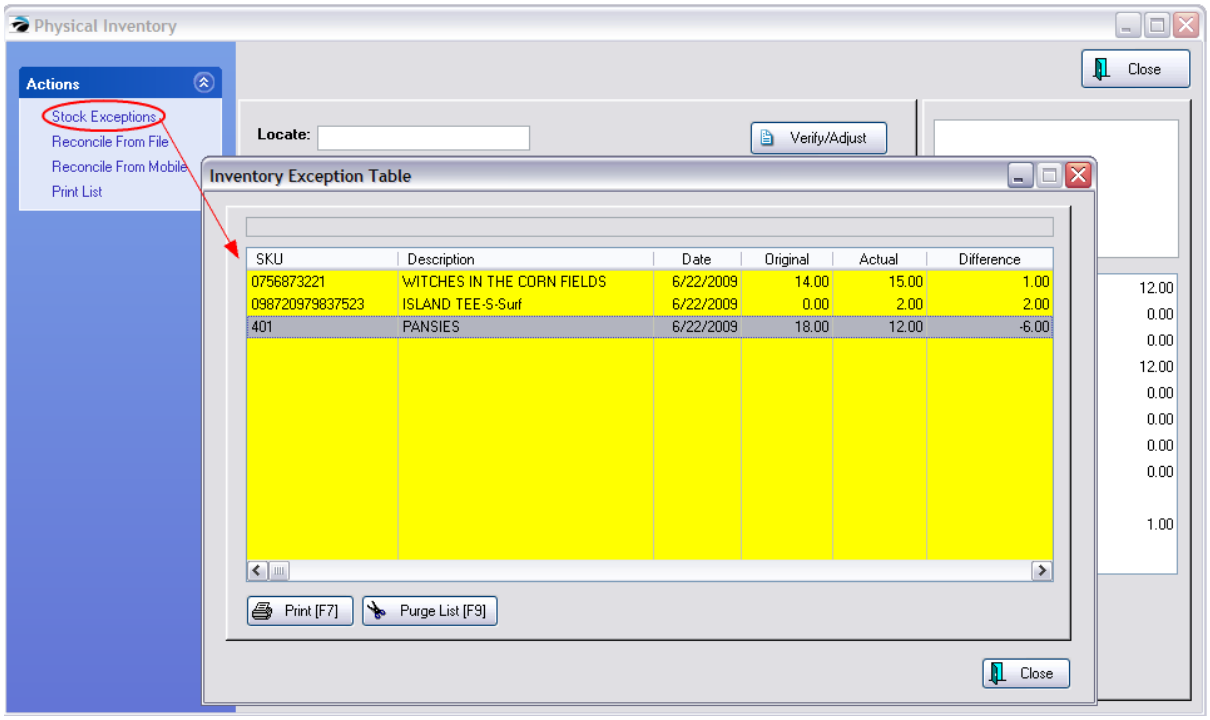

Print [F7] - You may print this report.

Purge List [F9] - After printing, you may want to purge the list so that you can focus on new changes.

The "Import Physical Inventory From File" option in POSitive provides the following useful procedures.

- How To Zero Inventory Stock Counts - sets all or selective inventory to zero count. Important Note: Serial numbers which have NOT been sold will be UNLINKED. Are you sure you want to proceed?
- How To Import A Physical Stock Count - use a prepared data file as a source of stock counts
- How To Scan A Stock Count Directly Into POSitive - use a barcode scanner for counting
- How To Interpret and Update The Results - review and then perform the update of stock counts

As a business you may need to perform physical stock counts of everything in the store. One option is set all your stock counts to zero, thereby giving you a fresh start. Or, you could choose to leave the existing stock counts and you can report on discrepancies between your physical count and the POSitive current count. There are some special procedures to follow if you cannot count everything in the store in one day.

Access

To open this screen, go to Inventory: Physical Inventory: and select **Reconcile From File**

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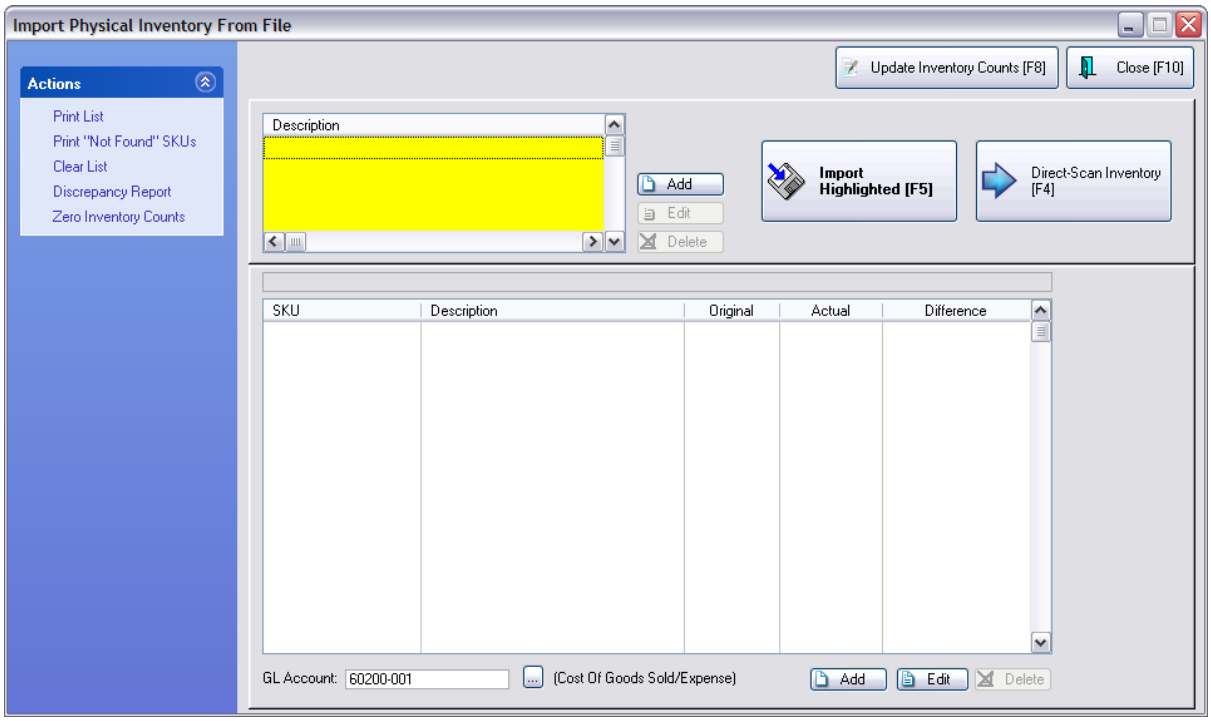


How To Zero Inventory Stock Counts

You may wish to reduce all stock counts of you inventory to zero so that you can start fresh.

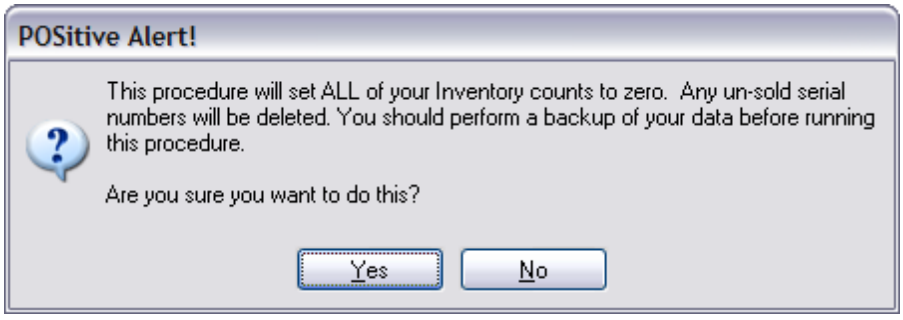
Important Note: Serial numbers which have NOT been sold will be UNLINKED. Are you sure you want to proceed?

IMPORTANT: Make a Backup first.

Go to Inventory Center: Actions: Physical Inventory: and select **Reconcile From File**

Click on the "Zero Inventory Counts" under Actions

You will be prompted to confirm the process.



(See: "Zero Stock Counts 577" for more information.)

Finished

You may now re-enter stock counts using one of the following methods.

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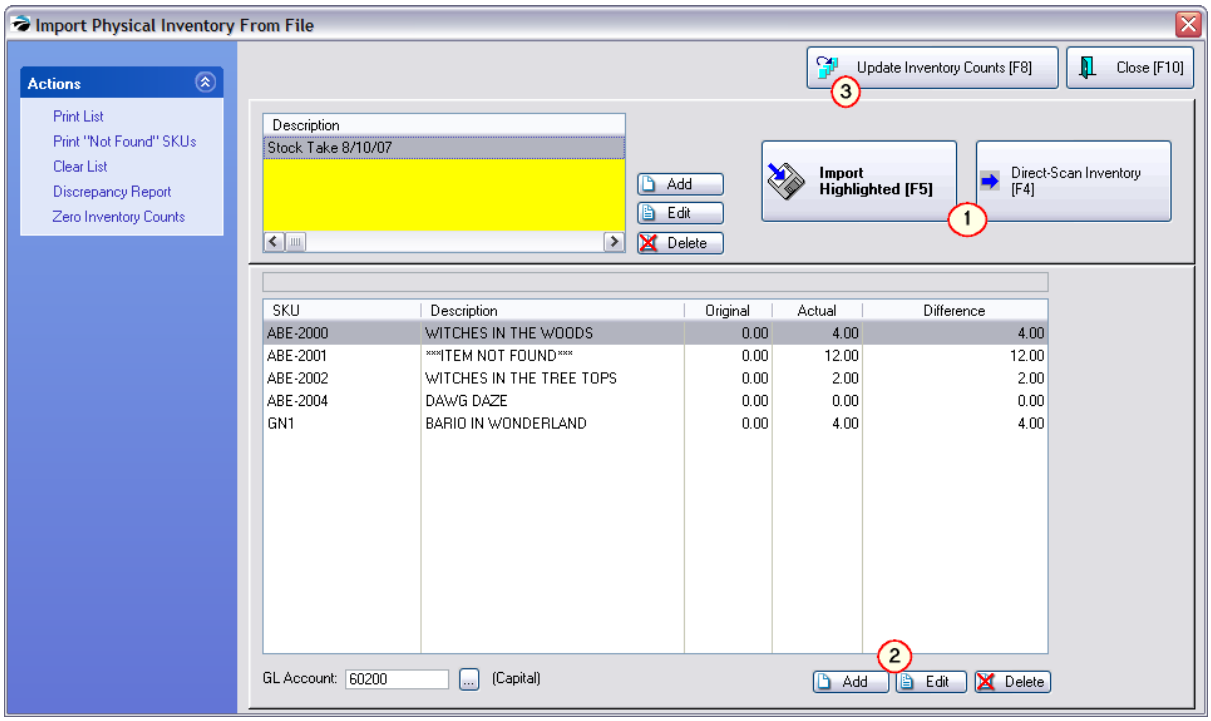
How To Import A Physical Stock Count

You will need a comma or tab delimited file listing your inventory. For each inventory item in the file, you will need the SKU, Description, and Stock Count.



Sources

There are two simple methods for creating this file.

One, use a handheld data collector to scan items in the store and to record the stock counts. Using instructions for the brand of data collector, save the stored data to a file on the hard drive.

Two, use the export feature of POSitive (Inventory Center: Define: and Send) to create a comma delimited file to include just the SKU and Description and perhaps the stock count. With Microsoft Excel or some other program you can edit the file to enter your true stock counts. Note: be sure to save the file as a comma or tab delimited file. Then follow the steps described below.

Create An Import Link

Choose **Add**

In the upper left corner of the Import Physical Inventory From File screen is where you select the file to be used as an import file.

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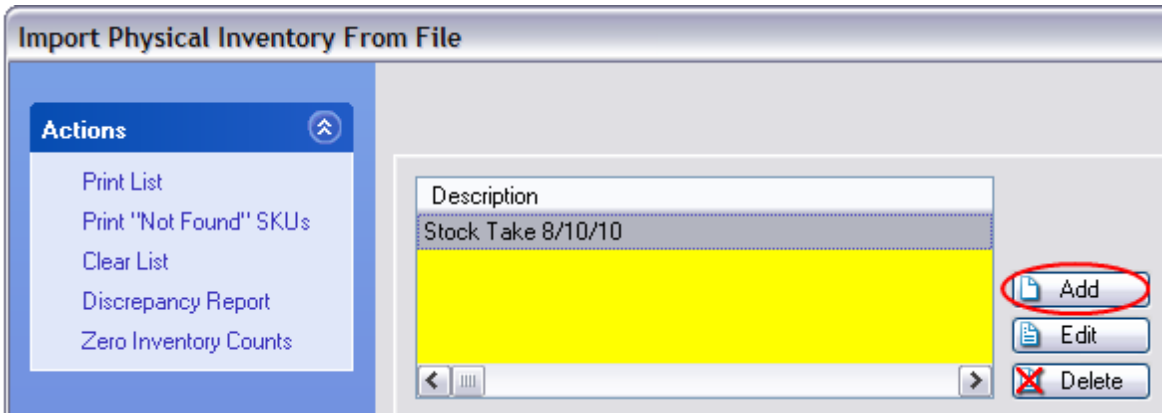
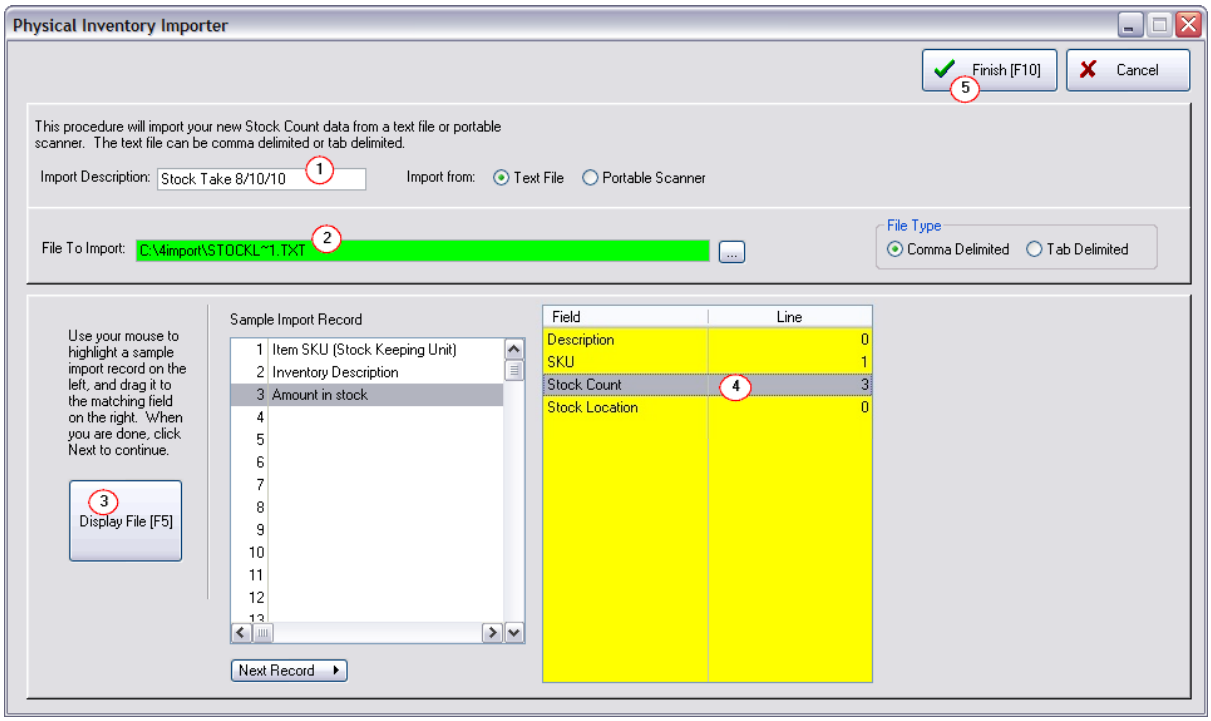


You will be prompted through the Physical Inventory Importer.



1) First, you will give this setup a name (Import Description),

2) Then choose the file to be used for the import (use the browse button).

3) Now click on Display File [F5] button

4) Using drag and drop techniques link the SKU and Stock Count from the left hand window to the right hand window.

5) When you are done, choose Finish [F10] and this saves the import definition.

NOTES: The description field is not required to make the connection to the correct item, the SKU is sufficient

Stock Location - (previously known as Bin Location) This allows you to assign the stock count to a specific Location rather than to the general stock count. (see Stock Location 501)

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Prepare To Import

Most likely you will want to make sure the lower panel is empty; choose the **Clear List [F7]** button.

When you are ready, highlight the added file description (upper left panel) and select **Import [F2]**.

Special Notes:

The Edit and Delete buttons will affect the highlighted Import file Description.

If you have multiple files to import, setup definitions for each as described above, clear the list, and choose to import each one before proceeding to the next steps..If the same SKU exists in multiple files, POSitive automatically combines the counts together.

See below for an explanation of the results and what to do next.

How To Scan A Stock Count Directly Into POSitive

You may want to scan inventory directly into the Import Physical Inventory From File window rather than use a file as described above. You can designate which Stock Location is to be affected. All you need is a scanner. Or, in lieu of a scanner, you can manually type the SKU and enter the stock counts. See Direct Scan inventory 574 for more details.

Most likely you will want to make sure the panel below is empty; choose the **Clear List [F7]** button.

Interpreting The Results

Once the inventory has been imported or direct scanned, you will see your list of inventory items.

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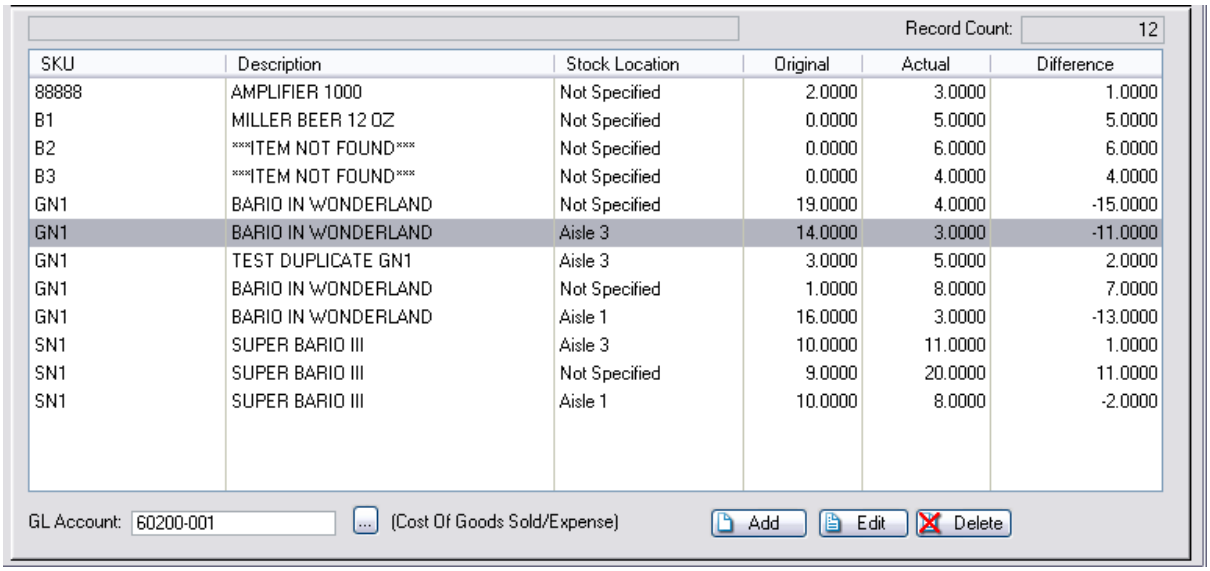


Record Count: 12

SKU	Description	Stock Location	Original	Actual	Difference
88888	AMPLIFIER 1000	Not Specified	2.0000	3.0000	1.0000
B1	MILLER BEER 12 OZ	Not Specified	0.0000	5.0000	5.0000
B2	***ITEM NOT FOUND***	Not Specified	0.0000	6.0000	6.0000
B3	***ITEM NOT FOUND***	Not Specified	0.0000	4.0000	4.0000
GN1	BARIO IN WONDERLAND	Not Specified	19.0000	4.0000	-15.0000
GN1	BARIO IN WONDERLAND	Aisle 3	14.0000	3.0000	-11.0000
GN1	TEST DUPLICATE GN1	Aisle 3	3.0000	5.0000	2.0000
GN1	BARIO IN WONDERLAND	Not Specified	1.0000	8.0000	7.0000
GN1	BARIO IN WONDERLAND	Aisle 1	16.0000	3.0000	-13.0000
SN1	SUPER BARIO III	Aisle 3	10.0000	11.0000	1.0000
SN1	SUPER BARIO III	Not Specified	9.0000	20.0000	11.0000
SN1	SUPER BARIO III	Aisle 1	10.0000	8.0000	-2.0000

GL Account: 60200-001 ... (Cost Of Goods Sold/Expense) Add Edit Delete

For each item,

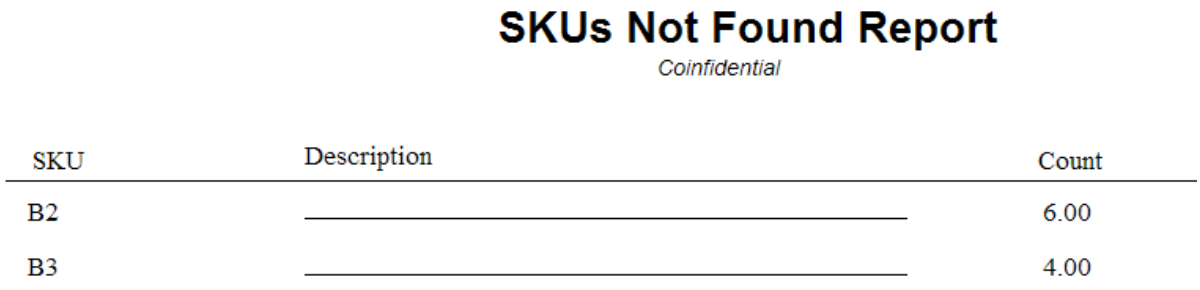
- **Stock Location** - depending upon the import file source, you can designate where the items are shelved.
- **Original** means the stock count of the item currently in the POSitive inventory list.
- **Actual** is the count you have just imported or entered.
- **Difference** is the variance between Original and Actual.

*****ITEM NOT FOUND*****

When using the Import [F2] or the Direct Scan Inventory method, this reports that a scanned item is NOT in your current inventory list.

This would suggest that the scan was misread or mistyped or simply that the SKU of the item is no longer a valid SKU. Perhaps the inventory item is there in your inventory, but the SKU was changed or deleted. Or the item simply may be a new inventory item yet to be added to POSitive.

The "Print 'Not Found" SKUs [F6] will print a list of these items so that you can review reasons for the discrepancy. (sample)



SKUs Not Found Report

Coinfidential

SKU	Description	Count
B2		6.00
B3		4.00

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Three Reports Available

You can review your list in three ways.

- **Physical Inventory - All Entries** - prints everything in the list. Choose Print [F5] and select Print All. (sample)

Physical Inventory - All Entries

Coinfidential

SKU	Description	Computer Count	Count	Difference
88888	AMPLIFIER 1000	2.00	3.00	1.00
B1	MILLER BEER 12 OZ	0.00	5.00	5.00
B2	***ITEM NOT FOUND***	0.00	6.00	6.00
B3	***ITEM NOT FOUND***	0.00	4.00	4.00
GN1	BARIO IN WONDERLAND	19.00	4.00	-15.00
GN1	BARIO IN WONDERLAND	14.00	3.00	-11.00
GN1	TEST DUPLICATE GN1	3.00	5.00	2.00
GN1	BARIO IN WONDERLAND	1.00	8.00	7.00
GN1	BARIO IN WONDERLAND	16.00	3.00	-13.00
SN1	SUPER BARIO III	10.00	11.00	1.00
SN1	SUPER BARIO III	9.00	20.00	11.00
SN1	SUPER BARIO III	10.00	8.00	-2.00

- **SKUs Not Found Report** - prints a list a items for which there is no equivalent SKU in your inventory list. Choose "Print 'Not Found" SKUs [F6] (sample)

SKUs Not Found Report

Coinfidential

SKU	Description	Count
B2	_____	6.00
B3	_____	4.00

- **Discrepancy Report** - prints a report of all items from this Stock Take that do NOT match POSitive 's stock list. (sample)

Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual
AMP1000	AMPLIFIER 1000	2.0000	3.0000
B1	MILLER BEER 12 OZ	0.0000	5.0000
GN1	TEST DUPLICATE GN1	1.0000	8.0000
SN1	SUPER BARIO III	10.0000	11.0000

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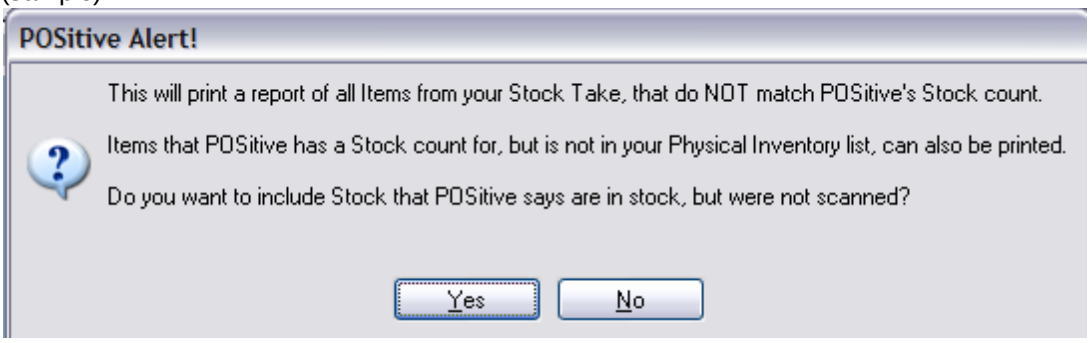
- You can also print a listing of inventory which was NOT scanned or imported which is useful for determining if inventory has been lost or stolen. Choose Discrepancy Report [F9], and answer Yes. (sample)



Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual	
01406922	CHARMS BLO POPS ASSORTED	297.0000	0.0000	Not Counted
016000159907	CHEX MIX TRADITIONAL	43.0000	0.0000	Not Counted
016000167490	GARDETTO ITALIAN CHEESE SNCKM	7.0000	0.0000	Not Counted
027509305603	CABLE CAR HDR CANDY NECKLACE	11.0000	0.0000	Not Counted
036600814013	CHAPSTICK STRWBRY BLSTRCD	4.0000	0.0000	Not Counted
041300800013	DM ZINGER TAKE HOME CHOC	1.0000	0.0000	Not Counted
0756873221	WITCHES IN THE CORN FIELDS	6.0000	0.0000	Not Counted
0756873267	WITCHES IN MY CLOSET	199.0000	0.0000	Not Counted
0756874143	LATE LAST NIGHT	17.0000	0.0000	Not Counted
078698132730	GUNK POWER STEER FLUID M27-13	1.0000	0.0000	Not Counted

Add, Edit, Delete

After interpreting the results, you may wish to Add, Edit, or Delete entries in the list to assure that everything is correct. With the **Add** button, you can scan or lookup the SKU. (Note: if you type in an unknown SKU you will not be able to update inventory because the SKU does not really exist in POSitive.)

The **Edit** button allows you to adjust the Actual count. And the **Delete** button will remove the line item from the list.

You may want to scan inventory directly into the Import Physical Inventory From File window rather than use a file as described elsewhere. All you need is a scanner. Or, in lieu of a scanner, you can manually type the SKU and enter the stock counts.

Go to Inventory Center: Physical Inventory under Actions, and choose Reconcile From File.

Choose the **Direct Scan Inventory [F4]** button.

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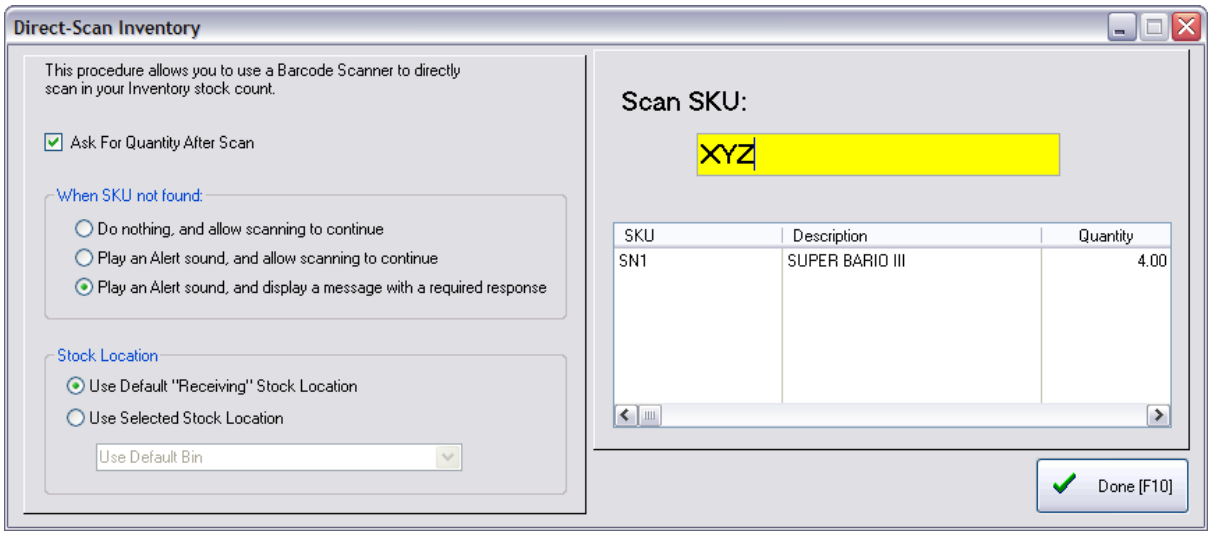

It is common to turn on **Ask For Quantity After Scan**. When you scan an item it will ask how many of the item you have in stock. Note: If you do NOT activate this option, each item scanned will be counted as one in stock. This allows you to scan items randomly without determining in advance how many there are of an item. Either method is acceptable depending upon how you want to enter inventory.

Using a scanner (or just typing the SKU) will automatically record the information and prompt for the next item. The Last Scan shows where you left off. Note: Do not be concerned about display of lower or upper case on the SKU because this is not case sensitive.

When SKU Not Found

- Do nothing and allow scanning to continue
- Play an Alert sound and allow scanning to continue
- Play an Alert sound and display a message with a required response - (Recommended: so that you will know there is a problem with the item being scanned.)

Stock Location

If you are using the Stock Location feature for inventory items, you may designate the specific location being counted, or just use the default "Receiving" Stock Location. (see Stock Location 501)

Multiple SKUs Found

Direct Scan searches for primary and alternate SKUs. If there are two or more products using identical SKUs, then you will be prompted to select the correct inventory item.

You may have chosen to add the Vendor SKU or a pre-printed barcode on an item as an alternate SKU for the inventory item. This is useful for finding a specific product in multiple ways. If the alternate SKU is unique (not used on more than one inventory item), it accepts it and displays the primary SKU of that inventory item. If there are Multiple SKUs (same SKU is assigned to multiple inventory items), a selection list box pops up to select the correct item.

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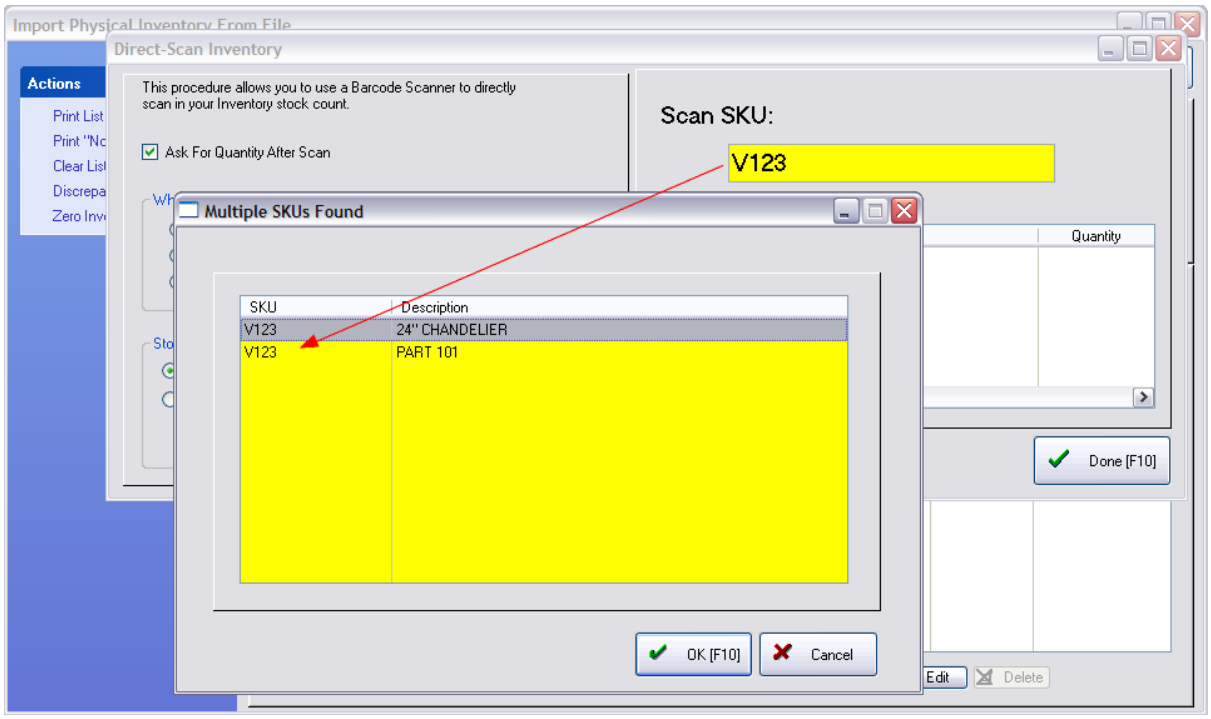

Finished

When you are finished Scanning products choose **Done [F10]** and it updates the reconciliation list.

Possible Problems & Solutions

Q: I have scanned an item and the log does not show the item with the entered quantity.

A: Check your inventory center to make sure the item is not classified as "Unposted." Unposted items cannot be updated. Find the item, choose Edit and make any corrections to pricing, vendor, etc. Saving the changes will make the item active. Then scan the item in Direct Scan Inventory again.

Q: After choosing Update Inventory Counts, I close this screen and I am returned to the list of items on the Physical Inventory screen. However, I don't see any stock changes I had just made.

A: The screen may need to be refreshed. Simply close the Physical Inventory screen and open it again and you will see the newly updated stock counts.

Once you have NEW stock counts using either the Import or Direct-Scan method, you will want to change the existing stock counts of the items listed.

Update Inventory Counts [F8]

Once you are satisfied that the listing and counts are correct, then choose **Update Inventory Counts [F8]** to affect the changes. You have two choices.

- **Replace** - will change all stock counts for the items to the number in Actual Count. NOTE: If you select REPLACE backorders of the items on Customer Orders will be fulfilled/allocated
- **Add To** - will increase the current stock counts by the number in Actual Count. NOTE: If you select

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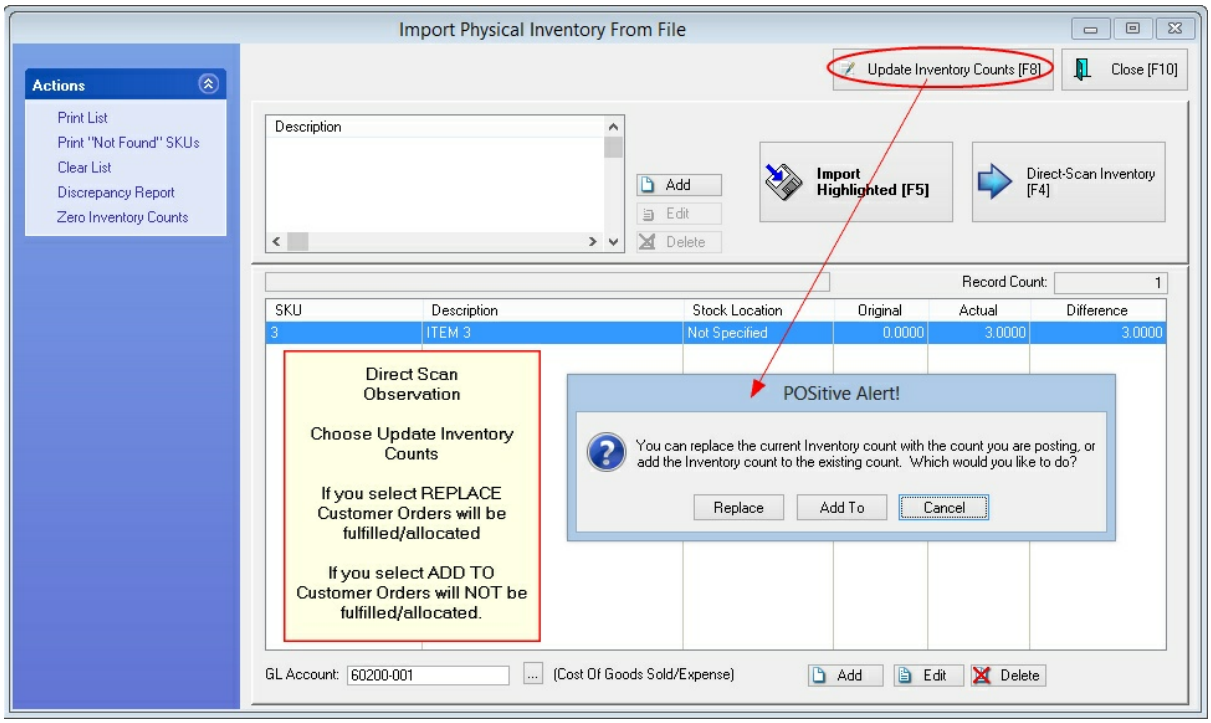
ADD TO backorders of the items on Customer Orders will NOT be fulfilled/allocated.

All items on the list will be removed if the update was successful. Items which have no match to your inventory will not be removed.



Zero by Category or Department

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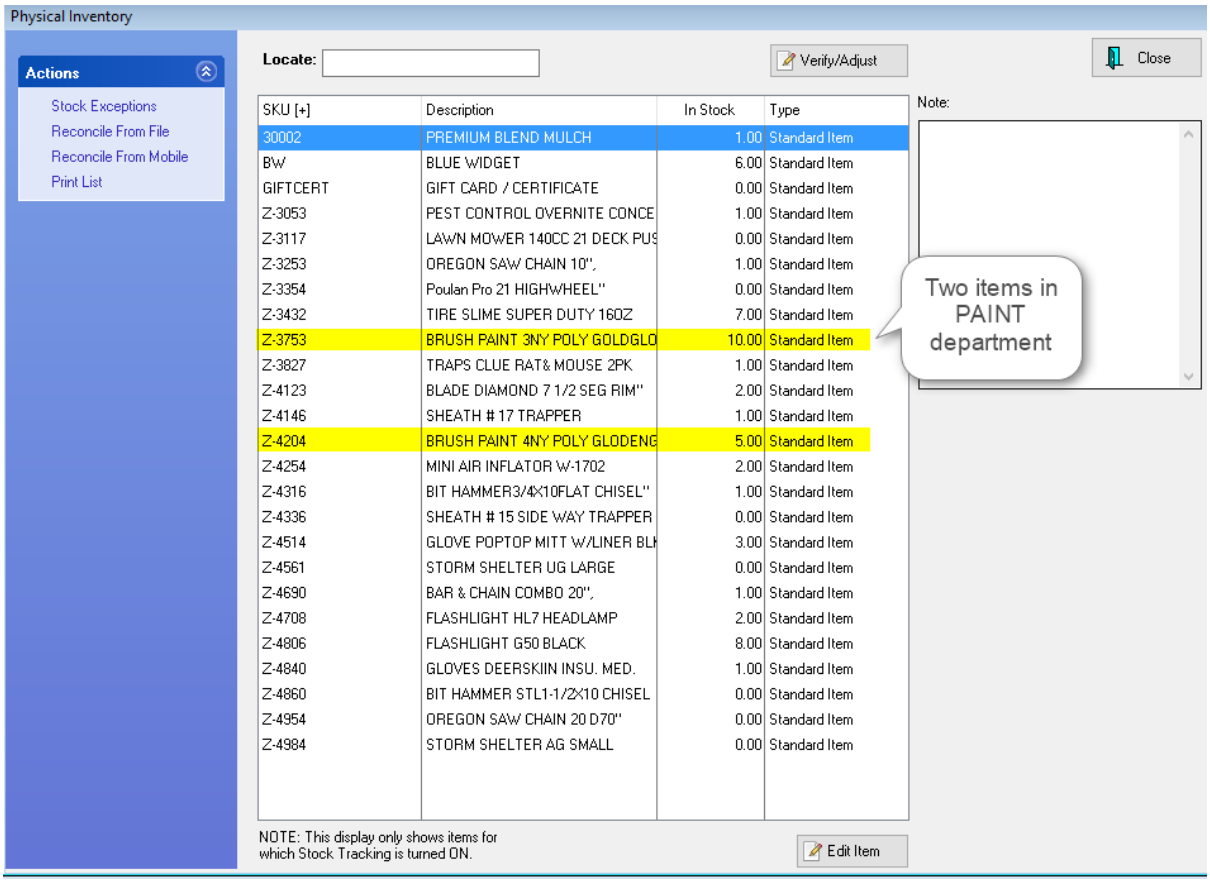

The first thing we're demonstrating is how to zero stock counts in a category or department. Go to Inventory Center, Physical Inventory. In our example, we have two items in the PAINT department. One item has 10 in stock and the other 5.

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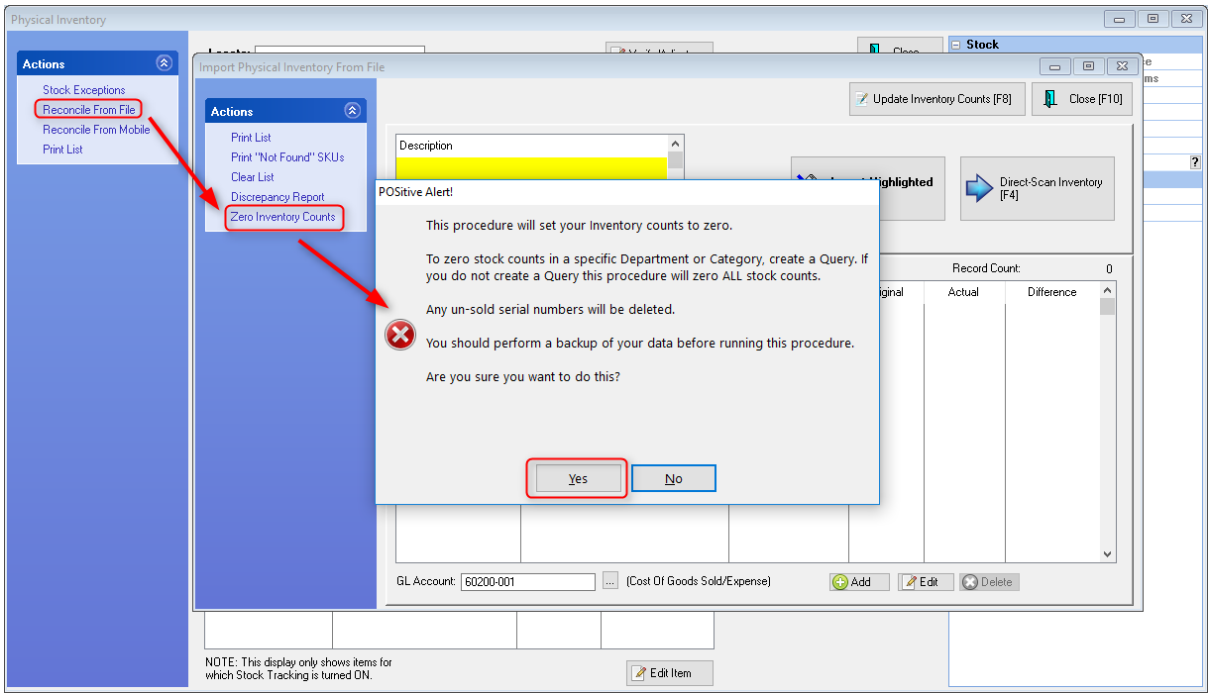
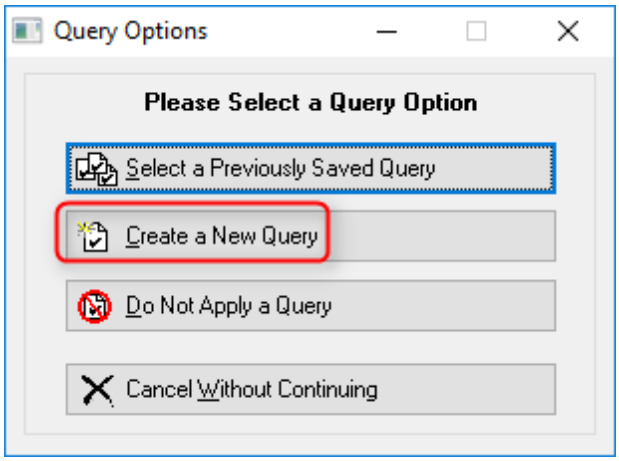


Select Reconcile From File, then Zero Inventory Counts. You'll see a POSitive Alert. We recommend making a backup before making significant changes to your inventory. In our example, we're going to create a Query and only zero the stock for items in the PAINT department. Click Yes to continue.



We're going to create a query, so click Create a New Query. You may also reuse saved queries.

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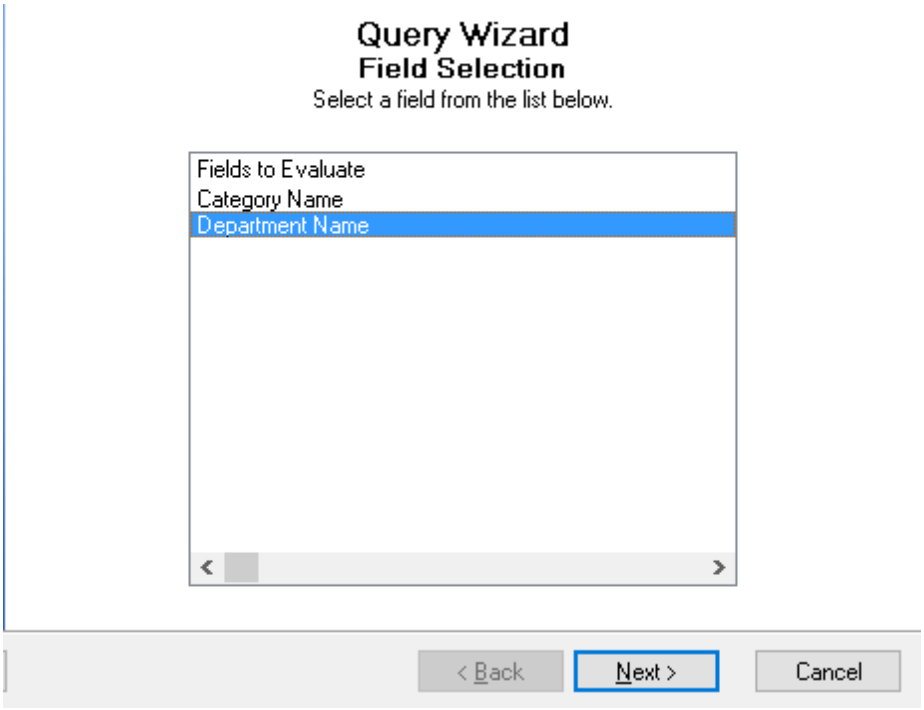
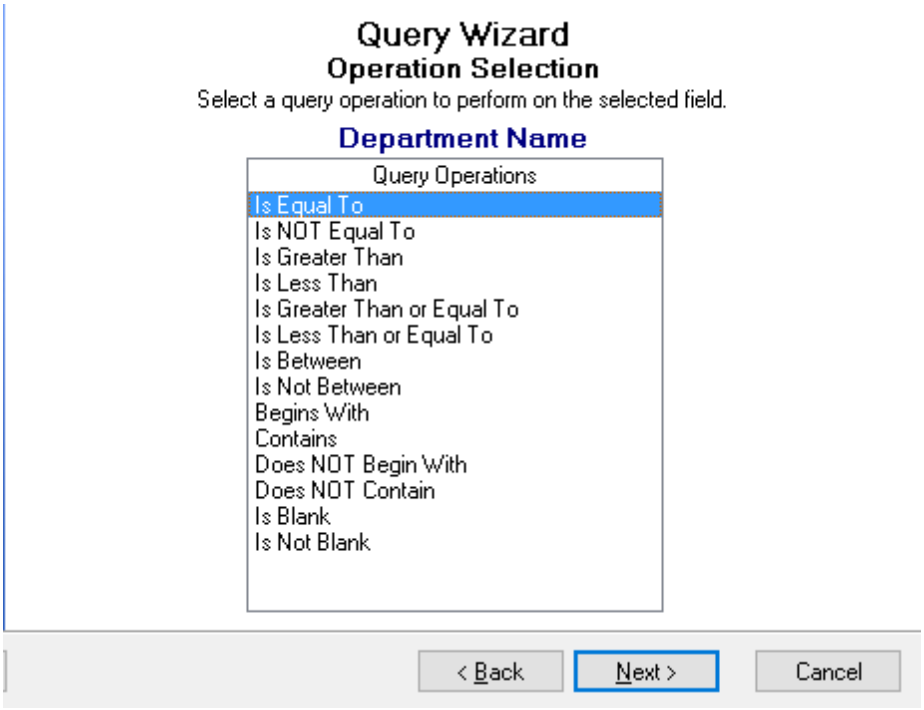


In our example, we're going to select a specific department, so highlight Department Name and click Next.



Select Is Equal To and click Next.

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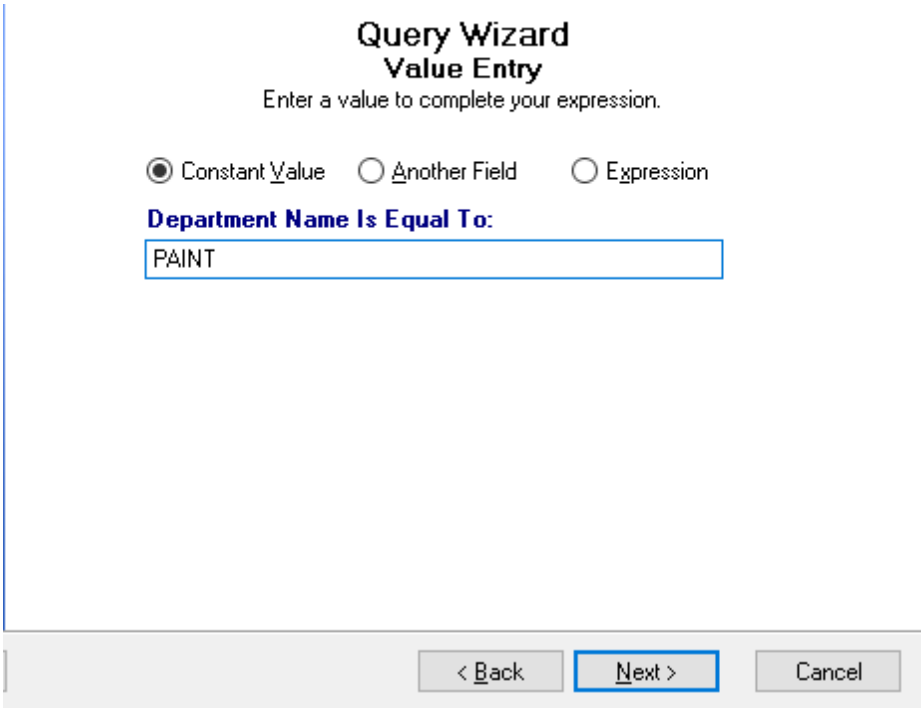
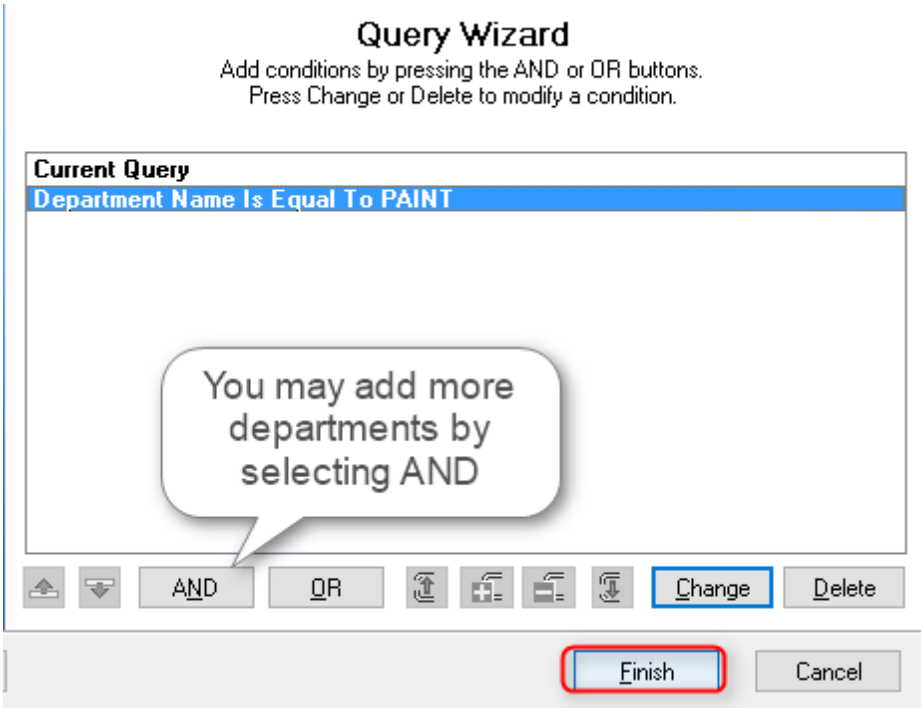


Enter the name of the Department. In our example, we're using PAINT.



You may add more departments by clicking on AND. Click on Finish to save your query.

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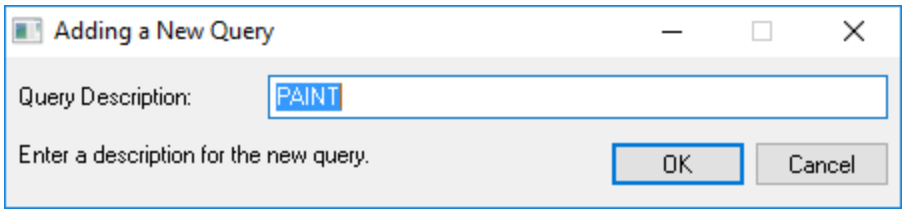
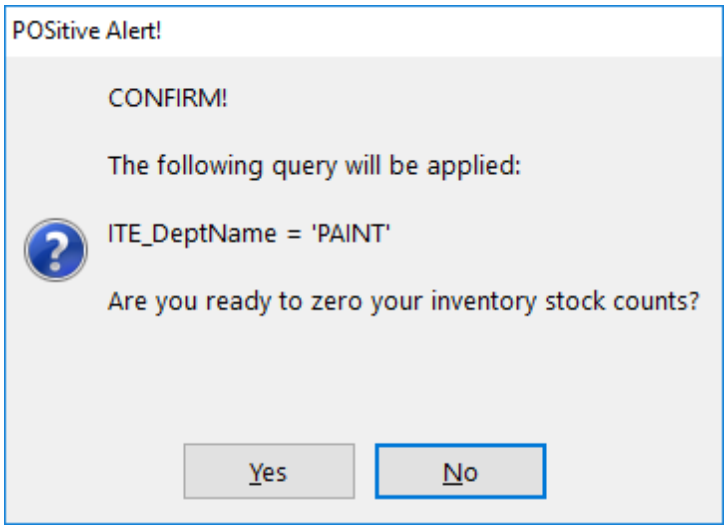


Give the query a name. In our example, it is PAINT.



Now you're ready to run the query. Click Yes to continue. A window will open and you'll see all the items in that category as they are adjusted, which may happen pretty quickly.

Z-3753	BRUSH PAINT 3NY POLY GOLDGLO	0.00	Standard Item
Z-3827	TRAPS CLUE RAT& MOUSE 2PK	1.00	Standard Item
Z-4123	BLADE DIAMOND 7 1/2 SEG RIM''	2.00	Standard Item
Z-4146	SHEATH # 17 TRAPPER	1.00	Standard Item
Z-4204	BRUSH PAINT 4NY POLY GLODENG	0.00	Standard Item

After completion, you'll be returned to the Physical Inventory screen. In our example, we can see that the two items in the PAINT department, which previously had counts of 10 and 5, now show zero stock.

Zero All Stock Counts

Now we'll demonstrate how to zero stock counts for ALL inventory items. Caution: Be sure this is what you really want to do, such as in preparation for a physical stock count, because restoring stock counts can be time consuming.

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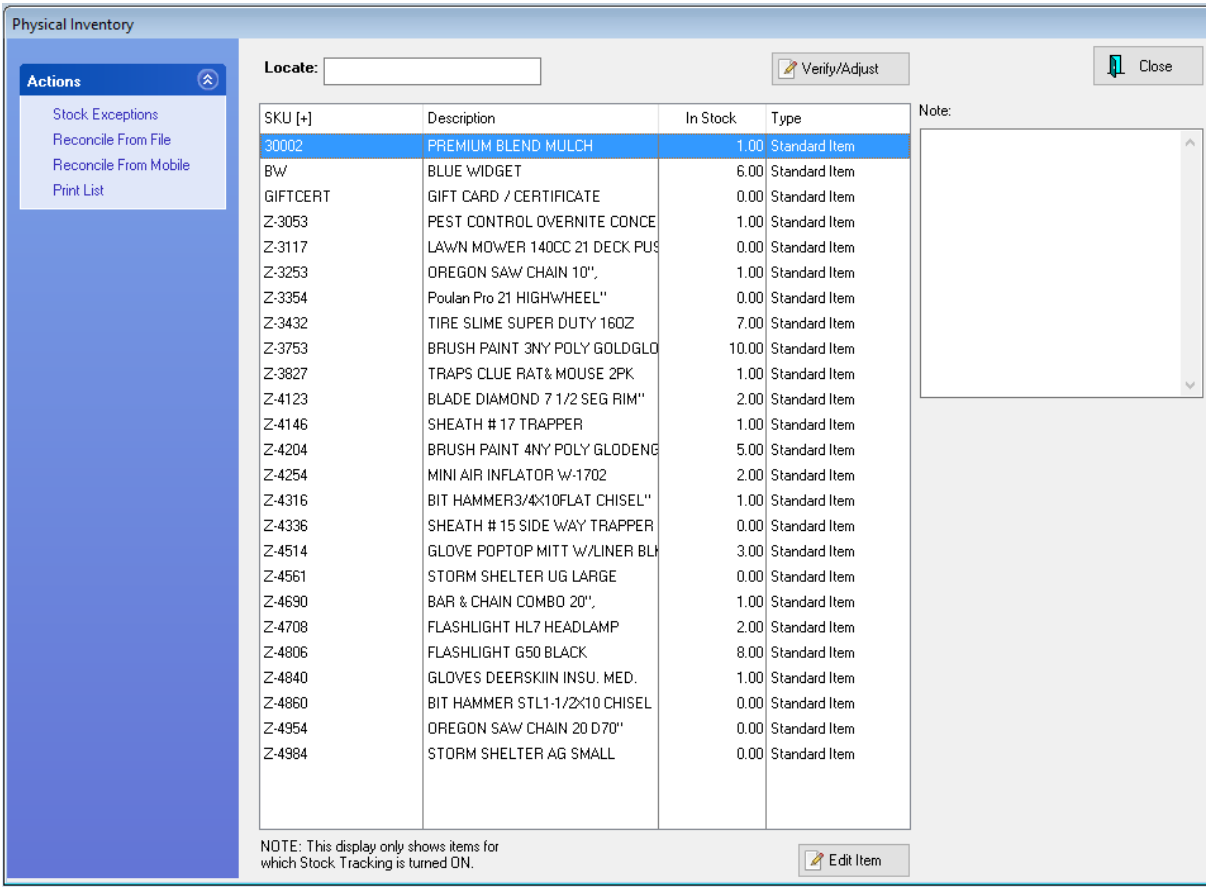
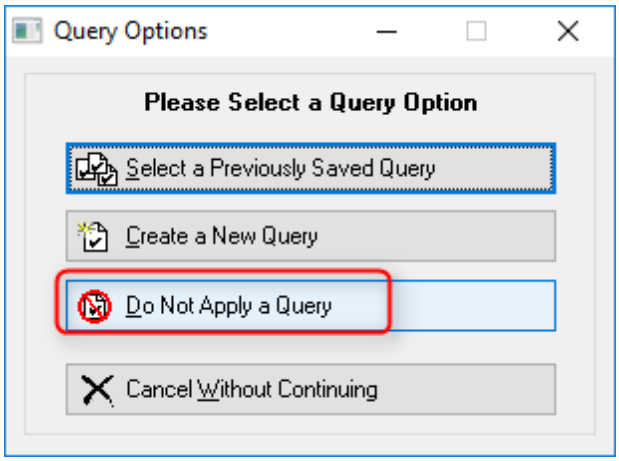


in the Inventory Center go to Physical Inventory. As you can see in our example, most of our inventory has stock counts.



Select Reconcile From File, then Zero Inventory Counts. This time we're selecting Do Not Apply a Query.

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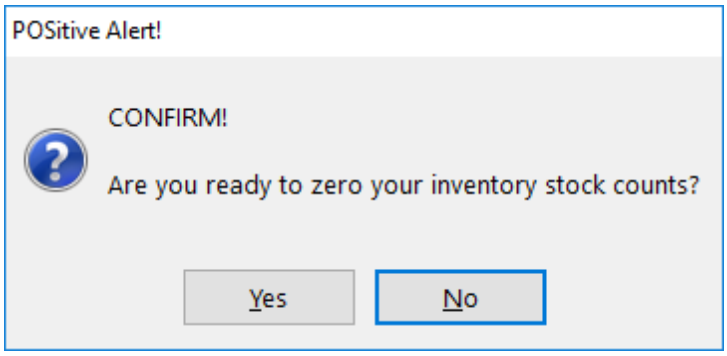

Click Yes if you are ready to proceed. A window will open and you'll see all your inventory items scroll by as they are being adjusted. This process may take several minutes, depending on the size of your inventory.

SKU [+]	Description	In Stock	Type
30002	PREMIUM BLEND MULCH	0.00	Standard Item
BW	BLUE WIDGET	0.00	Standard Item
GIFTCERT	GIFT CARD / CERTIFICATE	0.00	Standard Item
Z-3053	PEST CONTROL OVERNITE CONCE	0.00	Standard Item
Z-3117	LAWN MOWER 140CC 21 DECK PUS	0.00	Standard Item
Z-3253	OREGON SAW CHAIN 10",	0.00	Standard Item
Z-3354	Poulan Pro 21 HIGHWHEEL"	0.00	Standard Item
Z-3432	TIRE SLIME SUPER DUTY 16OZ	0.00	Standard Item
Z-3753	BRUSH PAINT 3NY POLY GOLDGLO	0.00	Standard Item
Z-3827	TRAPS CLUE RAT& MOUSE 2PK	0.00	Standard Item
Z-4123	BLADE DIAMOND 7 1/2 SEG RIM"	0.00	Standard Item
Z-4146	SHEATH # 17 TRAPPER	0.00	Standard Item
Z-4204	BRUSH PAINT 4NY POLY GLODENG	0.00	Standard Item
Z-4254	MINI AIR INFLATOR W-1702	0.00	Standard Item
Z-4316	BIT HAMMER3/4X10FLAT CHISEL"	0.00	Standard Item
Z-4336	SHEATH # 15 SIDE WAY TRAPPER	0.00	Standard Item
Z-4514	GLOVE POPTOP MITT W/LINER BLI	0.00	Standard Item
Z-4561	STORM SHELTER UG LARGE	0.00	Standard Item
Z-4690	BAR & CHAIN COMBO 20",	0.00	Standard Item
Z-4708	FLASHLIGHT HL7 HEADLAMP	0.00	Standard Item
Z-4806	FLASHLIGHT G50 BLACK	0.00	Standard Item
Z-4840	GLOVES DEERSKIIN INSU. MED.	0.00	Standard Item
Z-4860	BIT HAMMER STL1-1/2X10 CHISEL	0.00	Standard Item
Z-4954	OREGON SAW CHAIN 20 D70"	0.00	Standard Item
Z-4984	STORM SHELTER AG SMALL	0.00	Standard Item

Now the stock count has been set to zero for all inventory items. You may add the correct stock

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count manually, or use an external file to update stock counts in bulk (see: "Import Physical Inventory[567]"). Ask your dealer, or POSitive support, for more information.

The mobile device (a phone) will transfer stock counts into a "Session."

The counts are then reviewed and if found accurate are updated to POSitive using the Update Inventory Counts [F8] button at the top of the screen.

For more detailed information for your specific mobile device, contact your dealer or POSitive Software.

4.7.2.2.13.6 Global Price Changes

The Global Price Changes screen allows you to select inventory which match a particular requirement and then to apply a pricing change to those items only.

From time to time you may need to change costs or selling prices on multiple inventory items. Perhaps you want to markdown items which have not sold in six months, or perhaps a vendor has announce a 5% cost increase on all their products. (Also see: Global Pricing - Category[1319])

IMPORTANT: Make a Backup - This is one time when making a backup is very important. Mistakes cannot be easily undone. It is best to restore the backup instead of trying to make offsetting entries.

Setup & Procedure

Note: This action is NOT directly related to the highlighted inventory item of the inventory center..

1) Go to Inventory Center: Under Actions choose "Global Price Changes"

2) Choose either All Records or Custom Query or a previously defined query.

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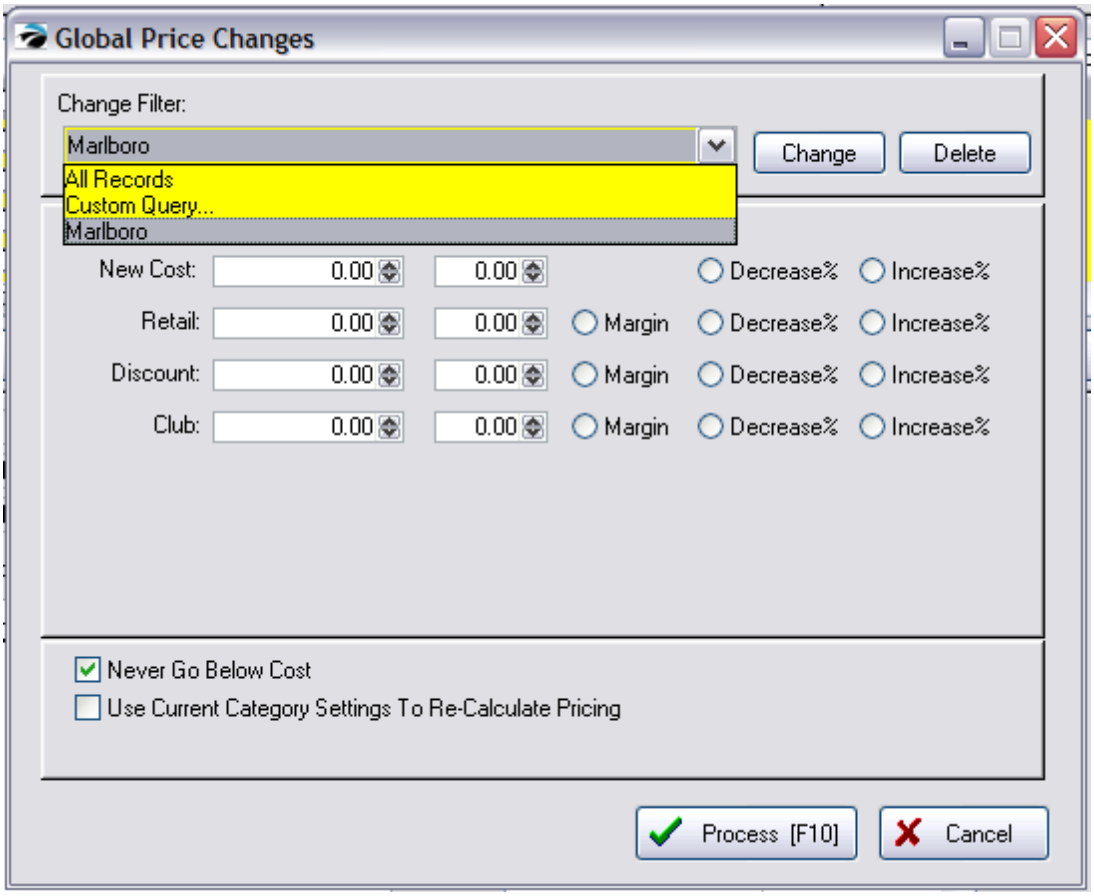

Creating A Custom Query

You will be prompted to select a field to use as selection criteria. For example, we will choose Category and "Next."

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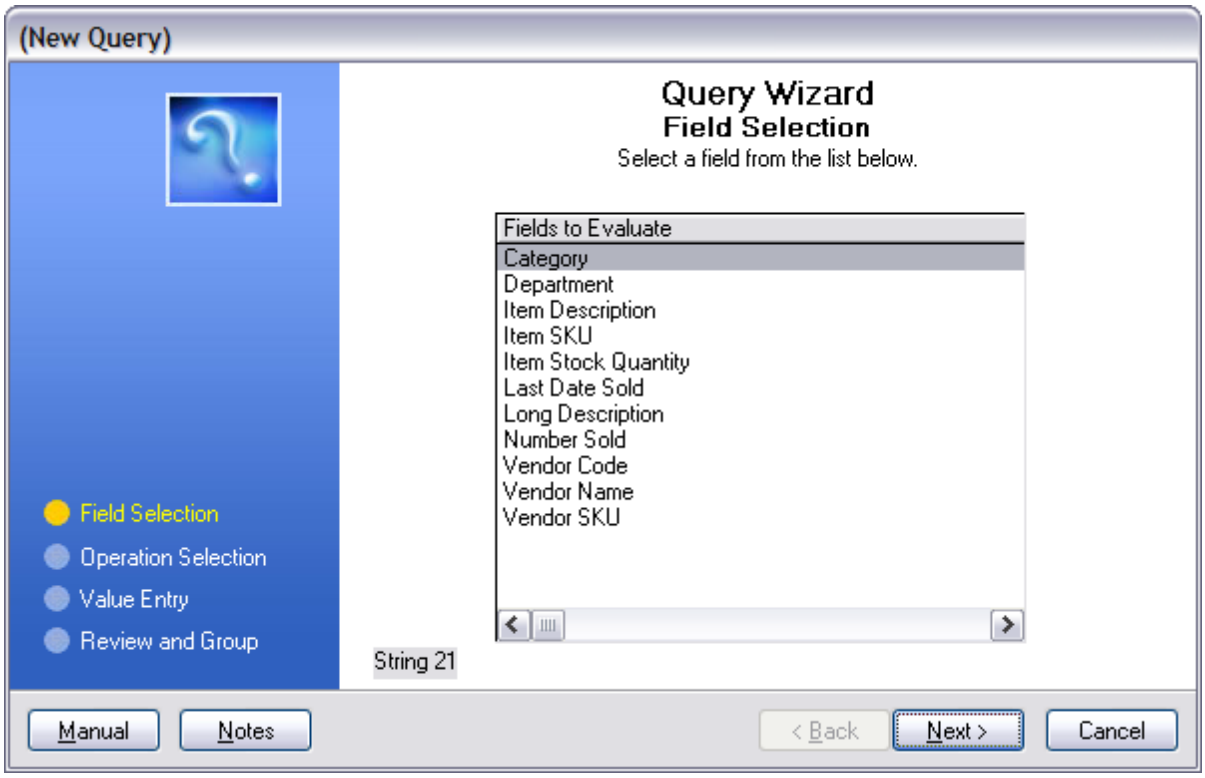

Then we will chose "Is Equal To." This will require the exact spelling of the category name.

Or you could choose any other logical criteria.



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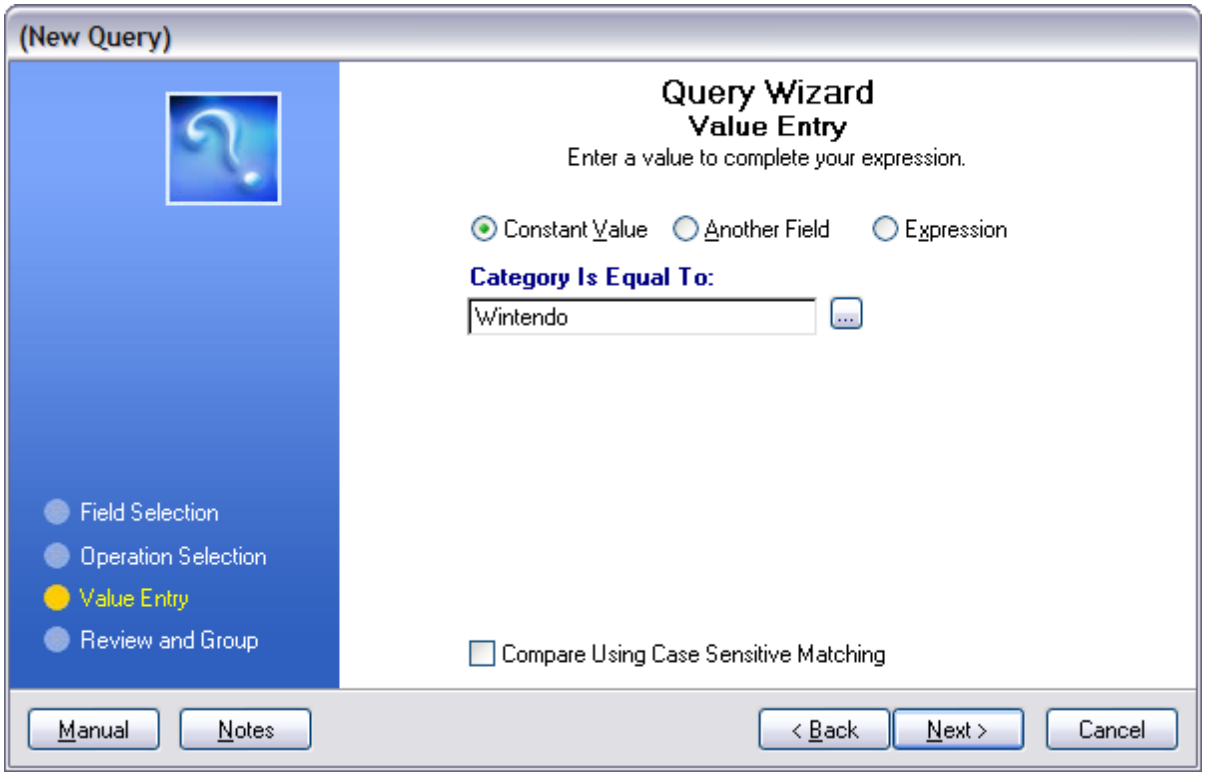
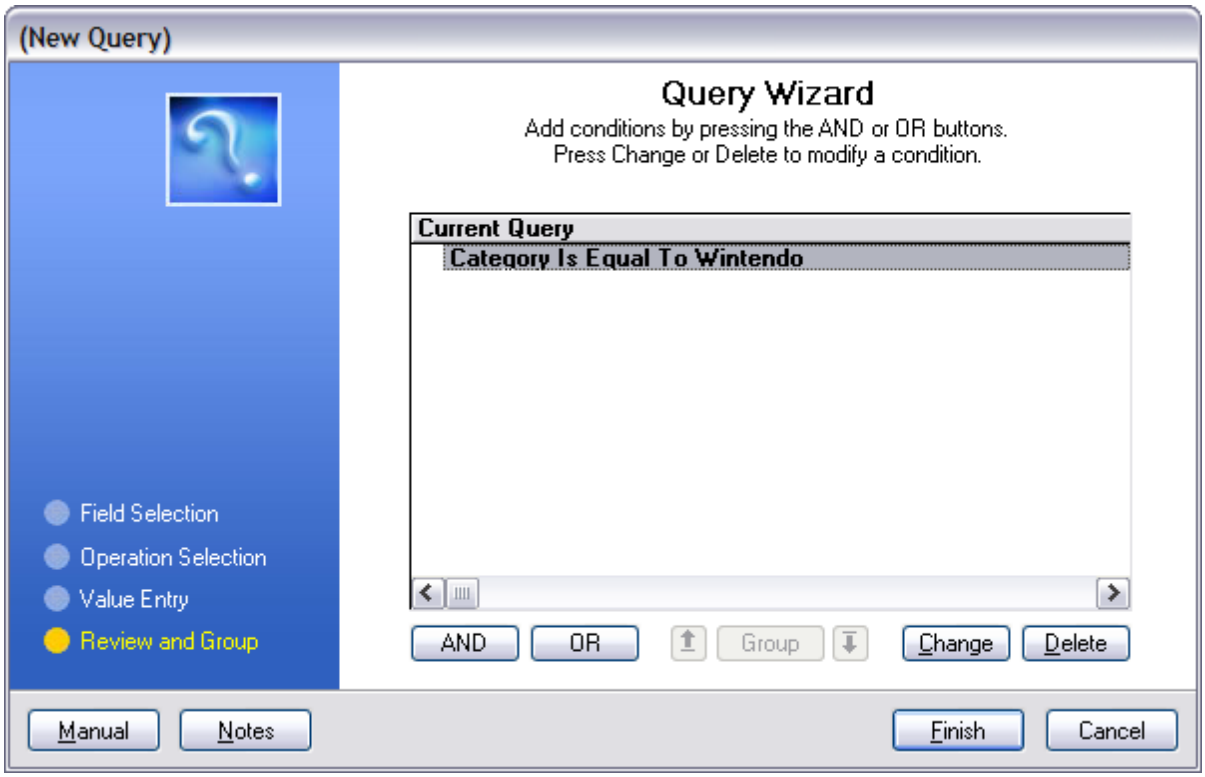
Enter the category name.



Choose Next and Finish



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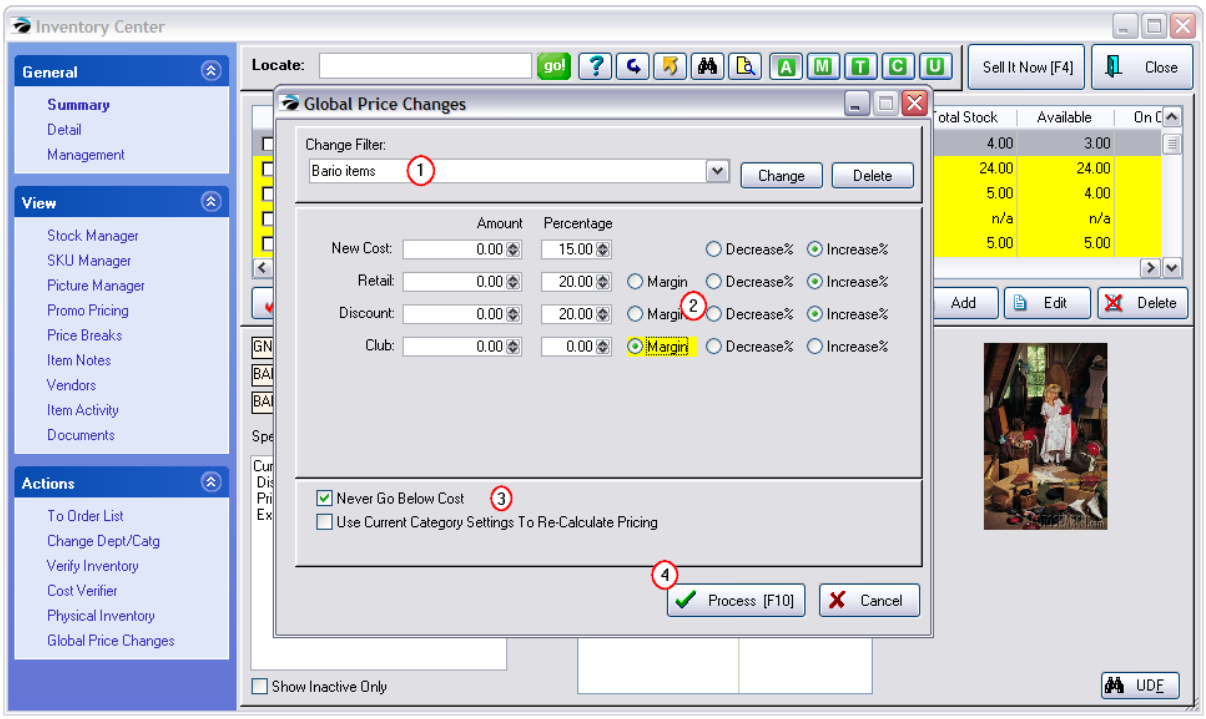
You will be prompted to save the Query. If you will ever use the criteria again, choose to save and give it a name.

The named filter will appear next time in the listing.

SAMPLE SETUP

1) Created a specific filter of items to be affected.
2) Set Percentages (in lieu of actual cost and price amounts) to Increase
3) Set other controls
4) Select Process [F10]



Global Price Changes Results

Review the changes. (also see Global Price Changes Results)

Edit - You may change Costs or Selling Prices of individual inventory items using the Edit button below.

Cancel - If you do not like the entries in general, choose Cancel and reset your price change parameters and try again.

Print [F7] - print a report for closer review

Commit [F10] - if you are satisfied with the calculations, the changes will be made permanent.

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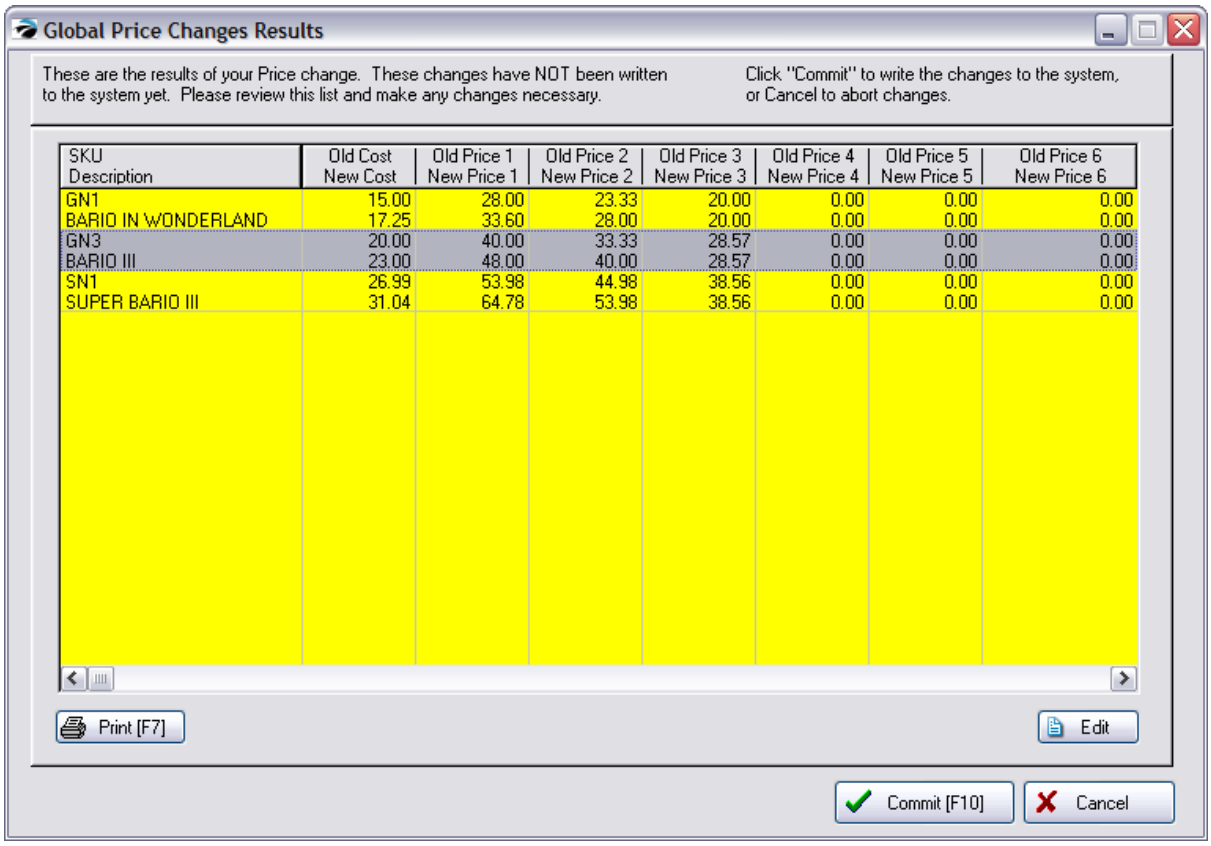
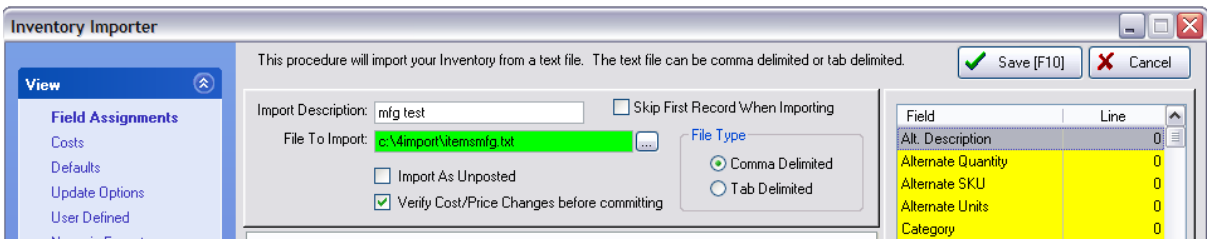


Whenever you select Global Price Changes (see Global Price Changes 585) or Verify Cost/Price when importing inventory (setup

When defining the inventory importer there is an option to "Verify Cost/Price Changes Before Committing" switch which will allow you to review your prices before updating the inventory.



When the import is complete, you will receive notification that the import is done.

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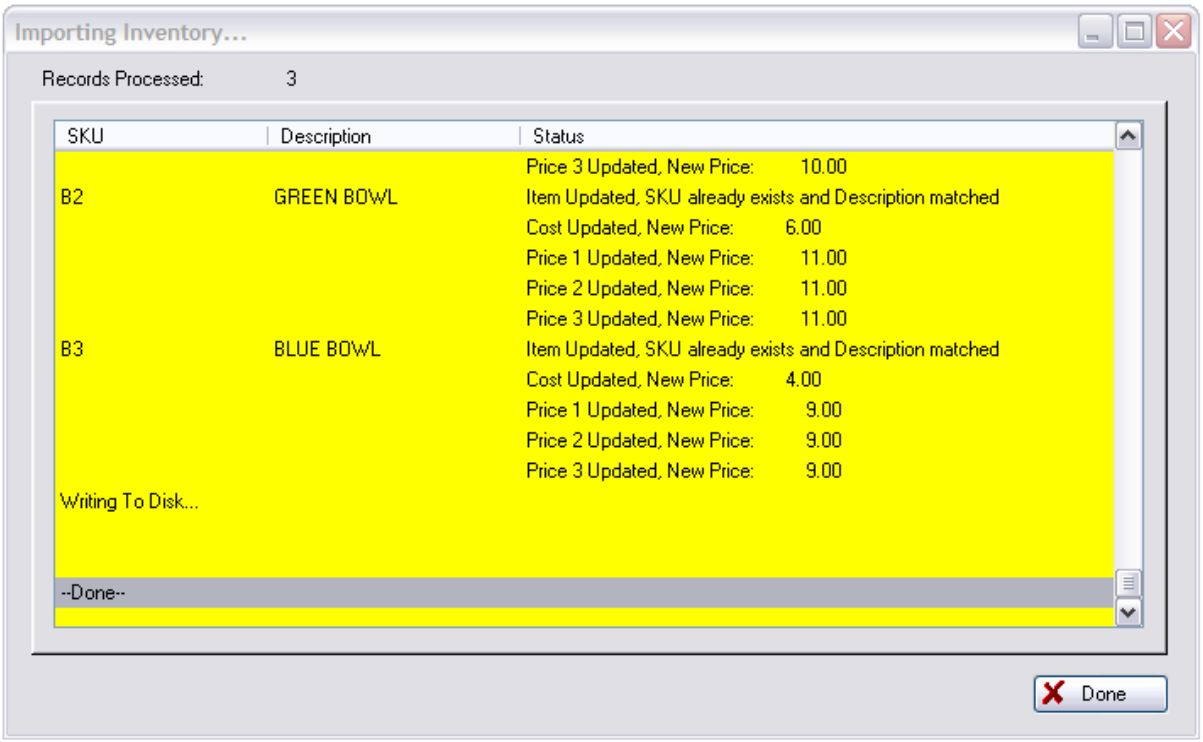

Choose the Done button, in the bottom right, and you will then see the Global Price Changes Results screen.

), you will get this screen which lists the results of a comparison of costs and prices. These changes have NOT been written to POSitive yet. Only when you choose the :Commit [F10]" button will the inventory be updated with any changes.

Review the changes

Edit - You may change Costs or Selling Prices of individual inventory items using the Edit button below.

Cancel - If you do not like the entries in general, choose Cancel and reset your price change parameters and try again. You will be asked if you really want to cancel the changes.

If you are importing inventory, choosing cancel will halt the update of inventory records. You will need to make changes to the import file, import again, and then review the results.

Print [F7] - print a report for closer review

Commit [F10] - if you are satisfied with the calculations, choose Commit. You will be asked to confirm that you want the prices changed. If you answer Yes, the changes will be made permanent.

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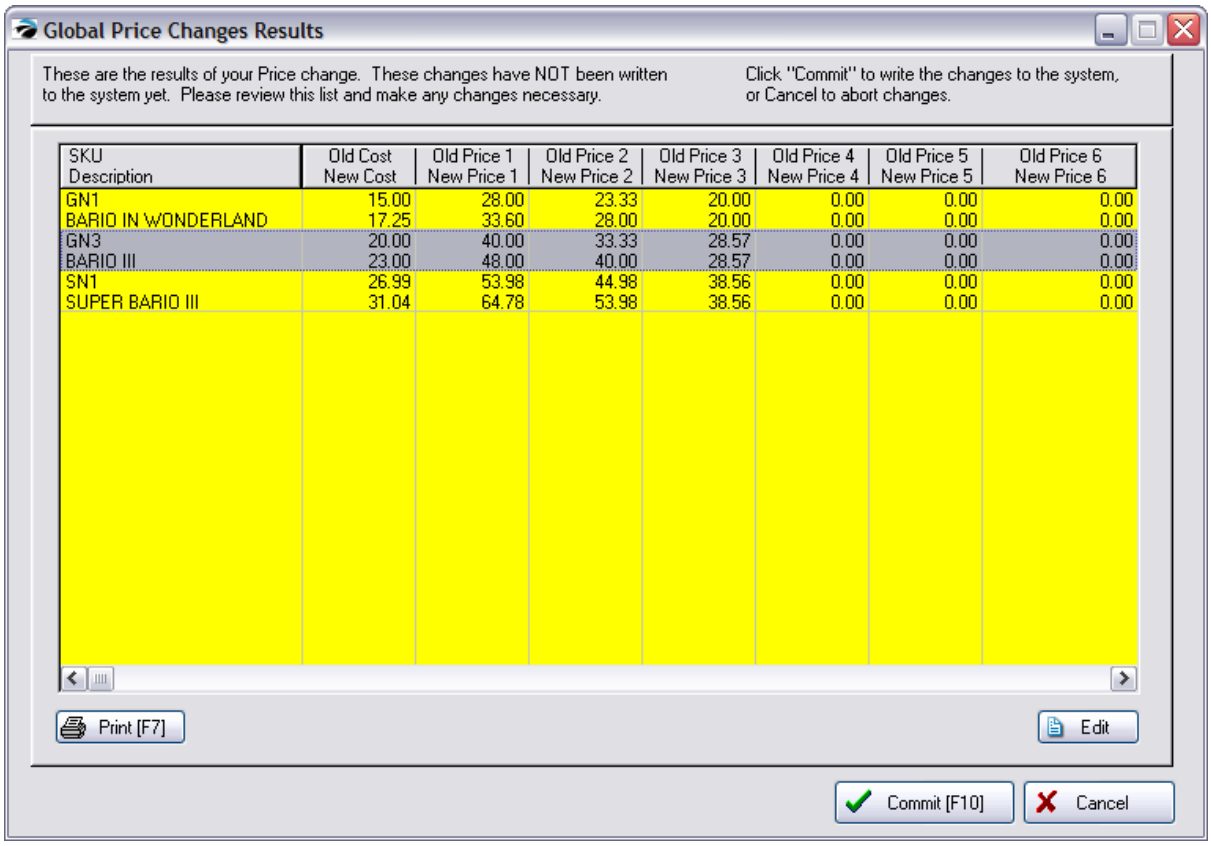

Edit An Entry

If there is an inventory item which you want to change further, highlight the item and choose the Edit button at the bottom right.

This will open the Verify Price screen.

Make any changes as needed. (see Verify Pricing 1617)

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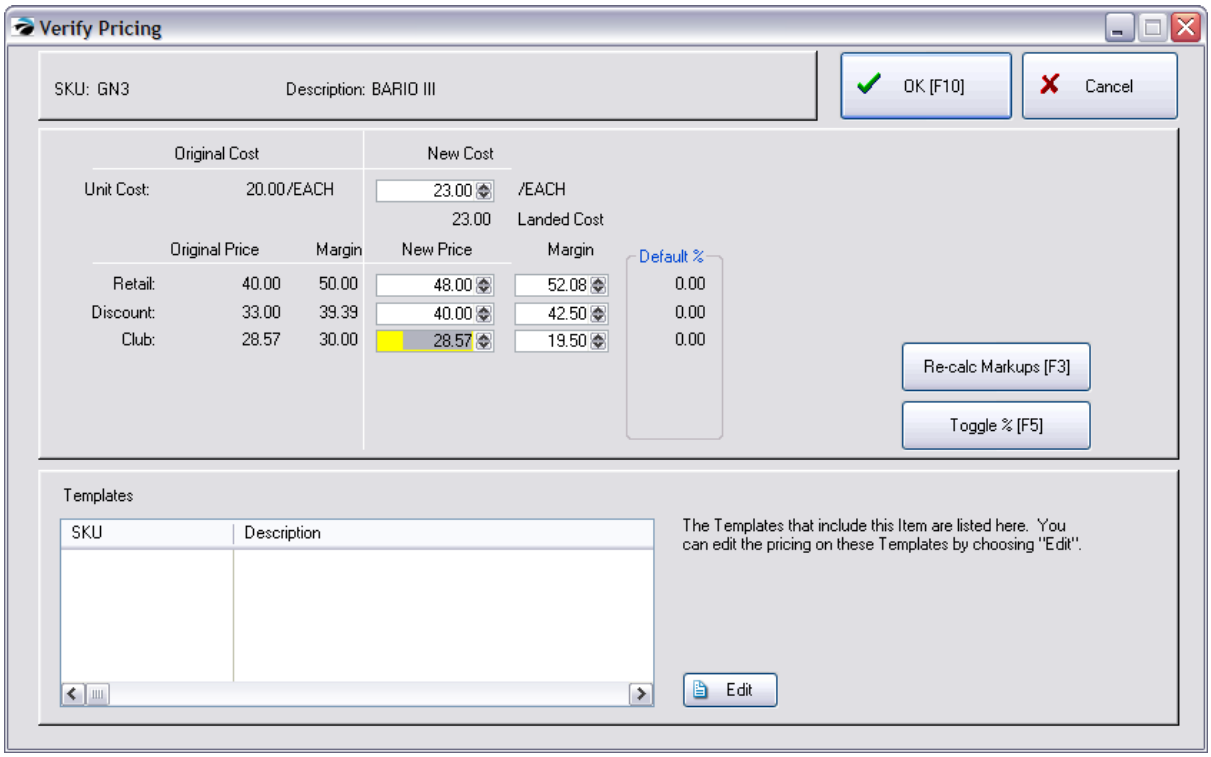
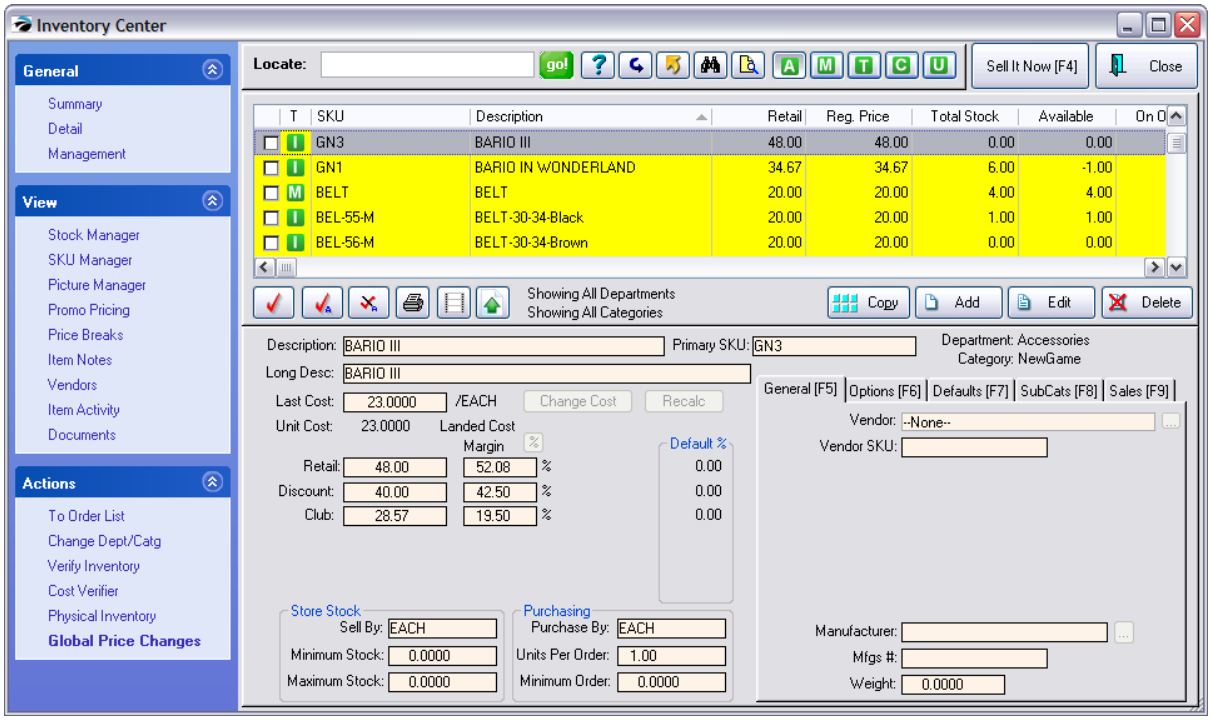


Updated Records

After making corrections as needed, choose the Commit [F10] button. Confirm that you want the changes saved. The item will be updeaded and the new pricing will be displayed.



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4.7.3 Vendor Center

A vendor is any company or individual who provides you with product for resale or with services such as electricity, rent, etc.

POSitive encourages the use of Purchase Orders for maintaining stock levels, hence the need to create vendors, identifying what products each vendor can provide. POSitive also supports the ability to purchase a given product from multiple vendors, thereby giving price comparisons the ability to select which vendor to purchase from. POSitive tracks purchase order history, cost changes, and can handle returns to the vendor.

The accounts payable feature of POSitive provides a means of paying for products and services and recording those transactions to an optional POSitive Checkbook and General Ledger journal.

Click here to watch our Vendor Setup video.

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

Vendor List	The list of all of your vendor records. Various tools such as Locate, Query, Find, and Filter quickly focus on the vendor(s) meeting certain criteria. Highlight a vendor and displayed will be the vendor address and phone, e-mail address, web address, and an option to Call Vendor. Clicking on the icons at the end of the E-Mail Address or Web Address will launch e-mail and internet browsing.
Access Panel	Lists various views, properties, and actions relative to the highlighted vendor account.
Vendor Information	Displays specific detail or other information about the highlighted vendor. The contents of this section will change as various properties on the Access Panel are selected.

Technical Note - **Internal ID** - The number in the lower right corner of the screen is a generated number to keep track of each vendor added to this list.

CAUTION: if you delete a vendor it cannot be recovered.

(1) Choose to Add or Edit a vendor. (see Details - Vendor Center 598)

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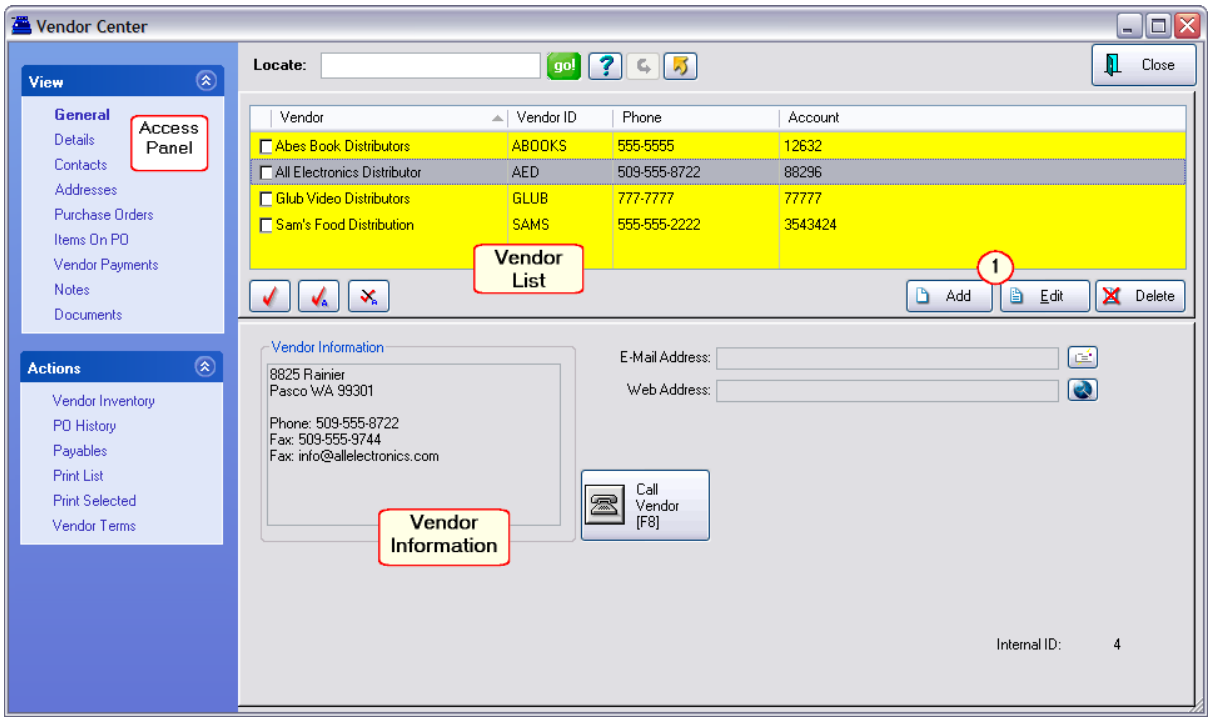

Vendor List

SELECTION OPTIONS

Locate

First, select the column to be sorted by clicking on the column. Second, begin typing search characters. (You do not have to click into the Locate field.)

Press **Enter** - will find the first item beginning with the search characters

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

go!

The equivalent of **Enter**.

Query

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

Reset

Restores the list to show all records.

Send

Sends displayed listing to HTML, Excel, Word, etc. (see Send 1800)

Tag/Untag

Checkmarks the highlighted item. Clicking in the box beside the item will also tag or untag the item.

Tag All

Checkmarks all displayed items.

UnTag All

Unchecks all displayed items.

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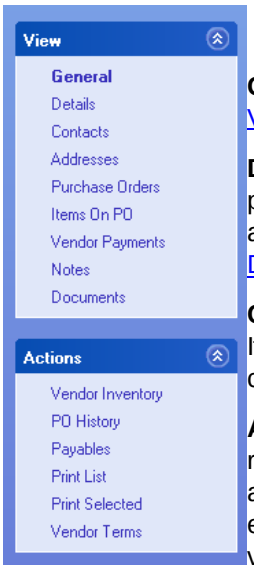
Add	Create a new vendor - (Duplicate Vendor Name Alert)
Edit	Edit an existing vendor.
Delete	You can choose to Merge the vendor's data with another vendor or totally Delete the vendor from the list. Warning: If there are no pending transactions for the vendor, it can be deleted. Be aware that if it is deleted all vendor inventory, contacts, and other related data will be lost. You may want to consider renaming the vendor so it will not be used again.

Access Panel



VIEWS

GENERAL - Displays vendor address and phone, e-mail address, option to Call Vendor 1597, and the vendor Internal ID number.

DETAILS - A Vendor record can be edited to change address, phone, terms of payment, credit limit, SKU controls, shipping and return options. (Optional - assign unique GL Account numbers for Payable and Expense accounts.) (see Details - Vendor Center 598)

CONTACTS - Lists staff members' position, phone, and e-mail. (see Contacts 601) If the contact has multiple phone numbers and e-mail addresses you may add the contact multiple times.

ADDRESSES - The vendor may have different offices and addresses for inquiries, returns, and billing. Here you add as many addresses as apply and set an address as a default address for RMA shipments and invoice payments. When an entry is highlighted, the contents of the entry are displayed on the right for easy viewing without editing. (see Shipping Addresses 602) (more)

- Description - A term to distinguish between RMA, Payables, and Other shipping addresses.
- Contact - Name of individual to follow the ATTN: heading of the correspondence.
- Business Name - and address information
- Types:

1. Main
2. Orders
3. RMA - Check this box if the highlighted address is for shipping return products. When an RMA is being sent to the vendor, this address will be selected.
4. Remit (Default Payables) - Check this box if the highlighted address is for mailing of payments. When a payment is being sent to the vendor, this address will be selected. (Note: when writing a check, you can select any address)

PURCHASE ORDERS - A listing of current Purchase Orders for the highlighted vendor (see Purchase Orders 604) (more)

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Purchase Orders To Place - the PO was created but the vendor has not been notified yet.

Purchase Orders To Receive - the PO has been given to the vendor. Just waiting for products to arrive.

The listing shows PO Number and total dollar value with line items on the PO.

You can choose to Add, Edit or Void purchases orders from this screen.

ITEMS ON PO - Displays all items currently on all purchase orders of the highlighted vendor. Edit button will open the highlighted purchase order. (see Items on PO 610)

STATUS
Ordered (PO To Receive)
Not Ordered (PO To Be Placed)

VENDOR PAYMENTS - Shows payment history for the highlighted vendor. (see Vendor Payments 611)

NOTES - A log of notes recorded about or for the vendor. These notes can include summations of conversations, agreements made, disputes raised and resolutions, or general information about the vendor and contacts. Each recorded note logs the date and time and a synopsis line of the note contents for easy selection. Notes can be edited or deleted as needed. (see Notes 612) (more)

- Date - Creation date
- Time - Creation time
- Description - By default it says Vendor Note. It is suggested you change this by entering a brief statement about the content or purpose of the note.
- Note - The text of up to 900 characters in length.

DOCUMENTS - Attach important documents to the highlighted vendor. (see Document Manager 1215)

ACTIONS

VENDOR INVENTORY - Opens a separate window of inventory assigned to the vendor. (see Vendor Inventory List 613)

PO HISTORY - Opens a separate window of Purchase Order History By Vendor listing all vendors. (see PO History 1645)

PAYABLES - Opens a separate window of Accounts Payable for all unposted and posted transactions for the highlighted vendor.

PRINT LIST - Prints a simple listing of all vendors showing vendor ID, name, city-state-zip, and phone and fax numbers.

PRINT SELECTED - Prints general information about the highlighted vendor.

VENDOR TERMS - Opens a separate window of all vendor terms. (see List of

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Vendor Terms 627)

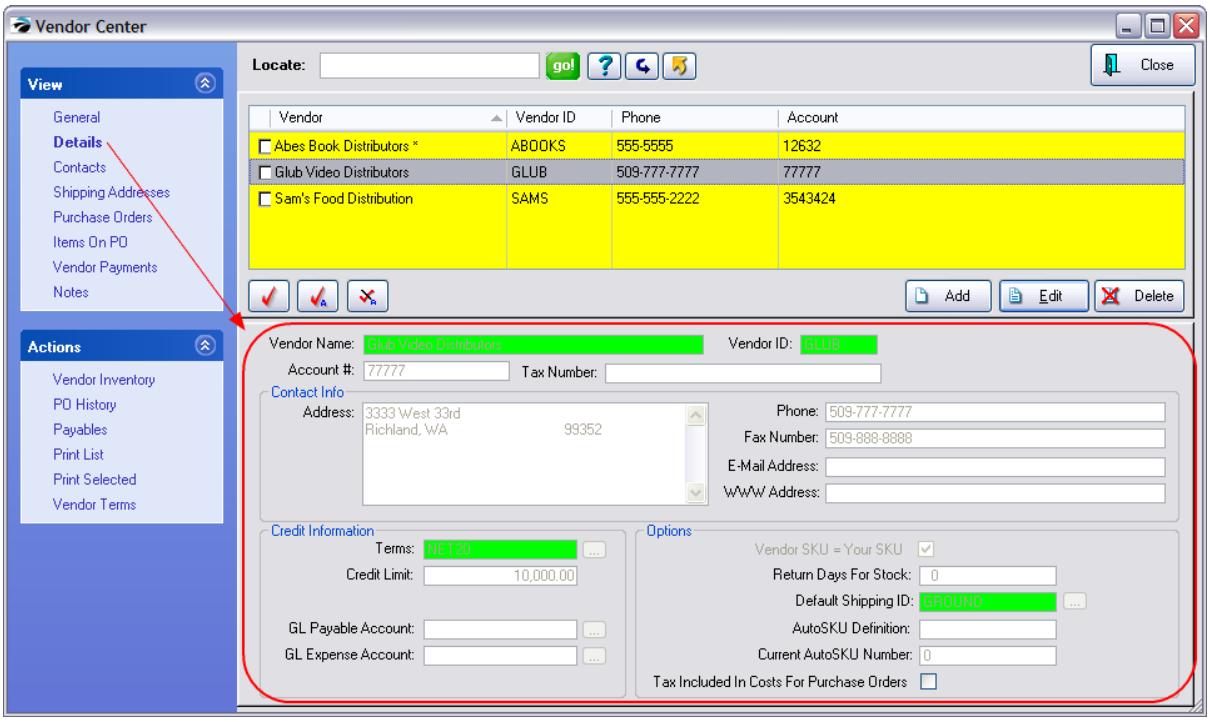
To Add Vendors

- manually - Go to Vendor Center: choose Add, and fill in the specifics about the vendor.
- automatically through an import of a list of vendors - Go to Maintenance: Import: Vendors
- automatically through an import of inventory - if the import file contains a vendor name which is not currently in POSitive, POSitive will create the vendor automatically. The vendor information will need to be edited and specifics about phone, address, etc. will need to be added.

(see Details - Vendor Center)

4.7.3.1 Details - Vendor Center

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



Colored Fields are required for the vendor account to be saved.

Vendor Name - The company name. This entry will be used for address labels and other correspondence. NOTE: the vendor name has to be unique; cannot use the same name twice.

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

Account # - Your account number by which the vendor knows your business. Your account number will be included on correspondence with the vendor.

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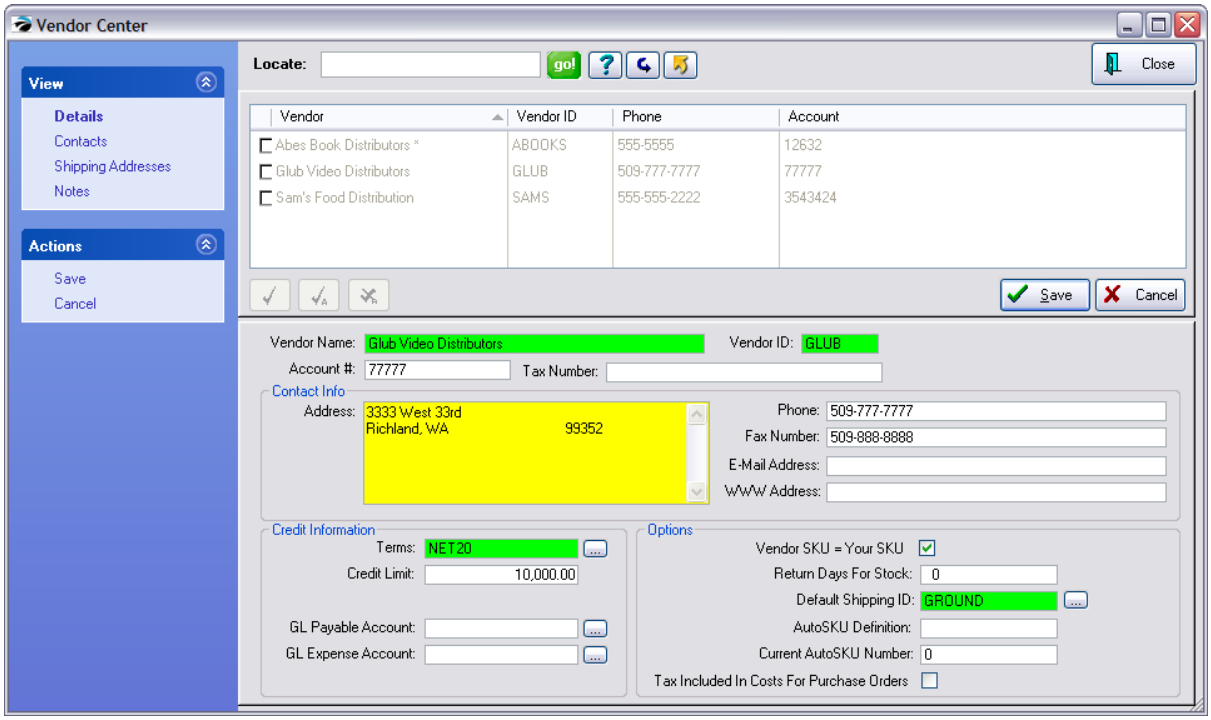
Tax Number - the vendor's federal or business license number



Contact Info

Address - free form field to include

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

Phone - main office number
Fax Number - fax machine number
E-mail Address - business e-mail address
WWW Address - business web site

Credit Information

Terms -This field is a required field. Choose a payment term preferred by the vendor. Use the lookup button to find a term. (see List of Vendor Terms 627)

Credit Limit - The maximum dollar amount for their accounts receivable.allowed by the vendor.

General Ledger

For non-inventory vendors such as phone company, rent, etc. choose an appropriate GL Expense Account only.

(Recommendation: Leave Blank) Only if you want to keep all transactions related to this vendor under unique GL accounts would you need to fill in these fields. If these fields are left blank, then the default settings from GL Interface Setup will be automatically applied.

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

(Default is AP Setup: Default Accounts Payable)

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

(Default is AP Setup: Invoice Expense Account)

Options

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

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

Default Shipping ID - This field is a required field. The Default Shipping ID is the most common means of shipping used by the vendor. The code includes the estimated number of days it takes for product in transit which will aid you in determining order placements. From the opened window Vendor Shipping Options, highlighting an entry and pressing Select sets a new default method for this vendor. (see Vendor Shipping Options 600)

AutoSKU Definition - (Optional) an identifying code for this vendor to be used when a Category AutoSKU is activated. This is an optional setting which can be included automatically as part of your product SKU. (see AutoSKU Setup 1314)

Current AutoSKU Number - (Optional) The next available SKU number for products from this vendor when a Category AutoSKU is activated. (See AutoSKU Setup 1294)

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

4.7.3.1.1 Vendor Shipping Options

Each vendor has preferred methods of shipping products. You define all the methods your vendors use for shipping and then selectively identify which one will be used as a default for each vendor.

While you edit a Vendor's Account Record you will be prompted to select a Default Shipping ID. Selection of a shipping method prompts for an estimated number of day for transit. This number of days will be used to calculate expected arrival dates of inventory and is displayed in various screens of POSitive.

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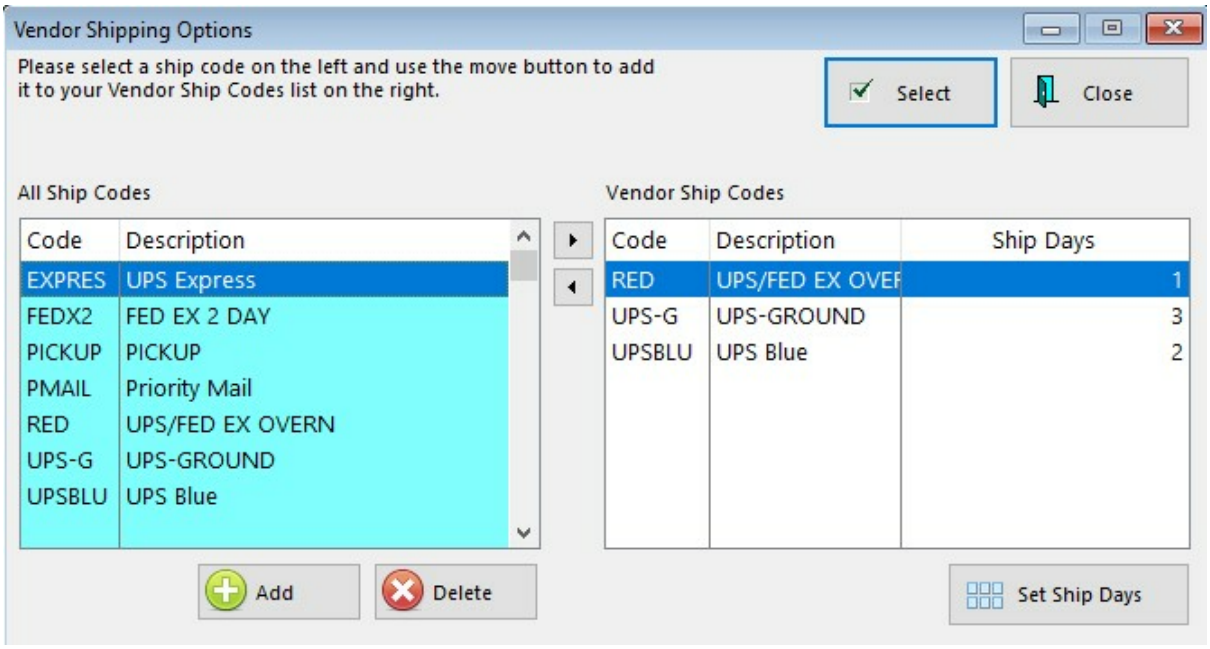

Code - A brief identifier.

Description - A distinctive description.

Ship Days - Number of days required for items to be in transit from the vendor to you.

How To Assign A Default Shipping Code To A Vendor

While editing the Vendor Record, choose the Lookup for Options: Default Shipping ID.

1) Highlight or Add a desired shipping method under All Ship Codes.

2) Then press the -> transfer button to include it in the Vendor shipping options list.

3) You will be prompted to confirm or change the number of shipping days.

Click on the Select button.

Set Ship Days - to edit the number of days of the highlighted item

4.7.3.2 Contacts - Vendor Center

Keep a listing of key personnel of the Vendor. Create multiple entries for each contact with more than one phone number.

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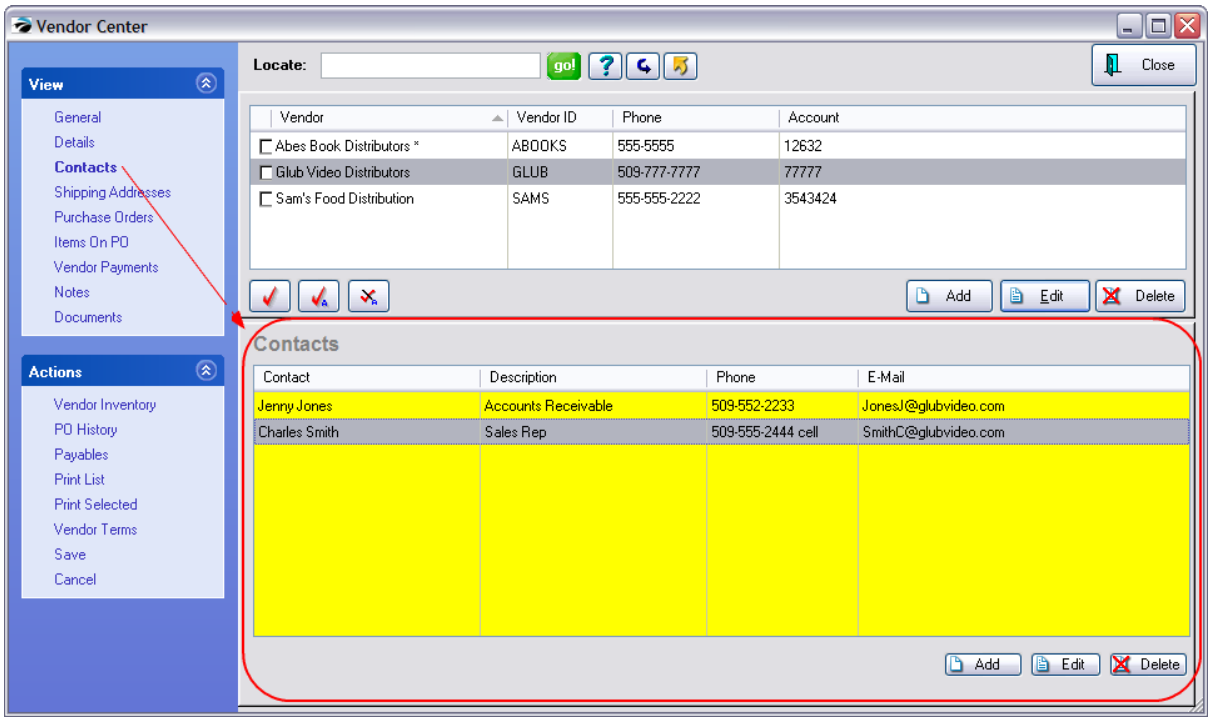
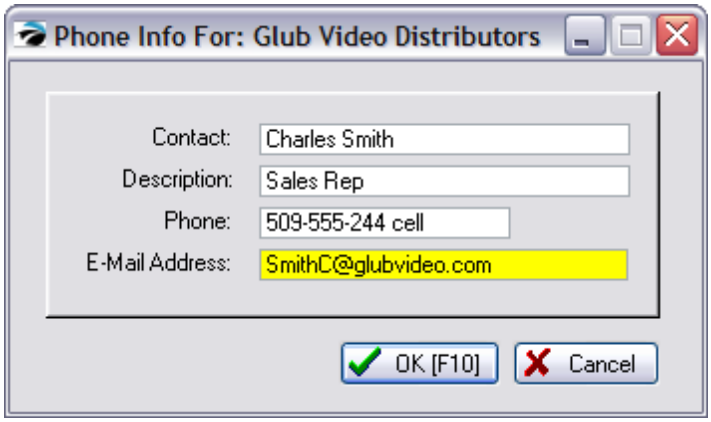


1) Choose Add/Edit button

2) Fill in the details

- Contact:
- Description:
- Phone:
- E-Mail Address:



4.7.3.3 Shipping Addresses - Vendor Center

Keep separate shipping addresses for different individuals or departments This information is also visible while editing the vendor.

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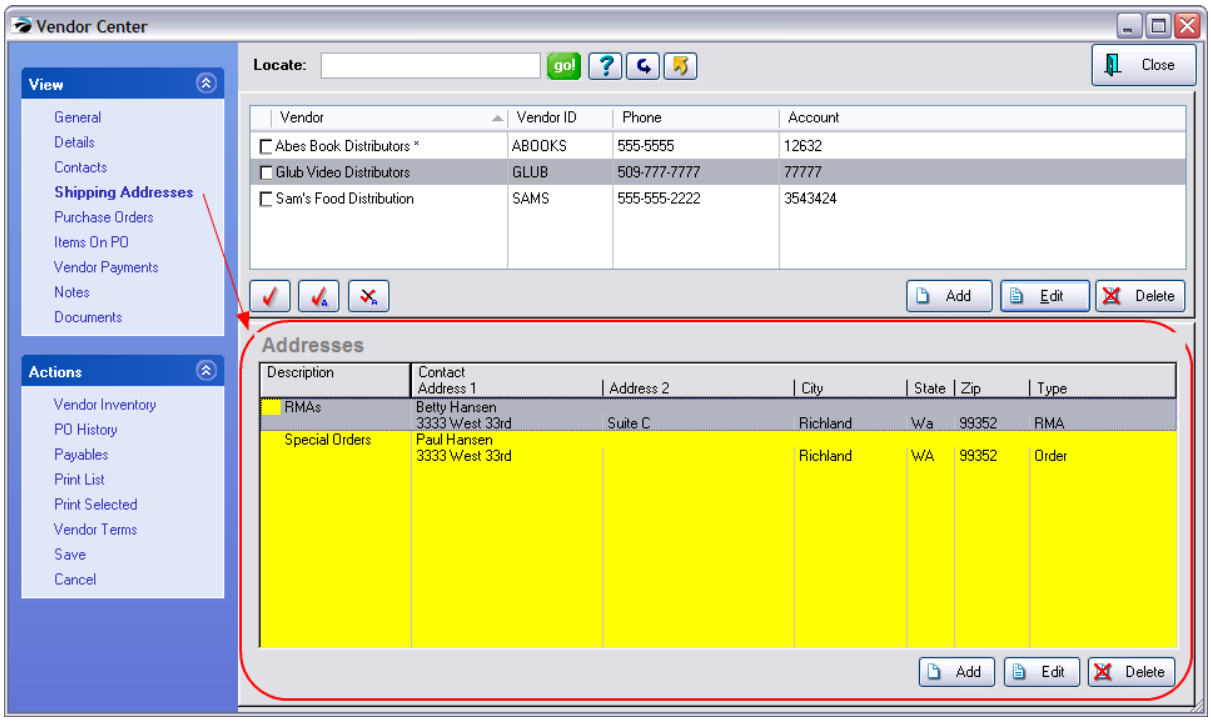

1) Select Add/Edit

2) Fill in the details. Several fields will be filled in automatically. Make changes as necessary.

Description: (job title)

Contact:

Business Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Type: choose one of the following address types

- **Main**
- **RMA**
- **Order**
- **Remit To** - Note: **Default Remit Address** - if checked, this record will be used automatically in Accounts Payable and in the Checkbook. However, you will be able to select a different remit to address.

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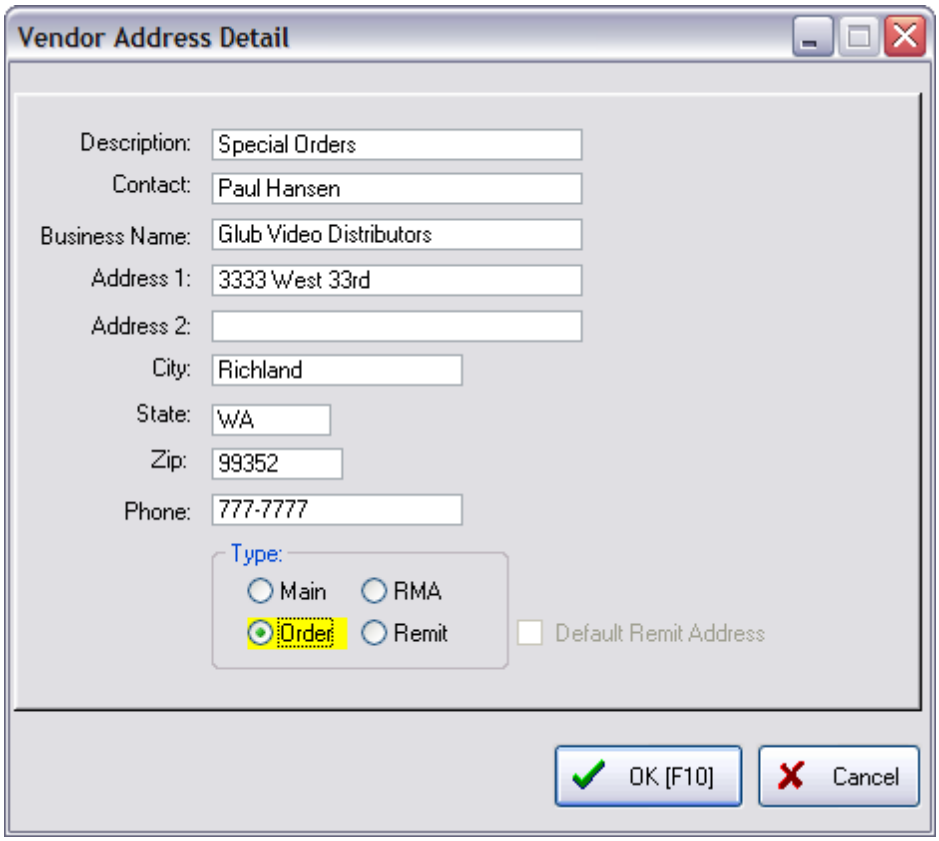

4.7.3.4 Purchase Orders - Vendor Center

All purchase orders with the highlighted vendor are listed in two groups

This is a summary of current purchase orders for this vendor divided into groups of PO's needing to be placed (called in) and PO's ready to be received.

Select an Option:

- **Purchase Orders To Place** - means the vendor has not been contacted yet.
- **Purchase Orders To Receive** - means the vendor has been contacted and the purchase orders are waiting for the shipment to arrive.

In either case you can edit, void, or add a new PO for the vendor.

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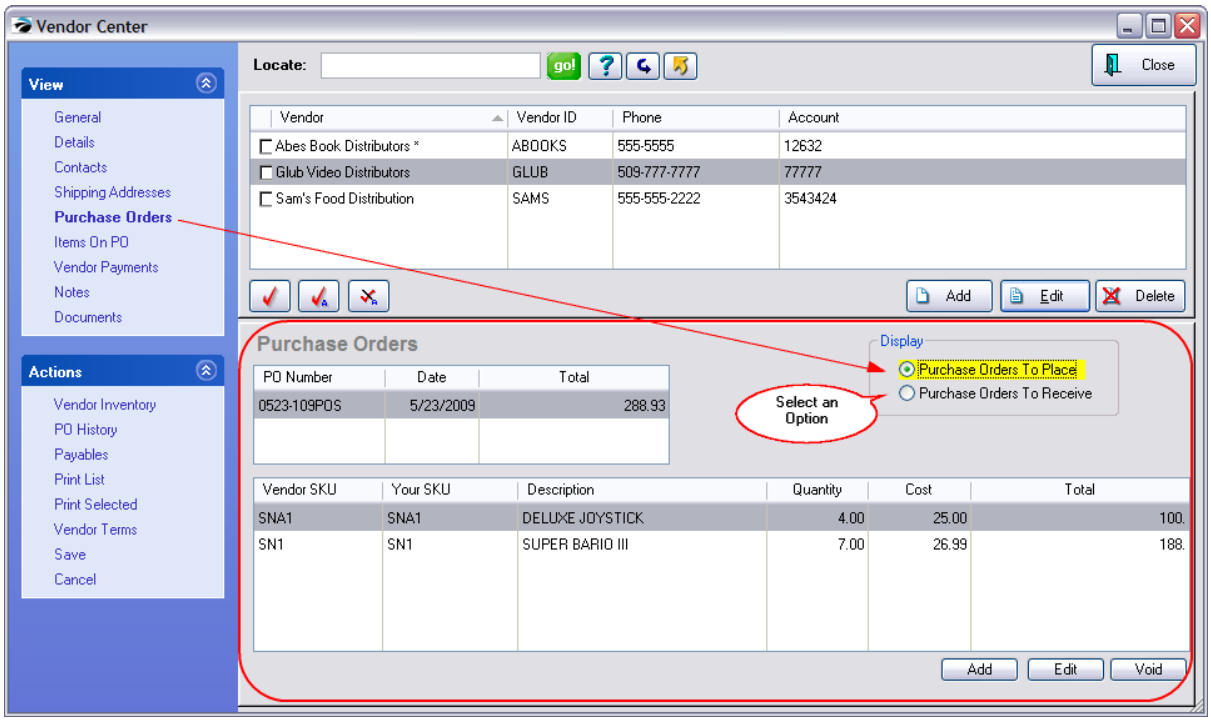
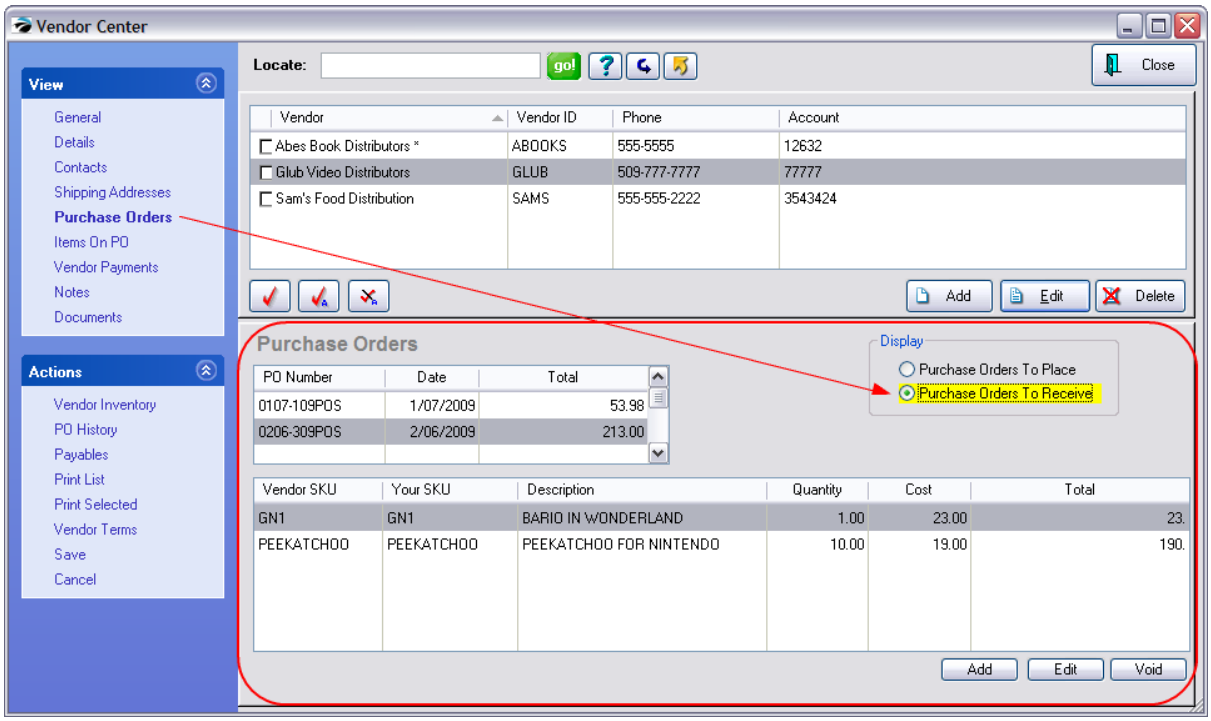


Purchase Orders To Receive



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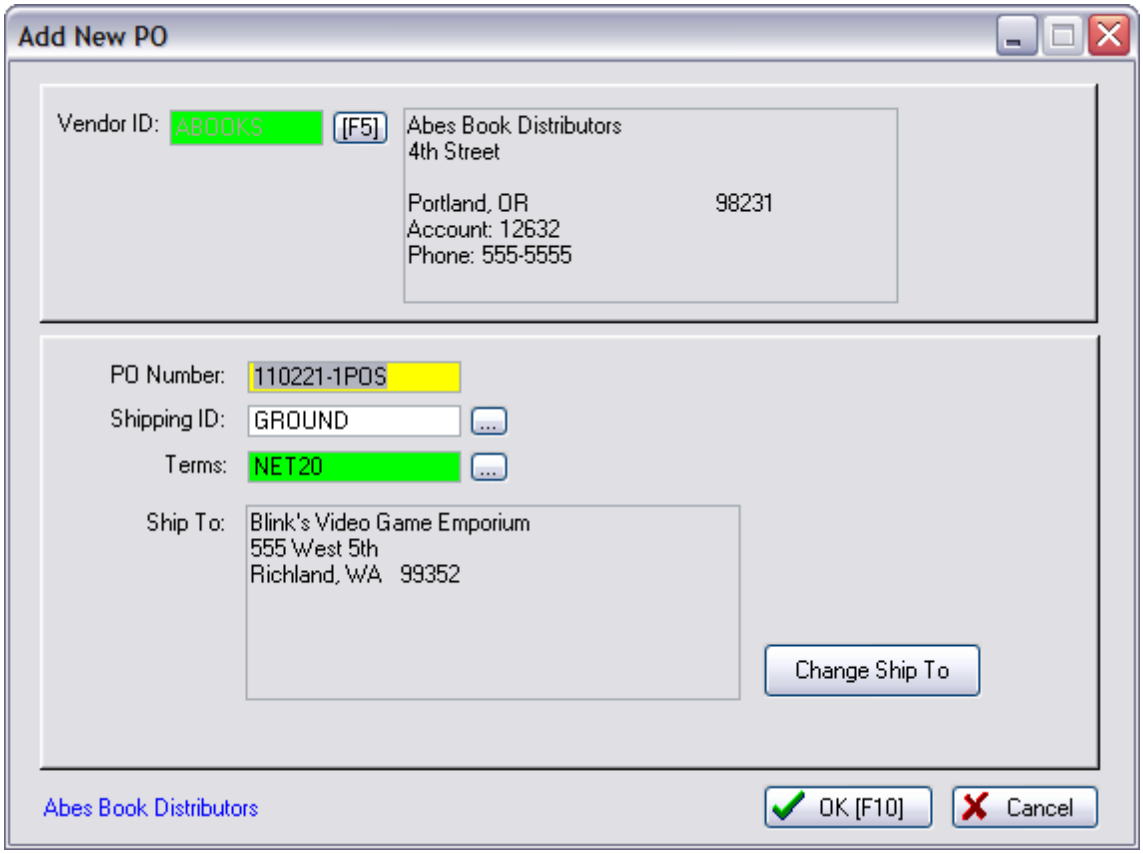
4.7.3.4.1 Add New PO

When creating a new Purchase Order you are prompted to select the...

- **Vendor ID**: Use the [F5] lookup button or simply enter the ID of the vendor you want. Review the information at the right to confirm that this is the desired vendor.
- **PO Number**: a purchase order number can be added automatically (see System Setup) You may add or change the PO number manually.
- **Shipping ID**: the default shipping method (and number of days until delivery) is automatically entered based upon the setting in the Vendor record.
- **Terms**: the default terms of payment are automatically entered
- **Ship To**: your company address is automatically selected. Choose the **Change Ship To** button if needed. (see Change Ship To 606)

Choose OK [F10]



4.7.3.4.2 Change Ship To

By default, your company name is entered as the Ship To address on your purchase order.

The Change Ship To button allows you to select an alternative address.

Company: selects your company address. TIP: If you have an alternate company address, such as a

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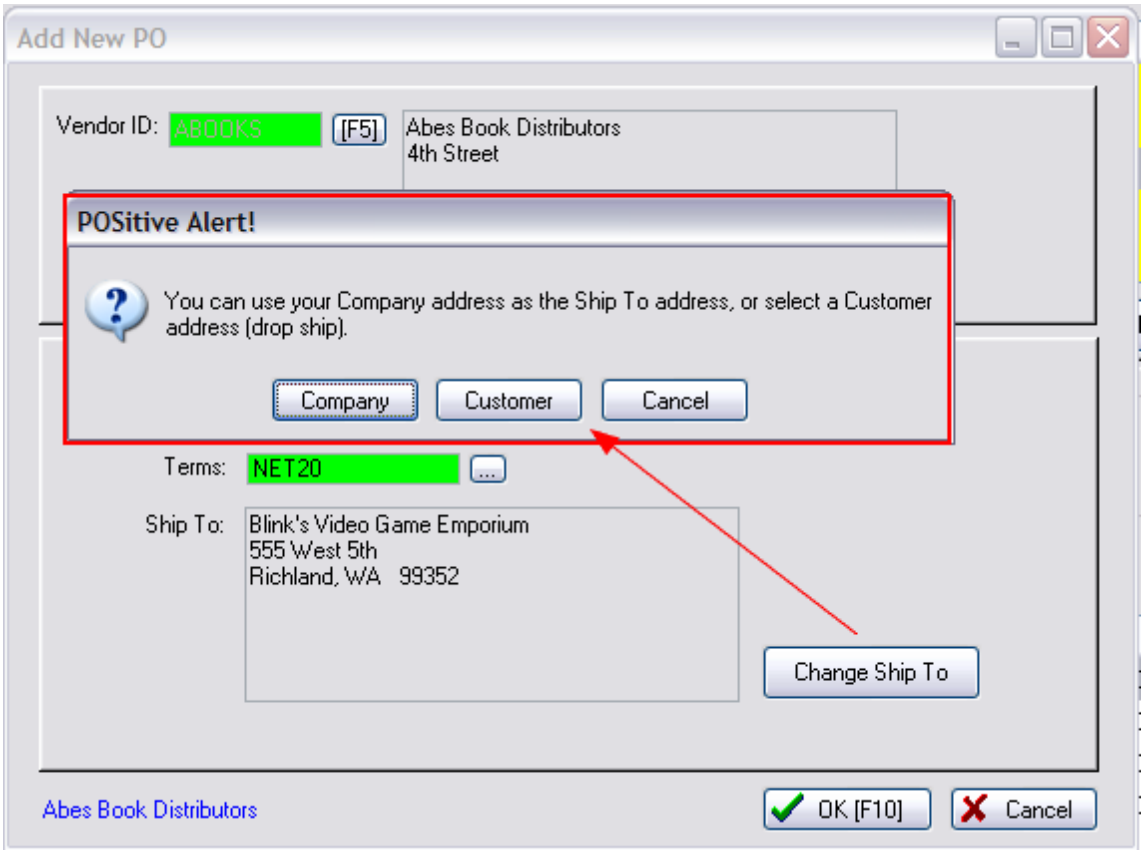
warehouse, add your warehouse as a customer in the Customer Center, and select the Customer button.

Customer: used primarily for Drop-Shipping products directly from the vendor to your customer's address,



This will open the Locate Customer screen. After selecting the "customer" the new address will be visible on screen. Confirm that it is correct.

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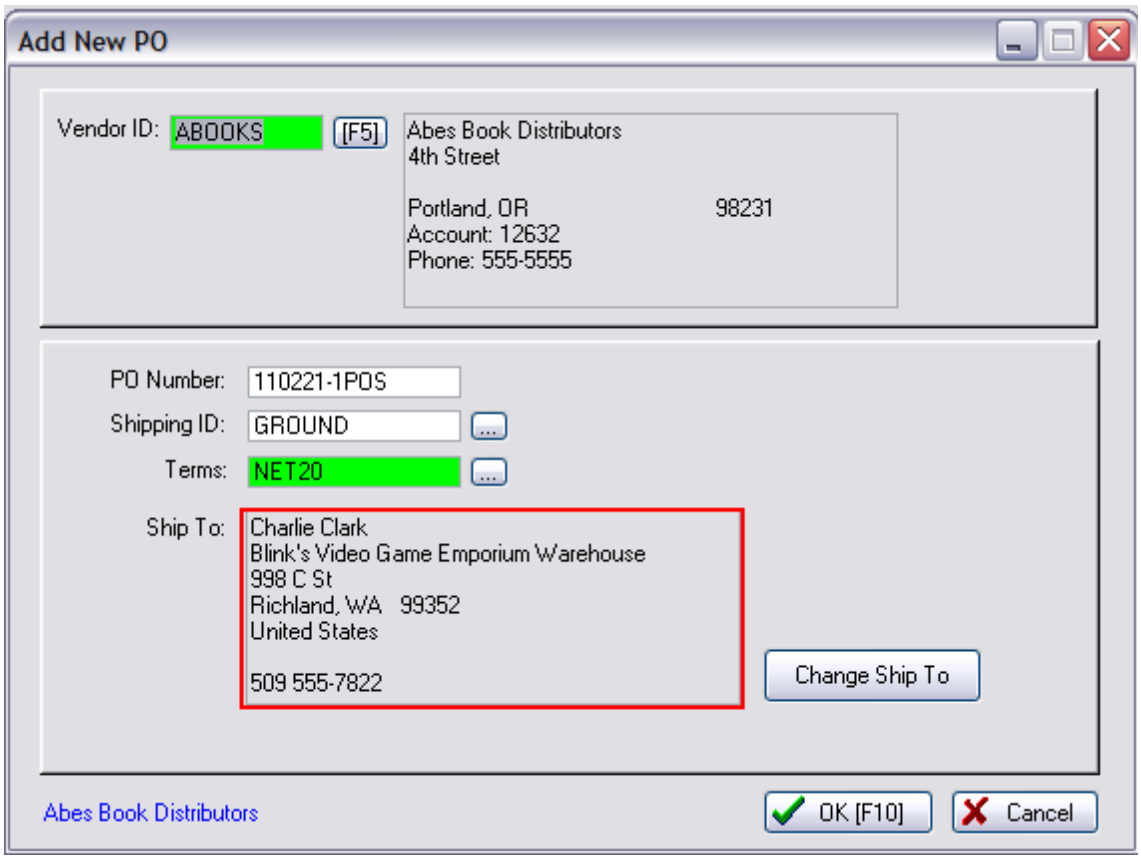

When the PO is created, you can view Ship To and even change the Ship To information if needed.

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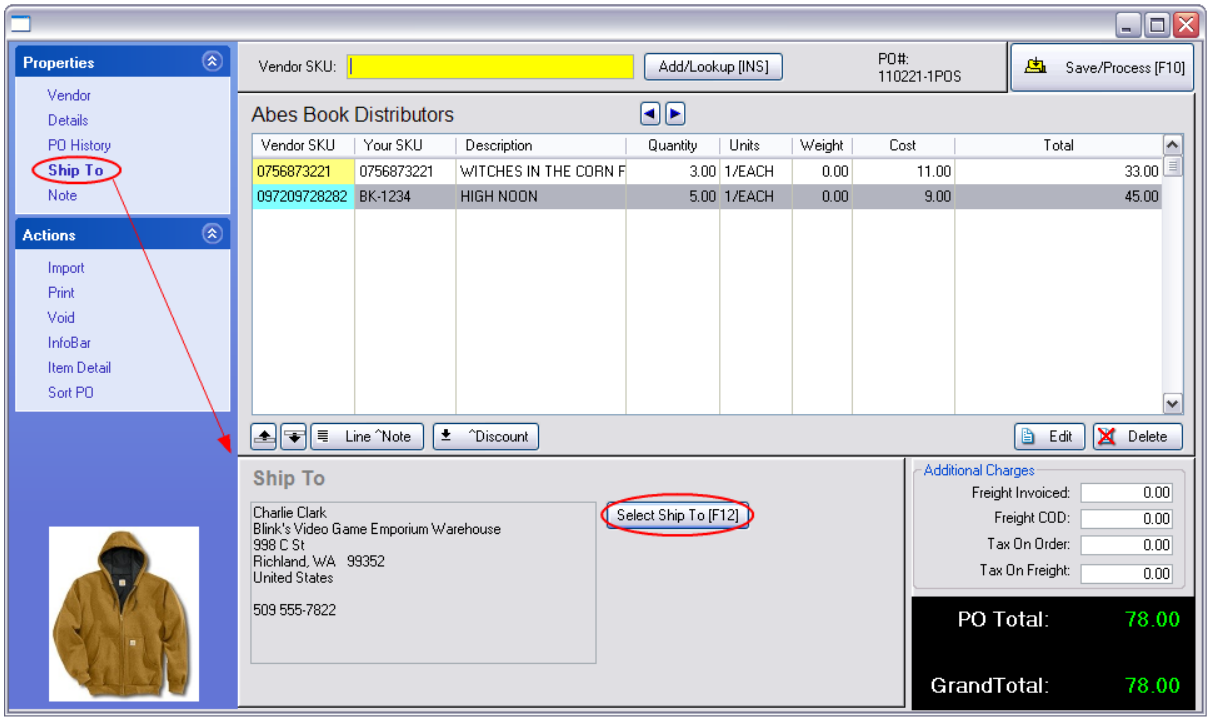
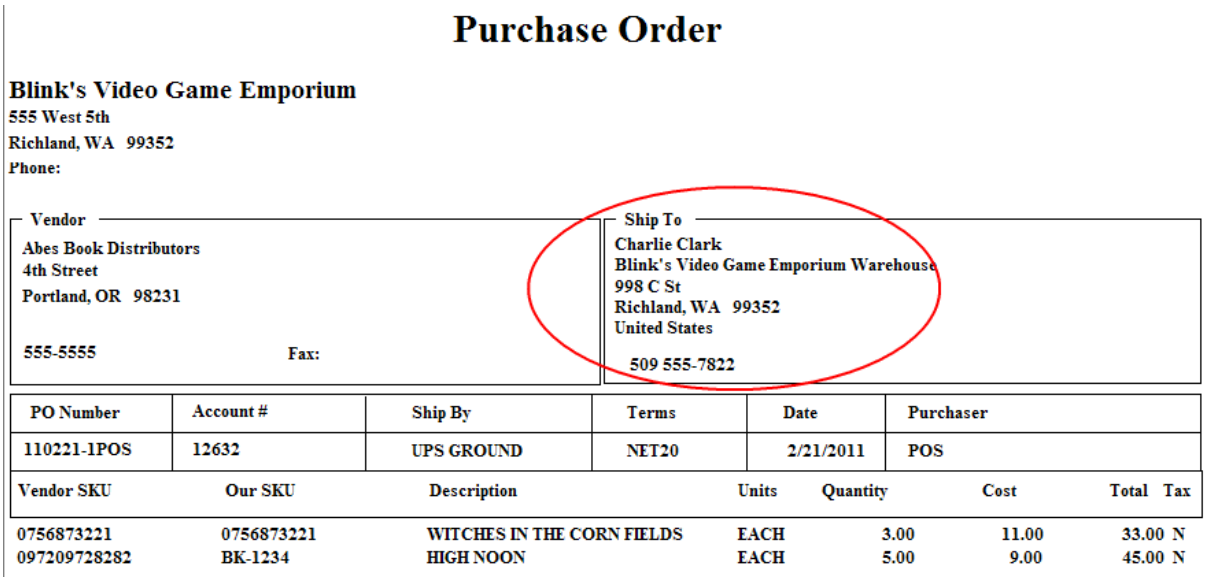


The printed purchase order will include the special Ship To Address.



Purchase Order

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

Vendor
Abes Book Distributors
4th Street
Portland, OR 98231
555-5555 Fax:

Ship To
Charlie Clark
Blink's Video Game Emporium Warehouse
998 C St
Richland, WA 99352
United States
509 555-7822

PO Number	Account #	Ship By	Terms	Date	Purchaser
110221-1POS	12632	UPS GROUND	NET20	2/21/2011	POS

Vendor SKU	Our SKU	Description	Units	Quantity	Cost	Total	Tax
0756873221	0756873221	WITCHES IN THE CORN FIELDS	EACH	3.00	11.00	33.00	N
097209728282	BK-1234	HIGH NOON	EACH	5.00	9.00	45.00	N

4.7.3.4.3 Receive Purchase Order

When you first choose to Receive a Purchase Order, you will be prompted for the Vendor's invoice number and freight charges.

- **Vendor Invoice #**: enter the invoice number included with the shipment. TIP: if you have only received a Packing Slip consider entering PS- and the number on the packing slip. You can change this Vendor Invoice number later when the actual paperwork arrives.

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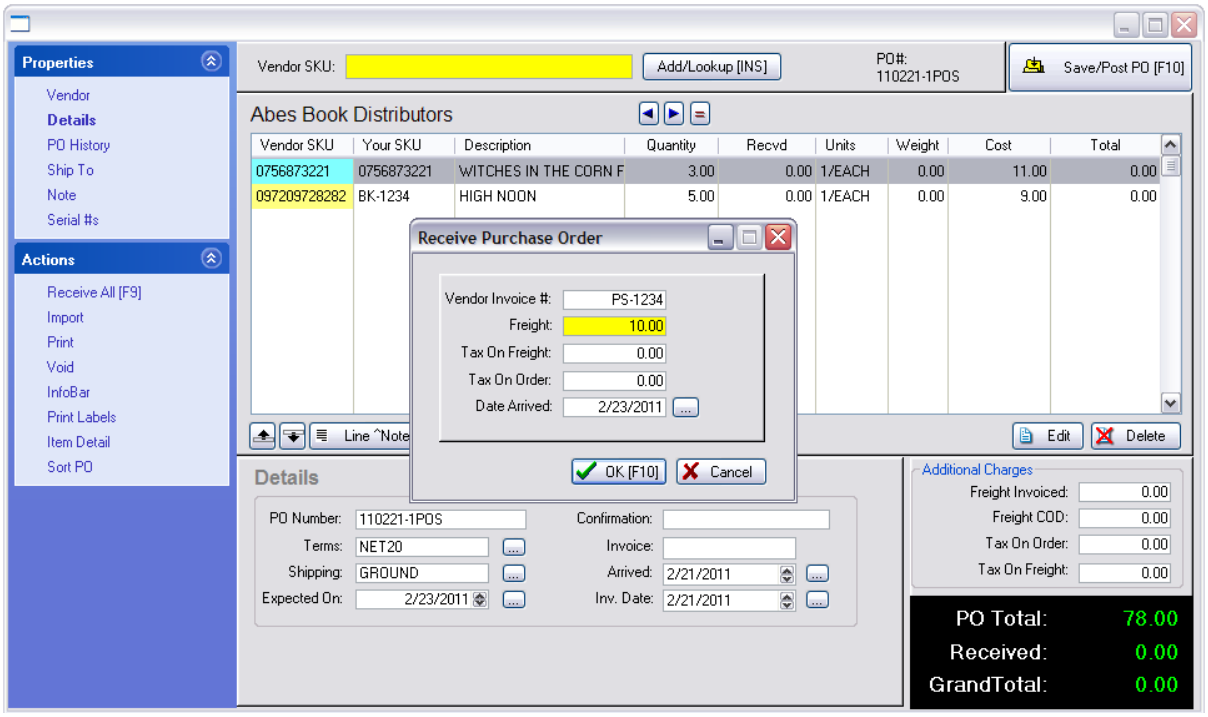
- **Freight**: If the vendor has charged freight, enter the freight charges here.
- **Tax On Freight**: (optional)
- **Tax on Order**: (optional)
- **Date Arrived**:

Choose OK [F10]



4.7.3.5 Items On PO - Vendor Center

Not only can you see which items are on current purchase orders, you may edit the purchase order of the highlighted item.

- Ordered status means the vendor has been notified and the purchase order is waiting to be received as soon as shipment arrives.
- Not Ordered status means the vendor has not been notified and purchase order is listed under Purchase Orders To Place.

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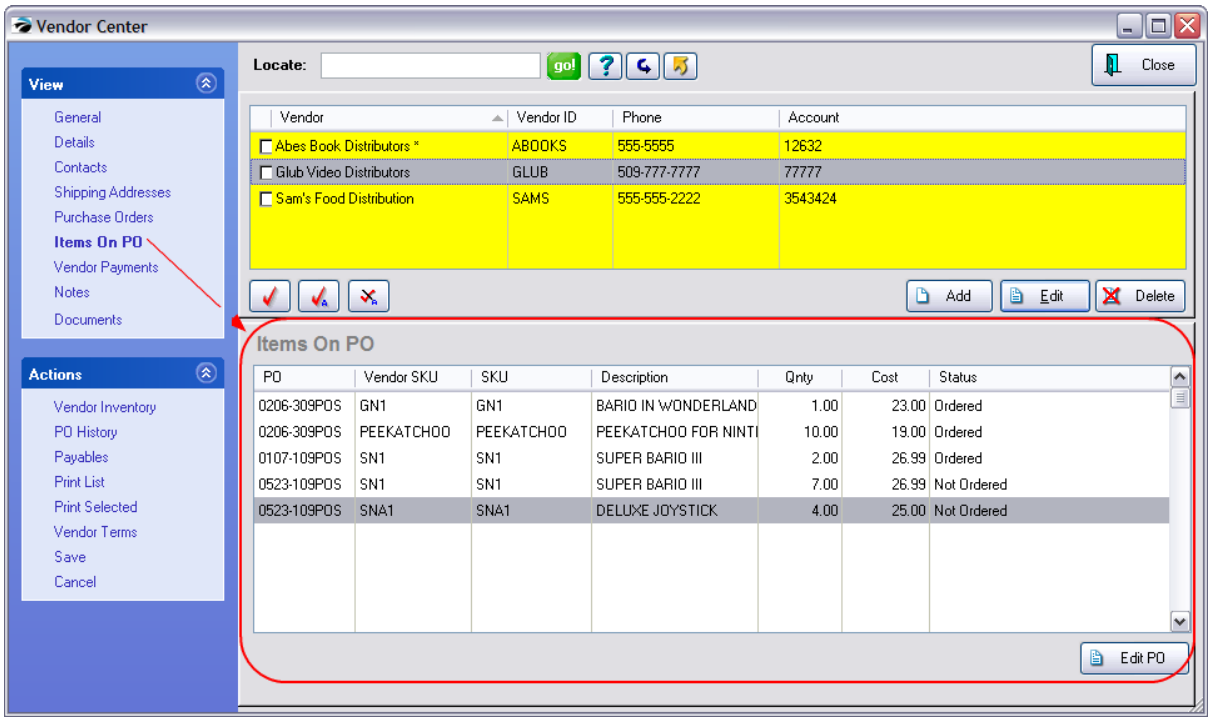
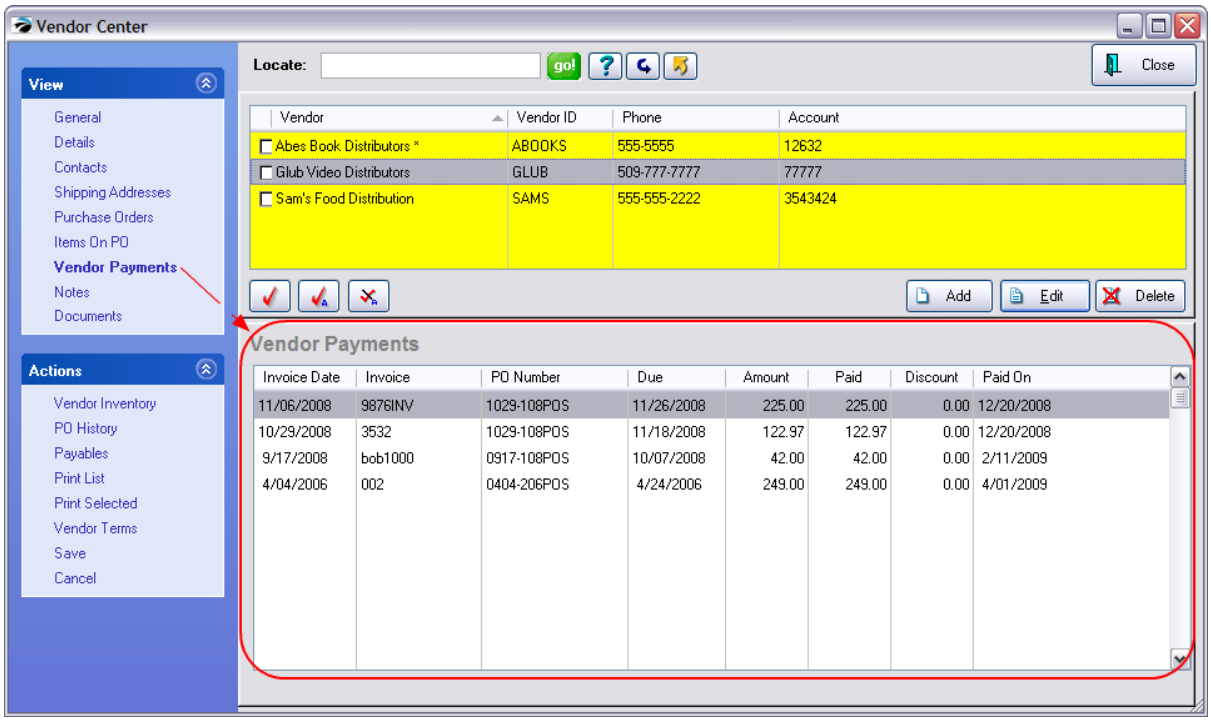


4.7.3.6 Vendor Payments - Vendor Center

For quick reference you can see all payments made to a specific vendor to include vendor invoice, date, PO Number, and payment dates and amounts.



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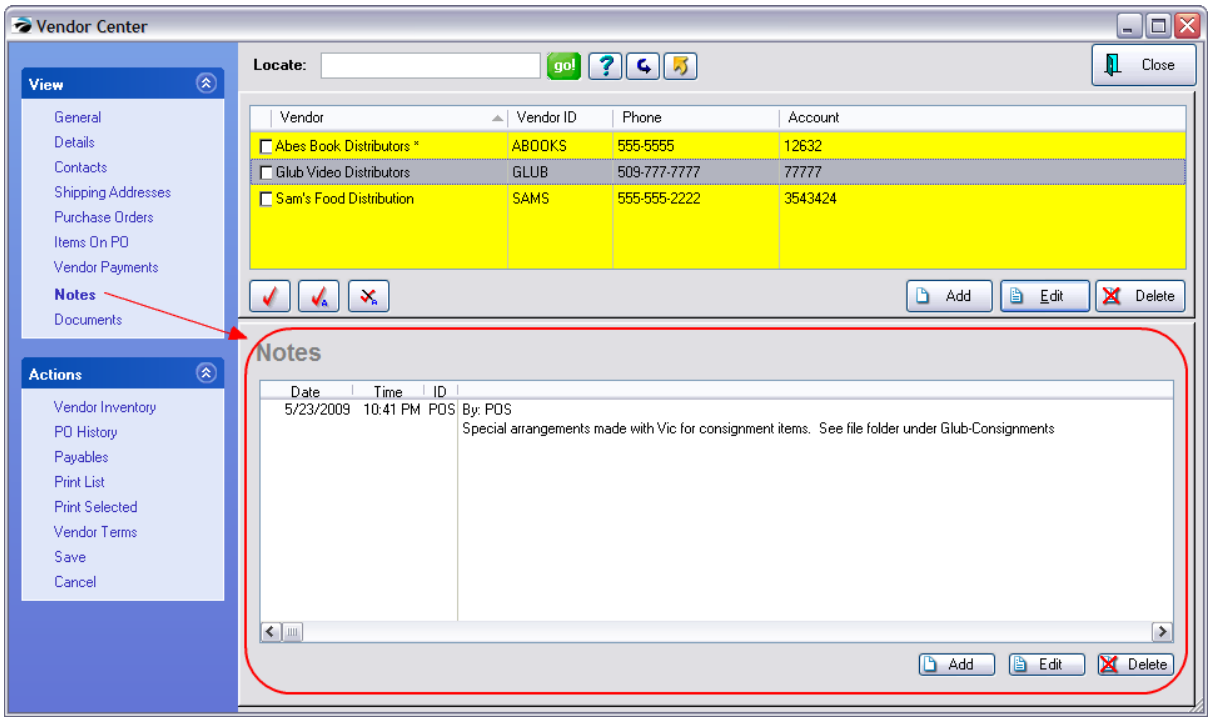
4.7.3.7 Notes - Vendor Center

An unlimited number of notes can be added per vendor regarding special arrangements, disputes, contacts, and other information. These same notes are accessible when editing the vendor.



4.7.3.8 Documents - Vendor Center

Various types of Documents can be attached to each vendor.

By choosing ADD you can select an image, scan a document such as a contract, attach a file, and record a voice commentary relative to the highlighted vendor.

Once the document is attached, you can view it, export it, or remove it when it is no longer needed.

(see Document Manager 1215 for more information)

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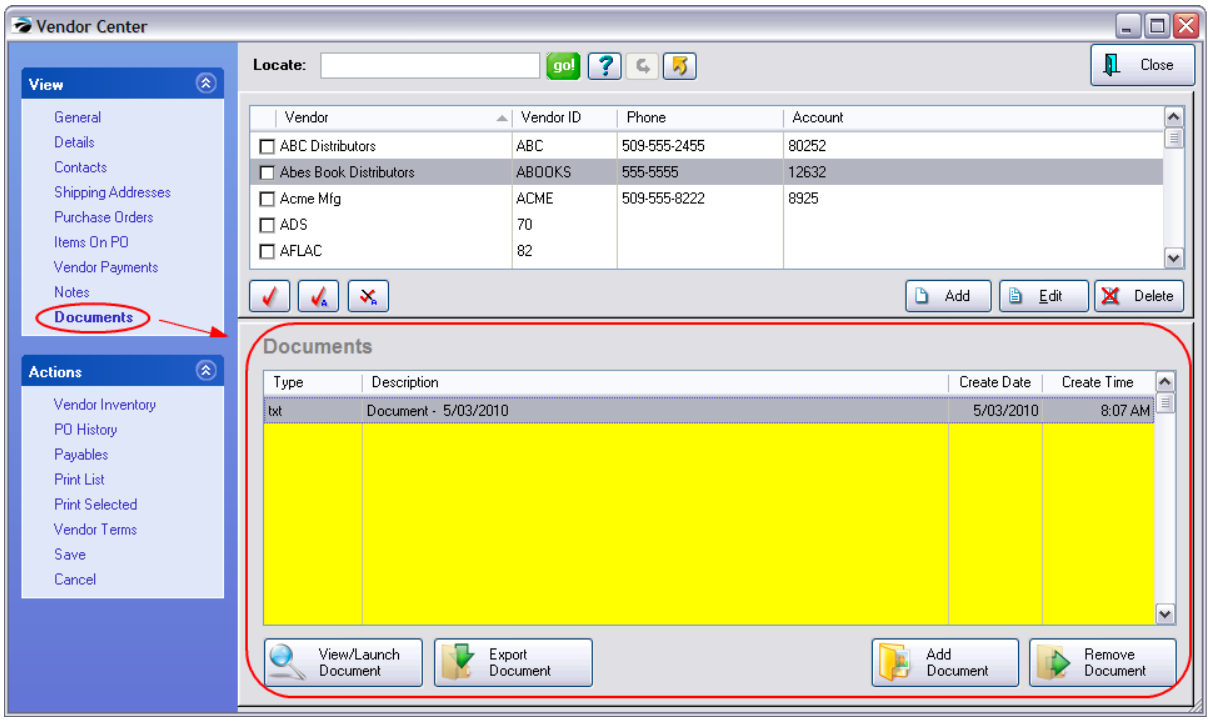

4.7.3.9 Actions

Most of these Actions are self explanatory. Links to topics will provide more information.

Vendor Inventory — Opens a separate window of inventory assigned to the vendor. (see Vendor Inventory List 613)

PO History — Opens a separate window of Purchase Order History By Vendor listing all vendors. (see PO History 1645)

Payables — Opens a separate window of Accounts Payable for all unposted and posted transactions for the highlighted vendor. (see Accounts Payable 361)

Print List — Prints a simple listing of all vendors showing vendor ID, name, city-state-zip, and phone and fax numbers.

Print Selected — Prints general information about the highlighted vendor.

Vendor Terms — Opens a separate window of all vendor terms. (see List of Vendor Terms 627)

Save — Saves changes

Cancel — Closes the screen without saving any changes.

4.7.3.9.1 Vendor Inventory List

Purpose of the Vendor Inventory List

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The purpose is to list only items carried by or available from the selected vendor. Highlight any vendor in the Vendor Center. Choose Vendor Inventory under Actions. These items are assigned to the vendor. When you create purchase orders you select items from this list. When you add inventory while editing a purchase order you are adding the item in two places 1) the general Inventory Center and 2) to the Vendor Inventory List.

Vendor Inventory vs Your Inventory

An **important concept** that you should understand is that items in this list are NOT real inventory items. The real inventory item is the definition you created with Your SKU in the Inventory Center. The item in the vendor list is simply a Vendor SKU with a link to Your Item.

You cannot have a vendor inventory item independent of or not linked to an item in your inventory list.

If you choose to erase an entry in the Vendor Inventory List, you are simple removing it from that vendor. It will not be deleted from the Inventory Center.

Again, this list of items is separate from your complete listing of inventory. You will encounter this list whenever you create purchase orders for the vendor.

Overview

From this screen, you can:

- Print current inventory counts.
- Take that print-out, go to store room and make notes to actual inventory counts
- The order of items on that printout and the order of items on the screen are the same, so no searching is necessary to update inventory counts
- Vendor Inventory with Details shows current Sell-By (which is the units of entry) and Held, On Order, Committed, etc. for reference to get ready for ordering.
- To Order List link on left is available
- You can make manual adjustments to the stock counts as needed
- You may Add, Edit, and Delete items in this Vendor Inventory List.

The Vendor Inventory List is divided into 3 main parts:

Inventory Listing	The list of all of your inventory items can be sorted and searched.. FINDING INVENTORY ITEMS - Various tools such as Locate, Query, Find, and Filter quickly focus on the item(s) meeting certain criteria. (see below)
Access Panel	Lists various views, properties, and actions relative to the highlighted inventory item. (see Access Panel 462)
Inventory Views	Displays specific detail or other information about the highlighted inventory item. The contents of this section will change as various views and properties on the Access Panel are selected.

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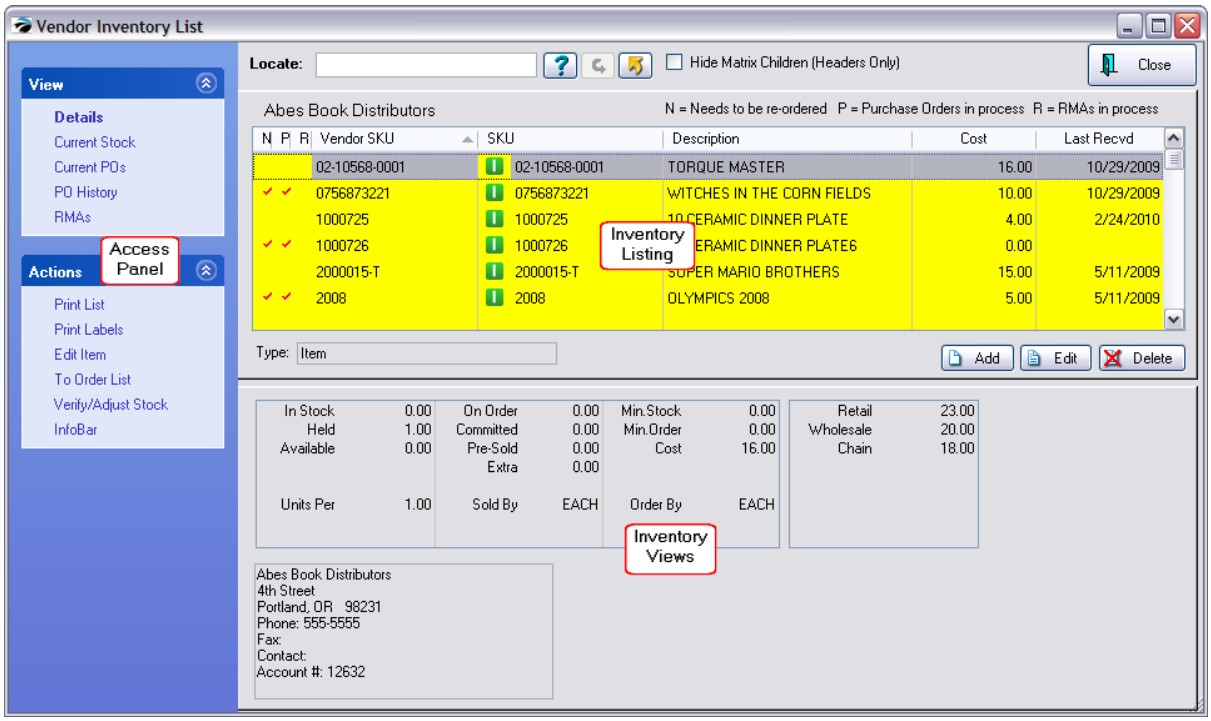

Finding Inventory Items

Various tools such as Locate, Query and Show Matrix Headers Only quickly focus on the item(s) meeting certain criteria.

Locate

First, select the column to be sorted by clicking on the column. Second, begin typing search characters. (You do not have to click into the Locate field.)

Press **Enter** - will find the first item beginning with the search characters

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

Query

Select from an unlimited number of saved queries or filters which you can create and modify as needed. Contact POSitive support for more information.

Reset

Restores the list to show all records.

Send To

Sends displayed listing to HTML, Excel, Word, etc. (see Send 1800)

Hide Matrix Children (Headers Only)

If you have created matrix inventory, you may choose to see just the matrix summary line (matrix header) instead of seeing all individual inventory items in the matrix.

Vendor Inventory List

Inventory items are listed with

NPR Status (red checks)

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N = Needs To Be Re-Ordered (see Details 618)

P = Purchase Order In Process (see Current POs 620)

R = RMAs In Process (see RMAs 622)

Vendor SKU

Item Type: I = Item, M = Matrix Header

Your SKU

Description

Cost - what the vendor currently sells the item for and could be different than the Last Cost value of the inventory item itself.

Last Received - Date the product was purchased from this vendor

VIEW Lists various views, and actions relative to the highlighted customer account.

Details Shows a summary of In Stock, Held, Available;
On Order, Committed, Pre-Sold, and Extra
Minimum Stock, Minimum Order, Cost and current selling prices of the highlighted item.

Current Stock Shows the Arrival Date, Purchase Order and Vendor Invoice numbers linked to the current stock count. Shows number received, number sold, number still in stock and when last sold date. At the bottom left is a tracking number which links the item to a specific purchase order. Click the View PO button to view and make limited changes to the original purchase order.

Current POs Shows both Pending and Placed purchase orders for the highlighted inventory item. Choosing Edit opens the purchase order. (see Current POs 620)

PO History Displays each time the highlighted inventory item was ordered and received on a PO.

RMAs Displays any items in transit with the vendor.

ACTIONS

Print List Prints a customizable report which you can define, save, and use over and over.

Print Labels Prints a label for the highlighted inventory item. You will be asked if you want to preview the label. (see Print Labels 624)

Edit Item Opens the item editor so that description and tracking can be changed as needed.

To Order List Sends the highlighted item to the Order List. You are prompted to enter the quantity to be ordered. (see Order List Form 549)

Verify/Adjust Stock Make manual changes to your current stock count. (see Verify/ Adjust 1559)

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InfoBar Launches a floating window which displays status of the highlighted item, linked customer orders, purchase history, current open POs, and Sales History. (see InfoBar 1355)

Add - Edit Items

This will add existing or new items to the list of products available from the vendor.

1) Select or enter Your SKU. (You may search or create a new inventory item.)

2) Enter a vendor SKU (F5 button automatically copies Your SKU to become Vendor SKU)

3) Enter the cost of the item from this vendor..

Delete Item

If you delete an item from this vendor inventory list, you are not deleting the item from the Inventory Center. However, if you delete the item from the main Inventory Center, then it will also be deleted from this Vendor Inventory List.

Matrix Inventory

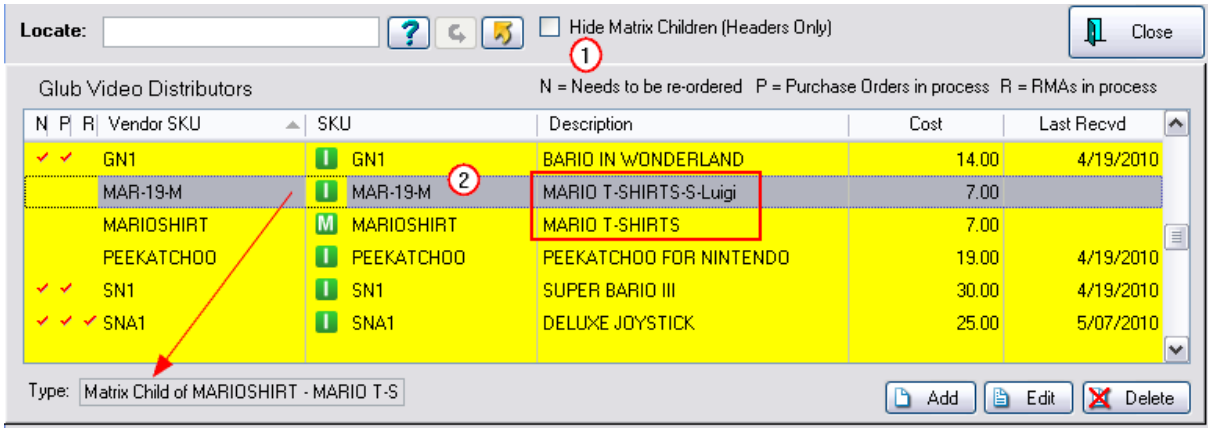
The matrix header is identified with an M and items belonging to the header (children) are of type "I".

Normally, all you need to deal with is the matrix header (the main matrix item) because all matrix children will be available from the same vendor. You can choose to view only the Matrix Header and hide the matrix children.

For example

1) If you activate the option to Hide Matrix Children, then

2) item MAR-19-M on this screen would be hidden from view.



Multiple Vendors

POSitive 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

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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 POSitive and you just need to find it.)

2) Select a category. (You may add one, if necessary.)

3) You will now be at a blank Inventory Detail window. Fill in all the fields and change Options [F7], if necessary.

4) Select OK.

5) The Cost will already be filled in from the Inventory Detail window. Select OK.

4.7.3.9.1.1 View

Shows a summary of Quantities
In Stock, Held, Available;
On Order, Committed, Pre-Sold, and Extra
Minimum Stock, Minimum Order, and cost of the highlighted item.

Current Pricing

N.P.R. Status (Red Checkmarks)
These checkmarks are indicators of actions being taken for the highlighted inventory item.

N = Needs To Be Re-Ordered (see Details 618)

P = Purchase Order In Process (see Current POs 620)

R = RMAs In Process (see RMAs 622)

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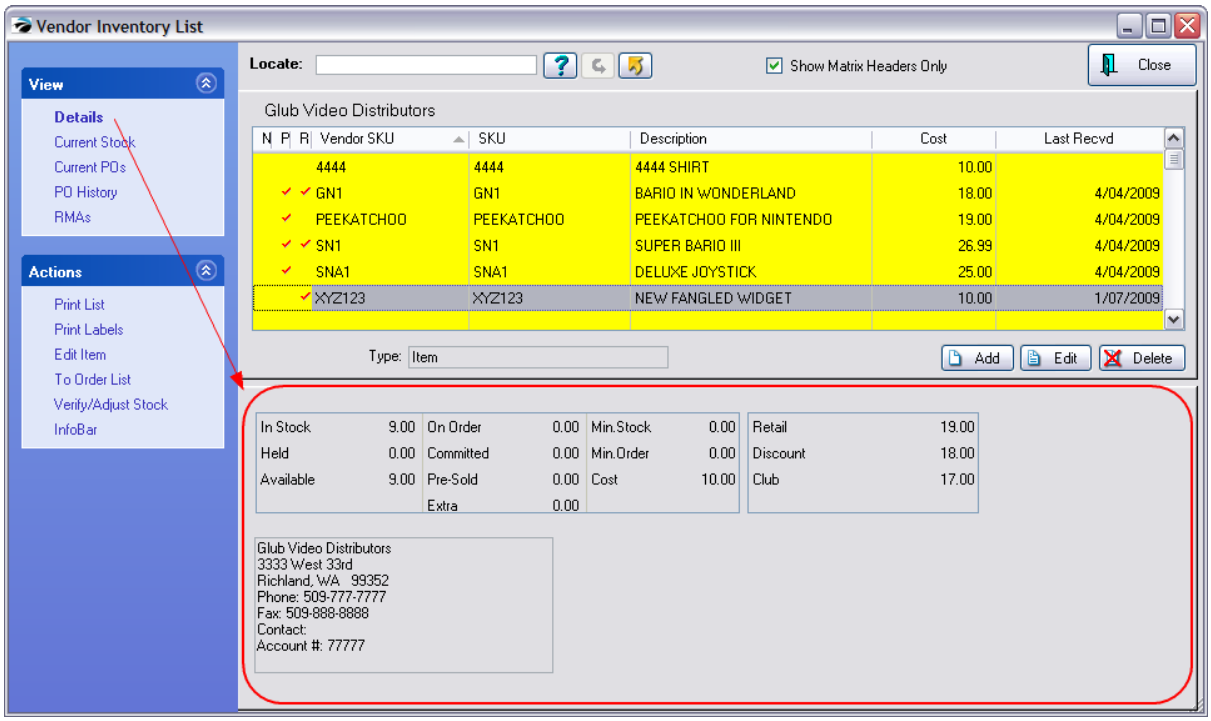

The focus is the item as it relates to a purchase order. This shows the Purchase Order and Vendor Invoice number for this item which is still in stock. (If all units of the item on that purchase order have been sold, then this screen will be blank.)

The line shows the number received, number sold, the remaining current stock count of the item, and the date when the item was last sold. If you wish, you can choose to view the full PO.

(Note: the tracking number is unique to this item on this purchase order.) Again, when all items are sold from this tracking number group, then this screen will be blank.

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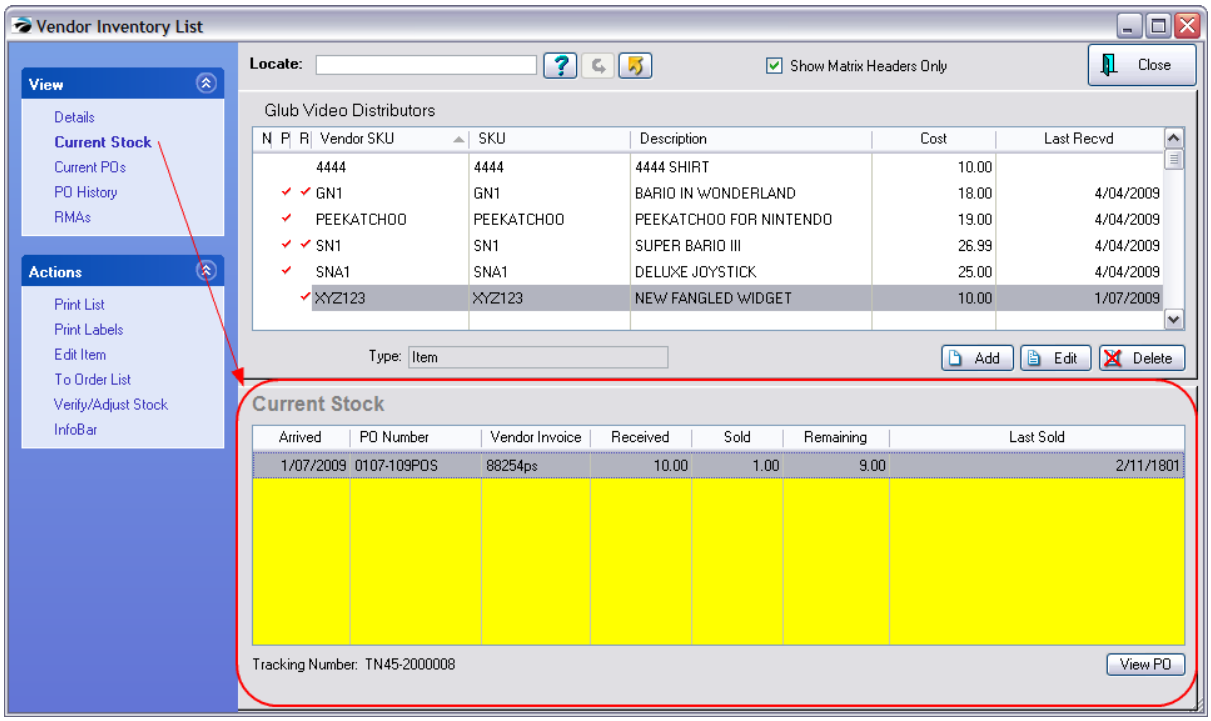

Shows both Pending (the vendor does not know about it yet) and Placed purchase orders (waiting for vendor to ship product) for the highlighted inventory item. Choosing Edit in the respective section opens the purchase order.

Current PO's

(A) A red check mark in the "P" column indicates that the item is already on a purchase order. Click on the Current PO's view and a bottom panel will show that the item is either on a purchase order still pending (needs to be placed) or one that has been placed and already to receive.

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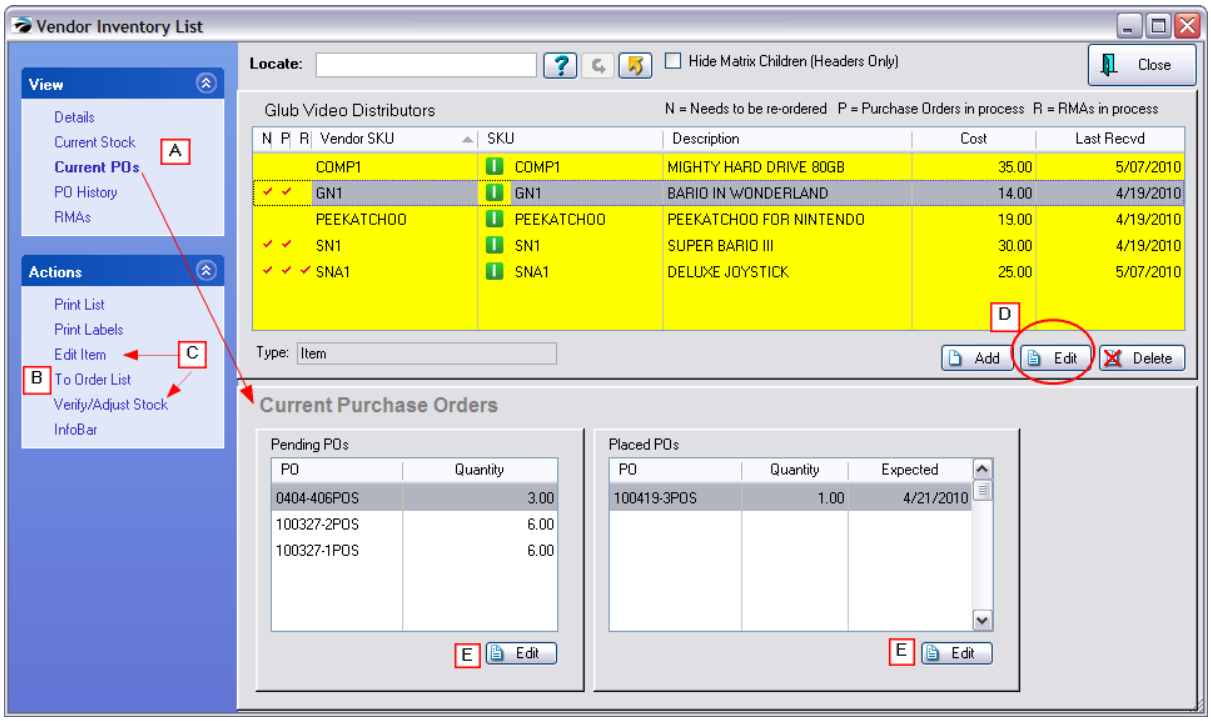

(B) Place Order Now

While you are viewing the list you can send individual items which currently have no Current PO's to the Order List 1576 and from there to a purchase order. (see To Order List 549)

Editing Options -

There is a critical distinction between the **Edit Item** and the **Edit** buttons in this window.

(C) **Edit Item** - When you select the **Edit Item** button you will be taken to the familiar Inventory Detail window. This is the real inventory item. You will be able to change pricing, SKU, description, and any options of the item. (see Inventory Detail 437)

Verify/Adjust Stock - changes your current stock counts

(D) **Edit** - When you select the Edit button at the far right you will only modify the entry on this list.

Vendor SKU - the vendor's catalog or item code.
Your SKU - the SKU you created for the product you are selling. This is the real inventory item. In this dialog box, Vendor Inventory Form, you are simply including a vendor SKU to your real inventory item.
The *Item Description* of Your SKU will be displayed so you can visually confirm that you have selected the correct item.
Cost - the vendor's selling price to you.
--- If you change the cost you will be prompted with "Your Vendor cost has changed. Do you want to update the cost of the Inventory Item as well?" If you answer Yes, then you will be able to modify selling prices as well as the last cost of the item.

Delete - When you select the Delete button you are NOT erasing the real inventory item. You will only erase the vendor link to your inventory item.

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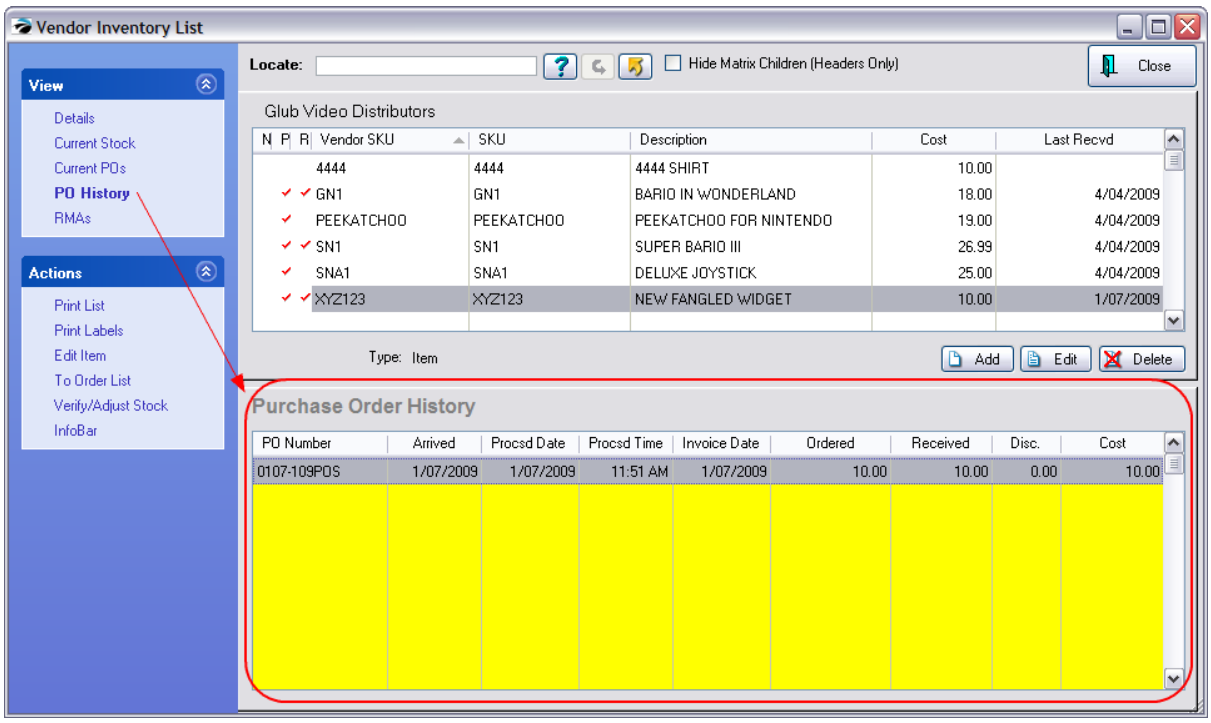
You will be prompted to confirm the deletion.
Remember you are only removing the item from the vendor list, not from your All Inventory list.

Add - When you select the Add button you are simply adding a vendor SKU and then linking it to a real inventory item, Your SKU. The *[F2] Lookup* - allows you to find Your inventory item. You will also add your Cost when buying this item, from this vendor.

(C) **Edit buttons** below the Pending and Placed POs sections will edit the highlighted Purchase Order.

Displays each time the highlighted inventory item was ordered and received on a PO.



If the item is currently in transit as a return to the vendor, it will be listed here with the Date Sent, Quantity, Cost, and Reason for Return.

(see Receive Inventory RMAs 1477)

Related Topics

Return Inventory 1454

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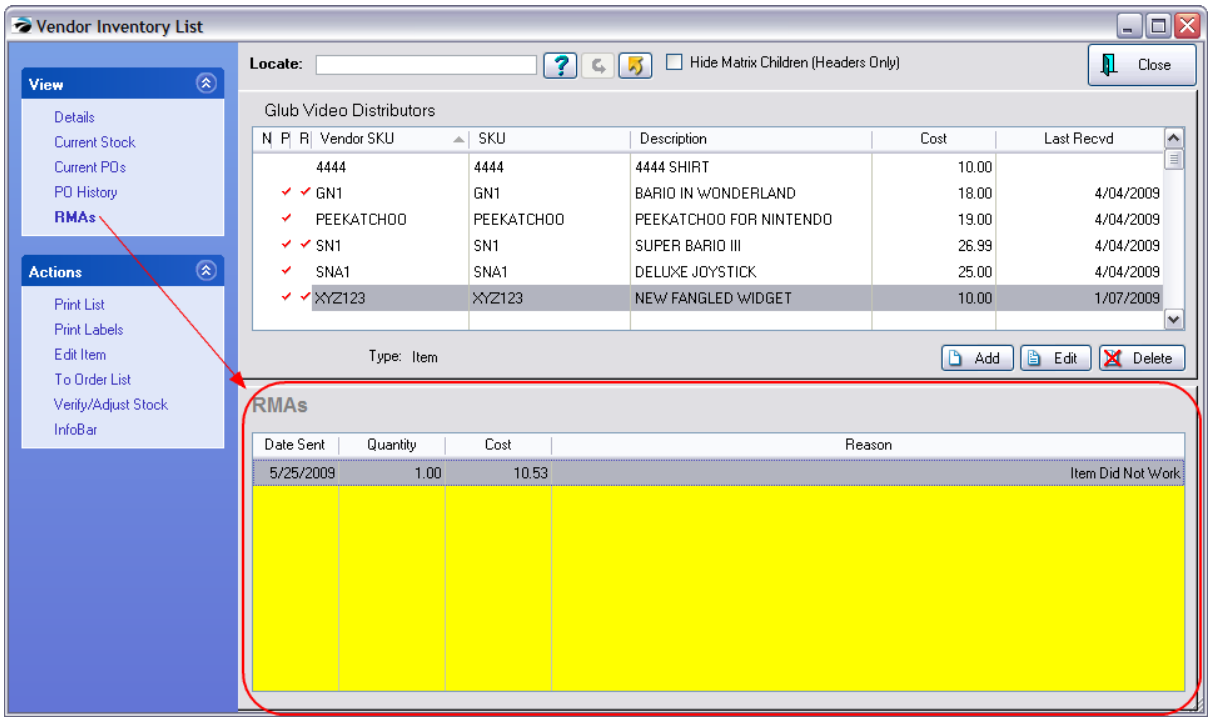

4.7.3.9.1.2 Actions

Print List

You may print a customized listing of the vendor inventory to include current stock counts and date last purchased information. The report will print based upon the Sort Order of the listing.

Sample

Vendor Inventory List
Confidential
Blink's Video Game Emporium

Glub Video Distributors

Vendor SKU	SKU	Description	Cost	Last Bought	Current Stock
116	116	SPECIAL ORDER 1	40.00	11/03/00	0.00
3241	3241	3241 PANTS	10.00	/ /	2.00
BM	BM	BINGO MANIA	14.00	/ /	0.00
GN1	GN1	BARIO IN WONDERLAND	14.00	10/30/00	12.00
M1	M1	MATRIX1	10.00	/ /	14.00
NEW	NEW	NEW GAME PACK	40.00	09/18/00	1.00

Custom Reports (Include / Exclude) Information

You may edit and create new report layouts to include or exclude some information. Contact POSitive

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support for more information.

Sample



Vendor Inventory List

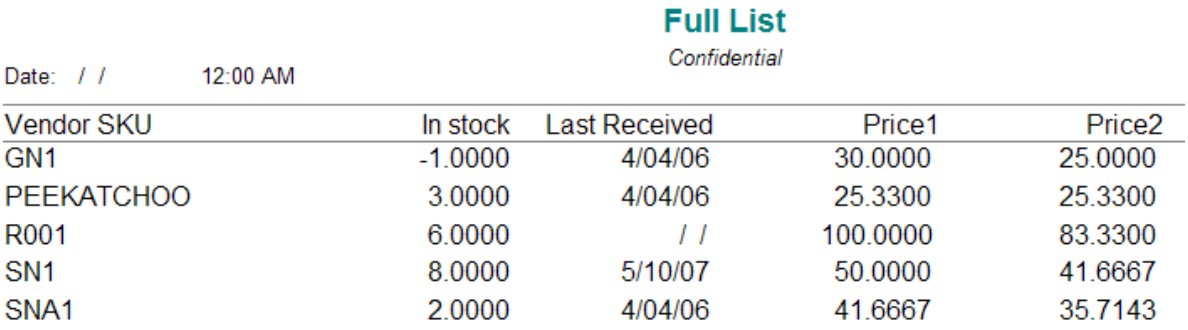
Confidential

Blink's Video Game Emporium

Glub Video Distributors

Description	In stock	Item SKU	Vendor Stock	Vendor SKU
BOWL SET	0.00	B10	0.00	B10
BARIO IN WONDERLAND	2.00	GN1	0.00	GN1
SUPER BARIO III	4.00	SN1	4.00	SN1
DELUXE JOYSTICK	3.00	SNA1	3.00	SNA1
SPECIAL 5320	0.00	T29	0.00	T29

Sample



Full List

Confidential

Date: / / 12:00 AM

Vendor SKU	In stock	Last Received	Price1	Price2
GN1	-1.0000	4/04/06	30.0000	25.0000
PEEKATCHOO	3.0000	4/04/06	25.3300	25.3300
R001	6.0000	/ /	100.0000	83.3300
SN1	8.0000	5/10/07	50.0000	41.6667
SNA1	2.0000	4/04/06	41.6667	35.7143

This option bypasses the regular Inventory Labels Printing options and prints directly to the printer. This assumes that the inventory item has a label style assigned. Be sure that the printer is On and loaded with the correct label stock.

1) Highlight the item

2) Choose Print Labels

3) You will be asked if you want to Preview the Labels.

4) You will be prompted to confirm the number of labels to print. By default, the current stock count will be displayed.

Directly edit the inventory record to make changes in the Details of the item, Promo Pricing, Price Breaks, Item Notes, and Vendors. Access is provided to SKU Manager and Picture Manager.

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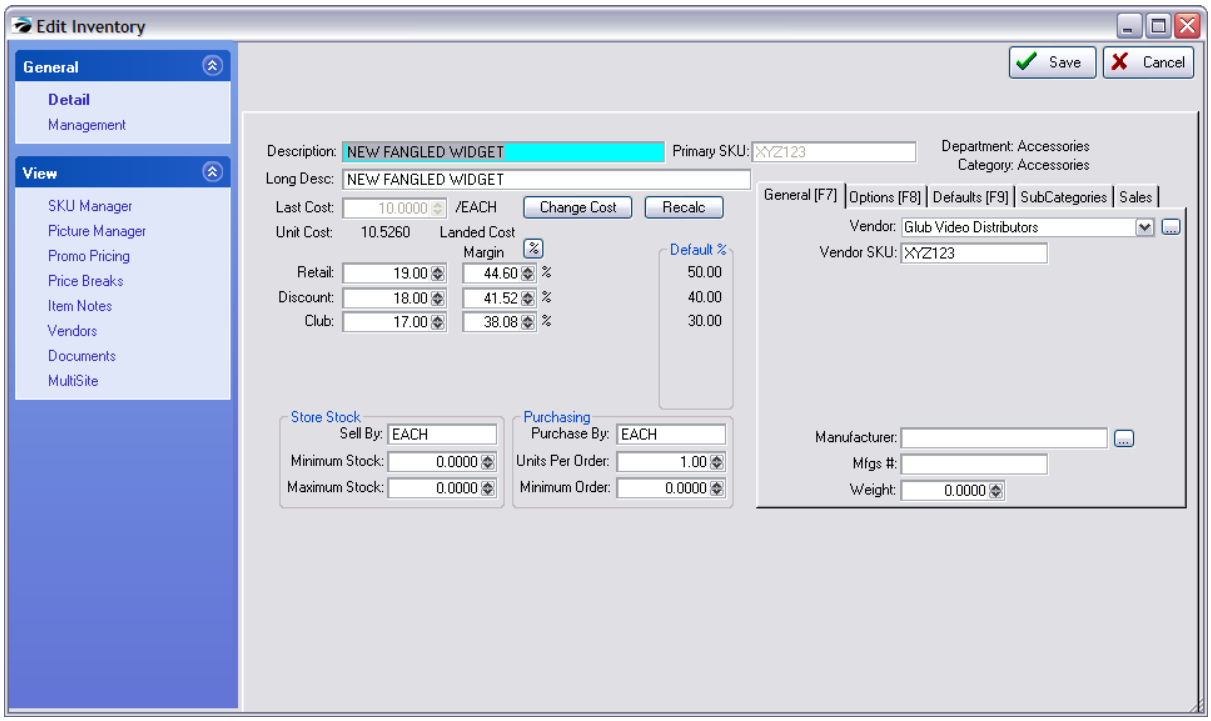

The highlighted item can be added to the Order List or directly to a purchase order.

See Order List Form 549)

While reviewing vendor inventory, you may make manual adjustments to your current stock count. However, there are several precautions which should be taken. (see Verify / Adjust 1559)

IMPORTANT

This procedure will verify that your inventory totals for the highlight item are correct. Make any adjustments to your in-stock quantity and press OK.

This procedure requires that all **Purchase Orders** for this item have been received. Your stock counts will not be accurate if you have not received all Purchase Orders.

- The stock count entered will become your current stock count. The number you enter **overwrites the existing number**.
- Any **Pre-Sold counts will be zeroed**. Recommendation: if you see that the item has been pre-sold and if there is a pending purchase order to be received, choose Cancel and receive the purchase order first. (see Pre-Sold value on Vendor Inventory Details 618 View)

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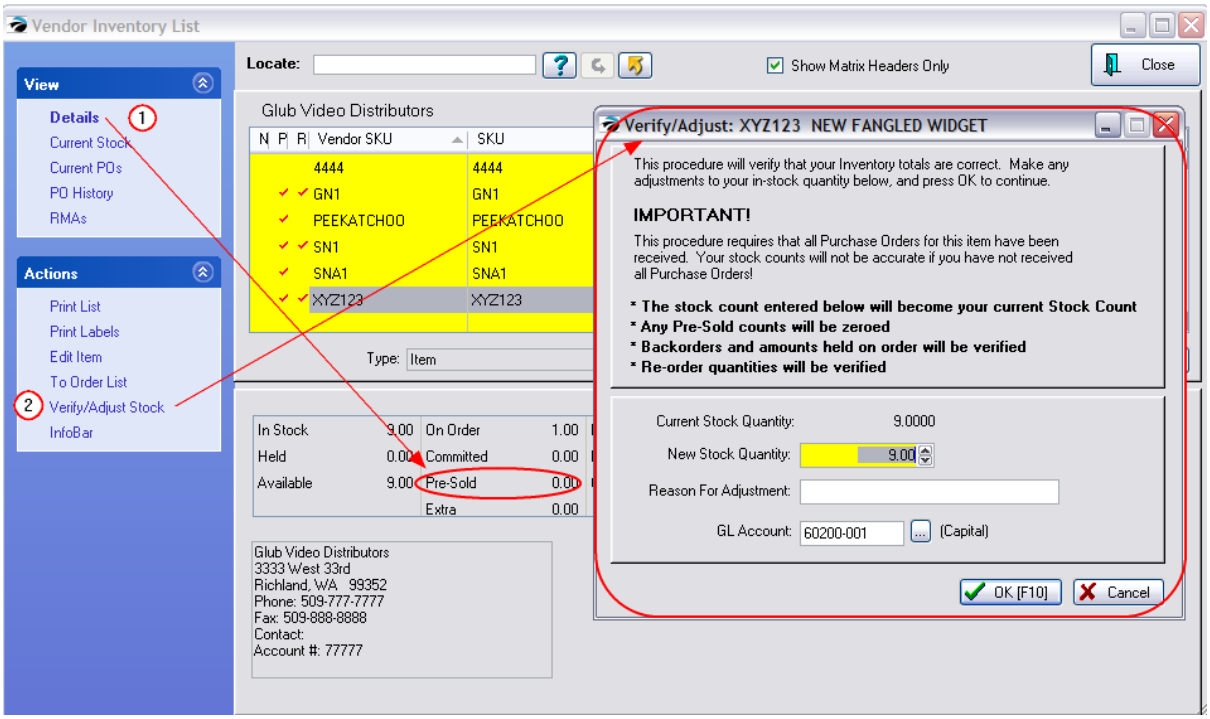

The Info Bar allows ready access to information about an inventory item's current stock count, open customer orders, purchase order history, open purchase orders, and sales history in general and in greater detail. (see Info Bar 1355)

4.7.3.10 Accounts Payable - Vendor Center

Purchase orders from vendors can be posted to Accounts Payable for review and payment. The Vendor Terms 628 determines whether or not the transaction will be posted to Accounts Payable.

For more details on the function and use of this screen see Accounts Payable 361

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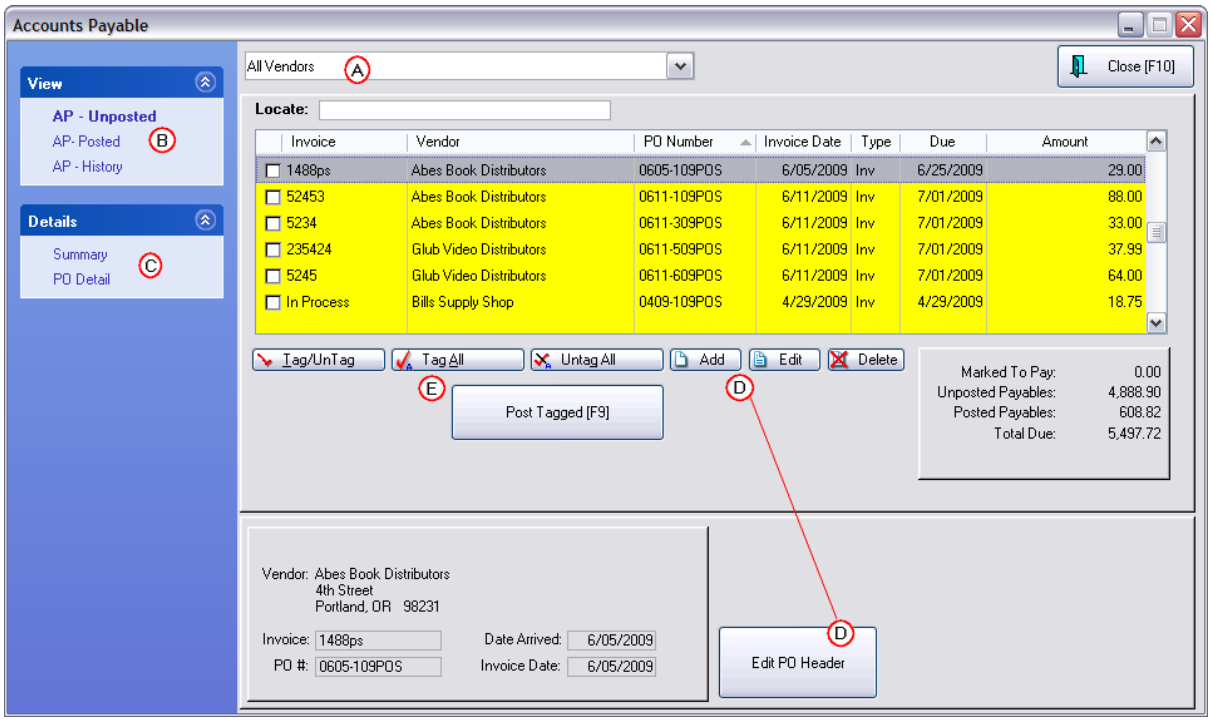
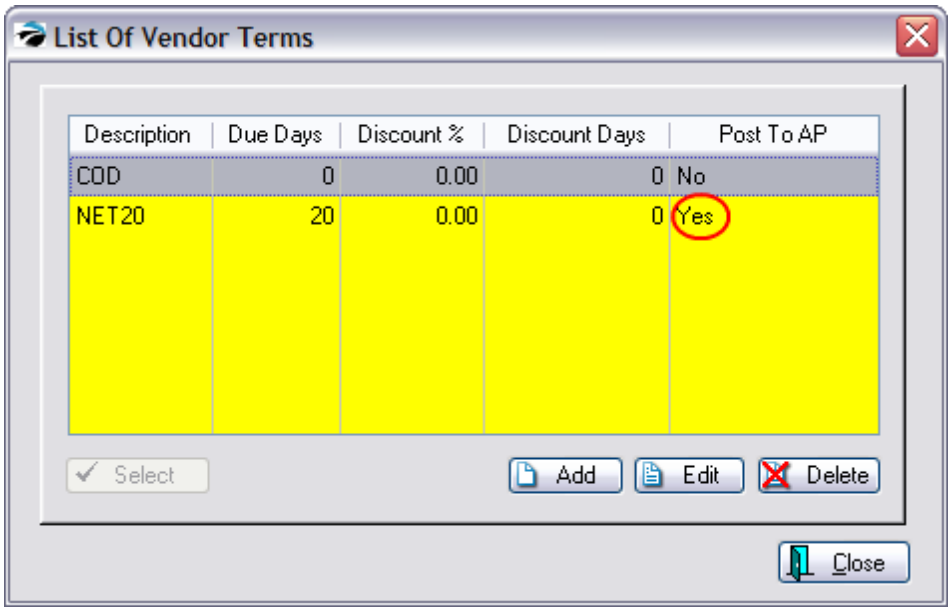


4.7.3.11 Vendor Terms - List

Each vendor has a preferred method of payment and a set number of days until payment is due.

This table maintains the entire list of payment methods. From the Vendor Account, you may select one for the vendor as needed. These terms are used by Accounts Payable to help you determine your payment schedule.



-- Listed Fields --

Description - A brief explanation of the item.

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Due Days - Number of days until an invoice is considered past due.

Discount % - The percentage to be taken off the invoice charges if paid within a discount grace period.

Discount Days - Number of days after the date of the invoice during which a Discount will be acceptable.

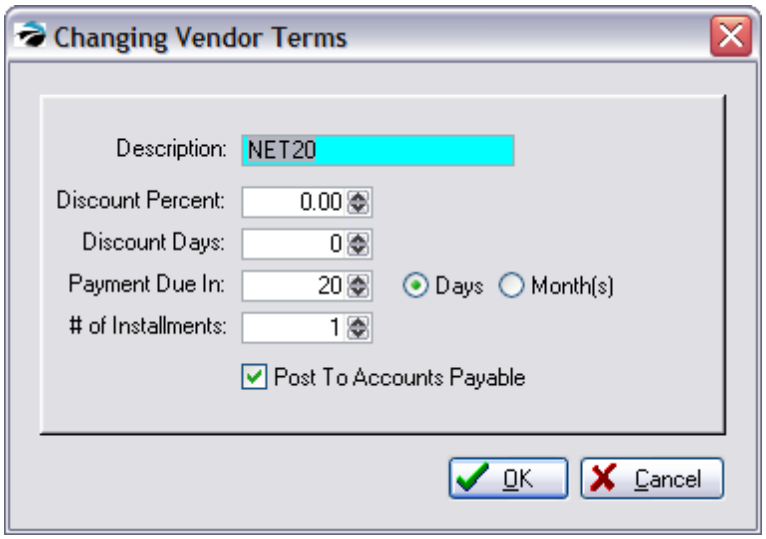
Post To AP - (Recommended = Yes, even for COD transactions) Report the charges to the Accounts Payable list in POSitive.

How To Add/Edit Vendor Terms

See Vendor Terms 628

4.7.3.11.1 Vendor Terms

Each vendor has a preferred method of payment and a set number of days until payment is due. Create as many as needed for your different vendors. If they are generic enough, you can use them over and over for different vendors.



Description - Type in the Description and press Enter. Typical descriptions include NET10, NET20, COD, CASH, etc. However, if this is a very unique setting you may want to use the vendor ID.

Discount Percent - If the vendor offers a discount for prompt payment, enter the discount percentage.

Discount Days - Enter the deadline number of days until discounts will no longer be valid with the vendor.

Payment Due In - Enter the number of days (check Days box) or months (check Months box) until payment is due. For COD enter 0 (zero) Days. For NET20 enter 20 Days.

# of Installments - Pay vendor invoice charges in monthly increments. POSitive will calculate the monthly amounts due. Generally, you should enter the number 1. This is for the number of payments you can make to pay the current charges.

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For example, if your vendor's terms allow you to pay off in 3 installments, you enter a 3 here and POSitive automatically divides the amount due and creates 3 AP's for you, 1 every 20 days as in this example.

In other words, a purchase of $600.00 of product on a PO from the vendor will break payment entries into 3 payments of $200.00 each

Post To Accounts Payable

Check the field "Post To Accounts Payable". When you receive inventory through a POSitive purchase order, the amount due will go into the Accounts Payable list for tracking and processing.

TIP: **Check mark** "Post To Accounts Payable" even if the term is **COD or CASH**. Reason would dictate that you would not want to post these prepaid items to AP to be paid again. However, this is a method used by some as a check and balance to assure that the accounting department has the information it needs.

4.7.3.12 Delete Vendor

The Vendor Center will display all currently defined vendors. Unwanted vendors can be deleted. If there are constrictive transactions which prevents deletion, they can be merged with another existing vendor to remove them from the list.

1) go to Transactions: Vendors

2) highlight the vendor to be deleted

If the vendor has had no history and no "pending purchase orders" then you can delete the vendor.

If there are pending purchase orders or other transactions, you will be given the option to "Merge" the vendor with another vendor.

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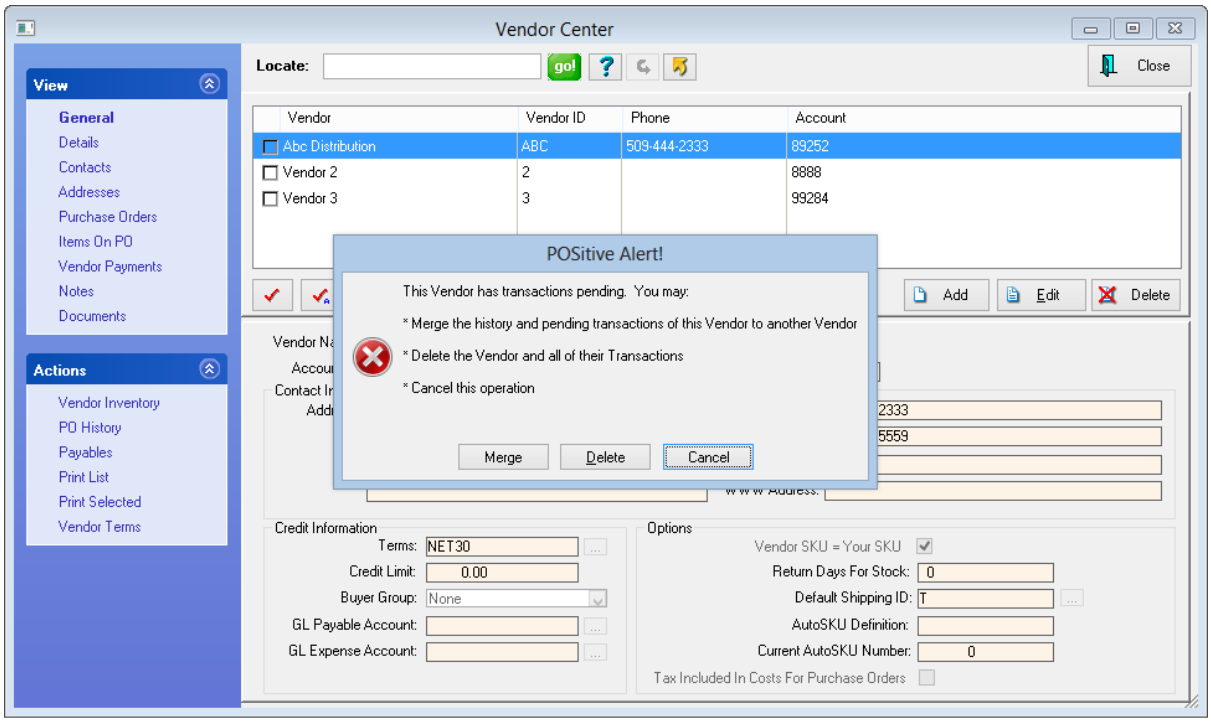

Important Advanced Preparation

First, identify which vendor is to be deleted.

On the left, choose Payables under Actions. All AP should be cleared or processed before attempting to delete or merge this vendor.

DELETE

Highlight a vendor which is no longer needed.

Choose the Delete button. You will be prompted:

This will permanently delete this Vendor. All Vendor Inventory, contacts, and other related data will be removed. Are you sure you want to do this?

If you answer Yes, the record will be removed.

MERGE

Identify the vendor to be deleted and the vendor to assume the data of the deleted vendor. If you are simply trying to remove a vendor which is no longer in business with you, you could create a new Vendor named DO NOT USE which will receive the deleted vendor information.

The Purchase Order history and AP data from the original Vendor will be merged with the Vendor you select above (BELOW). The original Vendor will then be removed.

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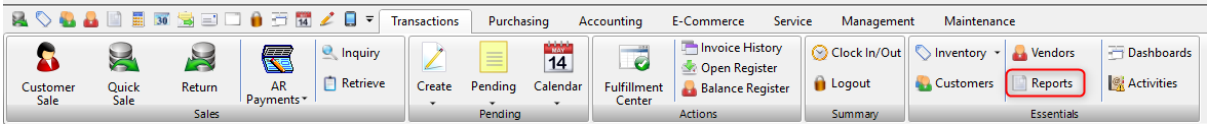
LIMITATIONS

Merge of vendors will not transfer any Notes or Documents assigned to the vendor being deleted.

4.7.4 Report Center

Certainly one of the most important features of any point-of-sale program is the availability of reports.

The Report Center on the Ribbon Bar Menu lists our legacy reports and any custom reports that have been installed.



NOTES:

- General Ledger Reports will require some extra processing before they will work. Contact POSitive support for more information.
- Users of certain versions of POSitive cannot design their own Report Writer reports, however our POSitive Dealers can create a report for you and add it to this Report Center for your use. (details)

  For more information, contact your dealer or POSitive Software Co. 800-735-6860.

- Report Writer provides the ability to create your own reports.

If you can imagine it, then a report can probably be designed using the data stored in POSitive.

Here is an example of a customized Order Form designed with Report Writer.

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Page 1 of 2

Order Form

Customer Name: A & G Market

Start Date: 1/1/2010 **End Date:** 12/31/2010 **Customer Code:** 343

Item #	Item Description	Quantity	Price
Category:	**Coffees**		
Y1570	MINAS COFFEE "KAFA C" 12/500G	1.00	48.00
C1550	MINAS COFFEE GROUND BAGS 12/500G	1.00	50.00
Category:	**Gradina Gourmet Veg**		
G2301	GRADINA * BABY DILL 12/19OZ	2.00	24.00
G2188	GRADINA * LUTENICA (MAC) 12/19OZ	1.00	34.00
G2303	GRADINA * ROASTED R/G 12/19OZ	2.00	30.00
Category:	**Gradina Honey**		
G9260	GRADINA HONEY ACACIA 12/25OZ	4.00	70.00
G0346	GRADINA HONEY FOREST 12/25OZ	3.00	70.00
G9242	GRADINA HONEY MULT/FLOW 12/16O	1.00	54.00
Category:	**Gradina Pickle Peppe**		
G2190	GRADINA BALKAN SALAD 6/56OZ	3.00	22.00
G2780	GRADINA CABBAGE LEAVES 6/56OZ	1.00	27.00
G2000	GRADINA DILL PICKLES 12/24OZ	7.00	22.00
G2020	GRADINA DILL PICKLES 6/56OZ	4.00	20.00
G2025	GRADINA DILL PICKLES 6/91OZ	1.00	26.00
G2295	GRADINA IKRA RUSSIAN 12/19OZ	5.00	28.00
G2192	GRADINA MIXED SALAD H. 12/24OZ	2.00	24.00
G2189	GRADINA MIXED SALAD M 12/24OZ	2.00	24.00
G2755	GRADINA RED BEET MAC. 6/56OZ	1.00	17.00
G2060	GRADINA RED LONG PEP. 6/56OZ BL	2.00	24.00
G2065	GRADINA RED LONG PEPP 6/91OZ BL	4.00	25.00
G2050	GRADINA RED LONG PEPP. 12/24OZ	3.00	22.00
G2080	GRADINA ROASTED W/GARL. 6/56OZ	6.00	35.00
G2070	GRADINA ROASTED W/GARL.12/19OZ	11.00	28.00
G2030	GRADINA SWT MAR PEP 12/24OZ	6.00	22.00

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Here is a Customized Service Order



Genie of Fairview Door Co.
3501 E Royalton Road
Broadview Hts., OH 44147
800-711-8410
www.geniedoor.com
Open Up Your World

Service Order 51892

Date Taken Monday, June 06, 2011
Account No. 1327
Terms DUE UPON COMPLETION

Sold To:
RIVIERA WEST
22701 CENTER RIDGE
ROCKY RIVER, OH 44116

Deliver To:
RIVIERA WEST
22701 CENTER RIDGE
ROCKY RIVER, OH 44116
EMail RIVIERA WEST

Ph. 440 [redacted] 5423

Purchase Order No.	Authorized by	Expected Completion Date	Taken By
VERBAL		**Monday, June 06, 2011**	**YS**

WANTS REMOTES MAILED TO THEM

#51892 - SEND REMOTE *Items Left*

QTY	SKU	Description	Unit Price	Total
3.00	361LM	TRANSMITTER LM 1 BUT. 315 FREQ	29.95	89.85
1.00	SHIP	SHIPPING AND HANDLING	4.95	4.95

Sales Order 94.80 **Tax** 6.96 **Subtotal** 101.76

OPERATOR SAFETY CHECK PASS: YES____ NO____ N/A____
TEMPORARY ELECTRICAL TIE-IN: YES____ NO____
LIFETIME SPRING WARRANY W/1 YR. LABOR: YES____ NO____ N/A____
CABLES-ROLLERS-HINGES CHECKED_____ DOOR: L - C - R

TECH:_____ HRS:_____ DATE:_____

TECH:_____ HRS:_____ DATE:_____

x_____

DATE COMPLETED:_____

LUBES AND FASTENERS: _____

MATERIAL:
LABOR:
SERV. CALL:
SALES TAX:
TOTAL:

Balance Due

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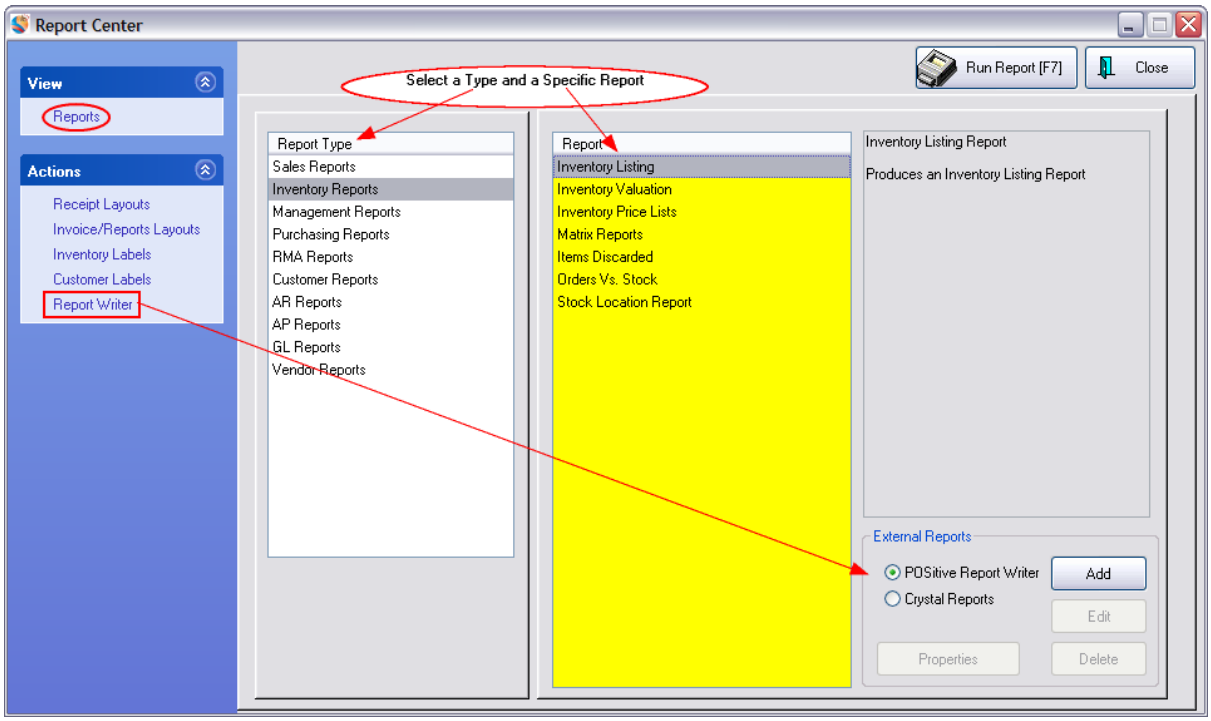

Running A Report

To run a report, highlight a Report Type on the left and select the desired report on the right.

Choose Run Report [F7].

Depending upon the type of report you have selected, you will be prompted for a date range or filtering options and a print or preview option.

Select Report Criteria

Depending upon the report, you will be able to choose

- Date Range
- Detail or Summary
- Selectable groups for inclusion or exclusion by tagging
- and more

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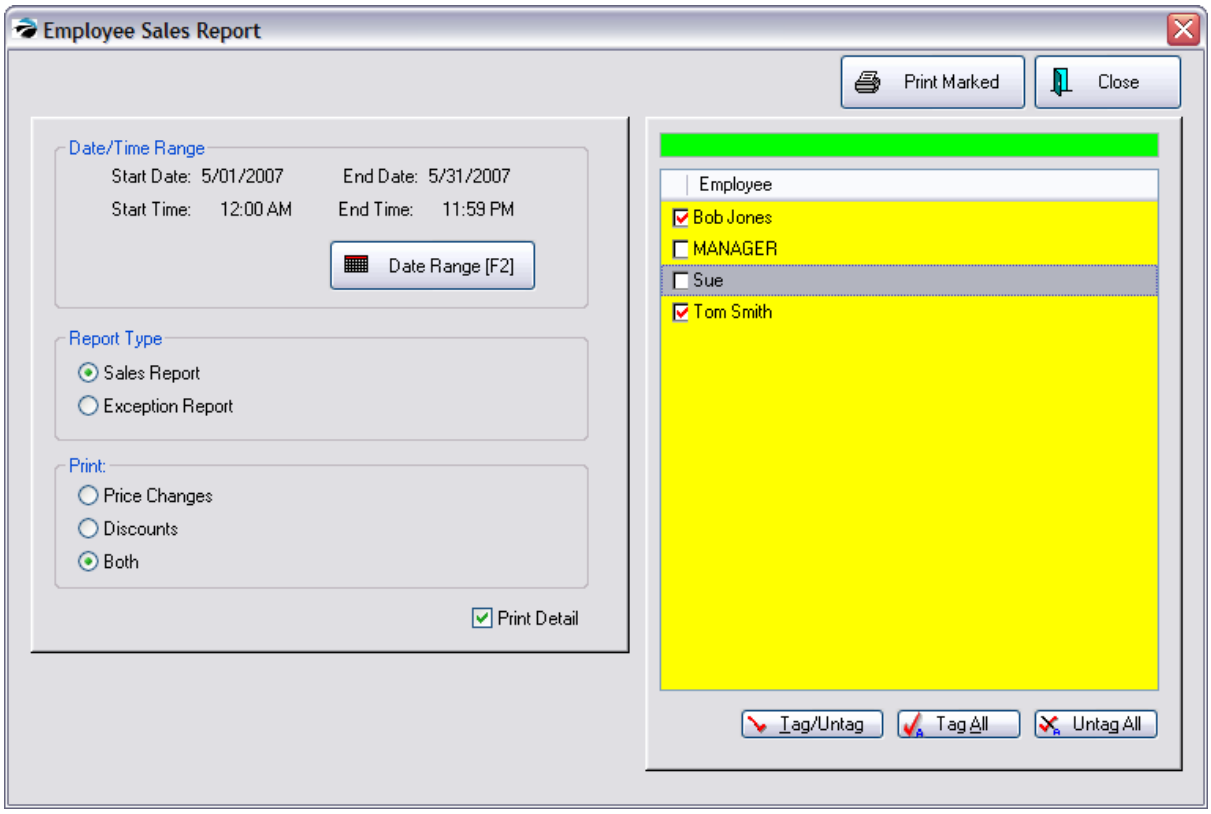
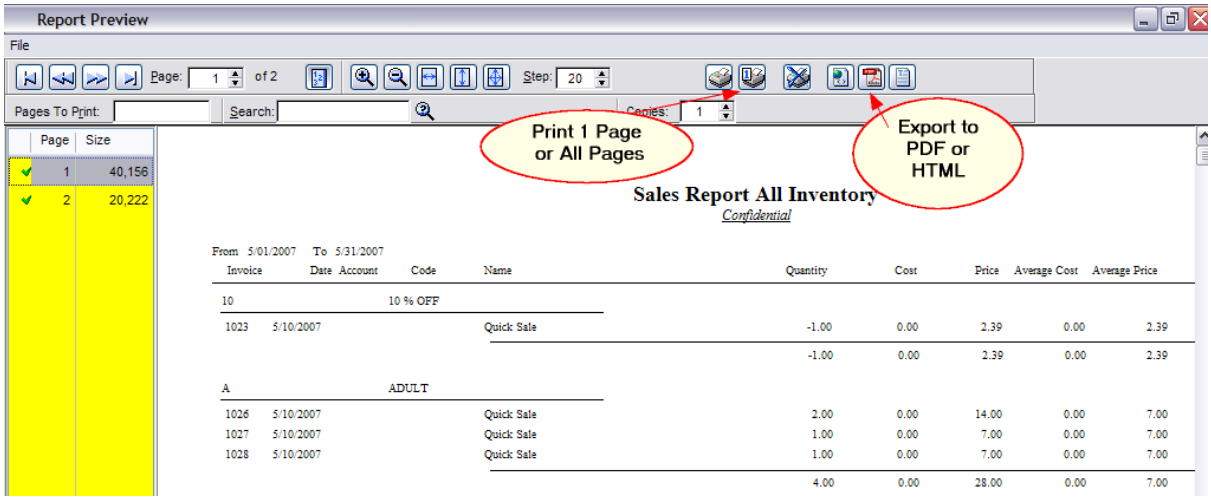


Preview / Print (all or portions) of the Report

Note: This section applies only to legacy reports. Custom reports will provide more options. When you run the report, we recommend you choose to PREVIEW instead of Print to assure that...

- the information is what you were expecting before sending it to the printer
- find specific information somewhere in the report
- choose which portions of the report to print
- choose to export the report to a PDF file or to HTML



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Report Writer

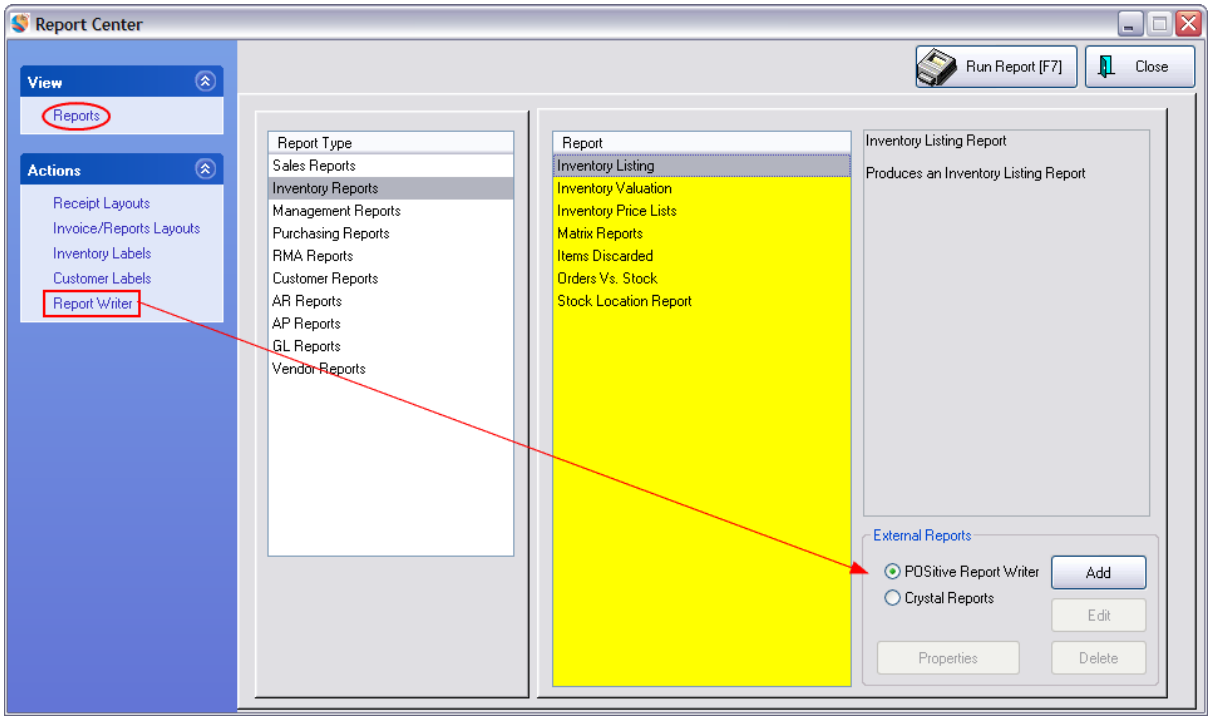
If you are not able to find the specific report you need, there is the possibility of creating your own report and adding it to the POSitive menu. You may choose to add Crystal Reports or Report Writer custom-made or self-designed reports. In most cases, custom reports will give you more options for printing or saving a report, such as exporting to an Excel file.

- Users of some versions of POSitive cannot create their own reports, but they can run custom built reports which have been installed for them.
- This Report Writer feature is only available in the 5.9, or higher versions, of POSitive. If you do not see it, contact your dealer.

You must first set employee security settings under Reports group to be able to access this feature.

The Properties button for Report Writer reports can control which employees will be able to run the report.

Since there is more than one way to install a custom report, please contact your dealer, or POSitive, for information on how to install your particular report.



4.7.4.1 General Information

TOPIC CONVENTIONS

This section contains general information that may be useful when running legacy or custom reports. Not all features or options discussed are available for all reports.

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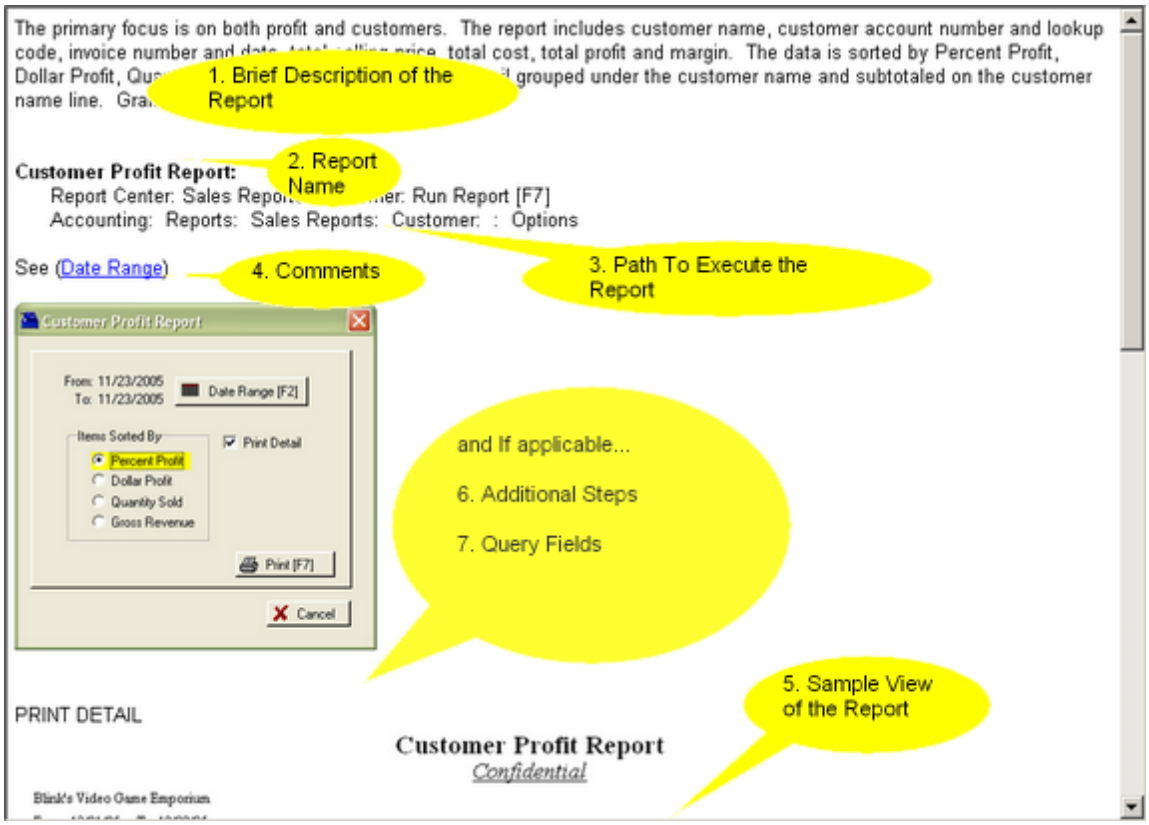
Each report is listed under a separate topic.

The topics will include

1. Brief Description and Purpose of the Report
2. Report Name
3. Path To Execute the Report
4. Comments
5. Sample Reports
6. Additional Steps
7. Query Fields



IF OPTIONS ARE REQUIRED....
When running reports, you may be prompted to use queries, select of report options, or in some way affect the output of the report.

The following topics in the section explains the various routines you will likely encounter. Generally, a

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link to these routines is available as you review a specific report.

4.7.4.1.1 Overview

Many reports can be modified by date range, output detail, and sort order. This section documents the basic setups which you will encounter as you run reports.

4.7.4.1.2 Date Range

Selecting a Date Range is a common practice in most all reports.

The report will encompass activity between the FROM date to the THRU date. Starting and Ending Time of day is assumed to cover the full 24 hours, but can be modified to a specific time segment.

Setting The Dates (optional Methods)

A) Type directly in the fields, use the scroll buttons, use the Calendar icon, or the Equals = icon for setting From and Thru dates.

B) Select a pre-defined date range button. Clicking on a button will automatically fill in the FROM and THRU fields.

C) Highlight a single date or a series of date and the From and Thru dates are automatically filled in.

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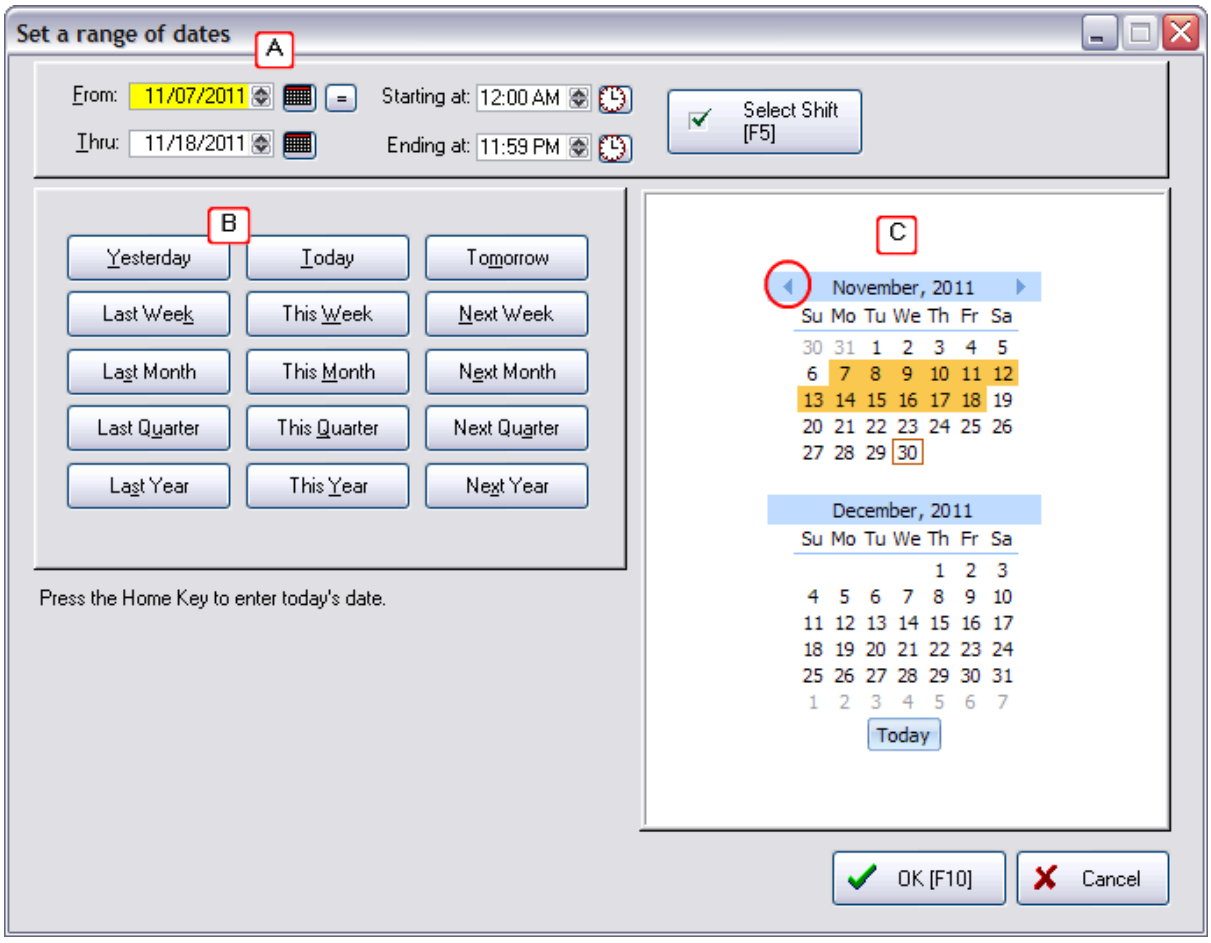

Methods For Selecting a Time Range

A 24 hour period is selected by default. To change the time, you can

Type the Time - Click into the field and type the time.

Scroll the Time - Using the up/down buttons, find the desired hour.

Lookup Time - Click on the clock icon to the right. Highlight, scroll, or type the hour on the left and minutes on the right. Choose AM or PM and then select OK.

Select a Work Shift for the Report - Choose the Select Shift [F5] button. Highlight a shift and choose Select. The Add button allows you to create a shift period. Shift periods should not overlap times.

4.7.4.1.3 Define Report Format

Some reports will ask if you want to print the report using the current view format.

If YES, then you are prompted to Define the Layout.

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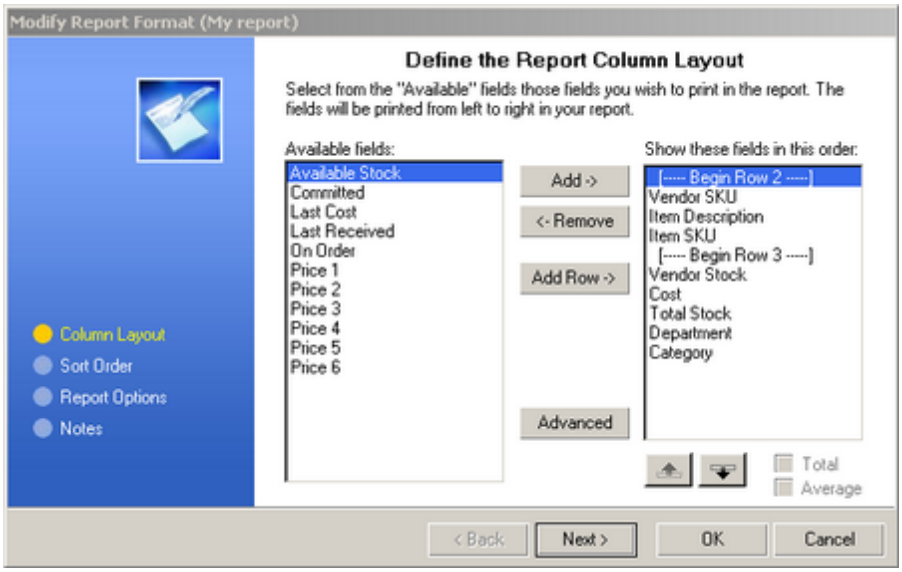
Defining the report consists of four major steps as outlined here.

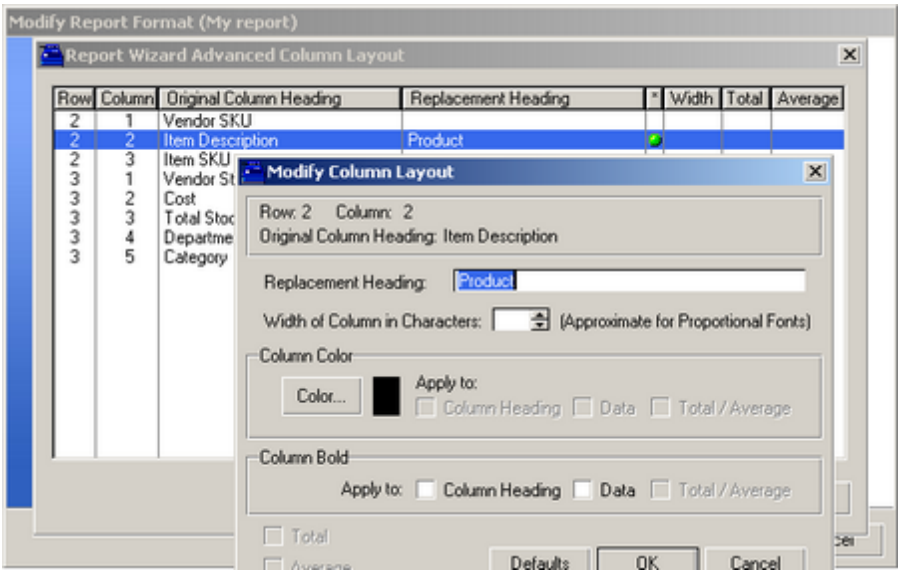
COLUMN LAYOUT

Available information is listed on the left. Choose the information you want included in the report by highlighting and "adding" or "removing" field names.



The Add Row button allows you to piggy back information in multiple rows.

The Advanced button allows for renaming the title and re-defining colors and fonts.



SORT ORDER

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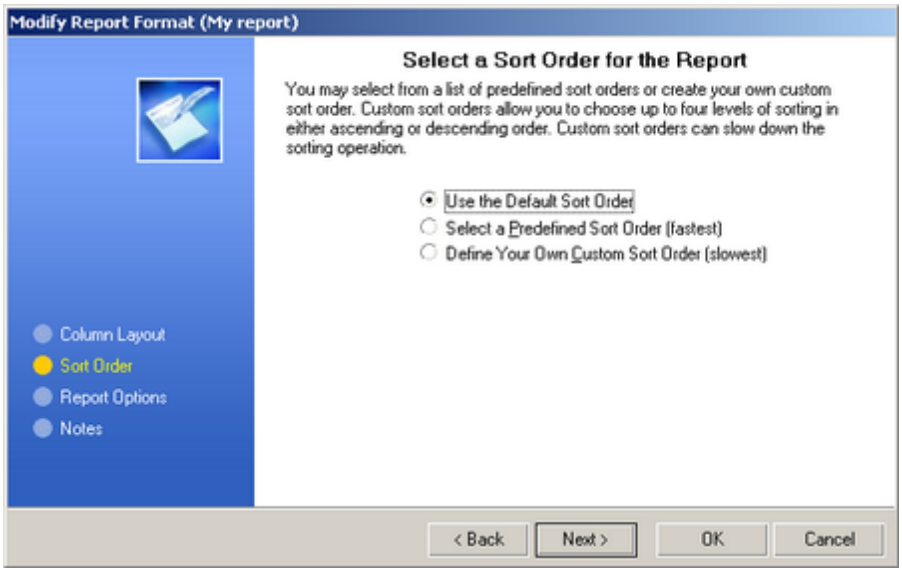
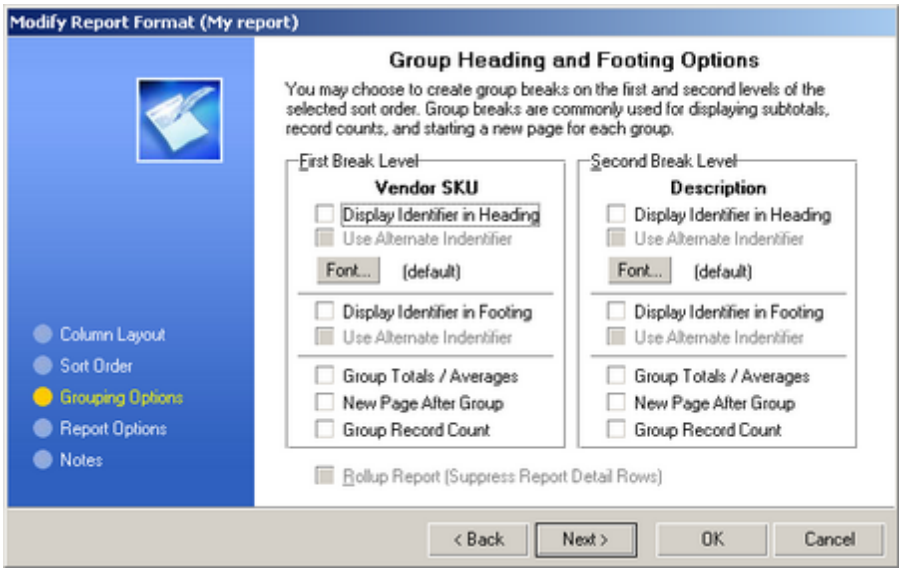
Data will be sorted in the report automatically. You may choose to define your own sort ordering.



GROUPING OPTIONS

This option appears if you have chosen "Define Your Own Custom Sort Order" described above. Group breaks for first and second levels are commonly used to subtotal and start a new page for groups or records.



REPORT OPTIONS

The report can be oriented to best use the space and display the data. The coloring and size of fonts can be controlled. When reporting on data values, some values can be counted, totalled, or averaged.

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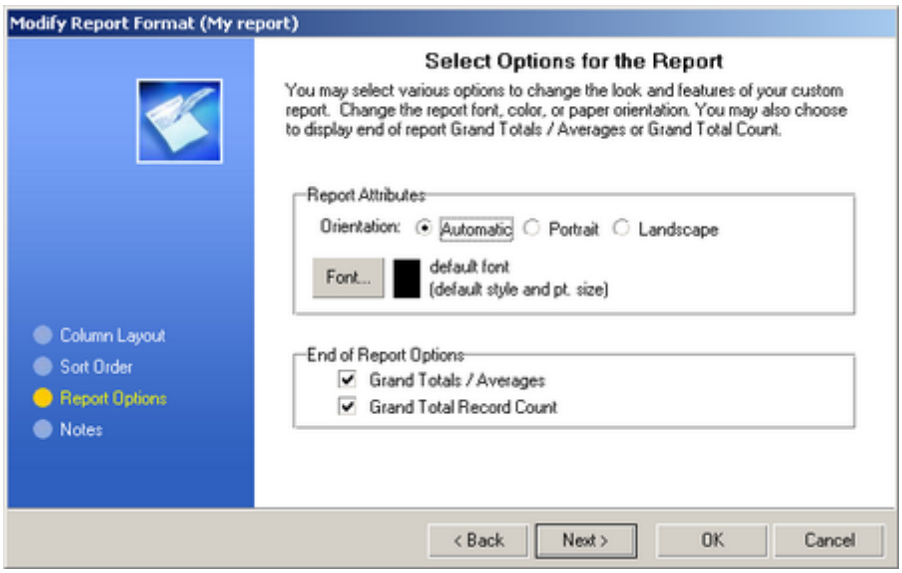
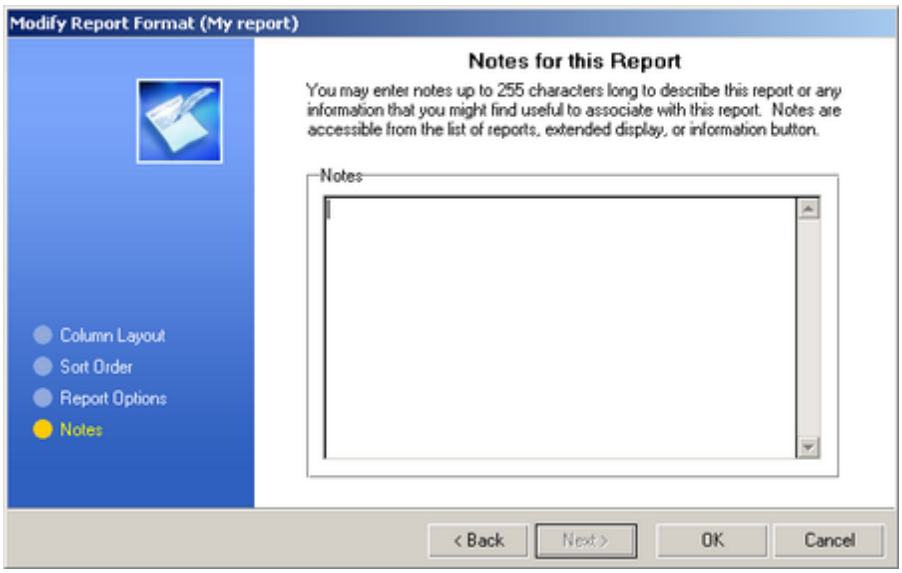


NOTES

(As of this writing, this is a non-supported feature.)

Choose OK to finish and save the report.



MODIFYING REPORTS

Once a report has been created it can be modified or used as the basis of a new report.

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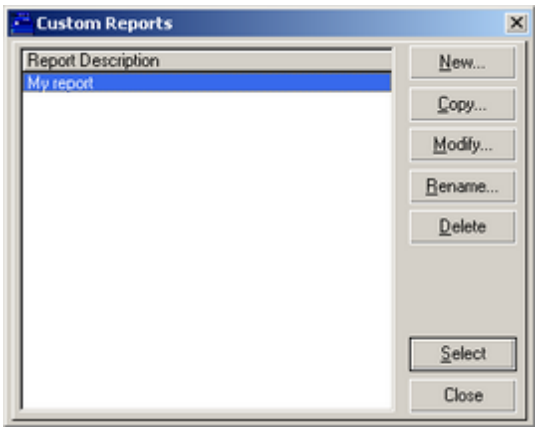

New - Creates a new report

Copy - Makes a copy of an existing report and allows for changes and save as a new report

Modify - Edits an existing report

Rename - Changes the name of a report

Delete - Removes the report from the list

Select - Runs the highlighted report. You may be prompted to also select or create a query or filter.

4.7.4.1.4 How To Use Queries

Some reports can filter out some data and printed qualifying results by applying a Query.

Click here to watch our Using Queries video.

There are four phases in creating a query.

FIELD SELECTION

A list of available fields relative to the report in question will be listed.

Select only one by highlighting it and then choose Next. (In the last phase you may choose to add another field to the query.)

OPERATION SELECTION

Highlight one of the following and choose Next.

Is Equal To - Requires an exact entry

Is NOT Equal To - Will exclude this exact entry from the report

Is Greater Than - Alphabetic and Numeric rules apply

Is Less Than - Alphabetic and Numeric rules apply

Is Greater Than OR Equal To - will include the value

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Is Less Than OR Equal To - will include the value

Is Between - Requires a low and high value

Is Not Between - will exclude anything between the low and high values

Begins With - starts with the alpha - numbers

Contains - includes the alpha - numbers

Does NOT Begin With - does not start with these alpha - numbers

Does NOT Contain - excludes these alpha - numbers

VALUE ENTRY

Type alpha-numerics to set the filter value.

REVIEW and GROUP

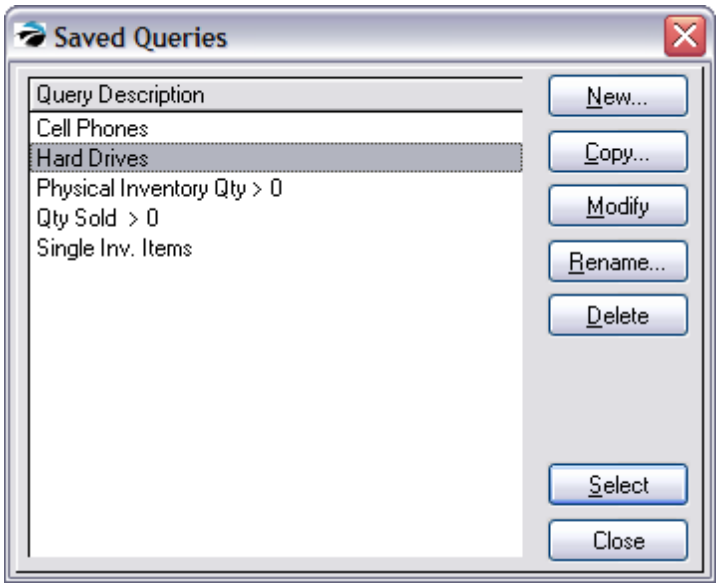
Set Sort Order and Grouping

If you expect you will be using this report again, save the report design and criteria. It can be modified later and a new report created based on the old.

RUNNING THE REPORT

Highlight the desired report and choose Select. The report will begin to be generated. You will likely have the option to preview the report before printing it.

SAVED QUERIES SAMPLE



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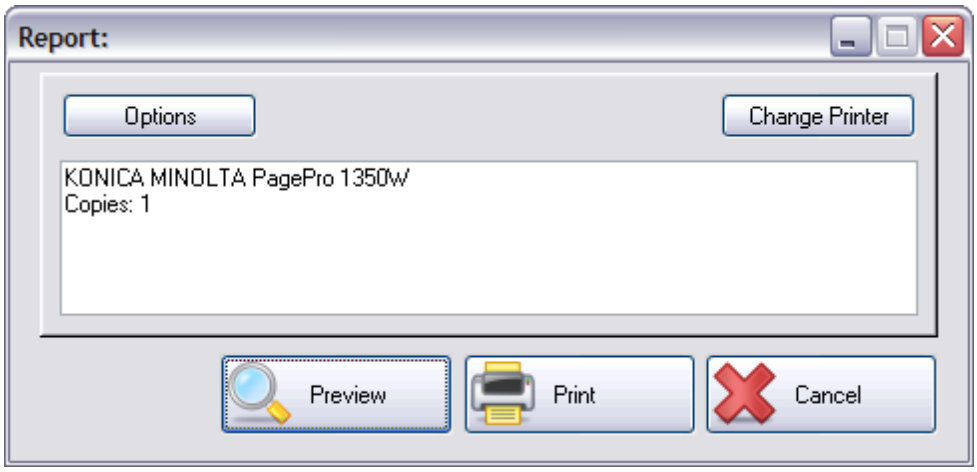
4.7.4.1.5 Preview Report

Many reports in POSitive are printed to your MS-Windows default printer which should be a full page laser, ink jet, or dot-matrix printer.

When choosing to run a particular report you could be prompted with a Preview or Print option.



Preview - Previewing a report allows you to look it over before choosing to print all or just one page of the report. The report can be exported to a PDF file.

Print - The name of the printer which will be used is displayed. To select a different printer, use the **Change Printer** button.

Cancel - Stops the printing process. (see Cancel A Report 645)

Options - some settings are just temporary

Change Printer - lists your installed printer drivers.

4.7.4.1.6 Cancel A Report

Once you start to run a report, it does not take long for a report to be generated, but some reports will take more time. A status bar or symbol is often available to show progress. If you have waited a long time and it appears that the hard drive of the server is not processing data, then you may cancel the report and try again.

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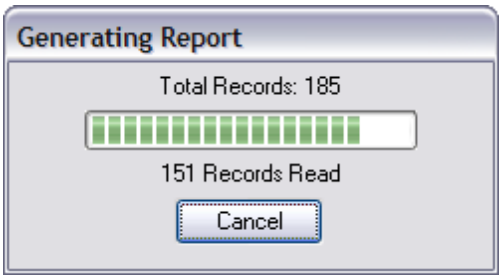
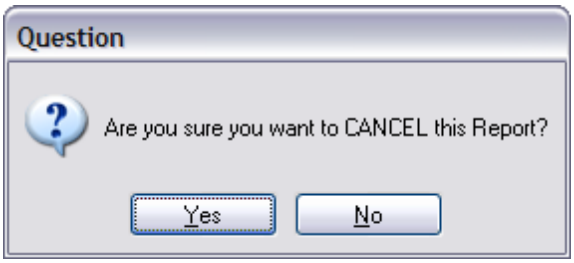
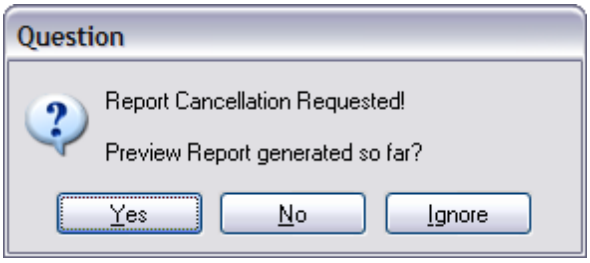


If you choose to cancel a report you will be prompted for input. Are you sure you want to "cancel" this Report?

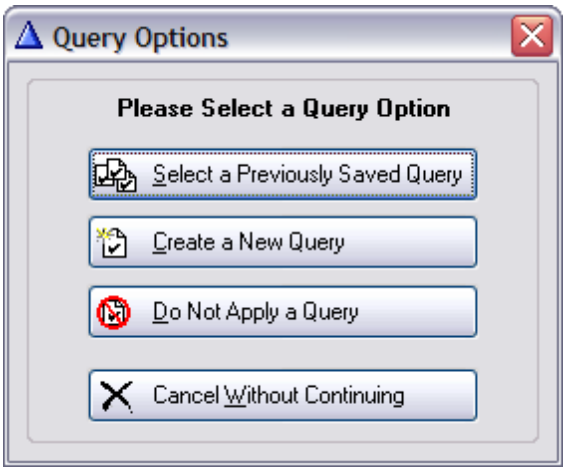


You may choose to Preview the partially generated report.



4.7.4.1.7 Select a Query Option

A Query is a filter. It allows you to stipulate what information should be included or excluded from the report.



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Select a Previously Saved Query - ALT-S - If you have created queries previously and chosen to save the query, this will open the list and you may select from it.

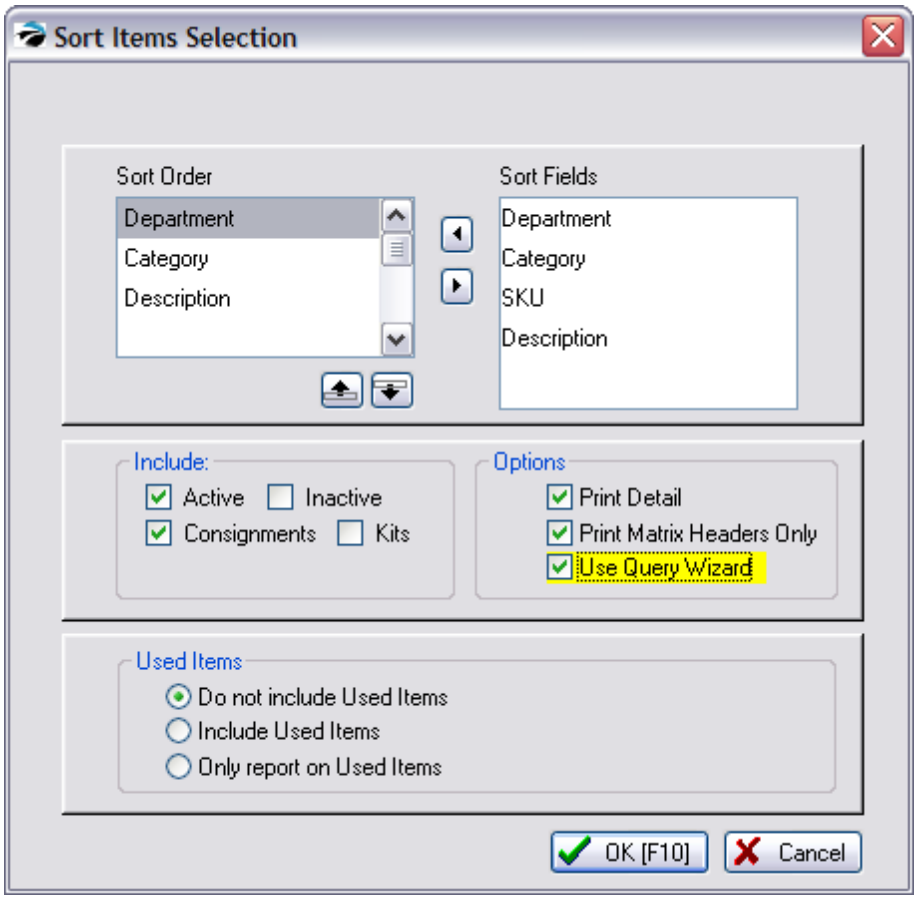
Create a New Query - ALT-C - starts from scratch, letting you define the filter(s). (see How To Use Queries 643)

Do Not Apply a Query - ALT-D - skips creation of or selection of a Query and runs the report in full without filters.

Cancel Without Continuing - ALT-W - stops the report from running.

4.7.4.1.8 Sort Items Selection

Some reports allow you to define the sort order of primary elements on the report, namely SKU and Description. In addition you may choose to group the report by Department and/or Category.



Variation

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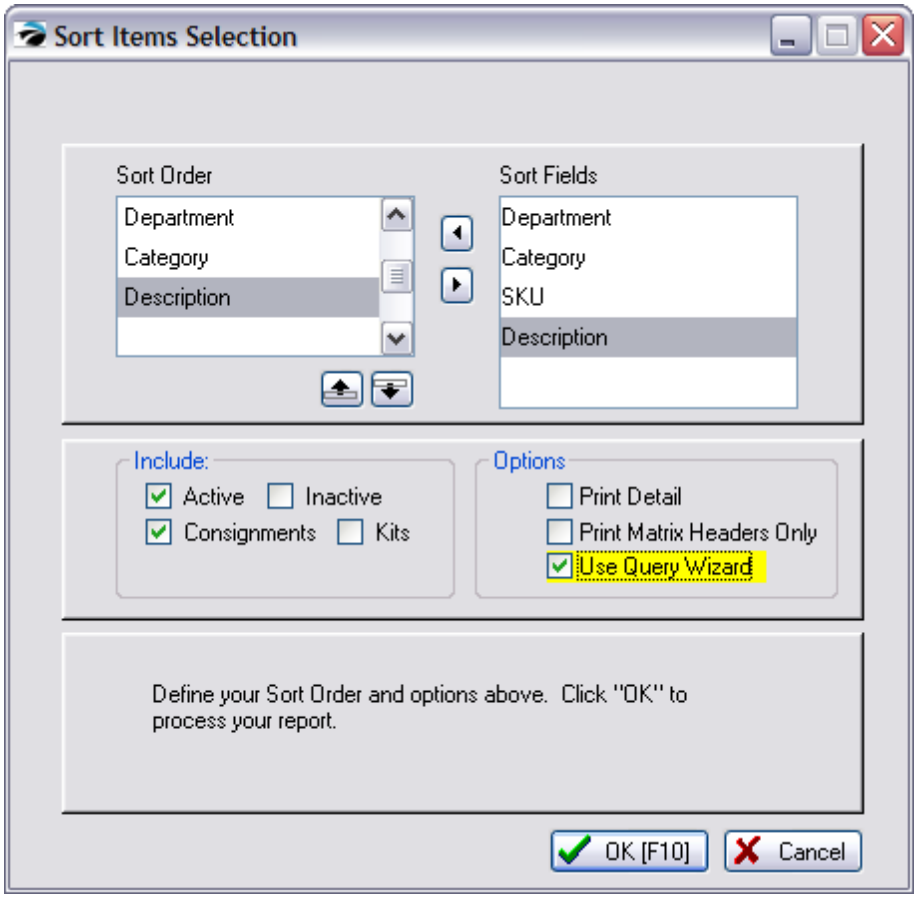
Since some reports ignore "Used Items" the option is not displayed.



NORMAL HIERARCHY of sorting

Department - the department to which the category is assigned

Category - the category to which the inventory item is assigned

SKU or **Description** - either one or the other, but not both. The report will always include both the SKU and Description, you are simply selecting which field to alphabetize.

Choosing the above Sort Order fields will add a title for Department and Category and then the individual inventory items under each category.

SAMPLE REPORT

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Distorted Reports - Common Errors

If you are seeing poorly arranged reports, it could be because of incorrect hierarchy. For example, the following will cause the report to be distorted.

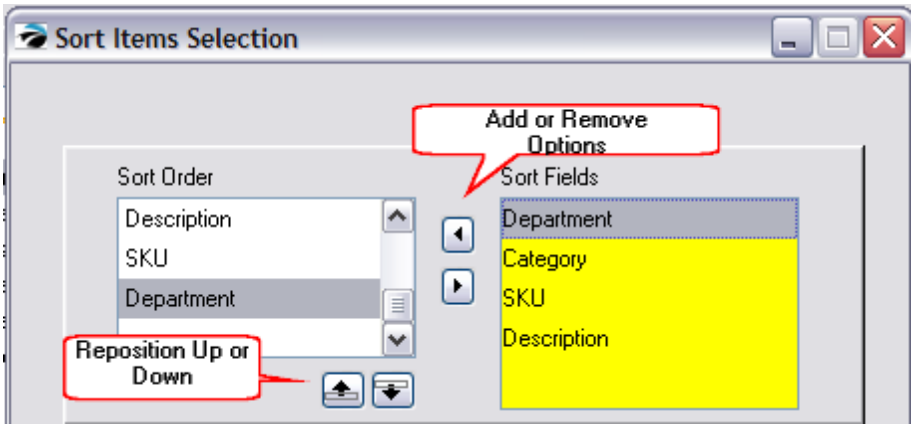
- **Wrong Hierarchy**

SKU

Department

Category

This will give a poorly laid out report because Department must be above Description and Category.



- **Blank Entry In List**

Sometimes choosing to add a sorting field is unsuccessful and a blank line is added instead. If you find a blank line, remove it with the center button.

To correct this problem, use the Remove (right pointy button) to transfer the blank item on the left back to the right side.

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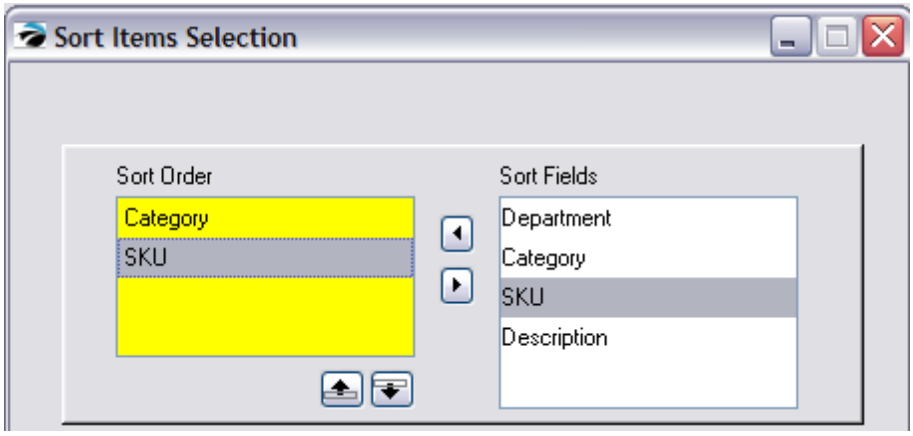
Acceptable Variations

It is acceptable to not include the Department and/or Category as sort order options.



Using the report in this way will list all inventory grouped by Category Only. Also, when sorting by Description, all items are listed alpha-numerically (with numbers listed first) no matter what the SKU may be.

SAMPLE REPORT

Inventory Listing

Confidential

Blink's Video Game Emporium

SKU	Description	Type	Stock	Committed	Location
1095	$10.95 SPECIAL	Actv	0.00	0.00	
STAPLES	10 BOX STAPLES	Actv	10.00	0.00	
15USB	15" SUPER USB		26.00	1.00	
345	345 NYLON 1/4 ROPE		0.00	0.00	
CAN7UP	7-UP CAN		24.00	0.00	
GLUB-1027	BARIO IN WONDERLAND		54.00	14.00	Aisle 1
					Aisle 2
BEER	BEER		0.00	0.00	
BW	BEV NAPKIN WHITE		0.00	0.00	
BEVNAP	BEV NAPKINS		0.00	0.00	
BLANK	BLANK MATRIX	Mtrx	0.00	0.00	
BLUE	BLUE PAPER	Actv	0.00	0.00	
89-C	Bird Houses	Cons	0.00	0.00	
3139420226008	COLOGNE	Actv	3.00	0.00	
DC	DELUXE CRIB	Actv	2.00	2.00	
SNA1	DELUXE JOYSTICK	Actv	0.00	0.00	

When sorting by Description, all items are listed alphabetically (numbers first) no matter what the SKU may be.

INCLUDE Inventory Types

Checkmark the types of inventory which should be included in the report.

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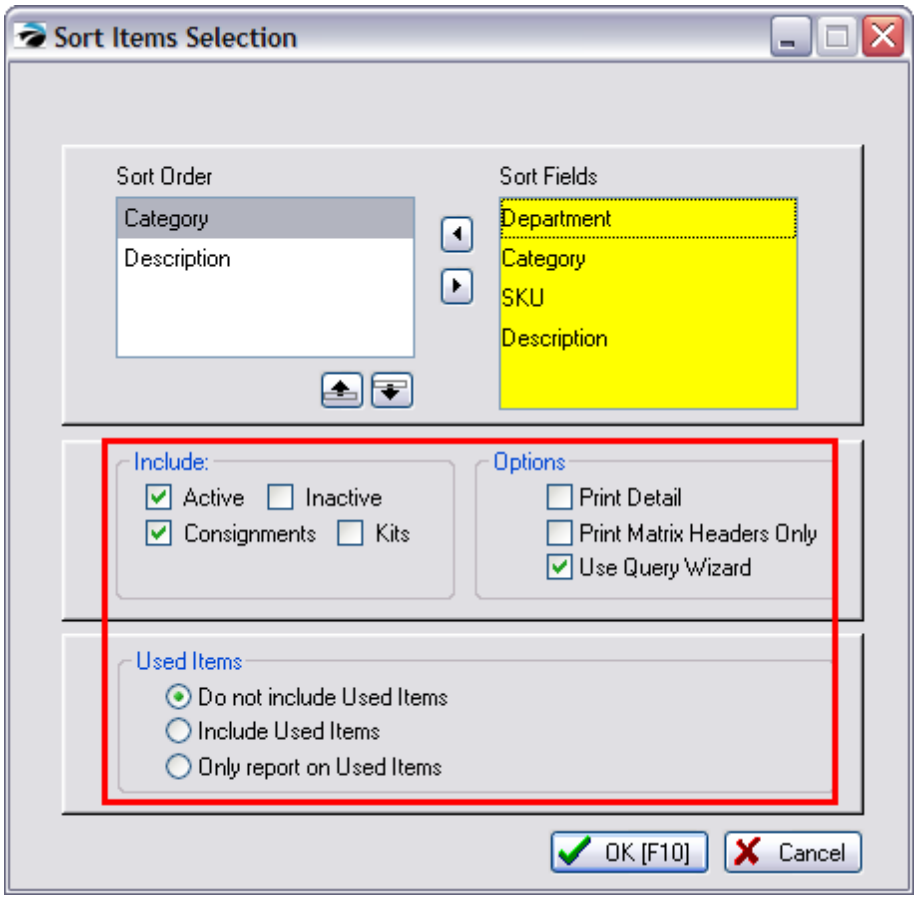

Active - Inventory which appears in the Inventory List

Inactive - an option in POSitive is to make a particular inventory inactive and therefore not visible in the list. This is typically used for seasonal products. You do not have to delete the item, simply make it inactive.

Consignments - items which you are selling in behalf of a customer of yours.

Kits - groups of items in a template, or Hidden Template

Used Items - items which you have taken in on trade and are similar to new items you sell.

- Do not include Used Items
- Include Used Items - (one-of-a-kind trade-in items are never included)
- Only report on Used Items (all other inventory will be excluded, no matter what is selected for active, inactive, or consignments)

OPTIONS

Checkmark the options controlling this report.

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Print Detail - the report will not be summarized, but will include explanatory detail such as purchase order information or sales information.

Print Matrix Headers Only - if you are using matrix type inventory, the report can give you a consolidated stock count for the matrix header instead of listing all matrix children on the report. (If you are not using matrix inventory then it does not matter if this is checkmarked or not.)

Use Query Wizard - this triggers the opportunity to apply filters to the report to include or exclude specific items. (see How To Use Queries 643)

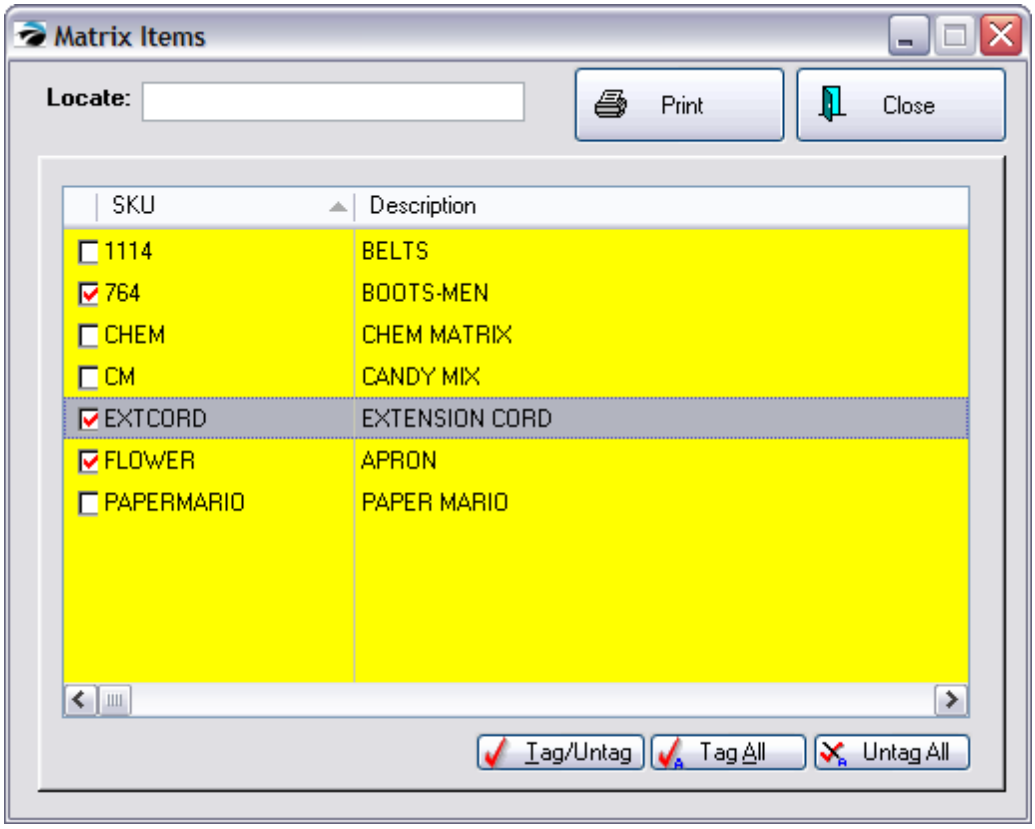
4.7.4.1.9 Tag / Untag

Some reports allow for selection of specific items or groups of items by check marking some or all options.

Tag/Untag - check marks the highlighted item

Tag All - check marks all items

Untag All - check marks no items



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4.7.4.2 Reports By Type

The Report Center groups reports by types:

Sales Reports - All of the reports listed will be drawing information for invoices in Invoice History. They will not report on any pending transactions.

Inventory Reports - All of these reports are about your current inventory on the shelf.

Management Reports - These are often used by bookkeepers and accountants as well as management.

Purchasing Reports - These are historical reports and can determine what has not sold or been ordered since a given date as well as confirm past purchase orders.

RMA Reports - These Return Merchandise Authorization reports help track status of returned inventory to the vendors.

Customer Reports - Primarily used for Deposits tracking, but also includes a Customer List as well as printing Customer Labels.

AR Reports - Prints AR Statements as well as view other Accounts Receivable activities

AP Reports - Accounts Payable status and history

GL Reports - Various GL Reports - Note: can only report on "Posted History" not on unposted GL transactions

Vendor Reports - Sales and Stock for vendors

4.7.4.2.1 Sales Reports

This collection of reports is based on Invoice History data. All of the reports will give the same basic results, but in a different perspective based upon the focus of the report.

Note: These reports do not include pending transactions: orders, layaways, service orders, quotes, etc. Only after a pending transaction has been converted to an invoice and processed, will the reporting elements be accessible.

LISTED REPORTS

Invoices - Invoice Sales Report 804

The summary report for the designated date range lists total sales, total cost, total profit, margin, freight totals, and a combined sum of total plus freight. The value of trade-ins is also included. The detailed report lists each invoice number, date of invoice, time of invoice, cashier name, station number total price, cost, profit amount, margin, and freight. The most detailed report, includes the customer name and address and the inventory on the invoice; SKU, description, quantity, and sales tax 1 and sales tax 2 amounts. Grand totals are at the end of each report.

Dept / Category - Sales Report By Department 860

This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item

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and subtotals.

Inventory - Sales Report All Inventory 858

Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. The report can be sorted by SKU or description. It can include detail or summary information and can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Vendor - Sales Report By Vendor 866

Using a specified date range and selection of vendors, the report groups sold inventory items under the vendor name. The summary report includes vendor name, SKU, description, quantity sold, average cost, average price, profit, and margin. All items for a vendor are subtotaled. At the end of the report totals are listed by vendor name, total cost, total price, profit, margin and percentage of sales and a grand total for cost, price and profit. The detailed report also includes invoice number, invoice date, customer name and account number and code number with subtotals per inventory item.

Customer - Customer Profit Report 766

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Employee - Employee Sales Report 779

Based on a date range and selection of employees to be included, this report displays invoice number, date and time, cashier, selling price (tax excluded), cost, profit, margin and freight per invoice. Sorted by employee name, subtotals per employee and grand totals are printed.

and Employee Exception Report 777

The Exception Report shows inventory items per employee when employees have made a change to the selling price or entered a discount percentage for the item or both. This is expressed in a field called Total Difference and is Grand Totaled at the end of the report.

Items Sorted - Items Sorted By: xxxxx 817

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Weekly Summary - Profit By Week 838

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A summary report shows total sales, cost, profit and margin for each weekly period with grand totals at the end. A detailed report shows invoice number, invoice date and line item cost, price, profit and margin for each weekly period.

13 Week Sales -

Reports quantity sold of items per 13 week period with a total sold and ratio number. The report includes category name, SKU, description.

RELATED REPORTS

Accounts Receivable Activity: Link 727

Accounting: Accounts: AR Activity By Date: : : Date

Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.

Bad Checks Report: Link 747

Accounting: Accounts: Bad Checks: : :

Lists bad checks returned and processed during the selected date range. Includes the amount of the check, reason for return, and customer name, account number and customer lookup code.

Checks Tendered Report: Link 748

Accounting: Accounts: Checks Tendered: : Print: Options: Query

Lists checks taken in payment and sorted by check number. The list can be focused on a specific customer or match results of a query.

Customer Purchases List: Link 768

Customer Center: History Tab: Snapshot: Items Purchased : Print:

The report is for one customer only and can be redesigned to a degree. It can include SKU, description, invoice number and date of invoice, quantity purchased, price, and extended line total. Other fields available are Category, Department, Time of invoice, and Item Long Description (notation).

Daily Sales Report: Link 771

Management: Sales Summary: Print [F7]

A summary of sales per day showing date, number of invoices, total sales, cost, profit, margin, and with

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returns deducted giving an adjust sales total. These totals are summed for a Month To Date total. A date range can be selected.

Gift Certificate Sales Report: Link 786

Management: Gift Certificate Manager: Sales Report [F8]

A listing of gift certificates sold during a specified date range. The report includes the date of sale, invoice number, and customer name on the invoice. The amount of the gift certificate is listed and totaled for the date range.

Gift Certificates Outstanding: Link 787

Management: Gift Certificate Manager: Print [F7]

Accounting: Reports: Gift Certificates Outstanding: :

All gift certificates not fully redeemed are listed by date sold. The report includes the gift certificate number, date sold, sales person, invoice number, customer name, and amount of the gift certificate. If a gift certificate has been redeemed in full, it is removed from the list. If it has only been partially redeemed, the amount spent is displayed and a balance calculated. All balances outstanding are totaled.:

Hourly Sales Summary w/Graph:

Management: Sales Summary: Hourly Sales: Print:

Invoices are time stamped. This report shows total sales per hour for the given date range. The report includes a total number of invoices and sales, and a graph of sales per hour.

Inventory Sales Report With Notes Link 799

Sales Report All Inventory

Report Center: Sales Reports: Inventory: Run Report [F7]: Options

The report can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. It can be sorted by SKU or description.

Monthly Sales Summary w/Graph:

Management: Sales Summary: 13 Months: Print:

A 13 month tally of sales and returns per month. Shows totals of taxed items and non-taxed items and

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a calculated total for the month. A graph is included for easier interpretation.

Multi-Store Sales Report

Management: Daily Sales Summary: Multi-Store: Summary tab: Store Sales Reports: Inventory Report

Lists quantities of all inventory sold in all stores for a specific date range. The report includes the item SKU with description, the number sold per store and a line total. The last line has column totals.

Multi-Store Sales Summary Report

Management: Daily Sales Summary: Multi-Store: Summary tab: Store Sales Reports: Sales Summary

Shows daily sales dollars (without tax) for each store for each day of sales for the specified date range. The grid consists of dates, store codes, and line and column totals.

Paid Commissions Report Link 833

Management: Commission Processing: Sales Commissions History: Print

Lists amount of commission to each employee. The report includes employee sales ID, invoice number, customer name, date of invoice, inventory SKU and description, quantity sold, amount of sale, commission percentage, fixed commission, and total amount to pay per line item and grand total paid.

Register Balance Report - Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Upon balancing the cash drawer a detailed report of transactions are grouped into sections such as AR Payments, Invoices, Deposits, etc. Included in the report is the date of the transaction, the reference or invoice number, amount in cash, checks, charge cards, coupons, gift certificates, store credits used, on account charges, and food stamp values. These are all totaled per section and grand totaled at the end. Each transaction also shows the sales clerk ID and transaction type.

Register Balance Report - Summary:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

This summary report is per register or workstation for a given date. It includes total cash, checks, charge cards, coupons, gift certificates, and food stamps tendered for both the computer counts and cashier reported amounts and any differences are displayed as over or short values. The report also shows starting balance of cash and amount of cash left for making change during the next shift. A total "your deposit" amount includes the sum of cash, checks, and charge cards, with a subtotal of just cash and checks. Also included is a fluctuating list of transaction values which appear only if there are relevant transactions for the period. The total of this column and the total "your deposit" column should be equal.

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Register Sales Category Summary: Link 855

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Category Report:

Sales for the time period and workstation covered by the when the cash drawer is balanced is summarized by category. The report includes the category name, total sale amount, total quantity sold, total return amount and quantity, total discounts and quantity per category with a calculated line total and percent of sales. Subtotals for all sales amounts and quantities of sales, refunds, discounts and a grand total less transaction discounts and less trade-in values.

Sales By Employee w/Graph:

Management: Sales Summary: Sales By Employee: Print: :

Sales totals by each employee for the specified time period are listed and displayed in a graph.

Sales Report By Category Link 859

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options

Lists inventory sold grouped by category. This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. (When option "Use Departments" is off.)

Sales Tax Report: Link 102

Accounting: Reports: Sales Tax Report: : : Date Sum/Det

Lists sales taxes collected for a given date range. The summary report includes sales tax group name, sales, returns, total sales, amount of tax collected, and total collected per tax group with a grand total section of sales, returns, total sales without tax, total tax collected and grand total collected. Two additional fields are total taxable and total non-taxable to distinguish between inventory items sold which never charge tax. The detailed report also groups by tax group and includes invoice number, date and time of sale, amount taxed and not taxed, total invoice amount, tax collected based on applied to value per tax category. The tax group is summarized and a grand total at the end of the report.

Sales vs Purchases (Cash Flow) [Display Only]

Accounting: Reports: Sales Vs Purchases

A display only which summarizing month by month sales, purchases, and sales minus purchases. Also includes total amounts collected, paid, and overall cash flow. Grand totals for the year are displayed at the bottom. One can select the year to be displayed.

Store Credits List: Link 878

Accounting: Accounts: Store Credits Report:

List all store credits still active. The report includes customer name, account number and lookup code

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and credit amount with a grand total credits outstanding.

Summary Of Tender Report: Link 878

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

Unpaid Commissions Report Link 881

Management: Commission Processing: Sales Commission Posting: Print [F7]

Commissions earned by employees but which have not yet been processed to pay are listed. Included in this report is the employee sales ID, invoice number, customer name, date of sale, SKU, description, quantity sold, amount of sale, commission percentage, commission earned, fixed commission amount and extended total to be paid. Return invoices will deduct commissions. Not all commissions earned will necessarily be paid at this time, so a Total to Pay can be different than the Total Commissions.

Unpaid Consignments Report Link 881

Management: Process Consignment Sales: Print List [F7]

Lists the sale of all consignment items, the consignor's name and amount to be paid to the consignor, with a grand total at the end of the report. Included is the date of sale, invoice number, SKU and description and quantity of the item sold. The paid value will always be zero unless the item is tagged to be paid.

Vendor Inventory Sales History:

Report Center: Vendors: Run Report [F7]

Vendor Inventory Sales Summary:

Report Center: Vendors: Run Report [F7]

Vendor Sales Report By Department

Report Center: Vendors: Run Report [F7]

After selecting a date range and vendors and departments and categories to be included, the report includes vendor ID, SKU, Description, Quantity: received, sold to date, on hand, over/under, on order, sold per month, Item cost, on hand valuation, total profit for the time period, and a summation of sales per department and category.

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Vendor Sales Summary Report

Report Center: Vendors: Run Report [F7]

After selection of date range and vendors to be included, the report groups inventory sold by vendor name, shows vendor SKU, item SKU, description, quantity sold during the time period, average cost, current stock on hand quantity, selling price (price 1 only), number of units on order, and date last sold.

Zip Code Profit Report

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Accounting: Reports: Sales Reports: Items Sorted: : Options

Lists zip codes and city name with number of invoice per zip code, total sale amounts, profit and markup per date range period. Totals are at the bottom of the report.

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

4.7.4.2.2 Inventory Reports

These reports are primarily about your current inventory status.

LISTED REPORTS

Inventory Listing - Inventory Listing 792

List of all or selective inventory items based upon sort order and query applications. Report shows SKU, description, inventory type, current stock count, number held, and Stock Location. Report definition can group inventory by department or category.

Inventory Valuation - Inventory Valuation Report 801

Lists inventory in stock and calculates the wholesale value of all items. Printing with no detail shows SKU, Description, inventory type, stock count, average cost and total cost. Printing with detail shows purchase order sources which explain the average cost and additionally includes vendor name, purchase date, purchase order number, quantity received and cost. On the last page of the report is a synopsis by department / category with total cost, total stock counts and percentages each department and category fulfill compared to all inventory.

Inventory Price Lists - Inventory Price List 796

The list shows SKU, Description, and pricing for the first three price levels of each item. (The report can be redefined to include more information.)

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Matrix Reports - Inventory Matrix Report 793

The report keeps the characteristics of the row/column grid showing item information. Data to be displayed in the report can be cost, stock quantity, quantity to order, or selling price. The report can contain one or more matrices.

Items Discarded - Items Discarded Report 807

Inventory returns which have been deemed unreturnable to stock or to the vendor is discarded. A report on these discarded items for a specified date range includes the sales ID of employee processing the discards, SKU, description, date of discard, quantity, cost of the item and extended total cost. A grand total cost is listed at the end of the report.

Orders Vs. Stock -

Compares current stock counts and purchase orders in transit with customer orders, layaways, and service orders pending. Shows SKU, description, number in stock, number needed, number ordered, and number still needing to be ordered to fulfill customer orders. Choosing to print detail will show customer name, order number, quantity, and date needed.

Stock Location Report - Stock Location Report 874

Alphabetically lists each shelf or bin location and the inventory items assigned to that location. The inventory item's SKU, description and current stock count are included in the report. Use of a Query can filter the report output.

Location Reports

User-Define Reports

RELATED REPORTS

Consignment Inventory **Link** 751

Report Center: Inventory: Inventory List: Run Report [F7]: Options

To report on all consignment items in inventory by SKU, Description, and stock status. Use of the report options is useful when running other types of reports.

Customer Consignments: Link

Inventory: Consignments By Name: Print List

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Customer Center: Consign [F9]: Print:

A stock count of inventory on consignment for an individual consignor. Lists the SKU, Description, number in stock, held, and number available for sale. Includes customer name and address.

Inventory Discrepancy Report: Link 791

Inventory: Physical Inventory: Reconcile From File: Discrepancy Report: Print: :

Whenever a Physical Inventory count is taken and entered into the "Import Physical Inventory From File" screen, any differences between the Original and Actual count can be printed by selecting the Discrepancy Report. The report can exclude or include items not counted. The report shows SKU, Description, original and actual counts.

Inventory Exception Report: Link 791

Inventory: Physical Inventory: Reconciliation Report: Print: :

Whenever inventory stock counts are adjusted manually, a log is kept showing the date of the adjustment and difference between the original or computer count and the new Actual count.

Items Discarded Report: Link 807

Inventory: Inventory Reports: Items Discarded: : :

Inventory returns which have been deemed unreturnable to stock or to the vendor is discarded. A report on these discarded items for a specified date range includes the sales ID of employee processing the discards, SKU, description, date of discard, quantity, cost of the item and extended total cost. A grand total cost is listed at the end of the report.

Items Not Ordered Since….: Link 808

Accounting: Reports: Stock Reports: Items Not Ordered Since: : Options : Query

A stock count report of inventory which would be considered old because it has not been purchased from vendors since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was purchased from vendors. The report can be sorted by SKU or description.

Items Not Sold Since…: Link 809

Accounting: Reports: Stock Reports: Items Not Sold Since: :Options Query

A stock count report of inventory which would be considered old because it has not been sold since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was sold. The report can be sorted by SKU or description.

Item Stock Report Link 807

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Inventory Center: Highlight Item: RightMouseClick: Item Stock: Print

Lists the source(s) of the stock count which includes the date received, purchase order number, vendor name, cost and quantity as well as the SKU and Description of the item. If the inventory item is serialized, the report will include serial numbers.

Multi-Store Stock Report

Inventory Center: Multi-store tab: Print

A grid style report lists each SKU with item description, stock count in each store in the multi-store group, and a line total. The last line of the report totals column counts.

Multi-Store Transfer Report

Inventory: Multi-Store: Manage Transfers: Pending Transfers tab: Print [F7]

This report shows a grid of inventory items and remote stores and totals per row and columns of all items being transferred to other stores.

Order List: Link 826

Inventory: Prepare Order List: Print List

Lists inventory items needing to be ordered from vendors. Includes SKU, description, quantity on hand, minimum stock and minimum order settings, suggested number needed, calculated quantity to order, cost, and vendor selected.

Order List Report Link 828

Orders In Process: Print: Order Details

Orders In Process: Print: Order Summary

Order Details

Prints a multi-page list, sorted by order number, of every pending order. It includes the customer name, account number, order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Order Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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Orders Arrived List: Link 831

Purchase Order: Receive: Orders Arrived Table: : Print List:

This report prints only at the time of receiving a PO and includes the inventory item SKU and description, names of customer(s) who have ordered the product, with order number, customer phone numbers, quantity ordered, and quantity "here" for delivery.

Orders, Grouped By Item Link 832

Orders In Process: Print: Orders, Grouped By Item

The focus is on the inventory items. It shows the SKU, Description, Ordered Quantity, Backordered Quantity and the Bin Location of the item. Additionally, if you choose to Print Detail, the order number and the customer name is displayed under the inventory item.

The setup allows for selection of Sort Order, Date Range (based on the Date Created or Date Due), and printing of Detail.

Physical Inventory - All Entries:

Inventory: Physical Inventory: Reconcile From File: Print: :

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported.

Physical Inventory - Exception Report:

Inventory: Physical Inventory: Reconcile From File: Print: :

(see Inventory Discrepancy Report 791)

Whenever a Physical Inventory count is taken and entered into the "Import Physical Inventory From File" screen, any differences between the Original and Actual count can be printed by selecting the Discrepancy Report. The report can exclude or include items not counted. The report shows SKU, Description, original and actual counts.

Physical Stock Count:

Inventory: Physical Inventory: Reconcile Inventory: Print: :

Inventory: Physical Inventory: Print Inventory List:

As an aid to to conducting a year end physical stock count, this report lists SKU, description, current stock count, and a place to tally your actual count. If product is serialized, serial numbers will be listed with the item. Print options allow for changing sort order, applying a query, and other output options.

Price Change Report Link 837

Inventory: Maintenance: Global Changes

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The purpose of this report is to preview the effects of a global price change before committing changes. It lists the SKU, description, old cost, new cost, old price 1, 2, 3, 4, 5, and 6 and the new price 1, 2, 3, 4, 5, and 6.

SKUs Not Found Report: Link 873

Inventory: Physical Inventory: Reconcile From File: Print "SKUs Not Found"

When reconciling inventory counts, POSitive will report items which are not recognizable because the SKU does not exist in the Inventory List.

Transfer History Report

Inventory: Multi-Store: Transfer History: Highlight batch: Print [F7]

Lists inventory which has been transferred to other stores. Includes SKU, description, serial number, quantity, cost, and line total. Also includes date, batch or PO number, store receiving transfer, and total dollar value of the transfer.

Transfer Inventory List

Transfer Manager: Process Transfer: Preview Transfer Report

When products are transferred, one is prompted to print a Transfer Inventory List. This is a report to show what products are being sent from the main store to the remote store. This shows SKU, description, store code, store name, and transfer quantity.

Used Inventory Valuation Report Link 882

Inventory: Inventory Reports: Inventory Valuation: Sort Items Screen: Used Inventory

By selecting the option to report only on Used Items, the detailed valuation report includes SKU, description, type, quantity in stock, average cost, total cost, date received, time received, customer name, condition of item, and grand totals of stock and cost.

Vendor Inventory List (Your Reports) **Designable**

Vendor Center: Vendor Inventory: Print: Create Your Own Report

These reports can be designed by you to include and arrange fields according to your needs. Multiple reports can be created and saved for future use.

Vendor Sales Report By Department

Report Center: Vendors: Run Report [F7]

After selecting a date range and vendors and departments and categories to be included, the report includes vendor ID, SKU, Description, Quantity: received, sold to date, on hand, over/under, on order, sold per month, Item cost, on hand valuation, total profit for the time period, and a summation of sales

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per department and category.

Vendor Sales Summary Report

Report Center: Vendors: Run Report [F7]

After selection of date range and vendors to be included, the report groups inventory sold by vendor name, shows vendor SKU, item SKU, description, quantity sold during the time period, average cost, current stock on hand quantity, selling price (price 1 only), number of units on order, and date last sold.

Vendor Stock Valuation Report:

Report Center: Vendors: Run Report [F7]

The report groups inventory by vendor, lists the vendor SKU, item SKU, description, stock count, average cost, and an extended total cost of the item. On the last page is a Vendor Summary which totals all items per vendor. The detailed report includes date the item was received from vendor, quantity received, current stock and cost of line item.

4.7.4.2.3 Management Reports

Managers access varied information depending upon what they use for touchstone numbers. This list certainly is not all-inclusive nor are all these reports necessarily important to all managers.

LISTED REPORTS

Sales Tax - Sales Tax Report 102

Lists sales taxes collected for a given date range. The summary report includes sales tax group name, sales, returns, total sales, amount of tax collected, and total collected per tax group with a grand total section of sales, returns, total sales without tax, total tax collected and grand total collected. Two additional fields are total taxable and total non-taxable to distinguish between inventory items sold which never charge tax. The detailed report also groups by tax group and includess invoice number, date and time of sale, amount taxed and not taxed, total invoice amount, tax collected based on applied to value per tax category. The tax group is summarized and a grand total at the end of the report.

Daily Balance History -

Upon balancing the cash drawer a detailed report of transactions are grouped into sections such as AR Payments, Invoices, Deposits, etc. Included in the report is the date of the transaction, the reference or invoice number, amount in cash, checks, charge cards, coupons, gift certificates, store credits used, on account charges, and food stamp values. These are all totaled per section and grand totaled at the end. Each transaction also shows the sales clerk ID and transaction type.

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Daily Balance Summary - Register Balance Summary Report 854

Using a date range, all workstation totals are combined into one report, however, there is no grand totals for the report. The report includes, date register was balanced, register number, sales ID of employee balancing the register, actual counts of cash, checks, charge cards, coupons, gift certificates, and food stamps, compared with computer counts of the same. Over and short calculations are reported for each tender type, and cash left in drawer is reported. This is repeated for each workstation balanced during the specified time period.

Tender History Summary - Summary Of Tender Report 878

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

Employee Time Cards

This report is printed one page per employee and includes the employee name, date, time in and time out, and hours worked with a grand total for the date range selected.

Layaway Statements -

One can choose to mail reminders to customers with products on Layaway by printing out statements. The statement includes customer name and address, customer account number, Layaway number and expected delivery date. Total due on the Layaway and a listing of payments already made with date, amount, and tender type. A grand total collected and the remaining balance are printed at the bottom of the statement.

Layaway Reports -

Lists all Layaways pending. Includes Layaway number, customer name, customer account number, total of the Layaway, amount paid as deposit, balance still due, and last paid date, and date when the Layaway is to be delivered.

PO Tax (Pending) -

Prints a tax report for pending purchase orders

PO Tax (Paid) -

Prints a tax report for paid purchase order transactions

RELATED REPORTS

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Accounts Receivable Aging Report: Link 727

Accounting: Accounts: AR Aging Reports: : : Options Query

Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.

AP Not Paid - Taxes Not Yet Paid Report:

(see Purchase Order Tax Report (Pending):)

Accounting: Reports: PO Tax Report (Pending): : : Sum/Det Query

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and invoice date The report is date range specific.

Cash Forecast Report: Link 747

Accounting: Accounts: AR Cash Forecast: : : Sum/Det

Lists totals of monies due on Accounts Receivable on a per week basis. The detailed report identifies the customers by name.

Consignment Agreement Link 750

Inventory: Consignments By Name: Print Agreement

As inventory is accepted from a consignor for resale, terms of the sale are defined and an agreement is drawn up for signature. The Consignment Agreement can be reprinted. Paragraphs of the agreement can be edited.

Credit Card Detail: Link

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Credit Card Report:

Grouped by credit card type, the report includes the invoice number, date of invoice, charged amount, refunded amount, credit card identifiers and approval number with totals per card type and grand totals.

Deposits On File: Link 773

Accounting: Reports: Deposits On File:

Lists active orders, layaways, service orders, and internet orders with full or partial payment applied as a deposit towards the purchase of the items. The report is sorted by transaction (order) number. It includes the date of creation, customer name, type of transaction, total amount of the order, and total

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deposit amount. As detail, a history of each deposit amount, method of payment, and date of a deposit applied to the pending transaction is reported.

Dollar Profit Link 817

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Accounting: Reports: Sales Reports: Items Sorted: : Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Employee File Link 778

Management: Employees: Print: Print Highlighted

Prints specific information about an employee including employee name, address, phone number and notes created about the employee. The employee's current Sales ID and password and social security number are included.

Employee List Link 779

Management: Employees: Print: Print List

A name, phone, and address list for all store employees.

Employee Sales Report: Link 779

Accounting: Reports: Sales Reports: Employee: : Options

Based on a date range and selection of employees to be included, this report displays invoice number, date and time, cashier, selling price (tax excluded), cost, profit, margin and freight per invoice. Sorted by employee name, subtotals per employee and grand totals are printed.

Employee Service Time Report Link 781

Management: Service Time Cards: Print Tagged

Service orders can track time spent by technicians on that service order. This report is printed one page per employee and includes the employee name, date of service, service order number, time in and time out and hours worked per service order and totals for the date range selected.

Employee Time Report Link 782

Management: Employee Time Cards: Print Tagged

This report is printed one page per employee and includes the employee name, date, time in and time

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out, and hours worked with a grand total for the date range selected.

Frequent Buyer History Report Link 783

Management: Frequent Buyer Program: Print History

Customer Center: Frequent Buyer tab: Print

A summary report listing rewards earned per the highlighted customer. The report shows the customer name, account number and lookup code, date and time of purchase of qualifying products, the value of the qualifying products, and the amount of the award. A grand total of awards and balance towards next award are at the end of the report.

Frequent Buyer Report Link 784

Management: Frequent Buyer Program: Print [F7]

Lists all customers assigned to a specific frequent buyer program. The report includes the customer name, account number and lookup code as well as total to be awarded and balance being applied towards next award.

Gift Certificates Outstanding: Link 787

Management: Gift Certificate Manager: Print [F7]

Accounting: Reports: Gift Certificates Outstanding: :

All gift certificates not fully redeemed are listed by date sold. The report includes the gift certificate number, date sold, sales person, invoice number, customer name, and amount of the gift certificate. If a gift certificate has been redeemed in full, it is removed from the list. If it has only been partially redeemed, the amount spent is displayed and a balance calculated. All balances outstanding are totaled.:

Gross Revenue Link 817

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Accounting: Reports: Sales Reports: Items Sorted: : Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

List of Voids Link 825

Management: List of Voids: Voided Invoices

Lists the invoice number, date of creation, time of creation, sales ID and name of employee who voided the invoice and a reason for the void. The list can be purged from time to time.

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Monthly Sales Summary w/Graph:

Management: Sales Summary: 13 Months: Print:

A 13 month tally of sales and returns per month. Shows totals of taxed items and non-taxed items and a calculated total for the month. A graph is included for easier interpretation.

Paid Commissions Report Link 833

Management: Commission Processing: Sales Commissions History: Print

Lists amount of commission to each employee. The report includes employee sales ID, invoice number, customer name, date of invoice, inventory SKU and description, quantity sold, amount of sale, commission percentage, fixed commission, and total amount to pay per line item and grand total paid.

Percent Profit Link 817

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Accounting: Reports: Sales Reports: Items Sorted: : Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Register Activity Log Report: Link 851

Management: Daily Transaction Log: Print:

The report includes the register number, date and time of transaction, name of the employee and a description of the transaction. The data can be purged from time to time to keep the list short.

RMA Aging Report:

Inventory: RMA Reports: RMA Aging Report

Inventory items sent back to vendors on RMA (Return Merchandise Authorization) are reported showing date of return, quantity returned, number of days since being sent back showing dollar values under Current, Over 30, Over 60, and Over 90 Days. Quantities and dollar values are subtotaled per inventory item and grand totaled at the end of the report. The report is grouped by vendor name and includes SKU and item description.

Sales By Employee w/Graph:

Management: Sales Summary: Sales By Employee: Print: :

Sales totals by each employee for the specified time period are listed and displayed in a graph.

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Sales Report By Department: Link 860

Accounting: Reports: Sales Reports: Department: : Options

NOTE: While running this report you may be notified that an inventory item's category could not be found. You should make note of the Item's SKU number, go to the inventory list, reassign the correct dept/category, and then run this report again (When option "Use Departments" is on.)

Sales Report By Vendor: Link 866

Accounting: Reports: Sales Reports: Vendor: : Options

Using a specified date range and selection of vendors, the report groups sold inventory items under the vendor name. The summary report includes vendor name, SKU, description, quantity sold, average cost, average price, profit, and margin. All items for a vendor are subtotaled. At the end of the report totals are listed by vendor name, total cost, total price, profit, margin and percentage of sales and a grand total for cost, price and profit. The detailed report also includes invoice number, invoice date, customer name and account number and code number with subtotals per inventory item.

Store Credits List: Link 878

Accounting: Accounts: Store Credits Report:

List all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.

Uncollectable Debts Report: Link 880

Accounting: Accounts: Uncollectable Debts: : : Date

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

Unpaid Commissions Report Link 881

Management: Commission Processing: Sales Commission Posting: Print [F7]

Commissions earned by employees but which have not yet been processed to pay are listed. Included in this report is the employee sales ID, invoice number, customer name, date of sale, SKU, description, quantity sold, amount of sale, commission percentage, commission earned, fixed commission amount and extended total to be paid. Return invoices will deduct commissions. Not all commissions earned will necessarily be paid at this time, so a Total to Pay can be different than the Total Commissions.

Unpaid Consignments Report Link 881

Management: Process Consignment Sales: Print List [F7]

Lists the sale of all consignment items, the consignor's name and amount to be paid to the consignor,

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with a grand total at the end of the report. Included is the date of sale, invoice number, SKU and description and quantity of the item sold. The paid value will always be zero unless the item is tagged to be paid.

4.7.4.2.4 Purchasing Reports

The focus is on products received through purchase orders, but related reports show information relative to vendors.

LISTED REPORTS

Items Not Ordered Since

Items Not Sold Since

Items Ordered

Items Purchased

Items Returnable

PO HISTORY

Purchase Orders By Date -

The summary report lists all purchase orders by date within the date range and includes the purchase order number, vendor invoice number, date arrived, vendor name, total of the purchase order, freight total, order tax and freight tax and a grand total of each. The detailed report also includes the vendor SKU, your SKU, description, quantity received, cost, and extended total cost.

Purchase Order Summary - Purchase Order Summary

Not a printable report. Opens a totals per month screen

Items Purchased By Date - Items Purchased Report 814

Lists inventory by SKU and description with detail about purchase order history showing date received, PO number, vendor name and the quantity, cost and extended total. The quantity and value of all purchase orders in the date range are totaled and the cost averaged.

Freight Summary - Freight Summary Report 782

For a selected date range, this report lists all purchase orders received from each vendor. The freight value is totaled per vendor and grand totaled for the date range. The report includes vendor name, vendor

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invoice date, vendor invoice number and PO Number.

RELATED REPORTS

Items Discarded Report: Link807

Inventory: Inventory Reports: Items Discarded: : :

Inventory returns which have been deemed unreturnable to stock or to the vendor is discarded. A report on these discarded items for a specified date range includes the sales ID of employee processing the discards, SKU, description, date of discard, quantity, cost of the item and extended total cost. A grand total cost is listed at the end of the report.

Items Not Ordered Since….: Link808

Accounting: Reports: Stock Reports: Items Not Ordered Since: : Options : Query

A stock count report of inventory which would be considered old because it has not been purchased from vendors since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was purchased from vendors. The report can be sorted by SKU or description.

Items Not Sold Since…: Link809

Accounting: Reports: Stock Reports: Items Not Sold Since: :Options Query

A stock count report of inventory which would be considered old because it has not been sold since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was sold. The report can be sorted by SKU or description.

Items On Order Link811

Inventory: Orders In Process: By Item: Print: Query

Inventory ordered from vendors but not yet received is listed with SKU, description, quantity and cost. The date placed, and the date expected and the purchase order number are also part of the report.

Items On Order VS Stock Count:

Report Center: Inventory Reports: Orders Vs Stock: Run Report [F7] Options

Inventory: Inventory Reports: Orders Vs. Stock: : :Options

Compares current stock counts and purchase orders in transit with customer orders, layaways, and service orders pending. Shows SKU, description, number in stock, number needed, number ordered,

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and number still needing to be ordered to fulfill customer orders. Choosing to print detail will show customer name, order number, quantity, and date needed.

Items Returnable To Vendor: Link 815

Accounting: Reports: Stock Reports: Items Returnable To Vendor: :

Lists inventory which has been purchased from a vendor with an agreement that unsold product can be returned within a specified number of days. The report lists below the vendor name and number of "returnable days" the items which can be returned showing vendor SKU, your SKU, description, the original purchase order number, vendor invoice date and date arrived, quantity, cost and extended total cost. The report setup allows you to select the vendor(s) to be included in the report.

List of Vendors: Link 824

Utilities: Vendors: Print List [F6]

A simple listing of your vendors sorted by vendor name. Shows vendor name, ID code, city, state, zip code, phone and fax phone number.

Order List: Link 826

Inventory: Prepare Order List: Print List

Lists inventory items needing to be ordered from vendors. Includes SKU, description, quantity on hand, minimum stock and minimum order settings, suggested number needed, calculated quantity to order, cost, and vendor selected.

Orders, Grouped By Item Link 832

Orders In Process: Print: Orders, Grouped By Item

The focus is on the inventory items. It shows the SKU, Description, Ordered Quantity, Backordered Quantity and the Stock Location of the item. Additionally, if you choose to Print Detail, the order number and the customer name is displayed under the inventory item.

The setup allows for selection of Sort Order, Date Range (based on the Date Created or Date Due), and printing of Detail.

Purchase Order (Reprint)

Inventory: Purchase Order History: By PO Number / Date

Reprints the purchase order form for received inventory. If inventory received is serialized, the serial numbers will be listed below the inventory item.

Purchase Order Receiving Report: Link 845

Purchase Order: Receive PO: Process PO: Receiving Report: :

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A purchase order form which includes the quantity ordered and quantity received. Items with adjusted pricing have an asterisk following the Line Total value.

Purchase Order Tax Report (Paid): Link 847

Accounting: Reports: PO Tax Report (Paid): : : Sum/Det

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and the date taxes were paid. The report is date range specific.

Purchase Order Tax Report (Pending):

Accounting: Reports: PO Tax Report (Pending): : : Sum/Det

(see AP Not Paid - Taxes Not Yet Paid Report)

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and invoice date The report is date range specific.

Sales vs Purchases (Cash Flow) [Display Only]

Accounting: Reports: Sales Vs Purchases

A display only which summarizing month by month sales, purchases, and sales minus purchases. Also includes total amounts collected, paid, and overall cash flow. Grand totals for the year are displayed at the bottom. One can select the year to be displayed.

Vendor Detail:

Utilities: Vendors: Highlight Vendor: Print Selected [F7]

Information about a specific vendor includes vendor name, address, phone numbers, your account number with the vendor, terms or payment, default shipping method, your credit limit with the vendor, Also shows when you first dealt with the vendor, last purchase date, and date of last payment to the vendor.

Vendor Inventory Sales History:

Report Center: Vendors: Run Report [F7]

Vendor Inventory Sales Summary:

Report Center: Vendors: Run Report [F7]

Vendor Sales Report By Department

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Report Center: Vendors: Run Report [F7]

After selecting a date range and vendors and departments and categories to be included, the report includes vendor ID, SKU, Description, Quantity: received, sold to date, on hand, over/under, on order, sold per month, Item cost, on hand valuation, total profit for the time period, and a summation of sales per department and category.

Vendor Sales Summary Report

Report Center: Vendors: Run Report [F7]

After selection of date range and vendors to be included, the report groups inventory sold by vendor name, shows vendor SKU, item SKU, description, quantity sold during the time period, average cost, current stock on hand quantity, selling price (price 1 only), number of units on order, and date last sold.

Vendor Stock Valuation Report:

Report Center: Vendors: Run Report [F7]

The report groups inventory by vendor, lists the vendor SKU, item SKU, description, stock count, average cost, and an extended total cost of the item. On the last page is a Vendor Summary which totals all items per vendor. The detailed report includes date the item was received from vendor, quantity received, current stock and cost of line item.

4.7.4.2.5 RMA Reports

Return Merchandise Authorization reports are not a feature of POSitive SE.

LISTED REPORTS

Items In Transit List -

Not a printable report. Opens a listing of inventory items in the RMA cycle.

RMA Aging Report -

Inventory items sent back to vendors on RMA (Return Merchandise Authorization) are reported showing date of return, quantity returned, number of days since being sent back showing dollar values under Current, Over 30, Over 60, and Over 90 Days. Quantities and dollar values are subtotaled per inventory item and grand totaled at the end of the report. The report is grouped by vendor name and includes SKU and item description.

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RMA History -

Not a printable report. After selecting the processed item, one can choose to reprint the receiving purchase order.

RELATED REPORTS

4.7.4.2.6 Customer Reports

Getting information out of POSitive about your customers can be done in many ways.

LISTED REPORTS

Print Customer Labels -

Not a report, but a means of printing Bill To and Ship To labels for some or all customers.

Two other approaches to printing customer labels, instead of the selection in Report Center, are:

1) go to the Customer List, choose Print [F7] and select mailing labels.

2) go to Marketing: Print Customer List.

Print Customer List - Customer List 761

Mainly just a name and address list. One can apply a Query to filter the report. The report form can be modified and enhanced to include more information.

Deposits On File

RELATED REPORTS

Bad Checks Report: **Link** 747

Accounting: Accounts: Bad Checks: : :

Lists bad checks returned and processed during the selected date range. Includes the amount of the

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check, reason for return, and customer name, account number and customer lookup code.

Cash Forecast Report: Link747

Accounting: Accounts: AR Cash Forecast: : : Sum/Det

Lists totals of monies due on Accounts Receivable on a per week basis. The detailed report identifies the customers by name.

Checks Tendered Report: Link748

Accounting: Accounts: Checks Tendered: : Print: Options: Query

Lists checks taken in payment and sorted by check number. The list can be focused on a specific customer or match results of a query.

Consignment Agreement Link750

Inventory: Consignments By Name: Print Agreement

As inventory is accepted from a consignor for resale, terms of the sale are defined and an agreement is drawn up for signature. The Consignment Agreement can be reprinted. Paragraphs of the agreement can be edited.

Consignment Inventory Link751

Report Center: Inventory: Inventory List: Run Report [F7]: Options

To report on all consignment items in inventory by SKU, Description, and stock status. Use of the report options is useful when running other types of reports.

Contract Pricing List Report Link753

Contract Pricing In Process: Print: Contract Pricing Details

Contract Pricing In Process: Print: Contract Pricing Summary

Contract Pricing Details

Prints a multi-page list, sorted by contract pricing number, of every pending order. It includes the customer name, account number, contract pricing number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Contract Pricing Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name,

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account number, lookup code, the contract pricing number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Customer Accounts Receivable Transactions: Link 755

Report Center: AR Reports: AR Transactions By Date: Run Report [F7]

Customer Center: Customer Record: AR Detail: Print History: :

Every customer with AR history is included in this date range defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

Customer Consignments: Link

Inventory: Consignments By Name: Print List

Customer Center: Consign [F9]: Print:

A stock count of inventory on consignment for an individual consignor. Lists the SKU, Description, number in stock, held, and number available for sale. Includes customer name and address.

Customer File: Link 757

Customer Center: Print [F7]: Customer File : :

A simple printout with statistics, data, and notes about the highlighted customer. Includes customer address dates and numbers of purchases and notes about the customer.

Customer Profit Report: Link 766

Report Center: Sales: Customer: Run Report [F7]

Accounting: Reports: Sales Reports: Customer: : Options

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Customer Purchases List: Link 768

Customer Center: History Tab: Snapshot: Items Purchased : Print:

The report is for one customer only and can be redesigned to a degree. It can include SKU, description, invoice number and date of invoice, quantity purchased, price, and extended line total. Other fields available are Category, Department, Time of invoice, and Item Long Description (notation).

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Deposits On File: Link 773

Accounting: Reports: Deposits On File:

Lists active orders, layaways, service orders, and internet orders with full or partial payment applied as a deposit towards the purchase of the items. The report is sorted by transaction (order) number. It includes the date of creation, customer name, type of transaction, total amount of the order, and total deposit amount. As detail, a history of each deposit amount, method of payment, and date of a deposit applied to the pending transaction is reported.

Frequent Buyer History Report Link 783

Management: Frequent Buyer Program: Print History

Customer Center: Frequent Buyer tab: Print

A summary report listing rewards earned per the highlighted customer. The report shows the customer name, account number and lookup code, date and time of purchase of qualifying products, the value of the qualifying products, and the amount of the award. A grand total of awards and balance towards next award are at the end of the report.

Frequent Buyer Report Link 784

Management: Frequent Buyer Program: Print [F7]

Lists all customers assigned to a specific frequent buyer program. The report includes the customer name, account number and lookup code as well as total to be awarded and balance being applied towards next award.

Gift Certificate Sales Report: Link 786

Management: Gift Certificate Manager: Sales Report [F8]

A listing of gift certificates sold during a specified date range. The report includes the date of sale, invoice number, and customer name on the invoice. The amount of the gift certificate is listed and totaled for the date range.

Gift Certificates Outstanding: Link 787

Management: Gift Certificate Manager: Print [F7]

Accounting: Reports: Gift Certificates Outstanding: :

All gift certificates not fully redeemed are listed by date sold. The report includes the gift certificate number, date sold, sales person, invoice number, customer name, and amount of the gift certificate. If a gift certificate has been redeemed in full, it is removed from the list. If it has only been partially redeemed, the amount spent is displayed and a balance calculated. All balances outstanding are totaled.:

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Layaway List Report

Layaways In Process: Print: Layaway Details

Layaways In Process: Print: Layaway Summary

Layaway Details

Prints a multi-page list, sorted by layaway number, of every pending order. It includes the customer name, account number, layaway number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Layaway Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the layaway number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Layaway Report: Link

Accounting: Accounts: Layaway Reports: : : Query

Lists all layaways pending. Includes layaway number, customer name, customer account number, total of the layaway, amount paid as deposit, balance still due, and last paid date, and date when layaway is to be delivered.

Layaway Statement: Link

Accounting: Accounts: Layaway Statements:

One can choose to mail reminders to customers with products on layaway by printing out statements. The statement includes customer name and address, customer account number, layaway number and expected delivery date. Total due on the layaway and a listing of payments already made with date, amount, and tender type. A grand total collected and the remaining balance are printed at the bottom of the statement.

Quotes List Report Link 849

Quotes In Process: Print: Quote Details

Quotes In Process: Print: Quote Summary

Quote Details

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Prints a multi-page list, sorted by quote number, of every pending order. It includes the customer name, account number, quote number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Quote Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the quote number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Store Credits List: Link 878

Accounting: Accounts: Store Credits Report:

List all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.

Summary Of Tender Report: Link 878

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

Uncollectable Debts Report: Link 880

Accounting: Accounts: Uncollectable Debts: : : Date

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

Unpaid Consignments Report Link 881

Management: Process Consignment Sales: Print List [F7]

Lists the sale of all consignment items, the consignor's name and amount to be paid to the consignor, with a grand total at the end of the report. Included is the date of sale, invoice number, SKU and description and quantity of the item sold. The paid value will always be zero unless the item is tagged to be paid.

Zip Code Profit Report

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Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Accounting: Reports: Sales Reports: Items Sorted: : Options

Lists zip codes and city name with number of invoice per zip code, total sale amounts, profit and markup per date range period. Totals are at the bottom of the report.

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

4.7.4.2.7 AR Reports

Accounts Receivable is a reflection of monies yet to be collected. These reports should give you details.

LISTED REPORTS

AR Statements - AR Statement 739

More of a form than a report, the primary purpose is to state how much the customer currently owes and to detail why the charges are being assessed. There are two forms: Balance Forward and Transaction Based. Both forms include customer name, address, phone, and account number, total charges, payment due date, minimum payment due, payment due date, previous and new balance, purchase amount, finance charges, store credits, invoice date and total, payments, discounts, and refunds. The statement can include the SKU, description and other details of the items purchased.

AR Aging Report - Accounts Receivable Aging Report 727

Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.

Store Credits Report - Store Credits List 878

List all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.

AR Activity By Date - Accounts Receivable Activity 727

Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.

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AR Payments By Date - Accounts Receivable Payments Report 729

Lists all payments received towards open AR charges within the date range specified. It includes the customer name, account number, and lookup code and the invoice number being paid.

AR Transactions By Date - Customer Accounts Receivable Transactions 755

Every customer with AR history is included in this date range defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

AR Cash Forecast - Cash Forecast Report 747

Lists totals of monies due on Accounts Receivable on a per week basis. The detailed report identifies the customers by name.

RELATED REPORTS

Bad Checks Report - Bad Checks Report 747

Lists bad checks returned and processed during the selected date range. Includes the amount of the check, reason for return, and customer name, account number and customer lookup code.

Uncollectible Debts Report - Uncollectible Debts Report 880

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

OTHER ACCESS TO REPORTS (Accounting: AR Reports)

(AR Aging Report)

(AR Activity By Date)

(Store Credits Report)

(AR Payments By Date)

(AR Transactions Report)

(AR Cash Forecast)

(Uncollectable Debts)

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4.7.4.2.8 AP Reports

Accounts Payable is a reflection of monies owed and paid to vendors for products and services.

LISTED REPORTS

AP Pending Report - Current AP Report 753

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

AP Aging Report -AP Aging Report 730

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

AP History Report -Vendor AP History Report 883

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

RELATED REPORTS

AR Transaction Exception Report:

File: File Maintenance: Verify Data Routines: Verify AR: Process

After verifying AR transactions POSitive may report that some customer accounts were incorrect. POSitive automatically makes corrections and lists the names of the customers and invoice numbers in question. You may print the list.

Quotes List Report Link 849

Quotes In Process: Print: Quote Details

Quotes In Process: Print: Quote Summary

Quote Details

Prints a multi-page list, sorted by quote number, of every pending order. It includes the customer name, account number, quote number, dates entered and due, amount due and current deposit amount as well

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as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Quote Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the quote number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Uncollectable Debts Report: Link 880

Accounting: Accounts: Uncollectable Debts: : : Date

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

4.7.4.2.9 GL Reports

Accounts Payable is a reflection of monies owed and paid to vendors for products and services.

Important Note: These reports can only report on "Posted History" and not on unposted GL transactions

If you are not seeing the numbers you expect to see, go to Accounting: Transaction History. This is the data source for these reports.

LISTED REPORTS

Chart Of Accounts

Inquiry

General Ledger

Income Statement

Balance Sheet

Comparative Budget

Comparative Current vs. Last Year

Last Year Actual vs Budget

Current vs. Last Year, Balance Sheet

Current vs. Last Year, Income Statement

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Current vs. Last Year, Actual And Budget

4.7.4.2.10 Vendor Reports

These reports focus on Vendor Inventory. If an inventory item can be purchased from more than one vendor and the stock is not linked to a specific purchase order, then some reports can report on the Primary vendor of the item.

LISTED REPORTS

Vendor Inventory Sales History - Vendor Sales Report By Department

Prints Vendor Inventory Sales grouped by Department/Category within a date range.

Vendor Inventory Sales Summary - Vendor Sales Summary Report

Prints Vendor Inventory Sales Summary grouped by vendor within a date range.

Vendor Stock Valuation Report - Vendor Stock Valuation Report

Prints current Vendor stock counts grouped by vendor

RELATED REPORTS

AP Aging Report:

Accounting: Accounts Payable: AP Reports: AP Aging Report

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

AP Batch Report: Link 731

Accounting: Accounts Payable: AP History: Print Batch List: :

A listing of all payments to vendors processed in a given batch. Lists the vendor invoice(s), amounts due, discounts taken and amounts paid with subtotals per vendor and grand for the batch.

Current AP Report: Link 753

Report Center: AP Reports: AP Pending Report: : Options

Accounting: Accounts Payable: AP Report: AP Pending Report: : Options

A summary of current accounts payable can be sorted by vendor or by week due. If sorted by vendor the report gives the vendor name, vendor invoice number, invoice date, amount due, and date payment is

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due. The list is subtotaled by vendor with a grand total at the end. If sorted by week, all vendors with payments due during the week are subtotaled. Report options allows for including items posted for payment or not posted or both.

Freight Summary Report: Link 782

Inventory: Purchase Order History: Reports: Freight Summary:

For a selected date range, this report lists all purchase orders received from each vendor. The freight value is totaled per vendor and grand totaled for the date range. The report includes vendor name, vendor invoice date, vendor invoice number and PO Number.

Items Not Sold Since…: Link 809

Accounting: Reports: Stock Reports: Items Not Sold Since: :Options Query

A stock count report of inventory which would be considered old because it has not been sold since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was sold. The report can be sorted by SKU or description.

Items On Order Link 811

Inventory: Orders In Process: By Item: Print: Query

Inventory ordered from vendors but not yet received is listed with SKU, description, quantity and cost. The date placed, and the date expected and the purchase order number are also part of the report.

Items On Order VS Stock Count:

Report Center: Inventory Reports: Orders Vs Stock: Run Report [F7] Options

Inventory: Inventory Reports: Orders Vs. Stock: : :Options

Compares current stock counts and purchase orders in transit with customer orders, layaways, and service orders pending. Shows SKU, description, number in stock, number needed, number ordered, and number still needing to be ordered to fulfill customer orders. Choosing to print detail will show customer name, order number, quantity, and date needed.

Items Purchased Report: Link 814

Report Center: PO History Reports: Purchase Orders By Date: Run Report [F7] Query

Inventory: Purchase Order History: Reports: Items Purchased By Date: : Query

Lists inventory by SKU and description with detail about purchase order history showing date received, PO number, vendor name and the quantity, cost and extended total. The quantity and value of all purchase orders in the date range are totaled and the cost averaged.

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Items Returnable To Vendor: Link 815

Accounting: Reports: Stock Reports: Items Returnable To Vendor: :

Lists inventory which has been purchased from a vendor with an agreement that unsold product can be returned within a specified number of days. The report lists below the vendor name and number of "returnable days" the items which can be returned showing vendor SKU, your SKU, description, the original purchase order number, vendor invoice date and date arrived, quantity, cost and extended total cost. The report setup allows you to select the vendor(s) to be included in the report.

List of Vendors: Link 824

Utilities: Vendors: Print List [F6]

A simple listing of your vendors sorted by vendor name. Shows vendor name, ID code, city, state, zip code, phone and fax phone number.

Order List: Link 826

Inventory: Prepare Order List: Print List

Lists inventory items needing to be ordered from vendors. Includes SKU, description, quantity on hand, minimum stock and minimum order settings, suggested number needed, calculated quantity to order, cost, and vendor selected.

Order List Report Link 828

Orders In Process: Print: Order Details

Orders In Process: Print: Order Summary

Order Details

Prints a multi-page list, sorted by order number, of every pending order. It includes the customer name, account number, order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Order Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Orders, Grouped By Item Link 832

Orders In Process: Print: Orders, Grouped By Item

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The focus is on the inventory items. It shows the SKU, Description, Ordered Quantity, Backordered Quantity and the Stock Location of the item. Additionally, if you choose to Print Detail, the order number and the customer name is displayed under the inventory item.

The setup allows for selection of Sort Order, Date Range (based on the Date Created or Date Due), and printing of Detail.

RMA Aging Report:

Inventory: RMA Reports: RMA Aging Report

Inventory items sent back to vendors on RMA (Return Merchandise Authorization) are reported showing date of return, quantity returned, number of days since being sent back showing dollar values under Current, Over 30, Over 60, and Over 90 Days. Quantities and dollar values are subtotaled per inventory item and grand totaled at the end of the report. The report is grouped by vendor name and includes SKU and item description.

Sales Report By Vendor: Link 866

Accounting: Reports: Sales Reports: Vendor: : Options

Using a specified date range and selection of vendors, the report groups sold inventory items under the vendor name. The summary report includes vendor name, SKU, description, quantity sold, average cost, average price, profit, and margin. All items for a vendor are subtotaled. At the end of the report totals are listed by vendor name, total cost, total price, profit, margin and percentage of sales and a grand total for cost, price and profit. The detailed report also includes invoice number, invoice date, customer name and account number and code number with subtotals per inventory item.

Sales vs Purchases (Cash Flow) [Display Only]

Accounting: Reports: Sales Vs Purchases

A display only which summarizing month by month sales, purchases, and sales minus purchases. Also includes total amounts collected, paid, and overall cash flow. Grand totals for the year are displayed at the bottom. One can select the year to be displayed.

Vendor AP History Report

Report Center: AP Reports: AP History Report

Accounting: Accounts Payable: AP Reports: AP History Report Options

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

Vendor Detail:

* Vendor Center: Highlight Vendor: Print Selected [F7]

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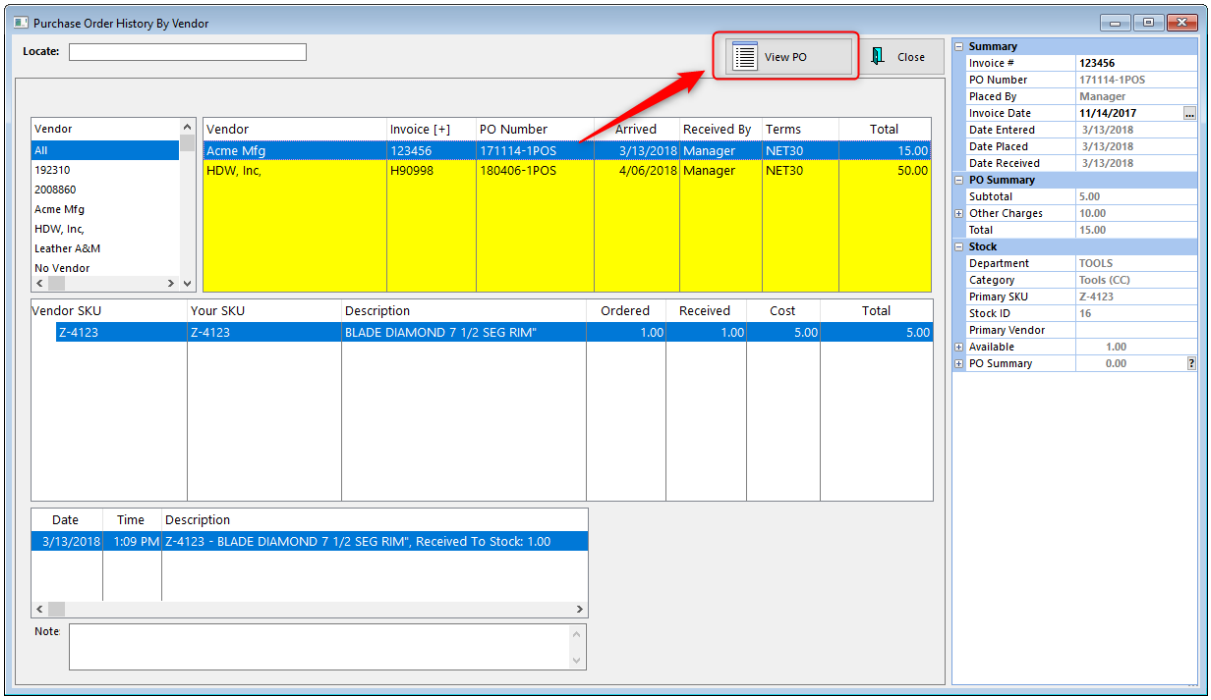
Information about a specific vendor includes vendor name, address, phone numbers, your account number with the vendor, terms or payment, default shipping method, your credit limit with the vendor, Also shows when you first dealt with the vendor, last purchase date, and date of last payment to the vendor.

4.7.4.2.11 Not Listed In Report Center

There are a few reports that are not available in the Report Center, such as P.O. History Report, which are run only from a specific section of the program. However, it may be possible to replace the default, legacy report with a custom report. In our example below, we're going to replace the default P.O. History report with a custom version. Go to Purchaing, PO History.



Highlight a PO and click on View PO.

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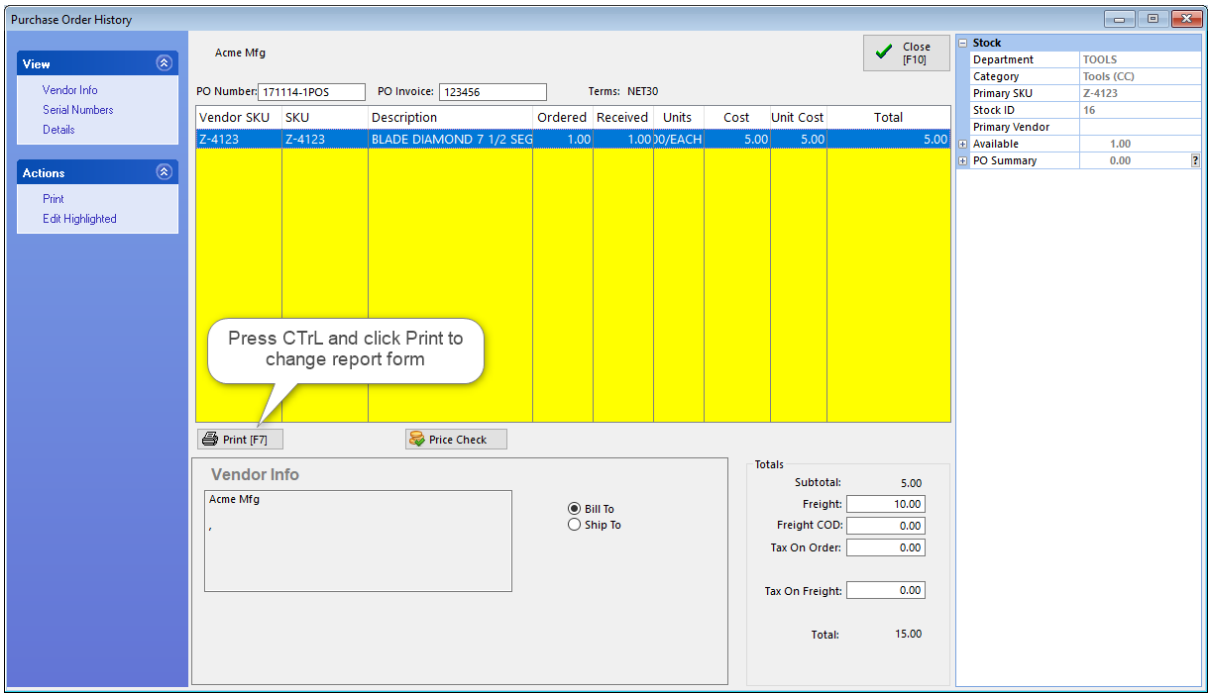
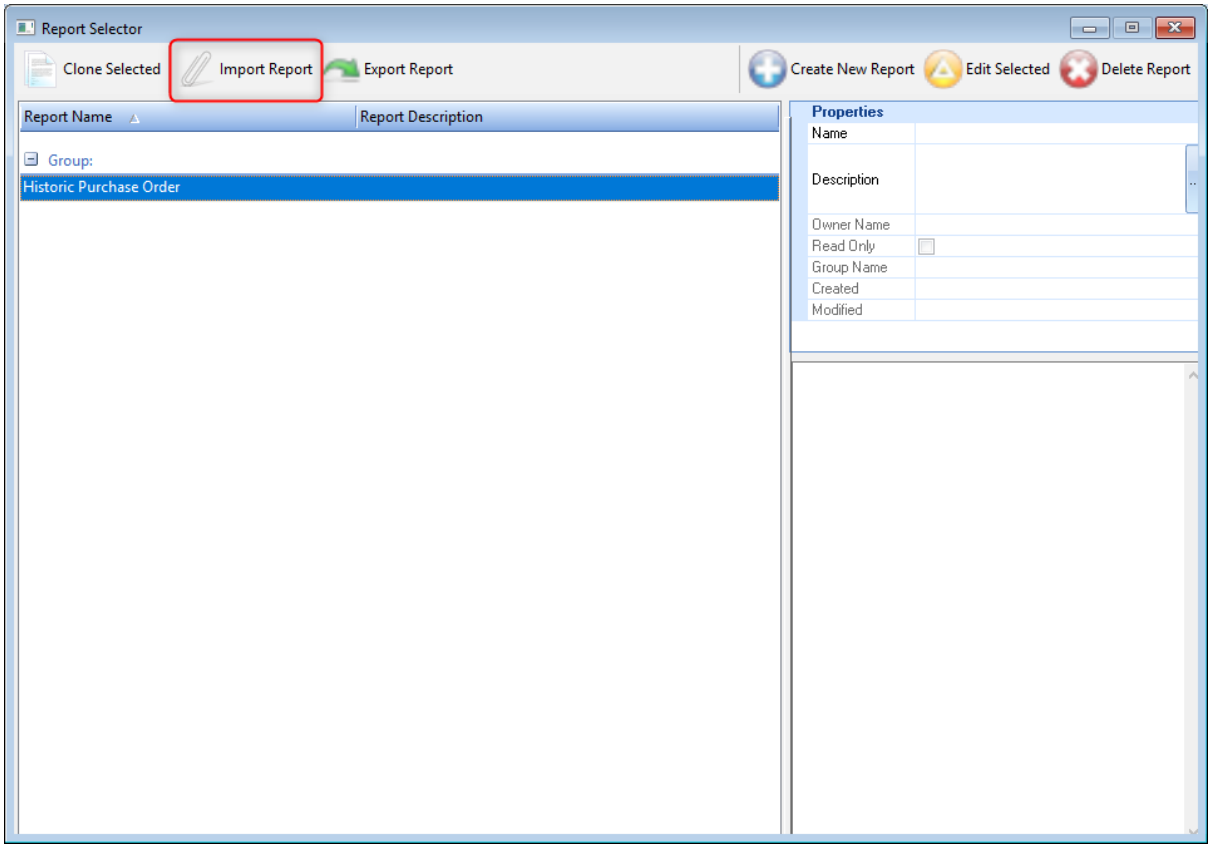


Next, press the CTrL (Control) key and click on Print.



Click on Import Report and select your report file (.MRT). In our example, we installed a custom reported called. "Historic Purchase Order". Click the "red X" to close this window.

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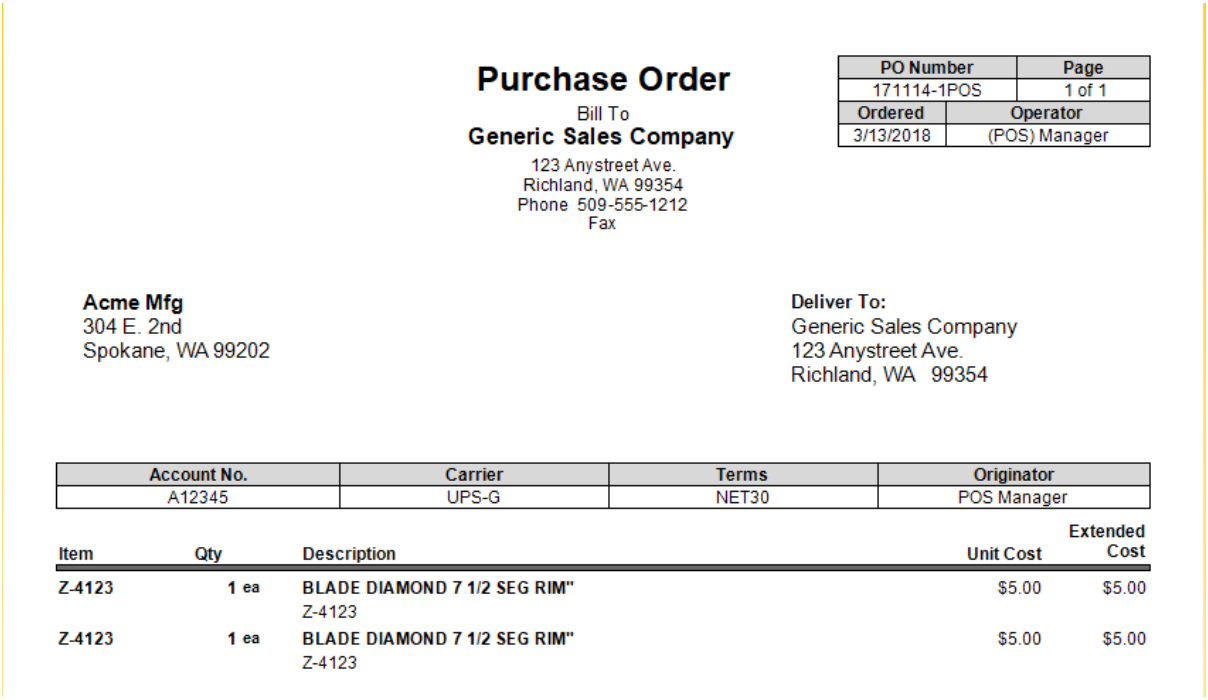


Purchase Order

Bill To
Generic Sales Company
123 Anystreet Ave.
Richland, WA 99354
Phone 509-555-1212
Fax

PO Number	Page
171114-1POS	1 of 1
Ordered	**Operator**
3/13/2018	(POS) Manager

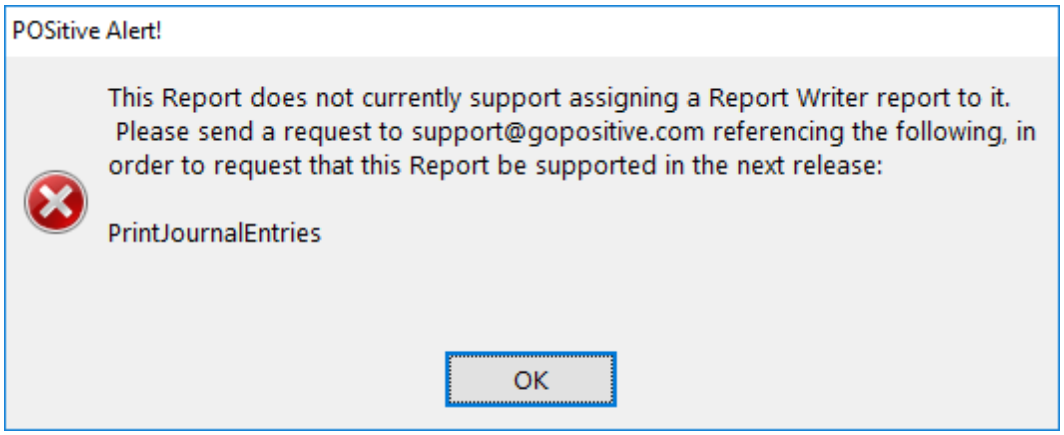
Acme Mfg
304 E. 2nd
Spokane, WA 99202

Deliver To:
Generic Sales Company
123 Anystreet Ave.
Richland, WA 99354

Account No.	Carrier	Terms	Originator
A12345	UPS-G	NET30	POS Manager

Item	Qty	Description	Unit Cost	Extended Cost
Z-4123	1 ea	BLADE DIAMOND 7 1/2 SEG RIM" Z-4123	$5.00	$5.00
Z-4123	1 ea	BLADE DIAMOND 7 1/2 SEG RIM" Z-4123	$5.00	$5.00

Now when you click on the Print button, the custom form prints automatically.



Note: Not all built-in reports can be replaced by custom Report Writer reports, and if you try you'll see the message above. Contact your dealer or POSitive support if there is a legacy report you'd like to have replaced.

4.7.4.2.11.1 Checkbook

Reporting tools for working with the POSitive Checkbook

Check Register Report

Accounting: Checkbook: Register Report [F6]

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This report displays all checkbook transactions for the specified date range which includes the date of the transaction, reference number name on the check, check amounts deposit amounts and a running balance.

Reconciliation Report: (Click for sample) 850

Accounting: Checkbook: Reconcile History: Print Batch

After reconciling the checkbook with the bank statement, a batch of transactions is created. Printing this batch includes the settlement date and time, bank and account number, opening and closing balance and detailed lines of each transaction to include check number, date of check, name on check, memo, check amount and deposit amount.

4.7.4.3 Alphabetical Listing of Reports

This is an alphabetical listing of POSitive legacy reports with a hyperlink to detailed information about the report. A path you can follow to generate each report is listed below the report name. A summary of what the report shows is also stated.

13 Week Quantity Sold Report: Link 725

* Report Center: Sales Reports: 13 Week Sales: : : Date

Reports quantity sold of items per 13 week period with a total sold and ratio number. The report includes category name, SKU, description.

-- A --

Accounts Receivable Activity: Link 727

* Report Center: AR Reports: AR Activity By Date: : : Date
* Accounting: AR Reports: AR Activity By Date: : : Date

Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.

Accounts Receivable Aging Report: Link 727

* Report Center: AR Reports: AR Aging Report: : : Options Query
* Accounting: AR Reports: AR Aging Reports: : : Options Query

Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can

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choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.

Accounts Receivable Payments Report: Link 729

* Report Center: AR Reports: AR Payments By Date: : : Date

* Accounting: AR Reports: AR Payments By Date: : : Date

Lists all payments received towards open AR charges within the date range specified. It includes the customer name, account number, and lookup code and the invoice number being paid.

AP Aging Report:

* Report Center: AP Reports: AP Aging Report: Run Report [F7]

* Accounting: AP Reports: AP Aging Report: Run Report [F7]

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

AP Batch Report: Link 731

* Report Center: AP Reports: AP History: Print Batch List [F7]:

* Accounting: AP Reports: AP History: Print Batch List [F7]:

A listing of all payments to vendors processed in a given batch. Lists the vendor invoice(s), amounts due, discounts taken and amounts paid with subtotals per vendor and grand for the batch.

AP Not Paid - Taxes Not Yet Paid Report:

(see Purchase Order Tax Report (Pending):)

! Accounting: Reports: PO Tax Report (Pending): : : Sum/Det Query

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and invoice date The report is date range specific.

AR Payment Report - Customer Receipt

None

This is a payment receipt for the customer. When taking payment towards Accounts Receivable, you will be prompted to print a receipt for the customer. It includes the customer name and address, account number and lookup code. The invoices on Accounts Receivable being paid are listed with a balance still owing if the invoice is not paid in full.

AR Statement: Link 739

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* Accounting: AR Statements: Tag: Print Statements: :

* Report Center: AR Reports: AR Statements: Run Report [F7]: Tag: Print Statements

* Customer Center: Customer Record: AR Detail: Print Statement: :

More of a form than a report, the primary purpose is to state how much the customer currently owes and to detail why the charges are being assessed. There are two forms: Balance Forward and Transaction Based. Both forms include customer name, address, phone, and account number, total charges, payment due date, minimum payment due, payment due date, previous and new balance, purchase amount, finance charges, store credits, invoice date and total, payments, discounts, and refunds. The statement can include the SKU, description and other details of the items purchased.

AR Transaction Exception Report:

* Maintenance: Data Utilities: Verify Data: Receivables: Options: Process [F10]

After verifying AR transactions POSitive may report that some customer accounts were incorrect. POSitive automatically makes corrections and lists the names of the customers and invoice numbers in question. You may print the list.

-- B --

Bad Checks Report: Link747

* Management: Check Management" Actions: "Bad Checks" Report: : :

Lists bad checks returned and processed during the selected date range. Includes the amount of the check, reason for return, and customer name, account number and customer lookup code.

-- C --

Cash Forecast Report: Link747

* Report Center: AR Reports: AR Cash Forecast: : : Sum/Det

* Accounting: AR Reports: AR Cash Forecast: : : Sum/Det

Lists totals of monies due on Accounts Receivable on a per week basis. The detailed report identifies the customers by name.

Chart of Accounts Link747

* Report Center: GL Reports: Chart of Accounts

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* Accounting: Chart Of Accounts: Print [F7]

A listing of your defined Chart of Accounts sorted by Class or Types of Accounts.

Checks Tendered Report: Link 748

* Management: Check Management: Actions: Print List: Query

Lists checks taken in payment and sorted by check number. The list can be focused on a specific customer or match results of a query.

Consignment Agreement Link 750

* Customer Center: Highlight Customer Name: Choose Consignments: Print Agreement

As inventory is accepted from a consignor for resale, terms of the sale are defined and an agreement is drawn up for signature. The Consignment Agreement can be reprinted. Paragraphs of the agreement can be edited.

Consignment Inventory Link 751

* Report Center: Inventory: Inventory Listing: Run Report [F7]: Consignments: Options

To report on all consignment items in inventory by SKU, Description, and stock status. Use of the report options is useful when running other types of reports.

Consignment Letter Link 752

None

When consignment payments are processed, one can choose to print a Consignment Letter to be included with the consignment check. This letter includes the consignor's name and address and the amount of the enclosed check. The letter cannot be reprinted.

Contract Pricing List Report Link 753

* Contract Pricing In Process: Print: Contract Pricing Details
* Contract Pricing In Process: Print: Contract Pricing Summary

Contract Pricing Details

Prints a multi-page list, sorted by contract pricing number, of every pending order. It includes the customer name, account number, contract pricing number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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Contract Pricing Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the contract pricing number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Credit Card Detail: Link

* Accounting: Reports: Register Balance/Tender History: Daily Balance History: Credit Card Report:

Grouped by credit card type, the report includes the invoice number, date of invoice, charged amount, refunded amount, credit card identifiers and approval number with totals per card type and grand totals.

Current AP Report: Link 753

* Report Center: AP Reports: AP Pending Report: : Options

* Accounting: AP Report: AP Pending Report: : Options

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

Customer Accounts Receivable Transactions: Link 755

* Report Center: AR Reports: AR Transactions By Date: Run Report [F7]

* Accounting: AR Reports: AR Transactions Report : : Date

* Customer Center: Customer Record: AR Detail: Print History: :

Every customer with AR history is included in this date range defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

Customer File: Link 757

* Customer Center: Highlight Customer: Actions Print: select Customer File : :

A simple printout with statistics, data, and notes about the highlighted customer. Includes customer address dates and numbers of purchases and notes about the customer.

Customer Invoice History: Link 757

* Customer Center: Purchase History view: Print List

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Lists all invoices and products purchased within the date range. Includes customer name, account number and lookup code, invoice number, date and time of purchase, item SKU, description, quantity and backorder, selling price, discount percentage and line extended total and grand total. Multi-Store: The store of origin is listed for each invoice.

Customer Labels: Link 758

* Management: Marketing: Customer Labels: Options: Query

You may print mailing labels for some or all of your customers in the Customer Center. Use of a Query can filter the list of all customers to only those meeting specific criteria such as zip code, total of purchases, and other criteria.

Customer List: Link 761

* Management: Marketing : Print Customer List (Report):

A list of customers by name, address and phone numbers. Through the use of the query feature, this list can be a tool to identify those customers who meet certain criteria.

Customer Orders Link 766

* Inventory Center: Highlight item: Stock Manager view: Double Click on "Held": Print List

If an inventory item in stock is being held on customer orders, this report shows whose order and the number backordered. Divides the list into Filled Orders and Backorders and shows order number, date placed, date due, customer name, quantity ordered, quantity backordered.

Customer Profit Report: Link 766

* Report Center: Sales: Customer: Run Report [F7]: Percent Profit Margin: Option

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Variations of the Data (see Customer Ranked By 769)

Customer Purchases List: Link 768

* Customer Center: Purchase History view: Items Purchased tab: Export (Gold Arrow)

Comment - The report is for one customer only and can be redesigned to a degree. The export is more flexible than a printout. Export to Excel and the data can be sorted and totaled.

Customer Ranked By: Link 769

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* Report Center: Sales: Customer: Run Report [F7]

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Variations of the Data

- Customer Ranked By Invoice Monetary Profit
- Customer Ranked By Number Of Transactions
- Customer Ranked By Gross Sales Revenue

-- D --

Daily Sales Report: Link 771

* Management: Sales Summary: Export (Gold Arrow)

Comment - The export is more flexible than a printout. Export to Excel and the data can be sorted and totaled.

A summary of sales per day showing date, number of invoices, total sales, cost, profit, margin, and with returns deducted giving an adjust sales total. These totals are summed for a Month To Date total. A date range can be selected.

Department / Category Listing Report: Link 772

* Maintenance: Departments: Print [F7]

A listing of Department names and categories assigned to each department.

Deposit / Payment Receipt: Link 772

Transactions: Pending: select type: highlight customer Pending Transaction: choose Payment button: Select Print [F7]

A record of deposit payments (or refund payment) is printed automatically and is to be given to the customer. The receipt can be reprinted as needed.

Voiding an order or layaway with a deposit already paid gives one the option to refund the deposit by cash or check. A Deposit / Payment Receipt can be printed, but not re-printed once the transaction is deleted.

Deposits On File: Link 773

Accounting: Reports: Deposits On File:

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Lists active orders, layaways, service orders, and internet orders with full or partial payment applied as a deposit towards the purchase of the items. The report is sorted by transaction (order) number. It includes the date of creation, customer name, type of transaction, total amount of the order, and total deposit amount. As detail, a history of each deposit amount, method of payment, and date of a deposit applied to the pending transaction is reported.

Discrepancy Report: Link 775

Inventory: Physical Inventory: Reconcile From File: Print "Discrepancy Report"

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported. When reconciling inventory counts, POSitive will report items which now have more or less in stock than that which was originally stated. The report can focus on just the imported item or report on ALL inventory items which were not included in the batch.

Dollar Profit Link 817

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

-- E --

Employee Exception Report: Link 777

* Report Center: Sales Reports: Employee: Options

The Exception Report shows inventory items per employee when employees have made a change to the selling price or entered a discount percentage for the item or both. This is expressed in a field called Total Difference and is Grand Totaled at the end of the report. Excluded from this report will be items which are anticipated to have a change in pricing. For example, if the customer has a permanent discount then the item will be automatically discounted and will not be on this report. Or, if the item has a flag "Ask For Price" then the item will be excluded.

Employee File Link 778

* Management: Employees: Print: Print Highlighted

Prints specific information about an employee including employee name, address, phone number and notes created about the employee. The employee's current Sales ID and password and social security number are included.

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Employee List Link 779

* Management: Employees: Print: Print List

A name, phone, and address list for all store employees.

Employee Sales Report: Link 779

* Report Center: Sales Reports: Employee: Options

Based on a date range and selection of employees to be included, this report displays invoice number, date and time, cashier, selling price (tax excluded), cost, profit, margin and freight per invoice. Sorted by employee name, subtotals per employee and grand totals are printed.

Employee Sales w/Graph: Link 857

* Management: Sales Summary: Employee Sales: Print: :

Sales totals by each employee for the specified time period are listed and displayed in a graph.

Employee Service Time Report Link 781

Management: Service Time Cards: Print Tagged

Service orders can track time spent by technicians on that service order. This report is printed one page per employee and includes the employee name, date of service, service order number, time in and time out and hours worked per service order and totals for the date range selected.

Employee Time Report Link 782

Management: Employee Time Cards: Print Tagged

This report is printed one page per employee and includes the employee name, date, time in and time out, and hours worked with a grand total for the date range selected.

-- F --

Freight Summary Report: Link 782

Inventory: Purchase Order History: Reports: Freight Summary:

For a selected date range, this report lists all purchase orders received from each vendor. The freight value is totaled per vendor and grand totaled for the date range. The report includes vendor name, vendor invoice date, vendor invoice number and PO Number.

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Frequent Buyer History Report Link783

Management: Frequent Buyer Program: Print History

Customer Center: Frequent Buyer tab: Print

A summary report listing rewards earned per the highlighted customer. The report shows the customer name, account number and lookup code, date and time of purchase of qualifying products, the value of the qualifying products, and the amount of the award. A grand total of awards and balance towards next award are at the end of the report.

Frequent Buyer Report Link784

Management: Frequent Buyer Program: Print [F7]

Lists all customers assigned to a specific frequent buyer program. The report includes the customer name, account number and lookup code as well as total to be awarded and balance being applied towards next award.

-- G --

General Ledger: Contact POSitive support for more information.

* Accounting: Reports: General Ledger: :
* Accounting: GL Setup: GL Reports: General Ledger: :

General Ledger Accounts: Link

Accounting: General Ledger: Chart Of Accounts: Print: :

General Ledger Balance Sheet: Link

Accounting: General Ledger: Reports: Balance Sheet: :

General Ledger: Income Statement Link

* Accounting: Reports: General Ledger: :
* Accounting: GL Setup: GL Reports: General Ledger: :

General Ledger Journal Entries: Link

Accounting: General Ledger: Add/Edit/Post: Print [F11]

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General Ledger Journal Entries Detail Report: Link 784

Accounting: General Ledger: Transaction History: Print: : Sum/Det

Lists debits and credits per GL Account for the batch or date range. Note: only "posted" transactions will appear on the report.

General Ledger Operating Statement: Link

Accounting: General Ledger: Reports: Operating Statement: :

Gift Certificate Sales Report: Link 786

* Management: Gift Cards: Sales Report [F8]

A listing of gift certificates sold during a specified date range. The report includes the date of sale, invoice number, and customer name on the invoice. The amount of the gift certificate is listed and totaled for the date range.

Gift Certificates Outstanding: Link 787

* Management: Gift Cards: Print [F7]

All gift certificates not fully redeemed are listed by date sold. The report includes the gift certificate number, date sold, sales person, invoice number, customer name, and amount of the gift certificate. If a gift certificate has been redeemed in full, it is removed from the list. If it has only been partially redeemed, the amount spent is displayed and a balance calculated. All balances outstanding are totaled.:

GL Interface List: Link 788

* Accounting: GL Setup: Print GL Interface

A printout of the GL Setup fields and GL Accounts assigned to those fields arranged by Types.

Gross Revenue Link 817

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

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-- H --

Hourly Sales Summary w/Graph:

* Management: Sales Summary: Hourly Sales: Print:

Invoices are time stamped. This report shows total sales per hour for the given date range. The report includes a total number of invoices and sales, and a graph of sales per hour.

-- I --

Internet Orders List Report

Internet Orders In Process: Print: Internet Order Details

Internet Orders In Process: Print: Internet Order Summary

Internet Order Details

Prints a multi-page list, sorted by internet order number, of every pending order. It includes the customer name, account number, internet order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Internet Order Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the internet order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Inventory Discrepancy Report: Link 791

Inventory: Physical Inventory: Reconcile From File: Discrepancy Report: Print: :

Whenever a Physical Inventory count is taken and entered into the "Import Physical Inventory From File" screen, any differences between the Original and Actual count can be printed by selecting the Discrepancy Report. The report can exclude or include items not counted. The report shows SKU, Description, original and actual counts.

Inventory Exception Report: Link 791

Inventory: Physical Inventory: Reconciliation Report: Print: :

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Whenever inventory stock counts are adjusted manually, a log is kept showing the date of the adjustment and difference between the original or computer count and the new Actual count.

Inventory Listing: Link 792

Inventory: Inventory Reports: Inventory Listing: Options :Query

List of all or selective inventory items based upon sort order and query applications. Report shows SKU, description, inventory type, current stock count, number held, and Stock location. Report definition can group inventory by department or category.

Inventory Matrix Report: Link 793

Report Center: Inventory Reports: Matrix Report: Run Report [F7] Options

Inventory Center: Edit Matrix Header: choose Print under Actions

The report keeps the characteristics of the row/column grid showing item information. Data to be displayed in the report can be cost, stock quantity, quantity to order, or selling price. The report can contain one or more matrices.

Inventory Price List: Link 796

Inventory: Inventory Reports: Inventory Price List:

The list shows SKU, Description, and pricing for the first three price levels of each item. The report can be redefined to include more information.

Inventory Sales Report With Notes Link 799

Sales Report All Inventory

* Report Center: Sales Reports: Inventory: Run Report [F7]: Options

The report can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. It can be sorted by SKU or description.

Inventory Valuation Report: Link 801

Inventory: Inventory Reports: Inventory Valuation:

Lists inventory in stock and calculates the wholesale value of all items. Printing with no detail shows SKU, Description, inventory type, stock count, average cost and total cost. Printing with detail shows purchase order sources which explain the average cost and additionally includes vendor name, purchase date, purchase order number, quantity received and cost. On the last page of the report is a synopsis by department / category with total cost, total stock counts and percentages each department and category fulfill compared to all inventory.

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Invoice Sales Report: Link 804

* Report Center: Sales Reports: Invoices: : Date Sum/Detail - (see Note Management)

The summary report for the designated date range lists total sales, total cost, total profit, margin, freight totals, and a combined sum of total plus freight. The value of trade-ins is also included. The detailed report lists each invoice number, date of invoice, time of invoice, cashier name, station number total price, cost, profit amount, margin, and freight. The mosted detailed report, includes the customer name and address and the inventory on the invoice; SKU, description, quantity, and sales tax 1 and sales tax 2 amounts. Grand totals are at the end of each report.

Items Discarded Report: Link 807

Inventory: Inventory Reports: Items Discarded: : :

Inventory returns which have been deemed unreturnable to stock or to the vendor is discarded. A report on these discarded items for a specified date range includes the sales ID of employee processing the discards, SKU, description, date of discard, quantity, cost of the item and extended total cost. A grand total cost is listed at the end of the report.

Items Not Ordered Since….: Link 808

Accounting: Reports: Stock Reports: Items Not Ordered Since: : Options : Query

A stock count report of inventory which would be considered old because it has not been purchased from vendors since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was purchased from vendors. The report can be sorted by SKU or description.

Items Not Sold Since…: Link 809

Accounting: Reports: Stock Reports: Items Not Sold Since: :Options Query

A stock count report of inventory which would be considered old because it has not been sold since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was sold. The report can be sorted by SKU or description.

Items On Order Link 811

Inventory: Orders In Process: By Item: Print: Query

Inventory ordered from vendors but not yet received is listed with SKU, description, quantity and cost. The date placed, and the date expected and the purchase order number are also part of the report.

Items On Order VS Stock Count: Link 812

Report Center: Inventory Reports: Orders Vs Stock: Run Report [F7] Options

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Compares current stock counts and purchase orders in transit with customer orders, layaways, and service orders pending. Shows SKU, description, number in stock, number needed, number ordered, and number still needing to be ordered to fulfill customer orders. Choosing to print detail will show customer name, order number, quantity, and date needed.

Items Purchased Report: Link 814

Report Center: PO History Reports: Purchase Orders By Date: Run Report [F7] Query

Inventory: Purchase Order History: Reports: Items Purchased By Date: : Query

Lists inventory by SKU and description with detail about purchase order history showing date received, PO number, vendor name and the quantity, cost and extended total. The quantity and value of all purchase orders in the date range are totaled and the cost averaged.

Items Returnable To Vendor: Link 815

Accounting: Reports: Stock Reports: Items Returnable To Vendor: :

Lists inventory which has been purchased from a vendor with an agreement that unsold product can be returned within a specified number of days. The report lists below the vendor name and number of "returnable days" the items which can be returned showing vendor SKU, your SKU, description, the original purchase order number, vendor invoice date and date arrived, quantity, cost and extended total cost. The report setup allows you to select the vendor(s) to be included in the report.

Items Sorted By....: Link 817

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Item Stock Report Link 807

Inventory Center: Highlight Item: RightMouseClick: Item Stock: Print

Lists the source(s) of the stock count which includes the date received, purchase order number, vendor name, cost and quantity as well as the SKU and Description of the item. If the inventory item is serialized, the report will include serial numbers.

-- J --

-- L --

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Layaway List Report

Layaways In Process: Print: Layaway Details

Layaways In Process: Print: Layaway Summary

Layaway Details

Prints a multi-page list, sorted by layaway number, of every pending order. It includes the customer name, account number, layaway number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Layaway Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the layaway number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Layaway Report: Link

Accounting: Accounts: Layaway Reports: : : Query

Lists all layaways pending. Includes layaway number, customer name, customer account number, total of the layaway, amount paid as deposit, balance still due, and last paid date, and date when layaway is to be delivered.

Layaway Statement: Link

Accounting: Accounts: Layaway Statements:

One can choose to mail reminders to customers with products on layaway by printing out statements. The statement includes customer name and address, customer account number, layaway number and expected delivery date. Total due on the layaway and a listing of payments already made with date, amount, and tender type. A grand total collected and the remaining balance are printed at the bottom of the statement.

List Of Declined Recurring Invoices Link 823

Run Batch on the Recurring Invoices In Process Screen, follow prompts.

A simple listing of invoice number, customer name, and the fact that the credit card submitted for processing was declined.

List of Vendors: Link 824

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Utilities: Vendors: Print List [F6]

A simple listing of your vendors sorted by vendor name. Shows vendor name, ID code, city, state, zip code, phone and fax phone number.

List of Voids Link 825

Management: List of Voids: Voided Invoices

Lists the invoice number, date of creation, time of creation, sales ID and name of employee who voided the invoice and a reason for the void. The list can be purged from time to time.

-- M --

Monthly Sales Summary w/Graph: Link 825

* Management: Sales Summary: Annual Sales: Print: :

A 13 month tally of sales and returns per month. Shows totals of taxed items and non-taxed items and a calculated total for the month. A graph is included for easier interpretation.

Multi-Store Sales Report

Management: Daily Sales Summary: Multi-Store: Summary tab: Store Sales Reports: Inventory Report

Lists quantities of all inventory sold in all stores for a specific date range. The report includes the item SKU with description, the number sold per store and a line total. The last line has column totals.

Multi-Store Sales Summary Report

Management: Daily Sales Summary: Multi-Store: Summary tab: Store Sales Reports: Sales Summary

Shows daily sales dollars (without tax) for each store for each day of sales for the specified date range. The grid consists of dates, store codes, and line and column totals.

Multi-Store Stock Report

Inventory Center: Multi-store tab: Print

A grid style report lists each SKU with item description, stock count in each store in the multi-store group, and a line total. The last line of the report totals column counts.

Multi-Store Transfer Report

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Inventory: Multi-Store: Manage Transfers: Pending Transfers tab: Print [F7]

This report shows a grid of inventory items and remote stores and totals per row and columns of all items being transferred to other stores.

-- O --

Order List: Link 826

Inventory: Prepare Order List: Print List

Lists inventory items needing to be ordered from vendors. Includes SKU, description, quantity on hand, minimum stock and minimum order settings, suggested number needed, calculated quantity to order, cost, and vendor selected.

Order List Report Link 828

Orders In Process: Print: Order Details

Orders In Process: Print: Order Summary

Order Details

Prints a multi-page list, sorted by order number, of every pending order. It includes the customer name, account number, order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Order Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Orders Arrived List: Link 831

Purchase Order: Receive: Orders Arrived Table: : Print List:

This report prints only at the time of receiving a PO and includes the inventory item SKU and description, names of customer(s) who have ordered the product, with order number, customer phone numbers, quantity ordered, and quantity "here" for delivery.

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Orders, Grouped By Item Link 832

Orders In Process: Print: Orders, Grouped By Item

The focus is on the inventory items. It shows the SKU, Description, Ordered Quantity, Backordered Quantity and the Bin Location of the item. Additionally, if you choose to Print Detail, the order number and the customer name is displayed under the inventory item.

The setup allows for selection of Sort Order, Date Range (based on the Date Created or Date Due), and printing of Detail.

-- P --

Paid Commissions Report Link 833

Management: Commission Processing: Sales Commissions History: Print

Lists amount of commission to each employee. The report includes employee sales ID, invoice number, customer name, date of invoice, inventory SKU and description, quantity sold, amount of sale, commission percentage, fixed commission, and total amount to pay per line item and grand total paid.

Percent Profit Link 817

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Physical Inventory - All Entries:

Inventory: Physical Inventory: Reconcile From File: Print List: :

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported.

Physical Inventory - Exception Report:

Inventory: Physical Inventory: Reconcile From File: Print: :

(see Inventory Discrepancy Report 791)

Whenever a Physical Inventory count is taken and entered into the "Import Physical Inventory From File" screen, any differences between the Original and Actual count can be printed by selecting the Discrepancy Report. The report can exclude or include items not counted. The report shows SKU,

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Description, original and actual counts.

Physical Stock Count:

Inventory: Physical Inventory: Reconcile Inventory: Print: :

Inventory: Physical Inventory: Print Inventory List:

As an aid to to conducting a year end physical stock count, this report lists SKU, description, current stock count, and a place to tally your actual count. If product is serialized, serial numbers will be listed with the item. Print options allow for changing sort order, applying a query, and other output options.

PO Summary Link 836

Report Center: PO History: Purchase Order Summary

Not a printable report, but a useful display.

A summary of all purchases, payments, credits, and balance per month for a selected year.

Price Change Report Link 837

Inventory: Maintenance: Global Changes

The purpose of this report is to preview the effects of a global price change before committing changes. It lists the SKU, description, old cost, new cost, old price 1, 2, 3, 4, 5, and 6 and the new price 1, 2, 3, 4, 5, and 6.

Print Customer Labels

Profit By Week: Link 838

* Report Center: Sales Reports: Weekly Summary: Run Report [F7] Options

A summary report shows total sales, cost, profit and margin for each weekly period with grand totals at the end. A detailed report shows invoice number, invoice date and line item cost, price, profit and margin for each weekly period.

Profit Report Sorted By....:

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

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Promo Pricing Report

Inventory: Promo Manager: Items: Print [F7]

Lists all items on promo by SKU, Description, Start Date and Time, and End Date and Time.

Purchase Order: Link 841

Purchase Order: Edit: Print: : :

Purchase Order Center: Receive POs [F3]: Print [F7]: Highlighted

A purchase order printout shows all the essential information about your company and the vendor as well as the inventory items being purchased. Included in the form are your PO number, account number, terms of payment, shipping method, date of purchase order and purchaser sales ID. This form can be redesigned with the Report Editor.

Purchase Order By Date:

Report Center: PO History Reports: Purchase Orders By Date: Run Report [F7] Options

Inventory: Purchase Order History: Reports: Purchase Orders By Date: Summary/Detail:

The summary report lists all purchase orders by date within the date range and includes the purchase order number, vendor invoice number, date arrived, vendor name, total of the purchase order, freight total, order tax and freight tax and a grand total of each. The detailed report also includes the vendor SKU, your SKU, description, quantity received, cost, and extended total cost.

Purchase Order Price Changes Report:

Purchase Order: Receive PO: Process PO: PO Receive Summary screen: Print Price Changes :

REPRINT Inventory: Purchase Order History: By PO Number/Date: Highlight PO: Print Price Change Report

When receiving inventory items with cost changes can be edited and new selling prices assigned. This report includes the SKU, description, vendor SKU, quantity received, original selling prices and new selling prices of items changed. Also included is the vendor, date of purchase order and purchase order number.

Purchase Order Receiving Report: Link 845

Purchase Order: Receive PO: Process PO: Receiving Report: :

A purchase order form which includes the quantity ordered and quantity received. Items with adjusted pricing have an asterisk following the Line Total value.

Purchase Order Summary Report:

Purchase Order Center: Receive POs [F3]: Print [F7]: All

Prints pending purchase orders for selected vendors. The report includes vendor name, purchase order

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number, date placed, date expected and total of purchase orders for the vendor and grand total of all purchase orders.

Purchase Order Tax Report (Paid): Link 847

Accounting: Reports: PO Tax Report (Paid): : : Sum/Det

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and the date taxes were paid. The report is date range specific.

Purchase Order Tax Report (Pending):

Accounting: Reports: PO Tax Report (Pending): : : Sum/Det

(see AP Not Paid - Taxes Not Yet Paid Report)

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and invoice date The report is date range specific.

-- Q --

Quantity Sold Link 817

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Quotes List Report Link 849

Quotes In Process: Print: Quote Details

Quotes In Process: Print: Quote Summary

Quote Details

Prints a multi-page list, sorted by quote number, of every pending order. It includes the customer name, account number, quote number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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Quote Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the quote number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

-- R --

Reconciliation Report: Link 850

Accounting: Checkbook: Reconcile History: Print Batch

After reconciling the checkbook with the bank statement, a batch of transactions is created. Printing this batch includes the settlement date and time, bank and account number, opening and closing balance and detailed lines of each transaction to include check number, date of check, name on check, memo, check amount and deposit amount.

Refund Check - Cover Letter

None

When processing Refund Checks to customers, one is prompted to print a cover letter to explain the reason for the check.

Register Activity Log Report: Link 851

Management: Daily Transaction Log: Print:

The report includes the register number, date and time of transaction, name of the employee and a description of the transaction. The data can be purged from time to time to keep the list short.

Register Balance Report - Detail:

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

Upon balancing the cash drawer a detailed report of transactions are grouped into sections such as AR Payments, Invoices, Deposits, etc. Included in the report is the date of the transaction, the reference or invoice number, amount in cash, checks, charge cards, coupons, gift certificates, store credits used, on account charges, and food stamp values. These are all totaled per section and grand totaled at the end. Each transaction also shows the sales clerk ID and transaction type.

Register Balance Report - Summary:

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Accounting: Reports: Register Balance/Tender History: Daily Balance History: Register Balance Report:

This summary report is per register or workstation for a given date. It includes total cash, checks, charge cards, coupons, gift certificates, and food stamps tendered for both the computer counts and cashier reported amounts and any differences are displayed as over or short values. The report also shows starting balance of cash and amount of cash left for making change during the next shift. A total "your deposit" amount includes the sum of cash, checks, and charge cards, with a subtotal of just cash and checks. Also included is a fluctuating list of transaction values which appear only if there are relevant transactions for the period. The total of this column and the total "your deposit" column should be equal.

Register Balance Summary Report: Link 854

Accounting: Reports: Register Balance/Tender History: Daily Balance Summary:

Using a date range, all workstation totals are combined into one report, however, there is no grand totals for the report. The report includes, date register was balanced, register number, sales ID of employee balancing the register, actual counts of cash, checks, charge cards, coupons, gift certificates, and food stamps, compared with computer counts of the same. Over and short calculations are reported for each tender type, and cash left in drawer is reported. This is repeated for each workstation balanced during the specified time period.

Register Sales Category Summary: Link 855

Accounting: Reports: Register Balance/Tender History: Daily Balance History: Category Report:

Sales for the time period and workstation covered by the when the cash drawer is balanced is summarized by category. The report includes the category name, total sale amount, total quantity sold, total return amount and quantity, total discounts and quantity per category with a calculated line total and percent of sales. Subtotals for all sales amounts and quantities of sales, refunds, discounts and a grand total less transaction discounts and less trade-in values.

RMA Aging Report:

* Purchasing: RMA Reports: RMA Aging Report

Inventory items sent back to vendors on RMA (Return Merchandise Authorization) are reported showing date of return, quantity returned, number of days since being sent back showing dollar values under Current, Over 30, Over 60, and Over 90 Days. Quantities and dollar values are subtotaled per inventory item and grand totaled at the end of the report. The report is grouped by vendor name and includes SKU and item description.

RMA Letter To Vendor:

* Purchasing: RMA Reports: RMA History: Process RMA: Print RMA Letter

Inventory items being sent back to vendors are listed on a form which can be sent to the vendor itemizing quantities, serial numbers, purchase date and invoice number, reason for return and action to be taken.

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Sales By Employee w/Graph: Link 857

* Management: Sales Summary: Employee Sales: Print: :

Sales totals by each employee for the specified time period are listed and displayed in a graph.

Sales Report All Inventory: Link 858

* Report Center: Sales Reports: Inventory: : Options

Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. The report can be sorted by SKU or description. It can include detail or summary information and can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Sales Report By Category Link 859

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options

Lists inventory sold grouped by category. This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. (When option "Use Departments" is off.)

Sales Report By Department: Link 860

* Report Center: Sales Reports: Department: : Options

This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals.

Sales Report By Vendor: Link 866

* Report Center: Sales Reports: Vendor: : Options

Using a specified date range and selection of vendors, the report groups sold inventory items under the vendor name. The summary report includes vendor name, SKU, description, quantity sold, average cost, average price, profit, and margin. All items for a vendor are subtotaled. At the end of the report totals are listed by vendor name, total cost, total price, profit, margin and percentage of sales and a grand total for cost, price and profit. The detailed report also includes invoice number, invoice date, customer name and account number and code number with subtotals per inventory item.

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Sales Tax Report: Link 102

Accounting: Reports: Sales Tax Report: : : Date Sum/Det

Lists sales taxes collected for a given date range. The summary report includes sales tax group name, sales, returns, total sales, amount of tax collected, and total collected per tax group with a grand total section of sales, returns, total sales without tax, total tax collected and grand total collected. Two additional fields are total taxable and total non-taxable to distinguish between inventory items sold which never charge tax. The detailed report also groups by tax group and includes invoice number, date and time of sale, amount taxed and not taxed, total invoice amount, tax collected based on applied to value per tax category. The tax group is summarized and a grand total at the end of the report.

Sales vs Purchases (Cash Flow) [Display Only]

Accounting: Reports: Sales Vs Purchases

A display only which summarizing month by month sales, purchases, and sales minus purchases. Also includes total amounts collected, paid, and overall cash flow. Grand totals for the year are displayed at the bottom. One can select the year to be displayed.

Service History Link 870

Register: Invoice History: Service folder icon: Print History

Prints all notes associated to the highlighted invoice. The report includes the service order number (at the end of the note title), the current invoice number, service order number, date and time of the note, employee sales ID and contents of each note.

Service Order List Report

Service Orders In Process: Print: Service Order Details

Service Orders In Process: Print: Service Order Summary

Service Order Details

Prints a multi-page list, sorted by service order number, of every pending order. It includes the customer name, account number, service order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Service Order Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the service order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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SKUs Not Found Report: Link 873

Inventory: Physical Inventory: Reconcile From File: Print "SKUs Not Found"

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported. When reconciling inventory counts, POSitive will report items which are not recognizable because the SKU does not exist in the Inventory List.

Stock Location Report: Link 874

Report Center: Inventory Reports: Stock Report

Inventory: Inventory Reports: Stock Report: : :

Alphabetically lists each shelf or bin location and the inventory items assigned to that location. The inventory item's SKU, description and current stock count are included in the report. Use of a Query can filter the report output.

Store Credits List: Link 878

* Report Center: AR Reports: Store Credits Report:

* Accounting: AR Reports: Store Credits Report:

List all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.

Summary Of Tender Report: Link 878

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

-- T --

Templates Sales Report

Sales Report By Department

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options

The sale of a template will list all components of the template on the customer invoice. The components are reported in their respective departments and categories as described in Sales Report By Department 860.

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The sale of a "hidden template" or "kit" only lists the template name on the customer invoice, yet it can be reported on in one of two ways:

- **each component of the kit is counted** under its appropriate department and category.
  This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. The counts are subtotaled by item, and the subtotals are totaled by category and by department with a department summary on the last page.
- **the kit is counted as a complete unit;** the components are not included in the report but the cost of the kit is the total of all items in the kit.
  This report includes invoice number, invoice date, customer name, Kit SKU, description, quantity sold, cost of all items in the kit, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. The counts are subtotaled by item, and the subtotals are totaled by category and by department with a department summary on the last page.

Tender Report: Link 878

Accounting: Reports: Register Balance/Tender History: Tender History Summary: : Sum/Det

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

Transfer History Report (Multi-store)

Inventory: Multi-Store: Transfer History: Highlight batch: Print [F7]

Lists inventory which has been transferred to other stores. Includes SKU, description, serial number, quantity, cost, and line total. Also includes date, batch or PO number, store receiving transfer, and total dollar value of the transfer.

Transfer Inventory List (Multi-store)

Transfer Manager: Process Transfer: Preview Transfer Report

When products are transferred, one is prompted to print a Transfer Inventory List. This is a report to show what products are being sent from the main store to the remote store. This shows SKU, description, store code, store name, and transfer quantity.

Trial Balance: Link

Accounting: General Ledger: Reports: Trial Balance: :

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Uncollectable Debts Report: Link 880

* Accounting: AR Reports: Uncollectable Debts: : : Date

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

Unpaid Commissions Report Link 881

Management: Commission Processing: Sales Commission Posting: Print [F7]

Commissions earned by employees but which have not yet been processed to pay are listed. Included in this report is the employee sales ID, invoice number, customer name, date of sale, SKU, description, quantity sold, amount of sale, commission percentage, commission earned, fixed commission amount and extended total to be paid. Return invoices will deduct commissions. Not all commissions earned will necessarily be paid at this time, so a Total to Pay can be different than the Total Commissions.

Unpaid Consignments Report Link 881

* Management: Consignments: Print List [F7]

Lists the sale of all consignment items, the consignor's name and amount to be paid to the consignor, with a grand total at the end of the report. Included is the date of sale, invoice number, SKU and description and quantity of the item sold. The paid value will always be zero unless the item is tagged to be paid.

Used Inventory Valuation Report Link 882

Inventory: Inventory Reports: Inventory Valuation: Sort Items Screen: Used Inventory

By selecting the option to report only on Used Items, the detailed valuation report includes SKU, description, type, quantity in stock, average cost, total cost, date received, time received, customer name, condition of item, and grand totals of stock and cost.

-- V --

Vendor AP History Report

* Report Center: AP Reports: AP History Report

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* Accounting: Accounts Payable: AP Reports: AP History Report Options

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

Vendor Detail:

* Vendors: Highlight Vendor: Print Selected [F7]

Information about a specific vendor includes vendor name, address, phone numbers, your account number with the vendor, terms or payment, default shipping method, your credit limit with the vendor, Also shows when you first dealt with the vendor, last purchase date, and date of last payment to the vendor.

Vendor Inventory Sales History:

Report Center: Vendors: Run Report [F7]

Vendor Inventory Sales Summary:

Report Center: Vendors: Run Report [F7]

Vendor Sales Report By Department

* Report Center: Vendor Reports: Vendor Inventory Sales History: Run Report [F7]: Options

After selecting a date range and vendors and departments and categories to be included, the report includes vendor ID, SKU, Description, Quantity: received, sold to date, on hand, over/under, on order, sold per month, Item cost, on hand valuation, total profit for the time period, and a summation of sales per department and category.

Vendor Sales Summary Report

* Report Center: Vendor Reports: Vendor Inventory Sales Summary: Run Report [F7]: Options

After selection of date range and vendors to be included, the report groups inventory sold by vendor name, shows vendor SKU, item SKU, description, quantity sold during the time period, average cost, current stock on hand quantity, selling price (price 1 only), number of units on order, and date last sold.

Vendor Stock Valuation Report:

* Report Center: Vendor Reports: Vendor Stock Valuation Report: Run Report [F7]: Options

The report groups inventory by vendor, lists the vendor SKU, item SKU, description, stock count, average cost, and an extended total cost of the item. On the last page is a Vendor Summary which totals all items per vendor. The detailed report includes date the item was received from vendor, quantity received, current stock and cost of line item.

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Zip Code Profit Report

* Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

Lists zip codes and city name with number of invoice per zip code, total sale amounts, profit and markup per date range period. Totals are at the bottom of the report.

(see Items Sorted By 817)

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

4.7.4.3.1 13 Week Quantity Sold Report

Reports quantity sold of items per 13 week period with a total sold and ratio number. The report includes category name, SKU, description.

13 Week Quantity Sold Report

* Report Center: Sales Reports: 13 Week Sales: : : Date

SETUP

Primarily, you will be selecting Departments and Categories to include on the report. The Date Range is somewhat controllable. Since it is to be a 13 Week report, the dates will be relative and you do not need to calculate when the 13 weeks start and end.

If you are using Divisions, you may filter by a specific Division.

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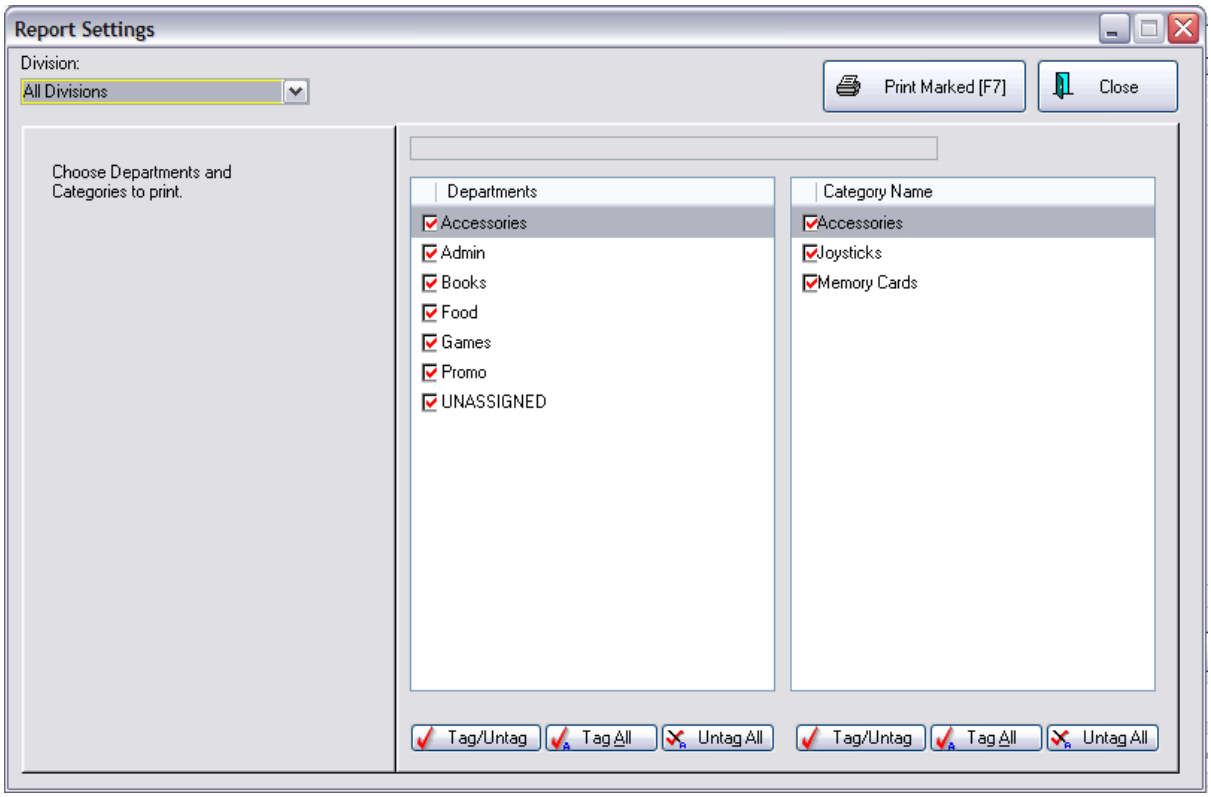

SAMPLE REPORT

13 Week Quantity Sold Report

Confidential

From: 5/02/2010
To: 8/01/2010

	Ratio*	Total Sold	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
Category: Payout															
PH	PAYOUT														
	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00
Category: Taxable Item															
ABC	ABC KIT														
	0.20	3.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00
2000097-C	LISA ITEM														
	0.40	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAR-24-M	MARIO T-SHIRTS-L-PAPER														
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAR-17-M	MARIO T-SHIRTS-S-SUPER														
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
NOP	NOP TEMPLATE														
	0.20	1.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
P	P														
	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
K	PART K														
	0.80	4.00	0.00	0.00	0.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
L	PART L														
	0.80	5.00	0.00	0.00	0.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
M	PART M														
	0.20	2.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Category: Wintendo Games															
SN1	SUPER MARIO III														
	2.00	13.00	0.00	0.00	3.00	7.00	0.00	0.00	2.00	0.00	1.00	1.00	0.00	1.00	0.00

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4.7.4.3.2 Accounts Receivable Activity

Lists all Invoices tendered on Store Account for the date range specified with a grand total amount. It will show the customer name and account number, invoice number, and amount of invoice.

This report does not include payments received on AR. (see **Accounts Receivable Payments Report** 727)

Accounts Receivable Activity:

* Report Center: AR Reports: AR Activity By Date: : : Date
* Accounting: AR Reports: AR Activity By Date: : : Date

Set Date Range

The Report is sorted by Customer name

Accounts Receivable Activity

Confidential

From: 1/01/2010
To: 12/31/2010

Account	Customer Name	Invoice	Date	Amount
Charges				
4	Dunkin, Dan	1047	6/08/2010	25.41
5	Smith, Mary	1025	5/28/2010	28.17
5	Smith, Mary	1026	5/28/2010	37.72
7	Tew, Paul	1166	7/02/2010	-53.90
7	Tew, Paul	1167	7/02/2010	32.72
7	Tew, Paul	1168	7/02/2010	32.72
8	Tew, Paul	1171	7/05/2010	53.90
5	Tew, Paul	1187	7/07/2010	28.17
6	Tew, Paul	1198	7/12/2010	33.80
2	The Johnson Company	1010	4/19/2010	83.42
				302.13

RELATED REPORTS

Summary Of Tender Report 878 - Choose to view Store Account transactions for the same date range.

4.7.4.3.3 Accounts Receivable Aging Report

Prints all customers on accounts receivable with open charges. The list is sorted alphabetically by customer name. Charges are totaled by periods of 30 Days, 60 days, 90 days, and Over 90 and a line Total for the customer. The report can be filtered to show only past-due accounts. Optionally, one can choose to see invoices. A Query can be applied to filter the results of the report to target specific customers.

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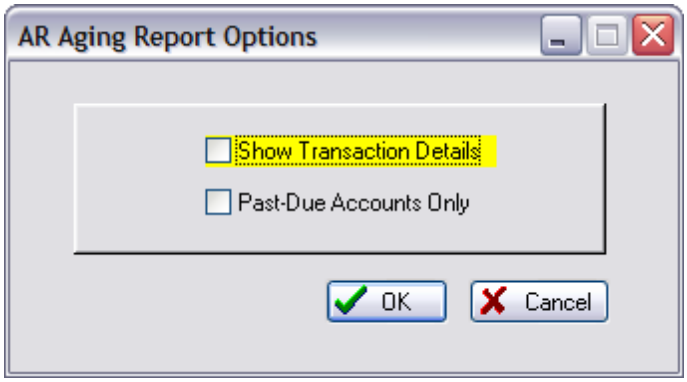
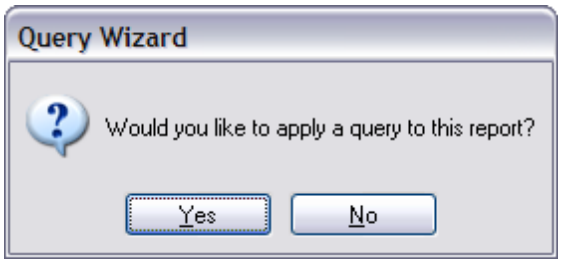
Accounts Receivable Aging Report:

* Report Center: AR Reports: AR Aging Report: Run Report [F7]

* Accounting: AR Reports: AR Aging Report: : : Date



- Show Transaction Details - will list invoice information used in calculating the AR charges
- Past-Due Accounts Only - will include only those customers with AR charges greater than 60 days old



See How To Use Queries 643

If YES, The following fields are available for filtering.

- 0-30 Amount Due -
- 31-60 Amount Due -
- 61-90 Amount Due -
- Amount Owed - total amount owed
- Company Name -
- Credit Amount - amount the store owes the customer
- Credit Limit - maximum amount for On Account
- Customer Account - customer account number
- Customer Code - customer lookup code
- Last Name - customer's last name
- Over 90 Amount Due -

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- Sales ID - employee ID
- Terms - customer term of payment

WITHOUT DETAILS

Accounts Receivable Aging Report

Name	Account	Lookup	1 - 30	31 - 60	61 - 90	Over 90	Total
CONTINENTAL GENERAL FINANCE 222-2222 NET10	1	1	28.17	0.00	0.0(	0.0(	28.17
Dunkin, Dan 509 555-2999 NET10	4	4 LP	0.00	25.41	0.0(	0.0(	25.41
Johnson, Jane 509 444-4444 NET10	3	3	0.00	48.24	0.0(	0.0(	48.24
KGH Hospital 509-555-8825 NET10	9	KGH	33.80	53.90	0.0(	0.0(	87.70
Smith, Mary 509 555-2444 NET10	5	5	0.00	0.00	73.8!	0.0(	73.89
Tew, Paul 509 555-3233 NET10	7	7	0.00	11.54	0.0(	0.0(	11.54
The Johnson Company 677-9999 NET10	2	2	0.00	0.00	0.0(	83.4:	83.42
			61.9'	139.0	73.8	83.4	358.37

WITH DETAILS

Accounts Receivable Aging Report

Name	Account	Lookup	1 - 30	31 - 60	61 - 90	Over 90	Total
CONTINENTAL GENERAL FINANCE 222-2222 NET10	1	1	28.17	0.00	0.0(	0.0(	28.17
Ref.#: 16 Invoice: 1187 Type: CHG Date: 7/07/2010 Due: 7/17/2010			28.17	0.00	0.00	0.00	
Dunkin, Dan 509 555-2999 NET10	4	4 LP	0.00	25.41	0.0(	0.0(	25.41
Ref.#: 6 Invoice: 1047 Type: CHG Date: 6/08/2010 Due: 6/18/2010			0.00	25.41	0.00	0.00	
Johnson, Jane 509 444-4444 NET10	3	3	0.00	48.24	0.0(	0.0(	48.24
Ref.#: 13 Invoice: BAD CHECK Type: CHG Date: 7/02/2010 Due: 7/02/2010			0.00	33.24	0.00	0.00	
Ref.#: 14 Invoice: BAD CHECK Type: CHG Date: 7/02/2010 Due: 7/02/2010			0.00	15.00	0.00	0.00	

4.7.4.3.4 Accounts Receivable Payments Report

Lists all payments received towards open AR charges within the date range specified. It includes the customer name, account number, and lookup code and the invoice number being paid.

The Amount value and Paid value will always be the same. This report does not show balances still due.

Accounts Receivable Payments Report:

* Report Center: AR Reports: AR Payments By Date

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* Accounting: AR Reports: AR Payments By Date: : : Date

(see Date Range 638)

Comment: When payment received is in payment for more than one invoice, then each invoice affected is listed in the Paid field and Invoice Number field.

Accounts Receivable Payments Report

Confidential

Blink's Video Game Emporium

From: 8/01/2010
To: 8/31/2010

Date	Account	Lookup Code	Customer Name	Amount	Paid	Invoice
8/06/2010	9	KGH	KGH Hospital	53.90	53.90	1171
8/06/2010	2	2	The Johnson Company	83.42	83.42	1010
8/06/2010	3	3	Johnson, Jane	48.24	33.24	BAD CHECK
					15.00	BAD CHECK#
				Total Paid:	185.56	

4.7.4.3.5 AP Aging

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

AP Aging Report

Generic Sales Company

Start Date: 3/5/2019
End Date: 3/5/2019

Vendor	Current	Late	Over 30	Over 60	Over 90	Line Total
ADMIRAL CRAFT-EXCELL	0.00	8.97	0.00	0.00	0.00	8.97
ADVANCE AUTO PARTS	0.00	73.32	7.99	0.00	0.00	81.31
ADVANCE TABCO-EXCELL	0.00	2623.60	0.00	0.00	0.00	2623.60
ALFA INTERNATIONAL	0.00	164.00	456.00	0.00	0.00	620.00
ALLIED METAL SPINNING	0.00	0.00	10.57	0.00	0.00	10.57
Totals:	**15,430.15**	**64,845.05**	**11,240.59**	**3,413.52**	**4,063.52**	**98102.73**

AP Aging Report:

* Report Center: AP Reports: AP Aging Report: Run Report [F7]
* Accounting: AP Reports: AP Aging Report: Run Report

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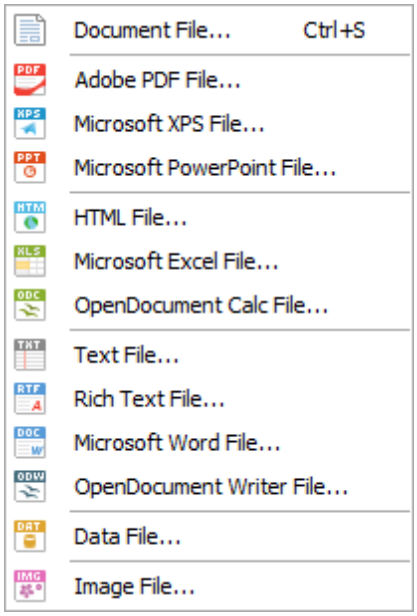
The AP Aging report also has a "drill down" feature. Click on one of the Vendors and see their AP Detail.

Vendor AP Detail

ADVANCE AUTO PARTS

Invoice	PO Number	Freight	SubTotal	Discount	Dsc. Amount	Pay By	This Amount
0181	181215-1PS	0.00	7.99	Expired	0.00	Jan 14, 2019	7.99
2888	190114-2SF	0.00	45.92	Expired	0.00	Feb 13, 2019	45.92
4436	190124-3PS	0.00	27.40	Expired	0.00	Feb 23, 2019	27.40
		Total Due:	**81.31**		**Total With Discounts:**		**81.31**

You can also have numerous options for saving the report:



4.7.4.3.6 AP Batch Report

A listing of all payments to vendors processed in a given batch. Lists the vendor invoice(s), amounts due, discounts taken and amounts paid with subtotals per vendor and grand for the batch.

Also the ability to reprint the batch with individual pages of payments per vendor. (see AP Payment - Statement 733)

AP Batch List Report:

* Accounting: AP Reports: AP History: Print Batch List [F7]:

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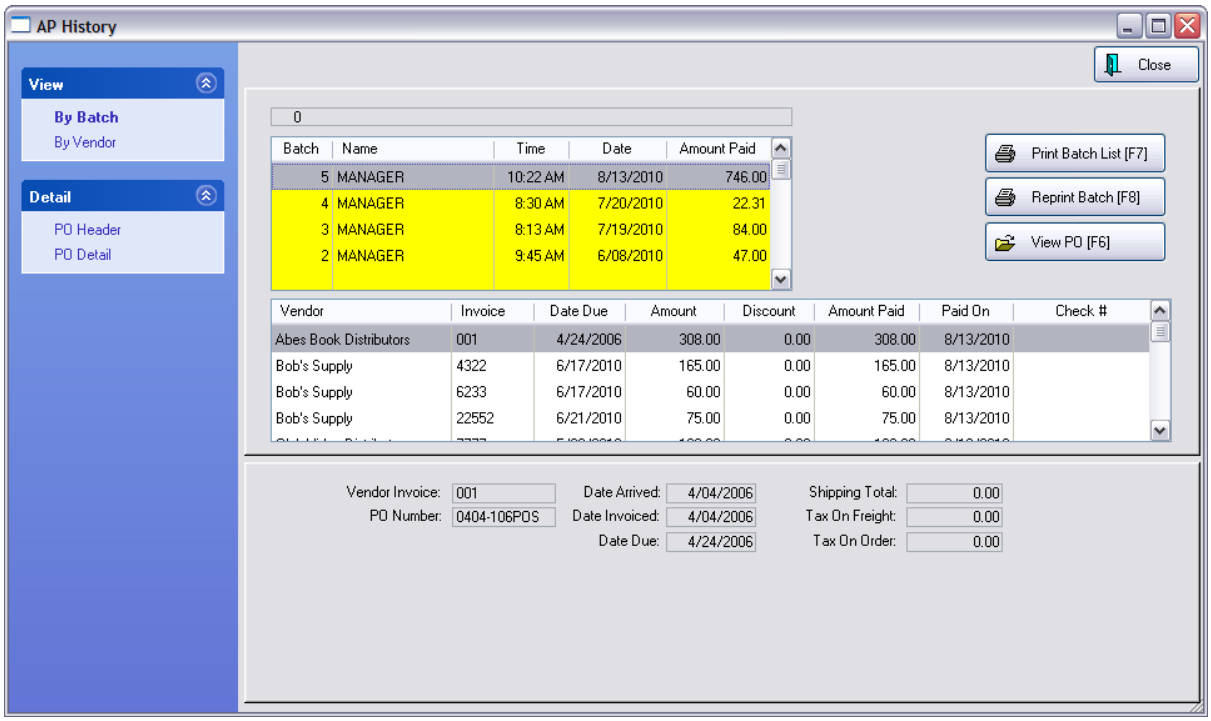

1) Highlight the Batch

2) Choose Print Batch List {F7]

This will print all invoices paid for all invoices processed in the batch.

Sample Page AP Batch List

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AP Batch Report

Confidential

Batch Processed On: 8/13/2010

	Invoice	Invoice Date	Amount	Discount	Paid
Abes Book Distributors					
	001	4/04/2006	308.00	0.00	308.00
				Total Paid:	308.00
Bob's Supply					
	4322	5/28/2010	165.00	0.00	165.00
	6233	5/28/2010	60.00	0.00	60.00
	22552	6/01/2010	75.00	0.00	75.00
				Total Paid:	300.00
Glub Video Distributors					
	7777	4/19/2010	138.00	0.00	138.00
				Total Paid:	138.00

Total Batch: 746.00

4.7.4.3.7 AP Payment - Statement

A reprint of the AP Payment Statements generated at the time of processing AP Payments can be accessed by choosing the Reprint Batch [F8] button.

AP Statement

* Accounting: Accounts Payable: AP History: Reprint Batch [F8] (at far right)

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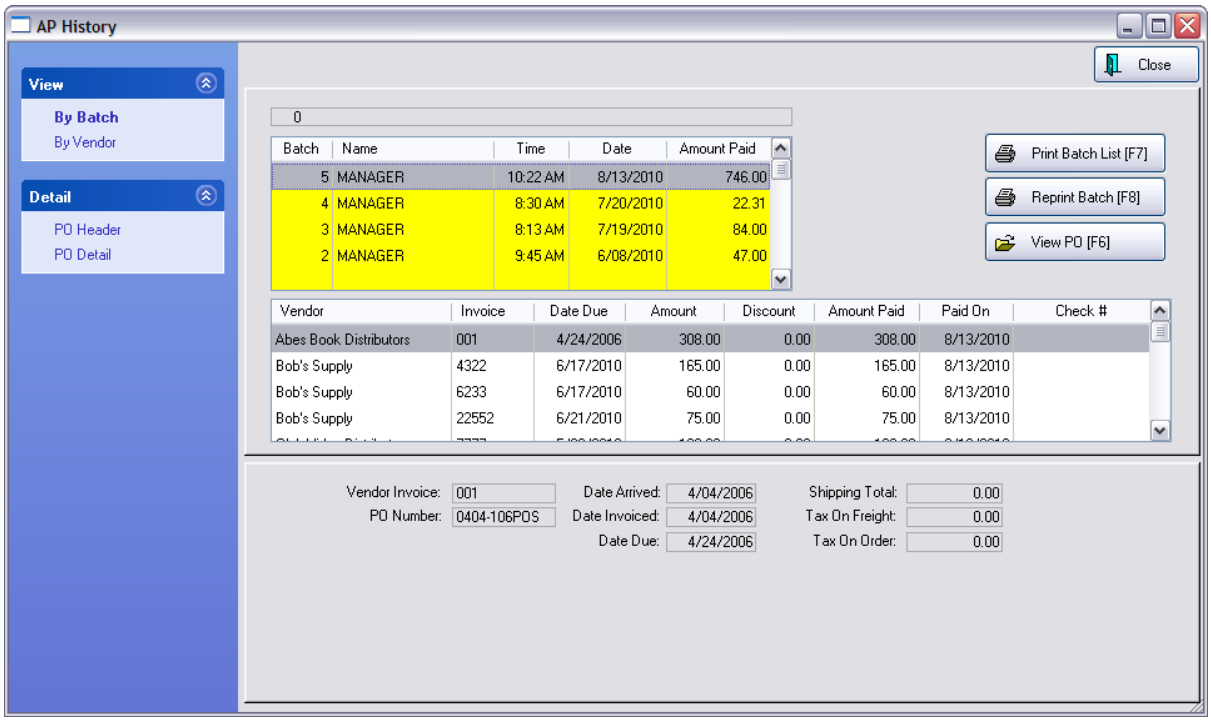

1) Highlight the Batch

2) Choose Reprint Batch [F8]

This will print separate pages per vendor listing all invoices paid and processed in the batch.

Sample Page

Date: 8/13/2010

Bob's Supply

Account Number: 99255

ATTN: Accounts Receivable

Type	Invoice Number	Date	Date Due	Amount	Discount	Paid
Invoice	4322	5/28/2010	6/17/2010	165.00	0.00	165.00
Invoice	6233	5/28/2010	6/17/2010	60.00	0.00	60.00
Invoice	22552	6/01/2010	6/21/2010	75.00	0.00	75.00
						300.00

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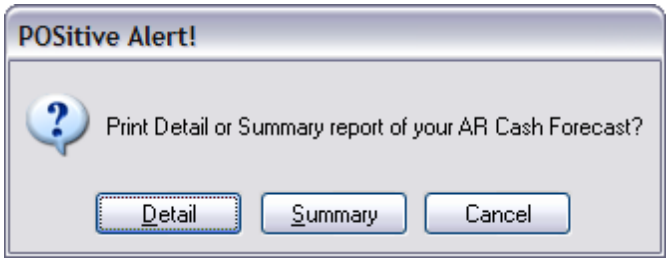
4.7.4.3.8 AR Cash Forecast

Lists totals of monies due on Accounts Receivable on a per week basis. The detailed report identifies the customers by name.

Cash Forecast Report:

* Report Center: AR Reports: AR Cash Forecast: : : Sum/Det
* Accounting: AR Reports: AR Cash Forecast: : : Sum/Det



Cash Forecast Summary Report

Cash Forecast Report

Confidential

Week Of			Amount
2/28/2010	-	3/06/2010	5.48
3/14/2010	-	3/20/2010	44.92
5/09/2010	-	5/15/2010	52.82
8/29/2010	-	9/04/2010	32.34
		Grand Total:	135.56

Cash Forecast Detail Report

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Cash Forecast Report

Confidential

Week Of	Amount	Due	Account	Customer	Reference
2/28/2010 - 3/06/2010					
	5.48	3/04/2010	3	Johnson, Jane	20000024
Total:	5.48				
3/14/2010 - 3/20/2010					
	44.92	3/19/2010	3	Johnson, Jane	20000056
Total:	44.92				
5/09/2010 - 5/15/2010					
	52.82	5/09/2010	5	Dyskount, Danny	20000117
Total:	52.82				
8/29/2010 - 9/04/2010					
	32.34	9/02/2010	11	Abc Supply	20000238
Total:	32.34				
Grand Total:	135.56				

4.7.4.3.9 AR Payment Report - Customer Receipt

This is a payment receipt for the customer. When taking payment towards Accounts Receivable, you will be prompted to print a receipt for the customer. It includes the customer name and address, account number and lookup code. The invoices on Accounts Receivable being paid are listed with a balance still owing if the invoice is not paid in full.

This receipt cannot be reprinted

When taking a payment you will be asked if you want to print. If you choose No or if for some reason the printer fails to print, the report cannot be reprinted.

TIP: However, payment can be verified by running the Customer Accounts Receivable Transactions report. Link 755

SETUP OPTIONS

The receipt form is selected through Station Settings. Choose Printers/E-Mail, highlight AR Receipt, and choose the appropriate Printer and form.

FULL PAGE FORM

Full page receipt laser or inkjet printer

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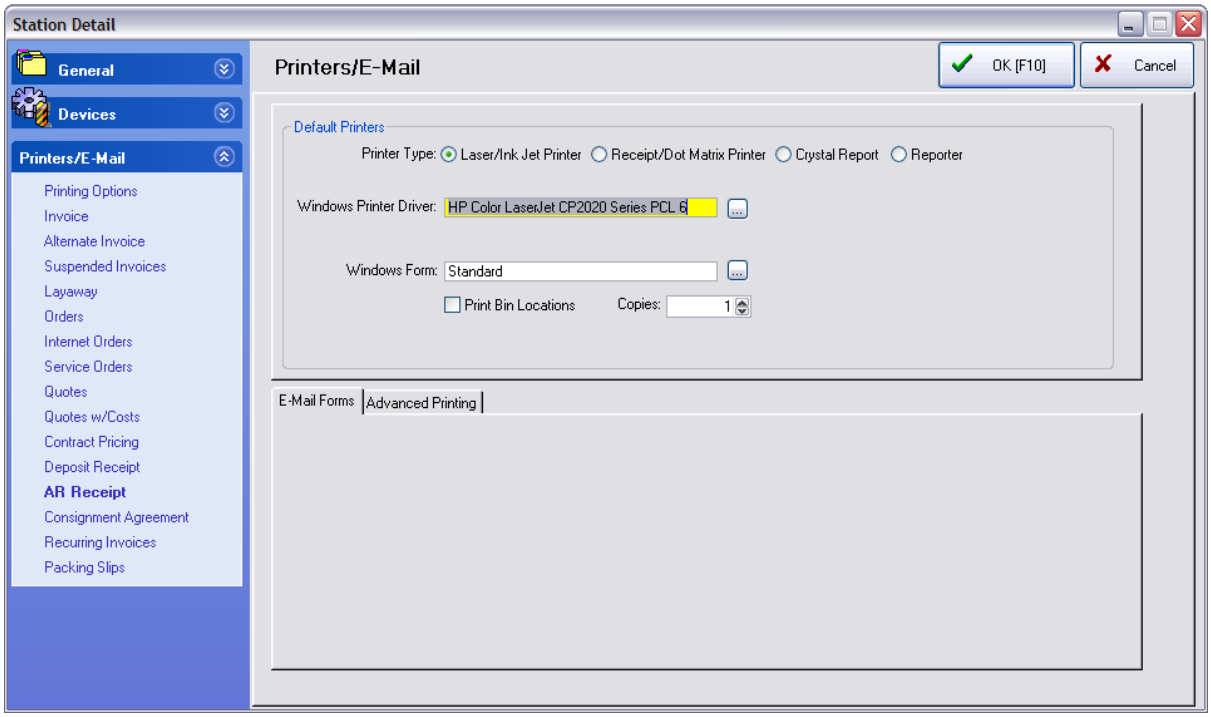

Sample Receipt

AR Payment Report

Blink's Video Game Emporium
555 West 5th XP
Richland, WA 99352

Register: 1
By: POS

Phone: Fax:

WILL WILLSON
CONTINENTAL GENERAL FINANCE
2222 WEST 2ND

RICHLAND, WA 99352

Account: 1
Code: 1

Invoice	Date	Due	Amount	Past Payments	Discounts	This Payment	Balance
1187	7/07/2010	7/17/2010	28.17	0.00	0.00	5.00	23.17
					Remaining Balance:		23.17

40-COLUMN FORM

If you are using a 40-column receipt printer, you may choose to print this receipt to the 40-column printer instead of a full page printer.

A 40-column receipt uses form number 72.

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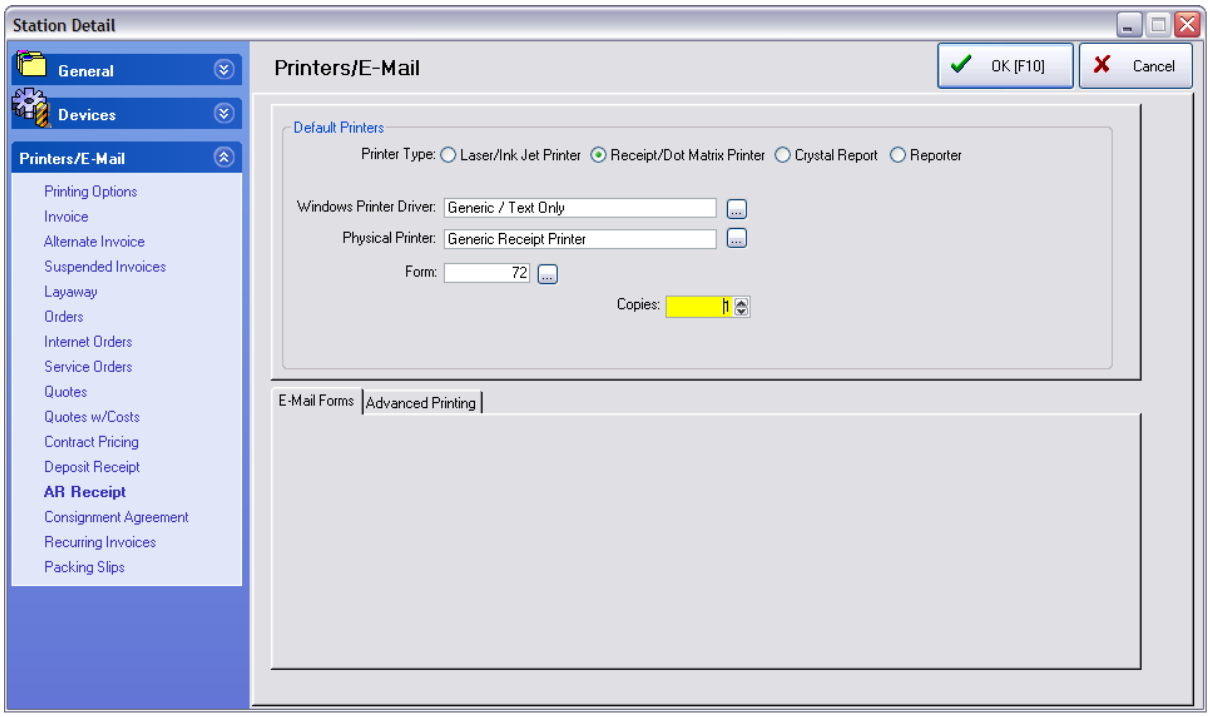

Sample Receipt

```
Blink's Video Game Emporium
555 West 5th XP

Richland, WA   99352
Phone:              Fax:


Acct:     1     Code: 1
8/13/201,11:01 AM
WILL WILLSON
CONTINENTAL GENERAL FINANCE
2222 WEST 2ND
RICHLAND, WA   99352


W:  222-2222 F:  111-1111
---------------------------------------
Ref.#     Amount         Paid   Balance
---------------------------------------
1187       28.17         5.00     18.17
---------------------------------------
Remaining: 18.17   This Payment:     5.00
Cash: 5.00           Total Paid:     5.00
```

NOTE: A full page receipt is form number 71 when using a dot matrix printer.

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4.7.4.3.10 AR Statement Form

The primary purpose is to state how much the customer currently owes and to detail payments and charges for the time period.

There are two forms: **Balance Forward** and **Transaction Based**. Both forms include customer name, address, phone, and account number, total charges, payment due date, minimum payment due, payment due date, previous and new balance, purchase amount, finance charges, store credits, invoice date and total, payments, discounts, and refunds. The statement can include the SKU, description and other details of the items purchased.

You also have the option to include separate invoices or imbed them into the statements (see Imbedded Invoices 741).

To Open AR Statements

* Accounting: AR Statements
* Report Center: AR Reports, AR Statements
* Customer Center: Select Customer Record, AR Detail, Print Statement

DESIGNABLE

Both AR Statement forms can be edited and enhanced. Contact POSitive support for more information.

Comments

See Maintenance: System: System Setup: Accounts Receivable for setup options.

BALANCE FORWARD STYLE

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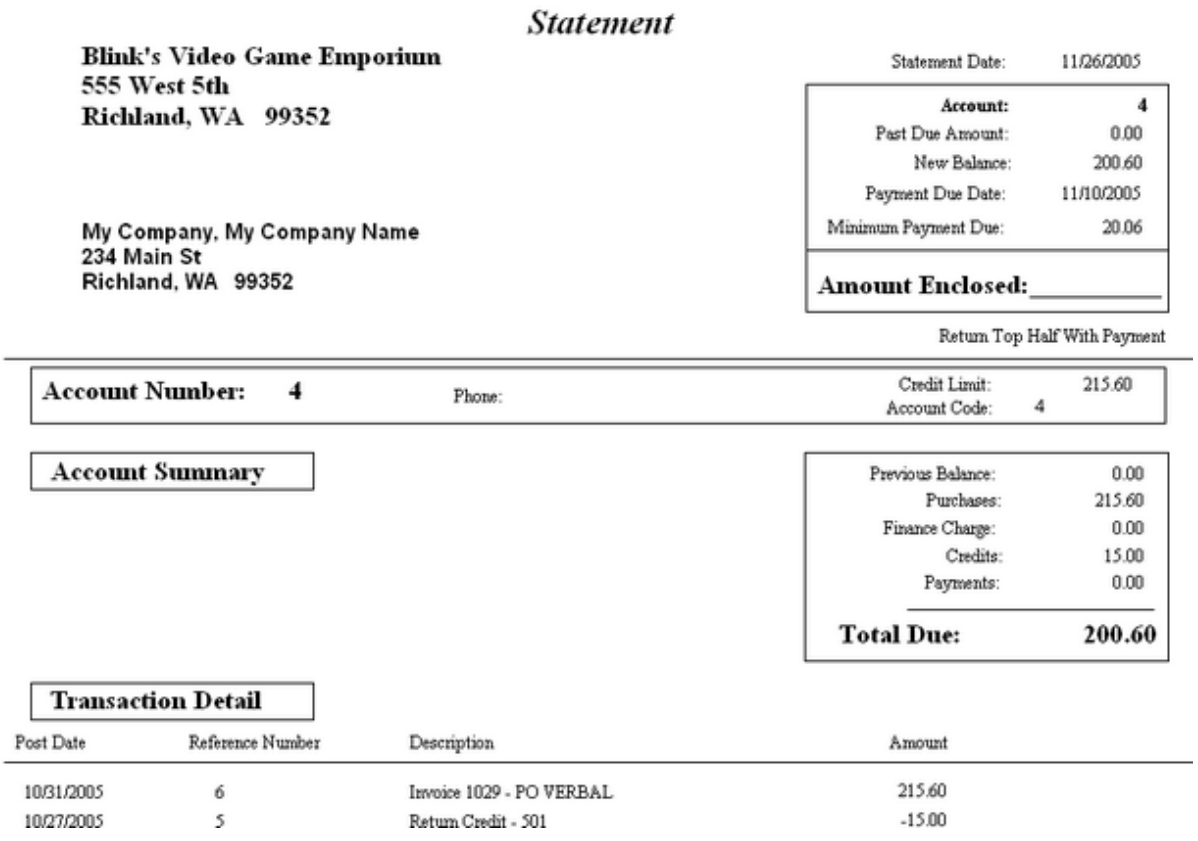

Statement

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Statement Date: 11/26/2005

Account:	**4**
Past Due Amount:	0.00
New Balance:	200.60
Payment Due Date:	11/10/2005
Minimum Payment Due:	20.06

Amount Enclosed:_____

My Company, My Company Name
234 Main St
Richland, WA 99352

Return Top Half With Payment

Account Number: **4** Phone:

Credit Limit: 215.60
Account Code: 4

Account Summary

Previous Balance:	0.00
Purchases:	215.60
Finance Charge:	0.00
Credits:	15.00
Payments:	0.00
Total Due:	**200.60**

Transaction Detail

Post Date	Reference Number	Description	Amount
10/31/2005	6	Invoice 1029 - PO VERBAL	215.60
10/27/2005	5	Return Credit - 501	-15.00

TRANSACTION BASED STYLE

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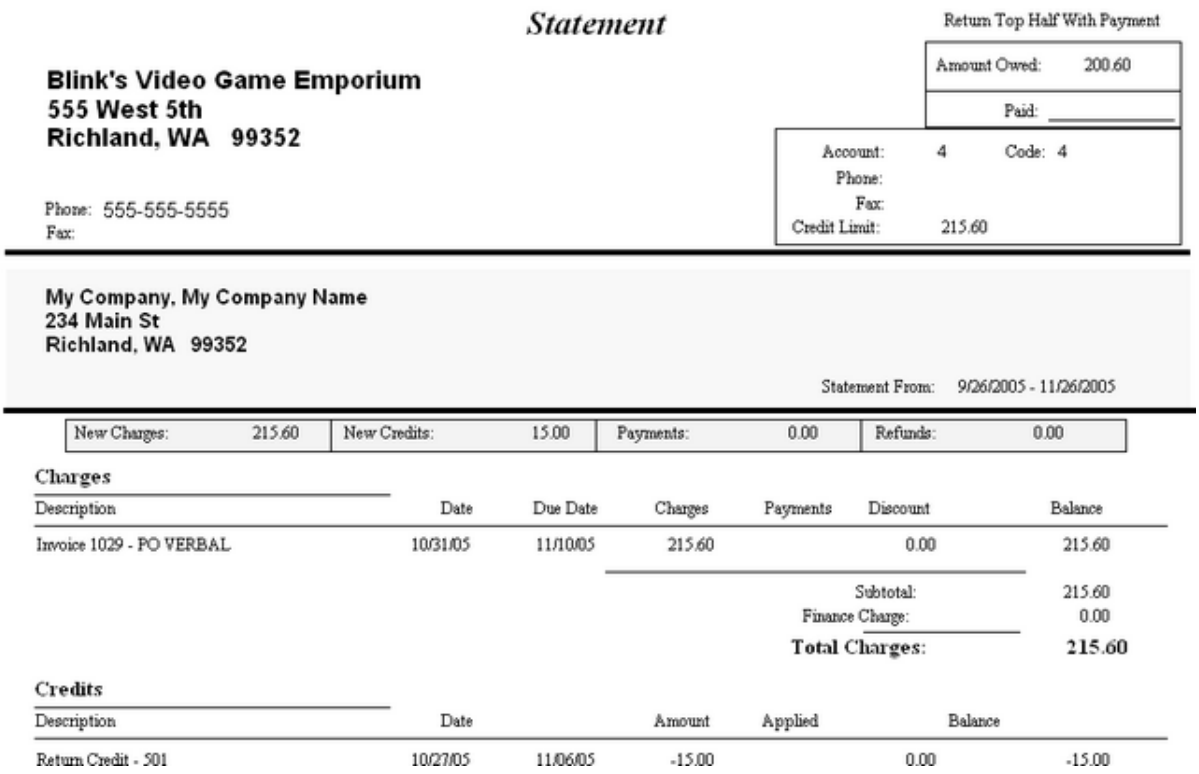

Statement

Return Top Half With Payment

Amount Owed: 200.60

Paid: _____

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Phone: 555-555-5555
Fax:

Account: 4 Code: 4
Phone:
Fax:
Credit Limit: 215.60

My Company, My Company Name
234 Main St
Richland, WA 99352

Statement From: 9/26/2005 - 11/26/2005

New Charges:	215.60	New Credits:	15.00	Payments:	0.00	Refunds:	0.00

Charges

Description	Date	Due Date	Charges	Payments	Discount	Balance
Invoice 1029 - PO VERBAL	10/31/05	11/10/05	215.60		0.00	215.60

Subtotal:	215.60
Finance Charge:	0.00
Total Charges:	**215.60**

Credits

Description	Date		Amount	Applied	Balance
Return Credit - 501	10/27/05	11/06/05	-15.00	0.00	-15.00

4.7.4.3.10.1 AR Statement w ith Integrated Invoices

A variation of an AR Statement is to "Integrate Invoices Into The Statement." This allows the customer to see what inventory or services were purchased per invoice. This detail includes the product SKU, Description, Quantity, Price, Discount Percent, and extended line Total, as well as the Subtotal, Tax Amount Collected, Grand Total and Total On Account.

This variation is an option in File: System: System Setup: Accounts Receivable.

System Setup

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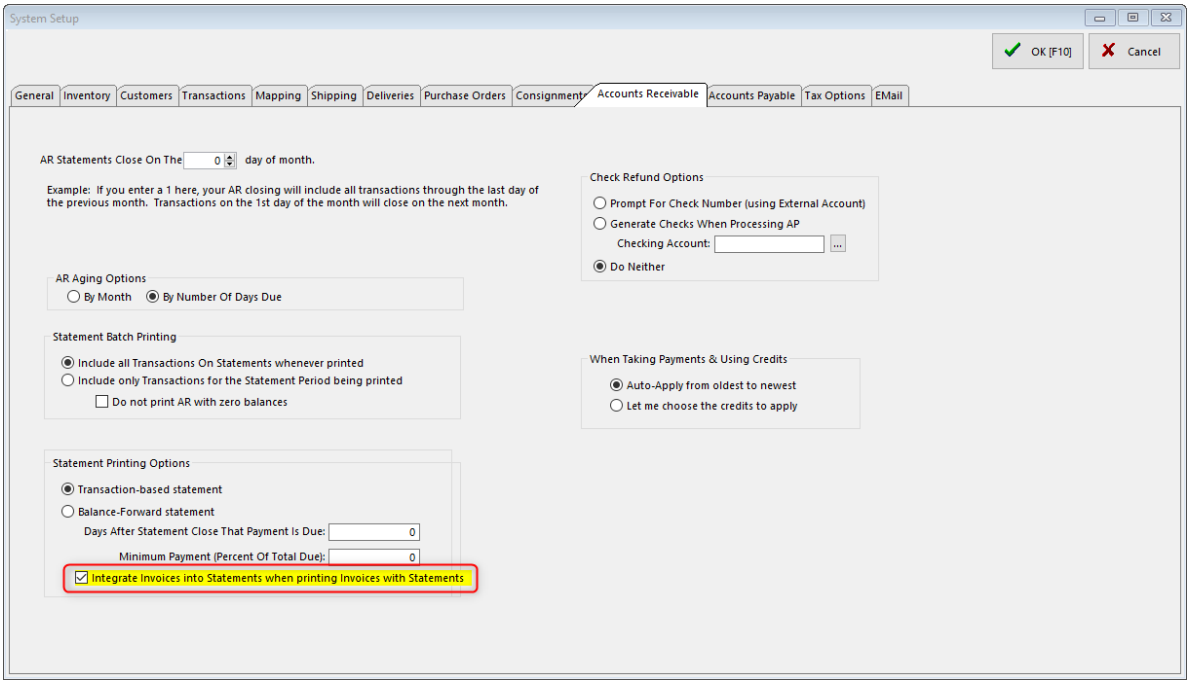

TRANSACTION BASED
With Integration

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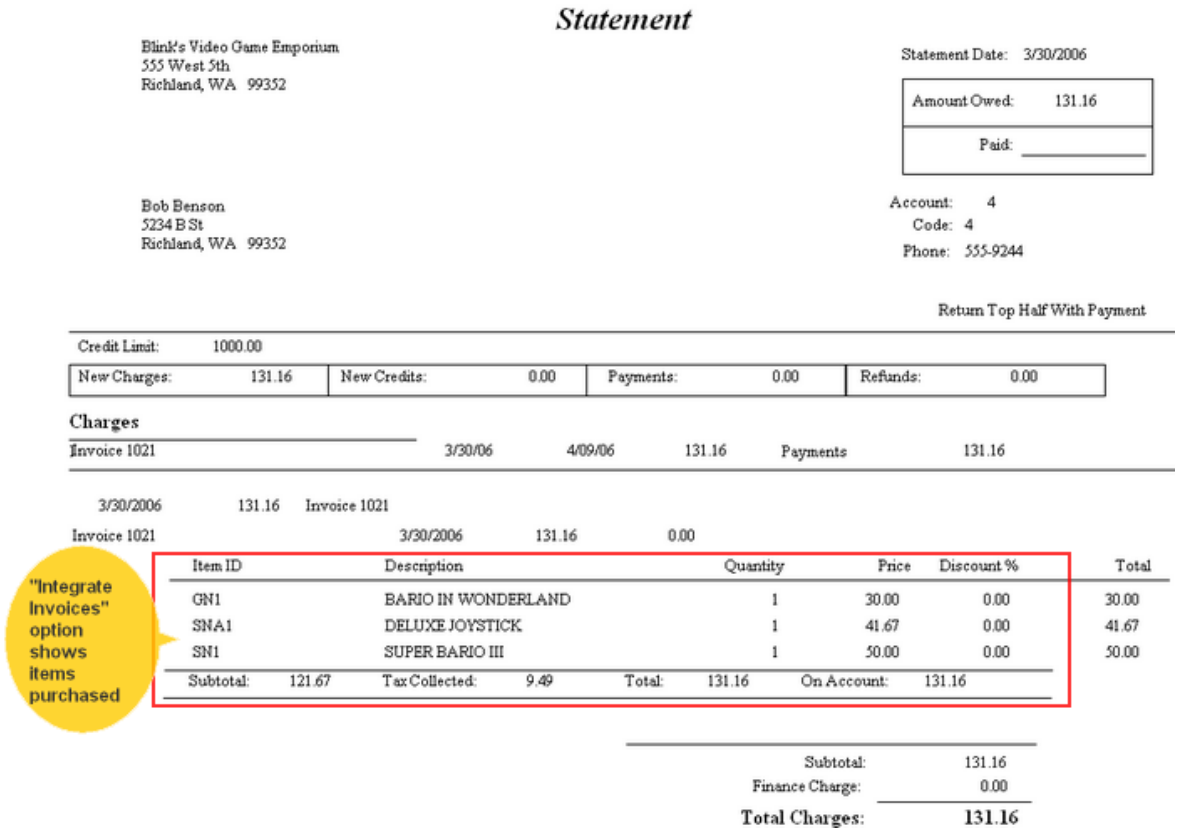

Statement

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Statement Date: 3/30/2006

Amount Owed: 131.16
Paid: _____

Bob Benson
5234 B St
Richland, WA 99352

Account: 4
Code: 4
Phone: 555-9244

Return Top Half With Payment

Credit Limit: 1000.00

New Charges:	New Credits:	Payments:	Refunds:
131.16	0.00	0.00	0.00

Charges

Invoice 1021 3/30/06 4/09/06 131.16 Payments 131.16

3/30/2006 131.16 Invoice 1021

Invoice 1021 3/30/2006 131.16 0.00

"Integrate Invoices" option shows items purchased

Item ID	Description	Quantity	Price	Discount %	Total
GN1	BARIO IN WONDERLAND	1	30.00	0.00	30.00
SNA1	DELUXE JOYSTICK	1	41.67	0.00	41.67
SN1	SUPER BARIO III	1	50.00	0.00	50.00

Subtotal: 121.67 Tax Collected: 9.49 Total: 131.16 On Account: 131.16

Subtotal:	131.16
Finance Charge:	0.00
Total Charges:	**131.16**

Same AR Statement but Without Integration

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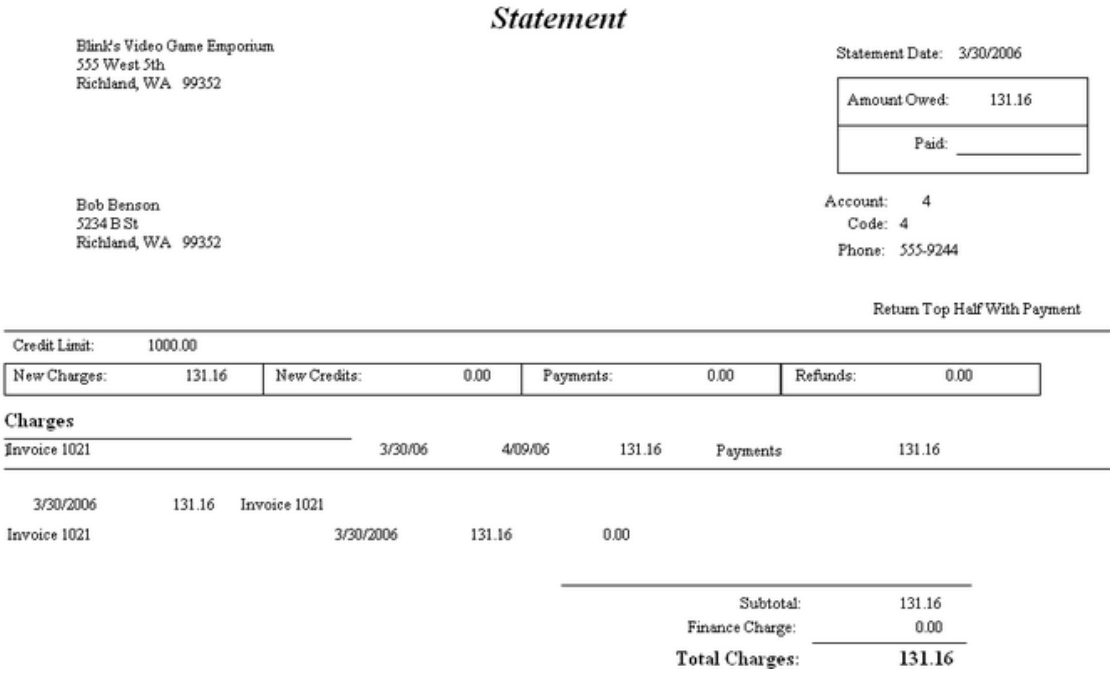

Statement

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Statement Date: 3/30/2006

Amount Owed: 131.16

Paid: _____

Bob Benson
5234 B St
Richland, WA 99352

Account: 4
Code: 4
Phone: 555-9244

Return Top Half With Payment

Credit Limit: 1000.00

New Charges:	New Credits:	Payments:	Refunds:
131.16	0.00	0.00	0.00

Charges

Invoice 1021 3/30/06 4/09/06 131.16 Payments 131.16

3/30/2006 131.16 Invoice 1021

Invoice 1021 3/30/2006 131.16 0.00

Subtotal: 131.16
Finance Charge: 0.00
Total Charges: 131.16

BALANCE FORWARD BASED
With Integration

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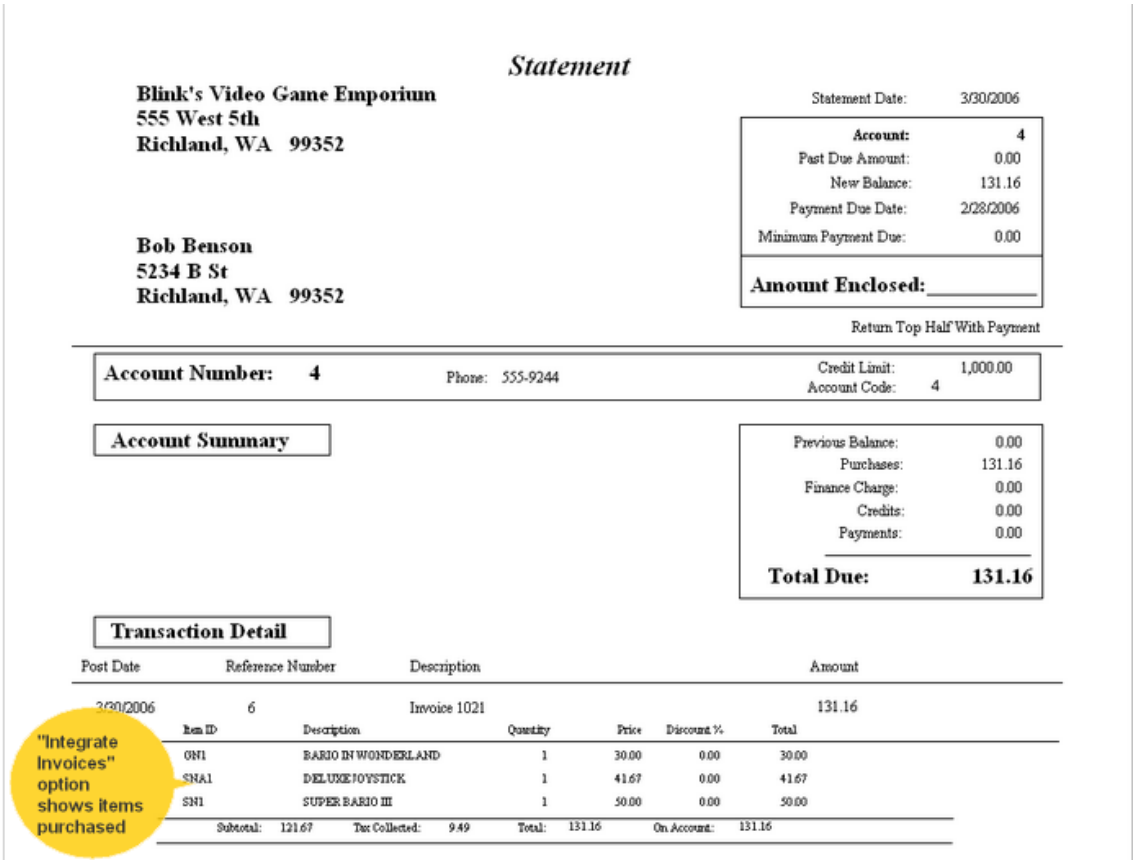

Statement

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Statement Date: 3/30/2006

Account:	**4**
Past Due Amount:	0.00
New Balance:	131.16
Payment Due Date:	2/28/2006
Minimum Payment Due:	0.00

Amount Enclosed:_____

Bob Benson
5234 B St
Richland, WA 99352

Return Top Half With Payment

Account Number: 4 Phone: 555-9244 Credit Limit: 1,000.00 Account Code: 4

Account Summary

Previous Balance:	0.00
Purchases:	131.16
Finance Charge:	0.00
Credits:	0.00
Payments:	0.00
Total Due:	**131.16**

Transaction Detail

Post Date	Reference Number	Description	Amount
3/30/2006	6	Invoice 1021	131.16

Item ID	Description	Quantity	Price	Discount %	Total
ON1	BARIO IN WONDERLAND	1	30.00	0.00	30.00
SNA1	DELUXE JOYSTICK	1	41.67	0.00	41.67
SN1	SUPER BARIO III	1	50.00	0.00	50.00

Subtotal: 121.67 Tax Collected: 9.49 Total: 131.16 On Account: 131.16

"Integrate Invoices" option shows items purchased

Same AR Statement but Without Integration

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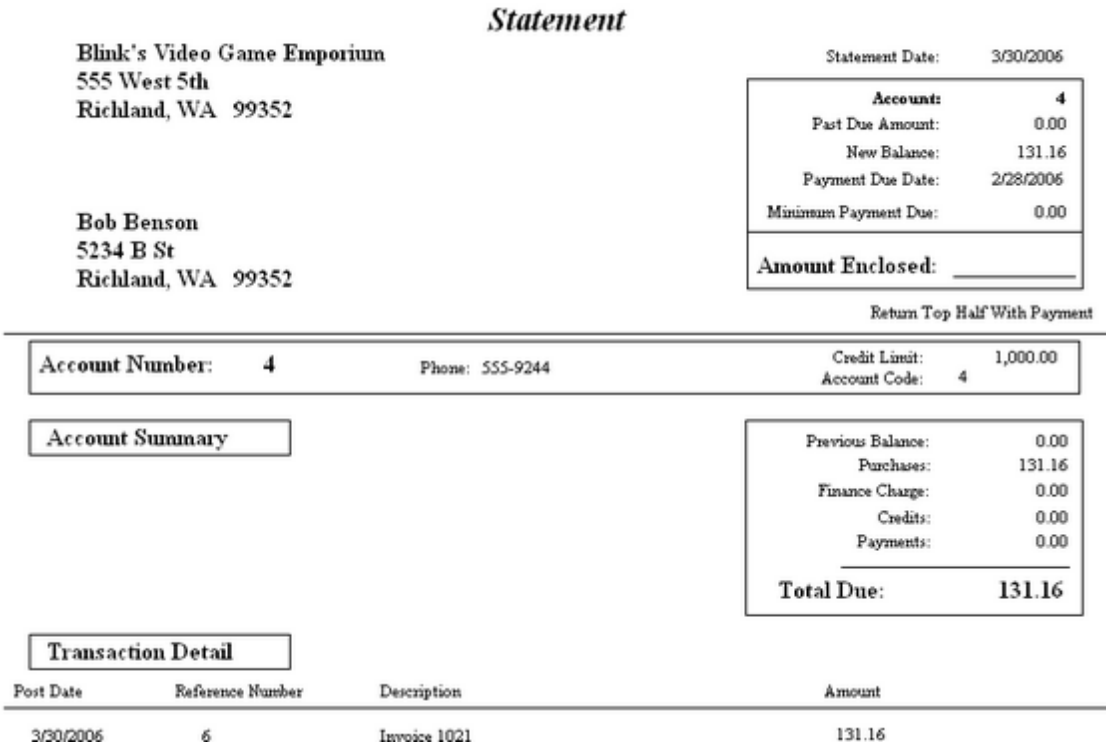

Statement

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Statement Date: 3/30/2006

Account:	4
Past Due Amount:	0.00
New Balance:	131.16
Payment Due Date:	2/28/2006
Minimum Payment Due:	0.00

Amount Enclosed: _____

Bob Benson
5234 B St
Richland, WA 99352

Return Top Half With Payment

Account Number: 4 Phone: 555-9244 Credit Limit: 1,000.00 Account Code: 4

Account Summary

Previous Balance:	0.00
Purchases:	131.16
Finance Charge:	0.00
Credits:	0.00
Payments:	0.00
Total Due:	131.16

Transaction Detail

Post Date	Reference Number	Description	Amount
3/30/2006	6	Invoice 1021	131.16

4.7.4.3.11 AR Transactions Exception Report

After verifying AR transactions POSitive may report that some customer accounts were incorrect. POSitive automatically makes corrections and lists the names of the customers and invoice numbers in question. You may print the list.

AR Transaction Exception Report:

* Maintenance: Data Utilities: Verify Data: Receivables: Options: Process [F10]

Note: It is good if there is no report generated. That means all AR Transactions are correct as they stand. This report is generated only when there are exceptions or problems found.

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AR Transaction Exception Report

Confidential

Run: 11/30/2005
10:12 AM

Account	Customer Name	Invoice #	Amount
1000027	ALBURY, DOREEN	11887	87.83
1001278	COLINA INSURANCE	37889	59.55
1001278	COLINA INSURANCE	37976	97.05
1001281	BAHAMA HEALTH	37968	36.30
1001281	BAHAMA HEALTH	37969	40.50
1001281	BAHAMA HEALTH	37970	273.21
1001281	BAHAMA HEALTH	37971	30.40
1001281	BAHAMA HEALTH	37972	12.45
1001281	BAHAMA HEALTH	37973	718.95
1001284	IMPERIAL LIFE INSURANCE	11879	10.45
1001284	IMPERIAL LIFE INSURANCE	37586	44.95
1001284	IMPERIAL LIFE INSURANCE	37974	20.85
1001284	IMPERIAL LIFE INSURANCE	37975	35.65

4.7.4.3.12 Bad Checks Report

Lists bad checks returned and processed during the selected date range. Includes the amount of the check, reason for return, and customer name, account number and customer lookup code.

Bad Checks Report:

* Management: Check Management: "Bad Checks" Report: : :

(see Date Range 638)

Bad Checks Report

Confidential

Account	Lookup	Name	Date	Amount	Description
3	3	Johnson, Jane	7/02/2010	33.24	1st Offense

4.7.4.3.13 Cash Forecast Report

see AR Cash Forecast 735

4.7.4.3.14 Chart of Accounts

A listing of your defined Chart of Accounts sorted by Class or Types of Accounts. Divisions have their own Account number designated with the suffix of -001, -002, -003, etc.

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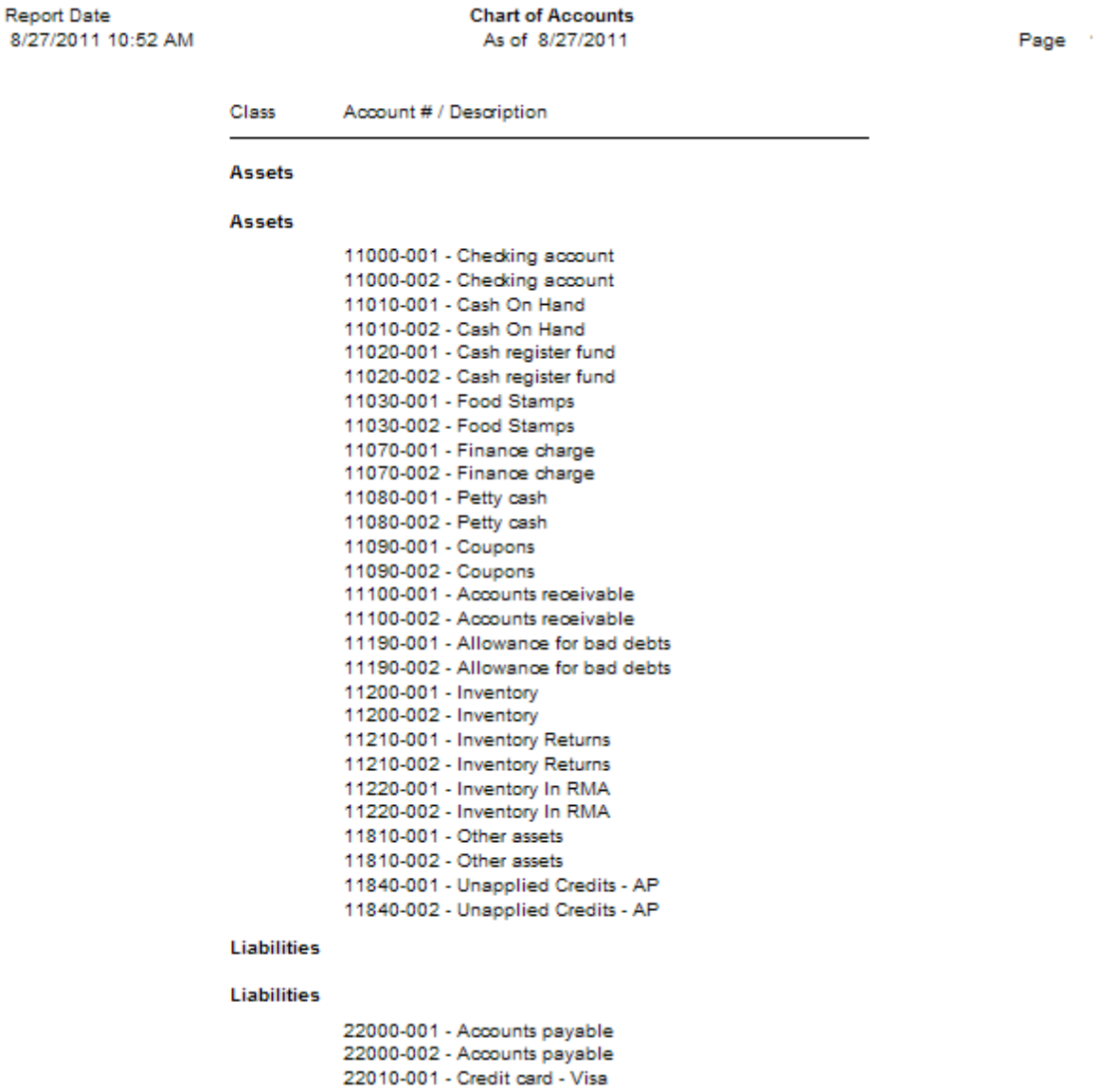
* Report Center: GL Reports: Chart of Accounts
* Accounting: Chart Of Accounts: Print [F7]



Report Date
8/27/2011 10:52 AM

Chart of Accounts
As of 8/27/2011

Page

Class	Account # / Description
Assets	
Assets	
	11000-001 - Checking account
	11000-002 - Checking account
	11010-001 - Cash On Hand
	11010-002 - Cash On Hand
	11020-001 - Cash register fund
	11020-002 - Cash register fund
	11030-001 - Food Stamps
	11030-002 - Food Stamps
	11070-001 - Finance charge
	11070-002 - Finance charge
	11080-001 - Petty cash
	11080-002 - Petty cash
	11090-001 - Coupons
	11090-002 - Coupons
	11100-001 - Accounts receivable
	11100-002 - Accounts receivable
	11190-001 - Allowance for bad debts
	11190-002 - Allowance for bad debts
	11200-001 - Inventory
	11200-002 - Inventory
	11210-001 - Inventory Returns
	11210-002 - Inventory Returns
	11220-001 - Inventory In RMA
	11220-002 - Inventory In RMA
	11810-001 - Other assets
	11810-002 - Other assets
	11840-001 - Unapplied Credits - AP
	11840-002 - Unapplied Credits - AP
Liabilities	
Liabilities	
	22000-001 - Accounts payable
	22000-002 - Accounts payable
	22010-001 - Credit card - Visa

4.7.4.3.15 Checks Tendered Report

Lists checks taken in payment and sorted by check number. The list can be focused on a specific customer or match results of a query.

Checks Tendered Report:

* Management: Check Management: Actions: Print List: Query

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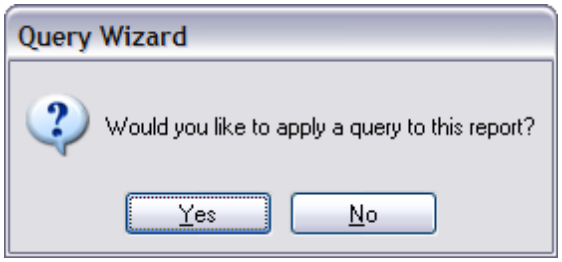
When you choose Print List you will be prompted to apply a Query

(see How To Use Queries 643)



If you choose YES to use a query, The following query fields are available.

- Amount (of check)
- Check Number
- Customer Account Number
- Customer Name
- Date
- Description
- Driver's License

SORTED BY CHECK NUMBER

Checks Tendered Report

Confidential

Check #	Date	Name	License #	Amount	Description
1001	4/04/2006	Johnson, Jane		32.34	Inv: 1001
1445	5/28/2010	Dunkin, Dan		75.46	Inv: 1028
235	8/10/2010	Dunkin, Dan		50.00	AR Pmnt: 1047
352	8/04/2010	Quick Sale		10.00	Inv: 1236
3552	7/08/2010	Tew, Paul		34.65	Inv: 1196
523	6/28/2010	Quick Sale		53.90	Inv: 1124
8825	5/20/2010	KGH Hospital		53.90	AR Pmnt: 1171
BB1011	7/02/2010	Johnson, Jane		33.24	1st Offense

FILTERED TO SPECIFIC CUSTOMER

Checks Tendered Report

Confidential

Check #	Date	Name	License #	Amount	Description
1445	5/28/2010	Dunkin, Dan		75.46	Inv: 1028
235	8/10/2010	Dunkin, Dan		50.00	AR Pmnt: 1047

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4.7.4.3.16 Consignment Agreement

As inventory is accepted from a consignor for resale, terms of the sale are defined and an agreement is drawn up for signature. The Consignment Agreement can be reprinted.

Paragraphs of the agreement can be edited. See Editing Consignments 111

Consignment Agreement

* Customer Center: Highlight Customer Name: Choose Consignments: Print Agreement

Blink's Video Game Emporium
555 West 5th XP

Agreement #:76542-3197474

7/22/2010
8:52 AM

Paul Threa
9923 3rd
Richland, WA 99352

Home: 509 555-9928
Work:

---

1. Product. The following product(s) will be delivered by Consignor to Consignee:

Consignment Item:	2000097-C	Price:	100.0
Description:	Lisa Item	Store Commission:	10.0%
Quantity:	0.00	Store Fixed Amount:	0.0(
		Customer Net	90.0

---

2) Payment to Consignor. Consignee will pay Consignor for the consigned product sold the percentage amount as specified above within fifteen (15) days of selling the above consigned product.

3. Term. This Agreement shall remain in force until either party gives to the other party seven (7) days written notice of its intention to terminate, during which time the Consignee will continue to sell the consigned products in it possession in accordance with this Agreement. Upon the expiration of such seven (7) days, this Agreement will terminate. Notwithstanding the foregoing, the Consignor may terminate this Agreement without prior notice in the event that the Consignee violates any ter of this Agreement or in the event that the Consignor becomes dissatisfied with the financial stability of the Consignee, and in either such event the Consignor will have the right to remove all consigned products from the premises of the Consignee. Upon termination of this Agreement by th Consignee will return all consigned products to the Consignor, and will forthwith pay the Consignor for all not accounted for to the Consignor at the agreed upon price set forth in paragraph 1 above.

4. Authority to act for Consignor. l conduct the entire business of selling such products in the Consignee's name and at the Consignee's cost a in this Agreement will authorize or empower the Consignee to assume or create any obligation or responsibil ressed or implied, on behalf of or in the name of the Consignor, or bind the Consignor in any manner, or m tion, warranty or commitment on behalf of the Consignor, this Agreement being limited solely to the consignr ndise herein specified.

5. Indemnity. The Consignee shal nsignor against any loss or damage caused by acts of the Consignee not authorized by this Agreement.

6. Consignee herein attests that Consignor has full title to above specified product(s).

These paragraphs can be edited.

IN WITNESS WHEREOF the parties have executed this Agreement.

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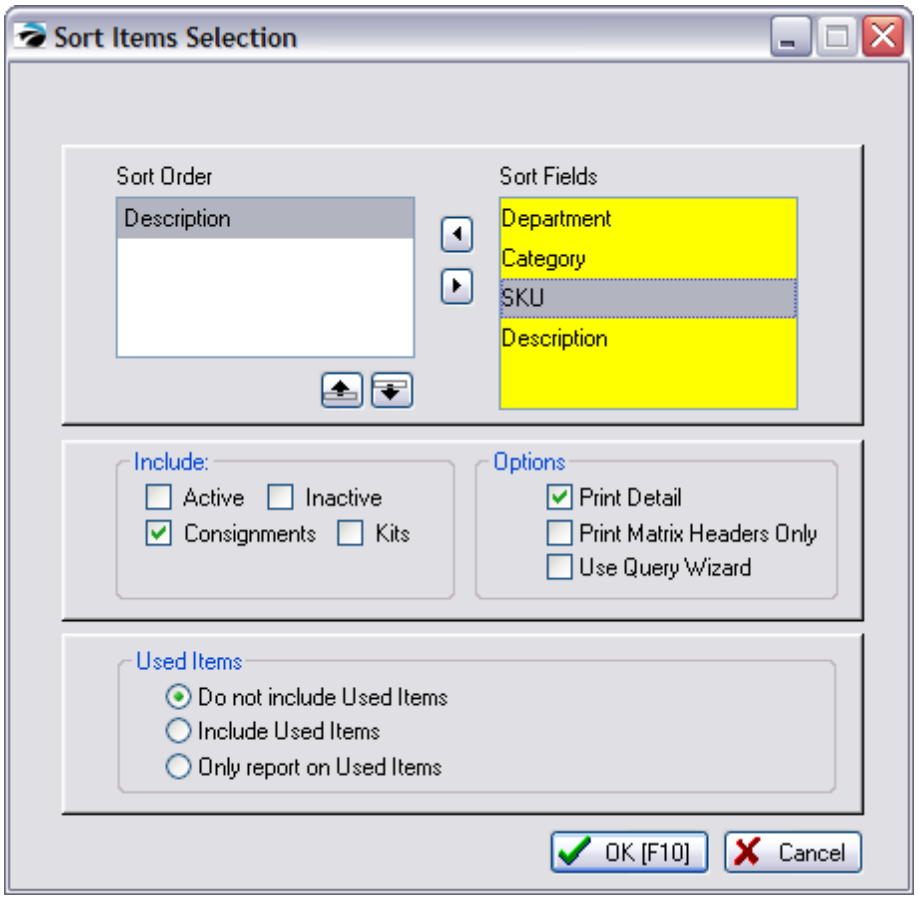
4.7.4.3.17 Consignment Inventory

To report on all consignment items in inventory by SKU, Description, and stock status. Use of the report options is useful when running other types of reports.

Consignment Inventory

* Report Center: Inventory: Inventory Listing: Run Report [F7]: Consignments: Options

To print consignment inventory items only, activate just the Consignment type in the setup. You could choose to sort the list by SKU instead of Description.



LISTING OF ALL CONSIGNMENT INVENTORY

Report Center: Inventory: Inventory List: filter by consignment only

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Inventory Listing

Confidential

SKU	Description	Type	Stock	Committed	Location
43-C	Connie Creation #1	Cons	0.00	0.00	
32-C	Jj Thing	Cons	1.00	0.00	

VALUATION OF ALL CONSIGNMENT INVENTORY

Report Center: Inventory: Inventory Valuation List: filter by consignment only

Typically, consigned items are excluded from any store valuation reports because they are not your property; you do not own them outright.

CONSIGNMENT INVENTORY PRICE LIST

Because consignment items are not treated like other inventory items, the set selling price applies to all price levels.

4.7.4.3.18 Consignment Letter

When consignment payments are processed, one can choose to print a Consignment Letter to be included with the consignment check. This letter includes the consignor's name and address and the amount of the enclosed check.

NOTE: The letter cannot be reprinted.

Consignment Letter

Blink's Video Game Emporium
555 West 5th XP
Richland, WA 99352

9/16/2010

Paul Threa
9923 3rd
Richland, WA 99352

A Check is enclosed to cover the following items:

Date	Reference	Amount Due	Amount Paid	
9/16/2010	1338	72.00	72.00	
	2000135-C		Winter Wheat	1.00
		Total:	72.00	

Thank you!

See Unpaid Consignment Report 881

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4.7.4.3.19 Contract Pricing List Report

Contact POSitive support for more information.

(see Order List Report 828)

Contract Pricing List Report Link

* Contract Pricing In Process: Print: Contract Details: Print: Date
* Contract Pricing In Process: Print: Contract Summary: Print: Date

Contract Pricing Details

Prints a multi-page list, sorted by contract pricing number, of every pending order. It includes the customer name, account number, contract pricing number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Contract Pricing Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the contract pricing number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

4.7.4.3.20 Current AP Report

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

Current AP Report:

* Report Center: AP Reports: AP Pending Report: Run Report [F7]
* Accounting: Accounts Payable: AP Report: AP Pending Report: : Options

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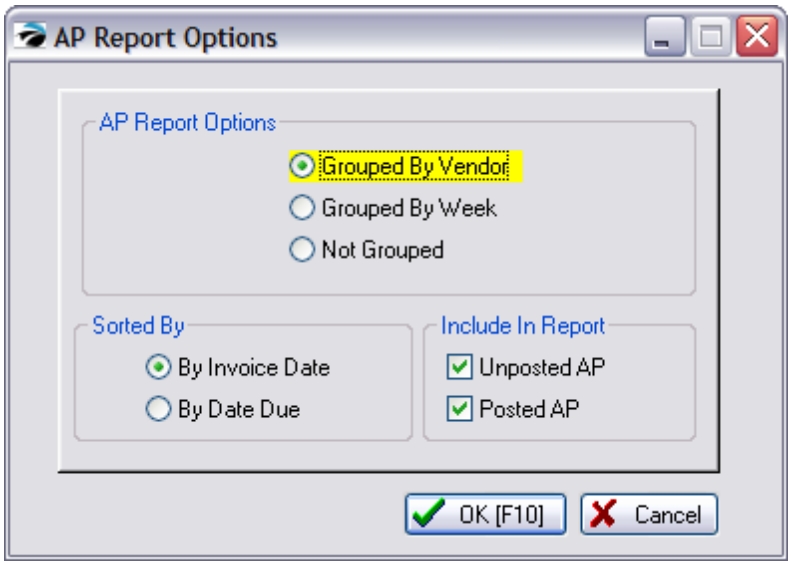

GROUPED BY VENDOR

Current AP Report

Confidential

Grouped By: Vendor
Sorted By: Invoice D

AP with a ☒ have been posted.

Vendor	Type	Invoice	Invoice Date	Date Due	Amount
Abes Book Distributors					
	Inv	In Process	4/04/2006	4/24/2006	40.00 ☐
	Inv	001	4/04/2006	4/24/2006	308.00 ☒
	Inv	In Process	5/27/2010	6/16/2010	0.00 ☐
	Inv	53234	7/08/2010	7/28/2010	32.50 ☐
	Inv	In Process	7/08/2010	7/28/2010	37.54 ☐
	Inv	In Process	8/03/2010	8/23/2010	27.00 ☐
				Total:	445.04
Bob's Supply					
	Inv	6233	5/28/2010	6/17/2010	60.00 ☐
	Inv	4322	5/28/2010	6/17/2010	165.00 ☒
	Inv	22552	6/01/2010	6/21/2010	75.00 ☐
	Inv	TEST	6/04/2010	6/24/2010	460.00 ☐
	Inv	5233	6/07/2010	6/27/2010	30.00 ☐
	Inv	625	6/08/2010	6/28/2010	45.00 ☐
	Inv	5233	8/02/2010	8/22/2010	67.35 ☐
	Inv	In Process	8/03/2010	8/23/2010	534.77 ☐
				Total:	1437.12

GROUPED BY WEEK

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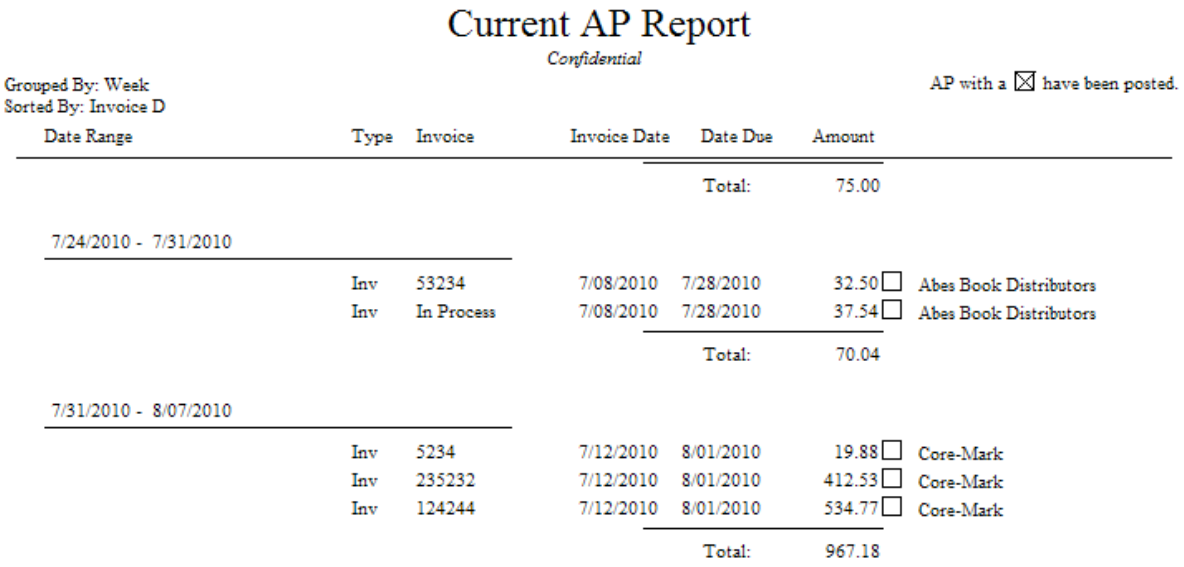

Current AP Report

Confidential

Grouped By: Week
Sorted By: Invoice D

AP with a ☒ have been posted.

Date Range	Type	Invoice	Invoice Date	Date Due	Amount	
				Total:	75.00	
7/24/2010 - 7/31/2010						
	Inv	53234	7/08/2010	7/28/2010	32.50 ☐	Abes Book Distributors
	Inv	In Process	7/08/2010	7/28/2010	37.54 ☐	Abes Book Distributors
				Total:	70.04	
7/31/2010 - 8/07/2010						
	Inv	5234	7/12/2010	8/01/2010	19.88 ☐	Core-Mark
	Inv	235232	7/12/2010	8/01/2010	412.53 ☐	Core-Mark
	Inv	124244	7/12/2010	8/01/2010	534.77 ☐	Core-Mark
				Total:	967.18	

4.7.4.3.21 Customer Accounts Receivable Transactions

Every customer with AR history is included in this date range defined report. It shows each customer's Open, Closed, and Processed transactions with date, invoice or transaction number, type of transaction and comment. The difference is calculated between charges and paid amounts with a subtotal. There is a Grand Total at the end of the report.

Customer Accounts Receivable Transactions:

* Report Center: AR Reports: AR Transactions By Date: Run Report [F7]

* Customer Center: Customer Record: AR Detail: Print History: : (for a single customer with ALL transactions)

(see Date Range 638)

All AR Transactions for all customers for a date range

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Customer Accounts Receivable Transactions

From: 9/01/2010
To: 9/30/2010

Reference	Transaction	Status	Type	Date	Amount	Discount	Paid	Total	
Johnson, Jane									
48	602	Open	CRD	9/01/201(	-55.00	0.00	0.00	-55.00	Return Credit - 602
65	BAD CHECK	Open	CHG	9/13/201(	25.00	0.00	0.00	25.00	2nd time this month
66	BAD CHECK#	Open	CHG	9/13/201(	10.00	0.00	0.00	10.00	Bad Check Charge
					-20.0(			-20.0(	
Dunkin, Dan									
53	53	Closed	PMT	9/02/201(	-50.00	0.00	0.00	0.00	AR PAYMENT
61		Open	CRD	9/08/201(	-15.00	0.00	0.00	-15.00	Good Will
62		Open	FIN	9/01/201(	2.50	0.00	0.00	2.50	Finance Charge
63	BAD CHECK	Open	CHG	9/13/201(	18.00	0.00	0.00	18.00	stolen?
64	BAD CHECK#	Open	CHG	9/13/201(	9.79	0.00	0.00	9.79	Bad Check Charge
69	1339	Open	CRD	9/17/201(	-10.00	0.00	0.00	-10.00	Frequent Buyer Reward
51	51	Closed	PMT	9/01/201(	-15.00	0.00	0.00	0.00	AR PAYMENT
					-59.7(			5.2(	
Threa, Paul									
67	1338	Closed	CRD	9/16/201(	-72.00	0.00	72.00	0.00	Csgnmnt Sale: 2000135-C, Winte
68	68	Closed	REF	9/16/201(	72.00	0.00	0.00	0.00	Consignment Check
					0.0(			0.0(	

All AR Transactions for a Specific Customer

Customer Center: Customer Record: AR Detail: Print History:

Customer Accounts Receivable Transactions

Dunkin, Dan

Reference	Transaction	Status	Type	Date	Amount	Discount	Paid	Total	
69	1339	Open	CRD	9/17/2010	-10.00	0.00	0.00	-10.00	Frequent Buyer Reward
64	BAD CHECK#	Open	CHG	9/13/2010	9.79	0.00	0.00	9.79	Bad Check Charge
63	BAD CHECK	Open	CHG	9/13/2010	18.00	0.00	0.00	18.00	stolen?
61		Open	CRD	9/08/2010	-15.00	0.00	0.00	-15.00	Good Will
53	53	Closed	PMT	9/02/2010	-50.00	0.00	0.00	0.00	AR PAYMENT
51	51	Closed	PMT	9/01/2010	-15.00	0.00	0.00	0.00	AR PAYMENT
62		Open	FIN	9/01/2010	-2.50	0.00	0.00	-2.50	Finance Charge
41	41	Closed	PMT	8/24/2010	-2.22	0.00	0.00	0.00	AR PAYMENT
40	40	Closed	PMT	8/24/2010	-5.55	0.00	0.00	0.00	AR PAYMENT
39	39	Closed	PMT	8/24/2010	-4.44	0.00	0.00	0.00	AR PAYMENT
38	38	Closed	PMT	8/24/2010	-3.33	0.00	0.00	0.00	AR PAYMENT
36	1254	Open	CRD	8/24/2010	-20.00	0.00	0.00	-20.00	Frequent Buyer Reward
35	1254	Open	CHG	8/24/2010	114.00	0.00	70.13	43.87	Invoice 1254
28		Closed	CRD	8/23/2010	-10.00	0.00	10.00	0.00	Goodwill
27		Closed	CRD	8/23/2010	-5.00	0.00	5.00	0.00	Goodwill Credit
18	1208	Processed	CHG	7/14/2010	10.00	0.00	10.00	0.00	Invoice 1208
9	1153	Processed	CRD	6/30/2010	-10.00	0.00	10.00	0.00	Frequent Buyer Reward
6	1047	Closed	CHG	6/08/2010	25.41	0.00	25.41	0.00	Invoice 1047
					25.4(			0.0(	

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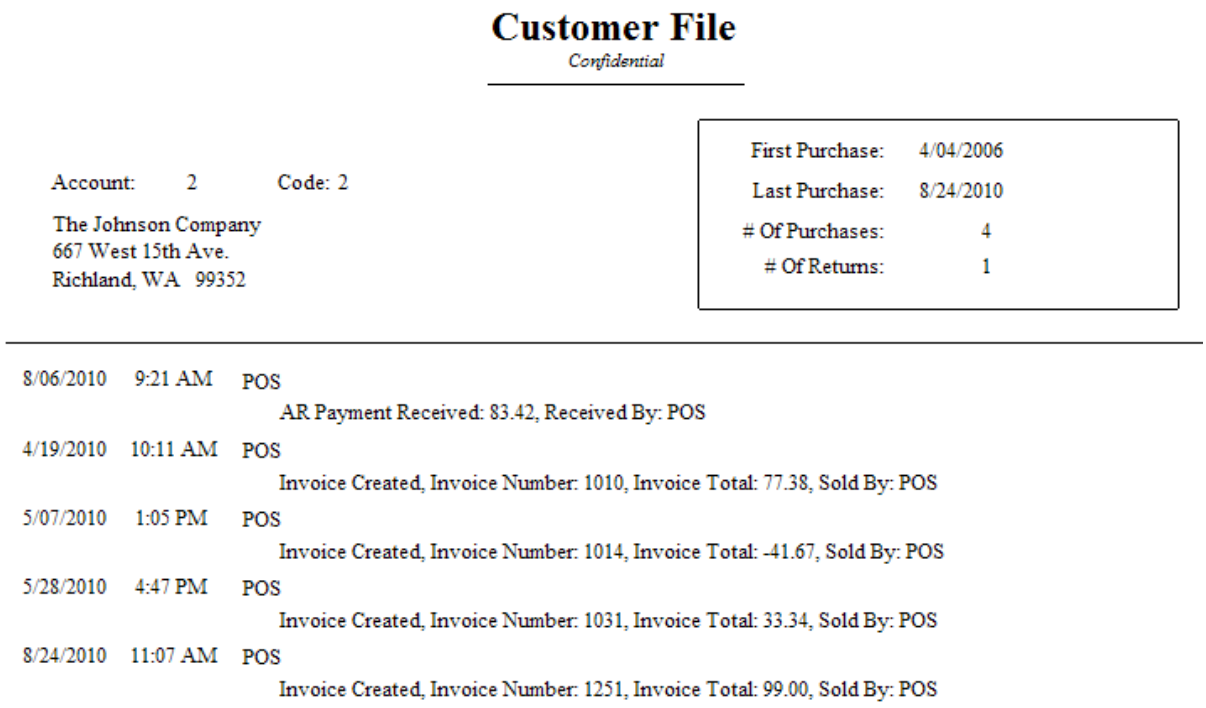
4.7.4.3.22 Customer File

A simple printout with statistics, data, and notes about the highlighted customer. Includes customer address dates and numbers of purchases and notes about the customer.

Customer File:

* Customer Center: Highlight Customer: Actions Print: select Customer File : :



Customer File

Confidential

Account: 2 Code: 2

The Johnson Company
667 West 15th Ave.
Richland, WA 99352

First Purchase:	4/04/2006
Last Purchase:	8/24/2010
# Of Purchases:	4
# Of Returns:	1

8/06/2010 9:21 AM POS
AR Payment Received: 83.42, Received By: POS

4/19/2010 10:11 AM POS
Invoice Created, Invoice Number: 1010, Invoice Total: 77.38, Sold By: POS

5/07/2010 1:05 PM POS
Invoice Created, Invoice Number: 1014, Invoice Total: -41.67, Sold By: POS

5/28/2010 4:47 PM POS
Invoice Created, Invoice Number: 1031, Invoice Total: 33.34, Sold By: POS

8/24/2010 11:07 AM POS
Invoice Created, Invoice Number: 1251, Invoice Total: 99.00, Sold By: POS

4.7.4.3.23 Customer Invoice History

Lists all invoices and products purchased within the date range. Includes customer name, account number and lookup code, invoice number, date and time of purchase, item SKU, description, quantity and backorder, selling price, discount percentage and line extended total and grand total.

Customer Invoice History:

* Customer Center: Purchase History view: Print List (Print button will simply reprint the highlighted invoice.)

(see Date Range 638)

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(see Multi-Site Customer Invoice History)

Customer Invoice History

Confidential

Name: 1338 Carnegie
Account: 5
Code: 1338 Carnegie

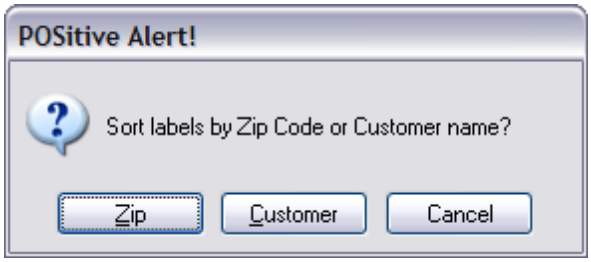
Invoice	Date	Time						Total
10027	2/24/2012	8:26 AM	G7 PRM MULTI-SITE DEMO					2,283.93
SKU		Description		Quantity	Backorder	Price	Discount	Line Total
BR72@1226		BACKBAR CABINET, REFRIGERATED		1	1.00	2283.93	0.00	2283.93
10065	3/27/2012	4:14 PM	G7 PRM MULTI-SITE DEMO					757.37
SKU		Description		Quantity	Backorder	Price	Discount	Line Total
TS18HSN@1226		UNDERBAR HAND SINK UNIT		1	0.00	706.37	0.00	706.37
28-111S@2031		UNIVERSAL PLATE CASTER, 3-1-/2"		1	0.00	51.00	0.00	51.00
							Total:	3,041.30

4.7.4.3.24 Customer Labels

You may print mailing labels for some or all of your customers in the Customer Center. Use of a Query can filter the list of all customers to only those meeting specific criteria such as zip code, total of purchases, and many other criteria.

* Management: Marketing: Customer Labels: Options: Query

You will first be prompted to choose to sort the labels by Zip Code or by Customer Last Name



Next, you may select or create a Query or filter.

(see How To Use Queries 643)

These fields are available for the Query

Account Number

Amount Owed

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AR - Current Due Amount

AR - Over 30 Due Amount

AR - Over 60 Due Amount

AR - Over 90 Due Amount

Billing Address 1

Billing Address 2

Cashier ID

Cell Phone

City

Company

Country

Credit Amount

Credit Limit

Customer Category

Customer Type

Department Code (inventory)

Department Descriptions (inventory)

E-Mail Address

First Name

First Purchase Date

Invoice Cost

Invoice Date

Invoice Sales ID

Invoice Station Number

Invoice Total

Item Category

Item Date Sold

Item Description

Item SKU

Last Name

Last Purchase Date

Lookup Code

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Message Code

Phone 1

Phone 2

Price Level

Sales ID

State

Tax Rate ID #

Total Purchases (Sales)

UD Field 1

UD Field 2

UD Field 3

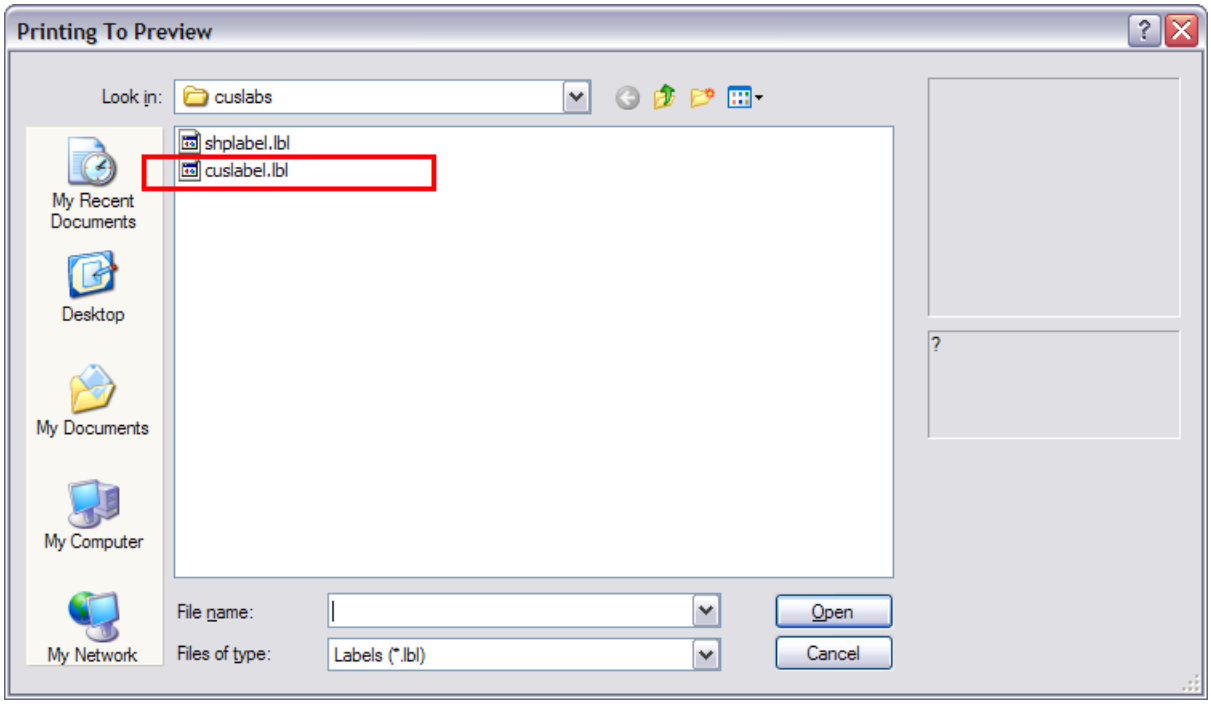
UD Field 4

UD Field 5

UD Field 6

Zip

Select Customer Label Form (cuslabel.lbl) or the Shipping Address label (shplabel.lbl) if the billing address and shipping address are not the same. (Note: this label form can be edited. Contact your Dealer or POSitive Software for more information.)



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Labels printed to a full page Laser/Inkjet Printer



4.7.4.3.25 Customer List

A list of customers by name, address and phone numbers. Through the use of the query feature, this list can be a tool to identify those customers who meet certain criteria.

Customer List:

* Management: Marketing : Print Customer List (Report): Query

Comments

Although this report can be modified by the user (see below), it might be best to export the customer list and design a printout through Microsoft Access, Excel, Word or some other software program. Contact POSitive support for more information.

(see How To Use Queries 643)

These fields are available for the Query

- Address 1
- Address 2
- Amount Owed
- City
- Credit Limit
- Customer Terms
- Customer Type (B=Business, P=Person)
- First Name
- First Purchase Date

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- Invoice Date
- Invoice Number
- Invoice Total
- Item Category
- Item Department
- Item Sold Date
- Last Name
- Last Purchase Date
- Lookup Code
- Name
- Phone 1
- Phone 2
- Price Level
- Sales ID
- State
- Total Purchases (Number)
- Total Purchases (Sales)
- User Defined Field 1
- User Defined Field 2
- User Defined Field 3
- User Defined Field 4
- User Defined Field 5
- User Defined Field 6
- Zip Code

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Customer List

Property Of: Blink's Video Game Emporium
CONFIDENTIAL: For Internal Use Only

1	1	CONTINENTAL GENERAL FINANCE 2222 WEST 2ND RICHLAND, WA 99352	222-2222 111-1111
2	2	The Johnson Company 667 West 15th Ave. Richland, WA 99352	677-9999
3	3	Johnson, Jane 2243 W. Cinnamon Drive RICHLAND, WA 99352	509 444-4444 509 444-4445
4	4	My Company Name 234 Main St Richland, WA 99352	
5	5	Sammy's Service 2534 S St Richland, WA 99352	509 555-2555

QUERY - allows one to filter the report output

(see How To Use Queries 643)

Fields available for Query

Address 1

Address 2

Amount Owed

City

Credit Limit

Customer Terms

Customer Type (Business, Person)

First Name

First Purchase Date

Invoice Date

Invoice Number

Invoice Total

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Item Category

Item Department

Item Description

Item SKU

Item Sold Date

Last Name

Last Purchase Date

Lookup Code (Customer Lookup Code)

Name

Phone 1

Phone 2

Price Level

Sales ID

State

Station Number

Total Purchases (Number)

Total Purchases (Sales)

User Defined Field 1

User Defined Field 2

User Defined Field 3

User Defined Field 4

User Defined Field 5

User Defined Field 6

Zip Code

DESIGNABLE

This Customer List Report can be enhanced with the following fields. Contact POSitive support for more information.

Account Number

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Address 2

Amount Late

Bill To Address Line 1

City, State, Zip

Company Name

Credit Limit

Current Owed

Customer Code

Customer Company Nmae

Customer Last Name

Driver's License Number

E-Mail Address

Fax Phone Number

First Name (and Initial)

First Purchase Date

Last Purchase Date

Number of Purchases

Number of Returns

Over 30 Days

Over 60 Days Owed

Over 90 Days Owed

Phone Number

Report Date

Report Time

Terms

Title (Mr. Mrs)

Total Cost Of Purchases

Total Purchases

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4.7.4.3.26 Customer Orders

If an inventory item in stock is being held on customer orders, this report shows whose order and the number backordered. Divides the list into Filled Orders and Backorders and shows order number, date placed, date due, customer name, quantity ordered, quantity backordered.

Customer Orders

* Inventory Center: Highlight item: Stock Manager view: Double Click on "Held": Print List

Customer Orders

Confidential

Blink's Video Game Emporium

Reference	Type	Date	Date Due	Customer Name		Quantity	BackOrdered
Filled Orders							
513	Order	2/ 5/2006	2/ 7/2006	Johnson, Jane		1.00	0.00
					Totals:	1.00	0.00
Backorders							
514	Order	2/ 5/2006	2/ 8/2006	The Johnson Company		5.00	1.00
					Totals:	5.00	1.00

4.7.4.3.27 Customer Profit Report

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Customer Ranked By Invoice Percent Profit

Variations of the Data - choose one

- Customer Ranked By Invoice Monetary Profit
- Customer Ranked By Number Of Transactions
- Customer Ranked By Gross Sales Revenue

Customer Profit Report:

* Report Center: Sales Reports: Customer: Run Report [F7]: Option

See (Date Range 638)

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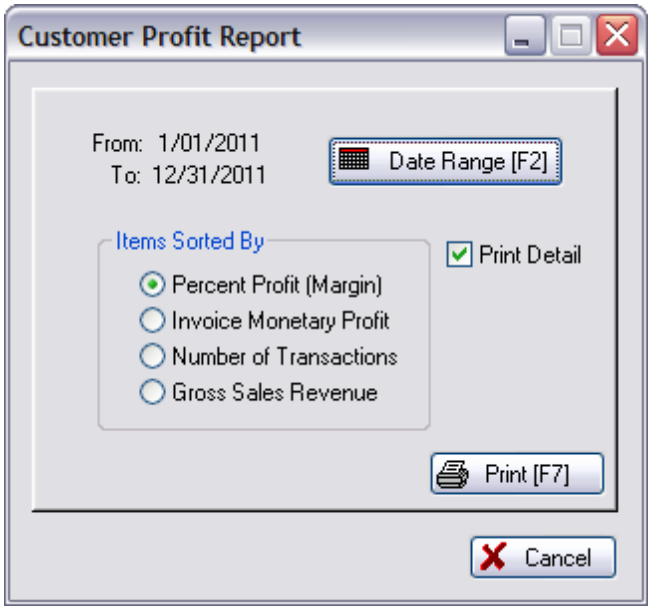

PRINT DETAIL

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Customer Profit Report

Confidential

Blink's Video Game Emporium
From 12/01/05 To 12/03/05

Account	Lookup	Customer	Total Sold	Total Cost	Total Profit	Margin
4	4	Miracle Works Company	122.00	62.52	59.48	48.75

Invoice	Date	Total Price	Cost	Profit	Margin
1076	12/01/05	20.00	10.00	10.00	50.00
1087	12/03/05	52.00	27.52	24.48	47.08
1089	12/03/05	50.00	25.00	25.00	50.00

Account	Lookup	Customer	Total Sold	Total Cost	Total Profit	Margin
5	5095552555	Sammy's Service	50.00	26.52	23.48	46.96

Invoice	Date	Total Price	Cost	Profit	Margin
1078	12/01/05	50.00	26.52	23.48	46.96

Account	Lookup	Customer	Total Sold	Total Cost	Total Profit	Margin
3	3	Johnson, Jane	115.33	76.90	38.43	33.32

Invoice	Date	Total Price	Cost	Profit	Margin
1077	12/01/05	20.00	10.00	10.00	50.00
1085	12/02/05	45.00	40.50	4.50	10.00
1088	12/03/05	50.33	26.40	23.93	47.55

Account	Lookup	Customer	Total Sold	Total Cost	Total Profit	Margin
2	2	The Johnson Company	65.00	43.50	21.50	33.08

Invoice	Date	Total Price	Cost	Profit	Margin
1084	12/02/05	15.00	13.50	1.50	10.00
1086	12/03/05	50.00	30.00	20.00	40.00

Grand Totals:	352.33	209.44	142.89	40.56

SUMMARY REPORT (no Detail)

Customer Profit Report

Confidential

Blink's Video Game Emporium
From 12/01/05 To 12/03/05

Account	Lookup	Customer	Total Sold	Total Cost	Total Profit	Margin
4	4	Miracle Works Company	122.00	62.52	59.48	48.75
5	5095552555	Sammy's Service	50.00	26.52	23.48	46.96
3	3	Johnson, Jane	115.33	76.90	38.43	33.32
2	2	The Johnson Company	65.00	43.50	21.50	33.08

Grand Totals:	352.33	209.44	142.89	40.56

4.7.4.3.28 Customer Purchases List

The report is for one customer only and can be redesigned to a degree. It can include SKU, description, invoice number and date of invoice, quantity purchased, price, and extended line total. Other fields available are Category, Department, Time of invoice, and Item Long Description (notation).

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Customer Purchases List:

* Customer Center: Purchase History view: Items Purchased tab: Export (Gold Arrow)

Comment - The export is more flexible than a printout. Export to Excel and the data can be sorted and totaled.

Customer Purchases List

Confidential

2

Blink's Video Game Emporium — The Johnson Company

Date	Invoiceno	SKU	Description	Quantity	Price	Total
5/24/2002	1003	GN1	BARIO IN WONDERLAND	0.00		0.00
11/28/2005	1013	36-C	Crystal Clock	1.00	25.00	25.00
5/24/2002	1003	DISCOUNT	DISCOUNT	1.00	50.00	50.00
5/24/2002	1003	SN1	SUPER BARIO III	-1.00	10.00	-10.00
						65.00

4.7.4.3.29 Customer Ranked By

The primary focus is on both profit and customers. The report includes customer name, customer account number and lookup code, invoice number and date, total selling price, total cost, total profit and margin. The data is sorted by Percent Profit, Dollar Profit, Quantity Sold, or Gross Revenue, with detail grouped under the customer name and subtotaled on the customer name line. Grand totals are on the last page.

Variations of the Data

- Customer Ranked By Invoice Monetary Profit
- Customer Ranked By Number Of Transactions
- Customer Ranked By Gross Sales Revenue

Customer Profit Report:

* Report Center: Sales Reports: Customer: Run Report [F7]: Option

See (Date Range 638)

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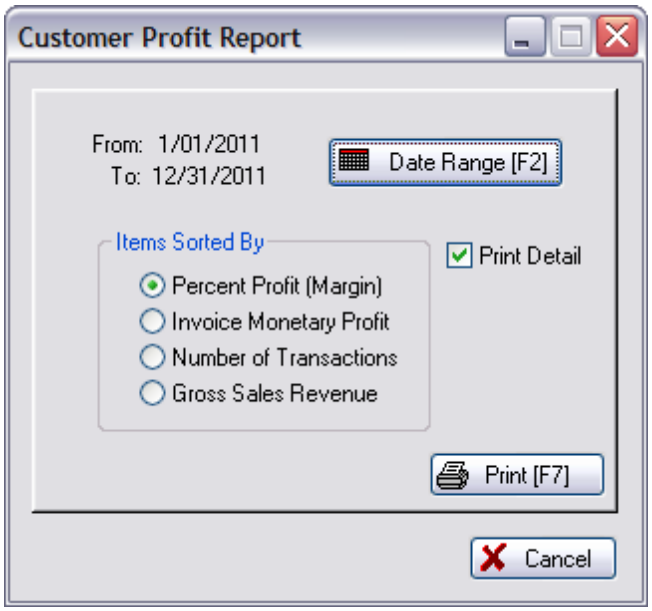

PRINT DETAIL

Customer Ranked By Gross Sales Revenue

Confidential

Blink's Video Game Emporium
From 1/01/2011 To 12/31/2011

Account	Lookup	Customer	Total Qnty	Total Sold	Total Cost	Total Profit	Margin
25	25	Jones & Sons	1	1,000.00	999.90	0.10	0.01

Invoice	Date	Total Price	Cost	Profit	Margin
1723	6/17/2011	1,000.00	999.90	0.10	0.01

19	19	Computer's Net	5	689.92	343.16	346.76	50.26

Invoice	Date	Total Price	Cost	Profit	Margin
1529	1/25/2011	0.00	0.00	0.00	100.00
1649	4/06/2011	495.00	220.00	275.00	55.56
1658	4/18/2011	128.25	66.50	61.75	48.15
1690	5/04/2011	41.67	28.33	13.34	32.01
1748	7/14/2011	41.67	28.33	13.34	32.01

3	3	Johnson, Jane	3	400.00	18.13	381.87	95.47

Invoice	Date	Total Price	Cost	Profit	Margin
1511	1/18/2011	20.00	0.13	19.87	99.35
1524	1/24/2011	380.00	18.00	362.00	95.26
1530	1/25/2011	16.67	0.00	16.67	100.00

11	C444	Ball, Tal	8	219.37	187.48	31.89	14.54

Invoice	Date	Total Price	Cost	Profit	Margin
1496	1/06/2011	-50.00	0.00	-50.00	100.00
1515	1/18/2011	116.16	76.11	40.05	34.48

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SUMMARY REPORT

Customer Ranked By Gross Sales Revenue

Confidential

Blink's Video Game Emporium
From 1/01/2011 To 12/31/2011

Account	Lookup	Customer	Total Qnty	Total Sold	Total Cost	Total Profit	Margin
25	25	Jones & Sons	1	1,000.00	999.90	0.10	0.01
19	19	Computer's Net	5	689.92	343.16	346.76	50.26
3	3	Johnson, Jane	3	400.00	18.13	381.87	95.47
11	C444	Ball, Tal	8	219.37	187.48	31.89	14.54
4	4 LP	Dunkin, Dan	11	212.87	159.51	53.36	25.07
20	20	Jones, John	4	154.73	83.50	71.23	46.04
2	2	The Johnson Company	2	79.67	58.33	21.34	26.79
17	17	Smith, Sam	1	59.50	38.00	21.50	36.13
29	29	Gary, Gary	1	54.00	21.25	32.75	60.65
22	22	Martin, Mary	1	50.00	29.00	21.00	42.00
16	16	Column, 40	1	38.57	27.00	11.57	30.00
7	7	Tew, Paul	1	38.48	20.76	17.72	46.05
26	26	Fee, Freddy	1	36.90	20.58	16.32	44.23
1	1	CONTINENTAL GENERAL FINANCE	1	24.00	12.00	12.00	50.00
27	27	Smith, Sue	2	5.52	0.10	5.42	98.19
15	15	Jones, Dave	1	-196.86	0.20	-197.06	99.90
		Grand Totals:	2,866.67	2,018.90	847.77	29.57	

4.7.4.3.30 Daily Sales Report

A summary of sales per day showing date, number of invoices, total sales, cost, profit, margin, and with returns deducted giving an adjust sales total. These totals are summed for a Month To Date total. A date range can be selected.

Daily Sales Report:

* Management: Sales Summary: Export (Gold Arrow)

Comment - The export is more flexible than a printout. Export to Excel and the data can be sorted and totaled.

Choose Division

See (Date Range 638)

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Daily Sales Report

Confidential

Date	Quantity	Sales	Cost	Profit	Margin	Returns	Sales-Returns	Month To Date
11/1/2005	18	2,104.52	1,635.32	469.20	22.29	-213.95	1,890.57	1,890.57
11/2/2005	17	3,790.30	3,227.37	562.93	14.85	-40.00	3,750.30	5,640.87
11/3/2005	18	1,900.30	1,568.66	331.64	17.45	-18.00	1,882.30	7,523.17
11/4/2005	20	5,882.61	4,649.52	1,233.09	20.96	-235.00	5,647.61	13,170.78
11/5/2005	2	39.00	33.26	5.74	14.72	-14.95	24.05	13,194.83
11/7/2005	15	3,604.39	2,527.96	1,076.43	29.86	0.00	3,604.39	16,799.22
11/8/2005	11	4,116.96	4,317.28	-200.32	-4.87	0.00	4,116.96	20,916.18

4.7.4.3.31 Department/Category Report

A listing of Department names and categories assigned to each department.

Department/Category Report

* Maintenance: Departments: Print [F7]

Department/Category Report

Blink's Video Game Emporium

Code	Description	Category
ACC	Accessories	
		Accessories
		Joysticks
		Memory Cards
ADMIN	Admin	
		Coupon
		Freight
		Labor
		Non-Taxable Item
		Taxable Item
		Trade-In
BOOKS	Books	
		Mystery Books

4.7.4.3.32 Deposit / Payment Receipt

A record of deposit payments (or refund payment) is printed automatically and is to be given to the customer. The receipt can be reprinted as needed.

Deposit / Payment Receipt

Transactions: Pending: select type: highlight customer's Pending Transaction: choose Payment button: Select Print [F7]

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Voiding an order or layaway with a deposit already paid gives one the option to refund the deposit by cash or check. A Deposit / Payment Receipt can be printed, but not re-printed once the transaction is deleted.

Deposit/Payment Receipt

B4 The Final
123 Main

Reference: 502
Register: 1

Phone: 509-555-4342 Fax:

Account: 1
Code: 1

Andy Anderson
524 A St

Richland, WA 99352

Beginning Balance: 117.86
Total Payments: 0.00
Balance Remaining: 117.86

Date	Amount	Type
11/30/2005	50.00	Cash
11/30/2005	-50.00	RFUND

Typically, if the amount of refund is to be paid by check, the amount is entered automatically into Accounts Receivable as a store credit. The monies can be used for future purchases until the refund check has been processed.

4.7.4.3.33 Deposits On File

Lists active orders, layaways, service orders, and internet orders with full or partial payment applied as a deposit towards the purchase of the items. The report is sorted by transaction (order) number. It includes the date of creation, customer name, type of transaction, total amount of the order, and total deposit amount. As detail, a history of each deposit amount, method of payment, and date of a deposit applied to the pending transaction is reported.

Deposits On File:

* Report Center: Customer Reports: Deposits On File

See (Date Range 638)

-- Current Deposits - the deposits currently on orders in process (not yet converted to invoices)

-- Completed Deposits - Historical Deposits applied to invoices. The date range needs to go back to the time the deposit was made, not just date range for invoices.

-- All Deposits - within the date range

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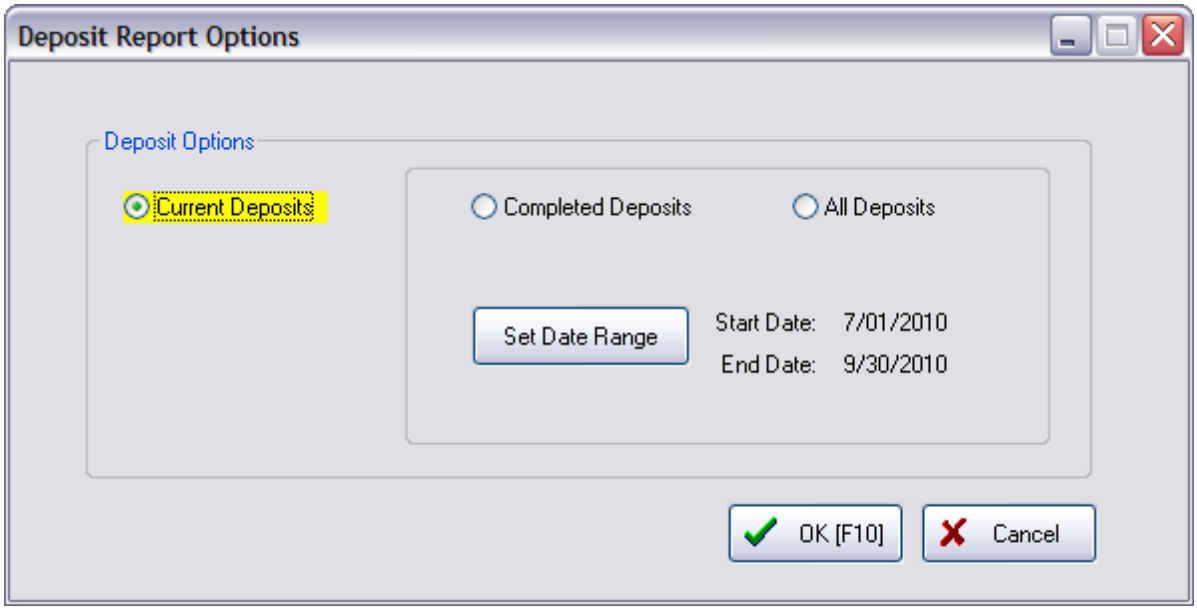

Comment - The term DLVRD and a negative amount indicates that some items on an order or layaway were invoiced and delivered (Partial Delivery), and a portion of the deposit was used as payment.

CURRENT DEPOSITS

Deposits On File

Blink's Video Game Emporium

Reference	Date	Customer	Type	Total Due	Deposit
Current Deposits					
525	6/26/2010	Smith, Mary	Layaway	151.99	25.00
				6/26/2010	25.00 Cash
550	7/07/2010	Dunkin, Dan	Layaway	24.14	5.00
				7/07/2010	5.00 Cash
561	7/21/2010	Tew, Paul	Layaway	366.52	366.52
				7/21/2010	366.52 Cash
1058	6/26/2010	Smith, Mary	Layaway	44.92	15.00
				6/26/2010	15.00 Cash

Total Deposits: 411.52

COMPLETED DEPOSITS

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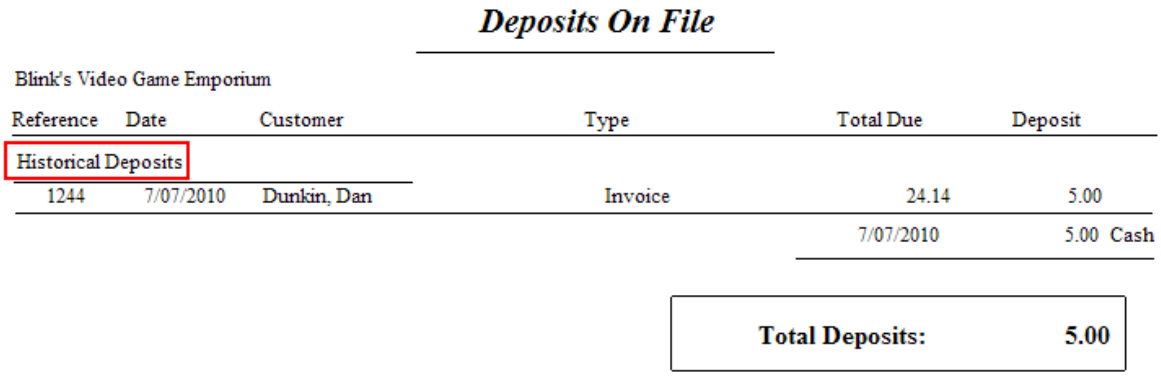

Deposits On File

Blink's Video Game Emporium

Reference	Date	Customer	Type	Total Due	Deposit
Historical Deposits					
1244	7/07/2010	Dunkin, Dan	Invoice	24.14	5.00
				7/07/2010	5.00 Cash

Total Deposits: 5.00

4.7.4.3.34 Discrepancy Report

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported. When reconciling inventory counts, POSitive will report items which now have more or less in stock than that which was originally stated.

The report can focus on just the imported item or report on ALL inventory items which were not included in the batch.

Discrepancy Report:

Inventory: Physical Inventory: Reconcile From File: Print "Discrepancy Report"

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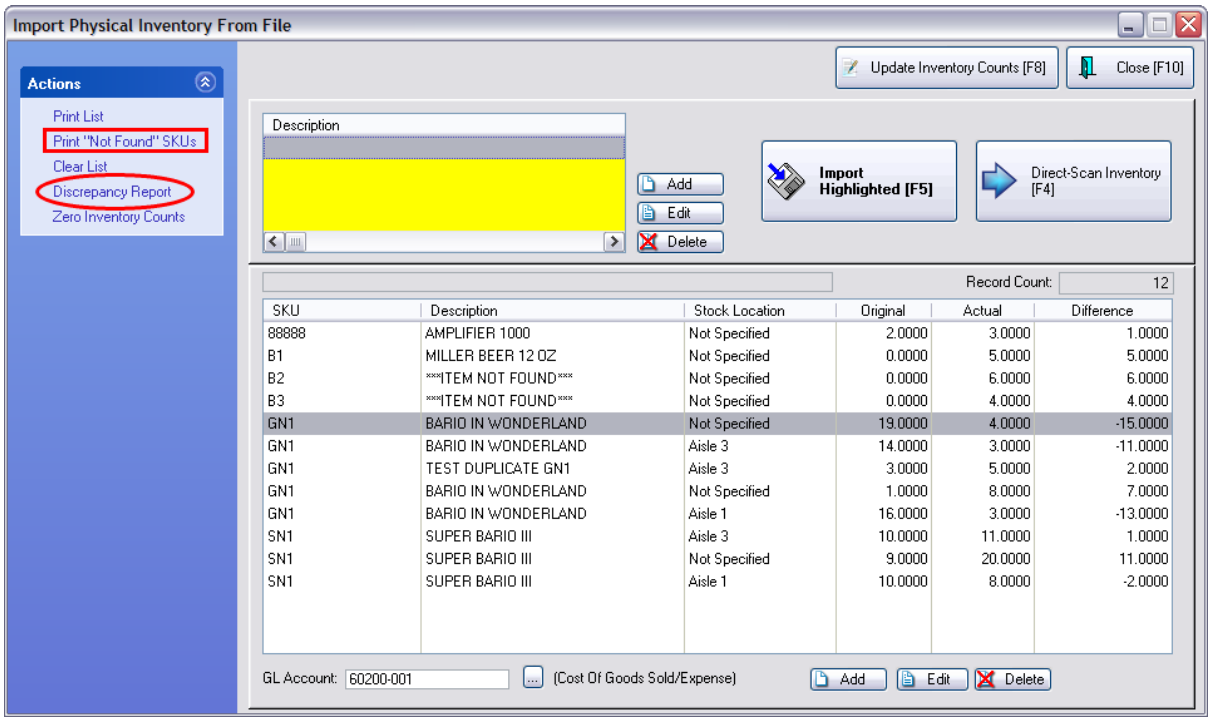

Of the Imported Items Only

Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual
AMP1000	AMPLIFIER 1000	2.0000	3.0000
B1	MILLER BEER 12 OZ	0.0000	5.0000
GN1	TEST DUPLICATE GN1	1.0000	8.0000
SN1	SUPER BARIO III	10.0000	11.0000

Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual	
01406922	CHARMS BLO POPS ASSORTED	297.0000	0.0000	Not Counted
016000159907	CHEX MIX TRADITIONAL	43.0000	0.0000	Not Counted
016000167490	GARDETTO ITALIAN CHEESE SNCKM	7.0000	0.0000	Not Counted
027509305603	CABLE CAR HDR CANDY NECKLACE	11.0000	0.0000	Not Counted
036600814013	CHAPSTICK STRWBRY BLSTRCD	4.0000	0.0000	Not Counted
041300800013	DM ZINGER TAKE HOME CHOC	1.0000	0.0000	Not Counted
0756873221	WITCHES IN THE CORN FIELDS	6.0000	0.0000	Not Counted
0756873267	WITCHES IN MY CLOSET	199.0000	0.0000	Not Counted
0756874143	LATE LAST NIGHT	17.0000	0.0000	Not Counted
078698132730	GUNK POWER STEER FLUID M27-13	1.0000	0.0000	Not Counted

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Of ALL inventory including the Imported Items

Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual	
01406922	CHARMS BLO POPS ASSORTED	297.0000	0.0000	Not Counted
016000159907	CHEX MIX TRADITIONAL	43.0000	0.0000	Not Counted
016000167490	GARDETTO ITALIAN CHEESE SNCKM	7.0000	0.0000	Not Counted
027509305603	CABLE CAR HDR CANDY NECKLACE	11.0000	0.0000	Not Counted
036600814013	CHAPSTICK STRWBRY BLSTRCD	4.0000	0.0000	Not Counted
041300800013	DM ZINGER TAKE HOME CHOC	1.0000	0.0000	Not Counted
0756873221	WITCHES IN THE CORN FIELDS	6.0000	0.0000	Not Counted
0756873267	WITCHES IN MY CLOSET	199.0000	0.0000	Not Counted
0756874143	LATE LAST NIGHT	17.0000	0.0000	Not Counted
078698132730	GUNK POWER STEER FLUID M27-13	1.0000	0.0000	Not Counted

4.7.4.3.35 Employee Exception Report

The Exception Report shows inventory items per employee when employees have made a change to the selling price or entered a discount percentage for the item or both. This is expressed in a field called Total Difference and is Grand Totaled at the end of the report.

Excluded from this report will be items which are anticipated to have a change in pricing. For example, if the customer has a permanent discount then the item will be automatically discounted and will not be on this report. Or if the item has a flag "Ask For Price" then the item will be excluded.

Employee Exception Report:

* Report Center: Sales Reports: Employee: Options

See (Date Range 638)

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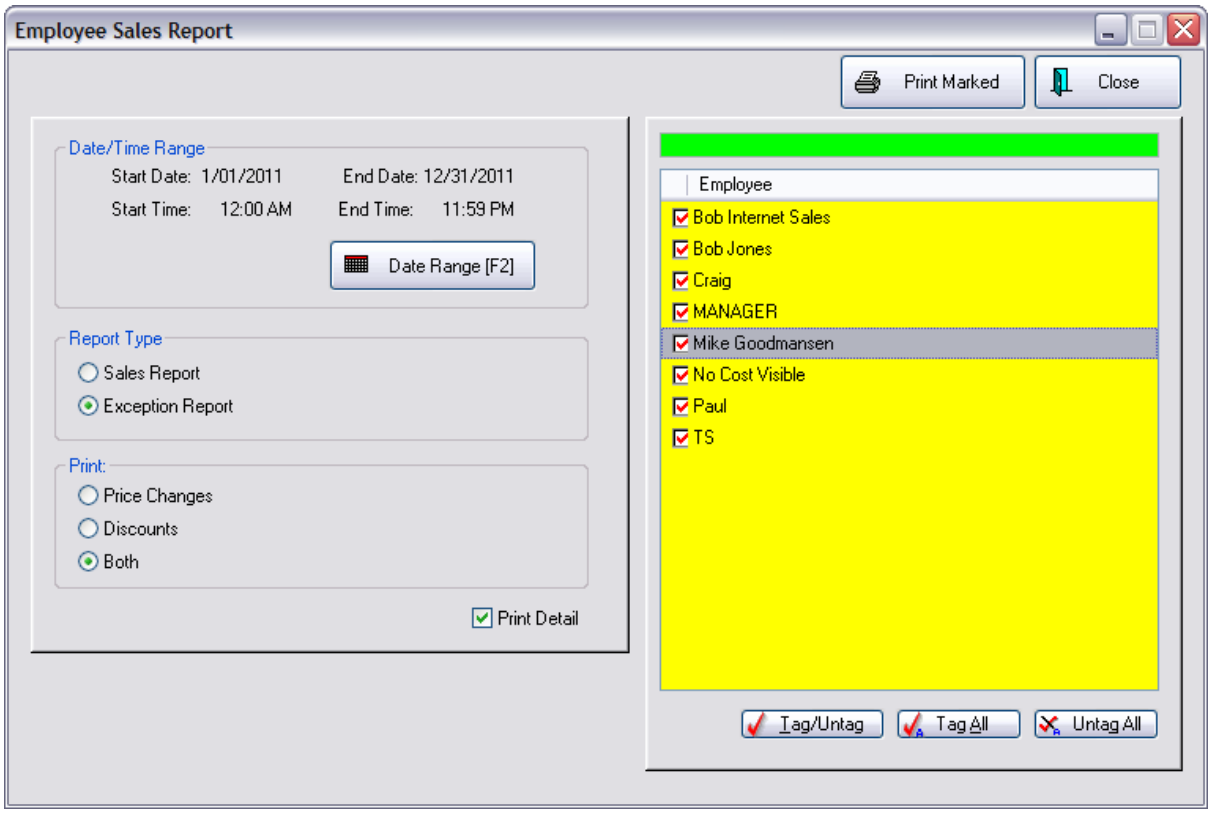



Employee Exception Report

Confidential

Blink's Video Game Emporium

From 11/1/2005 12:00 AM
To 11/30/2005 11:59 PM

Date	Time	Reference	SKU	Description	Quantity	Unit Price	Total Line Price	Total Original Price	Total Difference	Disc%
MANAGER										
Price Adjustment										
11/16/2005	11:43AM	1039	P1	PLANT 1	-1.00	0.00	0.00	-10.00	10.00	-100.00
11/16/2005	11:43AM	1039	P2	PLANT 2	-2.00	0.00	0.00	-20.00	20.00	-100.00
11/18/2005	9:21AM	1041	AS1-1013	FCAS TEST 3	1.00	16.36	16.36	18.18	-1.82	-10.00
11/23/2005	2:56PM	1056	SN1	SUPER BARIO III	1.00	38.50	38.50	50.00	-11.50	-23.00
						Price Adjustmen	54.86	38.18	16.68	-58.25
						MANAGEI	54.86	38.18	16.68	-58.25
						Grand Totals	54.86	38.18	16.68	-58.25

4.7.4.3.36 Employee File

Prints specific information about an employee including employee name, address, phone number and notes created about the employee. The employee's current Sales ID and password and social security number are included.

Employee File

* Management: Employees: Print: Print Highlighted

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Employee File

Confidential

ID: BOB

Name: Bob Jones

415 Southridge
Richland, WA 99352
444-6655

000-00-0000
BOB

Notes:

POS	8/06/2010	1:12 PM	Employee of the Year 2005
POS	8/06/2010	1:12 PM	Needs flex time for schooling in fall 2010.

4.7.4.3.37 Employee List

A name, phone, and address list for all store employees.

Employee List

* Management: Employees: Print: Print List

Employee List

Confidential

ID	Name	Address	City/State/Zip	Phone
B4	Bob Internet Sales			
BOB	Bob Jones	415 Southridge	Richland, WA 99352	444-6655
POS	MANAGER			

4.7.4.3.38 Employee Sales Report

Based on a date range and selection of employees to be included, this report displays invoice number, date and time, cashier, selling price (tax excluded), cost, profit, margin and freight per invoice. Sorted by employee name, subtotals per employee and grand totals are printed.

Comment - The Cashier ID is the person who processed the invoice and can be different from the name of the employee credited with the sale of the invoice. For example, by default the person who creates an order or layaway becomes the sales person and gets credit for the sale. When the order or layaway is converted to an invoice, that sales person and the cashier information are kept separately.

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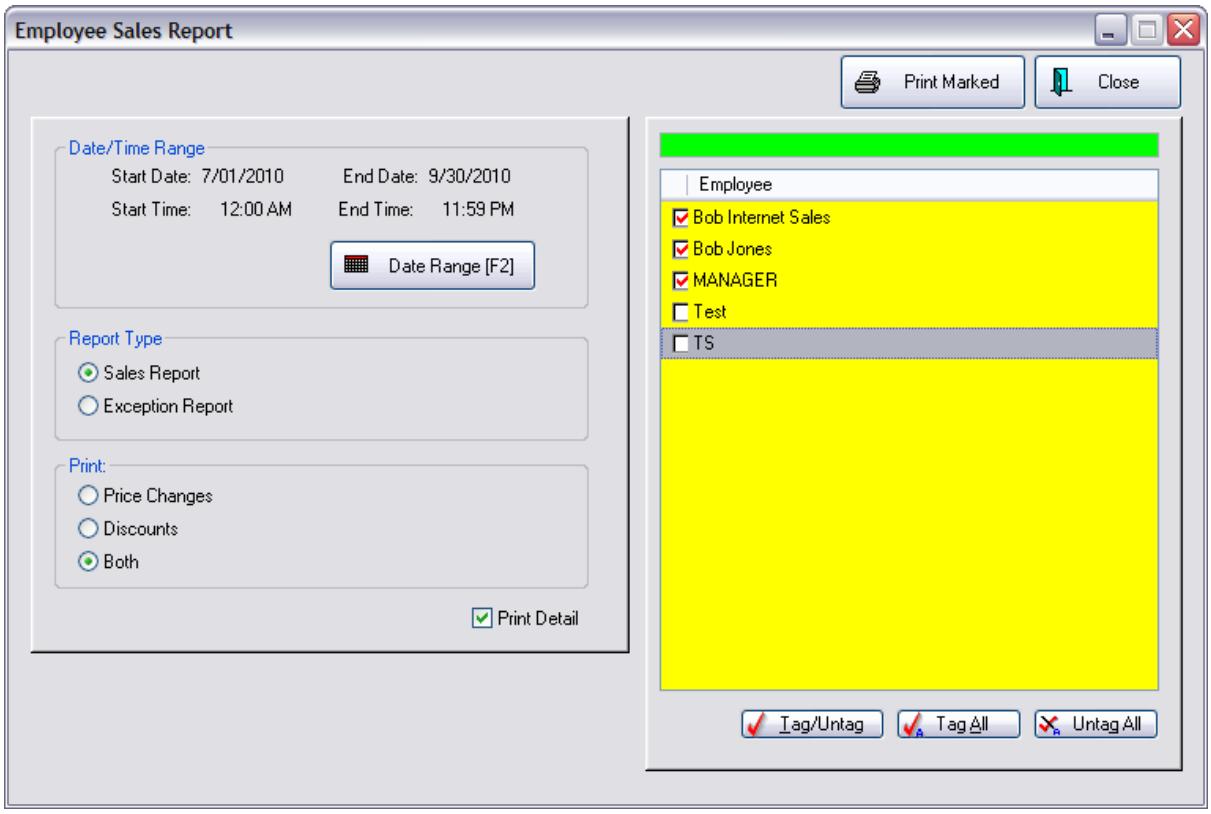
Employee Sales Report:

* Report Center: Sales Reports: Employee: Run Report [F7]

See (Date Range 638)



WITHOUT DETAILS

Employee Sales Report

Confidential

From 7/01/201(To 9/30/2010

	Price	Cost	Profit	Margin	Freight
Bob Internet Sales	68.85	41.50	27.35	39.72	0.00
Bob Jones	160.21	110.50	49.71	31.03	0.00
MANAGER	272.01	240.77	31.24	11.48	0.00
TS	190.48	99.00	91.48	48.03	0.00

Totals:

Price	Cost	Profit	Margin	Freight
691.55	491.77	199.78	28.89	0.0(

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PRINT DETAILS

Employee Sales Report

Confidential

From 7/01/2010 To 9/30/2010

Date	Time	Number	Cashier	Station	Price	Cost	Profit	Margin	Freight
Bob Internet Sales									
7/08/2010	4:12PM	1194	B4	4	37.50	25.00	12.50	33.33	0.00
7/08/2010	4:13PM	1195	B4	4	31.35	16.50	14.85	47.37	0.00
			Employee Subtotal:		68.85	41.50	27.35	39.72	0.00
Bob Jones									
7/02/2010	11:10AM	1167	BOB	2	30.35	25.00	5.35	17.63	0.00
7/02/2010	11:10AM	1168	BOB	2	30.35	25.00	5.35	17.63	0.00
7/06/2010	8:12AM	1176	BOB	2	50.00	25.00	25.00	50.00	0.00
7/07/2010	10:09AM	1185	POS	1	-30.35	-25.00	-5.35	17.63	0.00
7/08/2010	4:14PM	1196	BOB	2	32.14	25.00	7.14	22.22	0.00
7/08/2010	4:15PM	1197	BOB	2	25.33	19.00	6.33	24.99	0.00
7/14/2010	9:23AM	1208	BOB	2	22.39	16.50	5.89	26.31	0.00
			Employee Subtotal:		160.21	110.50	49.71	31.03	0.00
			Grand Totals:		229.06	152.00	77.06	33.64	0.00

4.7.4.3.39 Employee Service Time Report

Service orders can track time spent by technicians on that service order. This report is printed one page per employee and includes the employee name, date of service, service order number, time in and time out and hours worked per service order and totals for the date range selected.

Employee Service Time Report

Management: Service Time Cards: Print Tagged

See (Date Range 638)

Prints one page per employee.

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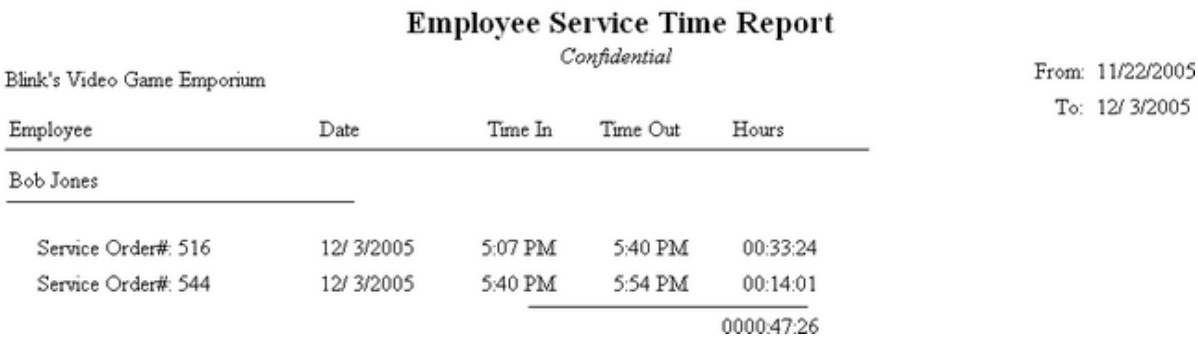


Employee Service Time Report

Confidential

Blink's Video Game Emporium

From: 11/22/2005
To: 12/ 3/2005

Employee	Date	Time In	Time Out	Hours
Bob Jones				
Service Order#: 516	12/ 3/2005	5:07 PM	5:40 PM	00:33:24
Service Order#: 544	12/ 3/2005	5:40 PM	5:54 PM	00:14:01
				0000:47:26

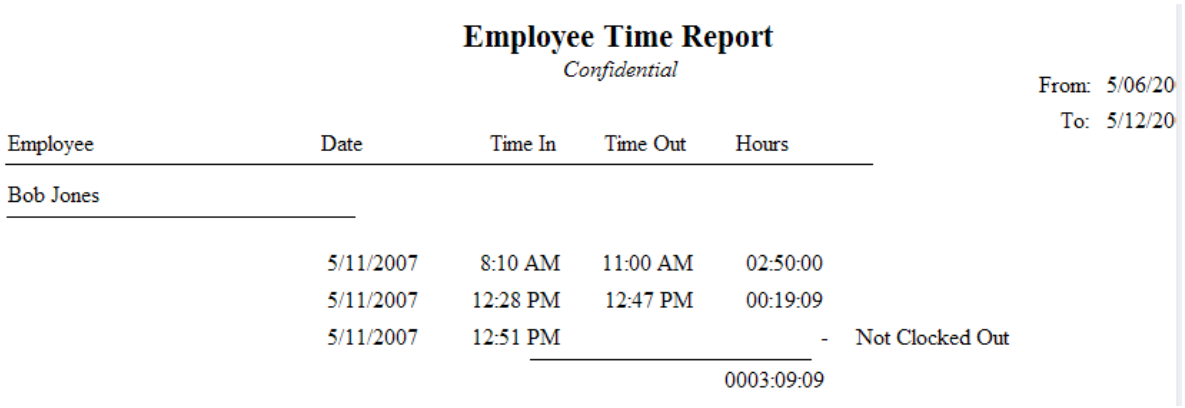
4.7.4.3.40 Employee Time Report

This report is printed one page per employee and includes the employee name, date, time in and time out, and hours worked with a grand total for the date range selected.

Employee Time Report

Management: Employee Time Cards: Print Tagged

See (Date Range 638)



Employee Time Report

Confidential

From: 5/06/20
To: 5/12/20

Employee	Date	Time In	Time Out	Hours	
Bob Jones					
	5/11/2007	8:10 AM	11:00 AM	02:50:00	
	5/11/2007	12:28 PM	12:47 PM	00:19:09	
	5/11/2007	12:51 PM		-	Not Clocked Out
				0003:09:09	

4.7.4.3.41 Freight Summary Report

For a selected date range, this report lists all purchase orders received from each vendor. The freight value is totaled per vendor and grand totaled for the date range. The report includes vendor name, vendor invoice date, vendor invoice number and PO Number.

Freight Summary Report:

Report Center: Purchasing Reports: Freight Summary: Run Report [F7]

See (Date Range 638)

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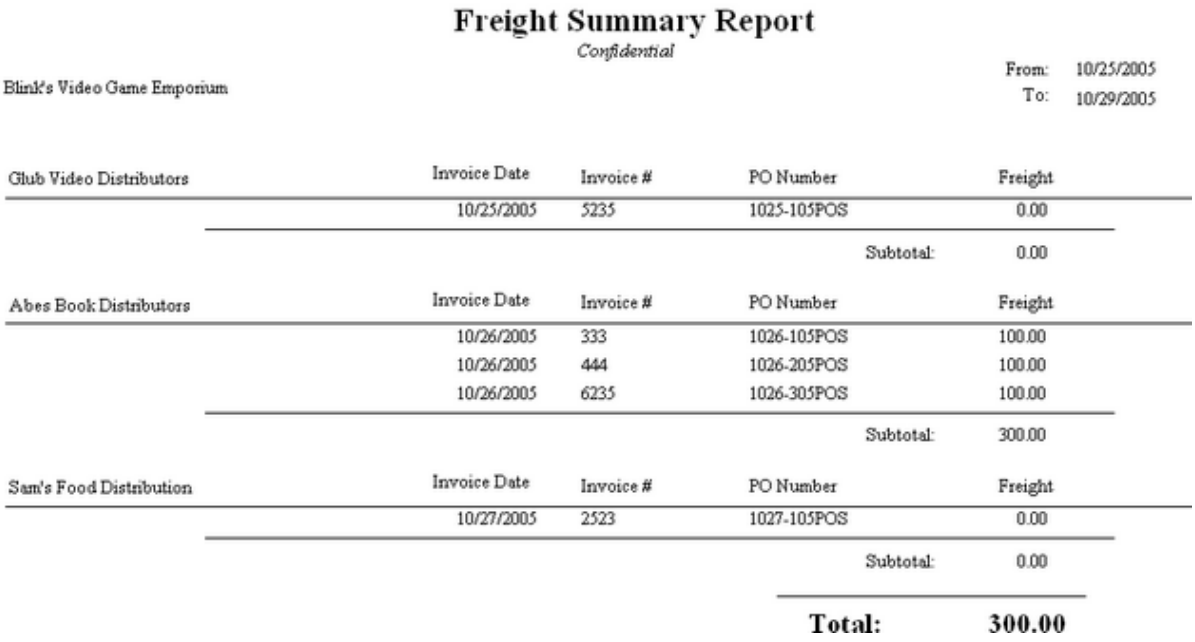


Freight Summary Report

Confidential

Blink's Video Game Emporium

From: 10/25/2005
To: 10/29/2005

Glub Video Distributors	Invoice Date	Invoice #	PO Number	Freight
	10/25/2005	5235	1025-105POS	0.00
			Subtotal:	0.00

Abes Book Distributors	Invoice Date	Invoice #	PO Number	Freight
	10/26/2005	333	1026-105POS	100.00
	10/26/2005	444	1026-205POS	100.00
	10/26/2005	6235	1026-305POS	100.00
			Subtotal:	300.00

Sam's Food Distribution	Invoice Date	Invoice #	PO Number	Freight
	10/27/2005	2523	1027-105POS	0.00
			Subtotal:	0.00

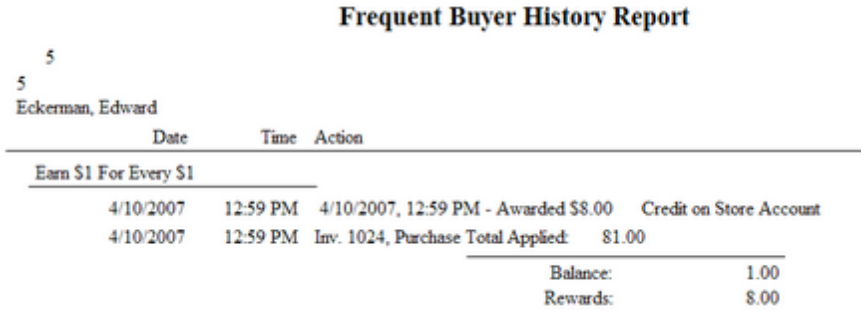
Total: 300.00

4.7.4.3.42 Frequent Buyer History Report

A summary report per customer listing rewards earned. The report shows the customer name, account number and lookup code, date and time of purchase of qualifying products, the value of the qualifying products, and the amount of the award. A grand total of awards and balance towards next award are at the end of the report.

Frequent Buyer History Report

Customer Center: Loyalty Program: Print



Frequent Buyer History Report

5
5
Eckerman, Edward

Date	Time	Action	
Earn $1 For Every $1			
4/10/2007	12:59 PM	4/10/2007, 12:59 PM - Awarded $8.00	Credit on Store Account
4/10/2007	12:59 PM	Inv. 1024, Purchase Total Applied: 81.00	

Balance: 1.00
Rewards: 8.00

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4.7.4.3.43 Frequent Buyer Report

Lists all customers assigned to a specific frequent buyer program. The report includes the customer name, account number and lookup code as well as total to be awarded and balance being applied towards next award.

Frequent Buyer Report

Management: Managers: Loyalty Programs: Print [F7]

Frequent Buyer Report

Confidential

Blink's Video Game Emporium — Program: 10 for 1

Account	Code	Name	Current Balance	To Be Awarded
8	5095555344	Helping Hands	0.00	5.00
3	3	Johnson, Jane	5.92	877.00
4	4	Miracle Works Company	9.34	18.00
9	5095552844	Pointer, Polly	0.66	14.00
5	5095552555	Sammy's Service	6.63	14.00
7	5095553333	Smith, Sally	0.67	41.00
2	2	The Johnson Company	0.00	0.00

4.7.4.3.44 General Ledger Journal Entries Report

Lists debits and credits per GL Account for the batch or date range. Note: only "posted" transactions will appear on the report.

Accounting: General Ledger: Transaction History: Print: : Sum/Det

Determine accounts, date range, and divisions to be included in the report.

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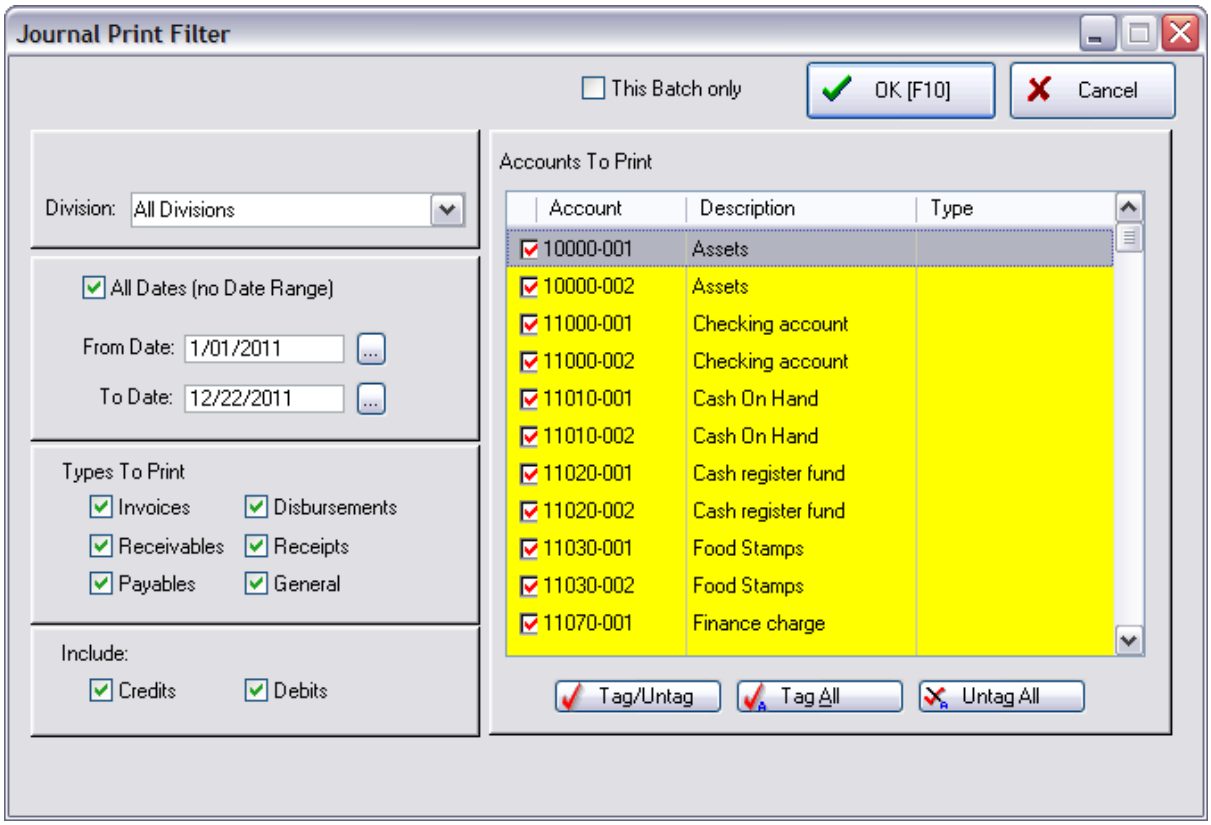
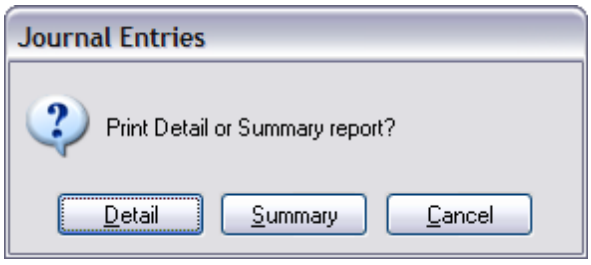


Select a Detailed or Summary report.



Sample Summary Report

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Report Date 9/10/2011 9:24 PM

General Ledger Journal Entries Summary
All Transactions

Page 1

		Debit	Credit
11000-001	Checking account	**10,060.23**	**4,218.73**
11010-001	Cash On Hand	**8,287.26**	**675.57**
11020-001	Cash register fund	**8,800.72**	**18,747.81**
11090-002	Coupons	**2,120.09**	**1,079.09**
11100-001	Accounts receivable	**2,565.19**	**1,550.37**
11200-001	Inventory	**9,534.01**	**28,922.79**
11210-001	Inventory Returns	**434.23**	**137.50**
11840-001	Unapplied Credits - AP	**3.50**	**84.50**
22000-001	Accounts payable	**6,563.45**	**6,340.00**

Sample Detailed Report

Report Date 9/10/2011 9:39 PM

General Ledger Journal Entries Summary
All Transactions

Page 1

Account	Journal Entry Description		Debit	Credit
11000-001	Checking account			
Deleted Check #: 122	Abes Book Distributors		84.00	
Checking Account	Customer Refund			72.00
Checking Account: 29872PS	Vendor Payment			340.00
Checking Account: 77444	Vendor Payment			30.00
Checking Account: 10142010	Vendor Payment			56.00
Check #: 1234	Telephone Co			100.00
Checking Account: 4123	Vendor Payment			612.53
Checking Account: 7626452	Vendor Payment			85.75
Deposit #: DEP	Cash Drawers		2,004.00	
Checking Account: 5234	Vndor Refund		39.00	
Deleted Check #: 1	Abes Book Distributors		39.00	
Check #: 3005	Bob's Supply			123.45
Deposit #: DEP	Cash Drawers		7,894.23	
Check #: 3503	Abes Book Distributors			999.00
Checking Account: 5234	Vendor Payment			1,800.00
		Account Total:	10,060.23	4,218.73
11010-001	Cash On Hand			
Cash On Hand	REG. 1		89.45	
Charge Deposit	REG. 1		120.01	

4.7.4.3.45 Gift Certificate Sales Report

A listing of gift certificates sold during a specified date range. The report includes the date of sale, invoice number, and customer name on the invoice. The amount of the gift certificate is listed and totaled for the date range.

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Gift Certificate Sales Report:

* Management: Gift Cards: Sales Report [F8]

See (Date Range 638)



Gift Certificate Sales Report
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Start Date: 9/ 1/2005
Start Time: 12:00 AM
End Date: 12/ 3/2005
End Time: 11:59 PM

Blink's Video Game Emporium

Date	Invoice #	Customer Name	Amount
10/27/2005	1021	Quick Sale	30.00
11/28/2005	1067	Sally Smith	25.00
12/ 3/2005	1094	Helping Hands	50.00
			105.00

4.7.4.3.46 Gift Certificates Outstanding

All gift certificates not fully redeemed are listed by date sold. The report includes the gift certificate number, date sold, sales person, invoice number, customer name, and amount of the gift certificate. If a gift certificate has been redeemed in full, it is removed from the list. If it has only been partially redeemed, the amount spent is displayed and a balance calculated. All balances outstanding are totaled.

Comment - Gift certificates can be generated in advance. They are included in this report and are part of the grand total. The date of generation is listed but there is no sales person nor invoice number shown until the certificate is sold.

Gift Certificates Outstanding:

* Management: Gift Cards: Print [F7]

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Gift Certificates Outstanding

Confidential

Blink's Video Game Emporium

Number	Date Sold	By	Invoice	Sold To	Amount	Spent	Balance
1000	5/24/2002	POS	1005	Quick Sale	50.00	0.00	50.00
123	4/14/2003	POS	845250	Quick Sale	20.00	0.00	20.00
A1000	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1001	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1002	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1003	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1004	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1005	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1006	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1007	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1008	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1009	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
1010	10/ 5/2005	?	0	Quick Sale	50.00	0.00	50.00
AC52344	11/28/2005	POS	1067	Sally Smith	25.00	0.00	25.00
3400	12/ 3/2005	POS	1094	Helping Hands	50.00	19.57	30.43

Total Outstanding 675.43

4.7.4.3.47 GL Interface List

A printout of the GL Setup fields and GL Accounts assigned to those fields arranged by Types.

GL Interface List: Link

Accounting: GL Setup: Print GL Interface

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GL Interface List

Internet Sales

Current Assets

Cash Register Fund:	11020-002
Cash/Check Bank Account:	11000-002
Credit Card Bank Account:	11000-002
Default Inventory Account:	11200-002
Coupons Collected:	11090-002
Food Stamps:	11030-002
Cash On Hand:	11010-002
Inventory In RMA:	11220-002
Inventory Returns:	11210-002

Current Liabilities

Customer Deposits:	22040-002
Customer Refunds/Store Credits:	22050-002
Gift Certificates:	22060-002
Sales Tax Payable:	22190-002
Purchase Clearing:	22200-002

Sales (Income)

Default Sales Income:	33020-002
Sales Returns/Allowances:	33050-002
Sales Discounts:	33060-002

Cost Of Sales (Expense)

From Purchase Orders:	44310-002
Tax On Purchase Orders:	44320-002
Freight:	44330-002
Tax On Freight:	44340-002
Purchase Discounts:	44410-002

4.7.4.3.48 Hourly Sales Summary w/Graph

Invoices are time stamped. This report shows total sales per hour for the given date range. The report includes a total number of invoices and sales, and a graph of sales per hour.

Hourly Sales Summary w/Graph:

* Management: Sales Summary: Hourly Sales: Print:

See (Date Range 638)

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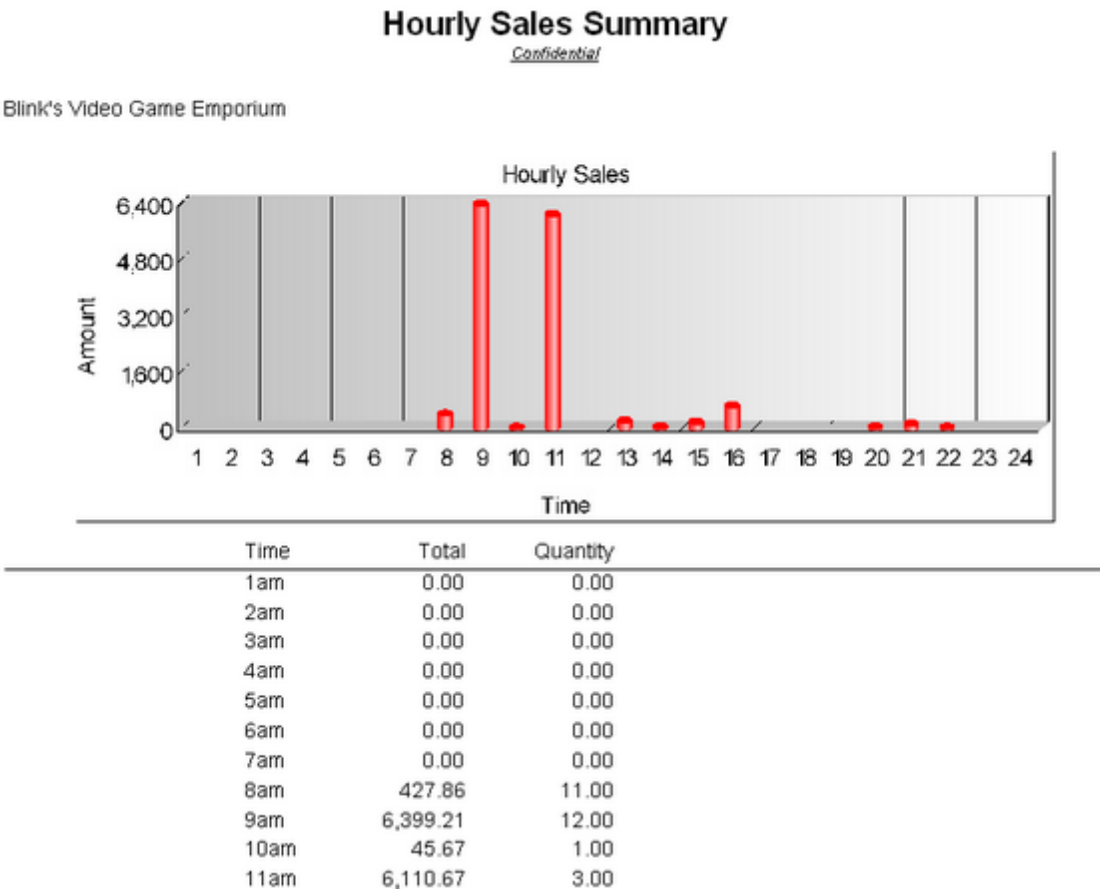

Hourly Sales Summary

Confidential

Blink's Video Game Emporium

Time	Total	Quantity
1am	0.00	0.00
2am	0.00	0.00
3am	0.00	0.00
4am	0.00	0.00
5am	0.00	0.00
6am	0.00	0.00
7am	0.00	0.00
8am	427.86	11.00
9am	6,399.21	12.00
10am	45.67	1.00
11am	6,110.67	3.00

4.7.4.3.49 Internet Order List Report

Contact POSitive support for more information.

(see Order List Report 828)

Internet Orders List Report

Internet Orders In Process: Print: Internet Order Details

Internet Orders In Process: Print: Internet Order Summary

Internet Order Details

Prints a multi-page list, sorted by internet order number, of every pending order. It includes the customer name, account number, internet order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Internet Order Summary

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The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the internet order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

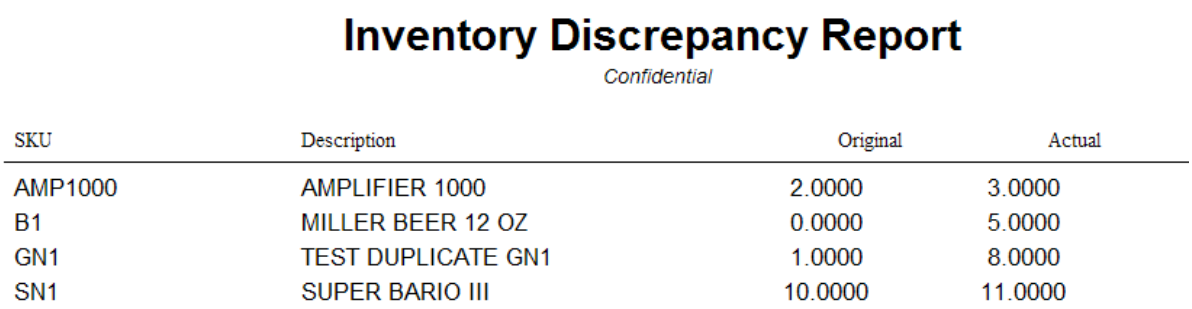
4.7.4.3.50 Inventory Discrepancy Report

Whenever a Physical Inventory count is taken and entered into the "Import Physical Inventory From File" screen, any differences between the Original and Actual count can be printed by selecting the Discrepancy Report. The report can exclude or include items not counted. The report shows SKU, Description, original and actual counts.

(for more detail see Discrepancy Report 775)

Inventory Discrepancy Report:

Inventory: Physical Inventory: Reconcile From File: Discrepancy Report: Print: :



Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual
AMP1000	AMPLIFIER 1000	2.0000	3.0000
B1	MILLER BEER 12 OZ	0.0000	5.0000
GN1	TEST DUPLICATE GN1	1.0000	8.0000
SN1	SUPER BARIO III	10.0000	11.0000

4.7.4.3.51 Inventory Exception Report

Whenever inventory stock counts are adjusted manually, a log is kept showing the date of the adjustment and difference between the original or computer count and the new Actual count.

Inventory Exception Report:

Inventory: Physical Inventory: Stock Exceptions: Print: :

Comments: Report Sorted By SKU

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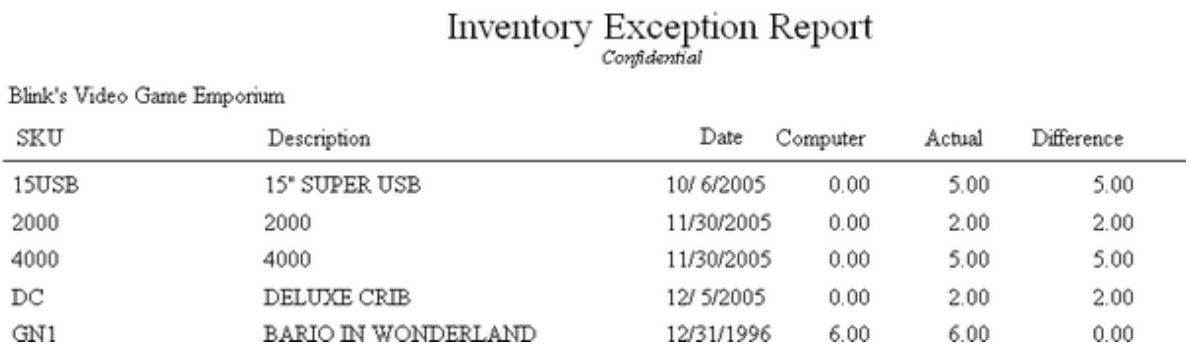

Inventory Exception Report

Confidential

Blink's Video Game Emporium

SKU	Description	Date	Computer	Actual	Difference
15USB	15" SUPER USB	10/ 6/2005	0.00	5.00	5.00
2000	2000	11/30/2005	0.00	2.00	2.00
4000	4000	11/30/2005	0.00	5.00	5.00
DC	DELUXE CRIB	12/ 5/2005	0.00	2.00	2.00
GN1	BARIO IN WONDERLAND	12/31/1996	6.00	6.00	0.00

4.7.4.3.52 Inventory Listing

List of all or selective inventory items based upon sort order and query applications. Report shows SKU, description, inventory type, current stock count, number held, and Stock location. Report definition can group inventory by department or category.

Inventory Listing:

Report Center: Inventory Reports: Inventory Listing: Run Report [F7]

(see Sort Items Selection 647)

(see How To Use Queries 643)

The following fields are available for the Query

Average Cost

Category

Department

Description

In Stock Quantity

Last Cost

Last Date Sold

Last Ordered

Location

Long Description

Manufacturer ID

Minimum Order

Minimum Stock On Hand

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Price 1

Price 2

Price 3

Price 4

Price 5

Price 6

Primary Vendor ID

Quantity On Order

SKU

Warranty Code



Inventory Listing

Confidential

SKU	Description	Type	Stock	Committed	Location
C01512	AC ADAPTER C01512 HP PAVILION	Actv	0.00	0.00	
PRINTERS - INKJET					
E80392	HP OFFICEJET 7300 ALL IN ONE	SerN	1.00	1.00	
PROCESSORS					
E24721	INTEL XEON 3.2GHZ 1MB PASSIVE	Actv	1.00	1.00	
E95633	3.4GHZ PASSIVE XEON CPU	Actv	0.00	0.00	
F40826	INTEL P4 640 3.2GHZ 2MB 800FS	Actv	20.00	4.00	
F40918	3.0GHZ PASSIVE XEON CPU	Actv	0.00	0.00	
G06625	INTEL 3.2GHZ XEON 2M CACHE	Actv	2.00	2.00	

4.7.4.3.53 Inventory Matrix Report

The report keeps the characteristics of the row/column grid showing item information. Data to be displayed in the report can be cost, stock quantity, quantity to order, or selling price. The report can contain one or more matrices.

Inventory Matrix Report:

Report Center: Inventory Reports: Matrix Report: Run Report [F7] Options

Inventory Center: Edit Matrix Header: choose Print under Actions

SELECT MATRICES TO BE INCLUDED IN REPORT

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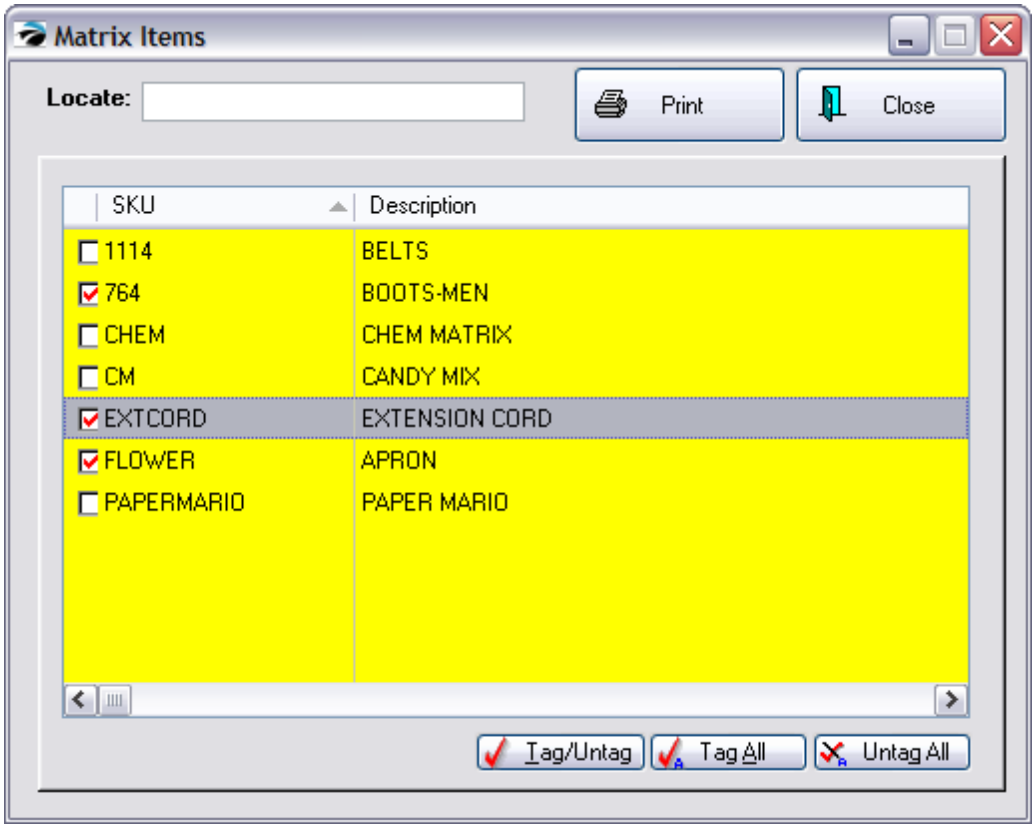
(see Tag / Untag 652)



Choose the desired Matrix Printing Options

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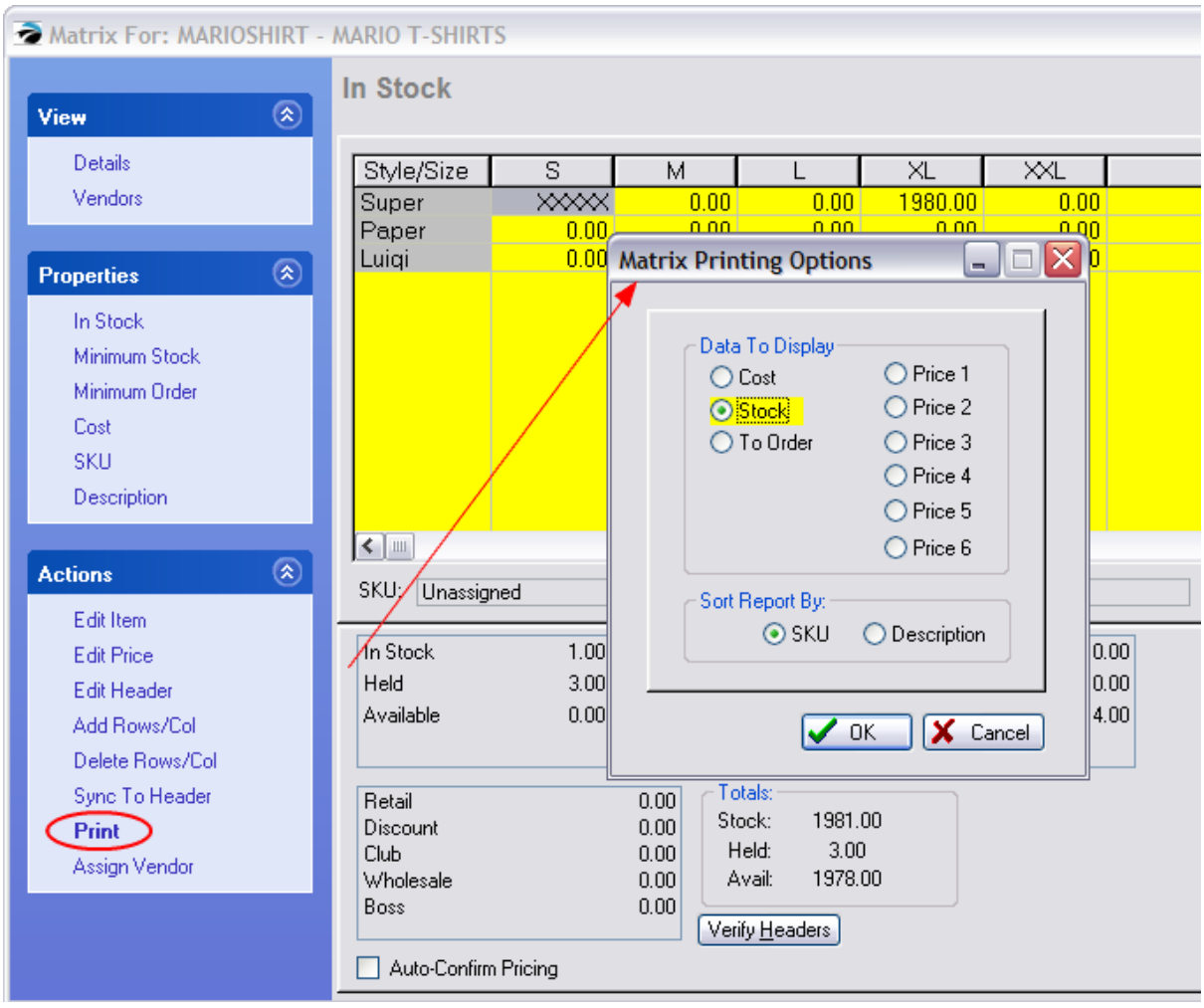

Data To Display selection is part of the report header

- Matrix Stock Display
- Matrix Cost Display
- Matrix To Order Display
- Matrix Price 1 Display (Price 2, 3, 4, 5, 6)

MATRIX STOCK DISPLAY

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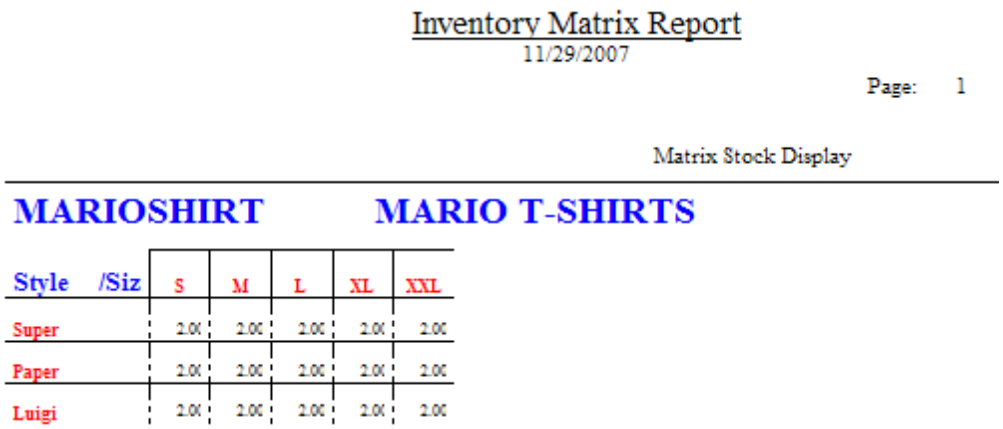


Inventory Matrix Report
11/29/2007

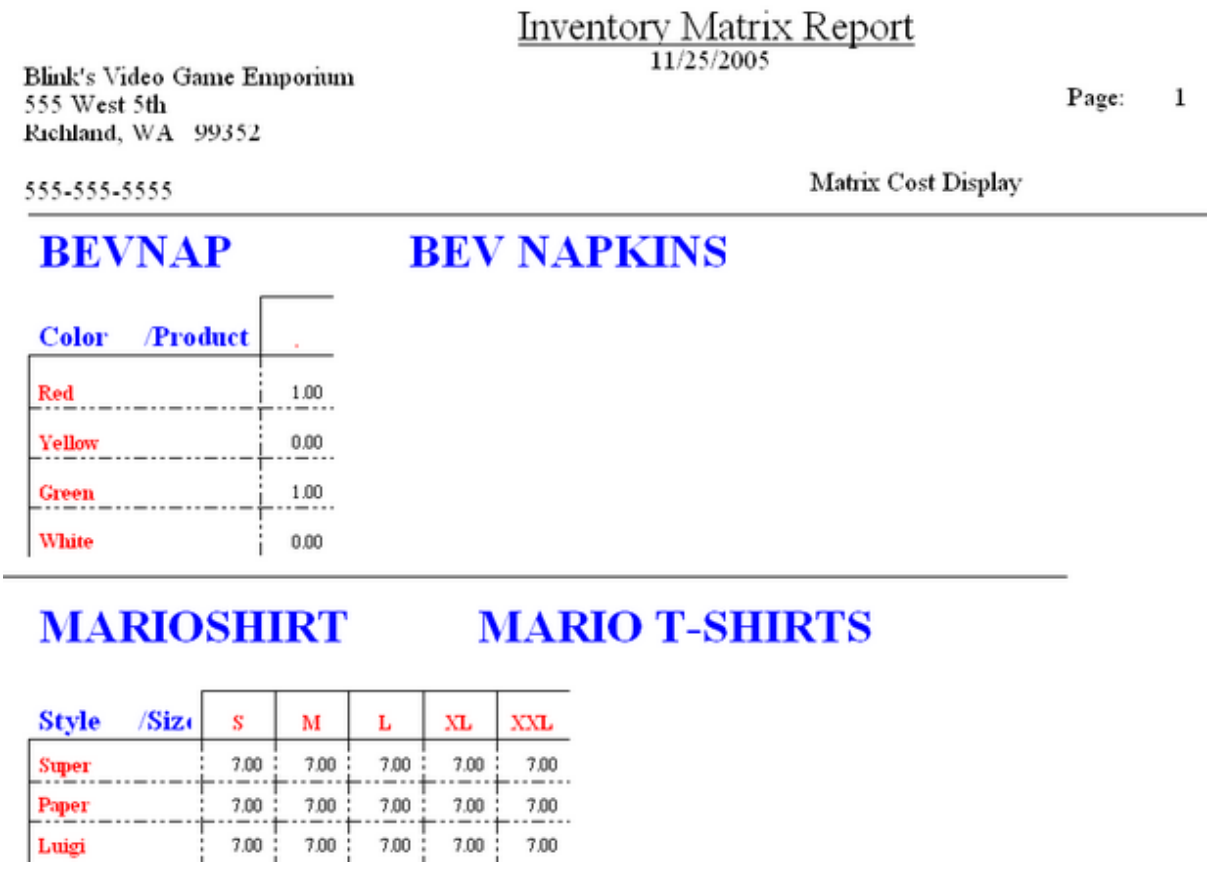
Page: 1

Matrix Stock Display

MARIOSHIRT MARIO T-SHIRTS

Style /Siz	S	M	L	XL	XXL
Super	2.00	2.00	2.00	2.00	2.00
Paper	2.00	2.00	2.00	2.00	2.00
Luigi	2.00	2.00	2.00	2.00	2.00

MATRIX COST DISPLAY



Inventory Matrix Report
11/25/2005

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

555-555-5555

Page: 1

Matrix Cost Display

BEVNAP BEV NAPKINS

Color /Product	.
Red	1.00
Yellow	0.00
Green	1.00
White	0.00

MARIOSHIRT MARIO T-SHIRTS

Style /Size	S	M	L	XL	XXL
Super	7.00	7.00	7.00	7.00	7.00
Paper	7.00	7.00	7.00	7.00	7.00
Luigi	7.00	7.00	7.00	7.00	7.00

4.7.4.3.54 Inventory Price List

The list shows SKU, Description, and pricing for the first three price levels of each item. (The report can be redefined to include more information.)

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Inventory Price List:

Report Center: Inventory Reports: Inventory Price List: Run Report [F7]

{see Sort Items Selection 1780} alt 647

(see How To Use Queries 643)

The following fields are available for Query

Average Cost

Category

Department

Description

In Stock Quantity

Last Cost

Last Date Sold

Last Ordered

Location

Long Description

Manufacturer ID

Minimum Order

Minimum Stock On Hand

Price 1

Price 2

Price 3

Price 4

Price 5

Price 6

Primary Vendor ID

Quantity On Order

SKU

Warranty Code

Comment

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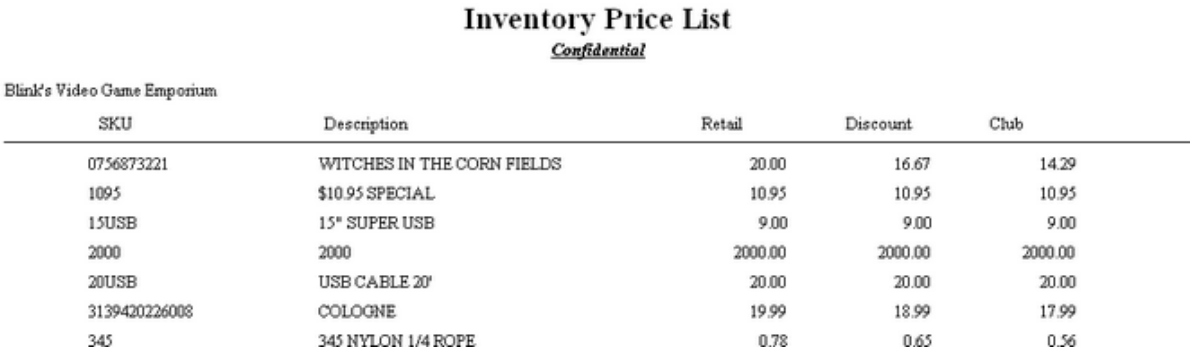
If you are using TAX INCLUDED IN PRICE option under File: System: System Setup: Tax Options: International, this report will not show the "included price." Contact your dealer or POSitive Software Company.



Inventory Price List

Confidential

Blink's Video Game Emporium

SKU	Description	Retail	Discount	Club
0756873221	WITCHES IN THE CORN FIELDS	20.00	16.67	14.29
1095	$10.95 SPECIAL	10.95	10.95	10.95
15USB	15" SUPER USB	9.00	9.00	9.00
2000	2000	2000.00	2000.00	2000.00
20USB	USB CABLE 20'	20.00	20.00	20.00
3139420226008	COLOGNE	19.99	18.99	17.99
345	345 NYLON 1/4 ROPE	0.78	0.65	0.56

DESIGNABLE

This Inventory Price List form can be edited and enhanced. For example, this report can be expanded to include all price levels as well as last cost of the item. The following fields can be used. Contact POSitive support for more information.

Company Name

Header 1

Header 2

Header 3

Item Cost

Item Description

Item SKU

Price Definition 1

Price Definition 2

Price Definition 3

Price Definition 4

Price Definition 5

Price Definition 6

Price Level 1

Price Level 2

Price Level 3

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Price Level 4

Price Level 5

Price Level 6

ReportRunDate

ReportRunTime

4.7.4.3.55 Inventory Sales Report With Notes

The report can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. It can be sorted by SKU or description.

Inventory Sales Report With Notes

Sales Report All Inventory

* Report Center: Sales Reports: Inventory: Run Report [F7]: Options

Comment

Any note line below an inventory item on the invoice is included in this report. Examples of such notes are listed in order as displayed in the sample report images. Some notes will be truncated because of space limitations.

- Transaction Note - a note defined in advance for the inventory item under the Properties tab: Notes or for consignment items.
- Equation Components - items which use an Equation to calculate quantity print the equation factors
- Manual Entries - press CTRL-N and type note on invoice
- Selling Prompts - items assigned to a category with selling prompts activated print 3 kinds of notes: Text, Date, and Large Note
- Serial Numbers - a serial number(s) selected for the product being sold

See (Sales Report All Inventory 858)

See (Date Range 638)

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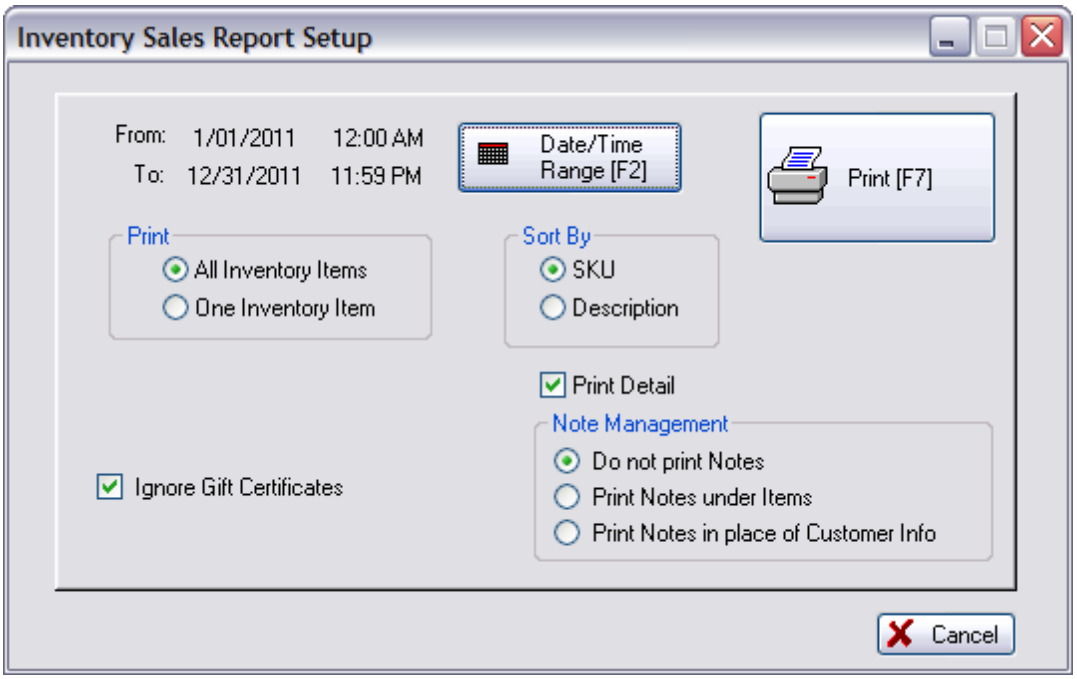

PRINT NOTES UNDER ITEMS

Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 12/10/2005 To 12/10/2005

Invoice	Date	Note				Quantity	Cost	Price	Average Cost	Average Price	Profit	Margin
1095		$10.95 SPECIAL										
1105	12/10/2005	7	5095553333	Sally Smith		-1.00	0.00	-10.95	0.00	-10.95	-10.95	100.00
1108	12/10/2005			Quick Sale		1.00	0.00	10.95	0.00	10.95	10.95	100.00
		Any inventory item can have a TRANSACTION NOTE which is automatically added to the invoice when the item is sold.										
						0.00	0.00	0.00	0.00	0.00	0.00	100.00
DM		DIMENSIONAL ITEM										
1108	12/10/2005			Quick Sale		10.00	10.00	20.00	1.00	2.00	10.00	50.00
		Length in Feet = 4 Width in Feet = 2.5										
						10.00	10.00	20.00	1.00	2.00	10.00	50.00
SN1		SUPER BARIO III										
1103	12/10/2005	3	3	Jane Johnson		1.00	25.00	50.00	25.00	50.00	25.00	50.00
1106	12/10/2005			Quick Sale		1.00	25.00	50.00	25.00	50.00	25.00	50.00
		A free form note can be added to an invoice by pressing CTRL-N										
						2.00	50.00	100.00	25.00	50.00	50.00	50.00
SP		SELLING PROMPTS WITH ITEM										
1110	12/10/2005	3	3	Jane Johnson		1.00	10.00	18.18	10.00	18.18	8.18	44.99
		Large text selling prompt area for recording more detailed information about the customer selling prompt2 = Text 2 selli										
						1.00	10.00	18.18	10.00	18.18	8.18	44.99
SR		SERIAL RET										
1106	12/10/2005			Quick Sale		2.00	20.00	33.34	10.00	16.67	13.34	40.01
		SMSR-11 SR-14 --- Serial numbers are a form of note and are included in reports										
						2.00	20.00	33.34	10.00	16.67	13.34	40.01

PRINT NOTES IN PLACE OF CUSTOMER INFO

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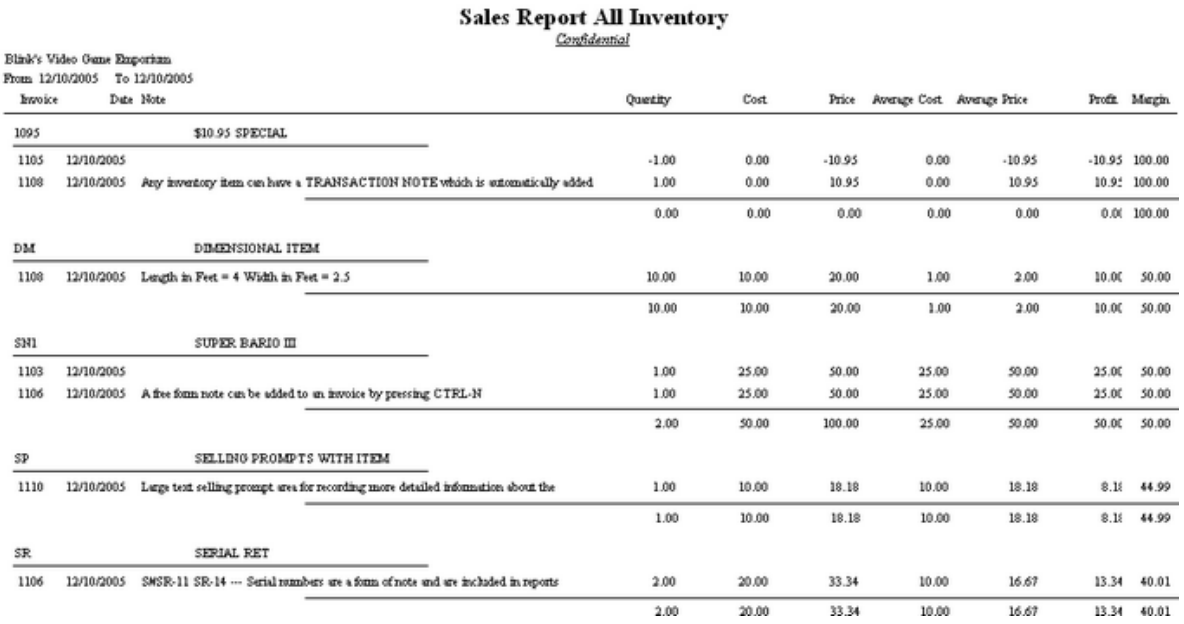

Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 12/10/2005 To 12/10/2005

Invoice	Date	Note	Quantity	Cost	Price	Average Cost	Average Price	Profit	Margin
1095		$10.95 SPECIAL							
1105	12/10/2005		-1.00	0.00	-10.95	0.00	-10.95	-10.95	100.00
1108	12/10/2005	Any inventory item can have a TRANSACTION NOTE which is automatically added	1.00	0.00	10.95	0.00	10.95	10.95	100.00
			0.00	0.00	0.00	0.00	0.00	0.00	100.00
DM		DIMENSIONAL ITEM							
1108	12/10/2005	Length in Feet = 4 Width in Feet = 2.5	10.00	10.00	20.00	1.00	2.00	10.00	50.00
			10.00	10.00	20.00	1.00	2.00	10.00	50.00
SN1		SUPER MARIO III							
1103	12/10/2005		1.00	25.00	50.00	25.00	50.00	25.00	50.00
1106	12/10/2005	A free form note can be added to an invoice by pressing CTRL-N	1.00	25.00	50.00	25.00	50.00	25.00	50.00
			2.00	50.00	100.00	25.00	50.00	50.00	50.00
SP		SELLING PROMPTS WITH ITEM							
1110	12/10/2005	Large text selling prompt area for recording more detailed information about the	1.00	10.00	18.18	10.00	18.18	8.18	44.99
			1.00	10.00	18.18	10.00	18.18	8.18	44.99
SR		SERIAL RET							
1106	12/10/2005	SMSR-11 SR-14 --- Serial numbers are a form of note and are included in reports	2.00	20.00	33.34	10.00	16.67	13.34	40.01
			2.00	20.00	33.34	10.00	16.67	13.34	40.01

4.7.4.3.56 Inventory Valuation Report

Lists inventory in stock and calculates the wholesale value of all items. Printing with no detail shows SKU, Description, inventory type, stock count, average cost and total cost. Printing with detail shows purchase order sources which explain the average cost and additionally includes vendor name, purchase date, purchase order number, quantity received and cost. On the last page of the report is a synopsis by department / category with total cost, total stock counts and percentages each department and category fulfill compared to all inventory.

Inventory Valuation Report:

Report Center: Inventory Reports: Inventory Valuation: Run Report [F7]

(see Sort Order 647)

(see How To Use Queries 643)

The following fields are available for the Query

Category

Department

Description

In Stock Quantity

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Last Cost

Last Date Sold

Last Ordered

Long Description

Manufacturer ID

Manufacturer Name

Minimum Order

Minimum Stock On Hand

Price 1

Price 2

Price 3

Price 4

Price 5

Price 6

Quantity On Order

Quantity Sold

SKU

Track Serial Numbers

Track Stock Quantities

NO DETAIL

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Inventory Valuation Report

Confidential

SKU	Description			Type	Stock	Average Cost	Total Cost
Accessories							
SNA1	DELUXE JOYSTICK			Actv	7.00	25.00	175.00
Joysticks	7.00	175.00					
			Accessories	**Totals:**	**7.00**		**175.00**
Books							
0756873221	WITCHES IN THE CORN FIELDS			Actv	4.00	10.00	40.00
Mystery Books	4.00	40.00					
			Books	**Totals:**	**4.00**		**40.00**
Games							
GN1	BARIO IN WONDERLAND			Actv	6.00	14.00	84.00
Gametoy Games	6.00	84.00					
SN1	SUPER BARIO III			Actv	6.00	25.00	150.00
			Wintendo Games	**Totals:**	**6.00**		**150.00**
			Games	**Totals:**	**12.00**		**234.00**
			Grand Totals:		**23.0000**		**449.00**

DETAIL REPORT

Inventory Valuation Report

Confidential

SKU	Description			Type	Stock	Average Cost	Total Cost
Accessories							
Joysticks							
SNA1	DELUXE JOYSTICK			Actv	7.00	25.00	175.00
4/14/2003	Glub Video Distributors	PO#: 42344		Recvd:	3.00	Cost:	25.00
6/14/2005	Manually Entered	PO#: No PO		Recvd:	4.00	Cost:	25.00
			Joysticks	**Totals:**	**7.00**		**175.00**
			Accessories	**Totals:**	**7.00**		**175.00**
Books							
Mystery Books							
0756873221	WITCHES IN THE CORN FIELDS			Actv	4.00	10.00	40.00
1/25/2003	Abes Book Distributors	PO#: 0125-103POS		Recvd:	4.00	Cost:	10.00
			Mystery Books	**Totals:**	**4.00**		**40.00**
			Books	**Totals:**	**4.00**		**40.00**

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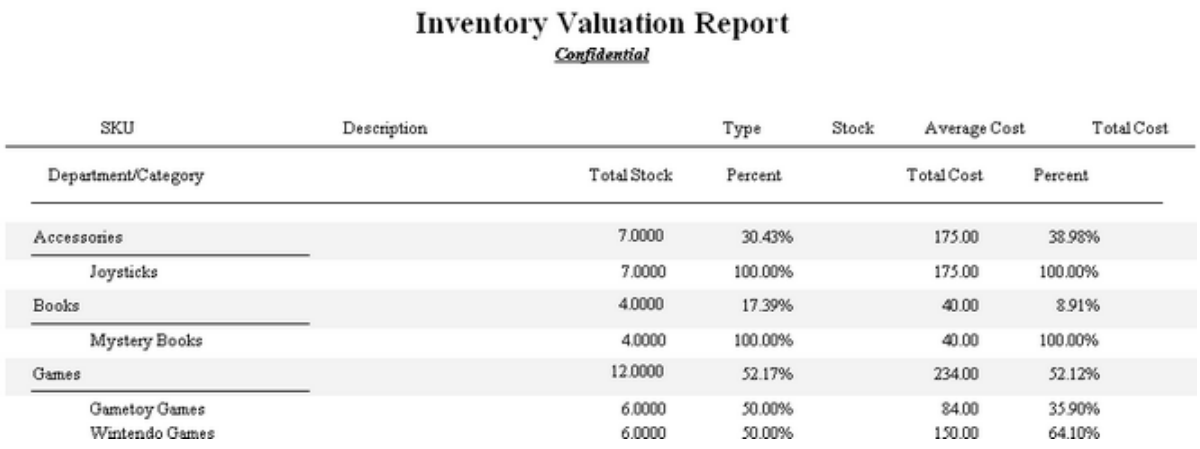
LAST PAGE SUMMARY



Inventory Valuation Report

Confidential

SKU	Description	Type	Stock	Average Cost	Total Cost

Department/Category	Total Stock	Percent	Total Cost	Percent
Accessories	7.0000	30.43%	175.00	38.98%
Joysticks	7.0000	100.00%	175.00	100.00%
Books	4.0000	17.39%	40.00	8.91%
Mystery Books	4.0000	100.00%	40.00	100.00%
Games	12.0000	52.17%	234.00	52.12%
Gametoy Games	6.0000	50.00%	84.00	35.90%
Wintendo Games	6.0000	50.00%	150.00	64.10%

4.7.4.3.57 Invoice Sales Report

The summary report for the designated date range lists total sales, total cost, total profit, margin, freight totals, and a combined sum of total plus freight. The value of trade-ins is also included. The detailed report lists each invoice number, date of invoice, time of invoice, cashier name, station number total price, cost, profit amount, margin, and freight. The most detailed report, includes the customer name and address and the inventory on the invoice; SKU, description, quantity, and sales tax 1 and sales tax 2 amounts. Grand totals are at the end of each report.

This report is filtered by Divisions.

There are three forms of this report

- Summary - Grand Totals Only
- Detail - Invoice Numbers and Values
- Line Detail - Invoice Detail and Values

Invoice Sales Report

* Report Center: Sales Reports: Invoices: Run Report [F7] Options

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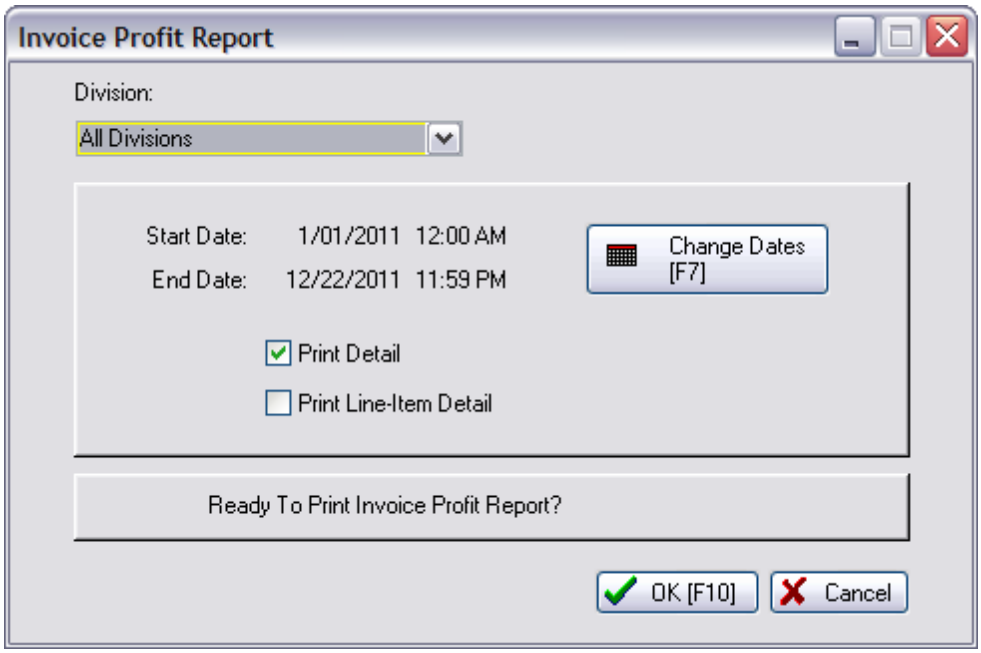


(See Date Range 638)

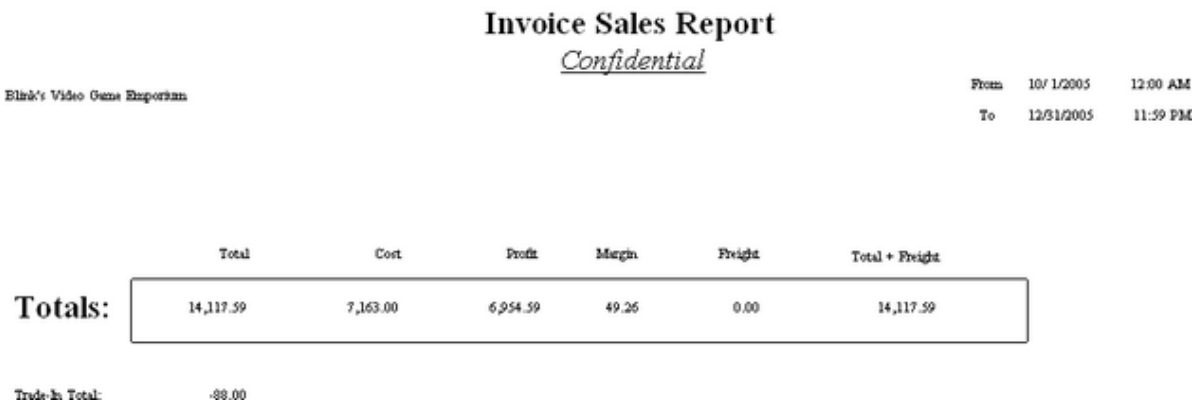
SUMMARY

Select Details

Invoice Sales Report

Report Center: Sales Reports: Invoices: Run Report [F7] Options No Checkmarks

- Unchecked - Prints just a grand total of all invoices in with the following fields:
- Sales Total, Cost, Profit, Margin, Freight, and Total plus Freight



Invoice Sales Report

Confidential

Blink's Video Game Emporium

From 10/ 1/2005 12:00 AM
To 12/31/2005 11:59 PM

	Total	Cost	Profit	Margin	Freight	Total + Freight
Totals:	14,117.59	7,163.00	6,954.59	49.26	0.00	14,117.59

Trade-In Total: -88.00

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DETAIL

Select Details

Invoice Sales Report

* Report Center: Sales Reports: Invoices: Run Report [F7] Options Print Detail

- Print Detail -Prints each invoice number, date, time, cashier, station number and totals for:
- Sale Price, Cost, Profit, Margin and Freight



Invoice Sales Report

Confidential

Blink's Video Game Emporium

From 10/1/2005 12:00 AM
To 12/31/2005 11:59 PM

Number	Date	Time	Cashier	Station	Price	Cost	Profit	Margin	Freight
1011	10/5/2005	9:10AM	Manager	1	30.00	14.00	16.00	53.33	0.00
1012	10/5/2005	9:31AM	Manager	1	37.00	21.00	16.00	43.24	0.00
1013	10/5/2005	9:37AM	Manager	1	37.00	21.00	16.00	43.24	0.00
1014	10/13/2005	9:48AM	Manager	1	150.00	100.00	50.00	33.33	0.00
1015	10/25/2005	3:58PM	Manager	1	35.00	17.00	18.00	51.43	0.00
1016	10/25/2005	4:35PM	Manager	1	150.00	100.00	50.00	33.33	0.00
1017	10/25/2005	4:42PM	Manager	1	200.00	75.00	125.00	62.50	0.00
1019	10/26/2005	3:45PM	Manager	1	50.00	25.00	25.00	50.00	0.00
1020	10/26/2005	3:48PM	Manager	1	-8.33	0.00	-8.33	100.00	0.00

LINE DETAIL

Select Details both...

- Print Detail
- Print Line-Item Detail

Invoice Sales Report

* Report Center: Sales Reports: Invoices: Run Report [F7] Options Both Print Detail and Print Line Detail

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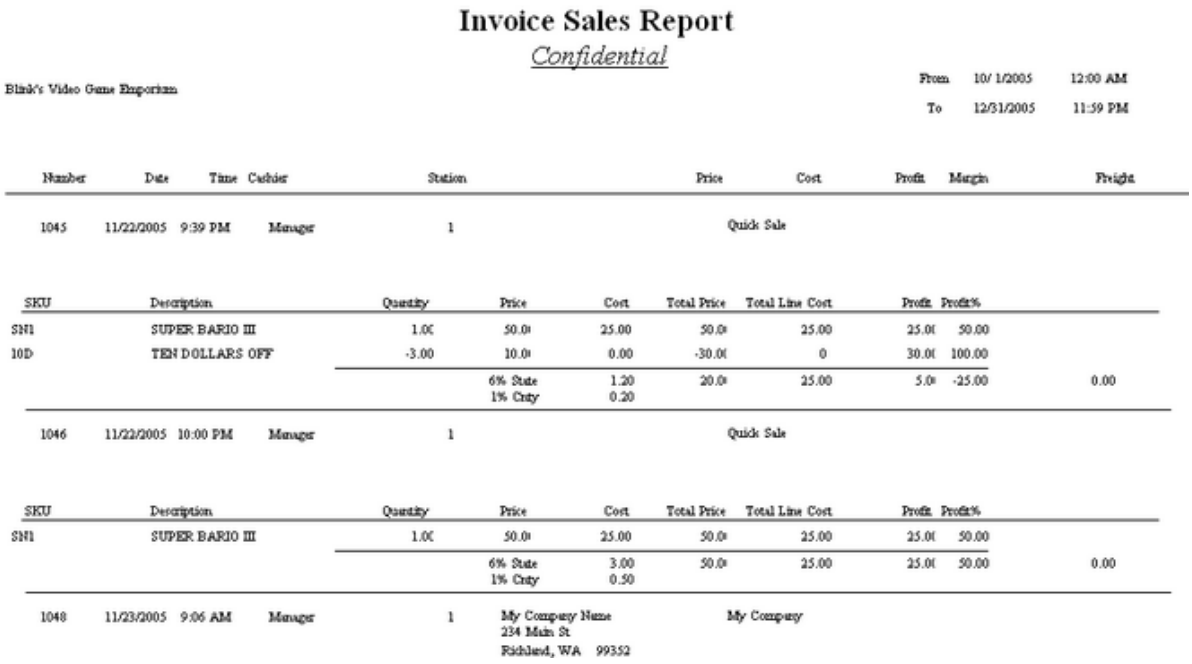


Invoice Sales Report

Confidential

Blink's Video Game Emporium

From 10/ 1/2005 12:00 AM
To 12/31/2005 11:59 PM

Number	Date	Time	Cashier	Station	Price	Cost	Profit	Margin	Freight
1045	11/22/2005	9:39 PM	Manager	1	Quick Sale				

SKU	Description	Quantity	Price	Cost	Total Price	Total Line Cost	Profit	Profit%	
SN1	SUPER BARIO III	1.00	50.00	25.00	50.00	25.00	25.00	50.00	
10D	TEN DOLLARS OFF	-3.00	10.00	0.00	-30.00	0	30.00	100.00	
			6% State	1.20	20.00	25.00	5.00	-25.00	0.00
			1% Cnty	0.20					

1046	11/22/2005	10:00 PM	Manager	1	Quick Sale				

SKU	Description	Quantity	Price	Cost	Total Price	Total Line Cost	Profit	Profit%	
SN1	SUPER BARIO III	1.00	50.00	25.00	50.00	25.00	25.00	50.00	
			6% State	3.00	50.00	25.00	25.00	50.00	0.00
			1% Cnty	0.50					

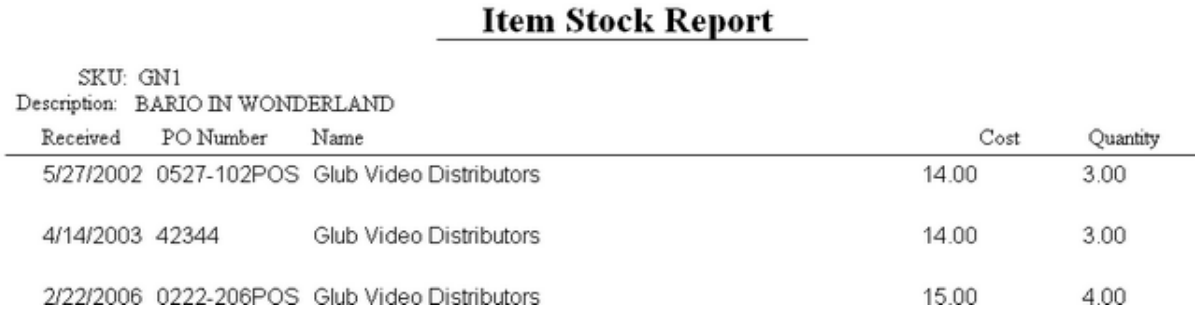
1048	11/23/2005	9:06 AM	Manager	1	My Company Name 234 Main St Richland, WA 99352	My Company			

4.7.4.3.58 Item Stock Report

Lists the source(s) of the stock count which includes the date received, purchase order number, vendor name, cost and quantity as well as the SKU and Description of the item. If the inventory item is serialized, the report will include serial numbers.

Item Stock Report

Inventory Center: Highlight Item: RightMouseClick: Current Stock: Print



Item Stock Report

SKU: GN1
Description: BARIO IN WONDERLAND

Received	PO Number	Name	Cost	Quantity
5/27/2002	0527-102POS	Glub Video Distributors	14.00	3.00
4/14/2003	42344	Glub Video Distributors	14.00	3.00
2/22/2006	0222-206POS	Glub Video Distributors	15.00	4.00

4.7.4.3.59 Items Discarded Report

Inventory returns which have been deemed unreturnable to stock or to the vendor is discarded. A report on these discarded items for a specified date range includes the sales ID of employee processing the discards, SKU, description, date of discard, quantity, cost of the item and extended total cost. A grand total cost is listed at the end of the report.

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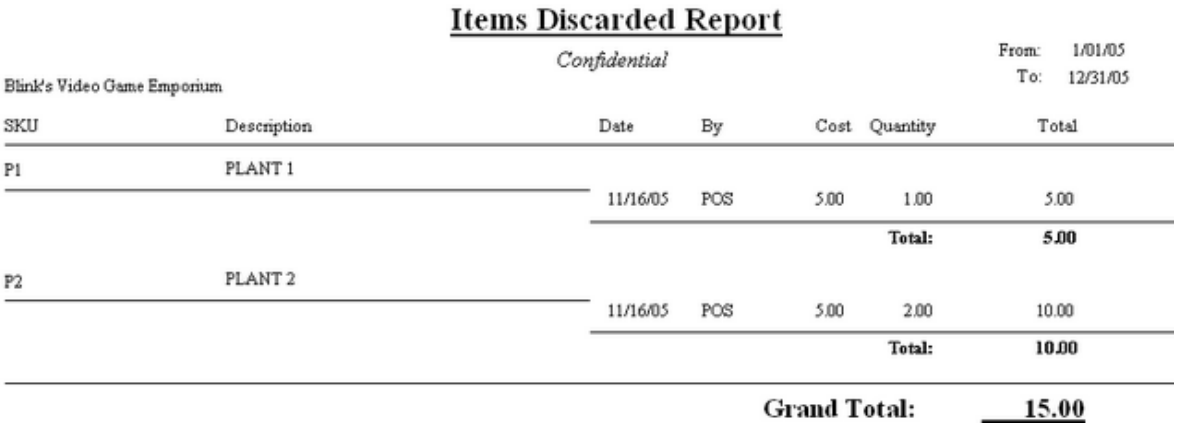
Items Discarded Report:

Report Center: Inventory Reports: Items Discarded: Run Report: :

See (Date Range 638)



Items Discarded Report

Confidential

From: 1/01/05
To: 12/31/05

Blink's Video Game Emporium

SKU	Description	Date	By	Cost	Quantity	Total
P1	PLANT 1					
		11/16/05	POS	5.00	1.00	5.00
					Total:	**5.00**
P2	PLANT 2					
		11/16/05	POS	5.00	2.00	10.00
					Total:	**10.00**
					Grand Total:	**15.00**

4.7.4.3.60 Items In Transit List (Resource)

This is not a report, but access to items sent back to the vendor for repair or replacement.

Purchasing: Vendor Returns: RMA Reports: Items In Transit

4.7.4.3.61 Items Not Ordered Since…

A stock count report of inventory which would be considered old because it has not been purchased from vendors since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was purchased from vendors. The report can be sorted by SKU or description.

Items Not Ordered Since….:

Report Center: Purchasing Reports: Items Not Ordered Since: : Options: Query

See (Date Range 638)

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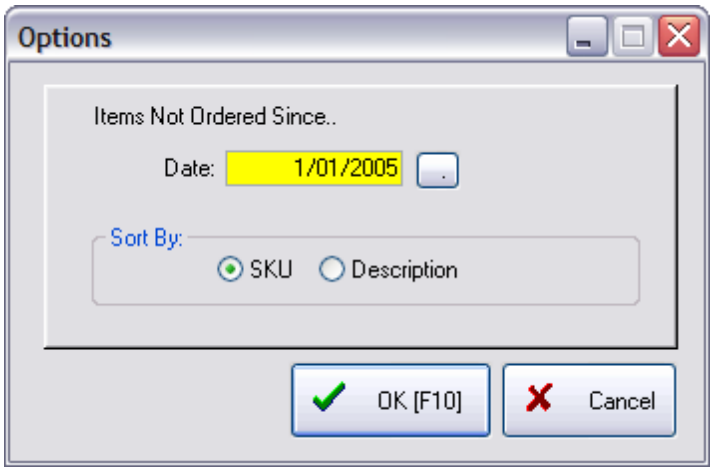

(see How To Use Queries 643)

The following fields are available for the query

- Category
- Current Stock
- Department
- Last Received Date
- Vendor Code
- Vendor Name

Items Not Ordered Since 1/1/2005

Confidential

Blink's Video Game Emporium

SKU	Description	Stock	Held	Available	Last Ordered
SN1	SUPER BARIO III	0.00	0.00	0.00	5/24/2002
GLUB-1027	BARIO IN WONDERLAND	13.00	13.00	0.00	5/27/2002
SNA1	DELUXE JOYSTICK	8.00	1.00	0.00	8/12/2003
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	7.00	0.00	0.00	8/12/2003
GIFTCERT	GIFT CERTIFICATE	0.00	0.00	0.00	/ /
SHIP	SHIPPING	0.00	0.00	0.00	/ /
0756873221	WITCHES IN THE CORN FIELDS	4.00	0.00	0.00	1/25/2003
CAN7UP	7-UP CAN	0.00	0.00	0.00	/ /
SCARF	PURPLE SCARF	0.00	0.00	0.00	/ /

4.7.4.3.62 Items Not Sold Since…

A stock count report of inventory which would be considered old because it has not been sold since a designated date. This report shows SKU, description, current stock count, number held for customer orders, number available for sale, and the last date the product was sold. The report can be sorted by

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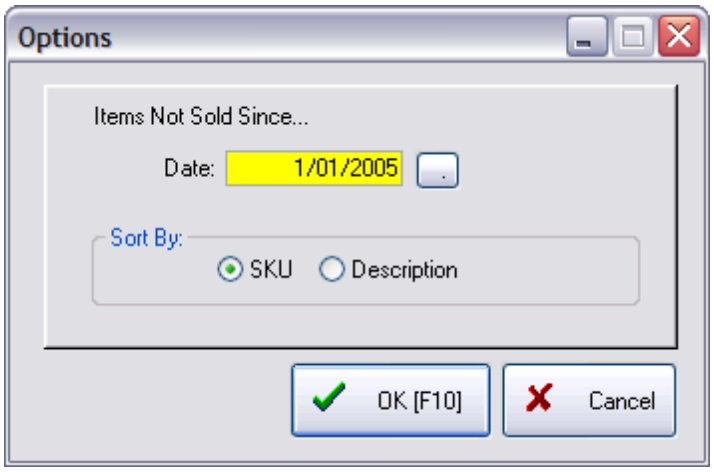
SKU or description.

Items Not Sold Since…:

Report Center: Purchasing Reports: Items Not Sold Since: : Options: Query



See (Date Range 638)

(see How To Use Queries 643)

The following fields are available for the query

- Category
- Current Stock
- Department
- Last Received Date
- Vendor Code
- Vendor Name

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Items Not Sold Since 1/1/2005

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Blink's Video Game Emporium

SKU	Description	Stock	Held	Available	Last Sold
MARIOSHIRT	MARIO T-SHIRTS	0.00	0.00	0.00	/ /
MT3	MIKE TEST3	10.00	0.00	0.00	/ /
NEW	NEW COUPON	0.00	0.00	0.00	/ /
NIC-37-M	NICO P CABLE-6'-Shielded	0.00	0.00	0.00	/ /
NIC-38-M	NICO P CABLE-6'-Coated	0.00	0.00	0.00	/ /
NIC-39-M	NICO P CABLE-10'-Shielded	0.00	0.00	0.00	/ /
NIC-40-M	NICO P CABLE-10'-Coated	0.00	0.00	0.00	/ /
NIC-41-M	NICO P CABLE-20'-Shielded	0.00	0.00	0.00	/ /
NIC-42-M	NICO P CABLE-20'-Coated	0.00	0.00	0.00	/ /
P3	PLANT 3	5.00	0.00	0.00	/ /
P4	PLANT 4	7.00	0.00	0.00	/ /
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	7.00	0.00	0.00	10/27/2000
SCARF	PURPLE SCARF	0.00	0.00	0.00	4/14/2003
SHIP	SHIPPING	0.00	0.00	0.00	5/24/2002
TAB	TAB COLA	0.00	0.00	0.00	/ /
WIN	LOTTERY WINNINGS	0.00	0.00	0.00	/ /
XYZ	NEW SNUGGLER	0.00	0.00	0.00	/ /

4.7.4.3.63 Items On Order

Inventory ordered from vendors but not yet received is listed with SKU, description, quantity and cost. The date placed, and the date expected and the purchase order number are also part of the report.

Items On Order

Purchasing: Items On Order: (Export)

Report Center: Purchasing: Items On Order (Export)

(see How To Use Queries 643)

If using a Query, the following fields are available

- Item Description
- Item SKU
- Vendor SKU
- Vendor Name

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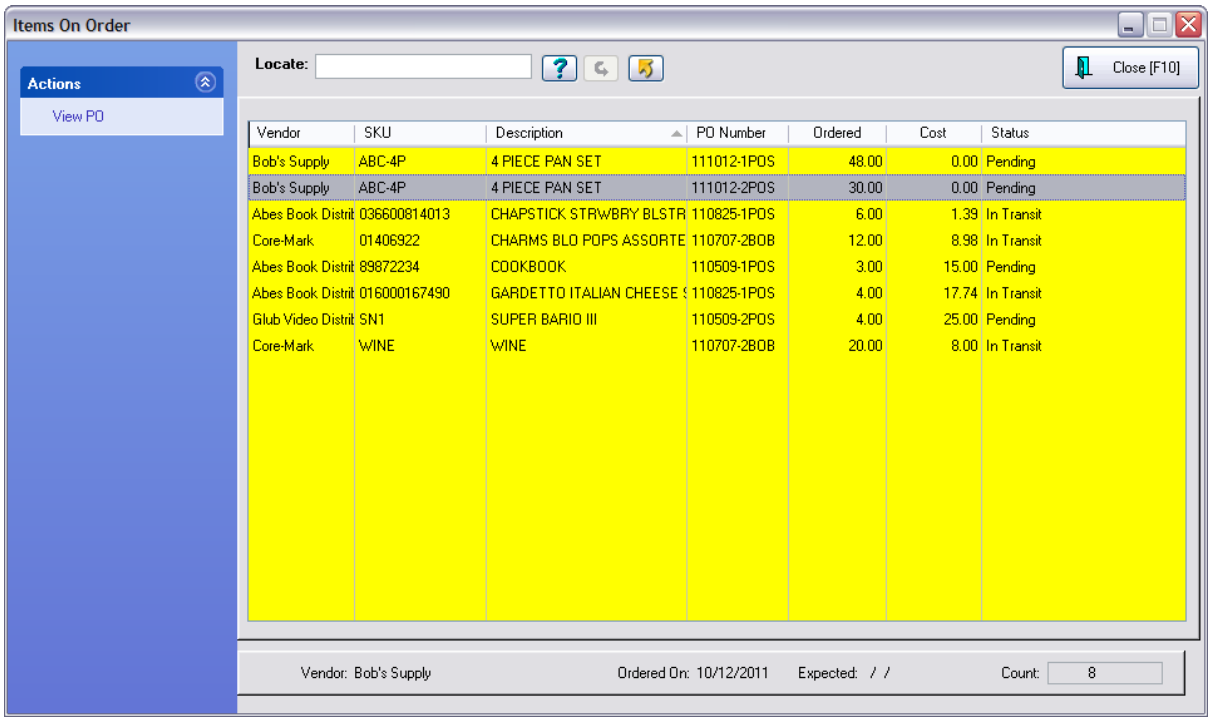

4.7.4.3.64 Items On Order VS Stock Count

Compares current stock counts and purchase orders in transit with customer orders, layaways, and service orders pending. Shows SKU, description, number in stock, number needed, number ordered, and number still needing to be ordered to fulfill customer orders. Choosing to print detail will show customer name, order number, quantity, and date needed.

Items On Order VS Stock Count:

Report Center: Inventory Reports: Orders Vs Stock: Run Report [F7] Options

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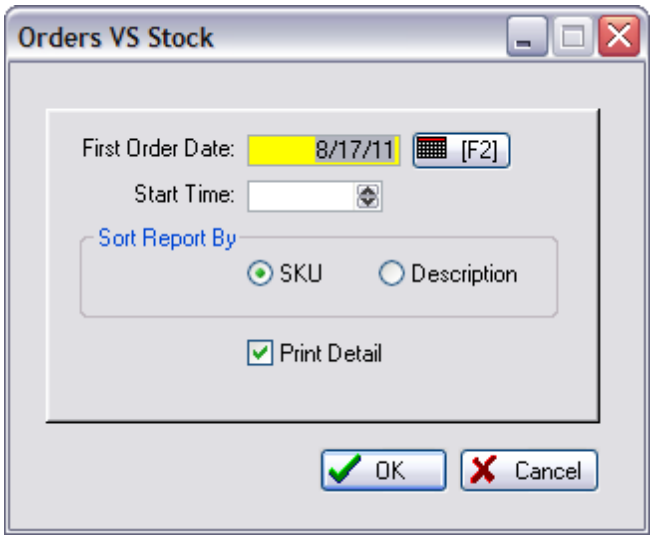

(see Date Range 638)

REPORT WITHOUT "PRINT DETAIL"

Items On Order VS Stock Count

Confidential

Blink's Video Game Emporium — Orders From: 5/24/2002 12:00AM

SKU	Description	In Stock	Needed	Ordered	To Order
GLUB-1027	BARIO IN WONDERLAND	0.00	14.00	0.00	14.00
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	1.00	0.00	1.00
SN1	SUPER BARIO III	0.00	2.00	0.00	2.00
SNA1	DELUXE JOYSTICK	7.00	1.00	3.00	0.00
XYZ	NEW SNUGGLER	0.00	1.00	0.00	1.00

REPORT WITH "PRINT DETAIL"

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Items On Order VS Stock Count

Confidential

Blink's Video Game Emporium — Orders From: 5/24/2002 12:00AM

SKU	Description	In Stock	Needed	Ordered	To Order
GLUB-1027	BARIO IN WONDERLAND	0.00	14.00	0.00	14.00

Type	Ref. #	Customer	Ordered	Date Due
Order	520	My Company Name	12.00	11/10/2005
Order	521	Sammy's Service	1.00	11/14/2005
Order	530	Sammy's Service	1.00	11/16/2005

SKU	Description	In Stock	Needed	Ordered	To Order
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	1.00	0.00	1.00

Type	Ref. #	Customer	Ordered	Date Due
Service	516	The Johnson Company	1.00	10/ 5/2005

SKU	Description	In Stock	Needed	Ordered	To Order
SN1	SUPER BARIO III	0.00	2.00	0.00	2.00

Type	Ref. #	Customer	Ordered	Date Due
Order	536	My Company Name	1.00	11/23/2005
Order	537	Smith, Sally	1.00	11/23/2005

4.7.4.3.65 Items Purchased Report

Lists inventory by SKU and description with detail about purchase order history showing date received, PO number, vendor name and the quantity, cost and extended total. The quantity and value of all purchase orders in the date range are totaled and the cost averaged.

Items Purchased Report:

Report Center: Purchasing: Purchase Orders By Date: Run Report [F7] Query

See (Date Range 638)

(see How To Use Queries 643)

The following fields are available when using a Query

- Category Name
- Date Arrived
- Date Invoiced
- Department Name
- Vendor Name

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Items Purchased Report

Confidential

Blink's Video Game Emporium

From: 1/1/2005
To: 12/31/2005

Date Received	PO Number	Vendor Name	Received	Cost	Total
SNA1	DELUXE JOYSTICK				
10/31/2005	1031-105POS	Glub Video Distributors	8.00	25.00	200.00
11/14/2005	1005-105POS	Glub Video Distributors	2.00	25.00	50.00
11/14/2005	0524-102POS	Glub Video Distributors	2.00	25.00	50.00
11/18/2005	0524-102POS	Glub Video Distributors	0.00	25.00	0.00
		Totals:	12.00		300.00
		Average Cost:	25.00		

4.7.4.3.66 Items Returnable To Vendor

Lists inventory which has been purchased from a vendor with an agreement that unsold product can be returned within a specified number of days. The report lists below the vendor name and number of "returnable days" the items which can be returned showing vendor SKU, your SKU, description, the original purchase order number, vendor invoice date and date arrived, quantity, cost and extended total cost. The report setup allows you to select the vendor(s) to be included in the report.

Items Returnable To Vendor:

Report Center: Purchasing Reports: Items Returnable: : Options

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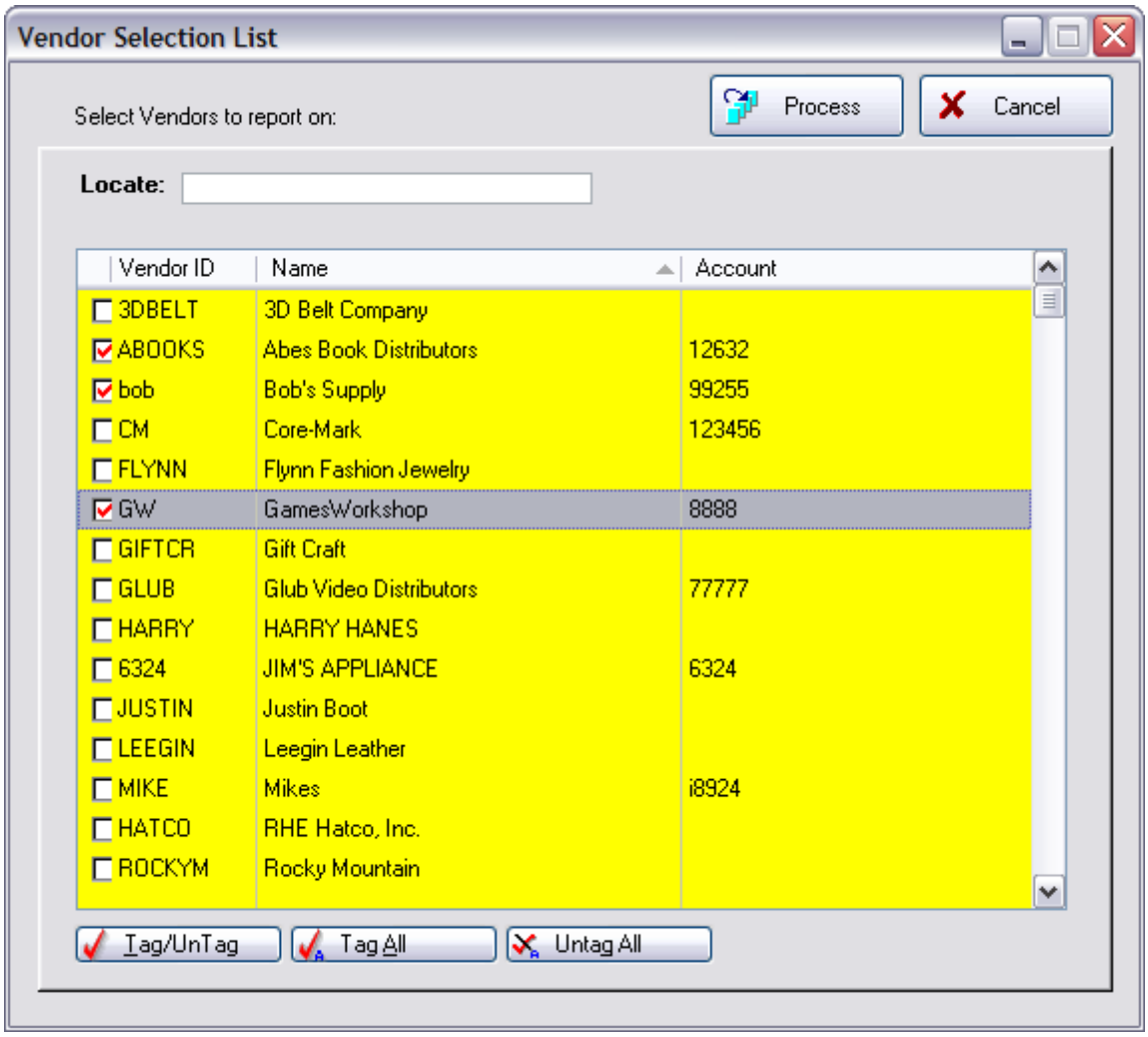

Comments

The only items which will show up on this report are items currently in stock and purchased from and within the return period as defined by the vendor with the Returnable Option activated.

Example Vendor Setting

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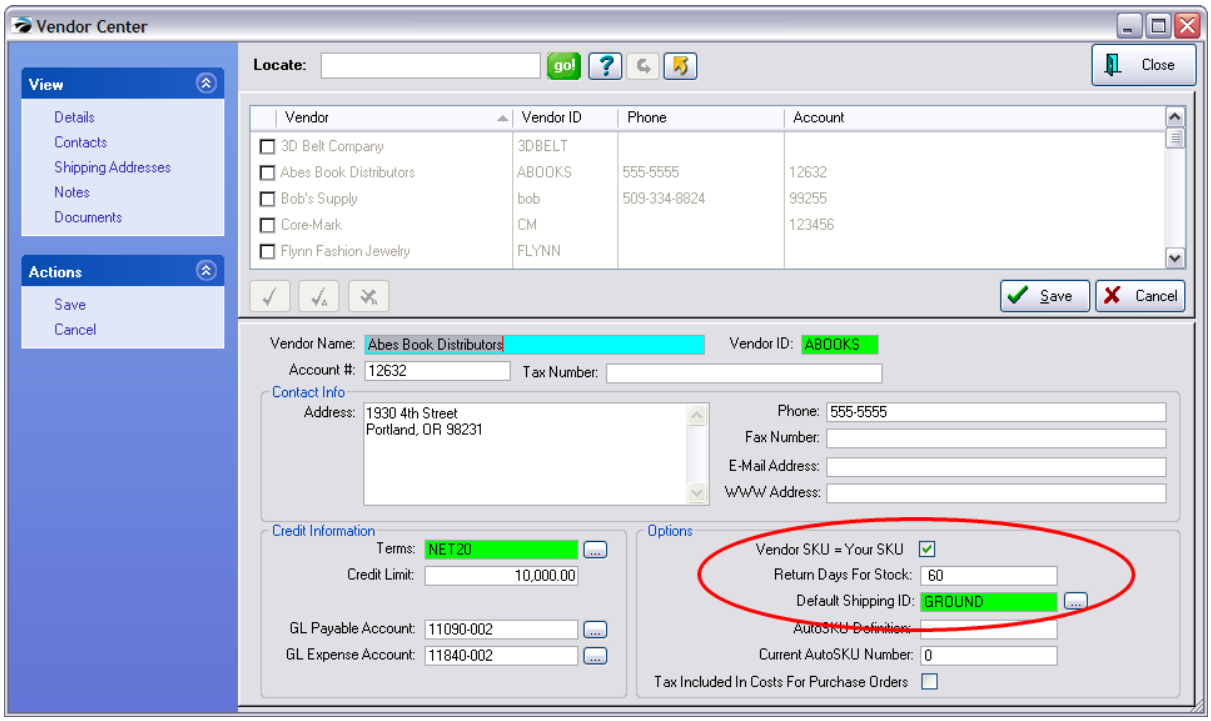

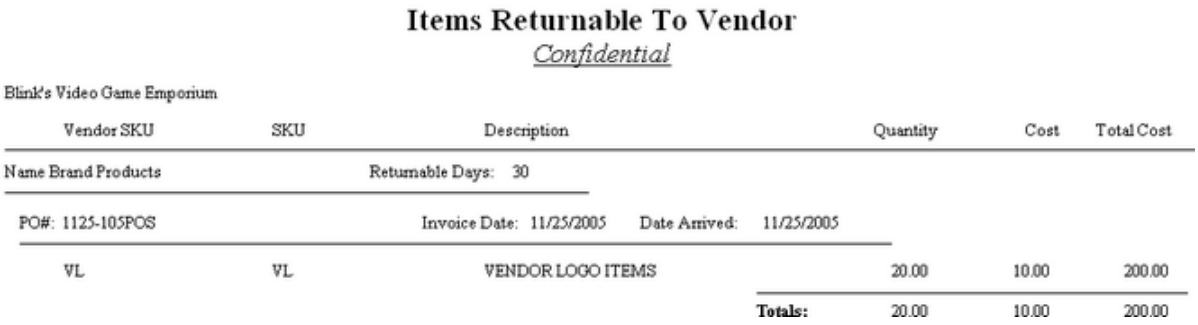

Items Returnable To Vendor

Confidential

Blink's Video Game Emporium

Vendor SKU	SKU	Description	Quantity	Cost	Total Cost
Name Brand Products		Returnable Days: 30			
PO#: 1125-105POS		Invoice Date: 11/25/2005 Date Arrived: 11/25/2005			
VL	VL	VENDOR LOGO ITEMS	20.00	10.00	200.00
		Totals:	20.00	10.00	200.00

4.7.4.3.67 Items Sorted By xxxxx

Lists inventory sold per date range period with SKU, description, quantity, cost, price, profit, and markup. Totals are at the bottom of the report. The report can be sorted by Percent Profit, Dollar Profit, Quantity Sold, Gross Revenue, and Zip Code.

Items Sorted By....:

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options

See (Date Range 638)

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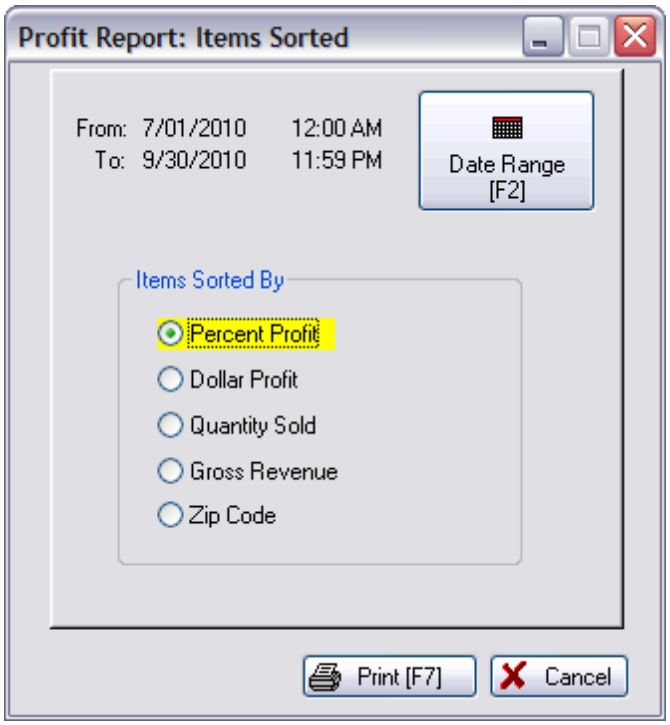

Comments

In this example, Percent Profit has been selected. With the exception of the Zip Code Report, no matter what you choose it is all the same report with various elements serving as the sort order.

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Items Sorted By: Percent Profit

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From 7/01/2010 To 9/30/2010

SKU	Description	Quantity	Cost	Price	Profit	Margin
TRADEIN	BARIO IN WONDERLAND	-1.00	0.0(	-20.0(	-20.00	100.00
MAR-24-M	MARIO T-SHIRTS-L-Paper	0.00	0.0(	0.00	0.00	100.00
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	0.0(	0.00	0.00	100.00
SN1	SUPER BARIO III	1.00	23.3:	64.2:	40.96	63.71
ABC	ABC KIT	1.00	32.0(	70.0(	38.00	54.29
345	345 NYLON 1/4 ROPE	1.00	0.3:	0.78	0.39	50.00
016000159907	CHEX MIX TRADITIONAL	1.00	1.9:	3.69	1.70	46.07
70602739004	BIG HUNK	1.00	0.5(	1.00	0.44	44.00
L	PART L	1.00	5.0(	7.23	2.23	30.84
M	PART M	1.00	5.0(	7.23	2.23	30.84
GN1	BARIO IN WONDERLAND	7.00	149.0(	204.6:	55.65	27.19
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	19.0(	25.3:	6.33	24.99
SNA1	DELUXE JOYSTICK	3.00	75.0(	88.4:	13.48	15.24
2000097-C	Lisa Item	2.00	180.0(	200.0(	20.00	10.00
P	P	1.00	5.0(	3.61	-1.39	-38.50
NOP	NOP TEMPLATE	1.00	30.0(	15.0(	-15.00	-100.00
	Totals:	21.00	526.2'	671.2:	145.02	

Dollar Profit

Items Sorted By: Dollar Profit

Confidential

From 7/01/2010 To 9/30/2010

SKU	Description	Quantity	Cost	Price	Profit	Margin
GN1	BARIO IN WONDERLAND	7.00	149.0(	204.6:	55.65	27.19
SN1	SUPER BARIO III	1.00	23.3:	64.2:	40.96	63.71
ABC	ABC KIT	1.00	32.0(	70.0(	38.00	54.29
2000097-C	Lisa Item	2.00	180.0(	200.0(	20.00	10.00
SNA1	DELUXE JOYSTICK	3.00	75.0(	88.4:	13.48	15.24
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	19.0(	25.3:	6.33	24.99
L	PART L	1.00	5.0(	7.23	2.23	30.84
M	PART M	1.00	5.0(	7.23	2.23	30.84
016000159907	CHEX MIX TRADITIONAL	1.00	1.9:	3.69	1.70	46.07
70602739004	BIG HUNK	1.00	0.5(	1.00	0.44	44.00
345	345 NYLON 1/4 ROPE	1.00	0.3:	0.78	0.39	50.00
MAR-24-M	MARIO T-SHIRTS-L-Paper	0.00	0.0(	0.00	0.00	100.00
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	0.0(	0.00	0.00	100.00
P	P	1.00	5.0(	3.61	-1.39	-38.50
NOP	NOP TEMPLATE	1.00	30.0(	15.0(	-15.00	-100.00
TRADEIN	BARIO IN WONDERLAND	-1.00	0.0(	-20.0(	-20.00	100.00
	Totals:	21.00	526.2'	671.2:	145.02	

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Quantity Sold

Items Sorted By: Quantity Sold

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From 7/01/2010 To 9/30/2010

SKU	Description	Quantity	Cost	Price	Profit	Margin
GN1	BARIO IN WONDERLAND	7.00	149.0(	204.6:	55.65	27.19
SNA1	DELUXE JOYSTICK	3.00	75.0(	88.4:	13.48	15.24
2000097-C	Lisa Item	2.00	180.0(	200.0(	20.00	10.00
345	345 NYLON 1/4 ROPE	1.00	0.3:	0.78	0.39	50.00
ABC	ABC KIT	1.00	32.0(	70.0(	38.00	54.29
70602739004	BIG HUNK	1.00	0.5(	1.00	0.44	44.00
016000159907	CHEX MIX TRADITIONAL	1.00	1.9:	3.69	1.70	46.07
NOP	NOP TEMPLATE	1.00	30.0(	15.0(	-15.00	-100.00
P	P	1.00	5.0(	3.61	-1.39	-38.50
L	PART L	1.00	5.0(	7.23	2.23	30.84
M	PART M	1.00	5.0(	7.23	2.23	30.84
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	19.0(	25.3:	6.33	24.99
SN1	SUPER BARIO III	1.00	23.3:	64.2:	40.96	63.71
MAR-24-M	MARIO T-SHIRTS-L-Paper	0.00	0.0(	0.00	0.00	100.00
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	0.0(	0.00	0.00	100.00
TRADEIN	BARIO IN WONDERLAND	-1.00	0.0(	-20.0(	-20.00	100.00
	Totals:	21.00	526.2:	671.2:	145.02	

Gross Revenue

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Items Sorted By: Gross Revenue
Confidential

From 7/01/2010 To 9/30/2010

SKU	Description	Quantity	Cost	Price	Profit	Margin
GN1	BARIO IN WONDERLAND	7.00	149.0(	204.6:	55.65	27.19
2000097-C	Lisa Item	2.00	180.0(	200.0(	20.00	10.00
SNA1	DELUXE JOYSTICK	3.00	75.0(	88.4:	13.48	15.24
ABC	ABC KIT	1.00	32.0(	70.0(	38.00	54.29
SN1	SUPER BARIO III	1.00	23.3:	64.2:	40.96	63.71
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	19.0(	25.3:	6.33	24.99
NOP	NOP TEMPLATE	1.00	30.0(	15.0(	-15.00	-100.00
L	PART L	1.00	5.0(	7.23	2.23	30.84
M	PART M	1.00	5.0(	7.23	2.23	30.84
016000159907	CHEX MIX TRADITIONAL	1.00	1.9:	3.69	1.70	46.07
P	P	1.00	5.0(	3.61	-1.39	-38.50
70602739004	BIG HUNK	1.00	0.5(	1.00	0.44	44.00
345	345 NYLON 1/4 ROPE	1.00	0.3:	0.78	0.39	50.00
MAR-24-M	MARIO T-SHIRTS-L-Paper	0.00	0.0(	0.00	0.00	100.00
MAR-17-M	MARIO T-SHIRTS-S-Super	0.00	0.0(	0.00	0.00	100.00
TRADEIN	BARIO IN WONDERLAND	-1.00	0.0(	-20.0(	-20.00	100.00
	Totals:	21.00	526.2:	671.2:	145.02	

Zip Code

Profit Report - Sorted By Zip Code
Confidential

Blink's Video Game Emporium
From 7/01/2010 To 9/30/2010

Zip Code	Location	State	Quantity	Price	Profit	Markup
N/A	Not Available		16.00	512.8(	163.36	31.86
99352	Richland	WA	19.00	160.72	26.39	16.42
99301	Pasco	WA	3.00	18.0:	10.03	55.63
	Totals:		38.00	691.5:	199.78	

4.7.4.3.68 Layaway List Report

Contact POSitive support for more information.

(also see Order List Report 828)

Layaway List Report

Layaways In Process: Print: Layaway Details

Layaways In Process: Print: Layaway Summary

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Layaway Details

Prints a multi-page list, sorted by Layaway number, of every pending order. It includes the customer name, account number, Layaway number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Layaway Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the Layaway number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

4.7.4.3.69 Layaway Report

Lists all Layaways pending. Includes Layaway number, customer name, customer account number, total of the Layaway, amount paid as deposit, balance still due, and last paid date, and date when layaway is to be delivered.

Layaway Report:

Accounting: Accounts: Layaway Reports: : : Query

(see How To Use Queries 643)

Fields available for Query...

- Customer Account Number
- Date Due
- Date Placed
- Deposit - dollar value
- Layaway Number
- Name - name of customer
- Sales ID
- Total (w/out Tax) - total of Layaway without tax

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Layaway Report
Confidential

Blink's Video Game Emporium

Number	Name	Account	Total Due	Paid	Balance Due	Last Paid	Date Due
501	Johnson, Jane	3	27.31	15.00	12.31	5/24/02	8/29/02
514	The Johnson Company	2	62.76	20.00	42.76	12/23/05	3/23/06

4.7.4.3.70 Layaway Statement

One can choose to mail reminders to customers with products on Layaway by printing out statements. The statement includes customer name and address, customer account number, Layaway number and expected delivery date. Total due on the Layaway and a listing of payments already made with date, amount, and tender type. A grand total collected and the remaining balance are printed at the bottom of the statement.

Layaway **Statement:**

Accounting: Accounts: Layaway Statements: : :

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Layaway Statement

The Johnson Company
667 West 15th Ave.
Richland, WA 99352

Account Number: 2

Layaway: 519 Due: 12/16/05 Total Due: 32.34

10/27/2005	10.00	Cash
11/25/2005	15.00	Cash
10/27/2005	30.00	Check
10/27/2005	-40.00	Dlvrd
Total Collected:	15.00	
Remaining Balance Due:	17.34	

4.7.4.3.71 List Of Declined Recurring Invoices

A simple listing of invoice number, customer name, and the fact that the credit card submitted for processing was declined.

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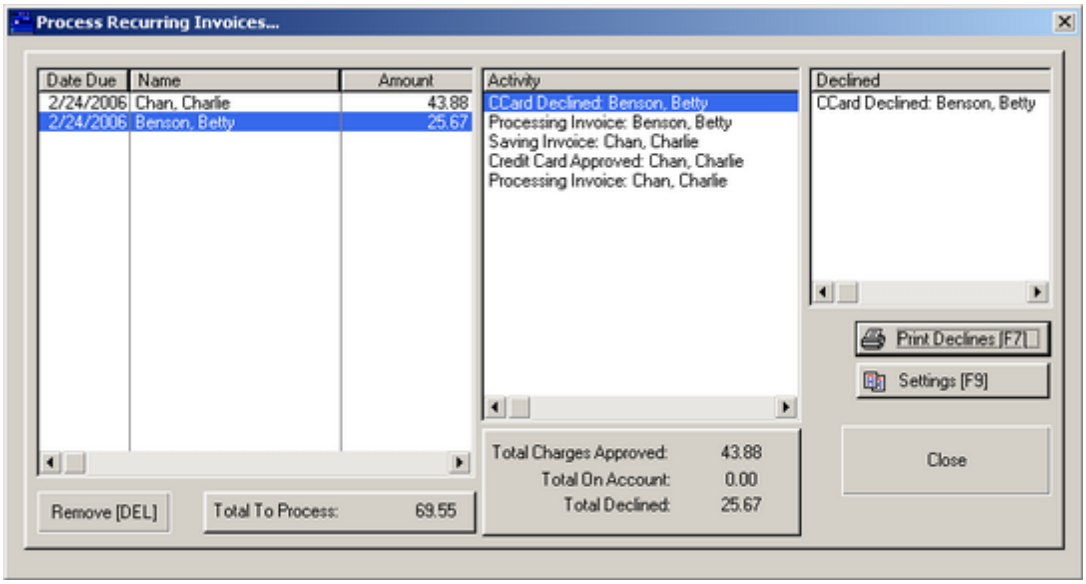
List Of Declined Recurring Invoices

Run Batch on the Recurring Invoices In Process Screen, follow prompts.



When processing a batch of Recurring Invoices, charges made to credit cards which are declined are listed separately (far right column) and a report can be printed by choosing Print Declines [F7]

List Of Declined Recurring Invoices

1009 CCard Declined: Benson, Betty

4.7.4.3.72 List of Vendors

A simple listing of your vendors sorted by vendor name. Shows vendor name, ID code, city, state, zip code, phone and fax phone number.

List of Vendors:

Transactions: Essentials: Vendors: Print List

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Blink's Video Game Emporium

List Of Vendors

ID	Vendor Name	City, State, Zip	Phone	Fax
ABOOKS	Abes Book Distributors	Portland, OR 98231	555-5555	
TRACY	Better Things From Tracy	Richland, WA 99352	509-555-8824	509-883-2555
C&C	Cash & Carry	Richland, WA 99352	509-555-2533	
GLUB	Glub Video Distributors	RICHLAND, WA 99352	777-7777	888-8888
SAMS	Sam's Food Distribution	Portland, OR 65554	555-555-2222	555-444-2222

4.7.4.3.73 List of Voids

Lists the invoice number, date of creation, time of creation, sales ID and name of employee who voided the invoice and a reason for the void. The list can be purged from time to time.

List of Voids

Accounting: Voids: Invoices: Print List

List Of Voids

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Blink's Video Game Emporium

Reference	Date	Time	ID	Name	Reason
1004	5/24/2002	12:32 PM	POS	MANAGER	
1018	10/26/2005	3:44 PM	POS	MANAGER	5234
1047	11/23/2005	8:50 AM	POS	MANAGER	

4.7.4.3.74 Monthly Sales Summary w/Graph

A 13 month tally of sales and returns per month. Shows totals of taxed items and non-taxed items and a calculated total for the month. A graph is included for easier interpretation.

Monthly Sales Summary w/Graph:

* Management: Sales Summary: Annual Sales: Print: :

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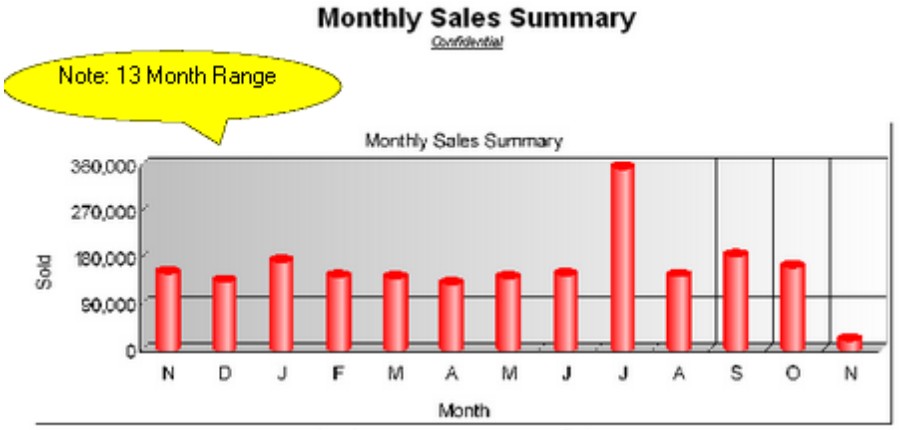

Date	Invoices Taxed	Invoices Not Taxed	Returns Taxed	Returns Not Taxed	Total
Nov 2004	140,448.91	11,807.55	-416.94	0.00	151,839.52
Dec 2004	120,378.65	15,318.52	-821.21	0.00	134,875.96
Jan 2005	131,116.91	44,394.18	-317.81	-1,200.00	173,993.28
Feb 2005	135,220.96	9,365.26	-473.95	0.00	144,112.27
Mar 2005	135,590.97	7,214.03	-895.02	-95.00	141,814.98
Apr 2005	123,030.62	8,113.34	-872.65	0.00	130,271.31
May 2005	138,922.64	5,380.36	-2,526.84	0.00	141,776.16
Jun 2005	142,996.22	5,768.47	-842.28	-363.88	147,558.53
Jul 2005	215,547.96	141,356.95	-937.00	-894.62	355,073.29
Aug 2005	127,825.40	18,822.57	-937.63	160.00	145,870.34
Sep 2005	172,073.51	14,555.30	-898.41	-191.42	185,538.98
Oct 2005	120,782.56	46,597.85	-4,222.55	-257.25	162,900.61
Nov 2005	18,457.00	3,081.08	-521.90	0.00	21,016.18

4.7.4.3.75 Order List

Lists inventory items needing to be ordered from vendors. Includes SKU, description, quantity on hand, minimum stock and minimum order settings, suggested number needed, calculated quantity to order, cost, and vendor selected.

Order List:

Purchasing: Order List Management: Print List

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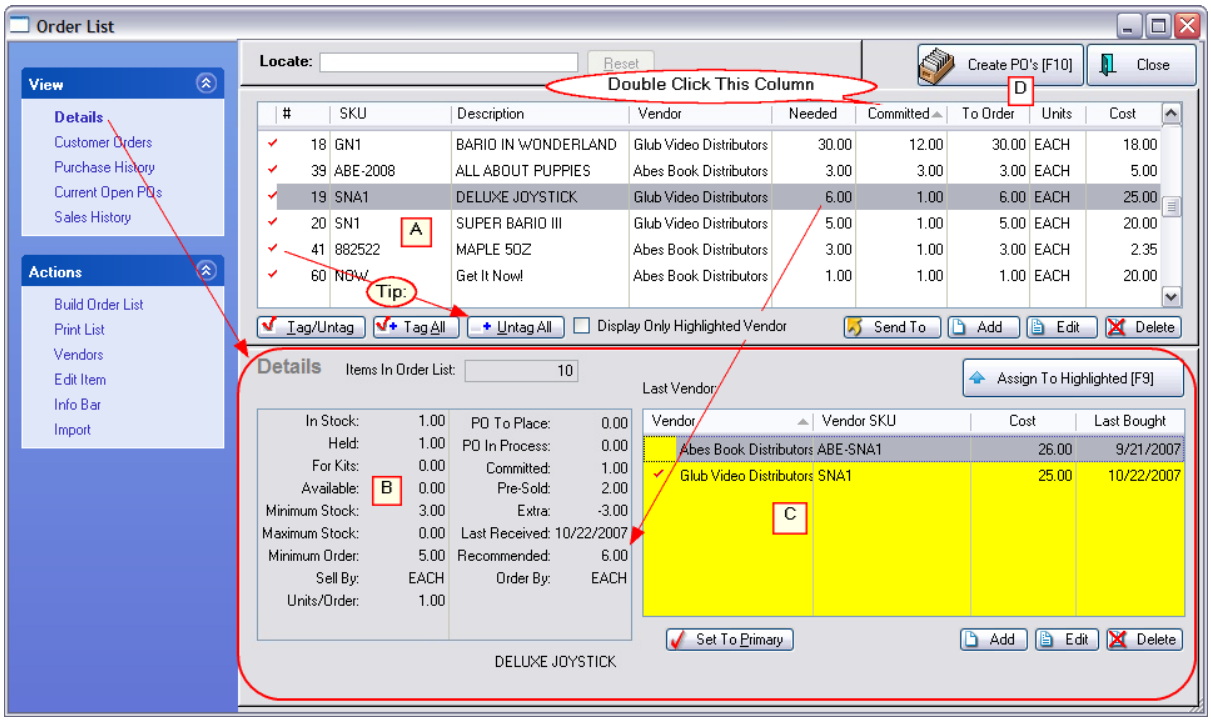

Order List Print Options

Once the Order List is generated, you can choose to Print the list in various ways. Sorted by SKU, Description Vendor, Committed, or Location. And also Print locations of items and group items by location

Sort By Order

List Order - not sorted, prints in order of addition to the list

SKU - sorts alphabetically first by numbers then letters

Description - sorts alphabetically

Vendor - sorts alphabetically, all items are listed together for the same vendor

Committed - sorts numerically by number of items on customer pending transactions

Location - gives the title of the location and all items which are assigned to the location

Print Location

Group By Location - the focus is on the locations which are printed alphabetically and each inventory item assigned to the location will be grouped together. (see Stock Location 501)

- Items with more than one location will list only the first location on the locations list.
- Items not assigned to a location will be printed first and grouped under the title "Not Assigned"

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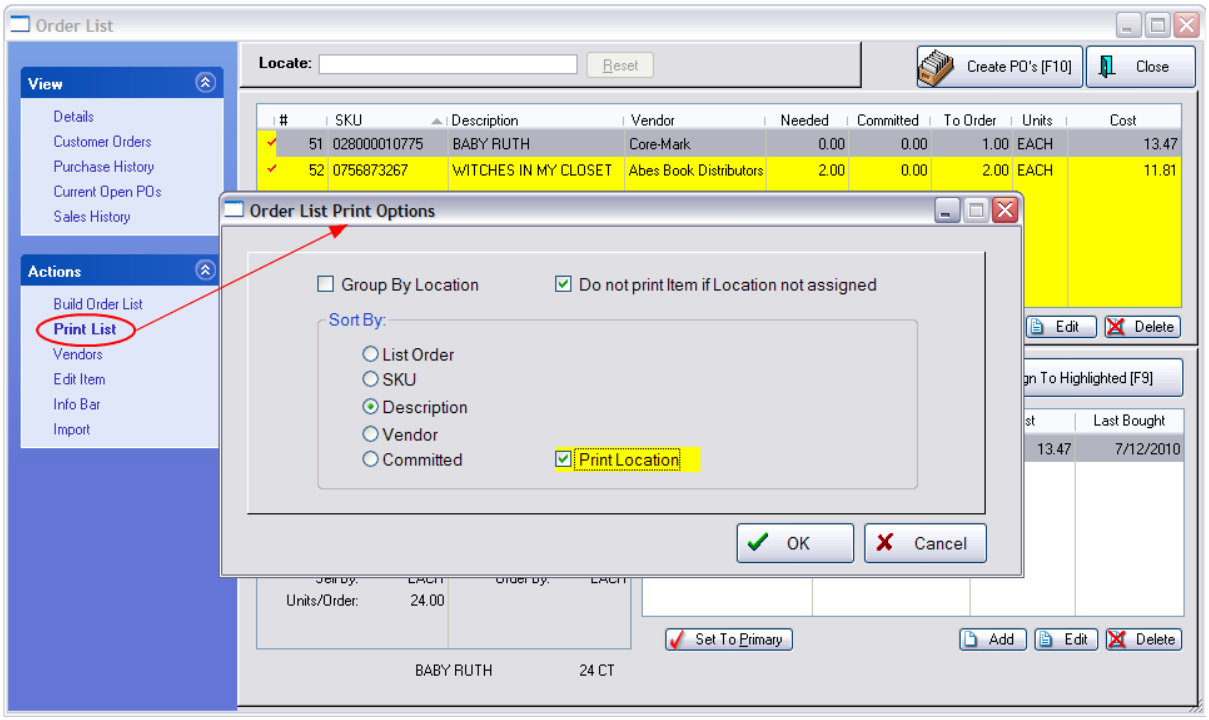
Do Not Print Item If Location Not Assigned - ignores items which are not assigned to a location.

Print Location - if you do not "Group By Location" this option will print the item's location on a separate line below the item. Leaving this option unchecked will make the printout more streamlined.



The report includes the following information

SKU, Description/Location, Quantity On Hand, Minimum Stock, Minimum Order, Needed, To Order, Cost, and Primary Vendor

Order List

Confidential

Blink's Video Game Emporium

Sorted By SKU

SKU	Description	Quantity On Hand	Minimum Stock	Minimum Order	Needed	To Order	Cost	Vendor
0756873267	WITCHES IN MY CLOSET	0.00	2.00	1.00	3.00	3.00	11.81	Abes Book Distributors
Location:	TSHIRT-HUT							
K	PART K	0.00	0.00	0.00	2.00	2.00	5.00	Bob's Supply
Location:	Aisle 2							
L	PART L	0.00	0.00	0.00	3.00	3.00	5.00	Bob's Supply
Location:	Aisle 1							
SN1	SUPER BARIO III	-6.00	2.00	0.00	8.00	8.00	25.00	Glub Video Distributors
Location:	WAREHOUSE 1							

4.7.4.3.76 Order List Report

The title of this report comes from the type of pending order: Layaway, Sales Order, Service Order, etc. and should not to be confused with the purchase ordering process, (Order List 826) Contact POSitive

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support for more information.

RELATED REPORTS

Contract Pricing List Report

Internet Order List Report

Layaway List Report

Order List Report

Service Order List Report

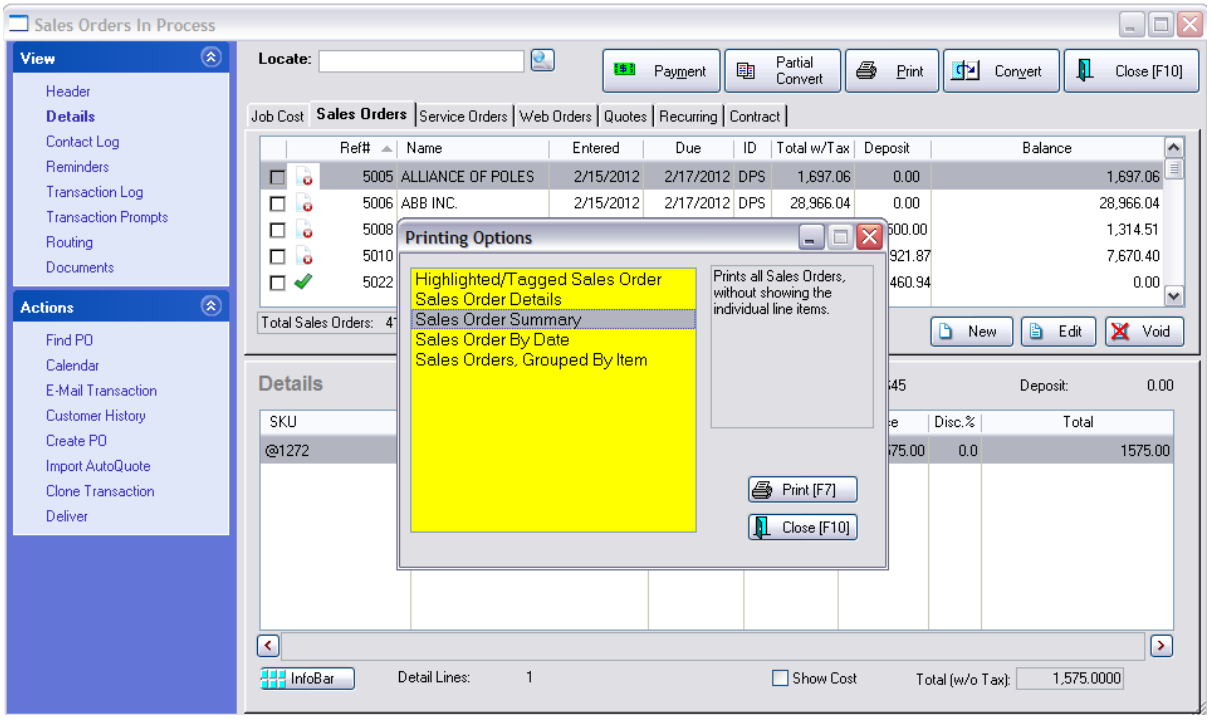
Quote List Report

Note: Recurring Invoices do not have printing as a function; the Print button at the top of the screen is intentionally missing.

Order List Report

Orders In Process: Print: Order Details

Orders In Process: Print: Order Summary



Order Details -

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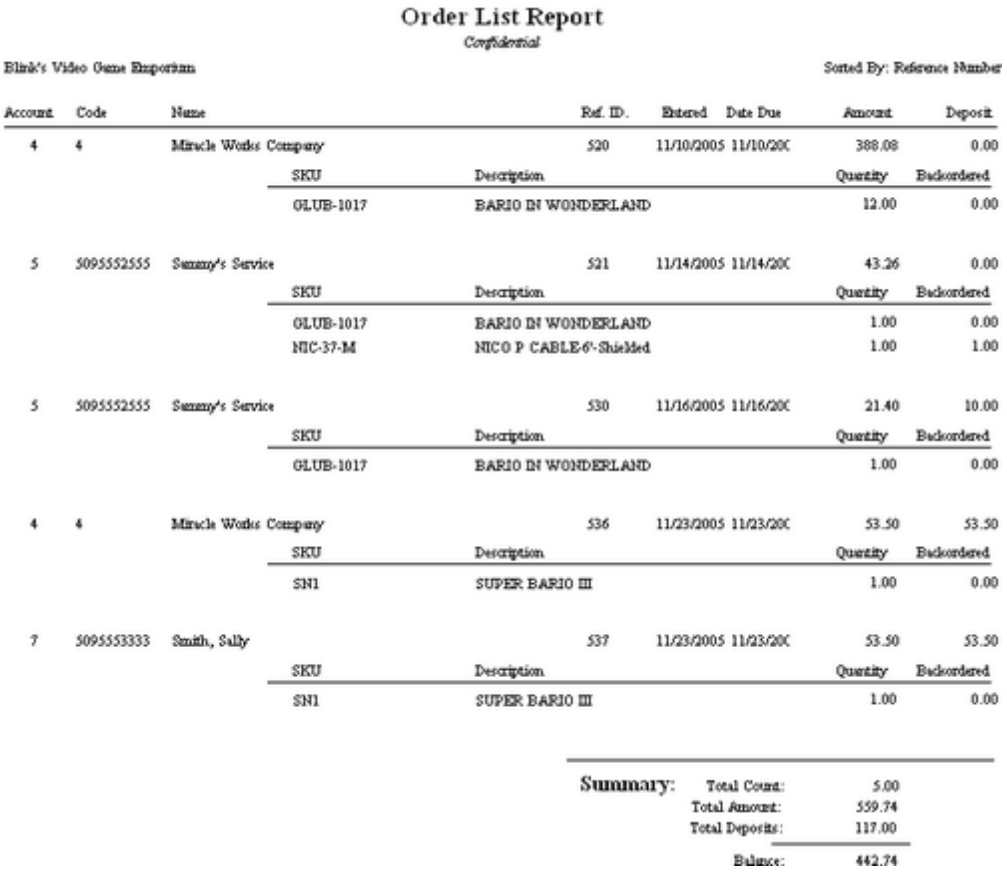
Prints a multi-page list, sorted by order number, of every pending order. It includes the customer name, account number, order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.



Order List Report

Confidential

Blink's Video Game Emporium — Sorted By: Reference Number

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
4	4	Miracle Works Company	520	11/10/2005	11/10/20(	388.08	0.00

SKU	Description	Quantity	Backordered
GLUB-1017	BARIO IN WONDERLAND	12.00	0.00

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
5	5095552555	Sammy's Service	521	11/14/2005	11/14/20(	43.26	0.00

SKU	Description	Quantity	Backordered
GLUB-1017	BARIO IN WONDERLAND	1.00	0.00
NIC-37-M	NICO P CABLE-6'-Shielded	1.00	1.00

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
5	5095552555	Sammy's Service	530	11/16/2005	11/16/20(	21.40	10.00

SKU	Description	Quantity	Backordered
GLUB-1017	BARIO IN WONDERLAND	1.00	0.00

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
4	4	Miracle Works Company	536	11/23/2005	11/23/20(	53.50	53.50

SKU	Description	Quantity	Backordered
SN1	SUPER BARIO III	1.00	0.00

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
7	5095553333	Smith, Sally	537	11/23/2005	11/23/20(	53.50	53.50

SKU	Description	Quantity	Backordered
SN1	SUPER BARIO III	1.00	0.00

Summary:		
	Total Count:	5.00
	Total Amount:	559.74
	Total Deposits:	117.00
	Balance:	442.74

Order Summary -

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the order number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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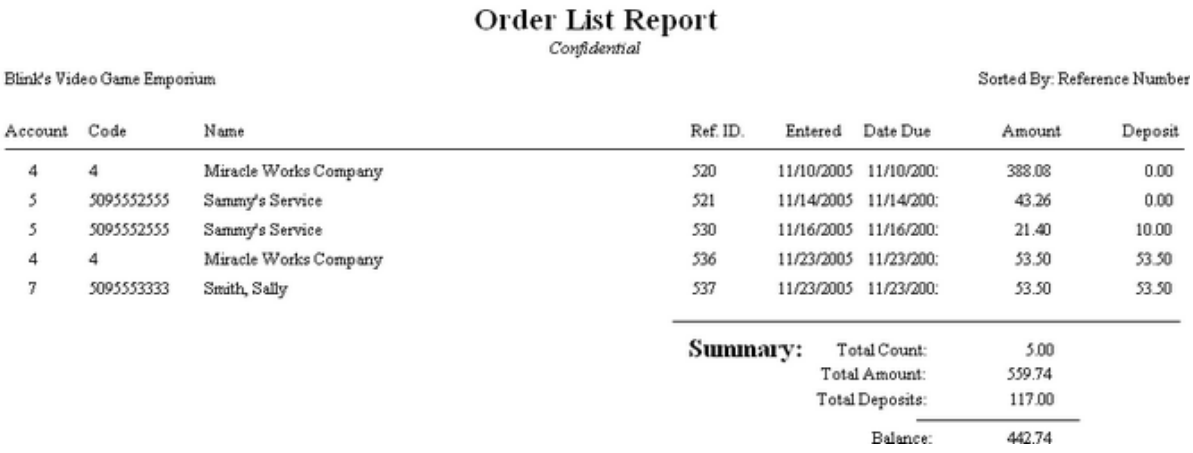

Order List Report

Confidential

Blink's Video Game Emporium — Sorted By: Reference Number

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
4	4	Miracle Works Company	520	11/10/2005	11/10/200:	388.08	0.00
5	5095552555	Sammy's Service	521	11/14/2005	11/14/200:	43.26	0.00
5	5095552555	Sammy's Service	530	11/16/2005	11/16/200:	21.40	10.00
4	4	Miracle Works Company	536	11/23/2005	11/23/200:	53.50	53.50
7	5095553333	Smith, Sally	537	11/23/2005	11/23/200:	53.50	53.50

Summary:

Total Count:	5.00
Total Amount:	559.74
Total Deposits:	117.00
Balance:	442.74

QUERY OPTIONS for both **Order Details** and **Order Summary** (see How To Use Queries 643)

You are prompted to apply a query to filter the report. If you choose Yes, these are the fields available for Query:

- Backorder Quantity
- Date Due
- Deposit Amount
- Item Description
- Item SKU
- Order Date
- Reference Number
- Sales ID
- Status
- Total Amount

4.7.4.3.77 Orders Arrived List

This report prints only at the time of receiving a PO and includes the inventory item SKU and description, names of customer(s) who have ordered the product, with order number, customer phone numbers, quantity ordered, and quantity "here" for delivery.

Orders Arrived List:

Purchase Order: Receive PO: Process PO: Orders Arrived Table: : Print List:

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Comments

A purchase order must be in the process of being received to access this report. Once the purchase order has been processed the report is not available



Orders Arrived List

Blink's Video Game Emporium

SKU: GLUB-1027 BARIO IN WONDERLAND

Reference #	Customer Name	Phone	Ordered	Here
530	Sammy's Service	W: 555-2555 F:	1.00	1.00

SKU: SN1 SUPER BARIO III

Reference #	Customer Name	Phone	Ordered	Here
536	My Company Name	W: F:	1.00	1.00
537	Smith, Sally	H: 555-3333 W:	1.00	1.00

4.7.4.3.78 Orders Grouped By Item

The focus is on the inventory items. It shows the SKU, Description, Ordered Quantity, Backordered Quantity and the Stock Location of the item. Additionally, if you choose to Print Detail, the order number and the customer name is displayed under the inventory item.

The setup allows for selection of Sort Order, Date Range (based on the Date Created or Date Due), and printing of Detail.

Orders, Grouped By Item

Orders In Process: Print: Orders, Grouped By Item

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Orders, Grouped By Item

Confidential

From: 1/01/2010
To: 12/31/2010

Blink's Video Game Emporium

SKU	Description	Ordered	Backordered	Bin
016500980414	S.O.S. SOAP PADS	1.00	1.00	1
027509305603	CABLE CAR HDR CANDY NECKLACES	1.00	1.00	1
4C	4" CANDLE	1.00	0.00	1
888777	RANGE HOOD - IVORY	1.00	1.00	1
ABC	ABC KIT	1.00	0.00	1
BH	BIG HUNK	1.00	1.00	1
EFG	KIT EFG	11.00	11.00	1
GN1	BARIO IN WONDERLAND	3.00	0.00	1
MAR-26-M	MARIO T-SHIRTS-XL-Super	20.00	20.00	1
Q	Q	1.00	1.00	1
SN1	SUPER BARIO III	7.00	3.00	1
SNA1	DELUXE JOYSTICK	2.00	2.00	1
TEST1	TEST 1	1.00	1.00	1
TSN	TEST SERIAL NUMBERS	3.00	0.00	1

4.7.4.3.79 Paid Commissions Report

Lists amount of commission to each employee. The report includes employee sales ID, invoice number, customer name, date of invoice, inventory SKU and description, quantity sold, amount of sale, commission percentage, fixed commission, and total amount to pay per line item and grand total paid.

Paid Commissions Report

Management: Commissions: Sales Commissions History: Print Batch

Paid Commissions Report

Confidential

For: POSMANAGER

Invoice	Customer Name	Date	SKU	Description	Qnty	Amount	Comm%	Comm.	Fixed Comm.	To Pay
1118	Quick Sale	9/06/2007	ABE-2008	ALL ABOUT PUPPIES	1.00	5.00	20.00	1.00	0.00	1.00
1118	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	5.00	0.25	0.00	0.25
1121	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	14.00	0.70	0.00	0.70
1122	Double D Ranch	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	20.00	1.00	0.00	1.00
									Paid:	2.95

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4.7.4.3.80 Physical Inventory - All Entries

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported.

Physical Inventory - All Entries:

Inventory: Physical Inventory: Reconcile From File: Print List: :

Comment: The respective on-screen column titles are Original and Actual and match the Computer Count and Count titles in this report.

Physical Inventory - All Entries

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SKU	Description	Computer Count	Count	Difference
88888	AMPLIFIER 1000	2.00	3.00	1.00
B1	MILLER BEER 12 OZ	0.00	5.00	5.00
B2	***ITEM NOT FOUND***	0.00	6.00	6.00
B3	***ITEM NOT FOUND***	0.00	4.00	4.00
GN1	BARIO IN WONDERLAND	19.00	4.00	-15.00
GN1	BARIO IN WONDERLAND	14.00	3.00	-11.00
GN1	TEST DUPLICATE GN1	3.00	5.00	2.00
GN1	BARIO IN WONDERLAND	1.00	8.00	7.00
GN1	BARIO IN WONDERLAND	16.00	3.00	-13.00
SN1	SUPER BARIO III	10.00	11.00	1.00
SN1	SUPER BARIO III	9.00	20.00	11.00
SN1	SUPER BARIO III	10.00	8.00	-2.00

4.7.4.3.81 Physical Inventory - Exception Report

(see Discrepancy Report 775)

Physical Inventory - Exception Report:

Inventory: Physical Inventory: Reconcile From File: Discrepancy Report

(also known as Inventory Discrepancy Report 791)

4.7.4.3.82 Physical Stock Count

As an aid to to conducting a year end physical stock count, this report lists SKU, description, current stock count, and a place to tally your actual count. If product is serialized, serial numbers will be listed with the item. Print options allow for changing sort order, applying a query, and other output options.

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Physical Stock Count:

Inventory: Physical Inventory: Print Inventory List: : :

Inventory: Physical Inventory: Reconcile Inventory: Print: :

(see How To Use Queries 643)

The following fields are available for query

- Average Cost
- Category
- Department
- Description
- In Stock Quantity
- Last Cost
- Last Date Sold
- Last Ordered
- Location
- Long Description
- Manufacturer ID
- Minimum Order
- Minimum Stock On Hand
- Price 1
- Price 2
- Price 3
- Price 4
- Price 5
- Price 6
- Quantity On Order
- Quantity Sold
- SKU

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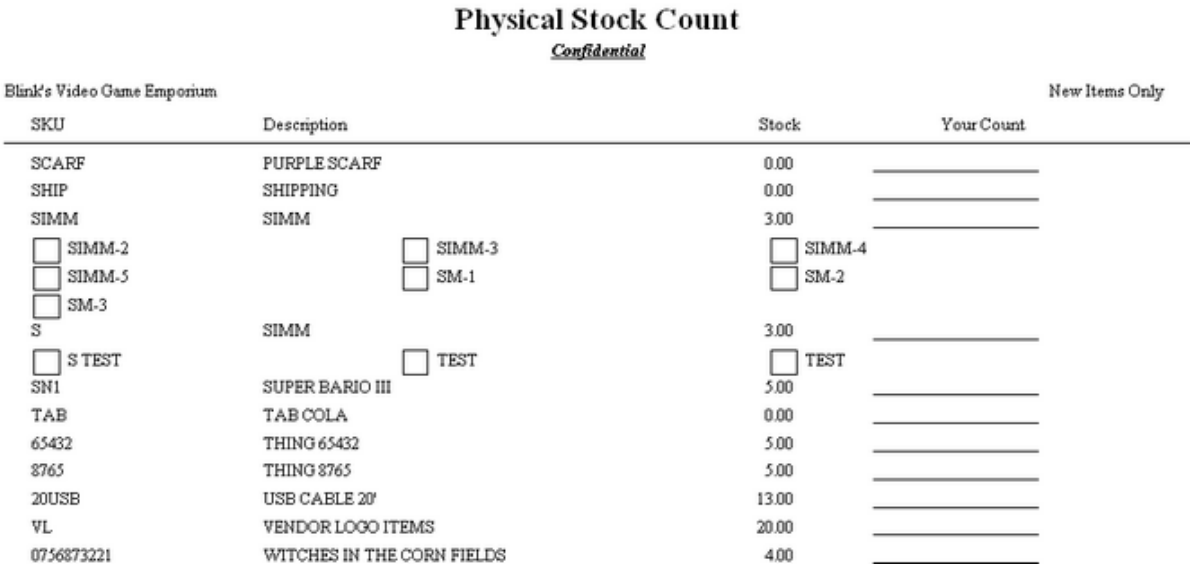

Physical Stock Count

Confidential

Blink's Video Game Emporium — New Items Only

SKU	Description	Stock	Your Count
SCARF	PURPLE SCARF	0.00	_____
SHIP	SHIPPING	0.00	_____
SIMM	SIMM	3.00	_____
☐ SIMM-2	☐ SIMM-3	☐ SIMM-4	
☐ SIMM-5	☐ SM-1	☐ SM-2	
☐ SM-3			
S	SIMM	3.00	_____
☐ S TEST	☐ TEST	☐ TEST	
SN1	SUPER BARIO III	5.00	_____
TAB	TAB COLA	0.00	_____
65432	THING 65432	5.00	_____
8765	THING 8765	5.00	_____
20USB	USB CABLE 20'	13.00	_____
VL	VENDOR LOGO ITEMS	20.00	_____
0756873221	WITCHES IN THE CORN FIELDS	4.00	_____

4.7.4.3.83 PO Summary (Display)

Not a printable report, but an informative display.

A summary of all purchases (including freight), payments, credits, and balance per month for a selected year.

PO Summary

Report Center: Purchasing: Purchase Order Summary

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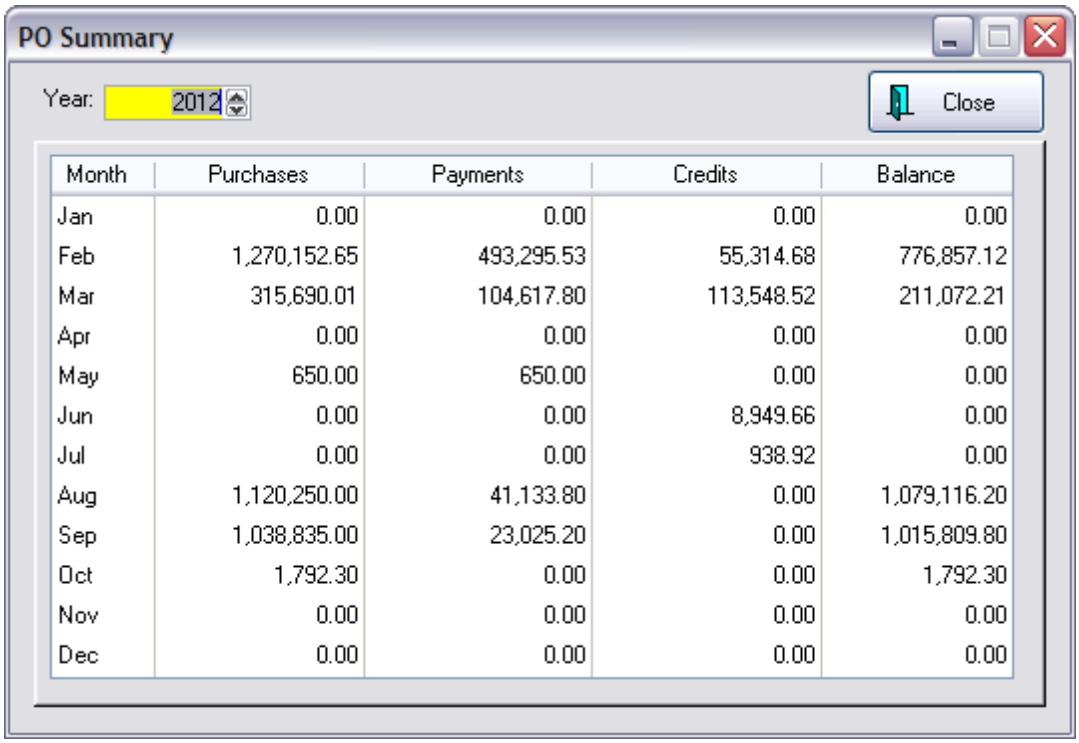

Month	Purchases	Payments	Credits	Balance
Jan	0.00	0.00	0.00	0.00
Feb	1,270,152.65	493,295.53	55,314.68	776,857.12
Mar	315,690.01	104,617.80	113,548.52	211,072.21
Apr	0.00	0.00	0.00	0.00
May	650.00	650.00	0.00	0.00
Jun	0.00	0.00	8,949.66	0.00
Jul	0.00	0.00	938.92	0.00
Aug	1,120,250.00	41,133.80	0.00	1,079,116.20
Sep	1,038,835.00	23,025.20	0.00	1,015,809.80
Oct	1,792.30	0.00	0.00	1,792.30
Nov	0.00	0.00	0.00	0.00
Dec	0.00	0.00	0.00	0.00

4.7.4.3.84 Price Change Report

The purpose of this report is to preview the effects of a global price change before committing changes. It lists the SKU, description, old cost, new cost, old price 1, 2, 3, 4, 5, and 6 and the new price 1, 2, 3, 4, 5, and 6.

Price Change Report

Inventory: Maintenance: Global Changes: Process: Print

Comment

By default, all inventory items will be affected by global price changes. Inventory can be selected by applying a query on the following fields: category, department, item description, item SKU, item stock quantity, last date sold, long description, number sold, vendor code, vendor name, and vendor SKU.

(see How To Use Queries 643)

The following fields are available for query

- Category
- Department
- Item Description
- Item SKU

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- Item Stock Quantity
- Last Date Sold
- Long Description
- Number Sold
- Vendor Code
- Vendor Name
- Vendor SKU



Price Change Report

Blink's Video Game Emporium

SKU Description	Old Cost New Cost	Old Price 1 New Price 1	Old Price 2 New Price 2	Old Price 3 New Price 3	Old Price 4 New Price 4	Old Price 5 New Price 5	Old Price 6 New Price 6
0756873221	10.00	20.00	16.67	14.29	0.00	0.00	0.00
WITCHES IN THE CORN FIELDS	10.00	22.00	18.33	15.71	0.00	0.00	0.00
1095	0.00	10.95	10.95	10.95	0.00	0.00	0.00
$10.95 SPECIAL	0.00	12.05	12.05	12.05	0.00	0.00	0.00
15USB	5.00	9.00	9.00	9.00	0.00	0.00	0.00
15" SUPER USB	5.00	9.90	9.90	9.90	0.00	0.00	0.00
2000	1,000.00	2,000.00	2,000.00	2,000.00	0.00	0.00	0.00
2000	1,000.00	2,200.00	2,200.00	2,200.00	0.00	0.00	0.00

4.7.4.3.85 Profit By Week

A summary report shows total sales, cost, profit and margin for each weekly period with grand totals at the end. A detailed report shows invoice number, invoice date and line item cost, price, profit and margin for each weekly period.

Profit By Week

Report Center: Sales Reports: Weekly Summary: Run Report [F7] Options

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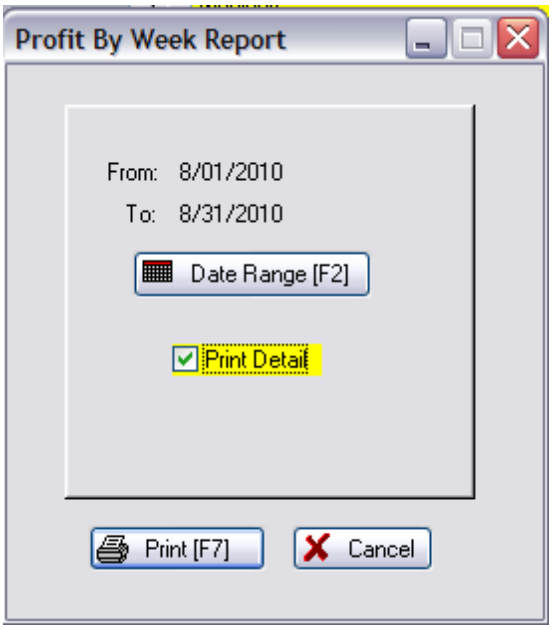

NO DETAIL

Profit By Week
Confidential

From 7/01/10 To 9/30/10

	Total Sold	Total Cost	Total Profit	Margin
7/02/2010 To 7/03/2010	-25.01	-1.67	-23.34	93.32
7/04/2010 To 7/10/2010	305.10	168.50	136.60	44.77
7/11/2010 To 7/17/2010	143.43	97.05	46.38	32.34
7/18/2010 To 7/24/2010	200.00	180.00	20.00	10.00
7/25/2010 To 7/31/2010	21.25	15.00	6.25	29.41
8/01/2010 To 8/07/2010	46.78	32.89	13.89	29.69
Grand Totals:	691.55	491.77	199.78	28.89

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WITH DETAIL

Profit By Week

Confidential

From 7/01/10 To 9/30/10

	Total Sold	Total Cost	Total Profit	Margin		
	1229	7/30/2010	14.00	28.90	14.90	51.56
	1230	7/30/2010	-14.00	-28.90	-14.90	51.56
	1232	7/30/2010	14.00	38.00	24.00	63.16
	1233	7/30/2010	-14.00	-38.00	-24.00	63.16
8/01/2010 To 8/07/2010	46.78	32.89	13.89	29.69		
	Invoice	Date	Cost	Price	Profit	Margin
	1235	8/04/2010	0.00	0.00	0.00	100.00
	1236	8/04/2010	16.50	33.00	16.50	50.00
	1237	8/04/2010	-16.50	-33.00	-16.50	50.00
	1239	8/04/2010	0.00	-20.00	-20.00	100.00
	1240	8/05/2010	16.00	33.00	17.00	51.52
	1241	8/05/2010	16.50	33.00	16.50	50.00
	1242	8/05/2010	0.39	0.78	0.39	50.00
Grand Totals:	691.55	491.77	199.78	28.89		

4.7.4.3.86 Profit Report Sorted By...

see Items Sorted By 817: reports

4.7.4.3.87 Promo Pricing Report

Lists all items on promo by SKU, Description, Start Date and Time, and End Date and Time.

Promo Pricing Report

Inventory: Promo Pricing: Promo Manager: Items: Print [F7]

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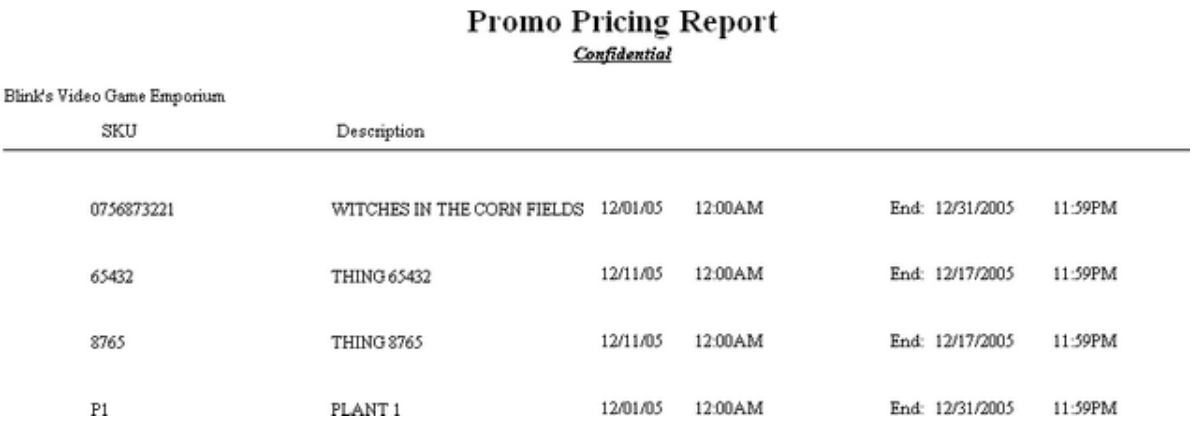

Promo Pricing Report

Confidential

Blink's Video Game Emporium

SKU	Description				
0756873221	WITCHES IN THE CORN FIELDS	12/01/05	12:00AM	End: 12/31/2005	11:59PM
65432	THING 65432	12/11/05	12:00AM	End: 12/17/2005	11:59PM
8765	THING 8765	12/11/05	12:00AM	End: 12/17/2005	11:59PM
P1	PLANT 1	12/01/05	12:00AM	End: 12/31/2005	11:59PM

4.7.4.3.88 Purchase Order

A purchase order printout shows all the essential information about your company and the vendor as well as the inventory items being purchased. Included in the form are your PO number, account number, terms of payment, shipping method, date of purchase order and purchaser sales ID. This form can be redesigned with the Report Editor.

Purchase Order:

Purchase Order: Edit: Print: : :

Purchase Order Center: Receive POs [F3]: Print [F7]: Highlighted

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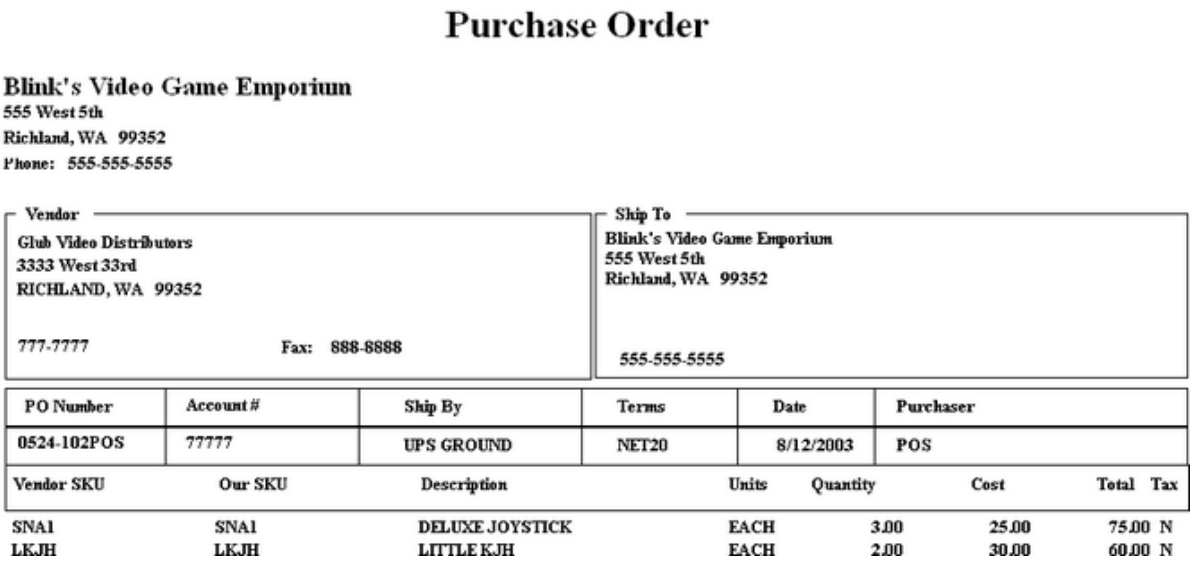

Purchase Order

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

Vendor
Glub Video Distributors
3333 West 33rd
RICHLAND, WA 99352

777-7777 Fax: 888-8888

Ship To
Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

555-555-5555

PO Number	Account #	Ship By	Terms	Date	Purchaser
0524-102POS	77777	UPS GROUND	NET20	8/12/2003	POS

Vendor SKU	Our SKU	Description	Units	Quantity	Cost	Total	Tax
SNA1	SNA1	DELUXE JOYSTICK	EACH	3.00	25.00	75.00	N
LKJH	LKJH	LITTLE KJH	EACH	2.00	30.00	60.00	N

4.7.4.3.89 Purchase Order (reprint)

Reprints the purchase order form for received inventory. If inventory received is serialized, the serial numbers will be listed below the inventory item.

Purchase Order (Reprint)

Inventory: Purchase Order History: By PO Number / Date

* Accounting: Accounts Payable: AP History: View PO (at far right): Print

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Purchase Order

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

Received: / /
Invoice Date: 1/10/06
Invoice Number: 6377

Vendor
Abes Book Distributors
4th Street
Portland, OR 98231

555-5555 Fax:

Ship To
Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

PO Number	Account #	Ship By	Terms	Date	Purchaser
0110-306POS	12632	UPS GROUND	NET20	10 JAN 06	MANAGER

Vendor SKU	Our SKU	Description	Quantity	Received	Cost	Total
ORION27	ORION27	ORION TV 27"	5.00	5.00	79.00	395.00

ORION27-123450 ORION27-123451 ORION27-123452
ORION27-123453 ORION27-123454 Five Serial Numbers

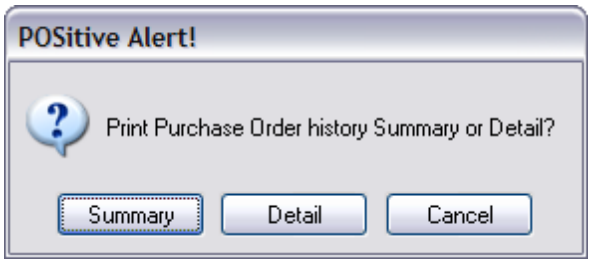
4.7.4.3.90 Purchase Order By Date

The summary report lists all purchase orders by date within the date range and includes the purchase order number, vendor invoice number, date arrived, vendor name, total of the purchase order, freight total, order tax and freight tax and a grand total of each. The detailed report also includes the vendor SKU, your SKU, description, quantity received, cost, and extended total cost.

Purchase Order By Date:

Report Center: Purchasing: Purchase Orders By Date: Run Report [F7] Options

(See Date Range 638)



SUMMARY LIST

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Purchase Orders By Date

Confidential

From: 10/1/2005
To: 10/31/2005

Blink's Video Game Emporium

PO Number	Vendor Invoice	Date Arrived	Vendor	Order Total	Freight Total	Order Tax	Freight Tax
1025-105POS	5235	10/25/2005	Glub Video Distributors	171.00	0.00	0.00	0.00
1026-105POS	333	10/26/2005	Abes Book Distributors	100.00	100.00	0.00	0.00
1026-205POS	444	10/26/2005	Abes Book Distributors	100.00	100.00	0.00	0.00
1026-305POS	6235	10/26/2005	Abes Book Distributors	100.00	100.00	0.00	0.00
1027-105POS	2523	10/27/2005	Sam's Food Distribution	15.00	0.00	0.00	0.00
1031-105POS	6236	10/31/2005	Glub Video Distributors	200.00	0.00	0.00	0.00
1031-205POS	8345	10/31/2005	Glub Video Distributors	115.00	0.00	0.00	0.00
			Totals:	801.00	300.00	0.00	0.00

DETAIL LIST

Purchase Orders By Date

Confidential

From: 10/1/2005
To: 10/31/2005

Blink's Video Game Emporium

PO Number	Vendor Invoice	Date Arrived	Vendor	Order Total	Freight Total	Order Tax	Freight Tax
1025-105POS	5235	10/25/2005	Glub Video Distributors	171.00	0.00	0.00	0.00

Vendor SKU	Your SKU	Description	Received	Cost	Total
PEEK	PEEKATCHOO	PEEKATCHOO FOR NINTENDO	3.00	19.00	57.00
8765	8765	THING 8765	2.00	12.00	24.00
LKJH	LKJH	LITTLE KJH	3.00	30.00	90.00

PO Number	Vendor Invoice	Date Arrived	Vendor	Order Total	Freight Total	Order Tax	Freight Tax
1026-105POS	333	10/26/2005	Abes Book Distributors	100.00	100.00	0.00	0.00

4.7.4.3.91 Purchase Order Price Changes

When receiving inventory items with cost changes can be edited and new selling prices assigned. This report includes the SKU, description, vendor SKU, quantity received, original selling prices and new selling prices of items changed. Also included is the vendor, date of purchase order and purchase order number.

Purchase Order Price Changes Report:

Purchase Order: Receive PO: Process PO: PO Receive Summary screen: Print Price Changes :

Purchase Order Price Changes Report

Confidential

Blink's Video Game Emporium

Glub Video Distributors
Placed: 1/5/2006
PO#: 0105-606POS

Vendor SKU	SKU	Description	Received		Original Price	New Price
GLUB-1017	GLUB-1027	BARIO IN WONDERLAND	5.00	Retail:	35.00	38.00
				Discount:	27.00	34.55
				Club:	25.00	31.67

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4.7.4.3.92 Purchase Order Receiving Report

A purchase order form which includes the quantity ordered and quantity received. Items with adjusted pricing have an asterisk following the Line Total value.

Purchase Order Receiving Report:

Purchase Order: Receive PO: Process PO: Receiving Report: :

Comments

Shows number received compared with number ordered.

Asterisk to right of Line Total indicates Price was adjusted



Purchase Order

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

Received: 11/25/05
Invoice Date: 11/10/05
Invoice Number: 525523

Vendor
Glub Video Distributors
3333 West 33rd
RICHLAND, WA 99352
777-7777 Fax: 888-8888

Ship To
Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

PO Number	Account #	Ship By	Terms	Date	Purchaser
1110-205POS	77777	UPS GROUND	NET20	10 NOV 05	MANAGER

Vendor SKU	Our SKU	Description	Quantity	Received	Cost	Total	
GN1	GLUB-1027	BARIO IN WONDERLAND	13.00	13.00	14.00	182.00	
SN1	SN1	SUPER BARIO III	5.00	5.00	25.00	125.00	
CAN7UP	CAN7UP	7-UP CAN	24.00	24.00	0.20	4.80	
20USB	20USB	USB CABLE 20'	3.00	3.00	4.00	12.00	*
3139420226008	3139420226008	COLOGNE	3.00	3.00	10.00	30.00	
HTJ	HTJ	HI-TEC JOYSTICK	3.00	3.00	23.00	69.00	

4.7.4.3.93 Purchase Order Summary Report

Prints pending purchase orders for selected vendors. The report includes vendor name, purchase order number, date placed, date expected and total of purchase orders for the vendor and grand total of all purchase orders.

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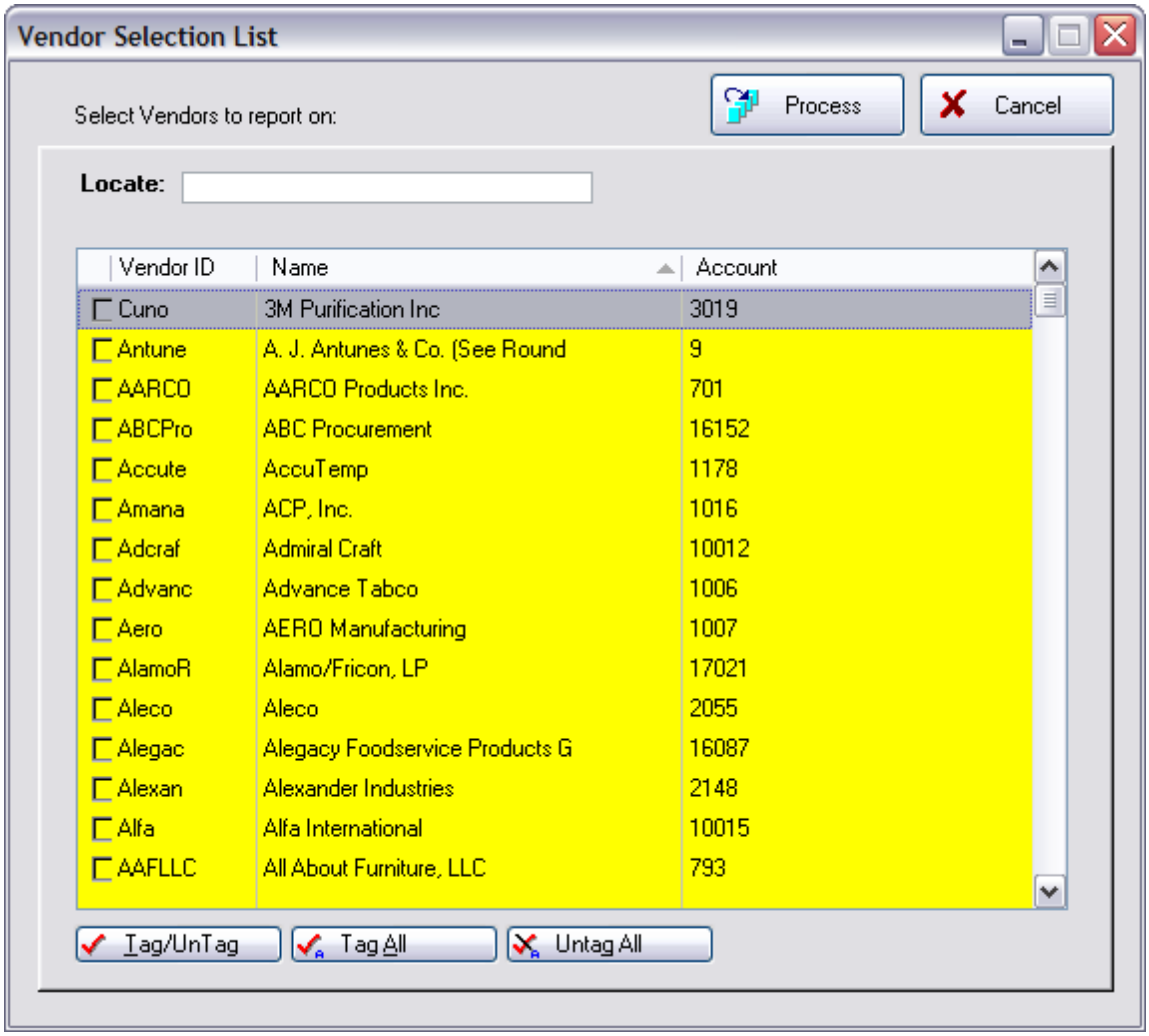
Purchase Order Summary Report:

Purchase Order Center: Receive POs [F3]: Print [F7]: All Query



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Purchase Order Summary Report

Confidential

Vendor	PO Number	Date Placed	Expected	Total
3M Purification Inc				
	120910-4POS	9/10/2012	9/12/2012	700.00
			Subtotal:	700.00
ABC Procurement				
	120301-3DPS	3/01/2012	3/22/2012	7046.00
			Subtotal:	7,046.00
			Total Purchase Orders:	7,746.00

4.7.4.3.94 Purchase Order Tax Report

The summary report shows total of purchase orders, with and without tax, the amount of freight, and freight tax and tax on the order. The detailed report includes the vendor name, purchase order number, vendor invoice number, and the date taxes were paid. The report is date range specific.

Purchase Order Tax Report (Paid): Link

Accounting: Reports: PO Tax Report (Paid): : : Sum/Det

(see Date Range 638)

SUMMARY

Purchase Order Tax Report

Confidential

From: 12/ 4/2005
To: 12/10/2005

Blink's Video Game Emporium

PO Number	Vendor Invoice	Date Paid	Vendor	Total w/Tax	Order Total	Freight	Order Tax	Freight Tax
Taxes Paid								
			Totals:	150.00	135.00	0.00	15.00	12.00

DETAIL

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Purchase Order Tax Report

Confidential

From: 12/ 4/2005
To: 12/10/2005

Blink's Video Game Emporium

PO Number	Vendor Invoice	Date Paid	Vendor	Total w/Tax	Order Total	Freight	Order Tax	Freight Tax
Taxes Paid								
0524-102POS	6253	12/10/2005	Glub Video Distributors	150.00	135.00	23.00	15.00	12.00
			Totals:	150.00	135.00	23.00	15.00	12.00

4.7.4.3.95 Purchase Order Tax Report (Paid)

Purchase orders which have been Paid, report on the amount of Taxes on the Order as a separate column.

The report includes the PO Number, Vendor Invoice number, Date Paid, Vendor Name, Total with Tax, Order Total, Freight, Order Tax amount, and Freight Tax.

Purchase Order Tax Report

Confidential

From: 1/01/2012
To: 12/31/2012

PO Number	Vendor Invoice	Date Paid	Vendor	Total w/Tax	Order Total	Freight	Order Tax	Freight Tax
Taxes Paid								
6	123	6/26/2012	Xyz Company	14.20	14.20	5.00	0.00	0.50
12	686412	7/12/2012	ANNABEL TRENDS PTY LTD	1,276.76	1,220.52	84.00	56.24	8.41
16	00308599	7/13/2012	HOME INNOVATIONS	345.35	319.70	31.97	25.65	3.19
14	02058262	7/13/2012	WALK TALL STUDIO	257.00	257.00	41.00	0.00	4.10
8	00060101	7/13/2012	CLOVER FIELDS	767.92	767.92	116.81	0.00	11.68
19	00014325	7/16/2012	RAMCO	772.20	702.00	180.00	70.20	18.00
10	00060879	7/16/2012	Protect A Bed	347.60	316.00	0.00	31.60	0.00
21	29540	7/16/2012	TRADE POINT AUSTRALIA PTY LTD	115.29	115.29	0.00	0.00	0.00
30	16946	7/16/2012	AUSTRALIAN FUERDA INT'L PTY LT	525.00	525.00	59.00	0.00	5.90
33	00007015	7/17/2012	SOOKI LA LA DESIGNS	88.75	80.68	0.00	8.07	0.00
11	53330	7/17/2012	AUST FEATHER MILLS P/L	504.00	504.00	0.00	0.00	0.00
23	00157044	7/27/2012	MOYLE FINE LINEN PTY LTD	827.21	827.21	0.00	0.00	0.00
27	16970	7/31/2012	AUSTRALIAN FUERDA INT'L PTY LT	2,057.00	1,870.00	136.00	187.00	13.60
41	16998	7/31/2012	AUSTRALIAN FUERDA INT'L PTY LT	1,776.50	1,615.00	138.00	161.50	13.80
73	52333	10/11/2012	ANASAZI HOMEWARES	184.80	168.00	0.00	16.80	0.00
			Totals:	9,859.58	9,302.52	6,340.52	557.06	79.18

4.7.4.3.96 Purchase Order Tax Report (Pending)

Purchase orders which have been Paid, report on the amount of Taxes on the Order as a separate column.

The report includes the PO Number, Vendor Invoice number, Date of Invoice, Vendor Name, Total with Tax, Order Total, Freight, Order Tax amount, and Freight Tax.

Note: Only AP entries which have been "Posted" to be Paid will be reported. Any AP entries still in

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"Unposted" will not be included.

AP Not Paid - Taxes Not Yet Paid Report

Confidential

PO Number	Vendor Invoice	Inv. Date	Vendor	Total w/Tax	Order Total	Freight	Order Tax	Freight Tax
Taxes Pending								
6	00143857	6/06/2012	ANASAZI HOMEWARES	503.58	457.80	50.00	45.78	5.00
45	00143857	7/28/2012	ANASAZI HOMEWARES	619.08	562.80	50.00	56.28	5.00
			Totals:	1,122.66	1,020.60	150.00	102.06	10.00

4.7.4.3.97 Quotes List Report

Contact POSitive support for more information.

(see Order List Report 828)

Quotes List Report Link

Quotes In Process: Print: Quote Details

Quotes In Process: Print: Quote Summary

Quote Details

Prints a multi-page list, sorted by quote number, of every pending order. It includes the customer name, account number, quote number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

Quote Summary

The focus is on the money and due dates, not the inventory involved. It lists the customer name, account number, lookup code, the quote number, dates created and due, the amount of the order and deposits towards the order. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.

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4.7.4.3.98 Reconciliation Report

After reconciling the checkbook with the bank statement, a batch of transactions is created. Printing this batch includes the settlement date and time, bank and account number, opening and closing balance and detailed lines of each transaction to include check number, date of check, name on check, memo, check amount and deposit amount.

Reconciliation Report:

Accounting: Checkbook: Reconcile History: Print Batch [F7]

Reconciliation Report

Confidential

Settled On: 8/13/2010 1:32 PM

Opening Balance: 0.00

Bank Of America 888098432

Checking

Closing Balance: 37.77

Reconciled By: POS

Reference	Date	Name	Memo	Check	Deposit
	4/19/2010	Abes Book Distributors	12632	-327.00	0.00
	6/08/2010	Bob's Supply	99255	-47.00	0.00
	7/19/2010	Abes Book Distributors	12632	-84.00	0.00
	7/20/2010	Abes Book Distributors	12632	-22.31	0.00
	7/22/2010	Threa, Paul		-90.00	0.00
	8/13/2010	Abes Book Distributors	12632	-308.00	0.00
	8/13/2010	Bob's Supply	12632	-300.00	0.00
	8/13/2010	Glub Video Distributors	99255	-138.00	0.00
DEP	4/04/2006	Register Balance #1		0.00	124.74
DEP	5/20/2010	Deposit		0.00	729.34
DEP	7/12/2010	Deposit		0.00	500.00
					1,354.08
			Totals:	-1,316.31	
					37.77

4.7.4.3.99 Refund Check - Cover Letter

When processing Refund Checks to customers, one is prompted to print a cover letter to explain the reason for the check.

Refund Check - Cover Letter

None

There is no option to preview the letter, it is simply printed if you choose Yes. There is no method for reprinting the letter.

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Your Company Name

Address

City State Zip

Andy Anderson

524 A St

Richland WA 99352

A Check is enclosed to cover the following items:

Date	Reference	Amount Due	Amount Paid
11/30/2005	0	50.00	50.00

		Total:	50.00

Thank you!

4.7.4.3.100 Register Activity Log Report

The report includes the register number, date and time of transaction, name of the employee and a description of the transaction. The data can be purged from time to time to keep the list short.

Register Activity Log Report:

Management: Daily Transaction Log: Print: : :

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Register Activity Log Report

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Blink's Video Game Emporium

Register	Date	Time	Employee	Description
1	11/18/05	9:53AM	MANAGER	Price Change - AS3V-LC-1014
1	11/18/05	9:54AM	MANAGER	Price Change - GLUB-1017
1	11/18/05	1:16PM	MANAGER	Complete Invoice #1042
1	11/22/05	8:48PM	MANAGER	Complete Invoice #1043
1	11/22/05	9:30PM	MANAGER	Complete Invoice #1044
1	11/22/05	9:39PM	MANAGER	Complete Invoice #1045
1	11/22/05	10:00PM	MANAGER	Complete Invoice #1046
1	11/23/05	8:50AM	MANAGER	Voided: Invoice 1047
1	11/23/05	8:56AM	MANAGER	Payment On Order 536

4.7.4.3.101 Register Balance Report - Detail

Upon balancing the cash drawer a detailed report of transactions are grouped into sections such as AR Payments, Invoices, Deposits, etc. Included in the report is the date of the transaction, the reference or invoice number, amount in cash, checks, charge cards, coupons, gift certificates, store credits used, on account charges, and food stamp values. These are all totaled per section and grand totaled at the end. Each transaction also shows the sales clerk ID and transaction type.

Register Balance Report - Detail:

Report Center: Management Reports: Daily Balance History: Run Report [F7] Options:

Register Balance Report

Register: 1
By: POS
Date: 11/10/2005

Blink's Video Game Emporium
Confidential

AR Payment	Number	Cash	Checks	Charge Card	Coupon	Gift Cert.	Credit Used	On Account	Food Stamps	Clerk	Transaction
11/10/2005	7	0.00	44.95	0.00	0.00	0.00	0.00	0.00	0.00	POS	AR Payment
		0.00	44.95	0.00	0.00	0.00	0.00	0.00	0.00		

Invoice	Number	Cash	Checks	Charge Card	Coupon	Gift Cert.	Credit Used	On Account	Food Stamps	Clerk	Transaction
10/31/2005	1029	0.00	0.00	0.00	0.00	0.00	0.00	215.60	0.00	POS	Invoice
		0.00	0.00	0.00	0.00	0.00	0.00	215.60	0.00		
	Totals:	0.00	44.95	0.00	0.00	0.00	0.00	215.60	0.00		

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4.7.4.3.102 Register Balance Report - Summary

This summary report is per register or workstation for a given date. It includes total cash, checks, charge cards, coupons, gift certificates, and food stamps tendered for both the computer counts and cashier reported amounts and any differences are displayed as over or short values. The report also shows starting balance of cash and amount of cash left for making change during the next shift. A total "your deposit" amount includes the sum of cash, checks, and charge cards, with a subtotal of just cash and checks. Also included is a fluctuating list of transaction values which appear only if there are relevant transactions for the period. The total of this column and the total "your deposit" column should be equal.

Register Balance Report - Summary:

Report Center: Management Reports: Daily Balance History: Run Report [F7] Options

Comment - the fluctuating list of values can include the following: Total Sales without Tax, Tax Collected, Tax 1 Collected, Tax 2 Collected, Total Sales, Deposits Applied, Gift Certificates Applied, Sales On Account, Credits Applied, Ending Balance, Starting Balance, Deposits Collected, Accounts Receivables Collected, Freight Collected, Gift Certificates Sold, Total.

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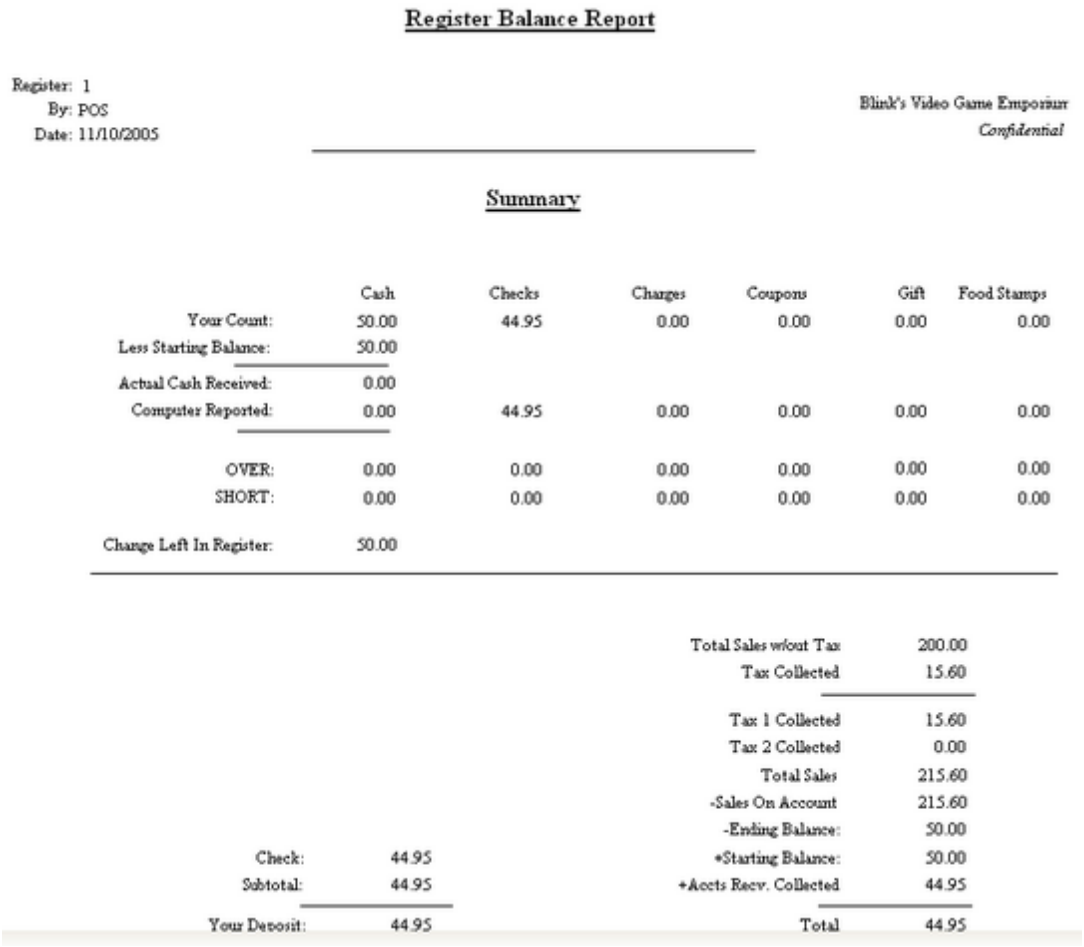

Register Balance Report

Register: 1
By: POS
Date: 11/10/2005

Blink's Video Game Emporium
Confidential

Summary

	Cash	Checks	Charges	Coupons	Gift	Food Stamps
Your Count:	50.00	44.95	0.00	0.00	0.00	0.00
Less Starting Balance:	50.00					
Actual Cash Received:	0.00					
Computer Reported:	0.00	44.95	0.00	0.00	0.00	0.00
OVER:	0.00	0.00	0.00	0.00	0.00	0.00
SHORT:	0.00	0.00	0.00	0.00	0.00	0.00
Change Left In Register:	50.00					

Total Sales w/out Tax:	200.00
Tax Collected	15.60
Tax 1 Collected	15.60
Tax 2 Collected	0.00
Total Sales	215.60
-Sales On Account	215.60
-Ending Balance:	50.00
+Starting Balance:	50.00
+Accts Recv. Collected	44.95
Total	44.95

Check:	44.95
Subtotal:	44.95
Your Deposit:	44.95

4.7.4.3.103 Register Balance Summary Report

Using a date range, all workstation totals are combined into one report, however, there is no grand totals for the report. The report includes, date register was balanced, register number, sales ID of employee balancing the register, actual counts of cash, checks, charge cards, coupons, gift certificates, and food stamps, compared with computer counts of the same. Over and short calculations are reported for each tender type, and cash left in drawer is reported. This is repeated for each workstation balanced during the specified time period.

Register Balance Summary Report:

Report Center: Management Reports: Daily Balance Summary: Run Report [F7]

See (Date Range 638)

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Register Balance Summary Report

Confidential

From: 10/26/2005 12:00 AM
To: 10/26/2005 11:59 PM

Blink's Video Game Emporium

Date	Register	By		Cash	Checks	Charge Cards	Coupons	Gift	Food Stamps
10/26/2005	1	POS	Actual Cash Received:	666.35	79.78	40.00	0.00	0.00	0.00
			Computer Reported:	666.35	79.78	40.00	0.00	0.00	0.00
			OVER:	0.00	0.00	0.00	0.00	0.00	0.00
			SHORT:	0.00	0.00	0.00	0.00	0.00	0.00
			Cash Left In Drawer:	50.00					
10/26/2005	1	POS	Actual Cash Received:	0.00	0.00	0.00	0.00	0.00	0.00
			Computer Reported:	0.00	0.00	0.00	0.00	0.00	0.00
			OVER:	0.00	0.00	0.00	0.00	0.00	0.00
			SHORT:	0.00	0.00	0.00	0.00	0.00	0.00
			Cash Left In Drawer:	50.00					

4.7.4.3.104 Register Sales Category Summary

Sales for the time period and workstation covered by the when the cash drawer is balanced is summarized by category. The report includes the category name, total sale amount, total quantity sold, total return amount and quantity, total discounts and quantity per category with a calculated line total and percent of sales. Subtotals for all sales amounts and quantities of sales, refunds, discounts and a grand total less transaction discounts and less trade-in values.

Register Sales Category Summary:

Report Center: Management Reports: Daily Balance History: Run Report [F7] Options

Register Sales Category Summary

Register: 1 10/27/2005

Category	Sales / Qnty		Refunds / Qnty		Discounts / Qnty		Total	% Of Sales
GAMETOY GAMES	90.00	3.00	0.00	0.00	-9.00	3.00	81.00	22.83
JOYSTICKS	125.01	3.00	0.00	0.00	0.00	0.00	125.01	31.72
NON-TAXABLE ITEM	30.00	1.00	0.00	0.00	0.00	0.00	30.00	7.61
TAXABLE ITEM	57.47	5.00	0.00	0.00	0.00	0.00	57.47	14.58
WINTENDO GAMES	91.67	2.00	-50.00	-1.00	0.00	0.00	41.67	23.26

Totals:

Sales:	**394.15**	**14.00**
Refunds:	-50.00	-1.00
Discounts:	-9.00	3.00
Less Transaction Discounts:	0.00	0.00
Less Trade-Ins:	0.00	0.00
Total:	335.15	

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4.7.4.3.105 RMA Aging Report

Inventory items sent back to vendors on RMA (Return Merchandise Authorization) are reported showing date of return, quantity returned, number of days since being sent back showing dollar values under Current, Over 30, Over 60, and Over 90 Days. Quantities and dollar values are subtotaled per inventory item and grand totaled at the end of the report. The report is grouped by vendor name and includes SKU and item description.

RMA Aging Report:

Purchasing: RMA Reports: RMA Aging Report

RMA Aging Report

Blink's Video Game Emporium

Description	SKU	Date	Quantity	Current	Over 30	Over 60	Over 90
Glub Video Distribut							
BARIO IN WONDERLAND	GLUB-1027	4/14/2003	1.00	0.00	0.00	0.00	14.00
		10/31/2005	1.00	14.00	0.00	0.00	0.00
		10/31/2005	1.00	23.00	0.00	0.00	0.00
		10/31/2005	1.00	23.00	0.00	0.00	0.00
		10/31/2005	1.00	25.00	0.00	0.00	0.00
		10/31/2005	1.00	25.00	0.00	0.00	0.00
		Totals:	6.00	110.00	0.00	0.00	14.00
		Grand Totals:	6.00	110.00	0.00	0.00	14.00

4.7.4.3.106 RMA Letter

Inventory items being sent back to vendors are listed on a form which can be sent to the vendor itemizing quantities, serial numbers, purchase date and invoice number, reason for return and action to be taken.

RMA Letter To Vendor

* Purchasing: RMA Reports: RMA History: Process RMA: Print RMA Letter

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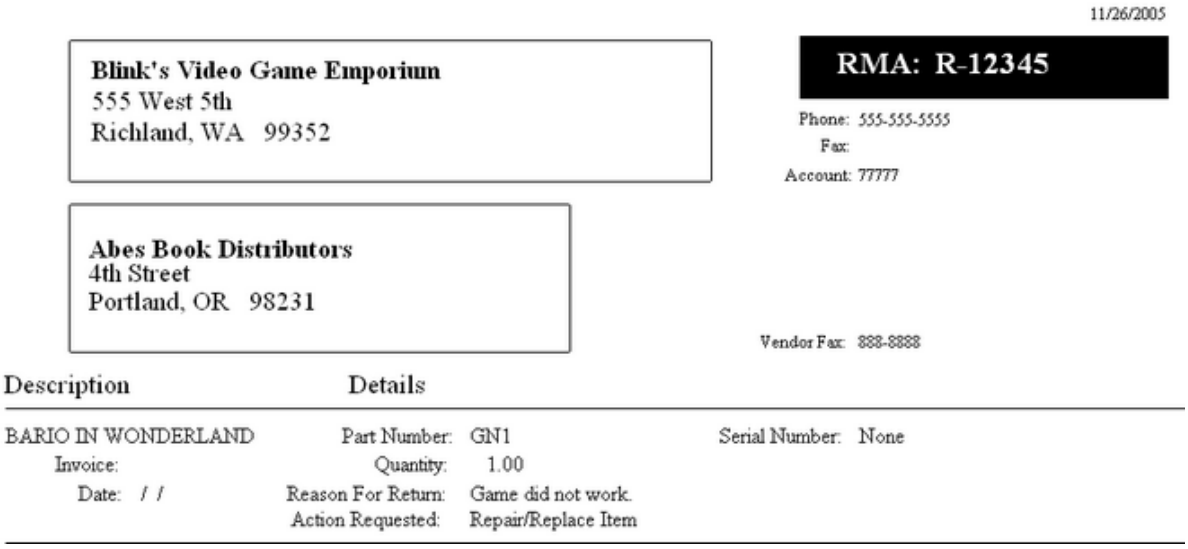


11/26/2005

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

RMA: R-12345

Phone: 555-555-5555
Fax:
Account: 77777

Abes Book Distributors
4th Street
Portland, OR 98231

Vendor Fax: 888-8888

Description	Details		
BARIO IN WONDERLAND	Part Number:	GN1	Serial Number: None
Invoice:	Quantity:	1.00	
Date: / /	Reason For Return:	Game did not work.	
	Action Requested:	Repair/Replace Item	

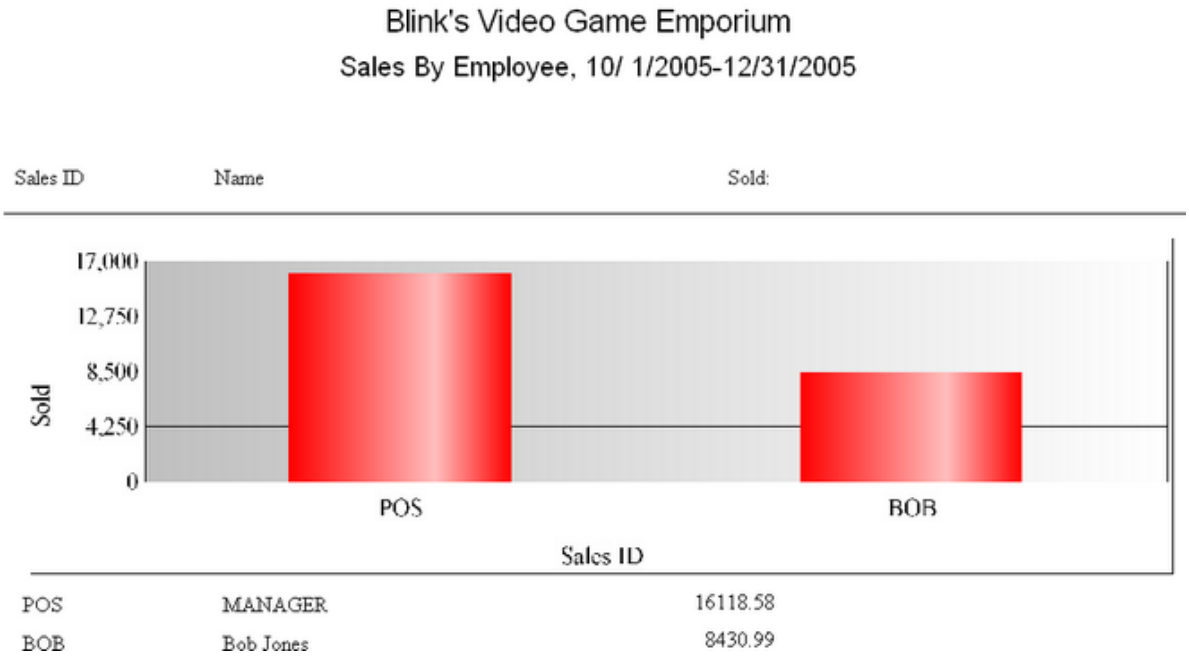
4.7.4.3.107 Sales By Employee w/Graph

Sales totals by each employee for the specified time period are listed and displayed in a graph.

Sales By Employee w/Graph:

* Management: Sales Summary: Employee Sales: Print: :

(see Date Range 638)



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4.7.4.3.108 Sales Report All Inventory

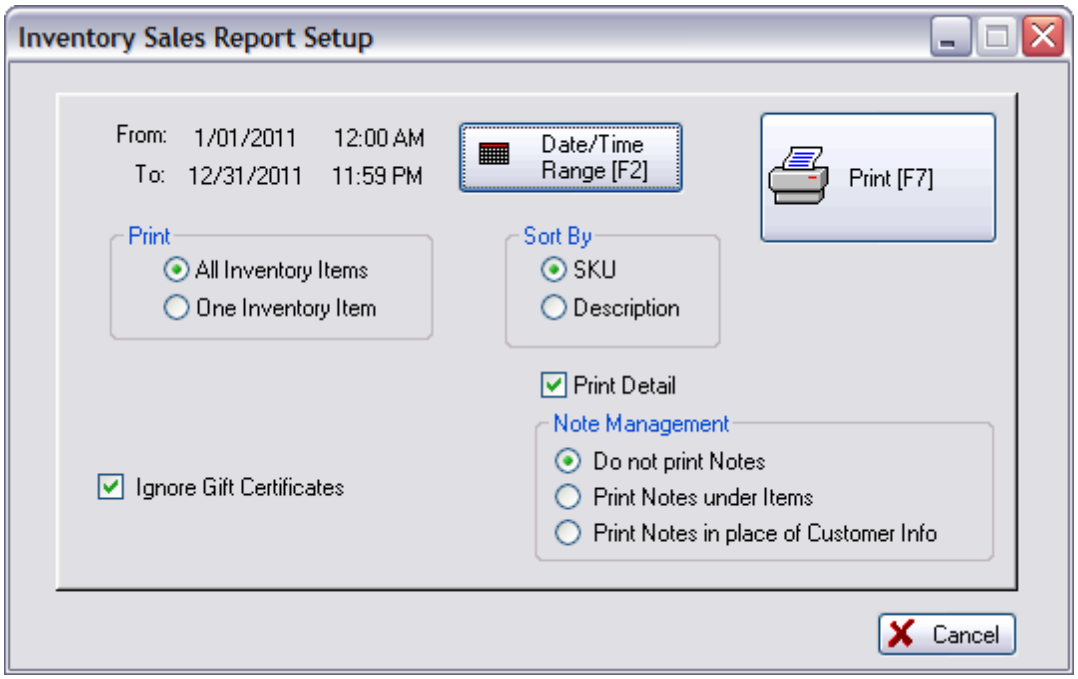
Using a date range, this reports sales of all inventory items and includes invoice number, date of invoice, customer name, account number and customer lookup code, quantity of items purchased, cost, selling price, average cost and average price, profit amount, and margin per line item. The report can be sorted by SKU or description. It can include detail or summary information and can include line notes added to the invoice listed below the inventory item or in place of the customer information.

Inventory Sales Report With Notes

Sales Report All Inventory

* Report Center: Sales Reports: Inventory: Run Report [F7]: Options

See (Date Range 638)



Note Management - see Inventory Sales Report With Notes 799

SUMMARY

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Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 12/ 4/2005 To 12/10/2005

Invoice	Date	Account	Code	Name	Quantity	Cost	Price	Average Cost	Average Price	Profit	Margin
Total Items Sold					3.00	85.00	135.73	28.33	45.24	50.73	37.38

DETAIL

Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 12/ 4/2005 To 12/10/2005

Invoice	Date	Account	Code	Name	Quantity	Cost	Price	Average Cost	Average Price	Profit	Margin
1095			$10.95 SPECIAL								
1105	12/10/2005	7	5095553333	Sally Smith	-1.00	0.00	-10.95	0.00	-10.95	-10.95	100.00
					-1.00	0.00	-10.95	0.00	-10.95	-10.95	100.00
SN1			SUPER MARIO III								
1103	12/10/2005	3	3	Jane Johnson	1.00	25.00	50.00	25.00	50.00	25.00	50.00
					1.00	25.00	50.00	25.00	50.00	25.00	50.00
SNA1			DELUXE JOYSTICK								
1100	12/ 5/2005	7	5095553333	Sally Smith	1.00	25.00	41.67	25.00	41.67	16.67	40.00
1102	12/ 5/2005	5	5095552555	Sunny's Service	1.00	25.00	41.67	25.00	41.67	16.67	40.00
					2.00	50.00	83.34	25.00	41.67	33.34	40.00
SR			SERIAL RET								
1097	12/ 5/2005	5	5095552555	Sunny's Service	2.00	20.00	33.34	10.00	16.67	13.34	40.01
					2.00	20.00	33.34	10.00	16.67	13.34	40.01
VL			VENDOR LOGO ITEMS								
1104	12/10/2005	7	5095553333	Sally Smith	-1.00	-10.00	-20.00	-10.00	-20.00	-10.00	50.00
					-1.00	-10.00	-20.00	-10.00	-20.00	-10.00	50.00
Total Items Sold					3.00	85.00	135.73	28.33	45.24	50.73	37.38

4.7.4.3.109 Sales Report By Category

Lists inventory sold grouped by category. This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals.

Sales Report By Category

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options

Comment

This report is only available if you have chosen not to use Departments (File: System: System Setup: Inventory: Use Departments" is not active). (see Sales Report By Department 860)

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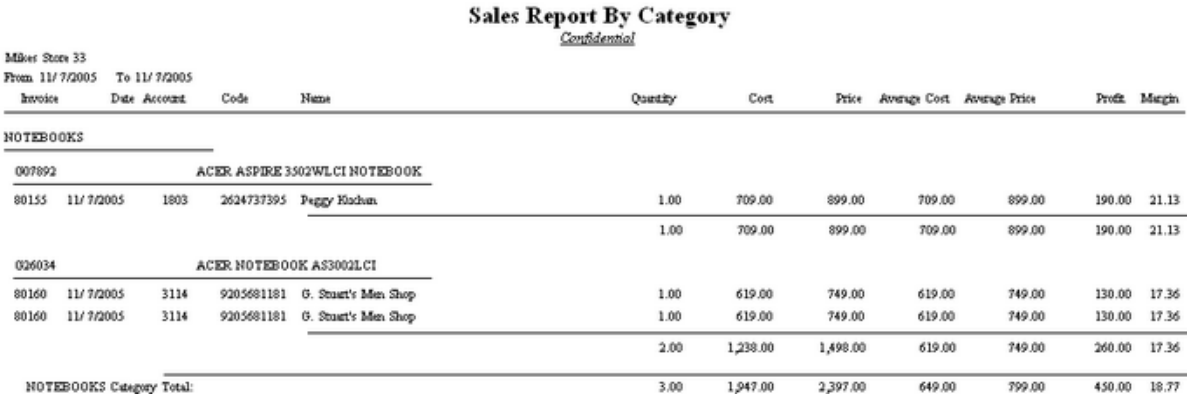

Sales Report By Category

Confidential

Miker Store 33
From 11/ 7/2005 To 11/ 7/2005

Invoice	Date	Account	Code	Name	Quantity	Cost	Price	Average Cost	Average Price	Profit	Margin
NOTEBOOKS											
007892				ACER ASPIRE 3502WLCI NOTEBOOK							
80155	11/ 7/2005	1803	2624737395	Peggy Kuchan	1.00	709.00	899.00	709.00	899.00	190.00	21.13
					1.00	709.00	899.00	709.00	899.00	190.00	21.13
026034				ACER NOTEBOOK AS3002LCI							
80160	11/ 7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	619.00	749.00	130.00	17.36
80160	11/ 7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	619.00	749.00	130.00	17.36
					2.00	1,238.00	1,498.00	619.00	749.00	260.00	17.36
NOTEBOOKS Category Total:					3.00	1,947.00	2,397.00	649.00	799.00	450.00	18.77

4.7.4.3.110 Sales Report By Department

This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals.

Sales Report By Department

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options

(see Template Sales Report 863)

Comment

This report is available if you have chosen use Departments (File: System: System Setup: Inventory: Use Departments" is active).

NOTE: While running this report you may be notified that an inventory item's category could not be found. You should make note of the Item's SKU number, go to the inventory list, reassign the correct dept/category, and then run this report again (When option "Use Departments" is on.)

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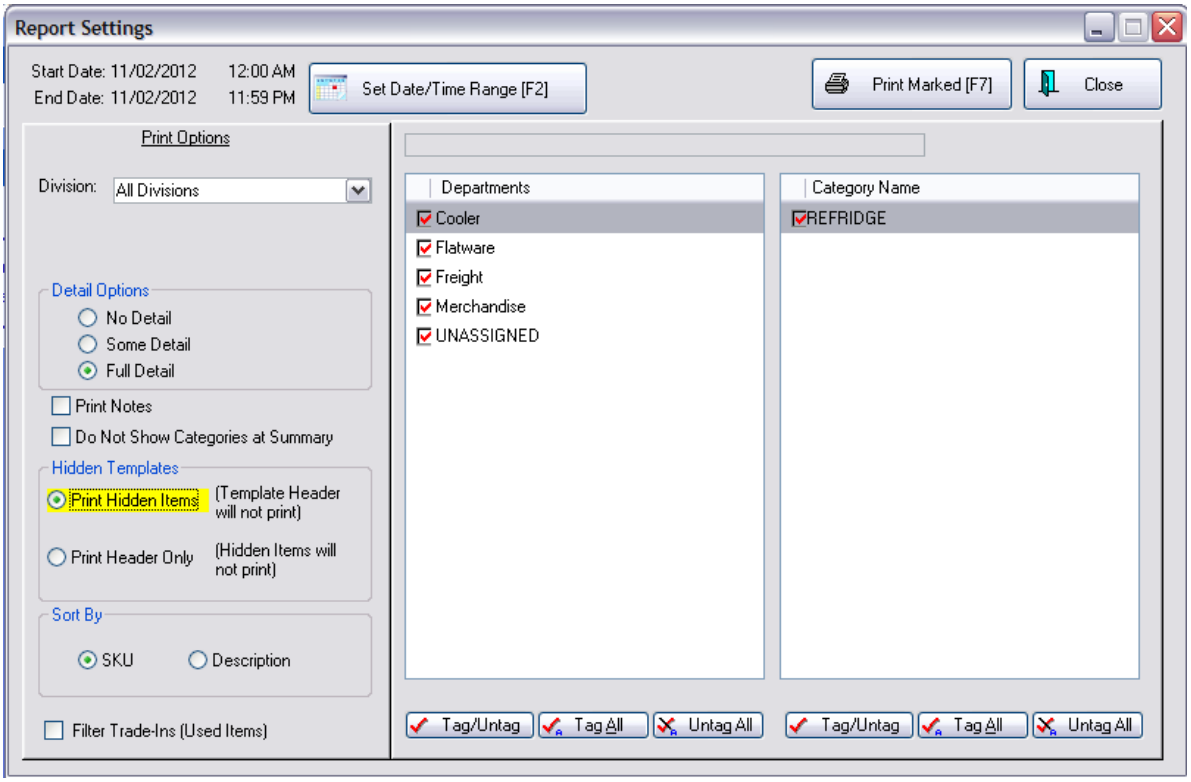

(see Template Sales Report 863)

WITHOUT PRINT DETAILS

Sales Report By Department

Confidential

Blink's Video Game Emporium

From 12/10/2005 12:00 AM
To 12/10/2005 11:59 PM

Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
Department: Accessories									
Accessories Category Total:	-1.00	-10.00	-20.00	0.00	-20.00	-10.00	-20.00	-10.00	50.00
Joysticks Category Total:	2.00	20.00	33.34	0.00	33.34	10.00	16.67	13.34	40.01
Accessories Department Total:	1.00	10.00	13.34	0.00	13.3	10.0(	13.34	3.34	25.04

WITH PRINT DETAILS

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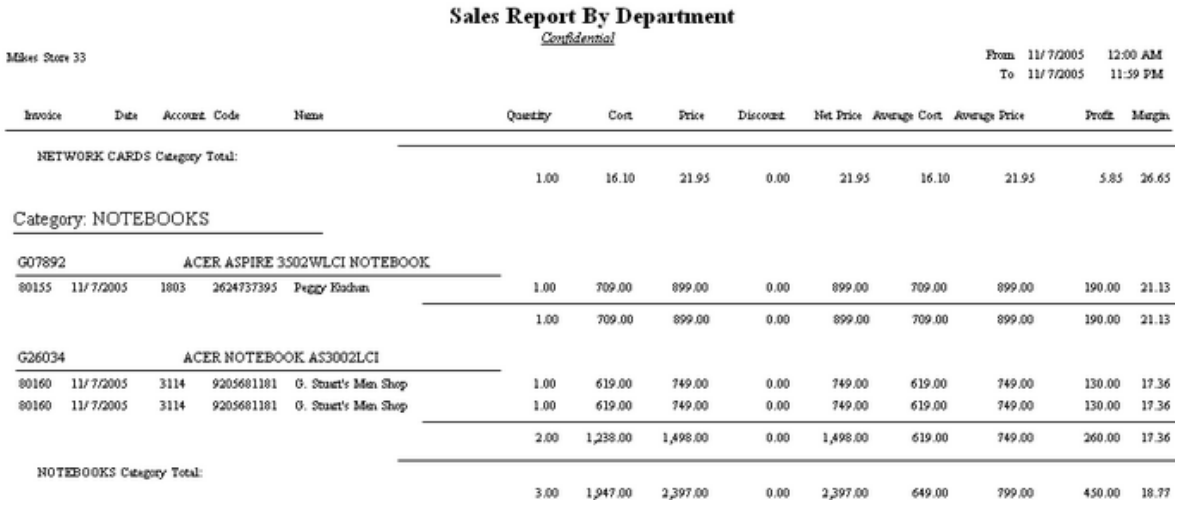


Sales Report By Department

Confidential

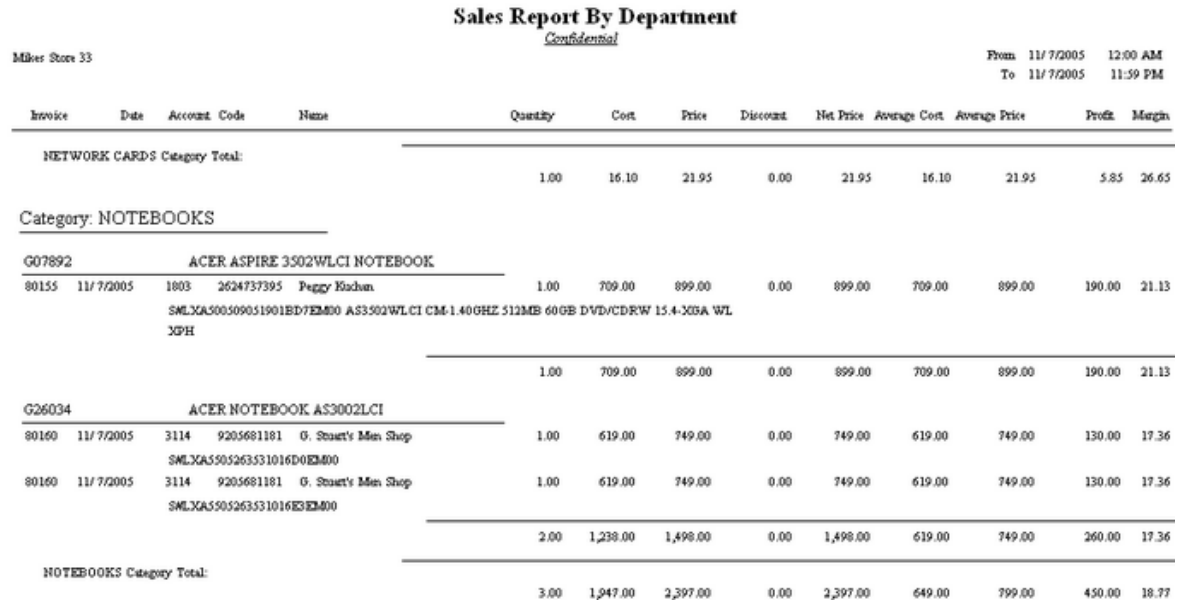
Mikes Store 33

From 11/7/2005 12:00 AM
To 11/7/2005 11:59 PM

Invoice	Date	Account	Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
NETWORK CARDS Category Total:					1.00	16.10	21.95	0.00	21.95	16.10	21.95	5.85	26.65
Category: NOTEBOOKS													
G07892				ACER ASPIRE 3502WLCI NOTEBOOK									
80155	11/7/2005	1803	2624737395	Peggy Kichan	1.00	709.00	899.00	0.00	899.00	709.00	899.00	190.00	21.13
					1.00	709.00	899.00	0.00	899.00	709.00	899.00	190.00	21.13
G26034				ACER NOTEBOOK AS3002LCI									
80160	11/7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	0.00	749.00	619.00	749.00	130.00	17.36
80160	11/7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	0.00	749.00	619.00	749.00	130.00	17.36
					2.00	1,238.00	1,498.00	0.00	1,498.00	619.00	749.00	260.00	17.36
NOTEBOOKS Category Total:					3.00	1,947.00	2,397.00	0.00	2,397.00	649.00	799.00	450.00	18.77

WITH NOTES - includes line notes on invoice and serial numbers (visible only when choosing "Full Detail"

See (Inventory Sales Report With Notes 799)



Sales Report By Department

Confidential

Mikes Store 33

From 11/7/2005 12:00 AM
To 11/7/2005 11:59 PM

Invoice	Date	Account	Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
NETWORK CARDS Category Total:					1.00	16.10	21.95	0.00	21.95	16.10	21.95	5.85	26.65
Category: NOTEBOOKS													
G07892				ACER ASPIRE 3502WLCI NOTEBOOK									
80155	11/7/2005	1803	2624737395	Peggy Kichan	1.00	709.00	899.00	0.00	899.00	709.00	899.00	190.00	21.13
SMLXA50050951901BD7EM00 AS3502WLCI CM-1.40GHZ 512MB 60GB DVD/CDRW 15.4-XGA WL XPH													
					1.00	709.00	899.00	0.00	899.00	709.00	899.00	190.00	21.13
G26034				ACER NOTEBOOK AS3002LCI									
80160	11/7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	0.00	749.00	619.00	749.00	130.00	17.36
SMLXA5050263531016D0EM00													
80160	11/7/2005	3114	9205681181	G. Stuart's Men Shop	1.00	619.00	749.00	0.00	749.00	619.00	749.00	130.00	17.36
SMLXA5050263531016E3EM00													
					2.00	1,238.00	1,498.00	0.00	1,498.00	619.00	749.00	260.00	17.36
NOTEBOOKS Category Total:					3.00	1,947.00	2,397.00	0.00	2,397.00	649.00	799.00	450.00	18.77

LAST PAGE SUMMARY

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Sales Report By Department

Confidential

Mikes Store 33

From 11/ 7/2005 12:00 AM
To 11/ 7/2005 11:59 PM

Invoice	Date	Account Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin

Department Summary

Department	Total Cost	Total Price	Total Disc.	Net Total Price	% Of Sales
Labor	0.00	196.00	0.00	196.00	5.29%
Parts	2,210.68	2,676.85	0.00	2,676.85	72.26%
UNASSIGNED	198.23	831.54	0.00	831.54	22.45%
Totals:	2,408.91	3,704.39	0.00	3,704.39	
Less Line Discounts:		-		100.00	
Less Trade-Ins:		-		0.00	
			Total:	3,604.39	

SOURCE OF: Less Line Discounts is a total "Dollar Off Discounts" added to invoices

Sales Report By Department

Confidential

Van Otis Chocolates, LLC

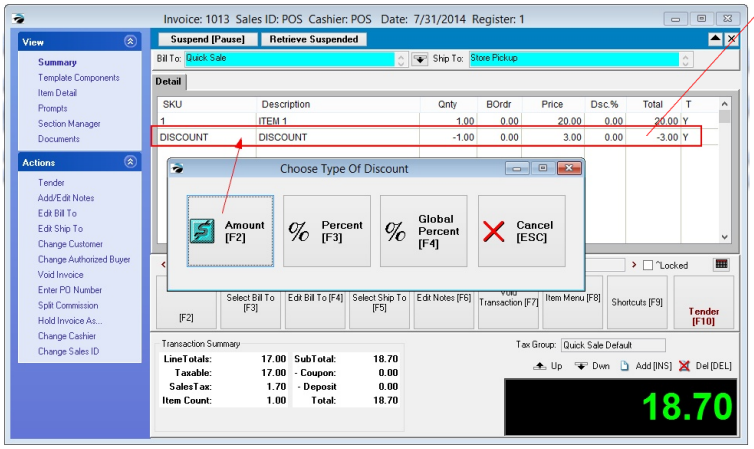
Division:

From 7/31/2014 12:00 AM
To 7/31/2014 12:00 AM

Invoice	Date	Account Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin

Department Summary

Department	Category	Total Quantity	Total Cost	Total Price	Total Disc.	Net Total Price	Average Price	% Of Sales
Merchandise		**2.00**	**20.00**	**40.00**	**0.00**	**40.00**	**20.00**	**100.00%**
	Taxable Items	2.00	20.00	40.00	0.00	40.00	20.00	100.00%
Totals:		**2.00**	**20.00**	**40.00**	**0.00**	**40.00**		
Less Line Discounts:					-	-3.00		
Less Trade-Ins:					-	0.00		
					Total:	37.00		



4.7.4.3.110.1 Template Sales Report

The sale of a template will list all components of the template on the customer invoice. The components are reported in their respective departments and categories as described in Sales Report By Department 860.

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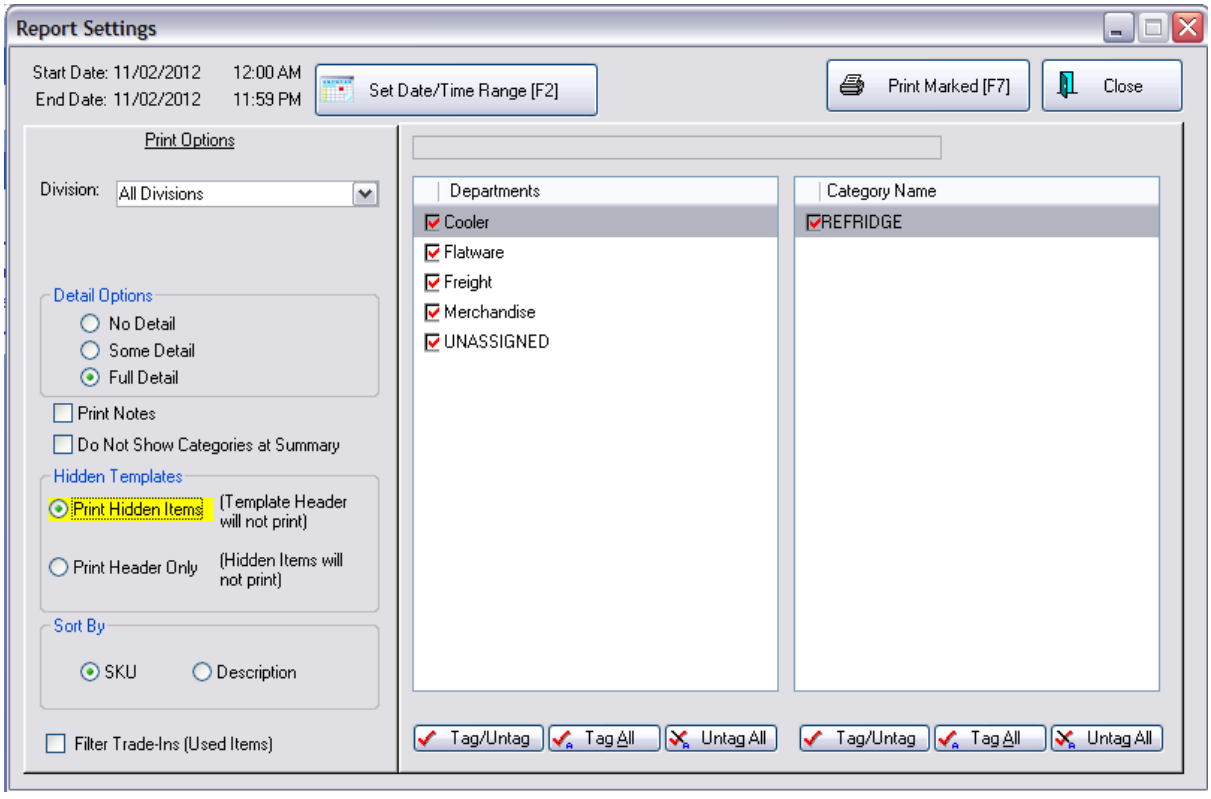
The sale of a "hidden template" or "kit" only lists the template name on the customer invoice, yet it can be reported on in one of two ways:

- **each component of the kit is counted** under its appropriate department and category.
  This report includes invoice number, invoice date, customer name, SKU, description, quantity sold, cost, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. The counts are subtotaled by item, and the subtotals are totaled by category and by department with a department summary on the last page.
- **the kit is counted as a complete unit;** the components are not included in the report but the cost of the kit is the total of all items in the kit.
  This report includes invoice number, invoice date, customer name, Kit SKU, description, quantity sold, cost of all items in the kit, selling price, discount amount, net price, average cost, average price, profit and margin per item and subtotals. The counts are subtotaled by item, and the subtotals are totaled by category and by department with a department summary on the last page.

Templates Sales Report

Sales Report By Department

Report Center: Sales Reports: Dept/Category: Run Report [F7]: Options



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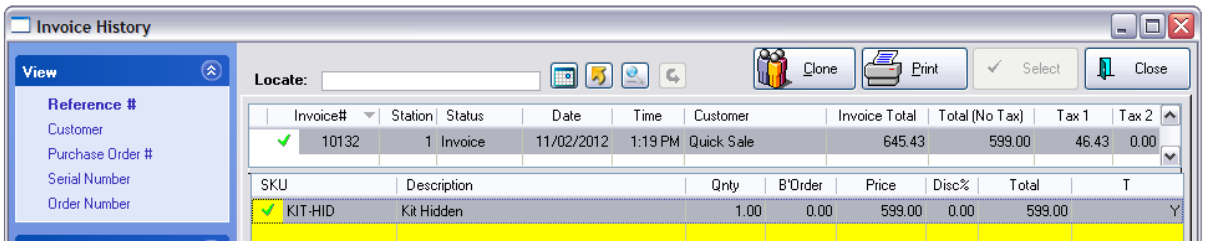
SAMPLE INVOICE

Two inventory item are part of a hidden template or kit on invoice number 10132. All the customer sees is the SKU, description, and price of the kit; but not the inventory items which make up the kit.



Hidden Templates

Print Hidden Items (Template Header will not print) however you can see the components SKU and Description of what was sold.

Sales Report By Department

Confidential

Five Star Demo MS
Division:

From 11/02/2012 12:00 AM
To 11/02/2012 12:00 AM

Invoice	Date	Account Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
Department: Merchandise												
Category: Taxable Items												
CWTF15-3-0212@1052			COFFEE BREWER FOR GLASS DECA									
10132	11/02/2012		Quick Sale	1.00	310.00	394.25	0.00	394.25	310.00	394.25	84.25	21.37
				1.00	310.00	394.25	0.00	394.25	310.00	394.25	84.25	21.37
EES8-3036-X@2007			EQUIPMENT STAND, 30" W X 36" L									
10132	11/02/2012		Quick Sale	1.00	161.00	204.75	0.00	204.75	161.00	204.75	43.75	21.37
				1.00	161.00	204.75	0.00	204.75	161.00	204.75	43.75	21.37
Taxable Items Category Total:				2.00	471.00	599.00	0.00	599.00	235.50	299.50	128.00	21.37
Merchandise Department Total:				2.00	471.00	599.00	0.00	599.00	235.50	299.50	128.00	21.37

Hidden Templates

Print Header Only (Hidden Items will not print)

Note that only the SKU and Description of the hidden template (kit) are part of the report.

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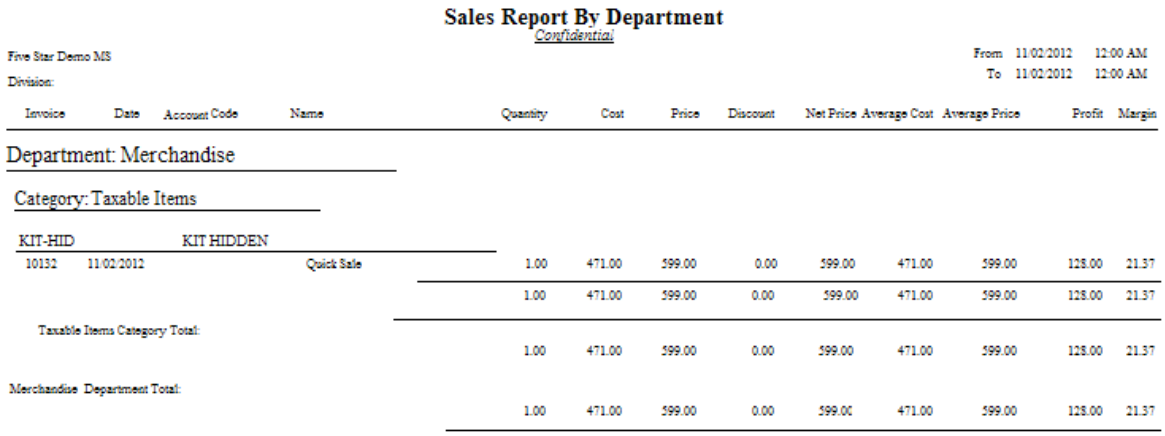

Sales Report By Department

Confidential

Five Star Demo MS — From 11/02/2012 12:00 AM

Division: — To 11/02/2012 12:00 AM

Invoice	Date	Account Code	Name	Quantity	Cost	Price	Discount	Net Price	Average Cost	Average Price	Profit	Margin
Department: Merchandise												
Category: Taxable Items												
KIT-HID			KIT HIDDEN									
10132	11/02/2012		Quick Sale	1.00	471.00	599.00	0.00	599.00	471.00	599.00	128.00	21.37
				1.00	471.00	599.00	0.00	599.00	471.00	599.00	128.00	21.37
Taxable Items Category Total:				1.00	471.00	599.00	0.00	599.00	471.00	599.00	128.00	21.37
Merchandise Department Total:				1.00	471.00	599.00	0.00	599.00	471.00	599.00	128.00	21.37

4.7.4.3.111 Sales Report By Vendor

Using a specified date range and selection of vendors, the report groups sold inventory items under the vendor name. The summary report includes vendor name, SKU, description, quantity sold, average cost, average price, profit, and margin. All items for a vendor are subtotaled. At the end of the report totals are listed by vendor name, total cost, total price, profit, margin and percentage of sales and a grand total for cost, price and profit. The detailed report also includes invoice number, invoice date, customer name and account number and code number with subtotals per inventory item.

Sales Report By Vendor

Report Center: Sales Reports: Vendor: Run Report [F7]: Options

See (Date Range 638)

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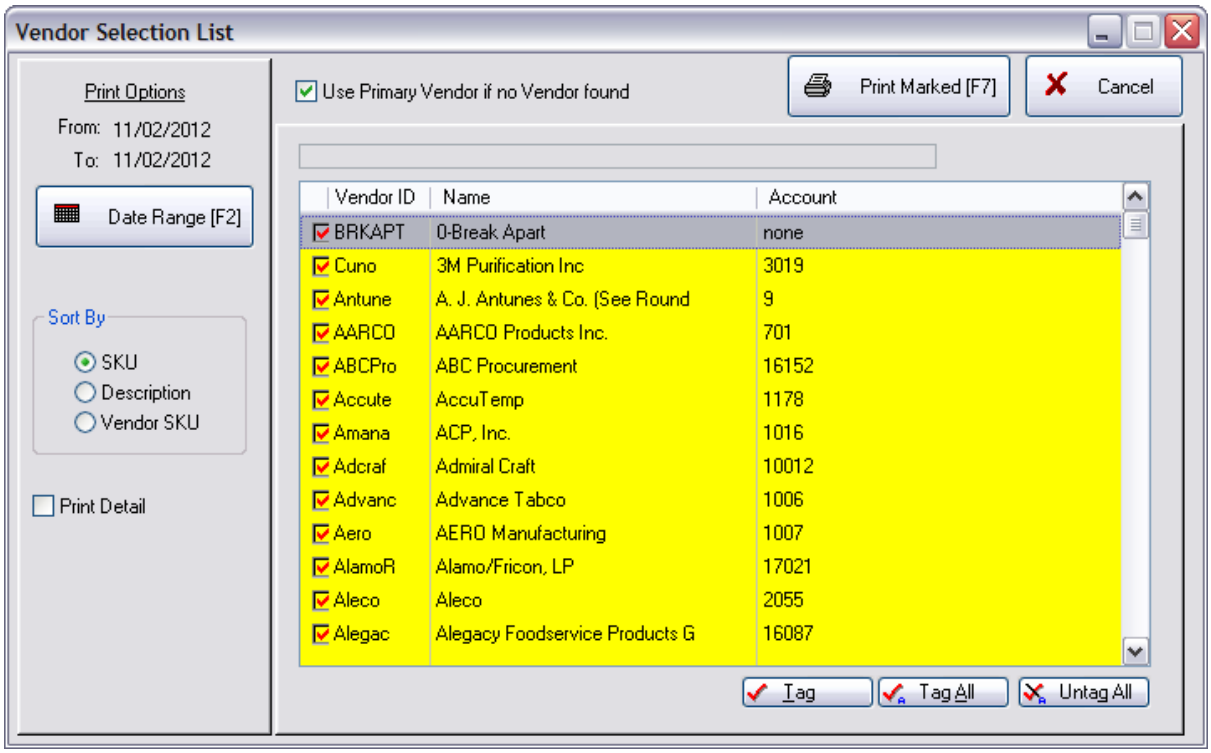

REPORT WITHOUT DETAIL

Sales Report By Vendor

Confidential

Blink's Video Game Emporium
From 12/ 4/2005 To 12/10/2005

		Quantity	Average Cost	Average Price	Profit	Margin
Name Brand Products						
1095						
SN1	SUPER BARIO III	3.00	25.00	42.50	52.50	41.18
SNA1	DELUXE JOYSTICK	1.00	25.00	27.50	2.50	9.09
VL	VENDOR LOGO ITEMS	-1.00	-10.00	-20.00	-10.00	50.00
Name Brand Products Vendor Group Total:		3.00	30.00	45.00	45.00	33.33

Vendor	Total Cost	Total Price	Profit	Margin	% Of Sales
Glub Video Distribut	50.00	83.34	33.34	40.00%	38.17%
Name Brand Products	90.00	135.00	45.00	33.33%	61.83%
Totals:	**140.00**	**218.34**	**78.34**		

PRINT DETAIL

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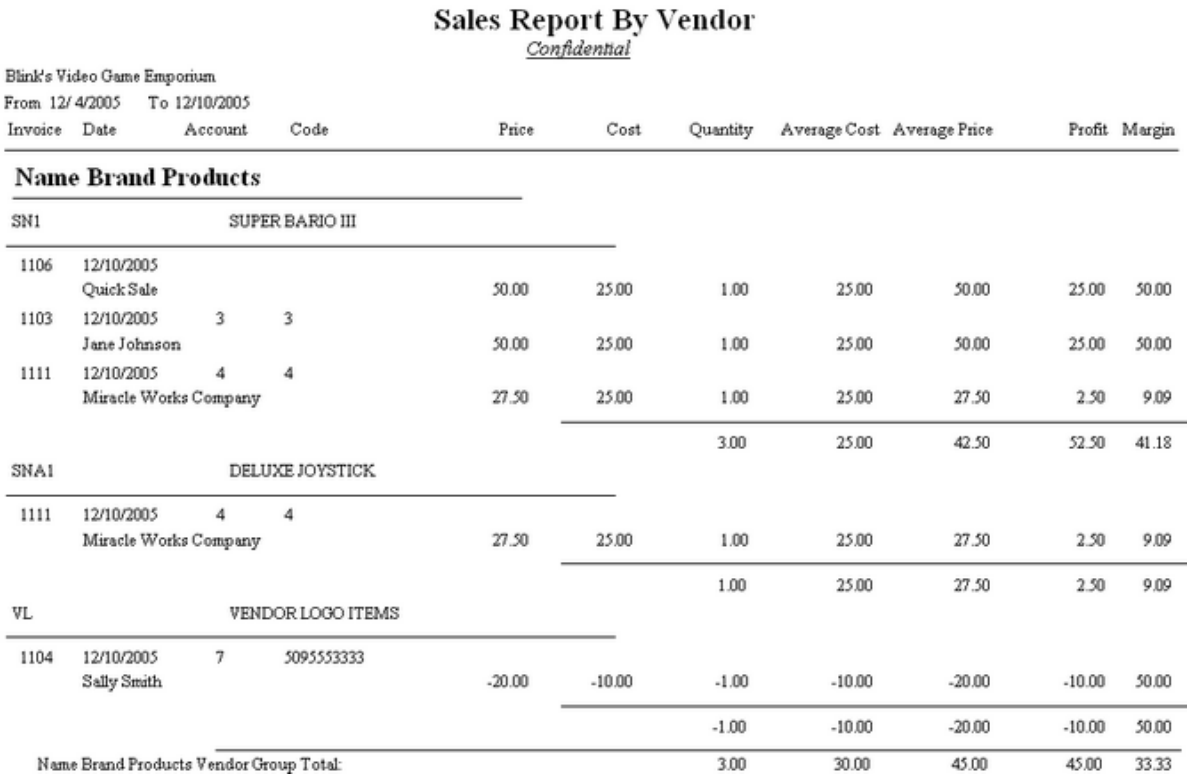

Sales Report By Vendor

Confidential

Blink's Video Game Emporium
From 12/ 4/2005 To 12/10/2005

Invoice	Date	Account	Code	Price	Cost	Quantity	Average Cost	Average Price	Profit	Margin
Name Brand Products										
SN1			SUPER BARIO III							
1106	12/10/2005									
	Quick Sale			50.00	25.00	1.00	25.00	50.00	25.00	50.00
1103	12/10/2005	3	3							
	Jane Johnson			50.00	25.00	1.00	25.00	50.00	25.00	50.00
1111	12/10/2005	4	4							
	Miracle Works Company			27.50	25.00	1.00	25.00	27.50	2.50	9.09
						3.00	25.00	42.50	52.50	41.18
SNA1			DELUXE JOYSTICK							
1111	12/10/2005	4	4							
	Miracle Works Company			27.50	25.00	1.00	25.00	27.50	2.50	9.09
						1.00	25.00	27.50	2.50	9.09
VL			VENDOR LOGO ITEMS							
1104	12/10/2005	7	5095553333							
	Sally Smith			-20.00	-10.00	-1.00	-10.00	-20.00	-10.00	50.00
						-1.00	-10.00	-20.00	-10.00	50.00
Name Brand Products Vendor Group Total:						3.00	30.00	45.00	45.00	33.33

4.7.4.3.112 Sales Tax Report

Lists sales taxes collected for a given date range. The summary report includes sales tax group name, sales, returns, total sales, amount of tax collected, and total collected per tax group with a grand total section of sales, returns, total sales without tax, total tax collected and grand total collected. Two additional fields are total taxable and total non-taxable to distinguish between inventory items sold which never charge tax. The detailed report also groups by tax group and includess invoice number, date and time of sale, amount taxed and not taxed, total invoice amount, tax collected based on applied to value per tax category. The tax group is summarized and a grand total at the end of the report.

Sales Tax Report:

Report Center: Management Reports: Sales Tax: Run Report [F7]: Options

Accounting: Reports: Sales Tax Report: : : Date Sum/Det

(See Date Range 638)

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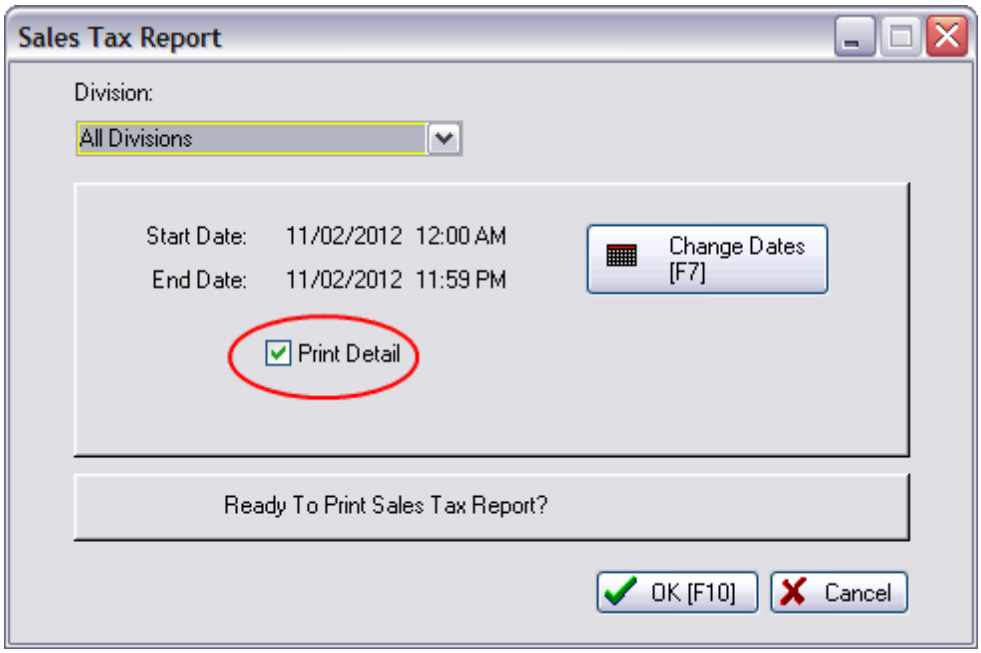
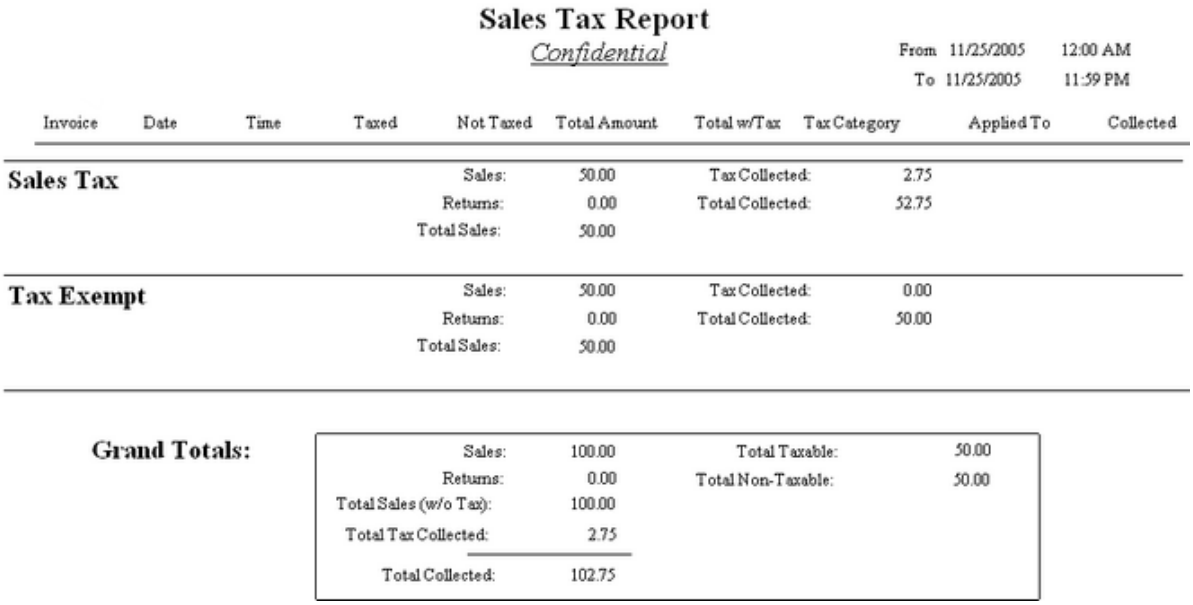


WITH NO DETAIL



Sales Tax Report

Confidential

From 11/25/2005 12:00 AM
To 11/25/2005 11:59 PM

Invoice	Date	Time	Taxed	Not Taxed	Total Amount	Total w/Tax	Tax Category	Applied To	Collected

Sales Tax	Sales:	50.00	Tax Collected:	2.75	
	Returns:	0.00	Total Collected:	52.75	
	Total Sales:	50.00			
Tax Exempt	Sales:	50.00	Tax Collected:	0.00	
	Returns:	0.00	Total Collected:	50.00	
	Total Sales:	50.00			

Grand Totals:

Sales:	100.00	Total Taxable:	50.00
Returns:	0.00	Total Non-Taxable:	50.00
Total Sales (w/o Tax):	100.00		
Total Tax Collected:	2.75		
Total Collected:	102.75		

WITH DETAIL

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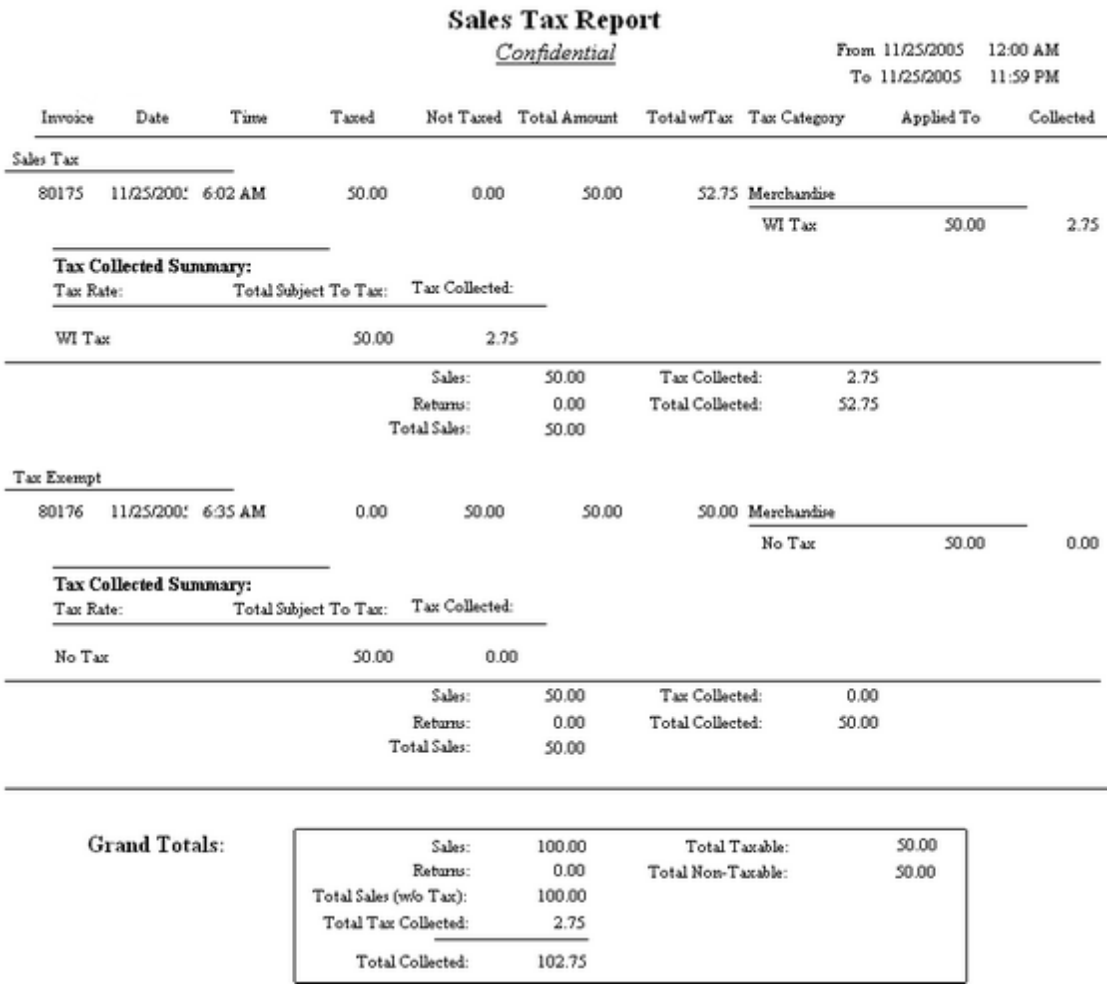

Sales Tax Report

Confidential

From 11/25/2005 12:00 AM
To 11/25/2005 11:59 PM

Invoice	Date	Time	Taxed	Not Taxed	Total Amount	Total w/Tax	Tax Category	Applied To	Collected
Sales Tax									
80175	11/25/200	6:02 AM	50.00	0.00	50.00	52.75	Merchandise		
							WI Tax	50.00	2.75

Tax Collected Summary:

Tax Rate:	Total Subject To Tax:	Tax Collected:
WI Tax	50.00	2.75

Sales:	50.00	Tax Collected:	2.75
Returns:	0.00	Total Collected:	52.75
Total Sales:	50.00		

Tax Exempt									
80176	11/25/200	6:35 AM	0.00	50.00	50.00	50.00	Merchandise		
							No Tax	50.00	0.00

Tax Collected Summary:

Tax Rate:	Total Subject To Tax:	Tax Collected:
No Tax	50.00	0.00

Sales:	50.00	Tax Collected:	0.00
Returns:	0.00	Total Collected:	50.00
Total Sales:	50.00		

Grand Totals:

Sales:	100.00	Total Taxable:	50.00
Returns:	0.00	Total Non-Taxable:	50.00
Total Sales (w/o Tax):	100.00		
Total Tax Collected:	2.75		
Total Collected:	102.75		

4.7.4.3.113 Service History

Prints all notes associated to the highlighted invoice. The report includes the service order number (at the end of the note title), the current invoice number, service order number, date and time of the note, employee sales ID and contents of each note.

Service History

Transactions: Invoice History: Service folder icon: Print History

Comment

The service module of POSitive allows technicians to create Work To Do, Work Done, and Internal Notes for each customer order.

If the same serialized product is service more than once, then all work done on the product is in this report.

Notes can be added even after the service order has been converted to an invoice.

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Service #: - an internal number designating the serialized product being worked on so that all notes for that item are grouped together.

Service History

Serial Number: PP987654
Description: ROBOTIC 2500

Invoice:	1178	Service #:	63		
1/19/200	11:41:16AM	Work To Do: #570		POS	clean and install new circuit board

Invoice:	1179	Service #:	63		
1/19/200	11:52:23AM	Work To Do: #571		POS	Upgrade memory chips
1/19/200	12:04:44PM	Work To Do: #571		POS	A new note for the serialized item made after the service order was completed and converted to an invoice.

4.7.4.3.114 Service Order

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Phone: 555-555-5555

Service Order: 542
11/30/2005 6:59PM
Date Due: 11/30/2005
Station: 1

Account: 3 Code: 3 By: POS
H: 509 444-4444 W: 509 444-4445 Page 1
Terms: NET10
Manager

Bill To:
Jane Johnson
2243 W. Cinnamon Drive
RICHLAND, WA 99352-1234

Ship To:
Ms. Jane Johnson
2243 W. Cinnamon Drive
RICHLAND, WA 99352
United States

Serial #: 12345
Description: PHONE
☐ Warranty Part
☐ Warranty Labo

Other Left: Training Video

Work To Do: 11/30/2005 6:59PM POS
Assemble and setup

SKU	Description	Quantity	B'Ordr	Price	Discount	Total	T
HTJ	HI-TEC JOYSTICK	1.00	0.00	38.33	0.00	38.33	Y
NIC-40-M	NICO P CABLE-10'-Coated	1.00	1.00	12.00	0.00	12.00	Y

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4.7.4.3.115 Service Pending List Report

Contact POSitive support for more information.

(see Order List Report 828)

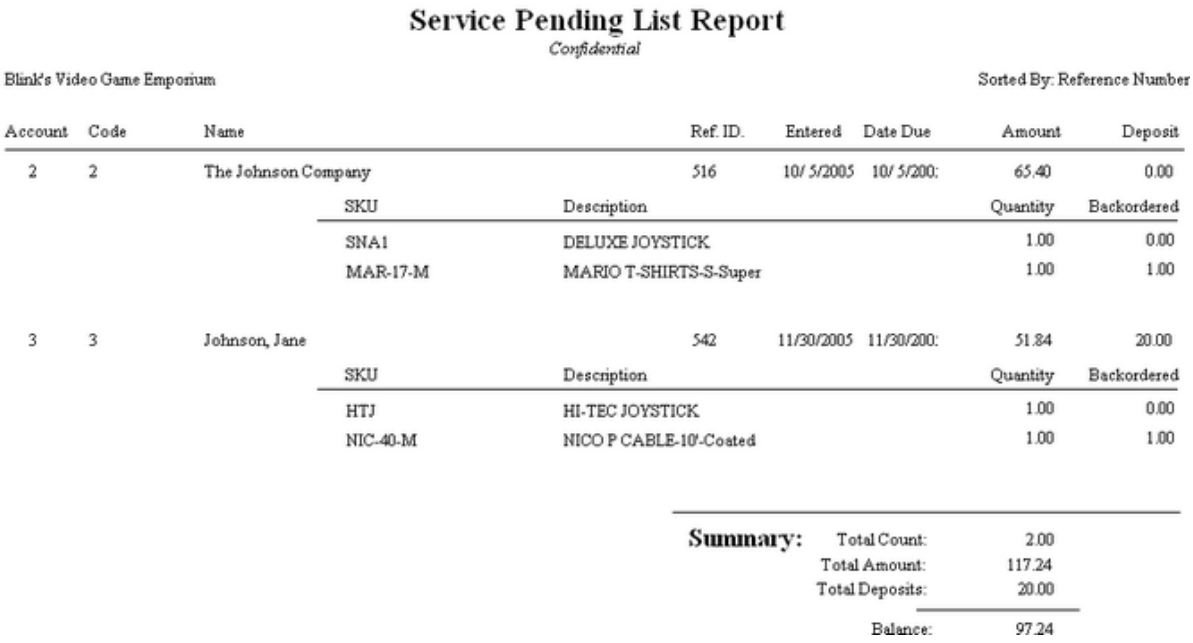
Service Pending List Report

Service Orders In Process: Print: Service Order Details

Service Orders In Process: Print: Service Order Summary

Service Order Details

Prints a multi-page list, sorted by service order number, of every pending order. It includes the customer name, account number, service order number, dates entered and due, amount due and current deposit amount as well as the inventory items on the order with SKU, Description, Quantity ordered and backordered. At the end of the report is a Summary of Total Count of Orders, Total Amounts, Total Deposits, and Total Balance Due.



Service Pending List Report

Confidential

Blink's Video Game Emporium — Sorted By: Reference Number

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
2	2	The Johnson Company	516	10/ 5/2005	10/ 5/200:	65.40	0.00

SKU	Description	Quantity	Backordered
SNA1	DELUXE JOYSTICK	1.00	0.00
MAR-17-M	MARIO T-SHIRTS-S-Super	1.00	1.00

Account	Code	Name	Ref. ID.	Entered	Date Due	Amount	Deposit
3	3	Johnson, Jane	542	11/30/2005	11/30/200:	51.84	20.00

SKU	Description	Quantity	Backordered
HTJ	HI-TEC JOYSTICK	1.00	0.00
NIC-40-M	NICO P CABLE-10'-Coated	1.00	1.00

Summary:		
	Total Count:	2.00
	Total Amount:	117.24
	Total Deposits:	20.00
	Balance:	97.24

4.7.4.3.116 Service Satus Report

A special report for pending service orders. Contact POSitive support for more information.

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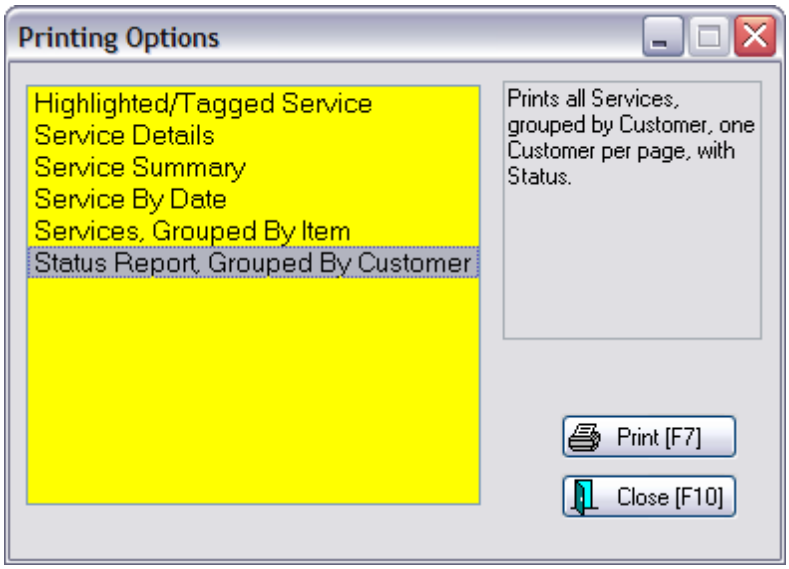

Status Report, Grouped By Customer -

This prints a separate page per Customer and lists all service orders pending for that customer.

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

555-555-5555

Service Status Report

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

H: 444-4444 W: 444-4445

Account: 3
Code: 3

Service # / Reference #	Received	Customer Name / Customer Phone	Item Description / Serial Number	Total w/o Tax
Waiting For Part				
542	11/30/05	SAME	PHONE 12345	50.33
		Work To Do: 11/30/2005 6:59 PM	POS	
			Assemble and setup	
Work Is Complete				
544	11/30/05	SAME	PHONE 12345	39.00
		Work To Do: 11/30/2005 8:15 PM	POS	
			Adjust the gap in the triggering mechanism.	

4.7.4.3.117 SKUs Not Found Report

When conducting a physical inventory count, new counts are listed and compared with old inventory counts and the difference between the counts is reported. When reconciling inventory counts, POSitive

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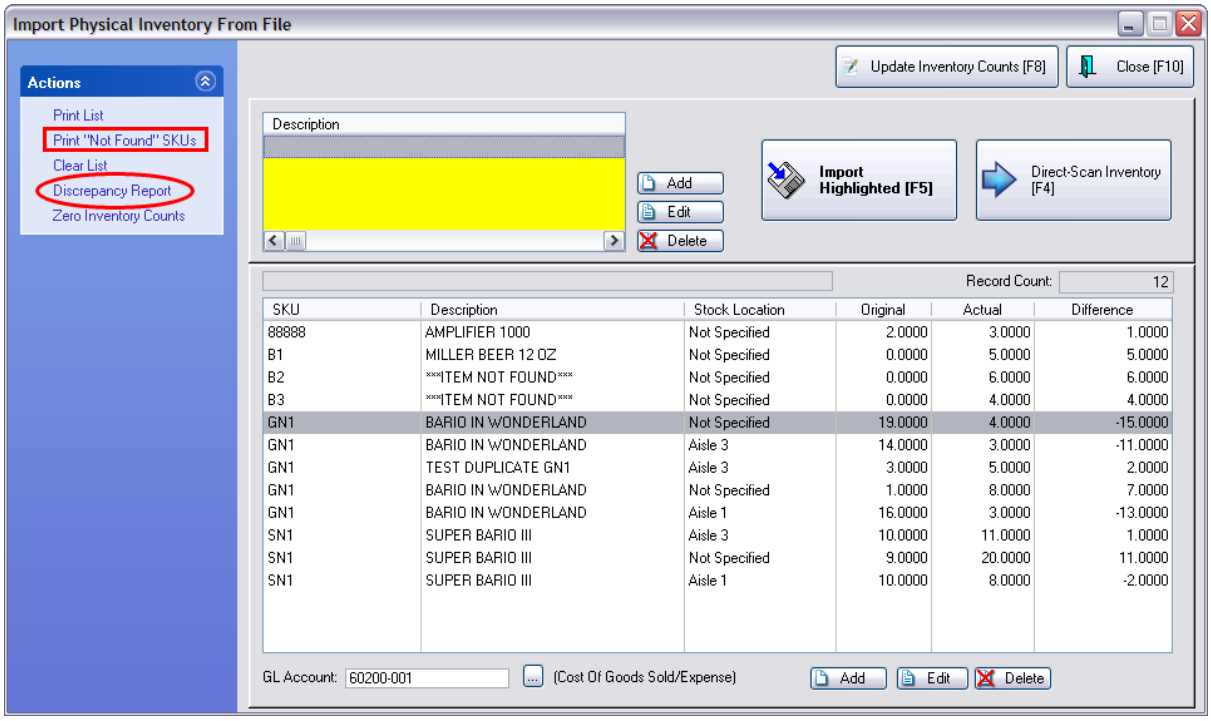
will report items which are not recognizable because the SKU does not exist in the Inventory List.

SKUs Not Found Report:

Inventory: Physical Inventory: Reconcile From File: Print "SKUs Not Found"



4.7.4.3.118 Stock Location Report

Alphabetically lists each shelf or bin's location and the inventory items assigned to that location. The inventory item's SKU, description and current stock count are included in the report. Use of a Query can filter the report output.

Stock Location Report:

Report Center: Inventory Reports: Stock Location Report: Run Report [F7] :

(see Sort Order 647)

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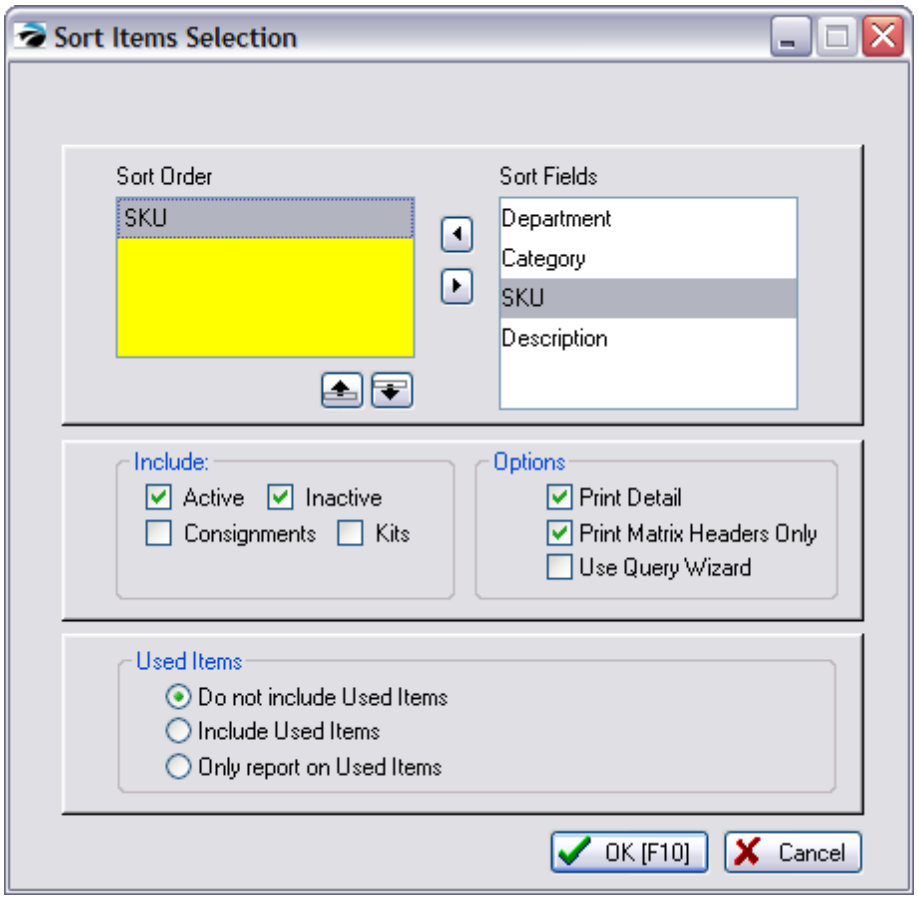

OPTION: **Use Query Wizard** to filter the list (see How To Use Queries 643)

The following fields are available for Query

- Bin Description
- Category
- Description
- In Stock Quantity
- Primary Vendor Name
- SKU

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Bin Location Report

Confidential

	SKU	Description	Type	Location Stock	Total Stock
Aisle 1					
	10106	FISKARS 9" POWER GEAR HEDGE S	Actv	0.00	4.00
	345	345 NYLON 1/4 ROPE	Actv	649.00	699.00
	GN1	BARIO IN WONDERLAND	Actv	9.00	5.00
	L	PART L	Actv	0.00	0.00
	SN1	SUPER BARIO III	Actv	0.00	2.00
Aisle 2					
	K	PART K	Actv	0.00	0.00
Aisle 3					
	028000010775	BABY RUTH	Actv	104.00	144.00
TRUCK 1					
	345	345 NYLON 1/4 ROPE	Actv	50.00	699.00
TSHIRT-HUT					
	GN1	BARIO IN WONDERLAND	Actv	0.00	5.00
WAREHOUSE 1					
	028000010775	BABY RUTH	Actv	40.00	144.00
	10106	FISKARS 9" POWER GEAR HEDGE S	Actv	4.00	4.00
	K	PART K	Actv	0.00	0.00
	SN1	SUPER BARIO III	Actv	2.00	2.00

Too Much Detail?

For a Bin Report it is suggested that the Sort Order options be minimal to avoid undue clutter in the report. Used inventory items can be included or be the whole purpose of the report.

If you leave Sort Order setup with Department and Category options you will see distracting information.

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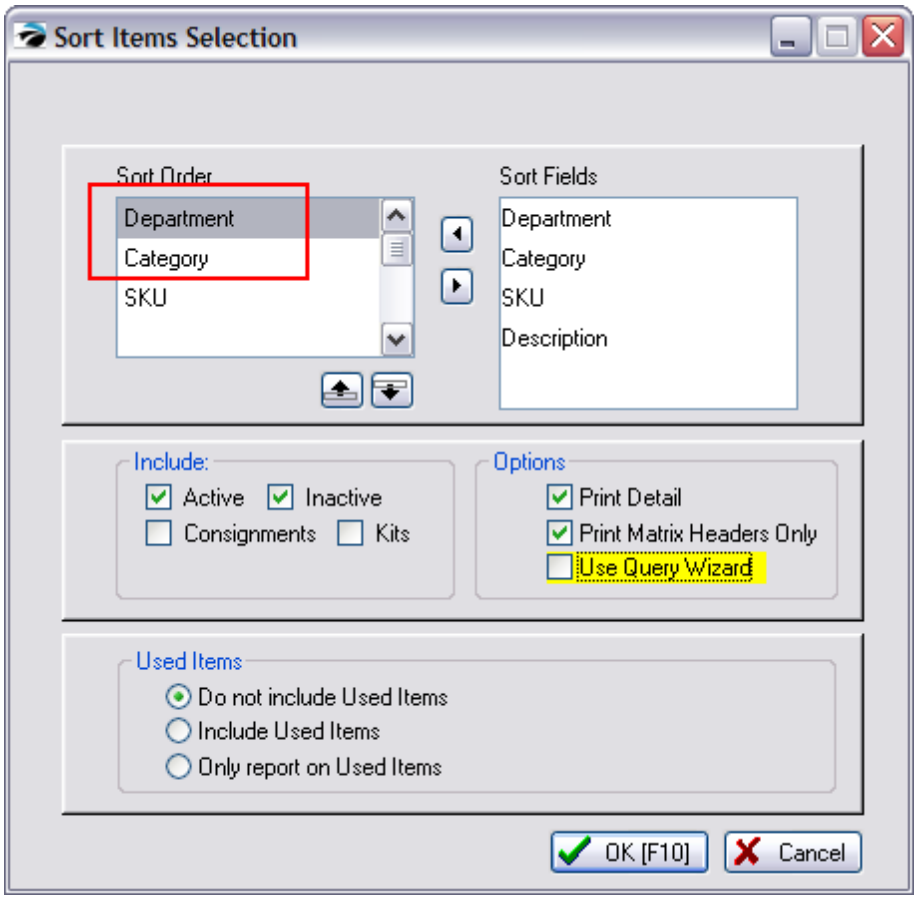

EXAMPLE with Department and Category defaults.

Bin Location Report

Confidential

SKU	Description	Type	Location Stock	Total Stock
Aisle 1				
Accessories				
Accessories				
345	345 NYLON 1/4 ROPE	Actv	648.00	698.00
Memory Cards				
10106	FISKARS 9" POWER GEAR HEDGE S	Actv	0.00	4.00
Admin				
Taxable Item				
L	PART L	Actv	0.00	0.00
Games				
Gametoy Games				
GN1	BARIO IN WONDERLAND	Actv	9.00	6.00
Wintendo Games				
SN1	SUPER BARIO III	Actv	0.00	2.00
Aisle 2				

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4.7.4.3.119 Store Credits List

List all store credits still active. The report includes customer name, account number and lookup code and credit amount with a grand total credits outstanding.

Store Credits List

Report Center: AR Reports: Store Credits Report: Run Report [F7]

Store Credits List
Confidential

Account	Code	Name	Credit
4	4 LP	Dunkin, Dan	34.59
5	5	Smith, Mary	187.50
7	7	Tew, Paul	18.98
8	532	Threa, Paul	160.00
		Total Credits Outstanding:	**401.07**

4.7.4.3.120 Summary Of Tender Report

Lists one or more tender types for any date range. Available tender types are cash, check, credit card (s), debit card, finance company, store account, store credits used, and gift certificates redeemed. A summary report includes each selected tender type, total amount and percentage of grand total collected. The detailed report shows transaction date, invoice or reference number, customer name, amount, transaction type.

Summary Of Tender Report

Report Center: Management Reports: Tender History Summary: Run Report [F7]:

Options

- Date Range See (Date Range 638)
- Station Selection
- Tender Type Selection
- Print Summary Only
- Print Summary Without Detail

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- Print Summary With Detail

SUMMARY ONLY

Summary Of Tender Report

Confidential

From: 8/01/2010 12:00 AM
To: 8/31/2010 11:59 PM

Summary: All Tender

Cash	1,255.52	83.70 %
Check	113.90	7.59 %
Gift Cert. Redeemed	-15.57	-1.04 %
Store Account	110.57	7.37 %
Visa	35.57	2.37 %

Total Collected: 1,499.99

SUMMARY PRINT WITHOUT DETAIL

Summary Of Tender Report

Confidential

Blink's Video Game Emporium

From: 8/01/2010 12:00 AM
To: 8/31/2010 11:59 PM

Station: 1

Cash	1,013.59	83.90 %
Check	63.90	5.29 %
Gift Cert. Redeemed	-15.57	-1.29 %
Store Account	110.57	9.15 %
Visa	35.57	2.94 %

Station: 2

Cash	134.98	72.97 %
Check	50.00	27.03 %

Station: 3

Cash	106.95	57.82 %

Summary: All Tender

Cash	1,255.52	83.70 %
Check	113.90	7.59 %
Gift Cert. Redeemed	-15.57	-1.04 %
Store Account	110.57	7.37 %
Visa	35.57	2.37 %

Total Collected: 1,499.99

SUMMARY PRINT DETAIL (page 2 only)

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Summary Of Tender Report

Confidential

Blink's Video Game Emporium

From: 8/01/2010 12:00 AM
To: 8/31/2010 11:59 PM

Date	Reference	Account	Name	Amount	Purpose
Station: 2					
Cash					
8/11/2010	31	118	Smith, Mary	134.98	AR Payment
				134.98	72.97%
Check					
8/10/2010	27	115	Dunkin, Dan	50.00	AR Payment
				50.00	27.03%
Station: 3					
Cash					
8/11/2010	35	122	Tew, Paul	80.00	AR Payment
8/12/2010	1265	130	Not On File	26.95	Invoice
				106.95	57.82%

Summary: All Tender

Cash	1,255.52	83.70 %
Check	113.90	7.59 %
Gift Cert. Redeemed	-15.57	-1.04 %
Store Account	110.57	7.37 %
Visa	35.57	2.37 %

Total Collected: 1,499.99

4.7.4.3.121 Uncollectable Debts Report

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

Uncollectable Debts Report:

Accounting: AR Reports: Uncollectable Debts: : : Date

(see Date Range 638)

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Uncollectable Debts Report

Confidential

From: 1/01/2010
To: 12/31/2010

Account	Lookup Code	Description	Date	Amount
3	3	Johnson, Jane	3/23/10	53.90
			Total:	53.90

4.7.4.3.122 Unpaid Commissions Report

Commissions earned by employees but which have not yet been processed to pay are listed. Included in this report is the employee sales ID, invoice number, customer name, date of sale, SKU, description, quantity sold, amount of sale, commission percentage, commission earned, fixed commission amount and extended total to be paid. Return invoices will deduct commissions. Not all commissions earned will necessarily be paid at this time, so a Total to Pay can be different than the Total Commissions.

Unpaid Commissions Report

Management: Commission Processing: Sales Commission Posting: Print [F7]

UnPaid Commissions Report

Confidential

Blink's Video Game Emporium

For: B4 Bob Internet Sales

Invoice	Customer Name	Date	SKU	Description	Qnty	Amount	Comm%	Comm.	Fixed Comm.	To Pay
1193	Quick Sale	7/08/2010	GN1	BARIO IN WONDERLAND	1.00	14.85	10.00	1.49	0.00	0.00
1195	Dan Dunkin	7/08/2010	GN1	BARIO IN WONDERLAND	1.00	14.85	10.00	1.49	0.00	0.00
					Total Commissions:			2.97		
									Total To Pay:	0.00

4.7.4.3.123 Unpaid Consignments Report

Lists the sale of all consignment items, the consignor's name and amount to be paid to the consignor, with a grand total at the end of the report. Included is the date of sale, invoice number, SKU and description and quantity of the item sold. The paid value will always be zero unless the item is tagged to be paid.

Comment - If the Accounts Receivable module of POSitive is installed, the consignor's portion of the sale is automatically added as a store credit in accounts receivable and can be used for purchases without having to write a consignment check.

Unpaid Consignments Report

* Management: Consignments: Print List [F7]

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Unpaid Consignments Report

Confidential

Date	Invoice	SKU	Description	Quantity	Amount	Paid
8/17/2010	1270	Smith, Mary A5-210	Country Time Quilt A5	1.00	187.50	0.00
8/17/2010	1270	Threa, Paul A8-100	Forest Glen - A8	1.00	160.00	0.00
			Totals:	2.00	347.50	0.00

4.7.4.3.124 Used Inventory Report

By selecting the option to report only on Used Items, the detailed valuation report includes SKU, description, type, quantity in stock, average cost, total cost, date received, time received, customer name, condition of item, and grand totals of stock and cost.

Used Inventory Valuation Report:

Inventory: Inventory Reports: Inventory Valuation: Sort Items Screen:

Be sure to activate Include "Active/Inactive/Consignments" as needed

Under Used Items choose either "Include Used Items" or "Only Report On Used Items"

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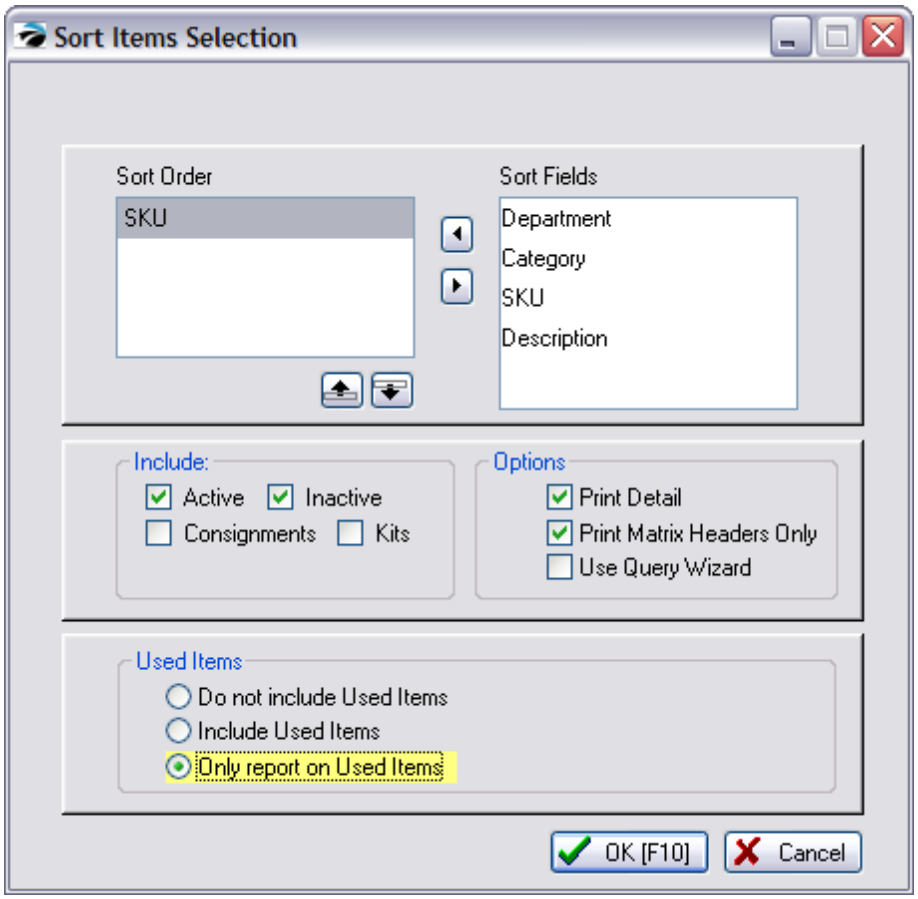

Inventory Valuation Report

Confidential

SKU	Description	Type	Stock	Average Cost	Total Cost
BB1	BUGS BUNNY 1	USED	1.00	7.00	7.00
2/17/2010 4:31 PM	Cash Sale		Fair		7.00
	Used Totals:		**1.0000**		**7.00**

4.7.4.3.125 Vendor AP History Report

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

Vendor AP History Report

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* Report Center: AP Reports: AP History Report

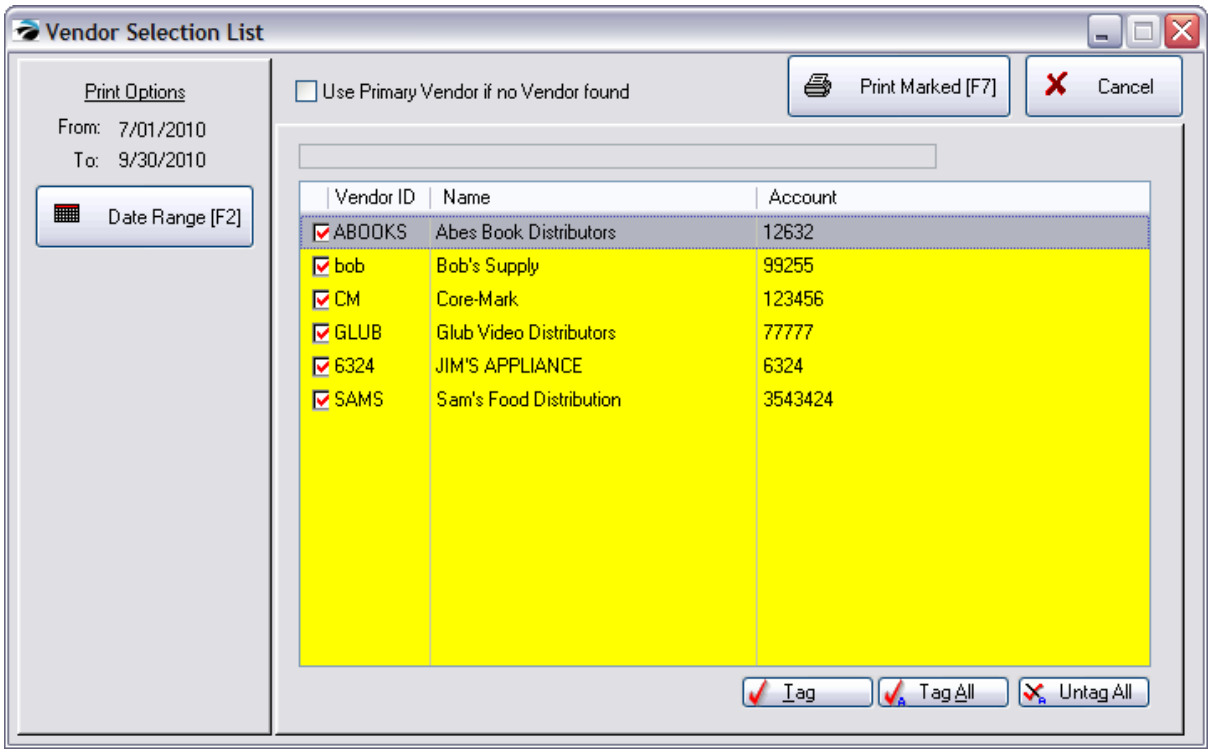
OPTIONS

Select Date Range 638

Select Vendors

Use Primary Vendor If No Vendor Found

Vendor Selection List



SEPARATE PAGE PER VENDOR

Vendor AP History Report

Confidential

Vendor: Abes Book Distributors
Account: 12632

From: 1/01/2010
To: 12/31/2010

Vendor Invoice	Invoice Date	Date Due	Amount	Discount	Date Paid	Amount Paid
4444	4/19/2010	5/09/2010	327.00	0.00	4/19/2010	327.00
5234	5/04/2010	5/24/2010	84.00	0.00	7/19/2010	84.00
123456	5/28/2010	6/17/2010	22.31	0.00	7/20/2010	22.31
					Total Paid:	**433.31**

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4.7.4.3.126 Vendor Detail

Information about a specific vendor includes vendor name, address, phone numbers, your account number with the vendor, terms or payment, default shipping method, your credit limit with the vendor, Also shows when you first dealt with the vendor, last purchase date, and date of last payment to the vendor.

Vendor Detail:

* Vendors: Highlight Vendor: Print Selected [F7]

Vendor Detail

Confidential

Account: 77777
Glub Video Distributors
3333 West 33rd

Richland, WA

Terms: NET20	Phone: 777-7777	Became Vendor: 4/04/2006
Default Shipping: UPS GROUND	Fax: 888-8888	Last Purchase: 7/28/2010
Credit Limit: 10000.00		Last Payment: / /

4.7.4.3.127 Vendor Inventory Sales History

After selecting a date range and vendors and departments and categories to be included, the report includes vendor ID, SKU, Description, Quantity: received, sold to date, on hand, over/under, on order, sold per month, Item cost, on hand valuation, total profit for the time period, and a summation of sales per department and category.

Vendor Sales Report By Department

* Report Center: Vendors Report: Vendor Sales History: Run Report [F7]

OPTIONS

Select Date Range (Date Range 638)

Select Vendors

Select Departments and Categories

Sort By SKU or Description

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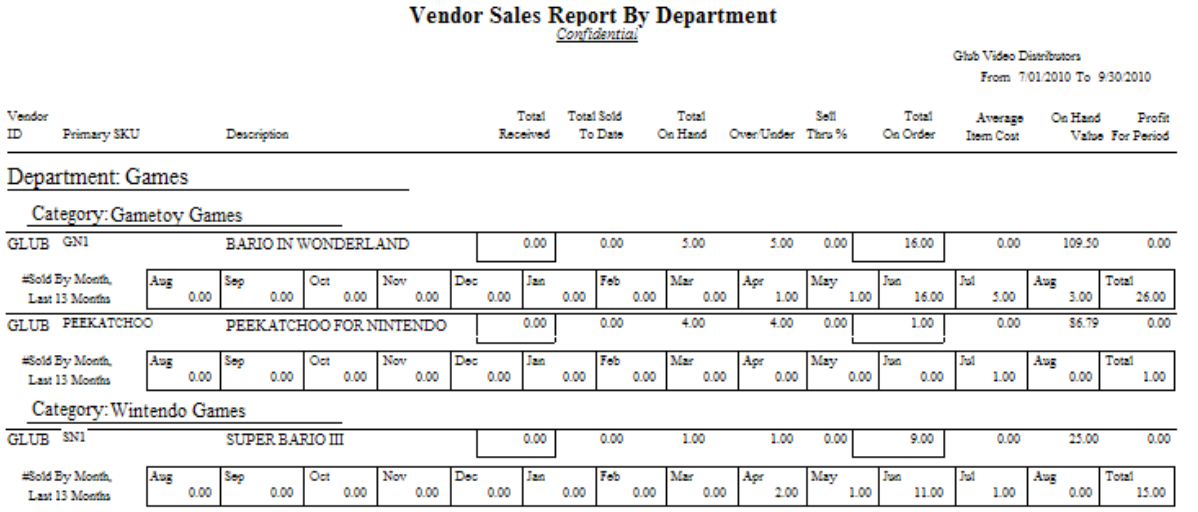
Print Purchase Detail

Print Sales Detail

Group Matrix Items

If No PO Found, Include In Report If Primary Vendor Matches

SEPARATE PAGE PER DEPARTMENT



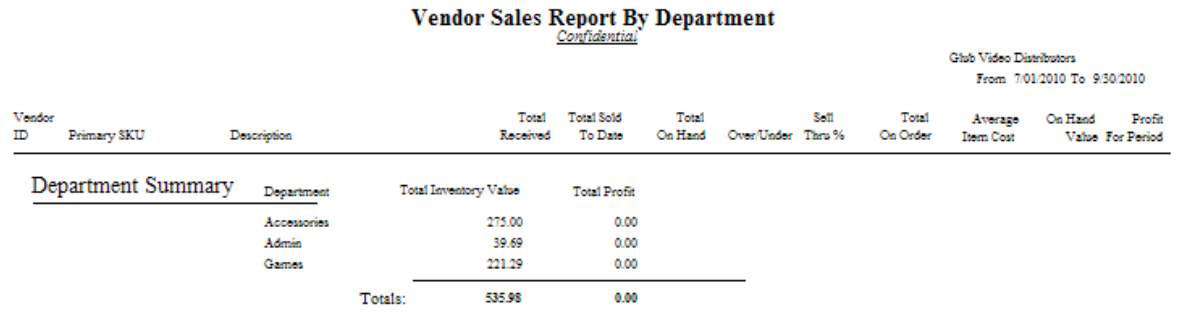
Vendor Sales Report By Department

Confidential

Glub Video Distributors
From 7/01/2010 To 9/30/2010

Vendor ID	Primary SKU	Description	Total Received	Total Sold To Date	Total On Hand	Over/Under	Sell Thru %	Total On Order	Average Item Cost	On Hand Value	Profit For Period
Department: Games											
Category: Gametoy Games											
GLUB	GN1	BARIO IN WONDERLAND	0.00	0.00	5.00	5.00	0.00	16.00	0.00	109.50	0.00
#Sold By Month, Last 13 Months	Aug 0.00	Sep 0.00	Oct 0.00	Nov 0.00	Dec 0.00	Jan 0.00	Feb 0.00	Mar 0.00	Apr 1.00	May 1.00	Jun 16.00	Jul 5.00	Aug 3.00	Total 26.00
GLUB	PEEKATCHOO	PEEKATCHOO FOR NINTENDO	0.00	0.00	4.00	4.00	0.00	1.00	0.00	86.79	0.00
#Sold By Month, Last 13 Months	Aug 0.00	Sep 0.00	Oct 0.00	Nov 0.00	Dec 0.00	Jan 0.00	Feb 0.00	Mar 0.00	Apr 0.00	May 0.00	Jun 0.00	Jul 1.00	Aug 0.00	Total 1.00
Category: Wintendo Games											
GLUB	SN1	SUPER BARIO III	0.00	0.00	1.00	1.00	0.00	9.00	0.00	25.00	0.00
#Sold By Month, Last 13 Months	Aug 0.00	Sep 0.00	Oct 0.00	Nov 0.00	Dec 0.00	Jan 0.00	Feb 0.00	Mar 0.00	Apr 2.00	May 1.00	Jun 11.00	Jul 1.00	Aug 0.00	Total 15.00

SUMMARY ON LAST PAGE



Vendor Sales Report By Department

Confidential

Glub Video Distributors
From 7/01/2010 To 9/30/2010

Vendor ID	Primary SKU	Description	Total Received	Total Sold To Date	Total On Hand	Over/Under	Sell Thru %	Total On Order	Average Item Cost	On Hand Value	Profit For Period

Department Summary

Department	Total Inventory Value	Total Profit
Accessories	275.00	0.00
Admin	39.69	0.00
Games	221.29	0.00
Totals:	535.98	0.00

4.7.4.3.128 Vendor Inventory Sales Summary

After selection of date range and vendors to be included, the report groups inventory sold by vendor name, shows vendor SKU, item SKU, description, quantity sold during the time period, average cost, current stock on hand quantity, selling price (price 1 only), number of units on order, and date last sold.

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Vendor Sales Summary Report

* Report Center: Vendor Reports: Vendor Inventory Sales Summary: Run Report [F7]:

OPTIONS

See (Date Range 638)

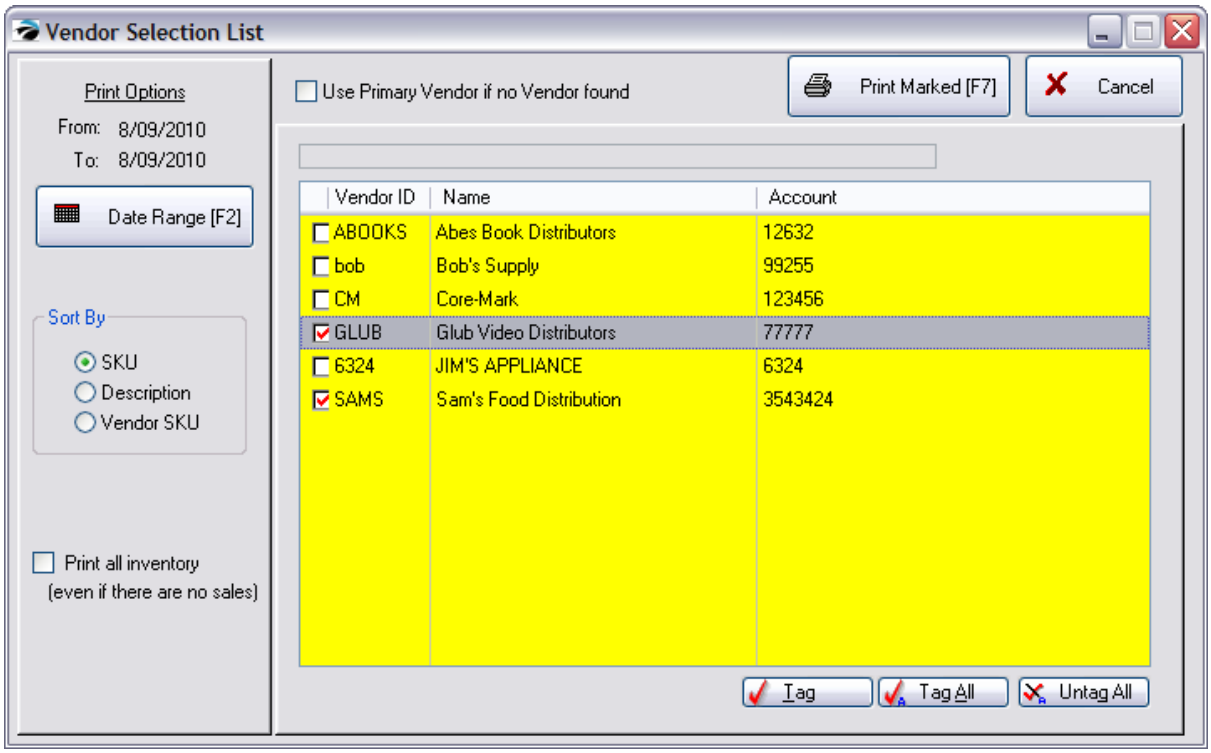
Choose which vendors to include

Sort By - SKU, Description, or Vendor SKU

Print All Inventory (Even If There Are No Sales)

Use Primary Vendor If No Vendor Found - if an item was sold before purchase orders were used, then assign the item to the current primary vendor.

Vendor Selection List



ONLY SOLD ITEMS

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Vendor Sales Summary Report

Confidential

From: 7/01/2010
To: 9/30/2010

Blink's Video Game Emporium

Vendor SKU	Item SKU	Description	Qnty Sold	Average Cost	On Hand	Price	On Order	Last Sold
Glub Video Distributors								
GN1	GN1	BARIO IN WONDERLAND	9.0000	21.1667	6.0000	33.0000	16.0000	8/06/2010
PEEKATCHOO	PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.0000	19.0000	4.0000	25.3300	1.0000	7/08/2010
SN1	SN1	SUPER BARIO III	1.0000	23.3342	1.0000	50.0000	9.0000	7/06/2010
SNA1	SNA1	DELUXE JOYSTICK	3.0000	25.0000	4.0000	45.0000	5.0000	7/08/2010

INCLUDE ITEMS WITH NO SALES

Vendor Sales Summary Report

Confidential

From: 7/01/2010
To: 9/30/2010

Blink's Video Game Emporium

Vendor SKU	Item SKU	Description	Qnty Sold	Average Cost	On Hand	Price	On Order	Last Sold
Glub Video Distributors								
300450488244	300450488244	TYLENOL XS RAPID RELEASE GEL	0.0000	0.0000	24.0000	3.0000	0.0000	/ /
COMP1	COMP1	MIGHTY HARD DRIVE 80GB	0.0000	0.0000	5.0000	70.0000	0.0000	/ /
GN1	GN1	BARIO IN WONDERLAND	9.0000	21.1667	6.0000	33.0000	16.0000	8/06/2010
MAR-19-M	MAR-19-M	MARIO T-SHIRTS-S-Luigi	0.0000	0.0000	0.0000	19.0000	0.0000	/ /
MARIOSHIRT	MARIOSHIRT	MARIO T-SHIRTS	0.0000	0.0000	0.0000	25.0000	0.0000	/ /
PEEKATCHOO	PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.0000	19.0000	4.0000	25.3300	1.0000	7/08/2010
SN1	SN1	SUPER BARIO III	1.0000	23.3342	1.0000	50.0000	9.0000	7/06/2010
SNA1	SNA1	DELUXE JOYSTICK	3.0000	25.0000	4.0000	45.0000	5.0000	7/08/2010

4.7.4.3.129 Vendor Stock Valuation Report

The report groups inventory by vendor, lists the vendor SKU, item SKU, description, stock count, average cost, and an extended total cost of the item. On the last page is a Vendor Summary which totals all items per vendor. The detailed report includes date the item was received from vendor, quantity received, current stock and cost of line item.

Vendor Stock Valuation Report

* Report Center: Vendor Reports: Vendor Stock Valuation Report: Run Report [F7]

OPTIONS

Choose which vendors to include

Sort By - SKU, Description, or Vendor SKU

Print Detail

Use Primary Vendor If No Vendor Found - if an item was sold before purchase orders were used, then assign the item to the current primary vendor.

Vendor Selection List

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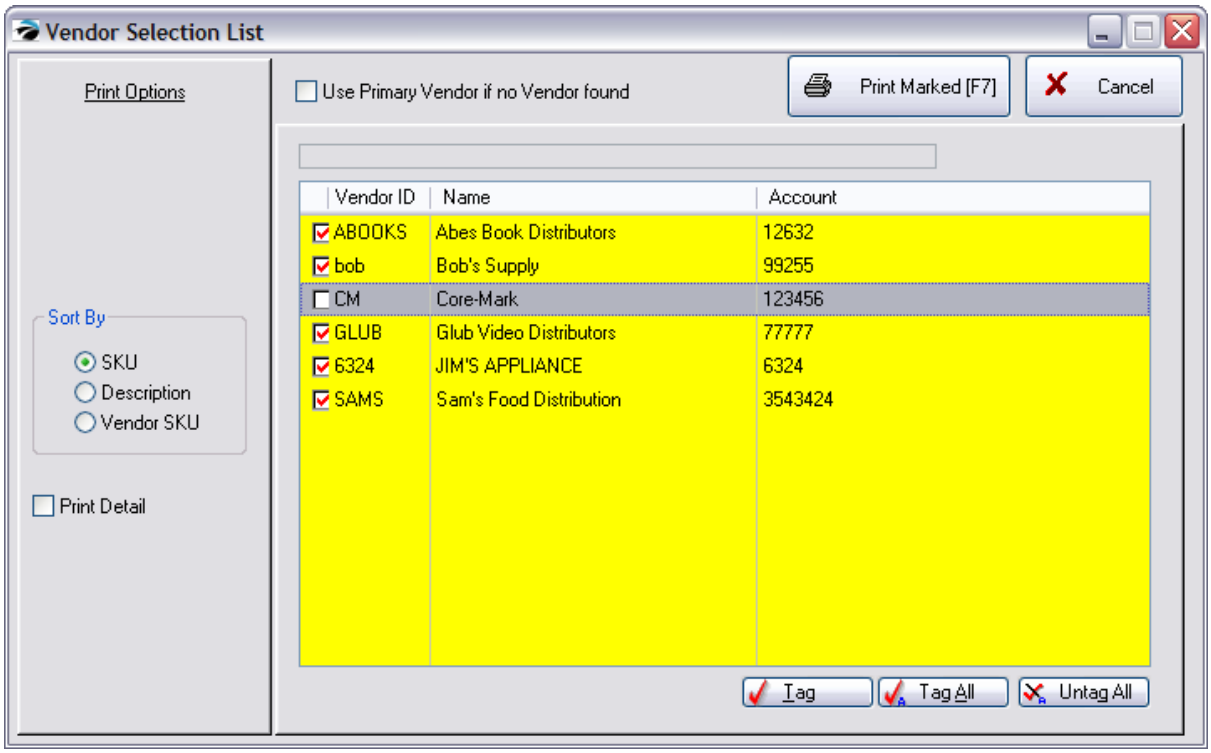

WITHOUT DETAIL

Vendor Stock Valuation Report

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Vendor SKU	Item SKU	Description	Stock	Average Cost	Total Cost
Glub Video Distributors					
300450488244	300450488244	TYLENOL XS RAPID RELEASE GELS	24.0000	1.0417	25.0008
COMP1	COMP1	MIGHTY HARD DRIVE 80GB	5.0000	35.0000	175.0000
GN1	GN1	BARIO IN WONDERLAND	5.0000	17.9003	89.5015
PEEKATCHOO	PEEKATCHOO	PEEKATCHOO FOR NINTENDO	4.0000	21.6986	86.7942
SN1	SN1	SUPER BARIO III	1.0000	25.0000	25.0000
SNA1	SNA1	DELUXE JOYSTICK	4.0000	25.0000	100.0000
Sam's Food Distribution					
CAN7UP	CAN7UP	7-UP CAN	24.0000	0.2000	4.8000
SCARF	SCARF	PURPLE SCARF	2.0000	5.0000	10.0000
TAB	TAB	TAB COLA	24.0000	0.2000	4.8000

LAST PAGE SUMMARY

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Vendor Stock Valuation Report

Confidential

Vendor SKU	Item SKU	Description	Stock	Average Cost	Total Cost

Vendor Summary

Vendor Name	Total Stock	Total Cost	Last Date Purchased
Glub Video Distributors	43.0000	501.2965	7/28/2010
Sam's Food Distribution	50.0000	19.6000	4/04/2006

WITH PRINT DETAIL

Vendor Stock Valuation Report

Confidential

Vendor SKU	Item SKU	Description	Stock	Average Cost	Total Cost
Glub Video Distributors					
300450488244	300450488244	TYLENOL XS RAPID RELEASE GELS	24.0000	1.0417	25.0008
		Received / Qnty.Recvd. / Current Stk. / Cost			
		7/28/2010 / 1.0000 / 24.0000 / 1.0417			
COMP1	COMP1	MIGHTY HARD DRIVE 80GB	5.0000	35.0000	175.0000
		Received / Qnty.Recvd. / Current Stk. / Cost			
		5/07/2010 / 5.0000 / 5.0000 / 35.0000			
GN1	GN1	BARIO IN WONDERLAND	5.0000	17.9003	89.5015
		Received / Qnty.Recvd. / Current Stk. / Cost			
		5/28/2010 / 5.0000 / 3.0000 / 16.0005			
		7/08/2010 / 10.0000 / 1.0000 / 16.5000			
		7/28/2010 / 6.0000 / 1.0000 / 25.0000			

4.7.4.3.130 Zip Code - Profit Report

Lists zip codes and city name with number of invoice per zip code, total sale amounts, profit and markup per date range period. Totals are at the bottom of the report.

Items Sorted By....:

Report Center: Sales Reports: Items Sorted: Run Report [F7] Options Zip Code

(see Items Sorted By 817)

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Profit Report - Sorted By Zip Code

Confidential

Blink's Video Game Emporium
From 1/01/2010 To 12/31/2010

Zip Code	Location	State	Quantity	Price	Profit	Markup
N/A	Not Available		49.00	1,660.98	660.60	39.77
99352	Richland	WA	42.00	942.04	455.68	48.37
99301	Pasco	WA	13.00	244.69	55.69	22.76
		Totals:	104.00	2,847.71	1,171.97	

4.7.4.4 Report Writer Options

Some reports are best when options are applied and you may be prompted to stipulate which options you'd like before the report is printed.

Example of Prompts:

- Prompt for a Date
  - Date Only
  - Date Range
  - Date / Time Range
- Choose a Customer
- Choose a Vendor
- Choose an Inventory Item
- Choose Employee(s)
- Choose Department / Category

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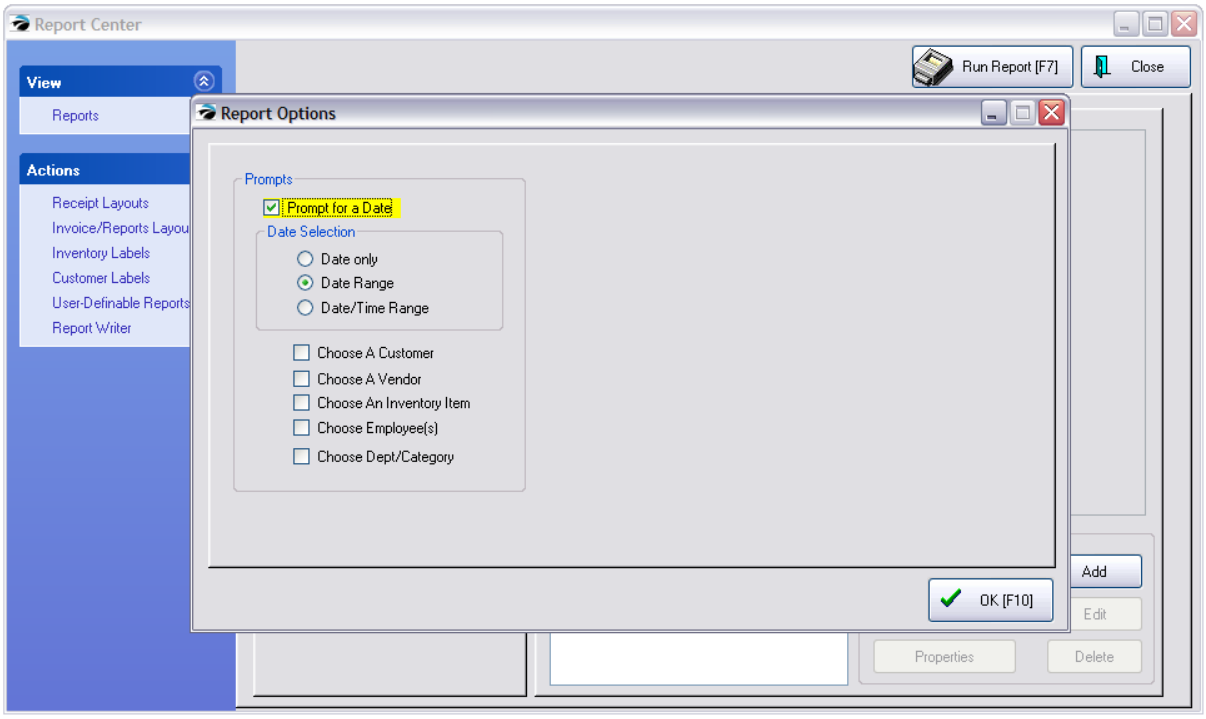
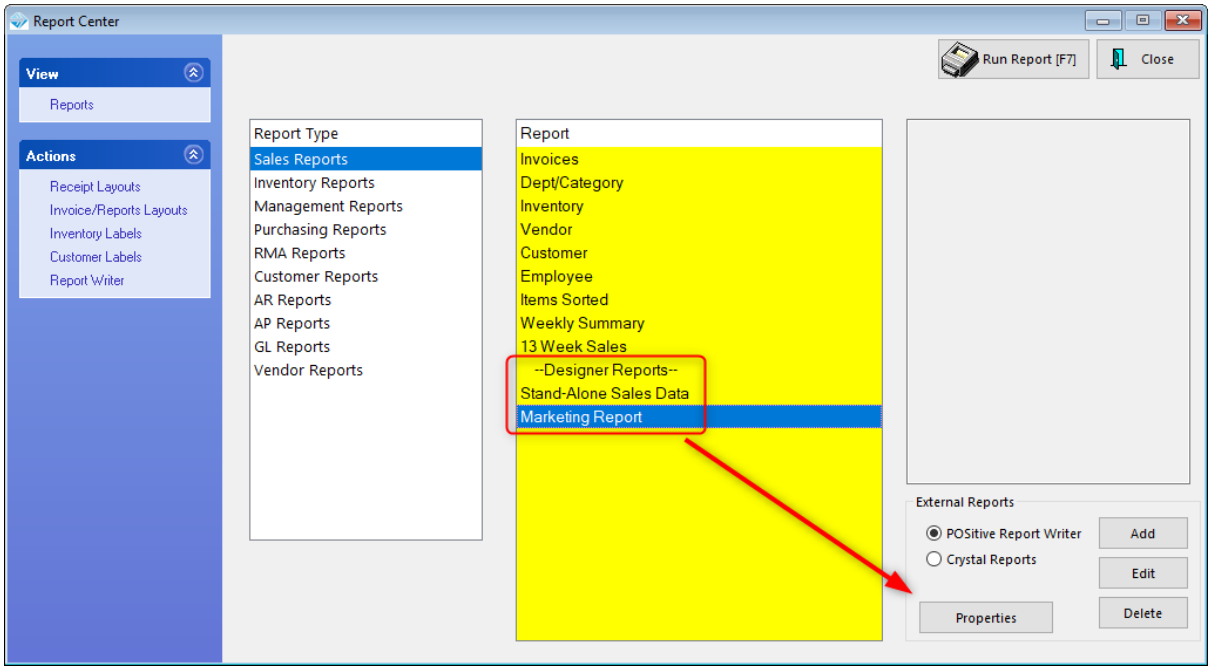


Report Writer Reports Employee Access

One of the advantages of using Report Writer reports is you may control employee access. In the Report Center, Report Writer reports are listed under Designer Reports. Select a report and click on Properties.



If the Employees/Security Groups list is blank, all employees will have access to the report. Adding employees or security groups will then limit access to list members. You may also control what may be

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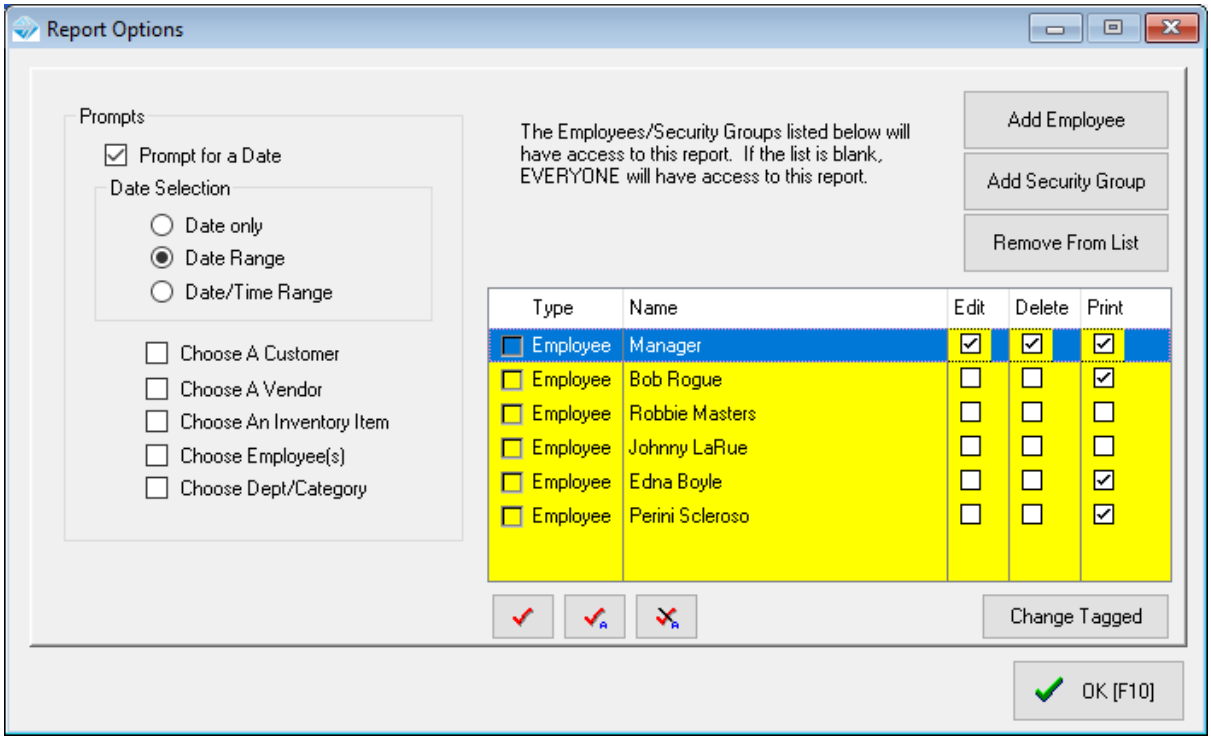
done with the report. For example, a Manager may be able to Edit, Delete or Print the report, while other list members may only Print.



By the way, the Prompts on the left are legacy features and are now built-in as part of the report and do not need to be selected here.

5 Key Concepts

This section presents key ideas and principles which are important to know.

5.1 Transactions

Creating an invoice is so simple you will be able to figure out most of it on your own. Here are some additional tips and explanations.

5.1.1 Sales Invoices

Selling products and services is a simple process, but some advanced planning will give you greater functionality.

Click here to watch our Sales Process video.

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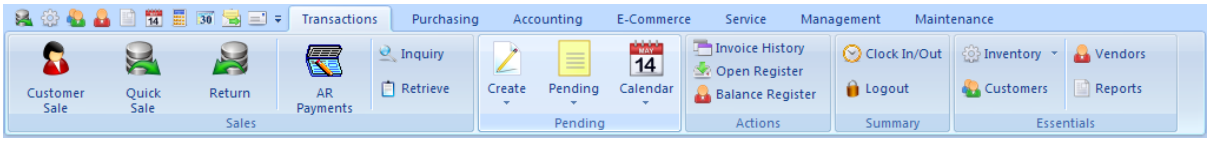
1) Open an Invoice screen.

From the Transactions master menu, choose the Customer Sale or Quick Sale button.



- Differences Between Quick Sale and Customer Sale

  Quick Sale Invoice

  - extremely simple to create and process:

    1) list the items to be purchased,
    2) take payment, print a receipt, and
    3) make change.

  - no need to ask customer for personal information

  Customer Sale Invoice

  Customer Sale invoices are just as easy, but first you select the customer by name, phone number, or account number. Then you have enhanced services beyond just invoices: options like layaways, special orders, service orders and quotes, purchase histories, preferential pricing, rewards programs, contract pricing, store accounts and credit options, specialized mailings, e-mail marketing, tax exemptions and more.

- Advanced Planning - Do You Know Your Invoicing Screen Options?

  There are three invoice screen designs to choose from: Invoice, Register and Touch Screen. (see Invoicing Screen Choices 895)

  As part of the workstation setup process, you will choose between Invoice or Register style. Here you will also determine which printer and printer form will be used for the sales receipt. There are also some important settings which control how employees will access and use the invoicing screen. (see Station Settings 201)

  The Touch Screen operates very differently and hides all other features of POSitive.to eliminate distractions from making sales. There are additional design and setup requirements, but once made, the Touch Screen works very well on a per station basis. (see Touch Screen)

Choosing Quick Sale creates an invoice without any customer name.

Choosing Customer Sale opens a list of customers from which you select (or first add) a customer.

- Advanced Planning - Not All Customers Pay The Same Price

  POSitive.supports up to six price levels. It is entirely up to you to decide, but typically, Quick Sale invoices charge the highest price and Customer Sale invoices a discounted price. See System Setup: Inventory: Pricing to create up to six different price levels.. Assigning a price level to a customer is done on a per customer basis or can be done with the use of Customer Categories.

This opens a blank sales screen.

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2) Add products and services to the invoice.

Products are added using a barcode scanner, by manually typing a product SKU, or by opening a list of inventory and choosing the desired item. Once the item is on the invoice, the quantity, selling price, and discount percentage can be changed.

Continue to add products to the invoice until all items to be purchased are listed.

Advanced Planning: Employee security settings control how much liberty an employee has in making changes to the items on the invoice.

4) Tender the invoice taking payment by cash, check, credit card.

Choose the Tender button, or press F10 on the keyboard. You may be prompted for more information about the customer, but eventually you will determine how payment is to be made. Highlight the payment type, press Enter, and fill in the amount if you are given more than the total charges.

Advanced Planning: Credit card processing needs to be activated before selection of credit card as a payment type.

5) Print the invoice for the customer.

After entering enough monies in payment, POSitive will print the invoice, display change to be given the customer and the invoice closed. POSitive is then ready to repeat the process.

Advanced Planning: Printer(s), cash drawer, and pole display need to be connected and tested prior to invoicing. This is done through Station Settings.

Invoice History

Once the invoice has been created and processed, a re-print copy of the invoice is accessible through Invoice History. (see Invoice History 927)

5.1.1.1 Invoicing Screen Choices

When creating an invoice or layaway or order, the sales clerk will work with one of three (3) invoicing screens. There are two standard screens called Invoice and Register and a third choice which is a fully customizable touchscreen layout.

By default, the Register style screen is activated when you first create your company in POSitive.

Screen choices are made at a workstation level. This allows some workstations to use one style of screen and others to use a different style.

Station Setup

To make changes in invoicing style go to Maintenance: Station Manager: and edit your workstation. Choose Transactions menu under General and the Transactions tab to the right. The Register Style is set by default.

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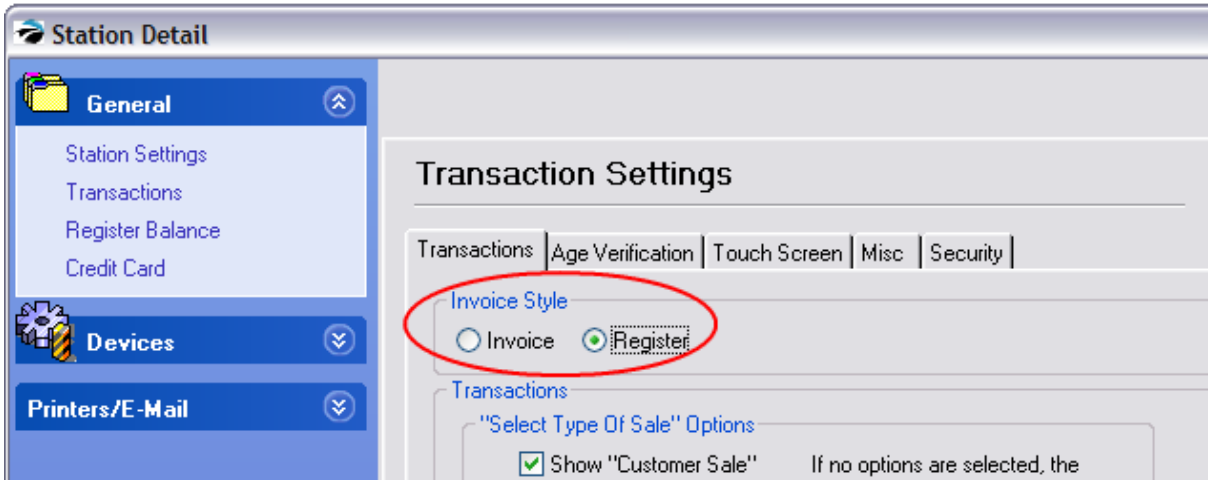

General Layout - Register Style

The Register Style layout is designed for general merchandise sales. It is assumed that changes to pricing and discounts will be minimal, that splitting commissions and changing Sales ID are not typical practices. This screen is simple in it's layout and function.

A) Once set for the workstation, this screen will be used for ALL types of invoicing transactions: Invoice, Layaway, Order, Service Order, Web (Internet) Order, Quote, Recurring Invoice, and Contract Pricing.

B) The ESCape key will open a menu of additional options.

C) The customer information is readily visible.

D) Line items are edited using the array of Invoice Buttons; highlight the item and select the appropriate button. This set of buttons is customizable.

E) Adding a product is done by scanning or typing a SKU in the yellow field, or by pressing the Locate Item or INSert key to see a listing of inventory.

F) An "invoice" can be temporarily suspended and recalled by any station on the network as a means of cutting down long lines.

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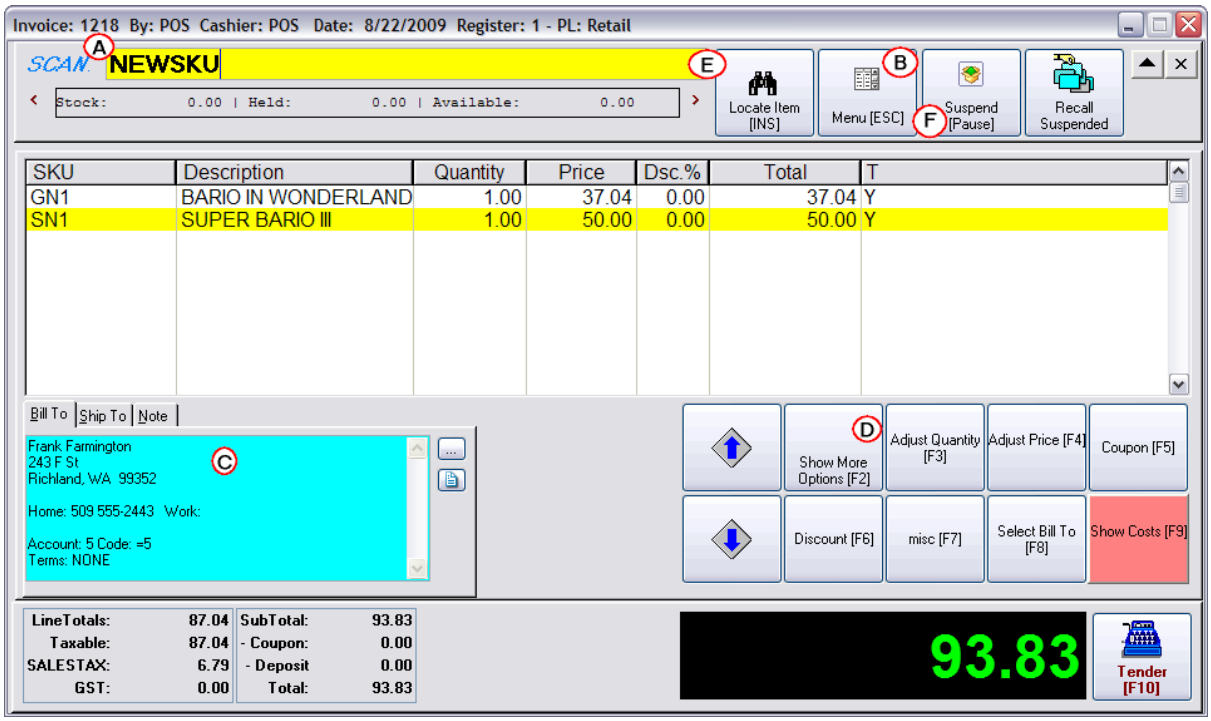

General Layout - Invoice Style

Unlike the Register style screen which is activated by default when you install POSitive, this classic Invoice Layout is enhanced to make editing easier. It also supports grouping items into sections.

A) Once set for the workstation, this screen will be used for ALL types of invoicing transactions: Invoice, Layaway, Order, Service Order, Web (Internet) Order, Quote, Recurring Invoice, and Contract Pricing.

B) The far left displays advanced menus which are always visible and readily accessible. (In Register style screen you choose from the ESC Menu each time.) The Section Manager is a feature unique to this invoicing screen.

C) The customer information is tucked away on one line at the top of the screen. Choosing the Down Arrow will display the full information.

D) Line items are easily edited; highlight the item and press Enter to change the quantity, price, or discount. The button bar is also functional and can be customized.

E) Adding a product is done by scanning or typing a SKU in the yellow field, or simply by pressing Enter to see a listing of inventory.

F) An "invoice" can be temporarily suspended and recalled by any station on the network as a means of cutting down long lines.

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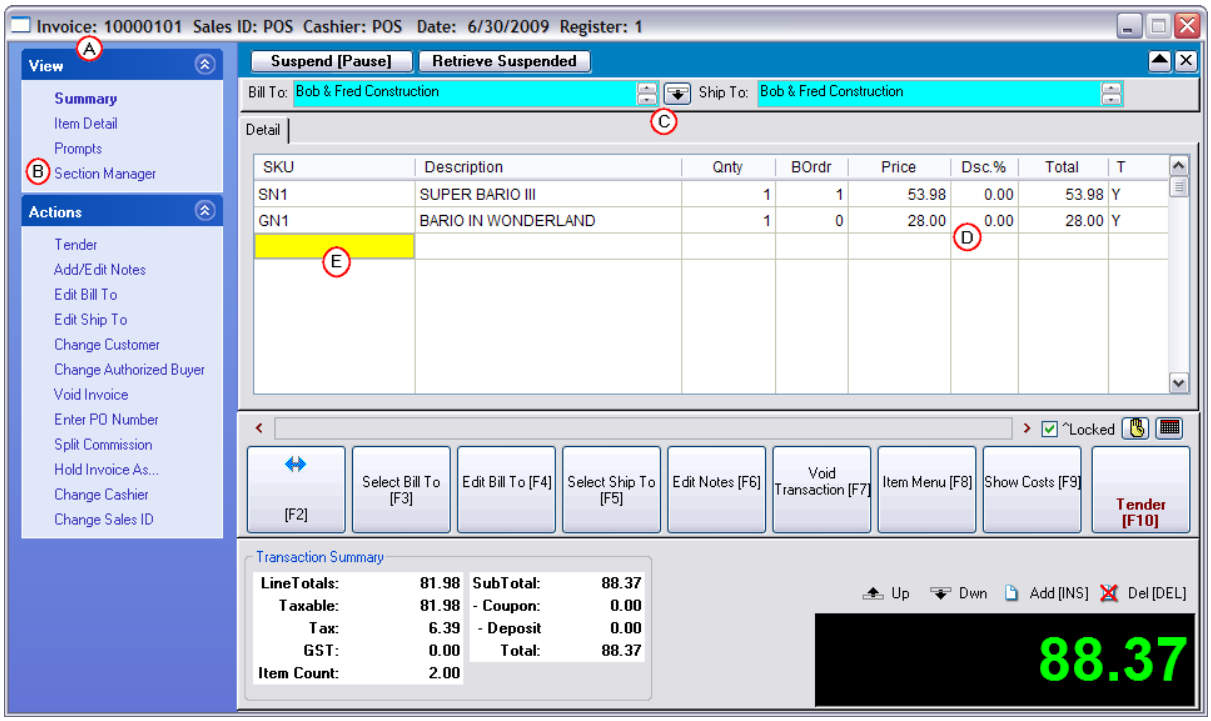

Touchscreen (Optional)

For some businesses, a touchscreen interface can be an advantage. This feature requires some initial setup, but is well worth the effort. Here is a sample screen which illustrates the use of color, pictures, and button sizes and layouts.

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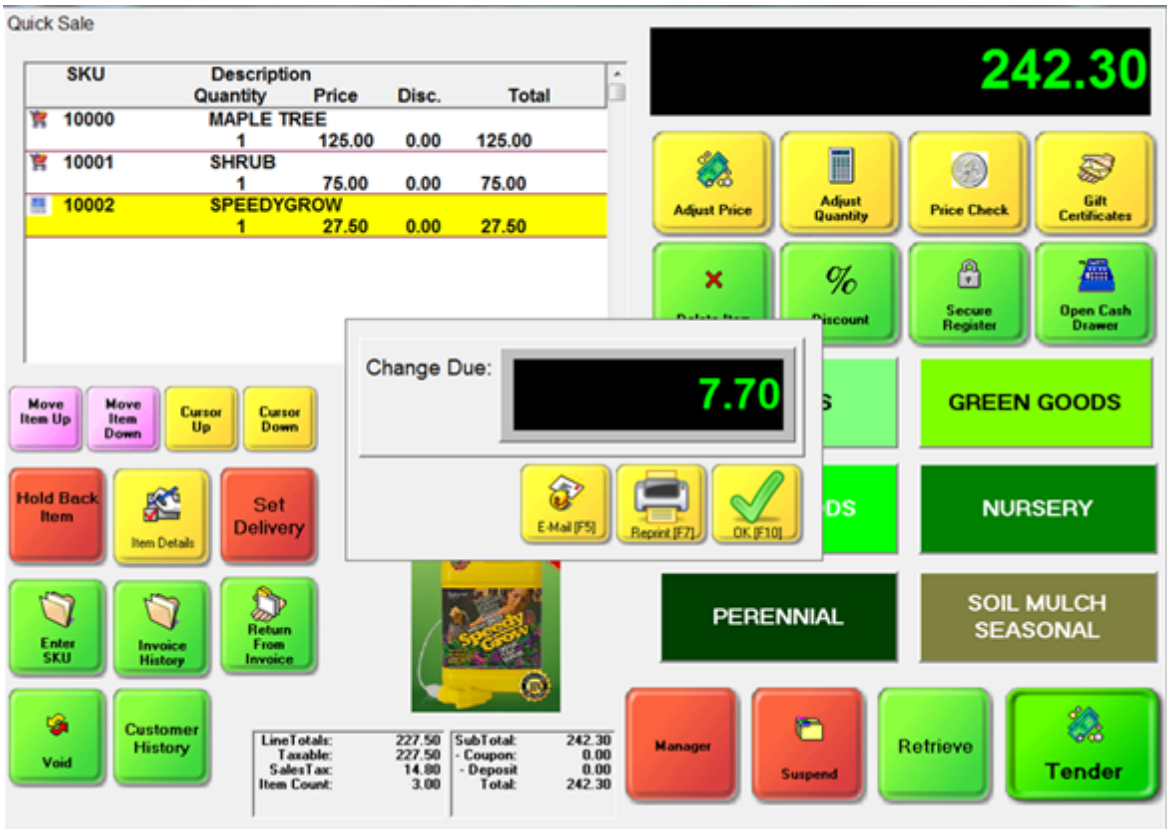

5.1.1.1.1 Sample Touch Screen

POSitive provides a fully customizable Touch Screen. They are limited only by your imagination. Contact your dealer for help in planning and creating a touchscreen which will meet your needs.

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SIMPLE LAYOUT



it is a

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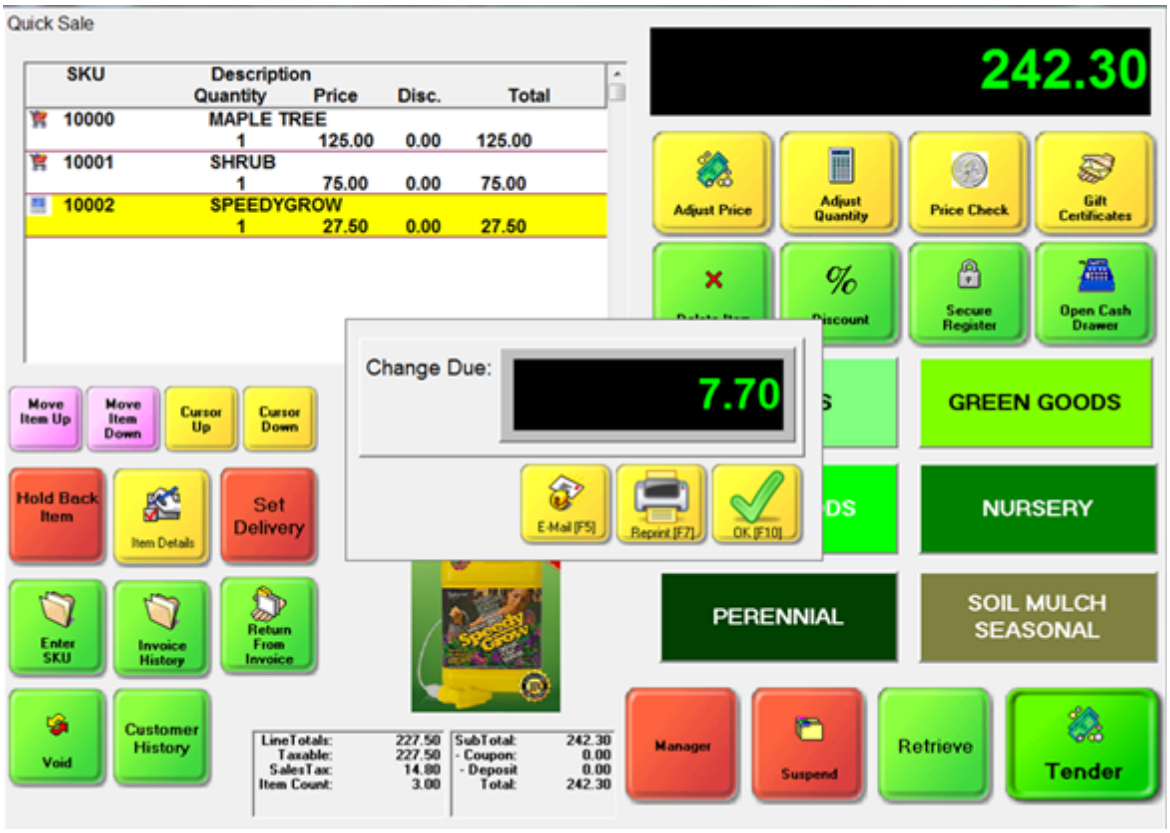
MORE DETAILED LAYOUTS



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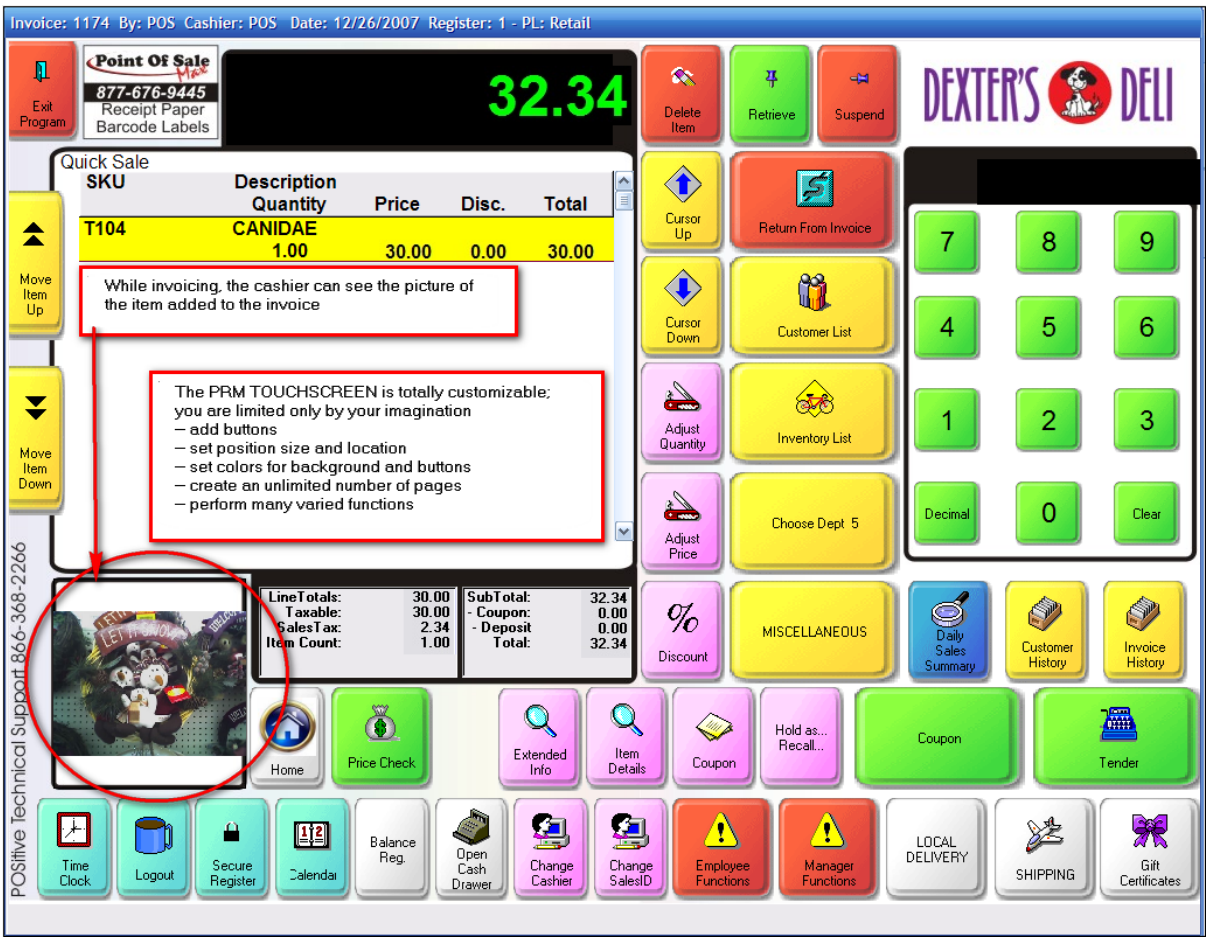

POSitive DEFAULT LAYOUT

Choose C:\POSitive\PRMGEM\Buttons\DEFAULT.BTN

This is a simple starter screen with essential invoicing buttons. What is missing are links to your inventory items through the renaming and setup of the yellow "New Button" buttons. Your dealer may have a touchscreen layout more suited for your business type.

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5.1.1.2 Methods for Adding Items To Invoice

Three Methods For Adding Items to the Invoice

Scanner

Use a barcode scanner and focus the beam of light over the barcode symbol to select the item being sold. If the barcode is not readable, you will be warned and a Locate Item screen will open.

Type the SKU

Without leaving the invoice screen...Type the SKU and press Enter
If using

- *Register Style*: as you type the barcode you will see your keystrokes in the yellow scan field. Use the backspace key to make corrections. Then press Enter
- *Invoice Style:* there is no yellow scan field, but your keystrokes will be in the SKU field. If necessary, press the INSert key on the keyboard to get a blank line.
- *Touchscreen:* there is no yellow scan field nor will you be able to see what you are typing, but pressing enter will add the item. Alternatively, choose the "Enter SKU" button and choose OK.

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Locate Item

If the SKU is not known or if the barcode is unreadable, you may open the Locate Item screen to search for the item. or to access the Locate Item 904 screen.

If using

- *Register Style*: choose the Locate Item button at the top of the screen
- *Invoice Style:* press Enter or the INSert key
- *Touchscreen:* type any character and press Enter or choose the Inventory List button

How To Enter Multiple Quantities of an Item

If the customer is purchasing more than one of a specific item, there are two ways to enter multiple quantities of the item being sold.

Modify Quantity Value of Item Already on the Invoice

Highlight the item already on the invoice. If using

- *Register Style*: choose the Adjust Quantity button. Do not click into the value field, just type a number for the new quantity and press Enter or [F10].
- *Invoice Style:* press Enter to get to the Quantity field. Enter the new quantity and press Enter or [F10]
- *Touchscreen:* choose the Adjust Quantity button, enter the quantity and choose OK.

Pre-Enter Quantity

First type the quantity and a slash, e.g. 4/, and then select the inventory item using any of the three methods explained previously..
Note: the / character serves as a "Quantity Separator" as defined in System Setup which may have been changed by management

If using

- *Touchscreen: you* could have a numeric keypad, in which case you do not need the "/" Quantity Separator. Enter the quantity and select the SKU.

.

5.1.1.3 Locate Item

This screen appears when you want to find an inventory item while creating an invoice or pending transaction. You may not know the "exact" SKU or description, but you have a good idea of what you want.

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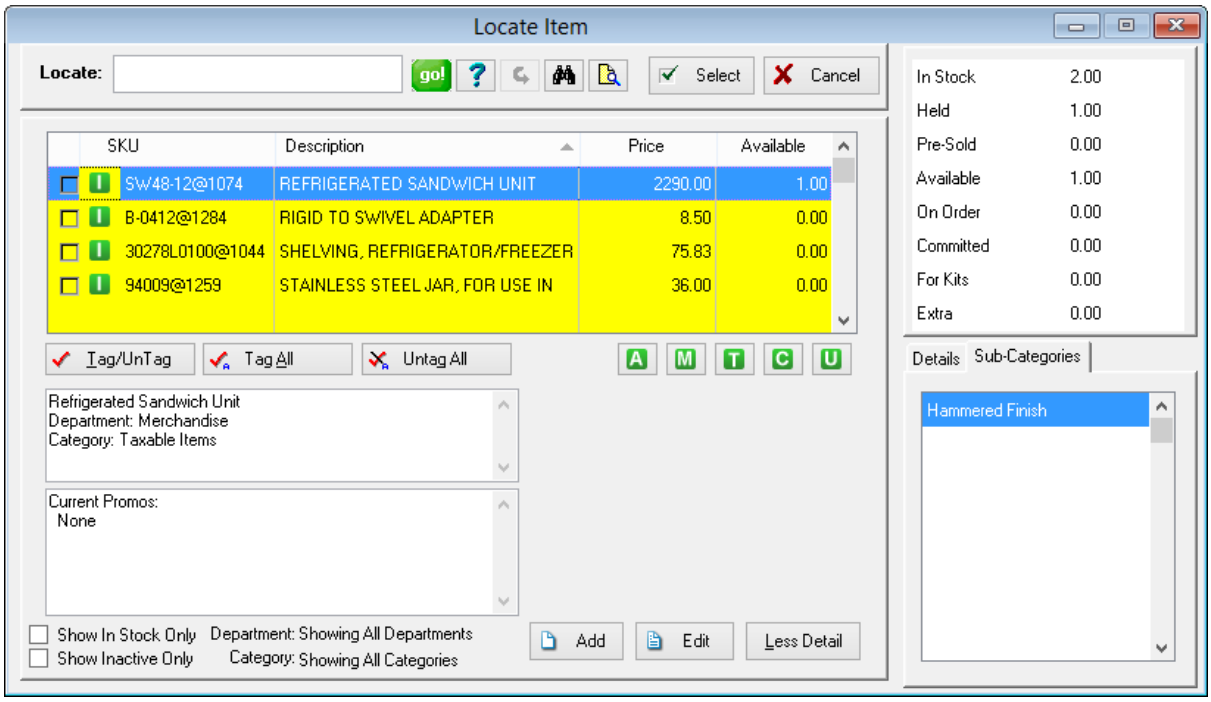

Important Note: Be sure to observe

Switches Which Affect What Will Be Displayed

- **Show In-Stock Only** - This is typically used for a cash and carry store so that substitute products on hand can be selected .If checked, the list will not display items with a stock count of zero. Setup: To make this a default setting,click on the Find (binocular) icon at the top. Choose Show Options at the bottom left and activate "Show In Stock Only." Unchecking this option will display all items in inventory.
- **Show Inactive Only** - Displays all items which have been made inactive because they are out of season or otherwise not normally available.

Finding The Desired Item

Locate - If you want to search by description or SKU,

1) click on the column title to be searched. The triangle in the title line indicates that the column will be sorted on. The direction of the point of the arrow indicates ascending or descending sort order. The column selected by default is pre-set in the System Setup

2) type some characters in the Locate field. If you press Enter (or choose Go) POSitive will search for those characters at the beginning of the SKU or Description. If you press CTRL-Enter POSitive will look for the characters anywhere in the full SKU or full Description and will list all inventory items which match the search criteria.

3) Once found, highlight the item and choose the Select button (or just press Enter) and the item will be added to the invoice or pending transaction.

MultiSite Option

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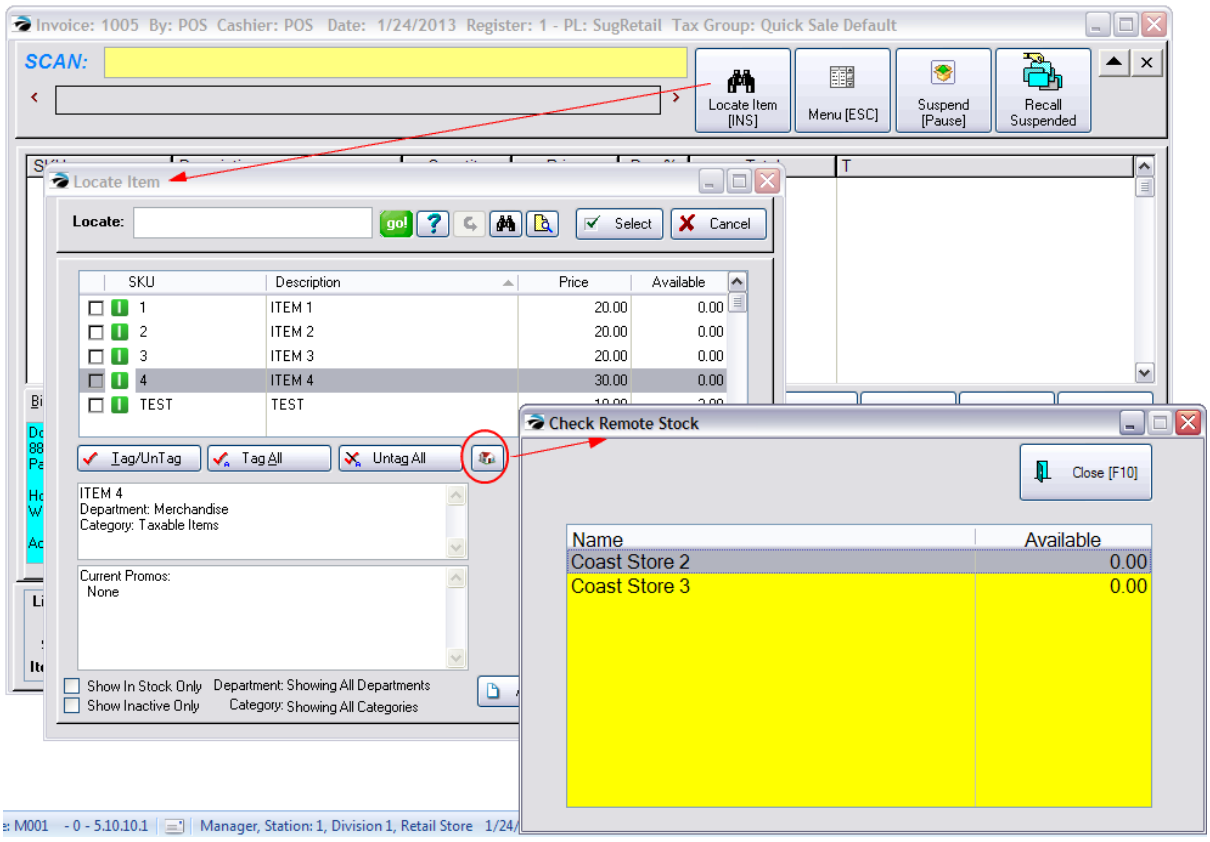
Check Remote Stock

If your store is part of a MultiSite, you also have the ability to check stock availability at other sites.

Click on the icon (next to Untag All) and you will see a listing of stores which also carry the highlighted item and the current stock counts at those stores.



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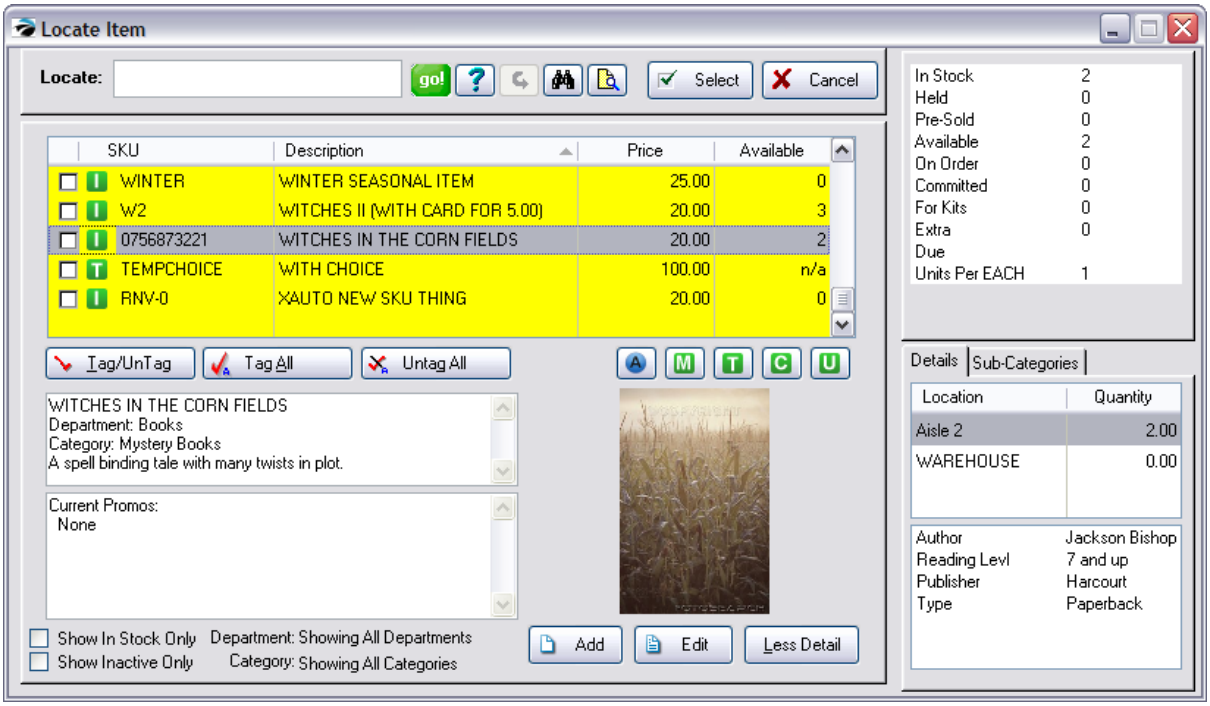

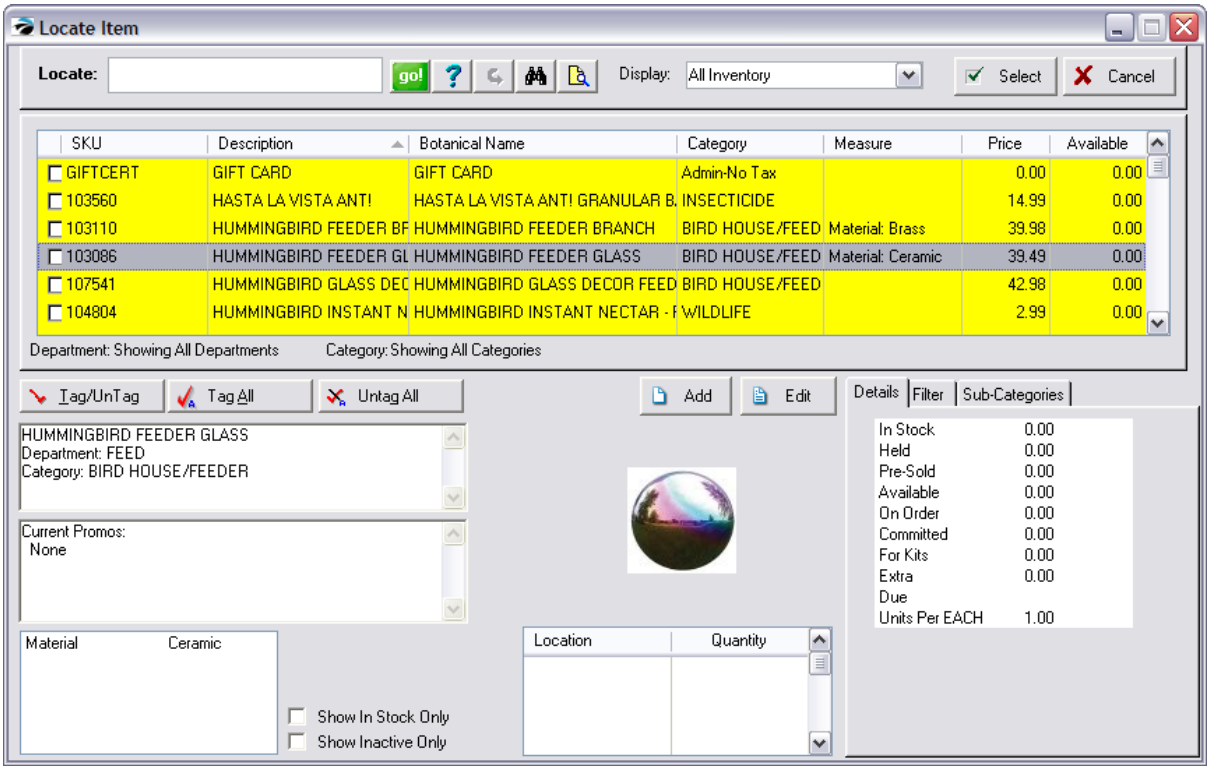

There are other methods besides use of the Locate option to find the desired item.

Query - this blue question mark button will allow you to create commonly needed search criteria and selected pre-defined settings as needed. For full details on how to use this function, see Query.

Reset - this button will cancel the results of the Query and display all inventory items.

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Find Inventory - this button (binocular icon) allows you to enter a string in the SKU and/or Description fields These fields act like the use of CTRL-Enter described above. Other options can be used to filter the inventory list. (see Find Inventory 449)

Category - if you know the category to which the desired item belongs, this button will list all items assigned to the designated category. These items will be sorted alphabetically for easy identification.

Display (Types of Inventory) - you may filter the list by inventory type by clicking on the appropriate button



- **All**
- **Matrix** - displays only the matrix headers which are the links to all of the "color/size" matrix items
- **Template** - displays groups of inventory compiled into templates or special kits
- **Consignment** - displays items belonging to specific customers to be sold by special agreement
- **Unposted** - (seldom used) these are incomplete inventory items which have been added on the fly.

Select - picks the highlighted item for the invoice or pending transaction.

Cancel - closes this screen

Making a Positive Identification

Instead of guessing which item the customer wants to purchase, each inventory item always displays much information which can help make a positive identification of the item to be selected.

- **[Check box] -** for multiple selection of items. Note: a single item for selection does not need to be checked.
- **SKU**
- **Description (Common Name)** - the name of the item which will be displayed on the invoice and printout
- **Botanical Name** -
- **Category** - to which the item is assigned
- **Measure** - the first user defined field of the category
- **Price** - displays either the customer's assigned price level or the "Promo" price if available today
- **Available** - the current stock count of the item. If the available count is zero, then the item is out of stock and will need to be backordered. Tip: Activate the option "Show In Stock Only" so that items not in stock will not be displayed.
- **Text Boxes** - at the bottom left show the description, department name, category name, standard note, current promos.
- **Item Picture** - a full color image of the item; this picture will be posted to your web site.

More Detail - Choosing the "More Detail" button reveals more information about the customer. (Always Show More Detail)

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If you always want to see this extra information when accessing this Locate Item screen, you can activate a switch in System Setup: Transactions: "Show 'More Detail' on Inventory Lookup."

- **Location(s)** - where products are displayed with location stock count.
- **User Defined Fields** - with specific contents
- **Sub-Categories** - assigned classifications or groupings
- **Current Stock Status** - displays In-Stock, Held, Pre-Sold, Available, Used Items, On Order, Committed, For Kits, Extra numbers.
- **Filter** tab - easy entry of search criteria for one or more fields.

  SKU - enter a portion of the SKU

  Common - enter a portion of the common name

  Botanical - enter a portion of the botanical name

  Category - use the lookup button at the end of the line to select the category

  User Defined Fields - highlight the desired field, press Enter, and type the full name (portion not allowed) of the criteria

Choose the **Filter** button to search. Choose the **Clear** button to re-display all inventory items.

Additional Tools

Tag / Untag Items - for selection of multiple items; this will place checkmarks beside selected items and will add all items to the customer invoice or pending transaction.

Add - Creates a new inventory item. Typically used to create special order inventory. This could open an abbreviated "Fast Add" screen or a general inventory record screen. Fill in as much detail as possible and choose OK. (see Fast Add)

Edit - either review more detail or make changes as needed.

5.1.1.4 Invoice Tender

Once you finish adding items to the invoice, press [F10] to take payment for the purchases. The screen below is what you see if not using internal credit card processing, or touch screen.

Click here 914 if you use internal credit card processing or touch screen.

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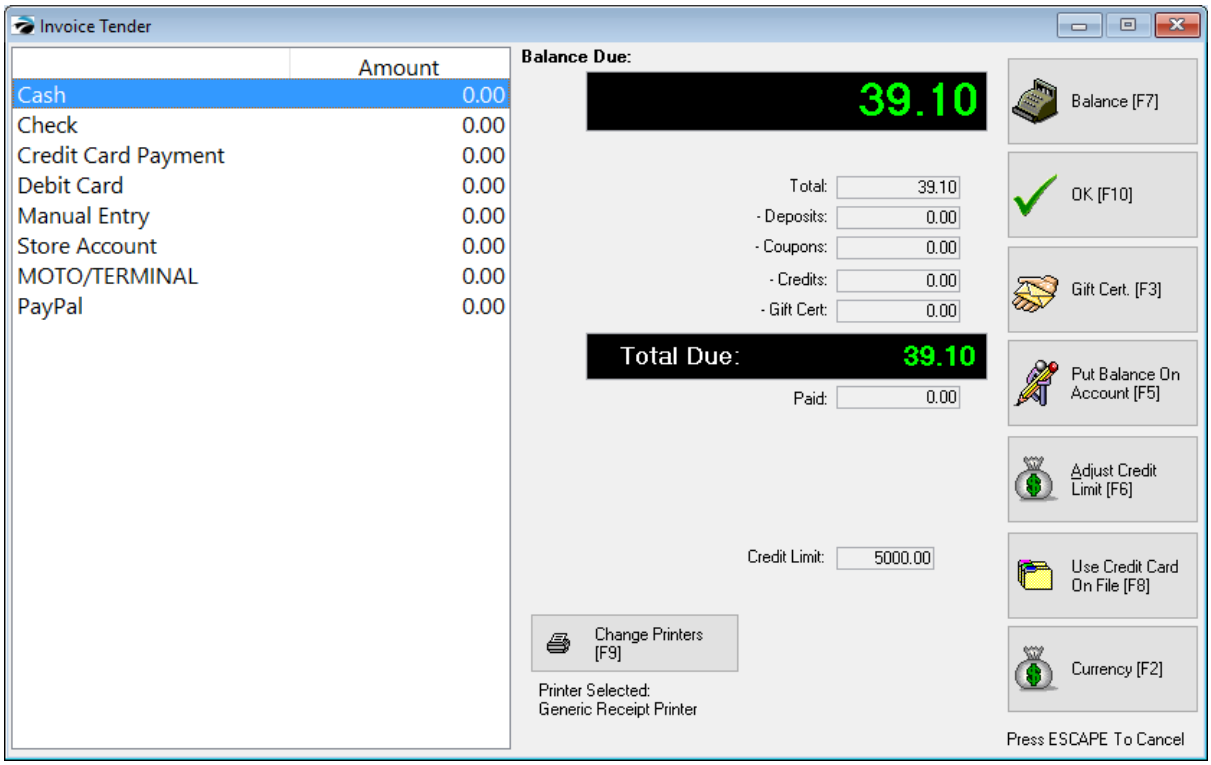
SALES CLERKS: How To Tender Payment



Version 6 Tender Screen

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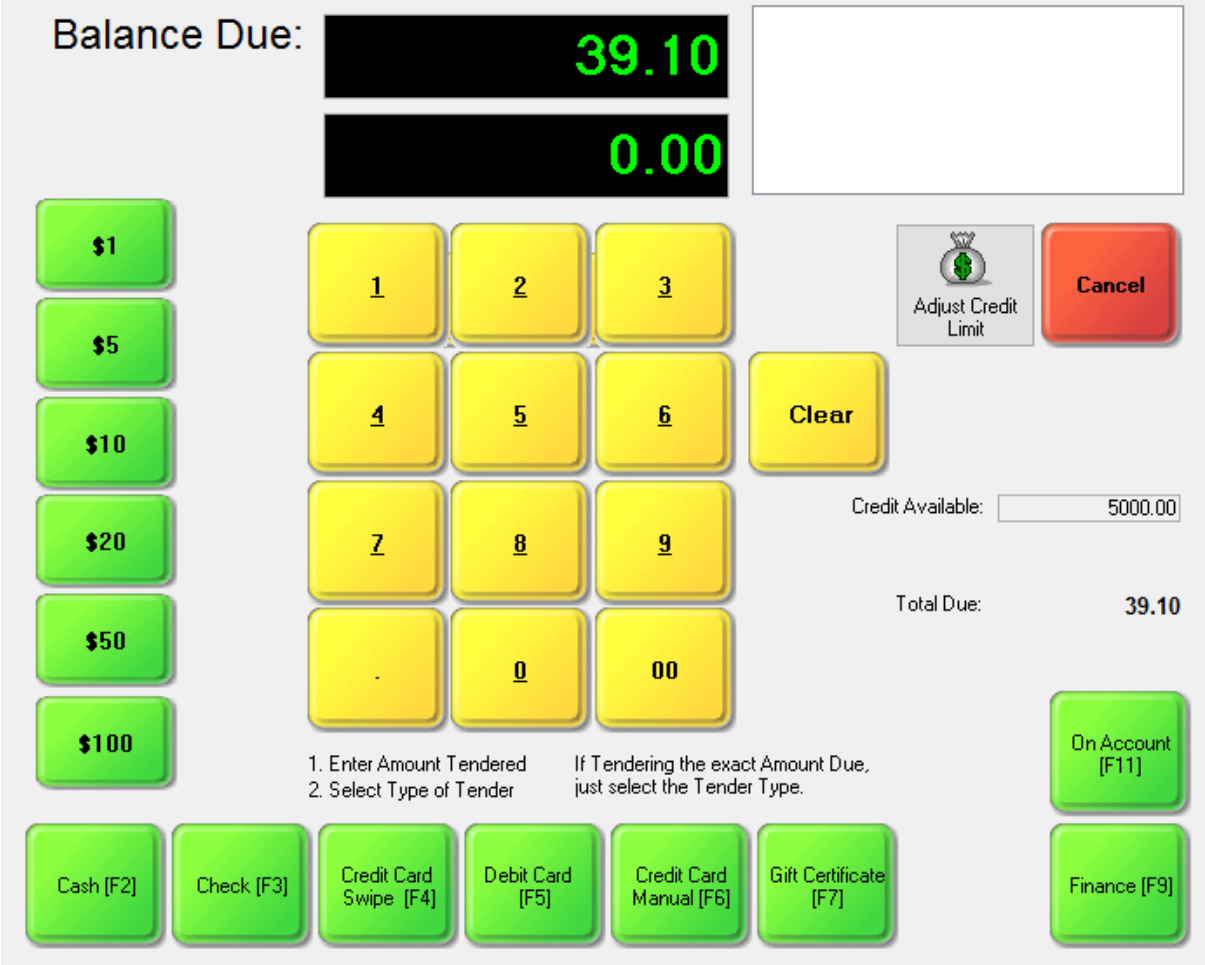

Tender Screen used with Touch Screens and in Version 6 wiith Vantiv or other EMV payment processing

1. Highlight the method of payment.

2. Press Enter to fill in the amount due. (Note: another method is available more suitable for stores which accept payment in cash. Choose Tender Screen In Edit Mode on the POSitive Setup Form. With this method you type the amount tendered first, and then press Enter.)

3. The full amount due will be entered automatically.

4. Enter the actual amount of payment.

- If payment is in excess of the amount due, you will prompted with the amount of change to give to the customer.
- If payment is less than the amount due, you must highlight another method of payment and repeat the process until the entire balance is diminished to 0.00.

Accept Gift Card / Certificate FIRST

If the customer wishes to redeem a gift card or gift certificate,

1) choose the Gift Cert [F3] button first.

2) Enter the Gift Card/Certificate number and press Enter. If the certificate number is not on file, you should contact a manager, otherwise the amount of the gift card will be subtracted from the total amount

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due. (see Gift Certificates 1696)

Issue a Refund with a Gift Card

If the customer is entitled to a refund, instead of adding GIFTCERT on the invoice, at the Tender screen choose the Gift Cert [F3] button.

You will be prompted to issue a new Gift Card for the amount of the refund.

How To Cancel Payment

If you are not yet ready to tender payment, press the ESCape key on the keyboard or select the X in the upper right of this screen. You will be returned to the invoice.

Total Due Calculations

If the number is green then that is a charge amount. If the number is red that is a refund amount.

Several factors can affect the Total Due field.

Total - the grand total on the invoice

-- **Deposits** - if prior payments were received when the transaction existed as an order, layaway, internet order, or service order

-- **Coupons** - value of coupons being redeemed

-- **Credits** - value of store credit being applied to this invoice

-- **Gift Cert** - redemption of a gift certificate

Food Stamps

If food stamps are applicable as payment towards items on this invoice, processing food stamps must be done first, even before tendering Gift Certificates. There are some special setups which should be reviewed. (see Food Stamps 178)

How To Change Printers On Demand

As you are processing an invoice, you may want to print the receipt to a different printer. In the lower right corner is a display of the currently selected printer. With an [F9] option button to change to a different printer for this invoice only.

1) Before filling in the amounts for tender, **press F9**, Change Printers. Note: a Station Setting can be set to always prompt for which printer to use.

2) A list of defined printers will open. Highlight one and press Enter.

3) The lower right corner displaying the currently selected printer will change.

4) Process the Tender amount.

How To Handle Split Tender

You may use multiple payment types, known as splitting the tender, to pay for purchases. For example, the customer may want to put some of the charges on a credit card and pay the rest by

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check.

1) Highlight one method of payment, such as a credit card.

2) Press Enter, which will fill in the full amount due.

3) Type the amount to be charged to the credit card.

4) Highlight a different method of payment, such as a check.

5) Press Enter, which will fill in the balance due.

6) Repeat as often as necessary.

How To Handle Multiple Party Payments

If you have one invoice for a party of several individuals who want to pay separately, by credit card, or cash, or check, how can you take multiple payments? The tender screen allows to split tender only a few times.

1) If this is a new invoice, add all the purchase items to the invoice to get a grand total, but do not tender the invoice yet.

2) When you learn that they will be making separate payments, choose Hold Invoice As and select Layaway.

3) Choose today's date

4) You will be given an option to edit, print or close. Choose Close

5) go to Transactions: Pending: Layaway. It will likely be the only layaway listed here. If not highlight it.

6) choose the PAYMENT button at the top of the screen.

7) On the Deposits On File screen, choose Take Payment [F5]

8) Enter the amount of the payment from the first person. Select Credit Card or whatever and tender. It will prompt to print a receipt.

9) Repeat step 8 as many times as needed until the layaway is paid in full. Print the receipts.

10) While highlighting the layaway, choose the CONVERT button and convert to Invoice. Tender the invoice (most likely no additional payment will be required). (Distribute all of the printed receipts to each individual or staple all to the final invoice.)

How To Charge An Invoice To Accounts Receivable

You may choose to defer payment by placing all or a portion of the amount due on store account. This option is not available on Quick Sale invoices or Customer Sale invoices if the customer record does not have an entry in the Address line.

1) Press F6 to Adjust Credit Limit. POSitive will raise the customer's credit limit to cover the exact amount due.

2) Press F5 to Put Balance On Account.

3) Answer YES to Process Now. The sale will be closed and the customer AR records will be updated. Printing of an AR Statement for the customer will include these charges.

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How To Charge An Invoice To Third Party Billing

With proper approval you can transfer liability for purchases to a third party. Third party billing could be a Finance Company or an employee's company which will pay all or a percentage of the purchase.

1) Enter the amount which will be covered by the third party agreement in the Finance Company field. When you place the balance due under Finance Company, you will be prompted to select an appropriate company or third party.

2) Enter any remaining balance which would be the individual's responsibility under cash, check, credit card, or store account.

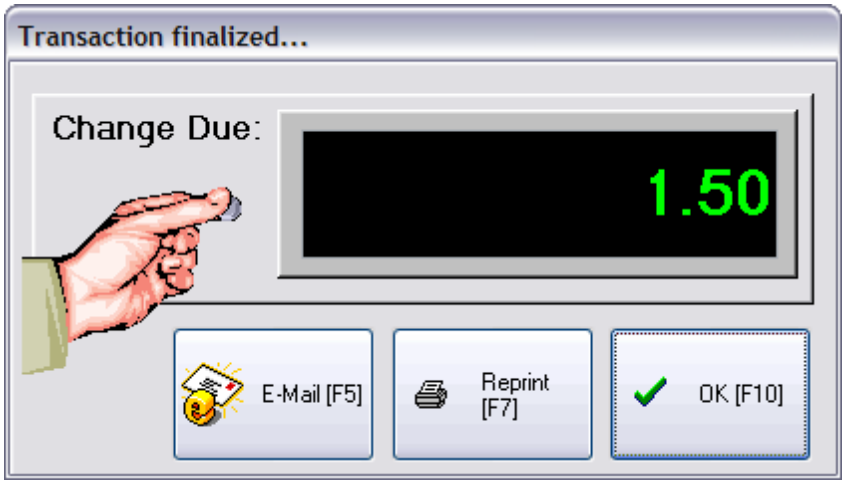
How To Accept Payment In Foreign Currency

If you are willing to take foreign currency as tender, select Foreign Currency [F2]. Select the defined foreign currency. (If necessary, you may edit the exchange rate to the current rate.)

Enter the amount of payment, and complete processing. The change due will be calculated in your local currency. You will not be making change in the foreign currency.

Change Due

When you Press F10, the Change Due window will appear with the amount you need to give to the customer.



The **E-Mail [F5]** button allows you to send this invoice via e-mail to the customer.

The **Reprint [F7]** button allows you to immediately print another copy of the invoice.

The **OK [F10]** button will close this window.

5.1.1.4.1 Internal Credit Card Tender Screen

Internal Credit Card Tendering Screen

When internal credit card payment processing is selected in version 6 the same tender screen is

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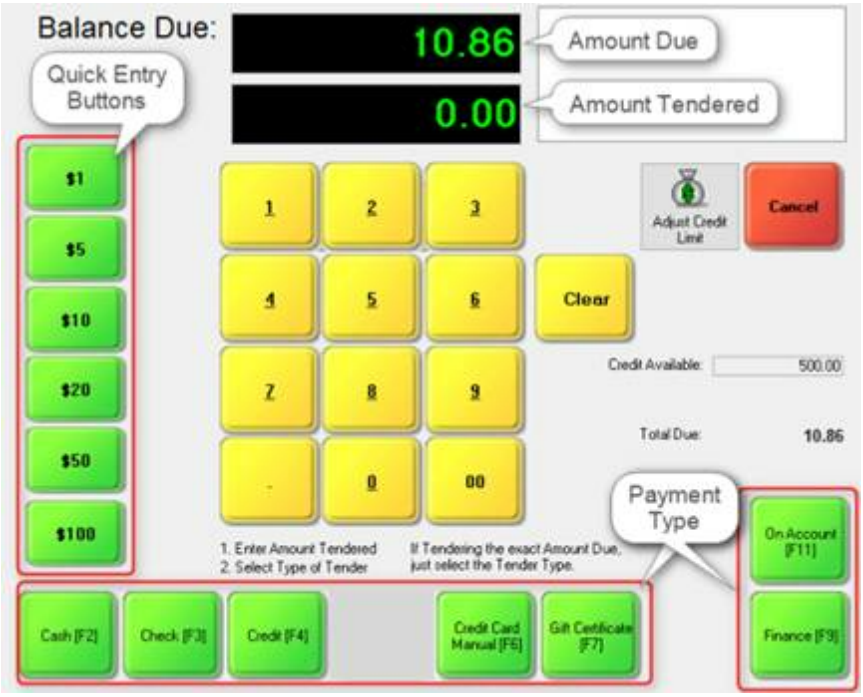
used for Register, Invoice and Touch Screen layouts.



The green buttons on the left side are for quickly entering a dollar amount, such as $20. The yellow buttons in the middle are for entering in dollars and/or cents, such as $11, or $10.90. The green buttons along the bottom are for payment type. Is the customer paying by cash, check or credit card? Or, maybe the purchase is going on their house account or to a finance company? By the way, if the customer is paying the exact amount, you can skip having to enter the payment and simply press the tender button you want.

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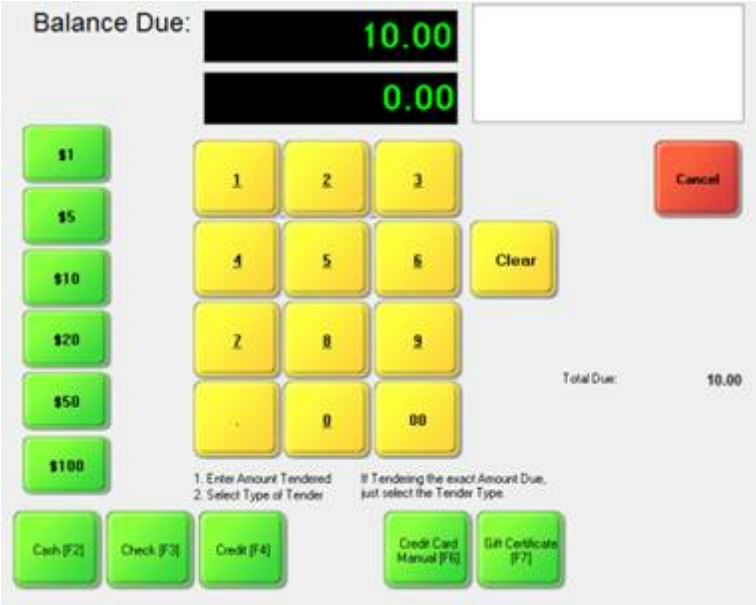
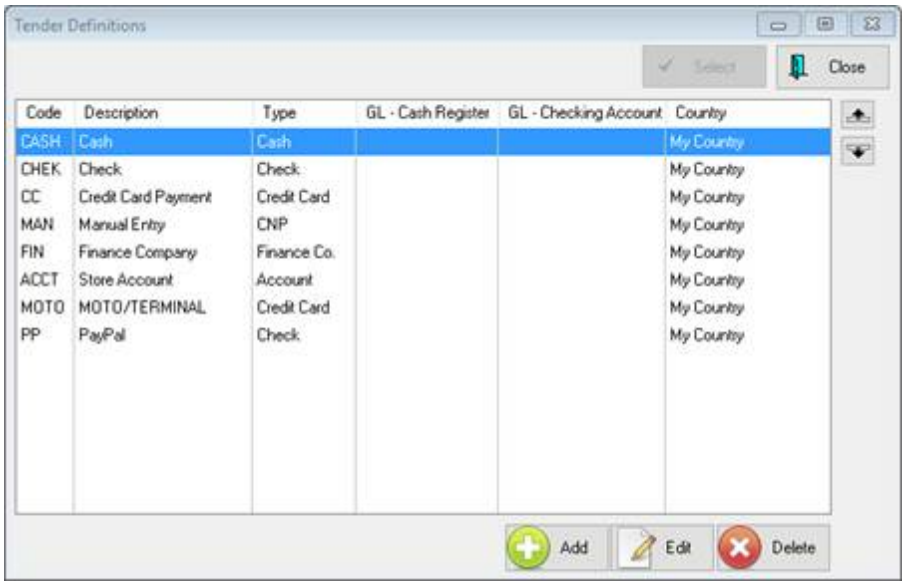


NOTE: The payment buttons can also be hidden based on the type of sale you're making. For example, you may hide the On Account and Finance buttons if you're making a "quick sale" and don't have the customer's name.



It is important to note that the position and order of the tender type buttons is preset, and this affects how they must be defined in the Tender Definition screen.



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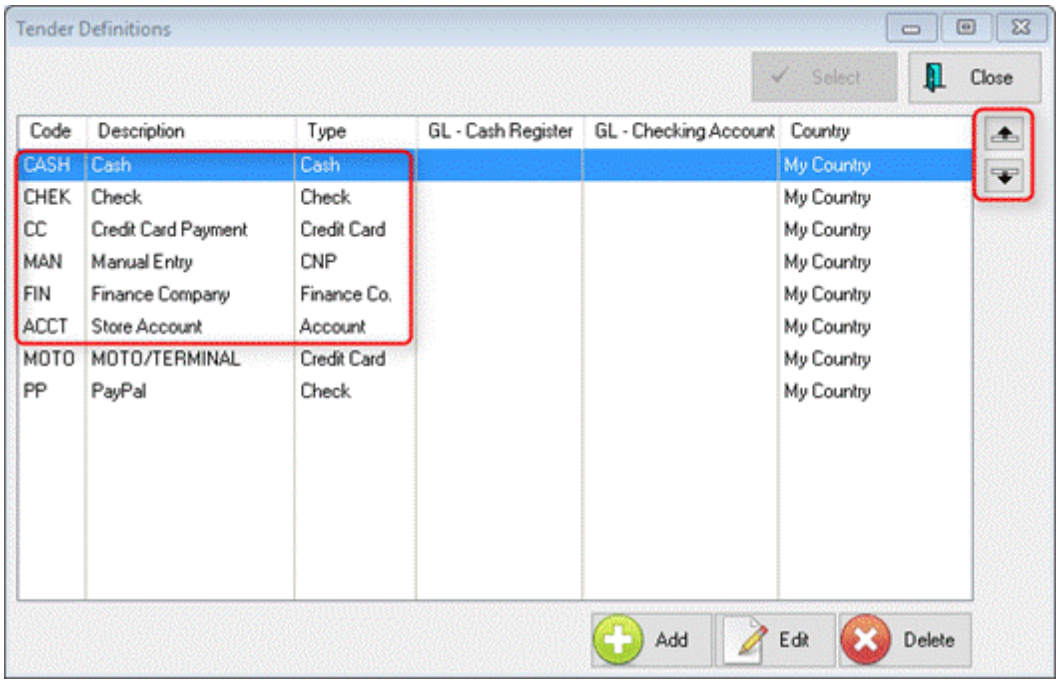
Go to Maintenance, Definitions List, Tender, Tender to add or edit Tender Types.



Please note that Cash, Check, Credit Card and Manual Entry must be listed in the order shown above. If not, they will not be correctly linked to the Tender Screen buttons. To change the order, highlight a Tender and use the Up/Down arrows on the right side to move. Click the Add button to create a new tender type or Edit to modify an existing one.

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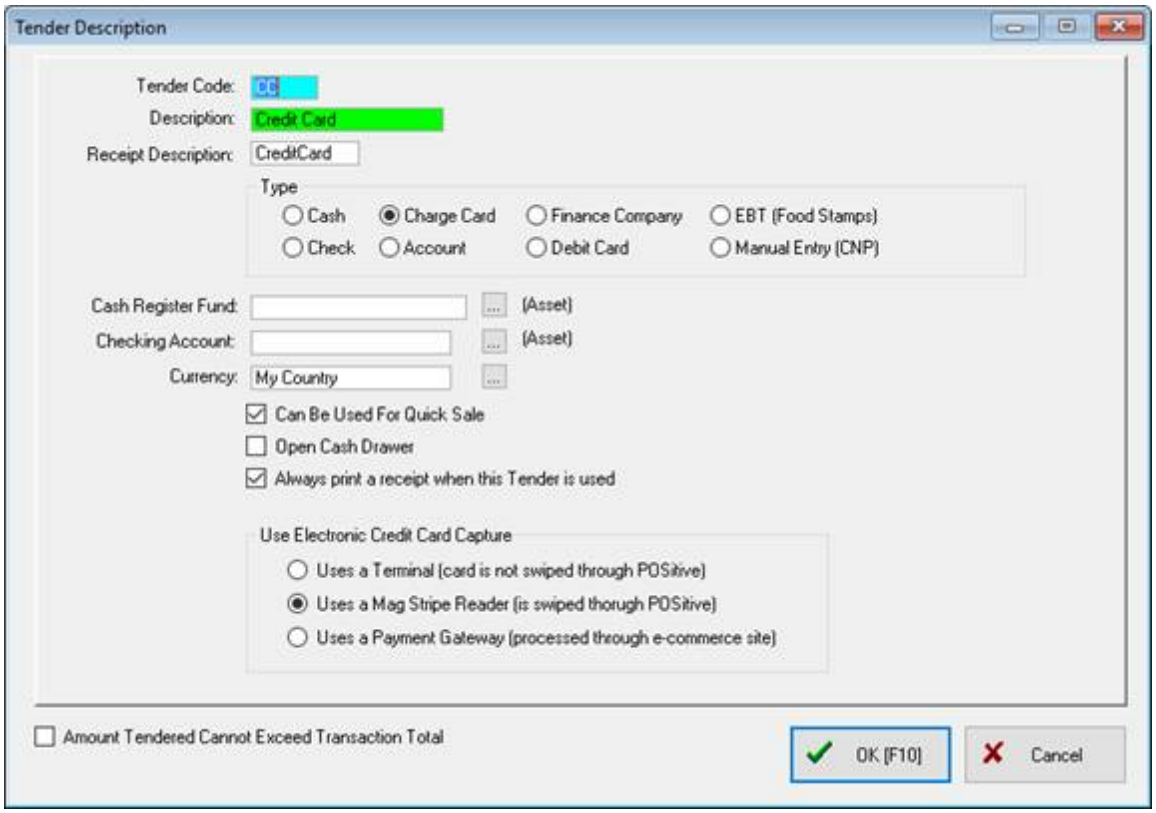

In our example above, this is what a Credit Card tender definition look like. If you are using Vantiv/Mercury Payments there is no need to have separate tender definitions for Visa, MasterCard or other credit cards. Additional information on “Type” and accounting setup may be found in your help file, or ask your dealer or POSitive support for assistance.

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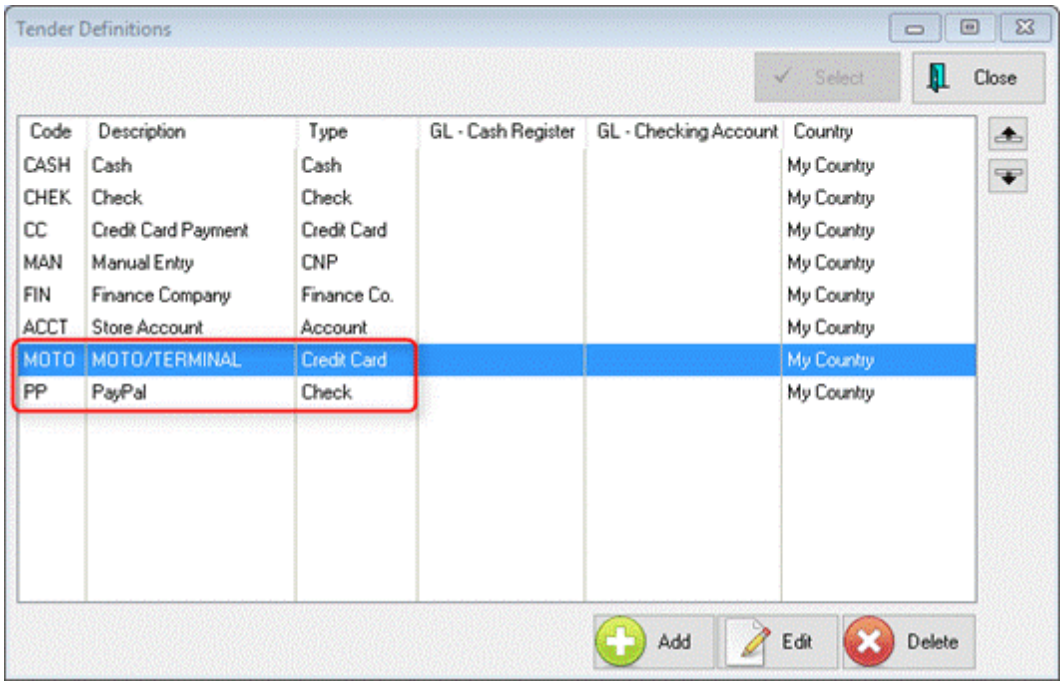

If you need to have more than one credit card option, for example if you have a stand-alone terminal or a Smartphone app you can use if you lose your internet connection, you may add those options at the bottom of the Tender list. The same goes for other Tenders, such as PayPal, which can be assigned to Check.

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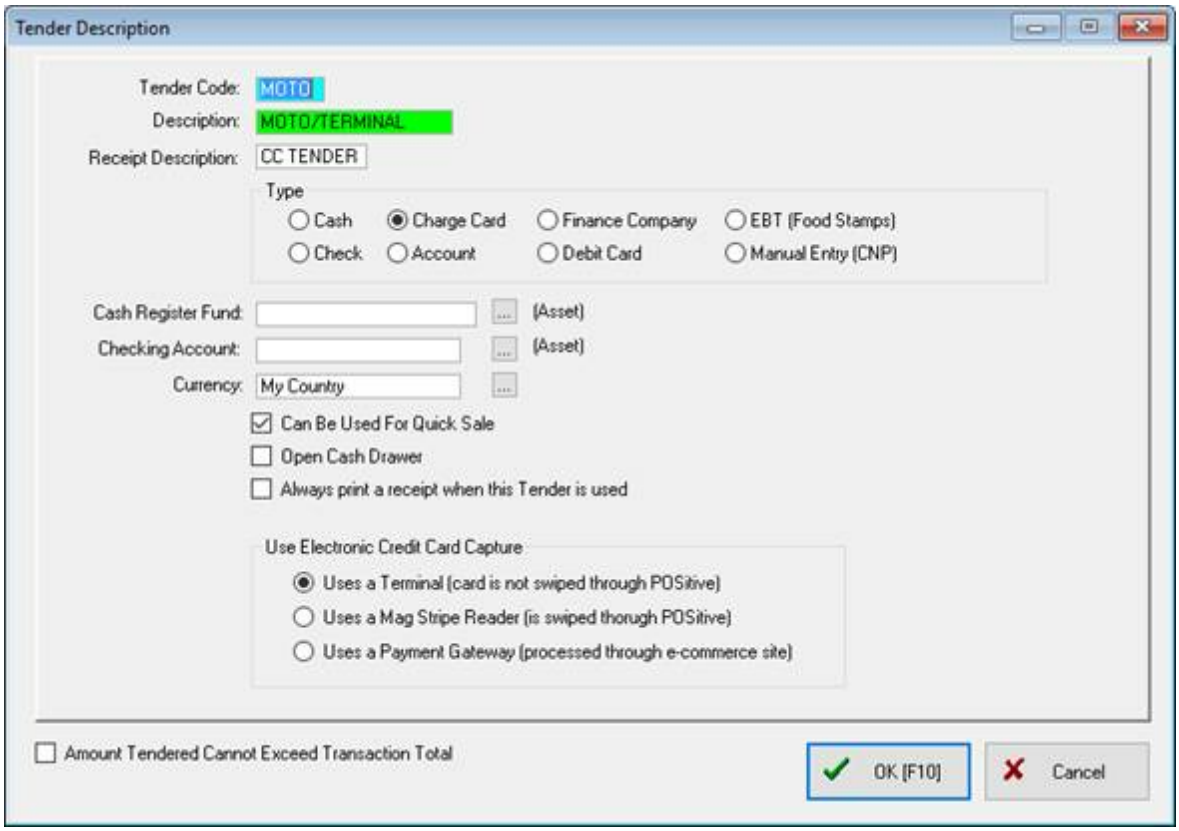

In our example we'll be using a backup terminal. The Type is set to Credit Card and the Credit Card Capture is set to "Uses a Terminal (card is not swiped through POSitive)". You would also use the same setting for a Smartphone app.

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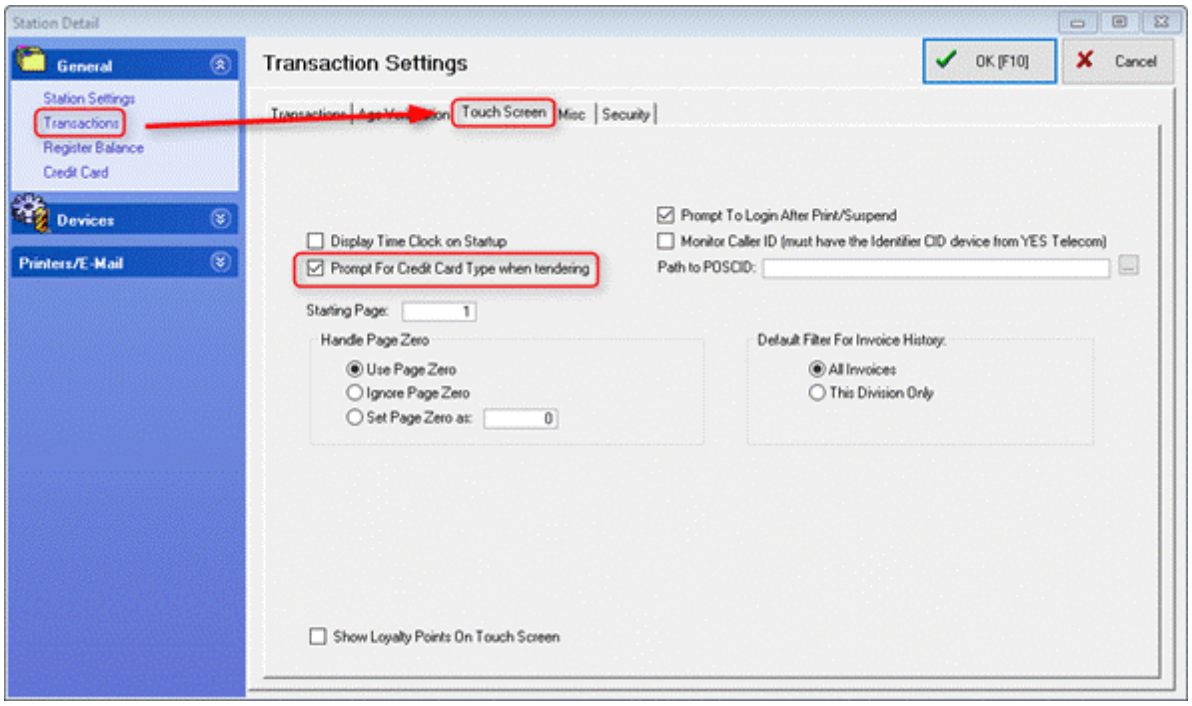

Next, go to Maintenance, Station Manager, select your Station and Edit. On the right menu select Transactions and click on the Touch Screen tab. Put a check next to “Prompt For Credit Card Type when tendering”. Click OK to save.



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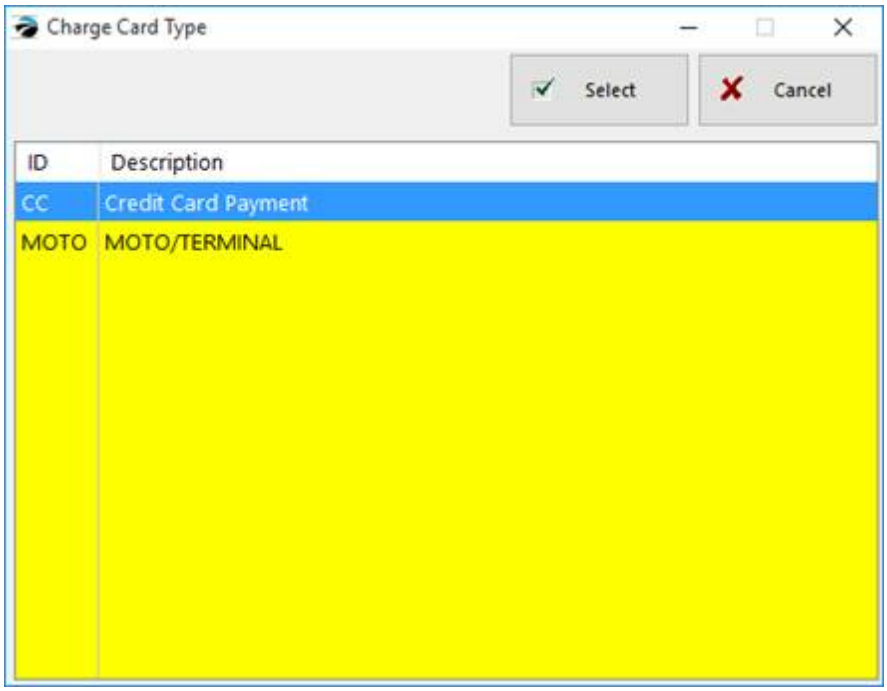
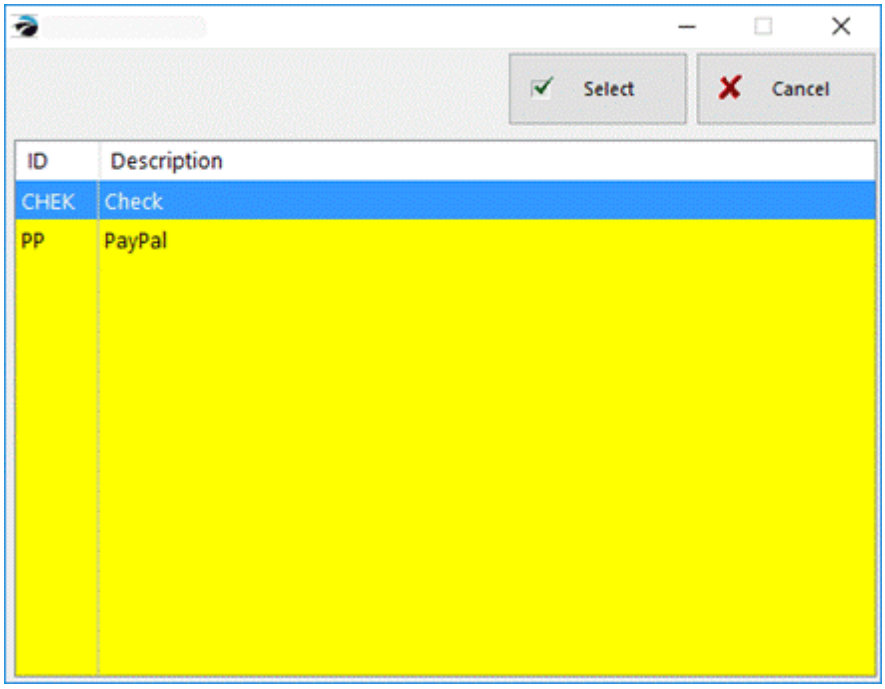


Then when you take payment and select the Credit Card tender, you'll be given a list of options to choose from. Select your option to complete the transaction.



If you select Check you'll see the tender types assigned to that category. In our example we show PayPal as an option.

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Please contact your dealer or POSitive support if you any questions.

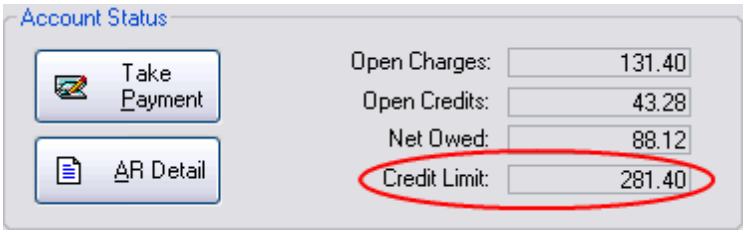
5.1.1.4.2 Credit Limit

A credit limit is a maximum amount a customer can charge towards his store account without managerial override.

By default, if you to choose to charge a customer's purchases to accounts receivable or "Store Account," you will need to adjust the customer's Credit Limit each time. You may get a message stating "The amount you have entered exceeds the customer's credit limit." This way, you will be reminded to check on how well the customer is doing. Also, employees will not be able to indiscriminately process invoices on Accounts Receivable.

TIP: It is suggested that you leave the credit limit at 0.00 and raise the credit limit to an amount which will exactly cover the current charges at the time of invoicing.

The customer's current credit limit is displayed on the Summary View of the Customer Center.



MANAGERS: Advance Setup

When creating a customer record, set the credit limit on the Terms tab of the customer record.

To globally apply a general credit limit to select customers create and use a Customer Category with a pre-set credit limit amount. (see Customer Categories 1268)

SALES CLERKS: Adjusting Credit Limits While Invoicing

When completing an invoice you will see the customer's current credit limit on the Tender screen. If the customer's current credit limit is not sufficient to cover the current charges to be placed on Store Account you will need to select Adjust Credit Limit [F6].

Note: you may need to call a manager to make the adjustment.

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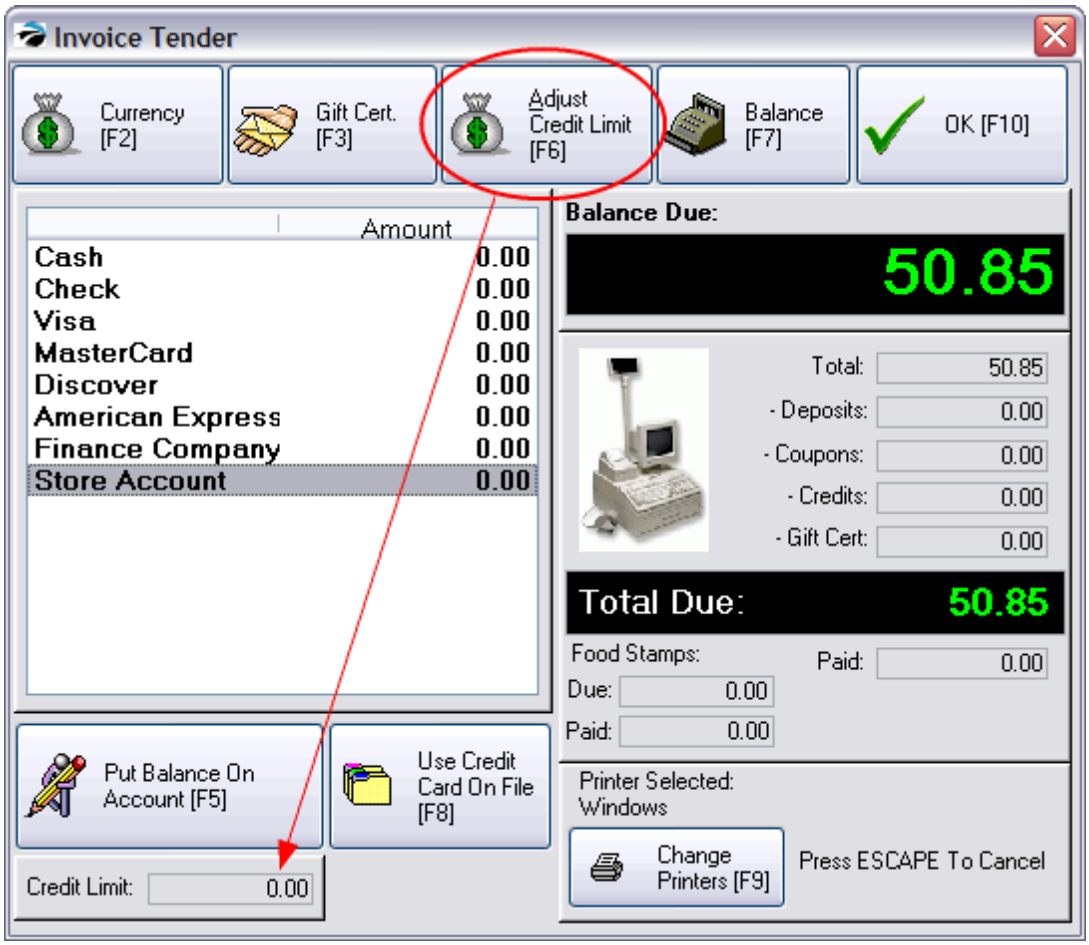

How To Change Credit Limit

1) Select Adjust Credit Limit [F6]

2) Enter your Sales ID and Password. Only authorized employees may adjust the credit limit.

3) The amount due on this invoice is automatically filled in. POSitive keeps the credit limit to the narrowest margin by adding the current invoice value to the existing credit limit.

4) Be sure to select an appropriate Term of Payment because the term selected here will affect how finance charges are applied. Then choose OK. And you will be returned to the Tender screen.

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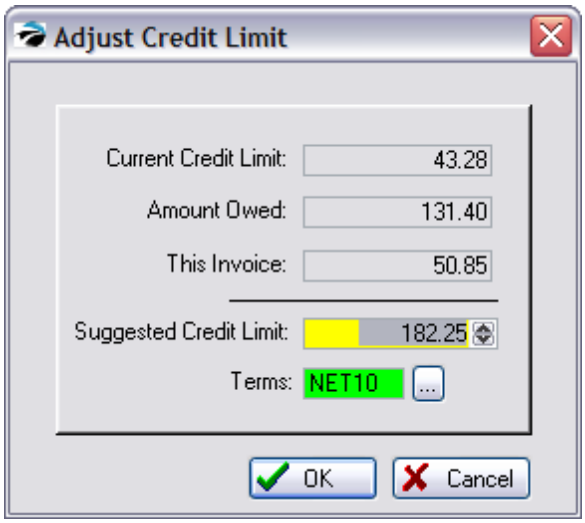

5) You may press Put Balance On Account [F5] to quickly process the invoices to Store Account. The Change Due screen will show that the charges are On Account.

5.1.1.4.3 Choose Finance Company_2

When tendering a customer invoice, you can assign payment responsibility to a third party, known as a finance company.

IMPORTANT NOTES:

- This is NOT used for placing customer charges on POSitive's "store account."
- Finance Company can only be used on Invoices, not orders or layaways.
- Finance Company can not be used on "Quick Sale" invoices; a customer name and address is required.

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 POSitive 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.

Sales Clerks: How To Invoice To a Finance Company

When tendering an invoice for a specific customer (Quick Sale invoices will not display this option), one of the options you will see is Finance Company.

If the charges on the invoice are to be paid in part or in full by a third party,

1) Highlight Finance Company

2) Enter the amount to be paid by the third party.

3) Enter any remaining amount to be paid by the customer on the appropriate tender type

4) Press F10 and a listing of Finance Companies is displayed

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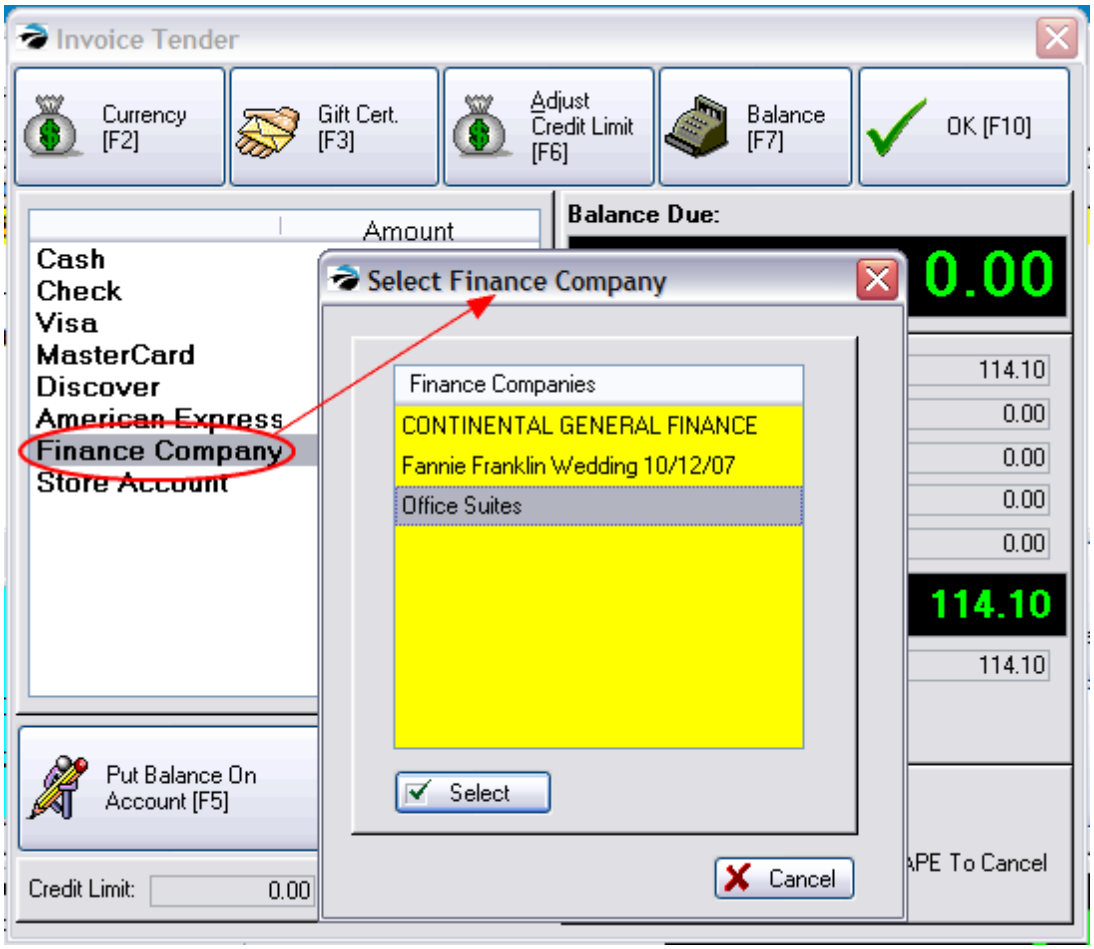

5) Select the appropriate Finance Company

6) The invoice will be processed.

History Of Transactions

Invoice History will show payment made under the term "Financed."

Finance Companies will be sent AR Statements and payments from them are taken as AR Payments.

Transactions - Edit a finance company and choose the Transactions button to display the highlighted company's AR History 345.

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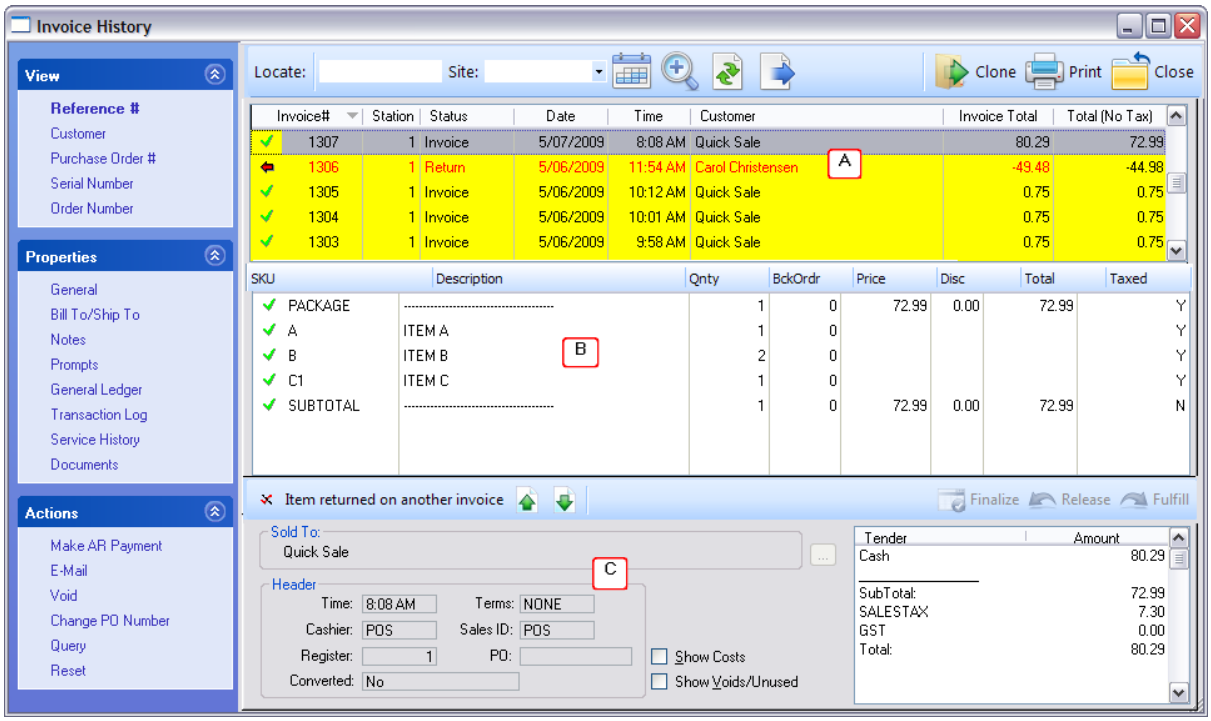
5.1.1.5 Invoice History - Overview

A record of all invoices ever created is saved. These invoices can be reprinted, e-mailed, and analyzed.



5.1.1.6 Invoice History

A record of all invoices ever created is saved. These invoices can be reprinted, e-mailed, and analyzed.

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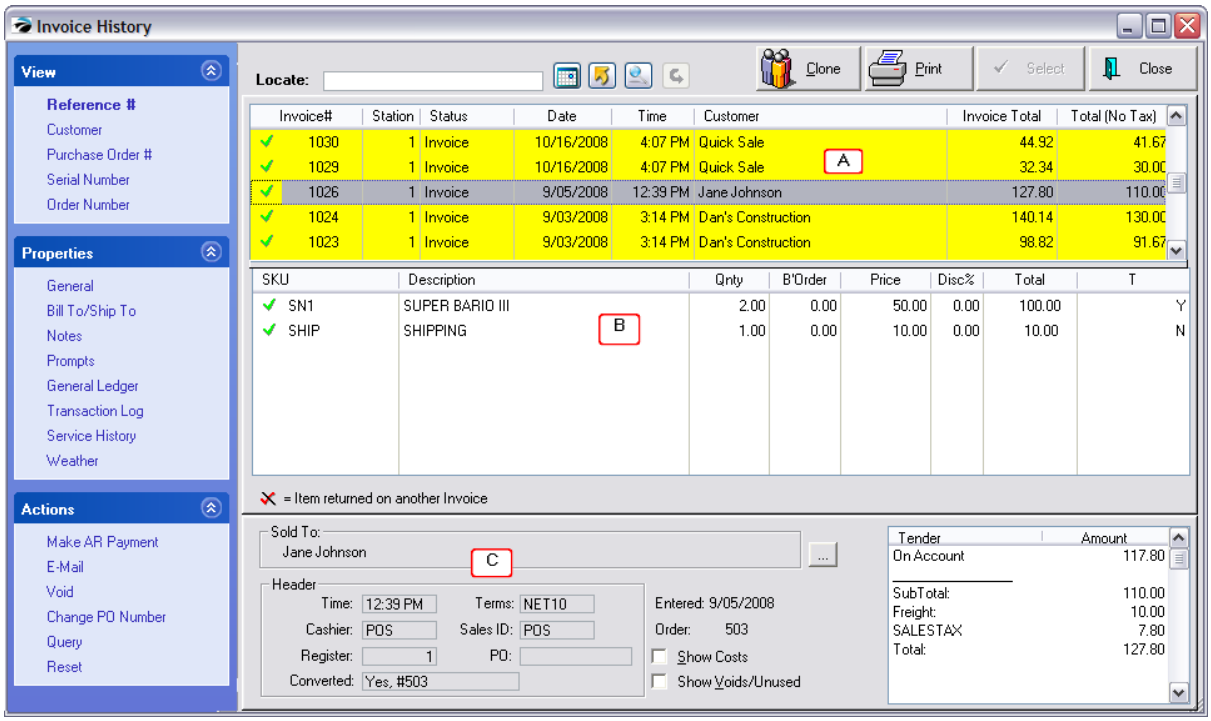

Three Main Sections

This screen consists of three main sections:

(A) Header - includes invoice number date, customer name, and invoice total with and without tax

By default, the Invoice number is being sorted in descending order; the most recent invoice is always at the top of the list.

Locate

To find a specific invoice, type the invoice number and press Enter. To locate by another field, click on the column title of Invoice#, Station, Date, or Time and enter desired information. Clicking twice will reverse the sort order.

Calendar Icon

By default you will see all invoices. However, with the Calendar you can set a date range of invoices to be viewed.

Date - opens a calendar button to find invoices of a specific date

Send

Export the current listing of invoices based upon a date range or the results of the Invoice Quick Find to HTML, or Excel, or a variety of other formats. (see Send 1800)

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Invoice Quick Find

Find all invoices which contain a specific invoice number, original order number, SKU, Description, or any string of text in the body of the invoice (section B) including note entries, prompt contents, and serial numbers. (see Invoice Quick Find 1200)

Clone

In the upper right corner you can choose to create a copy of the highlighted invoice. You will be prompted for the Customer: Keep Original Customer, Customer Sale, Quick Sale or Cancel. A new invoice is created with all the items listed.

Print

Re-print any invoice. Choose the default printer, another printer, or choose Preview and save the invoice as a PDF file or HTML file.

Right-Mouse-Click on the Invoice Number provides options to

- **Print Invoice** - same as the Print button described above
- **Print Packing Slip** - prints the invoice without pricing information
- **Print Shipping Label** - the label will automatically print unless you have activated the Preview Label option. To make changes to this feature, go to Station Settings, Printers/E-Mail. Choose Printing Options, Customer Labels Tab, fill in the Bill-To Label and Ship-To Label information.
- **Customer Details** - opens the customer record for editing. However, the invoice re-print will NOT be changed because it is permanent history.

Views

At the far left, the following options can be used to focus on different aspects of this header area.

Reference # - (the default)

Customer - shows all invoices for the currently highlighted customer invoice. Can choose the Customer [F9] button at the top to select a different customer.

Purchase Order # - if the invoice prompted for the customer's purchase order number, that number can be found here. If the PO number needs to be changed, highlight the invoice and select Change PO Number under Actions at the bottom left.

Serial Number - if a serialized inventory item was sold, the invoice can be found by entering the serial number of the item. If you are tracking serial numbers on service orders, those serial numbers are also accessible.

Order Number - If the invoice originated as a Layaway, Order, or any other pending transaction then the final invoice can be found by entering the original pending order number.

TIP: The Invoice Quick Find option (Binocular icon) on this screen can search for any pending transaction number. Invoices created from other pending transactions will display its original source on the General section at the bottom center of the screen. (see Invoice Quick Find 1200)

Also from the Properties: General menu, in the Sold to section at bottom right, there is a field called **Converted** which will show if the invoice was originally a pending transaction and if so, the original

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number will appear in the field.

(B) Detail - the items purchased includes SKU, Description, quantity, price, discount percentage, and line total.

If there is a backordered quantity, then the invoice was split into a pending order for the customer and includes all items which were not delivered.

Right-Mouse-Click on a line item provides options to

- Adjust Cost - change the cost of the line item to the current cost or some other value
- Properties - to review the source of the product, sales history, commissions, returns and other useful information. (see Item Properties 935)

(C) Footer - additional information about the invoice based on the selection of Properties at the far left.

Properties

General -

Sold To - gives the customer name. A lookup button at the end of the field allows for editing of the customer record.

Header - shows time, cashier and sales person, register number, customer PO number, terms of payment, and if the invoice was converted from a pending transaction and if so the number of the original transaction.

In the center is more information about the original transaction including its creation date and number.

In the bottom center are options based on security settings to

- Show Costs - displays profit and profit margins per invoice -
- Show Voids/Unused - Show invoices which were Voided or Unused (invoice was canceled before completion)

At the far right shows how the invoice was tendered, and the taxes, subtotal and grand total. Specifics of check number, previous deposits and sources, and split tenders will also be displayed.

This information will change to show costs and profits of the highlighted invoice when the "Show Costs" option is activated.

Bill To / Ship To - customer's mailing address

Notes - displays any service, order, or invoice notes associated with the transaction.

Prompts - information gathered at the start or completion of the sale. (see System Setup: Transactions: Prompts)

General Ledger - this will be blank until the cash drawer has been balanced, then it will display how each item sold impacts the General Ledger accounts

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Transaction Log - time stamped activities related to this invoice. Gives a total time for creation of the invoice.

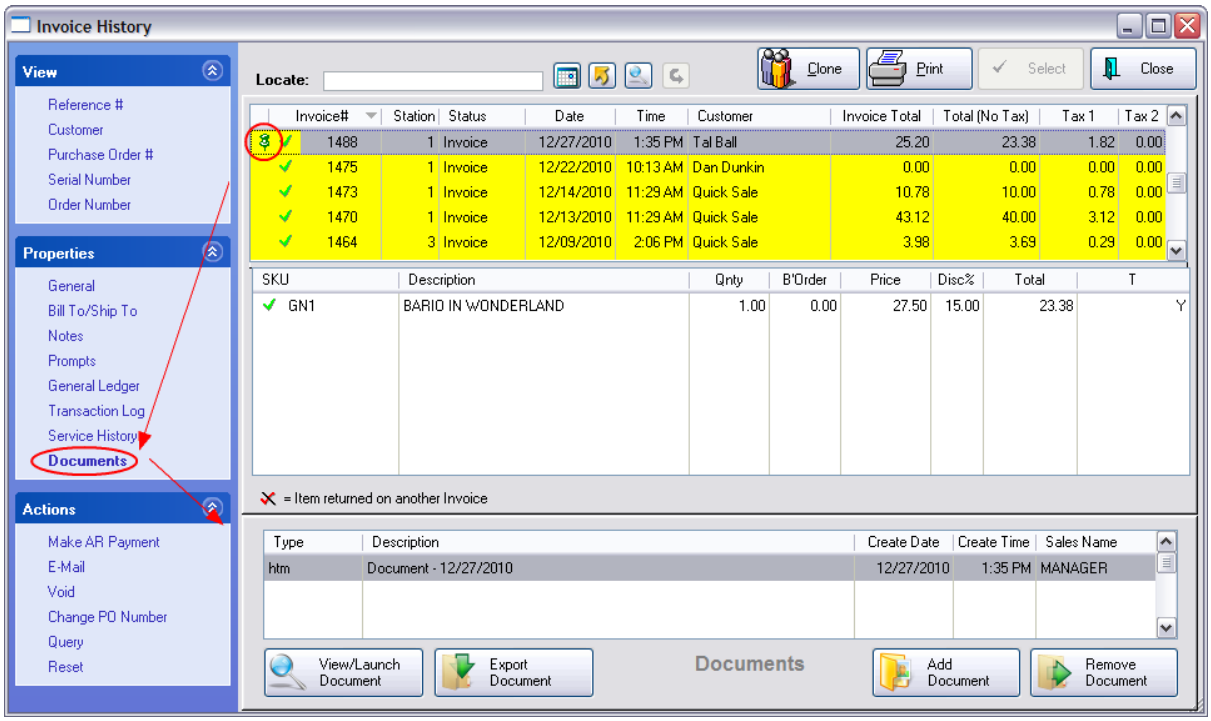
- Invoice - activity while in the Invoicing stage
- Pre-Invoice - activity prior to the Invoicing stage while it was an order, layaway, internet order, etc.

Service History - lists serialized products serviced on this invoice. If there are serialized products then choose the Service History folder icon at far right to show details about the serialized service.

Weather - displays the temperatures, dew point, and precipitation for the day of sale

Documents - A document can be attached to an invoice just before processing the invoice. In Invoice History, an invoice with an attached document will have a "Map Pin" icon in the first column. Select Documents under Properties and you will be able to access the document.

Document Attached



Options

View/Launch Document - Depending upon the type of document, you can choose view it or launch it.

Export Document - saves the document to another file location

Add Document - a document can be added after the invoice has been completed.

Remove Document - removes the link to the document; the document is not erased. (There is no warning or confirmation required.)

Actions

Make AR Payment - accept a payment towards the highlighted customer's store account. It is not necessary to find the original invoice to take payment towards Accounts Receivable for the customer.

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E-Mail - send an e-mail copy of the highlighted invoice to the customer

Void - if the cash drawer has not be balanced nor on store account, then the invoice can be voided, the monies returned, and the inventory stock updated. You may also be asked if you want to create a new invoice based on the old one.

Change PO Number - Add or Edit the customer's purchase order number.

Query - define and re-use filtered lists of invoices based upon criteria important to you. Contact POSitive support for more information.

Reset - to restore the original list of invoices after using a query or the Invoice Quick Find features.

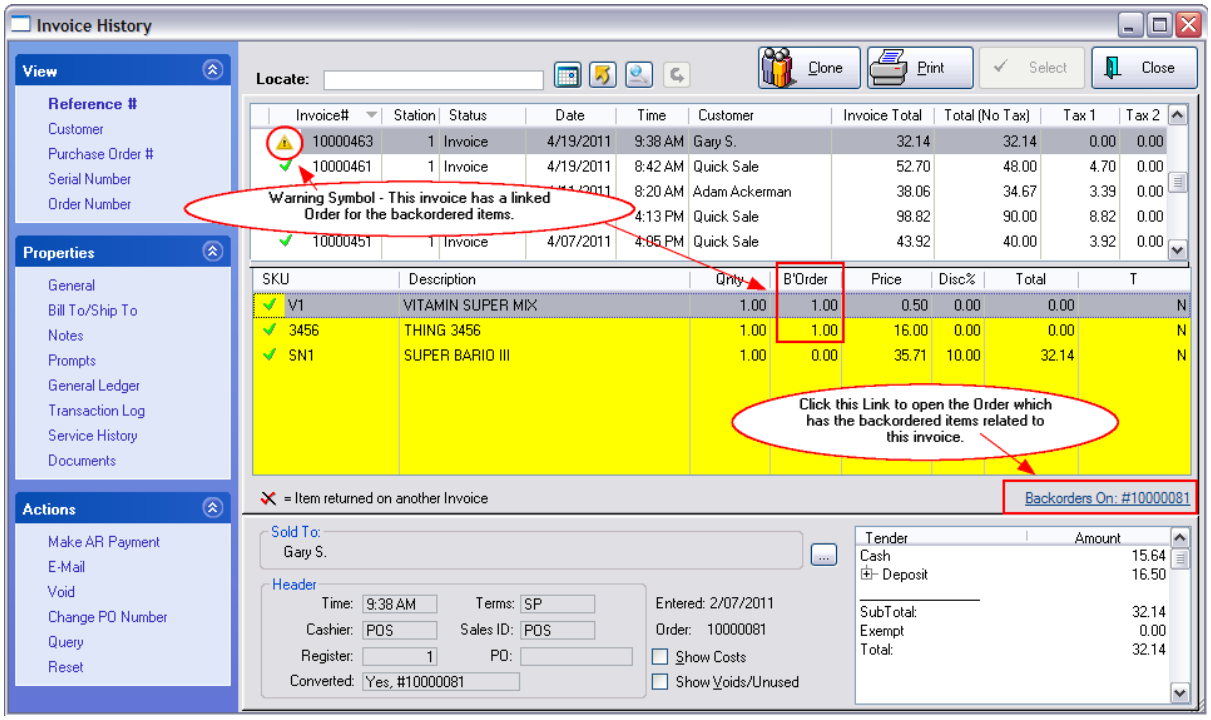
5.1.1.6.1 Backorders On Invoice History

When tendering an invoice with backorders, you may choose to convert the backordered items to a pending Order and proceed with completing the invoice which will deliver the items in stock to the customer. The out of stock items will need to be delivered later.

Invoice History will indicated that there is a linked Pending Order.

You may click the link (in the bottom right) to open the pending order.

If you choose to Void the invoice, the Pending Order could also be voided. However, there are several controlling factors.



Caution Symbol - a yellow triangular symbol preceding the Invoice Number indicates that there is a Pending Order associated with this invoice.

Order Link - the Pending Order number is displayed in the bottom right portion of the screen. It is a hyperlink. By clicking on the Pending Order number you will be able to edit the Pending Order.

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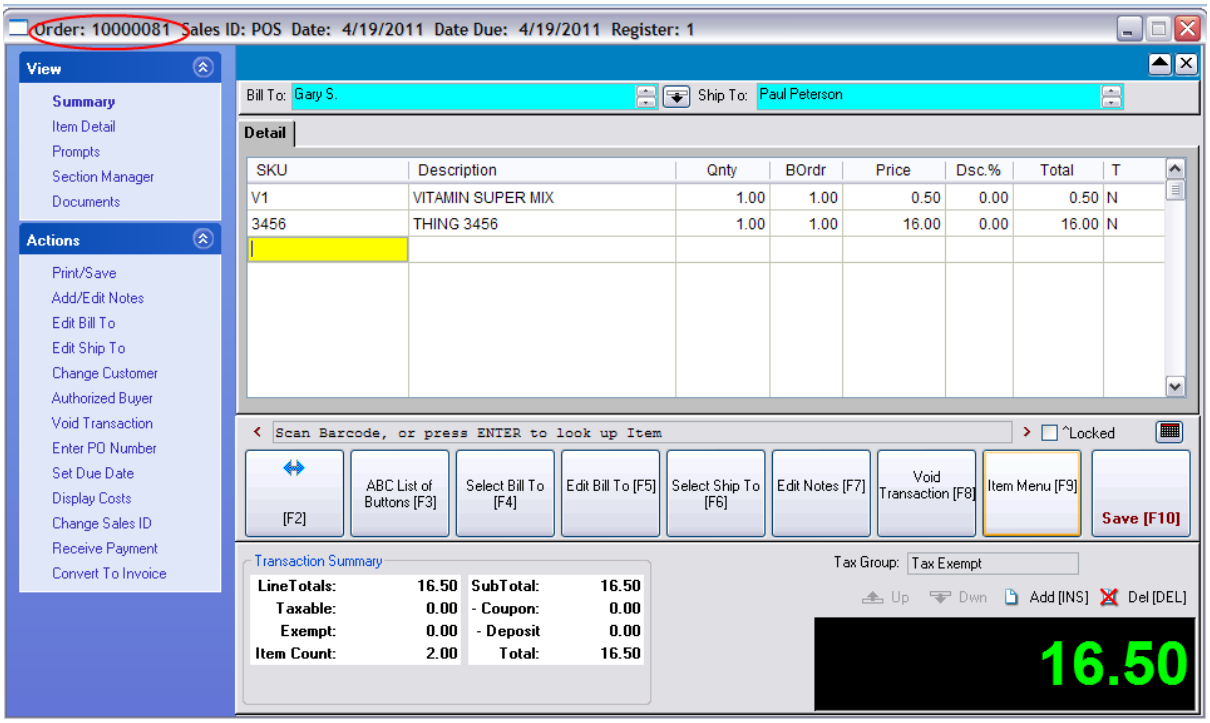
Example

Clicking on the Order Link will open the Pending Order



You may edit this order as needed. Choose Save [F10] when done.

Voiding An Invoice With Linked Backorders

An invoice with Linked Backorders can be voided after its creation but with certain stipulations to be explained herein.

1) Open the Invoice History screen

2) Highlight the Invoice With Linked Backorders which is to be voided.

3) Choose the Void option under Actions on the left.

4) After responding to a Reason for the Void, you will be asked..."Do you want to create a NEW invoice from this Voided Invoice?"

- If you answer CANCEL, then nothing will happen and you will be returned to the Invoice History screen.
- If you answer NO, then both the highlighted Invoice and the Linked Pending Order will be erased.
- If you answer YES, you will next be asked how the out of stock item(s) should be handled. Note: if you are not prompted, then there are overriding settings in System Setup. Settings

Allow Backorders On Invoice (System Setup: Transactions: Transactions tab)

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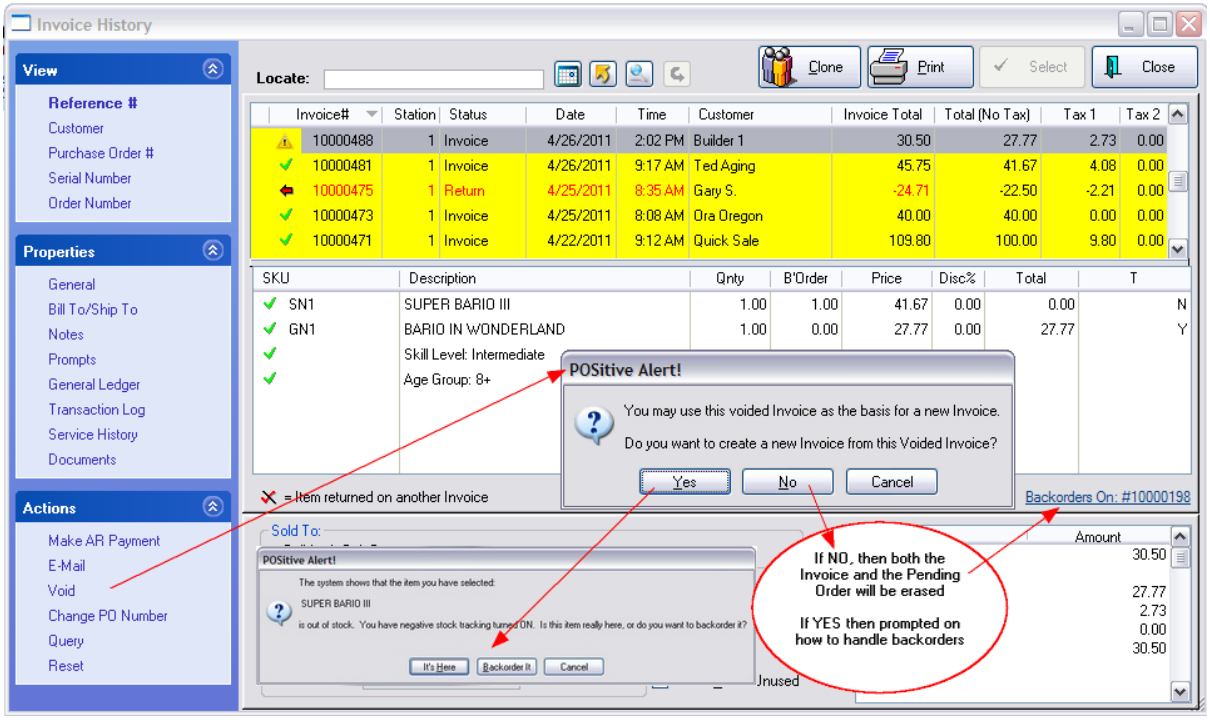
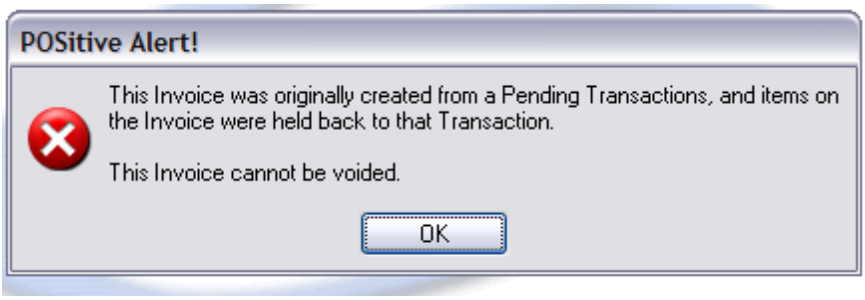
Allow Sales of Items Before Receiving On PO (Negative Inventory) (System Setup: Inventory: General tab)

Invoice Prompt Behavior When Negative Stock is ON (System Setup: Inventory: Invoicing tab)



If the Invoice originated from a Pending Order converted to an Invoice, you will not be able to Void the invoice in Invoice History.

You will receive an Alert stating: "This Invoice was originally created from a Pending Transaction and items on the Invoice were held back to that Transaction.



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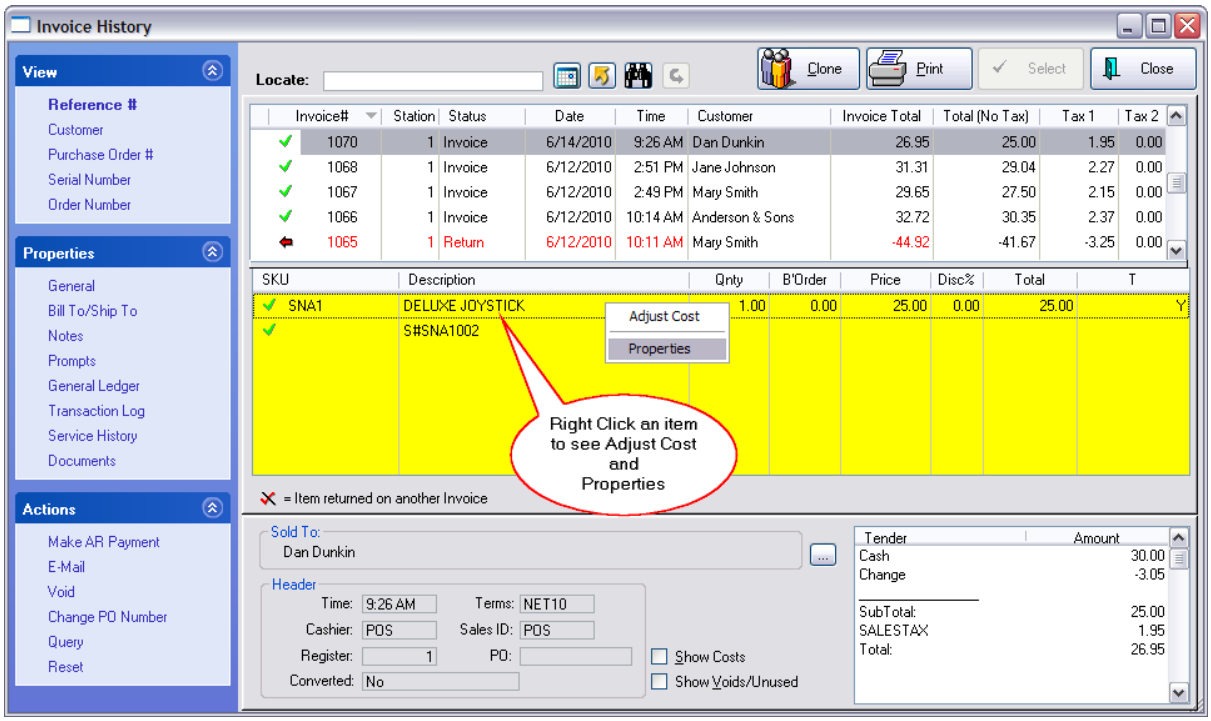
5.1.1.7 Item Properties

Displays specific information about an item already sold.

This information is accessed by going to Invoice History, highlighting an item in the items sold section, then RightMouseClick on the item and choose Properties.



When you choose "Properties" much more information about the item becomes available.

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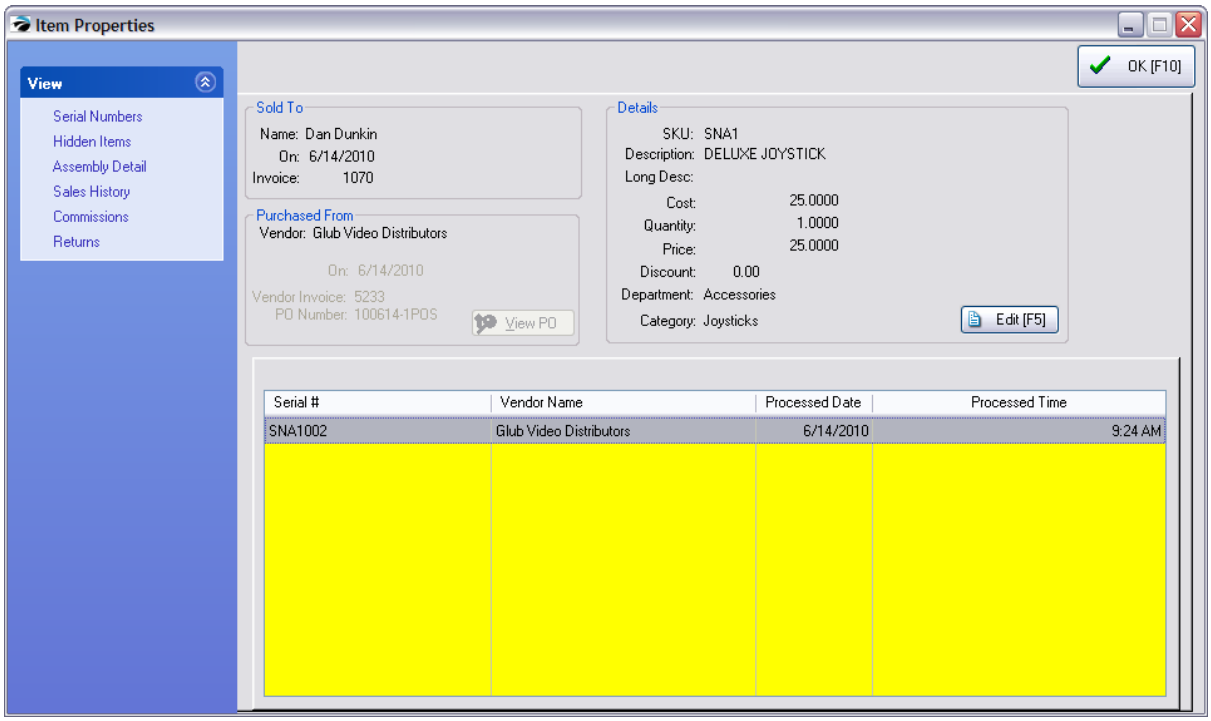

Sold To

- Customer Name Sale Date Invoice Number
- If the item was returned, it will display the invoice number and date of the invoice. More information is on the Returns view at the left of the screen.

Purchased From

- Vendor Name Date of Vendor Invoice Vendor Invoice Number PO Number
- View PO button - allows you to review the Purchase Order

Details (of this item on this invoice)

- SKU, Description
- Cost - the FIFO cost of the item at the time of invoicing. If quantity is greater than 1, then it will be the average FIFO cost.
- Quantity - number of units on this invoice
- Price - each selling price on this invoice
- Discount - a percentage discount on this invoice.
- Department, Category
- Edit [F5] button - opens the Inventory Detail screen for editing the item in the inventory list. Changes made will not affect the information on this invoice.

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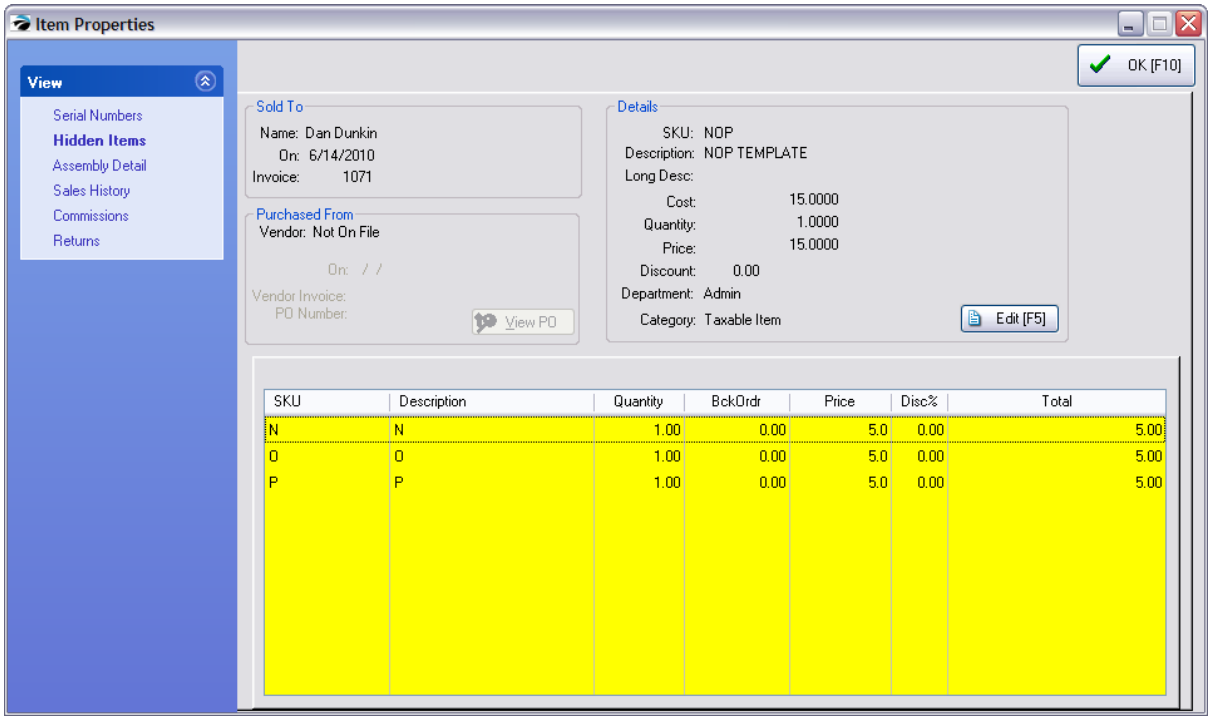
VIEWS

Serial Numbers

Only if the sold item were serialized would this view display any information. It will show the serial number of the item sold, vendor name, processed date, and processed time.

Hidden Items

If the sold item was a "Hidden Template (Kit)" this tab will display the contents of the template. (see Kits 1510)



Assembly Detail

If this item were part of an "assembly of a kit" then you would see the date of the assembly and the components of the assembly.

Sales History

This is ALL sales history of the inventory item. Shows every invoice, not just invoices from this particular customer in the Sold To section.

- Invoice, Date, Time, Quantity, Backorder, Price, Discount Percentage, Extended Total and Tax Amount

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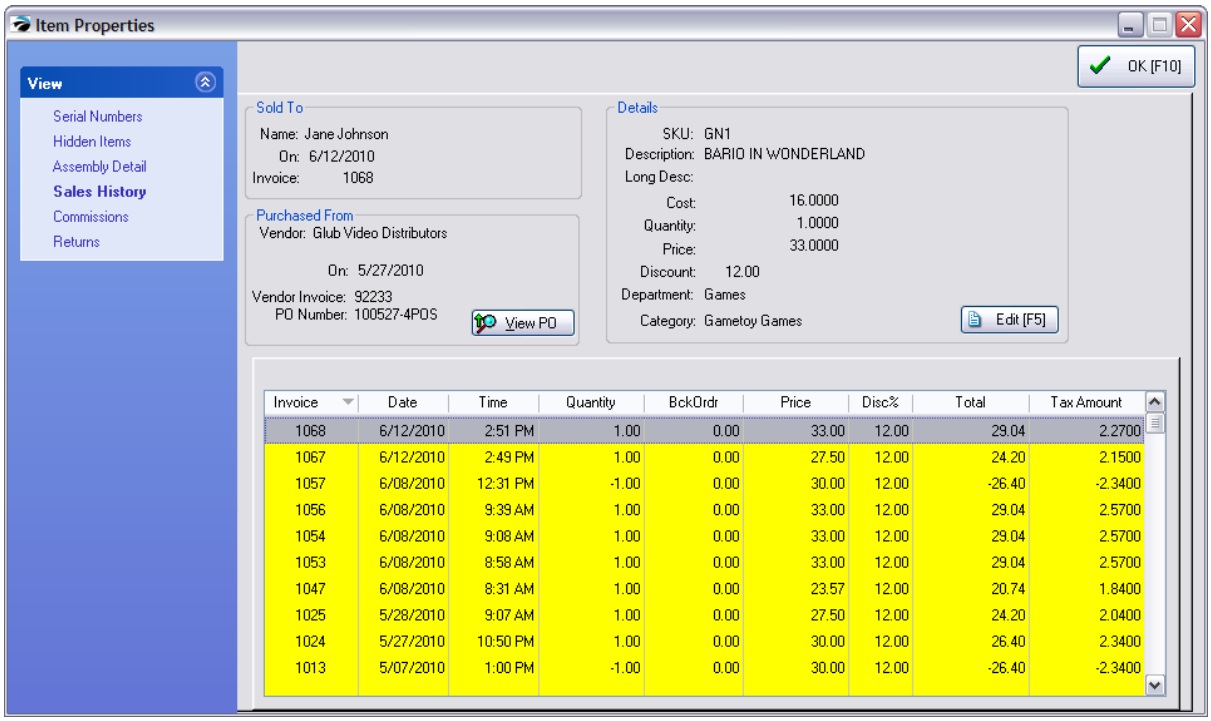

Commissions

- Sales ID (a second sales ID is for split commissions) Amount of Commission
- Shows commission percentages for the item on this invoice.

Returns

If this sold item was later returned, this section shows the invoice number which processed the return. You must highlight the original invoice and choose Item Properties to see this information. If the quantity sold was greater than one, then this could show multiple invoice numbers if the products were returned at different times.

- Invoice Date Quantity Price

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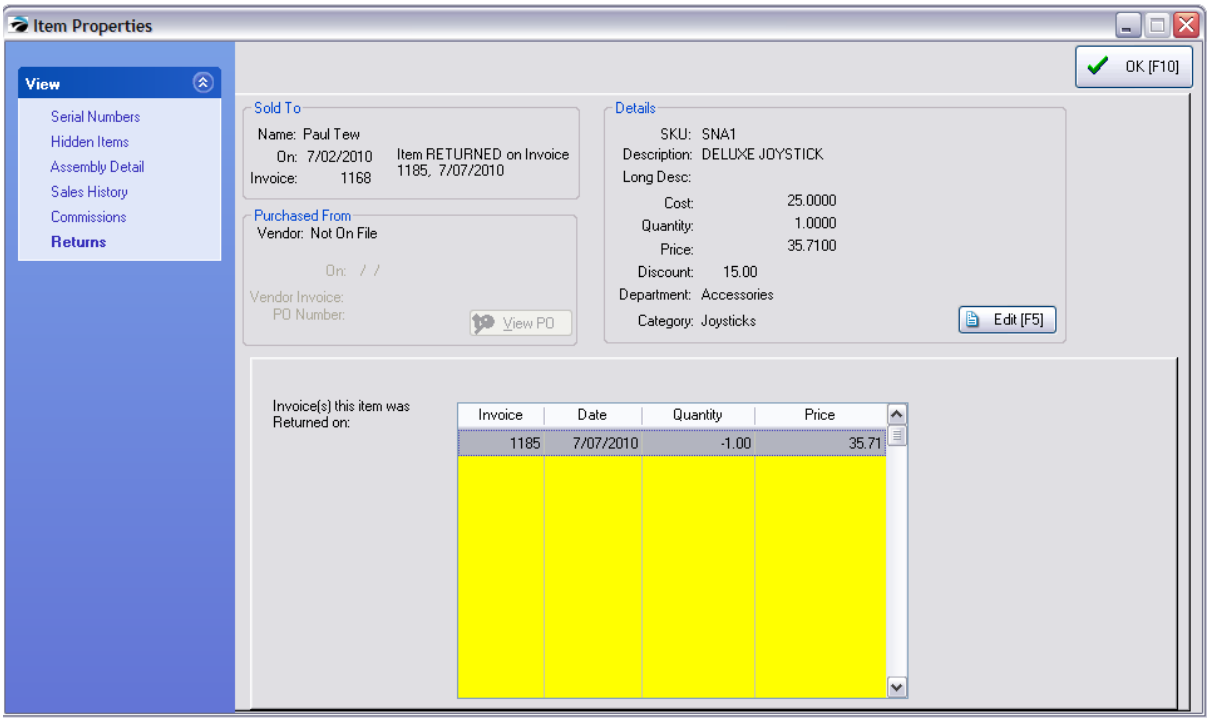

5.1.1.8 Pending Transactions

An "INVOICE" transaction (see Invoice History 927) means a sale has been made and the products have been delivered to the customer.

But, there are other types of sales transaction which are "pending" delivery and are not called invoices. Examples of such pending transactions are Layaways, Orders, Web Orders, Service Orders, and Quotes.

1) Start a PENDING Transaction.

From the Transaction master menu, choose the CREATE pull-down menu for Pending. Select the type you want to create. If you are choosing to Review. Open the Pending pull-down and select the type and you can choose to add a New pending transaction.

The Calendar icon will show status of all pending transactions.

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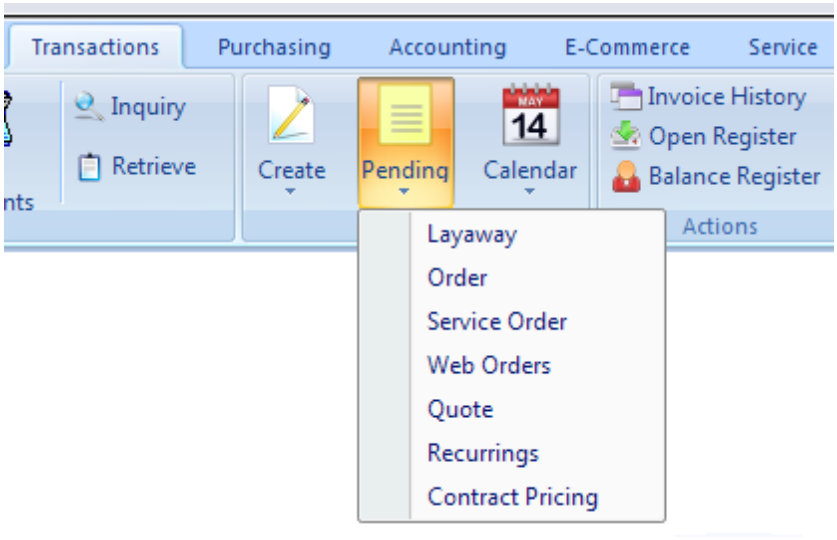

2) Assign a purchaser to the invoice.

All Pending transactions must have a customer name assigned to it; Quick Sale is never an option. Before the pending screen opens a list of customers will be displayed from which you add and select a customer.

3) Add products and services to the invoice.

Products are added using a barcode scanner, by manually typing a product SKU, or by opening a list of inventory and choosing the desired item. Once the item is on the pending invoice, the quantity, selling price, and discount percentage can be changed.

Continue to add products to this pending invoice until all items to be purchased are listed.

4) Set a Delivery Date

Because this is a pending transaction, a due date or delivery date needs to be selected. A calendar will allow you to select any date.

5) Take a Deposit payment by cash, check, or credit card.

Choose the Tender button, or press F10 on the keyboard. Because you are not delivering the products at this time, you can determine how much the customer should pay if anything in advance for these items. Highlight the payment type, press Enter, and fill in the amount if you are given more than the total charges.

5) Print the Pending Order, Layaway, etc. for the customer.

After entering enough monies in payment, POSitive will print the invoice, display change to be given the customer and the invoice closed. POSitive is then ready to repeat the process.

Advanced Planning: Specific Printer(s) and forms also need to be selected for Layaways, Orders, Service Orders etc. This is done through Station Settings.

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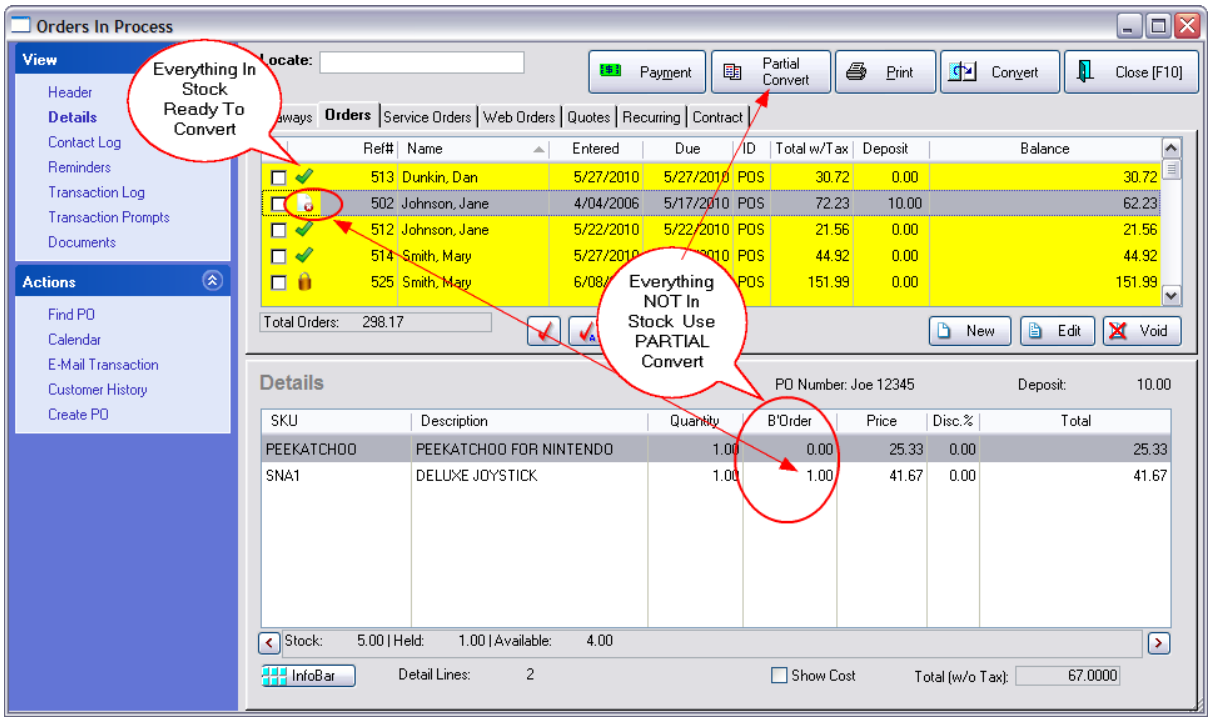
Convert To Invoice

IMPORTANT: Eventually, ALL pending transactions MUST be either converted to an invoice or voided.

Open the "... In Process[1185]" list. Highlight the customer transaction and choose the Convert button.

Before choosing the Convert button, check to make sure that all items are in stock and can be delivered. If some items are not in stock, you can choose the Partial Convert button to select which items will be delivered at this time.

Again, ALL pending transactions MUST be either converted to an invoice or voided. Otherwise your inventory will be flagged as held and your stock counts will not be correct. And, your sales tax reports, which are based on invoices processed, will be inaccurate.



More Information

Batch Convert Orders: Contact POSitive support for more information.

Invoicing Options[979]

Transactions In Process[1185]

Quotes Overview[1236]

Service Orders Overview[1243]

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5.1.2 Cash or Customer

Quick Sale Invoice

- extremely simple to create and process:
    1) list the items to be purchased,
    2) take payment, print a receipt, and
    3) make change.
- no need to ask customer for personal information

However, you may be missing out on some great benefits. For example, if you activate an option to "Ask for Zip Code", you can generate a report of where your customers are coming from and then plan your marketing into those areas. (see System Setup: Transactions: Transactions tab: "At Start of Transaction".)

Customer Sale Invoice

Customer Sale invoices are just as easy, but first you select the customer by name, phone number, or account number. Then you have enhanced services beyond just invoices: options like layaways, special orders, service orders and quotes, purchase histories, preferential pricing, rewards programs, contract pricing, store accounts and credit options, specialized mailings, e-mail marketing, tax exemptions and more.

Asking For Name & Address - How do you get the customer to share personal information? There are some shortcuts and tricks.

- Issue customer cards (see below). These can be non-descript. They could be linked to a $5.00 off discount if they share name and address information.
- Hand out fill-in forms. People are less likely to give personal information while standing at the register in line to make a purchase. Collect them before or after the sale and enter them into the customer list.
- Run a newspaper ad to get discounts if they come with a fill in coupon.
- Offer a better price level or a Frequent Buyer reward program for those sharing personal information.

POSitive Options - There are some subtle options in the setup of POSitive which can be easily skipped at the time of invoicing to aid you in gathering customer and sale demographics.

- **Customer Prompts** - Before creating the invoice, you are prompted to ask for zipcode or other information which can be used to generate a customer record. (see System Setup: Invoice Setup: Quick Sale 50 tab)
- **Generic Customer** - Create a generic customer record which remains at the top of the customer list for easy use. Do not use Quick Sale at all (see Station Setup below), but select the generic customer name. (Tip: Last name field consists of two hyphens --)
- **Invoice Prompts** - When creating or tendering an invoice, POSitive can ask for information to be included on the invoice. This information can then be gleaned later. (see System Setup: Transactions: Prompts 50 tab)

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Station Setup

When you start a new invoice, you will be prompted to select the type of sale

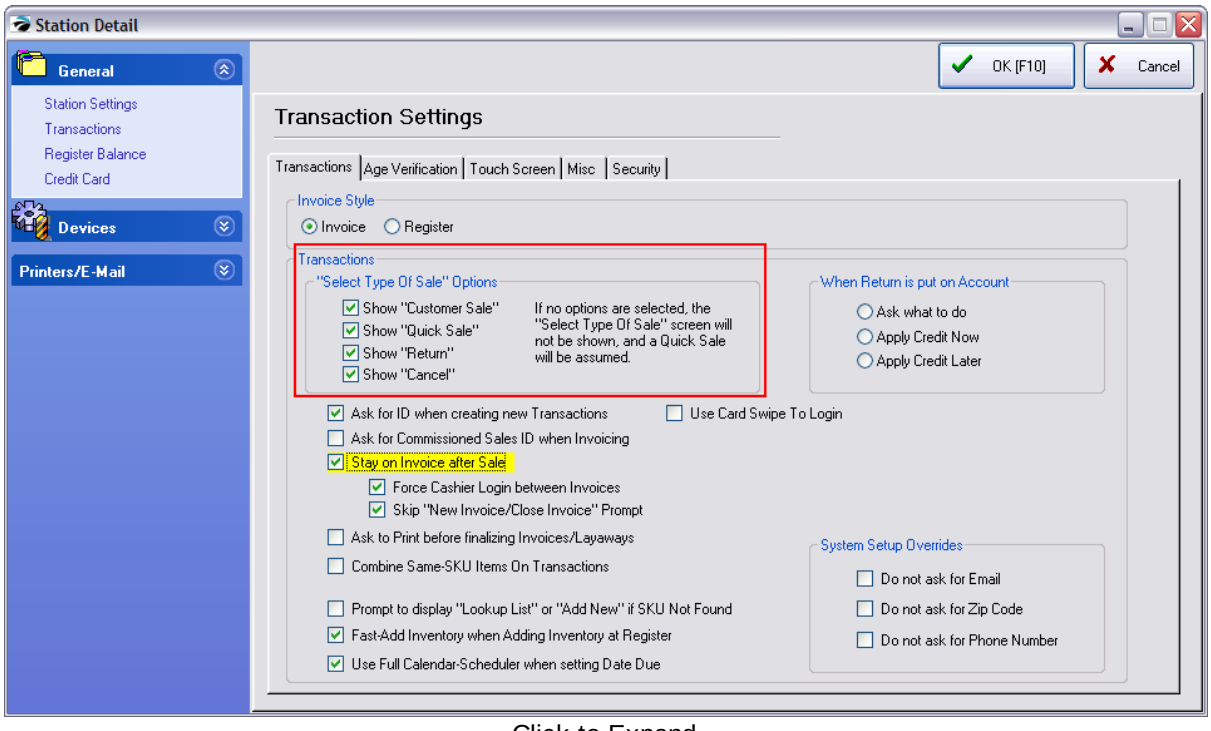


Under Station Settings: Invoice/ Misc you can be very specific about how the workstation will operate. (see Station Settings)203

Select one or more options

- Show "Customer Sale" - opens the customer list.
- Show "Quick Sale" - assumes "No Name" on the invoice; ideal for walk-in customers.
- Show "Return" - if you will be processing customer returns.
- Show "Cancel" - if you are likely to not create an invoice after all.

- If no options are selected, the "Select Type Of Sale" screen will not be shown, and a Quick Sale will be assumed.



Click to Expand

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Customer Cards

Those little plastic cards are so handy to use and add a nice touch to your business. Purchase cards with a pre-printed barcode. The number can be scanned easily and are less likely to wear out.

Customer Code - The number on the card can serve as the LOOKUP CODE for the customer record. When the customer presents the card, open the customer list, press F3 for Code, and scan the code. For customers who want to remain anonymous scan the number in the Last Name field of the customer record.

Frequent Buyer - A Rewards Program can be assigned to the customer record.

Gift Certificate - The number on the card can serve as a gratuitous Gift Certificate. With Gift Certificate Manager, you can generate a series of gift certificates good for a few bucks in advance of issuing the cards. When the customer is ready to tender the invoice, scan the card under Redeem Gift Certificate on the tender screen.

5.1.3 Create and Process an Invoice

Invoicing Screens

Before going into details about working with invoices, you should learn which style of invoicing screen management wants you to use. There are three choices: Register Style, Classic Invoice Style, and a very customizable Touchscreen Style.

General Layout - Register Style

The Register Style layout is designed for general merchandise sales. It is assumed that changes to pricing and discounts will be minimal, that splitting commissions and changing Sales ID are not typical practices. This screen is simple in it's layout and function.

A) Once set for the workstation, this screen will be used for ALL types of invoicing transactions: Invoice, Layaway, Order, Service Order, Web (Internet) Order, Quote, Recurring Invoice, and Contract Pricing.

B) The ESCape key will open a menu of additional options.

C) The customer information is readily visible.

D) Line items are edited using the array of Invoice Buttons; highlight the item and select the appropriate button. This set of buttons is customizable.

E) Adding a product is done by scanning or typing a SKU in the yellow field, or by pressing the Locate Item or INSert key to see a listing of inventory.

F) An "invoice" can be temporarily suspended and recalled by any station on the network as a means of cutting down long lines.

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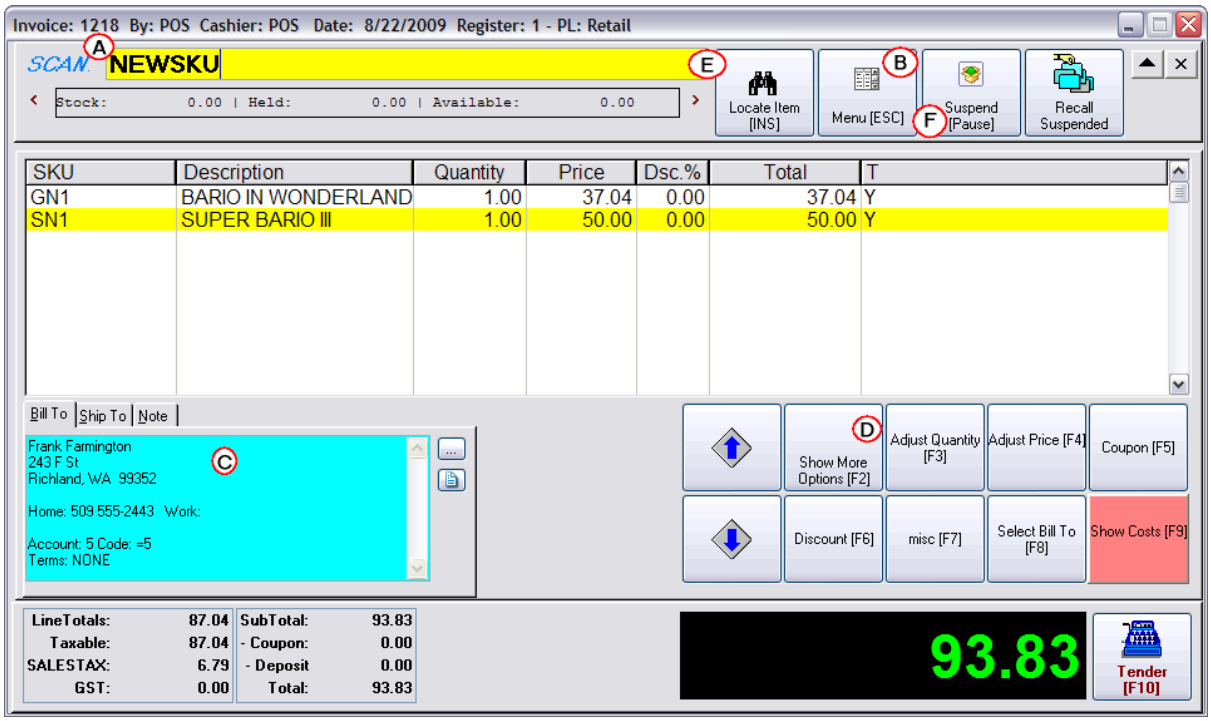

General Layout - Invoice Style

Unlike the Register style screen which is activated by default when you install POSitive, this classic Invoice Layout is enhanced to make editing easier. It also supports grouping items into sections.

A) Once set for the workstation, this screen will be used for ALL types of invoicing transactions: Invoice, Layaway, Order, Service Order, Web (Internet) Order, Quote, Recurring Invoice, and Contract Pricing.

B) The far left displays advanced menus which are always visible and readily accessible. (In Register style screen you choose from the ESC Menu each time.) The Section Manager is a feature unique to this invoicing screen.

C) The customer information is tucked away on one line at the top of the screen. Choosing the Down Arrow will display the full information.

D) Line items are easily edited; highlight the item and press Enter to change the quantity, price, or discount. The button bar is also functional and can be customized.

E) Adding a product is done by scanning or typing a SKU in the yellow field, or simply by pressing Enter to see a listing of inventory.

F) An "invoice" can be temporarily suspended and recalled by any station on the network as a means of cutting down long lines.

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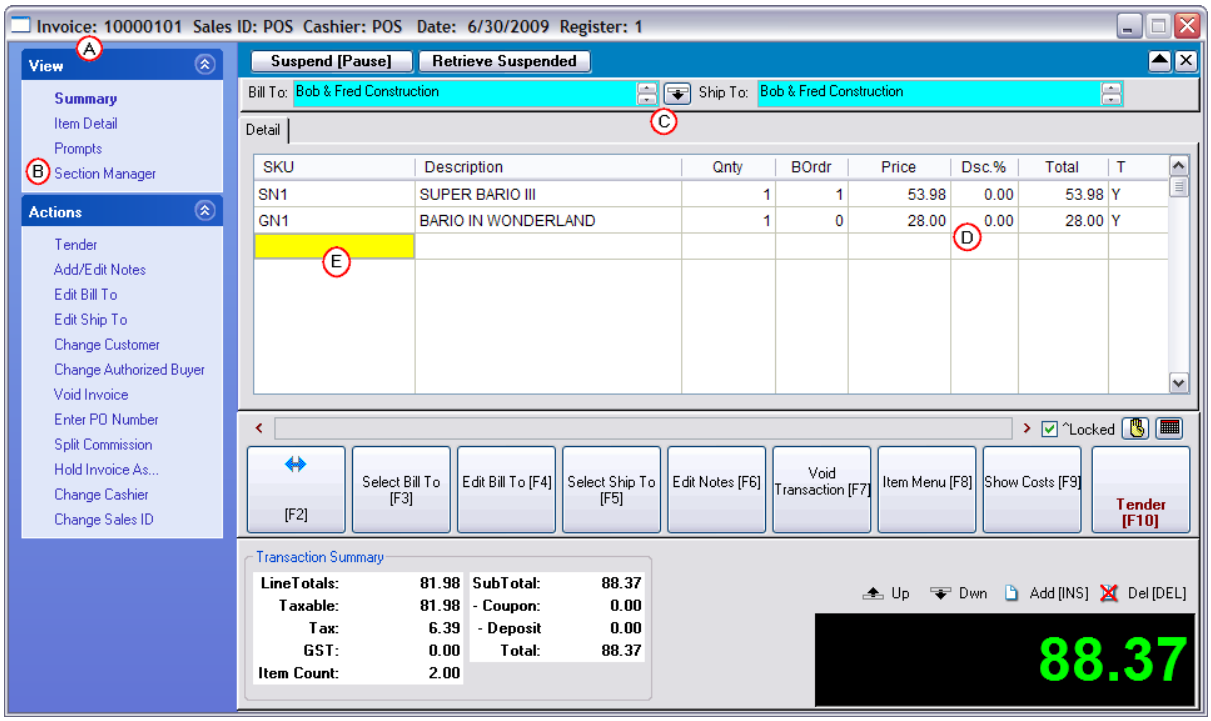

Customized Touchscreen

These are just samples. You will need to review your customized touchscreen and get specialized training on it's use.

PRMGEM provides a fully customizable Touch Screen. They are limited only by your imagination. Contact your dealer for help in planning and creating a touchscreen which will meet your needs.

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SIMPLE LAYOUT



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MORE DETAILED LAYOUT



POSitive DEFAULT LAYOUT

Choose C:\\POSitive\PRMPOSitive\GEM\Buttons\DEFAULT.BTN

This is a simple starter screen with essential invoicing buttons. What is missing are links to your inventory items through the renaming and setup of the yellow "New Button" buttons. Your dealer may have a touchscreen layout more suited for your business type.

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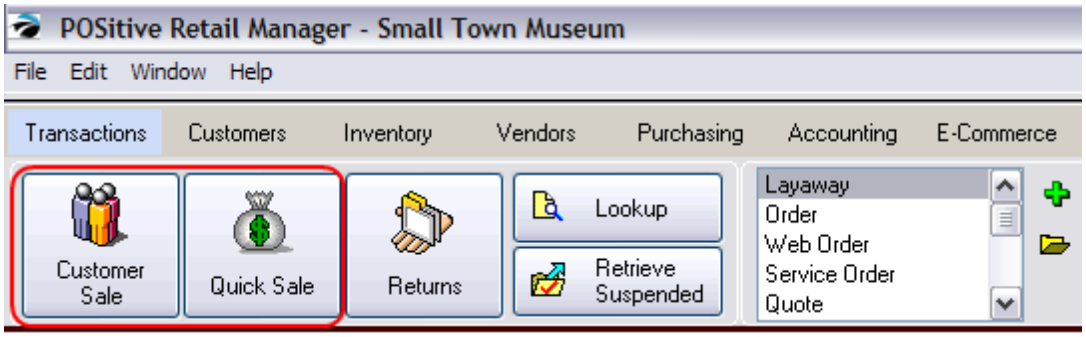
Start An Invoice

There are many ways to being an invoice and management will have chosen one method for you to use. Be aware that each computer could operate differently based upon Station Settings.

From the Transactions master menu, choose the Customer Sale or Quick Sale button.



- Differences Between Quick Sale and Customer Sale

Quick Sale Invoice

- extremely simple to create and process:

1) list the items to be purchased,
2) take payment, print a receipt, and

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3) make change.

- no need to ask customer for personal information

Customer Sale Invoice

Customer Sale invoices are just as easy, but first you select the customer by name, phone number, or account number. Then you have enhanced services beyond just invoices: options like layaways, special orders, service orders and quotes, purchase histories, preferential pricing, rewards programs, contract pricing, store accounts and credit options, specialized mailings, e-mail marketing, tax exemptions and more.

Add Products

Enter Multiple Quantities

How To Enter Multiple Quantities of an Item

Methods for Adding Inventory to an Invoice

Methods for adding Inventory.

Take Payment for the Purchases

If using

- *Register Style*: press F10 or Tender button to open the Invoice Tender screen.
- *Invoice Style:* press F10 or Tender button to open the Invoice Tender screen.
- *Touchscreen:* click on Tender button and the Balance Due screen is streamlined.

1. Highlight the method of payment.

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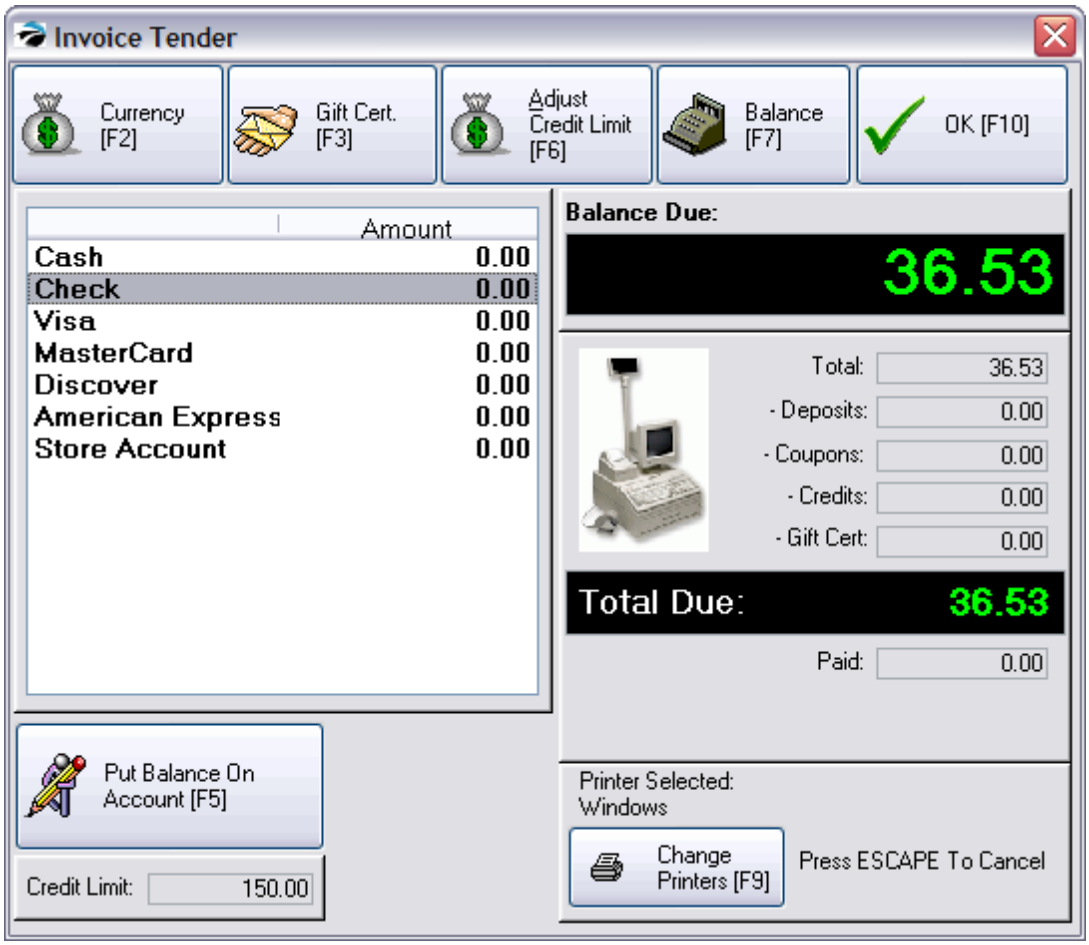

2. Press Enter to fill in the amount due. (Note: another method is available more suitable for stores which accept payment in cash. Choose Tender Screen In Edit Mode on the POSitive Setup Form. With this method you type the amount tendered first, and then press Enter.)

3. The full amount due will be entered automatically.

4. Enter the actual amount of payment.

- If payment is in excess of the amount due, you will prompted with the amount of change to give to the customer.
- If payment is less than the amount due, you must highlight another method of payment and repeat the process until the entire balance is diminished to 0.00.

Accept Gift Card / Certificate FIRST

If the customer wishes to redeem a gift card or gift certificate,

1) choose the Gift Cert [F3] button first.

2) Enter the Gift Card/Certificate number and press Enter. If the certificate number is not on file, you should contact a manager, otherwise the amount of the gift card will be subtracted from the total amount due. (see Gift Certificates 1696)

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How To Cancel Payment

If you are not yet ready to tender payment, press the ESCape key on the keyboard or select the X in the upper right of this screen. You will be returned to the invoice.

Total Due Calculations

If the number is green then that is a charge amount. If the number is red that is a refund amount.

Several factors can affect the Total Due field.

Total - the grand total on the invoice

-- **Deposits** - if prior payments were received when the transaction existed as an order, layaway, internet order, or service order

-- **Coupons** - value of coupons being redeemed

-- **Credits** - value of store credit being applied to this invoice

-- **Gift Cert** - redemption of a gift certificate

Food Stamps

If food stamps are applicable as payment towards items on this invoice, processing food stamps must be done first, even before tendering Gift Certificates. There are some special setups which should be reviewed. (see Food Stamps 178)

How To Change Printers On Demand

As you are processing an invoice, you may want to print the receipt to a different printer. In the lower right corner is a display of the currently selected printer. With an [F9] option button to change to a different printer for this invoice only.

1) Before filling in the amounts for tender, **press F9**, Change Printers. Note: a Station Setting can be set to always prompt for which printer to use.

2) A list of defined printers will open. Highlight one and press Enter.

3) The lower right corner displaying the currently selected printer will change.

4) Process the Tender amount.

How To Handle Split Tender

You may use multiple payment types, known as splitting the tender, to pay for purchases. For example, the customer may want to put some of the charges on a credit card and pay the rest by check.

1) Highlight one method of payment, such as a credit card.

2) Press Enter, which will fill in the full amount due.

3) Type the amount to be charged to the credit card.

4) Highlight a different method of payment, such as a check.

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5) Press Enter, which will fill in the balance due.

6) Repeat as often as necessary.

How To Charge An Invoice To Accounts Receivable

You may choose to defer payment by placing all or a portion of the amount due on store account. This option is not available on Quick Sale invoices or Customer Sale invoices if the customer record does not have an entry in the Address line.

1) Press F6 to Adjust Credit Limit. POSitive will raise the customer's credit limit to cover the exact amount due.

2) Press F5 to Put Balance On Account.

3) Answer YES to Process Now. The sale will be closed and the customer AR records will be updated. Printing of an AR Statement for the customer will include these charges.

How To Charge An Invoice To Third Party Billing

With proper approval you can transfer liability for purchases to a third party. Third party billing could be a Finance Company or an employee's company which will pay all or a percentage of the purchase.

1) Enter the amount which will be covered by the third party agreement in the Finance Company field. When you place the balance due under Finance Company, you will be prompted to select an appropriate company or third party.

2) Enter any remaining balance which would be the individual's responsibility under cash, check, credit card, or store account.

How To Accept Payment In Foreign Currency

If you are willing to take foreign currency as tender, select Foreign Currency [F2]. Select the defined foreign currency. (If necessary, you may edit the exchange rate to the current rate.)

Enter the amount of payment, and complete processing. The change due will be calculated in your local currency. You will not be making change in the foreign currency.

Change Due

When you Press F10, the Change Due window will appear with the amount you need to give to the customer.

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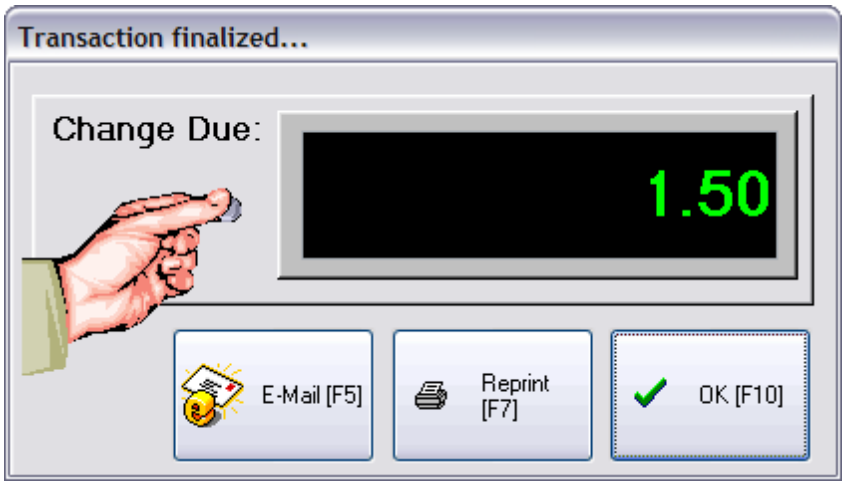

The **E-Mail [F5]** button allows you to send this invoice via e-mail to the customer.

The **Reprint [F7]** button allows you to immediately print another copy of the invoice.

The **OK [F10]** button will close this window.

5.1.4 Invoicing Aids

Various tools are available in POSitive which enhance invoicing

- **Transaction Notes -** allow you to add special customer viewable notes to Invoices, Orders and Quotes.
- **Age Verification** - assure that restricted products are sold only to adult individuals
- **Check Validation** - stamps the backside of checks for bank deposit
- **Credit Card Processing** - integrates credit card verification and authorization with the POSitive invoice
- **Coupon Manager** - applies qualifying discounts to purchases when a coupon is presented
- **Customer Receipt Options** - choice of various forms and option to print items purchased in a sorted order
- **Equation Editor** - enhances inventory sold by dimension and at the invoice screen makes computations easy
- **Locating Inventory -** special steps for finding inventory for an invoice or for a customer
- **Frequent Buyer** - rewards customers for purchases made
- **Gift Receipt** - makes returns of items received as a gift accurate and simple
- **Gift Registry** - tracks a customer's wish list
- **Handling Customer Returns** - quickly accepts products being returned and makes updates to inventory
- **Inquiry - (Price Lookup, Gift Certificate Status)** - check on the price of an item, Buy Now, and status of Gift Certificates
- **Mix & Match Manager** - defines which inventory qualify for price breaks within a special pricing group.
- **Package Pricing** - group inventory items and give them one package selling price
- **Portable Scanners** - a data collector compiles barcodes for automatic entry into an invoice, order, or

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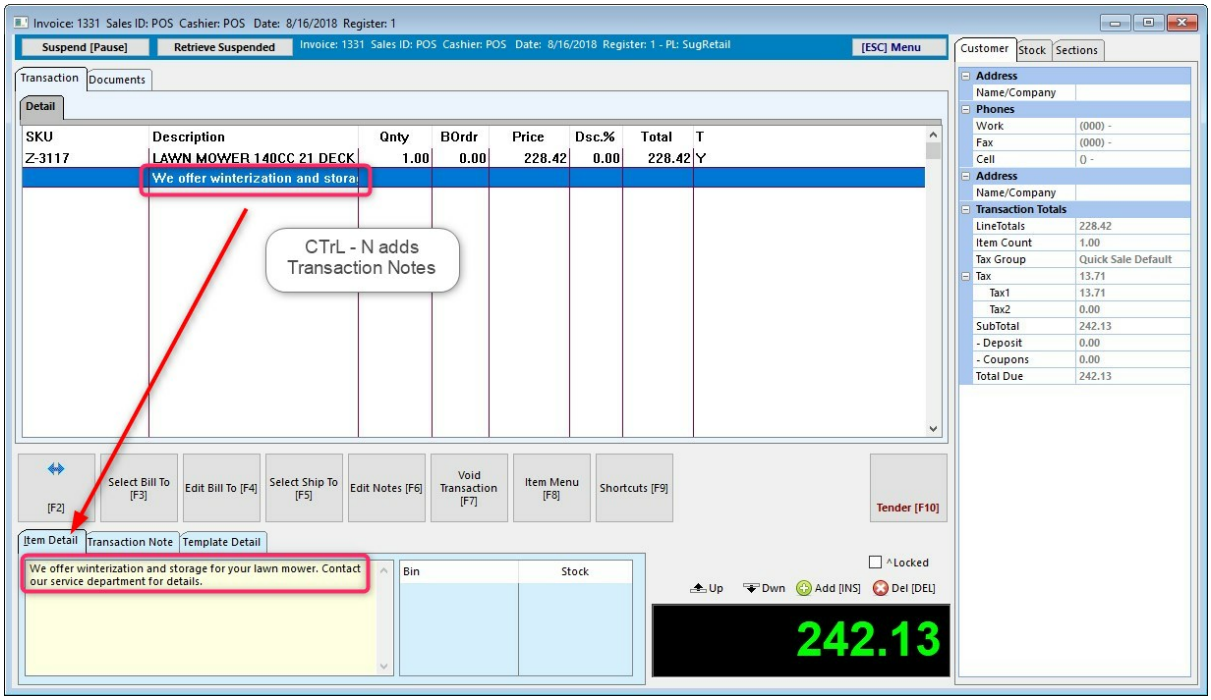
gift registry

- **Promo Manager** - creates special "Sale Events" for inventory
- **Recurring Invoice** - create a repeating invoice to charge for the same service or items every set number of days
- **Repeat Rewards** - a third party program for awarding customers for making purchases
- **Selling Prompts** - a line note generated when selling from a specific category

5.1.4.1 Transaction Notes

Transaction Notes allow you to add special customer viewable notes to Invoices, Orders and Quotes by pressing CTrL-N on a blank line. These are separate from Inventory Transaction Notes which are assigned to inventory items and always print on transactions. These notes are also searchable and you may add as many as you wish to a transaction.



Starting with POSitive 2017 products, you now have the ability to create and save pre-defined notes. This can be a big time saver if you use the same notes frequently.

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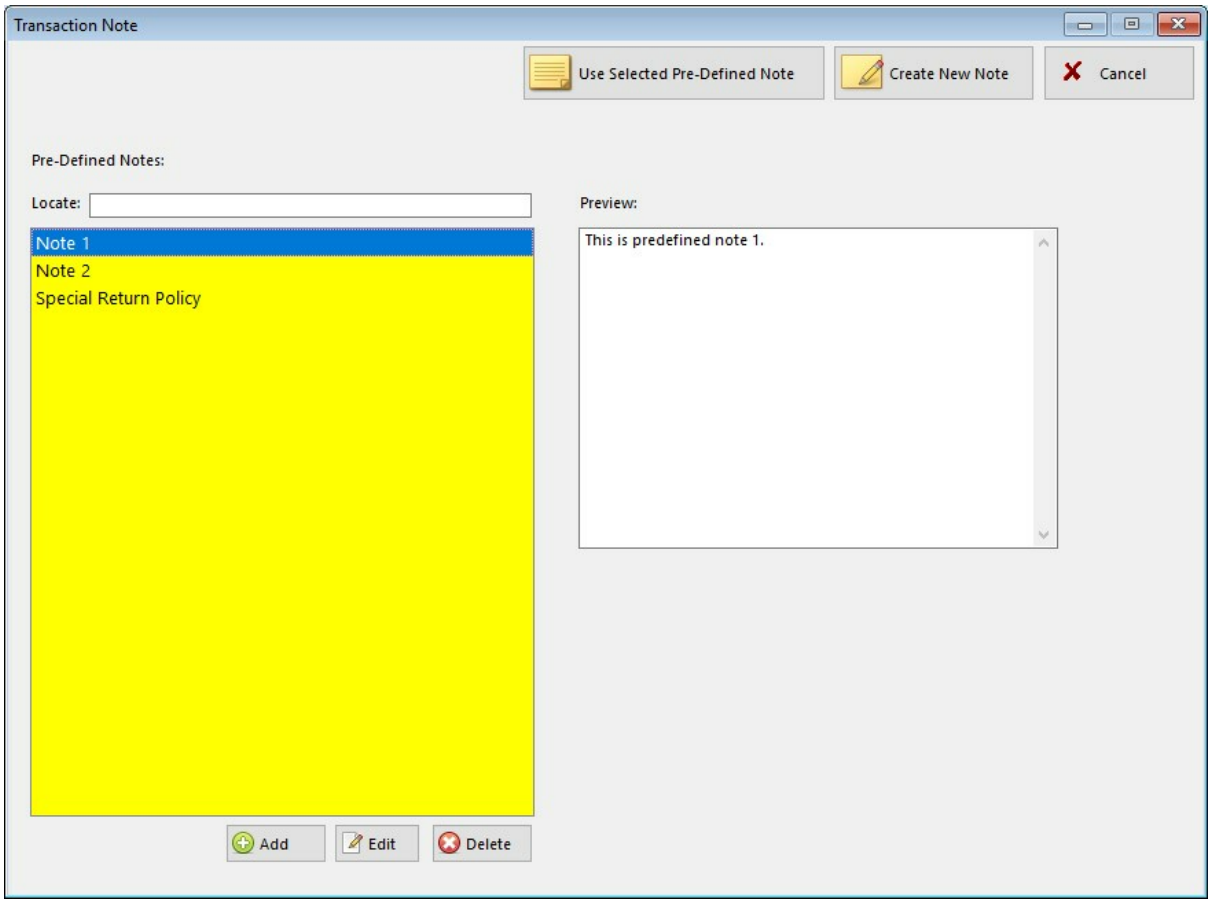

Click Create New Note to create your note and click OK to add to the transaction. You may also save the note to use again by clicking on Add To Pre-defined Notes. You may also create pre-defined notes by clicking on the Add button.

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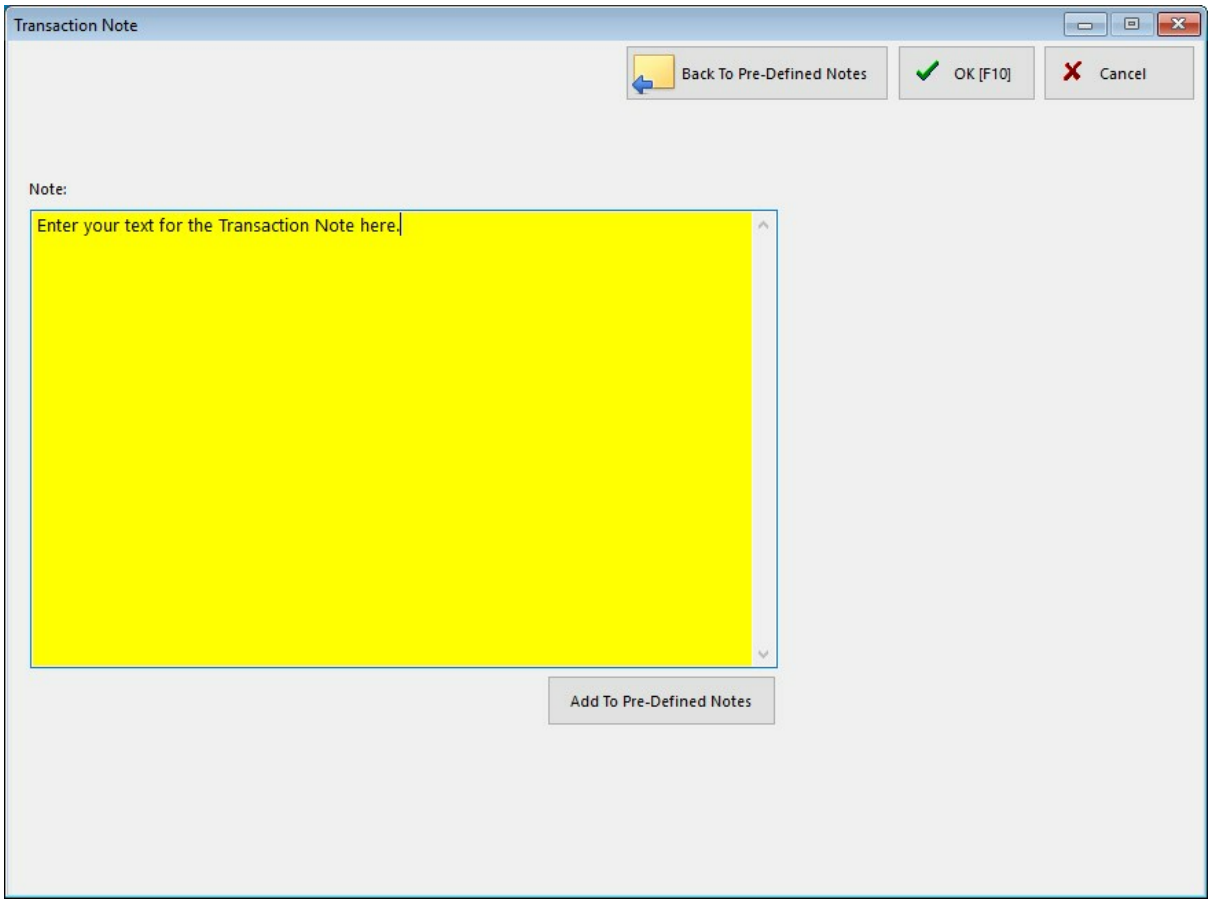

To search for a specific word in Transaction Notes, go to Invoice History and select the Quick Find Icon (small blue globe on menu bar). Enter the word in Item Note and press OK. In our example we're using "Blue". Invoice History will now show all invoices with "Blue" in Transactions Notes.

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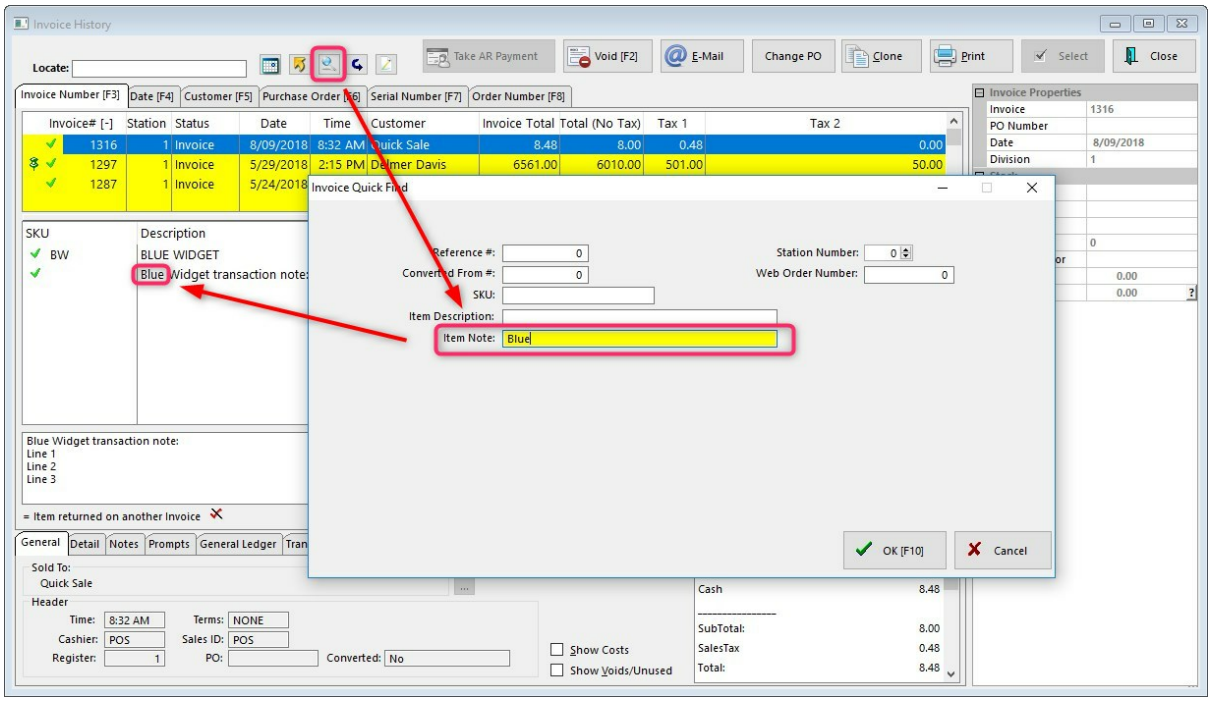

5.1.4.2 Age Verification

Some businesses sell controlled products which are not to be sold to underage customers. The Age Verification feature of POSitive will help in stopping improper sales.

Age Verification is category based. When an item is sold from a designated category, the clerk will be prompted to verify the customer's age. The verification only has to be done once per category. This means that the customer will be asked only once if purchasing additional items from the same category.

Station Setup

Go to Maintenance: Station Manager: Edit a station which will be involved in creating invoices. Select Transactions: Age Verification tab

Choose an appropriate **Age Verification Option**

- **No Age Verification Prompts** - select this option if you have no inventory restrictions; can be sold to anyone of any age
- **Prompt To Check ID** - the clerk will be reminded to ask to see some identification. The clerk will then choose Approve or Decline.
- **Prompt To Enter Birthdate** - the clerk will be asked to enter the customer's birthdate. POSitive will then compare the date entered with the computer system date and calculate to see if the minimum age is reached. This is a more dynamic method for verifying because requires the clerk to be more interactive.
- **Prompt To Swipe Driver's License** - some states issue a driver's license which has a magnetic stripe. NOTE: You must use a standard magnetic stripe reader, not a EMV reader used for credit cards. POSitive can read the data on the driver's license and extract birthdate information for verification purposes. The **Card Reader** option must be set based upon the results of the Test swipe. NOTE: Not all driver's license mag-stripes are usable with POSItive.

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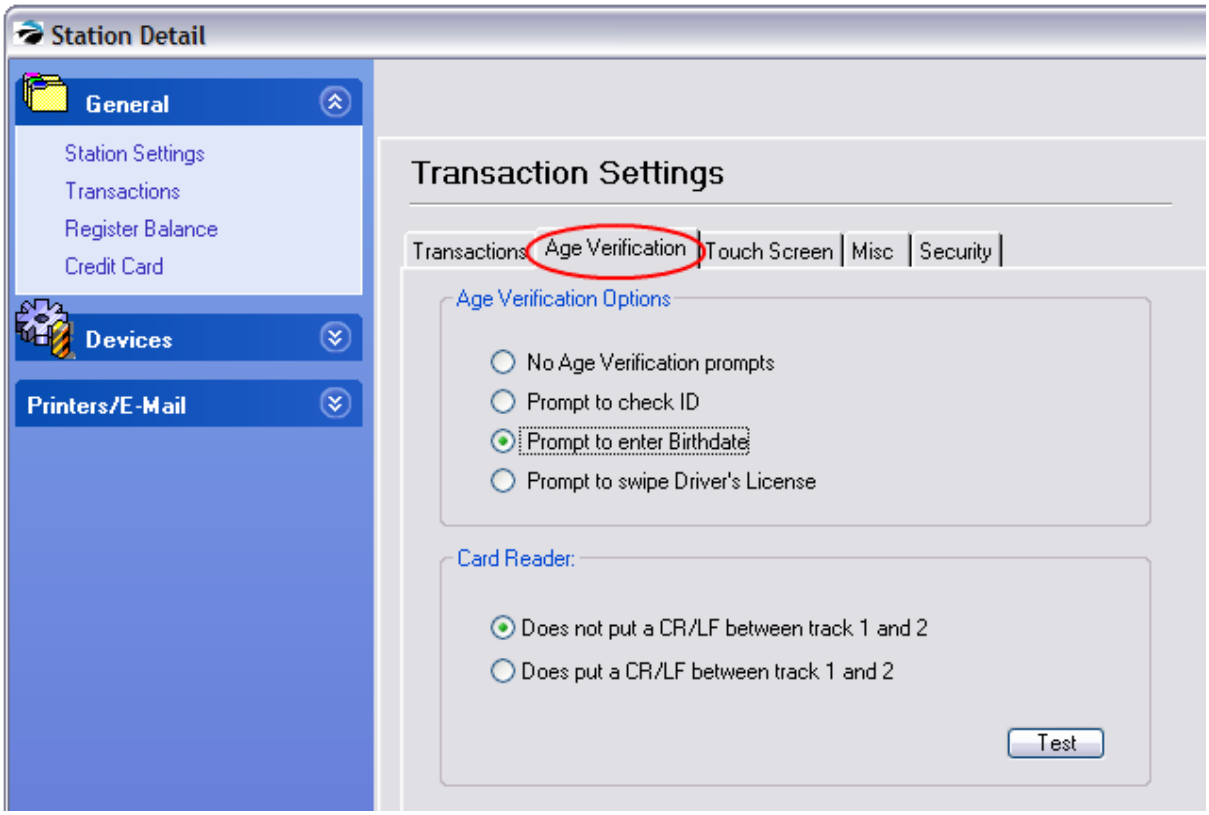

Category Setup

Go to Management: Categories

Edit a category which handles controlled inventory.

Choose Age Verification on the far left.

Activate and fill in the minimum age

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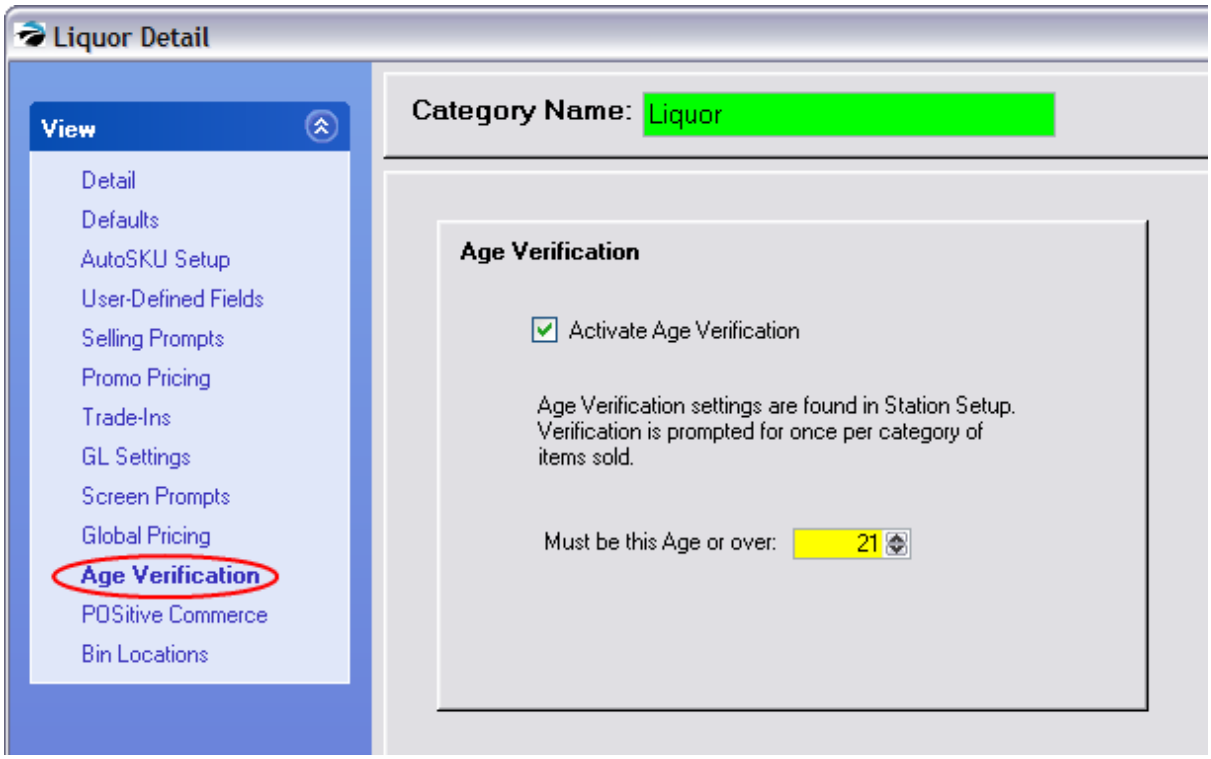

Using Age Verification

When an invoice is created and a product applied to the invoice which requires Age Verification, the clerk will be prompted to take appropriate steps based on the type of verification that has been selected in Station Settings. However, alternate options are available.

- Swipe Driver's License [F3] - if a swipe is not successful, choose an alternate option.
- Enter Birthdate [F5] - almost all formats of birthdate are acceptable are mm/dd/yy mm dd yyyy
- Manual Approve/Decline [F8]

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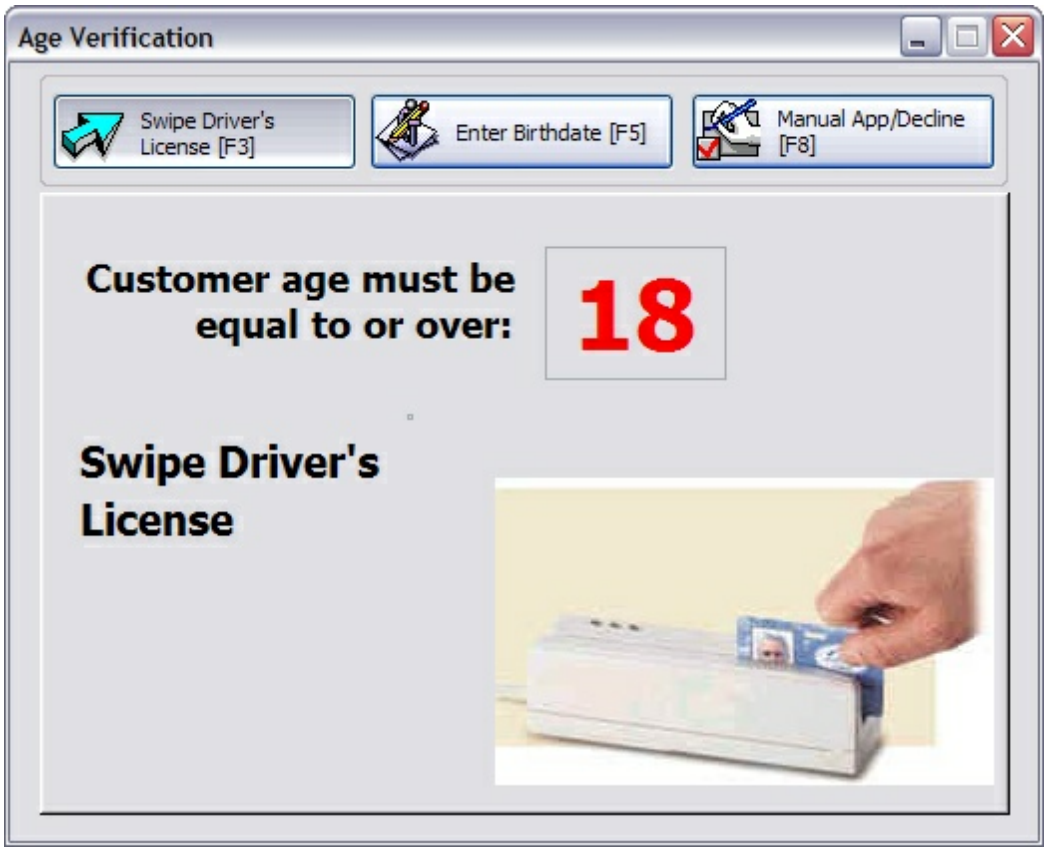

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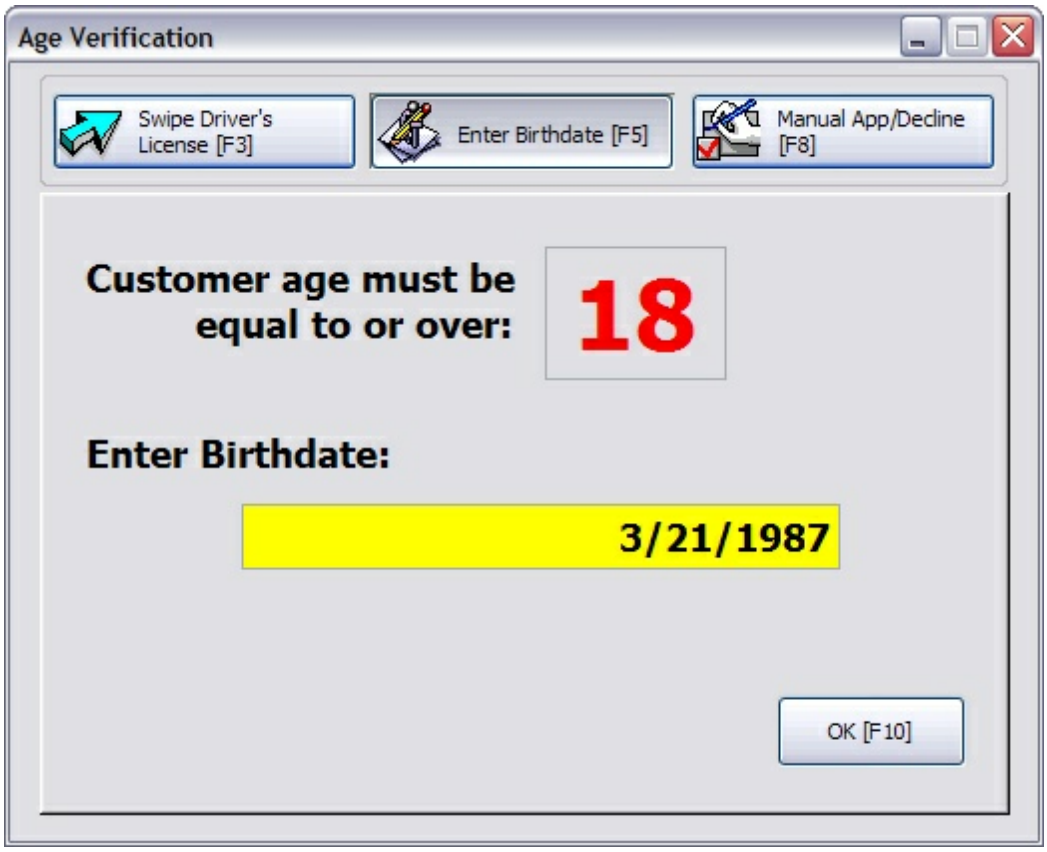

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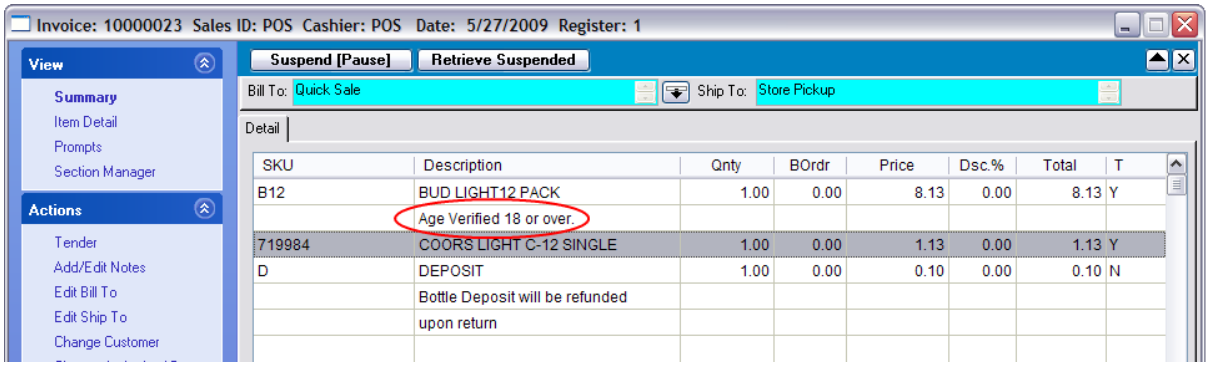
Age Verification Only Needed Once

Once POSitive has verified the customer's age, then purchase of other items will not require verification again. If a second product is selected which has a higher age limit for which the customer does not qualify, the customer will be refused service.

The invoice will include a statement that verification was approved.



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5.1.4.3 Customer Receipt Options

POSitive presents a wide variety of customer invoice forms and options. (see Report Writer 631 for additional options)

By default, POSitive automatically prints invoices/receipts to your Windows default printer driver. By going to Station Settings, you should make refined selections. See Station Settings 201 for particulars.

- **No Receipt** - If customers generally do not need a receipt then you can save paper and effort by deactivating the print option. This is a station setting. Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: **Skip Printing Of Invoice/Receipt**. When this is activated, the invoice will be processed, but no receipt printed. In the event a customer would like a receipt, then click on Reprint [F7] on the Change Due screen or go to Invoice History and reprint the invoice.

- **Full Page Receipt** - known also as a Standard form. When printing on a full page laser, ink jet, or dot matrix printer, POSitive prints a professional looking invoice.

  This "standard" form can be copied and modified by going to Reports: Report Center: Receipt Layouts or Invoice/Reports Layouts. To print on pre-printed forms of various sizes one can clone a form found in the list. Project Rating: Difficult - requires time, skill, and involves some trial and error.

- **Paper Tape Receipt** - known also as a 40 Column or register tape. POSitive has 6 pre-defined layouts and allows you to clone and create your own specially designed customer receipt. Go to Reports: Report Center: Receipt Layouts to select or create new forms. Project Rating: Easy (see Gift Receipt 1711 as a sample of what can be done.)

- **Print a calculated "You Saved:** $xxx.xx" amount on the 40 Column receipt More Info
  The 40col invoice receipt can include a calculated field of how much the customer has saved because of coupons, discounts, and/or the difference between the assigned selling price and a suggested retail price. This section determines the basis for price comparison

  - Customer Price Level - only coupons and percentage off discounts will be reported as savings
  - Fixed Price Level - you will need to choose your highest priced level, typically called Suggested Retail. All purchases will compared to this price level and will report the differences as the "You Saved" value.

  Additional Setup Required. You will need to edit your 40col invoice receipt to include the You Saved variables. (see Printer Forms 1786)

- **Print Customer Name on 40 Column Invoice** - It's the little things that count. By choosing form 5 or form 7 the customer name will be included on the invoice. This is a station setting. Printers/Email: Invoice

- **Add Your Company Logo or Seasonal Graphic To Your Invoices, Orders, Layaways, Etc.** - When using the full page, standard form your graphic is automatically added. Go to Maintenance: Company: and Logo tab and Load a Picture. NOTE: The image you want to use must be stored in the

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DataX\Images folder for it to be used system wide. If you are using a 40 Column Receipt Printer this is available only on some printer models, check with your dealer or POSitive Software Company.

- **Add Your "Store Motto," Web Address, E-Mail Address To Your Invoices, Orders, Layaways, Etc.** - Go to Maintenance: Company. The "Invoice Line" allows you to add such phrases as "In Business Since ..." or some other store motto.

- **Confirm That Invoice is Finished Before Printing** - More than just confirming the invoice is finished, you can double check to assure that the correct tender has been selected and applied. This is especially useful if you often split the payment method or use foreign currency or credit cards or food stamps. If it is not correct you can choose No and make corrections. This is a station setting accessed through Maintenance: Station Manager: Transactions: **Ask To Print Before Finalizing Invoices / Layaways**. (TIP: Whether this is selected or not, whenever you come to a tender screen you can always press ESCape to return to the invoice.)

- **Prompt To Choose Printer When Invoicing** - you may manually choose a different printer when processing an invoice. Perhaps most sales use a 40 Column printer, but occasionally you want to print to a dot matrix paper with multiple part forms. This is a station setting. Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: **Always Prompt To Choose Printer When Invoicing**. (TIP: Whether this is selected or not, whenever you come to a tender screen you can always press Change Printers [F9].)

- **Prompt To Preview When Invoicing** - choosing to preview not only allows you to review the invoice before it is printed, it allows you to change printers, or cancel printing if you choose. This is a station setting. Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: **Always Prompt To Preview When Invoicing**.

- **Print Policy Statement and/or Seasonal Greeting** - A different policy statement or message can be composed for Invoices, Layaways, Orders, Service Orders, and Quotes. These can be changed as often as you wish. Go to Maintenance: Definitions: Policy Statements and then select the type of transaction. Enter your message in the box.

- **Print Items In Sort Order** - When an invoice or receipt is printed, the items purchased can be sorted by SKU, Description, or left in the order in which they were added at the invoice. Customers who purchase items for various projects benefit from this feature. Go to Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: and activate **Transaction Detail Order**.

- **Print To Alternate Printer When On Account** - If the invoice is placed on AR you can choose to have the invoice printed to a different printer in a different office. This is a station setting. Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: **Use Alternate Printer When On Account**. Be sure to select the appropriate printer driver and form under Alternate Invoice on the lefthand side of Station Detail.

- **Print Orders, Layaways, Service Orders to Different Printers and With Different Forms** - Because Station Detail separates different printing tasks, you can select a local or network printer for each task. Maintenance: Station Manager: Edit Station: Printers/Email and choose a transaction type

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- **Print A Pick List / Packing Slip** - When completing an invoice or order, POSitive can print a copy of the receipt without pricing information to give to staff or customer for filling the invoice or order. This is a station setting. You will need to do three things.

  1) go to Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Packing Slips. select an option (Never, Always, or Ask)
  2) activate pick list options Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: Pick List Options:
  --- Prompt To Print Pick List When Completing Layaways, Orders, etc.
  --- Print Stock locations of products
  --- Print Current Stock Quantity
  3) select the printer and form and quantity to print Maintenance: Station Manager: Edit Station: Printers/Email: Packing Slips

- **Print Extra Forms & Receipts** - Advanced Printing is designed to print other forms when certain conditions on the invoice are met. For example, when taking a motorcycle in on trade, POSitive can print a transfer of title and an odometer report See Advanced Printing 982 for detailed information and Gift Receipt 1711 for an example of use.

- **Grouping of Items On Invoice When Printing** - When an invoice or receipt is printed, POSitive can automatically arrange the items on the printout by the category to which they belong. Maintenance: Station Manager: Edit Station: Printers/Email: Printing Options: Transactions: **Grouping Options When Invoicing**

- **Price On Invoice Includes Taxes** - generally used as an international setting, but can also be used in tourist shops where customers are not familiar with local taxes or in institutions like schools, hospitals, and bazaars. Go to Maintenance: System Setup: Tax Options: Tax Inclusive tab Consider the options listed here. ALSO, If you are using 40 Column Receipt Printer select form 3 or form 8.

- **Print Your Company Logo On 40col Invoice/Receipt** - Some printers allow you to load you company logo directly into the printer so that each invoice will be pre-stamped. Typically, the logo must be a bitmap format .bmp, black and white, no grey scale, and just 1 bit depth. See Your Dealer for more information.

5.1.4.4 Inquiry (Price, Gift Cert., Age

Inquiry 	Provides access to the following 3 functions.
Price Check	Scan a barcode to learn the selling price, stock status. Include the customer name to view special pricing.
Gift Certificate Check	Scan or enter a gift certificate number to learn the value of the card.
Age Verification	Scan driver's licence or enter birthdate to confirm that customer is of legal age to purchase designated products.

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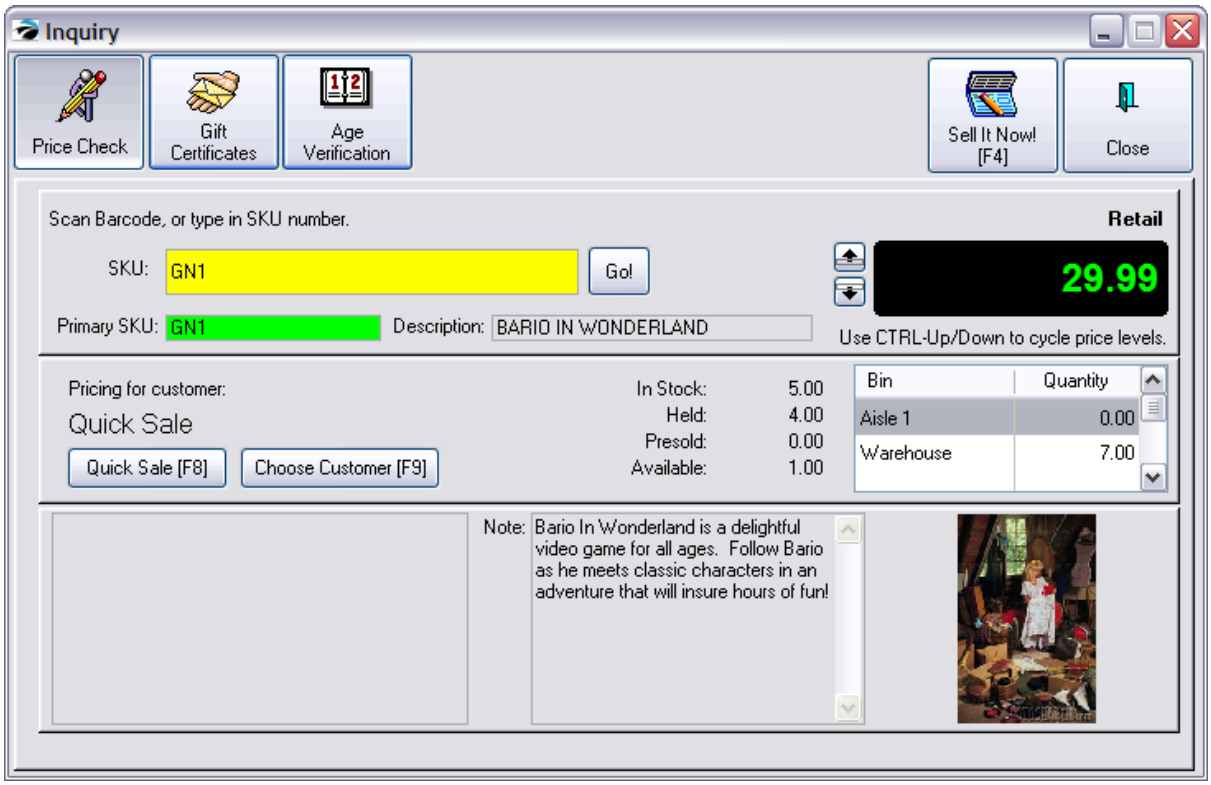
Price Check

If a customer would like to know the price of an item, select the Inquiry icon in the Transactions tool bar and the following screen allows you to scan in the barcode or type the known barcode for a price check.



By choosing a customer from the customer list, the pricing will reflect the price level and any permanent discounts applicable to the scanned item. Additional information about the item such as notes, picture, promotions in effect, and stock counts are useful. (Note: if you do not know the barcode, you will need to go to your regular inventory lookup.)

TIPS:

You can automatically generate an invoice from this window by pressing **Sell It Now [F4]**.

Review other price levels by pressing CTRL-Up or Down Arrow.

No matter what price is displayed in the Price Check dialog box, the invoice will only offer the price to which the customer is entitled. If you created a Cash Sale invoice, then the cash sale price level will be used. If you created a Customer Sale invoice, then the currently assigned price level will be applied. TIP: If the invoice price is not the same as the price you quoted, explain to the customer how they can qualify for the quoted price.

Gift Certificates

This screen allows you to check the current status of issued gift certificates. Once the gift certificate number is entered by scanning the card or typing the number, the remaining balance is plainly displayed

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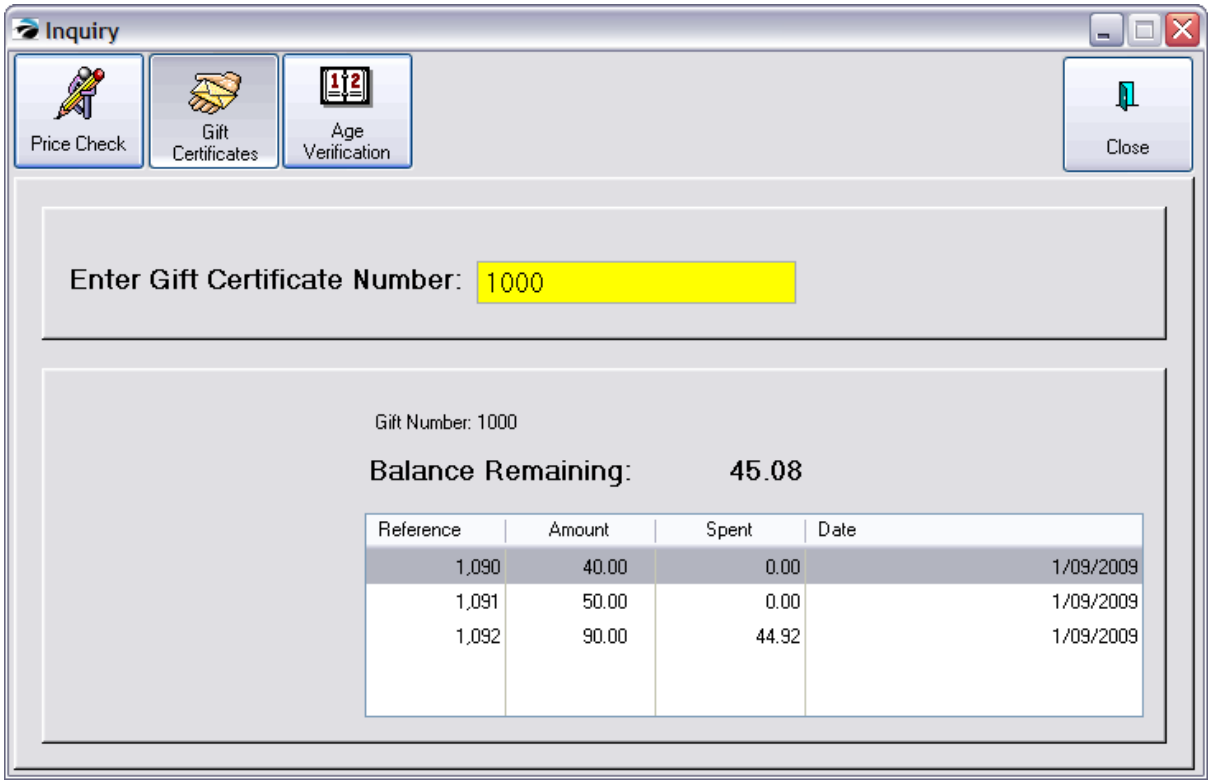
with a history of transactions with that gift certificate.



If the gift certificate has been used, the date, invoice number, original value and amount spent will be displayed. (see Gift Certificate Manager[1706])

Age Verification

NOTE: This option only supports swiping of a driver's license which has a magnetic stripe. This will require some initial testing to assure that the information on the driver's license will properly the birthdate. Contact your dealer for assistance.

1) Select Inquiry.

2) Choose Age Verification

3) Use the credit card swiper to read the magnetic strip of the driver's license.

A current age will be displayed based upon the information on the driver's license.

NOTE: When invoicing, Age Verification can be done more easily by mere inspection or by typing in the birthdate. (see Age Verification[958] for setup options)

5.1.4.5 Packages

The Package is a special feature of POSitive and is only available if you have activated the option is System Setup: Transactions.

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This allows you to group inventory into one bundled price. Your customer will see a listing of all items purchased, but without line item prices, only one package price.

A Package consists of

- a first line titled Package
- a listing of inventory items
- any applicable note fields, and
- a last line titled Subtotal.

Where To Create A Package

A package can be created in any type of transaction: invoice, order, layaway, service order, quote, recurring invoice, or template.

The most effective place to create a package is within a template because the resulting package can be used over and over on customer invoices.

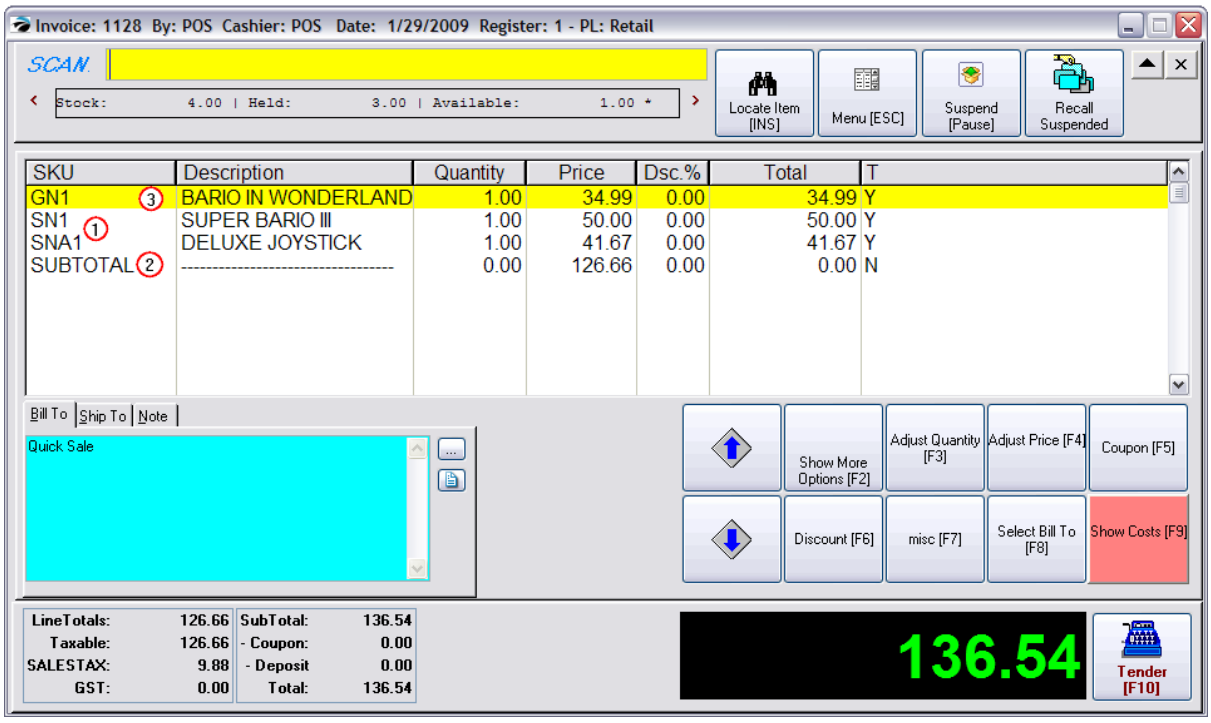
How To Create A Package

There is no set method, but the following sequence is suggested.

1) List all the items to be included in the package

2) Press Ctrl-S - to add the Subtotal Line as the last line of the list

3) Cursor to the top of the list



4) Press CTRL- P to create the Package Line. You will be prompted to enter a selling price.

5) Enter the new selling price. (Note: no need to click in the price box; just type the number.)

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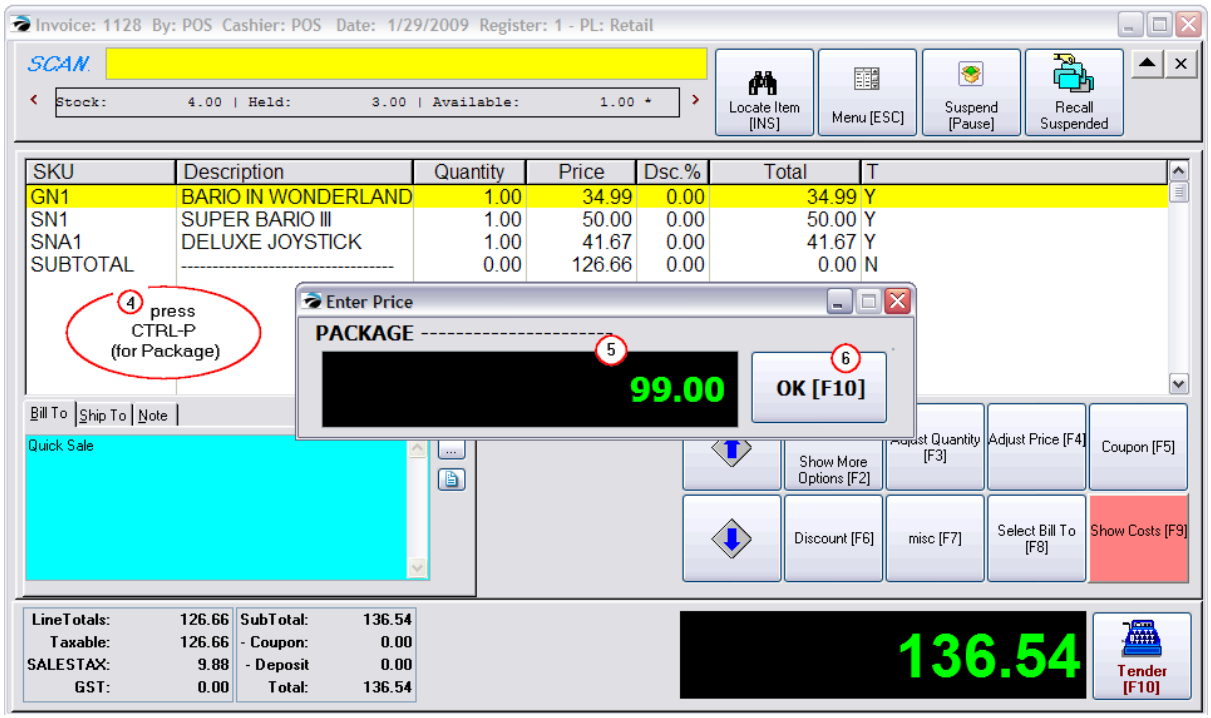
6) Choose OK or press Enter.

TIP: if the package line is not in the correct position, use CTRL-UpArrow or DownArrow to move the package line to it's correct location.



The Finished Package

Notice that the price entered on the package line is the only line price displayed. This is what the customer will see on the printed invoice. The customer knows what has been purchased, but not the selling price of each line item.

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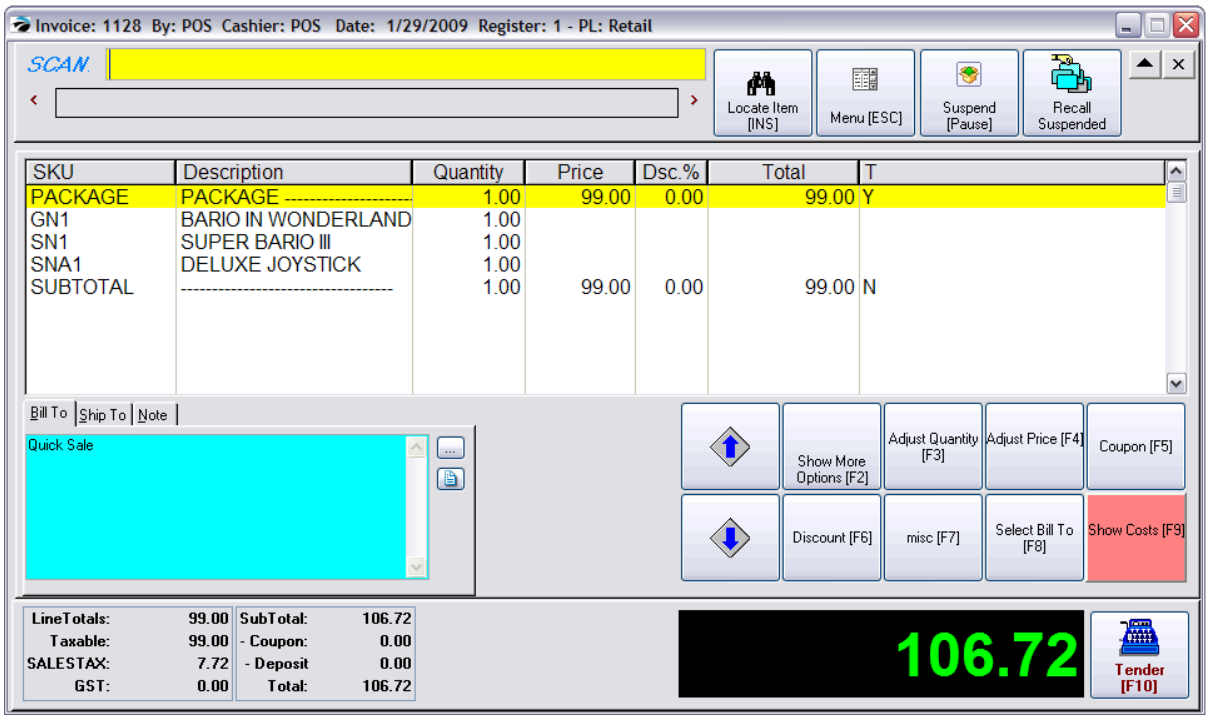
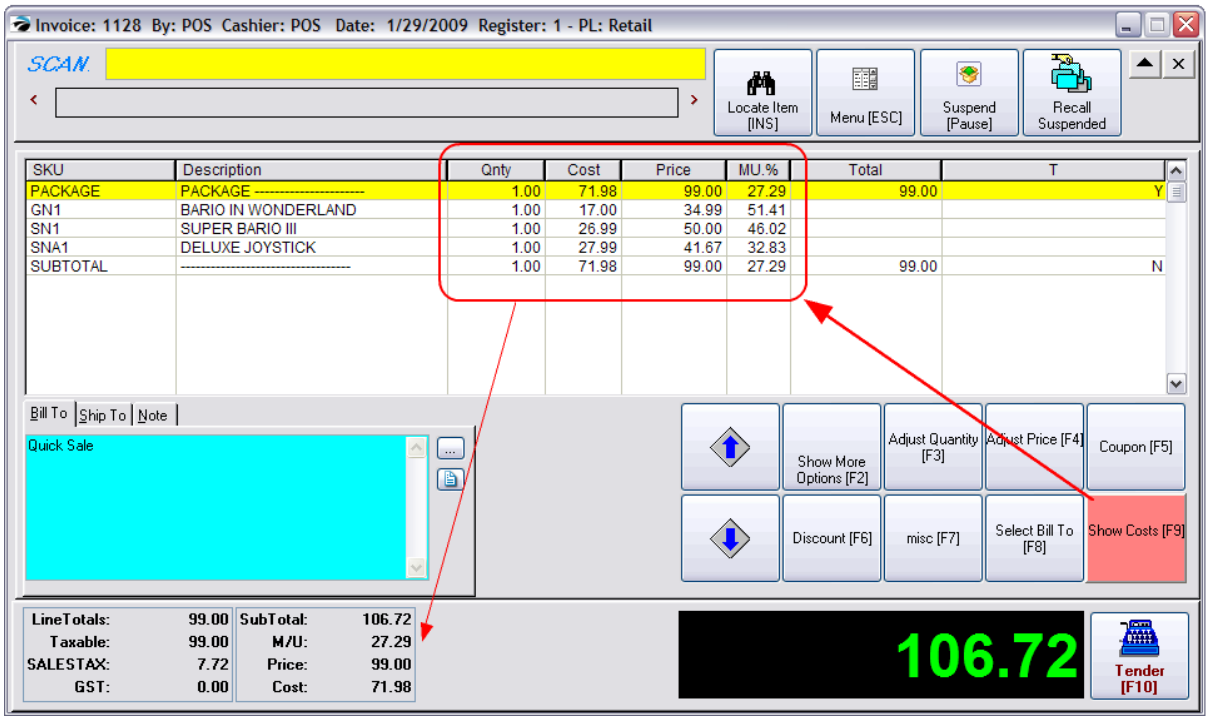


Show Cost Button

A special invoice button called **Show Costs** can be added to your Invoice Button bar. (see Invoice Button Definitions 996)

This will display each line price and cost, and your total cost (see bottom left)



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Subtotal Line

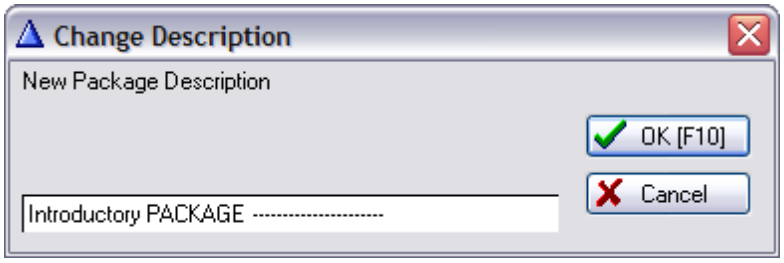
The Subtotal line ends a package group. You should ALWAYS include this subtotal line. Any items added below this subtotal line will be listed at the regular price. The subtotal line will not change the value even if a package line is discounted.

Multiples Of A Package

After creating a package, you can multiply the items being sold by changing the quantity field in the package line. The quantities of the individual line items will be multiplied by the quantity of the package line.

Name Of The Package

By default, the term "PACKAGE -------" is entered as the description. If you highlight the Package line and press CTRL-ENTER, you may give it a new name.



Multiple Packages on Same Invoice

If you choose, you may have multiple packages on the same invoice. Just be sure to have a subtotal line at the end of each package.

Related Topics

Templates 1503 - The use of Packages can also be applied to Templates so that the whole package can be sold on an invoice just by typing the template SKU.

Customer Returns 1458 - When a customer returns an inventory item which was in the package, a calculated value is refunded to the customer. Be sure you link the return invoice to the original invoice so that the calculations for that particular customer are accurate.

5.1.4.6 Open Cash Drawer

Whenever you need to open the cash drawer do not use a key to manually open the drawer, but rather use POSitive to assure proper accounting.

On the Transactions master menu, choose **Open Register**. (If the drawer does not open, check Station Settings: Devices: Cash Drawer.)

Note: By default anybody may open the cash drawer by clicking on Open Register. For security purposes you may wish to require a login before accessing this function. Go to Maintenance, Definitions, Employee Security Groups. Select each Security Group and go to Transactions. Make sure "Able To Test Cash Drawer" is unchecked. This will activate the login prompt when opening the cash drawer

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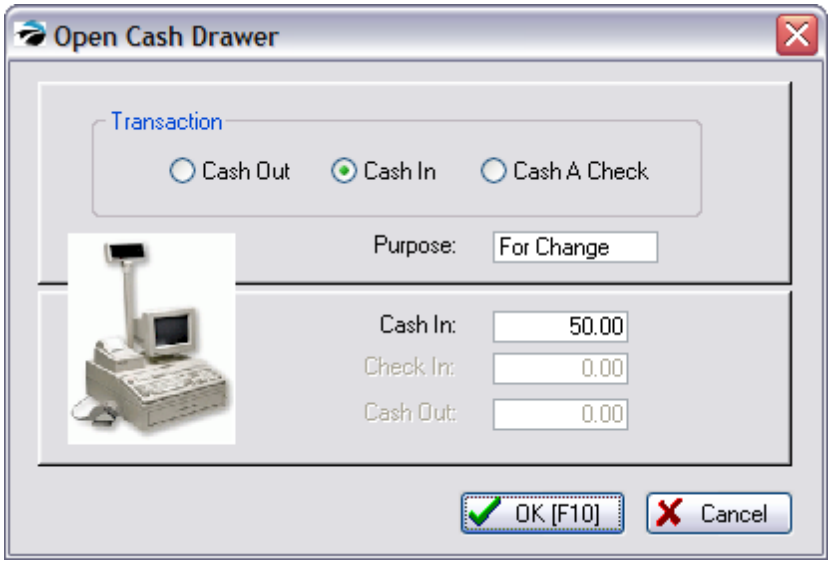
outside of a sale.



All activity will be reported to the Manager Log and will affect the balancing of the cash drawer.

To Remove Cash

Select Cash Out

Enter a Purpose

Enter the amount in the Cash Out field.

To Add Cash For Making Change

(Note: this may not be necessary if money is carried over from the previous Balancing Of The Cash Drawer.)

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.

Do Not Use Open Cash Drawer

- **When Invoicing -** When you are making sales or taking deposits on layaways or orders, the cash drawer will automatically open at the appropriate time.
- **When Balancing The Register -** At the end of the day or your workshift, you should balance the cash drawer. This will open the drawer automatically and present you with a worksheet for accounting for monies collected.

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5.1.4.7 Summary of Keystroke Shortcuts

While working with an invoice / order

Qty/SKU - To add the quantity of an inventory item to an invoice/order while adding the SKU

For example, if the customer is buying 3 of an item, type 3/ (the number 3 followed by slash /) then choose the SKU and POSitive will automatically sell 3 units of the item.

Ctrl-P = Package line for entering the selling price for items of this goup

Ctrl-S = Subtotal line - the last entry for the group of items in the "package"

Ctrl-Enter = Changes the Description of a Package line

Ctrl-R = Return 1) changes the qty of the highlighted item to negative number 2) if on a blank line of an invoice it starts a return invoice procedure. Additional shortcut: **minus sign** = typing a minus sign (-) in the SKU field will also trigger the Return process.

Ctrl-D = Discount by an Amount, line item percentage, all items on invoice percentage

Ctrl-C = Coupon dollars off (however use of Coupon Manager is a better method)

Ctrl-X = Tax change of a line item, if it is taxable it can be changed to another tax rate

Ctrl-Y = Tax change for items below this line - used for selling a group on non-taxable items on an otherwise taxable invoice

Ctrl-N = adds a paragraph style note (press F10 when finished)

Ctrl-I = Insert a new line at current location

Ctrl-H = Customer purchase history (there are more/better choices with invoice buttons)

Ctrl-Z = shows the customer's purchase history of the highlighted item (cannot be used for Quick Sale invoices)

Alt-S = Stock - opens an Item Detail screen for the highlighted item

Alt-F = Override Backorder - if an item is backordered, this will remove the backorder status. Warning: this may not be a good practice because it could adversely affect stock counts.

Alt-C = Commission - Allows for assignment/splitting of commissions

Alt-A = Assign Serial Number - if the item is serialized, you can choose the serial number of the item.

Alt-V = Void the transaction

RightMouseClick on an inventory item on the invoice/order provides some of the above shortcuts as well as the following:

Deposit History - if there were deposits on the item.

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Edit Item - simply allows you to change the qty, price, discount of the highlighted line item

Locate Shortcuts

While searching for an item or customer in the "Locate..." screen

Enter - finds the string of typed characters at the beginning of the SKU, Description, Customer Name

Tab key - (same as above)

Ctrl-Enter - finds the string of typed characters anywhere in the SKU, Description, Customer Name

%string%string% - finds multiple typed strings in the given sequence anywhere in the SKU, Description, Customer Name Example

For example,

5.1.4.8 Cashier Unable To Locate Item

Being unable to find an inventory item to add to an invoice can be a stressful, if not a costly situation. A few features of POSitive can be activated to assist (or prevent) cashiers in adding items.

Helps For Finding Item

Manual Entry of Barcode

If the barcode is not reading properly, manually type the barcode into the SKU field and press Enter

Use Locate Item Screen

If not found the Locate Item screen will appear or can be activated from the invoice screen. (see Locate Item 904)

- ✓ change the sort order to Description. Type a portion of the description and press CTRL-Enter. All inventory with matching descriptions will be displayed.
- ✓ use the Binocular Icon to Find the item based upon other information such as Mfg. Part No. or Sub Category. (see Find Inventory 449)
- ✓ choose the Dept/Category Filter and select the category it might be in, then visually inspect the list for the item.

See Locate Item 904 for additional options.

Add a Substitute Item

Sometimes you simply need to add a workaround item to complete the sale. There are two mutually exclusive options for assisted entry of new items. Management should activate one or the other.

- **Item Not Found** - a pop-up will ask for the category to which the item belong sif a scanned barcode does not match products in the Inventory List. This is a station setting. Station Detail: Invoice/Misc: Inventory: "Prompt To Display Lookup List or Add New if SKU Not Found" (see Item Not Found 976)

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- **Fast Add** - At the Locate Item screen press ADD. You will be prompted to enter some bare minimum information about the item being sold, including price, and add it to the invoice. Management will then need to review the item later. (see Fast Add 977)

- Lookup By Vendor SKU -

Preventing A Clerk From Adding New Inventory

You can restrict a clerk from using Fast Add, Adding Inventory, or other lookups by activating **File: System: System Setup: Invoice Setup: "Do Not Display Inventory List If Entry Is Blank Or Not Found"** The intent of this option is to limit the clerk to selling only that which has been defined in the inventory list. If there are questions about a specific product, then the clerk will need to ask for a manager to help.

5.1.4.8.1 Item Not Found

When using a barcode scanner for adding inventory items to an order or invoice, you can be notified if the scanned barcode is NOT in the Inventory List.

This is an option which can be turned on under Station Details 201 "Prompt To Display 'Lookup List' or 'Add New; If SKU Not Found."



- **ESC To Cancel** - Removes the scanned barcode from the invoice. **Tip**: Choose ESC and instead of entering a SKU, simply press Enter or select Locate Item without entering a SKU, you may then choose to Add an inventory item in full.
- **F10 To Search** - Opens the Inventory List.
- **F5 To Quick-Add** - You will be prompted to select the category to which the product belongs, the quantity being sold, and the selling price. This will expedite your sale to your customer.

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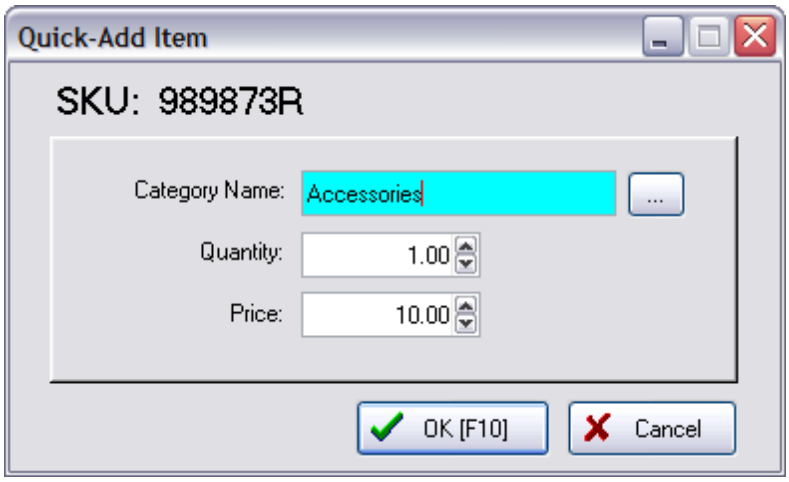

The invoice will display the item as an "Item - Category Name" with the quantity and selling price.

SKU	Description	Qnty	BOrdr	Price	Dsc.%	Total	T
989873R	Item - Accessories	1.00	0.00	10.00	0.00	10.00	Y

Tip: If you want the invoice to include a description of the item sold, then press CTRL-N and add a note. This could help other staff members make corrections to inventory.

SKU	Description	Qnty	BOrdr	Price	Dsc.%	Total	T
989873R	Item - Accessories	1.00	0.00	10.00	0.00	10.00	Y
	Floral Basket - Bath Gift Pack						

How To Adjust Inventory List

When you made the sale, the SKU was captured and added to your Inventory List as an "unposted" item as indicated by the "U" under Type. Edit the item as you would any other unposted inventory item and reassign Description, costs and department/category as needed.

5.1.4.8.2 Fast Add

Fast Add is a feature for creating an inventory item on the fly while invoicing. This is an invaluable aid for stores just starting out with POSitive because you can quickly add inventory not currently in the Inventory Center. For established stores, Fast Add can also be used for creating special order items from a vendor's catalog.

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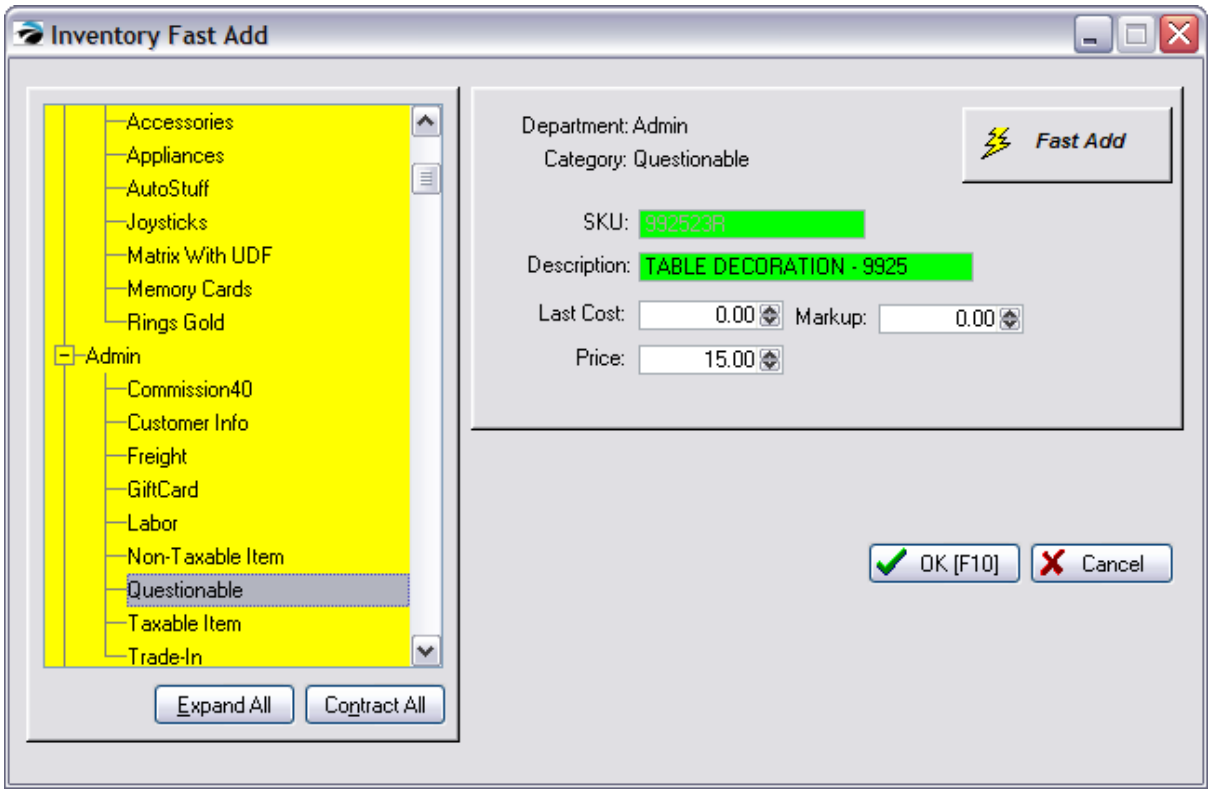

TIP: assign the new Fast Add item to a category which can be reviewed for editing.

Setups

Go to Station Manager: Edit a station. Choose Transactions view and activate "Fast-Add Inventory When Adding Inventory At Register" Important Note

There are two options. Choose Only 1, not both.

-- Prompt to display "Lookup List" or "Add New" if SKU Not Found More Info

- **Prompt To Display Lookup List or Add New If SKU Not Found** - If you are using a barcode scanner for adding items to an invoice you may set POSitive to warn you that the scanned item was not found in inventory. If the scanned barcode does not exist, you will be given the options to Quick-Add, Search, or cancel. (see Item Not Found 976)

Tip: DO NOT turn this on if you are **not** using a barcode scanner because it will require extra keystrokes.

-- Fast-Add Inventory when Adding Inventory at Register More Info

- **Fast-Add Inventory When Adding At Register** - A shortcut option to minimize customer delay at the checkout station. Only essential elements of a new inventory item are recorded. The other elements must be done later. (see System Setup: Inventory: Invoicing 65)

Go to System Setup: Inventory: Invoicing and consider assigning a default category.

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5.2 Invoicing Options

Various tools help make the creation of invoices easier.

Invoice Screen Options 895 - you have 3 types of invoicing screens to choose from. Each type provides some unique functionality.

Advanced Printing 982 - when an invoice is printed, a second invoice, coupons, a form, or report can print as a follow up

Advanced Search 988 - change a quick sale invoice into a customer sale by entering phone number or special code number

Bottle Deposits 993 - automate bottle deposit charges and payouts

Invoice Button Bar 996 - customize the list of function buttons on the invoice screen

Invoice Design - grouping of items on a quote or invoice under titled sections. Contact POSitive support for more information.

Invoice Quick Find 1200 - to find invoices in Invoice History with specific content which could be more than just SKU and description

Mix & Match Manager 488 - establish sale price groups and items which qualify for the prices

Orders In Process 1185 - transactions pending delivery. Includes Orders, Layaways, Quotes, and Service Orders

Partial Convert / Delivery 1206 - to pickup and pay for just a few items on the layaway or order and leave the rest until later

POSitive Mobile - enables Windows Mobile devices to connect in real time to a POSitive database to do price lookups and simple orders

Recurring Invoices 1237 - generate successive identical invoices at scheduled times. Contact POSitive support for more information.

Suspend Invoice 1254 - temporarily set an invoice aside while the customer leaves to get more products

Transaction Prompts 1258 - while invoicing capture additional information to be saved as part of the invoice or transaction and can be printed on the invoice if desired

Touch Screen - fully customizable touch screen layout to focus sales clerks on tasks - does not require actual touchscreen monitor. Contact POSitive support for more information.

Voiding Transactions 1263 - process for voiding and possibly recovering voided invoices, orders, layaways, quotes.

5.2.1 Adjust Item Cost

If you observe discrepancies which show an exaggerated profit on sales of some inventory items, you can easily pinpoint and correct the problem with this Adjust Item Cost tool. This discrepancy is most likely due to a cost of 0.00 being used for an item sold on an invoice instead of the true cost. This could

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be caused by a number of factors, but whatever the cause, it can be corrected at any time.

The actual cost reported on the highlighted invoice may be in error because of an incorrect purchase order or an oversight when the inventory item was defined.

How To Adjust Costs Of Items From Invoice History

From Invoice History, you may review and adjust the recorded costs of an item sold. Then your profit reports will be accurate.

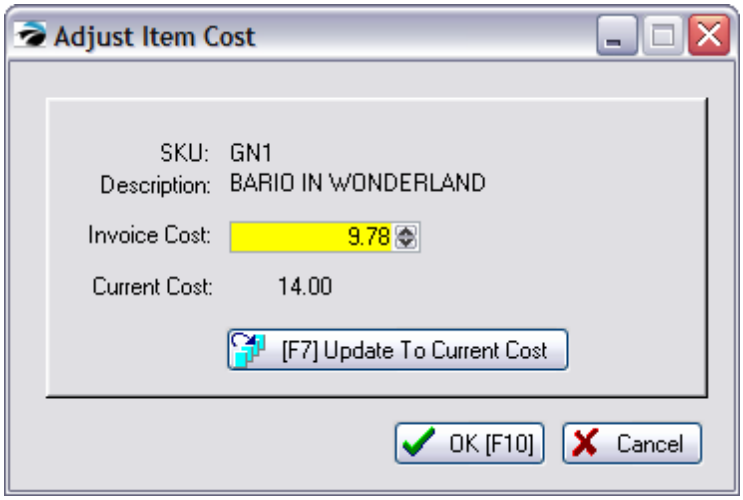
1) Go to Invoice History.

2) Turn on Show Costs option at the bottom center.

3) Highlight the errant invoice.

4) RightMouseClick on the inventory item with an incorrect cost.

5) Choose Adjust Costs. A window will display the SKU and description of the item as well as the current cost of the item on this particular invoice.



6) Manually change the cost or press F7 to automatically match the invoice cost with the current cost.

7) Choose OK to save the changes.

How To Adjust Costs of an Item On All Invoices Simultaneously

1) Go to Inventory Center

2) Highlight the desired inventory item

3) Choose Item Activity: Sales History: Details: Sales Details (see Item Activity 544)

4) Tag invoices to be changed and choose Cost Verifier [F5].

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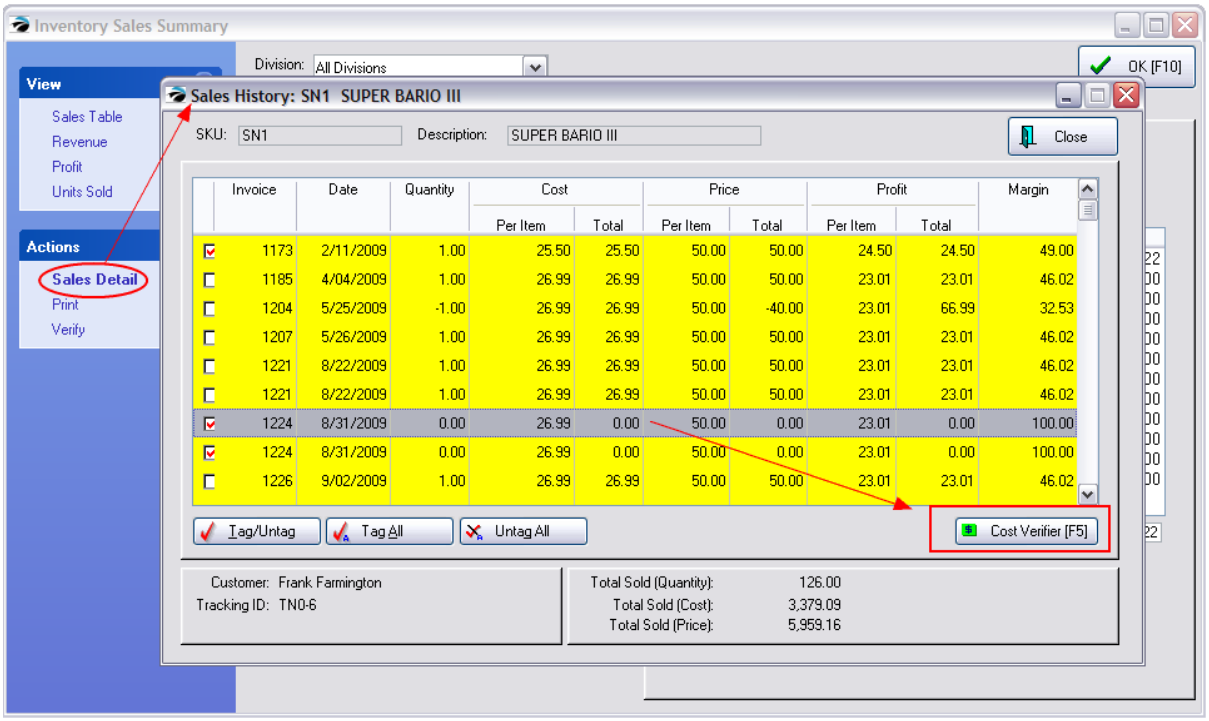

5.2.2 Hold Invoice As

When in the middle of an invoice, you may have reasons

An invoice can be halted because...

- there are backordered items on the invoice
- the customer cannot take delivery at this time
- the customer wants to get something else before the invoice is processed
- the customer has changed her mind and does not want to make any purchase

to halt completion of the invoice and save it in another way.

1) From the menu, choose Hold Invoice As
2) Select a pending transaction type: Layaway, Order, Service Order, or Quote.
3) Follow the prompt screens to complete the process.

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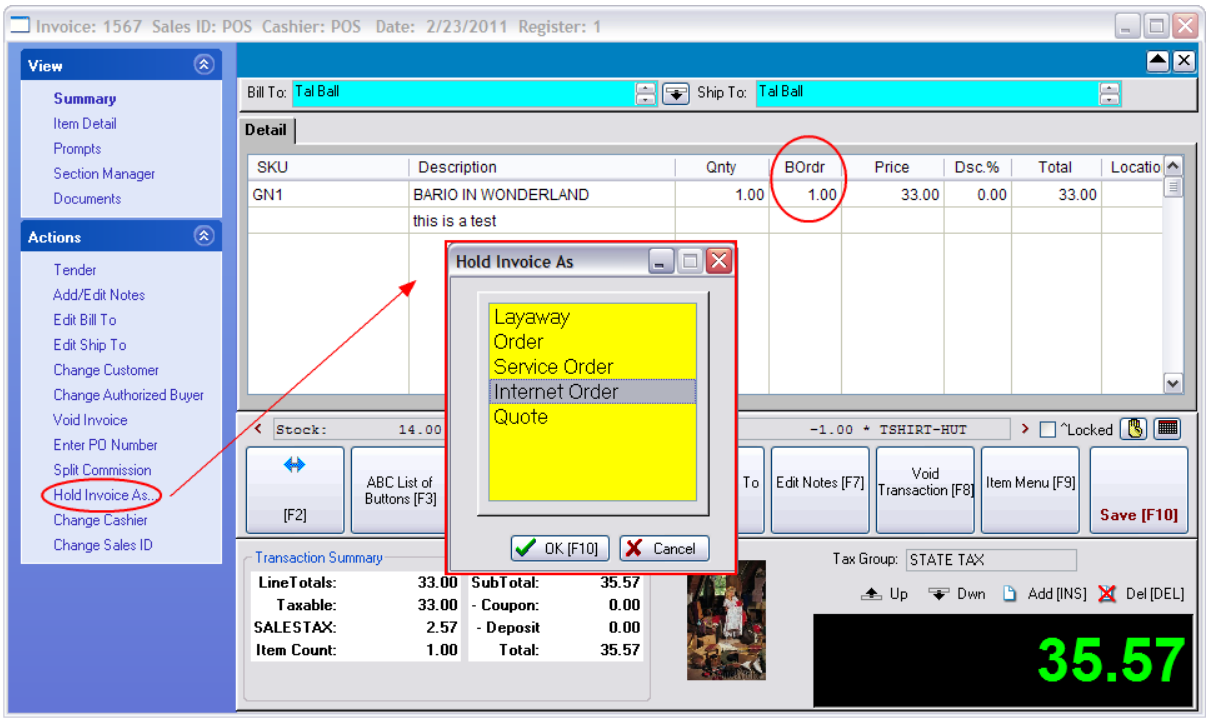

Other Methods of halting an invoice

- Suspend Invoice
- Void Invoice
- Fill Backorders
- Override Backorder
- Set Delivery

5.2.3 Advanced Printing

POSitive 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.

Advanced printing is for those special situations when you need an extra piece of paper work completed when you finish processing an invoice, service order, layaway, etc.

This is a very versatile feature which can print labels, fill-in forms, print Gift Receipts, and warranty vouchers.

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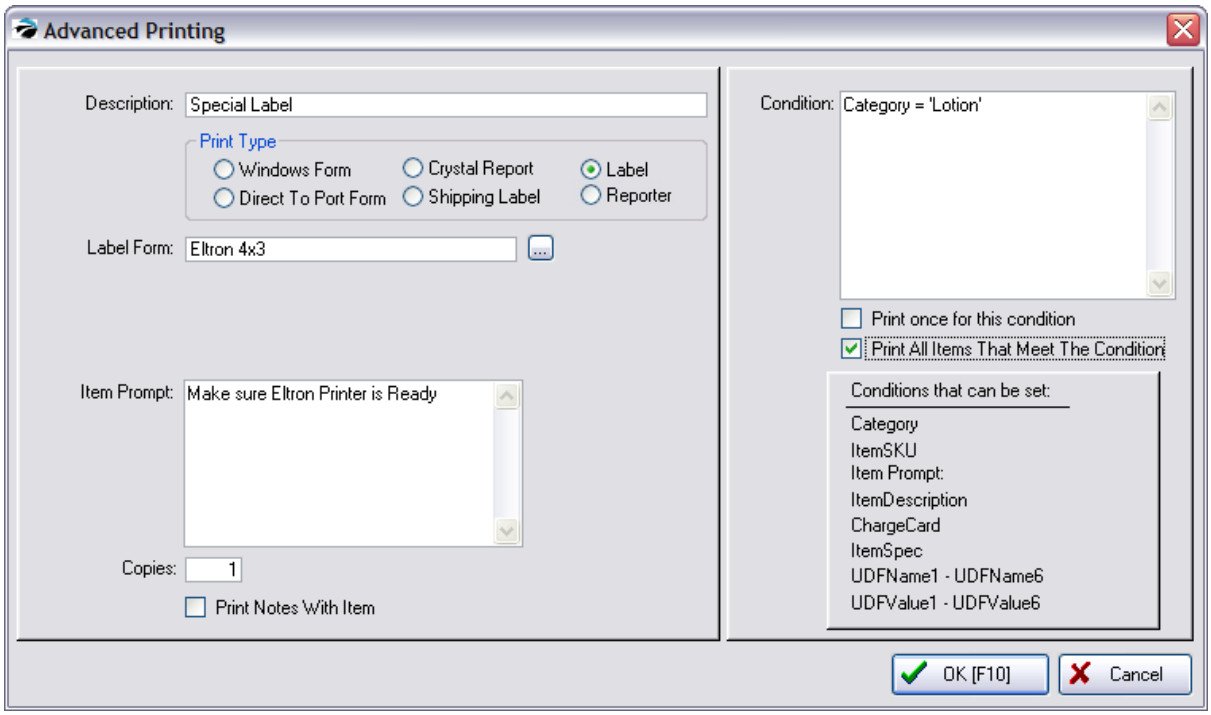

For example, you may set POSitive to print a Gift Receipt[1711], or federal or state documents, or a raffle ticket, or planting instruction for an exotic plant you have just sold, or some other customized form in addition to printing your normal sales invoice. TIP

What if the Advanced Printing is seasonal? You do not have to delete the form to stop it from working. Simply change the printing condition so that it will not be printed. For example, just turn off the switches. Or make ITEMSKU = 'xxx' a non-existent SKU.

Specifically, if you are selling motorcycles, you will likely have to complete Odometer and Ownership or Bank Lien forms before you are done with the sale. When you create an invoice in POSitive to sell the motorcycle, POSitive can then prompt you to insert the applicable government form(s) into a printer, and POSitive will complete the form with its database information and any prompted input required at the time of printing.

Advanced Printing can also be used for franking, validating, or cancelling the backs of checks tendered. Contact POSitive support for more information.

Project Overview

Your advanced printing projects can range from the simple to the complex, but here are some things to consider:

Prepare A Form

Modify the Inventory Item Screen

Set the Criteria For Printing the Form

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Prepare A Form

Most likely you already have a preprinted form that needs to be filled in. Consider the characteristics of the form.

- Is it multi-part paper which must be printed by an impact type printer or can the form be loaded into a laser or inkjet type printer?
- What fields of information need to be printed on the form? Does POSitive have that information or is it extraneous to POSitive and hence will need to be typed in as the form is printed?
- How will POSitive be able to recognize it?

SOME IDEAS

RESTOCKING LIST

Some businesses have used Advanced Printing to print a small slip of paper to remind the staff of what items were sold so that replacements can be retrieved from the back room or below the counter.

To create the form, clone the normal receipt, delete unnecessary lines from the Header and the Footer so that the Details section is printed.

On the Advanced Printing setup screen, select this new form, leave the Condition field BLANK, and checkmark "Print All Items That Meet This Condition"

ABBREVIATED CUSTOMER SIGNATURE FOR STORE RETENTION

Some businesses have opted to have POSitive print an abbreviated credit card signature receipt.

After cloning and modifying the original invoice, create an Advanced Printing entry which selects the new form number. In the Condition field enter ChargeCard <>0 and checkmark "Print All Items That Meet This Condition"

You can choose to create a Windows Form (contact POSitive support for more information) or a "Direct To Port Form." (see Printer Forms 1786)

If you choose to edit a Direct To Port Form (Go to Reports: Actions: Receipt Layouts) you will find a list of pre-defined forms. Choose one which is closest to the form you need and clone it. Once it is cloned, then you can edit the layout of the form to match the fields on your pre-printed form.

Modify Inventory Item Screen

Because advanced printing is typically activated by the sale of a particular inventory item, you may need to use some POSitive tools to enhance your inventory items. For example, a motorcycle inventory item may require using some fields for unique information such as odometer readings, previous owner information and licenses. To make the fields less confusing, POSitive allows you to rename titles of fields.

1) modify the special category Screen view. See Category Detail Form - Screen 1311

2) design and format special form layouts

3) enter inventory which will trigger the advance form printing. These items should be assigned to the special category or have a standardized initial SKU character.

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4) activate Advance Printing. You need to link to the form, printer, and set the conditions for printing the form.

Set Criteria For Printing The Form

Now you are ready to setup Advanced Printing.

Go to Station Detail and highlight Invoice (or the best suited type of transaction). Select the Advanced button.

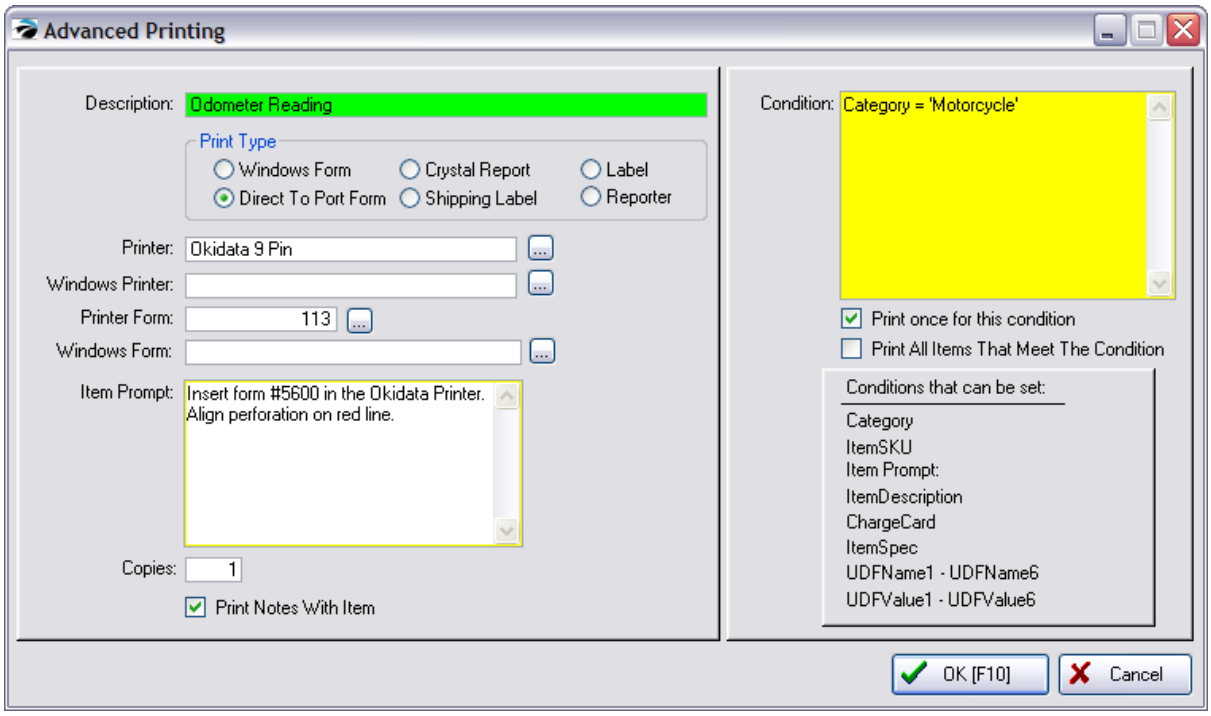
Choose Add.

Fill in the appropriate fields.

Description: A name for this project

Print Type: Choose one

- Windows Form -
- Direct To Port Form - (as accessed through Reports: Actions: Receipt Layouts)
- Shipping Label -
- Label - an inventory item label. Selection of a Label Form is all that is needed. The Form knows which printer and layout to use..



Printer Choices:

If you are printing to a **Laser or Inkjet Printer**, choose Printer Type = Windows Form and fill in the following fields.

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Windows Printer - choose the printer by name

Windows Form - choose from the list (Special Forms are created through Reports: Actions: Invoice/ Reports Layouts)

If you are printing to a legacy **dot matrix printer**, choose Printer Type = Direct To Port Form and fill in the following fields

Printer - choose the printer by name

Printer Form - choose the form number (as defined through Reports: Actions: Receipt Layouts)

Item Prompt: an Alert message when ready to start the printing project.

Be as specific as necessary. This message will be displayed to the cashier giving instructions for proceeding to print the Advanced Printing project. For example, "Insert form #5600 in the Okidata printer. Align perforation on the red line and choose OK to this message."

Copies: enter the number of copies to be printed.

Print Notes With Item: If the inventory item used as a trigger has notes, they can be printed with this option check on.

Condition: the "trigger" which will cause this Advanced Printing project to start.

IMPORTANT TIP: Leaving the condition field EMPTY will print the form for any SKU on the invoice. And activate "Print All Items That Meet The Condition" will make sure all items on the invoice are listed.

The Advanced Printing form identified above will be printed when an inventory item is sold which meets the criterion specified here.

Condition "Triggers"

There are three elements of the condition.

(1) (2) (3)

Field To Evaluate = 'Specific Item' (be sure to include apostrophes)

Type the Field name exactly as displayed. Set one space before and after the = sign. Use single quotes before and after the specific item.

Here are some examples

- ChargeCard: ChargeCard <> '0' (triggers printout if card number greater than 0. No other information is needed)
- ItemSKU = 'SKU' (enter the specific sku number)
- Category = 'NAME' (enter the specific name of the category)
- ItemDescription = 'DESCRIPTION' (enter the complete description)
- Item Prompt = 'ITEMPROMPT' (enter the title description of an existing selling prompt as defined in Category: Selling Prompts)
- ItemSpec = 'T' (for triggering a category trade in item using the Invoice Button)
- UDFName1 - UDFName6:
- UDFValue1 - UDFValue6:

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Does Not Equal - instead of using the = sign use <> to exclude the following item in single quotes

for example ItemSKU <> 'Z' would print your form every time as long as a SKU named Z is not present.

No Condition Entered - Leaving the Condition field blank will cause your form to always be printed.

MULTIPLE FIELDS

If you have more than one category, for example, which would qualify for Advanced Printing, then you can enter the criteria using OR to separate the options. There is no limit of how many items can be on one line.

Category = 'Lotion' OR Category = 'Soap'

Advanced commands you can use:

INSTRING(substring,string [,step] [,start])

This allows you to create a trigger for multiple inventory items based upon a common element. POSitive will search an entire description or SKU for the set information. This will save setup time. You can structure your inventory SKUs or Descriptions to contain the common element.

For Example: If you have the following SKUs:

ABC

BCD

CDE

Then INSTRING('B',ItemSKU,1,1) would work for: ABC and BCD

and INSTRING('E',ItemSKU,1,1) would work for: CDE

Print Once For This Condition - if more than one item on the invoice meets the condition, only one copy of the Advanced Printing project form will be printed.

Print All Items That Meet The Condition - if more than one item on the invoice meets the conditions, then a form will be printed for each item.

Trial and Error

Much of the work you will be doing will be trial and error as you determine the correct spacing, the correct criteria, and proper insertion of the form.

Because of the intense labor involved, your dealer or POSitive Software Company would need to charge a special fee to help you set up this project.

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5.2.4 Advanced Search

This is an invoicing feature designed to make invoicing easier in two ways:

Customer Selection

The first and primary function is to change a Quick Sale invoice into a customer sale invoice without having to go through multiple steps to select a customer.

By entering the customer account number, phone number, or frequent buyer number as if you were entering a product SKU to an invoice, you will be prompted to confirm that you want to switch to a customer sale for the customer displayed on screen.

You may add the number manually or by swiping or scanning a customer membership card.

Inventory Selection

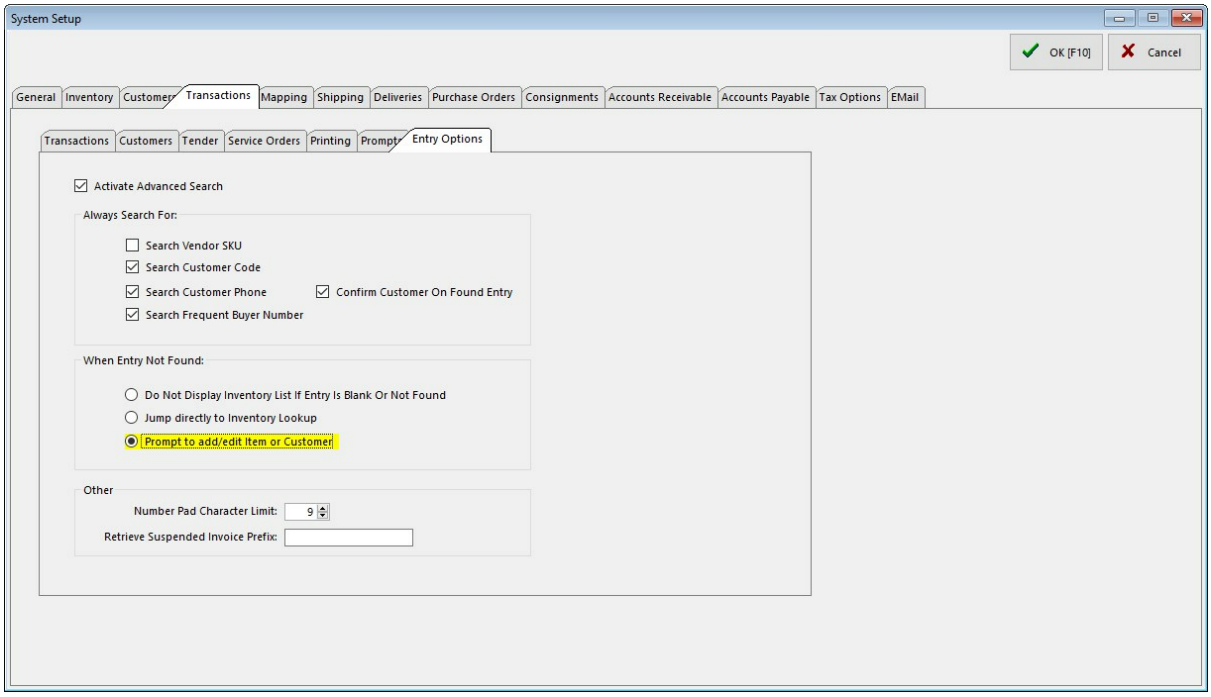
A second function of Advanced Search deals with inventory being added to the invoice. Advanced Search has the ability to add a product to the invoice by entering the Vendor SKU which may be entirely different from your product SKU. It also recognizes when a product code has been entered incorrectly and gives options for finding or creating a new inventory item.

Initial Setup

Go to Maintenance: System Setup: Transactions: Entry Options tab.

It is recommended that you choose to

- **Confirm Customer On Found Entry** to catch and minimize clerk mistakes
- **Prompt To Add/Edit Item Or Customer** so that a manual lookup or addition can be made by the clerk.



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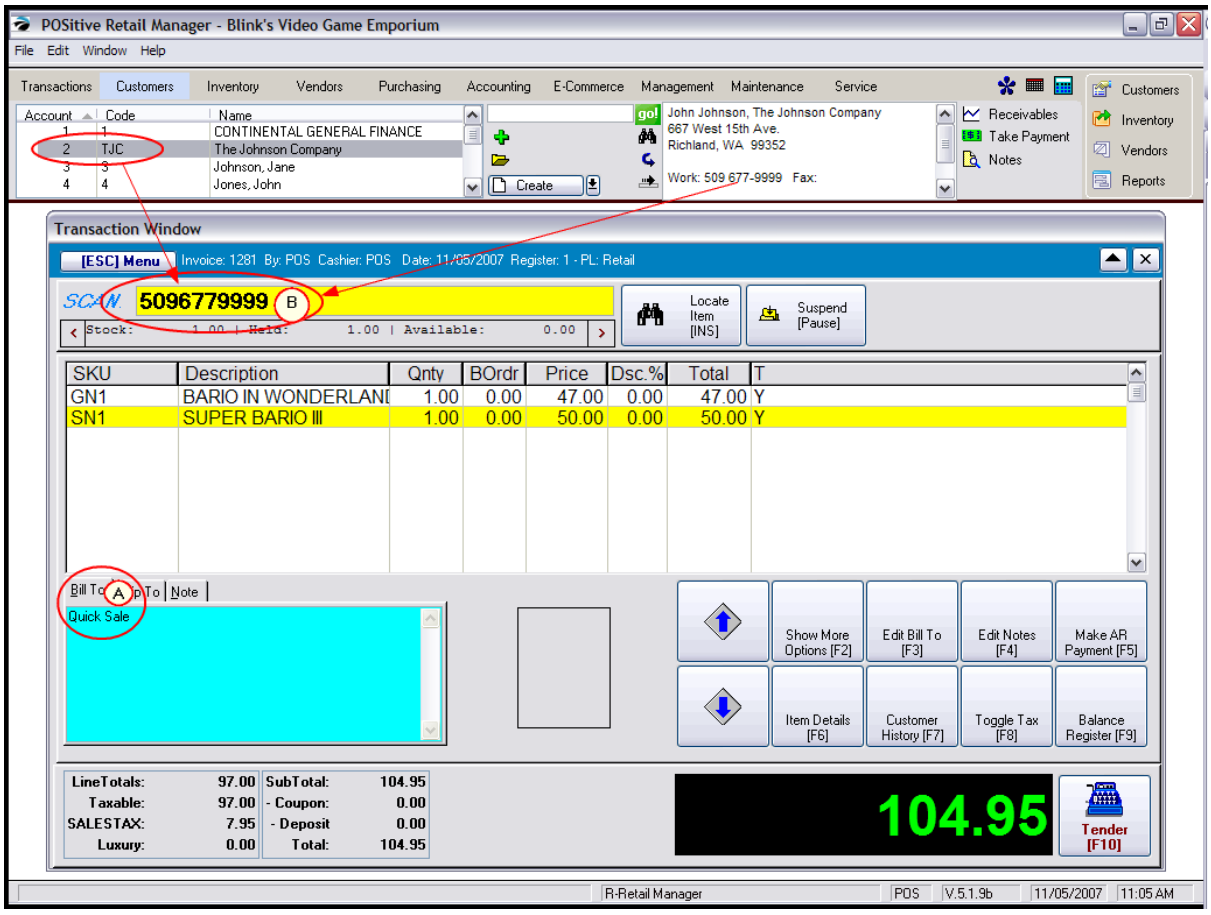
An example

A) You have started an invoice as a Quick Sale not knowing that an employee of the The Johnson Company is making the purchase. You have already added products to the invoice when you learn that this customer is a repeat customer.

B) Instead of starting over or looking up the customer, you merely ask for one of four bits of information and enter it into the "SCAN" field.

- Phone Number - 509-677-9999, but without the spaces or hyphens
- Account Number - 2, which is automatically generated by POSitive when you create a customer record
- Lookup Code - TJC, which can be any alpha-numeric up to 10 characters long,
- Frequent Buyer Number - which could be on a membership card with a barcode or magnetic swipe for simplified entry



Confirmation

If you activated the Confirm option, you will be able to review customer information.

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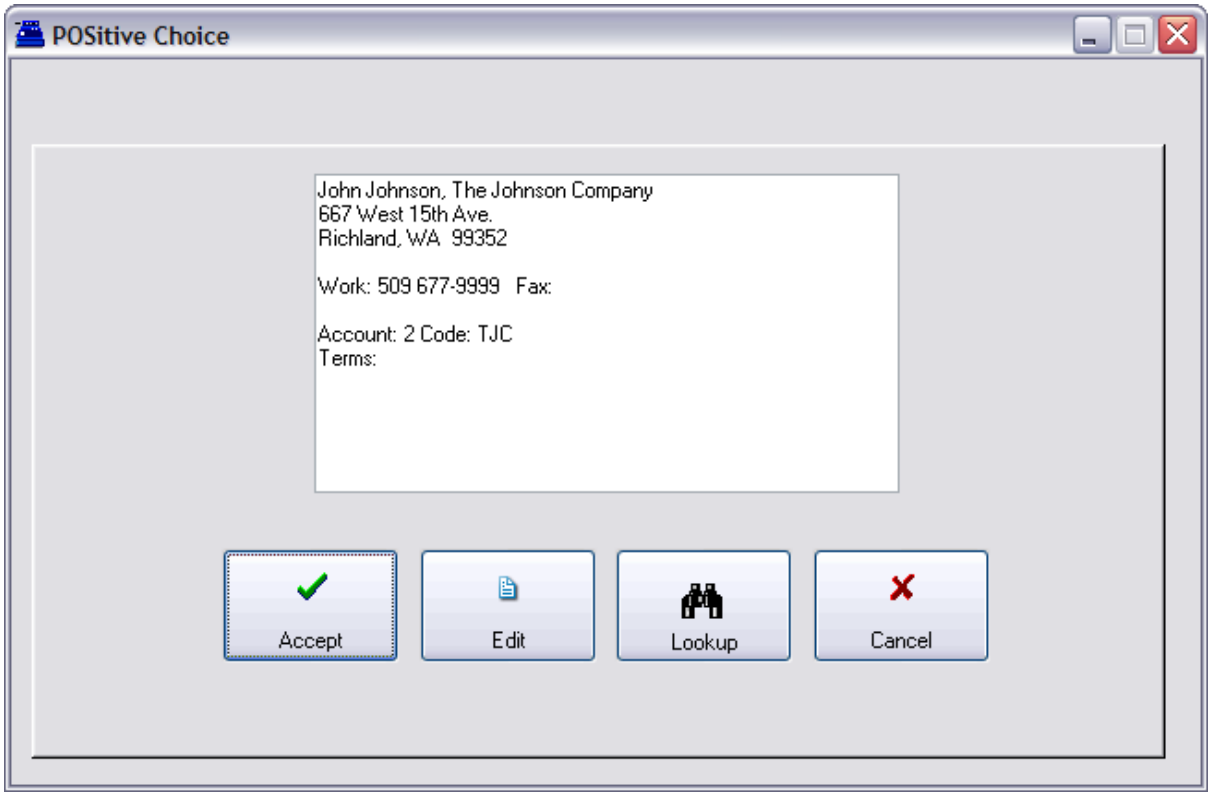
If you choose **Accept**, the invoice becomes a customer sale instead of a quick sale.

Edit - allows you access to the customer record to make corrections or additions

Lookup - allows you to open the Locate Customer screen and narrow your search for the right customer.

Cancel - will not accept the entry and returns you to the invoicing screen.



If the Advanced Search Fails

If the scan or entry for the customer search failed for one reason or another, you are presented with several options.

Lookup Customer [F3] - opens the Locate Customer screen

Add New Customer [F5] - prompts for information for a new customer record first, then allows you to select the customer for the invoice.

Cancel - will not accept the entry and returns you to the invoicing screen.

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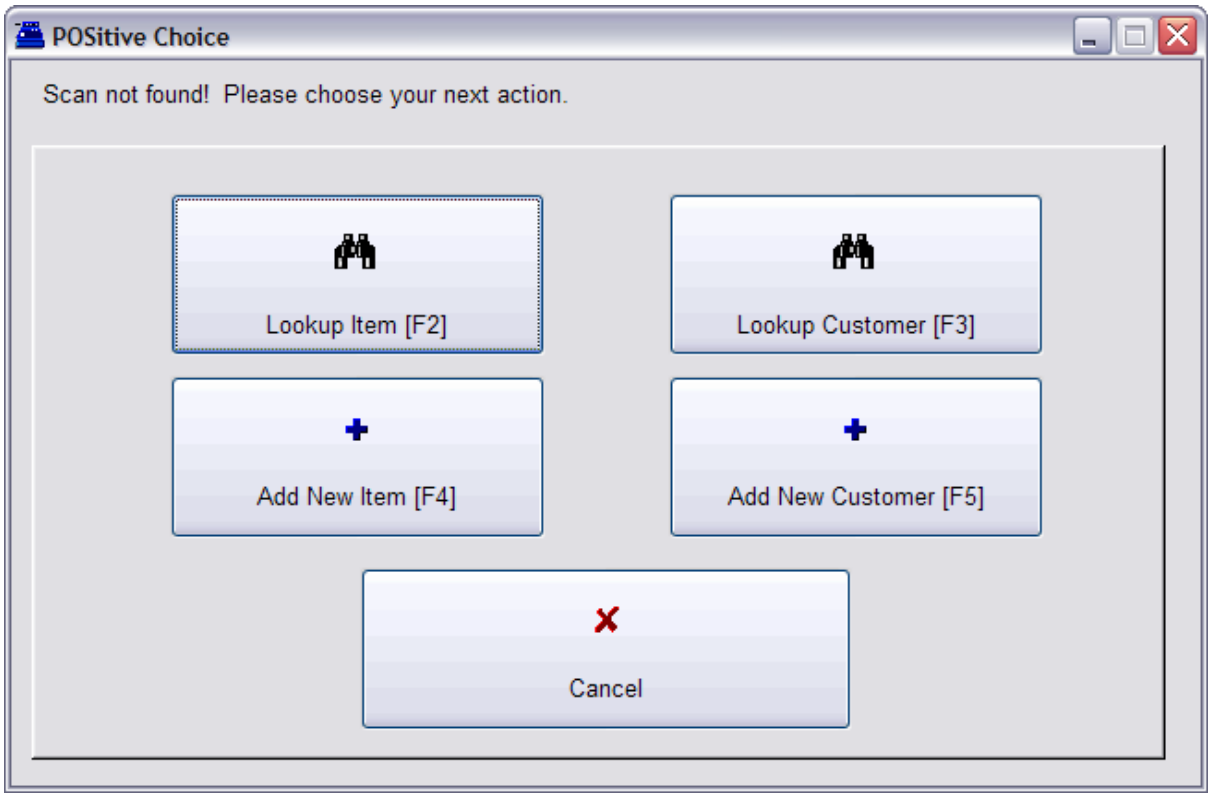

Inventory Selection

A second function of Advanced Search deals with inventory being added to the invoice. Advanced Search has the ability to add a product to the invoice by entering the Vendor SKU which may be entirely different from your product SKU. It also recognizes when a product code has been entered incorrectly and gives options for finding or creating a new inventory item.

Lookup Item [F2] - opens the Locate Item screen

Add New Item [F4] - creates a new product in your Inventory Center. TIP: The Fast Add option will speed up the process of creating an inventory item when the customer is waiting at the counter. (see Fast Add 977)

Choose From List

In the event that multiple items or customers have the very same code number, POSitive will display a list and give you the option to choose either the customer or item.

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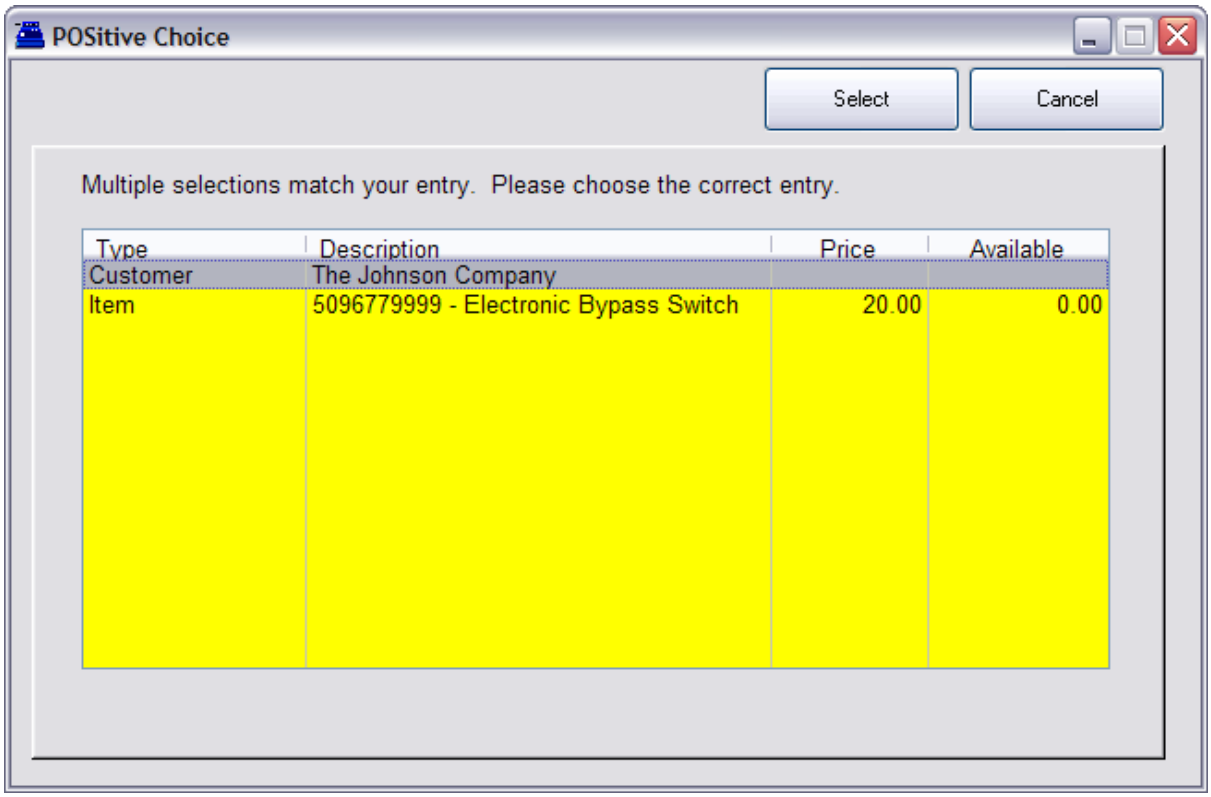

5.2.5 Change Authorized Buyer

Primarily used for business accounts, you can define which individuals are authorized to make purchases on behalf of the business.

While in an invoice, choose "Change Authorized Buyers".

A listing will be displayed for selection.

Choose Add or Edit or Delete as needed.

Authorized Buyers can also be changed from the Customer Center or while editing a customer record.

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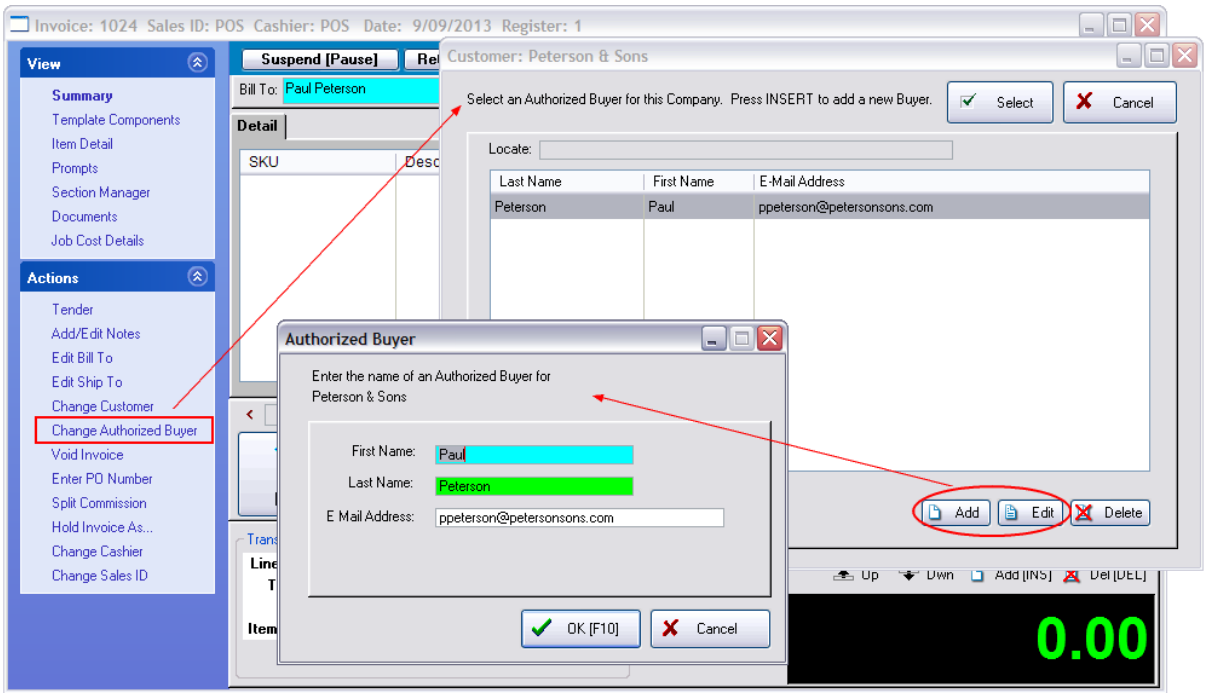

5.2.6 Bottle Deposits

Some inventory items require an extra fee or deposit added to the invoice when the item is sold. This is true of some automotive parts, some services, and most commonly, bottled beverages.

The use of Tag Along

Using cans of soda pop as an example

FIRST - Create a Bottle Deposit Inventory Item

1) Assign this item to a non-taxable category. (When added to an invoice, it will not charge tax.)

2) Enter Cost and Selling prices. (The value of the bottle deposit.)

3) Turn OFF all "Options" except "Item is Active" (Do not need to "Track Stock" nor "Ask for Quantity" or anything else.)

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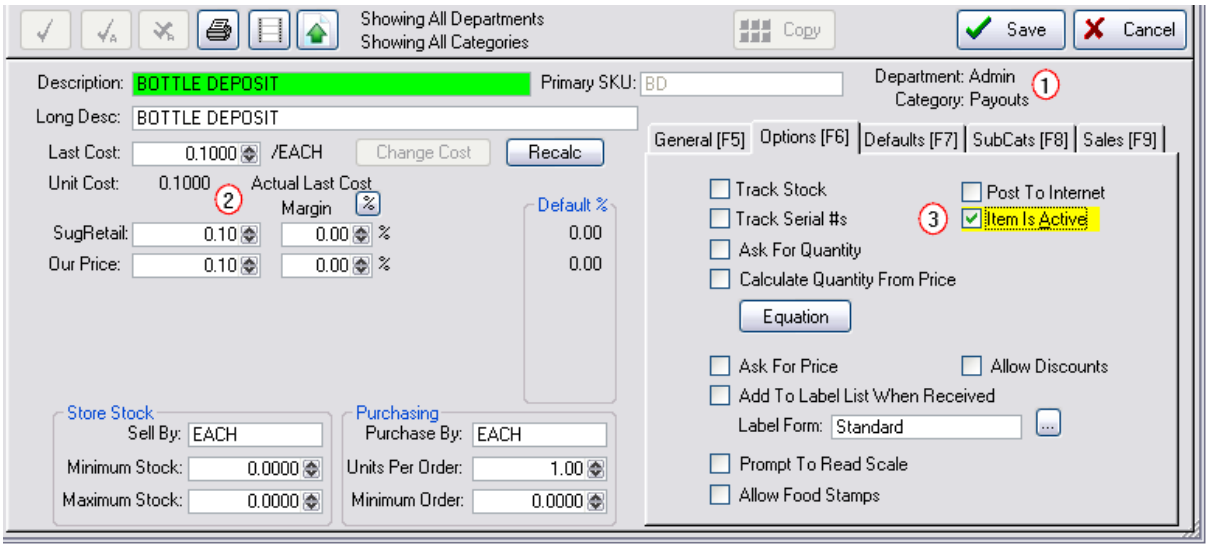


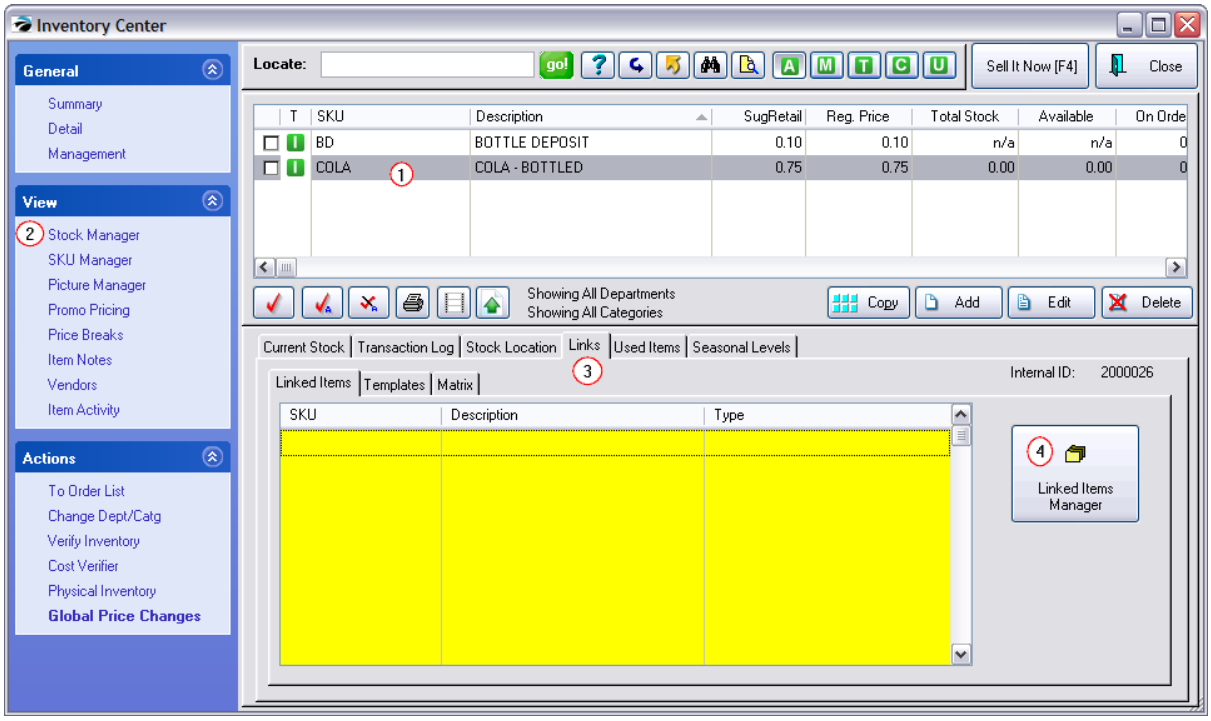
SECOND - Assign the bottle deposit item as a Linked Tag-Along to the beverage being sold.

1) Highlight the beverage to be sold

2) Choose Stock Management on the left.

3) Choose Links tab on the right

4) Choose Accessory Manager



5) Choose Tag-Alongs of Accessory Manager on the left

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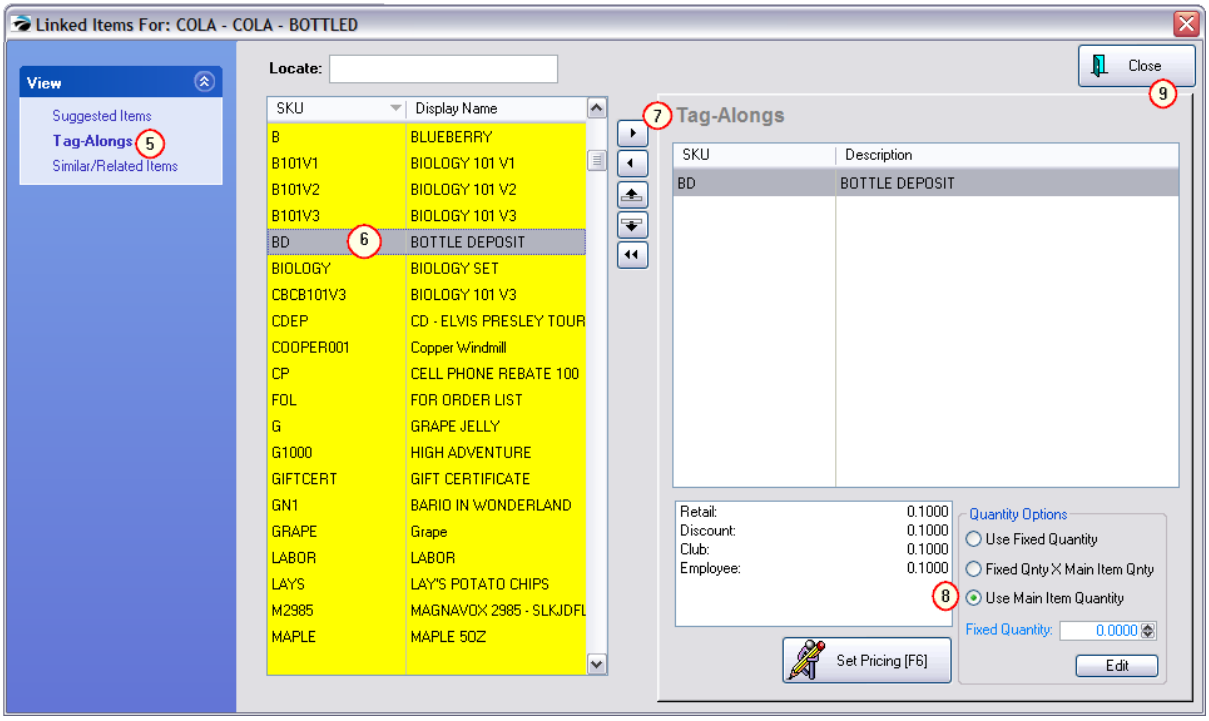
6) Find and highlight the Bottle Deposit in the list.

7) Assign Bottle Deposit to the Tag Alongs section on the right by clicking on the Right Transfer Arrow.

8) Make sure the option "Use Main Item Quantity" in the bottom right is activated.

9) Close and the setting is Saved.

NOTE: Repeat this procedure for each inventory item which requires a bottle deposit. If you have a great number of items which need the bottle deposit tag-along, consider exporting inventory, modifying the list of items and adding the SKU of the bottle deposit in the inventory record. When re-importing inventory, the bottle deposit field is linked to "Tag-Along Master SKU." (see Importing Inventory)



Invoicing and Charging Bottle Deposits

Create an invoice and sell the beverage. You will notice that the bottle deposit is automatically added.

Sell multiple quantities of the beverage (for example, 3/sku) and the bottle deposit will match the quantity sold.

Bottle Deposit Refunds

When the customer brings in bottles for a refund...

1) Create an invoice for the customer

2) Add the bottle deposit item, but with a negative quantity equal to the number of bottles being returned; (for example, -3/BD) and the bottle deposit will refund the correct amount.

TIP: Because this is a negative total, you will be prompted for a reason for the "return." Go to Maintenance: Definitions: Customer Returns. Add a reason "Bottle Refund" and activate "Return

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Immediately To Stock." This will eliminate further processing. You may choose to move this reason to the top of the list.

IDEA: if you want to track Bottle Refunds separately from bottle deposits, create a different inventory item similar to the Bottle Deposit and use it as described here.

The Bottle Deposit Refund can be assigned to the Invoice Button Bar of the invoicing screen to save manual entry.

5.2.7 Invoice Button Definitions

The Invoice screen has a button bar at the bottom of the window. These buttons give you quick access to Pre-defined activities and specific SKUs which do not have a barcode, but are frequently sold.

The button bar consists of several rows of buttons and by pressing F2 you can switch between the rows of buttons. Most importantly, you may edit and design your own button bars.

Alternatives

An alternative to Invoice Buttons is a true touch screen interface or the use of Desktop Buttons. (see Maintenance: Definitions)

How To Create/Edit A Button Bar

Go to Maintenance: Definitions: Invoice Buttons to access this screen.

A) At the bottom of the screen choose an Invoice Type. (Your selection here must match your selection of Invoice Style on Station Detail: Invoice/Misc 201)

- **Invoice** screen layout suitable for computer stores, service stores needing detailed invoices
- **Register** - screen layout suitable for cash-carry, gift stores, etc. (all sets are blank)

B) Select a Button Row. In the upper left corner you can choose either a new row number or one you wish to edit.

You can now add pre-defined options to the button row, create a button which will sell a specific product, and color or otherwise modify the look of the button.

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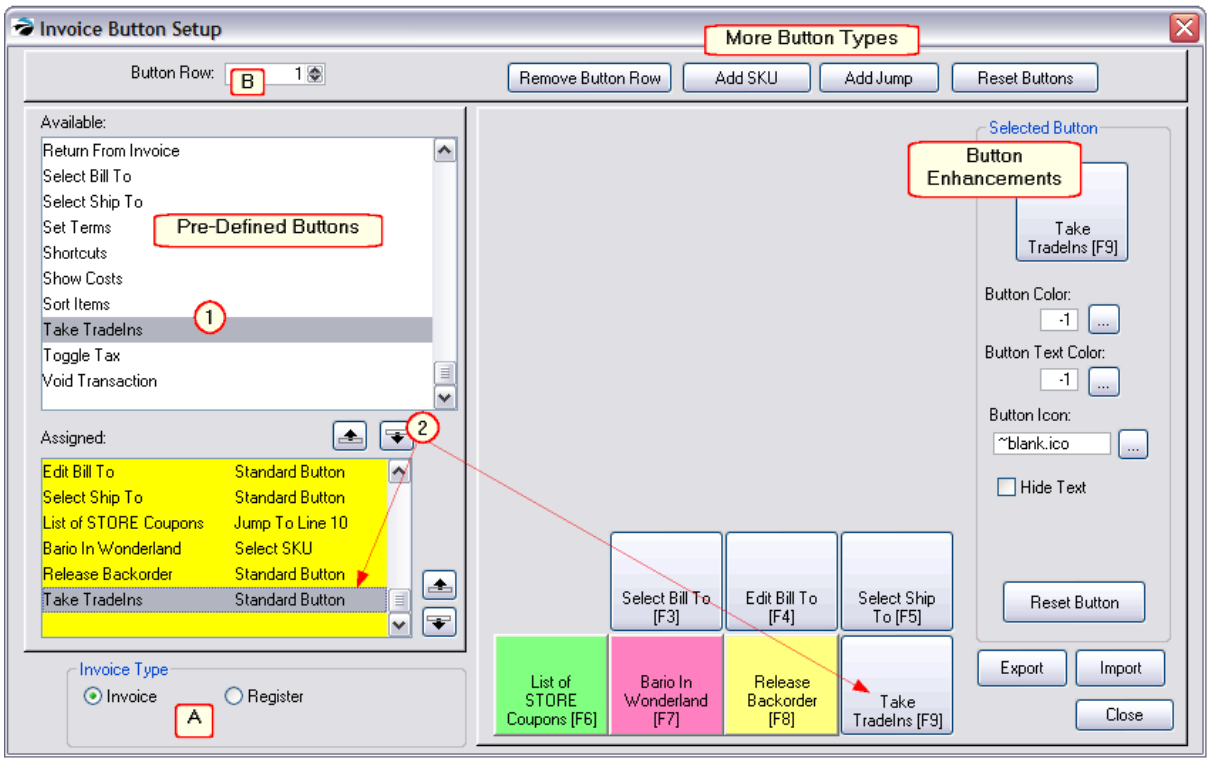

4) Highlight a function from the Available list on the left, press the down transfer button in the middle of the screen between the Available and Assigned lists The button will be titled automatically.

5) If you want to add a specific inventory item such as a Freight charge to a button, choose the Add SKU button at top center. Select an inventory item and enter a name for the button.

6) Reposition buttons as desired with the up and down buttons.

7) Choose Close when you are finished.

How to Select Pre-Defined Buttons

1) After choosing the Invoice Type and Button Row, HIGHLIGHT a pre-defined function in the Available list. (Listing of Predefined Buttons 1031)

2) Click on the Down Transfer to Row button. This will simultaneously add the function into the bottom section and add a button into the stack of 7 buttons.
Note: There is a limit of only 7 buttons per button row. You may remove a button from the center by clicking on the UP Transfer Button, thereby transferring it back to the Available list.

3) (Optional) Use Button Enhancements to color the button, change font size, and font color.

How to Add A SKU to a Buttons

1) highlight a blank button

2) choose Add SKU

3) enter or find the desired product

4) fill in the text you would like printed on the button

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5) (Optional) Use Button Enhancements to color the button.

How to Add A Jump Button

Because you are limited to just seven buttons per row, you may make one button jump to a different row of buttons which could be a collection of specific SKUs or functions.

1) highlight a blank button

2) choose Add Jump

3) enter the row number to which it should jump

4) fill in the text you would like printed on the button

5) (Optional) Use Button Enhancements to color the button.

6) BE SURE to go to the row and add buttons as needed.

Key Concepts

INVOICE TYPE - in the bottom left, you must choose the style of invoice you will be using for a particular workstation.

ROWS - up to seven buttons can be assigned per row. In the upper left corner you choose the row number to be defined or edited. Row number 1 is visible immediately upon opening the invoice screen.

AVAILABLE - a listing of functions which can be assigned to a button (see below for an explanation of each **Function / Feature**)

ASSIGNED - a listing of the seven buttons currently assigned to the button row.

To assign a button, highlight it in the Available list and choose the Down button to assign it. (Use the Up button to remove it.)

The position of the button can be changed by using the reposition Up or Down buttons.

REMOVE BUTTON ROW - **Warning!** this will delete the currently selected button row. There is no "undo" option. You should choose the Export button in the bottom right to make a backup before choosing to delete a row.

ADD SKU - a button can be used to add a specific inventory item to the invoice. You must first add a BLANK button to the button row, highlight the Blank, and then choose ADD SKU. You will be prompted to enter or find the SKU from your inventory list. You then enter the name of the product on the button to make it useful to the clerks. Can be used for labor charges, shipping, Gift Certificate or any other frequently sold product.

ADD JUMP - a button can be used to open a new row of buttons. You must first add a BLANK button to the button row, highlight the Blank, and then choose ADD JUMP. You will be prompted to select a row number and enter a name for the button. For example, create a button called "Drinks" that "jumps" to row 4. On row 4, put in buttons for SKUs for small soda, medium soda, large soda, and finally, add another button called "Main" that jumps back to row 1.

RESET BUTTONS - **Warning!** - The button bars will all be restored to a default set999. Changes made WILL BE LOST. See EXPORT button to save settings first.

SELECTED BUTTON Enhancements - After selecting and highlighting a button, you may color the button, the button text, or assign a picture to the button.

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- Click on the **Button Color** LOOKUP button. Select a color from the palette.
- Click on the **Button Text Color** LOOKUP button. Select a color from the palette.
- Click on the **Button Icon** LOOKUP button. You will need to create the images first before you can select them. We recommend you save these images in the ...\data2\images folder so that they are available to all stations using POSitive.
- Activate **Hide Text** if your Button Icon is self-explanatory.
- Use **Reset Button** to remove changes of this specific button.

EXPORT - saves all the button definitions in a file named INVBTNS.BTN in the C:\POSitive\PRMGEM directory.

IMPORTANT: Be sure to Export before you make major changes. If you make some mistakes, you can restore the button list by clicking on the Import button.

IMPORT - loads all button list settings from a file named INVBTNS.BTN which must exist in the C:\POSitive\PRMGEM directory.

DESIGN TOOLS

Remove Button Row - erases all the content of a button row as selected in the upper left corner.

Reset Buttons - erases all buttons and overwrites it with a pre-defined set of buttons

Selected Button - the highlighted button is also displayed separately in the upper right corner. Here you can choose to change the button color, font size, and font color.

Reset Button - erases enhancements such as color and text font.

Export Buttons - creates a "backup" of your button layout into a file named INVBTNS.BTN. This backup allows you to make changes and restore the original if you don't like the changes you have made.

Import Buttons - finds the INVBTNS.BTN file and replaces all current rows and buttons with those previously designed and saved.

Functions / Features

For an an alphabetical listing of the Pre-Defined functions or features which can be assigned to buttons see Pre-Defined Buttons 1031.

5.2.7.1 Invoice Button Pre-Sets

The **Reset Button** at the top right of the Invoice Button Setup screen (see Invoice Button Definitions 996) will apply the following default buttons to the Invoice Button Bars

INVOICE TYPE - Invoice

Button Row 1

Select Bill To
Edit Bill To
Select Ship To

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Edit Notes
Void Transaction
Item Menu
Shortcuts

Button Row 2

Customer History
Make AR Payment
Toggle Tax
Item Details
Adjust Size
Blank
Blank

Button Row 3

Release Backorder
Hold Back Item
Invoice History
Inventory List
Customer List
Blank
Show Costs

INVOICE TYPE - Register

Button Row 1

Adjust Quantity
Adjust Price
Coupon
Discount
Delete Item
Return From Invoice
Void Transaction

Button Row 2

Edit Bill To
Edit Notes
Make AR Payment
Item Details
Customer History
Toggle Tax
Balance Register

All Available Buttons

(Note: some buttons are only functional in Invoice Style or Register Style) (see Pre-Defined Buttons 1031)

List

Adjust Price

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Adjust Price w/o Tax

Adjust Quantity

Adjust Size

Balance Register

Blank

Calc Shipping

Change Invoice Date

Clear Sale

Coupon

Customer History

Customer List

Delete Item

Discount

Documents

Edit Bill To

Edit Notes

Exit Program

Hold Back Item

Import Items

Inventory List

Invoice History

Invoice Prompt

Item Details

Item Menu

Logout

Make AR Payment

Manager Mode

Open Cash Drawer

Purchase History

Receive Payment

Redeem Points

Release Backorder

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Return From Invoice

Select Bill To

Select Ship To

Set Location

Set Terms

Shortcuts

Show Costs

Show Slides

Sort Items

Suspend And Print

Take TradeIns

Time Clock

Toggle Tax

Void Transaction

5.2.7.2 Touch Screen Operations

Enter topic text here.

5.2.7.2.1 Touch Customer Search

When needing to find a specific customer this screen can search or scroll by name or customer account number.

1) Sort the List. The same button called Sort By will toggle between the different options: by Name, Account, or Code..

2) The Search button will ask for input based upon the Sort type. Type the beginning characters and choose OK. The cursor will highlight the closest match.

3) Use the Scroll buttons: Up, Down, Page Up and Page Down to highlight the desired customer.

4) Once found, choose Select.

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5.2.7.2.2 Touch Select Item From List

This is your complete listing of Inventory.

Each inventory item is listed as two lines. The first line is the Short Description with available stock and Price The second line is the Long Description.

Find At Beginning

Sort the list by SKU or Description and use the Up, Down, Page Up, Page Down buttons to find the item. Then choose Select.

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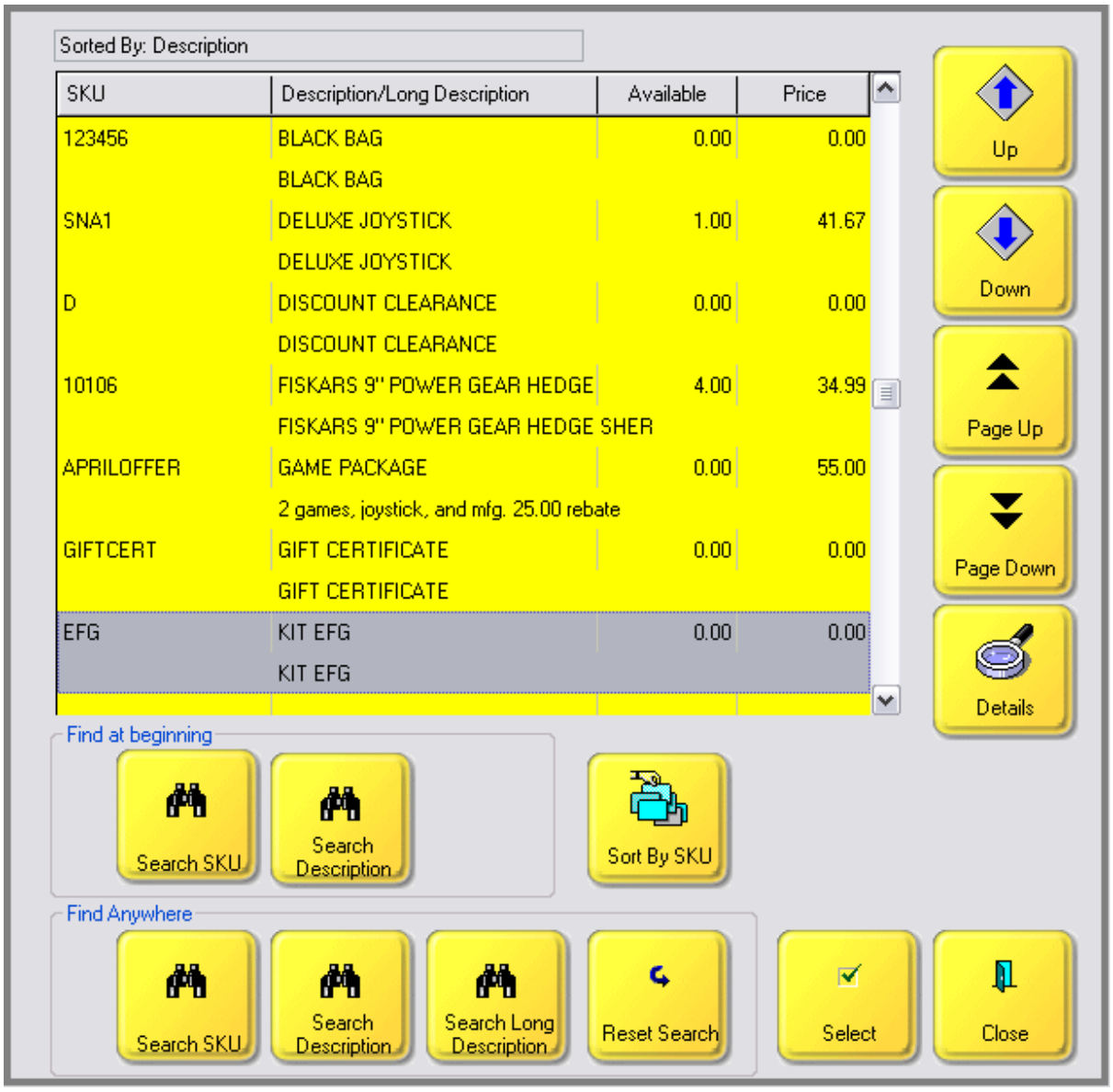

Find Anywhere

Use the Find Anywhere buttons which allow you to enter just a portion of the SKU, Description, or Long Description and it will display all items containing that string of characters. Highlight the desired item and then choose Select.

Here is an example of a search for BARIO. Note that BARIO is listed both at the beginning and the middle of the description.

The Reset Search button will list all inventory items again.

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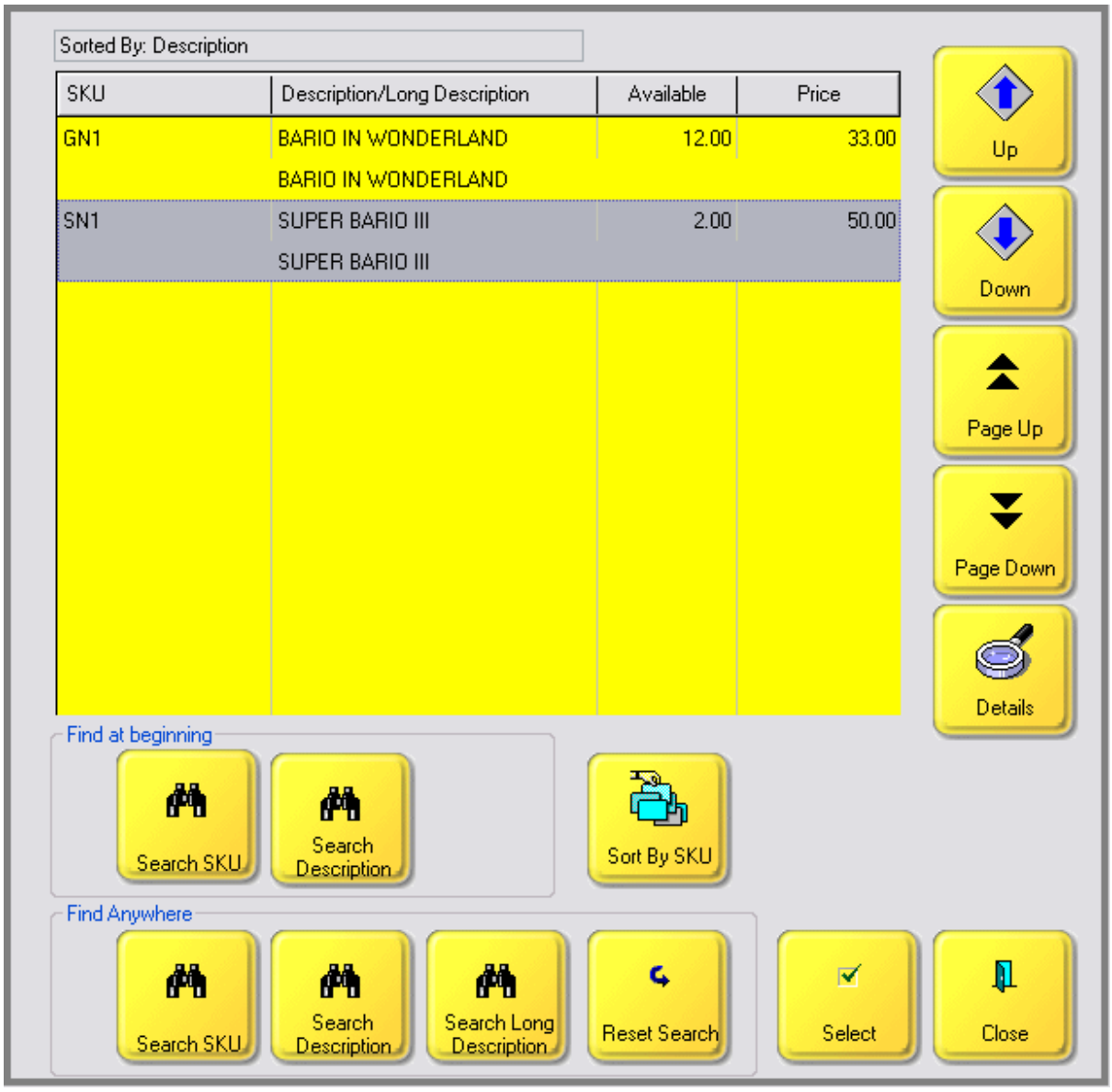

The Details button will give you more information by displaying the Standard Note.

5.2.7.2.3 Touch Return From Invoice

When customer's return items purchased it is recommended that you always link to the original invoice if possible. Alternate Method

Add the item being returned to a customer by name invoice.

Choose the Adjust Quantity button and select the +/- button to change the quantity to a -1 value.

The monies to be paid out will be in RED.

NOTE: Using this method is not preferred because you do not know if the item was purchased at a discount or at a sale price.

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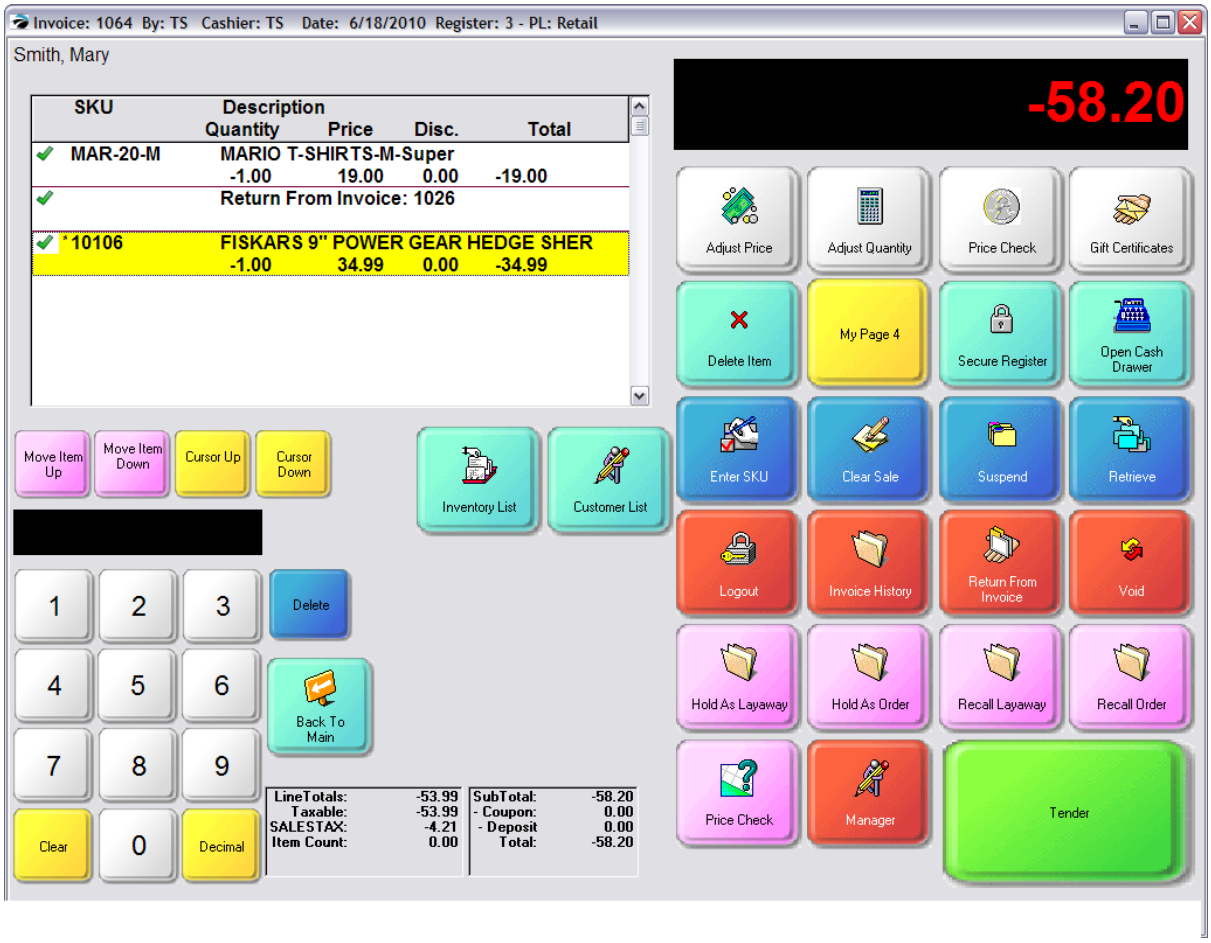
Picture of a Return Invoice

The Invoice with Returns will show negative (-1.00) quantities and selling prices. The Total to be refunded is in RED.

In this example, the first line "MAR-20-M" was added as an inventory item from the inventory list.

The second and third lines were added by selecting the product from the customer invoice number.



Step 1

1) Choose the Return From Invoice button.

2) If known, enter the invoice number. (The hand icon will open a touchscreen numeric key pad.)

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If not known, choose either

Can't Find / Choose From List [F4] which will open the inventory list to select the item being returned.

Search All Invoices [F3] which opens the Invoice History screen

Use the Search button

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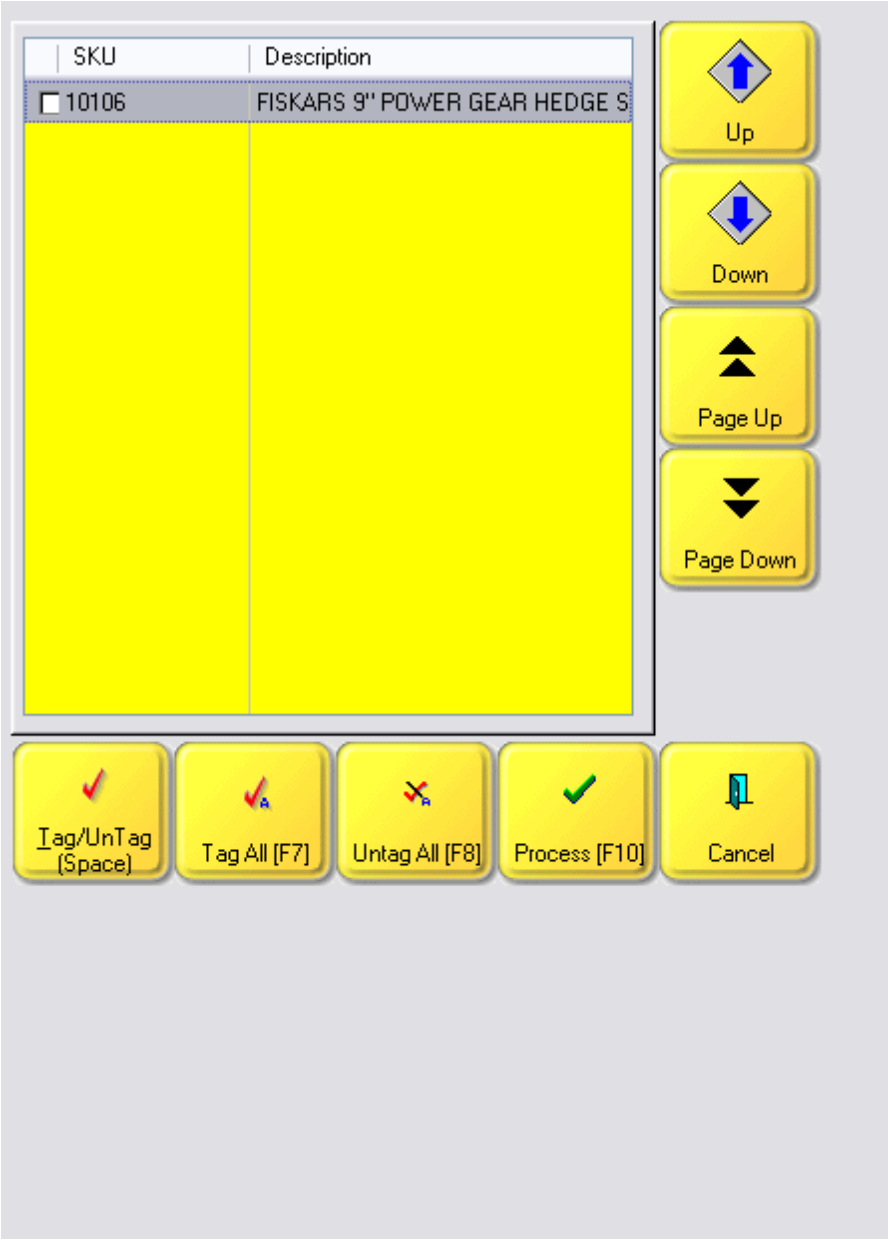
5.2.7.2.3.1 Touch Known Invoice Number

When prompted, enter the Invoice Number from the customer receipt.

All items on the invoice will be displayed.

Check mark the item to be returned and choose Process [F10]

The item is added to the invoice as a return with a RED refund value.



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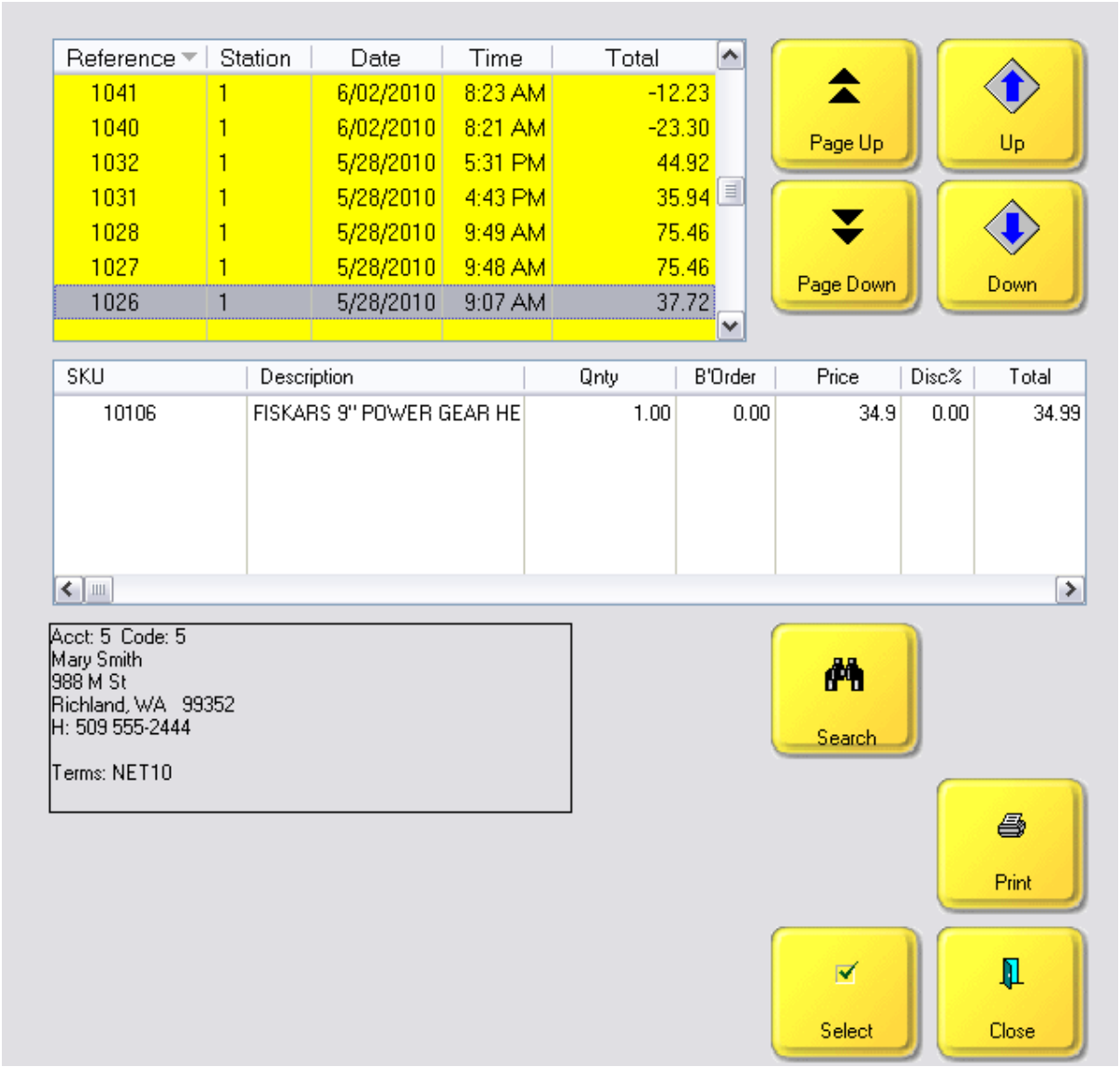
5.2.7.2.3.2 Touch Search Invoice Number

When the invoice number is not known, you can search the Invoice History screen for the invoice.

Use the Page Up, Page Down, Up and Down buttons to find the invoice and choose Select.



5.2.7.2.3.3 Touch Select Item

Although not the preferred method, choose to find the inventory item from the Inventory List because it will not reveal the actual price paid by the customer for the item.

This is your complete listing of Inventory.

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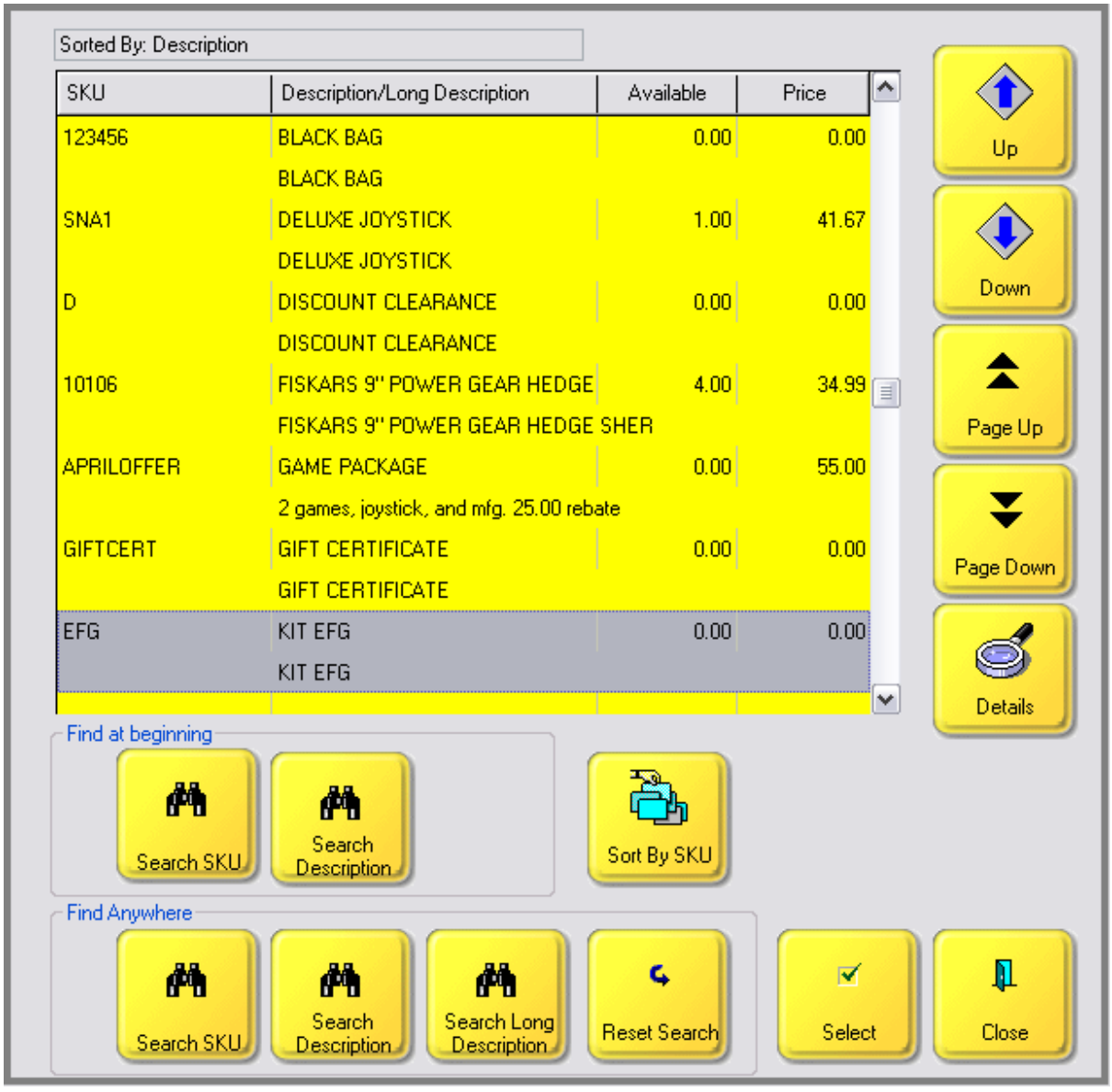
Each inventory item is listed as two lines. The first line is the Short Description with available stock and Price The second line is the Long Description.

Find At Beginning

Sort the list by SKU or Description and use the Up, Down, Page Up, Page Down buttons to find the item. Then choose Select.



Find Anywhere

Use the Find Anywhere buttons which allow you to enter just a portion of the SKU, Description, or Long Description and it will display all items containing that string of characters. Highlight the desired item and then choose Select.

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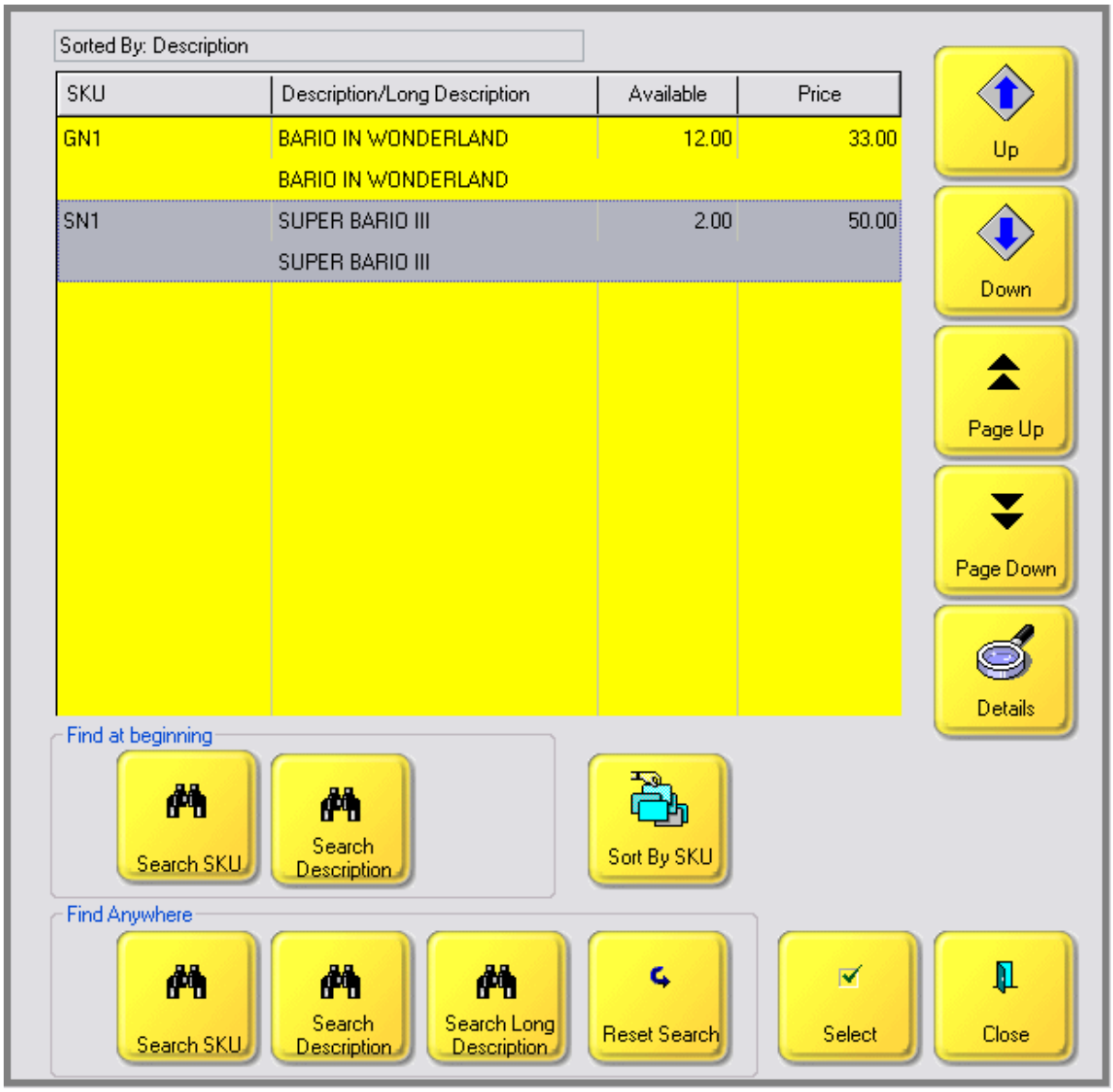
middle of the description.

The Reset Search button will list all inventory items again.



The Details button will give you more information by displaying the Standard Note.

5.2.7.2.3.4 Touch Reason For Return

When you choose Tender, you will be prompted to choose a Reason for the Return of the products.

If the item is still in original packaging you could choose a reason which Will Be Returned To Stock. Otherwise select a reason which will not return the item immediately to stock.

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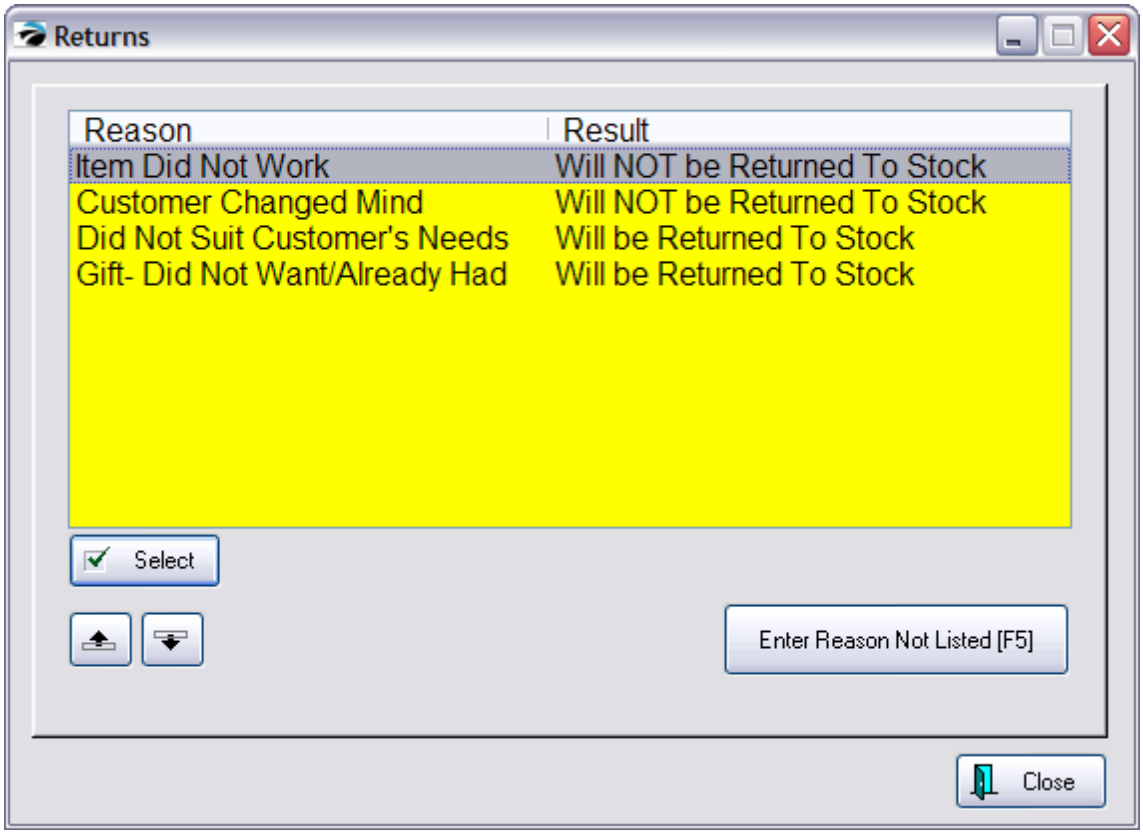
For details on Setup and Use see Customer Return Definitions 1466.



5.2.7.2.3.5 Touch Tender Return

The refund amount is displayed in RED in the Invoice Total screen.

When you choose the Tender button, the Balance Due the customer is in GREEN but is still a refund to the customer.

Simply choose the method of refund at the bottom of the screen, since you will be tendering the exact amount. The choices are: Cash [F2], Check [F3], Credit [F4], Gift Certificate [F6], Finance [F7], or On Account [F8].

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Cash [F2]

The cash drawer will open and you will be prompted to remove the amount of cash from the drawer.

Check [F3]

If your store policy is to issue refunds by check instead of cash, you will be prompted to confirm the customer mailing address. After selecting the Check option, you will be brought to the Confirmation screen. When you choose the "Complete [F10]" button you will be given these options.

Mail Check - You can send the customer a refund check. Contact POSitive support for more information.

Return Check - Assumes that the customer paid by check and that the check is still in the cash drawer. If such is the case, the drawer will be opened so that you can remove the check and give it back to the customer. The check will be removed from the end of day report.

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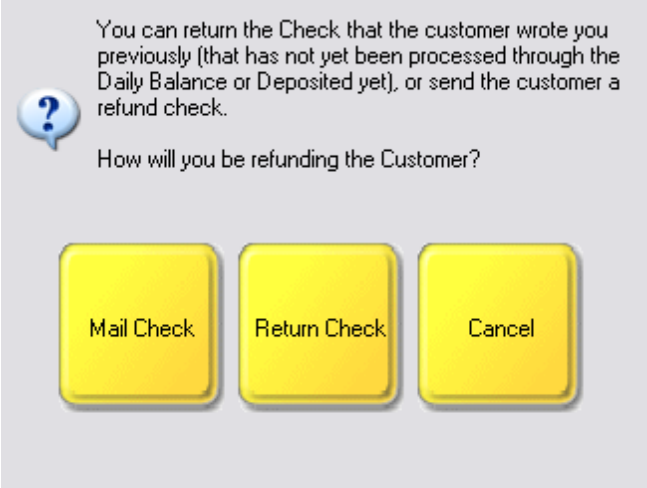

Credit [F4]

You will be prompted to swipe the credit card. The customer's card will be credited with the refund amount.

Gift Certificate [F6]

This issues a new gift card to the customer with a value equal to the refund amount. You will be prompted to enter the number of a new gift certificate. If the gift certificate number is not on file, you will be asked if you want to continue. Answering No will cancel the refund by Gift Certificate. Answering Yes will prompt for the amount. Enter the total refund value.

Finance [F7]

To use this option, the return invoice must be for a customer by name. This will assign the refund amount to a third-party as defined under Maintenance: Definitions: Finance Companies. This would normally only be used if the original invoice were billed to the third-party.

On Account [F8]

To use this option, the return invoice must be for a customer by name. After choosing the On Account button you will be brought to the Balance Due screen.

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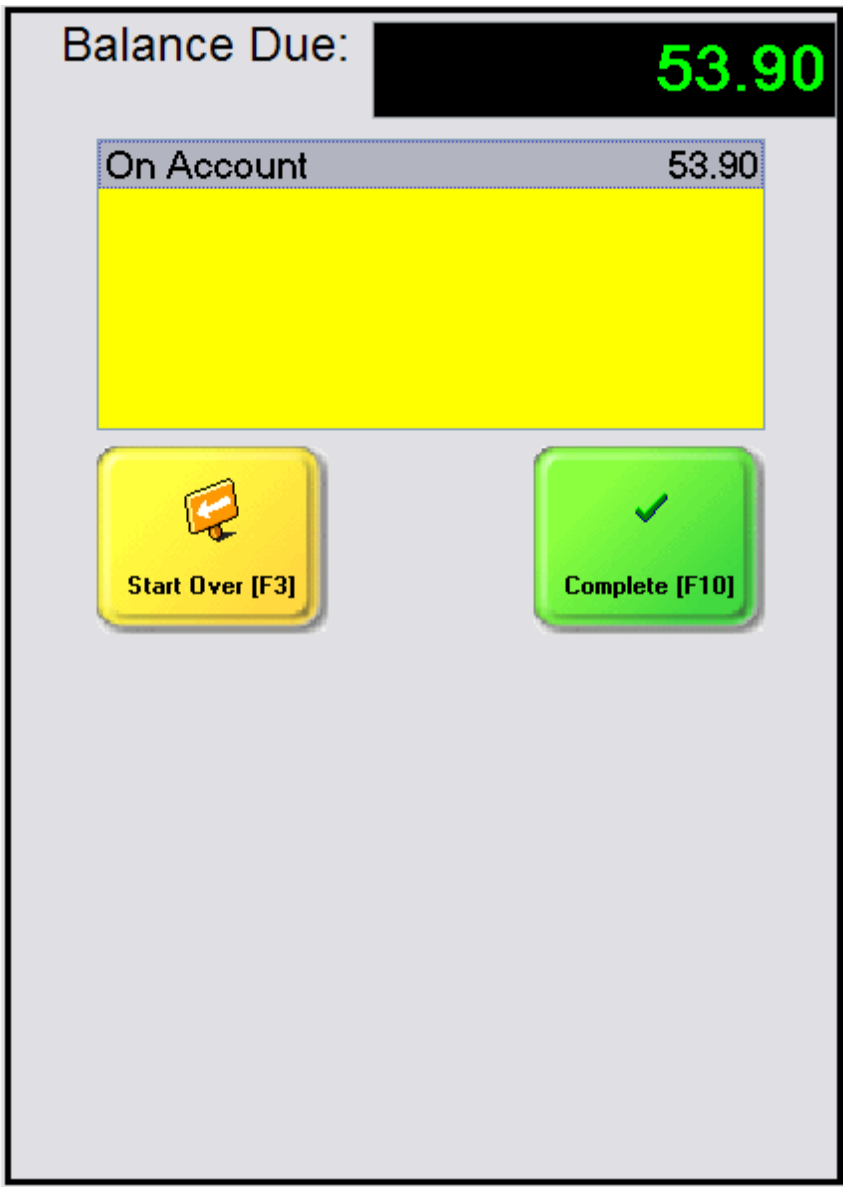

Choose Complete [F10]

You may be asked (depending upon System Setup options) ...

Apply Now - The amount will pay off the oldest charges first.

Apply Later - Gives the customer an open Store Credit to be used for future purchases or payment of existing charges

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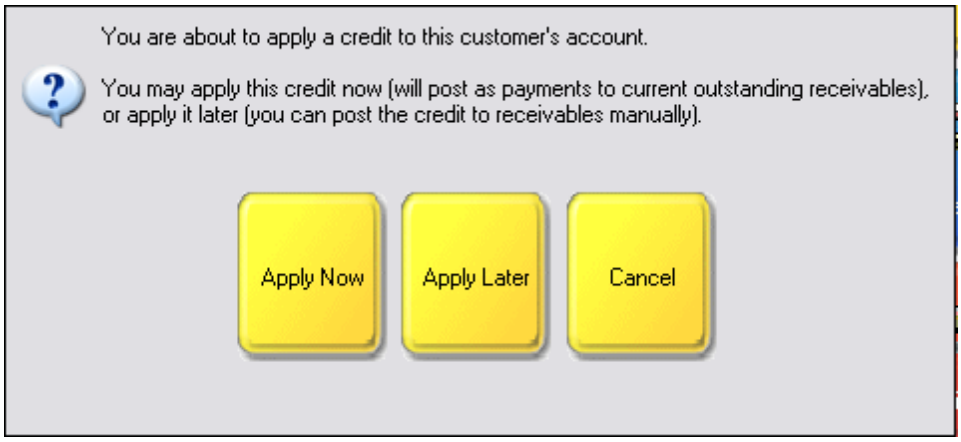

5.2.7.2.4 Touch Gift Certificates

Gift Certificates can be sold as new and recharged with more monies by choosing the Gift Certificates button. It is assumed that you have a series of pre-numbered Gift Cards or Gift Certificates.

Confirm Availability

You will first be prompted to scan, swipe, or enter the Gift Card / Certificate number. (The hand icon will open a keyboard screen.)

If the number is not on file and therefore not sold, choose the Sell New [F10] button.

If needed, choose ReScan [F8] if you had the incorrect number.

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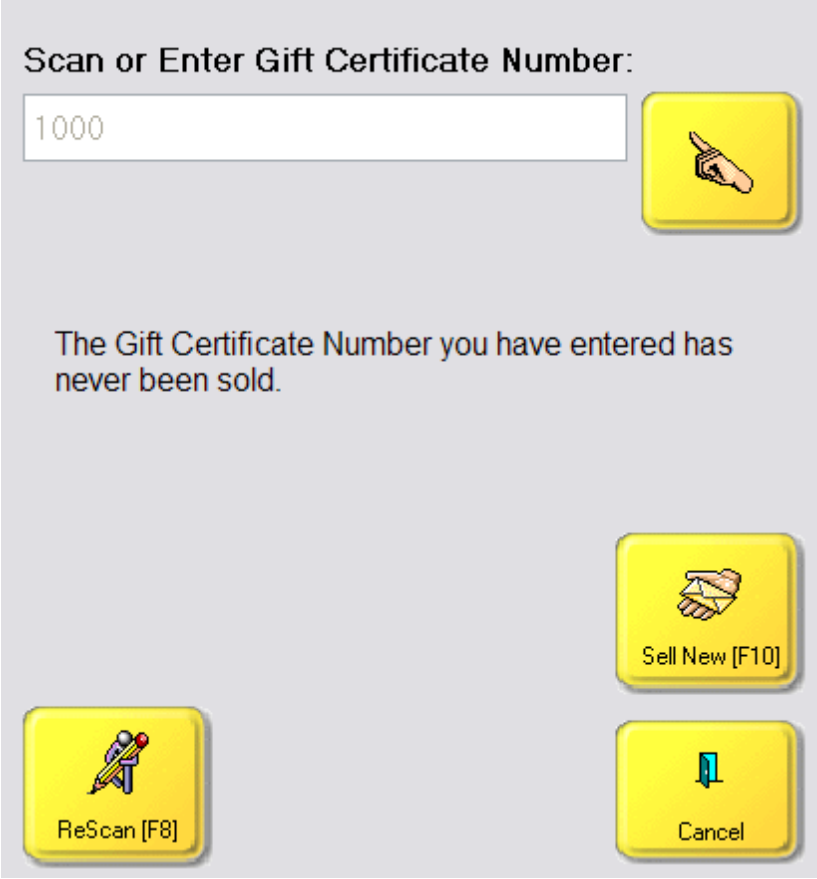

Enter the Value

Enter the value of the gift certificate. When you choose OK the Gift Certificate will be added to the invoice for the value designated and the Certificate number will be printed on the line below.

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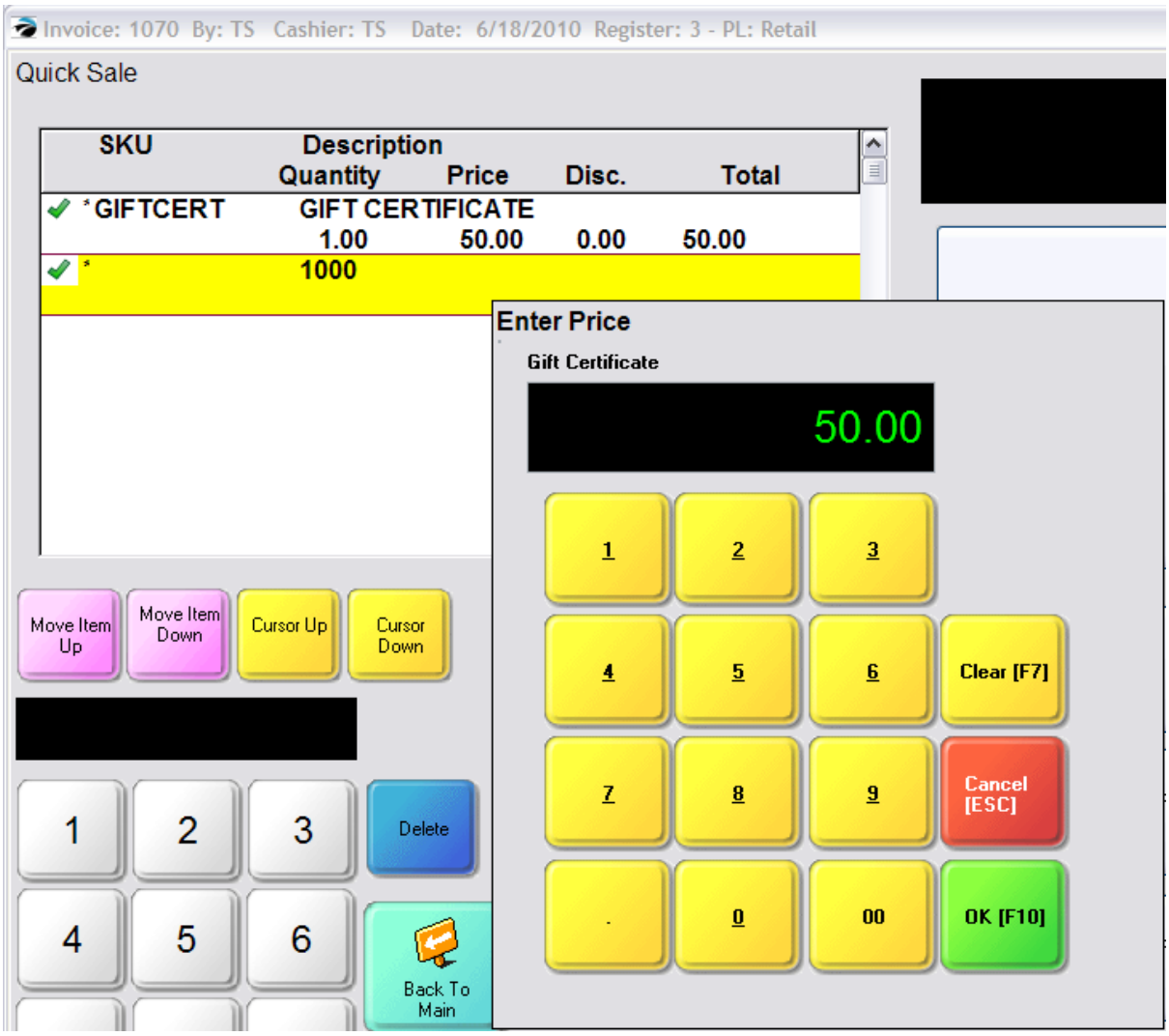

Recharge Existing Gift Certificate

When you enter a Gift Certificate number which has already been sold, you will be able to see the Balance Remaining on the Certificate.

Recharge [F10] will add more monies to the certificate.

Process Return [F5] will surrender and redeem the certificate. Make note of the remaining balance. When prompted enter the refund amount (as a positive value) and choose OK. Process the invoice with the Tender button and make the payout.

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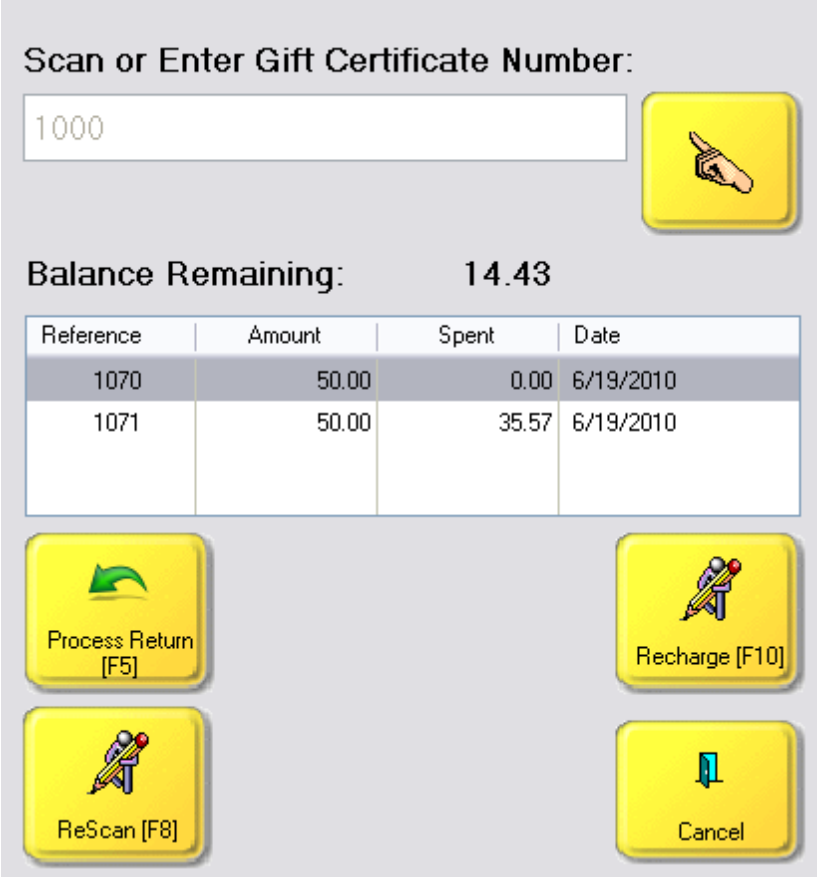

5.2.7.2.5 Touch - Package Sales

A group of inventory items can be sold together for one specified package price. There are 3 parts to selling items as a package: this Package line, actual inventory items which will be removed from stock, and a Subtotal line to define the end line of the Package.

The sequence of adding these 3 elements to the invoice does not matter, but the Package line must be at the beginning and the Subtotal line at the end of the list of items

Select this Package button (or CTRL-P using the keyboard) to open the Enter Price screen. Enter the total selling price of all items to be included in the Package. Each item below the package line will be sold at a price calculated as a percentage of the package price.

see Sample Package 1138

see Sample Subtotal 1163

For example,

Two inventory items have been added to the invoice. The topmost item is highlighted when the Package button is selected. Select this Package button (or CTRL-P using the keyboard) to open the Enter Price screen. You are prompted for a total package price. Choose OK when done. Most likely the Package line will not be at the top of the list.

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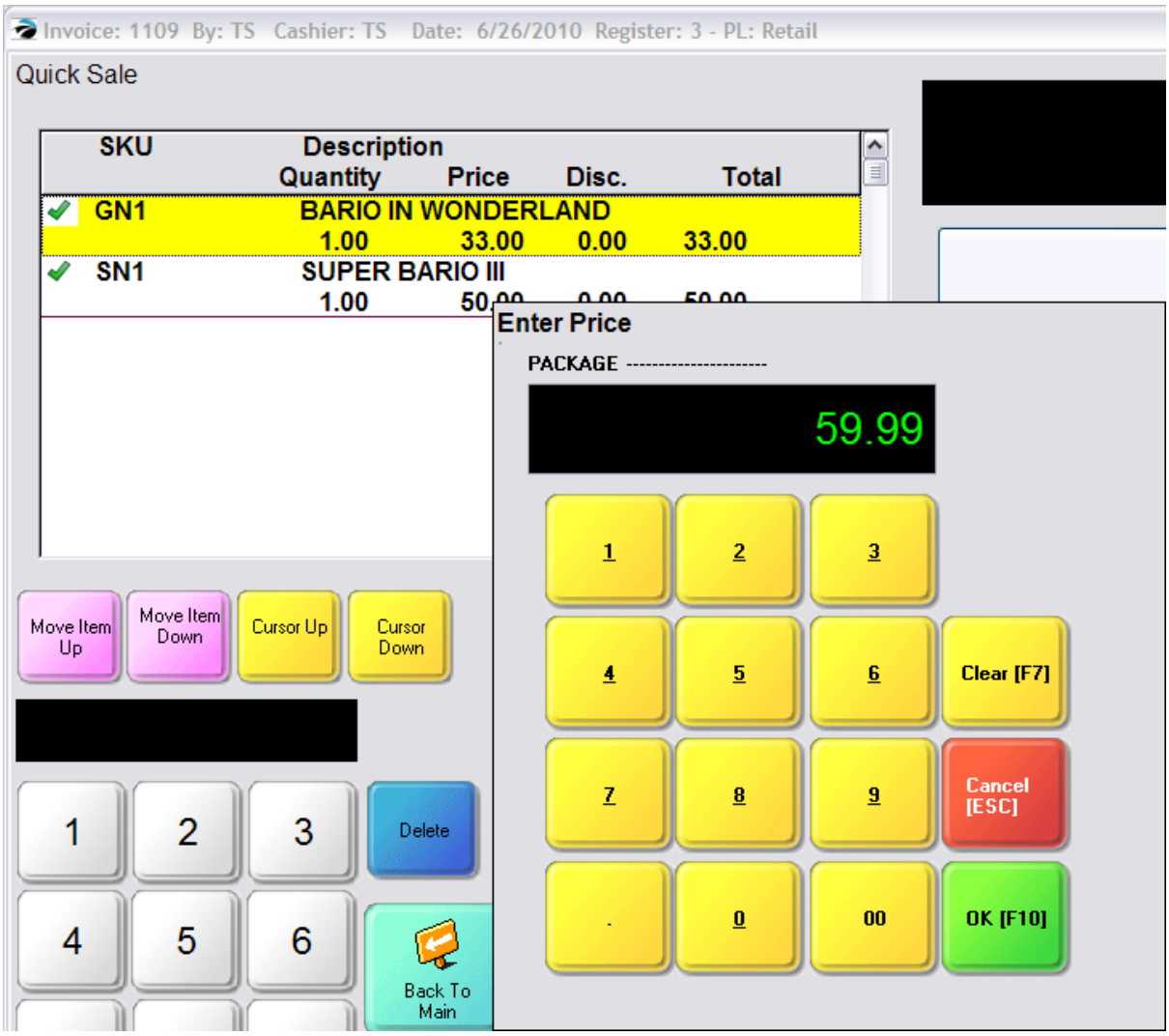

To add a Subtotal line choose the Subtotal button (or CTRL-S on the keyboard). Note that the sequence is wrong: the Package line needs to be moved up. Use the Move Item Up button which will reposition the item to the top of the list. If necessary, highlight the Subtotal line and use Move Item Down to position it at the bottom of the list.

Notice that Super Bario III is sandwiched between Package and Subtotal is not displaying the price of the item. This is how the Package feature works.

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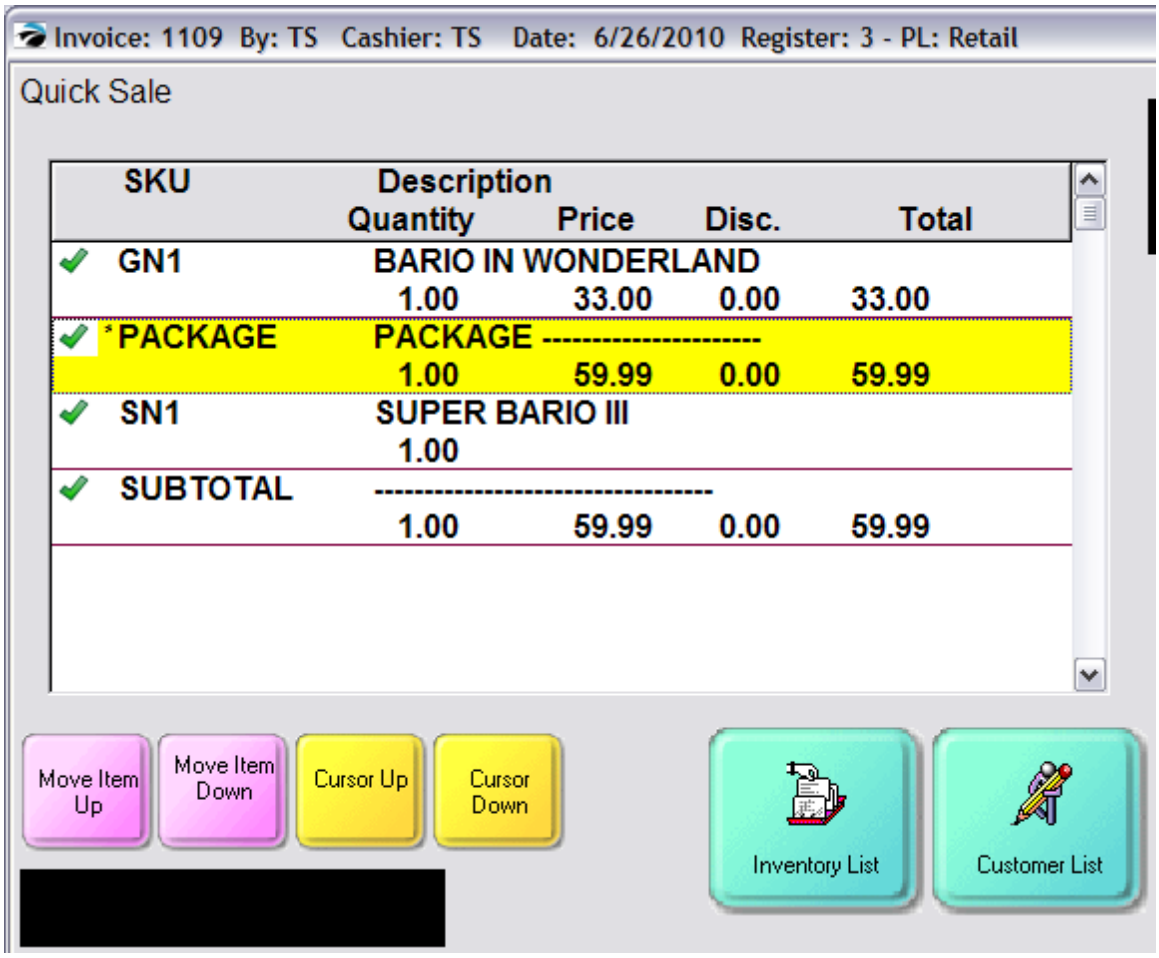

When all elements of the package are properly placed, the Package line will be at the top and the Subtotal line at the bottom.

You may add additional inventory items below the Subtotal line and they will be sold at their normal prices.

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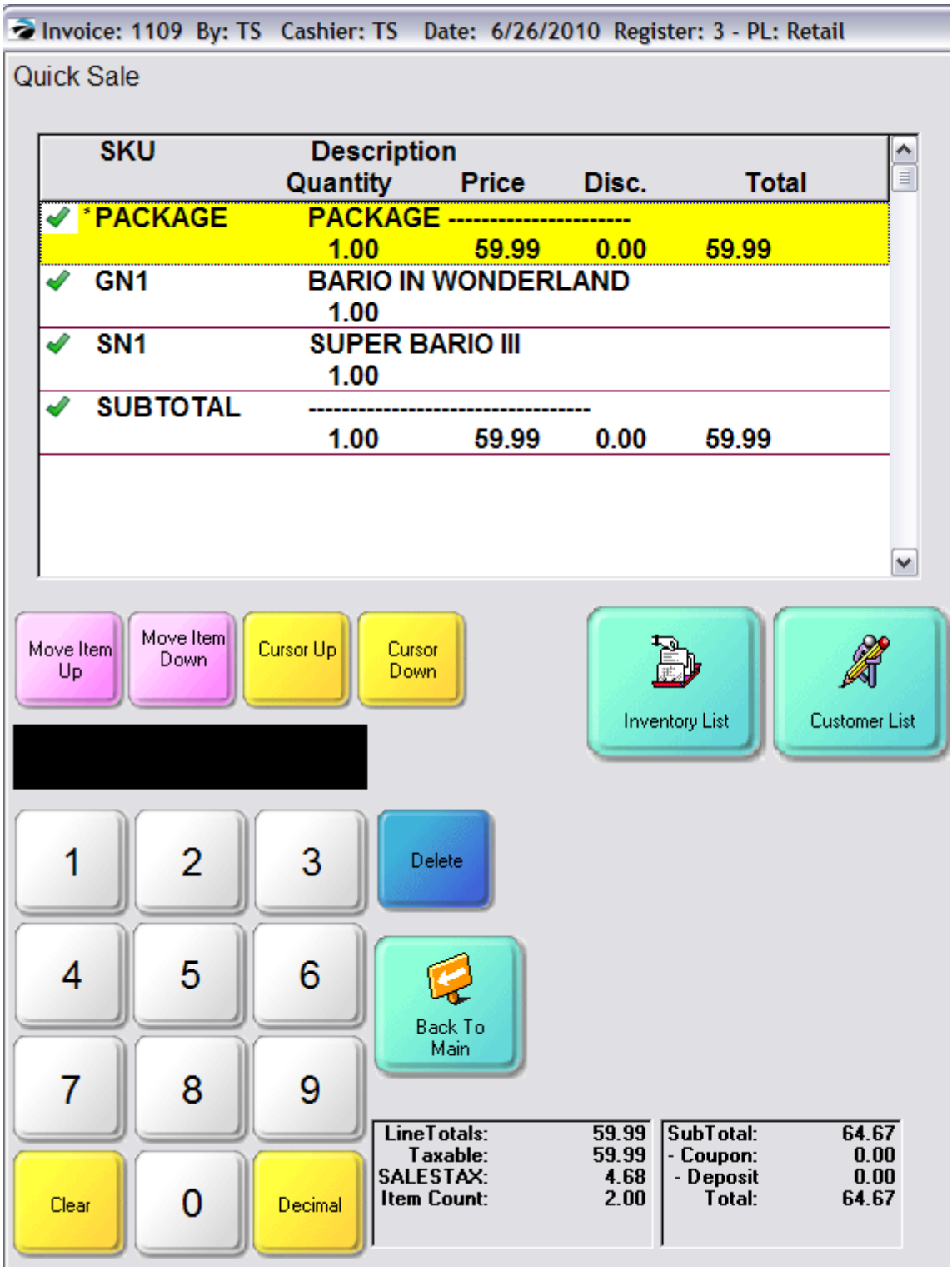

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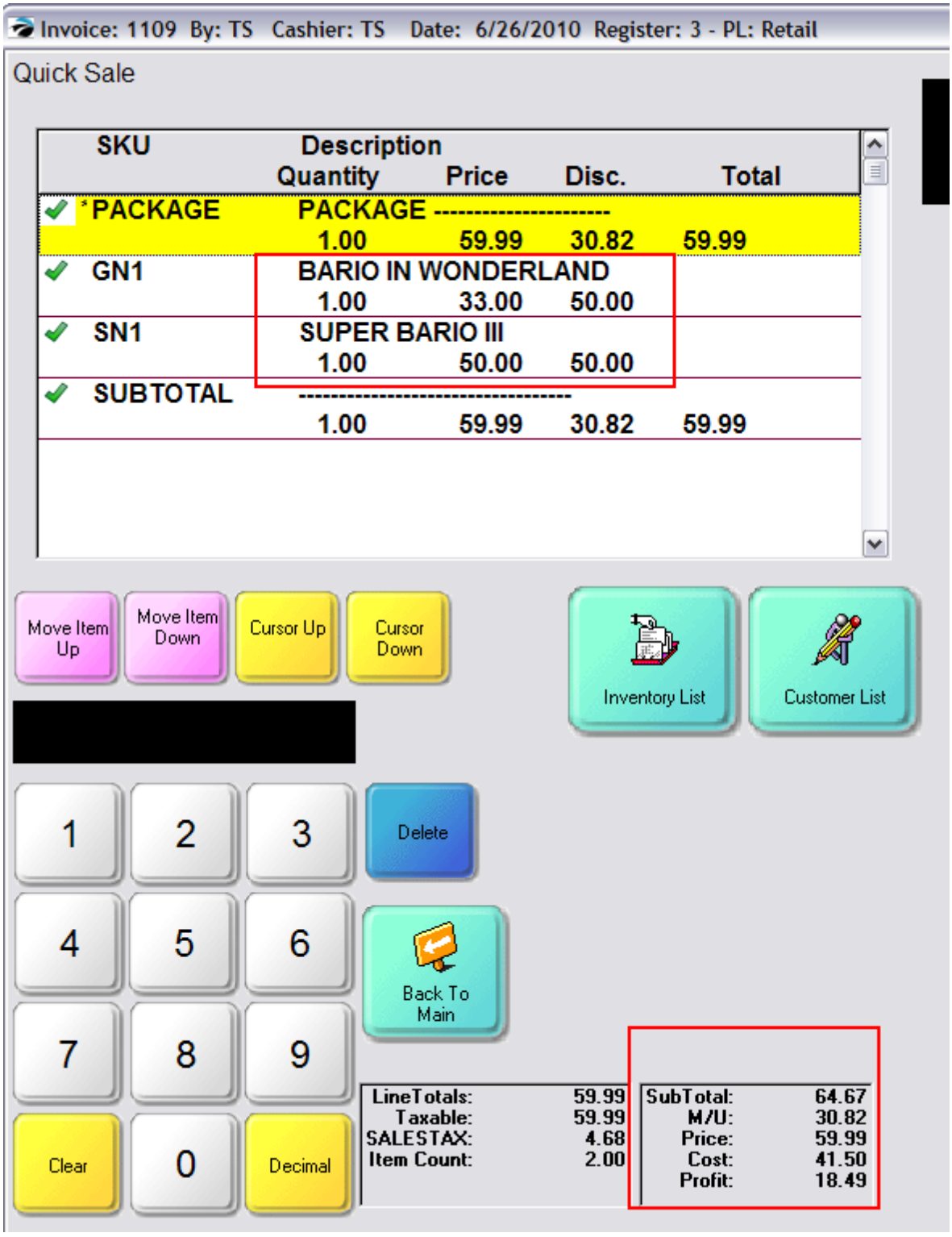
Show Costs

Use of the Show Costs 1157 button will temporarily display the selling price of each item in the package as well as display at the bottom of the screen the profits on the entire invoice.



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5.2.7.2.6 Touch - Pending Transactions

A Pending Transaction is an Order, Layaway, Service Order, or Quote. They contain products the customer wants to purchase, but they are being held until they are ready for delivery, at which time the pending transaction is converted to an invoice and the sale is finalized.

When working with the Touch Screen you must follow a sequence of steps to create, edit, and retrieve the pending transaction.

Step 1 - Create An Invoice

On the Invoicing screen you select the customer and add products to be purchased and held as a pending transaction.

Step 2 - Hold As Pending

Then you select the type of transaction desired.

T	Hold As Layaway - convert the invoice to a Layaway	Hold As Layaway 1100
T	Hold As Order - convert the invoice to an Order	Hold As Order 1100
T	Hold As Quote - convert the invoice to a Quote	Hold As Quote 1101
T	Hold As Service - convert the invoice to a Service Order	Hold As Service 1101

The number of the transaction will change from an invoice number to a Pending Transaction number

You may add additional products or modify existing inventory on this Pending Transaction.

Step 3 - Save Transaction

You MUST choose Save Transaction

T	Save Transaction - IMPORTANT - save pending type transaction and return to normal invoicing.	Save Transaction 1151

You will be prompted to collect a deposit on the Pending Transaction. Additional deposits can be applied later.

T	Take Payment - accept payment on a Pending Transaction	Take Payment 1165

Step 4 - Recall Transaction

When you are ready to edit or convert the pending transaction,

1) Choose to recall the desired type.

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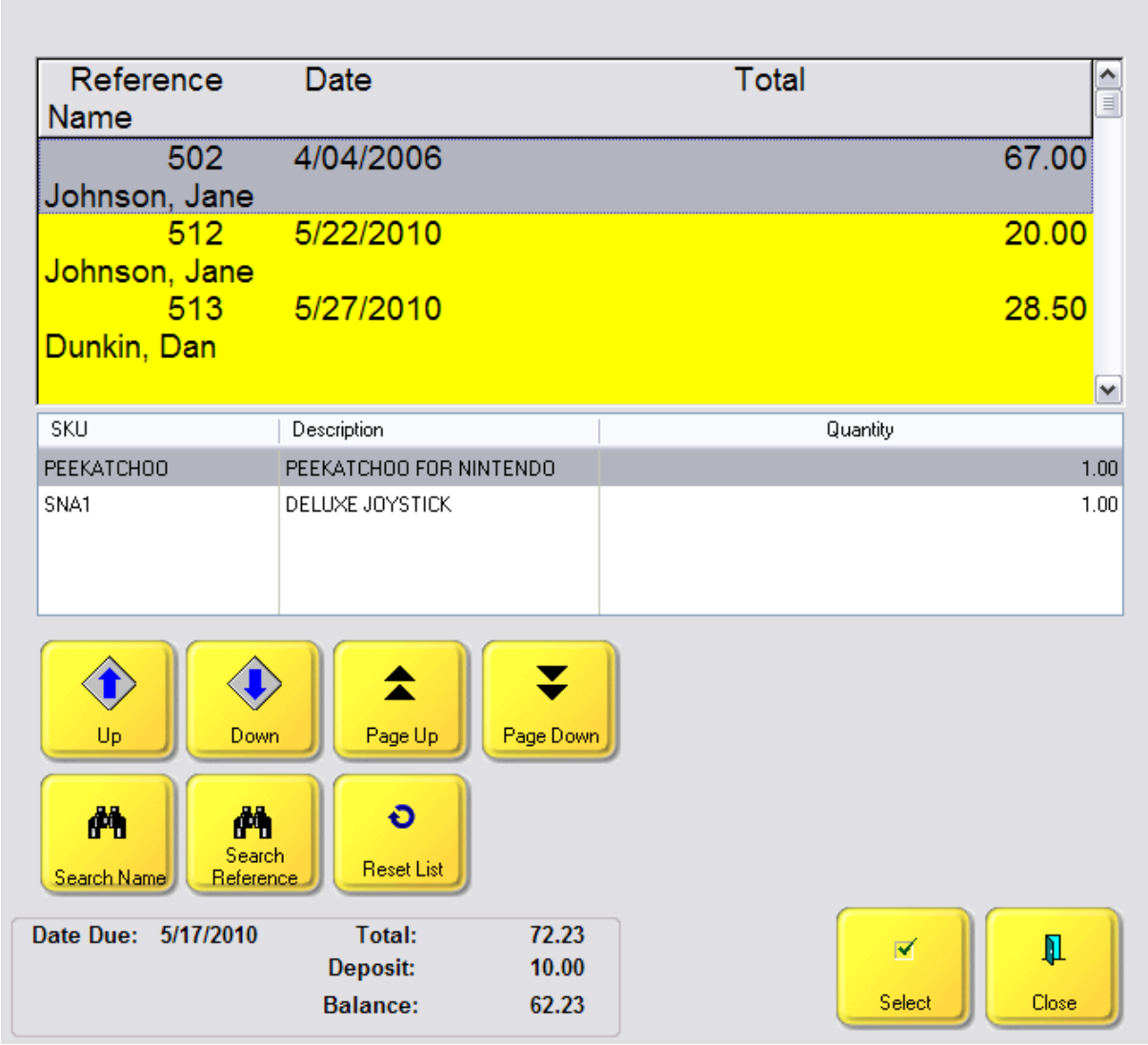
T	Recall Layaway - reopen Layaway a saved transaction	Recall Layaway 1143
T	Recall Order - reopen Order a saved transaction	Recall Order 1144
T	Recall Quote - reopen Quote a saved transaction	Recall Quote 1145
T	Recall Service - reopen Service a saved transaction	Recall Service 1146

2) Highlight the desired customer transaction

3) Choose Select



Search For Transaction

There are additional buttons which will help you find a specific Layaway.

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Up and Down buttons move the cursor one line at a time

Page Up and Page Down buttons will move 3 lines at a time.

Search Name will sort the list by customer name Picture

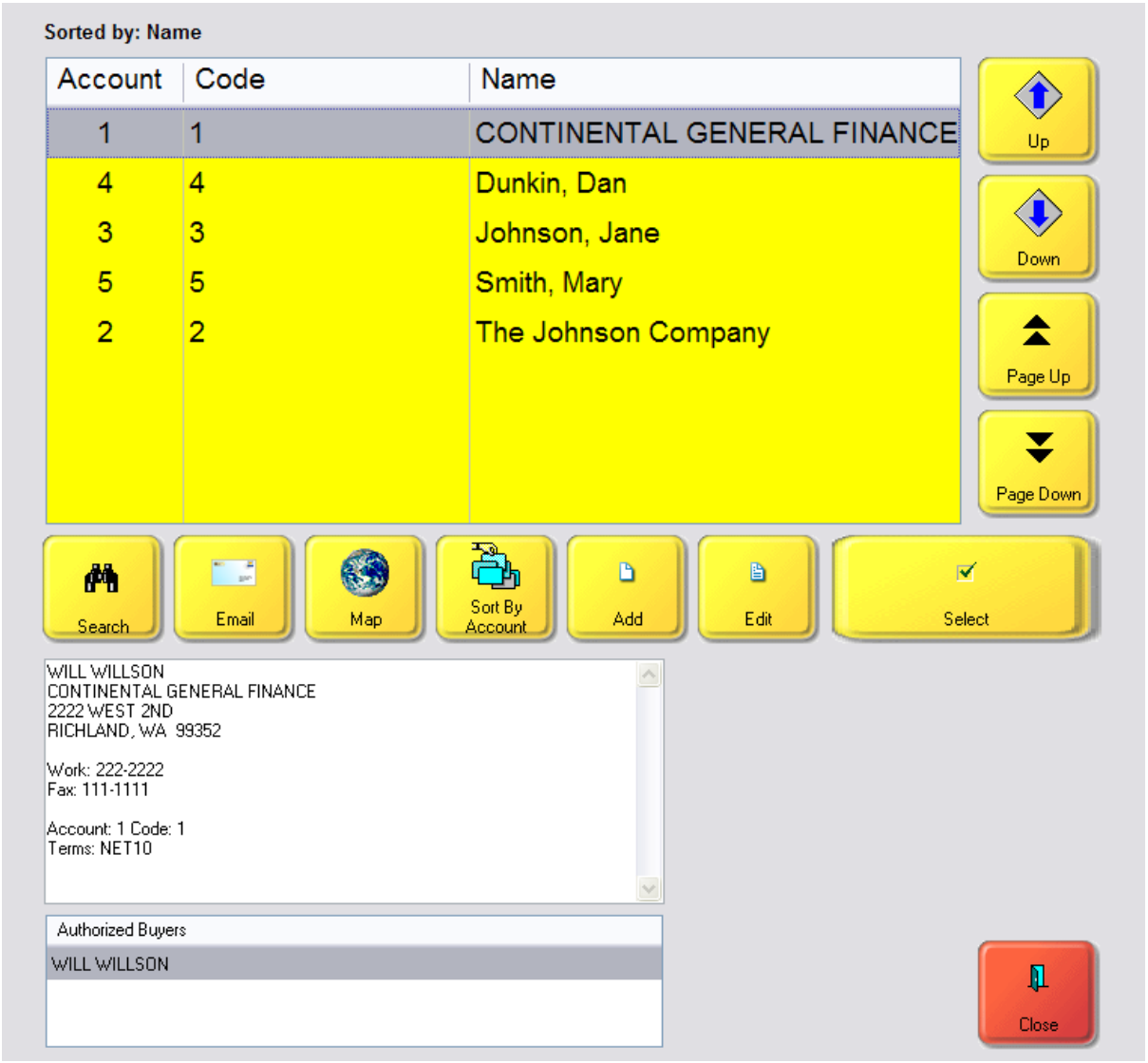
When needing to find a specific customer this screen can search or scroll by name or customer account number.

1) Sort the List. The same button called Sort By will toggle between the different options: by Name, Account, or Code..

2) The Search button will ask for input based upon the Sort type. Type the beginning characters and choose OK. The cursor will highlight the closest match.

3) Use the Scroll buttons: Up, Down, Page Up and Page Down to highlight the desired customer.

4) Once found, choose Select.



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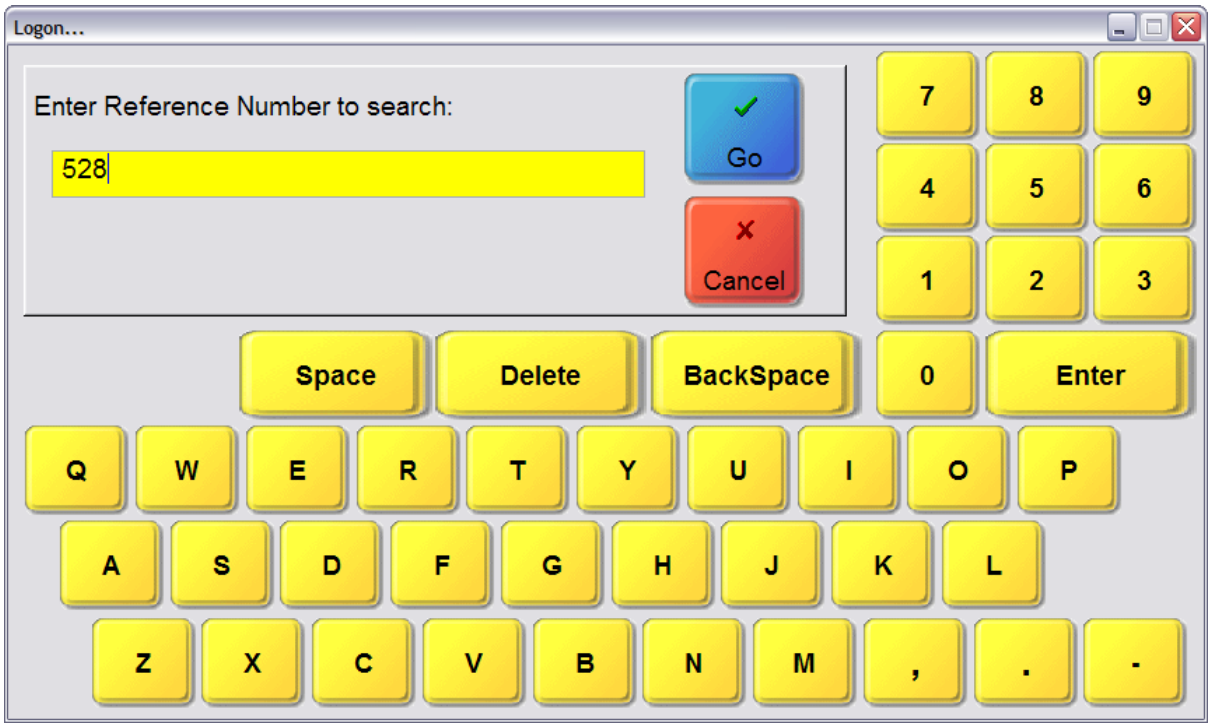
Search Reference prompts you to enter the Layaway number. Picture



Once the pending transaction is open, there are several actions which can be taken. In addition to all the normal invoicing options of adding and removing inventory, changing customer billing or shipping information, or voiding the transaction, you can ...

T	Change Due Date - set pending transaction due date	Change Due Date 1061
T	Take Payment - accept payment on a Pending Transaction	Take Payment 1165
IRT	**Void Transaction** - to void current invoice (alternative - press ALT-V)	Void Transaction 1183

Step 5 - Save Transaction / Convert To Invoice

T	**Convert To Invoice** - make a pending transaction and invoice	Convert To Invoice 1074
T	Partial Convert - choose item(s) on a pending Order, Layaway to convert to an invoice, leaving the other items behind on the original pending transaction.	Partial Convert 1139

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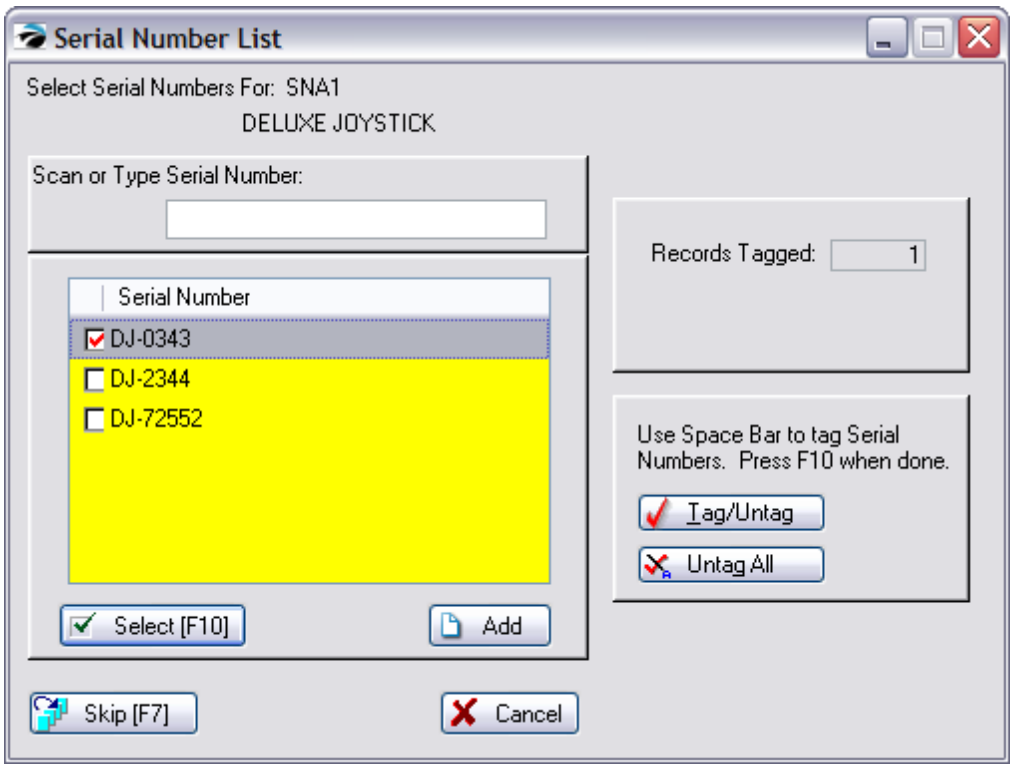
5.2.7.2.7 Touch - Serial Number Selection

When you sell a serialized inventory item, you will be prompted with a list of existing serial numbers to choose from.

You may also choose the ADD button to add a serial number if it is not in the list.



5.2.7.2.8 Touch - Taxation Options

While creating an invoice there may be instances when you need to make adjustments on the invoice to charge the correct tax.

There three options:

A) CUSTOMER SALE

Change the Bill To to a customer by name with the correct tax group. This gives you a method for documenting why you are giving this customer a tax exemption. You also have access to Ship To Addresses which can have attached Tax Rates.

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B) TOGGLE TAX

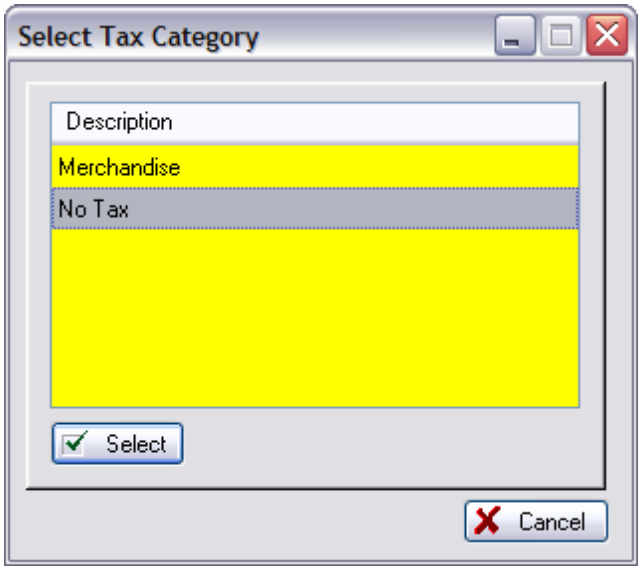
Use CTRL-X to adjust the tax computation on the highlighted item.

IRT	**Toggle Tax** - to remove/add taxation of a highlighted item (alternative - press CTRL-X) All tax categories will be displayed and you can choose the appropriate tax category. (see Pre-Defined 1031)

Generally, a customer will always pay tax on inventory items purchased. In the event the customer should be tax exempt, you should create an invoice for the customer by name so that you can document that this customer qualifies for tax exemption.

In another scenario, perhaps the customer must pay tax on items for personal use, but items purchased for resale can be toggled to tax exempt.

Simply highlight the item on the invoice and choose the Toggle Tax (or CTRL-X) button. You will be prompted to choose the Tax Category to be applied to this one inventory item.



By default, "Merchandise" means taxable and "No Tax" will not charge tax. However, you may need to review Maintenance: Tax Rates to understand your setups.

Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above

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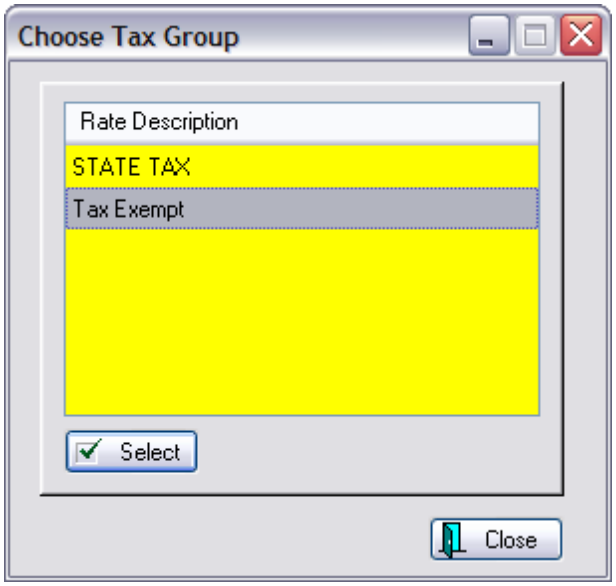
C) TAX CHANGE LINE

Use CTRL-Y to insert a Tax Change Line. Anything below the line will charge one tax and anything above the line will charge a different tax.

You will be prompted to select a tax group.



A line will be added to the invoice screen separating items which should be taxed and items which should be tax exempt. Use Shift-Up/Down Arrow on the keyboard to move items above or below the Tax Change line.

Touchscreen users can use the Move Item Up/Down buttons.

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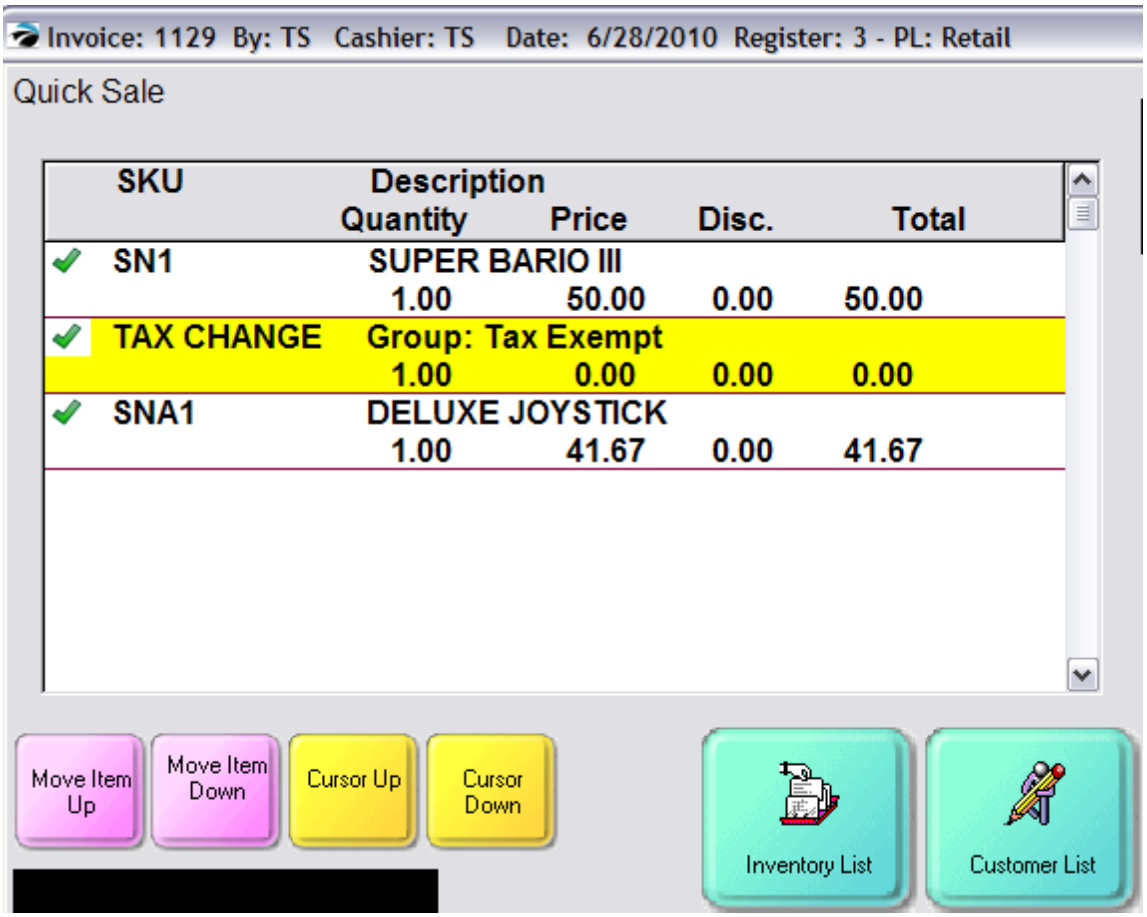

Note: Touchscreen users will have to have an attached keyboard or some other solution to be able to use CTRL-Y.

5.2.7.3 Pre-Defined Buttons

Pre-Defined Buttons are invoicing features for 3 types of screens:

INVOICE BUTTONS - appear on the invoicing screen and provide easy access to functions and inventory products. Below, an alphabetical list describes each applicable button. How to gain Access

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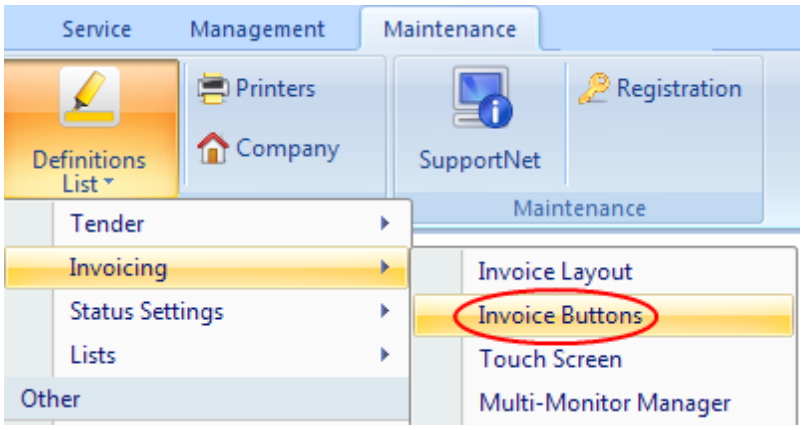
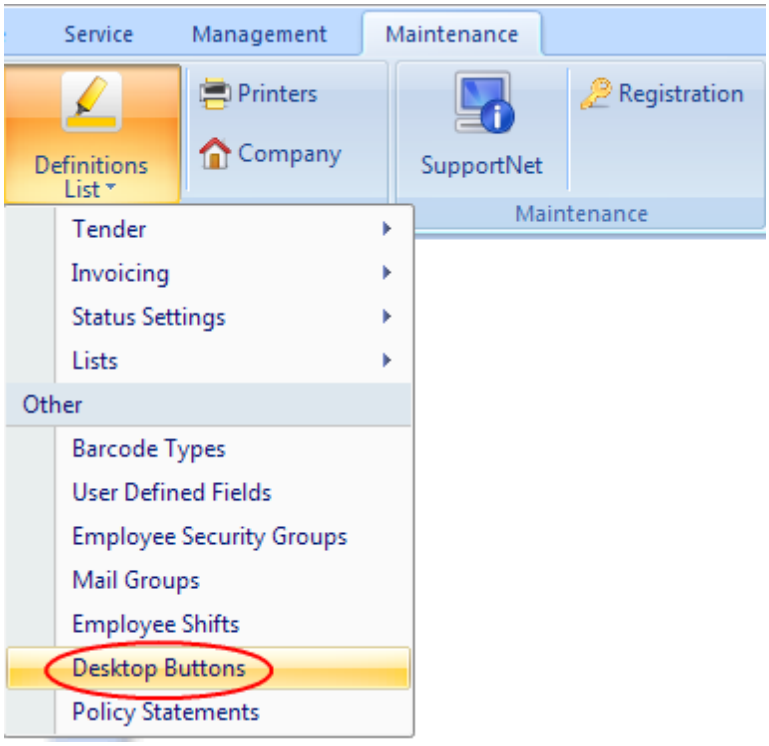


NOTE: You need to know which type of invoicing screen you are using. This is controlled by the Station Settings.

- Register Style screen - has a large yellow SCAN field at the top of the screen
- Invoice Style screen - has a constant blue menu panel on the left

DESKTOP BUTTONS - can be used instead of the POSitive Menu bar. (see Desktop Buttons 1846) They are touchscreen like in that they have a large icon and clicking on the icon will trigger an activity. Below, an alphabetical list describes each applicable button. How to gain Access



TOUCH SCREEN BUTTONS - a totally customizable screen which can be used with or without a touch sensitive monitor. If you are working with Touchscreen Editor see the links to ***Samples*** in the table below for selection and use of these buttons marked with a T for Touchscreen type. How to gain Access

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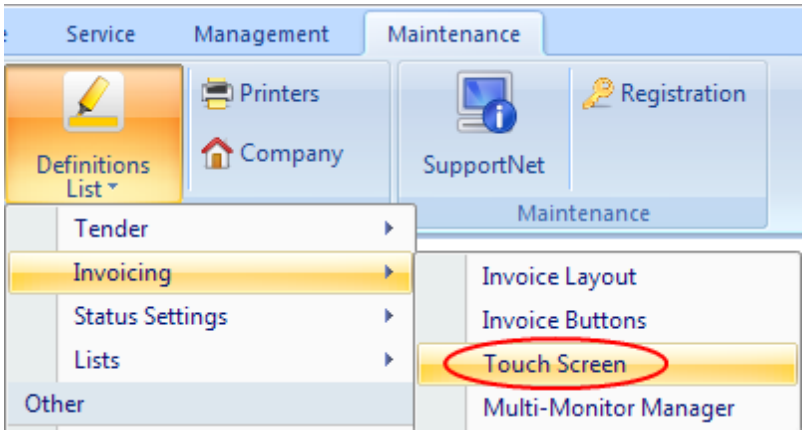
1) Open the Touch Screen designer. (Maintenance: Definitions: Invoicing: Touch Screen)



2) Open the **Controls** tab of the Touch Screen Editor

You must have a monitor with screen resolution of at least 1280x800 which can show the editing panel at the far right.

An important part of designing a touch screen is to use pre-defined button functions which are selected on the Controls tab. Note that a few of these buttons are strictly for utility work and are not visible once the touchscreen is running. Below, an alphabetical list describes each applicable button.

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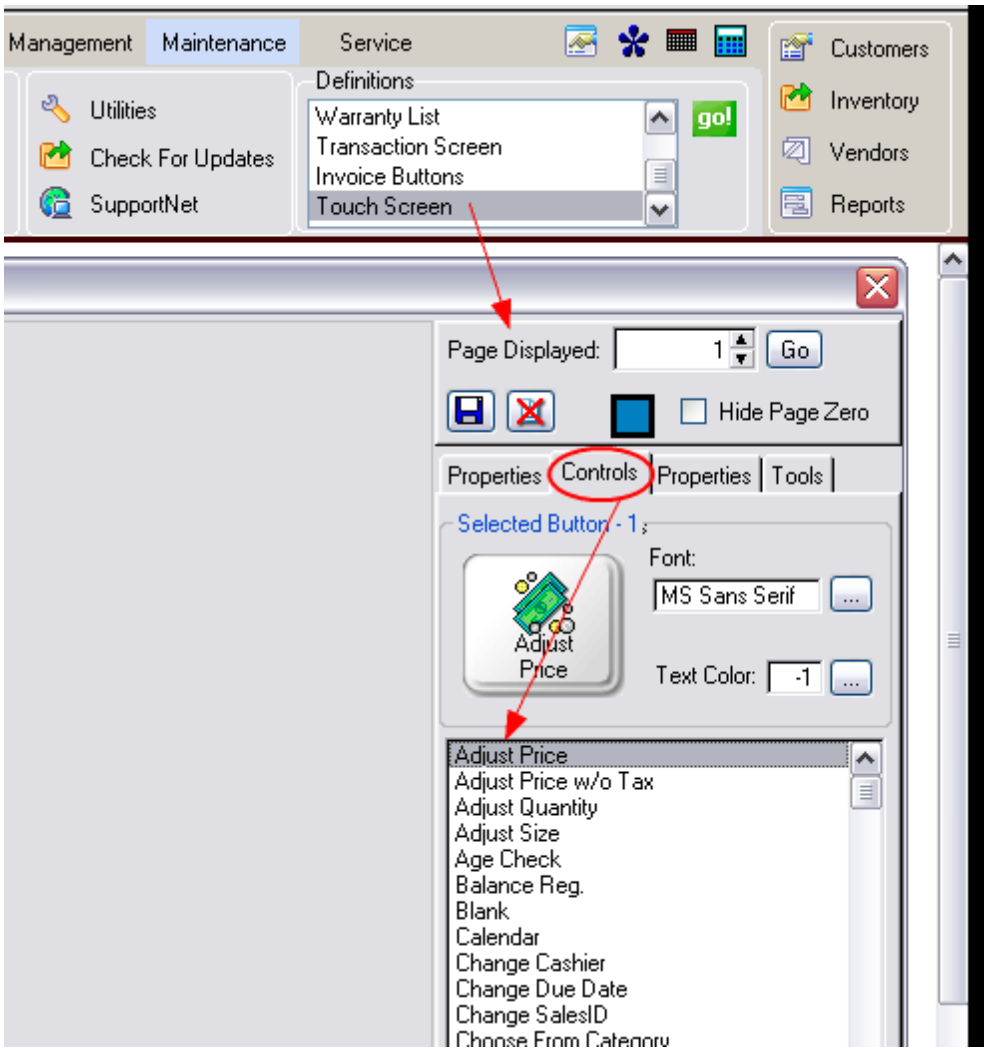

Alphabetical Listing of Buttons

Here is an alphabetical listing of the Pre-Defined functions or features which can be assigned to the above screens as shortcut buttons. Note that not all buttons will work for all screens.

TYPE - Indicates that the function is available to the Invoice Button Bar Desktop or Touchscreen

I- *Invoice Style screen* - under Maintenance: Definitions: Invoice Buttons - and choose INVOICE
R- *Register Style screen* - under Maintenance: Definitions: Invoice Buttons - and choose REGISTER
T- *Touch Screen* - under Maintenance: Definitions: TOUCHSCREEN
D- *Desktop* - under Maintenance: Definitions: DESKTOP BUTTONS (see Desktop Buttons 1846)
U- *Utility tool* - only for Touch Screen designing.

Typ	*Description*	*See Sample*

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e		
D	**Add Layaway**	
D	**Add Order**	
D	**Add Quote**	
D	**Add Service Order**	
IRT	**Adjust Price** - to change the selling price of the highlighted item on the invoice (I=n/a)	Adjust Price 1042
IRT	**Adjust Price w/o Tax** - to change the selling price of the highlighted item; for use only with International Tax in Price settings	Adjust Price w/ o Tax 1043
IRT	**Adjust Quantity** - to change the quantity of the highlighted item on the invoice (I=n/a)	Adjust Quantity 1045
T	**Age Check** - to confirm legal age for purchasing	Age Check 1047
T	**Authorized Buyer** - to select the Authorized Buyer. Note, you must first start the invoice for the customer, then you can choose the Authorized Buyer button to select from the list. Unlike Back Office functions, you cannot select a customer by opening the Authorized Buyer list.	Authorized Buyer 1049
IRT D	**Balance Register** - to balance the cash register without leaving the invoice screen	Balance Register 1050
IRU	***Blank*** *- a blank button for Utility use of creating the invoice button bar or touch screen*	Blank 1051
IR	Calc Shipping - totals the weight and dollar value of all items on the invoice. Fills in customer shipping address. Can overwrite contents as needed. Interfaces with "Starship" (System Setup: Transactions: Shipping: Starship must be activated.)	Calc Shipping 1051
T	Calendar - opens the pending orders calendar	Calendar 1053
T	Calendar Layaways	
T	Calendar Orders	
T	Calendar Service	
T	Calendar Quotes	
T	Change Cashier - login with new cashier ID	Change Cashier
T	Change Due Date - set pending transaction due date (see Touch - Pending Transactions 1024)	Change Due Date 1061
IR	**Change Invoice Date** - backdate the invoice date by up to two weeks (password protected). Note: if you use this feature consider running Invoice Verification on a regular basis to make sure Management: Sales Summary is properly refreshed.	Change Invoice Date
T	Change Sales ID - login with a new sales ID	Change Sales ID
D	**Checkbook**	

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U	Choose From Category - prompts the cashier to pick an inventory item from a category list. This button is usually on a page by itself. It does not need to be colored or enhanced in any way because it will never be seen by the cashier. (see sample page Choose Button)	Choose From Category 1065
U	Choose From Category w/Choice - like "Choose From Category" but then allows for selection of another item from the same category. Answering NO, will stop the selection cycle and return to the starting position.	Choose From Category with Choice 1067
U	Choose From Dept/Category	Choose From Dept/Category 1071
IRT	**Clear Sale** - removes all items from the invoice screen - NOTICE: this will not change the customer for the invoice; use VOID instead	Clear Sale 1073
T	**Convert To Invoice** - make a pending transaction and invoice (see Touch - Pending Transactions 1024)	Convert To Invoice 1074
RT	**Coupon** - to add a coupon dollars off amount (available only on Register/ TouchScreen Style however an alternative is to press CTRL-C while on a blank line) You may want to consider the power of Coupon Manager in lieu of using this button.	Coupon
D	Create Pending	
D	Credit Card Manager	
T	Cursor Down - move the highlight down to another item on the invoice	Cursor Down
T	Cursor Up - move the highlight up to another item on the invoice	Cursor Up
IRT	**Customer History** - to review customer's prior invoices without leaving the invoice screen	Customer History
IRT D	**Customer List** - to review any customer record without leaving the invoice screen	Customer List
D	Customer Manager	
T	Customer Pending - after first selecting the customer for an invoice, gives a listing of transactions for the selected customer	Customer Pending
D	Customer Sale - creates an invoice for a customer by name	
TD	Daily Sales Summary - open the Daily Sales Summary screen	Daily Sales Summary
T	Date Due - sets the due date	Date Due
IRT	**Delete Item** - to remove an item from the invoice (alternative - highlight item and press DELete key)	Delete Item
D	Department Manager	
IRT	**Discount** - to change the discount percentage of an item or globally on all items or dollars off entry. (alternative - press CTRL-D while highlighting an item or while on a blank line)	Discount

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IRT	**Documents** - to add or review documents attached to invoice	Documents
D	E-Commerce Manager	
IRT	**Edit Bill To** - to edit record of the customer for this invoice	Edit Bill To
IRT	**Edit Notes** - to access the "invoice" note field (alternative - click in Note: box)	Edit Notes
D	Employee Manager - opens the Employee List	
T	**Enter Notes** - to add a note to the invoice	Enter Notes
T	**Enter SKU** - scan or enter a product SKU	Enter SKU
D	Exit Manager Mode -	
IRT	**Exit Program** - terminate running the touchscreen program (password protected) For Main Console transactions: to shut down POSitive, especially when the option on Station Manager: Station Settings: Transactions: is "Skip 'New Invoice/Close Invoice' Prompt" has been activated to reduce keystrokes. Because you are in a loop of creating invoices, this Exit Program button should cancel the invoicing process, but not end POSitive.	Exit Program
T	Extended Info - more information about the highlighted item on the invoice	Extended Info
D	Gift Card Manager -	
T	**Gift Certificates** - pay with Gift Certificate - sells new and recharges old gift cards and certificates	Gift Certificates
T	Hold As Layaway - convert the invoice to a Layaway (see Touch - Pending Transactions 1024)	Hold As Layaway 1100
T	Hold As Order - convert the invoice to an Order (see Touch - Pending Transactions 1024)	Hold As Order 1100
T	Hold As Quote - convert the invoice to a Quote (see Touch - Pending Transactions 1024)	Hold As Quote 1101
T	Hold As Service - convert the invoice to a Service Order (see Touch - Pending Transactions 1024)	Hold As Service 1101
IRT	**Hold Back Item** - to force a backorder of items which are in stock TIP *How To Reset Hold Back Quantity* *If you have incorrectly set the Back Order quantity, follow these steps to restore the original numbers.* *1) Change the Quantity to be purchased to 1.00 (Select the Adjust Quantity button. This will reset the backordered quantity to 0.00)* *2) Change the Quantity to be purchased back to the original purchase quantity using the Adjust Quantity button.*	Hold Back Item 1102
U	Image	Image
D	Import AutoQuotes	
IRT	**Import Items** - to activate an import of inventory items typically stored in a	Import Items

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	portable data collector	
T	**Information** - to display the status of qualifying purchases to the sales clerk who can then relate the information to the customer	Information 1105
IRT	**Inventory List** - to view the full Inventory Center just for review of items. You cannot select an item from the list.	Inventory List 1110
D	Inventory Manager - opens the inventory center	
IRT D	**Invoice History** - to review all invoice history without leaving the invoice screen	Invoice History 1113
IRT	**Invoice Prompt** - to re-open the Invoice Prompt screen to make changes as needed.	Invoice Prompt
IRT	**Item Details** - to see more detail about an item's status, vendors, and current orders for item	Item Details
IRT	**Item History** - - displays when the customer last purchased this item, how many were purchased, and at what price. It also displays the current selling price of the item and the previous selling price with a button to select the prior selling price in lieu of the current selling price. Also, the LastCost of the item is display embedded in a prefix and suffix to disguise the cost as an "Item Code"	Item History 1118
IR	**Item Menu** - to display options to modify a highlighted item (alternative - rightmouseclick on item)	Item Menu
U	Item Picture - set the area for the picture of the inventory item	Item Picture
D	Label Manager - review inventory labels to be printed	
D	Log In / Log Out	
IRT D	Logout - to secure the touchscreen from unauthorized use (note: you must first void or suspend an active invoice)	Logout 1121
T	**Lookup Item** - search the Inventory List	Lookup Item
T	**Lottery Payout** - remove cash to pay lottery winnings	Lottery Payout
D	Loyalty Programs	
IRT D	**Make AR Payment** - to take an AR payment for any customer without leaving the invoice screen (*Take AR Payment Desktop button*)	Make AR Payment
RT	Manager Mode - switch from Touchscreen to back office mode (password protected)	Manager Mode 1125
T	Map - internet lookup of customer address	Map 1128
D	Marketing Manager -	
T	Move Item Down	Move Item Down 1129
T	Move Item Up	Move Item Up 1130
U	New Button - to create a new blank button on touchscreen area prior to assigning function.	New Button
D	None - title/image is informational only and does not perform an action	

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T	Note	Note
T	Number 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 - for creating a numeric keypad on screen	Number Pad
T	Number Clear - clear the generated number	Number Clear
T	Number Decimal - enter a decimal place	Number Decimal
T	Number Delete	Number Delete
T	Number Display	Number Display
IRTD	**Open Cash Drawer (Open Register)** - to open the cash drawer without leaving the invoice screen.	Open Cash Drawer
RT	**Package** - [CTRL-P] adds a package line to the invoicing screen (must first be activated in System Setup) (see Touch - Package Sales 1019)	Package 1138
T	Partial Convert - choose item(s) on a pending Order, Layaway to convert to an invoice, leaving the other items behind on the original pending transaction. (see Touch - Pending Transactions 1024)	Partial Convert 1139
T	Payment History	Payment History
D	Pending Layaways	
D	Pending Orders	
D	Pending Quotes	
D	Pending Service	
D	Pending Transactions - access to all types of pending transactions	
IR	Pickup - tag items on invoice for pickup at another workstation (not in all versions) used in conjunction with Set Delivery	Pickup
T	**Price Check** - open price lookup without adding to invoice	Price Check
T	Print Last Invoice	Print Last Invoice
T	Print Report	
T	Print Transaction	Print Transaction
IR	Purchase History - opens a listing of recently purchased inventory item. Can select one or more items (ctrl-click) and add them to the current invoice/order with current pricing.	
D	Purchasing Manager - opens options to create and receive purchase orders	
D	Quick Sale - creates an invoice for a non-specified customer	
T	Recall Layaway - reopen Layaway a saved transaction (see Touch - Pending Transactions 1024)	Recall Layaway 1143
T	Recall Order - reopen Order a saved transaction (see Touch - Pending Transactions 1024)	Recall Order 1144

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T	Recall Quote - reopen Quote a saved transaction (see Touch - Pending Transactions 1024)	Recall Quote 1145
T	Recall Service - reopen Service a saved transaction (see Touch - Pending Transactions 1024)	Recall Service 1146
IR	Receive Payment	
IRT	**Redeem Points** - customer points accumulated by Frequent Buyer programs are only redeemed with this button.	Redeem Points
IRT	**Release Backorder** - to change backorder status of an item on an invoice by either releasing it from another customer's order/layaway or by adjusting the stock count.	Release Backorder 1147
TD	Report Center (Report Manager) - opens report center for running various reports	Report Center
T	**Retrieve** - reopens a suspended invoice (see Suspended Transactions 1254)	Retrieve 1148
IRT D	**Return From Invoice** - activates a return of product previously purchased (alternative - press CTRL-R)	Return From Invoice
T	**Rewards** - checks the customer Frequent Buyer status and displays on screen. Option: copy and paste using CTRL-C and CTRL-V	Rewards
TD	Run External Program - launches a program outside of POSitive (NOTE a property of a touchscreen button rather than as a Pre-Defined Control)	Run External Program
T	Save Transaction - IMPORTANT - save pending type transaction and return to normal invoicing. (see Touch - Pending Transactions 1024)	Save Transaction 1151
T	**Scale [F11]** get value from weigh scale	Scale [F11]
T	**Secure Register** - log out of POSitive requiring another authorized sales person to access POSitive (note: you must first void or suspend an active invoice)	Secure Register
IRT	**Select Bill To** - to change to another customer on invoice	Select Bill To
IRT	**Select Ship To** - to change customer's shipping address for the current invoice	Select Ship To
IRT	**Set Delivery** - to confirm method of delivery (not in all versions) used in conjunction with Pickup button	Set Delivery
IR	**Set Location** - (if transaction editor has locations included in on screen display) The ability for the cashier to determine which location to pull stock from. (see Set Location 1184)	Set Location
IRT	**Set Terms** - to assign a payment term to the invoice which is different than the assigned term in the customer record - (not on pending transactions)	Set Terms
IRT	**Shortcuts** - to display CTRL key shortcuts	Shortcuts
IRT	**Show Costs** - to display cost column instead of backorder column. Also, the bottom of the invoice screen shows the Selling Price, Cost, Profit and Markup percentage of the line item.	Show Costs 1157
IRT	**Show Slides** - for use with Multi-Monitor to run a pre-defined slide show	Show Slides 1160

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IRT	**Sort Items** - Alphabetizes items on the invoice/order in SKU or Description sort order.	Sort Items 1162
RT	**Subtotal** - [CTRL-S] adds a subtotal line to the invoicing list either for informational purposes or to end a Package. (see Touch - Package Sales 1019)	Subtotal 1163
T	**Suspend** - hold the invoice for later processing TODAY (see Suspended Transactions 1254)	Suspend 1163
IRT	Suspend and Print - will hold the invoice for later processing TODAY and print the suspended invoice (see Suspended Transactions 1254)	Suspend and Print 1164
D	Take AR Payment - applies a payment to a customer's Accounts Receivable	
T	Take Payment - accept payment on a Pending Transaction (see Touch - Pending Transactions 1024)	Take Payment 1165
IR	**Take Trade-Ins** - accept trade-ins compliant with category trade-in rules	Take Trade-Ins
T	**Tender** - complete the invoice and take tender	Tender
IRT D	Time Clock - log in and out of time clock	Time Clock 1179
T	Toggle CID - caller ID information can be displayed and hidden (requires 3rd Party hardware/program)	Toggle CID
IRT	**Toggle Tax** - to remove/add taxation of a highlighted item (alternative - press CTRL-X) All tax categories will be displayed and you can choose the appropriate tax category.	Toggle Tax
D	Touchscreen Editor - requires 1280x1024 monitor resolution	
T	Transaction List* - lists items being purchased on the invoice * Transaction fields are always assigned to Page Zero	Transaction List
T	Transaction Name* - displays the customer's name or the words "Quick Sale"	Transaction Name
T	Transaction Summary* - displays number of items, taxed amounts, deposits, and costs/profit	Transaction Summary
T	Transaction Total* - displays the total amount due	Transaction Total
D	Vendor Manager - opens the Vendor Center	
D	Voids Manager - a listing of voided invoices and voided pending transactions	
IRT	**Void Transaction** - to void current invoice (alternative - press ALT-V) (see Touch - Pending Transactions 1024)	Void Transaction 1183

5.2.7.3.1 Sample Add Line

T	Add Line - (see Pre-Defined 1031)

Invoice Style Button

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Register Style Button

Touchscreen Style Button

Special Instructions

5.2.7.3.2 Sample Adjust Price

RT	**Adjust Price** - to change the selling price of the highlighted item on the invoice (I=n/a) (see Pre-Defined 1031)

Highlight the inventory item and choose the Adjust Price button.

Special Instructions

Invoice Style Button

N/A not applicable to Invoice Style

Because the line item is editable, just highlight the item and press Enter until you get to the Price field. Type in the desired new price and press Enter to end editing.

Register Style Button

(Do not click the mouse in the black area.)

Enter the new price using a keyboard or touchscreen keyboard

Choose OK [F10]



Touchscreen Style Button

First highlight the inventory item to be changed

Click on the Adjust Price button

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The current price will be displayed in the black box

Use the numeric keypad to enter the new price. Only full integers are entered. Use the decimal button to add cents to the price.

Clear [F7] empties the current value.

Cancel [ESC] aborts the change.

OK [F10] accepts the change.



5.2.7.3.3 Sample Adjust Price w/o Tax

RT	**Adjust Price w/o Tax** - to change the selling price of the highlighted item; for use only with International Tax in Price settings (I=n/a) (see Pre-Defined 1031)

It is assumed that you have already set Tax Inclusive Pricing under System Setup: Tax Options: International Settings

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Special Instructions

Invoice Style Button

N/A not applicable to Invoice Style

Register Style Button

(Do not click the mouse in the black area.)

Enter the new price.

Choose OK [F10]



Touchscreen Style Button

First highlight the inventory item to be changed

Click on the Adjust Price w/o Tax button

The title of the screen is "Enter Price - Tax Exclusive" (excludes the tax)

The current price will be displayed in the black box. The number displayed is the price WITHOUT the sales tax.

The number you choose to enter will be a selling price without tax so you do not have to do any calculations in your head.

Use the numeric keypad to enter the new price which DOES NOT Include the Tax. Only full integers are entered. Use the decimal button to add cents to the price.

Clear [F7] empties the current value.

Cancel [ESC] aborts the change.

OK [F10] accepts the change.

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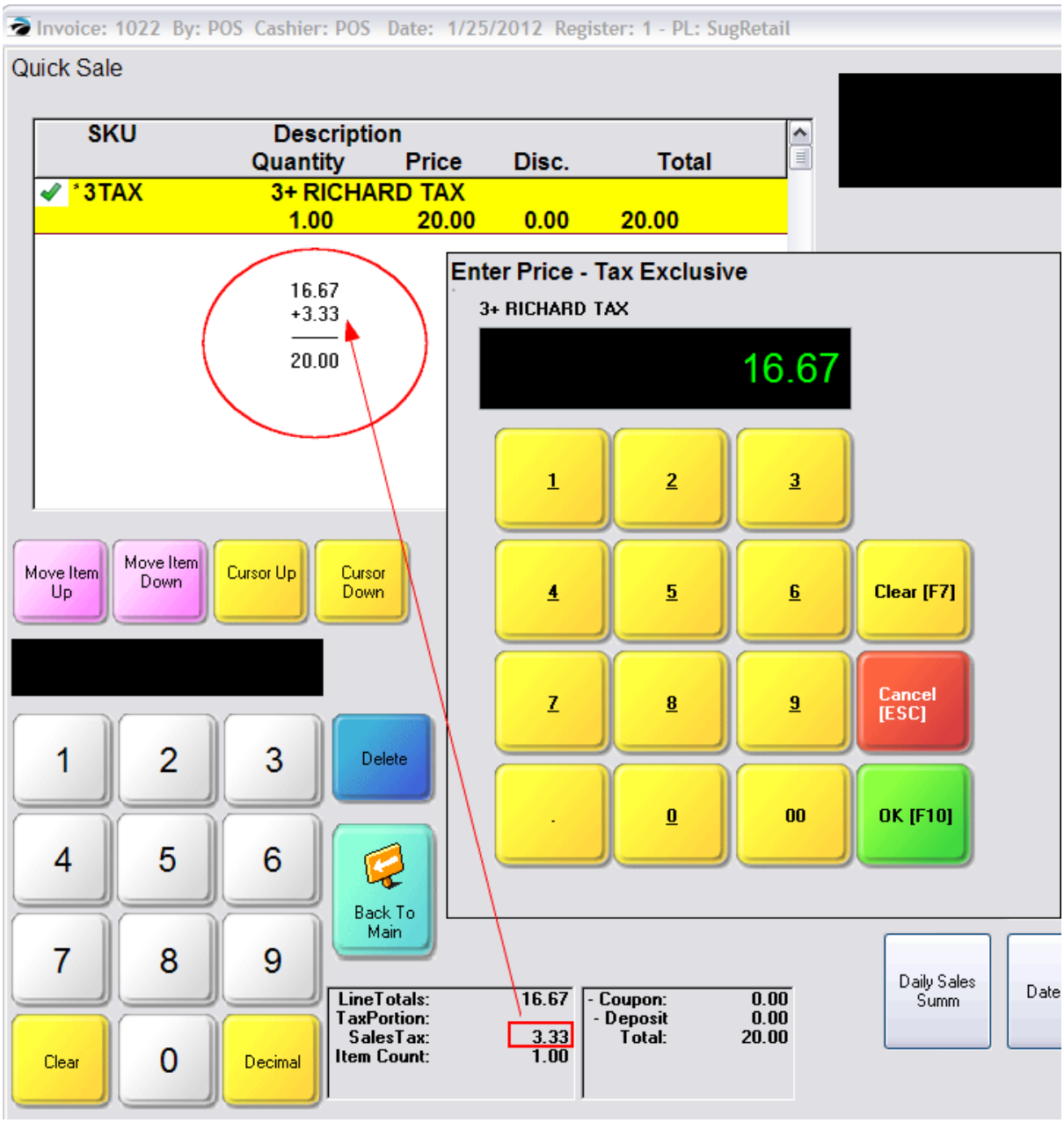

5.2.7.3.4 Sample Adjust Quantity

RT	**Adjust Quantity** - to change the quantity of the highlighted item on the invoice (I=n/a) (see Pre-Defined 1031)

Once the item is on the invoice, you can choose this button to change the quantity being purchased.

TIP: You do not need to use this button if you know the quantity being purchased in advance of scanning

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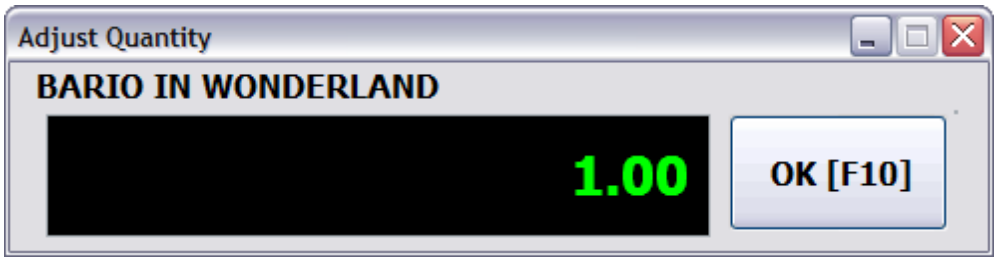
the item. First enter the quantity followed by a forward slash, then enter the SKU. For example 3/SKU will add quantity 3 of the SKU item to the invoice.

Special Instructions

Invoice Style Button

Register Style Button



Touchscreen Style Button

First, highlight the item.

Choose the Adjust Quantity button.

Enter the Quantity.

Use the numeric keypad to enter the new quantity. Only full integers are assumed. Use the decimal button to add fractional values if needed..

The button with +/- will toggle between a Sale (+) and a Return (-) quantity.

Clear [F7] empties the current value.

Cancel [ESC] aborts the change.

OK [F10] accepts the change.

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5.2.7.3.5 Sample Age Check

T	**Age Check** - to confirm legal age for purchasing (see Pre-Defined 1031)

When an age controlled inventory item is added to the invoice, you will be immediately prompted to confirm the customer's age by either swiping the driver's license, entering the birthdate on the driver's license, or through some other method. If not working Check the Station Settings: Transactions: Age Verification to make sure it is activated. Otherwise, check the category settings for age verification.

The Age Check button allows you to verify the customer's age even before starting the sale of any items.

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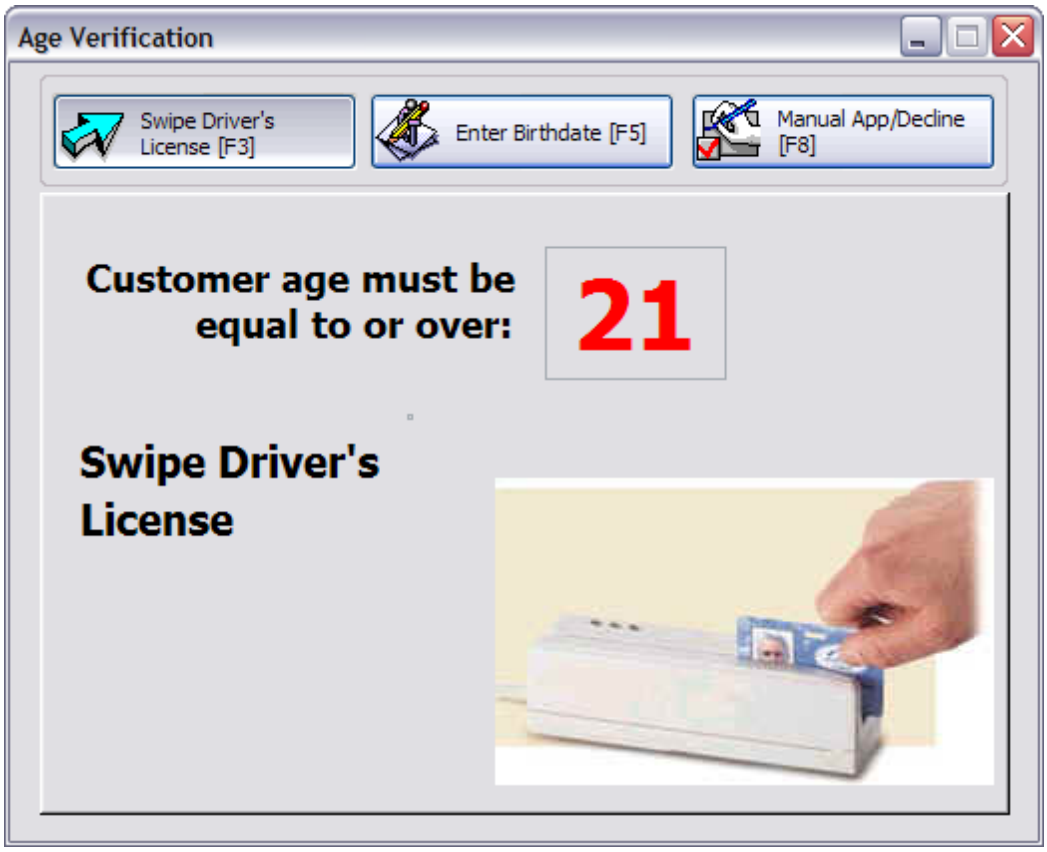

Special Instructions

Invoice Style Button

None

Register Style Button

None

Touchscreen Style Button

Invoice Style Button - Not on Invoice Button Bar, butThis function is available, not on the Invoice Button Bar, but as part of the Inquiry button on the Transactions main menu.

Register Style Button - Not on Invoice Button Bar, butThis function is available, not on the Invoice Button Bar, but as part of the Inquiry button on the Transactions main menu.

Touchscreen Style Button - As described...

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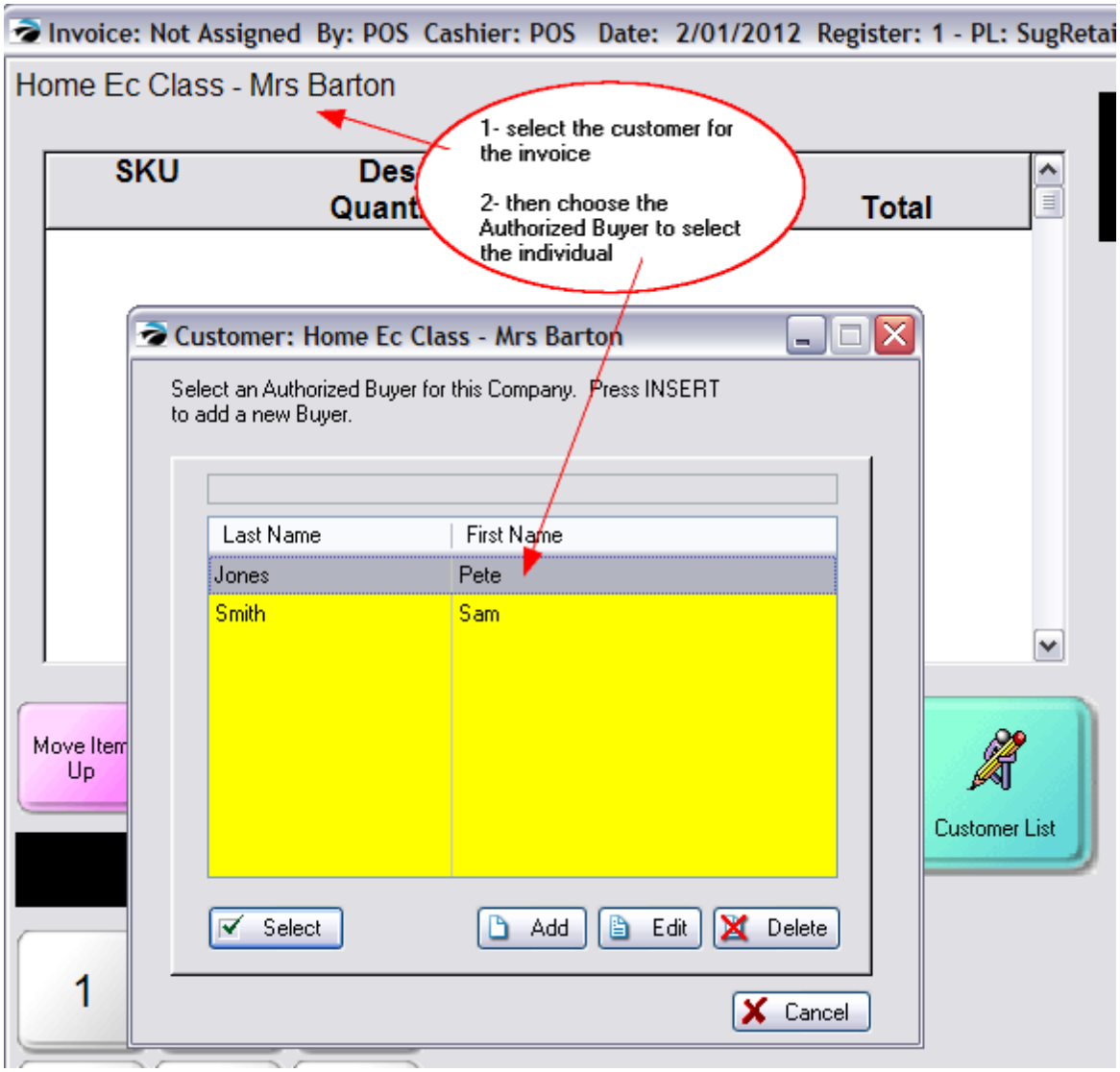
5.2.7.3.6 Sample Authorized Buyer

T	**Authorized Buyer** - to select the Authorized Buyer. Note, you must first start the invoice for the customer, then you can choose the Authorized Buyer button to select from the list. Unlike Back Office functions, you cannot select a customer by opening the Authorized Buyer list.	



Special Instructions

Invoice Style Button

None

Register Style Button

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None

Touchscreen Style Button

5.2.7.3.7 Sample Balance Register

IRT	**Balance Register** - to balance the cash register without leaving the invoice screen (see Pre-Defined 1031)

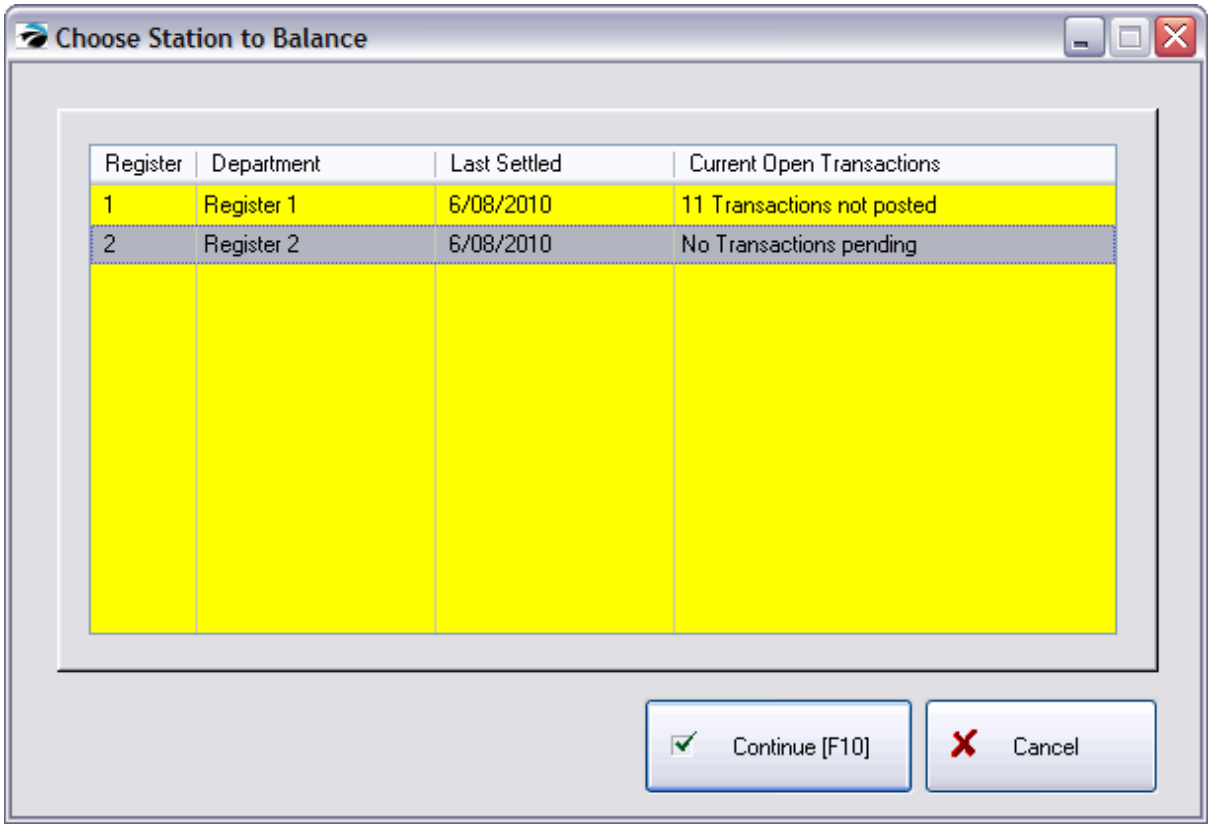
NOTE: This is usually selected when there are no items on the current invoice and you are ready to end the shift or the day.

You will be prompted to choose the Register to be balanced.

Highlight the Register to Balance.

Choose Continue [F10]

See Balance Register 1667 for the full process.



The topics Coin Counter 1669 and Daily Balance Worksheet 1670 walk you through the complete process.

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Special Instructions

Invoice Style Button

None

Register Style Button

None

Touchscreen Style Button

5.2.7.3.8 Sample Blank

IRU	***Blank*** *- a blank button for Utility use of creating the invoice button bar or touch screen* (see Pre-Defined 1031)

Generally a design tool only. Not functional during transactions.

Special Instructions

Invoice Style Button

Can be used for aesthetics to provide a gap on the Invoice Button Bar to seperate segments

Register Style Button

None

Touchscreen Style Button

Creates a place holder on the touchscreen. Then the blank button can be edited to determine it function. Use the Properties tab.

5.2.7.3.9 Sample Calc Shipping

This button is only available when you have activated "Starship" shipping option under System Setup: Transactions: Shipping tab

Starship is a third-party software program (sold separately) for handling a variety of shipping needs. POSitive can interface with Starship to delivery your invoiced products to your customers.

Special Instructions

Invoice Style Button

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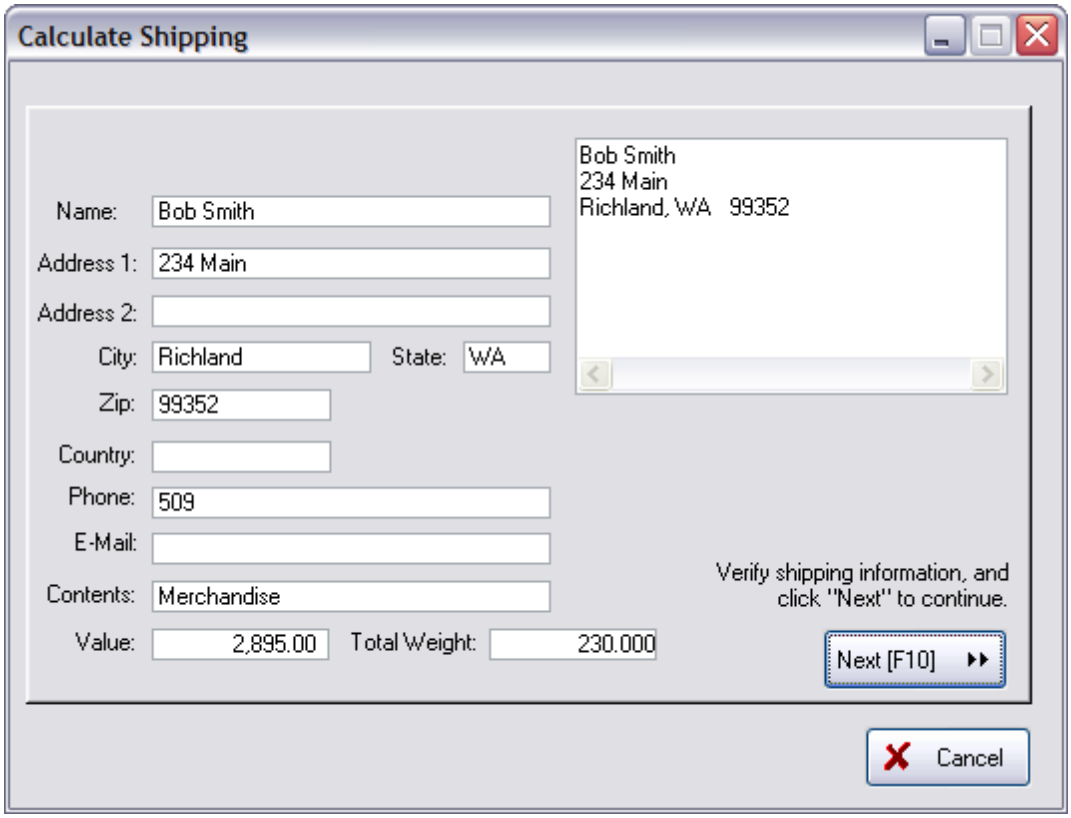
When you choose the Calc-Shipping invoice button, you are prompted with customer shipping address, invoice value (without tax) and total weight of items on the invoice.

Make any changes necessary. Choose Next [F10] and POSitive will communicate with Starship software.



Register Style Button

When you choose the Calc-Shipping invoice button, you are prompted with customer shipping address, invoice value (without tax) and total weight of items on the invoice.

Make any changes necessary. Choose Next [F10] and POSitive will communicate with Starship software.

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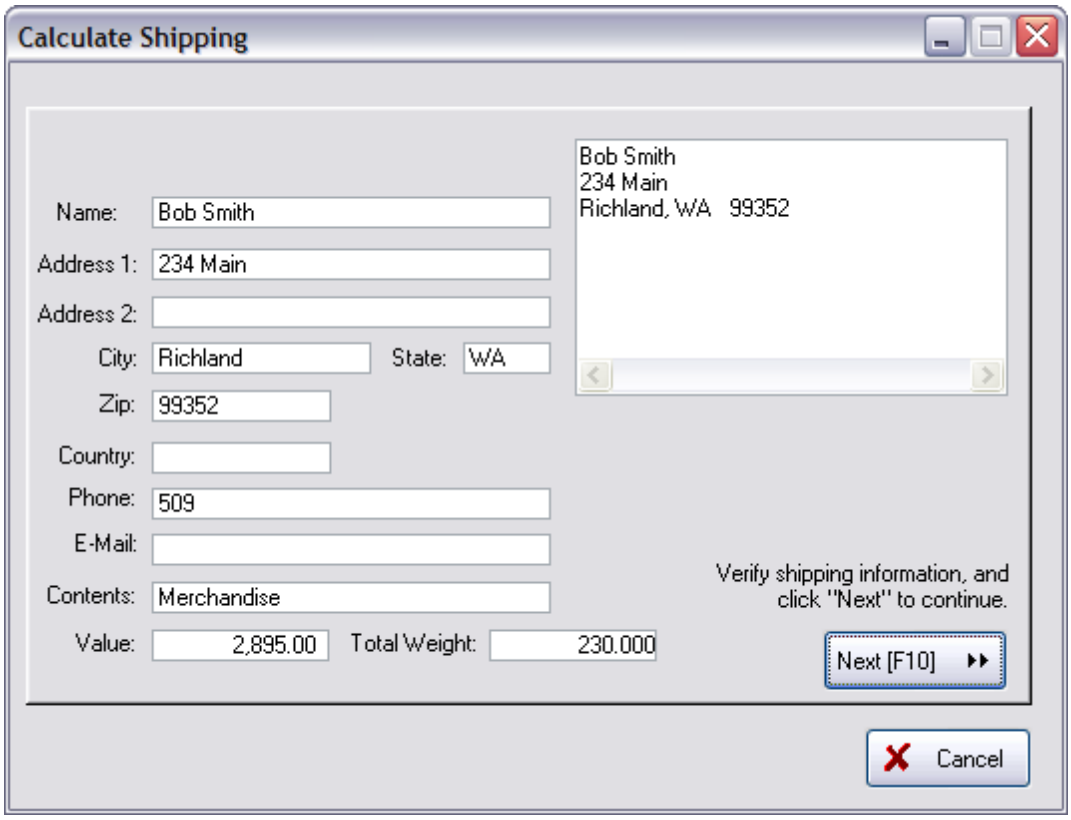

Touchscreen Style Button

N/A

5.2.7.3.10 Sample Calendar

T	Calendar - opens a calendar to simply review dates; there is no option at this point to select a date unless you have chosen the Hold As... button. (see Pre-Defined 1031)

This is a Touchscreen button only.

This Calendar button will simply open a calendar to review dates, but not to select a date. Choose the Single Arrow to view more months of the current year and the Double Arrow for different years.

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If you have chosen the Hold As Layaway 1100 (Order, Service Order, Quote) button, then this calendar appears automatically with a Select button so that you can set the due date of the Pending Transaction. Choose the Single Arrow to view more months of the current year and the Double Arrow for different years.

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Special Instructions

Invoice Style Button - N/A, but...

This is not an option, however there is an alternative when you are working on a Pending Transaction, but not on an invoice.

In the left Menu Panel is an option called Set Due Date

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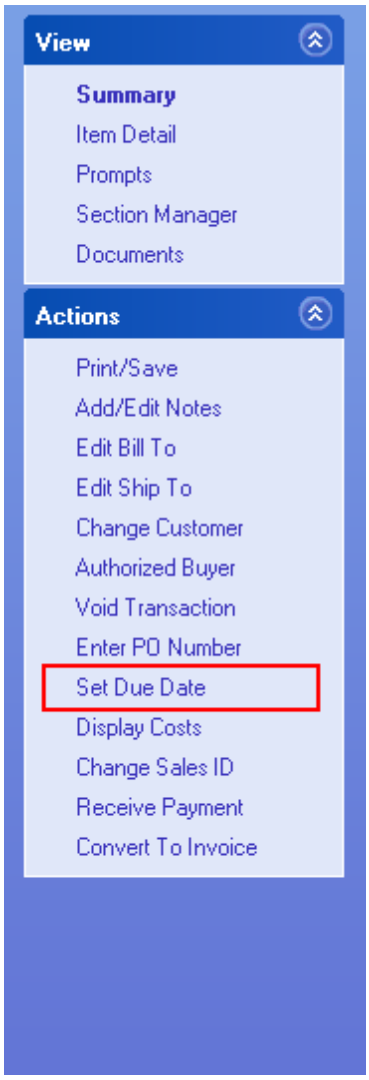

When you select it, you will see a 3-Month Calendar from which you can choose a Due Date. Choose the Single Arrow to view more months of the current year and the Double Arrow for different years. Highlight the desired date and choose Select [F10]. (The Today button will select today's date.)

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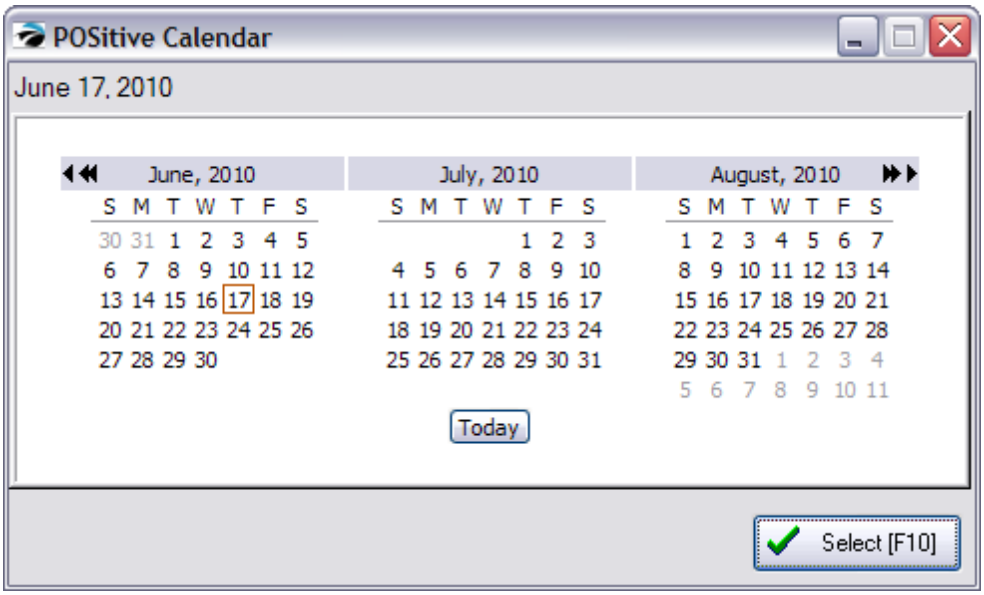
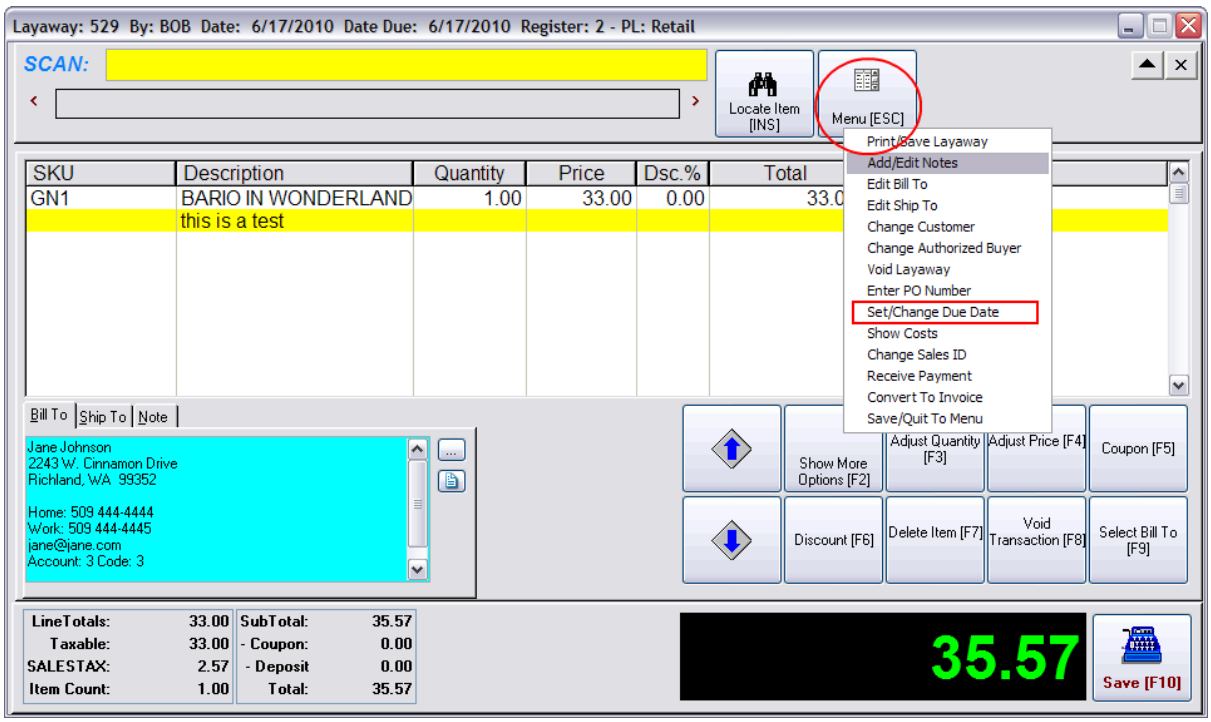


Register Style Button - N/A, but...

This Calendar Button is not an option, however there is an alternative when you are working on a Pending Transaction, but not on an invoice.

Choose the Menu ESC button and choose Set/Change Due Date



When you select it, you will see a 3-Month Calendar from which you can choose a Due Date. Choose the Single Arrow to view more months of the current year and the Double Arrow for different years. Highlight the desired date and choose Select [F10]. (The Today button will select today's date.)

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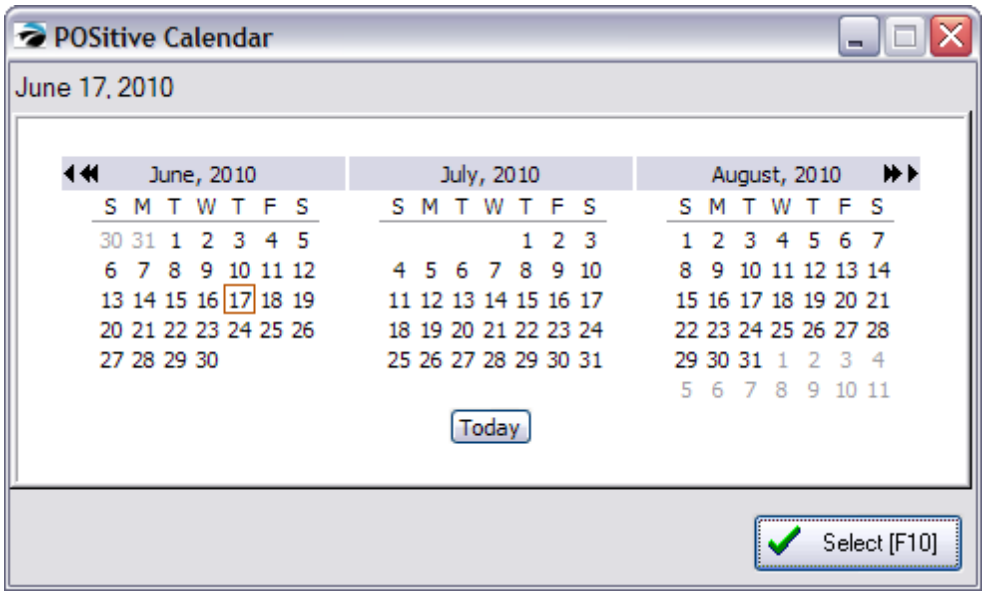

Touchscreen Style Button

As described above

5.2.7.3.11 Sample Calendar Layaways

T	Calendar Layaways (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Special Instructions

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5.2.7.3.12 Sample Calendar Orders

T	Calendar Orders (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Special Instructions

5.2.7.3.13 Sample Calendar Quotes

T	Calendar Quotes (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Special Instructions

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5.2.7.3.14 Sample Calendar Service

T	Calendar Service (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Special Instructions

5.2.7.3.15 Sample Change Cashier

T	Change Cashier - login with new cashier ID (see Pre-Defined 1031)

This is a touchscreen button only.

Selecting the Change Cashier button will open the Sign In screen. The new cashier simply enters his or her Sales ID and Password. You can use the touchscreen keyboard or an attached keyboard and press Enter.

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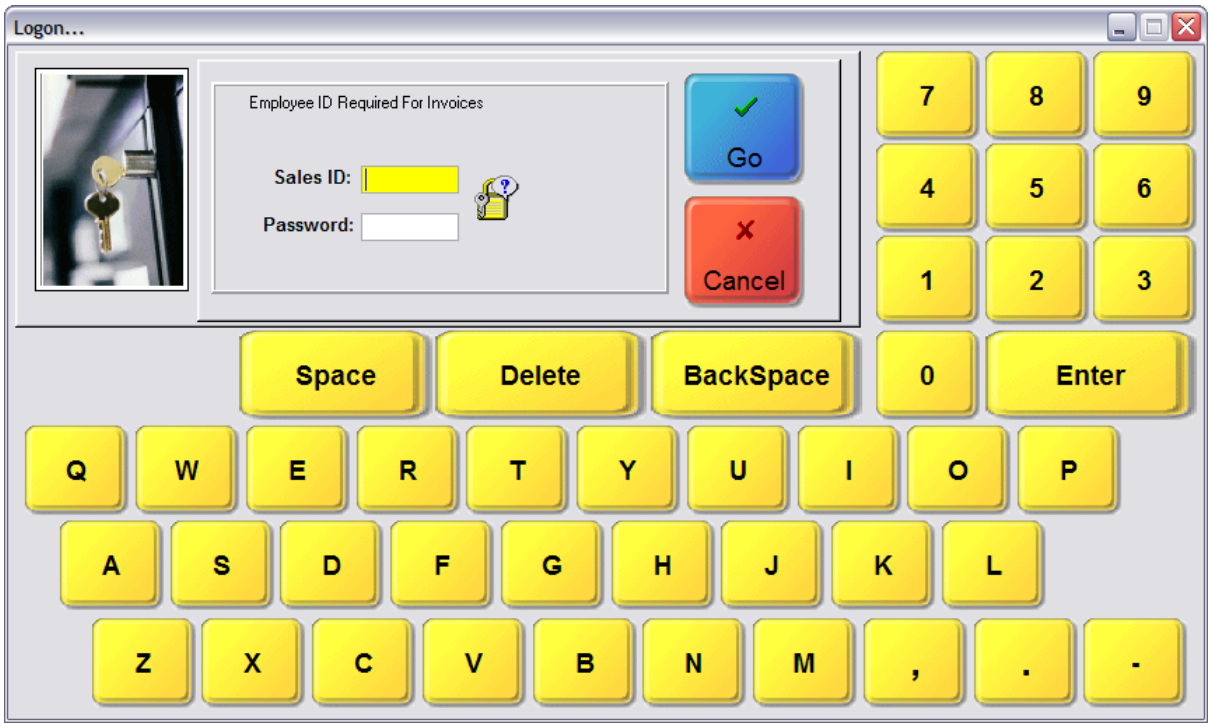

Special Instructions

Invoice Style Button

There is no such button, but the invoicing screen has an option on the left under Actions to "Change Cashier" and also to "Change Sales ID"

Register Style Button

There is no such button, but the invoicing screen has an button titled "Menu [ESC]" which is activated by pressing the ESCape key on the keyboard. It will then give access to "Change Cashier ID" and also to "Change SalesPerson ID"

Touchscreen Style Button

As described above

5.2.7.3.16 Sample Change Due Date

T	Change Due Date - set pending transaction due date (see Pre-Defined 1031)

This is a touchscreen only button used for handling pending transactions such as orders, layaways, service orders and quotes.

Opens a Calendar with a Select button to set a new Due Date

Choose the Single Arrow to view more months of the current year and the Double Arrow for different

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years. Then touch the date desired and choose the Select button.



Special Instructions

Invoice Style Button

There is no such button, but the invoicing screen has an option on the left under Actions to "Set Due Date."

Register Style Button

There is no such button, but the invoicing screen has an button titled "Menu [ESC]" which is activated by pressing the ESCape key on the keyboard. It will then give access to "Set/Change Due Date"

Touchscreen Style Button

As described above

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5.2.7.3.17 Sample Change Invoice Date

IR	**Change Invoice Date** - backdate the invoice date by up to two weeks (password protected). (see Pre-Defined 1031)

This button is designed to back date an invoice by up to two weeks, but no older. The printout will have the designated date, but when sorting invoices by number they will still be in sequential order.

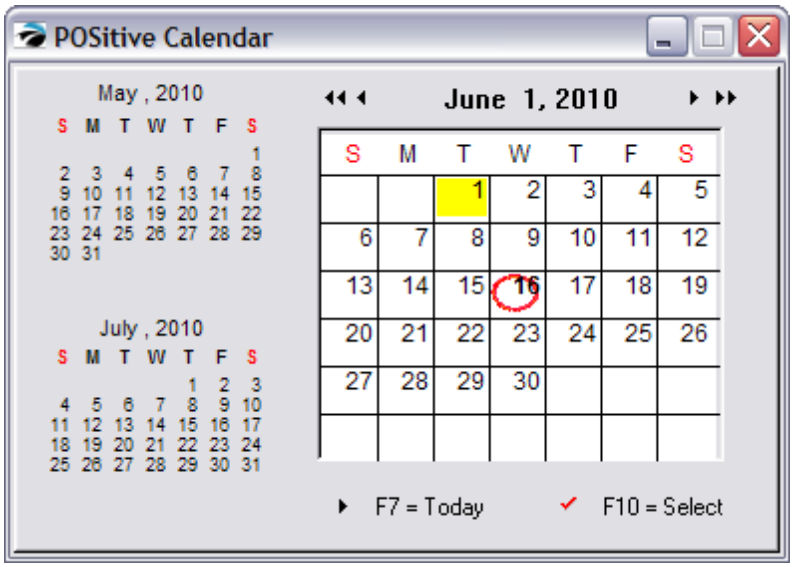
Special Instructions

Invoice Style Button

Highlight the desired date in the past.

Choose F10 = Select

Cannot be set into the future. Can only be set for a maximum date of two weeks prior to today's date.



Register Style Button

Highlight the desired date in the past.

Choose F10 = Select

Cannot be set into the future. Can only be set for a maximum date of two weeks prior to today's date.

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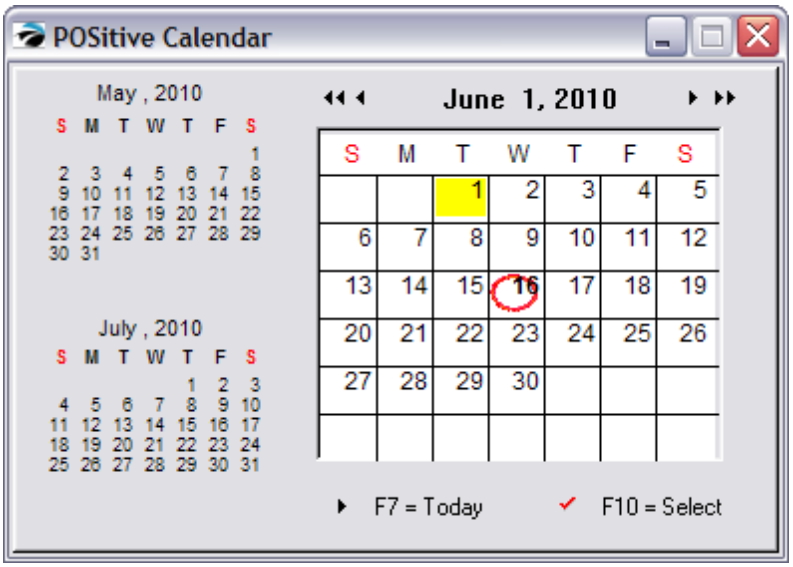

Touchscreen Style Button

5.2.7.3.18 Sample Change Sales ID

T	Changes Sales ID - login with a new sales ID (see Pre-Defined 1031)

Changing the Sales ID is important when commissions are being tracked. Whoever is creating or editing an invoice or order can assign the Sales ID to the invoice so that the proper salesperson is credited.

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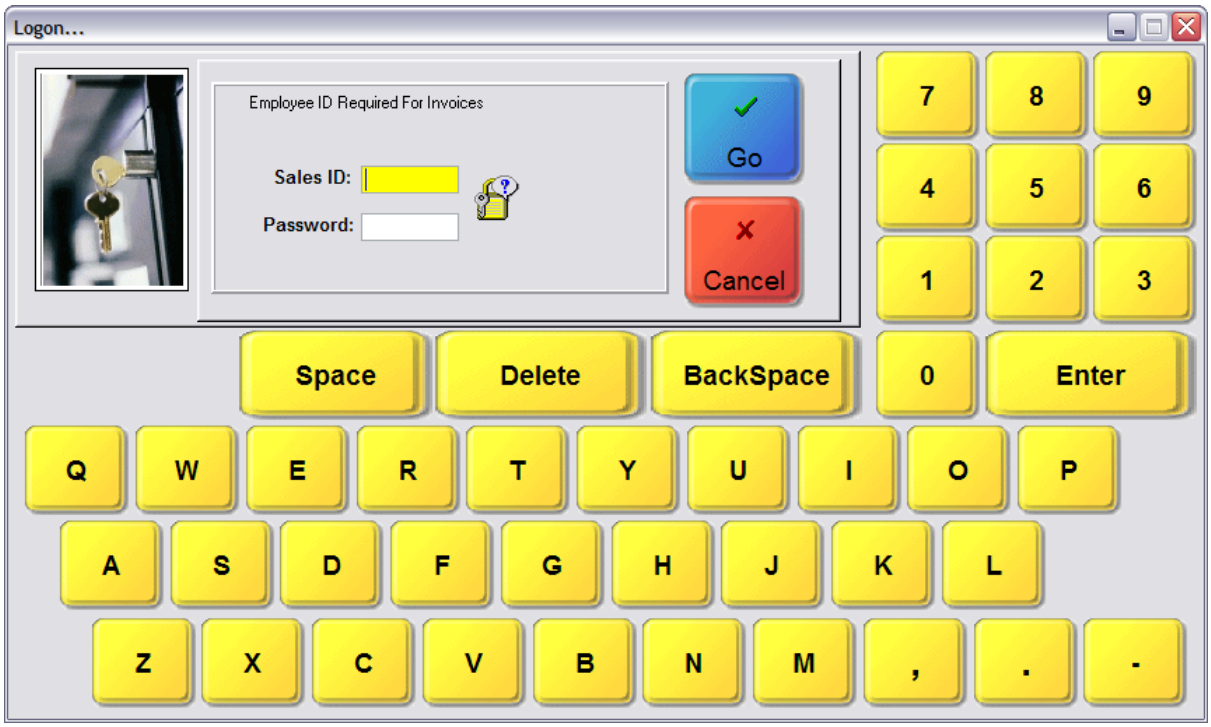

Invoice Style Button

There is no such button, but the invoicing screen has an option on the left under Actions to "Change Sales ID" and also to "Change Cashier"

Register Style Button

There is no such button, but the invoicing screen has an button titled "Menu [ESC]" which is activated by pressing the ESCape key on the keyboard. It will then give access to "Change SalesPerson ID" and also to "Change Cashier ID"

Touchscreen Style Button

N/A not applicable to Invoice Style - MENU option available

Enter topic text here.

5.2.7.3.19 Sample Choose From Category

U	Choose From Category - prompts the cashier to pick an inventory item from a category list. This button is usually on a page by itself. It does not need to be colored or enhanced in any way because it will never be seen by the cashier. (see sample page Choose Button)

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	(see Pre-Defined 1031)

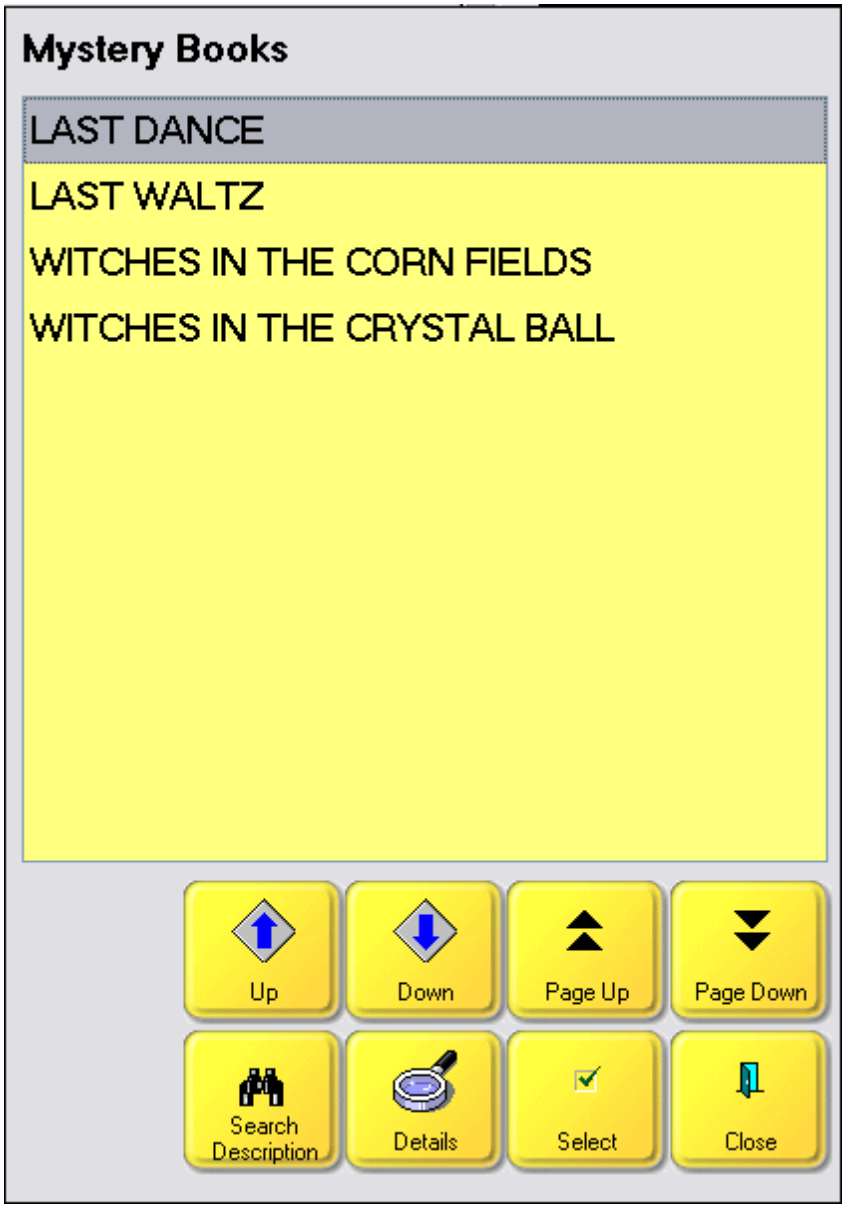
Strictly a design tool for Touchscreen, but it will save much time for cashiers and touchscreen operators.

The button is placed on a separate page all by itself. It does not need to be sized or colored, but it must have the correct properties to include the name of the category in question. Also important is that on a Main Page a Jump To button will link to this separate page. The jump to button is usually titled with the name of the category.

For example,

These are all of the products in the Mystery Category.

Highlight one and choose Select. You will be returned to the main page and the item is added to the invoice.



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Buttons for use
- Up - moves cursor up one line
- Down - moves cursor down one line
- Page Up - moves cursor up one screen full
- Page Down - move cursor down one screen full
- Search Description - enter beginning characters of description
- Details - shows picture, stock status, and available note about the item
- Select - adds highlighted item to the invoice
- Cancel

Special Instructions

Invoice Style Button (Not Applicable)

There is no such button, but the equivalent option is on the Locate Item screen and you can filter the list by a specific category name.

Register Style Button (Not Applicable)

There is no such button, but the equivalent option is on the Locate Item screen and you can filter the list by a specific category name.

Touchscreen Style Button

As described above

5.2.7.3.20 Sample Choose From Category w ith Choice

U	Choose From Category w/Choice - like "Choose From Category" but then allows for selection of another item from the same category. Answering NO, will stop the selection cycle and return to the starting position. (see Pre-Defined 1031)

Strictly a design tool for Touchscreen, but it will save much time for cashiers and touchscreen operators.

The button is placed on a separate page all by itself. It does not need to be sized or colored, but it must have the correct properties to include the name of the category in question. Also important is that on a Main Page a Jump To button will link to this separate page. The jump to button is usually titled with the name of the category.

Special Instructions

Invoice Style Button (Not Applicable)

There is no such button, but the equivalent option is on the Locate Item screen and you can filter the list by a specific category name. Note: you can tag multiple items and all tagged items will be added to the invoice when you choose Select.

Register Style Button (Not Applicable)

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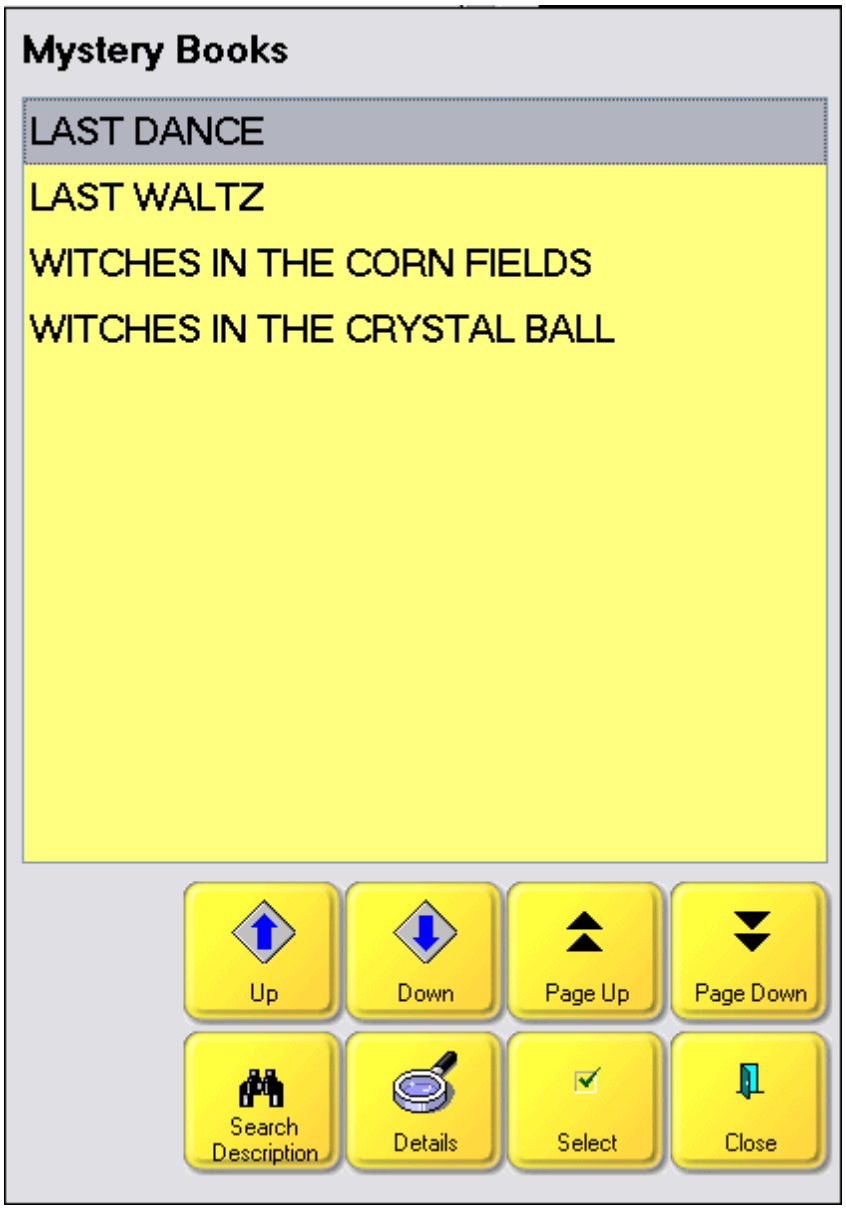
There is no such button, but the equivalent option is on the Locate Item screen and you can filter the list by a specific category name. Note: you can tag multiple items and all tagged items will be added to the invoice when you choose Select.

Touchscreen Style Button

These are all of the products in the Mystery Category.

Highlight one and choose Select.



Buttons for use
- Up - moves cursor up one line
- Down - moves cursor down one line
- Page Up - moves cursor up one screen full

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- Page Down - move cursor down one screen full
- Search Description - enter beginning characters of description
- Details - shows picture, stock status, and available note about the item
- Select - adds highlighted item to the invoice
- Cancel

Once the item is added to the invoice you are prompted if you want to choose another item.

Answering YES allows for selection of another item from the same category.

Answering NO, will stop the selection cycle and return to the starting position.

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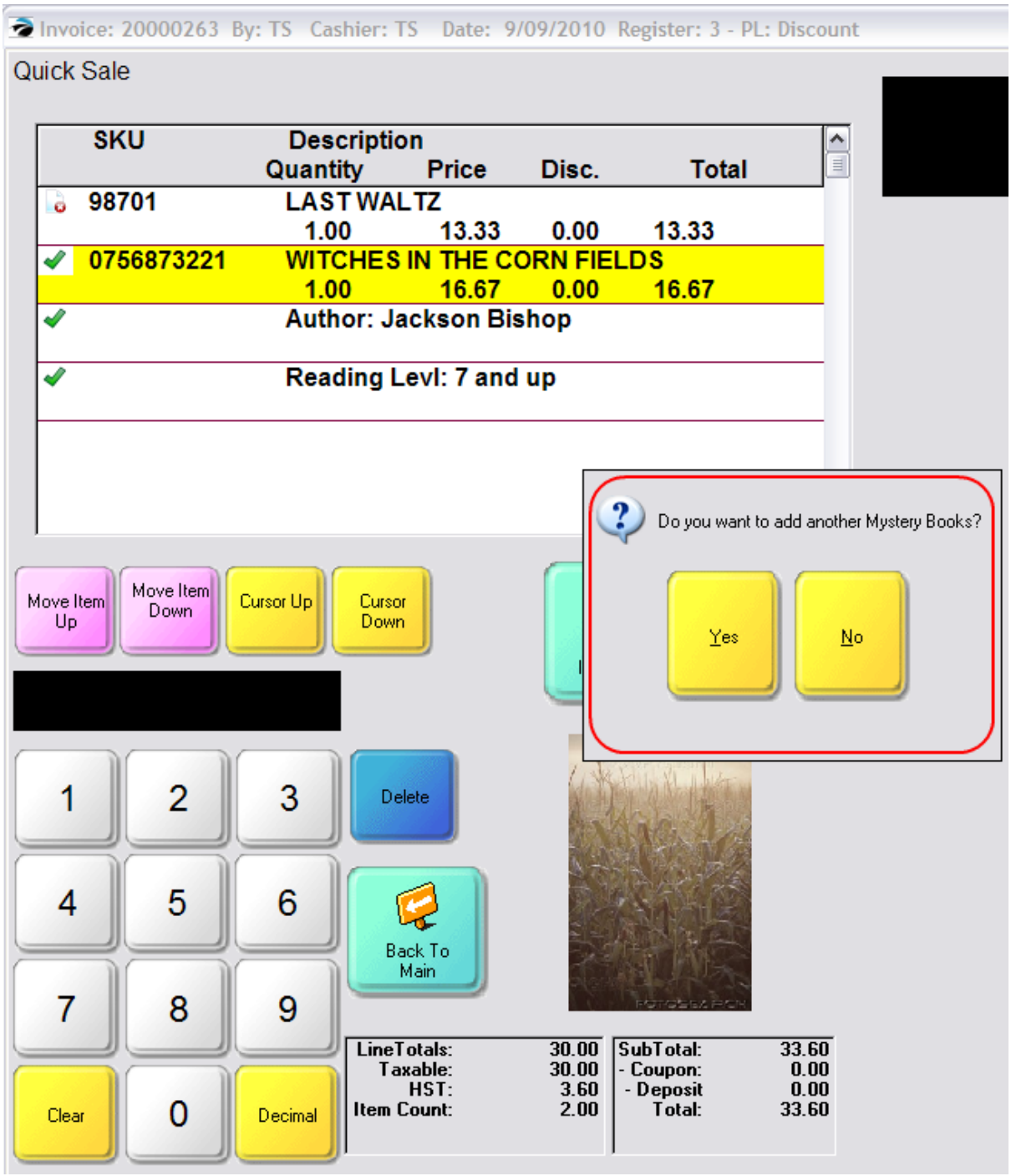

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5.2.7.3.21 Sample Choose From Dept/Category

U	Choose From Dept/Category - Only functional when a category has been assigned to two different departments and you need to choose items from not just the category but specifically from the department/category. (see Pre-Defined 1031)

Special Instructions

Invoice Style Button (Not Applicable)

Register Style Button (Not Applicable)

Touchscreen Style Button

In this example, there is only item assigned to the department Accessories and the category Global. (The category named Global has been assigned to two departments: Accessories and Admin and this button will display the correct items.)

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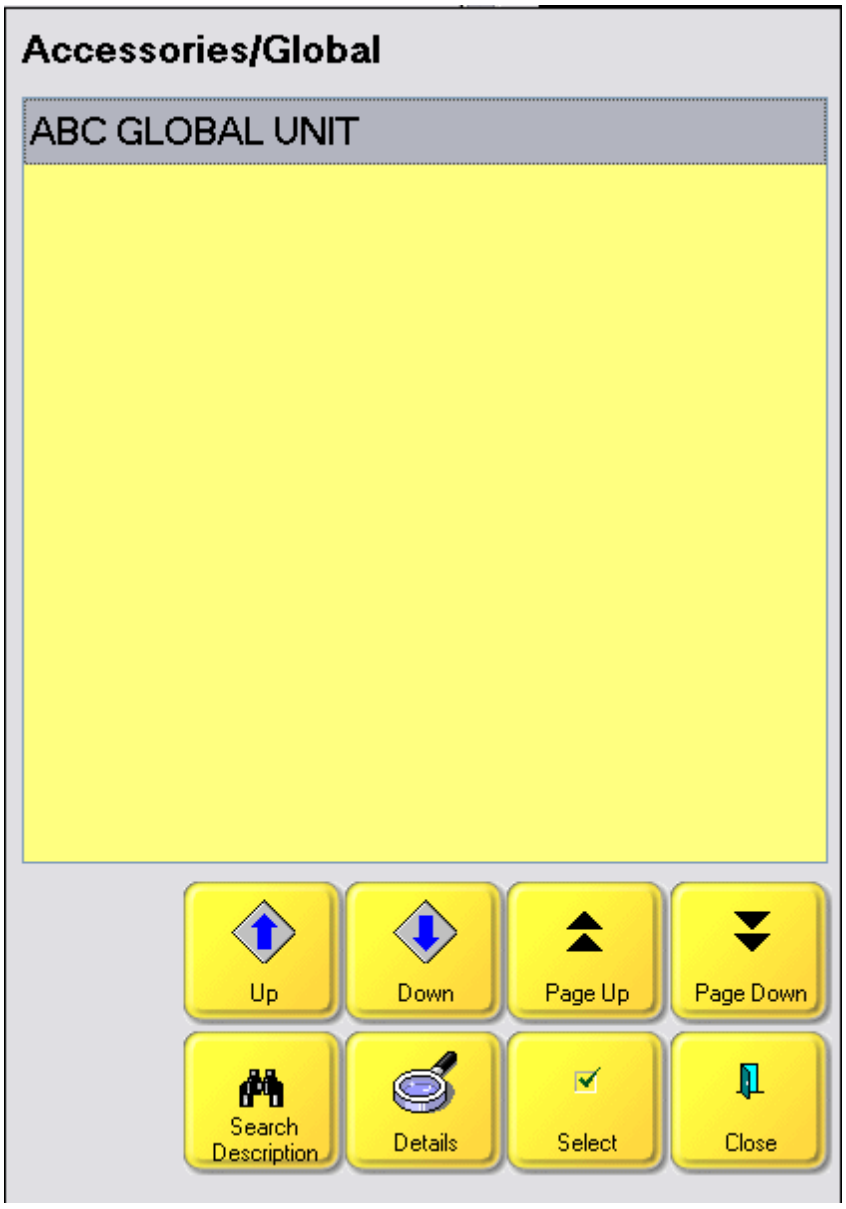

Buttons for use
- Up - moves cursor up one line
- Down - moves cursor down one line
- Page Up - moves cursor up one screen full
- Page Down - move cursor down one screen full
- Search Description - enter beginning characters of description
- Details - shows picture, stock status, and available note about the item
- Select - adds highlighted item to the invoice
- Cancel

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5.2.7.3.22 Sample Clear Sale

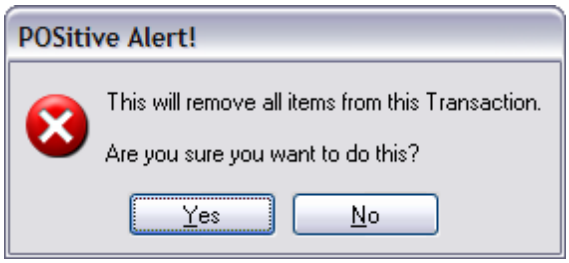
IRT	**Clear Sale** - removes all items from the invoice screen (see Pre-Defined 1031)

If an invoice has been started for a customer and will not be processed, the invoice could be voided, but a faster method is to choose the Clear Sale button which will remove all the items off of the invoice so that the invoice number could be used for the next customer. Answer Yes and all items will be removed immediately.

Special Instructions

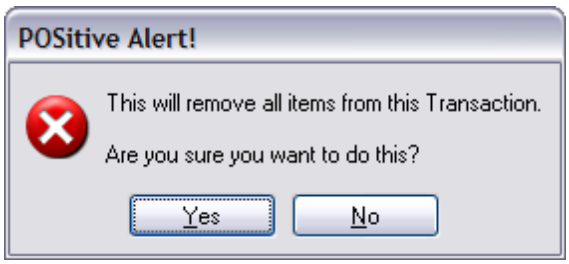
Invoice Style Button

Answer Yes or No



Register Style Button

Answer Yes or No



Touchscreen Style Button

Answer Yes or No

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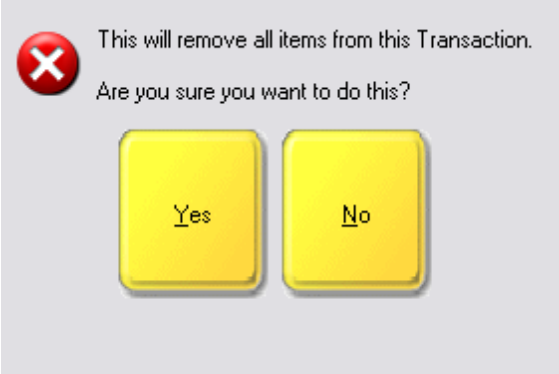

5.2.7.3.23 Sample Convert To Invoice

T	**Convert To Invoice** - make a pending transaction into an invoice (see Pre-Defined 1031)

This button is one of the final steps to a process. First you need to Recall Layaway 1143 (Order, Service Order, or Quote). If all items are in stock, not backordered, then the pending transaction can be converted to an invoice and processed.

Special Instructions

Invoice Style Button

Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.24 Sample Coupon

RT	**Coupon** - to add a coupon dollars off amount (available only on Register/TouchScreen Style however an alternative is to press CTRL-C while on a blank line) You may want to consider the power of Coupon Manager in lieu of using this button. (see Pre-Defined 1031)

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Special Instructions

Invoice Style Button

N/A not applicable to Invoice Style

However, you may press CTRL-C while on a blank line of the invoice.

Drawback: There are no reports which will allow you to see how much you have discounted invoices for a given time range.

A better solution is Coupon Manager 475.

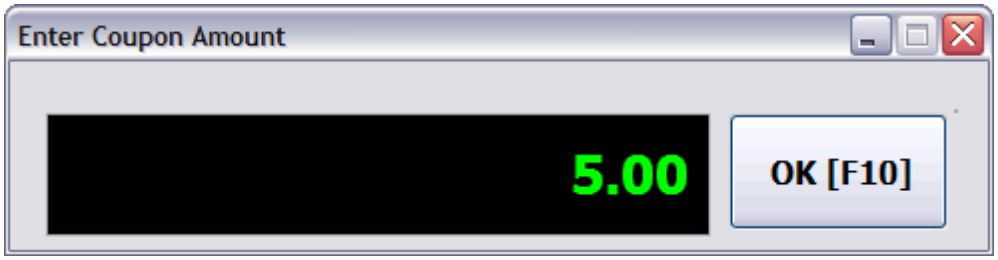
Register Style Button

A quick method of deducting Dollars Off of the entire invoice.

Do not click in the black box. Simply enter the value of the coupon. To enter a decimal amount, enter the decimal on the keypad.

Drawback: There are no reports which will allow you to see how much you have discounted invoices for a given time range.

A better solution is Coupon Manager 475.



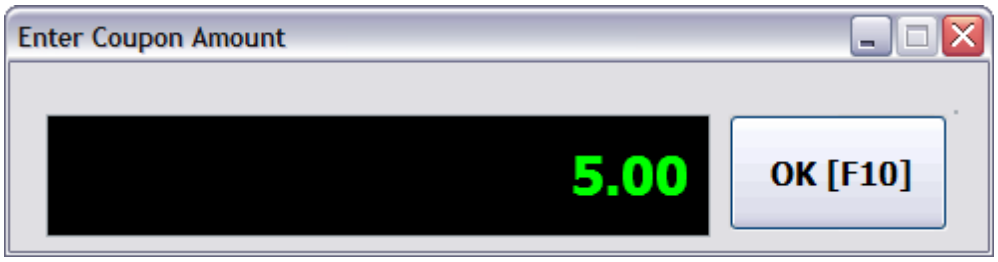
Touchscreen Style Button

A quick method of deducting Dollars Off of the entire invoice.

Do not click in the black box. Simply enter the value of the coupon. To enter a decimal amount, enter the decimal on the keypad.

Drawback: There are no reports which will allow you to see how much you have discounted invoices for a given time range.

A better solution is Coupon Manager 475.



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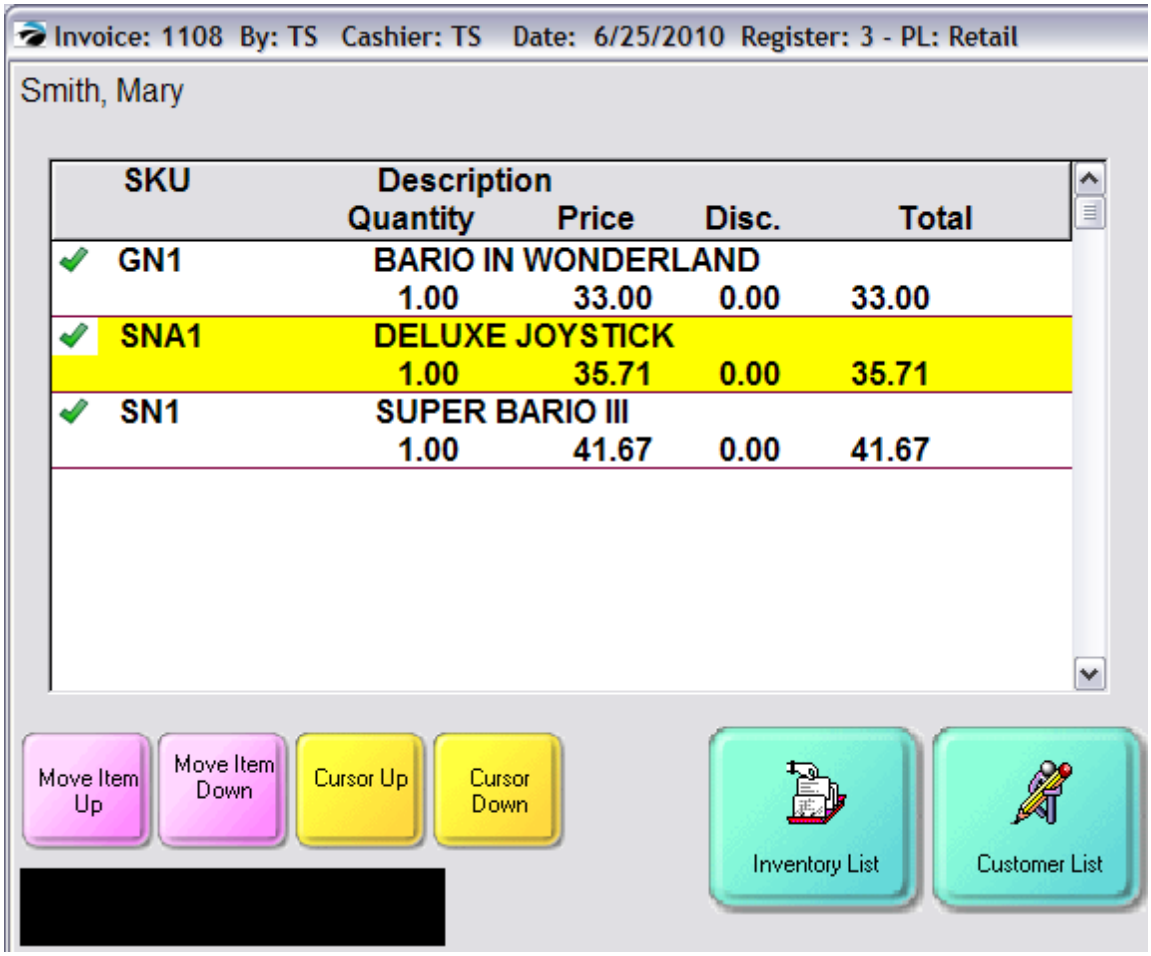
Enter topic text here.

5.2.7.3.25 Sample Cursor Down

T	Cursor Down - move the highlight down to another item on the invoice (see Pre-Defined 1031)

The cursor is the yellow highlight. Cursor Down would simply highlight the item below. In this example, the Super Bario III would be highlighted



Special Instructions

Invoice Style Button

To reposition an inventory item on the invoice, highlight the line item and hold down the CTRL key and simultaneously press the up or down arrow keys on the keyboard.

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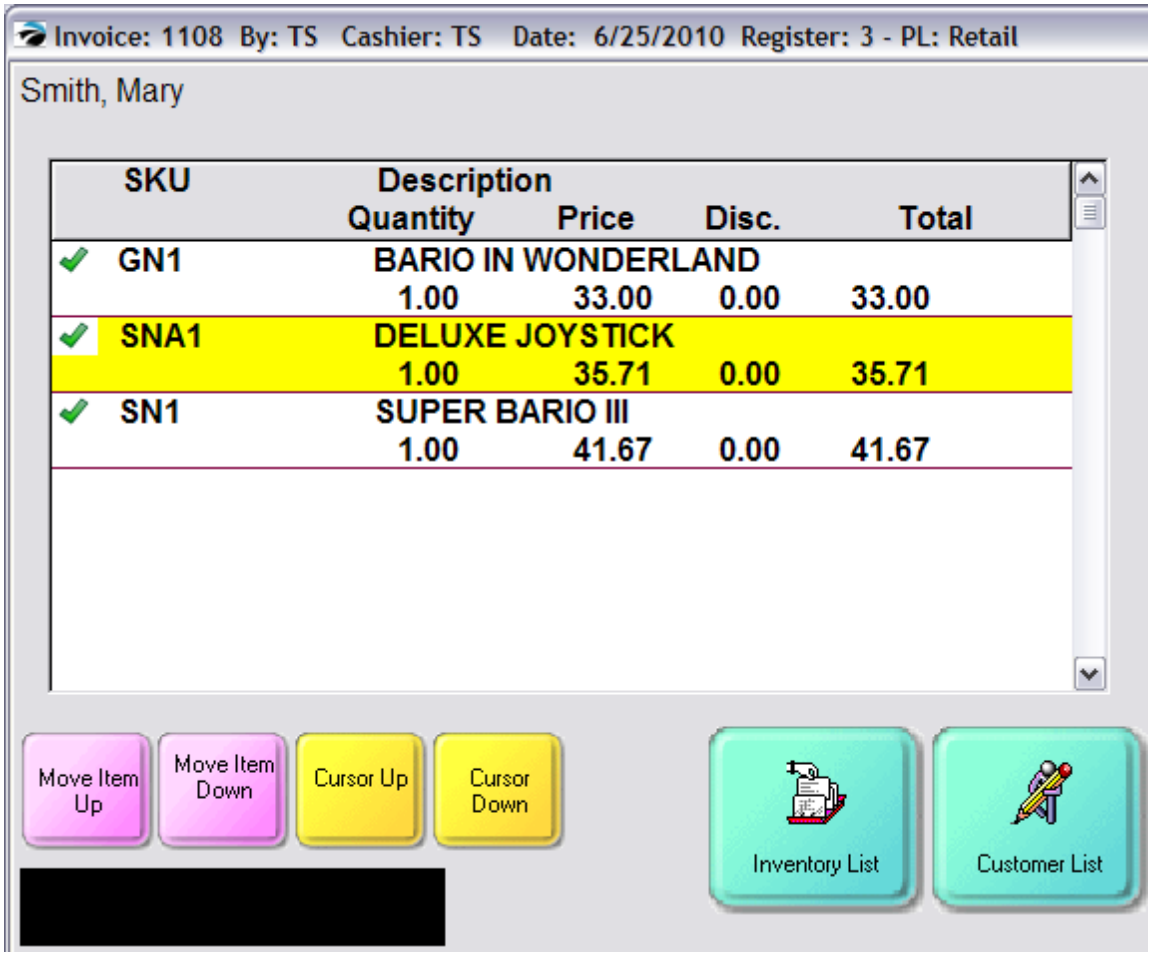
Register Style Button

Touchscreen Style Button

5.2.7.3.26 Sample Cursor Up

T	Cursor Up - move the highlight up to another item on the invoice (see Pre-Defined 1031)

The cursor is the yellow highlight. Cursor Up would simply highlight the item above. In this example, the Bario In Wonderland would be highlighted



Invoice Style Button

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Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.27 Sample Customer History

IRT	**Customer History** - to review customer's prior invoices without leaving the invoice screen (see Pre-Defined[1031])

NOTE: the invoice must be assigned to a customer by name. If it is a quicksale, choose Edit Bill To[1091] button and select the desired customer.

Invoice Style Button

Opens Invoice History screen and displays only invoices from the selected customer.

Register Style Button

Opens Invoice History screen and displays only invoices from the selected customer.

Touchscreen Style Button

While in touchscreen mode, employees may need access to Customer History. This screen lists all invoices for the designated customer with tools for searching, cloning, and printing old invoices.

Search - enter invoice number

Clone - copy highlighted invoice as a new invoice

Print - print or preview the highlighted invoice

If more information is needed, consider using the Manager Mode button to run the back office screens.

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5.2.7.3.28 Sample Customer List

IRT	**Customer List** - to review any customer record without leaving the invoice screen (see Pre-Defined 1031)

NOTE: you would not be selecting a customer for the current invoice using this button. Instead you are researching something else.

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Invoice Style Button

Opens the Customer Center screen. Perform you search and review needs. Choose Close when done.

Register Style Button

Opens the Customer Center screen. Perform you search and review needs. Choose Close when done.

Touchscreen Style Button

Applicable to Invoice Style - Opens Customer Center

Enter topic text here.

5.2.7.3.29 Sample Customer Pending

T	Customer Pending - after first selecting the customer for an invoice, gives a listing of transactions for the selected customer (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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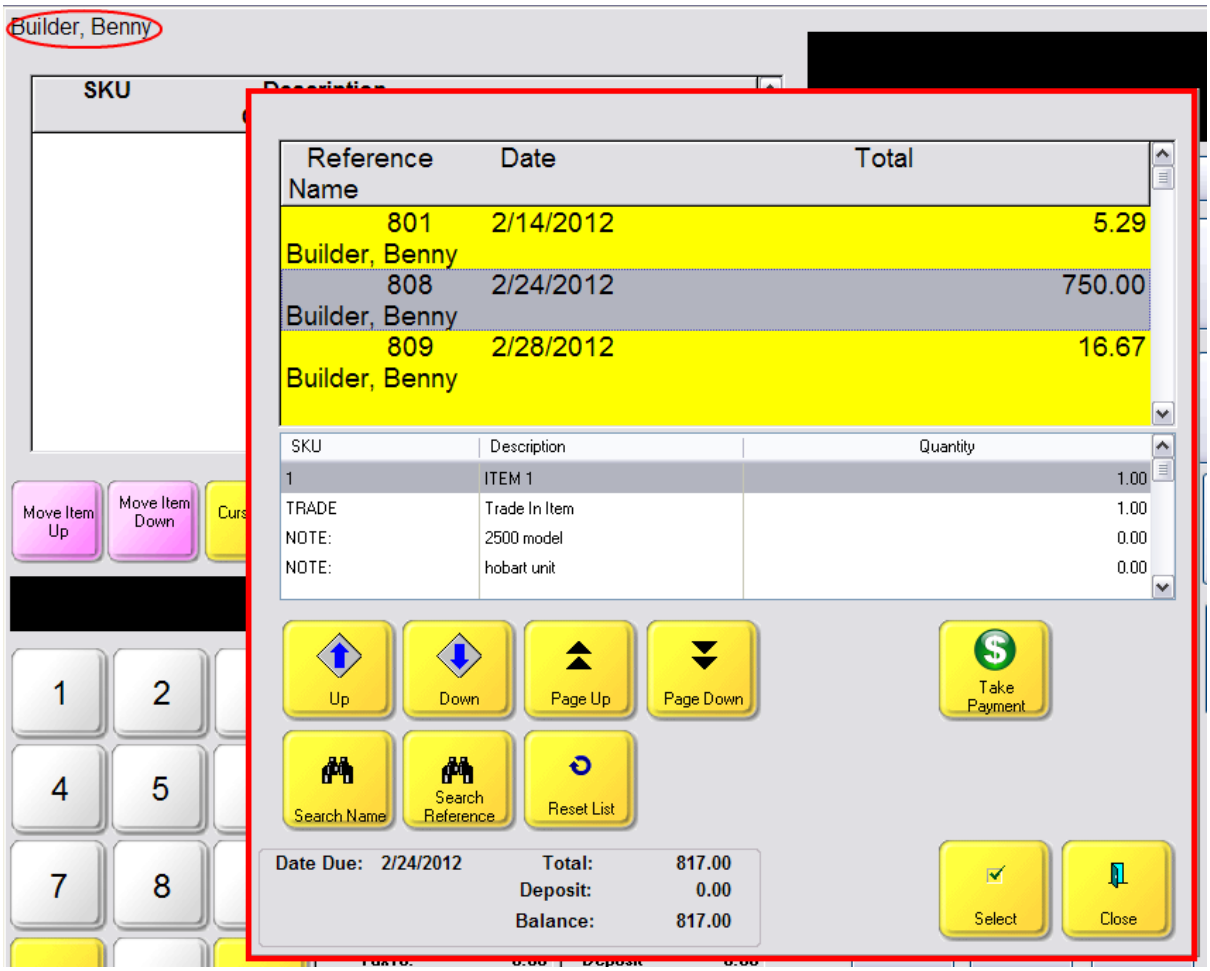

Enter topic text here.

5.2.7.3.30 Sample Daily Sales Summary

T	Daily Sales Summary - open the Daily Sales Summary screen (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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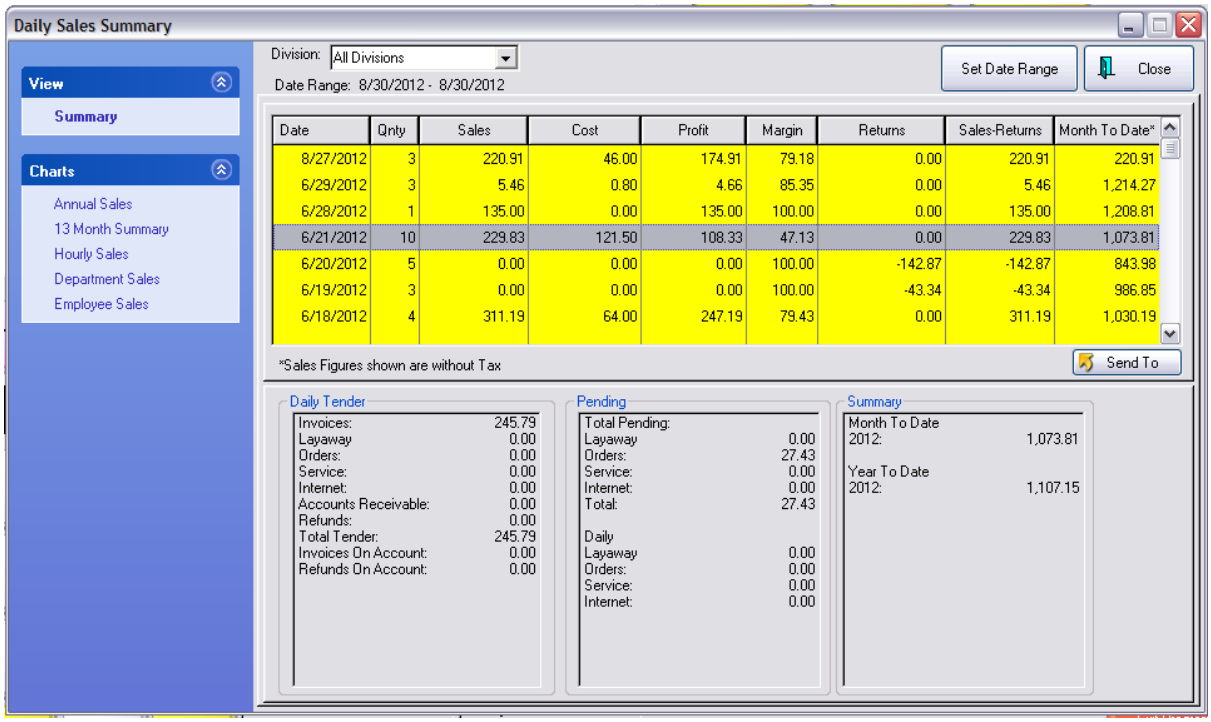

N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.31 Sample Date Due

T	Date Due - sets the due date (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.32 Sample Delete Item

IRT	**Delete Item** - to remove an item from the invoice (alternative - highlight item and press DELete key) (see Pre-Defined 1031)

Highlight the line item to be deleted.

Choose the Delete Item Button - the item will be immediately removed from the screen.

If the item is a Note you will be asked if you want to delete it.

If the highlighted item is the actual Serial Number, you will be asked if you want to delete the note. Sometimes, to remove the serial number, you must delete the serialized item. If desired, add the serialized item again and select a different serial number.

Special Instructions

Invoice Style Button

None

Register Style Button

None

Touchscreen Style Button

5.2.7.3.33 Sample Discount

IRT	**Discount** - to change the discount percentage of an item or globally on all items or dollars off entry. (alternative - press CTRL-D while highlighting an item or while on a blank line) (see Pre-Defined 1031)

The Discount button provides the option of entering discounts on an invoice in three ways: Dollar Off, Percent Off One Item, Percent Off All Items on the invoice.

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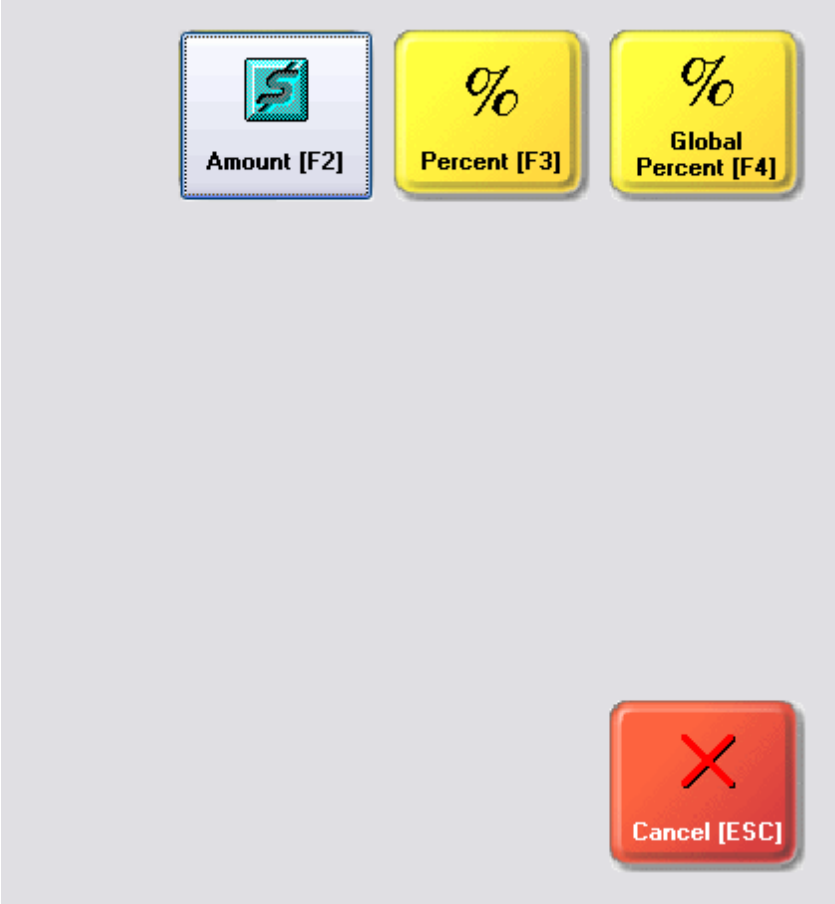

Amount [F2]

It does not matter which inventory item is highlighted before selecting the Discount button. Choose Amount [F2].

Enter the Dollar amount to be reduced from the entire invoice. When you choose OK, a Discount Line will be added to the invoice.

To Remove the Discount Line highlight it and choose Delete Item (or the DEL button on the keyboard).

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Percent [F3]

Highlight the inventory item before selecting the Discount button.

Then choose Percent [F3] and enter the discount percentage for this one line item. When you choose OK, the discount will be to the line item and the extended price will be changed.

To Remove The Discount, set the value to 0.00 and choose OK.

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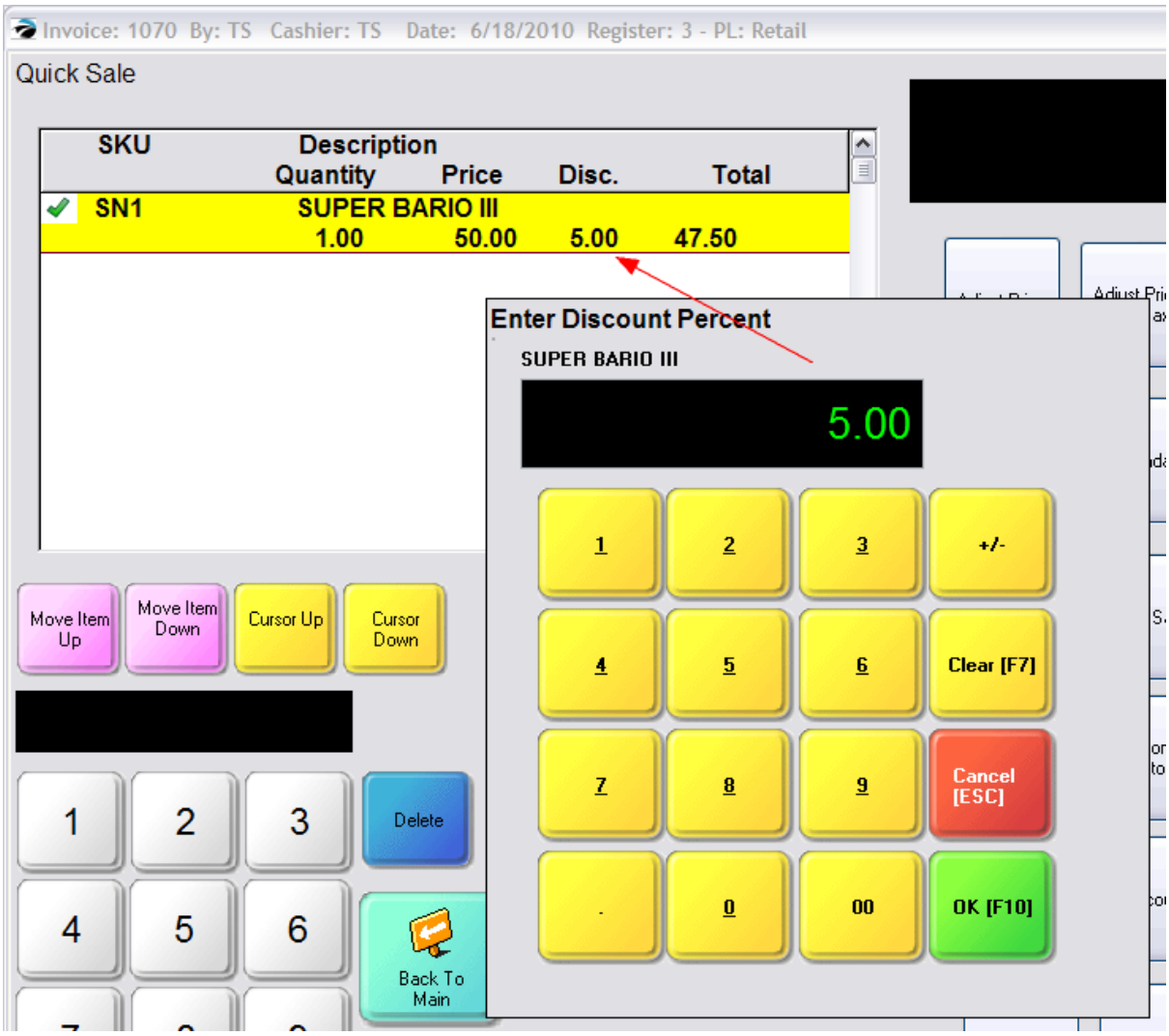

Global Percent [F4]

It does not matter which inventory item is highlighted before selecting the Discount button. Choose Global Percentage [F4] and enter the percentage to be applied to all items on the invoice. When you choose OK, the discount will be to the line item and the extended price will be changed.

However, if an inventory item is flagged to "not allow discounts" in the inventory record, it will not be discounted. Allow Discounts

Edit an Inventory Item and select the Options [F6] tab. When included on an invoice, the item can be discounted directly on the invoice or by using the invoicing shortcut of CTRL-D or by a customer permanent discount. If this is left unchecked because there is not enough profit margin or for any other reason, then the item will not be discounted at all.

If you add another item to the invoice after applying the Global Discount, the newly added item will not be discounted automatically.

To Remove The Discount, set the value to 0.00 and choose OK.

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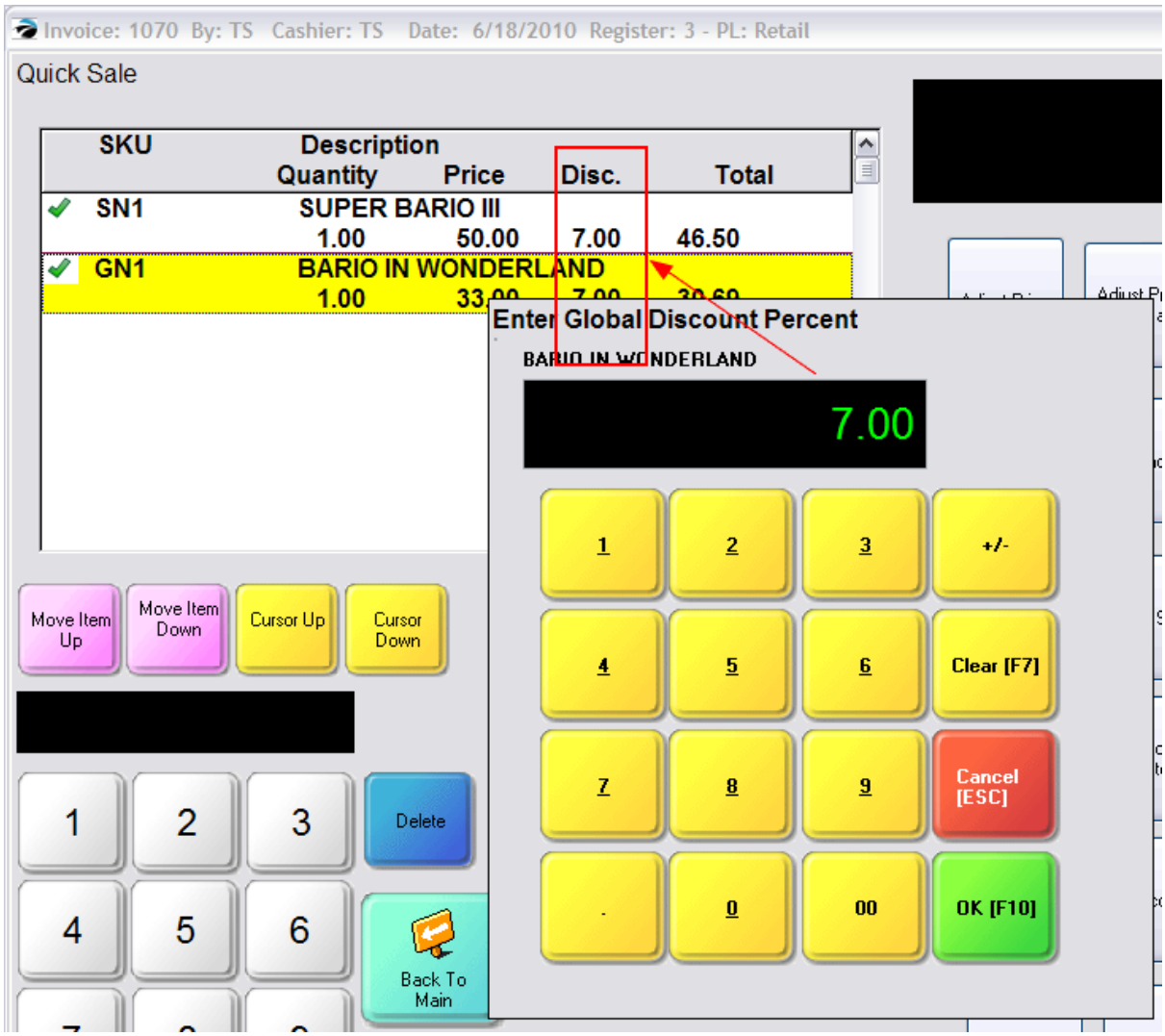

Invoice Style Button

Register Style Button

Touchscreen Style Button

Applicable to Invoice Style

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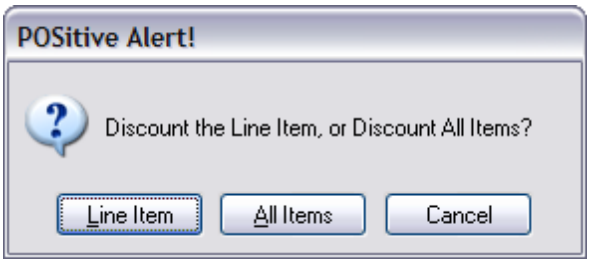

Enter topic text here.

5.2.7.3.34 Sample Documents

IRT	**Documents** - to add or review documents attached to invoice (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

With the Xpansion Pack feature you can attach a variety of documents to a customer invoice.

Choosing this button will...

1) Open a listing of existing documents.

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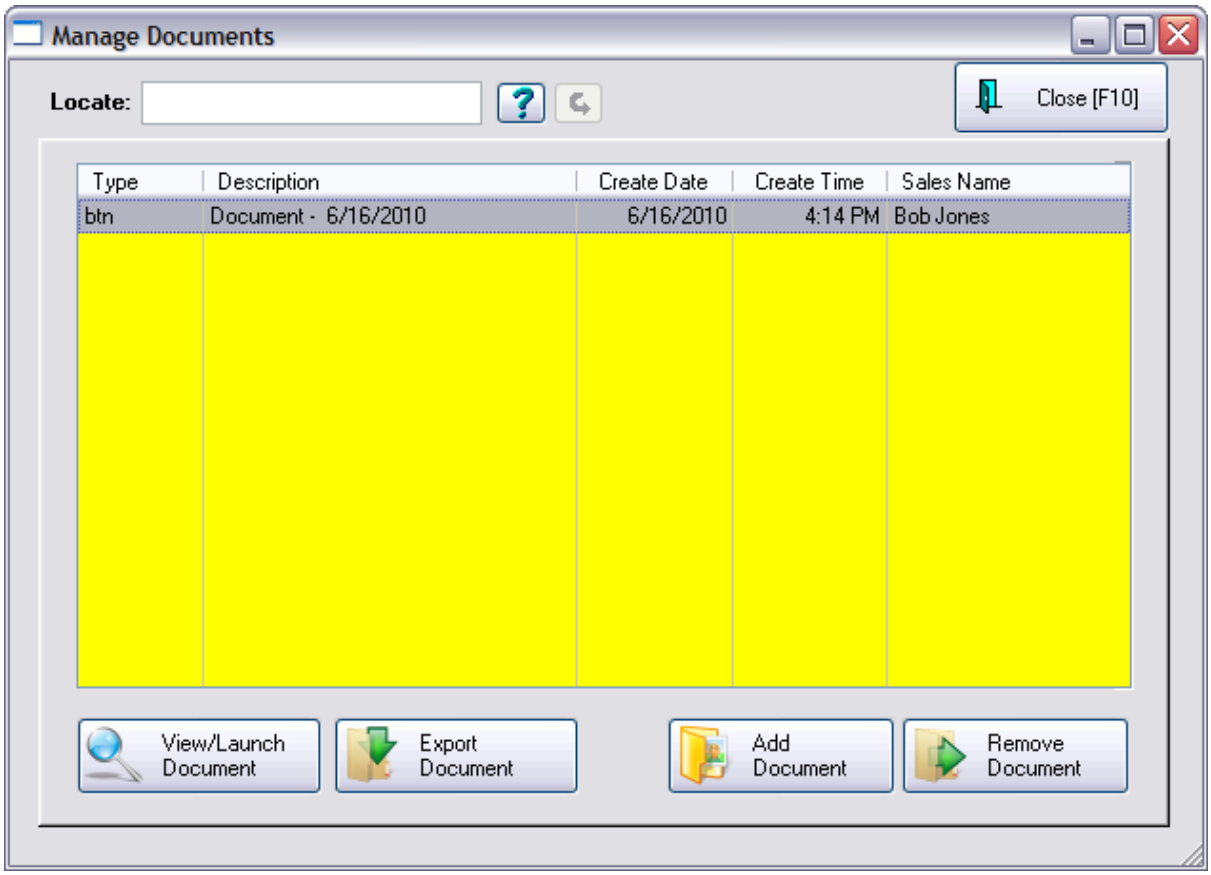

2) Allows you to add a document by selecting ADD button and then choose the Type of Document

- Image Editor - amends a picture or graphic
- Scan Manager - interfaces with your flatbed scanner to capture a document
- Attach File - selects a saved file on the computer drive
- Voice Record - uses the computer microphone and speakers to record a message

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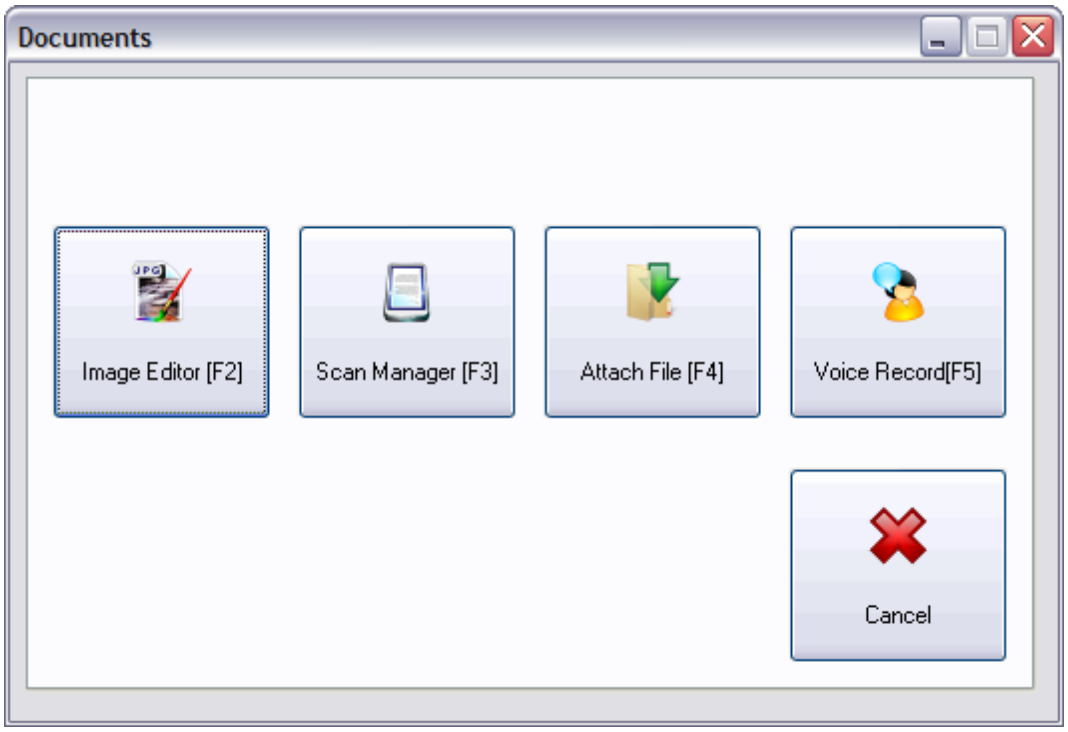
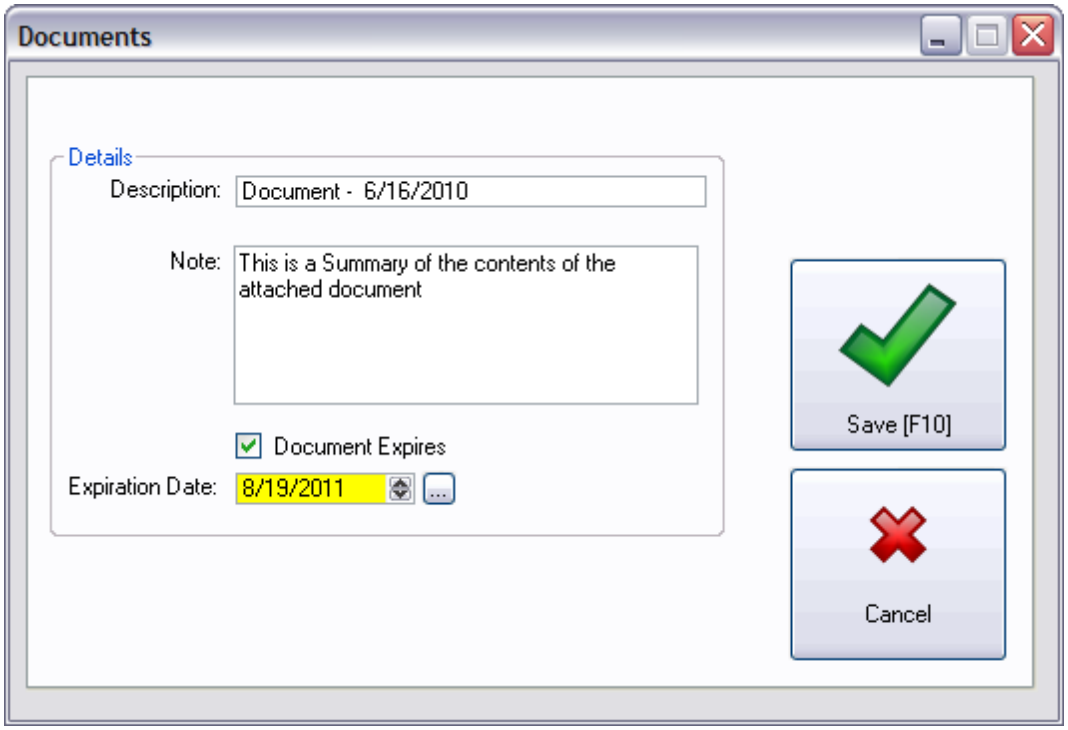


3) And after finding or creating the document, enter summary notes and expiration date if desired. Choose Save [F10] to attach the document to the invoice.



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Touchscreen Style Button

Enter topic text here.

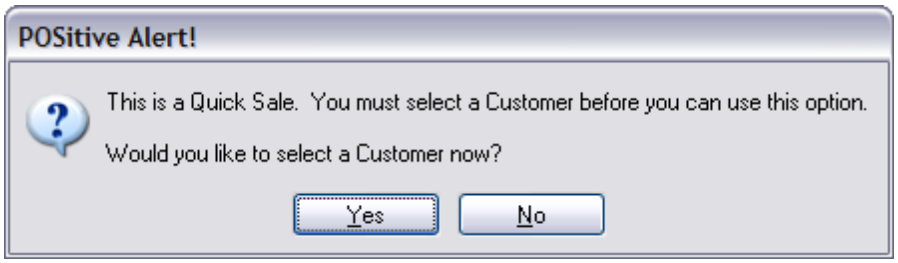
5.2.7.3.35 Sample Edit Bill To

IRT	**Edit Bill To** - to edit record of the customer for this invoice (Security Options Apply) (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

If the invoice is a Quick Sale (without a customer name) then you are warned and given the opportunity to Select or Add a customer.



If the customer is assigned to the invoice, then you can access the customer record to update phone numbers, addresses, etc.

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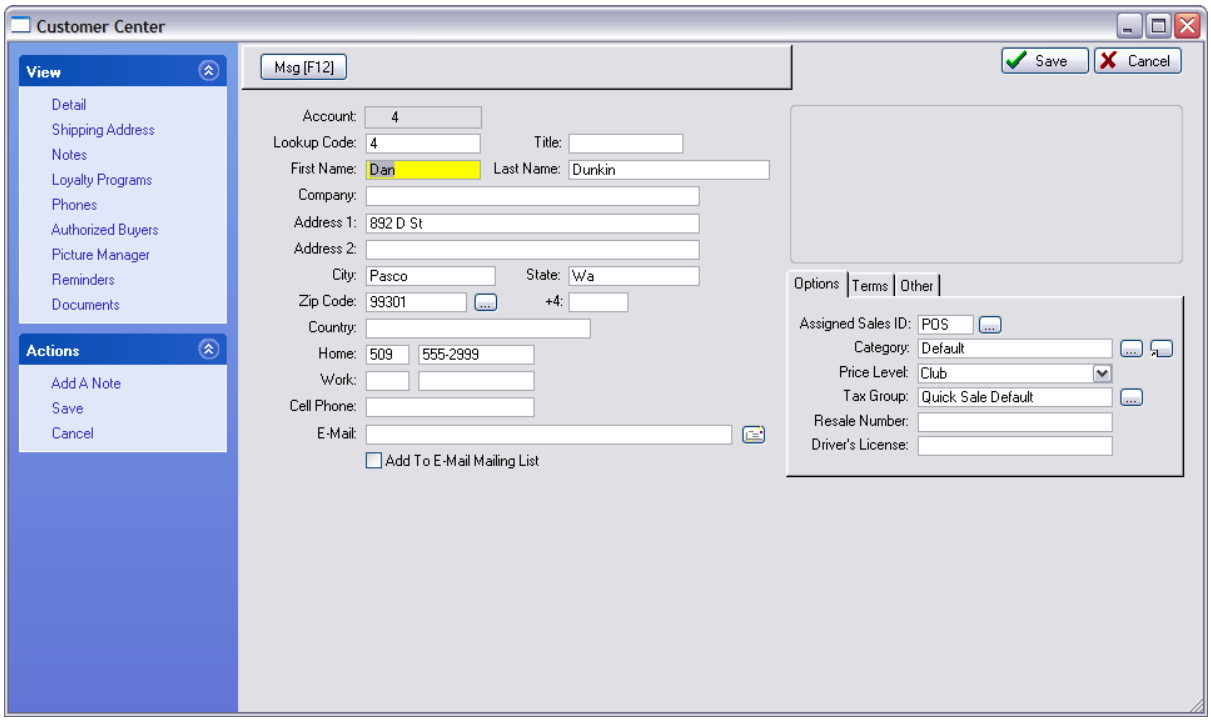

Touchscreen Style Button

Applicable to Invoice Style

If Quicksale, cannot edit but must select customer by name.

If Customer, then opens Customer Record

Enter topic text here.

5.2.7.3.36 Sample Edit Notes

IRT	**Edit Notes** - to access the "invoice" note field (alternative - click in Note: box) (see Pre-Defined 1031)

Invoice Style Button

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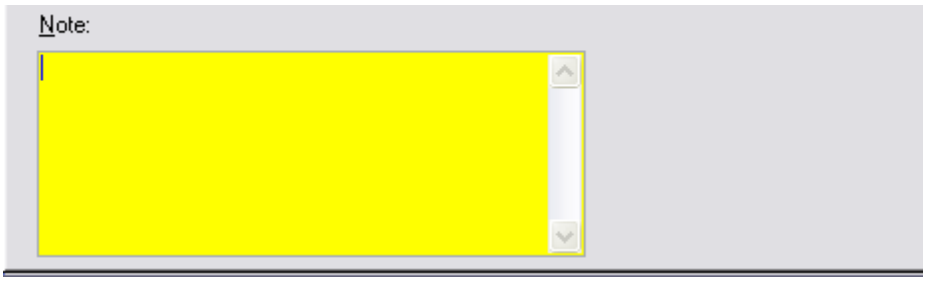
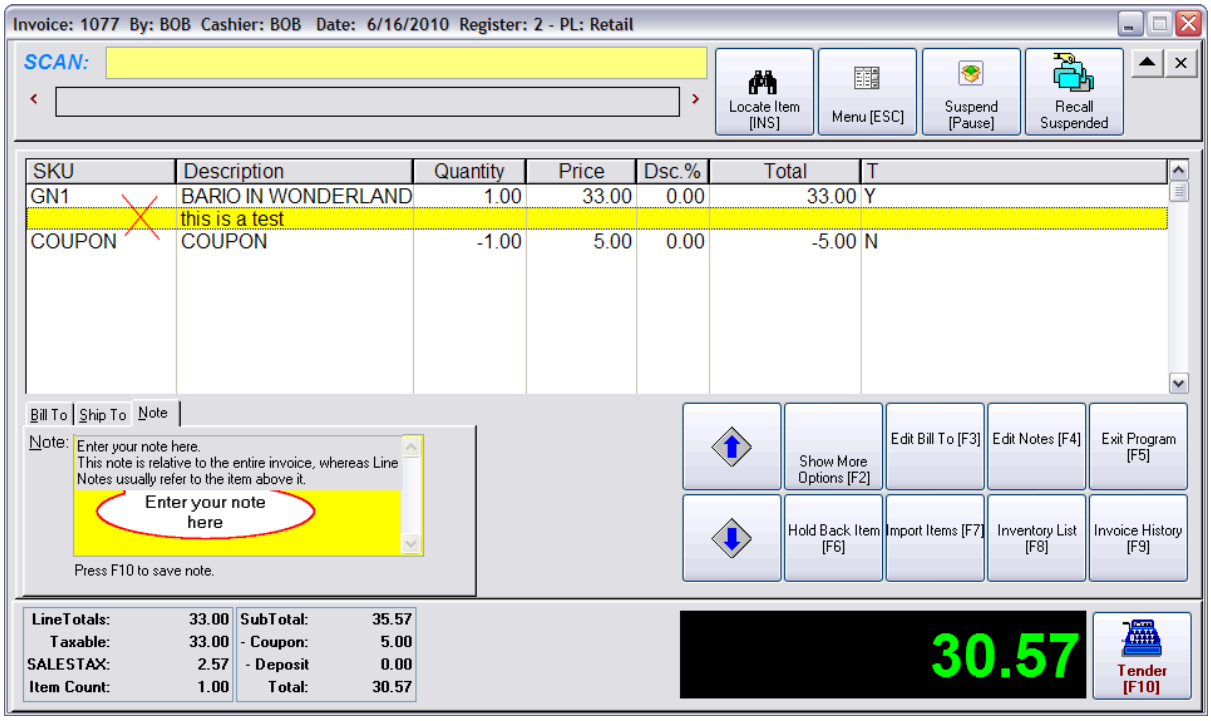


Register Style Button

This does not edit a line note on the invoice. Instead a Note field opens up at the bottom left of the invoicing screen.

Type your note and press F10 to save the note.



The customer invoice will display the information just above the line items purchased.

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Bill To:
Dan Dunkin
892 D St
Pasco, Wa 99301

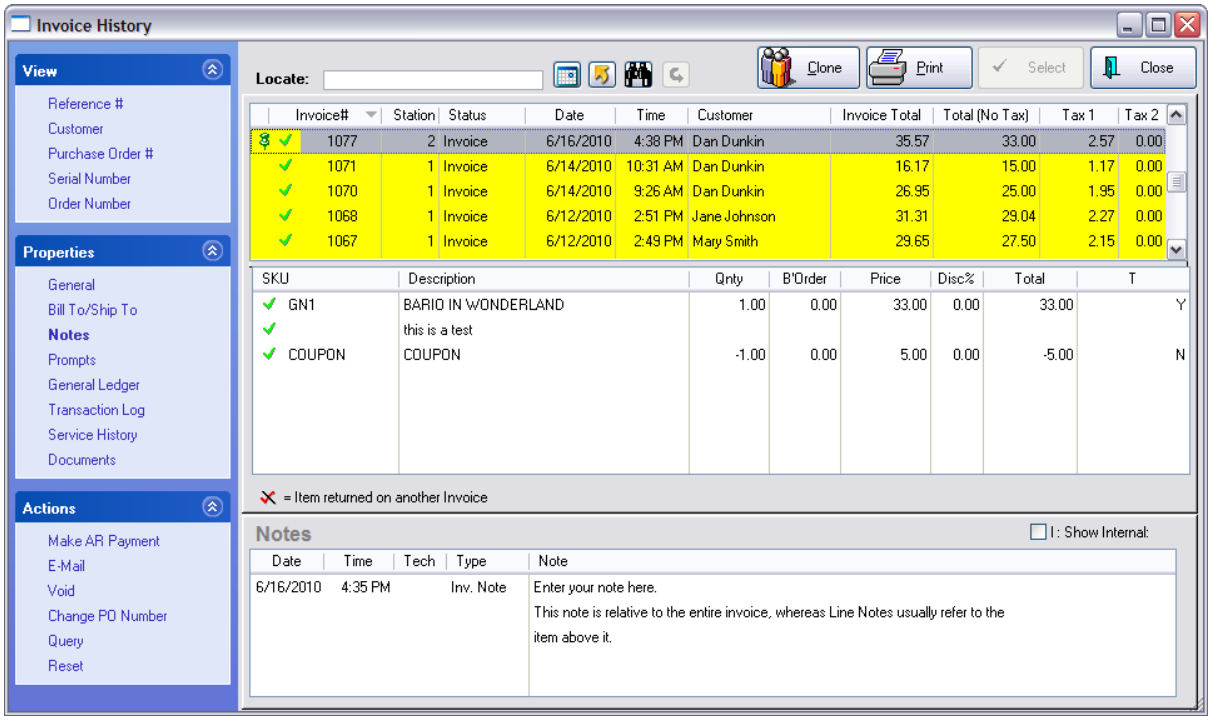
Ship To:
Dan Dunkin
892 D St
Pasco, Wa 99301

Notes: 6/16/2010 4:35PM

Enter your note here.
This note is relative to the entire invoice, whereas Line Notes usually refer to the item above it.

SKU	Description	Quantity	B'Ordr	Price
GN1	BARIO IN WONDERLAND	1.00	0.00	33.00
	this is a test			
COUPON	COUPON	-1.00	0.00	5.00

You can review the notes in Invoice History by choosing the Notes under Properties on the left and read the panel at the bottom of the screen.



Touchscreen Style Button

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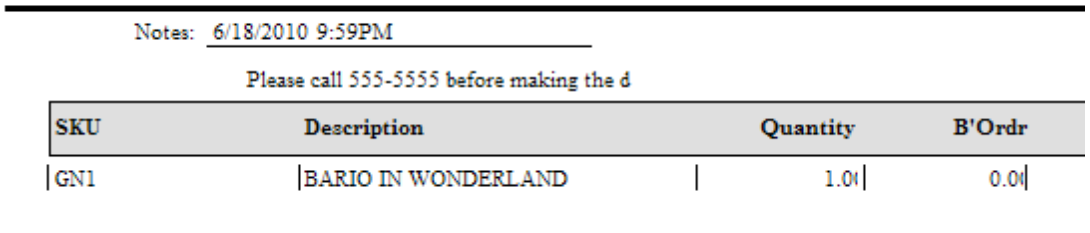
Applicable to Invoice Style - edits Invoice Header Note

5.2.7.3.37 Sample Enter Notes

T	**Enter Notes** - to add a note to the invoice (see Pre-Defined 1031)

Adds a note to the invoice which will be printed above the listing of items purchased.





Invoice Style Button

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Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.38 Sample Enter SKU

T	**Enter SKU** - scan or enter a product SKU (see Pre-Defined 1031)

Normally, a scanner will add products to the invoice, however, this button allows you to type the SKU if for some reason the barcode scanner cannot read it.



Invoice Style Button

Register Style Button

Touchscreen Style Button

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N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.39 Sample Exit Program

RT	**Exit Program** - terminate running the touchscreen program (password protected) Register Style button will cancel the invoicing process but not end the program. (Although it appears that you can assign it to Invoice Style, do not because, at the time of this writing, it will terminate the program and cause a GPF) (see Pre-Defined 1031)

Invoice Style Button

(Although it appears that you can assign it to Invoice Style, do not because, at the time of this writing, it will terminate the program and cause a GPF)

Register Style Button

This will button will immediately halt POSitive unless you have items on the invoice before choosing the Exit Program button. You will be warned that you have open transactions.

Touchscreen Style Button

N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.40 Sample Extended Info

T	Extended Info - more information about the highlighted item on the invoice (see Pre-Defined 1031)

Each inventory can have an Extended Note which can contain graphics and text of up to 10,000 characters. If a customer would like more information about a specific product, choosing the Extended Info button will display the additional information on screen in HTML format.

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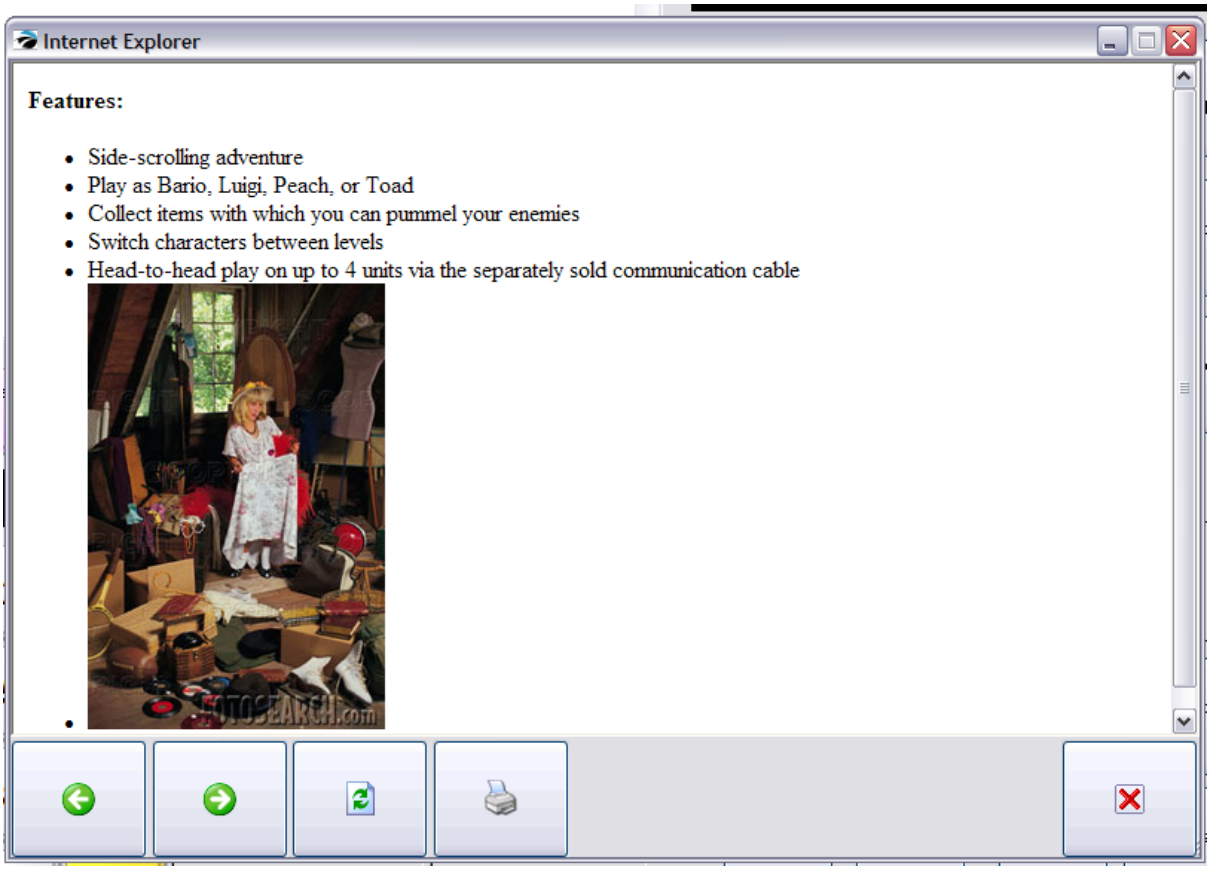

Buttons

-- Left - previous image

-- Right - next image

-- Refresh

-- Print

-- Close

Advanced Setup

Advanced setup is required. Highlight an inventory item and choose Notes. Edit the Extended/Web Notes field in plain text or with the HTML editor.

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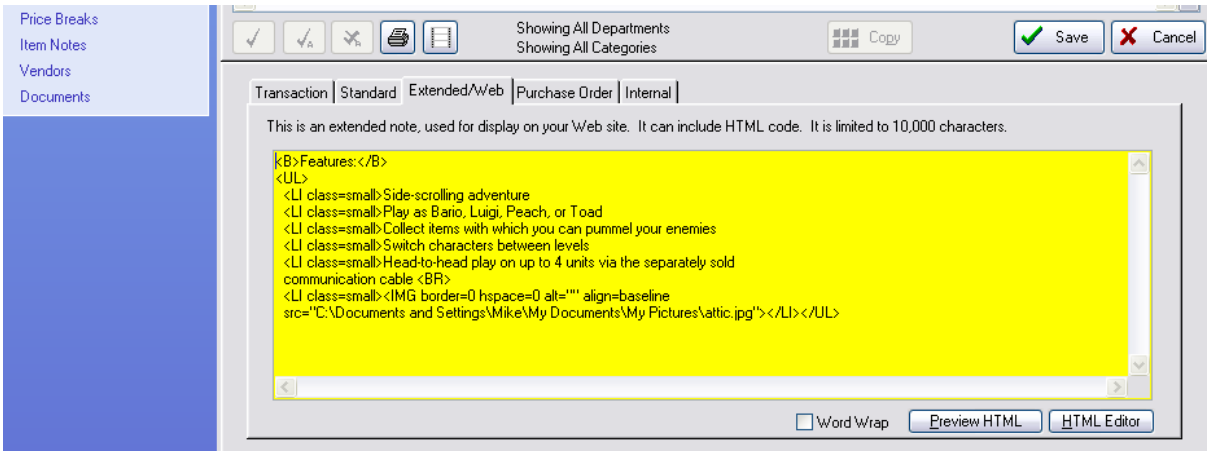

Invoice Style Button

Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style

Enter topic text here.

5.2.7.3.41 Sample Gift Certificates

RT	**Gift Certificates** - pay with Gift Certificate - sells new and recharges old gift cards and certificates (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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N/A not applicable to Invoice Style but could be generate a button not from predefined list but choose to create a SKU button for GiftCert

Enter topic text here.

5.2.7.3.42 Sample Hold As Layaway

T	Hold As Layaway - convert the invoice to a Layaway (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style - Menu option "Hold Invoice As"

Enter topic text here.

5.2.7.3.43 Sample Hold As Order

T	Hold As Order - convert the invoice to an Order (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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N/A not applicable to Invoice Style - Menu option "Hold Invoice As"

Enter topic text here.

5.2.7.3.44 Sample Hold As Quote

T	Hold As Quote - convert the invoice to a Quote (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style - Menu option "Hold Invoice As"

Enter topic text here.

5.2.7.3.45 Sample Hold As Service

T	Hold As Service - convert the invoice to a Service Order (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

N/A not applicable to Invoice Style - Menu option "Hold Invoice As"

Enter topic text here.

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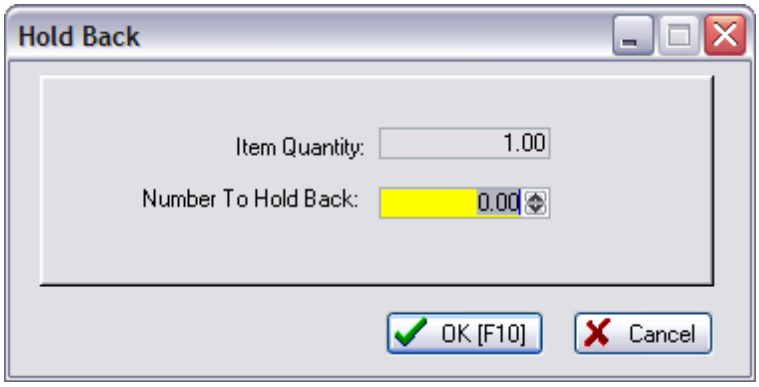
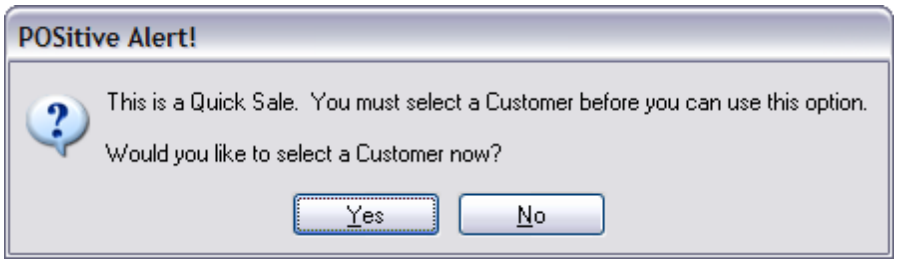
5.2.7.3.46 Sample Hold Back Item

IRT	**Hold Back Item** - to force a backorder of items which are in stock (see Pre-Defined 1031) TIP *How To Reset Hold Back Quantity* *If you have incorrectly set the Back Order quantity, follow these steps to restore the original numbers.* *1) Change the Quantity to be purchased to 1.00 (Select the Adjust Quantity button. This will reset the backordered quantity to 0.00)* *2) Change the Quantity to be purchased back to the original purchase quantity using the Adjust Quantity button.*

After adding inventory to the invoice, you can force the item into backorder status. This is especially useful if the customer is ordering nearly all of your current stock and you want to retain some for other customers. You can choose how many of the item to be delivered now and how many will be delivered later.



If this is a Quick Sale invoice you will be notified that you must select a customer by name for the invoice because this procedure forces backorders.



1) Highlight the inventory item to be adjusted

2) Choose the Hold Back Item button

3) Fill in the "Number To Hold Back" value.

You can see your stock count status for the highlighted item in the top ribbon of the invoice screen. Knowing how many you have in stock and how much will be available if this invoice is processed will help you and your customer determine how many re needed immediately and how many can be special ordered.

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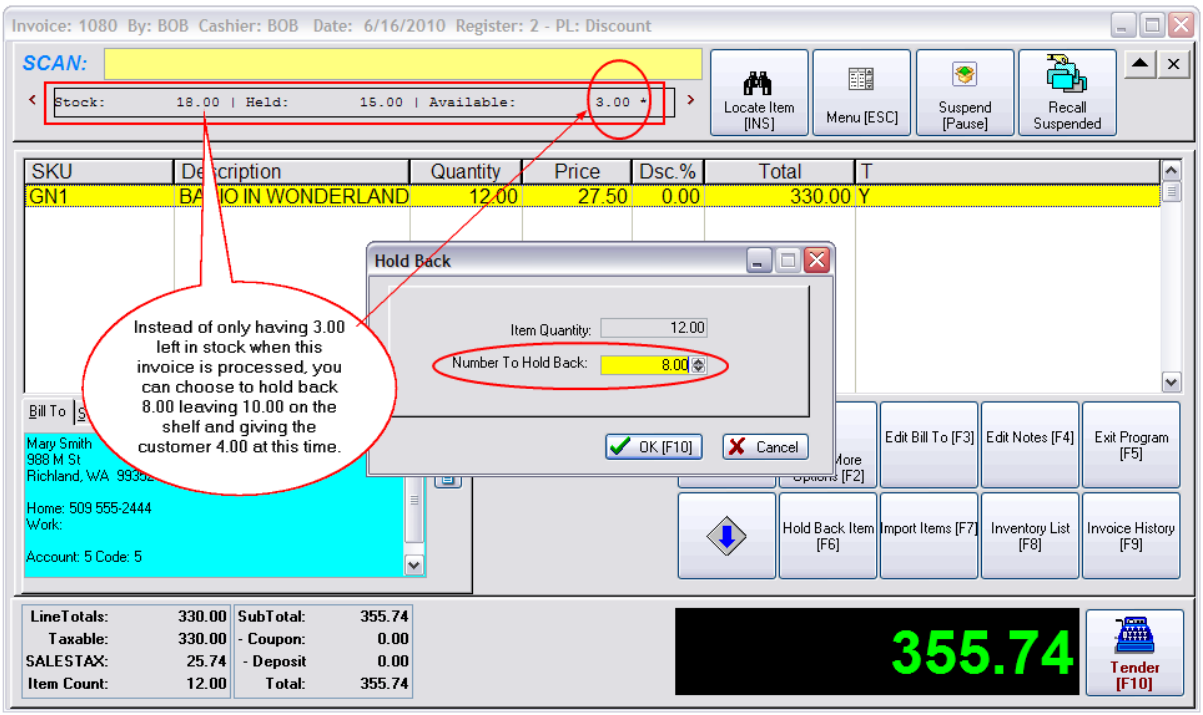

In this example, instead of only having 3.00 left in stock when this invoice is processed, you can choose to hold back 8.00 leaving 10.00 on the shelf and giving the customer 4.00 at this time.

When the invoice is processed an order for the customer will be generated. Depending upon the System Setup, the customer will pay in full for all items or just for the items being delivered at this time.

Invoice Style Button

As described above however, there is a built-in icon for performing Hold Back function in the far right side of the invoice.

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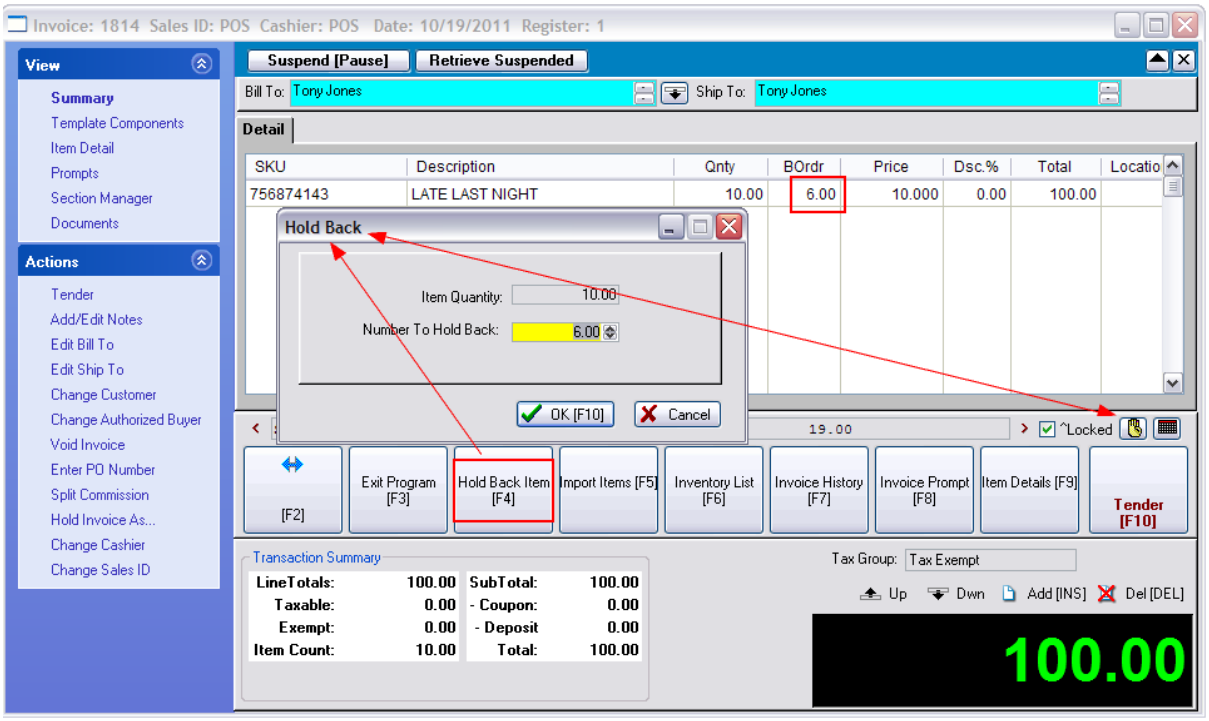

Register Style Button

As described above

Touchscreen Style Button

5.2.7.3.47 Sample Image

U	Image - choose the size of the items on the transaction (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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N/A not applicable to Invoice Style - Menu option "Hold Invoice As"

Enter topic text here.

5.2.7.3.48 Sample Import Items

IRT	**Import Items** - to activate an import of inventory items typically stored in a portable data collector (see Pre-Defined 1031)

5.2.7.3.49 Sample Information

T	Information (eg. Coupon Status) (see Pre-Defined 1031)

Invoice Style Button

Not Applicable

Register Style Button

Not Applicable

Touchscreen Style Button

This button is used in conjunction with a Coupon created in Coupon Manager which stipulates a minimum purchase level before the coupon is validated.

It alerts the cashier about how much more the customer must purchase in order to qualify for the discount.

Here are some sample screen shots.

1) A coupon which will give the customer $5.00 off any purchase of over $50 is added to the invoice.

2) A $40.00 item added to the invoice does not trigger the $5.00 discount

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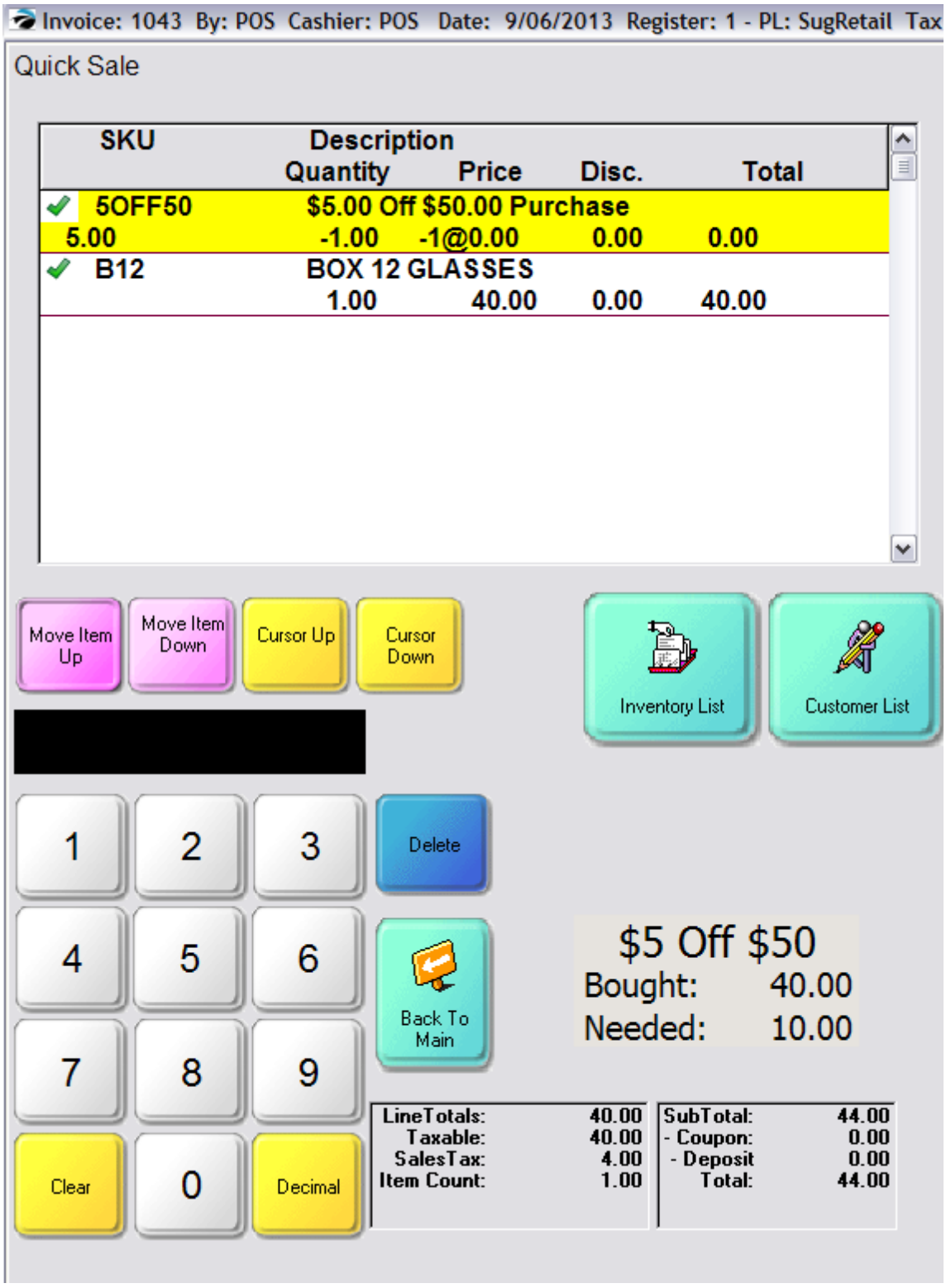

3) When another item for $11.00 is added to the invoice, the coupon discounts the invoice by $5.00.

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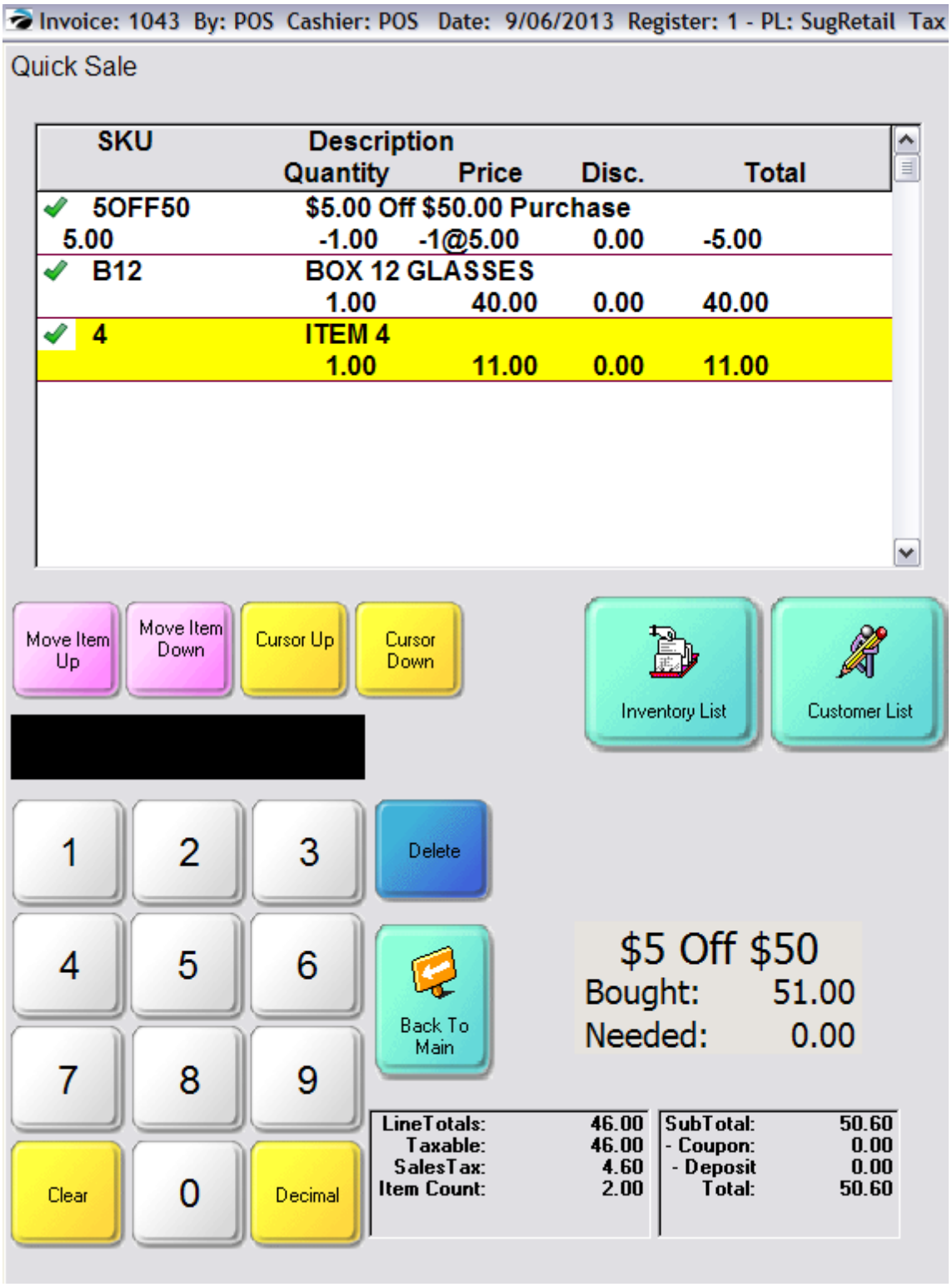

See Special Instructions on this page for details about how to set up this feature.

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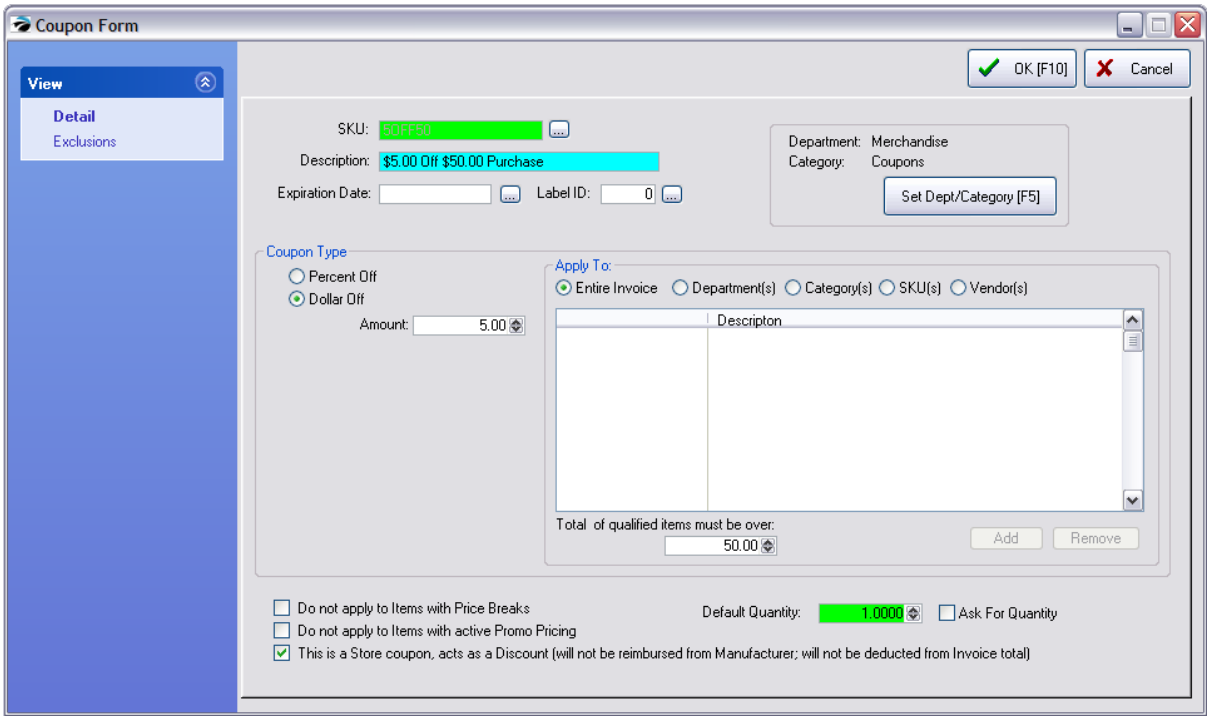
Special Instructions

This button is used in conjunction with a Coupon created in Coupon Manager which stipulates a minimum purchase level before the coupon is validated. You first need to

A) Create the Coupon

Here is a Sample Coupon

Note that the options are "Dollar Off" = 5.00 and the "Total of qualified items must be over" = 50.00



B) Add the Information button to the Touchscreen

1) Using techniques explained previously, add the Information button (under Controls tab) to Page 0 of the touchscreen. Set the size of the button to Width = 115 and Height = 50

2) Choose the + button on the control panel (to the far right of the SKU field) to enter the formatting code listed below.

The following CODED text is required for this button You may copy and paste this information into the box and make changes as needed. Make sure that the copied text is single spaced.

******* Copy the following text *********

```
<Canvas Background="#FFC8C1B8">
   <Grid Height="220" Width="600" Canvas.Left="0" Canvas.Top="0">
     <Grid.RowDefinitions>
       <RowDefinition Height="30"/>
       <RowDefinition Height="26"/>
```

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```
      <RowDefinition Height="30"/>
     </Grid.RowDefinitions>

    <Grid.ColumnDefinitions>
     <ColumnDefinition Width="85"  />
     <ColumnDefinition Width="90"/>
     </Grid.ColumnDefinitions>
     <Rectangle Grid.ColumnSpan="2" Grid.RowSpan="3"   Fill="#FFE6E3DE"/>

     <TextBlock Grid.ColumnSpan="2" HorizontalAlignment="Center" FontFamily="Tahoma"
FontSize="26"
     Text="$5 Off $50"
     />
     <TextBlock Text="Bought:" Margin="6,0,0,0" HorizontalAlignment="Left" FontFamily="Tahoma"
FontSize="20" Grid.Column="0" Grid.Row="1" />
     <TextBlock Text="[COUPONBOUGHT]" Margin="0,0,6,0" HorizontalAlignment="Right"
FontFamily="Tahoma" FontSize="20" Grid.Column="1" Grid.Row="1" />
     <TextBlock Text="Needed:" Margin="6,0,0,0" HorizontalAlignment="Left" FontFamily="Tahoma"
FontSize="20" Grid.Column="0" Grid.Row="2" />
     <TextBlock Text="[COUPONBALANCE]" Margin="0,0,6,0" HorizontalAlignment="Right"
FontFamily="Tahoma" FontSize="20" Grid.Column="1" Grid.Row="2" />
   </Grid>
</Canvas>
```

*******The above information must be copied into the Touch Screen Information Panel.*******

3) Paste the above code into the Touch Screen Information Panel and change the TITLE text.

Note: the circled coded text in the picture below is the Title and it can be changed to match your coupon values.



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4) Choose the Lookup button next to the SKU field to select the SKU. Choose Coupon as the type, and select your Coupon which you created in Step (A).



5) (You should click on the + button again to make sure your code is truly in the Touch Screen Information Panel.)

Then Save your touchscreen design and run the touchscreen.

C) Using the Information Button

1) Run the touchscreen.

The Information display should be visible already.

2) Add your Coupon (as created in Step A) to the invoice. The coupon can be added to the invoice at any time, but the coupon must be on the invoice for the calculations to work.

3) Add inventory for the invoice and watch the Information display field.

5.2.7.3.50 Sample Inventory List

IRT	**Inventory List** - to view the full Inventory Center just for review of items. You cannot select an item from the list. (see Pre-Defined 1031)

While in the middle of a sale, you are interrupted and need to open the Inventory Center. You will be able to use the Inventory Center in full, however, you cannot select an item for this invoice.

see Inventory Center

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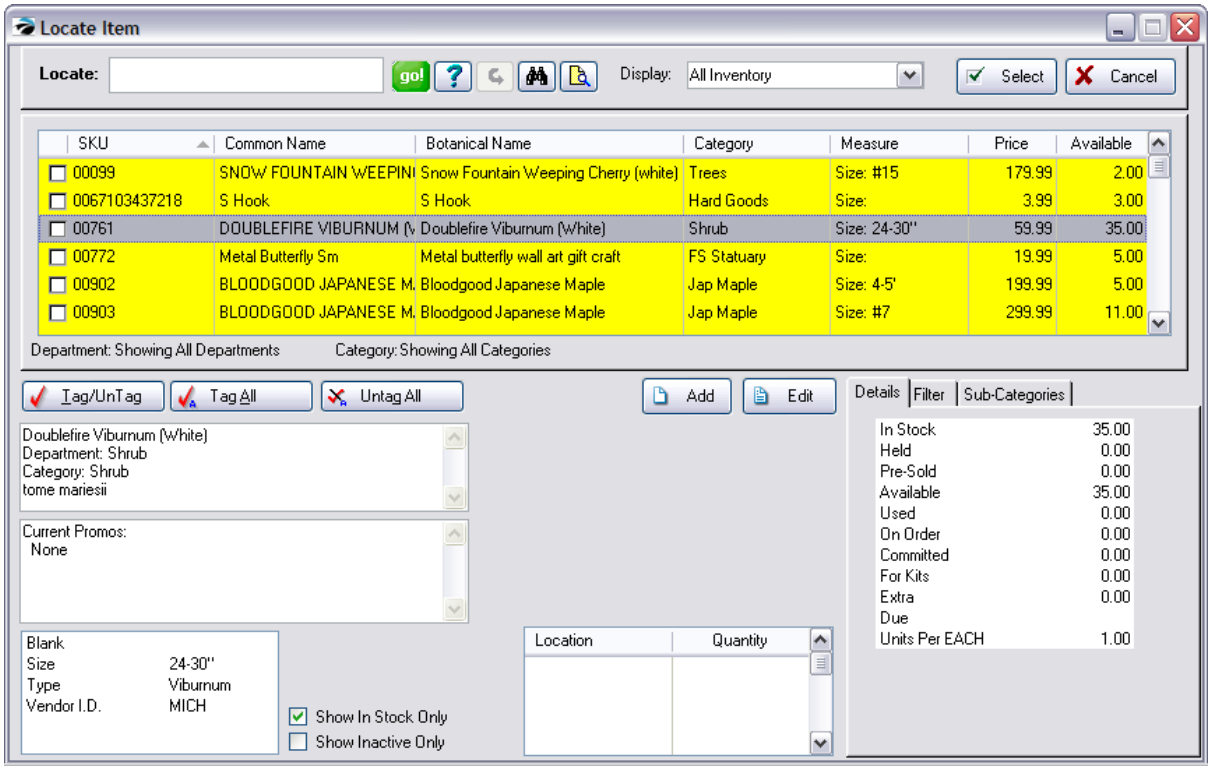
Invoice Style Button

In GEM the Locate Item screen



Register Style Button

Touchscreen Style Button

This is your entire inventory listing. Each item is listed with two lines. The first line contains the brief description, and the second line the long description.

You may sort by SKU or by Description by choosing the available button.

Use the Up, Down, Page Up, Page Down buttons to navigate the screen. Or choose to Search "at beginning" or "anywhere" in the string for using just portions of the word or number

Reset Search - after searching for specific parameters using filters, this button will display all inventory again.

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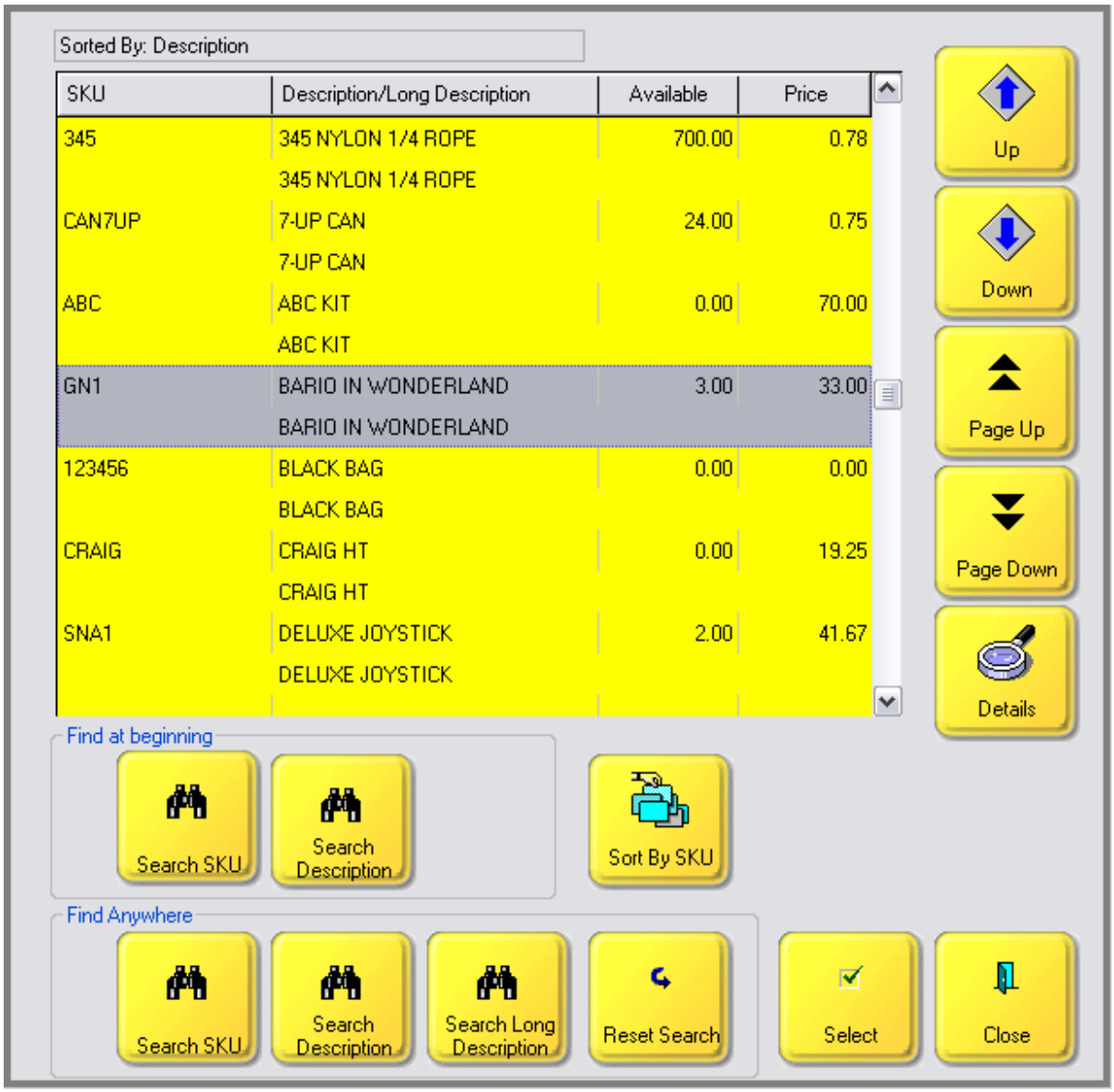

In GEM the Inventory List for Touchscreen is much the same as the regular inventory list. You may sort by SKU, Common Name, or by Botanical Name by clicking the "Sort By..." button.

Use the Up, Down, Page Up, Page Down buttons to navigate the screen.

Reset Search - after searching for specific parameters using filters, this button will display all inventory again.

Check Remote Stock -

Apply Filter -

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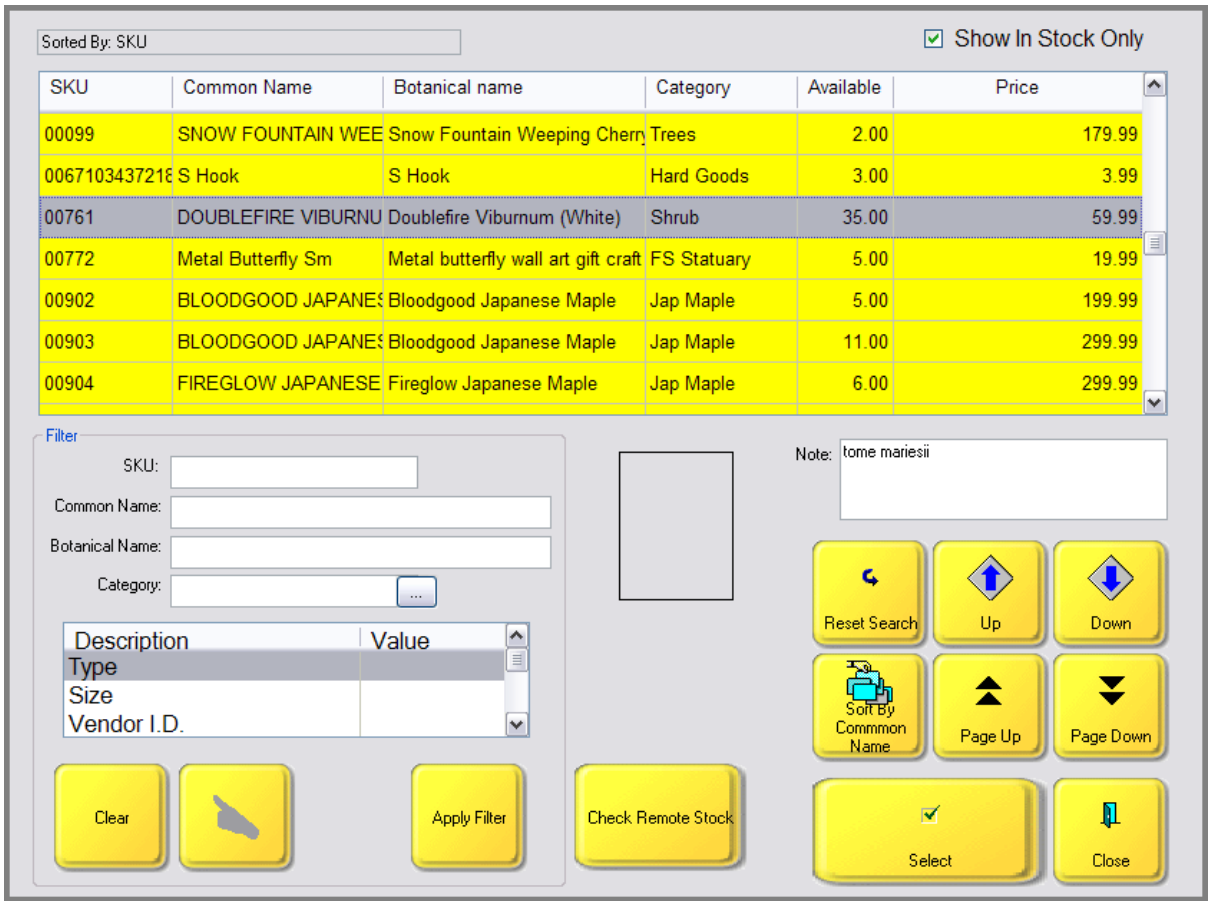

Applicable to Invoice Style

Opens Inventory Center

5.2.7.3.51 Sample Invoice History

IRT	**Invoice History** - to review all invoice history without leaving the invoice screen (see Pre-Defined 1031)

While working on an invoice, you may have questions about previous invoices for the current customer. Select the Invoice History button.

Also see Invoice History

Invoice Style Button

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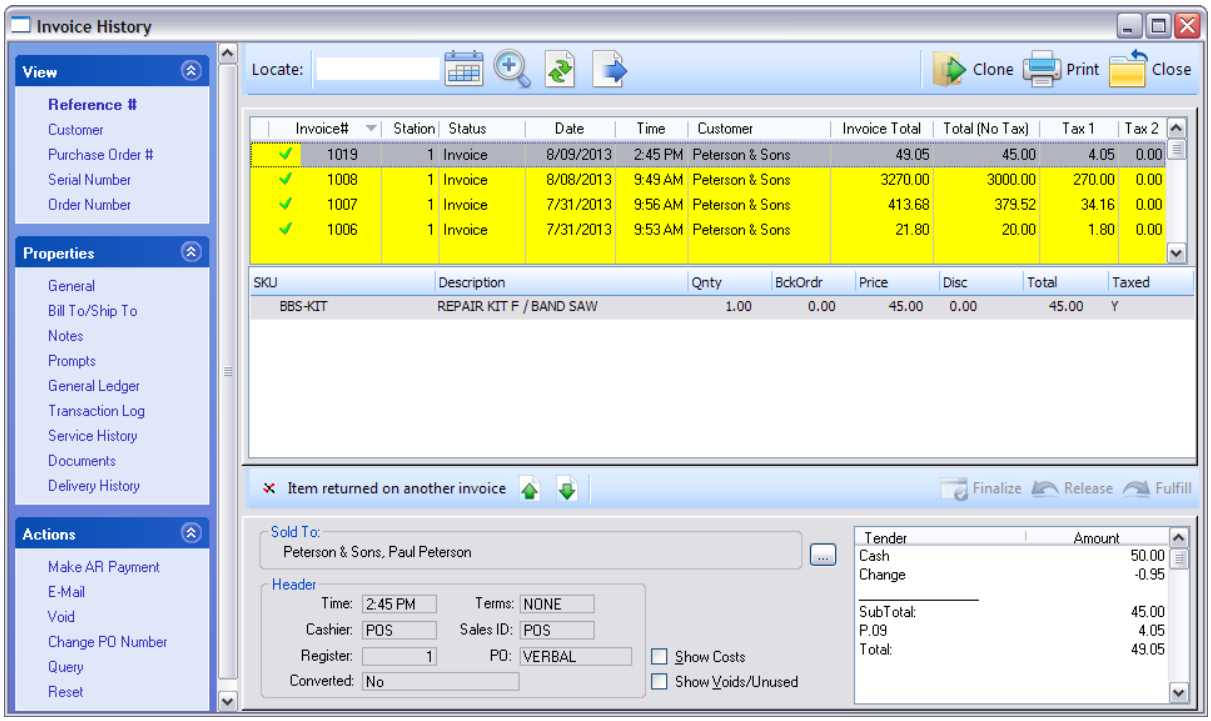
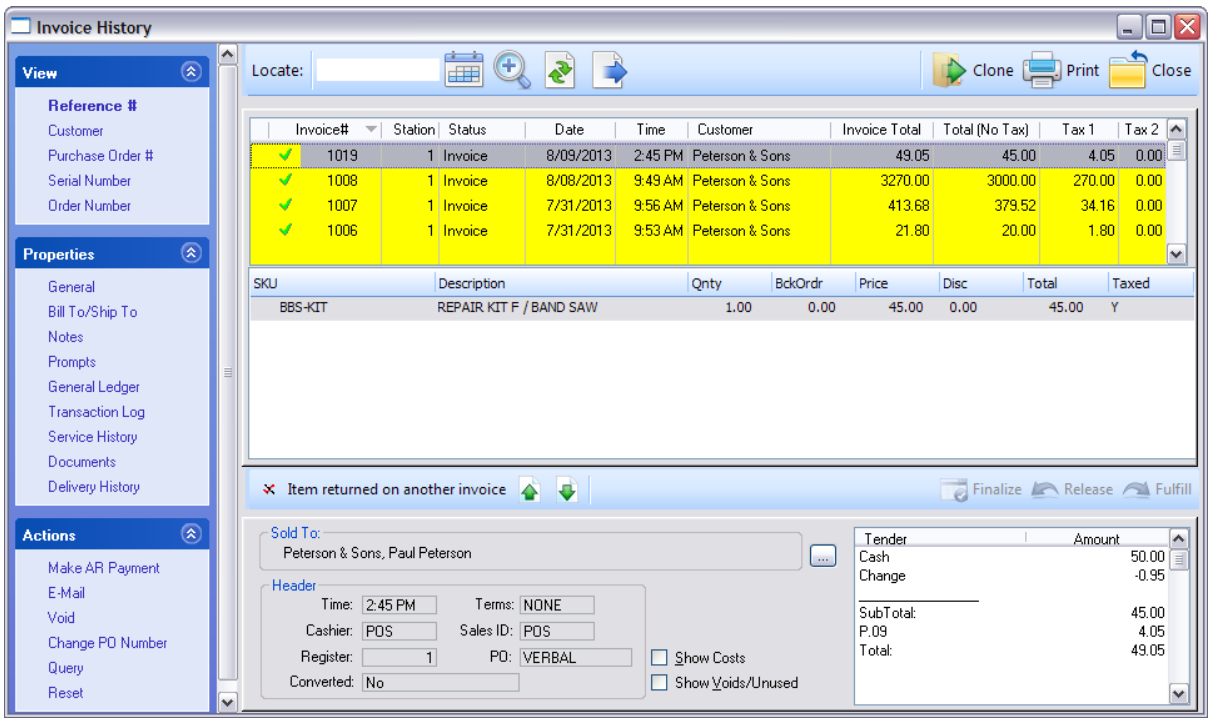


Register Style Button



Touchscreen Style Button

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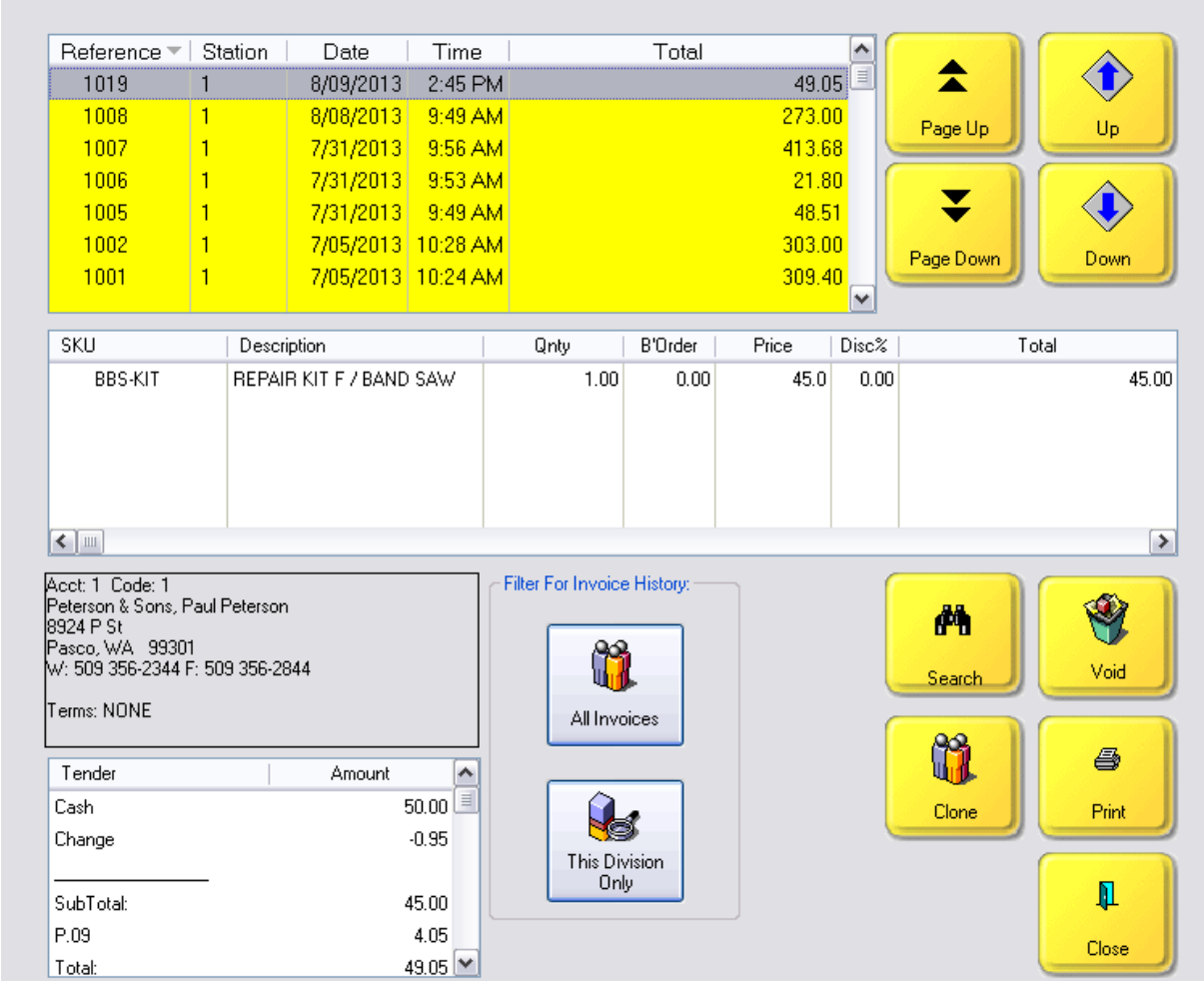

Filter For Invoice History

-- All Invoices

-- This Division Only (optional setup required)

Applicable to Invoice Style

Opens Invoice History screen

While in touchscreen mode, an employee may need to open the Invoice History screen. This lists all invoices in the system. One can search, void, clone, and print old invoices.

Search - enter invoice number

Void - cancel the highlighted invoice. You cannot void an invoice which has been posted already, placed on accounts receivable, or password protected. If it is a current invoice, you will be prompted to create a new invoice from the old invoice.

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Clone - copy highlighted invoice as a new invoice

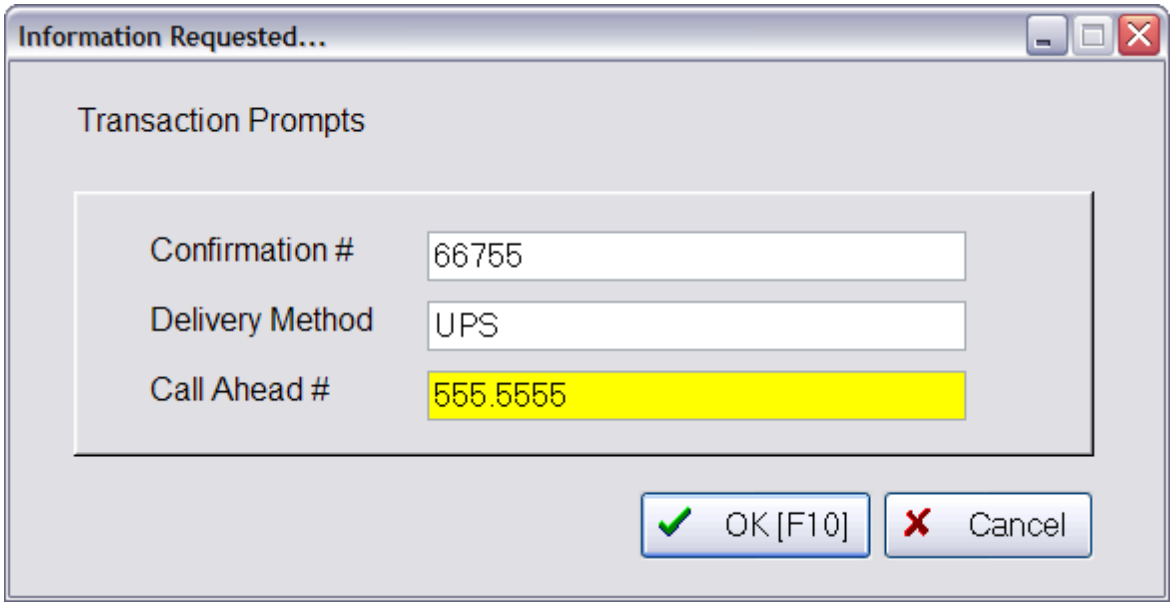
Print - print or preview the highlighted invoice

If more information is needed, consider using the Manager Mode button to run the back office screens.

5.2.7.3.52 Sample Invoice Prompt

IRT	**Invoice Prompt** - to re-open the Invoice Prompt screen to make changes as needed. (see Pre-Defined 1031)

The Invoice Prompt allows you to gather additional information whenever an invoice, order, layaway, service order, or quote is created (see Invoice Prompt)



Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button

For touchscreen, choose the "Hand button" to access the Keypad to make your entry.

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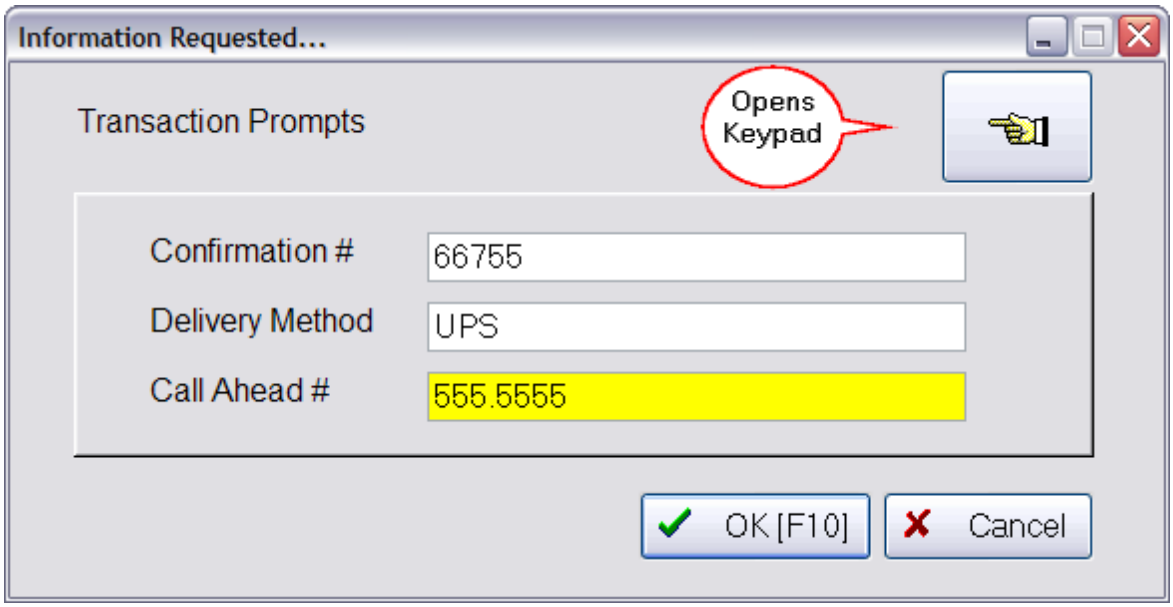

5.2.7.3.53 Sample Item Details

IRT	**Item Details** - to see more detail about an item's status, vendors, and current orders for the item (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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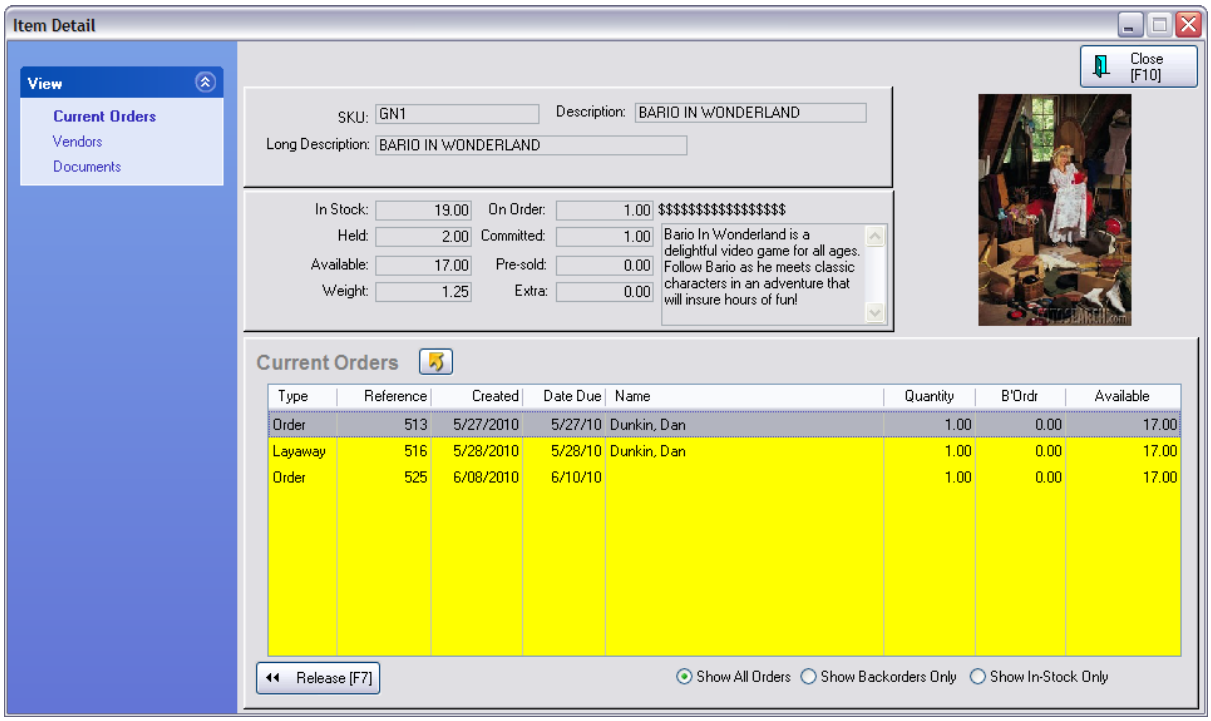

5.2.7.3.54 Sample Item History

IRT	Item History - displays when the customer last purchased this item, how many were purchased, and at what price. It also displays the current selling price of the item and the previous selling price with a button to select the prior selling price in lieu of the current selling price. Also, the LastCost of the item is display embedded in a prefix and suffix to disguise the cost as an "Item Code" (see Pre-Defined 1031)

Invoice Style Button

Go to Maintenance: Definitions: Invoicing: Invoice Buttons and choose "Invoice" at the bottom left. Then find a button row to add Item History to. Color the button as desired.

Register Style Button

Go to Maintenance: Definitions: Invoicing: Invoice Buttons and choose "Register" at the bottom left. Then find a button row to add Item History to. Color the button as desired.

Touchscreen Style Button

Go to Maintenance: Definitions: Invoicing: Touchscreen. Select a page and use Controls tab to drag Item History to the desired location. Resize and Color the button as desired.

The purpose of "Item History" is to give the sales person information about the customer's previous purchases of this one highlighted item. While in an invoice or pending Order, highlight the item and

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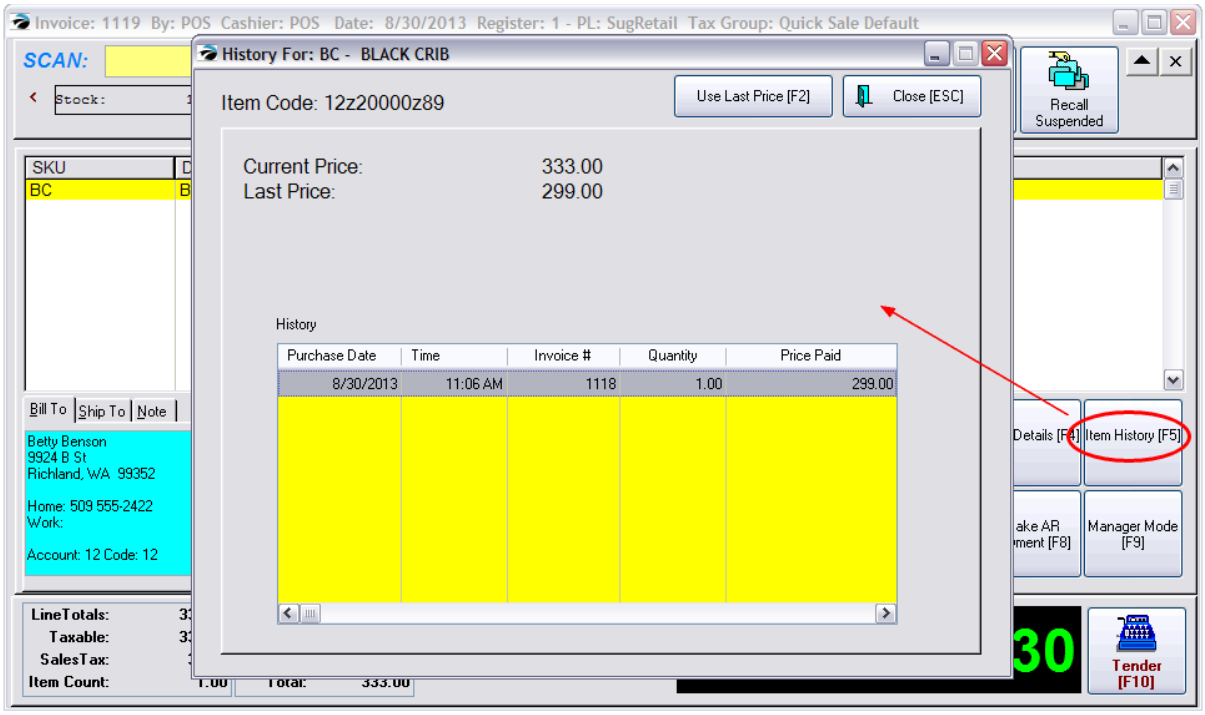
choose the "Item History" button on the Invoice Button Bar.

A list of all invoices for this customer with this item on it is displayed.

Note, this button is not valid on a QuickSale invoice; it must be a customer sale and you will be prompted as such.



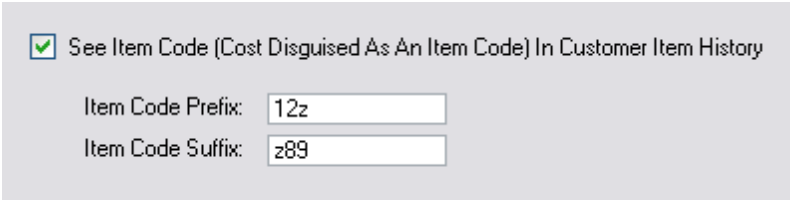
Last Purchase Price

In addition to seeing the history of purchases of this item, one can also see the last selling price and choose "Use Last Price [F2]" button to change the selling price on the open invoice / order to the last purchase price.

Item Code

The Item Code is a disguised "Last Cost" of the item so you can know your cost before you change the selling price of the item. In the above example, the cost is $200.00.

The "disguising" of the last cost is done by adding a prefix and suffix of your choice. Go to Maintenance: Inventory: Pricing tab. Activate the option "See Item Code In Customer Item History," and add a prefix and/or suffix. The use of numbers and letters (upper/lower case) is allowed.



Current Rules

- The Item History button is available on Touchscreen, Invoice Style, and Register style screens.

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- It will not work on a QuickSale invoice.
- If an inventory item is added to an Order, the displayed LastCost (Item Code) will be from that date when the item was added to the order. If there has been a manual change to the last cost field or if a purchase order has been received which changed the LastCost field the ITEM HISTORY button will NOT display current last cost (Item Code) values. One must delete the item from the Order and add it again in order to see the most current last cost (Item Code)
- Items with a cost with 4 decimal places may display a decimal.

5.2.7.3.55 Sample Item Menu

IR	**Item Menu** - to display options to modify a highlighted item (alternative - rightmouseclick on item) (see Pre-Defined 1031)

This is NOT a Touchscreen option

Invoice Style Button - Not Applicable

Not a workable feature of Invoice Style

Register Style Button

Opens the Item Detail screen ~ItemDetailWindow.htm prm004.dll

Touchscreen Style Button - Not Applicable

Not a feature of touchscreen

5.2.7.3.56 Sample Item Picture

U	Item Picture - set the area for the picture of the inventory item (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

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5.2.7.3.57 Sample Logout

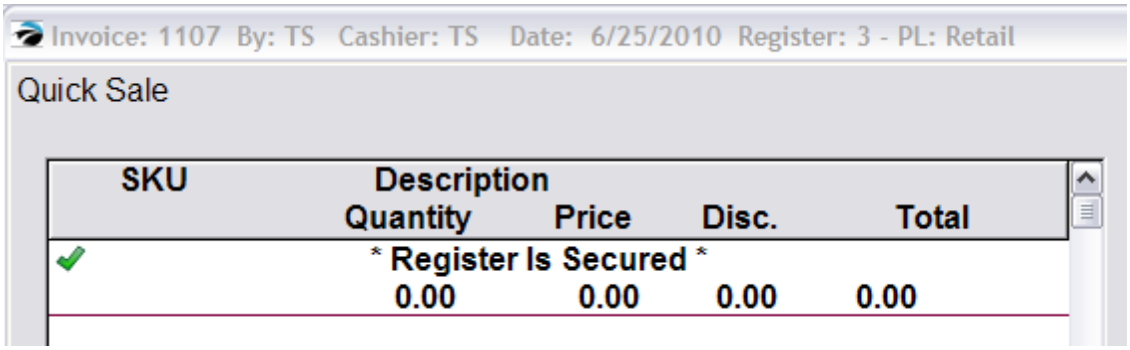
T	Logout - to secure the touchscreen from unauthorized use (see Pre-Defined 1031)

To secure the register so that it is not used by any unauthorized person. The next user must choose the Log In button and enter a valid sales ID and password.



You cannot log out while an invoice is open on screen. You must either clear the sale or suspend the invoice.

When Logged Out, a line item entry is added to the invoice screen.



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Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.58 Sample Lookup Item

T	**Lookup Item** - search the Inventory List (see Pre-Defined 1031)

While creating an invoice if you cannot scan the item or use a button, you can see your inventory list to find an item for selection on the invoice. This operates the same way as the Inventory List button in Touchscreen.

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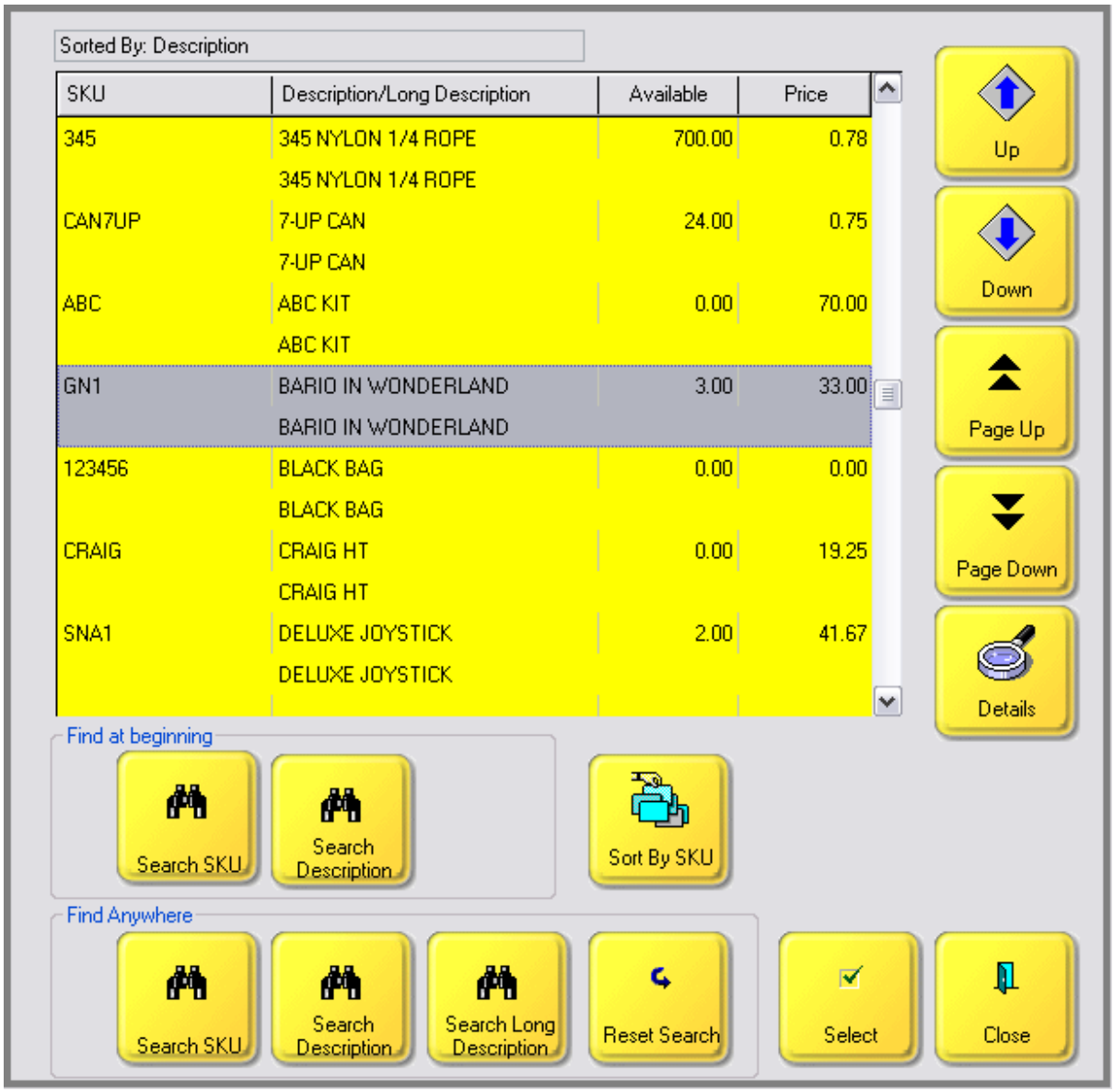

Invoice Style Button

Register Style Button

Touchscreen Style Button

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Enter topic text here.

5.2.7.3.59 Sample Lottery Payout

T	**Lottery Payout** - remove cash to pay lottery winnings (see Pre-Defined 1031)

(Setup varies. Call your Dealer for assistance.)

Invoice Style Button

Register Style Button

Touchscreen Style Button

5.2.7.3.60 Sample Make AR Payment

IRT	**Make AR Payment** - to take an AR payment for any customer without leaving the invoice screen (see Pre-Defined 1031)

If you are on a QuickSale invoice, you will first be taken to the Customer List

Find and Select a customer

You might be required to enter a Sales ID to Accept AR Payments.

You will then see the AR Payment screen.

- For more information on using this screen see AR Payment 336

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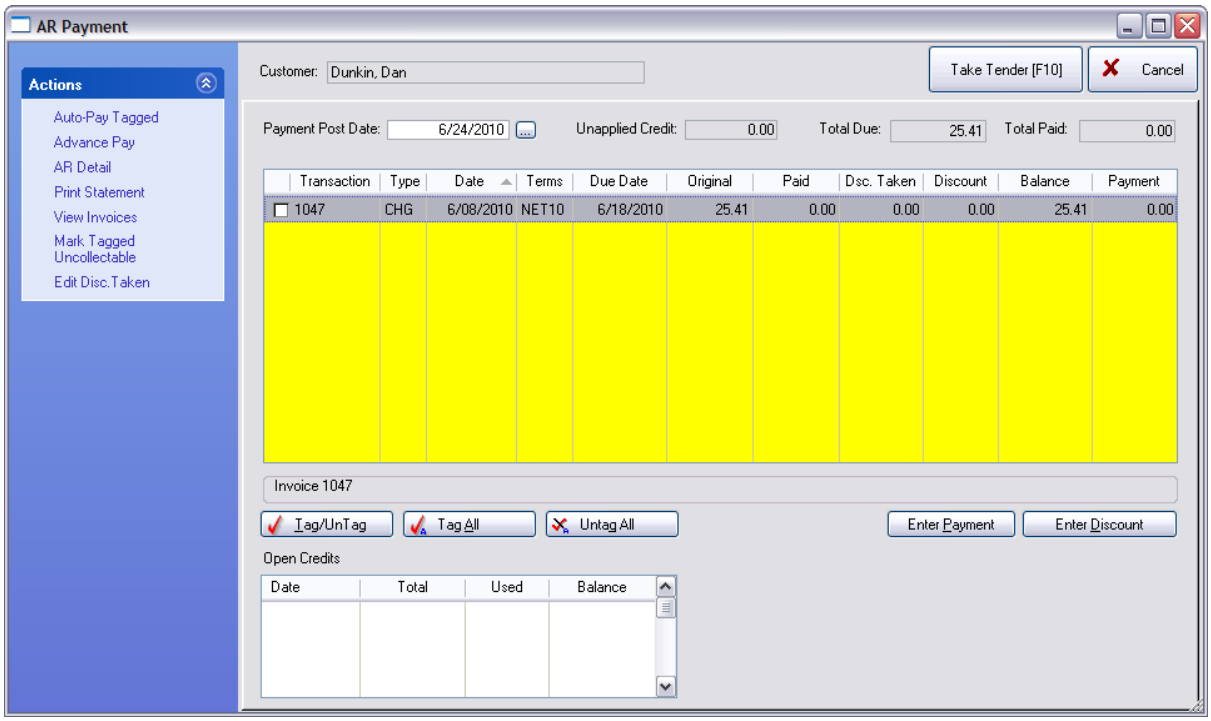

Invoice Style Button

Register Style Button

Touchscreen Style Button

See AR Payment 336

Enter topic text here.

5.2.7.3.61 Sample Manager Mode

RT	Manager Mode - switch from Register or Touchscreen to back office mode (password protected) (see Pre-Defined 1031)

Manager Mode gives back office access to many but not all functions. For example, notice that you do not have access to File - Edit - Window - Help pull down menus.

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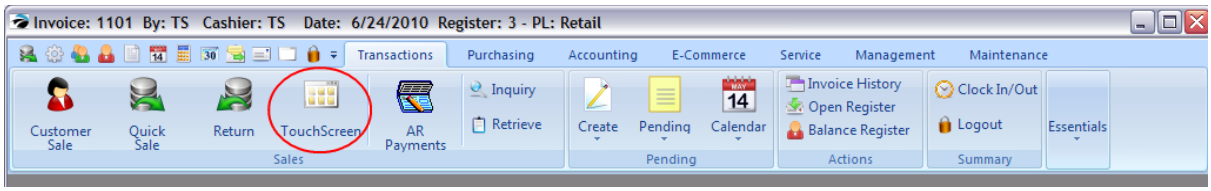


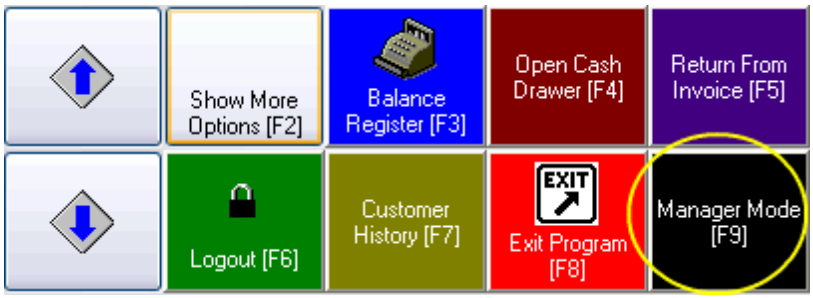
If you discover such limitations, consider running the back office independently of the touchscreen to make changes.

Invoice Style Button

Not Applicable

Register Style Button

The button bar of Register style can include a Manager Mode button which will give you access to most all of the functions as mentioned above.



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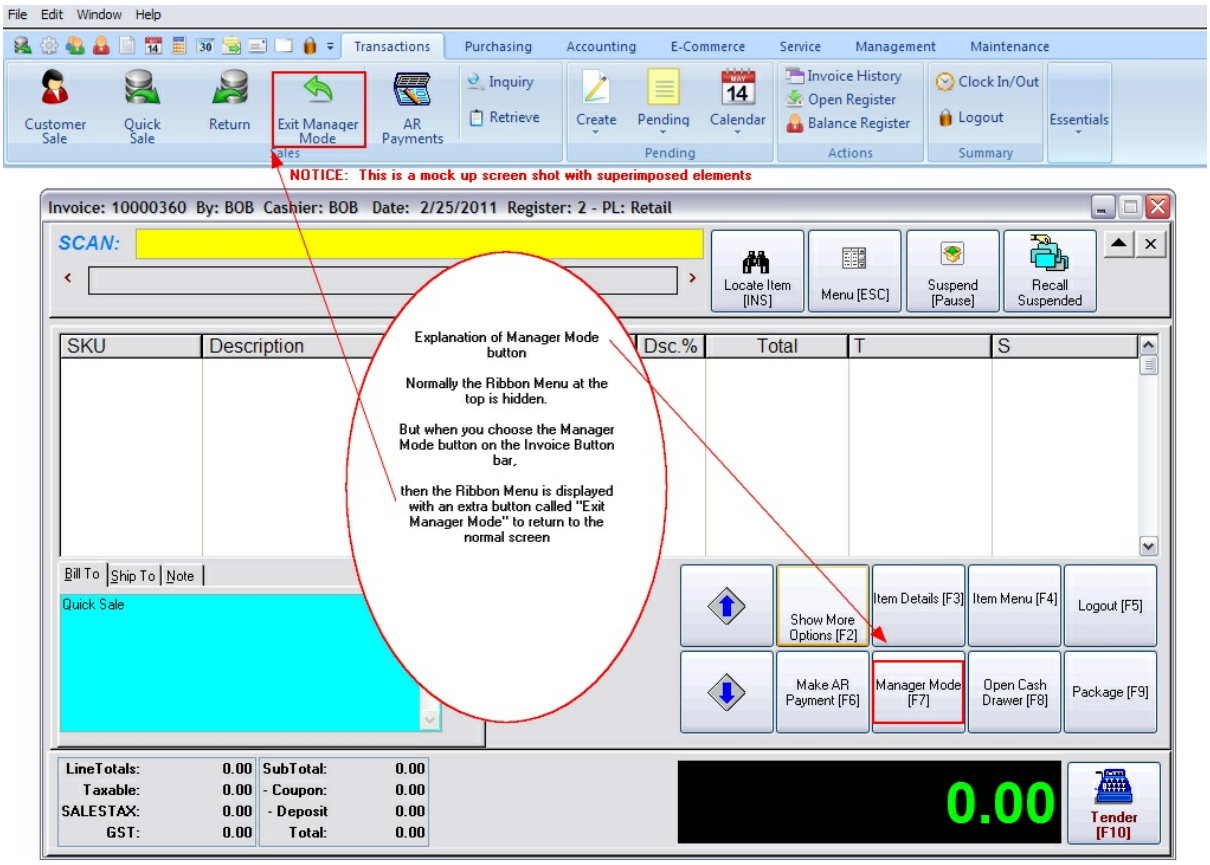

Sample: Restricted Cashier Operations

Some users of POSitive have opted to give cashiers very little latitude as to what they can see and access.

The following screen view was accomplished by the following Station Settings:

- "Do Not Show POSitive Menu Bar" is checked.
- "Invoices Maximized" is checked
- Access to "File - Edit - Window - Help" pull down menus is available, but very limited and restricted even more by employee security settings.

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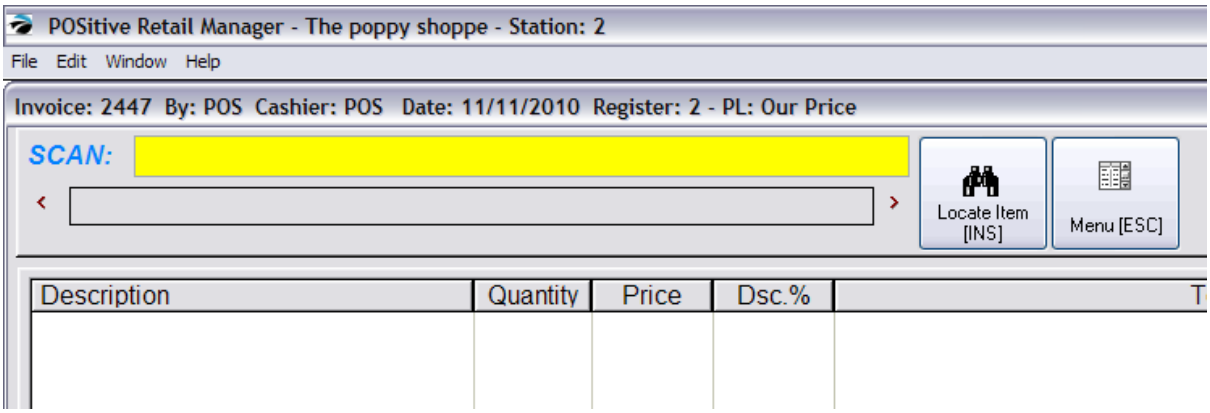
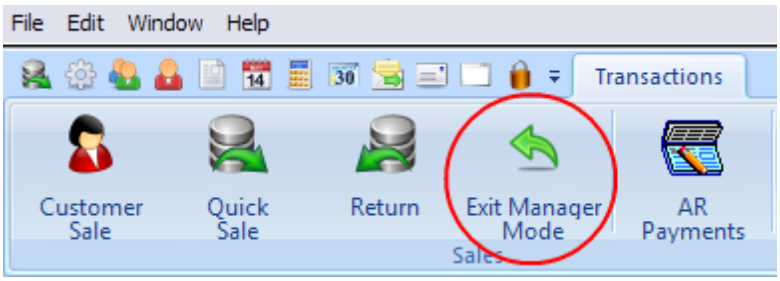
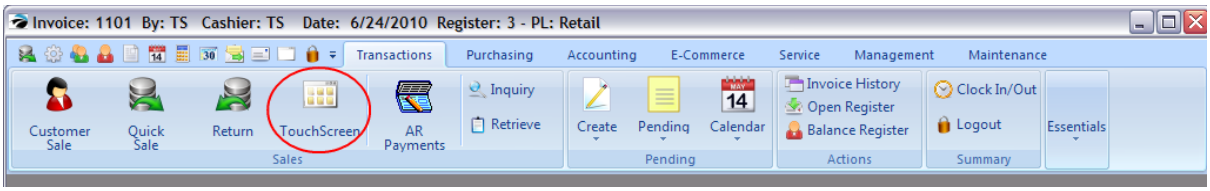


On the Transaction tab, a new button called "Exit Manager Mode" is in the place of the Take Payment button. This button will close the back office session and return you to running Register Style Invoice.



Touchscreen Style Button

On the Transactions tab, a new button called TouchScreen is in the place of the Take Payment button. This TouchScreen button will close the back office session and return you to running the Touch Screen.



5.2.7.3.62 Sample Map

T	Map - internet lookup of customer address (requires internet connection) (see Pre-Defined 1031)

When the invoice is for a customer by name, this button will launch Google Maps and find the customer address and provide driving directions.

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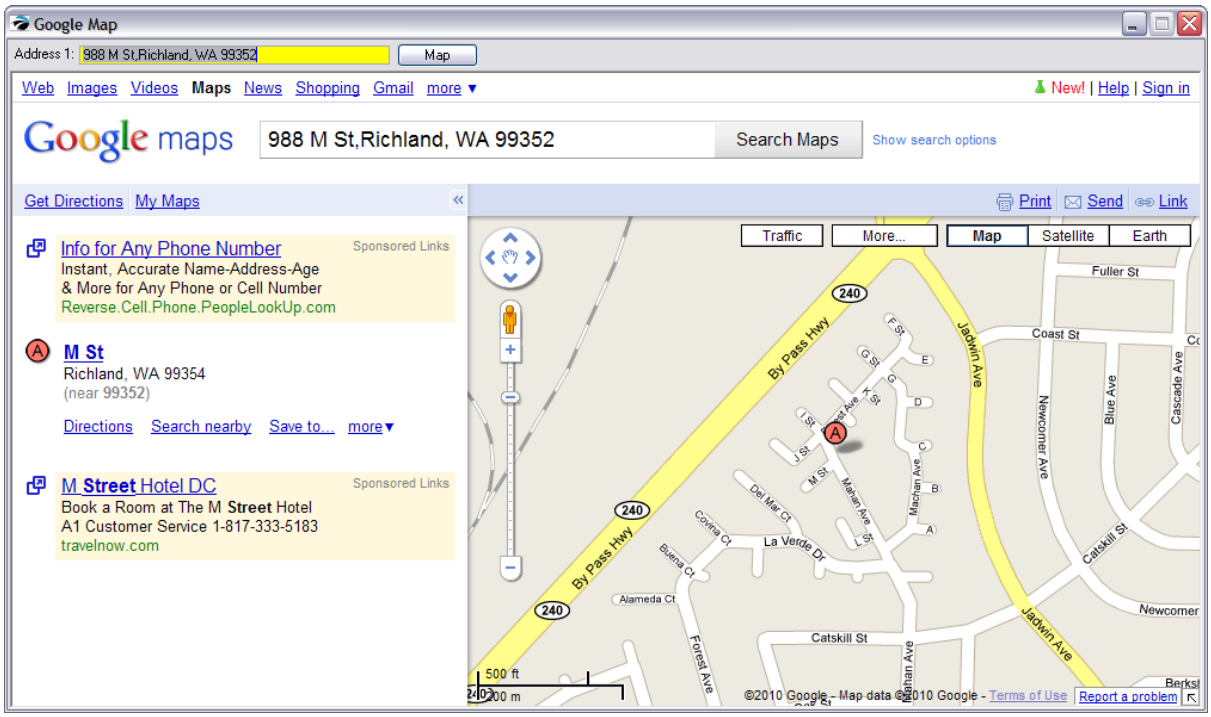

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.63 Sample Move Item Down

T	Move Item Down (see Pre-Defined 1031)

Repositions the highlighted inventory item on the invoice to a lower line. In this example, the Deluxe Joystick would be placed below Super Bario III.

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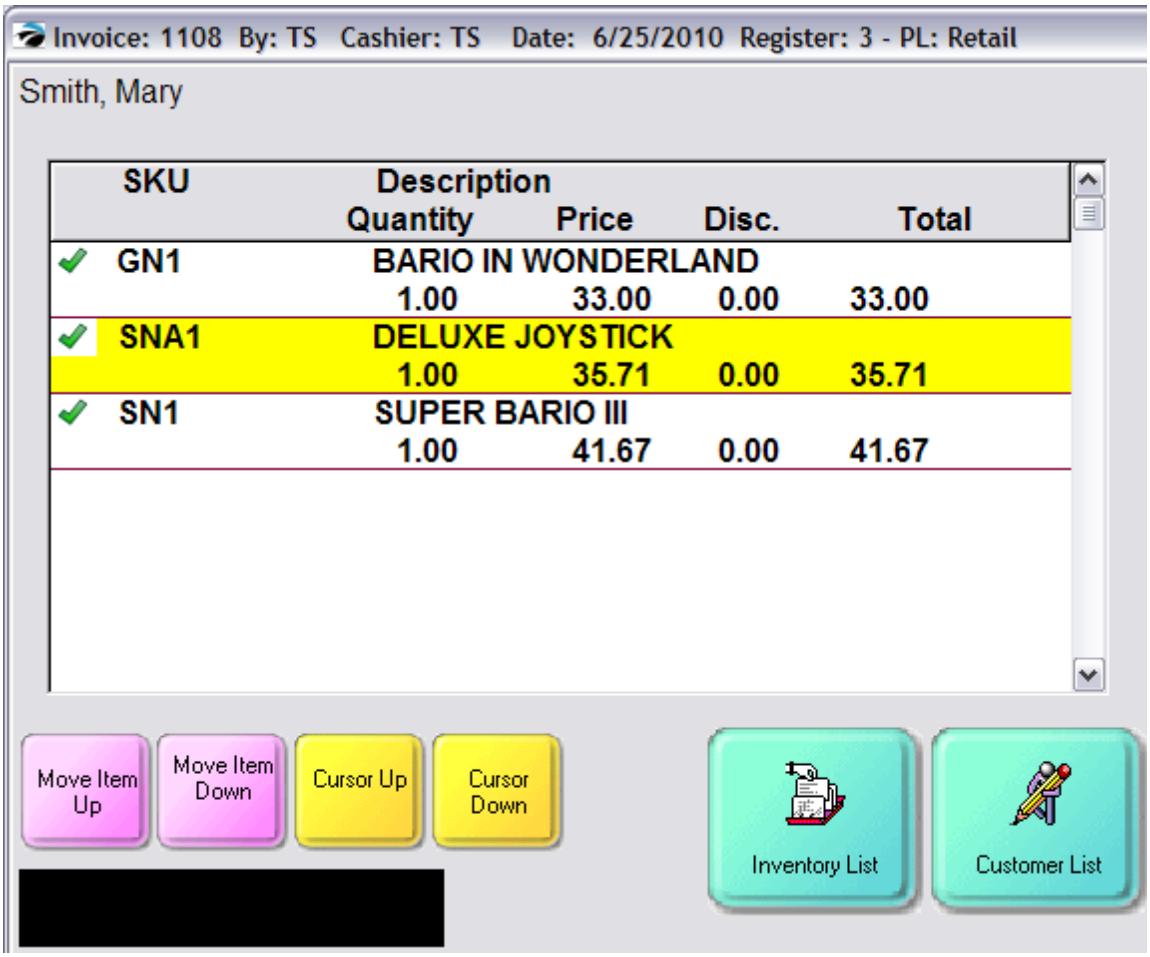

Invoice Style Button

To reposition an inventory item on the invoice, highlight the line item and hold down the CTRL key and simultaneously press the down arrow key on the keyboard.

Register Style Button

To reposition an inventory item on the invoice, highlight the line item and hold down the CTRL key and simultaneously press the down arrow key on the keyboard.

Touchscreen Style Button

Enter topic text here.

5.2.7.3.64 Sample Move Item Up

T	Move Item Up

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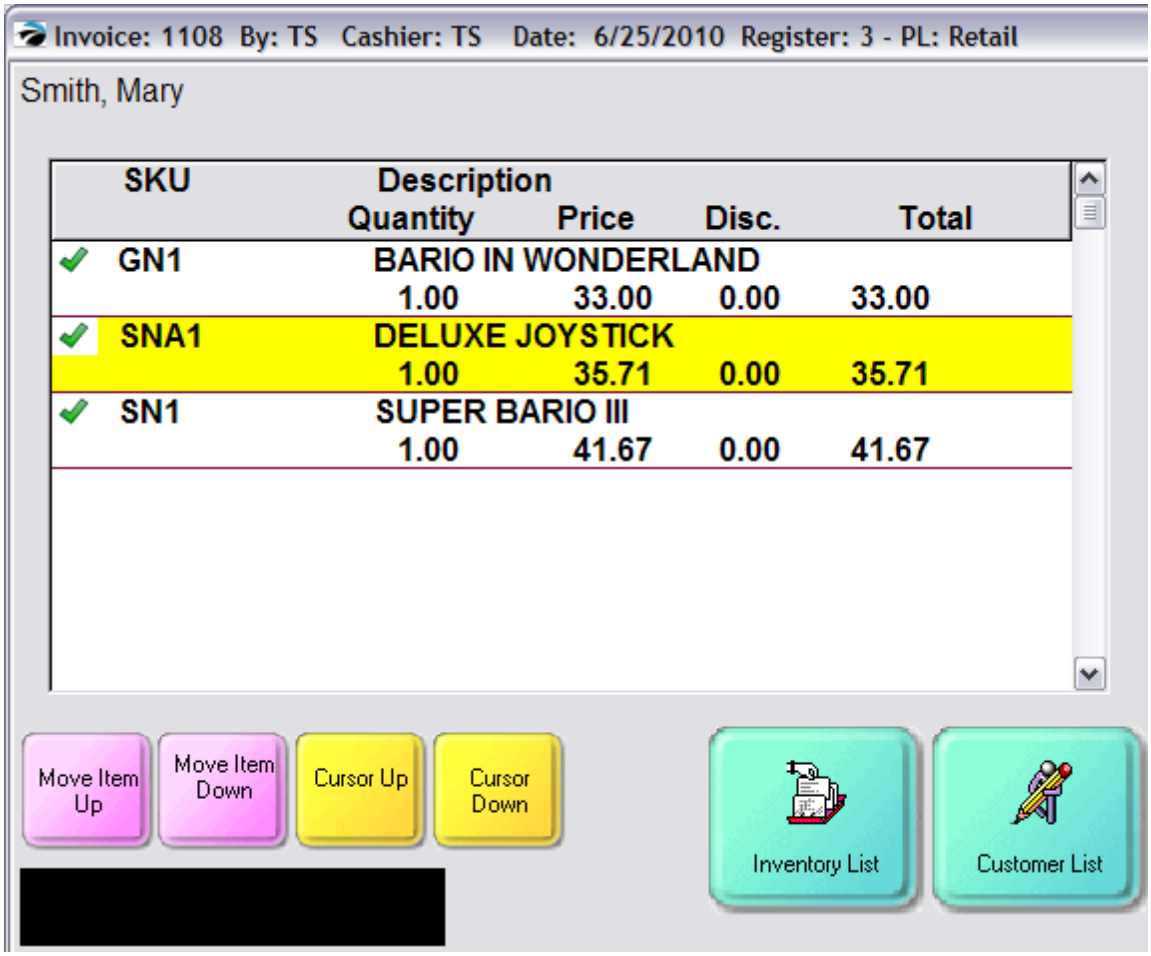
	(see Pre-Defined 1031)

Repositions the highlighted inventory item on the invoice to a higher line. In this example, the Deluxe Joystick would be placed above Bario In Wonderland.



Invoice Style Button

To reposition an inventory item on the invoice, highlight the line item and hold down the CTRL key and simultaneously press the up arrow key on the keyboard.

Register Style Button

To reposition an inventory item on the invoice, highlight the line item and hold down the CTRL key and simultaneously press the up arrow key on the keyboard.

Touchscreen Style Button

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Enter topic text here.

5.2.7.3.65 Sample New Button

U	New Button - to create a new blank button on touchscreen area prior to assigning function. (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.66 Sample Note

T	Note (see Pre-Defined 1031)

When you choose **Note** button in Touchscreen a built-in keyboard opens to be used for typing the note message.

Choose GO to save the Note text.

The Enter button on the touch keypad will drop the cursor one line.

All text will be in CAPS. If you have an actual keyboard attached to the computer, text will be in Upper and Lower Case.

If you need to move the cursor to another location within the Note field, use your mouse or touch the screen in the area needing editing.

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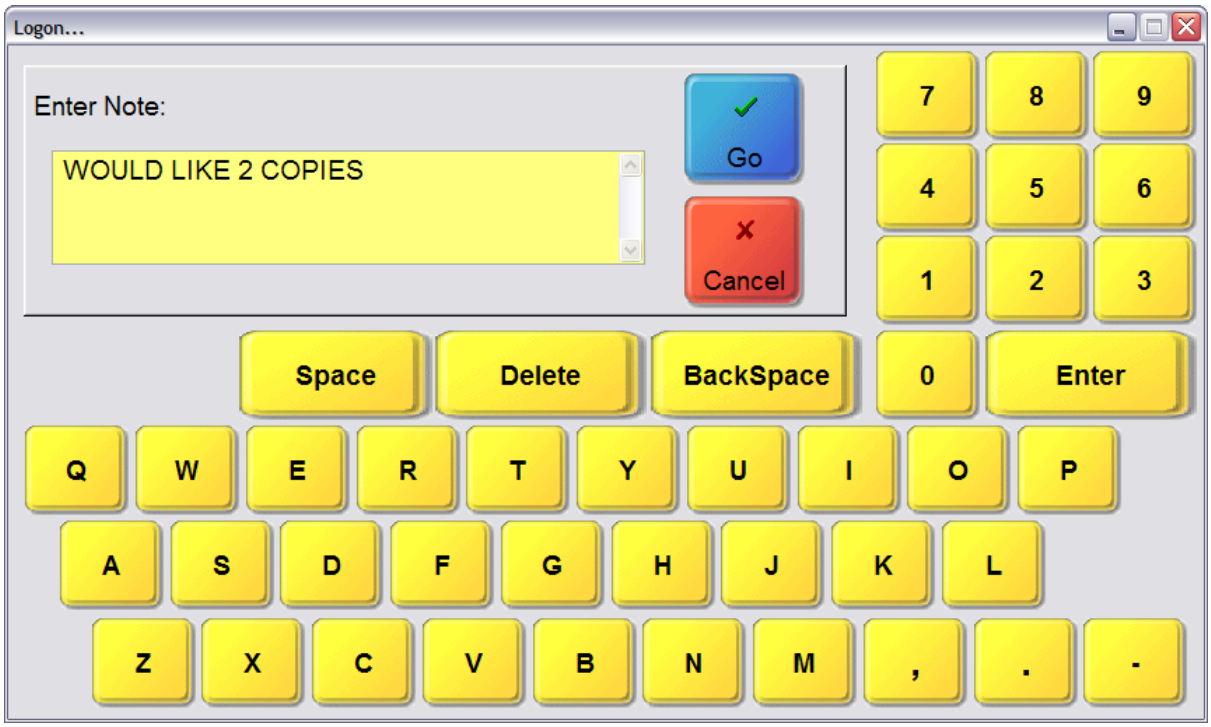
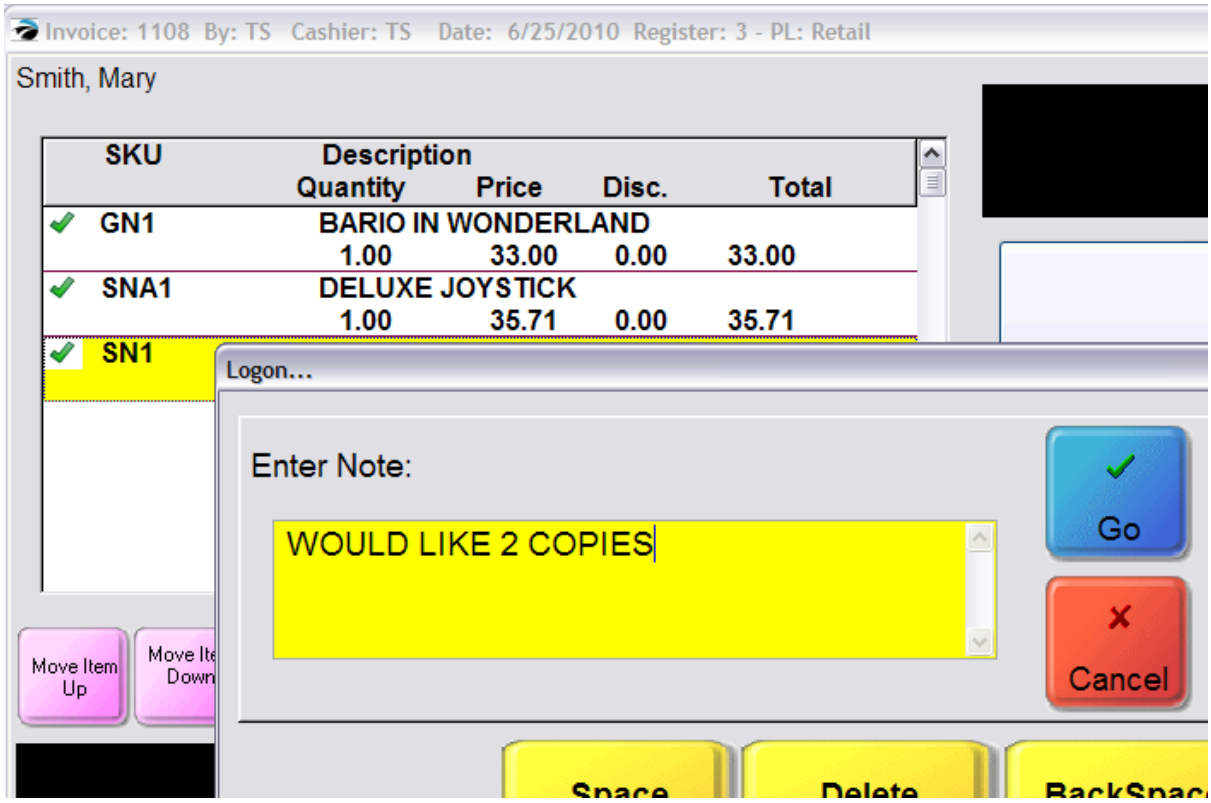


When starting a note, enter the desired text.



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The completed Note will be placed below the highlighted inventory item on the invoice.

This note can be relocated to a different position using the Move Item Up or Move Item Down buttons.

To Edit An Existing Note

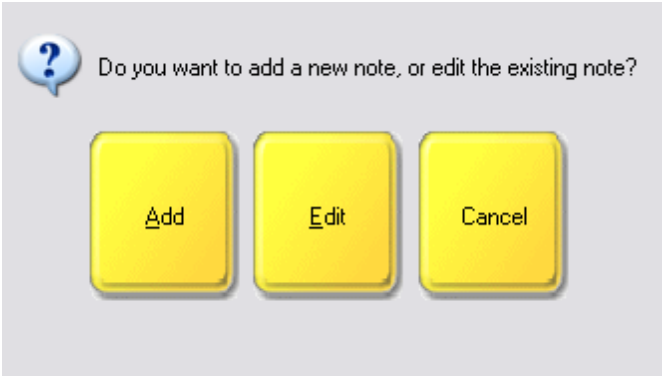


To Edit An Existing Note

To make changes to an existing Note, highlight the note and choose the Note button.

You will be asked if you want to Add a new note or Edit the existing note.

Choose Edit and make changes as needed.



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Invoice Style Button

Register Style Button

Touchscreen Style Button

5.2.7.3.67 Sample Number Clear

T	Number Clear - clear the generated number (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.68 Sample Number Decimal

T	Number Decimal - enter a decimal place (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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Enter topic text here.

5.2.7.3.69 Sample Number Delete

T	Number Delete (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.70 Sample Number Display

T	Number Display (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

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5.2.7.3.71 Sample Number Pad

T	Number 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 - for creating a numeric keypad on screen (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.72 Sample Numbers 0-9

See (Sample Number Pad 1137)

5.2.7.3.73 Sample Open Cash Drawer

IRT	**Open Cash Drawer** - to open the cash drawer without leaving the invoice screen. Typically used for making a cash payout to a vendor or customer or adding monies for making change. (see Pre-Defined 1031)

Whenever the cash drawer needs to be opened separate from an invoice transaction, this button will prompt for information before actually opening the drawer.

Cash Out - If you are taking cash out of the drawer, select Cash Out and write an abbreviated note in the Purpose field to explain why and fill in the amount of money being removed from the drawer in the Cash Out field.

Cash In - If you are adding money to the drawer, select Cash In with a note in the Purpose field. Enter the total value of Cash being added to the drawer.

Cash A Check - If you are asked to give a customer cash in exchange for a check, select Cash A Check. Fill in the Purpose, the total value of the check in the Check In field and a similar amount is automatically filled in in the Cash Out field.

Choose OK [F10] when done.

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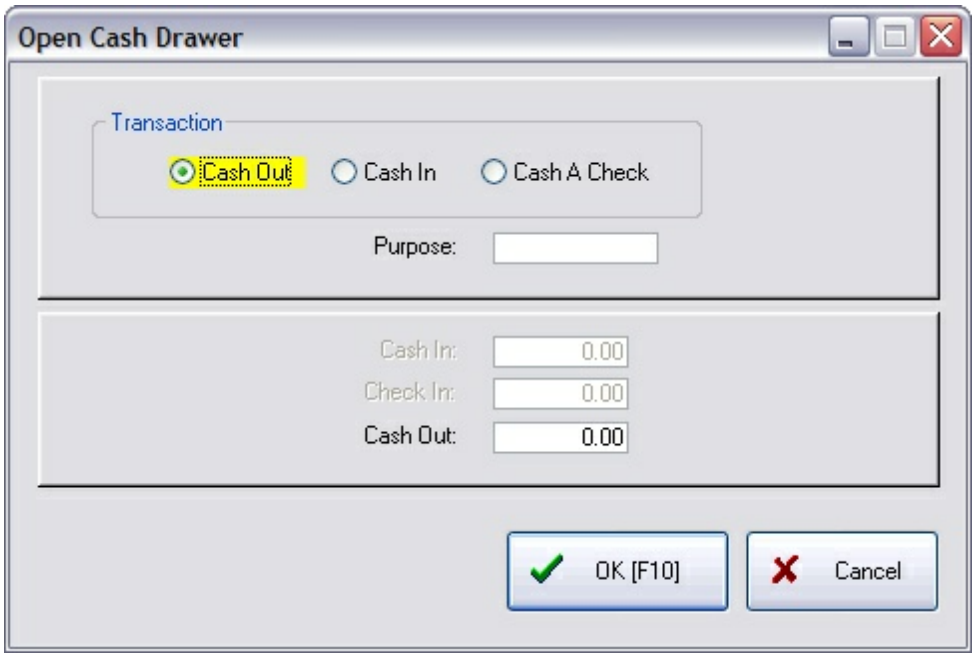

Invoice Style Button

Register Style Button

Touchscreen Style Button

5.2.7.3.74 Sample Package

RT	**Package** - adds a package line to the invoicing screen (must first be activated in System Setup) (see Pre-Defined 1031)

When selling packages this is a vital first line entry (see Touch - Package Sales 1019)

Invoice Style Button

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Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.75 Sample Partial Convert

T	Partial Convert - choose item(s) on a pending Order, Layaway to convert to an invoice, leaving the other items behind on the original pending transaction. (see Pre-Defined 1031)

You must first open a Pending Transaction. If you choose to only deliver some items on the pending order or layaway

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.76 Sample Payment History

T	Payment History - (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

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Touchscreen Style Button

Enter topic text here.

5.2.7.3.77 Sample Pickup

T	Pickup - tag items on invoice for pickup at another workstation (not in all versions) used in conjunction with Set Delivery (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

5.2.7.3.78 Sample Price Check

T	**Price Check** - open price lookup without adding to invoice (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

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5.2.7.3.79 Sample Print Last Invoice

T	Print Last Invoice (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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5.2.7.3.80 Sample Print Report

Enter the name of the Report Writer report in the first field.

Then type an abbreviated report name in the Display field to be seen on the button.

5.2.7.3.81 Sample Print Transaction

T	Print Transaction (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.82 Sample Purchase History

IR	Purchase History - opens a listing of recently purchased inventory item. Can select one or more items (ctrl-click) and add them to the current invoice/order with current pricing. (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Not Applicable

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5.2.7.3.83 Sample Recall Layaway

T	Recall Layaway - reopen a saved Layaway transaction (see Pre-Defined 1031)

Layaways are pending transactions which must be eventually converted to an invoice or voided. This button will open a listing of all pending Layaways.

Invoice Style Button

Register Style Button

Touchscreen Style Button

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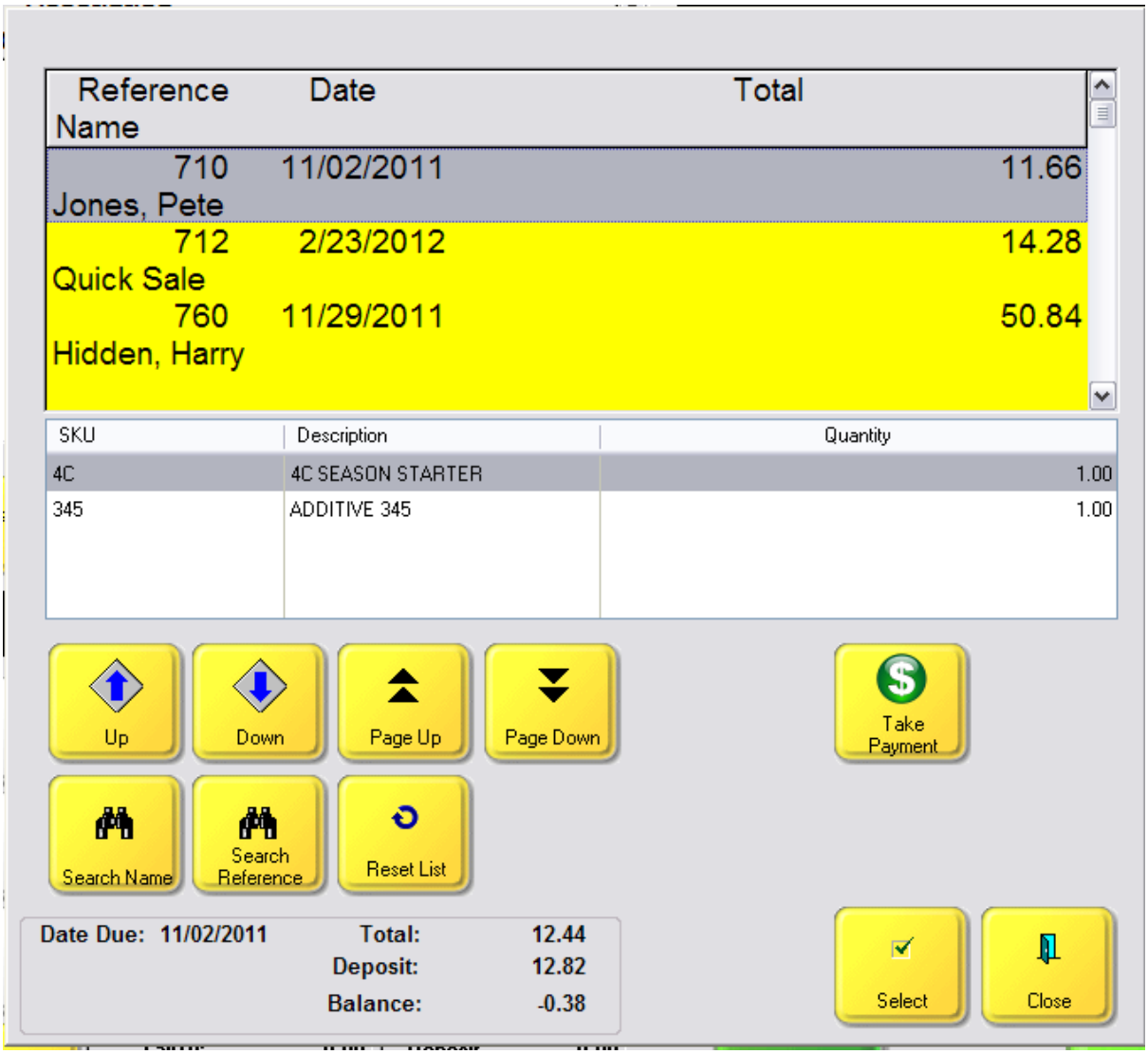

Enter topic text here.

5.2.7.3.84 Sample Recall Order

T	Recall Order - reopen a saved Order transaction (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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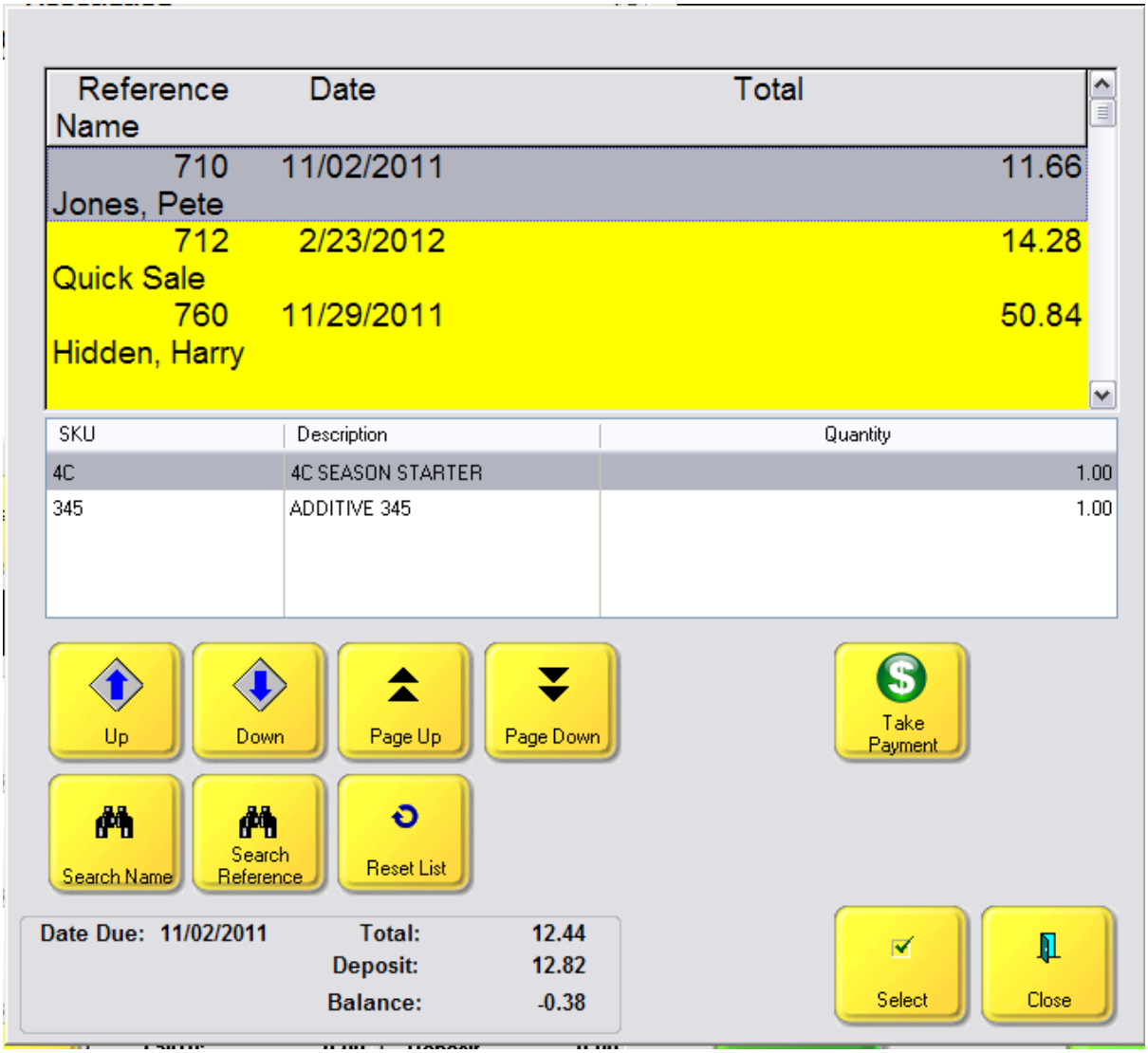

Enter topic text here.

5.2.7.3.85 Sample Recall Quote

T	Recall Quote - reopen a saved Quote transaction (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

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Touchscreen Style Button

Enter topic text here.

5.2.7.3.86 Sample Recall Service

T	Recall Service - reopen a saved Service transaction (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.87 Sample Redeem Points

IRT	**Redeem Points** - customer points accumulated by Frequent Buyer programs are only redeemed with this button. (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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Enter topic text here.

5.2.7.3.88 Sample Release Backorder

IRT	**Release Backorder** - to change backorder status of an item on an invoice by either releasing it from another customer's order/layaway or by adjusting the stock count. (see Pre-Defined 1031)

Release - will only be available if there is a pending transaction for another customer

Adjust - removes the backorder status and assumes that one is in stock.



Invoice Style Button

Register Style Button

Touchscreen Style Button

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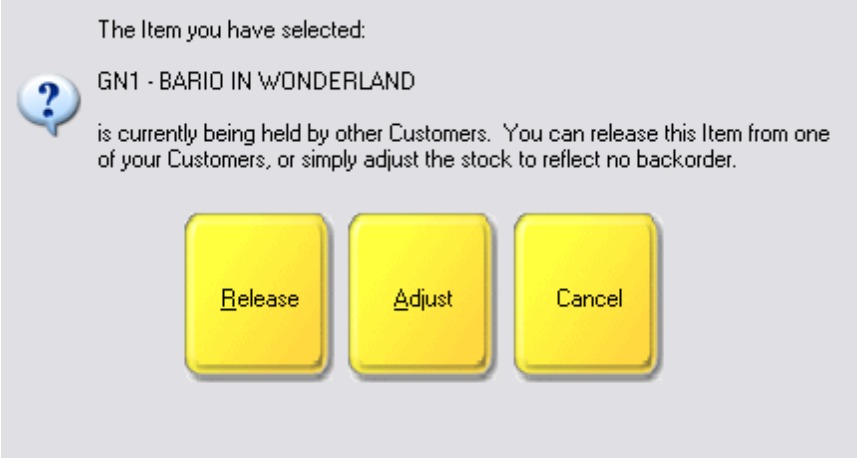

Enter topic text here.

5.2.7.3.89 Sample Report Center

T	Report Center - opens report center for running various reports (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.90 Sample Retrieve

T	**Retrieve** - reopens a suspended invoice (see Pre-Defined 1031)

The Suspend feature should only be used for temporary rather than long-term holding of the invoice. If a

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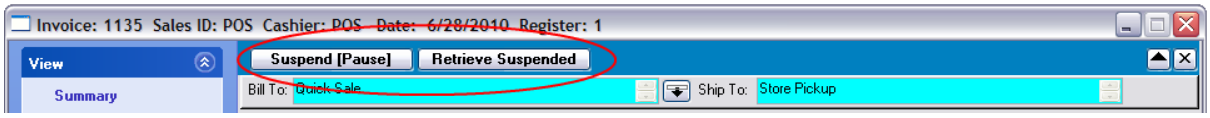
customer is stepping out of line to get something else, you can save the invoice and process sales for other customers until this customer returns.

Use this Retrieve/Recall button to recall a suspended invoice. (see Suspended Transactions 1254)

Invoice Style Button - static button on invoice screen

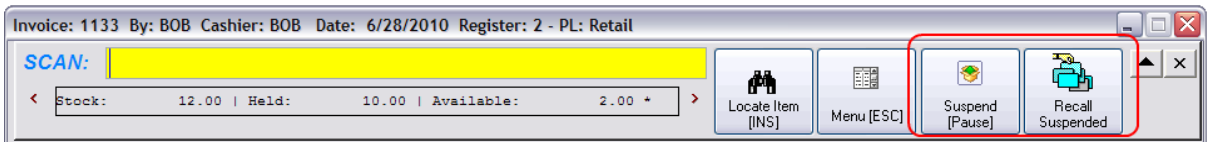
At the top of the invoice screen is the Retrieve Suspended button. At the point when the customer returns to claim the suspended invoice, choose this Retrieve Suspended button.



You will be given a list of suspended invoices from your station, or you may choose All Stations in order to find the correct invoice.

Register Style Button - static button on invoice screen

At the top right of the invoice screen is the Recall Suspended button. At the point when the customer returns to claim the suspended invoice, choose this Reca;; Suspended button.



You will be given a list of suspended invoices from your station, or you may choose All Stations in order to find the correct invoice.

Touchscreen Style Button - As described above

5.2.7.3.91 Sample Return From Invoice

IRT	**Return From Invoice** - activates a return of product previously purchased (alternative - press CTRL-R) (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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Enter topic text here.

5.2.7.3.92 Sample Rewards

T	**Rewards** - checks the customer Frequent Buyer status and displays on screen. Option: copy and paste using CTRL-C and CTRL-V (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.93 Sample Run External Program

T	Run External Program - launches a program outside of POSitive (available in touchscreen as a property of a button) (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

TIP: Consider setting the button to run C:\Windows\notepad.exe This will open the familiar notepad screen. If the cashier has a keyboard, then you can take notes about any topic and save them to the computer for later review.

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5.2.7.3.94 Sample Save Transaction

T	Save Transaction - IMPORTANT - save pending type transaction and return to normal invoicing. (see Pre-Defined 1031)

Whenever a Pending Transaction is Open, you MUST either choose to Convert it to an Invoice or choose to Save it for later processing.

How To Recognize A Pending Transaction

If you look in the upper left corner of the screen, you will see the Transaction Type and Number. If you see words Order, Layaway, Service, or Quote, then this is a Pending Transaction.



If you choose Save Transaction, you will be notified that it has been saved. (You may be prompted to Apply Payment and Print, before seeing this message.)



The Touchscreen should revert back to the Main Screen and show the next available invoice number.

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

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5.2.7.3.95 Sample Scale [F11]

T	**Scale [F11]** get value from weigh scale (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.96 Sample Secure Register

T	**Secure Register** - log out of POSitive and require another authorized sales person to access POSitive (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.97 Sample Select Bill To

IRT	**Select Bill To** - to change to another customer on invoice (see Pre-Defined 1031)

Invoice Style Button

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Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.98 Sample Select Ship To

IRT	**Select Ship To** - to change customer's shipping address for the current invoice (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.99 Sample Set Delivery

IRT	**Set Delivery** - to confirm method of delivery (not in all versions) used in conjunction with Pickup button (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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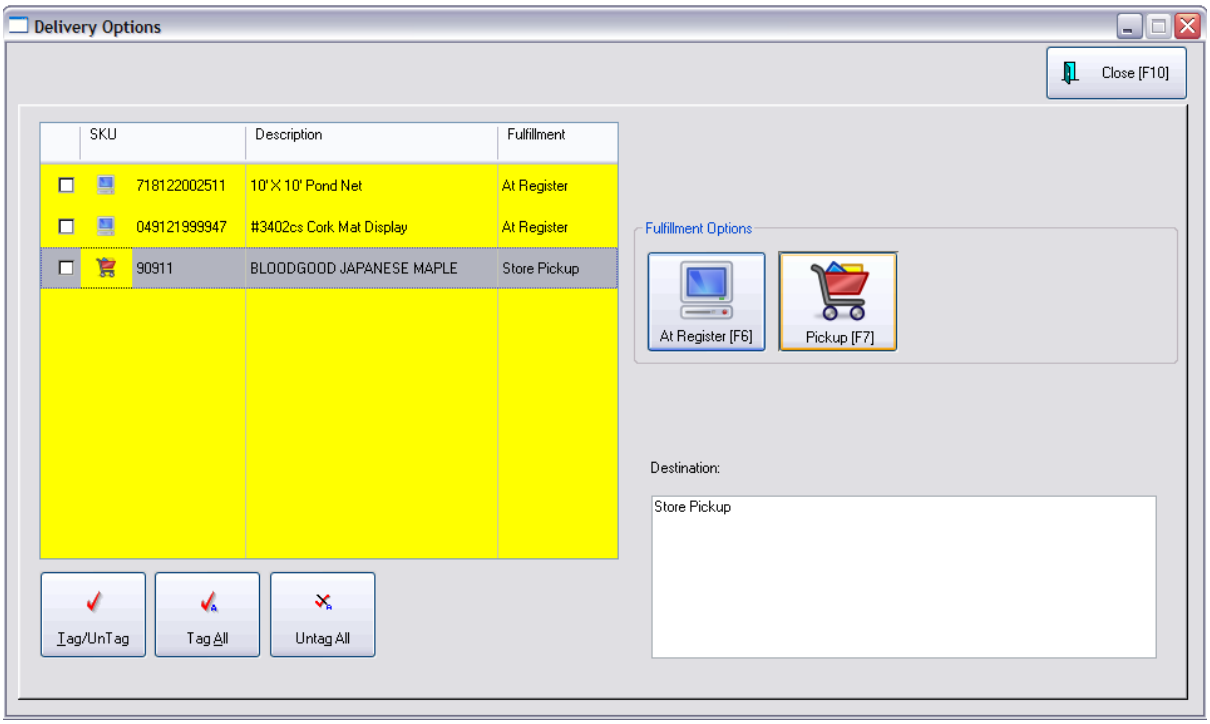
When you choose the Set Delivery button, ALL items on the invoice will be displayed here.

1) Highlight an item (or tag multiple items)

2) Choose a Fulfillment Option

- At Register [F6] - DEFAULT SETTING these items will be taken by the customer at this time.
- Pickup [F7] - these items will be waiting on the loading dock for pickup
- Delivery [F8] - these items will be delivered by truck to the customer's address



5.2.7.3.100 Sample Set Location

IR	Set Location - (if transaction editor has locations included in on screen display) The ability for the cashier to determine which location to pull stock from. (see Set Location 1184) (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

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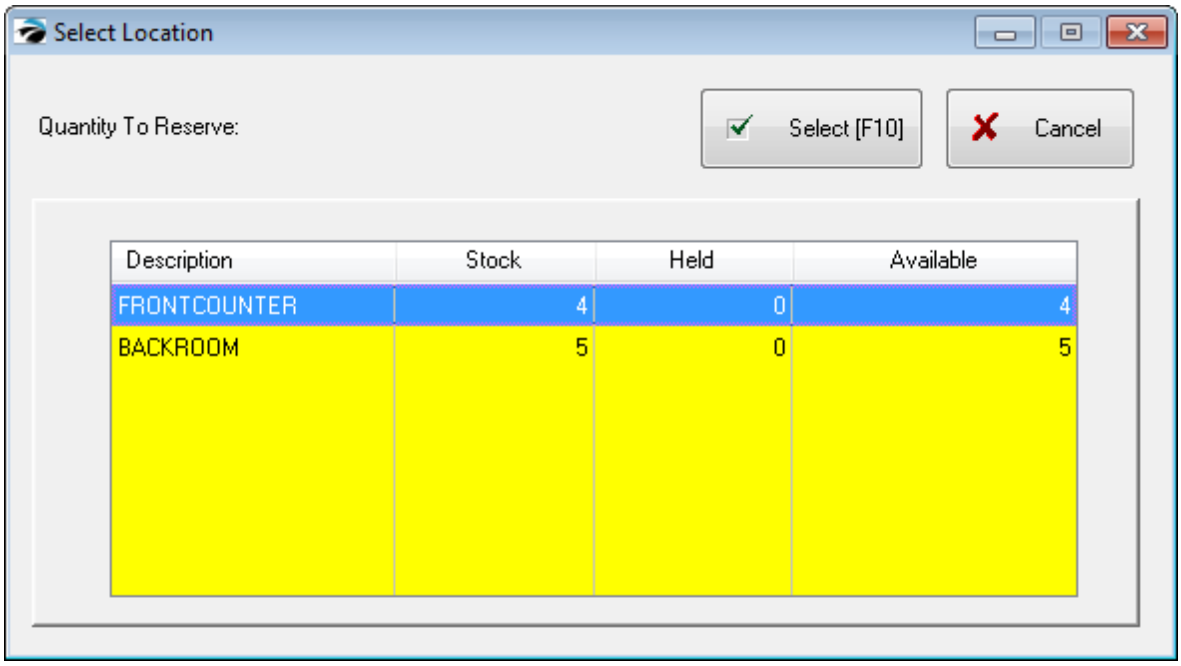
Touchscreen Style Button



5.2.7.3.101 Sample Set Terms

IRT	**Set Terms** - to assign a payment term to the invoice which is different than the assigned term in the customer record (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

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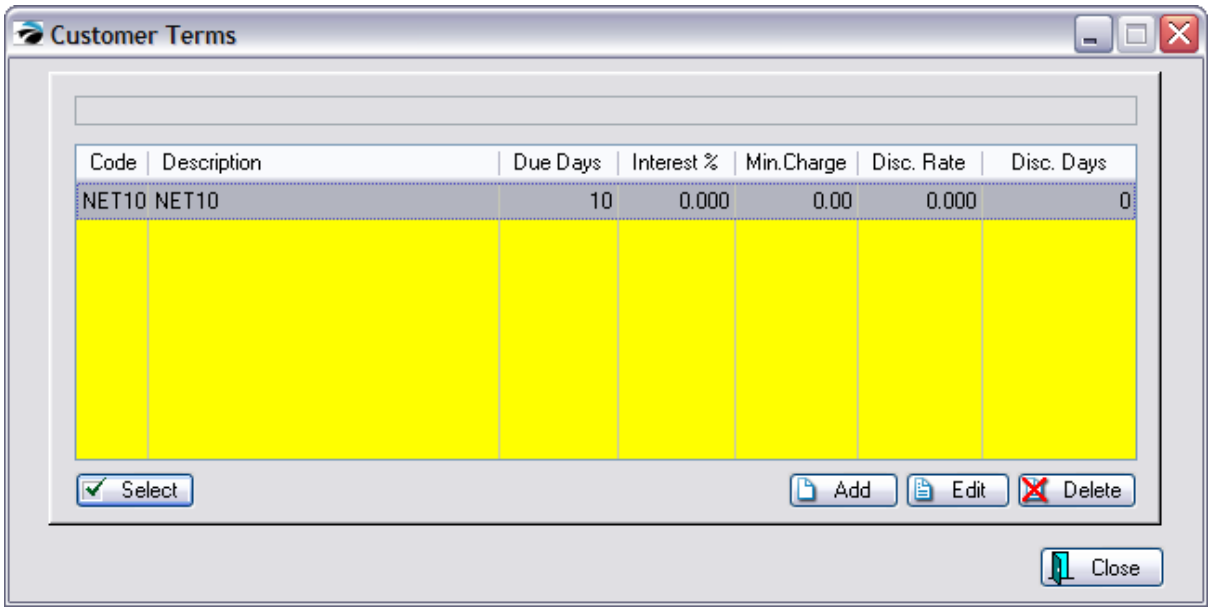

Enter topic text here.

5.2.7.3.102 Sample Shortcuts

IRT	**Shortcuts** - to display CTRL key shortcuts (see Pre-Defined 1031)

There are a few short cut or hot keys built into POSitive.

This button called Shortcuts will remind the cashier of these hot keys.

However, some of these keys have changed

CTRL-V is now ALT-V

CTRL-I is not available in Touchscreen

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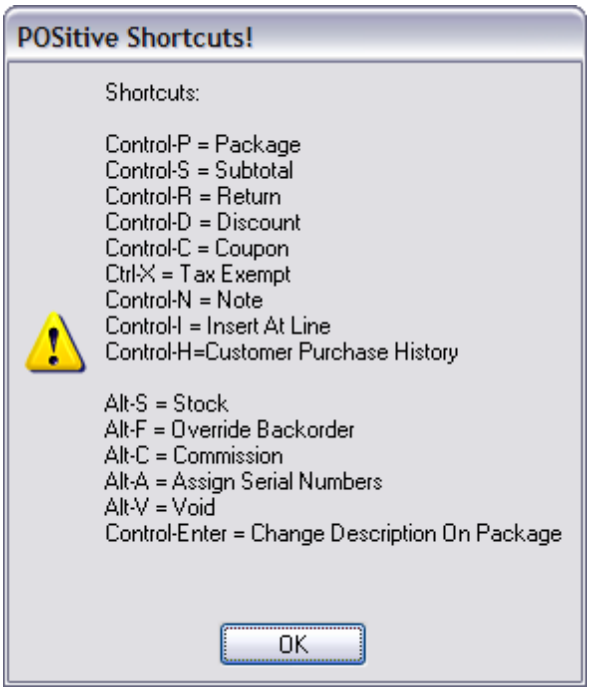

5.2.7.3.103 Sample Show Costs

IRT	**Show Costs** - to display cost column instead of backorder column (see Pre-Defined 1031)

At times it is useful to know the total cost as well as the line item costs of items on an invoice. You may be considering offering a discount to the customer, but you do not want to go below a reasonable profit level. Choosing this button will allow you to make informed decisions.

There is a security option which can be applied to specific employees which will prevent them from being able to use this button.

Invoice Style Button

The Invoice Style is best suited to use the Show Cost button. You will see line item costs, total invoice cost and the Profit on the invoice.

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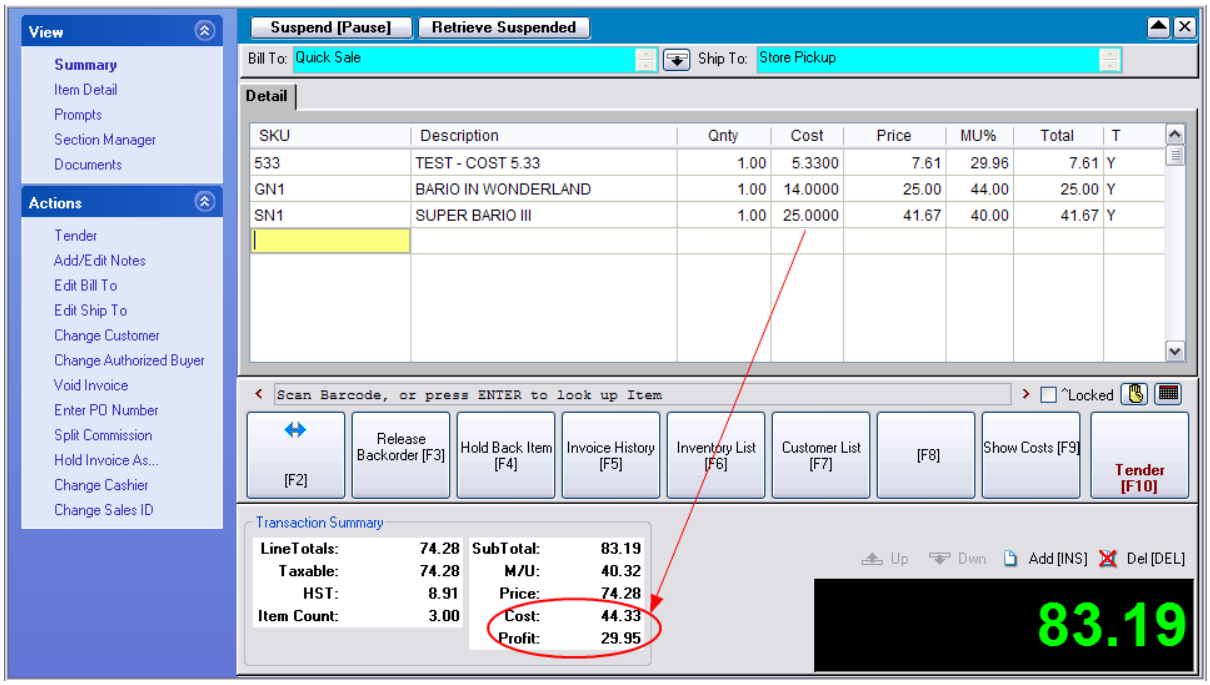

Register Style Button

The Register Style will show line item costs and total invoice costs. There is not room for the Profit line with this invoice style. As stated above, the BackOrder value is replaced with the Cost. It is possible that the column title is not changing from BOrdr to Cost, however this can be accomplished by going to Maintenance: Definitions: Invoice Layout and making a title change. Contact POSitive support for more information.

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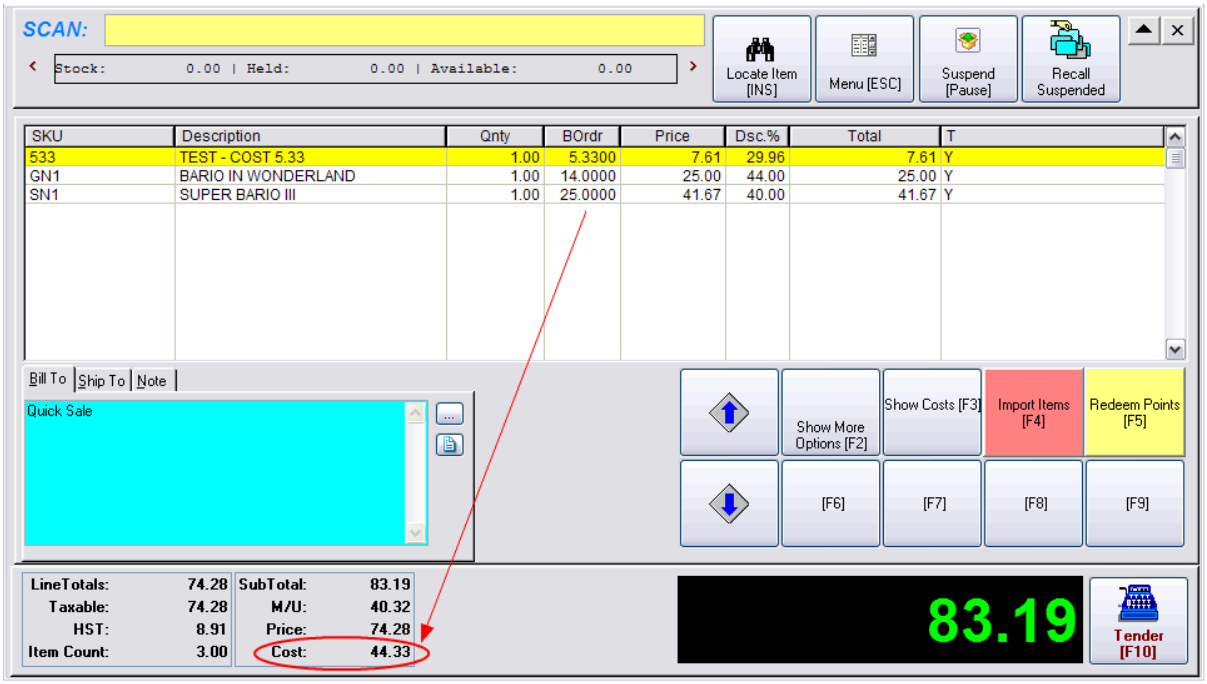

Touchscreen Style Button

This button will show a correct total cost and profit for the invoice as a whole at the bottom of the screen.

However, at the time of publication of this Help document, the Show Cost button will not display the cost of the line item as it does for the other screens. Instead, it shows the markup percentage under the Discount column. To illustrate, the following picture shows the same inventory item which has a cost of 5.33 being sold at 3 different price levels: 10.66, 8.88, and 7.61.

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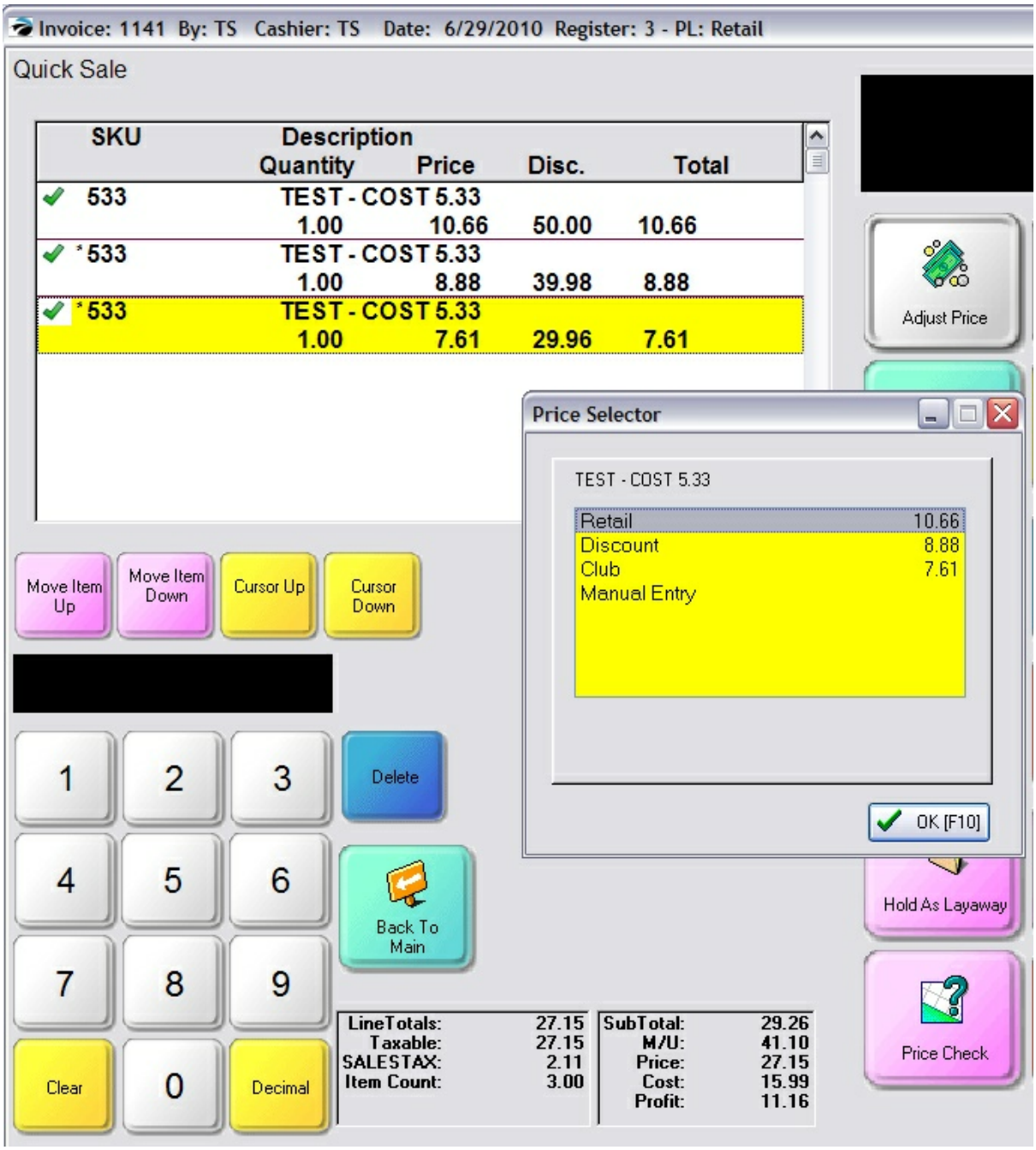

The DISC column shows that the markup percentages are 50.00, 39.98, and 29.96 respectively. This information is not as useful as knowing the actual line cost of the item, but it is because of the limitations of the Transaction List which has not been resolved as of this writing.

5.2.7.3.104 Sample Show Slides

IRT	**Show Slides** - for use with Multi-Monitor to run a pre-defined slide show

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	(see Pre-Defined 1031)

Advanced setup is required. For your workstation, you will need to have a second monitor facing the customers and you will need to activate Multi-Monitor on your computer.

The Multi-Monitor can display a series of pictures when you choose the Show Slides button.

You may want to activate this button whenever you need to step away from the computer or temporarily delay further processing of the current invoice.

(see Multi-Monitor 215)

Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above

5.2.7.3.105 Sample SKU Toggle

T	SKU Toggle - (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Special Instructions

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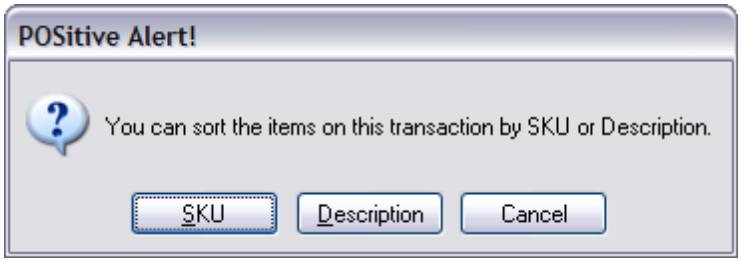
5.2.7.3.106 Sample Sort Items

IRT	**Sort Items** - Alphabetizes items on the invoice/order in SKU or Description sort order. (see Pre-Defined 1031)

Once all of the items are on the invoice, you may choose to sort the list before printing and processing. The customer will find it easier to review the receipt and find items purchased.

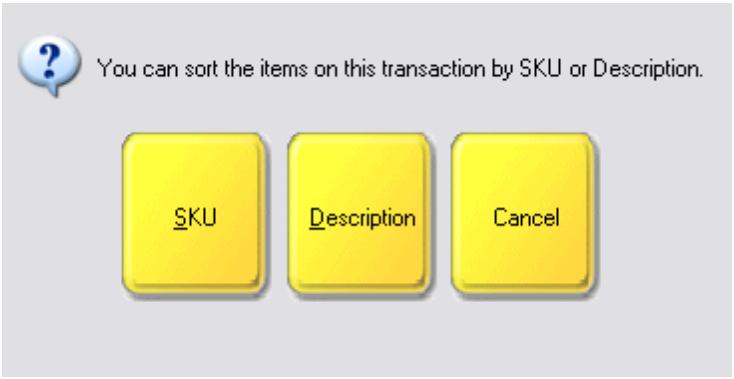
You may sort the list alphabetically by SKU or by Description.



Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above



Enter topic text here.

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5.2.7.3.107 Sample Subtotal

RT	**Subtotal** - adds a subtotal line to the invoicing list either for informational purposes or to end a Package. (see Touch - Package Sales 1019) (see Pre-Defined 1031)

At any time you can enter a Subtotal amount.

Select this Subtotal button (or CTRL-S using the keyboard).

When selling packages this is a vital last line entry (see Touch - Package Sales 1019)

A group of inventory items can be sold together for one specified package price. There are 3 parts to selling items as a package: this Package line, actual inventory items which will be removed from stock, and a Subtotal line to define the end line of the Package.

The sequence of adding these 3 elements to the invoice does not matter, but the Package line must be at the beginning and the Subtotal line at the end of the list of items

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.108 Sample Suspend

T	**Suspend** - hold the invoice for later processing TODAY (see Retrieve 1148 button) (see Pre-Defined 1031)

This should only be used for temporary rather than long-term holding of the invoice. If a customer is stepping out of line to get something else, you can save the invoice and process sales for other customers until this customer returns.

You will be prompted that the invoice has been saved and you can continue making an invoice for the next customer.

Use the Retrieve/Recall 1148 button to recall a suspended invoice.

(Consider using Suspend and Print 1164 Also see Suspended Transactions 1254)

Invoice Style Button - static button on invoice screen

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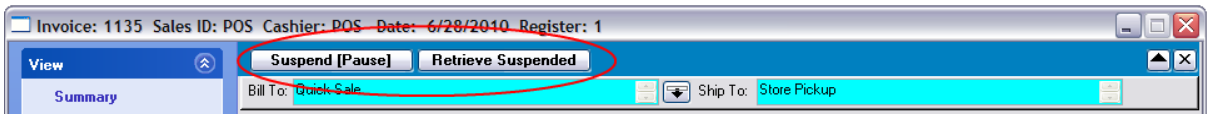
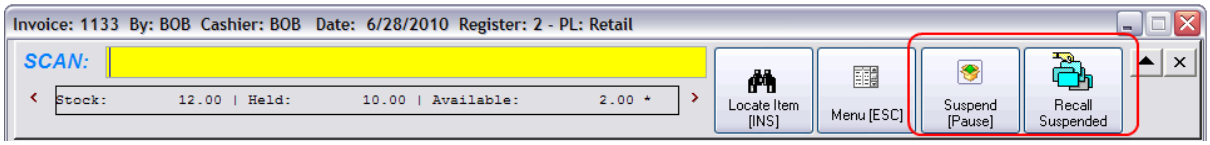
At the top of the invoice screen is the Suspend [Pause] button. At the point when the customer needs to leave temporarily, choose this Suspend button.



You will be prompted that the invoice has been saved and you can continue making an invoice for the next customer.

Register Style Button - static button on invoice screen

At the top right of the invoice screen is the Suspend [Pause] button. At the point when the customer needs to leave temporarily, choose this Suspend button.



You will be prompted that the invoice has been saved and you can continue making an invoice for the next customer.

Touchscreen Style Button - As described above

5.2.7.3.109 Sample Suspend and Print

T	Suspend and Print - will hold the invoice for later processing and print the suspended invoice (see Pre-Defined 1031)

When you choose to Suspend an invoice, you may also want to print a copy of what was suspended to give to the customer. This is a combination button which will automatically print and suspend an invoice.

When the customer returns, they simply show you the printed receipt to help you find the original invoice to retrieve

(Also see Suspended Transactions 1254)

Note: Be sure your station settings have the correct printer and invoice form selected for the Suspended Invoices

Invoice Style Button - (Not Applicable)

Register Style Button - (Not Applicable)

Touchscreen Style Button - As described above

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5.2.7.3.110 Sample Take Payment

T	Take Payment - accept payment on accounts receivable (see Pre-Defined 1031)

Only when you have a Pending Transaction open will you be able to use this button.

You are prompted with the Full Amount Due filled in automatically.

Choose Clear [F7] to set the amount to 0.00 or just enter in the actual amount being paid as a deposit on the Pending Transaction



When you choose OK [F10] you will be able to select the tender type and process the payment.

Store Credit

If the customer has a store credit, you may choose to use all or part of the store credit towards the deposit.

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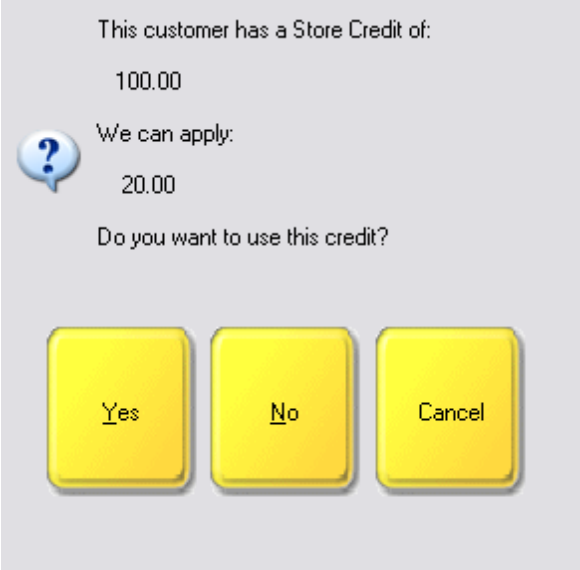

Take Payment of Deposit

Store Account and Finance Company are not options for taking Deposits.

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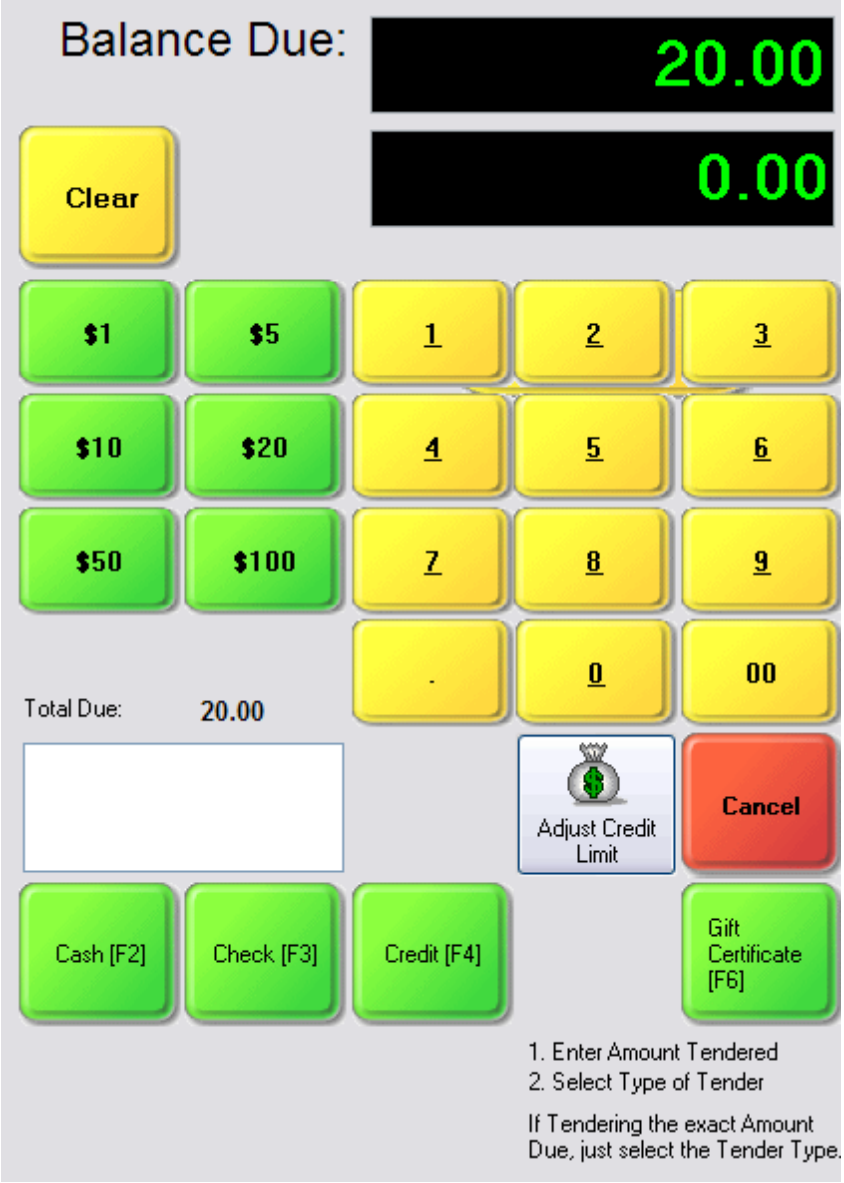

Payment Receipt

A deposit receipt will be printed listing all payments made towards this Pending Transaction as well as the balance still due.

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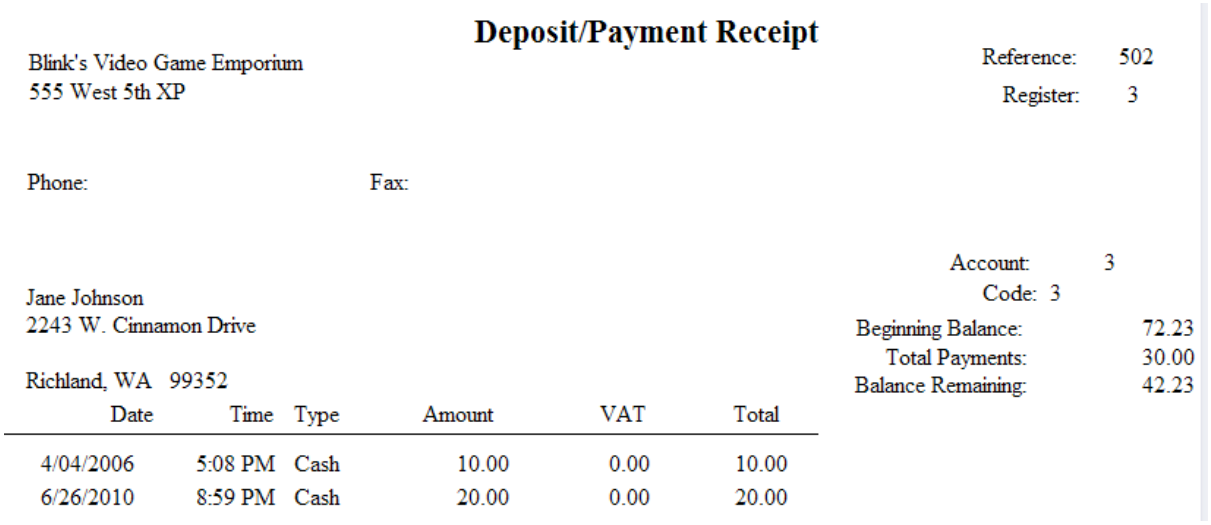

Deposit/Payment Receipt

Blink's Video Game Emporium
555 West 5th XP

Reference: 502
Register: 3

Phone: Fax:

Account: 3
Code: 3

Jane Johnson
2243 W. Cinnamon Drive

Richland, WA 99352

Beginning Balance: 72.23
Total Payments: 30.00
Balance Remaining: 42.23

Date	Time	Type	Amount	VAT	Total
4/04/2006	5:08 PM	Cash	10.00	0.00	10.00
6/26/2010	8:59 PM	Cash	20.00	0.00	20.00

Invoice Style Button - static button called TENDER [F10]

Already a part of the invoicing screen in the bottom right.

Register Style Button - static button called TENDER [F10]

Already a part of the invoicing screen in the bottom right.

Touchscreen Style Button - as described above

5.2.7.3.111 Sample Take Trade-Ins

IRT	**Take Trade-Ins** - accept trade-ins compliant with category trade-in rules (see Pre-Defined 1031)

WARNING: This button should only be used after and/or if you have setup "Trade Ins Based On Rules" (see Trade Ins 1520)

The intent of this feature is to automatically control the number in stock and cash or store credit value to be awarded the customer for making the trade.

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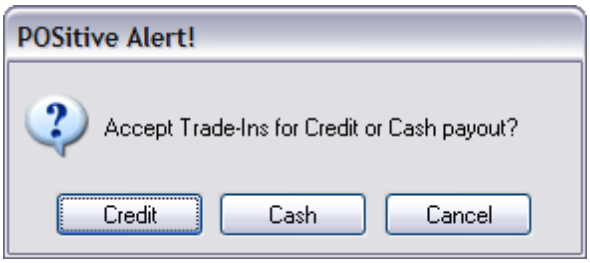
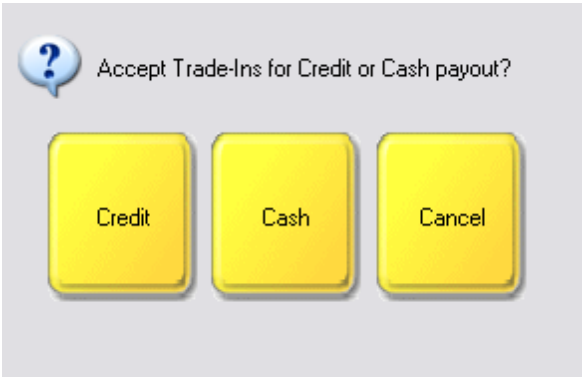


Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above



5.2.7.3.112 Sample Tender

T	**Tender** - complete the invoice and take tender (see Pre-Defined 1031)

You will have several options for taking Tender payment.

Cash [F2] 1171

Check [F3] 1171

Credit Card [F4] 1172

Debit Card [F5] 1172

Gift Certificate [F6] 1173

Finance Company [F7] 1174

On Store Account [F8] 1175

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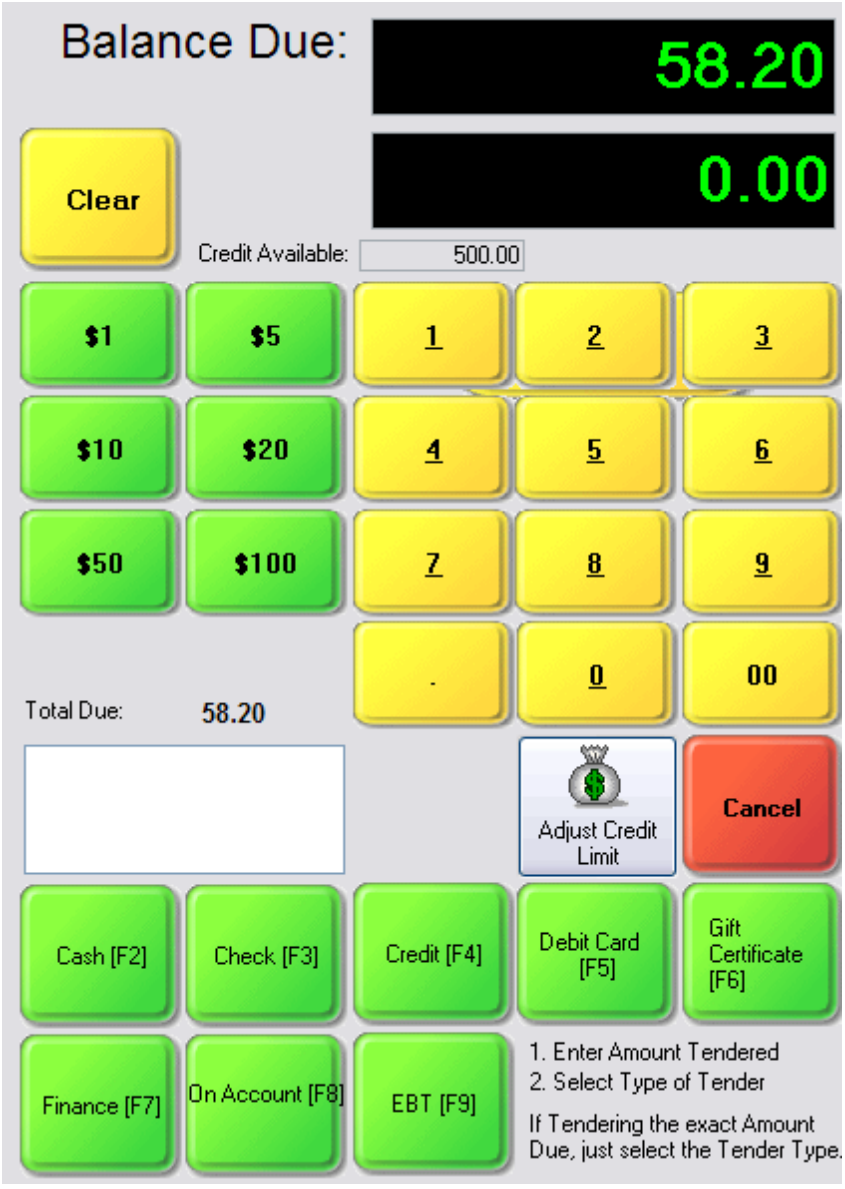
EBT [F9] (food stamps)

Split Tender[1175] - (choose multiple payment types)



Invoice Style Button

Register Style Button

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Touchscreen Style Button

5.2.7.3.112.1 Cash [F2]

Enter topic text here.

5.2.7.3.112.2 Check [F3]

A check is typically accepted only for the amount due.

Just choose the Check [F3] button.

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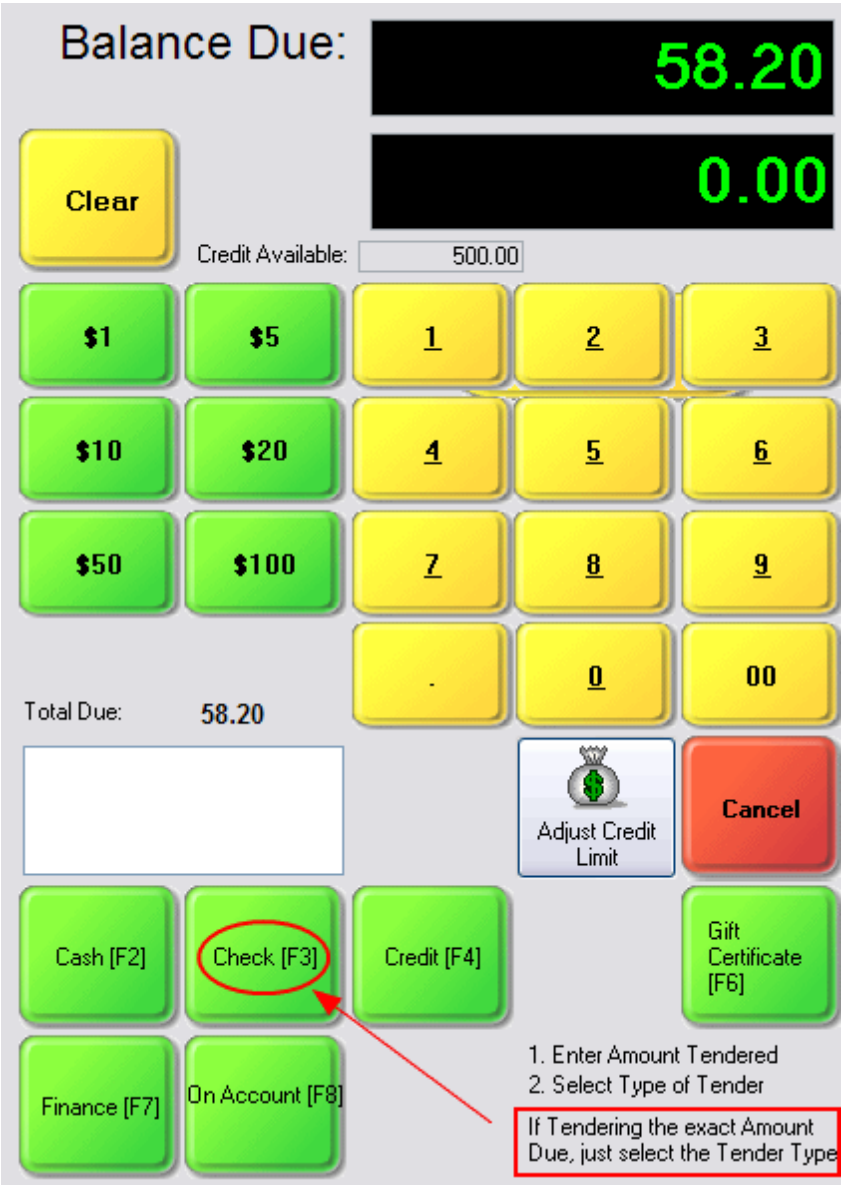

5.2.7.3.112.3 Credit Card [F4]

A credit card is usually billed for the exact amount due.

Just choose the Credit [F4] button.

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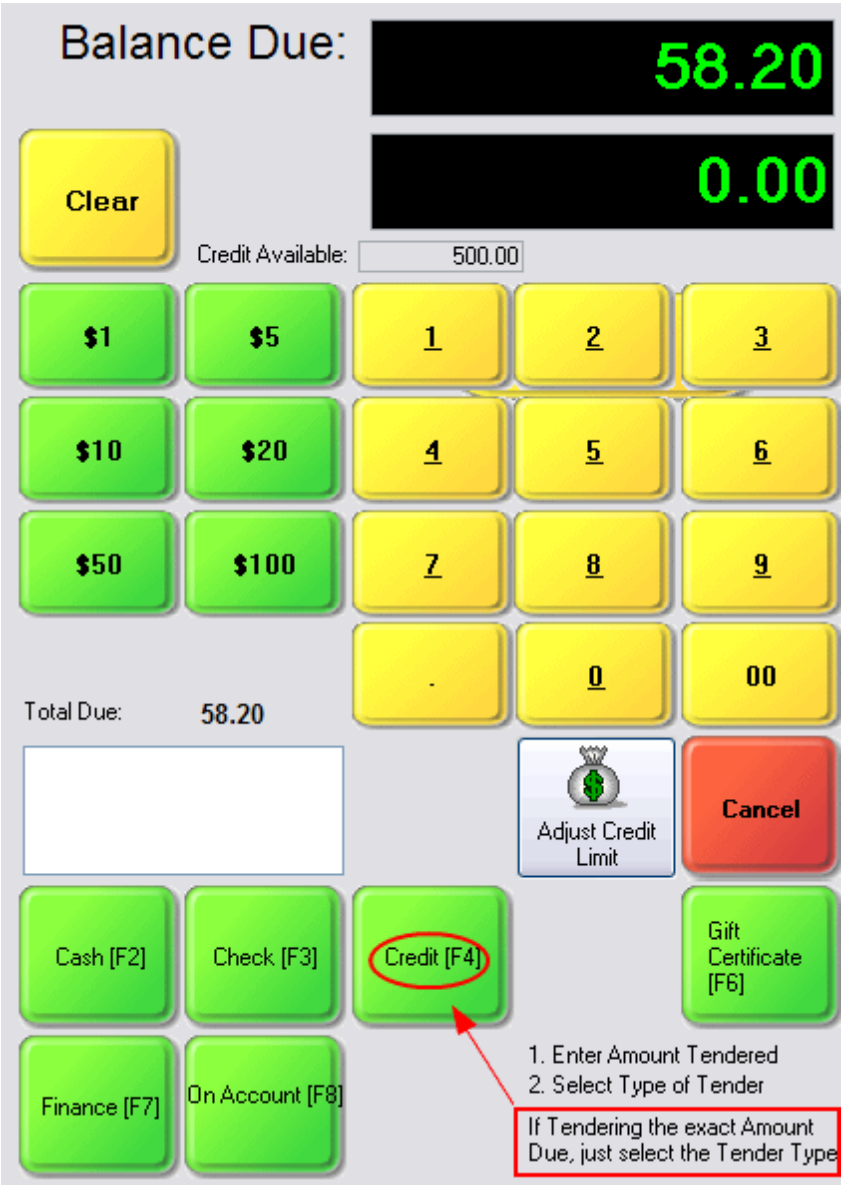

Note: It is possible to accept 2 credit cards in payment. (see Split Tender 1175)

5.2.7.3.112.4 Debit Card [F5]

A check is typically accepted only for the amount due.

Just choose the Check [F3] button.

5.2.7.3.112.5 Gift Certificate [F6]

Enter topic text here.

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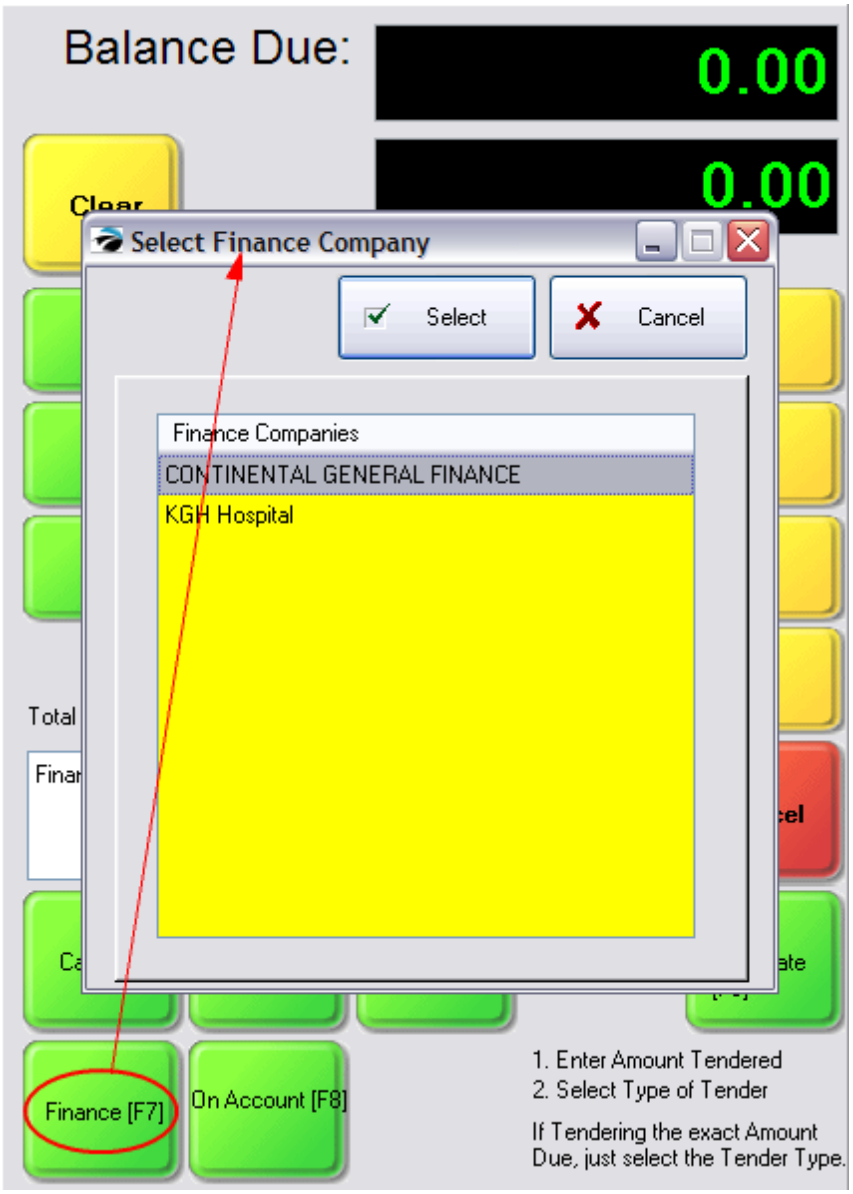
5.2.7.3.112.6 Finance Company [F7]

(see Finance Company Setup 357)

If you are going to Split Tender between the customer and the Finance Company, you should first enter the amount the customer will be paying, then the balance due will be assigned to the third-party, finance company.

Choosing Finance [F7] will open a list of pre-defined Finance Companies.

Highlight the desired company and choose Select



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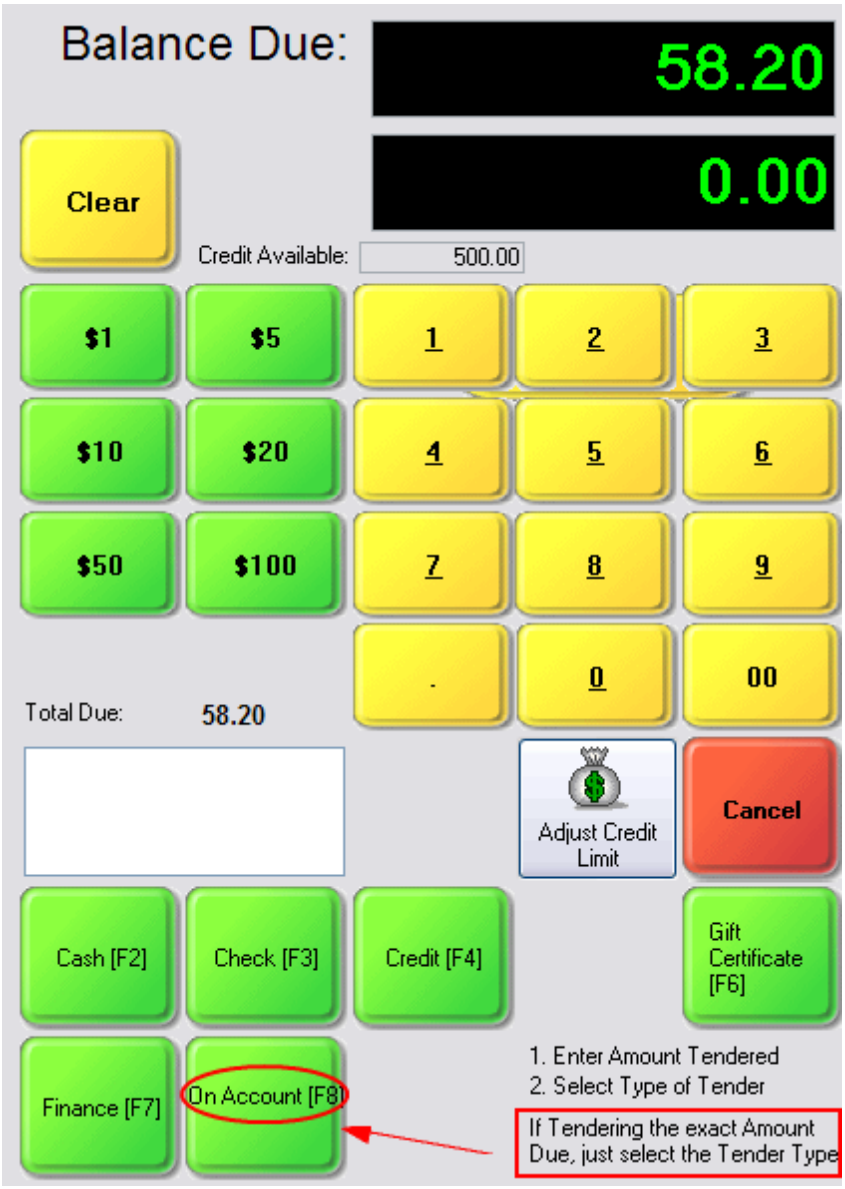
5.2.7.3.112.7 On Store Account [F8]

A store charge is typically accepted only for the amount due.

Just choose the On Store Account button.



5.2.7.3.112.8 Split Tender

The key to accepting multiple tender types is to first enter a partial amount to be paid and then choosing the tender type.

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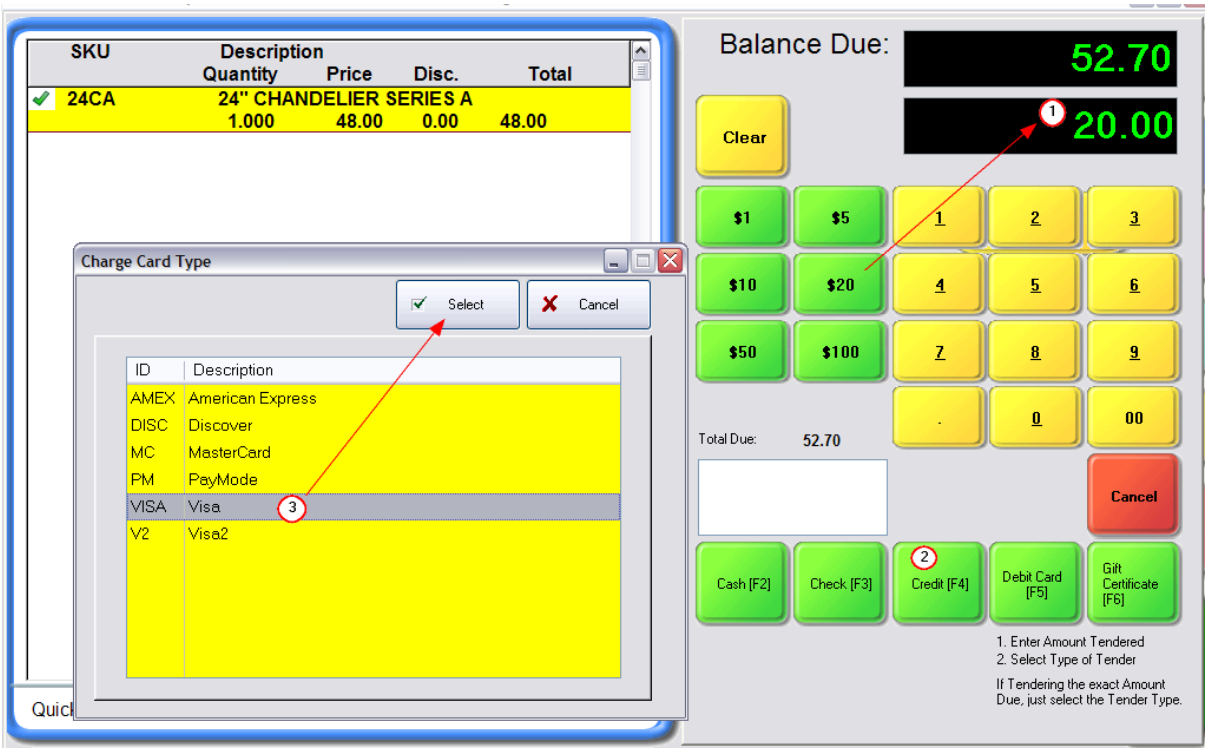
For example, the customer is making a total purchase of 52.70 and wants to put 20.00 on a credit card.

1) Enter 20.00 into the payment field. This can be done with the green denomination button or the yellow numeric key pad.

2) Choose Credit [F4] button



3) Highlight the credit card type and choose Select.

(Note: by default you will not see a list of credit card types. If you would like to use this feature, go to Maintenance: Station Manager: Transactions: Touch Screen tab and activate "Prompt For Credit Card Type When Tendering". see picture

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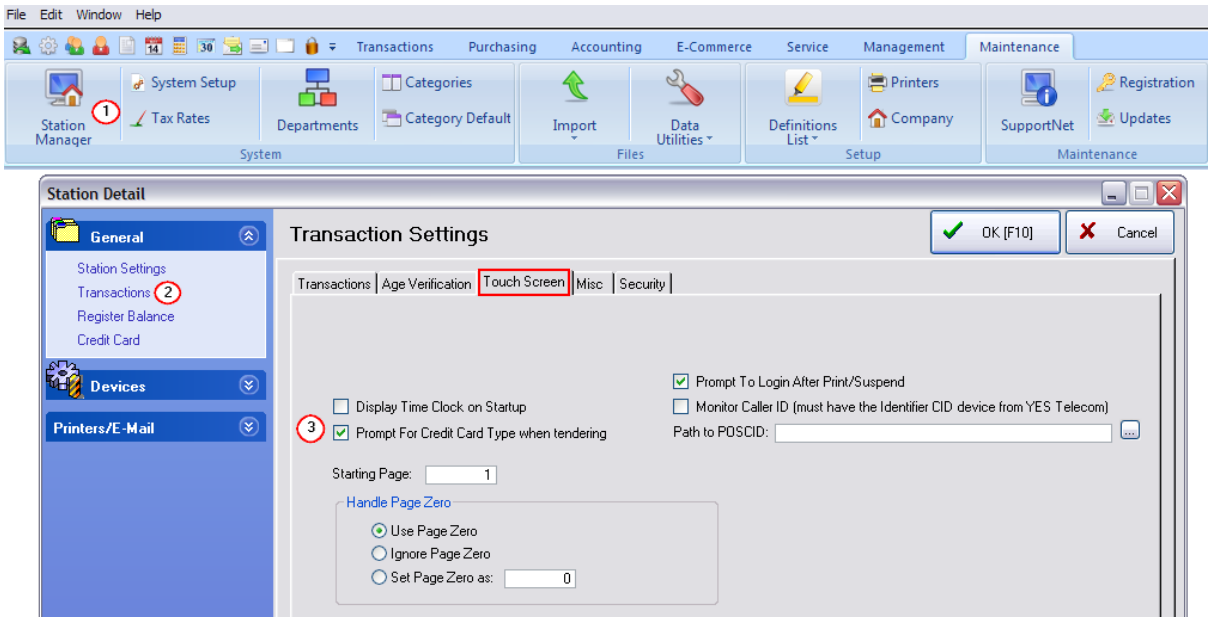
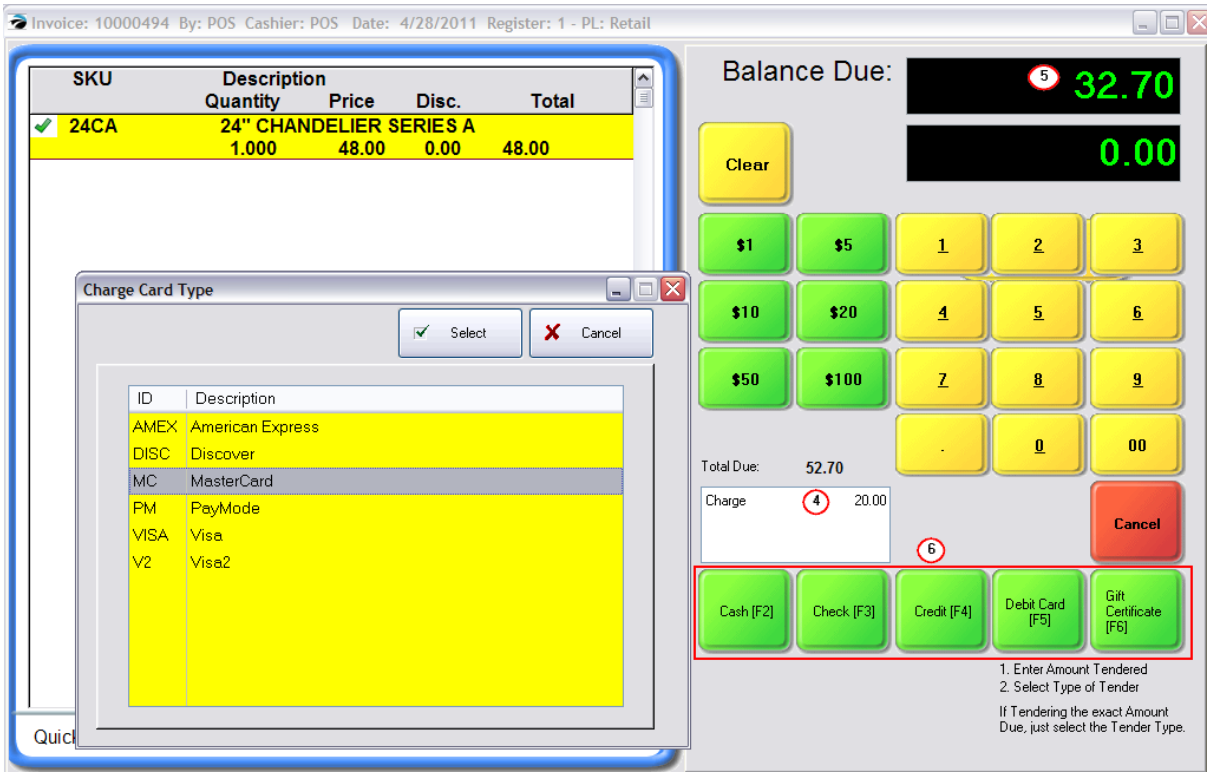


4) The first tender amount is displayed here as still pending. If this is incorrect, you can choose the Cancel button at the far right and start over.

5) The new balance due is displayed at the top of the screen.

6) Select another Tender type to pay the full balance due. In this example, Credit [F4] was selected and a different credit card was chosen, but you could choose any of the tender types.



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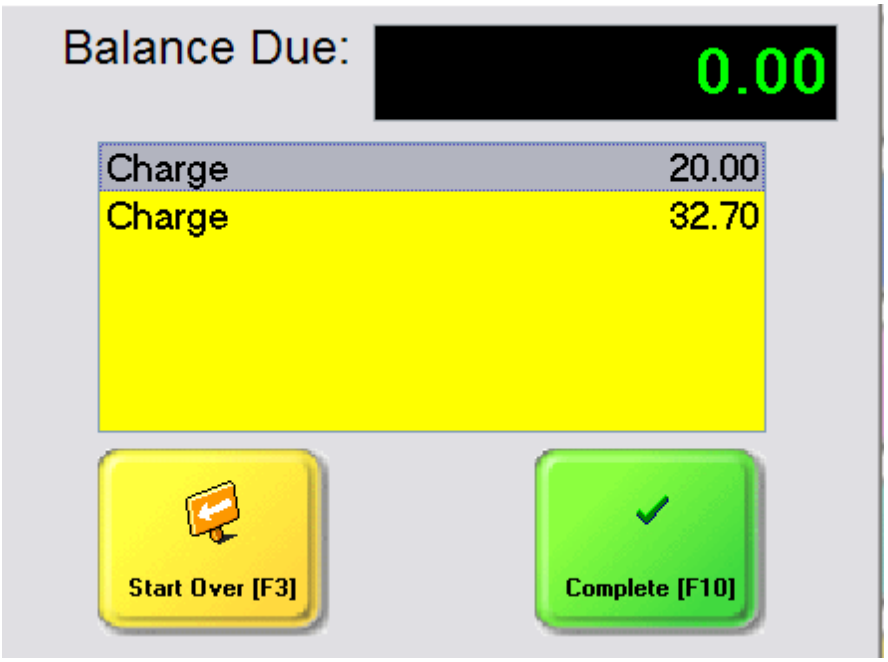
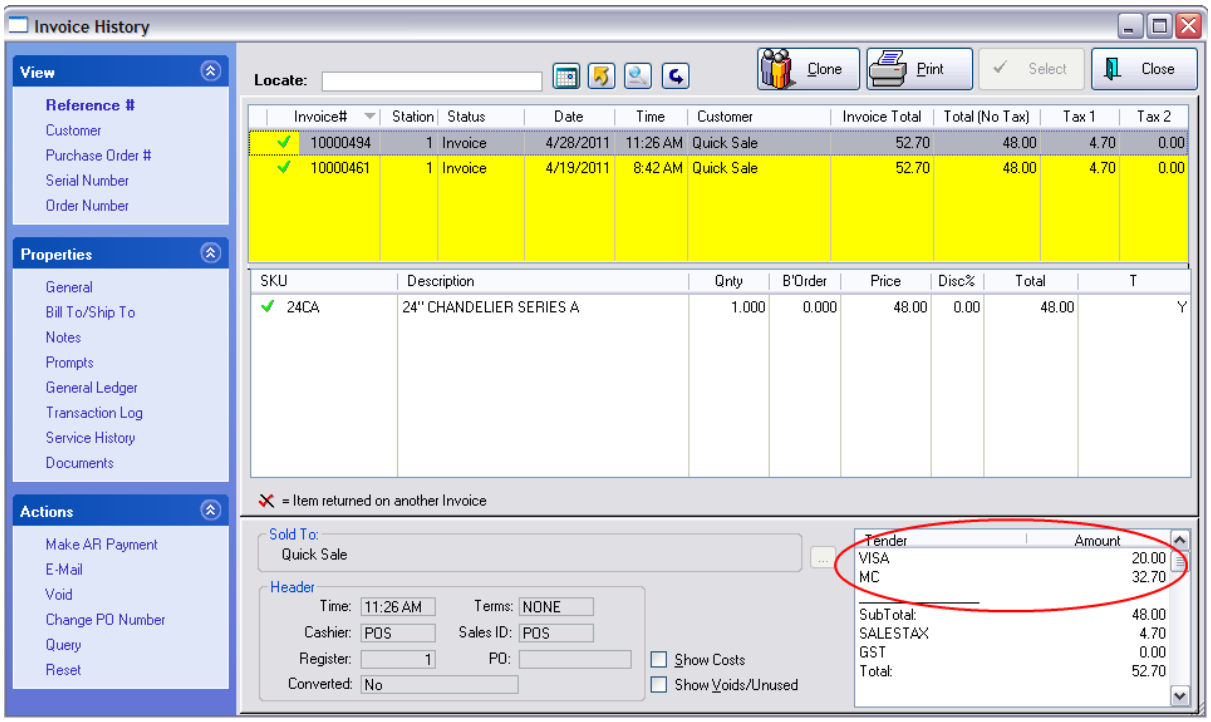
Before the transaction is finalized and printed, you will see the split tender displayed on the Payment Confirmation screen. If it is correct, choose Complete [F10], otherwise choose Start Over [F3].



Finally, the printed receipt and also in Invoice History, you will see that two credit cards were used to pay the bill.



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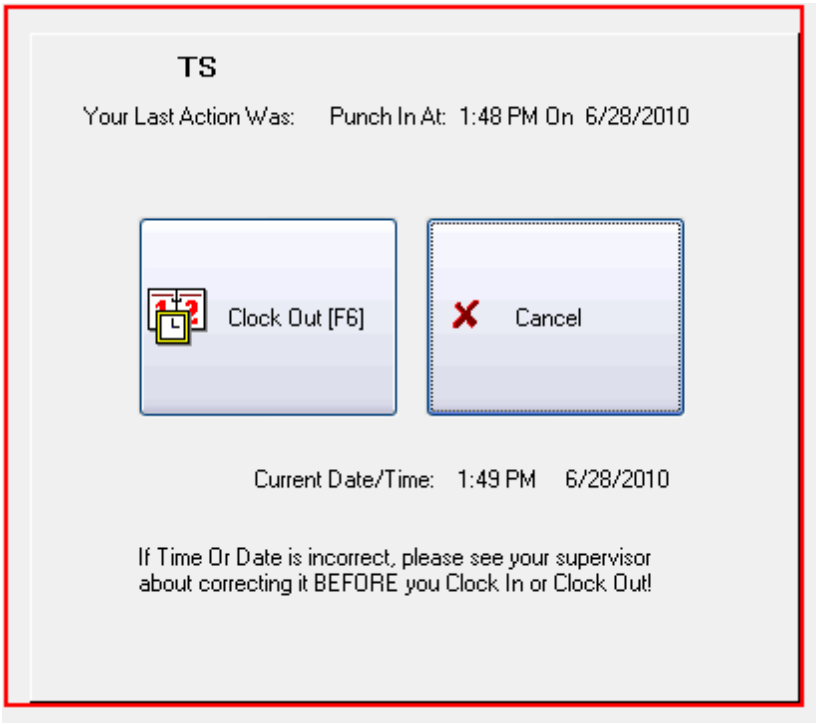
5.2.7.3.113 Sample Time Clock

T	Time Clock - log in and out of time clock (see Pre-Defined 1031)

An employee being paid by the hour should clock in and clock out as often as needed through the course of the day. After entering the Sales ID and Password, the employee should review the "Last Action" and "Current Date/Time" before choosing the Clock In or Clock Out button.

If the date and time are incorrect choose Cancel and report the problem to the supervisor.



Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above

5.2.7.3.114 Sample Toggle CID

T	Toggle CID - caller ID information can be displayed and hidden (requires 3rd Party Program)

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	(see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

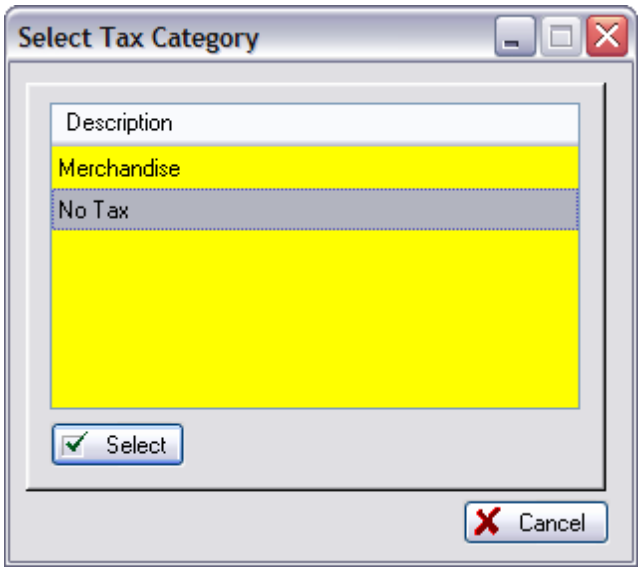
5.2.7.3.115 Sample Toggle Tax

IRT	**Toggle Tax** - to remove/add taxation of a highlighted item (alternative - press CTRL-X) All tax categories will be displayed and you can choose the appropriate tax category. (see Pre-Defined 1031)

Generally, a customer will always pay tax on inventory items purchased. In the event the customer should be tax exempt, you should create an invoice for the customer by name so that you can document that this customer qualifies for tax exemption.

In another scenario, perhaps the customer must pay tax on items for personal use, but items purchased for resale can be toggled to tax exempt.

Simply highlight the item on the invoice and choose the Toggle Tax (or CTRL-X) button. You will be prompted to choose the Tax Category to be applied to this one inventory item.



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By default, "Merchandise" means taxable and "No Tax" will not charge tax. However, you may need to review Maintenance: Tax Rates to understand your setups.

Invoice Style Button - As described above

Register Style Button - As described above

Touchscreen Style Button - As described above

5.2.7.3.116 Sample Transaction List

T	Transaction List* - lists items being purchased on the invoice * Transaction fields are always assigned to Page Zero (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.117 Sample Transaction Name

T	Transaction Name* - displays the customer's name or the words "Quick Sale" (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

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Touchscreen Style Button

Enter topic text here.

5.2.7.3.118 Sample Transaction Summary

T	Transaction Summary* - displays number of items, taxed amounts, deposits, and costs/profit (see Pre-Defined 1031)

Invoice Style Button

Register Style Button

Touchscreen Style Button

Enter topic text here.

5.2.7.3.119 Sample Transaction Total

T	Transaction Total* - displays the total amount due (see Pre-Defined 1031)

This is an important element of the touchscreen and should not be overlooked. Unlike Invoice and Register Style screens, this feature can be placed anywhere on the touch screen. It should be placed on "Page 0" for continual viewing.

Special Instructions

Invoice Style Button

This is an integral part of the invoice screen and cannot be modified.

Register Style Button

This is an integral part of the invoice screen and cannot be modified.

Touchscreen Style Button

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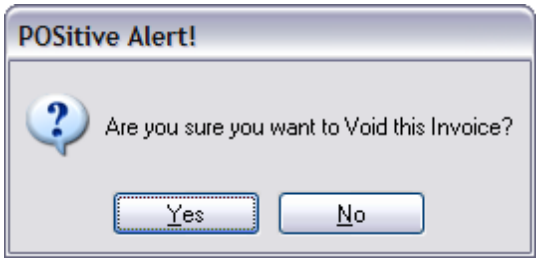
5.2.7.3.120 Sample Void Transaction

IRT	**Void Transaction** - to void current invoice (alternative - press ALT-V) (see Pre-Defined 1031)

You will be asked to confirm the void. You must answer either Yes or No.

Voiding the transaction will clear the screen and close the invoice or, depending upon station settings, create a new blank invoice with a new number. If a number has been assigned to the invoice, then Invoice History will track the invoice as "Not Used" and will only be visible in Invoice History when choosing the "Show Voids, Unused" option.



Special Instructions

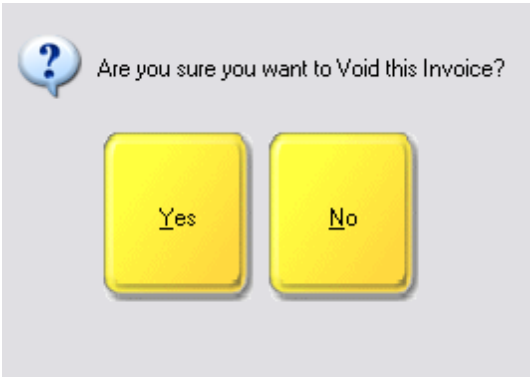
Invoice Style Button - As described above

none

Register Style Button - As described above

none

Touchscreen Style Button



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5.2.8 Set Location

Set Location allows the cashier to determine which location to pull stock from.

Inventory which is available from multiple locations, such as a show room or a warehouse, is automatically deducted from the top location in the list. However, it can be pulled from a specific location by the cashier at the time of invoicing.

Advanced Setup

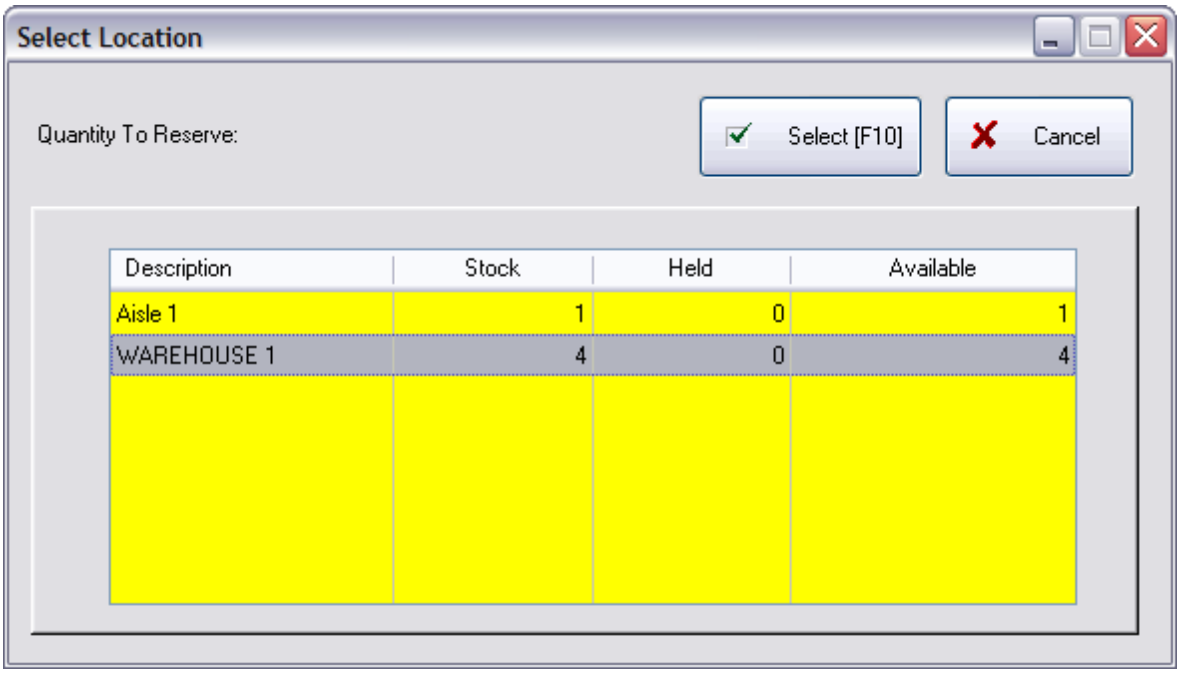
Add the Location field to the Invoice screen

Assign multiple locations to each inventory item. Set the stock levels for each location

Invoicing Procedure

1) after adding the item to the invoice, highlight the item

2) choose the Set Location button on the invoice button bar. This will open the Select Location screen.



3) select the location from the list and it will appear in the Location field on the invoice

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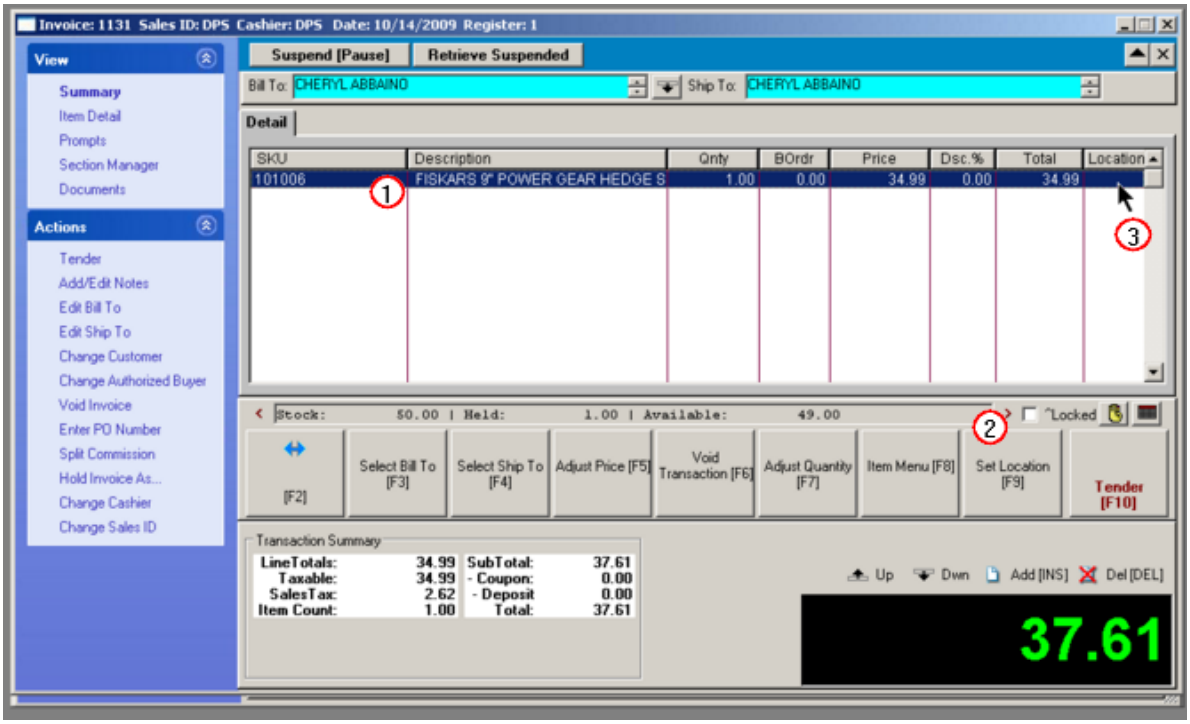

4) when the invoice is tendered, the stock count of the selected location will be reduced.

5.2.9 ...In Process

The "...In Process" window is used to display Layaways, Orders, Service Orders, Internet Orders, Recurring Invoices, Contract Pricing, and Quotes in process of being completed. These are transactions that are still pending for one reason or another.

(If not found, see Voided Pending)

Pending transactions (Layaways, Orders, Service, etc) which have been voided will no longer be visible in the Pending Transactions list.

It could be that the pending transaction was mistakenly voided. In such a case you can recover the voided transactions by going to Accounting: List of Voids: and selecting Pending. (see Voided Pending 1192)

Several tools are available as pending transactions are prepared for delivery. For example, product out of stock is displayed as backorders, payments made as deposits are tracked, purchase orders for items are directly linked to this customer order, reminders and customer information are readily available.

Once the pending order is complete and delivery is slated, the convert button moves this to an Invoice for processing.

IMPORTANT: Eventually, each of these pending transactions MUST to be converted to an invoice or voided. Otherwise your sales tax reports will not be accurate and your inventory counts will be incorrect.

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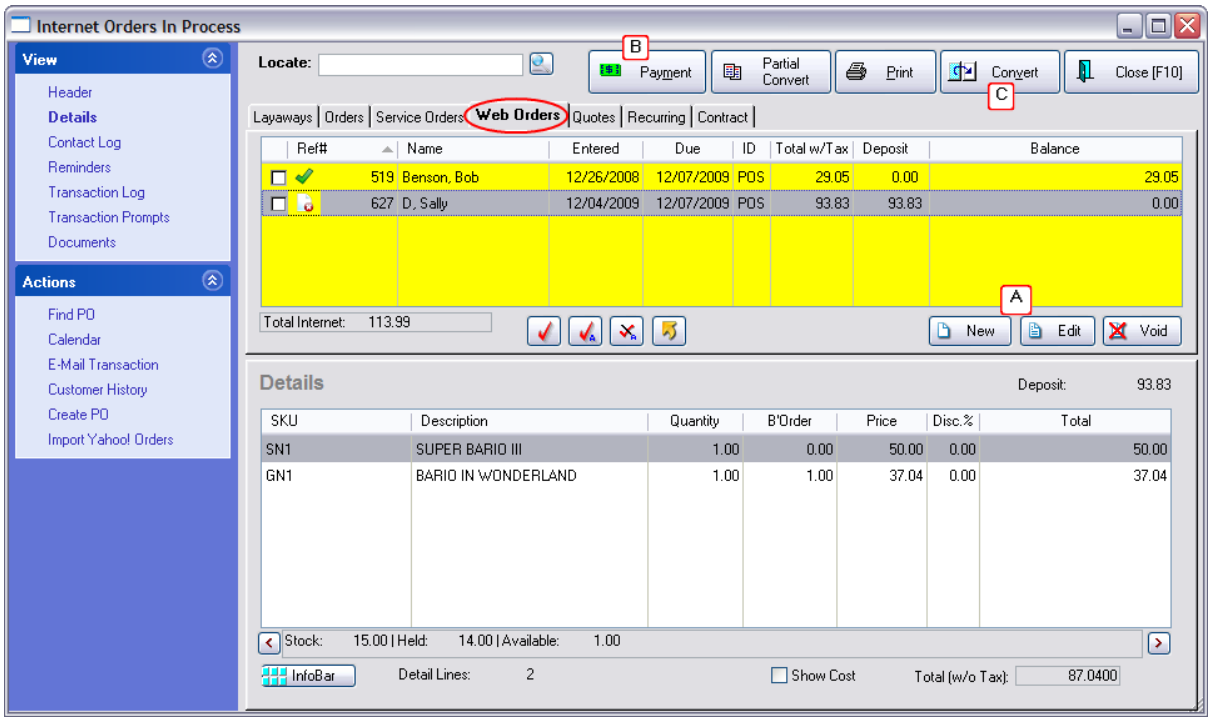

A) Create or edit a transaction. First, select the transaction type under View at the far left, then highlight a transaction. Not all types will be available to you because some of these are optional features of POSitive which are only available when unlocked and registered.

TABS - Types of Pending Transactions

- **Layaways** - Inventory being purchased over time with delivery after products are paid in full. Typically, the customer is expected to make payments are regular intervals. There are two special reports available for Layaways in the Report Center: Management Reports for printing Layaway Statements for the customers and a general listing of all layaways.
- **Orders** - Inventory to be purchased but waiting for backorders to arrive, proper authorization, or finalization of payment arrangements before delivery. This is often used to track special orders for customers, products which are not normally stocked but can be ordered from your vendor.
- **Service Orders** - These are pending because service work still needs to be done. A special column displays the status of the Service Order. There are several other features not otherwise available: Service time clock, customer notification, and serial number tracking for reports on all work done to specific pieces of equipment.
- **Web Orders** - Inventory orders purchased over the internet and awaiting completion. Contact POSitive support for more information.
- **Quotes** - A proposal of goods and services awaiting acceptance by the customer at which time the quote is then converted to an Order or Invoice. These quotes are classified by type: Standard and Service Quote. The Service Quote allows for attachment of Work To Do notes similar to notes used in Service Orders. More About Quotes
- Quotes do not link to existing inventory counts, therefore the backorder qty will always be 0.00. Once the Quote is approved by the customer it is converted or "partially converted" to an Invoice or other type of Pending transaction. At this point the inventory is calculated to show what is in stock

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and what is backordered.

- **Recurring Invoices** - Original invoices from which duplicate and successive invoices are generated at scheduled times.
- **Contract Pricing** - is not an invoice at all, but a specialized price list on a per customer basis. Whenever the customer makes purchases through orders, service orders, and invoices the prices defined here will override any other pricing schedules. Contact POSitive support for more information.

B) Apply a payment by cash, check, or credit card at the time of creation or after the fact. For **Web Orders**, this is automated.

This becomes a deposit held against this specific transaction. This is also used for issuing refunds to the customer when products are removed or the transaction is voided.

C) When ready to deliver products to the customer, convert the highlighted transaction to an invoice.

Partial Convert

If you are unable to deliver all products at the same time, you should choose Partial Convert to selectively choose which products will be delivered.

IMPORTANT: use of Package (CTRL-P) anywhere in the invoice nullifies the use of Partial Convert. You must move products to a different customer order to deliver them separately.

At the far left, next to the Reference Number, are two symbols.

- The green check mark symbol indicates all items on the transaction are in stock. You may use the Convert button.
- The red X symbol  indicates that some items on the transaction are backordered, not in stock, and cannot be delivered to the customer at this time. Instead of using the Convert button, use the "Partial Convert" button. Be sure to "tag" the items being delivered.

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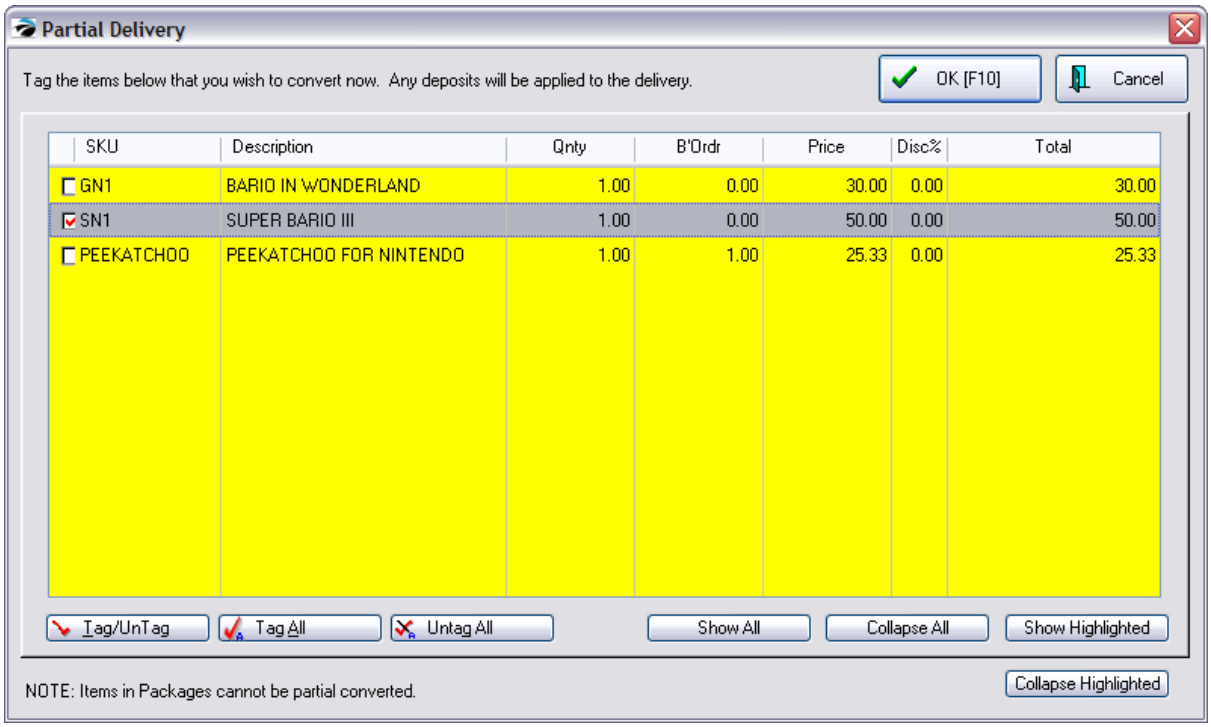

- The order will now be given a new invoice number. You may add more items to this invoice.
- Process the invoice, collecting any balance due, as you would any other invoice.

Note: you can convert multiple orders at a time, especially if they are all for the same customer by using the Tag buttons. Contact POSitive support for more information.

How To Navigate The "... In Process" Screen

Select the Type

Click on the desired tab running across the top of the listing. If you are not seeing all the options, contact your dealer to purchase modules.

Sort By

The list of transactions in process can be sorted by any of the following to aid in looking up a specific transaction in process. To perform the sort, either press the corresponding Function key or click on the column title.

- **Ref#** - The assigned transaction number of the order, quote, or service order.
- **Name** - The customer's name.
- **Entered** - The creation date of the transaction.
- **Due** - The estimated completion date of the transaction.
- **ID** - The Sales ID of the salesperson who created the transaction for the customer.
  Locate/Search Field - After selecting an appropriate Sort By order (described above), begin typing the initial characters of the desired transaction and press Enter. POSitive will move the cursor to the nearest match.

TIP: Find PO (Customer PO#) button (under Actions) - If you know the customer's purchase order number, you can quickly find and edit the pending transaction. (Note: as you scroll through the list of

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pending transactions, open the Details View. If there is a PO number assigned to the order, it will be displayed just below the New, Edit, Void buttons in the center right corner of the Details section when the order is highlighted.)

-- Additional Visible Information --

- **Total w/Tax** - The total of the transaction, including taxes. (At the bottom of the window is the total of the transaction without taxes.)
- **Deposit** - The total received towards this transaction. A customer may make multiple payments or deposits. This will show the cumulative total of those deposits.
- **Balance** - The amount still due, including taxes. (The total without taxes is displayed in the lower right corner.)
- **Service Status** - When viewing a service order, the status of the order will be displayed instead of Deposit and Balance.

- **New** - Creates a new order or other pending transaction for the selected customer.

- **Edit** - Opens the highlighted order for editing.
- **Void** - First prompts to confirm that the highlighted order is to be voided.

Print

The printing options are

- **Highlighted Order** - Prints only the highlighted order.
- **Order Details** - Prints a full report showing items on the orders and their in stock status.
- **Order Summary** - Prints a report of outstanding orders with totals and dates.
- **Order By Date** - Select a range of dates, either date entered or date due, and only those transactions will be printed.
- **Orders, Grouped By Item** - Prints all orders, grouped by item within a date range

- **Print Filter** - When you choose to print a report you may select
  Sort By: SKU, Description, Stock location

  Date Range By: Date Entered or Date Due - From and To dates

  Print Detail

Payment

For applying a payment towards a highlighted order. The default payment amount is the amount still due, including taxes. You should enter the actual amount being applied, but the tender screen will handle over payments requiring change back. No payment amount greater than the amount due will be accepted.

PROPERTIES

The lower portion of this screen shows further details depending upon the type of transaction being viewed. Selecting the appropriate tab displays more information.

Details -

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When viewing the Details you will see this listing of items and notes included in the order.

- **SKU** -
- **Description** -
- **Quantity** -
- **B'Order** - Number of items on backorder. This causes a "Red X in a Box" status Icon  to be displayed. (The Show Cost option replaces this column with the cost of the item.)
- **Price** -
- **Disc %** - The discount percentage applied to the item. (The Show Cost option replaces this column with the Markup Percentage of the item.)
- **Total** - The extended total price for the item(s).

Additional Information

Inventory Scroll Display - click on arrows to see:

- Stock, Held, Available
- Ordered, Committed, Extra
- Dept & Category
- Credit Limit, Amount On Account, Store Credit, Price Level
- Price, Tax of line item

InfoBar - a floating pallette with sales history, purchase history and customer orders pending for the highlighted inventory item (see InfoBar 1355)

Show Notes - Check this field to display any line notes below or above items on this pending transaction.

Show Cost - Check this field to display costs and markups rather than backorders and discount percentages.

Total [w/o Tax] - the total of all items on the pending order without tax charges. The header always shows Total with Tax.

Service Notes

(Only visible when viewing Service Orders.)

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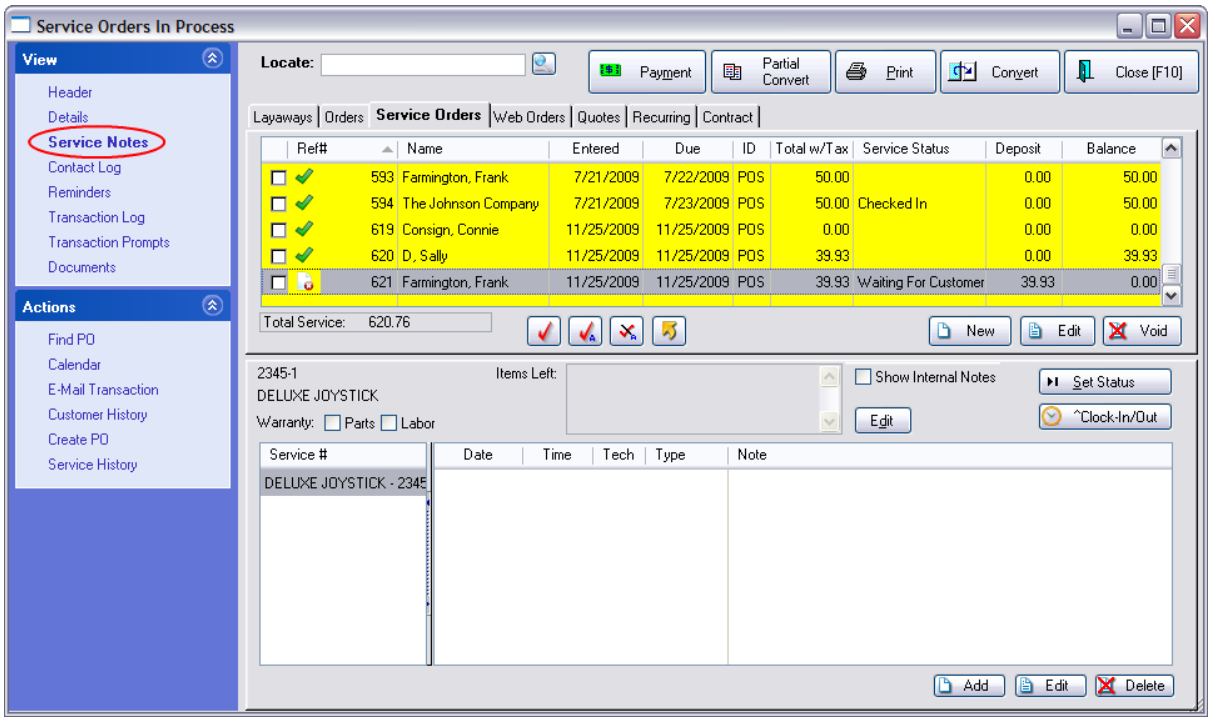

- Lower section shows Serial Number or Section Name, Description of item being serviced, Other Left Note and Warranty checkboxes.
- **Add Edit Delete** - for review, adding and editing of Other Left, Work To Do, Work Done and Internal notes related to the highlighted service order.
- **Show Internal Notes** - Internal notes are for tech reference only and will not be shared with the customer or customer service order.
- **Set Status** - Select a service order status as defined under Maintenance: Defintions: Service Definitions
- **Clock In/Out [F12]** for recording technician start and stop times for a project. For each service order, multiple service technicians can record how much time they spend on that particular service order. Choosing Clock In/Clock Out will start and stop the clock. Management can then access the total times by going to Management: Service Time Cards.

Contact Log

A record of phone calls and e-mail messages to reach the customer regarding the order, as well as the option for making and recording the calls.

- Displays Date Time SalesID and Result of Call
- If you highlight the call record, the notes made will appear in the screen at right. You may edit the notes after the fact.
- Displays Customer Account information including phone numbers.
- Log Call button enters an new transaction into the log.

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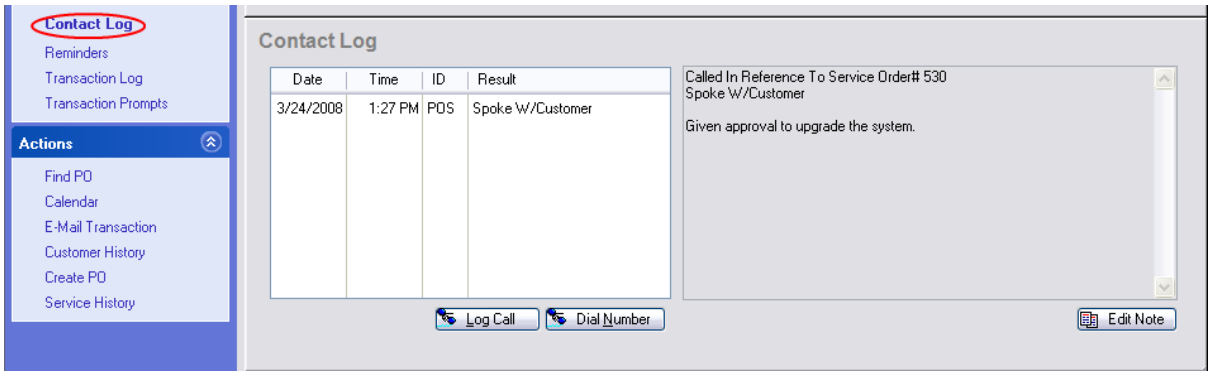

How To Log A Call

1) Highlight the desired transaction.

2) Press F9 to view the Customer Call Log tab.

3) Make the phone call. The customer's phone numbers are displayed in the panel on the right.

4) Click on Log Call.

5) Enter your Sales ID and Password.

6) Select from the list of available responses OR click on "Enter Reason Not Listed [F5]"

7) At the completion of the call, create notes.

5.2.9.1 Voided Pending - Recover

Are you unable to find a Pending Transaction (Layaways, Orders, Service, etc)?

Pending transactions which have been voided will no longer be visible in the Pending Transactions list.

It could be that the pending transaction was mistakenly voided. In such a case you can Recover the voided transactions.

1) Go to Accounting: List of Voids: and choose Pending

2) Select the tab of the pending transaction type.

3) Highlight the pending transaction

4) Choose the Recover button in the upper right.

5) Answer YES and the voided transaction will be removed from this listing and now appear in the normal grouping of active pending transactions.

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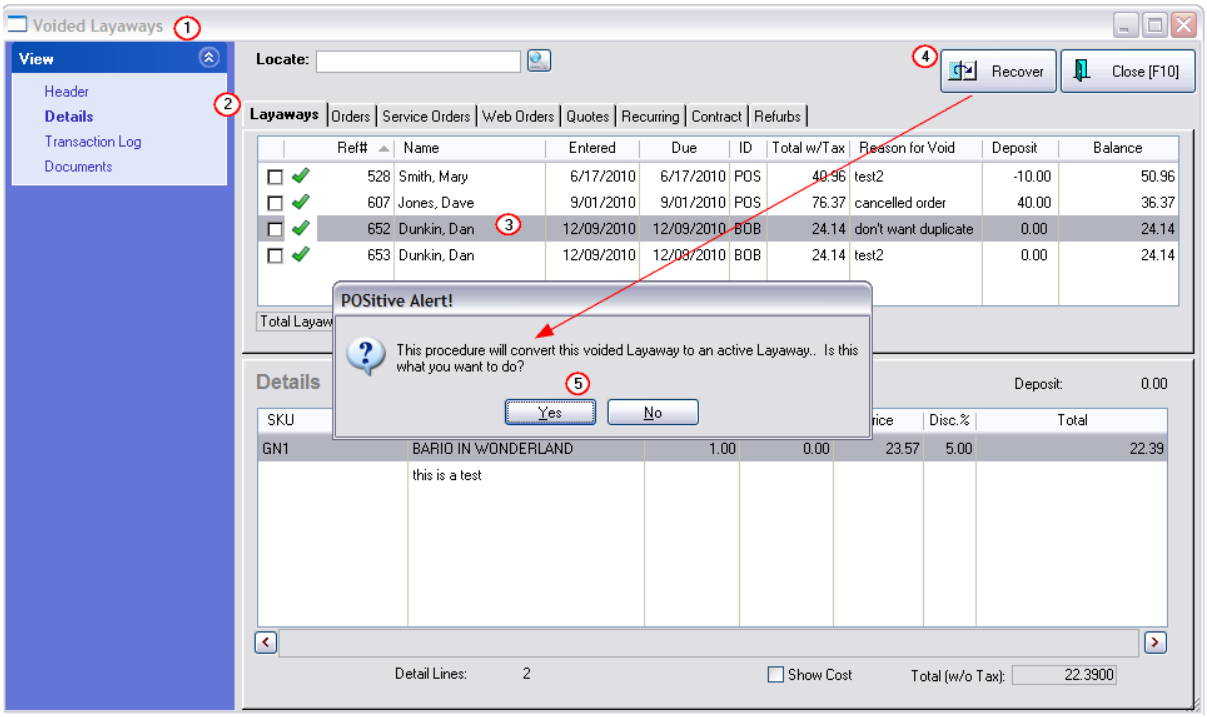

5.2.9.2 Voiding Multiple Pending Transactions

There could be an occasion when you want to void multiple Quotes, Contracts, or other pending transactions. You can void multiple transactions en masse.

If necessary, you will be able to recover a voided pending transaction. (see Voided Pending - Recover 1192)

1) Open the Pending Transactions screen. Choose the appropriate tab of the Type of pending transactions.

2) Tag (check mark) the transactions to be voided.

3) Choose the Void button at the far right.

You will be warned that "You have several {Contract Pricings} tagged. Are you sure you want to void these?

4) Answer YES.

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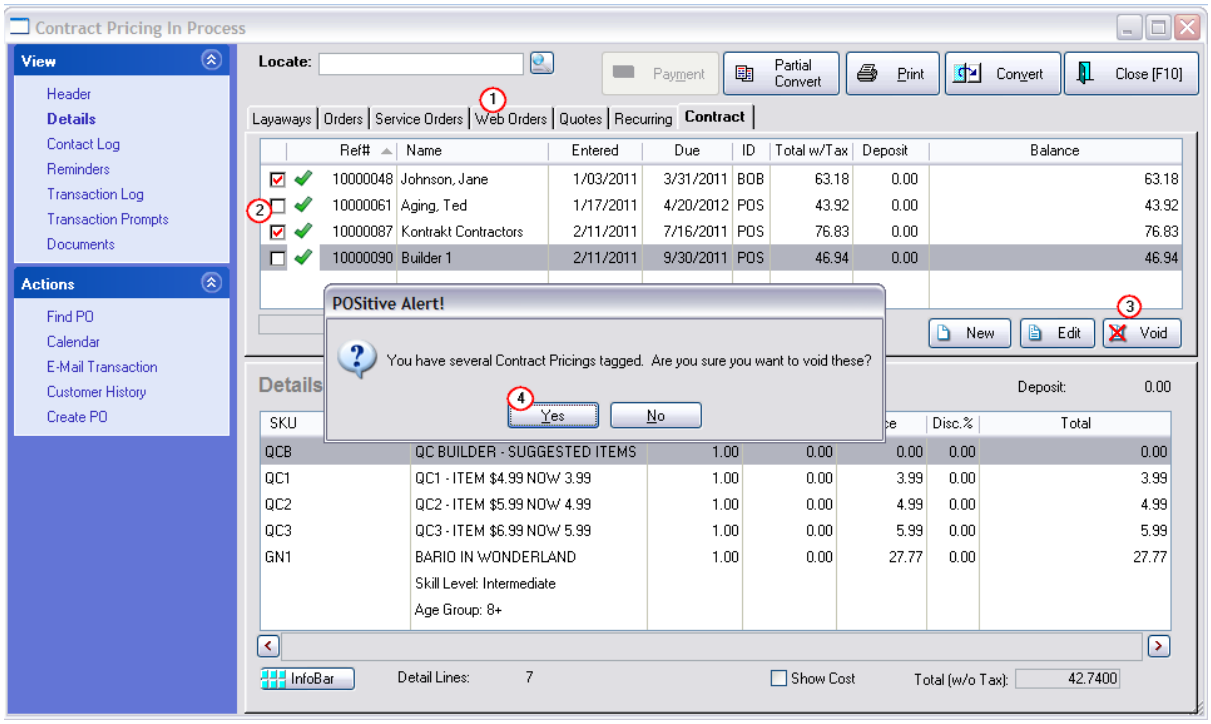
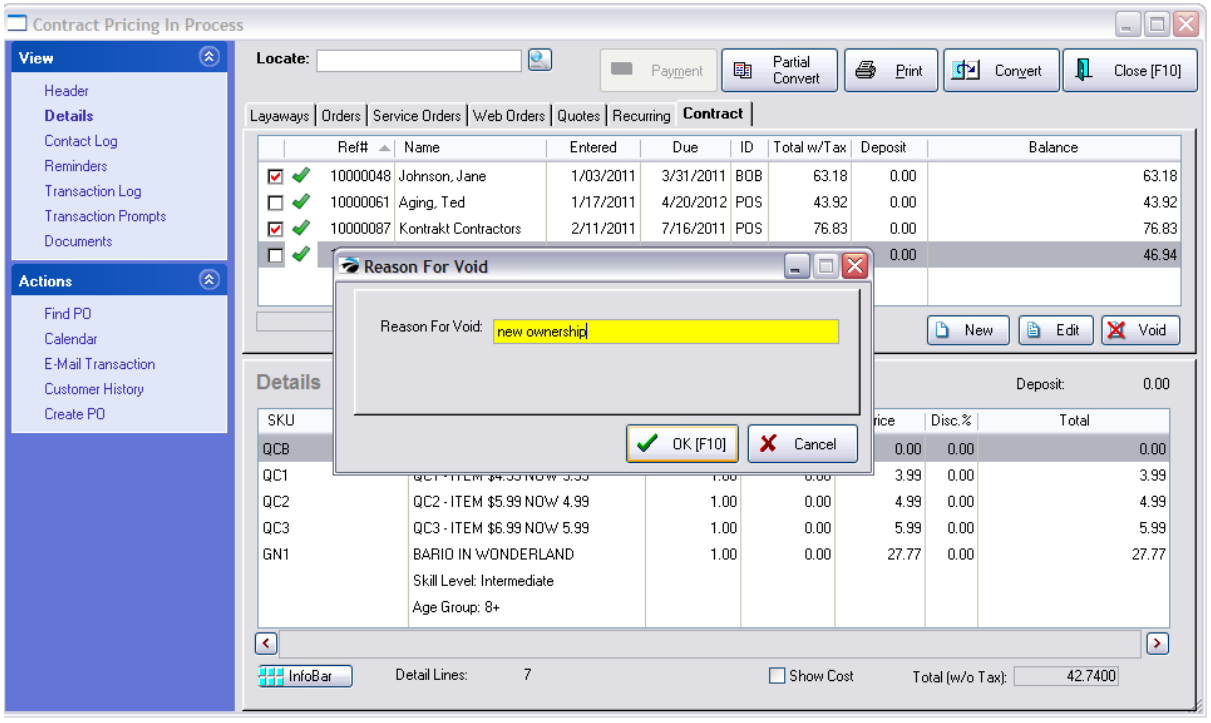


5) You will be prompted for a Reason For Void. The reason entered will be applied to all pending transactions being voided at the same time.



6) You may want to print a copy of each voided transaction. Choose one: Yes, No, Yes To All, No To All, or Cancel. If you choose Cancel the whole process will be stopped.

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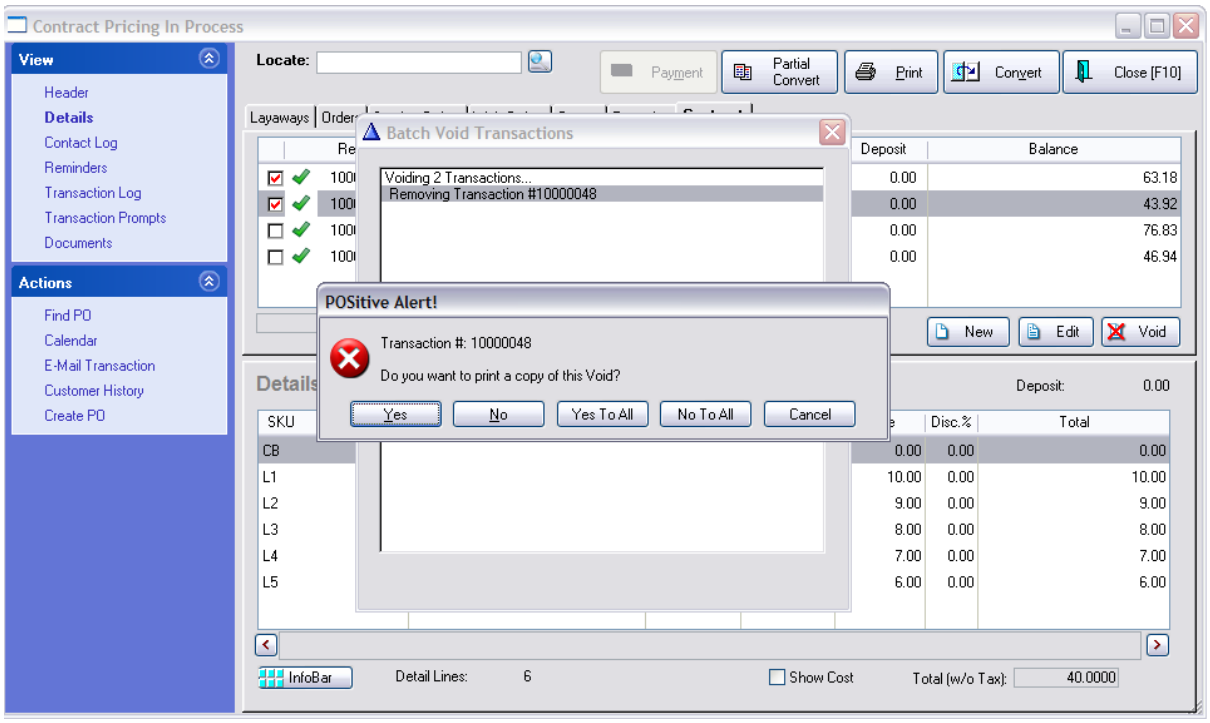
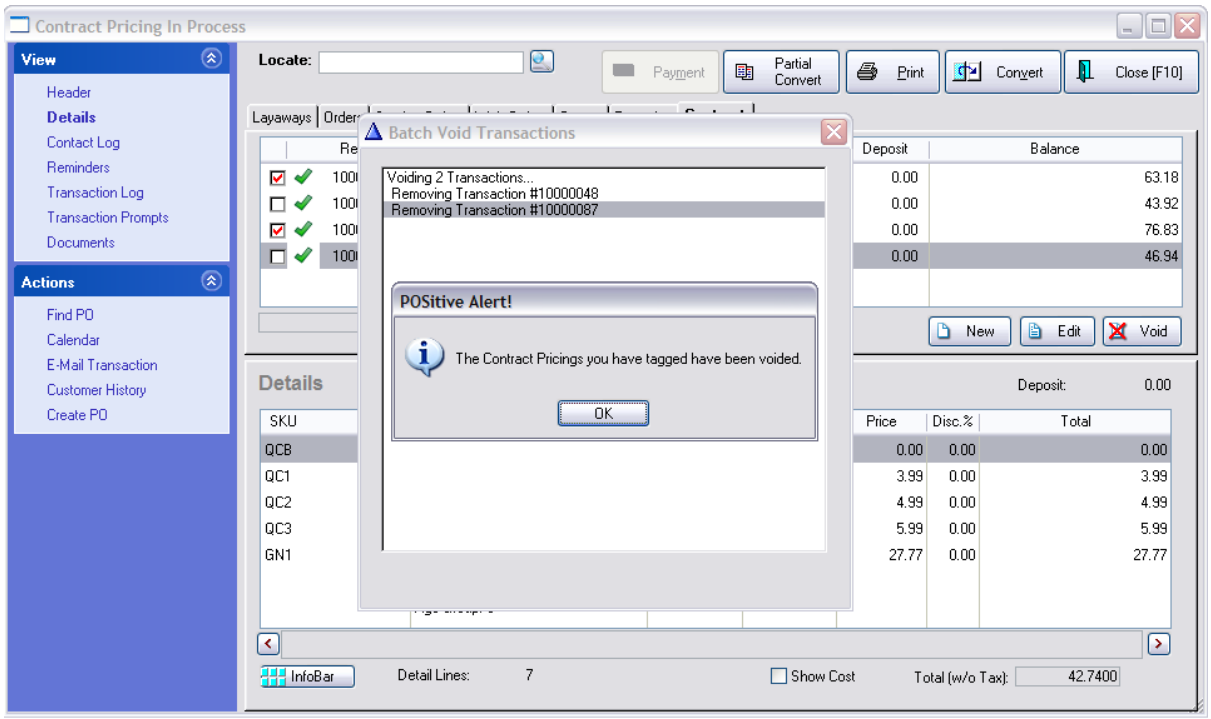


7) A "Batch Void Transactions" will display details about which pending transactions are being removed. When it is finished, the message "The Contract Pricings you have tagged have been voided," will be displayed. Choose OK to return to the listing of pending transactions.



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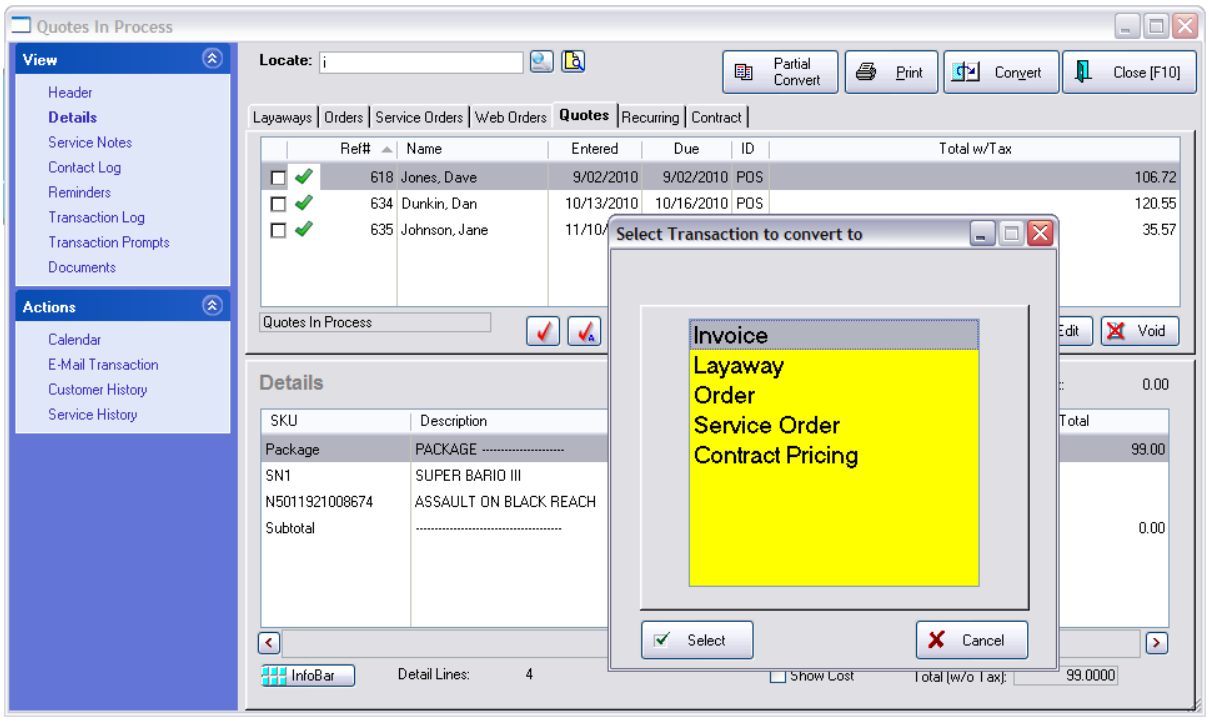
5.2.9.3 Convert from In Process

All Pending Transactions, Layaways, Orders, Service Orders, Web Orders, and Quotes must eventually be voided or converted to and invoice



5.2.9.4 Transaction Prompt

A Transaction Prompt is a pop-up requesting additional information whenever an invoice or pending transaction is created. The prompts are customizable as to the Title and Content requirements. (see Setup Transaction Prompts 1258)

Once a Transaction Prompt is captured, the entry can be searched, accessed, and edited.

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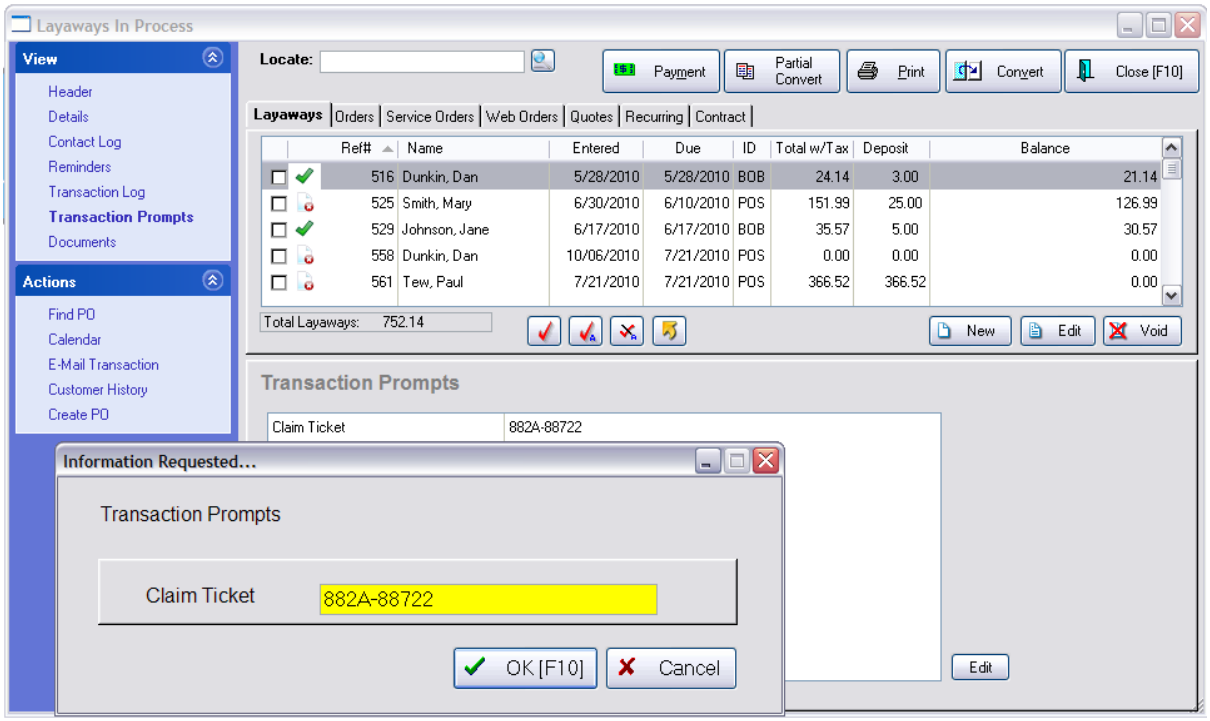

5.2.9.5 Find PO

The Find PO option under Actions of Pending Transactions is designed to search for customer purchase order numbers.

Some businesses will provide departmental authorization to make purchases in the form of a company purchase order number. You can enter these PO numbers from the customer at the time of the creation of the pending transaction or after the fact. (see Customer PO Number 1198)

1) Open any Listing of Pending Transactions

2) Select Find PO under Actions

3) The Find Purchase Orders screen will list any pending transaction with an attached customer PO number.

4) Use the locate field to search for the desired PO number. Type the number and press Enter.

5) Once the desired record is highlighted, choose Select to open the pending transaction.

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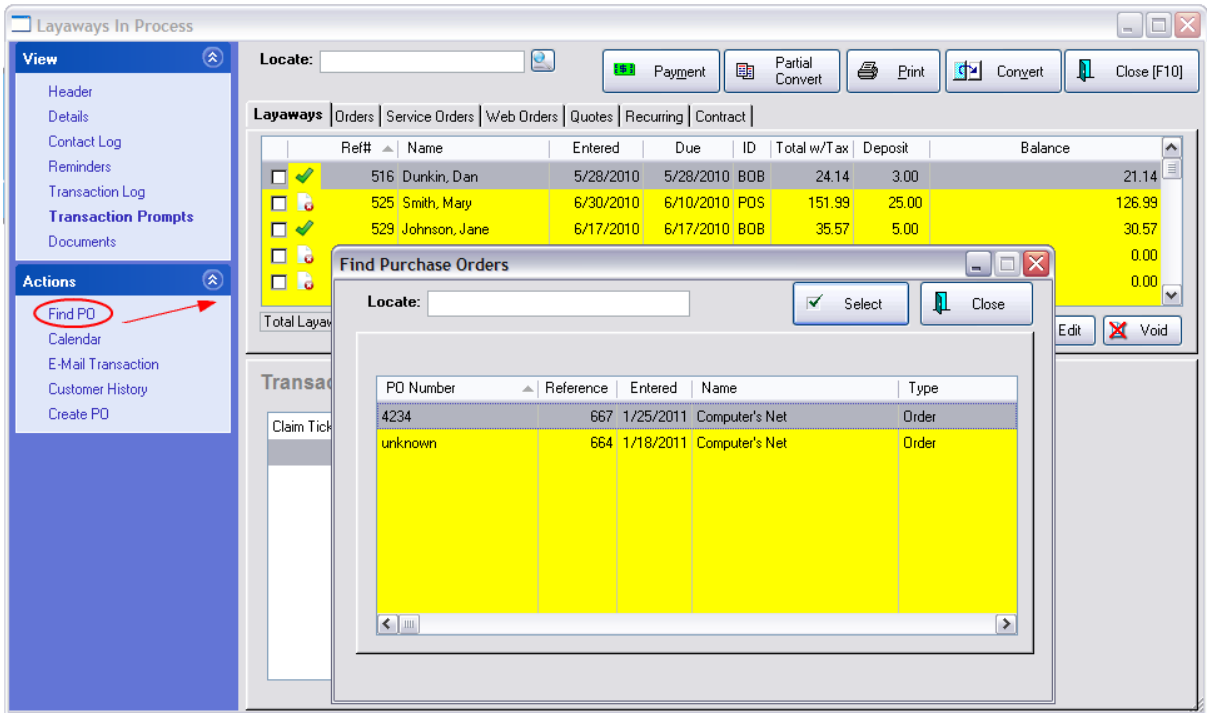

5.2.9.5.1 PO Number

Some businesses will provide departmental authorization to make purchases in the form of a company purchase order number. You can enter these PO numbers from the customer at the time of the creation of a pending transaction or after the fact.

For Automated Prompt: SETUP REQUIRED

Automated Prompt: If you want to be prompted automatically for the customer PO Number, edit the customer record and open the "Other" tab. Activate this option:

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

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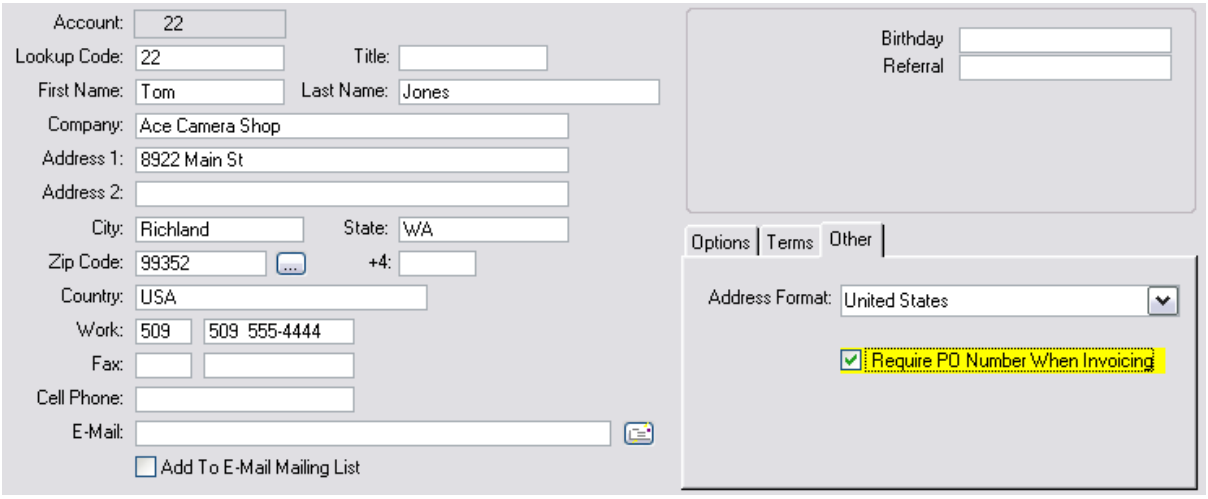

If No Automated Prompt: At any time you can edit the pending transaction and select "Enter PO Number."

Using Customer PO Number

Once the PO Number has been assigned it can be searched for.

"Find PO" option under Actions of Pending Transactions is designed to search for customer purchase order numbers. (see Find PO 1197)

5.2.9.6 Handling Drop Shipments

If you wish, you can fulfill your customer's orders by requesting the vendor to drop ship items directly to the customer rather than arranging your own shipping solutions. This is especially useful if you do not have the full order quantity on hand.

The process for handling drop shipments begins with creating a customer sales order and adding all desired items and quantities.

Create PO

It will add the items on this order to the Order List. All the appropriate vendors for the items are listed. Choose to process only those items needed to complete the order.

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One option available is for the vendor to drop ship products to the customer directly.

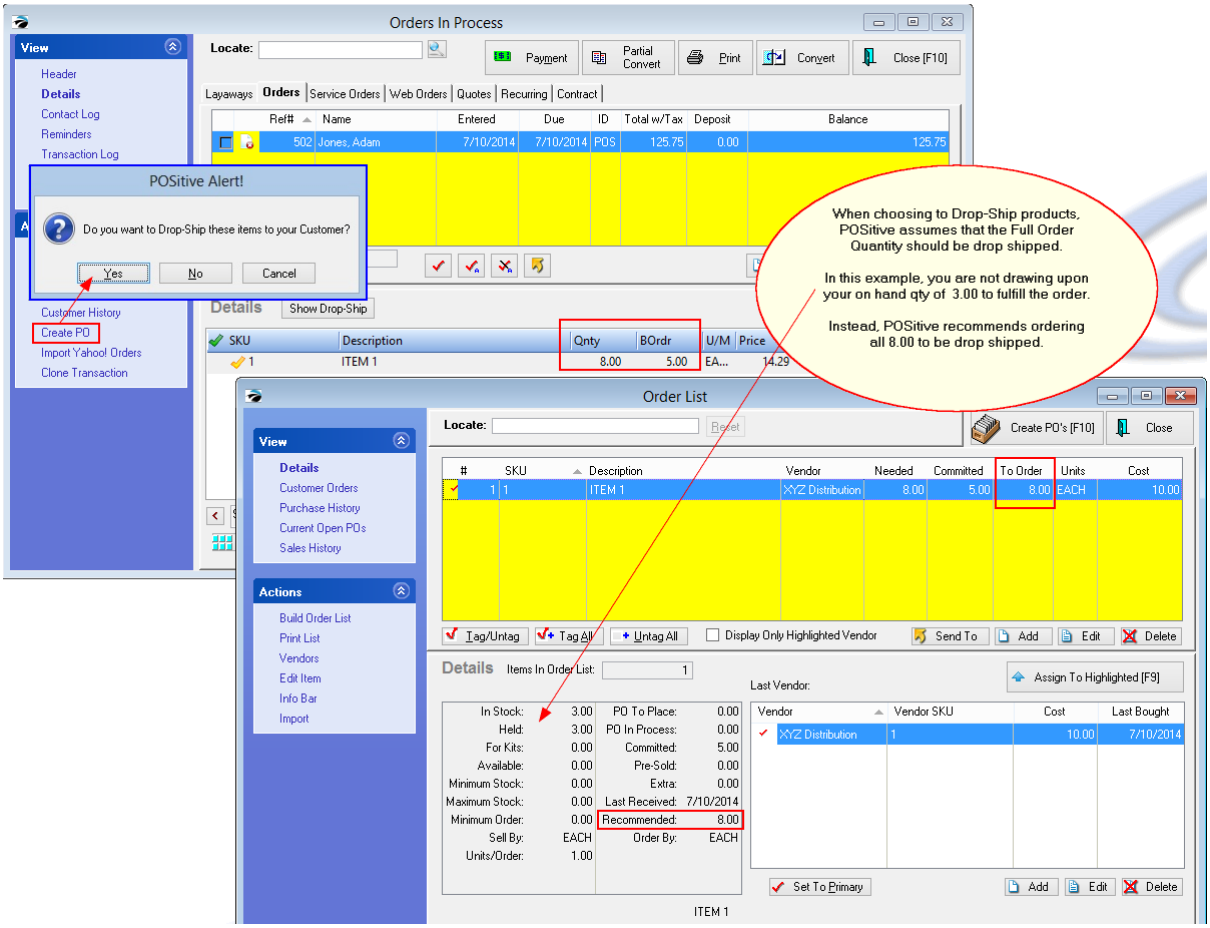
When the purchase order arrives, this pending transaction will be updated.

Drop Ship Full Order Quantity

When choosing to Drop-Ship products, POSitive assumes that the Full Order Quantity should be drop shipped.

In this example, you are not drawing upon your on hand qty of 3.00 to fulfill the order.

Instead, POSitive recommends ordering all 8.00 to be drop shipped.



5.2.10 Quick Find an Invoice / Pending Transactions

You can search all Invoices and Pending Transactions for elements other than SKU and Description in the body of the invoice. The purpose of Quick Find is to give you ready access to find invoices with

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specific contents.

These are additional ways to get added information into an invoice

- Category Selling Prompts
- Invoice Notes
- Invoice Prompts
- Line Notes
- Serial Numbers
- Service Notes
- Transaction Notes
- User Defined Fields (added to invoice)
- Station Number
- Web Order Number

NOTE: Quick Find will not search Service Notes nor Invoice Notes.

INVOICE SEARCH

You can find a specific invoices by using Quick Find

How To Search For Text

1) Select the Quick Find Icon at the top of the screen

2) Enter text to search for

- **Reference #** - type the invoice number
- **Converted From #** - type the pending order number
- **SKU** - type a SKU
- **Item Description** - type a word or phrase in the description
- **Item Note** - type a word or phrase in a line note
- System Invoice Prompts - (a function of System Setup) enter appropriate text

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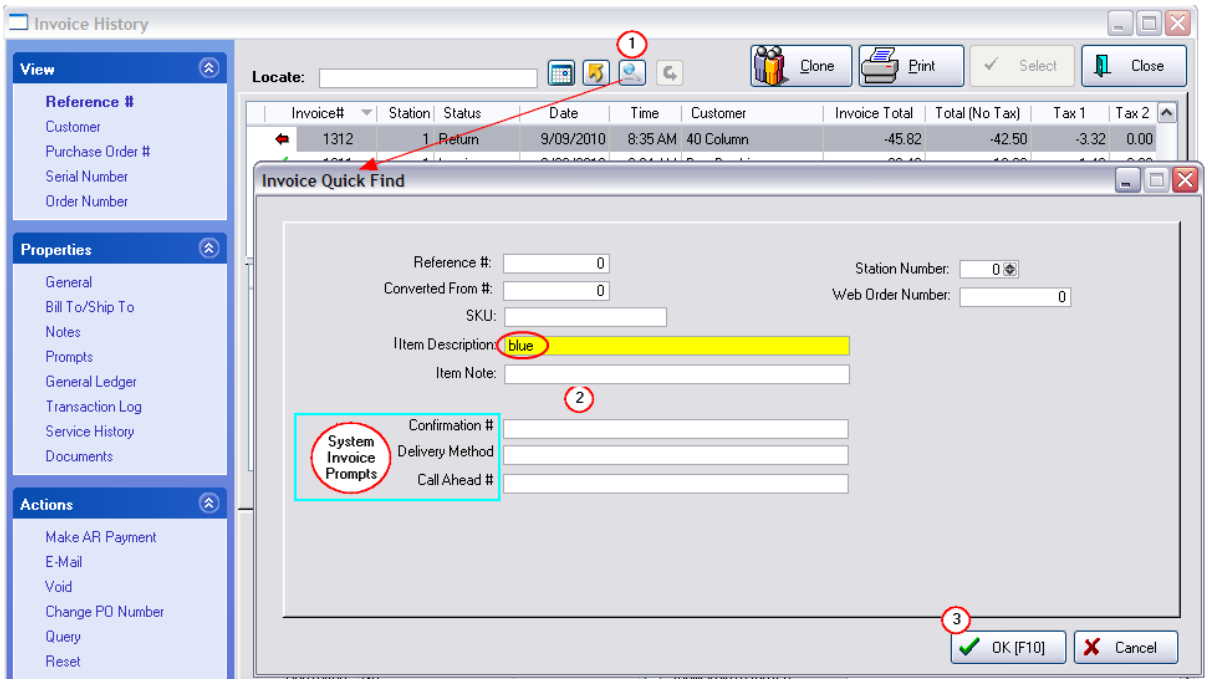
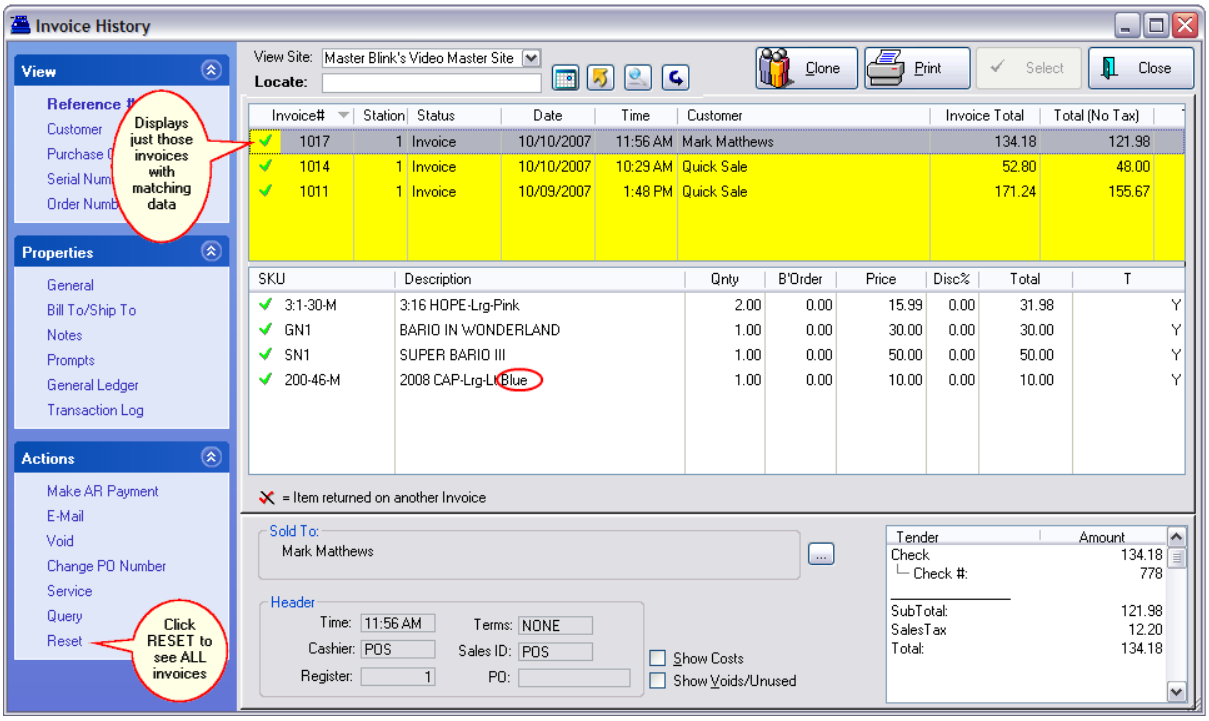


3) Choose OK [F10] to apply the Quick Find filter(s).

This will then display all invoices which match the criteria.



4) Choose the RESET option under Actions or at the top of the screen to display all invoices again.

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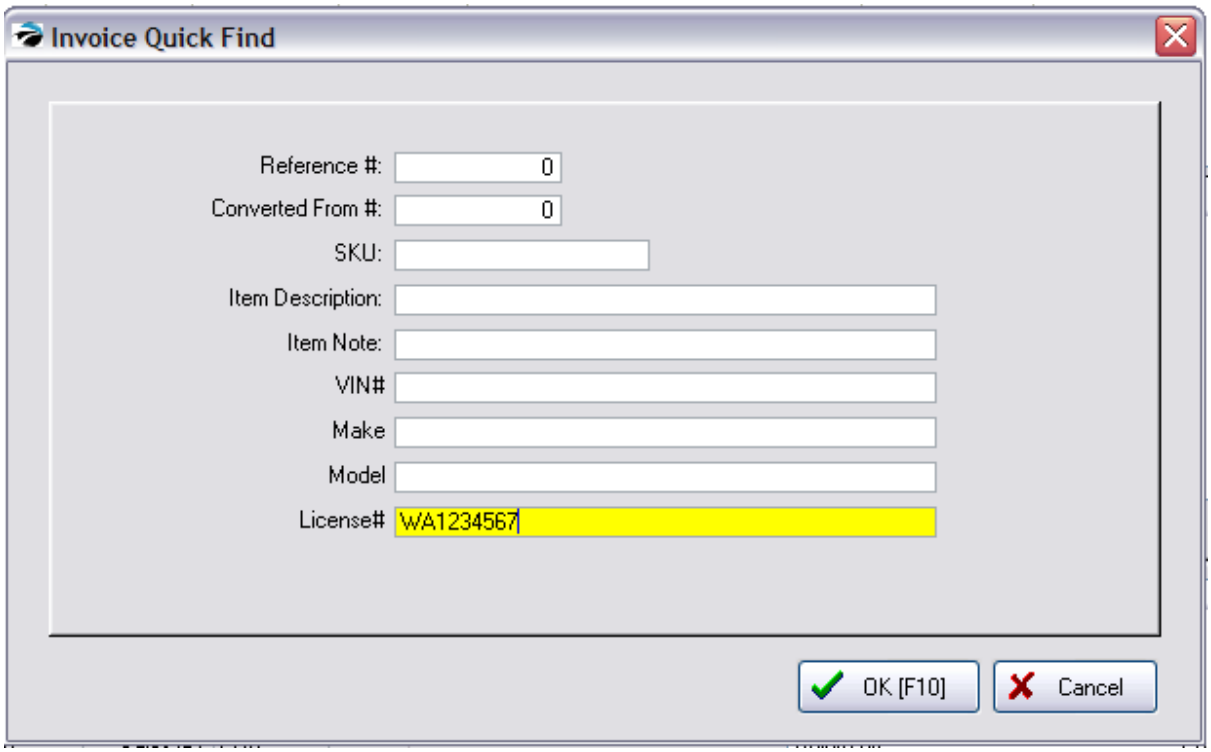
System Invoice Prompts

If you have chosen to use Invoice Prompts as a method to gather additional information relative to the customer or services rendered, this Invoice Quick Find will include the fields of Invoice Prompts for search capabilities. (see Transaction Prompts 1258)



PENDING TRANSACTION SEARCH

You can find a specific pending transaction by using Quick Find

Open the In Process screen and choose a transaction type: Layaway, Order, Service Order, Web Order, Quote, Recurring, or Contract.

1) Choose the Quick Find icon at the end of the Locate field.



2) Enter the string of information to be searched in one of the fields.

- Reference Number (must be an exact match to fine the transaction number)

These other fields do not need text to be fully spelled out; POSitive will search for partial phrases.

- SKU
- Description
- Item Note It will search for text anywhere in the body of the line item transactions. (Quick Find will not search Service Notes)

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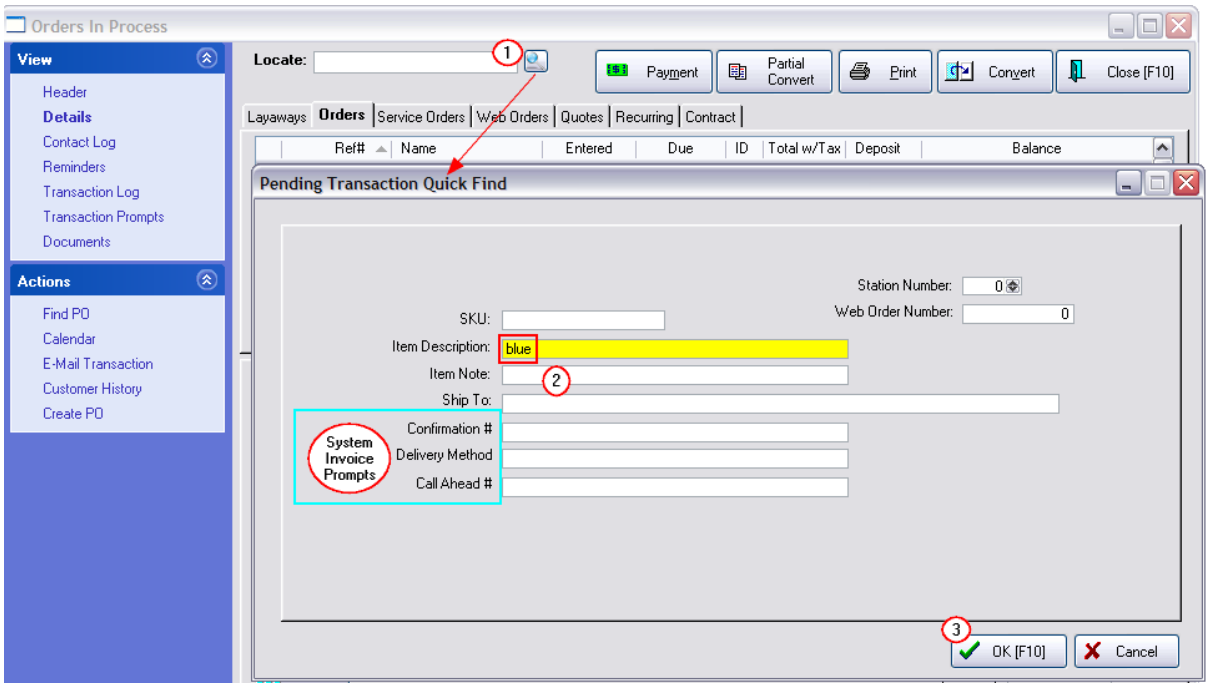

3) Choose OK [F10] Only the transactions with that specified "string" will be found. Note: if an order has the same string listed more than once on the order, the identical order number will be listed again, once for each string found.

RESET LIST

To view all pending transactions again click on the Reset button at the end of the Locate field.



5.2.11 Orders In Process For..

This feature has been designed to alert you to an overall view of pending customer transactions.

When Creating an Invoice or Order

If you have activated the option in System Setup 50: Transactions: Customers tab to "Alert If Customer Has Pending Transactions," whenever you create an invoice for a customer who has pending transactions you will see a list of all transactions for the customer. This is a good opportunity to review the status of orders and to check to see if any orders are ready to be delivered and converted to an invoice.

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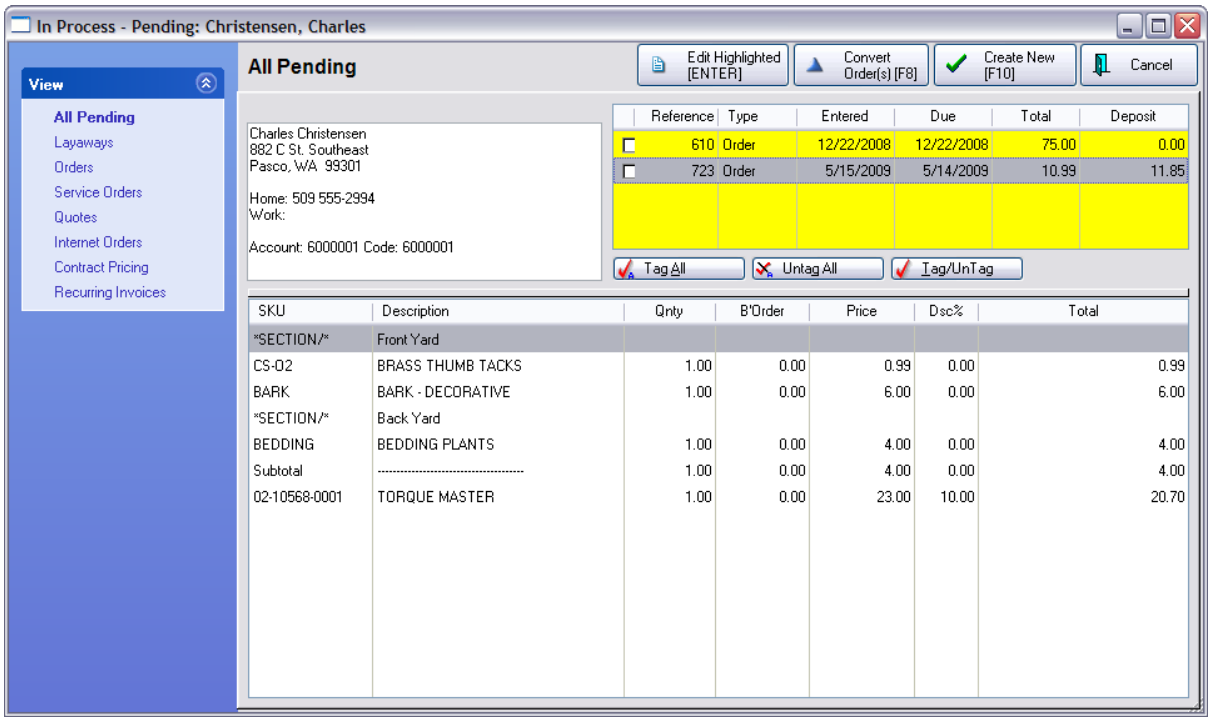

Handling A Pending Transaction

The View in the upper left corner allows you to filter the view to **All Pending** or to a specific type of pending transaction: Layaway, Order, Service Order, Quote, Internet Order, Contract Pricing, or Recurring Invoices.

On the right is a list of all pending transactions. Highlight a transaction and choose one of the following

- **Edit Highlighted (ENTER)** - will open the pending transaction for further modification or review.
- **Convert Order(s) [F8]** - Highlight the pending order and the order will be converted to an invoice. If you have tagged multiple orders for the customer, you will be given the option to convert each one separately or consolidate them into a single invoice.
- **Create New [F10]** - Ignore any pending transactions and proceed to create a new transaction.

How To Merge Pending Orders

When creating a new order for a customer, you will see all pending orders listed in the upper right corner.

Review the contents, (bottom section of each order), checking to see if there are any Back Order quantities.

If appropriate, tag multiple orders and choose the Convert Orders [F8] button.

You will be prompted to choose

- **One-By-One** - will convert each order as a separate invoice. There are specific criteria which must be met: 1) the total (less any deposit) must be zero, and 2) there are no backorders.

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- **Merge** - will combine the items of all orders into one invoice.

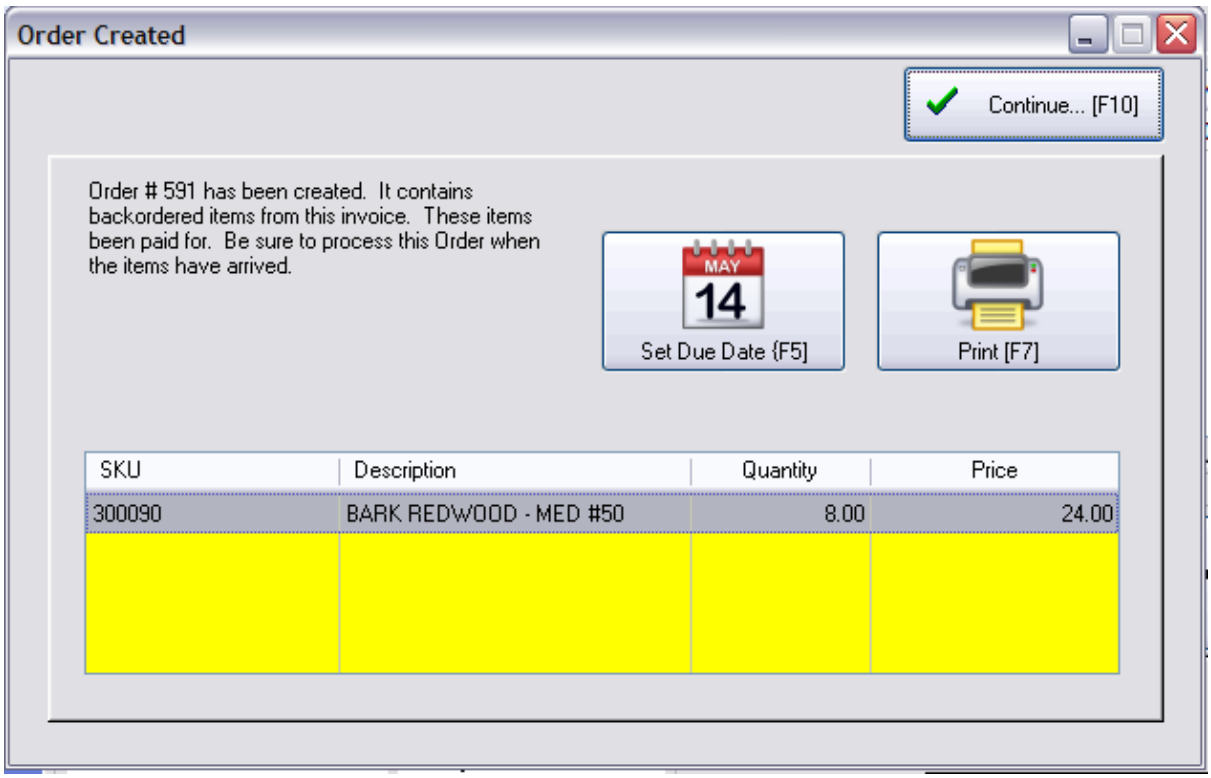
If there are deposits on the various orders, the deposits will also be combined and applied to the new invoice.

If you cannot deliver the backordered products at this time, consider using Partial Delivery. (see Partial Delivery 1206)

5.2.12 Order Created

If an invoice contains backordered items, you have the option to create a special order to handle the backordered items.

You will see a screen similar to this confirming the customer order is being created.



Set Due Date - opens a calendar so that you can pick a date for delivery. You will also see the number of orders planned for each date to help determine a good delivery date.

Print - prints a copy of this new customer order

Continue...[F10] - completes the creation of the Order for the customer. You can access the orders from the Orders In Process 1204 list.

5.2.13 Partial Convert / Delivery

A customer may want to pickup and pay for just a few items on the layaway or order and leave the rest until later. This is especially useful if some items are backordered and cannot be delivered at this time.

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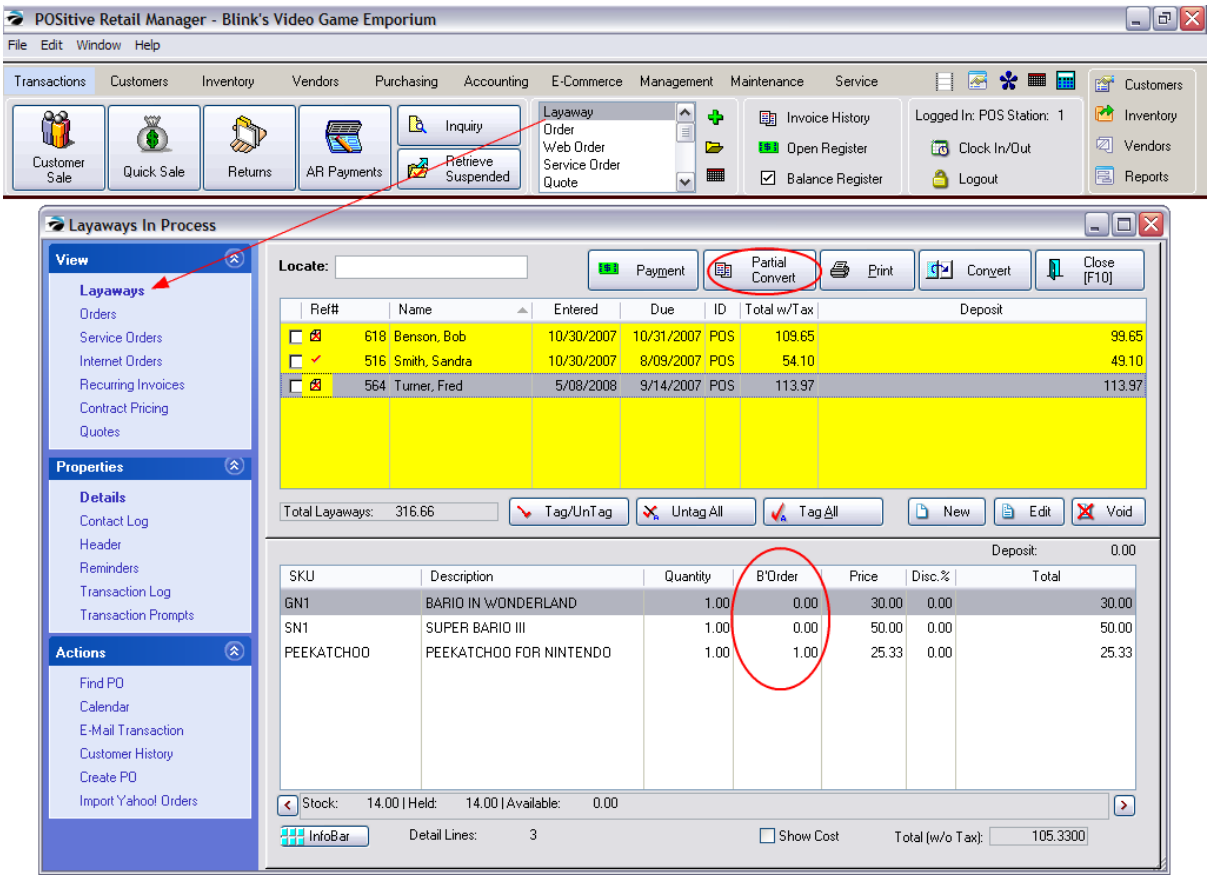
1) Open the Layaway or Orders In Process Screen

2) Highlight the customer order, and choose the Partial Convert button.



Select "In-Stock" Items To Be Delivered

Check mark each item to be delivered. and choose OK [F10] Typically, you would only be able to convert items which are in stock, but if you tag an item not in stock you will be able to make adjustments based upon your system settings.

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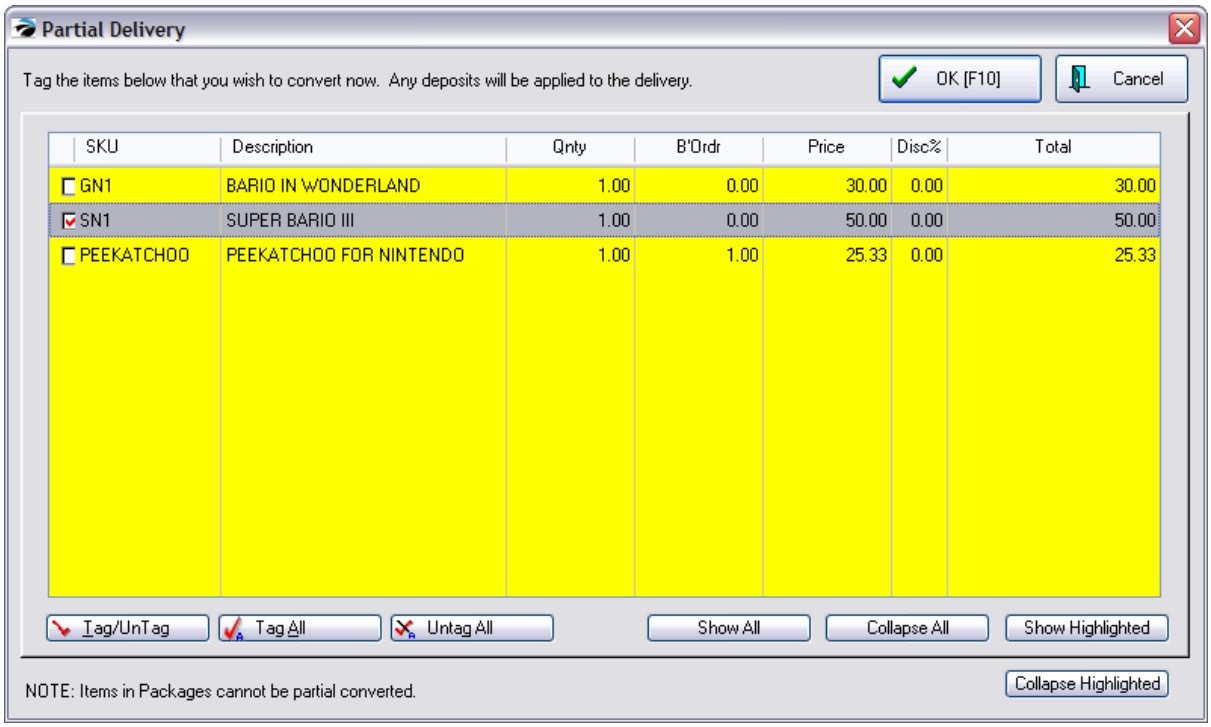

The resultant invoice can be processed just as any other. If a deposit was made on the Layaway or Order the charges for this invoice are deducted from the deposit.

The items not delivered still remain on the original order for processing later.

Remember that eventually ALL pending transactions MUST be converted to invoice or voided so that inventory stock counts, taxes collected, and monies deposited can be properly reported and tracked.

Partial Convert of Sections

When using Sections (not available on Register Style screens) each section has it's own checkbox. Select the section(s) to be converted and choose OK [F10] The sections not selected will be retained with the original order or layaway. (see Section Manager 1248)

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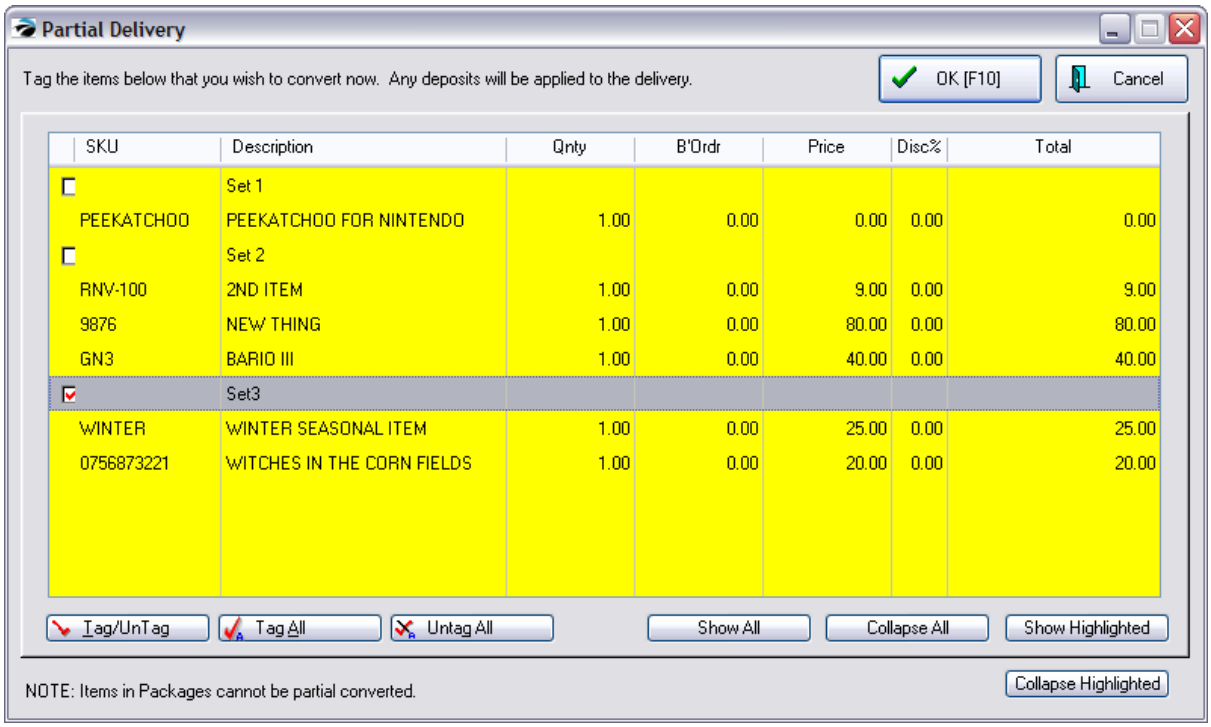
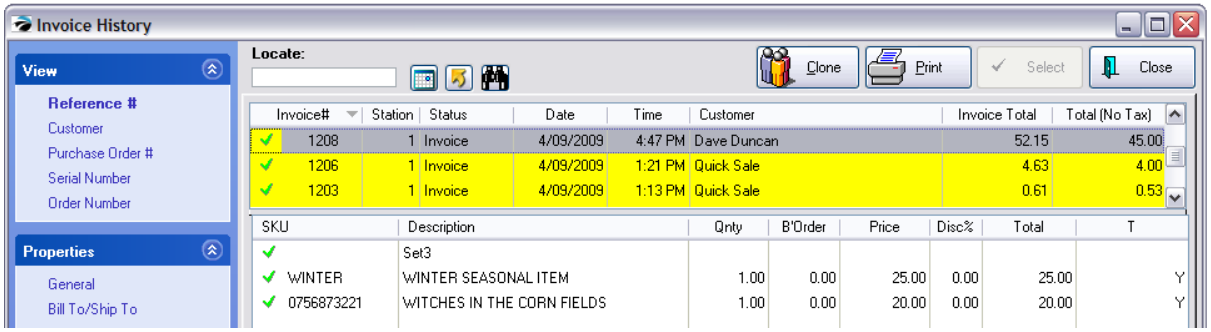


Converted Sections are intact on the invoice and in Invoice History.



Partial Convert Of Packages

IMPORTANT: use of Package (CTRL-P) anywhere in the invoice NULLIFIES THE USE of Partial Convert. You must move products to a different customer order to deliver them separately.

When the items on a pending layaway or order are part of a "package," the Partial Convert option will appear to give a choice for delivering all or just part of the group, BUT this is not going to work.

Here is the original detail. Packages start with a PACKAGE line and end with a Subtotal line.

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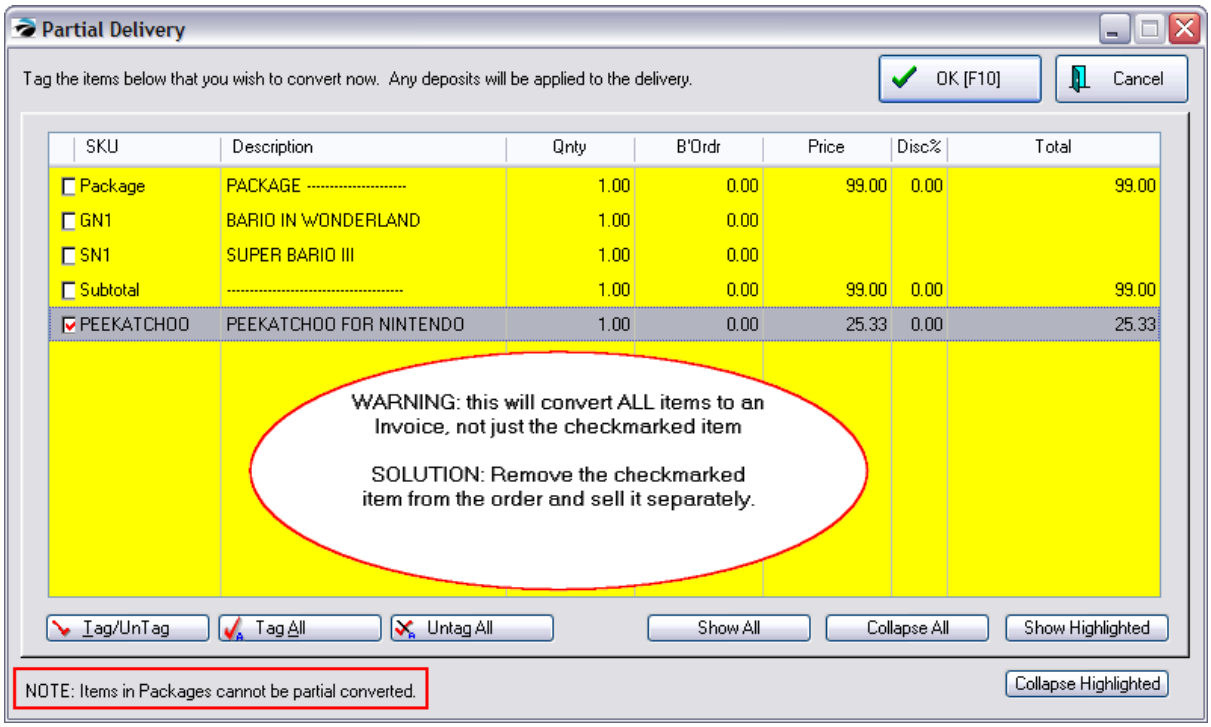
SKU	Description	Quantity	B'Order	Price	Disc.%	Total
Package	PACKAGE ----------	1.00	0.00	99.00	0.00	99.00
SN1	SUPER BARIO III	1.00	1.00			
GN1	BARIO IN WONDERLAND	1.00	1.00			
Subtotal	----------	1.00	0.00	99.00	0.00	99.00
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	0.00	25.33	0.00	25.33

Choosing the Partial Convert button will then display a checkbox for all items even those in the package.

WARNING: Choosing OK [F10] to NOT convert the following as it is displayed, even it it is not in the package; this will convert EVERYTHING to an invoice.

SOLUTION: You MUST remove the items to be delivered now from the current order and create a separate invoice or order for the customer.



Buttons

Show All -

Collapse All -

Show Highlighted -

Collapse Highlighted -

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5.2.14 Fulfillment Center

(An optional feature of POSitive. Contact your Dealer for more information.)

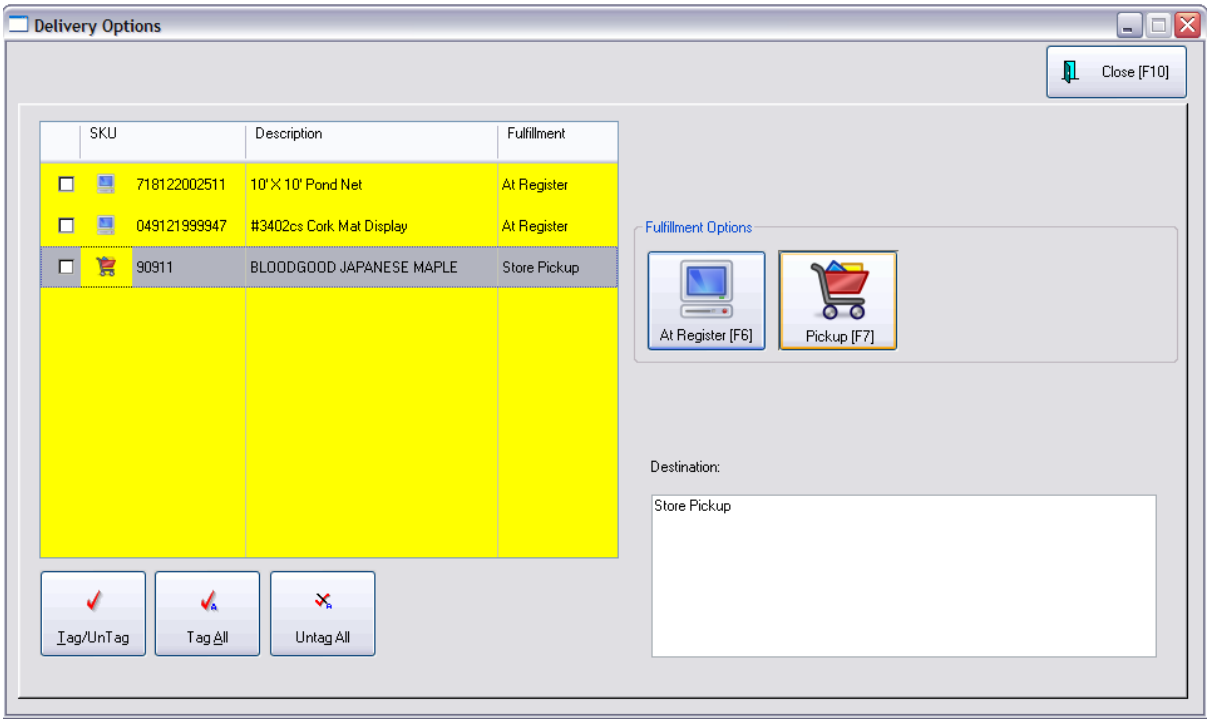
Fulfillment Center Lists items to be picked up by, or delivered to, the customer (not taken at the sales counter) and is accessed from the Transactions menu.

This section lists items which have been purchased by customers and are awaiting pickup or delivery. This is not a "pending" transaction like layaways, orders, and service orders. Instead, they are sold products which are no longer part of your stock count which are temporarily still in your possession until picked up or delivered to the customer.

How Items Got To This List

In touchscreen mode or on Register Style invoicing screen, the sales clerk will choose the "Set Delivery" button.

The customer will determine which items will be picked up or delivered later. Once the invoice is processed, these delivery items will be added to the Fulfillment Center.



How To Release Items From This List

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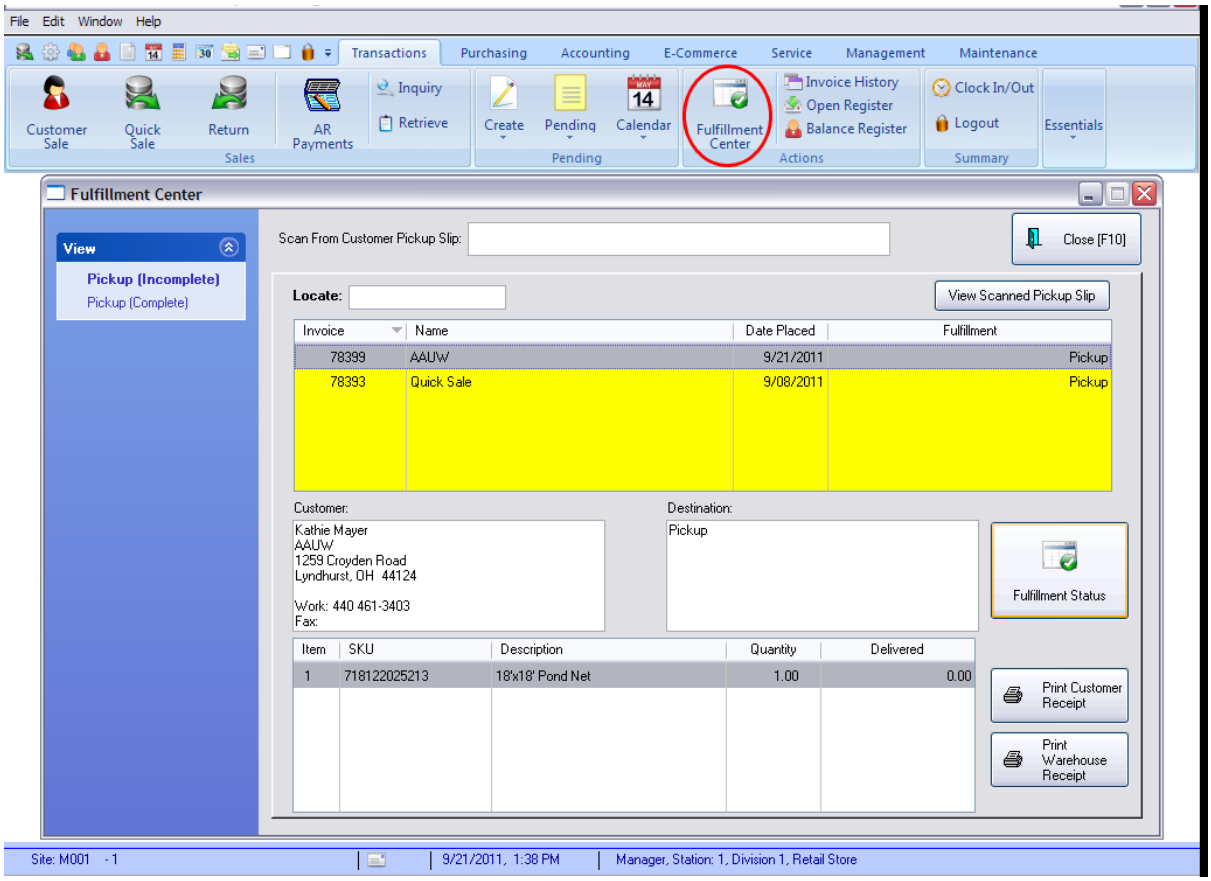

The Fulfillment Center incorporates the Pickup feature activated while tendering invoices.

Options

Scan From Customer Pickup Slip - a barcoded invoice called a Fulfillment Receipt can be scanned to quickly identify which products need to be delivered.

At the time of invoicing, this Fulfillment Receipt will be printed for the customer to hand carry back to the shipping dock. The shipping clerk can scan the receipt and know exactly which items to release to the customer.

Locate - in lieu of scanning a Fulfillment Receipt, the shipping clerk can search by customer name or invoice number.

View Scanned Pickup Slip -

Fulfillment Status -

Print Customer Receipt

Print Warehouse Receipt

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5.2.15 Printing With Grouping Options

Transaction Detail Order - Printing Options - you may control the printout of invoices, orders, etc in the following ways. This could be an advantage if a pick list or packing list is printed and items need to be pulled from stock in this sequence.

- **Print As Displayed** - prints the items on the invoice in the order they were entered on the invoice, or as they have been manually positioned on the invoice.
- **Sort By SKU** - the printout will sort all items on the invoice by SKU when it is printed
- **Sort By Description** - the printout will sort all items on the invoice by Description when it is printed.

Printing With Grouping Options

For service type businesses it is sometimes helpful to group sales of products and services by category on the invoice. As a cashier, simply enter all items sold in any order you wish. When the invoice is printed, items can be automatically grouped within categories with a header, the category name and a subtotal line below the group. This is per category. And/Or the bottom of the invoice can show just the category name and total of items of that category.

Alternative Solution: see Section Manager 1248

SETUP

Go to Station Detail and select Printers/E-Mail and on the Transactions tab activate the following

1) **Print As Displayed** - this will ensure that the Group by Category options take precedence.

2) **Activate Group By Category** and select desired options

- **Show Header (top of Group)** - the name of the category will be listed first, then the items purchased
- **Show Subtotal (end of Group)** - a subtotal of charges for the items in the category
- **Show Subtotal Summary (end of Transaction)** - at the bottom of each invoice each selected category will be listed and subtotaled. If an item is not sold out of a designated category, no summary line will appear.

3) **Select the categories** to be grouped or summarized. Leaving the list blank will include all

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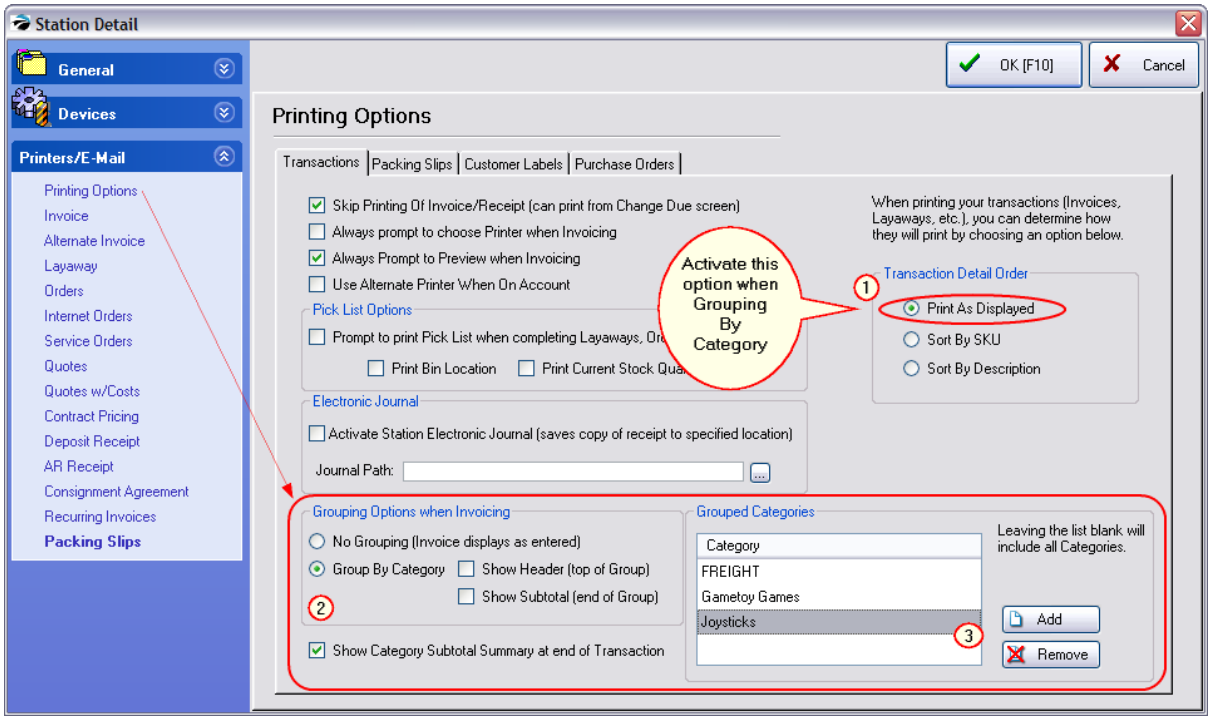
Categories for invoice grouping.



SAMPLE of Show Header and Show Subtotal

	Freight						
SHIP	SHIPPING	1.00	0.00	30.00	0.00	30.00	Y
SUBTOTAL	----------	---------	---------	---------	-----	30.00	N
	Gametoy Games (Header)						
GN1	BARIO IN WONDERLAND	1.00	0.00	30.00	20.00	24.00	Y
PEEKATCHOO	PEEKATCHOO FOR NINTENDO	1.00	0.00	25.33	0.00	25.33	Y
G1000	HIGH ADVENTURE	1.00	0.00	20.00	20.00	16.00	Y
SUBTOTAL	---------- (Subtotal)	---------	---------	---------	-----	65.33	N
	Joysticks						
SNA1	DELUXE JOYSTICK	2.00	0.00	41.67	0.00	83.34	Y
SUBTOTAL	----------	---------	---------	---------	-----	83.34	N

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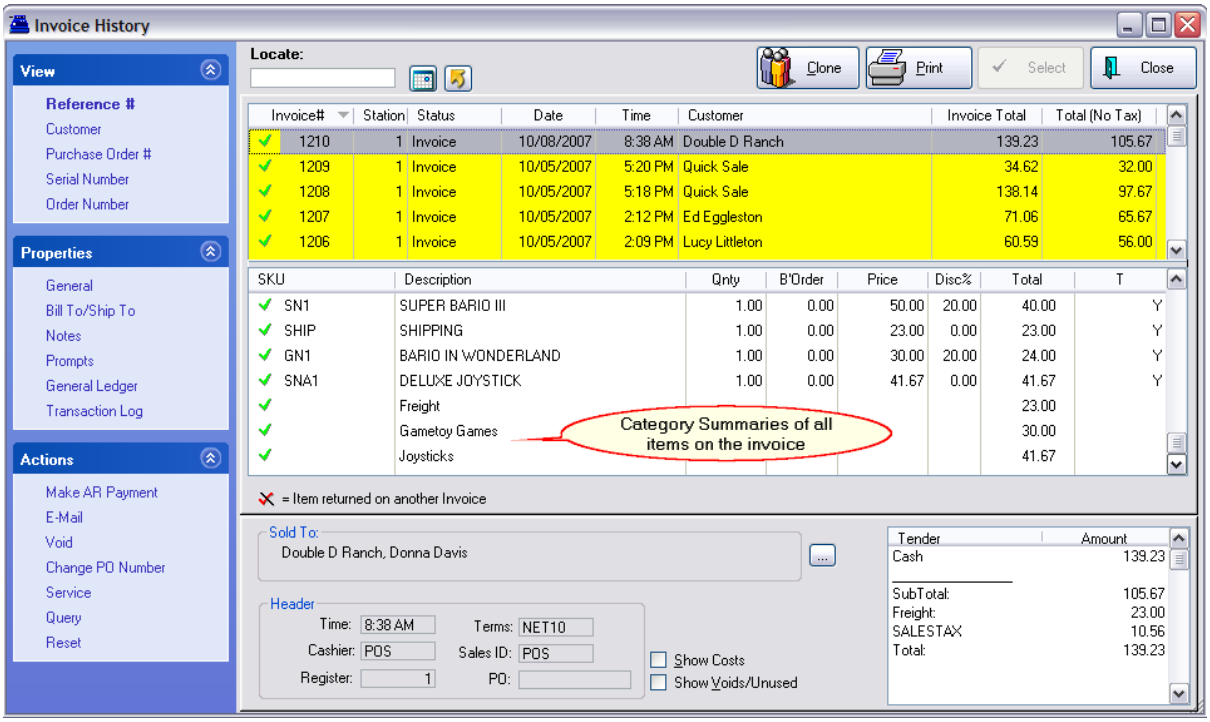
SAMPLE of Show Subtotal Summary (end of Transaction)



5.2.16 Document Center

Management>Document Management

The Document Center lists all documents currently assigned and tracked in POSitive. (Some screenshots are from legacy versions.)

Documents can also be attached to POSitive Mail messages between staff members.

Filter the list of Documents

You can manage documents by type by choosing the appropriate View: Customers, Inventory, Invoices, Pending Transactions, Purchase Orders and Vendors.

Actions

View/Launch Document - open the document for review

Export Document - save the document to a location of your choice

Add Document - Add a document (will not be linked to a Customer, Vendor or Transaction)

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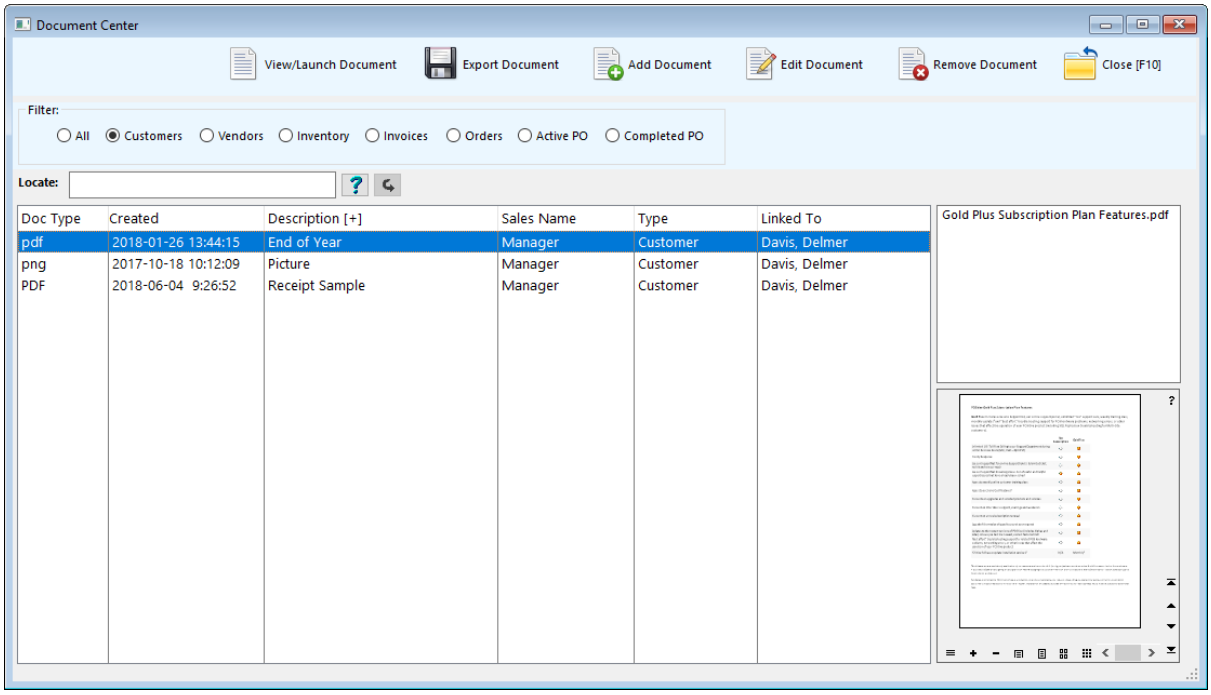
Edit Document - Change Description and Note

Remove Document - Permanently delete a document

Filter - Display only selected document types



Customers

Keep special documents and notes for select customers. (see also Docs for Customers) 431

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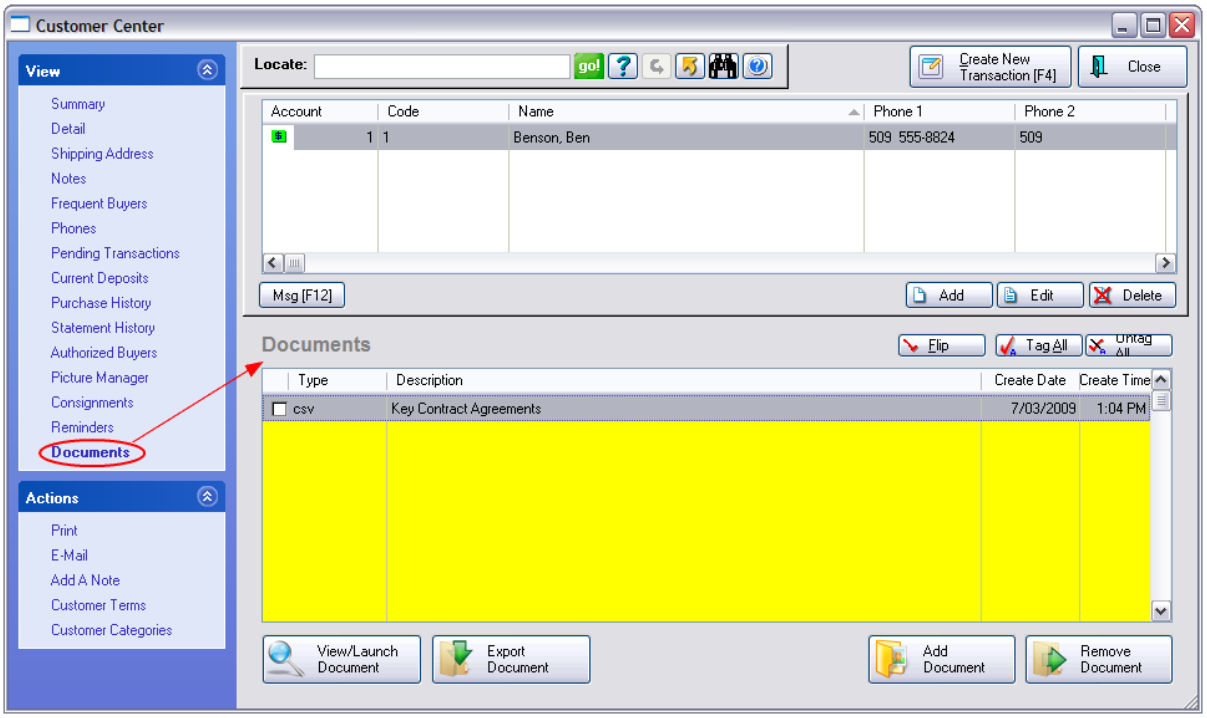

Inventory

Inventory can have documents attached. (see also Docs for Inventory 547)

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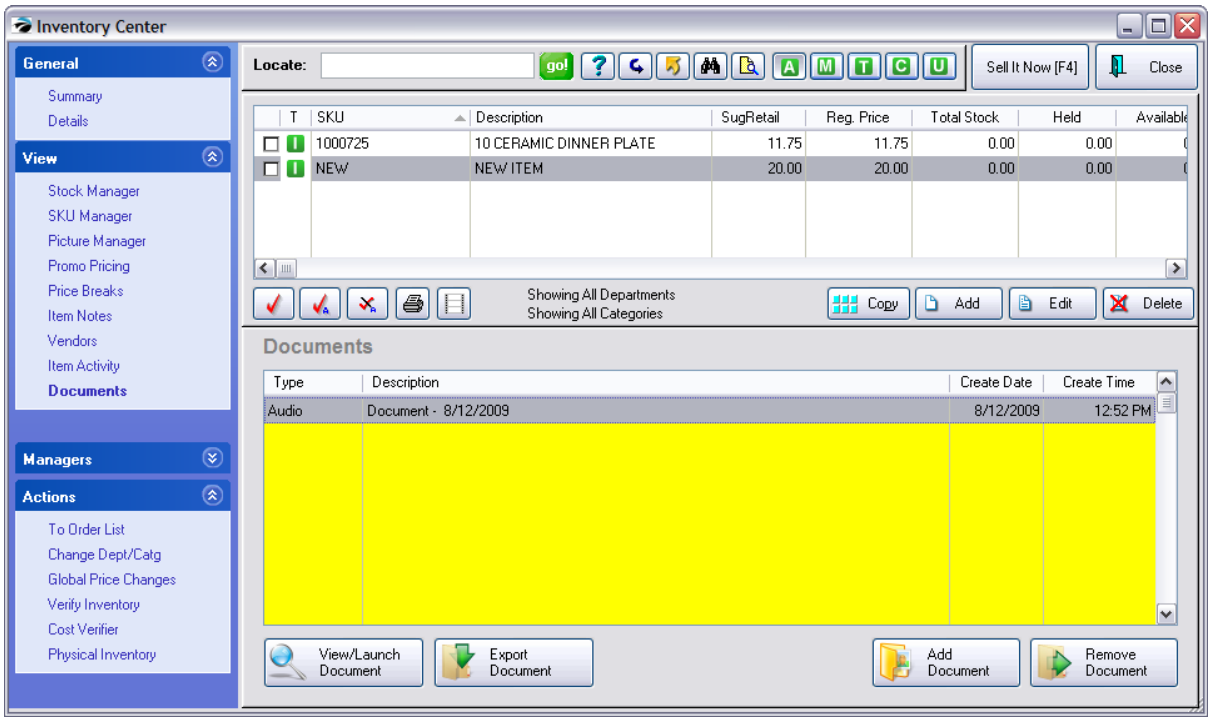

Invoices

While creating an invoice, you may choose to attach a document. Before finalizing the invoice, choose the "Documents" button on the Invoice button bar. You can choose to attach documents.

Advance Setup Required: Add a "Documents" button to the Touchscreen (see Touchscreen Editor) or to the Invoice Button Bar for Register and Classic Invoice screens (see Invoice Buttons 996)

Choose **Add Document**

Choose **Remove Document** if you want to undo a document added.

Choose **Close** or **Back To Invoice** when you are finished and want to return to the list of items being purchased

Register Style screen

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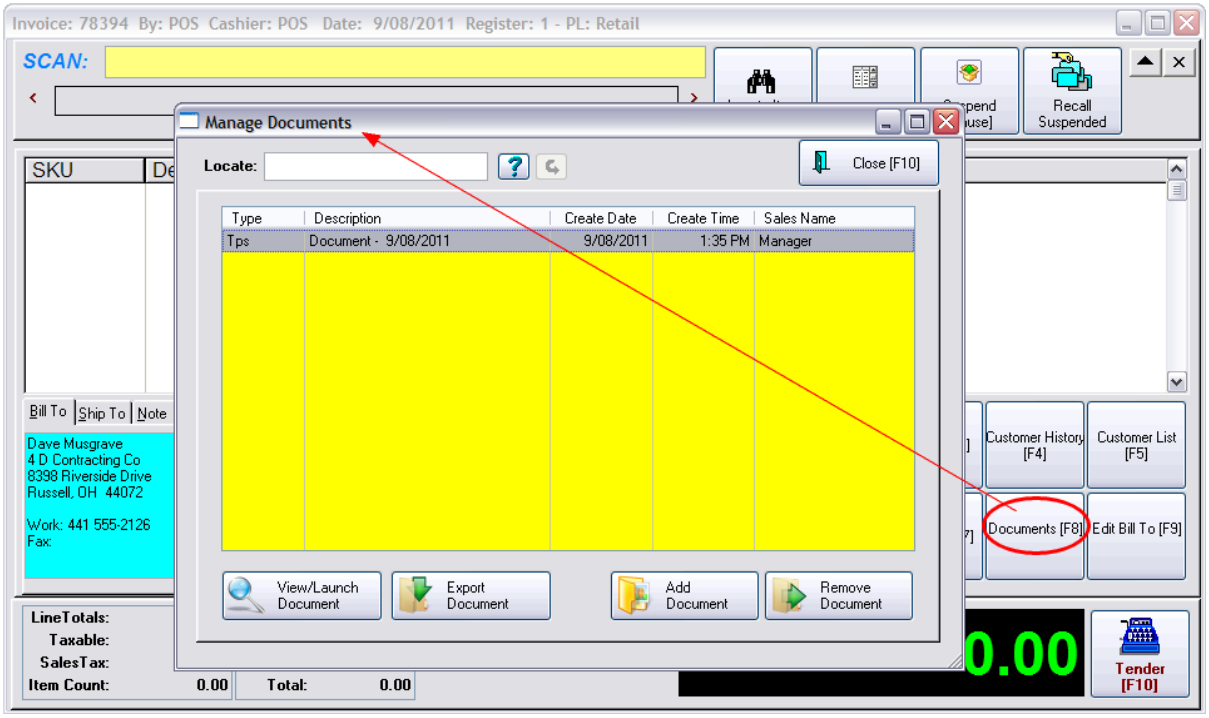
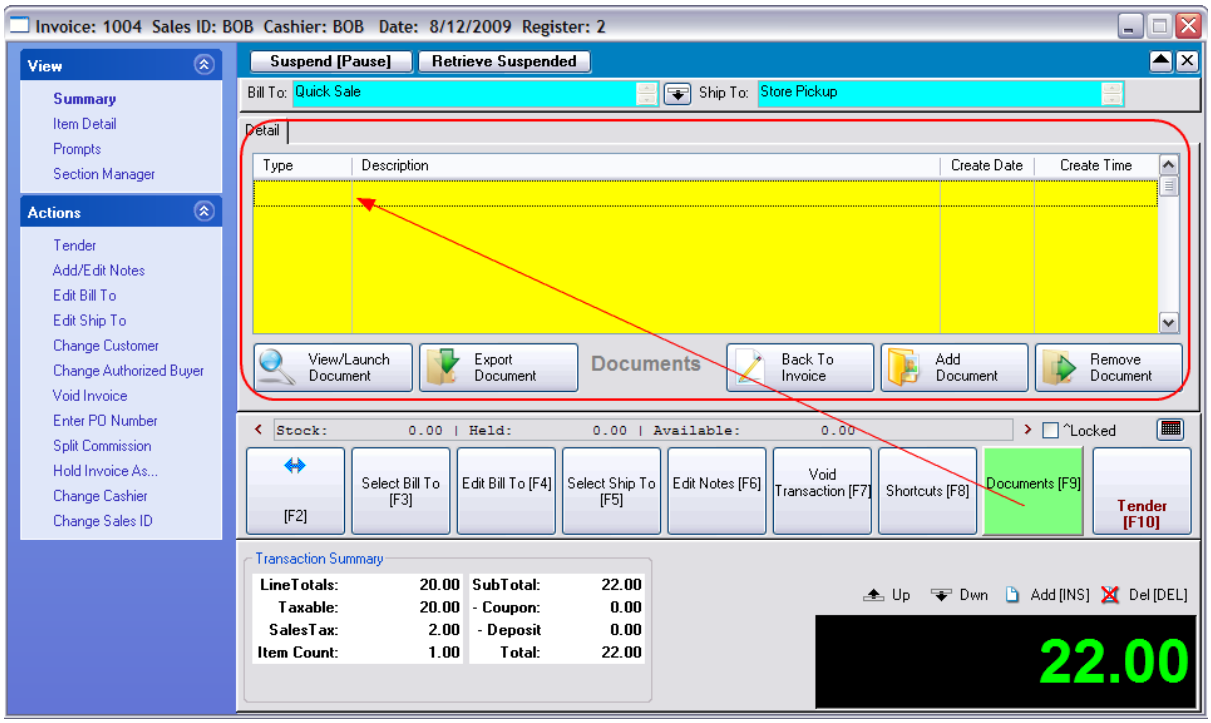


Classic Style screen



Touchscreen Style screen

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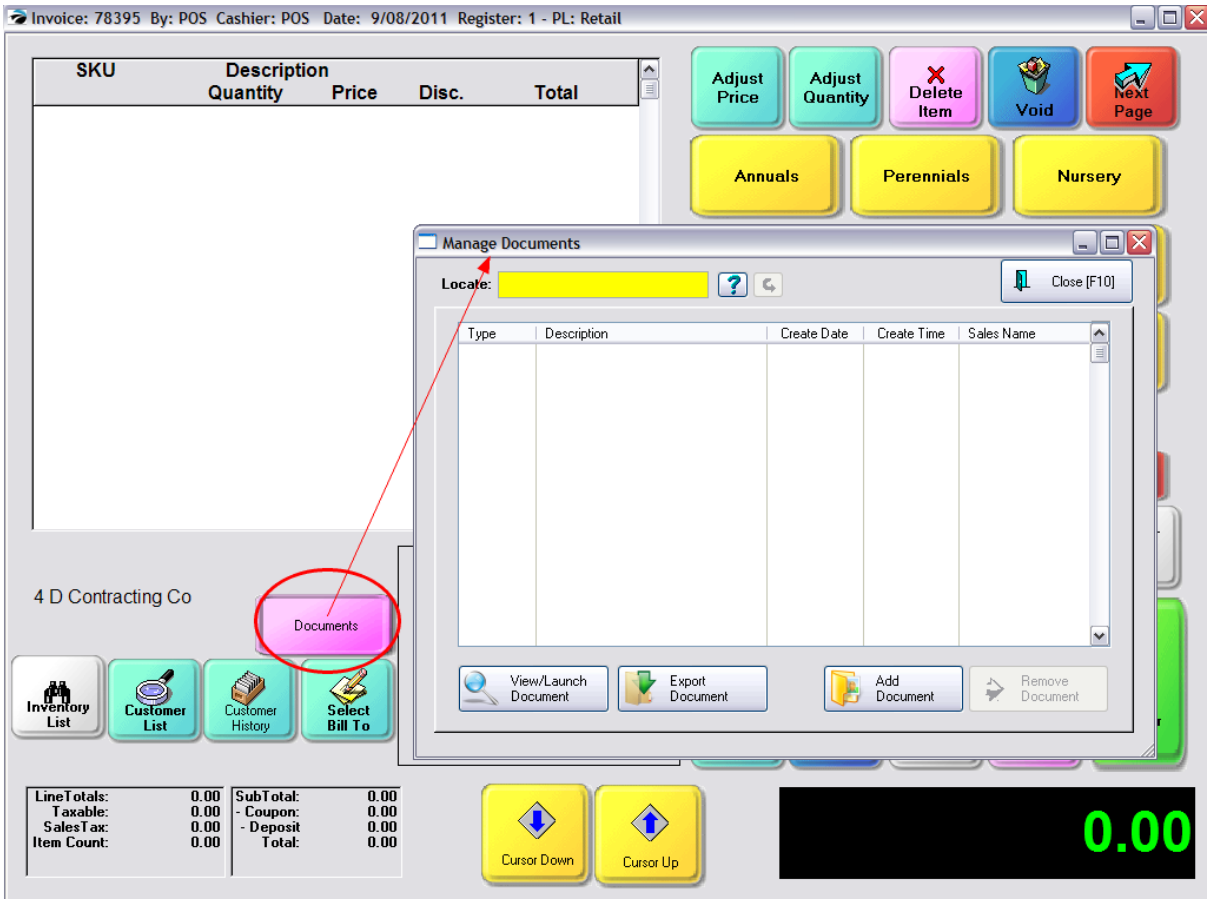

Invoice History

A green tack icon beside the invoice number indicates that an invoice has a document attached. Choosing Documents under Properties will display the attached document information. You may choose to View/Launch, Export, Remove the existing document and/or Add a new document.

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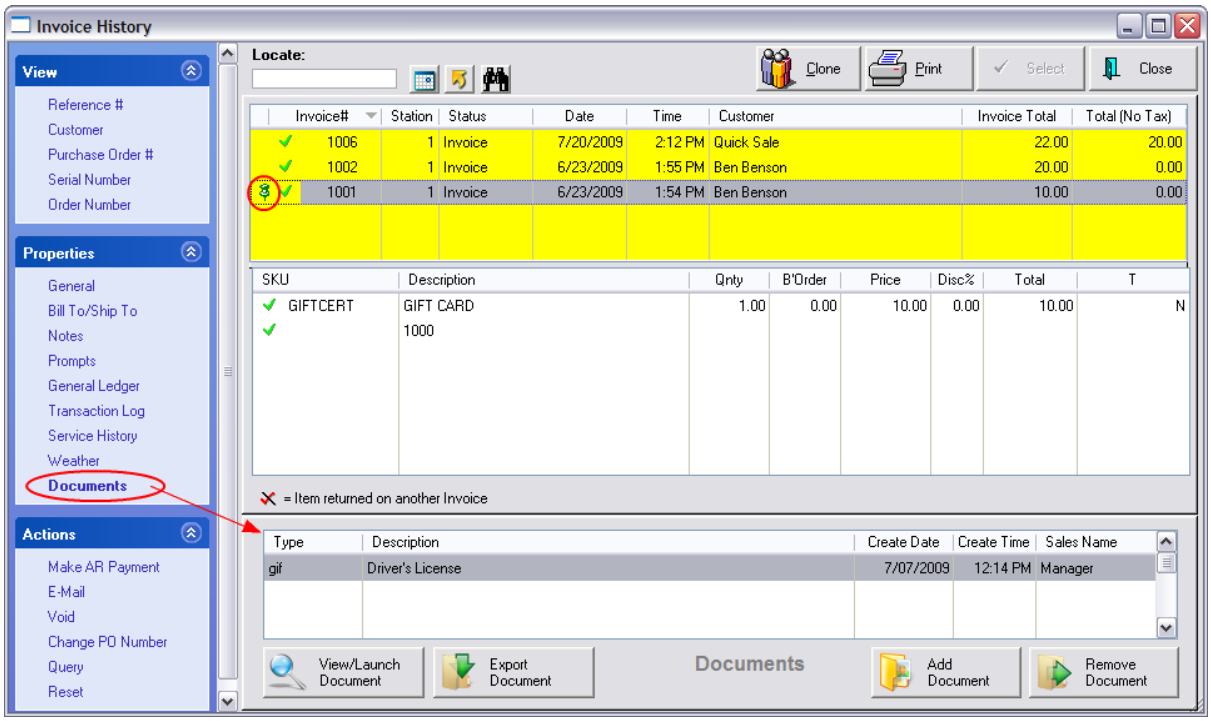

Pending Transactions

Documents can be attached while creating the pending transaction or after the fact by choosing Properties: Documents in the list of Orders In Process.

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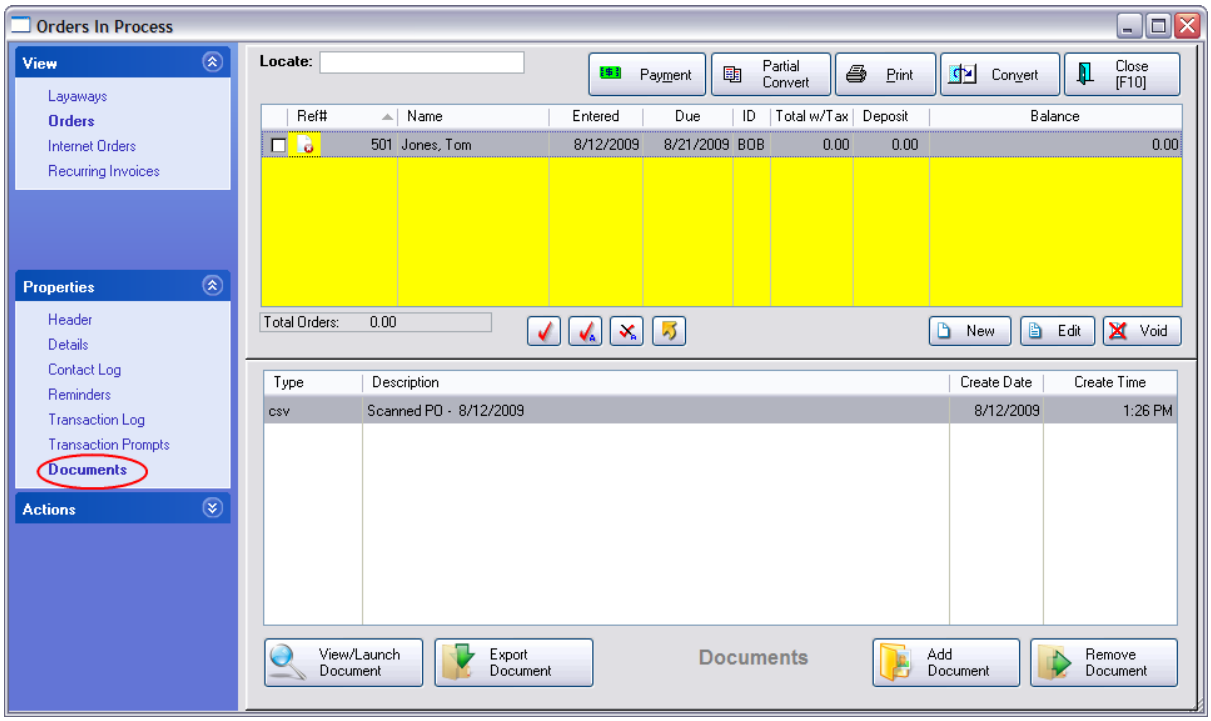

Purchase Orders

Go to Purchasing: Create/Receive POs

Highlight a Purchase Order

Choose the Documents tab under Show.

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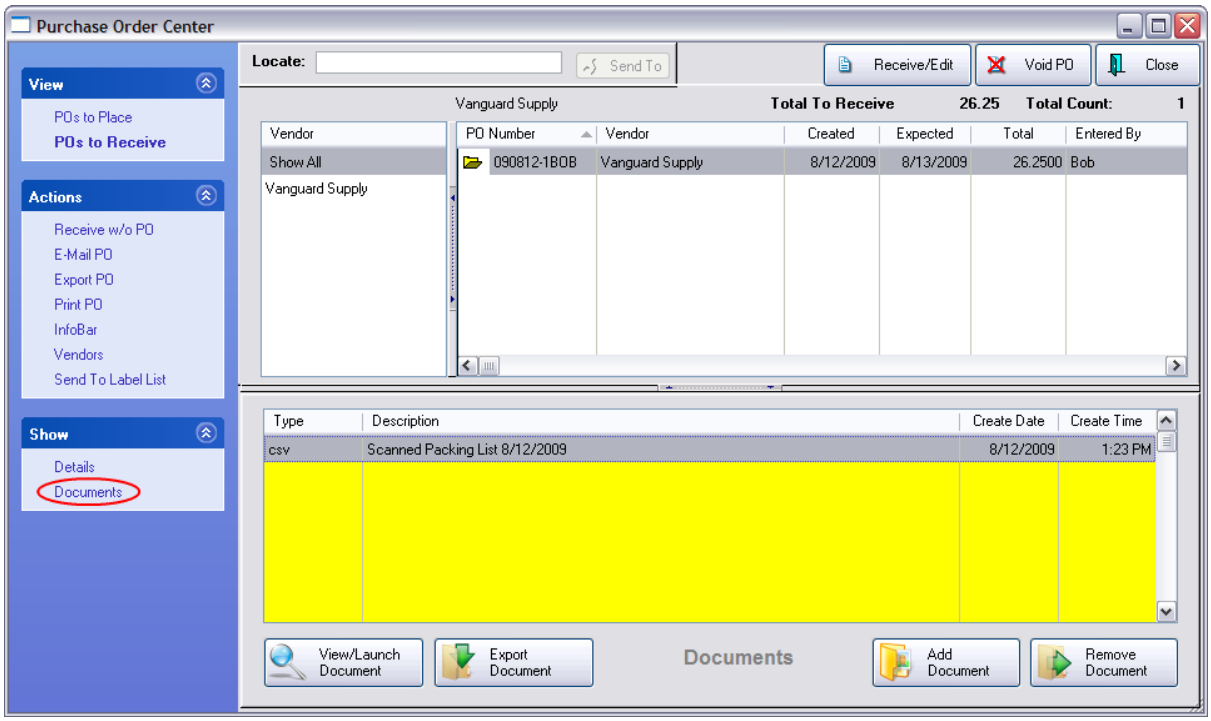

Vendors

Keep special documents and notes for select vendors. (see also Docs for Vendors 612)

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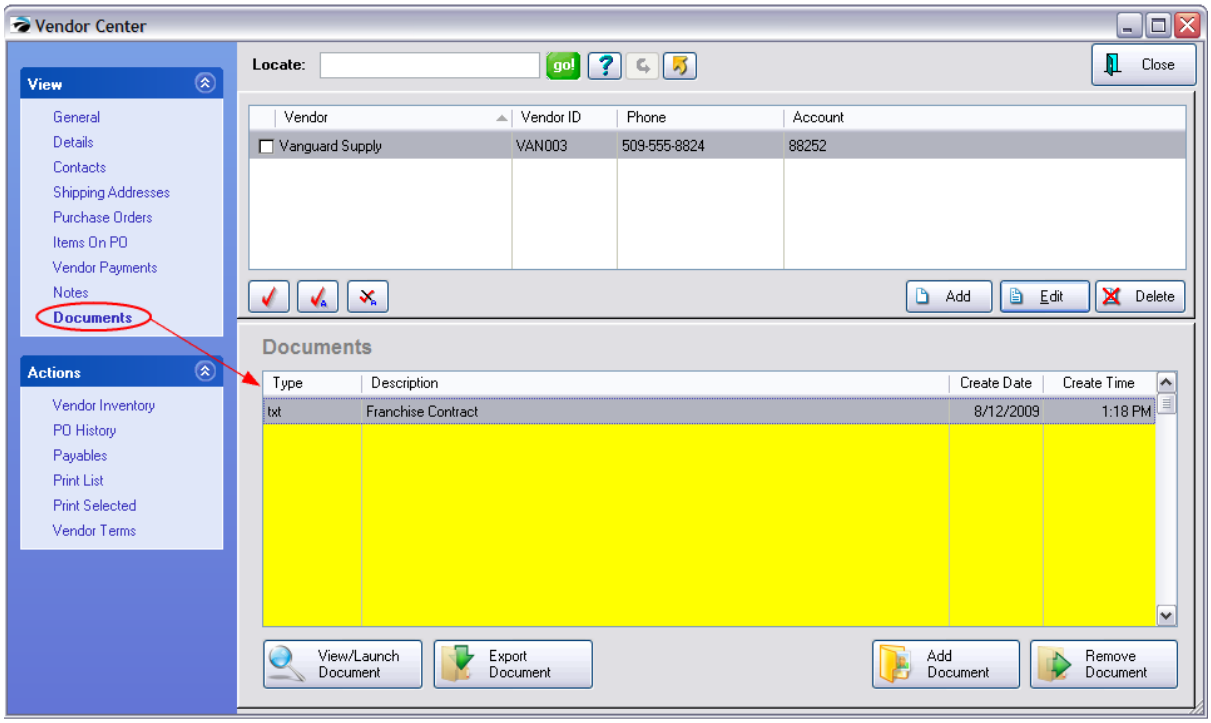

POSitive Send Mail

Sending messages to individual or groups of employees can all include "Documents"

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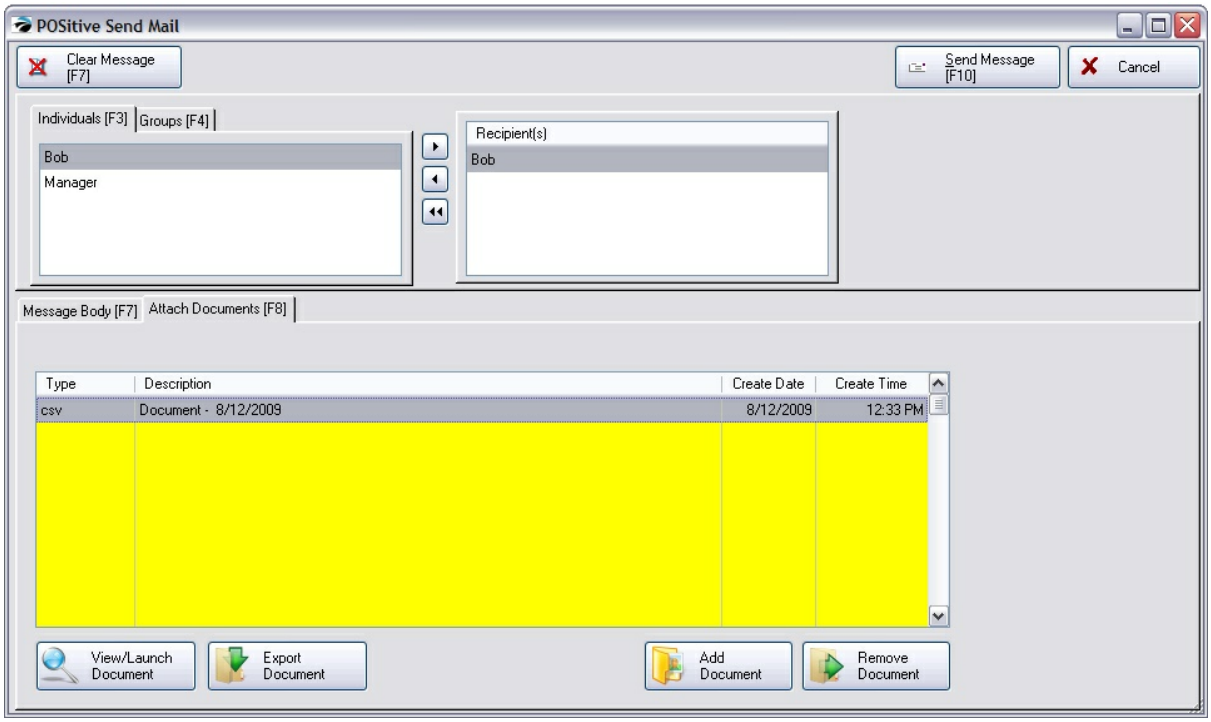

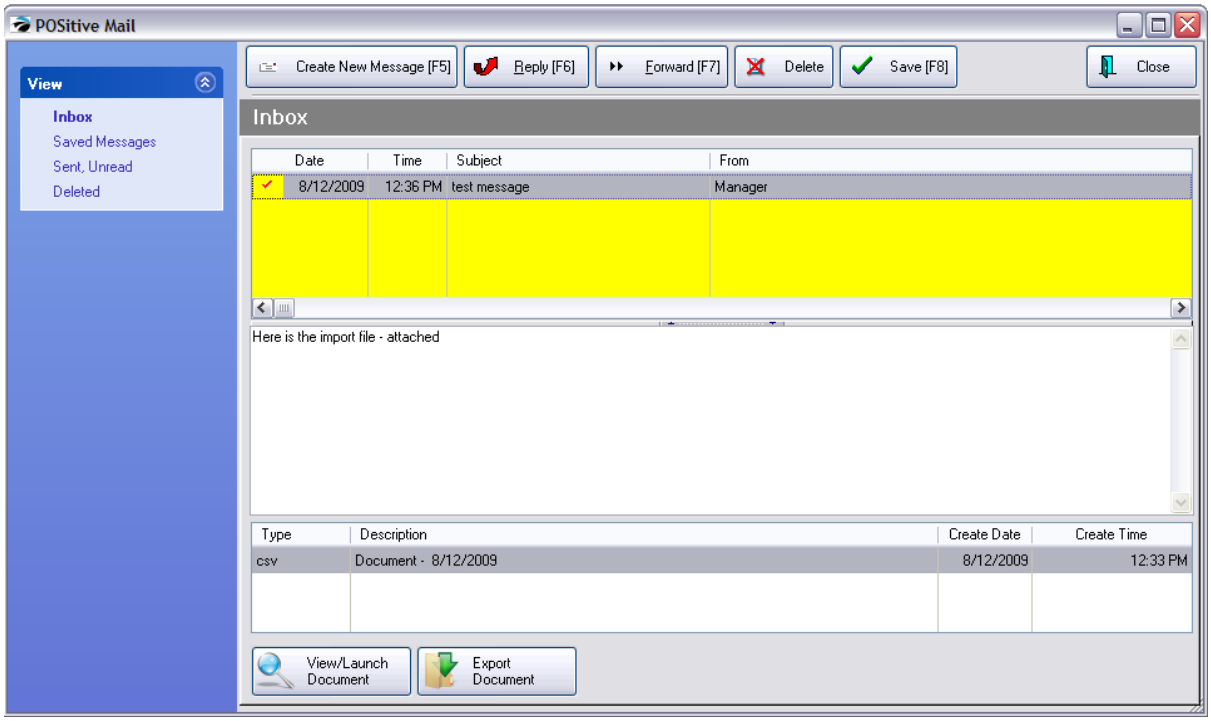

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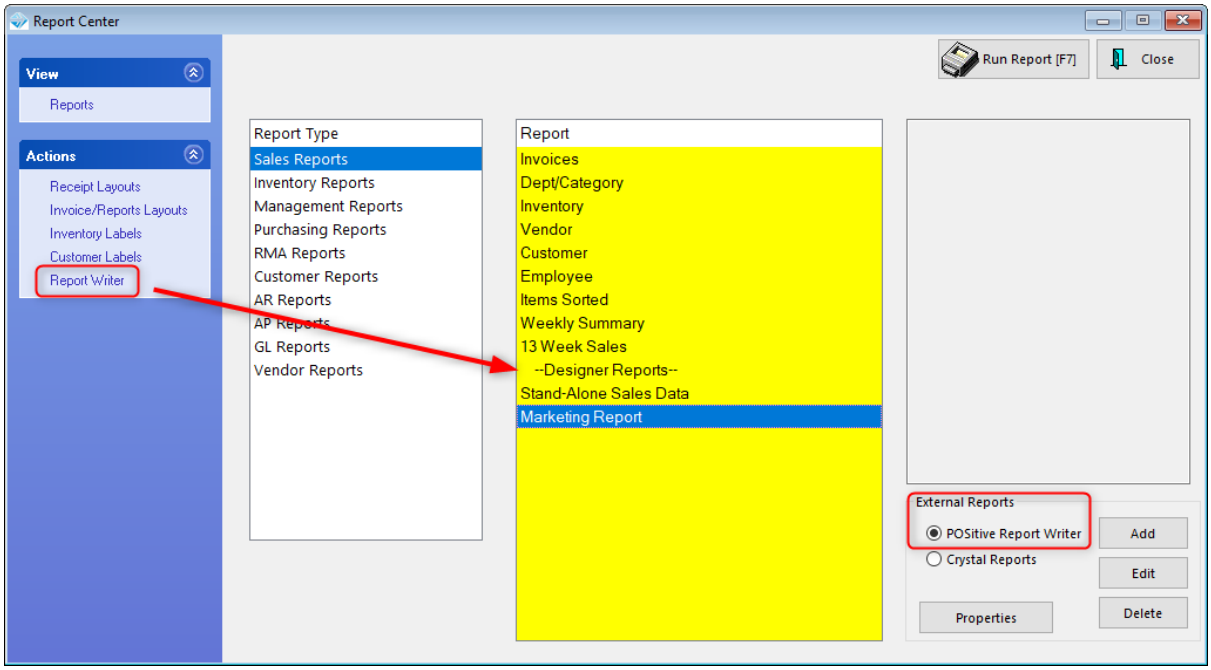
5.2.17 New POSitive Report Writer

Reports are a general term we use to describe a variety of forms, such as invoice forms, service order forms, purchase order forms and actual reports. There are two general types of reports available through our software:

Legacy Reports: These are forms and reports that have been included with POSitive products for the last several years. Many of these are used by default, unless replaced by custom forms or reports. (See: Legacy Report Writer 1227)

Custom (Designer) Reports: These are forms and reports created for special purposes, or by customer request, and they are created with the POSitive Report Writer. Contact your dealer, or POSitive, for more information on having a custom form or report created.

For selecting reports see: Report Center 631



This is an example of editing a report in the POSitive Report Writer. Do not attempt to edit a report unless you are familiar with the feature.

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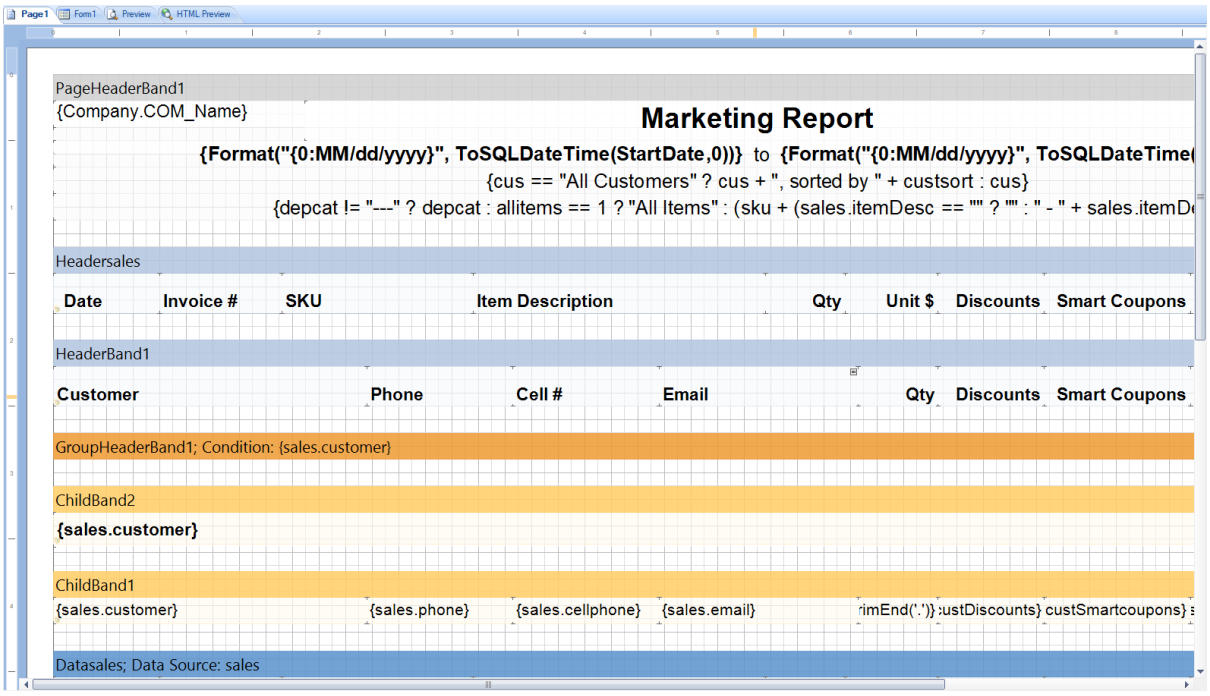

5.2.18 POSitive Legacy Report Writer

The legacy Report Writer is a built-in tool that allows you to edit and create reports in the legacy report format. However, we recommend that new reports be created with the new POSitive Report Writer. Please contact your dealer, or POSitive, for more information.

Legacy reports may be accessed from the Report Center and are the following types:

Receipt Layouts: These are forms designed for receipt and similar printers, and are referred to as "Direct To Printer" forms. (See: Direct To Printer 1786 and Printer Forms 1786)

Invoice/Reports Layouts: These are full-size invoice (and similar forms) and reports. In Station Settings, forms marked "Windows" are full-size reports designed to be printed on inkjet or laser printers. Legacy reports in this section are selected by default unless replaced with a custom report.

Inventory Labels and Customer Labels: These are label forms designed for use with dedicated label printers, or label stock, such as Avery labels.

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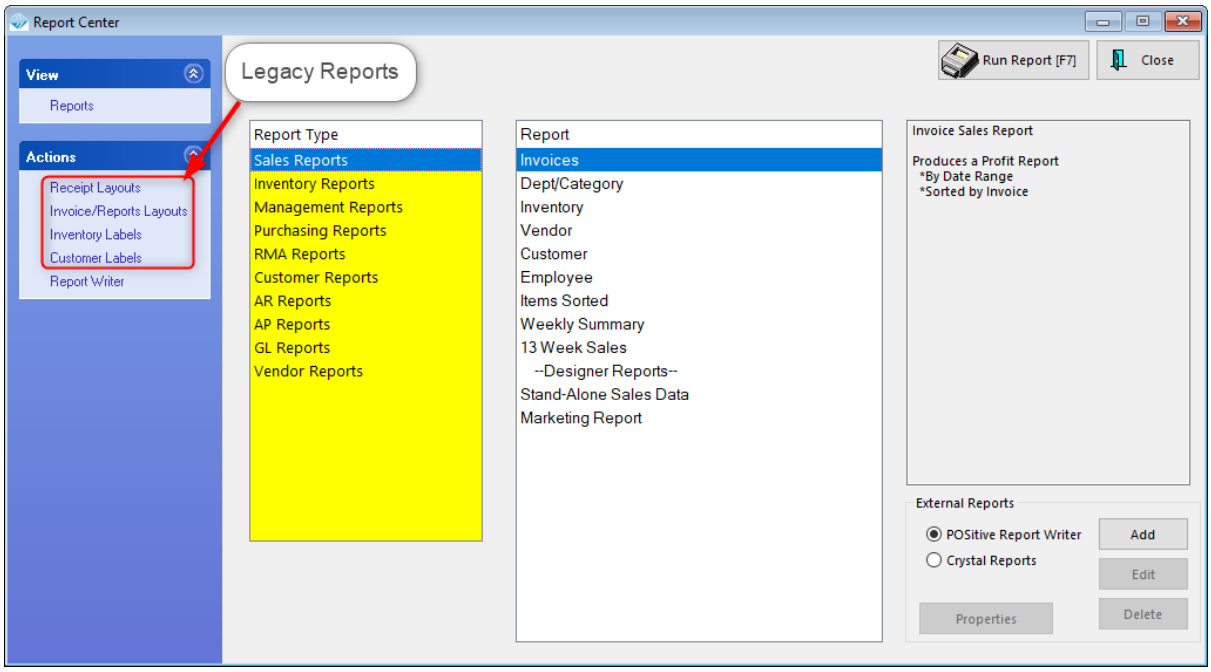

The following Windows reports can be edited using the Legacy Report Designer. Go to Reports: Actions-Invoice/Reports Layouts.

- **AR Balance Forward** – statement for accounts receivable
- **ARStatement** - statement for accounts receivable
- **CustomerList** - customer listing
- **Inventory Price List** - a catalog for customers
- **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.
- **Physical Stock Count** - report of inventory stock levels
- **POHistory** - a reprint of a received purchase order
- **Print Promo Pricing** - a list of items with promotional dates
- **Purchase Order** - a printout of a current purchase order
- **Service Work Schedule** - printout of service work assignments
- **WorkOrders** - a service department printout for on-site repair work

NOTE: Report Designer will NOT allow you to create reports. You can make slight modifications to existing reports only. You may edit control items, add some control items, add a graphic, and reposition control items. You cannot add or modify bands, define calculations, or apply other elements.

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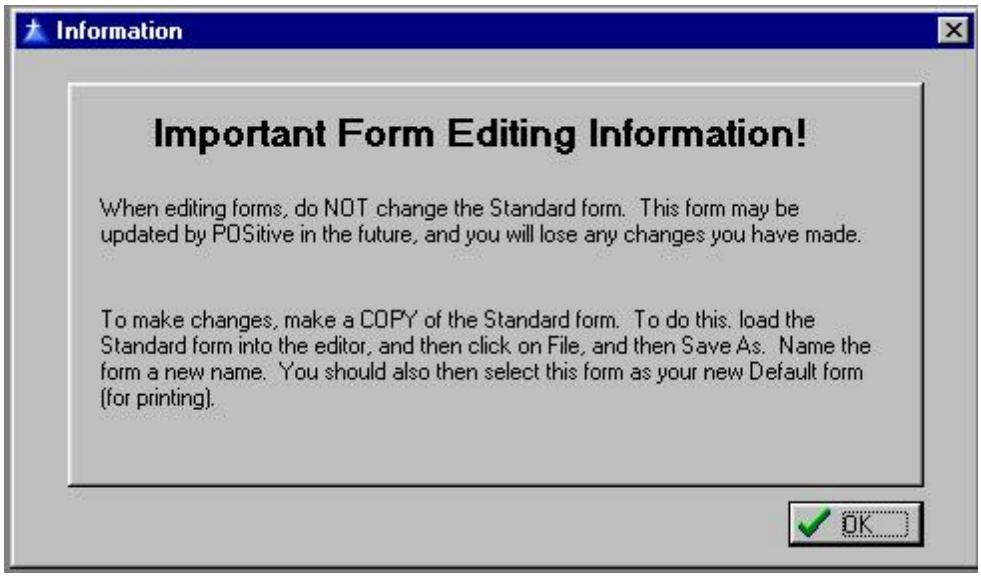
Editing Forms

Editing of forms in not a simple task and it is not within the scope of this help file to detail all the options and steps required for editing your forms. However, here are some basic guidelines.



To edit the Windows Forms, go to File: Editors: Reports Editor. Choose to Open the Invoices Layout. **Immediately choose SAVE AS** and save this layout with a different name so that any changes made will not be made to the original Standard file.

The layout follows standard graphic object editing. The strings of dollar signs are place holders for data. They can be moved, deleted, and formated.

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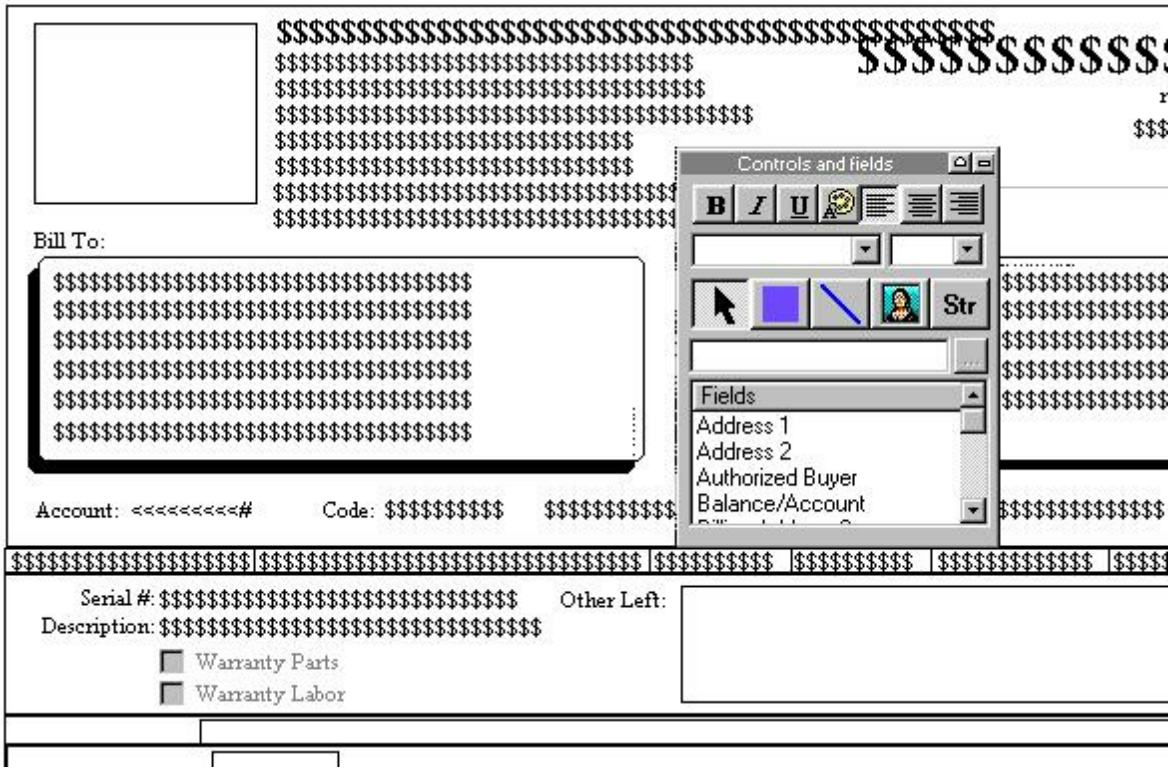

When you have redesigned your Invoices layout, exit the Designer. Open the Designer again, highlight Invoices layout and you will see both the original Standard and YourNamed layouts listed. Highlight YourNamed layout and checkmark the Default Design option directly below the list. Exit Designer and your new invoices will use your edited layout.

Separate Forms for Layaways, Orders, Service Orders, etc.

By default, the Invoice Layout is used for all types of transactions. Its SmartFeatures automatically adjust for the type of transaction in process. However, you may create distinct forms for Layaways, Orders, Service Orders, etc.

1) Edit the Standard Invoice layout.

2) Choose Save As Layaway, or Order, or Service Order.

3) Then when you are setting up the workstation for printing invoices, orders, layaways, service orders, etc., one of your options is a Windows Form. The default choice is Standard. However, once you have created these custom layouts, you can select them as needed.

Sample Customizing Options and Suggestions

Add Quantity Shipped To Invoice Printout

You may modify your invoice to show Qty Shipped, instead of Backordered, which is a calculation of the quantity ordered less the quantity backordered.

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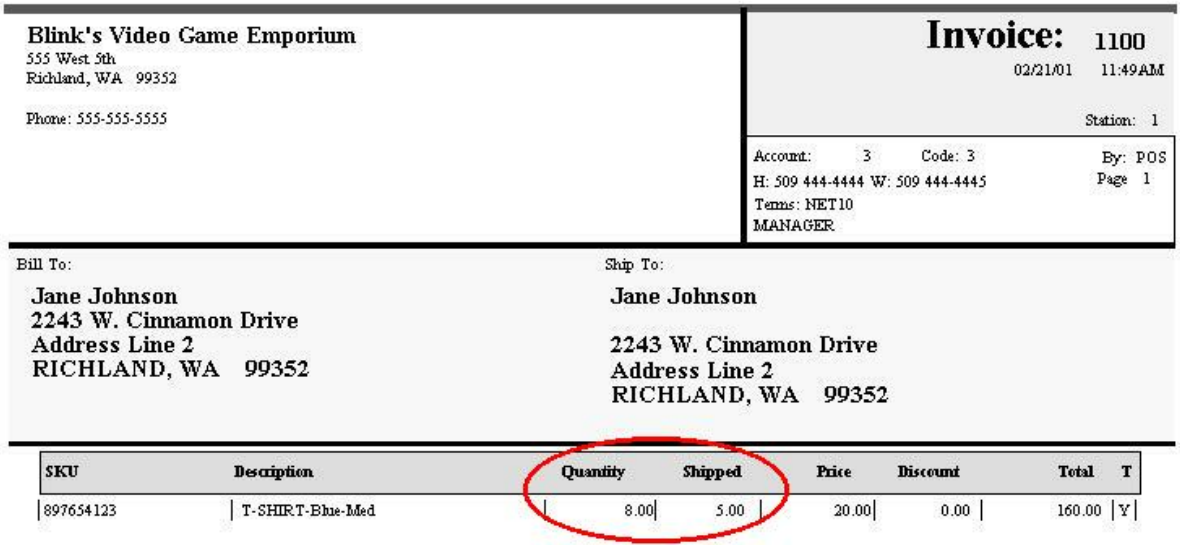


Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Phone: 555-555-5555

Invoice: 1100
02/21/01 11:49AM
Station: 1

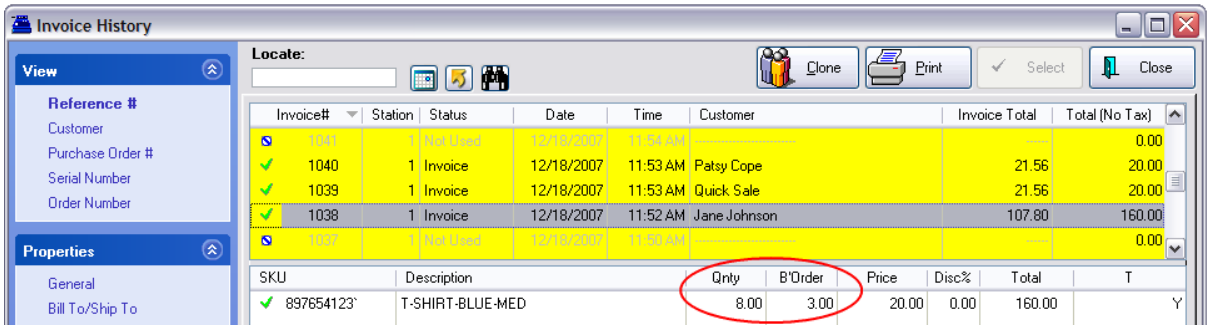
Account: 3 Code: 3 By: POS
H: 509 444-4444 W: 509 444-4445 Page 1
Terms: NET10
MANAGER

Bill To:
Jane Johnson
2243 W. Cinnamon Drive
Address Line 2
RICHLAND, WA 99352

Ship To:
Jane Johnson
2243 W. Cinnamon Drive
Address Line 2
RICHLAND, WA 99352

SKU	Description	Quantity	Shipped	Price	Discount	Total	T
897654123	T-SHIRT-Blue-Med	8.00	5.00	20.00	0.00	160.00	Y

Invoice History in POSitive will still show the quantity ordered and the quantity backordered, but the actual printout will deduct the backorder amount from the ordered amount and print the quantity shipped.



How To Edit Invoice Form

1) Go to Reports: Actions: Editors: Reports Editor

2) Go to File: Open Layout and select Invoices

3) SAVE AS It is important to save this as a new layout. Go to File: Save Layout As. Type in a name for the layout.

4) Go to the section of the layout where you can see Quantity and $$$$$$$. Click on the $$$$$$$. This is the Title Field.

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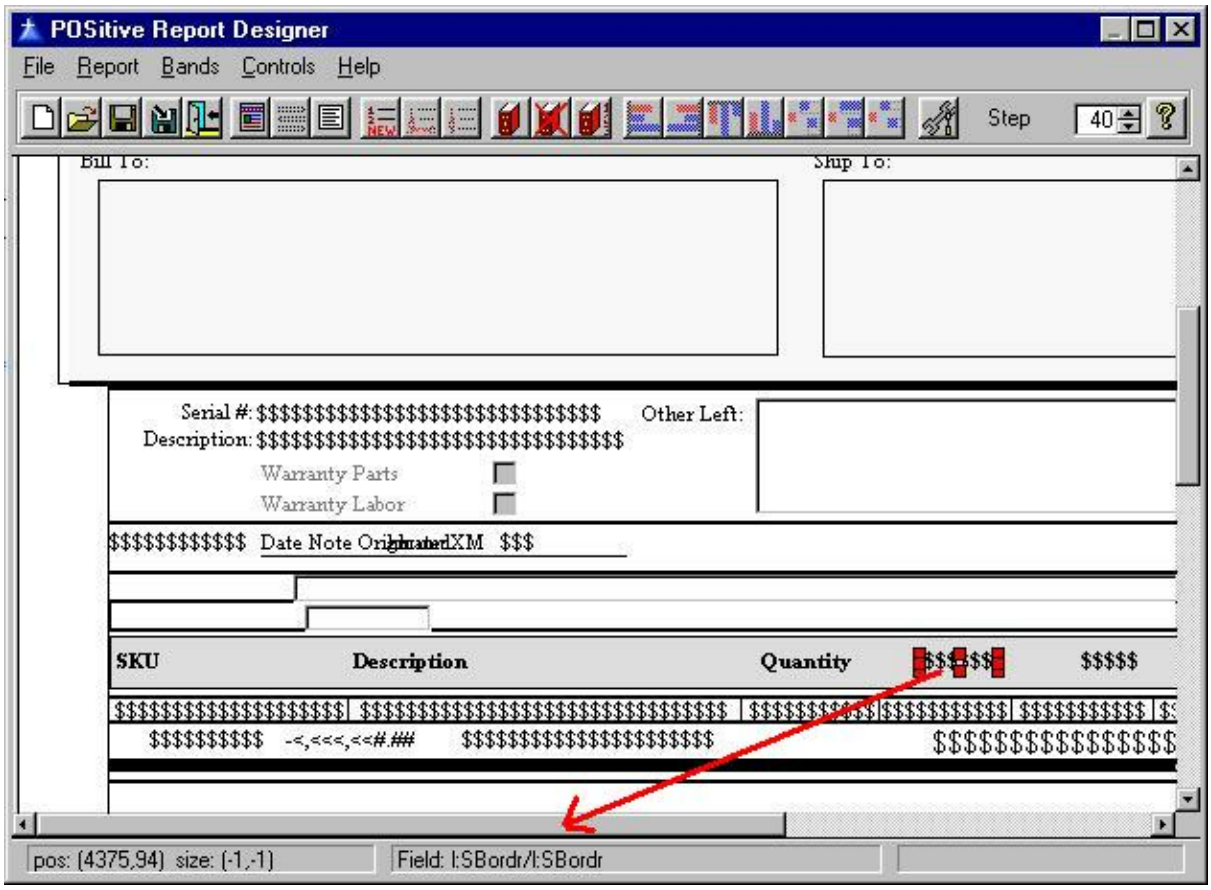
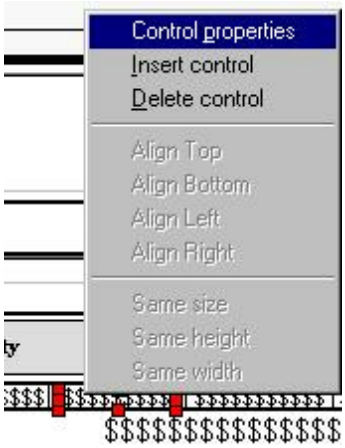


5) RightMouseClick on it and choose Control Properties.



6) Instead of the "control type" FIELD select STRING. And instead of the current "Text" type Shipped.

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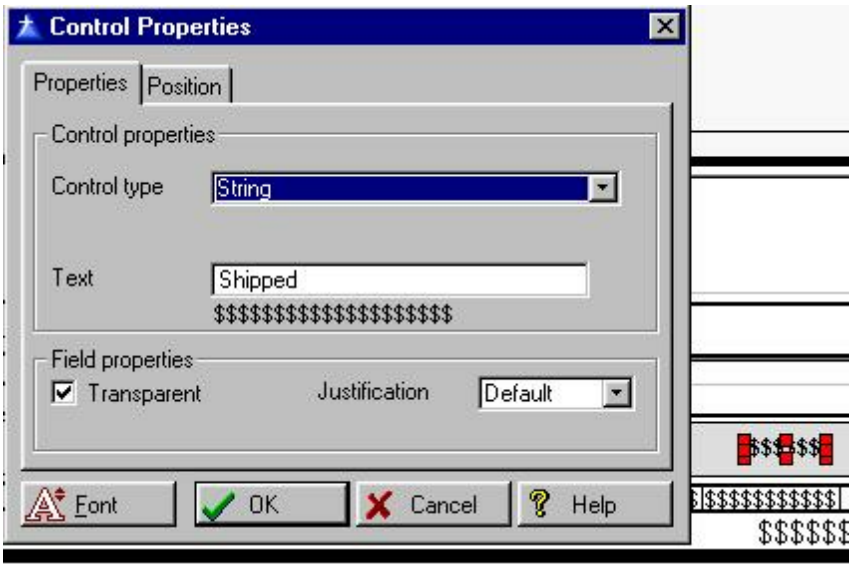
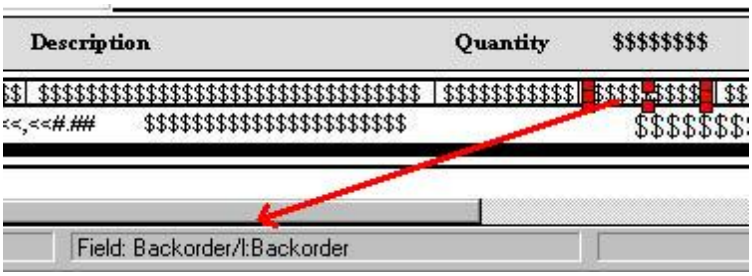
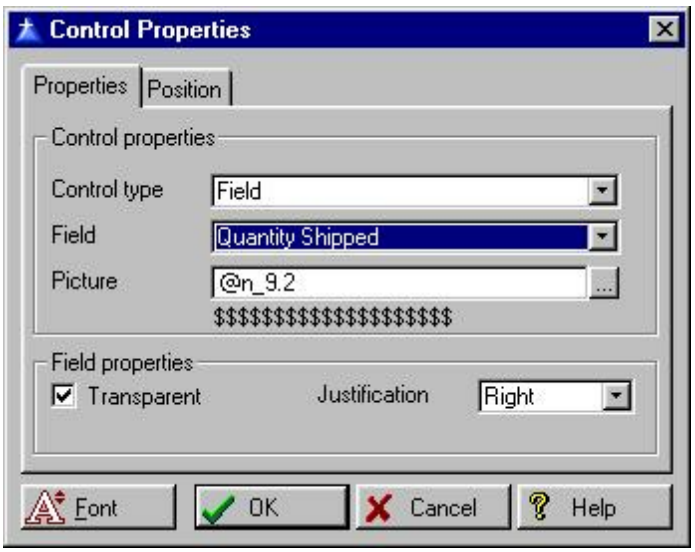


7) Click on the data field in the line directly below the new Shipped text.



8) RightMouseClick and choose Control Properties. Change the "field" from Backordered to Quantity Shipped.



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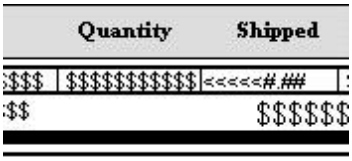
9) The resultant setup should now look like this.

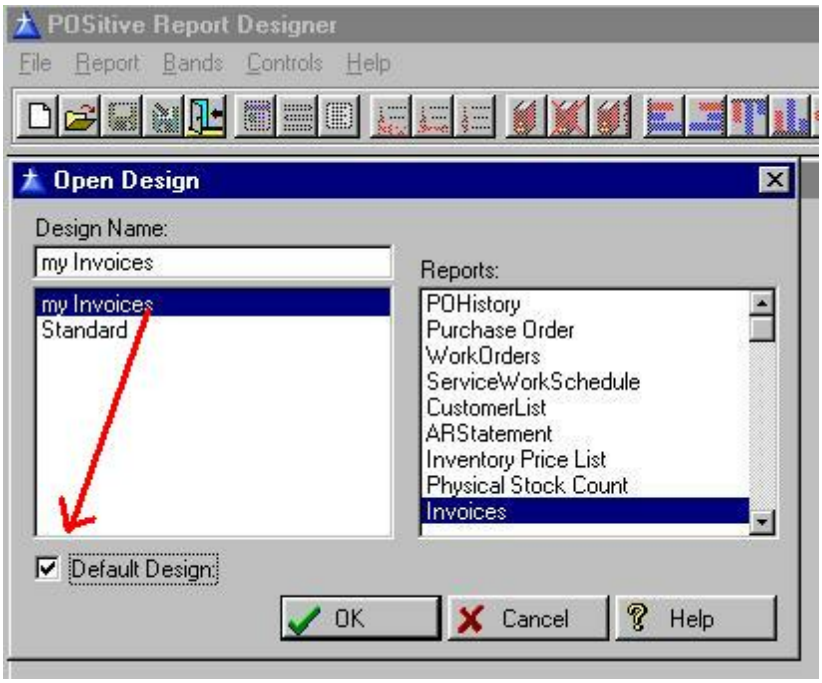


10) Save and Exit.

11) The final step is to make this new layout your Default Layout.

Go to File: Editors: Reports Editor

Go to File: Open Layout and select Invoices. DO NOT choose OK. Instead, highlight your newly named layout and place a check on the default option.



5.2.18.1 Legacy Report List

This is an alphabetical listing of many POSitive Legacy Reports.

13 Week Quantity Sold Report:
Accounts Receivable Activity:
Accounts Receivable Aging Report:
Accounts Receivable Payments Report:
AP Payment:
AR Cash Forecast (titled: Cash Forecast Report)
AR Statement:
AR Transactions By Date (titled: Customer Accounts Receivable Transactions)
Bad Checks Report:
Bin Location Report: (see Stock Location Report)
Cash Forecast Report:

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Chart of Accounts
Checks Tendered Report:
Credit Card Detail:
Current AP Report:
Customer Accounts Receivable Transactions:
Customer Consignments:
Customer File:
Customer Labels:
Customer List:
Customer Profit Report:
Customer Purchases List:
Deposits On File:
Employee Exception Report:
Employee File
Employee List
Employee Sales Report:
Employee Service Time Report
Employee Time Report
Freight Summary Report:
Frequent Buyer History Report
Frequent Buyer Report
General Ledger Accounts:
General Ledger Balance Sheet:
General Ledger Journal Entries:
General Ledger Operating Statement:
General Ledger:
Gift Certificate Sales Report:
Gift Certificates Outstanding:
Hourly Sales Summary w/Graph:
Inventory Discrepancy Report:
Inventory Exception Report:
Inventory Listing:
Inventory Matrix Report:
Inventory Price List:
Inventory Valuation Report:
Invoice Sales Report:
Items Discarded Report:
Items Not Ordered Since….:
Items Not Sold Since…:
Items On Order
Items On Order VS Stock Count:
Items Purchased Report:
Items Returnable To Vendor:
Journal Entries Detail Report:
Layaway Report:
Layaway Statement:
List of Vendors:
List of Voids
Location Reports
Monthly Sales Summary w/Graph:
Order List:
Orders Arrived List:
Paid Commissions Report
Physical Inventory - All Entries:
Physical Inventory - Exception Report:
Physical Stock Count:

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Physical Stock Count:
Profit By Week:
Profit Report Sorted By....:
Purchase Order By Date:
Purchase Order Summary Report:
Purchase Order Tax Report (Paid):
Purchase Order Tax Report (Pending):
Purchase Order:
Register Activity Log Report:
Register Balance Report - Detail:
Register Balance Report - Summary:
Register Balance Summary Report:
Register Sales Category Summary:
RMA Aging Report:
Sales By Employee w/Graph:
Sales Report All Inventory:
Sales Report By Department:
Sales Report By Vendor:
Sales Tax Report:
Sales vs Purchases (Cash Flow)
Stock Location Report:
Store Credits List:
Summary Of Tender Report:
Trial Balance:
Uncollectable Debts Report:
Unpaid Commissions Report
Unpaid Consignments Report
Vendor Detail:
Vendor Inventory Sales History:
Vendor Inventory Sales Summary:
Vendor Stock Valuation Report:

5.2.19 Quotes Overview

A quote is a proposal of goods and services awaiting acceptance by the customer. The quote can use all of the tools of other pending transaction screens. In addition, there are special features of Quotes.

Affect On Inventory

Inventory added to the quote reflects what you are able to offer but does impact current stock counts. In other pending transactions, the item stock count will be held in reserve, but in quotes, there is no reservation made until the quote is converted to some other type of transaction.

Types Of Quotes

Quotes are classified by type: Standard and Service Quote.

The Standard Quote works well with either Register or Invoice style screens.

The Service Quote works only with Invoice style screen which has menu options for adding and editing sections and service notes.

The Service Quote allows for attachment of Work To Do notes similar to notes used in Service Orders. This option needs to be activated in Maintenance: System Setup: Transactions: Service Orders.

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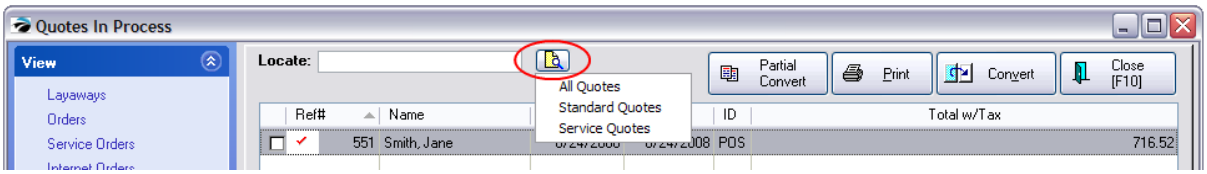
Activate one of the following options: Standard Quote, Service Quote, or Ask for Standard or Service Quote. (see Service Overview 1243 for the options available for service notes.)

Filtering Types of Quotes

The Quotes in Process screen allows for filtering quotes by type. Click on the button to the right of the Locate field and make a choice.

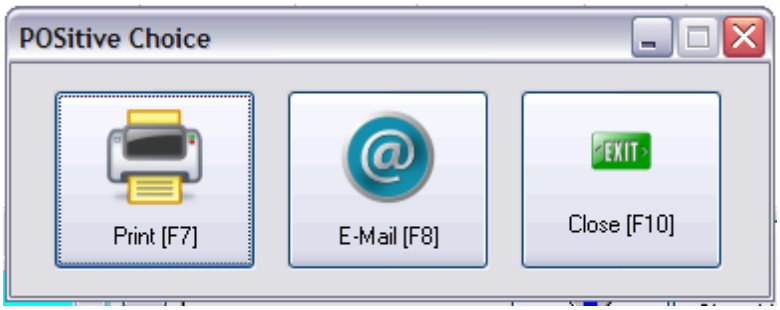


Service Orders in Process

Because work to be done on a Service Order could entail multiple tasks of various priorities, an existing service order can be converted to a Service Quote.

Tendering / Saving a Quote

When closing the quote you will be prompted to Print [F7], E-Mail [F8], or simply Close [F10]. No monies in payment are accepted on Quotes.



5.2.20 Recurring Invoice

A recurring invoice is useful when identical or nearly identical invoices are created on a regular basis for a customer. POSitive will use the original recurring invoice and generate successive identical invoices at scheduled times. This saves time and minimizes errors.

Recurring invoices are a feature of the optional Advanced Inventory module. You will need separate unlock codes for these features to be operational. See Registration.

Not only can you specify how often the invoices will be created, you may indicate how the invoices are to be tendered and can automate credit card processing of the invoices in batches.

Create New

A recurring invoice looks and operates like other POSitive invoices. To create a a recurring invoice, go to

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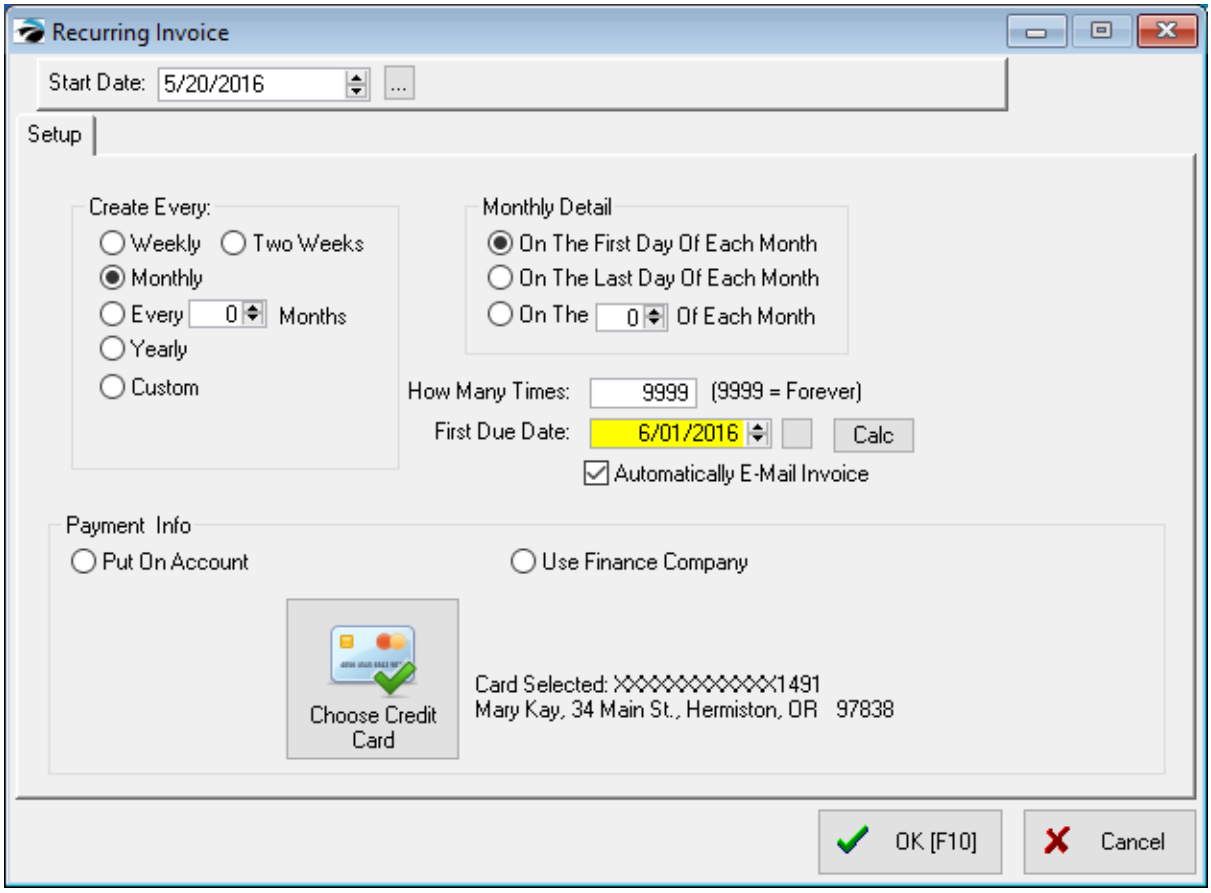
Transactions, highlight Recurring, and choose the plus icon to create a new Recurring Invoice. Select the customer and add inventory items to the invoice. Note that the name of the invoice is called Recurring.

Setting Iterations

After entering inventory and/or services on the invoice and pressing F10 to process, you will be prompted to set the frequency of regeneration.



- **Start Date** - Today's date is defaulted, however you can change the date to coincide when service will begin.

-- Setup Info --

- **Create Every** - Your options are to create a new invoice every Week. Two Weeks, Monthly, Every X number of Months, Yearly, and Custom, wherein you choose the number of days which are to elapse before a new invoice is generated.
- **Monthly Detail** - You may choose to have the invoice created on the First day, Last day of the month, or on a designated date of each month.
- **How Many Times** - Enter the number of times the recurring invoice should be generated. If you are generating monthly, then a 12 will create invoices for the year. If there is no determined limit, enter 9999.

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- **First Due Date** - Enter or select a date when the first recurring invoice will be created. The Calc button will calculate the correct date.

-- Payment Info --

- **Put On Account** - The invoice will be automatically placed on store account and included in AR statements. Payment Type will be Store Account.
- **Use Finance Company** - Select a third party responsible for payment charges and process AR statements. (see Finance Company 357)
- **Choose Credit Card** - Select a "card on file". (Click here for more information 1862. This feature is only supported by Vantiv payment processing.)

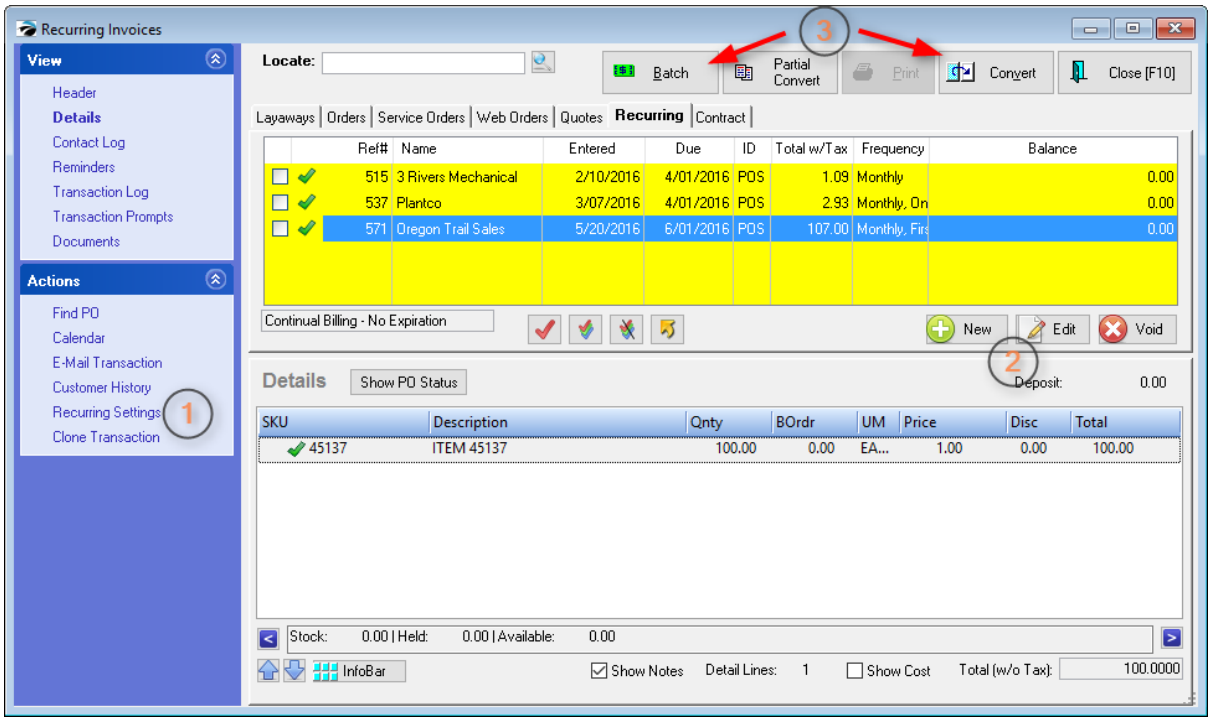
Choose OK to complete the creation of the recurring invoice.

Managing the Recurring Invoice

From the Recurring Invoices in Process window, you may edit and process a highlighted recurring invoice.

(1) The Recurring Settings action allows you to adjust the iterations of a highlighted recurring invoice in ways as described above.

(2) At right-center are the familiar buttons to create New, Edit and Void the transaction.



Process Recurring Invoices

(3) Processing or converting a recurring invoice can be done in one of two ways: individually or in a

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batch. You may also process selected items on a recurring invoice by selecting Partial Convert.

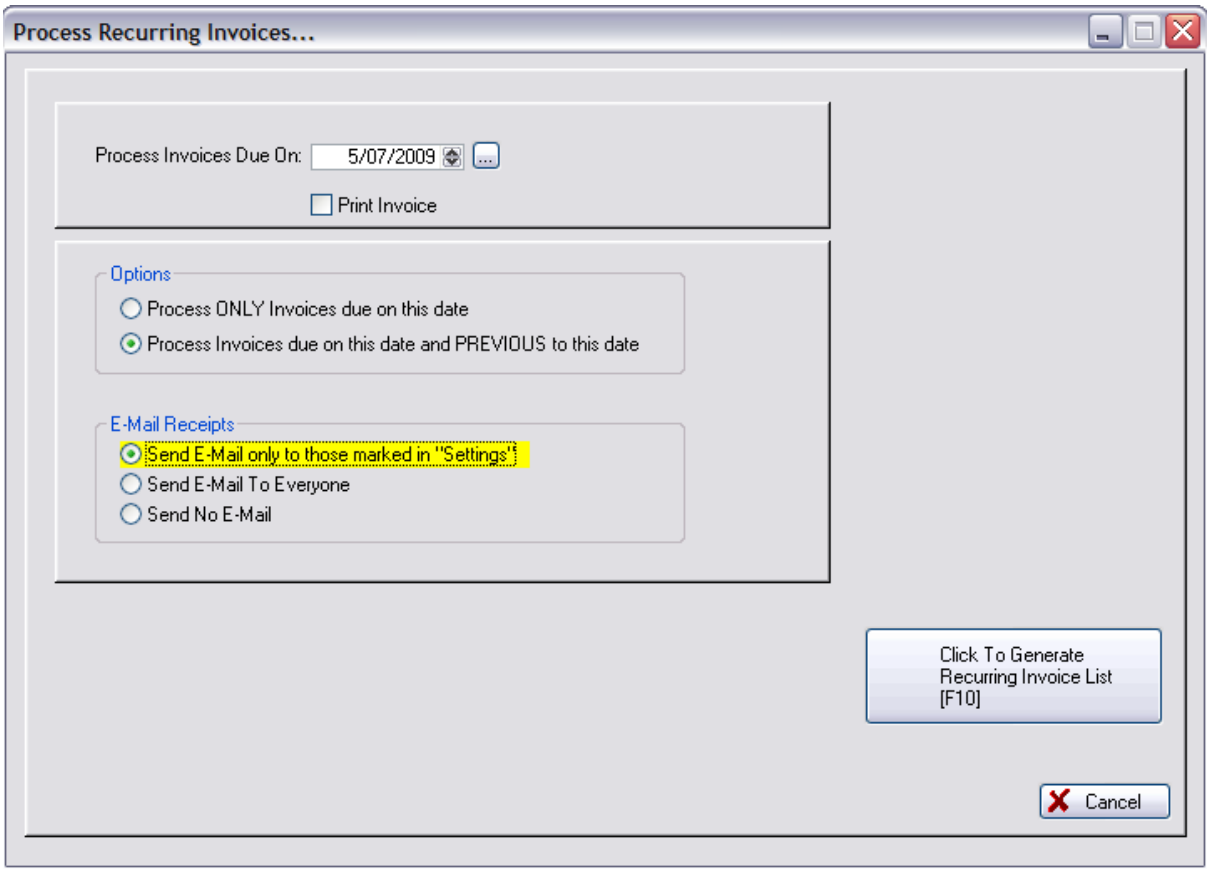
Individual Processing

The **Convert** button will process only the highlighted recurring invoice. It first prompts to change the iterations. You will be asked if you want to update the Date Due (move the date due ahead to the next calculated date) and decrease the number of times for re-generations.

If you choose **No**, the invoice will still be created without changing the reiteration settings. If you choose **Yes**, you will be prompted again to continue with the conversion, and then the dates and number will be changed. If you choose **Cancel**, no invoice will be created.

Batch Processing

(2) The **Batch** button at the top of this Recurring Invoices screen initiates the generation of invoices due on a specific date. You may choose the date and printing options.



Process Invoices Due On - By default, this is today's date. Since each recurring invoice has a Due Date, select the due date appropriate to this batch.

Print Invoice - All processed recurring invoices will automatically print the invoice if this is checked.

Process Options - Choose ONE.

- Process ONLY invoices due on this date
- Process Invoices due on this date and PREVIOUS to this date. If you choose this option, all invoices

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not yet processed prior to the selected date will be selected for processing.

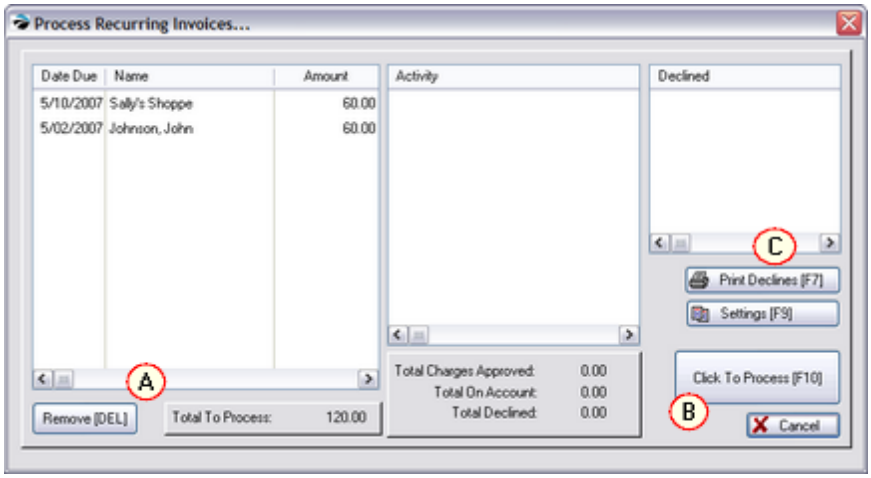
E-Mail Receipts - Choose ONE. Note: For automated e-mailing we recommend using Internal e-mail, rather than Outlook.

- Send E-Mail only to those marked in "Settings"
- Send E-Mail To Everyone (in this list who has an e-mail address)
- Send No E-Mail

To Generate Recurring Invoice List

After selecting the appropriate options above, click the button at the far right "**Generate Recurring Ivnoice List [F10]**."

This creates a listing of Recurring Transactions which were met the criteria selected above.



(A) **Review the list.** If you choose to NOT process one of the recurring invoices, highlight it and press the Remove [DEL] button. It will be erased from this list for later processing.

Settings [F9] - Before processing, review the batch processing settings.

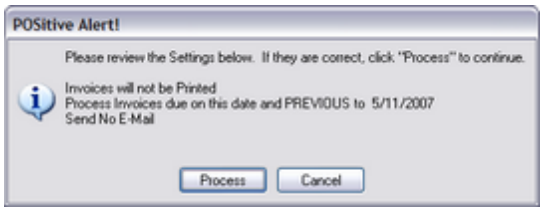
Total To Process: - a dollar total of the recurring invoices.

(B) **Click To Process [F10]** - After reviewing, choose this option and each entry will be processed. (see below)

Activity - an explanation of processing status.

Confirmation Screen Prompts

Upon selecting **Click To Process [F10]** you will be prompted to confirm the settings



Confirm that you want to process the listed recurring invoices by selecting Process.

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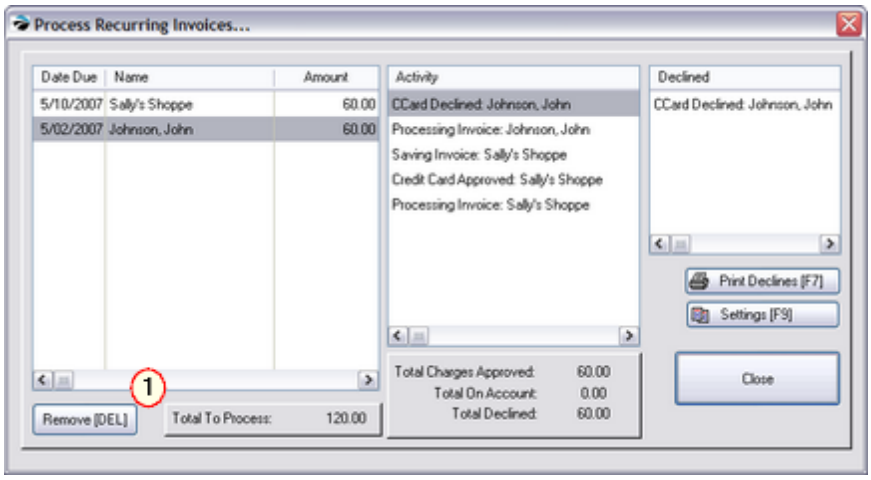

(C) **Declined** - If for some reason a recurring invoice is rejected, it is placed in this list for later processing. Choosing the Print Declines [F7] will identify who and why the transaction was declined.

Totals -

Total Charges Approved - dollar total of processed credit cards

Total On Account - dollar total of processed invoices on account

Total Declined - dollar total of credit cards NOT processed

To Generate Recurring Invoice List

To print a list of Recurring Transactions....

1) go to Pending: Recurring

2) click on the SendTo button (gold arrow)

3) select Excel or some other output form

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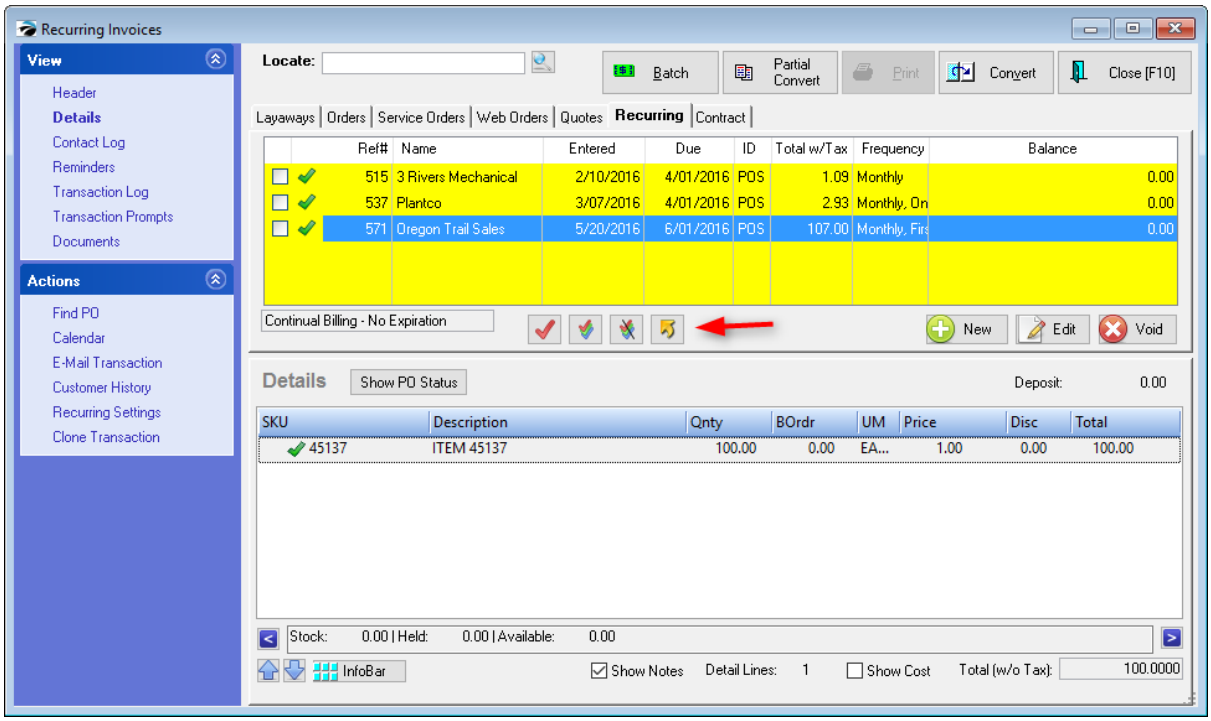

5.2.21 Service Overview

If you have purchased the Service Module for use with POSitive, you can create Service Order tickets, track equipment service records, and keep notes on work to be done, work done, and internal use only notes.

- With the Service Module, you can create Quotes with Service Notes of work to be done pending customer authorization.
- You may also prepare outside work service appointments and display a work calendar for your technicians.
- The Service Orders In Process screen will display all service orders with relevant views.
- Some Advance Setup needs to be done before creating service orders.

Click here to watch our Using the Service Module video.

Choice of Invoicing Screens

POSitive provides two types of invoicing screens visible to the sales clerk. Your choice of screen activates certain service features.

Go to Maintenance: Station Manager: Edit: Transactions tab and select a screen layout.

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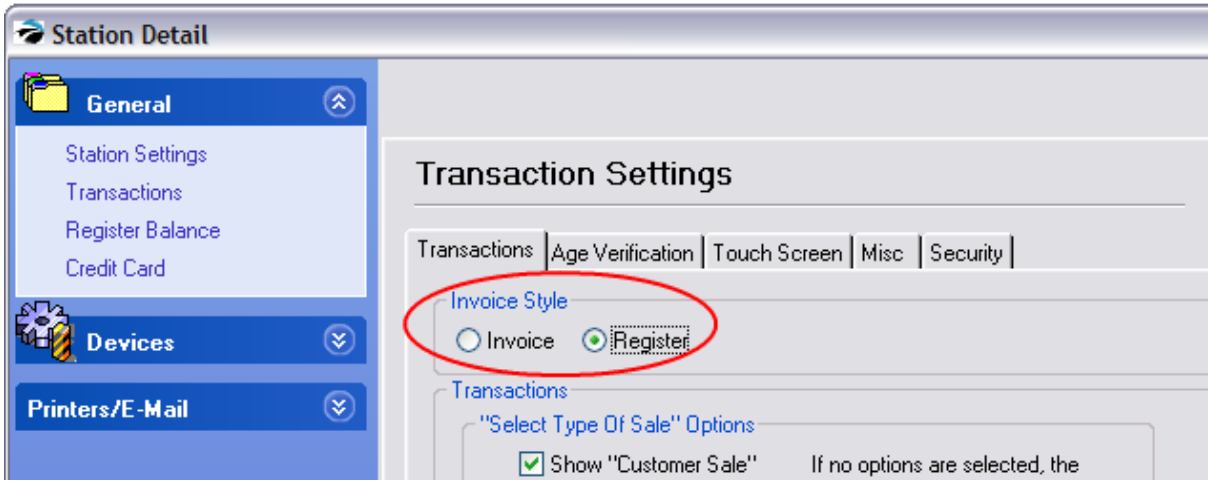


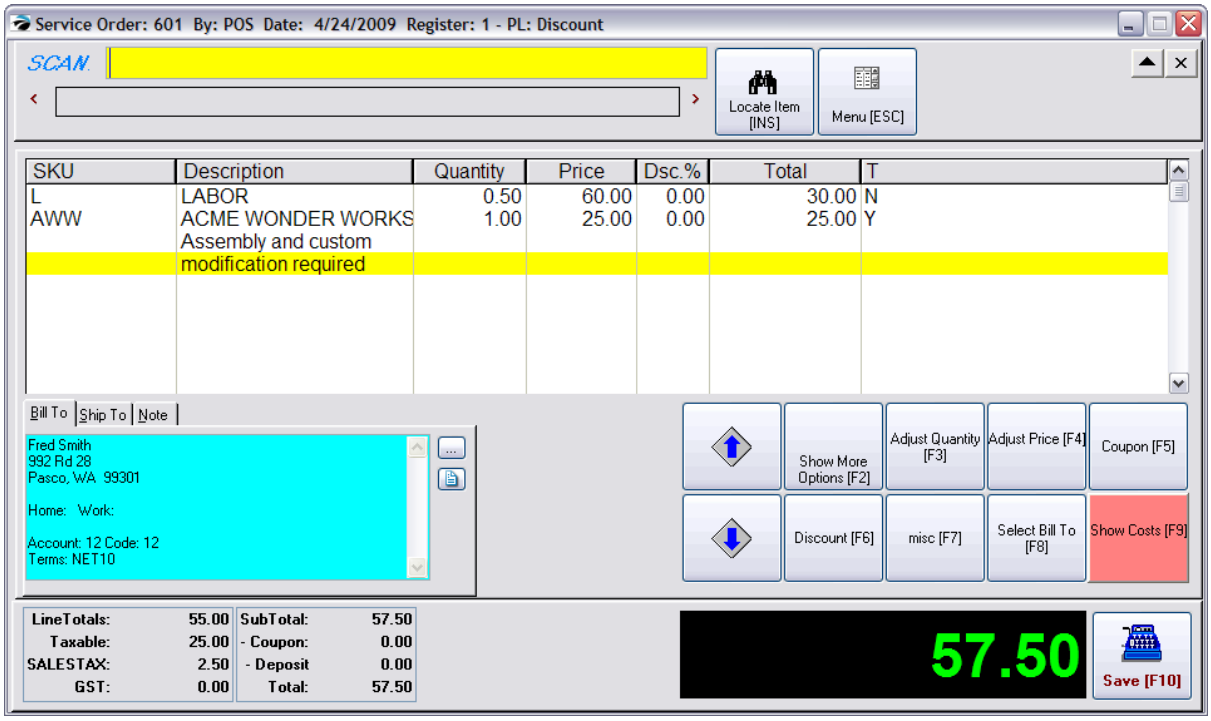
Select Register Style for SIMPLE SERVICE- (generally not recommended)

If your service work needs are very simple, activate **Register style** invoicing screen on Station Setup.

Simply add products and services as you would on an invoice screen. The [ESC] Menu in the upper left will allow you to access service notes to add more notes or edit existing ones.

By default, this screen layout does not show a Backorder column. This can be changed by going to Maintenance: Transaction Screen and selecting BackOrder as a Field to Display.

Press CTRL-N to add line notes, CTRL-X to override taxation of the highlighted item, and CTRL-Y to group list by taxation..



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Select Invoice Style for COMPREHENSIVE SERVICE - (Recommended)

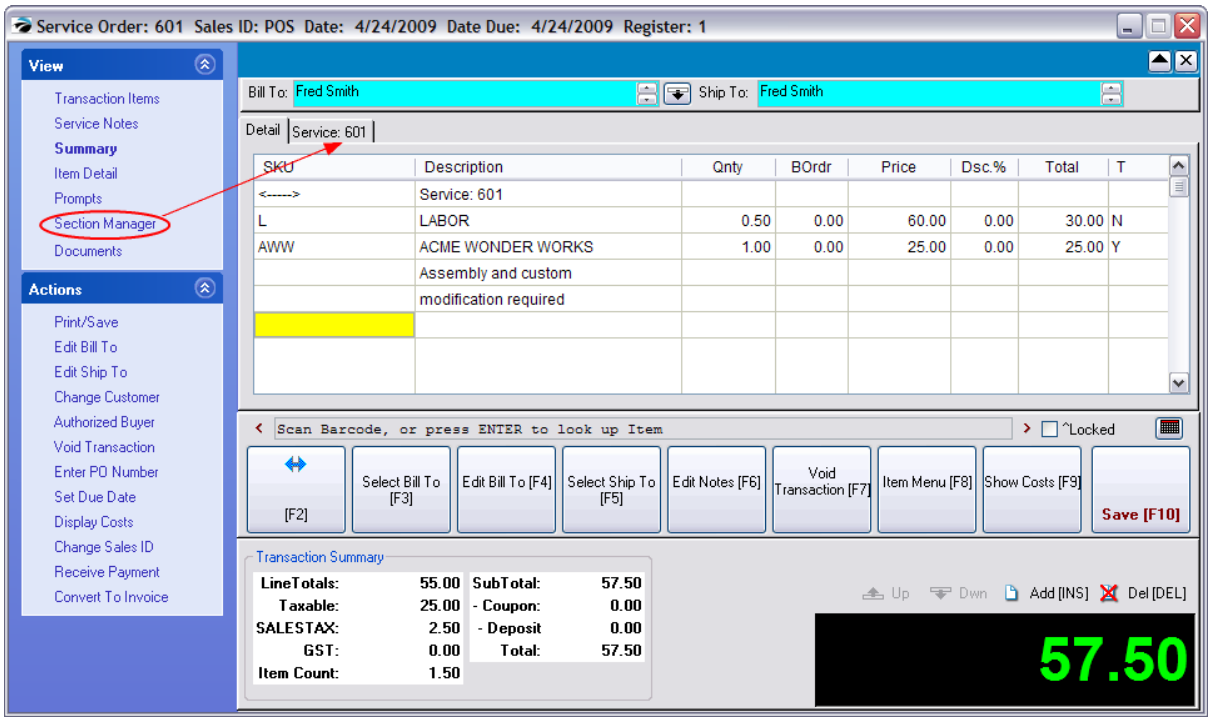
If you do lots of service work and need extensive notes and controls, the Invoice Style screen is recommended. In addition, the Invoice style service orders allow the use of one service order for servicing several products or projects for a customer. Activate the classic **Invoice style** screen on Station Setup.

This more advanced style allows easier access to various features of the program normally accessed by the ESC Menu of the other style.

In addition, you may organize your work with a feature called Section Manager which creates multiple tabs for various aspects of the service work as well as separate service notes for each tab. Press CTRL-S to subtotal the charges on each tab or section. The printout of the service order will group by section.

The Service Notes view in the upper left will display service notes for each section or tab. You may add more notes or edit existing ones as needed.

Press CTRL-N to add line notes, CTRL-X to override taxation of the highlighted item, and CTRL-Y to group list by taxation.



Calendar of Scheduled Service Work

At any time you can quickly review the number of service orders pending on any given day. On the right is an itemized list of service orders for that day.

The calendar view can be changed easily from Service Pending to Outside Service or to any other pending transaction type.

The selection of Daily View will list times of day and the assigned technician for each service order with the ability to shuffle assignments of technicians or rescheduling of appointments.

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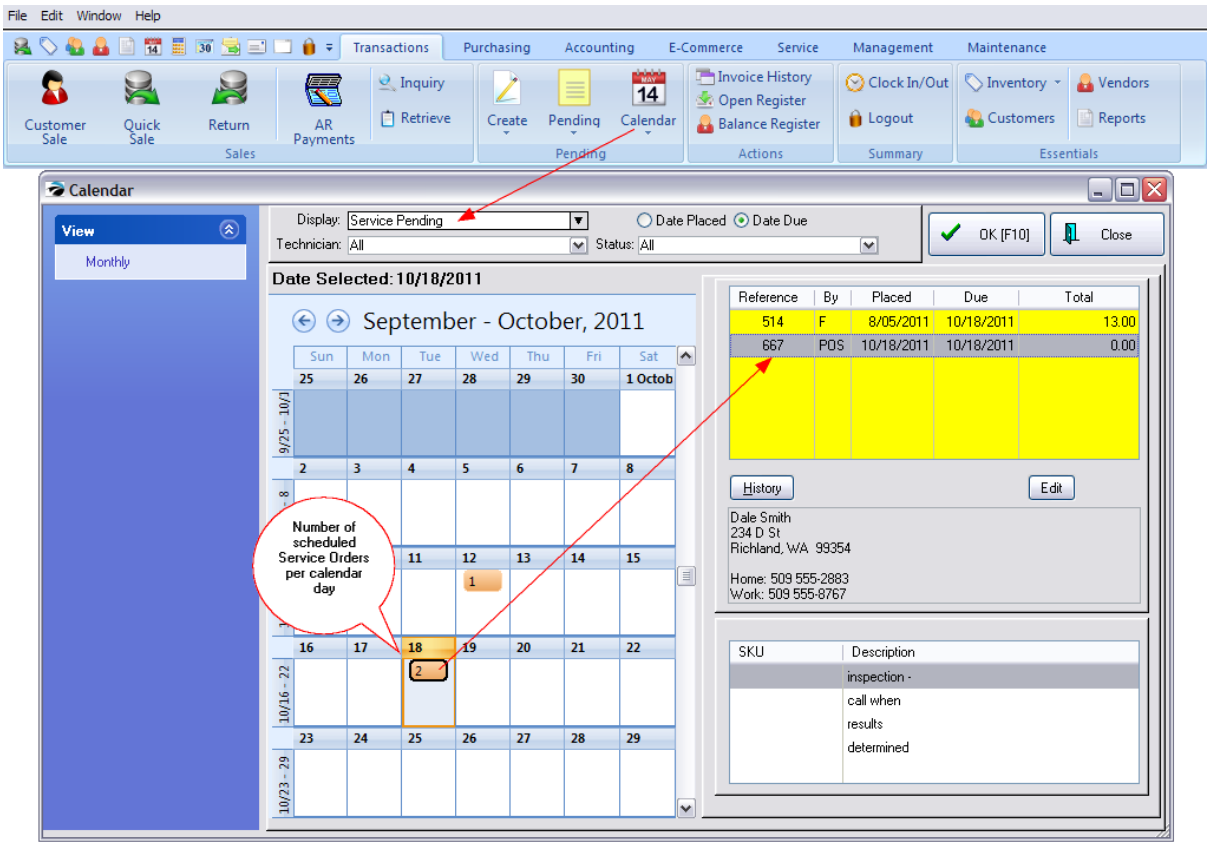

Service Orders In Process

No matter if you have chosen Register or Invoice screen styles, the Pending Service Order screen will be the same.

Select the Folder icon after highlighting Service Order on the Transaction master menu.

Under Properties on the far left select **Details** to see items on the service order and select **Service Notes** on the far left to add and edit Work Notes

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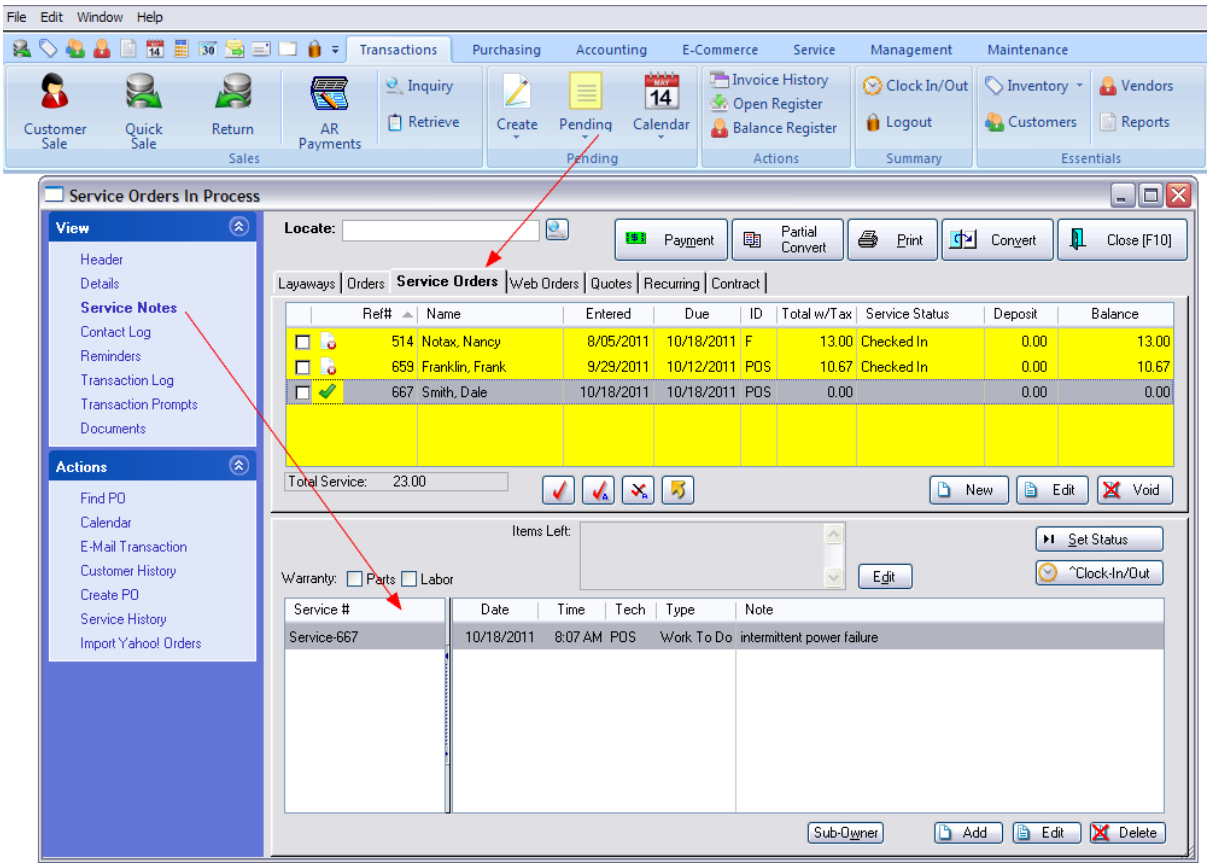

Advance Setup

To be able to use POSitive Service Orders you must

- Have Unlock/Registration Codes for Service. If it is Registered you will see SERVICE as one of the Pending menu options. (see Service Master Menu 377)
- Define your Service Status options. You may use the defaults or add your own. Go To Maintenance: Definitions: Service Order Status (see Setup Options 1776 and Service Order Status (c ontact POSitive support for more information.)
- Choose an appropriate invoicing screen style: **Register** or **Invoice with Sections** (see previous discussion this topic)
- Compose your Policy Statement for inclusion on Service Order printouts. Go Maintenance: Definitions: Policy Statements: Service Orders (see Policy Statements 254) 1776
- Choose to activate Service Quotes and/or Support Sub-Owner tracking. Go to Maintenance: System Setup: Transactions: Service Orders tab. (see Service Tab 59 and Service With Sub-Owners (contact POSitive support for more information.)
- (Optional) Turn on "Track Serial Numbers In Service" Go To Maintenance: System: System Setup: Inventory. (see Serial Tab 74) TIP: If you choose to activate this option, it is suggested that you have a supply of pre-printed serialized labels so that you can label equipment which has no other serialized markings.
- Create Service oriented inventory items such as labor, flat rates, etc. These inventory items will likely not track stock and may need a special tax rate assignment. Go To Inventory Center.

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Create Service Oriented Inventory Items

If you are providing repair shop services it is highly recommended that you create some inventory specifically related to the service department.

When creating a Service Order, it is REQUIRED that at least one inventory item or Service related SKU be added to a service order before it can be closed.

It is suggested that you create a **Category** named SERVICE. Then create one or more "inventory items" under this category.

When creating these inventory items,

1) Keep the SKU brief. Technicians will appreciate simple, one character SKUs.

2) Consider activating the option "Prompt for Price" for general service work. If you wish, you could set the selling price at 0.00.

3) Turn off Track Stock because these items will never need to be backordered.

Some Examples

Since every service order needs at least one SKU before it can be saved, consider what you want to use as an intake SKU which will meet this requirement and still reflect your service department operations.

Bench Fee - Could be a standard charge for inspecting a piece of equipment which needs to be paid in advance of work being done. The charges will be retained as a deposit and can be waived or applied to other work done.

Labor Per Hour - Put in an hourly rate. Set the Default Quantity to .50 if you only want to charge for one half hour.

Free Inspection - If you offer quotes or assessments at no charge, create this item with a selling price of 0.00. Wording of this item can make for good public relations.

Service Policy Template - Rather than or in addition to one of the above, you may want to create a Template 1503 item which will consist of text only, explaining your policy about items left for service. For example, "Unclaimed repair items left longer than 30 days will be sold to recover costs."

5.2.22 Section Manager

The Section Manager is an enhancement to the creation of Invoices, Layaways, Service Orders, Quotes, etc.

- It allows products and services to be grouped and subtotaled in manageable sections or tabs.
- It allows for quick navigation between sub-sets.
- Printing can be done for all or selected subsets.
- In addition, these sub-sets can be transferred selectively from quote, to service, to invoice using partial delivery.

Alternative Solution: see Printing With Grouping Options 1213

Advance Setup & General Layout

To be able to use POSitive Section Manager you must Activate INVOICE of Invoice Style on the Station

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settings. This is a "workstation" setting which will allow some computers to use it while other computers do not. (see Invoicing Screen Choices 895)

Using Sections To Group Inventory and Services

Section Manager can enhance your invoice or order by grouping items under variously named tabs. These tabs are displayed next to the original tab named Detail. They can be added in three ways:

A) by clicking the Section Manager button at the far right, or

B) by opening Section Manager under View, or

C) by pressing CTRL-INSert



Section Manager under View

Choosing Section Manager allows you to add or edit sections. Each section is given a name which is descriptive of the needs of the particular invoice or order. Products and services are grouped under each tab or section.

A) The top half displays the currently named sections

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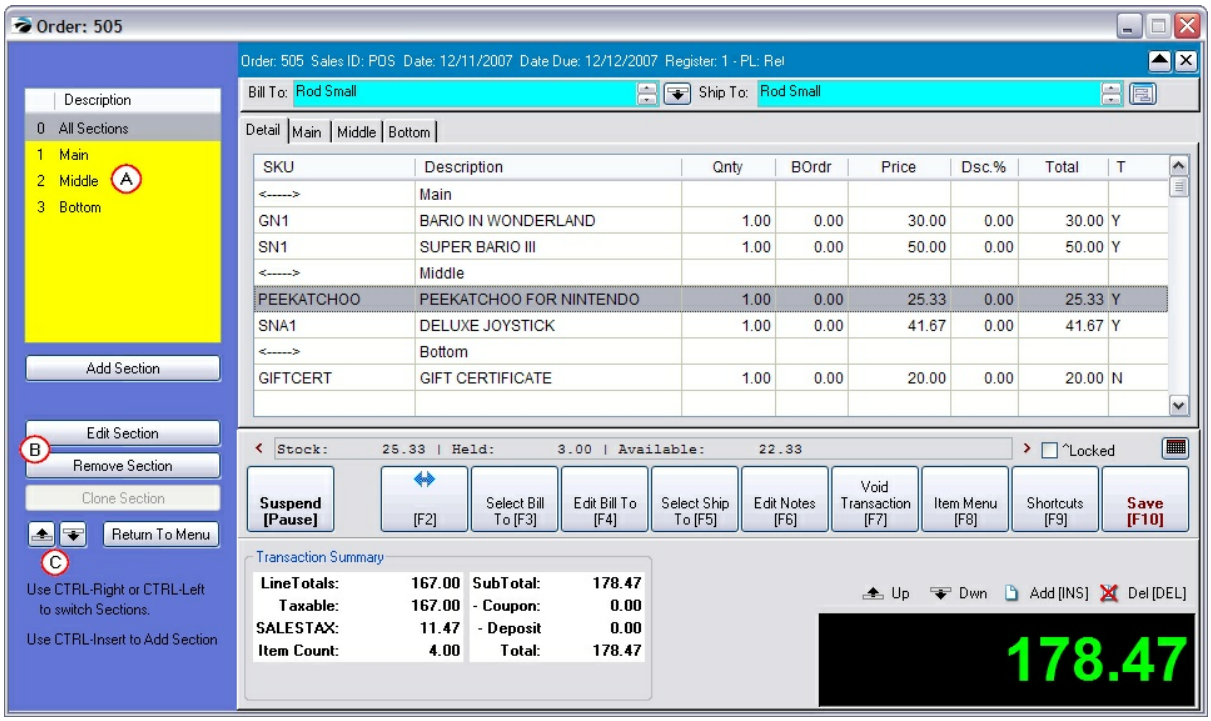
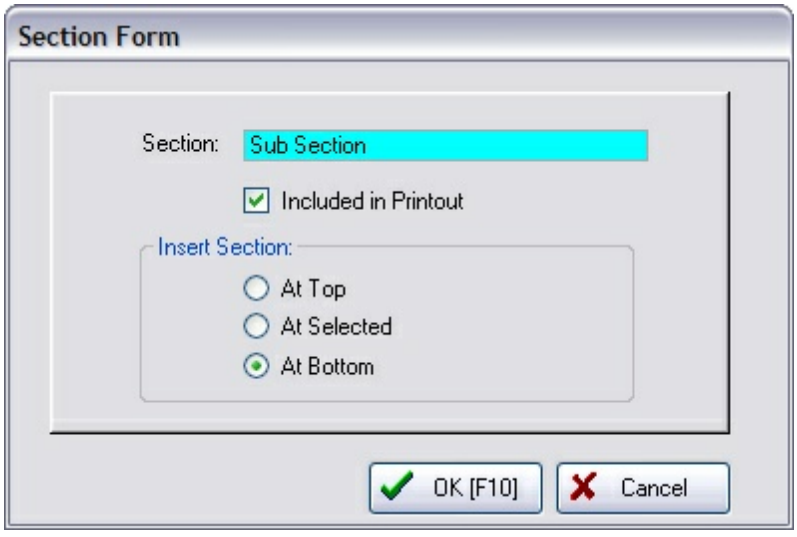


B) The buttons in the middle of Section Manger allow you to Add, Edit, Remove, and even Clone a Section.

When you choose Add, you type a name for the section.

Section: The names can by anything descriptive of your purposes. Computer stores could identify different computer systems such as Server, Office 1, Front Counter, etc. Garden Center Landscapers could identify work areas such as Patio, Front Walkway, Backyard, etc.

Include In Printout: Typically you will want to print all sections and contents of sections, but you do have the option to not include a section which contains notes to yourself.



Insert Section: establishes the position of the section relative to other sections (Top, Bottom, or At Cursor) already defined. If you change your mind, the section can be repositioned. Section Limits?

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If you are entering many sections, the default option "At Bottom" will reach a limit of 22 sections and it will appear that you will not be able to add more. Actually there is no limit to the number of sections. The solution is to add more sections and choose "At Selected" and then you will not be limited.

C) The repositioning buttons will move a highlighted section to the top or bottom of the list.

Edit Section - simply allows you to turn on or off the Printout option

Remove Section - erases a named tab. This can also be done from the Detail Tab and choosing the DELete button on the keyboard while highlighting the Section Name.

Clone Section - copy a section and it's contents

Navigating Sections

Return To Menu - closes Section Manager

Use CTRL-Right or CTRL-Left to switch between sections.

Use CTRL-Insert to Add a section.

Press CTRL-Up or CTRL-Down arrow keys while viewing Details to move a highlighted section or inventory item into another section.

Press CTRL-S to subtotal each section

Detail Tab

The Detail tab lists everything on the order or invoice. Each section is separated with a <------> symbol.

Items in one section are easily re-located to another section while viewing the Detail tab.

1) Highlight the item to be moved

2) Press CTRL-Up or CTRL-Down arrow keys to move the item into another section.

....In Process

Sections are visible while viewing transactions In Process and by choosing the Details property.

Each section name is identified with a <------> symbol and looks much like the same view as the Detail tab while editing the transaction.

Highlighting an item on the pending transaction will give more information about stock counts, location, etc. And choosing the InfoBar will give purchase order and sales information about the item.

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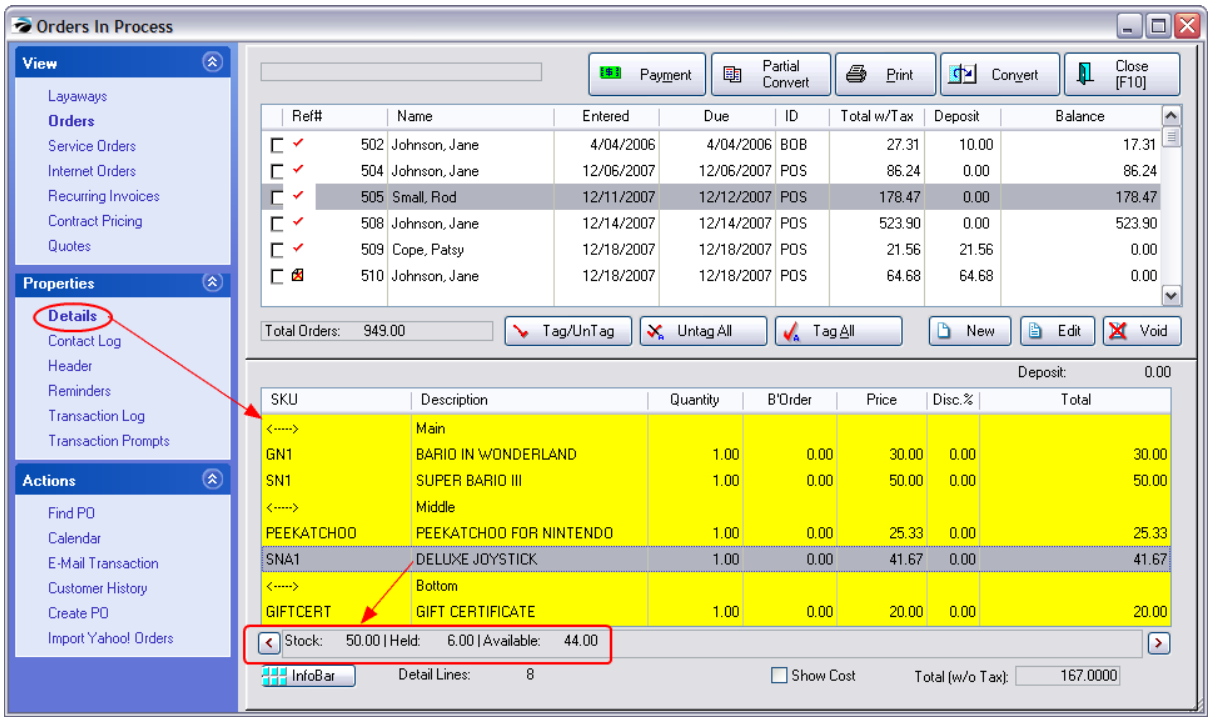

Partial Convert Just Specific Sections

Once sections are employed, you can choose to process selected sections of the Pending Transaction and leave the other sections behind for later delivery or deletion.

1) Highlight the Pending Transaction

2) Choose Partial Convert button at the top of the screen

3) Choose type of transaction to convert to: Invoice, Order, etc.

4) Tag (checkmark) sections to be converted.

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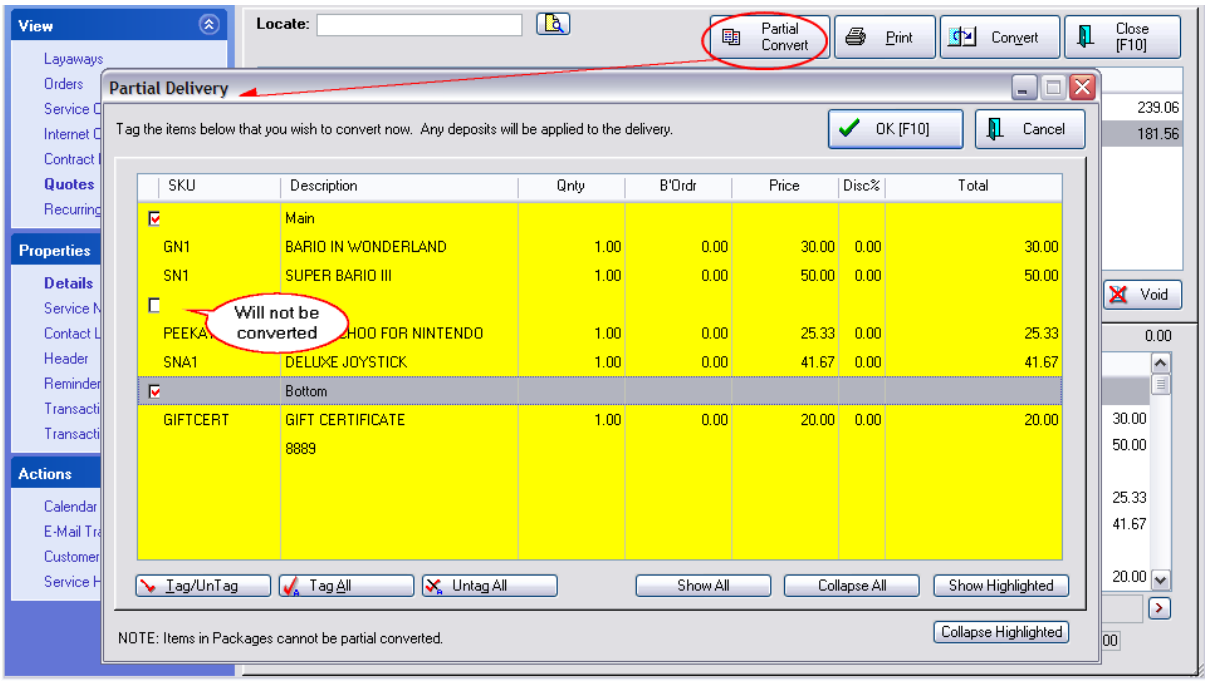
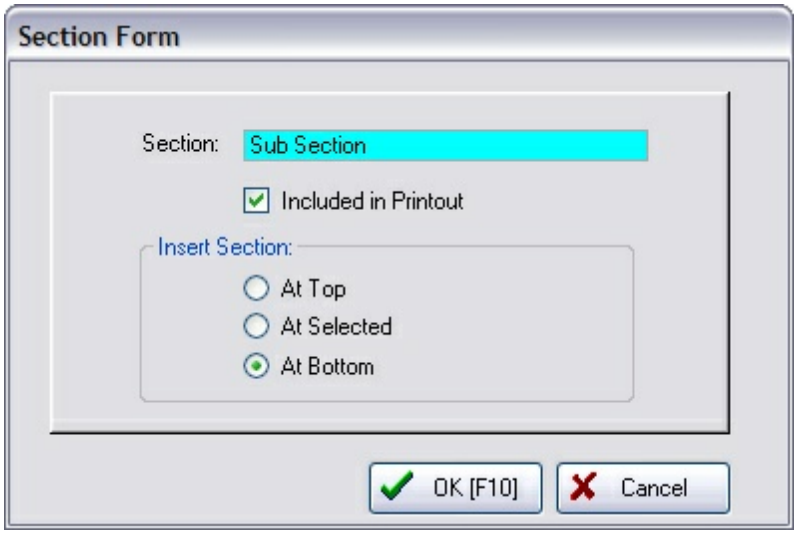


5.2.22.1 Section Form

When you choose Add Section, you type a name for the section. (see Section Manager[1248])

Section: The names can by anything descriptive of your purposes. Computer stores could identify different computer systems such as Server, Office 1, Front Counter, etc. Garden Center Landscapers could identify work areas such as Patio, Front Walkway, Backyard, etc.

Include In Printout: Typically you will want to print all sections and contents of sections, but you do have the option to not include a section which contains notes to yourself.



Insert Section: establishes the position of the section relative to other sections (Top, Bottom, or At Cursor) already defined. If you change your mind, the section can be repositioned. Section Limits?

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If you are entering many sections, the default option "At Bottom" will reach a limit of 22 sections and it will appear that you will not be able to add more. Actually there is no limit to the number of sections. The solution is to first choose "At Selected" and then you will not be limited in adding more sections..

5.2.23 Suspended Transactions

The Suspended Transactions manager retains invoices which have been suspended. Use the suspend button on the Invoice screen if the customer needs to delay the transaction to find additional items, for example. Some businesses use this feature to reduce long lines, allowing customers to go to another register to complete the final purchase.

After suspending the invoice, you can continue to create an invoice for the next customer. When the original customer returns, the invoice can be re-opened and processed.

The Suspend feature is a network feature; it keeps track of all suspended invoices on all workstations. If you go to another computer workstation and select Retrieve Suspended on the Transactions Main Menu, or the Recall Suspended in the Invoice screen, the Suspended Transactions screen will display your workstation's listing or all listings of all registers.

NOTE: Suspended Transactions should NOT be used in place of Orders. Some information, such as Transaction Notes, is not saved when a transaction is suspended.

How To Suspend an Invoice

A) At any time, you may "suspend" an invoice by choosing the Suspend (Pause) button at the top of the invoice screen. You will be prompted with an alert stating "Transaction Saved." Choose OK and you will be returned to a blank invoice screen.

How To Retrieve a Suspended Invoice

When a customer returns to a register whose invoice was previously suspended, you can retrieve the suspended invoice in one of two ways.

B1) While in an open, blank invoice, choose the Recall Suspended button. If the current invoice on screen is not empty, you will get a message reminding you to either suspend the current invoice or to clear all items from the invoice.

B2) If you are working with an invoice, which is either blank or which has items already on it, choose the Retrieve Suspended button on the Transactions master menu. This will open a suspended invoice into a new screen.

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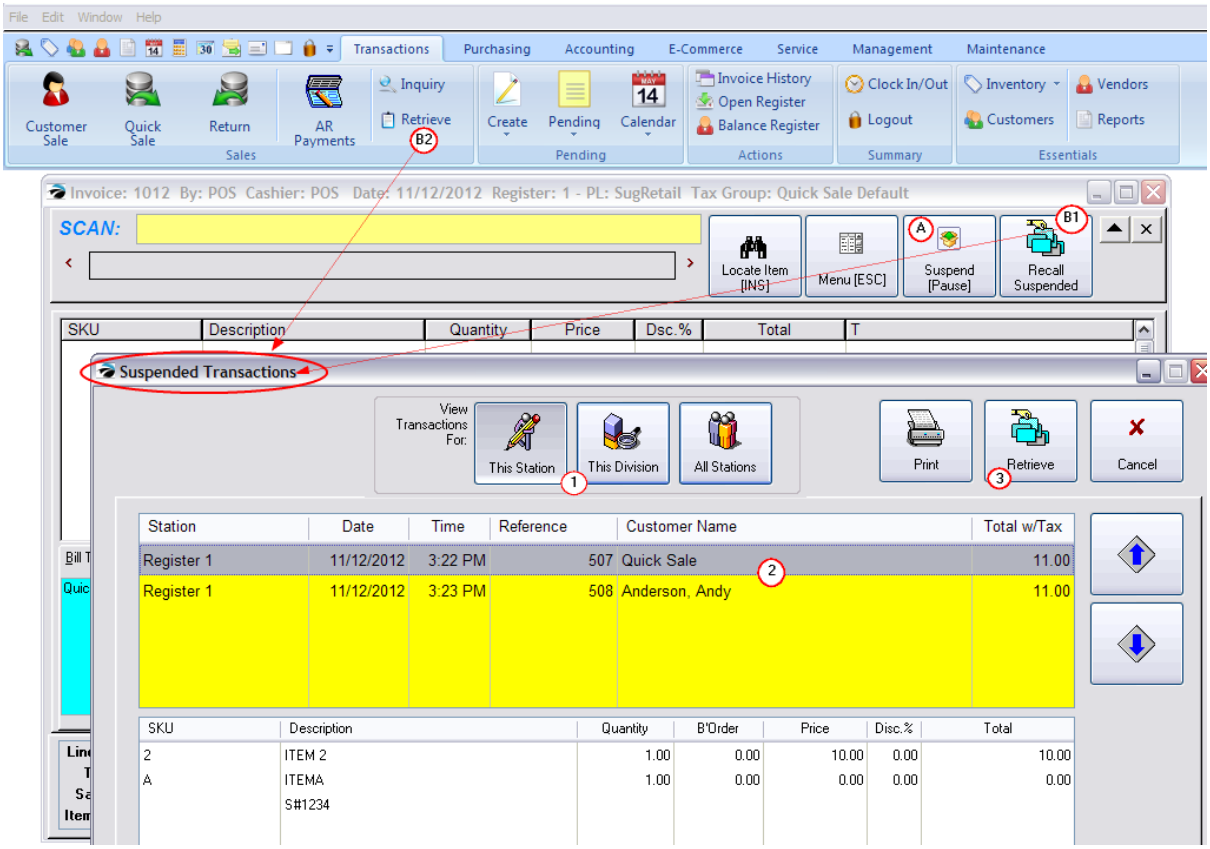

1) Choose the appropriate Station. Your station will be selected automatically, but you can view all suspended invoices by selecting the All Stations button, or focus on the current Division. (A default setting can be made in Station Editor: Transactions: Misc tab 208)

2) Highlight the desired transaction.

3) Choose Recall. The suspended invoice will be opened for further changes and processing.

Buttons

This Station - only displays invoices suspended by this workstation

All Stations - shows all suspended invoices from all workstations

Print - will print the highlighted pending transaction

Recall - opens the highlighted invoice into a blank invoice

Cancel - closes this screen

Up & Down Arrows - reposition the highlight on the desired transaction. (compatible with Touch Screen)

Exit POSitive

If you choose to Exit POSitive, all Suspended Transactions will be saved. You should regularly review and remove unwanted suspended transactions using the Void button.

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Note: These Suspended Transactions are meant to be temporary. If an invoice needs long term suspension, recall it and then choose to "Hold Invoice As" an order or layaway accessed from the ESC Menu.

5.2.23.1 Retrieve Suspended By Prefix

Stores which can have long lines of customers waiting to make purchases can benefit from some simple setups to speed up the invoicing process and make the wait time shorter for the customer.

You will need a POSitive Mobile device of some sort to create the customer "pre-invoices."

You will also want to prepare barcoded Identification Cards to give to the customer. These could be laminated cards which would be recycled or even cards which can be permanently attached to the shopping cart.

The concept is to scan all the items in the customer shopping cart in advance, which creates a Suspended Invoice. The customer is given an identification number for easy retrieval of the "pre-invoice" once the customer is at the register.

Limitation: this feature works with Touchscreen and Register style screens, but not with Invoice Style

Setup

1) go to System Setup: Transactions: Entry Options tab

checkmark "Activate Advanced Search"

checkmark "Search Customer Code"

checkmark "Confirm Customer On Found Entry"

checkmark "Prompt to add/edit Item or Customer"

At the bottom of the screen enter a prefix value such as CART in the "Retrieve Suspended Invoice Prefix" field.

Save your changes

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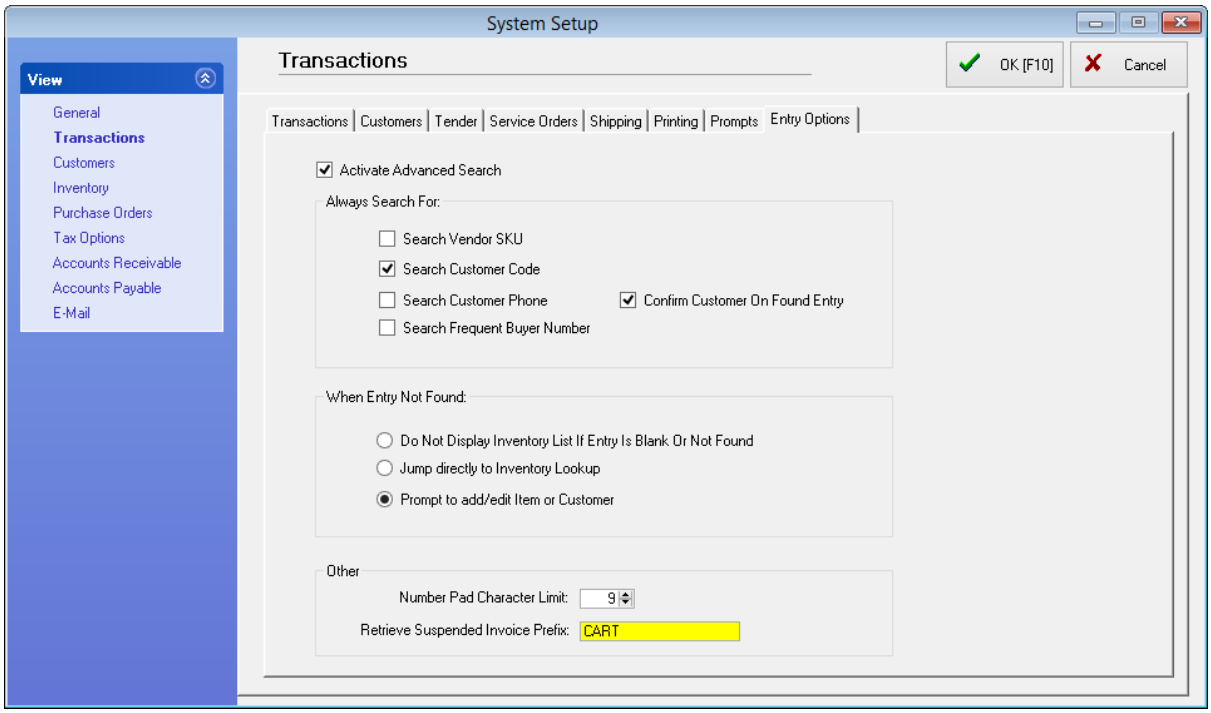

2) go to the Customer Center and add a series of 10 to 50 unique customer records depending upon your anticipated needs. (note: this could be done with a customer import file to simplify the work)

Valued Customer, CART1

Valued Customer, CART2

Valued Customer, CART3

Valued Customer, CART4

...etc.

Notice that these customer records contain very minimal information.

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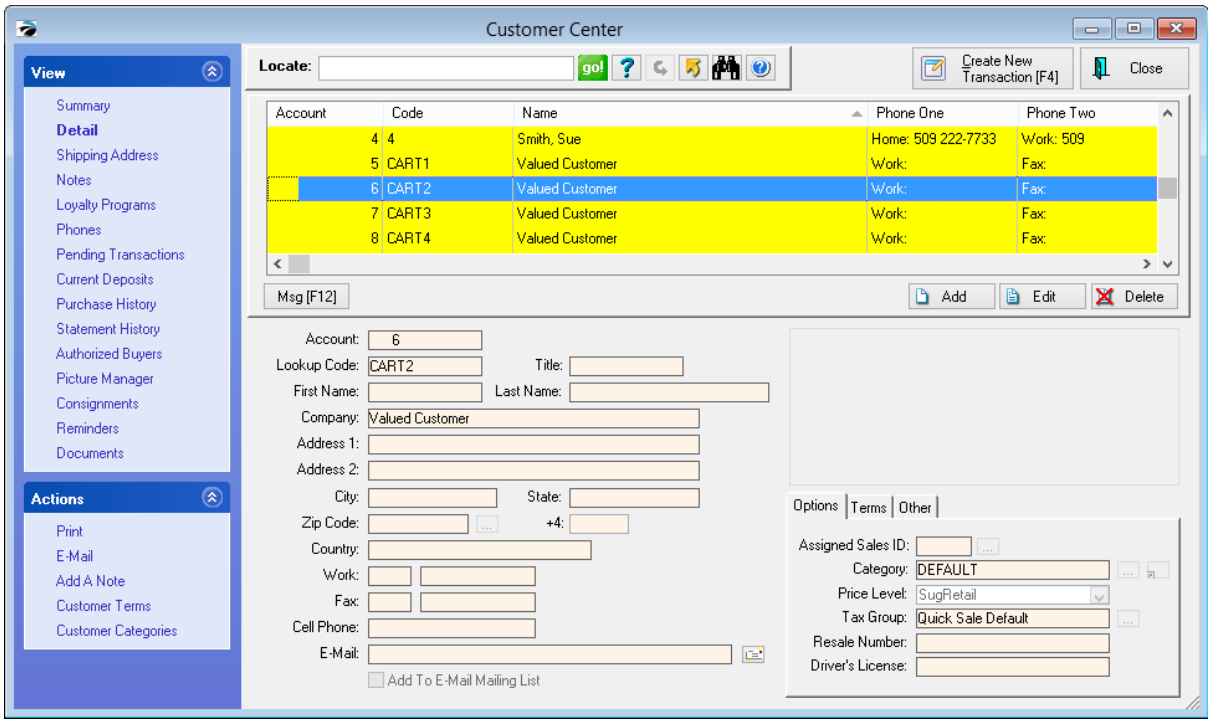

Operations

When the customer is standing in line, use POSitive Mobile and scan the CART card to start the "pre-invoice." Then scan all the items in the cart.

Give the customer the CART card. When the customer comes to the register, the sales clerk starts a QuickSale invoice and scans the CART card which will bring all the items from the "pre-invoice" onto the screen.

The clerk then chooses to Change Customer. Select the customer's account to qualify for special discounts and to make this purchase a part of the customer's purchase history.

Tender the invoice.

5.2.24 Transaction Prompts

This is a GLOBAL setting for all stations, but can be activated for just certain types of transactions, i.e., Invoices, Layaways, Orders, Service Orders, or Quotes.

When activated, every designated transaction will prompt, either at the start or end of the transaction, for the information defined on this screen. The captured information will saved as part of the invoice or transaction and can be printed on the invoice if desired.

This is an excellent tool for gathering and recording more information about your customer or your services rendered.

For Example

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One application of this feature is for use in auto repair shops to track vehicle information or in airport Duty Free Stores which require documenting the customer's flight and seat number to qualify for purchasing without paying tax.

System Setup

Go to Maintenance: System Setup: Transactions: and open the Prompts tab.

Informational Promptings

Prompt - In the Prompt field enter a word or phrase to remind the cashier of the information needed.

Type - In the Format field select one of the following:

- Text - a single line of text
- Date - entry must be a date
- Note - (only available for the first prompt) an extended text field in paragraph form.

Display Transaction Prompt

- **At Invoice Start** - fill in prompts before adding products to the invoice
- **When Tender Button Is Pressed** - choosing to tender the invoice
- **Prompt If Invoice Total Is Over:** - enter a dollar value

Display Prompt On

- **Invoices**
- **Layaways**
- **Orders** *(NOTE: these are optional modules for SE and Full versions)*
- **Service Orders**
- **Quotes**

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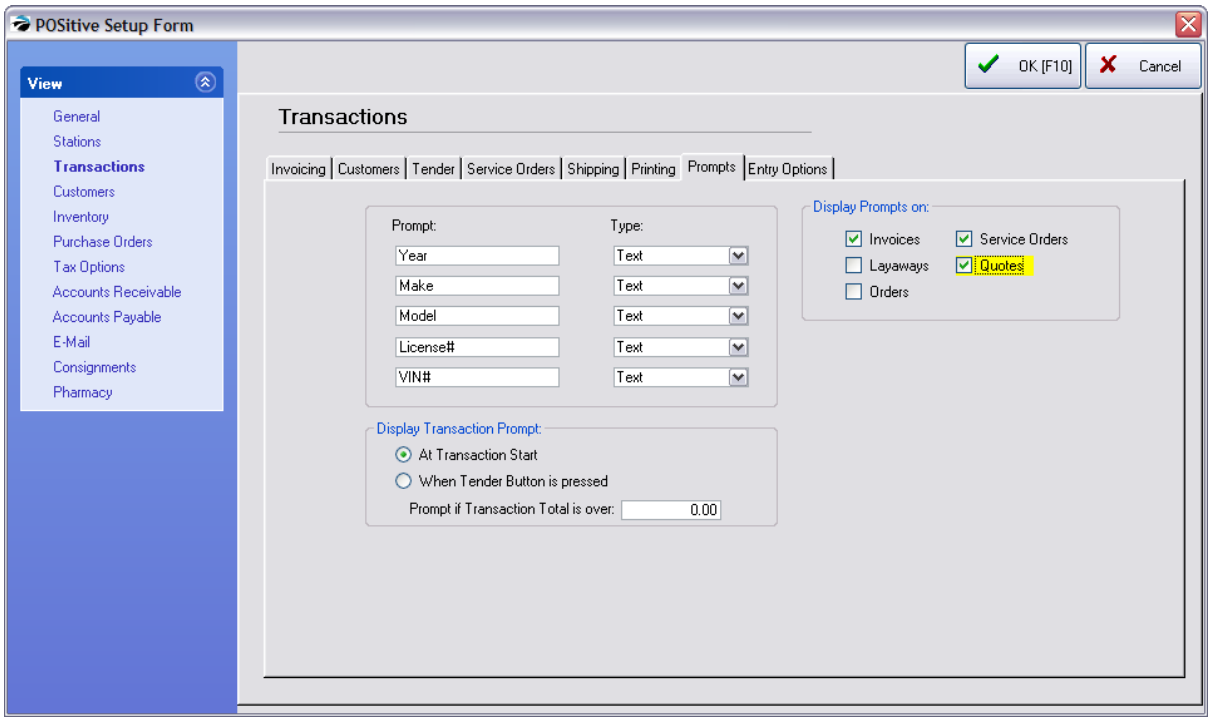
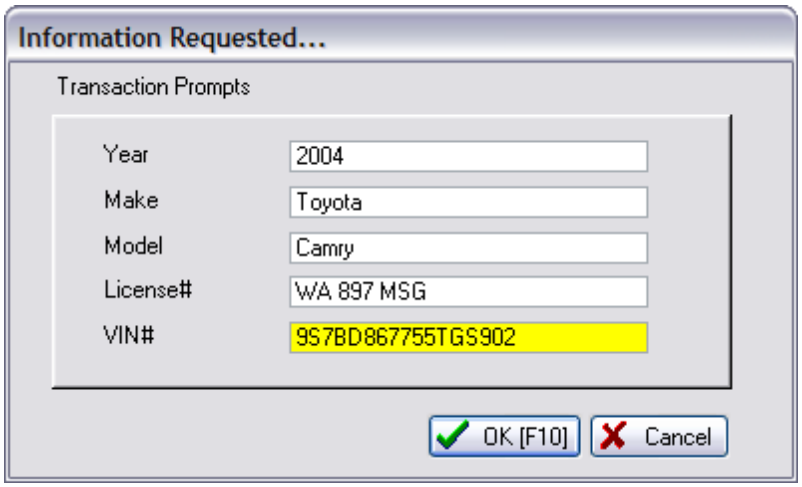


Create An Invoice Or Quote

For example, when creating or tendering the invoice, one is prompted for each field of information. Type the information. You may choose Cancel if it is not needed.



TIP: Consider creating an Invoice Button so that if the Invoice Prompt is skipped or incorrectly entered you can re-open this Invoice Prompt. (see Invoice Button Definitions 996)

Invoice Printout

Once the invoice is processed, the Invoice Prompts can be printed on the invoice either at the top above the customer information or at the bottom of the invoice.

NOTE: you will need to design the invoice layout yourself.

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Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

Phone: 555-555-5555

Invoice:

Account: 4
H: 509 555-9922
Terms: NET10
Manager

License #	*Make, Mode*	*Year*
WA JMN345	Toyota Camry	2005

Bill To:

Danny Diskounte
9925 D St
Richland, WA 99352

Ship To:

Danny Diskounte
9925 D St
Richland, WA
United States

SKU	Description	Quantity	B'Ordr	Price
GN1	BARIO IN WONDERLAND	1.00	0.00	30.00

TIP: To include the information on a 40col invoice printout, you will need to modify an invoice form to include the Invoice Prompt 1, 2, 3, 4, 5 information

Invoice History

Invoice History gives ready access to the captured information in two ways:

A) visible on the Invoice Prompts panel, and

B) searchable by the Invoice Quick Find button at the top of the Invoice History screen. (see Invoice Quick Find 1200)

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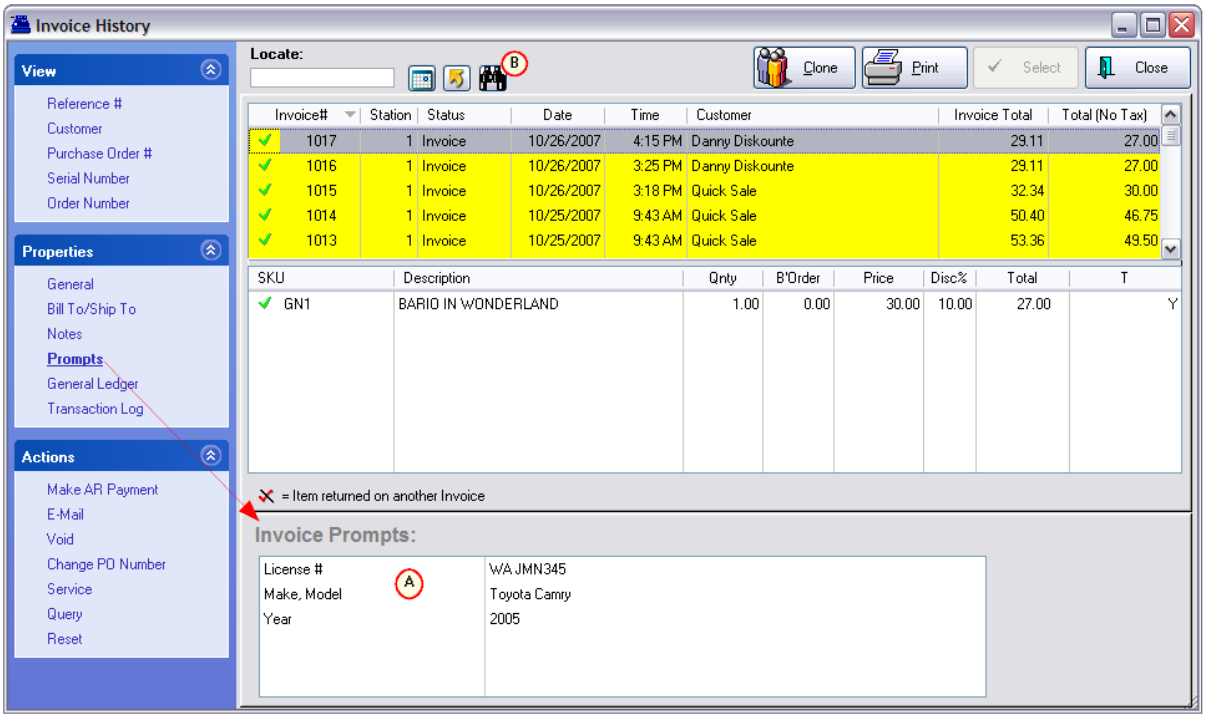

How To Modify The Invoice Form

Printing of these Prompts on the Invoice is not automatically available. You first need to edit the Invoice Layout form and make the necessary additions. Specific directions are given elsewhere, but the basics are as follows.

Open the Report Editor and select the STANDARD Invoices form

1) Before making any modifications, go to File: Save Layout As and give it a name such as "WithPrompts". You should never make changes and save the layout again as the Standard, because it can be overwritten when upgrading versions of POSitive.

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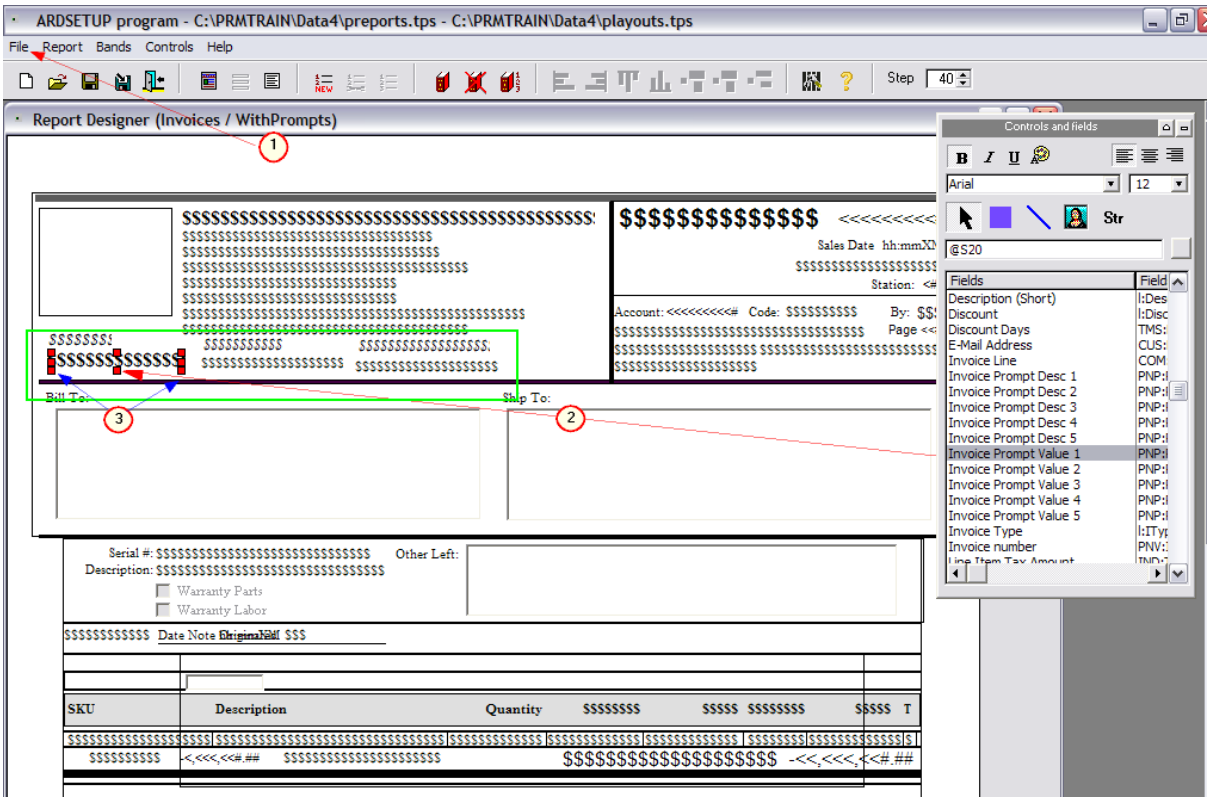

2) Drag Invoice Prompt Description and Invoice Prompt Value fields into the (green) section below the company information. Repeat for each Prompt to be printed.

3) (Optional) Right-mouse click on the selected field and choose Control Properties. Here you can change the font and other attributes of the field.

4) Save your work.

STATION MODIFICATIONS

The changes to the form will not be automatically used when you print invoices. You must modify your station settings. Go to Maintenance: Station Settings: Printers/Email,

Select Invoice on the left and choose this WithPrompts layout as the form to use with Invoices. Repeat for Service Orders, Quotes, etc. as needed.

5.2.25 Voiding Transactions

There are recommended procedures for voiding various POSitive transactions. Many of these are controlled by security settings applied to individual employees.

You may void

- Open Invoices
- Closed Invoices
- Pending Transactions (Layaways/Orders In Process)
- Purchase Orders

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When a transaction is voided, you will be prompted to give a reason for the void. The SalesID and the reason will be reported in the Manager's List of Voids 1775 Log.

Invoices

Open Invoice

If an invoice is still in process, you can void the invoice before completing it. Either click on the window X, press ALT-V, or choose the Void option from the ESC Menu or button bar.

The invoice will be closed and the transaction will be reported in Invoice History with a status flag of "Not Used." To view the entry, open Invoice History and choose "Show Voids/Unused" at the bottom of the screen.

Note: There is an exception to this if you have selected in System Setup 47 to "Assign Invoice Numbers At End" of the transaction. In this case the invoice number will not be listed in Invoice History at all.

Closed Invoice

A closed or processed invoice, one which is now in Invoice History, can only be voided if the invoice meets certain criteria.

1) employee has proper security rights

2) the cash drawer has not been balanced for the invoice in question.

Voiding an invoice from the Invoice History screen will

-- hide the Invoice from Invoice History (choose Show Voids/Unused - makes it visible again)

-- will remove the Invoice from the Purchase History list on the Customer Center

-- automatically restore stock counts of items on the invoice

-- remove tender information from the Balance Register Worksheet (if paid for by cash or check. If payment was on Store Account, the transaction is removed from AR Detail for the customer.

Go to Invoice History.

Highlight the Invoice to be voided

Select Void on the ESCape Menu.

Enter your Sales ID and Password

Enter a Reason for the Void.

If the day's transactions have NOT been closed through balancing the cash drawer, you will be given the opportunity to create a New Invoice based upon the one being voided. This is mainly used if the invoice has a minor problem needing correction.

If the day's transactions have been closed through balancing the cash drawer, you may have to do a Return rather than a void.

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Another reason that you may not be allowed to void the invoice is if deposits had been applied to it.

Pending Transactions

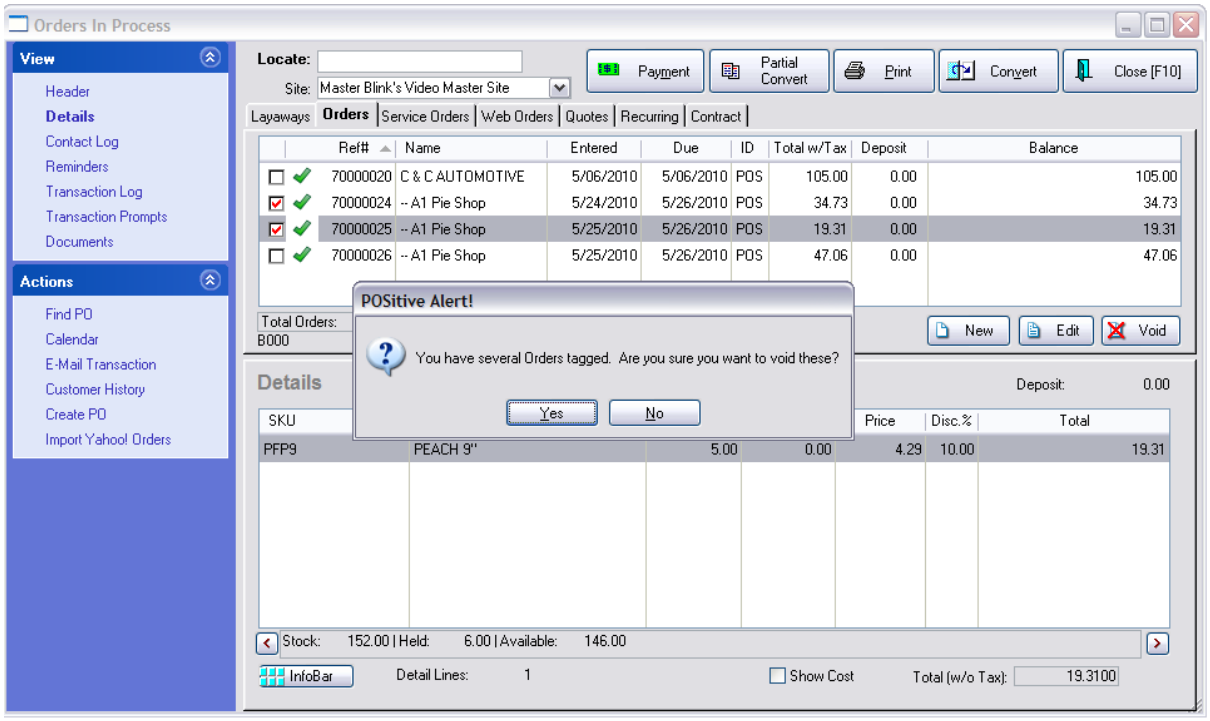
(Layaway, Order, Service Order, Web Order, Quotes, Recurring, Contracts)

Go to the In Process window. Click on the Void button while highlighting an order in process, or open the order and click on the window X, press ALT-V, or choose the option to void from the ESCape Menu.

If there are deposits already applied, you will need to issue refunds before the transaction can be voided. (see Forfeit Deposit)

Batch Void

Tag Multiple transactions (usually for the same customer) and choose the Void button. If there are deposits they will be applied to the customer's Store Credit.



Quotes

You will want to void quotes which become obsolete. You may choose one of the methods as described above under Pending Transactions. Or there is a Purge Data routine available for removing all Quotes within a date range. Contact POSitive support for more information.

Purchase Orders

Open PO - An open PO is one which is waiting to be processed or received. For example, if a

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purchase order has backordered items which will never be delivered, you can choose to void it. Go to Receive PO, highlight the PO and select the Void button.

Processed PO - Voiding a processed PO will not remove received inventory.

5.2.25.1 Forfeit Deposit

Deposits are monies accepted on pending layaways, orders, service orders, and internet orders. Your store policy may be that layaways not claimed in so many days will be voided and the deposits will be forfeited.

Using Accounts Receivable

1) Create a customer named Store Forfeits and use your store address and phone info.

2) Edit an unclaimed layaway or order.

3) Press CTRL-N to add a line NOTE to the layaway (preferably at the top of the layaway).

In the note field, enter the customer information, name, address, phone number. This is done to document the original source of the layaway in the event the customer does return. Also include a statement that the deposit of $$$.$$ amount will be forfeited.

4) Choose the ESC Menu and choose Change Customer. Select your Store Forfeits customer.

5) Print the Layaway and file the printout away.

6) On the Layaways in Process screen, highlight the layaway and choose the Void button.

7) Enter a reason.

8) Choose Store Account for the refund tender type of the refund. (This will make the Store Forfeits customer now have store credit.) You may print the layaway.

Note: The voided layaway can be reviewed under List of Voids - Pending. If necessary, the layaway can be recovered and reassigned to the customer (with a penalty charge, of course).

(see List Of Voids 1775)

Without Using Accounts Receivable

Advanced Setup - Create a tender type used only for tracking monies forfeited.

Go to Maintenance: Definitions: Tender

Choose Add and enter these settings:

Tender Code: FOR

Description: Forfeited

Receipt Description: Forfeited

Type: Check or Credit Card (this will allow you to track values under a separate report entry)

(No other fields activated. Should not be available for Quick Sale (cash sale) invoicing.)

1) Edit the unclaimed layaway or order.

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2) Press CTRL-N to add a line NOTE to the layaway (preferably at the top of the layaway).

In the note field, enter the customer information, name, address, phone number. This is done to document the original source of the layaway in the event the customer does return. Also include a statement that the deposit of $$$.$$ amount will be forfeited.

3) Print the Layaway and file the printout away.

4) On the Layaways in Process screen, highlight the layaway and choose the Void button.

5) Enter a reason.

6) When prompted for the Refund, choose the Forfeited tender type.

7) Complete the process, print a receipt.

5.3 Customer Management

Many features in POSitive are customer oriented and allow you to serve your customers better by knowing who they are, what they like, and tools for keeping in touch with them.

In addition to the information in the Orientation section about the Customer Center 388 and Customer Master menu the following topics should prove useful for working more effectively with your customers.

Customer Authorized Buyer 422 - this is generally used for businesses but can be used to list additional family members who will purchase on the same account

Customer Categories 1268 - this is a simply way to classify your customers into various groups or types. These customer categories can fill in repetitious information which will help save you time.

Customer Consignments 427 - you may accept product from your customers as consignments for resale

Customer Credit Cards 427 - for your loyal customers, you can choose to retain their credit card numberss in an encrypted file for security reasons, but easily access them when tendering invoices.

Customer Discounts***Edit a customer record and choose the Terms tab and the Discount Button*** - for your best customers, you can assign them permanent discounts for all items within a given category which are automatically applied at as the products are purchased.

Customer E-mailsEdit the customer and enter a primary e-mail address. Edit Shipping Addresses and utilize separate e-mail addresses, Edit Phones and add more contacts phones and e-mail addresses. - maintain multiple e-mail addresses per customer. Send copies of invoices, orders, and other messages to your customers.

Customer Exporter 431 - create a text or Excel file of customer information for mailings or other services

Customer Find 1278 - is an excellent tool for finding a customer if you only know the address of a customer, or if you are searching for all customers who are part of a user defined grouping.

Customer Found 1279 - is a method for avoiding entering the same customer into the customer list more than once.

Customer Importer 1757 - if you have an electronic list of customers, you can save time by importing the list into POSitive

Customer Labels 1289 - you may print special ship to or bill to labels for each customer. These labels are pre-defined, but you may edit them and/or create your own specialized labels.

Customer Marketing 1813 - sends e-mails to all or selected Customers with a message or invitation of

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your choice.

Customer Merge 1287 - when you discover that a specific customer has been added twice to the customer list, there is a tool for merging all transactions into one customer record.

Customer Message 1281 - assign pop-up messages which notify the sales clerk of special needs when a customer is selected for an invoice or pending transaction.

Customer Notes 406 - when you have the need, you can create and save simple notes about a customer to document issues and resolutions (see also Document Manager) 1215

Customer PhonesEdit the customer record to record a cell phone. Choose Phones to add more phone numbers - keep a record of additional phone numbers for the customer

Customer Picture 426 - the picture can be of the individual, the customer's location, or of equipment to be serviced

Customer Rewards 411 - you can automatically reward your loyal customers with points or store credit when using the Loyalty (Frequent Buyer) Program.

Customer Sales Rep***Edit Customer Record and choose the Options tab and fill in the "Assigned Sales ID"*** - the customer may be assigned a specific sales person

Customer Selection 1282 - if you are in the middle of a Quick Sale invoice, a system setup allows you to quickly switch to a customer sale by simply entering the customer phone number, frequent buyer number, or lookup code.

5.3.1 Customer Categories

This is a listing of currently defined Customer Categories designed to minimize the number of keystrokes and amount of time needed to add a new customer to your customer list.

Go to Customer Center: Customer Categories

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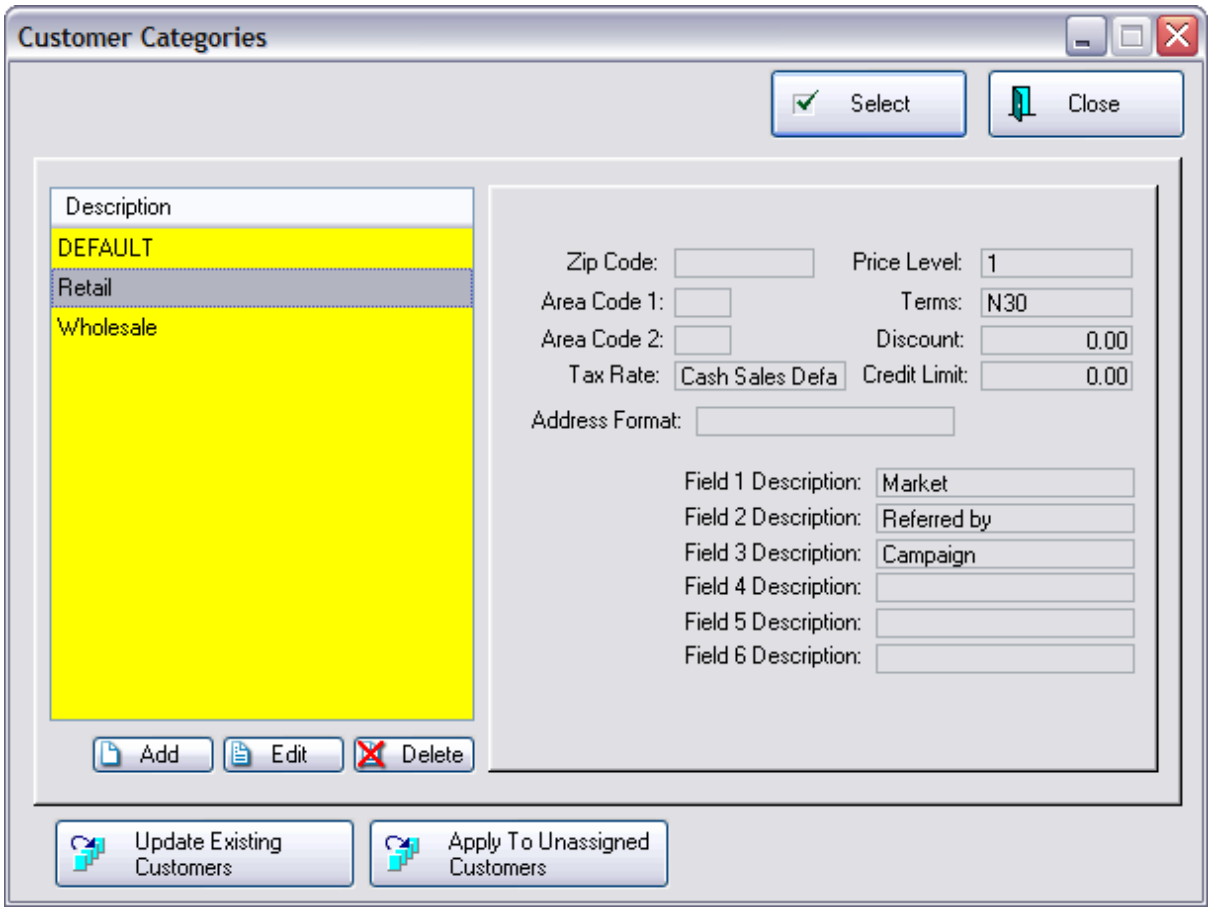

Adding a new customer to the customer list requires you to fill in several data fields. By choosing an appropriate customer category the most repetitious fields will be filled in automatically. After selecting a category, you can still modify individual fields for the new customer.

Depending upon how you want to classify your customers, you can define as many customer categories as you wish.

Your Best Options

Your business type may determine which of the following options will be best for you.

- **No Categories** - If you leave this window blank, i.e. no descriptions whatsoever, then every time you enter a new customer, you will have to fill in all of the fields. This option would be well suited to a mail order business which sells to individuals around the country.
- **One Category** - If you create only one category, the default settings will be used for EVERY customer you add to the customer list. You will not be prompted, it will be automatic. This option would be well suited if all of your clients are from the same local area. It would also be acceptable for a mail order business which wants to use the User Defined Fields for advanced reporting and marketing options.
- **Multiple Categories** - If you create more than one category, whenever you add a new customer to the customer list, you will be prompted to select a category before proceeding. This option would be well suited if your business is marketing to more than one region, perhaps across county or state lines where taxation rates may vary, or if your customers qualify for different price levels or have different area codes or zip codes.

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Possible Category Names

Customer Categories are based on specific criteria. As you create categories consider the following.

Local	Area Code xxx	Credit Rating xxx
Tax Exempt	Zip Code xxxxx	Customer Term xxx
Resale	Price Level xxxxx	State/Province xx

User Defined Fields

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

Do NOT, for example, use Field 1 to record a birthdate for one category and use Field 2 for recording a birthdate in a different category. POSitive would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

As you highlight a category description, the default settings are displayed at the right. For an explanation of each field as displayed on the right panel, see Customer Categories Form 1270.

You may choose to **Add, Edit, or Delete** a customer category.

Actions

Update Existing Customers - Use this if you have decided to make a change to a customer category and want to apply those changes to customers already assigned to the Customer Category. You will be prompted to pick which fields are to be applied to existing customers.

(see Update Customers 1276)

Apply To Unassigned Customers - If you have not been using Customer Categories from the start, this button allows you to assign the highlighted Customer Category to all customers with no current category assigned. This will not affect any customers with a category already assigned. Note: this option is not available at a Remote Site.

5.3.1.1 Customer Categories Form

The following fields are part of a Customer Category 1268 definition. As you create customer categories you determine which fields should be automatically filled into a customer record.

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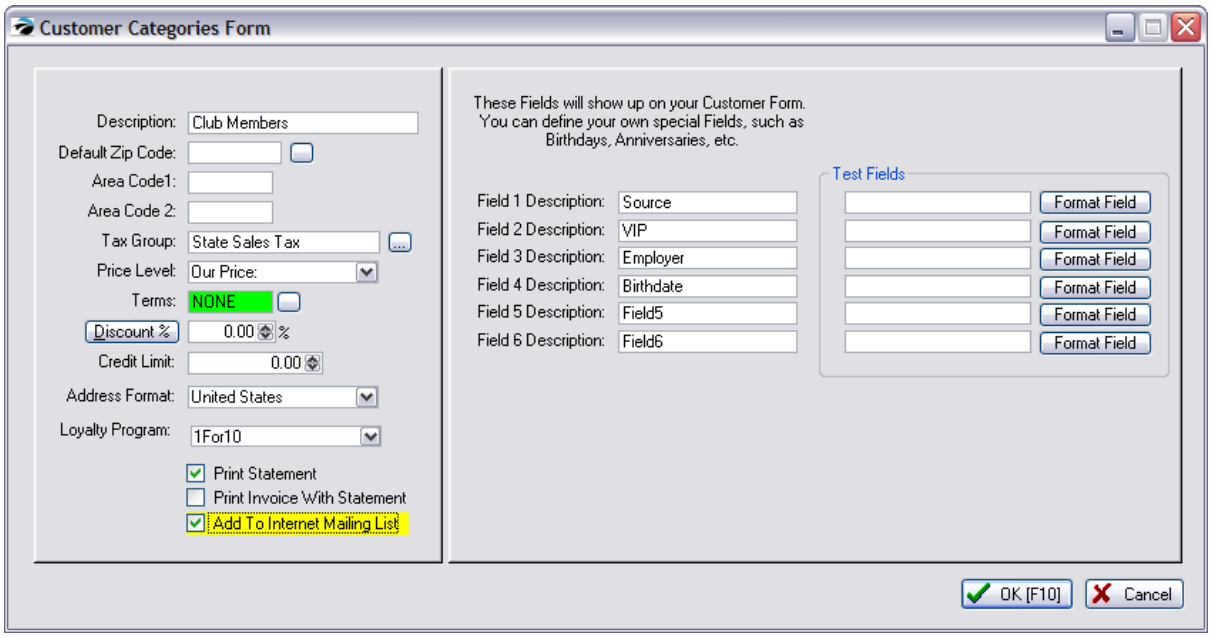

Which Fields To Use

You may use any combination of the listed fields. However, there are two required fields which must be selected for every Customer Category and they are Description and Terms.

Description - Possible category names to reflect its overall purpose.

Local	Area Code xxx
Tax Exempt	Zip Code xxxxx
Resale	Price Level xxxxx
Credit Rating xxx	Customer Term xxx
State/Province xx	

Default Zip Code - (Leave Blank) Enter the zip code to be used for all customers using this category

This field can be left blank, but you will need to manually add or edit this field when creating a new customer record.

Area Code 1 - The phone area code for the first phone number.

Area Code 2 - The phone area code for the second phone number.

Tax Group - The tax rate the customer will be required to pay for purchases. Although this is a necessary field, you do not have to choose it at this time but can do so when creating the individual customer record.

Price Level - Select the price level the customer will be given.

Terms - The terms of purchase payment. This is a required field for every customer category.

Discount - An additional and permanent discount percentage will automatically be taken off of the prices of the assigned price level. (see Customer Discounts By Category 1272)

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Credit Limit - The maximum dollar amount of purchases accepted on Store Account. However, once you are invoicing the customer, it is easy to change this credit limit.

Address Format - choose a Country

Loyalty Program - select a Frequent Buyer program to be assigned immediately as a customer is added to POSitive. The customer will start earning rewards with the first qualifying purchases.

Print Statement - If the customer has open invoice charges, POSitive will print a monthly AR Statement.

Print Invoice With Statement - While printing a monthly AR Statement, POSitive will also reprint invoices which are still open. Some customers prefer the detail, others may not.

Add To Internet Mailing List - can be used for marketing purposes

Customer User Defined Fields

There are only six user defined fields. Be consistent in titling each user defined field on each customer category.

Do NOT, for example, use Field 1 to record a birthdate for one category and use Field 2 for recording a birthdate in a different customer category. POSitive would not be able to report on ALL customers who have a birthday in March because the information is split between two different fields.

Possible Field Names

Birthdate	Spouse Name	Club Mailings
Anniversary	Decor Theme	Referred By
Start Date	Collects	Portfolio
Preferences	Salary Range	Children's Ages

To Activate Field

Type in a field name and the field will become active.

If the field is left blank, then the field will be invisible on the customer record.

Show Format

Selecting this button will allow you to stipulate the format of entries. For example, if a user defined field is to keep a date, the date format will assure that all dates will be entered in the same way.

5.3.1.1.1 Customer Discounts By Category

Discount - A permanent discount percentage will automatically be taken off of the prices of the assigned price level.

This option can be set under Customer Category (as shown below) as well as when editing a specific customer's Terms tab. View

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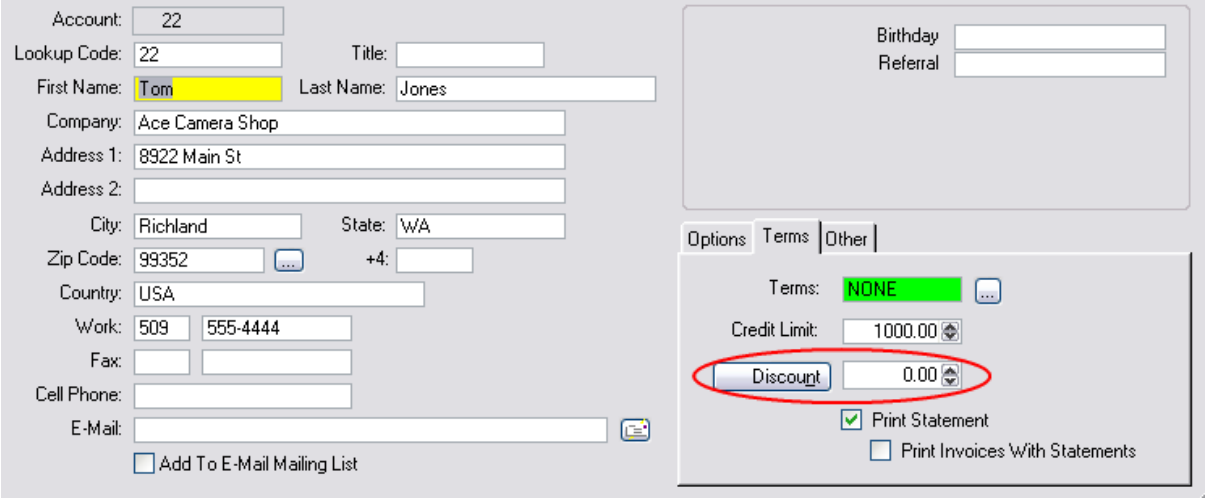

Click on the Discount% button.

- When an item is sold on an order or invoice, the discount field will be filled with this percentage. The extended selling price will reflect the discounted selling price.
- This permanent discount will NOT be applied to individual inventory items which have been flagged for No Discounting.
- Click on the **Discount%** button to set percentages on a per category basis.
- Choose "Set All To Default" which will apply the general discount to all item.
- Edit categories which need no discount or a different discount percentage.
- The Clear All button will set all discounts to 0.00.

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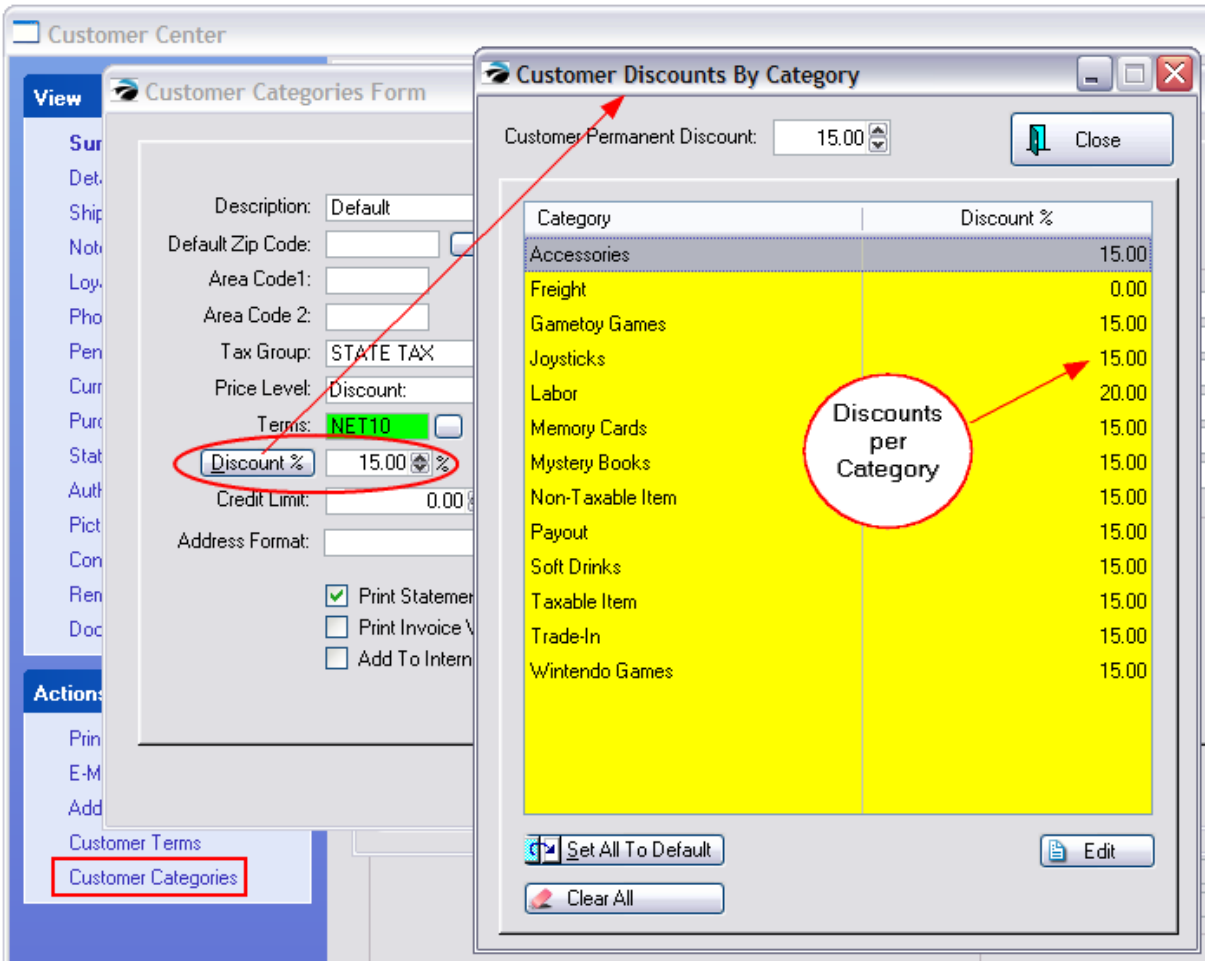
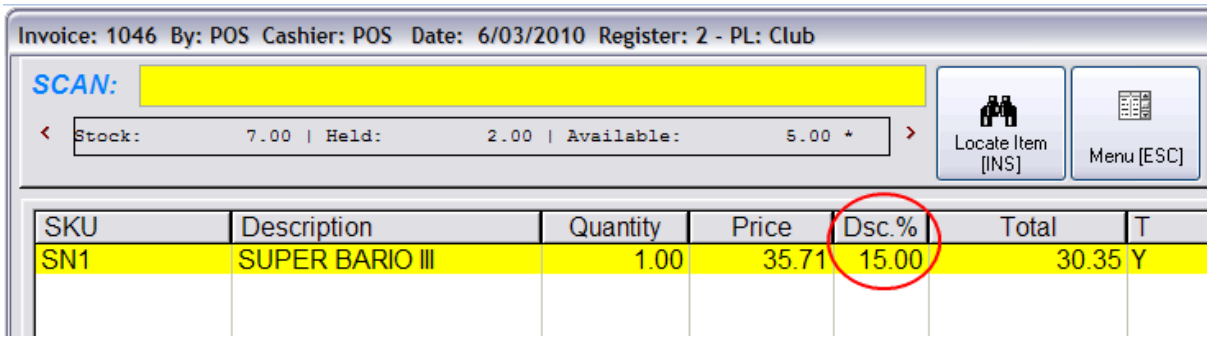


For Example

When the customer makes a purchase, the 15% discount is automatically applied



5.3.1.1.2 Setup BirthDay List

One possible use of the User Defined Fields is to identify the month in which a customer has a birthday or anniversary.

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STEP 1

Go to the Customer Center

Under Actions choose Customer Categories

Edit the Customer Category(s) and

On the right enter BDay Month in Field 1

-- You do not need to choose a Test Field format

-- Press F1 and you will get the online help topic which may answer other questions you may have.

Choose OK [F10] and close this window.

Choose the button "Update Existing Customers" and when prompted, choose OK without checking any of the boxes. This will add the BDay Month to your current customers. (whether you use it or not is up to you)

Also run the button "Apply To Unassigned Customers" which will catch any customers the first button missed.

Exit the Customer Center

STEP 2

Re-Open the Customer Center

Highlight one of the customer's for whom you know the birthdate.

Choose Edit. In the Center right you will see a field titled BDay Month

Enter the birthday

TIP: always enter the month as a 3 character abbreviation - AUG, OCT, etc.

You may add the date if you wish - but most people send out notices by the month and not by the date.

Repeat the process until your customers are updated with birth dates.

STEP 3

Create a Query/Filter to find qualifying customers

Open the Customer Center

Click on the Blue Question Mark (to the right of the green Go! button)

Choose New

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Highlight the option "User Defined Field 1" and choose Next

Highlight the option "Contains" and choose Next

Type JAN and choose Next - (you will be searching for all customers who have a birthday in January as per the setup above)

Choose Finish button and when prompted to Save Changes answer Yes and call it JAN.

Repeat the above steps and create a Query for each month of the year.

STEP 4

When it is time to send out birthday greetings, choose the Query (Blue Question Mark) and select the appropriate month.

This will filter your Customer Center to just those customers who have that 3 letter abbreviation in the User Defined Field.

STEP 5

What you choose to do next depends upon how you want to use this group of information. Contact your Dealer or POSitive Software Co.

5.3.1.2 Update Customers

A method for making default setting changes to existing customers.

Apply To Unassigned Customers - If you have not been using Customer Categories from the start, this button allows you to assign the highlighted Customer Category to all customers with no current category assigned. This will not affect any customers with a category already assigned. You will be prompted with a confirmation message: "Do you want to apply the category {name} to all Customers with un-assigned categories? (Yes or No)" If you choose Yes, you will be prompted to choose specific fields to update.

Update Existing Customers - Use this if you have decided to make a change to a customer category and want to apply those changes to customers already assigned to the Customer Category. You will be prompted to pick which fields are to be applied to existing customers.

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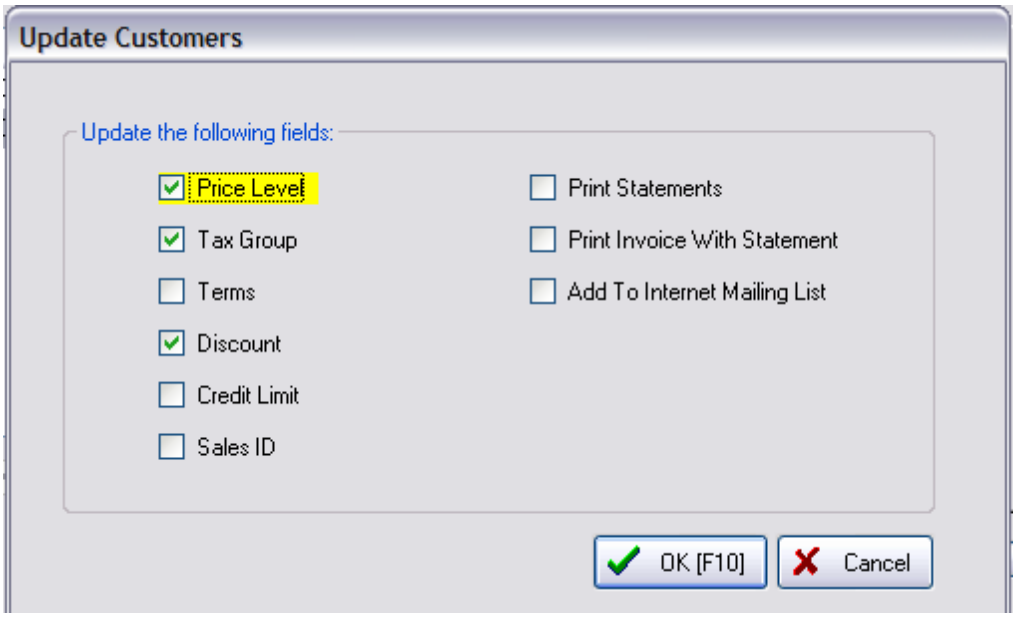

Procedure for making changes to groups of customers

1) go to Customer Center

2) Choose Customer Categories

3) Edit a customer category and make changes to any/all of the following

-- Price Level

-- Tax Group

-- Terms

-- Discount -- This can be a general or category specific mix of discounts

-- Credit Limit

-- Print Statements

-- Print Invoice With Statement

-- Add To Internet Mailing List

4) Save changes to Category

5) Choose the UPDATE EXISTING CUSTOMERS button

***** Note: this will change ALL customers currently assigned to this customer category

6) You will be prompted to apply only specific settings. Check mark desired items to be updated in each customer record.

7) Choose "OK [F10]" to apply the changes.

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5.3.2 Customer Find

If you know only a partial bit of information about a customer, such as first name only or just the street address, you may choose the Find icon at the top of the Locate Customer screen or the Customer Center.

Then enter what you know in one or more of the fields and POSitive will find all customers with that information. For example, if you know a customer lives on Main Street, but you don't know who it is, POSitive will find all records with Main in the address line.

Available search fields are:

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

Show AR Balance

Your customer list can be filtered by AR Balances. Choose one of the 4 options, choose OK [F10] and the list will only show customers meeting the setting. Choose the RESET button  to view the whole customer list again.

User Defined Fields

In addition to searching basic fields, you can also search customers with common User Defined Field information.

(1) Select "Enter UDF" button

(2) Choose a user defined field from the list

(3) Enter a value to be found in the field and choose OK.

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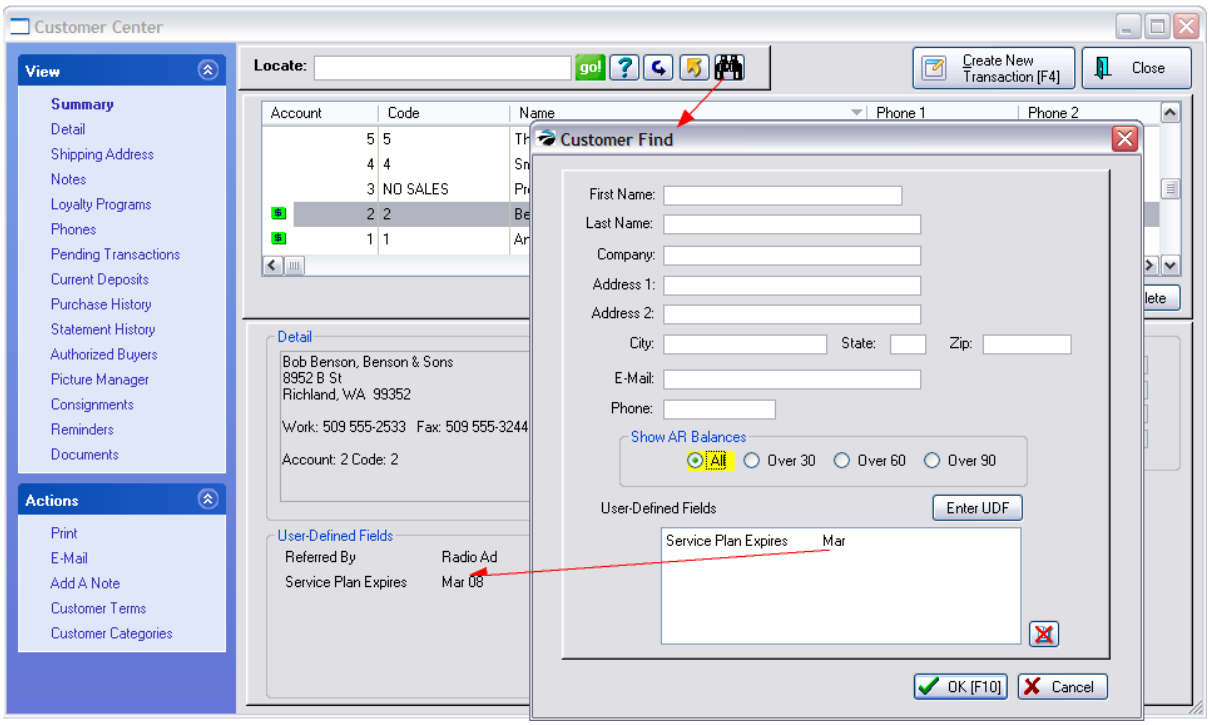

5.3.3 Customer Found

This screen warns that the phone number of a "new" customer already belongs to a customer in the Customer Center. You have various options for a response.



Scenario:

You begin to create a customer sale invoice. You do not see the customer in the Customer Center, so you choose to Add a customer. You are prompted to enter the new customer's phone number.

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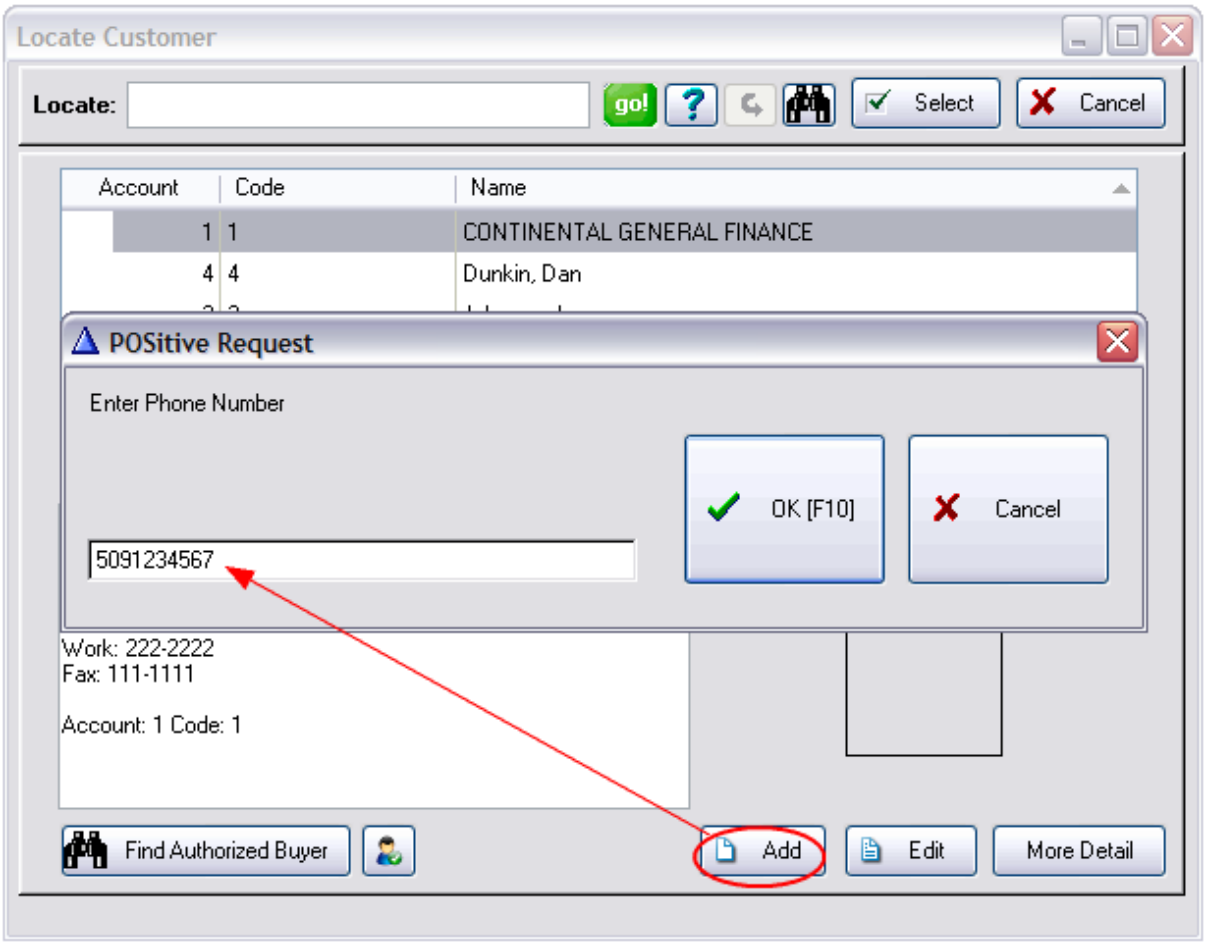

POSitive will check for a duplicate value in the Lookup Code field and warn you with this screen.

ADVANCE SETUP

This feature of the program is only available by activating specific options. Go to Maintenance: System Setup: Customer Options

Activate "Auto-Generate Customer Code From Phone When Adding" When adding a customer to the Customer List you will be prompted to enter a phone number. This phone number will be added to the customer record as both the lookup code and as the primary phone number.

If the phone number is already the lookup code for another customer, you will be notified with this Customer Found screen.

Duplicate Phone Number

When this screen is displayed, choose one of the following actions.

- Select [F2] - use this existing customer record, do not make an additional customer record
- Edit [F3] - opens the customer record with the phone/lookup code in question. Change the lookup code if appropriate.
- Re-Enter [F4] - re-type the phone number to make sure there was no mistake. If there is no duplicate,

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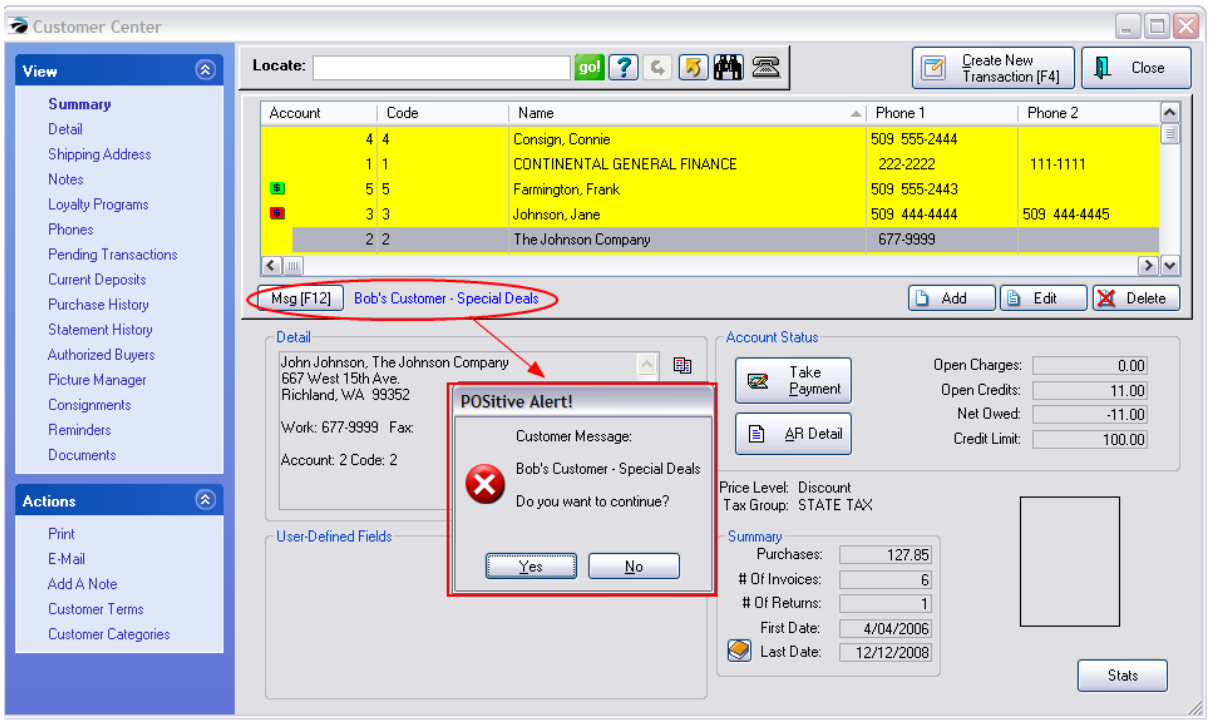
a new customer record will be created.

- Cancel [ESC] - closes the alert message. A new customer record is not created.

5.3.4 Customer Message List

Customer Alert screens help clerks be aware of special needs when creating invoices or orders for a particular customer. For example, when creating an invoice the following message will appear because a message, MSG [F12] button, has been activated



How To Create Alert Messages

Go to the Customer Center

Highlight any customer and open the Summary view.

Click on Msg [F12] button.

You will see the Customer Message List. Use Add/Edit/Delete to make corrections as desired.

An unlimited number of messages can be created and assigned to a customer as needed.

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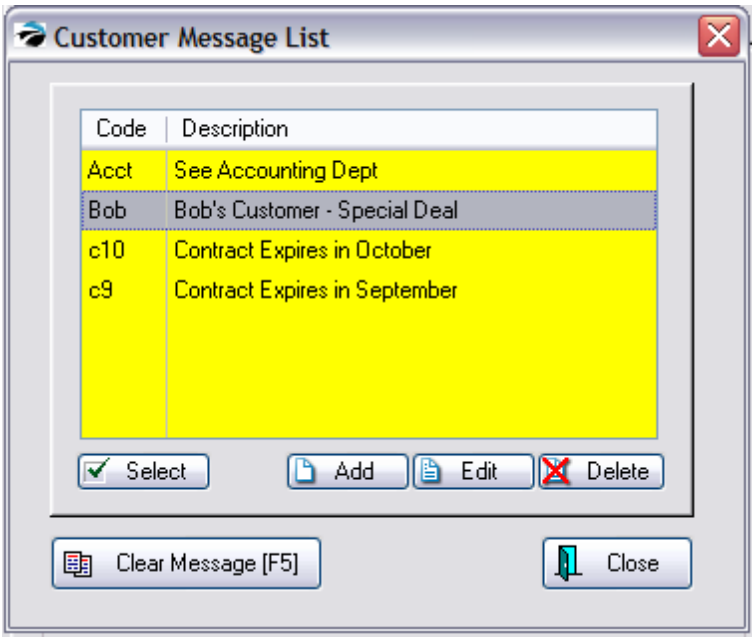

Clear Message [F5] - unselects any assigned message

5.3.5 POSitive Choice

if you are in the middle of a Quick Sale invoice, a system setup allows you to quickly switch to a customer sale by simply entering the customer phone number, frequent buyer number, or lookup code.

Close Match

In one scenario you will be prompted to accept the closest match.

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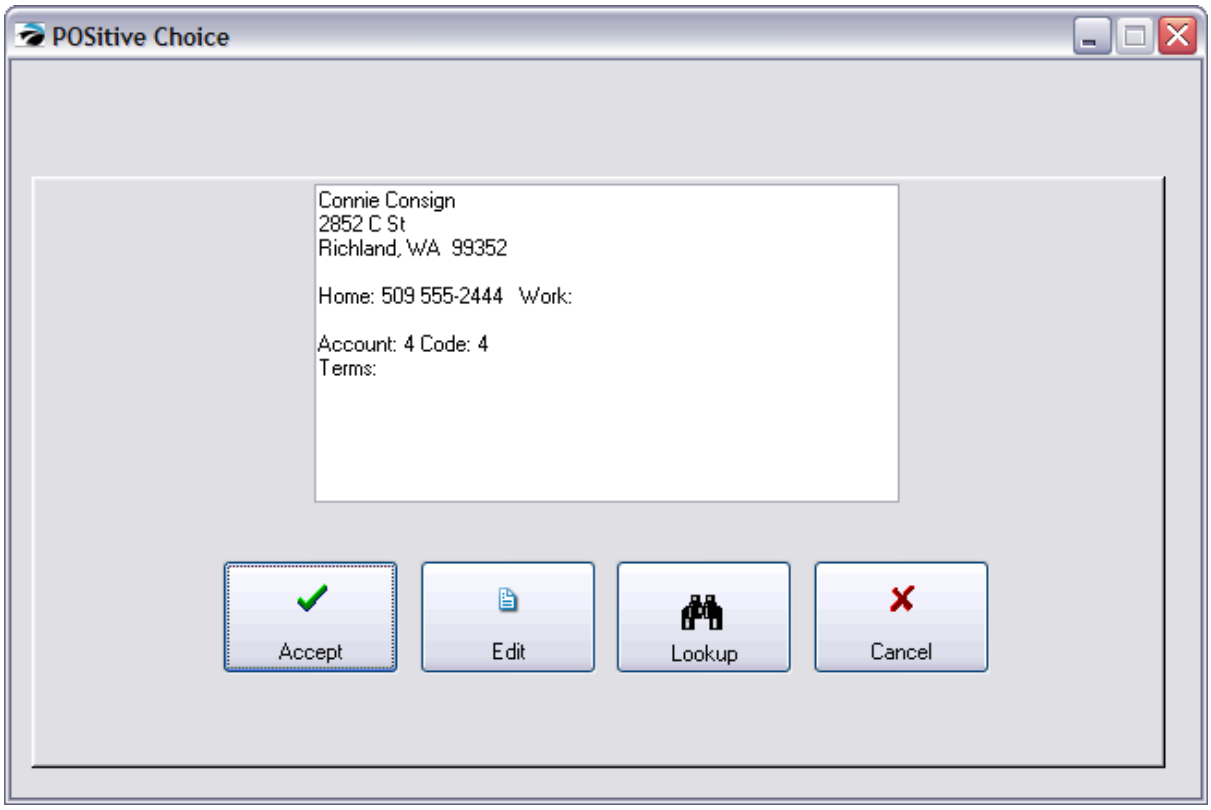
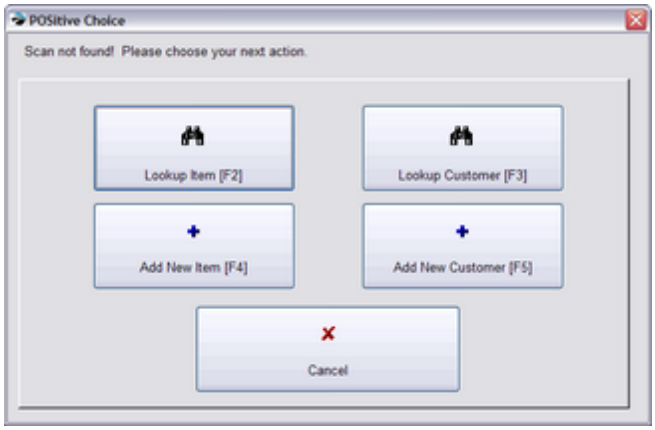


No Match Found

In another scenario a match has not been found, but you can choose to proceed along a logical route by performing a lookup or create a new entry.



Advanced Setup

Setup is required to activate POSitive Choice Setup For POSitive Choice

Go to System Setup: Transactions: Entry Options and select Activate Advanced Search

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- If **checked**, invoice will be updated with customer information based upon settings below. For example, while in the creation of an invoice, you may choose to scan a customer's loyalty card or enter the customer phone number which can automatically set the invoice for that identified customer.
- If **unchecked**, no advanced search options will apply.

Always Search For:

- **Search Vendor SKU** - if a scanned SKU is not found, POSitive will search through the list of vendor SKUs
- **Search Customer Code** - searches entries of the Lookup Code field
- **Search Customer Phone** - searches the customer phone number fields (NOTE: enter the complete phone number with area code, but without spaces or hyphens)
- **Confirm Customer On Found Entry** - (***Recommended***) requires the cashier to select customer manually as a confirmation that it is the correct customer
- **Search Frequent Buyer Number** - searches the rewards or loyalty program list for customer numbers

When Entry Not Found:

- **Do Not Display Inventory List If Entry is Blank Or Not Found** - will issue a warning sound, but nothing happens on the invoice.
- **Jump Directly To Inventory Lookup** - Opens the Locate Item screen. A new item can be added.
- **Prompt To Add/Edit Item Or Customer** - Opens POSitive Choice to lookup or create new item.

5.3.6 Locate Customer

When starting a pending transaction such as Layaway, Service, Order, or Quote you will be prompted to select a customer from this Locate Customer screen.

This is an abbreviated listing so that you can focus on just specific details to find the desired customer

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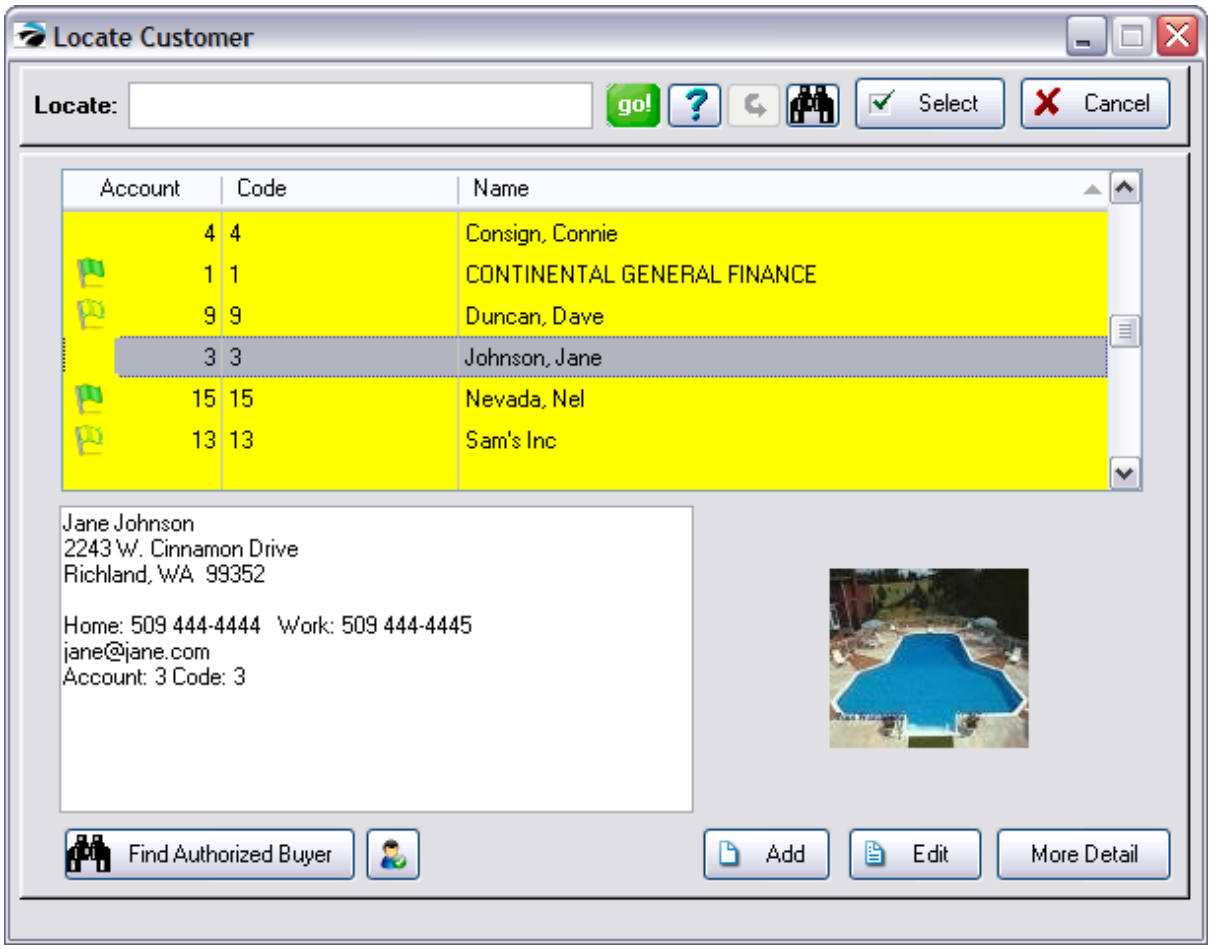

SELECTION OPTIONS

Locate

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

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

go!

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

Query

Select from an unlimited number of saved queries or filters which you can create and modify as needed. Contact POSitive support for more information.

Reset

Restores the list to show all records.

If you know only a partial bit of information about a customer, such as first name only or just the street address, you may choose the Find icon at the top of the screen.

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Quick Find Search and display all inventory items containing the characters in a specific field or combination of fields. (see Customer Find 1278)

First Name
Last Name
Company
Address 1
Address 2
City
State
Zip
E-Mail
Phone
AR Balances - lists customers with overdue balances
User Defined Fields - select the UDF of interest

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

Find Authorized Buyer

A company will likely have several employees who can make purchases on behalf of the company. POSitive will ask you to select the name of the individual making the purchases for the company and that name will become part of the bill to address on the invoice. There are also search options to find the company to which an authorized buyer is associated (see Authorized Buyers) 422

Financial Details

Displays month by month total purchases for any selected year for this individual customer as well as a listing of all items purchased. (see Customer Financial Table 399)

Add - create a new customer record on the fly

Edit - edit the record of the highlighted customer

More Detail

Choosing the "More Detail" button reveals more information about the customer. (Always Show More Detail)

If you always want to see this extra information when accessing this Locate Customer screen, you can activate a switch in System Setup: Transactions: "Show 'More Detail' on Customer Lookup."

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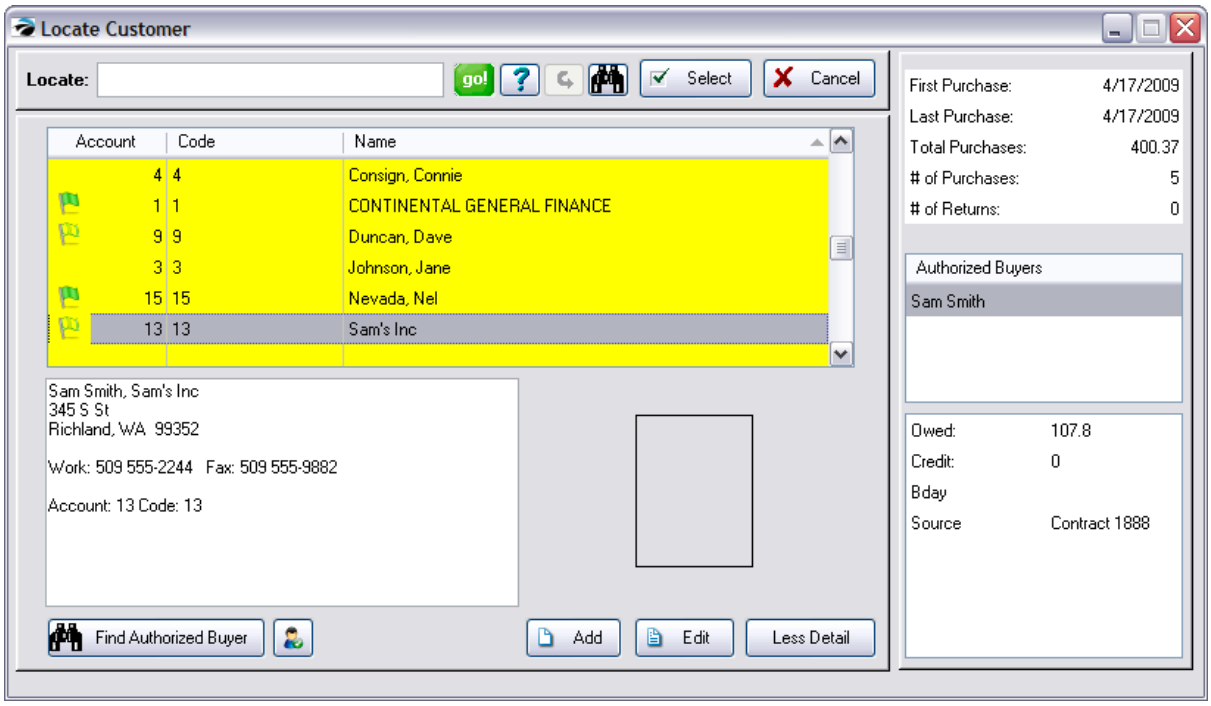

5.3.7 Delete/Merge Customers

It is possible to find that the same customer has been added to your customer list twice. After careful inspection, you may choose to delete or merge one of the customers. Likewise, you may choose to delete or merge any customer record which you know will never be used again.

Delete

A customer record can be deleted if there are no pending transactions; i.e., open orders, layaways, or accounts receivable. Choosing to delete the customer will remove all history links. If the customer has invoices, the invoices themselves are not deleted, but there is no longer a customer record in the list to which the invoices are linked.

Merge

A customer must be merged with another customer if there are pending transactions or AR. In the event a customer is listed twice, choosing merge will reassign all records of the customer to be deleted with the customer being retained. One could create a "catch-all" customer record to which all pending transactions could be assigned.

How To To Merge Customers

1) Determine which customer is to be deleted and which customer will inherit the transactions. Some clues about the identity and activity of the customer are accessible on the General, Details, Pending, and History views of the Customer Center. Ultimately, you will have to make a judgment call based upon the best information you have.

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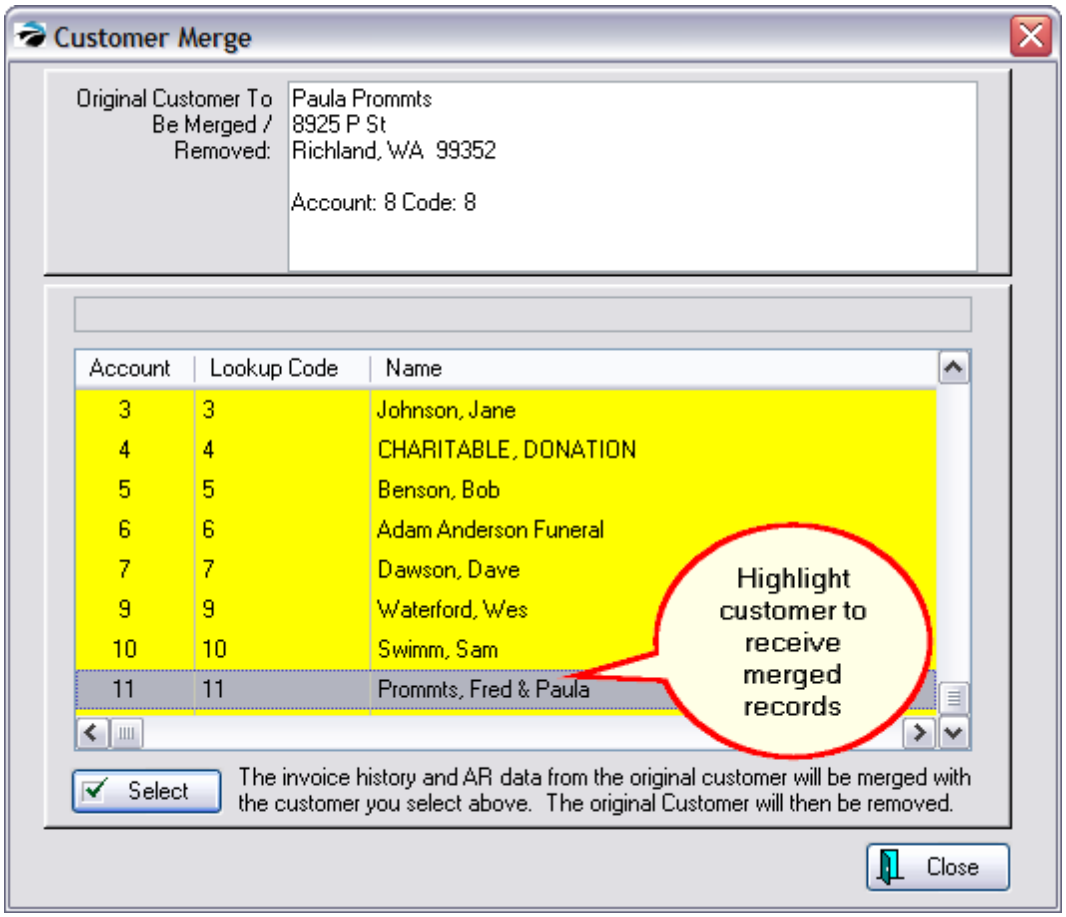
IMPORTANT: Customers cannot be "un-deleted." You may want to consider making a Backup of POSitive before proceeding.

2) Highlight the customer to be deleted and choose the Delete button. You will be notified if the customer has pending transactions and if you can merge the customer.

3) Choose Merge. A Customer Merge screen lists the originally highlighted customer in the top half of the screen.



4) Highlight the customer to be the recipient of data and choose Select. A comparison screen of the original and the new customer record is shown.

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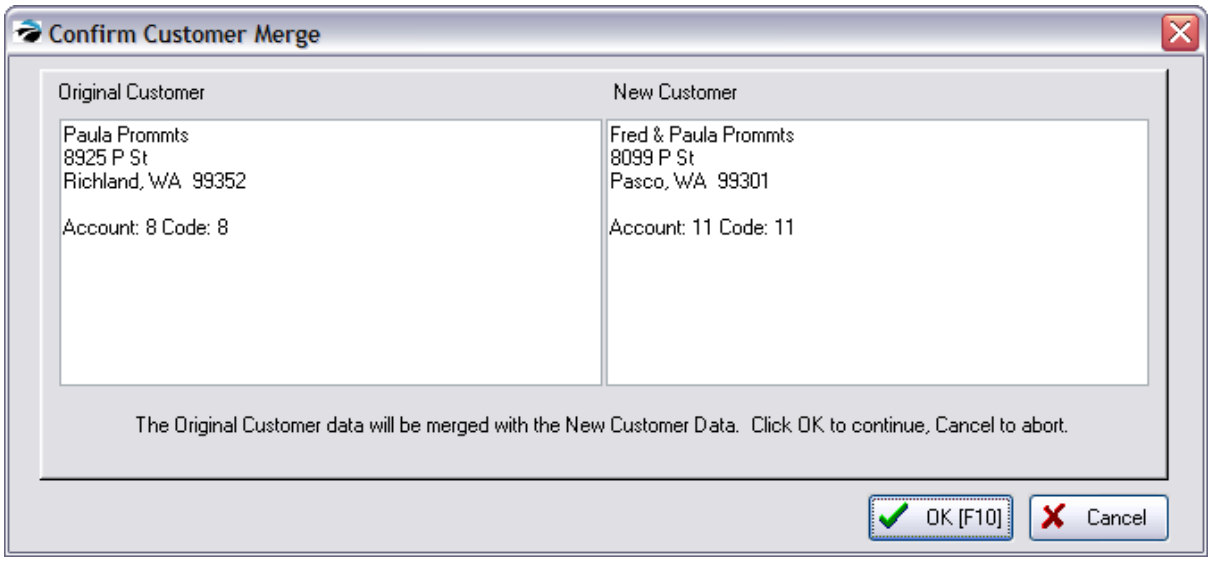
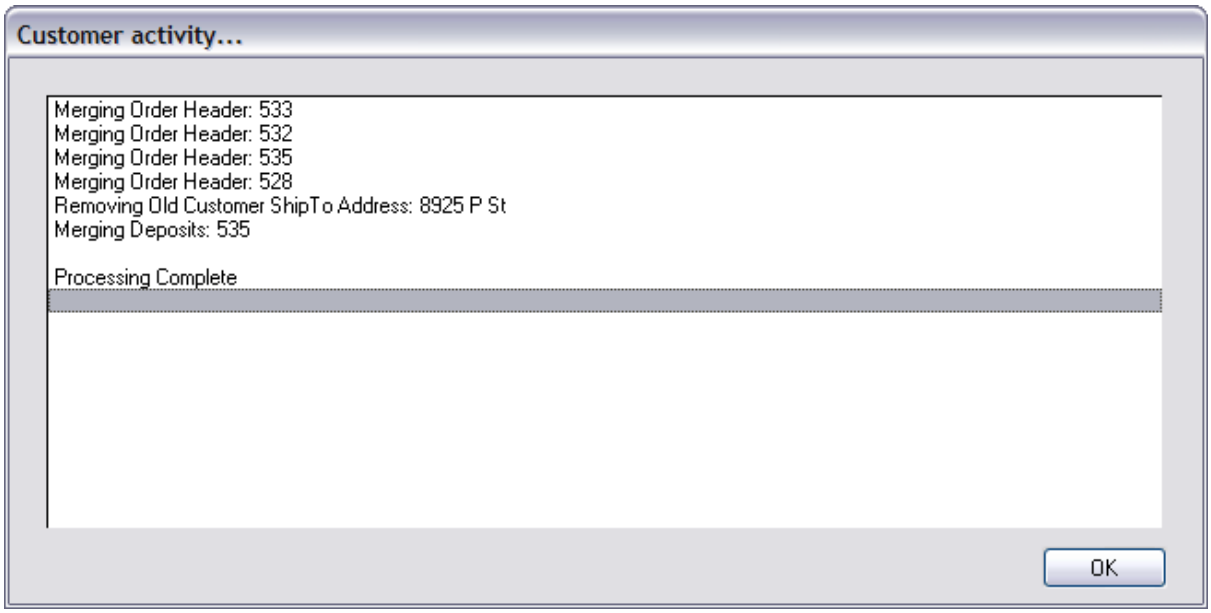


5) If the selection is correct, choose OK F10.

6) POSitive will then process, moving all transactions and related data.



5.3.8 Customer Labels Editor

You may create and modify labels for printing customer addresses to better suit your needs.

POSitive comes with two labels already defined: one with the bill to address and the other for the ship to address. They are both standard sized address labels designed to print on a full sheet of paper with 3x10 layout (3 labels across and 10 rows of labels).

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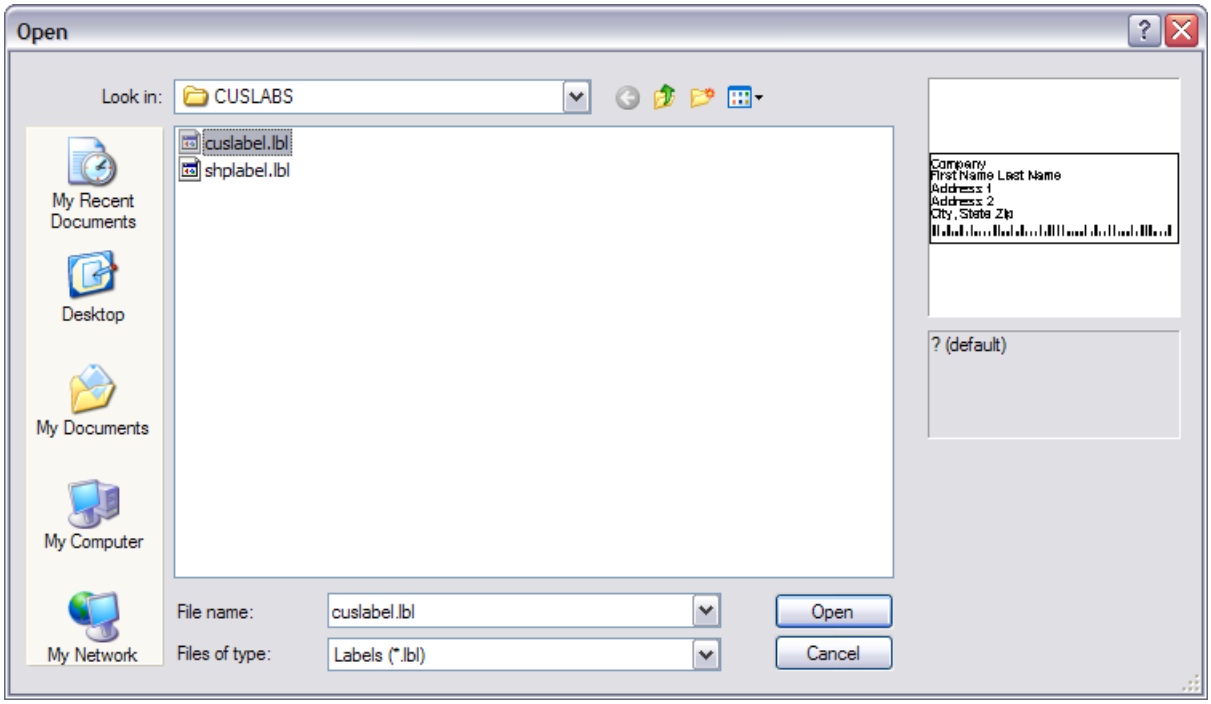
How To Edit Customer Labels

Go to Report Center and select Customer Labels under Actions on the far left.

When you begin to edit customer labels you will see the following screen. These labels are stored in C:\POSitive\PRMGEM\CUSLABS directory. The cuslabel.lbl is the label for Bill To information. The shplabel.lbl is for the selected ship to address. On the far right is a sample view of the label layout.



The file cuslabel.lbl is standard POSitive label. Highlight it and choose OK.

The editing window will look similar to the following

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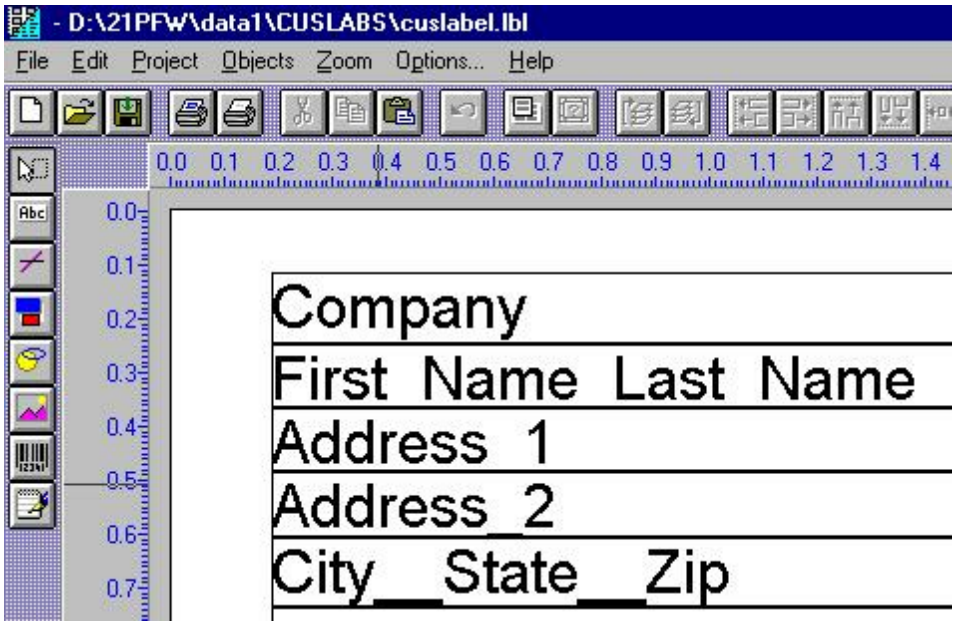

Change Label Size

If your labels are printing on paper other than 8x11 with labels 3 across x 10 rows you will need to change the Label Size and Page Setup.

Go to Project pulldown menu

Select Page Layout

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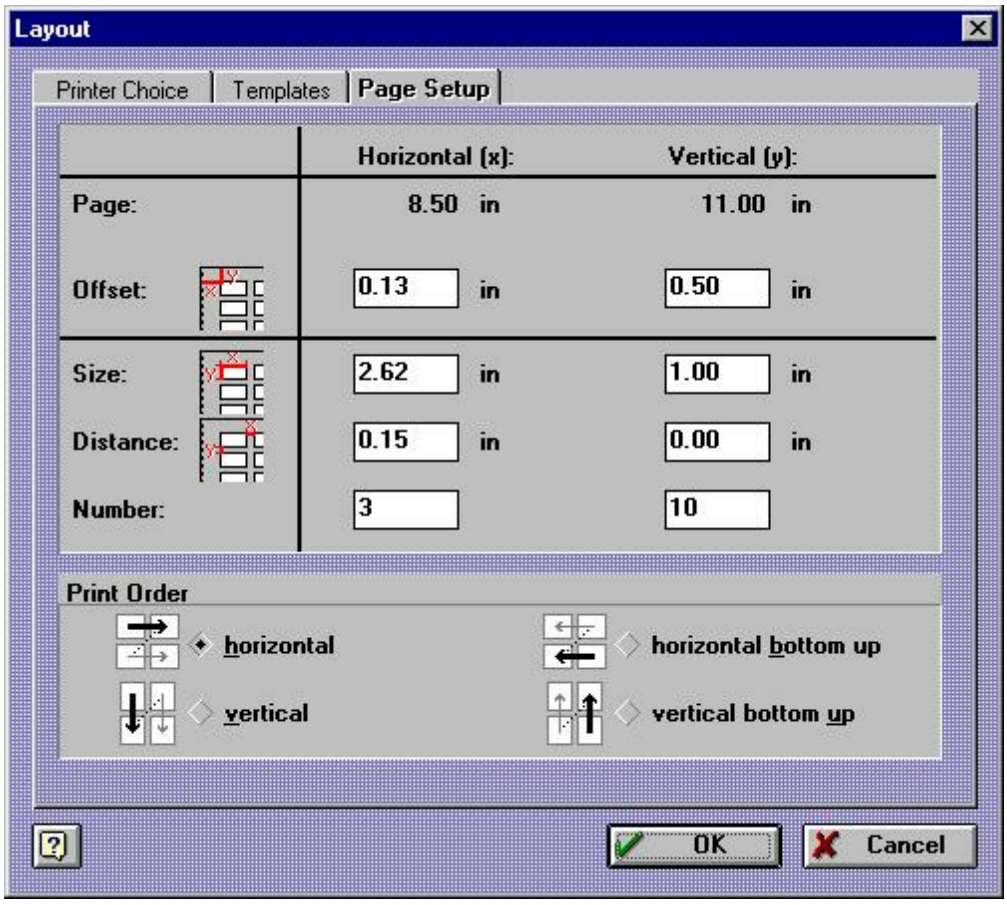

First, SAVE AS a new name. You do not want to lose the original layout, so go to File and choose Save As.

Second, Select Project and click on Page Setup.

Click on Printer Choice tab.

Select Printer page independent

Click on Choice button.

Select your printer, Paper Size and Source.

Choose OK.

Third, make changes to Page Setup (above illustration.)

Click on Page Setup tab.

The dimensions of the page will change based upon the selections made above.

Measure the physical distances for each dimension and enter the decimal values.

Offset x and y distances between left edge and top of paper to the first label

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Size	x and y	heigth and length of individual label
Distance	x and y	spacing below and between labels
Number	x and y	number of labels across and down the page

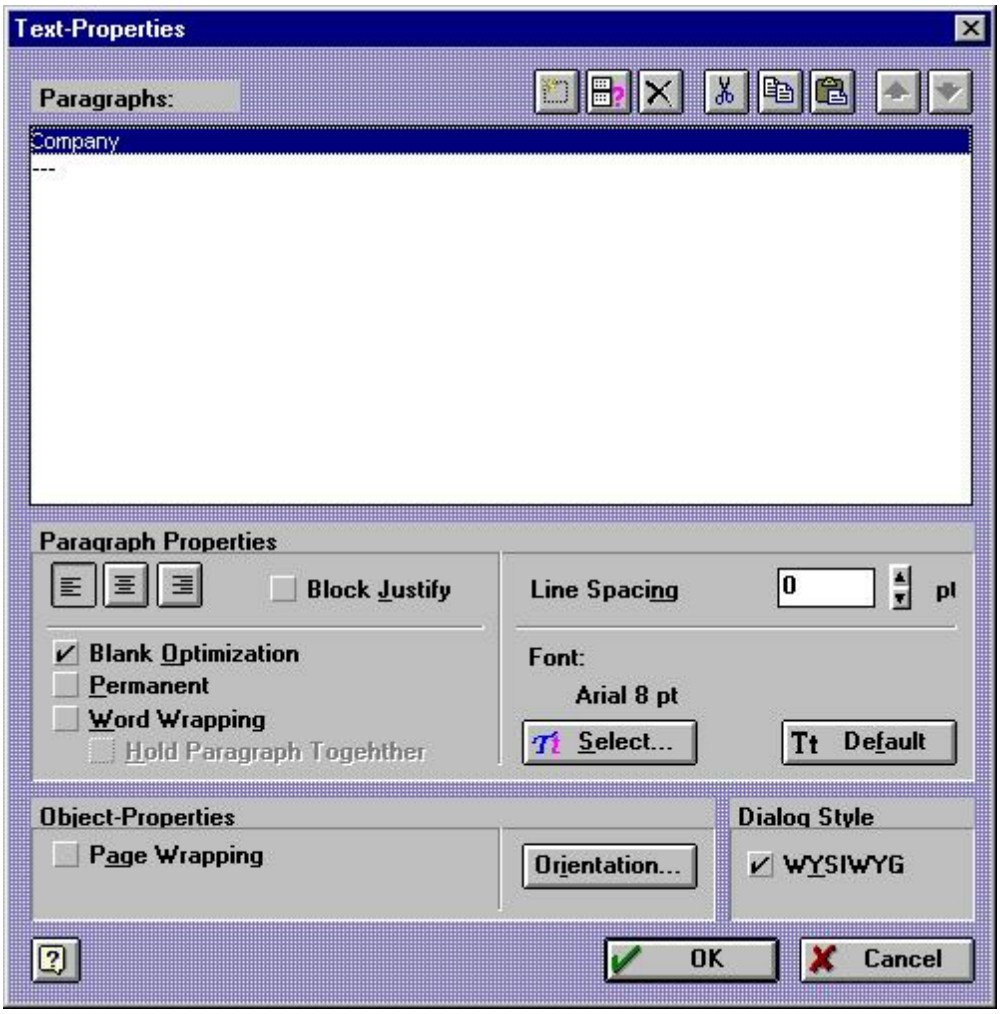
Fourth, arrange and set properties of elements of the label.

The currently selected elements are Company, First Name Last Name, Address 1, Address 2, City__State__ Zip, and PostNet (USA postal barcode)

To edit an element, click on the element to select it. (A pink dotted border will display.)

Rightmouseclick and choose Properties. You may reset fonts, justification and orientation.

For Example



Fifth, you may preview your changes as you go. Maximize the Preview window.

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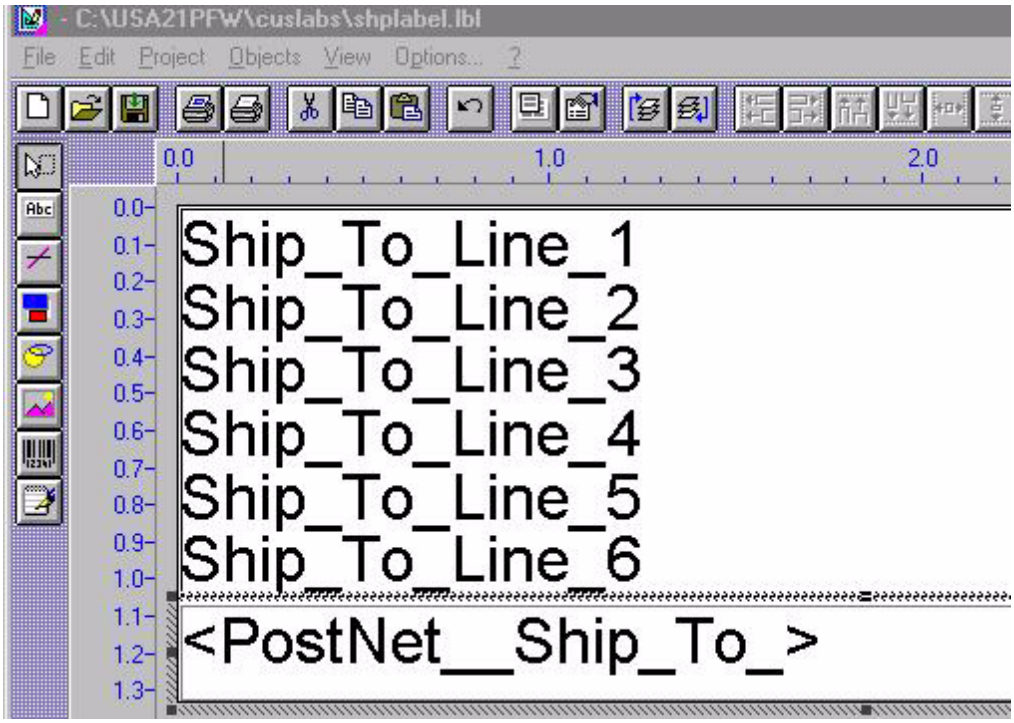
Finally, save your work and exit. Assign the Customer Label type on Station Detail 758.

Ship To Label Layout

The ship to label is different in that it is one field with multiple lines whereas the bill to label consists of numerous separate fields.



5.4 Inventory Management

When it comes to inventory POSitive can handle just about everything. The hardest part is showing you just what can be done with inventory items. So, here is a consolidated list in addition to what you learned in the Orientation section under Inventory Center 437 and Inventory Master menu.

5.4.1 AutoSKU Setup

An AutoSKU is a SmartFeature 1805 to save you time and effort.

To reduce the amount of work involved and the countless decisions to be made, POSitive'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.

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Should You Use AutoSKU?

YES, you should if

- You will not be using a scanner.
- You will use a scanner, but don't care about what bar code is used.

  Since every item MUST have a SKU and if you don't care what the SKU is then AutoSKU will eliminate the hassles.
- Your vendors don't have product codes or they don't care if you use them or not.

  AutoSKU will eliminate hassles because POSitive 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.

NO, you should not if

- 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.

Sometimes, YES and NO.

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 POSitive 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

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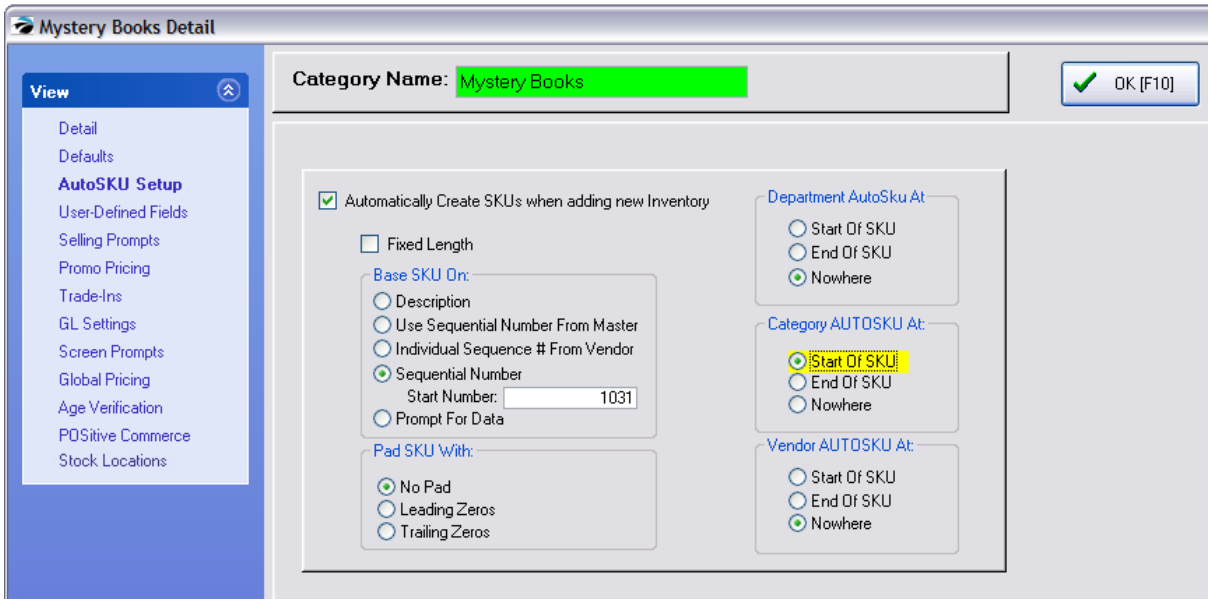
can have its own AutoSKU setup. Add as many categories as needed.



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 preceeding 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.
- **Prompt For Data** - Instead of filling in a sequential number automatically, it asks for input which can be alphanumeric.

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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.

5.4.1.1 An Example of AutoSKU

An example of Category Code Plus SKU

The AutoSKU Label contains the code for the Mystery Books category = MYS- (The hyphen helps separate elements)

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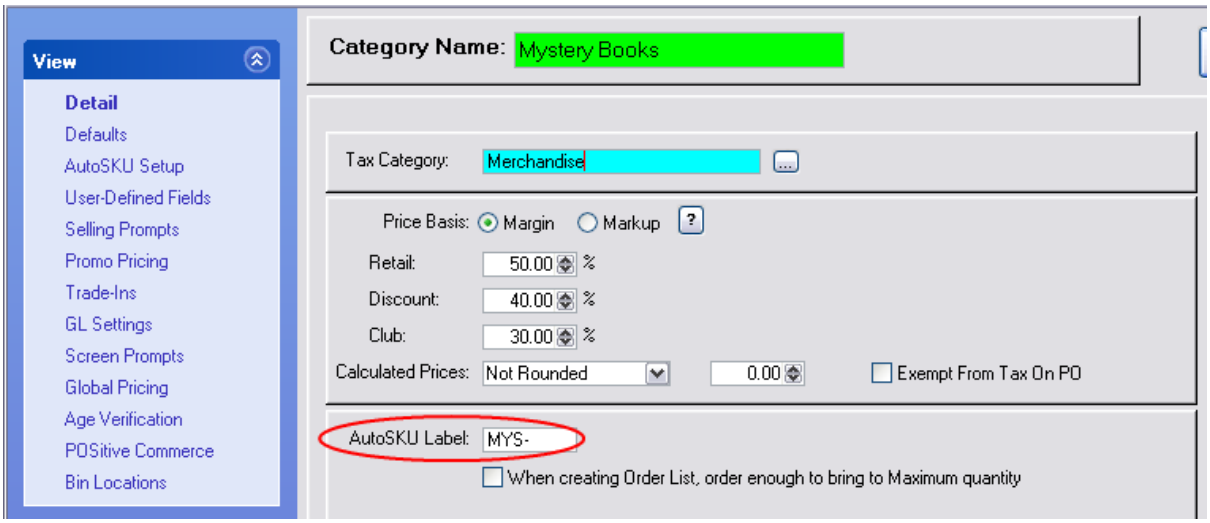
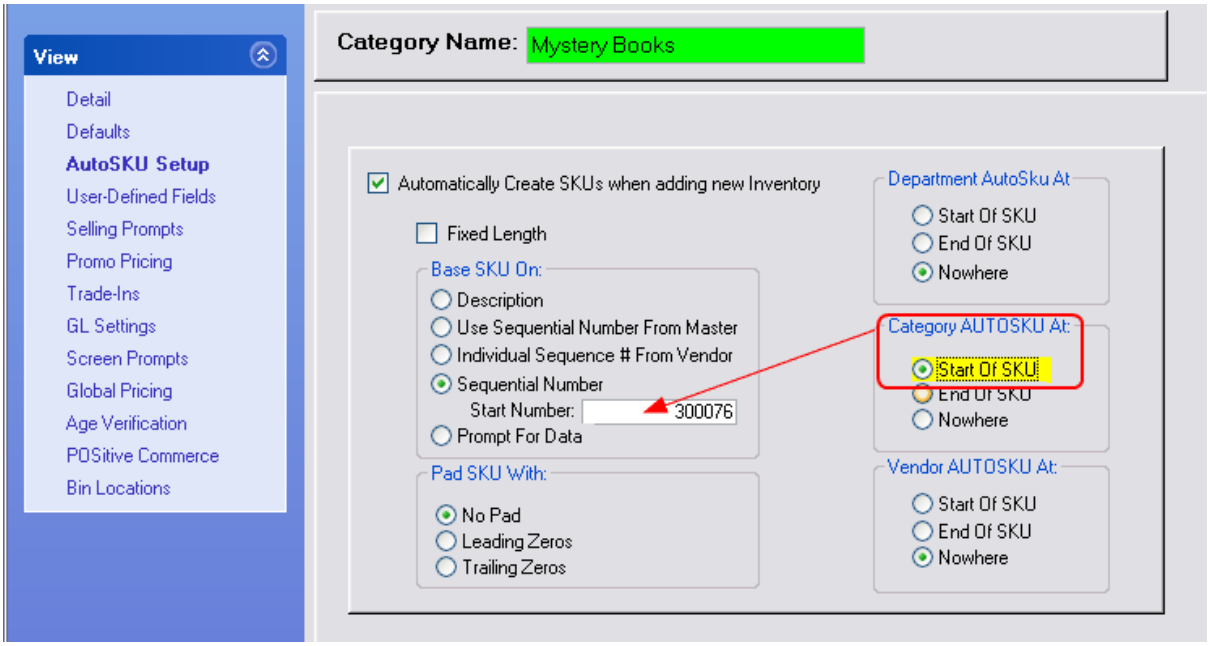


On the AutoSKU Setup view, activate "Category AUTOSKU At: Start Of SKU"

This will place the code MYS- with the next available number 300077 (300076 has already been used) when an inventory item for this category is created.



When you create an inventory item for the category, as soon as you press Enter after typing the Description Common Name the AUTOSKU is automatically assigned.

Note that the SKU is automatically highlighted (shaded).

- Press Enter and the number will be retained.
- Press Backspace and the number will be erased. You can then enter the barcode on the package by scanning it, or create any SKU of your choosing.

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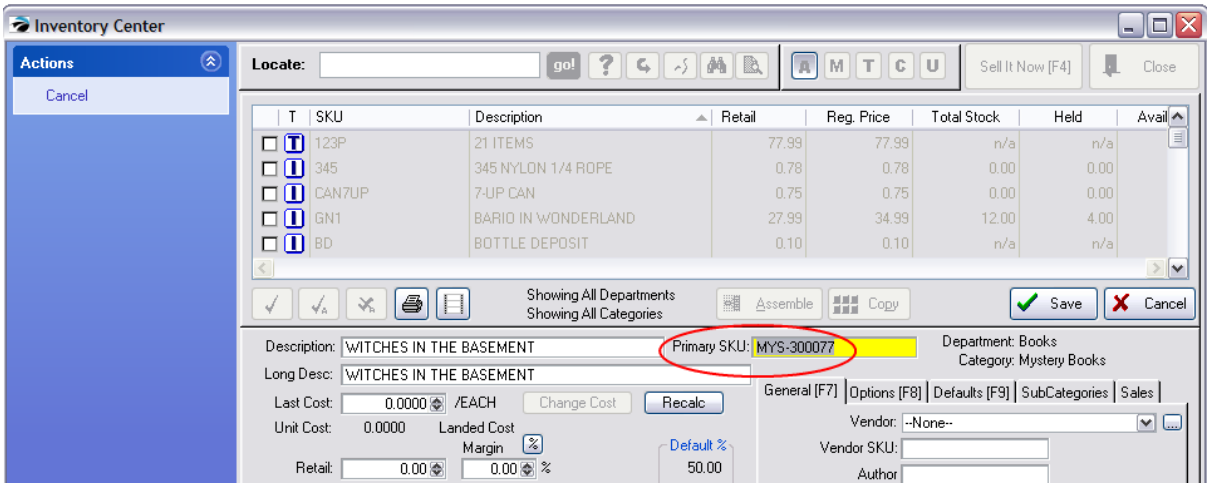
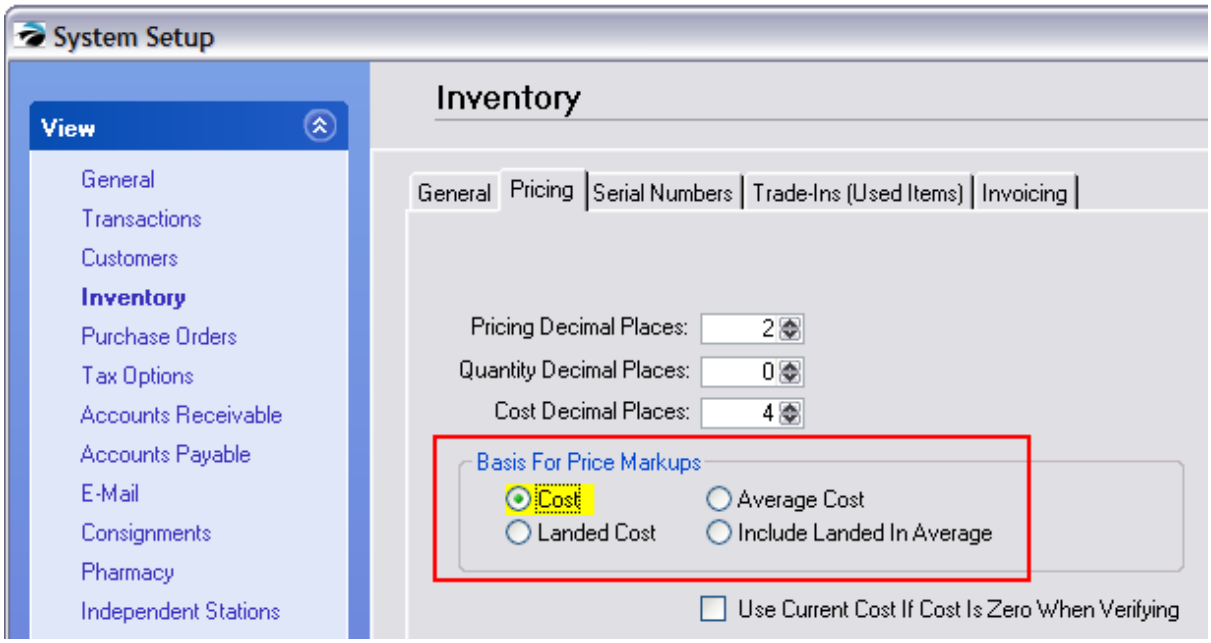


5.4.2 Basis For Price Markups

NOTE: It is not recommended to SWITCH options indiscriminately. Once products are received, one should maintain the desired setting.

These options are available under System Setup: Inventory: Pricing



Using Cost or Average Cost

Here is a product which has been received at various times at various costs each time the PO was received.

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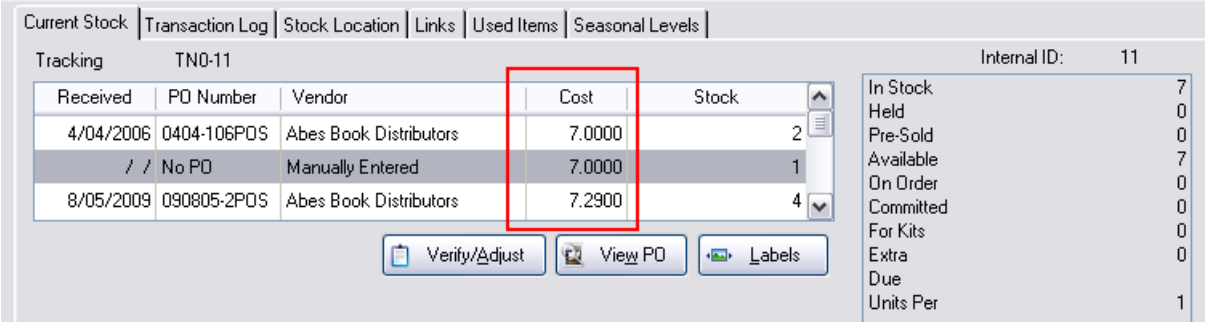
The first time the cost was 7.00.

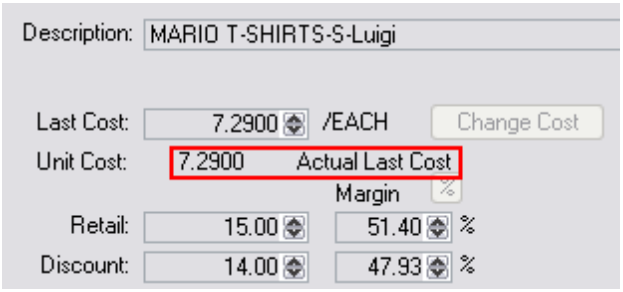
The second time was a manual adjustment (when using Verify/Adjust button always enter a total on hand). Because an extra item was found the clerk entered 3 in stock thereby utilizing the two on the purchase order and adding 1 as a manual adjustment..

The third time the item was received, the vendor cost had increased to 7.29.

NOTE: Cost or Average was activated in System Setup: Inventory: Pricing

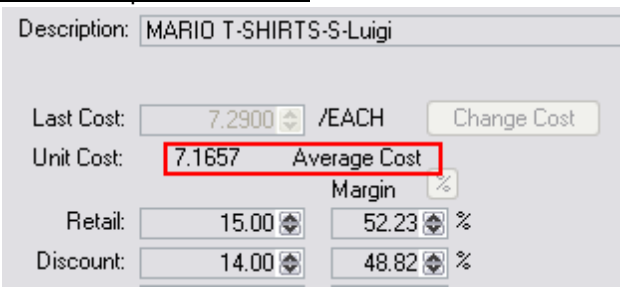


Cost - Cost is the price you pay for the item from the vendor. POSitive uses a First In, First Out (FIFO) method of tracking product costs. When an invoice is made, the oldest inventory (listed first) item is selected. Using the example above, the cost of the item will be 7.00. When those first three items are sold, then the cost on the next sale will be 7.29 and will continue as such until all four of those items are sold.



Note that the Last Cost and Unit Cost will be the same.

Average Cost - Average Cost is the sum total of the costs of all 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 will be recalculated and would be more reflective of the item cost. As items are sold, the average cost will not change as stock counts change until a new purchase order is received.
The average cost is based directly upon the number of items in stock at the time of receiving more items on a purchase order.



Note that the Last Cost is constant, and the Average Cost will not fluctuate as items are sold.

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Using Landed Cost or Include Average in Landed

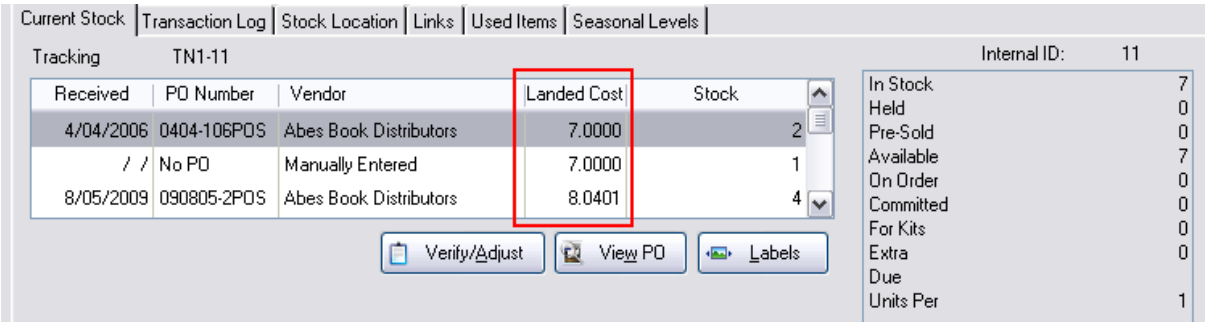
NOTE: Landed or Average In Landed was activated in System Setup: Inventory: Pricing

AGAIN: It is not recommended to SWITCH options indiscriminately. Once products are received, one should maintain the desired setting.

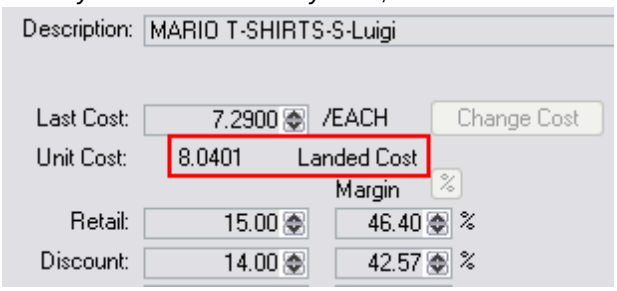
The first time the item was received the cost was 7.00.

The second time was a manual adjustment (when using Verify/Adjust button always enter a total on hand). Because an extra item was found the clerk entered 3 in stock thereby utilizing the two on the purchase order and adding 1 as a manual adjustment..

The third time the item was received, the vendor cost had increased to 7.29. However, there was a Freight Charge calculated into the cost of the item, hence the new cost is 8.0401.



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 can be distributed over the number of pieces or by other options such as weight or price.
TIP: If you choose Landed Cost, be sure to make a selection on the System Setup: Purchase Orders section to determine how to calculate the landed cost.
When you edit the inventory item, the most recent Landed Cost is displayed.



Note that the Last Cost is constant, but the Landed Cost includes the freight charge.

Include Landed in Average - Include Landed in Average Cost is calculated only once, at the time product is received on a PO. If there are existing items in stock, the costs of all the existing items plus the cost of the newly received items are averaged together to create a Landed Average Cost.

In this example above, there are 7 inventory items with an average cost of 7.5943. This is average is evident by choosing to edit the inventory item. Directly below the Last Order Cost field is a calculated Unit Cost field.

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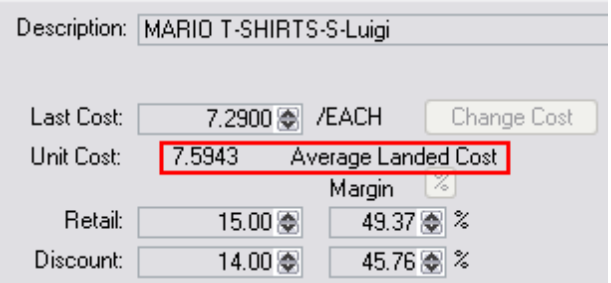

Note that the Last Cost is constant, but the Landed In Average Cost includes the freight charge This will average cost NOT change as items are sold.

If no other purchase orders are received, this Average Landed Cost of 7.5943 will remain for all items sold. .

NOTE: If the item was received on a PO at the WRONG cost either because of a typo or because the true freight costs were not known at the time, choosing to edit the PO and changing the costs or freight amount after the fact will NOT recalculate or change the Average Landed Cost value immediately.

5.4.3 Bulk Inventory Items

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.

POSitive will calculate the cost per selling unit and generate retailing prices. Additional retail pricing can be added if you give discounts for various quantity purchases. Contact POSitive support for more information.

When it comes time to re-order, POSitive will prompt based upon minimum selling unit stock settings and will suggest the bulk quantity for purchase.

A bulk inventory item is created just like any other inventory item with the exception of one field, namely UNITS PER ORDER which triggers a recalculation of the Unit Cost field.

Creating a Bulk Inventory Item

1) When you are at the Inventory Center, choose Add and you will be prompted to select an inventory type and department/category assignment.

2) Pay special attention on the left and choose Bulk and a wizard will assist you in setting up the bulk item.

3) Select the appropriate department and category

4) (Optional) select the Vendor and then choose Continue [F10]

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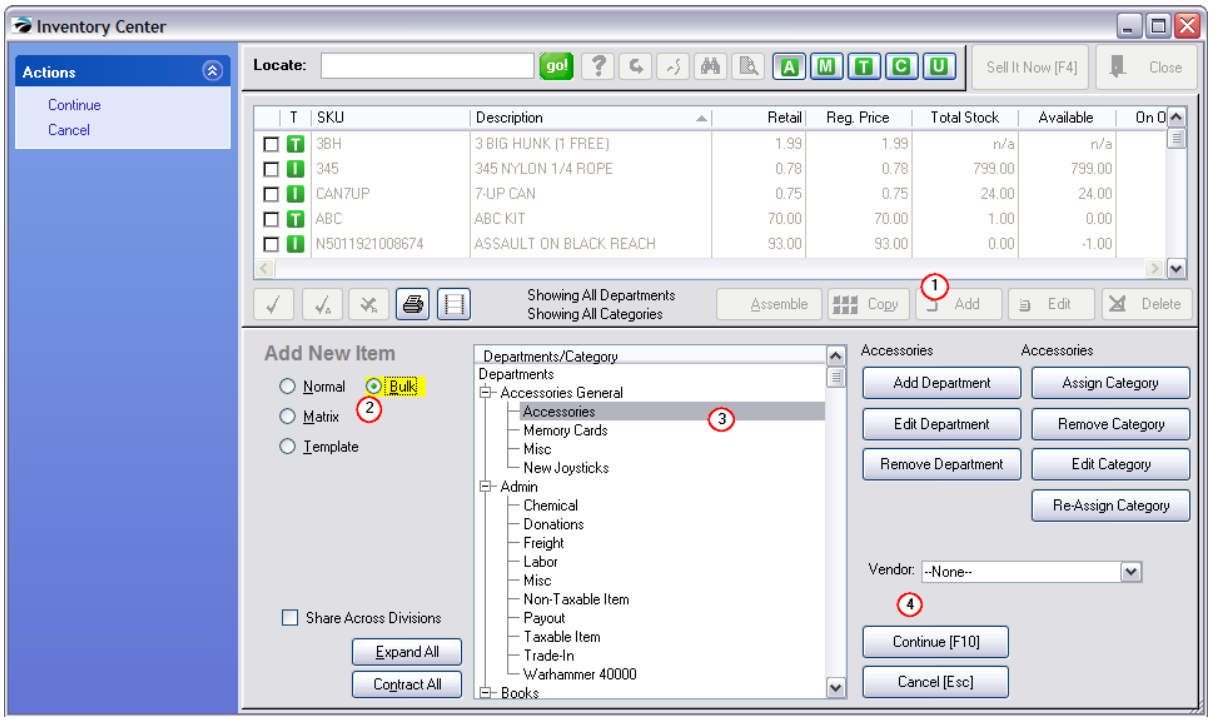
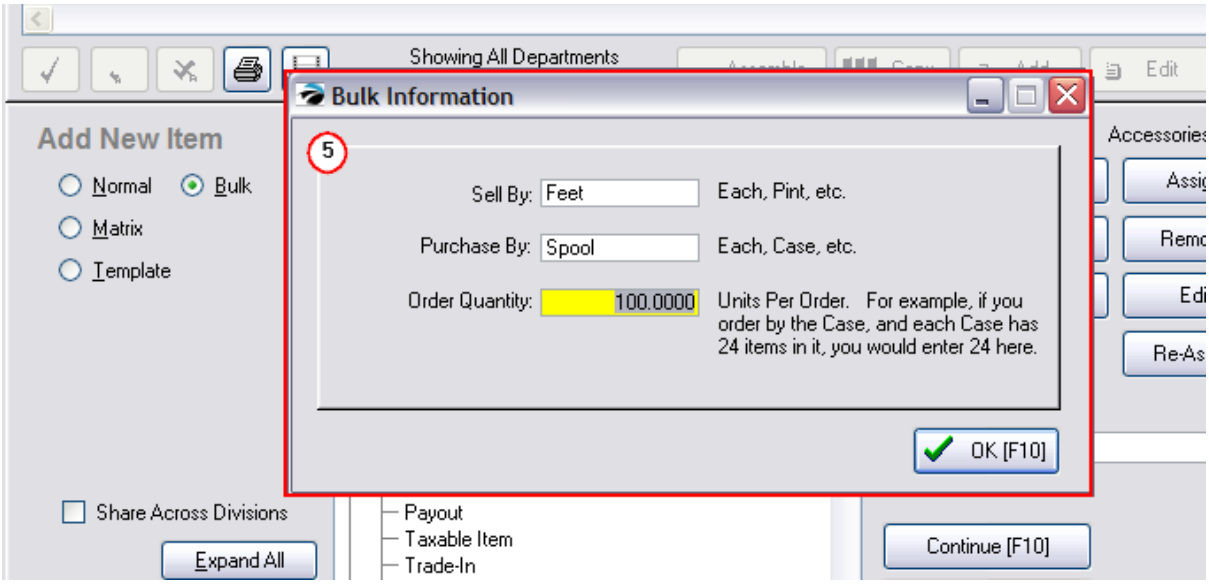


5) You will be prompted to enter the Ordering Info

- **Sell By** = the unit of measurement when sold to the customer
- **Purchase By** = the unit of measurement when purchased from your vendor
- **Order Quantity** = the number of selling units you can create out of the single product you purchase from the vendor.



6) When you choose OK you will then fill in the description, SKU, and last cost of product you purchase from the vendor. POSitive will then divide the last cost by the number of individual selling units and calculate a Unit Cost of each item. The selling prices will be based upon the unit cost.

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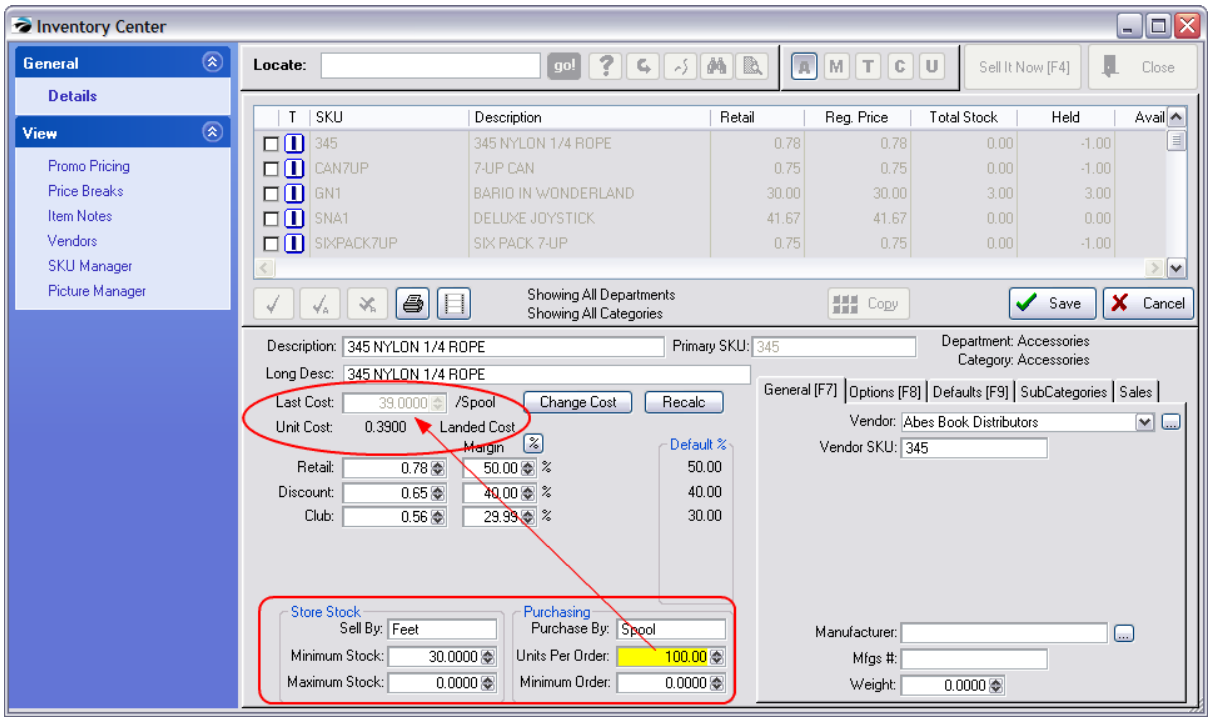
Entering Initial Stock Count

CAUTION REQUIRED - Entering initial stock counts for bulk inventory can be confusing. It is imperative that the correct last cost, units per order, and selling prices are well defined before attempting to enter a stock count. Enter the number of "selling units" on the shelf and not a fraction of the purchase by units. Otherwise, profits on sales will be greatly skewed.



Last Cost - the cost of the complete unit from your vendor.

Unit Cost - a calculated cost; divides the Last Cost value by the number of Units Per Order. This is done automatically whenever you make an adjustment to the Units Per Order value.

You will be prompted with "Your 'Units Per Order' value has changed. Do you want to re-calculate prices?" You should answer Yes, but you may choose not to recalculate prices, if the current price is one you want to maintain.

Selling Price(s) - the selling prices are calculated by the Default % value (as defined by the Category) and the Unit Cost of the item.

Visual Reminders

Terms for Sell By an Purchase Buy will appear as visual indicators on purchase orders and elsewhere of the number of units per set.

Sell By - use a term such as each, pound, feet, box, carton, or yard to describe the unit measurement for selling the item.

Purchase By - use a term such as box, dozen, yard, case to describe the unit measurement for purchasing the item from your vendor. Optionally, you might want to include a number with the term such as Box10, Yard23, Case24 to make it more understandable.

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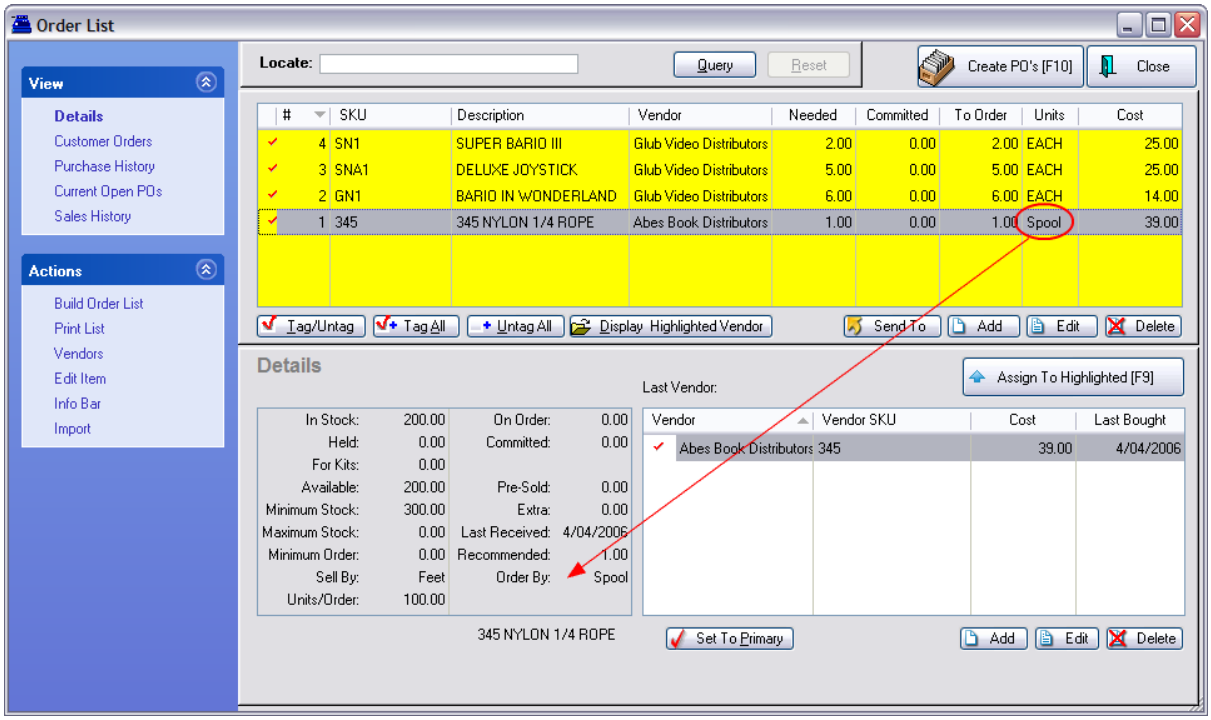
Minimum Stock - still means the same thing; the number of individual units which should be in stock at all times. When stock counts drop below this number, then you will be prompted to purchase more through Order List Manager.

Maximum Stock - still means the same thing; the maximum number on the shelf. There is a category setting which will prompt that enough will be purchased to bring the current stock count to match this Maximum Stock value.

Bulk Inventory On The Order List

The Order list will recommend a number needed based upon the Current Stock Count, Units Per Order and the Minimum Stock settings. Labels for Order Buy are readily visible.



Sales

Selling of bulk inventory is just like sales of any other inventory item, however, you may want to give special pricing discounts for purchasing quantities of an item. For example the selling price a of 6-pack of soda pop is typically not 6 times the selling price of a single can. Contact POSitive support for more information.

Different SKUs For The Same Product

POSitive can also handle products which have different SKUs for different packaging of the same product. For example, a single can of soda pop has the same SKU as a plastic loop bound six-pack. However, a half case of 12 may have a separate SKU. There are many variations. For related information see Father/Child SKUs 517

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5.4.4 Categories

All inventory items must be assigned to a category. The category is the primary controller of an inventory item. Understanding the function and power of categories is very important.

This section lists what categories can do.

Click here to watch our Department and Category setup video.

5.4.4.1 What Categories Can Do

The category is a pivotal feature of POSitive. You may have as many or as few categories as you wish.

Every inventory item MUST be assigned to a category. You may reassign an item to another category either singly or en masse.

As you begin to create categories for your inventory and services you should keep in mind the multiple functions performed by the category.

- Affect Entry of an Item on an Invoice
- Affect Inventory Stock Count Reconciliation
- Assign Pricing Levels
- Assign Price Label Styles
- Assign Specialty User-Defined Fields and select which ones print on invoice
- Auto Assign a Vendor
- Auto Assign Tax Rates
- Auto Generate SKUs
- Automatically Define Inventory Settings
- Calculate quantities to reorder to reach maximum stock counts
- Control Freight Charges
- Define Departments
- Determine Price Basis as Markup or Margin
- Enable Food Stamp Tendering
- Enhance Inventory Import
- Establish Rules for Trade-Ins
- Establish Gift Certificate Operations
- Establish Separate GL Accounts for Sales and Purchases
- Establish Warranty Settings
- Exempt Inventory Items from a PO Tax
- Facilitate Lookups
- Facilitate Reports
- Globally Change Inventory Settings
- Initiate Price Calculation Factors to round or end in a specified number
- Manage Consignment Inventory
- Manage Trade In Inventory
- Manage Unposted (On the Fly) Inventory
- Redefine titles of fields on Inventory Detail screen
- Set Commission Percentage
- Set Minimum Age Verification Restrictions
- Set Serial Number Tracking
- Speed Up Creation of Inventory Files

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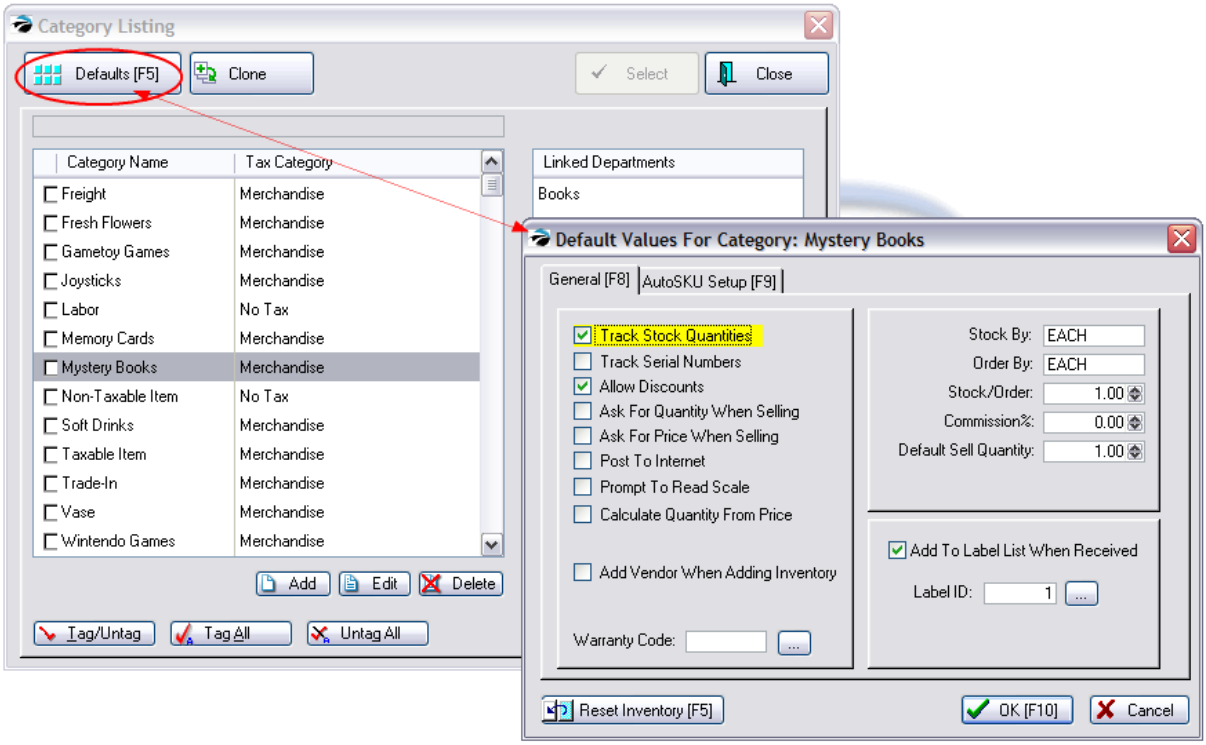
- Trigger Selling Prompts to Gather Specific Information when an item is sold
- Unilaterally Apply Global Pricing
- Unilaterally Apply Promotional Pricing

It is suggested that you first review and set the MASTER of Category Defaults (Listing)1310 before adding categories. This SmartFeature can save you much time.

5.4.4.2 Category Defaults

Each category can apply a wide variety of inventory settings automatically when a new inventory item is added to POSitive. This is a great time saver and reduces the chances for error.

To access these options go to Maintenance: Categories. Highlight the desired category and select the Defaults button.



General [F8] tab --Fifteen options which can be set for individual inventory items automatically upon creation.

Track Stock Quantities

POSitive will keep a count of items received and sold and report the number currently in stock. If the item is out of stock, a backorder count will prompt re-order processes and could limit invoicing capabiliites.

If left **unchecked** no stock counts will be kept but will be assumed to be in stock at all times; the item will never be backordered.

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Track Serial Number

Not a Feature of PFR

POSitive will link a serial number to each item in stock. Optionally, the serial number will be recorded when the item is received from the vendor and/or when sold to the customer. See System Setup: Inventory tab.

Allow Discounts

Permits automatic reduction of selling price by an applied percentage either on the invoice or from a customer setting. Turn this option off if the inventory item should never be sold for less than the stated price.

Ask For Quantity When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the quantity field and allow you to change the quantity being sold. The quantity recorded in the "Default Sell Quantity" field of the item will already be selected.

TIP: This setting could be become cumbersome and you may prefer to use the invoicing shortcut #/. When prompted for a new SKU, first type the quantity, then a slash, and then the SKU of the item being sold.

Ask For Price When Selling

When adding an inventory item to an order or invoice, the cursor will stop on the price field and allow you to change the selling price. The normal selling price of the item will already be selected.

Post To Internet

When creating an inventory item in this category, automatically set it to be posted to your web page. This is an E-Commerce option.

Prompt To Read Scale

Inventory which is sold by weight uses the weight as the quantity on an invoice. By turning this switch on, whenever an item is sold you will be prompted to manually enter the weight or to press a key on the keyboard to capture the weight from the attached scale.

Calculate Quantity From Price

Inventory can be sold by entering the total sales price and POSitive will then calculate the quantity. For example, sales of $10.00 worth of gas will divide the 10.00 by the unit selling price to determine the number of gallons sold.

Allow Food Stamps

Inventory assigned to this category with this setting activated will qualify for purchase by food stamps. When included on an invoice the tender screen will subtotal the value of qualifying items. (see Food Stamps 178)

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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

For products covered by warranties, you can assign a warranty code which defines the limits of the warranty.

Stock Settings

This section can pre-set stock functions which will carry over to Purchase Order processing.

Stock By

Generally, the default is EACH. Enter others as appropriate for the item: foot, yard, pound, six-pack, case, roll, pair, etc. What unit of measure is used when you sell the item?

Order By

Generally, the default is EACH. Enter others as appropriate for the item: roll, bolt, pallet, case, barrel, carton, etc. What unit of measure is used when you order the item from the vendor?

Stock/Order

Generally, the default entry should be 1.00. Entering a number greater than one will divide your cost field and automatically adjust your selling prices. This is often called Units Per Order and is related to Bulk Inventory 1302.

Commission %

Not a Feature of PFR

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 POSitive will assume they are only purchasing a quantity of one. If the selling quantity will fluctuate greatly, consider setting the option "Ask For Quantity When Selling" or it's alternative method.

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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

Choose the label type for the inventory item.

Related Topics

AutoSKU Setup 1294 - A SKU or barcode for an inventory item can be automatically generated with detailed controls when a new inventory is added to the category.

Reset Inventory 1452 - Allows you to make setting changes to all existing inventory assigned to the category.

Category Defaults (Listing) 1310 For a listing of only those Categories With Defaults assigned go to Utilities: Category Defaults.

5.4.4.3 Categories With Defaults

MASTER

One category default is named MASTER because it can be used to change ALL existing inventory settings. See Reset All Inventory 1450.

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.

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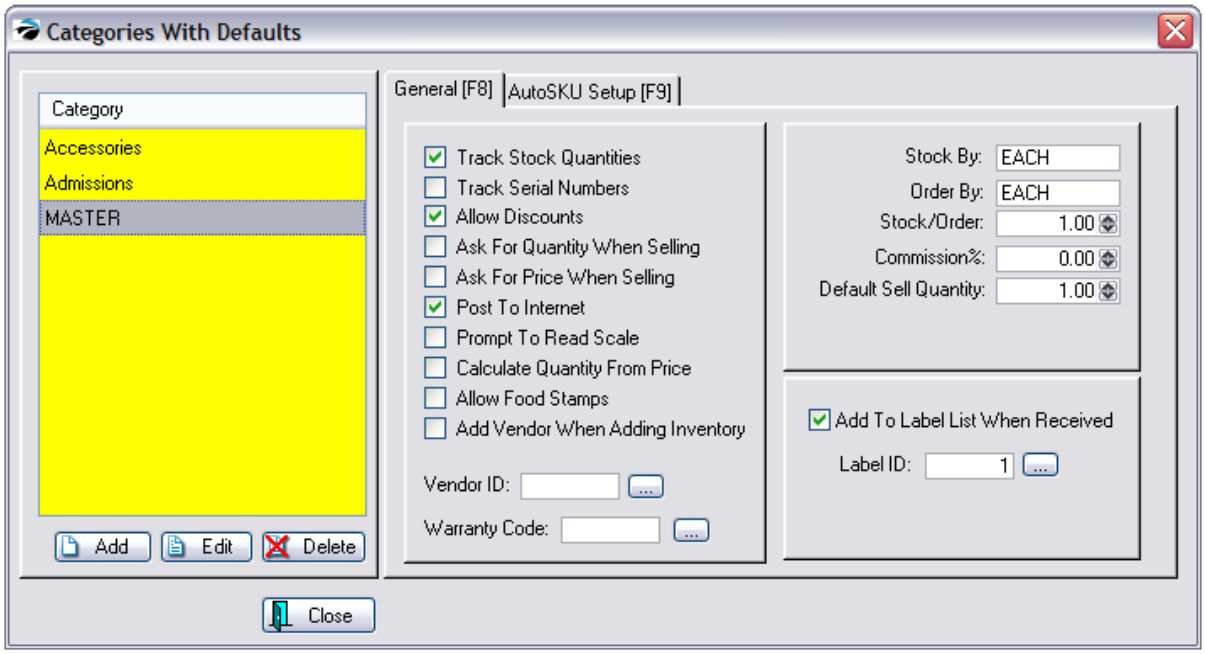

Add - To select a category and define its defaults.

Edit - To change or review the defaults of the highlighted category.

Delete - This does NOT delete the category itself nor any items associated with the category. It simply removes it from this list and blanks out the Category Defaults previously assigned to it.

IMPORTANT NOTE: The Master must NEVER be deleted.

Why aren't All categories listed?

Only categories which have had special changes to Category Defaults 1307 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.

OPTIONS

For an explanation of the various settings, see Category Defaults 1307

5.4.4.4 Category Detail Form

Each category maintains its own properties and interactive settings. These properties are applied to inventory items automatically and many can be changed and re-applied to existing inventory assigned to the category.

Because of the inherent power of the category, you should spend some time considering how to implement its features in your store. See What Categories Can Do 1306 and Freight Category 1327.

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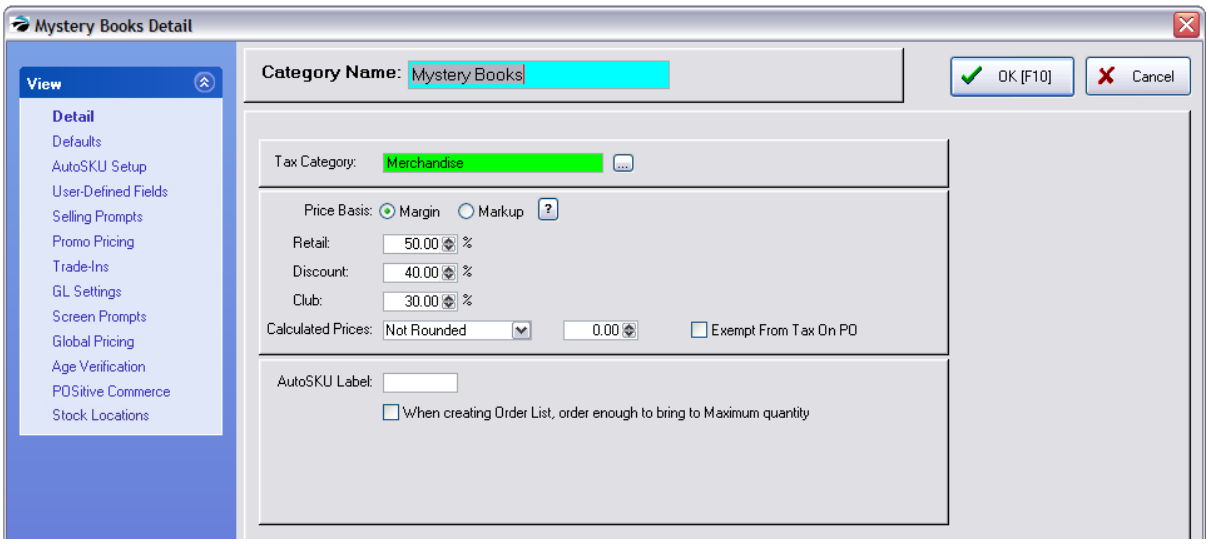

View Category Properties

Detail 1313 - Name & Pricing options

Defaults 1314 - Switches for prompts and tracking

AutoSKU Setup 1314 - SKU generation rules

User Defined Fields 1328 - a method of classification which expands on the item making it more unique rather than more general. For example, there may be two books titled “Birds of North America” however, user-defined fields for author, publisher, publication date, etc. would distinguish the books.

Selling Prompts 1315 - prompts the sales clerk to ask the customer for additional information when an item is sold from this category. For example, it could be information or instructions or measurements or registrations.

Promo Pricing 1316 - set promotional prices for all items in the category

Trade-Ins (With Rules) 1535 - an item in this category can receive trade-ins and make payout value based upon current stock counts and cash or store credit settings

GL Settings 1318 - (Optional) Assign unique GL Accounts for items of this category.

Screen Prompts 1318 - changes the field names of an inventory item assigned to this category.

Global Pricing 1319 - set fixed pricing (even fixed costs) for all items in this category

Age Verification 1320 - set the minimum age required to buy products in this category

POSitive Commerce 1320 - Assign picture and descriptive paragraph about the category

Stock Locations 1321 - identify various areas where stock belonging to this category will be stored

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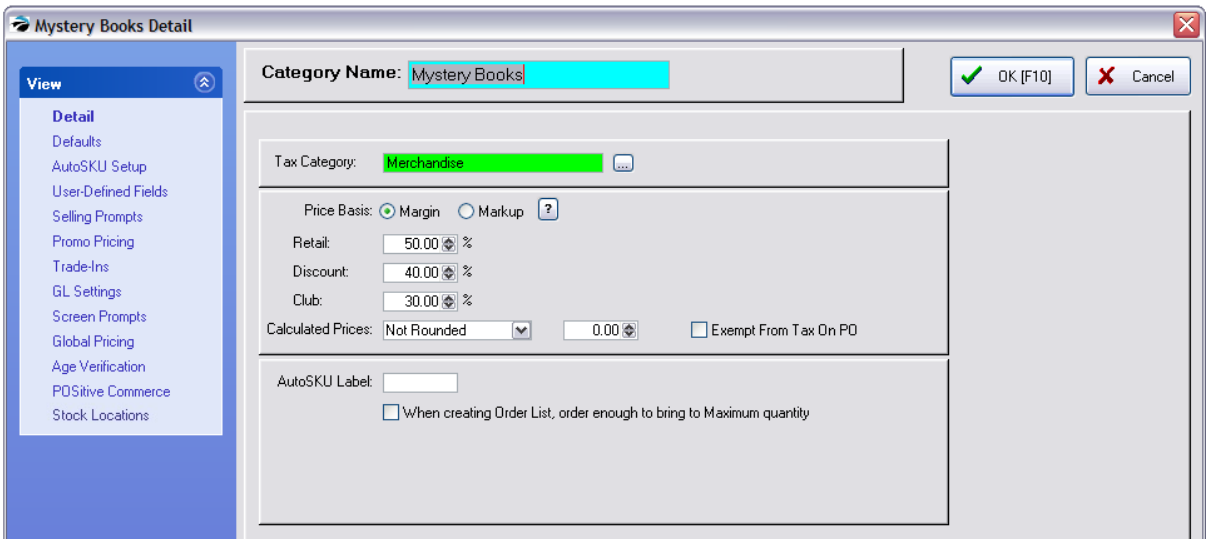
5.4.4.4.1 Detail - Category

The Category Detail Form provides several setup options.



Category Name - The name of the category should be descriptive of the inventory assigned to it. The name can be changed without having to edit the attached inventory and reassigning categories because POSitive will automatically apply the name changes to assigned inventory. To change the name, click in the field and edit as needed.

(Note: it is best not to use anything but alphanumeric characters. Use of an apostrophe, for example, is not supported by some POSitive Queries.)

Tax Category - All inventory falls under a tax category. The inventory items in this category will be taxed per the tax category assigned here. Press the down arrow or click on the lookup button and select the appropriate tax category.

Price Basis - Selling prices for all inventory assigned to this category will be automatically calculated based upon one of the following settings.

- **Margin -** the difference between the selling price and the cost *as a percentage of the cost* A $10.00 item at 50% margin sells for $20.00
- **Markup -** the difference between the selling price and the cost *as a percentage of the selling price* A $10.00 item at 50% markup sells for $15.00

Settings Per Price Level - For each defined price level set a percentage of increase.

TIP: you can add up to six price levels and change the names of existing price levels on File: System: System Setup: Pricing.

Calculated Prices - The calculated price can be controlled to reflect a standardized amount. The calculation formula consists of the TERM and VALUE as defined on this line. Select from one of the following TERMS and enter an appropriate VALUE in the adjacent field.

- **Not Rounded** - The calculated price is as calculated out to four decimal places. Although two decimal places are displayed on invoices, the full fractional amount is used for extended pricing.
- **Are a Multiple Of** - The resultant price will end in a multiple of the VALUE. For example, if the value is .25, then the calculated selling price will be rounded to .25, .50, .75, or .00
- **End in the Number** - The resultant selling price will always be rounded to end in the VALUE. For

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example, if the value is .97, then all selling prices will end in .97 such as 4.97, 24.97, 138.97.

Exempt From Tax On PO - (International Setting Only) If this is checked, then items assigned to this category will be exempt from taxation on a vendor's purchase order. This is only applicable if Tax On PO has been activated in the international settings of Tax Options. NOTE: this is a global setting. All inventory items assigned to this category will be treated as exempt. There is no individual item setting to activate nor negate this option. However, on a purchase order, you can press CTRL-X of a highlighted item to remove taxation.

AutoSKU Label - As an inventory item is created and assigned to this category a distinguishing code for the category can become a part of the SKU of the inventory item. The value of this feature is that you will be able to tell at a glance, either in inventory lookup or on pricing labels, the category to which the item is assigned.

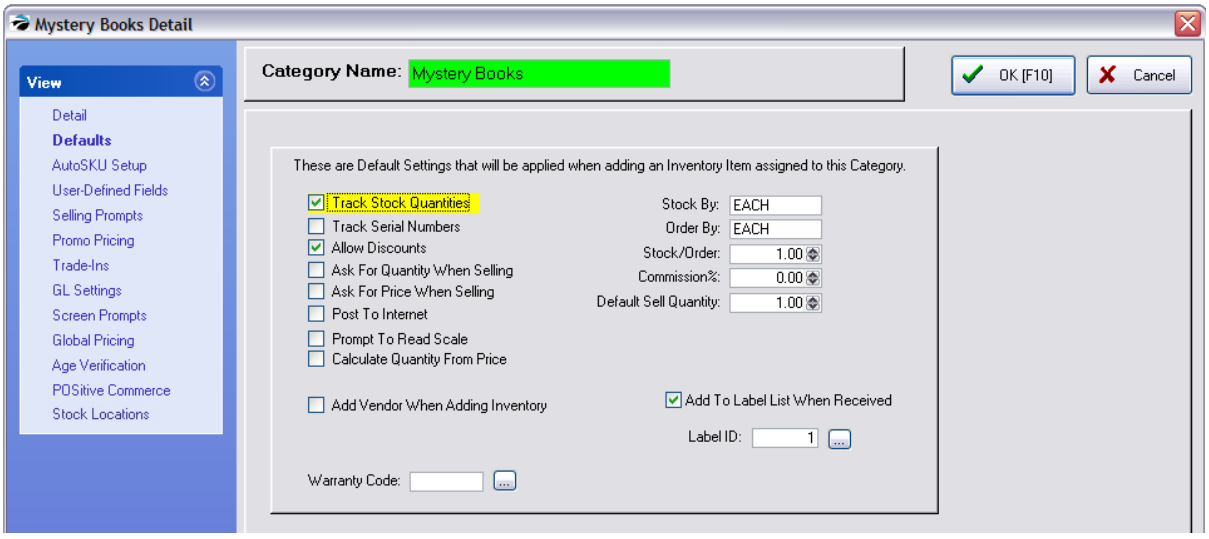
1) Type a definitive code. The code can be a combination of letters and numbers. Consider making the code just 3 characters in length.

2) This code can be placed at the beginning or ending of the SKU. Consider adding a hyphen at the end or beginning of the code to serve as a separator from other SKU elements.

When Creating Order List, Order Enough to Bring to Maximum Quantity - Individual inventory items have a Maximum Stock setting. If this is checked ON, the order list will suggest the quantity to order by calculating the difference between the current count and the Maximum setting. Note: the minimum stock count of an inventory item assigned to this category must be 1 or greater; if it is 0.00 then the item will not be added to the prepare order list.

5.4.4.4.2 Defaults - Category

See Category Defaults 1307 for detailed information about the use of functions listed here.



5.4.4.4.3 AutoSKU Setup - Category

Each category can be set to activate various options when an inventory item is assigned to it. This saves time in creating like inventory items.

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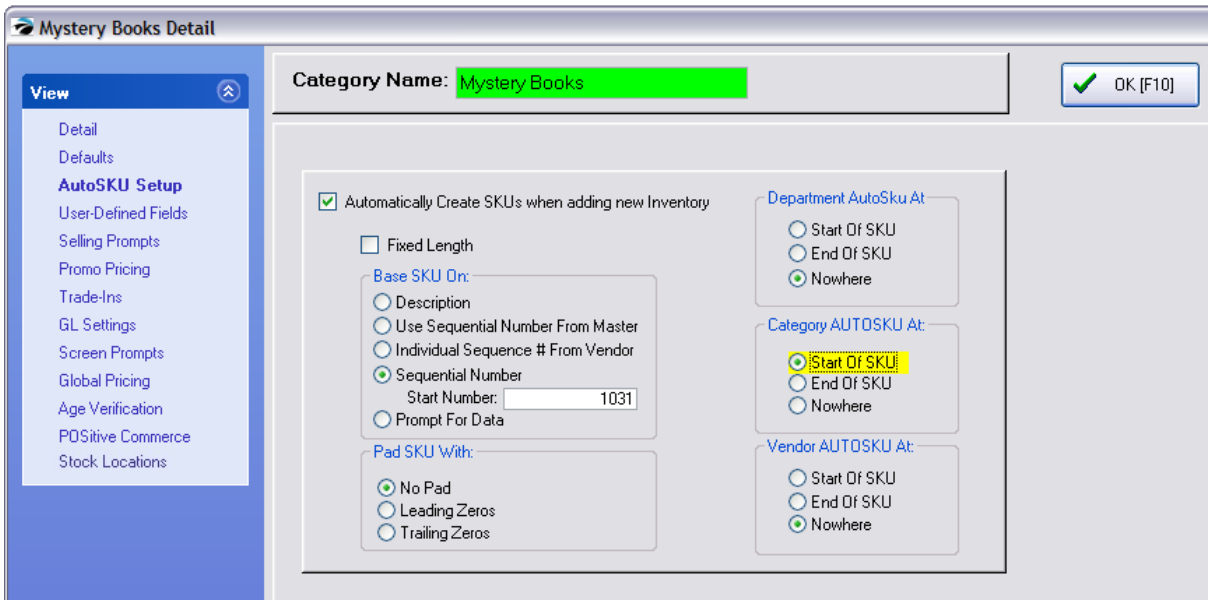
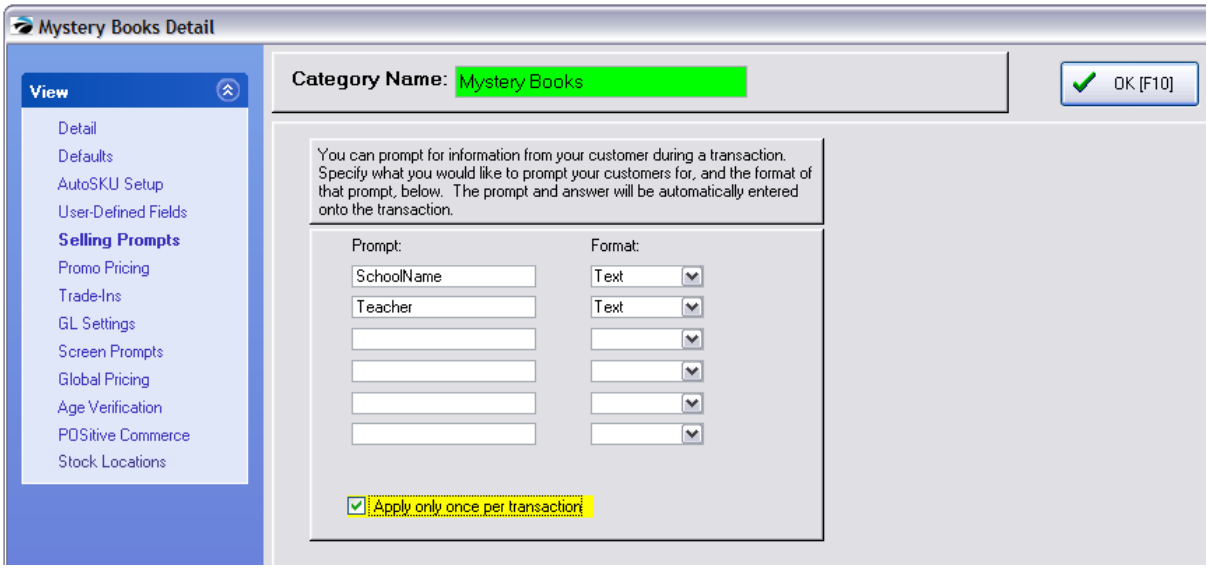
See AutoSKU Setup 1294 for detailed information about the use and functions listed here.



5.4.4.4.4 Selling Prompts - Category

When selling an inventory item assigned to a category with selling prompts, you will be prompted to enter information about the customer or product. The information will then be added to the invoice. This information could be for instructions or measurements or registrations.



In the Prompt field enter a word or phrase to remind the cashier of the information needed.

In the Format field select one of the following:

- Text - a single line of text
- Date - entry must be a date
- Note - (only available for the first prompt) an extended text field in paragraph form.

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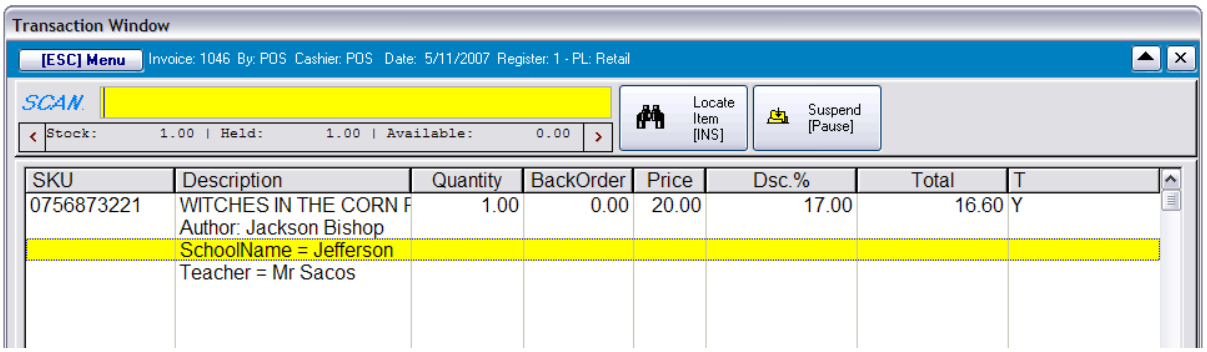
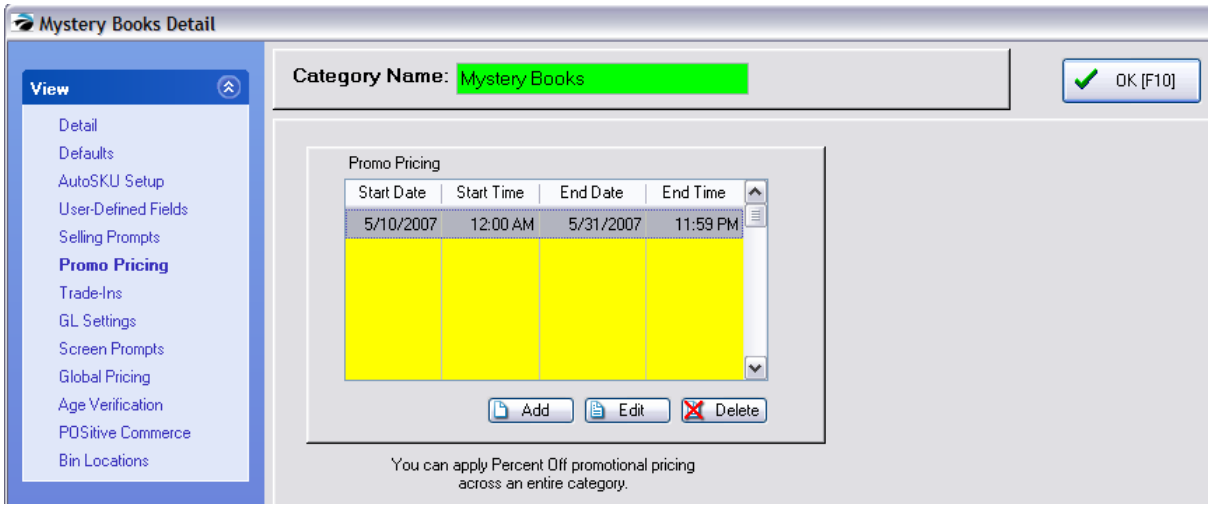
- **Apply only once per transaction** - will not prompt again if another qualifying inventory item is added to the invoice.

For example, when selling the book, the prompt could ask for the customer's school name and teacher. This information will then be retained on the invoice. Reports can be run to find all customer's with the same teacher.



5.4.4.4.5 Promo Pricing - Category

WARNING: Promo prices set here will apply to ALL inventory items in the category. It might be better to assign promo prices to individual items or create additional categories.



Choose the Add or the Edit button to set dates, times, and discount percentages.

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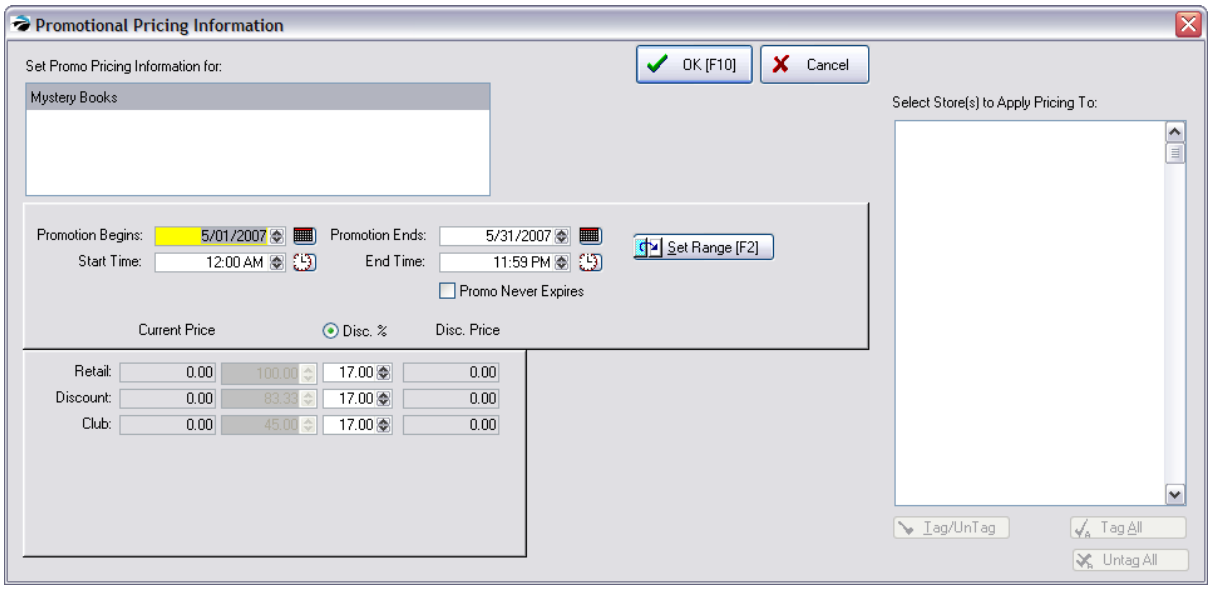


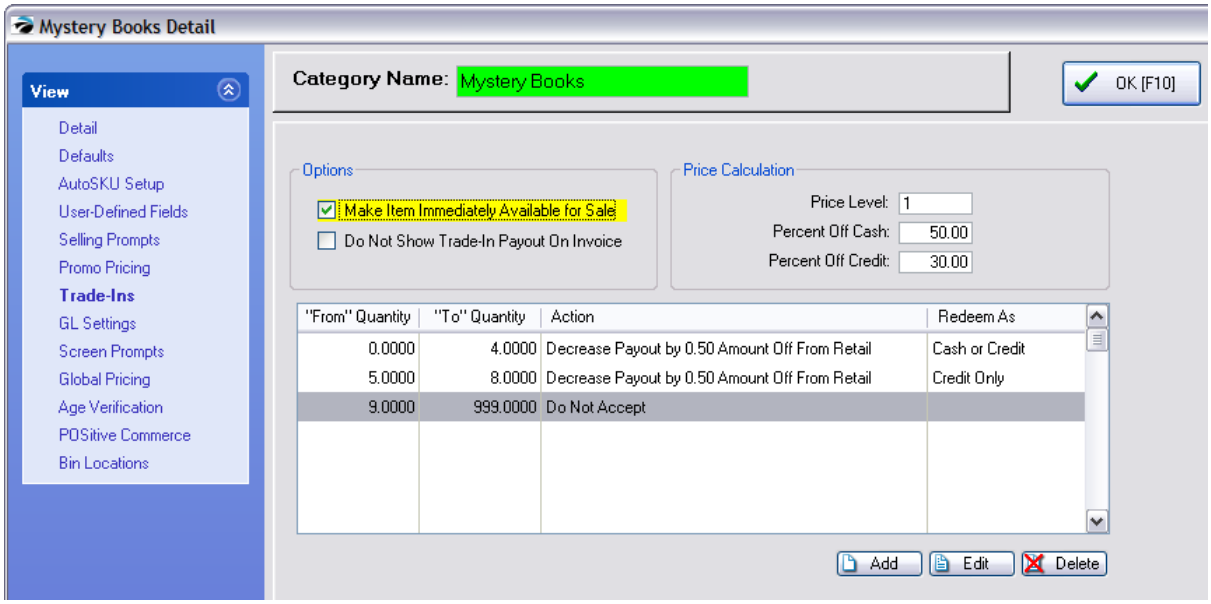
When assigning Promo Pricing for a category, the only logical option is to set discount percentages because each individual item will have varying costs and selling prices.

(Contact POSitive support for information on Promo Pricing of an individual item.)

5.4.4.4.6 Trade-Ins Category

This is one option for handling Trade-Ins. This requires some advanced setup.

see (Trade Ins and Used Items 1520 and specifically Trade-Ins Based On Rules 1535)



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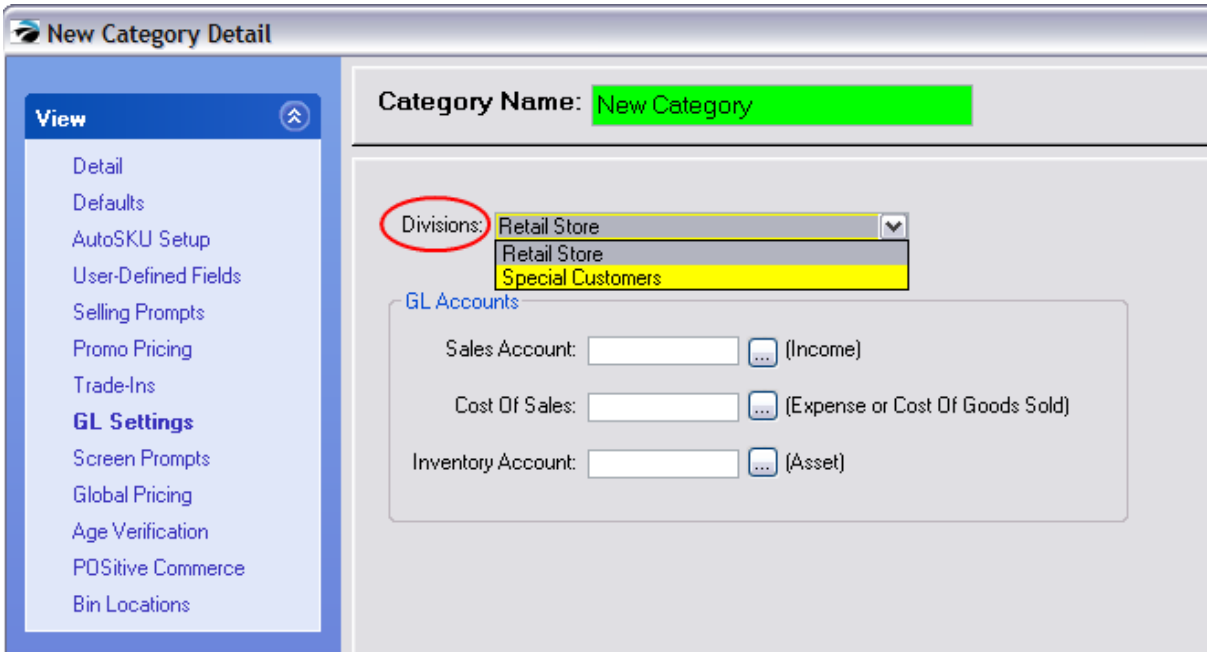
5.4.4.4.7 GL Settings - Category

(Optional) A category does not need separate GL account entries.

If left blank, then all inventory items assigned to the category will impact the account defined in the GL Interface Setup. Only if you want a more itemized GL would you want to assign GL Account numbers to the category.



Divisions - If you choose, you may assign different GL Accounts to each Division.

GL Accounts

- Sales Account - (Income)
- Cost Of Sales - (Expense or Cost of Goods Sold)
- Inventory Account - (Asset)

Press the lookup button to the right of the field to select or create the General Ledger Account.

5.4.4.4.8 Screen Prompts - Category

This gives you the ability to rename titles of fields on the inventory definition screen. When you edit an inventory item you will see fields named Primary SKU, Long Desc., Weight, Mfg ID, and Mfg's #.

This feature makes the setup for Advanced Printing 982 much easier.

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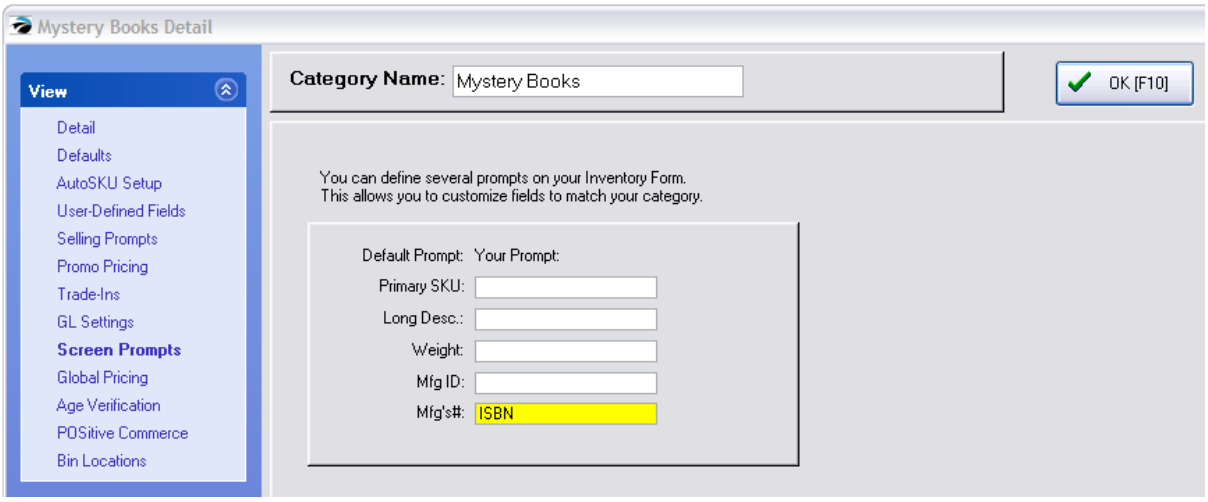
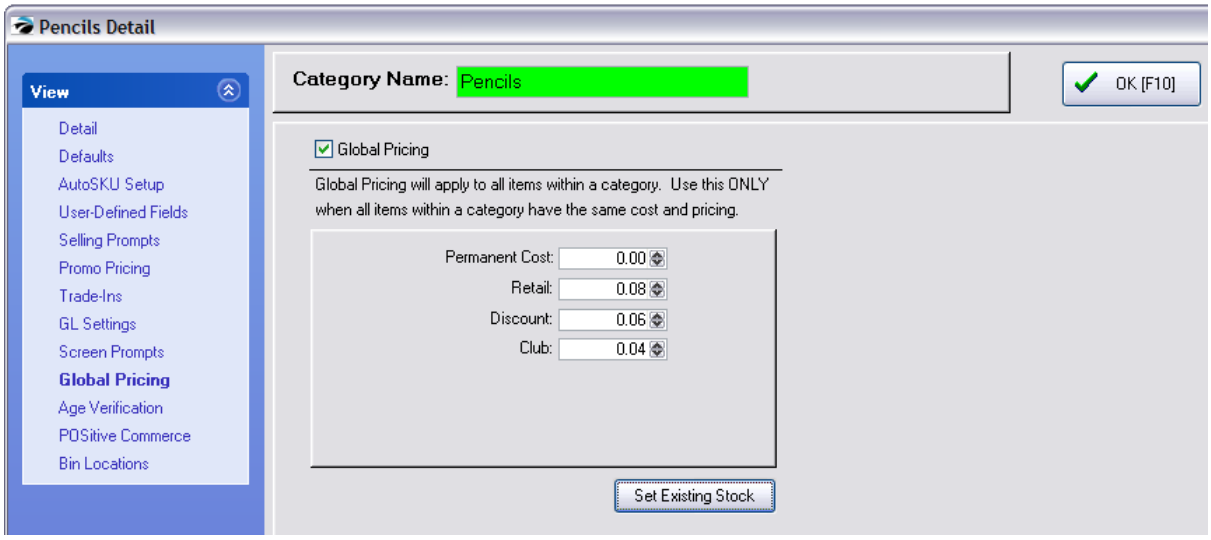


5.4.4.4.9 Global Pricing - Category

Global Pricing

WARNING: Global pricing means that ALL inventory assigned to this category will sell for the SAME price, no matter what your true costs are. Global pricing is best used for simple inventory such as pencils and paper clips. Rather than hassle with fractions of pennies and charge more for red pencils than yellow pencils, you can sell all pencils at the same price.

Click here to watch our video How to Change Prices Globally.



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.

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- If the box is **unchecked** then global pricing **will not** be applied.

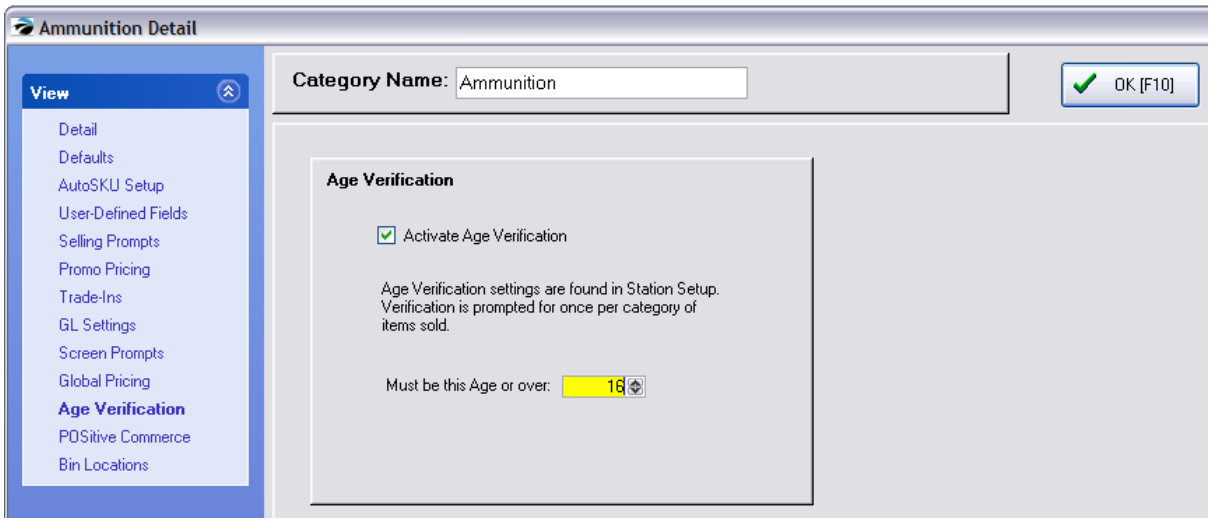
Permanent Cost - To determine reasonable profit totals and margins, each inventory item in the category will be assigned this PERMANENT COST no matter what the actual cost may be.

Pricing Levels - For each defined pricing level, enter the FIXED selling price.

Set Existing Stock - will apply these prices to existing inventory items.

5.4.4.4.10 Age Verification - Category

By defining a minimum age limit on a category, the clerk will be prompted in one of several ways to verify a customer's age in order to qualify to make the purchase. Verification of age will only be done once per invoice per category. See Age Verification 958 for setup details.



5.4.4.4.11 POSitive Commerce - Category

Your website can be enhanced using a picture for each category and a general blurb about the items in the category.

Choose Image Editor and select an image.

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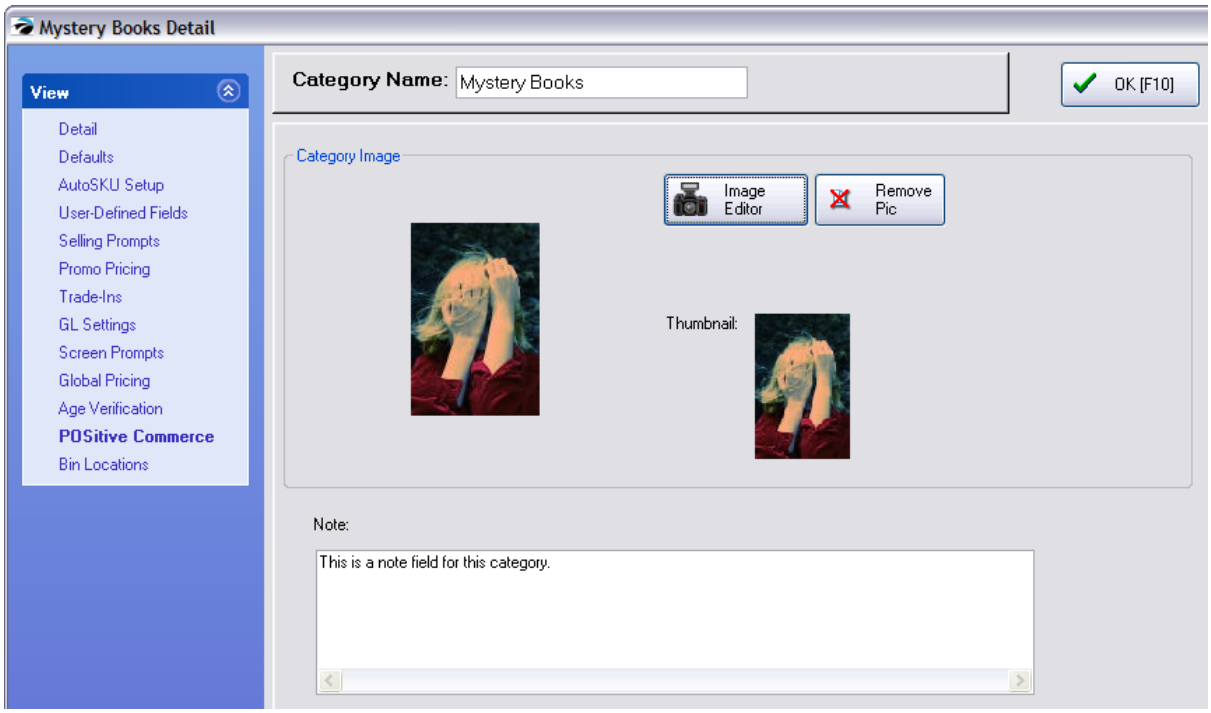
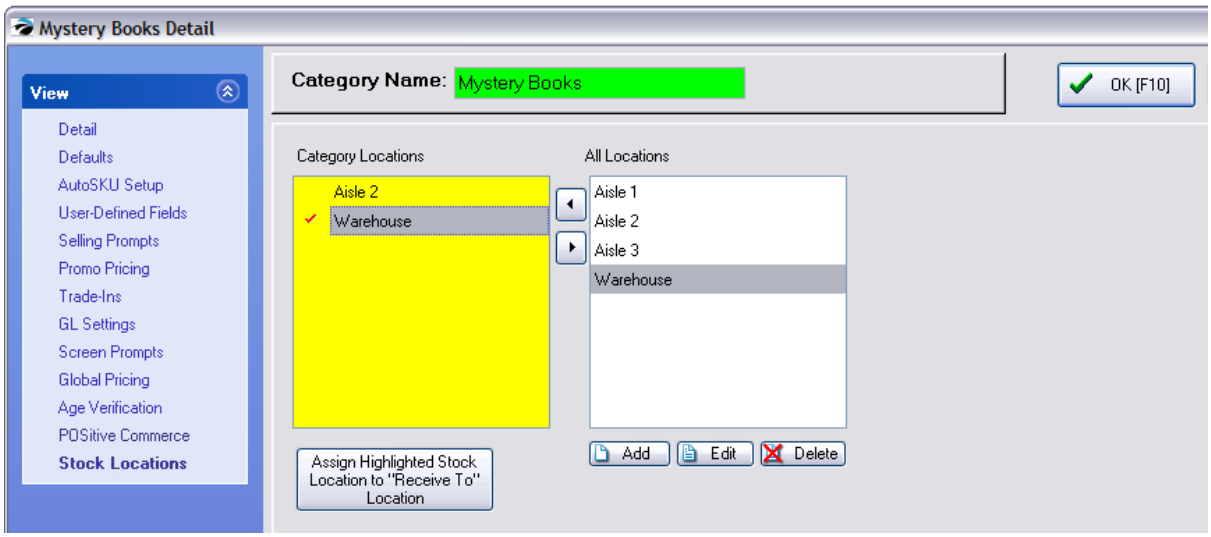


5.4.4.4.12 Stock Locations - Category

With POSitive an inventory item can track stock by location such as warehouse or a specific shelf. This category selection is applied to all existing and new inventory assigned to the category.

Highlight a location under "All Locations" and choose the transfer arrow to set the location for the category.

Use the "Assign Highlighted Stock Location to 'Receive To' Location" to checkmark a location as the default receiving location.



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5.4.4.5 Category Listing

The category is one of the most dynamic features of POSitive. All inventory is assigned to a category. Your listing of categories can be as general or as detailed as you need.

This is a listing of all categories in POSitive. From this screen you can

- Create a new category
- Edit an existing category
- Clone a category
- Define or change category defaults
- Activate automatic SKU generation
- Re-set existing inventory defaults
- Delete inventory items en masse
- Move items from one category to another

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 1306

Purpose of Tag/Untag

The **Tag/Untag**, **Tag All**, and **Untag All** buttons look like they would be handy for multiple tasks, but in reality they are only usable in conjunction with the "Set Tax Category On Tagged" function.

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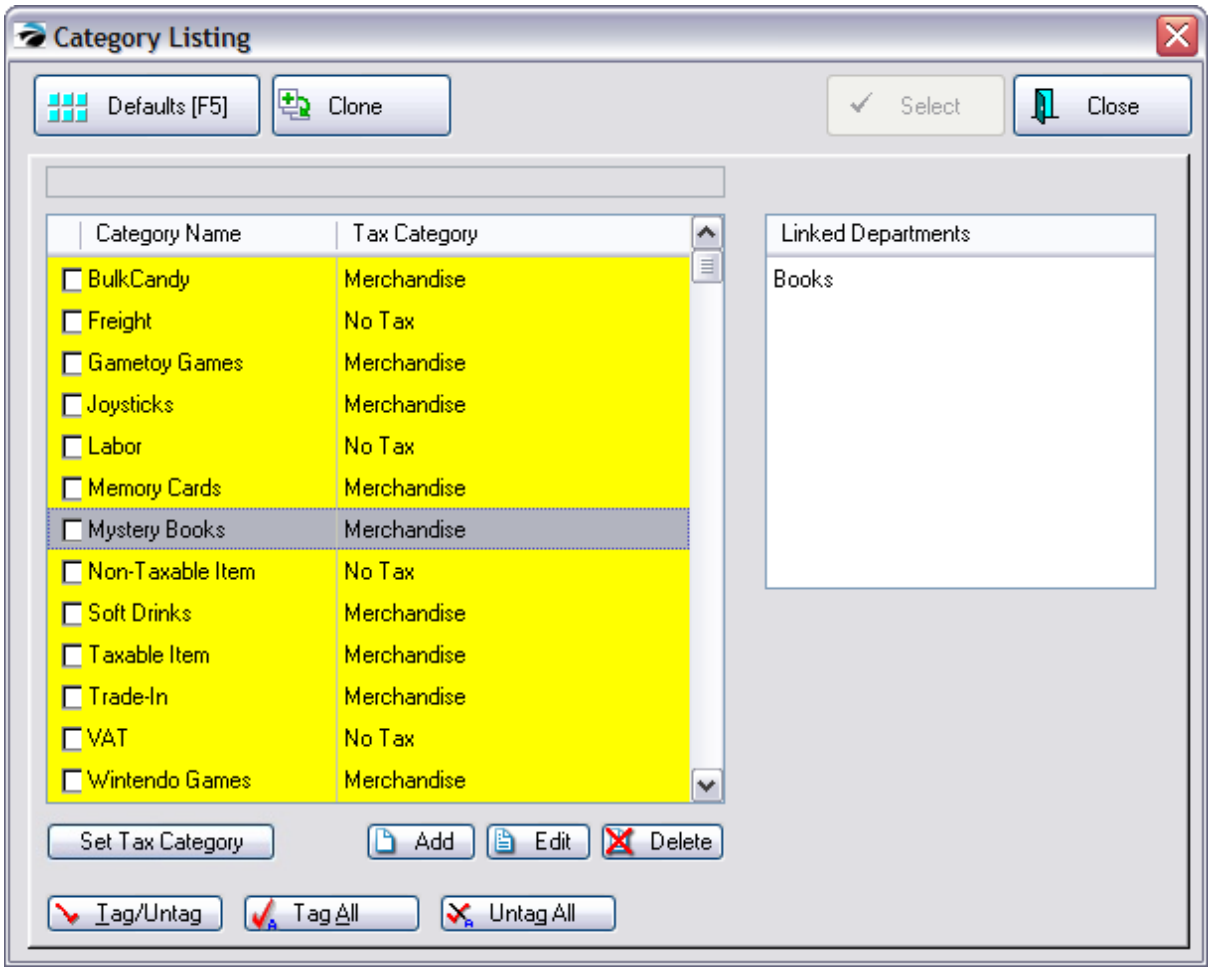

How To Create Or Edit A Category

Click on **Add** or **Edit** and complete the category detail form. (See Category Detail Form 1311.)

How To Clone A Category

Highlight the category which you want chosen

Click on the **Clone** button at the top

You will be prompted to give the new category a new name. You may also review and change any settings which have been carried over from the original category. This includes assigned User Defined fields, GL Account numbers, etc.

How To Re-Set Category Defaults

Category defaults are excellent time savers. When an inventory item is added to POSitive the defaults assigned to the category are automatically set on the new inventory item. See Default Settings 1307 for detailed information about their use and functions.

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How To Update Existing Inventory With New Category Defaults

1) Highlight a category.

2) Choose Defaults [F5] button at the top left.

3) Change any of the current default setting(s) as desired..

4) Choose Reset Inventory [F5]. Then check mark only those items needing change.

5) Choose Process and confirm that you want to make changes. All items assigned to the category will be updated.

NOTE: Tagging of multiple categories is NOT applicable to this function.

DELETE BUTTON

Warning: **Make a Backup**. Deleting a category is a major modification of POSitive data. Be sure you make a backup before you begin.

NOTE: Tagging of multiple categories is NOT applicable to this function.

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.

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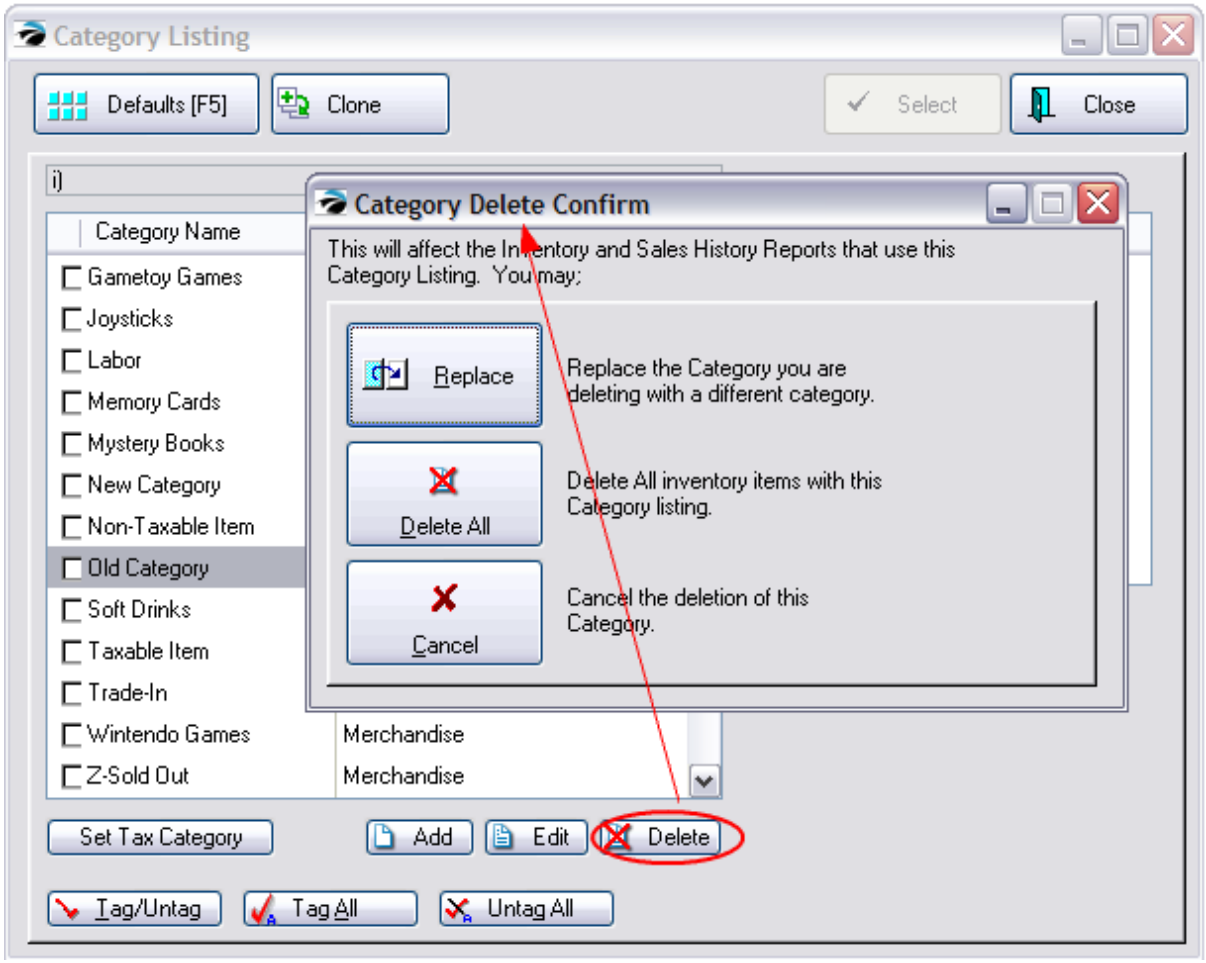

3) Follow the prompts outlining your options. By selecting **Replace** you will be reassigning or merging inventory from this category to another one you designate.

4) By selecting **Delete All** you can erase all inventory items as well as the category. You will be prompted to confirm deletion of each individual item listed in the category.

Replace Categories

Warning: Replacing a category is a major modification of POSitive 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.

NOTE: Tagging of multiple categories is NOT applicable to this function.

How To Replace A Category

1) First, be sure the new target category exists.

2) Highlight a category.

3) Click on Delete.

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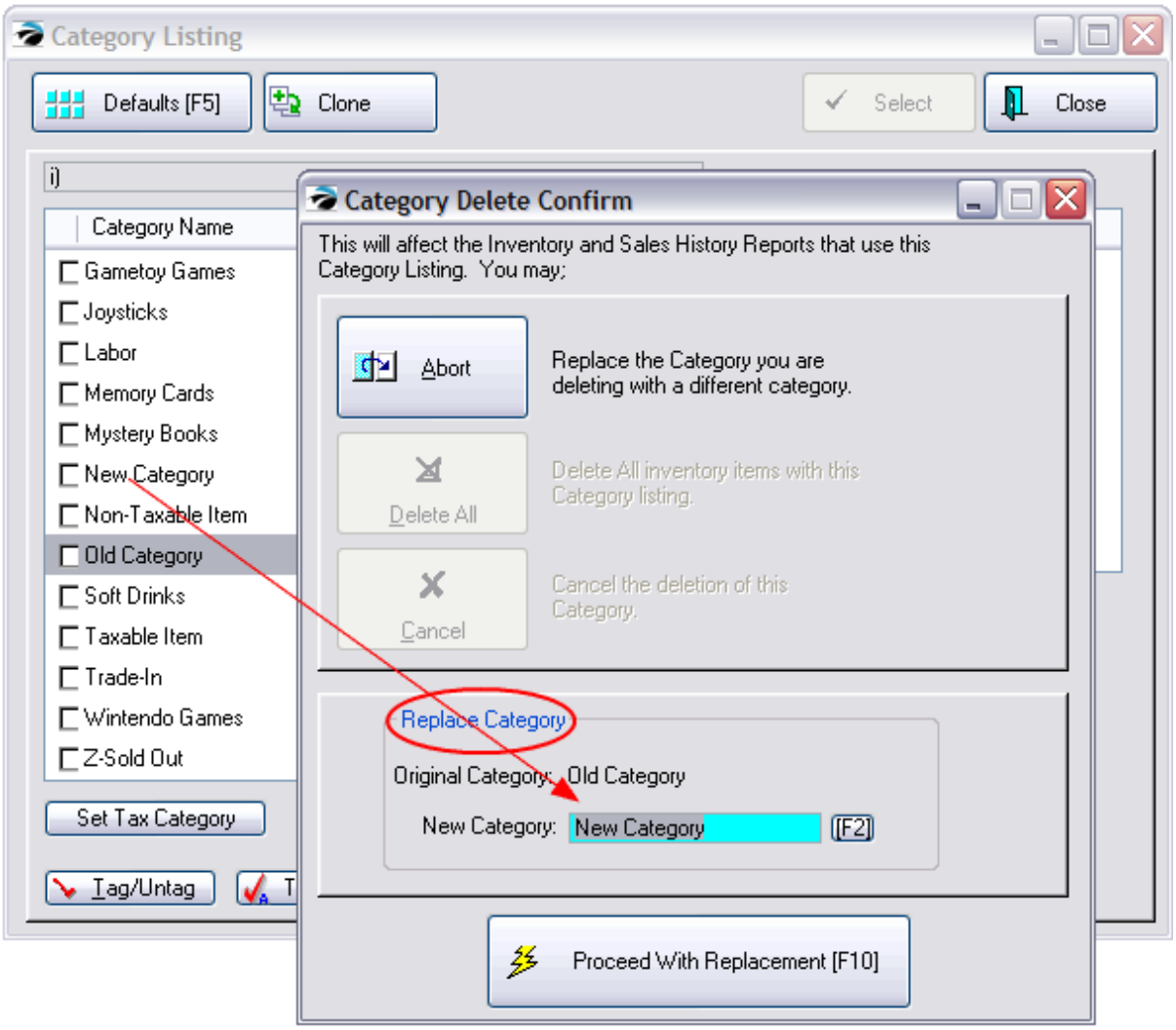
4) Select **Replace**, you are able to merge all inventory from one category into another which you identify by name in the "New Category" field.

5) Choose "Proceed With Replacement [F10]"



Related Topics

Departments 1338

5.4.4.5.1 Set Tax Category On Tagged

If you have multiple categories which should be using a different tax category than what is currently assigned,

1) Tag the category names requiring the same change.

2) Select "Set Tax Category On Tagged"

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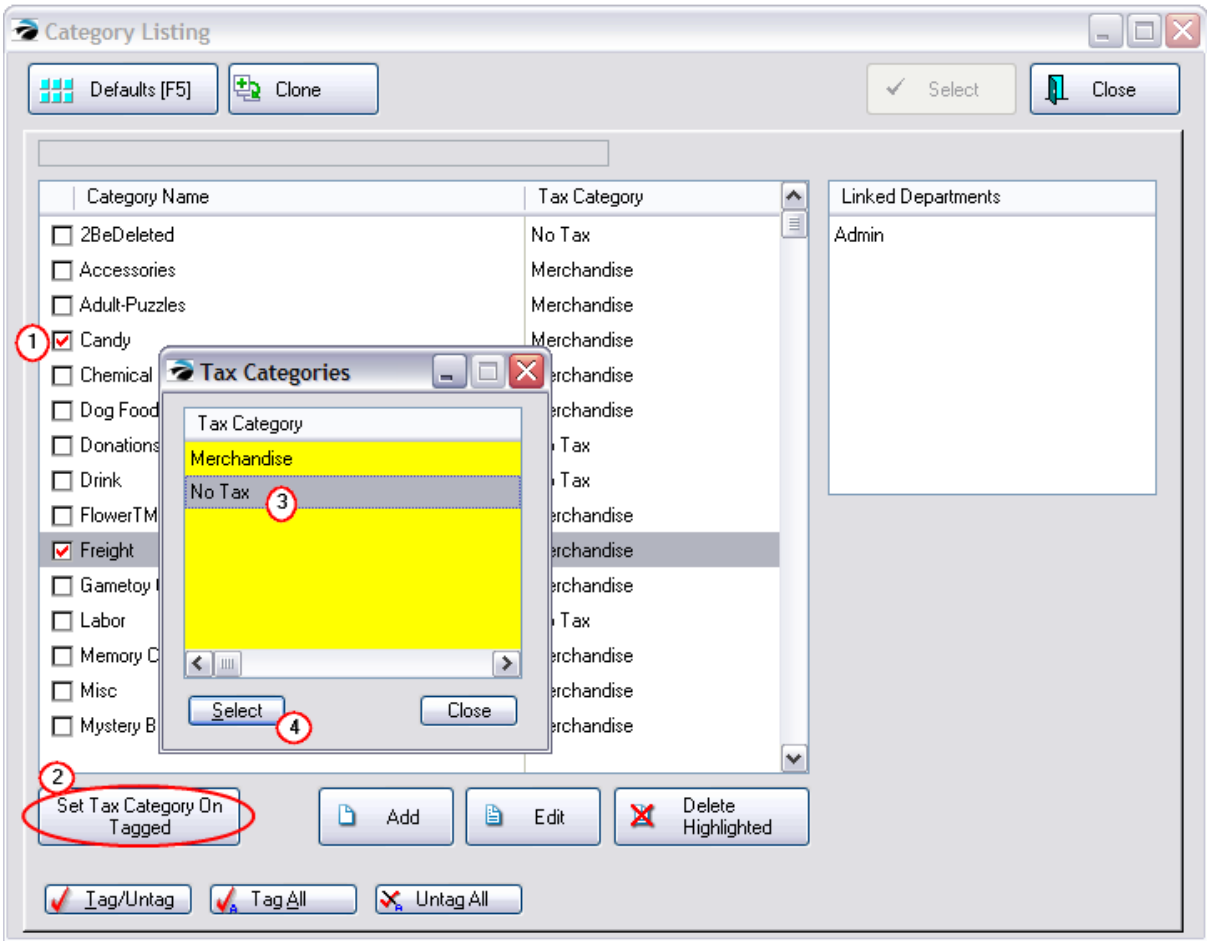

3) Choose the appropriate Tax Category from the list, by first highlighting the name and

4) Then choose Select.

If the tax category is not listed you will need to edit your tax rates screen. (see Tax Setup 92 and Tax Category 94)

5.4.4.6 Freight Category

The category named FREIGHT operates differently than other POSitive categories.

When an item is assigned to this category, it is automatically considered to be a non-profit item and will be reflected as such in POSitive reports. When an invoice is created, the value of the freight charges will appear as a separate entry.

Invoice History

In the lower right corner of the Invoice History window, the freight charge ($10.00, in this example) is displayed separately and is not include in the subtotal.

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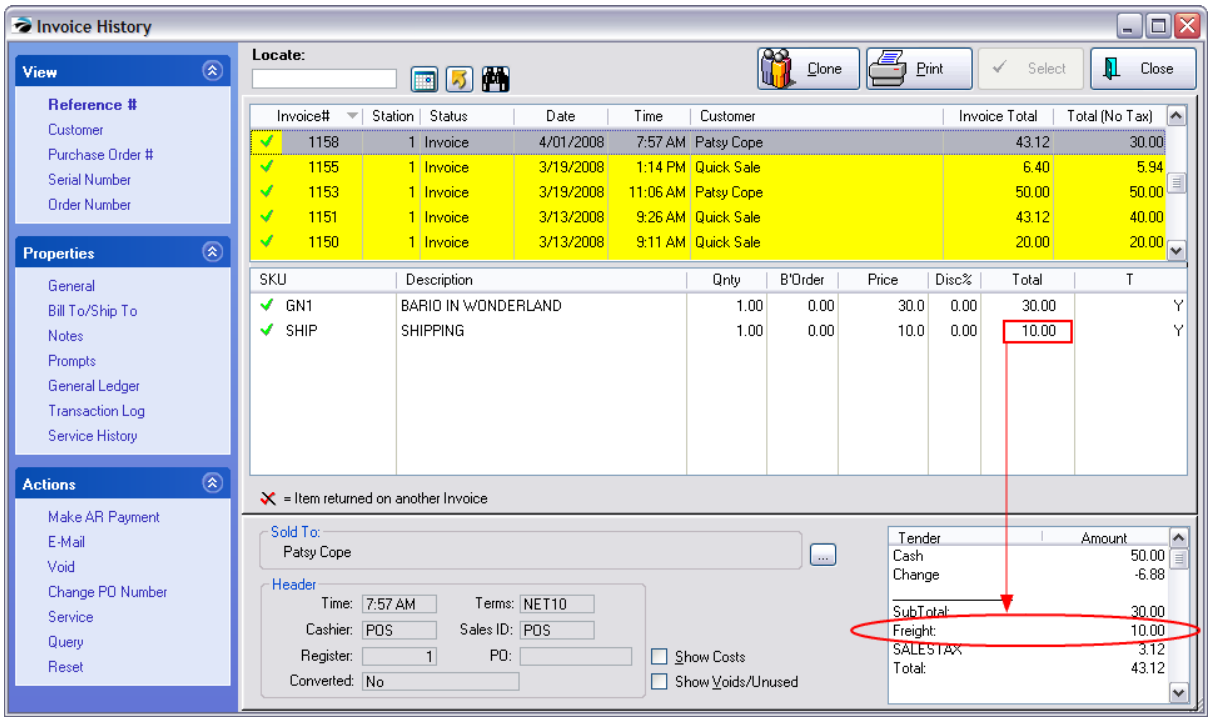

Sales Reports - Affected By Freight

--- Freight values will not appear in the Daily Sales Summary

--- The Invoice Sales Report has a Freight Column to total Freight for the time period of the report. These numbers are not part of your price, cost, or profit fields.

--- The Profit By Week (Weekly Summary) report does not include Freight charges.

--- The Vendor Sales Report By Department does not include Freight.

--- The Sales Report By Department will include Freight values simply because it totals all tagged categories. You will need to remember to untag the category if you do not want Freight to be included.

--- The Sales Report All Inventory will include Freight items and values. There is no way to exclude Freight from this report.

--- The 13 Week Quantity Sold Report does include Freight .

5.4.4.7 User Defined Fields

Maintenance, Definitions List, 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 POSitive to show all inventory available by a specific user

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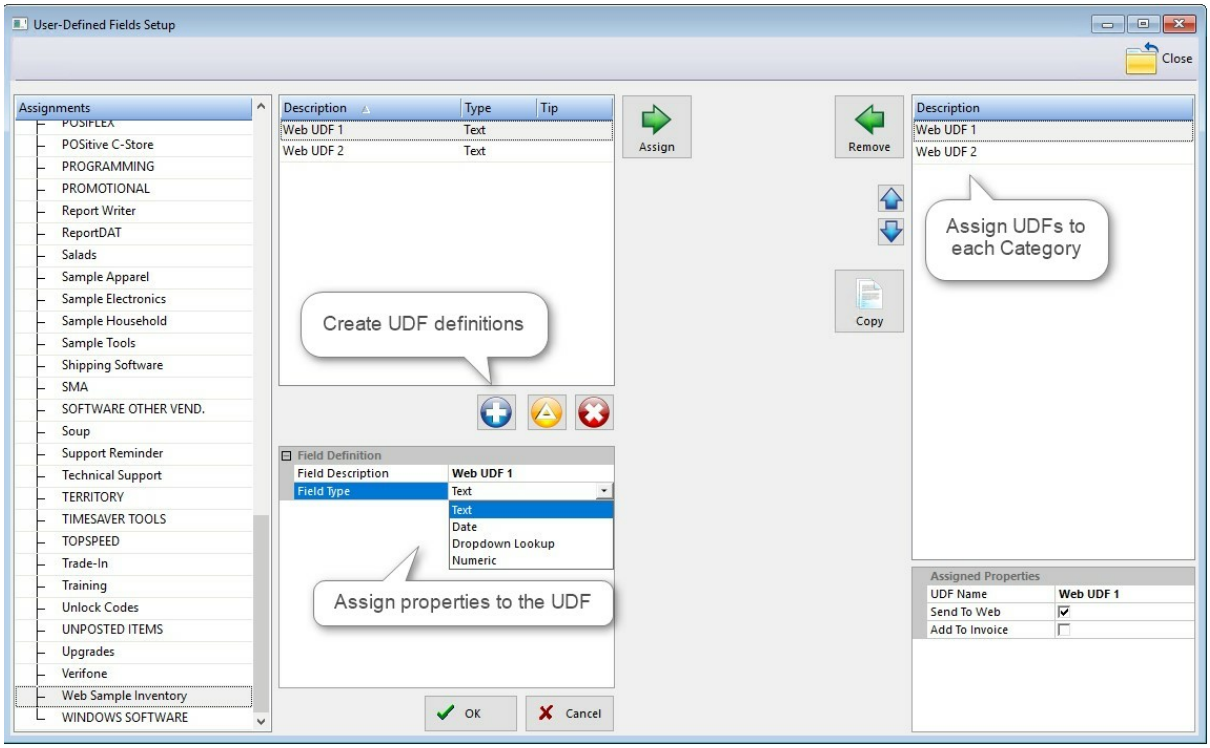
defined field, such as Author or Reading Level.

These fields are called User Defined because you create the fields as will best meet your needs.

You may create as many named fields as you wish and then assign only the appropriate fields to a specific category. For example, I would not assign fields named Clarity, Shape, Color, to a Book category, but they would be appropriate for a Gems category.



How To Set Up User Defined Fields - Maintenance, Definitions List, User Defined Fields

(1) Go to Maintenance, Definitions List, User Defined Fields (UDFs) and create the UDF you wish to use by pressing the blue + button. Give each UDF a unique name and choose if it will be for a single line of text, a date, multiple choice, or numeric. Click OK to save. Add more UDFs in the same manner. By the way, the yellow button edits an existing UDF and the red X deletes.

(2) Highlight a specific category, and press the Assign (>>) button to transfer the UDF to this category. (To remove the field from the category, select the Remove (<<) button.) Use the Up and Down arrows to change the order in which multiple UDFs appear when viewing category items in the Inventory Center.

(3) Under Assigned Properties, you have the option of having the UDF(s) for each Category appear on a web store, or having it print on an invoice.

(4) Continue until you've assigned all the UDFs you wish to use to Categories.

What To Expect

- An inventory item will have corresponding blank fields for recording the user defined name values. Simply type into the Smart Grid.
- On the Inventory List you can choose the UDF button to lookup inventory items based on the contents of the user defined fields.

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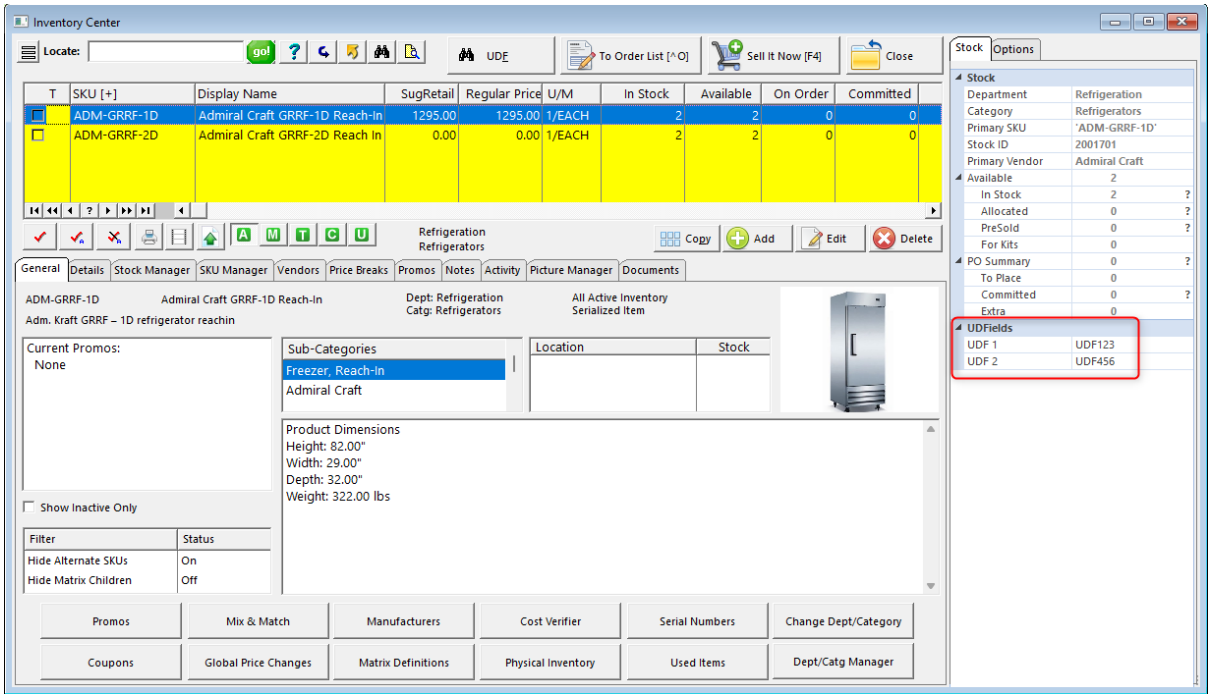
- You will be able to report on a user defined field. For example, you could choose to see the titles of books by a particular author or grouped by all authors.
- You will be able to include a user defined field on a price label, so that in addition to the description and price, you could have the Reading Level.
- When the item is sold, the user defined field information could print on the invoice.



5.4.5 Consignments

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

Consignments are inventory items which you agree to sell for someone else. You do not own the items, you do not claim them as assets, but you must keep track of them on behalf of the owner.

Note: if you typically accept large numbers of consignments from other businesses, consider using POSitive as described in Consignment Alternative 1338.

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 POSitive, 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 and the SKU designator.

When a consignment item is sold, it is seamlessly handled like any other inventory item. It is entered

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on an invoice and the invoice is processed.

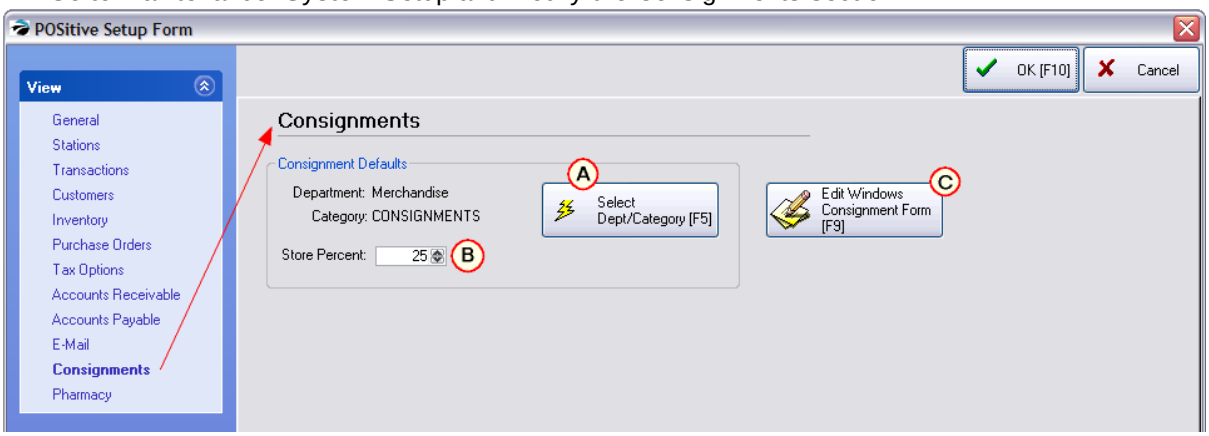
After the consignment item has been sold, the item is recorded in a consignment payment file so that payment to the consignor can be made. The consignment payment can be made at any time, but is normally done on a periodic basis. The payment due the consignor can be paid out by check or kept as a store 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 POSitive with appropriate unlock codes. (check with your POSitive Dealer)
- Go to Maintenance: System Setup and modify the Consignments section.



(A) Assign a consignment category to the POSitive System Setup. Although consignment inventory will be automatically assigned to this category, another category can be selected manually at any time.

(B) Set your standard Store Percent fee, the percentage the store earns. However, while accepting consignment items, this percentage can be overwritten.

(C) (Optional) Review and edit the consignment agreement. See Edit the Consignment Agreement 1337.

Station Setup

Set the Consignment Agreement form number in the Station Settings.

1. Maintenance: System Setup: Stations
2. Edit **each** station which will be accepting consignment inventory. Open the Printers/E-Mail section, set Consignment Agreement Form to #81 or #82 as appropriate.

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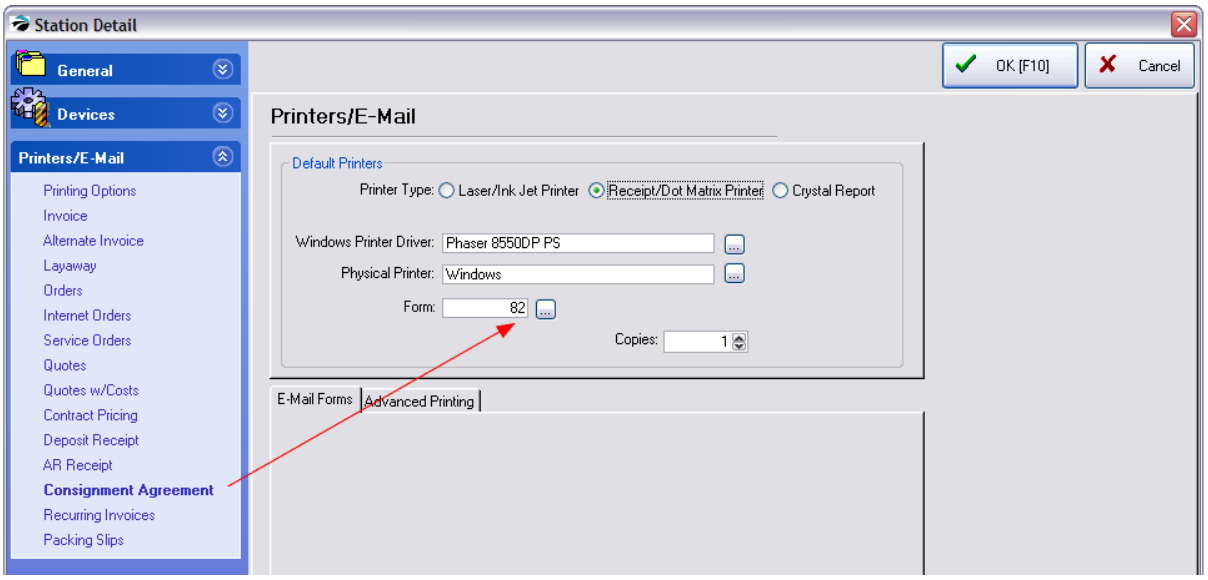
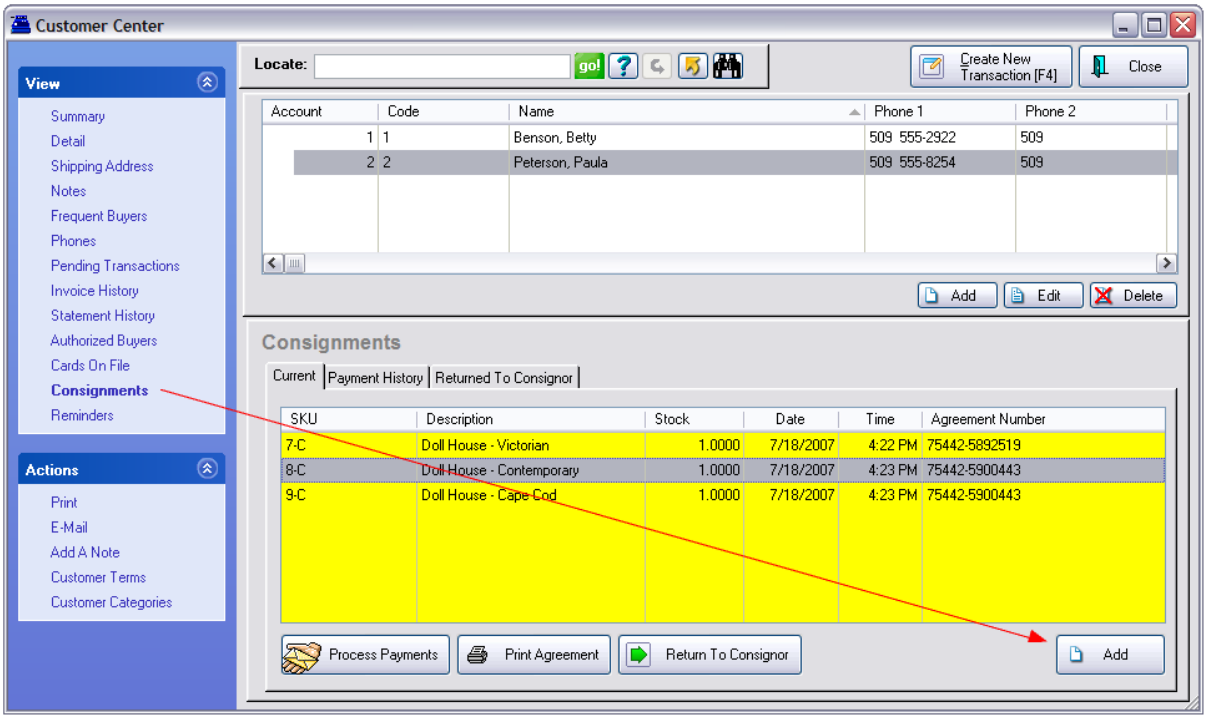


How To Accept Consignment Items

Consignment inventory is NOT created like other inventory items. You must follow these steps.

1) Go to the Customer Center and add or highlight the customer who will be the consignor.

2) Choose Consignments from View on the left. Then click on the Add button.



3) Fill in product information. See Consignment Form 1335 for more information.

4) Repeat steps 4 and 5 for each item being accepted on consignment. (In the above screen shot, the

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last two items were received at the same time, therefore they have the same consignment agreement number.

5) 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 automatically recorded in a consignment payment file so that payment to the consignor can be made.

Simultaneously, 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: Consignment Processing

2) Contact POSitive support for more information.

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 POSitive 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

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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 Delete A Consignment

If a consignment item has been accepted, but the consignor chooses to take it back. Then follow these steps:

1) Go to Customer Center and highlight customer who provided the consignment.

2) Choose Consignments under View.

3) Highlight the item to be deleted, Choose "Return To Consignor" This will erase the item.

4) Then go to Inventory Center, find the original consigned item and it will have 0.00 stock count.

5) Then delete the item.

6) and finally Purge from Deleted Items Manager.

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 discription of the product will be included on the web page.

7) When you are finished, click on the Save Detail button to the right.

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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.

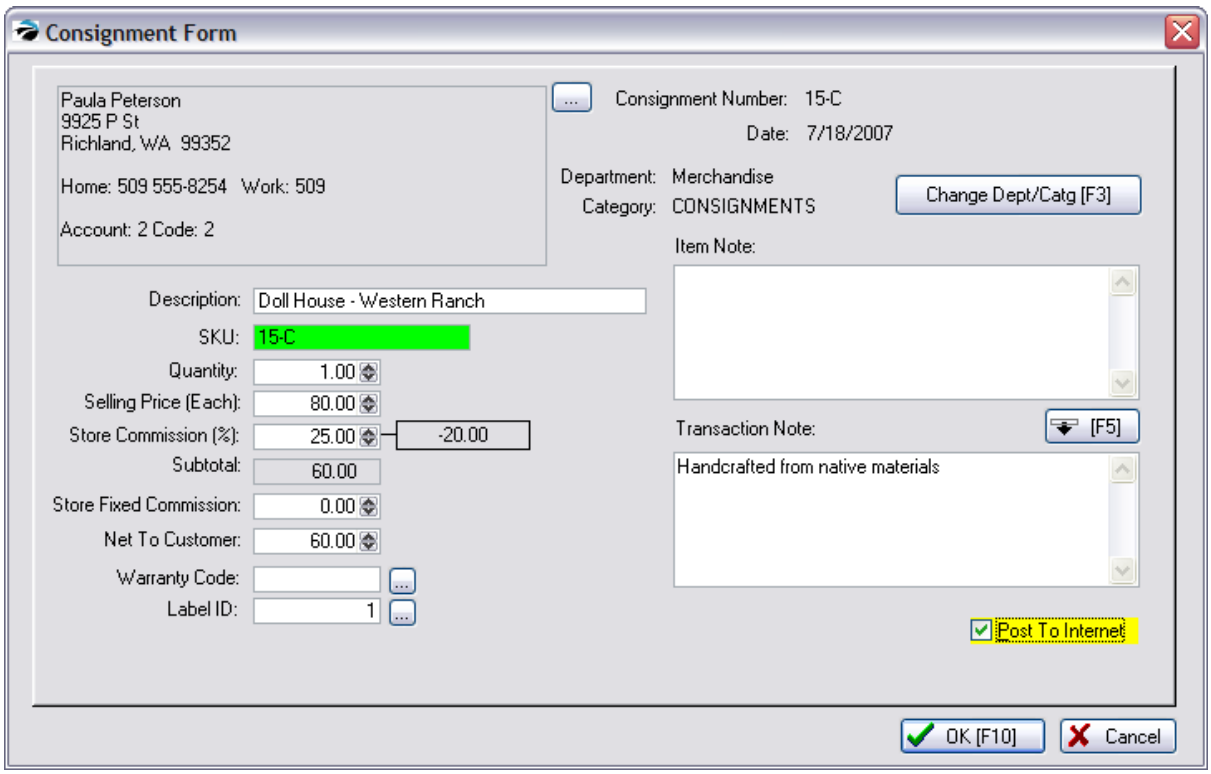
4) Process the invoice.

5) Only if the consignment agreement included a Fixed Commission would you need to process the Consignment Payment and void the transaction for this invoice. Contact POSitive support for more information.

5.4.5.1 Consignment Form

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

Consignment inventory is recorded in a special inventory form. For an overview and explanation of how consignments work, see Consignments 1330.



Consignor Information

Consignment inventory is directly linked to the consignor whose name, address, and phone information

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is visible in the upper left corner of this dialog window. Use the **Button** immediately to the left of this information to Edit the consignor record.

Consignment Number and Date - This consignment item has a unique SKU consisting of a number followed by a -C to indicate it is a consignment item.

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.

TIP: Create a Consignment department. Your consignment categories can be named by type of products or by name of consignor.

Consignment Details

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 feature of POSitive.

SKU - Generated by POSitive, it is the next available consignment number followed by the letter C for Consignment. You may change the SKU if you wish, but do so after you have selected the appropriate dept/category for the item. The -C is not required, but can be useful for doing a query on inventory to find all items containing -C.

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.

Store 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 47.

Subtotal - the amount the consignor will be paid when the item is sold.

Store 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 transfered 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.

Label ID - select label form for consignment items

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.

Post To Internet - choose to include this item on your web page

Pictures

A picture of a consignment item can be assigned to the item from the Inventory Center.

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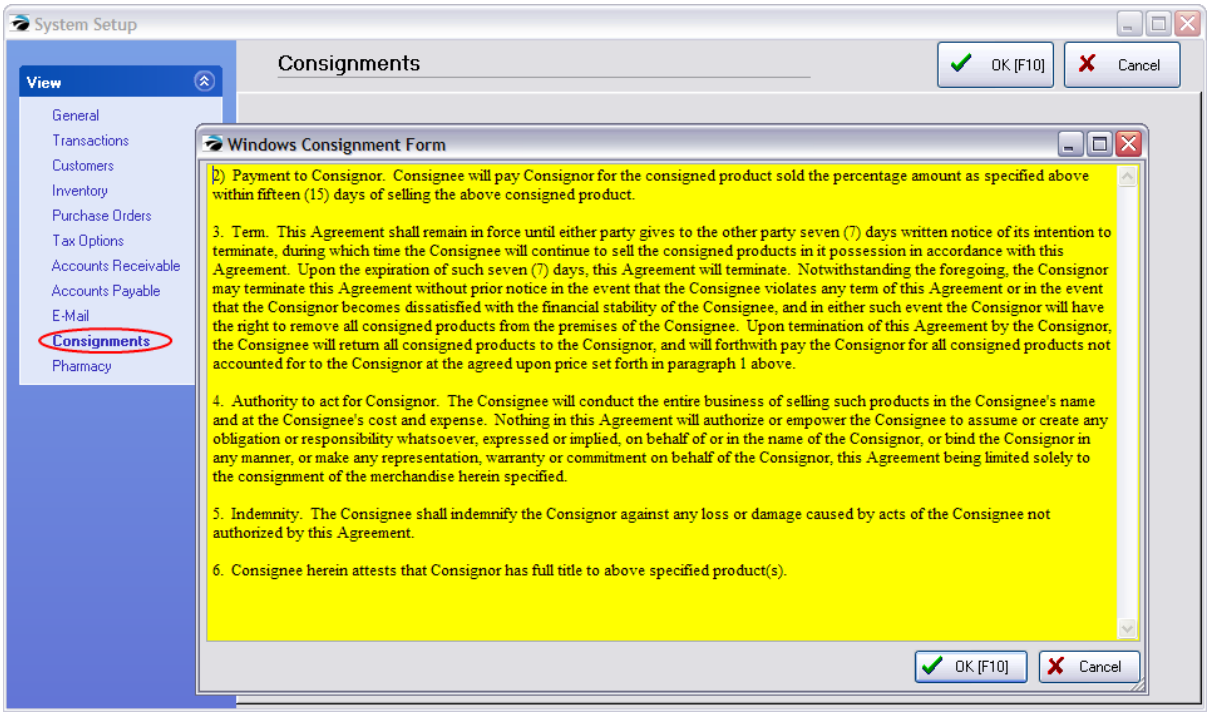
5.4.5.2 Editing the Consignment Agreement2

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

The consignment agreement is a pre-defined form. To edit the form, go to System Setup: Consignments and click on the Edit Windows Consignment Form [F9] button.

With this window open, click into any paragraph and type your changes.

Notice that you only have access to paragraphs 2 through 6. Paragraph 1 is reserved for listing products and terms and cannot be edited. You may make as many additions or deletions as you wish. Choose OK [F10] to save your changes.



Review Your New Form

Reprint a consignment agreement for Consignments in Process. You may edit your new Consignment Agreement as often as necessary.

5.4.5.3 Return Consignment

If a consignor decides to withdraw a consigned item, go to Customer Center, select the consignor and choose Consignments view.

Select the "Return To Consignor" button.

Enter the "Quantity To Return" and select OK [F10].

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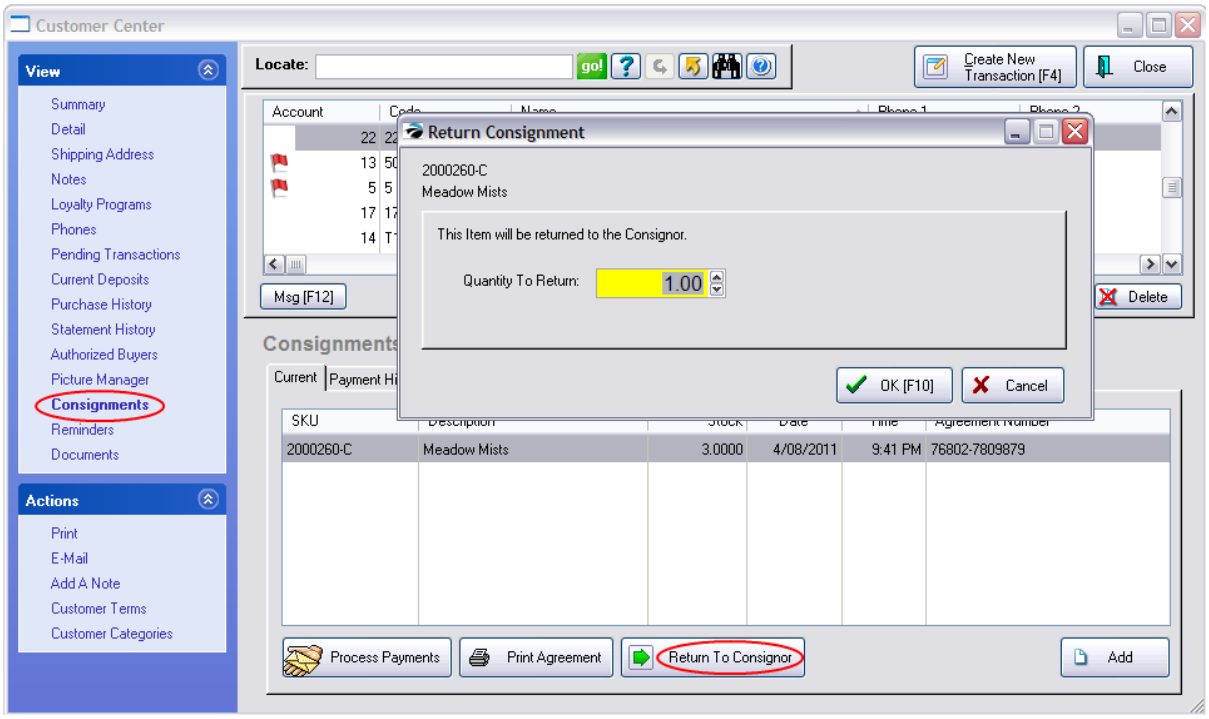

The stock count will be reduced. An entry will be made to the Transaction Log of the inventory item.

5.4.5.4 Consignment Alternative

The POSitive Consignment feature may not be flexible enough for your type of business.

An alternative option is to treat the consignor as a vendor and receive product through purchase orders. All products from the consignor are assigned under a specific category or department for the consignor.

For example, with Sally Smith as the consignor, create a department named Consignments and a category named Sally Smith.

You can run inventory counts and sales reports on just the Sally Smith category.

When running a Valuation Report, choose a Query to exclude the Sally Smith category.

5.4.6 Departments

A department is the top classification level; above categories. A department signifies a major section of your store which can be broken down into smaller segments called categories.

But categories are ultimately more important because they do SO MUCH.

Before proceeding, please take a few moments to better understand What Categories Can Do 1306 and how Master Category Defaults work.

Click here to watch our Department and Category setup video.

Click here to watch our How to Change Departments and Categories video.

How To Use Department Manager

A department groups one or more categories into a reporting unit. From this window, you can create an

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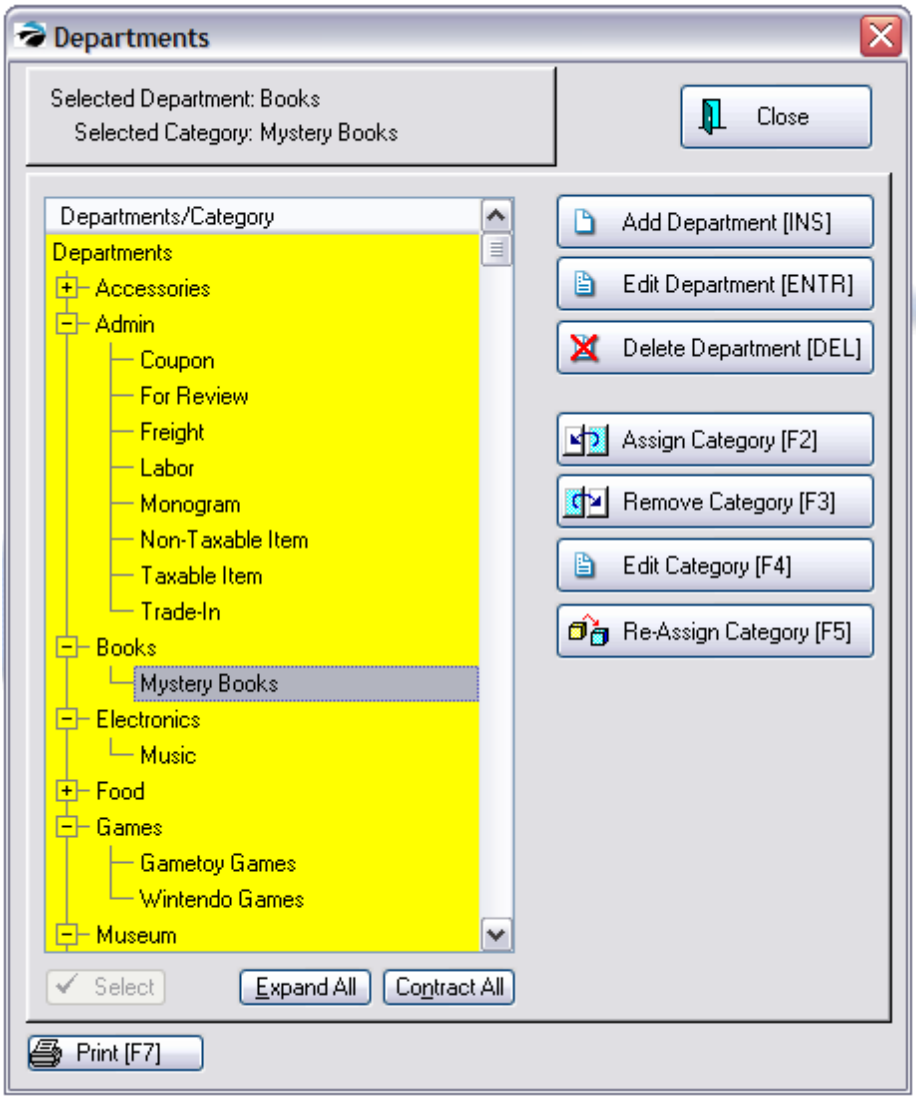
unlimited number of departments and assign categories to those departments.

You may add, edit, and delete departments by choosing Departments under the Maintenance master menu. Here you will also assign categories to specific departments.



UNASSIGNED

The entry, UNASSIGNED, is for catching lost categories. If there are categories listed below it, they have not been properly assigned to a valid department. How?

1) After highlighting the category, choose the "Re-Assign Category [F5]" button

2) highlight the desired department to which this category is to be assigned.

3) TIP: Activate "Re-assign Invoice History to match the new department/category." This will make sure that sales reports by category will include transactions made prior to this re-arrangement of categories.

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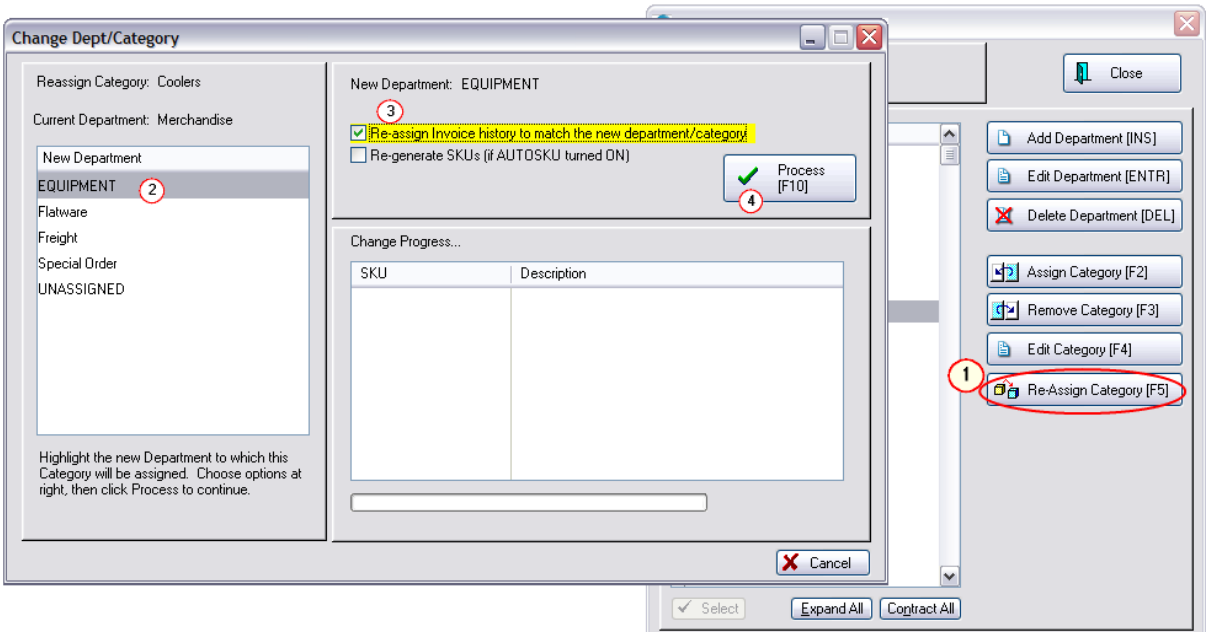
4) choose Process [F10]



Expand All / Contract All

The listing of departments and categories is done in a "tree" format. The + in the box indicates there are categories not being displayed.

The buttons Expand All and Contract All will affect all departments and categories.

By clicking on the + or on the - in the box you will expand or contract the list respectively.

There is a System Setting: Inventory that automatically contracts all Departments upon opening this Departments screen.

Print

Prints a listing of departments and categories.

Add Department

1) First, highlight a department, then click on the Add Department button.

2) Enter a department code. The code can be any combination of numbers and letters. Note: The department list will always be sorted by the description.

3) Enter a description.

4) (Optional) You may assign a code for AutoSKU. This code can be included in an automatically generated SKU for the item. See AutoSKU Setup 1294. 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.

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How To Assign Categories To A Department

1) Highlight the desired Department.

2) Select the **Assign Category** button. This opens the Category Listing[1322].

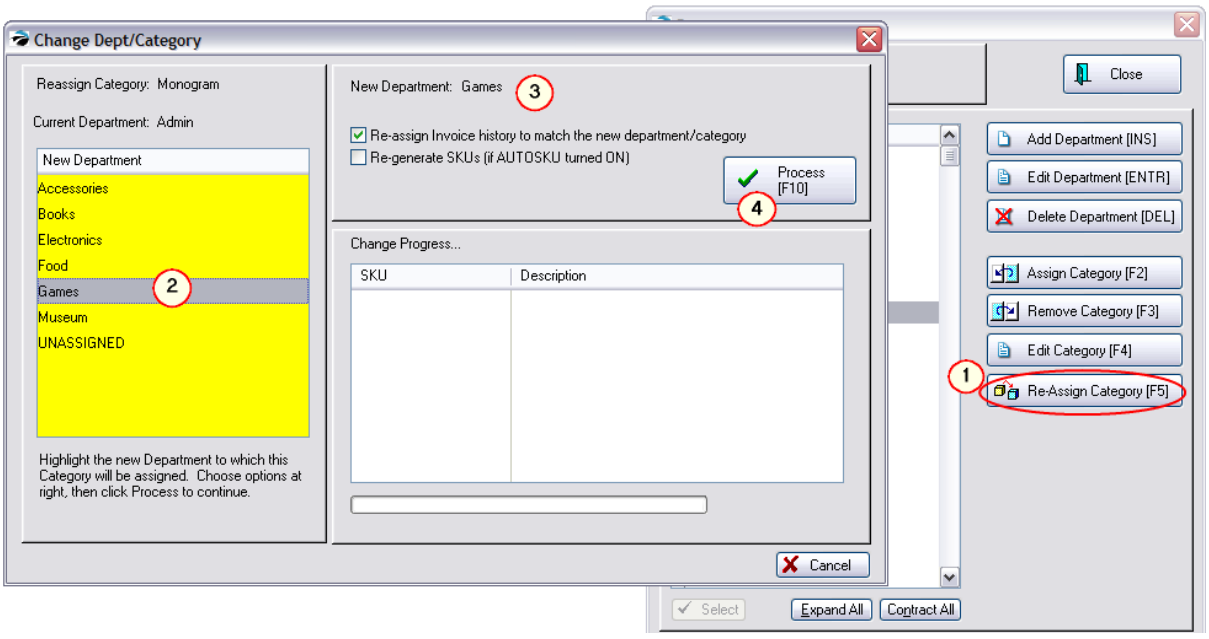
3) Highlight the desired category and choose Select.

NOTE: You can assign a category to more than one department. This is intentional because you can do a report on a Department/Category, or just a Category.

For example, if you stock shoelaces in the Shoe department, and also in the Children's department, you would want to know the total sold from the Shoelaces category. It would then show you how much sold from each department.

How To Re-Assign A Category From One Department To Another Department

If a category is to be assigned to a different department, first highlight the category.



(1) Click on Re-Assign Category [F5]

(2) On the left, select the new Department

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

(4) Choose Process [F10] - A listing of all items affected by the change will be displayed.

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How To Remove A Category From A Department

If there are any inventory items currently assigned to the category you will not be able to remove the category.

1) Highlight the category.

2) Click on the **Remove Category** button.

If you are unable to remove the category because there are items assigned to it, go to Inventory List. Choose Dept/Catg Filter [F8] and select this category.

All items assigned to the category will be displayed. Click on the General tab at the bottom of the Inventory List and choose "Change Dept/Catg for the highlighted item. You may tag multiple items to assign them to a different category.

Really Want to Delete the Category?

Note: You will not be deleting the category from POSitive, you will just be removing the link to the department. If you want to totally erase the category, go to Utilities: Categories, highlight the category and choose Delete. You will then be given further options as described in Category Listing 1322.

Re-Defining Departments

At some time you may want to rename and re-arrange departments and categories in POSitive to make them more functional or expressive of relationships. This is especially important to do if you will be utilizing POSitive's e-commerce feature.

You should always

1) make a plan - know what you want to accomplish -

You should have a good understanding of the relationship of departments and categories. You should also create departments and categories with the "customer" in mind. If a new customer comes to your web page, what will help the customer find the desired products most efficiently?

2) make a backup of POSitive - if you make a mistake you will want to restore the backup

3) make time - the process will require POSitive to be out of use, so you will need to do this when no one else wants to use POSitive. Each category change could take several minutes to do, depending upon the size of your inventory.

Re-defining the Department List and the associated Categories needs to follow some simple steps so that the inventory items are properly linked to the new departments.

First, consider the options of what can be done on the Department List. After reviewing your current Dept/Category structure you may decide to....

1) Rename A Department - the categories under the department are fine, but the name of the department needs to be changed.

2) Keep The Department, but Remove Some Categories From It -

3) Add A New Department - to the new department you will want to assign or re-assign some categories

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4) Delete A Department - the department is no longer useful. (OK, but be sure to follow correct procedures, otherwise it may not do what you thought it would.)

Rename Dept

The categories under the department are fine, but the name of the department needs to be changed.

Open the Department List. (Utilities: Departments)

Highlight the Department Name and choose Edit.

Type in the new name for the department

Choose OK.

You will be prompted to confirm the change being made.If you choose OK, your computer will read all your inventory files and make the appropriate changes. This will essentially freeze the computer from doing anything else.

Keep Dept

The department name is good, but some categories need to be removed or more categories assigned to it.

To remove a category, highlight the Category and choose the Remove Category button.

You will be prompted to confirm the removal.

To Add a Category

1) make sure the category is first removed from any other department. (Exception to the rule: you may want the category to be assigned to multiple departments.)

2) highlight the department name and choose the Assign Category button.

3) the category list will be opened. Find the category and choose Select. (If the category does not exist, then you would first choose ADD, define the category, and then select it.)

4) you will be prompted to confirm re-assignment of inventory items.

NOTE: this means that only inventory items, which for some reason or another, belong to the category, yet have no department be assigned to this department link. This would indicate that the category and some items are already a part of another department and the department is still in the active list.

Add Dept

To create a department, click on the Add Department button. Enter a code and a Description. Remember that the description will be viewed by visitors to your web page and should be easily understood.

You will then want to assign categories to the department.

Highlight the department name and choose Assign Category. Follow steps as described previously.

Delete Dept

Choosing to delete a department simply removes the name of the department from the list. The

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categories are not deleted, nor are the inventory items assigned to the categories.

IMPORTANT: You MUST remove a category from a department FIRST, even if the entire department will be deleted.

For example, if you plan to remove the entire department called GAMES, the two categories Gametoy Games and Wintendo Games must be removed first. (see first picture)

WARNING: If you simply highlight the department and choose delete without first removing the categories, then ALL inventory items associated to the categories ARE NOT automatically changed and will be wrong until EACH is manually corrected.

5.4.6.1 Department Data

When adding a department you only need to fill in the Detail tab.

The POSitive Commerce and Trade-Ins tabs have optional functions.

Detail tab

You must have a Department Code and a Description. The Auto SKU is optional

The department code must be unique. Use a pattern of abbreviations for similar departments.

The description will be visible to staff and E-Commerce visitors.

The Auto SKU field is optional. It can be used to automatically generate barcodes for inventory items assigned to this department. (see AutoSKU 1294)

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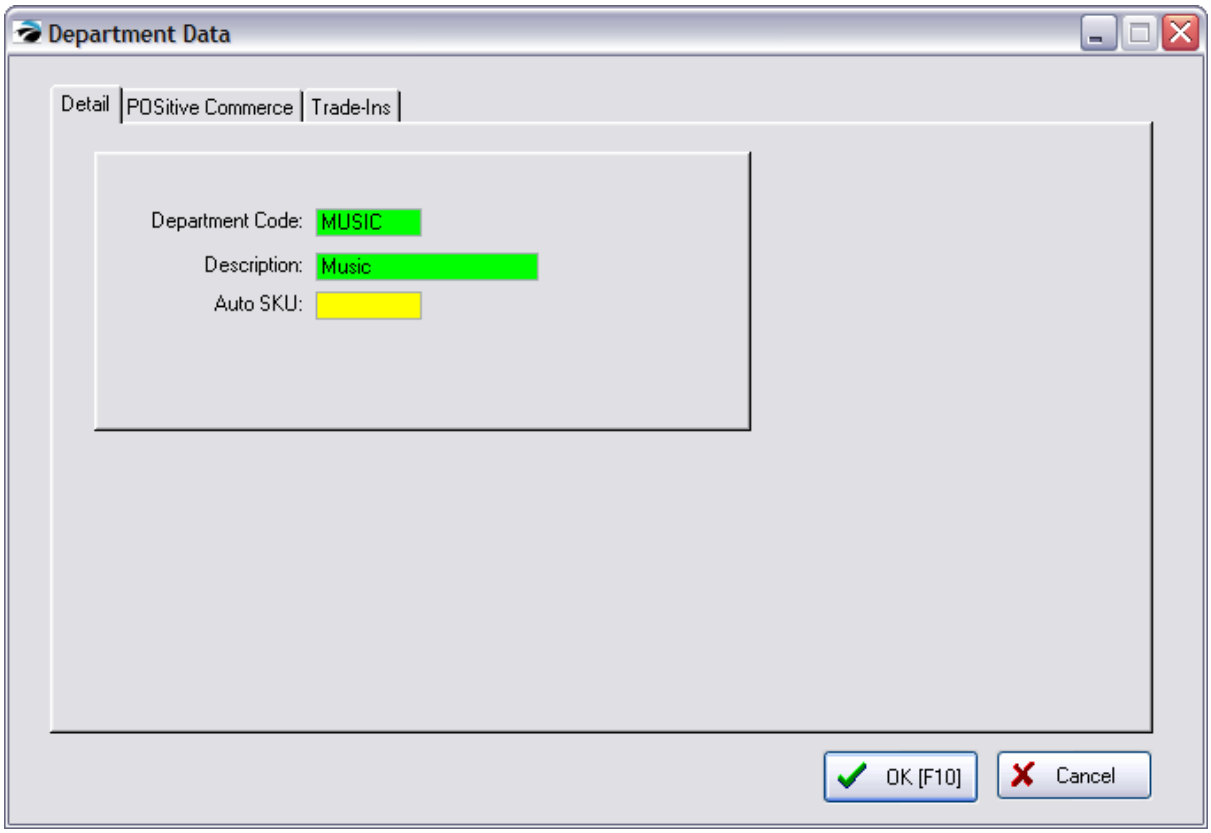

POSitive Commerce tab

If you will be selling products on the internet using a shopping cart with POSitive Commerce, the department name will be displayed automatically, but you can include a picture to represent the department.

Choose Image Editor button to select the image you want to use.

The Notes field can contain a summary statement and will also be displayed on the POSitive Commerce site.

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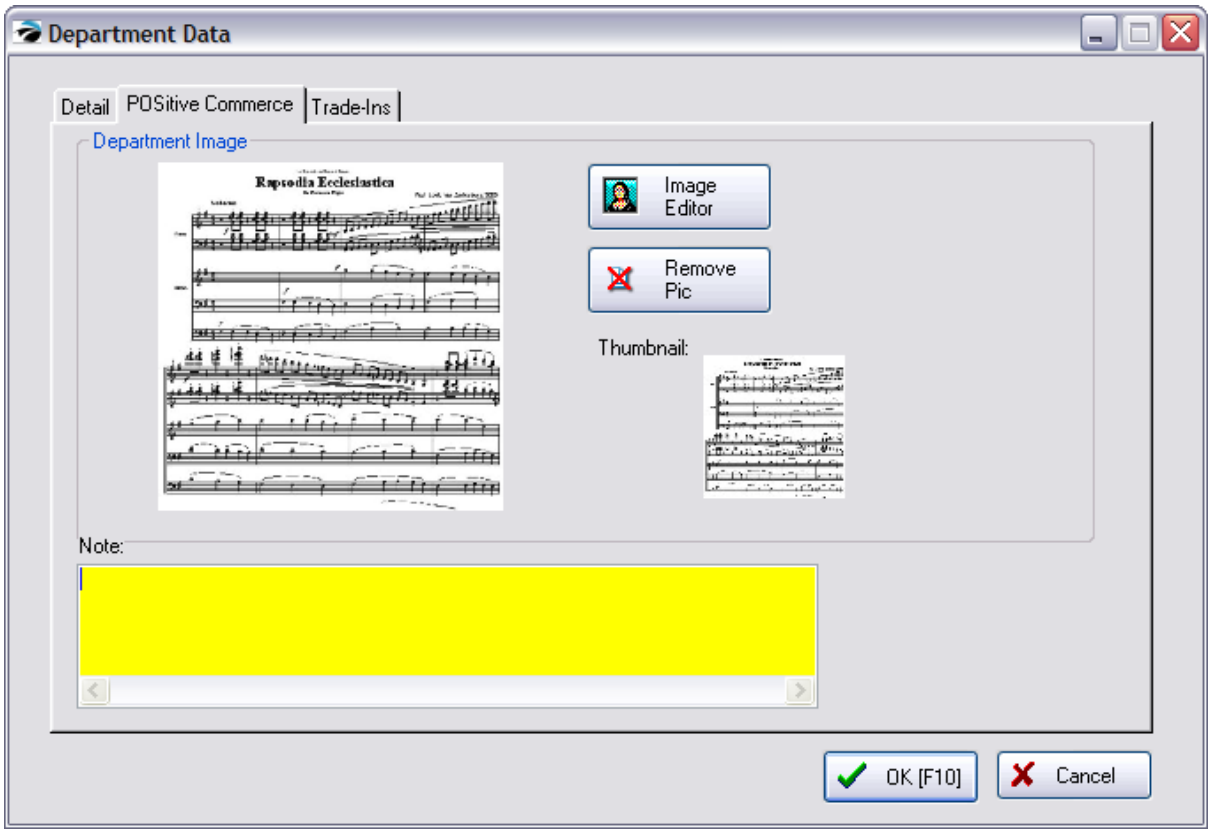

Trade-Ins tab

(Optional - and used with Trade-Ins Based On Rules. see Trade Ins 1520)

If you are willing to accept used articles in trade, you may establish rules regulating the pay out price and number of trade-ins of items to be accepted.

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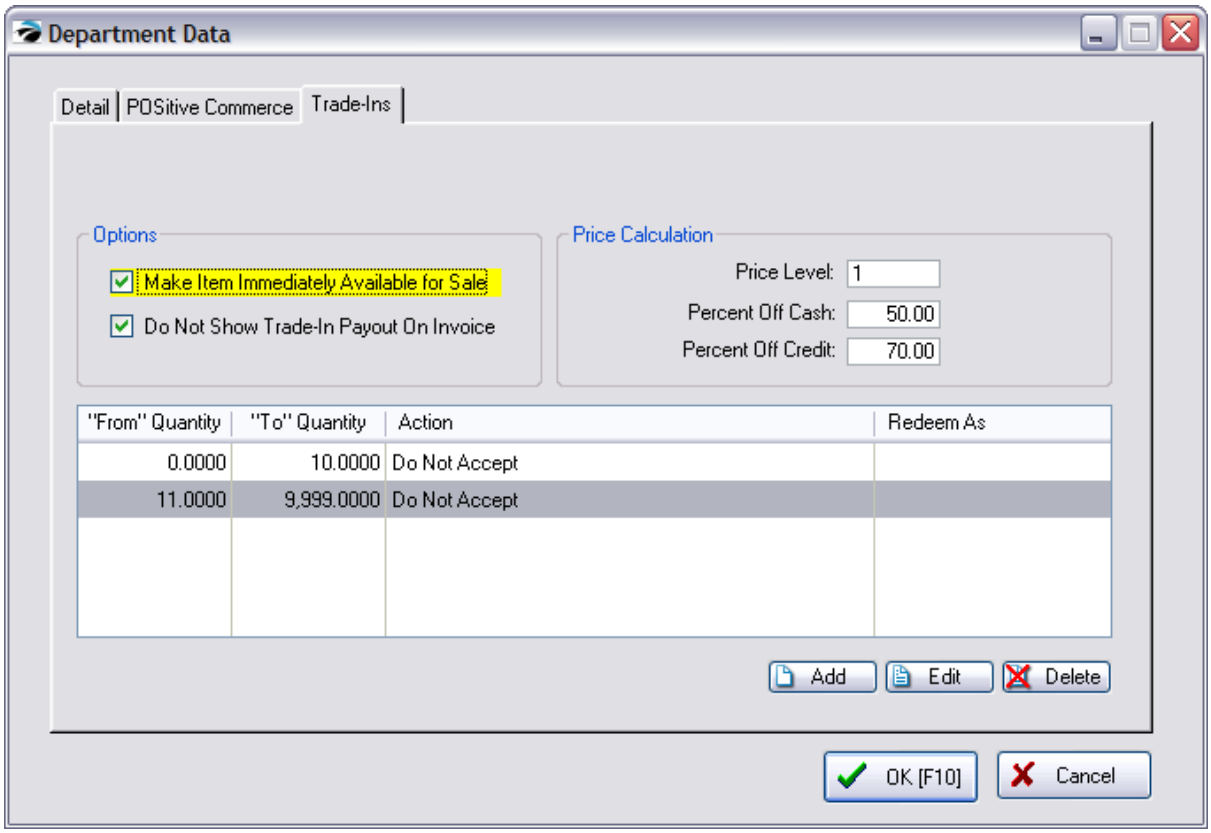

Department Successfully Added

When you choose OK [F10] button, the newly added department is listed in the Departments listing.

It will simply have a linking line and no +/- box until categories are assigned to it. (see Departments 1338)

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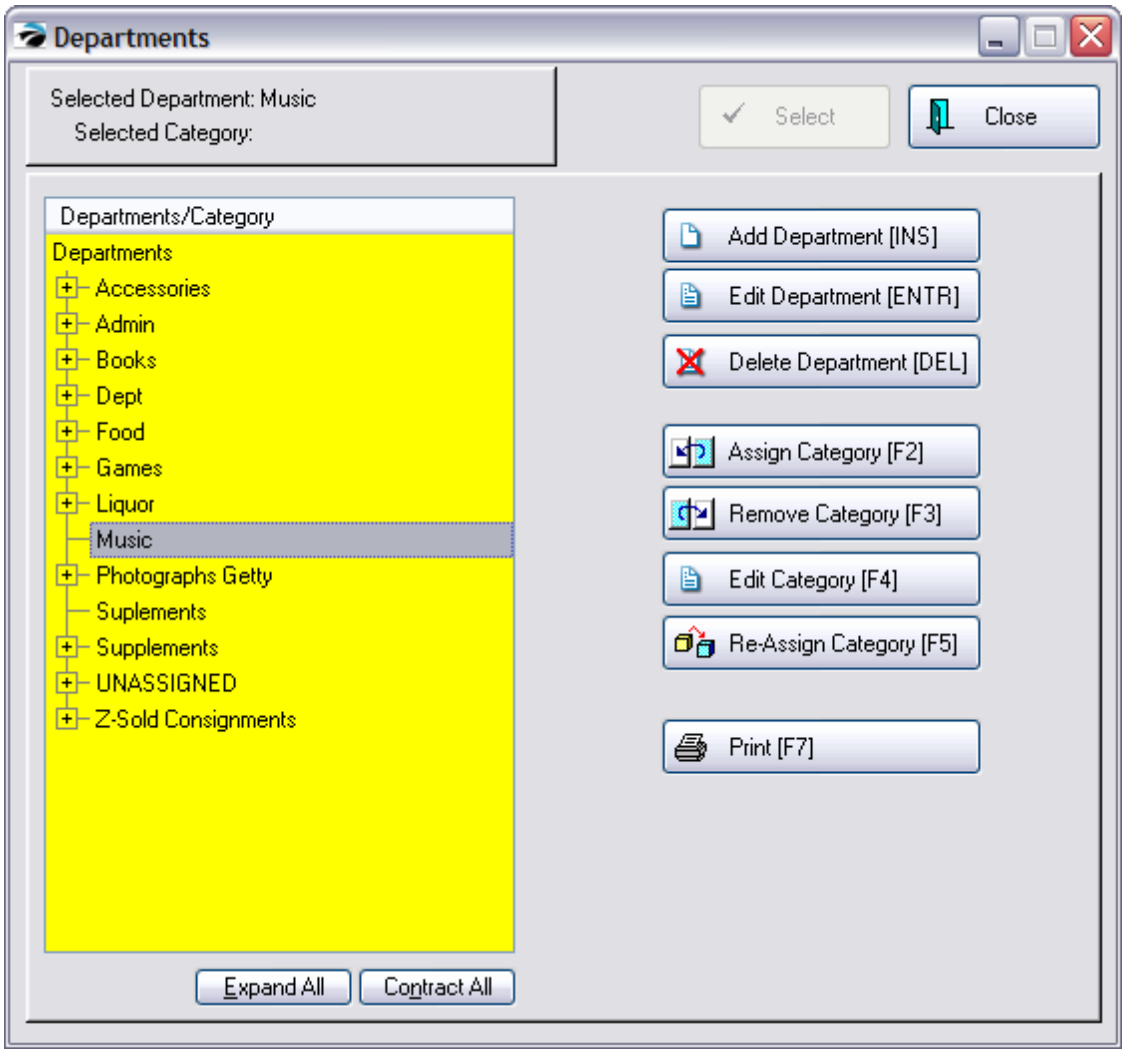

5.4.6.2 Double Departments

A feature of POSitive is the ability to assign one category to multiple departments. By opening the Category Listing, you can see a panel reporting on Linked Departments at the right. You cannot assign a category from the Category Listing. In this example, the "Packaged - Candy Bar" category has been listed under two departments: Candy Bars and Candy.

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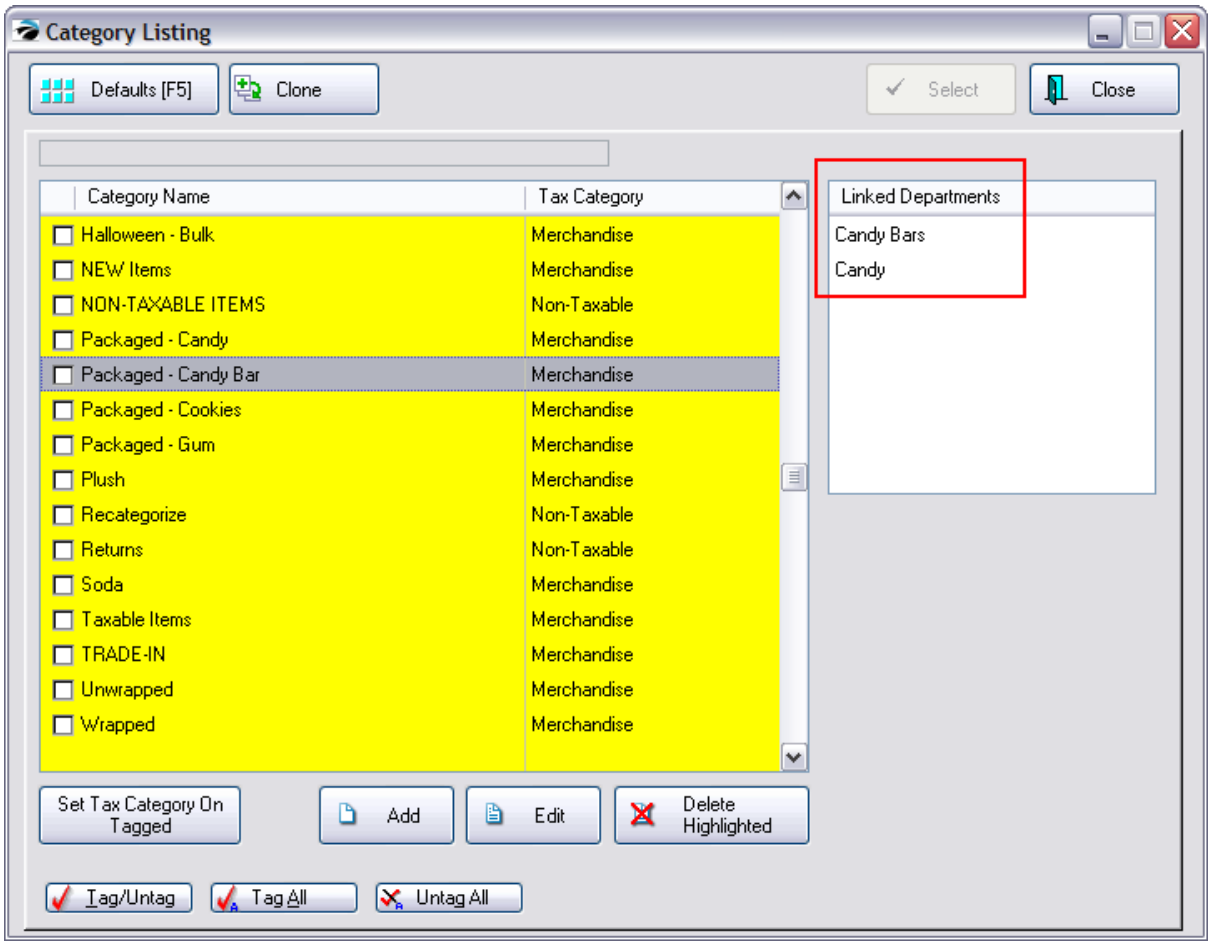
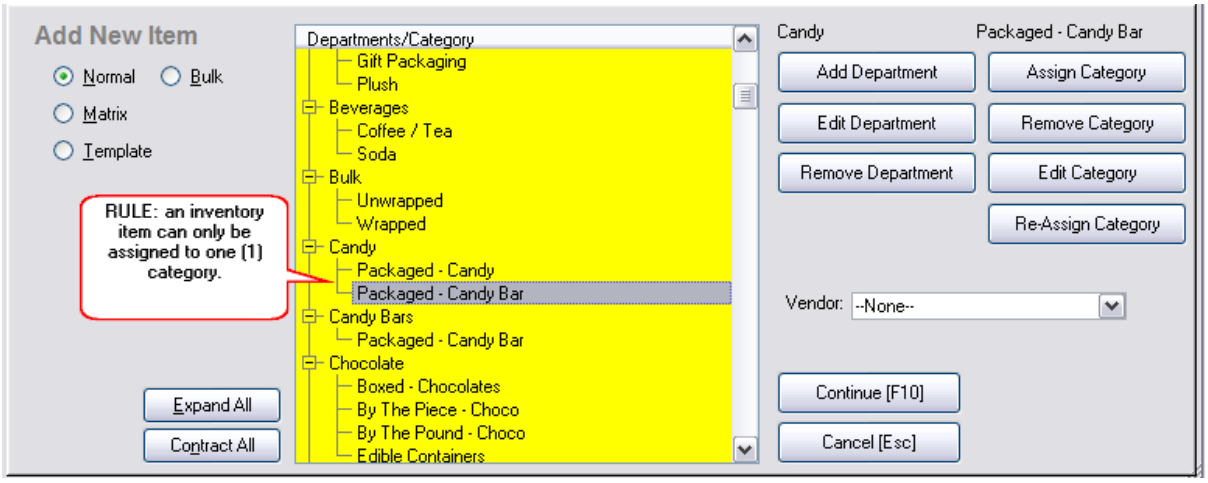


NOTE: When adding an inventory item, however, the item can only be assigned to one (1) dept/category combination. For example product ABC can only be assigned to Candy Bars or Candy, but not to both.

When designing a touchscreen, and adding product to the screen, there is a special button for handing these items. see Touchscreen - Choose From Dept/Category 1071



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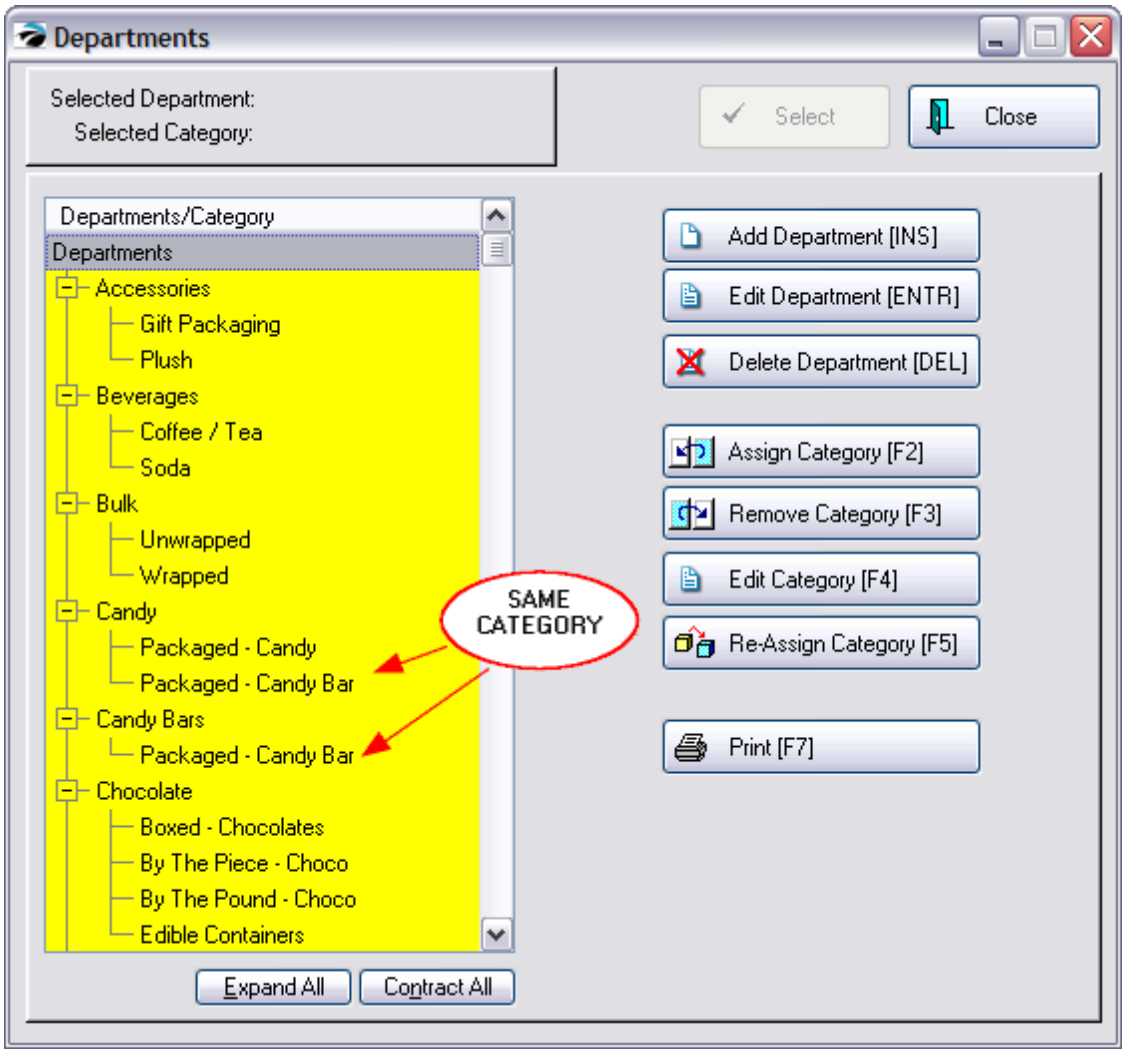
How To Assign Double Departments

Go to Maintenance: Departments

Highlight a department and choose the Assign Category [F2] button. Highlight and select the desired category and it will be attached to the highlighted department. Repeat the process for assignment to a different department.

A review of Category Listings will confirm the double assignments.



Inventory Management

An inventory item can only be assigned to one category. You must choose which Department/Category to assign the item to.

Again, when adding an inventory item, however, the item can only be assigned to 1 dept/category combination. For example product ABC can only be assigned to Rx/Bovine or Animals/Bovine, but not to both.

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When you want to see all items assigned to the category, you must use a Query in your Reports

5.4.6.3 Re-Assign Category

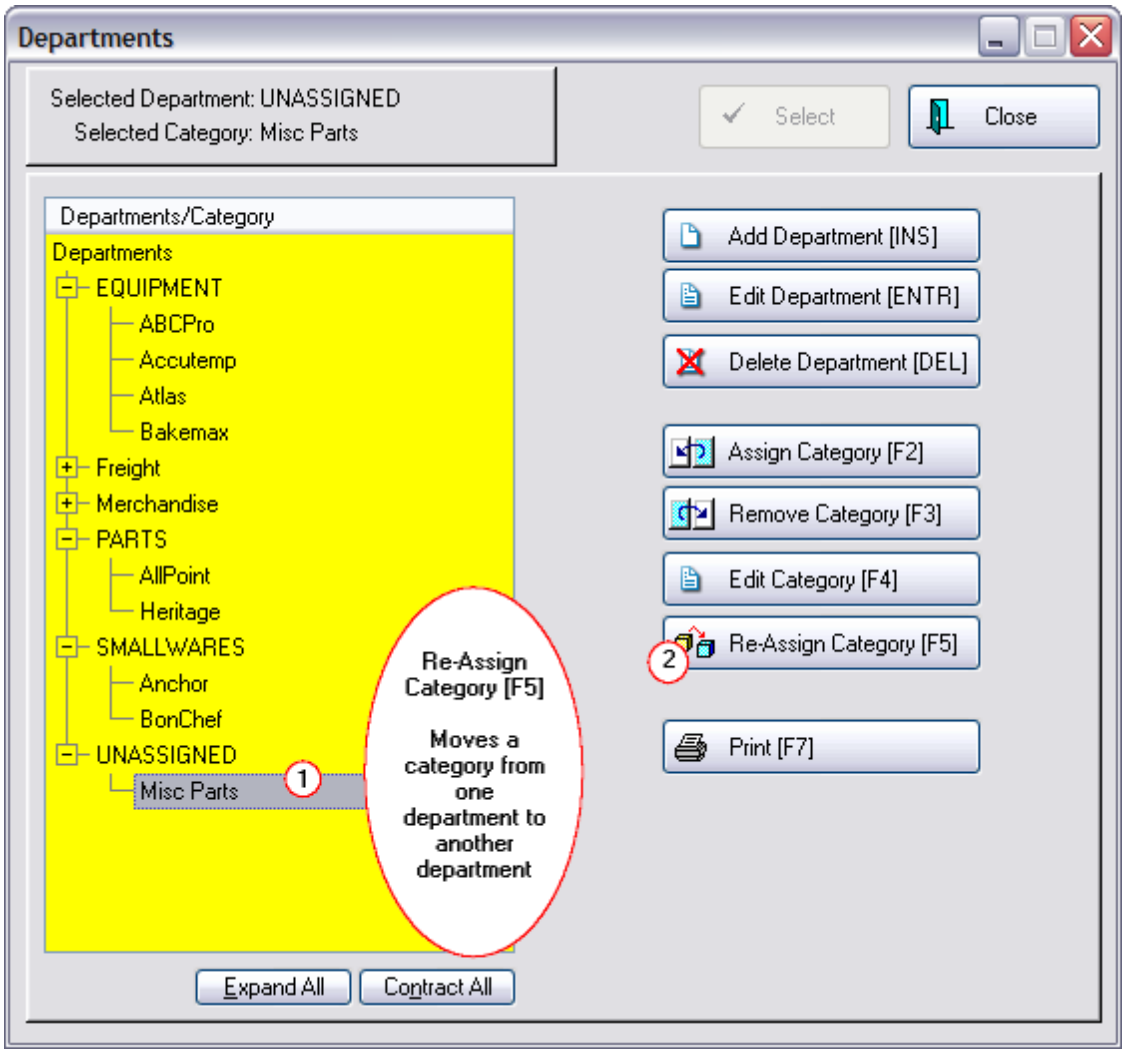
With the Re-Assign Category button you can move an entire category and all of the products from one department to another.

IMPORTANT: This should be done if a category is currently assigned to a grouping called "Unassigned" which is in fact a non-department.

1) Highlight the category to be moved Note

UNASSIGNED is not a true department so there should never be any categories below this title. If you had once chosen "Remove Category [F3]" or if an inventory importer was not defined correctly, then the category was unlinked and classified as Unassigned.

2) Choose the Re-Assign Category [F5] button



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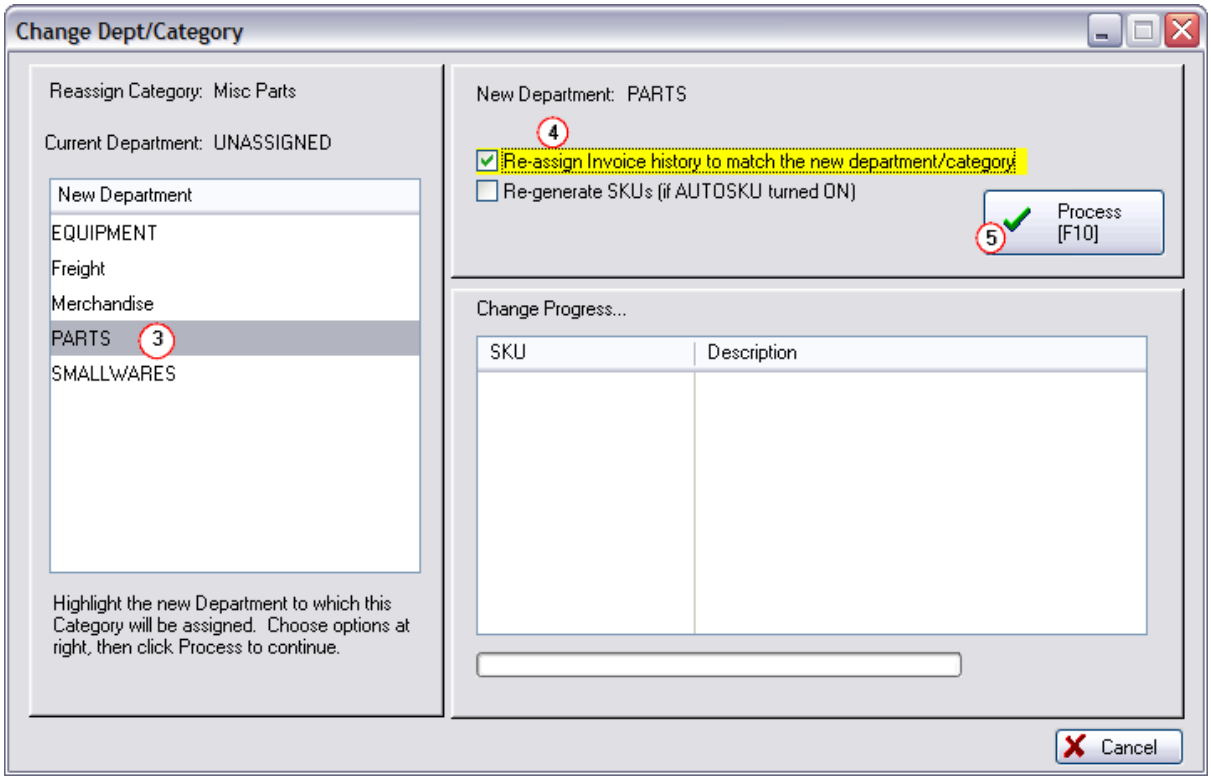
The Change Dept/Category window will open.

3) Highlight the new department to which the category will be assigned.

4) Recommendation: Activate the option to "Re-Assign Invoice History To Match The New Department/ Category" This will improve sales reports by Dept/Category. Any item sold under the old Dept/Category name combination will be changed as a sale under the new Dept/Category name combination.

5) Choose "Process [F10]" In the "Change Progress" section you will be able to see individual items being reassigned.



5.4.7 Inactive Inventory

"Active" inventory are items which you are currently selling, regardless of whether or not there is current stock on hand.

"Inactive" inventory are items which you do not want to be visible in the Inventory List. This function is useful for seasonal inventory items. If it is not visible, then staff will not have to sort through it and cannot sell the product because it cannot be selected. For example, Christmas inventory can be made inactive until it is time to order products from the vendor and then begin to sell products to the public.

Click here to view our video on Creating Inactive Inventory.

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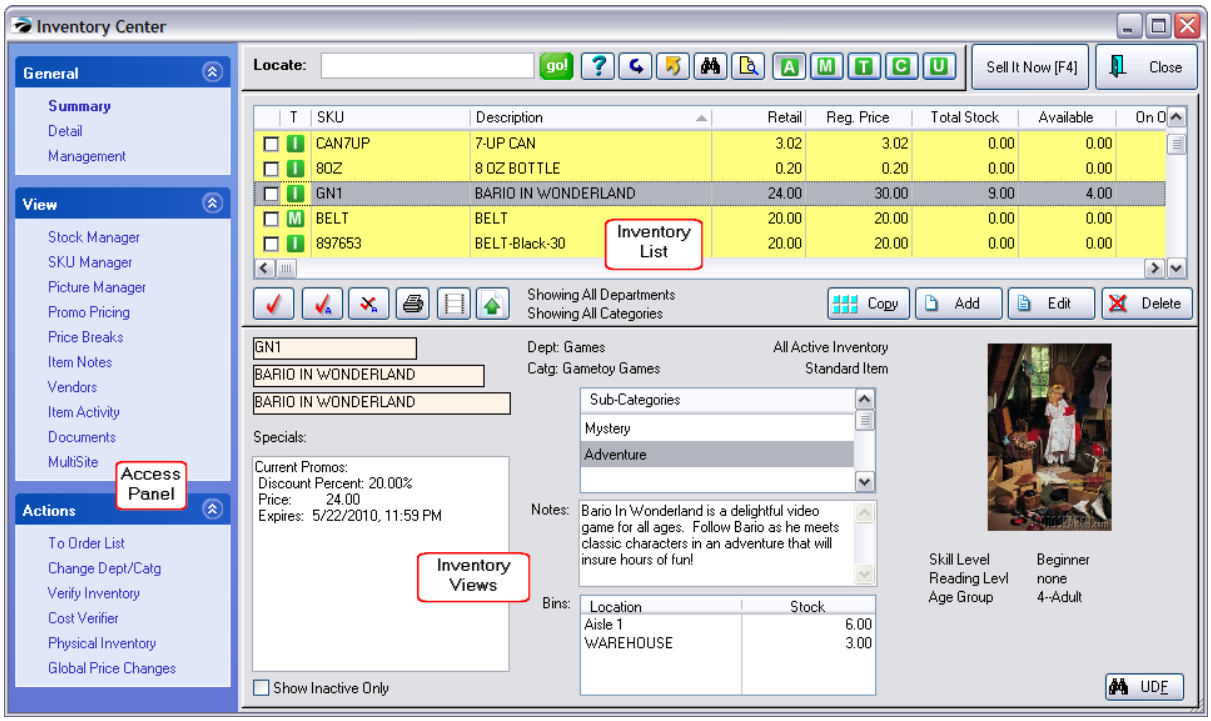
Display Inactive Inventory Items

Activate the option "Show Inactive Only" at the bottom center of this Summary screen.and all items which are currently inactive will be listed.



Show Inactive Only option is at the bottom of this screen

How To Make An Item Inactive

Find the item in the Inventory List,

Select Edit.

(1) **Uncheck** "Item is Active" on the Options tab and

(2) **Save** the change.

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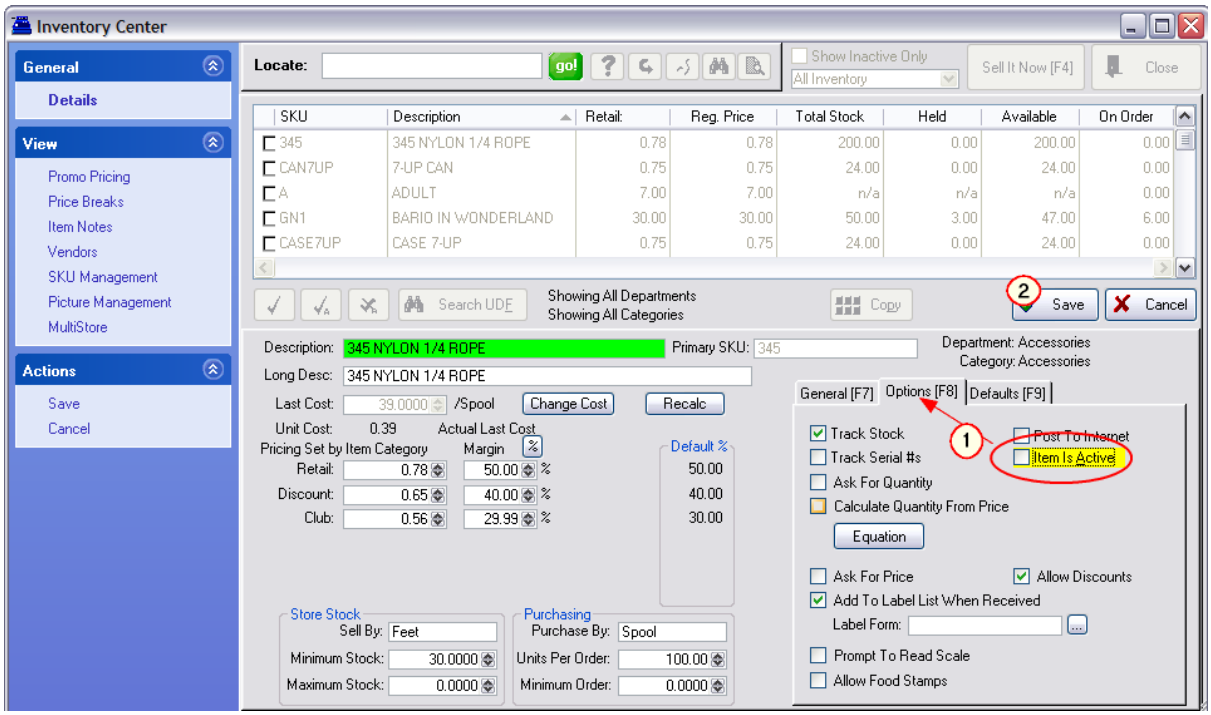

The item will immediately disappear from the list of inventory items.

TIP: You may want to assign available stock counts to a "warehouse" location. (see Stock Location 501)

How To Make An Inactive Item Active Again

Open the Inventory Center and choose SUMMARY view. In the bottom center is an option "Show Inactive Only"

All Inactive Items will be displayed.

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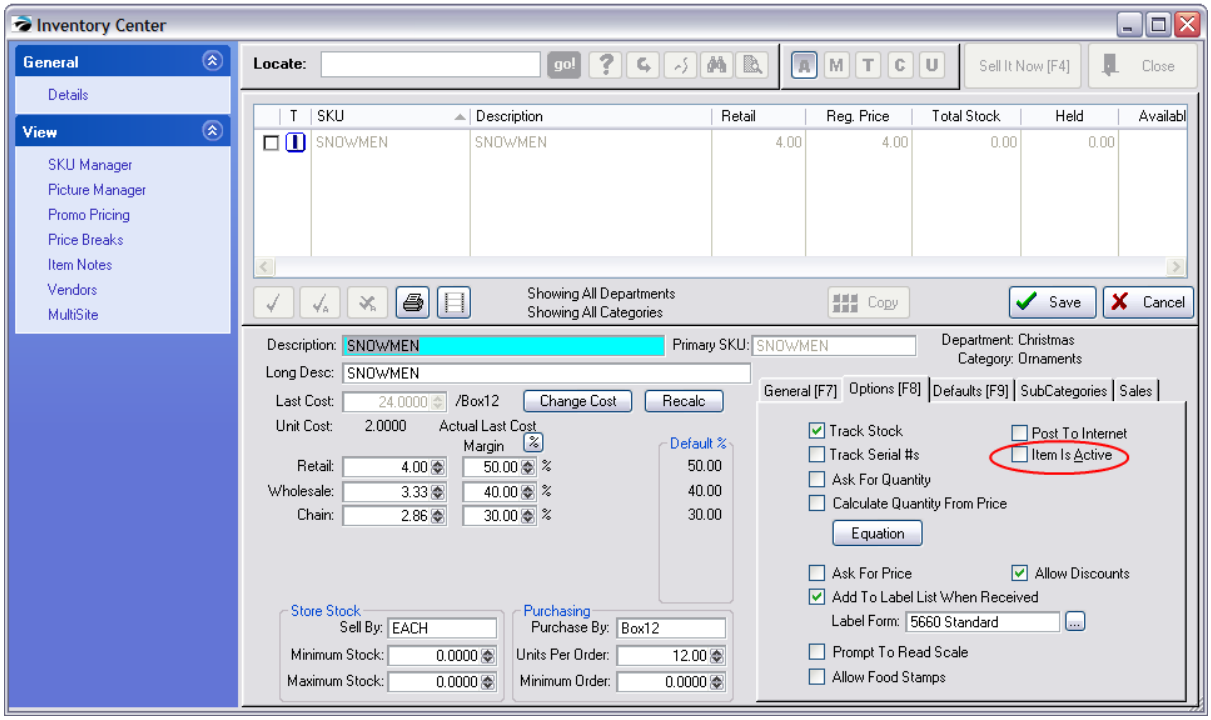

Find the item in the Inventory List,

Select Edit.

Checkmark "Item is Active" on the Options tab and save the change.

The item will immediately disappear from this list of inactive inventory items.

Now, Uncheck Show Inactive Only on the Summary view of the Inventory Center.

You are now returned to the Active inventory list and the item will be visible.

Reports Include/Exclude Inactive Inventory

When running various inventory reports, there is an option to include Inactive Inventory. If you wish to exclude inactive items, uncheck the option.

5.4.8 InfoBar

The Info Bar allows ready access to an inventory item's current stock count, open customer orders, purchase order history, open purchase orders, and sales history in general and in great detail.

This Item Summary screen can be accessed while viewing the Pending Transactions list, the Vendor Inventory list, Order List Management, and while previewing and editing Purchase Orders.

When viewing a list of multiple inventory items, this floating window will update instantly to the highlighted inventory item.

DETAILS

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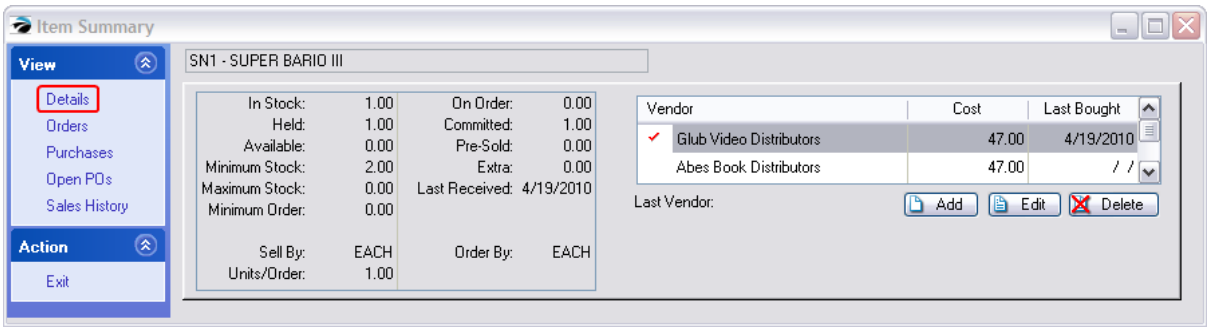
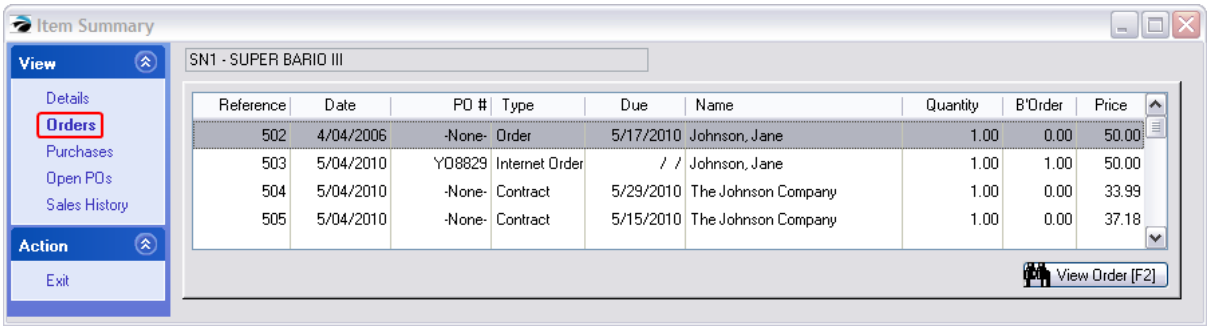
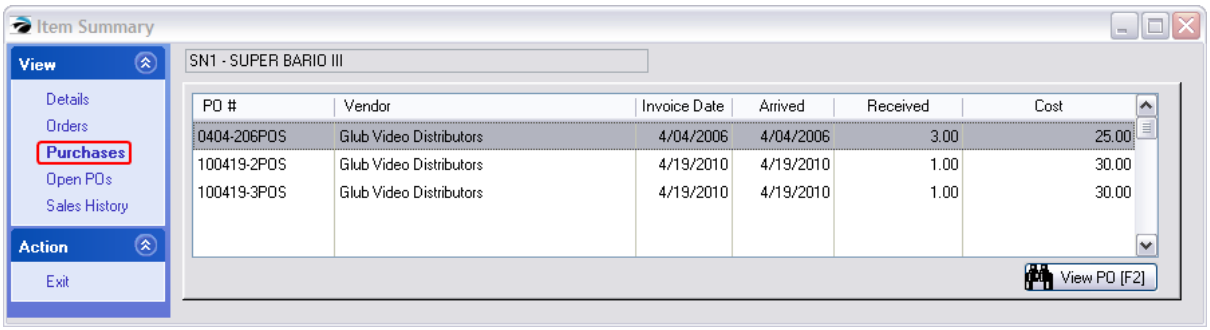


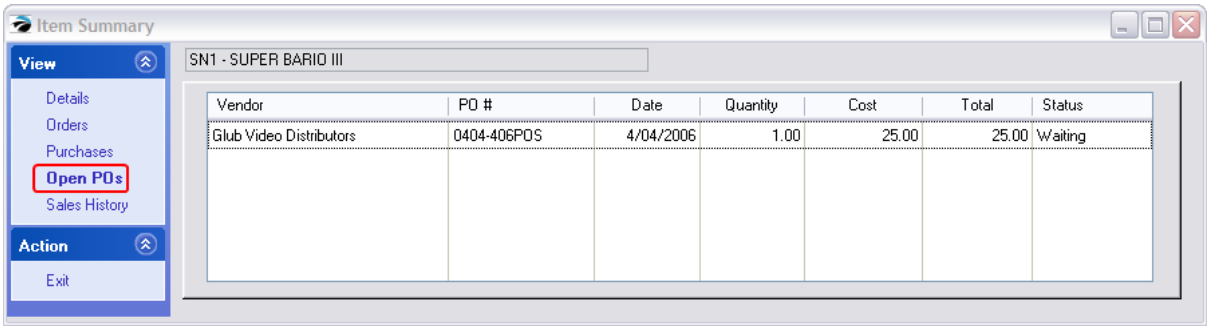
CUSTOMER ORDERS



PURCHASE HISTORY



CURRENT OPEN POs



SALES HISTORY

The Detail button will give more in-depth information

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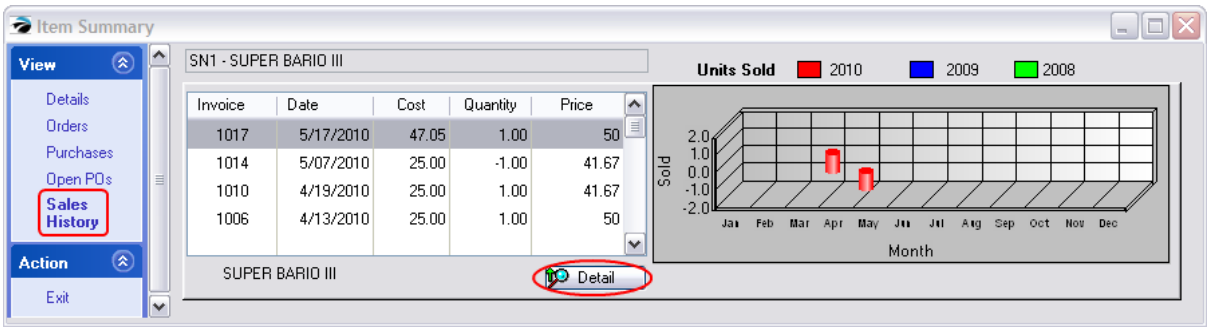

5.4.9 Printing Inventory Labels

POSitive can print a wide variety of pricing and informational labels for your inventory.

Inventory Center Label Printing

Highlight the item you wish to print a label for, then:

1. Click on the Label icon to open the Batch window.

2. Labels are organized by "batches" and the label will be assigned to a "Default Batch" unless you create a new one. Or, you made add it to an existing batch. Also, the number of labels printed will be based on the current stock quantity, which can be changed if you wish.

3. Labels can be linked to Purchase Orders, which will be explained later.

4. Fast Add bypasses the previous options and sends the labels to the Default Batch and prints the quantity you select.

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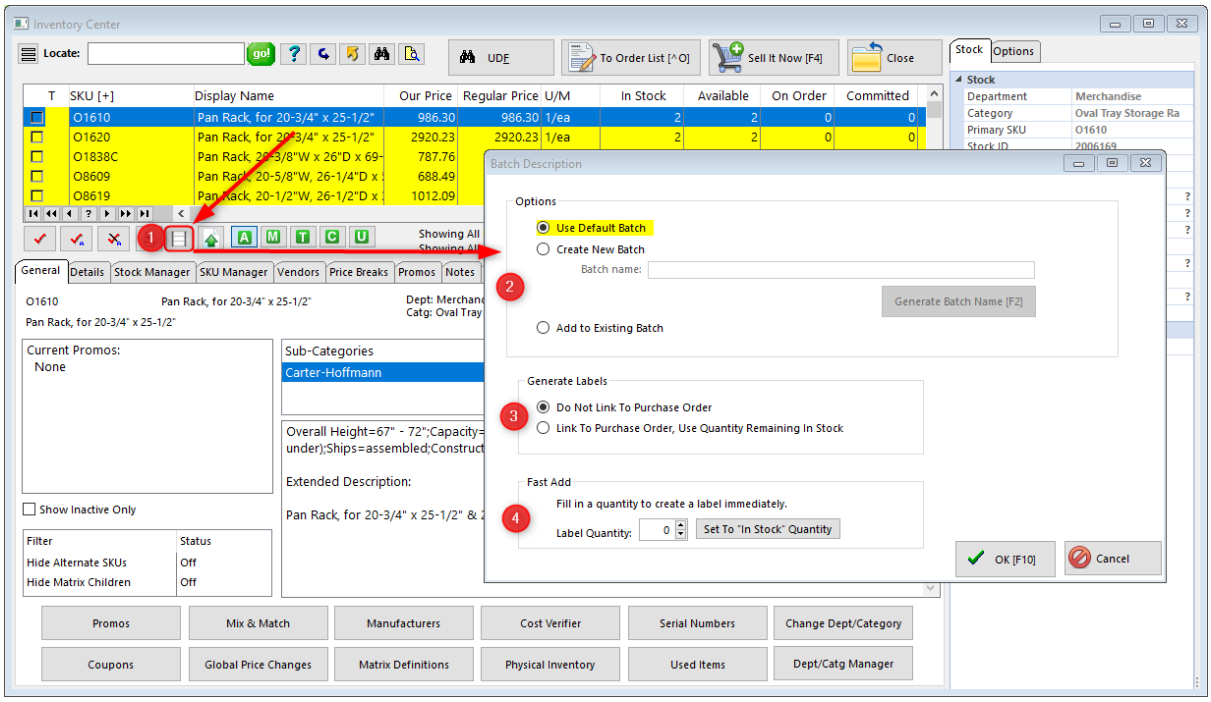

Purchasing Center Label Printing

You may also print labels by going to Purchasing, Print Labels. Labels are organized by "batches" as explained below:

1. "All" shows all labels to be printed.

2. Selecting "Default Batch" shows you only the labels that were entered manually.

3. Below Default Batch is a list of labels assigned to Purchase orders, and selecting a PO displays only those items.

You must "tag" the labels to be printed by selecting "Tag All", or tagging individual items.

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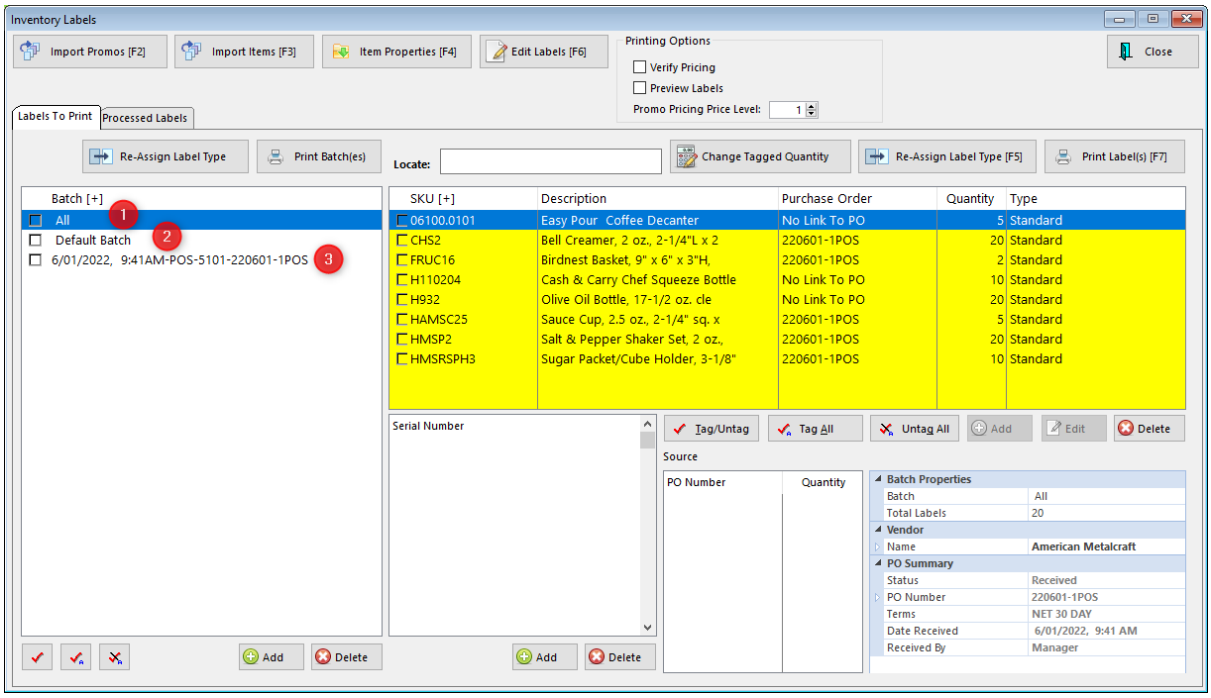

Here are additional topics of interest:

Printing Inventory Labels - Overview 1369

A Demonstration of Label Printing 1373

Inventory Label Setup 1359

Tools On Purchase Orders for Printing Labels 1599

Advanced Inventory Label Printing Tutorial 1376

Labels for Assorted Inventory 1390

5.4.9.1 Inventory Label Setup

By Default

When you create an inventory item, POSitive assumes you will be using Label Form 1. Label Form 1 is designed to print barcode labels on a full 8x11 sheet of paper with 3 labels across and 10 labels down. This automatic setup will allow you to print labels on your full page laser or inkjet printer.

Optional Setup

Before selecting a different type of label, you must first determine:

- what type of printer will be used for printing the labels and
- what the dimensions of the label need to be

POSitive has prepared a dozen label styles which you may be able to use instead of Label Form 1.

Go to File: Editors: Inventory Label Editor. (See: Labels List 1360)

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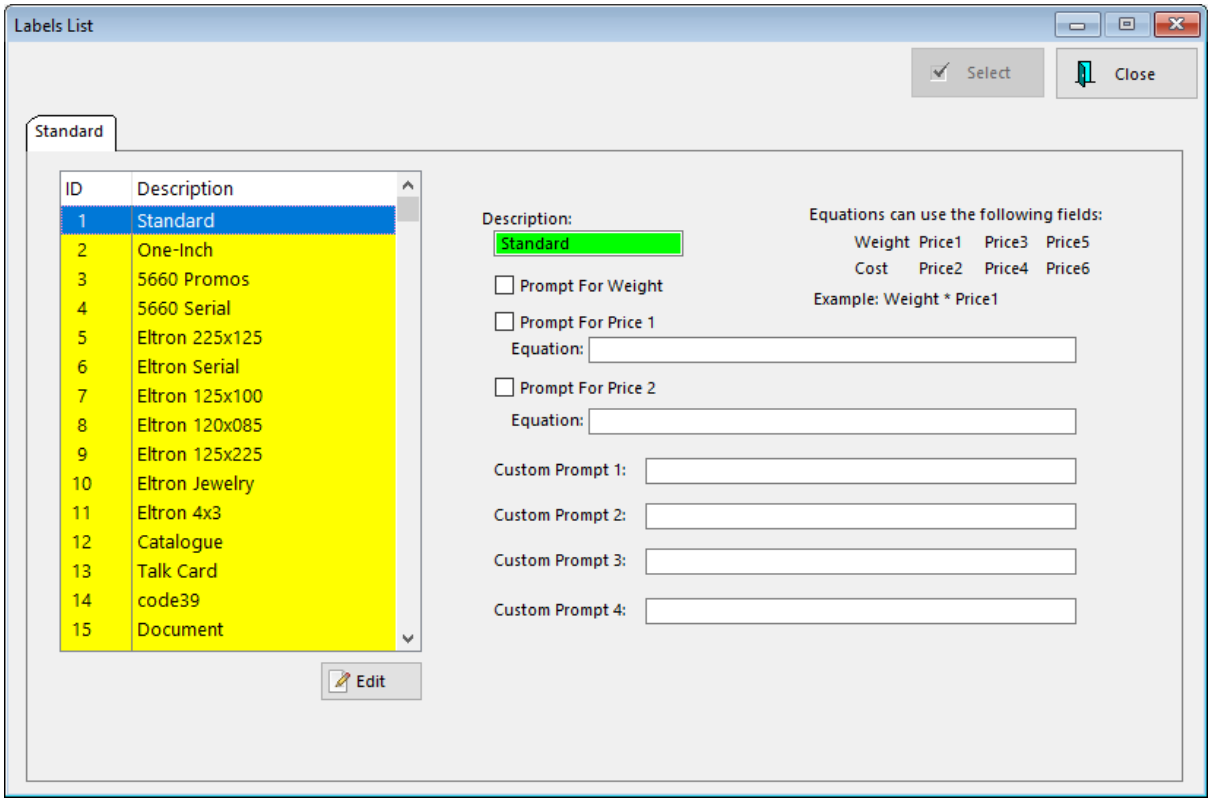
Some of these labels are specifically for a Zebra (Eltron) brand label printer and you will need to have that printer installed and operational before you can print the labels.

Additional Customization

The Label Editor allows you to manipulate existing labels or create entirely new label formats. (See: Advanced Label Printing 1376)

5.4.9.1.1 Labels List

Various label layouts are already defined when you install POSitive. You select an inventory label type from this screen. You may also edit and redefine labels from here. (See Inventory Labels Editor 1361)



Types of Labels

You may define up to 99 different kinds of labels. Each label definition is linked to a specific printer, page / label size, and elements to be printed on the label.

The **Standard and 5660 labels** are Avery style with 30 labels per page (3x10).

Standard - pre-defined to print SKU, Description, Tracking Number and two price levels.

Promos - prints promotional pricing

Serial - prints the serial number as a barcode. The SKU is also on the label as a barcode.

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The **"Eltron" labels** are already formatted for the Eltron and Zebra label printers.

Dimensions such as 225x125 are to be interpreted as 2.25 inches wide by 1.25 inches high.

Serial - prints the serial number as a barcode.

Jewelry - also known as a dumbbell label because of its shape, is wrapped around a portion of the product.

Catalog and Talk Card are formats which can be printed on standard letter size paper but use the label editing layout features and can include color printing and pictures.

UnDefined - labels which have not been named nor pre-designed. You may use these for designing your own labels.

Prompt For

Some labels can be flagged to automatically prompt for Weight, Price 1, Price 2, or up to four custom fields.

1) Highlight the label

2) Activate the Prompt For value.

3) Enter the Equation using an asterisk for multiplying, a / for dividing

Custom Prompt 1 - 4

This option has proved useful in businesses which sell used clothing, for example, and rather than creating multiple inventory entries for the myriad of dresses, the label will prompt for general color and pattern to help identify the product.

1) Enter the prompt question or title in the box.

2) Edit the label to include Custom_Field_1, Custom_Field_2, etc. as needed

When printing of labels is performed you will type in the response to the prompt and the information typed in will be printed on the label.

5.4.9.1.2 Inventory Labels Editor

How To Edit An Inventory Label

1) Go to Report Center: **Inventory Labels**

2) Select a Label on the "Standard" Tab

3) Click on the Edit button. If the label is "UnDefined" you will be prompted to give it a name.

The label editing screen consists of 4 basic areas and tools.

The white area is the label printing area

Buttons and menus surrounding the white are are tools for formatting the label.

Preview (floating window) for seeing on screen what the label will look like as you design it.

List Of Variables (floating window) for selecting contents to be printed on the label.

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4) Choose the Label Size.

Go to Project pull down menu and choose Page Setup.

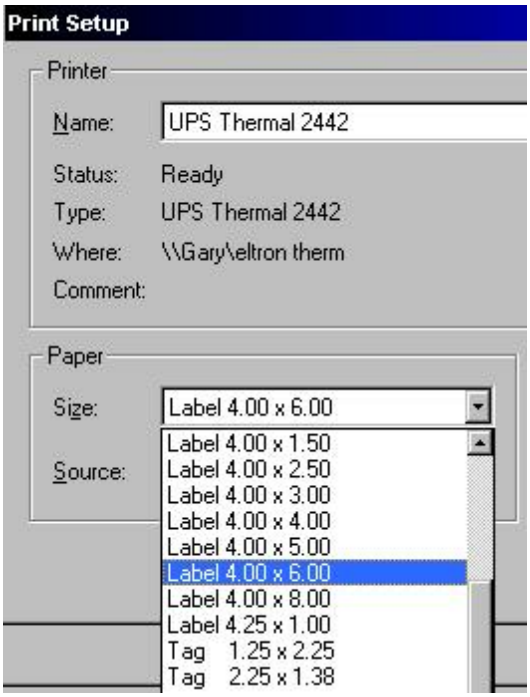
Click on the Printer Selection tab.

Click on the Choice button for the "Printer Page Independent" printer.

Select the correct Printer.

(Note: You must have the printer and printer driver installed under Windows.)

VERY IMPORTANT: Select the correct PAPER SIZE.



5) Adjust the Print Area Dimensions

Select the Page Setup tab of the Layout window. You will likely need a ruler to measure the true dimensions of the label and the backing to which the label is attached.

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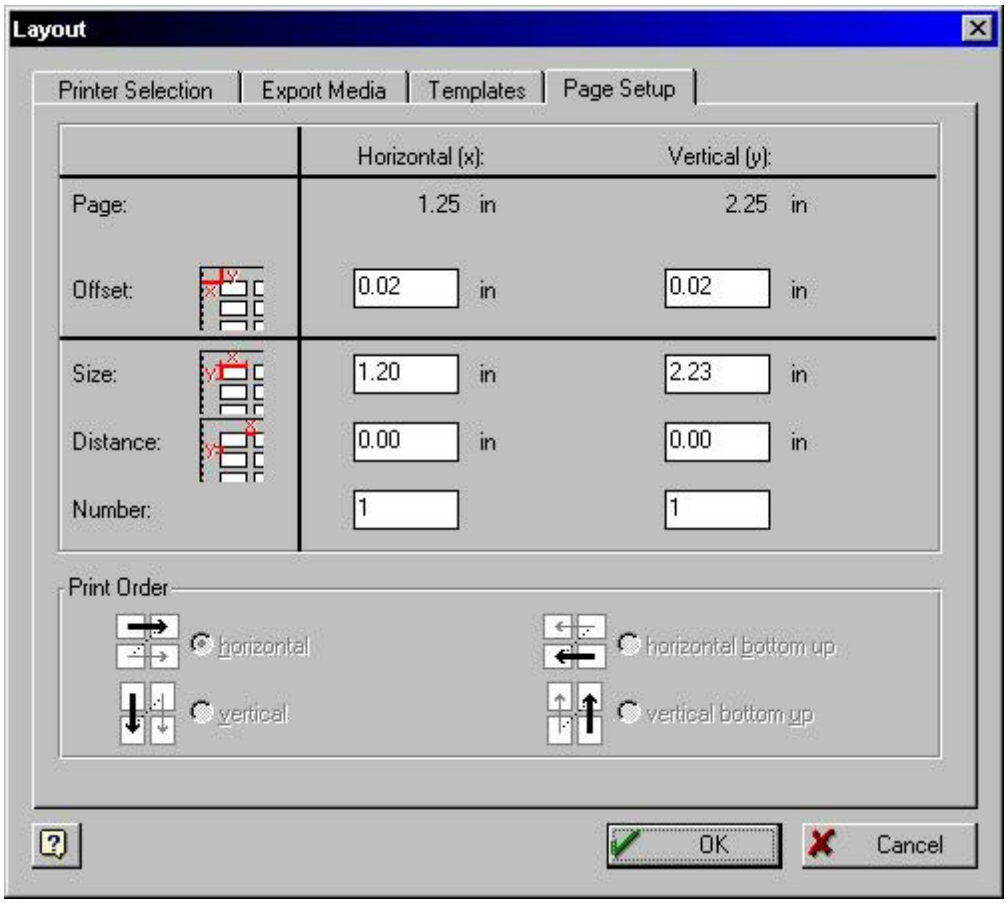

	Horizontal (x) Vertical (y) (refer to red illustrations)
Page	the dimensions of the page of labels
Offset	the distance between the edge of the backing and the label
Size	the dimensions of the label itself
Distance	the distance between labels (often 0.00)
Number	number of labels per row and rows per page

Choose OK. If the settings do not add up to the label size, you will be notified that there is a mistake and you will need to make adjustments.

6) Select and Arrange Print Elements

Each print element is contained in a small box. The box can be sized and the contents formatted for font and orientation.

After setting the label size in the previous step, you are returned to the layout. Remember that the white area is the print area. Note that in the following example, the boxes extend beyond the label area. They will have to be resized and the contents modified.

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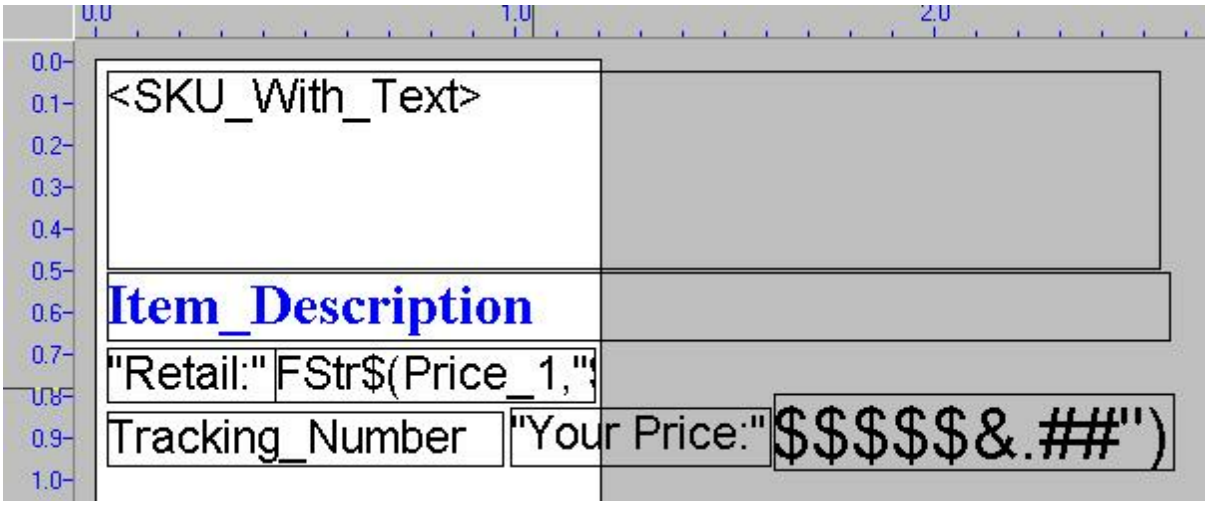

To Delete An Element

Click on the box and press the DELete key.

To Add An Element

Find the desired element on the "List Of Variables" window. (If you cannot see it, go to View: Windows: Popup Variables.)

Click and Drag the variable to the white area. This will automatically create a box.

Resize and modify the contents.

(Note: it is recommended that the box NOT extend to the edge of the print area; leave a bit of a margin around the box.)

How To Modify the Contents of a Box

RightMouseClick on the box. Choose Properties.

You will be able to edit the font and orientation of the contents.

7) Preview and Print

You may use the Preview window to see how the label will look. If the contents of some boxes is blank, review the size and contents of the box.

You may print a sample label by going to File: Print Sample Without Frames.

Here are some sample labels.

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BARIO IN WONDERLAND
Retail: $30.00
TN2-2 Your Price: $25.00



BARIO IN WONDERLAND
Retail: $30.00
Your Price: $25.00



BARIOINWON
Retail: $30.00
Your Price:
$25.00

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8) Save the Label

DUMBELL LABEL FORMAT

The following information only applies to Eltron/Zebra brand dumbell labels

RULES

The SKU must be of a restricted size to fit on a small dumbell label.

Specifically, **8 characters** only. (not 6, not 7, not 9, ...)

The characters of the SKU can only be **numbers**; no alpha characters.

Barcode symbology **must** be 2.5 Interleave

AUTO SKU SETUP

It would be to your advantage to let POSitive automate the generation of SKUs. This is a two step process.

*** Edit MASTER category ***

You need to enter a starting number for AutoSKU.

Go to Utilities: Category Defaults

Edit MASTER

On the AutoSKU tab choose

Automatically Create SKUs

Fixed Length = 8

Set Sequential Number at 100 or whatever

Pad SKU with "Leading Zeros"

Leave all other settings at "Nowhere"

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*** Edit EACH CATEGORY ***

Go to Utilities: Categories

Choose the Defaults button

On the AutoSKU tab choose

Automatically Create SKUs

Fixed Length = 8

Use Sequential Number From Master

Pad SKU with "Leading Zeros"

Leave all other settings at "Nowhere"

Repeat the above for each category for which you will be using dumbell labels.

DESIGNING DUMBELL LABELS

Follow basic directions above.

Barcode symbology MUST BE 2.5 Interleave

The barcode should be defined as .5 inches long.

Here are the Layout proportions

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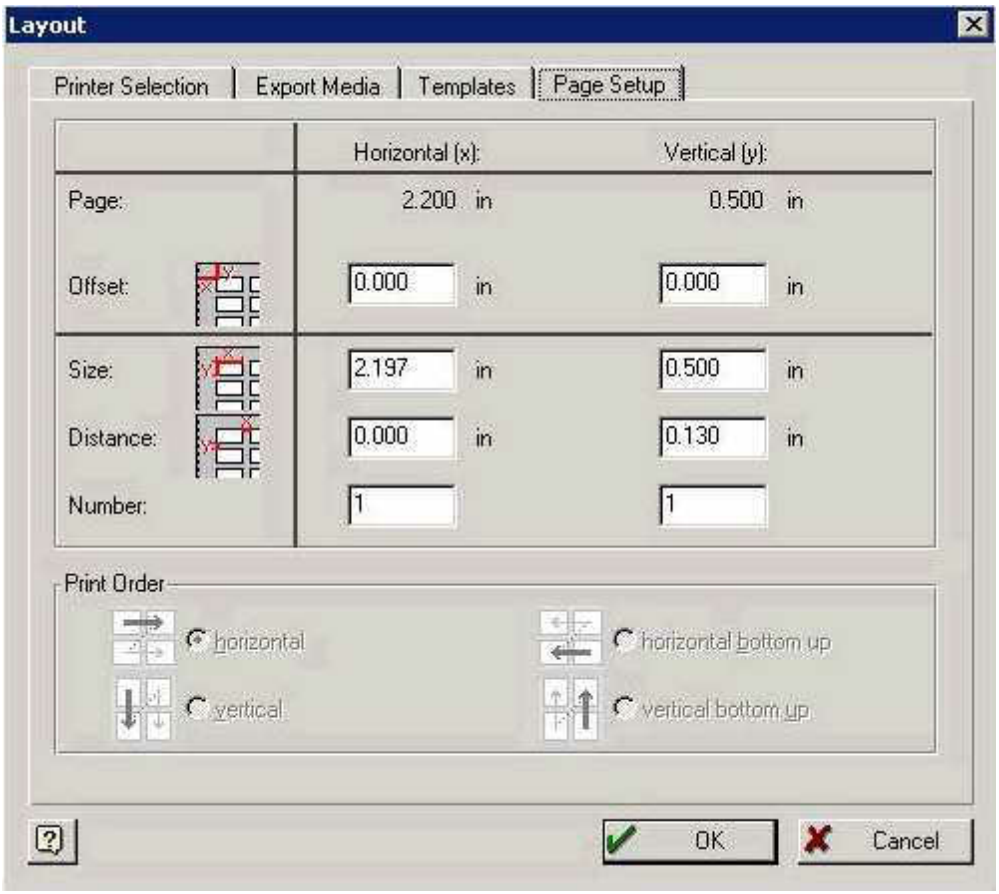

Note: for this style of label note that the Distance setting cannot be 0 and 0 otherwise the printer will not feed correctly.

5.4.9.1.3 Inventory Label Samples

POSitive can print labels for your inventory items. These labels can be printed in various sizes and include or exclude various bits of information. You may customize or design your own labels.

POSitive has a set of labels already defined.

Here are some examples of those labels.

Standard (Avery 5660) - There are 30 labels to a sheet:

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Eltron 125x100 (1.25 x 1 inches) - Individual labels on a roll:



To create you own labels, see Inventory Labels Editor[1361]

5.4.9.1.4 Inventory Labels - Overview

This is a listing of inventory for which labels need to be printed.

How Items Get To This List

- **Automatically** - When receiving inventory from a purchase order. An option, "Add To Label List," of the inventory item or of the category defaults to which the items is assigned, will automatically add received inventory quantities to this list.
- **Manual Selection** - Individual items can be manually added or sent to this list from a variety of screens. On this screen, choose the Add button. On the Inventory List of all inventory lookup, the Menu [F12] offers a "To Label List" option. Make sure to select Default Batch when adding items manually.

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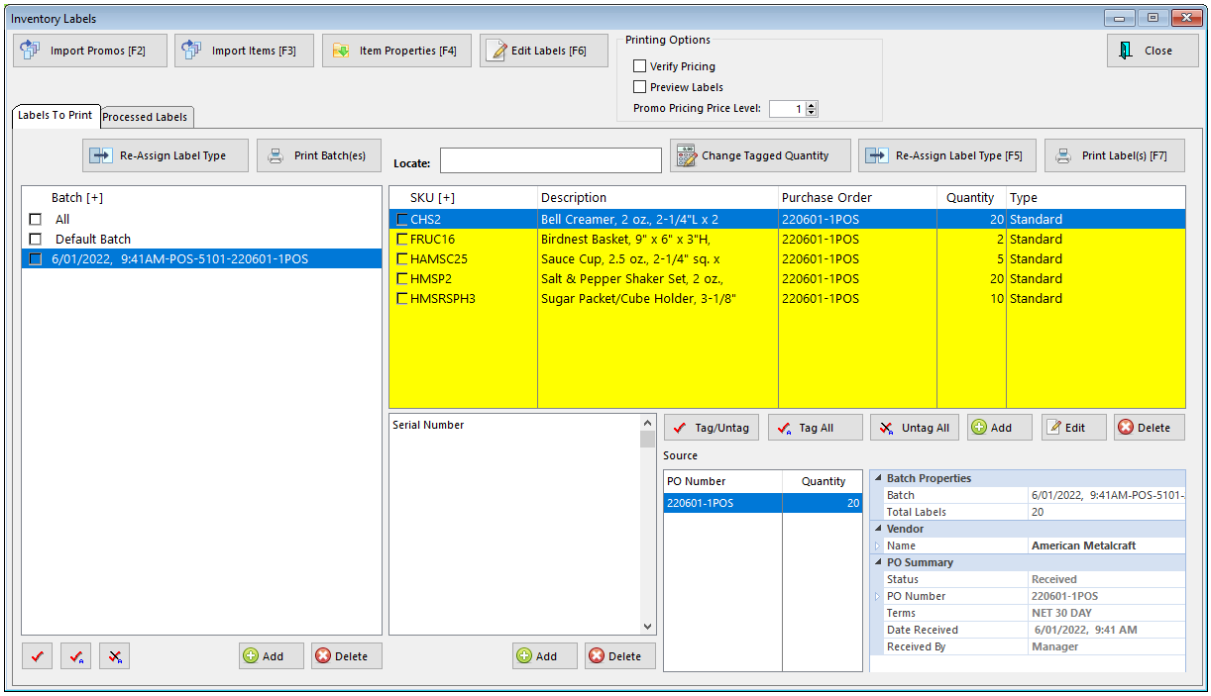
- The **Import Items** button on this screen creates a query to select groups of items to be added to this list. For example, you could import all items from a specific vendor or all items belonging to a category..
- **Re-selection** from the Processed Labels view of this screen can re-print labels.



Tag/Untag, Tag All, Untag All - checkmarks entries in the list. This is a filter or confirmation process so that subsequent actions such as Print Labels or Delete will be applied only to those items checkmarked. Note: To Print Labels you MUST tag the items first.

Add - add another item to the list of labels

Edit - edit quantity of labels to print for highlighted item

Delete - inventory items in the list.

VIEWS (Tabs)

Labels To Print (view) - Labels waiting to be printed either en masse or selectively.

Processed Labels (view) - Labels which have recently been printed. You may choose to reprint specific labels from this list.

Steps For Printing Labels

1) **Add items** to list as needed. Add items per piece using the ADD button or use the Import Items and/or Import Promo Action buttons.

2) **Mark items to be printed** at this time by using the Tag/Untag buttons.

3) (Optional) Assign Serial Numbers. (See Serial Numbered Labels.)

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4) Select **Printing Options** at the top as needed for:

- **Verify Pricing** - Before printing the labels, you may want to Verify Pricing[1617] or review the current prices of each item. You will see the cost, current price and markup. You can edit the cost and/ or pricing or accept it as is.
- **Preview Labels** - Print the labels to the screen. If you want to be sure the labels will be printing the correct information you may first preview them. Then from the preview screen, you can send the list to the printer.
- **Promo Pricing Price Level** - When choosing to print labels for inventory on special promotional pricing, choose the price level (1-6) to be used. **Note**: First purge the current list. Then **Import Promos** and set the promo pricing level.

5) **Sort By SKU / Description** - If you are printing a large number of labels, you may want them to be printed in sequence by SKU or Description so that you can match them to product readily.

6) **Change Tagged Quantity** - You may tag a single or multiple items and change the quantity of labels to print to the same number.

7) **Re-Assign Label Type [F5]** - Inventory items are assigned to a label type based on category defaults. However, you may need to temporarily change to a different label type. Take the item(s) you need to change, click the Re-Assign button and select a different label type. (TIP: To make permanent label assignments, edit the item, or use Category - Reset Inventory To Defaults[1452].)

8) **Print Label(s) [F7**] - This will print labels for all tagged items.

9) **Print Batch(es**) - This will print labels for all items in a selected batch.

ACTIONS

Import Promos - If you have set promotional pricing for some inventory, you may import those inventory items and print labels which will reflect the promo prices.

Import Items - Activates a query for selecting inventory to be added to this list. If you have considerable inventory for which you wish to print labels, you may use the Import Items option to select groups of items based upon category, stock counts, SKUs, vendors, or any other listed means of identification. This is especially useful if you are in the initial stages of POSitive usage. Note: POSitive will only import items with a stock count of one or greater.

How To Import Items Into The Label List

1) Click on Import Items

2) Choose Create a New Query

3) Select a field to evaluate. Some of the possible options are In Stock Quantity, Department, Item Category. Click Next.

4) Select an operator. For example, if you want all items with a Stock Quantity then choose Is Greater Than. Click Next.

5) Enter a value. For this example, enter a zero (0). Click Next.

6) Choose Finish.

7) You may choose to save the query if you anticipate using it again.

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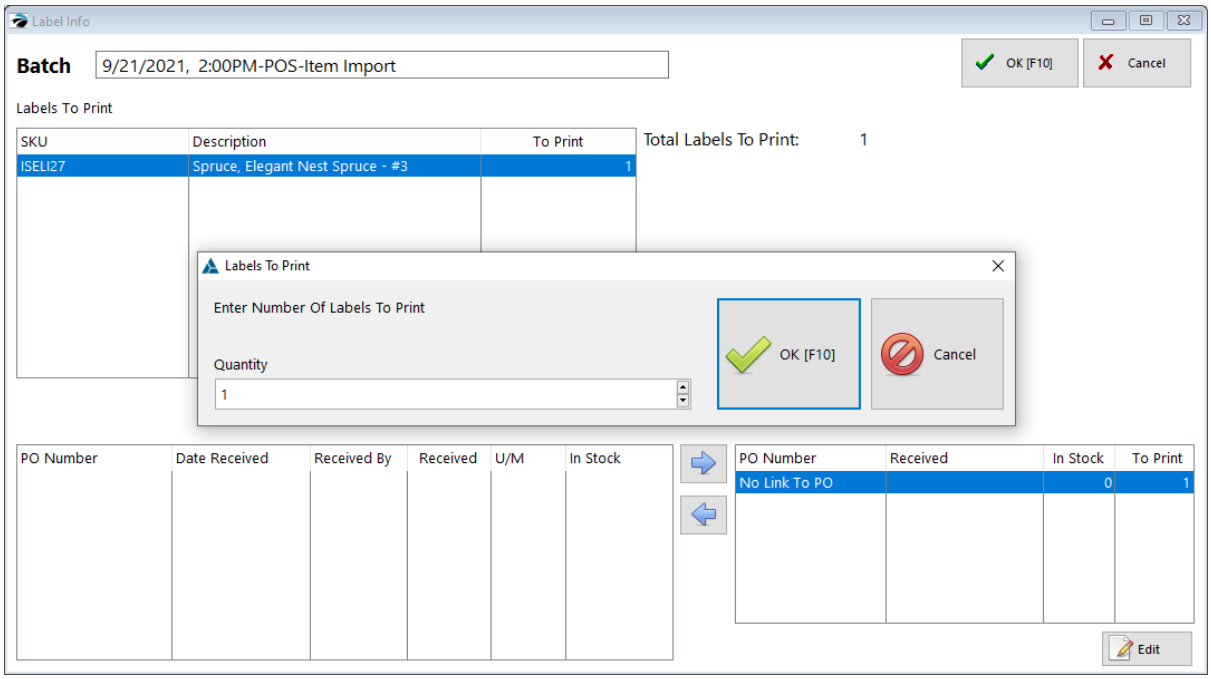
TAG & EDIT

Another way to change the number of labels to print for an item is to tag it and select Edit.



Processed Labels

This view displays all labels which have been printed in earlier batches. The main function of the list is to quickly recover labels to be re-printed because of a print jam or some other error. If this list gets too big it can slow down label printer. So, it is recommended that you open this screen and purge the list frequently by selecting Tag All and then selecting Delete.

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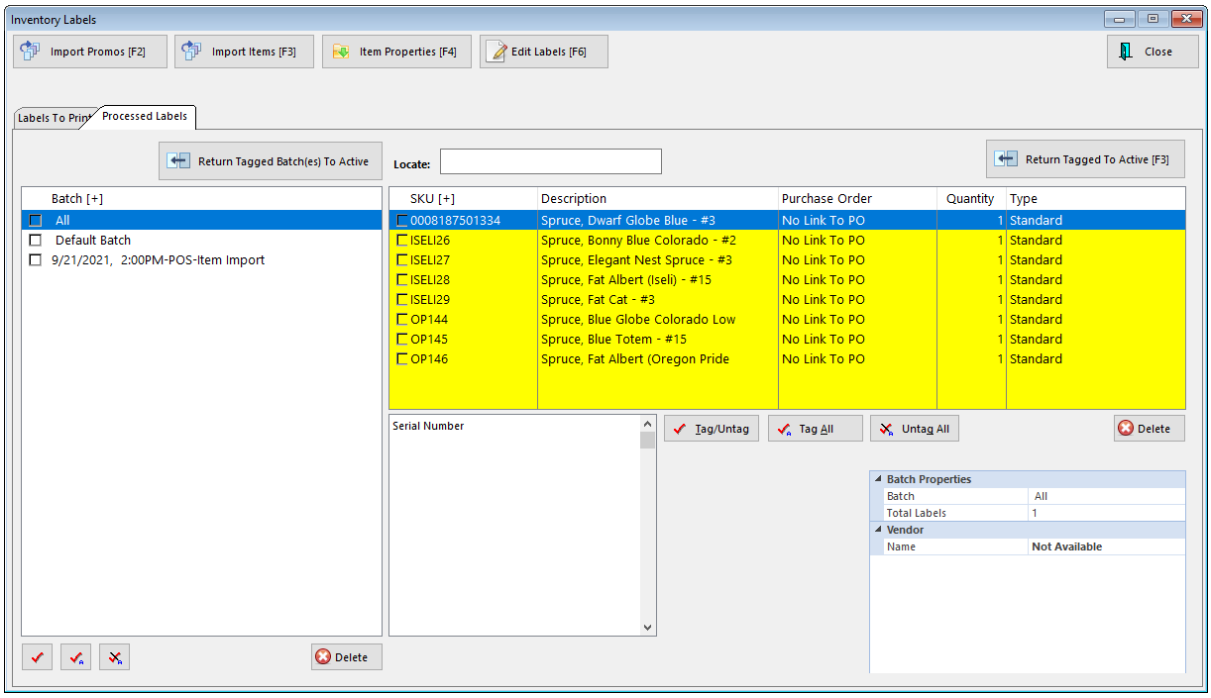

How To Re-Print Inventory Labels

1) Choose the Processed labels view

2) Tag the items to be re-printed. You may tag a Batch or individual items.

3) Choose "Return Tagged To Active" The items will be removed from this list and will appear back on the Labels To Print List.

4) Return to the Labels To Print view and follow the steps for printing the labels again.

5.4.9.1.5 A Demonstration of Label Printing

In our example 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. By default, POSitive will assign inventory items to the Standard label, which prints 3 across and 10 down on a standard size sheet of paper. Next, you need to select some inventory items for label printing.

There are several ways of getting labels to print from POSitive but here is an easy way:

First, open the Inventory Center, then highlight an item.

(1) Choose "Add To Label List" which is the icon that looks like three blank labels.

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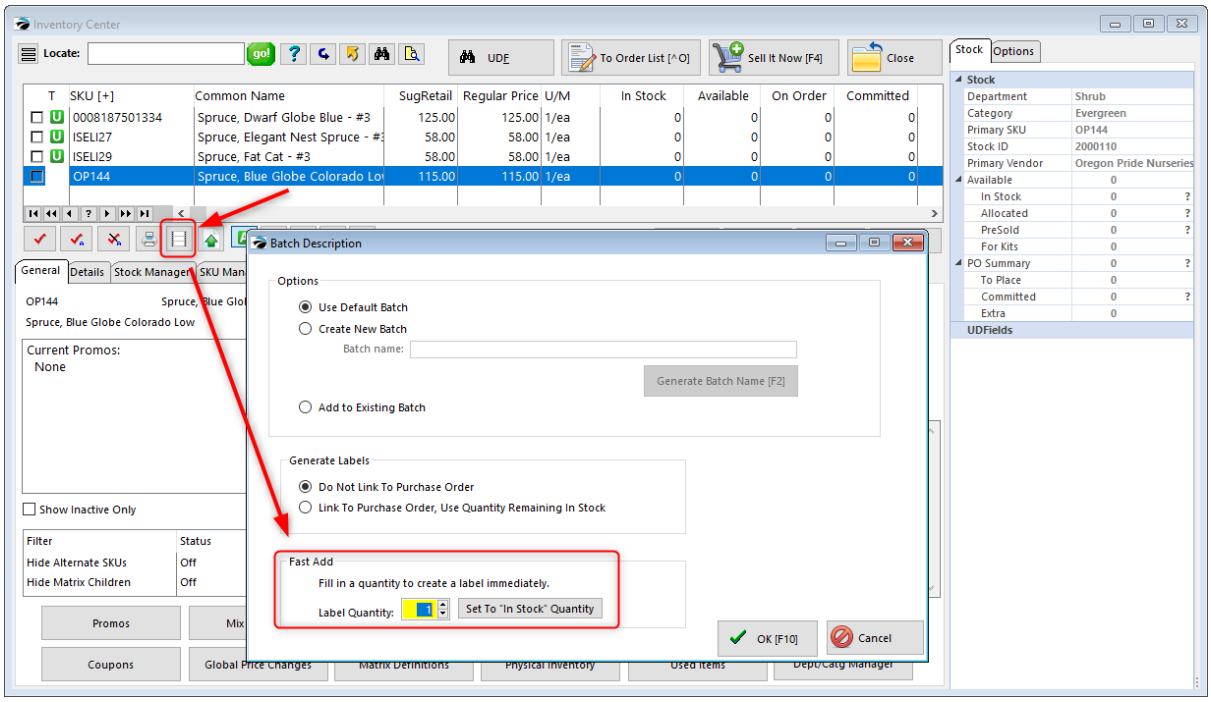
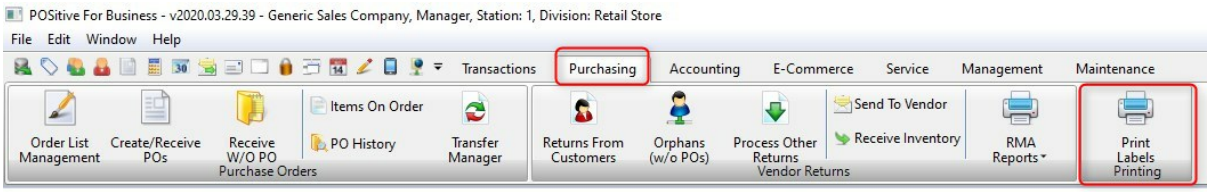


(2) A Batch Description box will open. Unless you actually wish to create a batch, use Fast Add. Enter the number of labels you wish to print, or select "Set To "In Stock" Quantity". Click OK to send to the label list. You can add more items to the list, or start printing now.

Now, you will open the label list and print your labels. Click on Purchasing and click on Print Labels.



Inventory Labels List

Here you'll see the item(s) you selected, the number of labels to be printed and the label type. You can also Add additional items from this screen, Edit the number of labels to be printed for each item, reassign the Label Type, among other option.

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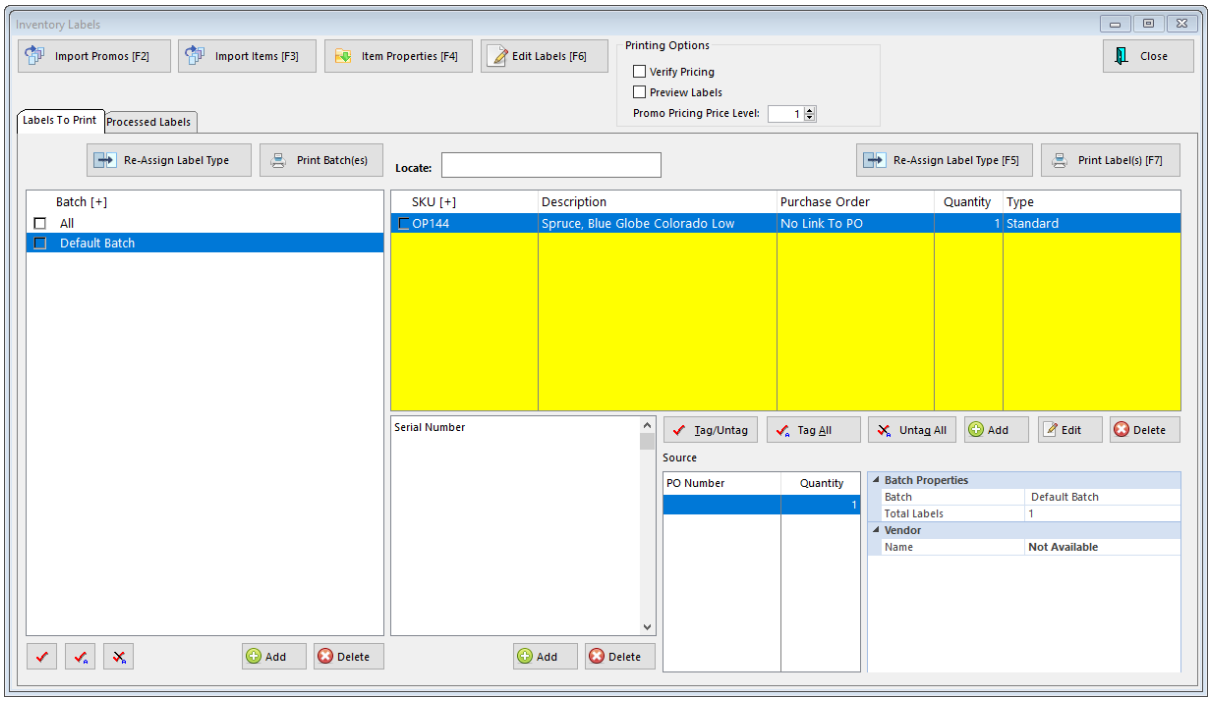


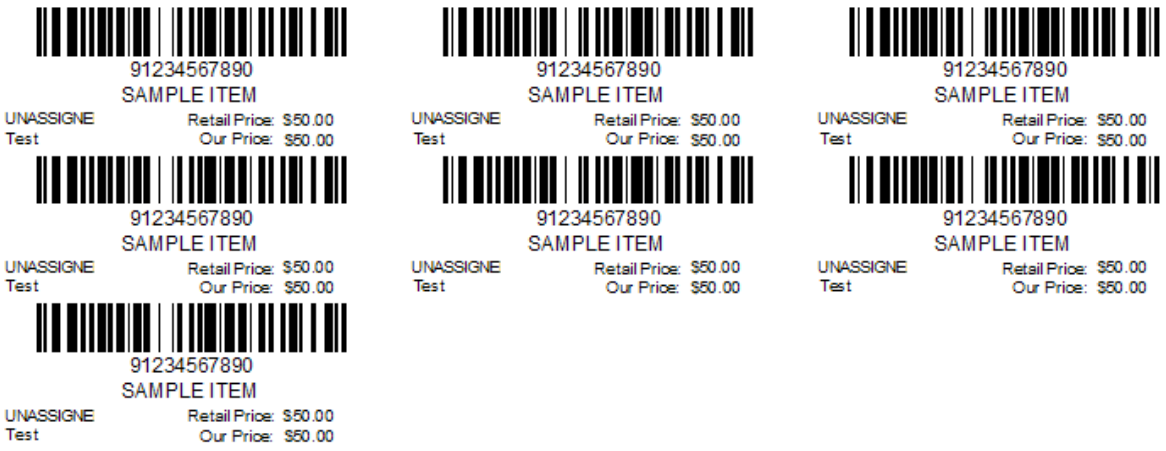
(1) Tag one or several items in the list. (TIP: Click on the Tag All button).

STOP! Is your printer turned on? Do you have some paper in the printer? (Don't worry about using label stock, we are just going to print to plain paper for this demonstration.)

(2) Click on the Print Labels button.

(3) Answer Yes when prompted if you are ready to print Standard labels.

If everything went correctly, you should see labels across the page looking something like these.



Reprinting The Labels

If your first attempt wasn't successful, or if the printer malfunctioned, you can reprint labels.

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1) At the top of the Inventory Labels window choose the View named **Processed Labels**.

2) Select the label(s) that need to be reprinted.

3) Click on the "**Return Tagged To Active**" option.

4) Now click on the **Labels To Print** view at the top of the window. You are ready to reprint.

So, that's all there is to it. Now you should be able to do the basics of label printing.

5.4.9.1.6 Advanced Inventory Label Printing Tutorial

This tutorial should give you all the essential information you need to successfully print the most commonly used barcode labels, such as hang tags or 1.25" x 1" adhesive labels. If you need to print jewelry (barbell) labels, please download this document: Printing Jewelry Tags

In POSitive 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.



System Requirement for Scanners

The majority of barcode scanners us a USB cable, or a wireless "dongle" that plugs into a USB port on a computer. POSitive does not support SERIAL scanners – they simply will NOT work with our software. Decoding of a barcode is handled by the barcode scanner, not POSitive or any other POS software. So, when you scan a barcode that represents 123456 the barcode scanner sends 123456 to the computer as if those numbers had been typed on 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 (very quickly). 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. Out of the box, a barcode scanner will usually work well with POSitive without the need for changes to its programming.

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Most scanners come with a booklet of barcodes and you don't want to 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.

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 POSitive 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.

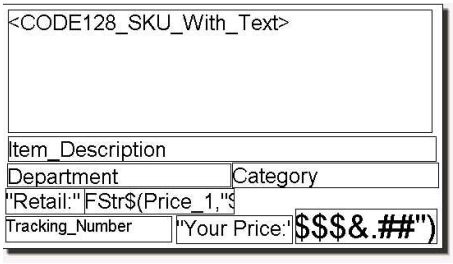
There are perhaps some other more obscure rules but these cover the typical problems that most people have with barcode symbologies.

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 POSitive will substitute the FIELD NAME with the corresponding data in the inventory item’s definition.



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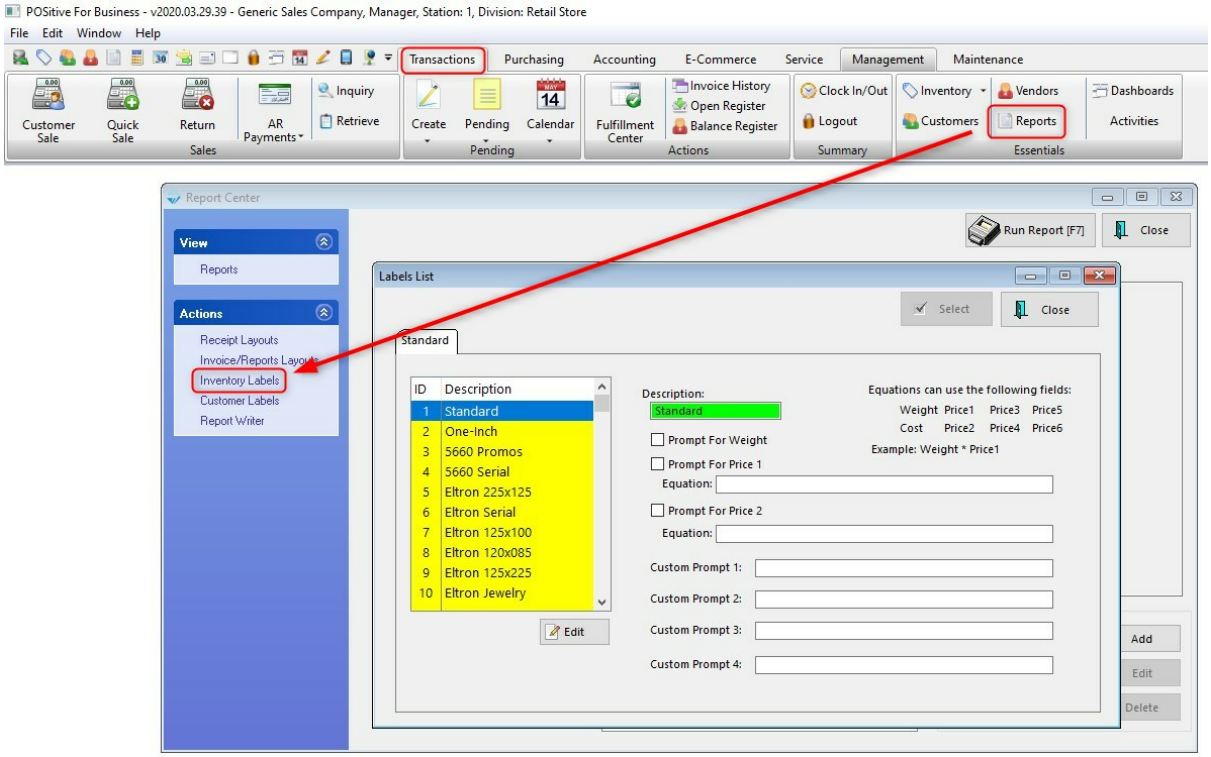
Label Editing

You can access the label editor by clicking on Transactions, Reports and selecting Inventory Labels. Select a label and click on Edit.



TIP: By default all inventory items will be assigned to label design #1. If you design your label for label #1 then it won't be necessary later to re-assign your inventory items to your new design.

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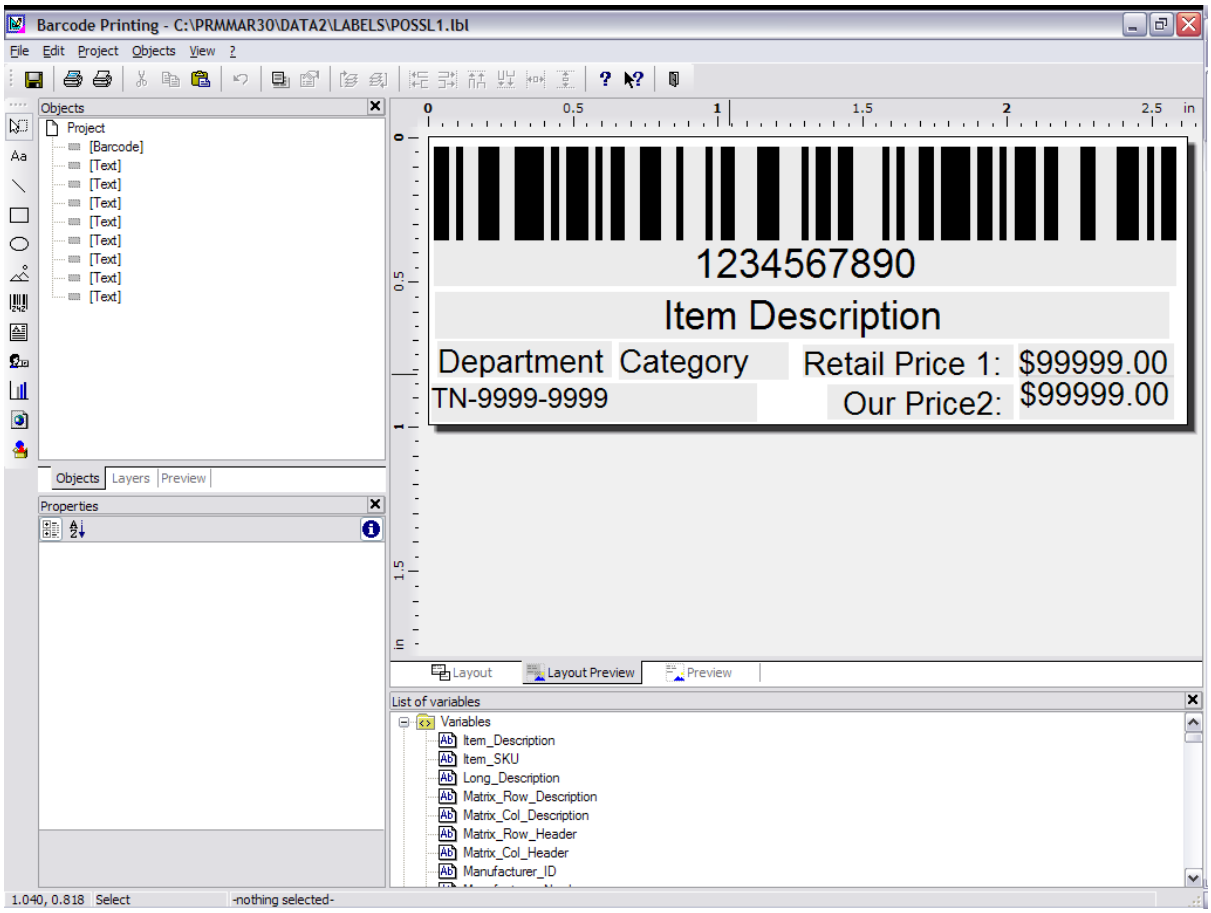
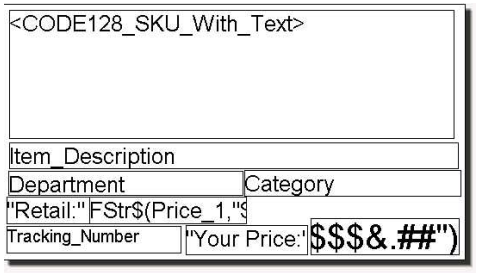


The label editor is flexible enough to accommodate any label size you would care to use. The only real limit you should be aware of is that the smallest label size you should plan to use is at least 1.75 inches long. Alpha Numeric SKU's print larger barcodes than numeric SKU's and a smaller label will "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

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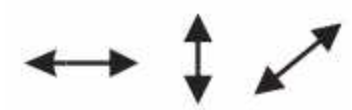
allow left to right re-sizing. Finally the corners allow you to enlarge or reduce the size both up and down and left to right. Hover your mouse over the dots and when the cursor changes from an “open arrow pointer” to an icon like these (3), you can resize the field. Hover just over the hashed line and 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.

POSitive supports laser printers, inkjets and dedicated barcode printers. Basically any of them should work. We are most familiar with the Zebra line of barcode printers.

Inkjets are colorful but it will be expensive to print labels on an inkjet. The most economical are the dedicated Zebras. The label stock costs much less than sheet labels. Since the Zebra printers are thermal printers there are no ink cartridges or toners to buy.

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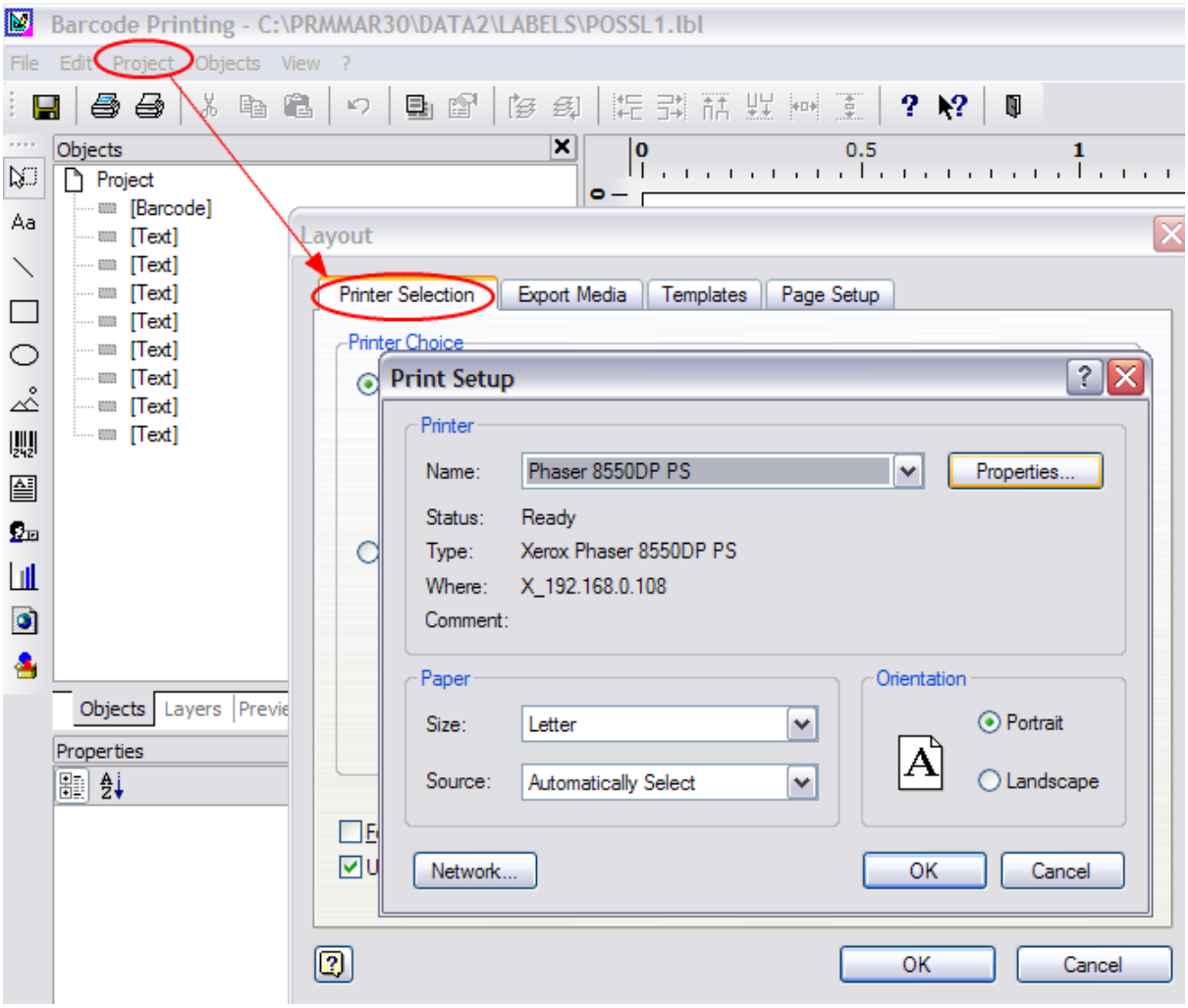

Page Setup Tab

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.

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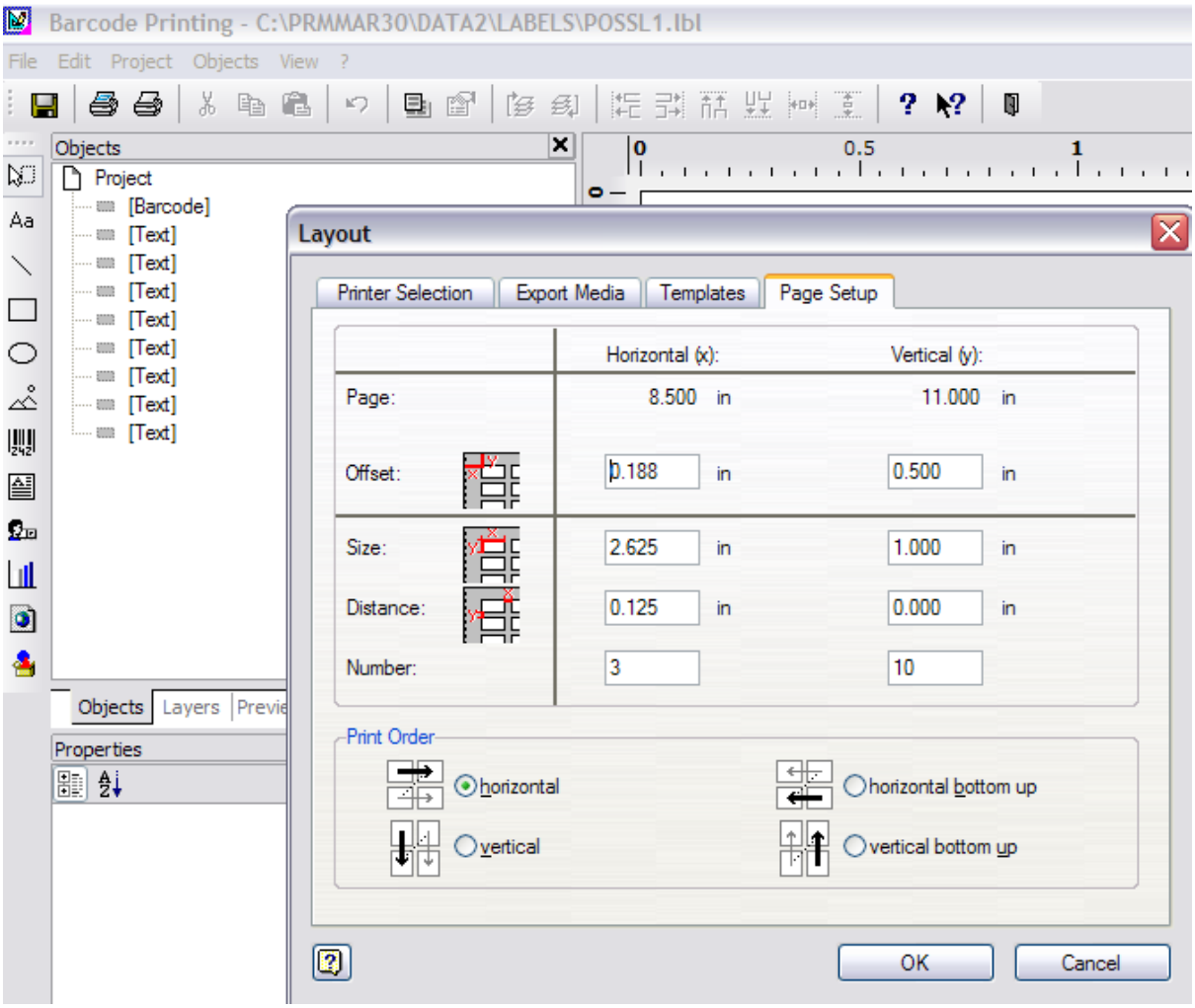
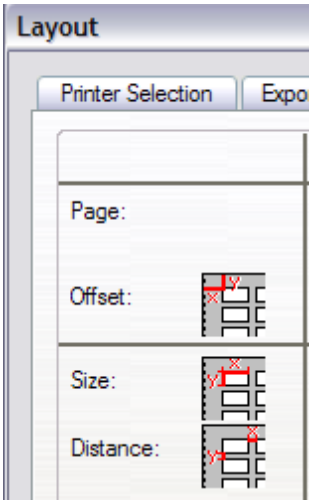


Next, look closely at the icons. They describe the measurements the program is asking for.



The **OFFSET** fields want to know:

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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. (POSitive will accept 3 decimal points.) The main thing to remember is you are converting the ruler measurement to a decimal number. Generally, if you are converting a fraction you divide the top number by the bottom number.

The **SIZE** fields want to know:

Y: how tall is the label?

X: how wide is the label?

The **DISTANCE** fields want to know the distance between labels.

Finally the **NUMBER** fields want to know how many labels across the page by how many labels down the page.

Once you have these settings entered click the OK button to save and close the window.

Common Variations

If you are creating labels on an inkjet or laser printer the most common labels are 3 across by 10 down - 30 labels to a sheet of labels. So in this case the NUMBER fields would be X=3, Y=10

If you are setting up labels on an Zebra Label printer use these settings:

	X	Y
Offset	0	0
Size	(Measure Width)	(Measure Height)
Distance	0	0
Number	1	1

Here's a fraction to decimal conversion chart for your convenience

Fraction	Decimal	Fraction	Decimal	Fraction	Decimal
1/4	0.25	1/8	0.125	1/16	.063
3/4	0.75	3/8	0.375	3/16	.188
		5/8	0.625	5/16	.313
		7/8	0.875	7/16	.438
				9/16	.563

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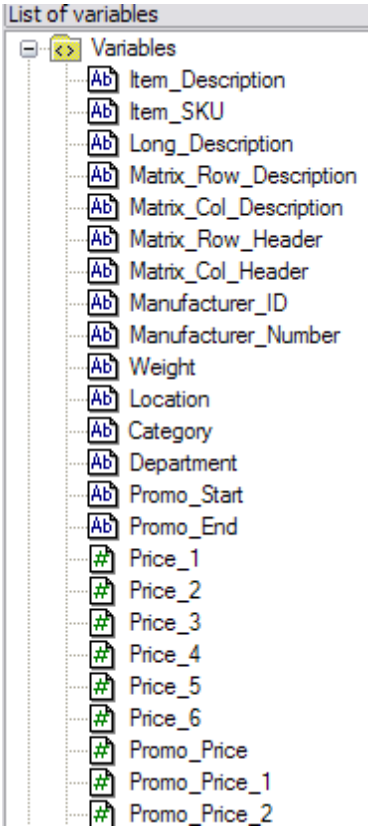
				11/16	.688
				13/16	.813
				15/16	.938

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 POSitive 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.

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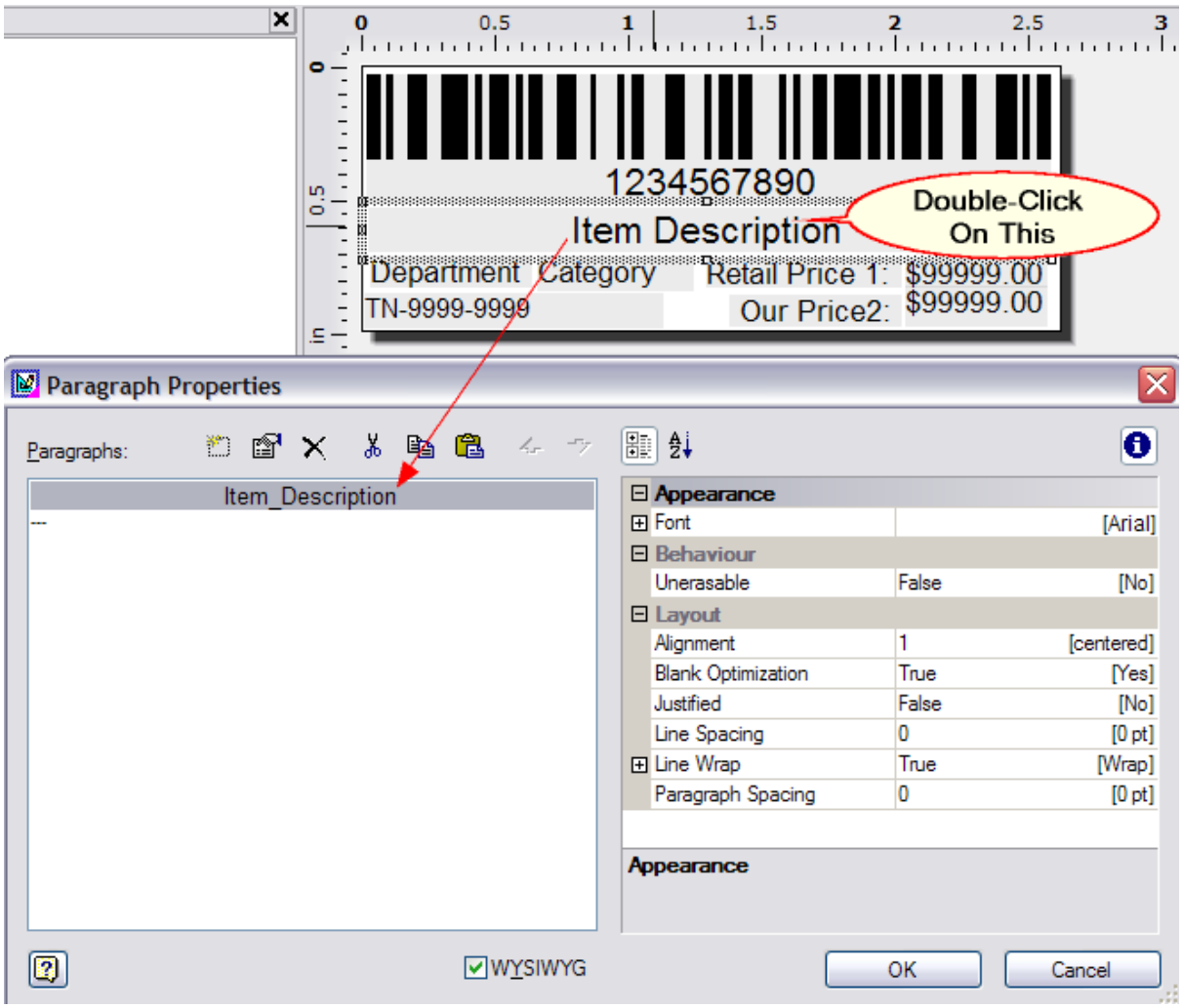

Formatting Barcode Fields

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.

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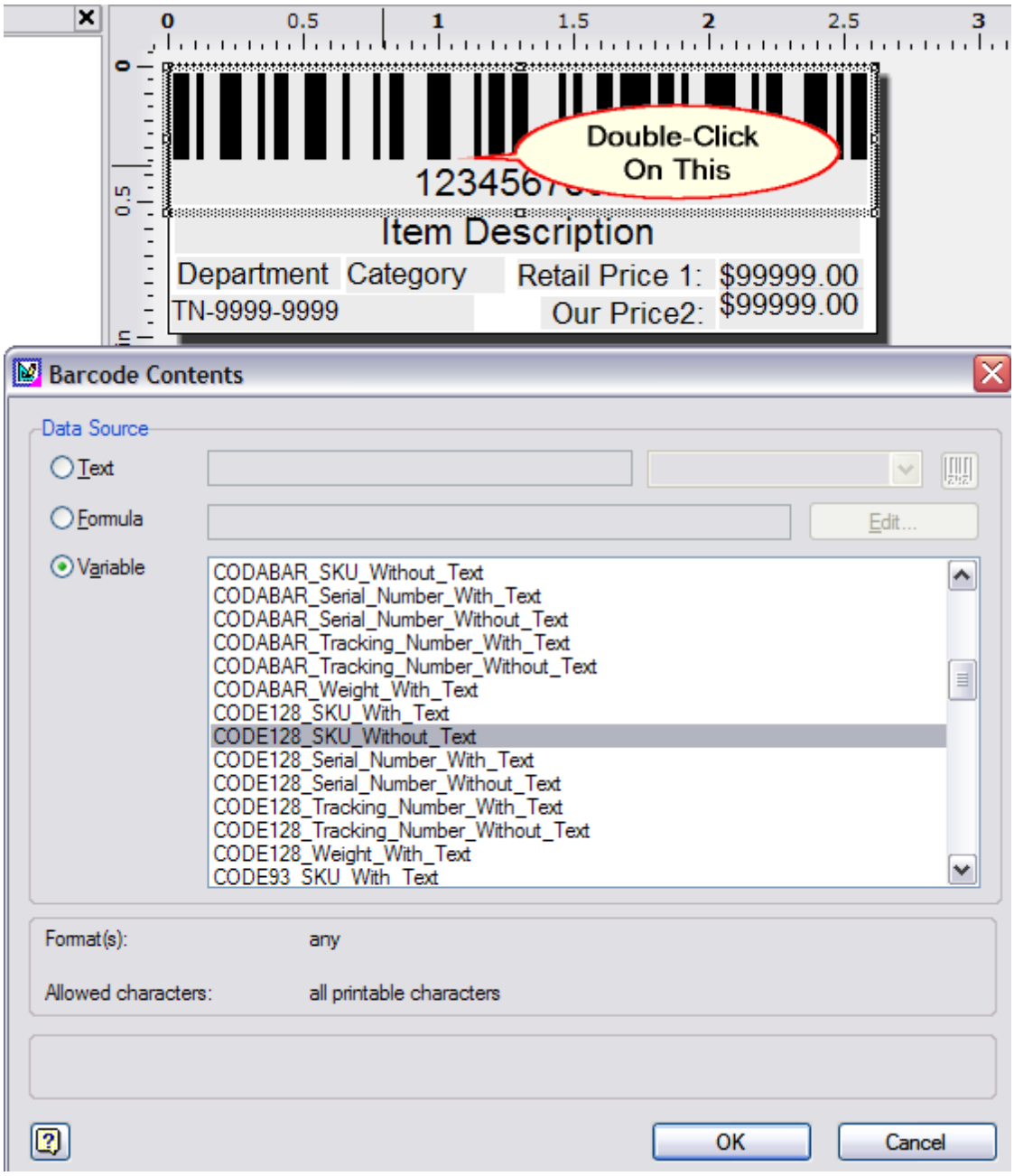

Adding Fields – Some Other Options

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.

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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”

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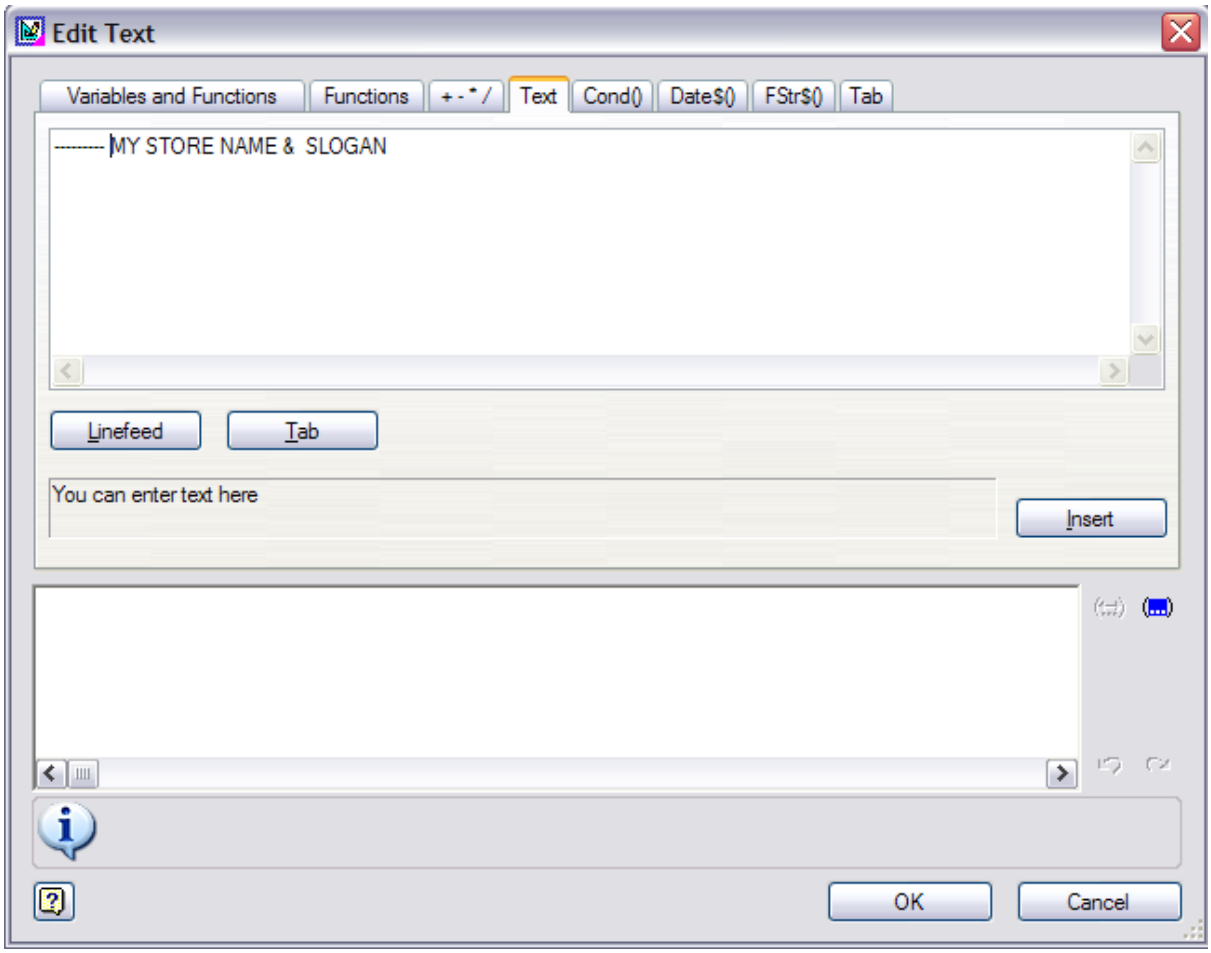

Testing Your Label

FILE MENU: PRINT SAMPLE –

“Without frames” for roll label printers (Zebra).

If you are printing on a laser or Inkjet printer choose “with frames” to show a reference frame on plain paper. Hold the test page over a label sheet to see that the data lines up correctly on the labels.

Saving Your Work

When you exit the label layout program be sure to save your work. Of course you can always go to the file menu and choose SAVE every 5 or 10 minutes.

Assigning Inventory to a label

Now that the label is defined you can assign the label design to any or all of your inventory items.

Assigning one item at a time –

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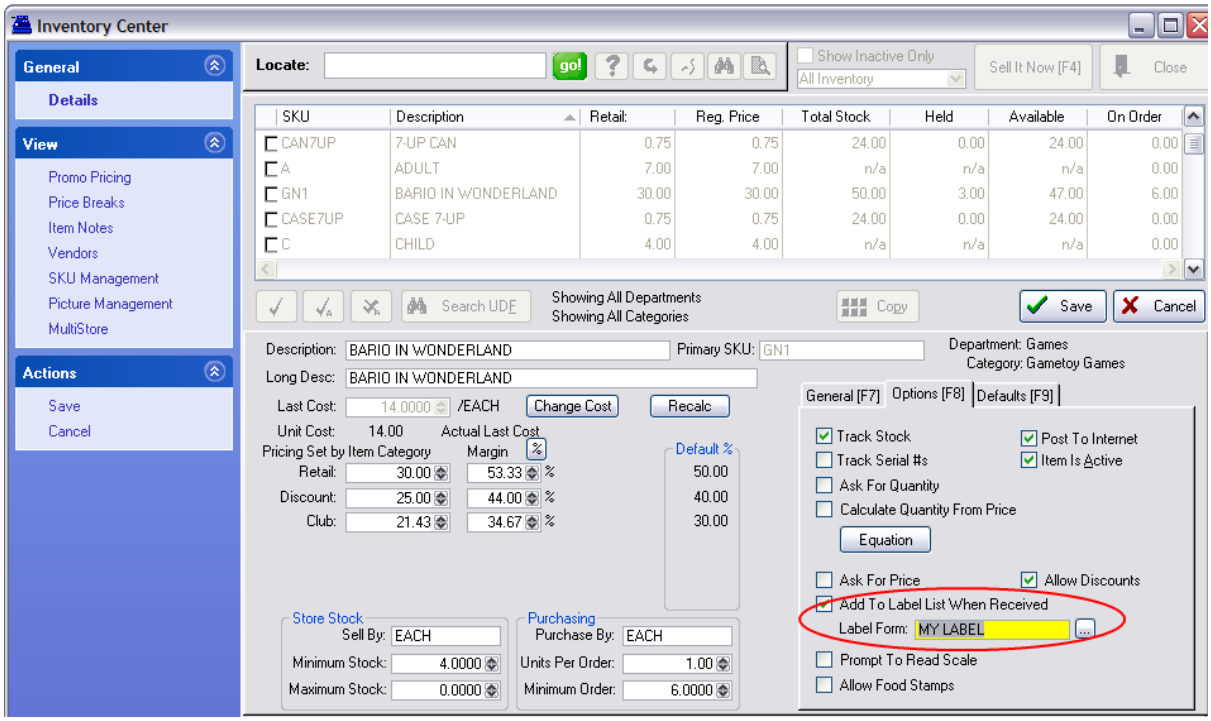

In POSitive, edit an inventory item. Choose the OPTIONS [F7] Tab. The following screen gives you a “Label Form” field. Type it in or choose it from a list.

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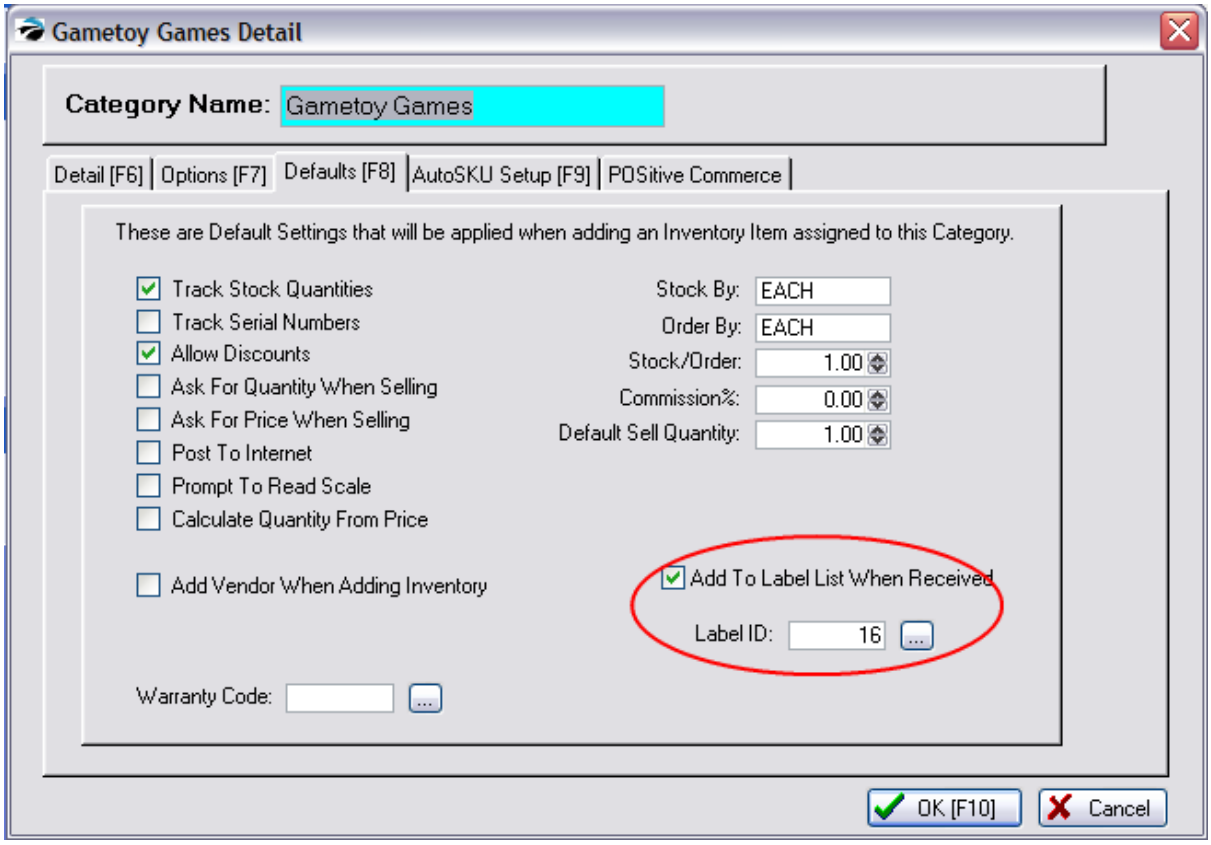
Assigning to an entire category



In POSitive, choose Maintenance, Categories, highlight a category and click the Defaults button. Edit the Label ID number and choose whether to add this item to the list of labels to be printed when the item is received on a PO. Finally you can re-assign all products in this category to the new label style by clicking the RESET INVENTORY button in the lower left corner. Repeat for each category to re-assign.

5.4.9.1.6.1 Special Labels

Assorted Inventory

If you are receiving a shipment of assorted inventory, such as T-Shirts or stuffed animals, which are slightly different in color or pattern but all use the same SKU, POSitive can distinguish each T-Shirt or stuffed animal by using Serial Numbers. When printing labels you will be prompted to describe the T-shirt and the description you type will be printed on the label.

Advanced Setup

Go to File: System: System Setup: Inventory: Serial Numbers: and activate **Allow Duplicate Serial Numbers**

Go to Reports: Inventory Labels which opens the editor.

Select or create a label which includes serial number information and add text in the Custom Prompt1 field.

For example....

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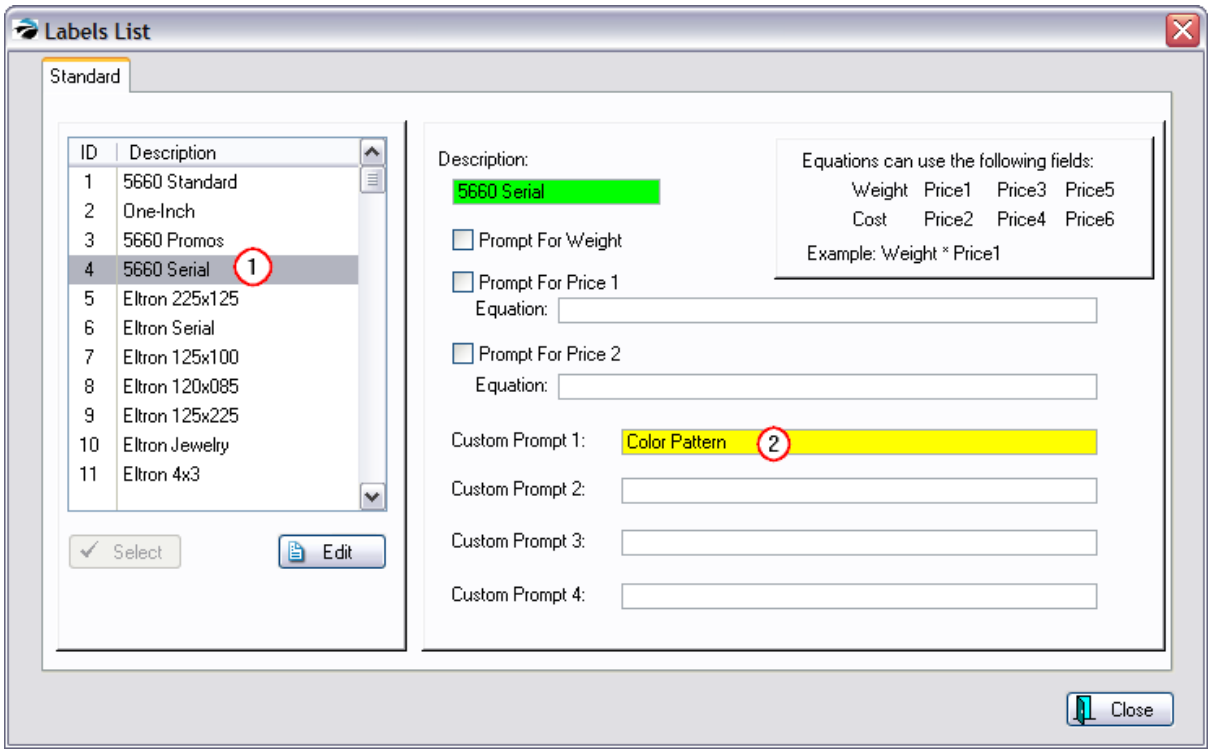

Define The Item

Create the inventory item for the T-Shirt.

Choose Track Stock

Choose Track Serial Numbers.

Choose Label Type 4 (or whatever you defined for labels above) on the Defaults Tab.

Print The Labels

Receive inventory with a purchase orders (or manually enter stock quantity).

Choose to Print Labels for the item. You will be prompted to enter a description of each item for each label. Descriptions can be identical.

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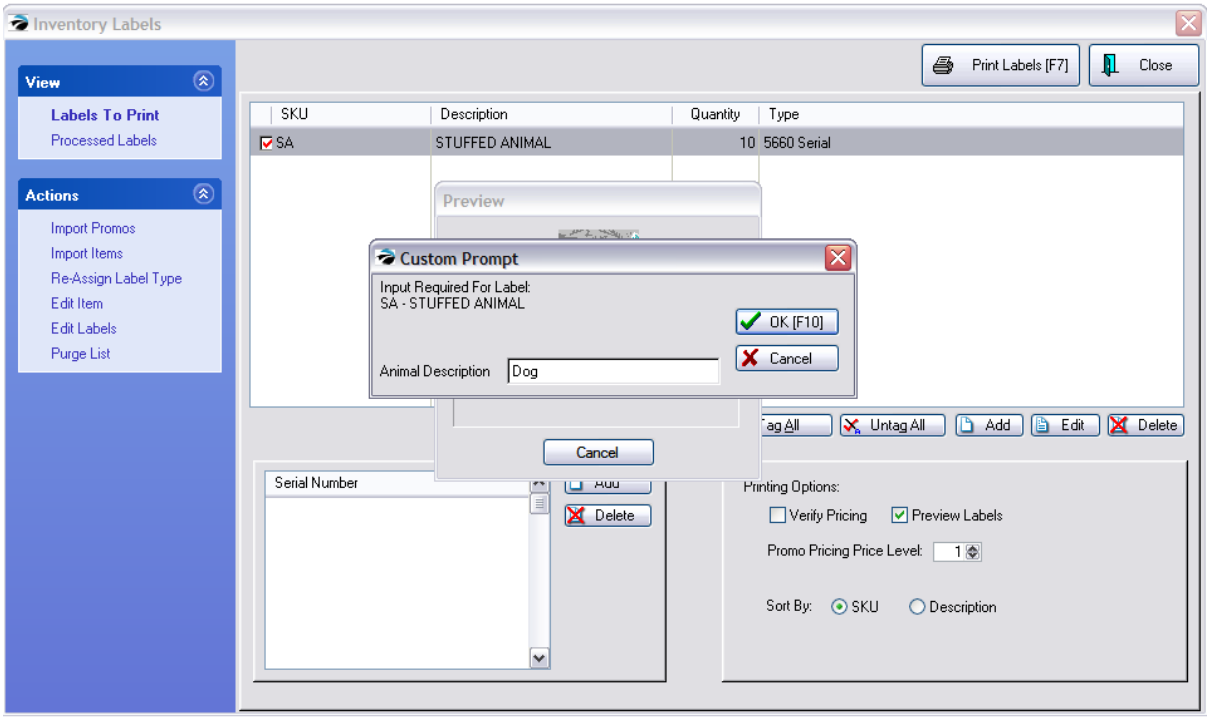

5.4.10 Inventory Pictures

You can use pictures of your inventory items in POSitive in various ways. By assigning a picture to an inventory item you can

- more easily sell the item on a web page,
- can verify that an item being invoiced matches the item being presented for purchase, and
- easily show a customer what they are ordering if you are currently out of stock of the item.

Using pictures of your inventory items is an option in POSitive, but if you are using POSitive E-Commerce then they are a must to make your web site effective.

Advance Setup

- Go to Maintenance: System Setup: Inventory. Checkmark "Use Pictures In Inventory"
- Set Thumbnail Size (Pixels) to Height = 98, Width = 74
- Inventory SKUs must not include any characters other than numbers or letters. When adding pictures to inventory, POSitive automatically names the picture with the SKU name. If there are illegal characters in the SKU, then the picture cannot be saved and used.

General Recommendations

- WARNING: Some browsers will not display image files with spaces in the name, for example *Company Logo.gif* could be invalid. To ensure that all visitors to your web site can see your images, remove spaces from the names of your images.
- Inventory image files should be about 200 pixels in width.

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- Inventory image files should be less than 25k in size.
- Thumbnail images should be between 50 and 80 pixels in width.
- Thumbnail images should be less than 3k in size.

Image Files

Each picture or image used by POSitive is eventually stored in the SQL database. There is an IMAGES directory in the C:\POSitive\PRMGEM\dataX\ (where X is the data number) which is central for all POSitive computers/workstations for controlled access. When you assign a picture to an inventory item, POSitive automatically copies the image file into the SQL database. Images in this folder will be erased later. the images directory and renames it to the format {sku}.JPG (or .GIF). NOTE: the image file will have the same name as the primary SKU of the inventory item to which it is linked.

Only JPG or GIF type images are typically used in POSitive.

Thumbnail Images

POSitive can automatically make smaller image files known as Thumbnails to reduce the size of images and optimize them for use with e-commerce.

Adding Pictures To Inventory

Go to the Inventory Center, highlight an item and choose Picture Manager on the left.

Choose Load Image. OR you may drag and drop the image from an internet browser screen

When you choose Save it is then added to POSitive's inventory item.

POSitive will automatically generate a Thumbnail picture.

Viewing Pictures

Inventory pictures are visible throughout POSitive on various screens. They are displayed on

- Inventory Center - Summary tab
- Inventory Center - Picture Manager tab
- Internet Inventory List
- Invoice Screen (optional if Maintenance: System Setup: Transactions: Transactions "Show Item Picture On Screen" is activated)
- Inventory Price Label (optional)

5.4.11 Invoicing Features

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

- **Annotations** - make paragraph style notes about line items and general notes for the invoice
- **Backorder Releases** - fill invoice backorders by 'borrowing' items from another customer's pending order
- **Barcode Scanning** - accepts input of common keyboard interface barcode scanners

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- **Button Bar Options** - select commonly used items and activities from a button bar which you can define.
- **Calculate Quantity From Price** - enter the selling price of the item and the quantity will be computed from the normal selling price of the item.
- **Commission Modifiction** - re-assign commissions to sales staff
- **Coupon** - accept coupon values
- **Customer Purchase History** - view complete history of customer purchases and returns
- **Customizable Invoice and Screen Layout** - select from a list of pre-defined forms and modify as needed
- **Deactivate automatic invoice printing** - if you do not need to print invoices for every sale
- **Discounts** - you may discount selling prices by a percentage on a line item basis or globally for all items on the invoice. You may also choose to apply a dollars off discount to the invoice.
- **Display Line Item Tax** - see how much tax is assessed a line item
- **FastAdd Inventory** - add a new inventory item on the fly while creating an invoice or order
- **Foreign Currency** - accept foreign currency in payment and give local currency in change
- **Fractional and Multiple Quantities** - speed entry of odd quantities
- **Full and Contracted Views of Invoice** - temporarily hide or reveal customer information
- **Gift Certificate Redemption** - issue and honor gift certificates with value tracking
- **Global and Line Item Discounting** - offer percent off and/or dollar discounts
- **HoldBack Quantities** - choose to backorder and not deliver some items at the time of checkout for later delivery or pickup.
- **In Stock Status** - review how many more of an item are available or on order
- **Inclusion of Special Notices** - print extensive policy statements and special notification on every invoice
- **Inventory Add-On Prompting** - reminders that the purchase of one item should be followed by other items
- **Invoice Transfer Delivery** - (Multi-Site) process an invoice but transfer responsibiliity for fulfilling the invoice to another store or warehouse
- **Invoice Suspension** - temporarily hold or permanently convert an invoice to an order or layaway
- **Item Count On Screen** - shows total number of items on invoice
- **Item Picture On Screen** - shows a picture of the item as it is invoiced to prevent price tag switching
- **Line Editing** of quantity, price, discount - make changes as needed
- **Line Positioning** - reposition items on invoice for readability or packaging purposes
- **Lock Items** - prevent selected items from global discounting
- **Make AR Payments** - without leaving an invoice, accept AR payments from other customers

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- **Multiple Hot Keys** - for adding and adjusting the invoice
- **Multiple Tender** - accept payment by any combination of cash, check, multiple credit cards, and foreign money
- **Packaging** - offer listed inventory at a package price with individual items not priced and optionally not showing contents of the package
- **Print Invoice On Demand** - print or reprint an invoice from the Change Due prompt.
- **Price Breaks** - multiple quantities of an item can be sold for an automatic price reduction
- **Profit/Cost Review** - see your costs and cumulative profit while invoicing (password protected feature)
- **Promo Pricing** - items with special promotional prices will be automatically sold at the price during the time period
- **Return Processing** - record, verify authenticity, and accept return inventory for refund or replacement
- **Sales ID Tracking** - review sales IDs of Cashier and Sale Originator
- **Serial Number Assignments** - display serial numbers on invoice
- **Ship To Addresses** - select from multiple ship to addresses for the customer
- **Switch printers on the fly** - route the invoice to other designated printers
- **Tax Override** - change an item on invoice to include or exclude taxation
- **Third Party Billing** - apply full or partial amount to finance company or employer's account
- **Touch Screen** - tender an invoice with touch screen monitor
- **Trade Ins** - accept trade in items and reduce the charges on an invoice
- **Transaction Note** - automatically include disclaimers or special information about an item when it is sold.
- **Used Items** - tracks trade in products separately from new items.
- **Weigh Scale** - capture the weight of an item as the quantity field
- **You Saved** - enhance the customer receipt with a calculated You Saved total.

5.4.12 Lottery Tickets

Lottery Tickets are a special type of inventory item. Not only will you be selling lottery tickets, but you could also be paying out winnings. For this reason, you will likely want to make such transactions easy to use and report on.

General Setup Recommendations

Create a Department/Category for lottery tickets.

This allows you to run reports about lottery sales and payouts separately from any other department or category.

Create an Inventory Item(s) to sell the lottery ticket.

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The inventory item should be assigned to the Lottery category. This item can be Generic and set to "Ask for Price" for different denominations of tickets. Or you could create more than one Lottery ticket to reflect the program and actual selling prices.

-- Description: Lottery Ticket

-- SKU: LT (or whatever SKU you want to use)

-- Cost: 0.00

-- Price(s): 0.00

On the OPTIONS [F8] tab

-- Uncheck every option except "Item Is Active" and "Ask For Price" which will allow you to enter the value of the lottery ticket being purchased.

Create an Inventory Item to pay out winnings.

-- Description: Lottery Winnings

-- SKU: WIN

-- Cost: 0.00

-- Price(s) 0.00

On the OPTIONS [F8] tab

-- Uncheck every option except "Item Is Active" and "Ask For Price" which will allow you to enter the value of the awarded winnings.

On the DEFAULTS [F9] tab

-- Change the "Default Sell Quantity to -1.00 (minus one)

(Optional) Modify the Invoice Button Definitions

To save time, you can choose to use buttons for selling and making payouts of lottery tickets rather than having to scan items. This is a bit more complicated to set up. but it is worth the effort. (see Invoice Button Definitions)

How To Sell Tickets and Award Winnings

To sell the lottery ticket, create an invoice, type or scan LT, and enter the value of the lottery ticket.

To sell multiples of a lottery ticket, type the Quantity first, then a slash /, then LT.

To award winnings, create an invoice, type WIN and enter the value of the winning amount. This will add the value to the invoice as a negative number (in red). Tender the invoice and choose to payout with Cash.

How To Get Reports on Lottery Tickets Sold and Winnings Paid Out

Go to Report Center: select Sales Reports: select Department/Category.

Untag all departments and categories except for the Lottery category.

Run the report for any desired time period.

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5.4.13 Matrix Inventory - Overview

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.

POSitive...

- 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.
- displays as single item on **web-sites** but automatically allows for color/size selection.

Matrix Creation

1) Before creating a matrix, be sure to check the current Matrix Sequence Defaults 1444 under System Setup: Inventory.

2) The matrix is created by selecting Add on the Inventory Center and choosing Matrix as the type (at far left).

3) 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. (see Matrix 1401)

4) You will then select or create a matrix header which defines the names of the rows and columns of the matrix. (see Matrix Definitions 1419)

5) Upon selecting a matrix definition, POSitive then creates the matrix group of individual items, one for each cell at the intersection of the row/column.

Here is a simple matrix of just 4 rows and 5 columns, but it could be as large as 50 x 50 cells.

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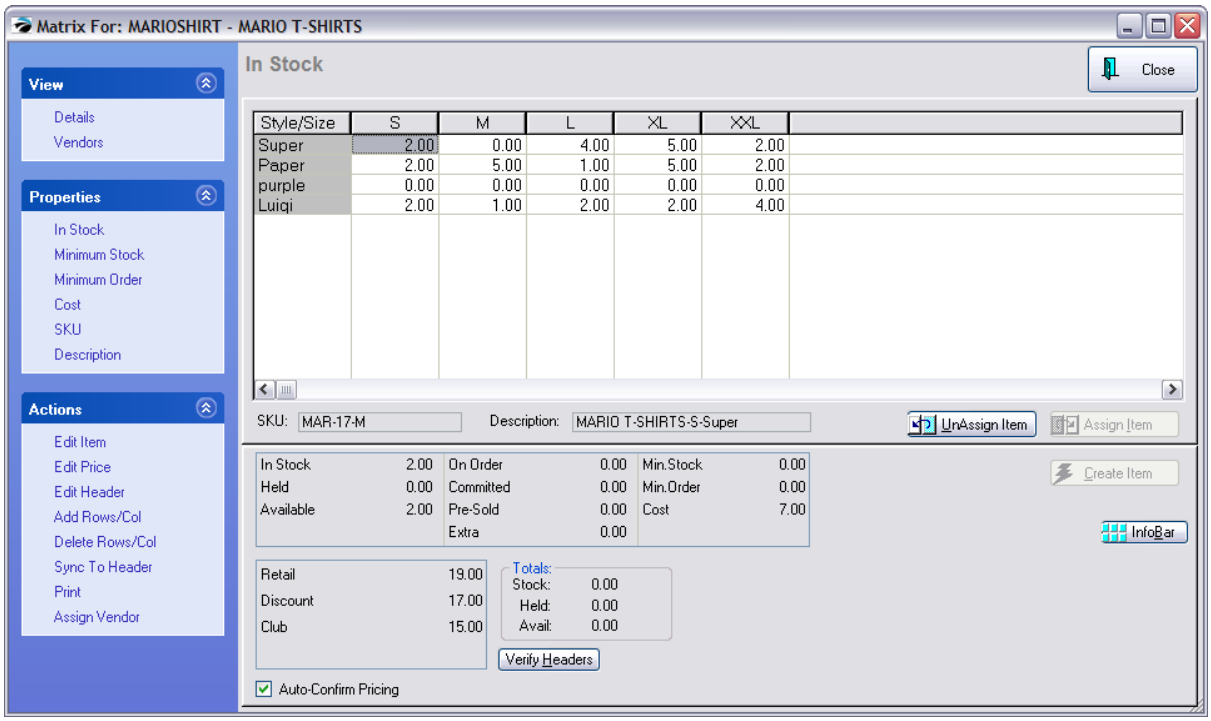

Once the matrix is generated, you may edit the contents of each cell, changing the costs, pricing, description and SKU.

"Non-useable" individual items, are displayed as XXXXX in a cell. These color/size combinations which are not manufactured or available from the vendor, can be removed by dragging the cell to the trash can icon.

XXXXX Troubles?

If POSitive unexplainably creates matrices with nothing but XXXXX in all or some of the cells, there is a conflict with SKU generations because the SKUs to be generated already exist.

RESOLUTION: To resolve this issue, go to Maintenance: System Setup: Inventory

At the far right look for "Desc/SKU Length = 3"

Increase the number of characters from 6 or 8. This will now generate SKU numbers which will no longer be in conflict with existing and future SKUs.

Using Matrix Inventory

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.

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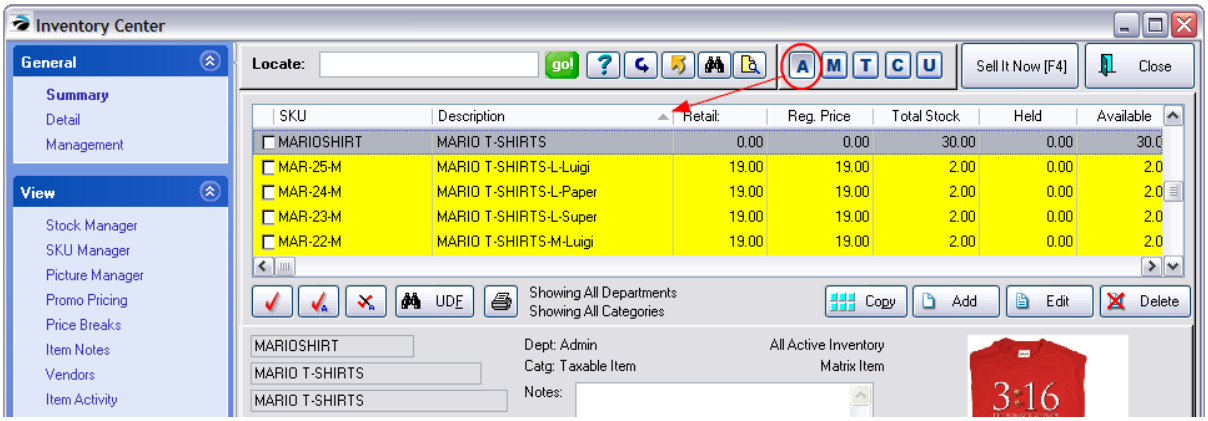


In the picture above, the matrix header is highlighted. Note the absence of the -M in the SKU. The stock count for the header is the total in stock of items linked to the matrix header. All of the related individual matrix items as sorted alphabetically by description.

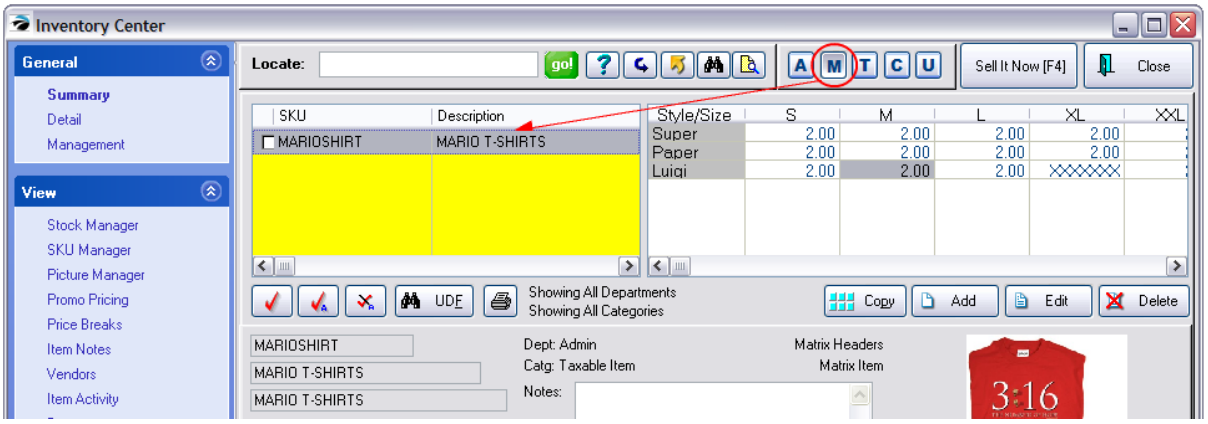
To edit an individual item, highlight it, and choose the Edit button.

You can edit each item individually, however, they are still controlled by the matrix header. For example, you can change the description, SKU, cost and price, and notes for an individual item, but the vendor for the item is controlled by the matrix header. (see Sync Matrix Items To Header 1418)

Alternate View

Another way to view the matrix is to choose the M (Matrix) icon at the top of the list.

The matrix header is displayed at the left and the individual items are in a grid view at the right. To edit an individual item, highlight it, and choose the Edit button.



Matrix Modification

You may modify the structure of the matrix by adding or deleting rows and columns. This makes POSitive flexible as your vendors expand or limit their product lines.

Although each item's SKU is generated by POSitive following a pattern you designate in System Setup: Inventory, you may easily exchange the SKU for the pre-labeled barcode on the inventory item.

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

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this grid format or use the standard line item format.)

Inventory Matrix Report
11/29/2007

Page: 1

Matrix Stock Display

MARIOSHIRT MARIO T-SHIRTS

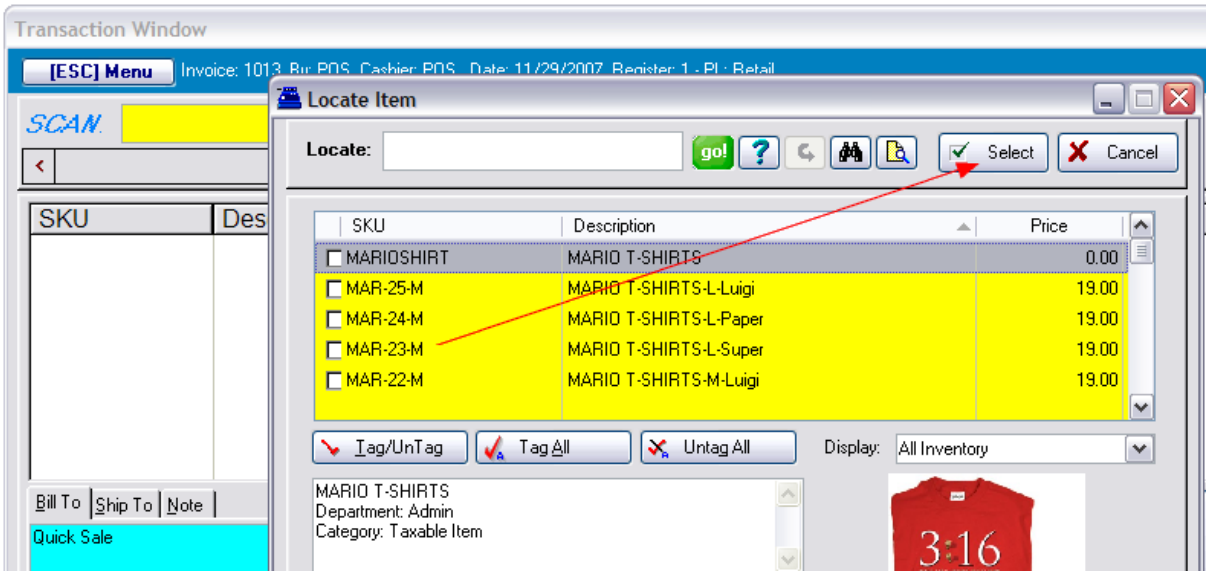
Style /Siz	S	M	L	XL	XXL
Super	2.00	2.00	2.00	2.00	2.00
Paper	2.00	2.00	2.00	2.00	2.00
Luigi	2.00	2.00	2.00	2.00	2.00

Selling Matrix Items

Selling matrix items is no different than selling other inventory items, just scan the barcoded label.

However, if you find the item through the Locate Inventory Item, you may choose the individual item directly or view the entire matrix and select the item.

While creating the invoice, choose Lookup Item. Highlight the desired item and press Enter.



If you Select the Matrix Header (as highlighted in the picture above) instead of the individual item, you will be able to select from a grid which also shows the in-stock count of each item.

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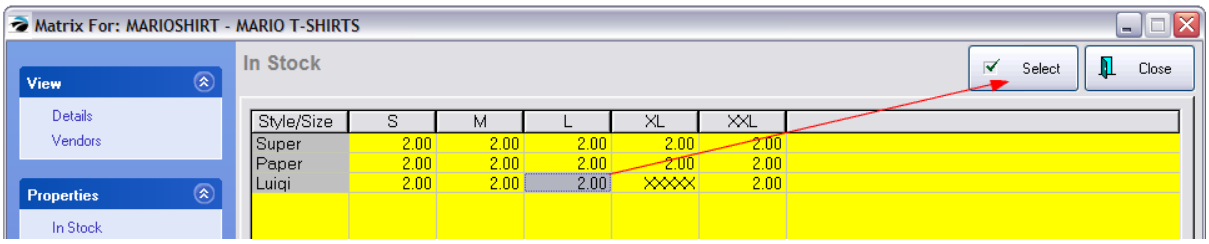


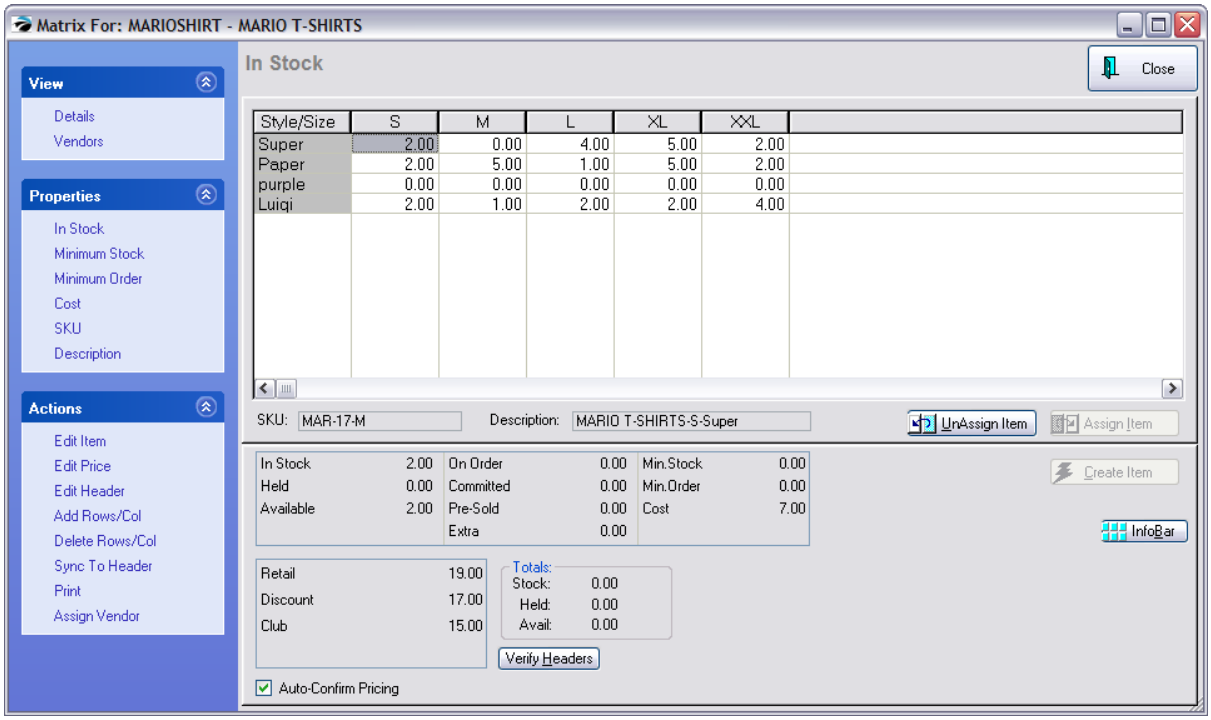
Purchase Orders

You have several choices of using the matrix grid or selection of individual items for ordering and purchasing products from your vendors. (see Matrix On Purchase Orders 1423)

Each matrix inventory item is known by the vendor as a specific SKU which can be set per item. However, vendors will readily be able to identify items by the description generated by POSitive because it includes the column/row or color/size information.

5.4.13.1 Matrix

The matrix is a consolidation of all related inventory items into a simple and convenient screen for invoicing and inventory control purposes.



How To Create A Matrix

1) Choose Add from the Inventory Center

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2) Select Matrix as the type. (far left side)

3) Select a Department/Category (or add new ones) and choose Continue.

4) Define the "matrix header" item. This looks like any other inventory definition screen, but this item is the master item referred to as the Matrix Header. POSitive 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.

Technical Stuff

The first 3 to 5 characters of the Description or SKU are used as the prefix of the individual SKUs. Knowing this could be to your advantage. See Maintenance: System Setup: Inventory: Matrix settings

Also, the description is used as the basis of the individual product descriptions. It is recommended that you keep the description of the "matrix header" item as abbreviated as possible because the row and column titles will be added to it.

As you define this "matrix header" inventory item, you use much the same information as you would for creating a normal inventory item, but with these recommended exceptions:

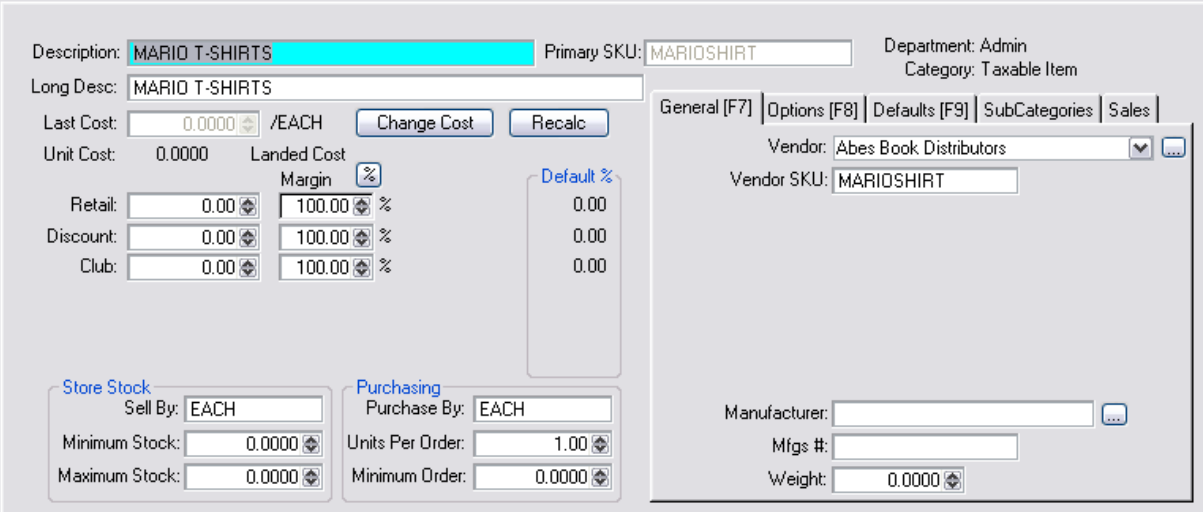
-- Keep the Description short. Individual item descriptions are built upon it.

-- Enter a Cost and Selling Prices common to the majority of the matrix inventory items to be generated.

-- Set Minimum Stock counts common to the majority of the matrix inventory items to be generated. You will have the ability to change costs, prices, and minimum stock numbers of individual items as needed.

-- Select the Primary Vendor and Vendor SKU

TIP: Some articles such as shoes and shirts consist of a third element, color, which cannot be include in a two-dimensional matrix. This third element should be part of the Description of the inventory item. For example, the style number 2252 could be included to indicate the color of the shirt.



5) Press Save [F10] when done.

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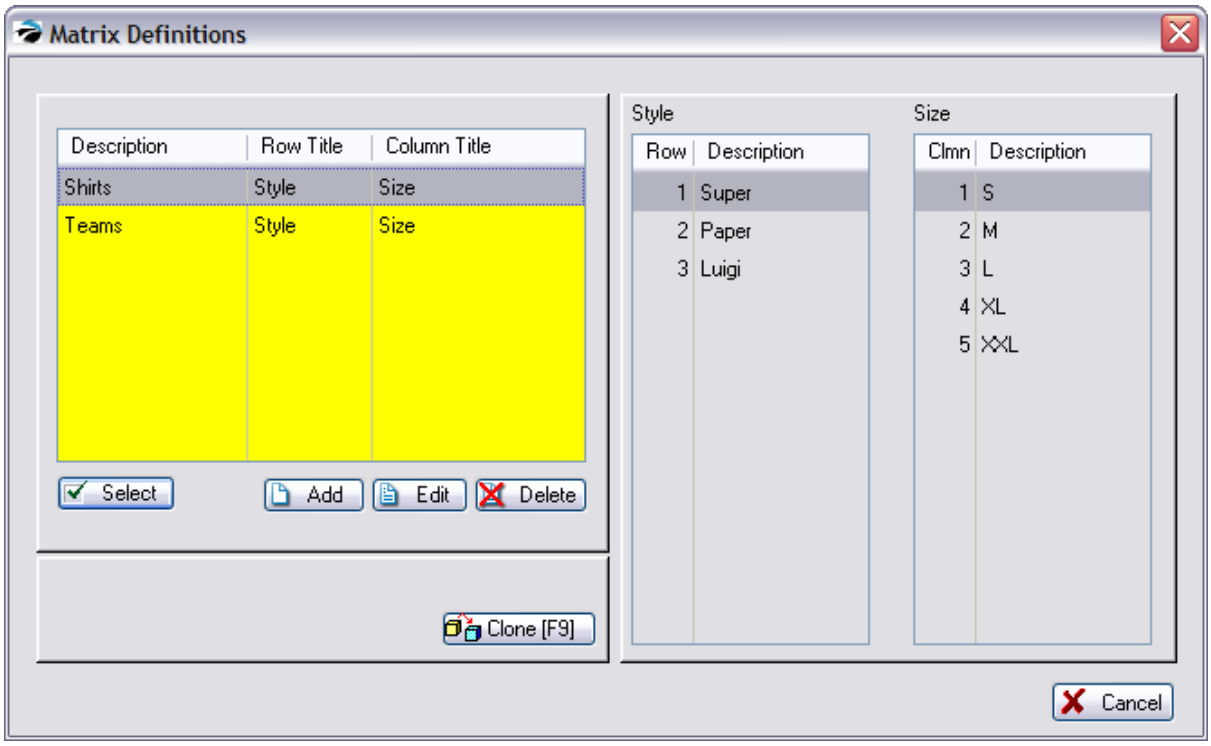
Matrix Definitions

6) Immediately you will be prompted to select a Matrix Definition.

The matrix definition is a predefined list of grid sizes and content. It 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.

See Matrix Definition 1419 for help on creating a matrix definition.



7) You will be prompted that a matrix is about to be created. Choose Process [F10] and you will see a progress bar as items are built.

Note: Please be aware that creating a grid of 50x50 items could take a little while. Do not interrupt. A progress bar is displayed during creation of the grid.

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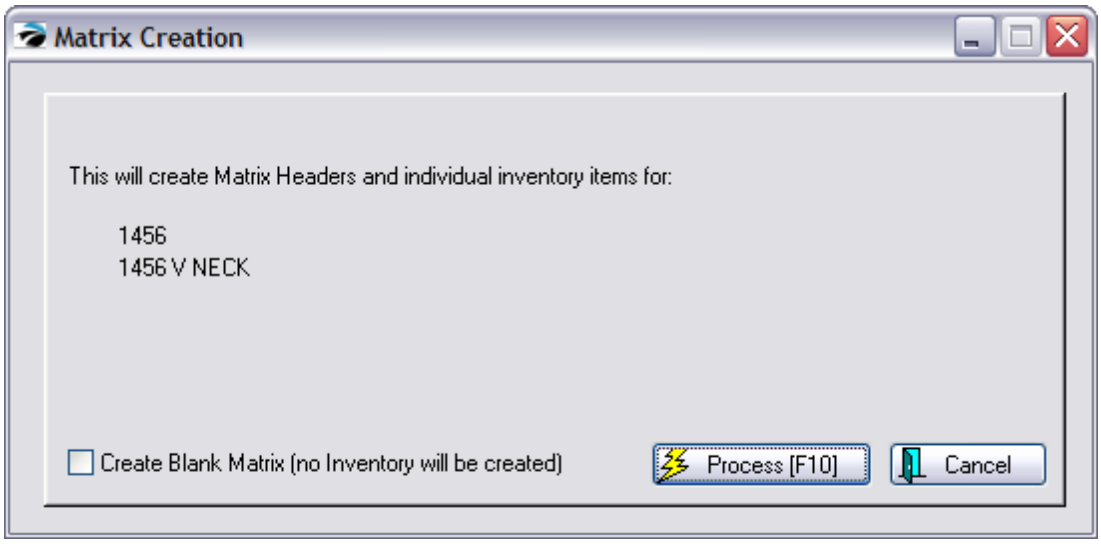
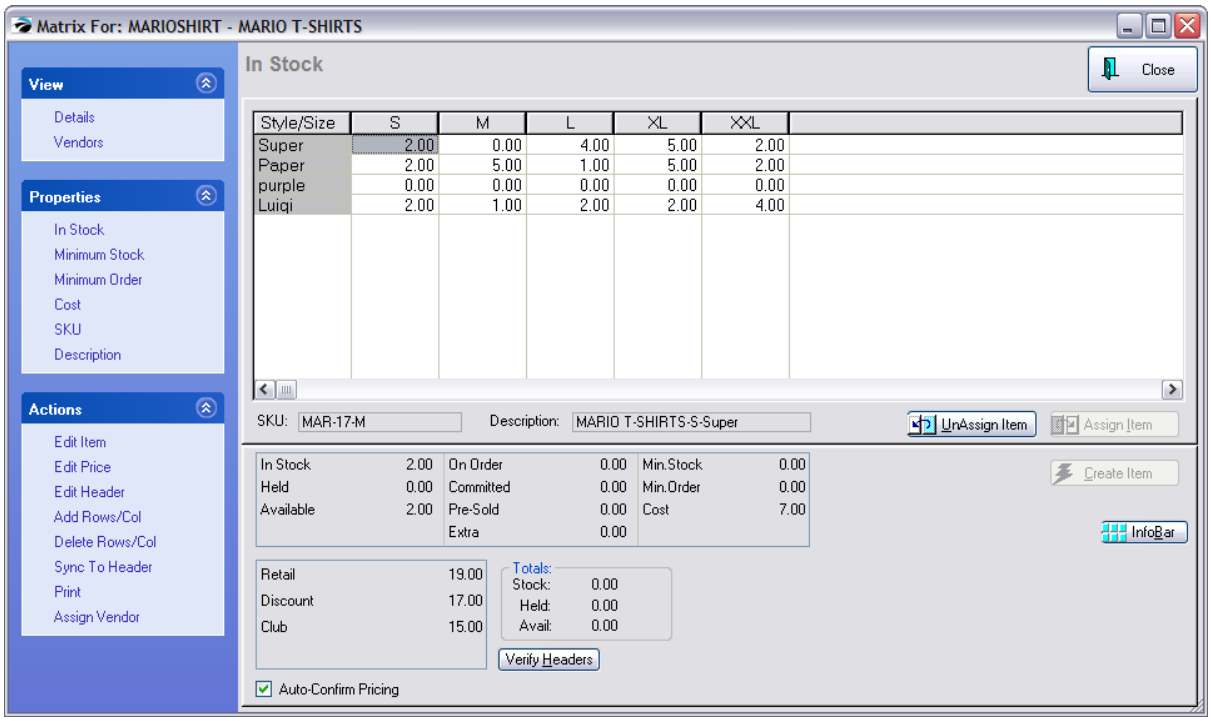


Create Blank Matrix - This option will create a grid with XXXXX in every field. This allows you to link or assign previously created inventory items into this grid. See "Assign Item" below

Working With The Matrix

POSitive will automatically create all cells of the matrix. You may edit individual cells by first highlighting a cell and then choosing various views, properties, and actions.



VIEW - VENDORS

Shows the Purchase information of the highlighted cell.

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VIEW - DETAILS

Top Section - On the right at the top are displayed all the cells of individual inventory items. By default you are seeing the current stock counts of each item (In Stock). Other details are available under Properties (see below) for review and editing.

Direct Editing - All cells (with the exception of In Stock) can be edited directly.

- Select the option at far left.
- 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.

Bottom Section - On the right at the bottom is information about Stock, Pricing, and InfoBar

- **SKU** - Of the currently selected Cell.
- **Description** - Of the currently selected Cell.
- **Stock Status -** The highlighted cell's stock counts are displayed for convenience. To view more details such as the actual Helds, for example, select the InfoBar button at far right and choose Customer Orders from the list.

Properties

In Stock

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 564. (Note: You may use Edit Item [F9] and Verify/Adjust as you would any inventory item.)

Minimum Stock

Displays the set minimum stock level of each item. This is the number you want on the shelf at all times.

Minimum Order

Displays the set minimum order level of each item. This is the suggested number of items you would want to order.

Cost

Displays the set cost of each item. The initial cost is always the same as the cost entered on the matrix header when the matrix item was created. If some items have a different cost because of variance in the size or style you manually change costs here. Note: POSitive will automatically update

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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 screen. (see Verify Pricing 1617)

SKU

Displays a generated SKU of each item. Creating a matrix automatically generates SKUs. The generated SKU consists of the first 8 characters of the description entered on the matrix header, followed by POSitive item number, and then the letter M to indicate it is a matrix item. This SKU is functional, but not practical.

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. POSitive 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. Contact POSitive support for more information.

Description

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.

TIP: System Setup: Inventory: General allows for modification of sequencing of elements in the description.

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Special Buttons

UnAssign Item

An item in a matrix grid can be removed from the grid and also removed from the entire inventory list This is often used when a specific size or color is not available from the vendor. When generating a matrix, POSitive must create all cells to complete the matrix, even unavailable items. Use UnAssign Item to remove such entries.

How To Deactivate "Unusable" Matrix Items

Do NOT use the Delete option on the Inventory Lookup.

1) Open the matrix view of the item.

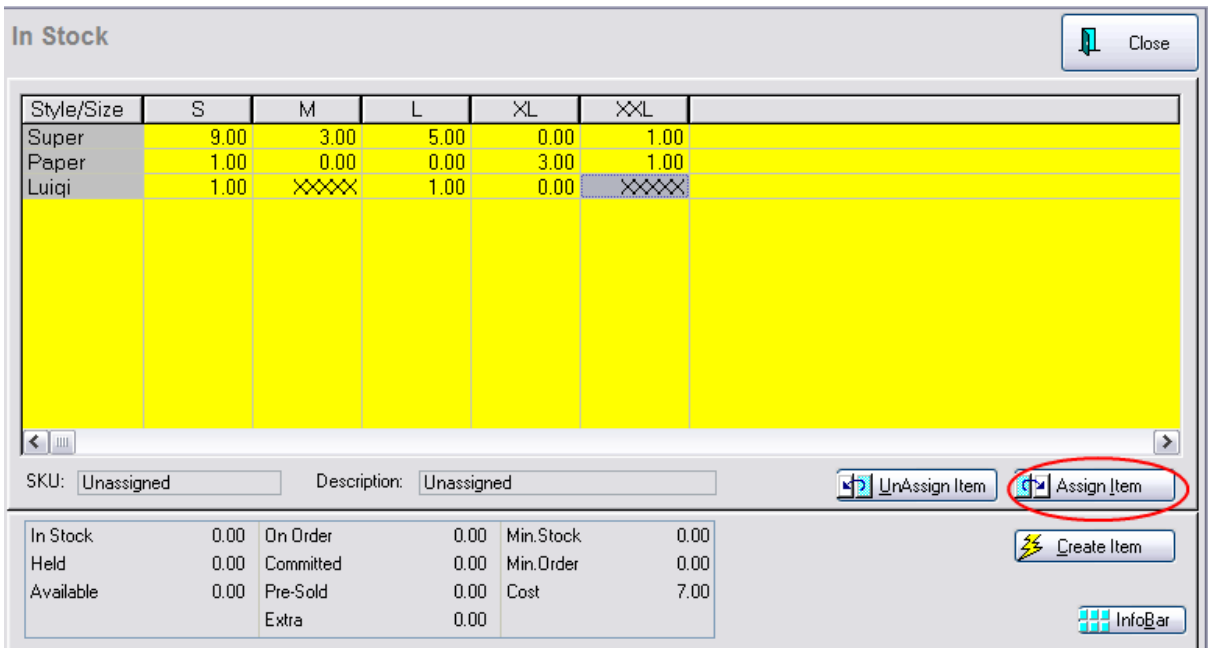
2) Click on the Cell and click (or drag it to) the **UnAssign Item** button.

3) Warning: You will be prompted to confirm the deletion of the item. Choosing NO will retain the item in the Inventory Center and just remove it from the matrix grid. Choosing YES will also delete the item from the Inventory Center and into the Deleted Items Manager from which it can be permanently removed.

Assign Item

Generally, this button is grayed out. Only when highlighting a Cell which has been deleted or removed from the grid as evidenced by the XXXXX in the cell, will this option become available. The purpose of this button is to attach a different, and perhaps 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. Be aware that changes made to the matrix header (**Edit Header**) cannot be applied automatically to a "foreign" assigned item.



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Create Item

Generally, this button is also grayed out for the same reasons stated above. When you want an unassigned item to be restore as part of the matrix header, choose Create Item and all of the properties of the matrix header will be applicable to this item.

InfoBar

Actions

Edit item - make changes to the item of the highlighted cell

Edit Price - opens the Verify Pricing screen of the item of the highlighted cell (see Verify Pricing 1617)

Edit Header - edit the "master" item of the matrix

1) choose Edit Header .

2) review the item and choose Save (not shown)

3) If you made changes to the cost or pricing you will be prompted to update the individual matrix items.

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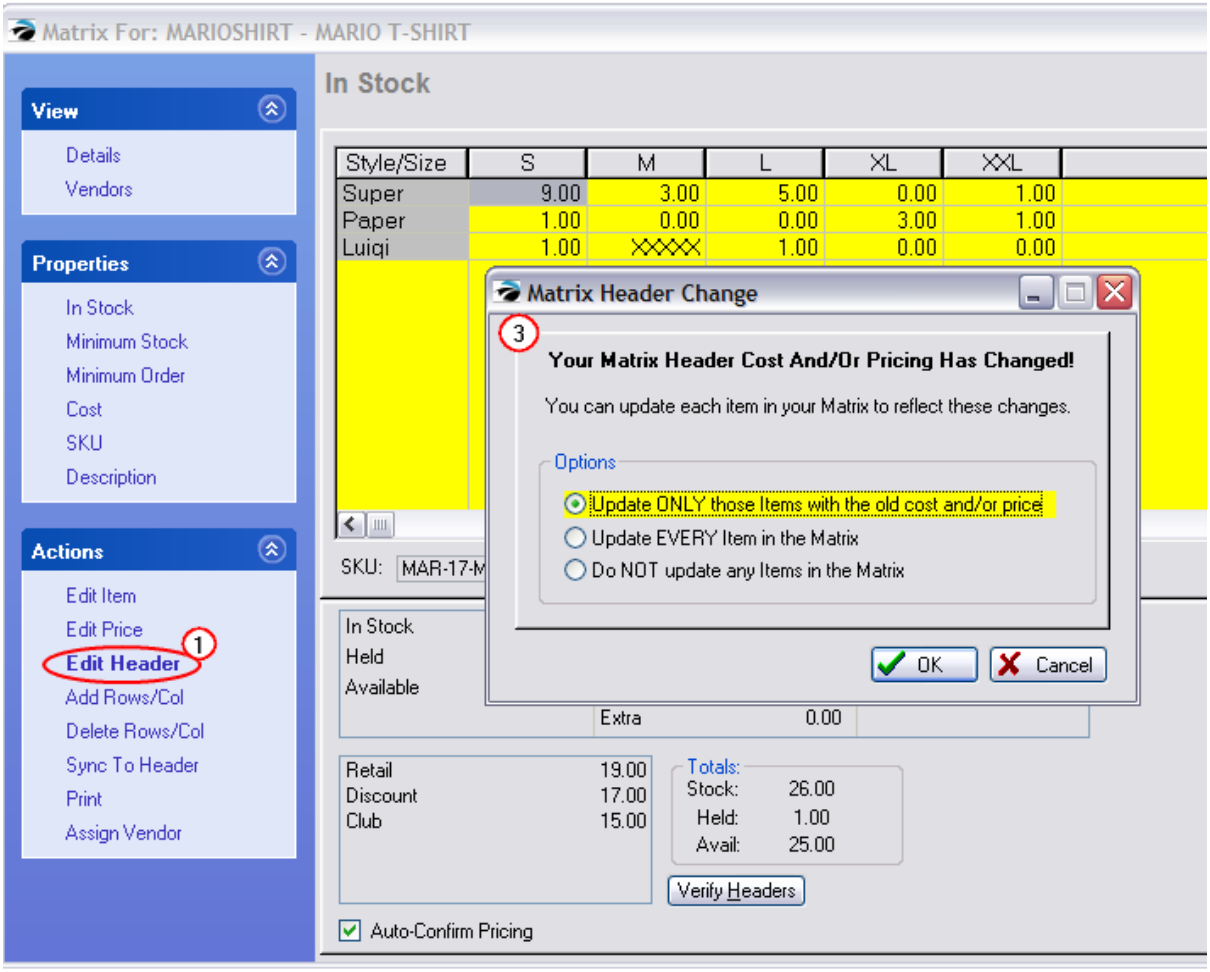

- Update ONLY those items with the old cost and/or price
- Update EVERY item in the matrix
- Do NOT update any items in the matrix

Add Rows/Columns - expands the matrix to include more row or columns

1) first, position the cursor on the cell where new rows or columns are to be added.

2) choose Add Rows/Col

3) Select what to Add and the Position

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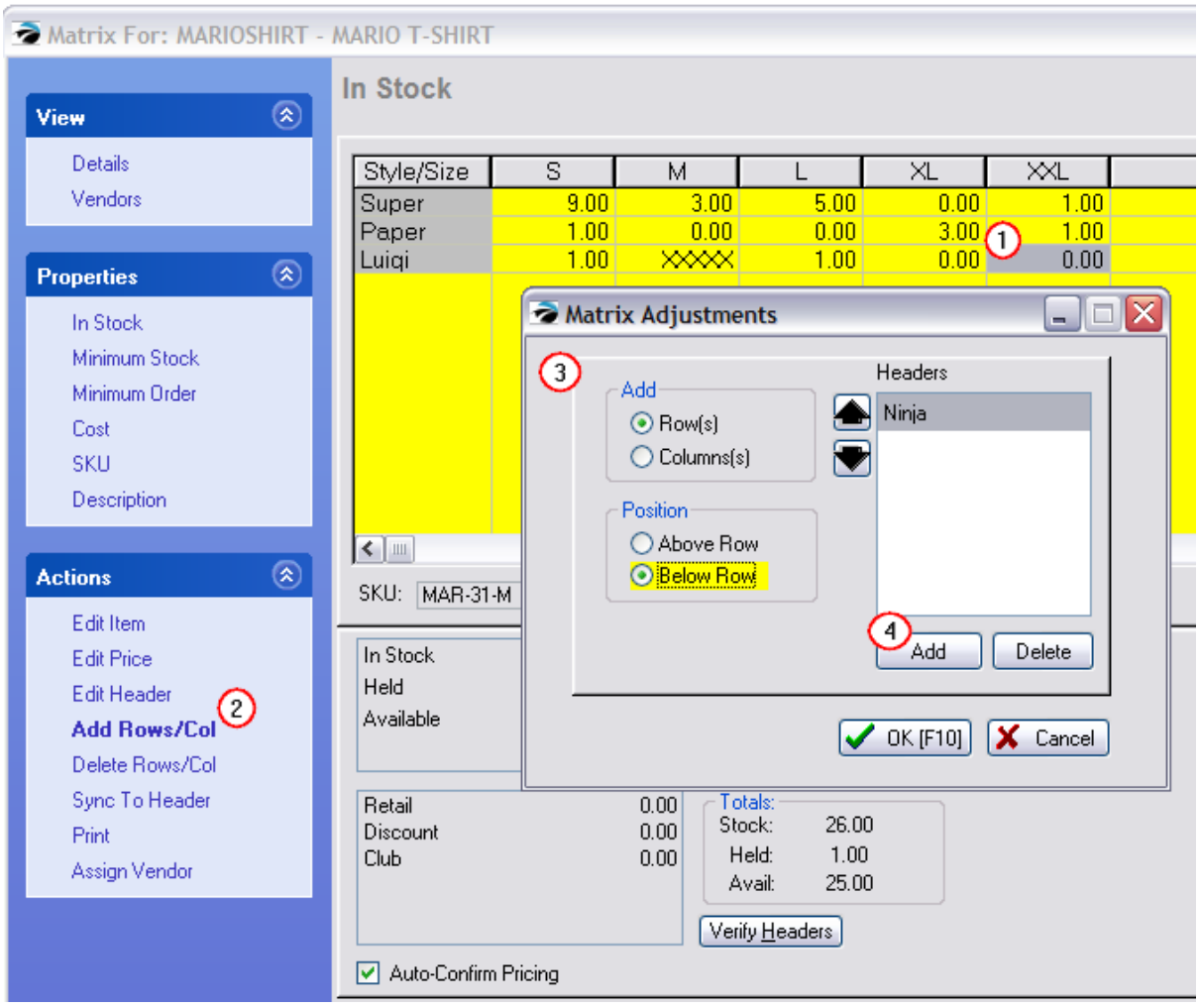

4) choose Add and type the title(s) to be added

5) choose OK [F10]

Delete Rows/Columns - to remove entire row or column

1) first, position the cursor on the cell where row or column is to be deleted.

2) choose Delete Rows/Col

3) choose Row or Column (not shown)

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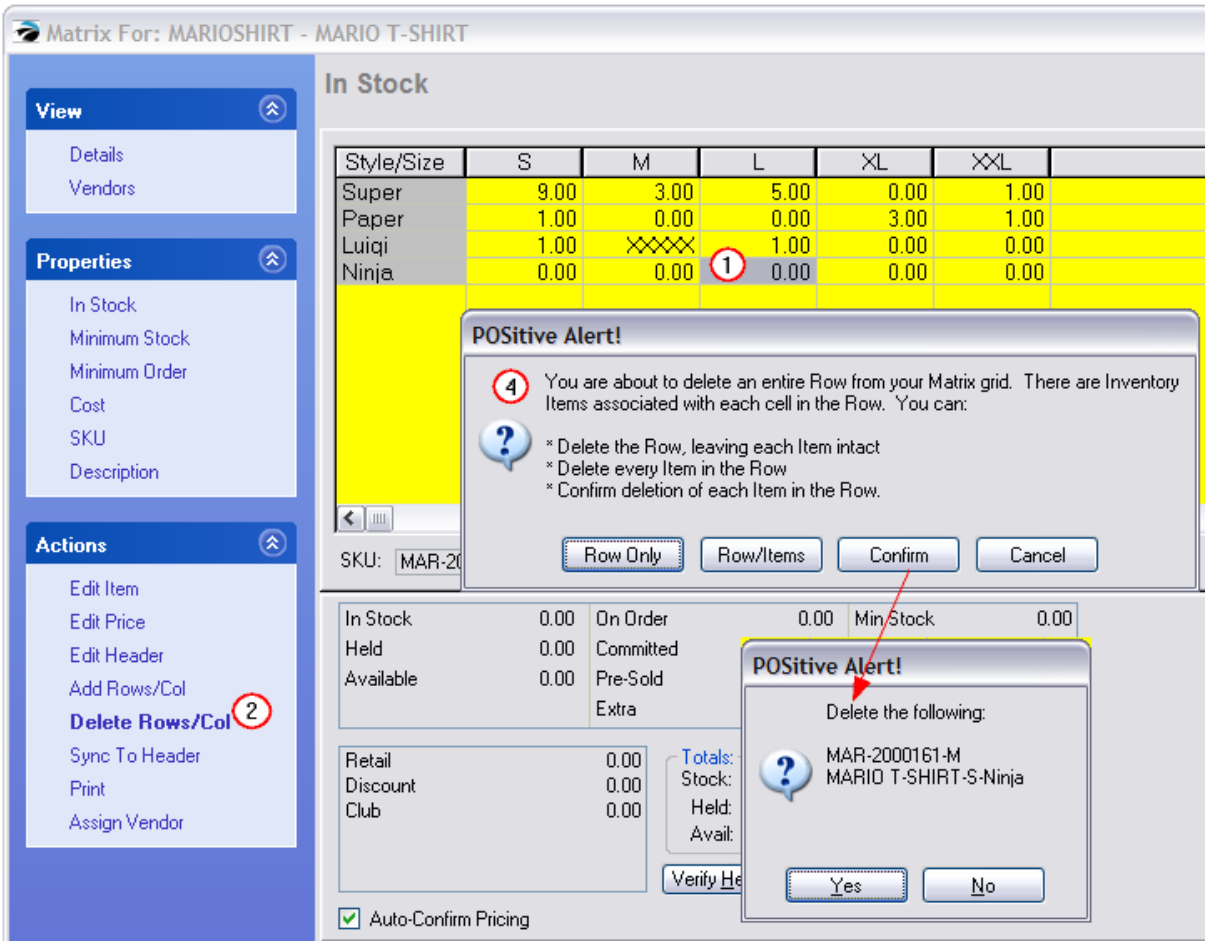

4) choose to delete the row and/or items

- Delete the Row/Col, leaving each item intact - although the item is no longer visible in the matrix group, the item is still part of the inventory listing
- Delete every Item in the Row/Col - not only removes the whole row, but deletes the items as well so that they are no longer in the inventory listing
- Confirm deletion of each Item in the Row/Col - the Confirm prompt means to delete the item from the inventory listing, nevertheless, the entire Row/Col will be removed from the matrix group view.

Sync To Header

Print

Assign Vendor

Close - Closes the matrix view. Saves changes made.

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Pricing Levels - A display of the currently assigned prices. To change pricing select **Edit Price** under Actions at the far left.

Totals - These are totals for the entire matrix set and shows the number in stock, held, and available for sale.



Verify Headers - this button re-calculates the total number of all matrix items and adjusts the Totals as necessary.

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 1617 window will open to allow you to easily make selling price changes per price level.

Actions

Edit Item

Each matrix cell represents a separate inventory item. That you may edit that item as you would any other item. Contact POSitive support for more information.

Edit Price

Opens the Verify Pricing 1617 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. In fact, you will be prompted to make changes or not.

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

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- 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.

Sync To Header - When you make a change to a header, you may update all individual matrix items by one or more options. (see Sync Matrix Items To Header 1418)

Matrix Modification

You may modify the structure of the matrix by adding or deleting rows and columns.

Warning: BACKUP YOUR DATA. Before making any major change to POSitive, 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

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.

Select which data option you want to display.

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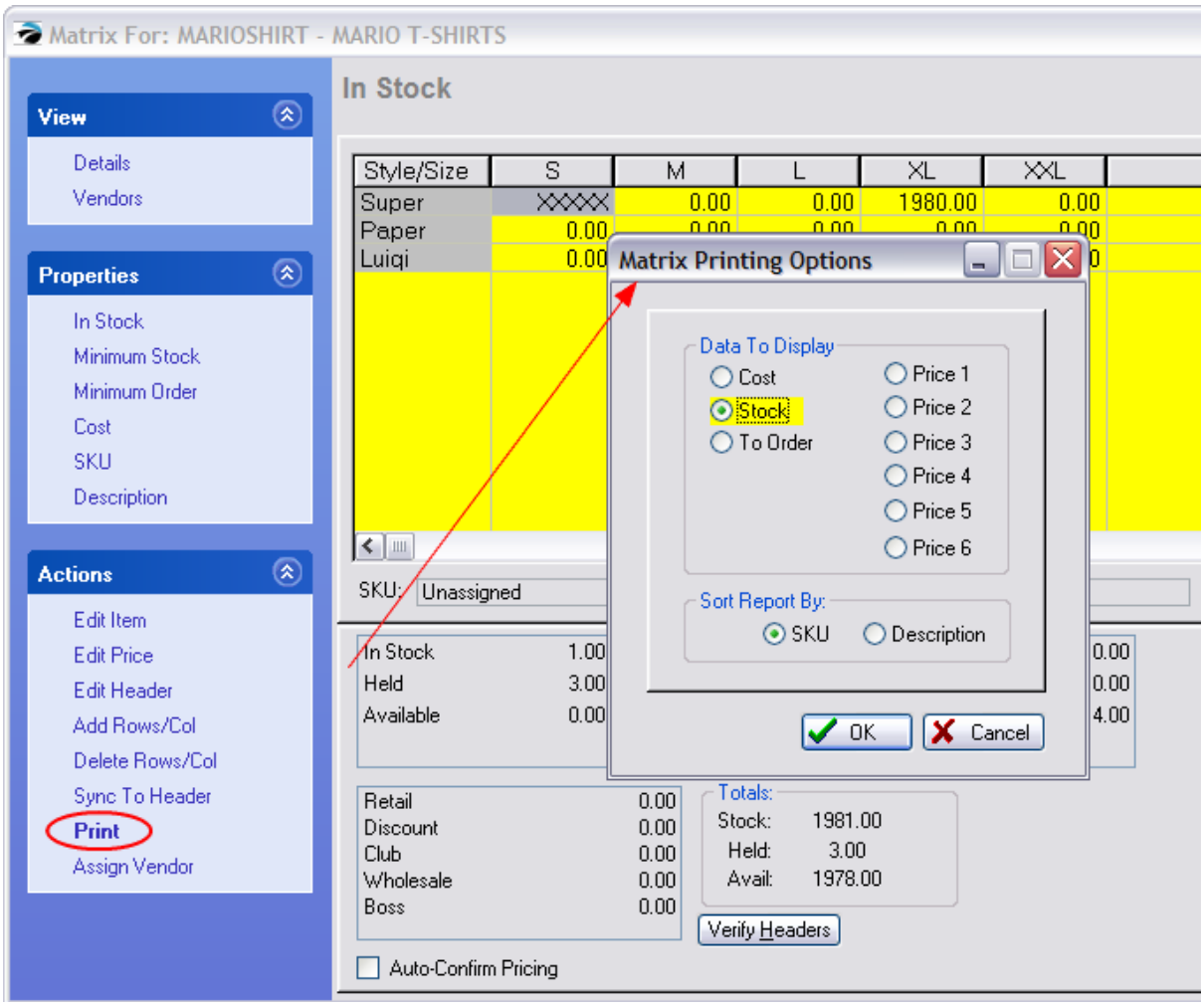

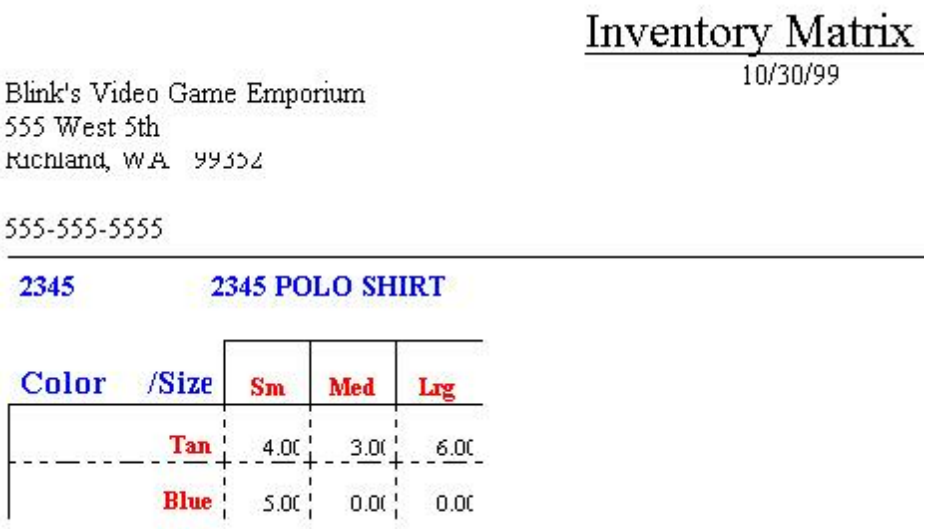

Inventory Matrix

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

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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: Contact POSitive support for more information.

- 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 POSitive, you should first backup your data so that if the results are less than desirable, you will be able to restore the backup.

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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 entact.
- Prompt to Delete each Matrix Item. - You will be able to skip deletion of some items.

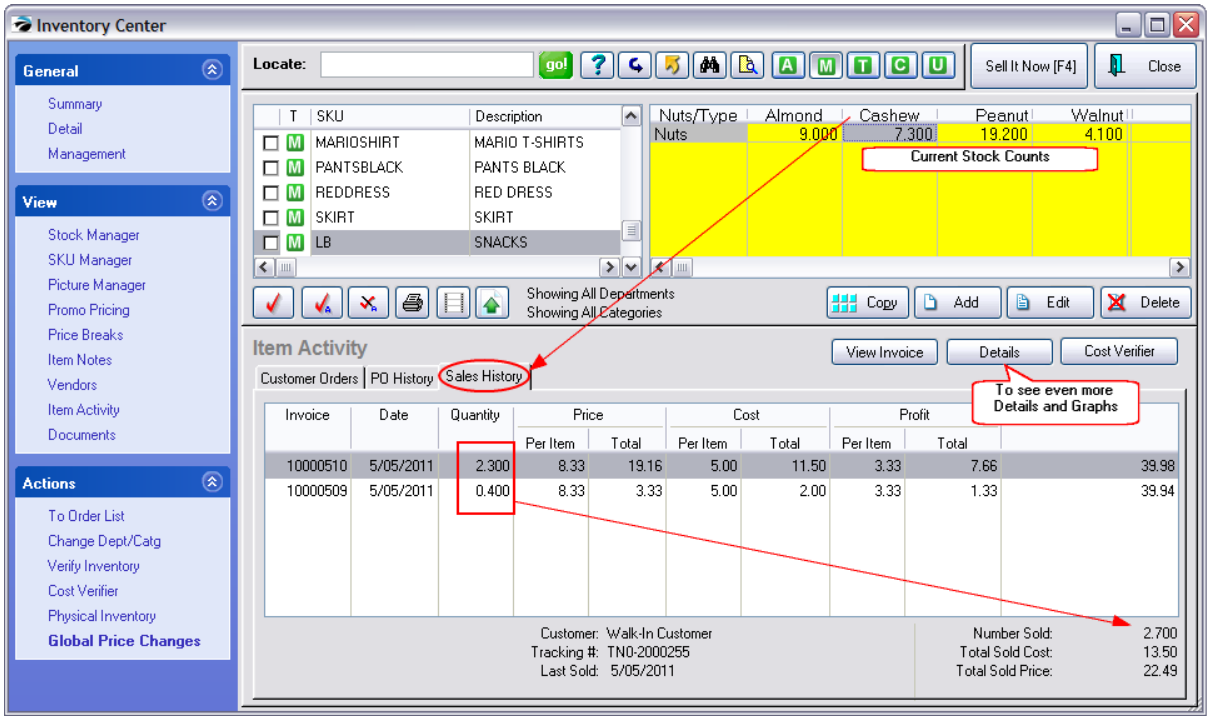
5.4.13.1.1 Matrix Item Sales History

When viewing the matrix group, you can see details of sales for an individual matrix inventory item.

1) Highlight the matrix header

2) Highlight the individual matrix item in the table at right. This shows the current stock count of the highlighted item.

3) Choose Item Activity: Sales History tab and each invoice which sold this item will be listed.



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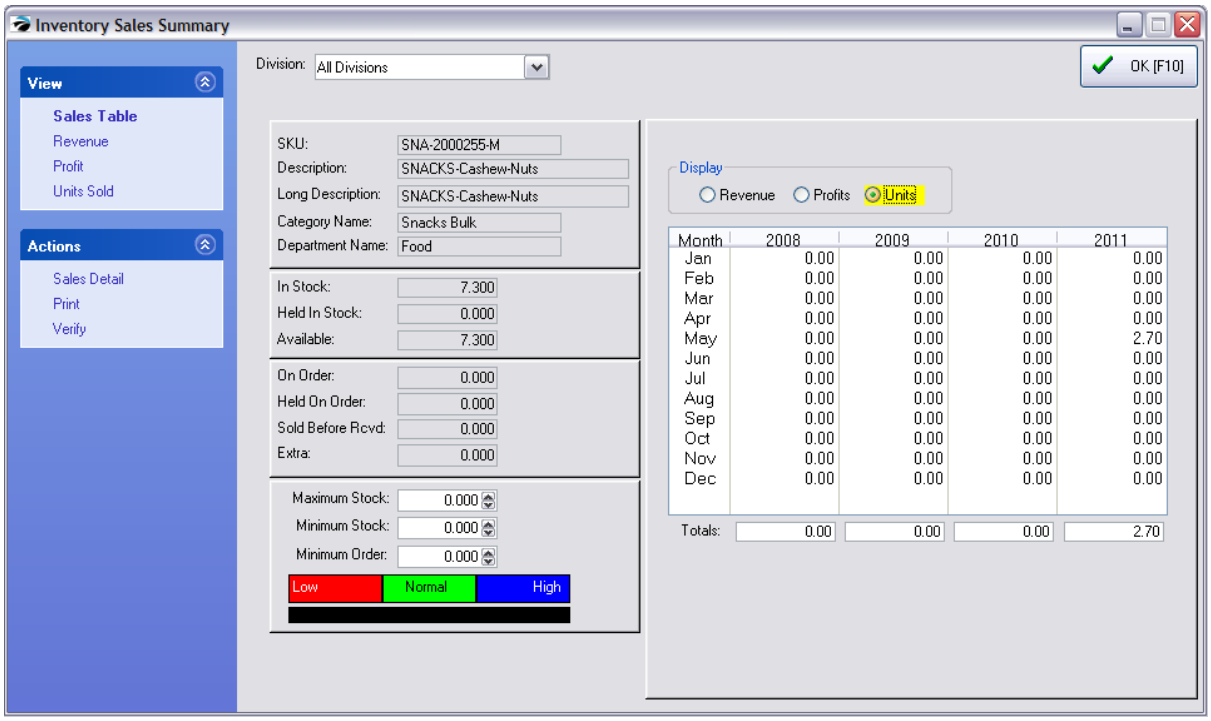
Totals

In the bottom right is an aggregate told sold.

Details

To see even more detailed information for multiple years of sales of this item, choose the Details button in the center-right of the screen.

On the Inventory Sales Summary screen (select Sales Table under View) you can focus on Revenue, Profits, or Units Sold. (see Inventory Sales Summary 1765)



Graphs

The data will be displayed graphical by choosing, from the View menu, one of the specific types. (see Inventory Sales Summary 1764)

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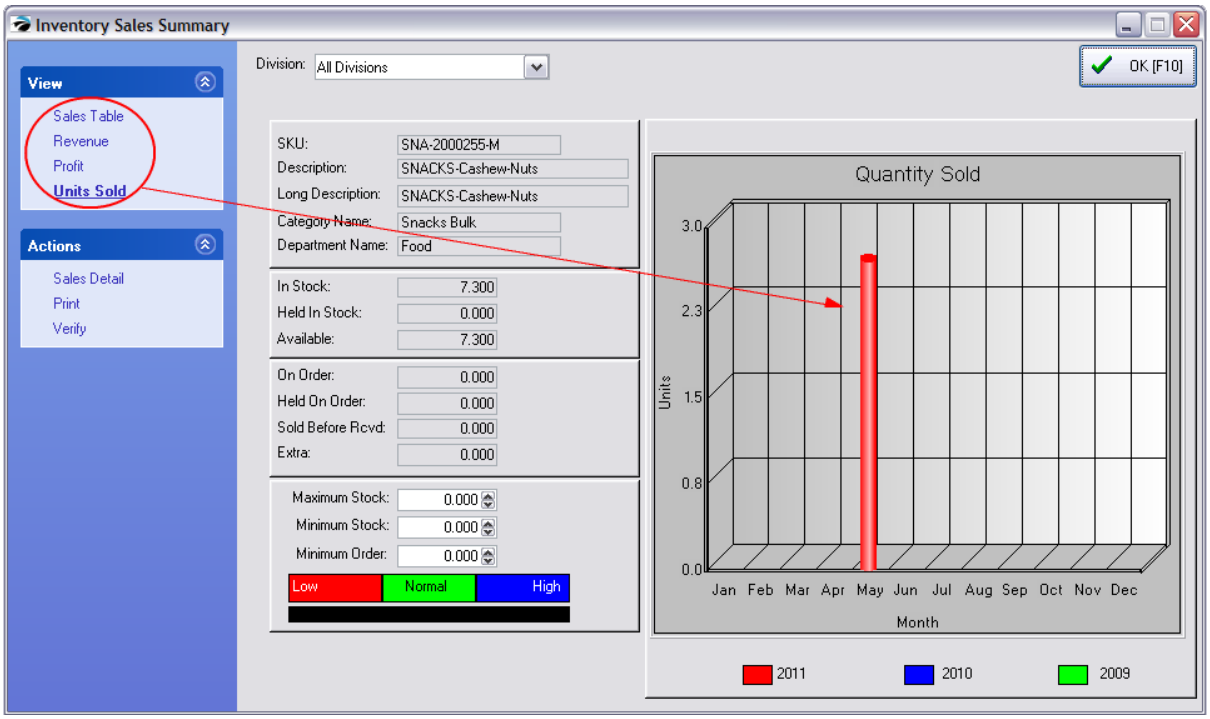

5.4.13.1.2 Sync Matrix Items To Header

When you make a change to a matrix header, you may update all individual matrix items by one or more options.

To get to this screen, you must choose to Edit the matrix header item. Then Click on the Sync To Header button in the lower left of the window and these options will be available.

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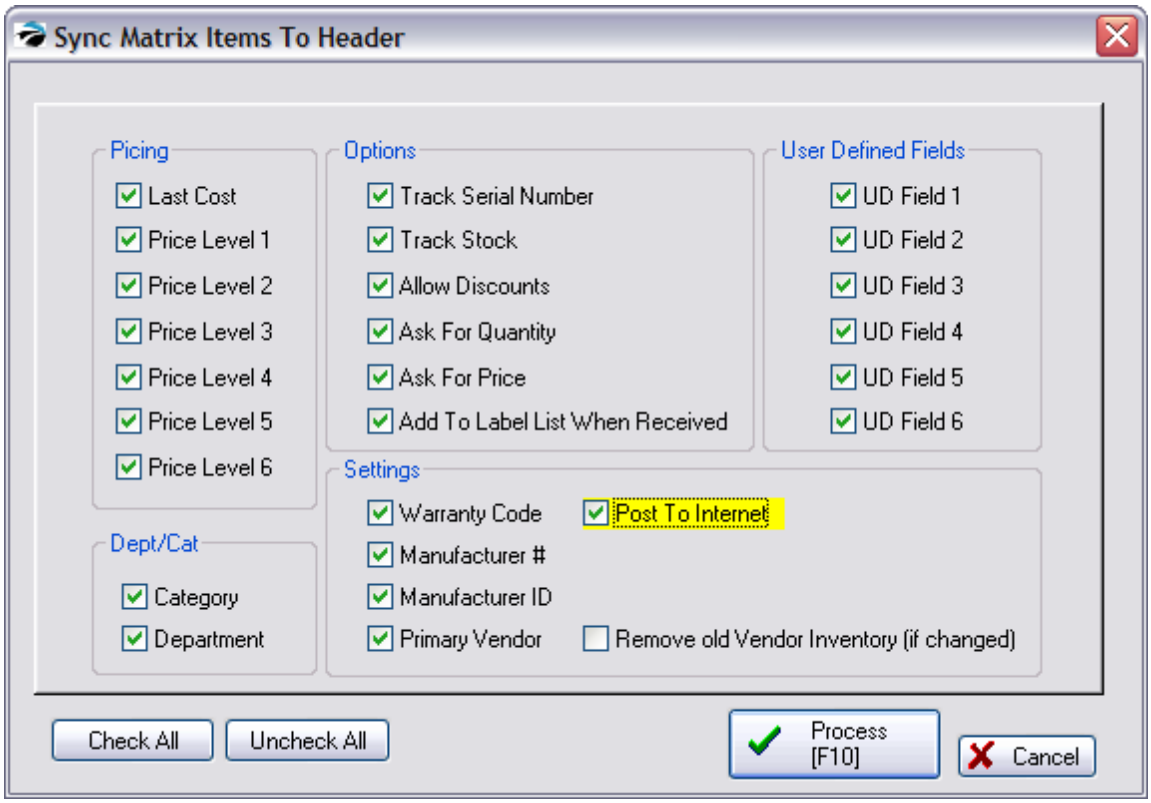

Not until you select Process [F10] will the checked items be transferred to the individual matrix items.

5.4.13.1.3 Matrix Definition

For a general discussion of the Matrix, see Matrix Inventory - Overview[1397]

The matrix definition is a standardized row and column title "template" or pattern for creating POSitive matrices. A definition can be as unique or as general as you like. Matrix definitions are saved, cloned, and edited as new needs arise.

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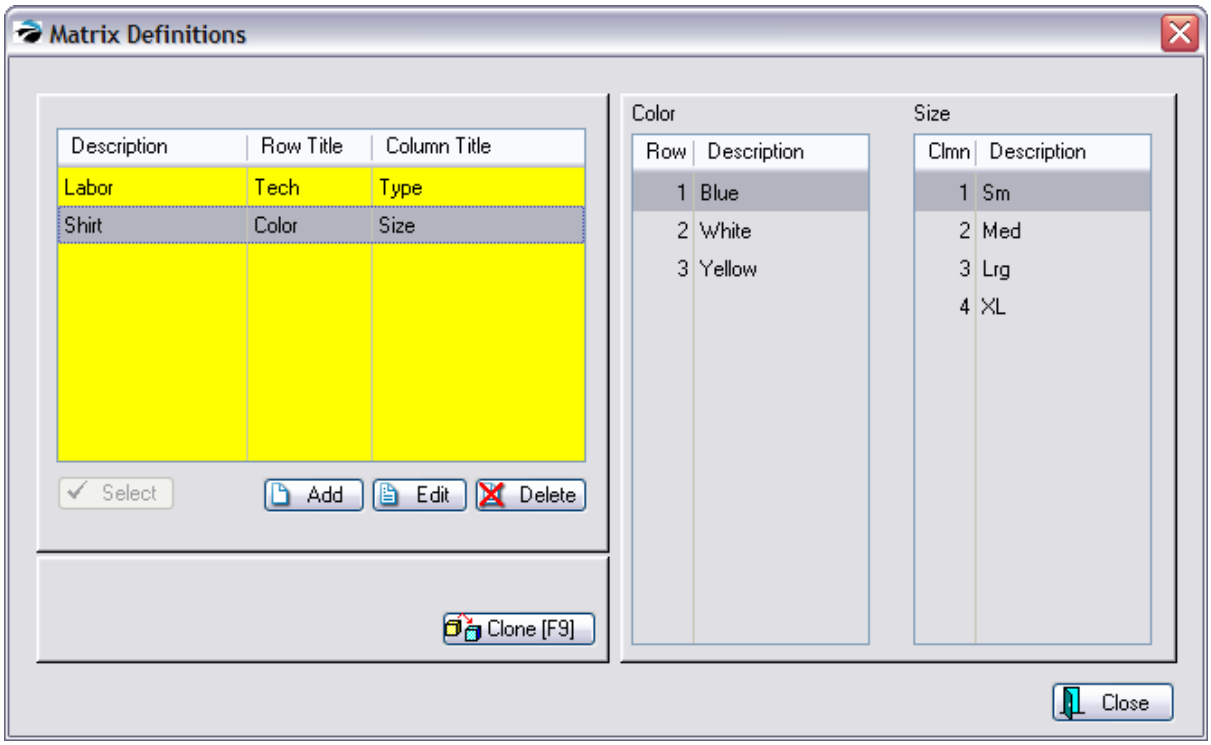

MATRIX FORMAT

A matrix item's description automatically includes the content of the row and column. You may choose which information you wish to come first, row then column, or column then row. (see System Setup: Inventory: General tab: and options at the far right.)

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.

4) Enter a title for the names of the columns.

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 [F10] when finished.

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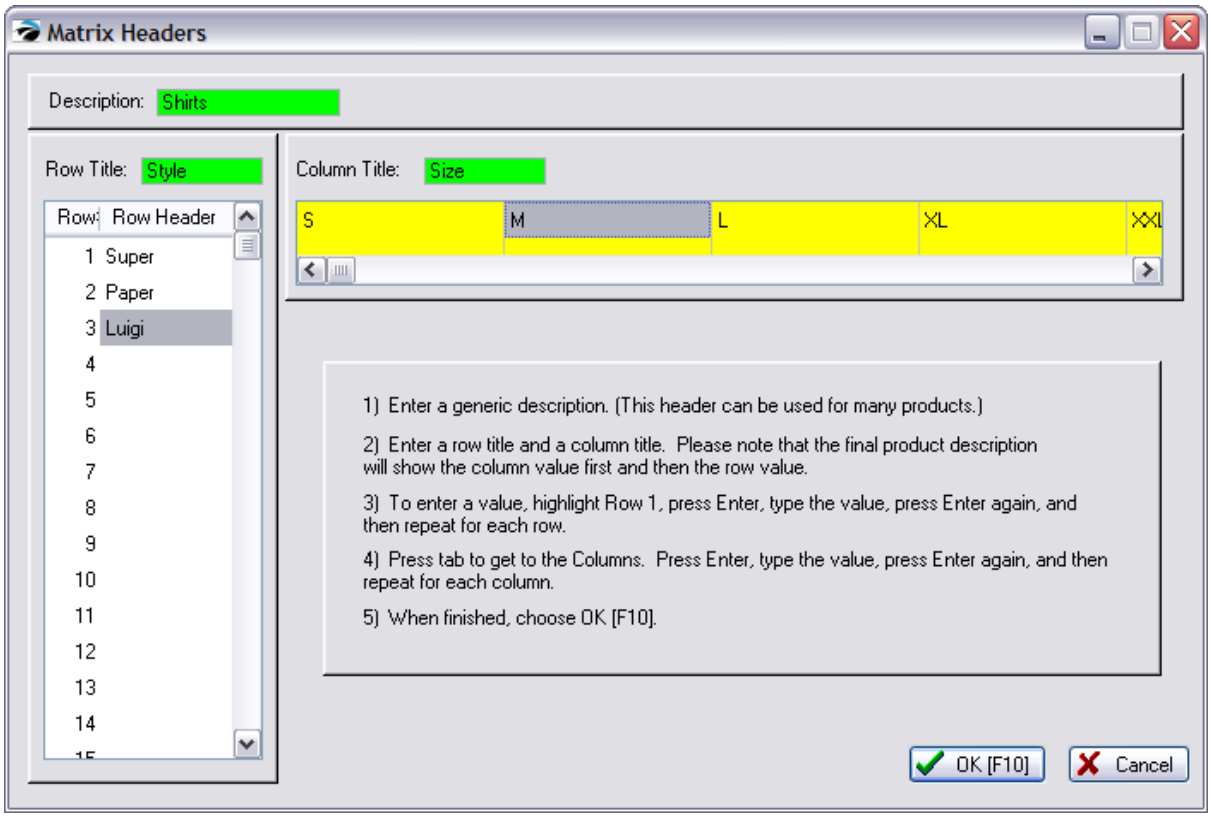

5.4.13.1.4 Matrix Headers

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.

This screen can be found by going to Inventory master menu, choosing Maintenance, and selecting Matrix Headers. This allows you to prepare matrix headers without actually creating inventory.

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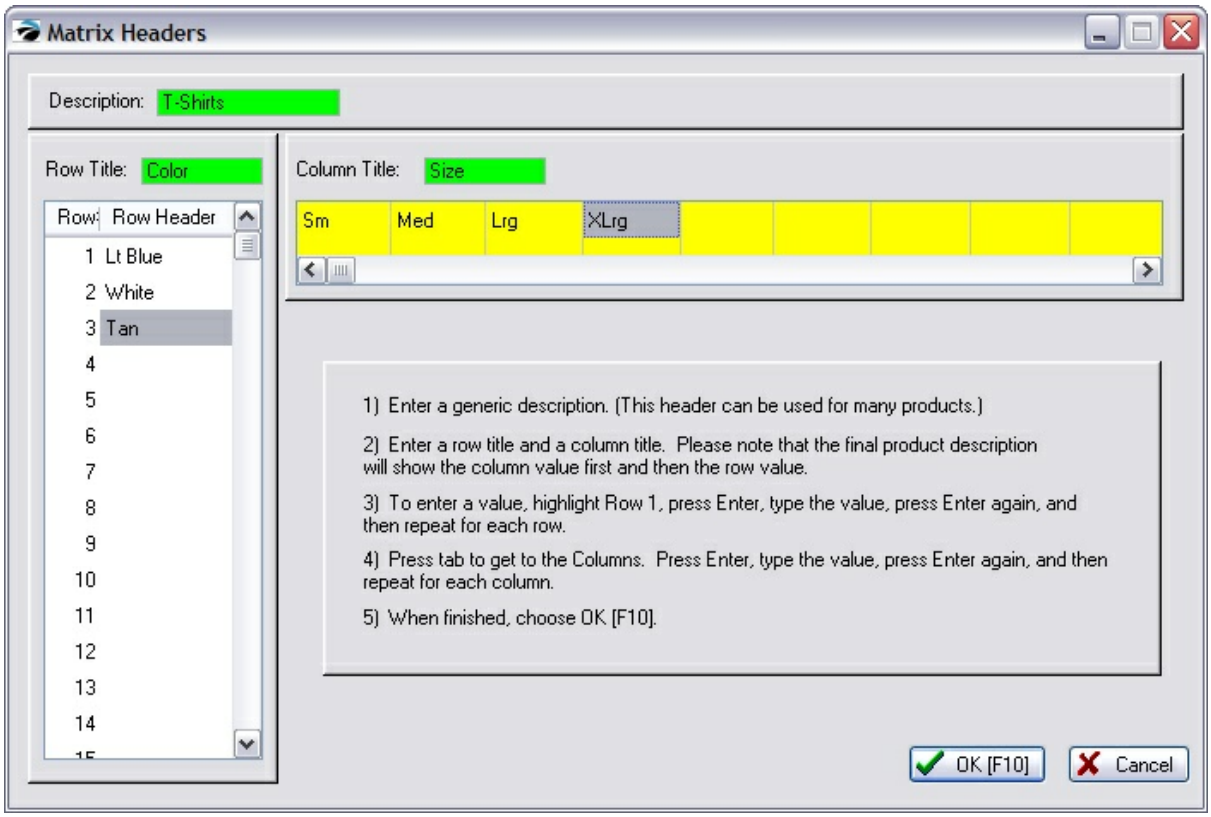
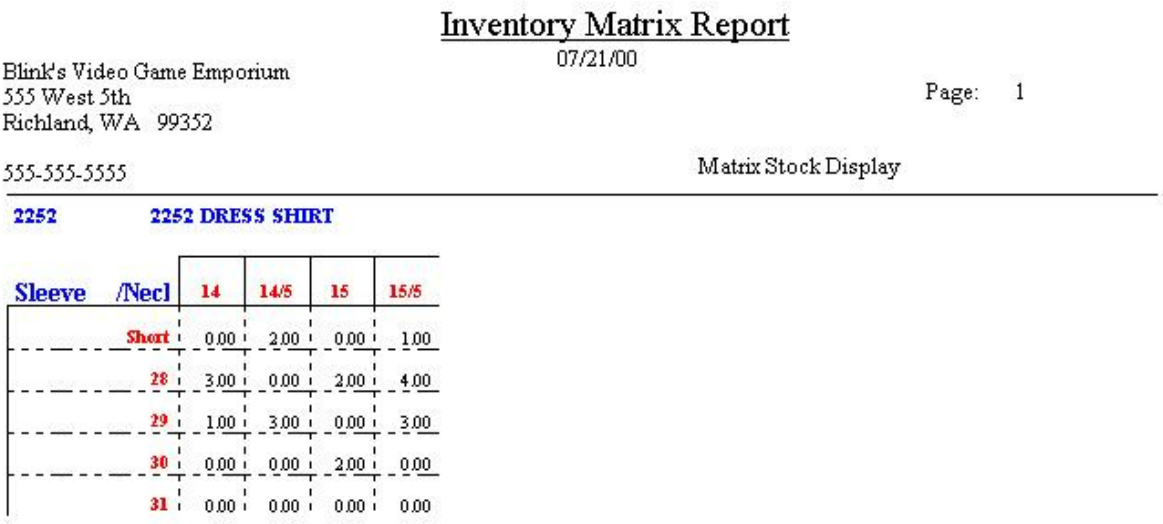


Note: Titles need to be congruent. You should not leave blank rows or columns between elements.

5.4.13.1.5 Matrix Reports

A sampling of reports involving matrices.



Inventory Matrix Report

07/21/00

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

555-555-5555

Page: 1

Matrix Stock Display

2252 2252 DRESS SHIRT

Sleeve /Necl	14	14/5	15	15/5
Short	0.00	2.00	0.00	1.00
28	3.00	0.00	2.00	4.00
29	1.00	3.00	0.00	3.00
30	0.00	0.00	2.00	0.00
31	0.00	0.00	0.00	0.00

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Inventory Valuation Report

Confidential

SKU	Description		Type	Stock	Average Cost	Total Cost
1940pd	1940 PARTY DRESS		Cons	1.00	70.00	70.00
07/18/00		PO#:	Recvd:	1.00	Cost: 70.00	
225-40-M	2252 DRESS SHIRT-14-28		Actv	3.00	10.00	30.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	3.00	Cost: 10.00	
225-41-M	2252 DRESS SHIRT-14-29		Actv	1.00	10.00	10.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	1.00	Cost: 10.00	
225-44-M	2252 DRESS SHIRT-14/5-Short		Actv	2.00	10.00	20.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	2.00	Cost: 10.00	
225-46-M	2252 DRESS SHIRT-14/5-29		Actv	3.00	10.00	30.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	3.00	Cost: 10.00	
225-50-M	2252 DRESS SHIRT-15-28		Actv	2.00	10.00	20.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	2.00	Cost: 10.00	
225-52-M	2252 DRESS SHIRT-15-30		Actv	2.00	10.00	20.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	2.00	Cost: 10.00	
225-54-M	2252 DRESS SHIRT-15/5-Short		Actv	1.00	10.00	10.00
07/18/00	Ghib Video Distributors	PO#: 0718-500POS	Recvd:	1.00	Cost: 10.00	
225-55-M	2252 DRESS SHIRT-15/5-28		Actv	4.00	10.00	40.00
07/18/00	Ghib Video Distributors	PO#: 0718-400POS	Recvd:	1.00	Cost: 10.00	
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	3.00	Cost: 10.00	
225-56-M	2252 DRESS SHIRT-15/5-29		Actv	3.00	10.00	30.00
07/20/00	Specialty Products	PO#: 0719-200POS	Recvd:	3.00	Cost: 10.00	
33-C	TEDDY BEAR - LUMBERJACK		Cons	2.00	28.00	56.00
07/18/00		PO#:	Recvd:	2.00	Cost: 28.00	

5.4.13.1.6 Matrix On Purchase Orders

There are only a few differences when working with matrix inventory and purchase orders. These differences are apparent in these areas.

- The Order List
- The Purchase Order
- Printing The Purchase Order
- Receiving Matrix Items On A Purchase Order

Specific differences depend upon settings made in Maintenance: System Setup: Purchase Orders.

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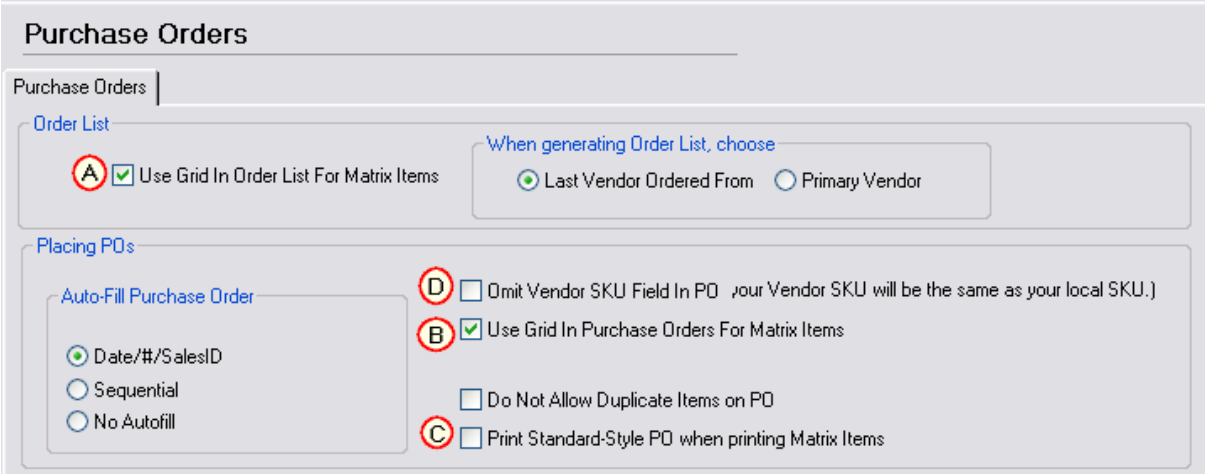


The following information will discuss what happens when the option is checked or unchecked as it relates to matrix inventory items.

A) Use Grid In Order List

B) Use Grid In Purchase Orders

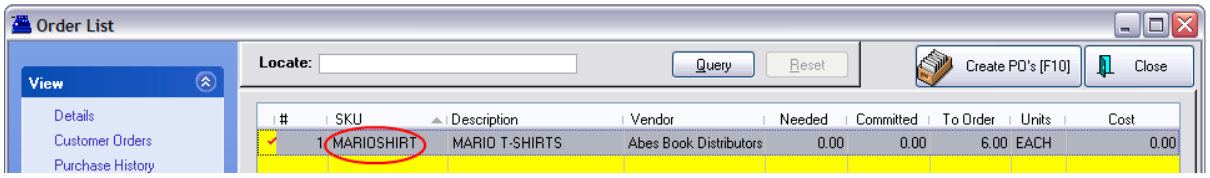
C) Print Standard-Style PO

D) Omit Vendor SKU Field in PO (Your Vendor SKU will be the same as your local SKU)

A) Use Grid In Order List

OPTION CHECKED

The matrix header is the only listing in the Order List. This is the easiest and most flexible method for setting quantities of items to order. You will not see individual matrix items in the list, unless you manually add the individual item.



Setting Quantities

Once the matrix header is on the Order List (see comments below), use the Edit button to make any changes to the quantity to be ordered. The Edit button will open the grid and allow you to set order quantities per each item.

Highlight the cell, press Enter, and type the number to be ordered. Press Enter again to save the setting.

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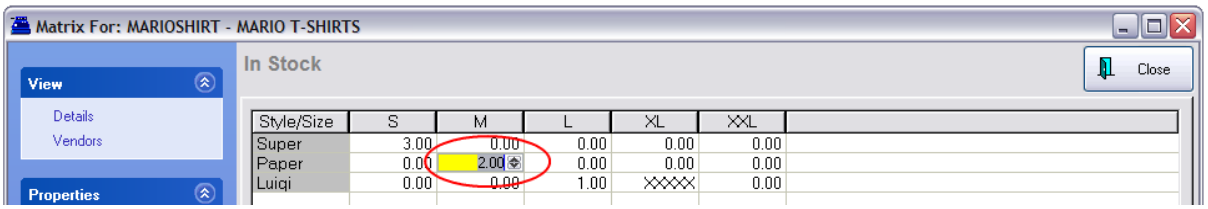


Getting Matrix Items To The Order List

Individual matrix items will be added to the Order List whenever stock counts drop below minimums or when there are special orders for the items.

However, you can manually choose to send matrix headers or individual matrix items from the Inventory Center to the Order List. First, highlight the item and choose "**To Order List**" under Actions. (see Order List Form 549)

Matrix Header

If you send the matrix header you will be prompted for a quantity which by default is set to 1.00. Do not change the quantity here because whatever you enter will not be able to designate individual styles. Once the matrix is in the order list you can specify how many items of each matrix item to order, as described above.

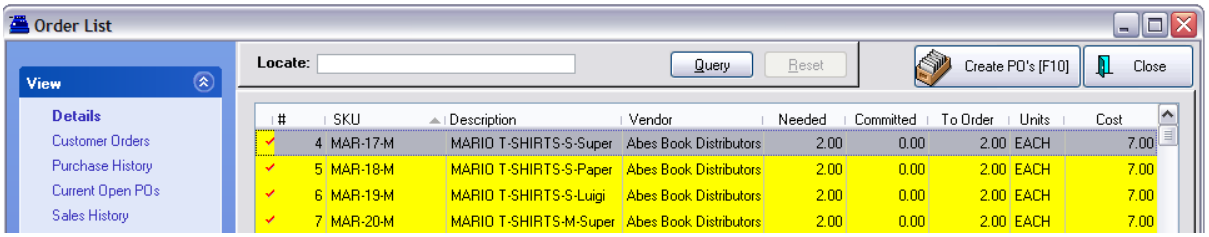
One advantage of sending the header, is that all individual items then become assigned en masse to the vendor rather than having to edit each inventory matrix item separately.

Individual Matrix Item

If you have highlighted an individual matrix item it is sent to the Order List, but it is treated as an individual item and not linked to a grid. This is not a bad option, because there may be times you will be doing special orders of just one item. Also, if you have pending customer orders for individual matrix items, they will be added to the order list as individual items when the order list is updated.

OPTION NOT CHECKED

Each individual matrix item will appear in the list. The matrix header is omitted. Use the Edit button to make any changes to the quantity to be ordered.



B) Use Grid In Purchase Orders

OPTION CHECKED

Only the matrix header is visible on the purchase order. The quantity is a lump sum amount for all the individual matrix items.

Note that the Cost is not a value but rather just the word "Cost." When you edit the line item, you will

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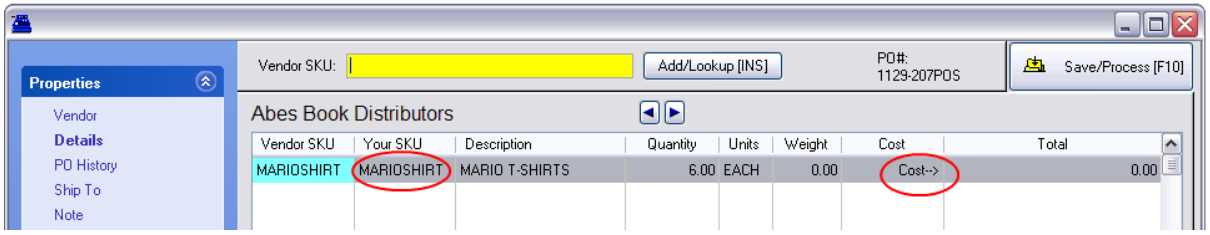
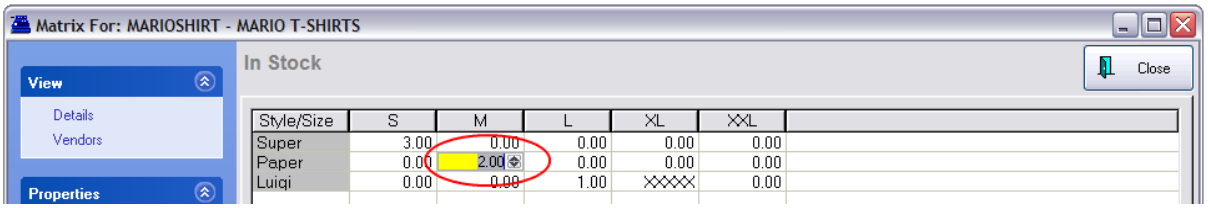
be able to adjust both quantities and costs.



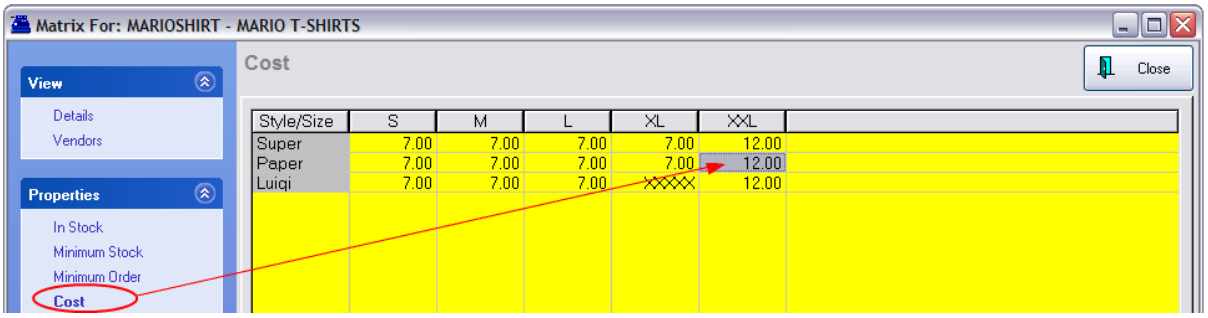
Editing Stock and Cost

Editing the matrix header line item is exactly like the in-stock screen at the Order List.



If costs need to be edited, choose the Cost Property on the left and change the value per cell by pressing Enter, typing the value, and press Enter again to save the change.

Note: at the bottom of the screen is an option "**Auto-Confirm Pricing**" which when activated will prompt to adjust selling prices of the item.



Receive Purchase Order

The line item on the PO will show only the header and for cost the word "Matrix" indicates that there are multiple costs involved.

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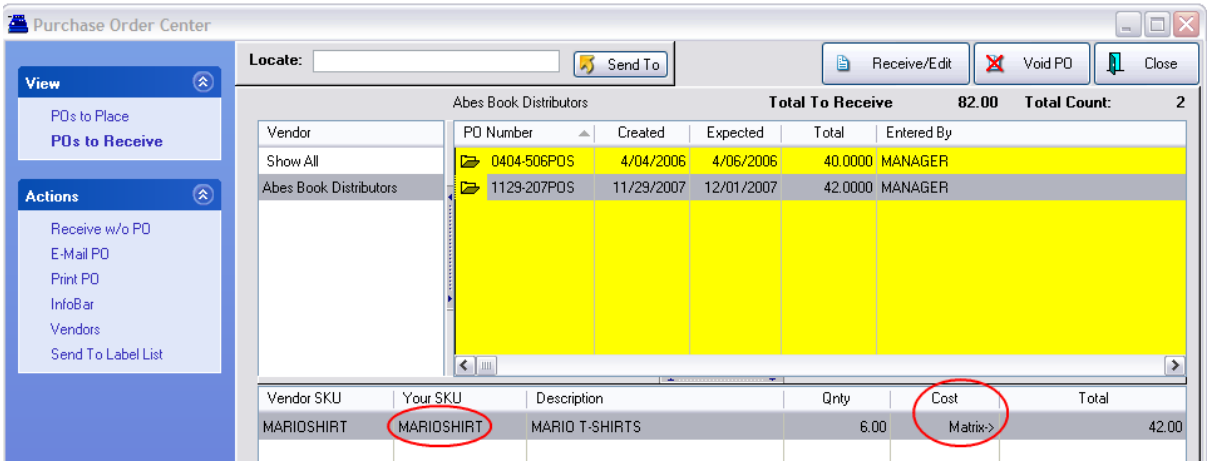
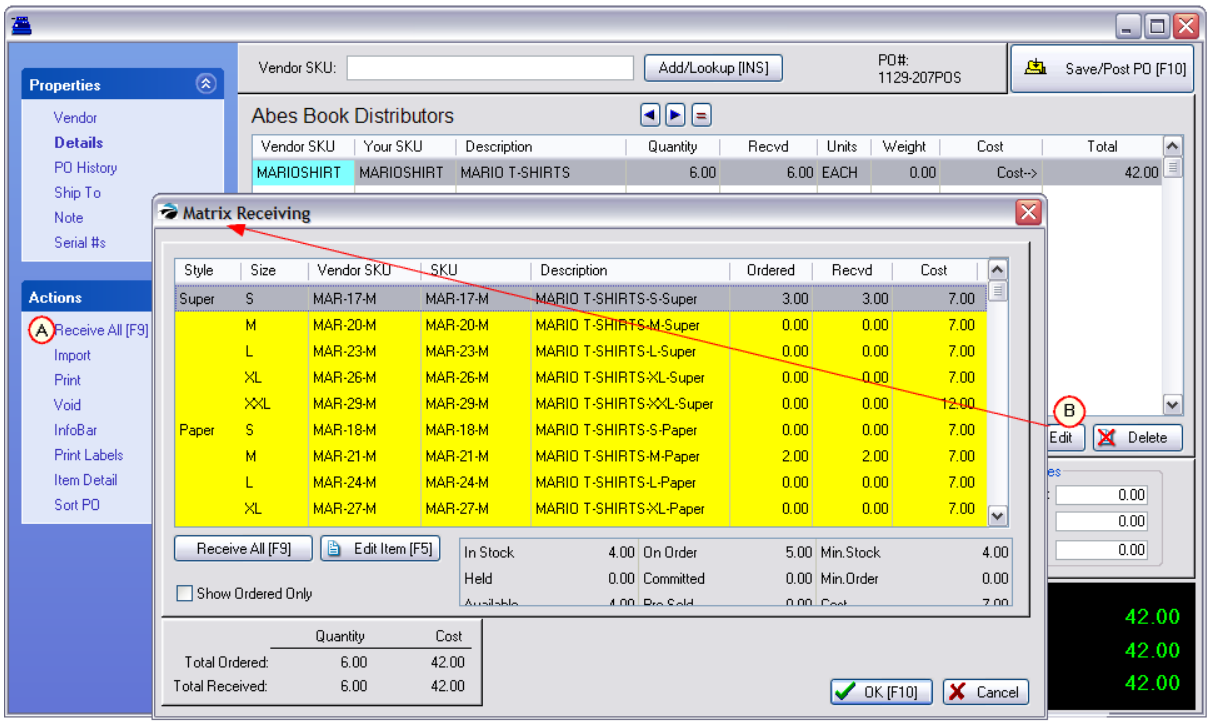


Choose the Receive/Edit button on the Purchase Order Center and you can receive the matrix items in one of two ways.

A) Select "Receive All [F9]" under Actions. This will automatically set the receive quantity to match the order quantity for each individual item. Warning: this sets ALL items on the PO to received status. Then choose Save/Post PO [F10] and Receive Now and your inventory is updated.

B) Select the "Edit" button which opens the **Matrix Receiving** screen and you can still choose "Receive All" button for this matrix group only. You may review each matrix item, change quantity and cost as needed. The **"Show Ordered Only"** option in the lower left helps focus on specific items. Then close this window and repeat the process for other items on the PO. Finally, choose Save/Post PO [F10] and Receive Now and your inventory is updated.



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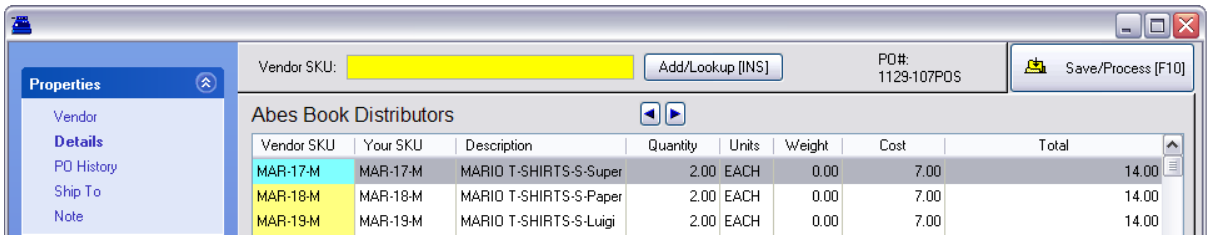
OPTION NOT CHECKED

The purchase order will list each matrix item as a separate item on the PO.

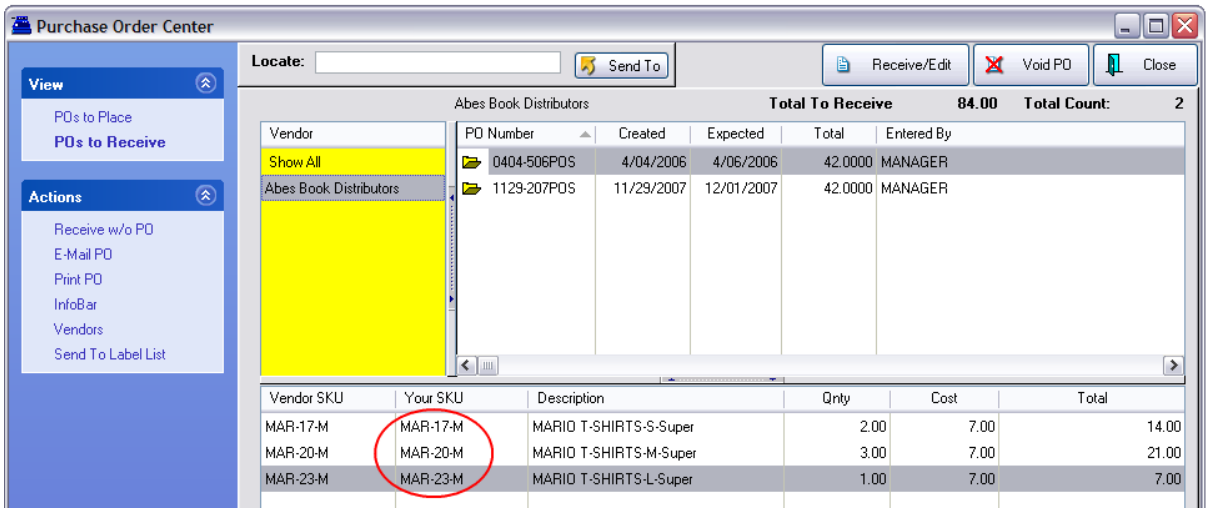
Editing of quantity and cost is done per line item.



Receive Purchase Order

Each matrix item is listed separately.

Choosing to receive matrix item products behaves exactly as other single line item inventory. If there are cost changes, then one will be alerted.



C) Print Standard-Style PO

OPTION CHECKED

The matrix header is ignored and each individual matrix item is listed on the purchase order. Typically, the vendor will be able to determine the product by its description, but defining the vendor SKU of each item would be beneficial.

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Purchase Order

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

Vendor	Ship To
Abes Book Distributors 4th Street Portland, OR 98231 555-5555 Fax:	Blink's Video Game Emporium 555 West 5th Richland, WA 99352 555-555-5555

PO Number	Account #	Ship By	Terms	Date	Purchaser
1129-107POS	12632	UPS GROUND	NET20	11/29/2007	POS

Vendor SKU	Our SKU	Description	Units	Quantity	Cost	Total	Tax
MAR-17-M	MAR-17-M	MARIO T-SHIRTS-S-Super	EACH	3.00	7.00	21.00	N
MAR-21-M	MAR-21-M	MARIO T-SHIRTS-M-Paper	EACH	2.00	7.00	14.00	N
MAR-25-M	MAR-25-M	MARIO T-SHIRTS-L-Luigi	EACH	1.00	7.00	7.00	N

OPTION NOT CHECKED

Matrix inventory on the purchase order will be displayed in a grid. No SKUs are printed for individual items. The vendor simply looks at the configuration to determine what needs to be shipped.

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Purchase Order

Phone:

Vendor
Abes Book Distributors
4th Street
Portland, OR 98231

555-5555 Fax:

Ship To
,

PO Number	Account #	Ship By	Terms	Date	Purchaser
1130-207POS	12632	UPS GROUND	NET20	11/30/2007	POS

Vendor SKU	Our SKU	Description	Quantity	Cost	Total

MARIOSHIRT MARIO T-SHIRTS

Style /Size	S	M	L	XL	XXL
Super	3	0	0	0	0
Paper	0	2	0	0	0
Luigi	0	0	1	0	0

6

Grid prints on Purchase Order

Total: 42.00

D) Omit Vendor SKU Field in PO (Your Vendor SKU will be the same as your local SKU)

If ALL of your inventory is always so unique that it could never be purchased from more than one vendor, this option will eliminate the Vendor SKU field from the purchase order.

Omit Vendor SKU Field In PO -

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

5.4.13.1.7 Matrix Stock Counts

By default, the stock count of each individual inventory item assigned to a matrix is 0.00. The stock counts of individual items are automatically updated when you receive purchase orders.

There are two methods for manually entering new stock counts.

How To Manually Adjust Stock Count of a Single Item

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1) Open the Inventory Center and find the matrix item

2) Choose Stock Manager (on the left menu)

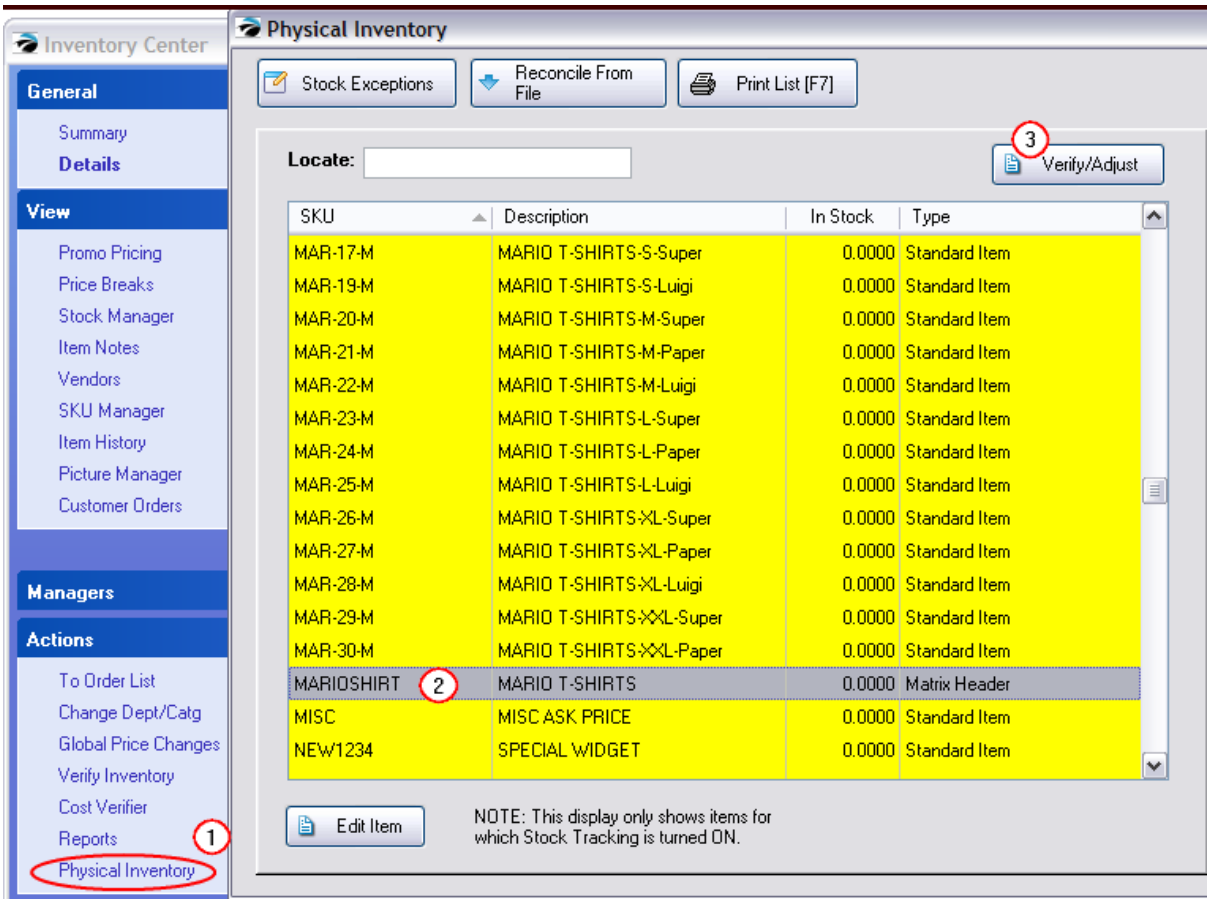
3) Choose Verify / Adjust button and enter the new total stock count and reason for adjustment

How To Manually Enter Stock Counts For All Items in the Grid At One Time

1) Open the Inventory Center and choose Physical Inventory (bottom left) under Actions

2) Find and highlight the Matrix Header

3) Choose Verify/Adjust (to change stock counts) in the upper right.



4) Choose the cell to be changed, press Enter, type in the new stock count value, and press Enter again.

5) Repeat the process for each individual item, as needed.

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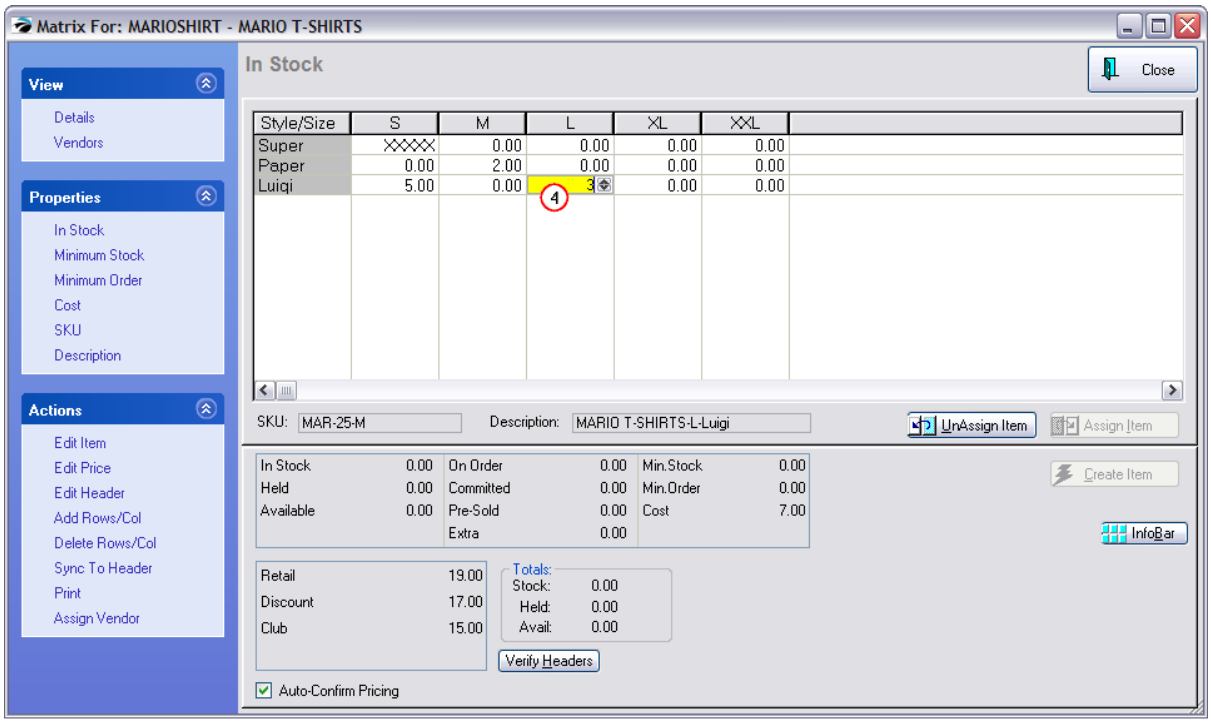

5.4.13.1.8 Deleting A Matrix

A matrix consists of a Header and individual Matrix items. These can be deleted entirely or in part, however they MUST have a stock count of 0.00 for each component. Any inventory item with a stock count cannot be deleted.

In this example, one item has a stock count.

When you choose the Delete button at the far right, you are notified that the Matrix Header cannot be deleted.

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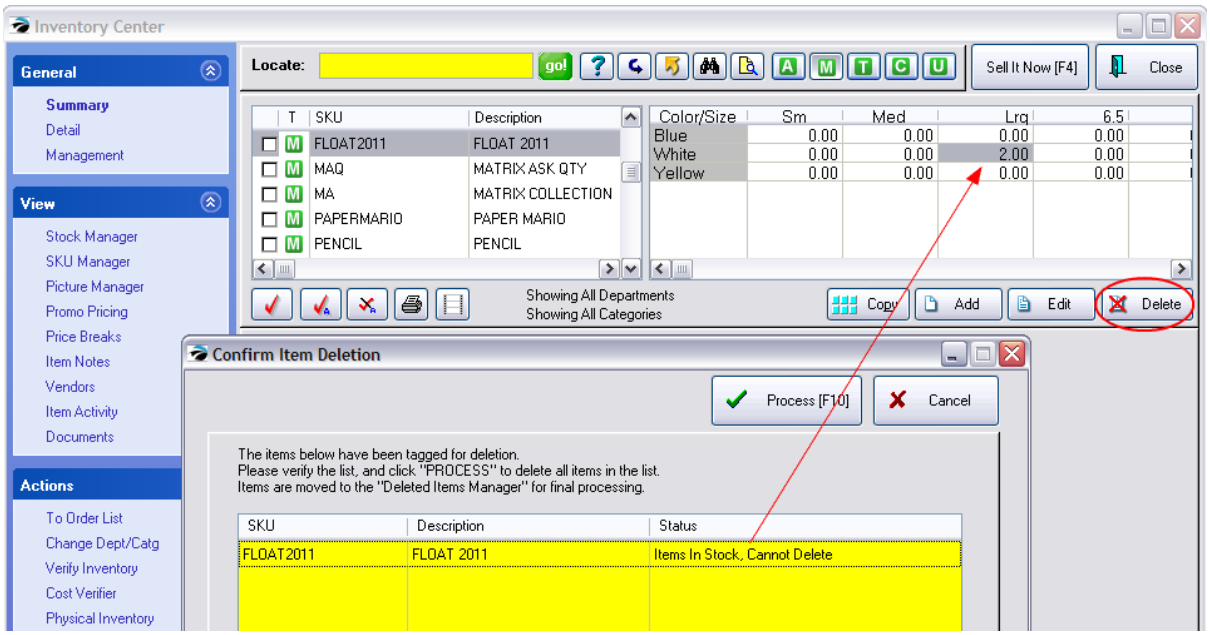

TIP: Print a current stock count of the matrix items before making any deletions, then you can add the stock counts back as needed.

Delete Matrix Header Only

Before you can delete the matrix header, you must get the stock count down to 0.00 for the header and for all items.

Option - Use the Physical Inventory Listing to edit the Header Stock Counts How To

1) Open the Inventory Center

2) Choose Actions: Physical Inventory from the blue menu at left.

3) Find and highlight the Matrix header of the desired item.

a) If you highlight the header you can change the stock counts off ALL items in the matrix. Note: Type = Matrix Header

b) if you highlight the individual item you can change the stock count of just that ONE item.

c) choose Verify/Adjust to make the change in stock count

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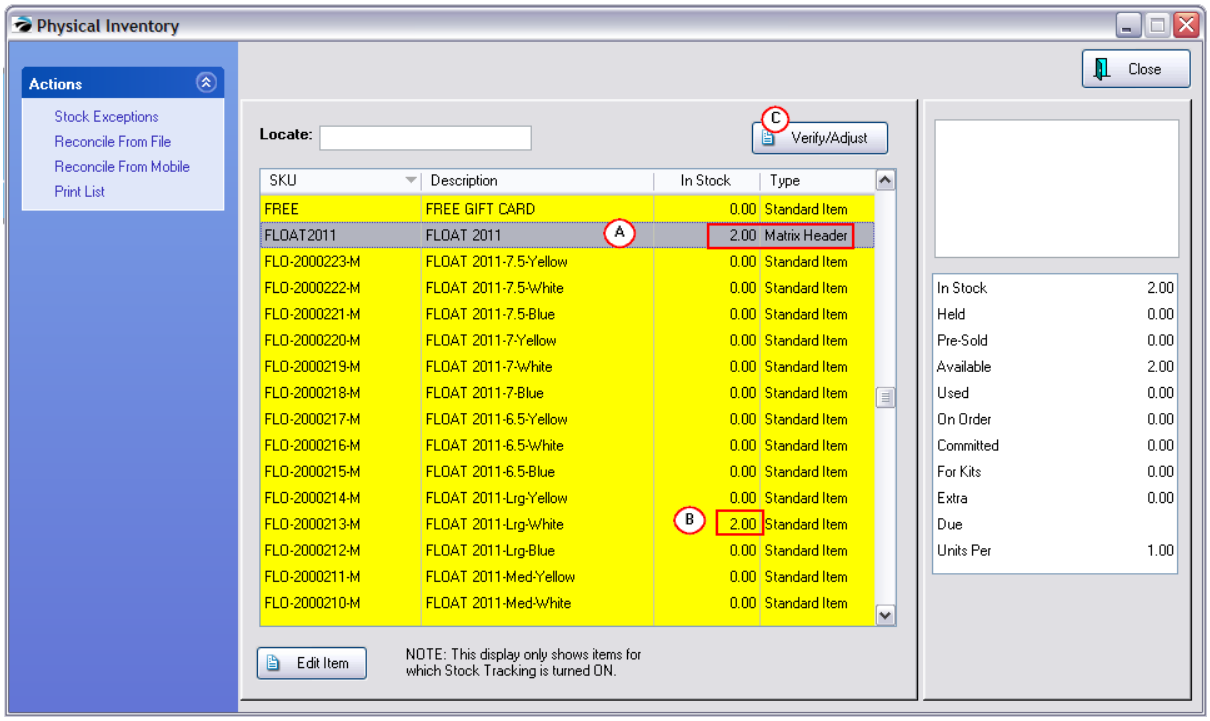

4) Select the Verify/Adjust button in the upper right of the screen.

5) This will open the Matrix and show only the stock counts of each item in the matrix.

CAUTION: Before changing the stock quantities, you may want to print a report showing the current stock counts so that the counts can be added back after the Matrix Header is deleted.

Option - If you use Verify Adjust to change the stock count of the individual item. How To

If you choose to change the stock count of just an individual matrix item you will see this screen

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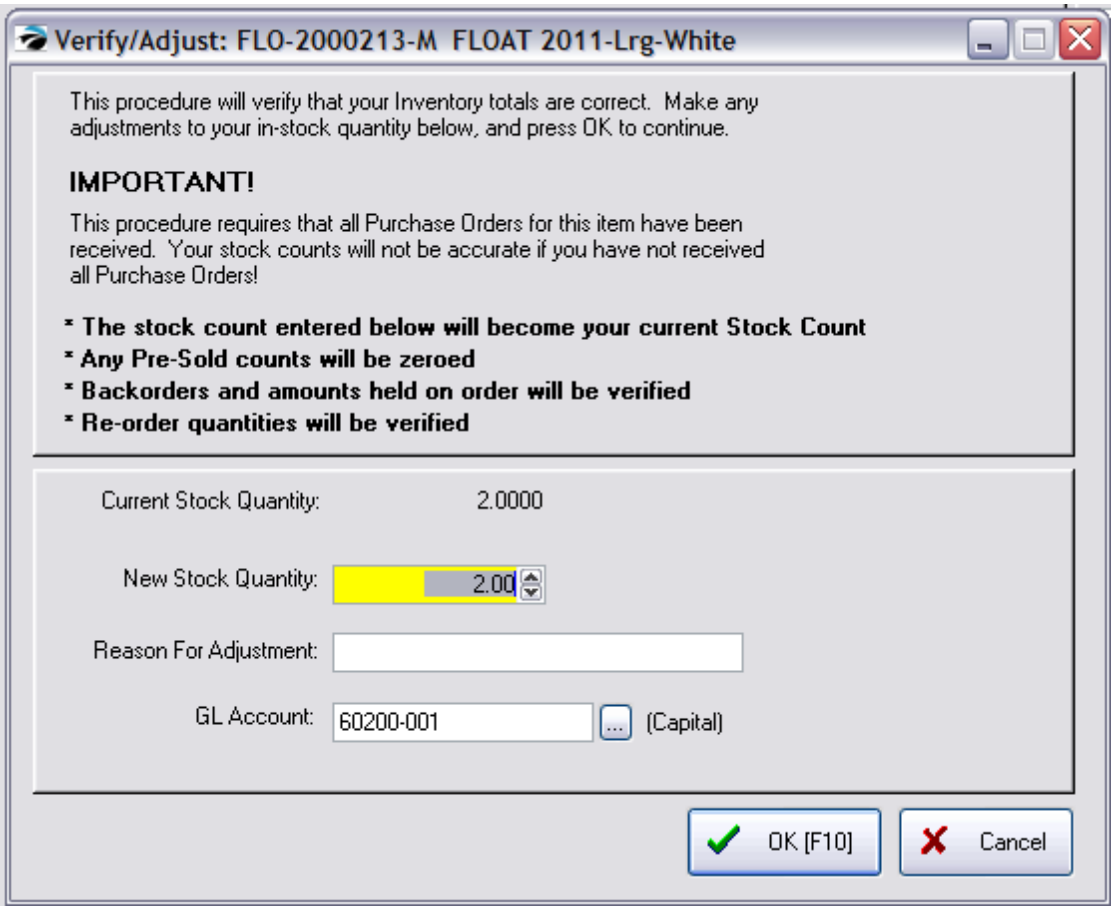

Enter 0.00 in the New Stock Quantity

Choose OK [F10]

NOTE: this screen can be accessed in two ways.

1) from the Stock Manager: Current Stock: Verify/Adjust of the individual matrix item

2) from Physical Inventory list, highlight, and then Verify/Adjust. (Note: this requres a few extra seconds to process)

Delete Matrix And Associated Inventory Items

If you determine that a matrix is no longer needed, be sure to delete both the matrix header and the associated matrix items.

Open the Inventory Center and sort the inventory so that you can see both the matrix header and its matrix items. You

1) check mark the header and all the associated matrix items

2) choose the Delete button at the far right.

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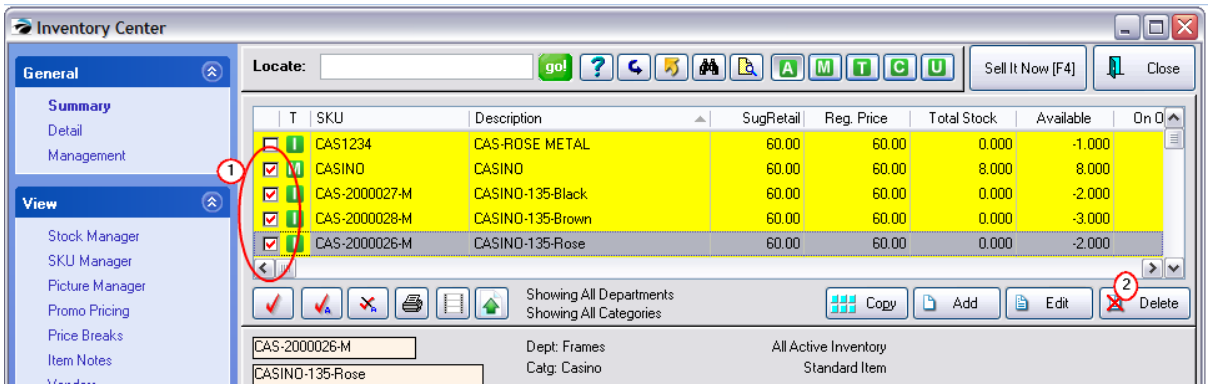

While highlighting a matrix header, choose the Delete button at the far right to delete all or portions of the matrix.



If you answer NO, you will delete only the matrix header. The matrix children will remain in the inventory list.

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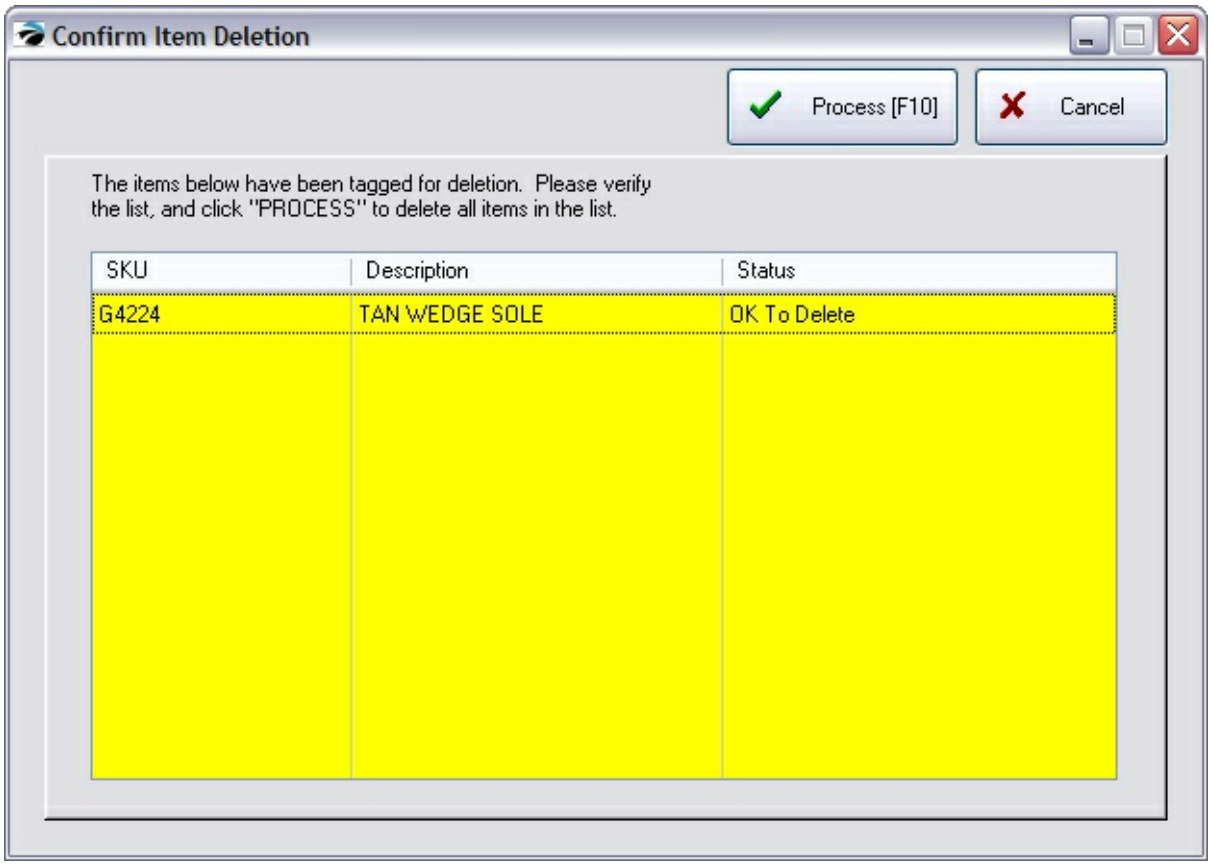

If you answer YES, you will be deleting both the header and the matrix children.

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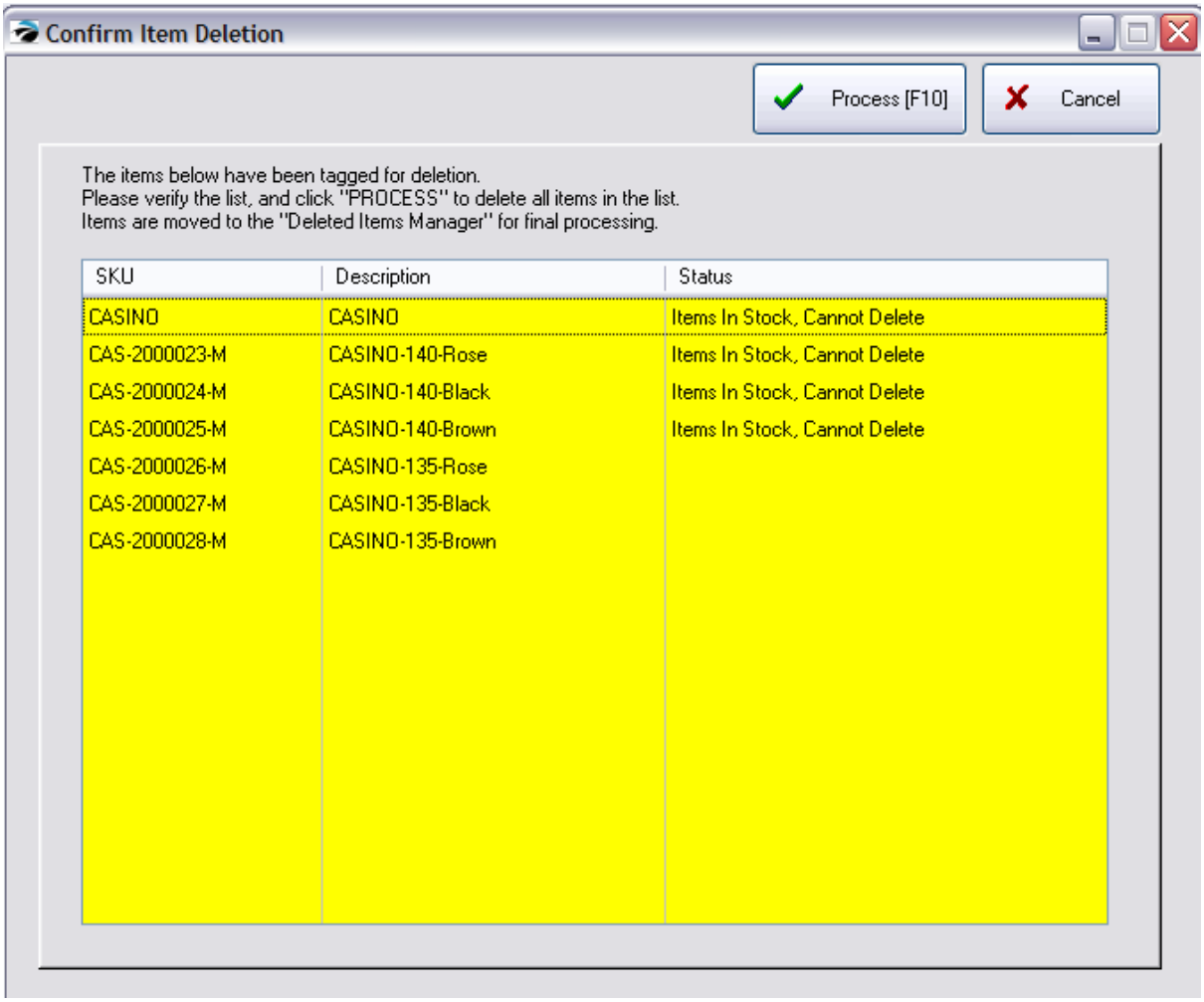

Choose Process [F10] to complete the deletion. The matrix and all matrix children are removed from the inventory list.

IMPORTANT: If you plan to recreate the same matrix, you must permanently purge the items just deleted.

Purge Deleted Items

Use the Deleted Items Manager to finalize the deletion or recover items deleted by mistake. (see Deleted Items Manager 494)

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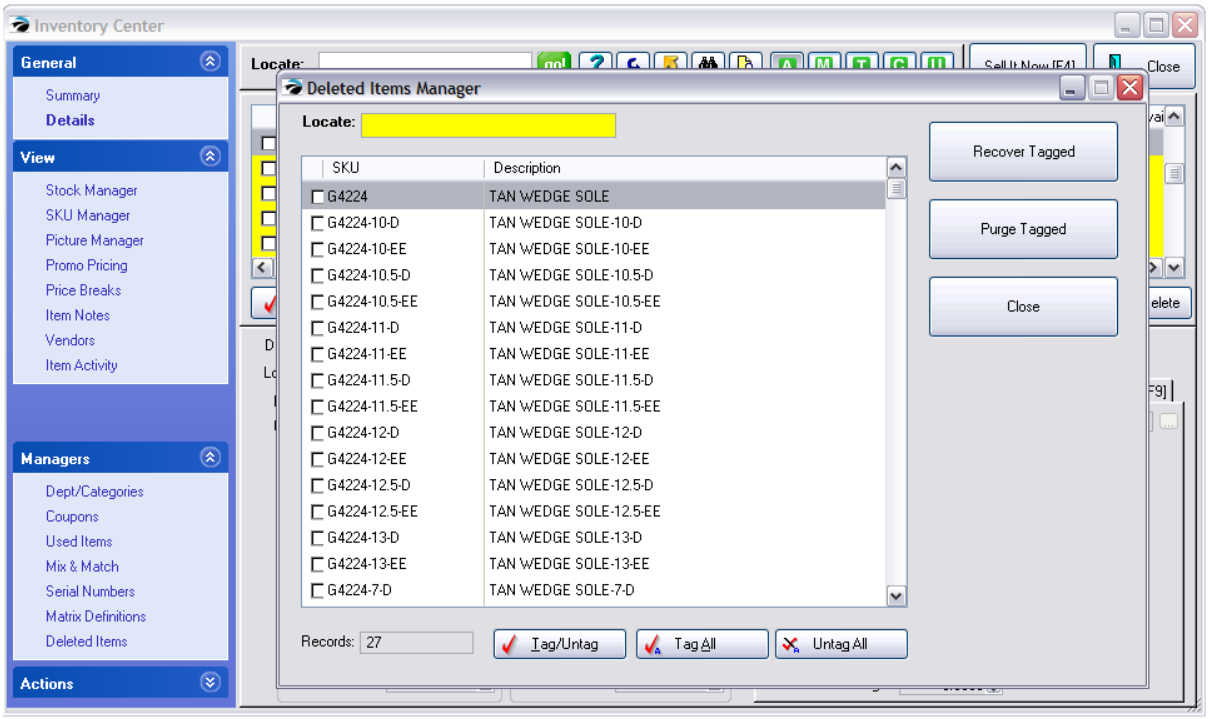

5.4.13.1.9 Touchscreen Matrix

When using the Touchscreen of POSitive, selecting a matrix header will give you the ability to select multiple products from the matrix with varying quantities before returning to the invoicing screen.

1) highlight the cell of the appropriate dimensions

2) choose the PLUS button multiple times to select 1.00 or more

OR choose the NumberPad button to enter a total count.

3) highlight another cell, if desired, and enter a quantity as described above.

4) Choose OK (upper right corner) to add the item(s) to the invoice.

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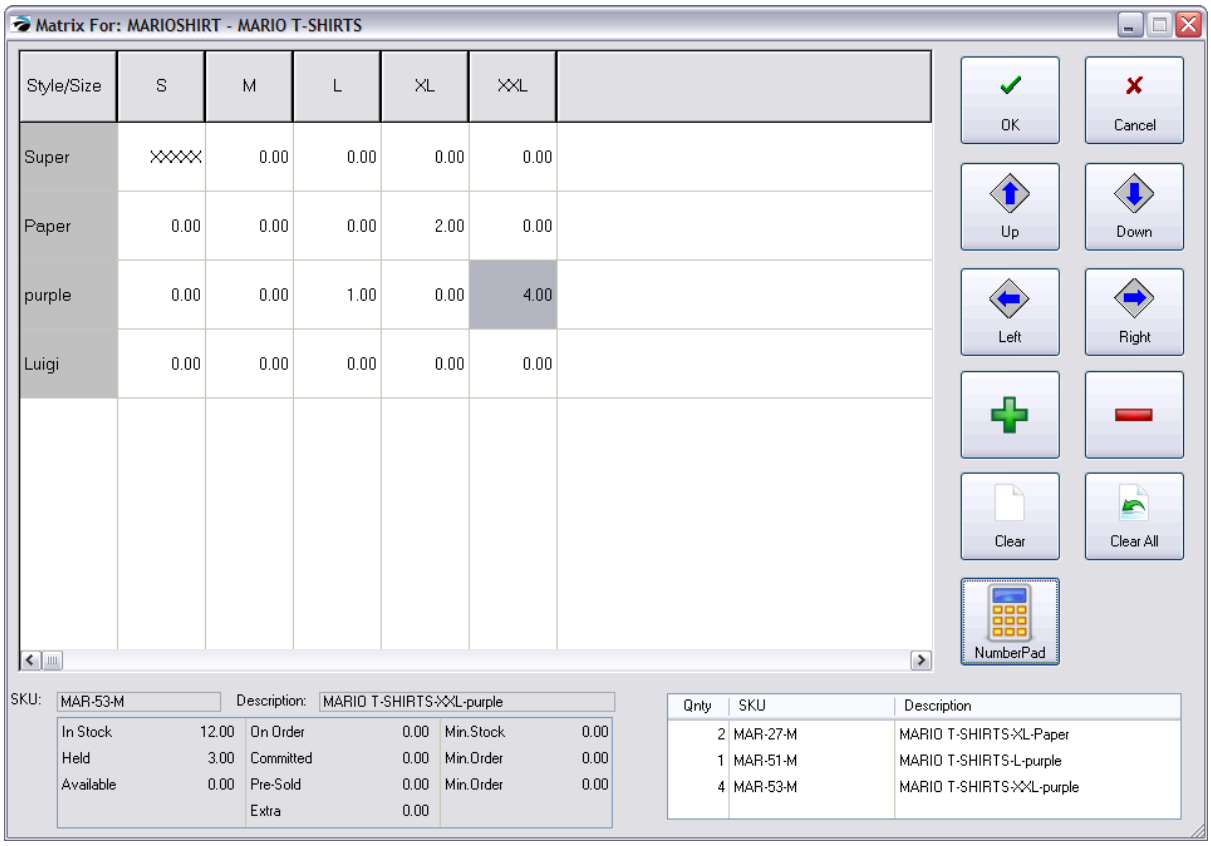

CONTROL BUTTONS

OK - closes the matrix header and adds items with quantities greater than 0.00 to the invoice.

Cancel - closes the matrix header without selecting any product

Up - Down - Left - Right - positions the cursor into a desired cell. (one could just touch or click in the desired cell)

Plus - increases the count in the highlighted cell

Minus - decreases the count in the highlighted cell

Clear - removes the quantity of the highlighted cell

Clear All - removes all quantities from all cells

NumberPad - select a quantity for the highlighted cell

INFORMATION SECTIONS

Stock Counts - the current stock counts of the highlighted cell are displayed at the bottom left

Items Selected - a running list of all items selected on this matrix are displayed in the bottom right

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5.4.13.1.10 Add Rows / Columns

If your vendor expands its product offerings of a certain matrix style, you can add additional rows or columns to link the new products to the same matrix.

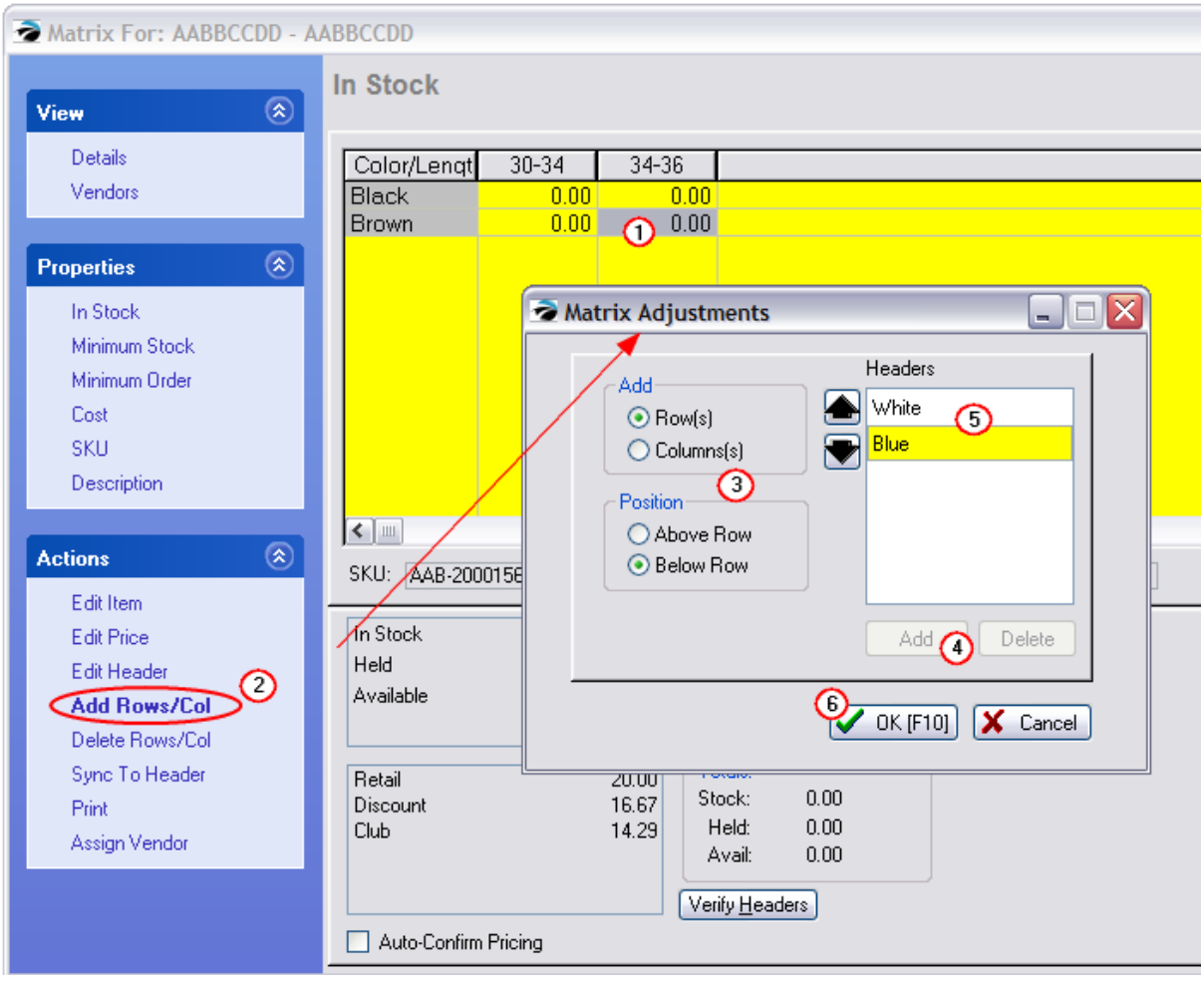
First, find the original matrix and choose Edit. (How)

1) Open the Inventory Center

2) Choose the M icon to list all the matrix headers. (Top Center: A M T C U)

3) Highlight the matrix to be modified.

4) Choose Edit. This will open the "Matrix For: xxxxxx" screen.



To Add Rows or Columns

1) Highlight the last cell of the matrix. When you add a column or row, you can control the placement of by the location of the cursor. Typically you will want to start from the last entry. (see step 3)

2) Choose the "Add Rows/Col" button under Actions. This will open the Matrix Adjustments screen

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wherein you add additional names.

3) Select **Row** or **Column** as the type of entry to make.

Then select **Position**: Above/Below the cursor OR Right/Left of Column selected by the cursor.

4) Choose the Add button.

5) Type in the title of the row or column. Press Enter.

To add another row or column, choose the Add button again, type the title, and then press Enter again.

6) When you are finished, choose OK [F10]. In this pictured example, two new rows (White and Blue) will be added below the Brown row

5.4.13.1.11 Matrix Printing Options

A matrix can be printed to include one of the following attributes: Cost, Stock, Qty To Order, or one price level (Price 1-6)

1) Find the matrix and choose Edit. (How)

1) Open the Inventory Center

2) Choose the M icon to list all the matrix headers. (Top Center: A M T C U)

3) Highlight the matrix to be printed..

4) Choose Edit. This will open the "Matrix For: xxxxxx" screen.

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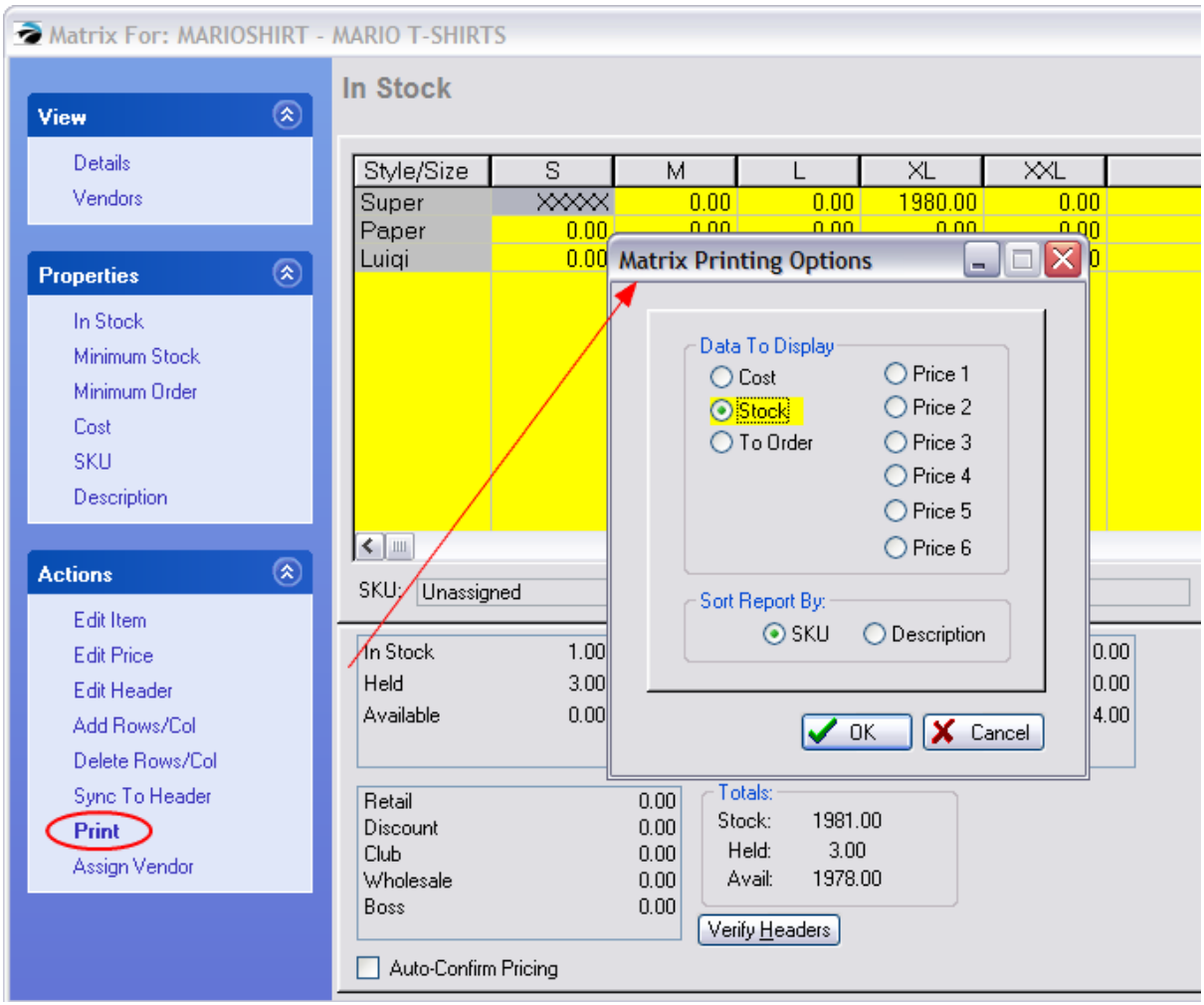

2) Select the Print button under Actions.

3) Activate one of the data attributes and choose how you want the report to be sorted.

4) The report will be printed as a grid with the selected data in each box.

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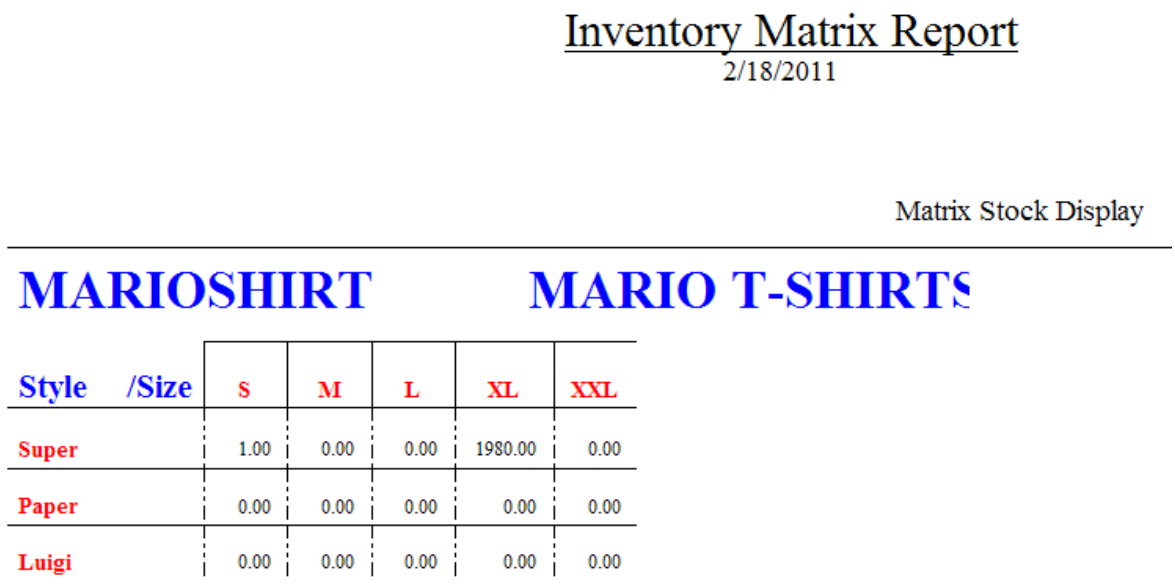

Inventory Matrix Report
2/18/2011

Matrix Stock Display

MARIOSHIRT MARIO T-SHIRTS

Style /Size	S	M	L	XL	XXL
Super	1.00	0.00	0.00	1980.00	0.00
Paper	0.00	0.00	0.00	0.00	0.00
Luigi	0.00	0.00	0.00	0.00	0.00

5.4.13.2 Matrix Sequence Defaults

POSitive auto-generates the SKU and Descriptions automatically for each item belonging to the matrix. Once they are created you can modify them by editing each inventory item separately.

However, you can save time and effort by adjusting the Matrix Sequence Defaults BEFORE you create a matrix.

1) Go to Maintenance: System Setup: Inventory: General tab

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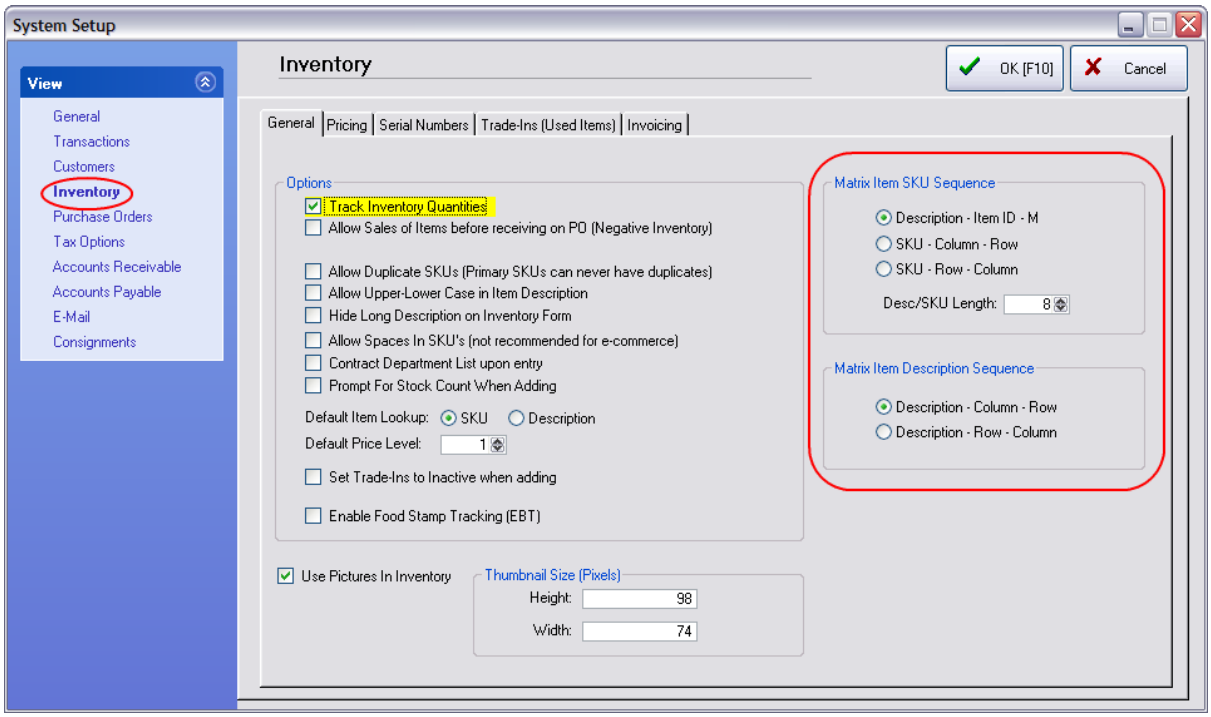

2) At the far right are the Matrix Sequence Defaults. Choose the option best suited for the matrix you are going to create.

Desc/SKU Length - IMPORTANT

No matter which option you choose, your understanding of Desc/SKU Length (number of characters) is of primary importance.

- The suggested setting of 8 characters is recommended.

Anything less than 8 could cause duplicate SKUs to be generated and POSitive does not allow duplicate primary SKUs.

Setting the number greater than 8 can use up the limited number of characters per SKU. But there are times when increasing the number is warranted in order to capture the full "style" number. (see commentary below)

- The MAXIMUM length for a primary SKU is 20 characters. Anything longer than that will be truncated and barcode readers will not be able to scan the item. An ideal number of characters for a barcode is 18.

- The source of these 8 characters can be either the Description or the SKU of the "matrix header" item.

If you choose to use the Description, create a description which does NOT have any "spaces" in the first 8 characters.

Here is an example of a problematic SKU.

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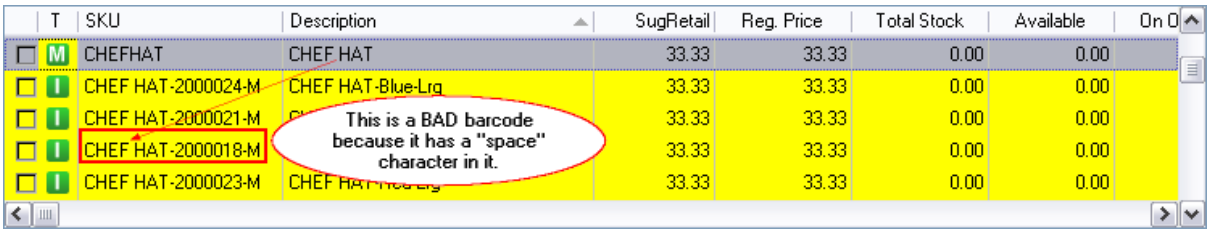

This is a BAD barcode because it has a "space" character in it between CHEF and HAT. Barcode scanners could have troubles reading it. The "space" was captured from the Description field of the matrix header. You should also avoid all non-alpha numeric characters such as / # $ % ^ & * ( ) \ etc in the first 8 character segment of the item description.

Choose to start descriptions with something unique, such as a style number, vendor code, or classification.

- If you choose to use the SKU of the matrix header item, set the length to match the length of the longest SKU. However, avoid using extremely long SKUs.

REMEDY: If you have existing barcodes with spaces or other problematic symbols, you may want to edit the SKU of each inventory item and also correct the matrix header which is the source of the problem. If such editing is too much work, contact your dealer for additional options. (see Deleting A Matrix 1432)

Defining SKUs

There are multiple ways to define the SKU of each matrix inventory item. Each method has it advantages and disadvantages.

Description - Item ID - M

This barcode is ideally 18 characters long.

The **description** of the item serves as the beginning characters of the SKU. Choose to start descriptions with something unique, such as a style number, vendor code, or classification. You should avoid using any non-alpha numeric characters such as / # $ % ^ & * ( ) \ and the "space".

Depending upon the "Desc/SKU Length" value, POSitive will truncate or ignore and additional information in the description.

The **Item ID** is a auto-generated number. It is the Internal ID of the inventory item. It's length is always 7 characters. It is preceded with and ends with a hypen.

The letter **M** is used to indicate the item is part of a Matrix group.

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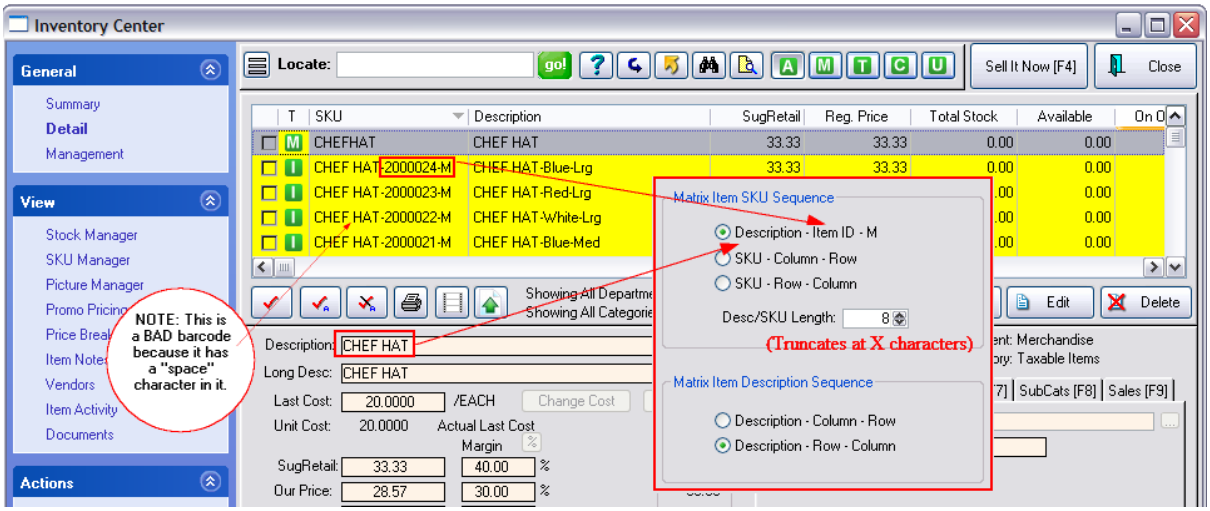
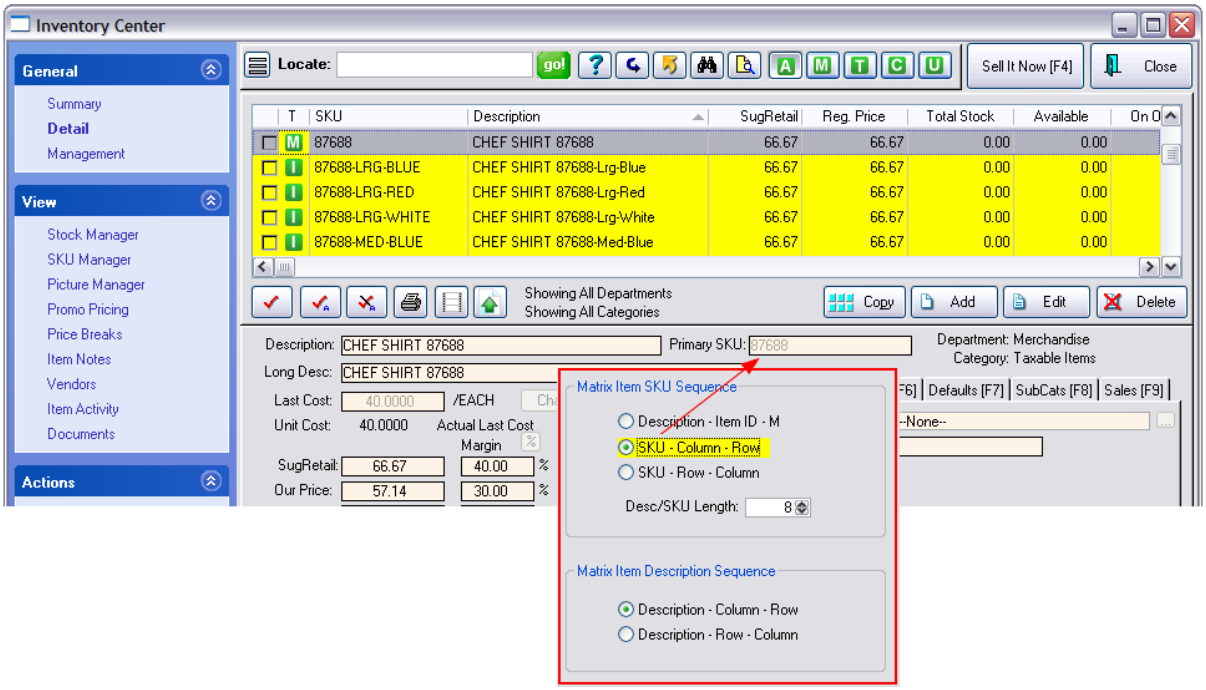


SKU - Column - Row

When creating the matrix header, use the style number (alpha-numeric) or some simple designator of this product as the SKU. Be sure to set the correct Length to capture all of the characters.

The SKU for the individual items will also have the values in the Columns (size) and Rows (colors).

You are limited as to the number of characters for the Column and Row descriptions.



SKU - Row - Column

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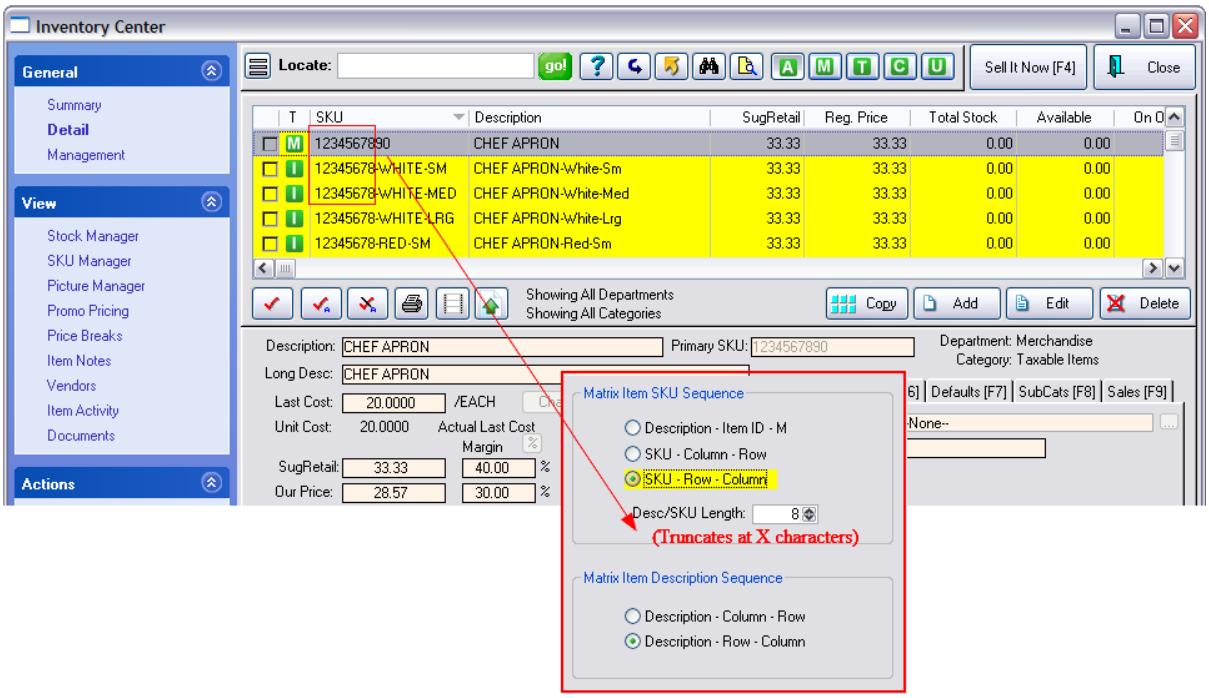

Defining Descriptions

Description - Column - Row

Description - Row - Column

5.4.13.3 Printing Labels for Matrix Items

When you need labels for some of your matrix inventory items, you can send selected items to the Label printing list.

1) Open the Inventory Center and sort your list by Description or by SKU so that all the matrix items needing printed labels are grouped together for convenience.

For example, here is a listing of Belts grouped together by Description. (Click on the column title to sort the list.)

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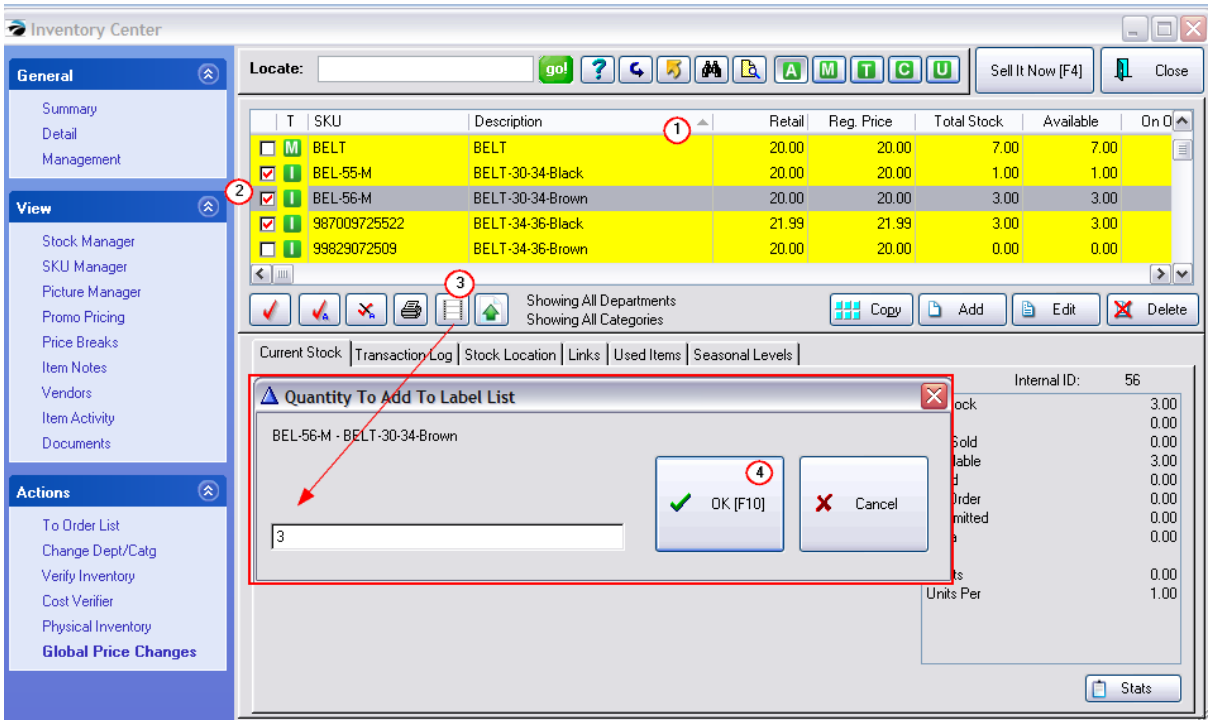


2) Tag the individual items for which you want to print labels. (Place a red check in the boxes.) The "Total Stock" value is the number of items currently on the shelf.

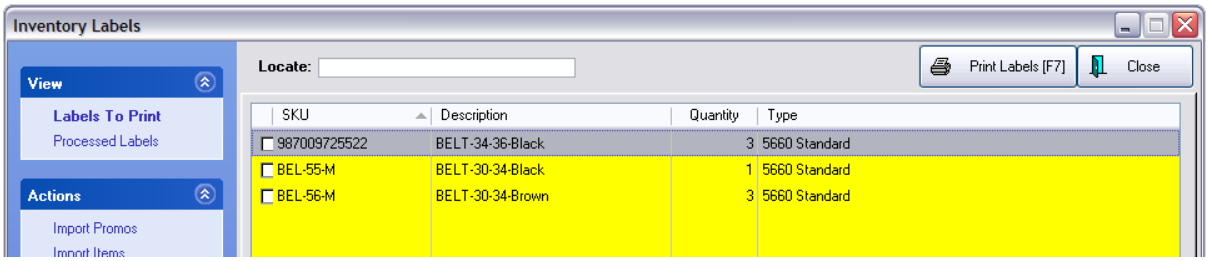
3) Click on the "Add Tagged/Highlighted to Label List" button.

4) You will be asked how many labels to print. The Total Stock value is already filled in. Choose OK [F10] to accept the current number.

Repeat: You will be prompted for the next tagged item. You can rapidly select OK [F10] until there are no further prompts.

Go To the Inventory Labels List

The items you had tagged will be in the Print Labels screen, ready for printing. (see Inventory Labels 1369)



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5.4.14 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 1452.

Advanced Preparation

1) **Make a Backup**. This is a major change. As with all major changes affecting your POSitive data, you should make a Backup first.

2) Go to Maintenance: Category Defaults.

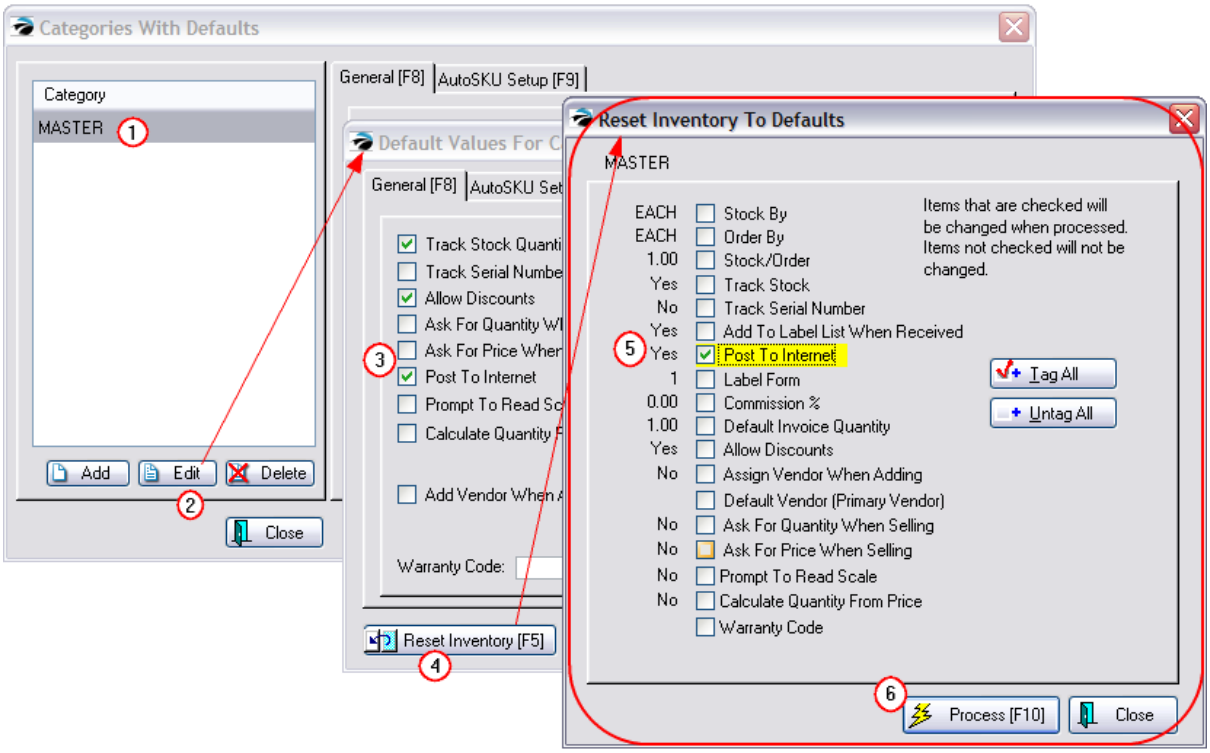
To reset ALL inventory

1) Select **MASTER** Default. If it isn't the only one it will be in CAPS in the list.

2) Choose Edit which opens the Default Values screen

3) Make changes to the appropriate values.

4) Select Reset Inventory [F5] which opens the Reset Inventory To Defaults screen



5) Activate the option(s) to be changed.

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] 1307 tab and make adjustments.

Check Box - A checkmark in the box beside 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.

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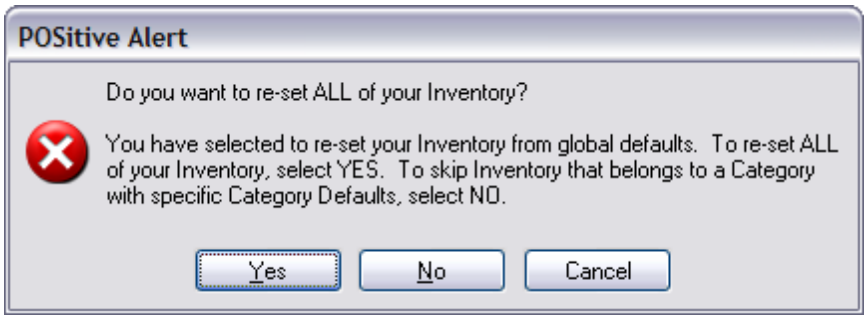
WARNING: If the values in the left-hand column are NOT correct, choose the Cancel button.

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.

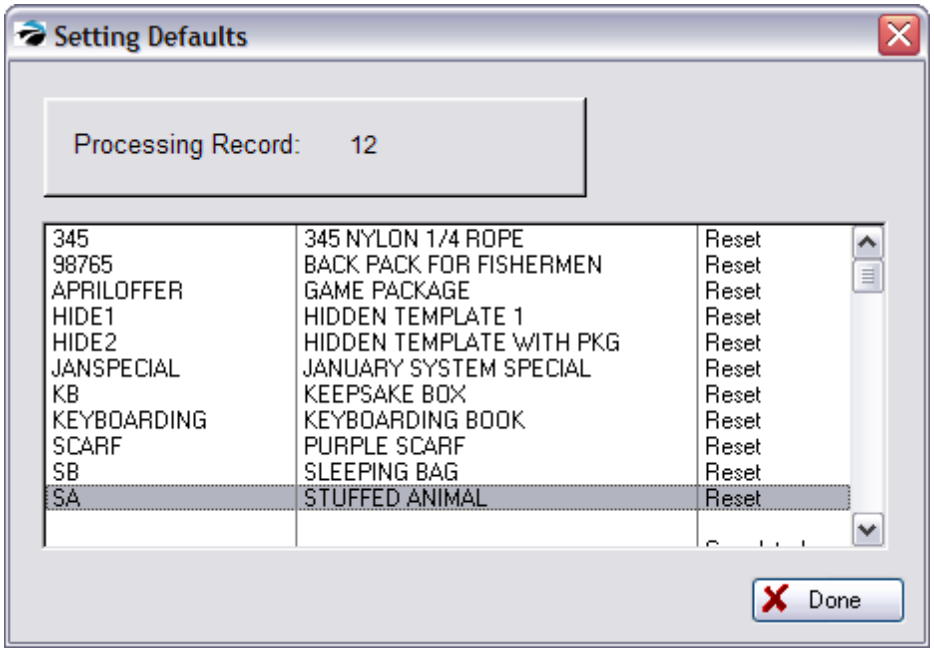
6) Select **Process** You will be warned with the following screen..



- 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.

Setting Defaults

A screen will display inventory items as they are being 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.

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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.

5.4.14.1 Reset Inventory

Reset Inventory is designed to make selective global changes to the existing inventory assigned to this category only. (Note: It is possible to Reset ALL Inventory by using the MASTER Category Default. See Reset ALL Inventory 1450.)

Go to Maintenance: Categories: Highlight a category and Choose Defaults [F5]

1) Activate desired default options.

2) Choose Reset Inventory [F5]

3) On the Reset Inventory To Defaults screen, activate only the field(s) to be changed.

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 tab and make adjustments.

Check Box - A checkmark in the box beside 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 and make appropriate adjustments.

4) Choose Process [F10] When you are satisfied with the selection(s), select Process. Note: There is **no warning notice** nor option to abort.

You will see a message "Processing Record xx" and a listing of inventory affected as the inventory items are being changed. You will be notified when the updates have been completed.

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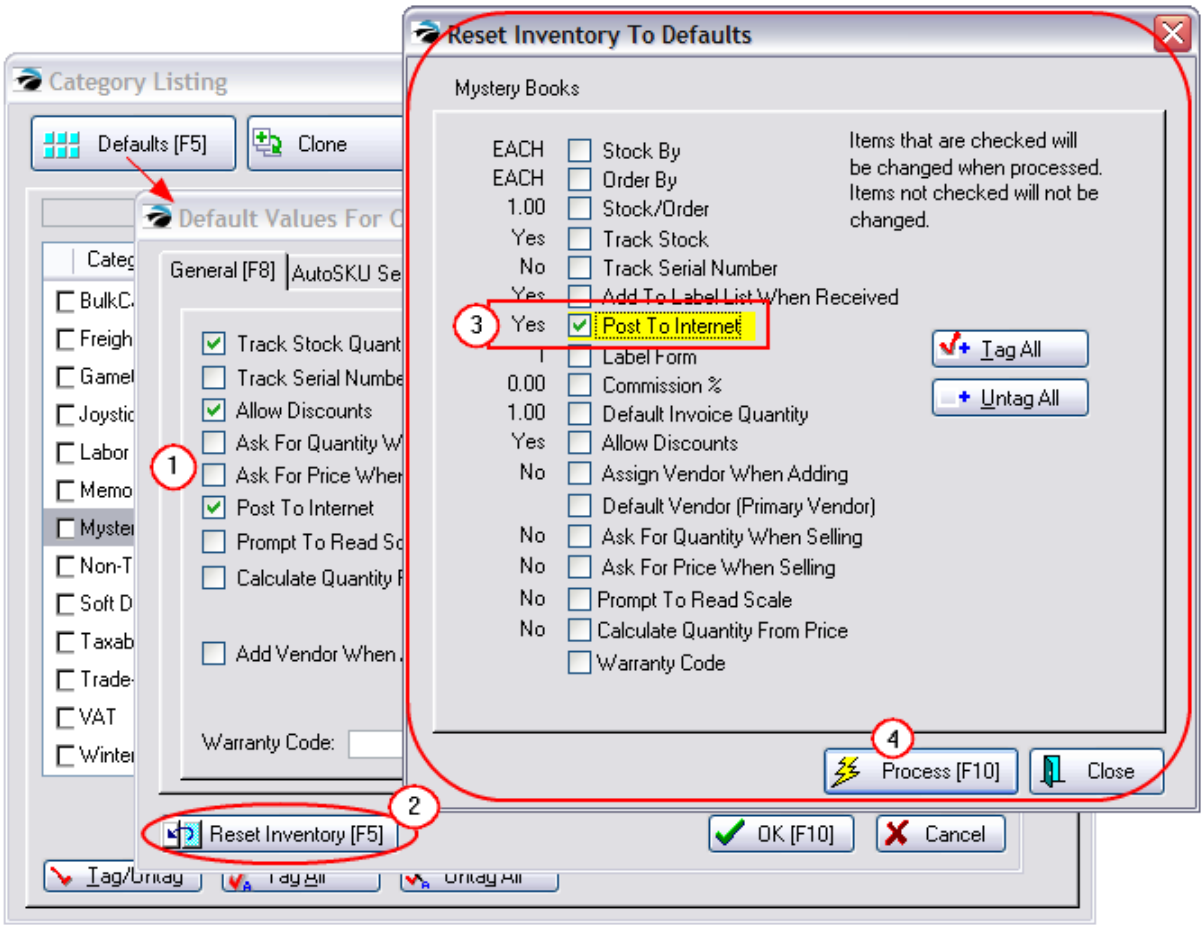

Tagging - Simply click in the box to turn it on or off. The **Tag All** and **Untag All** buttons can be used to expedite selections.

Setting Defaults

After choosing Process [F10], a screen will display inventory items as they are being reset.

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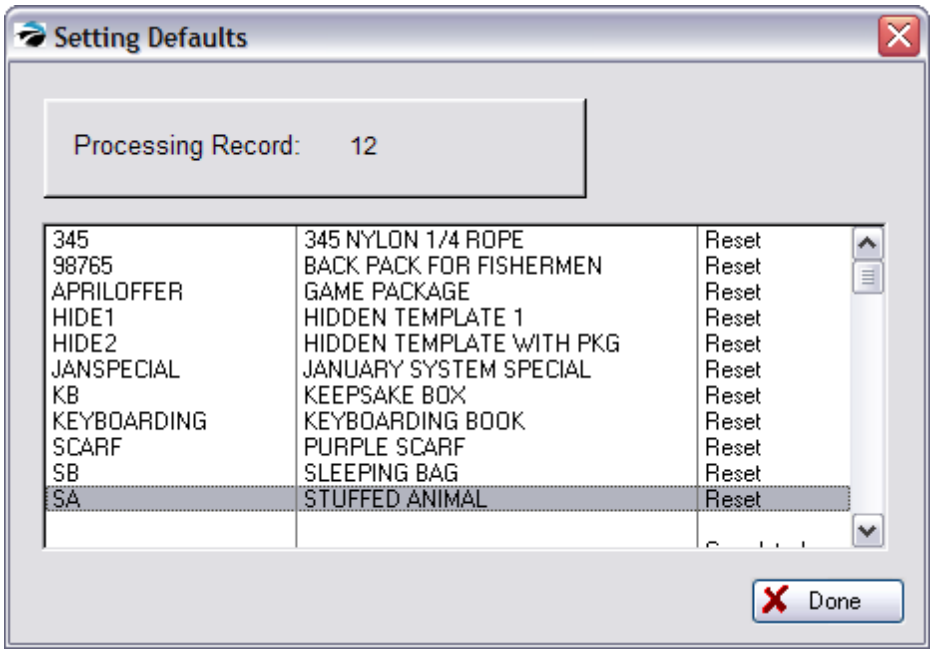

5.4.15 Return Inventory

Inventory which has been sold is sometimes returned by the customer and you need to inspect it and either return it to the shelf for re-sale or send it back to the vendor for replacement or credit.

Inventory being received on a purchase order which has been damaged in transit also needs to be returned back to the vendor. POSitive can handle this return inventory easily.

There are three types of returns

- Customer Returns

- a customer wants to return a purchased item. What you need to do is create an invoice to process the return and give the customer a refund. Then you need to process the returned inventory item, putting it back in stock, or discarding it.

See Topics

Accepting Customer Returns 1458.

Process Customer Returns 1468.

- Store Returns

- you have received an inventory item from your vendor and you want to send it back to the vendor for repair, replacement, or credit. What you need to do is run RMA to vendors.

See Return Item Processing Form 1479.

- Warranty Returns.

If you are a service center and do warranty work, you will be able to use POSitive to send items to the

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vendor or to a third party for repair or replacement.

See Special Returns 1483

Advance Setup

After you have decided on your store policy regarding customer returns you need to make some settings in POSitive 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. Go to Maintenance: Definitions: Policy Statements (see Policy Statements) 254

- **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. Go to Maintenance: Definitions: Customer Returns (see Reason For Return) 1466

- **Automatically Gather Customer Information**
  You may create a no charge inventory item which will prompt for critical customer information such as name and phone number and a signature line. This information can be printed on the return invoice and can be searched for from invoice history.

  Setup For Gathering Customer Information
  The following 4 methods range from simple to sophisticated. Choose the method which will best suit your needs.

  Method 1 - while creating the return invoice, press CTRL-N. You can type a note which contains any information you need such as phone number, name, address, etc. Press F10 when finished typing the note. Process the invoice normally.

  Method 2 - create an inventory item, which does not track stock nor charge monies, but includes a Transaction Note (select Item Notes and enter text under Transaction Notes tab) as a reminder for the clerk to type customer information.

  Method 3 - create an inventory item, assigned to a special category which will launch Selling Prompts which require the clerk to respond to the questions. Edit the Category (Maintenance: Category) and choose Selling Prompts. Fill in as needed. See Categories 1311 for more details.

  Method 4 - create an inventory item which will trigger Advanced Printing to print a special form for the customer to fill out and sign which you will retain for your records. Create a form which could be a variation of the invoice form. Go to Station Settings: Printers/E-Mail: Invoices. Choose the Advanced Printing tab and choose Add. Fill in the details and the condition SKU = 'xxx' (whereas xxx is the SKU of the inventory item). See Advanced Printing 982 for more details.

  Report on Gathered Customer Information
  Depending upon the Method used for gathering information, (see above) you can use one or more of the following reporting options.

  Option 1 - Go to Invoice History and click on the "Invoice Quick Find" (binocular icon) button. In the Item Note field, enter a short phrase of what to search for. TIP: if you consistently enter the same

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note, you will find multiple invoices. (This works for Setup methods 1, 2, 3

Option 2 - Go to Invoice History and click on the "Invoice Quick Find" (binocular icon) button. In the SKU field enter the SKU of the specially created inventory item. (This works for Setup methods 2, 3, and 4)

Option 3 - Go to Report Center: Sales Reports: Inventory and select "By One Item." Enter the SKU of the specially created inventory item. Choose "Print Notes Under Items" or "Print Notes In Place of Customer Info." Set the Date Range and choose Print [F7]. (This works for Setup methods 2, 3, and 4)

- **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.

  Commentary - Pros and Cons

  Customer Name Required For 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. (Optional) Create a "--Generic Customer--" in the Customer Center for situations when exact customer details are not available.
  - PROS/CONS - This means a return invoice cannot be a Cash Sale invoice. It MUST be created for a specific customer, by name.
  - If **unchecked**, you can make returns on a Cash Sale invoice, but refunds will be by cash only, not by check nor store credit. However, you may choose to change the Cash Sale invoice to a customer sale invoice and receive the benefits of requiring customer names on returns.

- **Prepare a Restocking Fee Item**. If a Flat Fee is to be used, create an inventory item named RESTOCKING FEE. The item should be Non-Tracking, and should have a Selling Price equal to your fee (15.00, for example), Cost 0.00, activate "Ask For Price" on the Options tab. When it is added to the invoice you will be prompted to keep the fee at 15.00 or change it.

  How To Charge a Restocking 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. Choose either the CTRL-D Discount button or edit the line item and 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.

OVERVIEW of RMA Features

Not a Feature of PFR

Choose to manage Returns From Customers and distribute returned inventory items: To Stock,

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Discard, or To Vendor

Choose To Return To Stock

The stock count of the item will be automatically updated. It will be notated in the Transaction Log and on the Stock Manager listing of stock sources.

Choose To Discard

The item will be erased. There is a report which will print, for a specified date range, all items which were discarded.

Choose To Vendor

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 Manage Returns From Customers 1468 on this RMA Center window.

Highlight an item

Choose Return To Vendor [F4]

The item will be removed from the list.

- Choose to return "unsold" item(s) to the vendor

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 1479. 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

- Select Send To Vendor and request an RMA number from the vendor

In either, case the items processed will be transferred to the Send To Vendor 1470 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 1471.

- Check on status of items sent back to the vendor

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Once the RMA items have been sent, you can check up on them with the Items In Transit List[1482] 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 Inventory (RMA[1477])

  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

5.4.15.1 Accepting Customer Returns

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 reshelve it or return it to your vendor for credit or replacement.

STEPS FOR PROCESSING A CUSTOMER RETURN

In short, return items are added to an invoice with a quantity of minus 1 (-1) which triggers a refund. The invoice is processed and the inventory is then moved back to the shelf for resale or sent to the vendor or dumpster.

To assure that all things are handled properly, the follow steps explain procedures and options.

Step 1. Create A Return 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.

On the Transactions master menu choose the Returns button.

-- OR

While in an invoice press CTRL-R (for Return)

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Step 2. Find The Original Invoice

When processing a customer return, you will be asked for the original invoice number and then mark the specific item(s) to be returned. Linking to the original invoice is the optimal method for handling returns.

If you know the original invoice number...

Enter the invoice number from the customer's receipt. This assures that the correct items and true selling prices are being used.

If you do NOT know the original invoice number...

Select one of these options

- **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.

- **Can't Find/Choose From List [F4]** - This opens the Locate Item screen. Find the product being returned either by SKU or by Description and choose Select. The item will be added to the invoice as if it were being sold. Change the quantity to a negative number and the invoice is now a return. The dollar amount will be listed in Red.
  Warning: Be aware that the price displayed may not be the actual price paid by the customer, especially if the customer bought it on sale or at a discount, POSitive cannot automatically make the adjustment unless it is linked to the original invoice and you may end up refunding more than the customer paid.

Step 3. 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.

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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 Space bar 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. You will be asked how many are being returned. Once the item is on the new invoice, you may change the quantity field on the return line if necessary.

Selecting An Item In a Package

If the return item was originally sold within a Package (see Packages 968) then it is especially important to link to the original invoice. The value of the refund is a calculated value based on the purchase price of the entire invoice. (see Templates 1503)

Step 4. Enhance The Invoice (OPTIONS RELATIVE TO RETURNS)

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.

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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.

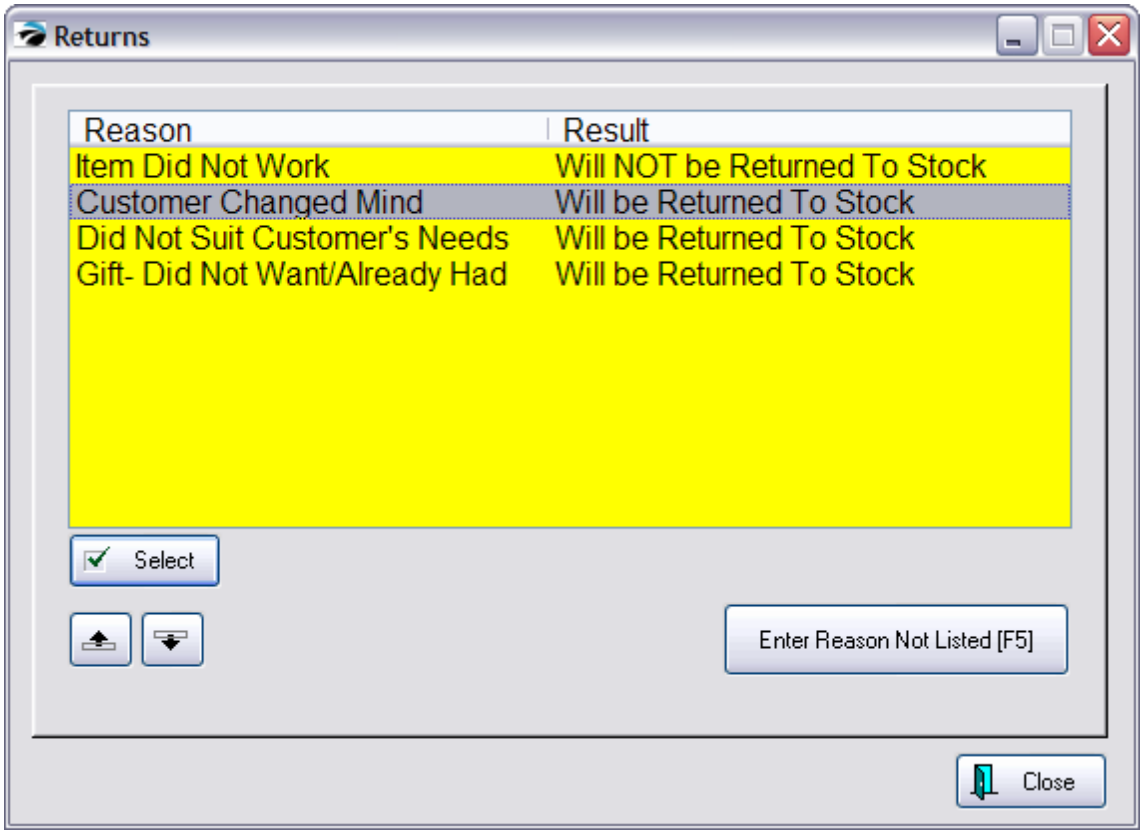
The Order number will serve as the customer's Return Merchandise Authorization number and the customer should write that number on any packages being sent to your store. When you have physical possession of the returned item(s) then convert the order to an invoice and complete the invoice.

Step 5. Complete the Invoice

After all items for return and/or purchase have been added to the return invoice, press F10 to complete the invoice.

Step 6. 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 1466.



Step 7. Choose A Method Of Refund

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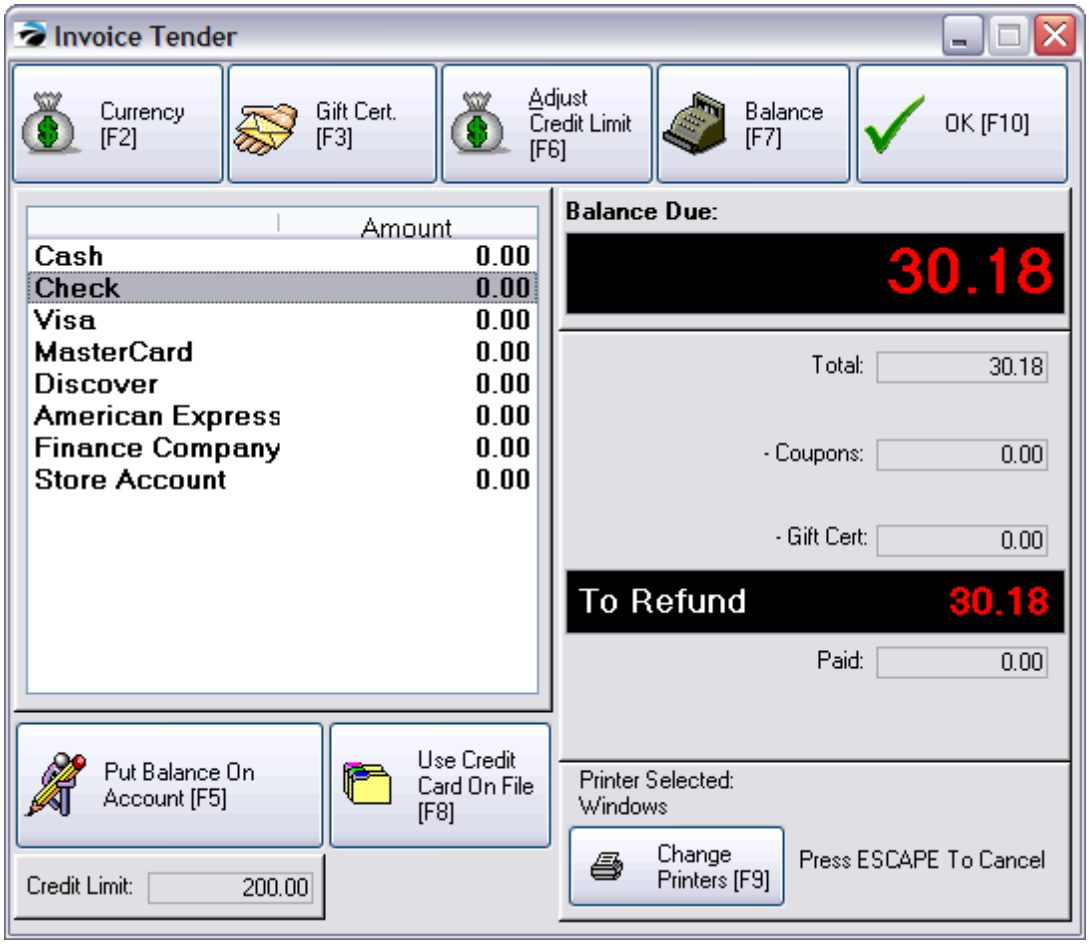
If you still owe the customer money you will see an amount in the upper right corner To Refund. You may choose any of the refund options listed. Your store policy will dictate whether or not you will pay out by cash or check or credit card. NEVER select Finance Company.



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. Contact POSitive support for more information.
- **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 POSitive 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. A credit card needs to be present, stored as a "card on file", or the number otherwise provided by the

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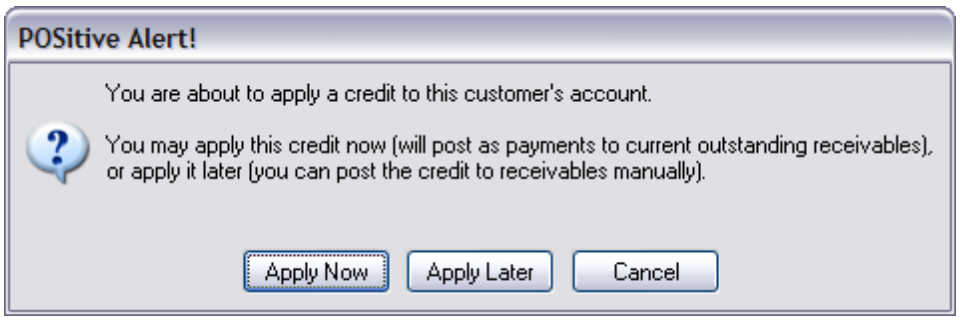
customer, such as read over the phone.

Gift Certificate - Choose CANCEL and return to the invoice. Sell a Gift Certificate at the value of the refund and process the invoice. See Gift Certificates 1696.

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.



--- NOTE: This feature can be simplified to always accept one or the other in Station Settings.

Apply Now - The refund amount will be applied automatically towards the original invoice. If you would like to control to which AR invoice the refund is credited, 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. For example, you could pay out part in cash and part by store credit.

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.

Step 8. Ready To Process - Press Enter or [F10]

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.

THE NEXT STEP

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 may NOT* have been automatically put back into stock for resale depending upon the setting of the Return Reason. The

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next step is to Process Customer Returns[1468].

* Choices in the Reason For Return screen can be defined in the Reason For Return[1466] to automatically return it to stock.

SHORTCUTS

#1 In the SKU field of an invoice type the customer's "original invoice number" preceeded with a minus sign (-). For example, if the customer's original invoice is 1005, then type -1005 in the SKU field. Press Enter and POSitive will then list all items from that invoice number. Select the item being returned. See Step 3, below.

#2 On a blank line of an invoice, press CTRL-R. This will open the Return window which provides for various linking options.

#3 On a blank line of an invoice, type a hyphen or minus sign. This will open the Return window.

5.4.15.1.1 Find Original Invoice

It is recommended that a return of inventory be done by first linking to the original invoice to select the item with it's proper price and quantity.

One way to start is by selecting the Return icon on the Transactions menu.

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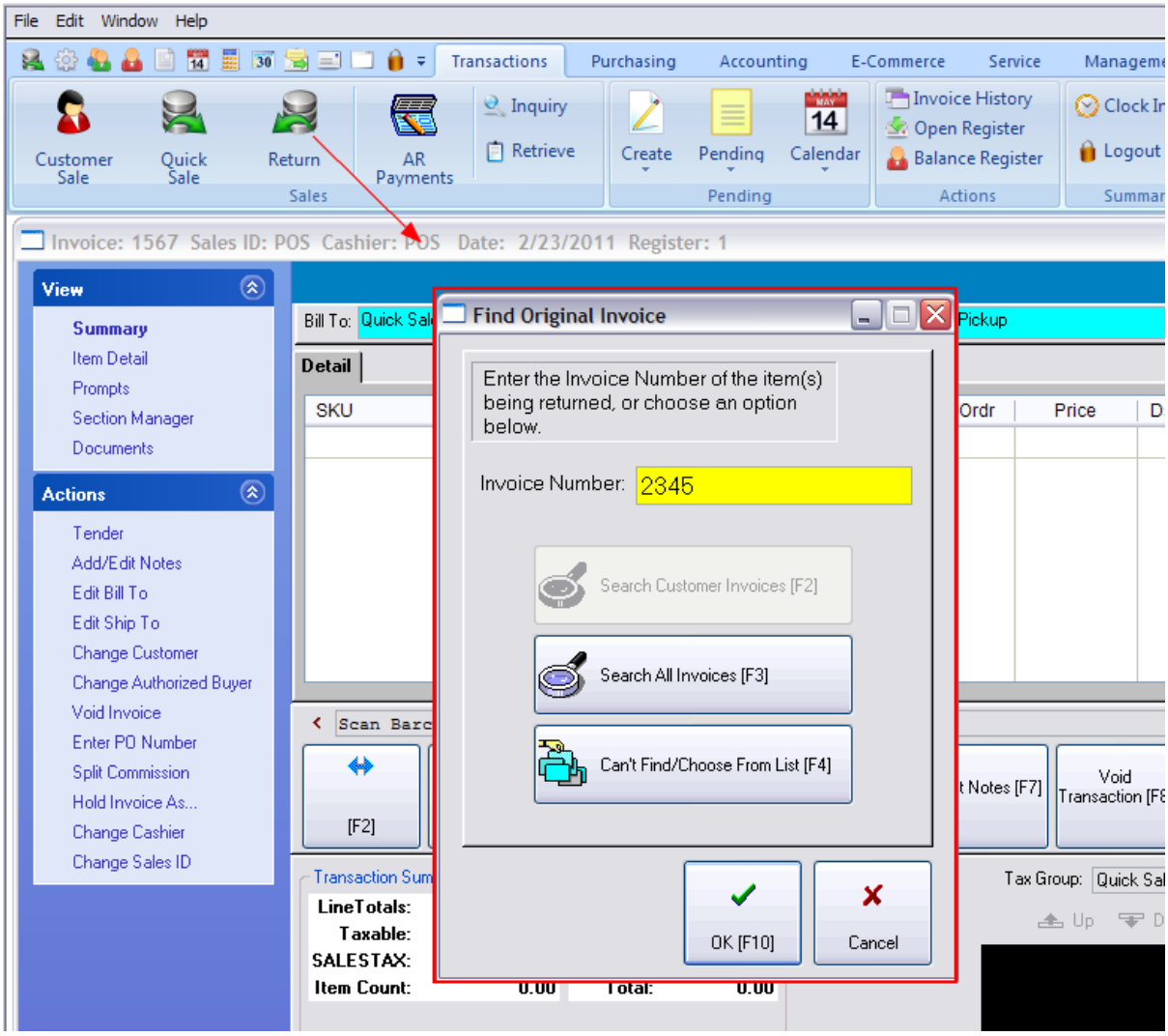

When processing a customer return, you will be asked for the original invoice number and then mark the specific item(s) to be returned. Linking to the original invoice is the optimal method for handling returns.

If you know the original invoice number...

Enter the invoice number from the customer's receipt. This assures that the correct items and true selling prices are being used.

If you do NOT know the original invoice number...

Select one of these options

- **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.

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- **Can't Find/Choose From List [F4]** - This opens the Locate Item screen. Find the product being returned either by SKU or by Description and choose Select. The item will be added to the invoice as if it were being sold. Change the quantity to a negative number and the invoice is now a return. The dollar amount will be listed in Red.
  Warning: Be aware that the price displayed may not be the actual price paid by the customer, especially if the customer bought it on sale or at a discount, POSitive cannot automatically make the adjustment unless it is linked to the original invoice and you may end up refunding more than the customer paid.

(see an overview 1458)

5.4.15.1.2 Partial Returns

Occasionally you may want to give someone a partial return (refund) without actually taking merchandise back and changing stock counts. For example, you rang up the invoice last week, tendered with a card, the customer is not happy but is keeping the items, so they want a partial refund on some of the items.

- Create a misc inventory item which asks for price.
- Change the quantity to a -1 and it becomes a refund.
- The price would be a lump sum refund. Use CTRL-N to add a note which explains why and what the refund is for.
- Tender the invoice to store account, or issue a check, give back cash, or refund to a credit card.

5.4.15.2 Reason For Return

When customers return purchased items, you are prompted to select a reason for the return.

Note: This screen will appear if you are selling any item at a negative quantity and price. This can be avoided by defining items such as payouts or trade-ins with the Default Sell Quantity set to minus 1 (-1.00).

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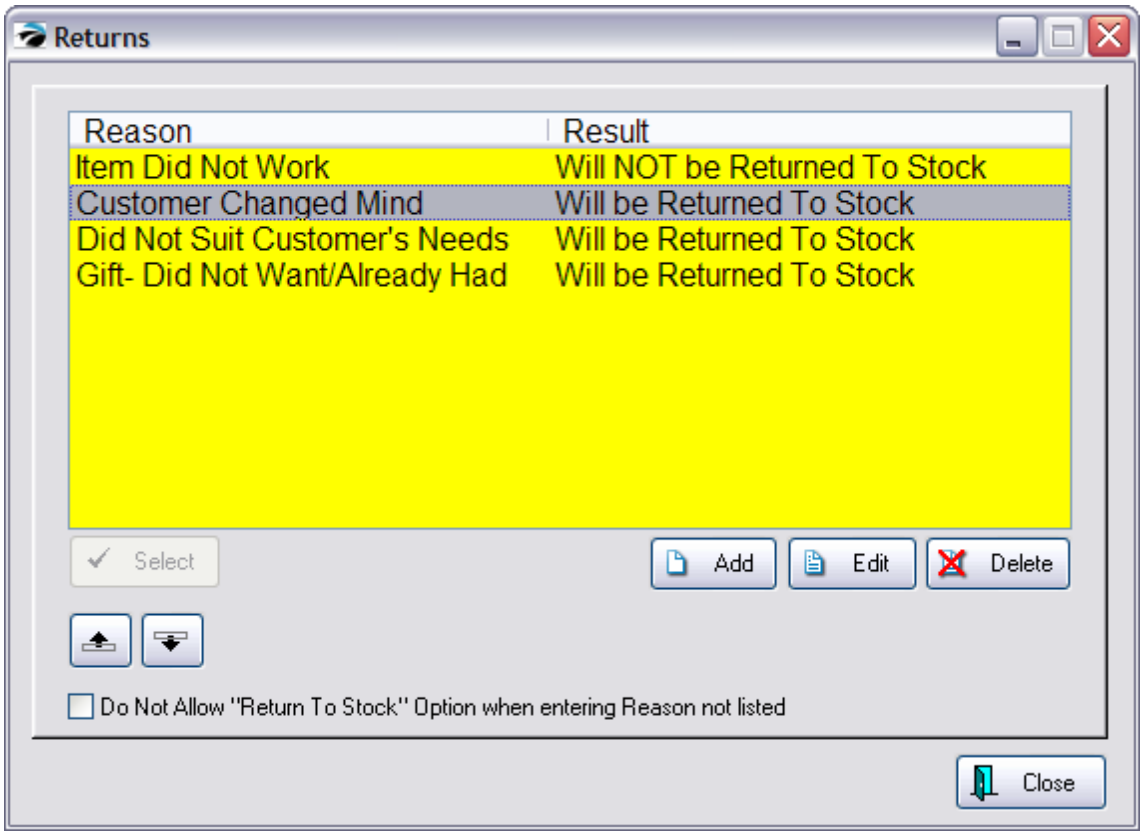

POSitive has some pre-defined reasons, but you may define your own reasons.

How To Add/Edit 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 Maintenance: Definitions: Customer Returns.

2) Choose Add

3) Type in a reason.

4) Check or leave unchecked the return to stock option. If checked, the item will be returned immediately to stock. Do not checkmark this option if you want management to review all return items before returning them to stock

5) Choose OK

6) (Optional) Use the repositioning buttons to arrange the return definitions with the most common reason at the top of the list.

Return Immediately To Stock

If this option is selected as part of the 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.

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Do Not Allow "Return To Stock" Option When Entering Reason Not Listed

When a cashier is processing a return invoice, this returns screen will appear with a button titled "Enter Reason Not Listed [F5]" If you do not want the cashier to have a choice of immediately returning it to stock, then activate this option box.

A REMINDER ABOUT RETURNS

Phase 1 of Accepting Customer Returns 1458 is to create an invoice with the item(s) being returned as negative quantities.
Phase 2 is to Process Customer Returns 1468 which allows you to return the item to stock, discard the item, or send it back to the vendor.

5.4.15.3 Process Customer Returns

This is Phase II of the Returns from Customer Process. (In Phase I, you create an invoice and enter items the customer is returning. See Accepting Customer Returns 1458)

In this 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 (Return To Vendor) for credit or replacement is not available in the PFR.

Returns From Customers

Go to Purchasing and select Returns From Customers

Listed here are all the returns from customers which have been accepted since the last time returns were processed.

1) Highlight an item (or tag multiple items)

2) Choose an option: Return to Vendor, Stock, or Discard for dispatching the item(s).

NOTE: tagged items will be processed one at a time. You will be notified as each item is processed, but the screen will not refresh to show the changes. Continue by choosing OK for each tagged item.

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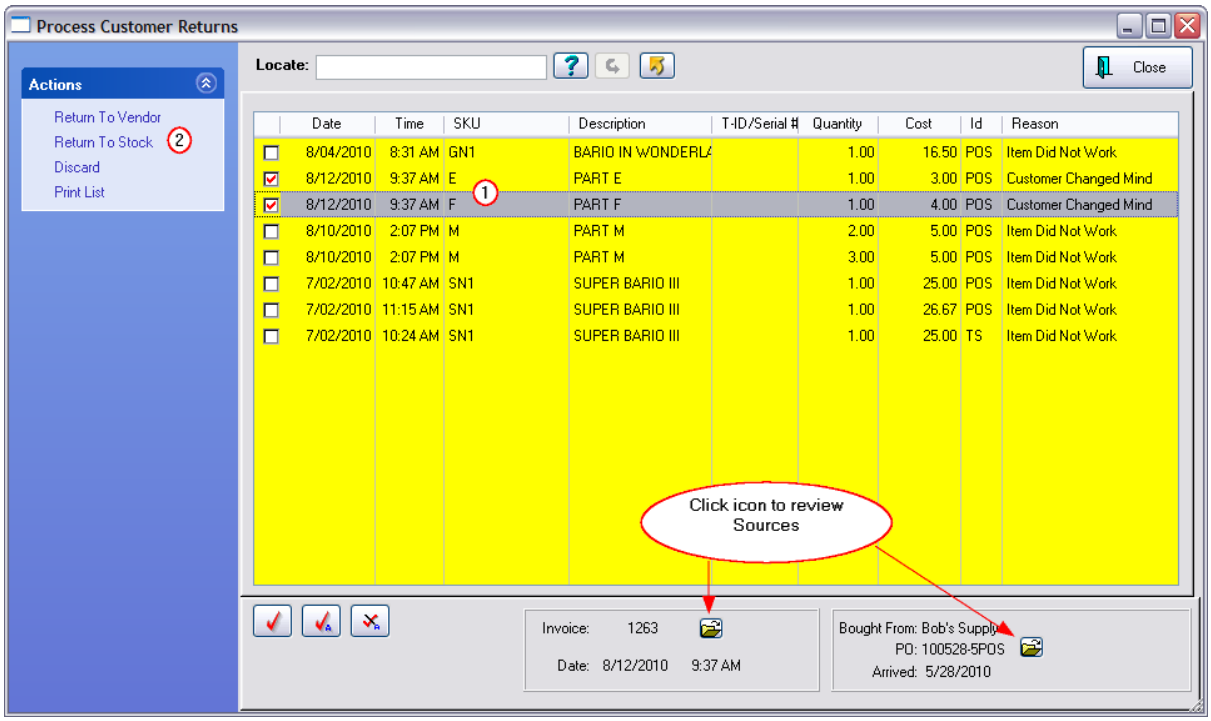

This window reveals much needed information as you determine how to dispatch each item.

- Product SKU, description, Purchase Order or serial number, quantity, cost, Sales ID, and Reason. If necessary, you can discuss the return with the sales person who recorded the transaction.
- 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

Not a Feature of PFR

If your vendor will accept the product back for replacement or credit, POSitive track the item during the complete RMA cycle. The item will be automatically removed from this list and placed in a pending RMA list for its vendor. (see Process RMAs) 1470

If the vendor of the item is unknown (there will be no vendor associated with the highlighted item) the item will be held as an 'orphan' until further processed. (see Orphans To Process 1471)

Return To Stock

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

If the product cannot be resold or returned to the vendor, then POSitive removes it from inventory and

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reports the item and its value on a discard list. You will be notified that the item has been removed from POSitive.

All discarded items can be printed in a report which is filtered by date ranges. This report is available through Report Center: Inventory Reports: ITEMS DISCARDED.

Print List

To print this list for distribution or filing purposes.

Handling Serialized Inventory

When you tag a serialized item on the Process Customer Returns screen, and choose Return To Stock, the Serial Numbers List (Inventory Center: Management: Serial Numbers) will change the status of the from "In Return List" to "In Stock." If you choose the option to "Return To Vendor" the serial number is carried over to Process RMAs to Vendor.

5.4.15.4 Process RMAs

Not a Feature of PFR

This lists all return inventory items now ready for shipment to the vendors. They have been added to this section through processes described elsewhere. (see Process Customer Returns 1468 and Process Other Returns 1479)

Go to Purchasing: (|Vendor Returns) and select "Send To Vendor."

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.

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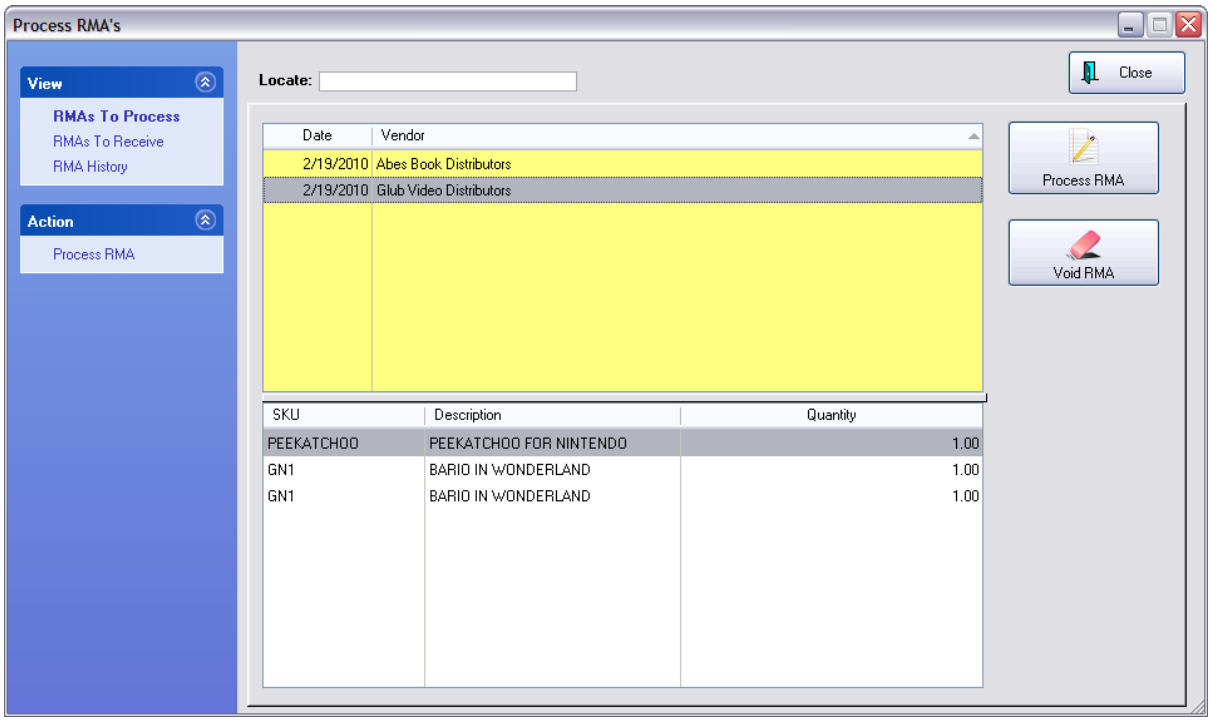

To Process RMAs

Highlight a vendor

Select the Process RMA button. This opens the RMA dialog window. (see RMA (Send to Vendor) 1474.

5.4.15.5 Orphans To Process

Not a Feature of PFR

This is a listing of items needing to be sent back to the vendor, however POSitive does not know automatically which vendor to send it to. The required information needs to be entered manually.

How Items Get Into This List

When you choose "Return To Vendor" on the Process Customer Returns screen, you were notified that the item(s) was an orphan, meaning that POSitive does not know the vendor or purchase order used to bring this item into stock. Most likely, a POSitive purchase order was not created or for some reason the purchase order is no longer accessible.

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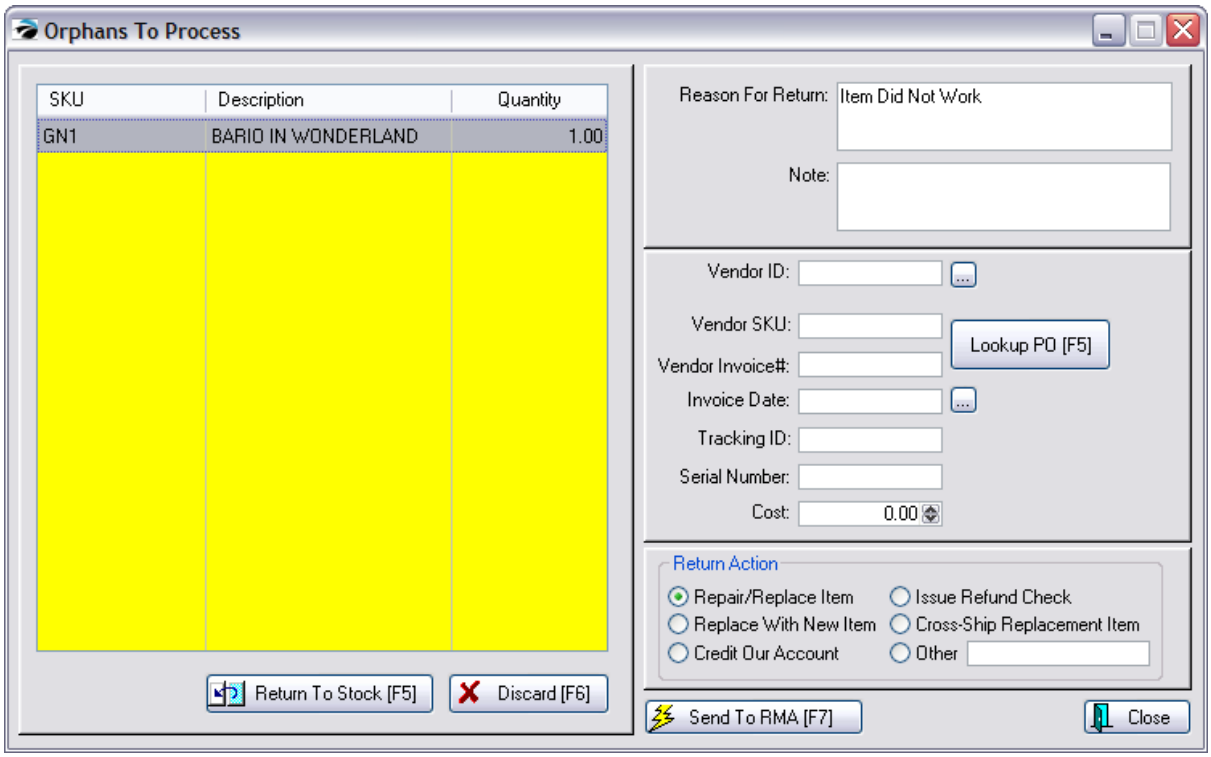

How To Work With Orphan Items

It is from this Orphans To Process screen that you will complete a link to a vendor and its purchase order number so that the highlighted item can be returned to the vendor.

It is expected that you will know who the vendor of the item is and when it was purchased. Most likely you will have paperwork to document this.

In order to get the items out of the list, you need to edit the entry. The form on the right will be practically blank, because POSitive was unable to find the original purchase order for the inventory item being returned to the vendor.

1) 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. Any other information you can provide will help the vendor process the RMA.

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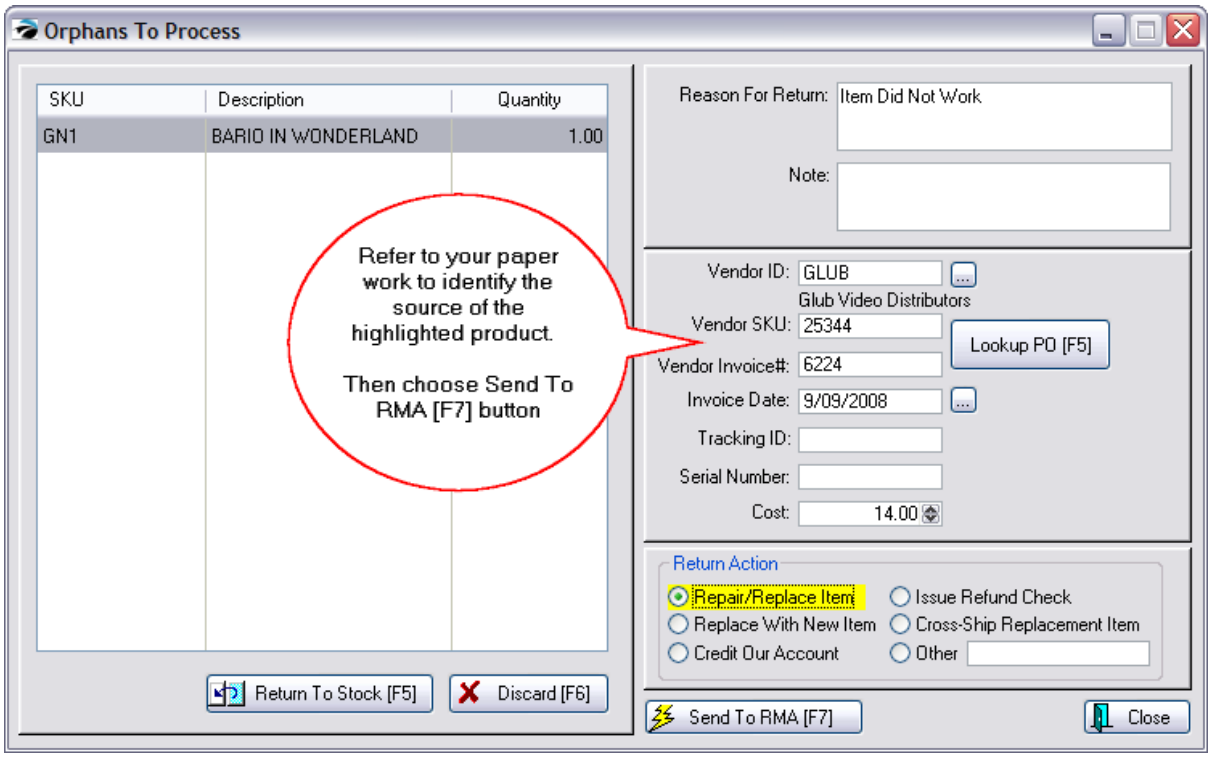

On the left side...

- **SKU and Description** - of the item being returned will be filled in automatically
- **Quantity** - Number of items being returned. Note: if the item is serialized, you may only process one at a time.

On the right side...

- **Reason For Return** - 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.

TIP: If you are processing foreign warranty items (see Special Returns 1483), you may need to add a vendor to the Vendor Center for RMA purposes only. It is suggested that in the Vendor ID field you include an asterisk * or some other character to indicate that this is not a vendor from whom you purchase inventory.

- **Vendor SKU** - The vendor's part number.
- **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 POSitive.
- **Invoice Date** - Select a date for the invoice.
- **Tracking ID** - This is unknown, otherwise it would not be in this Orphan list.
- **Serial Number** - If applicable.

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- **Cost** - If known.

Return Action....

Choose an action which you would like the vendor to take.

Process The Orphan

Choose Close if you do not want to process this now.

Press Send To RMA [F7] You will be informed that your RMA has been saved. Choose OK. The item will be removed from this Orphans To Process List and is now recorded in the Send Item To Vendor list. (See RMA- Send To Vendor 1474)

5.4.15.5.1 PO History For {item}

A listing of purchase orders for a specific inventory item.

(Note: this listing will likely be blank because this screen is accessed from Orphans To Process. If it had links to purchase orders, it would not be an orphan.)

5.4.15.6 RMA - (Send To Vendor)

Not a Feature of PFR

To open this screen, go to Purchasing: Send To Vendor: highlight a vendor and choose Process RMA.

Items were added to this RMA screen through processes described elsewhere. (see Process Customer Returns 1468 and Process Other Returns 1479)

You may choose to manually add additional items using the Add button bottom right.

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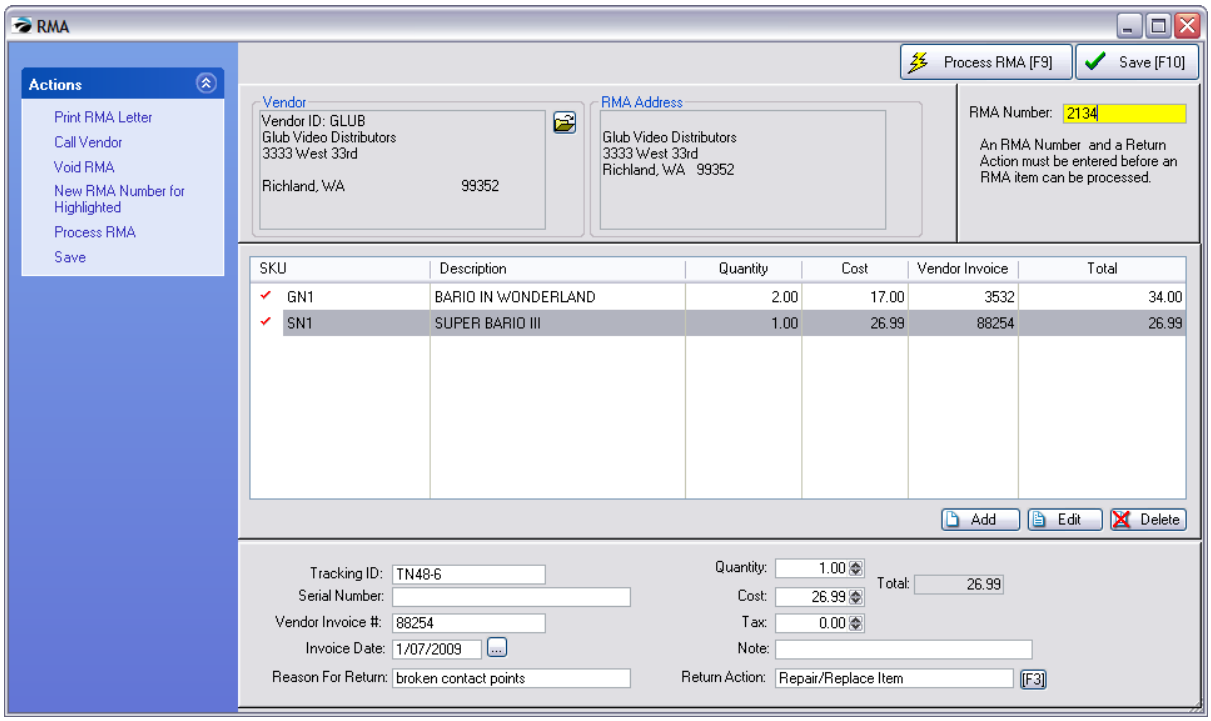

How To Send Out RMA Items

Before the any item in this list can be sent back to the vendor...

1) **Enter "Reason For Return"** - Each item needs to be edited to state why it is being returned.

2) **Choose a Return Action** appropriate to the item. Use the Lookup [F3] button to list the options. You may select an action not listed by selecting Enter Reason Not Listed [F5]. Note: this list can be modified by management under Maintenance: Definitions: RMA Returns.

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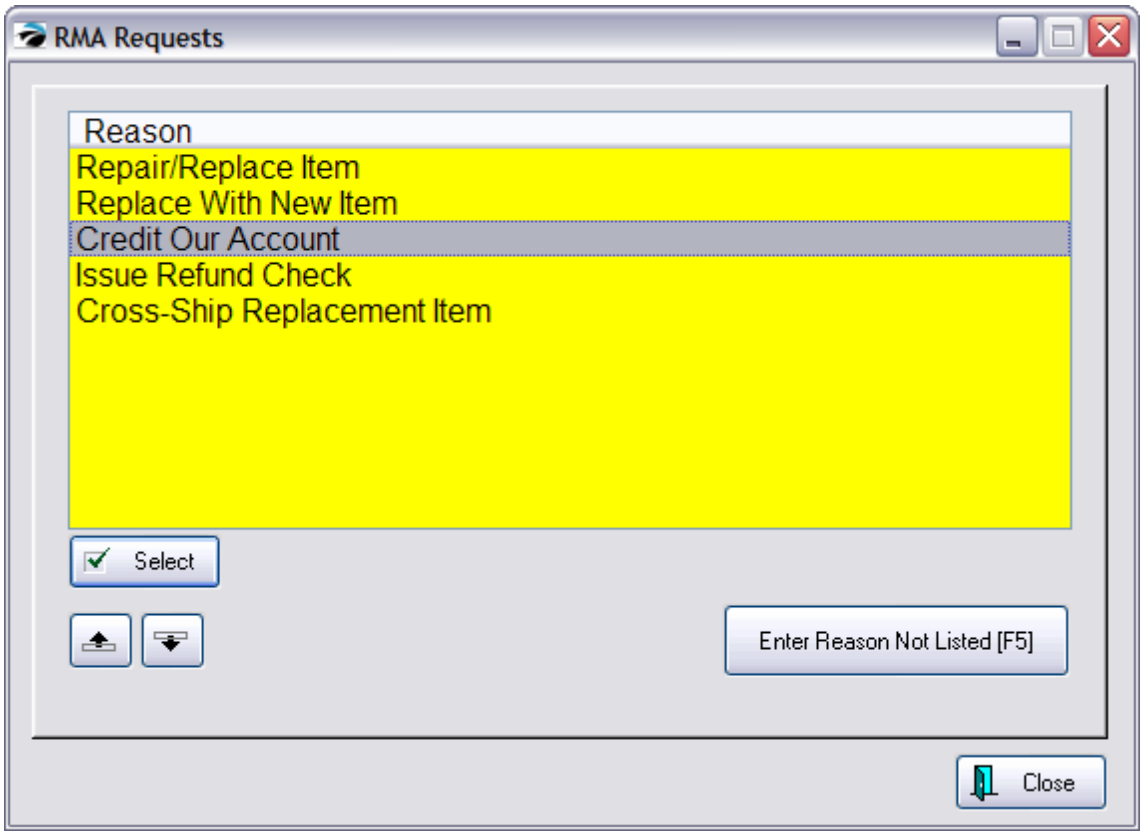

3) Once you select a Return Action the item will be tagged or checkmarked to be included in this RMA shipment.

Continue editing each item on the list.

4) **This collection of items 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[1597] 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.

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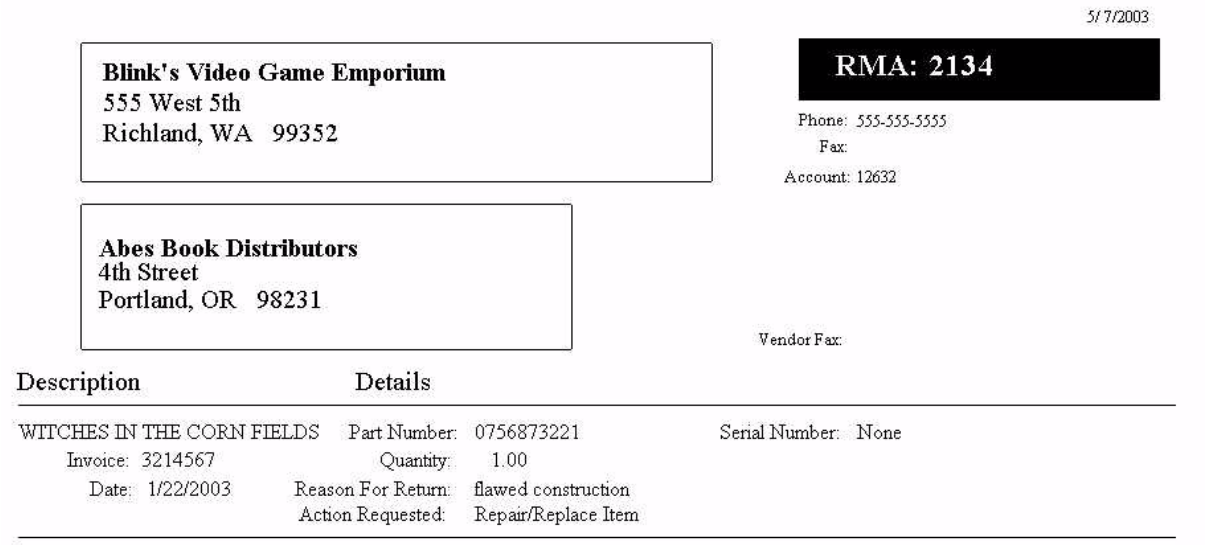

5/7/2003

Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

RMA: 2134

Phone: 555-555-5555
Fax:
Account: 12632

Abes Book Distributors
4th Street
Portland, OR 98231

Vendor Fax:

Description	Details		
WITCHES IN THE CORN FIELDS	Part Number: 0756873221	Serial Number: None	
Invoice: 3214567	Quantity: 1.00		
Date: 1/22/2003	Reason For Return: flawed construction		
	Action Requested: Repair/Replace Item		

7) **Save For Later** - 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** - 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 checked 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 POSitive will be adjusted accordingly. Contact POSitive support for more information.

Void RMA - To cancel all items listed.

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.

5.4.15.6.1 Receive Inventory (RMA)

Inventory items sent to the vendor will be repaired or replaced and sent back to you. You receive these items into inventory.

How To Receive An RMA

1) Go to Purchasing

2) Select Receive Inventory ("RMAs To Receive" under View should be selected)

3) Highlight the vendor shipping the product and the product being received should be visible in the list

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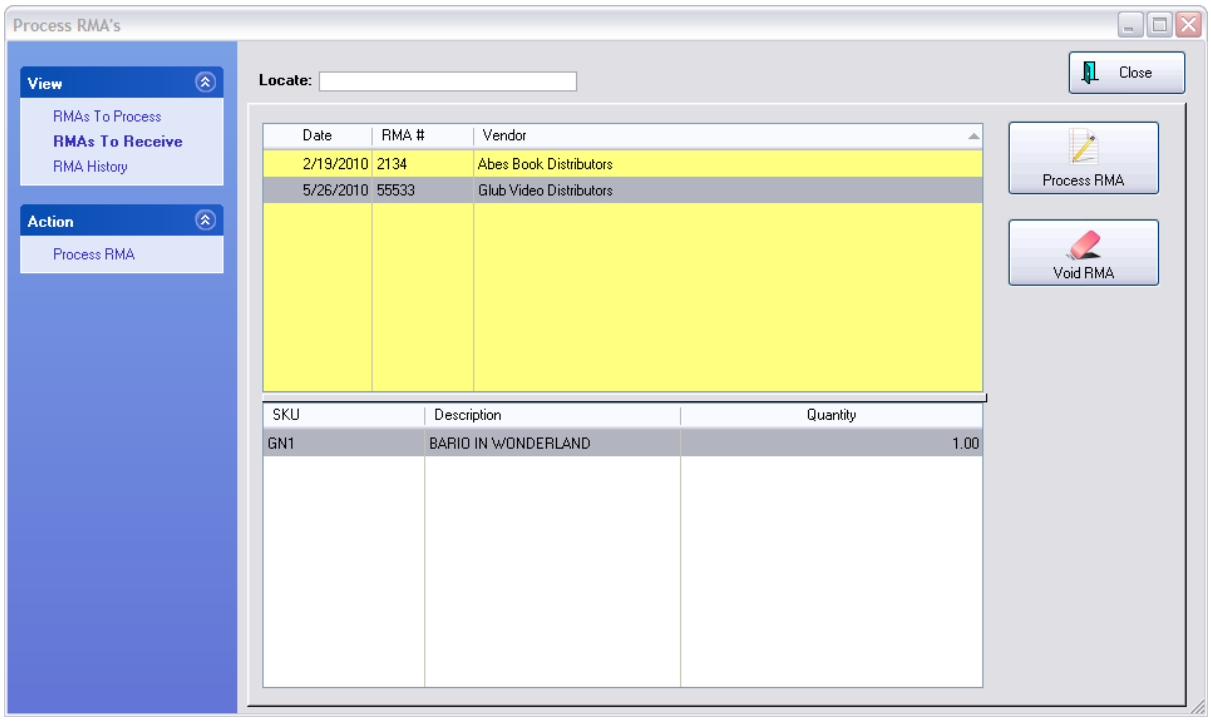
below.

4) Click on Process RMA



Choose To Receive Item(s)

1) Enter the new vendor invoice number

2) Be sure to enter the Qty received. VERY IMPORTANT: Make sure **Return To Inventory** is checked.

3) **Return To Inventory** is checked by default because it is assumed that you want this received product to change your current stock count

If it is unchecked this RMA will be processed but it will not change your stock count. In only rare circumstances would you uncheck this option, such as receiving an inventory item on which you are doing service work and is not a normal part of your inventory. (see Special Returns 1483)

4) Repeat for each line item as needed

5) Choose Receive RMA [F9] and your inventory will be updated with a reference to this RMA invoice.

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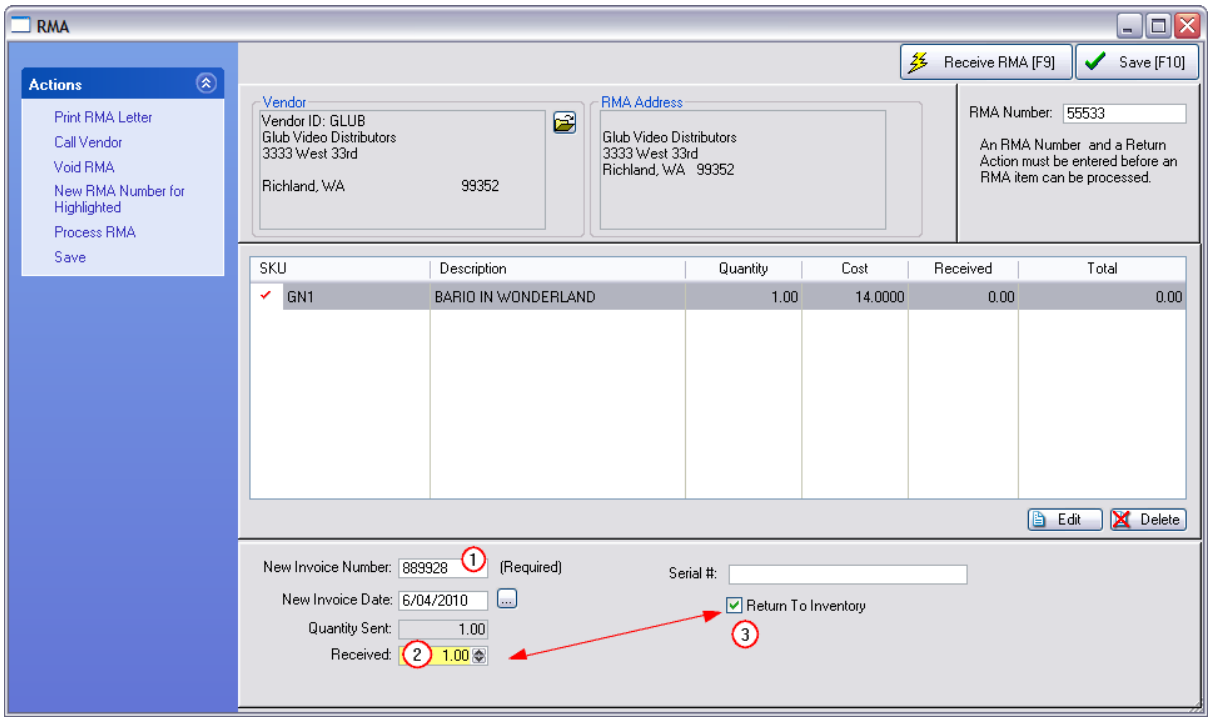

ACTIONS

Print RMA Letter - at this point, such a letter is unnecessary, but you could print it for your own records.

Call Vendor - if you have questions of your vendor the phone number is provided.

Void RMA - If the RMA is of no consequence or no longer valid it can be voided..

New RMA Number for Highlighted - All of the items in this RMA group are assumed to be approved by the vendor under just one RMA number. However, vendors sometimes issue different RMA numbers for different items. It is recommended that you first process the items with different RMA numbers separately and individually. Then process the remaining items as a group under the general RMA number.

Receive RMA [F9] - 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 [F10] - You may choose to save this and process this at another time.

5.4.15.7 Process Other Returns

Not a Feature of PFR

How To Return Store Inventory To Vendor

Inventory which has never been sold but which needs to be returned to the vendor is selected through Process Other Returns. This method is used when the vendor has sent you damaged items or the wrong inventory item or has agreed to take back inventory which has NOT been sold for one reason or

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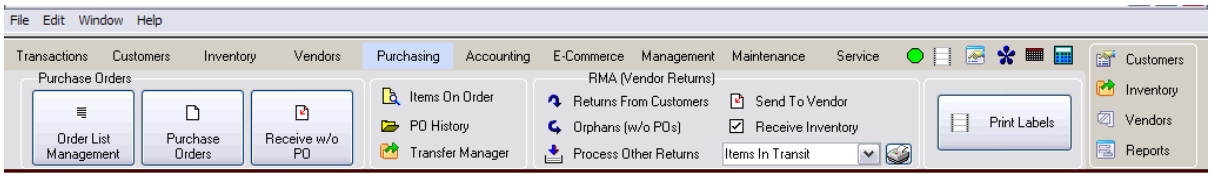
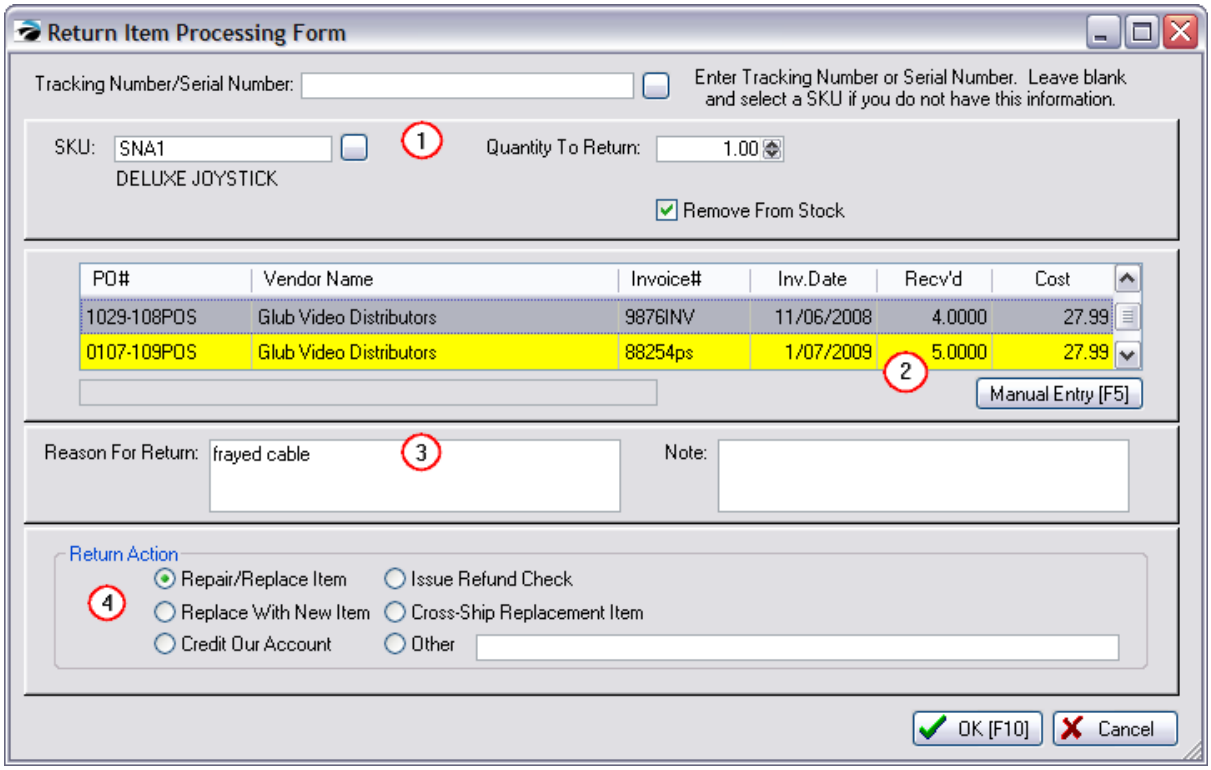
another.

Choose Process Other Returns from the Purchasing master menu



Select "Process Other Returns"

On this form you identify the item to be sent back to the vendor.



[1] Choose the Product to be Returned - This can be done by entering a tracking number, serial number, or selecting the SKU

Enter the Product SKU. Scan, type, or lookup the Primary SKU [F3].

Tracking Number/Serial Number - (Optional - Leave Blank and select a SKU if you do not have this information.)

- 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 you know the Serial Number, you may enter it or select it from the list. Press the lookup button, find the serial number, and choose Select.
- If a serial number selected does not match a current inventory item, you will be prompted to add it to

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inventory.

- If the tracking number or serial number is not known, you will need to fill in the following fields

Quantity To Return - The number of the selected item being returned.

Note about Serial Numbers: if you are returning a serialized item, the quantity is always 1. POSitive will not handle multiples of serialized items in this return process. A separate entry must be made for each serial number.

Remove From Stock - If this is checked, the item stock count will be reduced by the quantity indicated above. If this is left unchecked, the item will be "held" until it is available for resale. This is desirable when the item being returned has proven defective and you are requesting a replacement item from the vendor.

[2] Select or Add the Purchase Order.

- If the item has been purchased with a POSitive Purchase Order, the PO information will be listed. **Highlight** the appropriate PO.
- If the item has not been purchased with a POSitive Purchase Order, choose the **Manual Entry [F5]** button. You will need your paperwork to fill in the following information: Vendor ID, Vendor SKU, Invoice Number, Cost, Invoice Date. NOTE: Tax Amount is only used if the PO has additional tax. If the purchase order is NOT in the list, then you MUST choose Manual Entry [F5].

[3] Enter a reason and notes.

- **Reason For Return** - 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.

[4] Choose a Return Action; what you want the vendor to do about the product.

- Repair/Replace Item - you will be getting the item back.
- Issue Refund Check - you expect a check from the vendor for the value of the item.
- Replace With New Item - you will be getting a replacement item
- Cross-Ship Replacement Item - you will send the broken part after you receive the replacement part
- Credit Our Account -
- Other - If you choose Other, be sure to type in your requested action.

FINISH [F10] - Confirm that all entries are correct.

When you choose OK [F10], you will be notified that the item has been added to an RMA for the vendor. You will also be prompted to add an additional item.

You will now find this item in the "Send Items To Vendor" list for further processing of the RMA.

POSitive Alert - ORPHANS

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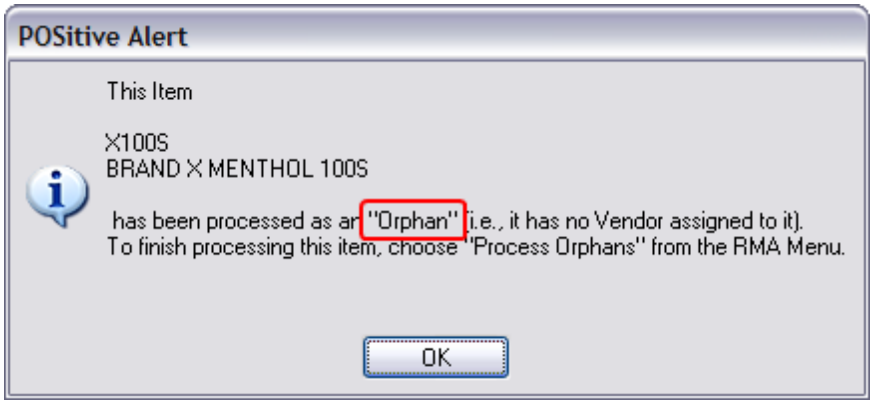
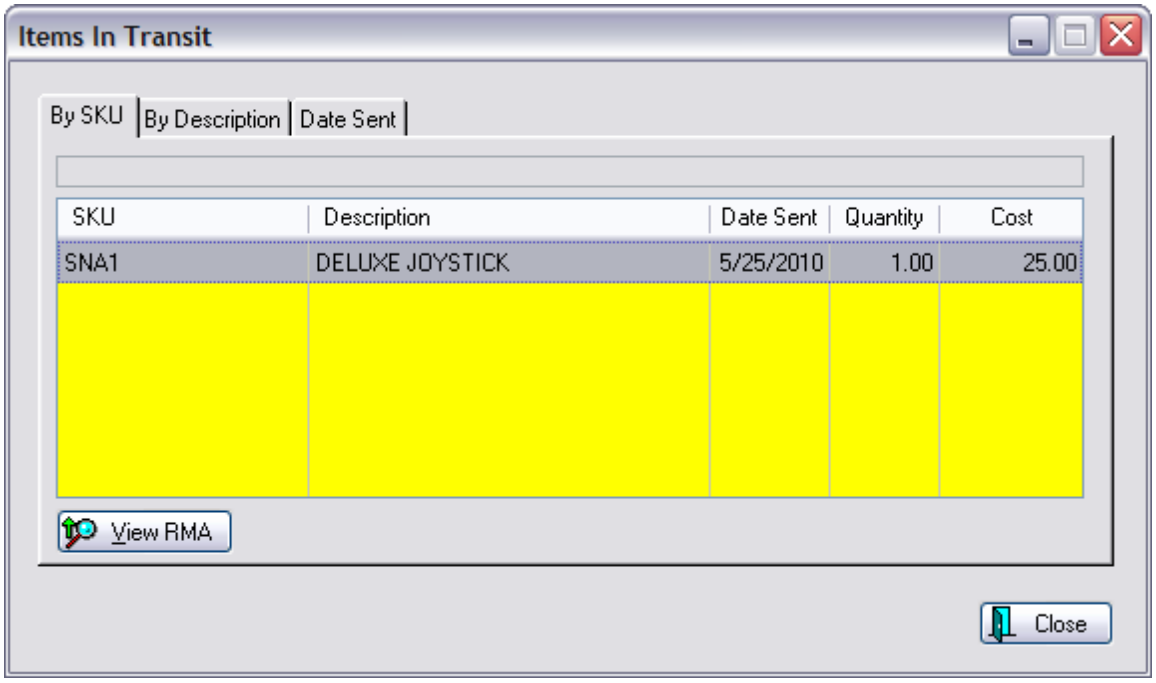
If the inventory item you are trying to process is not linked to a vendor purchase order, you will likely get an error message saying the item is being treated as an "orphan." See Orphans To Process 1471.



5.4.15.8 Items In Transit

Not a Feature of PFR

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 - Click on the tab to 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.

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5.4.15.9 Special Returns

Not a Feature of PFR

How To Send Warranty Items To "Foreign" Vendors

When performing service work, you may 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.

1) 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.

2) Create a FOREIGN VENDOR

3) Create an inventory item assigned to FOREIGN WARRANTY for the product which the customer has brought in for repair. Do not worry about stock counts.

4) Choose Process Other Returns

There will be no tracking number available, Click on [F3] SKU lookup and select the item.

Use the Reason Field to specifically identify the product with Serial Number or any other bit of information. You do not want to activate serial number tracking on this item for this type of product.

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 Manual PO. Using information provided to you by the customer, fill in the fields as best you can.

The item may 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 1471.

How to Send Returns to the Manufacturer Rather Than the Vendor

Sometimes you may need to return a defective product to a manufacturer rather than back to the vendor of the product.

(Note: you should be keeping some sort of documentation of your RMAs independent of POSitive. This process is a workaround and not a fully developed function of POSitive.)

Do not enter Tracking Number of the item

Identify the SKU

This brings you to a PO selection table.

Choose Manual Entry

Select (or add) the Manufacturer as the vendor instead of the true vendor

Process the RMA

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What if the RMA is already assigned to the original vendor and not the Manufacturer?

You will need to run edit the raw SQL data for dbo.RMA and dbo.RMAFRM.

You will need to know the ID or Vid for each vendor (a hidden number in the dbo.APVEND list of vendors).

Change VID from currently assigned vendor to the desired MFG vendor.

Warning: This can be tricky because the files are so cryptic.

5.4.15.10 Vendor Returns

Enter topic text here.

5.4.16 Serialized Inventory

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

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 POSitive, but you may use your own serial numbering method for any item.

Advance Setup

For serial number tracking to work well you must

- Turn on "Track Inventory Quantities" on the Inventory tab of POSitive Setup Form.
- Turn on "Serial Number Options" and "Prompt For Serial Numbers When..." as needed
- Flag an individual inventory item to Track Serial Numbers. TIP: The category defaults will apply this option automatically.

On the POSitive Setup Form: Inventory: Serial Numbers tab, you will see these setting options.

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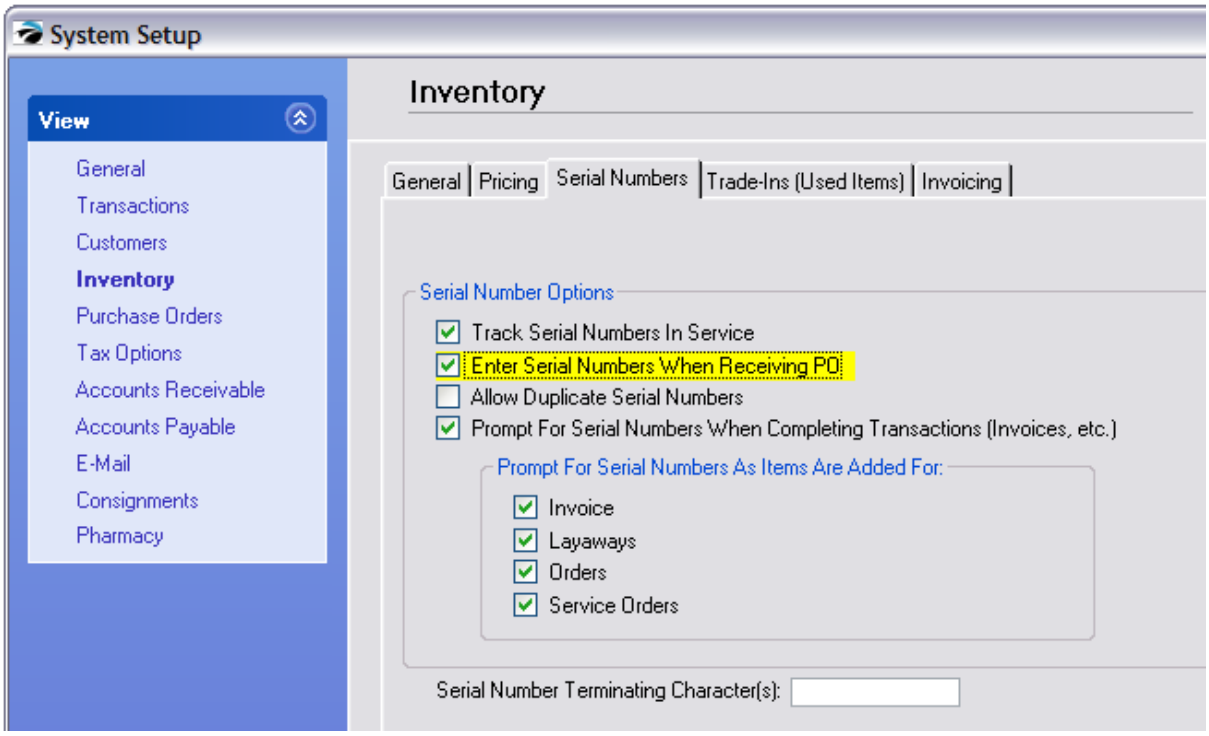

Track Serial Numbers In Service - The service department may choose to record and track serial numbers of equipment worked on as well as tracking of items sold. Although this requires a little more work initially, you will be able to provide your customers with a complete service history of equipment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

Enter Serial Numbers When Entering Transactions (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 POSitive, you will be able to enter it for the first time as you are invoicing.

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

Allow Duplicate Serial Numbers - (Usually not activated) Normally one would think that serial numbers would be very unique and there would never be a duplicate serial number. However, to properly track lot or batch numbers for products, this must be checked on. This should only be turned on if you know that identical serial numbers will be used. (also see Assorted Inventory 1390)

Prompt For Serial Numbers When Entering - activate each needed type. If checked, when you add a serialized inventory item you will be immediately prompted to select a serial number. Otherwise, you will not be prompted until processing of an invoice.

Invoice

Layaways

Orders

Service Orders

Serial Number Terminating Character(s) - Some packaging of products has multi-purpose barcodes

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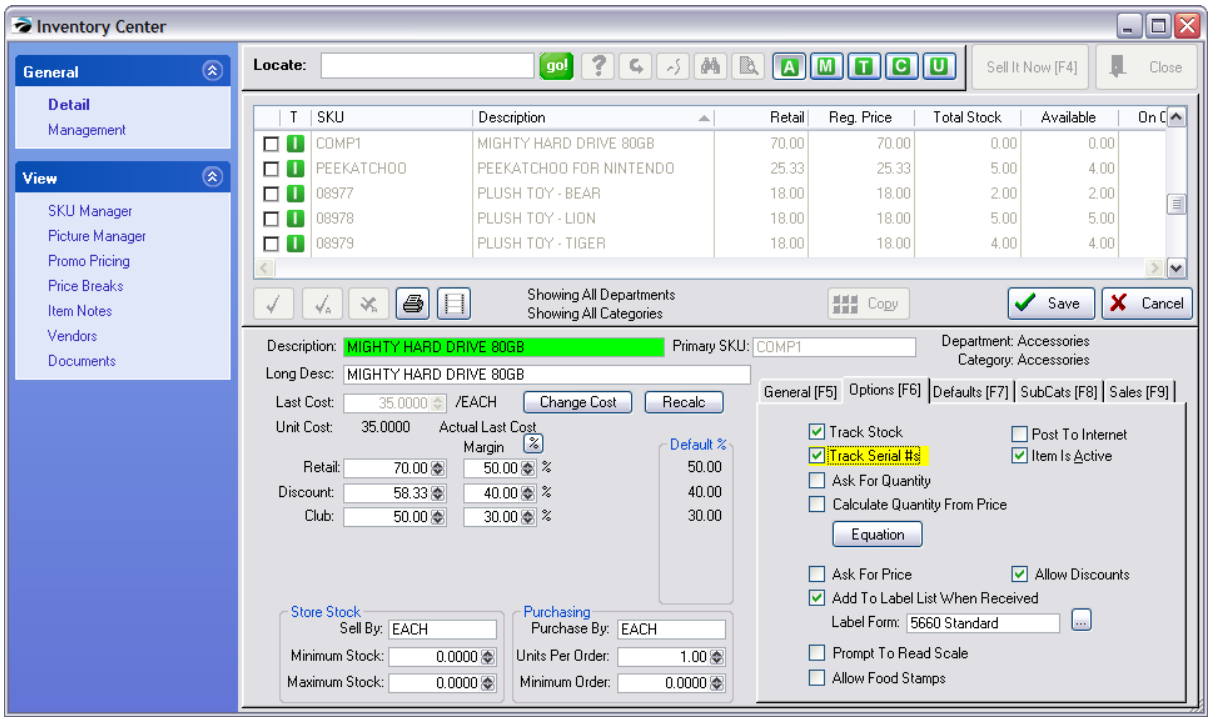
which have the SKU of the item first followed by other code numbers. Generally there is a separator between the SKU and the additional information. By entering the separator character (more than one character can be entered to handle various barcodes), POSitive will automatically truncate any information after the character. For example 12345678:901234567 has a colon as a separator. If the colon were entered here and if the barcode were scanned into an invoice, only the first characters 12345678 will be selected because it is the SKU of the product being sold.

Making An Inventory Item Serialized

1) Edit an inventory item.

2) Turn on "Track Serial Numbers" on the Options [F8] tab. (Note: this is a default setting based on the category)



Assigning Serial Numbers To An Inventory Item

This can be done

- automatically when inventory is received from a vendor (see Maintenance: System Setup: Purchase Orders: "Prompt Immediately For Serial Number Upon Entering "Received Quantity"
- manually at any time
- manually when selling the item.

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.

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Manually At Any Time

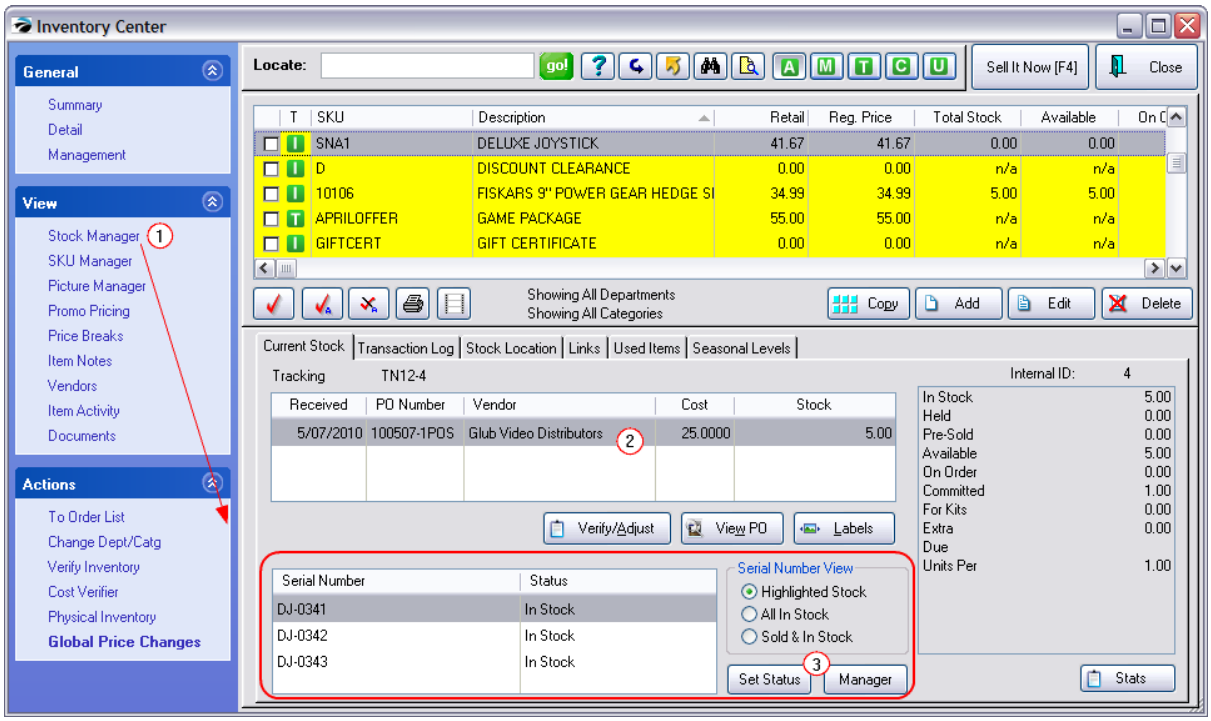
If you are entering initial inventory stock counts for serialized items, you will need to manually enter the serial numbers.

1) Open the Inventory Center, Highlight the item, and choose Stock Management view.

(NOTE: If you need to enter the stock counts manually using the Verify Adjust button be sure the Last Cost field is correct before adjusting the stock count.)

2) Highlight the appropriate stock entry

3) Choose the **Manager** button. Contact POSitive support for more information.



Follow the steps for Adding Serial Numbers For[1492] 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[1495]. If the list is empty, press the Add button and enter the Serial Number.

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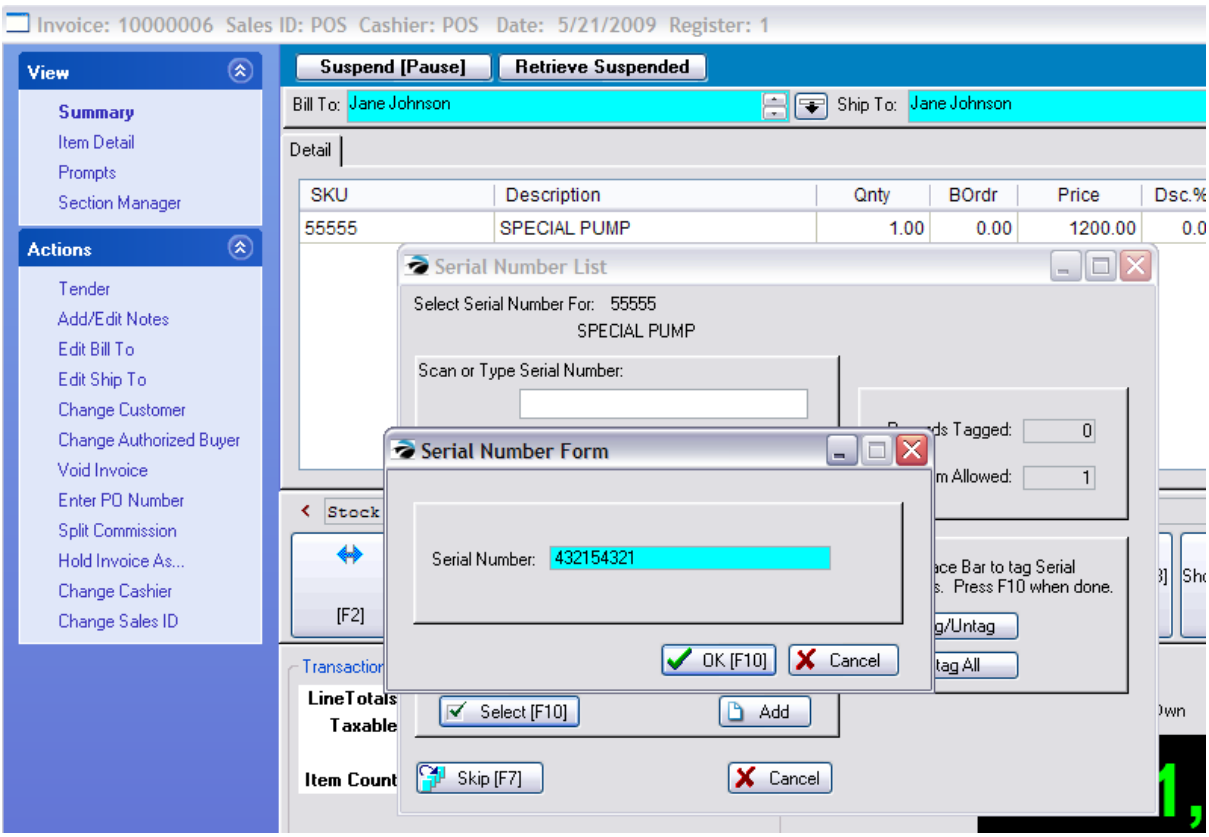

Automatically When Inventory Received From Vendor

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[1492] 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.

How To Sell 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.

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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 POSitive originally, then you will have to add the serial number and make adjustments to its status as described below.

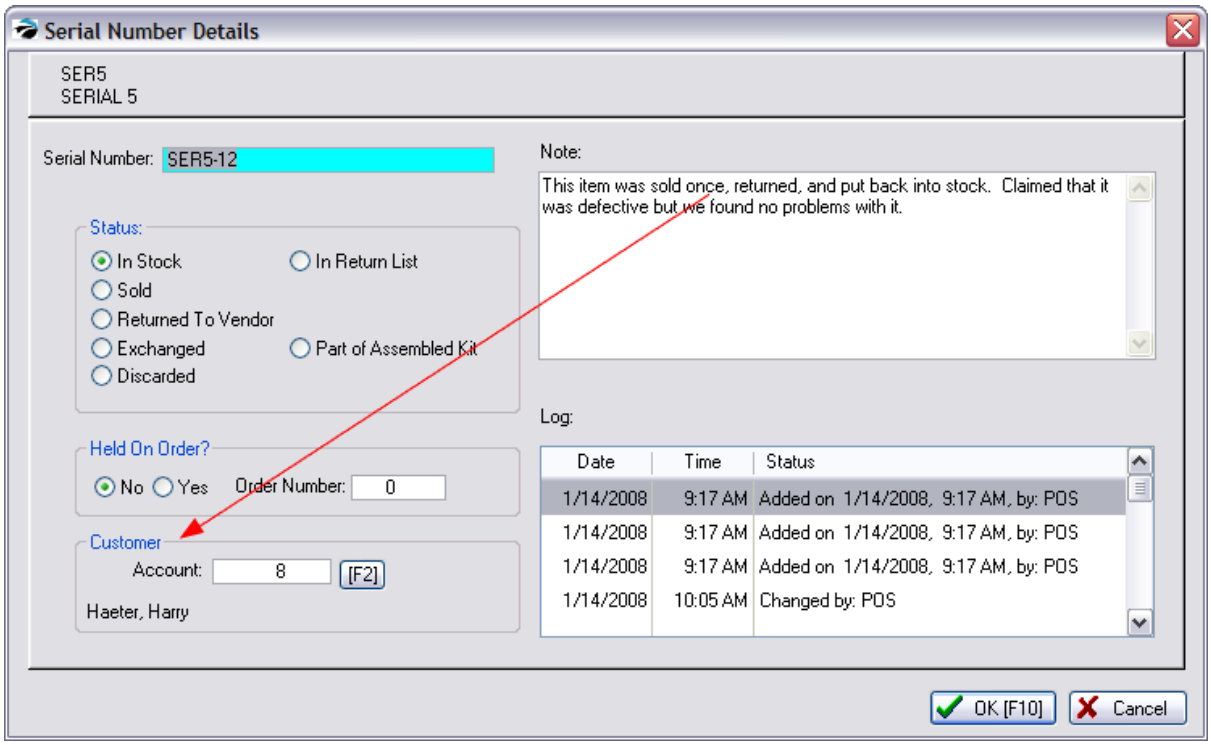
How To Adjust Status Of Serial Number

A serial number is the ultimate inventory control. POSitive 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.

See Serial Number Details 1491

Change to In Stock, clear the fields for Order Number, Customer Account, and say NO to Held On Order.



5.4.16.1 Serial Number List

Serial Number List is a maintenance section which typically does not need to be accessed. Normal procedures such as receiving serialized inventory from purchase orders, selling serialized items on pending transactions or through invoices, and doing return invoices and processing customer returns will automatically update status of serialized items.

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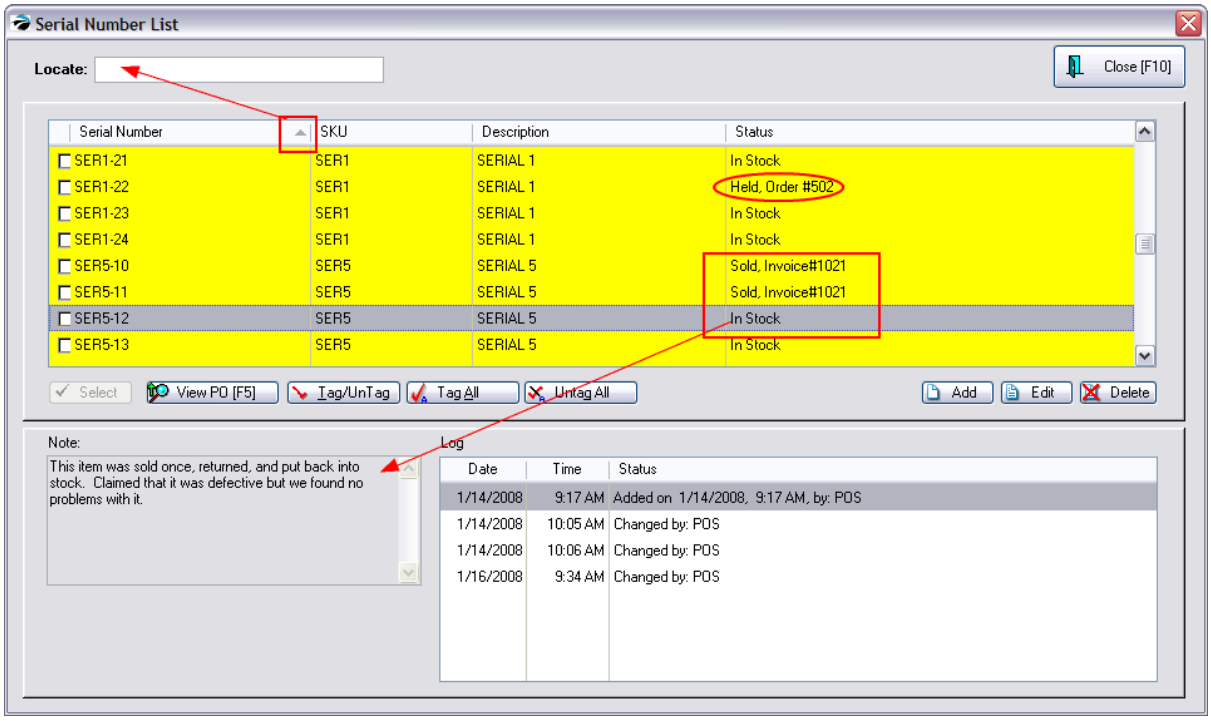
This Serial Number List is accessed by going to Inventory: Maintenance: Serial Numbers.



Locate Item

First, click on the column to be searched. A triangle is displayed to indicate the selected column. Type or scan the beginning characters and press Enter.

Status

The status of the item will indicate if it is in stock, currently reserved or held on a customer order, or sold on an invoice.

You may manually change the status of the item if needed by choosing **Edit**. (see Serial Number Details 1491)

Add

Although it is possible to add a serial number it is not recommended. The item will not be linked properly to the actual inventory item. Instead, enter the new serial number through Stock Manager. (see Adding Serial Numbers For 1492)

Delete

This will permanently remove the serial number and all links.

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5.4.16.1.1 Serial Number Details

Not a Feature of PFR

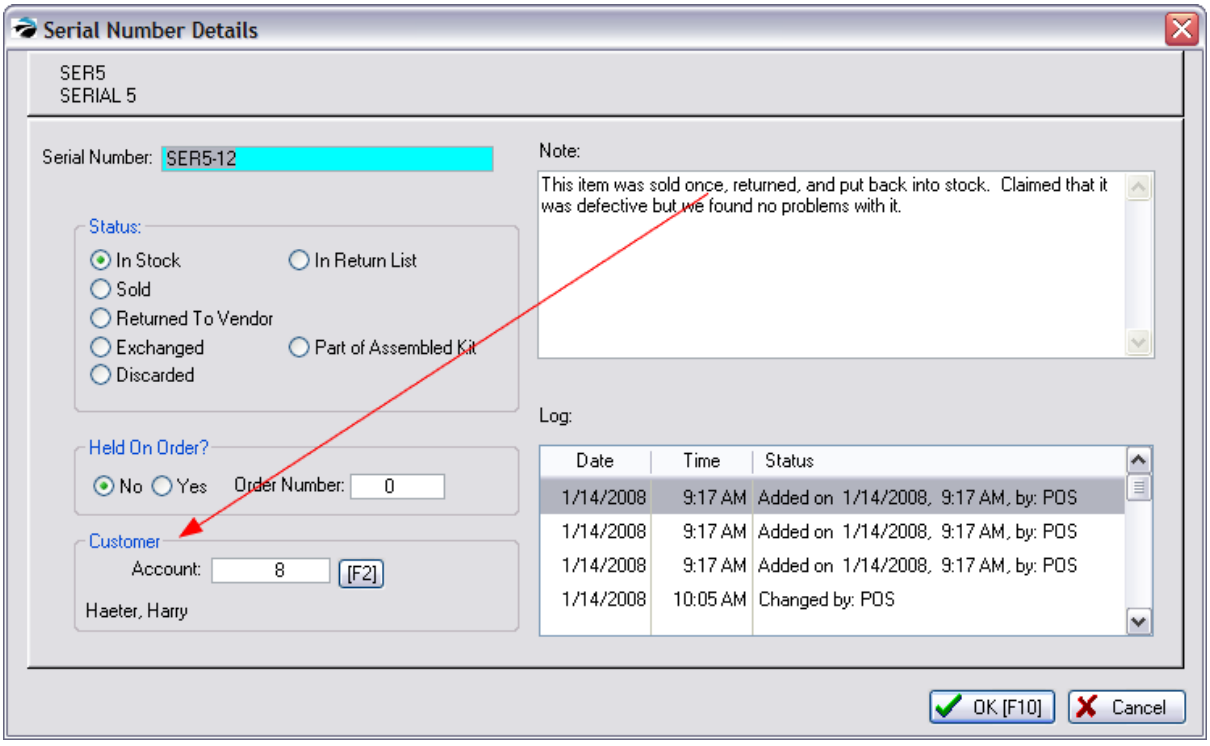
Serial numbered items are tracked very closely. Each serial number has its own status settings. These settings are changed automatically by POSitive as the item is received, sold, or returned.

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 Sold status, invoice number, and to whom (Customer Account) it was sold.

The Note field is for recording any extra-ordinary information about the item

The Log shows when the item came into the store and how it has been handled in the interim.



How To Change Status of a Serial Number

When an inventory item is sold or returned and the serial number properly selected the status will be changed automatically. In the event mistakes were made, you can manually change the status of the item.

1) click on the appropriate radio button under status

2) clear out or enter the correct invoice number

3) clear out or enter the correct customer account number

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5.4.16.1.2 Adding Serial Numbers For

Not a Feature of PFR

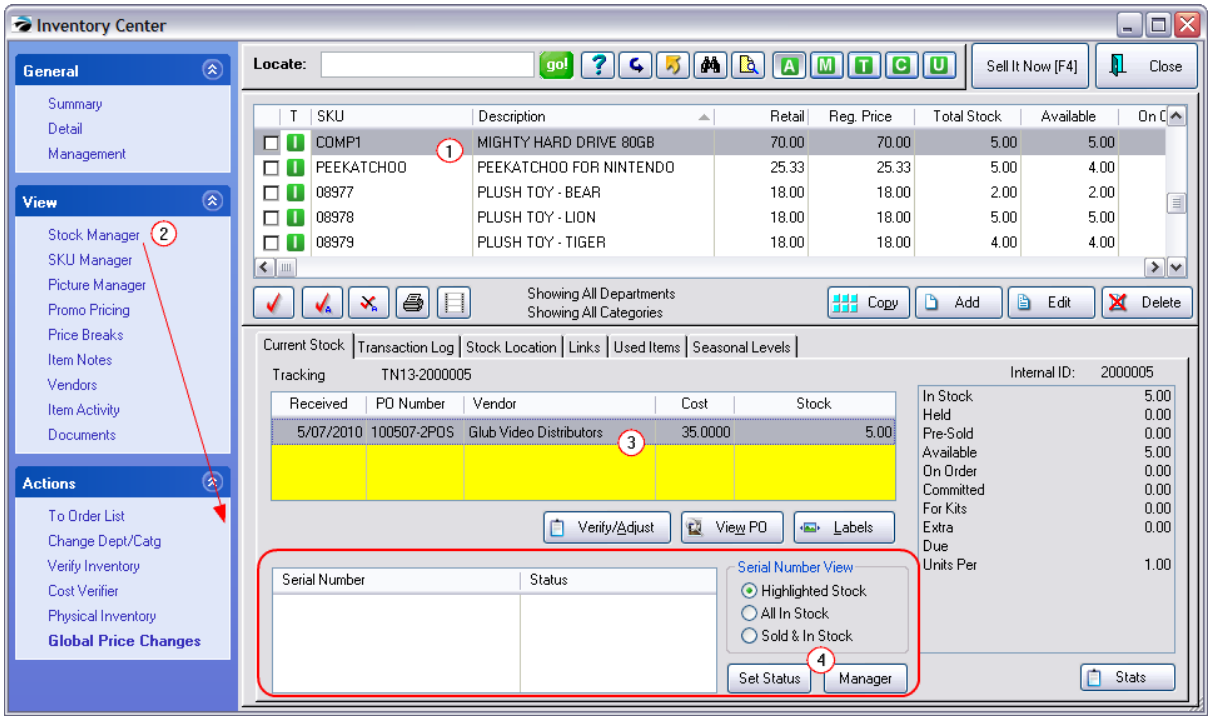
Serialized inventory received on a purchase order will prompt you to enter the serial numbers being received. Contact POSitive support for more information.

You can also add or modify serial numbers for a serialized item from Stock Management of the Inventory Center.

1) Open the Inventory Center and highlight the serialized item.

2) Choose Stock Manager: Current Stock tab and highlight the PO entry to be modified.

3) Choose the Manager button at bottom center.



WARNING: choosing the Verify/Adjust button for any reason will cause serial numbers to be disassociated with stock counts.

You have two options for adding the serial numbers:

1) type a serial number in the Serial # field and press Enter. This will then add the number into the list at the left. Continue to add until all serial numbers have been added. Then choose Accept [F10] to close the screen.

OR

2) Select the Auto-Generate Range [F7] button

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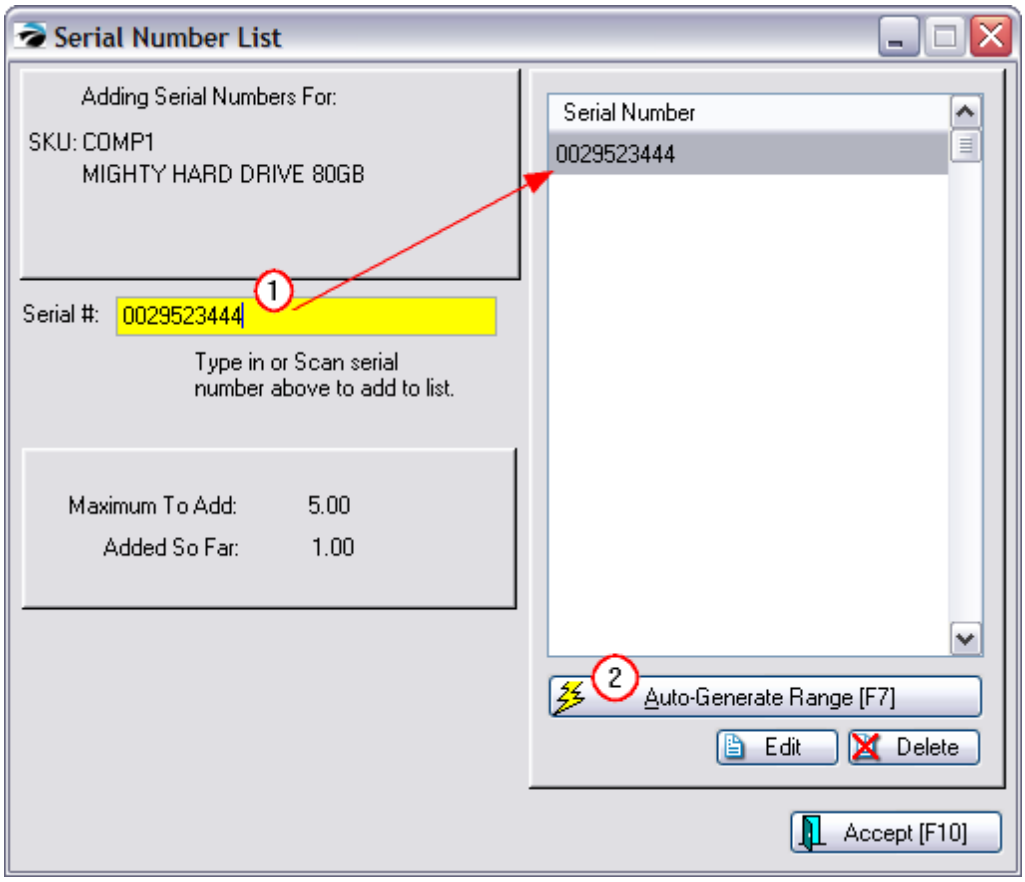

Maximum To Add - The number being received or in stock without serial numbers.

Added So Far - A running total of serial numbers entered.

Edit - Allows you to re-enter or adjust an existing serial number.

Delete - To remove an erroneous number.

2) Auto-Generate Range [F7] - If the serial numbers you are receiving are in a close series of numbers POSitive will allow you to enter a leading prefix and then assign trailing digits.

In this example, 5322424224 is the common number for all serial numbers and is entered as the **Serial Number Prefix**. The numbers 3 through 5 will be appended to the Prefix. A Serial Number **Suffix** could be used to add additional alpha-numerics at the end of the generated numbers.

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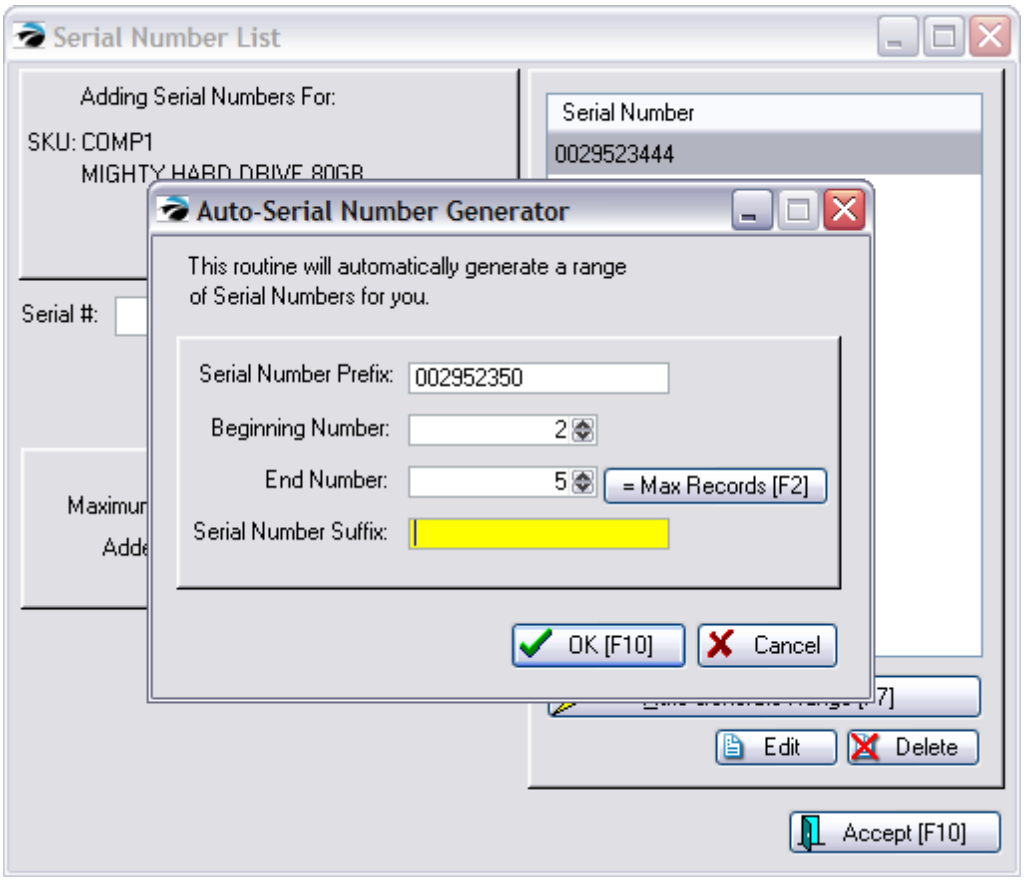

Once the serial numbers have been generated, you can use **Edit** to modify serial numbers as needed.

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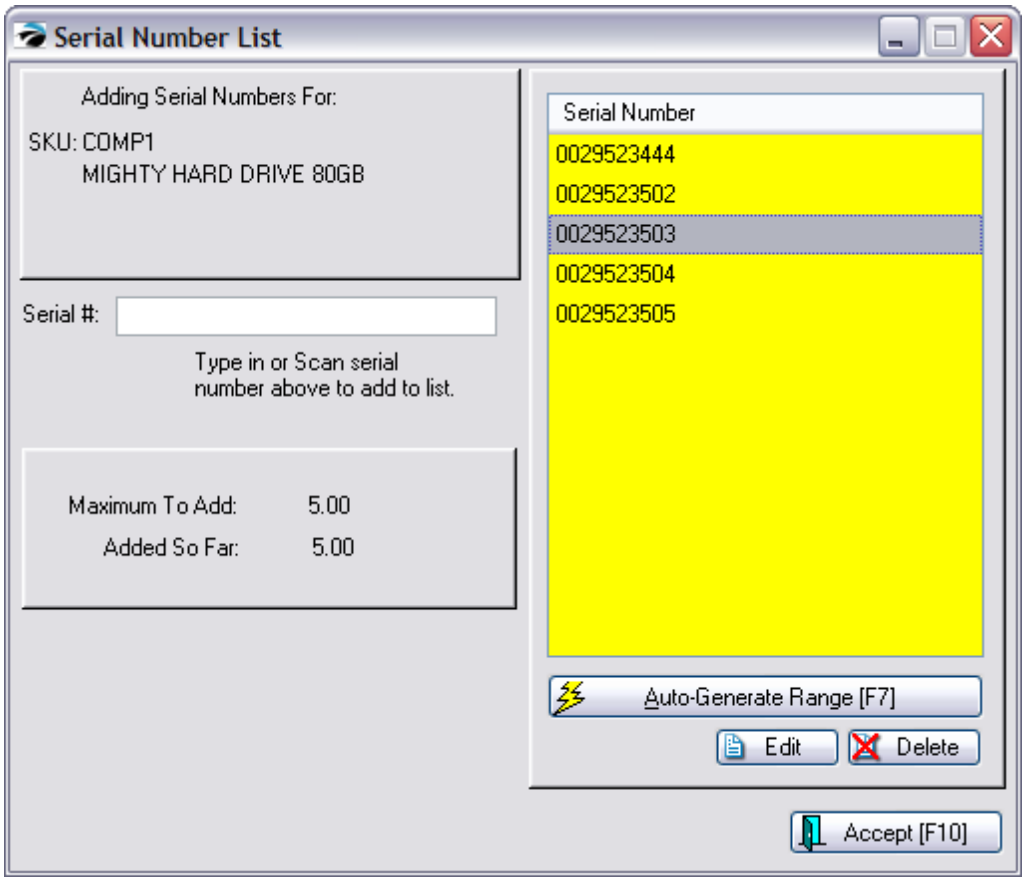

Accept [F10] - Closes the window. If you have NOT entered all serial numbers, you can return to this window by editing the inventory item. (See **Serialized Inventory**.)

No Duplicate Serial Numbers will be allowed in POSitive unless you have activated the permission to do so in System Setup: Inventory: Serial Numbers.

5.4.16.1.3 Serial Number List (When Invoicing)

When selling serialized inventory you will be prompted to select a serial number if you have turned on the option in System Setup to Enter Serial Numbers When Selling. Contact POSitive support for more information.

Scan or Type Serial Number: To select a serial number you may scan a serial number barcode or press the down arrow or start typing the serial number, or click on it with the mouse.

Select - If the serial number is listed, select it by placing a checkmark beside it and pressing F10 or the Select button.

Skip [F7] - You have the option to ignore the selection of a serial number. This, of course, defeats the purposes of serial number tracking.

Add - If it does not exist then you may add the serial number.

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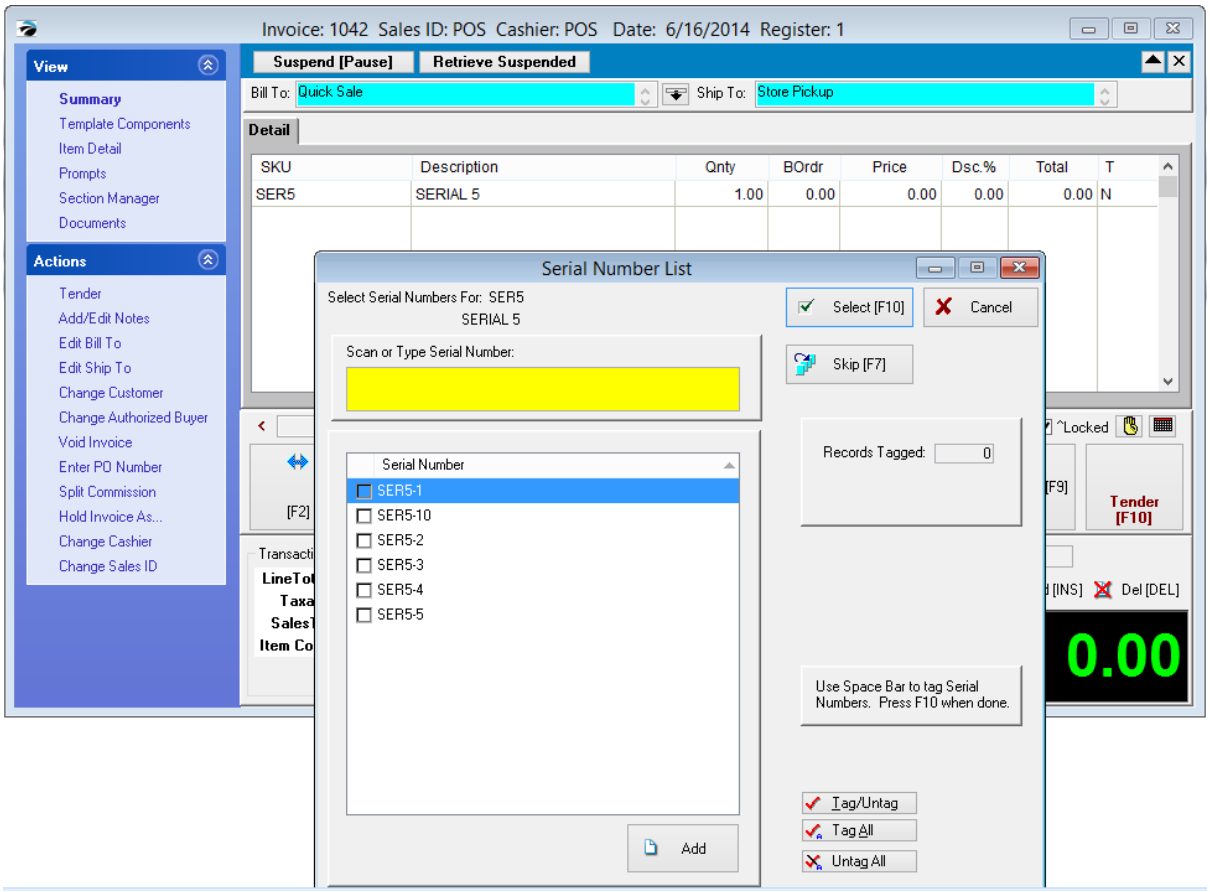

Add If Serial Number Is Missing

If the serial number of the product is missing from the list, FIRST check to see that you are selecting the correct inventory item. THEN, if necessary, you can add the serial number to the list.

Invoice Display of Serial Numbers

Multiple Serial Numbers - if the customer is purchasing multiples of the item, you need to select a corresponding number of serial numbers. The upper right section (Records Tagged and Maximum Allowed) keeps track of the number of serial numbers needed and currently selected.

The selected serial numbers will be added just below the inventory item in one long string and will print like that on the invoice form.



5.4.16.1.4 Serial Number:..(In Service)2

Service Orders can utilize serial numbers to track work done on specific products even if the product is not normally serialized.

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Advanced Setup

To activate this feature, go to System Setup: Inventory: Serial Numbers and activate "Track Serial Numbers In Service" and choose other options as appropriate. (see System Inventory 65) **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.

IMPORTANT NOTE: Service Order creation and editing work is best done at a computer which is using Invoice Style rather than Register Style screens. Only in Invoice Style do you have extra service note taking options. (Maintenance: Station Manager and edit a station and choose Transactions: Invoice Style)

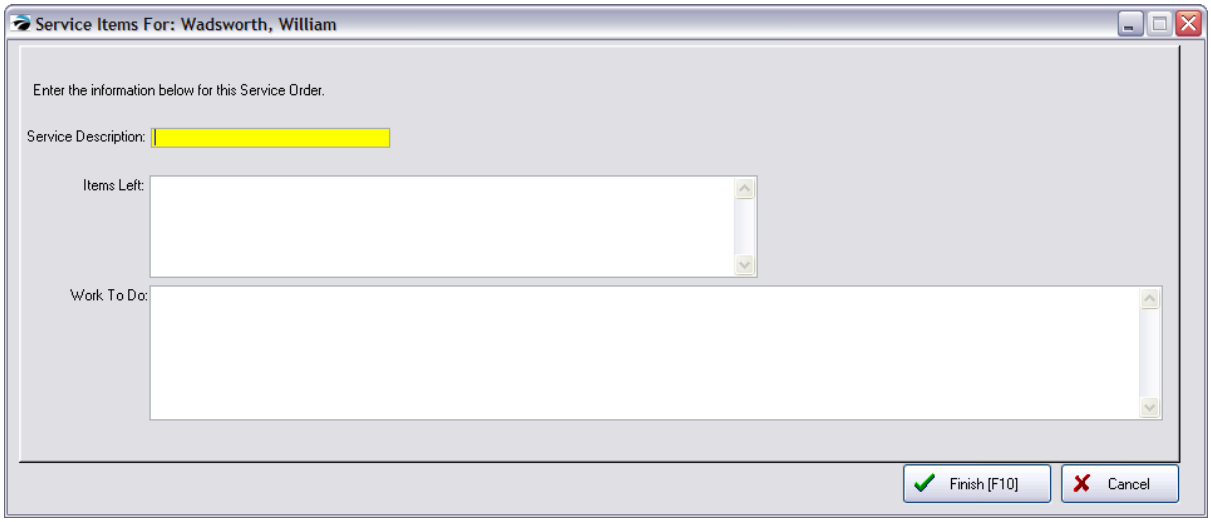
Also go to System Setup: Transactions: Service Orders and define the operations of Service Order and Service Quote processing.

Starting A Service Order

When you initially create a Service Order with "Track Serial Numbers In Service" activated you will be prompted to select or add a serial number.

1) If the customer has purchased any serialized items, those items will be listed for selection. Setup

If System Setup has not been activated to track serial numbers in Service Orders, you will not see a prompt for serial number but will see a screen like this.



Go to Maintenance: System Setup: Inventory: Serial Numbers and activate "Track Serial Numbers In Service." You may want to activate additional options.

see Serialized Inventory 1484

OR

2) If the item is not there, you can choose the Add button to make a new entry.

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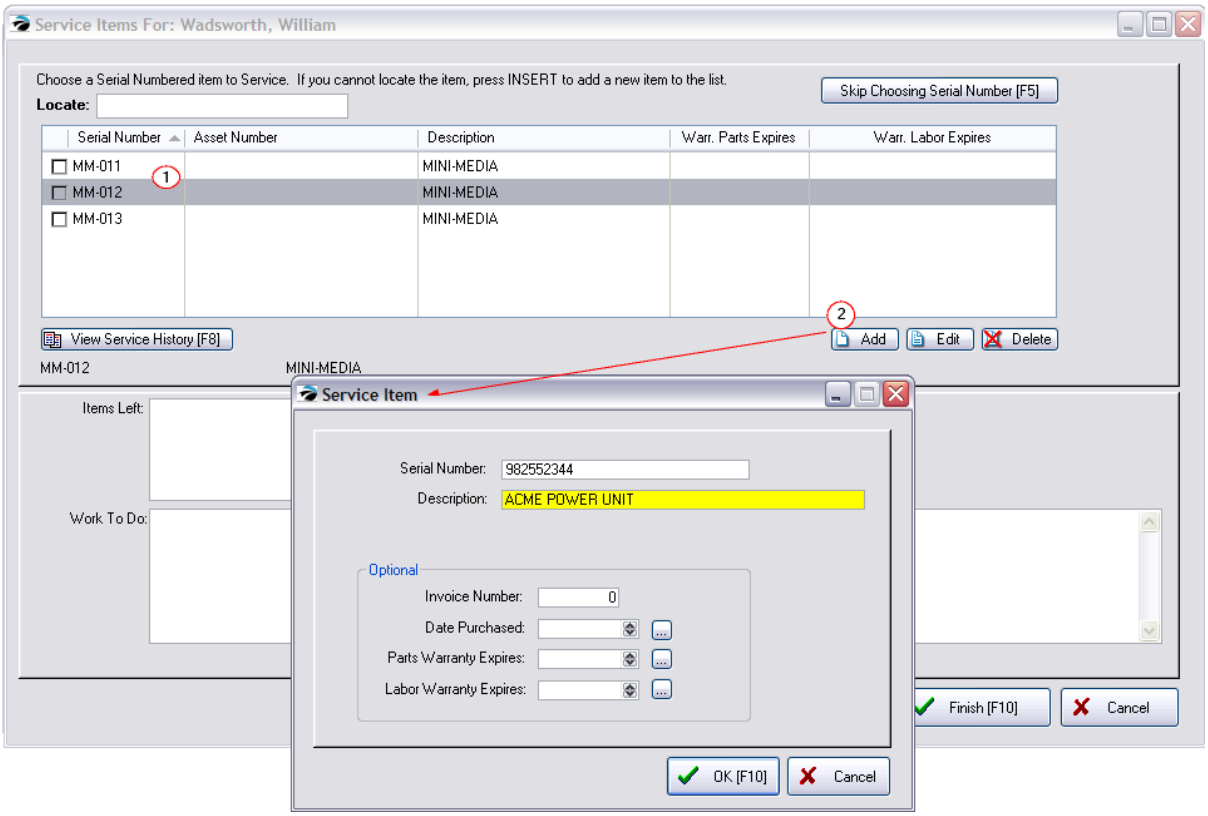
TIP: For items which do not have any serial number, prepare some generic serial number labels to be attached at the time of service order creation.



The purpose of this screen is to give you a consolidated source of notes being maintained by the service department about a particular item being serviced.

After selecting the serial number you will be asked for the following information.

Items Left - A listing of peripheral items which were left with the item to be serviced. This helps assure that all appropriate items such as manuals, cables, etc. can be returned.

Work To Do - A listing of work needing to be done. Initially, it is the customer report of equipment symptoms of problems and request for services. Additional notes can be added by technicians to more specifically outline the work to be done.

Once the service order is created, you will be able to access these notes again and add additional notes as follows:

Work Done - Records made by specific technicians reporting what work has been done. Multiple notes can be created by selecting the Work Done [F3] tab and pressing Add.

Internal Notes - Internal notes are created by specific technicians and are meant for in-house documentation only. These notes will NOT be printed on the service order or for the customer to see. It could include technical commentary about the piece of equipment for future service work. Multiple internal notes can be created by selecting the Internal Notes [F4] tab and pressing Add.

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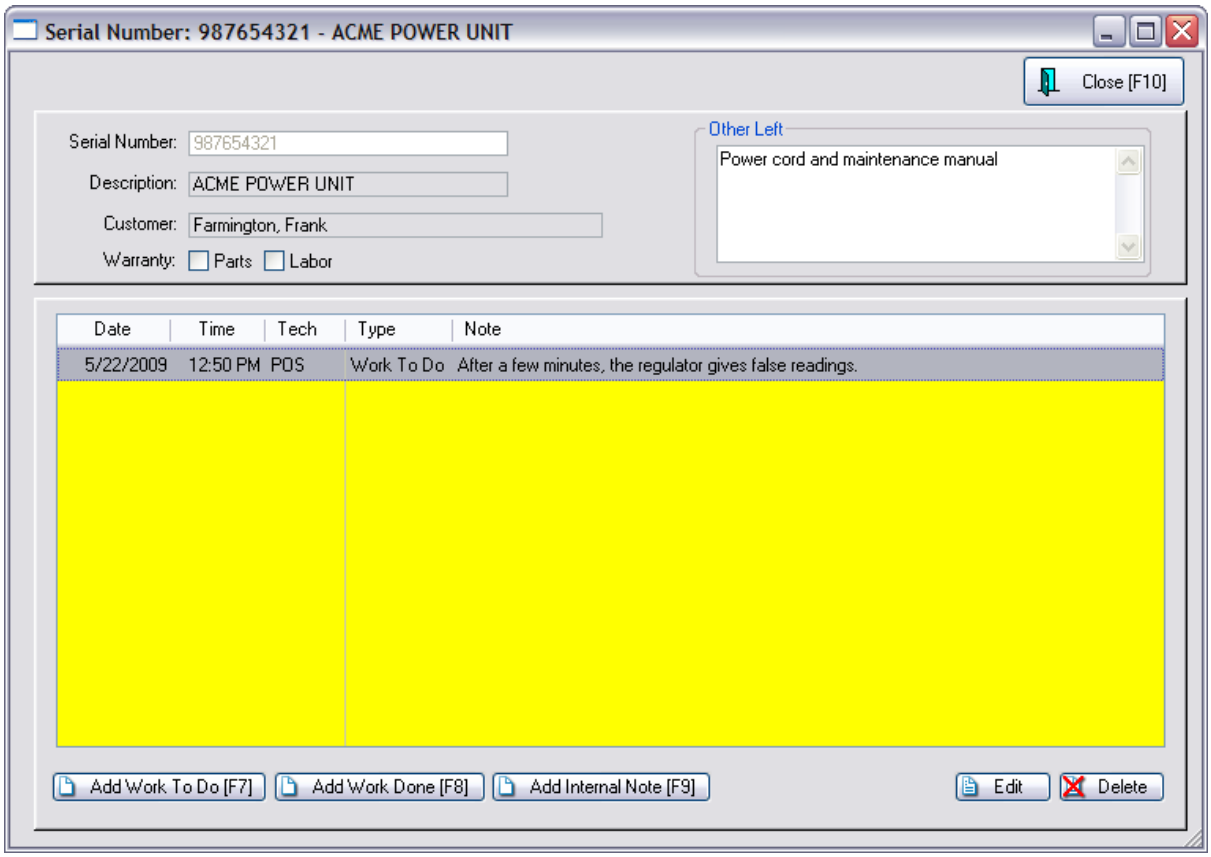

5.4.16.1.5 Serial Number:...(Historical)2

Service orders which have been completed and converted to invoices are available for review. -- Cannot edit notes after the fact from invoice history

How To Review Historical Service Notes

1) Go to Invoice History.

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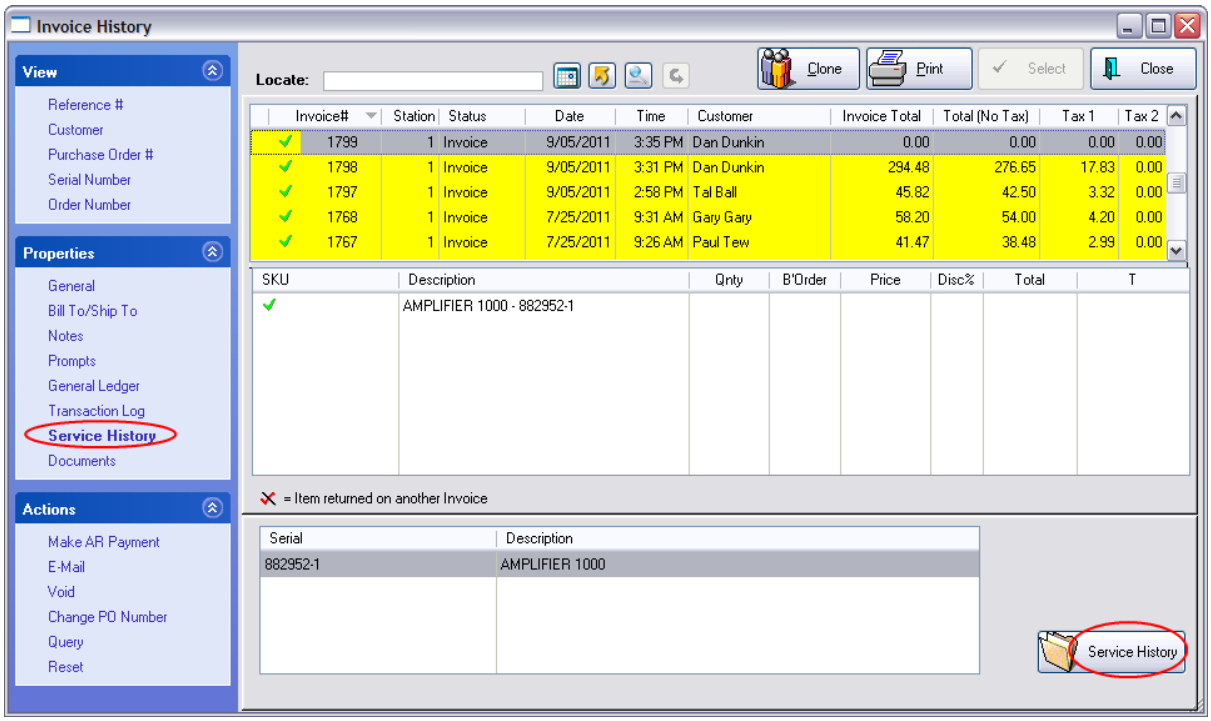
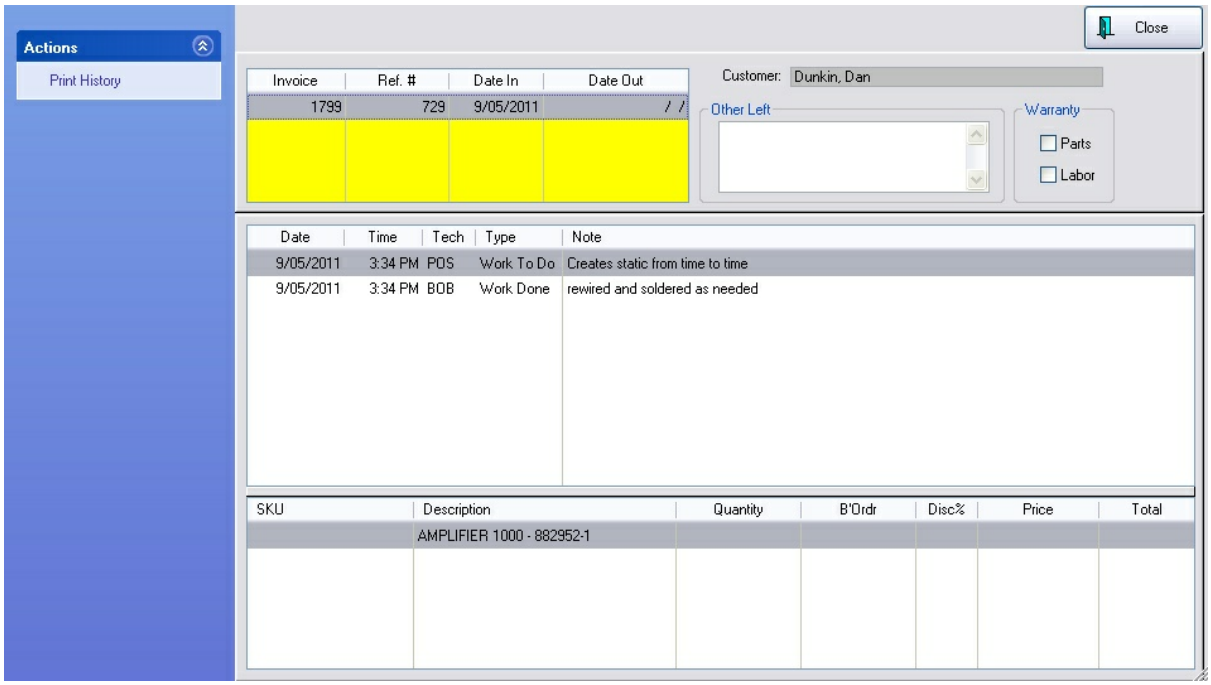


2) Highlight the invoice and choose Notes view to see the service notes for this invoice.

3) Choose the Service History view.

4) Click on the Service History button at the far right.

When you choose the Service button you will be able to review the service order more closely and even edit the notes.



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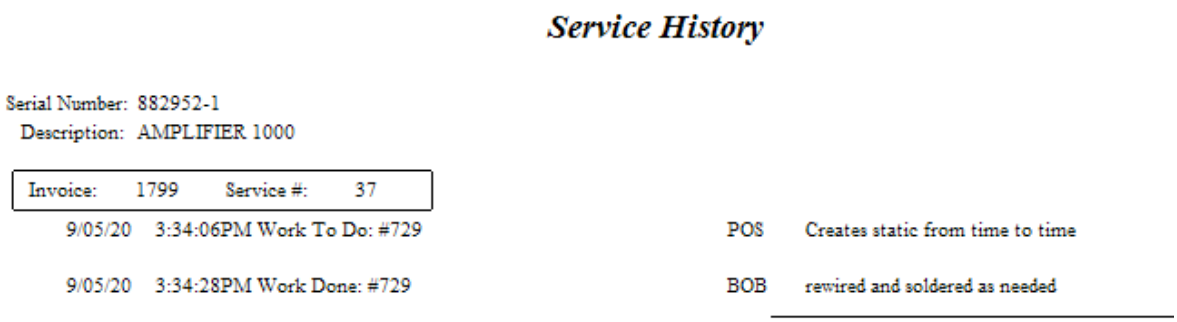
Print History - You may print these notes by themselves by selecting the Print History button.



Service History

Serial Number: 882952-1
Description: AMPLIFIER 1000

Invoice:	1799	Service #:	37

9/05/20	3:34:06PM Work To Do: #729	POS	Creates static from time to time
9/05/20	3:34:28PM Work Done: #729	BOB	rewired and soldered as needed

5.4.17 Suggested Accessories For:

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

Types of Linked Inventory

Suggested Items

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

Tag Alongs

As the clerk adds a printer to the invoice, a printer cable is automatically added to the invoice because without it the printer isn't of much use. The tag along item can be deleted. As another example, when selling bottled beverages, bottle deposits are automatically assessed for the number of bottles purchased.

Similar/Related Items (Web)

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

Tip: **Successive Links** - By assigning Links to successive items, one could create a "string" of selections. Starting with the primary item, link it to another item. Then used the linked item to link to additional items.

How To Assign Accessories

1) Highlight the primary item in the Inventory Center. This item, when sold, will trigger sale of the linked items.

2) Select Stock Manager on the left and the Links tab at the right

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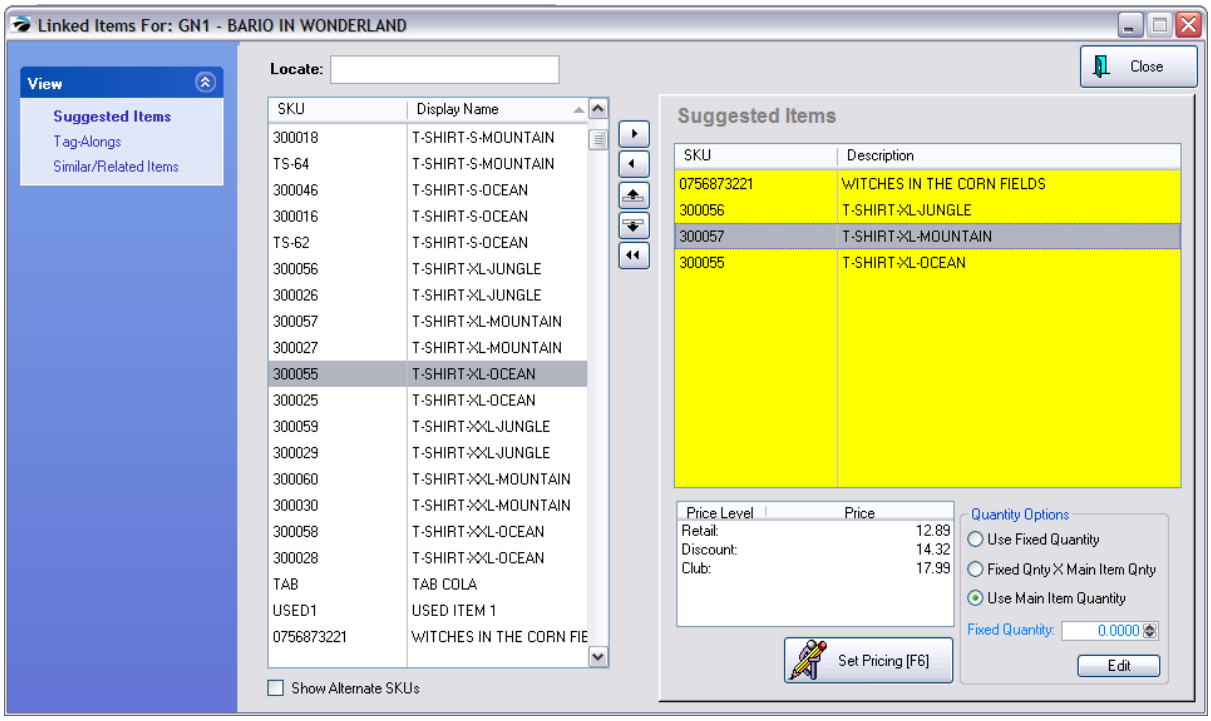
3) Select the Accessory Manager button

4) On the far left, select the appropriate link type: Suggested Items, Tag-Alongs, or Similar/Related Items

5) Highlight and transfer item(s) to be linked using the center action buttons.

On the left hand side is a listing of ALL of your inventory. **Tip**: you can sort the list by SKU or Description. Use Locate field (Enter or CTRL-Enter) to find a particular string of characters. Activate "Show Alternate SKU's," otherwise you will only be seeing the primary SKU.



Action Buttons

Between the left and right sections of this screen are four buttons

-- Right Arrow - **adds** the highlighted item on the left to the section on the right

-- Left Arrow - **removes** the highlighted item on the right from the section on the right

-- Up/Down Arrows - if more than one item is listed on the right, use these buttons to **change the sequence** order

-- Double Left Arrows - to remove all items from the left side.

Quantity Options

This defines how many of the linked item will be added to the invoice.

- Use Fixed Quantity - fill in the value in the Fixed Quantity field below.
- Fixed Qnty Times Main Item Qnty - fill in the value in the Fixed Quantity field below.

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- Use Main Item Quantity - ignores the value in the Fixed Quantity field
- Fixed Quantity field - sets the number of linked items to be sold automatically.

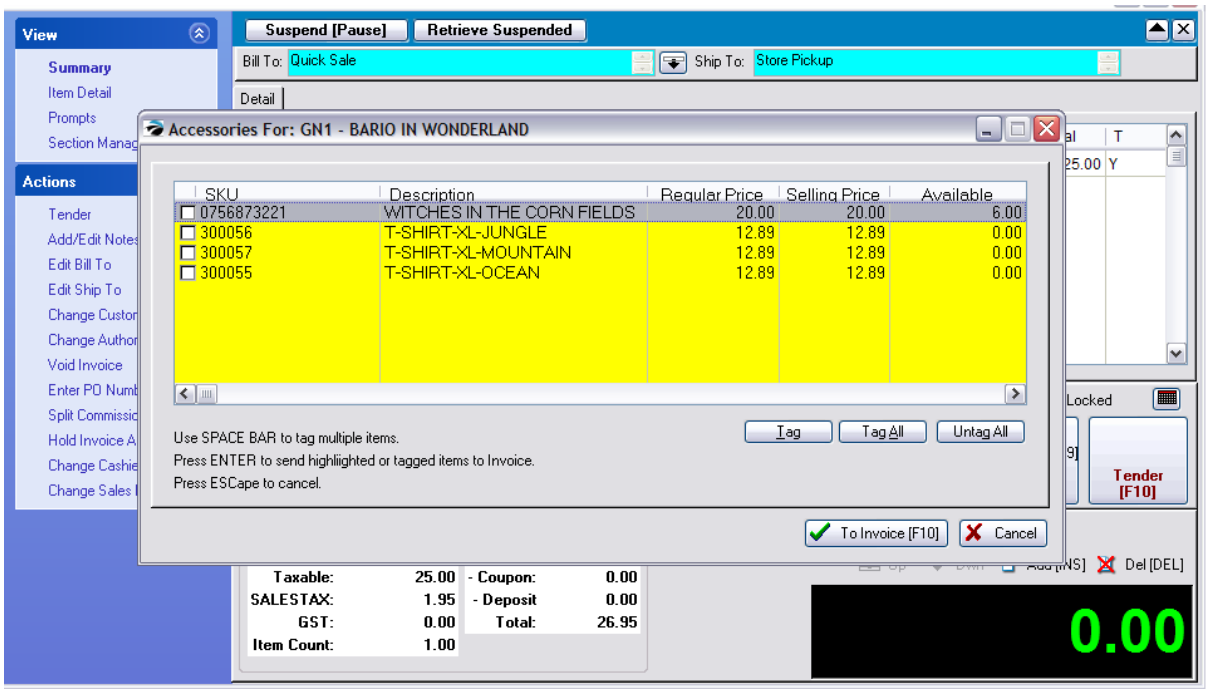
Set Pricing [F6]

The selling price can be changed to a discounted amount, even to 0.00 making the item free.

When you have finished, select the Close button.

Making The Sale

When the item is selected on an invoice, you will be prompted with Accessories For: the item being sold. Because this is a suggested item, you would ask the customer before selecting the item.



Use the space bar, mouse, or simply press Enter on an item to select the item for the invoice. Note that the regular price and selling price are displayed as well as the current stock quantity.

5.4.18 Templates

This is a special use of inventory items and line item notes to create a compact group of items to be added all at once on a quote, service order, order, or invoice.

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.

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. Optionally, you can choose to hide the components making up the kit.

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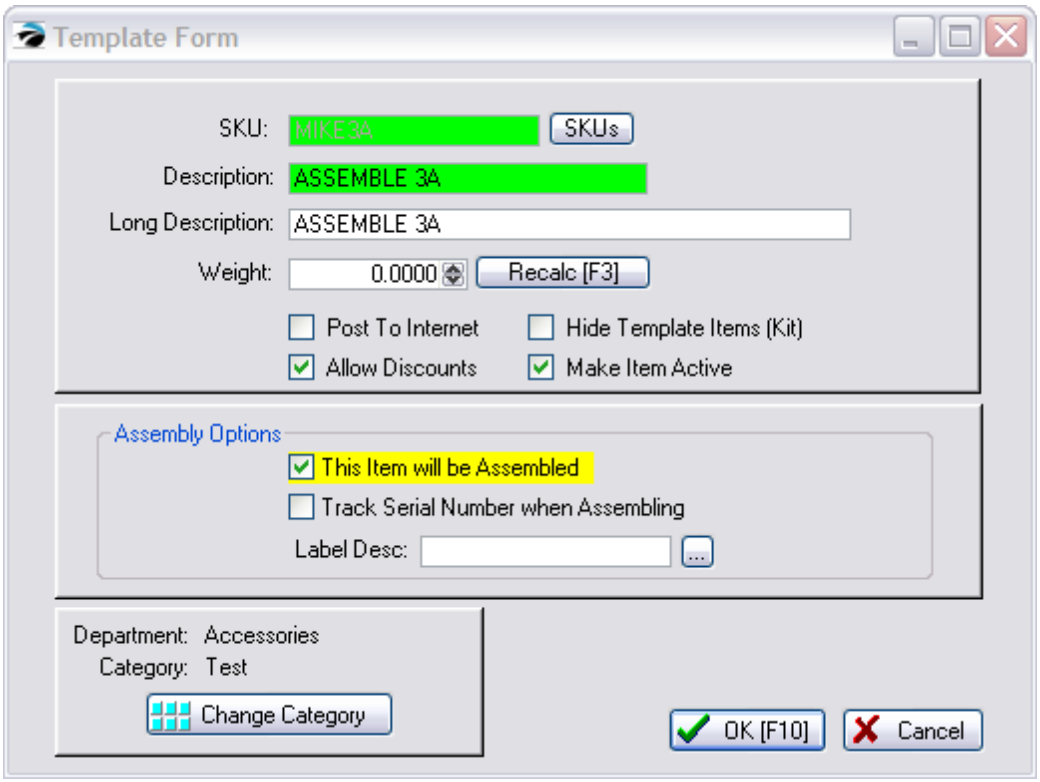

Advance Setup

- Stock tracking must be fully activated so that templates and especially hidden templates are handled properly. Go to Maintenance: System Setup: Inventory: and activate "Allow Sales of Items before receiving on PO (Negative Inventory)" If not already activated, it will automatically activate "Allow Backorders." (Maintenance: System Setup: Invoice Setup: "Allow Backorders On Invoices")
- To use the "Package" option go to File: System: System Setup: Invoice Setup: Invoicing: and activate "Allow Packages"

How To Create A Template

1) Go to the Inventory Center and choose to Add a new inventory item.
2) Choose Template
3) After selecting a Dept/Category, fill in the Template Form and choose OK.

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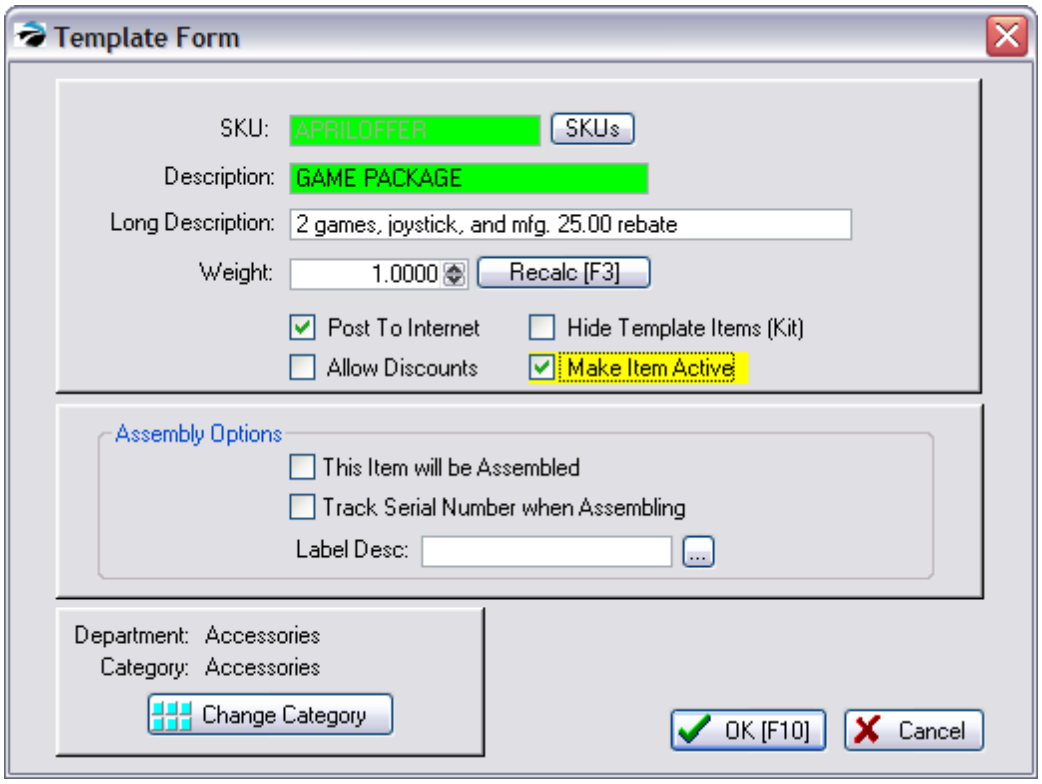

SKU - a code for the template

Description - the name printed on the invoice

Long Description - for reference purposes

Weight - the total weight of all items in the template (this is used for E-Commerce)

- **Re-calc [F3]** button - once the template has been created editing this template header and choosing re-calc will compute the weights based on the individual weight of each item.

Post To Internet - The template can be included as an internet inventory item

Hide Template Items (Kit) - If checked, the entry on the customer invoice will only display the name of the template and the total selling price. Use of "Package" allows for manually setting prices instead of a calculated price based on content.

Make Item Active - Should be checked. If unchecked the template will not be visible thereby allowing seasonal templates to be created in advance.

Assembly Options

- (see Assemblies 1508)

POSitive can "weld" the items as one unit. In this way, you will not be able to sell the kit without all items being in stock.

- **This Item Will Be Assembled** - if this is checked, then you will be reserving stock for the assembled kits.

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- **Track Serial Number When Assembling** - Assigns a serial number to the kit.
- **Label Desc** - the label to be printed for the assembly

Change Category - To reassign the template to a different department and category.

Add Inventory

4) Enter the items to be included on the template as you would if you were creating an invoice or quote.

To get a listing of inventory items for selection press Enter or type a question mark and press Enter.

Set the quantity and use CTRL-N to include note fields if desired. Note: You will not be able to change the price.

TEMPLATE PRICING

Although it may look like it is possible, you are not able to change the price of a line item in a template. If you want to sell the whole group for more or less than the cumulative total of all the items, then you must use the Package feature of POSitive.

This is done by adding the Package (CTRL-P) at the top of the list and Subtotal (CTRL-S) at the end of the list. By default, the Package line will display a 0.00 price value. (Tip: CTRL-B will add a blank line so that groups of items can be visually separated.)

IMPORTANT: Be sure to check the Price Level Display section to make sure each price level has the correct price. To make price changes...

1) At the bottom of the screen of Template Pricing, select a price level

2) Highlight the Package Line of the template. In the package line price field enter the total price for the group of items.

3) Press Enter and the new price will be displayed below.

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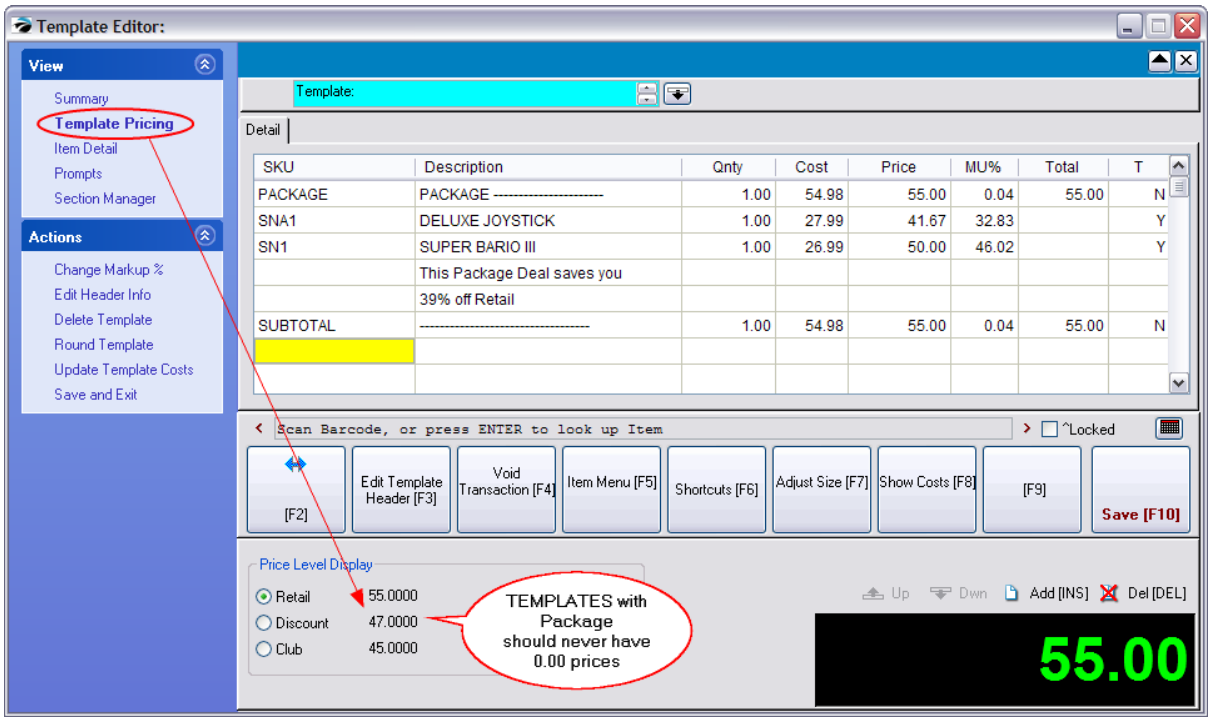

5) Press F10 and Save.

Edit Template Header [F3] - button allows for changing SKU and Descriptions. Note:: all other Invoice Button Bar buttons are to be ignored.

How To Use The Template

- When creating an invoice, order, quote, or service order, enter the SKU of the template.
- If you wish, some items can be deleted and others added.
- All items in the template will be added. If the template is acting as a Kit, the individual items will NOT be displayed on screen or on the invoice printout, but the components will be removed from stock.

Package Line Item Prices

When a customer returns an inventory item which was in the package, a calculated value is refunded to the customer. Be sure you link the return invoice to the original invoice so that the calculations for that particular customer are accurate.

In a package, the price is calculated like this: The total cost of the package is divided by the total price of the package. This gives a percent markup for each item in the package. The percent markup is then applied to each item in the package, giving a price for each item. (see Packages 968)

If an item has a cost of zero (which isn't the case, even if it is a labor charge), when the cost of zero is marked-up, the price is zero.

A cost needs to be set for all items to get a true picture of selling prices.

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5.4.18.1 Assemblies

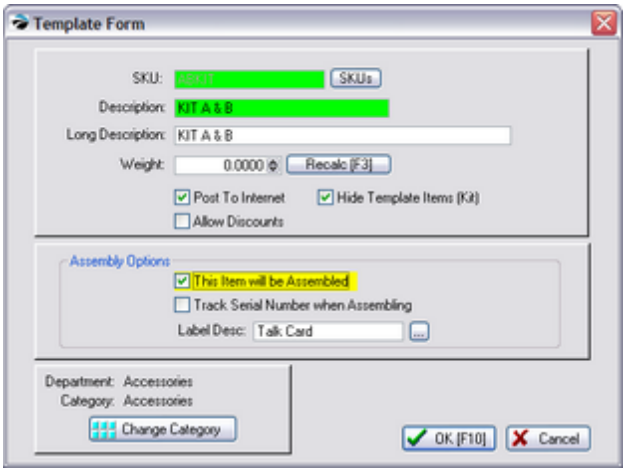
A template is a listing of components. An Assembly is a constructed item consisting of the components in the template.

When working with Assemblies, there are two primary steps: Creating the template and building the assemblies.

Create A Template

1) Follow the steps for creating a template (see Templates 1503)

2) Activate **Assembly Options**



Assembly Options

POSitive can "weld" the items as one unit. In this way, you will not be able to sell the kit without all items being in stock.

This Item Will Be Assembled - (REQUIRED) if this is checked, then you will be reserving stock for the assembled kits and you must then assemble the kits.

Track Serial Number When Assembling - (OPTIONAL) Will assign a serial number to the kit.

Label Desc - (OPTIONAL) select the label to be printed for the assembly

3) Proceed with adding inventory to the template as described under Templates 1503.

4) Save your changes

Build the Assemblies

Highlight the hidden template and choose the Summary view. In the bottom right, just above the display of the template contents is a button called Assemble.

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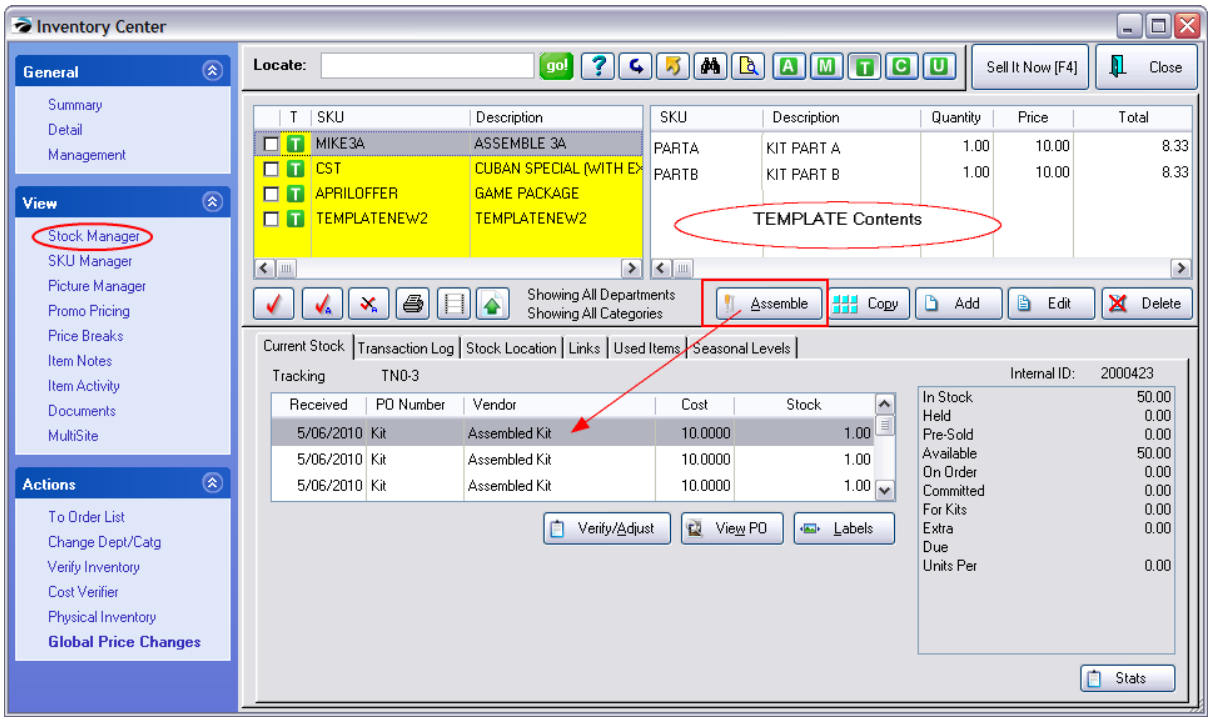

Choosing the Assemble button opens the Kit Assembly screen. (see Kit Assembly 1510)

Verify/Adjust - This is non-functional for this type of inventory item. You cannot change the Quantity of Kits here. This will only re-total all existing Kits in your data. If you need to change the number of Kits, use the "Assemble" button, and select Assembled Kits to remove a kit.

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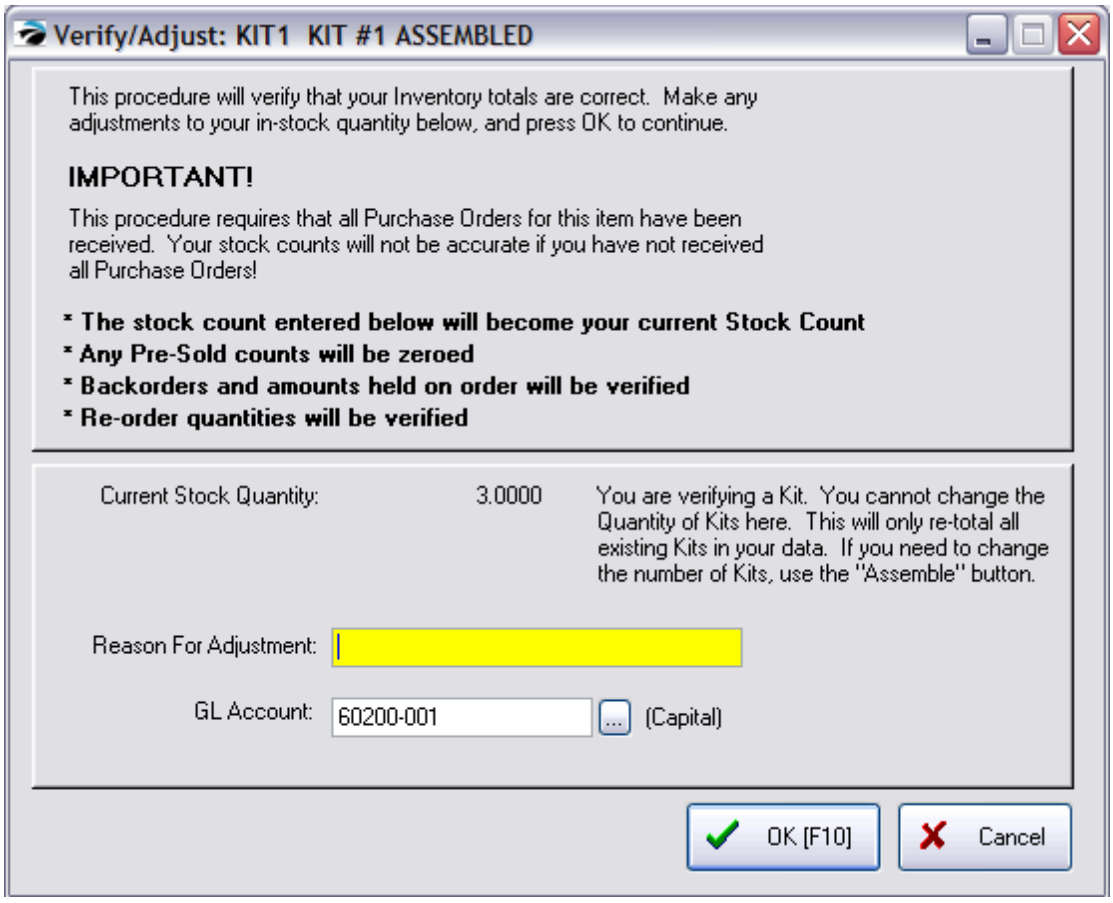

5.4.18.1.1 Kit Assembly

Once the template is defined, you can commit the stock to an assembled item. The assembled items can be serialized and renamed if the template header was set to use serial numbers.

Open the Inventory Center, highlight the template, and on the Summary view, just above the listing of template components is an **Assemble** button. Select Assemble.

How Many Kits To Assemble?

1) Enter the number of Kits to be assembled. A calculated number is based upon how much inventory you have on hand and uses the lowest common denominator.

2) Choose **Assemble Kits [F5]**

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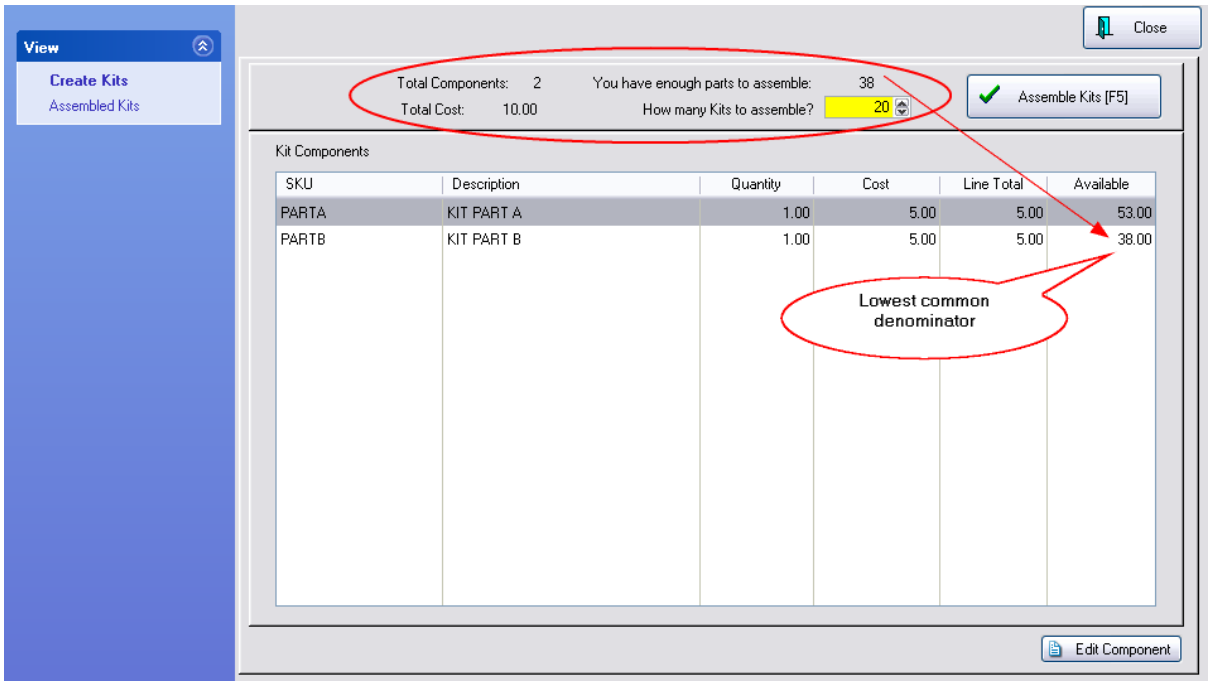

Depending upon the number of kits being assembled you will see a progress bar.



Useful Information

At the top of this screen you can review statistics.

Total Components - number of inventory items required for this kit.

Total Cost - the calculated cost of all items for the kit.

You Have Enough Parts To Assemble: (Number)

Assembled Kits

Choose the Assembled Kits view at far left.

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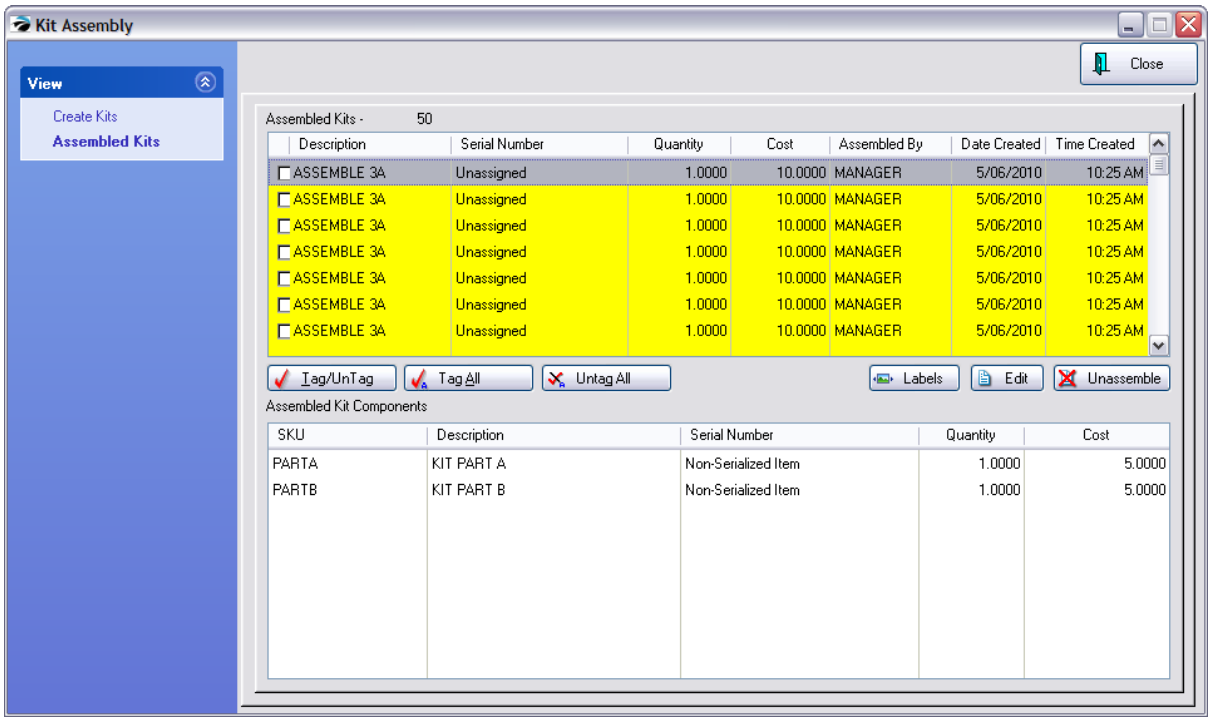
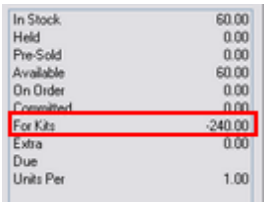


The top section lists each available kit: each Description, Quantity, Cost, and by whom assembled and when assembled.

The bottom section shows the components of the highlighted kit. The stock count of these individual components which are part of the kits is reflected in the FOR KITS field on the Stock Management view of an inventory item.



Labels - Print labels for the kits.

Edit - Opens the Assembly Editor (see below)

Unassemble - choose to delete the kit and place the components back into stock.

Tag/Untag - for selecting multiple kits.

see Assembly Editor 1512

5.4.18.1.2 Assembly Editor

You may review and edit an assembled Kit.

1) go to Assembled Kits

2) highlight an assembled kit

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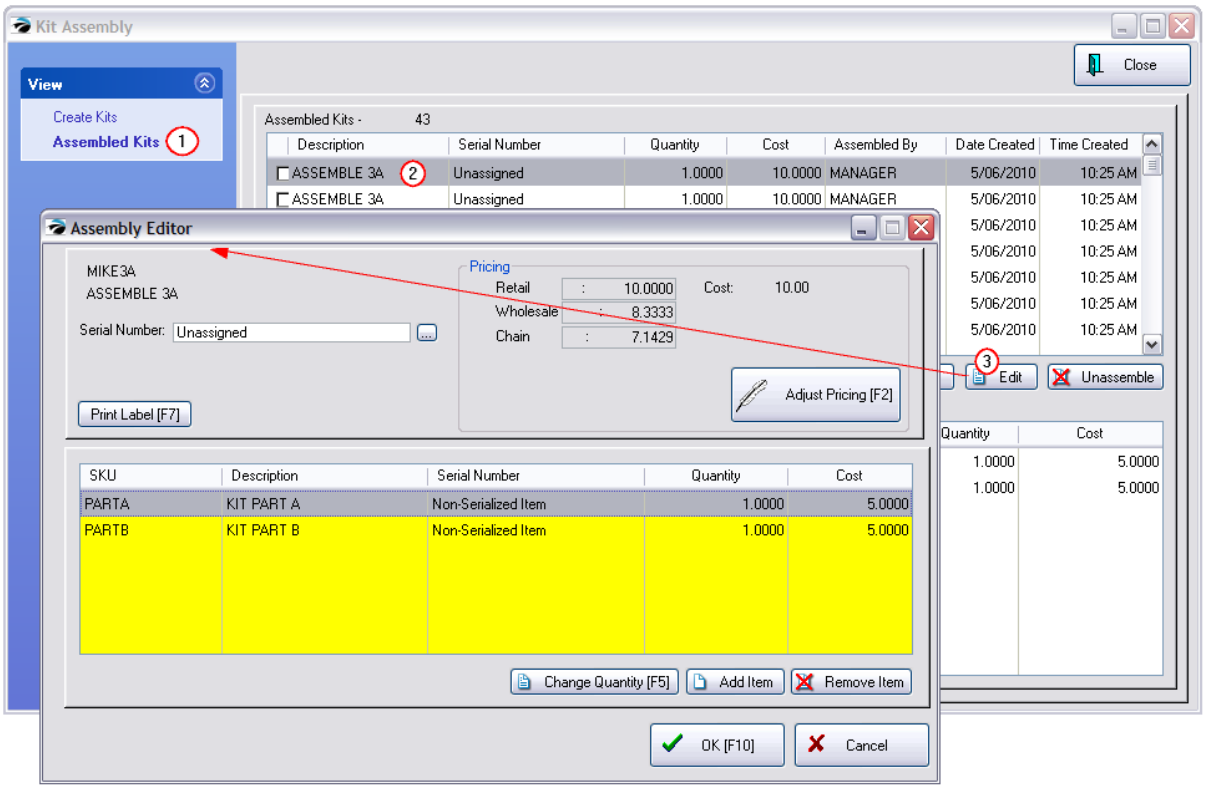
3) choose the Edit button. This opens the Assembly Editor screen.



From this screen you can modify the components of the kit

- **Assign Serial Number** - only if the Kit Template Header item is defined to track serial numbers will you see this option. You may type a new serial number directly into this field and choose OK [F10] to save the assignment.
- **Print Label [F7]** - print a label for the kit (the label form must have been selected on the Kit Template Header.
- **Adjust Pricing [F2]** - The current sum cost of the components is displayed as well as the pricing of the kit per price level.. Choosing the Adjust Pricing [F2] button will open the Verify Pricing screen for making price changes. See Verify Pricing 1617

Component Changes

- **Change Quantity** - enter a new quantity of this highlighted component item for the kit
- **Add Item** - add a new inventory item for this kit
- **Remove Item** - You can return the highlighted item to stock, return the item to your vendor (RMA), or discard the item.

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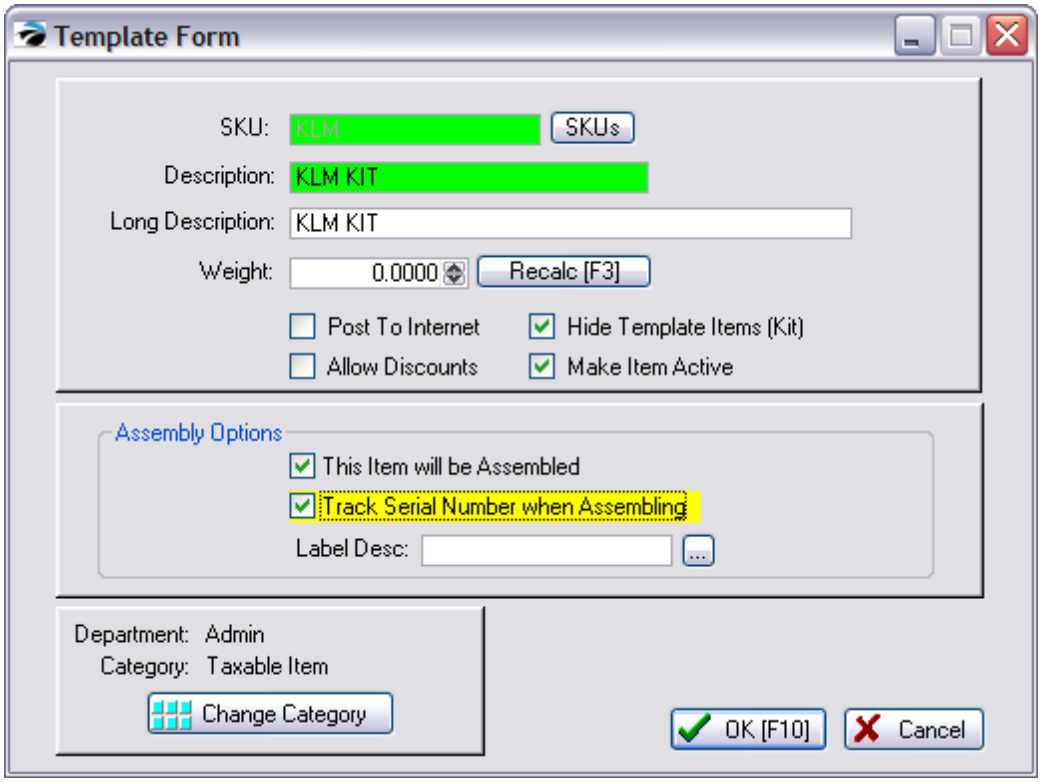
5.4.18.1.3 Kits With Serial Numbers

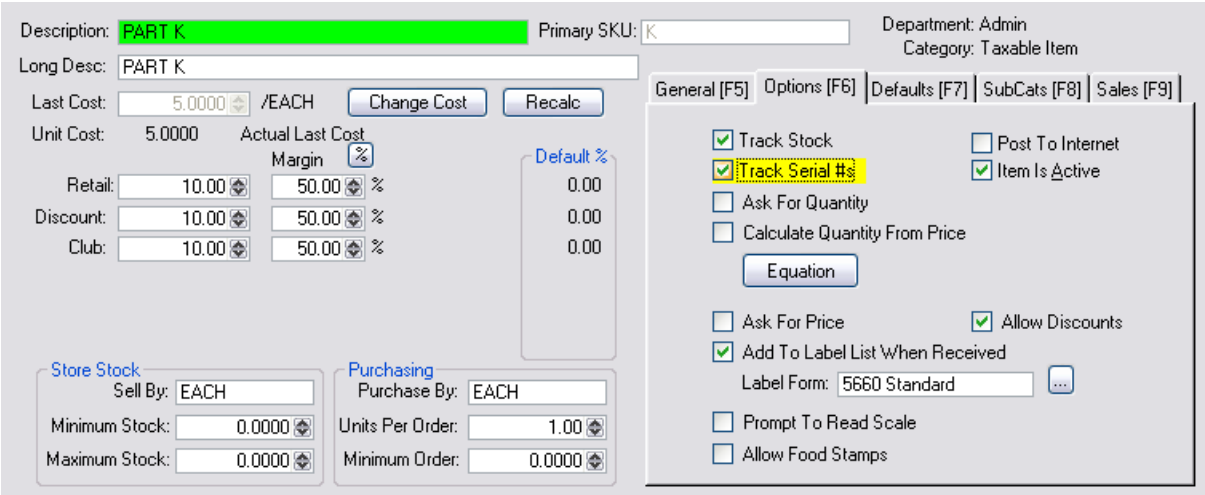
Kits (templates flagged to hide components) can be serialized as well as utilize serialized components.

The Assembled Kit Has A Serial Number

The first step is to edit the Template Header and activate Track Serial Number When Assembling.



The Component of the Kit Has A Serial Number



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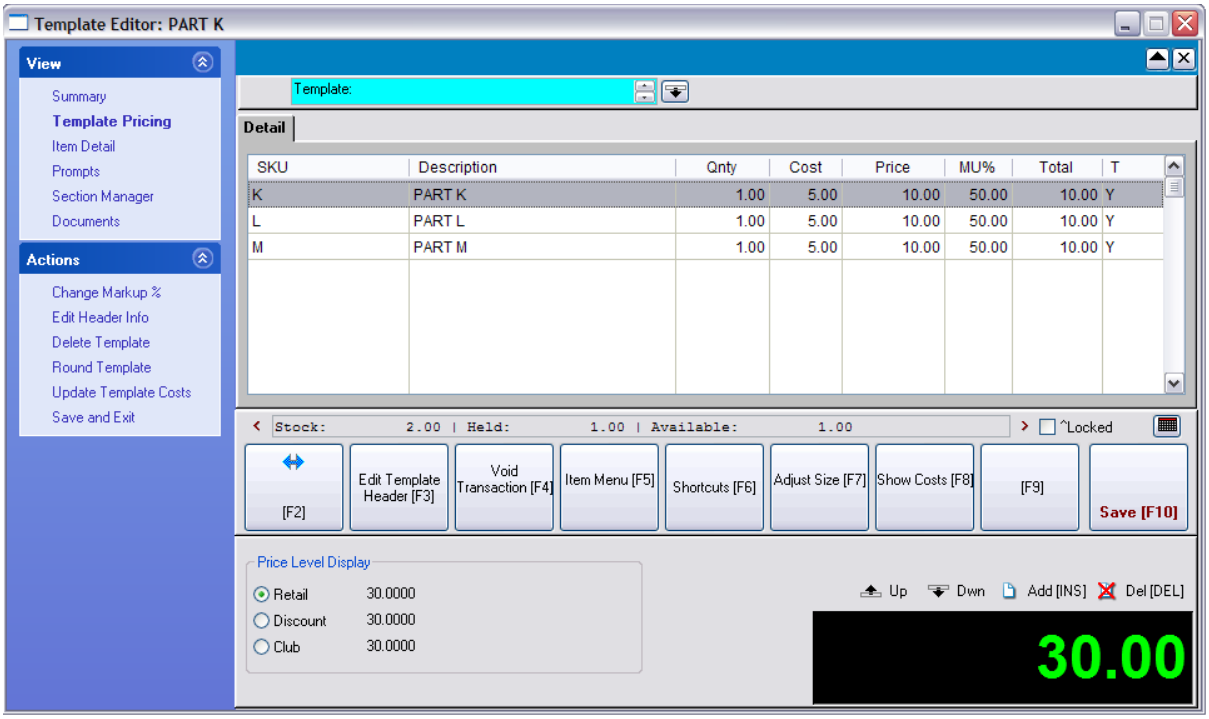
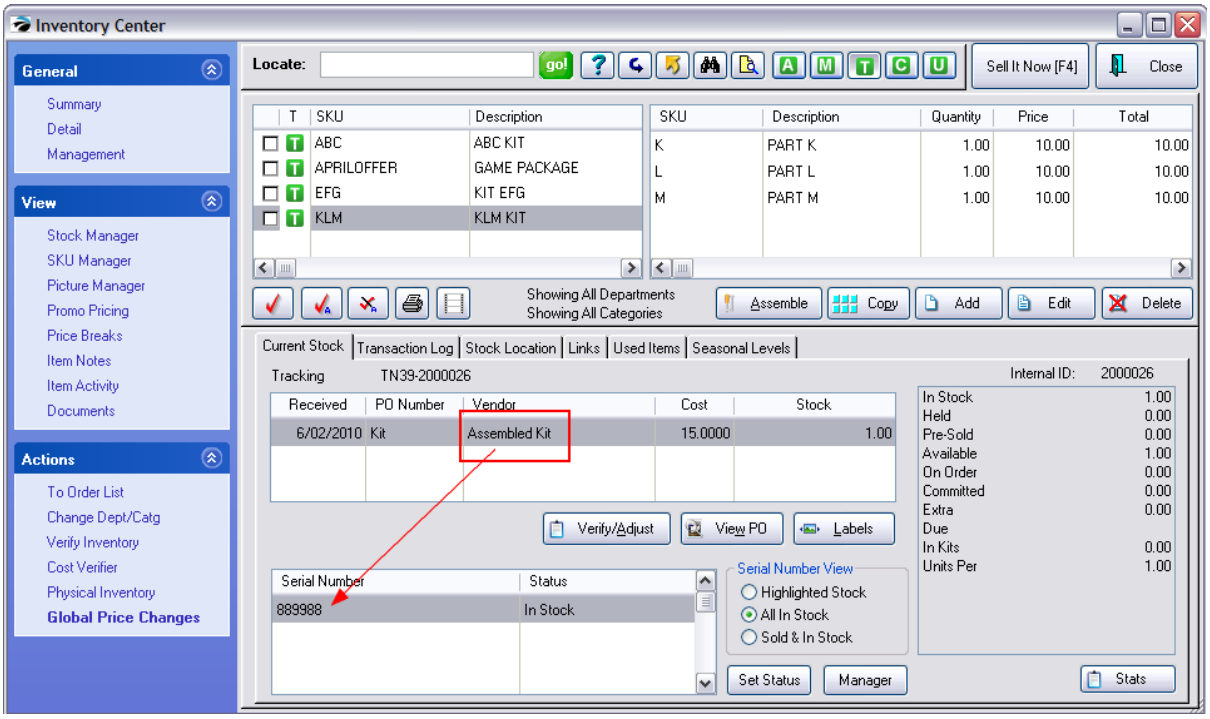
Adding the Serialized Component to the Kit Template will not prompt for a serial number until you are ready to assemble the kit.



Stock Manager of the Kit Template will list assembled kits on the Current Stock tab of Stock Manager. The highlighted assembled kit will display the assigned Serial Number



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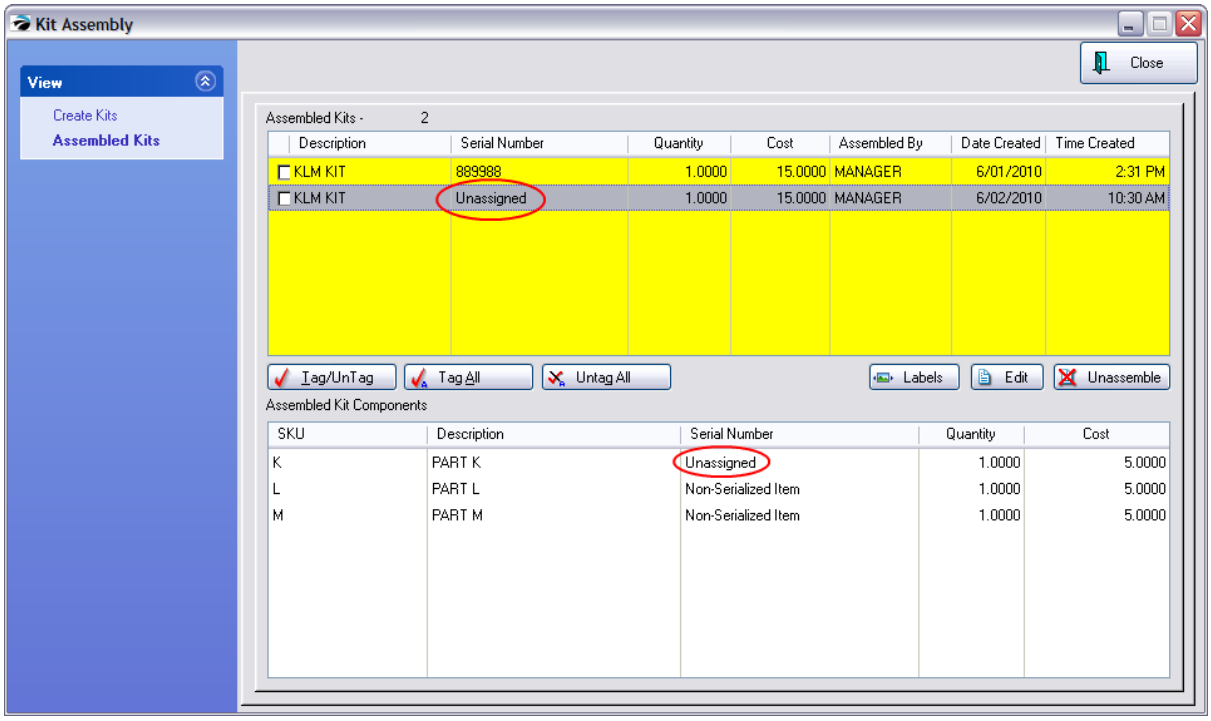
Manually Assign Serial Numbers

When you choose to Assemble the Kits on the Create Kits section of the Kit Assembly screen, you will not be prompted to enter serial numbers for either the whole kit nor will you be prompted to choose serial numbers for the components.

To assign Serial Numbers to the Assembled Kits, choose the Assembled Kits view.

Highlight the assembled kit which has no serial numbers assigned and choose the Edit button.



The Edit button will open the Assembly Editor where you can assign both types of serial numbers.

Assign the Serial Number for the Whole Kit

- Simply type the Serial Number and it will create itself when you choose OK [F10}
- Or, choose the Lookup button and choose Add to create another serial number. (see Serial Number Details 1491)

One advantage of the Lookup button is to see the serial number series already being used for this kit.

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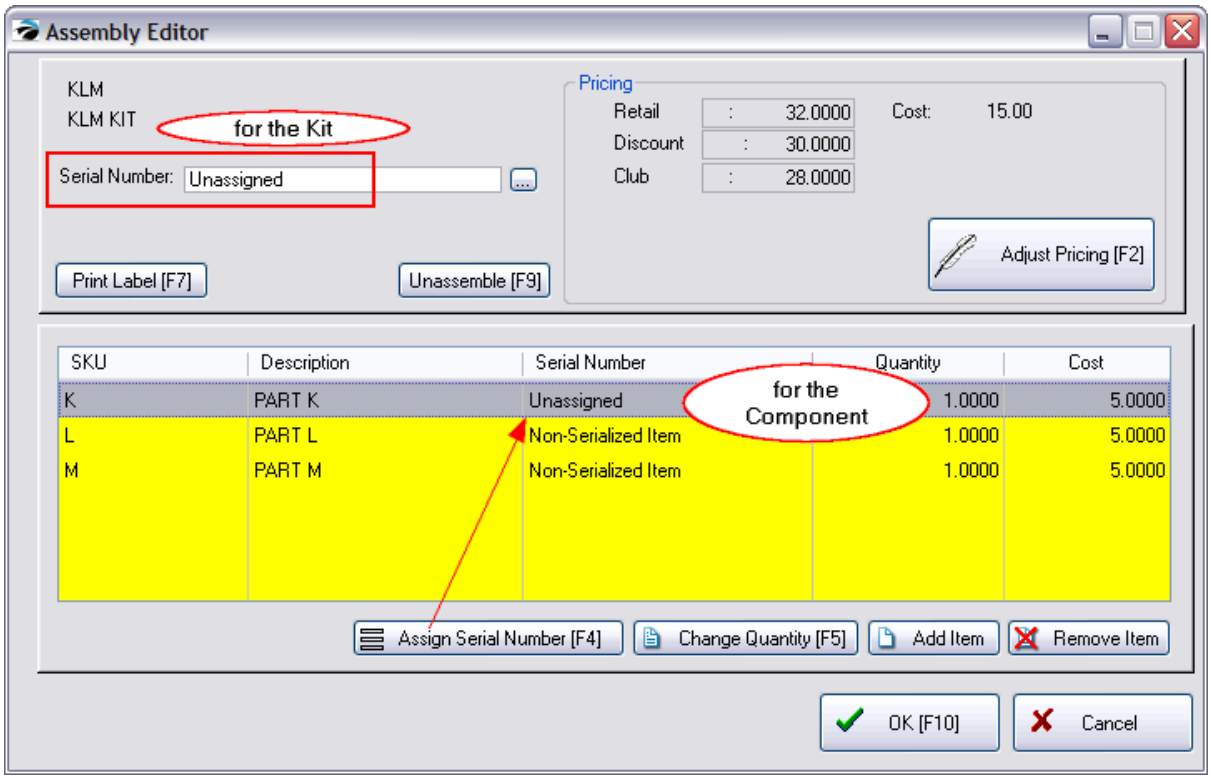

Assign or Select the Serial Number for the Component

To enter the serial number for the component, highlight the serialized component.

Choose the "Assign Serial Number [F4]" button.

If the serial numbers for the component were already entered when receiving the item on a purchase order of entered manually after the stock count was entered, the available serial numbers will be listed. You may add a serial number at this time if it is not listed. (see Serial Number List 1519)

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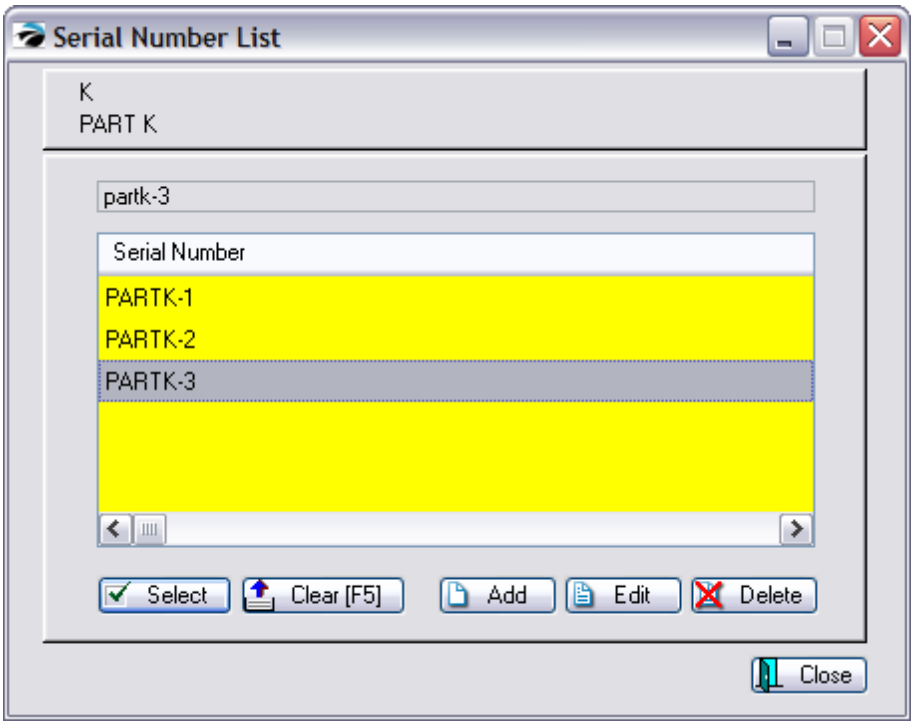
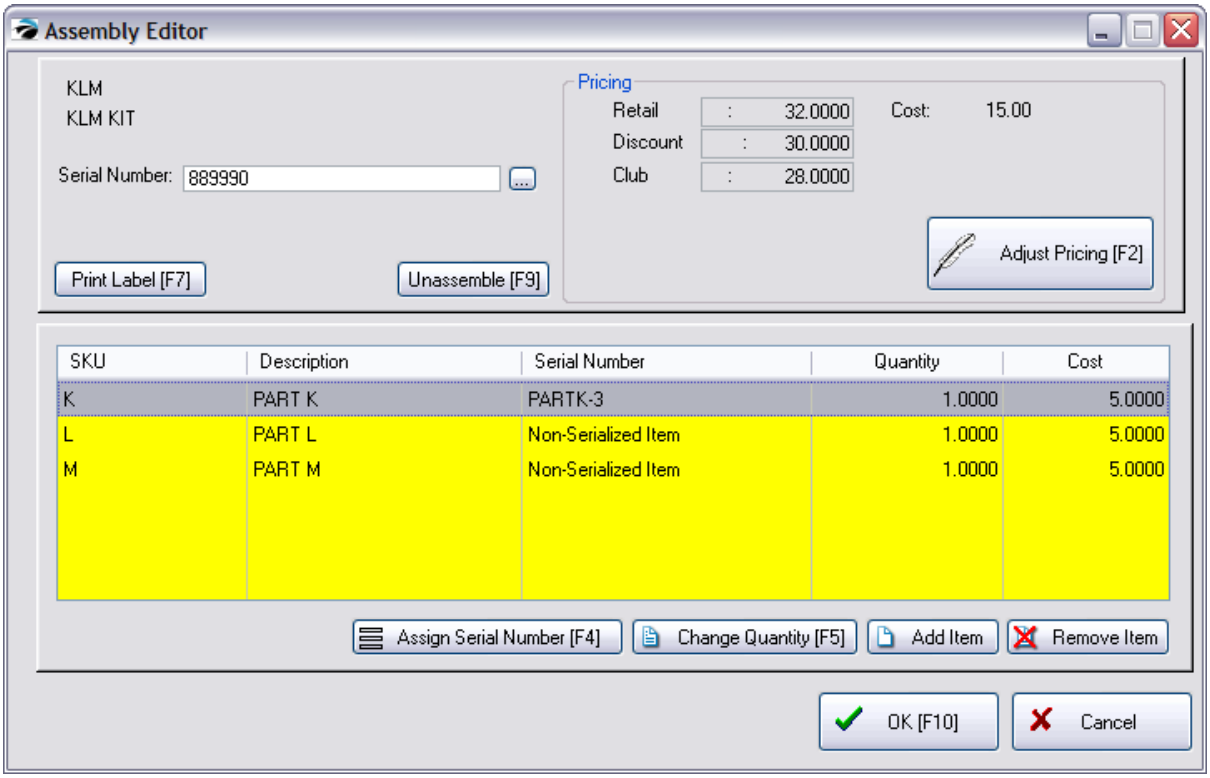


FINISHED RESULTS

Here is a kit with serial numbers assigned.



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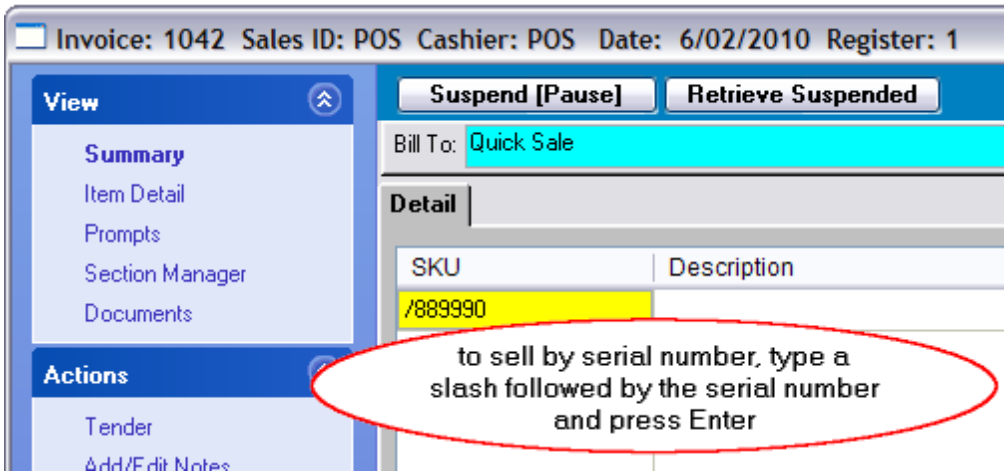
Selling the Serialized Kit

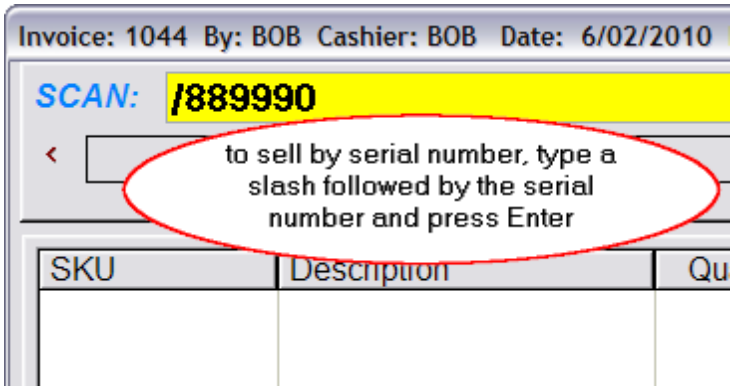
Once the whole kit has a serial number, then the kit can be sold on an invoice by typing a forward slash followed by the serial number.

For example, entering /889990 and pressing Enter will add this kit to the invoice.

(Invoice Style Screen)



(Register Style Screen)



5.4.18.1.3.1 Serial Number List

The Serial Number List appears when you are attempting to assign a serial number to a product.

Typically the serial numbers will already be available because they were added when the item was received on a purchase order or they have been manually added at a later time.

The list of serial numbers could be long, and you may be seeking for a specific serial number. Simply begin typing the serial number and it will be found in the list. You do not need to, and should not, click into the small locate field (example partk-3) to begin to find the item.

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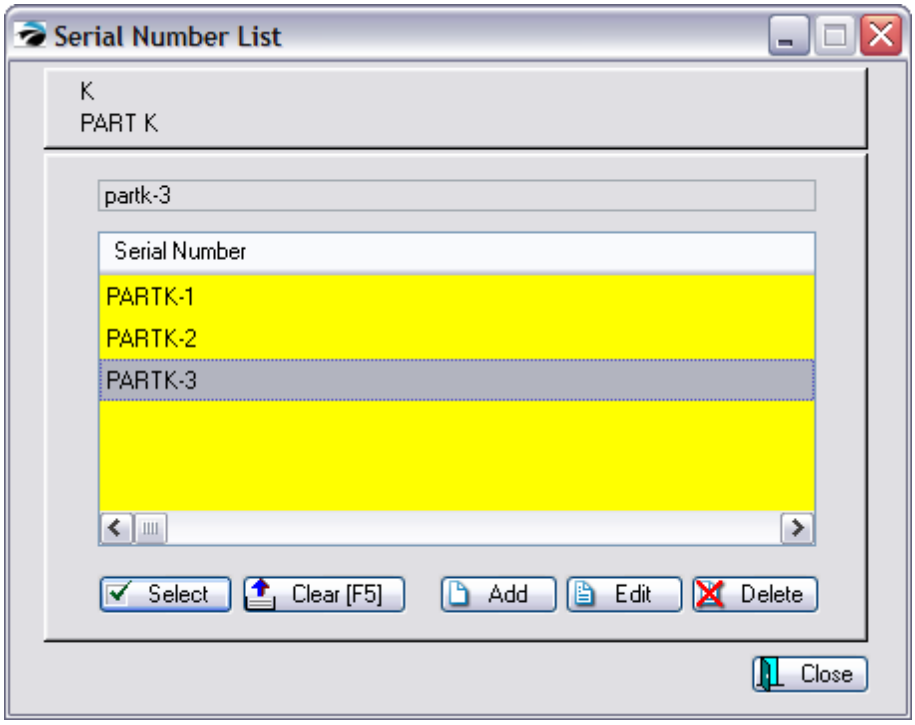
Once found, choose **Select**.



Select - assigns the serial number to the item.

Clear [F5] - clears out the contents of the locate field so that you can start again if the number has been mistyped.

Add - create a new serial number (see Serial Number Details 1491)

Edit - modify the highlighted serial number (see Serial Number Details 1491)

Delete - permanently erase the serial number.

5.4.19 Trade Ins and Used Items

A trade in is a product or service which you accept in lieu of payment for products or services you sell. If you receive a product in trade, then it becomes a used item which you can fix up, resell, or discard. You may choose to handle the trade-in value by selling other products, payout in cash, issue a gift certificate, or give the customer store credit towards future purchases.

The trade in is created in an invoice. When the invoice is processed, then the trade in item becomes your property to fix up, resell, or discard.

There are 3 ways to handle these trade-ins. Here is a listing of features.

	TYPES of TRADE-INS:	(1)	(2)	(3)
Features:		One Of A Kind Item	Used Items Linked to existing SKU	Trade Ins Based On Rules

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• Automatically assigned a SKU by POSitive	Yes	Yes	Yes
• SKU can be changed	Yes	No	Yes
• Can re-assign item to a different category	Yes	No	Yes
• Can make the item Active or Inactive	Yes	No	Yes
• Can adjust the cost of the item to reflect labor charges or other enhancements	Yes	No	Yes
• Can change the selling price	Yes	Yes	Yes
• Item can include or exclude sales tax calculation	Yes	No	Yes
• Can edit the description, add transaction note, tag-alongs, and other POSitive functions	Yes	No	Yes
• Can be deleted from your inventory	Yes	Yes	Yes
• Can be assigned a special "Used Item" label	Yes	Yes	Yes
• Assignment of item "condition"	No	Yes	No

Note: You will not be able to use both "One of a Kind" and "Used Items" at the same time, but you could change your System Setup on a per need basis to accommodate one method or the other.

One Of A Kind Trade In

The trade-in item becomes a normal inventory item and can be modified much like any other inventory item. Accepting more like items does not affect the stock count of the original, but instead adds another inventory item. (see One Of A Kind Trade In 1523)

Used Items (of an existing product)

Not a Feature of PFR

The trade-in item is actually a used item of a product you normally sell. When it is accepted in trade, you link it to an existing SKU, assign it a trade in value (which becomes your cost), a condition of the item (fair, good, excellent), and pricing for resale. (see Used Items Manager 1528)

Trade-Ins Based On Rules

Not a Feature of PFR

In POSitive there is a third option, Trade Ins Based On Rules, which automatically applies “rules” which monitor your stock counts and then determine if you should accept the trade in, how much value to assign to it, allow a cash or store credit payout, and automatically makes it available for re-sale. (see Trade-Ins Based On Rules) 1535)

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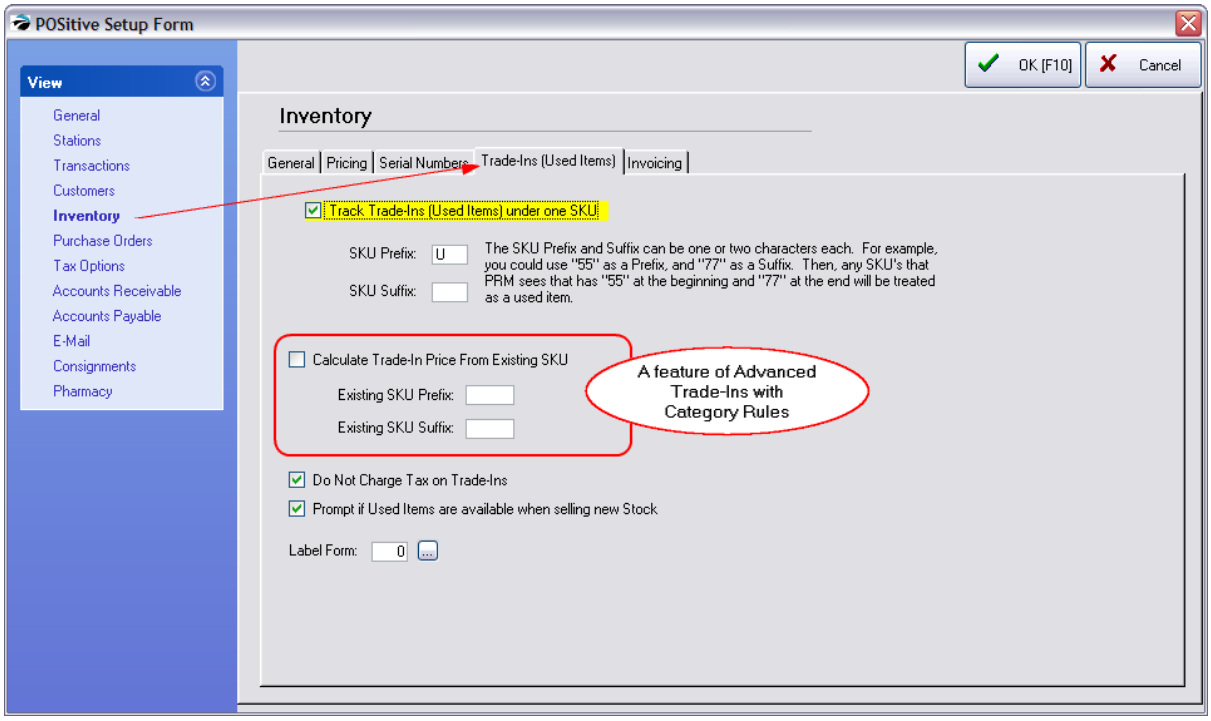
SETUP SPECIFICS

System Setup

Make sure that Maintenance: System Setup: Inventory: Trade-Ins (Used Items) is activated as described above.



Track Trade-Ins (Used Items) Under One SKU

- If **unchecked**, when you press CTRL-T you will be prompted to enter only a description and value of the item. (see **One of a Kind Trade In**)
- If **checked**, when you press CTRL-T on an invoice you will be prompted to select a SKU, value, and condition of the item. (**Creates New & Used Stock Counts**) See Used Items Manager 1528 topic for more specifics.
  SKU Prefix / Suffix - to easily distinguish used products, enter at least a prefix (suffix information is optional). This prefix and suffix can be alphanumeric. TIP: The letter U for both the Prefix and Suffix make products easy to identify.

Calculate Trade-In Price From Existing SKU (for Trade-Ins with Rules ONLY)

Advanced Trade-Ins operate on rules which will automatically calculate the trade in value of a used item. This setting identifies the SKU to be used as the base price.

- Existing SKU Prefix - enter the same prefix/suffix as listed above if you want the used item to be the basis of price. Enter a different prefix or leave blank.
- Existing SKU Prefix -

Do Not Charge Tax On Trade-Ins (for Advanced Trade-Ins ONLY)

Because Advanced Trade-Ins are controlled by an inventory category designed to sell new and used items, this setting makes sure that trade-ins being re-sold are not charging tax.

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Prompt If Used Items Are Available When Selling New Stock

- If **checked**, when you sell a product by entering the primary SKU, you will be prompted to select either the used or new items in stock.
- If **unchecked**, you will not be prompted.
  Label Form - select a label to be printed for used items. TIP: the label can be specially formatted to indicate warranty/return disclaimer or other information.

Category Setup

Rules are defined at the category level. Go to Maintenance: Categories and edit a category. Choose Trade-Ins view. (see Trade-Ins - Category 1535)

Invoice Button Setup

This feature will only work with Invoice style invoices (see Invoicing Screen Choices 895)

To activate this Trade-In With Rules, the Invoice Button Definition must have a button called "Take TradeIns" assigned to the Invoice style Invoicing screen. (see Invoice Button Definitions 996)

5.4.19.1 One Of A Kind Trade In

The trade-in item becomes a normal inventory item and can be modified much like any other inventory item. However, accepting more like items, does not affect the stock count of any similar item, but instead adds another separate inventory item.

For example, if you accept an item named "Special Widget" the SKU will be a unique number and the stock count will be one. If you accept another identical item, the name could also be "Special Widget" but the SKU will be a different unique number and the stock count will also be one. There is no provision for combining the two as one inventory item with a stock count of two. (see Trade-Ins and Used Items 1520 for an explanation of other options)

Feature	One Of A Kind Item	Notes
• Automatically assigned a SKU by POSitive	Yes	The SKU is generated with a number followed by a hyphen and the letter T (for trade-in)
• SKU can be changed	Yes	The SKU can be replaced or amended by using Inventory Center: SKU Management 513
• Can re-assign item to a different category	Yes	Highlight item and under Actions of the Inventory Center choose Change Dept/Catg 550
• Can make the item Active or Inactive	Yes	Edit the item, and under Options tab uncheck "Item Is Active"
• Can adjust the cost of the item to reflect labor charges or other enhancements	Yes	Edit the item and choose Change Cost. Optionally, could be part of a template which includes labor and parts applied
• Can change the selling price	Yes	Edit the item and change the selling prices
• Item can include or exclude sales tax calculation	Yes	Assign the item to a category which is set to charge or not charge tax

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• Can edit the description, add transaction note, tag-alongs, and other POSitive functions	Yes	Edit the item. Use other features under Stock Management
• Can be deleted from your inventory	Yes	Highlight the item and choose DELete. Deletion is permanent and cannot be "undone."
• Can be assigned a special "Used Item" label	Yes	Edit the item and on the Options tab select the label form
• Assignment of item "condition"	No	n/a

SETUP:

1) Create a category named TRADE-IN and set the category taxation to Non-Taxable. (It is important that the category name be hyphenated, but does not have to be in all caps.)

Taxation: Trade-ins are usually non-taxable, but depending upon your state tax laws, a trade-in can include or exclude taxes. If you choose an exempt tax rate, then the trade in will not deduct taxes from the overall purchases on the invoice.

DO NOT set markup percentages, rounding, GL account numbers, AutoSku, nor any category defaults.

Note: A trade in item is assigned to the TRADE-IN category only temporarily. Once you are ready to process it, assign the item to a different category and apply that category's defaults.

2) Make sure that Maintenance: System Setup: Inventory: Trade-Ins (Used Items) is **totally blank;** all options must be off.

ACCEPTING A TRADE:

Create an invoice. Press CTRL-T and fill in the form. Process the invoice. Sell additional product if you wish.

Edit the newly added inventory item and set pricing. In addition, you can change the SKU adjust the cost for your efforts to fix it up, and move it to a new category.

RESELL ITEM:

Add the item to an invoice. Stock count will be reduced to zero (0).

Creating A Trade In

1) Open an invoice for a customer. (NOTE: the transaction MUST be an invoice. It does not work or any type of pending transaction.)

2) Press CTRL-T on a blank line.

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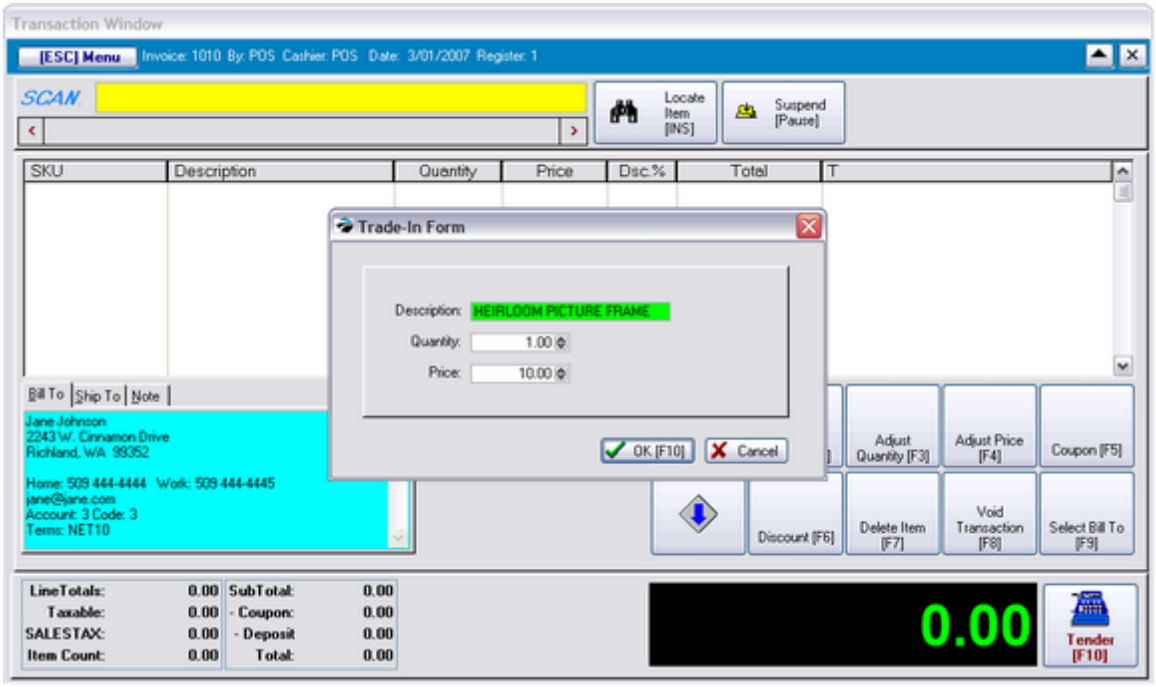

3) Fill in the appropriate fields:

Description - a description of the item being accepted.

Quantity - number of items of this type being taken in on trade.

Price - the credit value of the item.

4) Press OK [F10]. The item will be added to the invoice. 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 compete and process the invoice.

Handling Your Trade In

Once you have created a Trade In item through a customer invoice, the item is added to the Inventory Center as an "Unposted" inventory item which needs to be edited. The SKU will be a number followed by the letter T. In this example it is 34-T.

Notice also that there is no selling price for the item yet.

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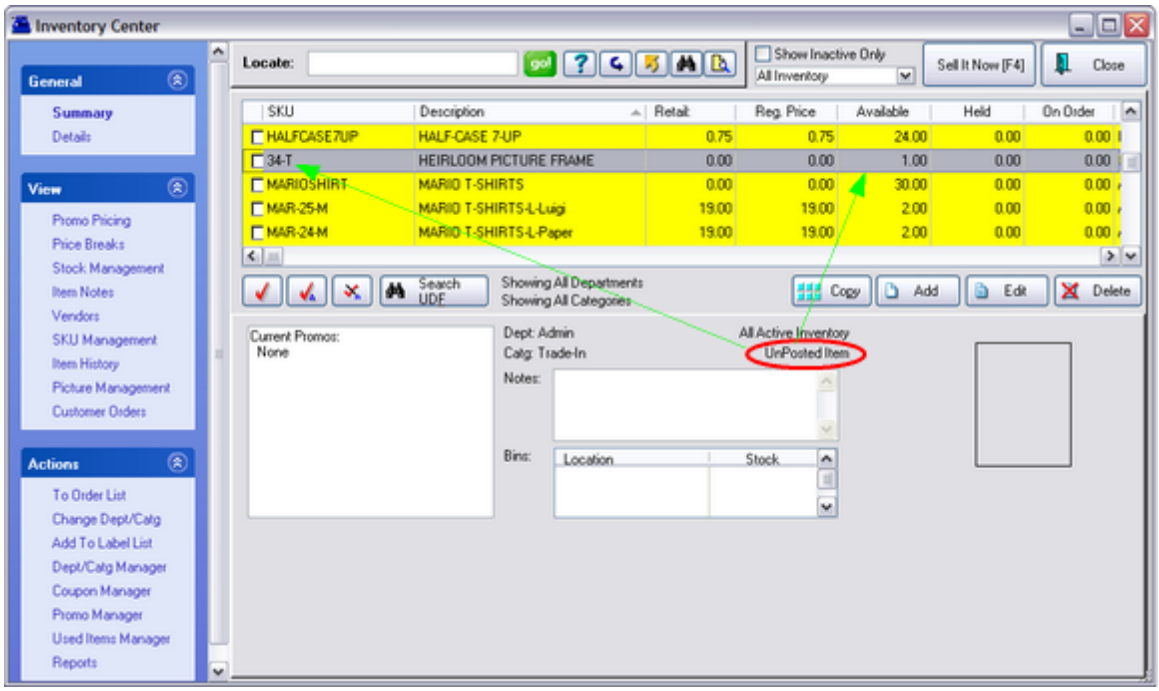

1) Go to the Inventory Center

2) To find the Trade-In item, click on the letter "U" to display **UnPosted**.

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) to make it ready for resale.

4) Choose to Save and exit.

The **Stock Management** view reveals some helpful information.

- **Invoice** - the invoice number of origin
- **Received** - date of invoice of origin
- **PO Number** - will always say Trade-In
- **Name** - customer's name who gave you the trade in
- **Cost** - the value you allowed for the trade in
- **Stock** - quantity taken in trade

Selling Your Trade-In

The trade in item is now your property and is sold as any other inventory item.

Delete A Trade-In

After this one of a kind item is sold, you could delete it so that it will no longer show in your inventory list. This is a permanent removal and cannot be recovered.

Or you could change it to Inactive to hide it from view. (Click on the General tab and uncheck Item Is

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Active)

If the purpose of accepting the trade-in was to close the sale and you have no intention of reselling the item, you may delete it.

5.4.19.1.1 Pending Trade-Ins

There are times when you will make an agreement with a customer to accept something on trade, however, you have not yet received the product.

WARNING: This CTRL-T method does not work on pending transactions. It must be done on an invoice.

CORRECT PROCEDURE

If I create a Trade-in on an INVOICE and tender the invoice, then a real inventory item is created. The SKU is something like 31711-T (the internal ID number followed with -T) to designate it as a trade in item. It is a real inventory item and it can be found in the Inventory center flagged as a U item (unposted). It can be edited, the description can be changed, and new pricing assigned to it if you plan to resell it. At this time, it becomes an active "I" type item.

PROBLEMATIC PROCEDURE

Start a service order, layaway, order or quote and add CTRL-T for a trade-in

Cosmetically, it looks like the item was created because there is a dollar value on the Service Order.

However, there is no inventory item created. One will not be able to find it to edit it as described above.

RECOMMENDATION

Option 1

Always do a trade in from an invoice screen. (NOTE: do not choose to hold the invoice as a service order, because the SKU will not be created.) Process the invoice and give the customer store credit so that the money is available when they purchase the new items.

Option 2

Create a misc. inventory item called "IN TRADE". Set the item to ASK for PRICE. Do not track Stock.

Set the Default Sell Quantity to -1.00 which will give the customer a refund amount.

I would also attach a selling prompt to the item (actually to the category to which this item belongs) because it forces the salesperson to enter a description of the item they are taking in IN TRADE.

HOW TO CREATE a Selling Prompt, forcing the salesperson to add a description.

1) go to Maintenance: Categories

2) edit the Trade-In Category

3) choose Selling Prompt

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4) enter a title: Description

5) choose NOTE or TEXT

Note is paragraph form

Text is just a single line

MAKING THE SALE

When you add the item TRADE - IN TRADE to a service order you will have a way to give the customer monies or credit

BUT it does not create a real inventory item which you can turn around and sell. You would have to create the item yourself and remember to put in the trade in value as the cost.

5.4.19.1.2 Owned Materials Handling

Trade-Ins usually give a payout to a customer, but what if you have products which have been damaged which you want to sell as a used item?

For example, you may have a damaged lamp table. You can make it a used item so that when a customer wants to purchase a new one, you could offer them the used, slightly damaged item and allow them to make a choice.

Follow the steps outlined for making an invoice.

Use CTRL-T to enter products as used, linked to new items. The Value will be your actual cost of the item which you invested in it. This is normally the value you would payout to a customer.

Before processing the invoice press CTRL-D to trigger a Discount of 100% to reduce the payout to 0.00. The costs of the items are retained, but there is no longer any payout.

5.4.19.2 Used Items Manager

Not a Feature of PFR

This is only one of three methods for handling used inventory

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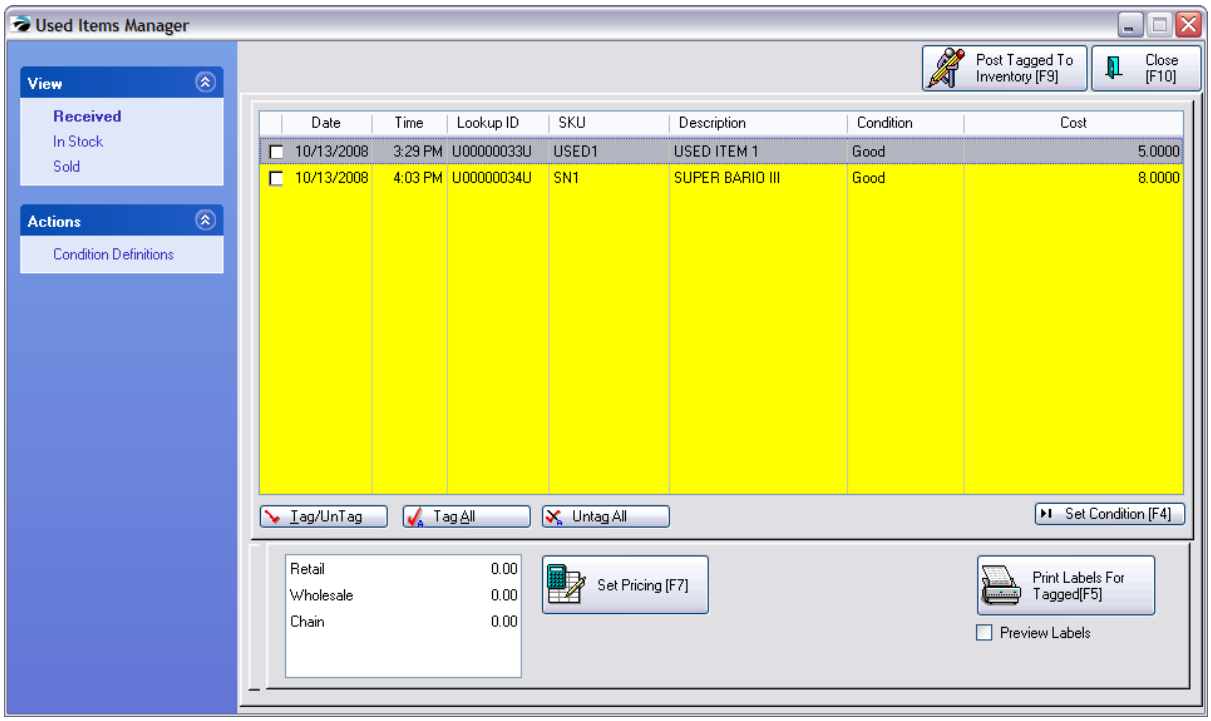

Overview

An invoice is started. You add a Trade-In item and other items as desired. The invoice is processed. Some additional work may need to be done, but the trade in item becomes your property to fix up, resell, or discard.

3 OPTIONS AVAILABLE:

Be sure to see Trade Ins 1520 for an explanation of other options.

1. CTRL-T for simple trade-ins (all switches OFF under Trade-Ins (Used Items)
2. Track Trade-Ins switch ON - Trade-ins will go to Used Items Manager
3. Track Trade-Ins AND Calculate Trade-In Price From Existing SKU ON - will not go to Used Items Manager, is posted immediately under the Used Item SKU

The **Used Items Manager** lists all products taken in as trade-ins. These items are categorized as Received, In Stock, and Sold. When an item is received it will need to be processed to make it available for resale (In Stock). Once processed, it also becomes visible on a USED tab in the inventory list and can be sold using the special barcode assigned to the item.

Feature	Used Items Linked to existing SKU	Notes
• Automatically assigned a SKU by POSitive	Yes	The Prefix and Suffix characters defined in System Setup are applied to a POSitive generated number.
• SKU can be changed	No	

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• Can re-assign item to a different category	No	Only if the "new" item is also assigned to a different category.
• Can make the item Active or Inactive	No	
• Can adjust the cost of the item to reflect labor charges or other enhancements	No	
• Can change the selling price	Yes	Highlight "new" item, choose Stock Management: Used Items: and select Pricing button
• Item can include or exclude sales tax calculation	No	Except while invoicing and making a direct change on the invoice.
• Can edit the description, add transaction note, tag-alongs, and other POSitive functions	No	
• Can be deleted from your inventory	Yes	Must first process the item following the steps outlined below. Then on the Inventory Center, Highlight the "new" item, choose Stock Management: Used Items: and select Discard button
• Can be assigned a special "Used Item" label	Yes	Through System Setup. Cannot be changed on the fly.
• Assignment of item "condition"	Yes	Choose "Set Condition [F4]" button

Advanced Setup Required

Before using Used Items Manager, you must first complete the setup and process trade-ins through an invoice.

1) Create an inventory category named TRADE-IN and set the category taxation to Non-Taxable.

2) Activate desired options in Maintenance: System Setup: Inventory: Trade-Ins (Used Items). Not all options are required.

Track Trade-Ins (Used Items) Under One SKU

- If **unchecked**, when you press CTRL-T you will be prompted to enter only a description and value of the item. (**One of a Kind Trade In**)
- If **checked**, when you press CTRL-T on an invoice you will be prompted to select a SKU, value, and condition of the item. (**Creates New & Used Stock Counts**)
- **SKU Prefix / Suffix** - (optional) to easily distinguish used products, enter prefix (suffix information is optional). This can be alpha numeric. TIP: The letter U for both the Prefix and Suffix make products easy to identify.

Calculate Trade-In Price From Existing SKU (Do Not Activate)

Do Not Charge Tax On Trade-Ins (Do Not Activate)

Prompt If Used Items Are Available When Selling New Stock

- If **checked**, when you sell a product by entering the primary SKU, you will be prompted to select either the used or new items in stock.
- If **unchecked**, you will not be prompted.

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Label Form - select a label to be printed for used items. TIP: the label can be specially formatted to indicate warranty/return disclaimer or other information.

Accepting A Trade-In

While on an invoice, press CTRL-T to accept a used item from the customer. This will open the Used Item Lookup screen. (see Used Item Lookup)

1) Scan or enter the SKU. Note: Used Item Manager MUST link to an existing inventory item. There is a lookup button at the right which can be used to find the equivalent new item. One can also choose to create a "new" inventory item to which this used item will be linked.

Once the equivalent new item is selected, you will see a "Price If Bought New" value in the upper right to help you offer a Trade-In Price.

2) Enter a Trade-In Price. This is the value of credit or cash which you will give the customer for the trade-in item.

3) Select a condition. This is a general classification of Excellent, Good, Fair which helps you determine resale value of the item.

4) Choose OK [F10] to add it to the customer invoice. Process the customer invoice.

Preparing for Resale of Trade In Item

Before the trade in item can be sold, it must first be edited with new pricing and then posted.

- Go to Inventory Center: Used Items Manager.
- Highlight an item on the Received view.

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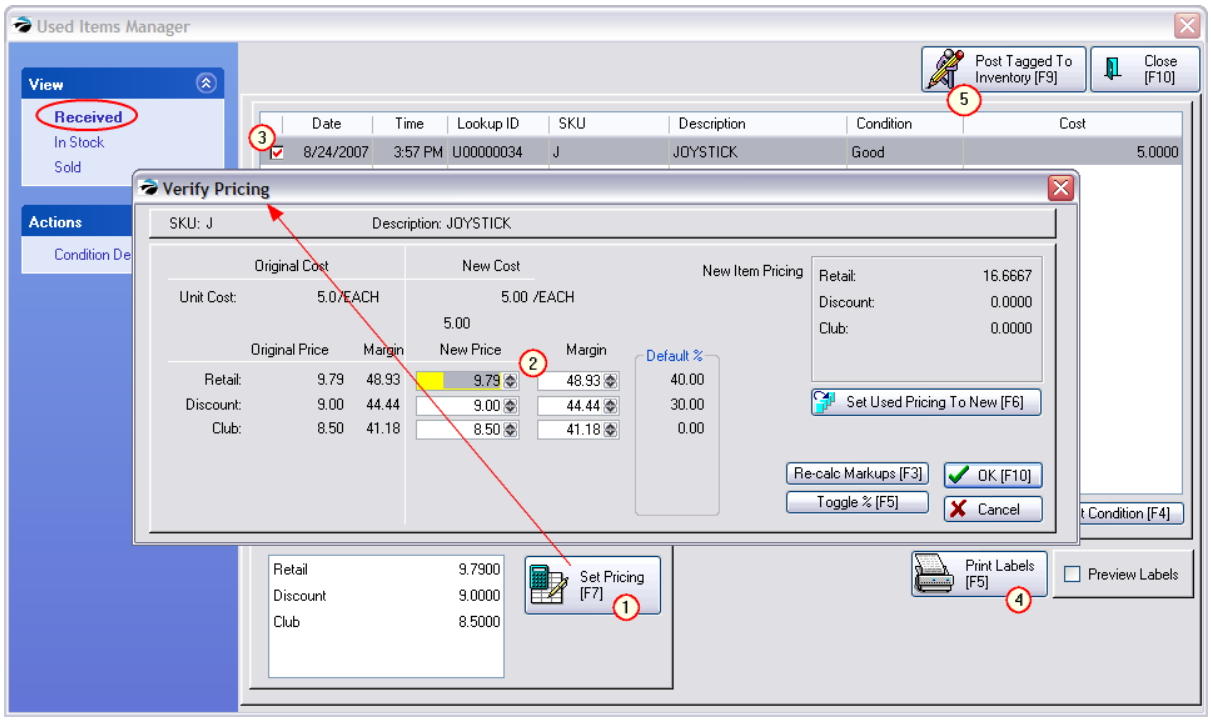

- 1) Choose Set Pricing [F7] and enter your selling price(s). You will see New Item Pricing on the right so you can better judge how to set pricing of the used item. Selecting "Set Used Pricing To New [F6]" is practical if the item is in mint condition.
- 2) Confirm that correct New Price(s) are correct. - Choose OK [F10]
- 3) Tag the item
- 4) (optional) choose Print Labels [F5].
- 5) Tag the item and choose Post Tagged To Inventory [F9]. This places the item in the In Stock status.

Review - Check Status - Print Reports

- Go to the Inventory Center and highlight the "new" item.
- Click on Stock Management at the left.

You will see information about the item. Also, at the far right is a stock count for both new and used items.

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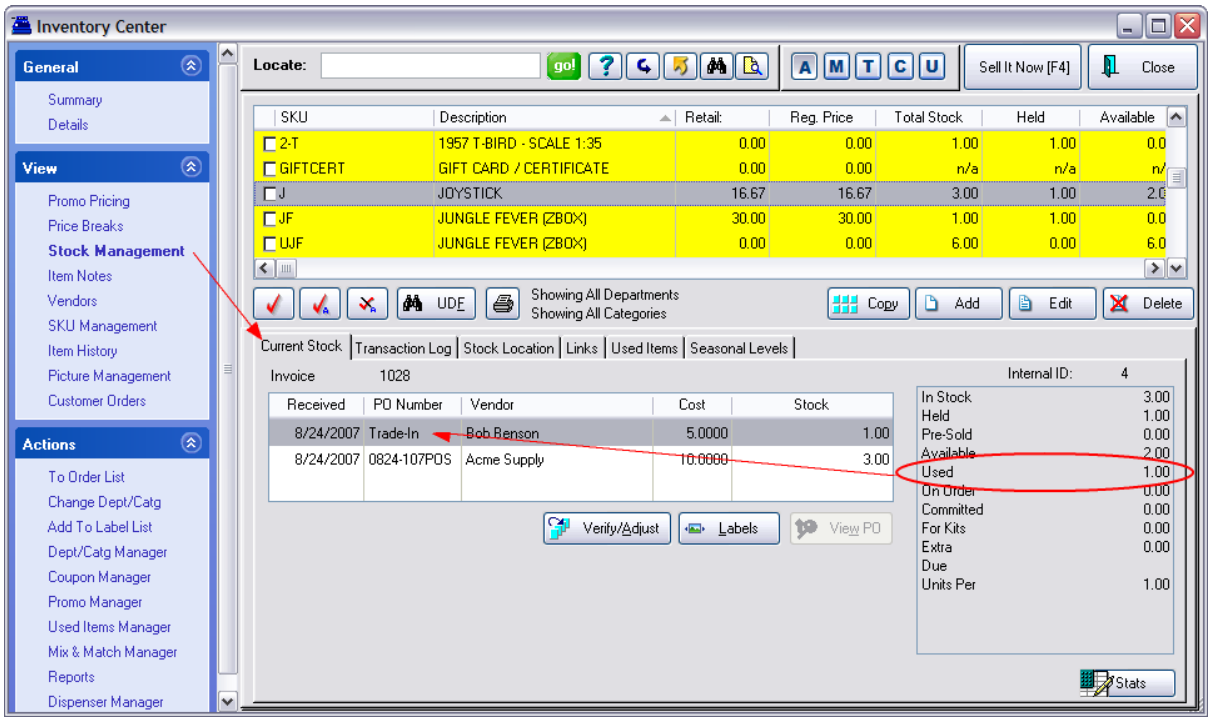
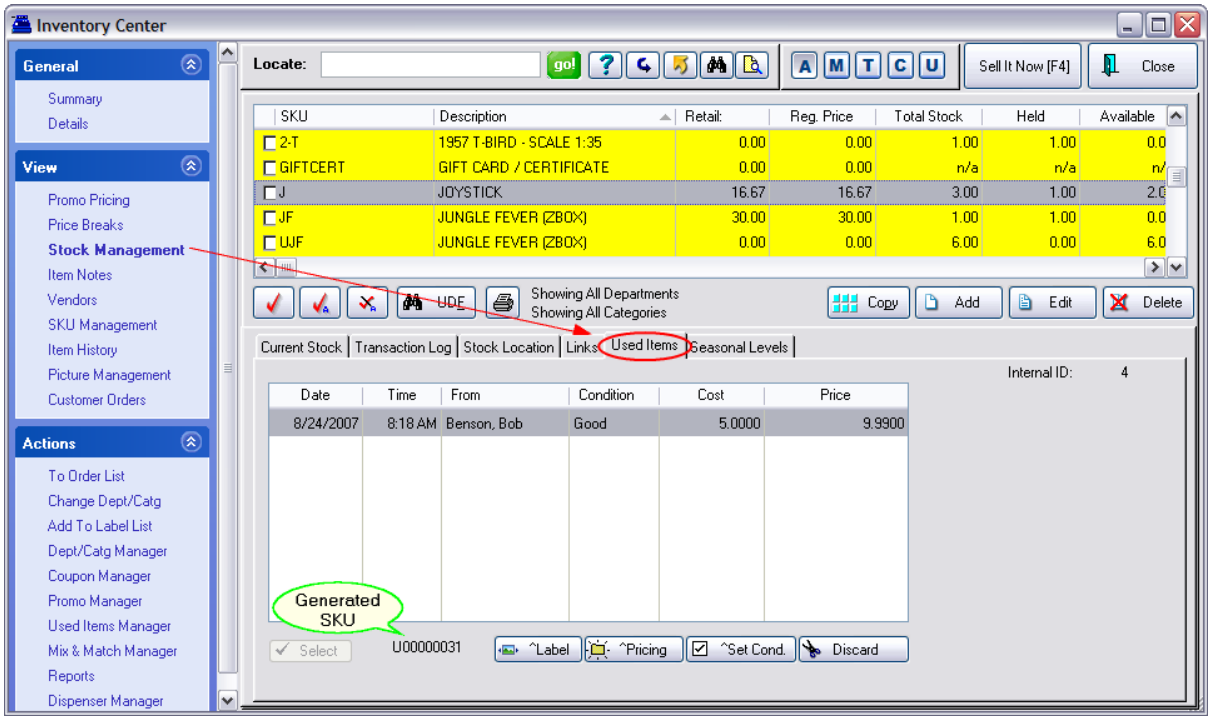


- Choose the Used Items tab to see the generated SKU and status of the item. You may choose to edit the Condition, re-set pricing, and re-print a label.



Used tab options

- **Select** - for selecting the used item when selling on an invoice. Will be grayed out if not doing an

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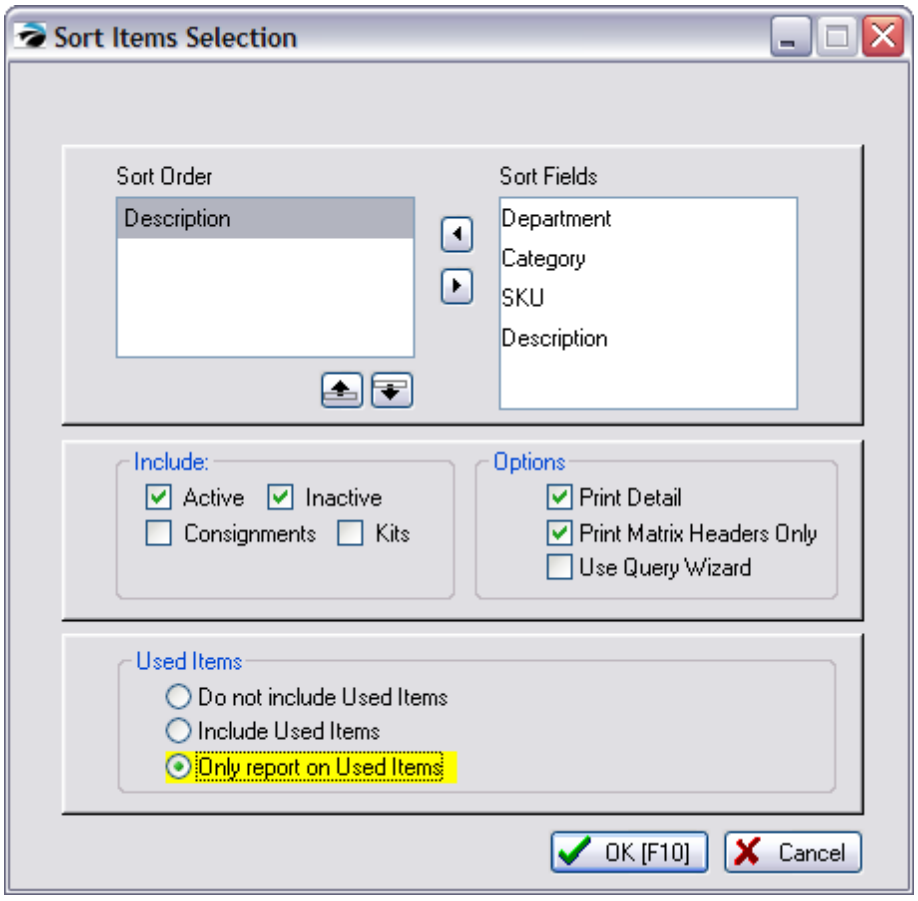
invoice at the moment.

- **Used SKU** - the generated SKU for the highlighted item
- **Label** - print a label for the highlighted item
- **Pricing** - review or change pricing of the used item
- **Set Cond.** - review or change the Condition of the used item.
- **Discard** - to erase the highlighted used item

Used Items Valuation Report

A valuation report will give you a dollar value of your inventory on hand. You can include or exclude used items from the report.

- Go to Report Center on the Manager Console
- Select Inventory Reports: Inventory Valuation
- Choose Run Report [F7]
- Activate either Include Used Items or Only Report On Used Items



Handling Sales Of The Used Item

- You can scan the label or otherwise select the SKU of the used item being sold.
  OR

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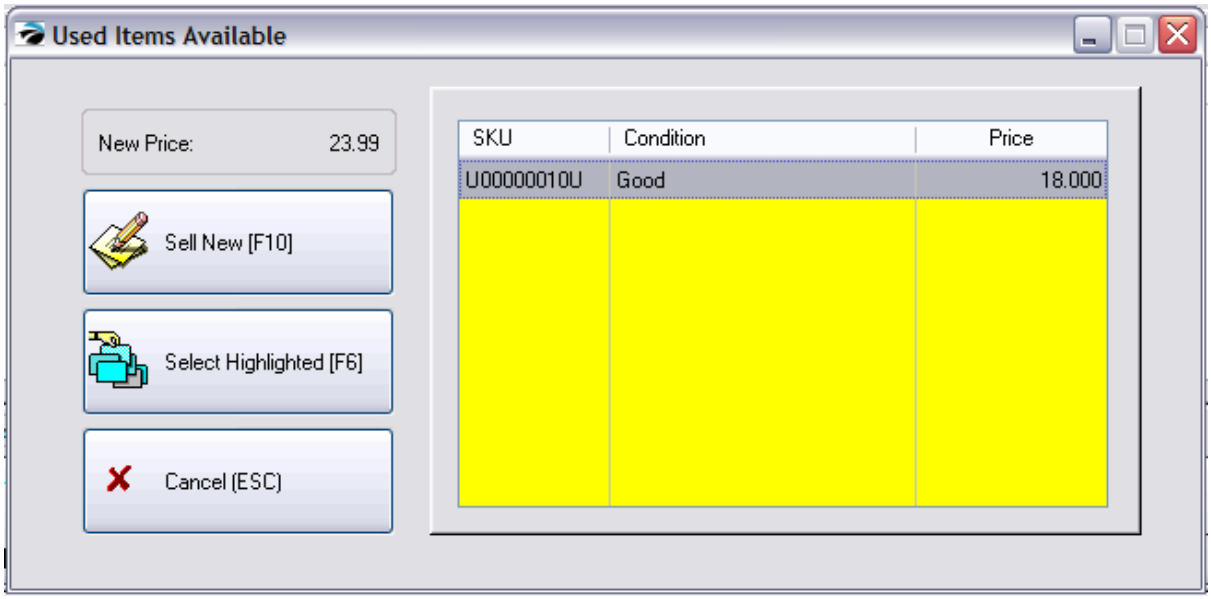
If you open the inventory list while creating an invoice, highlight the item, then click on the Used tab, and choose Select. The item will be added to the invoice.

- If you have selected the option to notify you if a used item is available you will see this screen.
- Choose to Sell New or Sell Highlighted used item
- Complete the invoice normally.



Used Items Manager

If you return to the Used Items Manager, the item which was once in stock is now on the Items Sold tab of Used Items Manager. The used stock count is reduced.

5.4.19.3 Trade-Ins Based On Rules

Not a Feature of PFR

POSitive provides for trade-ins governed by rules. When a trade-in is proposed, a trade in value will be calculated based on the number of items already in stock. Payouts for trade in items can be calculated differently if the payout is to be in cash or in store credit. With this method there is no assignment of "Condition"

ADVANCED SETUP REQUIRED (see Trade-Ins and Used Items 1520 for an explanation of other options)

Feature	(3) Trade Ins Based On Rules
• Automatically assigned a SKU by POSitive	Yes
• SKU can be changed	Yes

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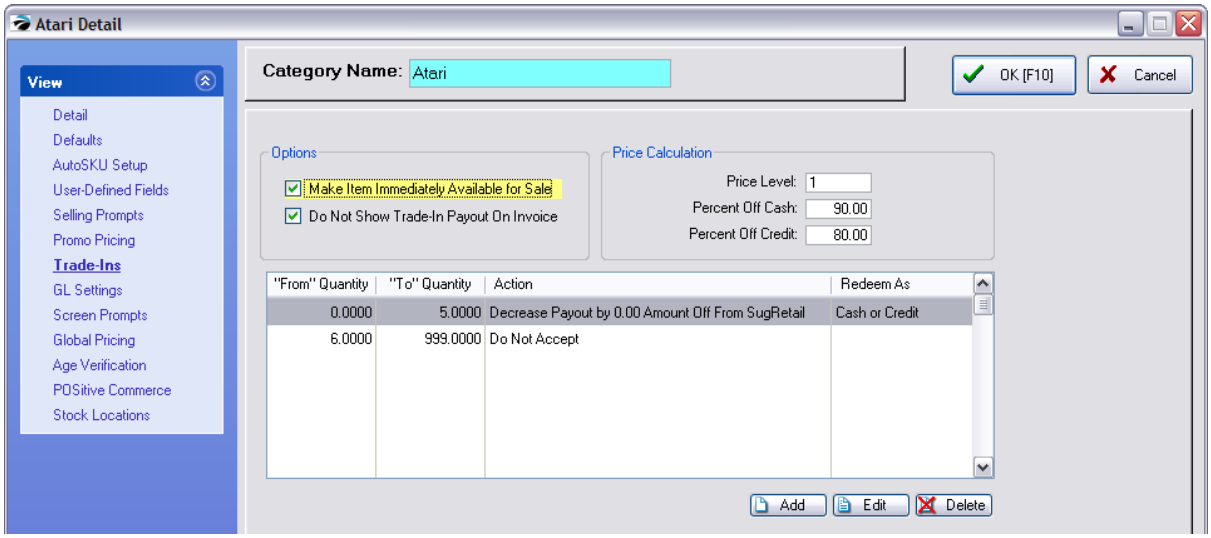
- Can re-assign item to a different category Yes
- Can make the item Active or Inactive Yes
- Can adjust the cost of the item to reflect labor charges or other enhancements Yes
- Can change the selling price Yes
- Item can include or exclude sales tax calculation Yes
- Can edit the description, add transaction note, tag-alongs, and other POSitive functions Yes
- Can be deleted from your inventory Yes
- Can be assigned a special "Used Item" label Yes
- Assignment of item "condition" No

Examples

Percent Off Cash / Credit

Price Calculation allows you to choose the "base" price level and then subtract a percentage of that price as the trade-in value.

In this example, if the customer wants "cash" they will get 10% of the current selling price. If the customer will accept Store Credit, they will get 20% of the current selling price.



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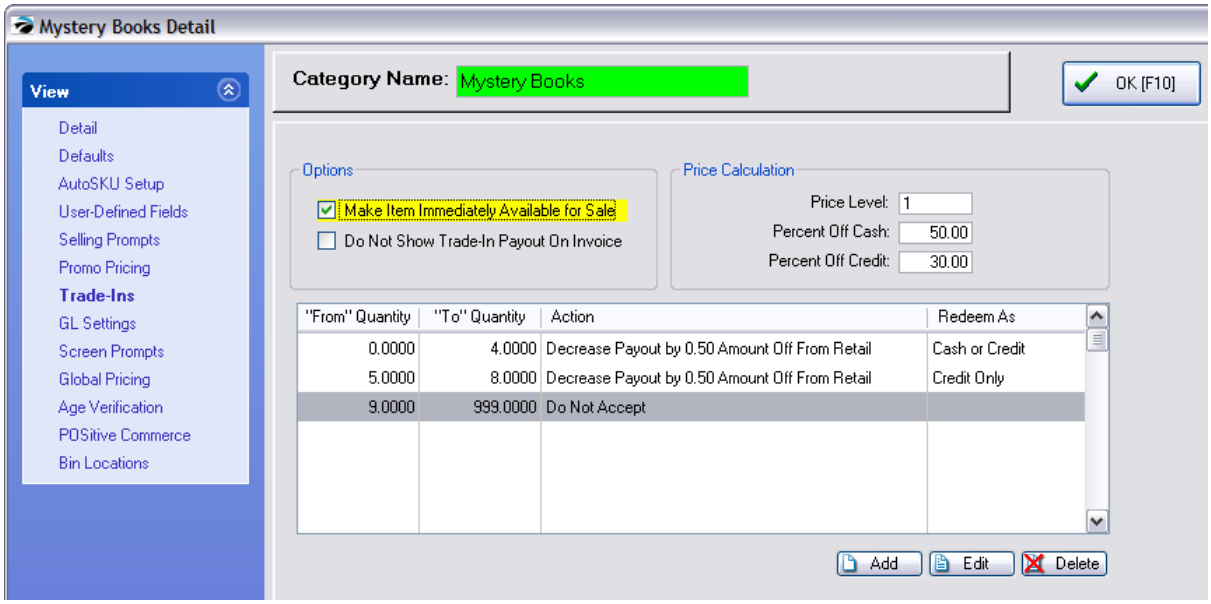
Quantities Affect Payouts



In the above illustration, if your current stock count is greater than 999 then POSitive will not accept a trade in. If your stock count is between 5 and 8, then POSitive will only payout with a store credit. If you have less than 5 in stock then the pay out can be made in cash or credit.

Also, each time a trade in is accepted, the next trade in value will be 50 cents less than the previous trade in was.

SETUP

1) Go to Maintenance: Categories. Edit each inventory category which will handle both new and used products and fill in the Trade-Ins tab. This is where the "rules" are defined which will affect this category of items only. Any category can be defined to accept used inventory. The primary purpose of this setup is to provide more control over accepting inventory items. For example, POSitive can disallow trade-ins if the current stock count is too high. **See below for an explanation of each setting option.**

2) Go to Maintenance: System Setup: Inventory: Trade-Ins (Used Items) All options are applicable; Activate desired options.

3) You **MUST** edit Maintenance: Definitions: Invoice Buttons and add a button called "Take Trade In" to the Invoice Button set. Use of this button is the ONLY way to trigger the procedure for accepting a trade in.

ACCEPTING A TRADE

1) Create an invoice.

2) Select the "Take Trade Ins" button on the Invoice Button bar.

3) Enter the SKU of either the new or used product as appropriate. Confirm the displayed information and choose Accept or Decline. Process the Trade-In and process the invoice. The invoice will summarize the trade in refunds.

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4) Sell additional product if you wish and process the invoice.

5) IMPORTANT: Edit the newly added “used” item in Inventory Center. Set pricing and print a label if needed.

RESELL THE TRADE-IN ITEM

1) Create an invoice.

2) Add the used item (it has a special SKU) to the invoice. If you activated the option to “Prompt For Used When Selling New” you can give the customer a choice of new or used.

3) Process the invoice

.

SETUP DETAILS

Options

Make Item Immediately Available For Sale

Once the invoice containing the inventory item in trade has been processed, then the used item becomes available for sale. However, be sure to set pricing on the used item as soon after the sale as possible so that it will not be forgotten.

Do Not Show Trade-In Payout On Invoice

If you do not want the customer to know specifically how much trade value is paid out per inventory item, then check this option.

If **unchecked** each line item shows the trade-in value.

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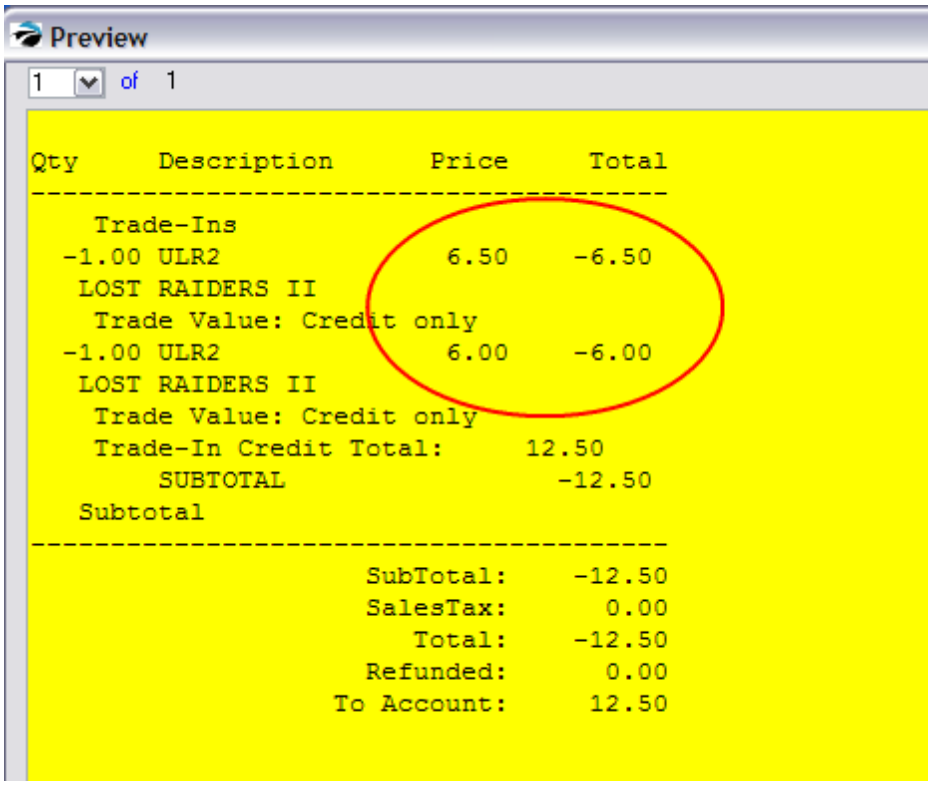
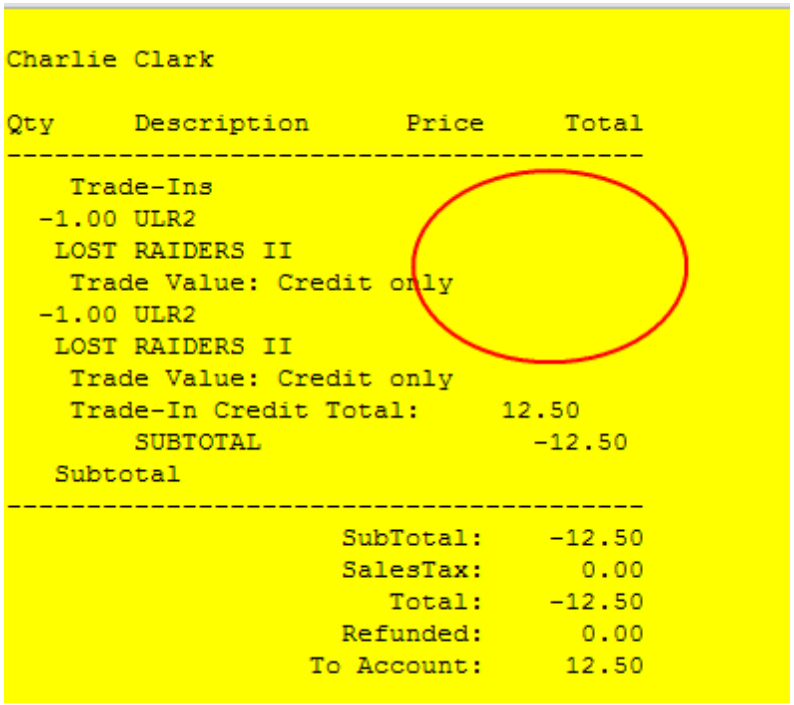


If **checked** the customer only sees a total trade-in value.



Price Calculation

The trade-in value of the item being received in trade can be calculated by specific rules defined here.

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Choose the price level as the base price.

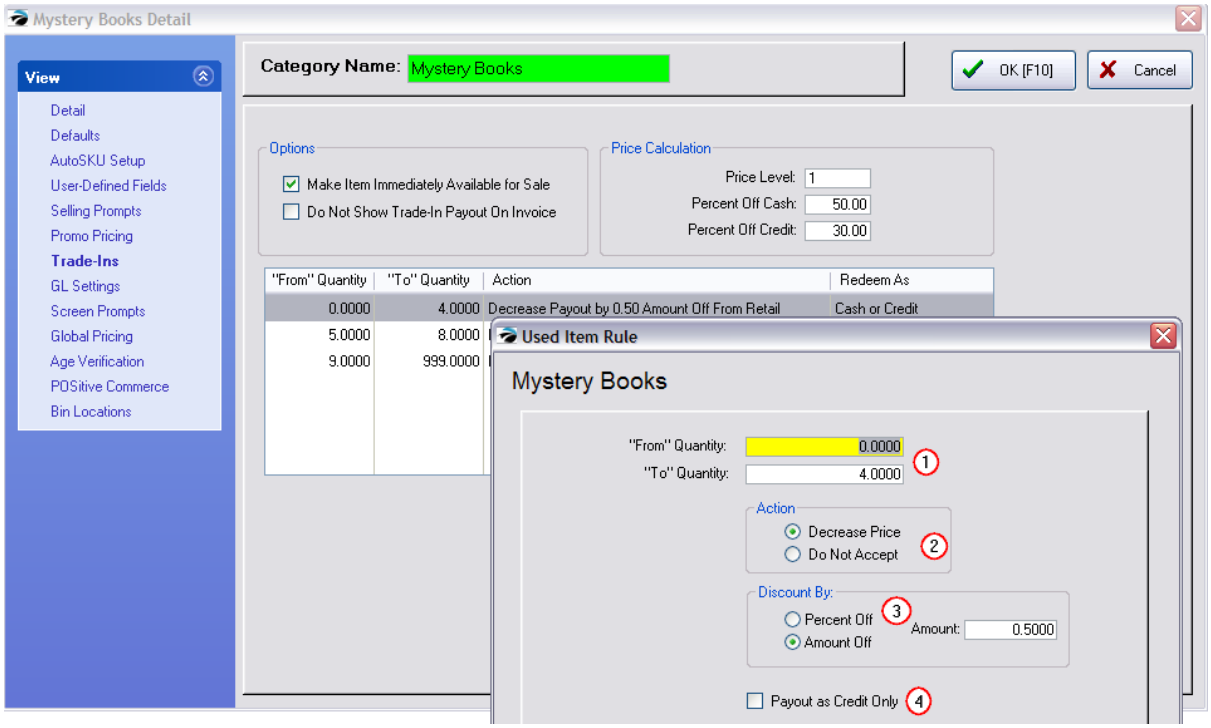
Percent Off Cash - if the customer wants cash for the trade in, the value of the used item is automatically reduced by the percentage set here.

Percent Off Credit - if the customer is willing to accept store credit, the value of the used item is only reduced by this set percentage.

Price Rules

Choose Add, Edit or Delete to create, modify or remove a rule.

These rules will be applied by default, however, while creating the invoice and accepting the trade-in, you have an override option for any rule.



1) Set the stock range. POSitive looks at current stock count to determine which rule to follow. You will be making multiple rules.

2) Only choose Do Not Accept when you are on the last rule and you will not accept more trade-ins.

3) Discount can be any percent or dollar amount. If you do not want to discount, then leave at 0.00.

4) Payout can be made by cash or store credit unless this is checked for Credit Only.

When finished, choose OK.

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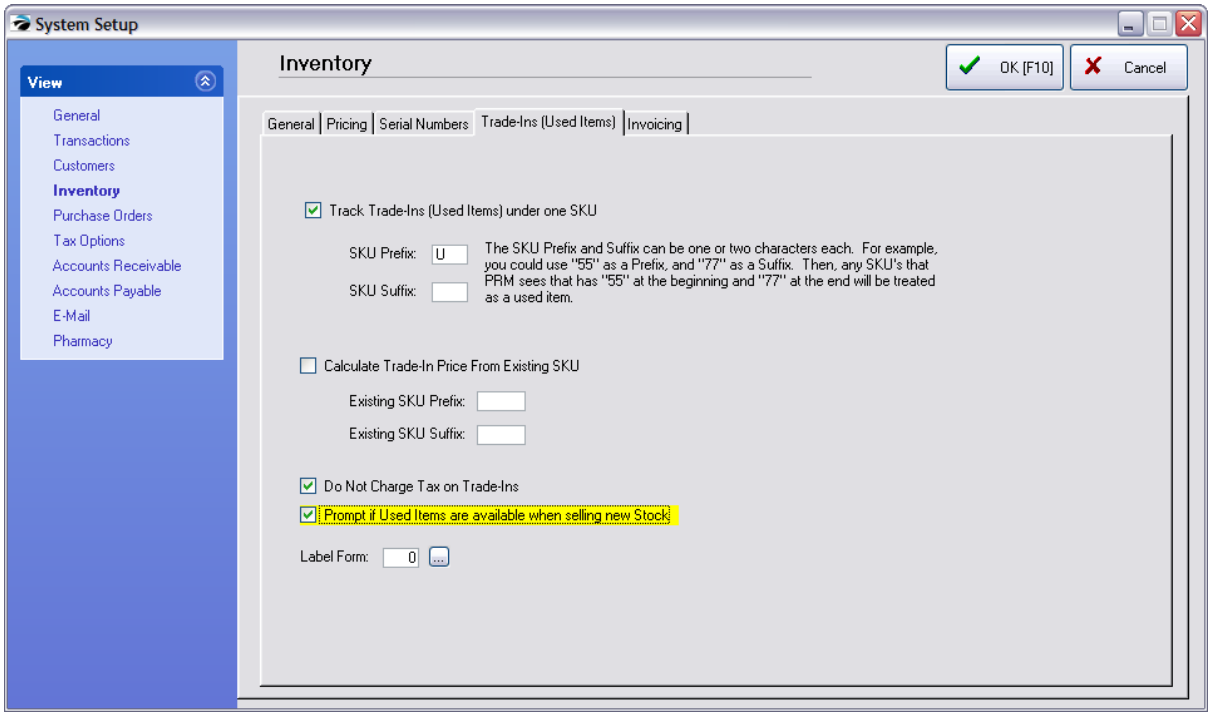
5.4.19.3.1 Trade In Option 1

This setting utilizes just one SKU for both the new and used inventory items. Used items are a subset of the item and will appear as an option when selling the new item.

For example

GBJ1 is a NEW Gameboy Joystick 1 which you buy from your vendor. It has a stock count of its own.

System Setup: Inventory: Trade-Ins (Used Item)



Procedure

1) Create an invoice for a customer by name if you will be paying out with Store Credit, or a Quick Sale customer if payout will be with cash.

2) Click on the Take Trade In button on the button bar.

3) Choose either Credit or Cash as the payout method. You can change the method later if needed.

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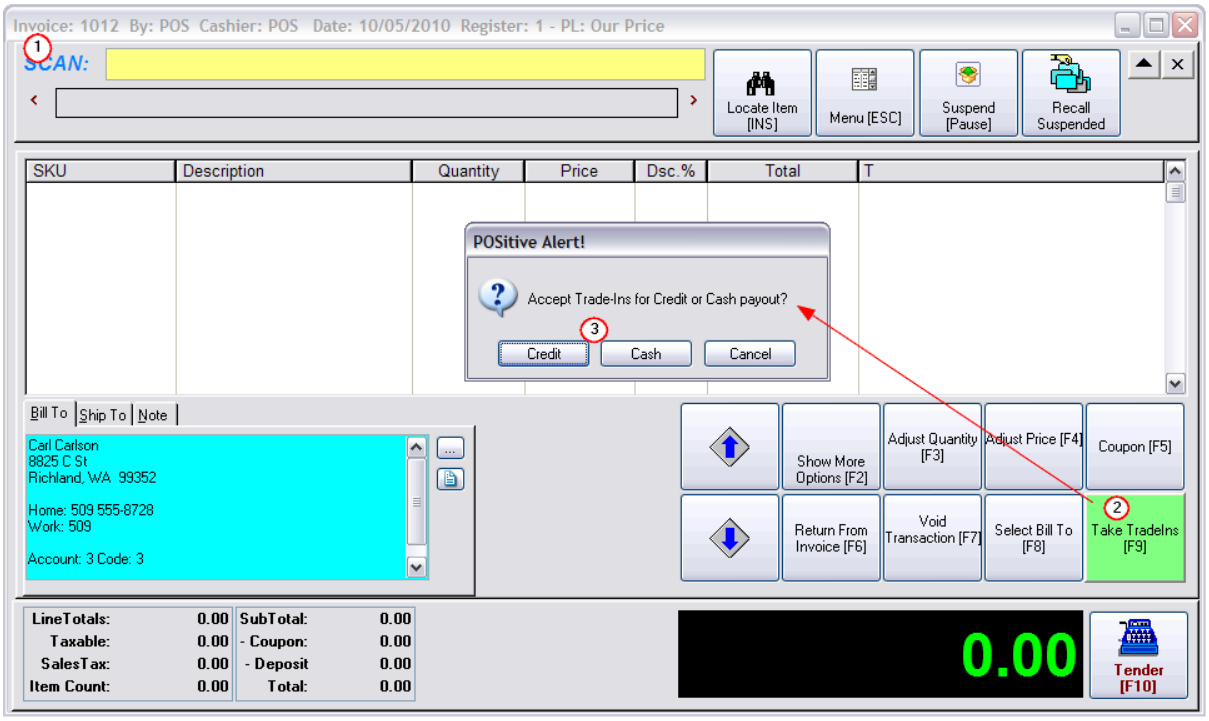

4) Enter the SKU of the item being traded in. You can use the Lookup button at the end of the field to find the product by name.

Then Press Enter.

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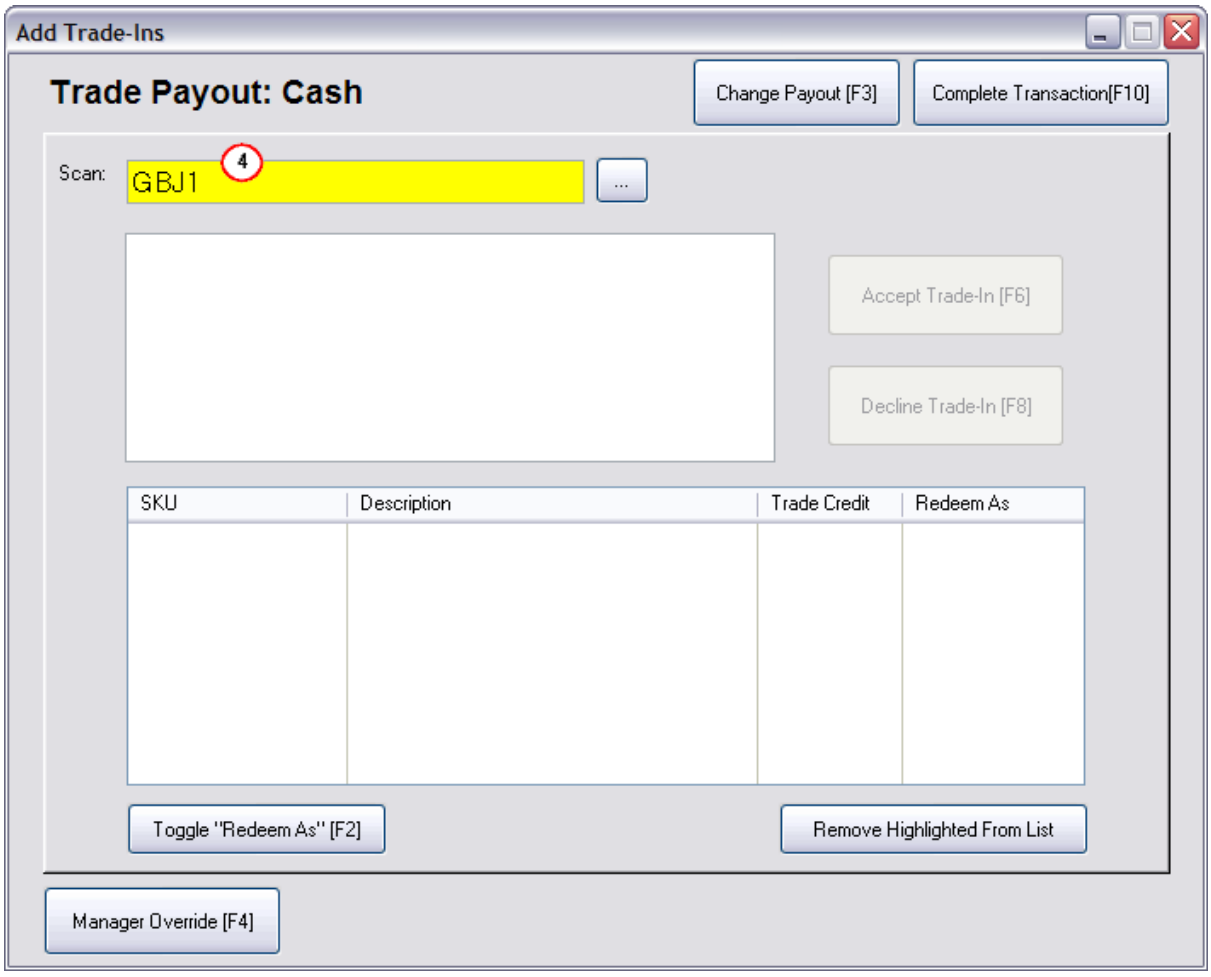

Payout by Cash vs. by Credit

Depending upon the category rules you established for trade-ins, your calculated payout could be less if paid with cash than if paid with store credit. The rules will also change how much is paid out depending upon the number of used items in stock. See Rules for This example

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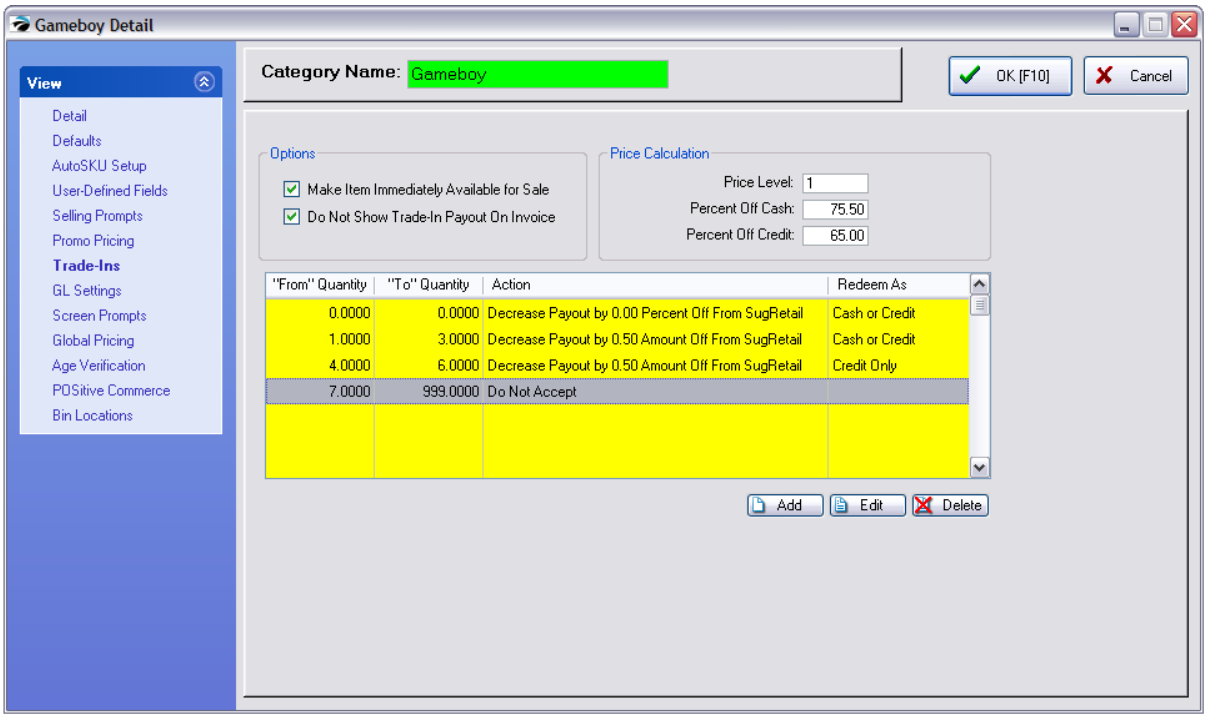

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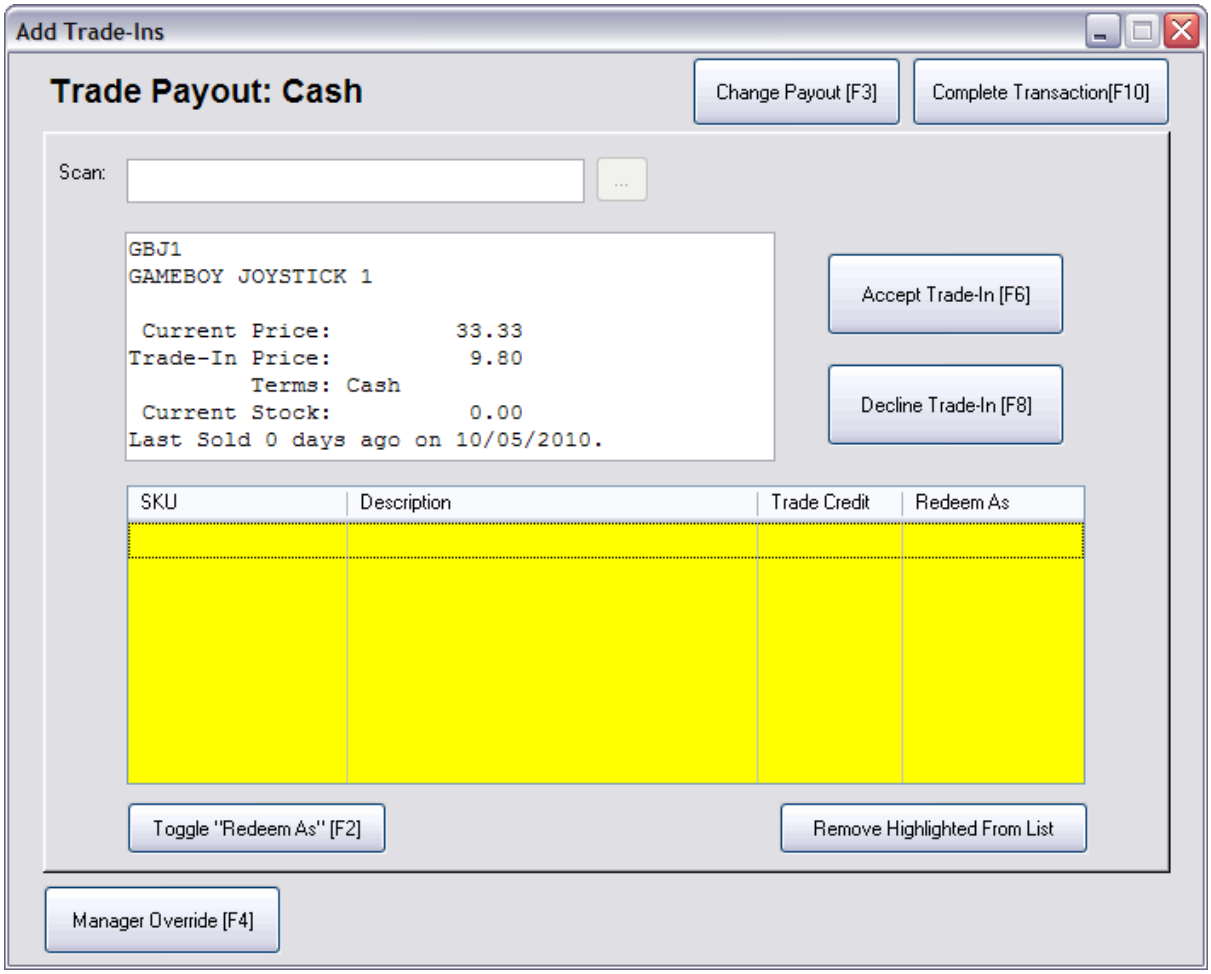
By Cash - payout is $9.80



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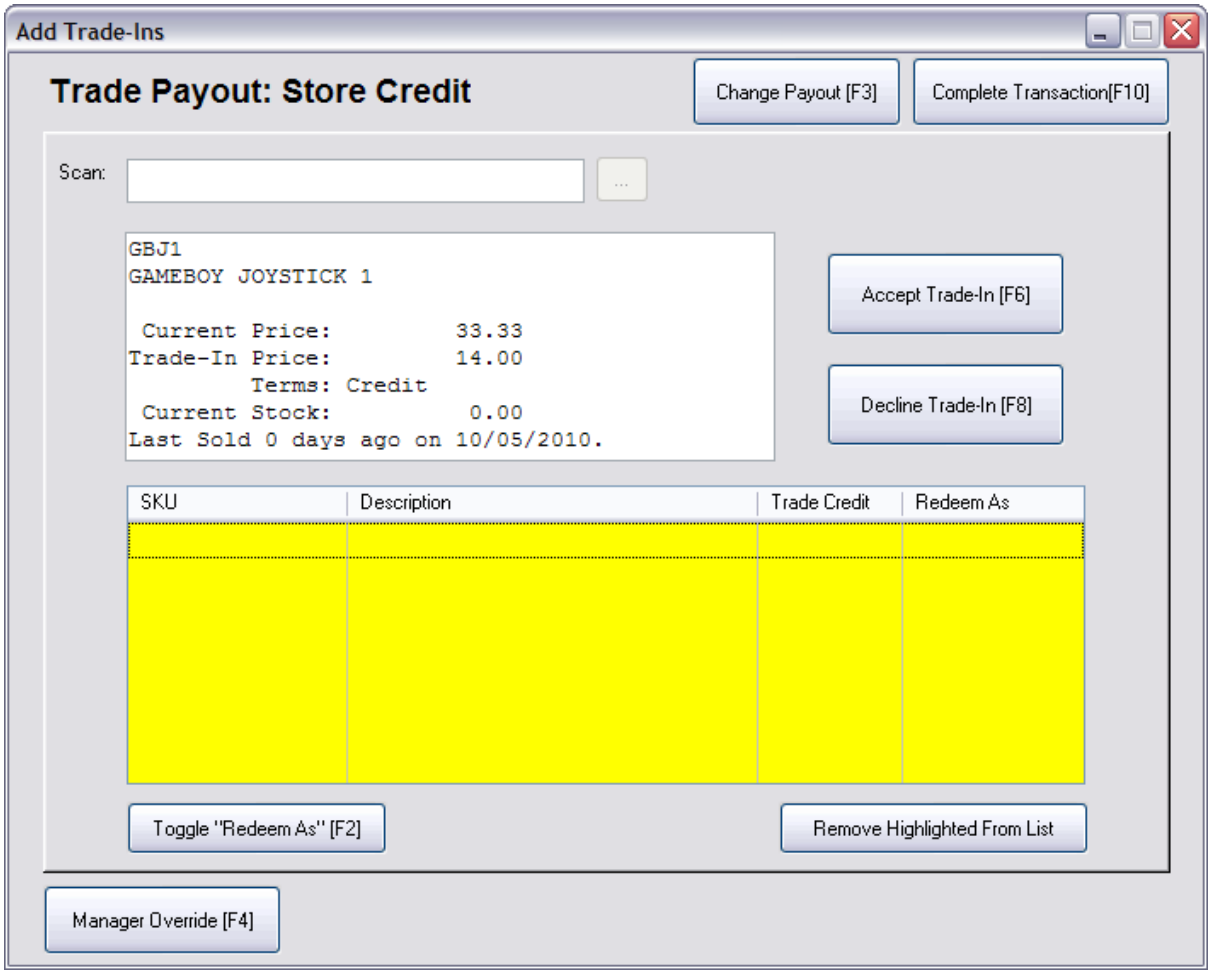
By Credit - payout is $14.00



How to Change Payout Method

Choose Decline Trade-In [F8] and then choose Change Payout [F3] to switch to the alternate type. Enter the SKU again.

5.4.19.3.2 Trade In Option 2

This setting utilizes two SKUs for the named inventory item. They are two separate inventory items in the system which are tracked and updated as needed. One SKU is prefaced with a U to indicate the item is used, the other has no prefix to indicate that it is new.

For example

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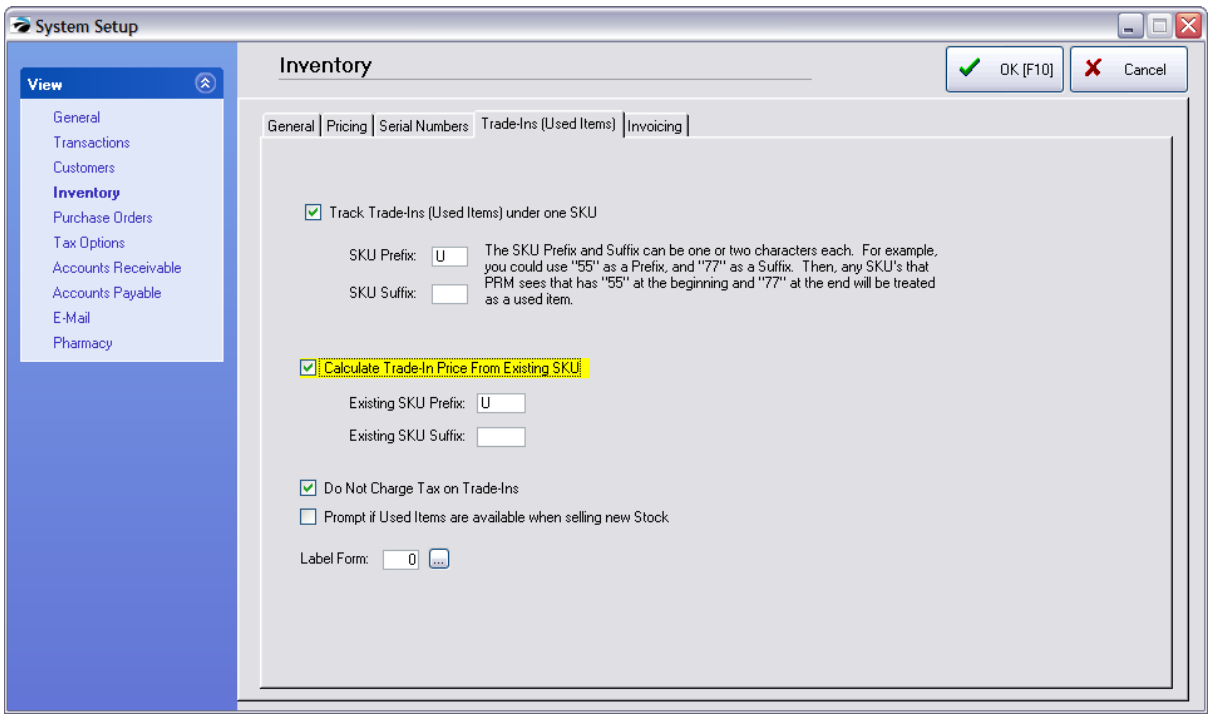
GBJ2 is a NEW Gameboy Joystick 2

UGBJ2 is a USED Gameboy Joystick 2

System Setup: Inventory: Trade-Ins (Used Items)



Procedure

1) create an invoice and choose the button Take Trade In

2) you are prompted for a Cash or Credit Payout method

3) you are then prompted an existing SKU number

4) enter GBJ2 information about the item's stock status and payout value will be displayed.

5) choose to Accept or reject the trade.

6) choose OK and the customer's invoice will show a payout value

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5.4.20 Special Feature Inventory

Each business handles some inventory items which are unique to the industry. POSitive allows you to handle a wide variety of these special inventory items.

Most of the time, when you create a new inventory item you will select "Normal" as the type. Creation of the item will be very straightforward and easy to complete.

Through the use a combination of options you should be able to define those unique types of inventory. What follows is fuller documentation for those unique items. If you still have questions, contact your dealer.

-- Accessories --

When selling an inventory item, POSitive can pop up a list of accessory or related items to the one being sold. The clerk is reminded to ask the customer if she wishes to purchase any of them. If so, the clerk can tag what is wanted and automatically add it to the invoice. Go to .

- Create a Normal inventory item.
- On the Inventory Center: select Stock Manager view: and choose Links tab and the Accessory Manager button.
- see Suggested Accessories For 1501

- -- **Advanced Printing** --

POSitive can print special data to pre-printed forms upon the completion of an invoice, order, or layaway. 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 Advanced Printing 982

-- Age Verification --

A category setting prompting the clerk to confirm that the customer is qualified to purchase select inventory items. Verification of age can be done in one of several ways and is performed once per invoice per category of items purchased.

See Age Verification 958

-- Assorted Inventory --

If you are receiving a shipment of assorted items which are slightly different in color or pattern but all use the same SKU, POSitive can distinguish each item in three ways: 1) by using Serial Numbers, 2) by using Selling Prompts and Print Notes report, or 3) by use of recording the variation on each inventory label, When printing labels you will be prompted to describe the individual items and the description you type will be printed on the label.

See your dealer for more specific information.

-- AutoSKU --

AutoSKU is a feature of POSitive which can automatically create barcode numbers when adding inventory items. This is not generally used if your inventory products already have a barcode. This feature is controlled by the Category and the Master Category defaults. See AutoSKU Setup 1294.

-- Bin (see Stock Location) --

-- Bottle Deposits and Refunds--

If your store sells soda or liquor which require a bottle deposit for recycling purposes, POSitive can

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automatically calculate the bottle deposit charges on the invoice. Making refunds when containers are returned is quite simple.

Create a non-tracking inventory item for the Bottle Deposit and another for the Bottle Deposit Refund. Link the Bottle Deposit to the items requiring them.
See Bottle Deposits 993

-- Break Apart --

You have inventory which can be packaged and sold in multiple ways. Inventory such as soda pop is often purchased by the case. The SKU on the case is different than the SKU on the 6-Pack, and the SKU on the can is different than either of them. Or maybe they all have the same SKU, but in reality they are all the same product. POSitive allows you to define and track stock for each type.

- Create a Normal inventory item for each packaging size and save.
- Highlight the largest grouping (case) and link to the other groupings and set quantities.
- Repeat for the grouping (6-Pack) items
- see Break Apart 510 see also Father/Child SKUs 517

-- Bulk Items --

You purchase the product in bulk, but sell it in smaller units. For example, you buy rope on a 100 yard spool and sell by the foot. POSitive will automatically calculate individual item costs and selling prices. Minimum stock and minimum orders are automatically adjusted.

- Create a Normal inventory item.
- On the Inventory Details view set the number of **Units Per Order**
- See Bulk Inventory 1302.

-- Calculate Quantity From Price --

This option allows you to enter the payment amount and POSitive will determine the quantity. A typical use of this feature is the sale of gasoline or other bulk products.

- Create a Normal inventory item.
- On the Inventory Options [F6] tab select Calculate Quantity From Price

-- Commission -- *Not a Feature of PFR*

You want POSitive to calculate commissions as some inventory items are sold. You set an inventory item to track commissions by filling in the commission rate, either a percentage or fixed amount, or both.

- Create a Normal inventory item.
- On the Inventory Details screen, choose Defaults [F7] tab set the Commission % and/or Fixed Commission.
- See Commissions 1655.

-- Consignments -- *Not a Feature of PFR*

POSitive 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. POSitive tracks and processes the payouts

- This is a unique inventory item and is not created through the Inventory Center.

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- Go to the Customer Center: highlight the customer and choose Consignments
- Go to Inventory: Inventory: Consignments By Name and choose Add.
- Once created, the inventory item will be listed in and can be edited in the Inventory Center
- See Consignments 1330.

-- Contract Items -- *Not a Feature of PFR*

Not really a unique inventory item, but a feature to track special pricing for a customer. 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.

- Create a Contract Pricing invoice.
- Add items, adjust pricing, and save for future use.

Contact POSitive support for more information.

-- Coupons - Coupon Manager --

You may create unlimited numbers of coupons to apply discount percentages or dollars off when an invoice contains qualifying inventory.

- Go to Coupon Manager (Inventory Center Managers: Coupons
- Add coupons with desired settings.
- See Coupon Manager 475 and Related Topics

-- **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. Select Item Notes view of the Inventory Center and enter text into the Transaction Note tab. This will be printed on the customer invoice when the item is added to the invoice.

2) Use the Advanced Printing feature of POSitive. See Advanced Printing 982

-- 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. The information can also be printed automatically on the invoice.

- Go to Maintenance: Categories: choose Edit: and select 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 Center: Summary view (bottom right) 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.

- Create a Normal inventory item.
- Select Item Notes view of the Inventory Center. Enter the date, time, and list of things to bring to the

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event in the Transaction Notes field. The receipt becomes the ticket and can be serialized as well.

-- Father - Child --

You have inventory which can be packaged and sold in multiple ways. Inventory such as soda pop is often purchased by the case. The SKU on the case is different than the SKU on the 6-Pack, and the SKU on the can is different than either of them. Or maybe they all have the same SKU, but in reality they are all the same product. POSitive allows you to define and track stock for each type.

- Create a Normal inventory item and save.
- Choose SKU Manager view of the Inventory Center. Add alternate SKUs and activate Use Alternate Info
- Also set Price Breaks for the items
- see Father/Child SKUs 517 also see Break Apart 510

-- Food Stamp Qualified --

You may have inventory which qualifies for purchase with food stamps. Such items are assigned to a category specifically activated for food stamp tracking. When the item is sold, the tendering screen calculates the total of items qualified for food stamps and the clerk process them first. (See Food Stamps 178)

- Create a Normal inventory item.
- Select a category which tracks food stamps.

-- Freight, Shipping --

Freight and Shipping charges are added as inventory items, but they 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. POSitive also does this automatically.

- Create a Normal inventory item and assign it to a Category named FREIGHT.
- On Inventory Detail and the Options [F6] tab, set Track Stock to Off and Ask For Price should be turned On.

-- Gift Cards --

POSitive can process both the selling of and redemption of gift cards and certificates. See Gift Certificates 1696.

- Assign the SKU to GIFTCERT and POSitive will do the rest.
- On the Inventory Detail and the Options [F6] tab, select Track Stock to Off and Ask For Price to On.

-- **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. Contact POSitive support for more information.

- Create a Normal inventory item.
- On the Inventory Detail [F6] tab set the Post To Internet switch to On.

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-- 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, POSitive will properly track stock counts of all the components. See Templates 1503

-- Labor Charges --

If you are in a service industry, your labor charges are a vital part of your sales. POSitive handles labor charges handily. You can set up charges for fractional hours and for set fees. See Inventory Detail 464.

- Create a Normal inventory item.
- On the Inventory Detail and the Options [F6] tab, set Track Stock to Off and on Defaults [F7] tab set default selling units as needed.

-- Lottery Tickets --

Lottery tickets typically include payouts of winnings in addition to sales of the lottery ticket. Inventory settings can be defined to make sales and reporting very easy. See Lottery Tickets 1395

-- 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 92

- Create a Normal inventory item and assign it to a category with tax exemption.

-- Matrix Items --

POSitive can track items which vary in degrees of color/size. POSitive displays these like items on a 2 dimensional grid for both inventory maintenance and for selling products. See Matrix Inventory 1397.

- 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 POSitive will generate the matrix.

-- Mix & Match --

This option allows you to create a price break for multiple items which can be purchased separately or together to meet the quantity criteria.

- Create your Normal inventory items.
- Go to Inventory Center: General: Management : select Mix & Match Manager
- Add a price group
- Select items which qualify for the price group.
- TIP: Can also choose Defaults [F7] tab of an inventory item to assign it to an existing Mix & Match group.

-- Multiple SKUs --

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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 464

- Highlight Normal inventory item.
- Choose SKU Manager on the left and choose ADD to enter an additional SKU(s)

-- Multiple Vendors --

An inventory item which can be purchased from more than one vendor, is created only once in POSitive, 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 613.

- Highlight a Normal inventory item.
- Choose Vendors on the left and add an additional vendor optionally entering a different cost and vendor SKU.

-- 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 464

- Create a Normal inventory item.
- On the Options [F6] 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 464.

- 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. (see Fast Add 977)

- 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.

-- **Override Tax Category** --

International Feature: Used for products in child sizes which are assigned to a different tax rate than adult clothing sizes of the same product. This is commonly used with Matrix Inventory.

- Edit a matrix inventory item.
- On the Inventory Detail [F6] tab select the "child size" Tax Category.

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-- 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 968.

- Create a Template inventory item.
- Use CTRL-P and CTRL-S options. (CTRL-B for adding blank lines as separators.)

-- Pay Outs --

Instead of just opening the register to make a payout for stamps, donuts, lottery winnings, or incidental vendor payments, create one or more inventory items which will print an invoice with details about who, what, and why. Since these payouts should not affect your daily sales summary, they are assigned to the Freight category and can be reported on individually or as a group.

- Create a Normal inventory item.
- Assign it to the Freight category so that it will not impact your daily sales summary.
- On the Inventory Detail set the options: **Track Stock** to off, **Ask For Price** to on, **Default Quantity** to -1
- When adding the item to an invoice, press CTRL-N to add explanatory notes.

-- Pictures of Inventory --

You can use pictures of your inventory items in POSitive in various ways. By assigning a picture to an inventory item you can more easily sell the item on a web page, can verify that an item being invoiced matches the item being presented for purchase, and easily show a customer what they are ordering if you are currently out of stock of the item. See Inventory Pictures 1392

-- 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 464.

- Highlight a Normal inventory item.
- Choose SKU Manager on the left and choose ADD to enter an additional SKU.

-- 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. Contact POSitive support for more information.

- Highlight a Normal inventory item.
- On the left select Price Breaks. Choose Add.

-- 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 1368.

- Create a Normal inventory item.

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- On the Options [F6] 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. Contact POSitive support for more information

- Highlight a Normal inventory item.
- On the left select Promo Pricing. Choose Add.. (Optional: choose Promo Manager at the far left for more options)

-- Quantity Calculator - Equations --

Some inventory product is sold by the linear or square inch or foot. An inventory item can be flagged to prompt for Quantity and open a formula box for entering dimensions and the resultant answer will be automatically applied to the quantity field. In addition, the dimensions are printed as notes on the invoice. See Contact POSitive support for more information.

- Create a Normal inventory item.
- On the Options [F6] tab, activate Ask For Quantity
- On the Options [F6] tab, select the Equation button. Create and/or select the appropriate formula.

-- 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. Contact POSitive support for more information.

- Highlight a Normal inventory item.
- On the left choose Stock Manager: Links tab. Choose Linked Items Manager button. At the far left choose Similar/Related Items. Find and copy the related item in the center box to the box at far right and make changes as needed..

-- 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 464.

- Highlight a Normal inventory item.
- On the Inventory Options [F6] tab, change the option **Item Is Active** to **Off**
- To view Inactive items and restore them to activity, Open the Summary view on the far left. Then select Show Inactive Only option at the bottom of the screen. You will see Inactive items. Edit the item and change **Item Is Active** to **On**
- Seasonal stock counts are set through Stock Manager: Seasonal Levels tab.

-- 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 Price/Weight Embedded In SKU 71

- Create a Normal inventory item.

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- On the Inventory Detail [F6] tab set the option **Prompt To Read Scale** to **ON**.

-- Serialized Items -- *Not a Feature of PFR*

POSitive will track a product with a serial number from purchase to sale. See Serialized Inventory 1484

- 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 464

- 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.

- Highlight a Normal inventory item.
- Select Notes view at the far left. Choose Edit button and type content into the Transaction note 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 464.

- Create a Normal inventory item.
- On the Options [F6] tab set the option **Ask For Price** to ON.

-- Stock 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, however POSitive will not keep stock counts on a per location basis. The intent is to help you direct your customers to where the items are displayed.

Create a Normal inventory item.
At the Inventory Center: choose Stock Manager: select Stock Location tab
See Stock Location 501 and Stock Locations - Category 1321

-- **String-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. Then after selecting the second item, you are prompted to select a third item, etc. For example, an optical shop will select a frame which the customer likes, POSitive then lists all the lenses which will fit that frame. After selecting the lens, POSitive prompts for the tinting and RX for each lens

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(see Screen Prompts).

- 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 secondary item to assign, then click on the tranfer button of the Tag Along or Suggested section.
- Now, return to the inventory list and highlight the secondary inventory item, and repeat the above process to create another step in the String-Along.

-- **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 tranfer 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 1311.

- Create a Normal inventory item and assign it to a category with tax exemption.

-- Template --

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 1503.

- Choose **Template** when adding an inventory item from the Inventory List.
- Follow the prompts.

-- **Total Price Items --**

Inventory can be sold by entering the total sales price and POSitive 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 [F6] tab set the option **Calculate Quantity From Price** to ON.

-- Trade In Items --

POSitive will accept products in trade for items you sell. The trade in becomes your property and can be resold.

- System Setup: Inventory: Used Items is off
- Create an invoice for the customer offering the trade in.
- Press CTRL-T for Trade In while creating an invoice.

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-- Used Items -- *Not a Feature of PFR*

POSitive will accept products in trade for items you sell. If this item is to be linked to an existing product in the Inventory List it will be flagged as a Used Item.

- Go to System Setup: Inventory: Trade-Ins (Used Items) to activate this option
- Create an invoice for the customer offering the trade in.
- Press CTRL-T for Trade In while creating an invoice.
- Follow the prompts to select a linking inventory item and determne a condition of the item.
- After the sale, go to Used Item Manager and set pricing and make it available for resale.

-- Vendor SKU --

If the Primary SKU is not the same as the SKU or part number used by the Vendor for ordering purposes, POSitive 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. A setting is available so that when scanning a product, POSitive will check the Vendor Inventory List if it is not found in the Inventory List (or press Shift-Enter). See Vendor Inventory 613.

- Create a Normal inventory item.
- RightMouseClick on the item and choose Vendor and add the SKU.

-- Warranty Products --

Items which have a warranty from either 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. Contact POSitive support for more information.

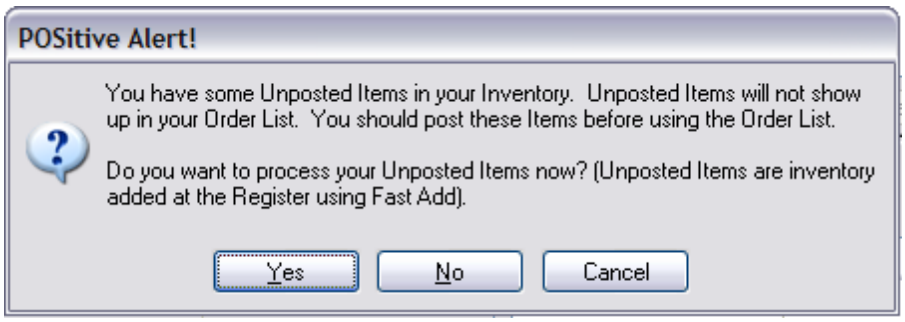
- Create a Normal inventory item.
- On the Defaults [F7] tab enter a Warranty code for the item.

5.4.21 Unposted Inventory Items

The following prompt may appear if you have Unposted inventory items while attempting to open Order List Management.

Unposted inventory items are items that were added by "Fast Add" on the fly while creating a customer order or invoice. (see Fast Add Inventory 977)

If an unposted item is not edited it will not appear on the Order List.



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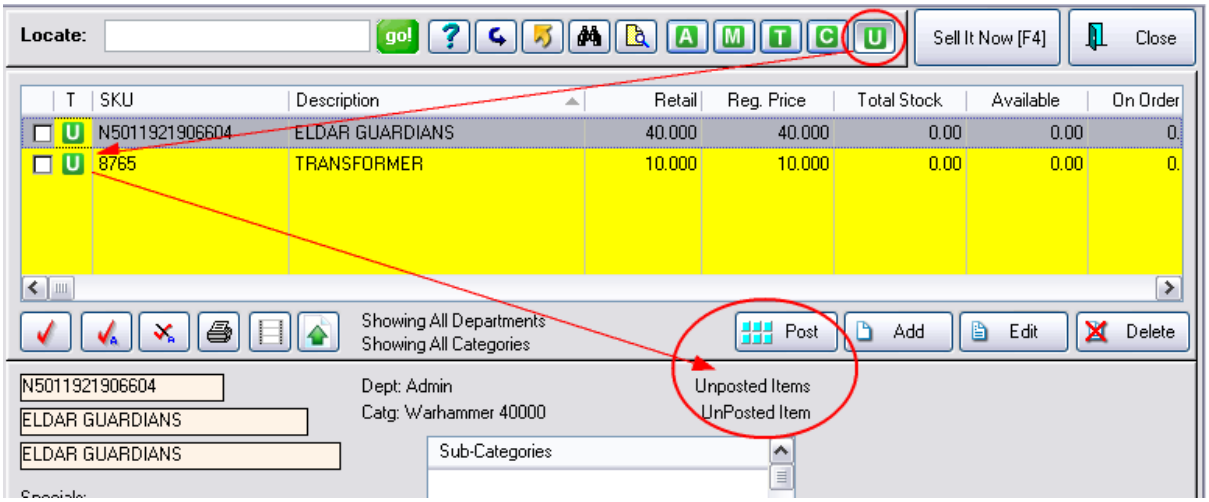
If you answer Yes, the Inventory Center will open and only display these few unposted items. (Note: Trade-In items will also appear in this list.)

Find and Correct UnPosted Items

Go to the Inventory Center and select the "U" Unposted type filter.



Edit the item. Change category, enter costs and pricing and the item's Vendor. When you Save your edits the item is automatically removed from the list.

POST button

Only if the items are correctly assigned to categories and require no further editing would you choose the POST button. You may tag multiples and post all of them en masse.

IMPORTANT: Edit the item as you would any other unposted item. However, if you choose not to edit the item, it will not be added to the Order List. When you have edited all needed items, chose CLOSE.

5.4.22 Verify/Adjust: "item name"

You may find it necessary to verify or even adjust the stock counts for an inventory item. This is especially true if you have newly created an inventory item and you need to enter the current stock counts for the item.

In the Inventory Center, highlight the inventory item, and choose Stock Manager at the left.

On the Current Stock tab, choose Verify/Adjust button

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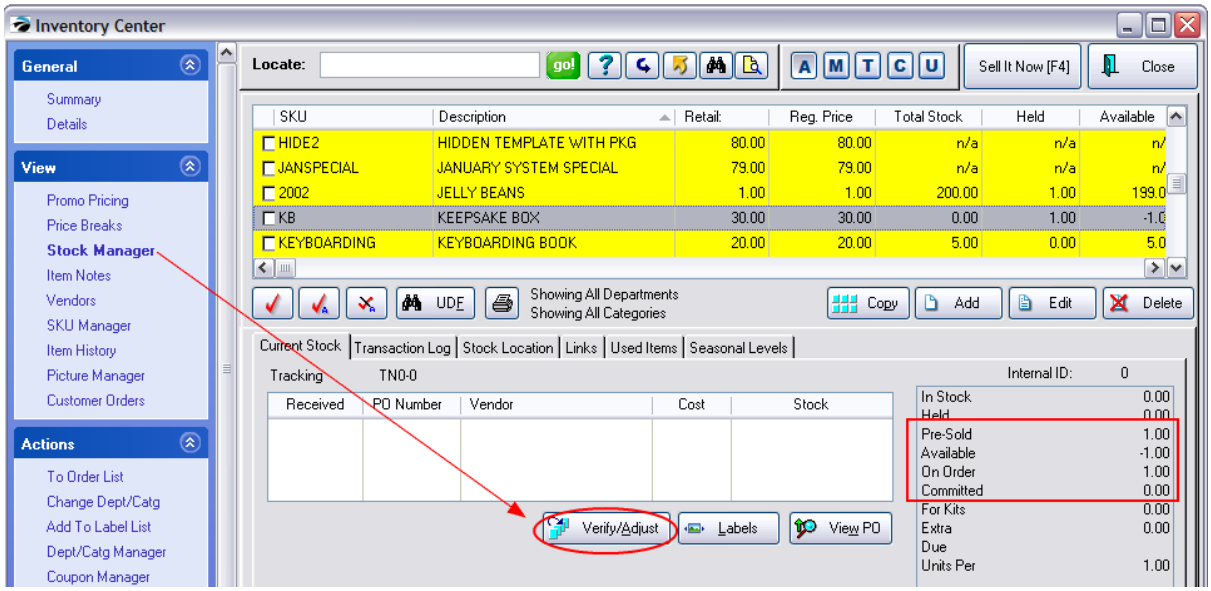

Verify / Adjust - IMPORTANT

This procedure will verify that your inventory totals are correct. Make any adjustments to your in-stock quantity and press OK.

This procedure requires that all Purchase Orders for this item have been received. Your stock counts will not be accurate if you have not received all Purchase Orders.

- The stock count entered will become your current stock count. The number you enter overwrites the existing number.
- Any Pre-Sold counts will be zeroed. Recommendation: if you see that the item has been pre-sold and if there is a pending purchase order to be received, choose Cancel and receive the purchase order first.

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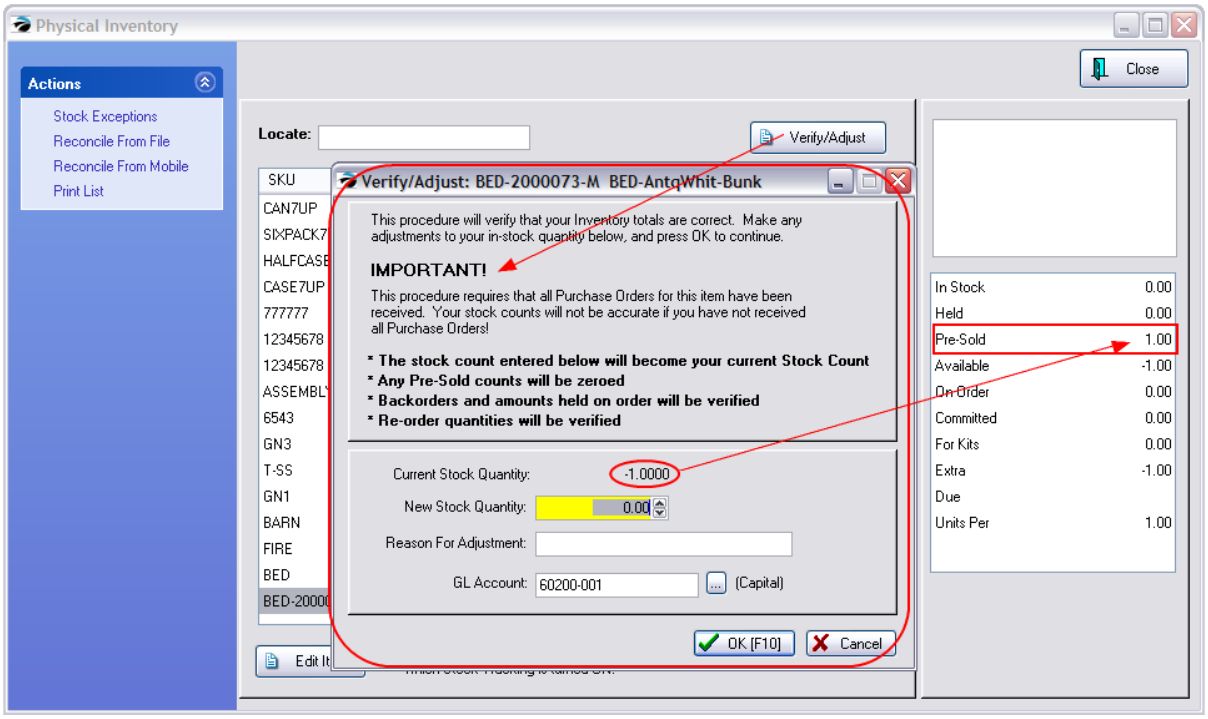

- Backorders and amounts Held On Order will be verified.
- Re-Order quantities will be verified.

For example, if you have a stock count of 2 with 2 held and 1 committed, entering a new stock count will change the status to 5 in stock, 3 held, and two available.

Current Stock Quantity - displays how much is currently in stock

New Stock Quantity - enter your new physical count. This count overwrites any other stock counts.

Reason For Adjustment - To help track why numbers are being changed this information becomes part of the Transaction Log. Contact POSitive support for more information.

GL Account - change of inventory stock counts will affect your store assets, hence an entry into GL will be made automatically to the designated account. You may change the account setting for this update only, otherwise the default account listed will be used.

OK [F10] - Will run the verify routine searching for customer pending transactions, items sold, and will report to the inventory list how many items are being held, ordered, and currently in stock.

Recommendation: Use Purchase Orders Instead.

A better solution than choosing to manually Verify/Adjust is to prepare a purchase order which creates a "paper-trail" document to better explain the adjustment.

5.4.23 Damaged Products

Vendor Take Backs

As damaged, spoiled, or evidence of stolen stock is discovered you may want to write it off from the

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stock inventory.

Light Manufacturing

The Quick RMA function can also be used for creating your own inventory from combining products from others.

VENDOR RETURNS FOR CREDIT

QUESTION
How can I return expired or damaged goods to the vendor immediately during the delivery of other items?

ANSWER

Quick RMA - a return to vendor by using a negative quantity value on a purchase order.

When a vendor delivers and removes products for which you will be credited (for example, expired food stuffs), you can add the SKU of the item being removed and enter a negative quantity. When you process the purchase order, the stock count of your inventory will be dropped by that quantity.

The transaction log of the inventory item (Inventory Center: Stock Manager view: Transaction Log tab) will show history of the transaction.

General Ledger

When doing a Quick RMA, an entry will be made automatically in the General Ledger Journal.

The Inventory account will be Credited and the Purchases Clearing account will be Debited.

Return Items Via Purchase Order for Shrinkage Handling

One option is to do a "Quick RMA" or reverse purchase order to the true or to a fictitious vendor. This will reduce you stock count, cost of goods, and give you a paper trail for later reporting and research.

ADVANCED SETUP

Go to Vendors and create a Vendor named SHRINKAGE

Fill in fields as needed.in POSitive

Activate VENDOR SKU = YOUR SKU

CREATE A QUICK RMA PURCHASE ORDER

1) create a PO for SPOILAGE vendor (Receive Without PO will work)

2) enter the SKU of the spoiled item in the Vendor SKU field and press Enter

--- you will be prompted that it does not exist.

--- choose create

--- make Vendor SKU equal to your SKU (if not already set press F3)

--- For Order Quantity enter a negative number. type -3, for example. This same number will be carried over to the Quantity Received field.

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WARNING TIP: do not change COST, otherwise your selling prices of items might get changed automatically.

--- Press F10.

3) repeat step 2 for each item being discarded.

4) process the PO.

RESULT

Your inventory stock counts will be reduced.

FYI: At the Inventory List, highlight the item, choose Stock Manager on the left and Transaction Log on the right.

In the Transaction Log you will find an entry titled

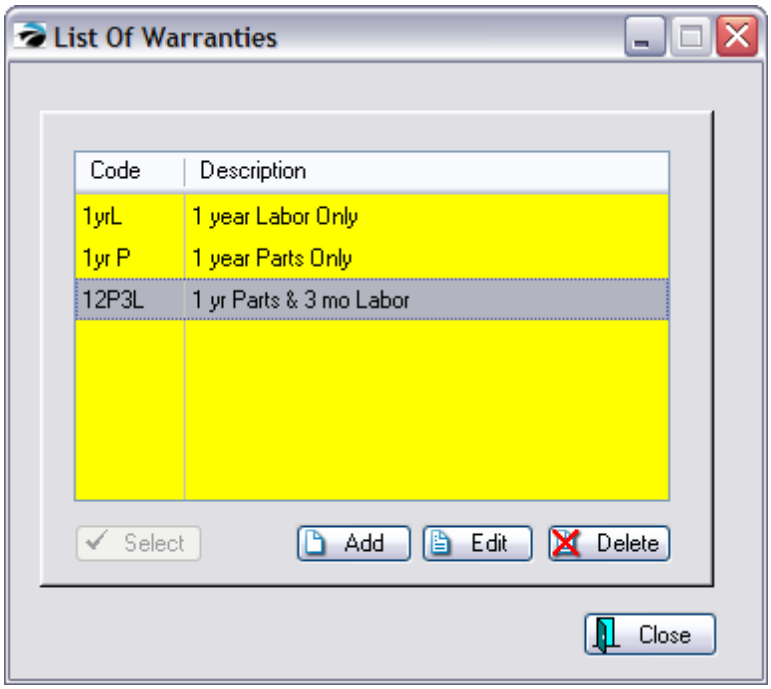
-- "Quick RMA To: SPOILAGE...."

5.4.24 List Of Warranties

Different products and services have different warranty coverages. 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. Go to Maintenance: Definitions List: Warranty Table



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1) Choose the Add button

2) Fill in the details of the warranty



Warranty Code

Warranty Description

Parts Warranty (Days)

Labor Warranty (Days)

Warranty Begins

- When Sold To Customer
- When Purchased From Vendor

3) Repeat to create as many warranties as needed.

Assign Warranty To An Inventory Item

You may assign a warranty code to an individual inventory item by editing the Defaults of the item.

- Go to Inventory Center.
- Edit the Inventory item.
- Choose the Defaults tab. 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 inventory under a specific category.

- Go to Maintenance: Categories
- Highlight the category.
- Choose the Defaults [F5] button at the top of the screen.
- Enter a Warranty Code. This code will be applied to all **newly added** inventory under this category.

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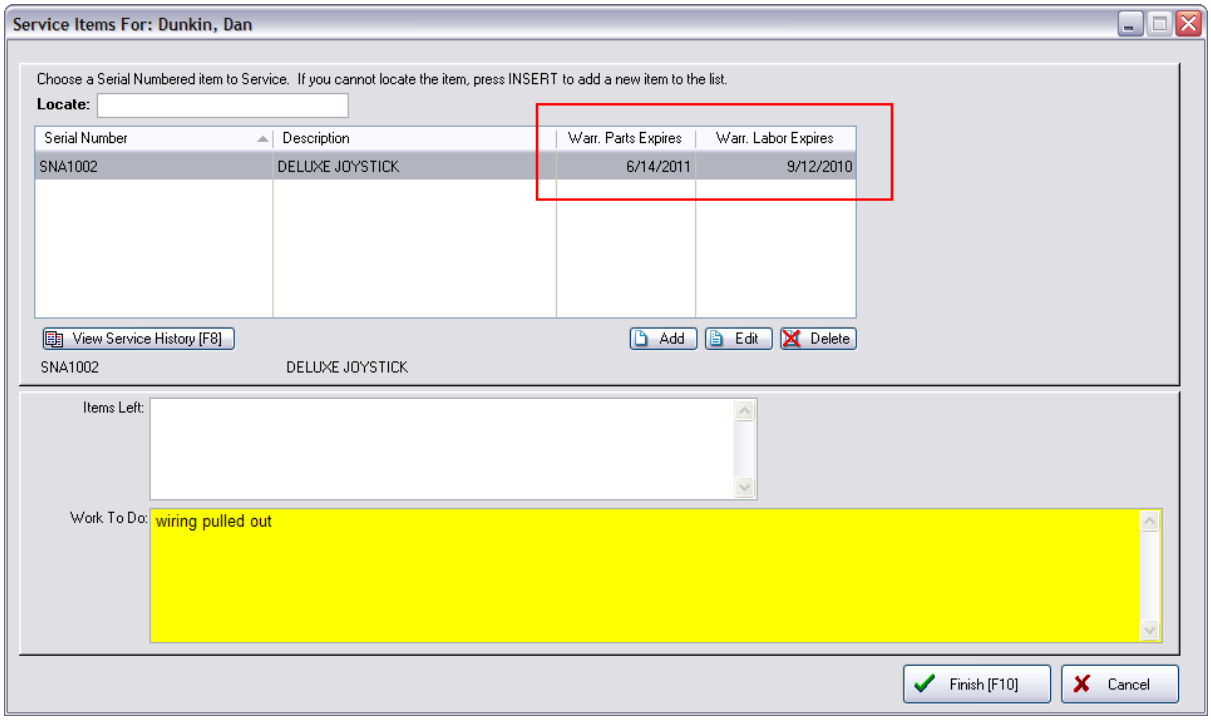
Note: To assign the code to all existing inventory under this category, click on the Reset Inventory 1452 button.

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.



5.4.25 Vendor Price Changes

From time to time, a vendor will announce changes in pricing of its line of inventory.

When these changes are announced, you will want to prepare POSitive so that it will know the new pricing when you prepare purchase orders.

If the changes affect only a few inventory items, you can manually change the costs of these inventory items. However, if there are many items requiring a change, you can use tools in POSitive to export lists and import lists to make the changes.

Manual Price Changes

Vendor pricing is stored in the Vendor Inventory list.

1) Go to Transactions: Vendors

2) Highlight the Vendor

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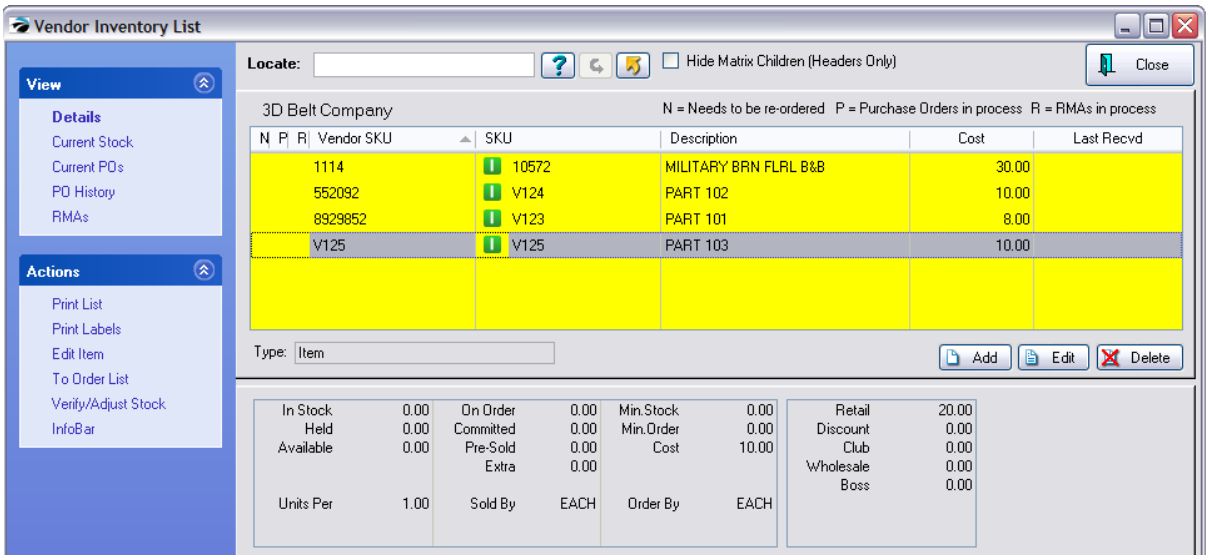
3) Choose Vendor Inventory under the Actions group on the left.

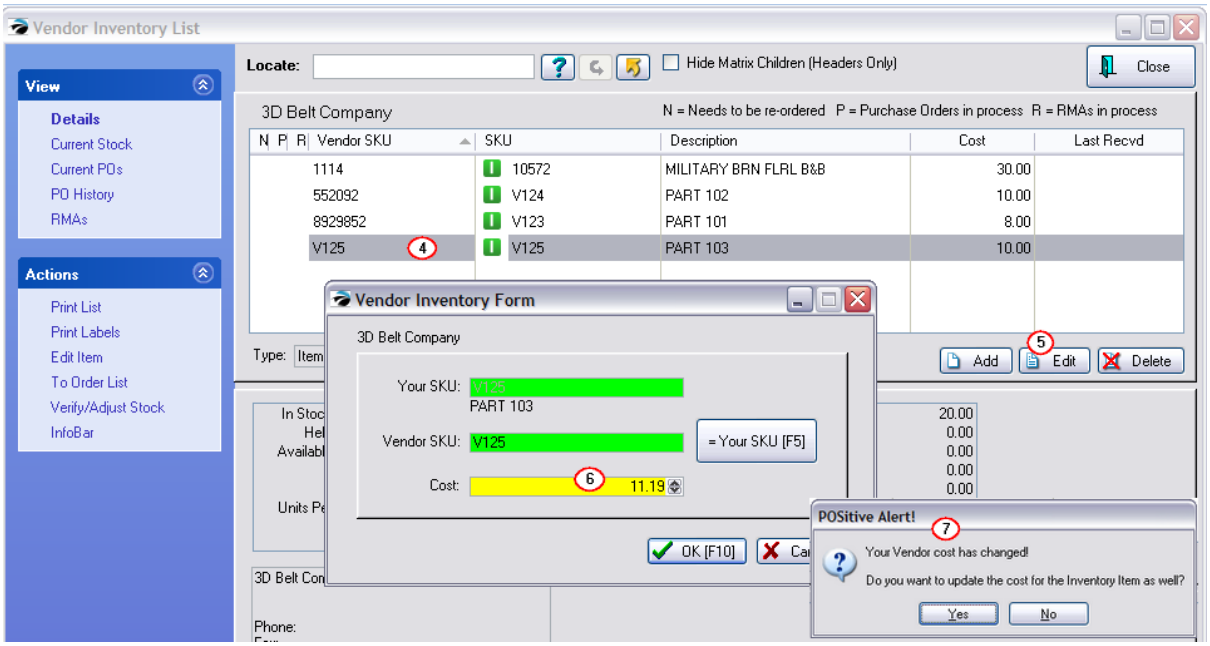
4) This will open the list of all items you can purchase from this vendor.



4) Highlight the item to be changed.

5) Choose the Edit button at the far right.

6) Enter the new price in the Cost field.



7) Choose OK. You may be prompted with "Your Vendor cost has changed! Do you want to update the cost for the Inventory Item as well?" Last Cost field

Every inventory item has a Last Cost field. It is automatically updated when you receive new products.

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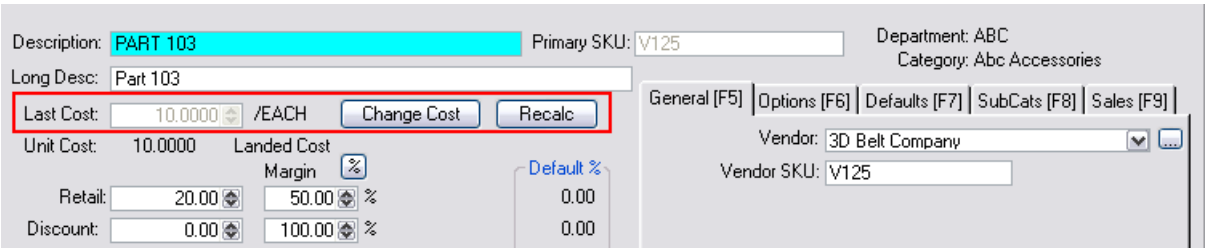


The value in the Last Cost field is subtracted from the selling price to determine your profit. There are options to manually change the cost and to Recalculate new selling prices based on Category default percentages.

- No - will not update the Last Cost field
- Yes - will change the Last Cost field with the new vendor cost. Pros & Cons

Profit Reports will be unaffected.

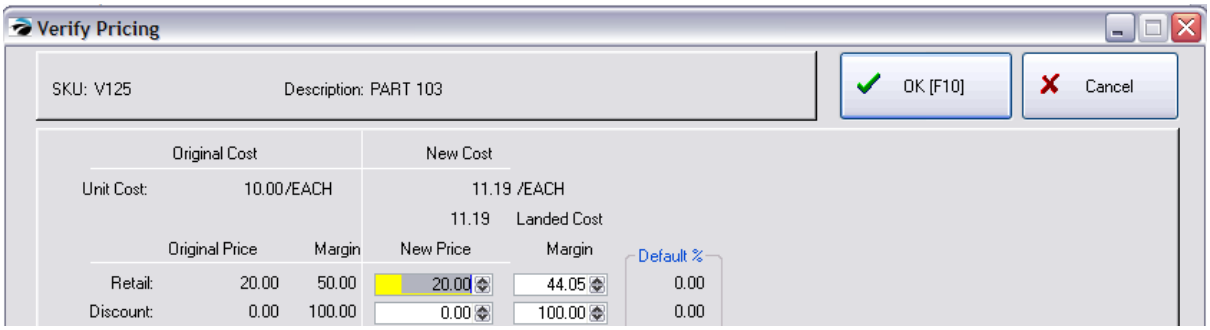
If you choose either YES or NO, your existing inventory on the shelf will always retain it's actual cost when it was originally purchased from the vendor, because the cost is captured separately in another database. Therefore your profits when those items are sold will be accurate.

Inquiries about Costs could be distorted.

If an employee simply looks at the details of the item, or if you are creating a quote for a customer, the profits are based on the value in the Last Cost field. If you choose NO then the old costs are used. If you choose YES, then the new costs are used so that you have a better idea of what your true profit will be when you have to order new products.

Escalated Selling Prices

If you choose YES, you will be given the option to adjust your selling prices so that you can maintain your original profit margin. If you change the selling prices, those selling prices become effective immediately, even for items already purchased at a lower cost, thereby yielding an immediate increase in profit.



see Verify Pricing 1617

Importing Price Changes

If the vendor can send you a comma or tab delimited file of the price changes, there is a method of

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importing the information and updating their inventory to the new prices rather quickly.

If the vendor is simply announcing a percent markup, you will need to create your own comma or tab delimited file.

Creating Your Own List

Your SKU is how you are tracking the item. The Vendor SKU is their catalog number. This Vendor SKU may or may not be the barcode on the item.

1) Go to Transactions: Vendors

2) Highlight the Vendor

3) Choose Vendor Inventory under the Actions group on the left.

4) This will open the list of all items you can purchase from this vendor.

5) Choose the Gold Arrow at the center of the screen. This will export this list to an Excel Spreadsheet. See Send To 1800.

6) Using tools in Excel, identify the items with a cost increase and calculate the new costs in a new cell for each inventory item. For example, you could create a formula to multiply the old cost by the new markup percentage to create the new cost.

7) Once you have completed the spreadsheet changes, save the file, not as an Excel workbook, but as a comma or tab delimited file, so that it can be imported as described in the following steps.

Using A Vendor File With Price Changes

Ideally, the vendor will, upon request, send you a comma or tab delimited file with the SKU, Description, and new Cost of each item. Otherwise, you can prepare your own import file. (see above)

This file can be imported into a temporary purchase order to update costs of the items.

5.4.26 Product Break Down

If you have purchased an assembled product and want to tear it down into basic components for resale or re-use, it can be done with a process using purchase orders.

Step 1

You must have the assembled product entered as an inventory item in POSitive. It will need a stock count which could have been updated from a purchase order from the vendor or a manually entered number using Verify/Adjust.

You should also create inventory items representing each component of the disassembled unit.

For example, the assembled product is a fluorescent light fixture, FLF001. When it is disassembled it

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will produce 1 ballast, 2 fluorescent lamps, 1 housing, etc.

You should create inventory items for Housing Unit, Ballast, 100 watt lamps, etc.

Step 2

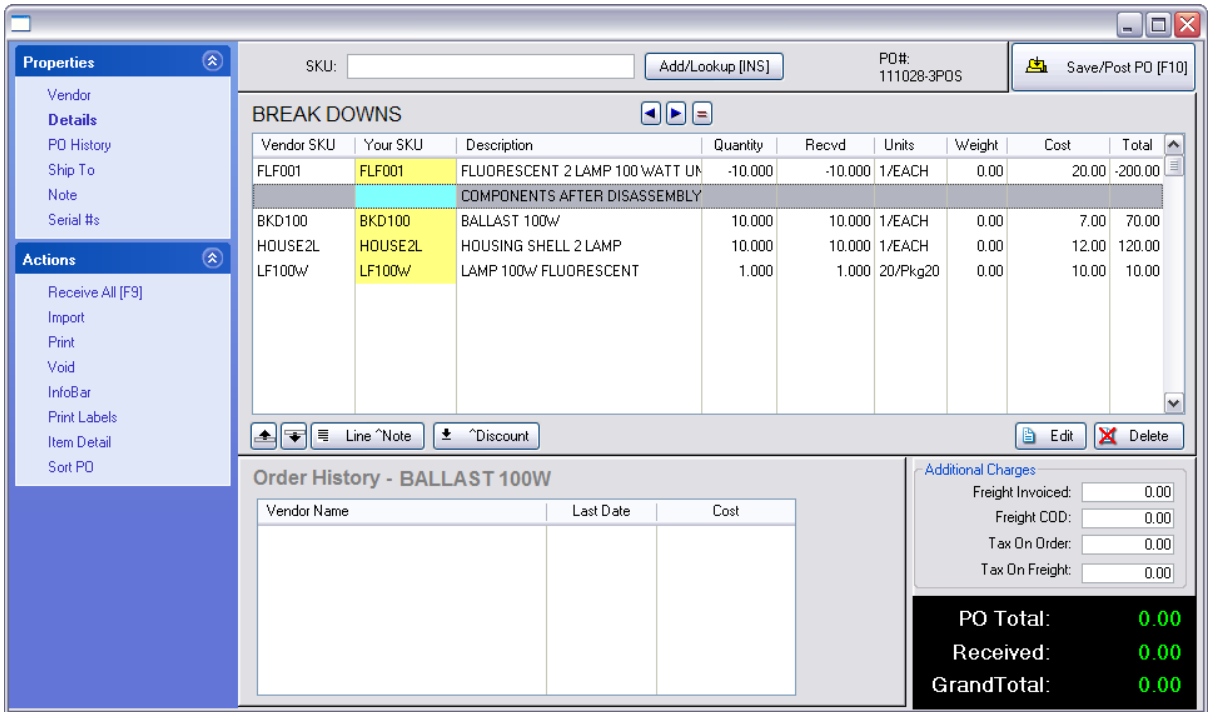
Create an "internal use" vendor called Break Downs. This vendor can have it's own unique GL Accounts.

Create a purchase order for the Break Downs vendor.

Add the assembled product to the purchase order with a negative quantity value. For example, if you have 10 assembled products to be dismantled, enter -10 quantity of the item FLF001.

Then add the disassembled components such as Ballast qty 10, Housing Unit, qty 10, and 100 Watt Lamp as qty 20.

You can adjust costs of items to bring the total purchase order to $ 0.00



Step 3

Choose to receive the purchase order.

The result will be that the stock count of the assembled product will be reduced by 10. The stock counts of the components will be increased by 10, 10, and 20 respectively.

Step 4

Because these are separate components with stock counts of their own, you could sell them individually as is, or use them to create your own new product using the Kit function of POSitive.

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5.5 Purchasing

An important part of your business is buying inventory from your vendors. POSitive has a comprehensive process for determining what needs to be ordered, placing the order with your vendor(s), and receiving the purchase orders into inventory. In addition, there are tools for handling Accounts Payable for vendors who provide products and for those who provide services only.

Benefits

POSitive can and should manage your purchases from your vendors to give you better inventory control. By using POSitive purchase orders, you will be assured of accurate stock counts, purchase histories, and profitability reports.

Whether you have a handful of vendors or hundreds, POSitive offers several time saving features.

- Your SKU = Vendor SKU - You can use the same SKU as one of your vendors uses.
- Multiple Vendors - Each inventory item can be purchased from more than one vendor. You can choose which vendor to buy from while preparing purchase orders.
- Primary Vendor - even if you designate one vendor to be primary, you can still order from other vendors
- Vendor Comparison - If an item can be purchased from more than one vendor, you can compare pricing.
- Alternate SKUs - You may assign more than one SKU to an inventory item to make lookups easier.
- Quick Returns - entering a negative quantity into the purchase order will reduce your stock counts. This creates a paper trail of deleted inventory.
- Landed Costs - freight charges can be capitalized into the cost of each item on the purchase order (see Landed Cost Setup 1573)

When Not To Use A Purchase Order

There are times when you might not want to use a purchase order.

- Initial Stock Counts - When you first begin using POSitive, rather than trying to re-create old purchase orders, you can manually set current stock counts. However, some users recommend the use generic purchase orders even for these items because they are able to capture more tracking information. For example, Sales By Vendor reports will then be accurate from the beginning.
- Manufactured Items - If you are your own vendor, creating your own end products, then you may choose not to use purchase orders.
- One Of A Kind Items - If you are selling antiques or other one of a kind items it may not be practical to record your sources except on an "internal note."

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The Recommended Way To Handle Purchase Orders

There is a logical progression for doing purchase orders, but you may start in the middle or jump right to the end. The complete cycle consists of the following steps:

A) Prepare an Order List (Order List Management)

The Order List 1576 itemizes all inventory items needing to be ordered. You can manually add items to this list, or they can appear automatically based on minimum stock counts and special orders by customers.

B) Post from the Order List

Choose which items in the list will be ordered at a given time. You tag and post them to purchase orders for individual vendors.

C) Place the Purchase Order (Purchase Orders)

Items from the order list are not actually ordered until you contact the vendor and place the purchase order with the vendor. Before placing the order you can review product availability, current costs, and even add new products to the PO.

D) Receive the Purchase Order

When the items finally arrive from the vendor, you receive the purchase order. This automatically updates your stock counts, notifies you that customers waiting for these products can be called, and prepares pricing labels to be printed for the items just received.

Creating Purchase Orders from Inventory Center

You also have the option of creating a Purchase Order directly from the Inventory Center. Click here to watch our video.

Getting Started With Purchase Orders

Before you begin to use POSitive purchase orders:

- Consider your options in System Setup: Purchase Order Defaults. This can warn you when costs have changed and alert you when items received are fulfilling customer orders.
- Create Vendors in POSitive in advance, however, this can be done on the fly.
- Define categories to prompt for a vendor or automatically select a vendor when an inventory item is created.
- Update the Vendor Inventory List so that your inventory items are linked to the vendor(s).
- Consider importing vendor inventory lists and allowing POSitive to link your inventory to the vendor inventory.

Special Help: If you need to track a Duty Tax on Purchase Orders contact POSitive support for more information.

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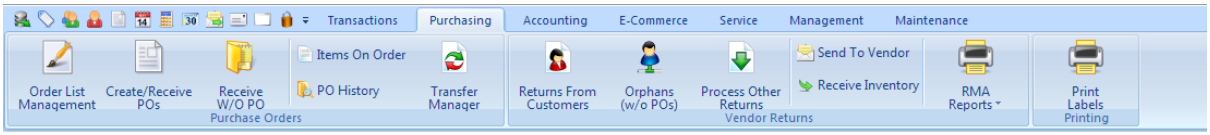
Use The Tools of the Purchasing Master Menu



Order List Management

This opens the Order List. This list includes items which are

- below minimum stock levels,
- special orders for customers, and
- manually added items in anticipation of an upcoming sale event.
  You tag items to be ordered from vendors now and POSitive generates purchase orders for each vendor. You could have a choice to create new purchase orders or append the items to existing purchase orders still waiting to be placed with the vendor.

Purchase Orders

Purchase orders in development are created and retained here in the Purchase Order Center. You have easy access to

- **POs To Place**

Purchase orders listed here are those which are still being created; the order has not yet been sent to the vendor. You may edit these POs until you are ready to submit them to your vendors. When you finally place the PO, it will be removed from this section and transferred to the "POs To Receive" list.

- **POs To Receive**

Purchase orders listed here are those which have been sent to the vendor either by e-mail, fax, phone call, or special transmittal and you are waiting for product to arrive.

Receive Without PO

Choose "Receive Without PO" whenever you are about to accept delivery of inventory without having prepared a purchase order in advance. This is a common occurrence in many businesses.

You will be creating and receiving a purchase order all at the same time, thereby saving some steps as listed above.

Research Tools

Items On Order - The status of inventory currently on purchase orders yet to be placed or received. (see Items On Order 1634)

PO History - displays all vendors and all purchase orders (see PO History By Vendor 1645)

Print Labels - (far left) to print Inventory pricing labels on demand. (see Inventory Labels 1369)

RMA (Vendor Returns)

Not a Feature of PFR

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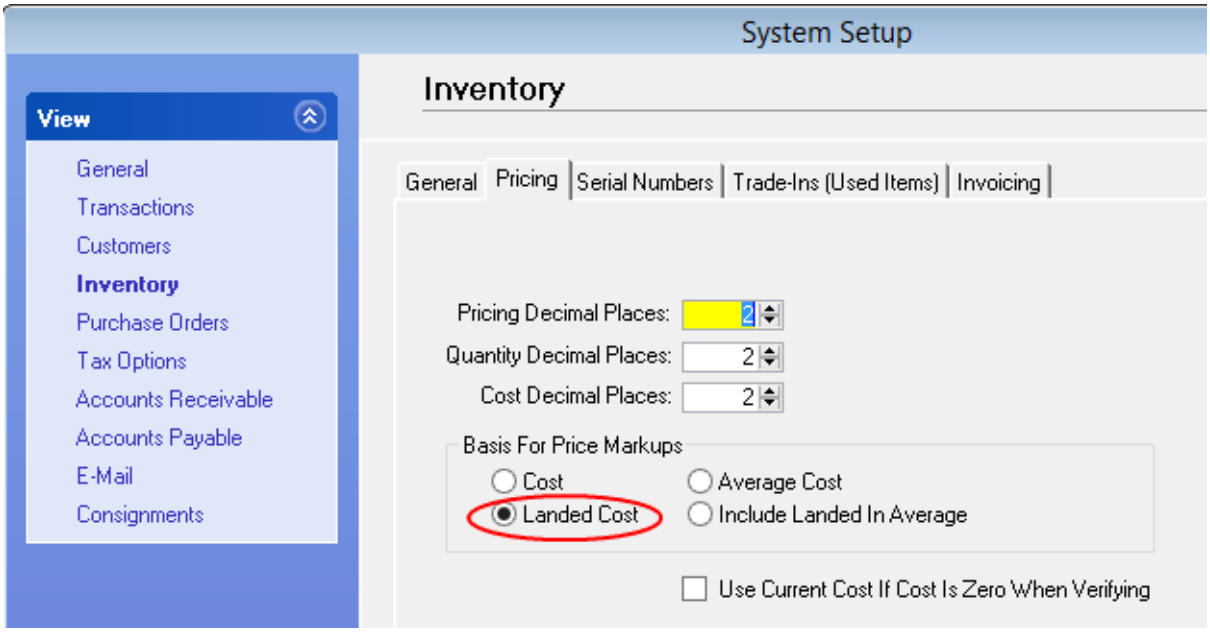
RMA stands for Return Merchandise Authorization. There are some vendors who allow you to return products to them for repair, replacement, or credit. RMAs are frequently done in batches to save time and money. POSitive can automate the procedures involved. Contact POSitive support for more information.

5.5.1 Landed Cost Setup

Setup

To track the Landed Cost of an inventory item, you must first activate three options in System Setup and GL Setup.

1) Go to **System Setup: Inventory**: Pricing tab and choose "Landed Cost" under "Basis For Price Markups"



2) Go to **System Setup: Purchase Orders** and choose the method for applying freight charges to the items on the PO. Note: this setting will be used automatically, but while reviewing the PO Summary screen, last minute changes can be made.

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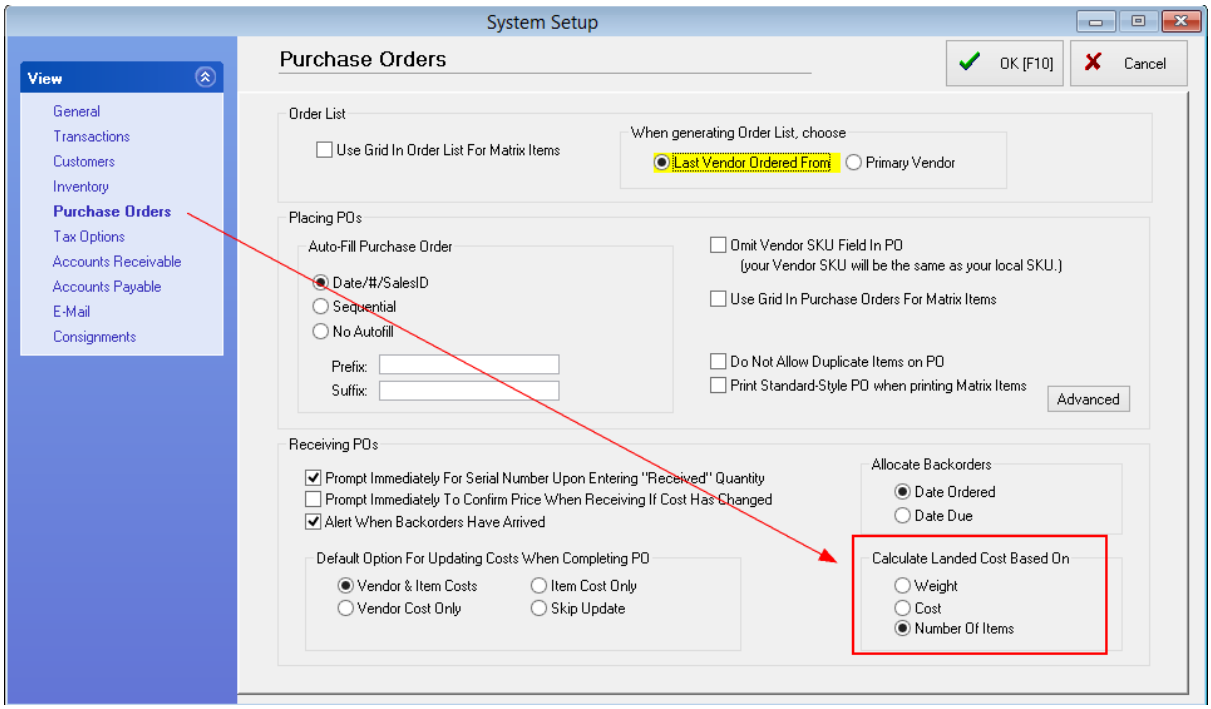
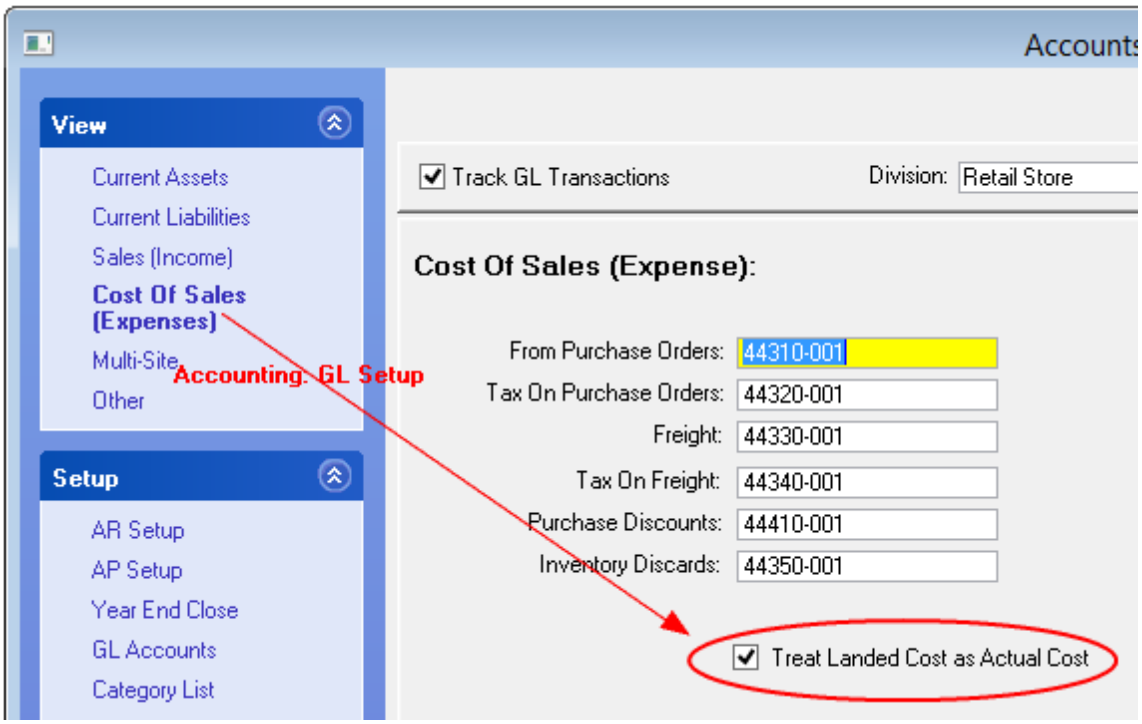


3) Go to **Accounting: GL Setup**: Cost of Sales (Expenses) and checkmark "Treat Landed Cost as Actual Cost"



Application

1) Before receiving a purchase order, fill in the Freight and/or Freight COD fields of a purchase order.

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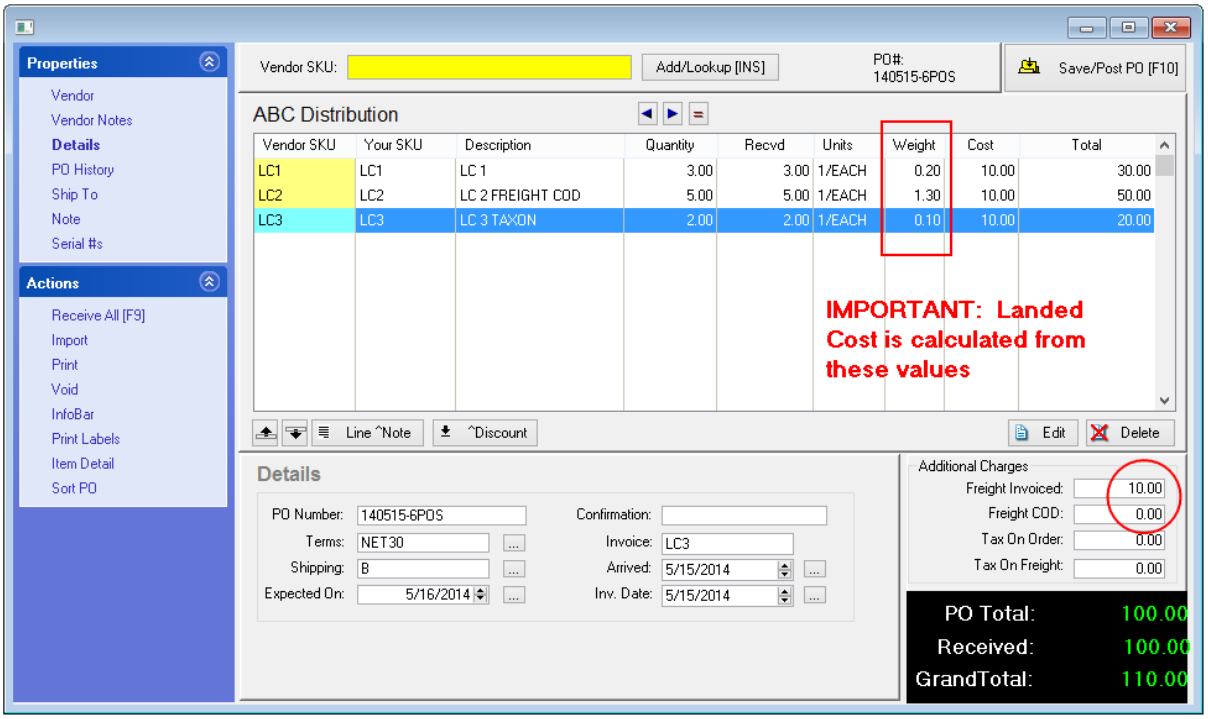
These values **must be filled in** before the purchase order is received. That may mean that you must wait until the vendor sends the final invoice before receiving the purchase order because freight charges added after the PO has been received will not update the landed costs of the items on the PO.



2) When receiving a purchase order, pause at the Receive PO Summary screen and review the Landed Cost settings.

POSitive will take the Freight value ($10.00) and distribute it per 1) **Weight** or 2) **Cost** or 3) **Number of Items** being received.

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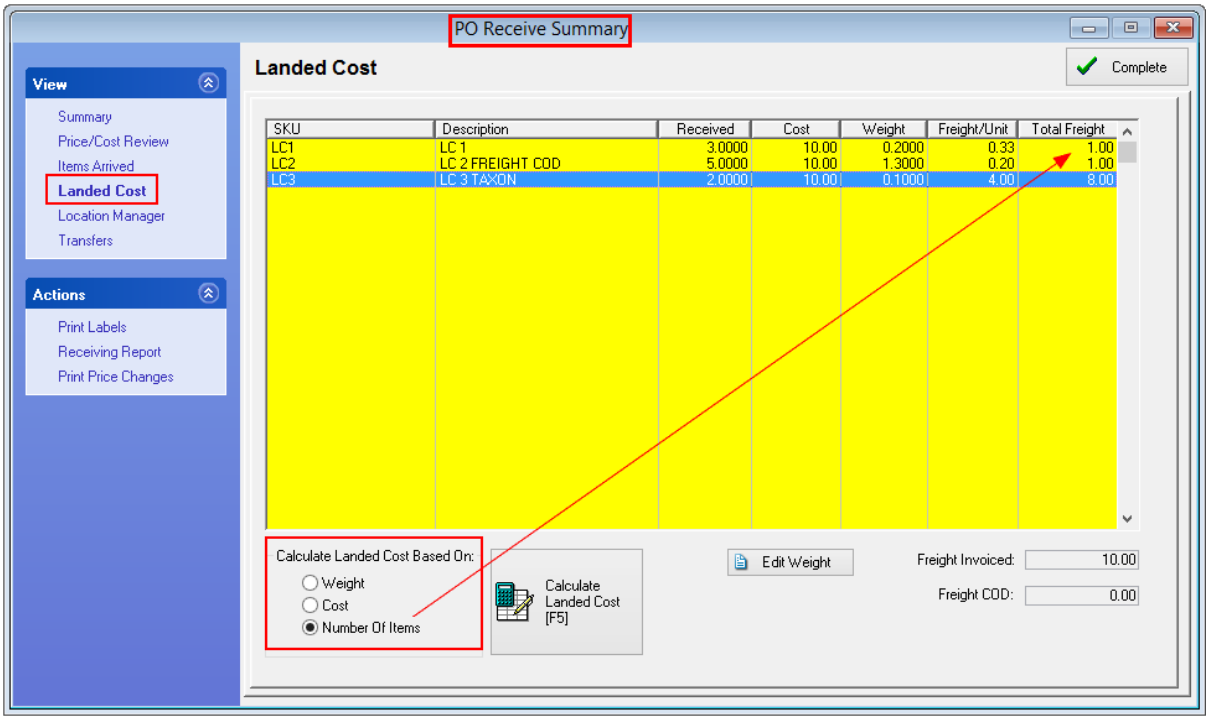

Manual Adjustments

The Edit Weight button allows you to manipulate the weight of an item so that the item carries more of the freight charges.

5.5.2 Order List

Begin at the Purchasing Master Menu by selecting "Order List Maintenance"

Unposted Inventory

If you have created new inventory while preparing a customer order or invoice, those items are considered unposted items and need to be edited. (see Edit Unposted Inventory Items 1558)

Order List Options - Update

Whenever you open the Order List, you will be prompted to update the Order List.

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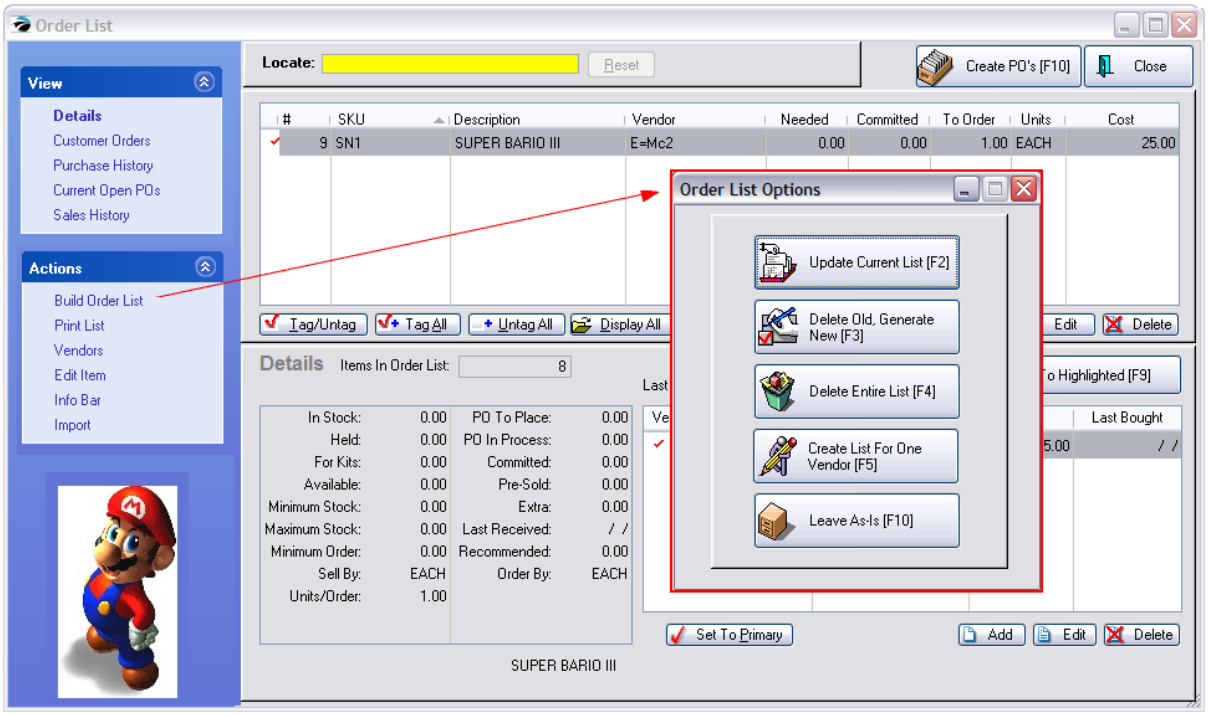

Select an Order List Option

- **Update Current List [F2]** - The items on the list will be retained and additions made as necessary. This is a safe method for making the list current because you will not lose items which were manually entered.
- **Delete Old, Generate New [**F3] - The items on the list will be erased and an entirely new list will be generated. WARNING: You will lose any items added manually to the list.
- **Delete Entire List [F4]** - The items on the list will be erased. You can manually add items to the list without being distracted by other items to be ordered.
- **Create List For One Vendor [F5]** - This will allow you to compile a list of items needed from one particular vendor. All items needing to be ordered which this vendor carries will be added to the list even if the item has a different vendor assigned as the primary vendor.
- **Leave As Is [F10]** - Makes no changes to the current list.

The **Build Order List** option under Actions on the left allows you to access this Options screen again as needed.

5.5.2.1 Using The Order List Menu

The Order List is a listing of inventory needing to be ordered. This list includes items which:

- have dropped below minimum stock levels, (an inventory item setting greater than 0)
- are special orders for customers, (most likely on pending orders or layaways)
- have been "pre-sold" (was not in stock but clerk answered "It's Here")

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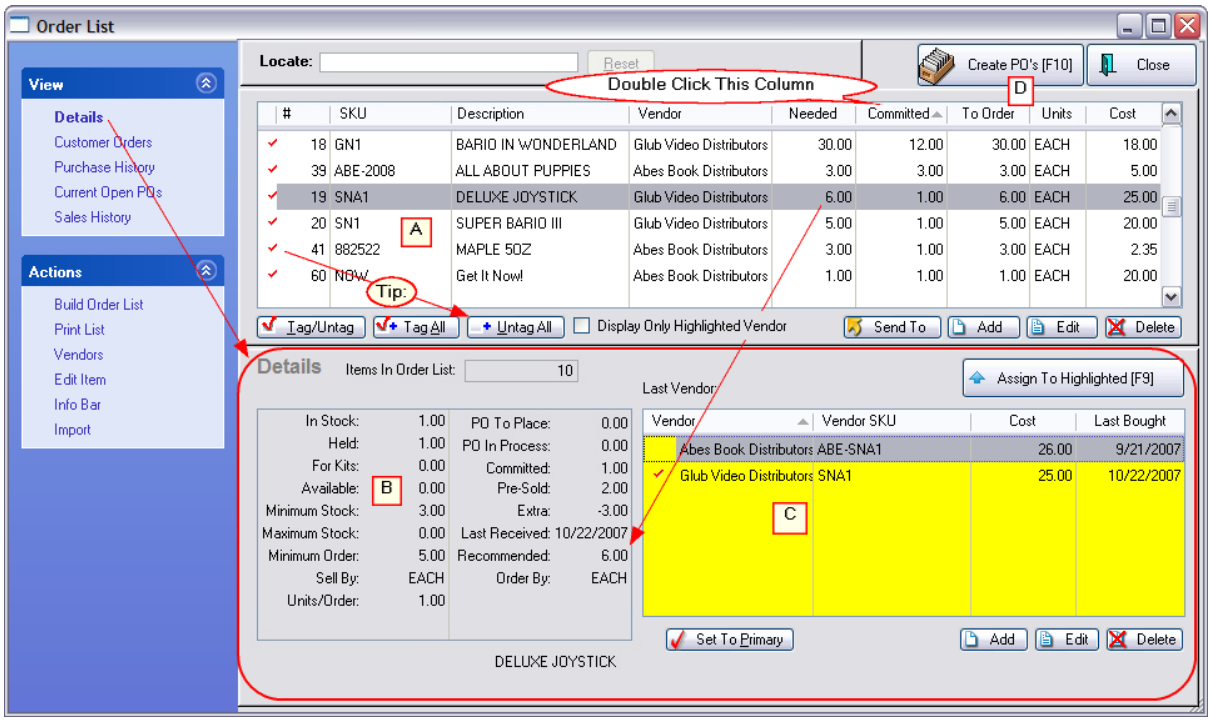
- have been manually added (in preparation for a sale or anticipated need).

Tag Items To Be Ordered.

(A) Every item is TAGGED automatically for reorder.

(Tip:) If you wish to be more selective, choose the Untag All button.



What To Order

First, you should double click on the **Committed** column so that non-zero items are listed at the top. These items are on pending customer transactions and are usually priority items to be ordered.

To help you further in your determination of what to order at this time, you have various views as listed on the left.

Details

(B) Current stock count and stock status of the highlighted item is readily visible.

In Stock:	current count on the shelf
Held:	number on the shelf reserved for customer orders
For Kits	number on the shelf reserved for kits being assembled
Available:	SUM total of uncommitted items which can be sold to new customers
Minimum Stock	number of items to be on the shelf at all times (see Glossary 1880)
Maximum Stock:	maximum number of items on the shelf (see Glossary 1880)

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Minimum Order:	imposed stipulation of a minimum order (see Glossary 1880)
Sell By	the package type when sold
Units/Order	number of selling units in the Order By package type from vendor (see Glossary 1880)
PO To Place	number currently on purchase orders yet to be sent to vendors
PO In Process	number currently on purchase orders waiting to be received
Committed:	number on incoming purchase orders which are reserved for customers (see Glossary 1880)
Pre-Sold:	number of units sold out of an unprocessed purchase order (see Glossary 1880)
Extra:	SUM total of uncommitted items on pending purchase orders
Last Received	date this product was last received from vendor purchase order
Recommended	**the SUM quantity to be ordered based upon above counts**
Order By	the package type from the vendor

Vendors For This Item

(C) A listing of vendors carrying the item shows the last purchase date and cost. You may add a vendor if desired. Normally the "Primary Vendor" will be chosen automatically. The **"Select [F9]"** button at the top of the list will update the Vendor Name field from whom the item will be ordered this time.

Customer Orders

A listing of pending customer orders for the item. You may review a customer order by choosing the View Order button. This is especially important when you are viewing the Committed column.

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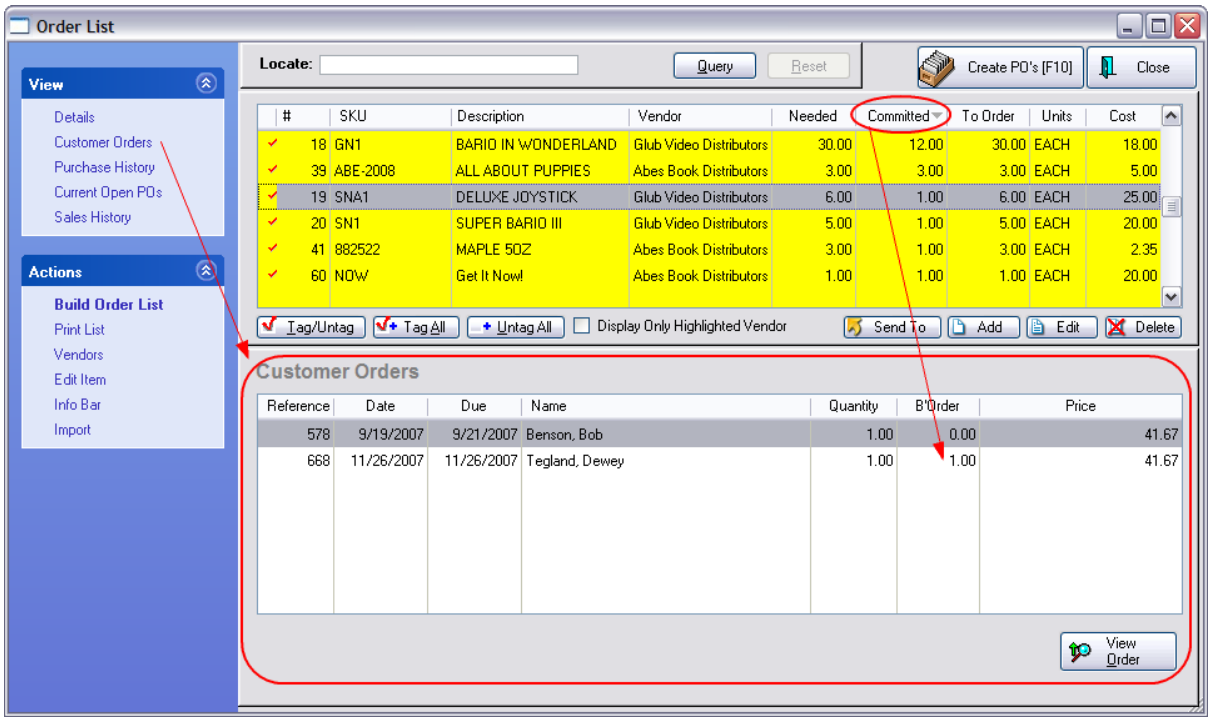
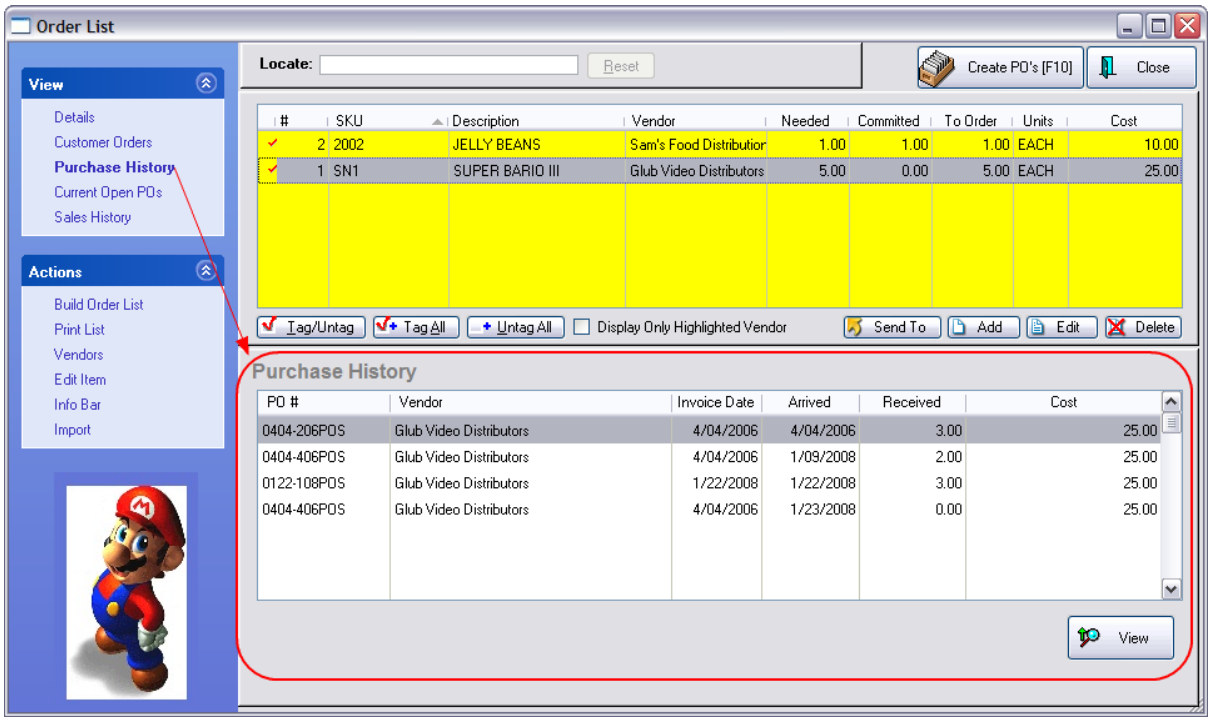


Purchase History

Review past purchases of the item. Choose View to see the full purchase order.



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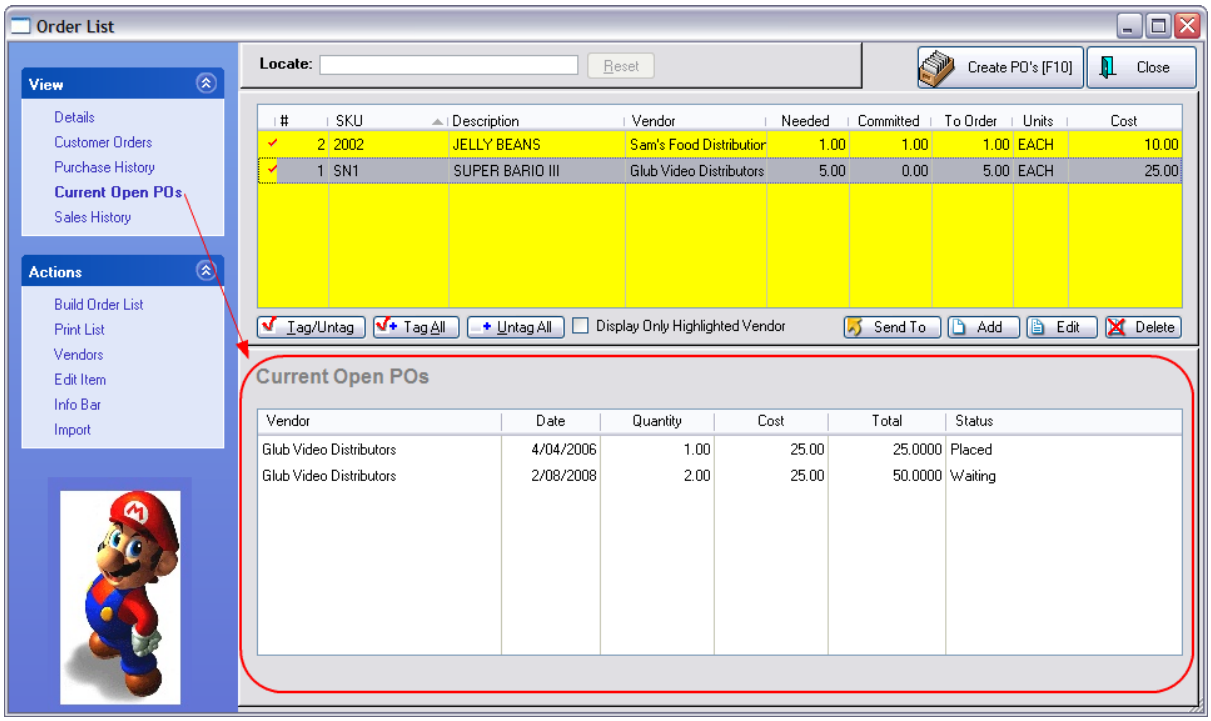
Current Open POs

If the highlighted inventory item is already being ordered from any vendor, you can see the status and quantity ordered.

Placed = To Be Placed; the vendor has not been called

Waiting = To Be Received; just waiting for shipment to arrive



Sales History

Graphically displays how well an item is selling, thereby showing trends.

The Detail 1764 button shows Sales History Charts for multiple years, documenting the totals in the graph in terms of revenues, profits, and units sold.

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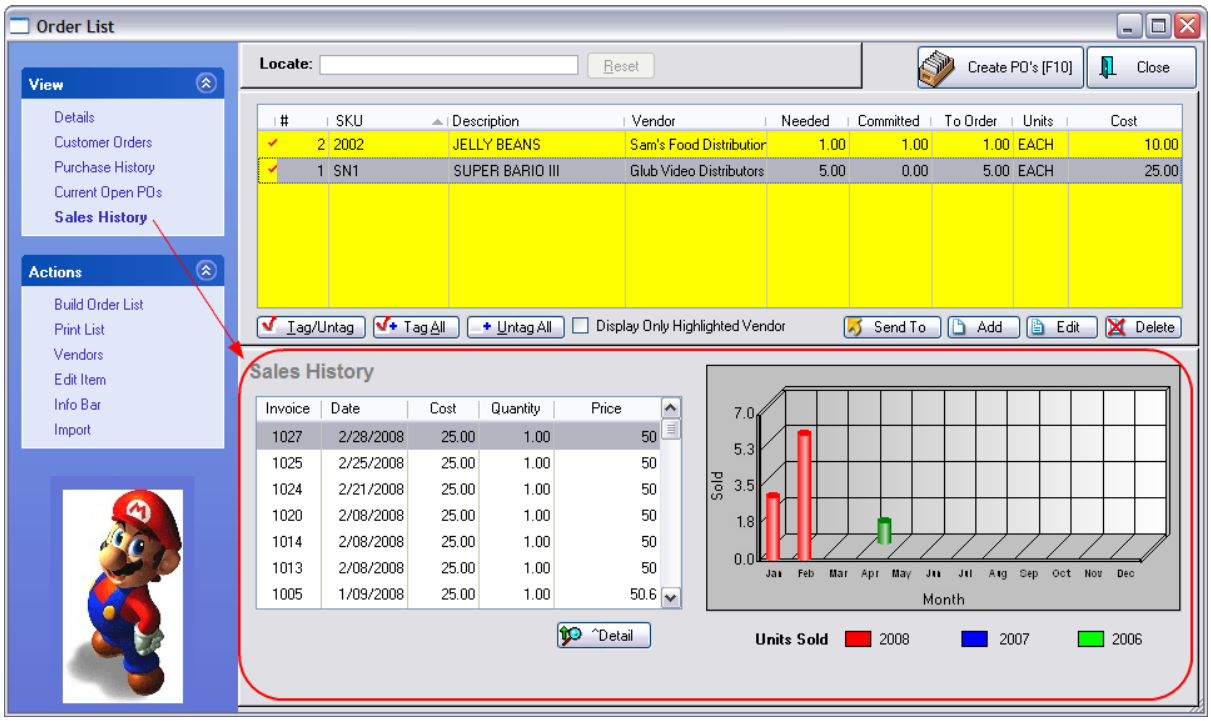

Create Purchase Orders

(D) When all items to be ordered have been tagged, select the **"Create PO's [F10]"** button at the top right. The items will be removed from this list and become part of purchase orders for the specified vendors. Depending upon various circumstances, you may encounter some additional prompts.

Ready To Proceed?

You will be prompted that you are about to create purchase orders.

"This procedure will take all items you have tagged and convert them into Purchase Orders. Tagged items must have a Vendor chosen and the quantity to order must be greater than zero. Are you ready to proceed? Yes. No."

NOTE: See below if you encounter some additional prompts.

POs Created

Once the PO has been created you may choose to immediately edit the PO. Or you may close this screen and edit the purchase orders later. They will be available in the Purchase Order Center for editing and processing.

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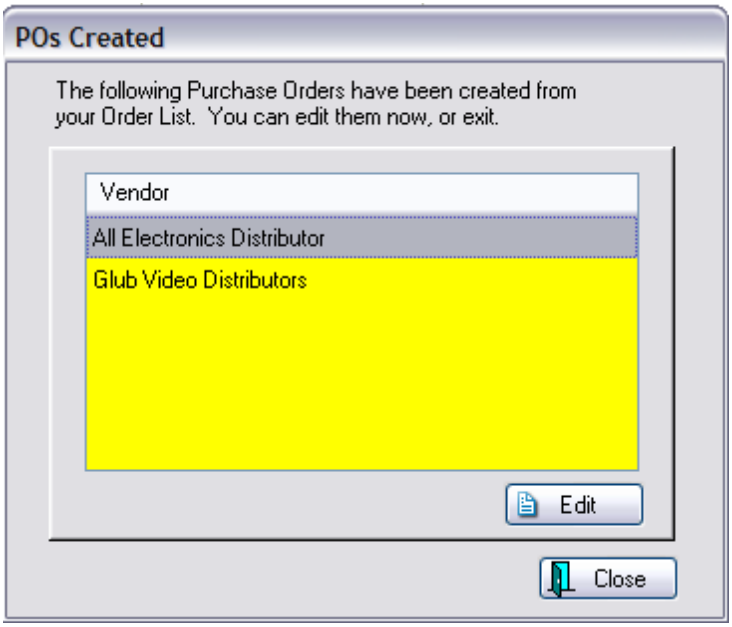

POSitive Alert - Open PO From the Vendor

"There is 1 open PO from the vendor: {vendor name} that the item {inventory item description} can be added to. You can choose an existing PO to add this item to, or you can create a new Purchase Order for this item."

- **Existing** - The item will be automatically appended to the open purchase order.

If you are prompted that there are 2 or more open POs from the vendor, and you choose Existing, you will be taken to the Add Item To Purchase Order 1585 window to manually select which open PO the item should be applied to.

- **Create New** - The item will be added to a new purchase order for the vendor.

POSitive Alert - All Vendor Items To This PO

"Would you like to assign all items in your Order List for this Vendor to the selected PO? Yes. No."

- **Yes** - All items in the order list from this vendor will be placed on the designated PO.
- **No** - You will be prompted for the next item as to whether it should also be on the designated PO.

ACTION

Build Order List - To update the list using various options (see Order List 1576)

Print List - Printout of all items in this current Order List. Once the Order List is generated, you can choose to Print the list in various ways. Sorted by SKU, Description Vendor, Committed, or Location. And also Print locations of items and group items by location (see Order List Report 826)

Vendors - Opens the list of all vendors (see Vendor Center 594)

Edit Item - Opens the inventory item record for making changes as needed. (see Edit Inventory 464)

Info Bar - a consolidated tool that floats on screen and updates as an inventory item is highlighted see

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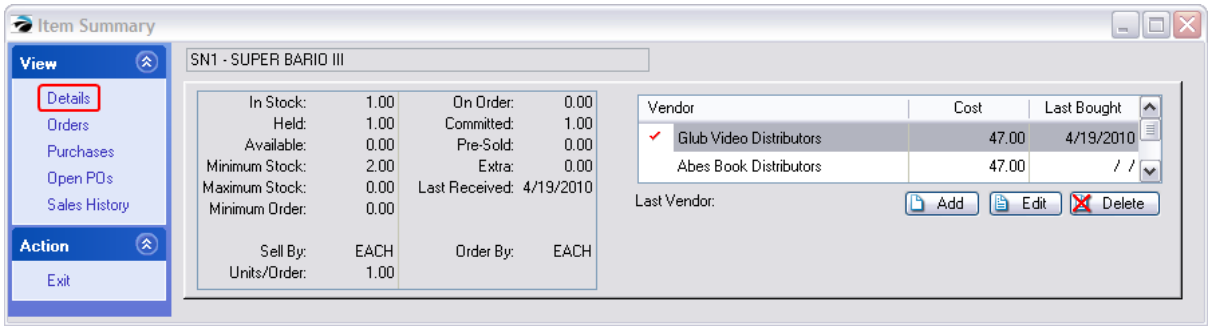
Item Summary (see 1355)

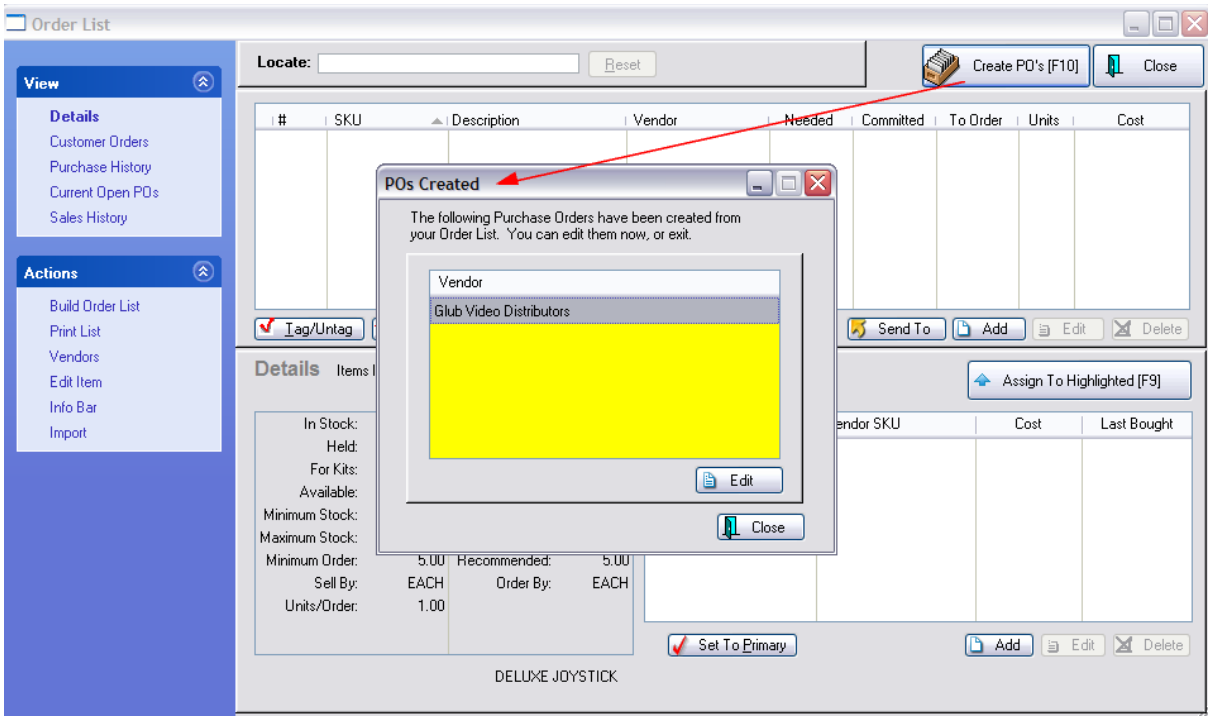


Import - A tool for updating the Order list. This is a very fast method of adding products if you know the SKUs. It can utilize a portable scanner or a comma delimited text file. (see Order List Import (see 1594))

5.5.3 PO's Created

From the Prepare Order List, you tag items to be placed on purchase orders.

You will be notified that the purchase order(s) have been created and you can choose to immediate edit the PO or to close the screen and edit the PO at another time.



Edit - the purchase order will open with the item on it.

You can then add more items to the PO or not. You can save the PO or continue to process the PO by

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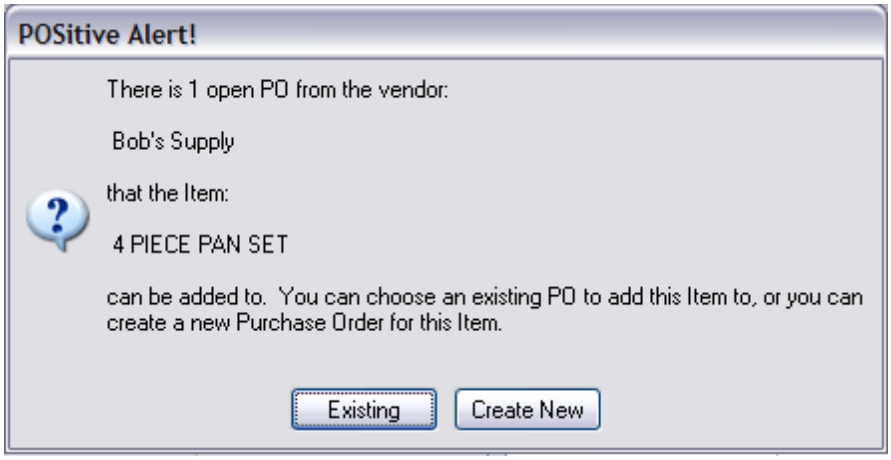
contacting the vendor and then waiting for the product to come in.

Close - the PO will be in the Place PO's section.

More items can be added before processing the PO.

5.5.4 Add Item To Purchase Order

This screen appears when an item in the Order List is to be placed on a purchase order and POSitive recognizes that there are open purchase orders for the item's vendor.



Create New - You may choose to create a new purchase order for the item(s). This keeps these items separate from other purchase orders for the same vendor.

Existing - You may choose to add them to an existing PO to consolidate your order and perhaps reduce your freight charges.

If you choose Existing, a listing of pending purchase orders for the vendor will be displayed. Select the PO you want to use. Note: the print button allows you to print to screen so you can review the existing PO before selecting it.

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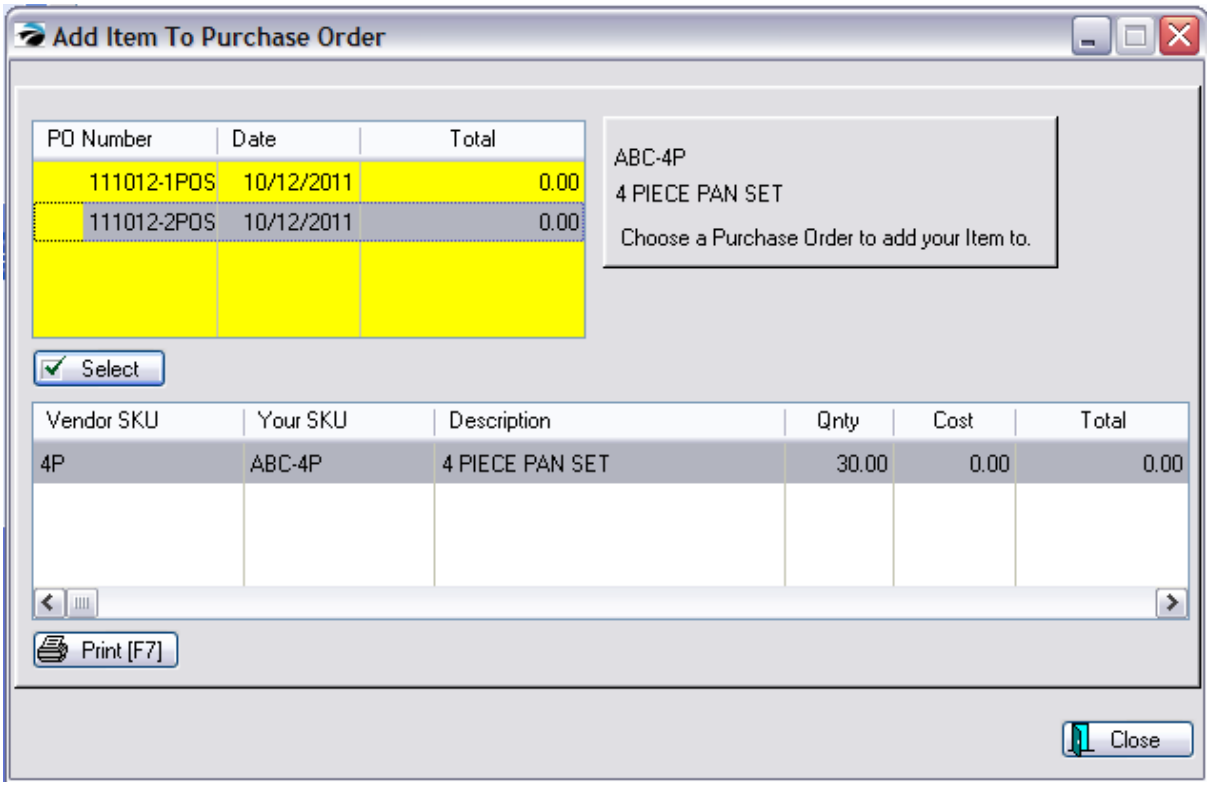

If you were creating a PO for more than one item for the vendor, you will be prompted to confirm that they all be assigned to the same PO.

If you choose No, then you will be asked how to handle each remaining item.

You now have two choices.

- **Edit** opens the PO for the highlighted vendor. This PO can be edited and saved for later, or processed and it becomes a PO in the Receive PO list.
- **Close** - simply exits this window. Editing and processing of the PO is then done normally.

5.5.5 Purchase Order Center

The Purchase Order Center (Create/Receive PO's) lists all purchase orders for all vendors. These purchase orders were created either through the use of the Order List or by choosing "New PO" to create purchase orders while on this screen.

The Basic Layout

(A) Purchase Order Header - shows the name of the vendor, the PO number, dates created and expected, and the estimated total amount.

(B) Shows the specific inventory items on the highlighted purchase order. Use the InfoBar 626 for sales information about these items.

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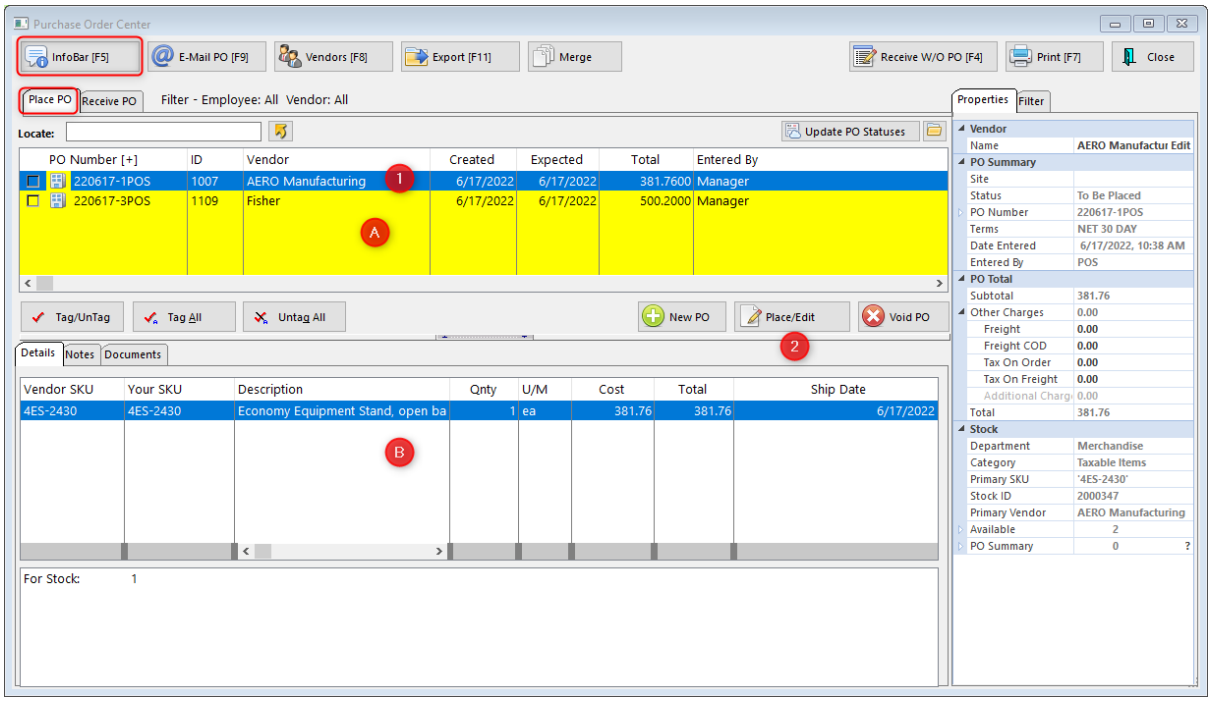
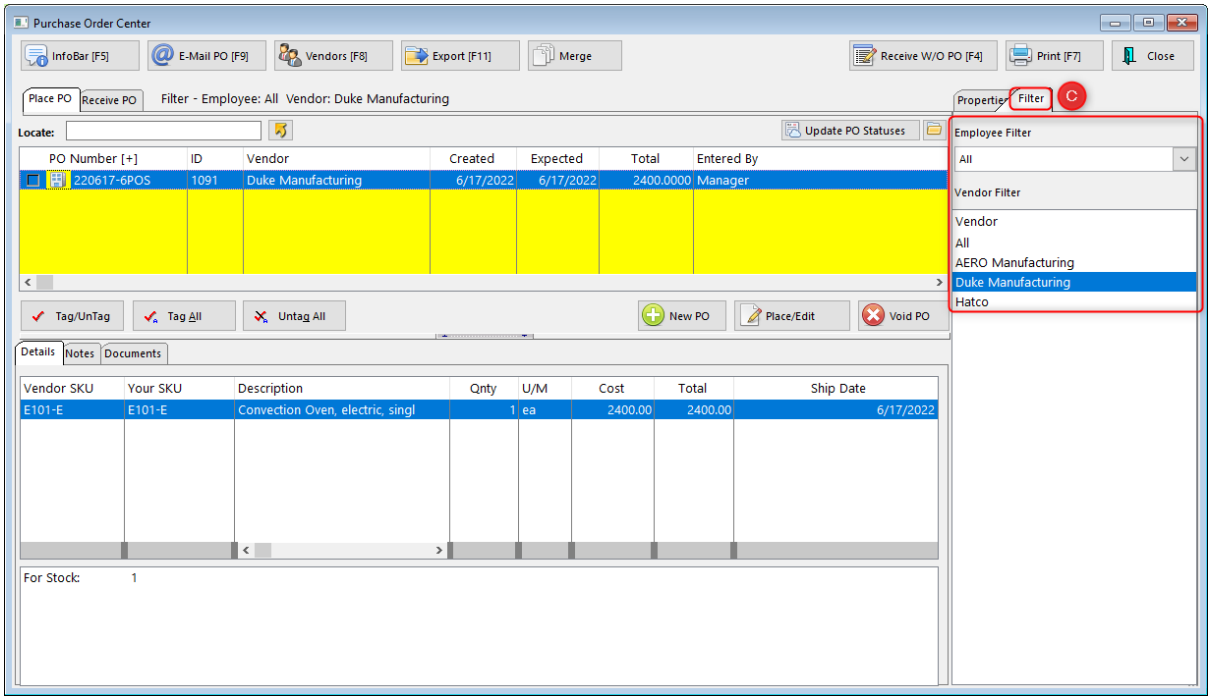


(C) Lists the vendors with purchase orders. Highlighting a specifc vendor will show only purchase orders for that vendor in the A section.



Two Types of Purchase Orders

All purchase orders have been grouped based upon the status of the purchase order and by vendor name.

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POs To Place - they have been created, but the vendor has not been notified.

POs To Receive - they are nearly complete, just waiting for the shipment from the vendor to arrive.

POs To Place

Purchase orders listed here are those which are still being created; the order has not yet been sent to the vendor. You may edit these POs until you are ready to submit them to your vendors.

(1) Highlight the PO to be edited.

(2) Choose the **Place/Edit** button.

(Note: **New PO** button will create a new purchase order without generating one from the Order List.)

While editing the Purchase Order you may add new products, contact the vendor, and make adjustments to existing inventory item. (see Place PO Screen 1590)

When you are finished editing and finally ready to submit (place) the PO, it will be removed from this section and transferred to the "POs To Receive" list.

POs To Receive

Purchase orders listed here are waiting for product to arrive. The vendor has already been notified either by e-mail, fax, phone call, or special transmittal.

(A) If you are receiving a saved PO select the Receive PO tab.

(B) If you have received a shipment and a purchase order does not already exist, choose the **Receive W/O PO** option. This will create and process the PO all at once..

(C) Filter saved PO's by Vendor.

(1) Highlight the PO to be edited. Use the Vendor Filter if necessary.

(2) Choose the **Receive/Edit** button. (See Receive/Edit PO 1602)

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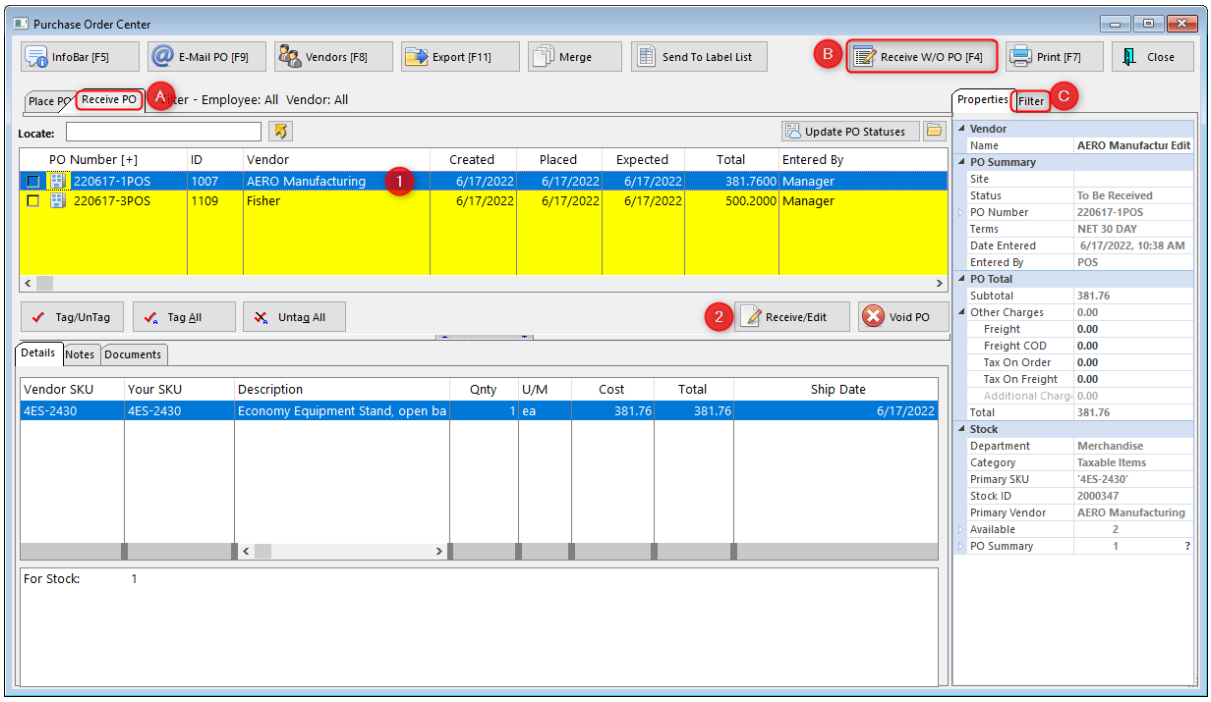

ADDITIONAL OPTIONS

Locate - find a specific purchase order based upon the the search information. First, select the column for sorting. Then type the search information and press Enter or Ctrl-Enter.

Send To (Gold Arrow) - exports the inventory line items of the highlighted purchase order to an Excel spreadsheet or some other file type.

Receive/Edit - make changes to the highlighted Purchase Order and receive products to stock.

Void PO - erases the purchase order, items on the order can optionally be sent to the Order List for re-ordering.

Close - closes this screen

E-Mail PO - This will copy the contents of the highlighted PO into an e-mail message addressed to the vendor. There are various layouts for e-mailed purchase orders which are defined by going to Maintenance: System Setup: E-Mail.

Export - create a comma delimited file of the contents of the PO to be sent directly to the vendor

Print - Prints a copy of the PO which can then be faxed to the vendor.

Vendors - Opens the Vendor List for review or editing of vendor information (see Vendor Center 594)

Send To Label List - Places all items on the purchase order in the Label printing queue. (see Labels List 1369)

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Details - The bottom section lists each inventory item on the purchase order.

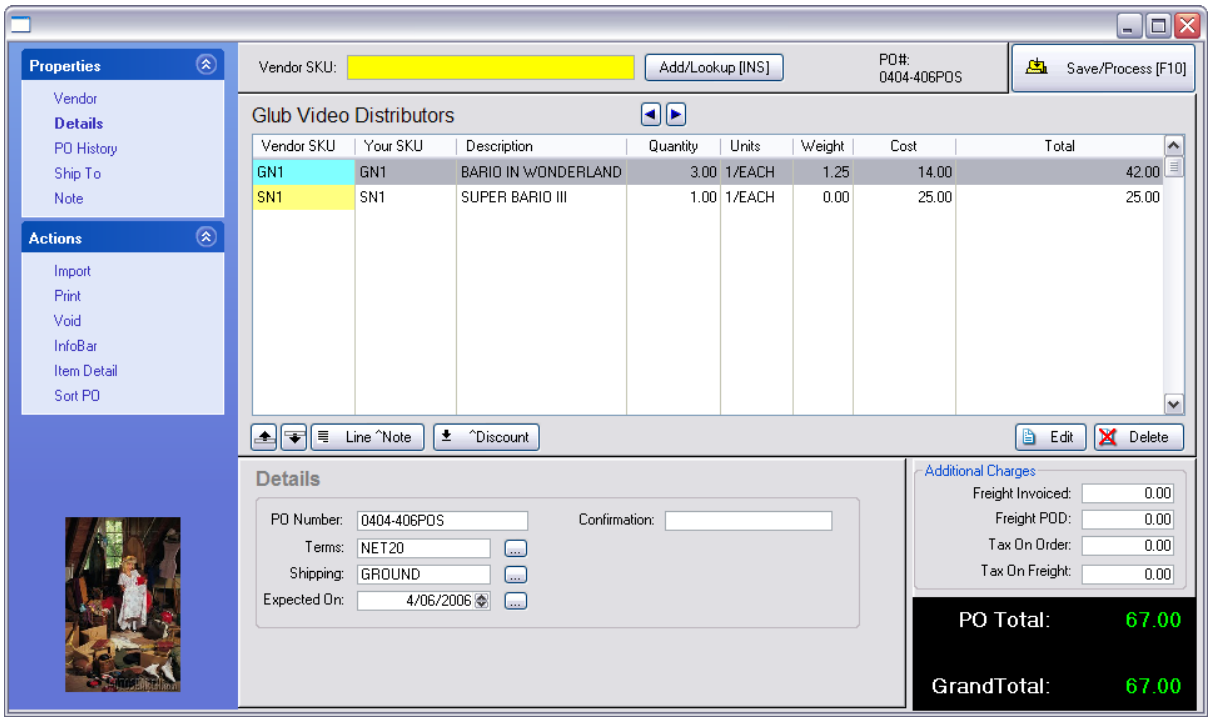
Notes - Add notes to specific PO's.

Documents - Creates and/or accesses documents linked to this purchase order. (see Document Manager[1215])

5.5.5.1 Place PO Screen

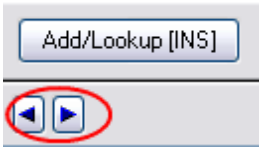
The primary purpose of the purchase order screen is to list inventory items being ordered.

For your convenience there are several options for control and review of the elements of the PO. For example, you may modify vendor information or add notes about the vendor. As you select items to order you may compare current prices with previous purchases. You may modify the PO number, vendor terms, and designate drop shipping or alternate ship to addresses. Special instructions can be added to the PO using line notes or general PO notes.



How To Add An Item To The Purchase Order

Vendor SKU or Your SKU



The title Vendor SKU prompts you to enter the known vendor SKU.

Alternately, choose the Forward Arrow, and the title "Your SKU" prompts you to enter your SKU.

If your entry is not recognized you will be prompted to Create or Lookup the item.

If the SKU is recognized, you will be prompted for a Quantity to order and the ability to change the vendor cost of the item.

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Add/Lookup [INS]	Opens the Locate Vendor Item screen. (see Locate Vendor Item 1591) First, select the column to be sorted by clicking on the column. Second, begin typing search characters. (You do not have to click into the Locate field.) Press **Enter** - will find the first item beginning with the search characters Press **CTRL-Enter** - will find all items with the search characters somewhere in the field. When found, choose the SELECT button at the top of the screen.
Edit	The Edit button at right center allows you to change a line item on the purchase order.
Delete	Removes a line item from the PO. You may be prompted to place the item back onto the Order List for later purchases.

Save/Process [F10]

When you have finished entering all items to be ordered and you have contacted the vendor to confirm availability and pricing, you may process the purchase order now or save it for later.

- **Process Now**. When you are preparing the order, this option allows you to send it into the Receive PO list. It assumes that you are ready to notify the vendor of what you want to order. Notification can be done by e-mail, fax, mail, or phone.
- **Save For Later** - If there are still corrections or additions to be made to this PO, Save For Later will make it accessible either from Place PO or from Receive PO listings..

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.

Options On the Purchase Order

There are several "Properties" and "Actions" available when editing a Purchase Order which varies slightly when the Purchase Order is in the "To Be Placed" or "To Be Received" mode. Also learn about the use of Line Note and Discounts. (see Tools On The PO 1599)

5.5.5.1.1 Locate Vendor Item

While working with a purchase order, you simply enter the Vendor SKU or Your SKU into the top field to add products to the purchase order. In the event you need to search for an inventory item or add a "new" vendor product, clicking on the "Add/Locate [INS]" button at top center will open this Locate Vendor Item

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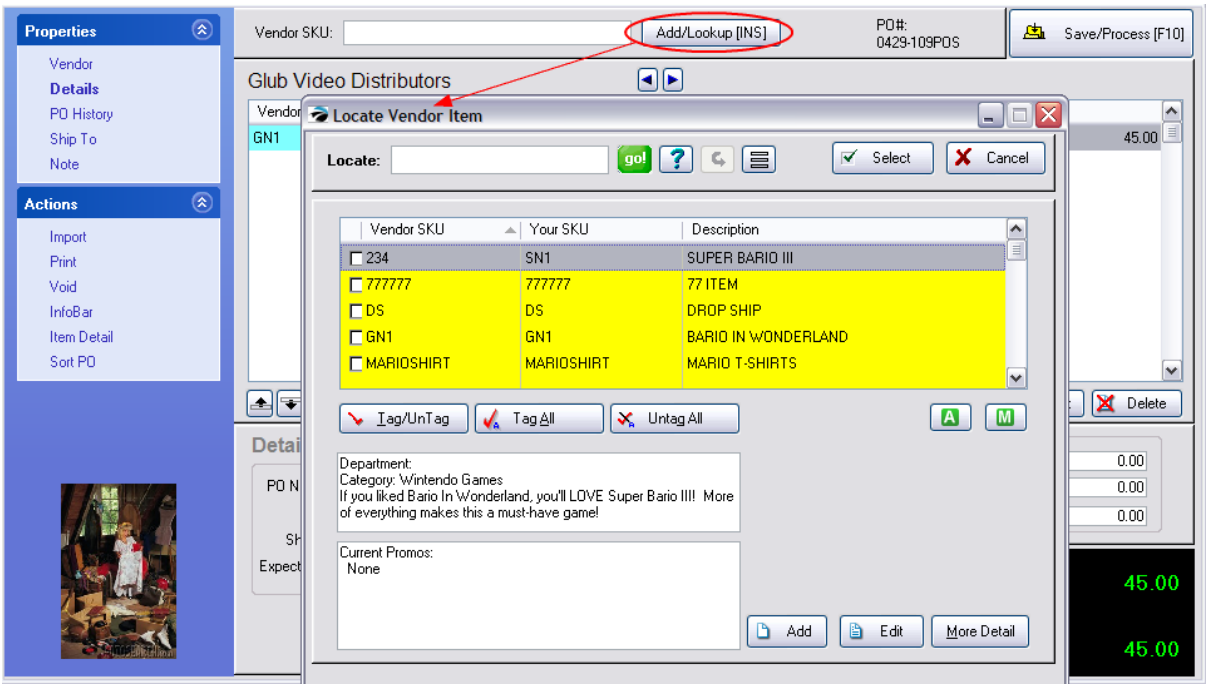
screen.

This is a "filtered" list of inventory. It only displays products which can be purchased from this vendor. The check boxes at the far left allow you to tag multiple items to be added to the purchase order. You will be prompted one by one for a quantity to order and you can change the vendor cost and weight of the item.

If you are in need of more information about the highlighted product, choose the More Detail button at bottom right.

How To Find An Item

To find an item, click on the appropriate column title to sort the list by the Vendor SKU, Your SKU, or Description. In the "Locate" field enter the first few characters and press enter. OR, enter a few characters somewhere in the field and press CTRL-ENTER and all items containing those characters will be displayed.



How To Add An Item To Vendor Inventory List

Choose the Add button to open the Vendor Inventory Form.

Item Is New To POSitive

If this is a "new" product for POSitive, then choose the LOOKUP icon at the end of the Your SKU field. You will be brought to the Inventory Center. Choose ADD and proceed with a normal creation of an inventory item. The vendor SKU will be selected eventually.

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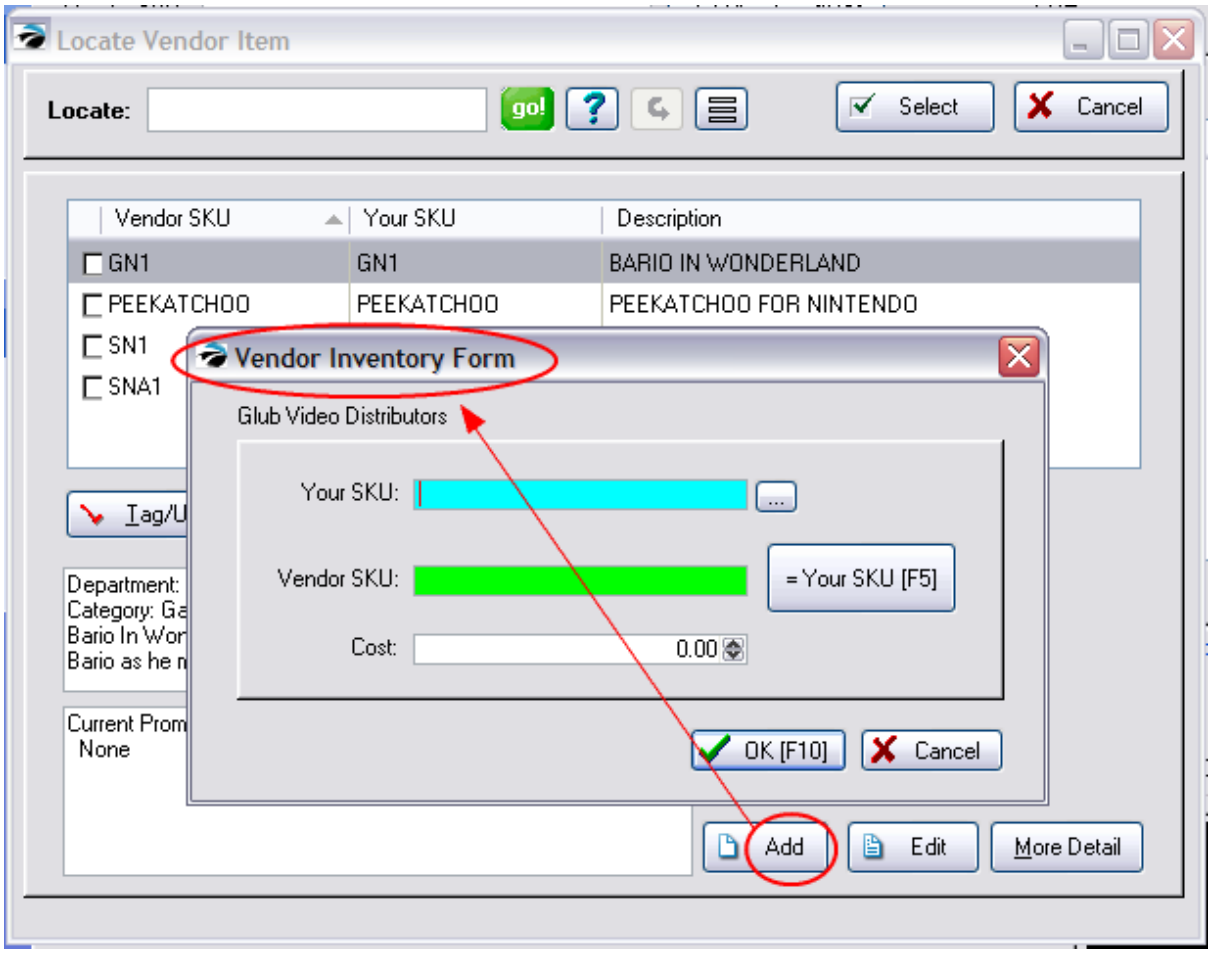

Item Is Only New To This Vendor

If this is a product already in POSitive you will be assigning the item to this Vendor's inventory list. A unique feature of POSitive is to allow any product to be purchased from multiple vendors.

Enter Your SKU in the field or choose the LOOKUP icon at the end of the Your SKU field and find the item in the list. (Note if you attempt to add it again you could get prompted that the SKU already exists.)

- **Your SKU** - The product code you want to use to track the item. This can be the existing barcode on the product or a barcode of your own choosing.
- **Vendor SKU** - enter the SKU or product code used by the vendor to identify the item; the code they use in their catalog. This allows POSitive to print a purchase order using the vendor's product code to make it easy for them while you use your own system of barcode naming. You may choose the "= Your SKU [F5]" button to automatically make the vendor SKU the same as your SKU.
- **Cost** - enter the current cost of the item when purchasing from this vendor.

Edit

Opens the Vendor Inventory Form, but only allows for changes to the Vendor SKU or the cost.

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Query and Reset

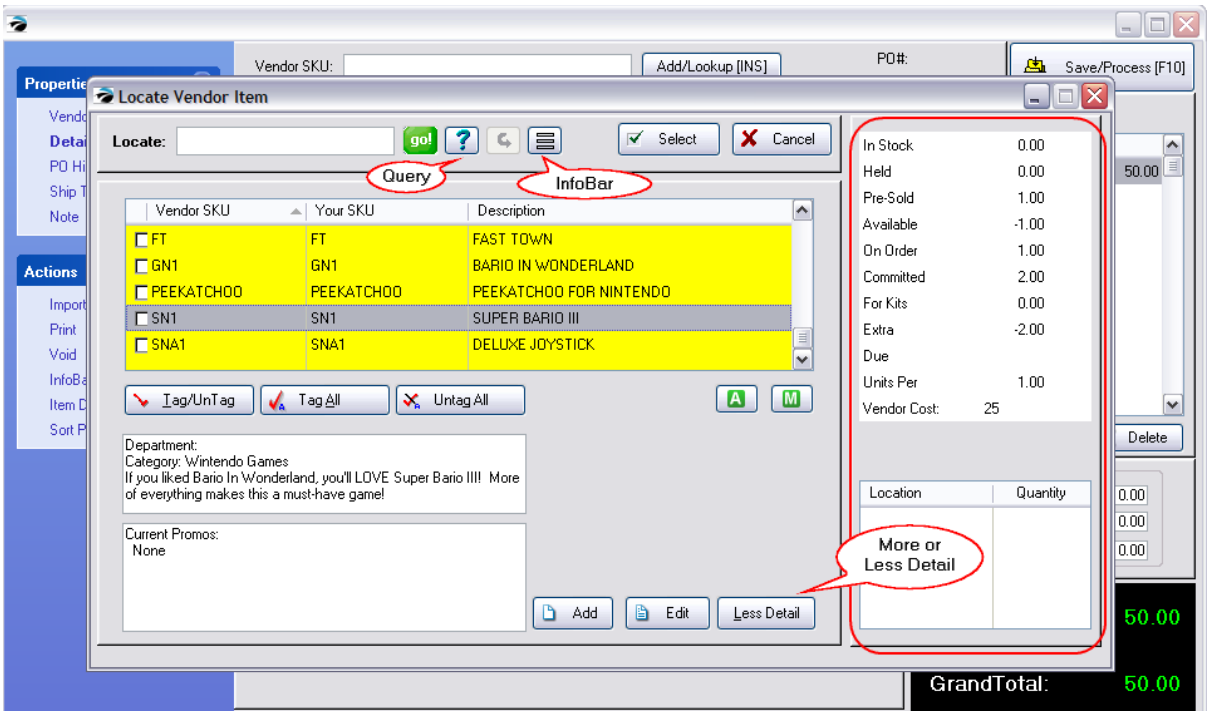
Special filters can be created and saved for later use. Contact POSitive support for more information.

More Detail

Opens a side panel to display current stock information and the last vendor cost for the highlighted item. (see Stock Management 497 for explanation of numbers)

InfoBar

The InfoBar Icon at the top of the Locate Vendor Item screen will display much more information about the highlighted item: customer orders for the item, purchase orders both current and past, and sales history. (see InfoBar 1355)



5.5.5.1.2 Purchase Order - Importer

This feature of POSitive allows you to create a Purchase Order or update an Order List by importing items from a file.

Uses:

- Create "Repeating" Purchase Orders - If you regularly order the same products from a vendor, this can automate the process and save you time. Minor adjustments can be made on the generated purchase order as needed.
- Perhaps the vendor has sent you a file listing the items being sold to you. You can use this file to quickly create a new purchase order to be received. Note: items which are NEW to POSitive will have

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to be created in Inventory Center before you an use the importer.

- If you have a portable scanner (data collector) which you have used to take stock counts or re-order, you can use this to confirm receipt of items as you open the boxes.

While editing a purchase order, either one to be placed or one to be received, there is an Importer tool for updating the purchase order from a comma or tab delimited file.

IMPORTANT NOTICE: Inventory MUST exist in POSitive's Inventory Center as complete inventory items before you can use this importer; otherwise this importer will be useless. If necessary, you might be able to use the selfsame file to import inventory (Maintenance: Import: Import Inventory) into the Inventory Center.

Create Or Edit a Purchase Order

After creating a purchase order for a specific vendor, choose the Import option under Actions on the far left.

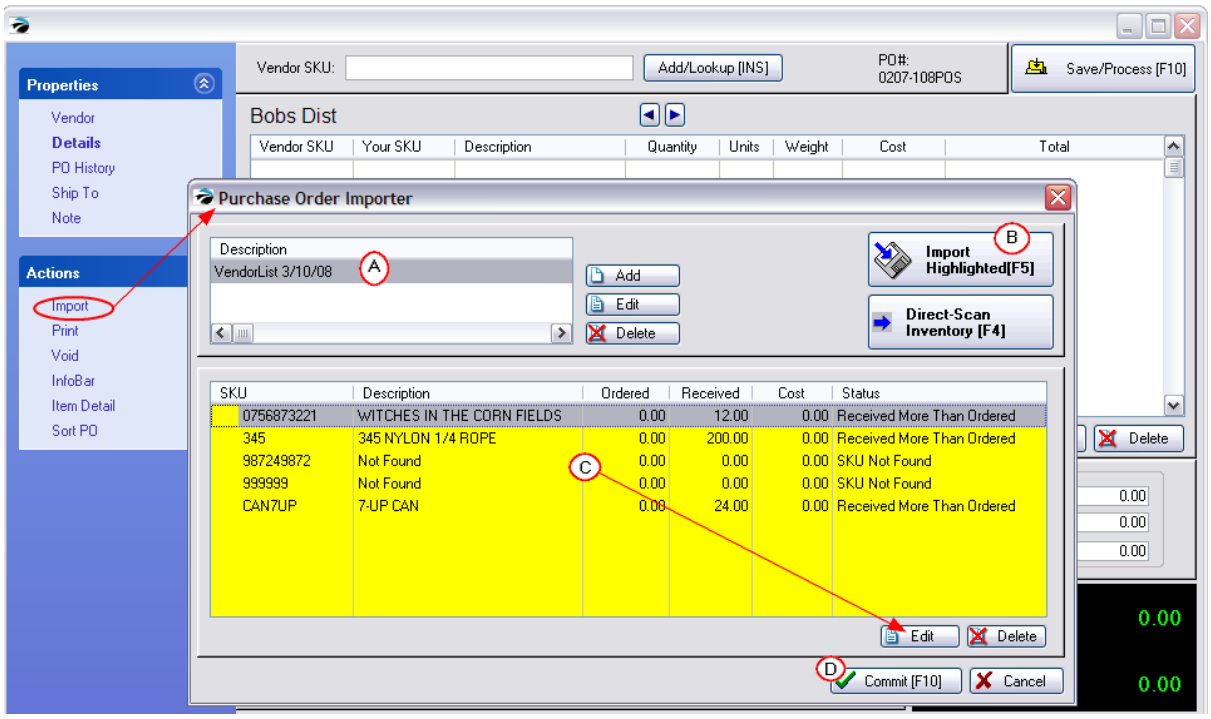
This will open the Purchase Order Importer screen.

A) The first step is to create an import file setup (see below).

B) Then you will import the data from the import file.

C) You may review the imported data for accuracy and use the Edit or Delete buttons to make corrections. "SKU Not Found" means POSitive does not have that item in the Inventory Center.

D) And, finally, choose the Commit [F10] button to update the purchase order.



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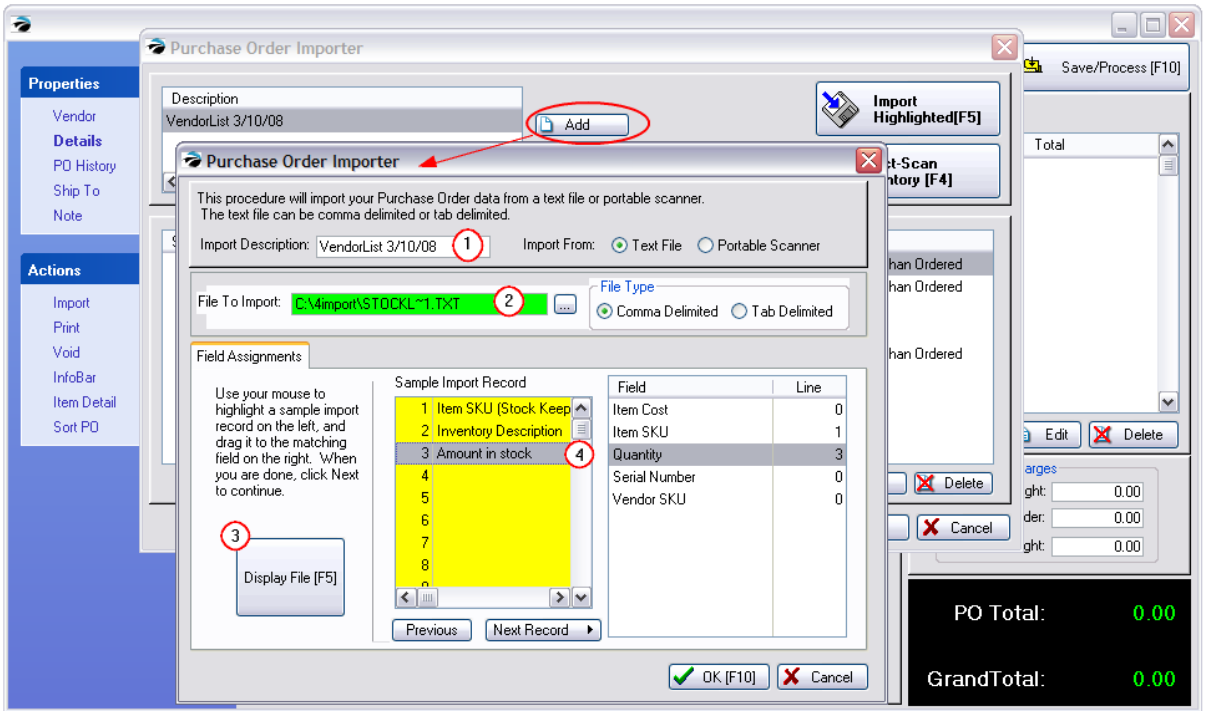
Creating An Import File Setup

A) POSitive needs to know the name of the file and which fields of the file to link to.

Choose Add to create a new importer definition. This opens the following screen.



1) Give this import setup a name for easy identification. Choose Text File for type unless you are using a data collector or portable scanner.

2) Find and select the file to be imported. Choose either Comma Delimited or Tab Delimited for type.

3) Select the "Display File [F5]" button to see the import file data. The data must be displayed in separate rows rather than all in row number 1. (Choose a different file type if needed.)

4) Match the sample record number with the corresponding POSitive field on the right. This is done by dragging and dropping the field from the center to the POSitive field on the right.

IMPORTANT NOTICE: You must be able to link the barcode or SKU to POSitive's "Item SKU" field to make a positive connection. TIP: Other fields are optional, but you may link the Item SKU of the sample import file to Vendor SKU of POSitive to save an extra step in the future.

5) When you are finished choose OK [F10] button.

Import Highlighted [F5]

B) Once the setup is complete you will import the data from the import file. Highlight the file name and choose Import Highlighted [F5] button.

You will see the import in process. The results will be displayed in the bottom half of the screen.

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Review And Make Changes

C) You may review the imported data for accuracy and use the Edit or Delete buttons to make corrections. "SKU Not Found" means POSitive does not have that item in the Inventory Center. Either the SKU is not the primary SKU or it does not exist in POSitive and will have to be created first before it can be imported.

If you have not imported a cost, then POSitive will use the last order cost or the last vendor cost to the purchase order.

Add The Items To The Purchase Order

D) And, finally, choose the Commit [F10] button to update the purchase order with this new list of inventory items.

You will be returned the to purchase order screen. Make any changes as needed and process or save the purchase order as usual.

5.5.5.1.3 Vendor Info

On occasion you will want to speak with your vendor about a purchase order or a pending RMA. From various screens, a Call Vendor button will link you to this window which provides pertinent information.

Typically this is accessed while editing a purchase order.

Go to Purchasing: Purchase Orders and while editing a PO select

1) Vendor - the basics are visible in the bottom panel. From here you can edit the vendor record, view the Vendor Inventory list, or give them a call.

2) Call - if you have the proper phone settings, the computer can dial out to make the call.

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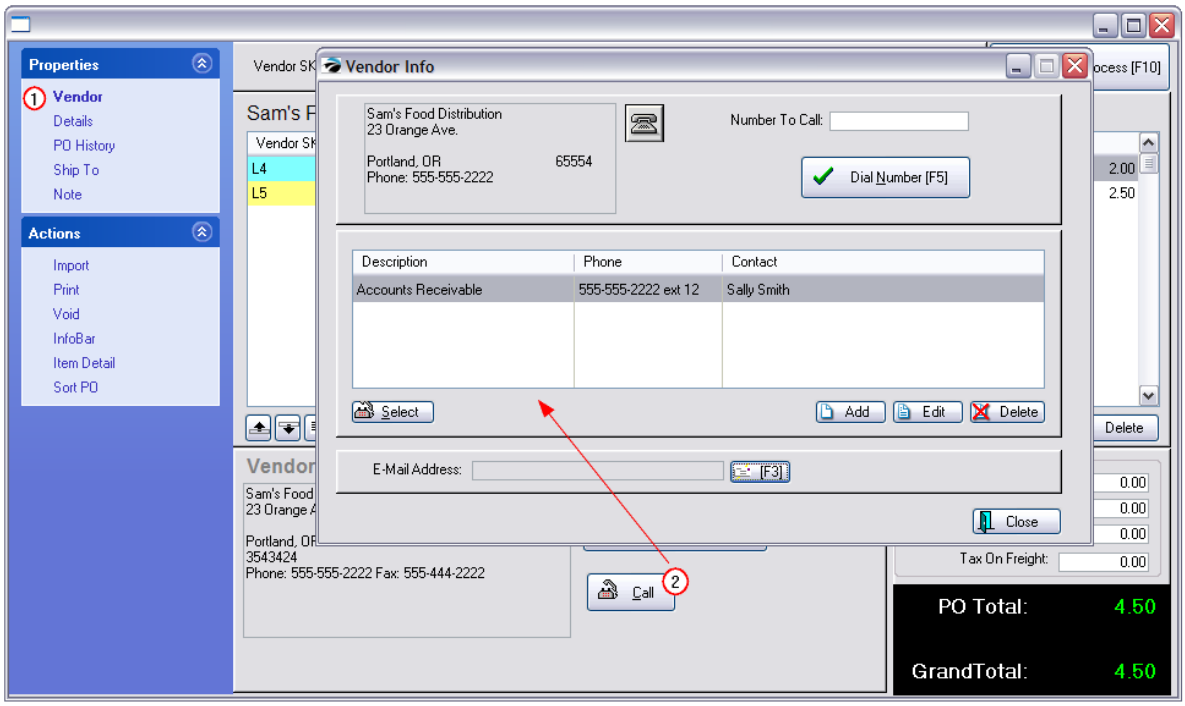

Vendor Info - Current vendor address and general phone number.

Telephone Icon - Selects the general phone number of the company as the one to be called and places it in the Dial Number [F5] box.

Note: This is a legacy feature and requires that both a modem and telephone be sharing the same line, so it is NOT compatible with digital telephone systems.

You may use Microsoft's phone dialing capabilities to telephone a selected customer or vendor. A modem must be installed in your computer and attached to the same line as your telephone. The modem dials the telephone number and you speak through your telephone. Setup of the phone dialer cannot be covered in this help file.

Contacts

A listing of persons and offices with whom you may want to discuss issues relative to purchases and returns.

- Description - the office or department
- Phone - the number of the office or department
- Contact - the person with whom you will want to talk

Select - Selects the phone number of the highlighted contact and places the number in the Dial Number [F7] box.

Add / Edit / Delete - Manage your list of contacts.

E-Mail Address - the e-mail address of the highlighted contact. You may press the [F3] E-mail icon to

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automatically compose an e-mail for the highlighted contact.

5.5.5.1.4 Tools On The PO

Options On the Purchase Order

There are several "Properties" and "Actions" available when editing a Purchase Order which varies slightly when the Purchase Order is in the "To Be Placed" or "To Be Received" mode.

Differences for **To Be Received:** are noted.

Tools Available On The "To Be Placed" Purchase Order

PROPERTIES

Vendor	Review and edit Vendor name and address. Open the Vendor Inventory List. **To Be Received:** same
Vendor Notes	Any existing notes for a vendor will be visible on the bottom panel. Although these notes are not necessarily specific to the task at hand, they may be helpful as you are preparing the purchase order.
Details	PO Number, Vendor Terms, Shipping, Expected Date, Confirmation Number **To Be Received:** includes Invoice Number, Arrived Date, Invoice Date
PO History	Shows past purchase orders for the highlighted inventory item. **To Be Received:** Not Available
Ship To	You may designate a drop ship address for a customer or an alternate store address. On the panel at the bottom of the screen, there is a button "Select Ship To [F12]. You will be prompted for Company or Customer address. **To Be Received:** same, but not practical
Note	Select Note from the Properties section on the left. This is an extended, paragraph type note for the Purchase Order. There can only be one PO Note per purchase order, but you may add to this note as needed. Tip: press Shift-Enter to create separate lines. **To Be Received:** same
Serial Numbers	**To Be Received:** If products are serialized you can enter the serial numbers at the time of receiving the invoice.

CENTER BUTTONS

 **Reposition Lines**	If it will help you or your vendor, you may rearrange items on the list by highlighting an item and then clicking on the Position Up or Position Down buttons.

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To Be Received: same, however a better tool is **Sort PO** which is described below.

Line Note

Press CTRL-N (or choose the Line Note button) while highlighting an inventory item. Type the contents of the note. This note is limited to the width of the Description field and is typically used for a short notation directly below an inventory item being purchased. You may add multiple line notes until your message is complete. Highlight the last note, press CTRL N and the line not will be added directly below the last note.

To Be Received:

Line Notes are retained on the PO when only part of the PO is received.

Rules:
---the note must be below the item
---if the item is being received, the note will be erased
---if the item is not being received, the note will remain

---if you add multiple line notes, one below another, then they will be erased or retained depending upon the action of the item above the note.

Discount

A "Dollars Off" value is added to the PO to reduce the overall charges on the PO. If your vendor bills you at retail pricing, yet gives you a discount, you will have to calculate the total discount amount and enter it here.

NOTE: the amount entered here is recorded in the GL Journal as a Discount Earned.

Operation: When a purchase order is received in part, the discount line will be removed and applied to the that instance. When the remainder of the items are received, there will be no discounting. When all purchase orders are considered, the grand total will show that the correct discount was applied to the original purchase total.

To Be Received: same

Edit

Change the quantities, costs, and weight of the highlighted item.

To Be Received: same

Delete

Removes the item from the PO. You will be asked if you want the item placed in the Order List for later processing.

To Be Received: same

Additional Charges

Most likely you will not know freight or tax charges at the time of placing the PO. They can be entered at the time of receiving the PO or even amended later after the PO has been received.

Freight Invoiced: - vendor's shipping charges

Freight COD: - third party shipping charges or broker fees

Tax On Order: (international use)

Tax On Freight: (international use)

To Be Received: enter the amounts if known, otherwise they can be

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added through PO History 1646.

ACTIONS

Receive All [F9] — **To Be Received:** Automatically sets the Quantity Received of each item to equal the Quantity Ordered. This is especially useful for large orders. Tip: see below **Sort PO**

Import — Used for direct scanning of products to add them to the Purchase Order. (see Purchase Order Importer 1594)

To Be Received: same

Print — Print a preview or paper copy of the PO. If you have a fax card as a printer option, you may choose to fax the document to the vendor.

To Be Received: same

Void — Cancel the purchase order.

To Be Received: same

InfoBar — A floating screen displays sales and stock status about the highlighted inventory item. see InfoBar 626

To Be Received: same

Print Labels — **To Be Received:** Sends the items on the purchase order to the label printer for pricing labels. This can be done now or later on the PO Receive Summary 1610

Item Detail — Allows you to directly edit the highlighted inventory item.

To Be Received: same

Sort PO — Allows you to sort the list alphabetically by Vendor SKU, Your SKU, or by Description. This can make cross checking with paper work easier.

To Be Received: same

5.5.5.2 Vendor Selection List

When you choose to print ALL purchase orders in process you may choose which vendors to include in the printout.

1) To sort the list, click on the desired column and enter the value in the Locate field.

2) Checkmark the vendor or vendors

3) Choose Process

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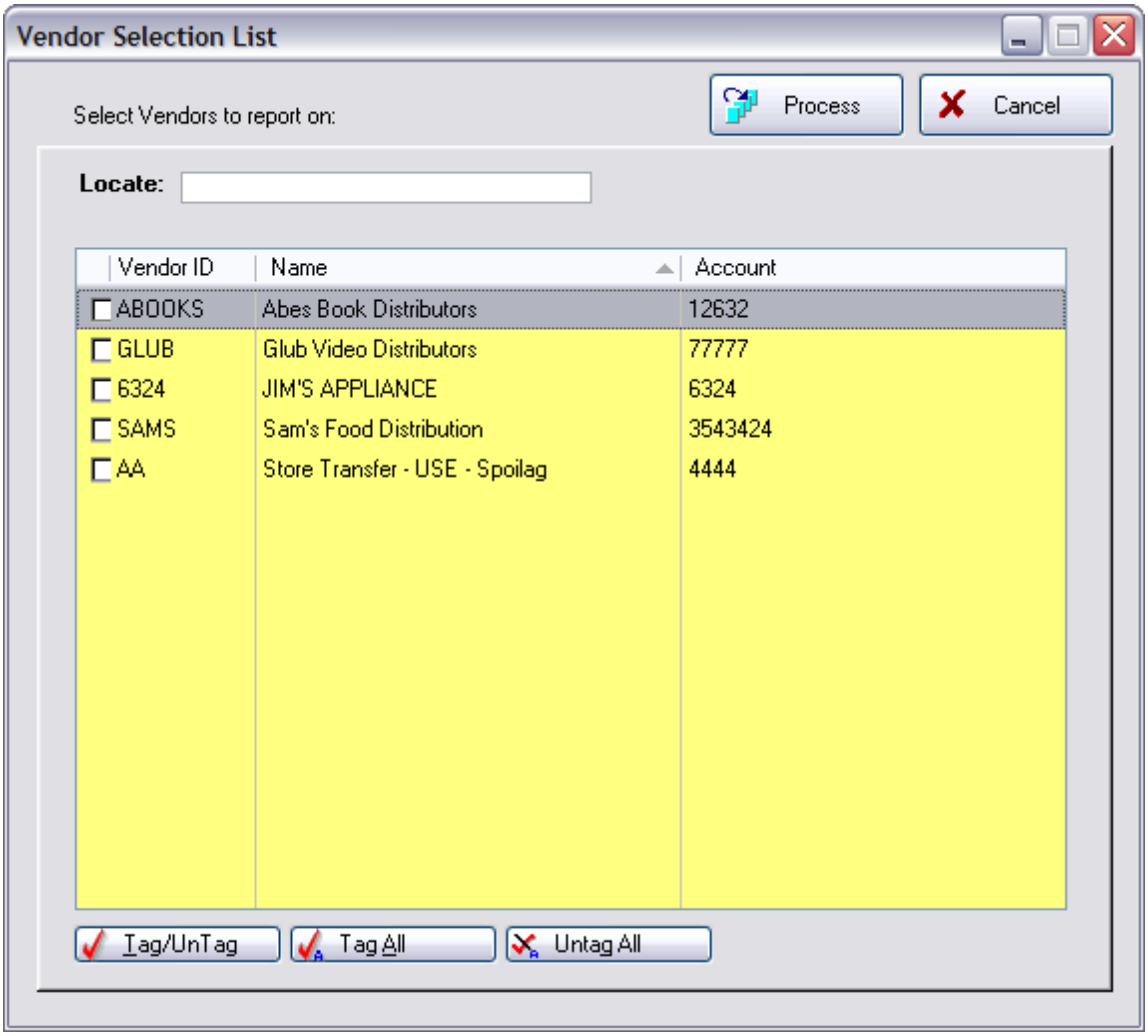

5.5.5.3 Receive PO Screen

The primary purpose of the "Receive" purchase order screen is to confirm quantities of products being received. Then POSitive will update your inventory stock counts.

When receiving a PO you will be prompted to enter the Vendor Invoice information. (Note: If you are just reviewing the PO, you may leave the fields blank.)

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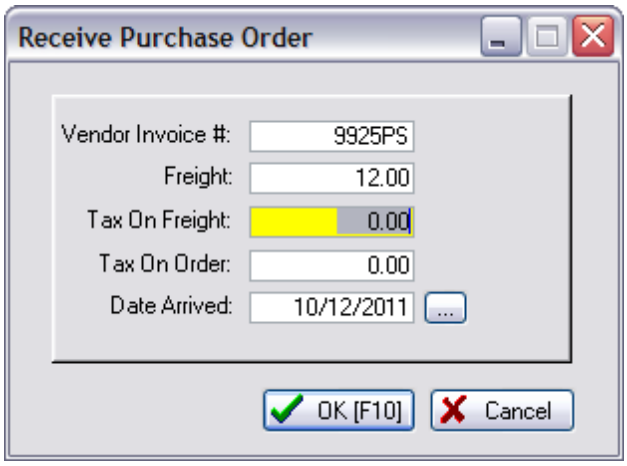

Vendor Invoice # - If you only have a packing list, enter the number of the packing list and the final invoice number can be entered later.

Freight Invoiced - Charges to be paid the vendor. If the freight charges are not known, they can be added later.

Freight COD - the amount charged by a Third Party shipper or for entering Broker fees. (This will be filled in while editing the purchase order.)

Tax On Freight - (optional international setting)

Tax On Order - (optional international setting) This would be used to record any duty taxes.

Date Arrived - Today's date is automatically entered.

Third Party Shippers

QUESTION
When we receive product with freight we add the freight charges to the PO as Landed and that adjusts our prices. However, it shows the freight as being owed to that same vendor when in fact we pay the freight bill to an entirely separate company. How can we land the freight but have that freight be billed in A/P to a different vendor?

ANSWER
Add the Third Party Shipper in the Vendor Center. Then go to Accounts Payable and add the shipping charges to be paid this vendor. Reference the original purchase order.

Option: In the lower-right corner of the purchase order is a field called Freight COD. Enter the amount charged by the third party shipper if you want these charges calculated into Landed Cost of each inventory item received. Contact POSitive support for more information.

Options On the Purchase Order

There are several "Properties" and "Actions" available when editing a Purchase Order which varies slightly when the Purchase Order is in the "To Be Placed" or "To Be Received" mode. (see Tools On The PO 1599)

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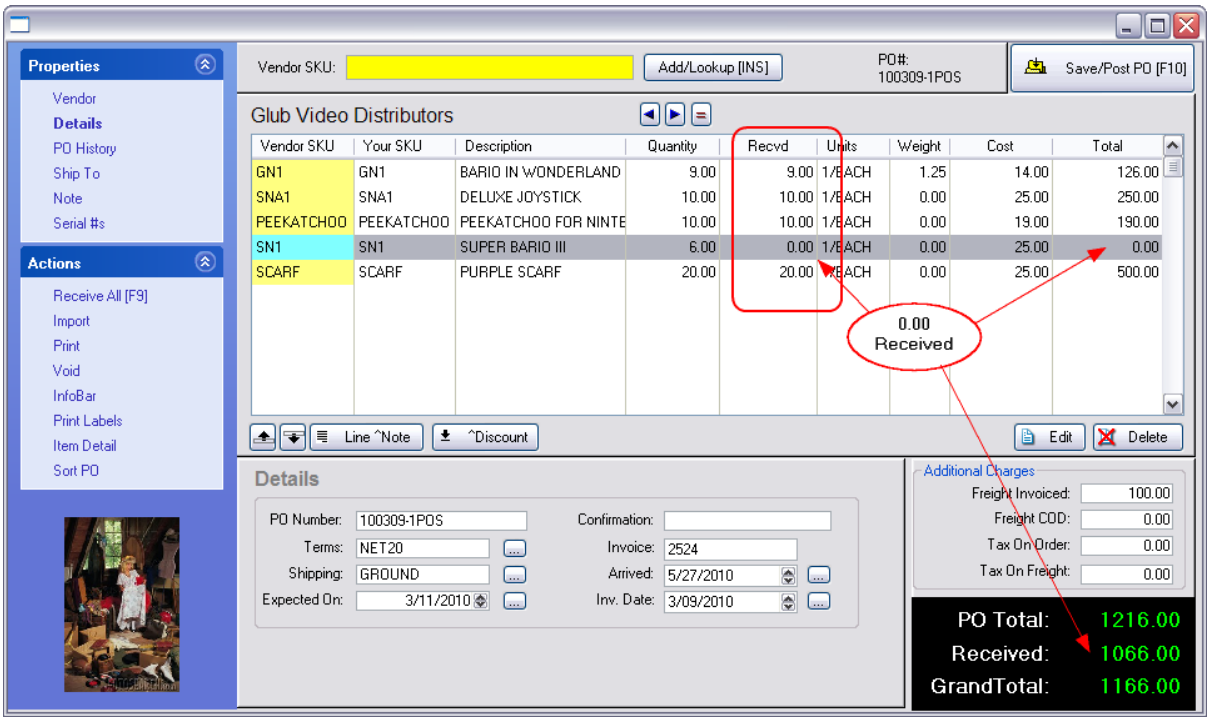
One of these additional fields is called **Recv'd**.

Recv'd - It is IMPORTANT to enter actual quantities of items received into this column. It is this value which will add stock to your inventory items.

If Recv'd = 0.00

Items with 0.00 Received will have no stock count updates and are flagged as Vendor Backorders. The totals on the purchase order do not include the item. When the purchase order is processed, these 0.00 received items will be retained on the purchase order for later processing.



Enter The Quantity Received

The Objective: To record actual counts of items received. There are several methods used to enter the received quantity. Choose the method which serves your needs best. (see PO Details 1606)

Option 1 - Highlight the item and press Enter (or the Edit button). The Received value will equal the order value.

Option 2 - Choose the "Receive All [F9]" option under Actions at the left. This will set all items on the PO as being received in full. Items not actually received will then need to be manually edited to 0.00.

Option 3 - After selecting "Receive All [F9]," choose to Print Labels for the items before processing the PO. When you apply labels to the products as they are removed from their boxes, you will be able to confirm that all products have been received. If you run short or have extra labels, then some adjustments need to be made to the purchase order.

Option 4 - Choose the Import option at the left. There are several useful tools in the importer. (see Importer - PO 1594).

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How To Handle Vendor Backorders

If the vendor does not ship the entire order, POSitive will track what has not yet been received.

1) When prompted, enter the ACTUAL quantity received even if it is less that the quantity ordered.

2) The PO extended total will only calculate the cost the items received.

3) Complete and process the PO in the normal fashion.

4) Inventory items with received quantities greater than 0.00 will be posted to your inventory stock counts.

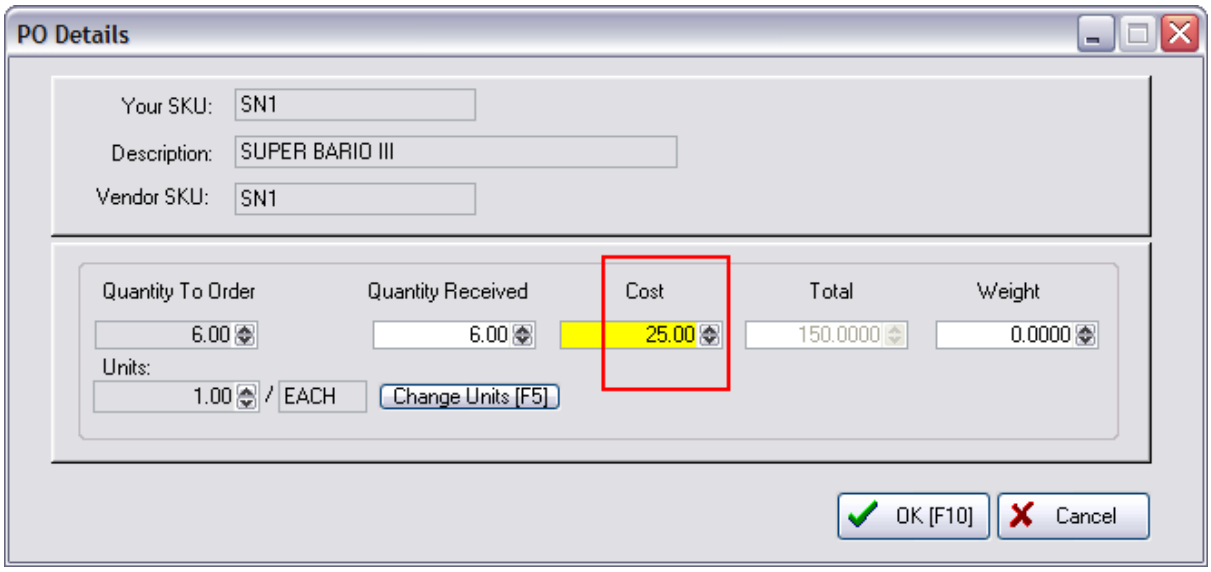
5) The items which were received for 0.00 or a quantity less than the Ordered value will be retained on the PO for later processing. Go To Receive PO. OR If you know the items will never be shipped, you can choose to delete the item. Any purchase orders which will never be received can be Voided.

Manually Editing The Item (Option 1)

Enter The Cost of Received Items

Normally, the Cost field will be automatically filled in with the "last known cost" of the item. You have several options. (see PO Details 1606)

If the Cost is correct then choose OK [F10].



International Setting

When using System Setup: Tax Options: International: "Goods Received On PO Have Tax" the purchase order displays a Cost and a Cost With Tax column.

By default the tax for the item will be calculated automatically and the combined total will be displayed in the Cost w/Tax field. A running total of taxes is shown in the bottom right.

Some inventory may be exempt from PO Tax. Use CTRL-X to toggle tax on or off as needed.

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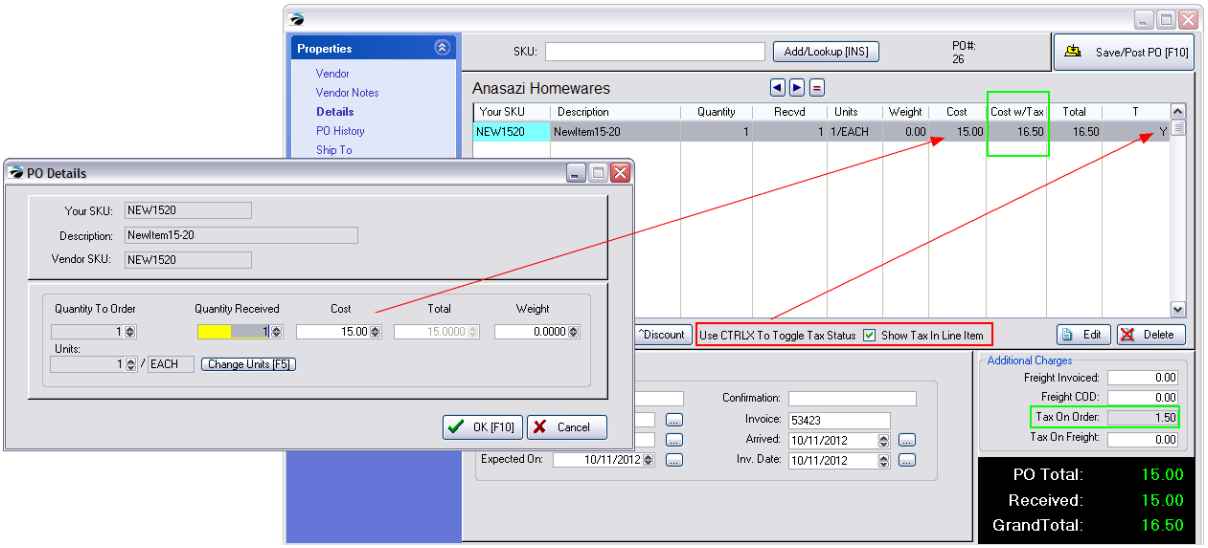

If The Cost Has Changed

If the cost from the vendor has changed since the last time it was ordered, you should enter the new cost (or your best guess) on this purchase order. POSitive is a FIFO (First-In First-Out) program and will track the cost changes per individual item as it was received. (see PO Details 1606)

When you process the purchase order, you will be warned of Cost Changes on the Purchase Order Summary screen (see PO Receive Summary 1602)

Or you may even be given alerts as each item is processed so that you can review and change your selling prices as needed. (see Verify Pricing 1617)

- Consider your options in System Setup: Purchase Order Defaults. This can warn you when costs have changed and alert you when items received are fulfilling customer orders.

If The Number of Units Has Changed

If the packaging of the product has changed the number of units being received there are options to "Change Units [F5]" to make adjustments. Be sure to read PO Details 1606 before attempting any changes.

5.5.5.3.1 PO Details

Whenever you receive products on a purchase order, you might need to review the

- Quantity Received
- Cost of Each Item

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- Number of Units of the Received Item

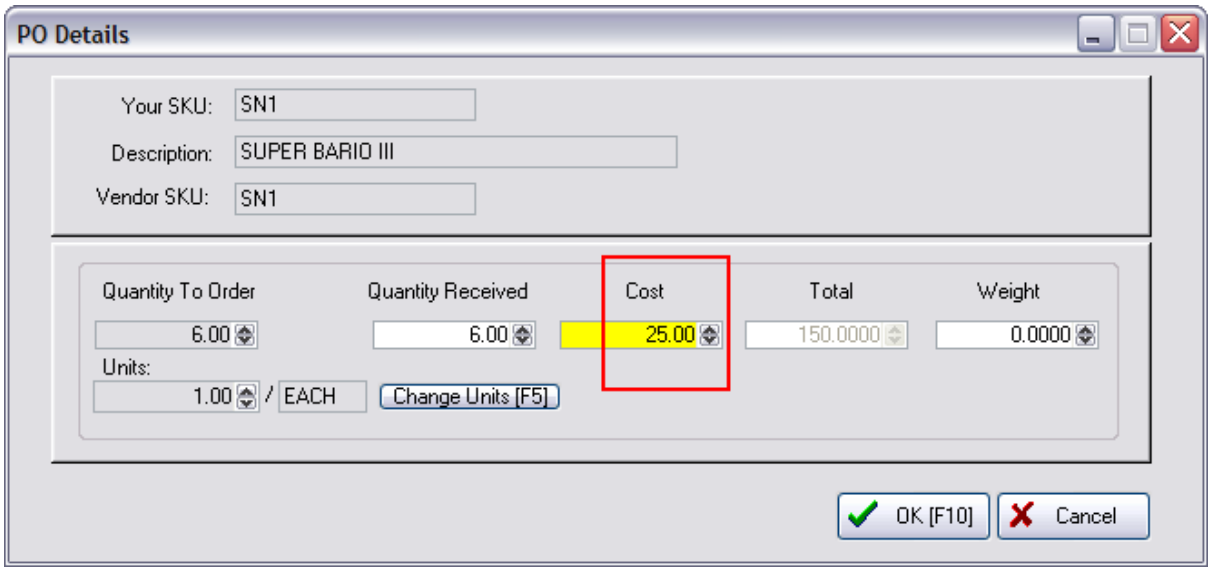
The Quantity Received

The Objective: To record actual counts of items received. If you did not receive a particular item, set the Received value to 0.00. If you received some but not all of the items ordered, enter the exact amount received.

If The Cost Has Changed

Normally, the Cost field will be automatically filled in with the "last known cost" of the item. You have several options.

A) If the Cost is correct then choose OK [F10].



B) If the Cost has changed as noted on the Vendor Invoice, then enter the new Cost and choose OK [F10]

C) If the correct cost is not known, then enter your best guess and choose OK [F10]

IMPORTANT: You do not need to delay receiving products just because you do not know the correct cost of the item. Later, you can easily edit the cost line in PO History to put in the correct cost and that correct cost will automatically update all existing and sold inventory items and recalculate profits on your profit reports.

D) If you do not know the Each cost, enter the Total Cost as indicated on the Vendor Invoice and the each cost will be calculated. (see next paragraph)

How To Calculate Unit Cost Of Items

When adjusting costs of items on the purchase order being received, if the Cost field is 0.00 then the Total field is opened for editing.

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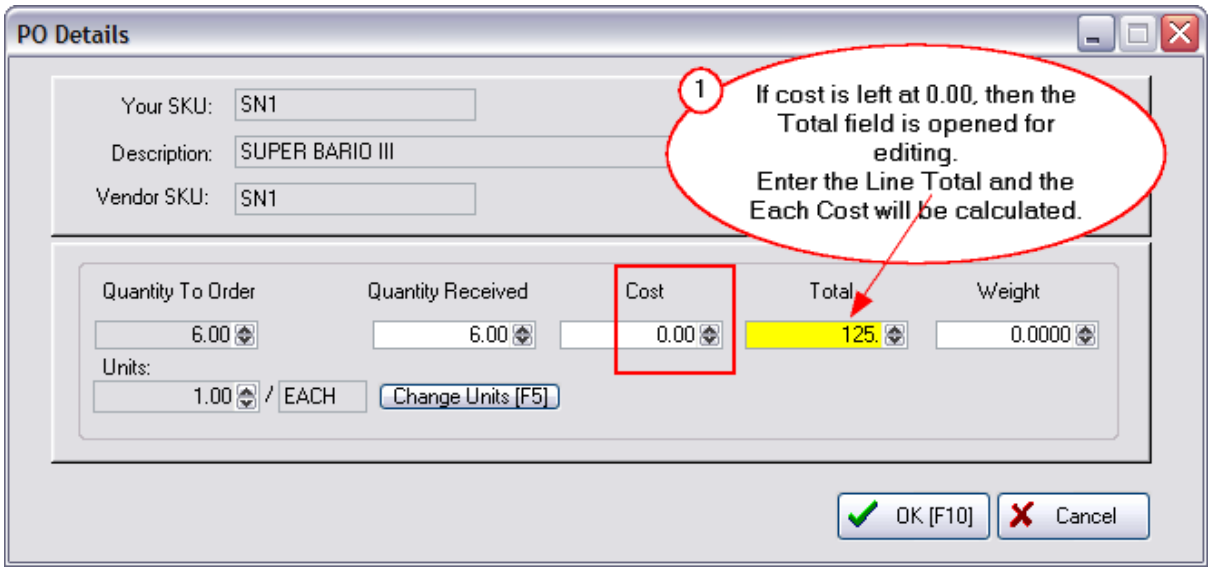
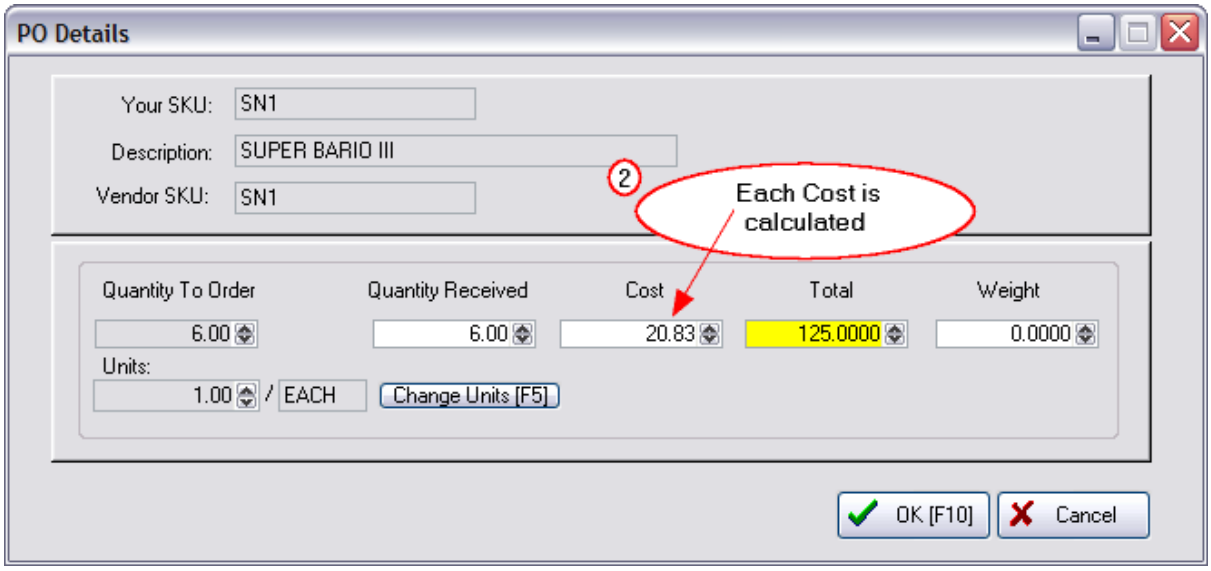
1) Enter the item's line total and

2) POSitive will calculate the each cost of the items being received.





If The Number of Units Has Changed

If the packaging of the product has changed the number of units being received there are options to "Change Units [F5]" to make adjustments.

5.5.5.3.2 PO Receiving - TIPS

Here are some questions and answers from users of POSitive which may help you with your questions.

When I am editing a PO to be received, I don't know the invoice number nor the receiving date yet.

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When prompted for the invoice number, simply fill in the invoice number with the word "WAITING" which only needs to be done once and you can edit and exit the PO as often as needed.

However, no one should receive the PO without a packing slip number or the actual invoice number. Choose DETAILS under View to change the word "Waiting" to the actual number before processing the PO to update stock counts.

When I get only a packing slip instead of an invoice I enter the packing slip number with a PS extension (12345PS) so I know it is not the official invoice number. This allows me to receive the PO and update the inventory stock counts. When the final invoice comes in from the vendor I can go to Purchasing: PO History and replace the 12345PS with the actual invoice number.

Editing PO's with a large number of items is often cumbersome.

Large PO's are sometimes difficult to manage. While editing the PO I suggest you click on Actions: "SORT PO" by Description or Vendor SKU so that everything is alphabetical and easy to find.

What can I do if the vendor can't send me the full quantity ordered?

PROBLEM: POSitive sometimes leaves product hanging on a PO that will never be received because the vendor won't ever ship the full order.

Example: I order 6 widgets, but my vendor only has 5. So 5 is entered in the PO as received, and one remains on order on that purchase order. This is automatically assumed to be a vendor backorder thinking that the product will come in a later shipment.

SOLUTION: If the product backordered is not going to be filled you could do one of two things: 1) after receiving all the other items, void the PO with the invalid backorders or 2) change the quantity ordered to match the quantity received. You cannot do this by editing the item; the Qty Ordered field is not open, but it can be done with the CURSOR FOCUS buttons.

CURSOR FOCUS: Just below the Add/Lookup button at the top of the screen are two arrows which will highlight a specific field. Place the cursor in the Quantity Field. Type in a reduced number at the TOP box to match the received value and then press Enter. When the purchase order is processed, there will not be a vendor backorder of the item.

A different person does the actual receiving because the retail prices need to be corrected

That is fine. That person should also be taught how to use CURSOR FOCUS and Sort PO to make life easier. However, you could also simply receive the PO and make cost adjustments after the fact. See next comment.

Is there a way you can set it up POSitive so you can actually receive items and not have to price check for cost changes in the same process?

YES! This can be done. You simply have to ignore the COST column when you receive product because it can be corrected after the fact of receiving.

I am guessing that you are not receiving stock updates "until" the pricing person (see item #5 above) has checked and corrected everything. This is an unnecessary step. Let your inventory people receive the PO and get it on the shelf. Then your pricing person simply edits the received purchase order and makes cost changes as needed.

How? The pricing person goes to Purchasing: PO History. Highlight the recently received PO (it will have the packing slip number 12345PS) and choose View PO.

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It does not look like costs can be changed, but if you double click on a line item you can access the COST field. WARNING: do not change the Ordered or Qty Received values even though it allows you to make changes.

When you change the COST in PO History, that cost value automatically ripples down to the inventory items on the shelf to adjust the cost of the item. And even if the item had been sold to the customer in the interim the cost will automatically update the selling cost in invoice history and hence your profit margin report will be changed automatically.

TIP: be sure the receiving staff chooses SORT PO before receiving the product so that the pricing person will have an easier task of changing costs.

5.5.5.4 PO Receive Summary

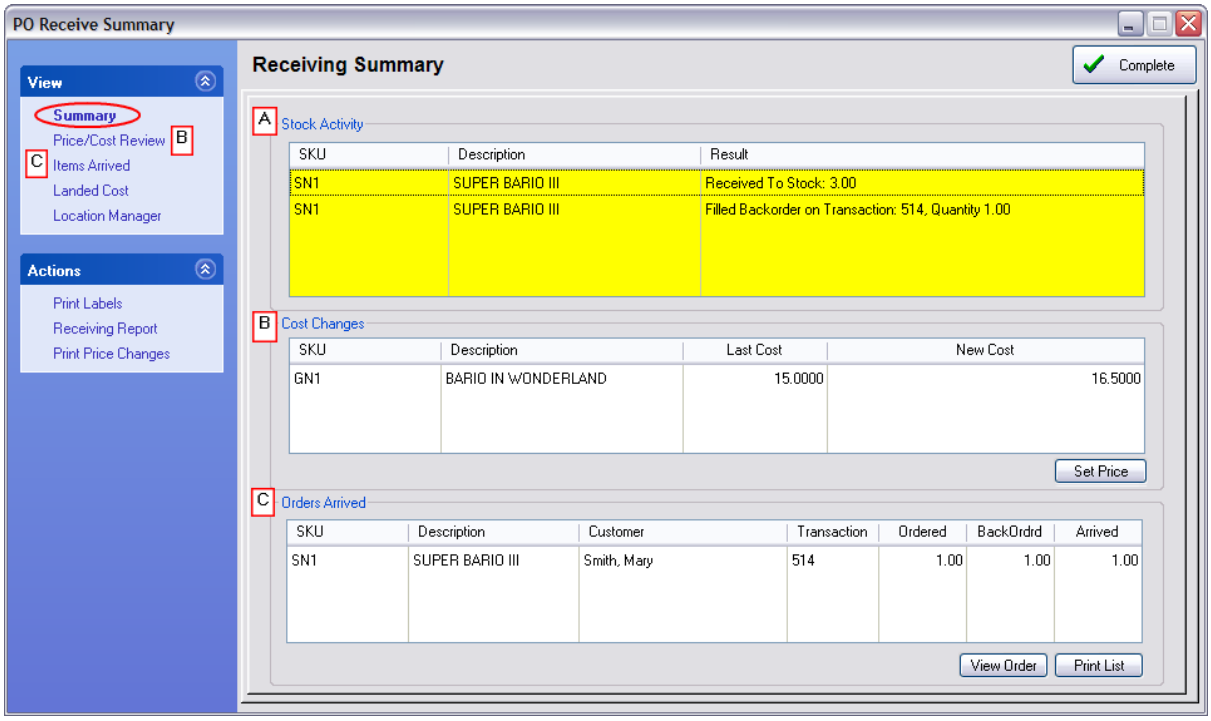
As one of the final steps when receiving a purchase order, the PO Receive Summary will appear with valuable information. This screen should not be skipped.

Summary

A) Stock Activity - confirms that stock was received and how the stock was allocated to fill customer orders and Pre-Sold items.

B) Cost Changes - displays items which have a new cost. The Set Price button allows for editing of selling prices.

C) Orders Arrived - identifies the customers whose orders have been fulfilled by the incoming purchase order. The Print List button will print a report of phone numbers for contacting all customers that their order has arrived. The View PO button provides direct editing of the order.



D) Landed Cost -

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E) Location Manager -

F) Site Transfer - (MultiSite Only) -

Print Labels - Print inventory price labels for the items received, especially for those with new price changes.

Receiving Report - Prints a copy of the purchase order with Quantity Ordered and Quantity Received information.

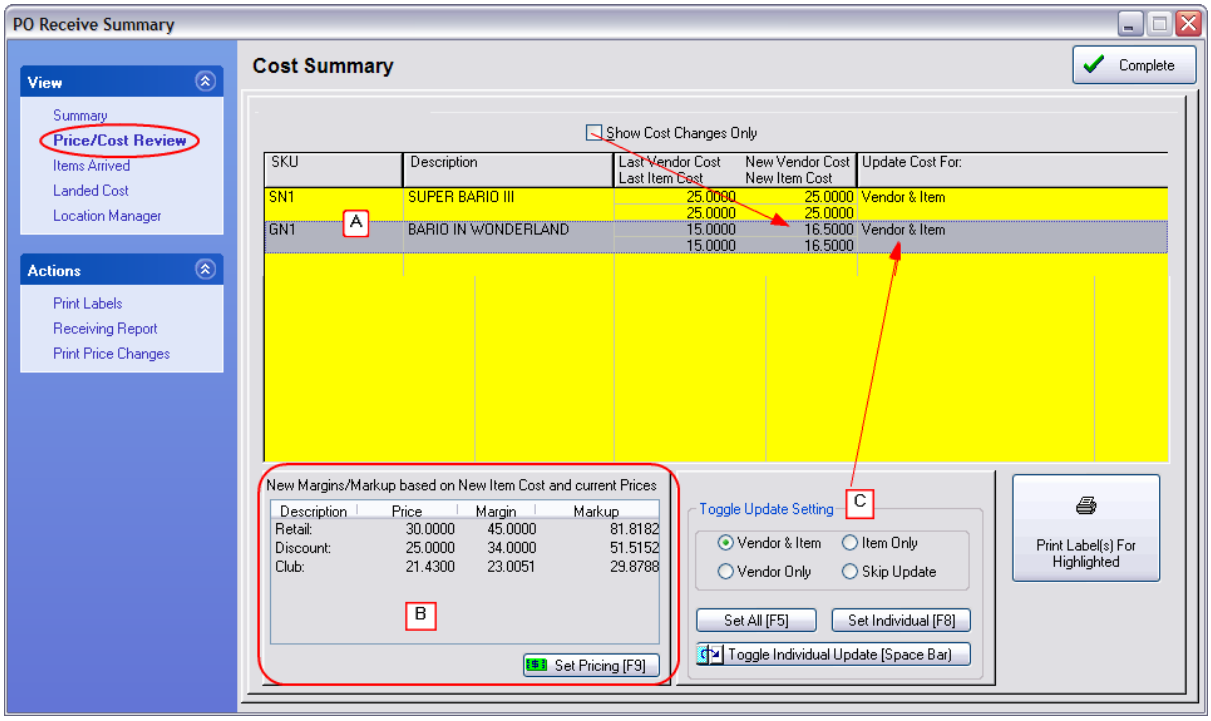
Print Price Changes - When a Cost Change entry is edited and new selling prices are created, a full summary report of all Price Changes can be printed.

Price / Cost Review

When receiving a purchase order, you are immediately alerted to the fact that inventory received has a cost change. If there are changes, you should consider re-pricing your inventory and printing new inventory labels with the new prices.

Price/Cost Review

A) By default, only items with cost changes will be visible to make them more apparent. Unchecking the option "Show Cost Changes Only" will display both types, those with and without new costs. The focus is rightfully on items with new costs because they will change the profit margin if sold using the old pricing.



Re-Set Pricing

B) When an item cost has changed, you will likely want to change your selling prices so that you maintain your profit margin.

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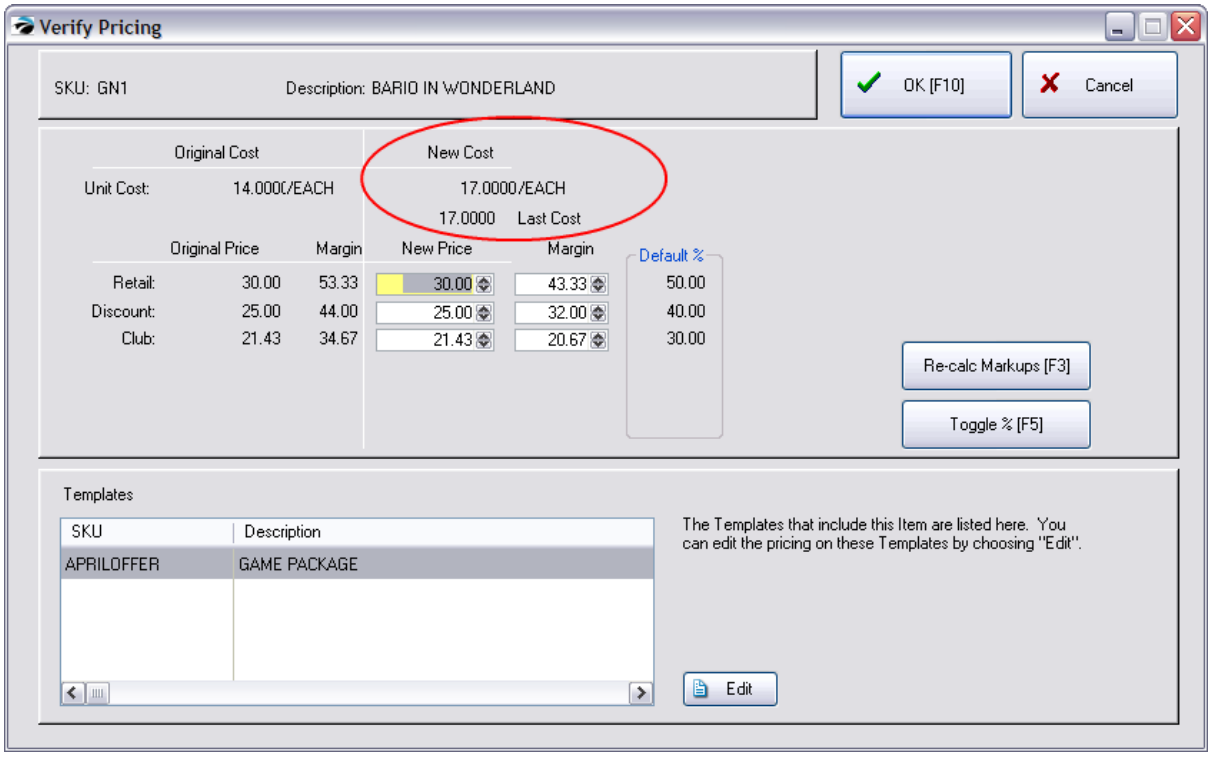
Highlight the item and choose the Set Pricing [F9] button. (see Verify Pricing 1617)

On the left you can see the original cost, original selling prices, and margins and on the right are the new costs, old price, and new margin.



On the right you can see the new cost and a new margin if you leave the current selling prices as they are.

You may change the selling prices by

- clicking in the price field and typing a new price. Press Enter to continue down the price column.
- clicking in the margin field and enter a new percentage. Press Enter to continue down the margin column.
- clicking on Re-calc Markups [F3] to apply category default percentages.

IMPORTANT: If you have changed pricing, you will want to **Print Labels** and **Print Price Changes**, a special report showing changes made.

Toggle Update Settings

C) Only rarely will you need to make changes to Cost Updates. POSitive normally passes cost changes to both the Vendor Inventory List and to the Inventory Item Last Cost field. This feature allows you to receive trade show and special offer inventory at reduced costs from your vendors without POSitive assuming the special pricing should be used in the future.

- Vendor & Item Costs - (suggested setting) the cost of the product is recorded in Inventory Detail Last Cost and Vendor Inventory
- Vendor Cost Only - only recorded in Vendor Inventory List
- Item Cost Only - only recorded in Inventory Detail: "Last Order Cost" field

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- Skip Update - not recorded at all

1) Highlight the inventory item.

2) Highlight the desired update option

3) Choose Set Individual [F8] button

TIP: just press the Space Bar until the inventory item is updated with the desired setting.

Items Arrived

This section lists the items which have been received which were specifically for filling of customer orders.

A) When an item is highlighted you can see the order number, date the order was placed and phone numbers so that you may contact the customer and inform him or her that the product has arrived.

TIP: Before phoning, you should view the order to make sure that everything on the order is now in stock so that the customer does not have to make an extra trip to your store.

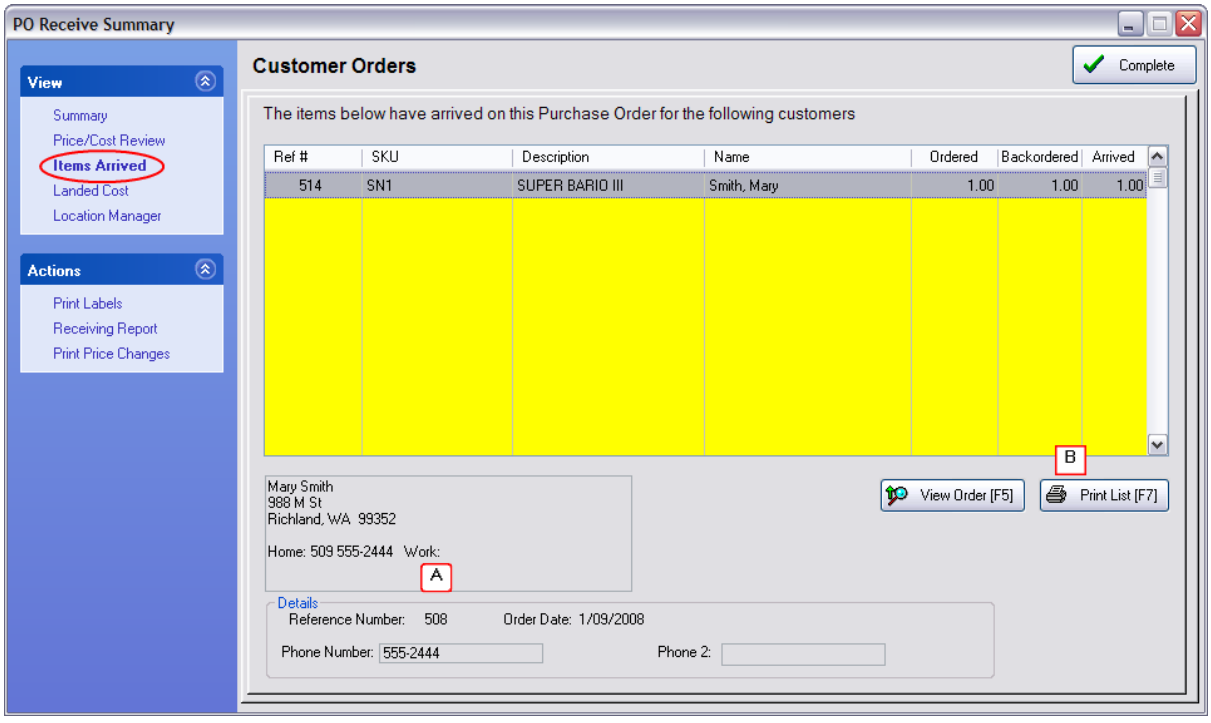
B) You may choose to view the customer order [View Order F5] or [Print List F7].

Orders Arrived List

Blink's Video Game Emporium

SKU: SN1 SUPER BARIO III

Reference #	Customer Name	Phone	Ordered	Here
514	Smith, Mary	H: 555-2444 W:	1.00	1.00



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Landed Cost

Freight charges on a purchase order can be distributed proportionately on each inventory item to create a more accurate cost, called a landed cost of the item.

A) The items received on the purchase order

B) The method for calculating landed cost as per the System Setup. However, you can manually select and apply any of the methods for this purchase order.

C) Tools for recalculating freight

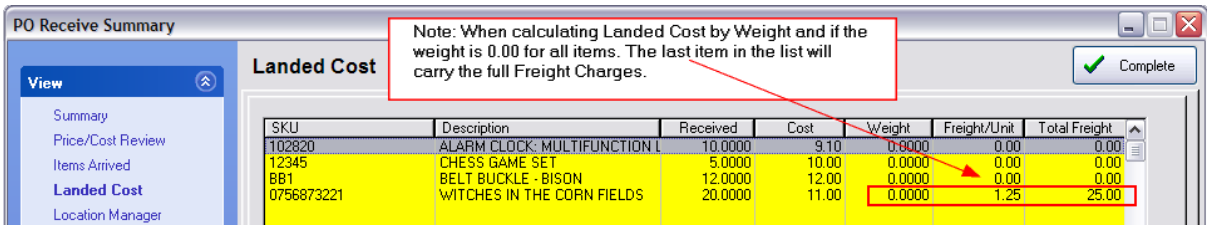
Freight Invoiced - the freight charges assessed by the vendor and recorded on the PO before receiving inventory. You cannot edit this value at this stage, but it can be edited once the purchase order is completed.

Freight COD - this is for additional freight charges which will not be paid to the vendor, they are the broker fees or third party charges for shipping.

Calculate Freight [F5] - after selecting a method at left, this button will calculate and apply the charges to each item.

Edit Weight - if you have not pre-defined the weight of an item, you can enter the weight at this point. This can also be a relative number, not an actual weight, so that items with a larger number will carry more freight charges than those with a smaller or even no number. If Weight is 0.00

Note: When calculating Landed Cost by Weight and if the weight is 0.00 for all items. The last item in the list will carry the full Freight Charges.



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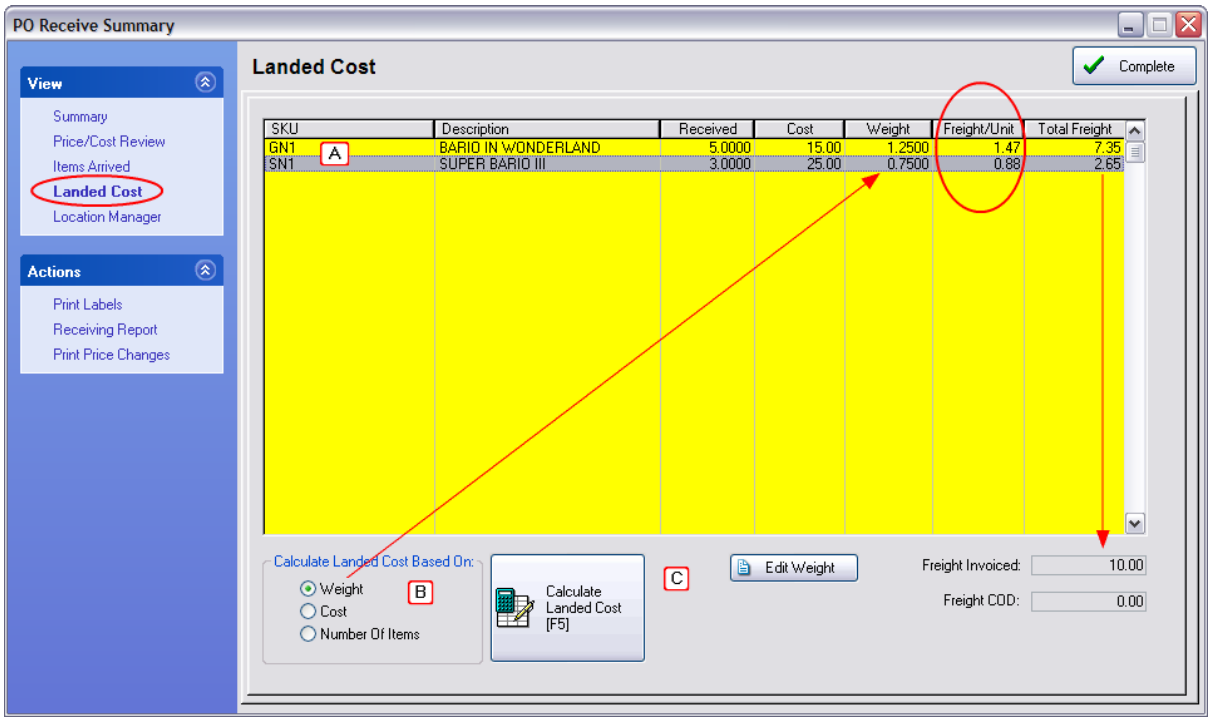
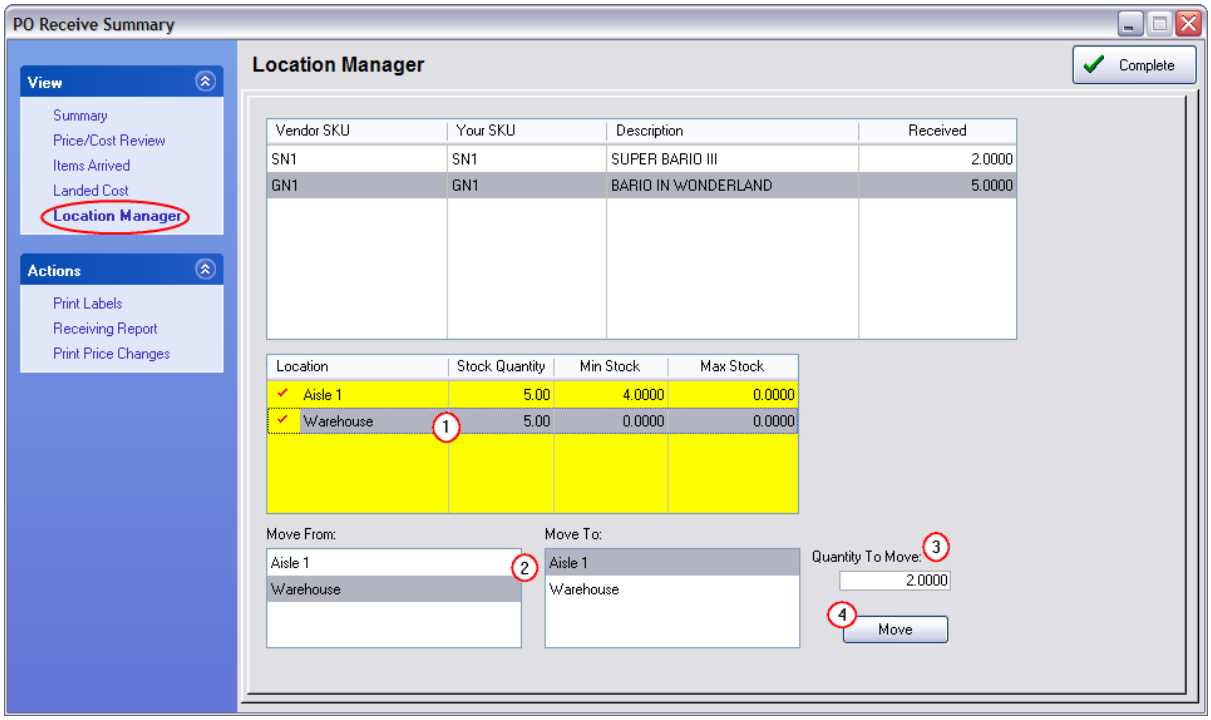


Locations

Inventory items using the Stock Locations feature of POSitive, will be listed here. (see Inventory Center: Stock Manager: Stock Location)



You may manage stock counts in those locations by moving newly received inventory from the Default

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location to other locations.

1) Highlight the Default receiving location

2) Select the "Move From" and "Move To" locations

3) Enter a Quantity to Move

4) Choose the "Move" button to complete the process.

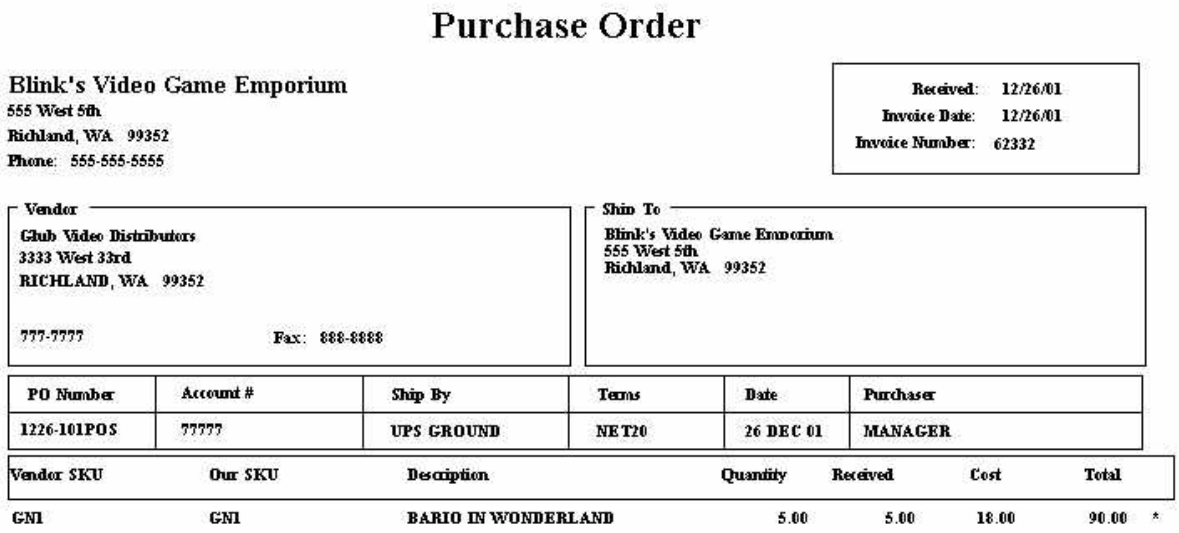
ACTIONS

Print Labels

An option to print inventory labels immediately for these received items. Prints labels for all items received, not just those with price changes or which were received for a specific customer order. If there was a price change, the new prices will be printed on the labels. (See Inventory Labels 1369)

Print Receiving Report

Prints a copied of the purchase order to show quantities ordered and received



Purchase Order

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

Received: 12/26/01
Invoice Date: 12/26/01
Invoice Number: 62332

Vendor
Glub Video Distributors
3333 West 33rd
RICHLAND, WA 99352
777-7777 Fax: 888-8888

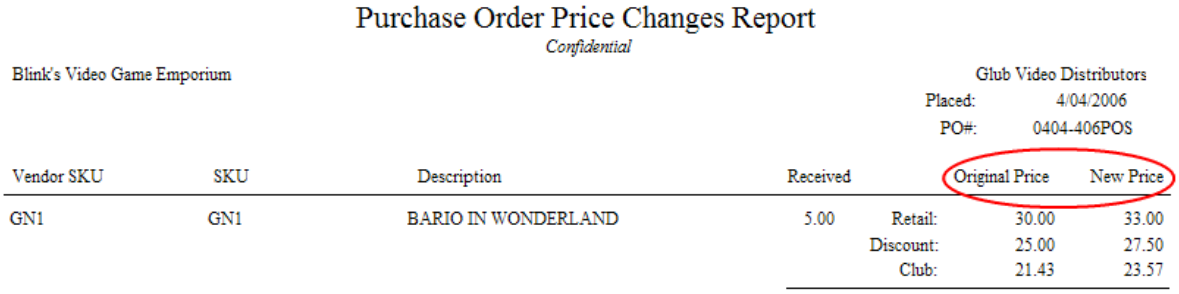
Ship To
Blink's Video Game Emporium
555 West 5th
Richland, WA 99352

PO Number	Account #	Ship By	Terms	Date	Purchaser
1226-101POS	77777	UPS GROUND	NET20	26 DEC 01	MANAGER

Vendor SKU	Our SKU	Description	Quantity	Received	Cost	Total	
GN1	GN1	BARIO IN WONDERLAND	5.00	5.00	18.00	90.00	*

Print Price Changes

Prints a list of items which have had a change to the retail pricing



Purchase Order Price Changes Report
Confidential

Blink's Video Game Emporium

Glub Video Distributors
Placed: 4/04/2006
PO#: 0404-406POS

Vendor SKU	SKU	Description	Received		Original Price	New Price
GN1	GN1	BARIO IN WONDERLAND	5.00	Retail:	30.00	33.00
				Discount:	25.00	27.50
				Club:	21.43	23.57

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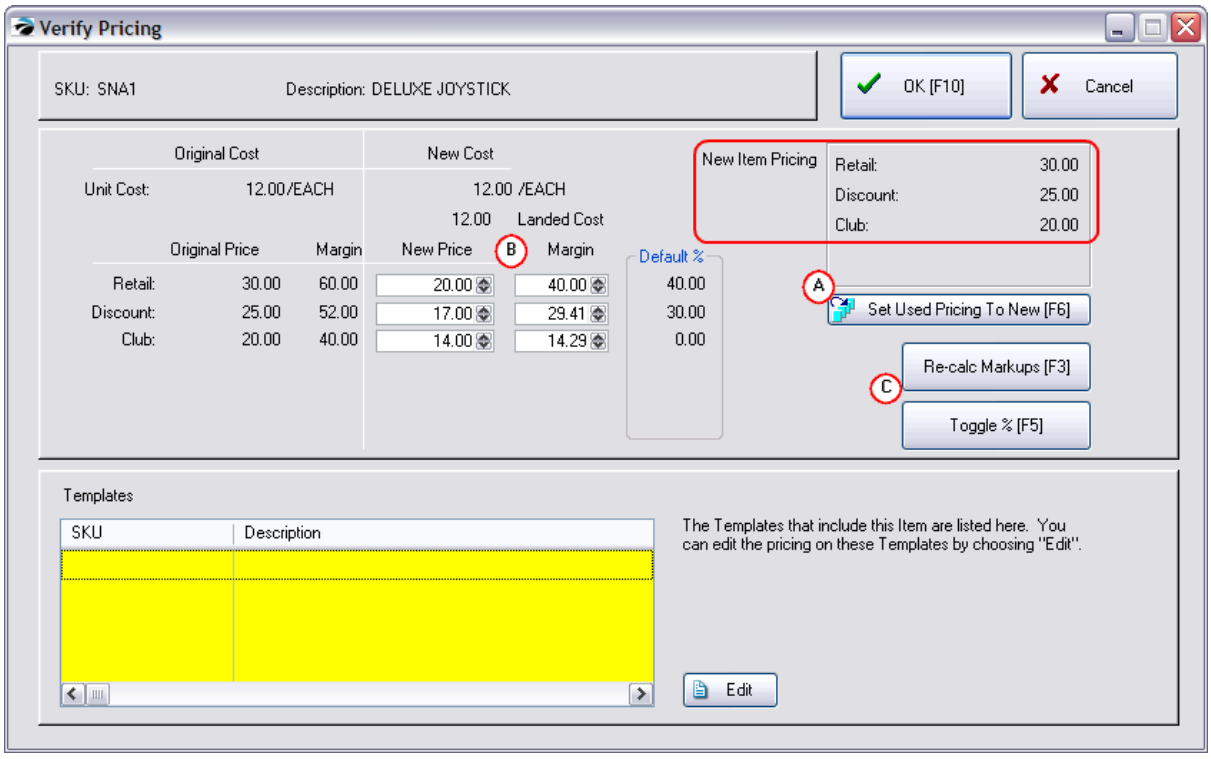
5.5.5.4.1 Verify Pricing

This Verify Pricing screen can be opened manually or can open automatically when receiving inventory which has had a price change. The intent is to inform you of current costs and pricing and then alert you of adjustments which might need to be made. Most commonly, you will see this screen when receiving inventory on a purchase order. However, you may choose to verify prices at other times.

(Also see Used Items Pricing 1621) (Sample)

If you are taking "Used Item Trade-Ins" the Verify Pricing screen shows what a new item would sell for and provides various methods for setting pricing.



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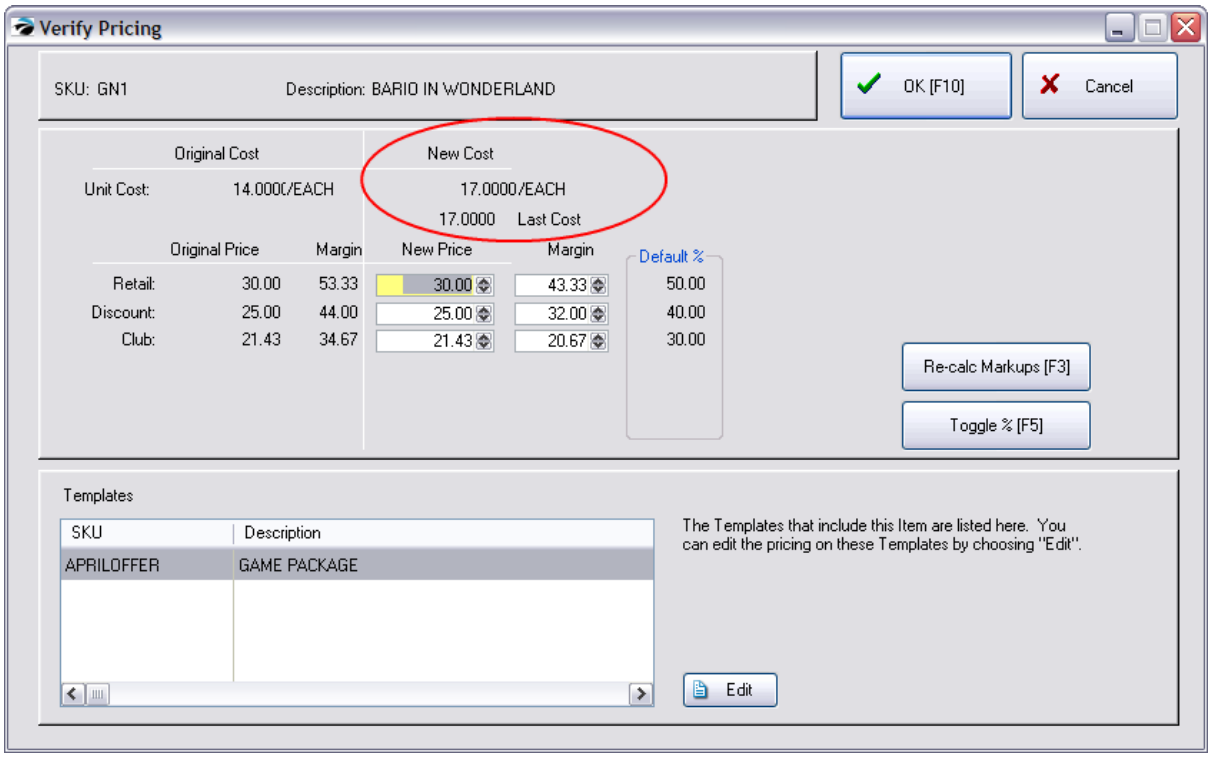

In the above example, the cost of the item increased from 14.00 to 20.00.

On the left you can see the original cost, original selling prices, and margins.

On the right you can see the new cost and a new margin if you leave the current selling prices as they are.

You may change the selling prices by

- clicking in the price field and typing a new price. Press Enter to continue down the price column.
- clicking in the margin field and enter a new percentage. Press Enter to continue down the margin column.
- clicking on Re-calc Markups [F3] to apply category default percentages.
- IMPORTANT: Although you can change the New Cost manually to make it easier to recalculate new prices, you should not exit this screen until the new cost value is back to its original number. Permanently entering a different cost on this screen will skew your profit reports, will not change costs of existing inventory, and could cause confusion, because a change here will not affect other relational databases. There are other ways of changing vendor costs and costs for existing stock. (see Change Cost 1653)

Working Buttons

Re-calc Markups [F3] - Allows you to automatically re-set selling prices based upon the margin or markup. It will use the "Default %" listed at the far right to make the automatic changes. These percentages are coming from the category definition to which the item is assigned. (see Categories)

Toggle % - Switches between Margin and Markup pricing methods. Once you have the desired markup method, then choose Re-calc Markups.

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OK [F10] - retains the changes and closes the screen.

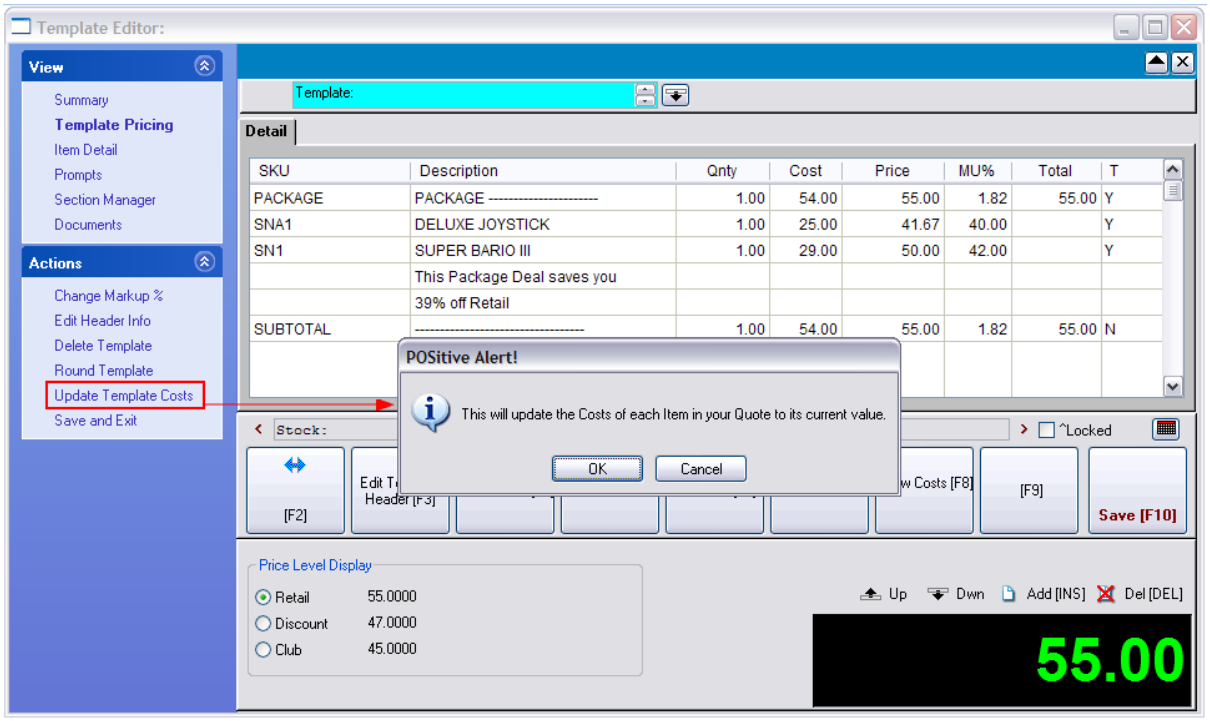
Cancel - will exit the screen without applying any changes.

Edit - only appears if the item is part of a template. This button will open the template editor listed at left.

Templates

If the item is part of a template, you should open the template by choosing Edit, and make changes to cost and selling prices as needed.

Choose the "Update Template Costs" option under Actions. Answer OK and the cost will be applied. You will need to manually adjust the price.



How To Activate the Verify Pricing Screen

Verify Pricing When Receiving A Purchase Order

You may be prompted to verify pricing when new inventory is received from a vendor at a cost higher or lower than previous costs. POSitive allows you to review and modify your current pricing of each item as it is being received.

SETUP: There is a switch to activate this. Go to Maintenance: System Setup: Purchase Orders: and under the Receive POs section choose "Prompt Immediately To Confirm Price When Receiving If Cost Has Changed."

(Note: If "Landed Cost" option on Maintenance: System Setup: Inventory: Pricing tab has been activated, then this option to be notified for price verification will not be valid and you will not be prompted.)

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Verify Pricing When Making Global Changes

You may choose to verify pricing as you apply global price changes to a category or all of your inventory items. Before committing your changes, you can edit the highlighted item and overwrite the calculated pricing changes. (see Global Price Changes 585 or go to Inventory: Maintenance: Global Changes)

Verify Pricing Before Printing Price Labels

By selecting the Verify Pricing option, as you prepare to print the labels, you will be able to make necessary changes.

For each inventory item being processed, you will see the original and the new costs and prices. You may change the cost and price fields as needed.

Set Pricing [F9] on the PO Receive Summary Screen

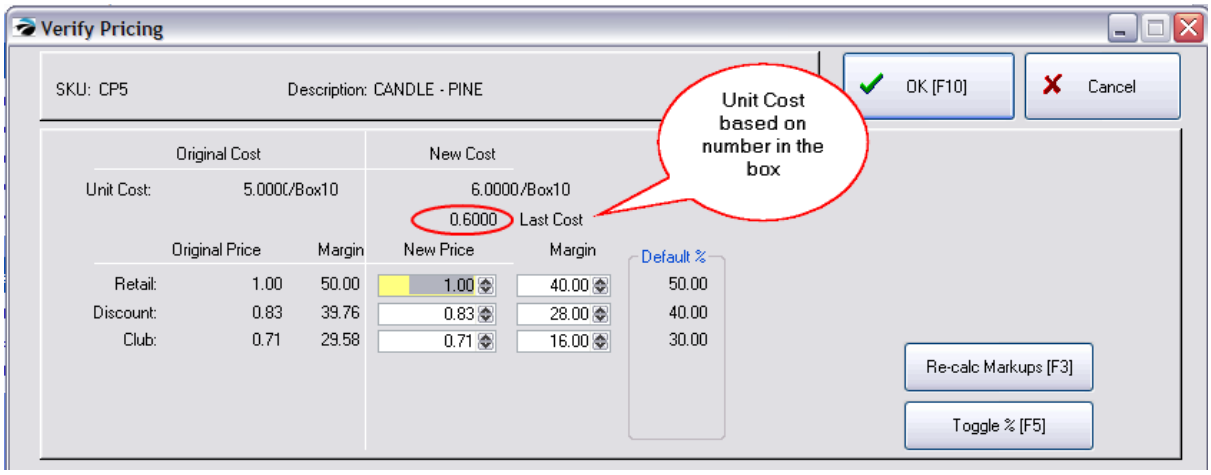
When you receive a purchase order, all inventory item prices can be reset by choosing the Set Pricing [F9} button in the bottom of the Price/Cost Review view. Uncheck the "Show Cost Changes Only" option at the top to show all inventory.

Edit Price of Matrix Inventory Item

While viewing the matrix grid of a matrix group, highlight a matrix inventory item (child), and choose Edit Price under Actions. This will open the price verifier.

BULK INVENTORY PRICING

Items which you purchase in bulk, by the box or case, will display the old and new case cost and selling unit cost. The new unit cost is the calculation of the case cost divided by the number of units in the case.



VERIFY PRICING WHEN PRINTING LABELS

STEPS

1) go to Purchasing: Print Labels Printing

2) tag one item in the labels list

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3) activate "Verify Pricing" and "Preview Labels"

4) choose Print Labels [F7] at the top

5) immediately, the Verify Pricing screen is opened. You can enter a new cost and Re-calc Markup or manually change the Selling Prices

6) Choose OK [F10]

7) You are returned to the Inventory Labels screen and asked "Ready To Process: {label name}

8) Answer YES

9) On printer options screen choose START. (You may not be seeing this exactly, depending on your label printer selected in the label itself.)

10) The preview of or printing of labels will reflect the new prices.

NOTE:

Changing the Cost and/or Pricing while printing labels will update the inventory record so that the same Last Cost and each selling price will be identical to what you had entered while using Verify Pricing.

Choose Inventory Center:Stock Manager and you will see the ACTUAL cost of the items in stock are NOT changed because they are tied to the real purchase order from the vendor.

5.5.5.4.1.1 Used Items Pricing

Used Items taken in Trade require that selling prices be assigned to the used item before it can become part of your inventory.

1) Highlight the item

2) Choose Set Pricing (see below)

3) Tag the item(s) and choose Post Tagged Items To Inventory. (see Stock Manager: Used Items 506 tab)

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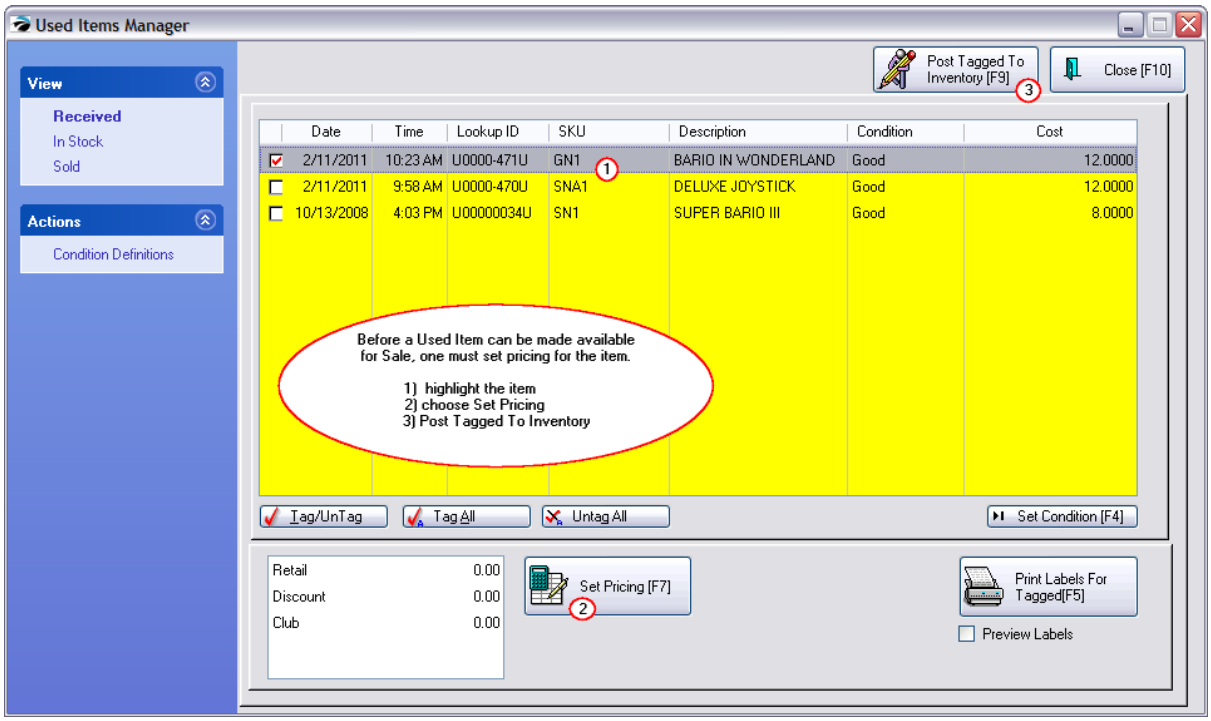

Choosing Setup Pricing will open the Verify Pricing screen.

This is a used item and the "new cost" is the amount paid out to the customer. The selling prices are all 0.00 and need to be updated. There are 3 methods for updating the prices.

A) Set the used item prices equal to the prices of a new item. This is practical if the item is in excellent condition or if the item is rare enough.

B) Manually enter your own prices. This is used most often. For rare items the price can exceed the normal pricing.

C) Assign calculated prices based upon the category Default % percentages listed.

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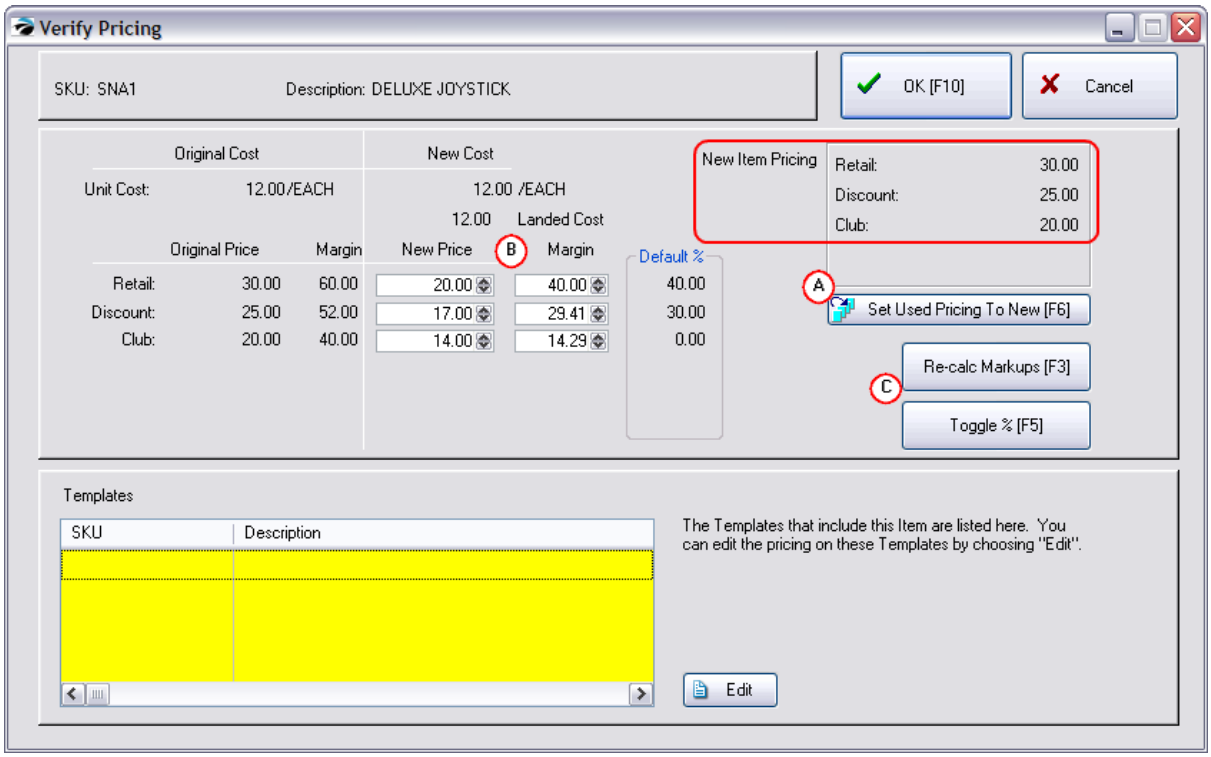

5.5.5.4.2 SiteTransfer

MultiSite function only.

When the master site receives a purchase order, the PO Receive Summary screen includes an option for transferring products to one or more sites.

Transfer Selective Item(s) To Site(s)

1) Choose Transfers

2) Highlight the item to be transferred.

3) Select the Site to receive the transfer.

4) Choose the Transfer button. This will open the Inventory Transfer screen which lists the number available to transfer as well as the current stock count at the selected site.

5) Enter the number to be transferred to the highlighted site.

6) When you choose OK [F10] the entry will be posted on the bottom right side.

Using this basic process, you can transfer various quantities of the same inventory item to multiple sites.

Repeat the process for each item on the purchase order.

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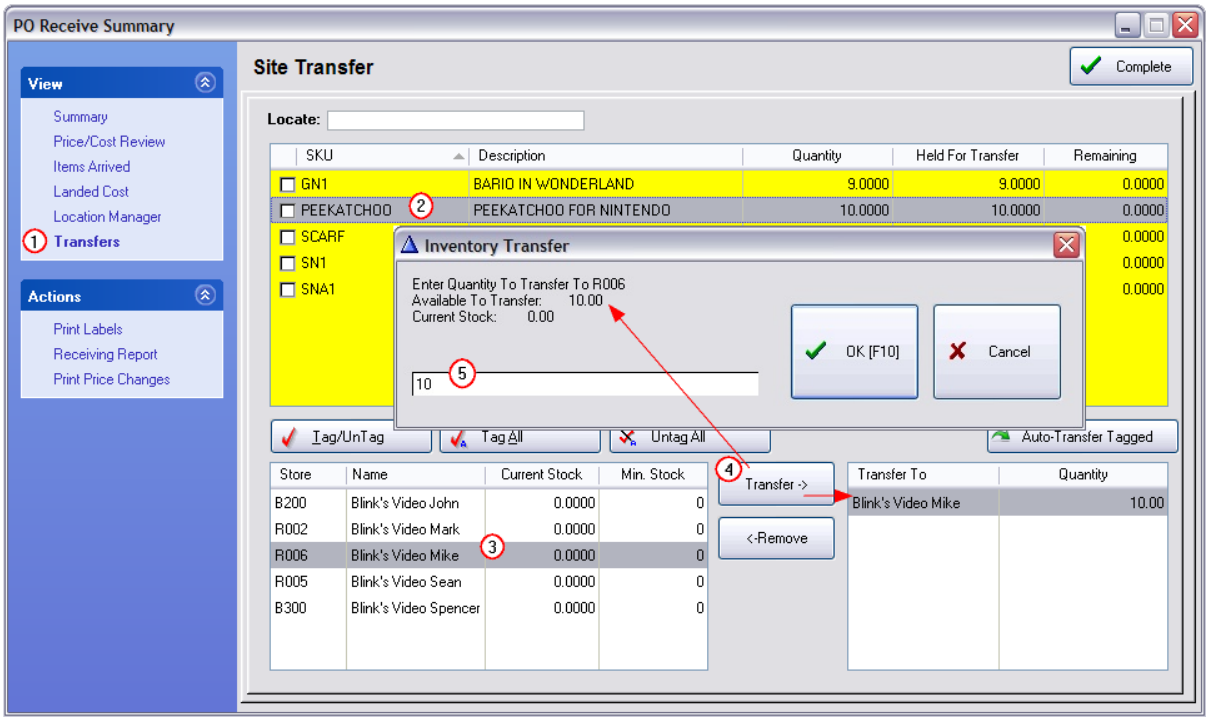

Transfer All Items To One Site

If all items on the purchase order will be going to one site, you can save time with the "Auto-Transfer Tagged" button.

1) Choose Transfers

2) Select the Site to receive the tagged items.

3) Tag the Items. Note: the full quantity received will be transferred to the selected site. (If this is not what you want to do then cancel this procedure.)

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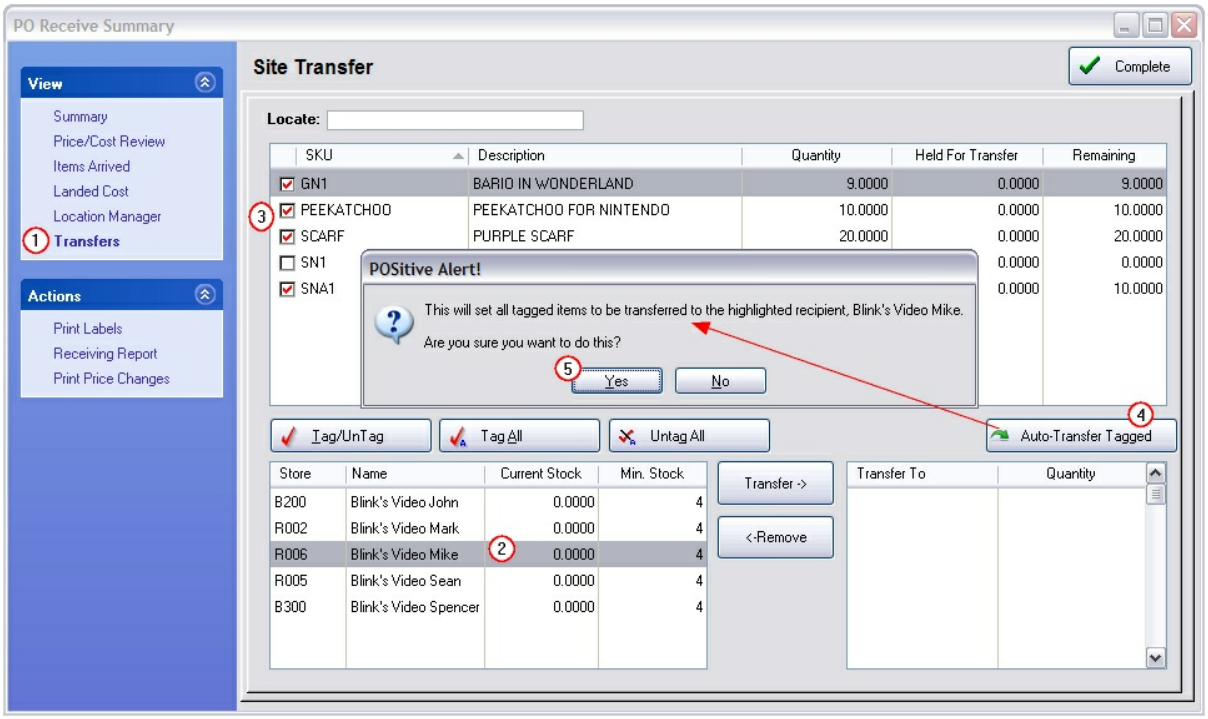


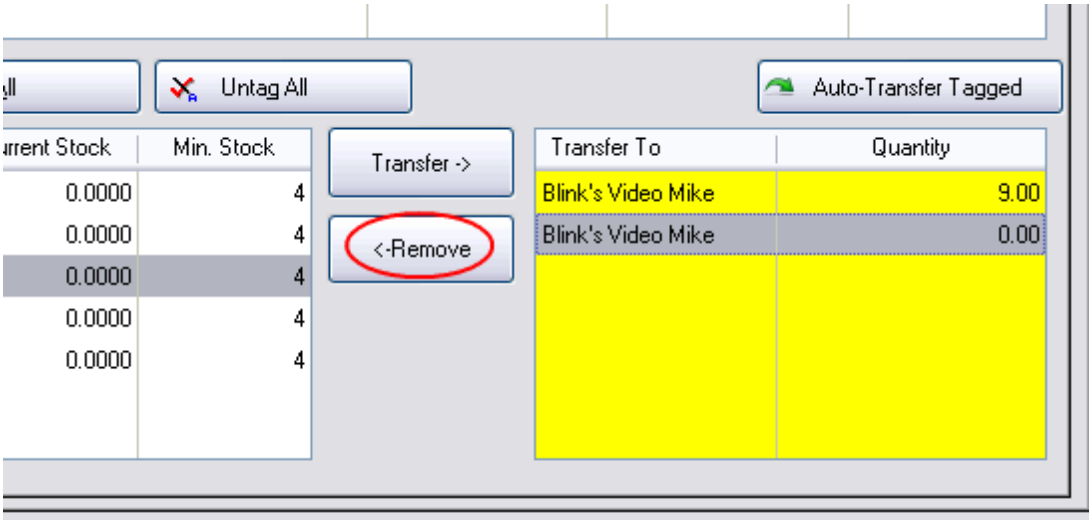
4) Choose the "Auto-Transfer Tagged" button. This will open an Alert: "This will set all tagged items to be transferred to the highlighted recipient: {name}. Are you sure you want to do this.

5) Answer Yes.

Several variations of this basic process are possible by tagging a different Site each time until all products are flagged to be transferred. Items not flagged to Transfer will update the master's sites stock counts without making a Transfer entry in Transfer Manager. (see Transfer Manager)

Correcting Mistakes

If you have made a mistake in setting the transfers, highlight the problem entry and choose the Remove button.



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Choose "Complete"

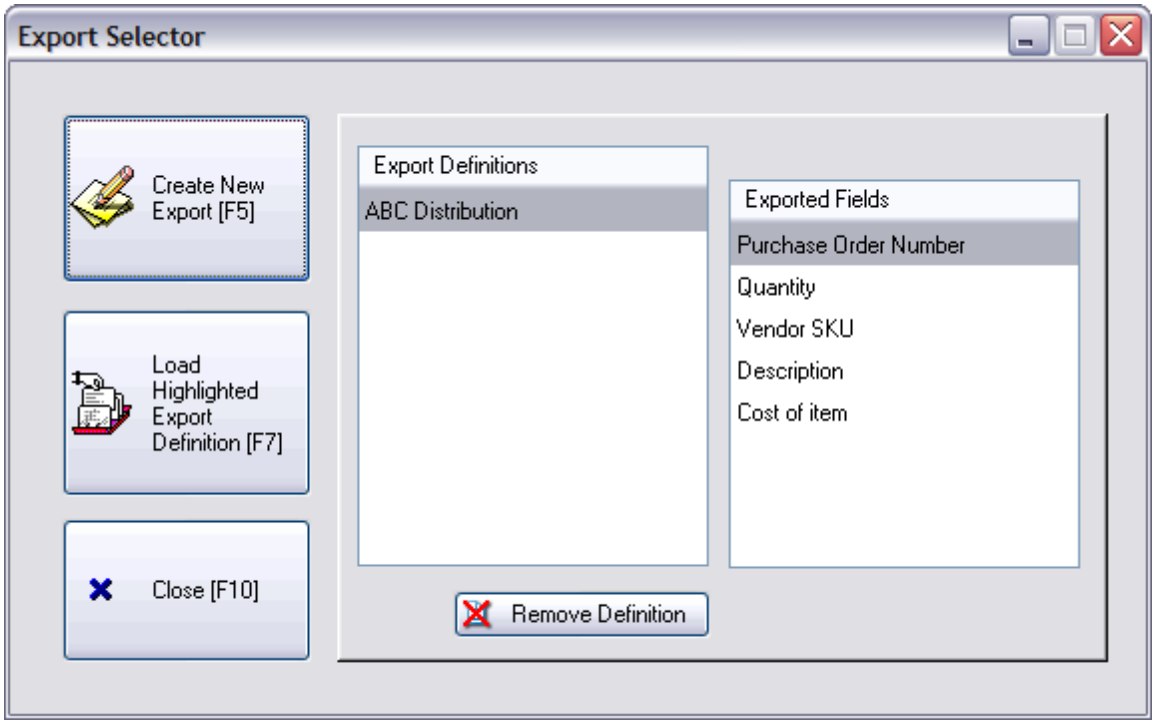
Once all assignments are made, choose the Complete button in the upper right to finalize the receiving of the purchase order.

5.5.5.5 Export PO

The contents of a purchase order can be exported to a text file which can then be sent to the vendor.

Because different vendors require different file structures and content, the export file can be defined to include or exclude fields and arranged into required sequences.

Create multiple definitions for each vendor as needed. Then select the proper export file definition and send the file contents.



5.5.5.5.1 Create PO Export Definition

To create the proper format

1) **Select from the available fields** at the left and position them in the required sequence on the right, using the Add, Remove, Shift Up and Shift Down buttons.

2) **Include Header Record With Field Names** - gives the vendor the column titles which may or may not be needed.

3) **Export File:** - a name and path for the file (it will be saved in the POSitive directory unless otherwise specified C:\POSitive\PRMGEM)

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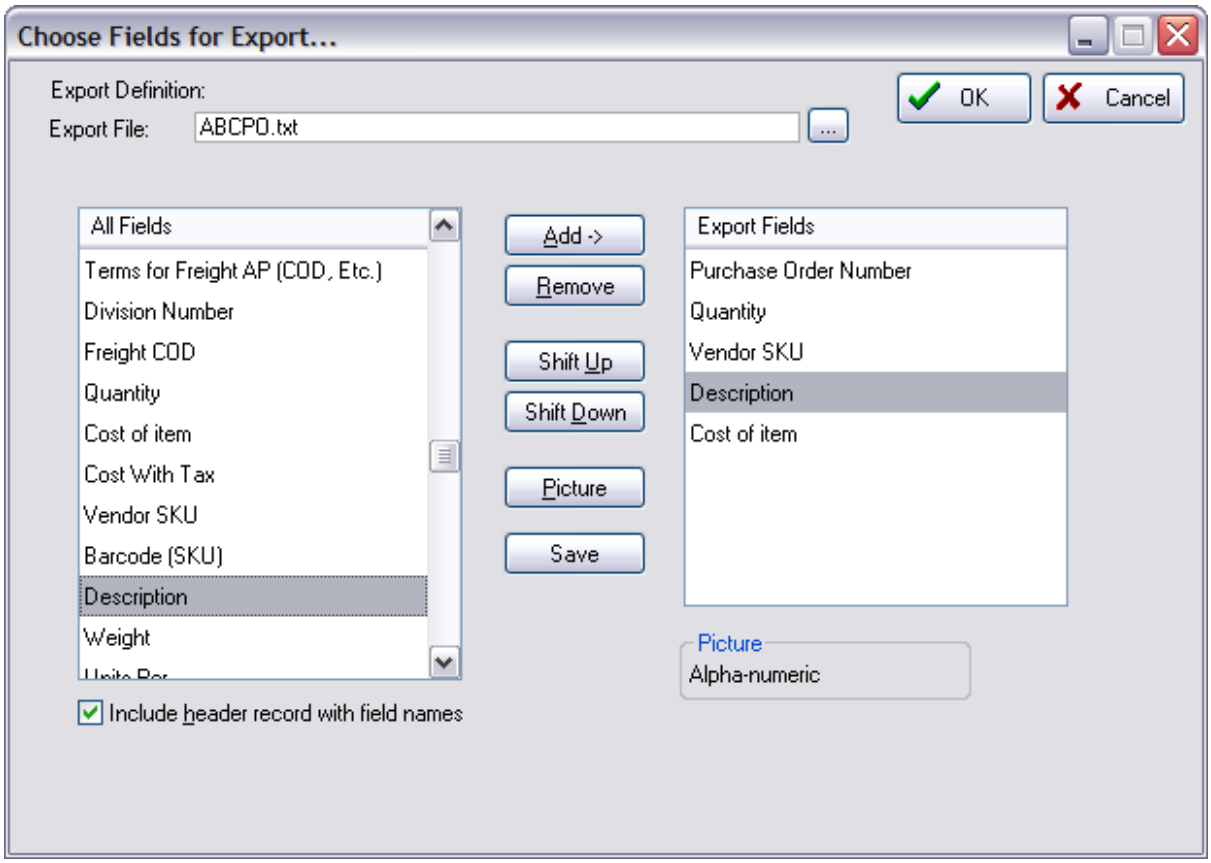

4) **Choosing OK** will confirm that the file has been created for this specific PO. It can then be found and sent to the vendor by e-mail or other method.

5) **Do you want to save this Export Definition?** If you answer Yes, then you can use this formatted definition for future purchase order submissions. Give it the name of the vendor.

These fields are available for export:

Purchase Order Number
Date Purchase Order Created
Create Time
Date Expected
Total Of PO
Sales ID (who placed the order)
Vendor Name
Vendor ID to bill Freight to
Terms for Freight AP (COD, Etc)
Division Number
Freight COD
Quantity
Cost Of Item
Cost With Tax
Vendor SKU
Barcode (SKU)

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Description
Weight
Units Per (a number)
Units Description (each, box, etc)
Division Number
Item of invoice
Received Date
Received Time
Quantity Received
Vendor Account Number (your account number with the vendor)

5.5.5.6 Merge Purchase Orders

From time to time, you may find that you have more than one purchase order for the same vendor and you would like to combine them into one purchase order.

You may merge purchase orders from either the POs to Place or the POs to Receive sections of the Purchase Order Center.

1) tag the purchase orders to be merged

2) choose the Merge button at the top of the screen

3) a POSitive Alert will appear

This will merge the Purchase Orders you have tagged.

You should only select Purchase Orders from one Vendor. If you have tagged multiple Vendors, only one will be merged. Ready to merge?

4) choose the Yes button to proceed with the merge.

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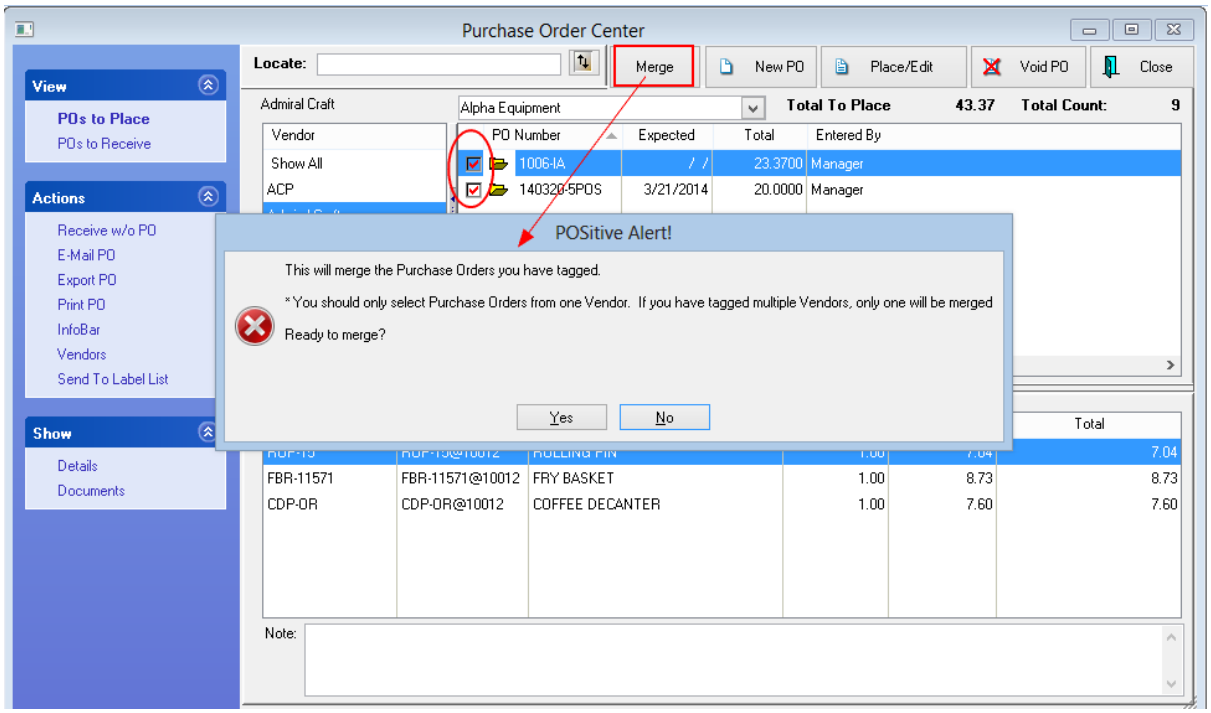

5.5.6 Receive Without PO

Choose "Receive Without PO" whenever you have accepted delivery of inventory without having prepared a POSitive purchase order in advance. This is a common occurrence in many businesses when items are ordered over the phone or pre-arranged from a vendor.

You will still be creating a PO, then receive the items into inventory, and perhaps create new inventory items in the process.

Receive Without an Initial Purchase Order

Go to Purchasing: Purchase Orders and select Receive W/O PO. This opens a Receive Without PO screen.

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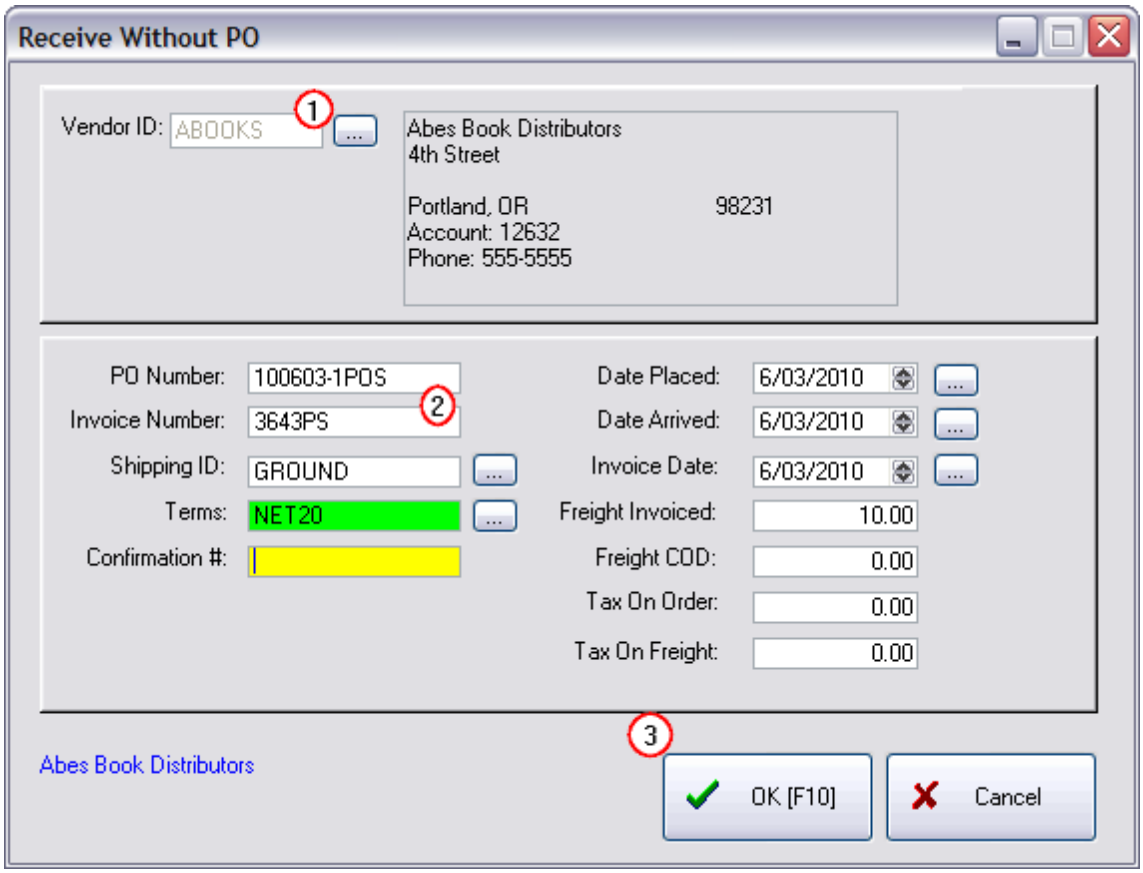

1) Either enter the Vendor ID or choose the lookup button and select the vendor from the list of vendors. If necessary, Add a new vendor. (see Locate Vendor)

2) Fill in the appropriate fields:

- PO number - This number is automatically generated by POSitive. The type of number is defined in System Setup: Purchase Orders. You may overwrite the generated number.
- Invoice Number - The vendor's invoice or packing slip number.
- Shipping ID - (required) Tracks the means and number of days required for shipment. Automatically calculates the expected due date..
- Terms - Tracks method and terms of payment. (see Vendor Terms 627)
- Confirmation #: - (optional)
- Adjust dates - (optional)
- Freight Invoiced - Enter the Total Freight charge, if any, which was added by the vendor. POSitive can evenly append the shipping charges to the cost of the items being received. (see PO Receive Summary 1610)
- Freight COD - Enter the Total Freight charged by a 3rd party, not by the vendor.
- Purchase Order Taxes - (see System Setup: Tax Options: International Settings)
  Tax On Order - Used for duty or brokerage fees or other International charges are required
  Tax On Freight -

3) Choose OK. If the essential fields above have been entered, POSitive now opens a blank purchase order. (For detailed information about this screen see Purchase Order Screen 1590.)

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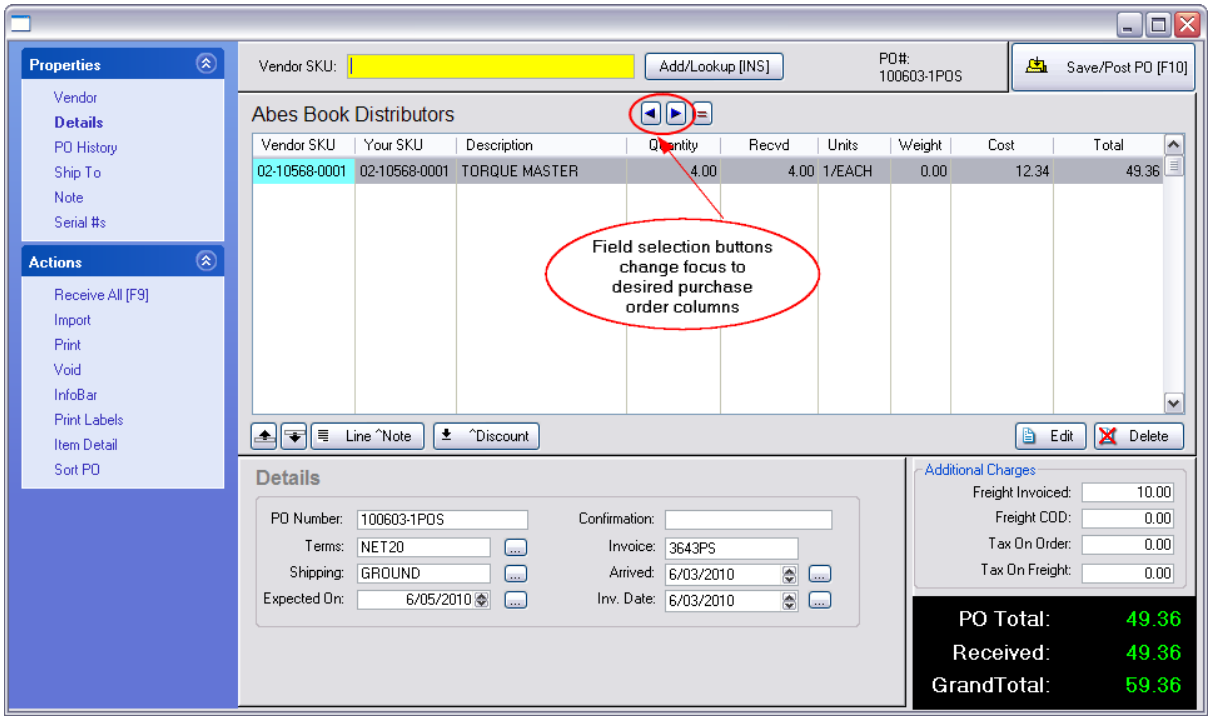
4) Add inventory items to the purchase order as described. Note that you will be entering both the Quantity to order as well as the Quantity Received.



How To Add Inventory To The Purchase Order Screen

First, select the method of product identification by using the "Field Selection Buttons" (two arrows at the top center of the screen). You may choose to focus on the Vendor SKU or Your SKU.

By Vendor SKU

At the top center is an active field named Vendor SKU. Scan or type the vendor's product number or SKU of the item and press Enter.. The next step depends upon one of three situations:

- a) If the item is in the Vendor List - you will be prompted to enter quantities and confirm the cost value.
- b) If the item is not in the Vendor List, but is in the POSitive Inventory List you will be prompted to either Create or Lookup. Choose Lookup and search the inventory list and select it. Confirm the cost. You will then be prompted to enter quantities.
- c) the item doesn't exist in POSitive at all choose Create. Go through the steps of creating a new inventory item.

By Your SKU

After pressing the "Field Selection Buttons" and highlighting the Your SKU column, scan or type the product number or SKU of the item and press Enter.. The next step depends upon one of two situations:

- a) the item is in the POSitive Inventory List - you will be prompted to enter quantities and confirm the cost value.
- b) the item doesn't exist in POSitive at all - choose Add on the Locate Item List, Go through the steps of creating a new inventory item.

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For full instructions on handling each of these cases see Purchase Order Screen 1590.

Process the PO

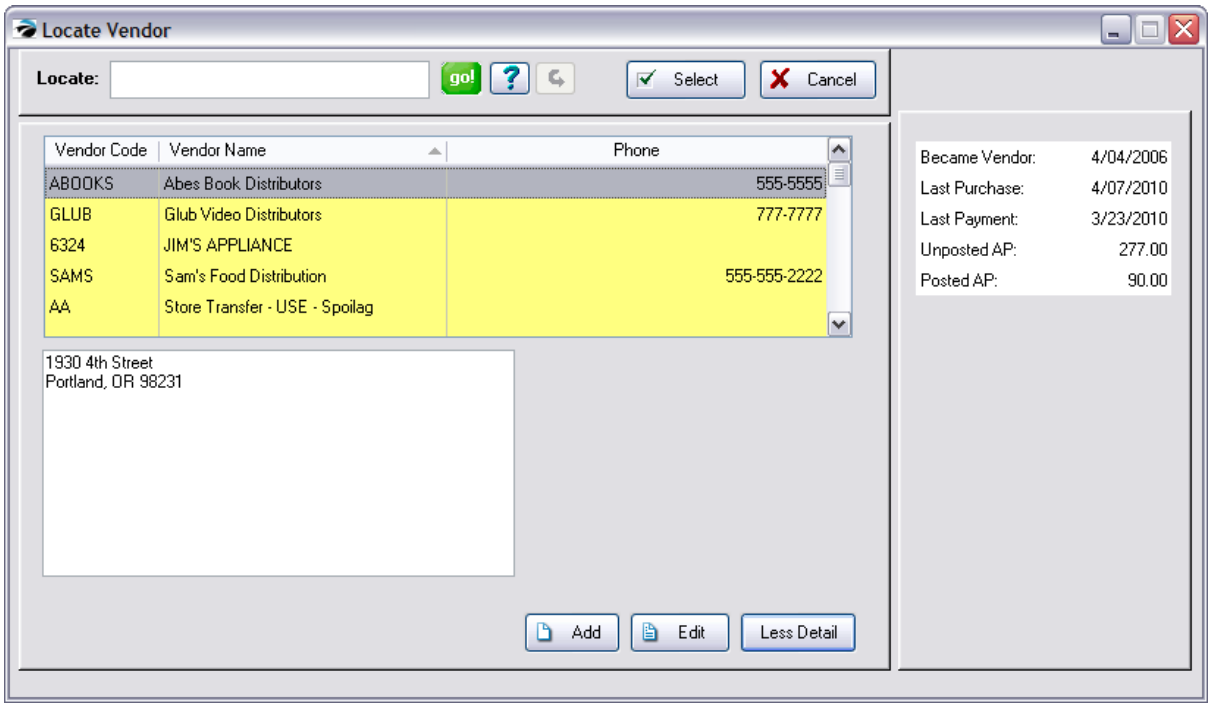
When you have finished entering all items to be received you may process the items now or save them for later.

- Press **F10 Save/Post PO**.
- Choose **Receive Now** - All items on the PO which have received stock counts will update your individual inventory items. Items left as unreceived will be retained for future processing.
- OR choose **Save For Later** if there are still corrections or additions to be made to this PO. It will then be accessible from Receive PO.

5.5.6.1 Locate Vendor

When starting a purchase order or attempting to assign a vendor to an inventory item, you will be prompted to select a vendor from this Locate Vendor screen.

Highlight the vendor and choose Select. You may add a new vendor if necessary.



SELECTION OPTIONS

Locate

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

- Press **Enter** - will find the first item beginning with the search characters

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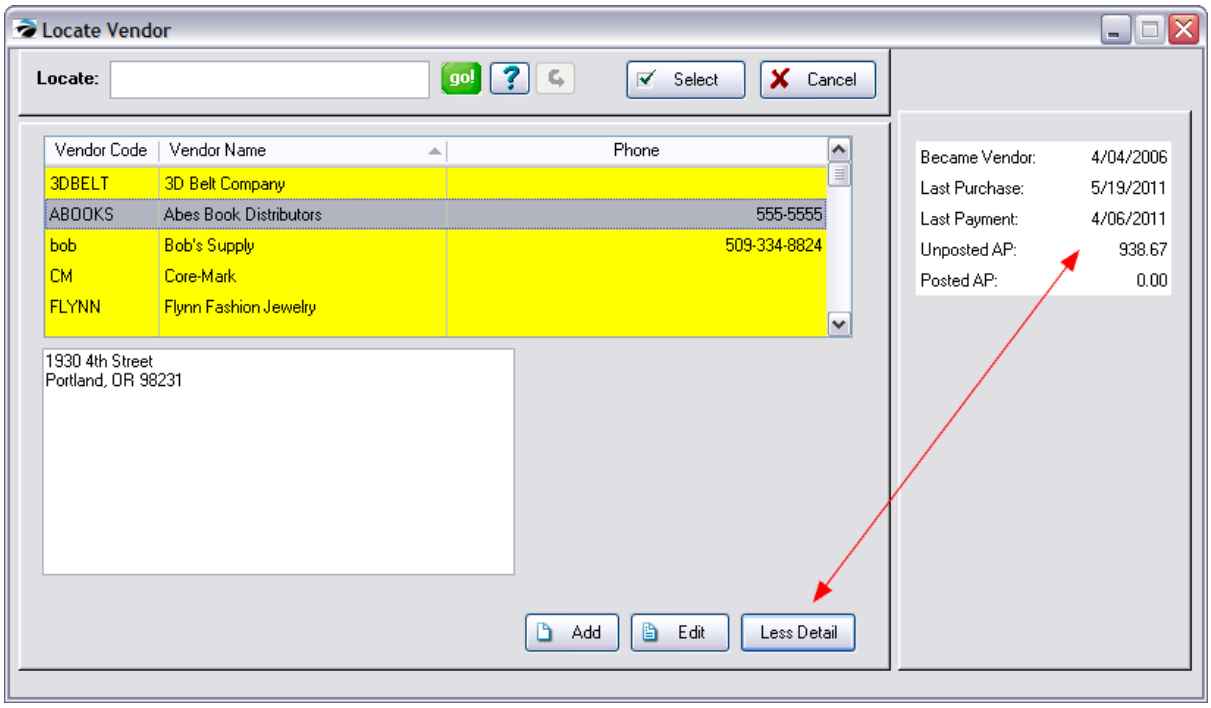
	• Press **CTRL-Enter** - will find all items with the search characters somewhere in the field.
go!	This starts the search for the information in the "Locate" field. Instead of clicking on "Go!" you can save time by just pressing Enter or Control-Enter after entering something in the Locate field.
Query	Select from an unlimited number of saved queries or filters which you can create and modify as needed. Contact POSitive support for more information.
Reset	Restores the list to show all records.
Select	Accept the highlighted vendor
Cancel	Halt the process

Add - create a new vendor record

Edit - edit the record of the highlighted vendor

More Detail

Choosing the "More Detail" button reveals more information about the vendor, particularly about total Accounts Payable, unposted and posted.



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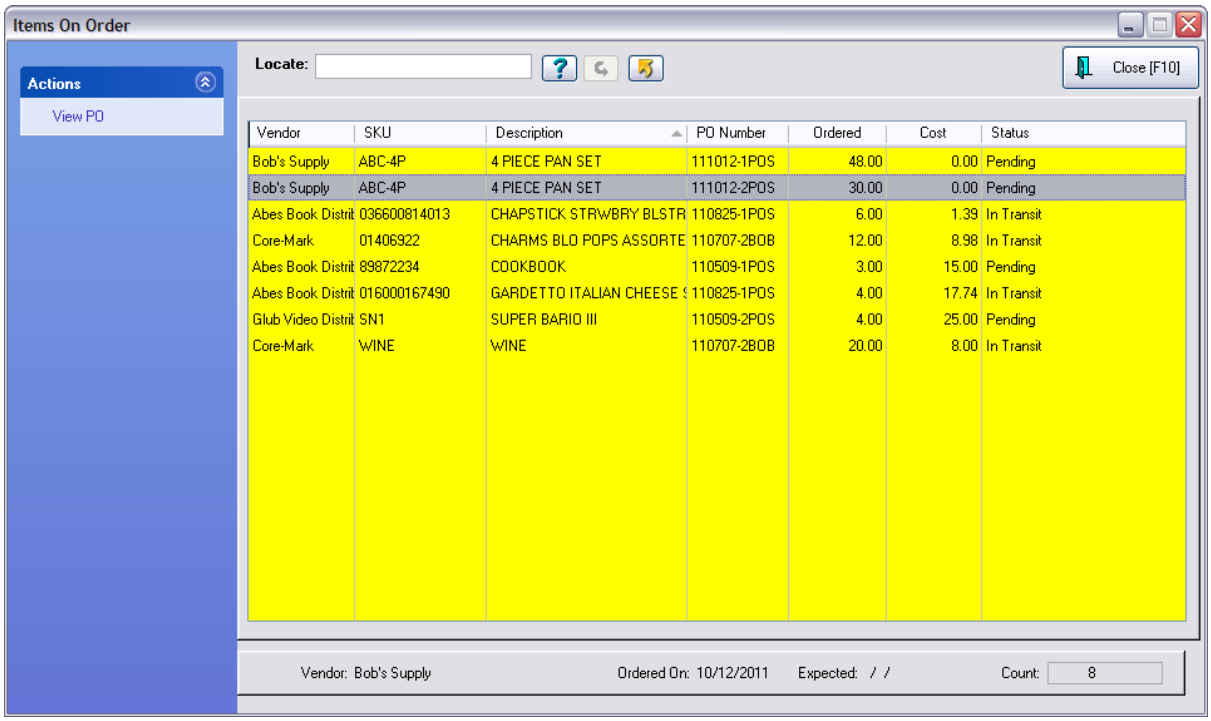
5.5.7 Items On Order

Items which have been or will soon be ordered from vendors are listed in this window. These items have been assigned to Purchase Orders.

The Status indicates Pending (not yet placed) or In Transit (placed and waiting for delivery).

You may export the list (using the Gold Arrow button), view and edit listed purchase orders.

Highlighting an item displays the vendor name, order date and expected date in the lower panel of the screen.



Sorting The List

You may sort the displayed information by clicking on the column title bar. Double clicking changes the sort order from ascending to descending as indicated by the triangle symbols which appear beside the column title.

Locate

After selecting the column to sort and search, enter text relevant to what you want to find.

Press Tab to find the item

Press Enter to find and open the PO.

Query and Export List

The Query (blue question mark) icon allows you to filter the list based on your pre-defined settings.

The Gold Arrow sends displayed listing to HTML, Excel, Word, etc. All visible entries in the Listing can be exported or copied out to some other destination. Make choices as prompted. (See Send To

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Window 1800

Displayed Information

SKU - your primary SKU

Description - short description of the item

PO Number - generated purchase order number

Ordered - quantity being ordered

Cost - vendor cost to you

Status

- **Pending** - the item is in the Create/Place PO group and the vendor has not yet been notified.
- **In Transit** - the item is in the Receive PO group and you are awaiting arrival.

Actions

View PO - review the purchase order. This is an active view and allows you to modify the purchase order.

Print - Prints the list and includes the date the item is expected to arrive.

5.5.8 Create PO From Pending

Some businesses cater specifically to special orders for customers. You create the order for the customer and then choose to create a purchase order for the items from the vendor(s). The items could be drop shipped to the customer or shipped to you for delivery.

Normally, this is all handled through the regular purchase order creation and receiving processes, however, you may choose to create the vendor purchase order directly from the customer order.

How To Create A PO From a Pending Customer Order

1) Open the Pending Transactions listing

2) Highlight the customer transaction in process. Typically, the products on the customer ordered are not in stock, but even if they are in stock, you can still choose to create a vendor purchase order for this customer so that your in house stock count will not be reduced.. You can also choose to not order the item which is in stock and simply deliver it to the customer directly.

3) Select Create PO button under Actions

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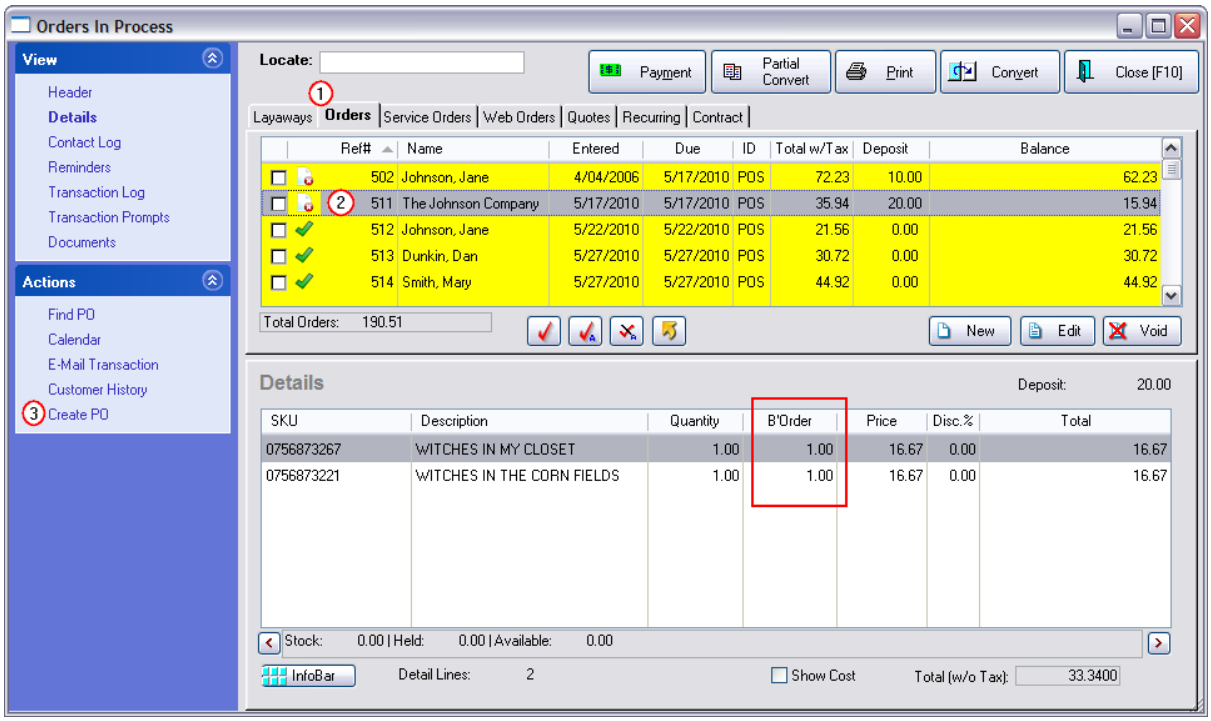
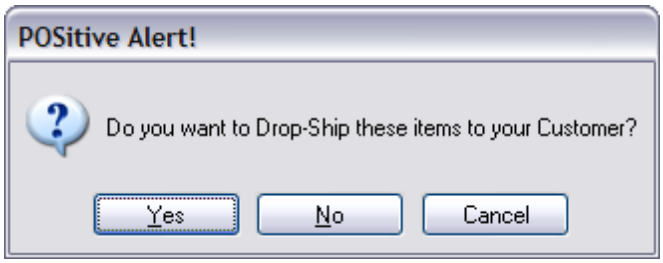


Drop Ship

4) You will be asked if you wish to Drop Ship the items to the customer.



If you choose Yes, you will be selecting the customer shipping address or adding an address if needed. If you answer No, then products will be shipped to your store.

Order List

5) A streamlined Order List, containing only the items on the customer order, will be listed. Note: All items from the customer order will be listed. Tag only the items you need to order for the customer, excluding items you already have in stock.

If the items are from different vendors, then separate purchase orders will be created. (see Order List 1576 for additional functions of this screen)

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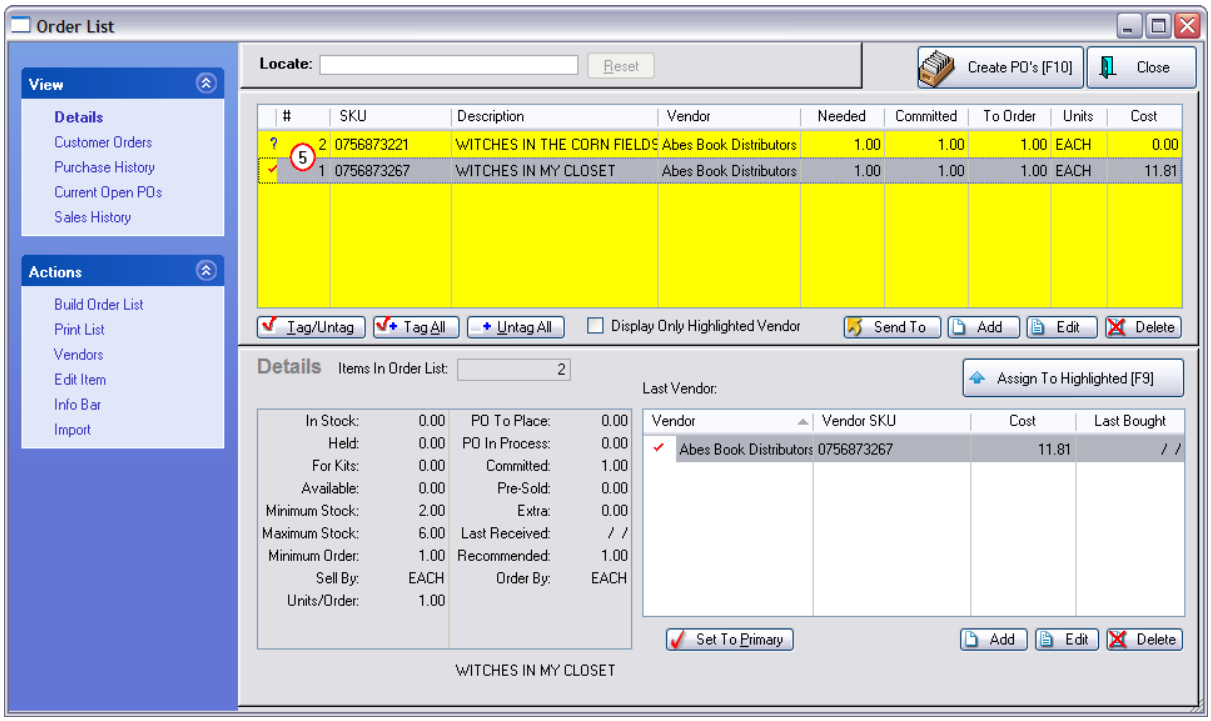

6) Select Create PO's [F10]. If there are pending purchase orders for the vendor, you may choose to append to them or, if you want the items drop shipped by the vendor to the customer, you may create a new purchase order.

Edit The Purchase Order

You will be asked if you want to edit the purchase order. You could close it if you do not need to make changes to the shipping address.

7) Choose "Ship To" to confirm the shipping address.

The Ship To section will include the default ship to address as indicated above. It may be edited if necessary.

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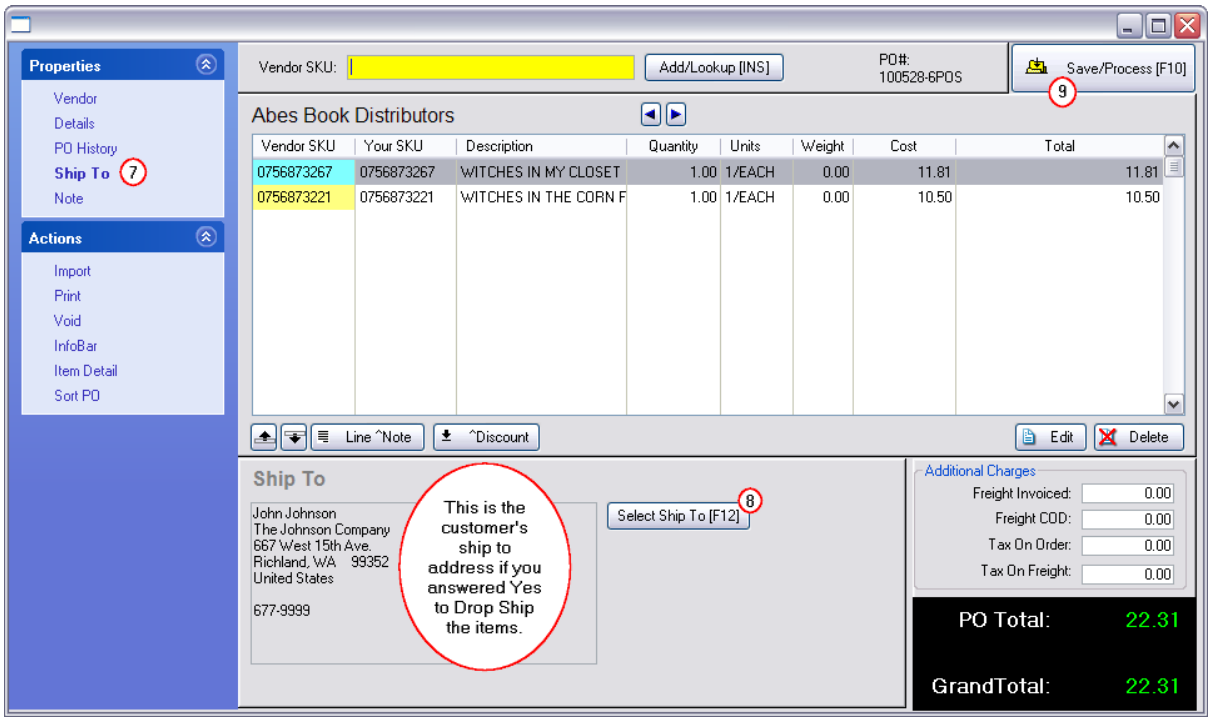
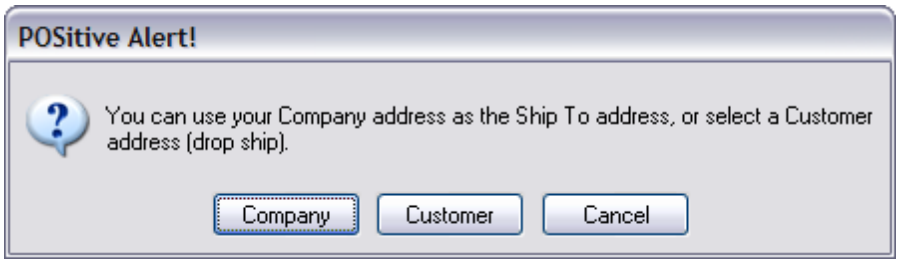


8) Choose "Select Ship To [F12]" to make changes to the shipping address.



Company - You have an opportunity to select your own Company address instead of drop shipping. Your default company address is added.

Second Company Address?

If you have a warehouse or another outlet to which you want the products shipped, you should choose Customer and add your second company as if it were a customer, enter the second address, and then select the "second store customer".

Customer - To access the customer and add or select a different address.

- The Locate Customer screen opens.
- Highlight the Customer and choose Select.
- Add/Select the desired address. (see Customer Shipping Addresses 401)

Process the Purchase Order

9) You are returned to the Purchase order to complete the processing.

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Choose Save/Process

Related Topics

InfoBar on Pending Order 1639

Handling Drop Shipped Purchase Orders 1640

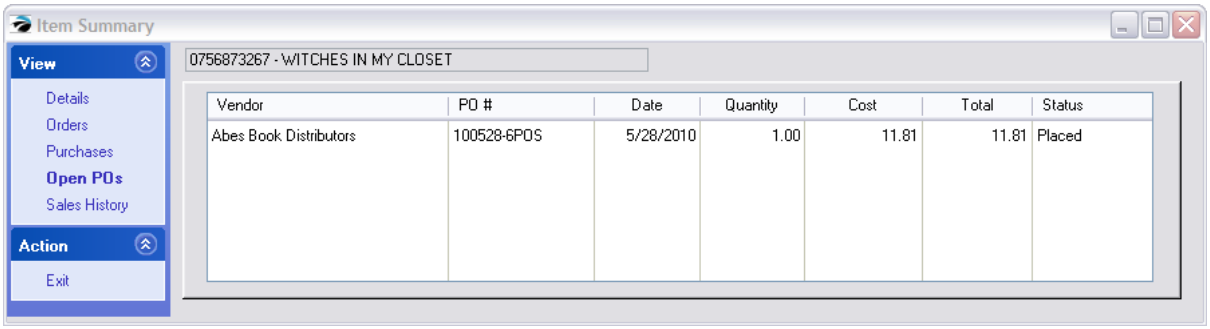
5.5.8.1 InfoBar on Pending Order

A customer's pending transaction may be waiting for backorders to be filled.

You can check to make sure the items have actually been ordered from the vendor by using the InfoBar: Open POs.

If the item is on a purchase order, you will see the Vendor name, the PO Number and the status of the PO.

- Waiting = vendor not yet called
- Placed = vendor has the PO and you are waiting for the item to be received.



How to Access the InfoBar

1) Open the Pending Transactions listing

2) Highlight the customer transaction in process.

3) Highlight an inventory item in the bottom section

4) Select the InfoBar button.

TIP: Move the InfoBar out of the way and select another item on the pending order to check on it's status.

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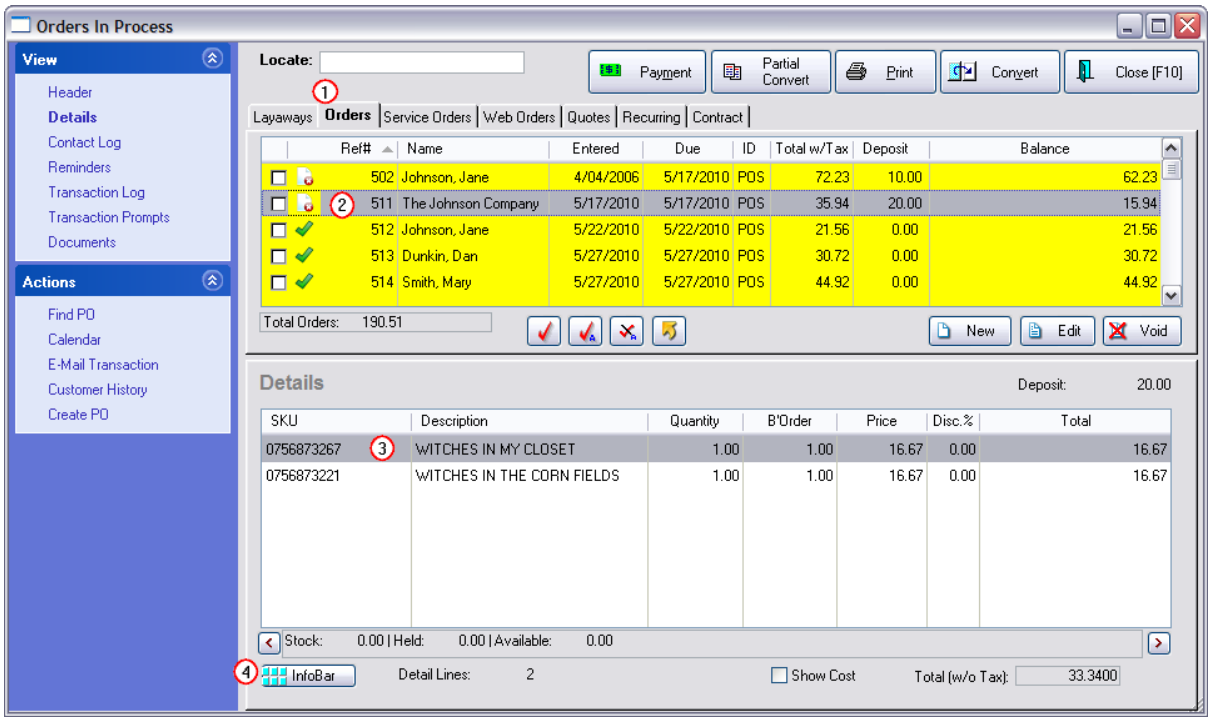

5.5.8.2 Handling Drop Shipped Purchase Orders

If you have chosen to drop ship customer special orders, (see Create PO From Pending 1635) you will still need to receive the purchase order and convert the customer order to an invoice once, after you have received confirmation from the vendor and customer that the product has been shipped and arrived in good condition.

Why Convert The Order To Invoice?

- To collect your monies.
- To relieve the order, it's deposit, and the pending inventory status.
- To maintain customer purchase history. Once converted to an invoice, then the Customer Center will have a transaction under Purchase History for the customer. You can use all the functions of Purchase History screen including the ability to accept Returns if needed.
- To report sales taxes. A pending order will always collect taxes as part of the deposit, but until the order is converted to an invoice, the sales tax report will not include the transaction.
- To update monthly sales totals and other profit reports.

Handling the Purchase Order

Go to the Purchase Order Center and receive the products even though you do not physically have the

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products in hand.

This will update the customer order so that the items are no longer backordered.

Accounts Payable and General Ledger will be updated.

Handling the Customer Order

Highlight the Customer Order and choose Convert if all items on the order have been shipped, or Partial Convert if there are still items pending shipment.

Documentation of Shipment

TIP: Before converting the order or while editing the invoice, consider adding a Shipment Confirmation note stating the details you have received from the vendor. This can be done as a...

- line note - press CTRL-N and type the information. Press F10 when done. The note should be directly below the item. When partially receiving the PO, the notes of items not received will be retained.
- Invoice Note field - while invoicing choose the Notes menu and enter the note
- either an Invoice Prompt or an inventory item with selling prompts (see Invoice Prompts 1258 and Category Screen Prompt 1318)
- attached Document - add voice message, scan a document, attach a file. (see Document Manager 1215)

One advantage is that you can always go to Invoice History at any time and search using the Find button for the vendor's confirmation information.

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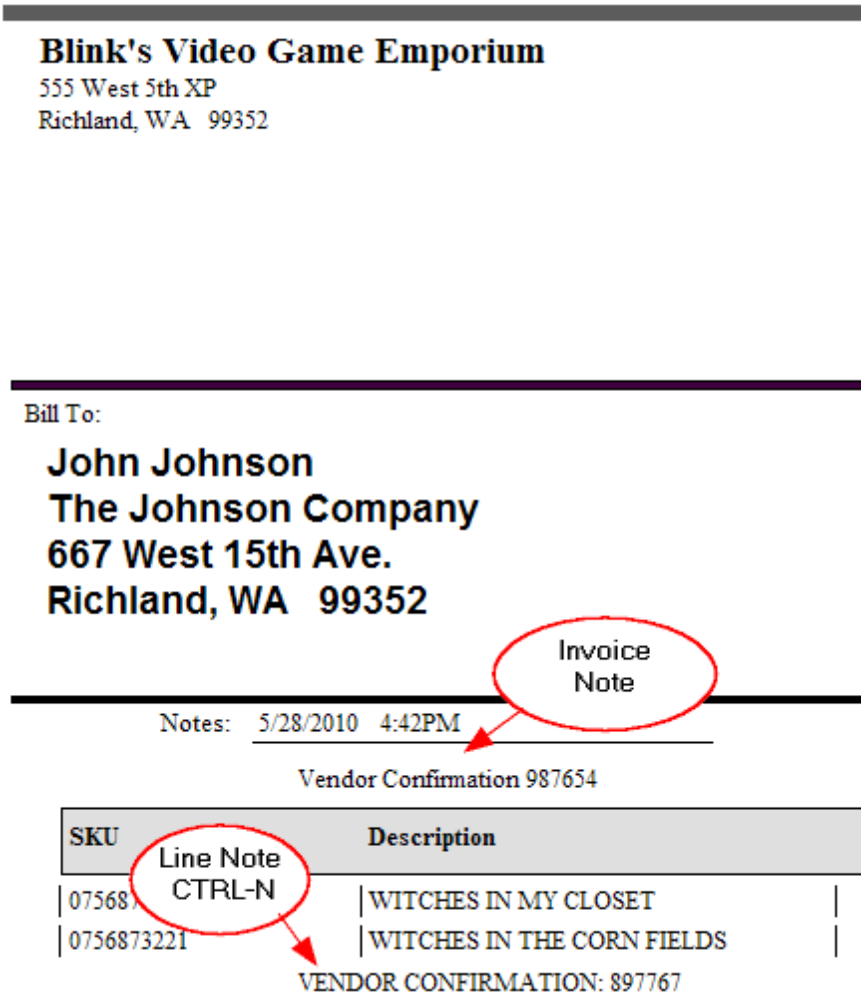

Take Payment

It is assumed that payment has already been made in full or will be made in full at the time of invoicing. Deposits on the order will be deducted from the invoice total.

Tender the Invoice as you normally would, taking final payment as needed.

The customer's Purchase History is updated.

Retrieving Documentation

Invoice History has documented the drop ship confirmation and can be searched and found at any time.

Go to Invoice history

A) Choose the Find (binocular icon) feature. (see Invoice Quick Find 1200) You can enter any known information such as the customer's original order number, the inventory item on the invoice, the vendor confirmation number or even just the word "vendor confirmation".

B) The invoice can display your documentation in one of several ways.

-- Line Note

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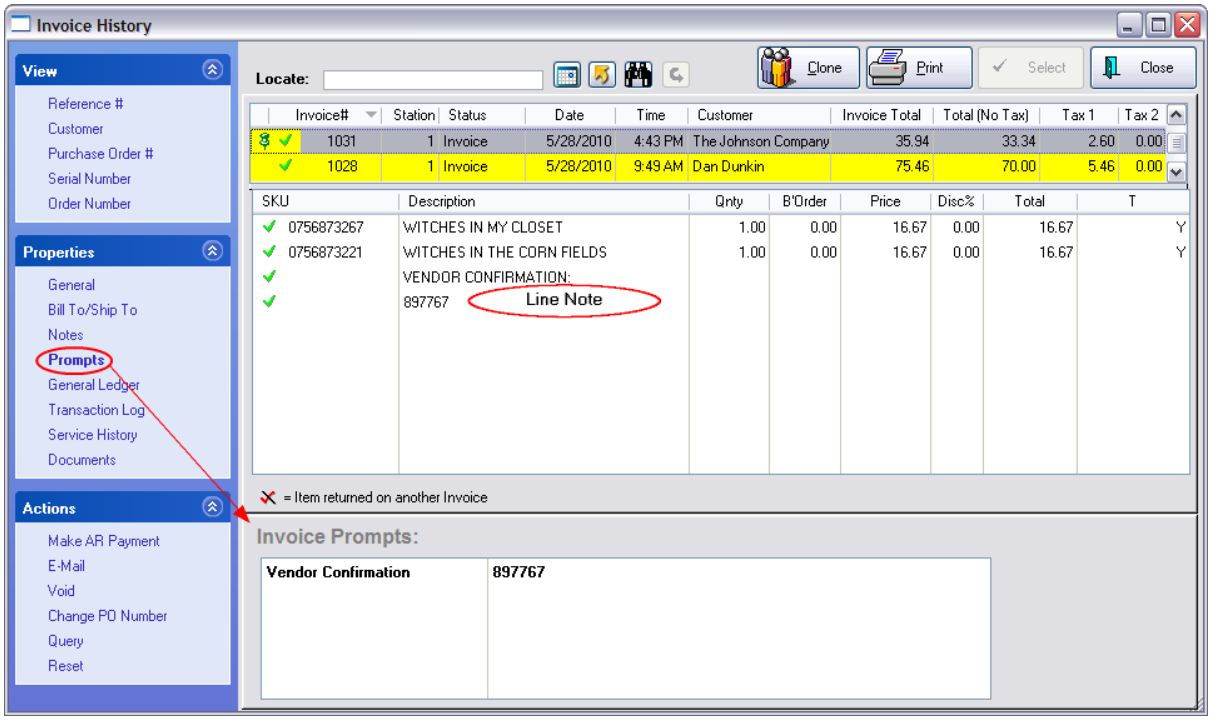
This is visible on screen among the inventory items sold

-- Invoice Prompts

Choose "Prompts" under Properties



-- Invoice Note

Choose "Notes" under Properties

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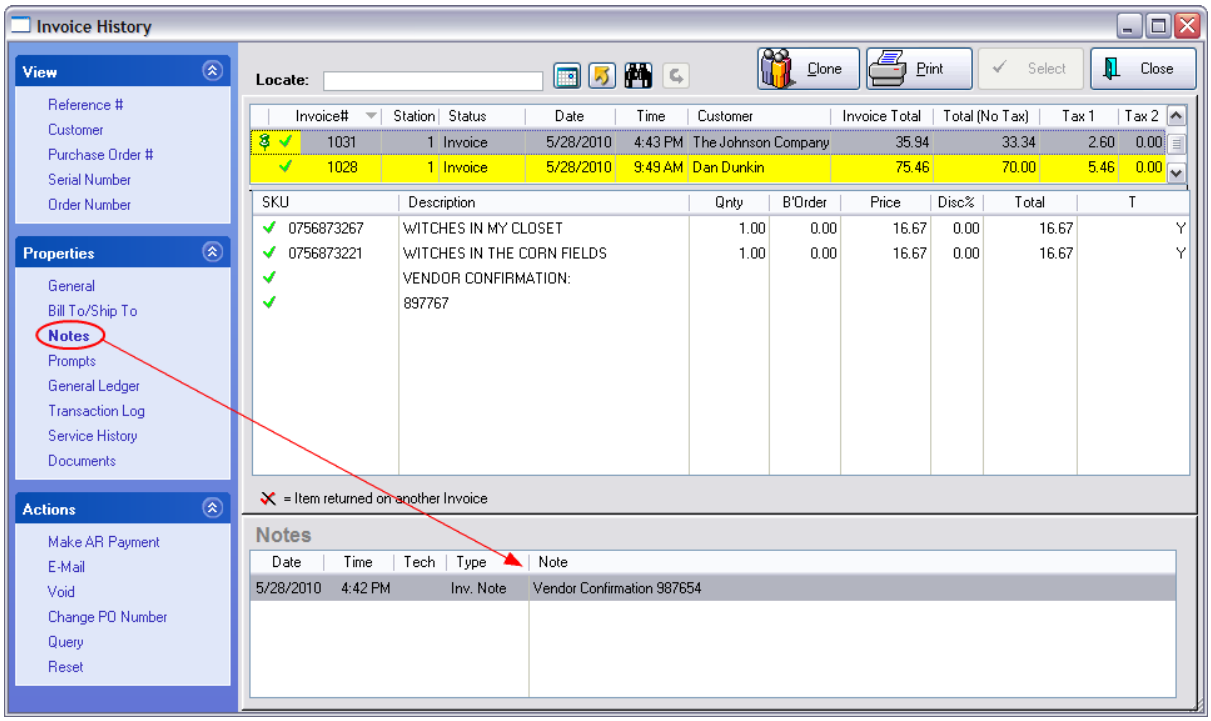
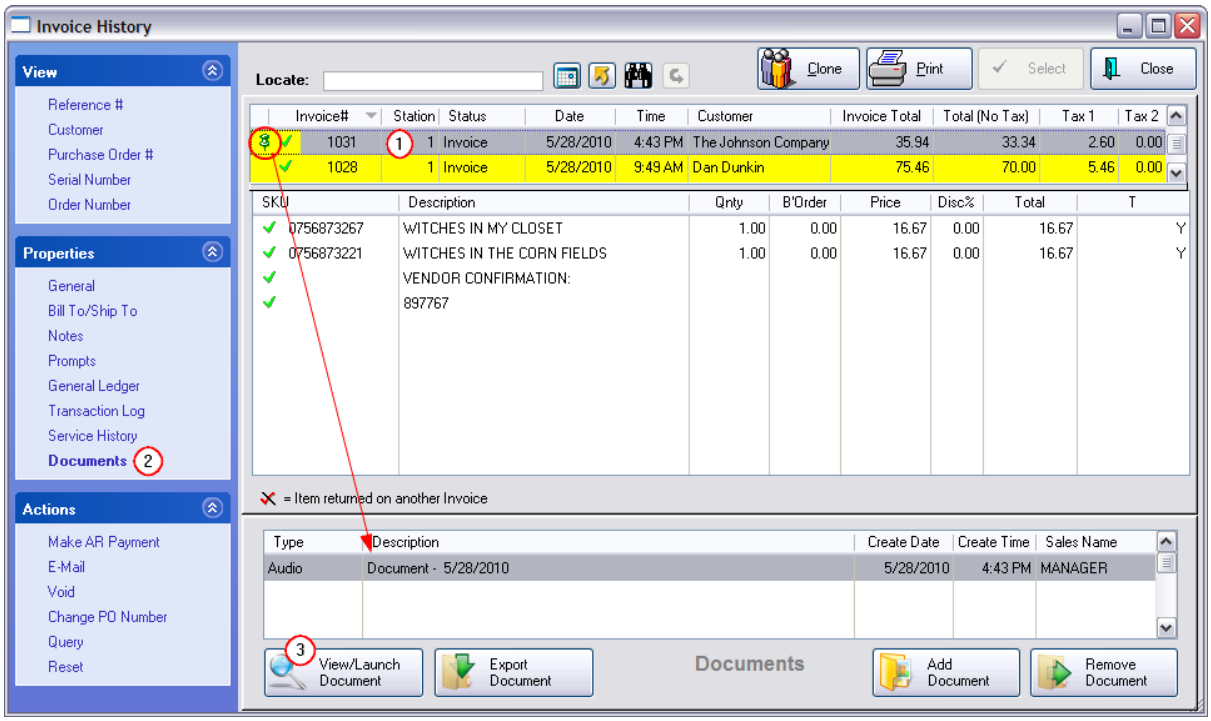


-- Attached Document

1) Highlight the customer invoice. There will be a "Document Pin" beside the Invoice number.

2) Choose Documents under Properties

3) Choose "View/Launch Document" to review documentation.



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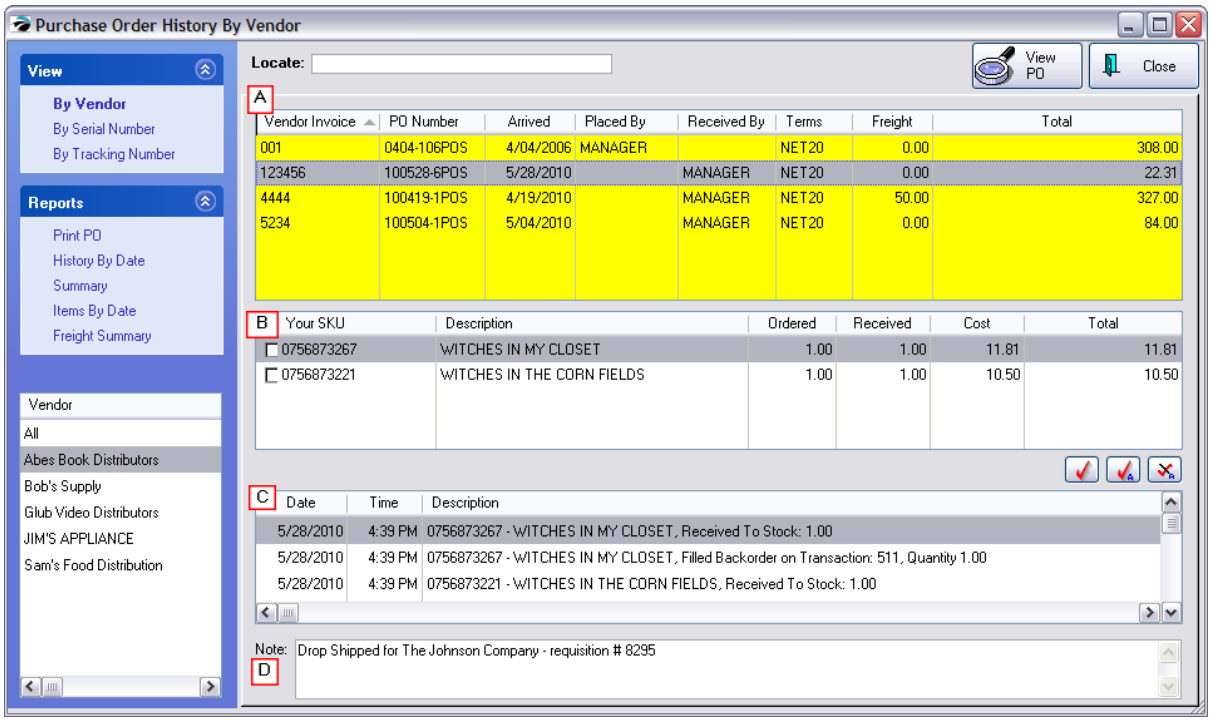
5.5.9 PO History By Vendor

When this screen opens, it will show all purchase orders ever received.

VIEW

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



By Vendor

By default, "All" vendors has been selected.

Select a vendor name at the bottom left.

Alternative Search and Select

Change the sort column focus to Vendor by clicking on the column title. Then enter the first of the name in the Locate field above the list and press Enter or CTRL-Enter if you only know a portion of the name.

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

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(B) In the center it lists the quantity of items ordered and received on the purchase order with costs and extended line totals

Tag/Untag - Only the MultiSite Module utilizes the tag/untag buttons.)

(C) At the bottom of the screen will be listed the distribution of the items purchased.

(D) At the very bottom of the screen is the Purchase Order Note

By Serial Number

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

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

By Tracking Number

POSitive automatically generates a tracking number for each inventory item received on a purchase order. The tracking number is linked to the PO and the specific line item on the PO. This tracking number can be printed on inventory labels for easy reference. If the label has a tracking number, enter the tracking number into the fields and choose Lookup. POSitive will find the specific purchase order.

Edit the Purchase Order

After highlighting the desired purchase order choose the View PO button in the upper right.

The purchase order can be edited to a degree. (see Purchase Order History 1646)

Reports

- **History By Date** - Enter a date range. Choose to print either a Summary or Detail Report. Prints a report "Purchase Orders By Date" which can be saved to PDF or exported to text.
- **Summary** - Displays a table of monthly purchases, payments, credits and balance due
- **Items By Date** - Enter a date range. Choose to apply a Query or not. Prints a report "Items Purchased Report" which can be saved to PDF or exported to text.
- **Freight Summary** - Generates a report "Freight Summary Report" to show how much freight was applied to each purchase order.

Select a Different Vendor

All vendors are listed at the bottom left. Highlight a different vendor to see purchase orders from a specific vendor or All Vendors.

5.5.9.1 Purchase Order History (Edit)

A purchase order which has been received can be edited to a degree. Whenever you are given an option to View PO of a highlighted purchase order this Purchase Order History screen will be opened.

Click here to watch our Changing Costs of Purchase Orders video.

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What if the Quantity is Incorrect?

Mistakes happen. It is possible that the quantity received is incorrectly stated because...
-- someone chose to Receive All when some items were not actually received
-- received full qty ordered when fewer were physically present
-- received only qty ordered when actually more were physically present
-- added the wrong SKU and received it
-- and other reasons...

The solution is simple. Create a new purchase order for the same vendor. Enter the same Purchase Order Number and Vendor Invoice Number in this new purchase order. Add the SKU and for the quantity enter an "adjusting value." If you should have received less enter a negative number such as -3.00. If you should have received more, enter a positive number such as 3.00.

Also see PO History By Vendor 1645

Editing Options

You will not be able to remove items, add new items, nor change received quantities to this historical transaction. If such changes are necessary, create a new purchase order and use the same PO Number and PO Invoice number with some sort of suffix for cross-reference purposes.

You may make some changes to the following fields

- **PO Number** - your reference number
- **PO Invoice** - the vendor's PO Invoice number - TIP: some businesses receive purchase orders based on packing slip numbers and include the letters PS to designate that the packing slip is the source document. When the true invoice is received, replace the packing slip number with the actual invoice number.
- **Costs** - manually adjust the Cost of an inventory item by highlighting the line item and choosing Edit Highlighted at left (or Edit in the bottom right). Items which are still in stock will be updated with the new cost. Items which have been sold from this purchase order will also be updated automatically to the new cost and margins recalculated.

  Note: If you discover an error was made on receiving the PO for the number shipped, create a new PO using the same PO and invoice numbers, if desired, to add (enter a positive 1) or reduce (enter a negative -1) quantities of specific inventory items.
- **Freight Charges** - This is especially useful if you do not know the actual freight charge until the final invoice arrives. If the system is tracking landed cost, the freight will be incorporated into the cost of the items still in stock.

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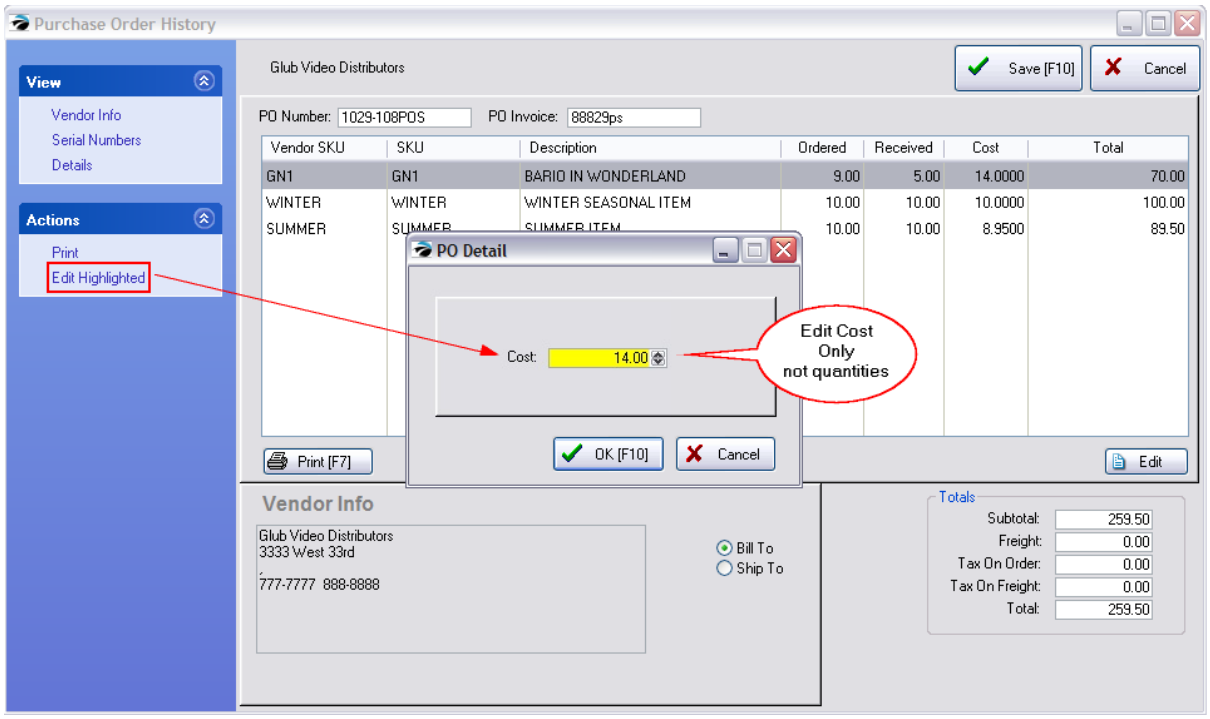

VIEW

Vendor Info - displays the vendor Bill To and/or Ship To address and phone numbers in the bottom center of the screen

Serial Numbers - displays serial numbers assigned to the highlighted inventory item and gives current status of the serial number.

Details - shows details of the purchase order: dates and salesperson

ACTIONS

Print - prints the purchase order (same as Print [F7] button.

Edit Highlighted - edits the line item (same as Edit button at far right)

SPECIAL NOTE: Some versions of POSitive will display Quantity and Received fields. One should only change the cost of an item and not quantities.

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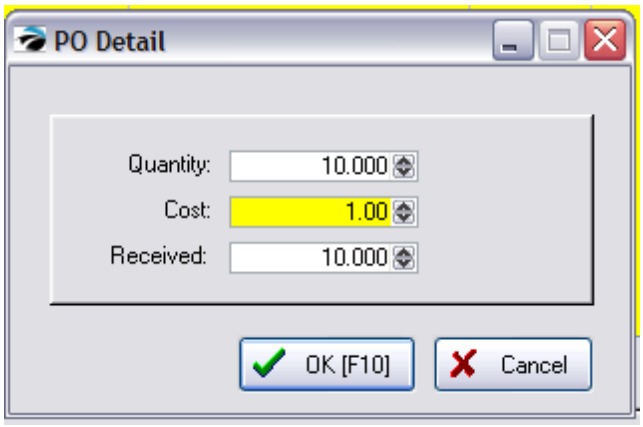
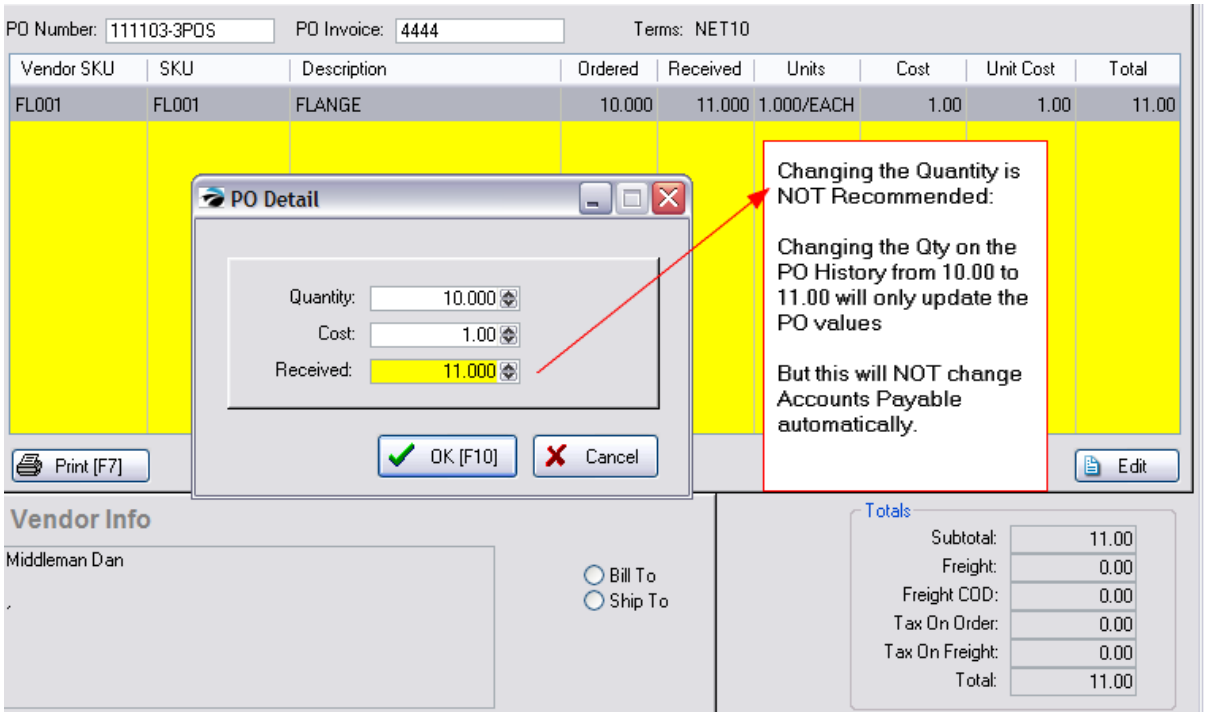


Although the Quantity Ordered and Quantity Received fields may be available for editing, this should only be done in rare cases. Changing these quantities will NOT update all areas of the POSitive program, such as AP-Unposted.

For example,

Changing the quantity on PO History from 10.00 to 11.00 will only update the Purchase Order values.



But this will NOT change Accounts Payable automatically.

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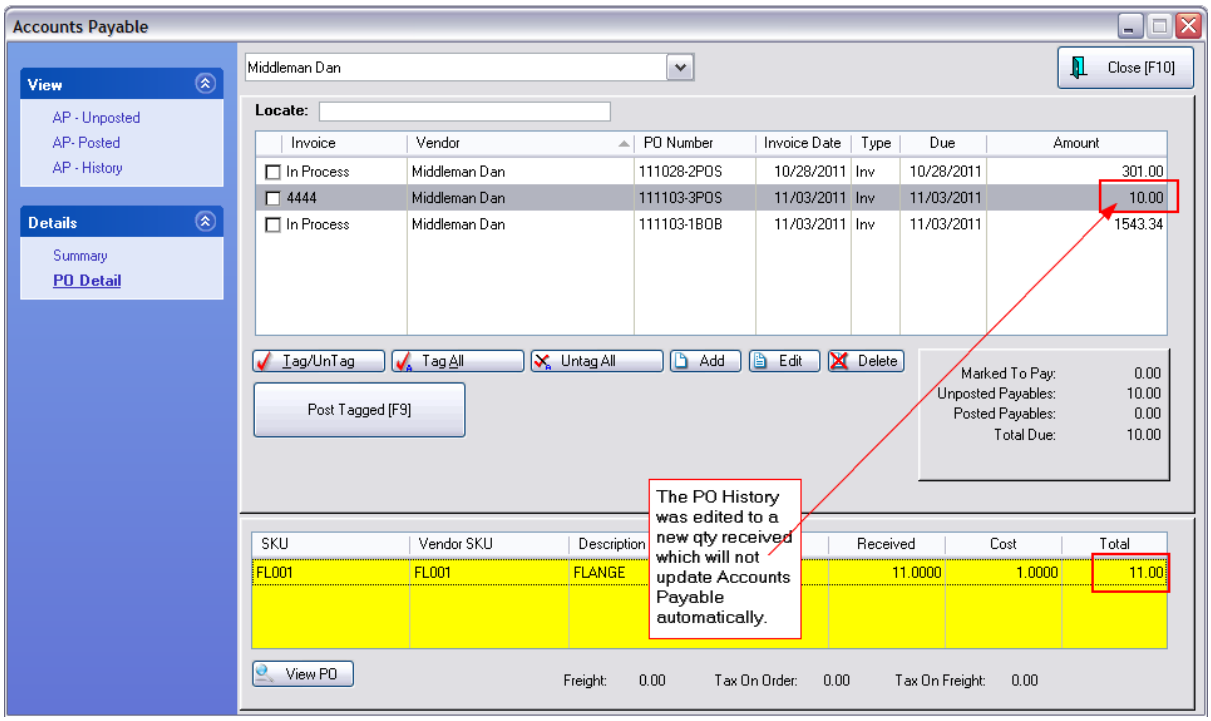

5.6 Accounting

Depending on the version, your POSitive product may have basic accounting capabilities. Such as:

- track General Ledger activities
- export to another accounting package
- use POSitive's Checkbook for Accounts Payable
- track and process Accounts Receivable
- balance registers, research transactions, and
- run numerous reports

Much of what bookkeepers and accountants are looking for has already been set up by default when you installed POSitive and created your own company. In other words, you can just run POSitive as it is and it will work just fine.

However, some bookkeepers may want to modify POSitive to eliminate, modify, or add some functions and features. In this case, please contact POSitive support for more information.

Please keep in mind that the accounting capabilities of your POSitive product may not match those of more specialized products, such as QuickBooks or Sage. So, it is your responsibility to determine if the accounting capabilities of our software are appropriate for your business.

THINGS TO DO

Setups

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- System Options
- General Ledger
- Accounts Receivable

THINGS TO UNDERSTAND

There are two basic accounting methods available to most small businesses: cash or accrual.

Cash method. If you use the cash method of accounting, you record income only when you receive cash from your customers. You record an expense only when you write the check to the vendor. Most individuals use the cash method for their personal finances because it's simpler and less time-consuming. However, this method can distort your income and expenses, especially if you extend credit to your customers, if you buy on credit from your suppliers, or you keep an inventory of the products you sell.

Accrual method. With the accrual method, you record income when the sale occurs, whether it be the delivery of a product or the rendering of a service on your part, regardless of when you get paid. You record an expense when you receive goods or services, even though you may not pay for them until later. The accrual method gives you a more accurate picture of your financial situation than the cash method. This is because you record income on the books when it is truly earned, and you record expenses when they are incurred. Income earned in one period is accurately matched against the expenses that correspond to that period, so you get a better picture of your net profits for each period.

Pros and cons. The cash method is easier to maintain because you don't record income until you receive the cash, and you don't record an expense until the cash is paid. With the accrual method, you will typically record more transactions. For example, if you make a sale on account (or, on credit), you would record the transaction at the time of the sale, with an entry to the receivables account. Then, when the customer pays their bill, you will record the receipt on account as another transaction. With the cash method, the only transaction that is recorded is when the customer pays the bill. If you are using computer software to do your accounting, this is probably not a big concern, since the computer program automates much of the extra effort required by the accrual method.

Another issue to be considered is the accounting method you use for tax purposes. For convenience, you probably want to use the same method for your internal reporting that you use for tax purposes. However, the IRS permits you to use a different method for tax purposes. Some businesses can use the cash method for tax purposes. If you maintain an inventory, you will have to use the accrual method, at least for sales and purchases of inventory for resale.

Recommendation. We recommend the accrual method for all businesses, even if the IRS permits the cash method, because accrual gives you a clearer picture of the financial status of your business. You probably need to keep a record of accounts receivable and accounts payable anyway, so you are already keeping track of all the information needed to do your books on the accrual basis. If you are using a computer program, there really isn't much extra effort involved in using the accrual method.

5.7 POSitive Calendars

POSitive uses Calendars with many viewing options depending upon the task.

When creating a pending transaction, you are prompted to choose a Due Date. You can see 2 months at a time.

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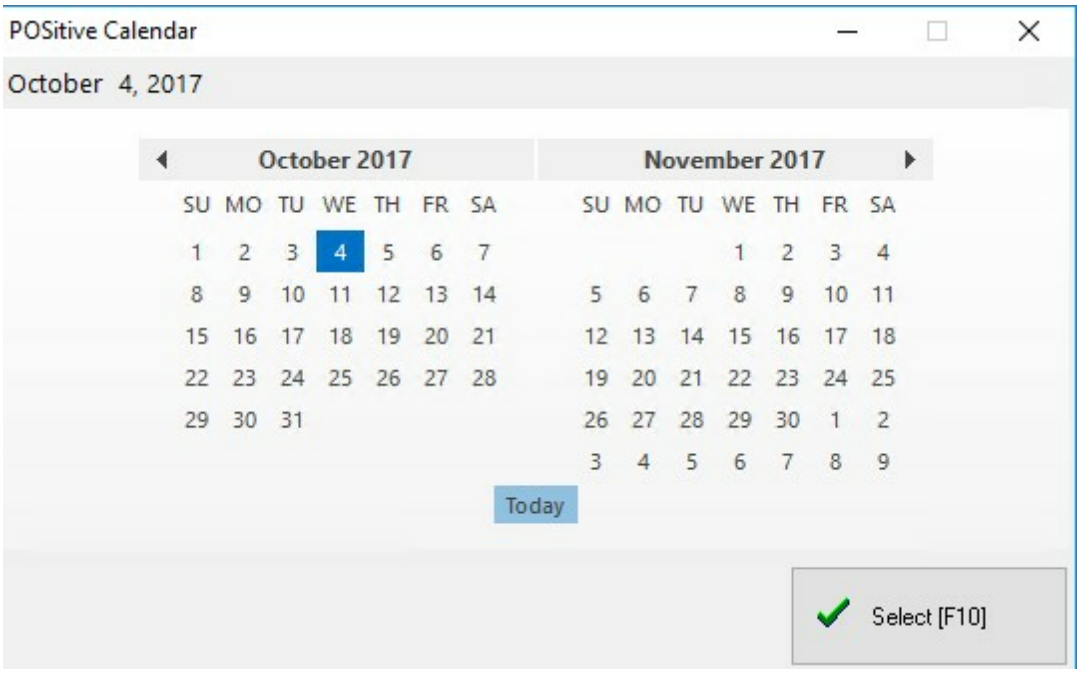
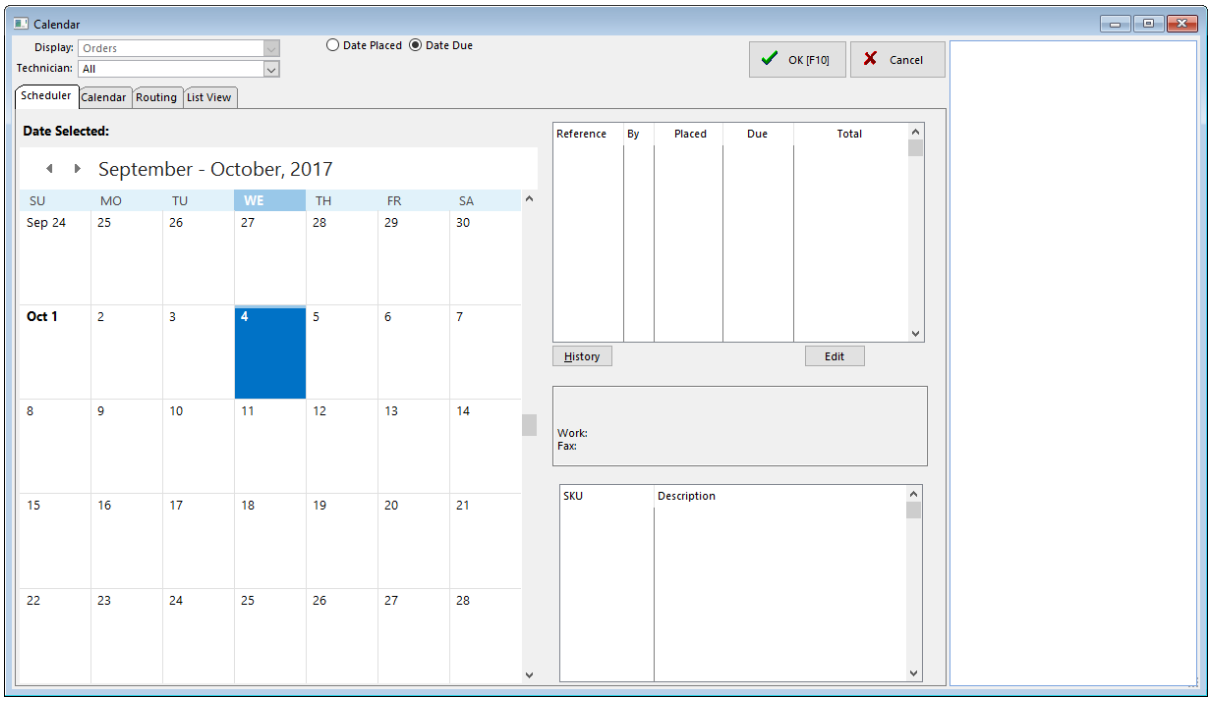


A station setting activates this calendar format. (see "Use Full Calendar Schedules When Setting Date Due" on the Transactions 203 view



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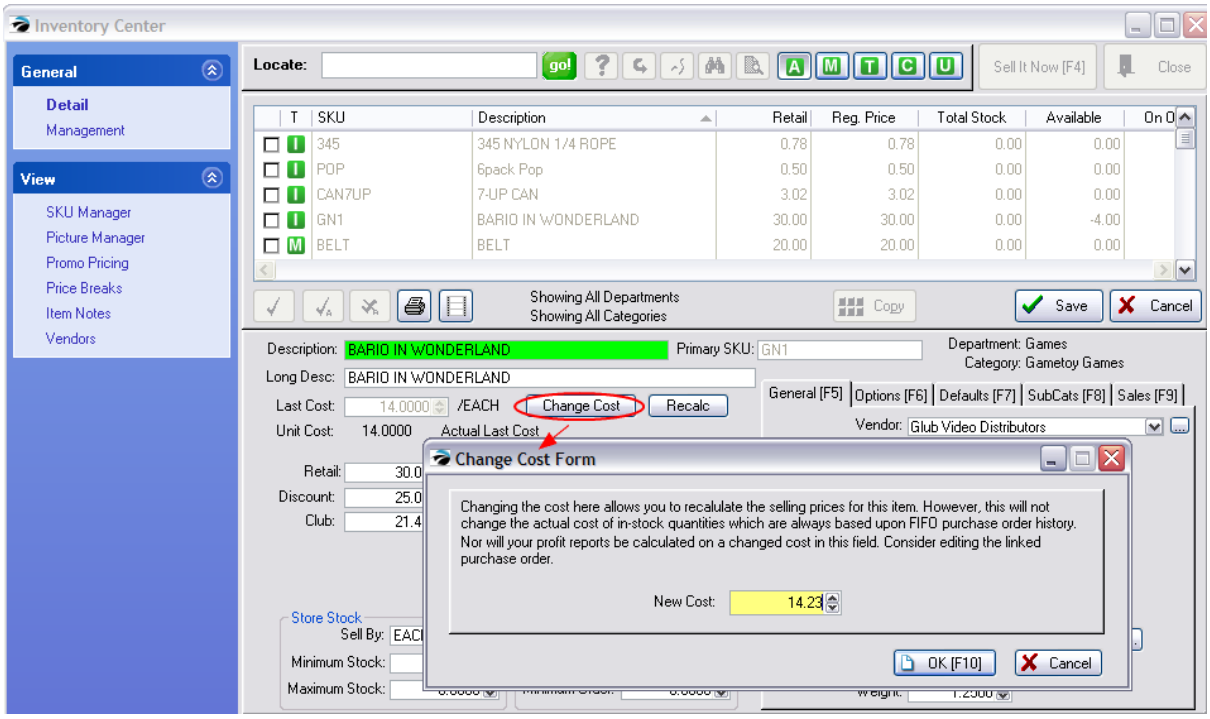
5.8 Management Topics

The are features typically set up by management or authorized employees.

5.8.1 Change Cost Form

When editing an inventory item, there is an option to change the cost of the item. However, this is not the preferred way of making adjustments.



Changing the cost here allows you to recalculate the selling prices for this item. However, this will NOT change the actual cost of in-stock quantities which are always based upon FIFO (first in; first out) purchase order history. Nor will your profit reports be calculated on a change made to the cost in this field. Consider editing the linked purchase order.

To Change FIFO Costs

Stop editing the inventory item and select the Stock Management View at the left.

Choose the Current Stock tab and choose VIEW PO.

Make cost corrections to the PO.

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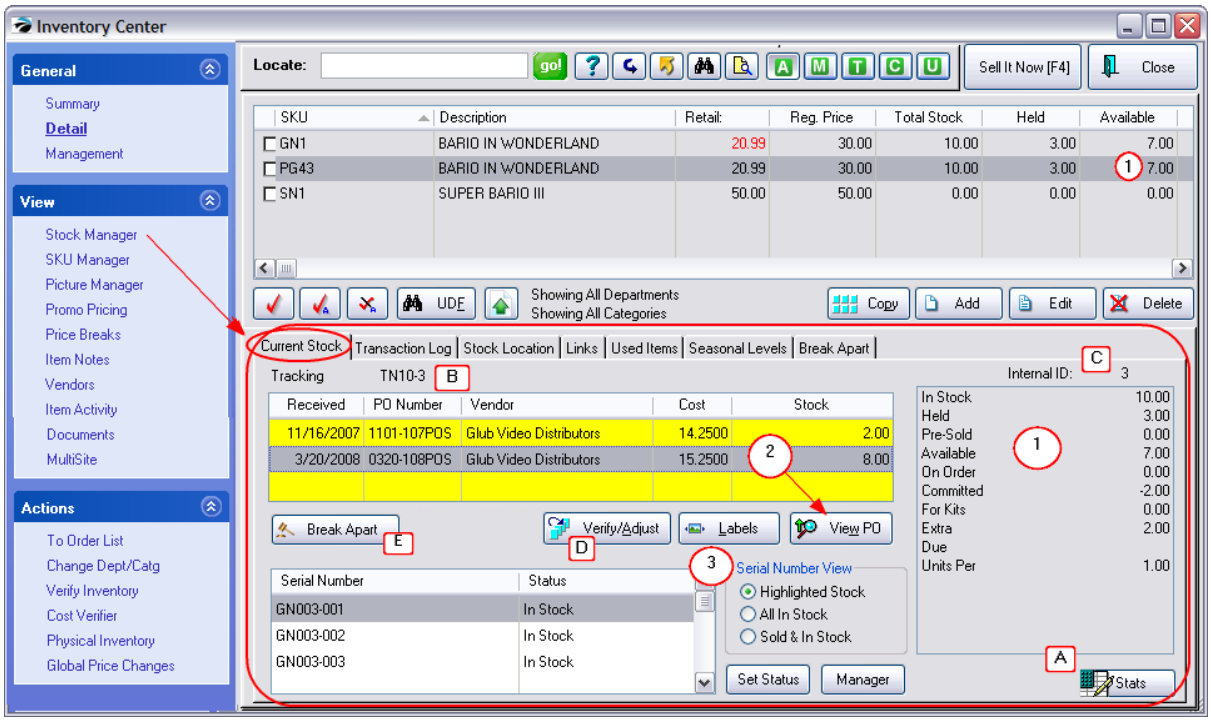
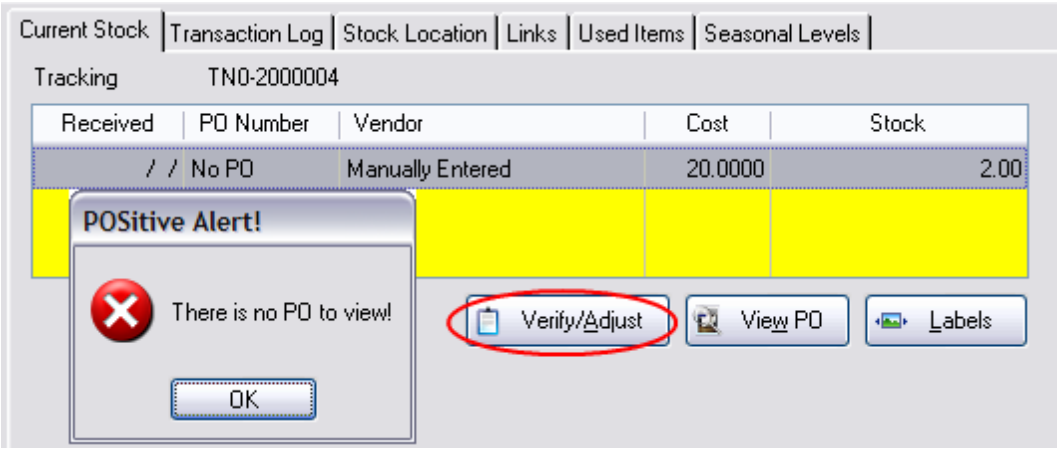


If No Purchase Order To View

If the stock count was manually added (a purchase order was not used) you must zero out the stock count, then change the Last Cost field, and finally put the stock count back in.



1) Choose Verify/Adjust
2) Make note of the current stock count. Change the count to 0.00.
3) Edit the inventory item and choose Change Cost.
4) Enter the correct cost.
5) Return to Stock Manager

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6) Choose Verify/Adjust and enter the original stock count.

5.8.2 Commissions

This is Not a Feature of PFR. Contact your dealer if you wish to upgrade.

General Principles

- POSitive can handle simple commission calculations and payments. POSitive does not do graduated commission calculations based on an employee status or sales total. You may wish to consider setting all commission percentages to 1% and then doing additional computations outside of POSitive .
- Commission tracking is on a per inventory item basis allowing you to selectively choose which items will be subject to commission payouts when sold. However, category defaults can be activated to assign or re-assign commission tracking to all inventory within that category. A fixed value cannot be applied through a category default.
- Commissions can be calculated on a percentage of the selling price or of the profit. A fixed commission or spiff can be assigned to an item.
- Commissions are only calculated when product has been invoiced, not just placed on an order.
- Commissions are deducted from the sales person when the product is returned by the customer, (but only if the return is linked to the original invoice).
- Commissions are awarded to the "Sales ID" and not the "Cashier ID." There is a setting in Station Settings: Invoice/Misc for prompting for the salesperson who will get commissions. This is handy if a cashier simply creates invoices for specific sales people.
- When converting a Quote to an Invoice, POSitive checks the Sales ID of the originator with the Sales ID of the person performing the conversion. POSitive then gives the option to assign commissions to the Original sales person, the person converting the order, or to "Split" the commission.

Click here to watch our Setting Up Sales Commissions video.

Advance Setup

- Register the Commission Module
- Activate Commission Tracking options on POSitive Setup Form 47
- (Optional) Consider activation of "Default To Customer Assigned Sales ID When Invoicing" on the POSitive Setup Form.
- (Optional) Activate Commission Tracking options on the Station Settings 201: Invoice/Misc
- Flag individual inventory items for tracking commissions. This can be done automatically through Category Defaults 1311 or on a per piece basis.

Generating Commissions

First, be sure that commission tracking has be activated and individual inventory items have been set to payout a percentage or fixed amount when the item is sold.

When you create an invoice, the person logged in will get credit for the commissions. To re-assign or to split commissions press ESCape to access those options.

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Processing Commissions

As a manager, or one with rights to access Commissions (see POSitive Security Options 256), you will periodically process commissions to be paid.

Go to Management: Commissions

This will open the Commissions screen. Highlight Comission Posting on the left. (see Sales Commission Posting) 1656

Highlight an employee on the left.

Flag specific transactions for payout using the Space-Bar or the Pay/UnPay buttons.

Choose Post Commissions [F9]

History of Paid Commissions

Once commissions have been paid, you can review payments per employee, per batch (see Sales Commission History 1662)

5.8.2.1 Sales Commission Posting

On a periodic basis, you will process payment of commissions to your employees. You may choose to modify the commissions, split commissions between two employees, or delete the commission transaction altogether.

Basic Steps of Processing Commissions

1) Go to Management: Commissions : and select Commission Posting

2) Highlight an employee.

You will see a listing of current commissions due to be paid out to the selected employee.

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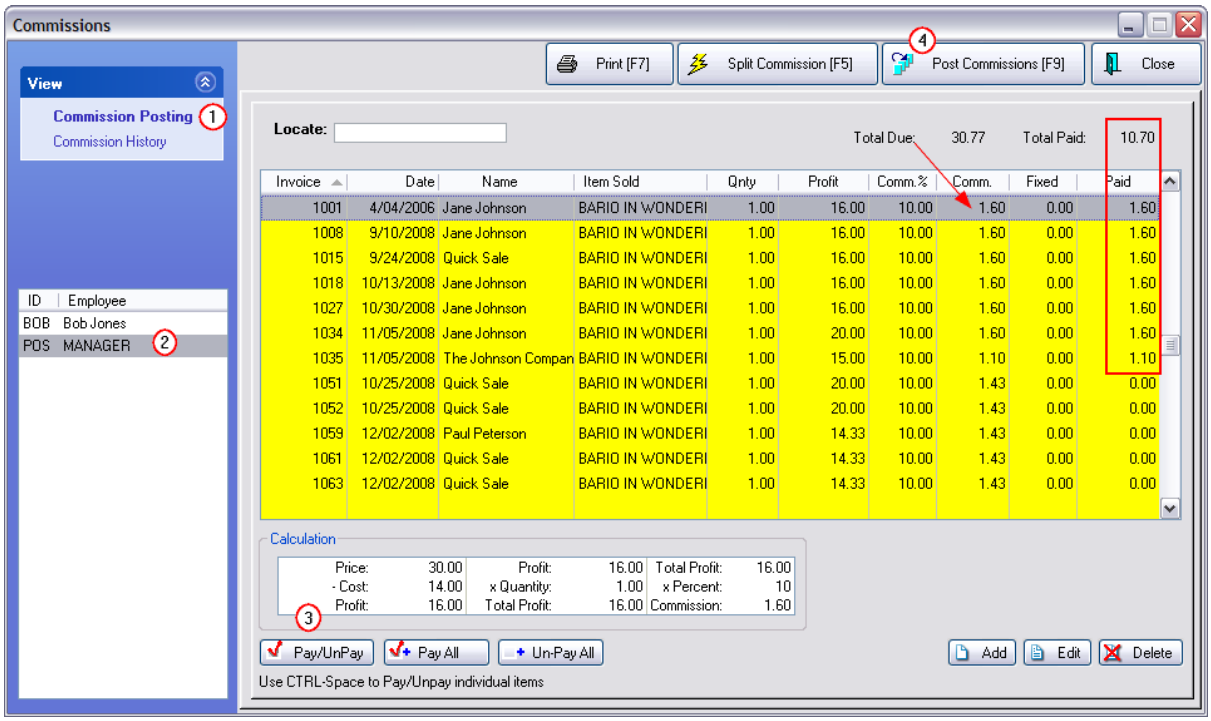

3) Using the Pay/Unpay buttons, select which items will be posted for payment. The Space-Bar also toggles the entry.

You may make corrections for the payout using the Add and Edit buttons and by choosing Split Commission [F5] of the highlighted item.

4) Choose Post Commissions to process payment.

You will be prompted with the option to print a "Paid Commissions Report" or to simply process the items out of the list. Repeat the process for each employee.

Items posted will now become part of Commission History 1662

Sample Report of Commissions Payment

Paid Commissions Report

Confidential

For: POSMANAGER

Invoice	Customer Name	Date	SKU	Description	Qnty	Amount	Comm%	Comm.	Fixed Comm.	To Pay
1118	Quick Sale	9/06/2007	ABE-2008	ALL ABOUT PUPPIES	1.00	5.00	20.00	1.00	0.00	1.00
1118	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	5.00	0.25	0.00	0.25
1121	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	14.00	0.70	0.00	0.70
1122	Double D Ranch	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	20.00	1.00	0.00	1.00
									Paid:	2.95

Add, Edit, Delete Commissions

You may add new entries or edit existing entries by using the Add and Edit buttons. Make changes as needed. (see Commission Detail 1658)

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Print List of All Commissions

Print [F7] - Prints an UnPaid Commissions Report for the highlighted employee. It is essentially the displayed list.

If you have determined which items are to be paid or not paid, the report will total the payout amount.

UnPaid Commissions Report

Confidential

For: POSMANAGER

Invoice	Customer Name	Date	SKU	Description	Qnty	Amount	Comm%	Comm.	Fixed Comm.	To Pay
1118	Quick Sale	9/06/2007	ABE-2008	ALL ABOUT PUPPIES	1.00	5.00	20.00	1.00	0.00	1.00
1118	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	5.00	0.25	0.00	0.25
1121	Quick Sale	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	14.00	0.70	0.00	0.70
1122	Double D Ranch	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	20.00	1.00	0.00	1.00
1122	Double D Ranch	9/06/2007	ABE-2005	ALL ABOUT KITTENS	1.00	5.00	10.00	0.50	0.00	0.00
1123	Double D Ranch	9/06/2007	G1000	HIGH ADVENTURE	1.00	10.00	6.00	0.60	0.00	0.00
1124	Paul Patterson	9/06/2007	GN1	BARIO IN WONDERLAND	1.00	16.00	10.00	1.60	0.00	0.00
							Total Commissions:	5.65		
									Total To Pay:	2.95

Sorted Views of Commissions

By Invoice - Listing sorted by Invoice number.

By Customer - Listing sorted by Customer name.

5.8.2.1.1 Commission Detail

A manager has full control over commissions and can edit or add transactions.

Add New Transaction

After selecting the employee, you may add a bonus or otherwise unrelated commission payment.

A) Fields are not linked automatically, however, entering an invoice number will pull in the invoice date and customer name. The SKU and Description values are free form.

B) Optional - enter a commission percentage, the cost and selling price of the item and a Calculated Commission is automatically computed.

C) Optional - enter a dollar amount

D) If you have both a calculated commission and a fixed commission, click into this field and the total will appear.

Paid - only if you are planning to process the commissions now would you need to enter a paid amount. It can be done by tagging individual line items with CTRL-Spacebar.

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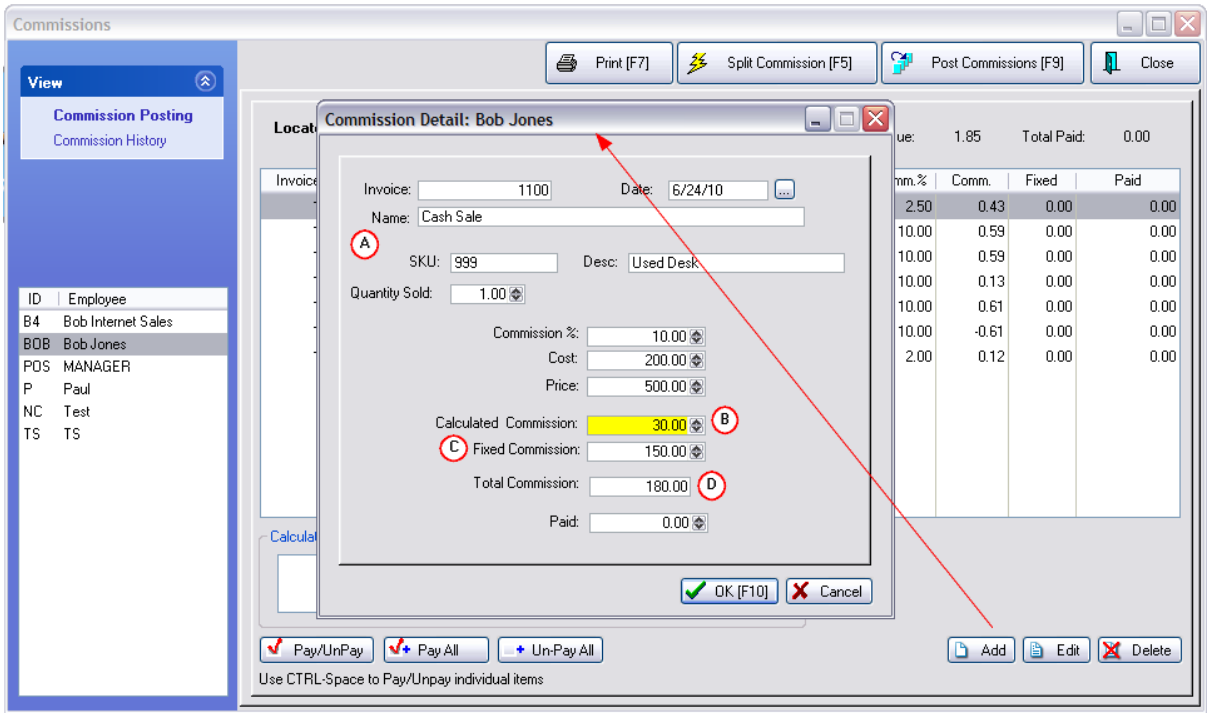

Edit Existing Transaction

1) Highlight a transaction
2) Choose the Edit button at the bottom right.
3) Change commissions and costs as needed.

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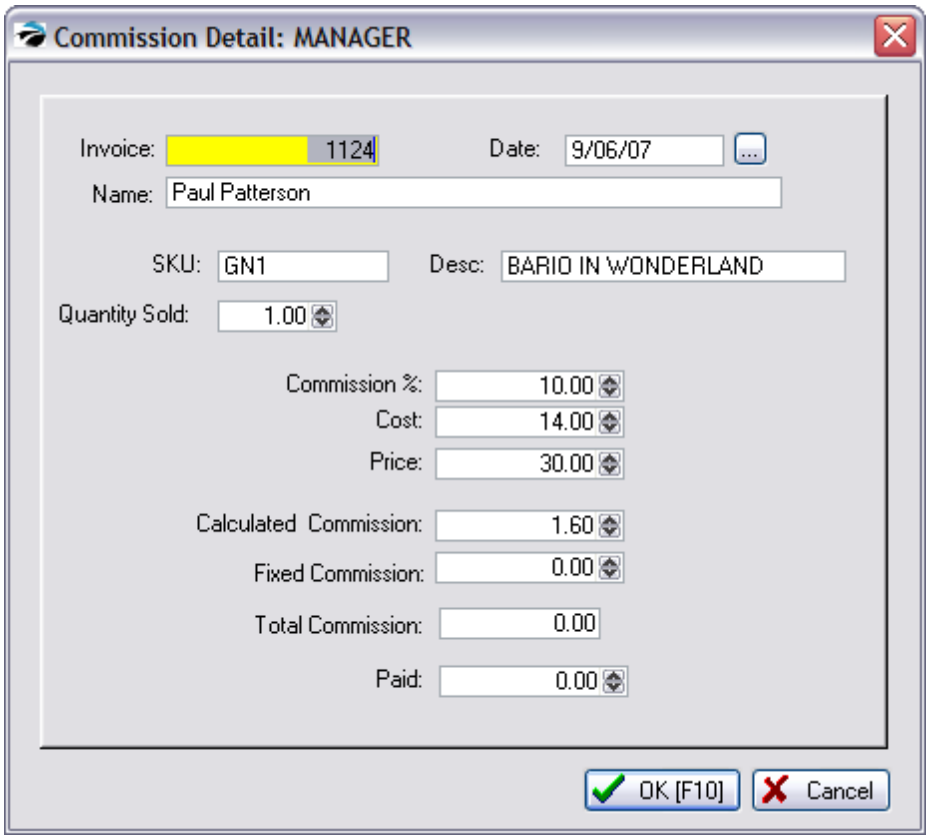

Note: Field contents may not automatically recalculate by making an adjustment in just one field. Press Enter or tab through each field.

5.8.2.1.2 Sales Commission Split

Generally, commissions are awarded to just one sales person on the invoice. There will be times when the commission needs to be assigned to a second sales person in whole or in part.

TIP: If you know in advance that sales commissions will be split, you can make assignments BEFORE the invoice is completed, thereby eliminating these steps. Details

Register Style screen

Item Menu - Select the button and choose Split Commission. (Alternative, right click on an inventory item and choose Set Commission, but this will only set commission on that one inventory item.)

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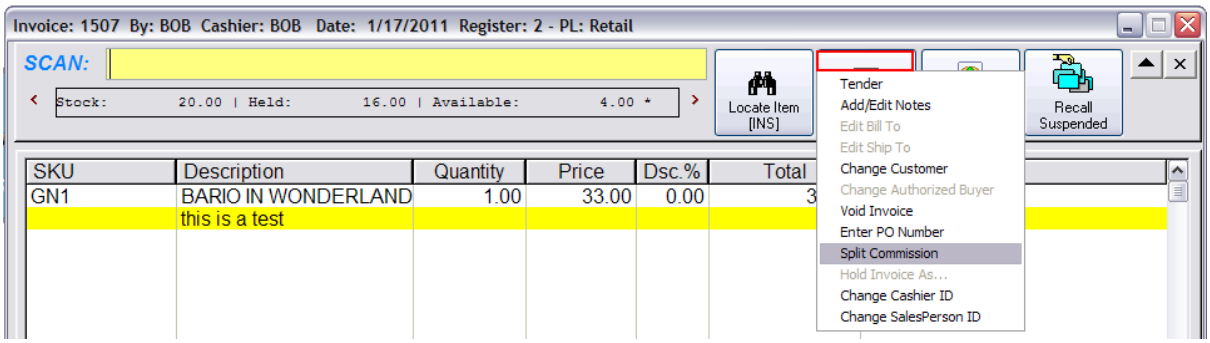
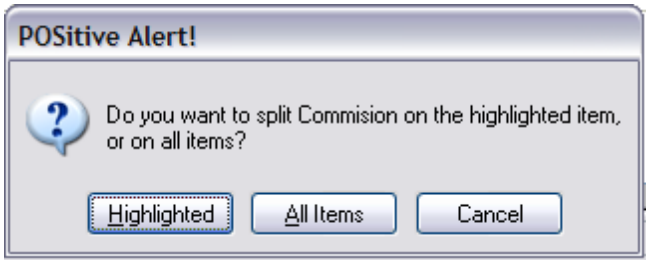


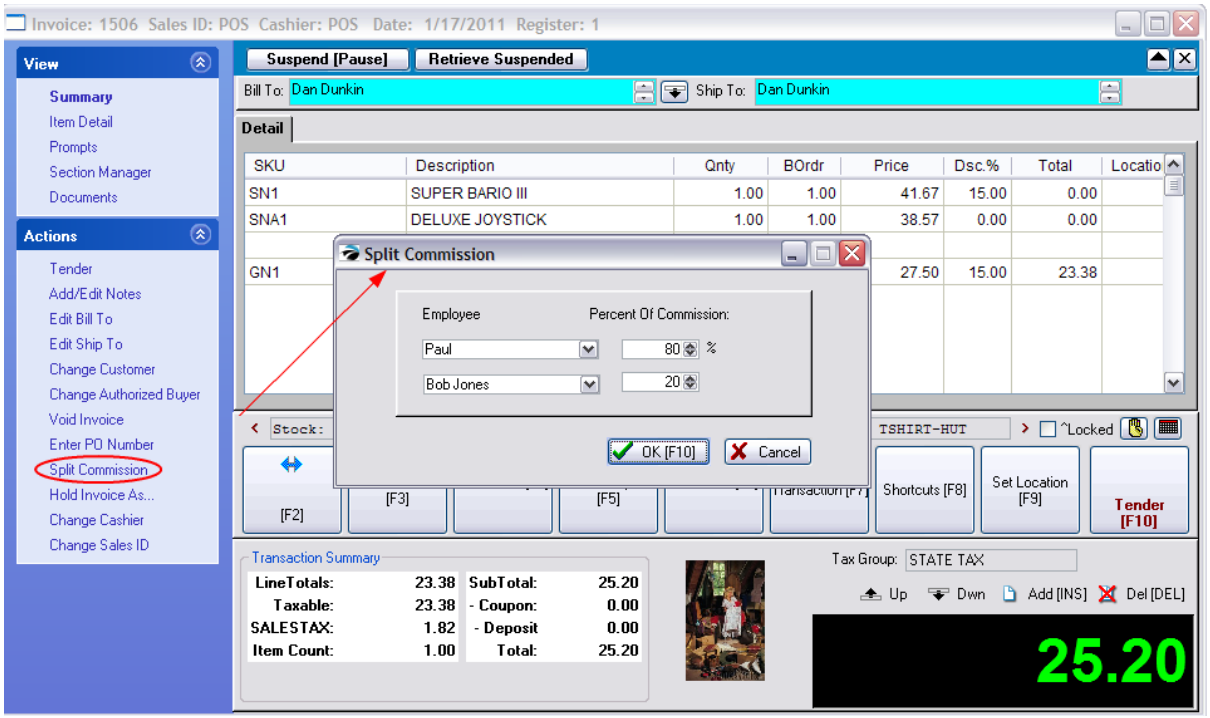
Invoice Style screen

Split Commission under Actions will first give you options to split the commission on the highlighted inventory item or on all items on the invoice.



Then it will open the Split Commission screen.

NOTE: items backordered will not award commissions. If the item is really in stock, then you must override the backorder status before splitting commissions.



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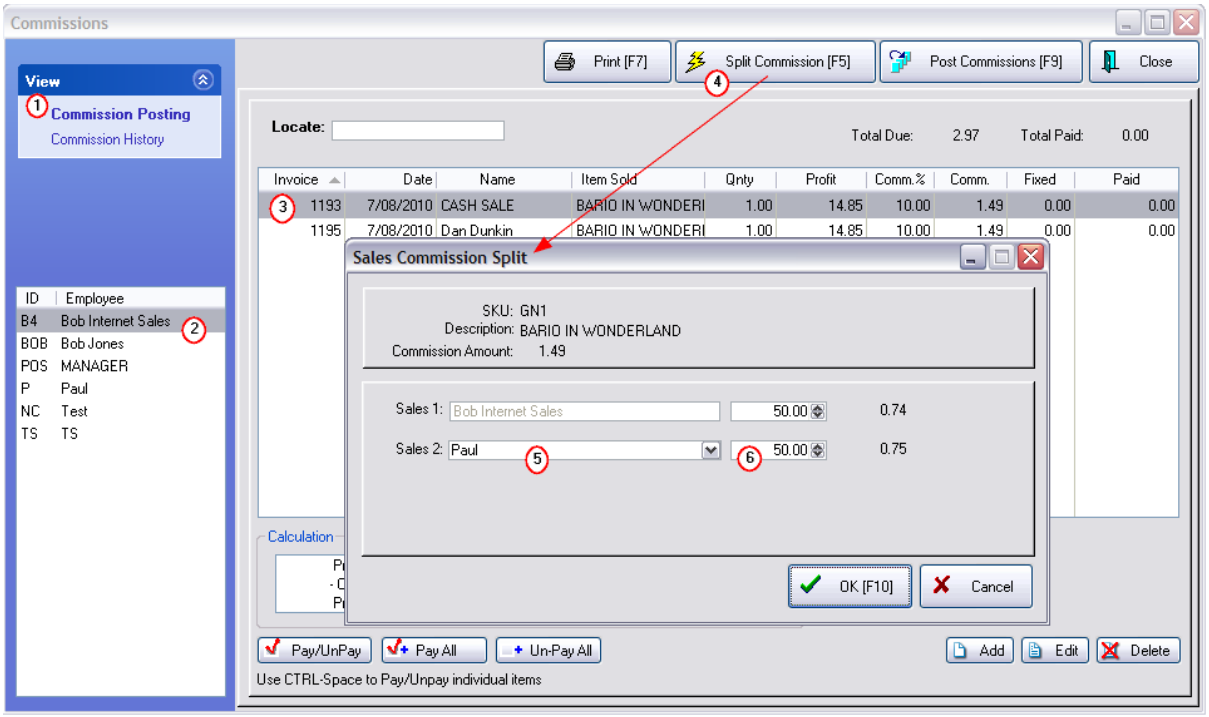

1) Go to Management: Commissions and select Commission Posting.

2) Highlight the employee currently awarded the commission

3) Highlight the item on the invoice in question

4) Select "Split Commission [F5]" This will open the Sales Commission Split screen.

By default, Sales 1 field will be filled in with the original sales person's name and will be getting 100% of the commission.

5) Select another employee for the Sales 2 field who will be receiving the commission in total or in part.

Tip: You may use CTRL-DownArrow to scroll down the list of employees to select the appropriate employee.

6) Enter the percentage of the commission to be given to the second sales person. The first percentage will be automatically adjusted and the payout amounts will be calculated for each person.

At the far right is the dollar value to be awarded to each employee which will total to the original payout.

When you choose OK [F10] the payout to the highlighted employee will be changed and an entry for the other employee will be added.

5.8.2.2 Sales Commission History

You may review but not edit commissions already processed for an employee. If changes need to be made, you should return to Commission Posting and add an offsetting entry.

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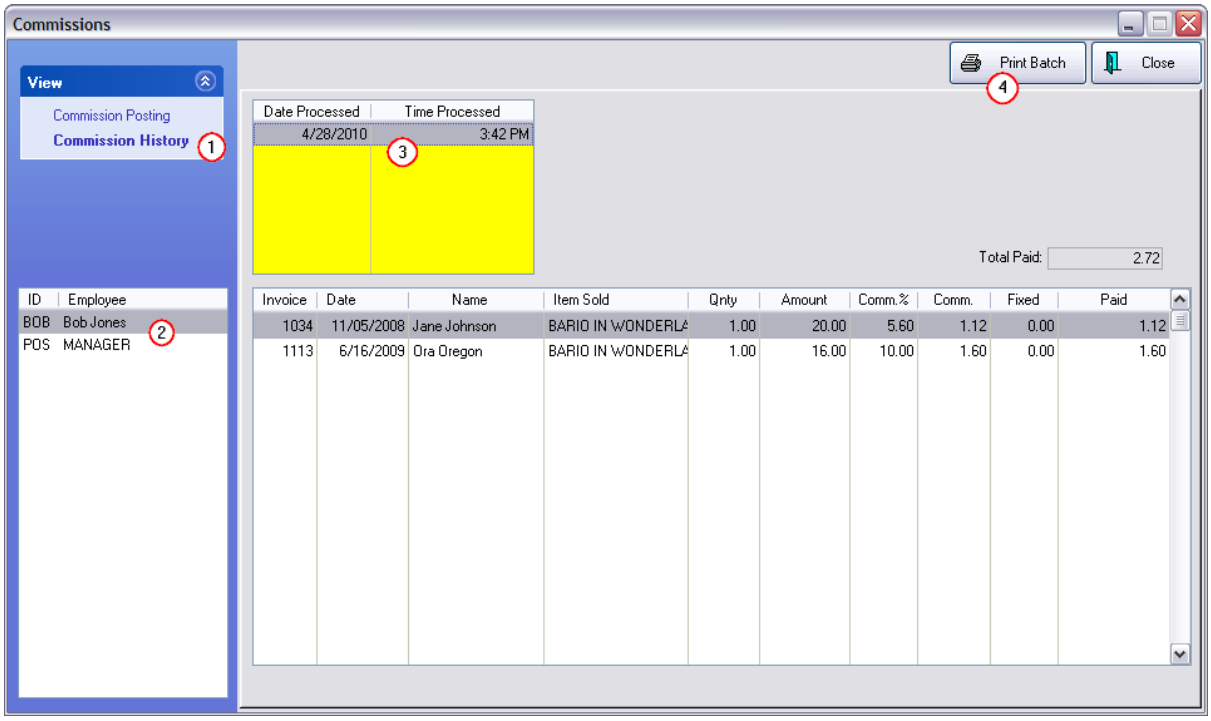
1) Go to Management: Commissions: Commission History

2) Select an employee.

3) Highlight a batch to the right.

4) You may choose to print the batch which generates a Paid Commissions Report. (see Sales Commission Posting 1656)



5.8.2.3 Commission Alert

This is Not a Feature of PFR Contact your dealer if you wish to upgrade.

When converting a Quote to an Invoice, POSitive warns of a commission assignment conflict and gives the option to assign commissions to the Original sales person, the person converting the pending quote, or to "Split" the commission.

1) Choose the Convert button when the pending transaction is to be converted to an invoice.

2) POSitive checks the Sales ID of the originator with the Sales ID of the person performing the conversion and displays a POSitive Alert.

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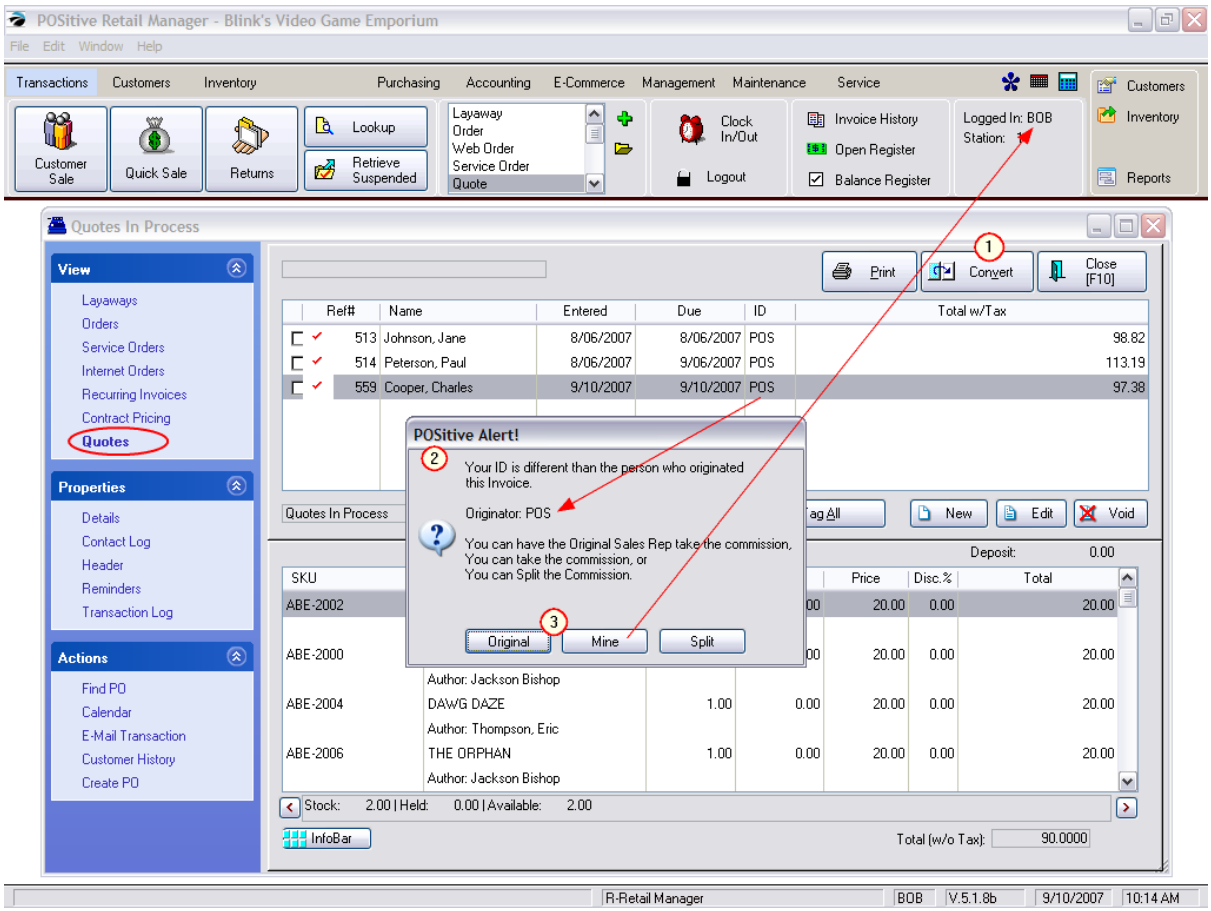

3) Choose one of the options.

Original - retains all commissions with the sales person who originally created the quote.

Mine - assigns all commissions to the person logged in and converting the quote to an invoice.

Split - choose how you wish to divide the commissions between the original sales person and the person performing the conversion.

INVOICE COMMISSIONS

Once the quote is converted to an invoice, there are options to re-assign commissions on a per item basis. Choose Split Commissions from the ESCape menu or from the Actions List.

5.8.3 Countries

If your customers reside in multiple countries, you may want to define the Country Code which can be added to address labels.

Go to Maintenance: Definitions: Countries.

The only country listed will be USA, but you may choose to add additional countries by choosing the Add button if you only work with a few countries..

Check the option "Add To Shipping Label" so that the country code will be included on the label.

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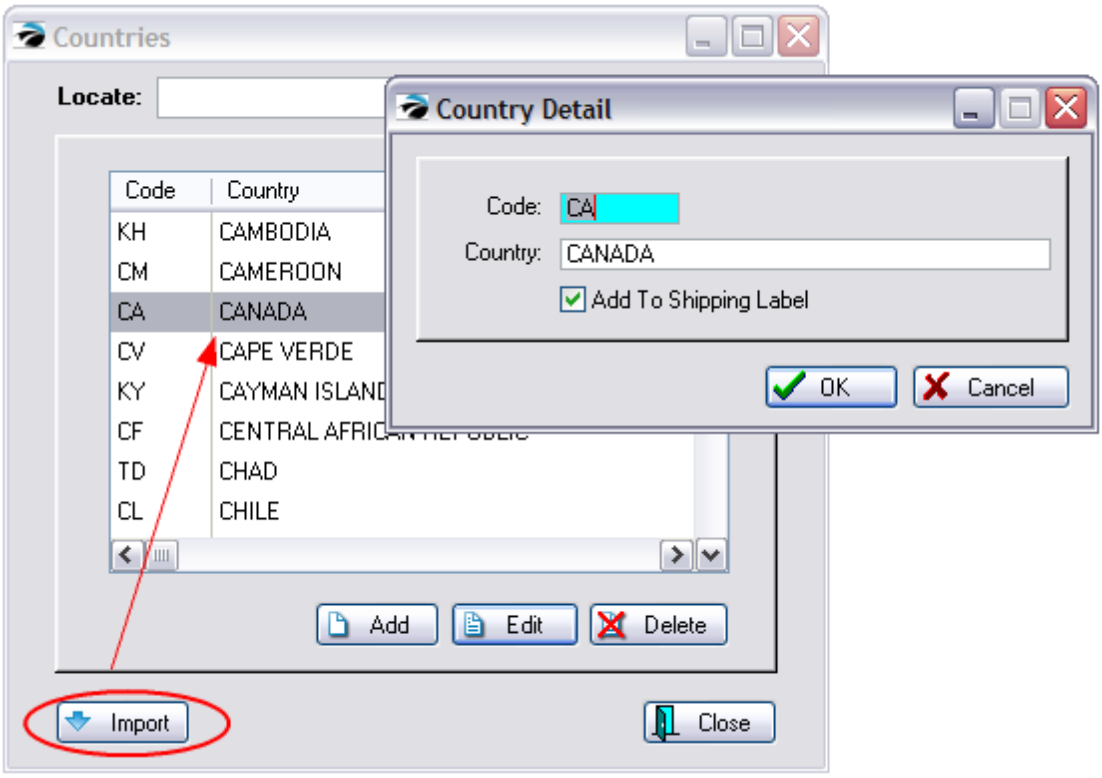
Import List - To add all country codes, choose the Import button.



See more definitions

5.8.4 Daily Activity Log

A listing of activities involving customer transactions and inventory deletions.

These activities are recorded per workstation and includes the sales name of the employee responsible for the transaction.

The list can be printed. It should be purged from time to time.

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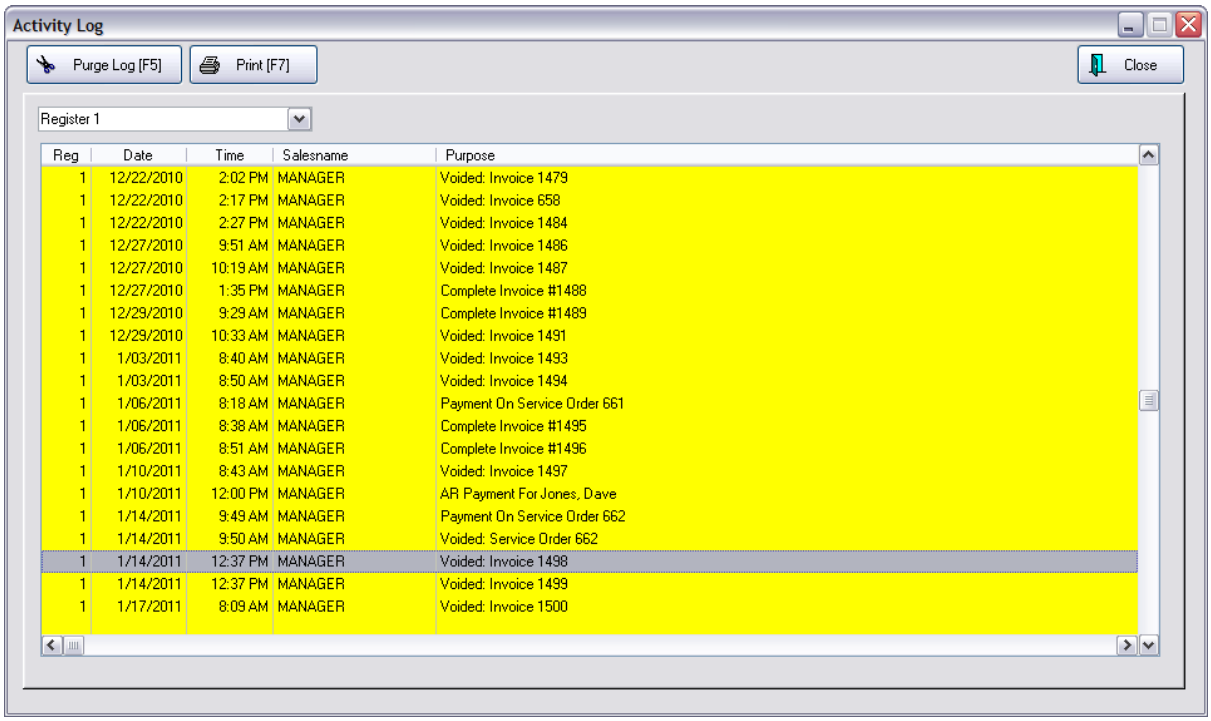

5.8.5 Discounting Heirarchy

Of the multiple methods for applying discounts at the invoice level, precedence is given in this priority sequence:

Priority 1) Quantity breaks and price breaks-> directly change the price of a line item.

Promo Price takes priority over Quantity Break

Priority 2) The discount button on the invoice screen is factored next. This will overwrite any promotionals and/or customer discounts.

Priority 3) Mix & Match takes precedence over Promo Pricing. If an inventory item is assigned to both Mix & Match and Promo Pricing, the price set for Mix & Match will be used on an invoice.

Priority 4) Whole store, department, category, and item promos-> Whichever one has the largest discount takes priority.

Priority 5) Customer Discount-> Even if a customer discount is greater than a promo it won't be factored if a promo exists.

Priority 6) Coupon-> A coupon will act as a line item. A coupon with a percentage discount will discount only the remaining price after all the other discount types are factored.

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Mix & Match takes precedence over Promo Pricing. If an inventory item is assigned to both Mix & Match and Promo Pricing, the price set for Mix & Match will be used on an invoice.

In other words, discounted price will be overruled by a rule higher up the list,

5.8.6 End of Day Activities

Although there are no hard and fast rules about what should be done at the end of the business day, here are some recommendations and suggestions.

1) **Make a Backup** - this is essential. If you do not have an automated process, then be sure that one person will perform the backup before leaving.

2) **Check for Suspended Transactions** - these were only meant to be temporary holds on invoices. If the store is closing and the customer will not be returning, then recall or retrieve each one and either void it or choose to Hold As a Layaway or Order. (see Suspended Transactions 1254)

3) **Balance all of the Cash Drawers** - this process updates the GL Journal and other reporting screens. (see Balance Cash Drawers 1667)

4) **Process Returns From Customers** - items which were returned and which were not immediately returned to stock could be reviewed and dispatched as needed. (see Process Customer Returns 1468)

5) **Retrieve Web Orders** - if you are using POSitiveCommerce you should be checking for customer orders throughout the day. Now might be a good time to check for new orders.

6) **Send To Web Store** - if you are using POSitiveCommerce you could update the website with changes made to your inventory. Although the process is usually automated, you can choose to push an update at any time.

5.8.6.1 Balance Cash Drawers

An End Of Day Activity

One activity which should be performed each day is balancing the cash drawer(s). (see End of Day Activities)

Not only are you better able to monitor monies, POSitive needs to update some reports and totals, but only after the drawer is balanced.

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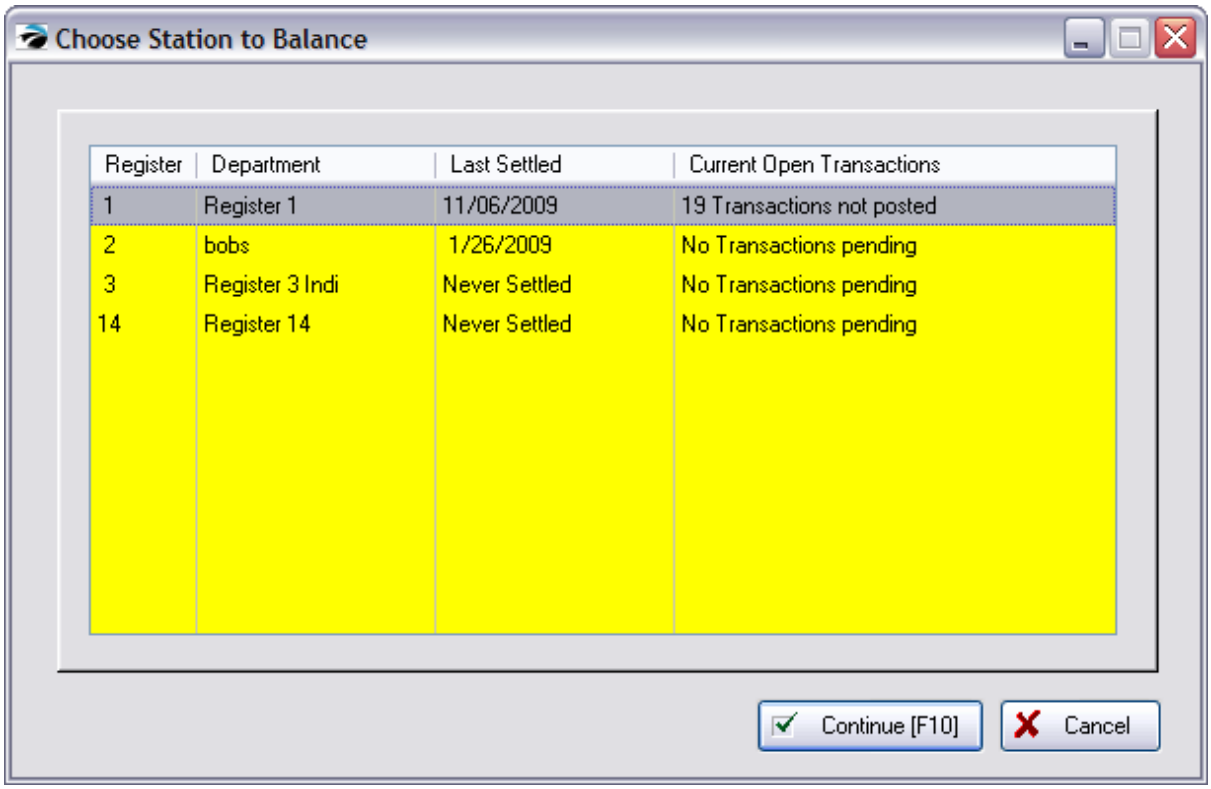

The topics Coin Counter[1669] and Daily Balance Worksheet[1670] walk you through the complete process.

Frequency of Balancing the Drawer

The drawer may be balanced more than once per day, which is useful if you have shift cashiers. Balancing daily makes it easier to catch any errors in tendering. But, you could choose to balance the drawer less often.

General Ledger Journal

Balancing the cash drawer is an essential procedure. Only when you balance the drawer will the Journal Entry Transaction Table be updated.

Transactions For This Drawer Only

The Daily Balance Worksheet lists only those transactions affecting this cash drawer. Therefore, if you find that invoice numbers are skipped, 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 the other workstation has selected this station on the option **Collect Tender At Station** of the Station Detail[201] 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. This will not affect your sales reports by dates, it is merely a part of balancing the drawer.

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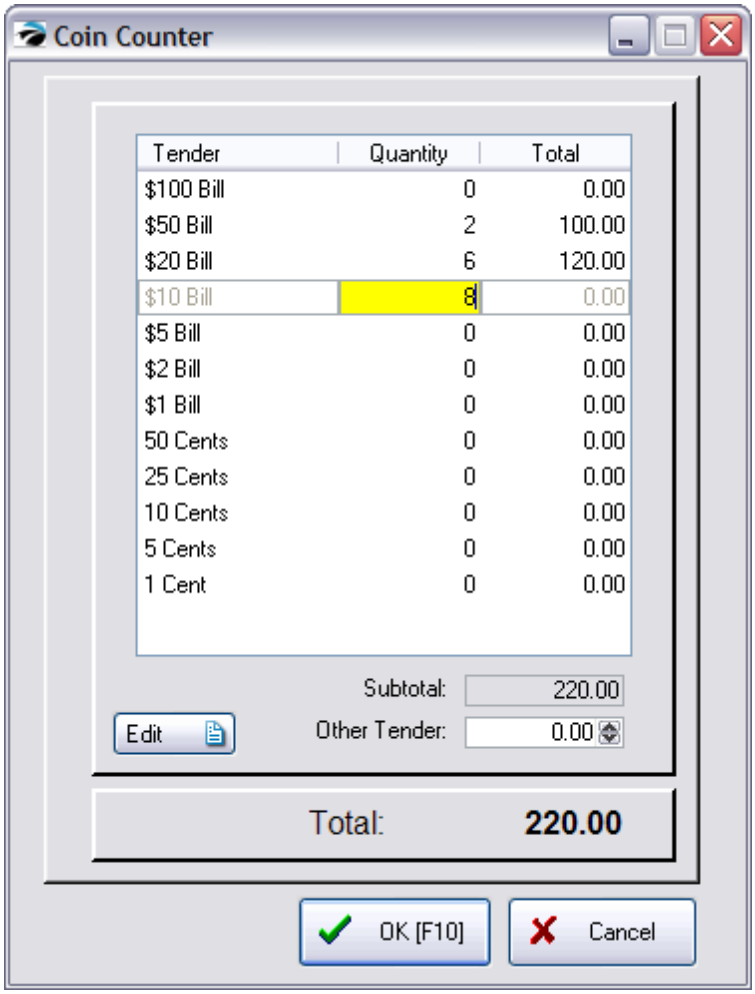
Other Transactions

Invoices which were processed **On Account** will have no dollar amounts, but will be listed here.

Invoices which included a **Return** of merchandise are listed at the bottom of the list. **Deposit** amounts are listed at the top of the list

5.8.6.1.1 Coin Counter

To simplify balancing the cash drawer, POSitive allows you to enter quantities of each denomination as you count the money in the drawer. POSitive 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 OK F10.

How To Enter Coin Counts

1) Highlight the denomination

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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. This amount will be carried over to the Cash field of the Daily Balance Worksheet. You may return to this list from the Daily Balance Worksheet 1670 if needed.

NOTES:

If you are accepting Foreign Currency 170 **do not** include the foreign money in the Coin Counter.

You may customize this list of denominations, removing and adding types as needed by going to Maintenance: Definitions: and selecting Currency.

5.8.6.1.2 Daily Balance Worksheet

Management

To assure proper handling of monies, management should balance the cash drawer often; usually daily or even multiple times per day.

F5 Calculator (see Calculator Plus 1676)

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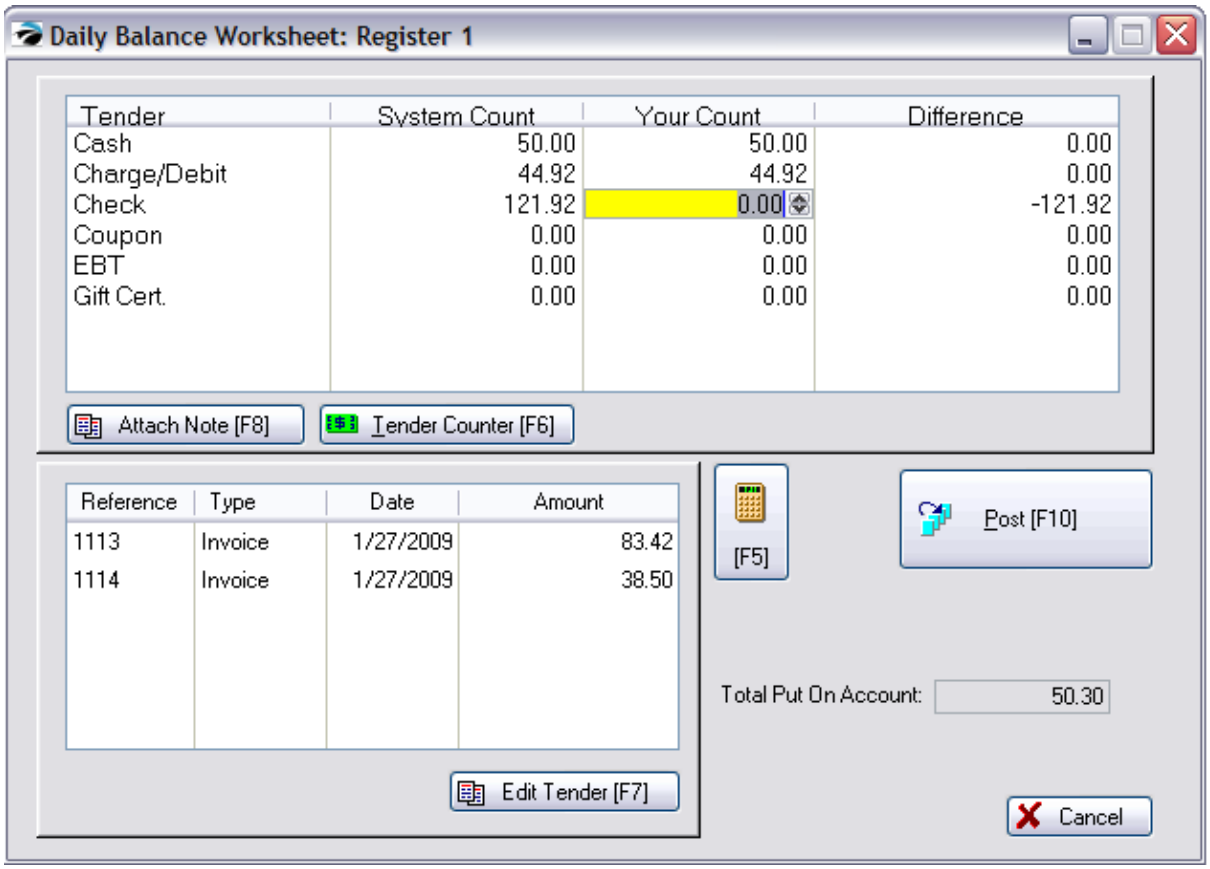

How To Balance The Cash Drawer

1) Go to Transactions: Balance Register

2) After entering your password, select the station to be balanced.

The Choose Station To Balance screen will list all workstations with a status report

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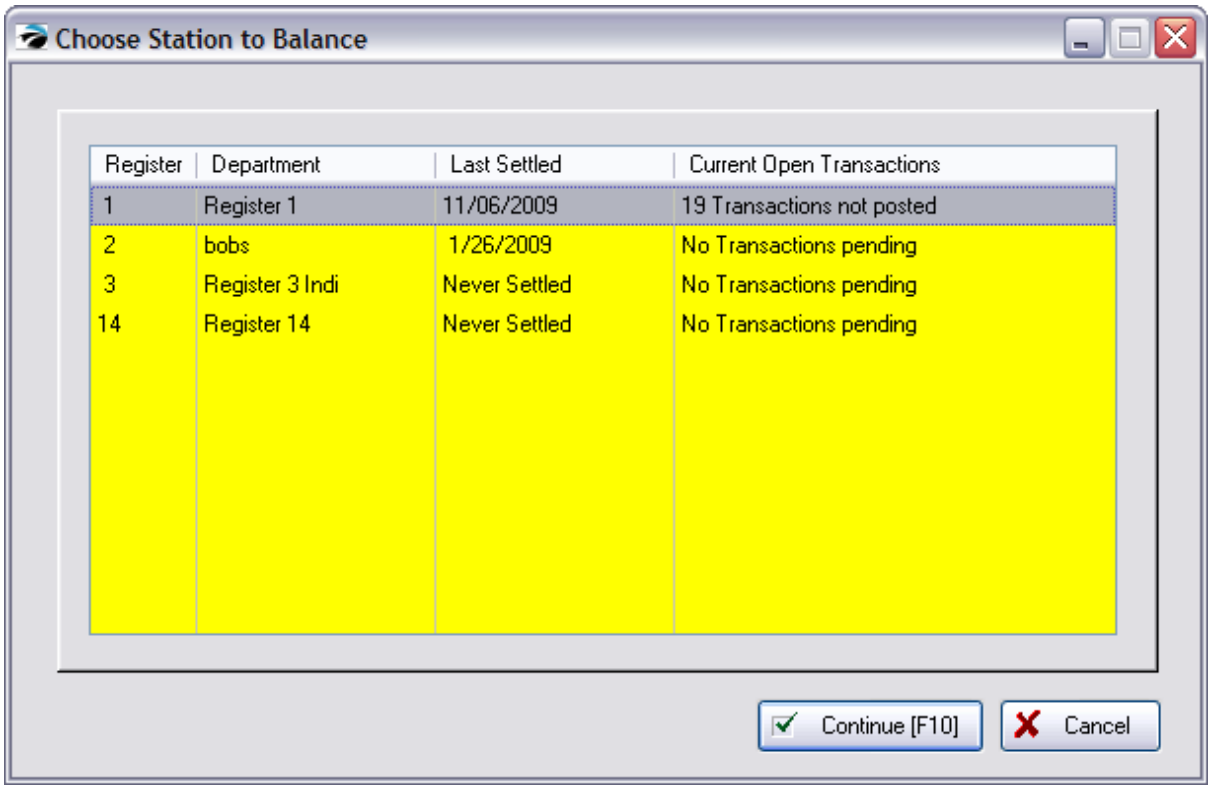

Station Status lists all stations needing to be balanced.

Last Settled = the last date the register was balanced

Current Open Transactions = number of transactions needing to be settled

3) Use the Coin Counter 1669 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 Tender Counter [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. (See Discrepancies below)
- **Charge/Debit** - 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].
- **Check** - The checks should be in the drawer in descending order, by scrolling through the bottom section you can verify that you have a check for each amount without having to add up the totals. If you wish, there is an attached calculator [F5]. If there is a major discrepancy it may be the result of tendering the amount in the wrong payment type. In such a case use Edit Tender [F7] to move the amount from check to cash or credit card. If the discrepancy is minor, use Attach Note [F8] to write commentary which will be saved and printed on the report..
- **Coupon** - Entries will appear here if the CTRL-C=Coupon entry was used on an invoice or for certain coupons from Coupon Manager. 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 Invoice Tender screen. You should have certificates in the drawer against which you can verify the counts.

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- (Optional) **Food Stamps** - Entries will appear here for transactions paid for with food stamps.
- (Optional) **Foreign Currency** - For each type of foreign money which you accept, you will see a separate entry. Count and enter the totals. (see Foreign Currency 170)

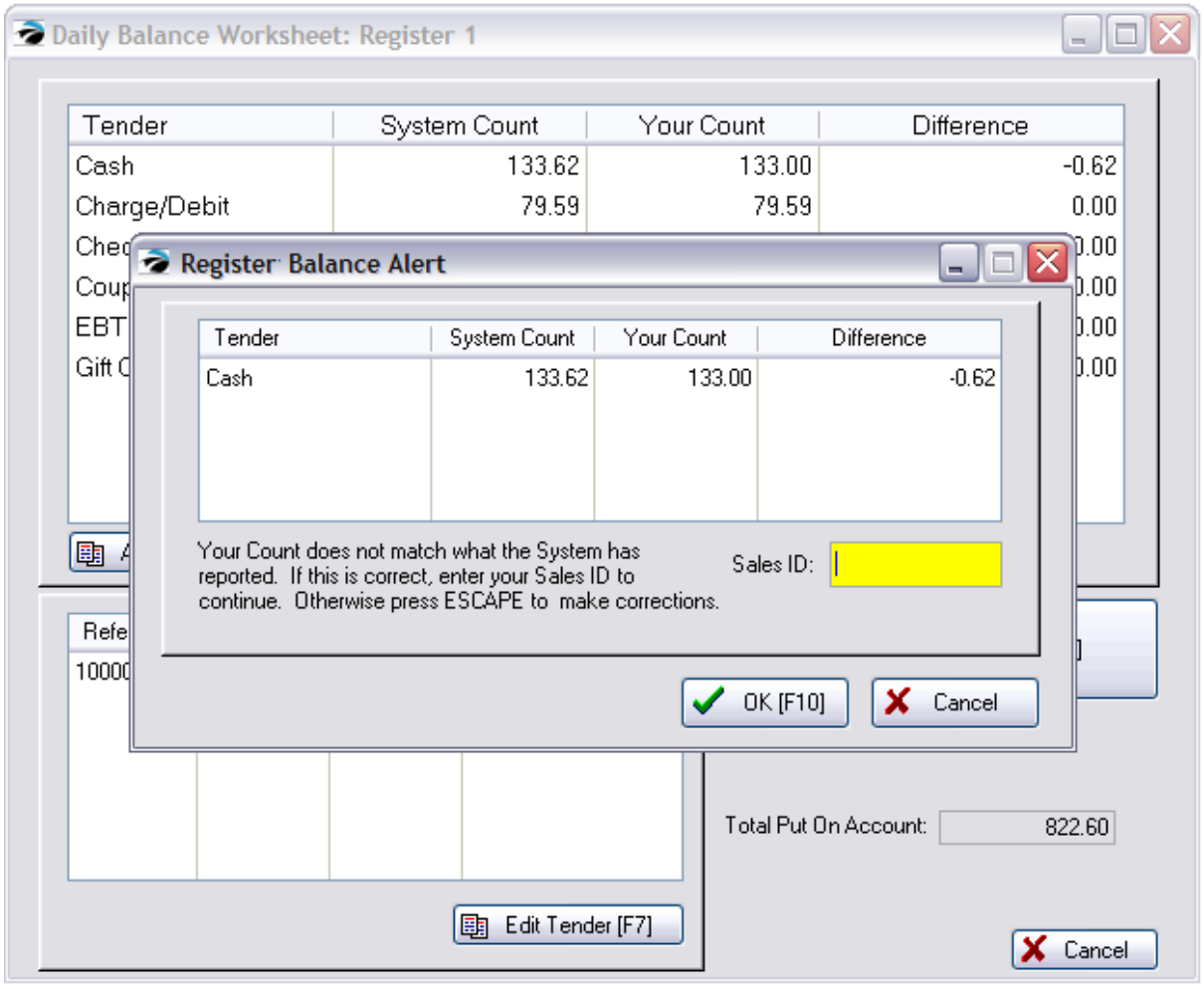
5) Press **Post [F10]** when you are finished.

Total Put On Account - total value of On Account invoices created at this station. When balancing the register, you will not have any entries to make for invoices put on Store Account, but they will be processed to General Ledger at this time. NOTE: Even if a workstation only does invoicing to Accounts Receivable, the station must balance the cash drawer regularly.

TIP: A **calculator [F5]** is available for doing calculations before posting.

Register Balance Alert

If there is a value other than 0.00 in the Difference field when you choose to Post [F10], you will be notified of the discrepancy. Press ESCape to make corrections or enter your sales ID to confirm that you sign off on the Over/Short discrepancy,



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Final Balance

6) (see Final Balance 1675)

Print Reports

7) You may choose to print the Register Balance Report at this time or to reprint it later from Daily Balance History 155 or Summary. (Go to Reports: Management Reports: Daily Balance History or Daily Balance Summary)

IMPORTANT NOTE: Do **not** leave the Your Count fields blank. Otherwise your reports will have Over/ Short totals. The Difference column should always be 0.00.

General Ledger Journal - will be updated, do not interrupt.

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 POSitive has problems processing invoices. When an invoice is processed, POSitive 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 POSitive are affected by inaccuracies in this report.

How To Use Edit Tender [F7]

(see Edit Tender Assignment 1674)

5.8.6.1.2.1 Edit Tender Assignment

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 in the lower left box to be changed.

2) Press F7.

3) Fill in the amount in the correct tender type on the right hand side.

4) Choose OK.

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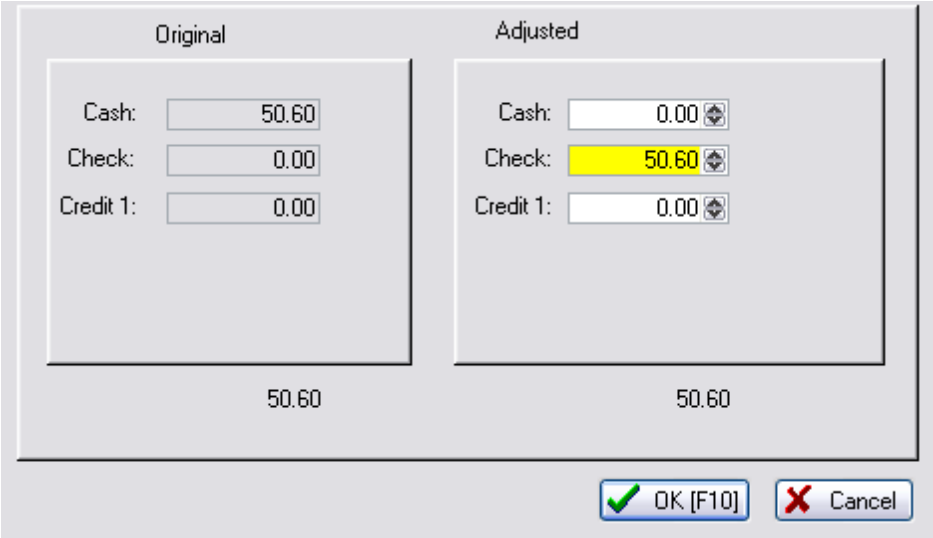
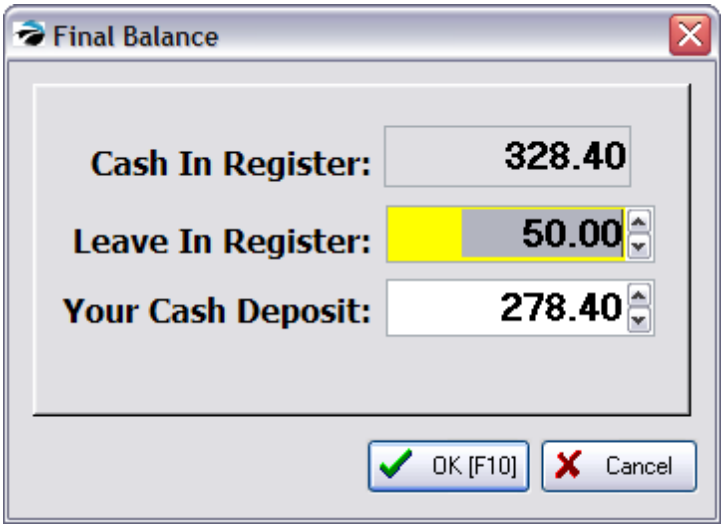


5.8.6.1.2.2 Final Balance

Note: There is a security option which will allow or prevent the cashier to make changes to the "Leave In Register" field.

The value in the Leave In Register field is a carry over from the previous balancing of the register. This is especially useful if you maintain the same amount for making change.

OPTION 1: Type in a dollar amount in the "Leave In Register" field (50.00) and you will be prompted on how much to remove from the cash drawer for a deposit.



OPTION 2: Type in a dollar amount in the "Your Cash Deposit" field (150.00) to remove that amount for your bank deposit and the remainder will be retained for balancing the drawer the next day.

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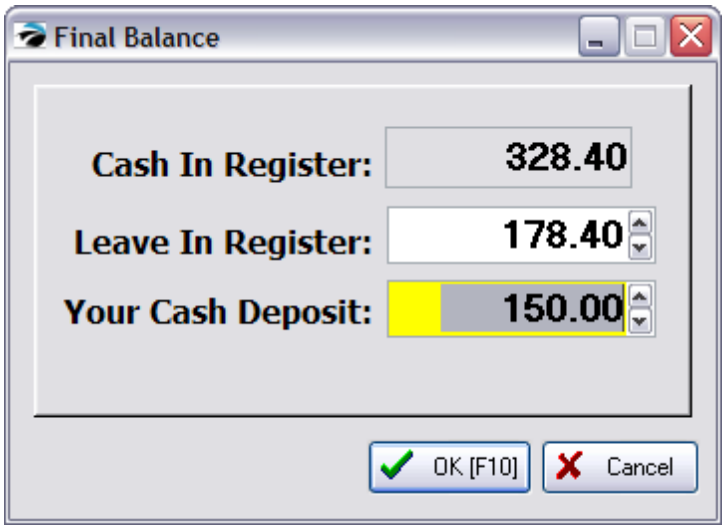
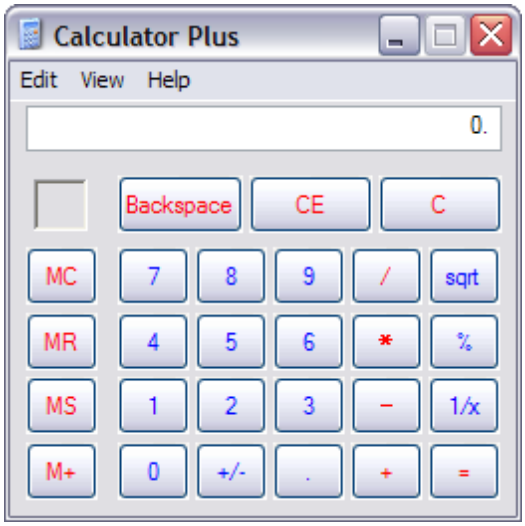


5.8.6.1.2.3 Calculator Plus

This is a Windows tool and program.



You can use Calculator Plus to perform any of the standard operations for which you would normally use a handheld calculator. Calculator Plus performs basic arithmetic, such as addition and subtraction, as well as functions found on a scientific calculator, such as logarithms and factorials. Pressing F1 will open the Windows help document which contains additional information.

5.8.7 Frequent Buyer

Not a Feature of PFR

POSitive allows you to reward your customers for shopping at your store by awarding store credit or points.

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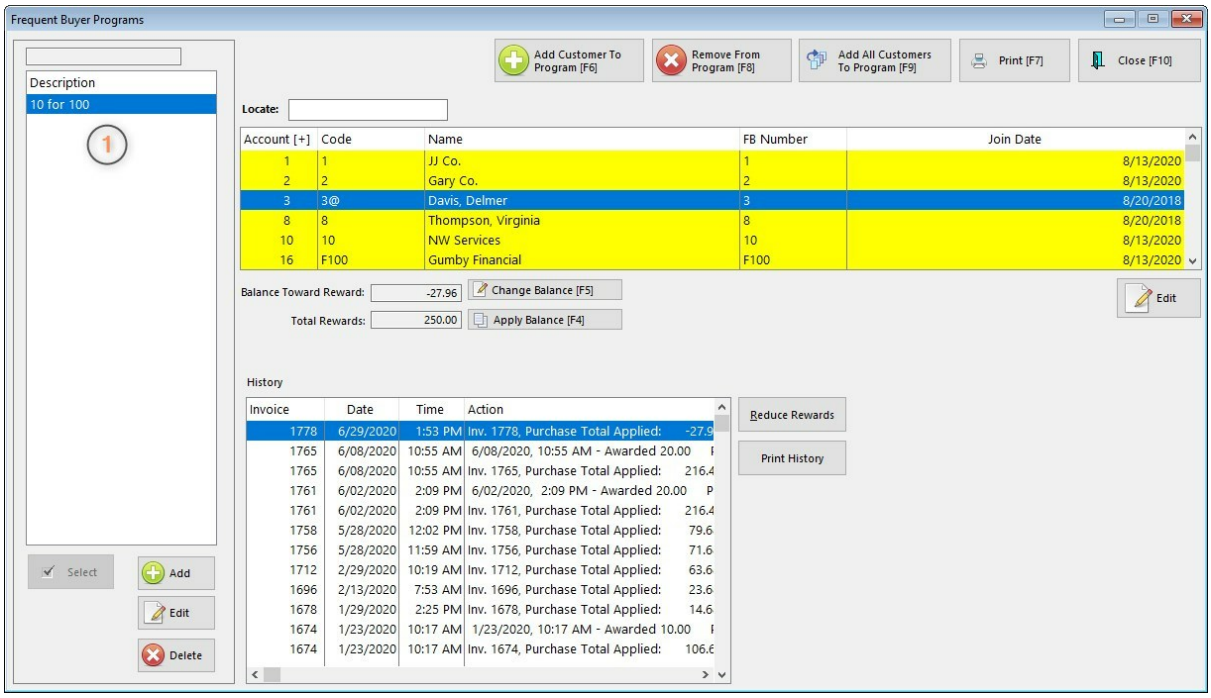

1) First you define special reward programs and then assign selected programs to individual customers. (see Frequent Buyer Detail 1679)

When the customer makes purchases meeting the requirements of the program, the customer is automatically rewarded. Unused Balances are tracked and updated with subsequent purchases.

How To Assign A Frequent Buyer Program To Customer

There are two methods for assigning a program to a customer.

Method 1 - From The Customer Center

In the Customer Center, highlight the customer, and chose the Frequent Buyers view at the far left. Then select the Add button under Active Programs. Choose the desired program and assign a Frequent Buyer Number (a loyalty card number) and dates for joining and expiration. (see Frequent Buyers 411)

Method 2 - From the Frequent Buyer Program Screen

You may assign selected customers or all customers from the Frequent Buyer Program screen. (see picture at top of this topic)

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]

How To Manually Apply Awards

Q: "Is there any way to manually enter a customer's points? For example if I know their points earned in

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another POS system, can I go into that customer in POSitive and enter their points? "

A: After creating a frequent buyer program and assigning customers to the program, there is a way to manually force points from the Frequent Buyer Programs screen.

1) Go to Management: Frequent Buyers
2) Highlight the Frequent Buyer Program on the left
3) Highlight (or add) the customer on the right.
4) Choose Change Balance [F5] and enter a TOTAL PURCHASE EQUIVALENT

For example, if I have a customer who is entitled to two points then I must calculate how much money was spent to generate two points. My test program is defined as $10 awards 1 point. Therefore, I would enter a TOTAL PURCHASE EQUIVALENT of 20.00

5) Then choose Apply Balance [F7] POSitive will then translate the 20.00 into 2 points.

Print Frequent Buyer Reports

You may get a summary report of status of all customers within a specific Frequent Buyer Program. Choose the Print [F7] button in the upper right corner.

Frequent Buyer Report

Confidential

Program: Game Club

Account	Code	Name	Current Balance	To Be Awarded
1000003	333	Benson, Bob	0.39	75.00
2	TJC	The Johnson Company	2.71	14.00

You may create a printout of awards for an individual customer by choosing the Print History button.

Frequent Buyer History Report

2
TJC
The Johnson Company

Date	Time	Action
Game Club		
11/07/2007	11:48 AM	Manually entered new balance by POS
11/07/2007	12:00 AM	11/07/2007, 12:00 AM - Awarded $1.00 Credit on Store Account
11/06/2007	9:40 AM	11/06/2007, 9:40 AM - Awarded $4.00 Credit on Store Account
11/06/2007	9:40 AM	Inv. 1283, Purchase Total Applied: 42.71
11/05/2007	11:29 AM	11/05/2007, 11:29 AM - Awarded $9.00 Credit on Store Account
11/05/2007	11:29 AM	Inv. 1281, Purchase Total Applied: 97.00

Balance:	2.71
Rewards:	14.00

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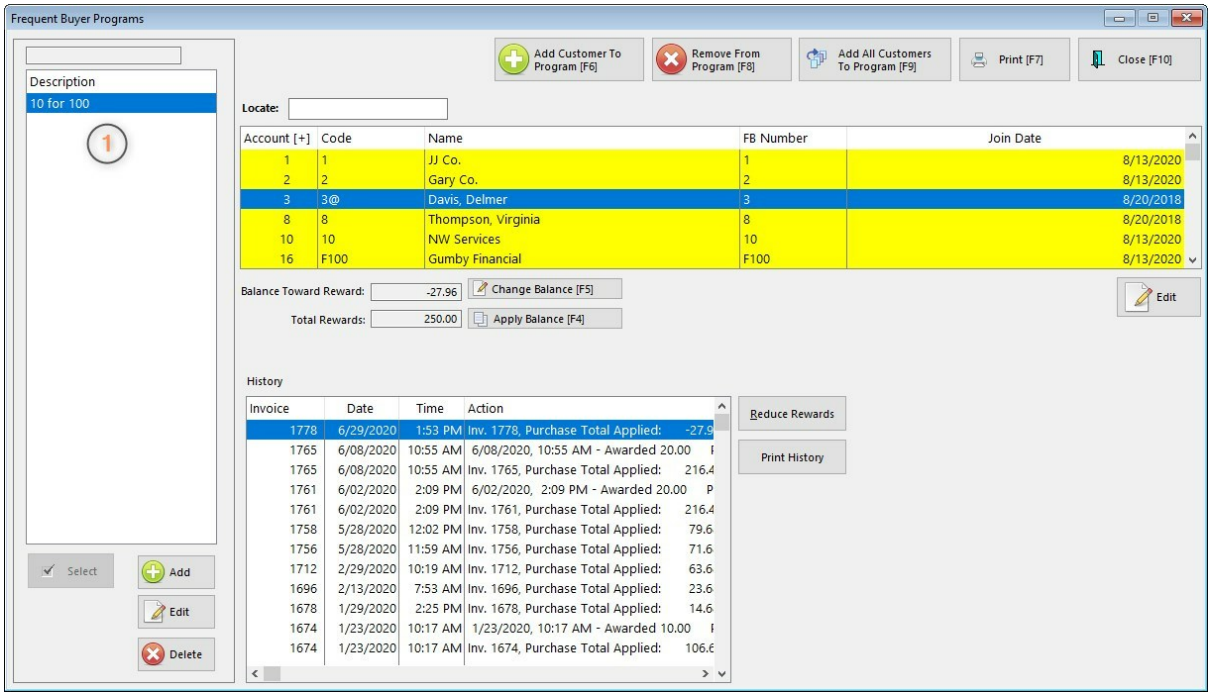
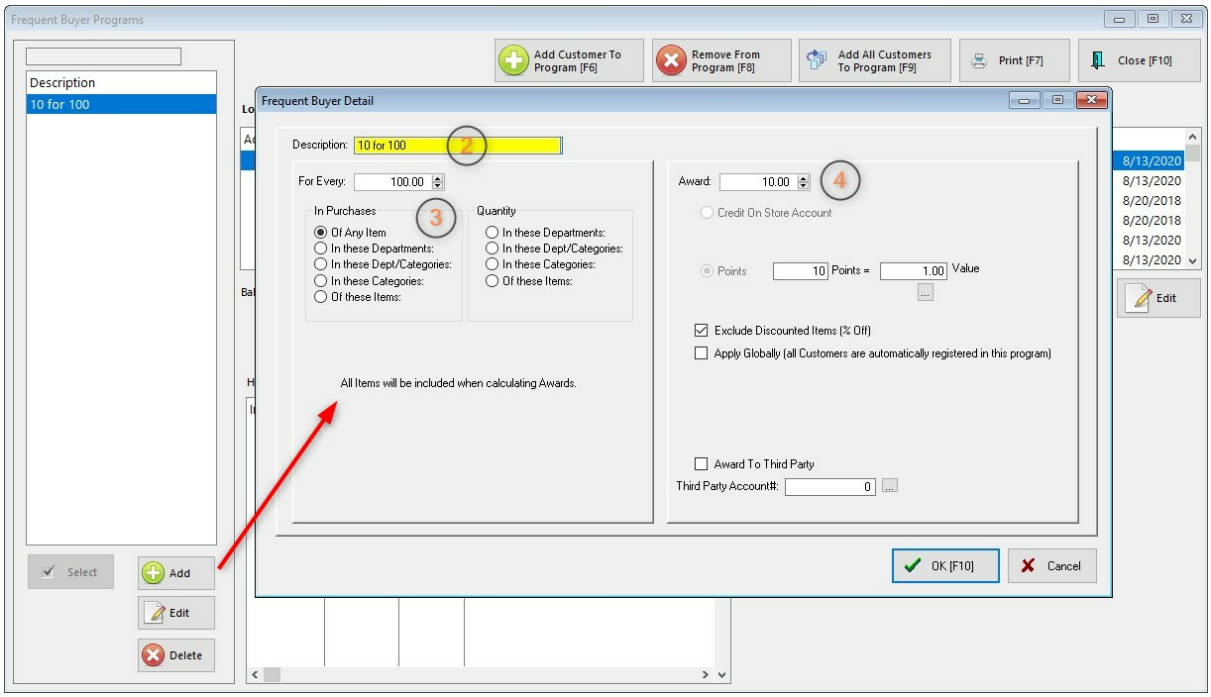
5.8.7.1 Frequent Buyer Detail

To add a new Loyalty or Frequent Buyer program, Go to Management: Loyalty Programs

(1) Choose the Add button on the left to create a new program.



(2) Give the program a name by filling in the description field.



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(3) **For Every** --

Enter either a dollar value or a quantity value and fill in the criteria of the program. As you can see, there a many variations possible, however, you cannot make entries in multiple options. Only the option with the dot in the button will work.

In Purchases

Of Any Item - (does not matter what the customer buys)

In These Departments - (only items in these designated departments are valid. You will select the departments.)

In These Dept/Categories

In These Categories - (only items in these designated categories are valid. You will select the categories.)

Of These Items - (only these specific items which you designate)

Quantity

In These Departments

In These Dept/Categories

In These Categories

Of These Items

(4) **Award** --

Enter either a dollar value or a quantity value and select one of the following.

Credit On Store Account - added automatically to customer's Store Account (see System Setting to not display store credits when tendering an invoice)

Points - (you will need to determine how much a point is worth)

Exclude Discounted Items (% Off) - this will not add items to the frequent buyer rewards which have a discounted percentage value. The discount could be manually created while invoicing or from a promo price set for discount percentages.

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.

Award To Third Party - This option allows members of a club, school, and other group to make purchases which will apply any earned awards to the organization.

1) Add the Organization to the Customer List. Make note of the organization's account number.

2) Create or edit the Frequent Buyer program. TIP: When naming the program, reference the Third Party. This will better identify the purpose of the program.

3) Checkmark "Award To Third Party"

4) Enter the account number of the organization. If entered correctly, the name of the organization will appear below the entry line.

5) Assign this Frequent Buyer program to individual members of the organization.

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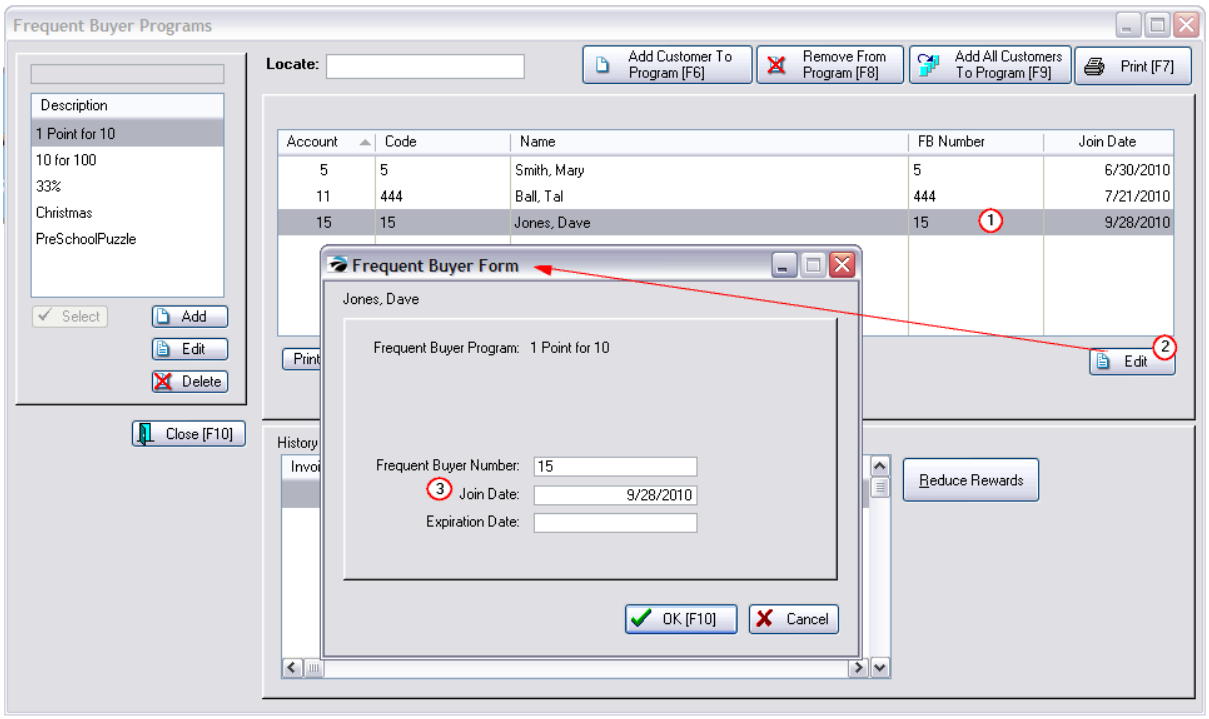
5.8.7.2 Edit Customer's Program Information

When a customer is added to a Frequent Buyer Program, the customer's Frequent Buyer number is captured from the customer Account or Lookup Code or from a membership card. The Join Date is automatically assigned. An expiration date is not generated but it can be added so that the loyalty program will stop earning awards.

Go to Management: Loyalty Programs

1) Highlight the Customer record

2) Choose Edit at center right. This will open the Frequent Buyer Form.



3) Make Changes to the fields as needed.

Frequent Buyer Number - this number is the customer Lookup Code. If you issue numbered membership cards you can make this Frequent Buyer Number the same as the membership card number. With some additional setup, just scan the membership card to create invoices for the card holder. (see Advanced Search 988)

Join Date - this is the date the customer was added to the program. If necessary, you can change the date.

Expiration Date - by default there is no expiration date. You may choose to end benefits on a certain date if your programs are special promotions. After this date, no Rewards will be calculated.

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5.8.7.3 Changes To Frequent Buyer

Remove Customer From Program [F8]

A customer may be removed from a Frequent Buyer program through either the Customer Center or through the Frequent Buyer Program listing. This will not negate store credits earned, but points earned will not be available for redemption.

Method 1) Open the Customer Center, highlighting the customer and choose the Frequent Buyer view. Now highlight the Active Program and choose the Delete button below the Active Programs list. You will be prompted to delete the program from the customer.

Method 2) Open the Frequent Buyer Programs screen, highlight the program on the left, find the customer in the list on the the right, and choose Remove From Program [F8]. You will not be warned, the customer is automatically removed.

Customer Purchase History And Adjustments

After the customer has made qualifying purchases you will be able to see that rewards have been generated on the Customer Frequent Buyer screen.

You may Edit customer rewards by going to Management: Frequent Buyers. Highlight the customer and choose one of the following.

Change Balance [F5]

The value for Balance Toward Rewards is the amount of purchased dollars or points which have not been rewarded yet because they do not meet the purchase total required for an award. As additional purchases are made, they will combine with this balance and generate rewards.

A) You may manually override of the Balance Toward Reward and give the customer more or less than the reported amount. Select Change Balance, enter a new value and choose OK. The log will show that you have made an adjustment.

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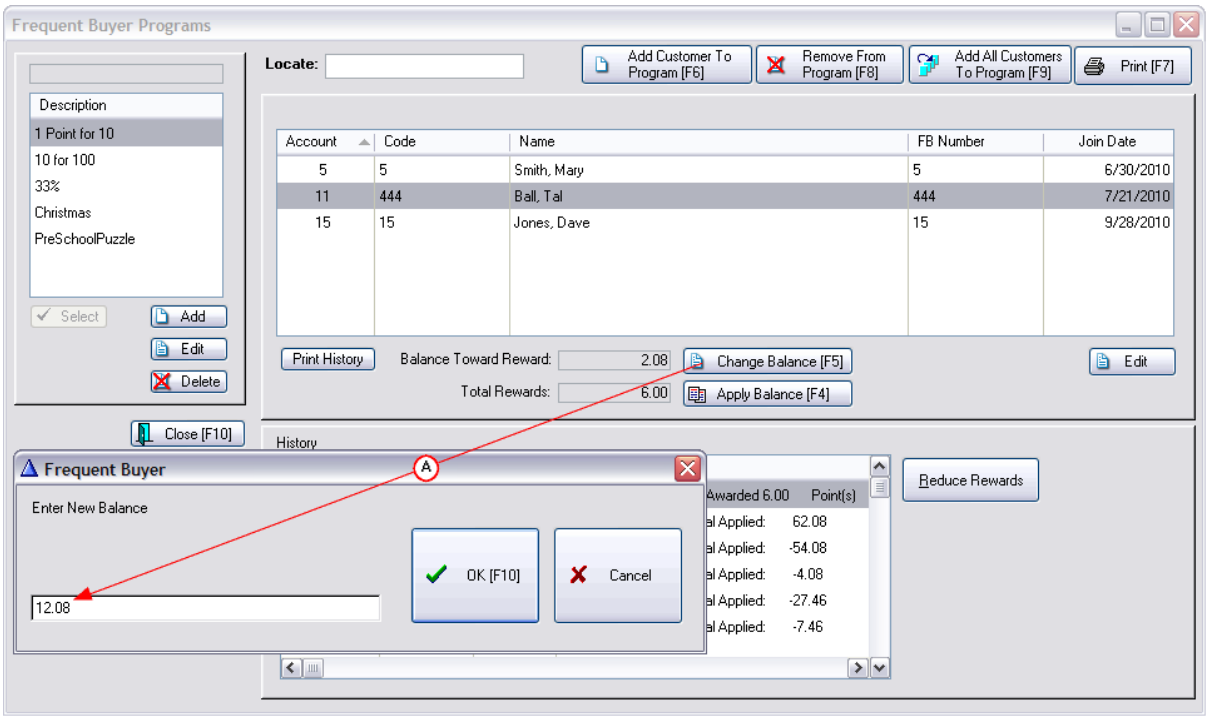
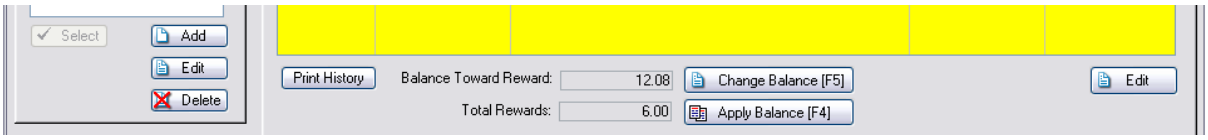


This sets the new balance to 12.08 which exceeds the balance needed to award another point, raising the 6.00 to 7.00



Apply Balance [F4]

Not a Feature of PFR

Once you have changed the Balance Toward Reward, the next step is to Apply the Balance. It will increase the rewards earned if the balance exceeds the amount required for a reward.

(In this example, 10.00 is required to earn a reward. The change added 10.00 so the resultant balance remains at 2.08, but the Total Rewards increased from 6.00 to 7.00.)

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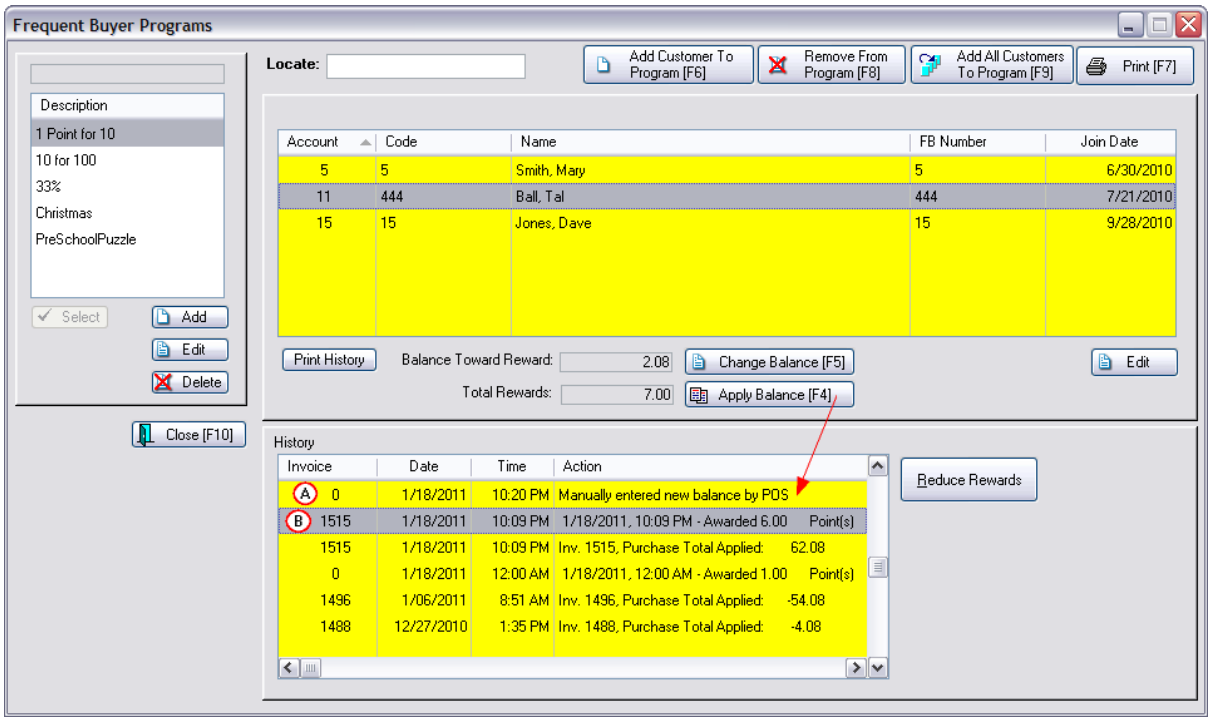

Edit

If the customer record shows a missing or incorrect Frequent Buyer Number, Join Date, or Expiration Date, then corrections can be made by choosing this Edit button.

Delete an Entire Frequent Buyer Program

You may erase an entire Frequent Buyer Program which will remove it from the system and deselect customers assigned to the program.
WARNING: This is a drastic step and you may want to make a backup of POSitive first.

Running Frequent Buyer reports for the customer may still be possible if the customer has been assigned to multiple programs.

5.8.7.4 Reduce Rewards

The reward can be reduced at the invoice by choosing to use the Store Credits or by reducing the price of an inventory item using an Invoice Button called "Redeem Points." (see Redeem Frequent Buyer Rewards 1686)

You may also choose to manually reduce customer rewards to offset the issuance of a Gift Card or some other reward of products or services. In this example we will be issuing a gift card. You must manually create a Gift Card entry in the Gift Card Manager, either before or after this process. (see Manually Add Gift Card 1709)

1) highlight the customer and note the current Total Rewards

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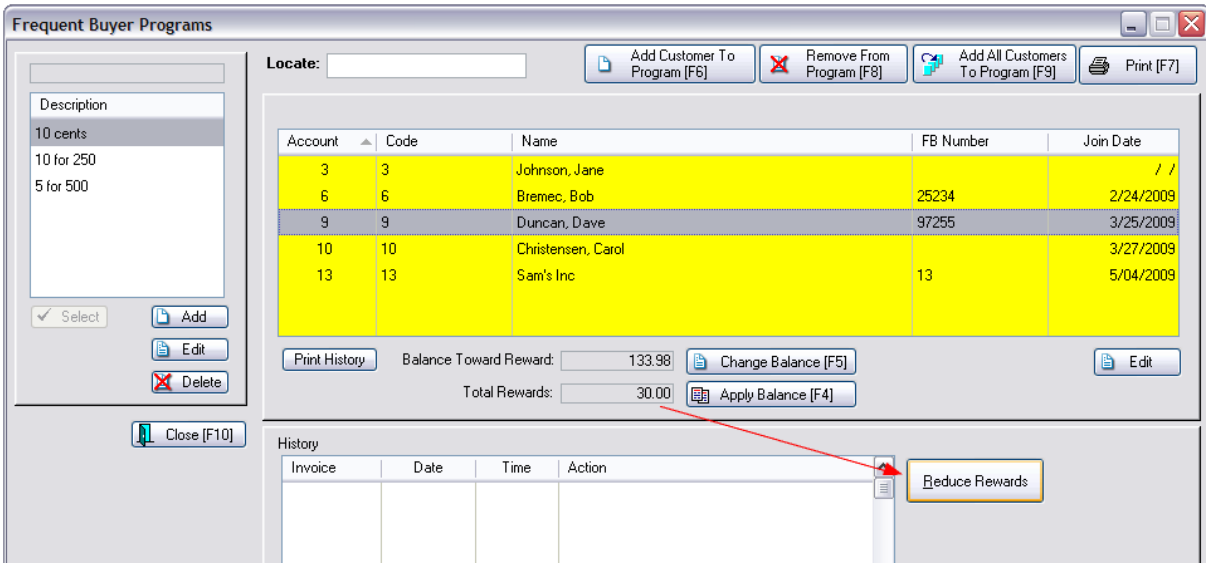
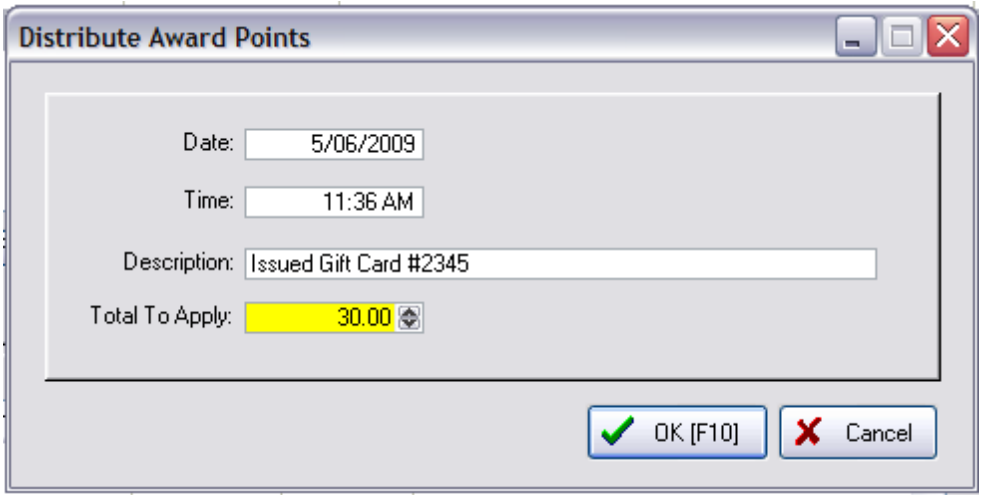


2) Choose the Reduce Rewards button. Enter a reason for the reduction of rewards in the Description field. Enter the amount to be subtracted from the existing Rewards.



3) Choose OK [F10] to save changes. The screen will show the transaction in the History panel.

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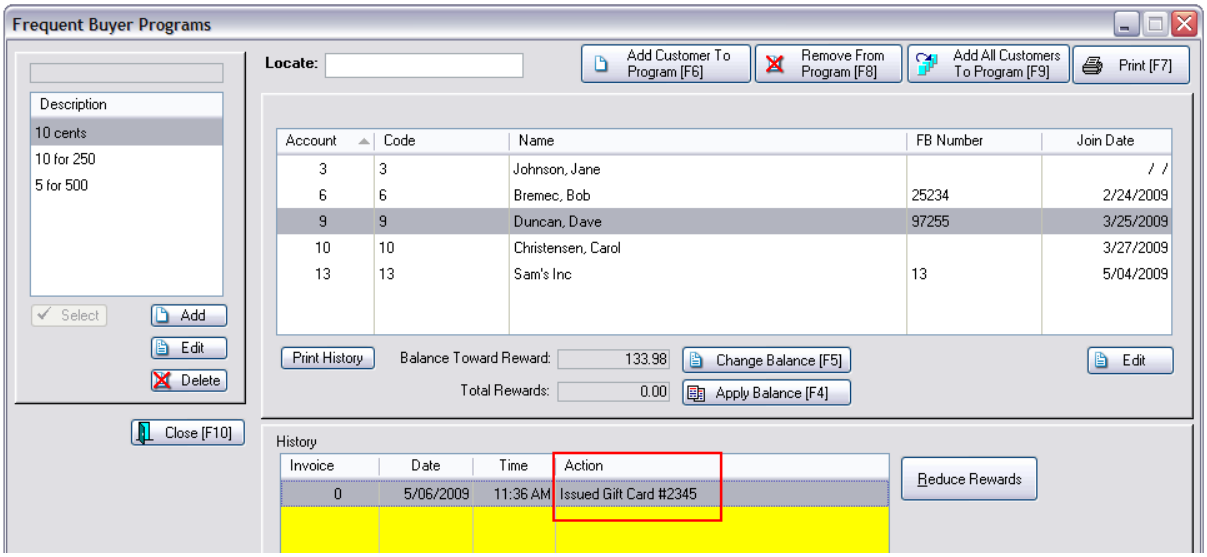

4) You must now create a Gift Card entry, if it was not already done. (see Manually Add Gift Card 1709)

5.8.7.5 Redeem Loyalty Program Awards

Not a Feature of PFR

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.

How Much Has The Customer Earned?

Go to the Customer Center, highlight the customer, and choose Frequent Buyer view 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. This information can be printed.

Frequent Buyer History Report

5
5
Eckerman, Edward

Date	Time	Action	
Earn $1 For Every $1			
4/10/2007	12:59 PM	4/10/2007, 12:59 PM - Awarded $8.00	Credit on Store Account
4/10/2007	12:59 PM	Inv. 1024, Purchase Total Applied:	81.00
		Balance:	1.00
		Rewards:	8.00

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Redeeming Points

Redeeming Points is best done through a Touchscreen interface because the process is very simple and there are specific rules which a cashier cannot violate.

Touchscreen Usage

When you start an invoice in touchscreen for a customer with Loyalty Points, you will see...

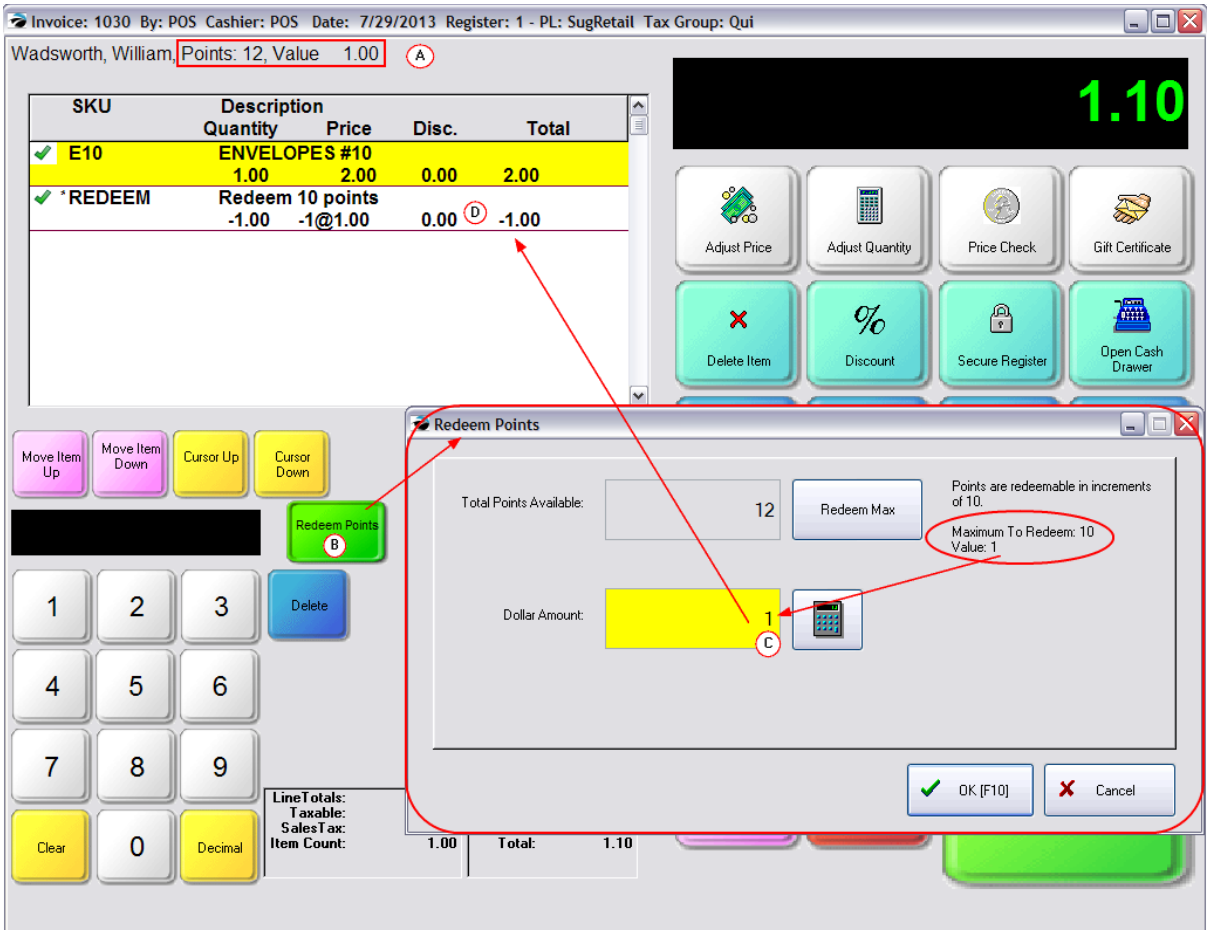
A) the number of points earned (12) and redeemable value (1) after the customer's name Setup

Maintenance: Station Manager - Edit Station and choose Transactions: Touchscreen: and activate "Show Loyalty Points On Touchscreen"

B) after adding product to the invoice, choose the Redeem Points button on the touchscreen

C) choose how many dollars off you wish to use. (Note: you will be limited to the maximum number available, but you can choose to use less points)

D) a Redeem line will be added to the invoice and the total of the invoice will be decreased by the value used.



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If Not Touchscreen

If you choose to not use Touchscreen for redeeming points, POSitive has no rules for controlling the value of points nor how they are to be applied. You will need to decide on your own rules and remember to use them.

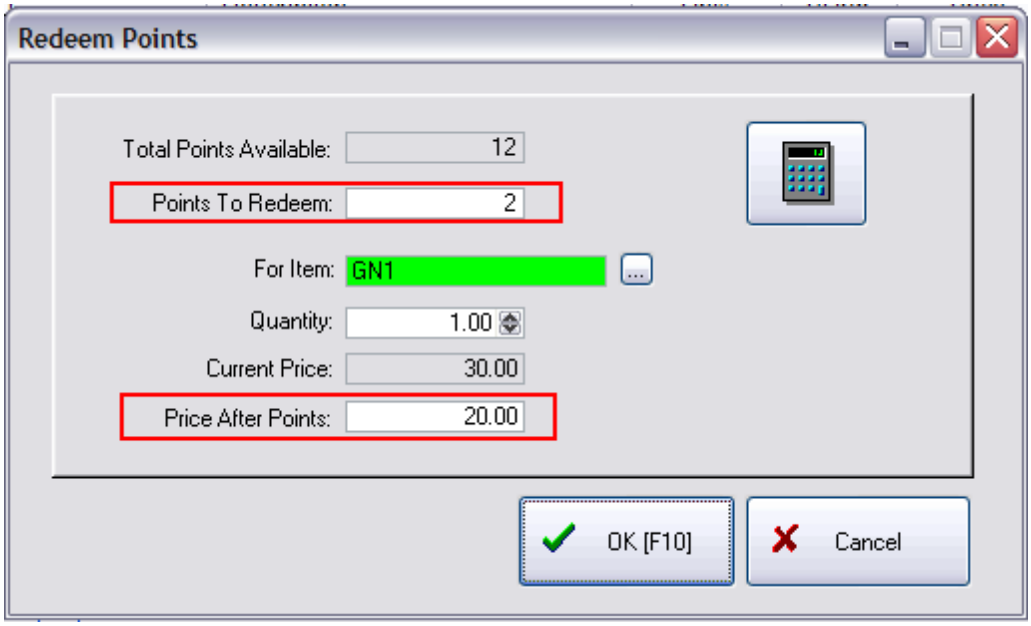
Initial Setup

If it does not already exist, you must first add a "Redeem Points" button to the Invoice Button Bar. Go to Maintenance: Definitions: Invoice Buttons. Choose a bar and add Redeem Points from the selection on the left to the bar. See Invoice Button Definitions 996

Create An Invoice

1) Create an invoice for the customer.

2) Click on the Redeem Points Button. Fill in the fields.



- **Total Points Available** - automatically displays the customer's accumulated points
- **Points To Redeem** - You must manually determine how many points you will deduct 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.

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For more options also see Redeem Loyalty Points 1690

Redeeming Store Credit

Initial Setup: You need to have Accounts Receivable module activated so that POSitive can record store credits.

When the customer makes purchases which qualify for awards of store credits, the customer AR Detail is automatically updated.

Create An Invoice

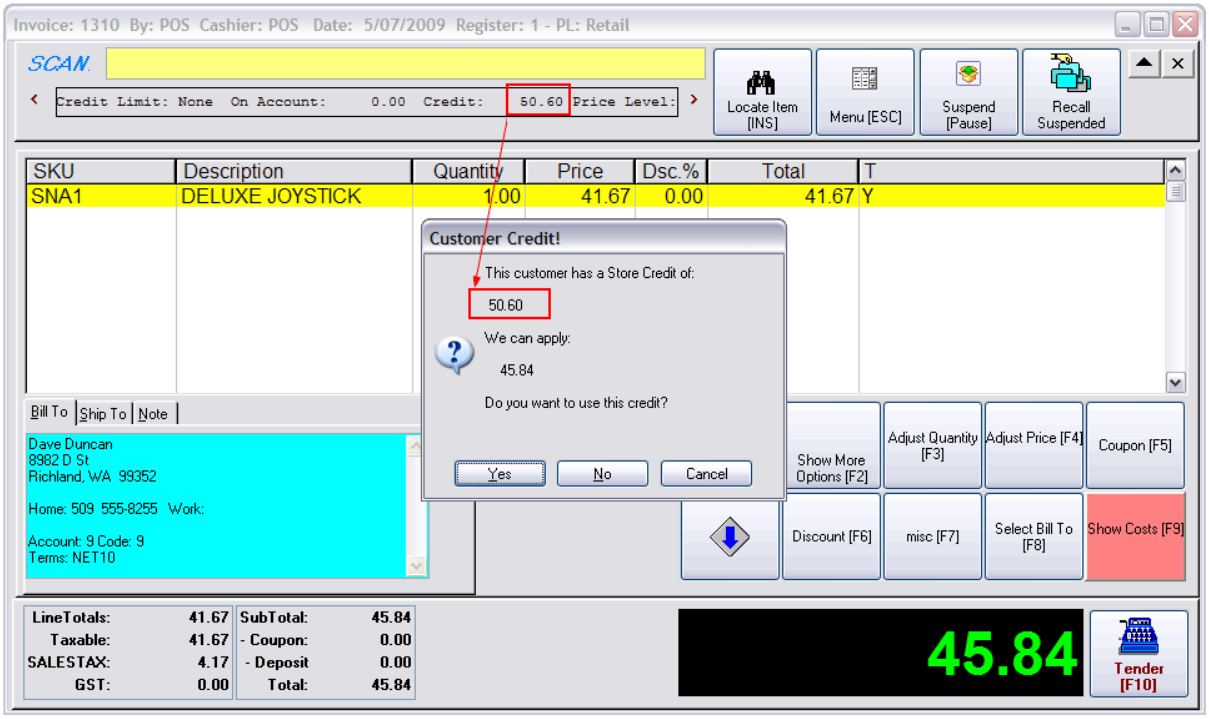
1) Create an invoice for the customer.

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.

TIP: you can review in advance the status of store credit by scrolling the stock status information bar on the invoicing screen.

(OPTIONAL- You can disable this step through Maintenance: System Setup: Transactions: Tender)



4) Complete tendering the invoice.

The customer's new awards and store credit are automatically adjusted.

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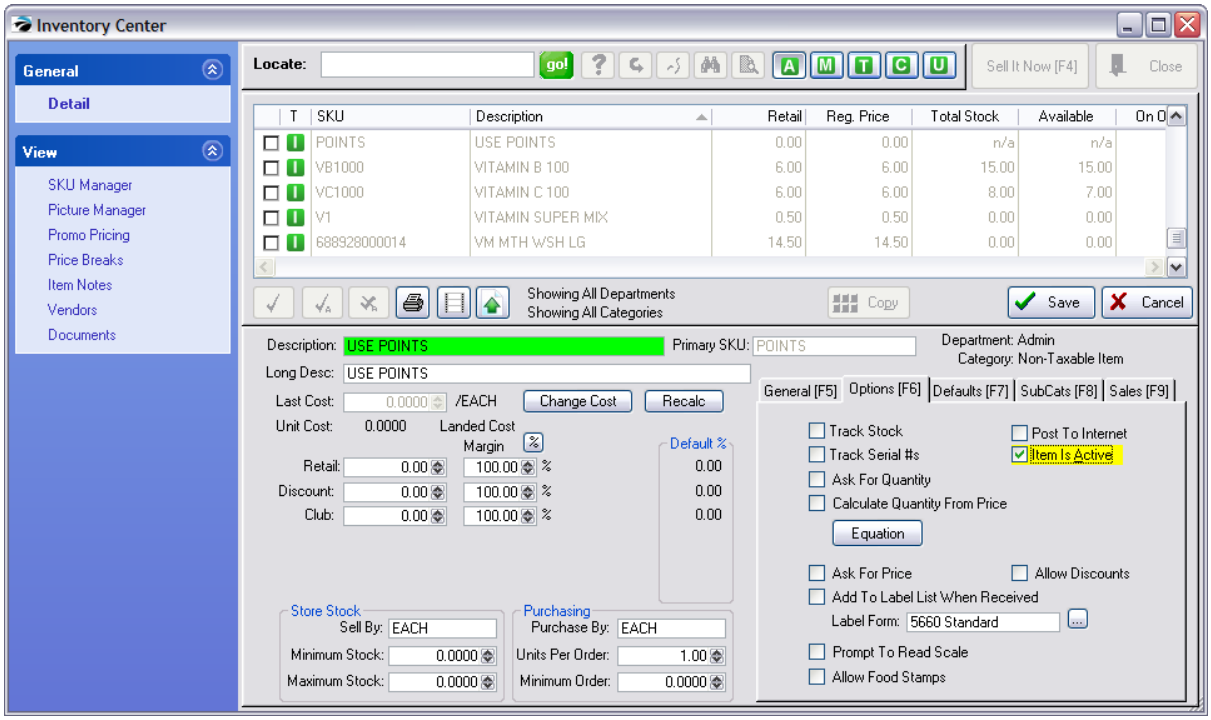
5.8.7.5.1 Redeem Loyalty Points

If you are not using Touchscreen to redeem Loyalty Points (see Redeem Frequent Buyer Awards 1686) then this is an alternate method you could use.

Advanced Setup

Add Button "Redeem Points" To Invoice Button Bar

Create Item "Use Points" non-taxable, no track stock sample



Create Invoice

Add Items being purchased

Add NO TAXATION - CTRL-Y - Select Tax Exempt

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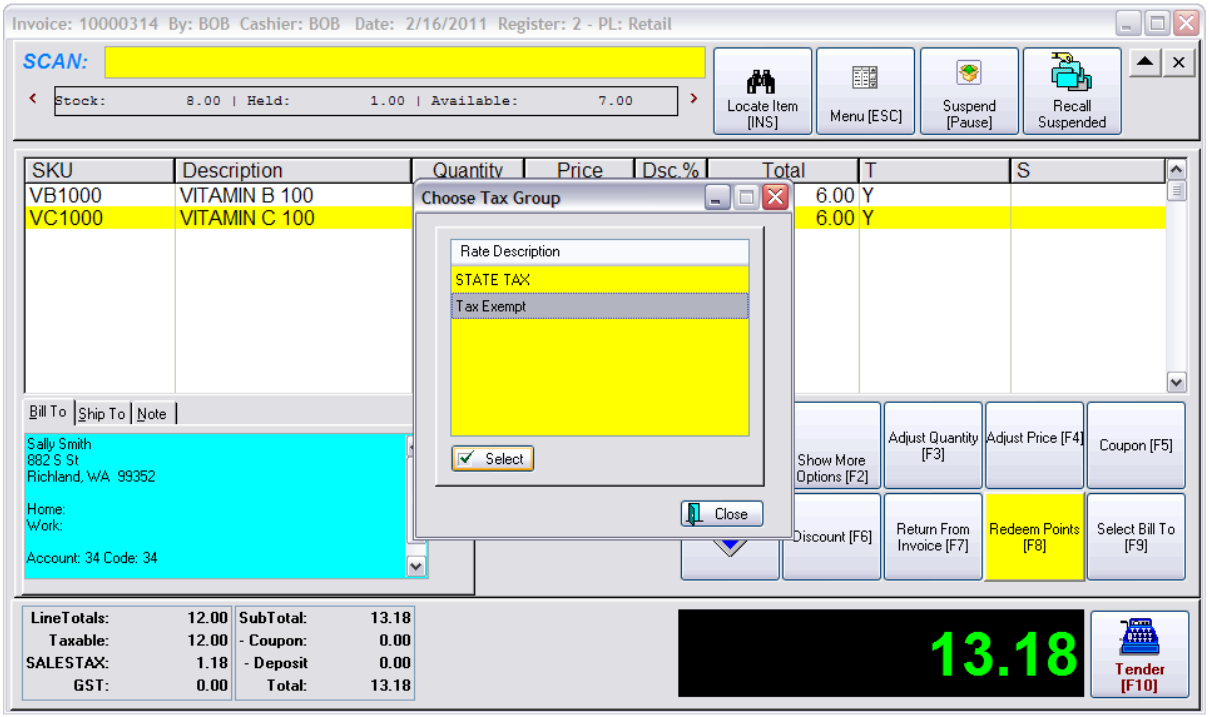
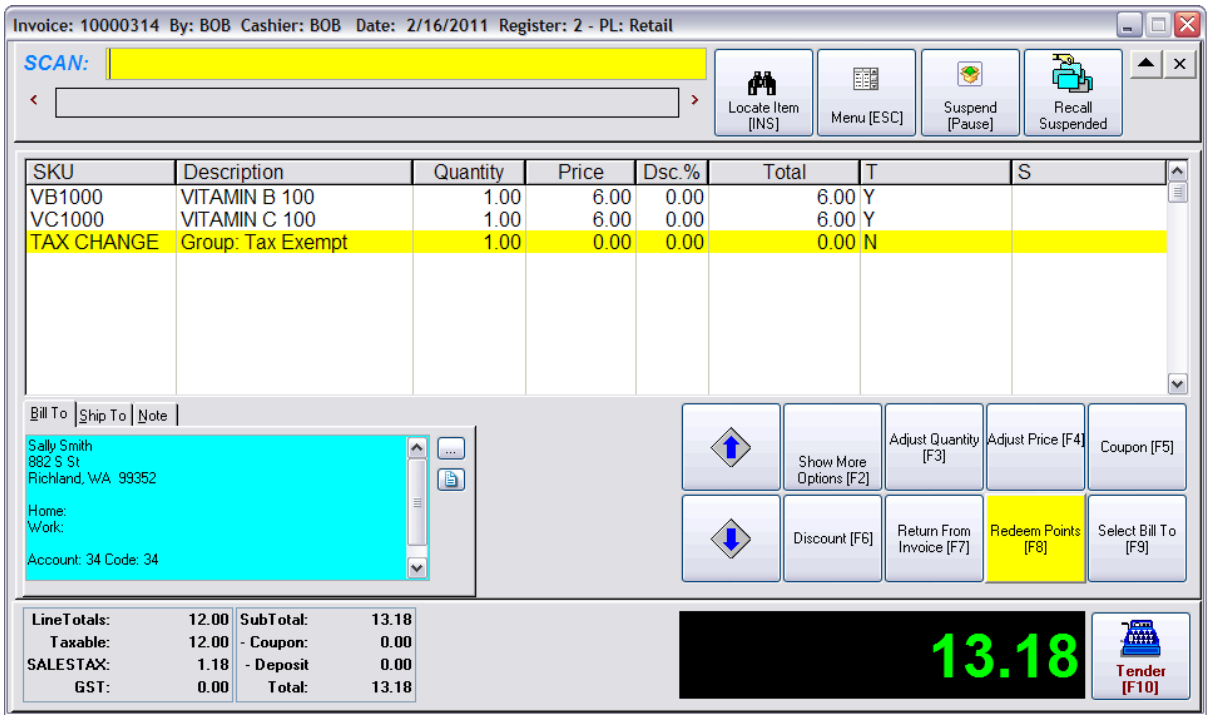


This will create a Tax Change Line on the invoice which can be removed later. The intent is to ensure that the customer pays taxes.



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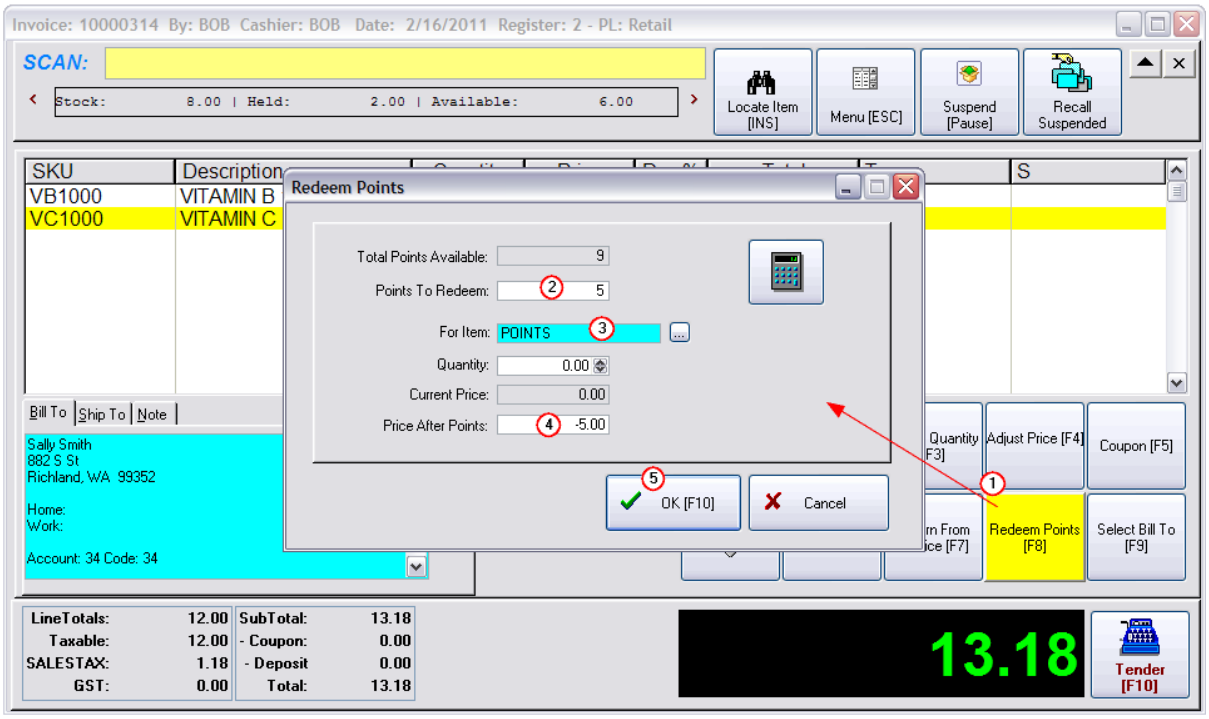
Choose To Use Points

1) Select Redeem Points button
2) Enter the number of points to be used
3) Enter the SKU
4) Enter the discount value in the Price After Points field. Use a minus sign with the dollar amount
5) Choose OK [F10]



The points are deducted, however there are some extra lines which can be removed before processing the invoice.

The customer has purchased $12.00 in product with a tax value of $1.18.

We have reduced the invoice by $5.00 by using the points and reduced the points earned by 5. The tax of $1.18 is still being charged.

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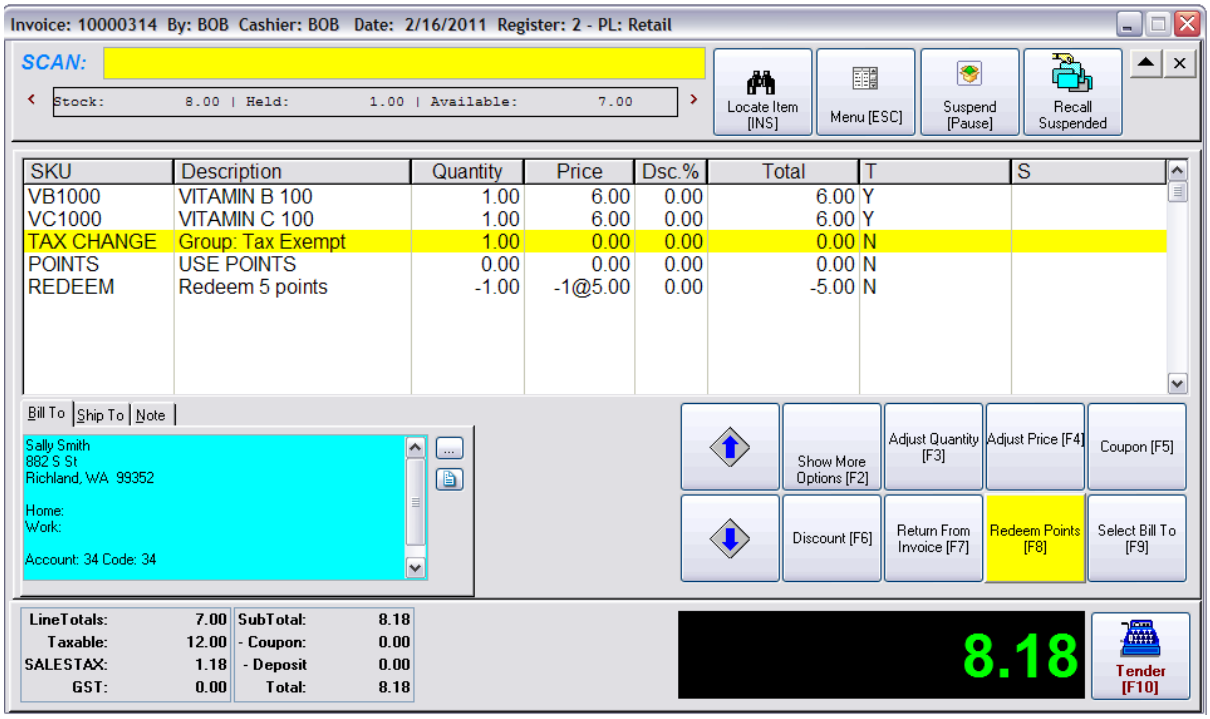

You can Tender the invoice as it is. Or you may wish to remove extra lines to make the invoice look cleaner.

Removing lines will make the invoice look cleaner, but you are limiting yourself in the types of reports which can be run after the fact. For example, you will not be able to report on all invoice which have the USE POINTS line if you delete it from the invoice.

OPTIONAL DELETIONS

Remove the TAX CHANGE line by highlighting it and pressing the DELete button on the keyboard.

(Be sure to leave the REDEEM line on the invoice.)

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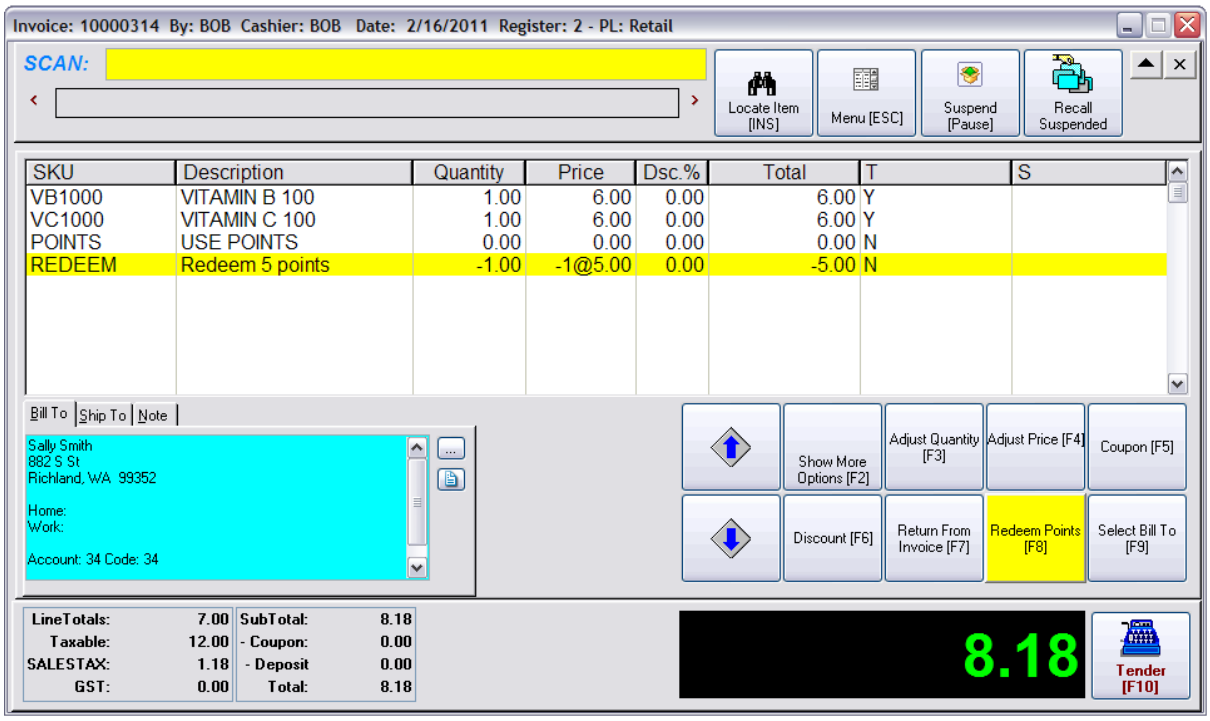

Optional - Remove the POINTS line by highlighting it and pressing the DELete button on the keyboard (Be sure to leave the REDEEM line on the invoice.)

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5.8.7.6 Returns Affect Frequent Buyer

How Customer Returns Affect Frequent Buyer Awards

When the customer chooses to return a product which has earned him points or store credits, POSitive will not automatically reduce the points or store credits already awarded and on hand. Instead, POSitive makes notation of the value returned.

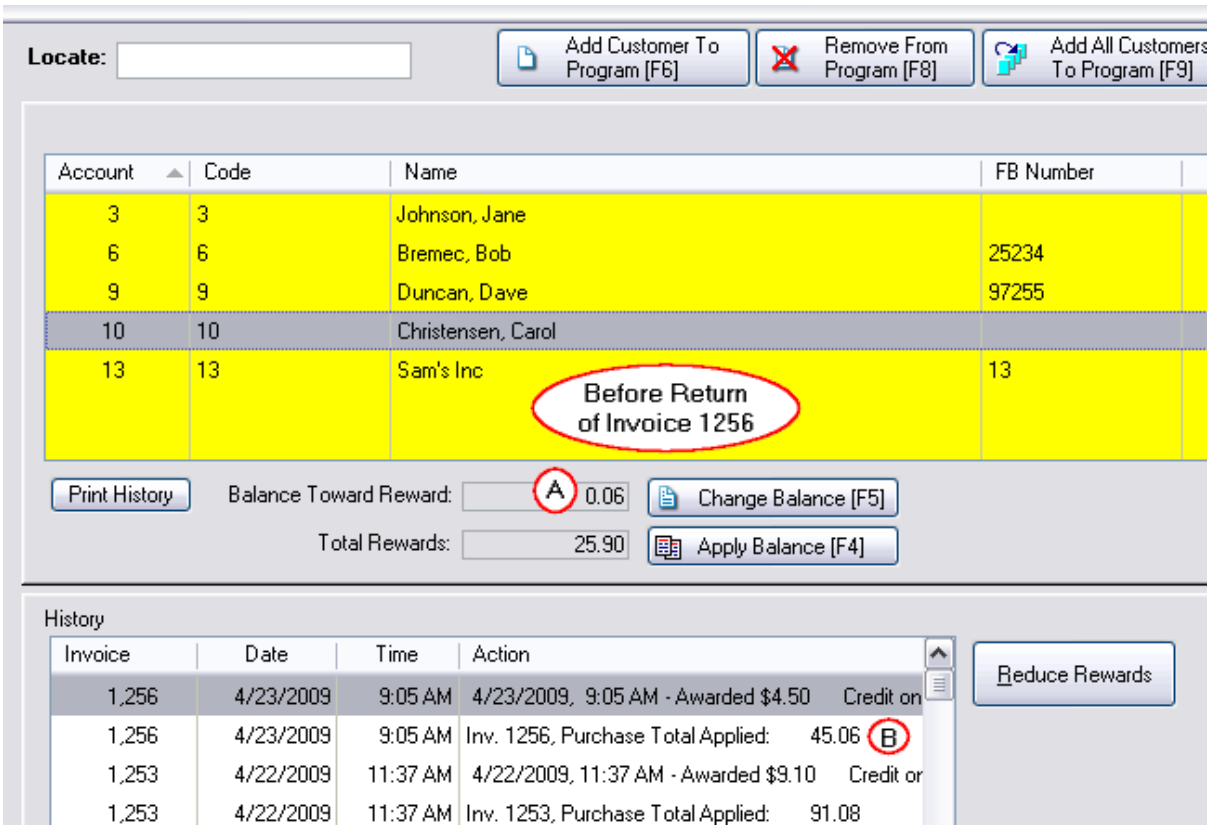
The customer must then purchase more product to cover the returned value before earning new points or credits. In other words, if an item is returned and a refund issued, then the refund value will create a negative number of points or credits and are displayed as a negative balance.

Again, the negative and positive totals of points are not recalculated. Future purchases will whittle away at the negative value until they are gone and then positive points will be tallied again.

For example,

A customer made a purchase which earned her 25.90 in credit (or points). She now has a Balance Toward the next Reward of 0.06 (see **(A)** below)

(Note of Explanation: the purchase of 45.06 utilized the 45.00 to generate a reward and the .06 was unused, hence it became the Balance Toward Reward. (see **(B)** below))



The customer then returned the item on a new Invoice #1306. The amount returned was again $45.06

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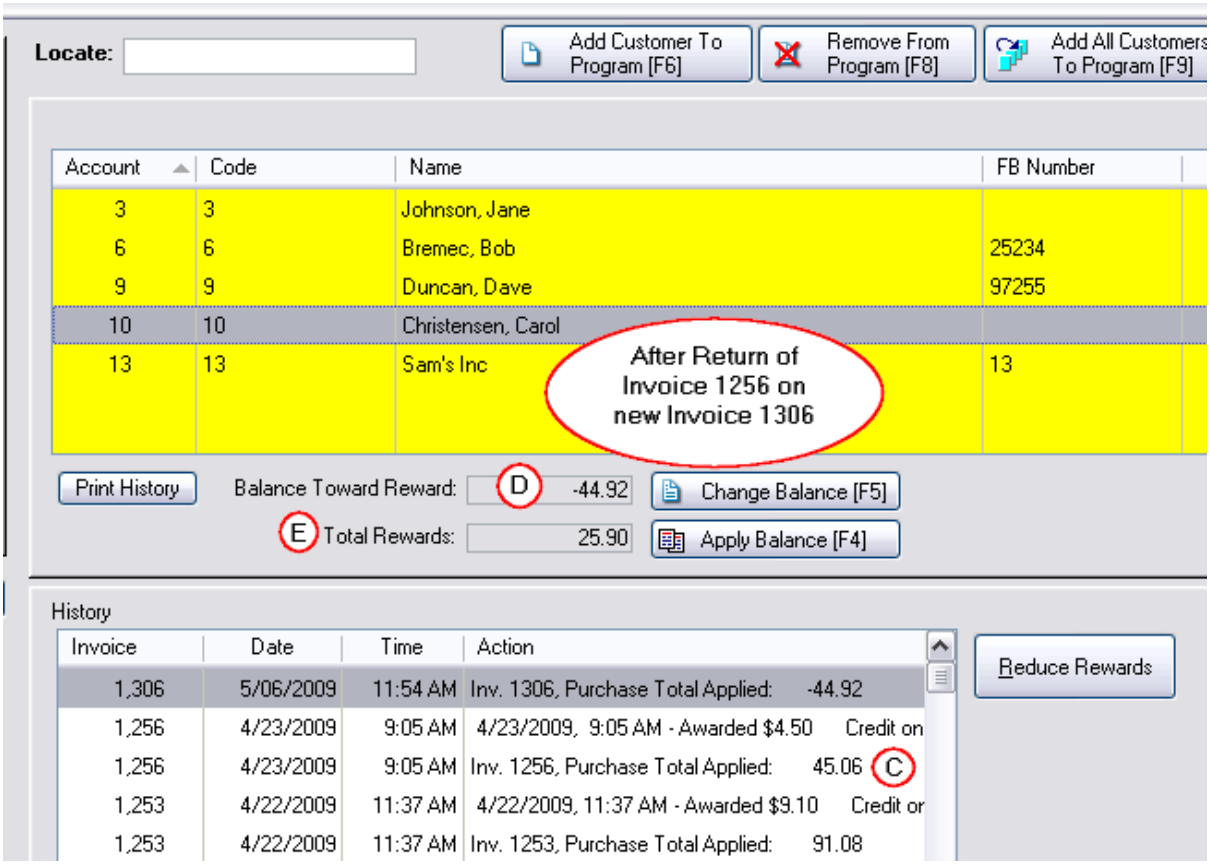
(see **(C)** below) however the negative 45.06 was added to the positive 0.06 to create a total of negative 44.92. (see **(D)** below)

Note that the Total Rewards of 25.90 never changed during the return process. (see **(E)** below). This is by design.

(Editor's Note: As of this writing it is anticipated that this process and procedure will be streamlined to make an immediate adjustment to the Total Rewards in a future version of POSitive.)

This means that before the customer will earn a new reward, the customer will have to make purchases to offset the -44.92 first and then additional purchases to reach the reward plateau before a new reward will be issued.



5.8.8 Gift Cards & Certificates

POSitive supports the use of Gift Certificates and Gift / Loyalty Cards. Certificates and cards must have an imprinted number (alpha-numeric is acceptable) and may have a barcode or magnetic stripe.

IMPORTANT: Cards with magnetic stripes may only be read by a standard magnetic stripe reader. Credit card readers used for EMV transactions (chip cards) ARE NOT COMPATIBLE and can't be used.

Gift / Loyalty Cards may be tracked internally by your POSitive software product, and/or through a

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service provided by Worldpay Integrated Payments. Please note that your POSitive software product uses the card number to determine if the gift / loyalty card is tracked internally or by Worldpay. So, you may use both internal or Worldpay Gift Cards at the same time.

(NOTE: All Worldpay numbers begin with 60501100, so this sequence should never be used for any other gift / loyalty cards. When ordering cards other than Worldpay's request 6 digit numbers and NO other characters such as %&* etc. Ask for samples so that you can test them first.)

Internal gift cards and Worldpay gift cards are also tracked differently. Please click on one of the links below to learn more.

POSitive Internal Gift Certificates & Cards 1697

Woldpay Gift Cards 1702

Ordering Gift Cards 1705

5.8.8.1 POSitive Internal Gift Certificates & Cards

For selling Gift Certificates/Cards you must create an inventory item with the primary SKU of GIFTCERT which will trigger various procedures in POSitive. When you sell one you will be prompted for a number and a value. The number should be imprinted on the certificate or card. The value is logged into Gift Certificate Manager but never recorded on the card.

For redeeming Gift Certificates/Cards you process an invoice and wait until the Tender screen; select Gift Certificate and enter or scan the Certificate/Card number. POSitive will then confirm the value of the card.

Loyalty Cards are usually not sold. In the Gift Certificate Manager you can generate valid card numbers and values for the cards which will be used later for tendering an invoice.

Various reports about sales and tendering of Gift Certificates / Cards are available in POSitive.

Gift Certificates and Cards can be "recharged" or "reused." POSitive will first search for an existing Gift Certificate number and report if it has been used or not.

Additional Help Topics

Gift Certificate Manager 1706

Inquiry 966 (Price Check, Gift Certificate, Age Verification)

Managers - Advance Setup

Before you sell gift certificates to your customers, you need to

- Create an inventory item for the Gift Certificate. The SKU must be GIFTCERT. Assign GIFTCERT to a non-taxable category. This category could be part of an ADMIN Department.
- Set the Gift Certificate Redemption option in Maintenance: System Setup: Transactions: Tender: "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.

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- Activate security settings to be able to access Gift Certificate Manager[1706]. (Management: Gift Cards)

Create Inventory Item

- Go to Inventory Center and add a new inventory item. Select Normal and assign the item to a non-taxable category.
- Type in a Description of your choosing.
- **The SKU must be GIFTCERT**. The name GIFTCERT has been programmed to automatically perform special functions relative to gift certificates.
- Last Order Cost should be 0.00.
- Units Per Order should be 1.00.
- All selling Prices should be 0.00.

Options [F8] tab

- Only two settings should be activated: **"Item Is Active"** and **"Ask For Price"**
- No other settings on this tab should be activated; they should all be OFF.

Defaults [F9] tab

- Default Sell Quantity should be 1.00

Item Notes

- (Optional) You may want to include a Transaction Note to explain the policy for redemption of gift certificates.
- Note: In lieu of preprinted forms, you may use this Transaction Note of the GIFTCERT item to validate the gift certificate information on the customer receipt. Or you may choose to activate the Advanced Printing[982] option to print a special gift certificate form.

Cashiers - How To Sell A Gift Certificate / Card

1) When selling a gift certificate, **enter GIFTCERT** as the SKU of the item being sold.

2) You will be prompted to enter the Gift Certificate / Card number, which can be done by keyboard, barcode scanner or a conventional magnetic stripe reader. Note: Credit card devices used for reading "chip" cards do not currently support gift cards. POSitive will then check to see if the number has been used before.

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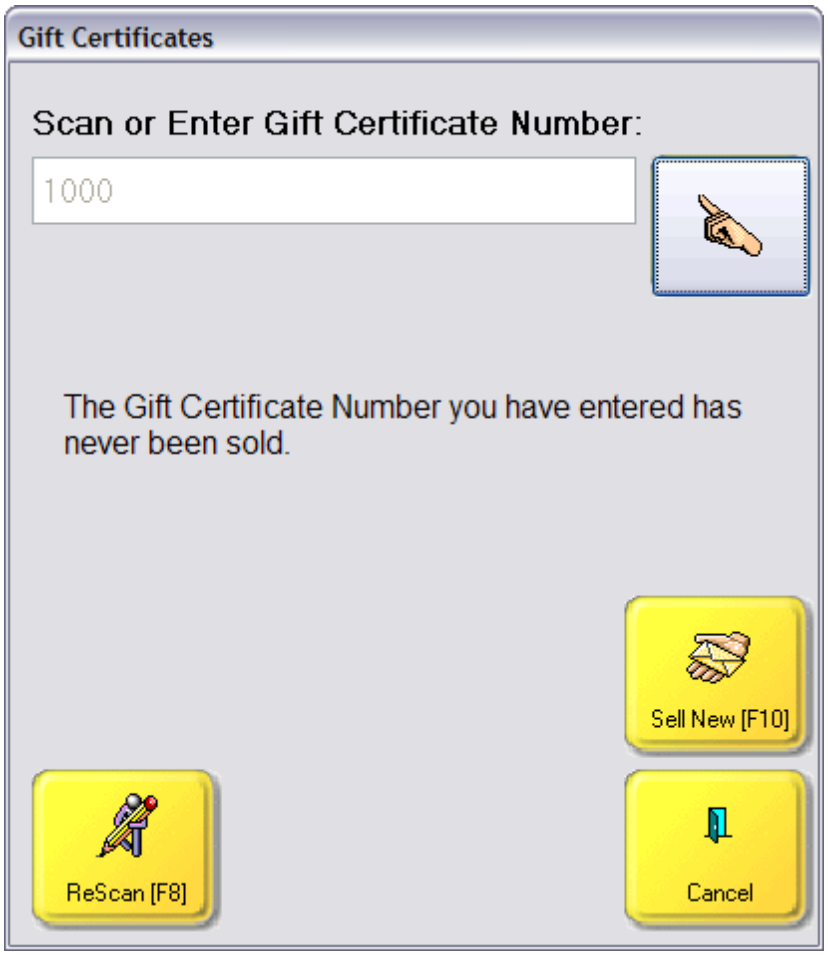

3) Sell New [F10] - continue with the sale and enter the value of the Gift Certificate / Card.

Re-Charge [F10] - if the gift certificate number has been used, you can add more value to the card.

4) Enter the selling price. The Number of the Gift Certificate will be added on the line below the GIFTCERT item. The customer will not be charged tax for this item.

5) Process the invoice and take payment.

Special Notes:

- You may sell more than one gift certificate on the same invoice by simply entering GiftCert as the SKU.
- You may not edit a gift certificate entry on an invoice. You may delete it and re-enter information, but not edit it.

Cashier - How To Redeem A Gift Certificate / Card

A customer in possession of a gift certificate will present it when making purchases.

1) Create an invoice or order as you would any other invoice.

2) Press F10 to process the invoice.

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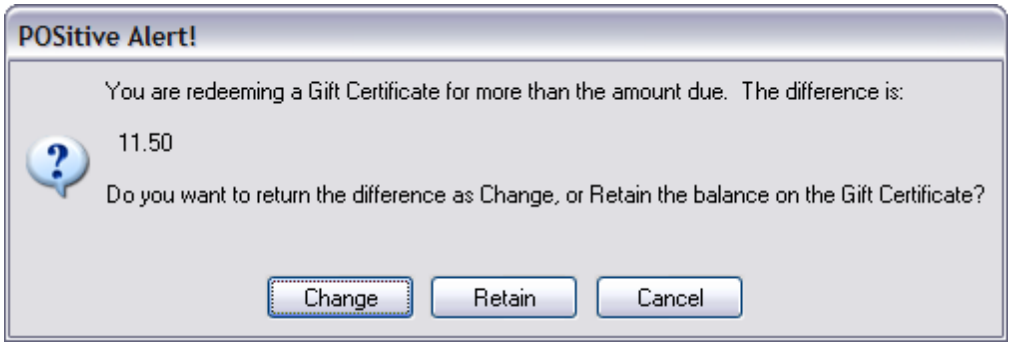
3) On the Invoice Tender screen, press **Gift Cert. [F3] or [F7] depending on Tender Screen**.

4) Scan, swipe or enter the number of the Gift Certificate /Card.

Note: The way the Gift Certificate / Card will be redeemed is dependent upon the setting made during Advance Setup, which controls whether or not you will payout in cash if the full value of the certificate is not used. "Do Not Prompt For Change When Redeeming Gift Certificates (Internal Tracking)"

If it is checked, you will be taken immediately to the change due screen and

If it is not checked, and there is a remaining balance, you will be given the options of giving change or retaining the balance in Gift Certificate Manager.



4) Either accept more in payment, make change, or close because the balance of the certificate will be recorded for later redemption.

Cancelling A Gift Certificate / Card

If the customer who purchased a gift certificate changes her mind, you may either void the invoice (before the cash drawer is balanced) or Process a Gift Card Return,

Void The Invoice

Go to Invoice History, highlight the invoice and choose Void. Do not create a new invoice from old.

Process Return

Create a Quick Sale invoice. Enter GIFTCERT as if you were selling the gift certificate. Enter the Card / Certificate number.

Since the Gift Card already exists in Gift Card Manager, you will see the value displayed.

Choose the Process Return [F5] button.

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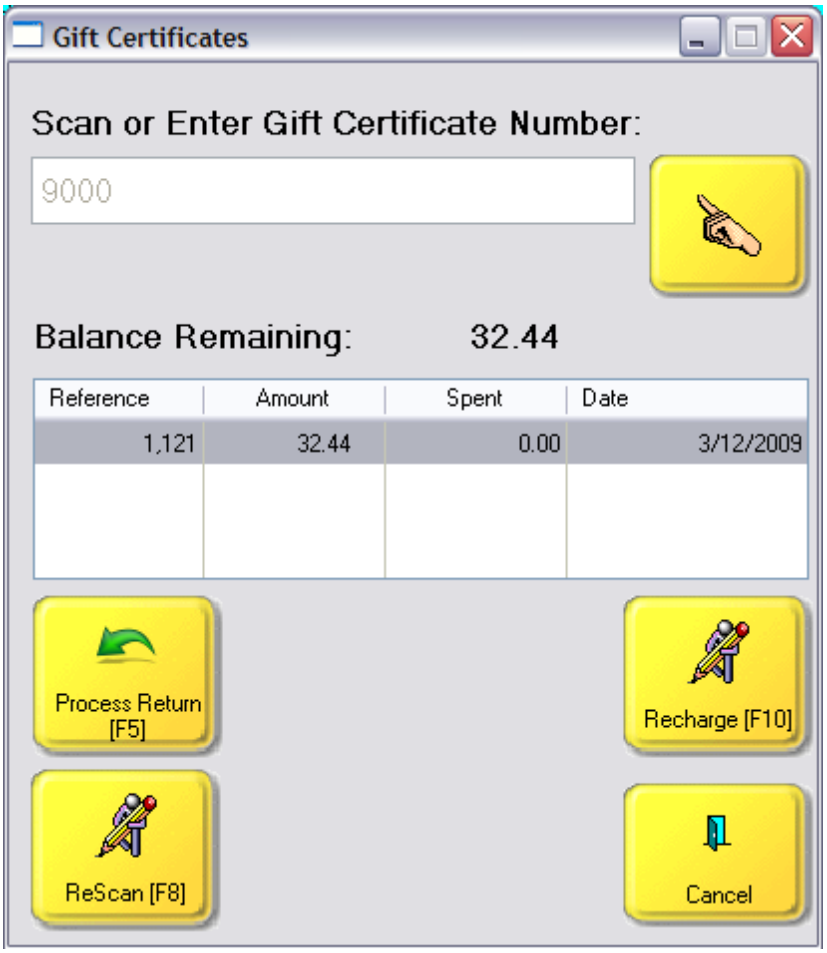

Reports About Gift Certificates

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 - There is no profit report per se. If you attempt to run any profit reports from the Report Center, Gift Certificates will not be included because there really is no profit involved.

Gift Certificate Sales Report - You can get a report of when sales reports were sold by going to the Gift Certifiicate Manager 1706 and choosing Sales Reports.

Gift Certificates Outstanding Report - lists gift certificates by number, invoice, customer, beginning value, used amounts and balance on certificate.

Editing Gift Certificates

If changes need to be made to gift certificate transactions, the Gift Certificate Manager 1706 provides access. This screen is password protected.

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5.8.8.2 Worldpay Gift Cards

IMPORTANT: Worldpay Gift Cards use magnetic stripes which may only be read by a standard magnetic stripe reader*. Credit card readers used for EMV transactions (chip cards) ARE NOT COMPATIBLE and can't be used.

For selling Gift Cards you must create an inventory item with the primary SKU of GIFTCERT which will trigger various procedures in POSitive. When you sell one you will be prompted for a number and a value. Swipe the card or type in the number imprinted card. The value is recorded by Worldpay.

For redeeming Worldpay gift cards you process an invoice and wait until the Tender screen; select Gift Card and swipe the card or manually type in the number. POSitive will then contact Worldpay and confirm the value of the card.

Worldpay gift cards can be "recharged" or "reused." POSitive will contact Worldpay and report if that particular card number has been used or not.

You may used the Inquiry 966 feature (Price Check, Gift Certificate, Age Verification) to check the value of a card.

Card holders may check the value of the card at any time by scanning the QR code, or going to the web site printed on the back of the card.

Managers - Advance Setup

Before you sell gift certificates to your customers, you need to

- Setup Worldpay Gift Card Processing in Credit Card Manager (see Worldpay Gift Card Setup 1705)
- Create an inventory item for the Gift Certificate. The SKU must be GIFTCERT. Assign GIFTCERT to a non-taxable category. This category could be part of an ADMIN Department.

Create Inventory Item

- Go to Inventory Center and add a new inventory item. Select Normal and assign the item to a non-taxable category.
- Type in a Description of your choosing.
- **The SKU must be GIFTCERT**. The name GIFTCERT has been programmed to automatically perform special functions relative to gift certificates.
- Last Order Cost should be 0.00.
- Units Per Order should be 1.00.
- All selling Prices should be 0.00.

Options [F8] tab

- Only two settings should be activated: **"Item Is Active"** and **"Ask For Price"**
- No other settings on this tab should be activated; they should all be OFF.

Defaults [F9] tab

- Default Sell Quantity should be 1.00

Item Notes

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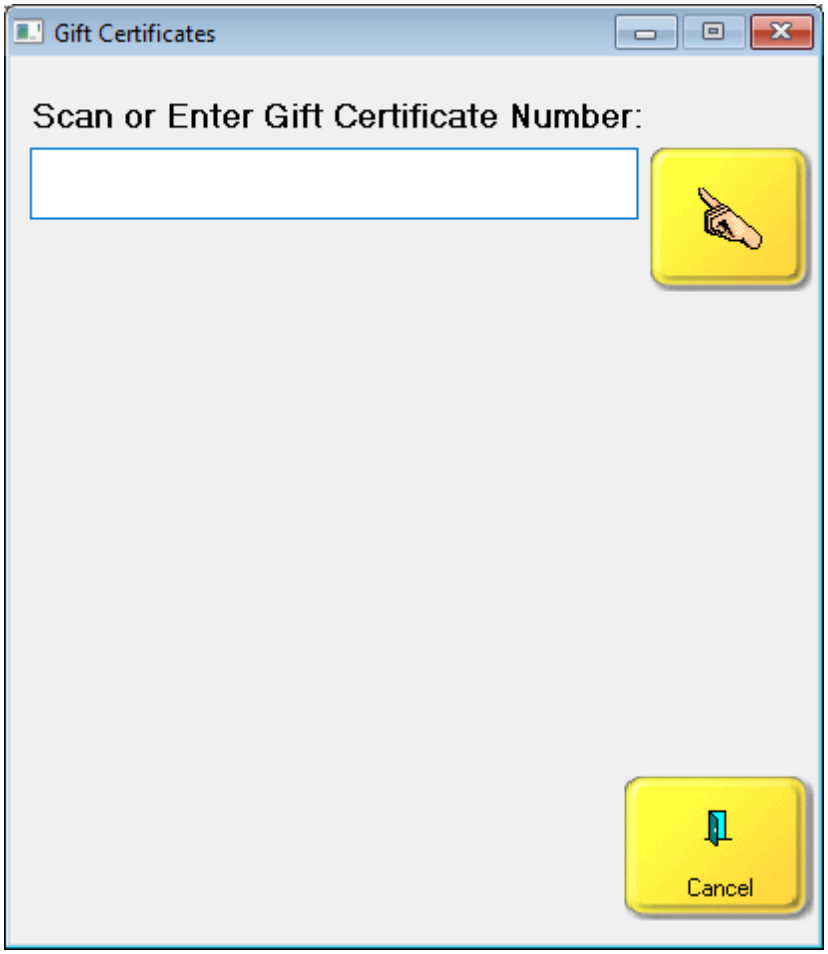
- (Optional) You may want to include a Transaction Note to explain the policy for redemption of gift certificates.

Cashiers - How To Sell A Worldpay Gift Card

1) When selling a gift certificate, **enter GIFTCERT** as the SKU of the item being sold.

2) You will be prompted to enter the gift card number, which can be done by swiping the card through a standard (not "chip") magnetic stripe reader, or you may type the number on a keyboard. (The "finger" icon opens an on-screen keyboard if you are using a touch screen.)



3) Enter the selling price. The Number of the Gift Certificate will be added on the line below the GIFTCERT item. The customer will not be charged tax for this item.

5) Process the sale and take payment.

Special Notes:

- You may sell more than one gift certificate on the same invoice by simply entering GiftCert as the SKU.
- **You may not edit a gift certificate entry on an invoice. You may delete it and re-enter information, but not edit it.**

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- Once a Worldpay gift card has been activated it is not possible to void the transaction or otherwise deactivate the card through POSitive. Contact Worldpay if you have an issue with an activated gift card.

Cashier - How To Redeem A Gift Card

A customer in possession of a gift card will present it when making purchases.

1) Create an invoice or order as you would any other invoice.

2) Press F10 to process the invoice.

3) On the Invoice Tender screen, press **Gift Card [F7]**.

4) Swipe or enter the number of the gift card.

5) If there is a sufficient amount on the card to cover the entire purchase, the transaction will automatically complete, the receipt will print, and the remaining card balance will be available for a future purchase. If money is still owed, you will be returned to the tender screen so you can select a different tender in order to complete the transaction.

Gift Card Management

Management of Worldpay gift cards is handled through your Worldpay merchant web portal. Contact your Worldpay gift card representative for more information and assistance.

*For reading gift cards, look for a USB Magnetic Stripe Card Reader, and either 2 or 3 track readers should work. Generic models may be found for less than $30 and an example is shown below.



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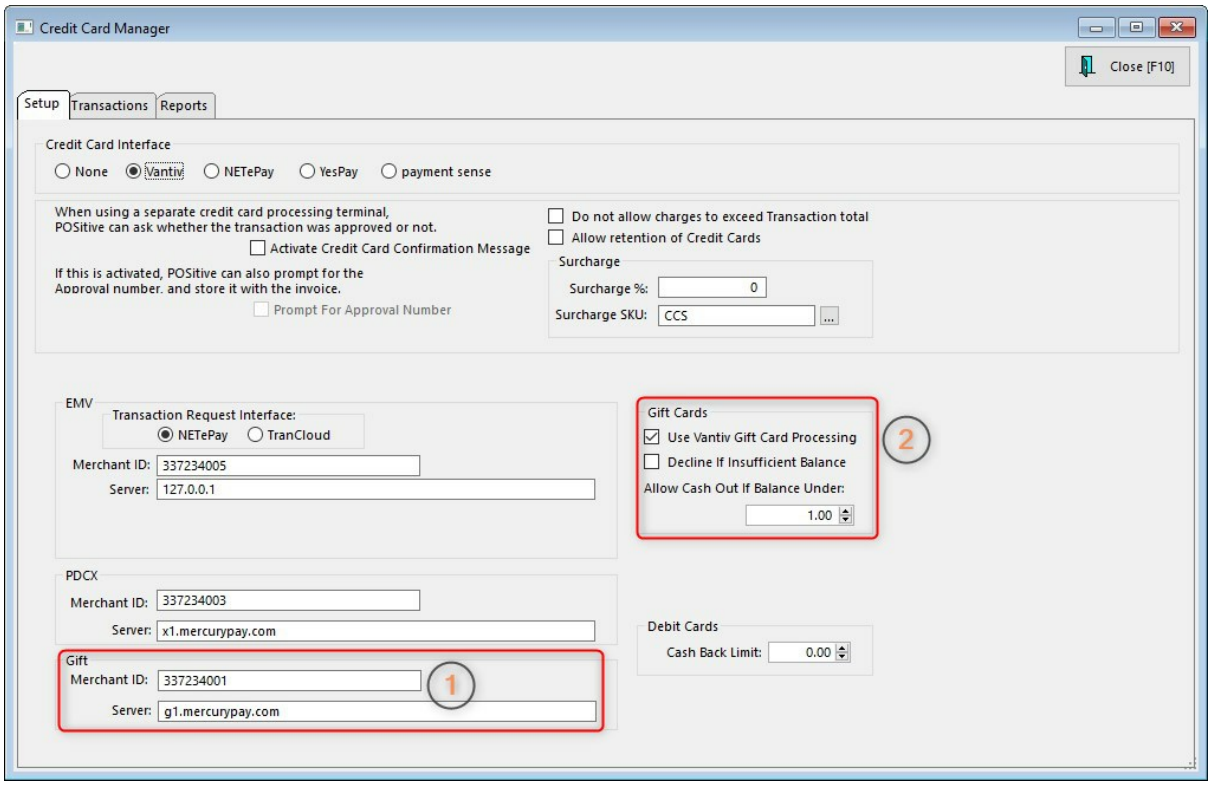
5.8.8.3 Worldpay Gift Card Setup

Worldpay (Vantiv) Gift Cards are setup under Management, Credit Cards.



1. Under Gift enter your Worldpay (Vantiv) Gift Merchant ID for your gift card account. Your dealer or POSitive's credit card department will provide this information. The Server address is g1.mercurypay.com.

2. Under Gift Cards, check "Use Vantiv Gift Card Processing". We also recommend NOT selecting "Decline If Insufficient Balance". If you select this option, you'll only be able to use gift cards for transactions that do not exceed the gift card's balance. The remaining setting gives you the option of offering cash back for any balance under the amount you set. By default the value is $1. Set to zero if you don't wish to offer this to customers. Click Close to save settings.

5.8.8.4 Ordering Gift Cards

Gift cards must have an imprinted number (alpha-numeric is acceptable) and may have a barcode or magnetic stripe.

For cards with barcodes, decoding of a barcode is handled by the barcode scanner, not POSitive or any other POS software. So, when you scan a barcode that represents 123456 the barcode scanner sends 123456 to the computer as if those numbers had been typed on the keyboard.

Some companies may offer a choice of Code 128 or Code 39 for the "bars" printed on gift cards. Nearly all barcode scanners should read these "out of the box", and we recommend using Code 128 because it tends to be the easiest to read. Here is a link for a barcode scanner test sheet so you can test your scanner(s) with either code: BarcodeTestSheet

Cards with magnetic stripes may only be read by a standard magnetic stripe reader*. **Credit card readers used for EMV transactions (chip cards) ARE NOT COMPATIBLE with gift cards and can't**

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be used.

Gift cards may be tracked internally by your POSitive software product, and/or through a service provided by Worldpay Integrated Payments. Please note that your POSitive software product uses the card number to determine if the gift card is tracked internally or by Worldpay. So, you may use both internal and Worldpay gift cards at the same time.

NOTE: All Worldpay numbers begin with 60501100, so this sequence should never be used for any other gift cards. When ordering cards other than Worldpay's request 6 digit numbers and NO other characters such as %&* etc.

We recommend asking for samples so that you can test them before placing an order.

*For reading gift cards, look for a USB Magnetic Stripe Card Reader, and either 2 or 3 track readers should work. Generic models may be found for less than $30 and an example is shown below.



5.8.8.5 Gift Certificate Manager

NOTE: This section applies only to internally generated Gift Certificates/Cards. Vantiv gift cards are tracked through the Vantiv merchant web portal.

Access Gift Certificate Manager

- Go to Management: Gift Certificates
- Enter your Sales ID and Password.

On the top is a listing of gift certificates issued or created.

If the certificate has been used in full or in part the bottom of the screen gives useful historical detail.

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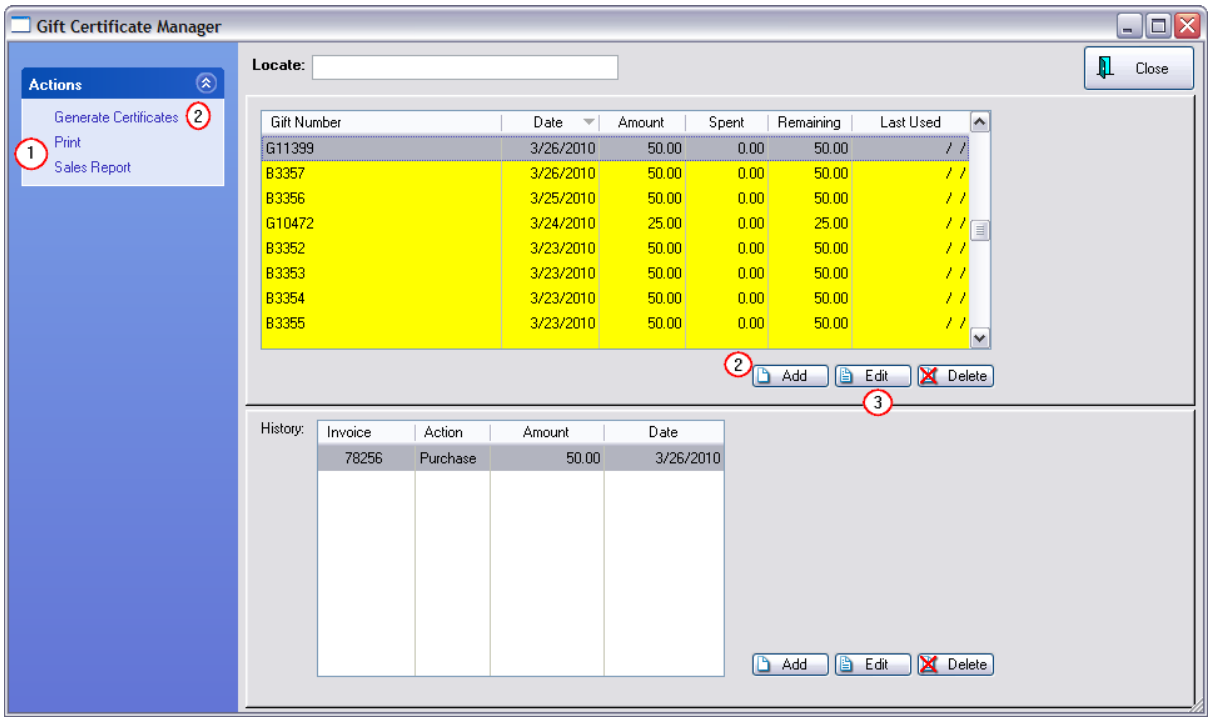

Activities

The primary reasons for opening the Gift Certificate Manager are to

(1) **Print** Reports - (see below for examples)

Print [F7] - "Outstanding Gift Certificates"

Sales Report [F8] - "Gift Certificate Sales Report"

(2) **Create** Gift Certificates in advance, either individually or generate multiples en masse

(3) **Modify** existing gift certificates and transactions

(For information about creating the gift certificate inventory item and the processes of selling and redeeming the gift certificates, see Gift Certificates 1696)

Modifying Transactions

Because gift certificates can be modified, this section is password protected to allow only selected employees to make such changes.

Edit - Both the top and bottom sections can be edited by highlighting the desired entry and choosing the appropriate Edit button.

Delete - to remove erroneous certificates and transactions. Note: if a gift certificate is sold on an invoice which is then later voided, the gift certificate still remains active.

Add - The add button (in the top section of the screen) allows you to pre-enter gift certificates with pre-set amounts, so that when you sell a gift certificate, of that certificate number, the amount is already filled in. Note, however, that this will inflate the Gift Certificates Outstanding report.

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- **Generate [F5]** - Like the Add button, you can create a Gift Certificate entry in advance. See (Generate Gift Certificates 1710)

Legacy Certificates

If you have issued gift cards or certificates which were sold prior to implementation of POSitive, you can add them to Gift Certificate Manager. Or you could wait until a customer wishes to redeem a Gift Certificate and processing the invoice will allow you to redeem legacy certificates by entering the number and value at that time. (see Gift Certificates 1696)

By manually creating an entry here, you can also issue gift certificates as customer / employee incentive rewards without having to affect the cash drawer. For example, Gift Certificate number 2000 was manually entered. On the Gift Certificates Outstanding report it appears without an invoice number nor sales ID. On the Gift Certificates Sales Report it is not listed because it was not an actual sale.

Gift Certificate Reports

Print [F7] button gives a report on all gift certificates still unused.

Gift Certificates Outstanding

Confidential

Blink's Video Game Emporium

Number	Date Sold	By	Invoice	Sold To	Amount	Spent	Balance
1000	5/24/2002	POS	1005	Cash Sale	50.00	0.00	50.00
123	4/14/2003	POS	845250	Cash Sale	20.00	0.00	20.00
2000	6/ 8/2004	?	0	Cash Sale	100.00	0.00	100.00
3000	6/ 8/2004	POS	1012	Jane Johnson	30.00	0.00	30.00
1234	6/10/2004	POS	1017	Cash Sale	50.00	26.95	23.05
5999	8/27/2004	POS	1168	Betsy Betsy	100.00	0.00	100.00

Total Outstanding 323.05

Sales Report [F8] - documents sales of gift certificates of a specified time period.

Gift Certificate Sales Report

Confidential

Start Date: 6/ 1/2004
Start Time: 12:00 AM
End Date: 6/30/2004
End Time: 11:59 PM

Blink's Video Game Emporium

Date	Invoice #	Customer Name	Amount
6/08/04	1012	Jane Johnson	30.00
6/10/04	1017	Quick Sale	50.00
			80.00

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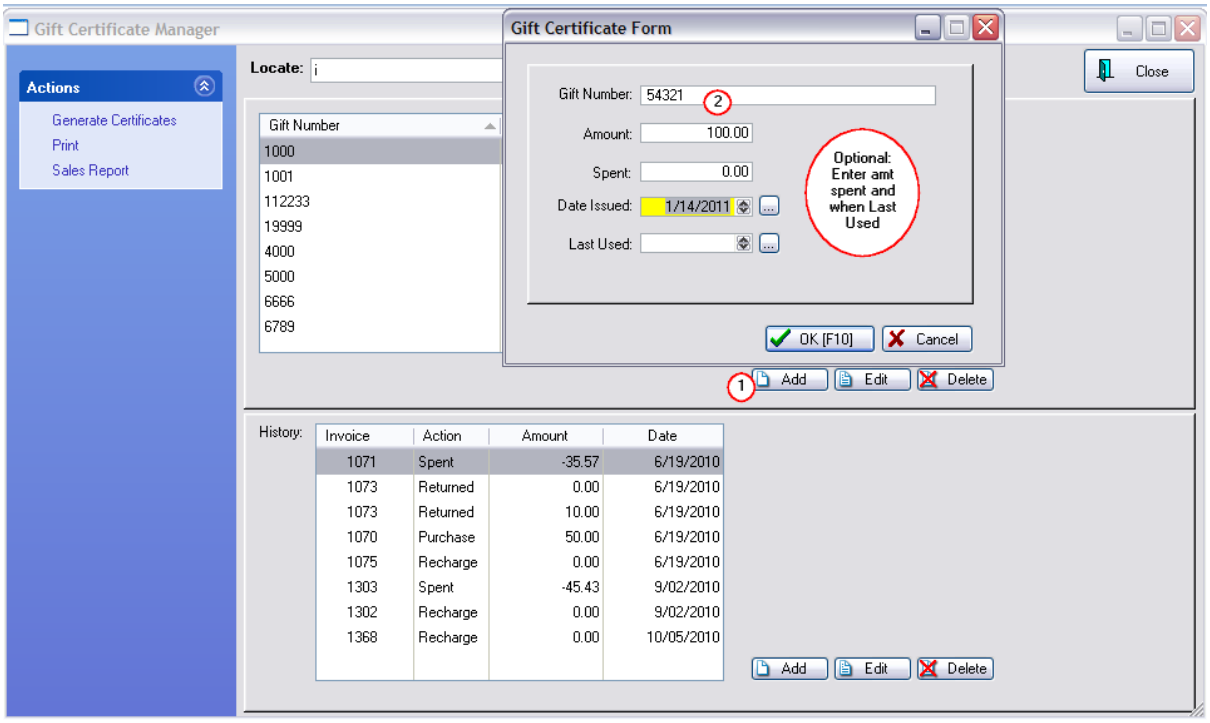
5.8.8.5.1 Gift Certificate Form

Purpose: manually enter legacy type cards. However, there is a better and easier way to do this while creating an invoice for a customer.

Add - The add button (in the top section of the screen) allows you to pre-enter gift certificates with pre-set amounts, so that when you sell a gift certificate, of that certificate number, the amount is already filled in. Note, however, that this will inflate the Gift Certificates Outstanding report.

1) Select the Add button (in the top section of the screen)

2) On the Gift Certificate Form, enter the proper values for each field. The Spent and Last Used fields are optional and would only be used if the Gift Card has been issued already, as a legacy to POSitive. When adding new Gift Cards in POSitive, all of this will be filled in automatically.



5.8.8.5.2 Gift Certificate History Form

After adding a Gift Certificate Manually (see Gift Certificate Form) you may want to record a history of its use.

1) Highlight the correct gift card.

2) In the History portion of the screen it will likely be blank.

3) Choose Add button at the bottom of the History section of the screen

4) Fill in the details as needed.

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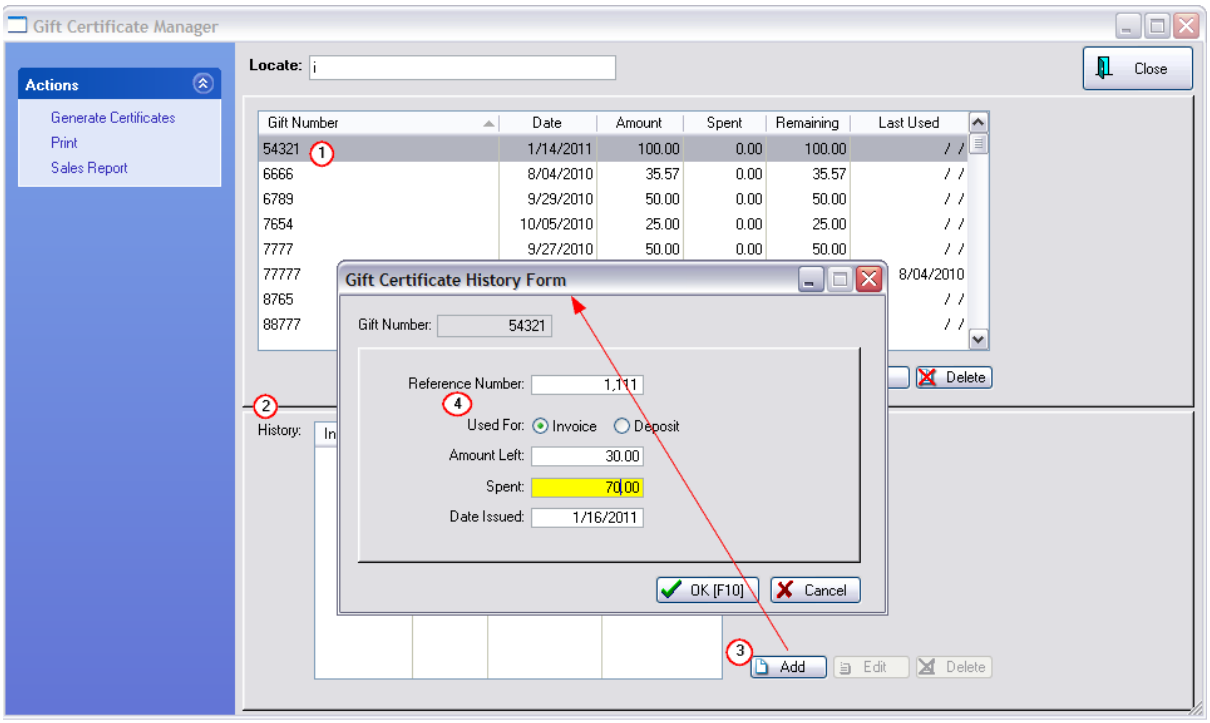

5.8.8.5.3 Generate Gift Certificates

Go to Management: Gift Cards.

Add - The add button allows you to pre-enter gift certificates with pre-set amounts, so that when you sell a gift certificate, of that certificate number, the amount is already filled in. Note, however, that this will inflate the Gift Certificates Outstanding report.

- **Generate [F5]** - Like the Add button, you can create a Gift Certificate entry in advance. The Generate button lets your create a series of similar gift certificates. You enter the starting and ending numbers on the certificates and assign them a dollar value. When you choose Process [F10] the certificates are created. (Only numeric characters are allowed.)

- In this example, it will generate 5 gift cards numbered 12001, 12002, 12003, 12004 and 12005 with a $20.00 value for each of them. Again, however, that this will inflate the Gift Certificates Outstanding report.

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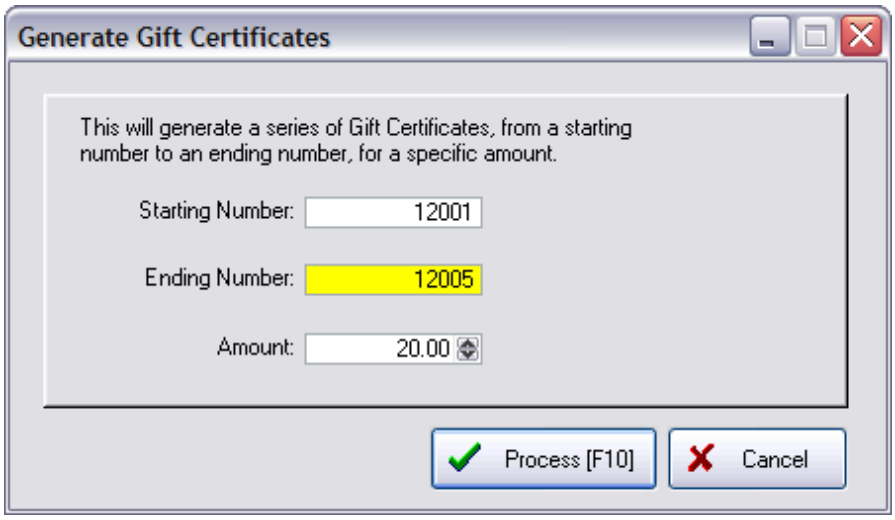

5.8.9 Gift Receipt

A gift receipt is typically a duplicate invoice without SKUs and pricing. This receipt is given with the gift so that recipient can easily make an exchange if necessary.

NOTE: The directions below assume that you will be using a 40 column receipt printer for printing of invoices and gift receipts. If you are using a different printer, contact your dealer.

Advanced Printing Setup

Using the Advanced Printing feature, you can set POSitive to print a specialized form at the time of invoicing.

1) Go to File: Station Manager

2) Highlight and edit your station (note each computer using POSitive should have it's own station setup)

3) On the left hand side, highlight Invoice just below Printers/E-Mail

4) Select the Advanced Printing tab See Advanced Printing 982

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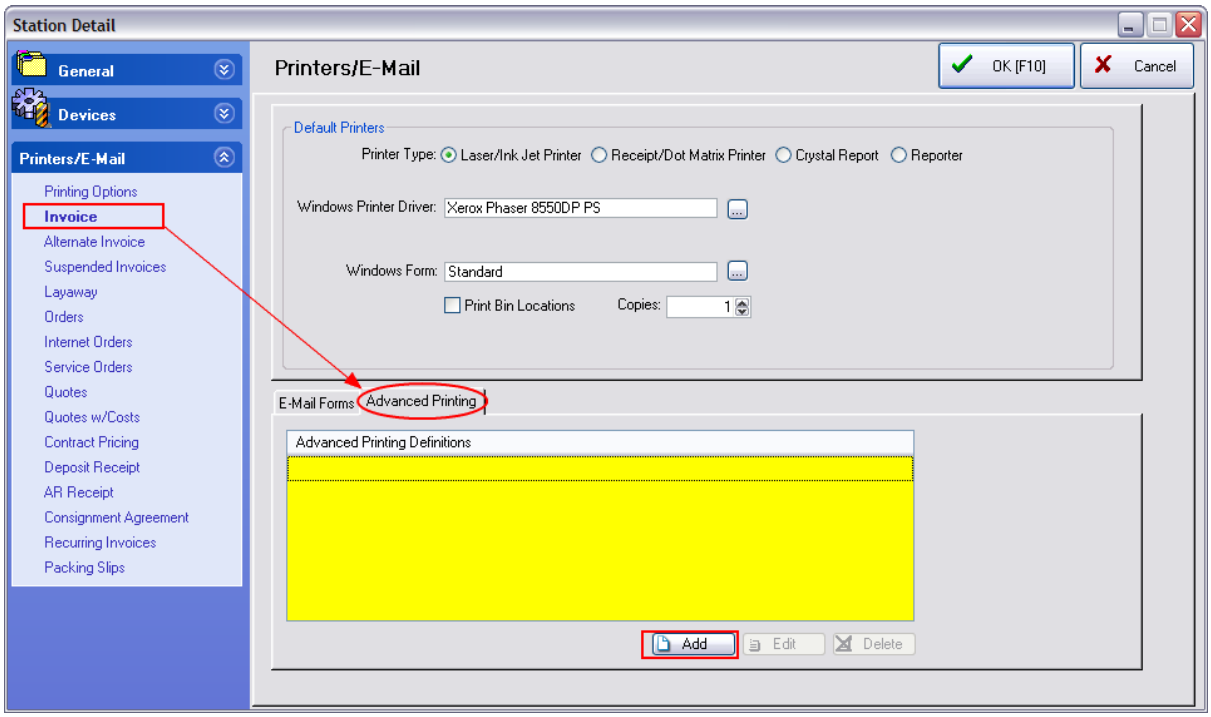
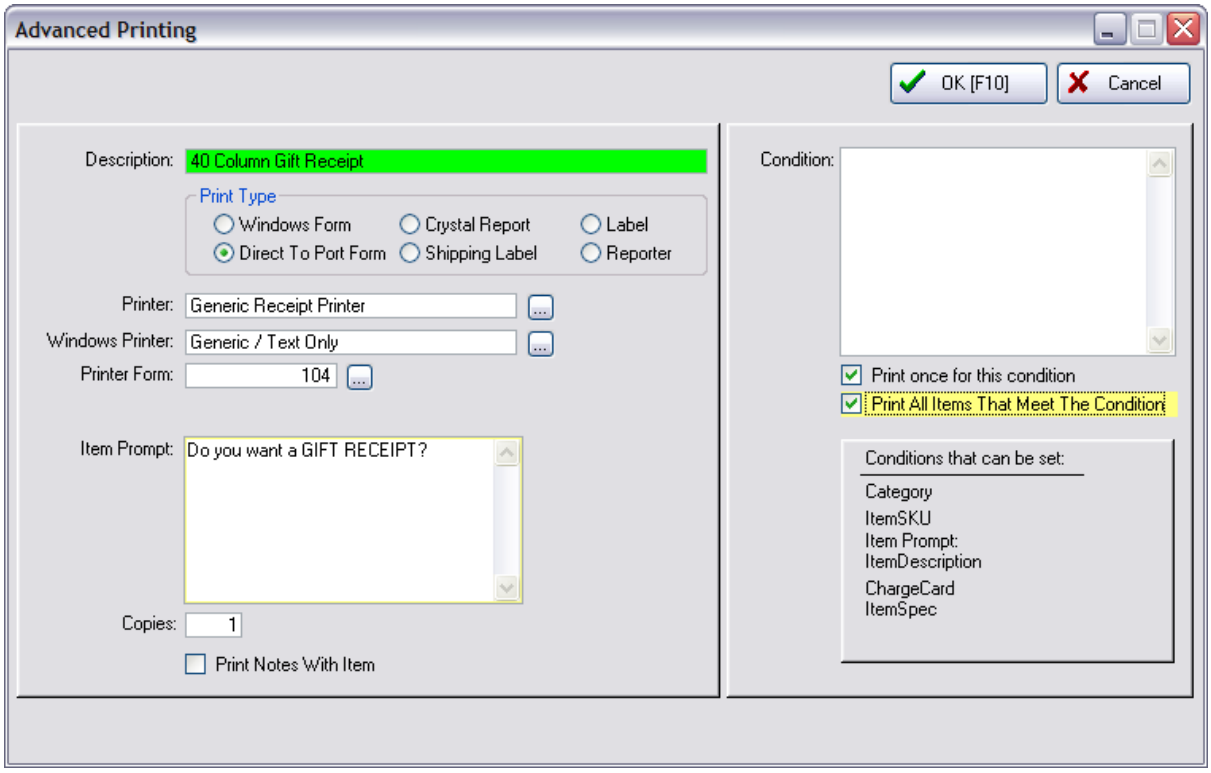


5) Choose Add

6) Fill in the fields as illustrated here.



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Printer Form. Choose the ... lookup button to find a predefined Gift Receipt form.

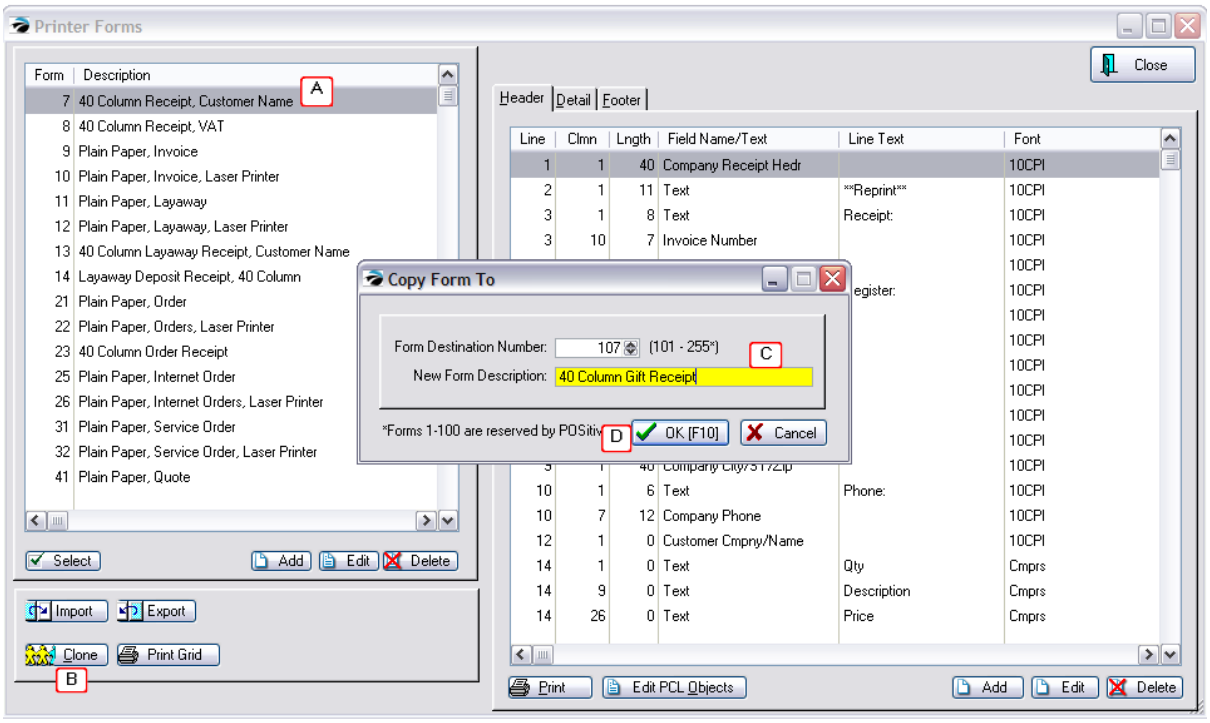
IMPORTANT - If a Gift Receipt Form does not already exist, then you will need to create one. This is a one-time process. Just follow these steps.

How To Create A Receipt Form (if not already viewing this screen, Go to File: Editors: Transaction Receipt Editor)

A) Highlight Form 7 (or any 40 col form of your choice)

B) Click on Clone button (lower left corner)

C) Give it a number greater than 100 and a name for the new form. (using the number 107 reminds you of the source form number)



D) Choose OK

E) Choose to clone the **Entire Form**

F) Highlight the new form #107

On the right are 3 tabs: Header, Detail, and Footer which need to be edited.

--- Modify the Header ---

On the Header tab, you will be editing 3 lines.

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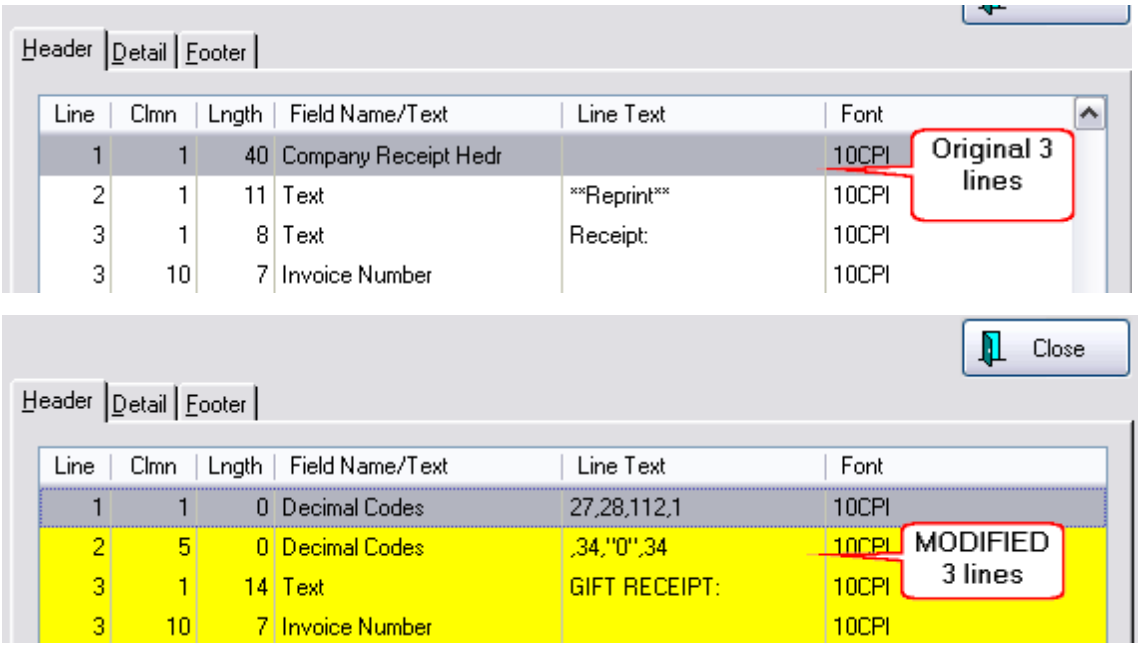

1) edit line 1 and change Length from 40 to 0
change Field Name from Company Receipt Header to Decimal Code
In the Line text field enter 27,28,112.1 and say OK to save.

2) edit the line 2 which says "Text - Receipt:
change Column from 1 to 5
change Length from 11 to 0
In the Line Text Field change it to read GIFT RECEIPT:

3) Remove unneeded lines
At the bottom of the Header section, delete the 4 Text lines
for Qty, Description, Price, and Total. Highlight the line and press the Delete button for each entry.

After your changes the layout could look like this:

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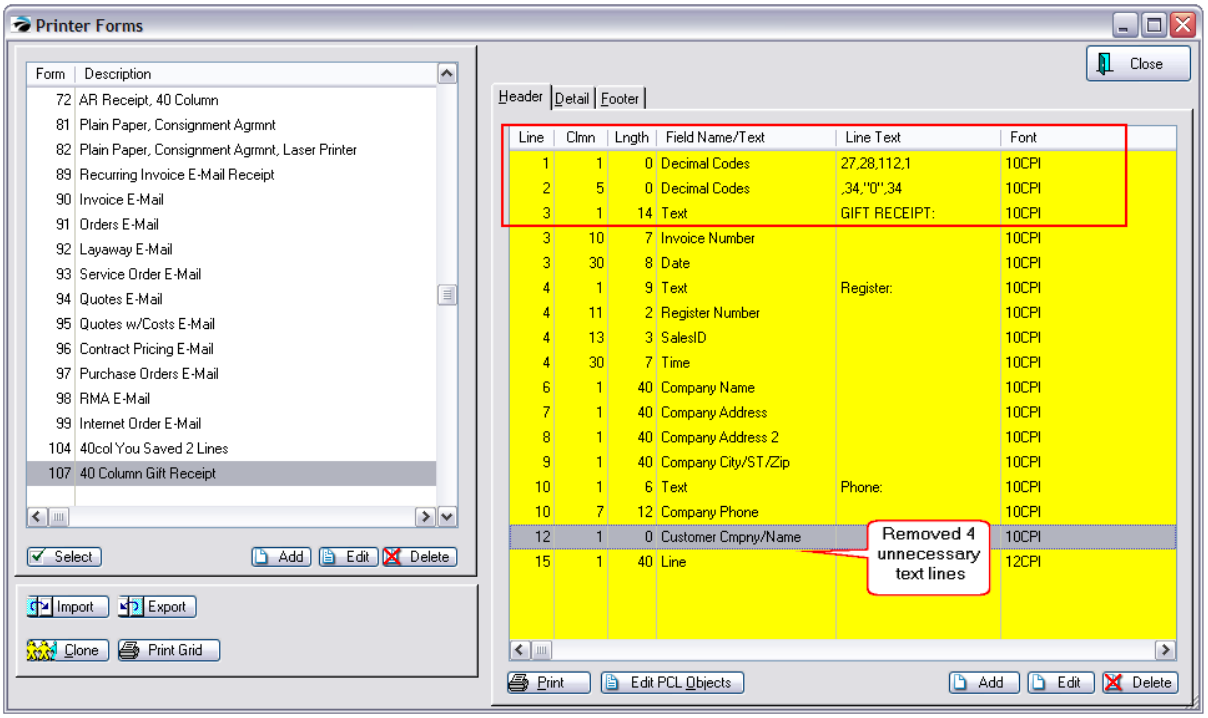
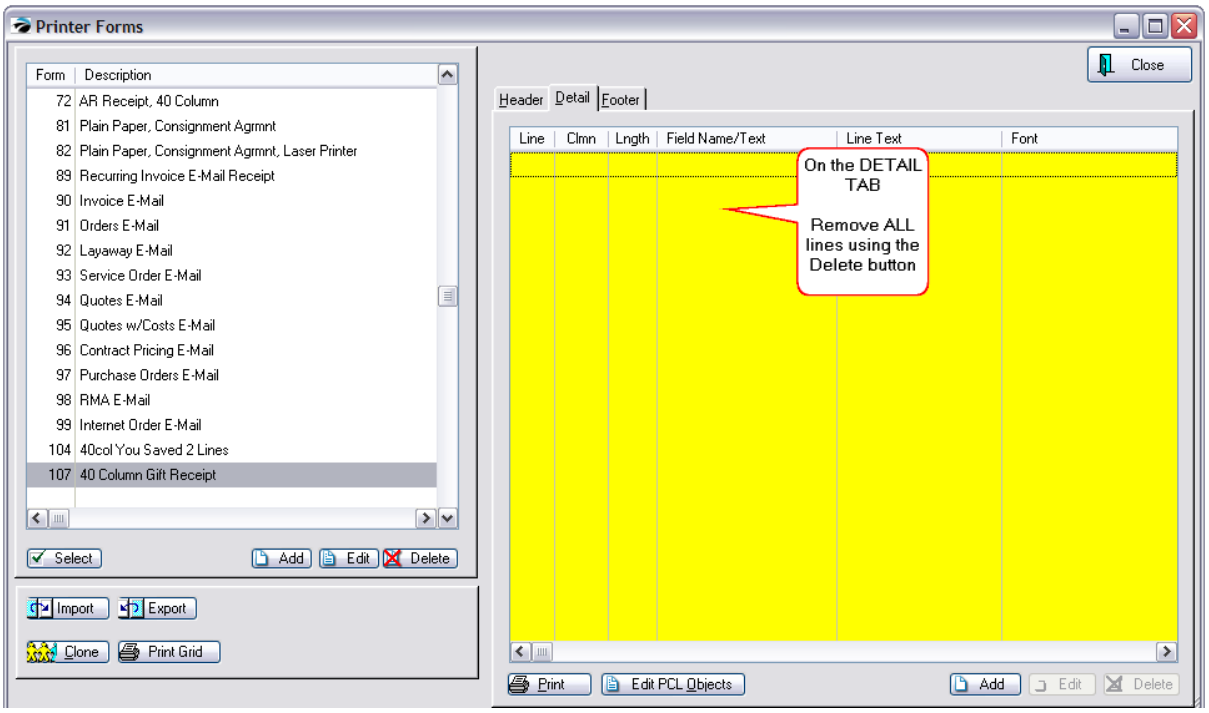


--- Modify the Detail ---

Since a Gift Receipt needs no information about individual line items, delete all lines from the Detail section.



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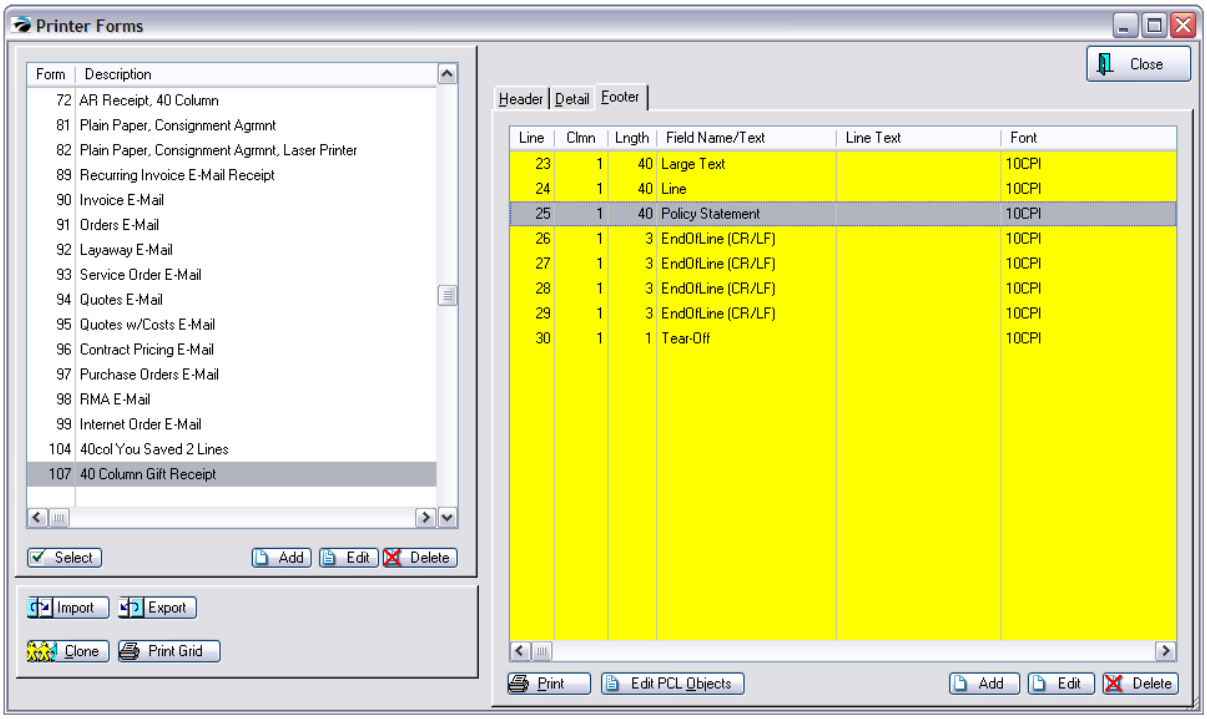
--- Modify the Footer ---

On the Footer tab you will erase all entries referencing tender. Leave only the lines as pictured here.



2) You now have a choice.

a) leave the Policy Statement Line and your standard invoice policy will print at the bottom of the Gift Receipt.

or

b) Delete the Policy Statement Line and Edit the Large Text line to print a new policy for Gift Returns.

How To Edit Large Text Line

1) Erase anything in the Instructions line.

2) Click on the Large Text tab and type your policy for returns and exchanges.

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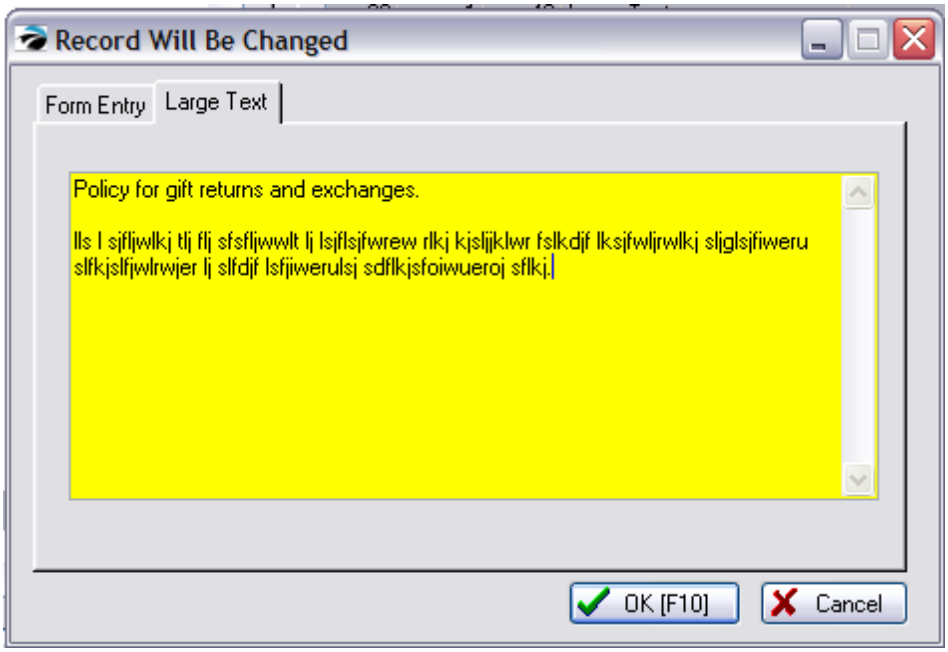


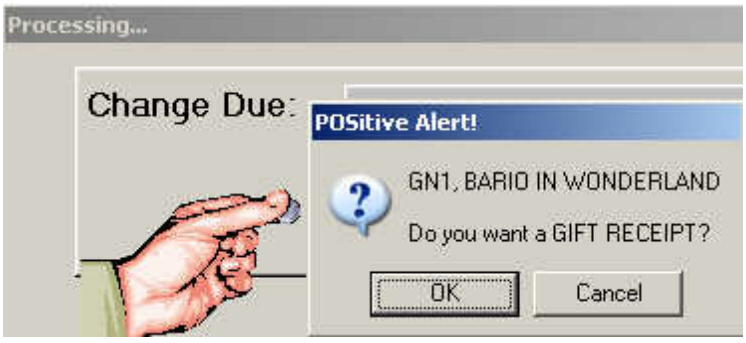
3) Close and Save your form.

4) You are all done creating the form (Choose Select button to assign it to the Advanced Printing form.)

How To Print A Gift Receipt

Create an invoice and tender it.

After the Change Due screen you will be prompted to print a Gift Receipt.



Press Enter to print the receipt

Press ESCape to not print the receipt

How To Make A Refund Using The Gift Receipt

When a customer comes to make an exchange and presents you with a gift receipt follow these simple steps.

1) create a new invoice

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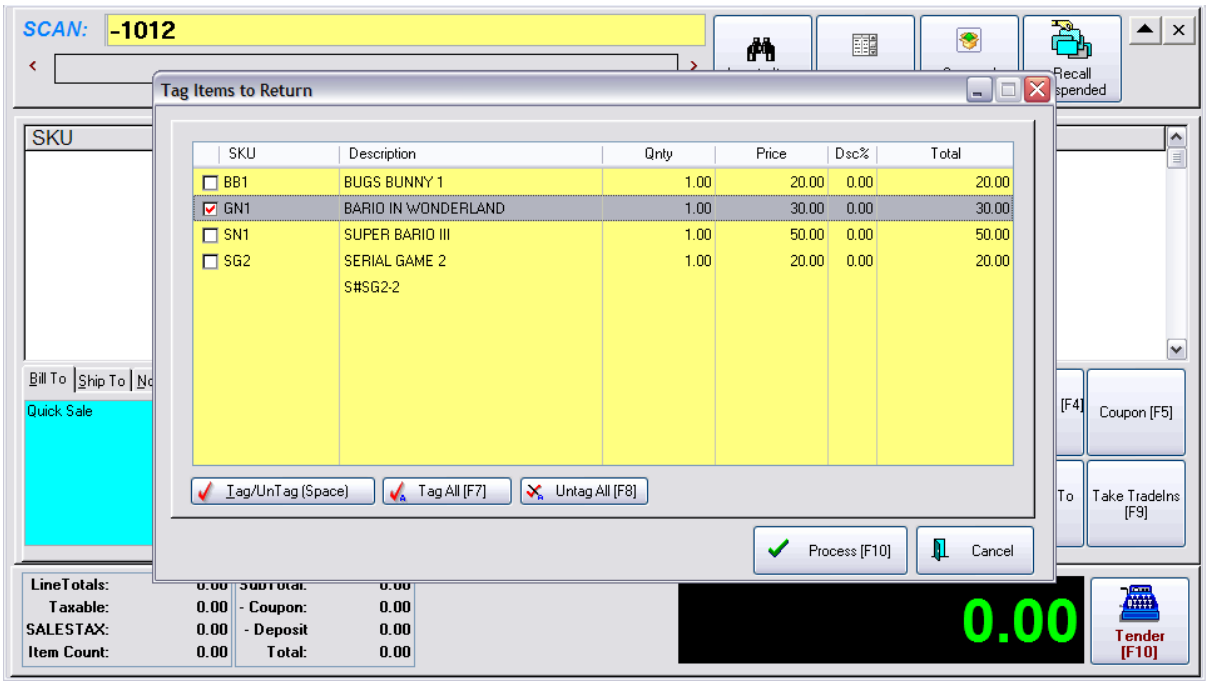
2) when prompted for the SKU type a minus sign and then the Gift Receipt number. For example -1012. Then press Enter.

3) select the item from the list to be returned.

4) and process the invoice.



5.8.10 Gift Card for Refunds

Scenario: a customer brings something back which is not working

-- because it is out of warranty, you have to check with the vendor before issuing a credit

-- take the item back as a return, but issue a Pending Gift Card as a refund

Even if you have never used gift cards, the system can handle this for you. It will place the credit in Gift Card Manager. You will not give the card to the customer. Instead, on the receipt indicate that the credit amount is pending authorization from the vendor / manufacturer

Eventually the Gift Card can be applied to the customer's AR or simply deleted.

Steps

1) create a Return Invoice for the customer

2) choose Return and find the item on the original invoice

3) create a note (Ctrl-N) to indicate that the credit amount is pending authorization from the vendor / manufacturer

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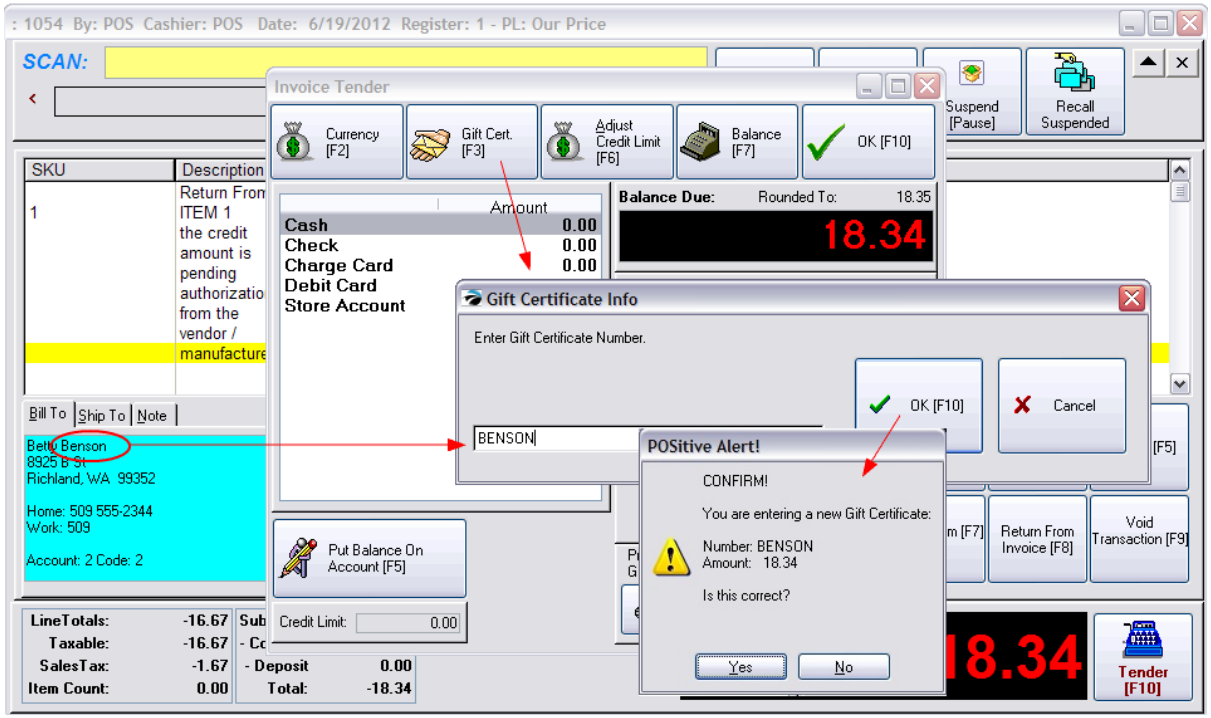
4) choose to Tender the invoice

5) select a Reason for Return and Action (probably "do not return to stock")

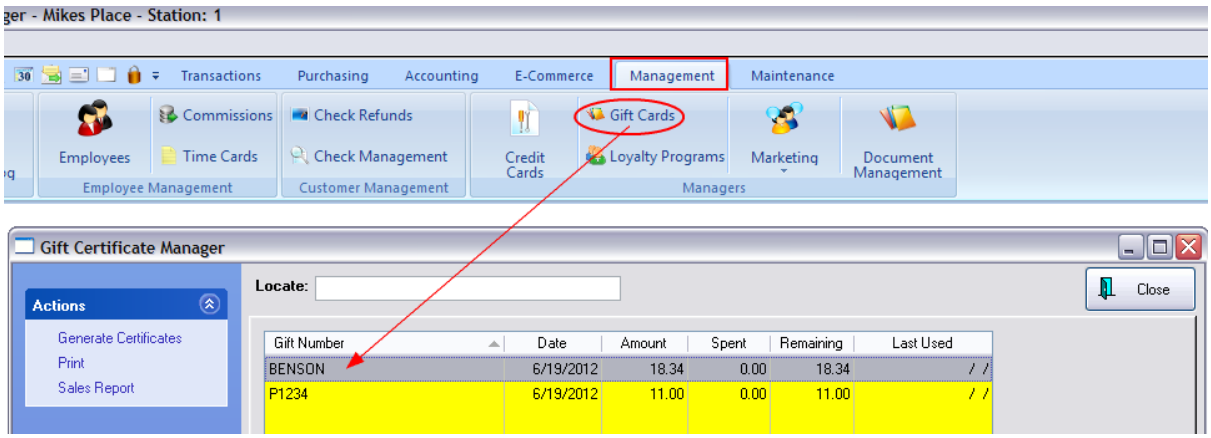
6) when prompted for how you want to refund monies, choose Gift Certificate [F3] at the top.

7) you will be asked to enter a card number. It could the last name of the customer



8) choose OK and complete the invoice.

The Gift Certificate is stored in Management: Gift Cards



There are several ways to use the Gift Card

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- delete it - WARNING: GL will be adversely affected if you do not compensate for it.

- hand it to the customer

- use it in payment towards a purchase

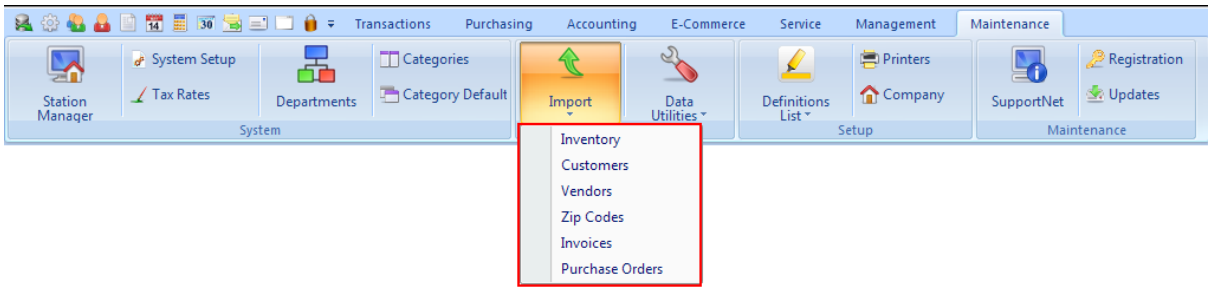
- apply it as a deposit on a pending order

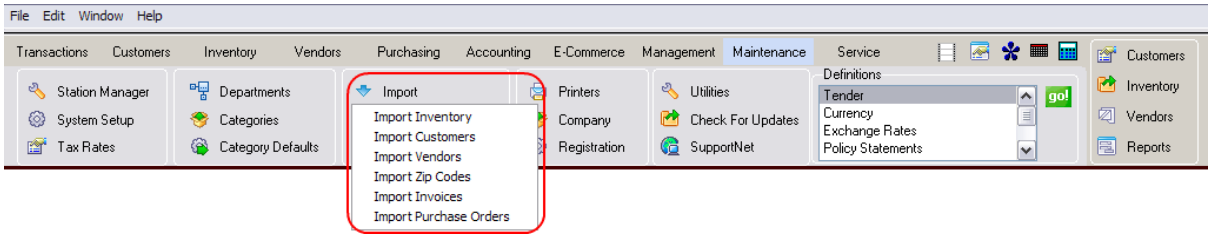
- apply it as a Payment on AR either in payment of outstanding charges or as an Advanced Pay (Unapplied Credit)

5.8.11 Importing Data

POSitive has several import routines for converting lists of inventory, customers, and vendors into the POSitive program. The import utility is very flexible allowing you to cross match POSitive 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 POSitive.

Go to Maintenance: Import and choose a type.





TYPES

Inventory - An electronic list of items you sell can be obtained from your vendors, extracted from other software, or created quite easily in Microsoft Excel. (see Importing Inventory 1722)

Customers - An electronic list of people and businesses can include current customers or potential customers. (see Importing Customers 1757)

Vendors - An electronic list of your vendors.

Zip Codes - If you can obtain a zip code list, POSitive can import the data. (see Importing Zip Codes 1763)

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Invoices - Once you have imported customers and inventory, you may choose to import historical invoices for the customers. The primary value is to be able to see linked purchases. You will not have all the functions of generated invoices, but you will be able to review customer purchase history and clone an old invoice to a new one. Contact your dealer for more information. Fields

Importable fields are as follows:

- Customer Account
- Customer Lookup Code
- Description (of the inventory item)
- Division ID
- Invoice Date
- Invoice Number
- Invoice Tax
- Invoice Time
- Invoice Total/No Tax
- Item Cost
- Line Tax
- Price
- Quantity
- SKU

Settings

- Date Format
- Time Format
- Leading Zero settings

- Match Customer by
  -- Customer Code
  -- Customer Account

- Default Station (number)

Purchase Order History - importing details of purchase orders done prior to implementation of POSitive gives you a bigger overall picture of your store's activity. You will not have all the functions of generated purchase orders, but you will be able to review history of purchases for a greater time frame. Contact your dealer for more information. Fields

Importable fields are as follows:

- Description (of the item)
- Item Cost
- PO Date
- PO Invoice Number
- PO Number
- PO Received Date
- PO Shipping (amount)
- PO Tax
- PO Time
- Qnty Ordered
- Qnty Received
- SKU
- Vendor Account

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- Vendor Lookup Code
- Vendor Name

Settings

- Date Format
- Time Format
- Leading Zero settings

(**General Ledger Import** - This is not a supported tool in POSitive, but some select dealers can offer importation of your old General Ledger information for a fee. Contact your dealer for more information.)

INVENTORY UPDATES

Existing inventory can be updated using same or modified inventory import files. One can export POSitive Inventory in total or in filtered groups (see Send To1800) and edit the file in Excel. Saving the changes as a comma delimited file will allow you to re-import the modifications to update existing inventory items.

An additional tool for updating inventory is the Import Physical Inventory screen available at the purchase order, invoice, order list, and physical stock change screens. Contact POSitive support for more information.

5.8.11.1 Importing Inventory

Sources Of Data

An electronic list of items you sell can be obtained or created quite easily. Often your vendors are willing to 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 POSitive.

Another source may be the actual inventory database of a program you are currently using. Quite frequently, the file can be imported directly or the program my have an export option to create a tab or comma delimited file which POSitive will be able to read.

A third option is to write your own list. Use of Microsoft Excel™ or some other spreadsheet or data basing program gives you more control over your entries. It may seem to be 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 they can be reused as often as needed to update POSitive.

Added Data Fields

To take full advantage of POSitive, consider adding fields such as department and category and special notes 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.

Importable Bits of Information (Fields)

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. Items followed by an asterisk (*) are recommended. Items in *italics*

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followed by a double asterisk (**) cannot be part of an initial import, but can only be imported after the items have been imported once.

Importable Fields For Inventory - (maximum character length)

Alternate Description (32)

Alternate Quantity (9)

Alternate Units of Measure (6)

Alternate SKU - (20)

Category - (20)

Commission (%) - (3)

Commission (Amount) - (9)

Cost - (10)

Department Code - (8)

Department Name - (20)

Description - (32)

Extended Note - (10,000+)

In Stock - (9)

Label Form - (2)

Landed Cost - (9) (note: if importing landed cost you must also import a cost without freight included)

Last Date Sold - () (special application only - do not use)

Last Date Sold (DB) - () (special application only - do not use)

Long (Quote) Description - (50)*

Manufacturer ID - (6)

Manufacturer Name - (30)

Manufacturer Part # - (17)

Matrix Column Desc. - (8) (special application only - do not use for general import)

Matrix Definition - () (special application only - do not use for general import)

Matrix Master Desc. - (12) (special application only - do not use for general import)

Matrix Master SKU - (12) (special application only - do not use for general import)

Matrix Row Desc - (8) (special application only - do not use for general import)

Maximum Stock - (10)

Min. Order* - (10)

Min. Stock* - (10)

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Number Sold - () (special application only - do not use)

PO Note - (50 practical) a note which will appear on vendor purchase orders

Price 1 - (10)

Price 2 - (10)

Price 3 - (10)

Price 4 - (10)

Price 5 - (10)

Price 6 - (10)

*Price Brk Price*** *These are for importing QUANTITY PRICE BREAKS ("Over" not "Sell") See below.*

*Price Brk Price Levl*** *Leave this BLANK if you want to select All Price Levels*

*Price Brk Quantity***

Purchase By - (6)

Sell By - (6)

Serial Number - (30) (only one serial number per inventory record; sku, desc, etc. duplicated for each serial number)

SKU - (20) also known as a barcode or PLU; this will become the "primary" product code.

Standard Note - (110 approx)

Stock Location - (20)

Tag-Along Master SKU - (20)

Tax Override ID - ( ) (rarely used - an individual taxrate for the item in lieu of the category taxrate)

Transaction Note - (500 approx)

UD Field 1 - (20)

UD Field 2 - (20)

UD Field 3 - (20)

UD Field 4 - (20)

UD Field 5 - (20)

UD Field 6 - (20)

Units Per Order - (4)

Vendor Code* - (6)

Vendor Cost - (9)

Vendor ID (Hidden) - () (special application only - do not use)

Vendor Name - (30)

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Vendor SKU* - (20)

Weight - (6)

Advance Preparation

Prepare POSitive 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.

Go to Maintenance: Category Defaults (see Categories With Defaults 1310)

Manually Prepare POSitive Categories

All inventory must be assigned to a category. The importer can automatically create the category, however, before importing inventory, you may want to MANUALLY 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 which would be unique to the category.

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 POSitive POSitive 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 POSitive Category Default. Global category changes to existing can be done later, but will require some extra effort.
  - Assigned category does exist in POSitive. 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.

Inventory Import

1) Go to Maintenance: Import: Import Inventory.

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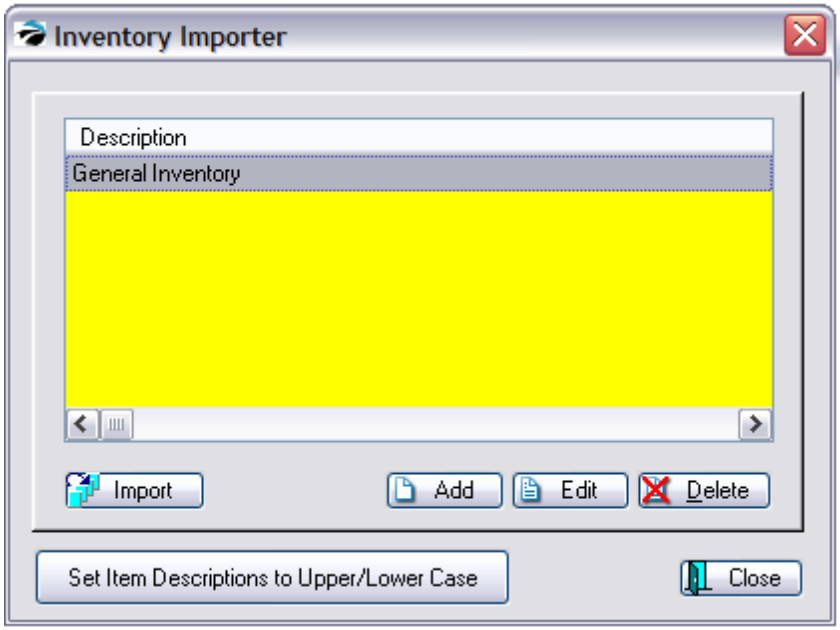

2) Choose Add.

3) Fill in the following for the Inventory Importer

- **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. If you do not get "rows" of information, switch to other type.
- **Skip First Record When Importing** - if the first record is title information, activating this option will not import it.

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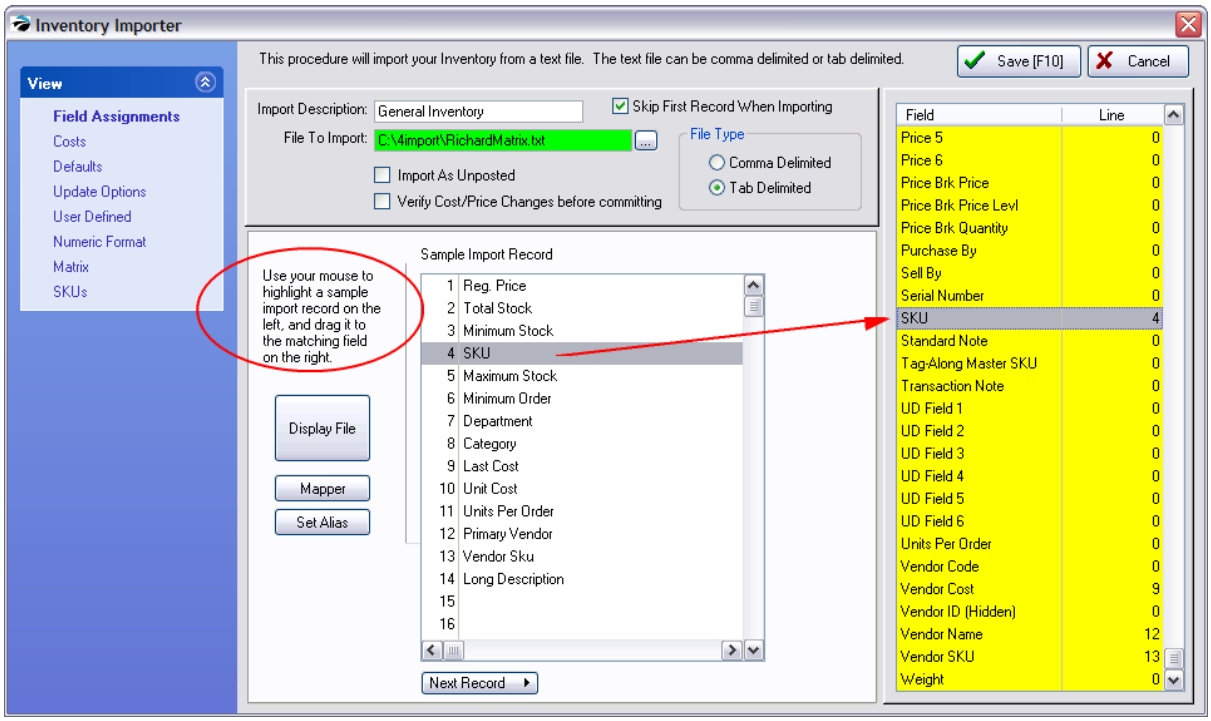

Field Assignments

4) Click on the **Display File** button.

Cross Match.your data in the Sample Import Record screen with POSitive fields on the right. Your data is displayed on the left-hand side. POSitive link fields are displayed on the right hand side.

Use the mouse to DRAG and DROP from your data to POSitive. Highlight the line in your data, hold down the left mouse button and drag it over to the matching field in POSitive. In the example above, line number 4 is linked to the SKU field in POSitive.

Repeat the process until all necessary items are assigned.

NOTES:

- At the very least, SKU and Description must be linked.
- You may use a line number more than once. For example, Last Cost is usually used for both **Cost** and **Vendor Cost**.
- To unassign a line, drag from POSitive to your data and the POSitive line number will revert to 0.

Next Record - the Next Record button scrolls forward through the data to assure consistency. Press Display File to return to the first record.

SPECIAL NEEDS

For more information about Landed Costs, Importing Quantity Price Breaks and use of the Mapper and Set Alias, see Inventory Import Special Options 1733.

Costs

You must activate these options or else costs and pricing will not be imported.

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Click on the **Costs View**.

- A "First Time" import requires checking Update Costs and Update Prices. If you choose to Update Prices, pick which price levels will be updated. Later, you can ignore or use the fields as needed.
- If checked, pricing will be updated in the following order:
  1) By matching the imported fields to the pricing field, and
  2) By applying category markups.

In other words, if the import file does not contain the selling price (price1, price2), then the category settings will be applied used with the cost field to automatically calculate the pricing fields.

- If the import is designed to update items already in POSitive, then you can choose to update any or all of the six price levels.

*** **Imported Price Includes Tax** - (International Setting) check this ONLY if your selling price already includes tax amounts. Contact POSitive support for more information.

Defaults

There is a required field here. Click on the **Defaults View**.

Make selections as appropriate. The information entered here will be applied to all inventory items being imported. If this is not wanted, leave it blank.

- Vendor ID - if all items being imported are from one vendor, then enter the vendor ID here, otherwise leave this blank.. (Remember to activate Add/Update Imported Items To Vendor Inventory List on the Update Options tab)
- Default Department - **ALWAYS select a department and category.** The department/ category will only be used if the individual line item does not have a category assignment.
- Default Category - (filled in automatically when selecting department)

IMPORTANT: new categories to be created during the import will use the default settings of this Default Category.

If a record in your import file

- does not have a category field for the item, then it will be assigned to the Default Category set here.
- does have a category field for each item,
  - and if the category does not exist yet, the newly created category will use the same settings as the one set here.
  - but if the category does exist, then the new item will use the settings of the existing category.

Update Options

Click on the **Update Options View.**

Choose an option from the first and possibly the second group depending upon your purposes.

Caution: Your import file may have a SKU listed which already exists in POSitive. Generally, the import file will overwrite existing information, whether you want it to or not. Be sure to select an appropriate option. **If nothing is selected, the importer will not work.**

- If item already exists in inventory, DO NOT UPDATE OR ADD
- If item already exists in inventory, UPDATE EVEN IF DESCRIPTION IS DIFFERENT
- Update item ONLY IF DESCRIPTIONS match; otherwise add as new item

IMPORTANT:

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- **Add/Update Imported Items To Vendor Inventory List** - If you have included a vendor link in your import file, POSitive can automatically build the vendor inventory file as it imports the inventory items. In other words, if you want the imported items to be linked to the vendor, then this **MUST** be checked.
- **Add Imported Items To Label List** (Valid Only When Importing Stock Counts) - Printing labels for inventory being created is a common need. However, POSitive will need to know how many labels to print so this option is only valid when a stock count is included.
- **Do not add if item not found** This is designed to ignore inventory from a vendor, for example, which you choose not to stock. Typically, the vendor can give you a catalog of inventory in an importable file. This switch is used to update costs and pricing, for example, only on items already in POSitive and not add new inventory items.

User Defined

These are OPTIONAL. see Inventory Import Special Options 1733.

Numeric Format

Click on the **Numeric Format View**.

Format of Prices / Costs - The price and cost fields of your import file must be consistent in the number of decimal places. POSitive can interpret three formats as displayed on the setup screen. Select one.

Matrix

(Optional) Click on the **Matrix tab**.

SKUs

Click on the **SKUs** tab.

- **Auto-Create-SKU If Blank** -
  If AUTOSKU is activated in the category to which the inventory item will be assigned after import, then the AutoSKU rules and functions of the category will be used
  In the event an inventory item is missing a SKU while being imported, checking this box will create one automatically. The new SKU created will be TS-xxx (xxx=next available number, TS=temporary SKU).
  - If you really want POSitive to generate SKUs, your import file must not link anything to the SKU field on the right column of the Field Assignments tab.
  - Leaving this box unchecked will cause POSitive to skip the item in the list and not import it.

- **Delete Dashes in Imported SKUs** - The hyphen is generally a recognizable character for barcode readers, but not always. You should test your scanner in advance to see if it can read the hyphens. If your vendor relies on the hyphen in the SKU, then set this option as UNCHECKED. POSitive will otherwise strip the hyphen out of the SKU as it creates barcode labels for the item. If you have questions, contact your dealer or POSitive Support.

Finished

Choose **Save [F10]** when you have finished. This will add the setup definition to a list and can be

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reused or modified in the future.

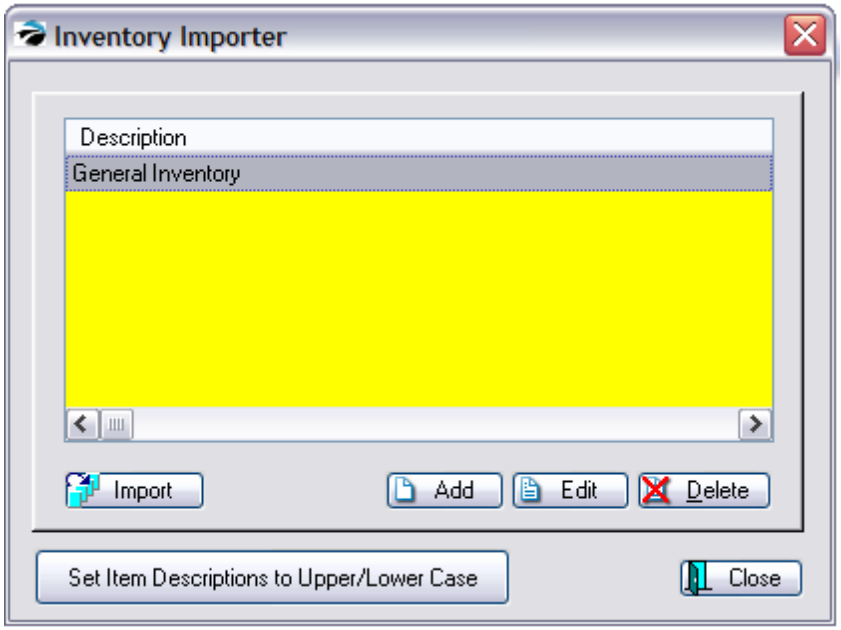
PERFORM THE IMPORT

1) MAKE A BACKUP! Before performing the import, it is a good practice to make a backup of POSitive . If the results of the import are incorrect, restore the backup, make necessary corrections and import again. It is easier to restore a backup than to clean up messes.

2) Go to Maintenance: Import: Import Inventory.

3) Highlight the desired import setup. You may choose to Edit the setup for review or modification first.

Note: you may have an unlimited number of Import Definitions, one for each vendor. Some people get regular inventory updates from vendors which are generally always in the same format, just a new file. Edit and select the new file, review the import options, save, and Make A Backup before importing



Set Item Descriptions to Upper/Lower Case - (Optional) this is primarily for cosmetic reasons. Some people prefer that the description of the inventory item use caps and lower case letters. If this is selected it cannot be reversed to All Caps.

4) Click on the Import button.

5) A data line will be displayed to show that the importing is in process. You will be notified when it is finished.

6) Check the imported data for accuracy.

When you are importing inventory, the display will include statements of item status.

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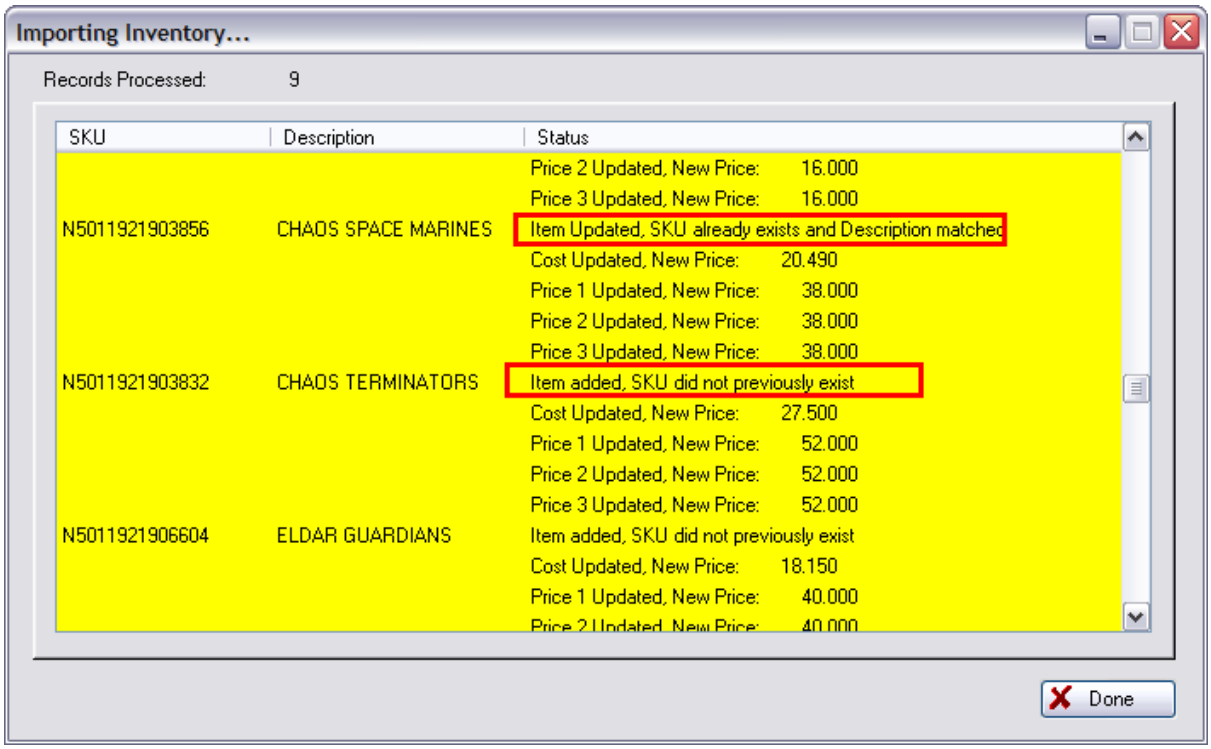

5.8.11.1.1 Import Inventory Quantity Breaks

You will be using the following fields in the importer...

*Price Brk Price*** *These are for importing QUANTITY PRICE BREAKS (Over not Sell) See below.*

*Price Brk Price Levl*** *Leave this BLANK if you want to select All Price Levels*

*Price Brk Quantity***

POSitive uses two methods of Price Breaks

--- "Sell" means 2 for $3.00, 3 for $4.00, etc.

--- "Over" means if you buy more than a designated quantity, then a new each price will be applied. For example: 2 for 1.25 each, more than 5 for .85 each

NOTE: This importing link is designed to only import "Over" type Quantity Breaks. There is no provision for importing "Sell" type Price Breaks.

Your import file needs to have a field for

*Price Brk Price*** = the EACH selling price when the designated quantity is purchased

*Price Brk Quantity*** = the designated quantity

*Price Brk Price Levl*** Leave this BLANK if you want to apply this to *All Price Levels* However, you it will only apply to price level 2 customers, then the import file must have a 2 in the field.

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A quantity break offers a different **per each** price of an item. Typically, if one buys more than a set minimum quantity, then a new price will apply. For example, an item may cost 1.00 each, but if you by a quantity of 5 or more, then you pay only .90 each, and a quantity of 10 or more at only .80 each.

These quantity breaks are usually defined one inventory item at a time. To do so you select a customer price level, an "each" price, and the minimum quantity.

An import file can be created to import many quantity breaks all at once and thereby save time and effort.

Advance Preparation

The import file must contain a

- **SKU** - the primary barcode or SKU of the item
- **Description** - the exact description of the item. TIP: a starting file can be created by choosing Send To 1800 from the Inventory Center. Export Inventory which will give you the primary sku and exact "brief" description of each inventory item.
- **Price Brk Price** - the "each" price when the minimum quantity is purchased
- **Price Brk Level** - the customer price level. This allows one to offer this special pricing to only select customers. POSitive uses 6 price levels. The codes are 1, 2, 3, 4, 5, and 6 respectively. If a 0 is used, then the price break will apply to all price levels.
- **Price Brk Quantity** - the minimum quantity for which the new "each" price will apply.

Define Import Inventory Definition

Follow the general steps of defining the Inventory Import Definition. Select the file name and choose Display File.

1) on the Field Assignments tab, link the sample fields to the appropriate POSitive fields on the right.

2) on the Costs tab, choose to Update Prices

3) on the Defaults tab, you must choose a vendor and a default department and category. TIP: select TEST entries. It is very unlikely that any item will be assigned to the TEST entries, but in the event the SKU does not exist, you will have a method for finding and correcting the item.

4) on the Update Options tab, select "Update Item Only If Descriptions Match; Otherwise Add As New". (Do not choose to "Add/Update Imported Items To Vendor Inventory List.")

5) on the UDFs, Numeric Format, and Matrix tabs no changes or settings are needed

6) and on the SKUs tab, uncheck "Delete Dashes In Imported SKUs" unless you are sure no primary SKU has a hyphen in it.

Import The Data

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Before choosing to import the data, be sure to make a backup of POSitive. If something does not import correctly, it is easier to restore the backup and make adjustments to the import and try again.

5.8.11.1.2 Inventory Import Special Options

The following information is not usually needed, but the Inventory Importer can accommodate several importing scenarios.

About Landed Costs

If you are importing a landed cost, ie., a cost which has freight and other charges calculated into it, then POSitive also needs a true cost value to make appropriate calculations between them. The cost will be saved in the Last Cost field and landed cost will be saved in the Unit Cost field. The calculation of selling prices will be based on Last Cost and not on Landed Cost.

Importing Quantity Price Breaks

You will be using the following fields in the importer...

*Price Brk Price*** *These are for importing QUANTITY PRICE BREAKS (Over not Sell) See below.*

*Price Brk Price Levl*** *Leave this BLANK if you want to select All Price Levels*

*Price Brk Quantity***

POSitive uses two methods of Price Breaks

--- "Sell" means 2 for $3.00, 3 for $4.00, etc.

--- "Over" means if you buy more than a designated quantity, then a new each price will be applied. For example: 2 for 1.25 each, more than 5 for .85 each

NOTE: This importing link is designed to only import "Over" type Quantity Breaks. There is no provision for importing "Sell" type Price Breaks.

Your import file needs to have a field for

*Price Brk Price*** = the EACH selling price when the designated quantity is purchased

*Price Brk Quantity*** = the designated quantity

*Price Brk Price Levl*** Leave this BLANK if you want to apply this to *All Price Levels* However, you it will only apply to price level 2 customers, then the import file must have a 2 in the field.

Mapper & Alias

(Optional) MAPPER lets you assign a replacement word for a specific value in a field. For example, your import file may have a Department field that is identified by only a number. If you would prefer that the POSitive use full names instead of numbers, the mapper lets you instruct POSitive to automatically rename the number to a specific name such as Hardware while it does the import.

The general steps are 1) highlight the target field on the right side (eg. Department), 2) choose Mapper,

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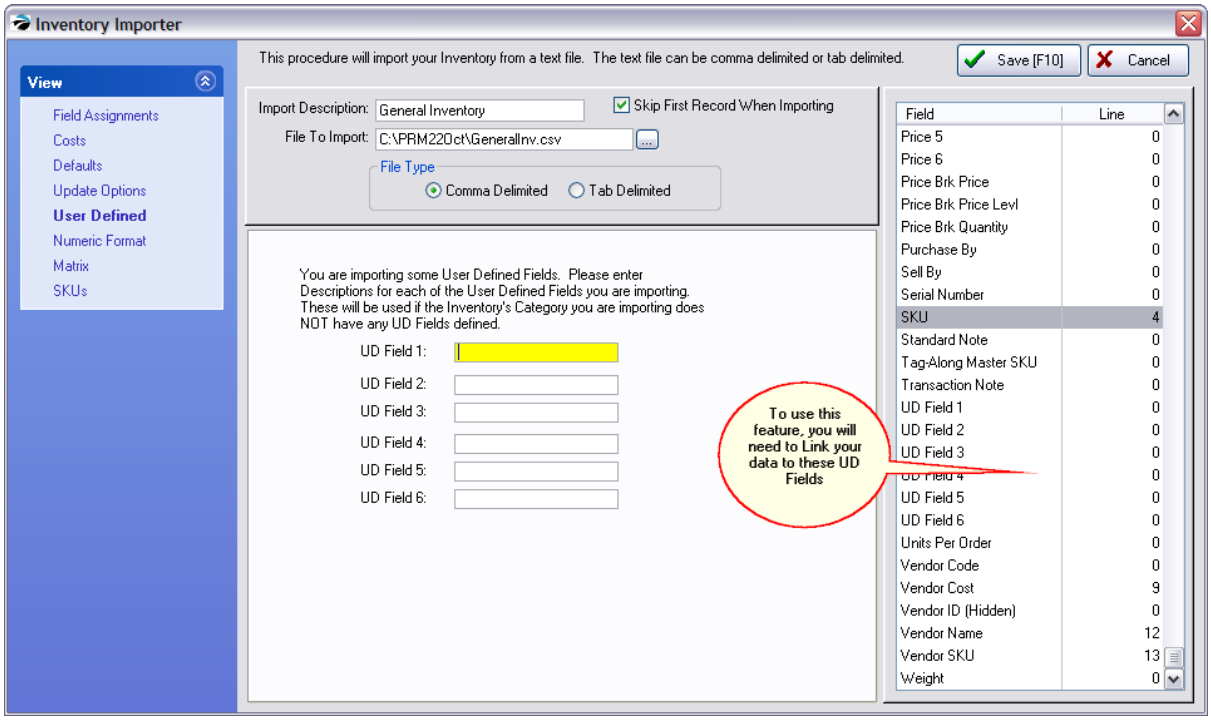
3) Choose Add 4) Enter the "Old Value" (the information which exists in the import file) and the "New Value" (the information you want POSitive to use. Choose ADD as often as needed for this POSitive field, once per different text in the Old Value field.

User Defined

User Defined Fields allow you to import optional information for each inventory item. For example, if you are importing books, you may want to link the author to UDF1, the publisher to UDF2, etc. On this screen you are entering the titles of the fields.



5.8.11.1.3 Common Mistakes Check List - Import Inventory

To minimize mistakes commonly made when importing inventory, review these import settings.

SKU/Barcode cannot be scanned

If, after importing your inventory, you may not be able to use a scanner to sell the item because the barcode/SKU does not match. This is caused when the spreadsheet automatically ignores leading zeroes.

- make sure that SKUs which begin with a 0 still have the leading 0 in the import file. Many spreadsheets will often delete any leading zero's

Price/Cost were not imported

- make sure the price and cost import fields do not have any currency symbols ($) because the importer cannot read these characters

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- make sure that under menu View: Costs the appropriate fields are are checked. Note: leave Unchecked "Imported Price Includes Tax" unless you know that this feature is to be turned on

Vendor Not Selected

- if you are importing inventory, save yourself a lot of time by also updating the Vendor Inventory List at the same time.

Skip First Record When Importing - if your data has field titles, this will exclude row 1 from making an inventory item.

5.8.11.1.4 Physical Inventory

OVERVIEW

The primary purpose of the Physical Inventory screens is to change stock counts. This can be done in several ways:

- **Verify/Adjust a Highlighted Item** - (see below) On this screen correct the stock count of a listed item.
- **Verify/Adjust an Inventory Item From Stock Manager** of the Inventory Center View menu. (see Stock Manager 497)
- **Reconcile From File** - allows for changing stock counts of multiple inventory items in batches generated by direct scan or through import of adjusting files. There is also an option to zero stock counts of existing inventory by category or by department. (see Import Physical Inventory From File 567)
- **Reconcile From Mobile** - allows for changing stock counts from a POSitive Mobile unit (see Reconcile From Mobile 585)

A log of adjustments to stock counts is kept in the **Stock Exceptions** screen which can be reviewed, printed, and then purged when no longer needed.

Use of Purchase Orders (Recommended)

Overwriting stock counts is an acceptable procedure when you are first implementing POSitive and need to record existing stock levels. However, POSitive works most effectively if all inventory is received through purchase orders. (see Purchasing 1570)

Tools

There are several tools here on the Physical Inventory Screen

Locate - to find an inventory item by Description or SKU, click on the appropriate column title, then type the characters and press Enter or CTRL-Enter.

Verify/Adjust - change the stock count of the highlighted inventory item.

Highlighted Inventory Item - SKU, Description, Total Stock, Inventory Type. At the far right the Standard Note and Stock Count breakdown.

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Edit Item - edit the highlighted inventory record

Actions

Stock Exceptions - lists items which have a manual stock count adjustment

Reconcile From File - allows for changing stock counts of multiple inventory items in batches

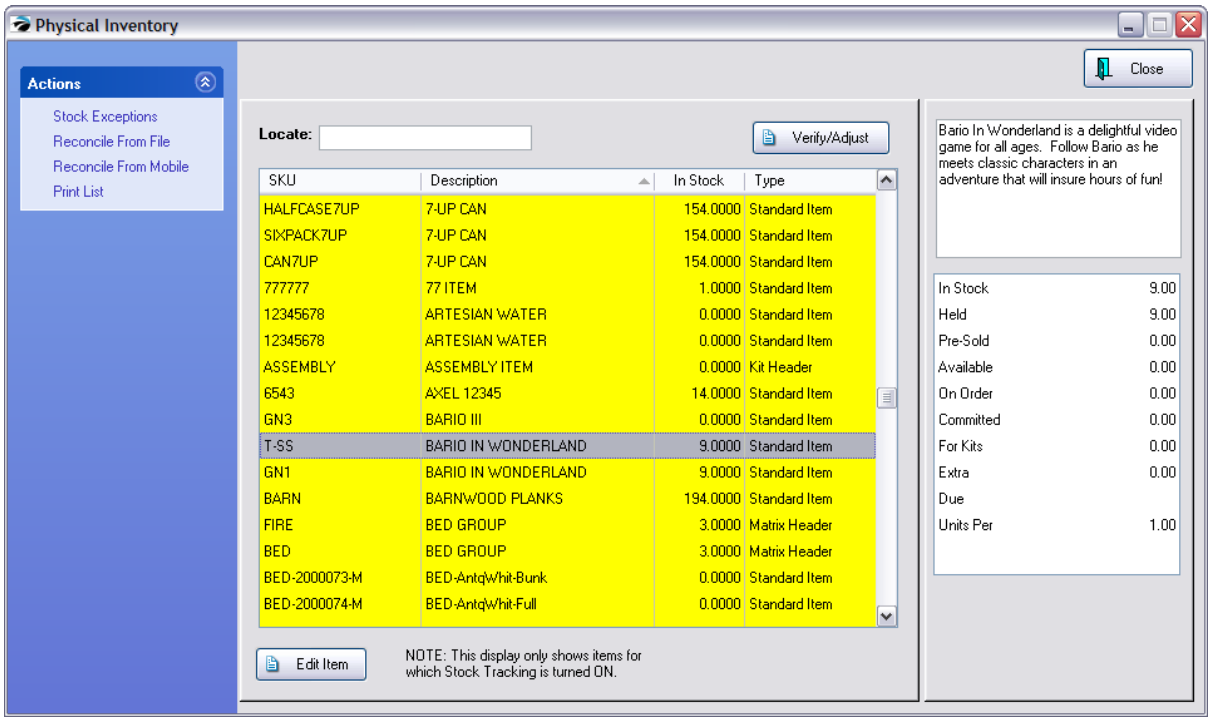
Reconcile From Mobile - allows for changing stock counts from a POSitive Mobile unit

Print List - prints the current list of items with stock counts and a place to record tallies on a blank line for entering new counts when taking a physical inventory count. Items with serial numbers will print the assigned serial numbers below the line item. (A similar report but without the tally section and display of serial numbers is available through Report Center: Inventory: Inventory Listing.)

How To Reconcile One or More Inventory Items From This Screen

If you are working from a tally sheet (see **Print List** above), you can sort this list by SKU or Description and then systematically enter the new stock counts. (Alternative Method: simply use the Verify/Adjust button on the Stock Manager of Inventory Center.)

1) Highlight an inventory item. The current stock count is displayed at right. **Note**: This section will only list items which have been flagged to "Track Stock." If you cannot find the item in this list, go back to the Inventory Center, find the item and make sure that the item has been set to Track Stock.



2) Press Enter (or choose Verify/Adjust button) and enter the new inventory count. This count overwrites any other count of the item.

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Verify / Adjust Screen

IMPORTANT WARNING: Be sure you read and understand the disclaimer on this screen. (see Verify / Adjust 1559)

Making manual stock changes for an item with a Pre-Sold value is not recommended if there are still pending purchase orders for the item(s).

What is Pre-Sold?

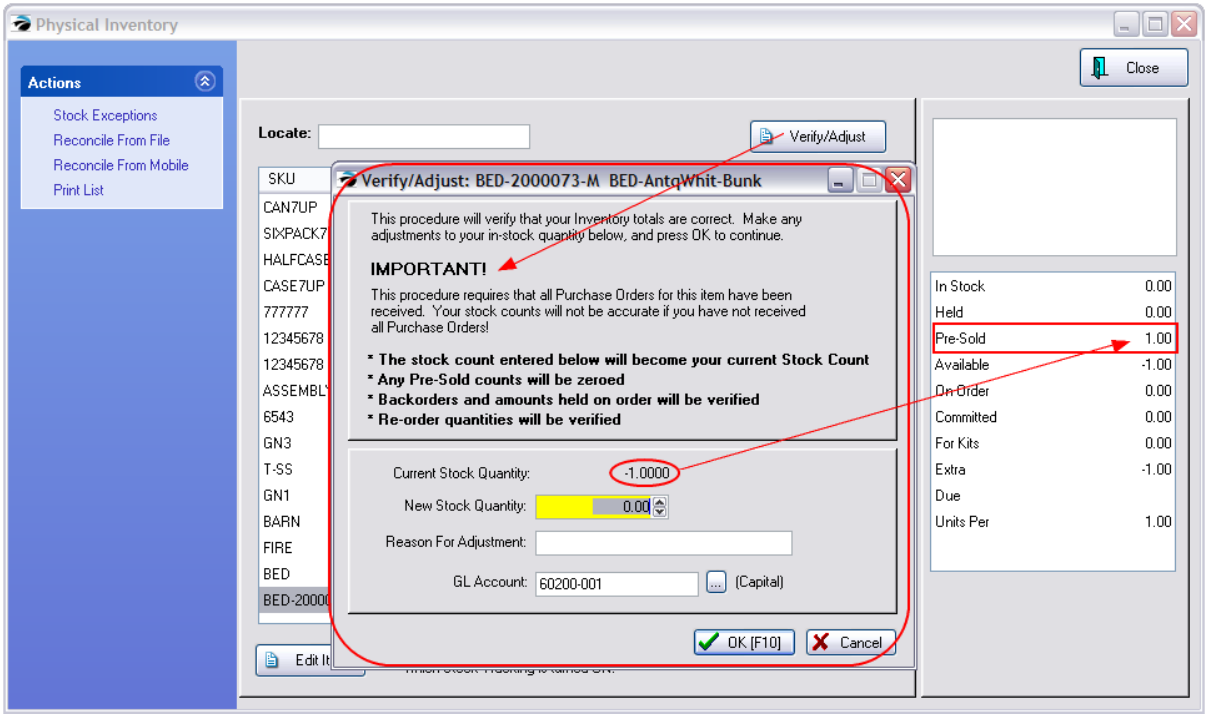
If an inventory item was sold when POSitive thought the stock count was 0.00. By answering "It's Here" at the invoicing screen the stock count for Pre-sold is increased.

You should not proceed with reconciliation. Instead, receive the purchase order to which the item is attached. Otherwise the pre-sold value will be set to 0.00 and the pre-sold update procedure will be negated.

3) Enter the New Stock Quantity and an explanation of why the stock is being changed.

4) Change the GL account if desired.

5) Select OK.



When you choose OK [F10] the stock count will be changed and the entry added to the Stock Exceptions list. The Transaction Log of the inventory item will also be updated.

Related Topics

Verify/Adjust "item name" 1559.

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Import Physical Inventory From File 567

5.8.11.1.4.1 Import Physical Inventory from File_2

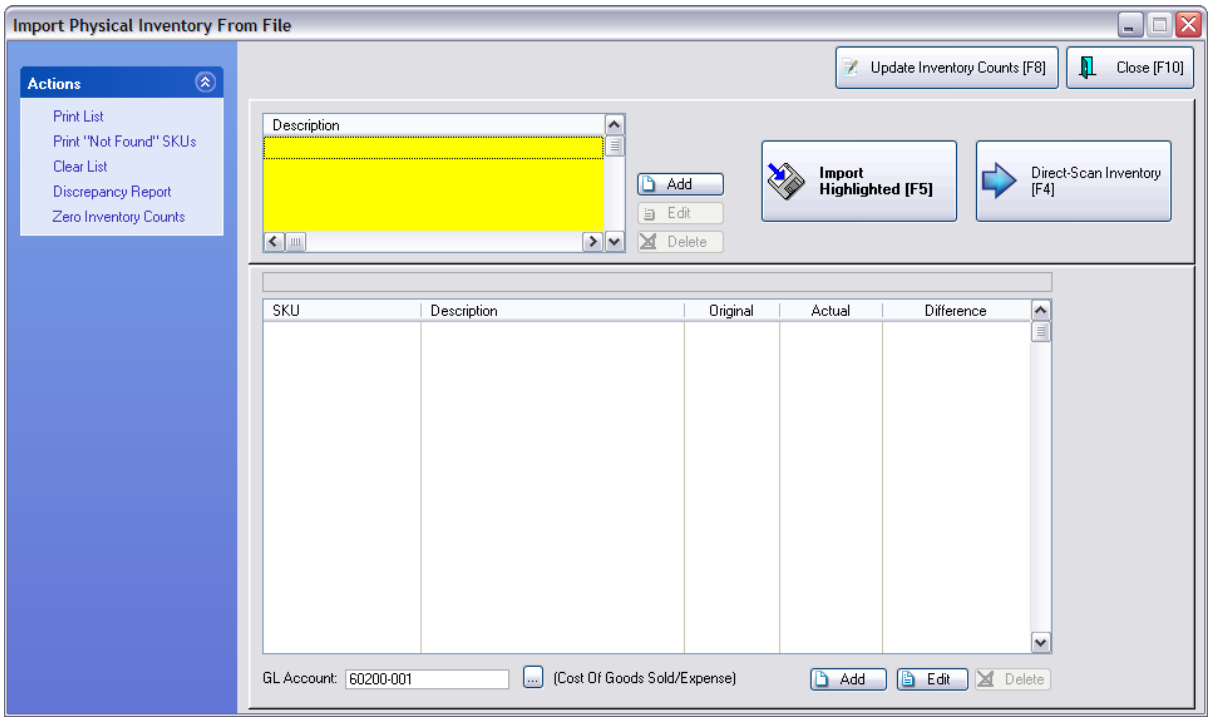
The "Import Physical Inventory From File" option in POSitive provides the following useful procedures.

- How To Zero Inventory Stock Counts - sets all or selective inventory to zero count. Important Note: Serial numbers which have NOT been sold will be UNLINKED. Are you sure you want to proceed?
- How To Import A Physical Stock Count - use a prepared data file as a source of stock counts
- How To Scan A Stock Count Directly Into POSitive - use a barcode scanner for counting
- How To Interpret and Update The Results - review and then perform the update of stock counts

As a business you may need to perform physical stock counts of everything in the store. One option is set all your stock counts to zero, thereby giving you a fresh start. Or, you could choose to leave the existing stock counts and you can report on discrepancies between your physical count and the POSitive current count. There are some special procedures to follow if you cannot count everything in the store in one day.

Access

To open this screen, go to Inventory: Physical Inventory: and select **Reconcile From File**



How To Zero Inventory Stock Counts

You may wish to reduce all stock counts of you inventory to zero so that you can start fresh.

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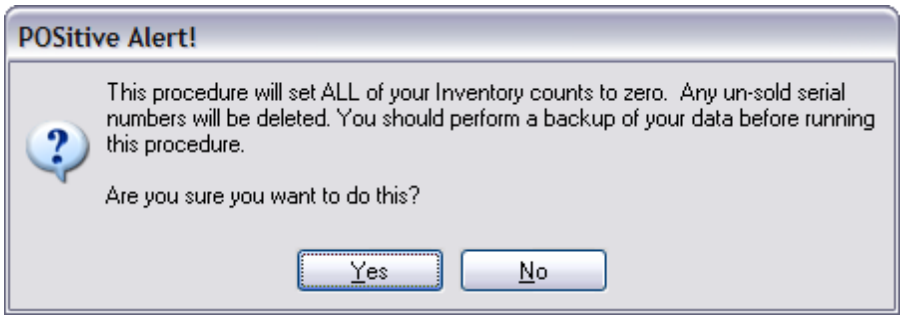
Important Note: Serial numbers which have NOT been sold will be UNLINKED. Are you sure you want to proceed?

IMPORTANT: Make a Backup first.

Go to Inventory Center: Actions: Physical Inventory: and select **Reconcile From File**

Click on the "Zero Inventory Counts" under Actions

You will be prompted to confirm the process.



(See: "Zero Stock Counts 577" for more information.)

Finished

You may now re-enter stock counts using one of the following methods.

How To Import A Physical Stock Count

You will need a comma or tab delimited file listing your inventory. For each inventory item in the file, you will need the SKU, Description, and Stock Count.

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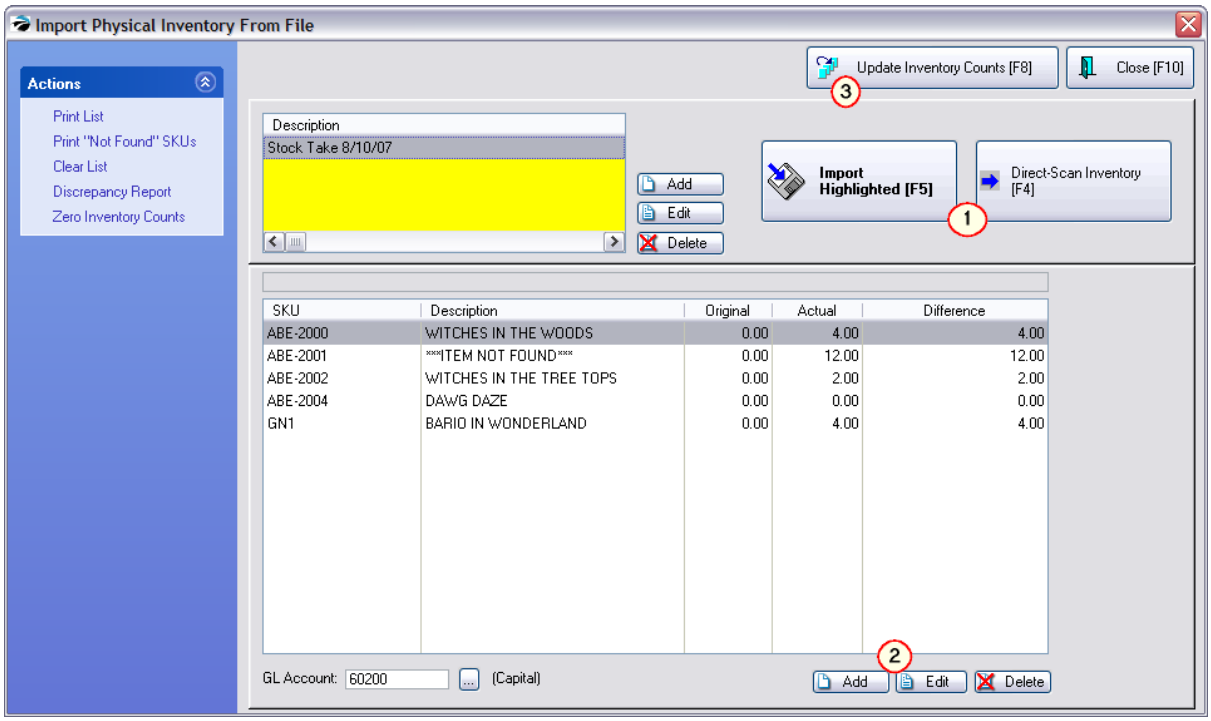

Sources

There are two simple methods for creating this file.

One, use a handheld data collector to scan items in the store and to record the stock counts. Using instructions for the brand of data collector, save the stored data to a file on the hard drive.

Two, use the export feature of POSitive (Inventory Center: Define: and Send) to create a comma delimited file to include just the SKU and Description and perhaps the stock count. With Microsoft Excel or some other program you can edit the file to enter your true stock counts. Note: be sure to save the file as a comma or tab delimited file. Then follow the steps described below.

Create An Import Link

Choose **Add**

In the upper left corner of the Import Physical Inventory From File screen is where you select the file to be used as an import file.

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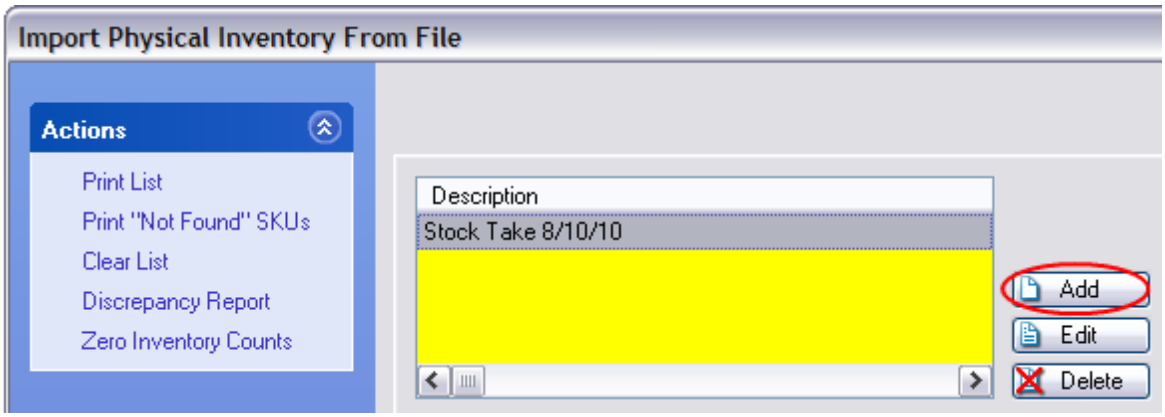
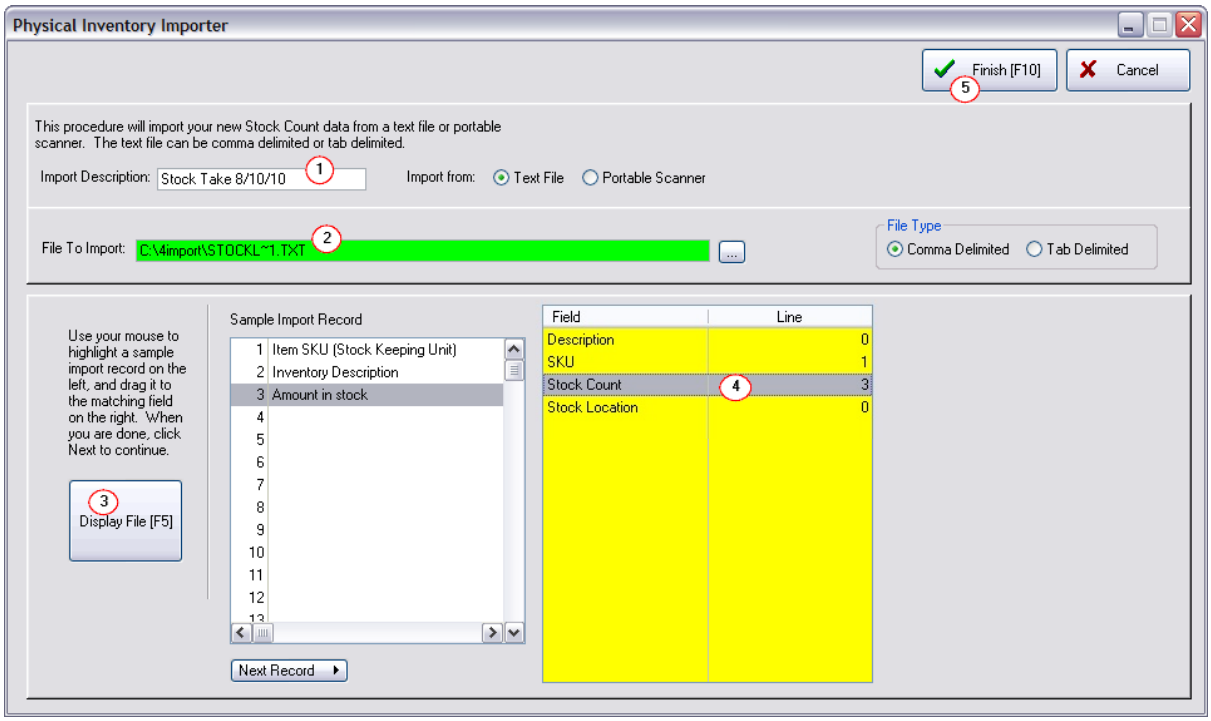


You will be prompted through the Physical Inventory Importer.



1) First, you will give this setup a name (Import Description),

2) Then choose the file to be used for the import (use the browse button).

3) Now click on Display File [F5] button

4) Using drag and drop techniques link the SKU and Stock Count from the left hand window to the right hand window.

5) When you are done, choose Finish [F10] and this saves the import definition.

NOTES: The description field is not required to make the connection to the correct item, the SKU is sufficient

Stock Location - (previously known as Bin Location) This allows you to assign the stock count to a specific Location rather than to the general stock count. (see Stock Location 501)

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Prepare To Import

Most likely you will want to make sure the lower panel is empty; choose the **Clear List [F7]** button.

When you are ready, highlight the added file description (upper left panel) and select **Import [F2]**.

Special Notes:

The Edit and Delete buttons will affect the highlighted Import file Description.

If you have multiple files to import, setup definitions for each as described above, clear the list, and choose to import each one before proceeding to the next steps..If the same SKU exists in multiple files, POSitive automatically combines the counts together.

See below for an explanation of the results and what to do next.

How To Scan A Stock Count Directly Into POSitive

You may want to scan inventory directly into the Import Physical Inventory From File window rather than use a file as described above. You can designate which Stock Location is to be affected. All you need is a scanner. Or, in lieu of a scanner, you can manually type the SKU and enter the stock counts. See Direct Scan inventory 574 for more details.

Most likely you will want to make sure the panel below is empty; choose the **Clear List [F7]** button.

Interpreting The Results

Once the inventory has been imported or direct scanned, you will see your list of inventory items.

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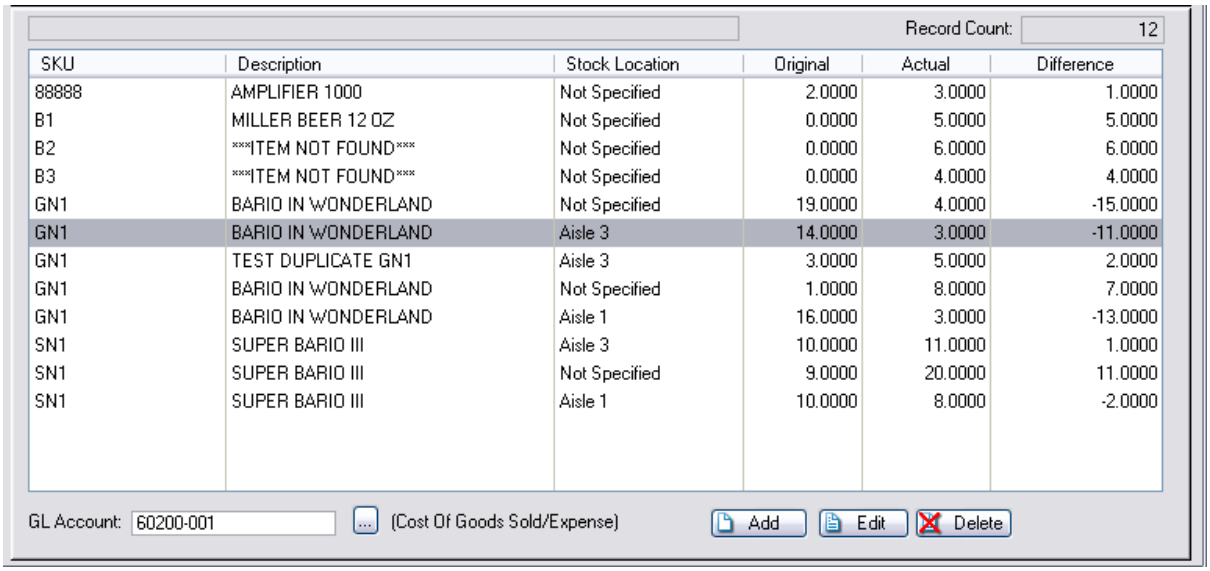


Record Count: 12

SKU	Description	Stock Location	Original	Actual	Difference
88888	AMPLIFIER 1000	Not Specified	2.0000	3.0000	1.0000
B1	MILLER BEER 12 OZ	Not Specified	0.0000	5.0000	5.0000
B2	***ITEM NOT FOUND***	Not Specified	0.0000	6.0000	6.0000
B3	***ITEM NOT FOUND***	Not Specified	0.0000	4.0000	4.0000
GN1	BARIO IN WONDERLAND	Not Specified	19.0000	4.0000	-15.0000
GN1	BARIO IN WONDERLAND	Aisle 3	14.0000	3.0000	-11.0000
GN1	TEST DUPLICATE GN1	Aisle 3	3.0000	5.0000	2.0000
GN1	BARIO IN WONDERLAND	Not Specified	1.0000	8.0000	7.0000
GN1	BARIO IN WONDERLAND	Aisle 1	16.0000	3.0000	-13.0000
SN1	SUPER BARIO III	Aisle 3	10.0000	11.0000	1.0000
SN1	SUPER BARIO III	Not Specified	9.0000	20.0000	11.0000
SN1	SUPER BARIO III	Aisle 1	10.0000	8.0000	-2.0000

GL Account: 60200-001 ... (Cost Of Goods Sold/Expense) Add Edit Delete

For each item,

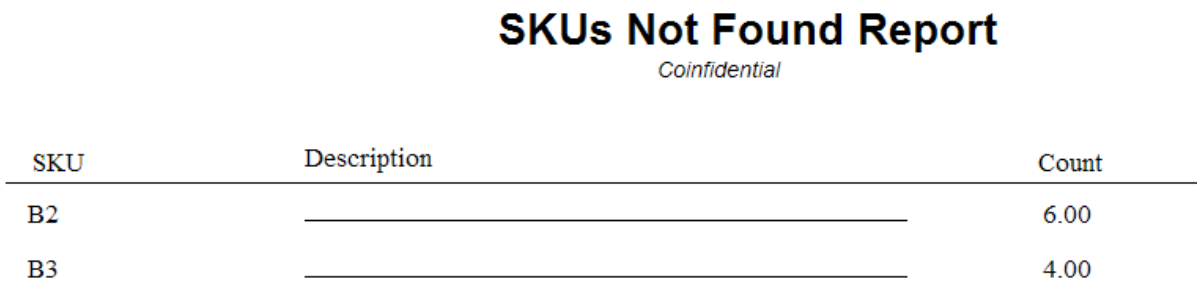
- **Stock Location** - depending upon the import file source, you can designate where the items are shelved.
- **Original** means the stock count of the item currently in the POSitive inventory list.
- **Actual** is the count you have just imported or entered.
- **Difference** is the variance between Original and Actual.

*****ITEM NOT FOUND*****

When using the Import [F2] or the Direct Scan Inventory method, this reports that a scanned item is NOT in your current inventory list.

This would suggest that the scan was misread or mistyped or simply that the SKU of the item is no longer a valid SKU. Perhaps the inventory item is there in your inventory, but the SKU was changed or deleted. Or the item simply may be a new inventory item yet to be added to POSitive.

The "Print 'Not Found" SKUs [F6] will print a list of these items so that you can review reasons for the discrepancy. (sample)



SKUs Not Found Report

Coinfidential

SKU	Description	Count
B2		6.00
B3		4.00

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Three Reports Available

You can review your list in three ways.

- **Physical Inventory - All Entries** - prints everything in the list. Choose Print [F5] and select Print All. (sample)

Physical Inventory - All Entries

Coinfidential

SKU	Description	Computer Count	Count	Difference
88888	AMPLIFIER 1000	2.00	3.00	1.00
B1	MILLER BEER 12 OZ	0.00	5.00	5.00
B2	***ITEM NOT FOUND***	0.00	6.00	6.00
B3	***ITEM NOT FOUND***	0.00	4.00	4.00
GN1	BARIO IN WONDERLAND	19.00	4.00	-15.00
GN1	BARIO IN WONDERLAND	14.00	3.00	-11.00
GN1	TEST DUPLICATE GN1	3.00	5.00	2.00
GN1	BARIO IN WONDERLAND	1.00	8.00	7.00
GN1	BARIO IN WONDERLAND	16.00	3.00	-13.00
SN1	SUPER BARIO III	10.00	11.00	1.00
SN1	SUPER BARIO III	9.00	20.00	11.00
SN1	SUPER BARIO III	10.00	8.00	-2.00

- **SKUs Not Found Report** - prints a list a items for which there is no equivalent SKU in your inventory list. Choose "Print 'Not Found" SKUs [F6] (sample)

SKUs Not Found Report

Coinfidential

SKU	Description	Count
B2	_____	6.00
B3	_____	4.00

- **Discrepancy Report** - prints a report of all items from this Stock Take that do NOT match POSitive 's stock list. (sample)

Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual
AMP1000	AMPLIFIER 1000	2.0000	3.0000
B1	MILLER BEER 12 OZ	0.0000	5.0000
GN1	TEST DUPLICATE GN1	1.0000	8.0000
SN1	SUPER BARIO III	10.0000	11.0000

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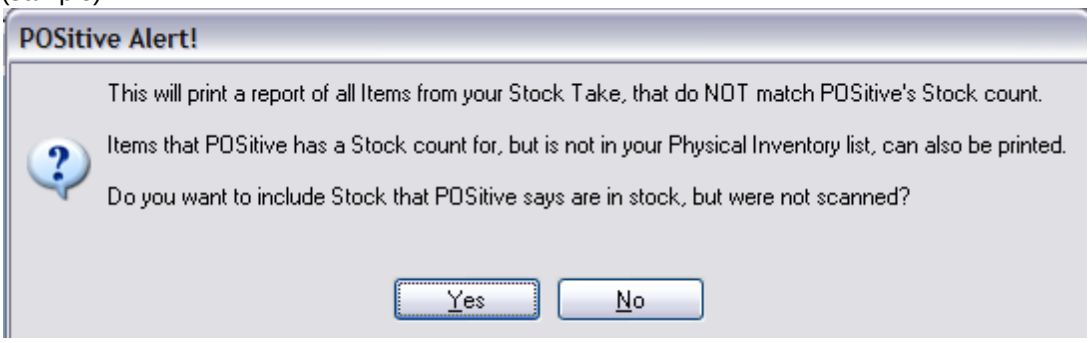
- You can also print a listing of inventory which was NOT scanned or imported which is useful for determining if inventory has been lost or stolen. Choose Discrepancy Report [F9], and answer Yes. (sample)



Inventory Discrepancy Report

Confidential

SKU	Description	Original	Actual	
01406922	CHARMS BLO POPS ASSORTED	297.0000	0.0000	Not Counted
016000159907	CHEX MIX TRADITIONAL	43.0000	0.0000	Not Counted
016000167490	GARDETTO ITALIAN CHEESE SNCKM	7.0000	0.0000	Not Counted
027509305603	CABLE CAR HDR CANDY NECKLACE	11.0000	0.0000	Not Counted
036600814013	CHAPSTICK STRWBRY BLSTRCD	4.0000	0.0000	Not Counted
041300800013	DM ZINGER TAKE HOME CHOC	1.0000	0.0000	Not Counted
0756873221	WITCHES IN THE CORN FIELDS	6.0000	0.0000	Not Counted
0756873267	WITCHES IN MY CLOSET	199.0000	0.0000	Not Counted
0756874143	LATE LAST NIGHT	17.0000	0.0000	Not Counted
078698132730	GUNK POWER STEER FLUID M27-13	1.0000	0.0000	Not Counted

Add, Edit, Delete

After interpreting the results, you may wish to Add, Edit, or Delete entries in the list to assure that everything is correct. With the **Add** button, you can scan or lookup the SKU. (Note: if you type in an unknown SKU you will not be able to update inventory because the SKU does not really exist in POSitive.)

The **Edit** button allows you to adjust the Actual count. And the **Delete** button will remove the line item from the list.

You may want to scan inventory directly into the Import Physical Inventory From File window rather than use a file as described elsewhere. All you need is a scanner. Or, in lieu of a scanner, you can manually type the SKU and enter the stock counts.

Go to Inventory Center: Physical Inventory under Actions, and choose Reconcile From File.

Choose the **Direct Scan Inventory [F4]** button.

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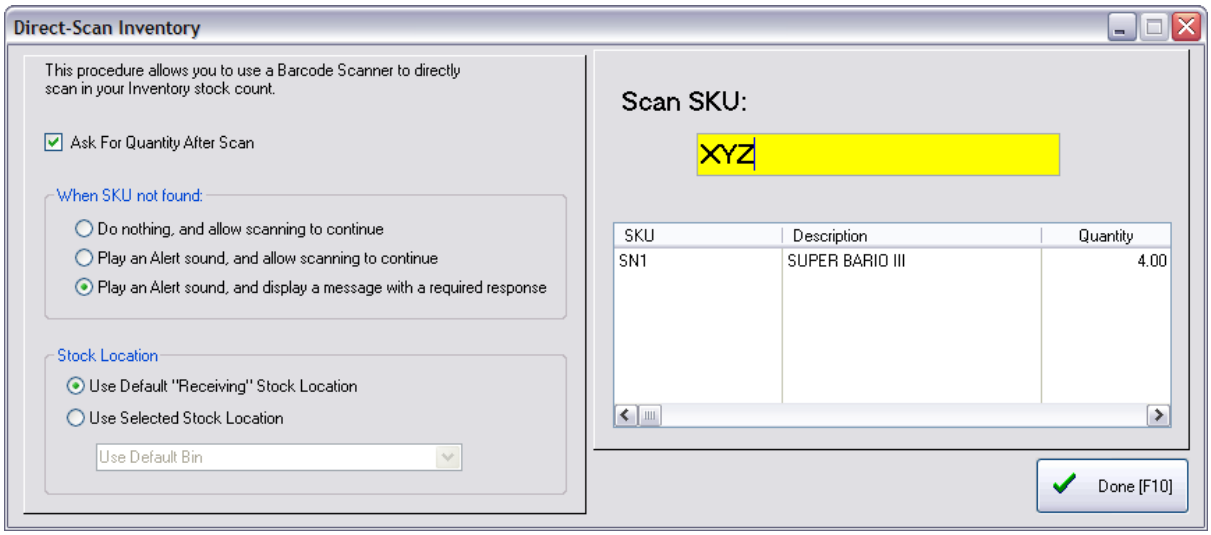

It is common to turn on **Ask For Quantity After Scan**. When you scan an item it will ask how many of the item you have in stock. Note: If you do NOT activate this option, each item scanned will be counted as one in stock. This allows you to scan items randomly without determining in advance how many there are of an item. Either method is acceptable depending upon how you want to enter inventory.

Using a scanner (or just typing the SKU) will automatically record the information and prompt for the next item. The Last Scan shows where you left off. Note: Do not be concerned about display of lower or upper case on the SKU because this is not case sensitive.

When SKU Not Found

- Do nothing and allow scanning to continue
- Play an Alert sound and allow scanning to continue
- Play an Alert sound and display a message with a required response - (Recommended: so that you will know there is a problem with the item being scanned.)

Stock Location

If you are using the Stock Location feature for inventory items, you may designate the specific location being counted, or just use the default "Receiving" Stock Location. (see Stock Location 501)

Multiple SKUs Found

Direct Scan searches for primary and alternate SKUs. If there are two or more products using identical SKUs, then you will be prompted to select the correct inventory item.

You may have chosen to add the Vendor SKU or a pre-printed barcode on an item as an alternate SKU for the inventory item. This is useful for finding a specific product in multiple ways. If the alternate SKU is unique (not used on more than one inventory item), it accepts it and displays the primary SKU of that inventory item. If there are Multiple SKUs (same SKU is assigned to multiple inventory items), a selection list box pops up to select the correct item.

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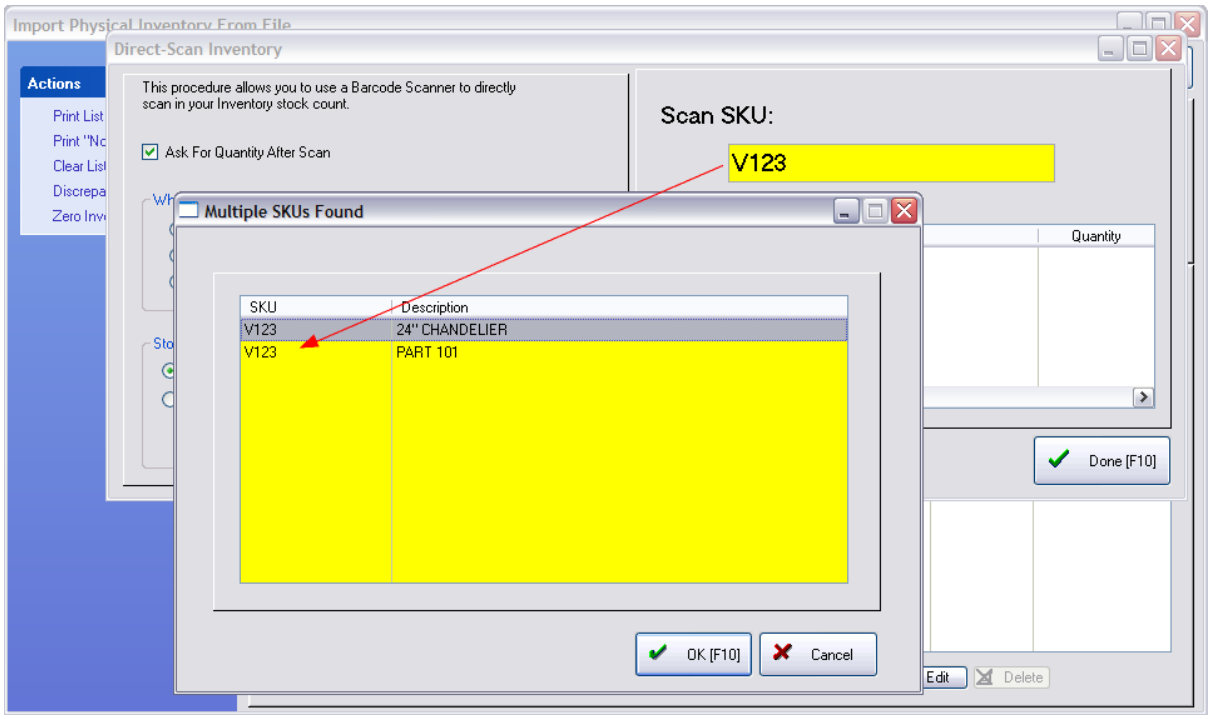

Finished

When you are finished Scanning products choose **Done [F10]** and it updates the reconciliation list.

Possible Problems & Solutions

Q: I have scanned an item and the log does not show the item with the entered quantity.

A: Check your inventory center to make sure the item is not classified as "Unposted." Unposted items cannot be updated. Find the item, choose Edit and make any corrections to pricing, vendor, etc. Saving the changes will make the item active. Then scan the item in Direct Scan Inventory again.

Q: After choosing Update Inventory Counts, I close this screen and I am returned to the list of items on the Physical Inventory screen. However, I don't see any stock changes I had just made.

A: The screen may need to be refreshed. Simply close the Physical Inventory screen and open it again and you will see the newly updated stock counts.

Once you have NEW stock counts using either the Import or Direct-Scan method, you will want to change the existing stock counts of the items listed.

Update Inventory Counts [F8]

Once you are satisfied that the listing and counts are correct, then choose **Update Inventory Counts [F8]** to affect the changes. You have two choices.

- **Replace** - will change all stock counts for the items to the number in Actual Count. NOTE: If you select REPLACE backorders of the items on Customer Orders will be fulfilled/allocated
- **Add To** - will increase the current stock counts by the number in Actual Count. NOTE: If you select

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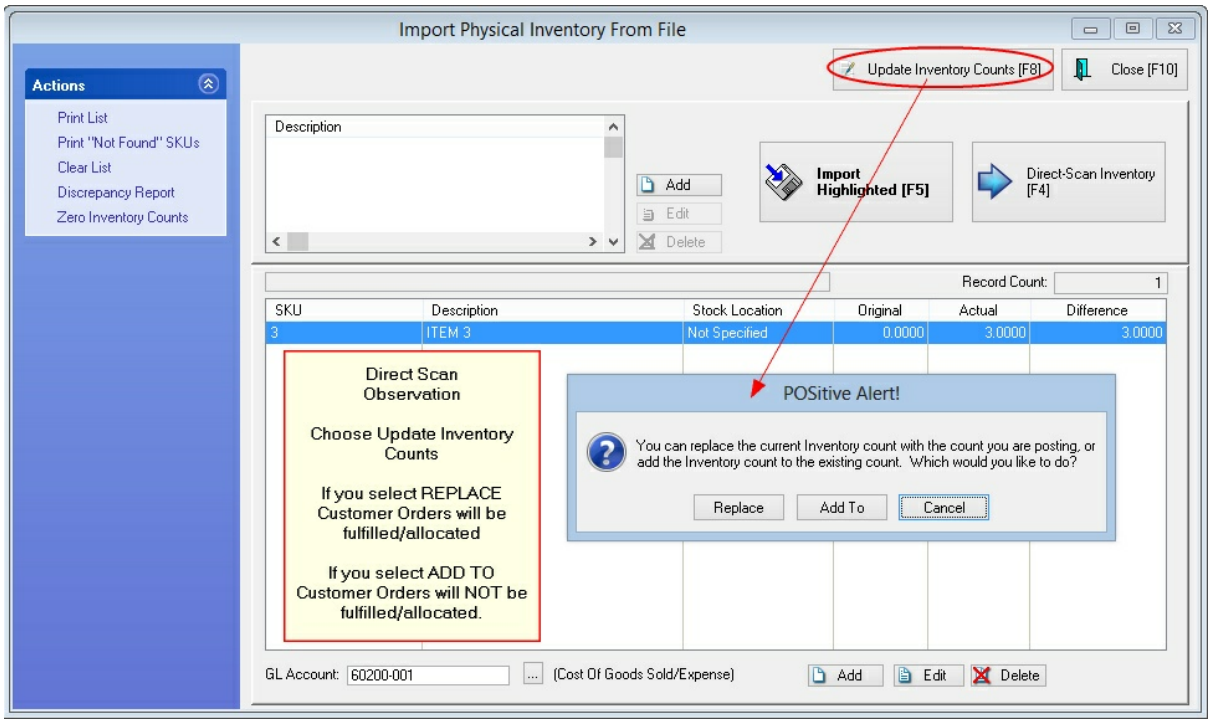
ADD TO backorders of the items on Customer Orders will NOT be fulfilled/allocated.

All items on the list will be removed if the update was successful. Items which have no match to your inventory will not be removed.



Zero by Category or Department

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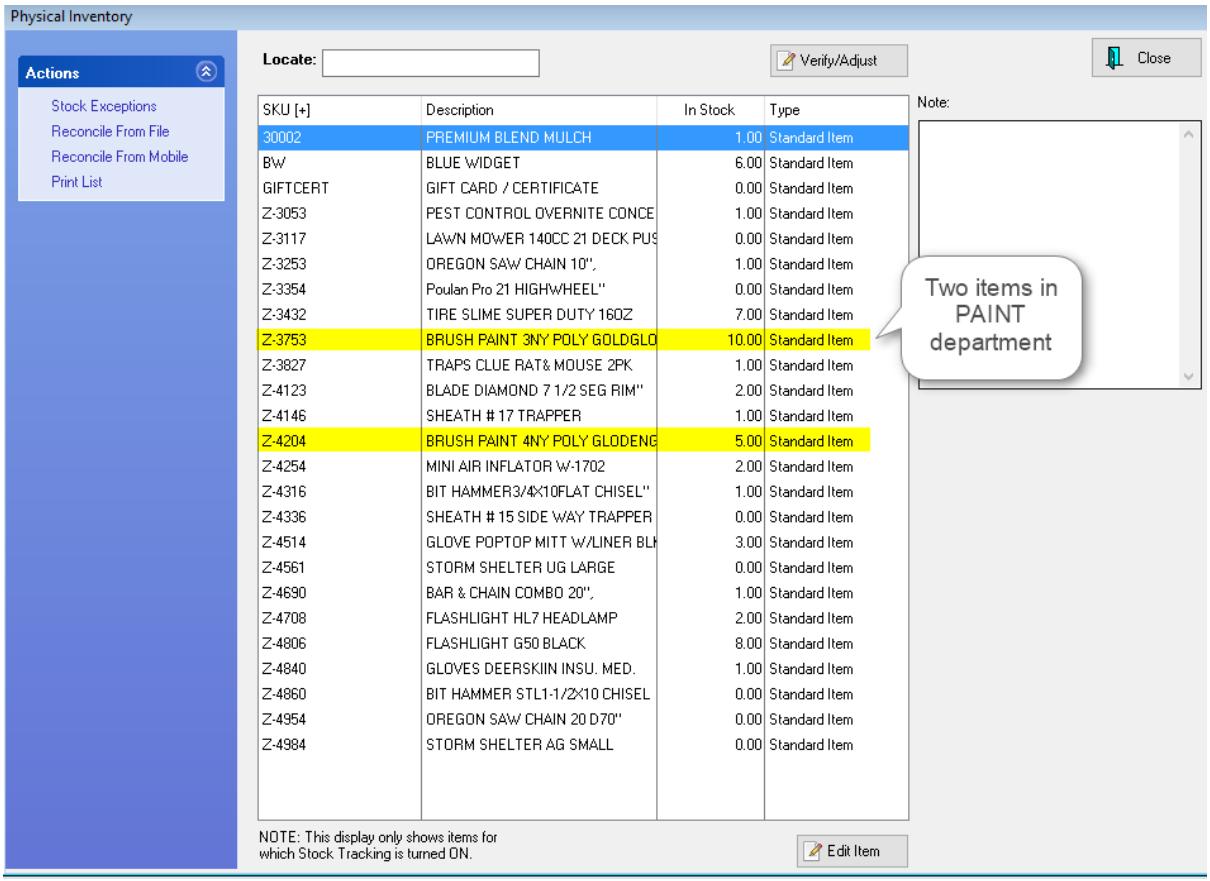

The first thing we're demonstrating is how to zero stock counts in a category or department. Go to Inventory Center, Physical Inventory. In our example, we have two items in the PAINT department. One item has 10 in stock and the other 5.

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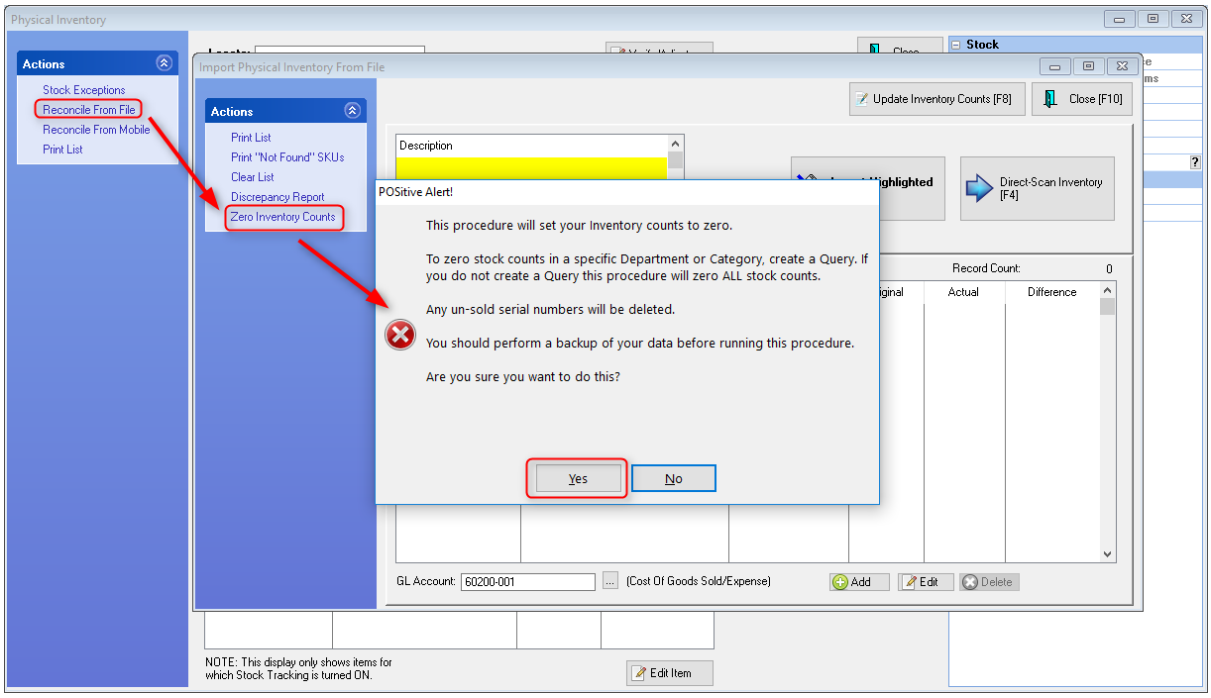
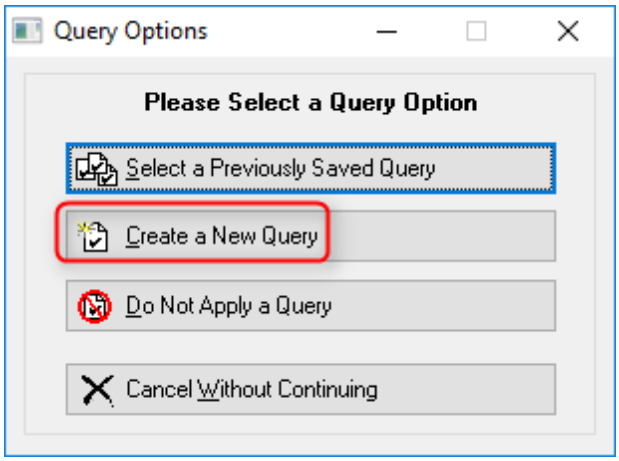


Select Reconcile From File, then Zero Inventory Counts. You'll see a POSitive Alert. We recommend making a backup before making significant changes to your inventory. In our example, we're going to create a Query and only zero the stock for items in the PAINT department. Click Yes to continue.



We're going to create a query, so click Create a New Query. You may also reuse saved queries.

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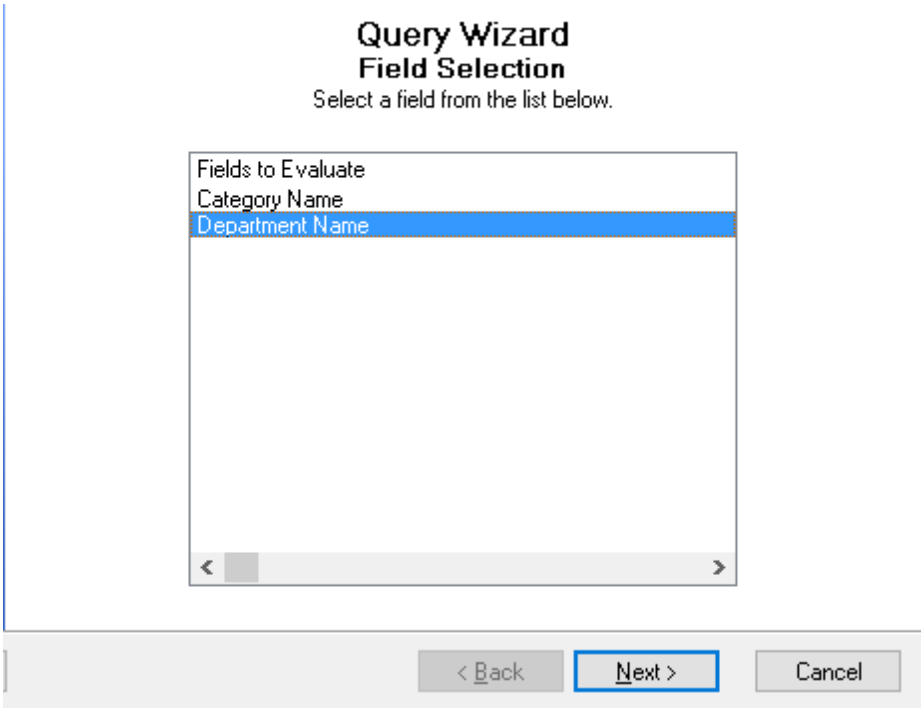
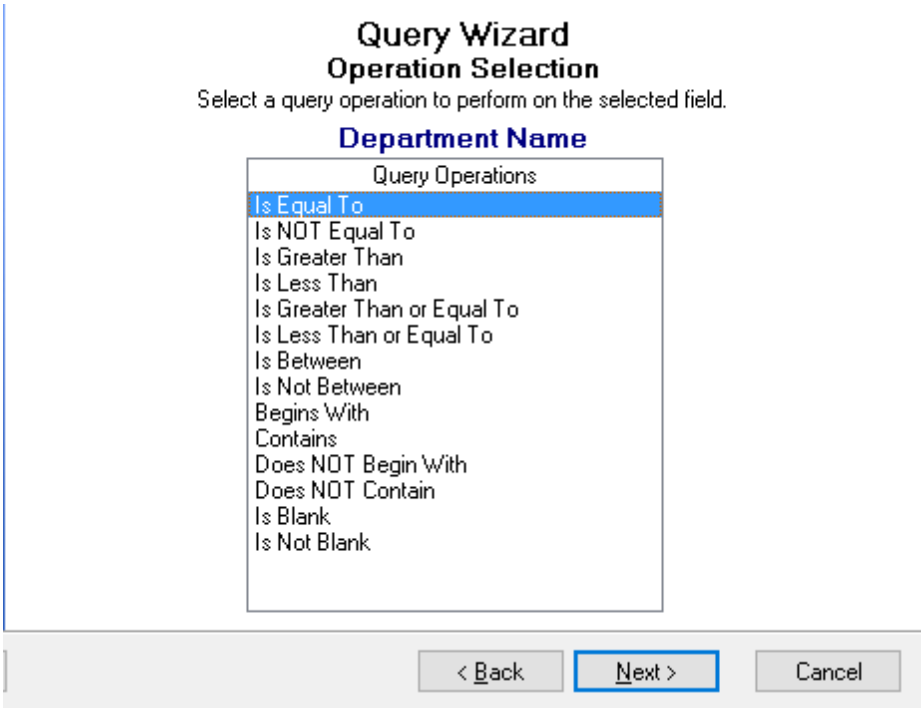


In our example, we're going to select a specific department, so highlight Department Name and click Next.



Select Is Equal To and click Next.

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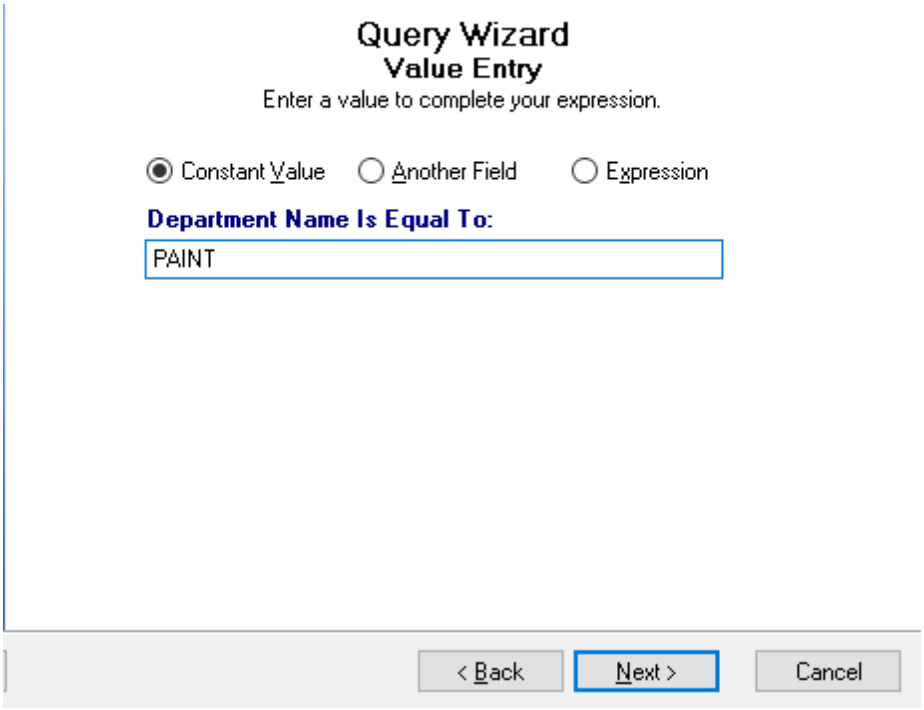
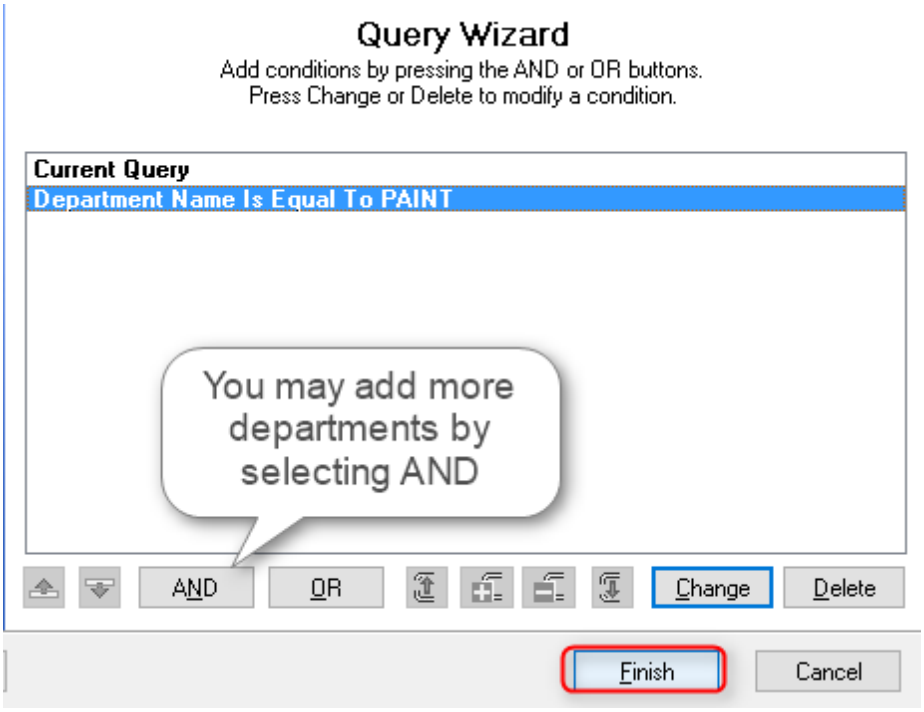


Enter the name of the Department. In our example, we're using PAINT.



You may add more departments by clicking on AND. Click on Finish to save your query.

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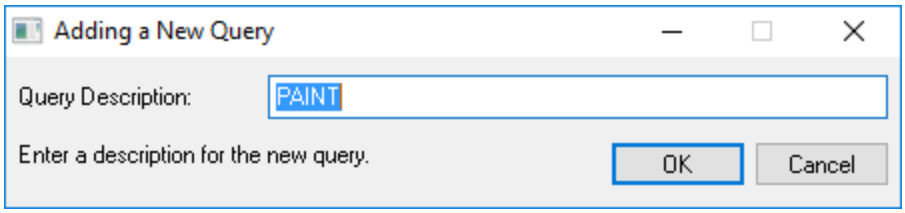
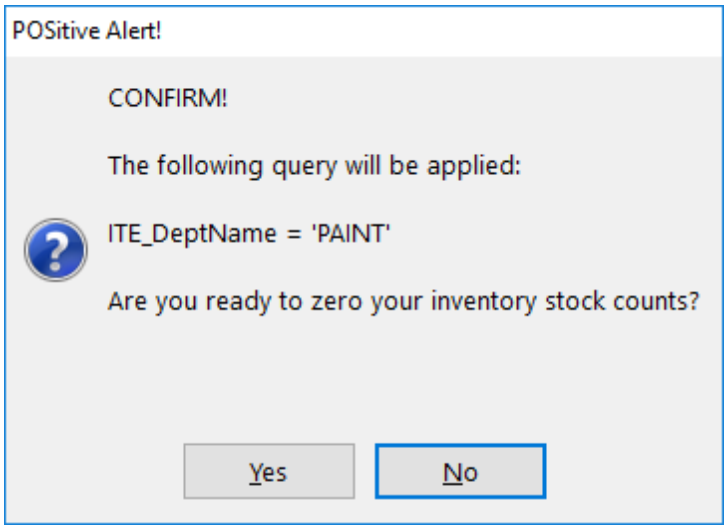


Give the query a name. In our example, it is PAINT.



Now you're ready to run the query. Click Yes to continue. A window will open and you'll see all the items in that category as they are adjusted, which may happen pretty quickly.

Z-3753	BRUSH PAINT 3NY POLY GOLDGLO	0.00	Standard Item
Z-3827	TRAPS CLUE RAT& MOUSE 2PK	1.00	Standard Item
Z-4123	BLADE DIAMOND 7 1/2 SEG RIM''	2.00	Standard Item
Z-4146	SHEATH # 17 TRAPPER	1.00	Standard Item
Z-4204	BRUSH PAINT 4NY POLY GLODENG	0.00	Standard Item

After completion, you'll be returned to the Physical Inventory screen. In our example, we can see that the two items in the PAINT department, which previously had counts of 10 and 5, now show zero stock.

Zero All Stock Counts

Now we'll demonstrate how to zero stock counts for ALL inventory items. Caution: Be sure this is what you really want to do, such as in preparation for a physical stock count, because restoring stock counts can be time consuming.

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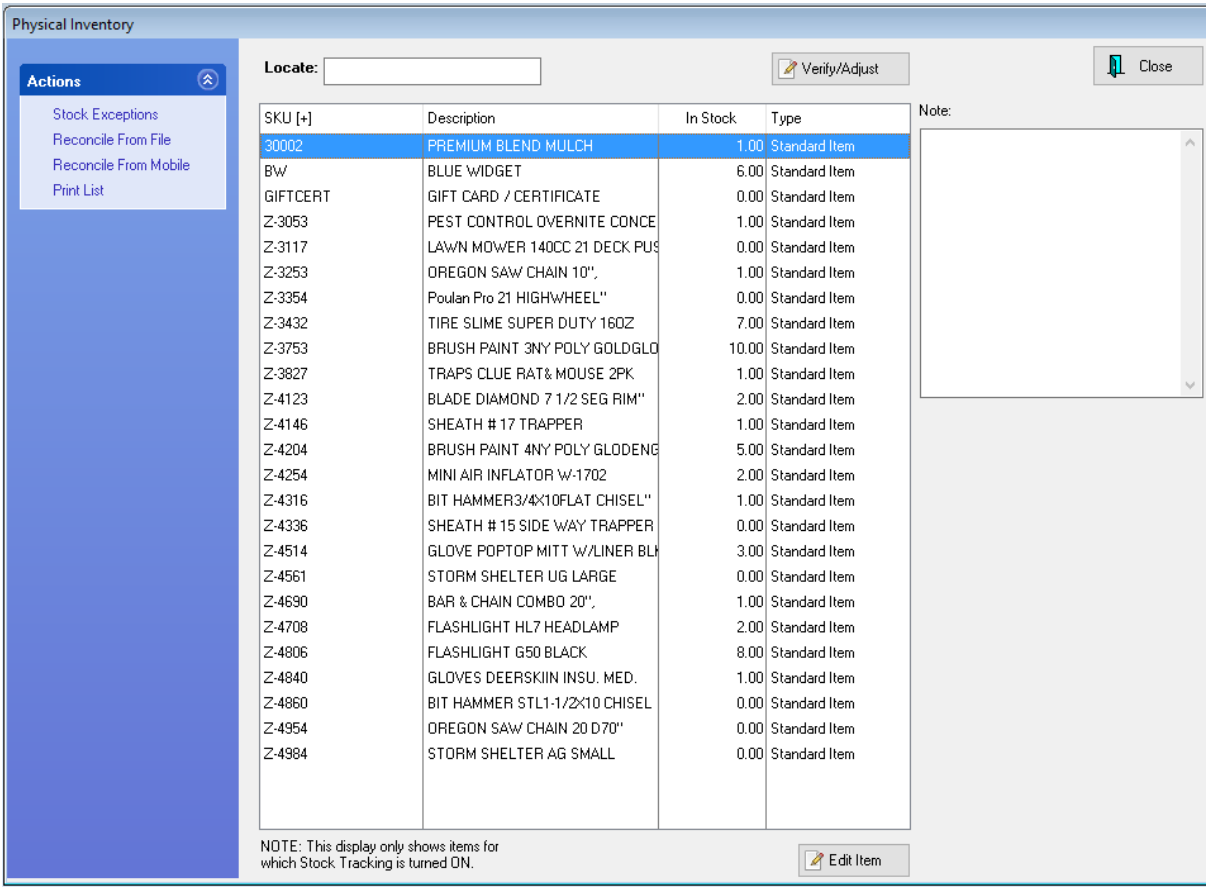
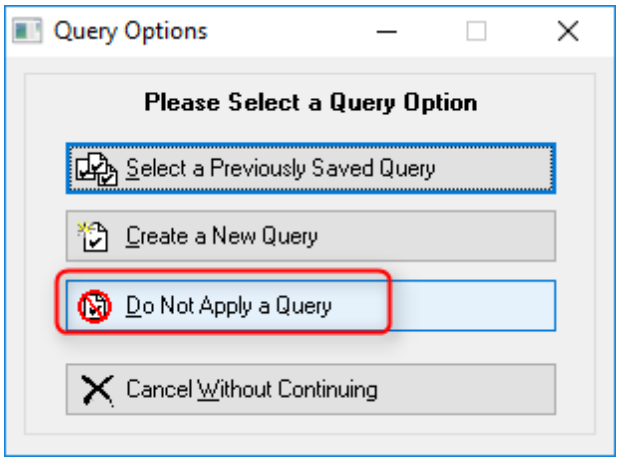


in the Inventory Center go to Physical Inventory. As you can see in our example, most of our inventory has stock counts.



Select Reconcile From File, then Zero Inventory Counts. This time we're selecting Do Not Apply a Query.

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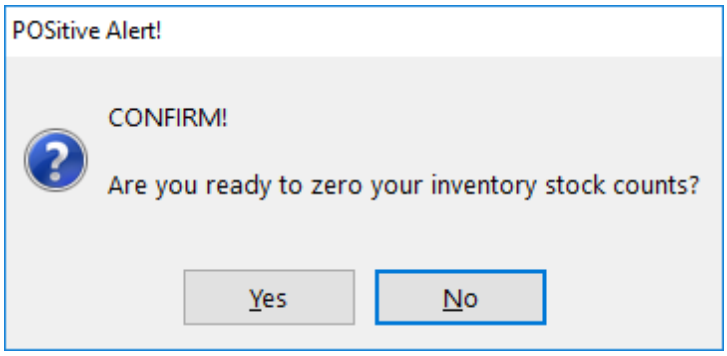

Click Yes if you are ready to proceed. A window will open and you'll see all your inventory items scroll by as they are being adjusted. This process may take several minutes, depending on the size of your inventory.

SKU [+]	Description	In Stock	Type
30002	PREMIUM BLEND MULCH	0.00	Standard Item
BW	BLUE WIDGET	0.00	Standard Item
GIFTCERT	GIFT CARD / CERTIFICATE	0.00	Standard Item
Z-3053	PEST CONTROL OVERNITE CONCE	0.00	Standard Item
Z-3117	LAWN MOWER 140CC 21 DECK PUS	0.00	Standard Item
Z-3253	OREGON SAW CHAIN 10",	0.00	Standard Item
Z-3354	Poulan Pro 21 HIGHWHEEL"	0.00	Standard Item
Z-3432	TIRE SLIME SUPER DUTY 16OZ	0.00	Standard Item
Z-3753	BRUSH PAINT 3NY POLY GOLDGLO	0.00	Standard Item
Z-3827	TRAPS CLUE RAT& MOUSE 2PK	0.00	Standard Item
Z-4123	BLADE DIAMOND 7 1/2 SEG RIM"	0.00	Standard Item
Z-4146	SHEATH # 17 TRAPPER	0.00	Standard Item
Z-4204	BRUSH PAINT 4NY POLY GLODENG	0.00	Standard Item
Z-4254	MINI AIR INFLATOR W-1702	0.00	Standard Item
Z-4316	BIT HAMMER3/4X10FLAT CHISEL"	0.00	Standard Item
Z-4336	SHEATH # 15 SIDE WAY TRAPPER	0.00	Standard Item
Z-4514	GLOVE POPTOP MITT W/LINER BLK	0.00	Standard Item
Z-4561	STORM SHELTER UG LARGE	0.00	Standard Item
Z-4690	BAR & CHAIN COMBO 20",	0.00	Standard Item
Z-4708	FLASHLIGHT HL7 HEADLAMP	0.00	Standard Item
Z-4806	FLASHLIGHT G50 BLACK	0.00	Standard Item
Z-4840	GLOVES DEERSKIIN INSU. MED.	0.00	Standard Item
Z-4860	BIT HAMMER STL1-1/2X10 CHISEL	0.00	Standard Item
Z-4954	OREGON SAW CHAIN 20 D70"	0.00	Standard Item
Z-4984	STORM SHELTER AG SMALL	0.00	Standard Item

Now the stock count has been set to zero for all inventory items. You may add the correct stock

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count manually, or use an external file to update stock counts in bulk (see: "Import Physical Inventory 567"). Ask your dealer, or POSitive support, for more information.

5.8.11.1.4.2 Reconcile From Mobile_2

The mobile device (a phone) will transfer stock counts into a "Session."

The counts are then reviewed and if found accurate are updated to POSitive using the Update Inventory Counts [F8] button at the top of the screen.

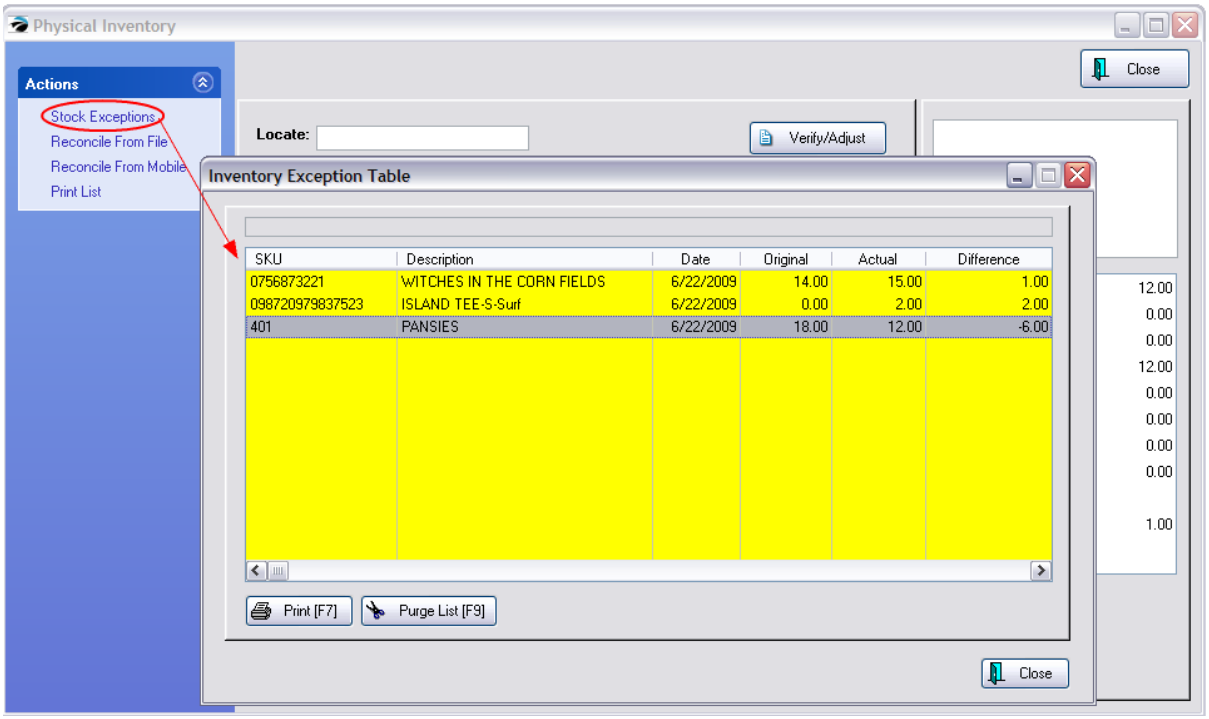
For more detailed information for your specific mobile device, contact your dealer or POSitive Software.

5.8.11.1.4.3 Stock Exceptions

Whenever the stock count of an inventory inventory has been manually adjusted either through this Physical Inventory screen or with Verify/Adjust button on the Stock Manager of Inventory Center, the item will be logged here.had a manual stock count change, a record of the change can be found in the Inventory Exception Table.

Go to Inventory: Physical Inventory: Reconciliation Report.

This lists dates of changes as well as the original stock count and the new stock count (actual) at the time of the change.



Print [F7] - You may print this report.

Purge List [F9] - After printing, you may want to purge the list so that you can focus on new changes.

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5.8.11.2 Importing Customers

Sources

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. Like inventory, lists can be used for updating existing customers, but only if the "lookup" codes are identical, otherwise the customer is added to POSitive.

Advance Preparation

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 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. Make sure numbers such as zip codes and phone numbers are formatted as text and are not inadvertently converted to some scientific notation which Excel sometimes tends to do.

Added Data Fields

To take full advantage of POSitive, 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, you can add a Credit Limit field for customers, or User Defined information such as driver's license, business resale numbers, birthdates, referral sources, etc.

NOTE: because credit cards are no longer retained in POSitive, these fields have been removed from the importer: Credit Card Number and Credit Card Type, Expiration Month (credit card), Expiration Year (credit card).

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Elements Of Data For Import

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. Items followed by an * are recommended.

Importable Fields For **Customers**

Address 1
Address 2
Amount Owed
Area Code (Phone 1) - Note: sometimes data will have area codes combined with the phone number
Area Code (Phone 2)
City
City, State, Zip
Company Name
Country
Credit Amount
Credit Limit
Discount (%)
Drv License (driver's license number)
E-Mail Address*
Employee ID*
First Name
First Name Last Name
Last Name
Last Name, First Name
Lookup Code* - this could be a customer's phone number or an old account number for cross reference purposes (see note below)
Phone 1(Home/Work)* - Note: sometimes data will have area codes combined with the phone number
Phone 2(Work/Fax)
Resale Number
Sales ID
State
Tax Group (Name) - NOTE: these names MUST exist in Maintenance: Tax Rates: Tax Groups PRIOR to importing.
Terms
Title
Type
User Defined 1 - Attention: you will need to create Customer Category user defined field before importing
User Defined 2 (see Customer Categories 1268)
User Defined 3
User Defined 4
User Defined 5
User Defined 6
Zip
Zip+4 (4 Digits) - this only for the extra 4 digits - it should be a separate field

* If you choose to import a customer's old account number into POSitive's Lookup Code Field, be sure to activate System Setup: Customers: "Auto-Generate Customer Code From Phone When Adding, to prevent warning notices that customer already exists when new customers are

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added. This will prevent newly generated lookup codes from matching existing ones.

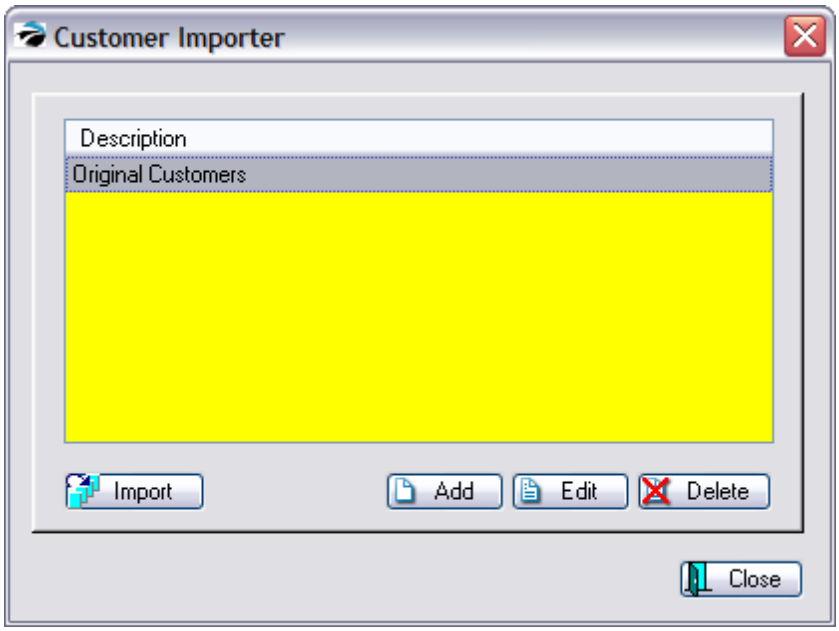
Prepare Customer Categories

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.

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 POSitive handles the import.

1) Go to Maintenance: Import: Import Customer.



2) Choose Add.

Fill in the following for the Customer Importer.

- **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. If you do not get a list of rows choose the other type.
- **Skip First Record When Importing** - excludes a field title row

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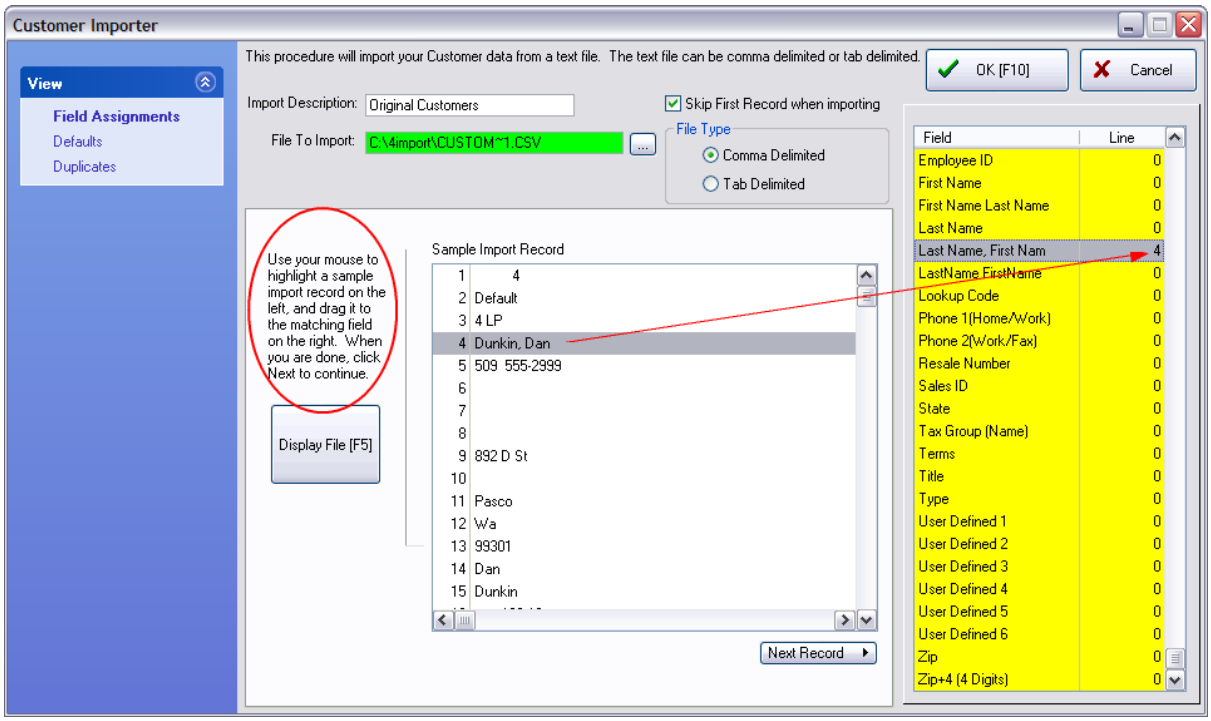

Field Assignments view

Click on the Display File [F5] button.

Cross-match your data with POSitive fields. Your data is displayed on the left-hand side. POSitive link fields are displayed on the right hand side.

Use the mouse to DRAG and DROP from your data to POSitive. Highlight the line in your data, hold down the left mouse button and drag it over to the matching field in POSitive. In the example above, line number 2 of the data is the Last Name, First Name in POSitive. Notice the different name formats; choose the correct one for you data.

Repeat the process until all fields to be imported are assigned.

NOTE:

- You may use a line number more than once.
- You may use the Next Record button to scroll forward through the data to assure consistency
- To unassign a line, drag from POSitive to your data and the POSitive line number will revert to 0.

Defaults view

Click on the Defaults tab. - 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.
  - **Computed** - this is the best choice if you have a mix of individual and business contacts.
- **Default Tax Group** - from the Tax Rates table

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- **Default Price Code** - one of your inventory price levels
- **Default Terms -** customer terms of payment
- **Default Category -** a customer category already defined in POSitive. (see Customer Categories 1268)

Duplicates view

If you are importing customers who might already be in POSitive or who might be listed twice in your import file, you can choose to have POSitive update or not update with the second record. A match means the Lookup Code, First Name, and Last Name must be identical. If there are slight variations, POSitive will still add the second record as a separate customer.

- Do not update; leave existing information
- Update current record with imported record; do not prompt if last name or first name do not match (**update is skipped)**
- Update current record with imported record; prompt if last name or first name do not match
- Update if Customer Code (Lookup Code) matches, even if first name or last name do not match (**always update).**

Finished

Choose OK [F10] when you have finished.

Importing Customers

VERY IMPORTANT - ALWAYS make a backup of POSitive before performing any imports or any other major changes. If errors occur, imports can not be reversed. You will need to restore your data. It is easier to restore data than clean up messes.

1) Make a Backup of POSitive and its data.

2) Go to Maintenance: Import: Import Customers

3) Highlight the desired import definition.

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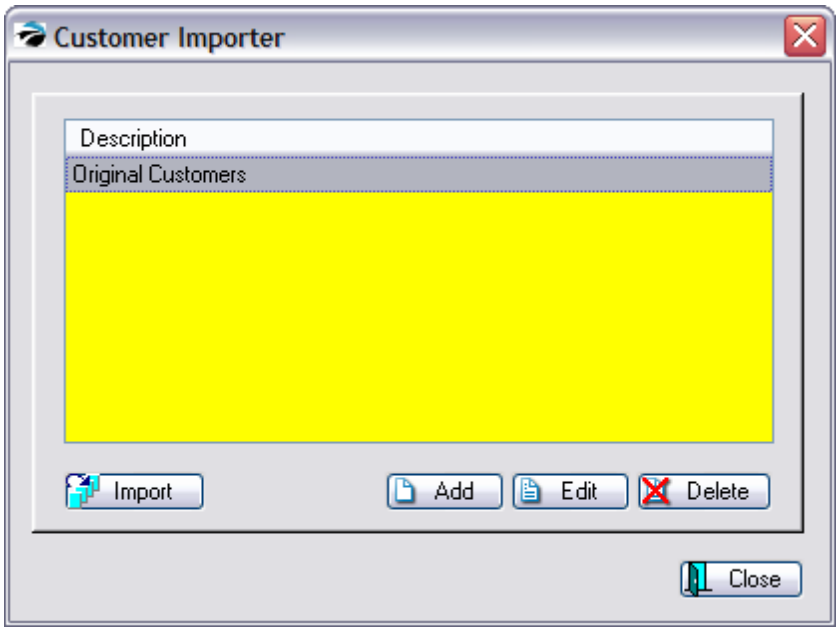

You may choose to Edit the setup for review or modification first.

4) Click on the Import button.

5) A data line will be displayed to show that the importing is in process. You will be notified when it is finished.

6) Check the imported data for accuracy.

Duplicate Customers

If there are records which could be a duplicate, you are given the option of

- Add New - creates a new customer record (later you could merge the duplicate record if necessary)
- Replace - update this record only
- Replace All - update all records and do not warn if there are more duplicates
- Skip - do nothing

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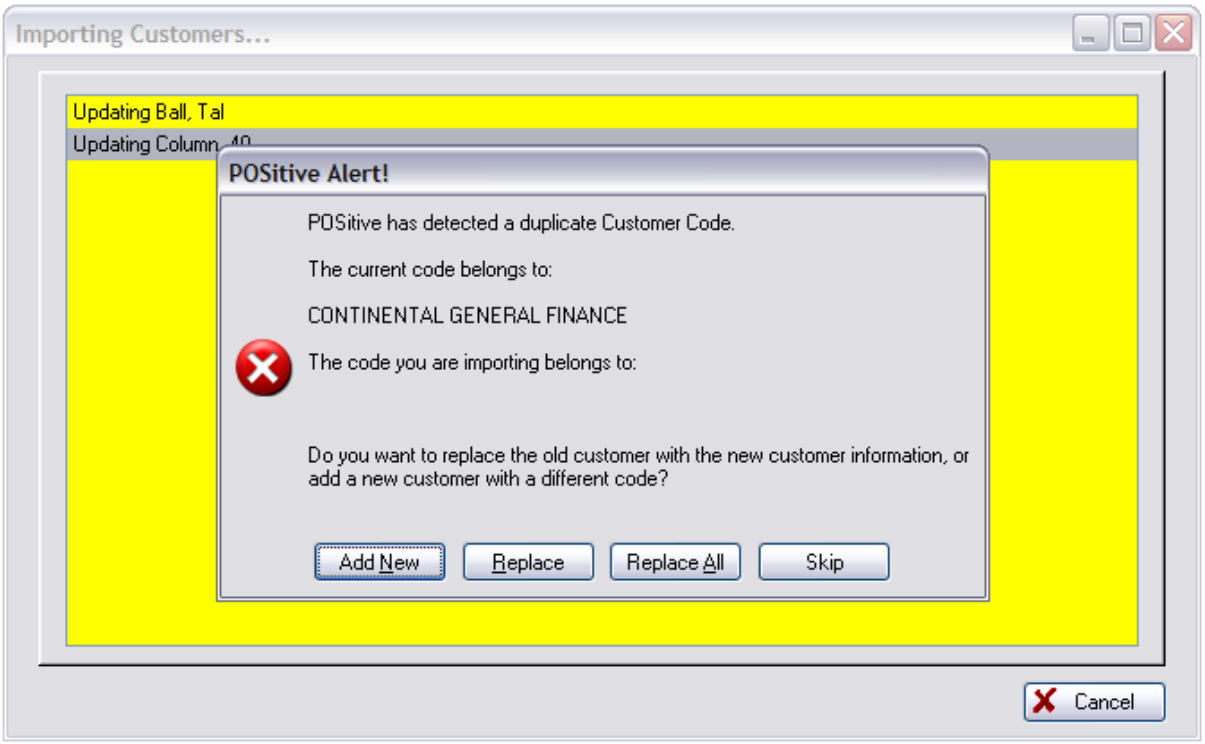

5.8.11.3 Importing Zip Codes

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.

Importing Zip Codes

1) Make a Backup of POSitive before doing any importing.

2) Go to Maintenance: 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 center.

5) Choose "Strip Header Record (field names)" for the importer to ignore the first entry.

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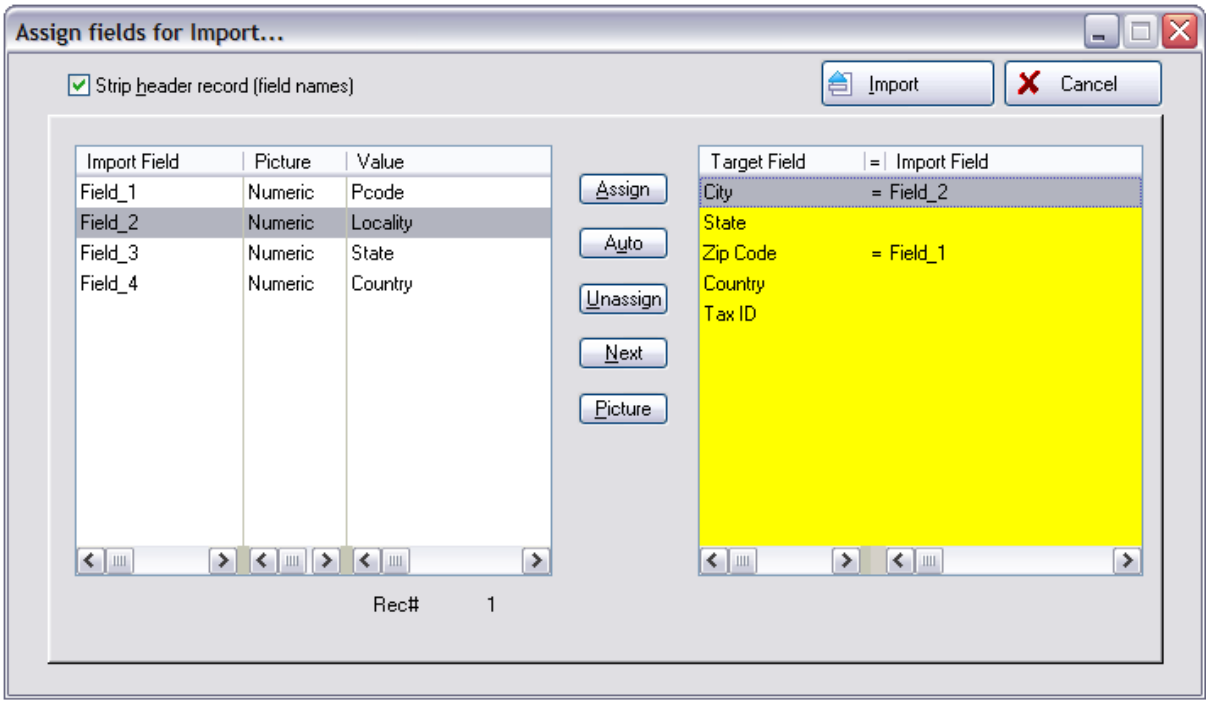

Finished

Choose Import button to import your settings.

Check the imported data for accuracy. Go to Maintenance: Definitions: Zip Codes

5.8.12 Inventory Sales Summary

To access this screen go to Inventory Center: Item Activity: Sales History tab: and choose the Details button.

View

Sales Table - displays raw numbers for four years for revenue, profits, and units sold by choosing the Display radio buttons.

Charts - there is a separate chart for Revenue, Profit, Units Sold - select the view type

Actions

Sales Detail - displays the per item per invoice cost and profit. In addition, you have access to the Cost Verifier for correcting costs of items for historical invoices. (see Sales History of an Item 1765)

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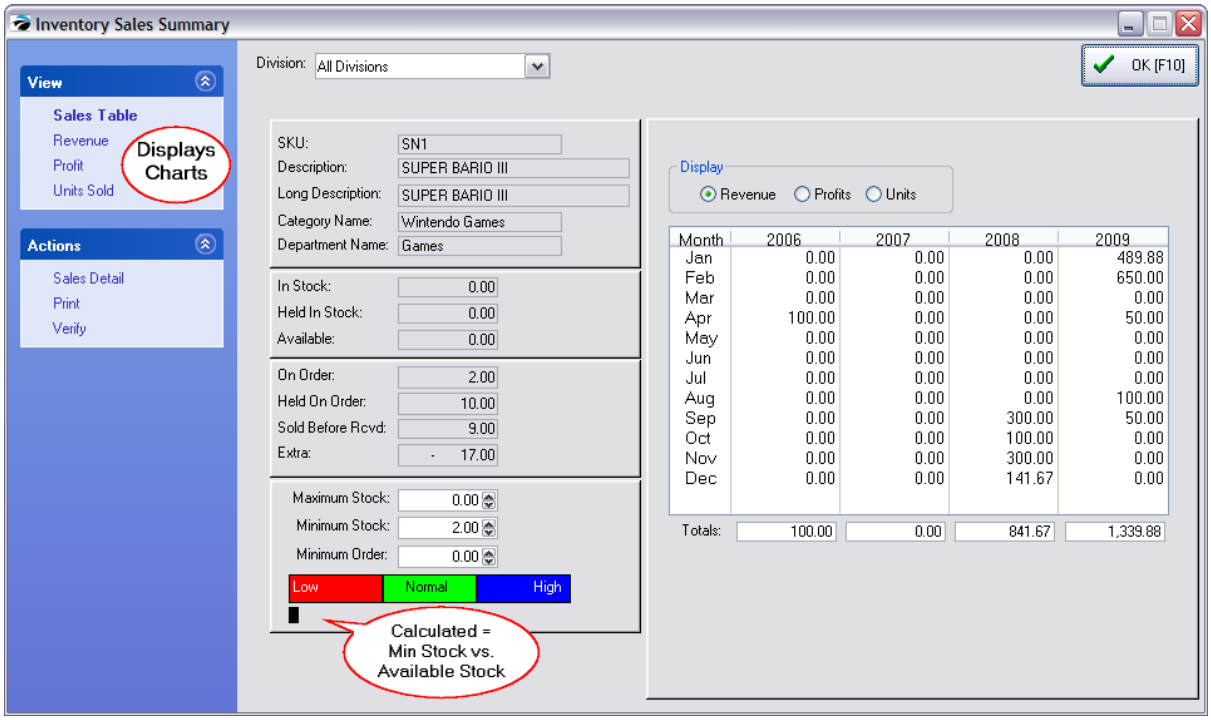
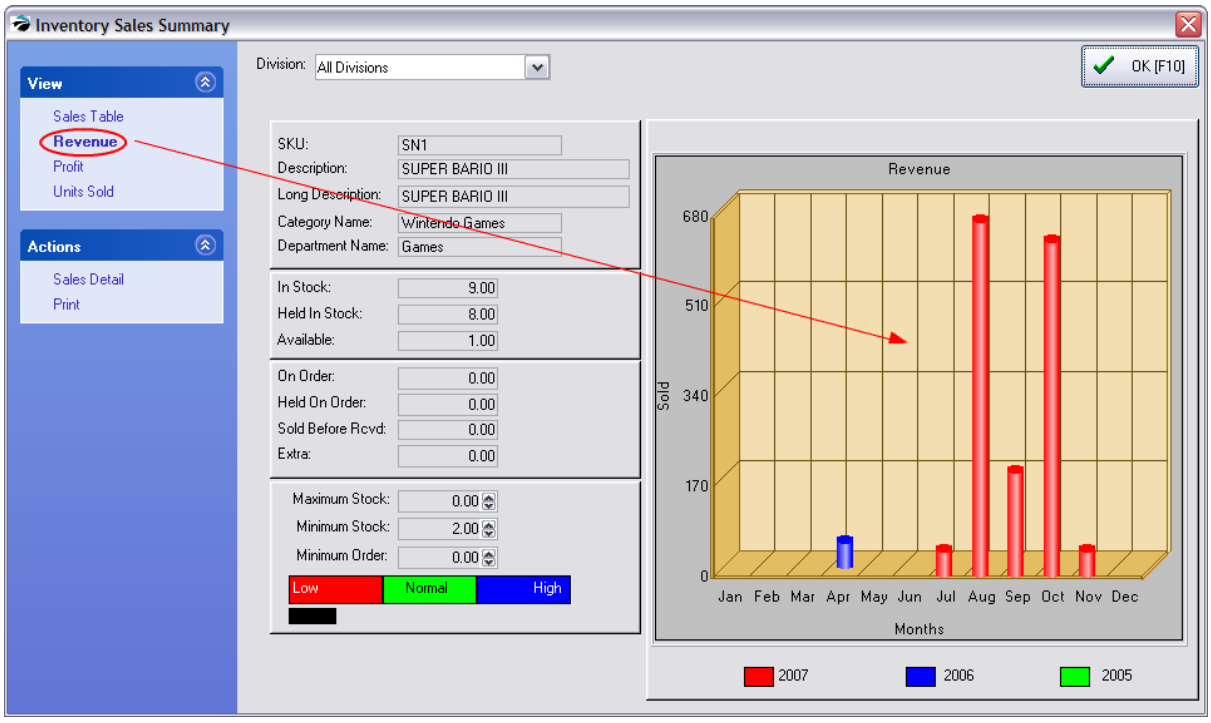
Print - prints a summary of current stock status.





5.8.12.1 Sales History of an Item

This is a more detailed look at sales history of an item than the Inventory Sales Summary screen. (see Inventory Sales Summary 1764)

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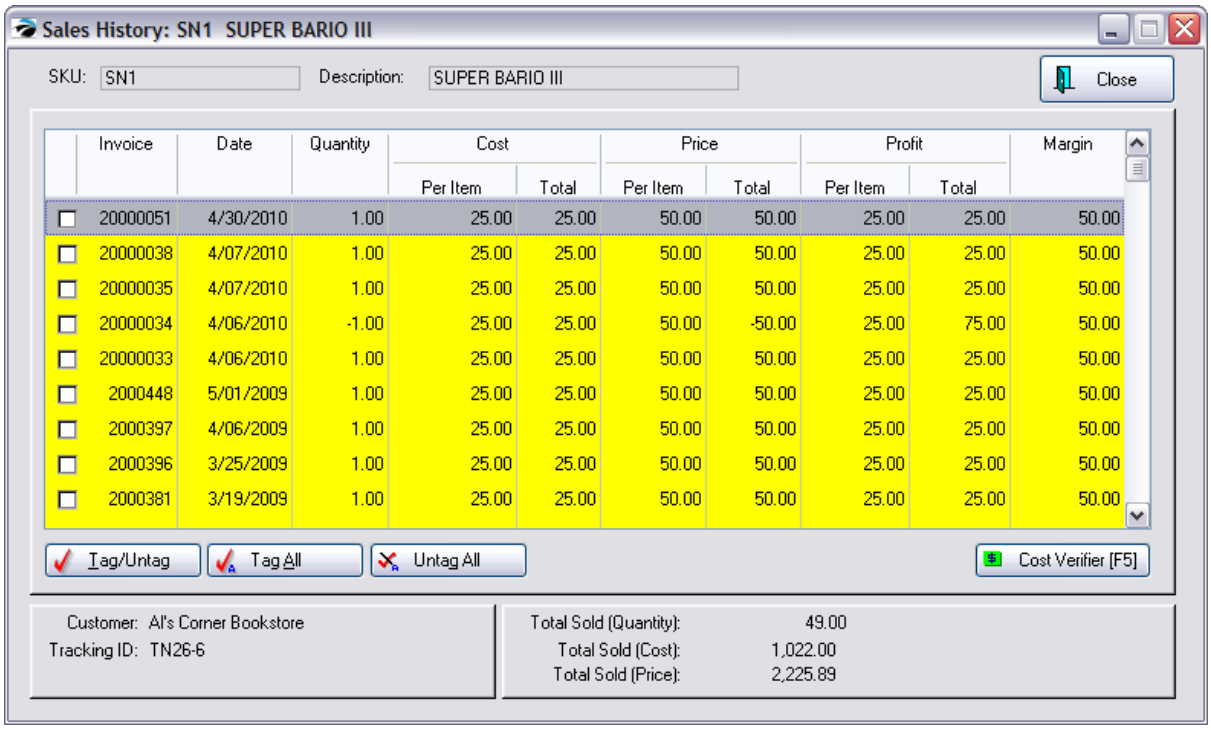

Correct Profits by Adjusting Costs

Even after products have been sold, when erroneous costs are discovered you can correct invoice history.

1) Tag the records to be changed.

2) Select the Cost Verifier [F5] button

3) Either manually change the Invoice Cost value to a correct cost or choose the [F7] Update To Current Cost button which will transfer the displayed Current Cost to the cost of the tagged items. Choose OK [F10] to finish.

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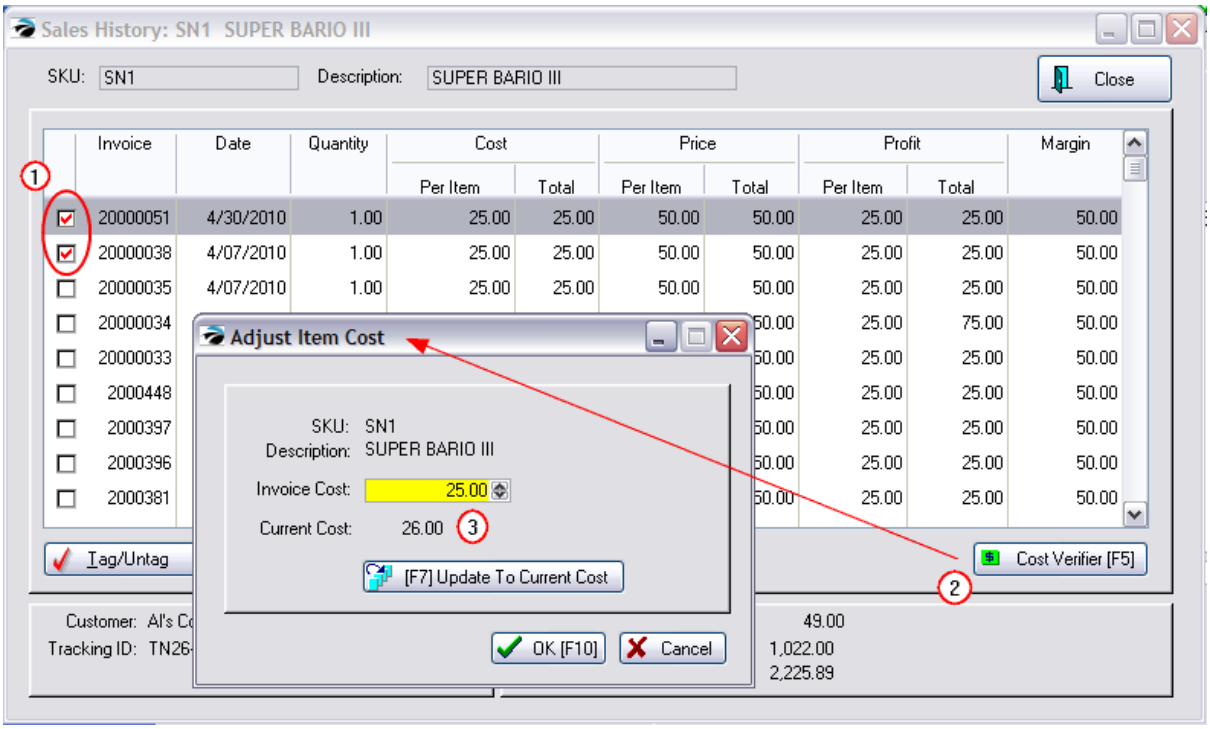

5.8.13 Management

Daily Sales Summary
List of Voids
Setup Options

5.8.13.1 Daily Sales Summary

Each day's totals are tabulated and displayed in this consolidated screen. Note that Sales Figures do not include sales tax, however, Daily Tender numbers do include the tax.

This screen includes a running total of Month To Date sales. You will see the number of invoices, total of sales, returns, and net after returns. Also a total of cost, profit and margin% for the day's receipts.

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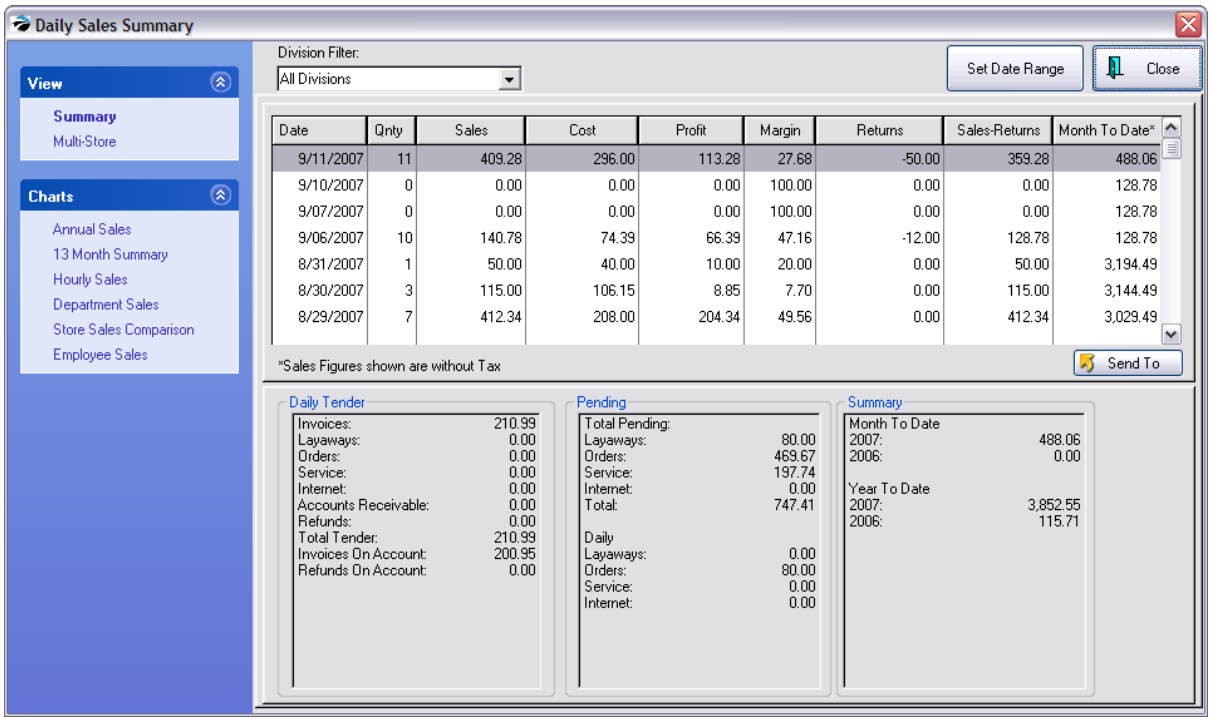

Summary

Division Filter - view invoices belonging to all divisions or a selected division

Set Date Range - choose the time period to be viewed, by using preset buttons or by selection of beginning and ending dates.

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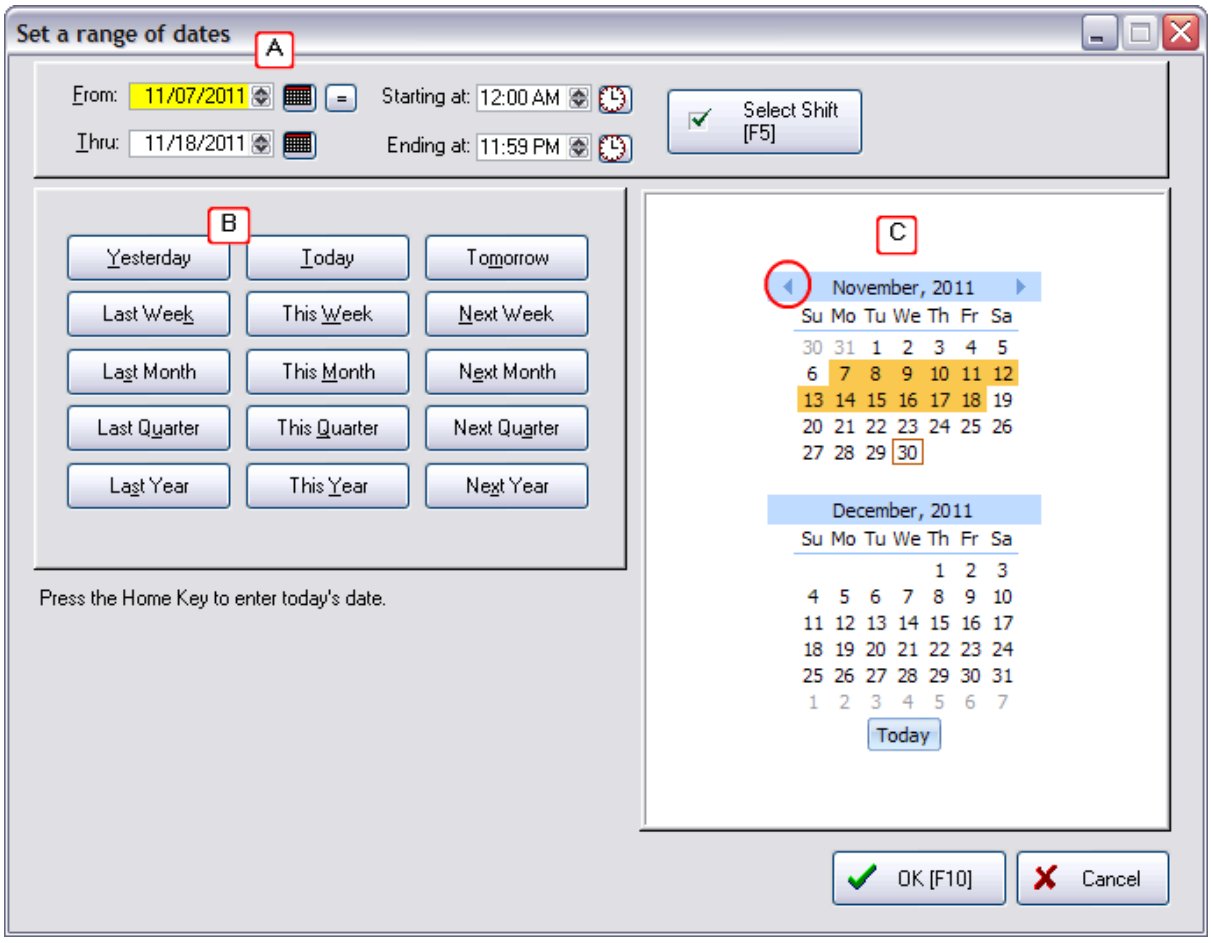

Send To - after filtering the data, you may choose to export the information to a variety of documents and formats.

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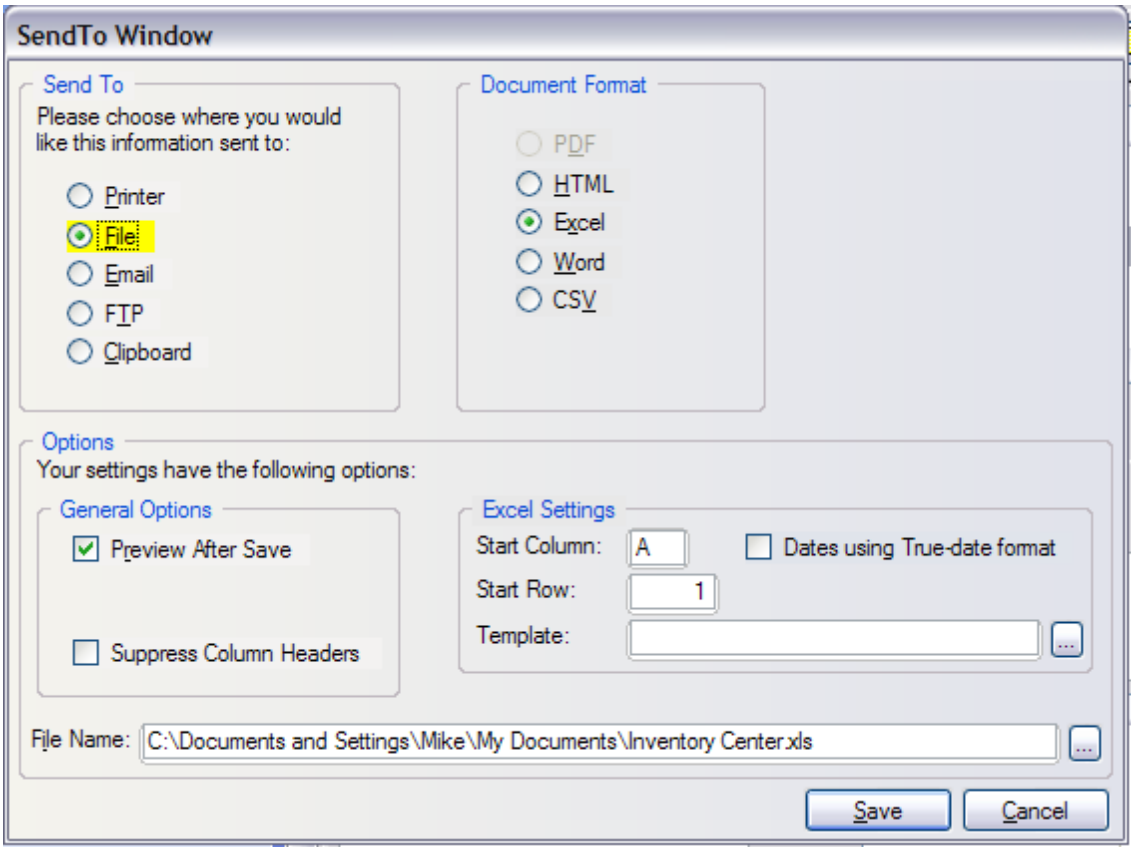

Totals Panels

- **Daily Tender** -Total Dollars taken in on this date for each sales category

- **Pending** - Dollar value of various transaction groups if all were converted to invoices
  - Total Pending - Total Dollars of all pending transactions: orders, layaways, etc
  - Daily - Total Dollars of pending orders, layaways, etc created on this date.

Summary

Month To Date Total Dollars in sales for this month compared with the same month of previous years.

Year To Date Total Dollars in sales to this point compared with the same date of previous years.

Charts

More information, some of which are best represented in graphs, is available on a Date Range, Division, and Store basis.

Annual Sales

Total Dollars in sales for this month compared with the same month of previous years are visible as a graph and per month figures for 3 years at a time.

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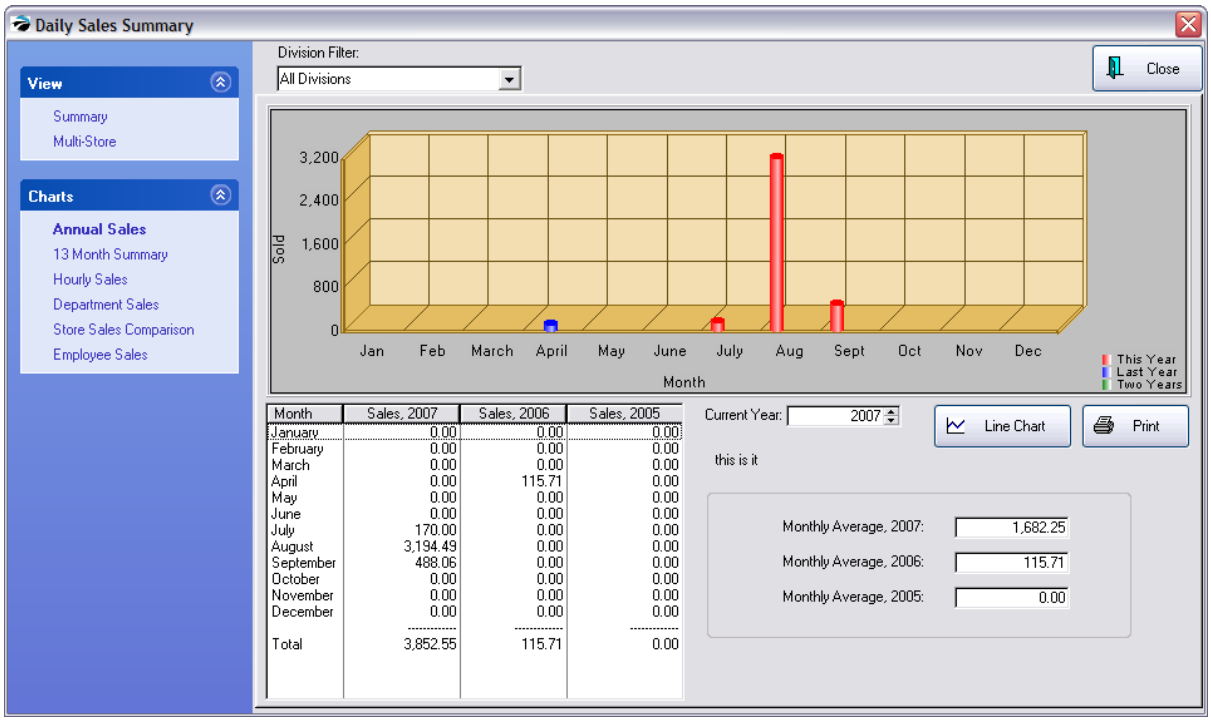
Current Year - can be adjusted to compare earlier years

Monthly Average - calculated for each of the displayed years



13 Month Summary

Will display current month and previous twelve months of sales by both taxable and non-taxable items. Returns are deducted from sales for a Total value.

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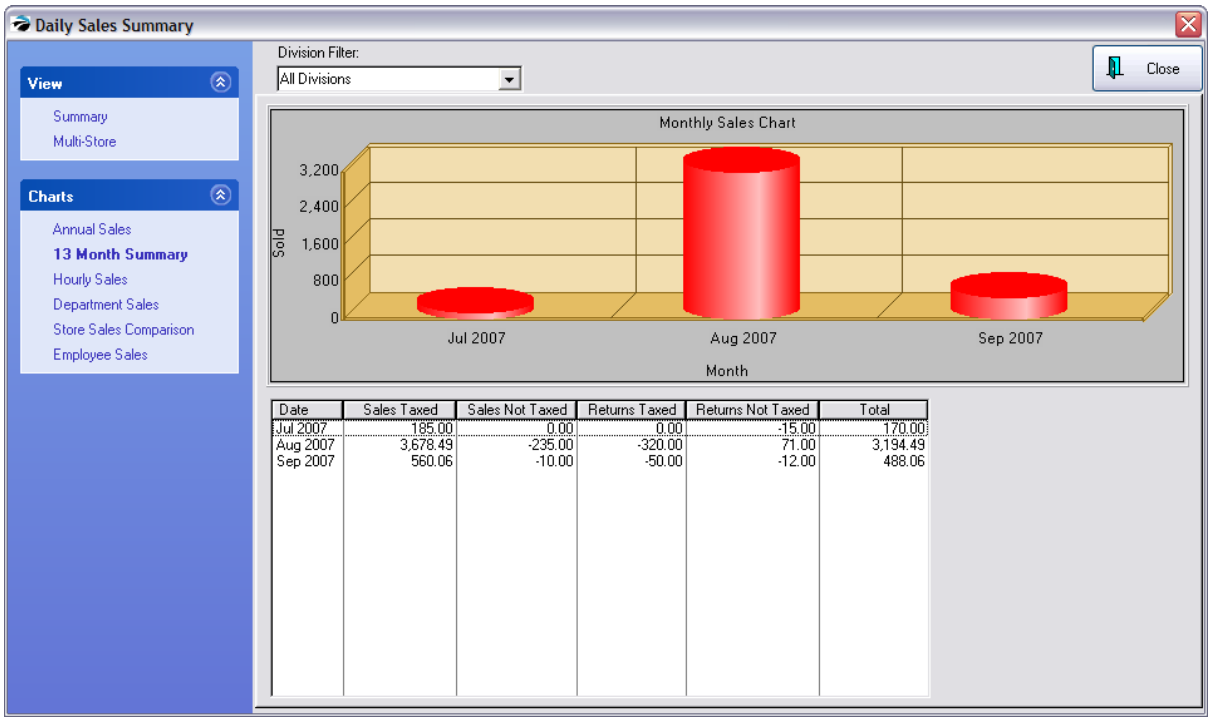
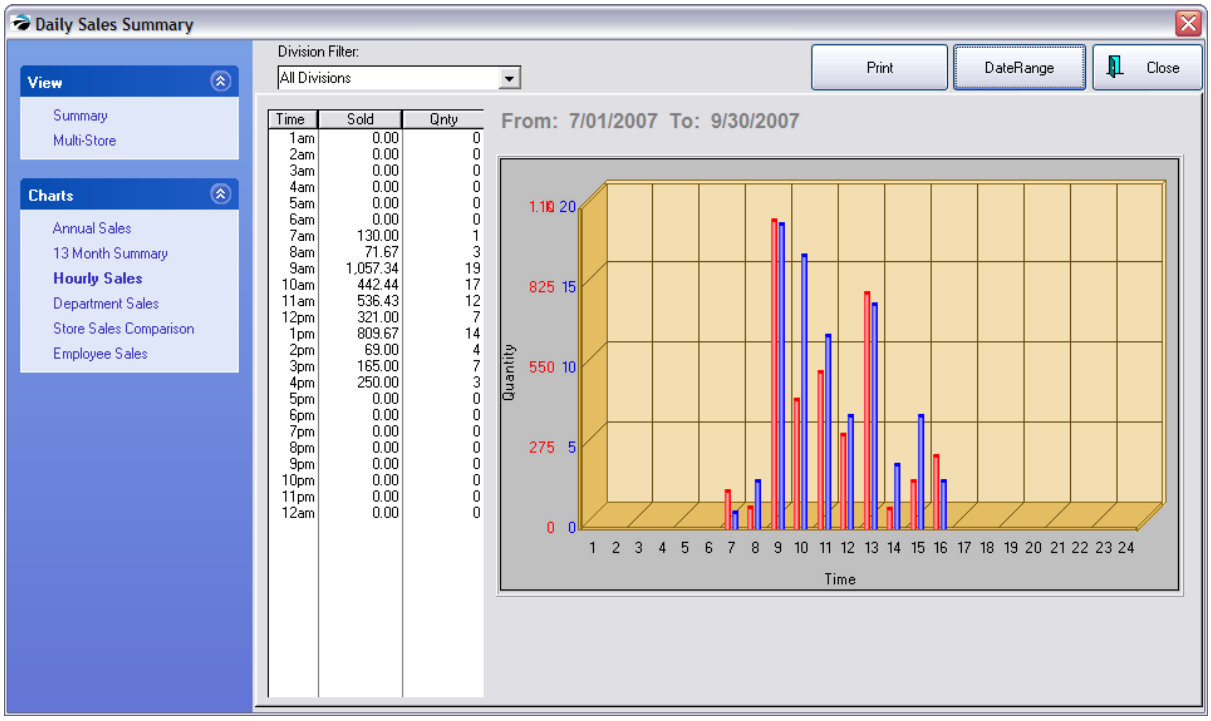


Hourly Sales

Filter by Divisions, and set a date range to get a total of dollars sold and number of invoices per hour of the day. The Print button will include both the graph and time chart.



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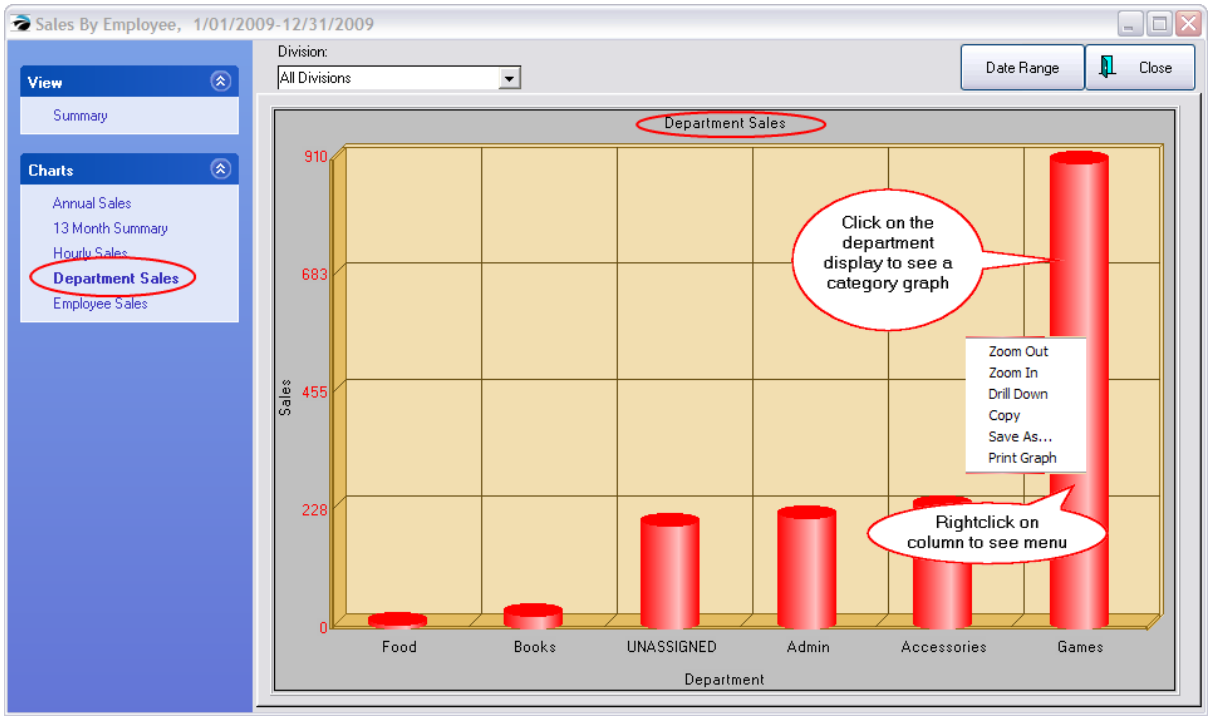
Department Sales

Select Divisions and a date range and all department sales totals will be graphed.

NOTE: if you have more than 15 departments this graph will not be able to display all of them.



To see category graphs of a department, click on the department name. Each category will be displayed. Click anywhere on the graph to return to the department view.

This screen will show ALL departments affected during the selected sales period. If the data is tight and difficult to read, rightclick on the department column and choose one of the following options:

Zoom Out - reduces picture
Zoom In - enlarges picture
Drill Down - displays categories which are part of the selected department (Shortcut: just click on the column)
Copy - (not applicable)
Save As... - captures the graph image and saves as a picture file
Print Graph - sends graphic to printer

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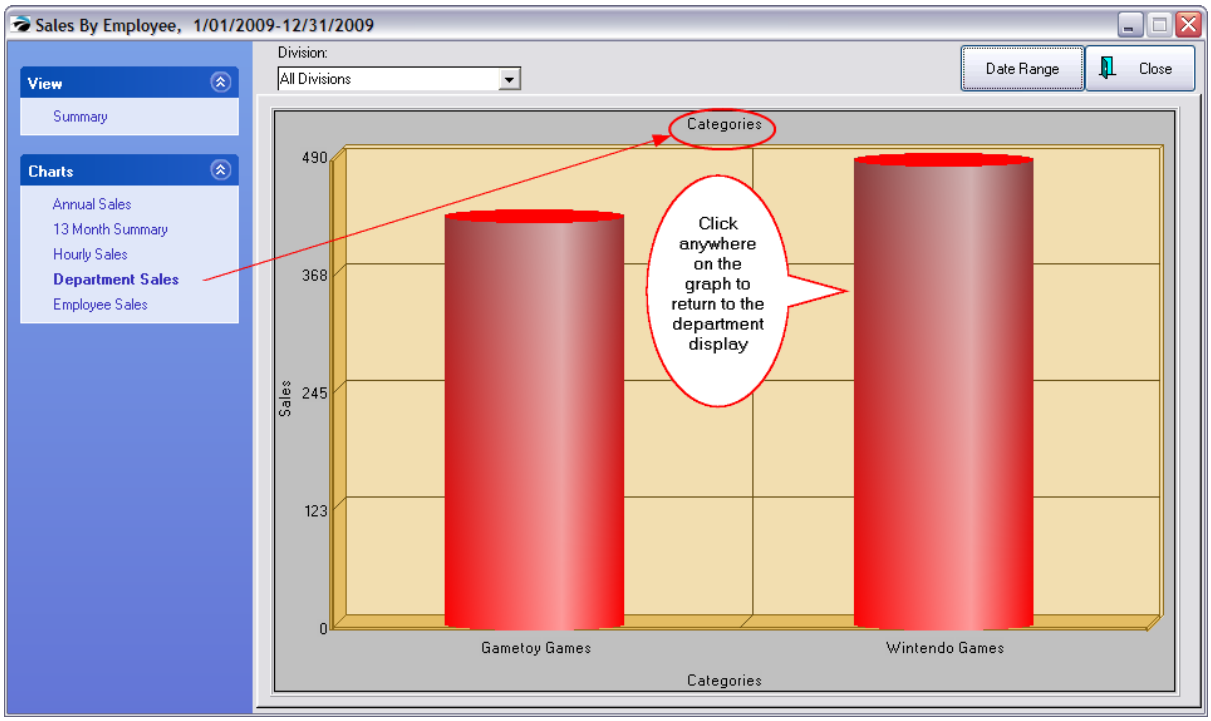
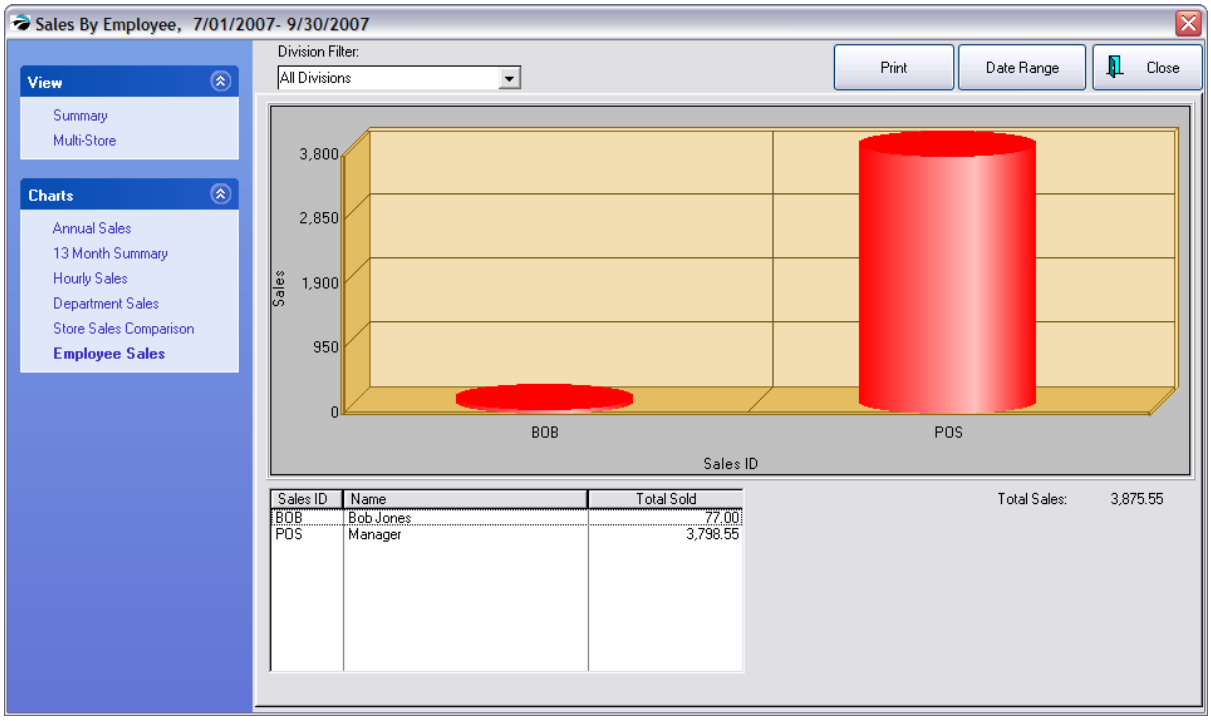


Employee Sales

Select Divisions and a date range and total sales per employee will be graphed. The Print button will include both the graph and employee charts.



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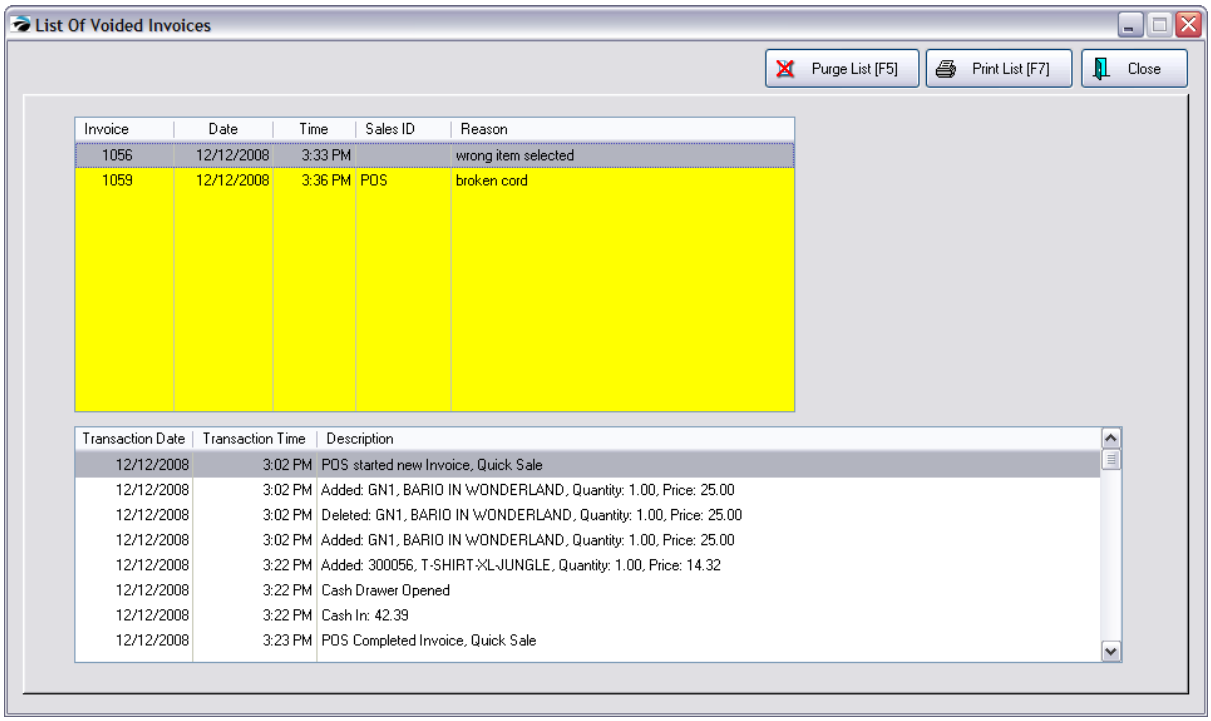
5.8.13.2 List Of Voids

A record is kept of voided invoices, orders, layaways, etc. After choosing the type of voids to review, you will be able to review the voided transaction. Once reviewed, the List can be printed and then purged. (Accounting: Voids)

Voided Invoices

If you select Voided Invoices you can review the voids and reasons recorded at the time of the void. The bottom section is a captured transaction log of what was done on the invoice.

TIP: On a regular basis, print the list and then purge the list it to keep the list simple.



Voided Pending

Transactions other than invoices are considered "pending." This list of voids includes layaways, orders, service orders, and quotes. You need to select the type to focus on the voided transactions.

The **Recover** button is both a visual indicator that these are voids and allows you to make the voided record active again.

To recover a transaction

- 1) checkmark the box at the far left,
- 2) select the Recover button.
- 3) Close this screen and open the Pending Transactions screen to find the recovered records.

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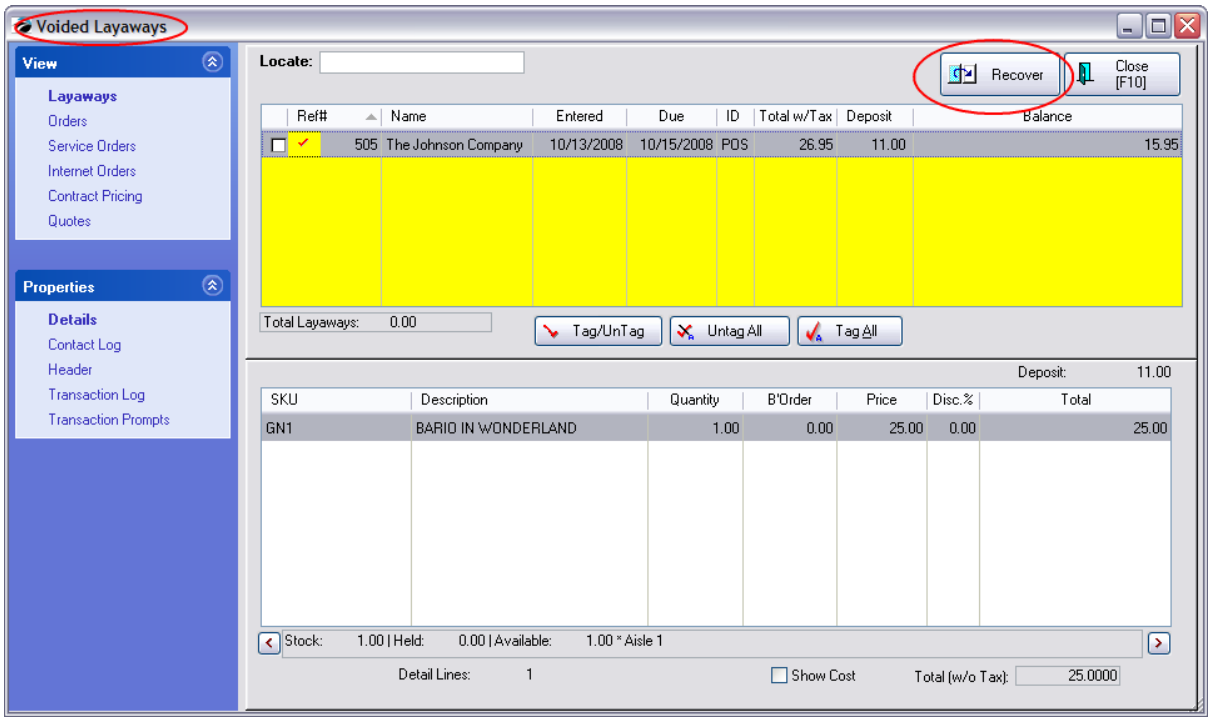

NOTE: Any deposits originally applied have already been removed and refunded in one form or another and cannot be recovered.

VIEW: The transaction types in the upper left corner of the screen under View can be used to access other types of voided transactions.

5.8.13.3 Setup Options

Listed here is a variety of Setup screens which are not readily accessed by pressing F1 for Help.

Search this list to see if the screen you need help with is listed here and then click on the hyperlink.

- Barcode Types (see Barcode Types 1777)
- Call-Log (see Call Log Definitions 1778)
- Currency Definitions (see Currency Definitions 153)
- Customer Returns (see Reason For Return) 1466
- RMA Return Requests (see RMA Reasons 1777)
- Security Group Settings (see Security Group Settings 263)
- Used Items Condition (Contact POSitive support for more information.)
- Service Order Status (Contact POSitive support for more information.)

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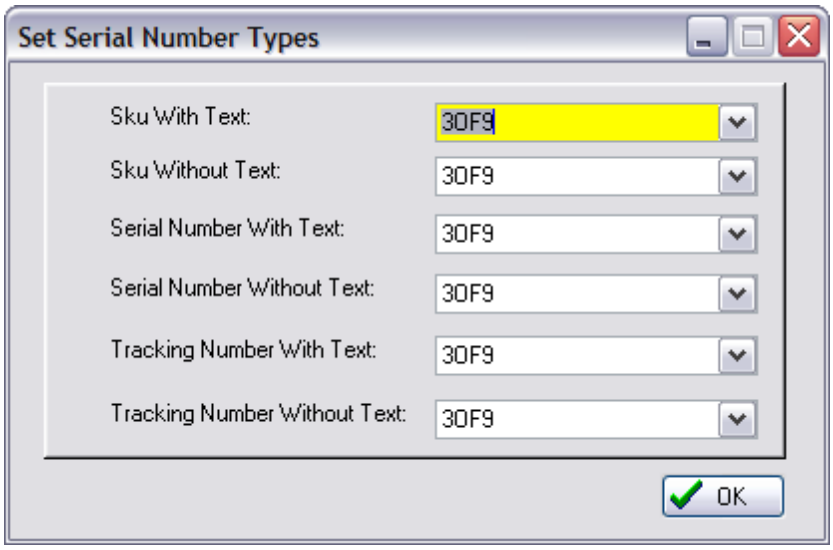
5.8.13.3.1 Barcode Types

By default POSitive easily recognizes barcode symbology called 3of9. These are the presets for POSitive Software

Only if you need to make dramatic changes to the barcode would you want to change this setup. Contact your dealer for more information.



5.8.13.3.2 RMA Reasons

Before the any item can be sent back to the vendor for repair, credit, or replacement you will be prompted to enter a **"Reason For Return"** - Each item needs to be edited to state why it is being returned.

Note: this list can be modified by management under Maintenance: Definitions: RMA Returns.

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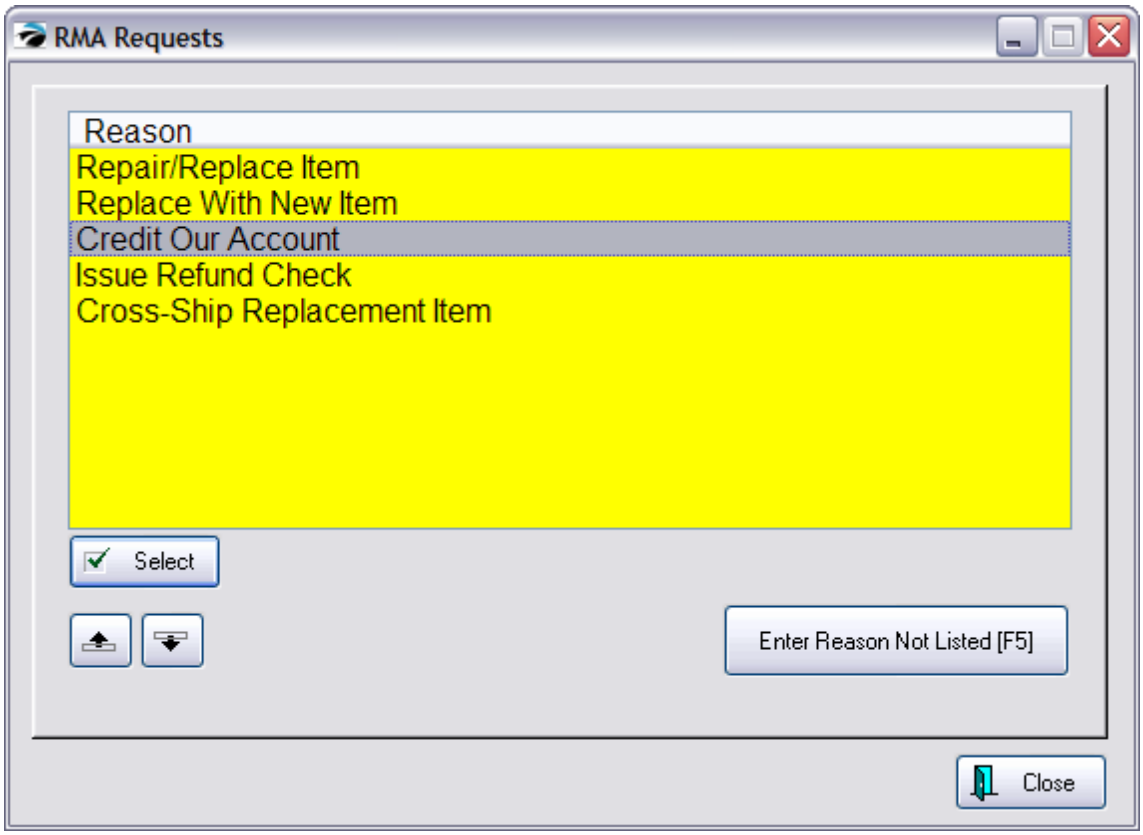

For details about the RMA process in full, see RMA - (Send To Vendor)1474

5.8.13.3.3 Call Log Definitions

Service technicians often need to follow up with the customer about service work being performed. POSitive provides an option to maintain a calling log of who called and what was said. A pre-set list of response types can be edit by going to Maintenance: Definitions List: Call-Log

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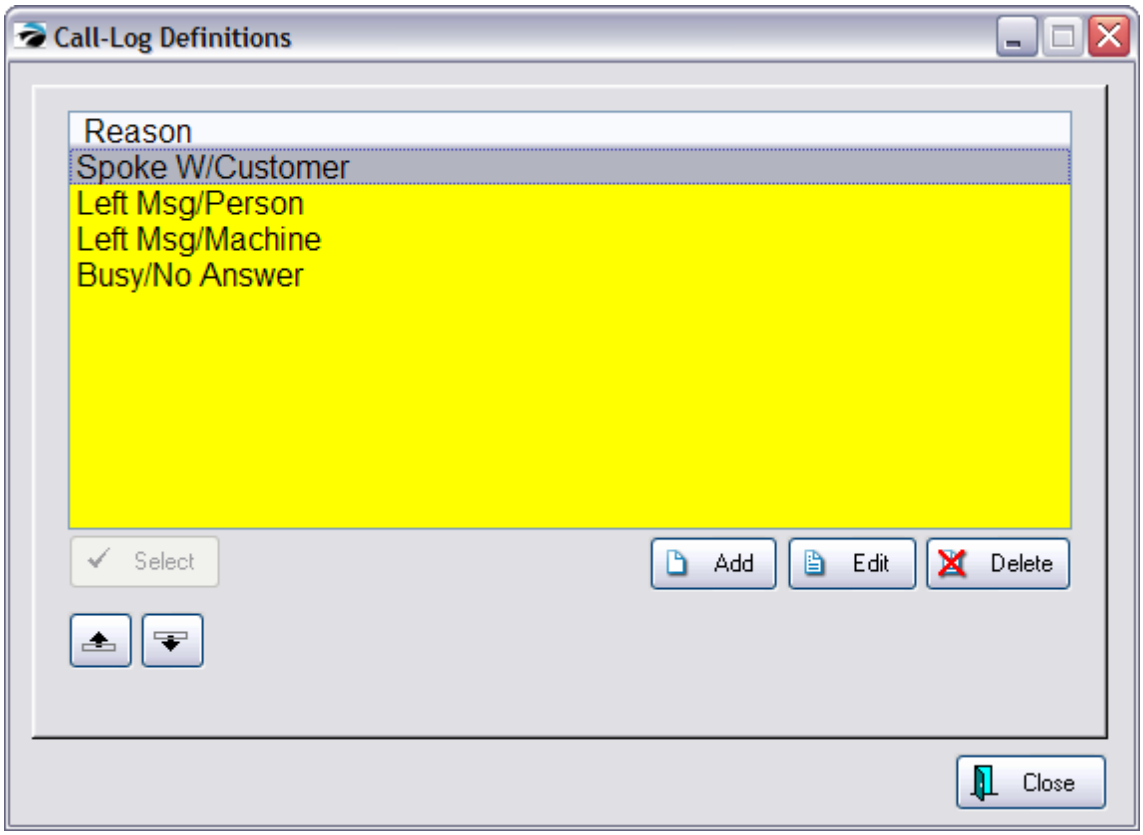

5.8.14 POSitive Utilities

A variety of utilities which need only be used upon instruction from your dealer or POSitive Support staff. It is accessed through Maintenance: Data Utilities and by choosing Utilities.

Utilities:

- **Update Report Layouts** - reload standard forms and reports, this will not overwrite any custom made forms
- **Verify Security Settings** - activate and apply additional employee security options if available.
- **Verify Customers**
- **Create SQL Indexes - (optional)** for rebuilding SQL indexes of data to speed up processing
- **Zip2Tax Import -** utilities for importing tax rates from specific states incorporating destination taxation (See: Zip2Tax Import) 89
- **Verify Vendors** - (Multi-Site Module) - Vendors are only added at the master site. If a remote site cannot find a vendor which was added at the master site, then run this utility at the master site. The remote site will receive a new update of vendors.

Contact your dealer or POSitive support for information on the other Utilities options.

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5.8.15 Profits

The profit is a calculated value subtracting cost from the selling price.

Each item sold has a specific cost assigned to it. POSitive uses a FIFO (first in - first out) system. As stock counts are added, the cost is extracted from the purchase order cost field OR assumes the Last Order Cost value set in the details of the inventory item if the stock count has been adjusted manually.

If the cost has been assigned incorrectly, you have a manual corrective tool to modify the cost of items sold and thereby recalculate profits.

Related Topics

Sales History 1765

Adjust Item Cost 979

Item History 544

5.8.16 Legacy Reports

There are many pre-designed legacy reports in POSitive which provide some output options. Many of these options are explained in the following topics.

5.8.16.1 Sort Items Selection

When preparing to print reports such as an inventory listing you must first define the operations of the report. This allows you to control the sort order of items on the report as well as include or exclude certain items.

For example, this setting will first list the name of the department, then the category name and then items belonging to the category will be sorted alphabetically by description.

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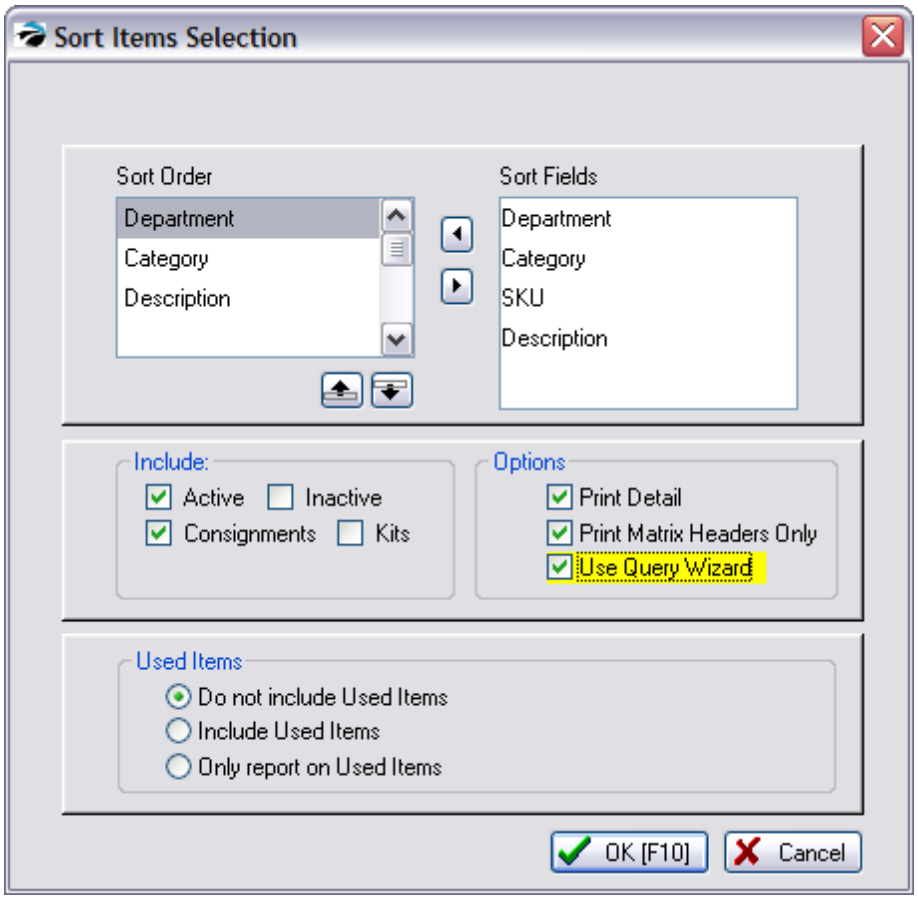

Sort Order - The elements on which to sort the report. These elements are selected from the Sort Fields and arranged in sequence with the repositioning buttons.

TIP: for a simple list, do not include department or category. Choose either SKU or Description, depending upon your needs. Also, there should not be any blank or untitled fields in this box. If there are, they can be highlighted and transferred out of the list.

Sort Fields - For this type of report, your sort options are Department, Category, SKU or Description.

Include

Active - an item which is visible in the inventory list is an active item.

Inactive - an item can be flagged to be inactive and will NOT appear in the inventory list. It is hidden and can be revealed only from the ESCape menu options of the inventory list.

Consignments - consignments are special inventory items and can be excluded from a printout

Kits - templates used for assembling inventory groups

Options

Print Detail - will include sources of stock and costs

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Print Matrix Headers Only - matrix headers are the type M or main element of the matrix. It will include total counts of sub items of the matrix without displaying the sub items in the report.

Use Query Wizard - allows you to create "filters" for excluding or including items in the report. Contact POSitive support for more information.

Used Items

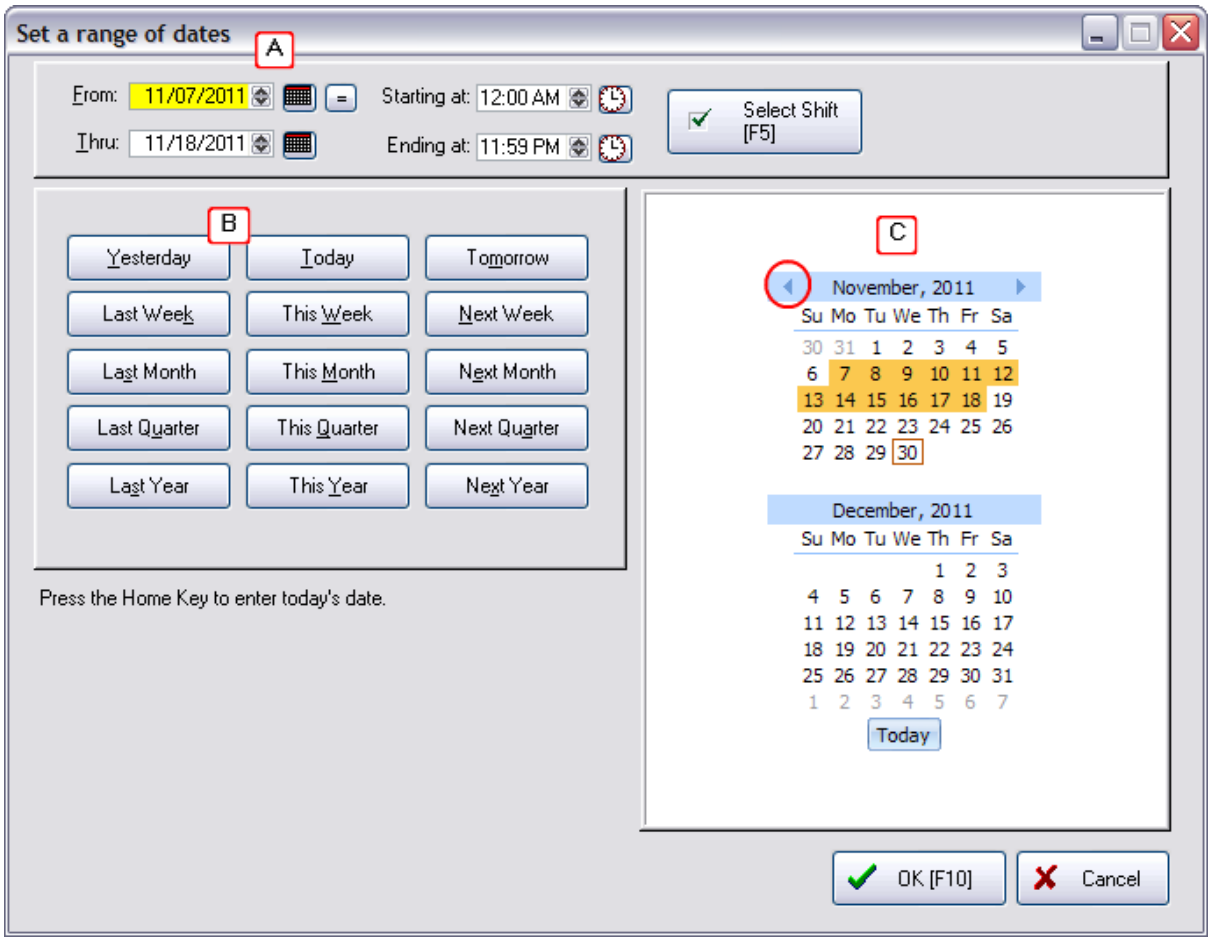
Do Not Include Used Items

Include Used Items (Note: simple CTRL-T Trade-ins are not included)

Only Report On Used Items

5.8.16.2 Set a Range of Dates

When prompted to enter a beginning and ending date, you are often provided with this speedy shortcut. By selecting an appropriate button the dates are filled in automatically.



A) Manually enter the From and Thru dates

You can type in the field or use the small calendar icon to the right to select a date.

The = button will make the Thru date the same as the From date

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The "Select Shift [F5]" button is only available when reporting on invoices. (see below)

B) Preset buttons

Choose one of the buttons for selecting a pre-set date range.

C) Select from Calendar

In the example above, the mouse was used to highlight the dates in November (in orange) and the From and Thru dates are automatically filled in.

The left and right arrow buttons in the November title line allows you to change to previous or future months.

Today's date is boxed in red. The Today button will reset the calendar.

FINISHED

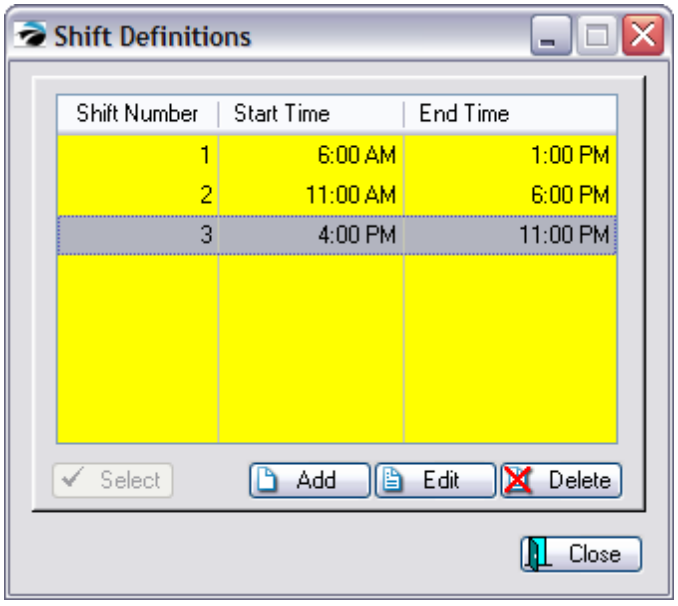
When your selection is correct, press the Complete button. To cancel, click the X box to close the window.

TIME RANGES

Some reports are more valuable when filtered to specific time periods. On the right-hand side you can set a Starting and Ending Time for the report or choose a Shift Definition.

Select Shift [F5]

Instead of having to manually enter Start and End times, you can pre-define work shift periods and select a time period to report on. Defining a shift can be done from here or from Maintenance: Definitions: Employee Shifts.



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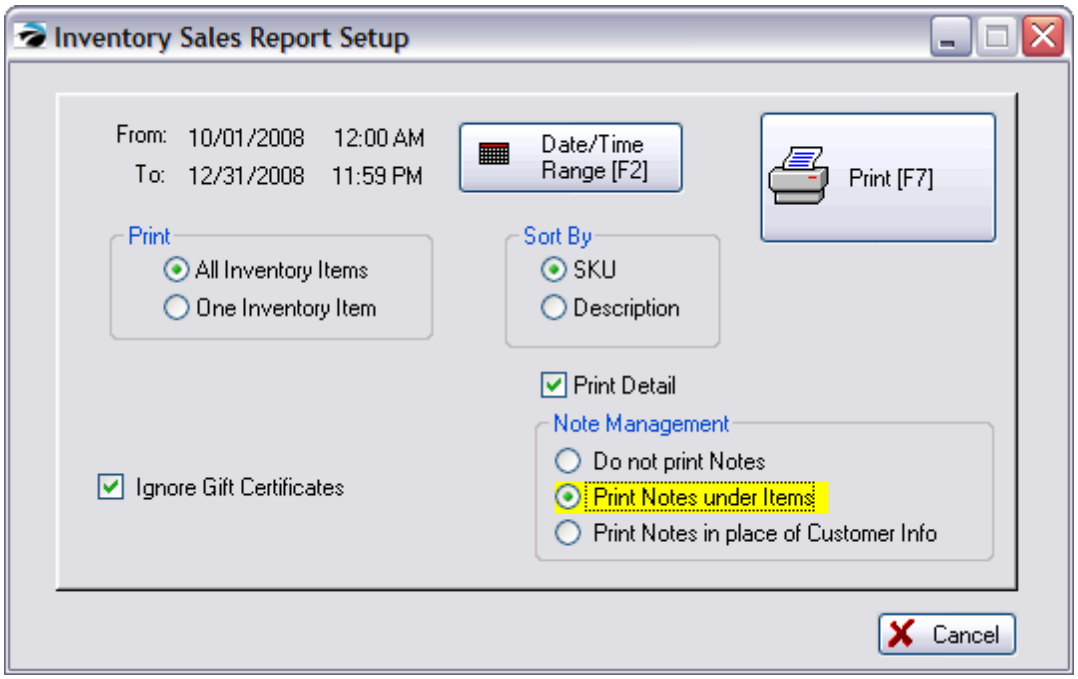
5.8.16.3 Note Management

If you have been adding notes to the invoice via Selling Prompts, Transaction Notes, or Line Notes this report can include the notes.



Here are some examples of notes created using "Selling Prompts" for each of the Note Management choices.

- **Do Not Print Notes**

Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 2/17/2005 To 2/17/2005

Invoice	Date	Account	Code	Name	Quantity	Cost	Price
GN1				BARIO IN WONDERLAND			
1106	2/17/2005			Quick Sale	1.00	18.00	34.00
1107	2/17/2005			Quick Sale	1.00	18.00	23.00
					2.00	36.00	57.00
SS1234				SS CRAFTS			
1108	2/17/2005			Quick Sale	1.00	0.00	12.99
1108	2/17/2005			Quick Sale	1.00	0.00	3.98
					2.00	0.00	16.97
Total Items Sold					4.00	36.00	73.97

- **Print Notes Under Items**

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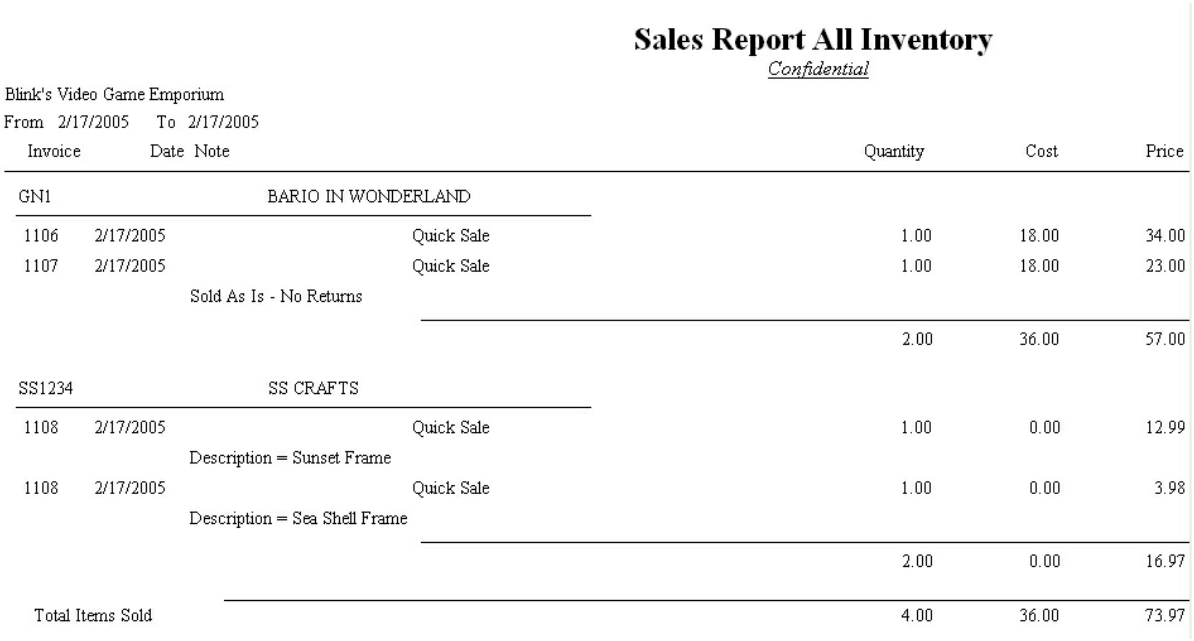


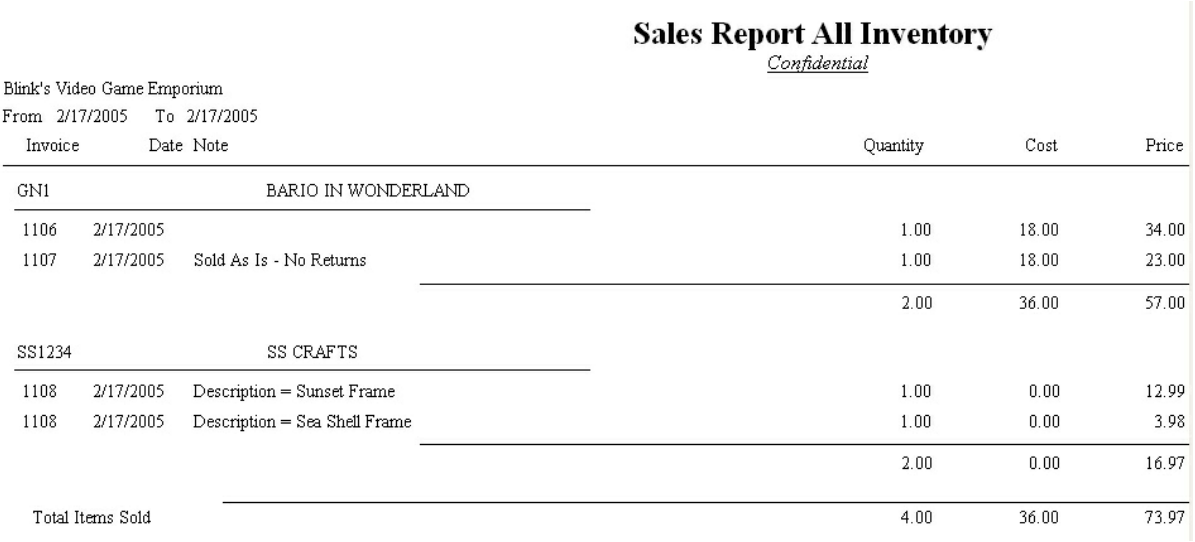
Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 2/17/2005 To 2/17/2005

Invoice	Date	Note		Quantity	Cost	Price
GN1		BARIO IN WONDERLAND				
1106	2/17/2005		Quick Sale	1.00	18.00	34.00
1107	2/17/2005		Quick Sale	1.00	18.00	23.00
		Sold As Is - No Returns				
				2.00	36.00	57.00
SS1234		SS CRAFTS				
1108	2/17/2005		Quick Sale	1.00	0.00	12.99
		Description = Sunset Frame				
1108	2/17/2005		Quick Sale	1.00	0.00	3.98
		Description = Sea Shell Frame				
				2.00	0.00	16.97
Total Items Sold				4.00	36.00	73.97

- **Print Notes In Place Of Customer Info** -



Sales Report All Inventory

Confidential

Blink's Video Game Emporium
From 2/17/2005 To 2/17/2005

Invoice	Date	Note	Quantity	Cost	Price
GN1		BARIO IN WONDERLAND			
1106	2/17/2005		1.00	18.00	34.00
1107	2/17/2005	Sold As Is - No Returns	1.00	18.00	23.00
			2.00	36.00	57.00
SS1234		SS CRAFTS			
1108	2/17/2005	Description = Sunset Frame	1.00	0.00	12.99
1108	2/17/2005	Description = Sea Shell Frame	1.00	0.00	3.98
			2.00	0.00	16.97
Total Items Sold			4.00	36.00	73.97

Setup of Selling Prompts

Selling Prompts can be assigned at the category level. Go to Maintenance: Categories. Edit the category and select Selling Prompts view.

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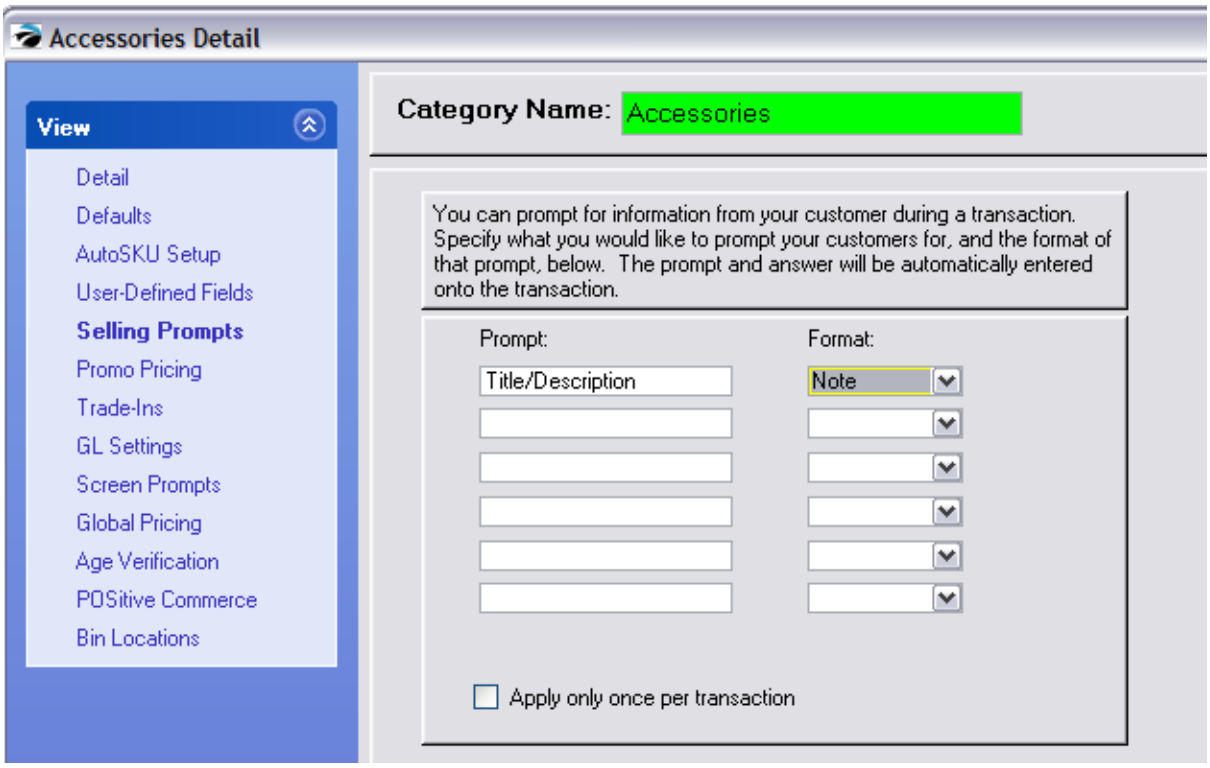

Related Items

Transaction Notes 540

Selling Prompts - Categories 1315

Invoicing Aids 954

5.8.16.4 Printer Forms

This is a listing of "**Direct To Printer**" forms which is one of three types of designable forms. The other forms are Windows and Report Writer. Windows forms are designed to be printed on inkjet or laser printers. Direct To Printer forms are designed for receipt printers and legacy full-size dot-matrix printers. (see: Legacy Windows Forms) 1227

Direct To Printer Forms

These pre-designed forms should meet most of your needs. They can be modified to a degree to customize them for your business use. The forms listed here are layouts for invoices, orders, service orders, and quotes. These forms are selected on a per workstation basis on the Printers Tabs of the Station Settings window.

Select Receipt/Dot Matrix Printer as your Default Printer, from the choices of printers allows you to print directly to the printer You must choose the Windows Printer Driver, Physical Printer and the form number appropriate to the task and the printer.

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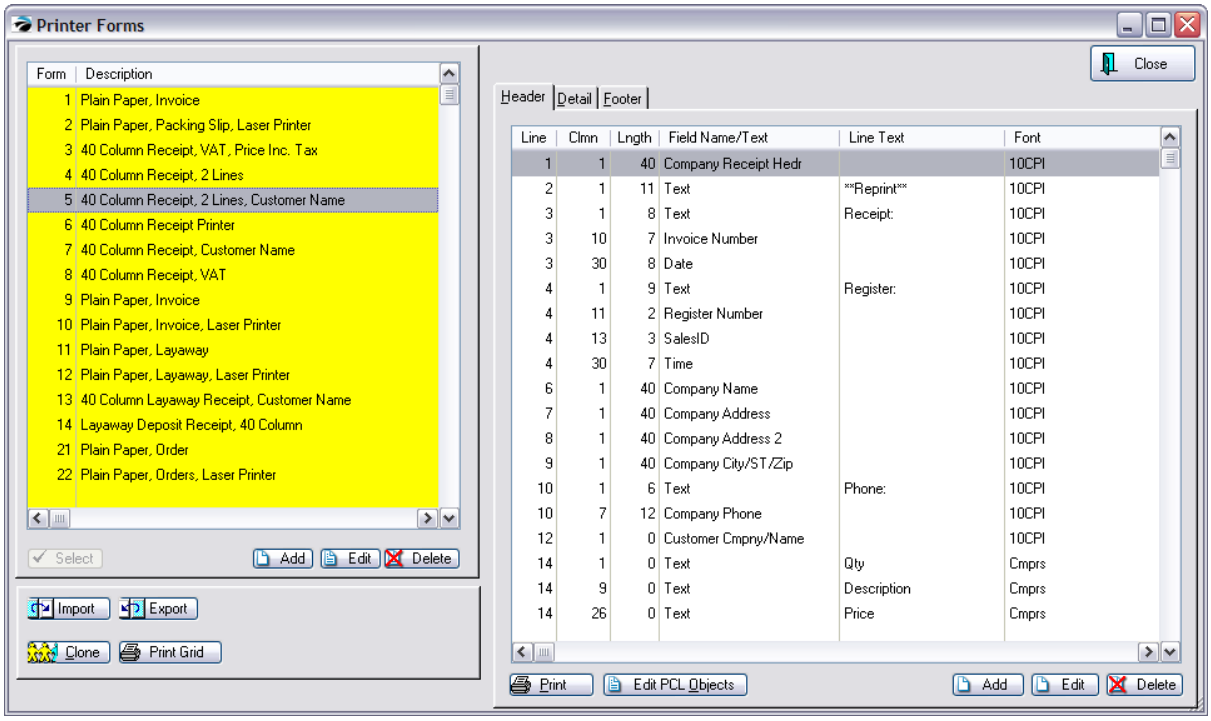
```
Blink's Video Game Emporium                                  Invoice:  1044
555 West 5th                                                Register:  1   POS
Richland, WA    99352
Phone: 555-555-5555                                          03/01/00, 10:56AM
Fax:

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
U                Item Description                                     Quar
```



POSitive 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.

Editing the Direct To Printer Forms

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

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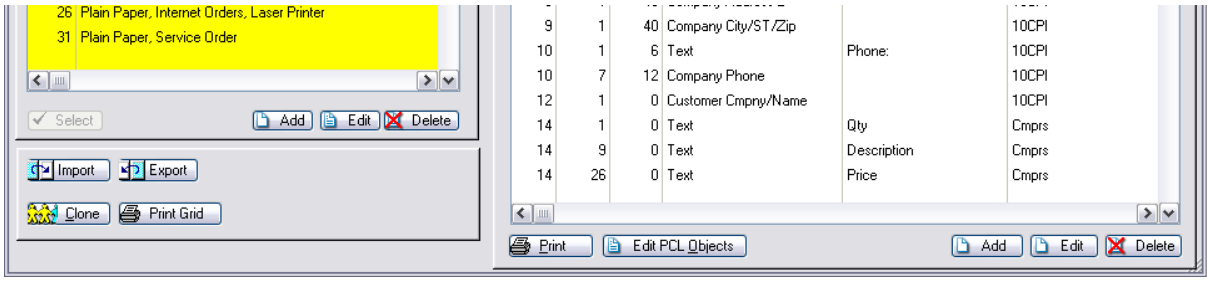
You may create or customize your own forms numbered from 101 to 255. These forms will remain untouched by future POSitive updates.

Be advised that creating or customizing your own forms requires close attention to detail and that it is not a quick project. The simpliest 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.

Tools

At the bottom of the Printer Forms screen are some buttons or tools to help in editing and creating your own froms.



Tools for Editing Forms

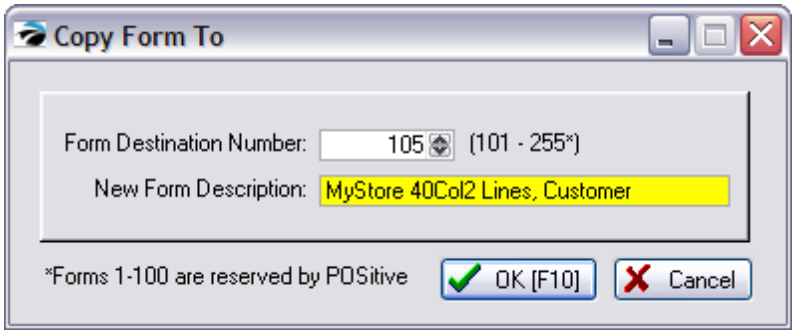
Select - Only active when linked to another entry screen.

Add Edit Delete - For editing existing entries. This will NOT create a new form for you.

Import - Export - Strictly for copying in or out the fields and positions of POSitive forms. This will not be able to read other types of files. These tools are used mainly for generating reports to be transferred to other installations of POSitive. These are also used for Advanced Printing 982. For more information, contact your dealer.

Detail - Hides or Opens the panel at right.

Clone - Copies the highlighted form to a new form number. This is a required step when creating/editing forms. It is recommended that when cloning forms you number the new form to show the originating form layout. For example, if I clone form number 5 I would name my new form number 105.



You will then be given the option to clone all or parts of the form. TIP: It is best to clone the Entire Form and edit elements until you become more proficient at designing your own.

- Entire Form
- Header Only
- Body Only

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- Footer Only

Your new form will be highlighted and you can proceed making changes to it. See below.

Print Grid - used for Advanced Printing 982 to understand the elements being printed and how they will line up on your form.

Header, Detail, Footer

The positioning of and links to contents of the highlighted form are displayed under each tab.

Add, Edit, Delete - for editing positioning and contents of line items. NOTE: you will not be able to modify forms 1-100. These are locked. You may clone the form and then edit your cloned copy. Contact POSitive support for more information.

Edit PCL Objects - (contact your dealer for assistance)

Print - prints a text form of the assigned row contents

How To Customize Your Own Invoice Form

1) Go To Reports and on the far left select **Receipt Layouts**

2) Highlight a form which is "close" to the form you want. TIP: The **Print Grid** button is designed to print a grid or row and column numbers over a copy of a pre-printed form and may help you see how things are currently designed.

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 POSitive 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.) POSitive 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 Screen

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. You may not edit forms 1-100, but a form can be cloned and the copied form can be edited.

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.

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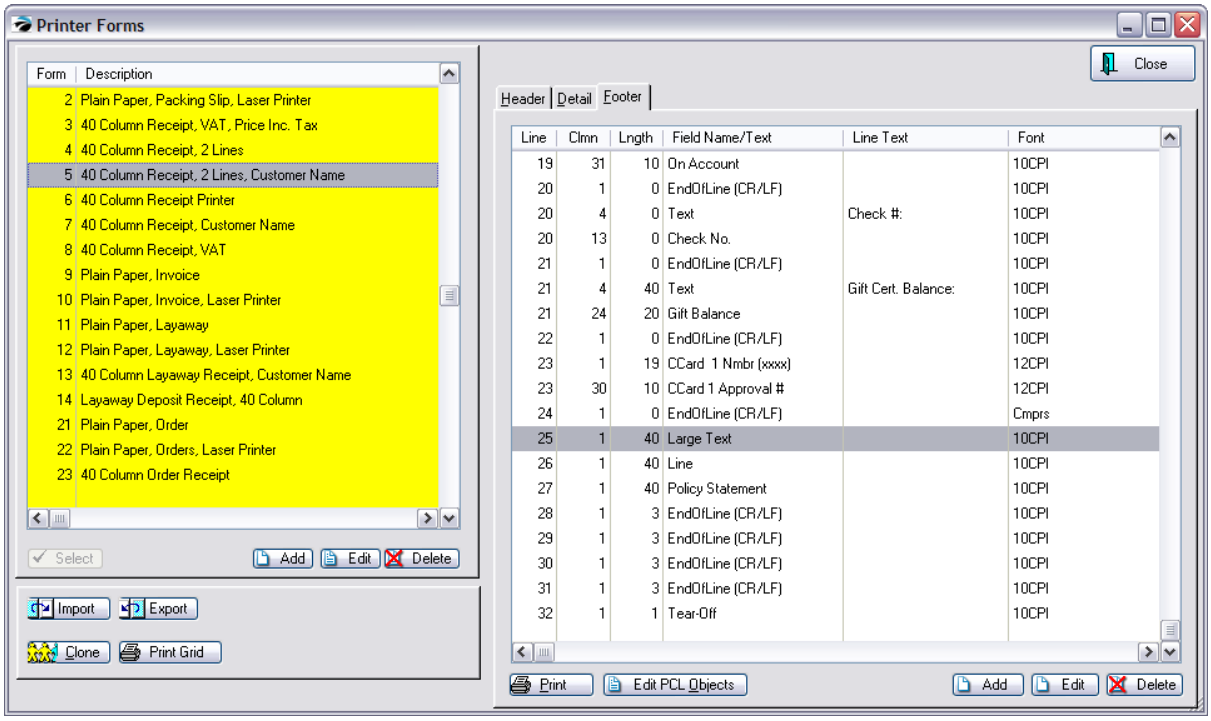

All forms consist of components which are positioned on lines and columns of the paper print out. A **component** is either text, a calculated field, or a specific POSitive field.

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 - POSitive 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.

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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 as well as these additional settings

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.

Field Names Available For Inclusion on Receipt

The following fields can be added to a customized Receipt Form.

HEADER TAB OPTIONS

Begin Balance

Cashier ID

Company Address

Company Address 2

Company City/ST/Zip

Company Fax

Company Invoice Line

Company Name

Company Phone

Company Receipt Header

Consign Agree #

Consign Date

Consign Time

Current Date

Current Time

Customer Account

Customer Bill Addr1

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Customer Bill Addr2

Customer City

Customer City/ST/Zip

Customer Cmpny/Name

Customer Contact

Customer Lookup (Code)

Customer Phones

Customer UDF 1

Customer UDF 2

Customer UDF 3

Customer UDF 4

Customer UDF 5

Customer UDF 6

Date

Date Due

Decimal Code

Drivers License

EndOfLine (CR/LF)

EndOfLine (LF)

Invoice Number

Invoice Prompt 1

Invoice Prompt 2

Invoice Prompt 3

Invoice Prompt 4

Invoice Prompt 5

Item Description

Item Line Total

Item Long Desc.

Item Mfg. Code

Item Mfg. Number

Item SKU

Item Tax

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Item UDF 1

Item UDF 2

Item UDF 3

Item UDF 4

Item UDF 5

Item UDF 6

Large Text (paragraph of static text)

Last Name, First

Line

PO Number

Page

Pause

Prompt

Quantity Shipped

Register Number

Sales ID

Sales Name

Service Serial Desc

Service Serial Nmbr

Ship Via

Ship-To-Line 1

Ship-To-Line 2

Ship-To-Line 3

Ship-To-Line 4

Ship-To-Line 5

Ship-To-Line 6

Tax Amount 1

Tax Number

Terms

Terms Description

Text

Time

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Total (No Tax)

Warranty Labor (Y/N)

Warranty Parts (Y/N)

Work Done: Heading

Work Done: Line 1

Work Done: Line 10

Work Done: Line 2

Work Done: Line 3

Work Done: Line 4

Work Done: Line 5

Work Done: Line 6

Work Done: Line 7

Work Done: Line 8

Work Done: Line 9

Work To Do: Line 1

Work To Do: Line 10

Work To Do: Line 2

Work To Do: Line 3

Work To Do: Line 4

Work To Do: Line 5

Work To Do: Line 6

Work To Do: Line 7

Work To Do: Line 8

Work To Do: Line 9

Work To Do: Heading

Yes/No Prompt

Instructions (Options)

Print Always

Spread

Reprint

DETAIL TAB OPTIONS

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AR Balance

AR Date

AR Date Due

AR Discount Available

AR Discount Given

AR Invoice Number

AR Original Amount

AR Payment

AR Reference #

BackOrder Qnty

Consign Item Dsc.

Consign Item Qnty

Consign Net

Consign Sell Price

Consign Store Comm

Consignment Item #

Cost

Decimal Codes

Deposit Amount

Deposit Date

Deposit Time

Deposit Total

Deposit Type

Deposit VAT Amnt

Discount

EndOfLine (CR/LF)

EndOfLine (LF)

Invoice: Note

Line Item Tax Amount

Line Item Tax Rate

Line Number

Line Total

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Line Total w/Tax

Long Description

Margin

Markup

Note - Date

Note - Sales ID

Note

Price

Price Based On Total

Price w/Tax

Prompt

Quantity

Regular Price

SKU

Separator

Serial Numbers

Service Serial Desc

Service Serial Nmbr

Service: Work Notes

Service: Other Left

Shipped Qnty

Short Description

Taxable Item

Taxed (Y/N)

Text

Transaction Note

Warranty Labor (Y/N)

Warranty Parts (Y/N)

Instructions (Options)

- Print Always

- Item Backordered

- Item Discounted

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- No Price If In Package
- No Line Total If In Package
- From Service Order
- Item Is Part of Package

FOOTER TAB OPTIONS

AR Balance

AR Credit Balance

AR Owed Balance

AR Reference #

Balance

Balance Due

Balance Fwd.

*** NOTE: Credit Card Information is no longer an option because of PCI Compliance

CCard 1 Nmbr (xxxx)

CCard 1

CCard 1 Amount

CCard 1 Approval #

CCard 1 Expire

CCard 1 Name

CCard 1 Number

***

Cash In

Change Due

Check

Check No.

Company Address

Company Address 2

Company City/ST/Zip

Company Fax

Company Invoice Line

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Company Name

Company Phone

Customer Account

Customer Bill Addr1

Customer Bill Addr2

Customer City

Customer City/ST/Zip

Customer Cmpny/Name

Customer Contact

Customer Lookup (Code)

Customer Phones

Date

Decimal Codes

Deposit Made

Discount Days

EndOfLine (CR/LF)

EndOfLine (LF)

Finance Amount

Finance Company

Form Feed

Gift Balance

Gift Cert. Balance

Gift Certificate

Invoice Number

Item Count

Large Text

Less Coupons

Less Credits

Less Deposit

Line

Non-Taxable Amount

On Account

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Order Credits

PCL Place Marker

Points Awarded

Points Balance

Points Balance (Current)

Policy Statement

Prompt

Refunded

Reset

Round Net

Rounding Amnt

Settlement Disc Amnt

SubTotal

TaxAmount1

TaxAmount2

Tax Desc. 1

Tax Desc. 2

Tax Rate 1

Tax Rate 2

Taxable

Tear-Off

Tender Info

Tender Infor 40 Col.

Terms

Terms Description

Terms Full Desc.

Text

This Payment

Time

To Account

Total

Total Non-VAT Sales

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Total Paid

Total Shipped

Total VAT Sales

VAT Amount

You Saved Amount

Instructions (Options)

5.8.16.4.1 Signature Line Only on Credit Card / Not on Debit purchases

By default, POSitive will print a signature line for invoices tendered with a credit card or a debit card on a 40col receipt.

If you do not want the signature line on debit card transactions, the form (#3, 4, 5, 6, 7 or 8) will need to be cloned and an "Instruction" filter modified on the Large Text entry of the footer tab.

STEPS
1. Clone the form you want to use
2. Choose Footer tab
3. Scroll to bottom of the list
4. Find the "Large Text" entry and click Edit
5. Replace whatever is in the "Instructions:" field with this: ChargeCard 0 (original line is LEN(CLIP(CC1))>0)
6. Click OK

5.8.17 Send To Window - Export

Different types of data can be exported from POSitive to various document types.

For example, at the Inventory Center or Customer Center:

1) Choose the Gold Send To arrow at the top of the screen. Note: If you have a lot of information to be exported, it may take several minutes to compile before the Send To window opens.



2) Select the send to and file format and options visible here

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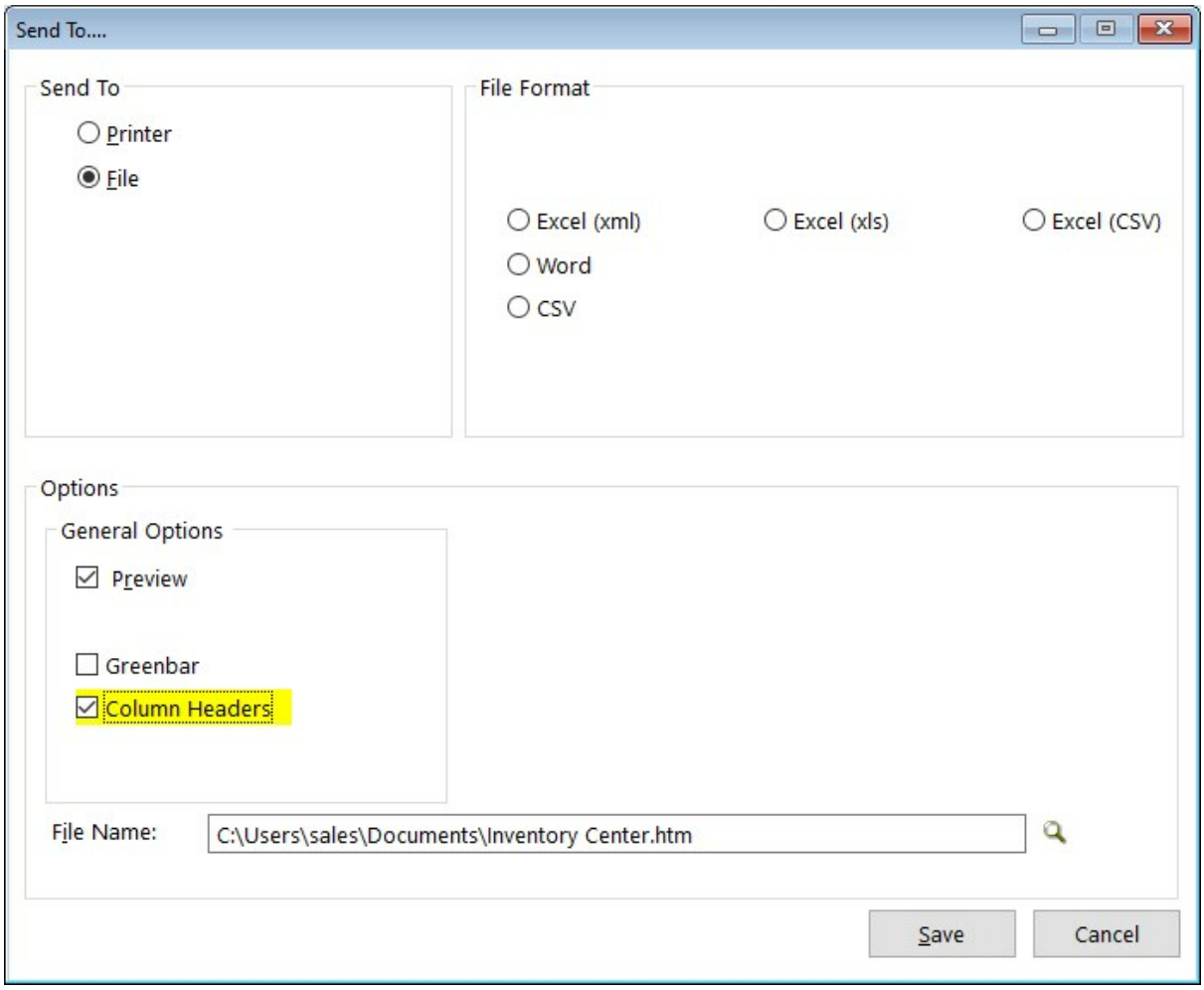

3) Then choose Save. If you have Excel installed and save a file in an Excel compatible format, POSitive will automatically open Excel and display the completed spreadsheet. Depending on the number of items it may take a few minutes for the file to save and Excel to ope

Send To

Printer

OPTIONS

Preview

Include Totals

Greenbar

Pages Width - Calculated or Fixed

Printer Name

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File

Creates a file which can be saved and re-opened as needed.

Choose a File Format and set appropriate options.

File Format

Excel (XML and XLS)

OPTIONS:

- Preview After Save
- Column Headers
- Start Column
- Start Row
- Template (xls format)
- Dates Using True-date format
- File Name

Excel CSV and CSV

OPTIONS

- Preview After Save
- Column Headers
- Delimiter
- No Line Wrapping
- No Double Quotes
- Wrap Empty Strings
- File Name

Word

OPTIONS

- Preview After Save
- File Name

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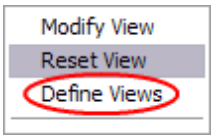
5.8.17.1 Defining Custom Views

Standards lists of Inventory, Customers, and Vendors can be changed to display the information in more than one sequence. More importantly, the Send option at the top of the list will export the displayed information to Excel or other applications.

Access To View Menus

Right Mouse Click on any list. Choose Define Views to create a new view.

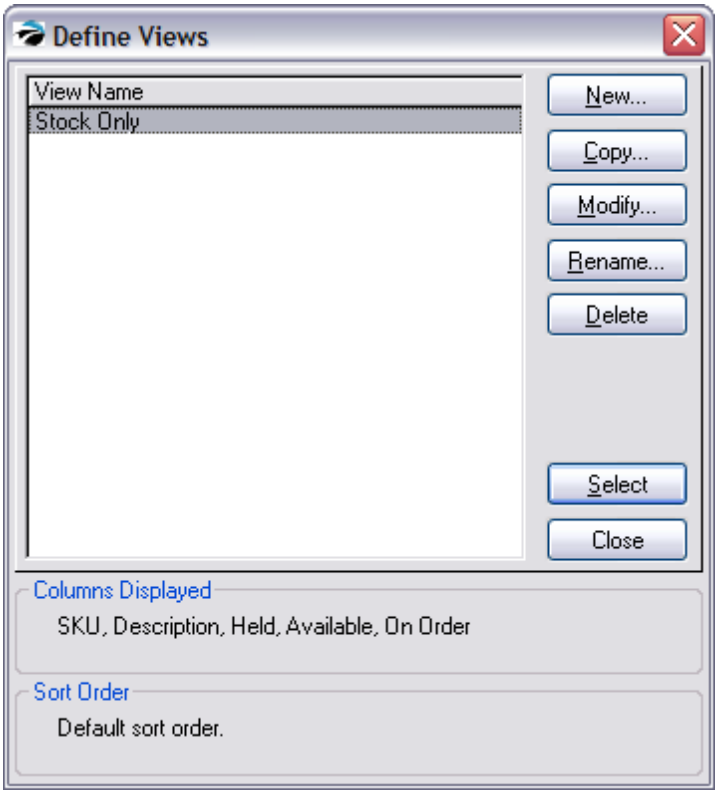


Modify View	Edit the existing column display
Reset View	Restore POSitive's default layout.
Define Views	Create a new layout of columns

Creating and Modifying Views

Choose New.

Give the View a name.



- The "Define the Column Layout" screen shows all the fields of information available.

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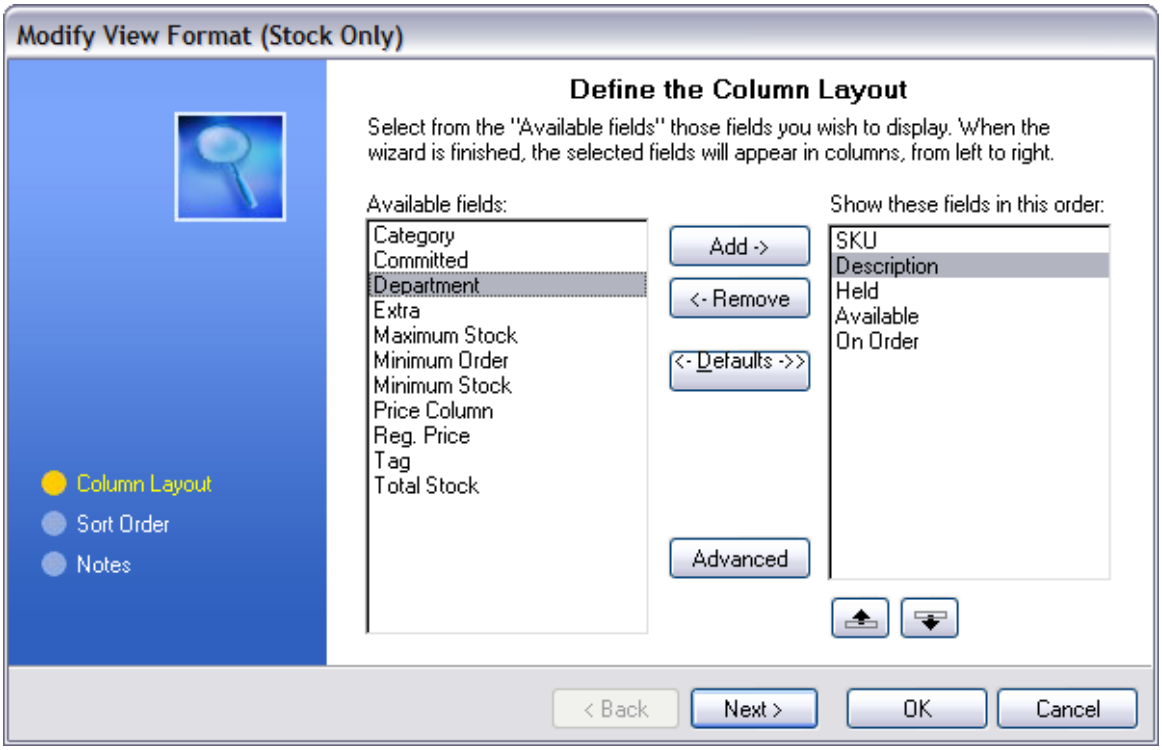
- Using the Add / Remove and Reposition buttons, select which fields on the right will be utilized on the left.



5.8.18 Shift Definitions

If your store has a regular shift schedule, you can define your shift periods by going to Maintenance: Definitions: Employee Shifts.

Enter a Shift Number and Start and Stop times.

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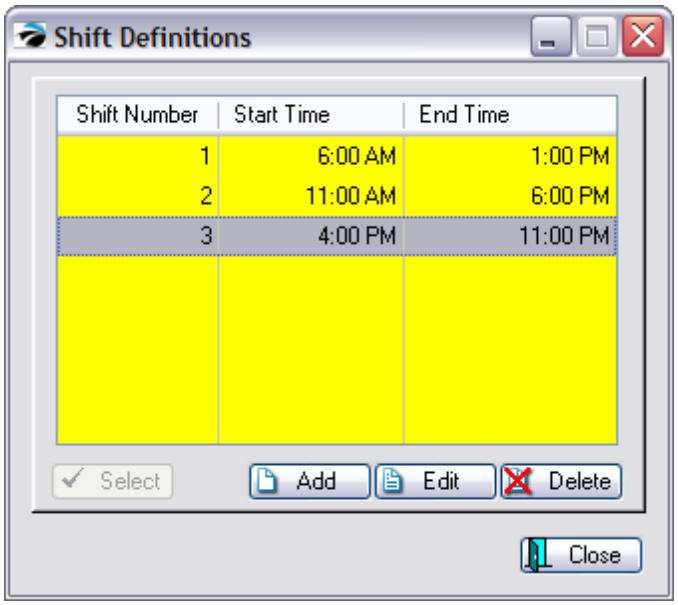

When running some sales reports you can select a shift to further refine the output of the report.

5.8.19 SmartFeatures

Several shortcut features are built into POSitive to save you effort, time, and worry. 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 is 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. Refunds To issue this store credit to the customer as a refund, you can issue a check as payment. Go to Management: Check Refunds. Add the customer and enter the value of the store credit.

Advanced Printing

POSitive 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 documented and registered. (see Advanced Printing) 982

Assembly

When a defined **Template** (a listing of various components) are removed from stock to manufacture a finished product, the resultant inventory item is a unique assembly and is sold individually.

AutoFill PO Number

Purchase order numbers can be generated to include the date and sales ID of the person creating the purchase order or just a sequential number for tracking purposes.

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Auto Pay

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

Auto Print PO

An option to automatically print the vendor purchase order when creating or placing the PO. (see AutoPrint PO)

Auto-Replace

An option to substitute one inventory item on a customer order with another. This often is necessary when you can no longer purchase the exact item from a vendor but can provide a reasonable substitute item. This option only appears when you attempt to permanently delete an inventory item from the Inventory Center which is currently on a customer order. It will not allow you to delete the item, but you can select a comparable part number for the customer. (see Inventory Item In Use 457)

AutoSKU

An SKU, or stock keeping unit, is a unique identifier of inventory items. If you wish, POSitive can generate a SKU for an inventory item as it is being added to POSitive. The generated SKU can contain codes to indicate the category and/or vendor of the item. (see AutoSKU) 1294

Bulk Inventory

POSitive will track stock counts of inventory purchased in bulk form and then re-packaged or sold in smaller units. (see Bulk Inventory) 1302

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.

Coupon Manager

POSitive 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. Coupons can be set to be valid for only specific inventory items based on department, category, or vendor, and can have an expiration date. And you can set exclusions. (see Coupon Manager) 475

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 POSitive, selecting the category will fill in the defaults and then you have to fill in only a few details. (see Customer Categories) 1268

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Duplicate Secondary SKUs

An option in POSitive allows you to create two or more inventory items which will all have the same secondary SKU. When you attempt to sell that SKU, you will be shown all shared items and prompted to select the appropriate item. Contact POSitive support for more information.

E-Mail

Automatic communication with your customers via e-mail to share with them confirmation of orders, invoices, or simple communications including marketing followup. When e-mailing invoices, the format can be HTML, Plain Text, or a PDF copy of the invoice.

Field Renaming

On a category basis, you can re-name selected field titles of an inventory item. This makes the information easily recognizable even though it may serve multiple functions. (see Field Renaming)

Foreign Currency

If your store is in a locale where you tender purchases in various foreign currencies, POSitive will allow you to setup current exchange rates, then tender foreign monies in payment and return local currency in change. (see Foreign Currency) 170

Gift Receipt

A duplicate invoice without SKUs and pricing can be printed at the time of sale. There are several approaches, but one easy approach is to clone a receipt form and remove line item detail. Then use Advanced printing options to set criteria, such as print when an item Gift Receipt is on the invoice. (see Gift Receipt) 1711

InfoBar

Summary view of inventory item activity and status. Very useful at the Purchase Order, Vendor, and Invoicing levels. (see InfoBar) 1355

Internal 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. (see Internal Mail Groups 283 -

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. (see Invoice Tender) 909

Kit

A function of a **Template** wherein all items defined in the group are sold as one unit and the customer

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only sees the description line and none of the components, yet the components are reduced automatically from inventory stock counts when the kit is sold.

Locate Item

When selling products, the locate item screen will appear if you do not know or do not enter the correct SKU. This screen provides much useful information and unique filters to help find the specific item to be sold. (see Locate Item) 904

Partial Delivery

You may to convert selected items from a Layaway/Order to an invoice so that the customer can remove them from the store. (see Partial Delivery 1206)

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. (see Quantity Alert) 1576

Quantity Shipped

You may modifiy your invoice to show Qty Shipped, which is a calculation of the quantity ordered less the quantity backordered.

Quick Add

A feature of POSitive when creating an invoice if a scanned barcode does not exist in POSitive's inventory list. It adds the SKU and category of the item to the invoice and also to the inventory list for later editing. (see Quick-Add) 976

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 Sell By Weight)

Smart Form FIller

POSitive 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 that need to be registered, like motorcycles.

Smart Links

Several shortcuts are embedded into POSitive 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.

Smart Serializer

POSitive can generate a series of serial numbers with prefix and suffix identifiers.

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Smart Tax

POSitive can calculate taxes based upon the classification of a customer, the inventory item sold, and the shipping destination of the purchased item. For communities which need it POSitive can include tax within the displayed selling prices and calculate tax on tax as with GST and PST charges as well as destination tax and calibrated or incremental taxes.

Special Inventory

POSitive will handle serialized items, consignments, kits, trade-ins, matrix, bulk inventory, templates, gift certificates and other special inventory items. (see Special Inventory) 1548

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. (see Tag Along Items)

Total Price Items

Inventory can be sold by entering the total sales price and POSitive 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. (see Total Price Items)

Uncollectable AR

POSitive will allow you to designate outstanding accounts as uncollectable and report totals of such.

Used Items Manager

Lists all products taken in as trade-ins. These items are categorized as Received, In Stock, and Sold. When an item is received it will need to be processed to make it available for resale (In Stock). Once processed, it also becomes visible on a USED tab in the inventory list and can be sold using the special barcode assigned to the item. (see Trade Ins 1520 and Used Items Manager 1528)

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. (see Windowed Envelopes)

5.8.20 Logon - Password

Employees will often be prompted to identify themselves by entering a Sales ID and a Password.

This is most often done with a keyboard. Type the ID and press Enter or Tab key to move the cursor to the password field.

Type the password and press Enter or Tab key to accept the entries. Or choose Go.

Use of a Badge Swipe

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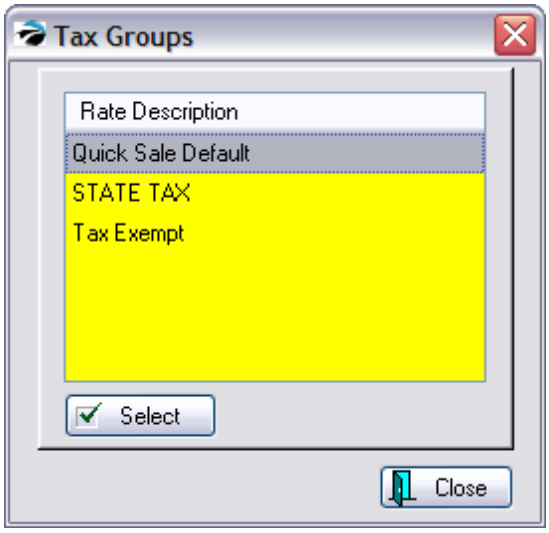
If the employee carries a badge, the barcode or magnetic swipe on the badge could be used in lieu of manually entering the sales ID and password. see (Employee File 263 - Card Swipe)

5.9 Quick Sale Default

Quick Sale Default is a tax rate which allows Multi-Site customers to make purchases in various stores and always pay the local sales tax.

The actual tax rate will be the same as what you have designated in Maintenance: System Setup: Tax Options: Quick Sale Tax Group.

You will NOT be able to edit or define this "Quick Sale Default" tax group because it is not visible in the normal tax rate setup. You may encounter the following screen with Quick Sale Default when editing Customer Categories and Zip Codes.



5.10 Punch Time Clock

An employee being paid by the hour should clock in and clock out as often as needed through the course of the day. After entering the Sales ID and Password, the employee should review the "Your Last Action Was" and "Current Date/Time" before choosing the Clock In or Clock Out button.

If the date and time are incorrect choose Cancel and report the problem to the supervisor.

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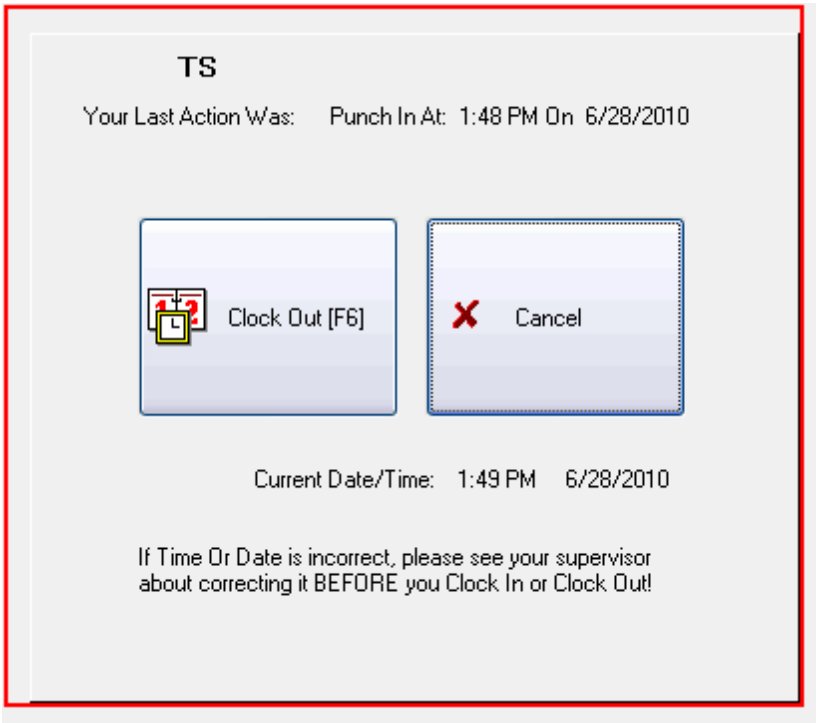
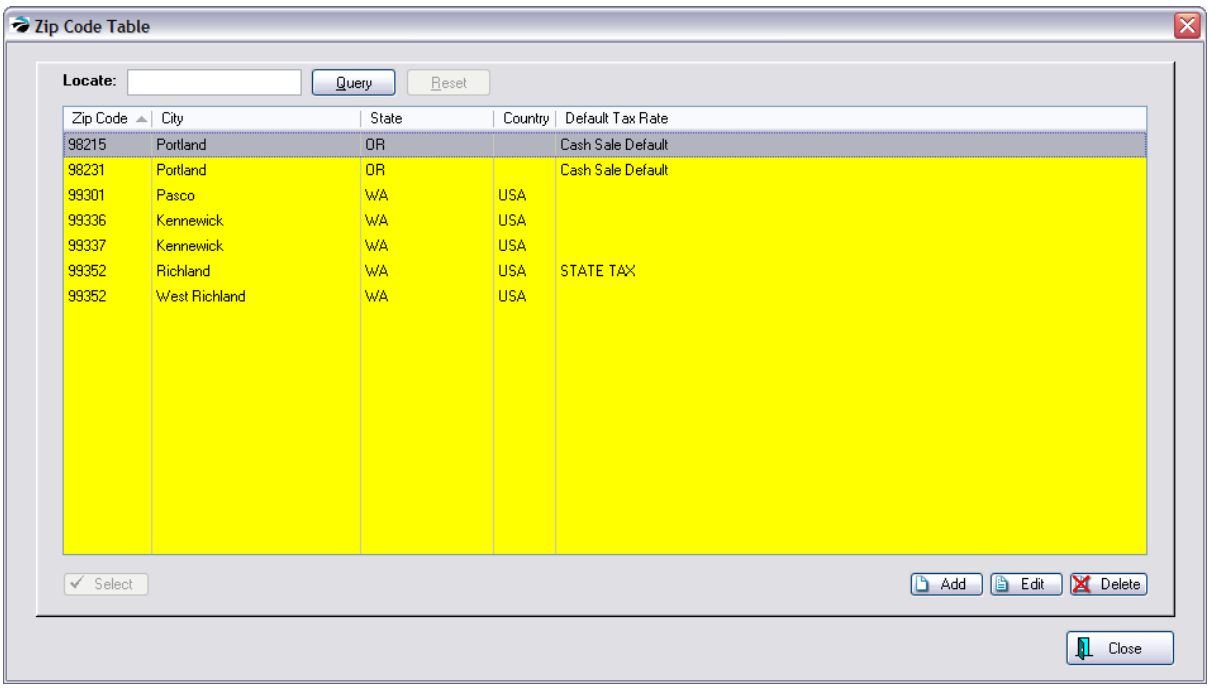


5.11 Zip Code Table

POSitive can import and store 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[1805] is known as "Use Zip Code Lookups" and can be activated in the POSitive Setup Form[47].



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TIP: If your marketing area is extensive, you may purchase zip code lists for use with POSitive to save you time and trouble. This list can then be imported. Talk to your POSitive dealer about how to do this. (see Import Zip Codes 1763)

-- 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

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.

Locate - 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.

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

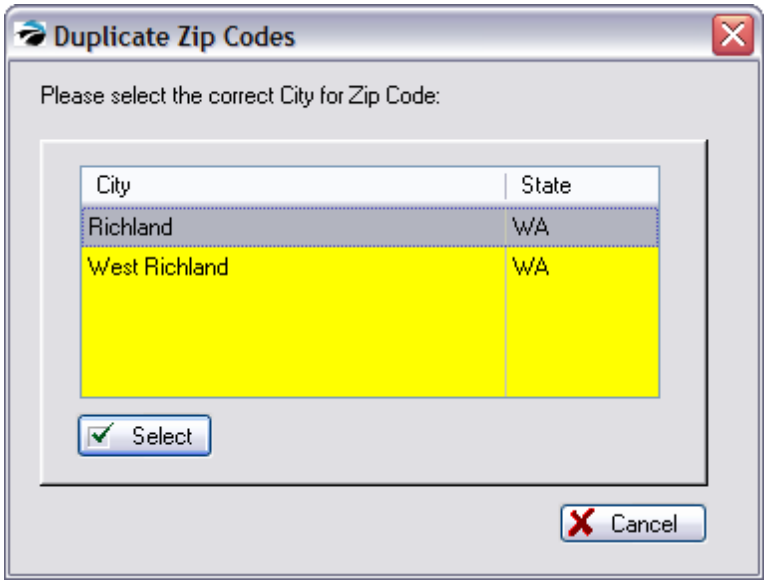
If you choose to Delete, you will be prompted to confirm the deletion.

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

Multiple Cities Share Same Zip Code

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 zipcode is entered, you will be shown a list of duplicate zip codes from which you will select the appropriate city.



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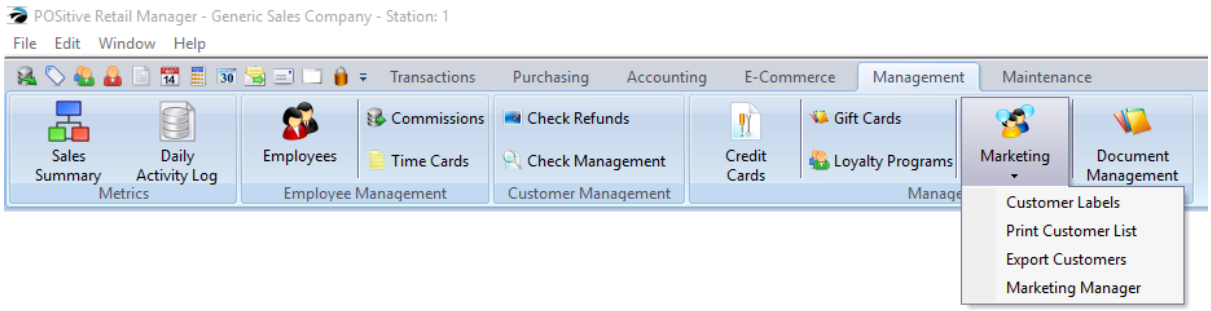
5.12 Marketing Tools



Marketing Tools Menu

The Marketing section allows you to print customer labels for mailings, print the entire customer list, export customers, and market to customers through e-mail and SMS - Text (version 6 only).

Customer Labels: This feature will print customer labels sorted by Zip Code or Name. You may also apply a Query to filter the labels by a number of criteria, such purchases by date range, purchases of specific items, or items from specific categories, you can even filter by using User Defined Fields. For example, if you record birthdates, you could print labels for every customer having a birthday in a specified month. This option uses the built in label designer, so you may print to nearly any size and type of mailing label.

Print Customer List: This feature allows you to print your entire customer list, or filter based on Queries, as above.

Export Customers: This feature allows you to create a file you may use with Excel, and your list may also be filtered by Queries. You may also specify the column layout of the spreadsheet.

Marketing Manager: This feature allows you to create e-mail and cell phone number (version 6 only) lists that may be used for marketing to customers. As with the feature listed above, you may filter the lists based on Queries.

By the way, the Queries and Layouts mentioned above may be saved and reused.

5.12.1 Printing Customer Labels

You may print mailing labels for some or all of your customers listed in the Customer Center. Use of a Query can filter the list of all customers to only those meeting specific criteria such as zip code, total of purchases, and many other criteria.

* Management: Marketing: Customer Labels: Options: Query

You will first be prompted to choose to sort the labels by Zip Code or by Customer Last Name

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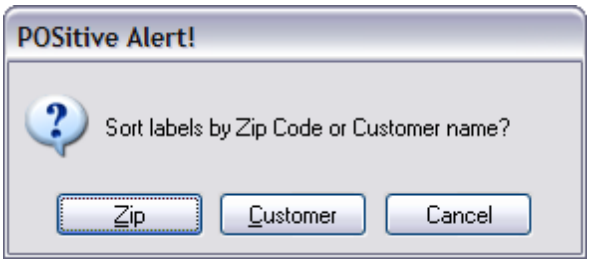
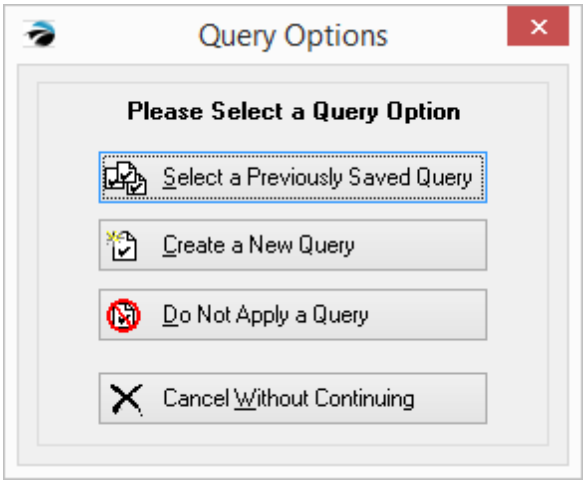


Next, you may select or create a Query or filter.



Click here to see the list of fields available for queries. 1818

(see How To Use Queries 643)

Select Customer Label Form (cuslabel.lbl) or the Shipping Address label (shplabel.lbl) if the billing address and shipping address are not the same. (Note: this label form can be edited. Contact your Dealer or POSitive Software for more information.)

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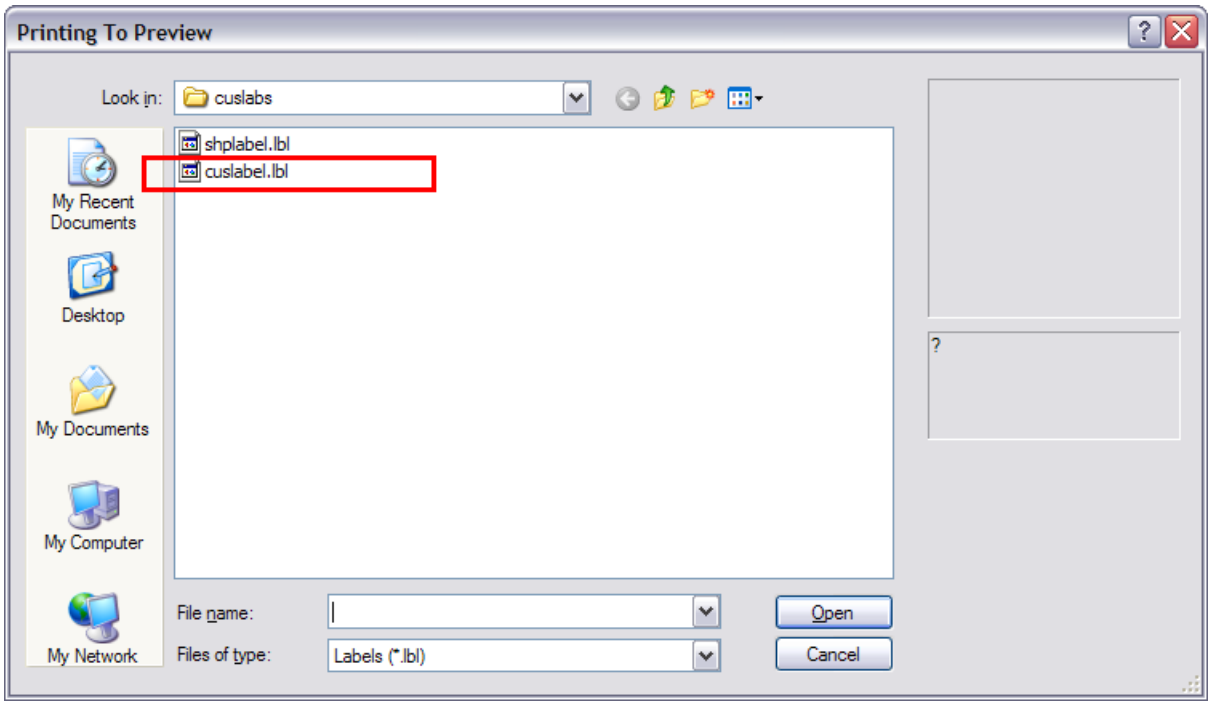

Labels printed to a full page Laser/Inkjet Printer

Dave Jones 234 B St Richland, WA 99352	John Jones 8892 J St Richland, WA 99352	Sue Smith 234 H St Kennewcik, WA 99336
Mary Martin 992 M St Richland, WA 99352	Phil Paulson 8822 P St Richland, WA 99352	Bob Smith 234 B St Richland, WA 99352

5.12.2 Printing Customer List

Mainly just a printed name and address list. One can apply a Query to filter the report. The report form can be modified and enhanced to include more information.

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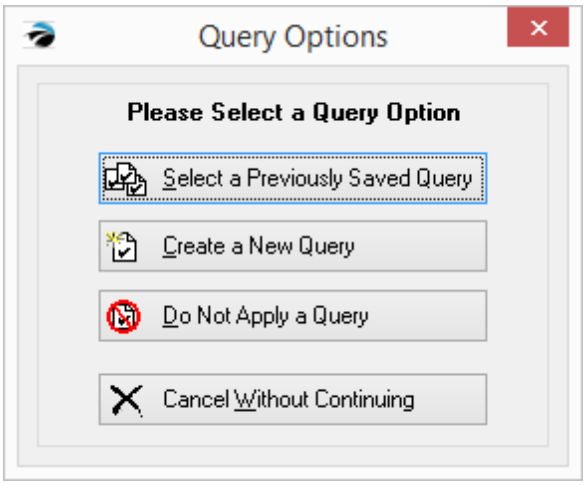


Next, you may select or create a Query or filter. Click here to see the list of fields available for queries. 1818

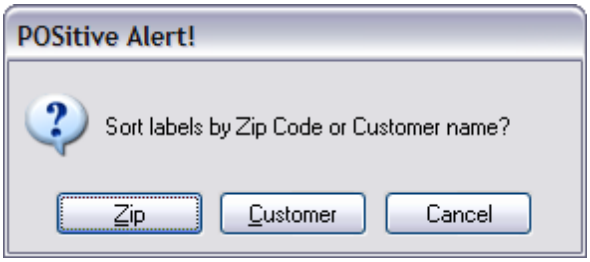
(see How To Use Queries 643)

5.12.3 Export Customers

You may export a spreadsheet file of all, or part, of your customers listed in the Customer Center. Use of a Query can filter the list of all customers to only those meeting specific criteria such as zip code, total of purchases, and many other criteria.

* Management: Marketing: Export Customers

You will first be prompted to choose to sort the labels by Zip Code or by Customer Last Name



Then you may apply a query (see How To Use Queries 643). Click here to see the list of fields available for queries. 1818

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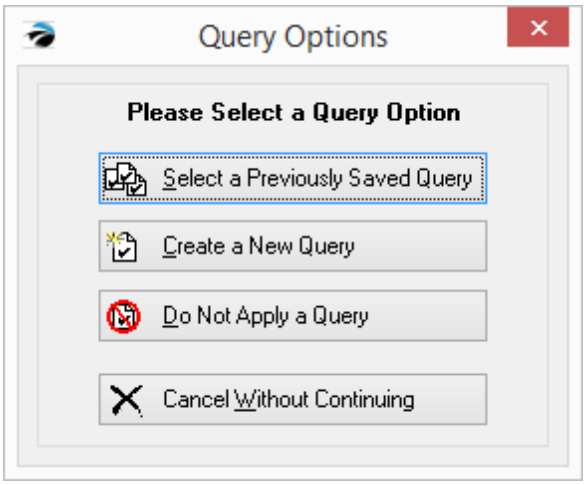
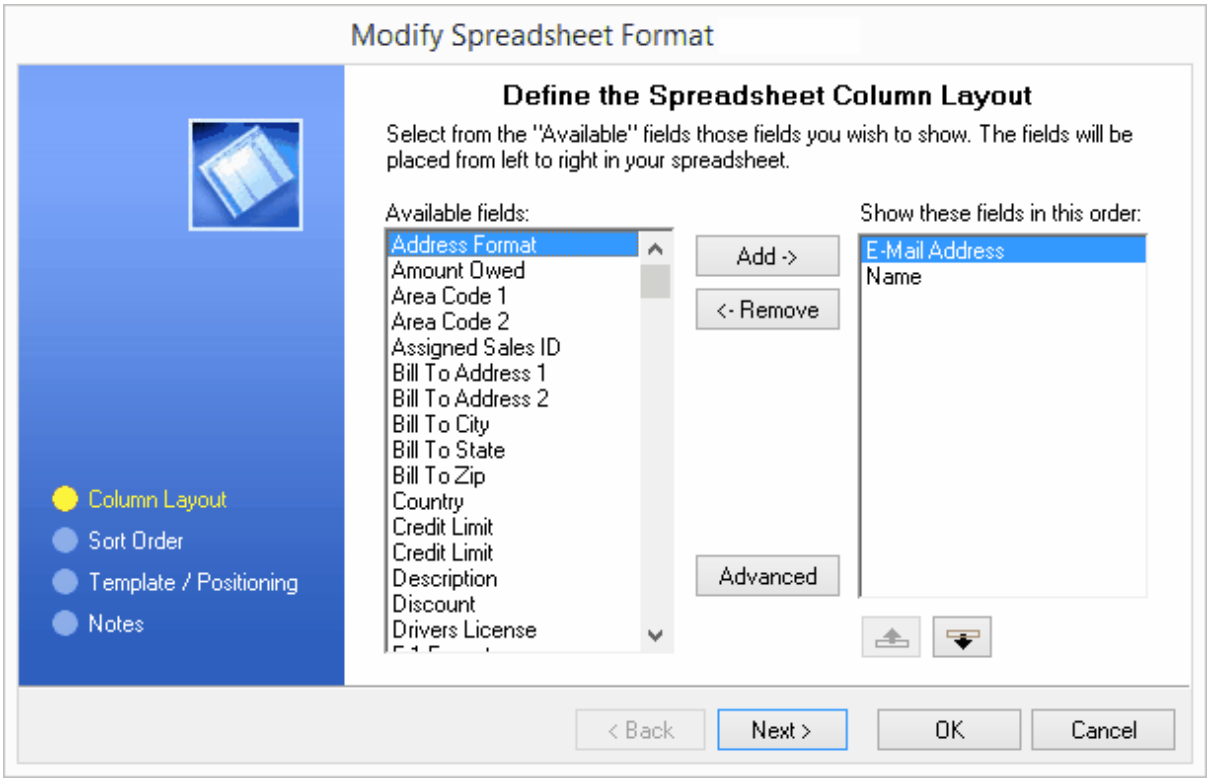


Next, you'll be able to define the column layout of your spreadsheet.



Finally, select the file format and name.

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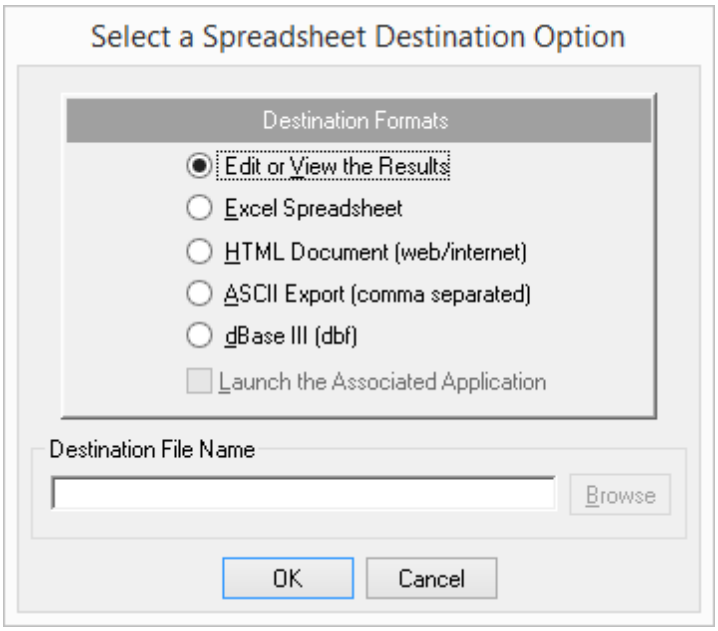

5.12.3.1 Fields Available for Queries

Account Number

Amount Owed

AR - Current Due Amount

AR - Over 30 Due Amount

AR - Over 60 Due Amount

AR - Over 90 Due Amount

Billing Address 1

Billing Address 2

Cashier ID

Cell Phone

City

Company

Country

Credit Amount

Credit Limit

Customer Category

Customer Type

Department Code (inventory)

Department Descriptions (inventory)

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E-Mail Address

First Name

First Purchase Date

Invoice Cost

Invoice Date

Invoice Sales ID

Invoice Station Number

Invoice Total

Item Category

Item Date Sold

Item Description

Item SKU

Last Name

Last Purchase Date

Lookup Code

Message Code

Phone 1

Phone 2

Price Level

Sales ID

State

Tax Rate ID #

Total Purchases (Sales)

UD Field 1

UD Field 2

UD Field 3

UD Field 4

UD Field 5

UD Field 6

Zip

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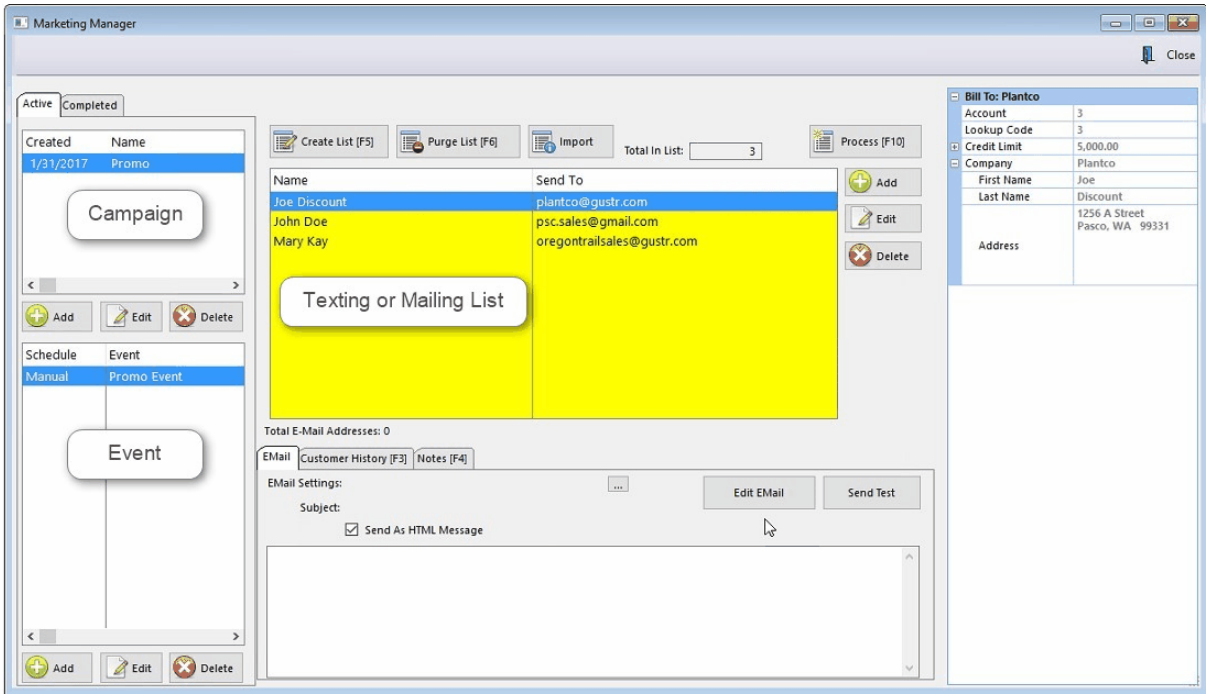
5.12.4 Marketing Manager

Management>Marketing>Marketing Manager

This feature allows you to create e-mail and cell phone number lists (with Gold Subscription 5) that may be used for marketing to customers.



The Marketing Manager is organized by "Campaign", "Event" and "List".

1) Campaigns are used to categorize Events. You can see which campaigns are still active and which have been completed. First, click on Add to create a new Campaign, or Edit to modify an existing Campaign.

2) Events determine if you'll be doing E-mail or Text marketing, and each Campaign can have multiple events assigned to it. You may have multiple Events and each Event may have a unique customer list.

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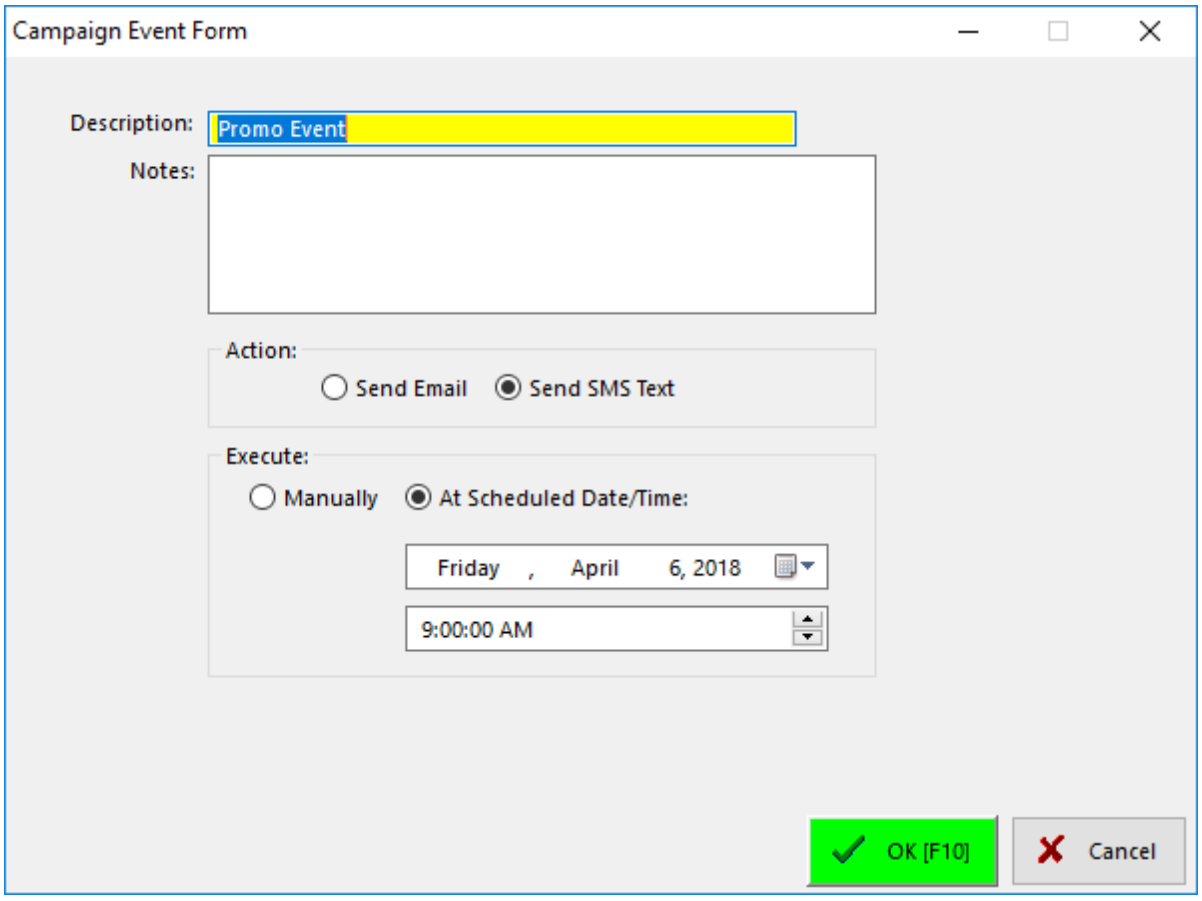

Give the Event a name and put in any notes that are relevant, such as the E-Mail or Text list you used. Then, select whether you'll be sending E-Mail or SMS Texts. Events may be launched manually, or automatically at a specific date and time.

(See: SMS Texting Setup 1821)

(See: E-Mail Setup 1839)

5.12.4.1 POSitive Text Setup

Maintenance, Definitions List, SMS Manager

POSitive Text allows you to use our SMS - text service to send messages to your customers and employees. You'll need a POSitive Gold, or higher, support subscription for activation, and POSitive Anywhere 5 also needs to be configured. You'll also be assigned a SMS Texting phone number. Your SMS account information is part of your POSitive registration key, so there is nothing you need to enter separately.

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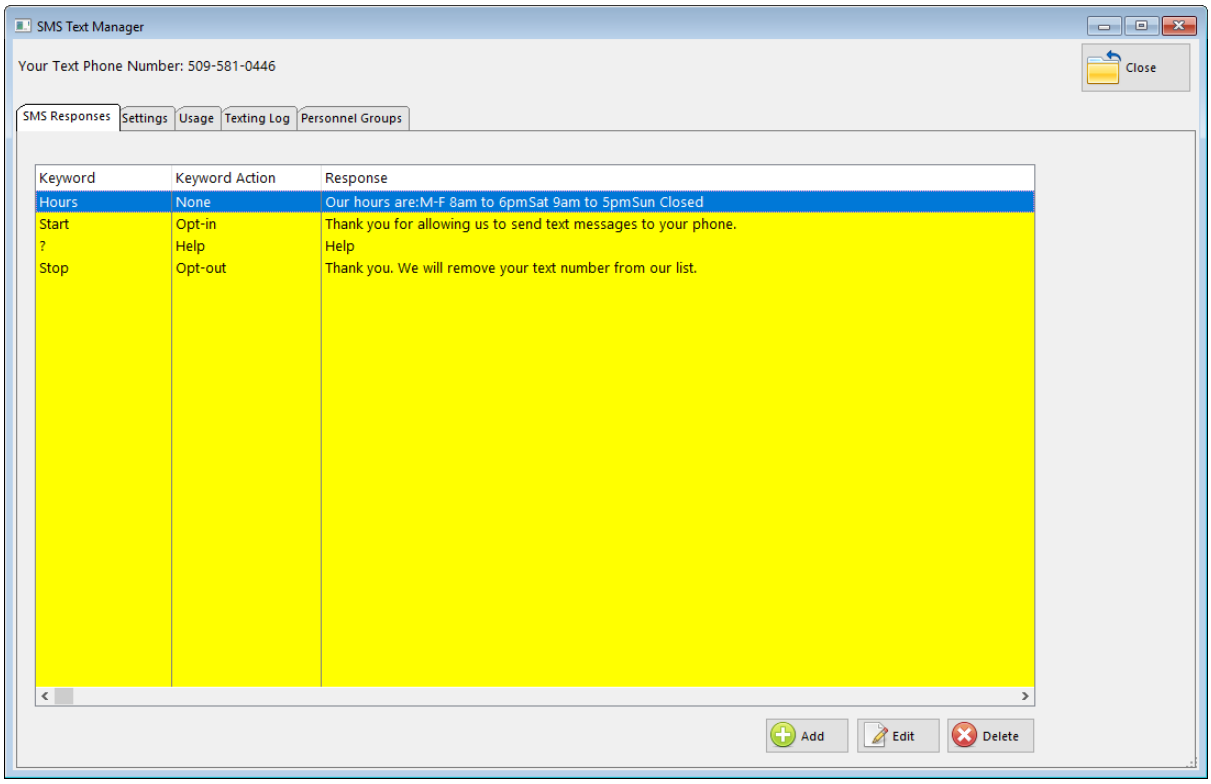
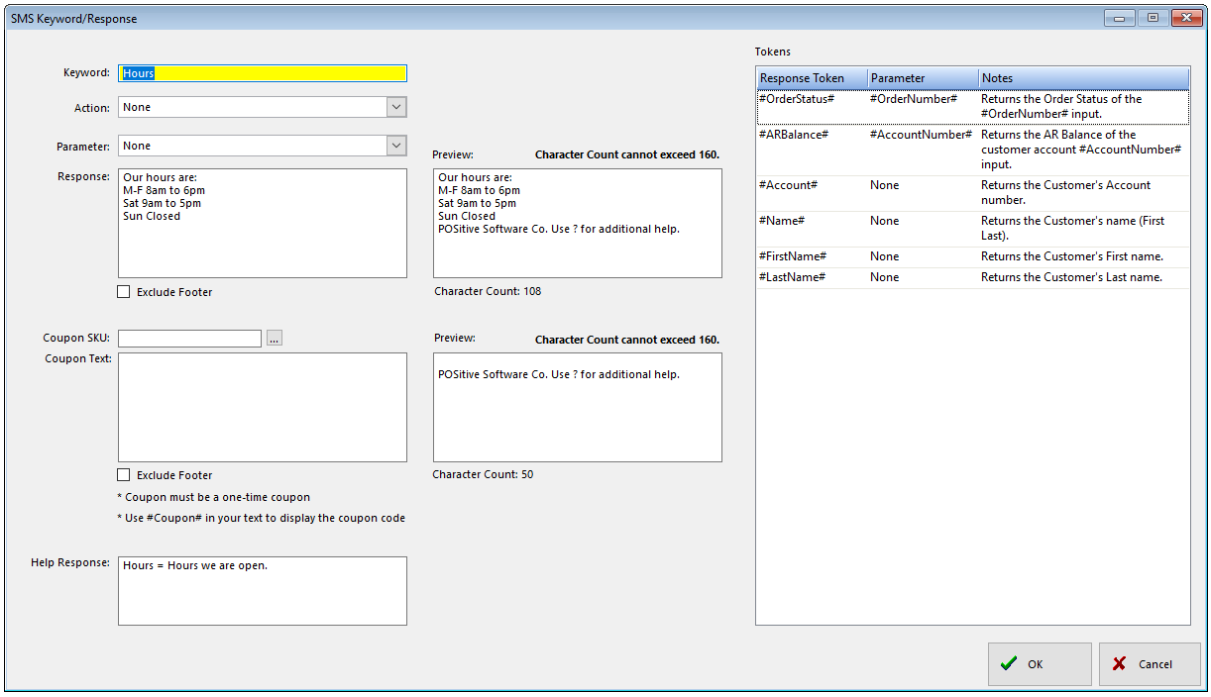


The SMS Text Manager handles the following:

SMS Responses: These are pre-defined responses to incoming text messages, such as your business hours. (See: SMS Reponses Detail[1826].)



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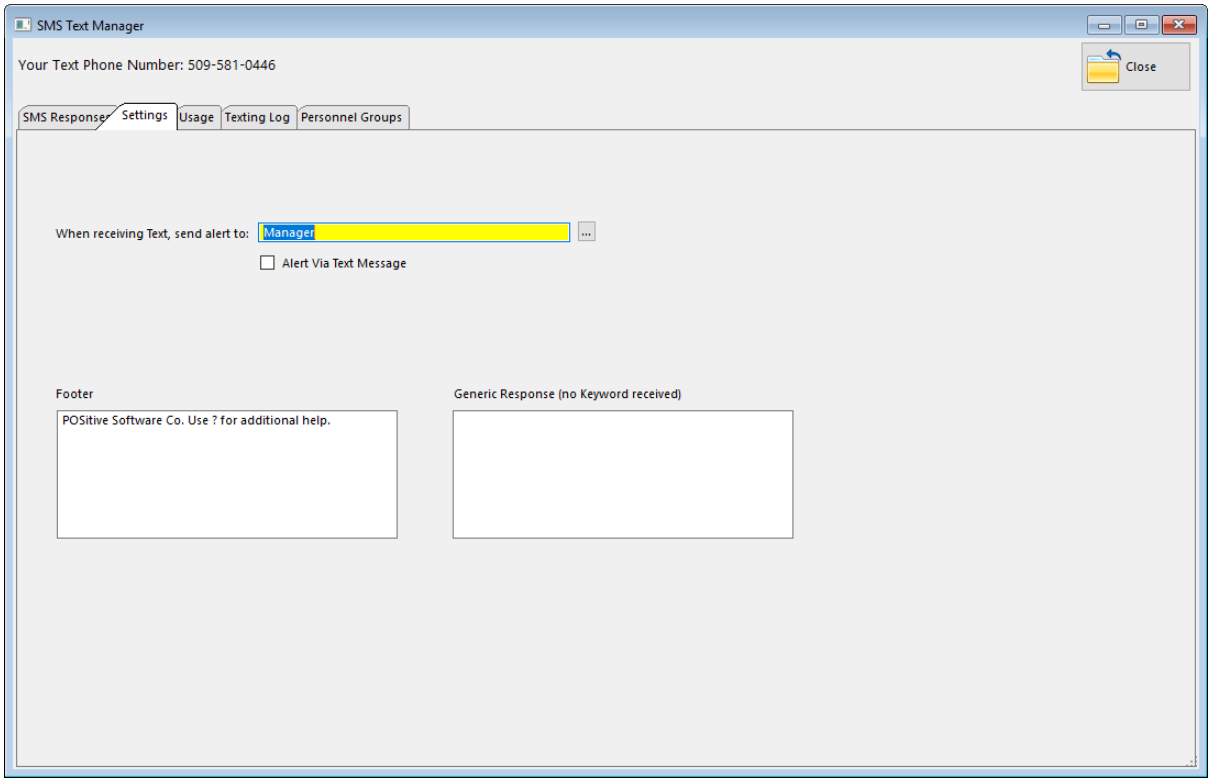
Settings: Designate an employee to handle text messages and create a Footer for outgoing messages. (See: Settings Detail.)



Usage: A log showing the number of incoming and outgoing messages and your quota for the month.

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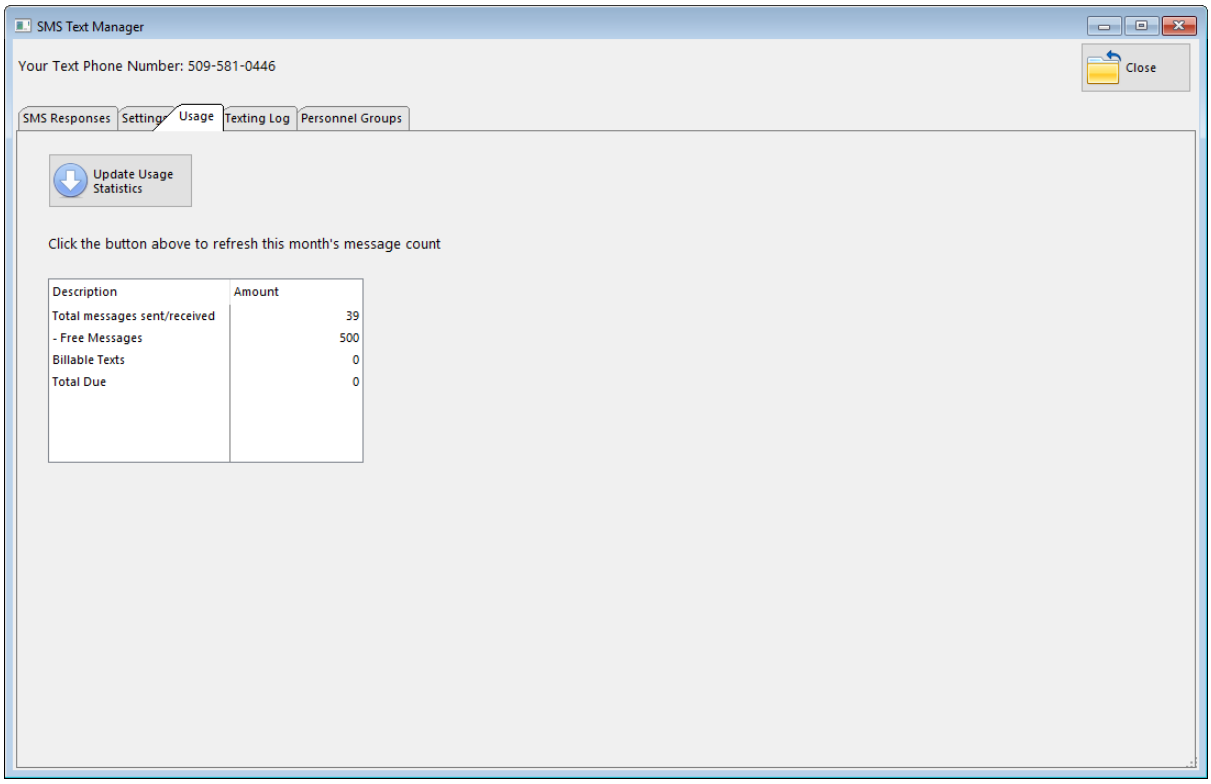

Texting Log: This shows detailed information for incoming and outgoing text messages. You may also open a texting app to send and receive texts.

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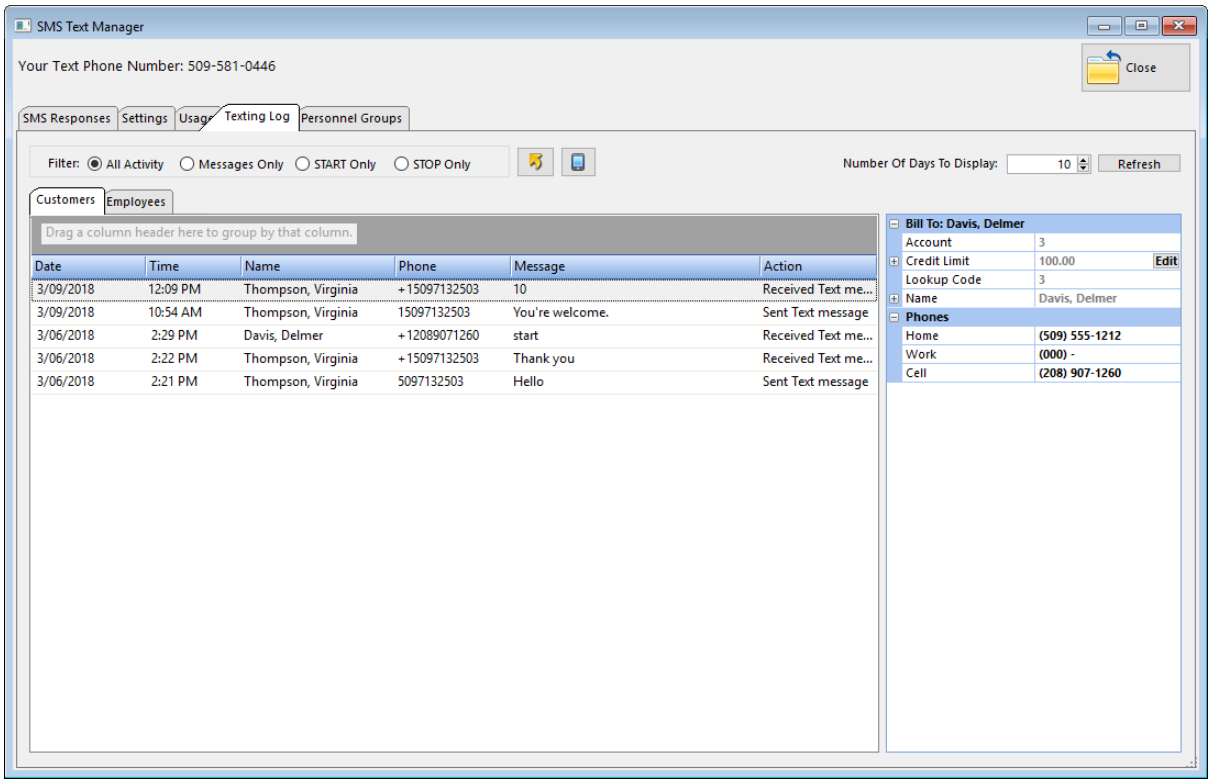

Personnel Groups: This allows managers to create and manage employee groups for the purpose of sending company related texts. (See SMS Text To Employees 11).

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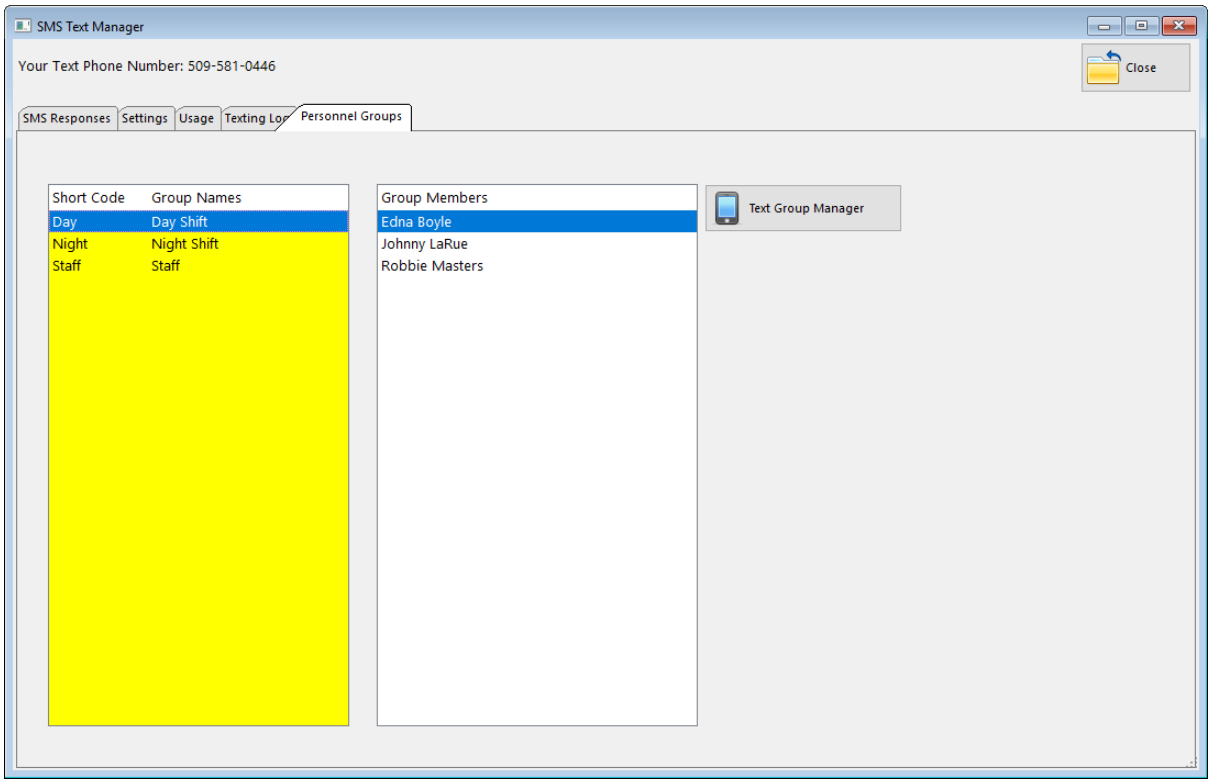

5.12.4.1.1 SMS Responses Detail

Maintenance, Definitions List, SMS Manager, Settings

Enter your customized SMS Text Responses. These are triggered by specific key words, such as Hours, or ?.

For example:

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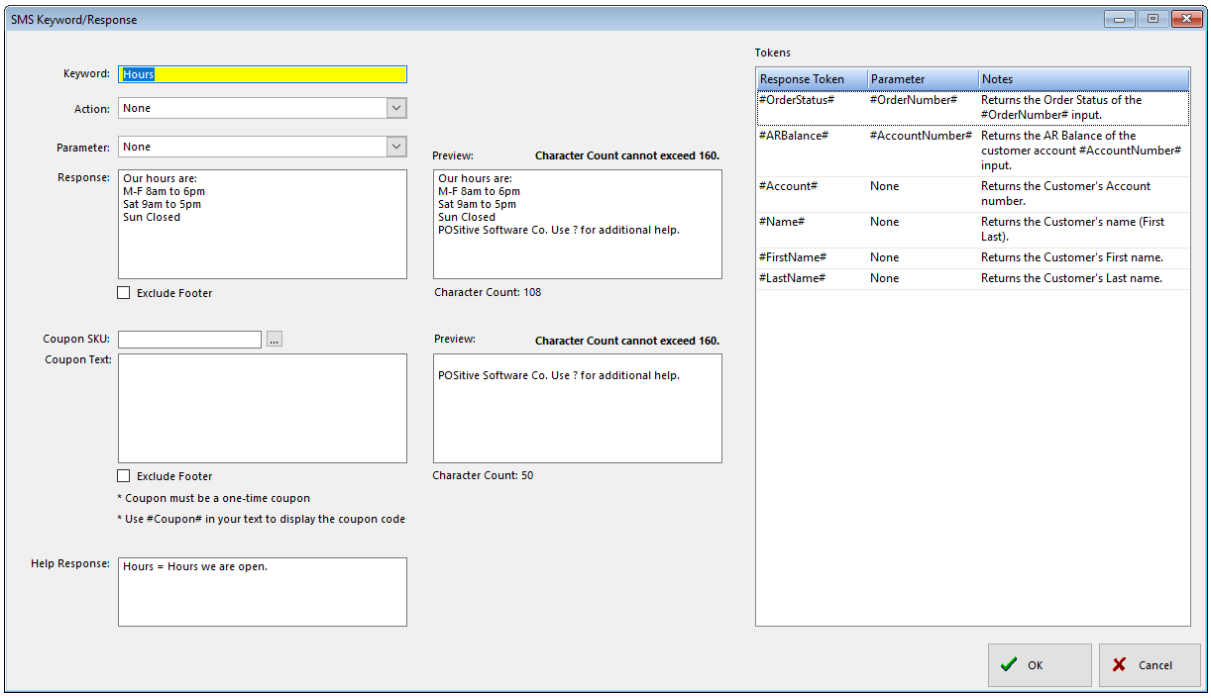

Keyword: This is word that triggers a specific response. For example, business hours.

Action:

- None: Only the specified response will be sent.
- Opt-in: Customer telephone number will be added to marketing list. Customers must Opt-in first before you may send them text messages. (See: SMS Opt-in & Opt-out 1828)
- Opt-out: Customer telephone number will be removed from marketing list.
- Help: Replies with help commands.

Parameter: A selection of "tokens" that trigger additional responses.

- None: No additional response to keyword.
- #OrderNumber#: Returns the Order Status of the order number entered.
- #AccountNumber#: Returns the AR Balance on the customer account number entered.

Response: This is the reply text sent to the customer. The Preview window shows character count and you cannot exceed 160.

Exclude Footer: Checking this excludes your predefined footer (Settings tab).

Coupon SKU and Coupon Text: You may advertise a Coupon SKU, or "keyword", that customers may text in to receive special, one-time use, coupon codes. Coupon Text may contain a thank you message or special instructions for redeeming the coupon code.

Help Response: This is the reply if someone texts in ?.

Tokens: These can be added to responses to fill in customer specific information, such as #FirstName", or "OrderStatus". The information comes from your customer database and is keyed to their cellphone number.

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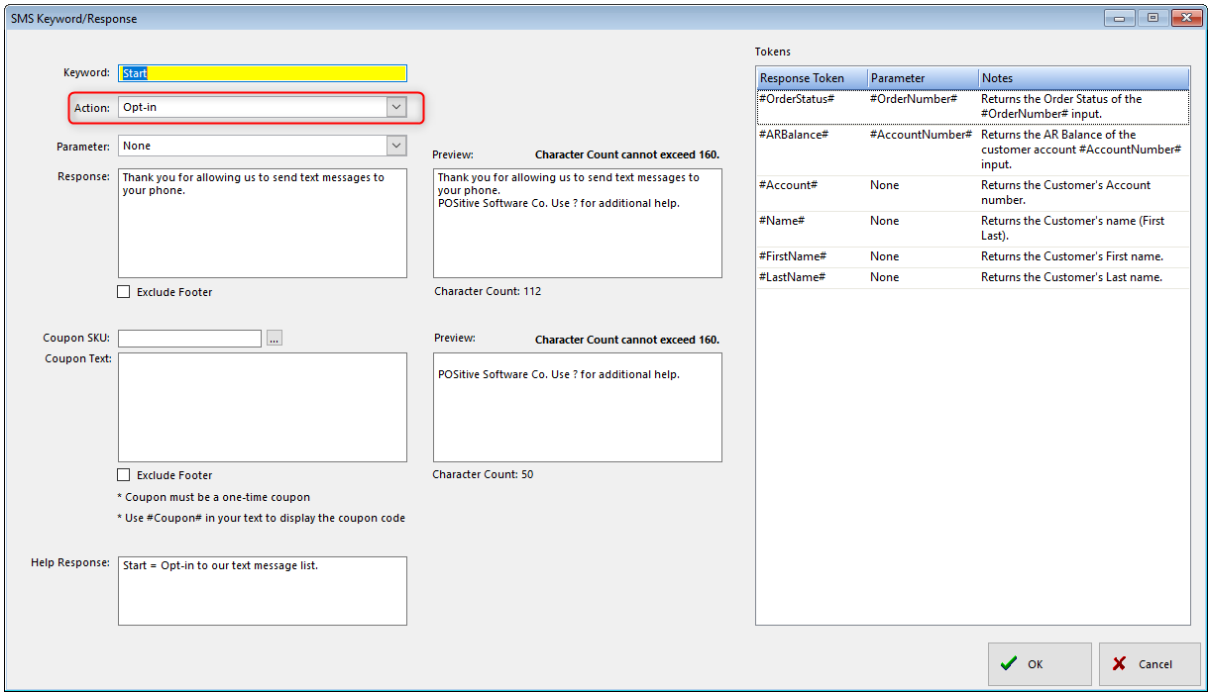
5.12.4.1.2 SMS Opt-in & Opt-out

You must get consent before sending text messages to your customers. Without consent, you run the risk of facing fines, damaging your brand, and annoying your customers. By getting consent first, your text messaging will be legal and yield a greater response as you're texting customers who want to receive your messages.

Even if you already had a customer's cell phone number listed in POSitive, they must give you consent before you can send texts to them. What constitutes consent and how do you get it? Customers opt in by texting a keyword, such as Start (e.g., "Text START to 5095558888 to get our texts") By texting your keyword to subscribe, they give consent to receive your messages. **POSitive must receive the opt-in keyword from each customer first, before you can send texts to them.**

Conversely, customers may also Opt-out of receiving text messages by texting a keyword, such as Stop. When POSitive receives a Stop keyword from a customer, it will prevent further texts from being sent to them. If a customer wishes to receive text messages again, they must text Start to your text number.

This process can be explained to your customers by putting messages on your receipts, and signage in your store. For example, by giving their consent, customers may receive coupons, promotional and other messages from your business.



5.12.4.1.3 How SMS Text Messaging Works

You can send a Text Message to your customers in a variety of ways:

Use the POSitive Text button on the menu bar to open the POSitive Text window. From here you may send and receive texts from customers and employees. Customer texts are also stored in their

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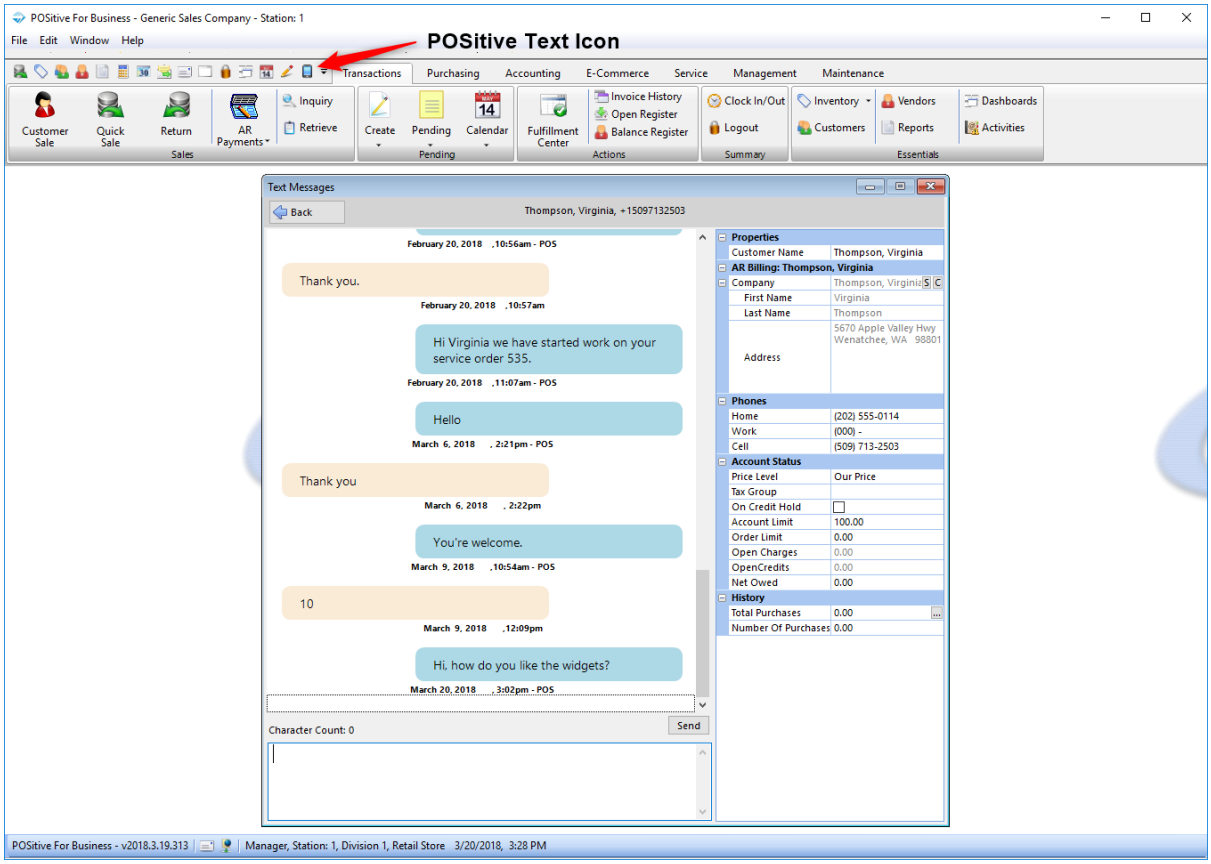
Customer Notes.



From the Customer Manager, highlight the customer, then click "Send Text". Enter your message and send it. The message is logged in the customer's notes.

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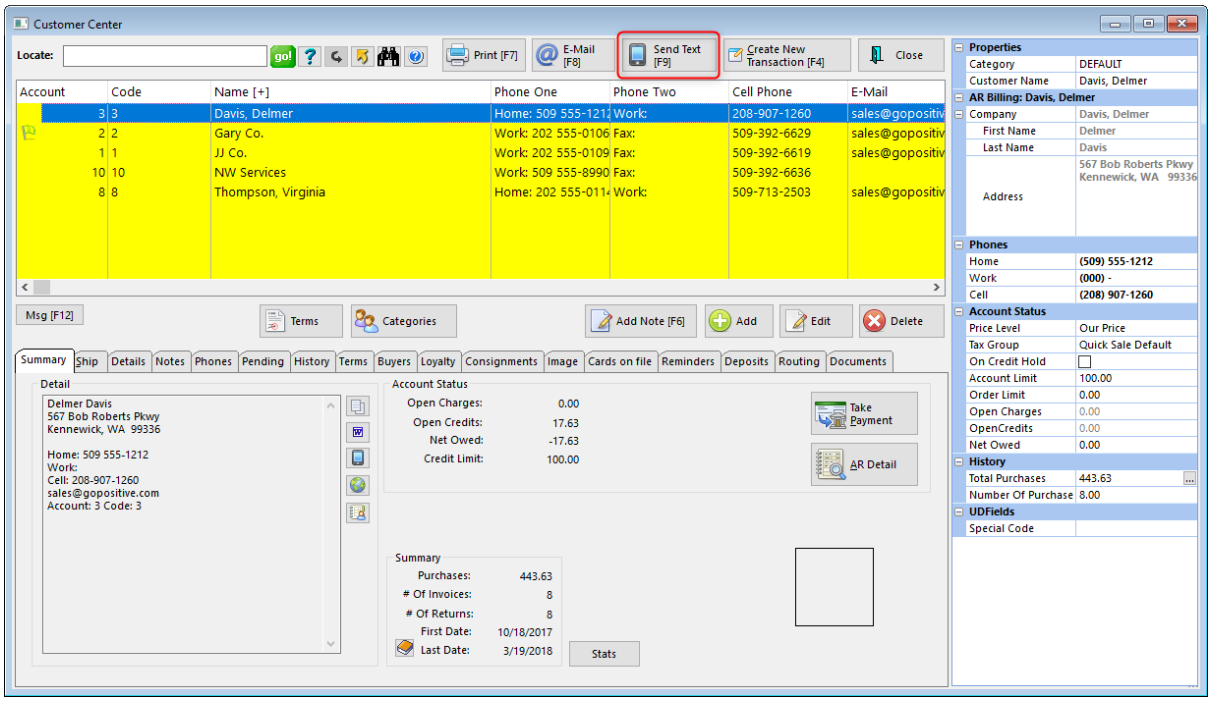
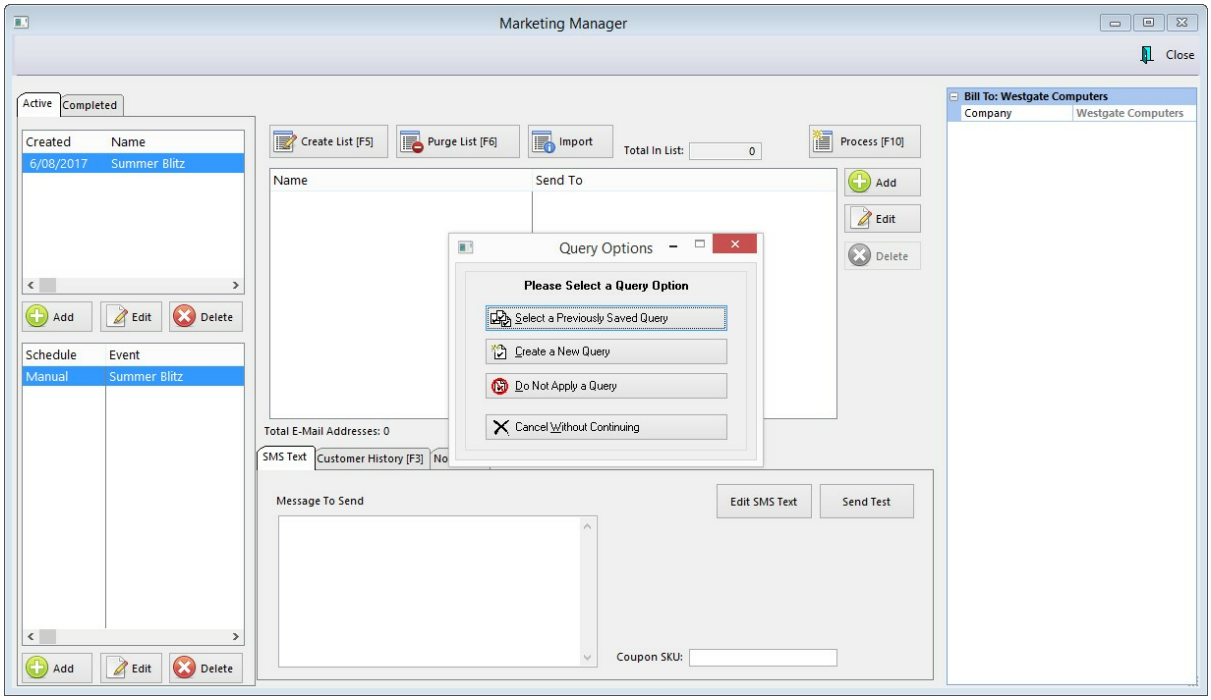


To send numerous messages at once, use the Marketing Manager to create a Campaign.



You can send to all eligible customers (those who have "opted in") or create a list from your customer file. Compose your message in the "Message To Send" box. See "Creating A Marketing Campaign", 1831.

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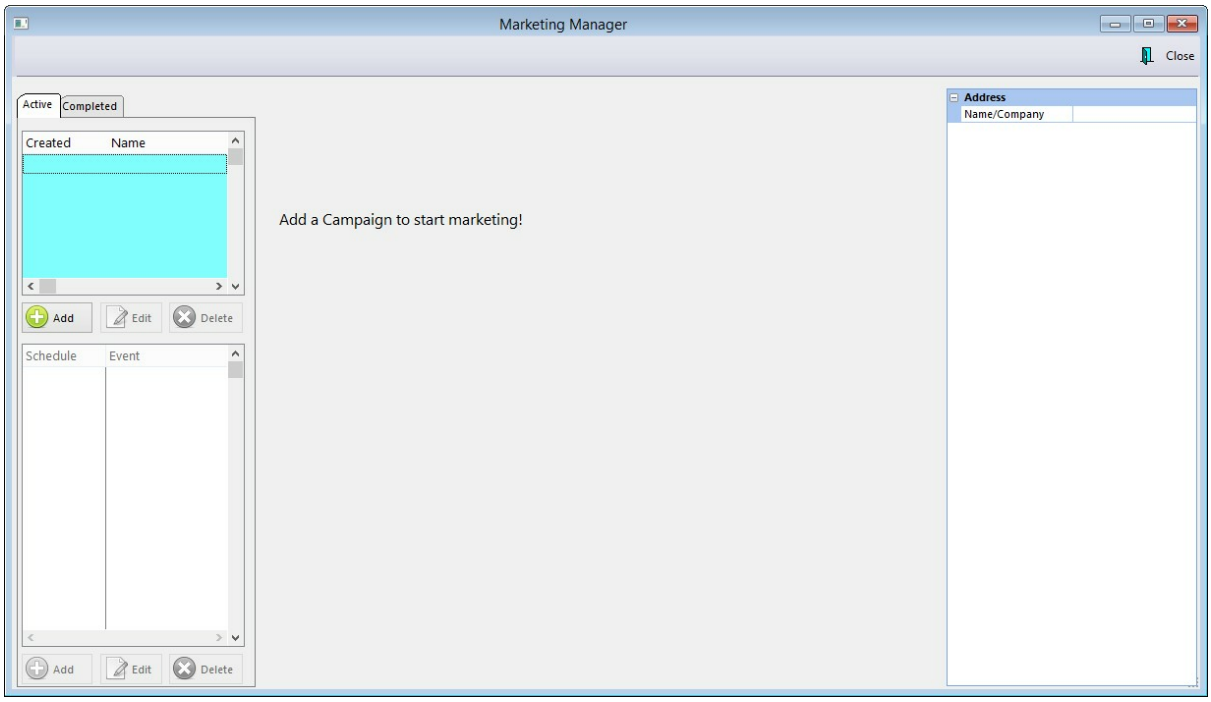
5.12.4.1.4 Creating A Marketing Campaign

Management, Marketing, Marketing Manager

A Marketing Campaign is an event or series of events that you create with a specific goal in mind.

When creating a Campaign, you should be as descriptive as possible so when you review the results later, you know what your goal was.

To create a Campaign, go to Management/Marketing. You'll see the Marketing screen.



Click "Add" under the Campaign List. Enter a Short name for the Campaign, and a description if desired. Remember, Campaigns can be one event or a series of events, so you can run a Campaign over several days or weeks.

- Some example Campaigns:
- Valentine's Day Specials
- Slow Saturday Special

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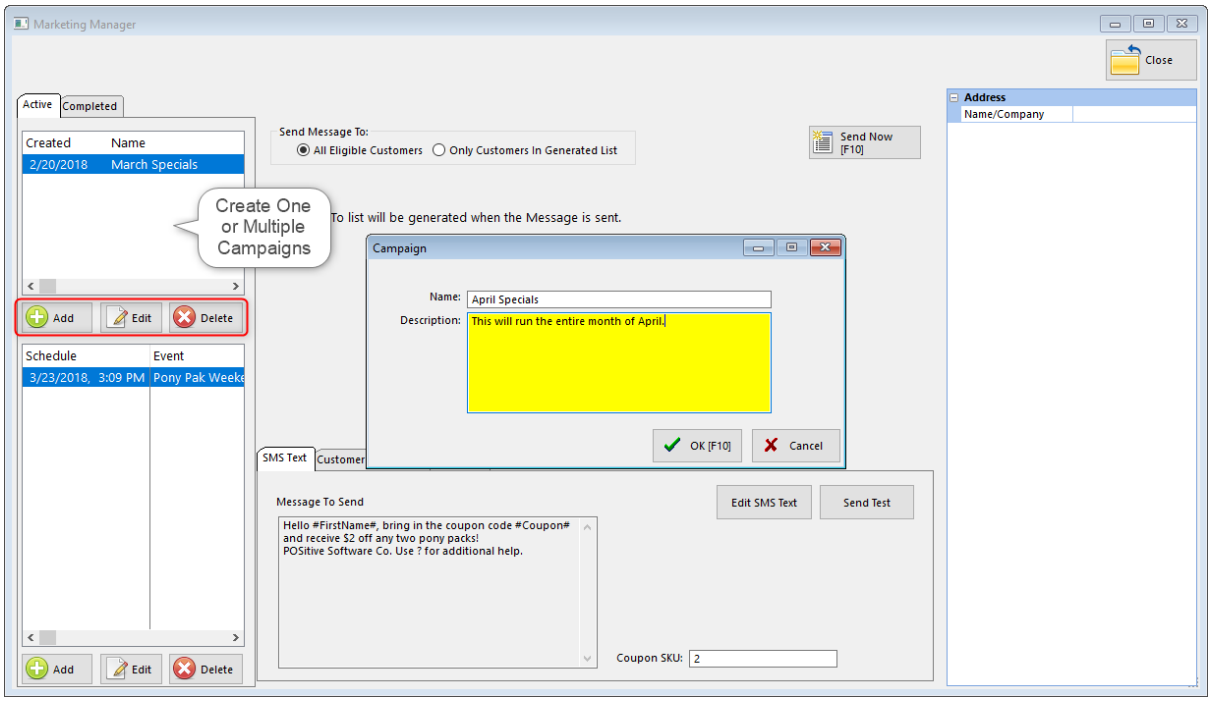

Once you have a Campaign, you can add Events to it. Click the "Add" button under the Events List. You'll be prompted for:

- A Description of the Event
- An extended note (optional)
- What type of Event it is, email or SMS Text
- Whether you will trigger it manually, or schedule it to be executed at a specific day and time

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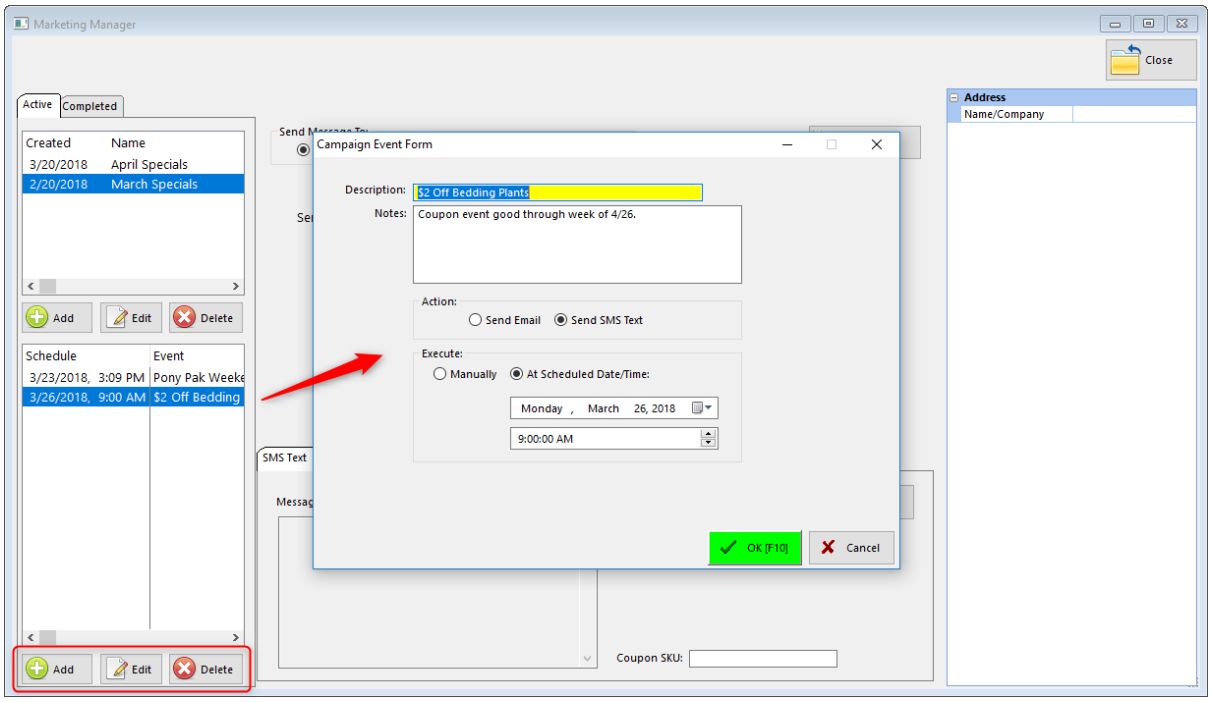
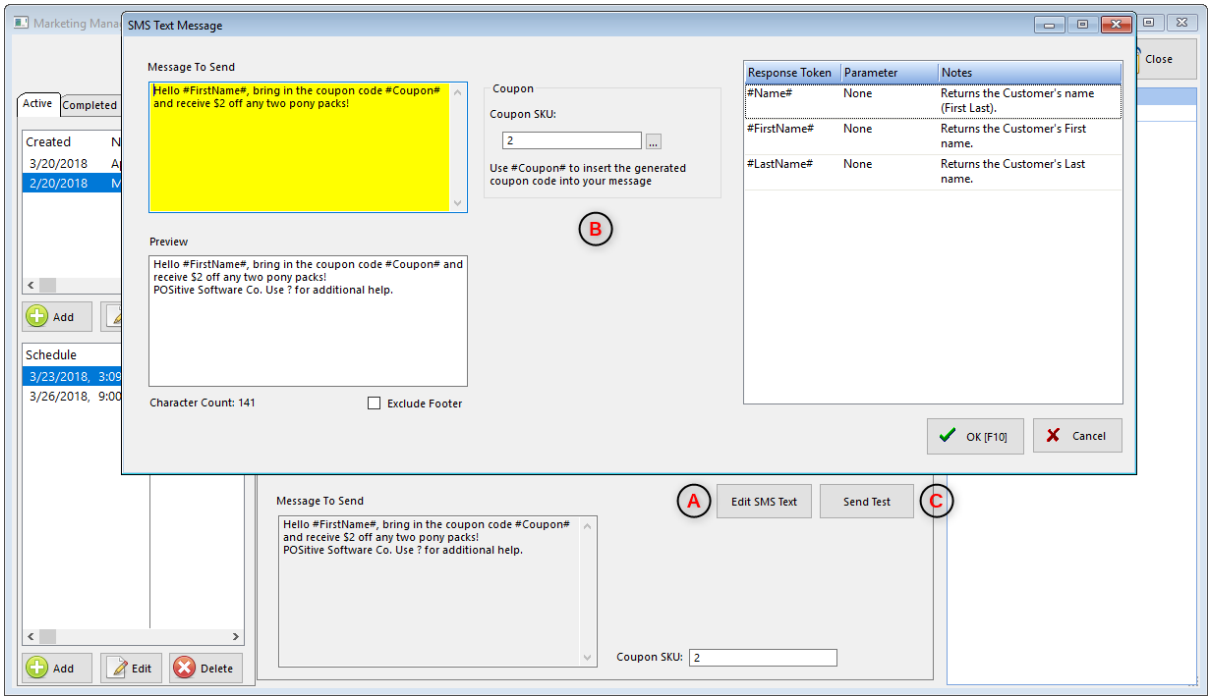


Next, create the Message To Send. Each campaign may have multiple events and messages.



(A) Click on Edit SMS Text of open Editing Window.

(B) Type your message in the "Message To Send" box. The Preview Window shows what will be send to the customer, including a character count. "Exclude Footer" prevents a predefined footer from being included in the campaign message. "Coupon" allows you to include a special Coupon Code with the message. (See: Coupon Manager 475)

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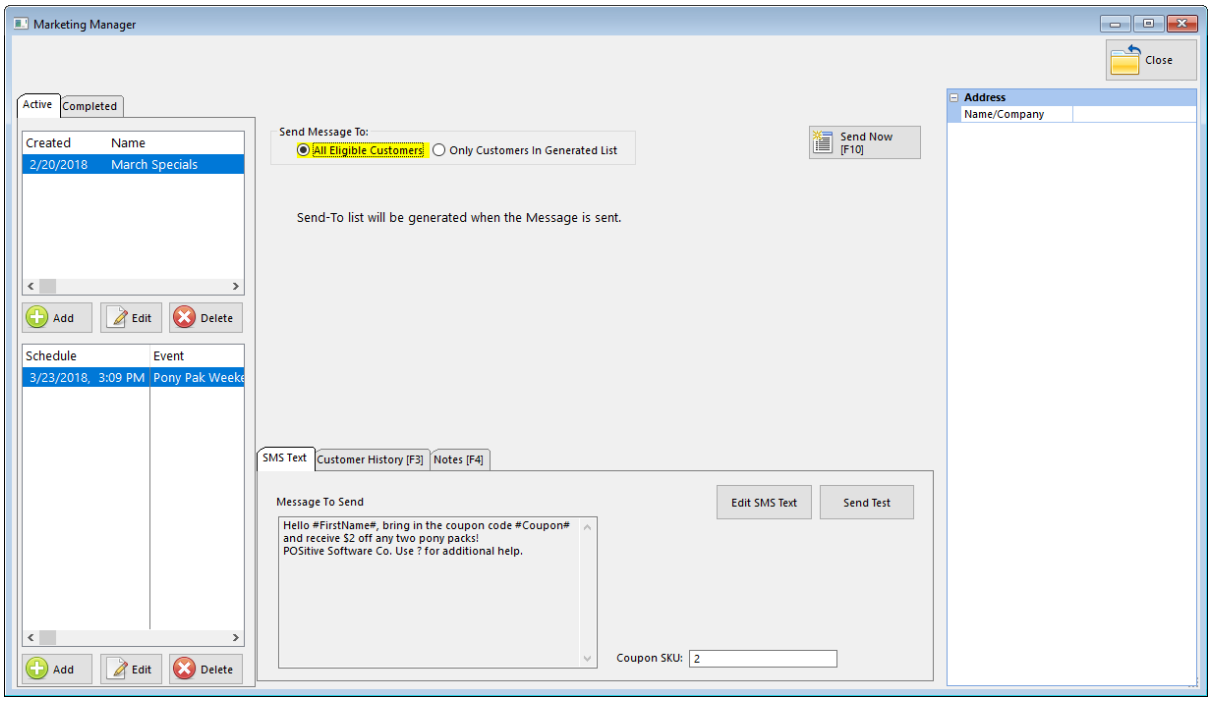
(C) "Send Test" allows you to send your message to a single cell phone number for view.

Now you are ready to create your recipient list. (See: Creating Your "Send To" List 1834)



5.12.4.1.5 Creating Your "Send To" List

You may send your Marketing Event to All Eligible Customers, or create a customized list. All Eligible Customers are those who have "opted in" and have given you permission to send them text messages.

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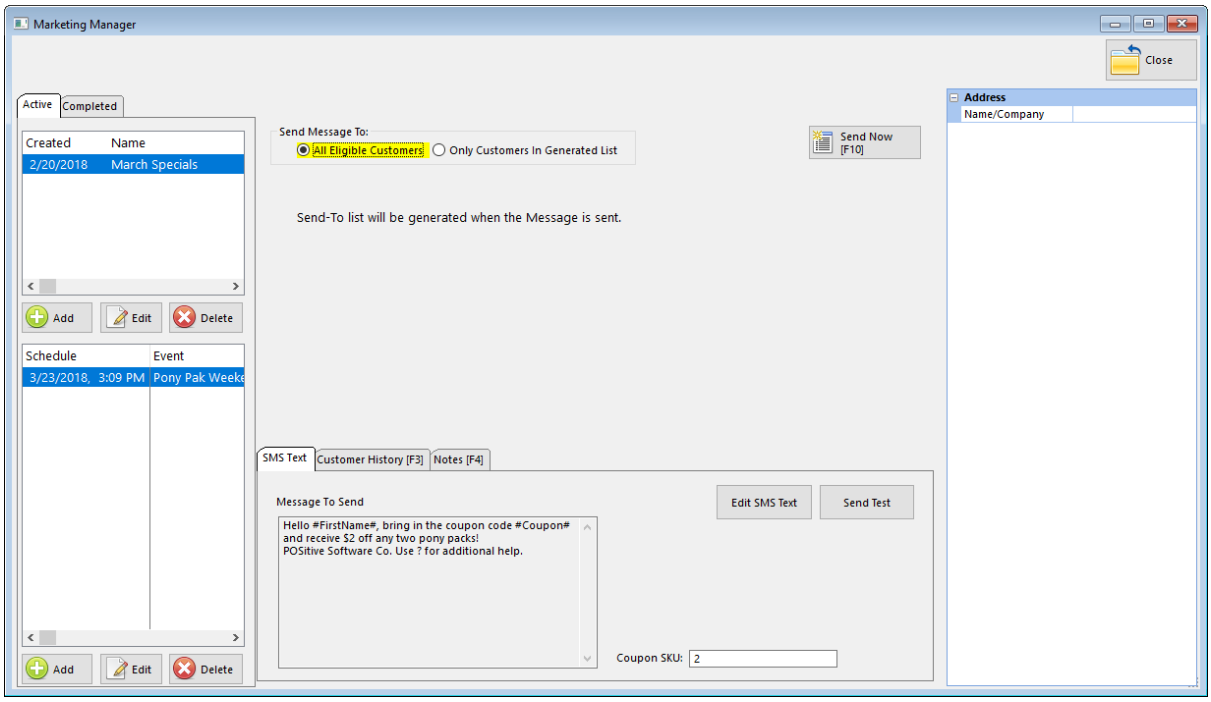
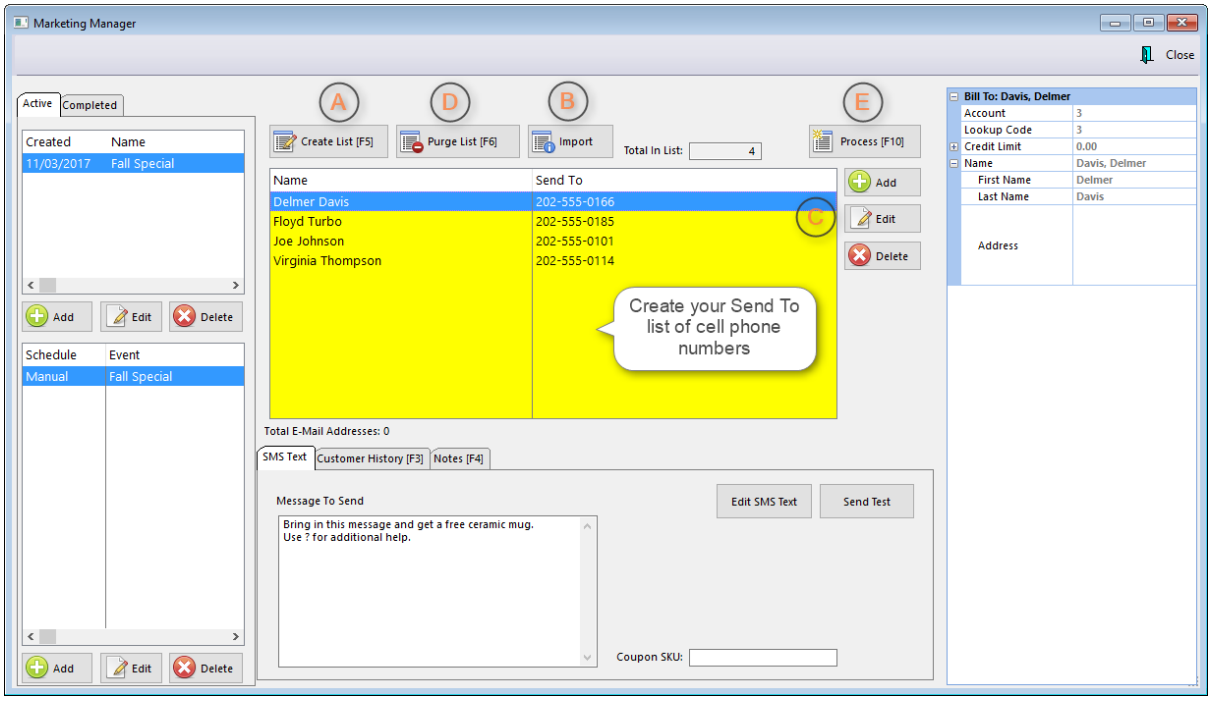


Click on "Only Customers in Generated List" if you wish to create a customized recipient list.



(A) "Create List" allows you to use a Query to filer your customer list. For example, you may use a query to filter only customers who have purchased certain items. (See: Select a Query Option 646)

(B) "Import" allows you to import a list of customer telephone numbers from a comma delimited (CSV) file, for example, from a third-party text messaging provider you may have used previously. However, be

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sure to follow "opt-in" guidelines when using third-party lists. We also recommend that you do NOT purchase lists that may be sold by marketing companies as there is no way to insure you actually have permission to send texts to the number's owner.

(C) You may manually Add to the list, Edit an existing entry or Delete an entry. Note: The Customer History and Notes tabs show you transaction or notes for the highlighted customer.

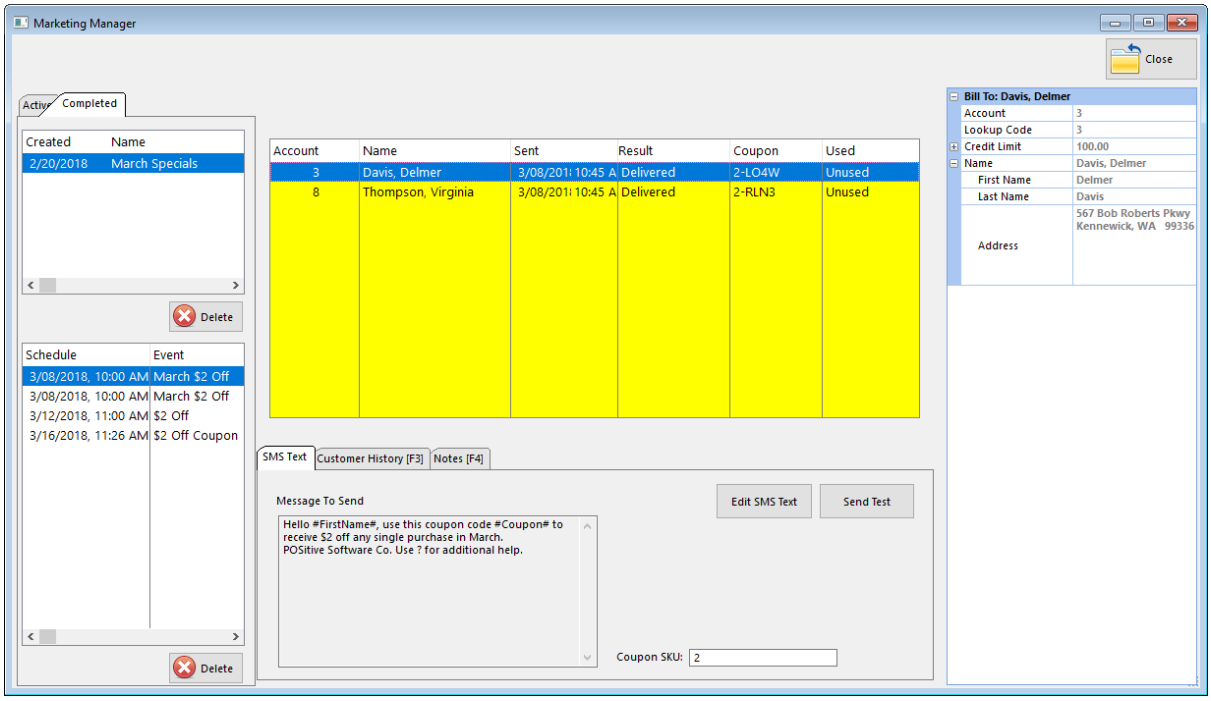
(D) "Purge List" clears the current list to you may create a new one.

(E) "Process" immediately sends the message from the highlighted Event to all the phone numbers on the list.If the Event has been Scheduled, it will be automatically sent on the designated day and time.

(See: Reviewing The Results 1836)

5.12.4.1.6 Reviewing The Results

The Completed tab will show you the results for each completed Campaign and Event.



5.12.4.1.7 Customer Responses

Customers can send text messages to your SMS Text phone number. This allows an opportunity for you to respond to direct questions or comments from your customers.

In order to receive Text messages, POSitive Anywhere 5 must be running.

You should specify someone to be notified when a Customer's text comes in, so you can respond to them quickly.

The setting for this is found in the SMS Text Manager 1821.

Anyone may also send and receive text messages by clicking on the POSitive Text icon.

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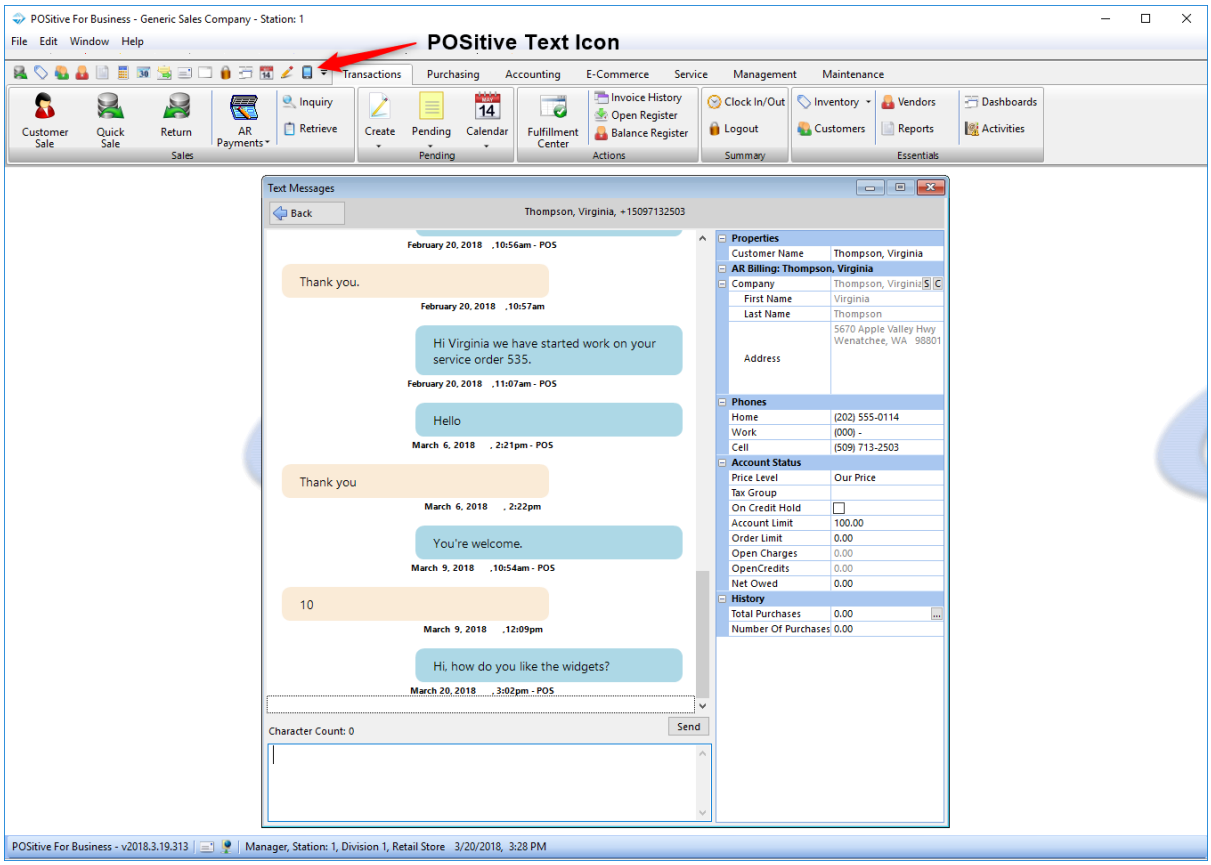

5.12.4.1.8 POSitive Text Marketing Best Practices

POSitive Text is an efficient and cost-effective marketing tool. Personalized mobile marketing creates brand awareness, store loyalty and generally better customer relationships. But, most important, it increases your bottom line! The ROI on POSitive Text is HUGE! No other form of advertising allows you to effectively reach customers for literally pennies!

There are certain laws, rules, and guidelines you should adhere to while wielding the power of POSitive Text marketing. A well known pizza chain was hit with a $250 million lawsuit after playing fast and loose with these rules and sending 500,000 illegal text messages.

The SMS – Text Marketing industry has provided the following advice that will ensure you stay within the law, stick to industry guidelines, and provide your customers with the respect and discretion they deserve.

1. Consent

You must get consent before sending messages to your customers. Without consent, you run the risk of facing fines, damaging your brand, and annoying your customers. By getting consent first, your text marketing campaign will be legal and yield a greater response as you're texting customers who want to receive your messages.

What constitutes consent and how do you get it? If customers are opting in by texting your keyword (e. g., "Text START to 5095558888 to get our texts"), you already have consent. By texting your keyword to subscribe, they give consent to receive your messages.

Put messages on your receipts, and signage in your store asking customers to provide their cell phone

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numbers if they wish to receive coupons, promotional and other messages from your business.

2. Frequency

Don't text too much. No one wants their inbox flooded with texts from your business. Best practice is to send 2–4 texts a month. Any more risks annoying your customers.

Also, be clear about the frequency of your texts. You should state, either in your auto-confirmation message or when advertising your text campaign, how many texts you plan to send per month. The Pittsburgh Penguins were sued after sending more texts than stated in their terms and conditions, so be sure to stay within your limit.

3. Disclaimers

CTIA, the Wireless Association, requires that you include the following information on any advertisements for your text campaigns:

"Msg & Data rates may apply" — This simply means that the customer may be charged by their carrier for receiving your text message, just as they would for any text.

4. Opt-out

Always let your subscribers know they can opt out at any time. Simply include "Text STOP to unsubscribe" when promoting your text campaign. By informing your customers that they can stop your texts at any time, you establish trust and credibility.

5. Hours

Only send texts during business hours. Would you appreciate a marketing text at 3 a.m.? Neither would your valued customers.

Keep your texts within reasonable business hours to avoid annoying your customers. Besides, there's no point in texting customers when they can't immediately act on your offer. It's common sense and common courtesy.

6. Language

Text like an adult. It's tempting to lapse into "textese," using shorthand like "2" for "to" or "U" for "you." Texting like this does save precious characters—but it also looks unprofessional.

Compare these two texts:

Go2 Joes 2day 4 a gr8 deal! 20% off ne slice wen u sho dis text

Visit Joe's today for a great deal! 20% off any slice when you show this text.

Sure, the first one is 15 characters shorter, but it looks like it was written by a preteen, not a respectable business.

7. Value

Make every text worthwhile. Your customers are giving you permission to text them. In exchange, you should offer them something of value. Don't blast them with the same vague ad every week. Instead, make sure every text you send is worth their while.

Discounts, exclusive savings, important announcements, event alerts, and useful information are all valuable things to share with your customers. If you're not providing your customers with value, there's nothing stopping them from unsubscribing.

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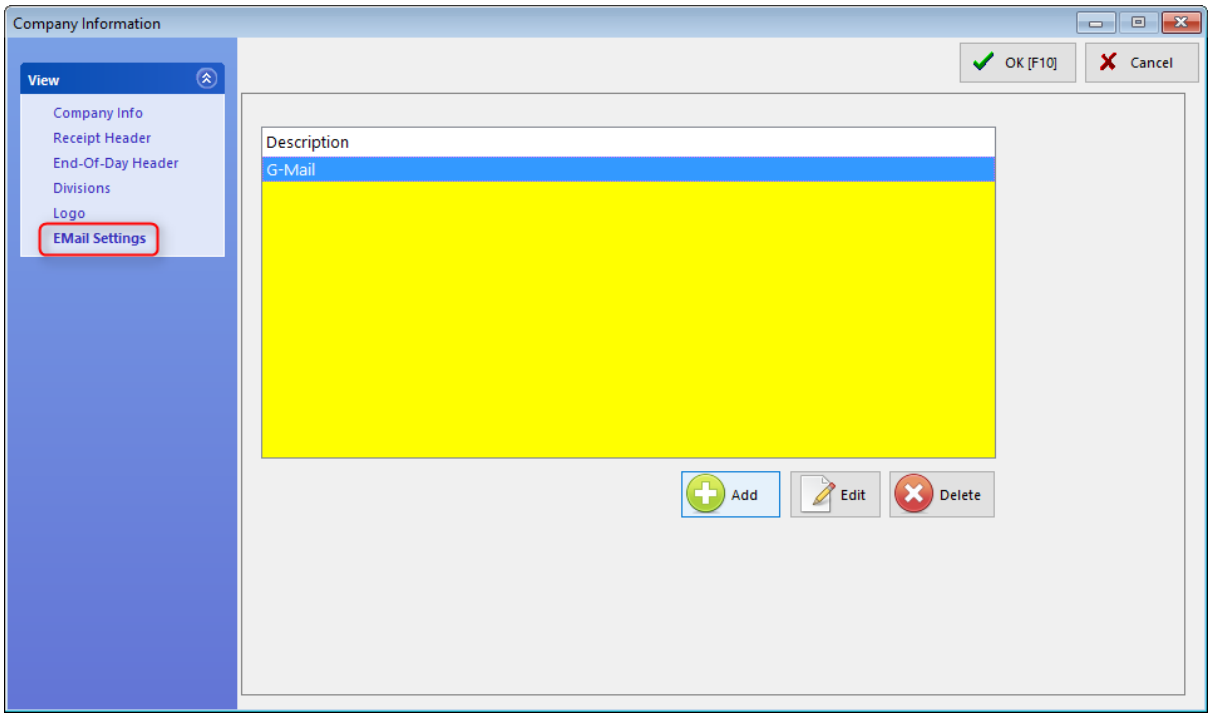
5.12.4.2 E-Mail Setup for Marketing

E-Mail Marketing uses the Global E-Mail Settings under Company Information: Maintenance>Company>EMail Settings. Click Add to create a new account or Edit to modify an existing one.

NOTE: POSitive currently supports only POP/SMTP accounts (not IMAP) and some e-mail providers may not be compatible. If advanced security protocol(s) are required by an email provider then it may not be compatible with Internal email. In that case consider the Microsoft Outlook option. Or use a provider such as Gmail, which supports both IMAP and POP/SMTP.



Click Add to create a new e-mail account. Enter the appropriate information for your e-mail provider (POP/SMTP accounts only. IMAP is not supported.)

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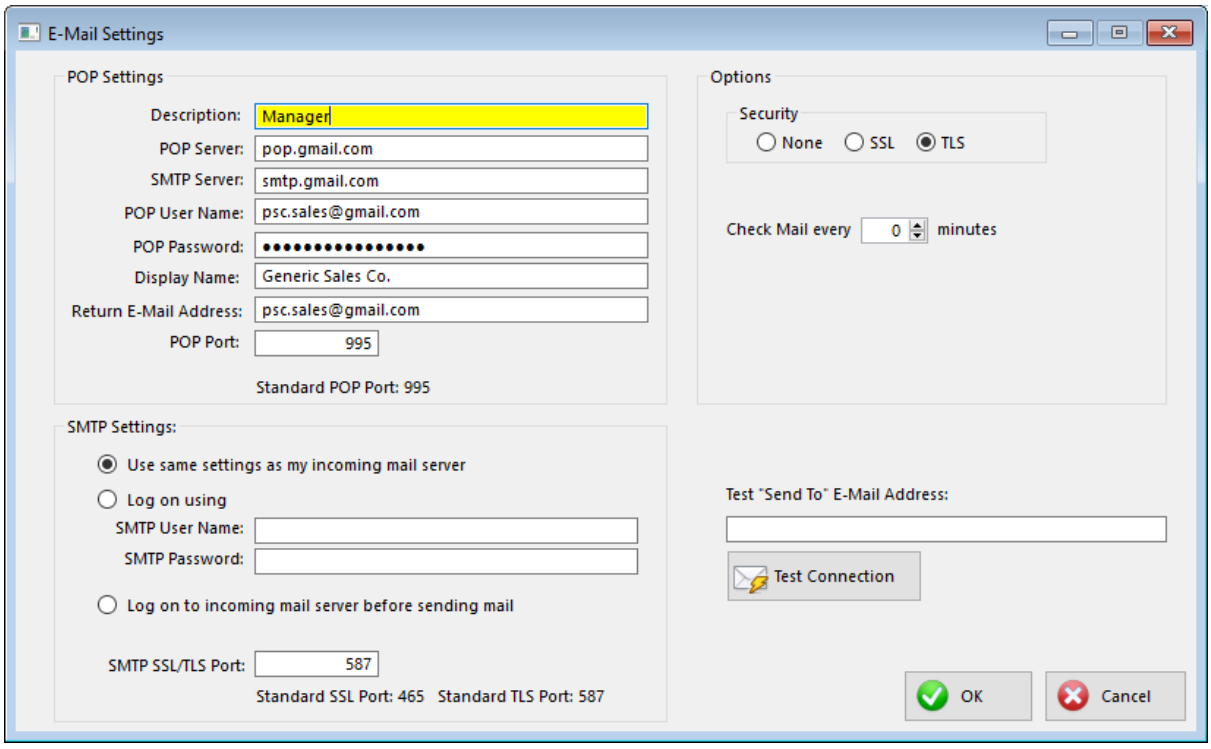

Because each business is different, there are no standard settings to use for this section. You probably need to consult with your e-mail provider, IT support person or POSitive dealer for assistance with setup. In our example we're using Gmail. Please click here[279] for instructions on setting up your Gmail account to work with POSitive.

Note: By setting "Check Mail every" to 0, POSitive will not download e-mail from your provider.

Once you've entered the necessary information for your e-mail provider, test the connection by entering a Send To address in the test box and click on Test Connection.

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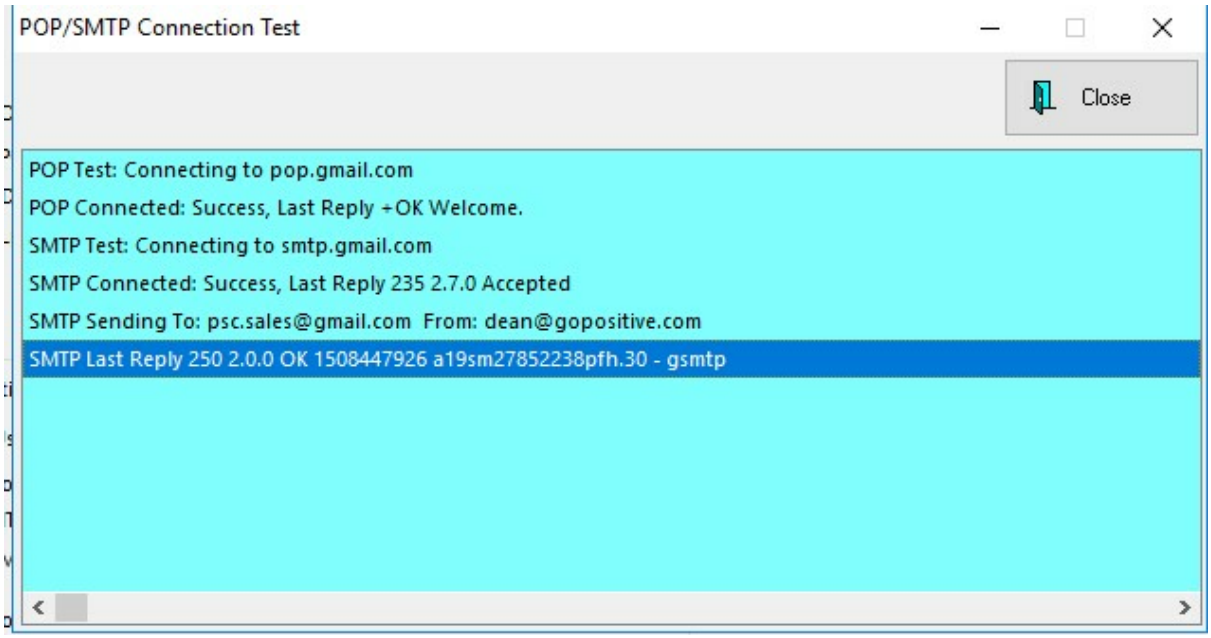

You should not see any error, your test results should look similar to our example, and your recipient should receive your test e-mail. If successful, click OK to save your settings.

5.12.4.2.1 Prepare The Customer List



NOTE: Please be aware that in an effort to combat spam many e-mail providers will now "flag" an account as a potential spammer if too many e-mails are sent at one time. So, we recommend that you limit POSitive's e-mail marketing list to a few dozen at a time. If you need to send to a greater number, we suggest using a service such as Constant Contact, which designed to handle such messages properly and bypasses your normal e-mail provider. See: Export Customers 1816. Or contact POSitive support to learn how you can export your customer e-mail addresses.

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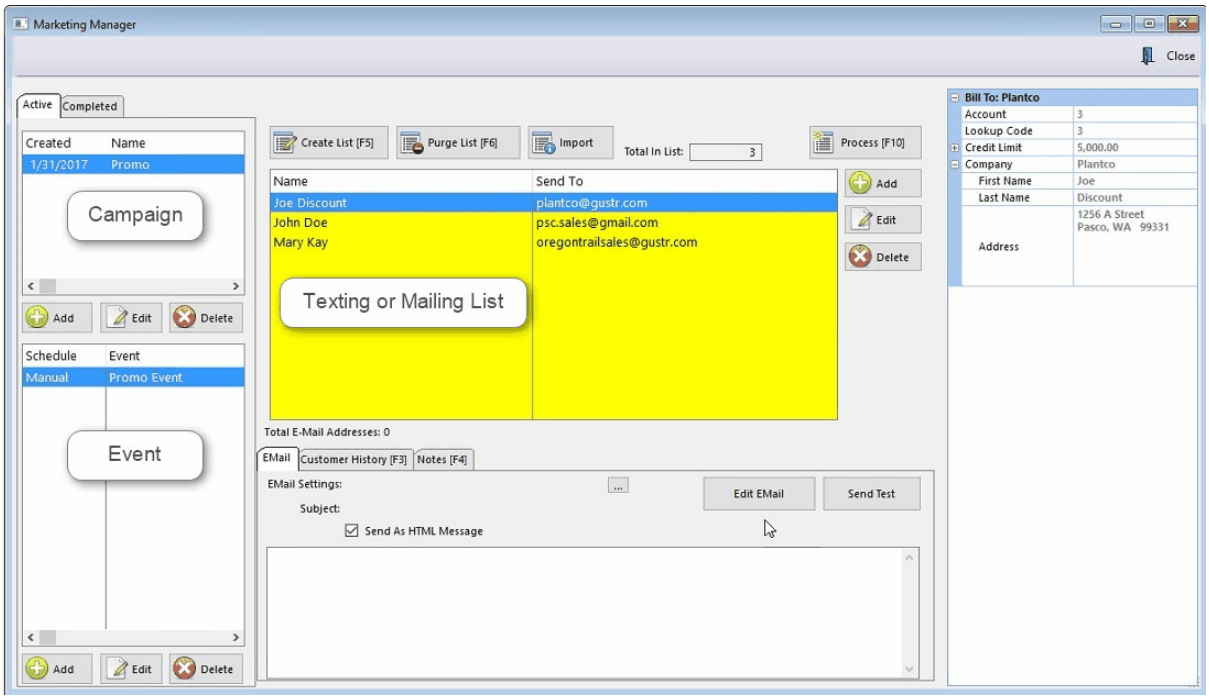

1) The Event determines whether your list will be used for E-Mail or SMS Text marketing. In our example we're creating a list for E-Mailing.

2) (Optional) - Click on **Purge List [F6]** to remove current customers in the list.

3) Click on **Create List [F5]** or you may use the **Import** button to import a list of e-mail addresses.

4) **If you're creating a text messaging phone list, click here**[1834]**.** If you're creating an e-mail list, you'll be prompted to choose one of the following:

- **Only Selected** - Only customers who have consented and therefore have a check mark on "Add To E-mailing 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, it will be saved under the assigned Event, and you may recall it at any time by selecting the Event.

Note: Customer History [F3] and Notes [F4] allow you to review customer history and notes so you can make sure the customer is appropriate for a particular list.

Next step see: Prepare The Message[1843]

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5.12.4.2.2 Prepare The Message

E-Mail:

After you have prepared the list of e-mail addresses you need to compose your e-mail message.

1) Click Edit EMail, enter a **Subject**, one which will catch your customer's attention and not just ignore your message.

2) Type your message. Remember to use your best manners and marketing skills. The built-in Editor gives you basic set of tools to use. You may also compose your message with some other program, such as Word and copy and paste into the Editor screen.

ANTI-SPAM DISCLAIMER

You should always have the following information at the bottom of your e-mails so that you cannot be accused of spamming.

Include your company name, address, phone number and an "unsubscribe" statement which will indicate they are receiving the e-mail because they gave you permission and the option to be taken off of the mailing list.

RightMouseClick - For editing purposes, clicking the right mouse gives you the following options. Undo, Cut, Copy Paste, Delete, Select All.

3) Save your message by click OK, and it will be stored along with the mailing list as part of that Event.

5.12.4.2.3 Send Messages

When you are satisfied with your list and your message, press F10 to Process.

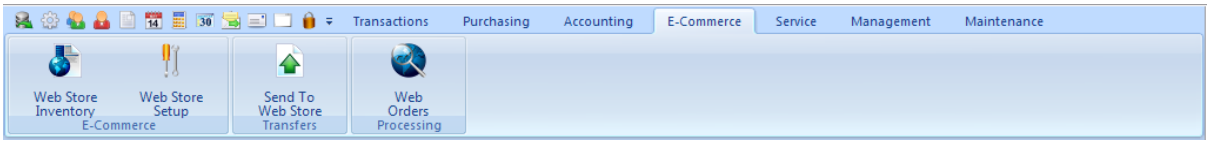
As messages are successfully sent, the Status will change to Processed. If POSitive encounters an invalid e-mail address or phone number it may stop processing.You may delete the processed messages, revise or delete the bad entry and continue.

Reset List - changes the Status of each entry to Unprocessed.

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 or phone numbers gathered for this mailing.

5.13 E-Commerce



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Note: This is a legacy feature and e-commerce interface functions are now handled through the POSitive API.

(See: POSitive API 13)

6 Exploring Touchscreen

The POSitive Touchscreen is fully customizable and your touchscreen may be completely different from the samples shown here. But there will be basic concepts common to both.



The Main Screen will always have a Transaction List which displays items currently being purchased by the customer. Changing the Price or Quantity of an item is done by specific pre-defined and programmable buttons displayed on the right; specifically the buttons "Adjust Price" and "Adjust Quantity." Other buttons serve their function and were included or excluded from your touchscreen

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layout by management.

We can explain the Pre-Defined buttons, (see Pre-defined Buttons 1031) but not the programmed and customized buttons. You will want to ask management what each button is for and how they want you to use them.

Here are some sample touch screen layouts designed by other customers for their specific needs. Note the use of pictures, colors and fonts.







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6.1 Desktop Buttons

Instead of using an actual touchscreen layout or menus on the ribbon bar, the desktop can be modified to hide all menus and replace them with simple buttons.

Normally, the default screen of POSitive shows a ribbon menu. This menu can be simply minimized (as pictured below) or totally hidden so that you will be able to limit all operations to just the defined Desktop Buttons.

These desktop buttons are globally shared with all computers using POSitive.

To create Desktop Buttons, go to Maintenance: Definitions List: Desktop Buttons. (see Define Desktop Buttons 1848)



Listing of Available Buttons

None - title/image is informational only and does not perform an action
Add Layaway
Add Order
Add Quote
Add Service Order
Balance Register
Checkbook
Create Pending

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Credit Card Manager
Customer Manager
Customer Sale
Daily Sales
Department Manager
E-Commerce Manager
Employee Manager
Exit Manager Mode
Gift Card Manager
Inventory Manager
Invoice History
Label Manager
Log In/Log Out
Loyalty Programs
Marketing Manager
Open Register
Pending Layaways - listing of
Pending Orders - listing of
Pending Quotes - listing of
Pending Service - listing of
Pending Transactions
Purchasing Manager
Quick Sale
Report Manager
Return
Run External Program
Take AR Payment
Time Clock
Touch Screen Editor
Vendor Manager
Voids Manager

(see alternatives)

Invoice Buttons - Predefined Buttons 1031

Touchscreen Buttons - Touchscreen 1844

Sample Desktop Buttons

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6.1.1 Defining the Desktop Buttons

Advance Setup: You will need to create your own set of graphics for each button function. The graphic should also include a title. To create desktop buttons, go to Maintenance: Definitions List and select Desktop Buttons.

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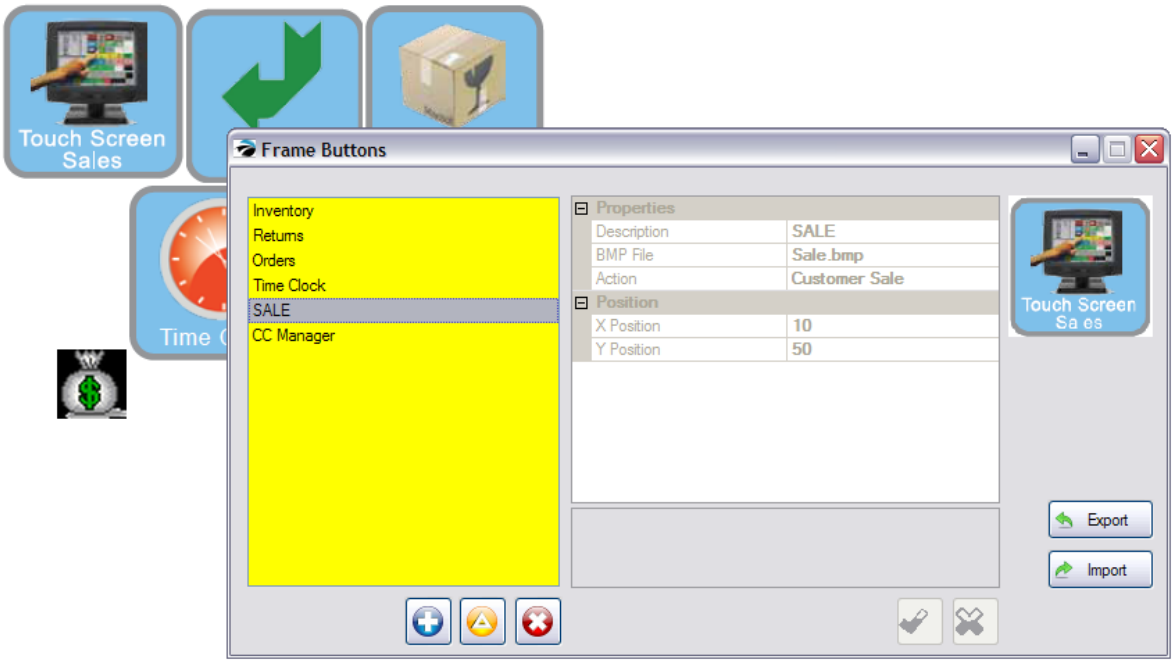

1) Each button is created by selecting the Plus button

2) Define the button with

- **Description** - a title of the function of the button (it does not appear on the screen). Your graphics will need to include titles.
- **BMP File** - select the graphic. It will be visible at the right as you are editing the button definition. **NOTE: You must use a 100 x 100 pixel BMP image.** If there is no graphic displayed, then the graphic is incompatible as a desktop button OR the file name is too long. (Note: POSitive expects these images to be stored in a folder named Buttons under the root folder of POSitive so that all workstations will have access to the images. For example: C:\POSitive\buttons or for workstations P:\POSitive\buttons
- **Action** - select from the listing of Pre-Defined functions (see Pre-Defined Desktop 1851)
- **X Position** - the number of pixels from the left side of the screen. In the above picture the black money bag graphic is 50 pixel from the left, the Time Clock is 100 pixels, and the Touch Screen Sales button is 10 pixels from the left.
- **Y Position** - the number of pixels from the top of the screen. In the above picture the black money bag graphic is 300 pixel from the top, the Time Clock is 180 pixels, and the Touch Screen Sales button is 50 pixels from the top.

  When placing buttons you should leave space at the bottom to adjust for times when the Ribbon Menu is selected for display, If possible, the Y Position will be from the bottom of the Ribbon Menu. This means that your graphic buttons will shift down on the screen.

  However, if your graphics are already to the bottom edge of the screen, the ribbon will have to overlay on some buttons. Samples

In this picture, an Inventory Graphic is positioned at X=260 and Y=580 pixels. The bottom portion of the

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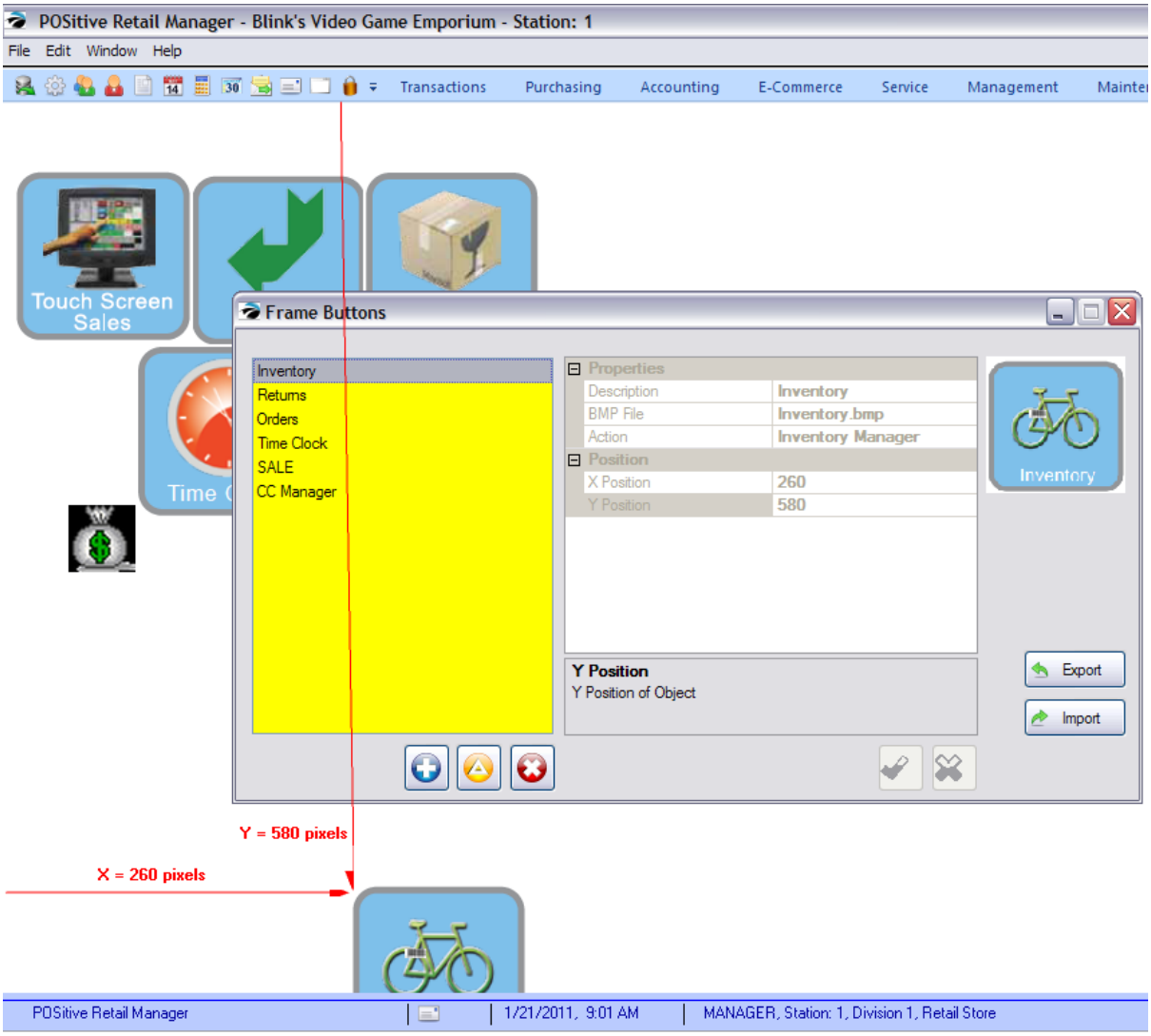
graphic is partially obscured.



When the Ribbon Menu is activated, there is no room for images to shift, therefore, the ribbon obscures the tops of the desktop buttons.

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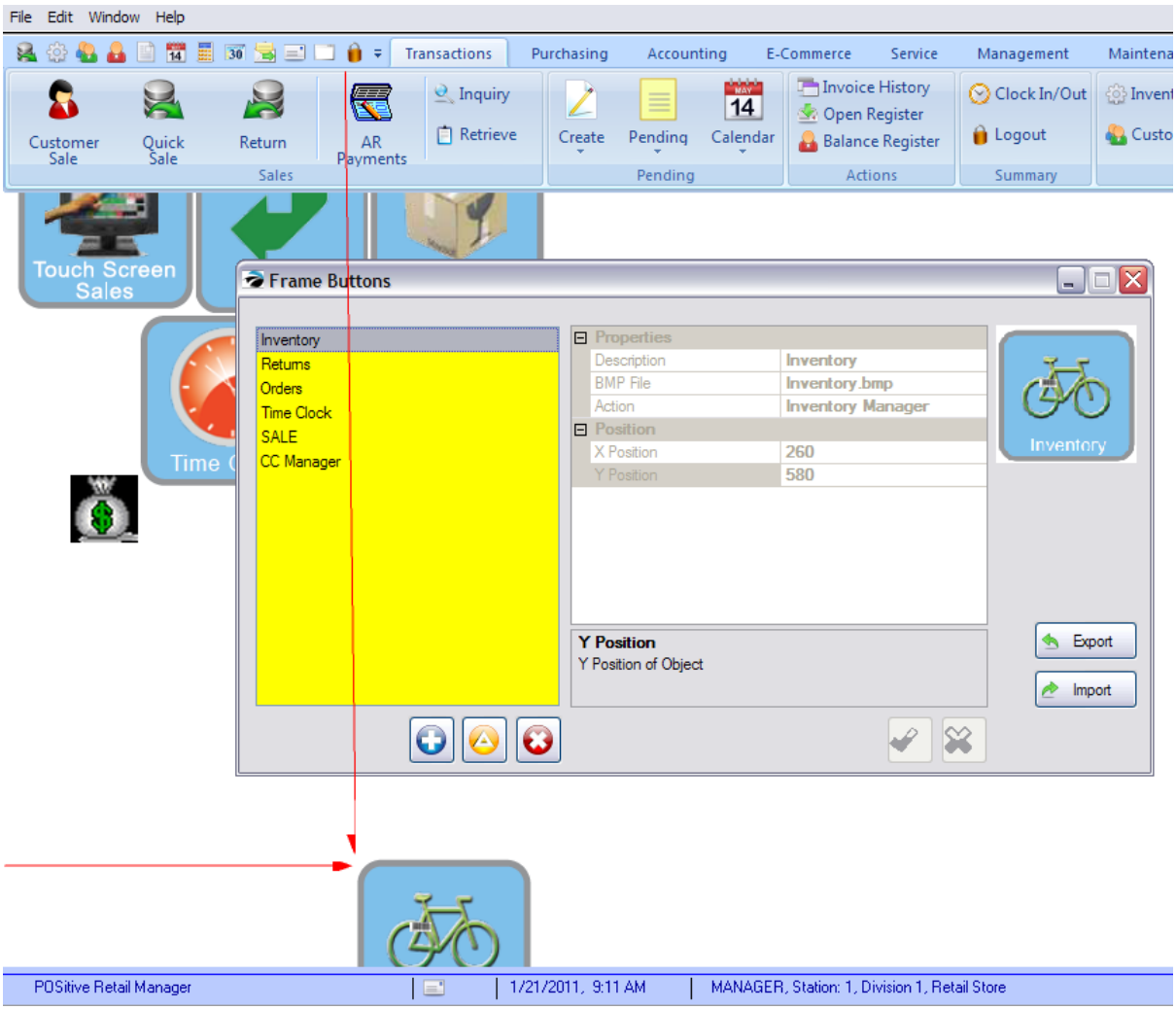

3) Select the green Check button to save your settings. The graphic will then appear on the background.

6.1.2 Desktop Buttons - Predefined List

The following are the Actions which can be selected for desktop buttons. (see more explanation under Pre-Defined Buttons 1031)

None -

-Balance Register - (known as BALANCE REGISTER 1050)

-Checkbook - opens the Checkbook. Contact POSitive support for more information.

-Create Pending - allows for creation of any type of pending transaction after selecting a customer by

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name

-Credit Card Manager - provides access to review of and settling credit cards through batching

-Customer Manager - (also known as CUSTOMER LIST 1079)

-Customer Sale - creates an invoice for a customer by name

-Daily Sales - (also known as DAILY SALES SUMMARY 1081)

-Department Manager - opens the department / category listings for additions and editing

-E-Commerce Manager - opens the setups and retrievals of e-commerce orders

-Employee Manager - opens the employee listing

-Exit Manager Mode -

-Gift Card Manager - opens the listing of all issued gift cards

-Inventory Manager - opens the Inventory Center

-Invoice History - (known as INVOICE HISTORY 1113)

-Label Manager - opens the Labels List for printing labels of selected inventory items

-Log In / Log Out - (also known as LOGOUT 1121)

Loyalty Programs - also known as FREQUENT BUYER 1676

-Marketing Manager - opens the tools for e-mail marketing, customer label printing and customer information export

Open Register - (also known as OPEN CASH DRAWER 1137)

-Pending Transactions - opens the listing of all types of pending transactions

-Purchasing Manager - opens the Purchase Order Center

-Quick Sale - creates an invoice for a non-specified customer

-Report Manager - (also known as REPORT CENTER 1148)

-Return - (also known as RETURN FROM INVOICE 1149)

Run External Program - launches other software programs and then returns to POSitive when closed

-Take AR Payment - (also known as MAKE AR PAYMENT 1124)

-Time Clock - (known as TIME CLOCK 1179)

-Touch Screen Editor - opens the designer for touchscreen layouts and button functions - requires a 1280x1024 monitor

-Vendor Manager - opens the Vendor Center (see Vendor Center 594)

-Voids Manager - opens the listing of all voided invoices and voided pending transactions (List of Voids 1775)

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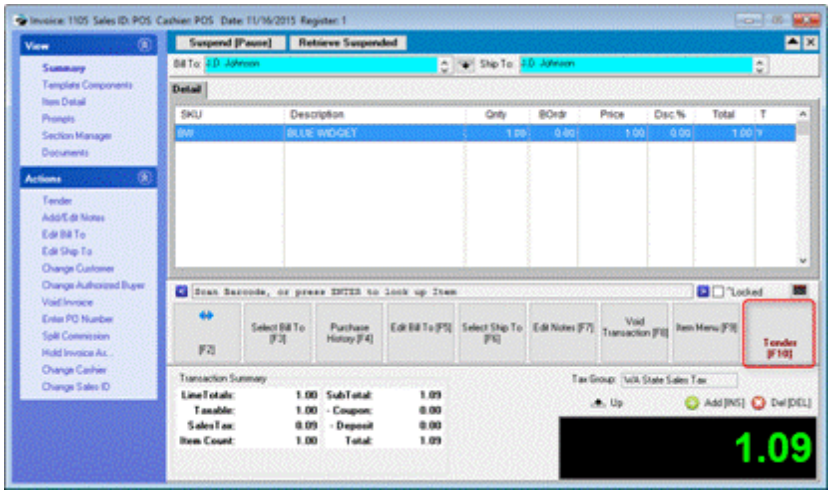
7 Using Worldpay

How to process Worldpay EMV transactions

Note: Worldpay was formerly Vantiv.

Worldpay payment processing should already have been set up by your dealer or a POSitive technician, so we'll start with how to tender out a transaction. By the way, entry of all card information must be done through your EMV device, unless you will also be using Card on File. In this example we're using the Verifone vX805.



Start a transaction as usual and select Tender when ready to process the payment.

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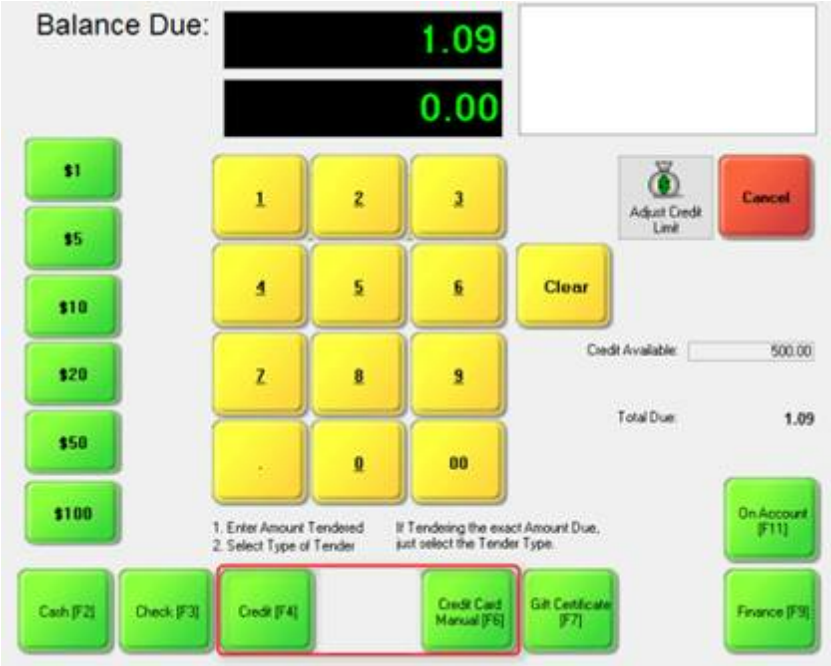

If you're familiar with previous POSitive products, you'll notice that POSitive v.6 (and higher) has a new Tender screen. For tender that will be the exact amount simply select the Tender Type and the payment will be processed. For other amounts, use the yellow buttons, or the number pad on your keyboard, to enter the amount then select the Tender. When processing credit or debit cards you'll normally use Credit (or Credit Card Swipe) for your tender. If the card can't be read for some reason, select Credit Card Manual and you'll be able to type the number and expiration date into the vX805.

Credit Card Transaction

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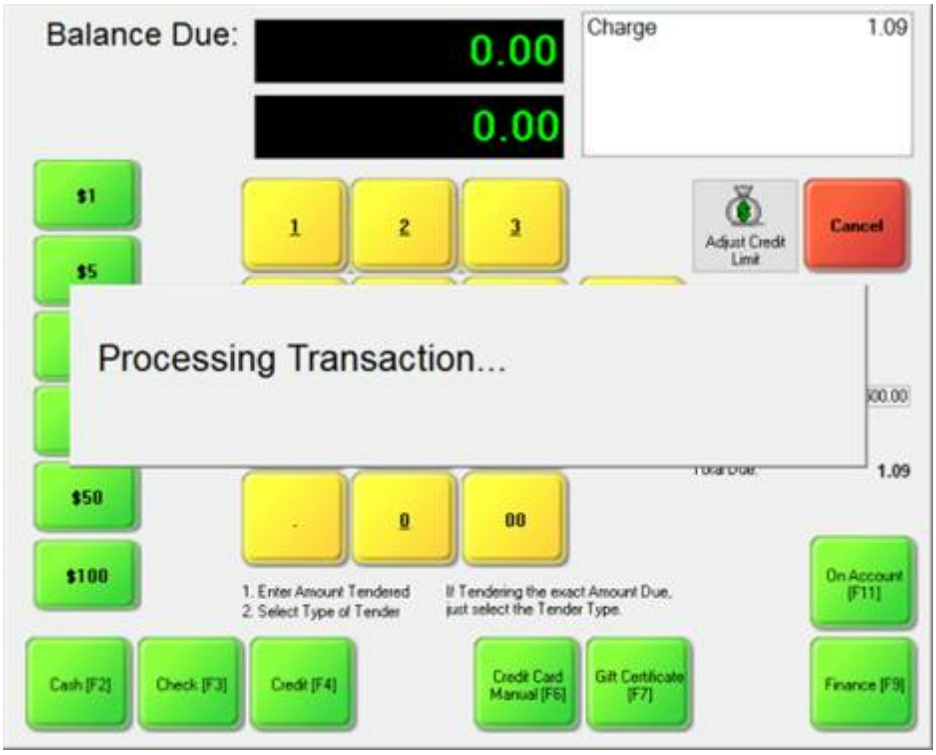

For a normal credit or debit card transaction select Credit (or Credit Card Swipe). You'll immediately see Processing Transaction on the screen. Now look at the prompt on the vX805 credit card device.



You'll see the transaction amount on the device. Press the **green button** to continue or the **red**

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,

button to cancel. If you continue, you'll be prompted to insert, tap or swipe the card. If the card has a chip, insert it in the device chip first. *By the way, if you swipe a card with a chip you ll be prompted to insert the card.*



Once the card has been accepted you'll see "Processing". If it's a chip card, it must remain in the device until you are prompted to remove it.



The transaction has completed and you may now remove the card. (Note: this device is intended

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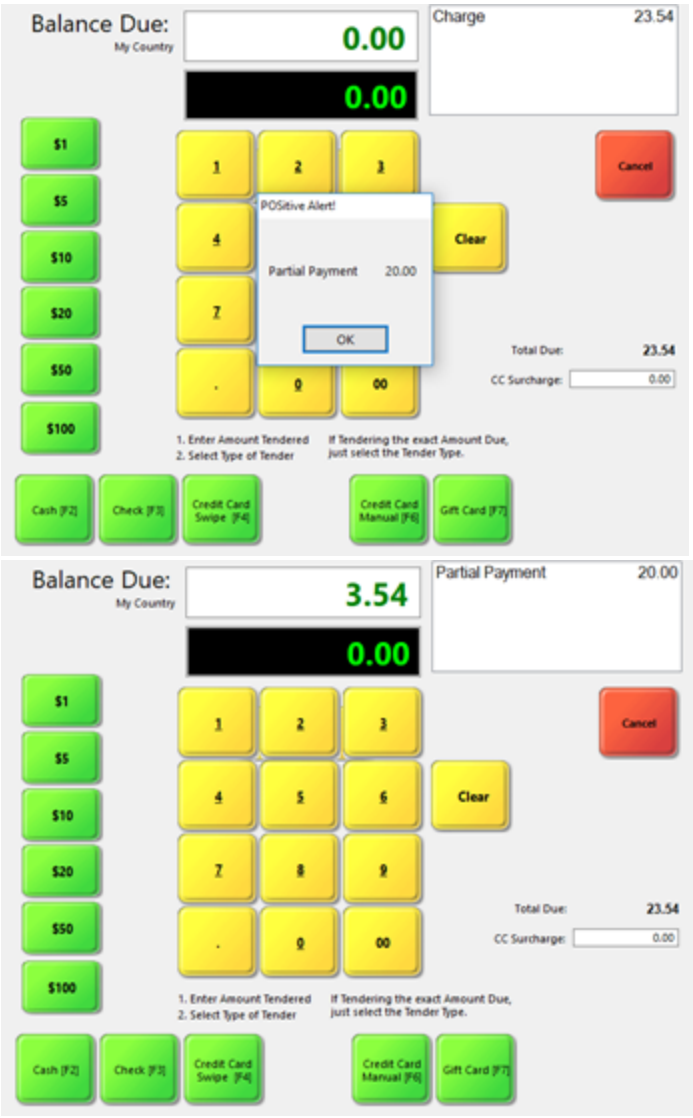
to be “customer facing”, so they would normally be the one inserting or swiping their card, and entering a PIN if required.)

Partial Payment Authorization

Occasionally a customer may pay with a debit card that does not have enough funds to cover the full amount and the card issuer may authorize a Partial Payment. In our example, a Partial Payment of $20 has been authorized.



Your **ONLY** option is to **click OK** as the payment has already been approved. The Tender screen will now show a Partial Payment of $20. The customer may complete the transaction by paying the Balance Due with Cash, Check or another Credit Card. If they wish to cancel the transaction, **YOU MUST PRESS THE CANCEL BUTTON ON THE TENDER SCREEN!** This will automatically void the

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Partial Payment authorization and there will be no charge to the customer's card.

PIN Debit Transaction



Debit cards may require the entry of a PIN. Start the transaction as usual, insert or swipe the card and you'll be prompted to select Credit or Debit. If you select Debit, you'll be asked for a PIN number. If the customer does not know their PIN you'll need to cancel the transaction (red button) and return to the Tender screen.

Manual Card Entry Transaction



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If you have to manually process a payment, select **Credit Card Manual**. The transaction will start same way as the other transactions, but instead of inserting or swiping the card you'll be prompted to type in the card number, expiration date, CVV number and billing zip code. (Note: The zip code is not required and can be skipped.) The AVS and CVS Results screen tells you that the payment has been processed by Worldpay, **and you should always click OK to continue.**

Receipt Printing


Receipt: 1226 12/16/2015
Register: 1 POS 2:39PM

Generic Sales Company
123 Anystreet Ave.
Richland, WA 99354

Phone:

Dean Martin

Qty Description Price Total

1.00 BLUE WIDGET 1.00 1.00

SubTotal: 1.00
SalesTax: 0.00
Total: 1.00
Total Paid: 1.00

MERCHANT ID: 88430346223
CLERK ID: POS

SALE

VISA
**********1401
ENTRY METHOD: SWIPED
DATE: 12/16/2015 TIME: 14:40:55

INVOICE: 10000221
REFERENCE: 1001
AUTH CODE: 199476

AMOUNT USD$ 1.00
TOTAL USD$ 1.00

APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X_____
Cardholder Signature

Policy Statement Goes Here.

You should print two receipts for each EMV transaction. One is for the customer and the other is signed by the customer and retained by the merchant. You'll need to modify an existing receipt to add the required EMV payment information. Contact your dealer or POSitive support for assistance in creating a receipt form. In our example we're using a modified version of form 7 that includes the EMV payment information. Full size receipts print the credit card transaction information on a separate page.

POSitive Alert! Messages

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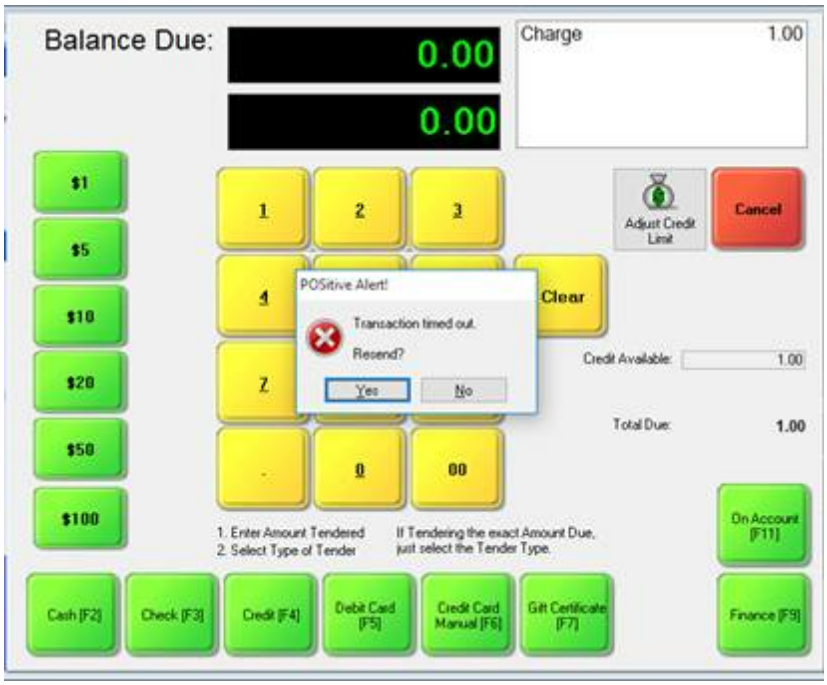
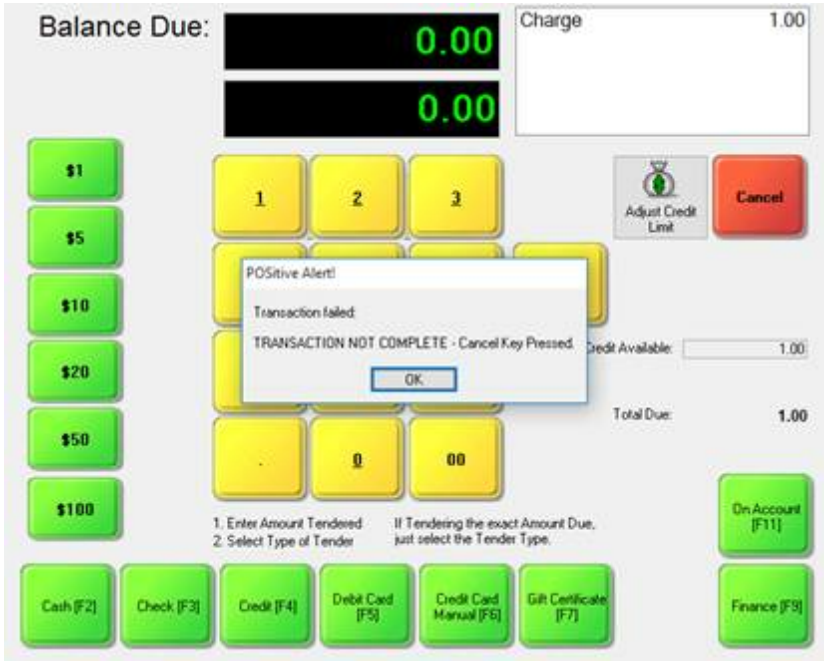


"Transaction timed out. Resend?" This means it took too long to enter the card information and the credit card device has "timed" out. Click on Yes to continue with payment processing or No if the customer wishes to switch tender or cancel the transaction.



"TRANSACTION NOT COMPLETE – Cancel Key Pressed" means the Cancel button was pressed on the credit card device. Click OK to choose another tender or cancel the transaction.

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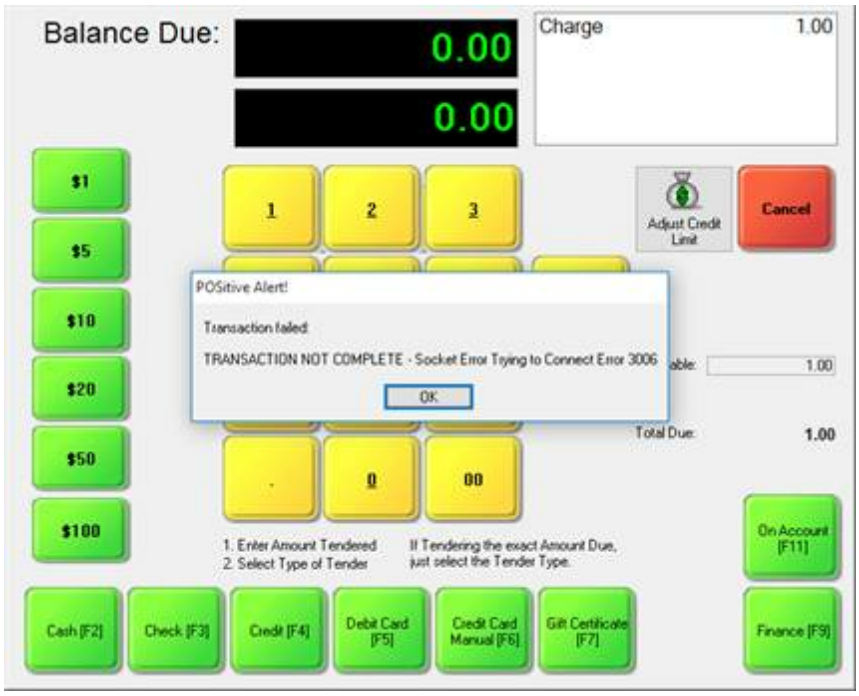

"TRANSACTION NOT COMPLETE – Socket Error Trying to Connect Error 3006" means NETePay is not running. You'll need to start NETePay in order to process credit card transactions. Contact your dealer or POSitive support if you need assistance.

Click here 1870 for more troubleshooting information.

End of Day Batch Settlement

Worldpay will automatically settle batches every day.

Credit Card Reports

POSitive will list credit card tender on your end of day reports. You may also go to Management, Credit Cards, Transactions to view a log of all credit card transaction run through POSitive. For more detailed reports, such as viewing the Daily Transaction Summary, Detailed Transactions, Batches or searching for a transaction, is done through your Worldpay Merchant Portal. Contact Your Worldpay representative, or POSitive's credit card manager, if you need access. (See: Credit Card Transactions Log 180)

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7.1 Using Card on File with Worldpay

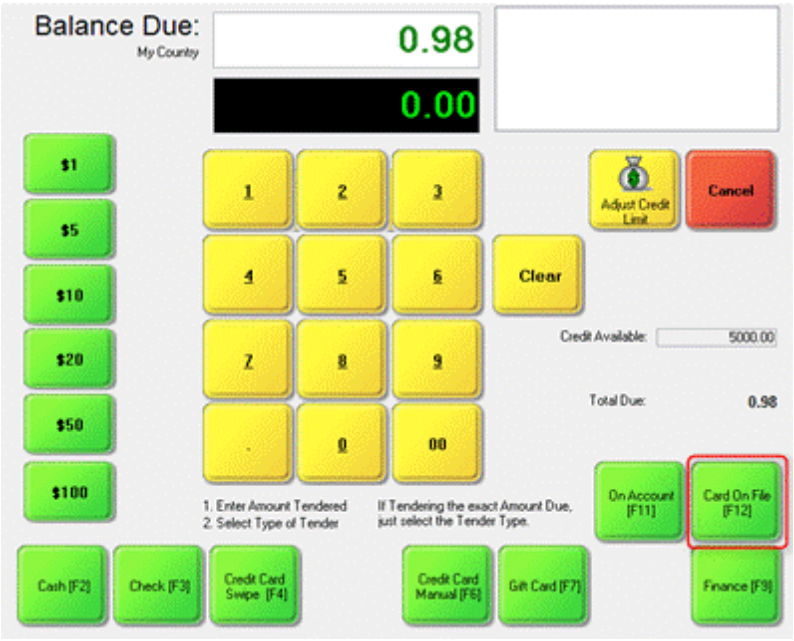
How to Use "Card on File" with Worldpay Payment Processing

Note: Worldpay was formerly Vantiv.

The "Card on File" feature allows you to safely store a customer's credit card number so it can be used for future purchases, such as automatic monthly billing. The card number is converted into a "token" which can only be used in conjunction with your Worldpay merchant account, so there is nothing that even resembles a card number stored in your POSitive system. Before starting, there are three things you need to know about using Card on File:

- You must have a separate Worldpay Merchant ID (MID) number for this feature
- You must activate "Allow retention of Credit Cards" in Credit Card Setup and System Setup
- Card on File only works with Customer sales
- **Card on File only works with Worldpay merchant accounts.** It is NOT available through other payment processors.

Selecting or Adding a Credit Card on File at the Tender Screen



When you're tendering out a customer sale you'll see the "Card on File" button. Select it and

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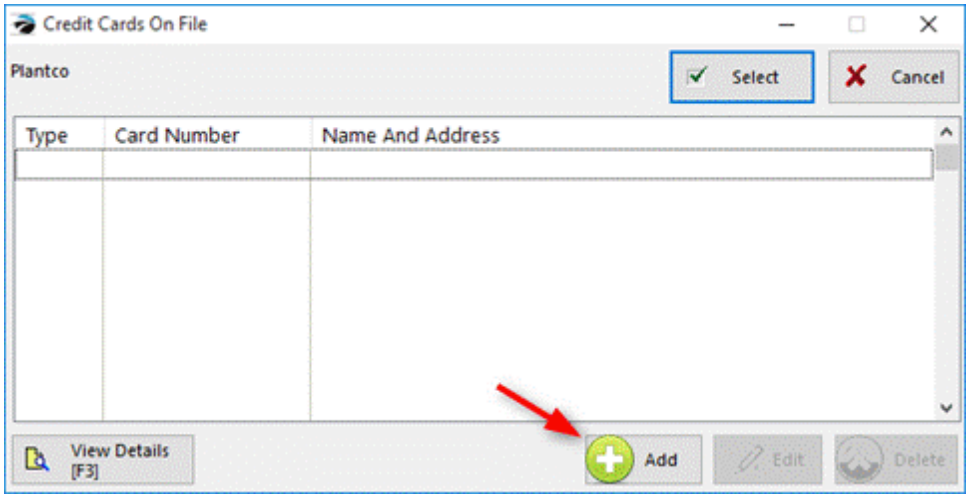
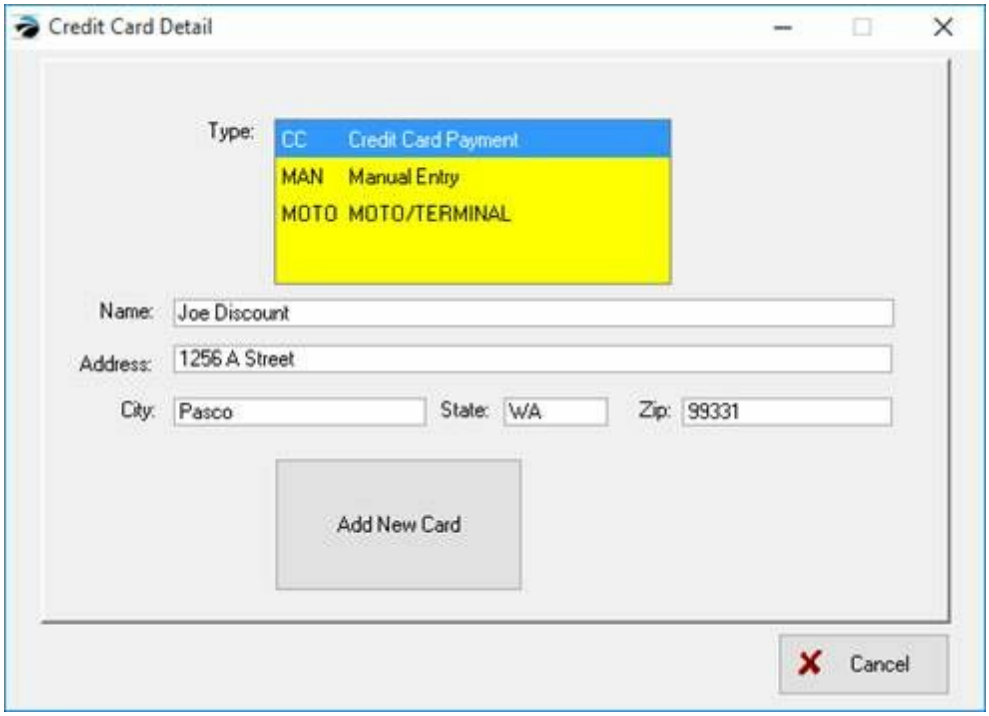
you'll see the Cards on File screen. Please note that "Card on File" does not work for Quick sales. You must always choose a customer in order to use it.



In our example we don't already have a credit card on file, so click the Add button. (Note: If you were previously storing credit cards in POSitive version 5, please see the section on Converting Previously Stored Credit Cards into Tokens.)



Choose your Tender Type, in our example we're using Credit Card Payment, and you can also

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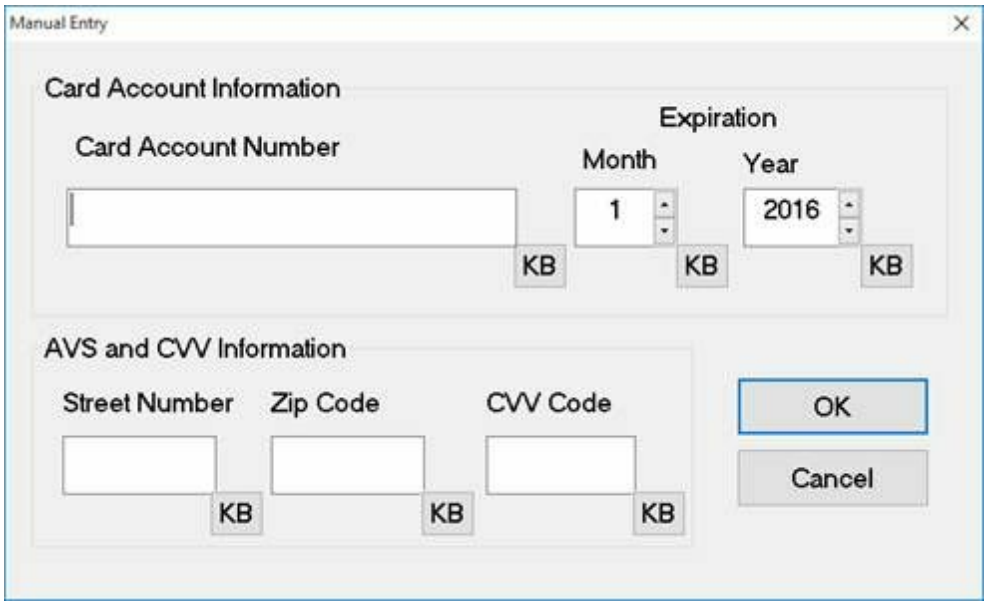
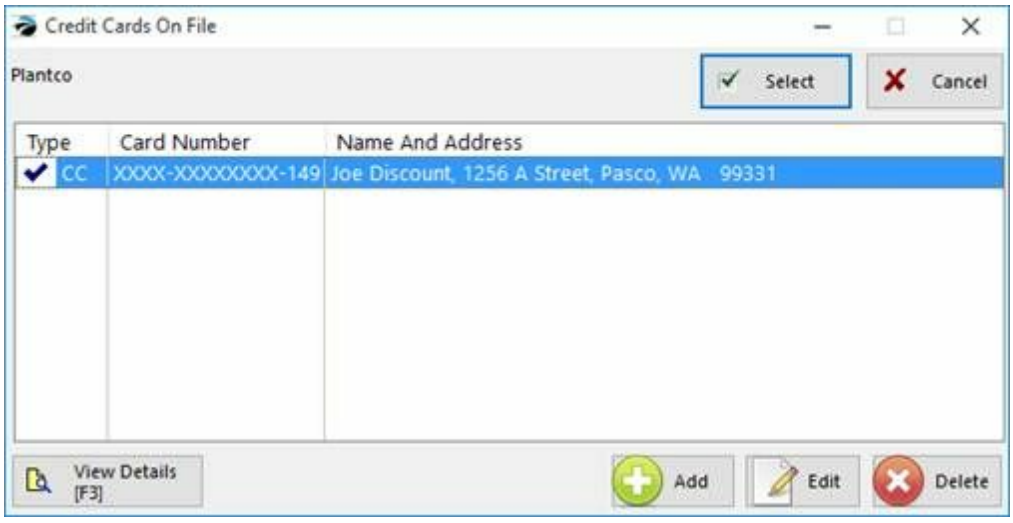
change the cardholder name and billing address if necessary. Next, click on Add New Card.



On this screen you're now connected directly to Worldpay and will be entering the card information directly into their system. If you're entering this information on a touch screen monitor, pressing KB will show an on-screen keyboard. Press OK and the credit card information will be converted to a token and returned to your POSitive product for storage.



You'll be returned to the Cards on File and you'll now see that a credit card has been "tokenized", as designated by the checkmark, and is now available for use. You may store multiple tokens and

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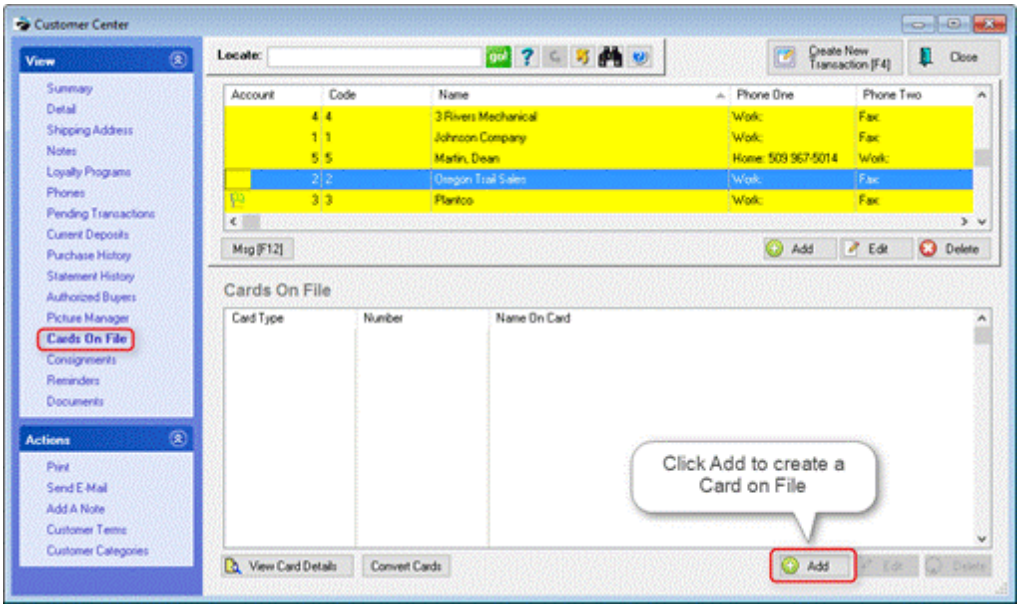
identify them by the last card numbers. Highlight the card number you wish to use and click Select to complete the transaction. To remove a card from this list, simply highlight it and click on Delete.

Adding a Credit Card on File through the Customer Center



Highlight a customer, select Cards on File from the View menu and then click on Add.

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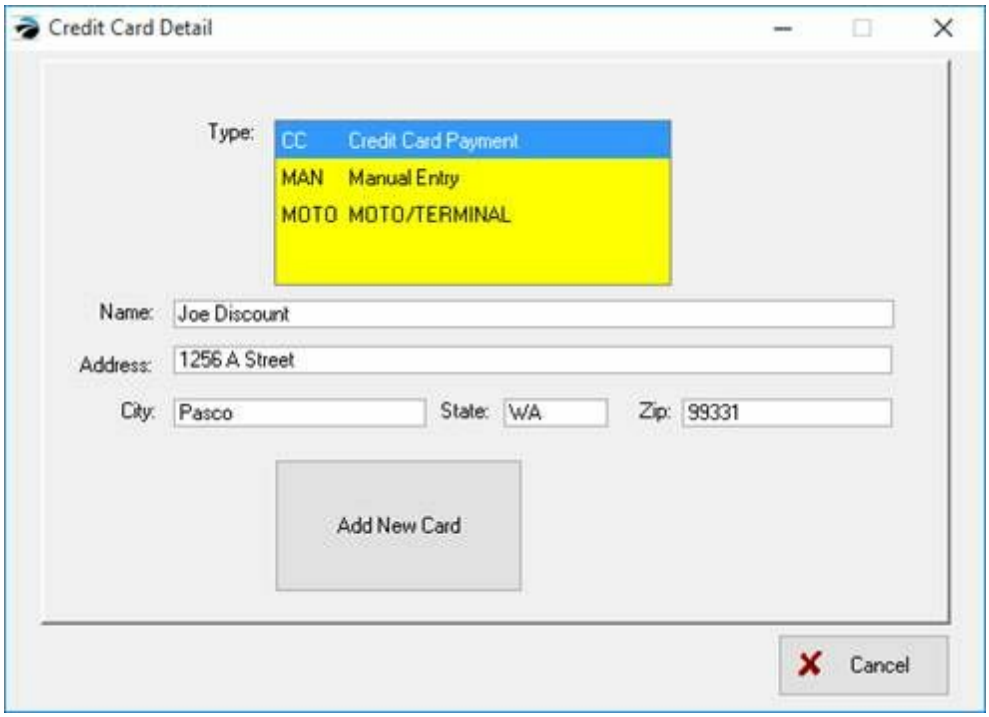
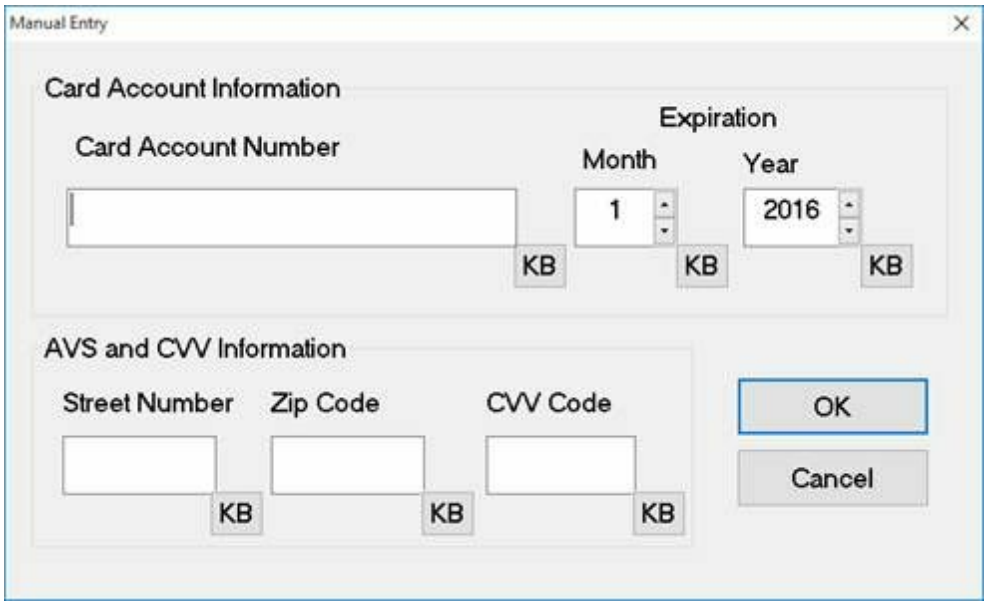


Choose your Tender Type, in our example we're using Credit Card Payment, and you can also change the cardholder name and billing address if necessary. Next, click on Add New Card.



On this screen you're now connected directly to Worldpay and will be entering the card information directly into their system. Press OK and the credit card information will be converted to a token and returned to your POSitive product for storage.

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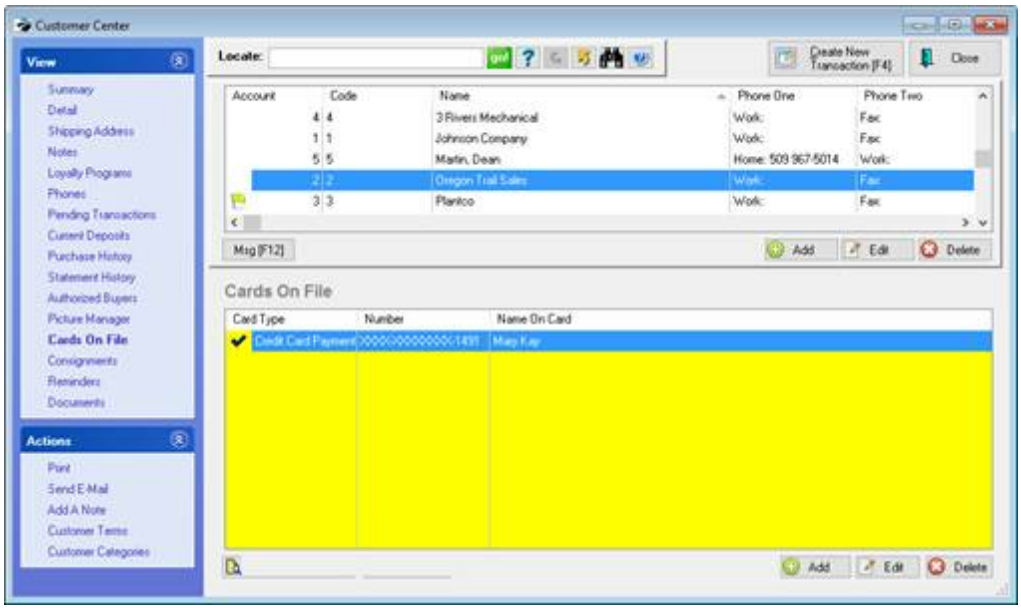
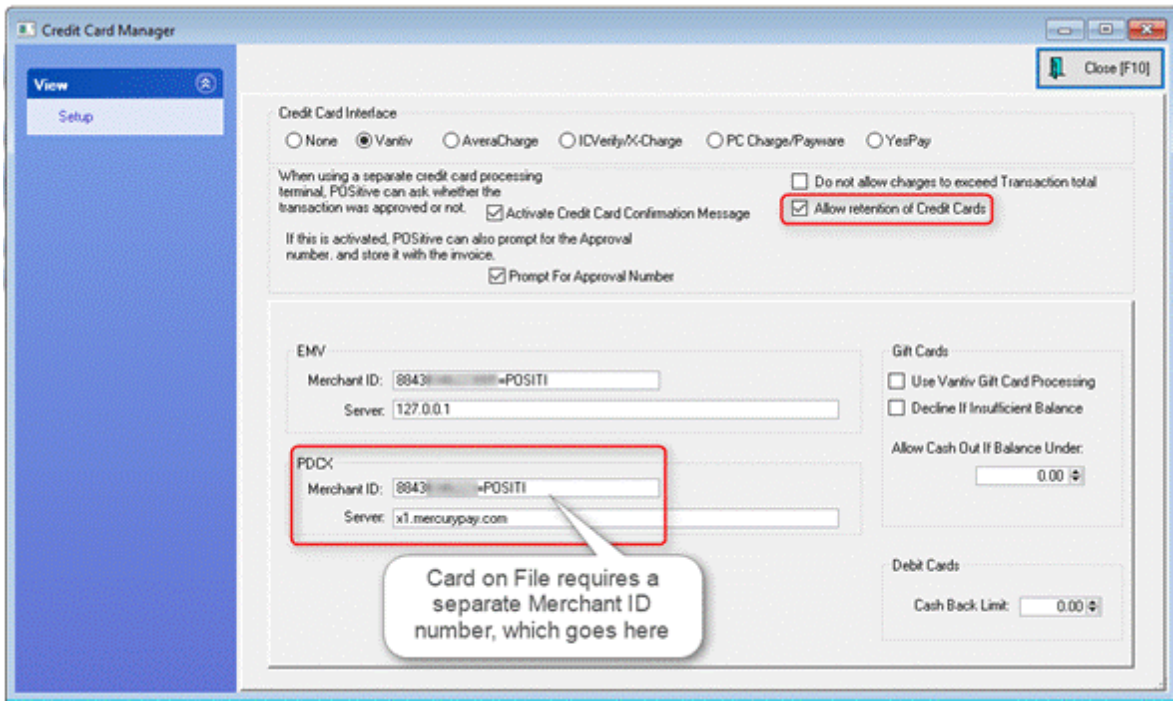


The “tokenized” card will now appear in the Cards on File list for the customer.

Setting up Card on File with Worldpay Payment Processing



Card on File transactions are treated differently than EMV (chip card) transactions and you’ll need to have a separate Worldpay Merchant ID (MID) number, which is entered into the PDCX section

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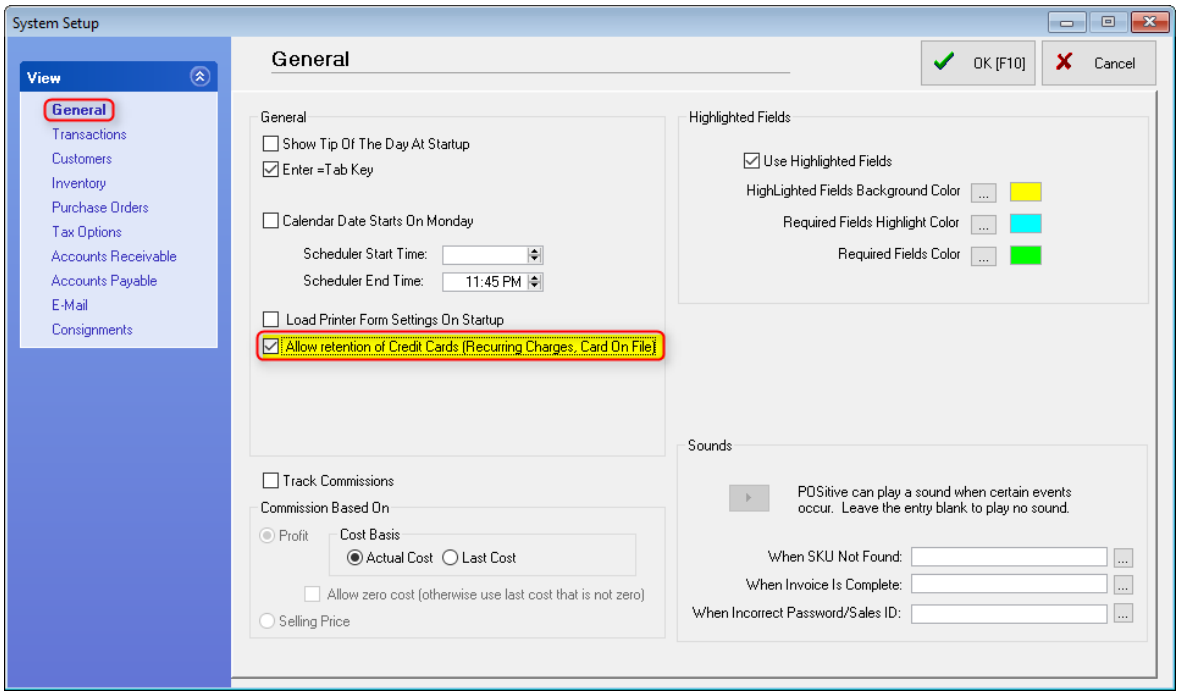
of Credit Card Setup. You'll also enter a different Server IP address, which is x1.mercurypay.com, and make sure "Allow retention of Credit Cards" is selected.



Also, under System Setup, General, you'll need to select "Allow retention of Credit Cards (Recurring Charges, Card On File). Please contact your dealer or POSitive support if you have any questions about setting up Card on File.

7.2 Processing Non-EMV Payments Manually

How to Process Non-EMV Payments Manually with Worldpay Payment Processing

In POSitive products you can manually process non-EMV, or "card not present" payments on a workstation that **does not have an EMV payment device**, such as a Verifone Vx805, by simply using a keyboard. But, you must have a separate Vantiv Merchant ID (MID) number in order to use this feature. (This same MID will also let you do Card on File payments, which is discussed in "Using Card on File with Vantiv" 1862.)

Processing non-EMV Payments at the Tender Screen

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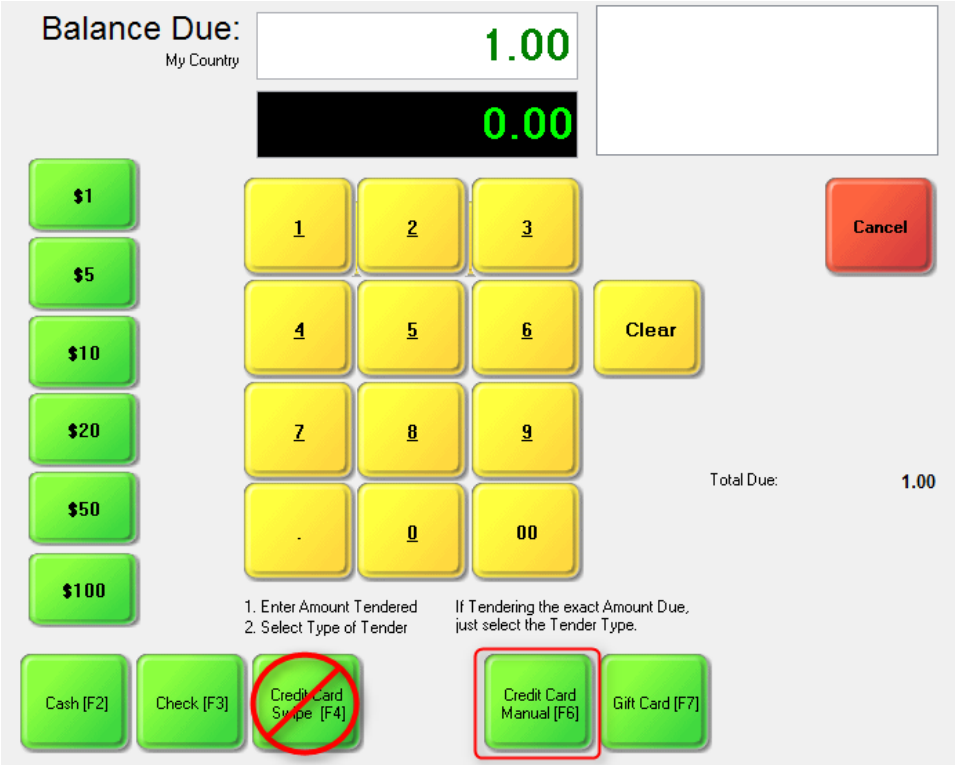
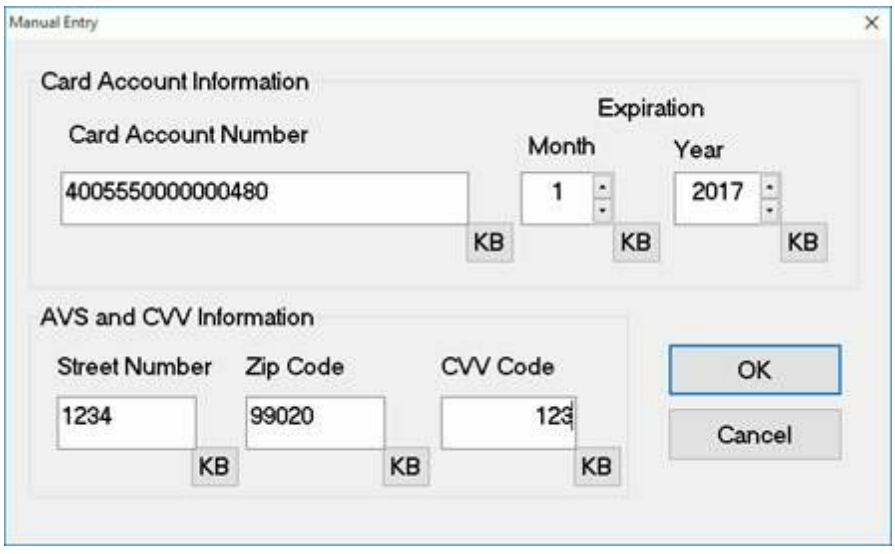


When tendering out a customer sale select the “Credit Card Manual” button. Do not use “Credit Card Swipe” if you do not have a credit card reader attached to your workstation.



The Manual Entry screen will appear and you type the appropriate information into each field then click OK. The transaction will process like any other transaction and print a receipt when completed, or return you to the tender screen if the payment is “declined”.

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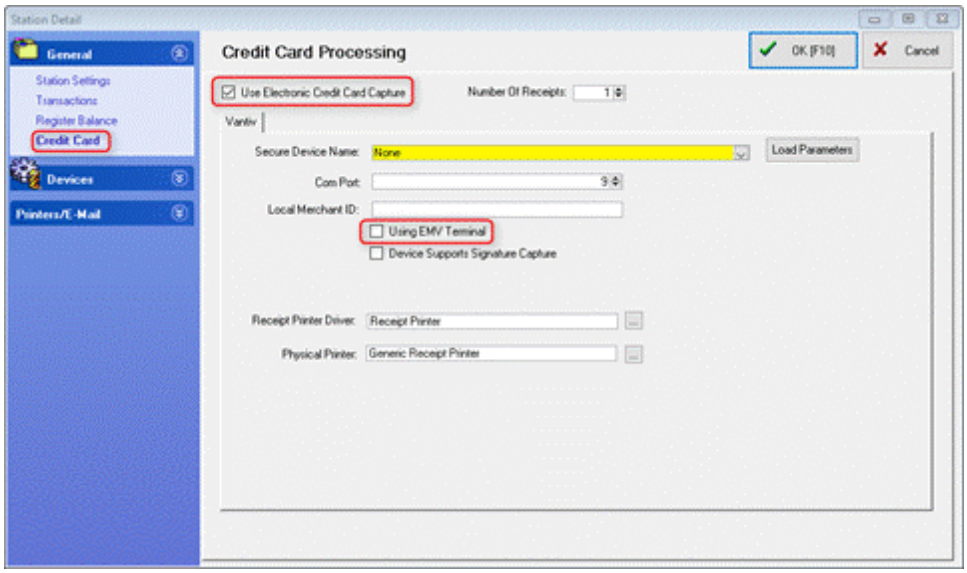
Station Setup



In order to enable this feature on a workstation, go to Station Settings, select your station and Edit, then select Credit Card. Make sure “Use Electronic Credit Card Capture” is checked, and “Using EMV Terminal” is unchecked. “Secure Device Name” and “Local Merchant ID” may be left blank, but you need a number higher than zero for “Com Port”. You don't need a specific number and in our example we used 9. The receipt printer settings only apply to workstations that process EMV payments. Click OK to save. Check with your Dealer or POSitive support if you have any questions.

7.3 Troubleshooting Worldpay Payment Processing

Socket Error Trying to Connect Error 3006

An important part of the Worldpay payment interface is NETePay, which is a software product that handles the communication between your POS system and Worldpay. NETePay is installed so it automatically runs whenever your computer (or server) is started.

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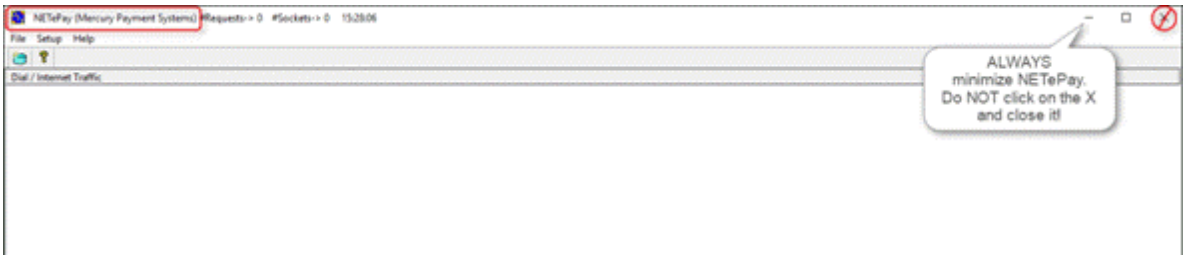
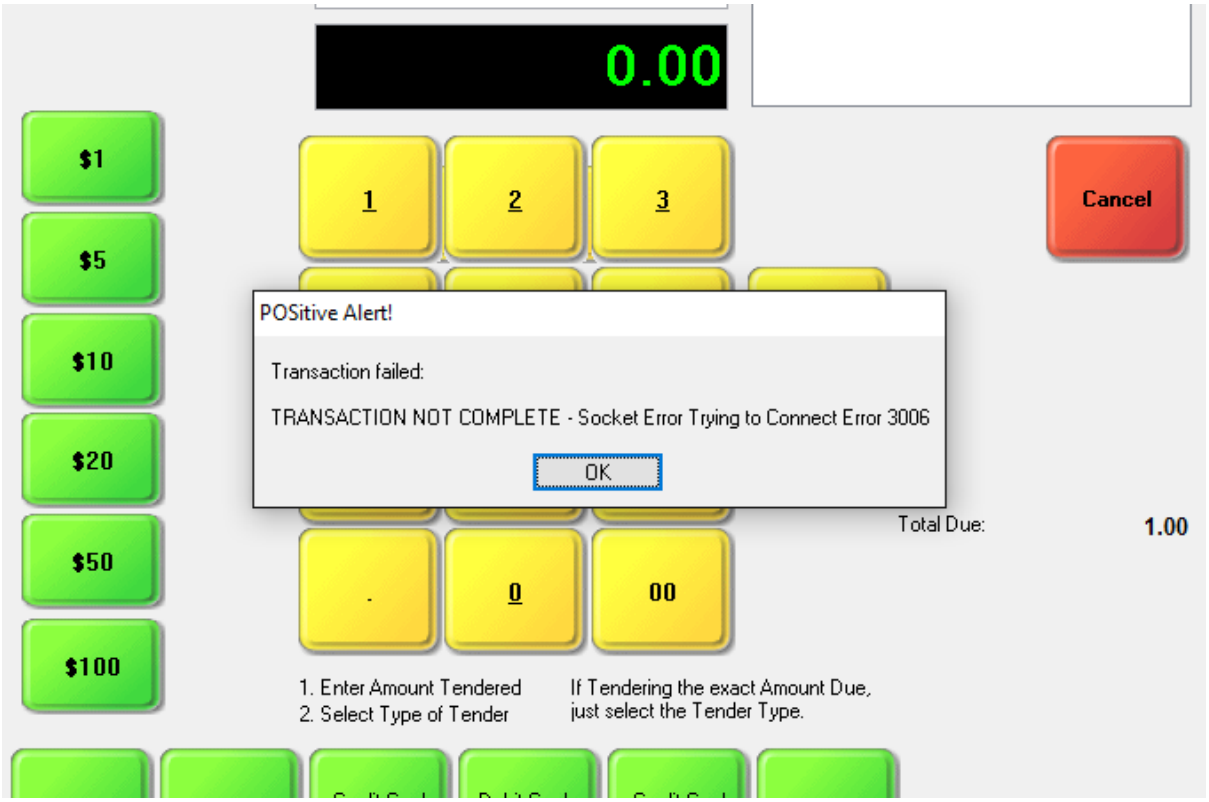


When older versions of NETePay start it will appear on your Windows Desktop. Click on the bar in the upper right corner to minimize it. ***NEVER*** click on the X because that will close the program and you won't be able to process credit card payments on that workstation. The latest version of NETePay automatically runs in the background.



If you attempt to process a credit card payment and get a "TRANSACTION NOT COMPLETE – Socket Error Trying to Connect: Error 3006" message, this means POSitive is unable to connect to NETePay, either because it is not running, or it is being blocked by a network or firewall setting.

If NETePay has been installed on a workstation (Register) find the program icon on your Windows desktop, or NETePay in the All Programs section, and click on it to start. If you're not sure what to do, please contact your dealer or POSitive support for assistance.

If NETePay is installed as a service on your workstation or server, have your IT administrator check to make sure the service is running, or contact your dealer or POSitive support for assistance.

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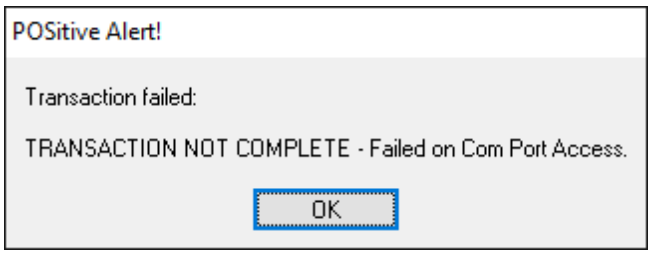
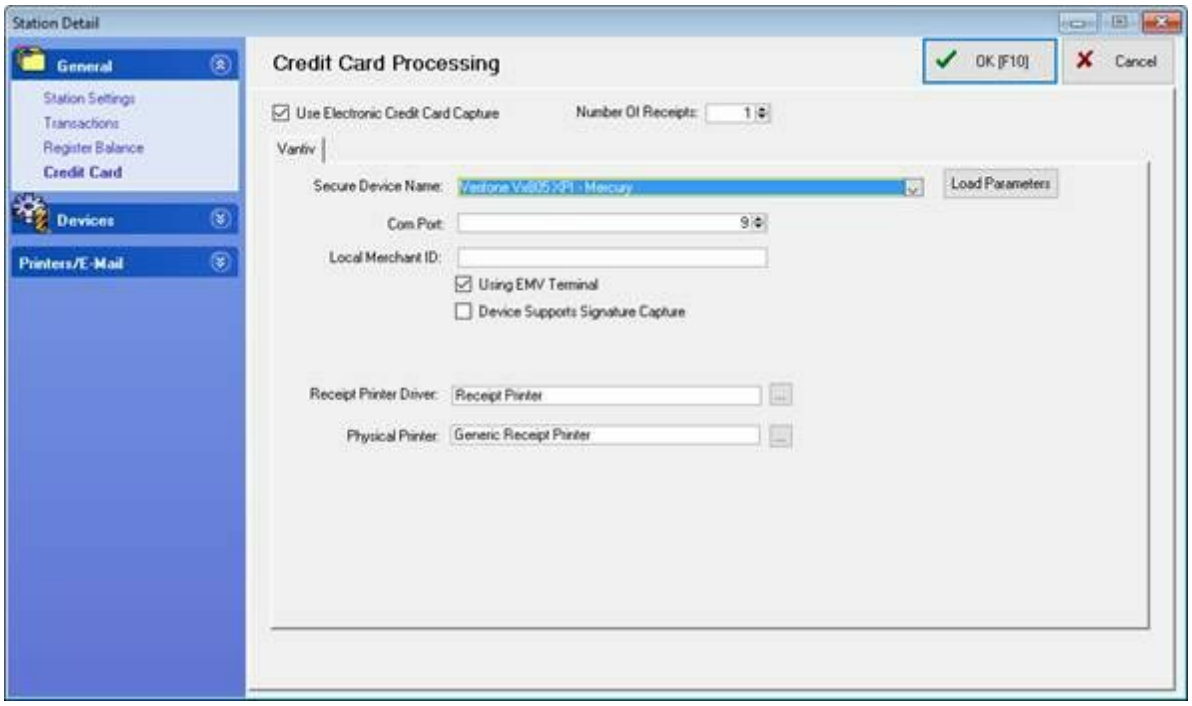
Socket Error Trying to Connect

This appears to be similar to the previous error message, but does not have an error number. If NETePay is installed as a service on your server make sure the IP address under Management, Credit Cards, EMV Server matches the IP address of the server.

Failed on Com Port Access



If you receive this message: “TRANSACTION NOT COMPLETE – Failed on COM Port Access”, this usually means your Vx805 device is not connected. Make sure it is powered up and connected securely to the workstation’s USB port. If it is powered up and says “Welcome”, please check your Station Settings. Go to Maintenance, Station Settings, select your Station and Edit.



Under the General section select Credit Card and make sure you have the following information:

“Use Electronic Credit Card Capture” is checked.

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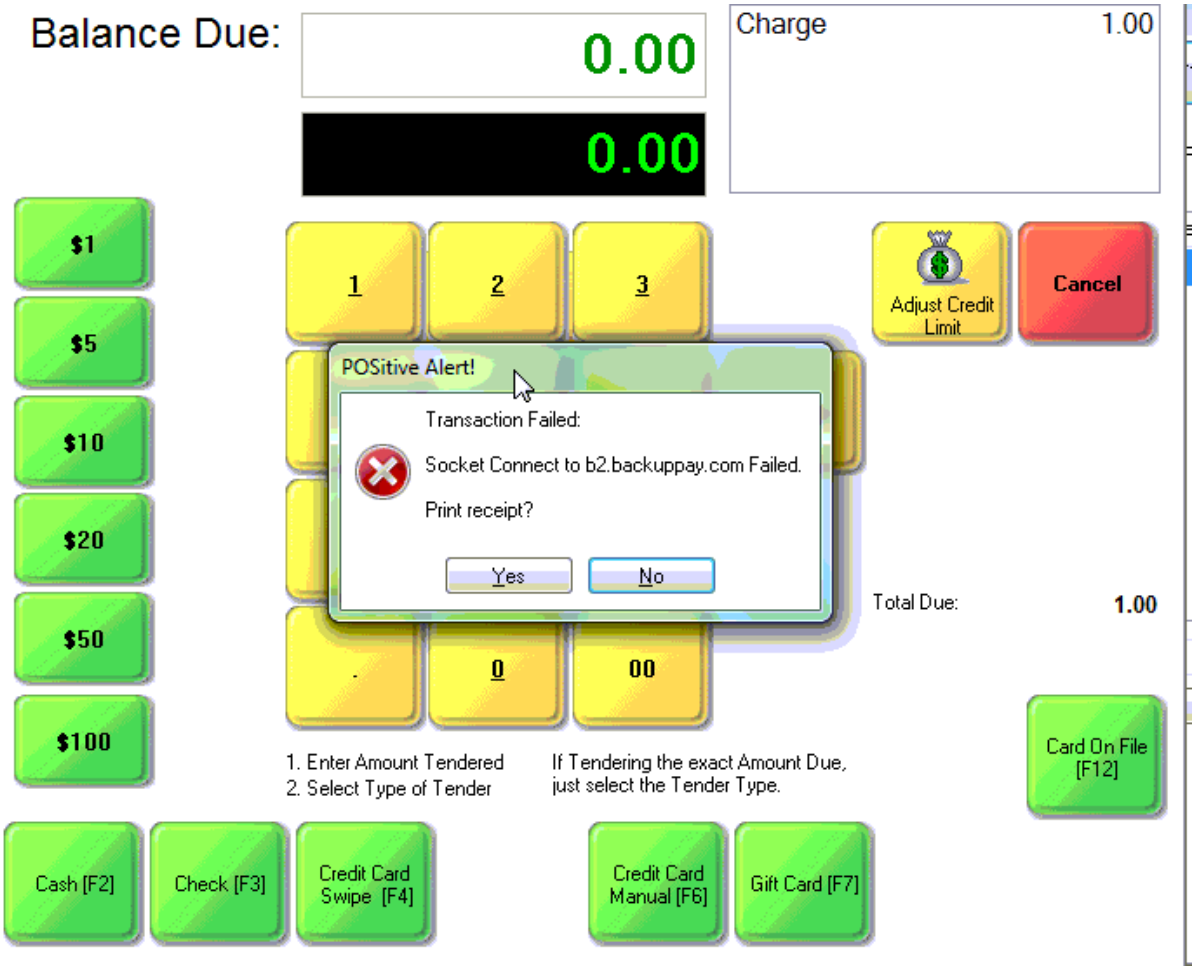
Secure Device Name: In our example we're using Verifone Vx805 XPI-Mercury

Com Port: In our example we're using 9

Using EMV Terminal: Is checked

If these settings appear to be correct, try restarting your Vx805 by unplugging and plugging back in the USB cable (or only the separate power supply if provided). If you still get the “Failed on COM Port Access” message, please contact your dealer or POSitive support for assistance.

Socket Connect to b2.backuppay.com Failed
Transaction Failed: DNS Lookup of b2.backuppay.com Failed
Transaction Failed: DNS Lookup of W5XnXM2ebr&Y



If you receive this message: “Transaction Failed: Socket Connect to b2.backuppay.com Failed”, this means NETePay is unable to connect to the internet and port 9000 is probably being blocked on either Windows Firewall or on a hardware firewall.

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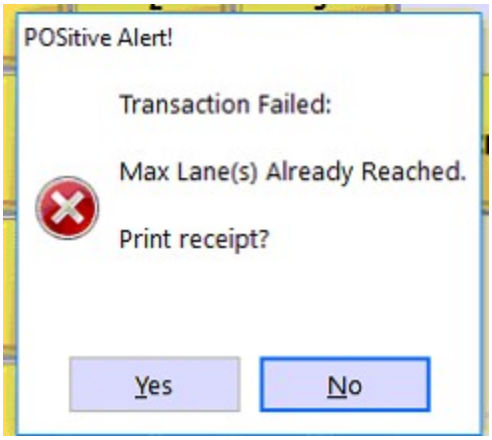
DNS is the network service that translates a website's name to its Internet address. A DNS error is most often caused by having no connection to the Internet or a misconfigured network. It can also be caused by an unresponsive DNS server or a firewall preventing NETePay from accessing the network. You may need to contact a computer tech, your dealer or POSitive support for assistance.

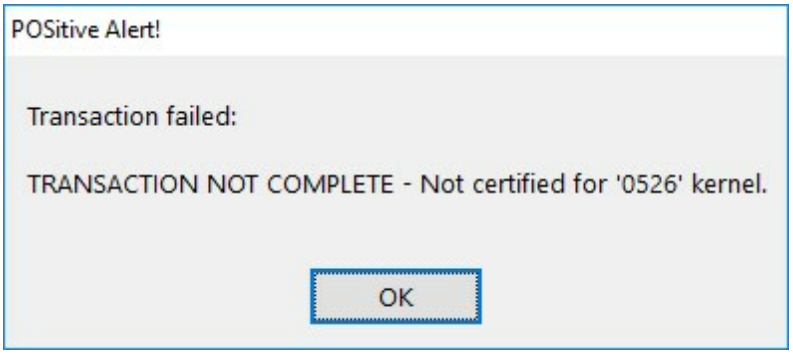
Note: The three errors above can also be caused by an external communication error with Worldpay, such as an internet outage. In that case you need to wait until service is restored.

Max Lane(s) Already Reached



If you receive this message: “Transaction Failed: Max Lane(s) Already Reached”, this means you have exceeded the number of “lanes” or user licenses available in NETePay. This message is usually seen if you replace a workstation, or reinstall Windows on it, and don’t restart NETePay on the server. Contact your dealer if you need assistance in restarting NETePay on your server.

Transaction failed: Transaction Not Complete Not certified for 0526 kernel



This error message means you have the wrong credit card device selected in Station Settings.

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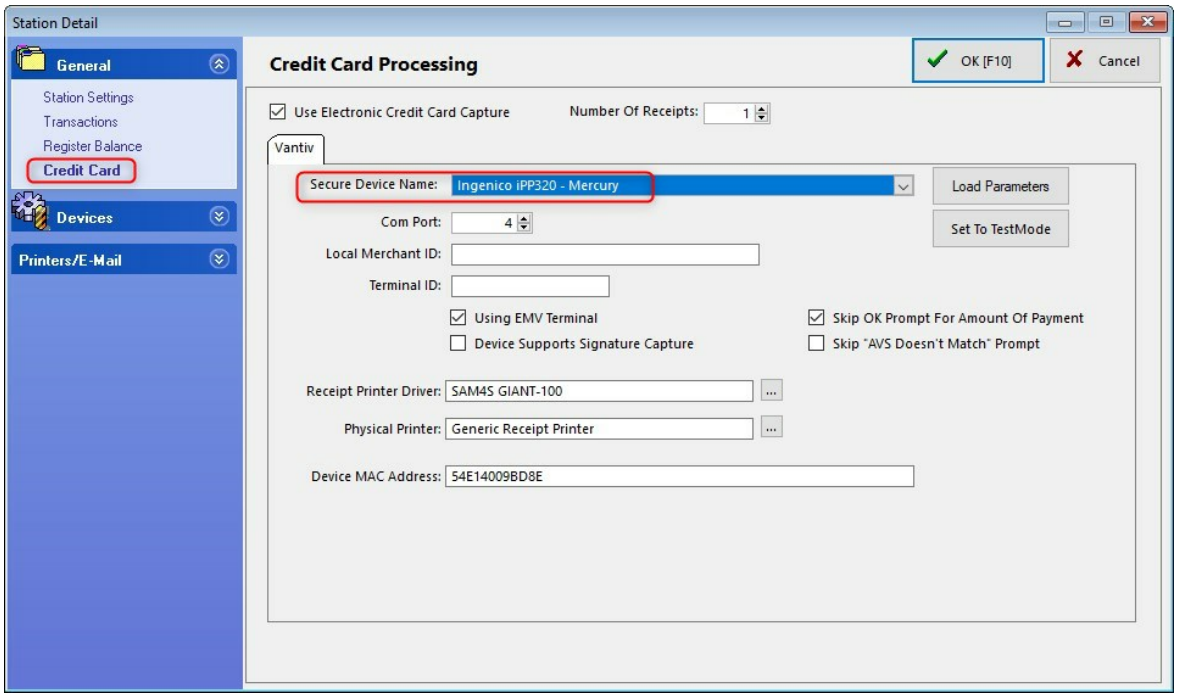
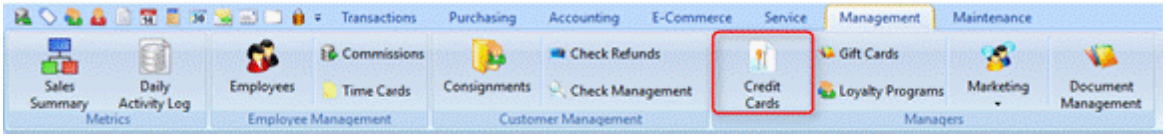


Go to Maintenance, Station Settings, select Station and Edit. Under Credit Card make sure the Secure Device Name matches your device and processor. In our example the correct device is the Ingenico iPP320 – Mercury. Another popular device is the Verifone Vx805 – Mercury. If you are unsure of your device type and processor, contact your Dealer or POSitive support for assistance. NOTE: Vantiv Integrated Payments was formerly known as Mercury and that name is still used in the Secure Device Name list.

Credit Card Processing Not Working at All



If credit card processing is not working at all, for example when you tender it immediately completes the transaction without processing a card, go to Management, Credit Cards and select Setup.

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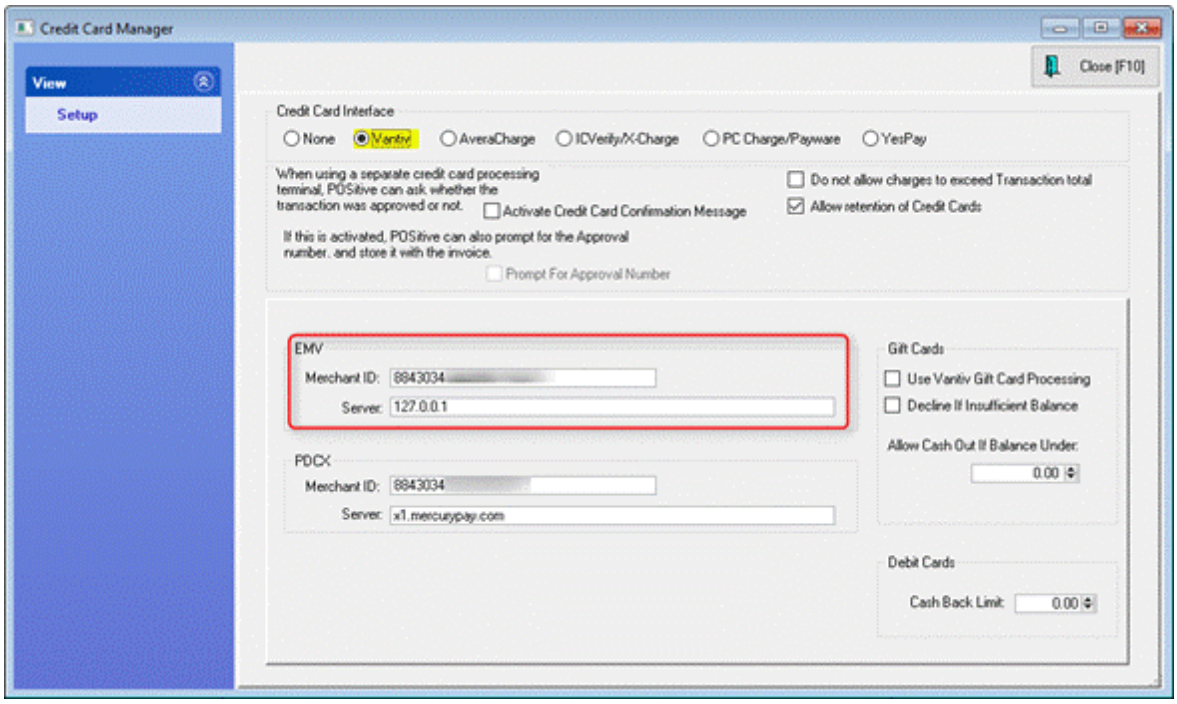

Make sure Worldpay or Vantiv (depending your your version) is selected as the Credit Card Interface and there is a Merchant ID and Server address entered. If not, please contact your dealer or POSitive support for assistance.

8 System Requirements

Computer Hardware

Please note that these are general hardware minimum specifications and we make no guarantee that they'll be suitable for all users.There are many factors that determine the overall performance and reliability of our software and you should consult with a qualified IT person before making any computer equipment purchases or upgrades. **Please click here for our most up to date list.**

POS Hardware

Most standard point of sale equipment can be used with POSitive software products; however some interfaces or models may not be compatible. For example, devices that use the OPOS standard are not compatible. Also, hardware manufacturers may change or discontinue formerly compatible devices at any time. So, please check with your dealer or POSitive support before using any POS hardware you are not familiar with.

Barcode Scanner

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POSitive only supports HID (keyboard emulation) USB interface barcode scanners. Most brands including Honeywell, Zebra, Datalogic, Unitech, POS-X. To test the device, open Notepad or a word processor, and scan an item barcode. If the SKU appears then the device will work with POSitive.

Magnetic Stripe Reader (Non-EMV applications only, such as Gift Cards)

Most brands including IDTech, Magtek, Logic Controls, POS-X, Unitech. To test the device, open Notepad or a word processor, and “swipe” a credit card. If the number appears then the device will work with POSitive.

Scale

NCI – Weightronix and CAS brands have been tested. Scale must be PC compatible and be used in conjunction with a “keyboard wedge decoder” which can be either hardware or software.

Portable Data Collector

Any device that is capable of saving a ASCII or CSV file to a computer, such as the CipherLab 8000 series. Data collectors must be ready to use "out of the box", as POSitive does not offer configuration services for these devices.

Receipt Printer

Most brands including Epson, Bixolon, and POS-X. As a guideline, most receipt printers that support Epson ESC/P commands will work. POSitive does not recommend the Star TSP-100 series of receipt printers. Bluetooth printers are also not currently supported.

Label Printer

Zebra, and Bixolon are the only brands of label printers currently recommend and support for use with POSitive products.

Cash Drawer

Any cash drawer connected to a compatible receipt printer, and most USB drawers that support a virtual COM port, such as Logic Controls.

Pole Display

Logic Controls, Partner Tech, POS-X, Epson. Other brands capable of emulating CD-5220, UTE or Epson may also work.

Touch Screen Monitor

Most brands.

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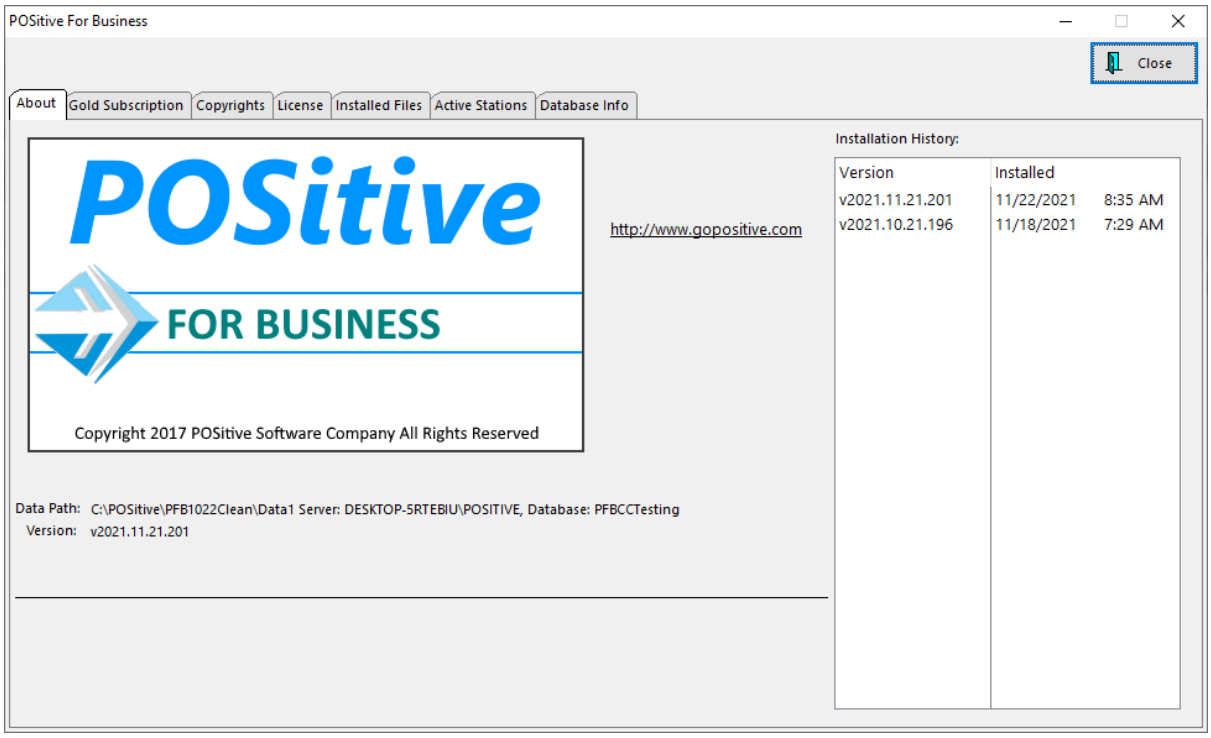
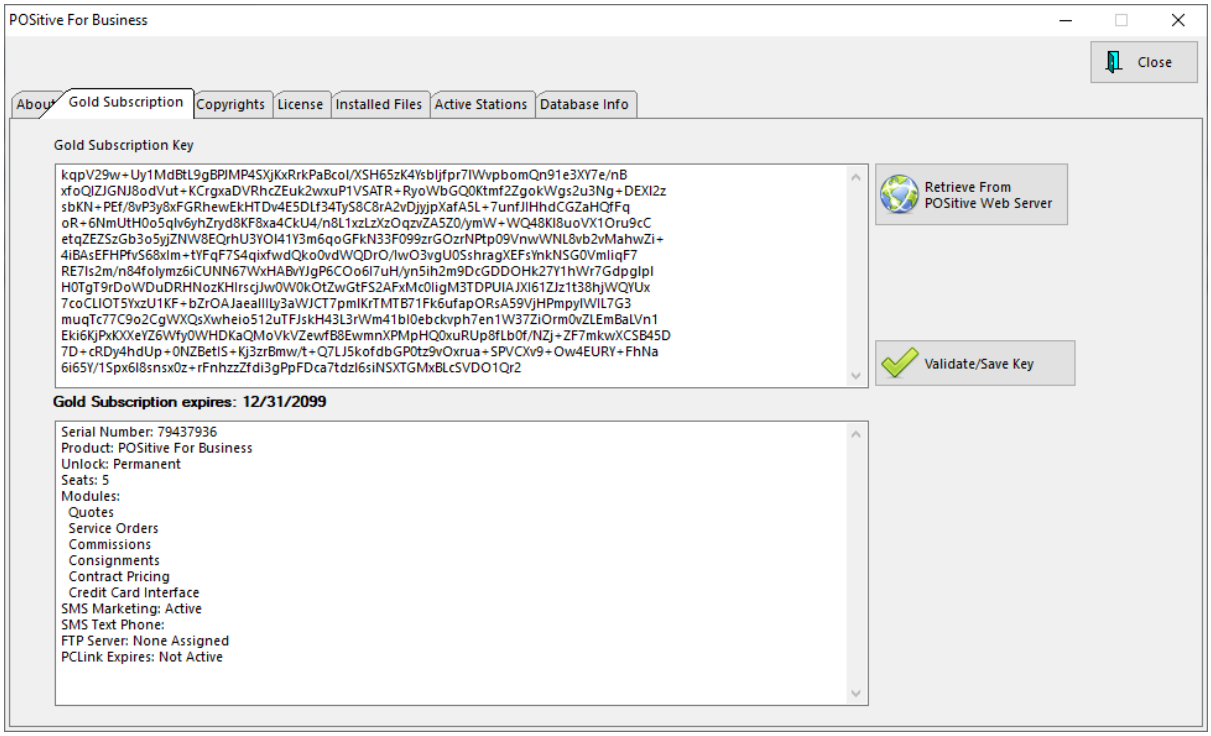
9 About POSitive

You can know which version of POSitive you are running by starting POSitive and going to Help: About



You may also view the status of your POSitive Gold subscription and other information:



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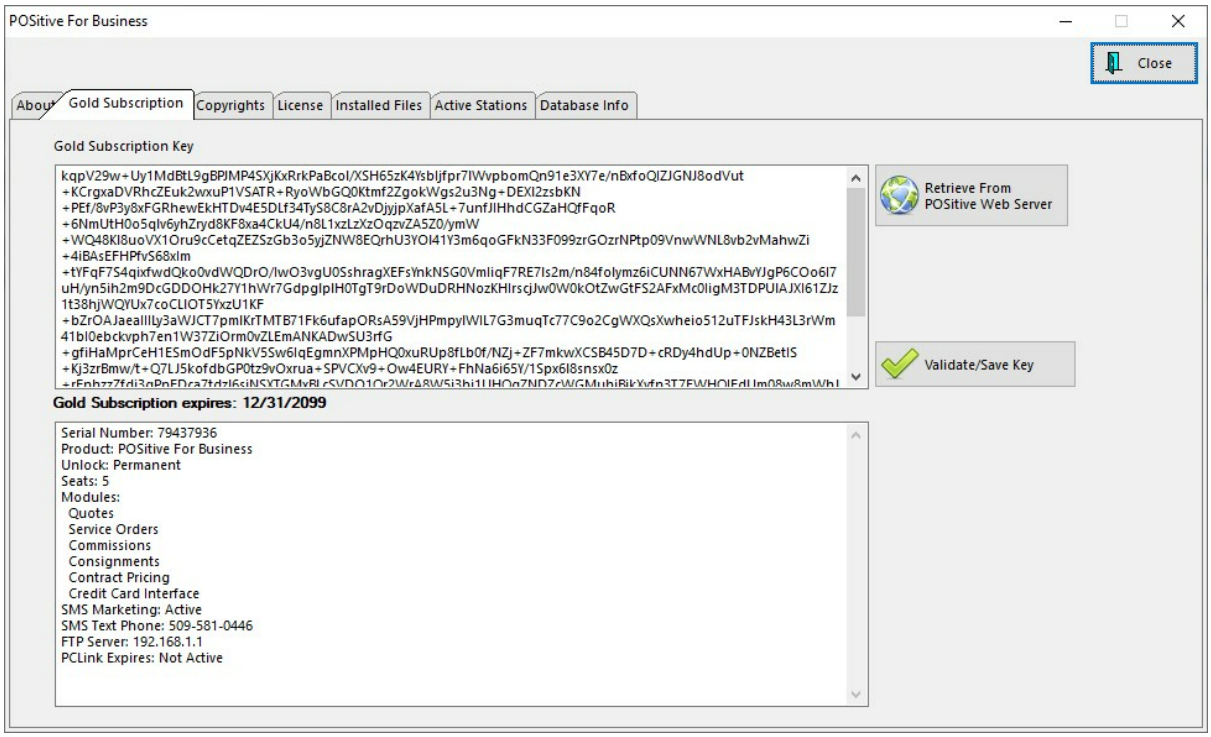
10 Registration Key

Help>About

A registration key is required to install or update POSitive products. The key also determines the number of user licenses and which features are activated. An active Gold Subscription is also required to activate and maintain Gold features. Keys may be updated by using pasting in a copied key. Note: The Retrieve From POSitive Web Server button is not yet active.



11 Support Options

Click here to see Support Options on our web site.

Or, please click here to view our POSitive YouTube Support Channel.

12 FAQ - Frequently Asked Questions

Click here to visit the FAQ page on our web site.

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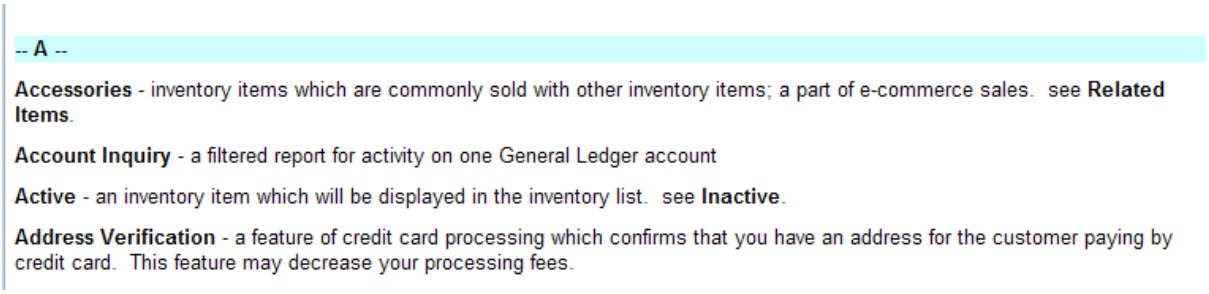
13 Glossary

Here are some terms used throughout POSitive which may be helpful in finding a needed feature..

TIP: Search the Help File for Topics containing the term Example

Here is a sample Glossary listing.

Let's assume you want to know more about "Accessories."



-- **A** --

Accessories - inventory items which are commonly sold with other inventory items; a part of e-commerce sales. see **Related Items**.

Account Inquiry - a filtered report for activity on one General Ledger account

Active - an inventory item which will be displayed in the inventory list. see **Inactive**.

Address Verification - a feature of credit card processing which confirms that you have an address for the customer paying by credit card. This feature may decrease your processing fees.

HOW TO

You can use the built-in Help program to discover which topics reference the word "Accessories".

1) Run POSitive

2) Go to Help and select the Help subtopic. This will open POSitive Help

3) Choose the "Search" tab

4) Enter "accessories" and choose "List Topics"

In this example there are nine topics which have the word "accessories." These topics are ranked in order of relevance or number of times the word is found in the topic.

5) Highlight a topic and choose the Display button to read the topic at the right

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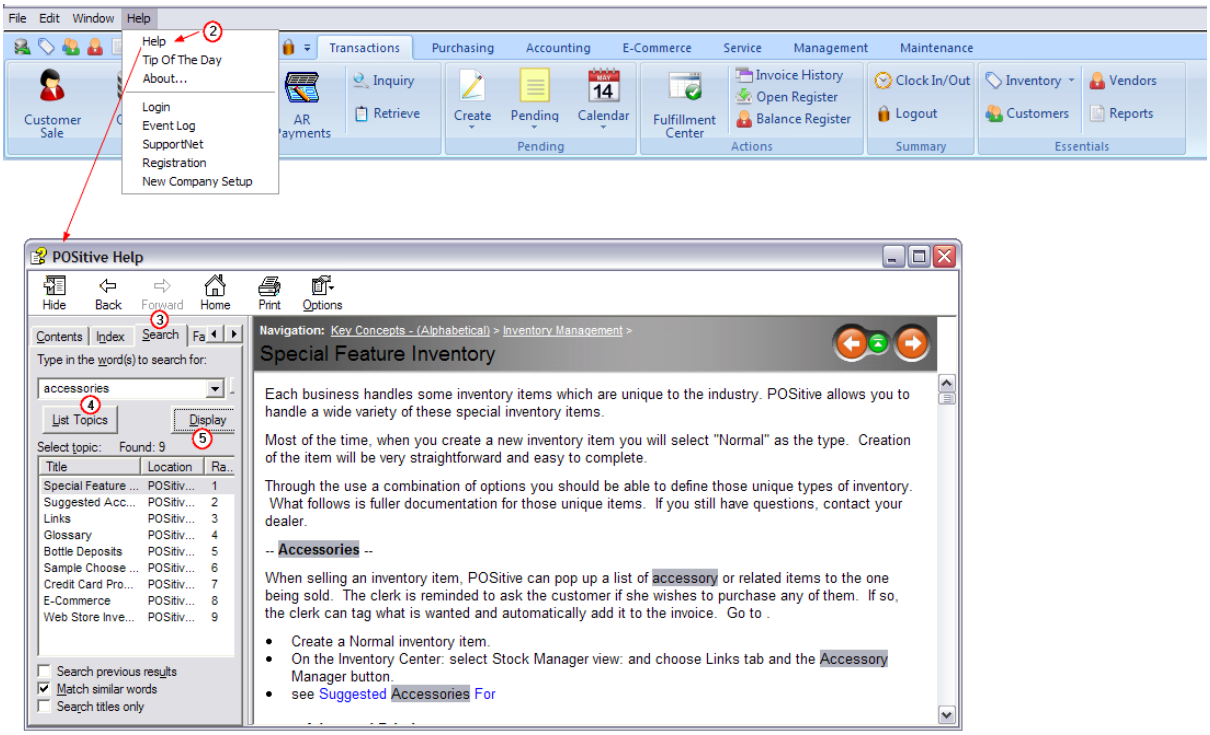

While reviewing help topics relating to these terms, you will be able to more fully understand the concepts.

-- A --

Accessories - inventory items which are commonly sold with other inventory items; a part of e-commerce sales. see **Related Items**.

Account Inquiry - a filtered report for activity on one General Ledger account

Active - an inventory item which will be displayed in the inventory list. see **Inactive**.

Address Verification - a feature of credit card processing which confirms that you have an address for the customer paying by credit card. This feature may decrease your processing fees.

Advance Setup - describes what needs to be done for some features of POSitive to be functional.

Advance Payment - monies taken as payment even before products and services have been identified are reserved for the customer as an Open AR Credit until invoicing is done.

Advanced Printing - POSitive 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.

Advanced Search - while invoicing, change the invoice ownership by entering the customer's lookup code, phone number, or Frequent Buyer number

Age Verification - a feature prompting the clerk to confirm that the customer is qualified to purchase

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select inventory items

Aging Report - Accounts Receivables over due in periods of days, 1-30, 31-60, 61-90, and over 90 days

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. These Alternate SKUs can be hidden when sorting the Inventory Center by SKU. This SKU is also used to sell multiple quantities of an item. See Father/Child If the vendor has changed his product SKUs you can still find the item by its old an new product SKUs.

AR Aging - a report showing accounts receivables still due and how much is overdue.

Archive - a saved copy of POSitive program files and data

Assembly - a function of a **Template** wherein all items defined in the group are sold as one unit and the customer only sees the assembled description line and none of the components, yet the components are reduced automatically from inventory stock counts when the assembly is generated.

Assigned Register # - normally employees are assigned to station "0" which allows them to operate any workstation without changing computer defaults. An employee who is assigned a station number, will be able to operate any workstation as if he or she is at that assigned station. See Employee File 266

Assigned Sales ID / Rep – an assigned employee to be credited for all customer transactions – territory assignments

Authorized Buyers - employees 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. This option appears when you attempt to permanently delete an inventory item from the Inventory Center which is currently on a customer order. It will not allow you to delete the item, but you can select a comparable part number for the customer. (see Inventory Item In Use 457)

AutoSKU - a feature of POSitive which can automatically create barcode numbers when adding inventory items. This would not be used if your inventory products already have a barcodes.

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 --

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Backorder -  an inventory item on an order or invoice for which there is insufficient stock to fill the order or invoice. Important system 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.

Bad Checks - an option for recording NSF checks from a customer and automatically applying the amount of the check and any relevant fees to the customer's store account (accounts receivable).

Balance Forward - AR Statements - an AR Statement format which will print details of invoice charges and payment for the current time period. The previous period will be reflected only as a balance forward amount.

Barcode - Although the terms are sometimes used interchangeably, the SKU is a series of numbers and/or letters to identity a product. A Barcode is the product number printed in a series of dark lines or stripes which can be read by scanners or barcode readers. This graphical pattern of lines representing various numbers and letters of the alphabet. There are several barcode symbologies, and POSitive supports most of them. We find 3OF9 and Code 128 symbologies most useful.

Batch - a group of items processed at one time, such as recurring invoices or processed accounts payable.

Bin Location - a reference to a shelf or a section of the store where items are displayed (see Stock Location)

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 Selling Prices - the selling price which is computed from a category margin or markup over cost. These can end in various static amounts.

Call Log - a record of calls made to a customer regarding a specific service order in process.

CarePoint® - a third party Windows-based pharmacy software program. POSitive has a special interface for CarePoint users which will track prescription purchases. By scanning the prescription number, POSitive will link to or add a customer in the customer list and link to or add the prescription product in the inventory list.

Cashier - the sales person who processed the invoice. This is not necessarily the same as the **Salesperson**

Cash Sale / Quick Sale - an invoice created without a customer name attached.

Catalog Pagination - a technique of assigning catalog page numbers as alternate SKU's to quickly find inventory items based upon the catalog page number

Category - a classification to which like inventory is assigned. See also **Department**.

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Chart Of Accounts - a list of the names of income, expense, liability, and asset accounts that a company uses in keeping their books

Checkbook - POSitive's check register with the ability to print checks

Check Box - a small field on screen which displays a check mark or a dot when the option is selected.

Checks On Page - a checkbook feature designed to print a partial sheet of checks.

Check Validation - a type of printer to frank a check by printing bank account information on the back of a check

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.

Commit - a button which serves as a confirmation that the new changes will be applied to POSitive.

Common Path - the location of the POSitive executable files is usually C:\POSitive\PRMGEM

The Data directory is C:\POSitive\PRMGEM\dataX (where X is the data number). However, be aware that your SQL data is not in this folder. This is support data which is also very important.

Condition - the status of a used inventory item

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

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(Ctrl-V) in another location.

Copy Record - to add a new inventory item by making a nearly exact copy of an existing inventory item.

Cost Verifier - a routine for reviewing costs of items sold and changing costs on invoices as needed.

Coupon Manager - a centralized listing of coupons which can be created and applied to invoices and orders.

Coupons – predefined discounts offered by manufacturer coupons or your own promotional coupons. Can offer dollar off or percentage off discounting with confirmation that the products are on the invoice.

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 Card Manager - a screen for executing reports or for tracking use of a specific credit card number.

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 POSitive data fields.

Crystal Reports - a 3rd party software program which creates reports from SQL data. Reports defined by Crystal Report Writer can be 1) attached to POSitive Report Center and run as needed, 2) sales transactions can be printed to a specially designed form created by Crystal Reports. see **Reporter**

Currency Symbol - since different regions use different monetary units, you can define which symbol to use in POSitive

Cursor - 1) the arrow or mouse marker, 2) the act of highlighting or selecting an object.

Customer Alert Message - an option on the customer list which acts as an alert to the cashier when creating an invoice for the customer.

Customer Category - a pre-defined classification of customers with automatic default settings used when add a new customer and when filtering reports.

Customer Contact Log - a record of calls made to a customer regarding a specific service order in process.

Customer Pre-Set Purchases - define one or more groups of inventory commonly purchased by a customer for fast inclusion on an order or invoice by using Alternate SKUs

Customer Rewards - see Frequent Buyer

Customer Sale - an invoice to a customer who has provided his name, address, and phone number. (In a Multi-Site setting, customers added locally are "residents" and customers initially added at other stores are "non-residents."

Customer Sales Rep – an assigned employee to be credited for all customer transactions – territory assignments

-- D --

Data Collector - an electronic instrument for scanning barcodes and recording stock quantities. This can be taken by the customer onto the show room floor and then downloaded into an invoice, quote, or order. This can be used by staff to count stock on the shelf or items being received for a purchase order.

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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 under the assigned service tech. Changes are made by dragging and dropping or editing the appointment for a different time slot and technician.

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.

Delivery – an invoicing option for establishing delayed or alternate delivery of products.

Department - a classification to group multiple categories into one reporting unit. See **Category**.

Deposits - money accepted in payment of a pending layaway, order, service order, or internet order.

Destination Taxation - products sold are taxed based upon the delivery address

Detail - a report option which lists all individual specifics to justify the grand totals of transactions.

Detail - (the middle section of a form) For example, the product SKU, Description, and Price on a customer receipt.

Disassemble - see Product Break Down

Discard - a choice for handling inventory items returned by customers which removes the item from further processing.

Discount Days - a Vendor Term feature for recording the deadline number of days until discounts will no longer be valid with the vendor.

Discount Percent - a Vendor Term feature for the vendor who offers a percentage discount for prompt payment.

Divisions - allow your company to monitor sales based upon internal accounting organizations (Divisions) such as Retail, Wholesale, Internet Sales, Service, etc.

Documents - an attachment of various types which can be stored and retrieved as needed. These documents can be attached to customers, vendors, inventory, purchase orders, pending transactions, and invoices.

Document Manager - a screen for reviewing ALL documents saved in POSitive

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 POSitive, 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.

Dump - to transfer information in a data collector to a file or to POSitive's data connection

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Duplicates - the use of the same SKU, or ID, or number is not allowed and an error message will be displayed if it is attempted.

Duplicate SKUs - an option in POSitive Setup does allow you to create two or more inventory items which will all have the same alternate SKU, but not a primary SKU (checkmarked SKU). When you attempt to sell that SKU, you will be shown all items sharing that alternate 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 POSitive customers.

Electronic Credit Card Capture - scanning and processing credit cards in payment for purchases.

Electronic Journal - POSitive can create a captured copy of every invoice as a text file. This text file can be printed if there are questions about invoices in POSitive Invoice History

Employee Name On Invoice – by default the employee's name is printed on invoices, however, the employee can be protected by printing a code instead.

Encryption Key - a long series of apparently haphazard alpha-numeric characters used to disguise a credit card number

ESCape - a menu or option activated by pressing the ESC key on the keyboard.

Event Log - If POSitive encounters an operational error it is recorded in Help: Event Log and you can choose to print and fax it or e-mail it to POSitive Software Company.

Exclude Countries - printing of addresses can be deactivated for countries listed in this setup section

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 POSitive data into a file which can be used by other computer programs. (see Send To 1800)

Export PO - the ability to create a text file from a POSitive Purchase Order listing the items to be ordered from a vendor. The text file is sent to the vendor, pre-formatted to meet the vendor's specifications of content and sequence. This is very similar to EDI operations many businesses use.

Export To Excel - convert POSitive data directly into a Microsoft Excel spreadsheet

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 - uses an alternate SKU to sell larger than single units of inventory. For example, sell a can of soda in packs of 6, 12, and 24.

Fast Add - a SmartFeature allowing for quick creation of an inventory item while creating a customer

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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".

Finance Company - third party billing option allowing you to transfer payment responsibility to an actual finance company or employer matching funds. This is not to be confused with **Store Account**.

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) For example, the summary of the total purchase and policy statements.

Force Transaction - A forced credit card processing transaction is only to be used when the customer has received a valid approval code already, usually by phone from the Call Authorization Center from card issuing bank. But since a force transaction will always return an "approval", some people run these thinking they are all set, but ones sent without a valid approval code will charge back to the merchant.

Foreign Currency - money which is not of your own local denomination. While invoicing for cash payment, you can accept foreign currency calculated on the current exchange rate and give change back in your own currency.

40 Column Receipt Printer - a printer which uses rolls of paper like a cash register tape for printing invoices.

Freight - shipping charges; name of a special usage POSitive category

Frequent Buyer - special program rules for rewarding customer purchases with points or store credits **Loyalty Program**

Fulfillment Center - a listing of customer purchases pending pick-up or delivery

-- 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 which can be used for inventory, customers, and touchscreen buttons

Gift Card / 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.

Gift Card / Certificate Manager - an editable list of all gift certificates issued and status of those gift certificates.

Gift Registry - one way to use quotes. A listing of inventory items in a quote which a couple would like purchased in their behalf. It can be used to track which items have already been purchased for the couple.

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 Changes - a routine for changing selling prices of items en masse.

Global Pricing - 1) on a category level, it is a set selling price and permanently set cost for all items

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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 company name and customer identification 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. While invoicing you may choose to release an item in reserve for another customer knowing that you can get a replacement by the time it is needed again.

Hidden Items - Inventory items which are sold through the use of a Kit are hidden from the customer who only see the name of the Kit. (see Kits 1510)

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 POSitive. 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 --

Icon - a picture representing a POSitive activity or process.

InfoBar - A floating screen can show a variety of current and historical information about a highlighted inventory item.

In Transit - defective or unwanted inventory items which have been sent back to a vendor and are waiting for reply from the vendor

Item Specials - an e-commerce setting of promo pricing without necessarily changing the selling price. POSitive Commerce automatically rotates item specials on the web page.

Images, Image File - pictures of inventory items can be displayed on screen for the customer to see when inventory is not in stock or for confirmation that the correct item is being sold.

Import - to transfer items or data into POSitive. Typically, one would have a file containing data which is compatible with POSitive to be joined with POSitive data. While invoicing, a pre-defined list generated in a data collector of items can be added to a quote, invoice, or order.

Inactive - an inventory item which is not listed as available for selling during a season but which will not be deleted because it could be available later.

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Inquiry - a lookup option for price check, gift certificate value, and age verification

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. POSitive 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 of employees using POSitive.

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 POSitive 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.

Items On Order - inventory items listed on purchase orders which have not yet been received into stock.

Iterations - the number of times an activity will be repeated; for example, batch processing recurring invoices.

Invoice Prompts - screens asking for additional information; set for general invoicing or specific categories - also called **Prompts** or **Selling Prompts**

-- J --

JPG or **GIF** Files - formats of picture files which can be used for inventory, customers, and touchscreen buttons

Journal Path - the computer directory where copies of invoices are saved as a text file

Justification - alignment on the left or right margin.

-- K --

Kit - a function of a **Template** wherein all items defined in the group are sold as one unit and the customer only sees the description line and none of the components, yet the components are reduced

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automatically from inventory stock counts when the kit is sold. see Templates 1503

-- 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. Statements for layaway payments due can be printed. A layaway MUST be converted to an invoice when the items are delivered to the customer. Other types are **Order**, **Service Order**, **Intenet Order**, **Contract Pricing**, and **Recurring Invoice**.

Leading Zeros - a series of zeroes added at the beginning of a generated SKU. See **AutoSKU**.

Line Note - a text message as part of list of inventory items on an invoice, order, or purchase order. These notes are easily added to an invoice by pressing CTRL-N or can be automatically added by an inventory item's Transaction Note or the use of Tag-Alongs.

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. Invoices, for example have a behind the scenes log of changes of pricing, inventory items, and tendering methods made by the sales person / cashier. If desired, this log can be captured and superimposed over video recordings. see POSitive Guardian

Login - to enter sales id and password to gain access to pre-defined security permissions.

Logout - to exit POSitive and require next staff member to login thereby retaining appropriate security settings

Lookup - a listing from which a selection can be made; a customer list or inventory list are examples.

Lookup Code - an abbreviated identifier for the entry. For the customer, this could be an "old" account number, phone number, or grouping code.

Lookup ID - the generated SKU of a used inventory item taken in on trade using Used Items Manager.

Lot / Batch numbers of products – tracks the source of an inventory item by assigning a special

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duplicate serial number to each item. This Lot/Batch number is included on the customer invoice and can be searched through Invoice History or the inventory item's sales history. see **Allow Duplicate Serial Numbers**

-- M --

Mail Group - a collection of employees to whom internal mail messages are simultaneously sent one message.

Main Console - the back office version of POSitive if also using Touchscreen interface

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.

MapPoint - a third party software program used by POSitive to pinpoint customer locations and for delivery truck routing purposes (not available in all versions of POSitive)

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-Site group which controls inventory and operations of remote stores.

Matrix - a two dimensional grid consisting of rows and columns showing current stock counts of all sizes/colors of the particular style. While invoicing, a sales person can easily identify if items are in stock. 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 POSitive 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 code for running multiple companies through ICVerify software

Message - an option on the customer list which acts as an alert to the cashier when creating an invoice for the customer. This could warn of bad checks, account problems, or other issues.

Mfg ID - a code for a specific manufacturer

Mfg's # - POSitive supports this product identifying number used by a manufacturer. Generally,this is NOT the actual Vendor SKU nor is it the UPC / Barcode of the item. While invoicing, if you have made the Mfg# an alternate SKU then you can easily add the item to an invoice by entering the Mfg#. Or, if you choose, you can search for Mfg# from the Locate Item screen.

MIMAGES - this is a folder name for storing images for **Multi-Monitor** use. The folder may need to be

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created by you as a subfolder of C:\POSitive\PRMGEM\data1 or data2

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.

Multi-Monitor - As an alternative to use of a Pole Display, POSitive can support two monitors; one that faces the cashier for ringing up the sale, and one that faces your customer. The customer's monitor can display a slide show, pictures or products being purchased, and messages.

Multiple Vendors - an inventory item which can be purchased from more than one vendor, is created only once in POSitive, 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.

My Country - is always 1.00000 and refers to the value of your local currency. Rates for foreign currencies will be a fraction expressed in decimal form of your currency..

-- N --

Non-Tracking Inventory: Non-tracking inventory is intended to be used for intangible items, such as labor, bottle deposits, restocking fees, etc.

Notes - (with spell checker - pressing F12 on the keyboard while editing a note field will activate a built-in spell checker)

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** (350 characters). 2) **extended** (10,000 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 - An ODBC driver handles the connection to the SQL database, and can also be a way of extracting data from POSitive database files into other file formats.

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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.

Order List Management - a listing of inventory needing to be ordered from vendors.

Orphans (w/o POs) - inventory items to be returned to the vendor for which there are no historical purchase orders

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**.

Partial Delivery - to convert selected items from the Layaway/Order to an invoice

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.

Permanent Discounts – customer discounting based upon types of products being purchased

Pharmacy - a third party add-in program for tracking sales from a pharmacy

Phone Dialer - with proper computer setup, a customer's phone number can be dialed through POSitive .

Pic - short for picture or image file.

PO History - processed purchase orders for review and some modification

Pole Display - a device so the customer can see the selling prices of items being purchased. See Multi-Monitor for enhanced options.

Policy Statement - messages to print at the bottom of invoices and orders

Portable Scanner - more accurately a data collector which will store SKU's and quantities of items with barcodes which have be**en scanned.**

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POSitive Mobile - an application that enables Windows Mobile devices to connect in real time to a POSitive database to do price lookups and simple orders away from the cashier station; a great solution for sales of bulky items.

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**.

Post Transactions - to process GL Journal entries to history

Prepaid Order From Invoice Number xxxx - This note is automatically generated when an invoice with a backorder item is paid for in full and the backordered items are retained as customer orders.

Pre-Sold - an inventory item which was sold when POSitive 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 Changes on Invoice – if an employee is empowered to adjust selling prices on an order or invoice, there is a Pop-Up Option which will only allow the employee to select from predefined price levels.

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.

Print Labels - the process of creating pricing labels for each item for sale

Printer Driver - a program of sorts with instructions for operating a printer or other computer device.

PRM.EXE - launches a logo screen for POSitive Retail Manager and then executes PRMinv.exe

PRMINV.EXE - the executable which runs POSitive Retail Manager

Process - to finish or complete.

Process Other Returns - to return unsold inventory items to vendor

Product Break Down - to disassemble a purchased item into basic components for resale or re-use in other products

Project Tracking with Shipping Addresses - unlimited number of ship to addresses for customers.

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Taxation based upon delivery destination.

Promo Manager - a centralized listing for creation of inventory with promotional pricing.

Promo Pricing - an automatic selling price effective for pre-set time periods such as a sales event.

Prompts - screens asking for additional information; set for general invoicing or specific categories - also called **Selling or Invoice Prompts**

Properties - the settings of an item.

Purchase Order - a list of inventory items being purchased from a specific vendor.

Purchase Order Importer – generate quick lists of items to be reordered by importing a stored file.

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 Equation Some inventory product is sold by the linear or square inch or foot. An inventory item can be flagged to prompt for Quantity and open a formula box for entering dimensions and the resultant answer will be automatically applied to the quantity field. In addition, the dimensions are printed as notes on the invoice.

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 POSitive 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 RMA - a return to vendor by using a negative quantity value on a purchase order immediately reduces stock counts and credits the accounts payables for the vendor. This is especially useful for delivery type vendors who take back expired or unused stock. It can also be used for store consumption of items.

Quick Sale - an invoice to a walk-in customer; no customer record exists

Quick Sale Default - a tax rate assigned to a customer making in store purchases. The actual tax rate is assigned in System Setup:

Quick Sale Tax Group - the taxation setting in System Setup for walk-in customers with no customer record. This will charge the tax rate of the store location. (Optional: separate settings for Divisions)

Quote (Standard) - 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 Prcing** and **Recurring Invoice**.

Quote, Service - a quote with the capability to record service work to be done. Without this feature it is referred to as a **Standard Quote**

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-- R --

Random Weight or UPCB - see **Price In SKU**

Range of Dates - a screen for defining a Start Date/time to an End Date/time for reports and promotional prices

Re-Assign Transaction - transfer an incorrectly applied AR charge to the correct customer account.

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**.

Recalls – easily identify products subject to manufacturer recall and notify the purchasers of those products

Receive - 1) to complete a purchase order and accept inventory on the PO into stock. 2) to get e-mail messages.

Receive Without PO - to create a PO and receive products from a vendor simultaneously

Reconcile - to review and adjust inventory stock counts.

Record - a group of all segments or fields which make 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. This can be handled by taking money out of the cash drawer, issuing a Gift Card, or placing the monies as a store credit towards future purchases or as payment of outstanding invoices on Accounts Receivable.

Register - a computer using POSitive. Also called a **Station** or **Workstation**.

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.

Reminders - more of a task list for an employee which can identify customers, vendors, products, etc. which need to be reviewed or require some type of action.

Remote Store - a member of a Multi-Site group dependent upon a master store.

Reporter - a built-in report designing program which creates reports from POSitive's SQL data. Reports created by **Report Writer** can be 1) attached to POSitive Report Center and run as needed, 2) sales transactions can be printed to a specially designed form created by **Report Writer**.

Report Writer - a built-in report designing program.

Reprint / Email Invoice - at the end of creating a transaction, a Change Due screen displays how much change the customer is entitled to. There are also options to Reprint the invoice in the event the printer failed to print a receipt the first time, as well as an option to e-mail the invoice to the customer.

Resale Number - a business tax id or federal identification number authorizing exemption from paying

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sales tax.

Reset Inventory - to globally change inventory item properties or settings.

Restore Backup - to replace current data with data saved earlier.

Retrieve Suspended - to re-open from any workstation an invoice which was temporarily saved.

Retrieving From Website - a message displayed as the POSitive connects to the internet for weather information

Return - 1) an inventory item received back from a customer purchase 2) an inventory item sent back to the vendor

Returns From Customers - items received back from customers which need to be distributed into stock or back to 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 Pricing - 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 Aging - how many days an inventory item has been with the vendor.

RMA History - listing of inventory sent back to and replaced or credited by the vendor

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".

Salesperson vs Cashier – if you are tracking sales by employee, the invoice can record both the Cashier and the Salesperson who initiated the sale to the customer by creating an order, quote, or invoice. Printouts will say "Sold By". If the cashier is simply preparing invoices on behalf of the salesperson, there is a station setting to allow the cashier to properly select the true sales person. There is also an option for automatically assigning a sales person for all transactions per customer.

Sales ID - an employee code of up to 3 characters to identify the user of POSitive

Save As - to save the project with a different name; when using Reports Editor

Save/Post - to either save for later or to process.

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Save For Later - to not process a PO, but to hold it for later processing.

Scan - to read a barcode using a scanner.

Screen Prompt - the title of a field on the inventory edit screen.

Search - to look for or find something by entering letters and or numbers

Search / Find Customer – locate a customer not only by name or phone number but by address or other criteria

Search String - the sequence of letters and or numbers used as part the entry being sought.

Sections - a feature of classic invoice style, can be used on invoices and pending transactions for easier organization of lengthy quotes, orders, service orders, and layaways. Multiple products can be serviced per transaction, each with it's own set of service notes.

Secure Log Out - requires the next person to use the computer to enter a valid POSitive Sales ID and Password

Selling Prompts - screens asking for additional information; set for general invoicing or specific categories - also called **Prompts or Invoice Prompts**

Send To Vendor - return inventory which is ready to ship to vendor

Serial Numbers - inventory items marked with a unique number as a means of individualized identification. **Duplicate Serial Numbers** is an option used for tracking Lot/Batch numbers of products. When invoicing, the serial number of the item being sold will appear directly below the line item and is included on the invoice print-out. Invoice History allows for searches of serial numbers sold and will identify the exact invoice it was sold on.

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.

Serial Number Terminating Character(s) - typically the colon keyboard character which is used in the middle of long series of numbers to designate the end of the SKU and the beginning of a serial number and/or other elements.

Service Order - a type of customer invoice used to list items a customer wants repaired or serviced. It can also include othre 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**, **Intenet Order**, **Contract Pricing**, and **Recurring Invoice**.

Service Time Cards - apply to employees who are designated as service technicians. If you have the Service Module of POSitive you are able to create service orders which are specially designed to record work needing to be done and work performed. For each service order, multiple service technicians can record how much time they spent on that particular service order, hence the Service Time Cards.

Service Tech - an employee with rights and ability to schedule and edit service orders.

Service Quote - a quote with the capability to record service work to be done. Without this feature it is referred to as a **Standard Quote**

Set Delivery - a Touchscreen or Invoice button for controlling which items on an invoice will be delivered now or later. see **Delivery**

Set Ship Days - an option to calculate how long it will take an item to arrive from the vendor when

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ordered.

Settlement Discount - allows the end-user to offer their customers a discount on goods paid before a certain number of days, with the tax calculated on the discounted amount

Shifts - sales periods with a beginning and an ending time. All invoices are date and time stamped. You can generate sales reports based upon a specific time period during the day.

Shipping Addresses - unlimited number of ship to addresses for customers. Taxation based upon delivery destination.

Skip Invoice Print / Print Only On Demand - a station setting skips the normal printing of a receipt when an invoice is tendered. However, the Change Due screen allows for printing of an invoice On Demand

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.

SKU Prefix - a leading identifier of a used inventory item.

SKU Suffix - a trailing identifier of a used inventory item.

SmartFeatures - shortcut features built into POSitive 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.

Spell Checker - pressing F12 on the keyboard while editing a note field will activate a built-in spell checker

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.

Standard 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 Prcing** and **Recurring Invoice**.

StarShip - a specialized shipping software program which POSitive can link to

Station - a computer using POSitive. Also called a **Register** or **Workstation**.

Stock - number of inventory items

Stock Location - a reference to a shelf or section of the store where items are displayed. Stock counts can be assigned to the location and are automatically decremented at the time of sale.

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 POSitive Multi-Site

Store Credits - if customer's are entitled to Loyalty Rewards or monies due them on Accounts Receivable, the cashier can be prompted to use those store credits at the time of invoicing as payment towards current purchases.

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Store Number - a number for setting customer account numbering when using POSitive Multi-Site

Subject - a brief title of an e-mail message

Sub-Categories - classification terms by which an inventory item can be grouped and found.

Sub Owner - 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.

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 sales report with just the totals and no details showing the sources of the totals.

Suspend - to temporarily save an invoice for later processing, usually the same day

SupportNET - creates help tickets with your questions and problems and POSitive support staff sends you an e-mail reply

SupportNET Forum - a chat room of sorts allowing users, dealers, and programmers to share ideas, problems, and suggestions.

-- T --

Tablet - A tablet running Win 7 should be able to run POSitive software in touchscreen mode. You can create a touchscreen at a desktop station optimized for the screen resolution of the tablet. Then assign a specific station to the device and launch POSitive in touchscreen mode (employee ID will trigger touchscreen).

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 a car alternator will add a core charge or deposit until the old alternator is turned in. This saves the cashier from having to remember to include such items and helps the customer to get all necessary applicable parts.

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 Exclusive - the selling price of an item does not include applicable taxes

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 Inclusive Pricing - the selling price of an item includes applicable taxes. The advertised price is all that will be charged and taxes will be calculated for the sales tax report. This is ideal for some businesses with tourist traffic or other environments to make it easier for customers to make purchasing decisions.

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.

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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.

Tender Spellings - since regions vary in the spelling of cheque and check, POSitive allows for setting spelling preference. Also, multiple tender types can be added to indicate different types of transactions such as Electronic Check and Funds Transfer

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.**.

Thumbnail Picture - a low resolution (50 by 50 pixel) picture. POSitive 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.

Touchscreen - a computer monitor which allows for selection of program options by just touching a section of the screen.

Trade-In - an inventory item which you accept from a customer through an invoice. (Ctrl-T while creating an invoice.) Also see Used Items Manager.

Trade-In Price - value placed upon an item taken in trade which now becomes your store cost.

Tracking - keeping count of the number of inventory items in stock.

Tracking Number - a number which POSitive assigns each inventory item when it is received into stock to link it to a specific vendor purchase order.

Trailing Zeros - a series of zeroes added at the end of a generated SKU. See **AutoSKU**.

Transaction - an activity such as a purchase or payment

Transaction History - batches of posted General Ledger transactions

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-Sites.

-- U --

Unapplied Credit - the amount of money the store owes the customer. The sources of unapplied credit

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can come from a deposit refund, a refund for returned products, advance payment, and commissions earned. Also known as **Open Credit**

UNASSIGNED is not a true department name, so there should never be any categories below this title. If you had once chosen "Remove Category [F3]" or if an inventory importer was not defined correctly, then the category was unlinked and classified as Unassigned.

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 POSitive so that it is no longer in demonstration mode and remove all limitations.

Unit Cost - the each cost of an inventory item can be extended to 4 decimal places. If Units Per Order is greater than one, then it is the Last Order Cost divided by Units Per Order. See **Bulk Inventory**. If you have activated Landed Cost, then the Unit Cost reflects freight charges and can be higher than the Last Order Cost.

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 "U" filter on 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.

Unused Credits - see **Unapplied Credit**

Update - to apply the most current changes.

Update Customers - a method for making default setting changes to existing customers.

Upload - to transfer internet inventory from POSitive to your Website or Yahoo Store.

Used Item - a trade-in item assigned to a current inventory item and can be sold as a used item

Used Items Manager - tracks used inventory intake and sales

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** or **UDF**

-- V --

Value - a number

VAT - value added tax, used by some communities as part of the selling price or a tax on purchase orders

Vendor - any company or individual who provides you with product for resale or services such as electricity, rent, etc.

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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 SmartFeature which automatically uses the SKU of the product for both your item and the vendors item identical.

Vendor Terms - terms of payment for purchases from your vendors.

Verify Inventory Files - a procedure to compare inventory stock levels with reported stock counts. Also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

Verify Pricing - to review current price, cost, and margins before accepting automatic changes or before printing of labels.

Verify Vendors - (Multi-Site Module) - Vendors are only added at the master site. If a remote site cannot find a vendor which was added at the master site, then run Maintenance: Data Utilities: Utilities at the master site. The remote site will receive a new update of vendors.

-- W --

Wallpaper - a picture or image as background for POSitive.

Warranty - the coverage or guarantee of an inventory item or service.

WAV Files - files which make sounds when activated have the extension .wav

Weather Location Code - a feature of GEM for gathering weather details as an overlay for sales history

Web - the world wide web; internet; e-commerce.

Web Store - if you have a website for your company, you can turn it into a store with POSitive eCommerce which adds a shopping cart so that customers can easily purchase products you carry.

Wildcard Search - you may search for as many words or strings of characters as you wish, just be sure to use % between those groups and the words or strings are in sequence. (see Wildcard Search 451)

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 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 POSitive. Also called a **Station** or **Register**.

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-- Y --

You Saved - a calculated value of savings printed on the customer 40col invoice form (note this requires some setup time)

14 Security Protection Applications

Anti-virus, anti-spyware, firewall and other security protection applications could potentially block POSitive and its files, especially when not properly configured for use with POSitive. We recommend that you add the entire 'POSitive' installation folder, and any SQL Server resources, to your protection software's exclusions/exceptions list on every computer (contact your software's helpdesk or vendor for assistance) .

The following applications have been known to cause issues with POSitive:

Avast!*

CCleaner*

ESET**

Malwarebytes*

AVG Antivirus

AVG TuneUp

BitDefender

EMSISoft

F-Secure

Iobit Advanced System Care*

Kaspersky Anti-virus

Malwarebytes

McAfee Antivirus and

McAfee LiveSafe

Nod32 Antivirus

Norton/Symantec Antivirus/Endpoint Protection*

Panda Antivirus

Threatfire

Trend Micro

VIGuard Anti-virus

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We recommend Windows Defender for Windows 8, Windows 8.1 and Windows 10.

*We recommend these applications be fully uninstalled from your system if adding the POSitive installation folder to their exclusions/exceptions list does not resolve issues.

**Known to have caused Windows Cryptonite errors.

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