

QuickBooks®

Point of Sale

Version 5.0

User's Guide

*Comprehensive, step-by-step guide
to features and tasks*



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First printing April 2002	Mountain View, California 94039-7850

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Overview

QuickBooks Point of Sale (Point of Sale) is an advanced inventory control, sales, customer tracking, and reporting program designed for effective management of retail stores. As you order, receive, and sell merchandise, your inventory quantities and costs are instantly updated.

At a glance, you can view item quantities on hand and on order; review costs, prices and margins; and view detailed reports on sales and merchandise activity. You can track customers and use the resulting purchase history information to customize promotions, marketing materials, and mailings. At the end of your business day, Point of Sale will help you reconcile your cash drawer, process credit card transactions (optional fee-based service), and backup your data files.

Point of Sale allows up to ten networked workstations to run the program simultaneously within a single store, while always providing current information to each. With the Pro Multi-Store level you can share data between up to ten separate stores. *(Each workstation concurrently accessing the Point of Sale company file must have a separately purchased and licensed copy of the Point of Sale software. Refer to the Getting Started Guide for additional information).*

Point of Sale can also be integrated with QuickBooks Financial Software—Pro and Premier Editions (2003 – 2006) or Enterprise Solutions (2.0 – 6.0)—to give you unified control over your entire retail operation. Existing inventory items, customers, and vendors from QuickBooks can be imported into Point of Sale and all of your daily point-of-sale data can be transferred to the financial software at the push of a button.

If you have your current point-of-sale data in another software product, the Data Import Tool allows the transfer of customers, vendors, and items from other point-of-sale software or from vendor-provided lists via a predefined Excel[®] spreadsheet.

Refer to **The Data Import Wizard (page 14)** later in this chapter.

Installing and Configuring Point of Sale

Instructions for installation and the initial configuration of Point of Sale, as well as for integrating Point of Sale with your QuickBooks financial software, can be found in the *Getting Started Guide* that accompanied your Point of Sale software.

If you have not already done so, we strongly recommend you use the Getting Started Guide to complete the installation and initial configuration.

Purpose of This Guide

This guide provides information about using the Point of Sale program to help manage your retail business. The program was designed to benefit each unique retailer by including many customizable features. Many of these features, controlled by the program level you have licensed as well as preference and security settings, are normally configured during the installation and interview process, but you can manually change these later if needed.

If a feature is not available to you, it is probably due either to preference or security settings, or the level of the program you have licensed. Features controlled by program level licensing are clearly marked.





Latest Information

Due to print production schedules, it may be possible that program changes were made after this User's Guide went to print. If you notice discrepancies between this printed document and the program, please consult the electronic version of the User's Guide (select **USER GUIDES** from the Help menu) or search the in-program help system for the latest information.

User's Guide Conventions:

The type of information designated	Examples
Keyboard keys	<ENTER>, <ALT>, <F2>, <↓>
Two-key combinations	<ALT+N>, <CTRL+F>
Toolbar, menu, or dialog selections	INVENTORY, SAVE, NEW
Field names	Company, Markdown %, Price
Cross reference	Refer to Chapter 3 Managing Inventory (page 73) .
Menu paths	EDIT ► PREFERENCE ► COMPANY
File path/name	\\INTUIT\BACKUP
Data to be entered in a field	001
Procedural instructions	1. 2. 3., etc.
Notes: procedural information	Note:
Program tips (shortcuts, etc.) for advanced users	TIP:

The type of information designated	Examples
Possible adverse effects of performing an action	 Warning:
Preference settings that affect the current activity	 Preference:

 **Terminology**

Throughout this guide we use terminology that is standard in retail operations, as well as terminology that may be unique to the Point of Sale program.

Refer to [Appendix E Glossary \(page 575\)](#) for definitions of terms used.

 **Graphics Used in this Guide**

The program screenshots used in this guide may not exactly match what you see on your screen. This is because the screen layouts can differ depending on program level and configuration. Pro/Pro Multi-Store users will have more menus, fields, and tasks on their screens than do Basic level users. Generally, the screens displayed in this guide are from the Pro level of the software, unless indicated otherwise. The general procedures used to carry out an activity are still correct.

Point of Sale Licensing

When you purchased Point of Sale, you were in fact purchasing one (or more) user licenses. You can only have as many concurrent computers accessing Point of Sale as you have user licenses.

One License, Multiple Workstations

All of the networked computers in a store share a "store license" which is managed by the Server Workstation and may include from one to ten user licenses (based on your purchase). The Server Workstation ensures that no more than the licensed number of workstations are accessing the Point of Sale company data at any one time.

For example, say you want to use a point-of-sale workstation in the front of the store during business hours, but want to use a networked back-office workstation in the evenings to create purchase orders and exchange data with QuickBooks. In this example, only a single copy (with one user license) of Point of Sale is required. It would be installed on the back-office computer as the Server Workstation and also on the front computer as a Client Workstation, using the same license number. Either workstation can access Point of Sale, but only one at any given time. If you require that multiple workstations run Point of Sale at the same time, you would need to purchase additional user licenses.

Benefits of this Licensing Structure

- Only one workstation (the Server Workstation) must register the Point of Sale software.
- You can use multiple workstations for sale lanes or specialized roles (purchasing, receiving, etc.). Use a single user license that is accessible via multiple workstations, but only one at a time,

Or

Use multiple workstations at the same time provided multiple user licenses have been purchased. Additional workstation licenses are merged with the Server Workstation license.

- In a Pro Multi-Store installation, you can transfer user licenses from one store to another, or temporarily use a store's user license to run Point of Sale (installed as a Client) on a laptop you take store-to-store.

Buying Additional User Licenses

Point of Sale allows up to ten networked workstations within a store concurrently accessing the Point of Sale company data, provided separate user licenses have been purchased for each workstation. If you wish to purchase additional user licenses, you can do so by phone directly from Intuit.

When additional user licenses are purchased, they must be merged with the Server Workstation's license and then the Server Workstation must synchronize its licensing with the Intuit licensing servers before they can be used by the new workstation(s).

To buy additional user licenses:

1. From the Help menu, select **MANAGE MY LICENSE** ► **BUY ADDITIONAL USER LICENSE**.

Buy Additional User License

Additional User License

Call Intuit to buy an additional user license.

Call 800-316-1068 within the United States
Monday - Friday, 6:00 am - 11:00 pm (Pacific time)

Product Information

License Number:	4365-6366-7254-302
Product Number:	152-686
Source Code:	C35902
Offer Code:	P51868
Licensed Users:	1

The agent will give you a code to enter.

Validation Code:

Learn more about [Point of Sale Licensing](#).

2. Follow the on-screen prompts to call Intuit and obtain a validation code to add another license.
3. Install Point of Sale on the new workstation(s) as Client Workstations.
4. Merge and synchronize licenses as described below.

Merging License Numbers

If you purchase and install additional copies of Point of Sale with different license numbers on Client Workstations, you must merge them with the Server Workstation's license. After merging, the new workstation shares the same license as the Server Workstation and the Client Workstation's original license number is deactivated.

Point of Sale will prompt you to merge licenses when necessary.

To merge licenses:

1. From the prompt displayed on the Client Workstation, select **MERGE NOW**.
 - If you are connected to the Internet, the merge happens automatically online. Select **FINISH** when the process is completed to close the merge window.
 - If you are not connected to the Internet, the phone merge window is displayed. Call the number shown.
2. Follow the on-screen or phone agent instructions to complete the merge on the Client Workstation.
3. To complete the merge and make the additional user license available, the Server Workstation must synchronize its license with Intuit's licensing servers:
 - If the Server Workstation is connected to the Internet and has previously registered, this is immediate and automatic.
 - If the Server Workstation is not connected to the Internet or has not yet registered, a prompt to synchronize and/or register will be displayed periodically on the Server Workstation until completed. The synchronization can be done online or by phone as described below.

Synchronizing your License with Intuit Servers

Synchronizing updates both the Server Workstation's license and Intuit's records and makes new user licenses available to other workstations. Point of Sale will prompt you to synchronize licenses when necessary.

To synchronize your license data with Intuit records:

1. From the Help menu:

2. To synchronize online, select **MANAGE MY LICENSE** ► **SYNCHRONIZE LICENSE DATA ONLINE**.
3. To synchronize by phone, select **MANAGE MY LICENSE** ► **BUY ADDITIONAL USER LICENSE** and call the number shown. You won't actually purchase another license; the phone agent will give you a code to activate the licenses you already have.
4. Follow the on-screen prompts or phone agent instructions to synchronize your license data.

Point of Sale Levels: Basic, Pro, or Pro Multi-Store

The Point of Sale software contains three separate levels of the program, each with a specific set of features. This allows you to license and use only those features that you need, without having to pay for advanced features that you won't use. As your business grows, you can easily "unlock" the additional features of the next level by simply upgrading your product license over the phone.

The three levels of Point of Sale are:

Point of Sale Basic. Includes all you need to purchase and receive merchandise, manage inventory quantities and costs, process sales and returns, automatically collect sales taxes, track customers, run meaningful reports, control access to your company data file, and integrate with your QuickBooks financial software.

Point of Sale Pro. Includes all the features of the Basic level, plus:

- Customer orders (layaways, sales orders, work orders) and special order items
- Assembly, group, and style item tracking
- Document tracking of item serial numbers
- Employee commission tracking
- Discount pricing (X for Y pricing)
- Capture and add shipping information to documents
- Ability to customize printed documents and tags
- And much more...

Point of Sale Pro Multi-Store. 5. Includes all the features of the Pro level, plus:

- Centralized purchasing, inventory, and program control at a Headquarters Store
- Ability at each store to view item quantities on-hand and on order for all other stores and to complete inter-store item transfers
- Ability to collect different tax sales tax rates at each store

- Exchange of information between stores via e-mail, direct network connection, or removable media
- Individual store and company (all stores) reporting

For a detailed list of the features available at each level, see [Appendix B Feature Comparison \(page 549\)](#).

Unlocking the Pro or Pro Multi-Store Level

You can unlock the additional features of Pro or Multi-Store levels at any time from the Server Workstation for an additional fee.



Tip: Try Pro or Pro Multi-Store Features in Practice

You can try out the features at a higher level at anytime in practice mode. If you are a Basic-level user, you can practice in the Pro or Pro Multi-Store levels to determine if the features available are suited for your business. Pro-level users can practice at the Pro Multi-Store level.

Refer to [Using Practice Mode \(page 18\)](#) later in this chapter.

To unlock to the Pro or Pro Multi-Store levels:

1. Select **RETAIL NAVIGATOR** from the Open Windows list on the Server Workstation.
2. From the Help and Support menu at the left of the screen, select **UNLOCK QB POS**.
3. Review the displayed information page to determine which level best fits your needs.
4. Select **BUY NOW** from the displayed page when you are ready to upgrade to a higher level.

Follow the on-screen prompts to contact QuickBooks Customer Service and receive a special activation code.

All Point of Sale workstations must be running the same level. You must unlock all workstations at the same time. Workstations that are not unlocked will no longer have access to the company data.

5. Merge and synchronize licenses, as prompted.

You will not need to reinstall the Point of Sale software or transfer company data; the change to the new level is handled automatically. Every unlock comes with a 60-Day, Money-Back Satisfaction Guarantee (ask for details.)

Updating QuickBooks Point of Sale

Updates to Point of Sale—such as maintenance releases, bug fixes, and update help files — can be quickly and easily installed to your computer, ensuring that you have the most up-to-date features and capabilities available.

By default, an automatic update feature will check for and download update files if an Internet connection exists at a workstation. If preferred, you can disable the automatic update feature in workstation preferences. If automatic update is disabled, you can still manually check for and download program updates at your discretion. You can also configure updates so that all networked workstations can update from a single downloaded update file.

Updating your software is a two-part process:

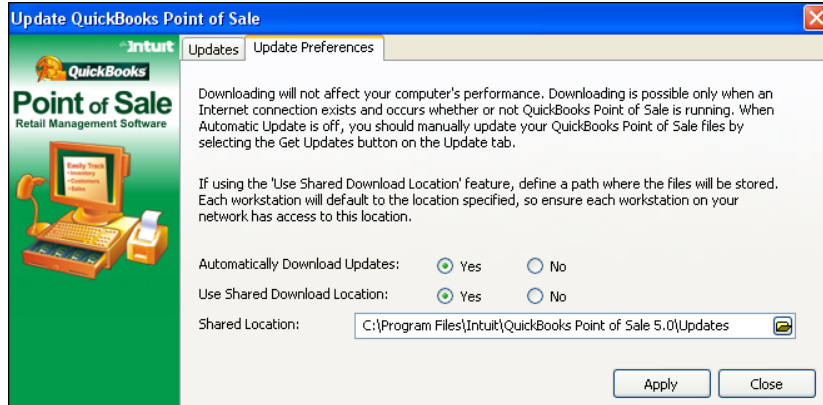
1. Connect to Intuit's servers and download the update file(s).
2. Install the update. Once an update has been downloaded, you will be prompted to install.

Important Information About the Update Service

- To download update files, you must have an active Internet connection.
- The automatic update procedure does not affect your computer's performance and you can continue working while an update is being downloaded. Downloads can occur even when Point of Sale is not running.
- An update must be installed on each workstation. Workstations that have not been updated may not be able to connect to the company data on the Server workstation.
- No information is read from your computer or sent to Intuit, Inc. during update downloads. Review the **QBPOS PRIVACY STATEMENT** (on the Help menu) for more information.

To turn on/off the automatic update option and specify a shared update folder:

1. From the File menu, select **UPDATE QBPOS**.
The Update QuickBooks Point of Sale window is displayed.
2. Select the **UPDATE PREFERENCES** tab.



3. Define your update preferences:

- **Automatically Download Updates** – Select **YES** to have updates automatically downloaded. Select **NO** to disable automatic downloading of updates.
- **Use Shared Download Location** – Select **YES** to allow all networked workstations to access and install updates from a single download folder. Specify or browse to the path of the shared location. Ensure that all workstations have access to this location.

Your changes are automatically saved to workstation preferences. You can also change these settings in workstation preferences, on the Automatic Update page.

To install a downloaded update:

Once an automatic update file has been downloaded, you are prompted to install the update on each workstation the next time you start Point of Sale. If some workstations have installed an update and others not, you are alerted to the incompatibility, and advised to update the older version/workstation.

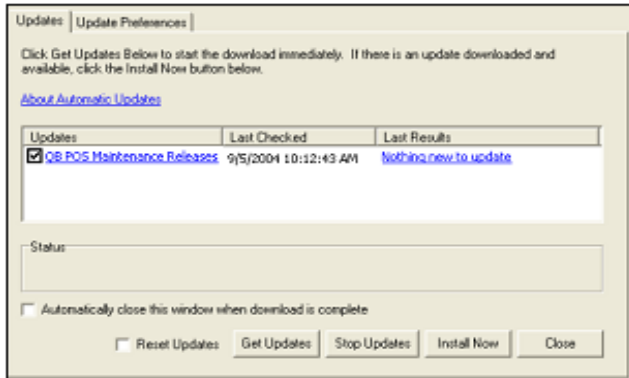
1. Select **YES** to install a downloaded update when prompted. Point of Sale will automatically be closed on the workstation as the installation begins.
If you do not wish to install the update at this time, select **NO**. You will be reminded to install each time you start the program.
2. Follow any on-screen prompts to complete the installation.

To manually check for and download updates:

If you choose not to allow the automatic download of updates, you can manually check for updates and download them at anytime. You must have an active Internet connection to check for and download updates.

1. From the File menu, select **UPDATE QBPOS**.

2. On the Updates tab of the dialog displayed, select **GET UPDATES**. Point of Sale connects to the update site and checks for and downloads new updates.
3. Once downloading is complete, select **INSTALL NOW** to immediately install the update.



Sample Update QuickBooks POS Dialog

Information and Options on the Update QuickBooks Point of Sale Dialog

Option	Description
Updates	Lists available and downloaded updates. Click an update name for a description of the update.
Last Checked	Displays the date and time you last checked for an update.
Last Results	Displays the status of the last check for updates.
Reset Update box	Checking this clears the previously downloaded data and restarts the update the next time you select GET UPDATES . Select this option if a download is interrupted or if you accidentally deleted an update file before installing it.
Stop Updates	Click this to immediately stop downloading an update.
Status Indicator	This shows the progress of the download. This screen can be minimized (do not close it) and you can continue working in Point of Sale while the download proceeds. You can optionally select to CLOSE THIS WINDOW AUTOMATICALLY WHEN DOWNLOAD IS COMPLETE . You will be prompted later to install the update.

Working with Company Data Files

A company data file is the database file that Point of Sale uses to store all of the information for your business. Point of Sale allows you to create, open, or rename company data files, and to convert from a previous version of the software. These options are available only from the Server Workstation and are subject to security rights.

Upon initial startup of Point of Sale on the server workstation you are prompted to create your company data (or to convert from a previous version of Point of Sale, if detected). If you chose not to do so at that time, or if you decide to start over, you can access these choices at anytime in the future by selecting **COMPANY DATA** from the File menu.

Creating, Opening, and Renaming Company Data Files

To create a new company data file:

1. Close Point of Sale on Client Workstations and close all open windows on the Server Workstation.
2. From the File menu, select **COMPANY DATA** and then select **NEW**.
3. Enter a unique name for the new company data in the dialog displayed and then select **OK**.
Point of Sale displays a status indicator as it creates the new company data.
4. Select **OK** when the confirmation dialog is displayed.
5. Point of Sale launches the Setup Interview to assist you in configuring your new company data file. Follow the on-screen prompts to complete the interview.

To convert company data from a previous version:

1. Close Point of Sale on Client Workstations and close all open windows on the Server Workstation.
2. From the File menu, select **COMPANY DATA** and then select **CONVERT FROM PREVIOUS VERSION**.
3. Enter a unique name for the new company data in the dialog displayed and then select **OK**.
Point of Sale searches for and detects your prior version and displays the path to it.
4. If the specified path is the correct installation from which you want to convert data, select **OK**.

Alternatively, select **BROWSE** and navigate to a different installation from which you want to convert data and then select **OK**.

You can also convert from a previous version's backup file by selecting that option and browsing to the correct backup folder.

Point of Sale copies the data files from the previous version and then converts them for use with Point of Sale 5.0. This process may take several minutes, depending on the size of your existing data.

5. Select **OK** to close the confirmation window when displayed.
6. If you require employee logins, the Log In window is displayed. Use your previous version user name and password to log in to the program.

To open a different company data file:

This feature allows you to open any Point of Sale company data file located on the local network. This option is particularly useful for accountants and Point of Sale ProAdvisors or accountants, who may work with copies of several clients' company data.

1. Close Point of Sale on Client Workstations and close all open windows on the Server Workstation.
2. From the File menu, select **COMPANY DATA** and then select **OPEN**.
3. Point of Sale displays a list of company data files located on the network (Server Workstation).
4. To open one of the files listed, highlight it and then choose **OK**.

Or

Select **ALTERNATE LOCATION** and then **BROWSE** to locate a company data file on your network. Select **OPEN** after locating the correct file.

Point of Sale opens the specified company data and displays a confirmation dialog.

5. Select **OK** to close the confirmation window when displayed.

To rename your company data file:

You can rename your company data file at anytime. However, if you do so, Client Workstations will not be able to automatically connect to the new file. Upon next startup on Client Workstations, you will receive a "file not found" message. Browse to the newly-named company data file to connect.

1. Close Point of Sale on Client Workstations and close all open windows on the Server Workstation.
2. From the File menu, select **COMPANY DATA** and then select **RENAME**.
3. Enter a new name for the file and select **OK**.

The Data Import Wizard

The Data Import Wizard is designed to spare you from the time-consuming task of manually entering large amounts of existing data into Point of Sale.

The wizard takes customer, vendor, or item information entered into a Microsoft[®] Excel[®] spreadsheet or a comma-delimited text file and transfers this information into the corresponding data fields in Point of Sale.

The wizard can be used to import data:

- You enter into a pre-defined Excel import template in Point of Sale
- You have in an existing Excel spreadsheet or comma-delimited text file
- You have exported from another point-of-sale software
- Provided by vendors, such as catalog information for new inventory items or updates to existing items

When using your own import file, you have complete control over how the import fields are mapped to your Point of Sale data fields. More information on specific use of the import wizard is provided on the pre-defined import template or can be accessed by selecting **HELP (<F1>)** while in the wizard. To start the import wizard, select **UTILITIES > IMPORT DATA** from the File menu.

Protecting Your Data

The data you accumulate in your business is extremely valuable. Keeping it safe should be a top priority. Point of Sale provides several methods to help you protect your data:

- By requiring employee logins and assigning security rights you can limit access to your data and program features. *Refer to [Chapter 12 Employees & Security \(page 389\)](#) for more information.*
- Changes that affect your inventory value (costs and quantities) are automatically tracked on transactional documents and adjustment memos, leaving a paper audit "trail."
- Your data files are automatically backed-up every time the Server Workstation exits the software, and you can create back-ups each time you run the End of Day process. Additional protection can be gained by following a regular manual back up routine. *Refer to [Chapter 10 End of Day Procedures \(page 341\)](#) for more information.*
- Your data files are automatically checked for integrity and are repaired if necessary as backups are made. This procedure is automatic and no user action is necessary.

Anytime the Server Workstation exits the program, Point of Sale will automatically check for and carry out the following tasks:

- If credit card sales have been made but not yet settled, the program will prompt you to run the End of Day settlement procedure before exiting.
- The automated data protection procedure will run to ensure your data is safe. The integrity of your data files is verified and then backed up. A progress status bar will be displayed during this process. We strongly urge you to follow a comprehensive manual backup procedure in addition to this automatic protection.

General System and Network Protection

While the steps above are intended to protect your Point of Sale data, you should also be concerned about general system protection. Here are several more suggestions for protecting your data and the systems on your company network.

Require password logins. Assign a unique user name and password to each person in your company using Point of Sale. Each employee should have a unique user name and password for Windows and for Point of Sale. Point of Sale, like any Windows application, relies on security features within Windows. These features are most effective when each user on the system can be accounted for.

With password protection set, access to your company data can only be granted with the assigned passwords. If you share your data file with an accountant or other business advisor, assign user names and passwords to them as well.

Restrict security rights. Configure Point of Sale security rights appropriate for your business and the needs of your employees to access specific features and data. Point of Sale comes with four default security groups (sets of rights) and you can create custom groups as needed.

Install anti-virus software. And keep it up to date!

Install a network-based or PC-based firewall. If you install a firewall on your Internet connection, you can reduce the likelihood that uninvited persons will use the Internet to access systems on your network. Firewall products will help you to ensure that your computers only conduct the traffic you allow. Most major brands of anti-virus software also offer firewalls.



Firewall Configuration

Firewalls may have to be configured to allow Point of Sale to communicate between workstations on a network. *Refer to the Getting Started Guide for more information.*

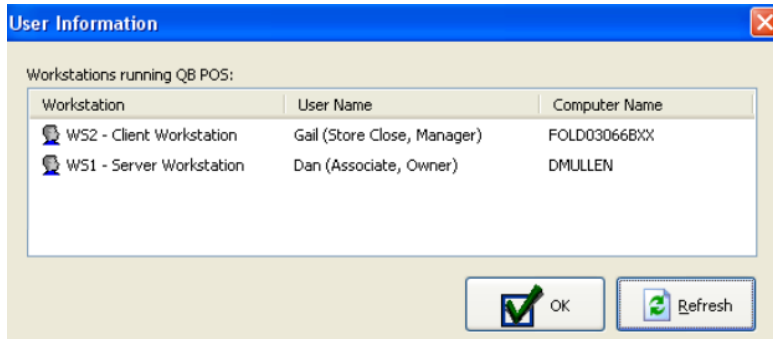
Use Windows security and Windows Update. Keep your operating system up-to-date with the latest security enhancements. Find out more about Windows security and Windows Update services from Microsoft: www.microsoft.com/security/.

Backup your data frequently. Keep backups of your data file in a safe location. Keep your backups in a fireproof safe, or at a business records management facility.

Install a UPS. A UPS (uninterruptable power supply) helps ensure data integrity in the event of a sudden power loss. Without a UPS, transactions in progress are usually lost and, as with any software, the data file can become corrupt if disk write operations were in progress when the power is lost. We recommend a UPS on each Point of Sale workstation, but most importantly on the Server Workstation which stores your data.

Non-Tolerant Activities in Point of Sale

Some activities in Point of Sale are non-tolerant activities, meaning that all other workstations must be out of Point of Sale before they can be performed. The User Information window gives you a summary of the workstations currently in the program. This screen is displayed automatically if you launch a non-tolerant activity to let you know that other workstations must exit before you can continue. You can also access this screen manually.



To view the User Information screen:

1. From the Tools menu, select **USER INFORMATION**.
The workstation, user, and computer names currently in Point of Sale are displayed. Select **REFRESH** to update the information as needed.
2. Select **CLOSE (<ESC>)** to exit.

Compatible POS Hardware

Point of Sale has been designed to work seamlessly with select industry-leading retail hardware. Although the program may operate with various other hardware peripherals, Intuit does not provide hardware support for equipment not sold by Intuit.

A complete list of POS equipment compatible with Point of Sale is provided in [Appendix D POS Compatible Equipment \(page 571\)](#). For the most up-to-date list of supported hardware, or to purchase supported hardware directly from QuickBooks, call 1-800-926-6066.

For more information regarding equipment configuration and troubleshooting, search the in-program help file index using the keyword *Equipment*.

Learning Point of Sale

Point of Sale is full-featured retail management software. While we continually strive to make it simple to learn and use, some degree of training is necessary to be efficient and productive. There are two ways that you can train and experiment with program features without affecting your real data.

- The **Learning Center** provides a variety of learning tools including “Show Me” demonstration videos of program areas and features
- **Practice** mode is a separate area that you can use to try out most of the program’s features, train employees, or see how the features at a higher level (Pro and Pro Multi-Store) work, using a sample company data file

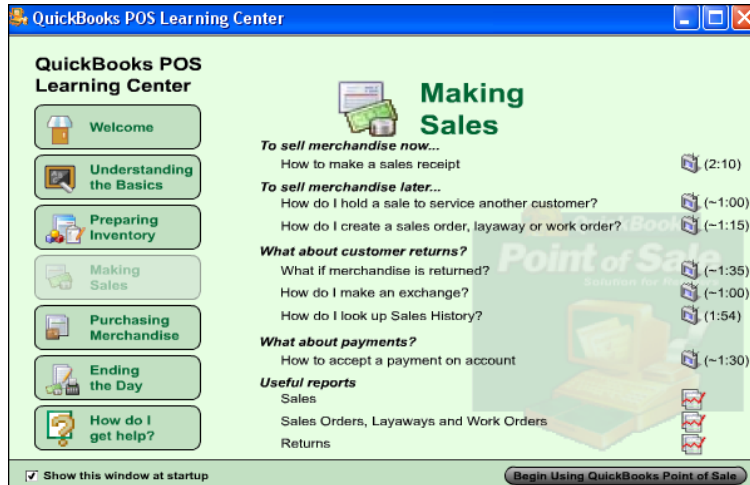
The Learning Center

The Learning Center starts automatically when you first launch the program to assist you in getting started. Clear the **SHOW THIS WINDOW ON STARTUP** check-box if you do not want the Learning Center launched on subsequent startups. You can always access the Learning Center later, even if you disable it now.

To access the Learning Center:

1. From the Help menu, select **LEARNING CENTER**.

2. Select an area of interest from the choices on the left of the screen, and then a topic on the right.



3. When done, select **BEGIN USING QUICKBOOKS POINT OF SALE** at the bottom of the window.

Using Practice Mode

To access practice mode:

1. Close all open windows.
2. From the File menu, select **PRACTICE QBPOS**.
3. Select the data you want to practice with (Server Workstation only):
 - Choose **CONTINUE TO USE PREVIOUS PRACTICE DATA** if you want to keep working with the same data that last used for practice (sample data or your own).
 - Choose **USE EXISTING PRACTICE DATA** and browse to the location of a practice data file. You can select the “Al’s Sport Hut” sample practice file with this option.
 - Choose **USE A COPY OF MY COMPANY’S DATA** to practice with your own data. A copy of your company data is made, so your real data is not affected by practicing. The login names, passwords, and hardware settings defined in your company data apply while in practice mode.
4. Choose a practice level and then select **OK** (Server Workstation only).

Basic users can select to practice in Pro or Pro Multi-Store levels, and Pro users can choose to practice in Pro Multi-Store level, to try out the added features in a higher level. If practicing at a higher level, we suggest you go through the Setup Interview to configure Point of Sale for the features you want to test (select **SETUP INTERVIEW** from the File menu).

5. If you created practice data from your real data and you require employee logins, the Log In window is displayed. Use your normal user name and password to log in to the program. The security rights from your real data apply while in practice as well.
6. When done, select **EXIT PRACTICE** from the File menu.

While in practice mode, the following apply:

- The words “Practice Mode” flash in the title bar and the status bar is bright yellow
- You cannot exchange data with QuickBooks or between stores
- You cannot dial out for credit, debit, or gift card authorizations or settlement
- You cannot backup or restore the practice data
- The Point of Sale date is set to December 15, 2007

Getting Help and Support

In-Program Help Files

The Point of Sale Help system can assist you in completing a task as well as provide information about optional equipment and help you troubleshoot problems.

You can access the in-program help in any of these ways:

- Press **<F1>**, select **HELP ON THIS WINDOW** from the help menu, or select the **HELP** button on a dialog or message to open the specific help topic related to your current task.
- From the Help menu, select the **HELP CONTENTS** to display a Help overview. From here you can use the various options discussed below to find the information you need.

Once you have accessed the help window, you can navigate through the topics to find the information you need in any of these ways.




The **CONTENTS** tab presents help topics in a library fashion, with each "book" of the library covering a major program area or function. Click on a book to view and select a topic contained therein.



The **INDEX** tab provides a topic title word index covering all program features and help topics. Simply enter a word for the feature you are working with to locate that topic.



The **SEARCH** tab provides a word search index that includes every word contained in the help system. You must first setup the Find database; follow the on-screen prompts. Building an index for maximum search capability can take several minutes.

- Once you have located a topic on any of the tabbed panels, click it or select **DISPLAY (<ALT+D>)** to view the topic.
- Once a topic is displayed, click the [underlined blue links](#) to jump to related topics.
- Select **BACK (<ALT+B>)** to move back to the previously displayed topic.
- Select **HELP TOPICS (<ALT+T>)** to toggle on/off the display of the navigation pane.
- Select **PRINT (<ALT+P>)** to print the topic displayed.
- Select **EXIT (<ALT+E>)** or the  to leave help.

From the Help menu, you can also access various other help tools: electronic versions of the printed User Guides, a library of 'Show Me' demonstrations, the Learning Center, and a Send Feedback link that allows you to give us your comments and suggestions, or report a program bug.

Troubleshooting and Error Messages

If you received an error message or need troubleshooting help, try these resources:

- Click the **HELP** button on the message, if available, for more information.
- Search the help file index using the keyword “troubleshooting” or a specific word related to the problem you are experiencing.
- If an error message directs you to call Intuit Technical Support, the call is free. Record the error text and number (if displayed) and then call the Technical Support number given below.

This User’s Guide, the accompanying Getting Started Guide, and the in-program help system will serve to answer most of your questions about Point of Sale. However, should you require further assistance, use the resources listed below.

Free, Self-Service Support

Support Website. Provides a knowledge base of answers to frequently asked Point of Sale questions. Visit www.quickbooks.com/support.

Point of Sale Community. Connect with other users and experts to ask questions, share ideas, and get advice. Visit www.community.quickbooks.com/pos.

Find a QuickBooks Point of Sale Specialist

Locate a Certified Point of Sale ProAdvisor® who can help you set up Point of Sale, answer questions, and/or provide training and support to you or your employees. Choose among Certified Point of Sale ProAdvisors – CPAs, accountants, small business advisors, trainers, or computer consultants – who have been tested on both QuickBooks financial software and Point of Sale. To find the Point of Sale specialist nearest you, visit www.quickbooks.com/findadvisor.

Make sure that in Step 2 of your search criteria you select a ProAdvisor who is certified in QuickBooks Point of Sale. Fees apply and are set by the QuickBooks ProAdvisor.

Point of Sale Phone Support

Call (800) 348-0254. Several live options are available. Fees apply after the initial 30-day free support period. For details, call 6 am to 6 pm Monday - Friday, or 7 am to 4 pm Saturday - Sunday, PST*.

**Excluding occasional downtime for system and server maintenance, company events, observed U.S. holidays, and events beyond our control.*

Merchant & Gift Card Services Support

For information or to apply for an account with the QuickBooks POS Merchant and/or Gift Card Services, call 800-926-6066.

For support with an existing account, call 800-558-9558, 24 hours a day, 7 days a week.

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Overview

This chapter focuses on fundamental Point of Sale procedures that are used across all areas of the program, such as navigating through menus, windows, lists and forms, finding records, and listing items on documents.


Some of the concepts are advanced for an introductory chapter and may be better understood once individual feature chapters have been read.

We recommend that you return to this chapter as needed as you progress through the rest of the user guide.

Point of Sale Preferences

Point of Sale preferences allow you to configure the program to work with your hardware and accessories, establish data control, and customize many of the Point of Sale features.

When a preference setting affects the appearance or function of a task, a preference note will point to the menu path to find the setting and provide a brief explanation as shown in this example:

 **PREFERENCES > COMPANY > GENERAL > Options: Bring back all one-time messages.** Select to restore "one-time" messages in the program. These are messages that display tips or general information, but can be turned off by selecting "Do not show this message again" when the message is displayed. Selecting this preference turns back on messages of this type.

For a complete listing of all program preferences, refer to [Appendix A Preferences \(page 529\)](#).

Logging In/Out

The Log In/Out feature provides both convenience and security in Point of Sale. When using security, users can easily log in and out of the program, and the security rights assigned to the logged in user will control the features that are available.

The log in/out procedure below assumes you are requiring employees to log in, and that user names, passwords, and security rights have been assigned in the Employees & Security area.

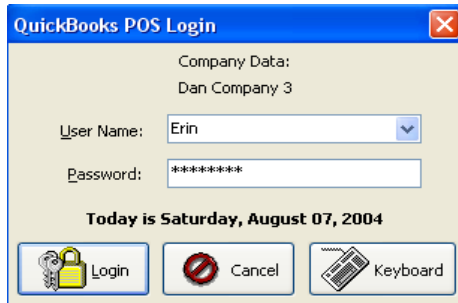
Refer to [Chapter 12 Employees & Security \(page 389\)](#) for more information on setting up security controls.

If you require that employees log in, the Login window is displayed when you launch the program.

We strongly recommend that you require employee logins. When logins are not required, all employees have access to all program features and data.

To log in:

1. From the File menu, select **LOG IN/OUT (<CTRL+Q>)** if the Login window is not already displayed.



2. Enter your user name and password.
Note that passwords are case-sensitive.
3. Select **LOGIN**.
The login window identifies the company data in use and the current date. The date displayed here will be suggested on all receipts and other documents created.
The logged in user's name is displayed on the status bar at the bottom of the Point of Sale screen.

 **Touchscreen Login**

Touch **KEYBOARD** to access a touchscreen keyboard to enter your user name and password.

To log out or to log in a second user:

1. From the File menu, select **LOG IN/OUT (<CTRL+Q>)**.
The Security window is displayed. This window can be used to log out or for a second user to log in “over the top of” the first user.
2. Select **LOGOUT** in the Security window to log out the current user.

Or

3. Enter a new user name and password in the Security window and select **LOGIN**.

Logging out does not close Point of Sale, but a new user will have to log in before any program features can be accessed.

Logging in a Second User


A logged-in user does not have to log out before a second user logs in. The second user's log in will automatically log out the first user.

This feature saves time if it is necessary for a user with higher security rights to log in to complete a task that the first user cannot (due to security restrictions). For example, suppose a customer's file was flagged "**Do Not Accept Checks.**" A cashier in the *Associate* user group does not have the security right to accept payment by check in this case. However, a manager or owner with security rights to do so, can log in over the cashier and accept the check to complete the sale. The manager's security rights remain in effect until he logs out or until a new user logs in. Only one user can be logged in at any time.

Automatic Security Logouts

If several users will be ringing up sales on the same workstation and you want to ensure employees are properly tracked on sales transactions, you can specify that the current user is automatically logged out after each receipt is updated. A user is then required to log in before the next receipt can be created.

You can also specify in preferences an automatic logout of the current user after a specified period of time in which no activity is detected.

 **PREFERENCES > COMPANY > GENERAL > OPTIONS: AUTOMATICALLY LOG OUT EMPLOYEES AFTER EACH SALE.**

Select to require an employee to log in after each receipt is updated. To use this feature, you must also require users to sign in (preference above)

 **PREFERENCES > WORKSTATION > GENERAL > Security: Automatically logout.**

Select to automatically log out the current user after a defined time period of inactivity in the program. Specify the time period to be anywhere from 1 to 999 minutes.

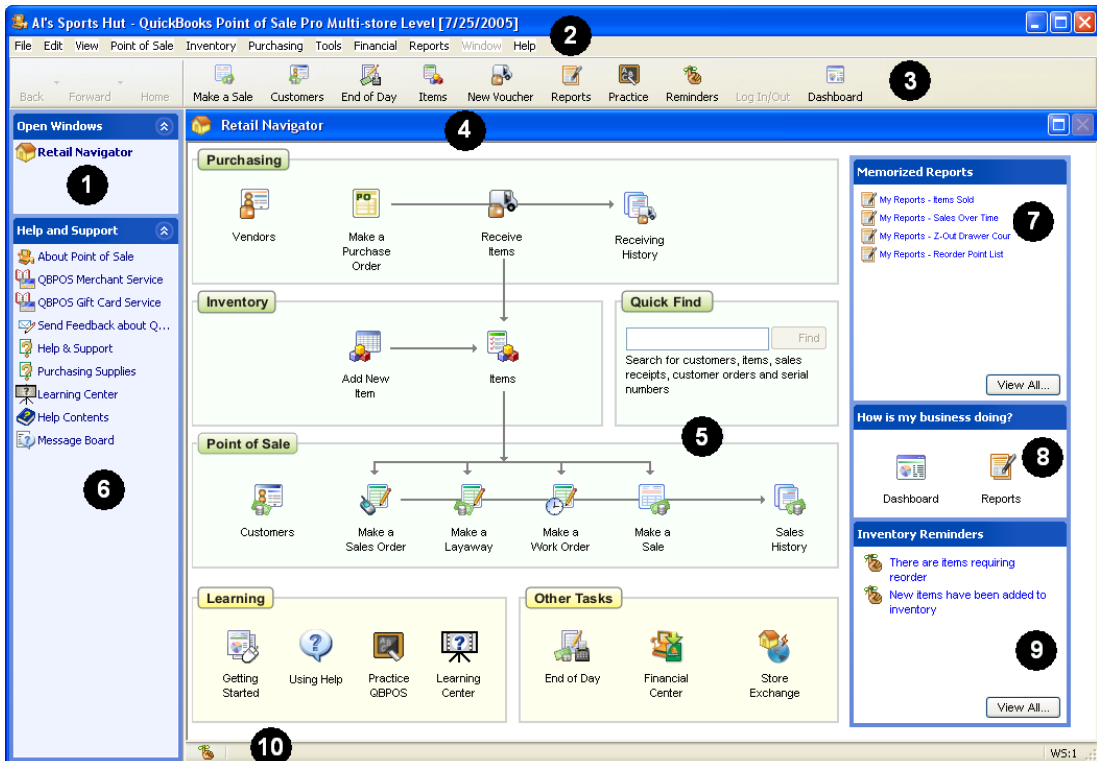
Getting Around in Point of Sale

The Retail Navigator

The Retail Navigator is the startup screen for Point of Sale, as pictured below, containing clickable workflow links that take you to the various task areas, help and learning resources, reminders, and shortcuts to various tools and activities.

Familiarizing yourself with the terminology related to the Retail Navigator components will help you learn the program and follow the procedures given in this guide.

The following image is that of a Pro Multi-Store level installation. Not all features and options shown will be available at all levels of Point of Sale. Refer to the explanations on the following page for each numbered area.



- 1 Open Windows List** This displays all of your currently open windows. To switch to another open window, select it from this list. Select **RETAIL NAVIGATOR** to return to the main screen of the program. It is not necessary to close one window before opening or switching to another, though you may want to close windows as you finish a task just to keep the Open Windows list compact. Some activities, such as editing company preferences, do require that all open windows be closed.
- 2 Text Menus** Windows standard text menus provide access to all areas and features of Point of Sale. These menus can be used to locate the area you need to complete a task, even if you have turned off the display of the side bar or main toolbar.
- 3 Main Toolbar** The main toolbar provides shortcuts to your most frequently used program tasks. You can customize the task icons that are displayed and their order. You can also turn off this toolbar if you want more screen space for the display of task windows.
- 4 Window Toolbar** The toolbar at the top of the open window contains task shortcuts that pertain to your current activity. Select **HELP** from this toolbar or press **<F1>** to get assistance related to the current task.
- 5 Retail Navigator Links** The Retail Navigator graphically represents the retail workflow of merchandise through your store(s) and contains clickable links to take you directly to the area you need to complete a task as well as links to get help in using the program.

The Quick Find feature allows you to quickly locate records for customers, items, receipts and customer orders.

- 6 Side Bar** The vertical toolbar on the left side of the screen, which contains the Open Windows list and the Help and Support menu (when at the Retail Navigator) or the Task List related to your current activity (with a task window displayed). You can also turn off the side bar if you want more screen space for the display of a task windows.
- 7 Memorized Reports** This panel displays a list of your memorized reports, which you can select and run from this convenient location.
- 8 How is my business doing?** This panel provides quick access to both the Reports Dashboard and the Report Center.
- 9 Inventory Reminders** This panel displays a list of your outstanding inventory reminders.
- 10 Status Bar** The status bar identifies important information about the currently active window or module, such as whether List Edit is on or off, whether you have inventory reminders, which workstation you are using, and the logged in user's name.

Refer to [Chapter 15 Customizing Point of Sale \(page 497\)](#) for instructions for customizing toolbars and removing features and related menu and Navigator icons.

Navigating and Selecting Menu Options, Icons, Tasks, and Open Windows

Point of Sale is designed to make moving between program modules, selecting buttons, and entering data both intuitive and efficient. The program offers keyboard, mouse, and touchscreen compatibility.

Keyboard Navigation

Keyboard users can use the arrow keys, **<TAB>**, or **<ENTER>** to accept an entry and move from field to field and various keyboard shortcuts to select a button or task. For maximum efficiency at point of sale, we recommend you learn and use the keyboard shortcuts available throughout the program.


Keyboard users can navigate the program and make selections in a variety of ways:

- Press **<ALT>** to activate the text menus, then press the underlined letter, when displayed, to directly access or activate a menu and/or menu item.
- With the text menus activated, you can also use the arrow keys to navigate left, right, down (open menu and move through choices), and then **<ENTER>** to select an option.
- Press **<F10>** to move the focus from the menus back to the open task window.
- Press **<ALT + PAGE UP/PAGE DOWN>** to cycle through the open windows.
- Press **<CTRL + T>** to open the task list, arrow to an option and then press **<ENTER>**.
- Press **<TAB>** to accept an entry and move to the next field on a form and **<ENTER>** to accept and move to the next field in a list.
- Press **<F5>** to refresh the window.
- Press **<F3>** or **<CTRL + F>** to open the Find window for the active field.

Select **KEYBOARD SHORTCUTS** from the Help menu to view a more detailed listing of shortcuts for the area you are working in.

Using a Mouse or Touchscreen

Instructions in this guide typically refer to "selecting" a button or field and then entering data. When the documentation says to *select*, *highlight*, or *place the focus on* a toolbar button, field, window name, task, or menu selection, mouse and touchscreen users can simply click or touch that component. To facilitate touchscreen use, a navigation toolbar and virtual keyboards are added to the bottom of the side bar and in appropriate dialogs.

 **PREFERENCES > WORKSTATION > EQUIPMENT > TOUCHSCREEN MONITOR > Enable touchscreen features**

Select to display the touchscreen navigational controls and virtual keyboards to the side bar and in various windows. Requires a touchscreen monitor.

Touchscreen Tips

- Reducing your video resolution to 800 x 600 can make touching small fields easier.
- Double-touching in quick succession has the same effect as double-clicking with a mouse.
- The size of your scroll bars can be changed to make touch scrolling easier. Go to the Windows **CONTROL PANEL** ► **DISPLAY** ► **APPEARANCE**. Select **SCROLLBAR** from the Item list and set the size that works best for you. This changes the scroll bar size for all of your Windows programs.
- Touchscreen monitors are ideal for certain activities, such as when ringing up sales. However, when data must be entered into records, you will find that a hybrid system including a keyboard (for entering data) is more efficient.

Working with Lists and Forms

There are two standard ways to view Point of Sale records and documents: *Lists* and *Forms*, each with its distinct uses and advantages.

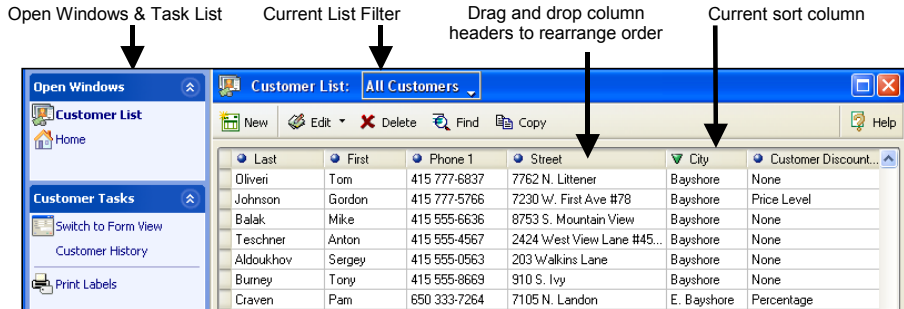


Tip: Right-Click Context Menus in Lists and Forms




Many task options can be quickly accessed from the right-click context menus available in record lists and forms. Simply right-click in the list or form to access options such as Find, Copy, Delete, View History, Make Document, Zoom, etc.

Viewing and Navigating Lists

Lists displays all of your records in an area at one time in a format similar to a spreadsheet. The list can be easily filtered, sorted and searched to help you find a particular record or to display a group of related records. The following is an example of a customer list.



Add/remove and rearrange columns. You can customize the displayed list columns to meet your needs. To move a single column, click the column header and drag to the preferred position. To rearrange all columns, or to add or remove columns, right-click a column header and choose **CUSTOMIZE COLUMNS** from the popup menu. There are several columns available which are not included in the default list layout. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information about customizing columns.

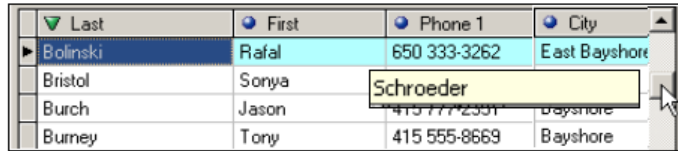
Sort the records in the list. Columns with a  in the column header can be sorted. The  indicates the column entries by which the list is currently sorted. Click or touch any column header displaying a  to sort by the values in that column. To sort by multiple columns, select **SORT LIST > SORT BY MULTIPLE COLUMNS** from the View menu. Enter up to three columns and their priority, choose to sort in ascending or descending order, and then select **APPLY**.

Change the sort order: Click or touch the currently sorted column header a second time to change the sort order (ascending/descending by alphanumeric values). Records with no entry in the sorted column appear either at the beginning or end of the list, depending on the sort order.

Go to a specific record in the currently sorted column: Sort by the preferred column, then begin typing the first few characters of the entry you wish to go to. The characters you type are not displayed on-screen but the closest matching record in the list is highlighted.

Scroll through a sorted list: Sort by the preferred column, then use the vertical scroll bar on the right side of the window to scroll up or down through the list. As you scroll, the scroll bar indicator displays your position in the list. Release the

mouse when the value you are looking for is displayed. The indicator displays the values in the currently sorted column.



The screenshot shows a table with four columns: Last, First, Phone 1, and City. The rows are: Bolinski (Rafal, 650 333-3262, East Bayshore), Bristol (Sonya, Schroeder), Burch (Jason, 415 777-2331, Bayshore), and Burney (Tony, 415 555-8669, Bayshore). A search dropdown menu is open over the 'Schroeder' value in the 'First' column of the 'Bristol' row.

Last	First	Phone 1	City
Bolinski	Rafal	650 333-3262	East Bayshore
Bristol	Sonya	Schroeder	
Burch	Jason	415 777-2331	Bayshore
Burney	Tony	415 555-8669	Bayshore

If there are too many columns to display on a single screen, a list will have a horizontal scroll bar as well.

Search for a record. You can search for a record in lists by keyword. Searches can be done across all record fields or in a selected field. To search for a record, select **FIND** from the window toolbar and enter keyword(s) by which to search. *Refer to [Searching for Records or Documents \(page 61\)](#) for more information.*

Filter the list display. You can filter a list to display only those records matching criteria you specify. All lists have at least one predefined filter of **ALL <RECORDS>** and some lists have additional predefined filters (such as by creation dates: **THIS MONTH**, **YEAR-TO-DATE**, etc.). You can also define and save your own custom filters. *Refer to [Filtering Lists \(page 35\)](#) for more information.*

Selecting a record. The selected record is highlighted and has an indicator (▶) pointing to it.


- Mouse/Touchscreen: Click or touch a record to select it.
- Keyboard: Use <↑↓> to navigate through the rows to select a different record. Use <CTRL+HOME> to move to the first record in the list and <CTRL+END> to move to the last. Use <PAGE UP> and <PAGE DOWN> to page through the list.
- (Pro) In the inventory item list, all members of the same style as the selected item are displayed in blue text.

Navigating rows. Use <→> and <←> to move one column right or left between fields in the selected row. Press <HOME> or <END> to move to the first field or last field in the selected row.

Make edits in the list. Typically, editing of a single record is done on the record form. See the [Viewing and Navigating Forms \(page 41\)](#) section. To protect against inadvertent modification of records, editing in list mode is disabled by default. In order to make edits directly in a list, you must turn on List Edit mode. This feature is useful if you wish to make edits to multiple records from a single screen (similar to working in a spreadsheet).

To activate list edit mode, select **LIST EDIT ON** from the Edit menu (or select the down arrow to the right of the **EDIT** button on the window toolbar and then choose **LIST EDIT ON**). Navigate through the list fields making edits; press **<ENTER>** to accept an entry and move to the next field. Your changes are saved when you move out of a row. When done editing, select **LIST EDIT OFF** in the same manner. Closing the list also turns off List Edit mode.

View the record in a form. Select **SWITCH TO FORM (<F8>)** from the task list or double-click a record to view it in a form. You are automatically placed in edit mode when displaying a form (editing may be limited on documents).

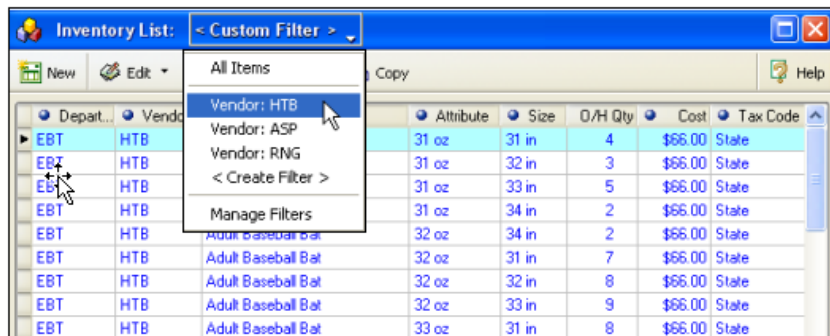
 **PREFERENCES > WORKSTATION > GENERAL > Appearance: Reset now.** Select to reset lists to their default appearance. All column orders, widths, and other customizations you may have made will be reset to default values.

Filtering Lists

Filtering a list allows you to group and view only the records that meet certain criteria that you specify. This is a highly useful feature when you want to view or work with a group of specific records, without all the unwanted records cluttering your view.

Filtering is available in all record lists, except the employee list. If you find yourself using the same filter criteria often, you can memorize that “view” and from then on it will be available from the drop-down filter list at the top of the record list. Some lists have default and predefined views for easy selection.

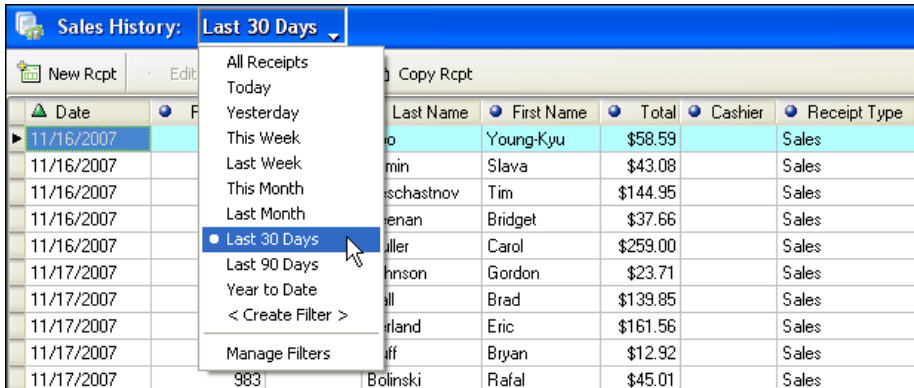
For example, if you are viewing and selecting items from your item list to order, rather than scrolling through the entire item list looking for items belonging to that particular vendor, you can simply use a filter to display only the items belonging to that vendor (as shown below).



Item List Filter - by Vendor HTB

Document lists, such as the Sales History list (receipts) shown below, have predefined filters for date ranges, such as receipts made for the current day, this week, this month, year-to-date, all receipts, etc.

Warning: Choosing to show all receipts might be slow if you are a large volume store! For this reason, the default filter in most document lists is to show the current month's documents.



To filter a record list:

1. Display your list, and then select one of the following from the drop-down filter list at the top of the window:
 - A predefined filter (such as **ALL RECORDS**, **THIS MONTH**, **THIS WEEK**, etc., choices vary by list)
 - A previously defined and memorized custom filter (your custom name)
 - **CREATE FILTER** to enter custom filter criteria, and optionally save it for future use
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filters

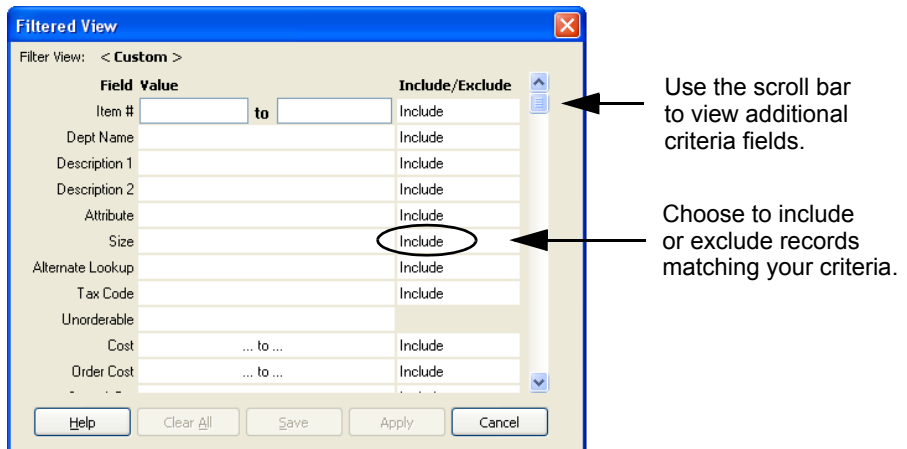
Refer to **Managing Memorized Filters (page 40)** for more information.

If you select a predefined or memorized filter, the list is immediately filtered and the steps below do not apply.

2. Review and/or enter criteria values in any of the available fields and then select **APPLY** (or **SAVE**, if you want to memorize the filter criteria for future use). If saving, give your new filter a unique name and then select **OK**.
3. Your list is filtered by the entered criteria.

Refer to the following sections for filter criteria-entry tips.

Shown below is a sample Filtered View window from the receipt list, in this case to include only return receipts with a status of “Regular”. The fields available for filtering vary depending on your current list.



Defining Filter Criteria

General Filter Criteria Tips

- By default, records matching the specified criteria will be included in a filtered list. To exclude records matching a particular criterion, select **EXCLUDE** from the drop-down list in the **Include/Exclude** column. For example, entering *Blue* as your filter criterion in the **Attribute** field and choosing **EXCLUDE** would result in a filtered item list including all items of any attribute other than blue.
- Point of Sale does not distinguish between upper- and lower-case when filtering. Example: navy, Navy, and NAVY would all match the criterion of navy.
- The current Filter View is always displayed at the top of the list. If records you are expecting to see are not visible, check to see if the list is filtered by criteria that is excluding them. Select or define a new view as necessary.
- **Spaces:** A space that is made by pressing the spacebar is a keyboard character—the same as any other entered character. When a space is included in a value, a matching space is required in the data record for the record to be a match during filtering.

- **Blank Fields:** A blank field acts as a wildcard; it matches every entry. No matter what is contained in that field in each record, the record is included during filtering. If all filter values are blank, all data records are included in the filter results.
- **Descriptive Fields:** (*Examples: Description 1, Description 2, Attribute*) Records that have a string of characters anywhere in the field that exactly match the value entry are included. *Example:* The filter value of *buckle* would include such records as *ladies buckle shoe*, *buckle girls dress shoe*, and *boys casual shoe buckle* in the filter results. For an exact match, enclose the string of characters within quotes: “*buckle*” will only include record that match *buckle* exactly.
- **Blank Entries:** To filter for descriptive fields with blank entries, use empty quotes as your filter value. For example, entering “” as your size value would locate records that have no value recorded in their **Size** field.
- **Dynamic Dates:** (*available in most date fields*) Dynamic dates define a time period in relation to the current date instead of using specific start and end dates. *For more information refer to [Date Fields \(page 45\)](#).*

The rest of this section gives specific instructions for entering criteria in the various field types included in the Filter View window.

Selecting Values in a Multiple Selection Field

Multiple selection fields are available when values are restricted to a predefined list (as shown by the list of vendors at right).

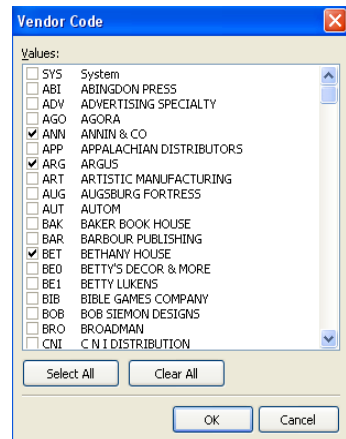
- If you want to select a single value for this field and you know what the value is, you can type it directly into the field.
- To open the selection list, click in the field to activate it and then click the icon to the right of the field (**<F4>**).
- To select a value from the list, click it, or highlight it and press **<SPACE>**. To clear that value, click it or press **<SPACE>** again.

Or

Choose the **SELECT ALL** or **CLEAR ALL** buttons.

- Select **OK** to return the selected values to the field.

The field on the Filter View window displays (*Selection*) if more than one possible value is selected.



Defining a Range in Numeric Fields

Initially, the program displays both the starting and ending values of range fields with an ellipsis (...). If no entry is made, all records are included.

Item # to

To define a range, enter the lowest value you want in the left field and the highest value in the right field. Open ranges can be specified by entering nothing in one of the range fields. *(The following example is of an Item #filter range.)*

Sample Filter Criteria	Records Included
Item #: (...) to (...)	All item records.
Item #: 100 to 500	Records with item numbers 100 through 500, inclusive.
Item #: 3000 to (...)	Records with item numbers 3000 and up.
Item #: (...) to 40	Records with item numbers 40 or less.

Using And/Or Statements in Descriptive Fields

Descriptive fields allow filtering with and/or statements. If **AND** is selected, then values meeting both of the defined values must be present for a record to pass through the filter. If **OR** is chosen, meeting just one of the defined criteria will allow a record to pass through the filter.

And/or statements, combined with other filter options, such as Include/Exclude, allow advanced users to define complex filter criterion such as filtering your customer list to display only men or married woman, who have made a purchase in the current year, and live in ZIP codes 94326 and 94327.

To use these types of filters you must be dutiful about recording specific information, such as the title of customers (Mr., Mrs., Ms., Miss, etc.), addresses, phone numbers, etc.

Below is an example of a customer “and/or” filter by title. This filter, by default, would include only customers with the title of Ms. or Miss, but those with a title of Mr. or Mrs. would not be included.

The screenshot shows a window titled "Title" with a close button in the top right corner. Inside the window, there is a list of titles: "Miss", "Ms.", and a blank field. To the right of the list is a dropdown menu currently set to "OR". Below the dropdown menu, the options "OR" and "AND" are visible, with a mouse cursor pointing at the "AND" option.

If the **EXCLUDE** option was also selected for the title field in the Filter View window, the opposite effect would be achieved; the filtered customer list would include those customers with a title of Mr. or Mrs. only.

A more thorough discussion of using and/or statements in filtering is presented in [Chapter 11 Reports & Sales Charts \(page 353\)](#).

Filtering by ZIP Code

When defining ZIP Code ranges, keep in mind that all ZIP Codes are treated as 9-digit entries, and that, in a sort sequence, spaces are listed before any digits. (Whether the dash is required depends on how the codes were entered. If dashes were not used, then omit them when specifying filter criteria.)

Example: Point of Sale treats 5-digit ZIP Codes, such as 94488, as 94488 followed by 4 spaces. If you define a range of 94488-0000 to 94488-9999 (using ZIP+4 Codes), any record with 94488 ZIP Code (without the +4 code) would be omitted. To include all 94488 ZIP Codes, including the 5-digit 94488 code, define the range from 94488 to 94488-9999.

Using Wildcards and Masks in Filters

When entering free-form text in filter criteria, you can type an exact match, use “*” as a wildcard to represent any number of unknown or variable characters, or “?” as a mask to represent a signal unknown or variable character.

Example: **D?N** returns Dan and Don. **D*N** returns Dan, Don, Dean and Diana. **650*** returns all numbers beginning with “650”. ***650*** returns all numbers containing “650”.

Managing Memorized Filters

You can rename, delete, or revise the criteria in any of your memorized filter views and change the order in which they appear on the filter drop-down list.

To manage memorized filters:

1. Select **MANAGE FILTERS** from the filter drop-down list.
The Manage Filter Views dialog is displayed.
2. Select one of your memorized filters, and then select an action:
 - **RENAME** – enter a new name for this filter
 - **EDIT** – opens the saved filter criteria; edit the criteria as necessary and select **SAVE**
 - **DELETE** – to remove the filter view from your filter drop-down list
 - **MOVE UP/DOWN** – to change the position the filter view appears on your drop-down list

Viewing and Navigating Forms

A Point of Sale form is a more detailed view of a single record or document, displaying all the information fields on a single screen, sometimes with tabbed pages. Records or documents are typically created and edited in a form.

Below is an example of a customer form.

The screenshot shows a software interface for a customer form. At the top, there is a menu bar with options: New, Edit, Delete, Find, Copy, and Help. Below the menu bar are four tabs: Name & Address (selected), Additional Info, Notes & Custom, and History. The form is divided into several sections:

- Name & Contact Info:** Includes fields for Company (Smile Toys), Title (Mr.), First (Young-Kyu), Last (Yoo), E-Mail, Phone (415 777-6174), Phone 2 (650 333-8973), Alt. Contact, Alt. Phone, and Customer Type.
- Bill to Address:** Includes fields for Street (1967 Appleseed Lane), City (Bayshore), State (CA), and ZIP (94326).
- Ship to Address:** Includes fields for Shipping Street (1967 Appleseed Lane), Shipping City (Bayshore), Shipping State (CA), and Shipping ZIP Code (94326).

A red asterisk icon indicates a required field. A 'Send Mail...' button is located next to the E-Mail field. A '> Copy >' button is located between the Bill to Address and Ship to Address sections.

Navigate form fields. Only editable fields (white) can be selected. Use standard List procedures for navigating within a row in an item list that appears on a form (not pictured above).

- Mouse/Touchscreen: Click or touch a field. Click/touch the field a second time to edit an existing value character-by-character.
- Keyboard: Use **<↓>** **<↑>** and **<TAB>** **<SHIFT+TAB>** to move through the fields. Press **<←>** **<→>** to edit an existing value character-by-character.

Select tabbed pages. Access the tabbed pages of a form to enter or view additional information.

- Mouse/Touchscreen: Click/touch the tab.
- Keyboard: Press **<CTRL + 1>**, **<CTRL+2>**, etc. to cycle through the tabs.

Cycle through records. Press **<CTRL+PAGEUP>** to display the previous form in the current list. Press **<CTRL+PAGEDOWN>** to display the next form in the current list.

Go to list. Select **SWITCH TO LIST (<F8>)** from the task list to switch to the associated list. If in the process of creating or editing a record, this action will prompt for a save before continuing.

Data Entry Basics

This section summarizes common data entry procedures that are consistent throughout the program. *Refer to individual chapters for more specific information on a particular record or document type.*

Use standard navigation techniques (such as arrow keys, **<TAB>**, **<ENTER>**, click, or touch) to access the field in which you want to enter data. To accept an entry, or bypass the field, press **<TAB>**. Most data entries require that you navigate out of the field to record the entry.



Editing in a List

Normally, editing records is done in record forms. To enable editing in the List, select **TURN LIST EDIT ON** from the Edit menu. List edit allows you to edit multiple records in the list. When done editing, select **LIST EDIT OFF** from the Edit menu to disable this feature. Leaving the list in any manner also turns off List Edit Mode.



Edit Records with Caution

Use caution when editing Information fields for records that are components of other records or documents. For example, if you edit a department or vendor, you must also edit any items in inventory that contain that department or vendor as part of the item record.

Touchscreen Entry

If you are using a touchscreen, select **BRING KEYBOARD** or **BRING NUMPAD** and then enter the information. If necessary, turn on the touchscreen controls in workstation preferences.

Read-Only Fields

Point of Sale auto-fills some fields with information that you cannot edit. These fields cannot be selected and are grayed out in forms to identify them. Examples are the **Account Limit**, **Account Balance**, and **Available Credit** fields on a customer record.

These values come from your QuickBooks financial software and cannot be edited in Point of Sale.

QuickBooks Information	
Use with QuickBooks <input checked="" type="checkbox"/> Synchronize this customer with QuickBooks	Account Limit <input type="text" value="\$250.00"/>
	Account Balance <input type="text" value="\$83.80"/>
	Available Credit <input type="text" value="\$166.20"/>



Read-only fields are shown in brackets [] in the field tables of each chapter.

Fields with Suggested Entries

Point of Sale suggests entries in some information fields.

You can edit a suggested entry. For example, on a purchase order, Point of Sale populates the **Order Date** and **Ship Date** fields with today's date, but these entries

can be changed as needed. Suggested entry fields are also shown in brackets [] in the field tables of each chapter.

Order Date	9/7/2005	
Ship Date	9/7/2005	

Check-box Fields

You can select or clear a check-box field, but you cannot enter data. Selecting a check-box activates that field/function, while clearing it (removing the check) inactivates the function. In a customer record, the **Use with QuickBooks**

field is selected to indicate that you want to share this customer's information with your financial software. If the check-box was cleared, the customer information would not be shared with QuickBooks.

QuickBooks Information	
Use with QuickBooks	<input checked="" type="checkbox"/>

To select or clear a check-box field:

1. Press **<SPACEBAR>** or click/touch the field to toggle between selecting and clearing a check-box.
2. Press **<TAB>** or navigate to the next field.

Currency Fields (Cost and Price)

Point of Sale supports entering currency amounts with up to five decimal places, but displays only two on-screen (you can enter even more than five, but Point of Sale rounds to and stores only five).

In the case of item cost and price on documents, the extended cost/price is calculated using the stored five decimal places. You can also edit the extended cost/price on a document and enter a quantity, and Point of Sale will calculate the appropriate unit

cost/price. This feature makes it easier to order, price, and track items whose cost or price is in fractional cents or when less than a penny.

To enter data in currency fields:

1. Enter the amount, including decimals.
To enter an amount in even currency units, such as 2.00, 47.00, or 103.00, it is not necessary to enter the zeroes to the right of the decimal.
2. To enter negative numbers, press **<->** *before* entering the amount.
3. Press **<TAB>** or navigate to the next field.

Quantity Fields

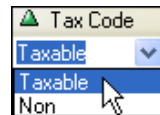
Numbers are the only acceptable entries in quantity fields. Decimal quantities are allowed. Point of Sale will round your entry to two decimal places and does not display trailing zeroes, i.e., if you enter 2.50, the display will be 2.5.

To enter data in quantity fields:


1. Enter the appropriate number, including decimal quantities if applicable.
2. To enter negative numbers, press **<->** before entering the value.
3. Press **<TAB>** or navigate to the next field.

Drop-Down Lists

Some drop-down list fields only allow a predefined entry and others allow free-form entries.



To enter data in a drop-down list field:

1. Select the  button (**<F4>**) to access the drop-down list. Click or use the arrow keys to highlight your entry and press **<ENTER>** to select it. Alternatively, you can press **<SPACEBAR>** to cycle through the selections without opening the drop-down list.

Or

If a predefined entry is required, simply type the first few characters to immediately suggest the closest matching entry to the field. In the example shown, typing a *T* would immediately fill the field with *Taxable*.

Or

In drop-down lists that allow free-form entries, simply type in the appropriate data.

2. Press **<TAB>** or navigate to the next field.

Date Fields

There are two types of Point of Sale dates: *fixed dates* and *dynamic dates*.

Fixed dates are fixed in time. For example, if you enter 5/20/00, then no matter how much time has passed that will remain the recorded date.

Dynamic dates allow you to define a single date or date range relative to the current date, such as last 10 days, or month-to-date. As the current date changes, so do the dynamic dates.

Dynamic dates are primarily used for reports and sales charts and are discussed further in [Chapter 11 Reports & Sales Charts \(page 353\)](#).




Warning: System Date

Never change your operating system date to change the date on a Point of Sale document. You could lose data.

The current date is suggested as the default date for most date fields on documents. Security permitting, you can edit the date as necessary while creating the document. However, you cannot edit the date on transactional documents after they have been saved.

To enter data in a fixed date field:

1. Select the date field and do one or a combination of the following:

- Select the  button (**<F4>**) to access a pop-up calendar. Use the arrow keys to move from date to date or click/touch on a new date. To view a new month, select **>** (**<PAGEDOWN>**). To view the previous month, select **<** (**<PAGEUP>**). Select (**<F4>**) again to exit the calendar.
- Enter the date directly using one of the quick entry formats shown below.

January, 2005						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today: 9/20/2005						

2. Press **<TAB>** or navigate to the next field.

Dates are displayed in the format specified in your operating system. You can enter dates in that same format or use one of the following quick entry formats. When you press **<TAB>** or exit the field, the date will be converted to the format set up in your operating system.

Quick Entry Formats	Display Formats and Notes
mmddyyyy mmddyy ddmmyy ddmmyyyy	<p>Example: September 8, 2003 could be entered in any of these formats: 09082003, 090803, 08Sep03, or 08Sep2003. When entering month's letters, they are not case-sensitive, e.g. "Sep" can also be entered "sep" or "SEP".</p> <p>No matter which way you enter the date, it will be displayed according to your operating system's date format, i.e. could be 08-Sep-2001, 09-08-03, 09/08/2003, etc., depending on your settings.</p>

Use the following keyboard commands to quickly enter new dates into date fields. If a date is specified in a field then the following commands will be relative to the displayed date. If there is not a date specified, the resultant entry will be relative to the current date

Quick Entry Formats	Display Formats and Notes
<T>, <ENTER>	Enter today's date.
<+>, <NUMBER>, <ENTER>	Move date forward as many days as the number entered. For example, if the displayed date is 6/4/02 and you enter <+>, <5>, <ENTER> the date will be moved forward five days to 6/9/02.
<->, <NUMBER>, <ENTER>	<p>Move date back as many days as the number entered. For example, if the displayed date is 6/4/02 and you enter <->, <5>, <ENTER> the date will be moved back five days to 5/30/02.</p> <p><i>Note: This option is not available if your operating system is set to use hyphens (-) as the date separator.</i></p>
<ALT+↗>	Change date one day forward.
<ALT+↖>	Change date to one day earlier.
<ALT+PAGEUP>	Move date forward one month.
<ALT+PGEDOWN>	Move date back one month from the date currently displayed.
<ALT+HOME>	Move date forward one year.
<ALT+END>	Move date back one year.

Using Lookup Fields

Lookup fields are used to locate and bring information from a related list to the document or record on which you are working. **Department, Vendor, and Customer** fields on documents or on item forms are examples of lookup fields.

From a lookup field, you can:

- Type the first few characters of the record you want to list; if one unique match is found it is immediately listed in the field. For example typing *ABC* in a **Vendor** field immediately lists the vendor with that code.
- Enter a search keyword and press **<ENTER>** or select the magnifying glass icon to go to the associated list for a match. *See the next section for more information on searching.*
- Activate the drop-down list in the field and select from the entire list.
- Select **ADD NEW** from the drop-down list to open a new, blank form in the associated list.

The **Enter Items** field on documents is also a lookup field and is discussed in detail in the next section.

Listing Items on Documents

Use icons to edit or delete a listed item, or to do an item search

Scan item bar code, or type UPC code, Item #, or Alternate Lookup and press **<ENTER>**

Activate drop-down item list; automatically activated by text entry

Press **FIND ITEM** icon to go to full item list to locate an item

Item #	Description 1	Attribute	Size	Qty	Price	Discount %	Ext Price
3	Adult Baseball Bat	31 oz	33 in	1	\$115.52		\$115.52
252	Pitch Counter			1	\$6.36		\$6.36
192	Sports Team Logo Shirt	White	XL	1	\$23.99		\$23.99

Using Item Lookups



Each inventory item is assigned an item number when it is first added to inventory. In addition, a UPC number and an Alternate Lookup (ALU) identifier can also be recorded for each item. All three of these item identifiers can be used for item *lookups* to instantly list items on documents. See [About Item Identifiers \(page 54\)](#) for more information on item numbers, UPC codes, and alternate lookups.

The item lookup field on a document also incorporates the Find feature described in [Searching for Records or Documents \(page 61\)](#), allowing you to quickly search for and find an item by entering a keyword or number that is part of the item record.

Item information is scanned or typed into the **Enter Item(s)** field located above the document item list (see the diagram below). Entering or scanning a number in this field that matches any item's UPC, Alternate Lookup, or Item # will instantly bring the one *unique* matching item to the document with a quantity of one, assuming there is one unique match.

To list an item on a document:

- Scan or type item information in the **Enter Item(s)** field.
 - If you *scan* a bar code, and there is one unique match in inventory it is instantly listed on the document with a quantity of one
 - If you typed a UPC code, Item # or Alternate Lookup, press **<ENTER>**. If there is one unique match in inventory it is instantly listed on the document with a quantity of one
 - If you typed an item search keyword, the drop-down item list is displayed. This list sorts and searches by the item's **Description 1**. Other identifying information is displayed to help identify your items.

Enter Item(s)	
base	 
Attribute	< Add New >
31 oz	Baseball Hat Classic Fit Black MED
Right	Baseball Hat Classic Fit Black XL
	Baseball Hat Classic Fit Grey SML
	Baseball Hat Classic Fit Tan SML

From this list, you can:

- Click on an item, or use your arrow keys to highlight an item and press **<ENTER>**, to list it on the document.
- Scroll through the list to locate and select an item.
- Press **<ENTER>** before highlighting an item to open the Find Item window, from which additional search options are available. See [Searching for Records or Documents \(page 61\)](#) for specific instructions for using the Find window.
- Select **ADD NEW** to enter a new item in inventory and immediately list it.

2. To immediately edit the item just listed (quantity, price, cost, etc.) select **EDIT ITEM (<F5>)**. Refer to **Editing Listed Items (page 52)** for more information.
3. After all items are listed, press **<TAB>** to move through the other receipt fields.

A Note About Item Lookups

Item lookups are done in the following order: UPC, Alternate Lookup, Item #, and then other search keywords. If a unique match to your entry is found in any item's UPC, Alternate Lookup, or Item # fields, that item is instantly added to the document. If there is more than one item matching your entry in these three fields, the Find window is displayed and all matches are displayed, including matches in any other searchable fields. The matches with UPC, ALU, or Item # will be at the top of the list for easy selection.

Ensuring these three numbers/identifiers (UPC, Alternate Lookup, and Item #) are unique for each item in inventory makes the item listing procedure more efficient.

For example, if you enter 31 in the **Enter Item(s)** field and you have an Item # 31 and a second item with an Alternate Lookup of 31, both items are considered matches, as are items with "31" in any other search field. In this case, the program will display a list of all matching items in the Find window; from which you can choose the item you wish to list on the document, as shown in the example below.

For this reason, if you are going to use Alternate Lookups it is recommended that you make them unique and do not match existing item numbers. An easy way to do this is to start every Alternate Lookup with a letter rather than a number.

Refer to **About Item Identifiers (page 54)** later in this chapter, for more information about UPCs, alternate lookups, and item numbers.

Displaying: 3 result(s) for items containing "31"

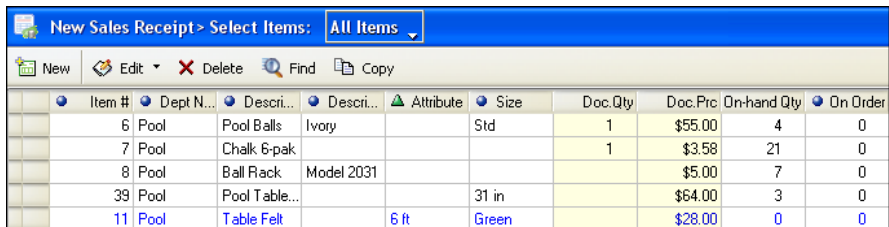
Item #	Description 1	Attribute	Size	Alternate Lookup	On-hand Qty	On Order
7	Chalk 6-pak			31	21	0
31	Table Felt	6 ft	Blue		0	0
39	Pool Table Lamp		31 in		3	0

To locate and list items from inventory:

If preferred, you can go directly to inventory to locate an item to list on a document. Once in inventory, the item list can be sorted, searched, or filtered to locate the correct item.

1. From anywhere in the document, choose **SELECT FROM ITEM LIST (<F4>)** from the task list.

Your item list is displayed in a special selection mode. Shown here is the item list when coming from a sales receipt to locate items. Note the addition of the **Doc Qty** and **Doc Price** fields (displayed in yellow on-screen).



Item #	Dept N...	Descri...	Descri...	Attribute	Size	Doc Qty	Doc Prc	On-hand Qty	On Order
6	Pool	Pool Balls	Ivory		Std	1	\$55.00	4	0
7	Pool	Chalk 6-pak				1	\$3.58	21	0
8	Pool	Ball Rack	Model 2031				\$5.00	7	0
39	Pool	Pool Table...			31 in		\$64.00	3	0
11	Pool	Table Felt		6 ft	Green		\$28.00	0	0

2. Filter, search, or sort and scroll your item list (as described earlier) to locate the item(s) you want to list. You can also add or edit items while in inventory, and then immediately list those items on the document.
3. Once you have located the correct item(s), use one of the following methods to list them on the document:
 - To immediately return one item to the document, double-click it. The item is listed with a quantity of one.
 - In the item list, enter the quantity of each item to be listed in the **Doc Qty** column. Optionally, you can specify the **Doc Price** (if making a receipt or customer order) or **Doc Cost** (if making a PO, voucher, or cost memo). Navigate through the item list making entries for all items you want to list on the document. When done choose **SELECT** or **SAVE AND SELECT** (if you edited or added a new item) to return selected items to the document with the specified quantities and prices/costs.
 - (Pro) If you need to list a large number of style items, as you might on a PO, voucher, or adjustment memo, switch to the Style window and enter document quantities directly in the style grid cells corresponding to each style item. When done, choose **SELECT**. All items for which you have entered a quantity are listed on the document.
4. Repeat Steps 2-3 until you have located and listed all items you need.

**Tip: Inventory Actions after Choosing SELECT FROM ITEM LIST**

Coming from a document, full item editing is possible while in inventory. Items can be added, edited, or deleted, all while you are still also actively working on the document. This feature gives the flexibility to perform tasks, such as adding new items while making purchase orders or receiving vouchers. It is important to realize that any edits made to items after choosing **SELECT FROM ITEM LIST** from a document affects your inventory items, not just the document in which you are working.

Listing Special Order Items on Documents (Pro)

Typically, special order items are used for custom or one-of-a-kind merchandise with little chance of repeat sales, or to customize an existing item for a sale. There are two ways of using special order items on documents. The use of special order items is not allowed on adjustment memos or transfer slips.

- **Edit an Existing Item** – List an existing item on the document and then edit its descriptive information to reflect customizations. Use this option when you do not want to create a new inventory item, but do want the document and any other documents that reference this document to reflect your changes (sales receipt referencing a customer order, for example). Editing an existing item on a document does not in any way affect the original item's inventory descriptive information.

Example: You carry men's sport shoes in sizes 8 through 14, but have a customer that requires a size 15. You list the size 14 shoe on a PO and then edit its size and other information on the order to buy the size 15 shoe from your vendor. A receiving voucher referencing this PO would also list the size 15 but would add the received quantity to inventory as the original item (size 14). Using this method, you have fulfilled the customer request without creating a new item in inventory that has little chance of repeat sales.

In this scenario, you may want to use a sales order initially, in which you can generate the PO right from the sales order with the edited information. By using a sales order, your edits get carried to the PO, voucher, and sales receipt that eventually sells the item (so that printouts for the vendor and customer list the correct size).

- **Create a New Special Order Item** – With this option, a new special order item is created in inventory. Once defined in inventory, you can list the special order item on a purchase order, receive it on a voucher, and sell it on a receipt. Later, if you decide to continue carrying the new item in inventory, you can convert it to a regular inventory item. Special order items can only be added to inventory while creating a customer order, receipt, voucher, or purchase order.

(Pro Multi-Store) The special order item provides a means for a remote store to create a customer order for a new item and generate a purchase order for it. The special order item is sent to Headquarters with the first transactional document listing it. Headquarters can review the item and change the special order item type in inventory to a regular inventory item if needed. *Refer to [Handling Special Order Items \(page 418\)](#) for more information on using special order items in a multi-store operation.*

To create and list a new special order item on a document:

When you list a special order item, you are prompted to define the item in the normal manner, on a special inventory screen where **SPECIAL ORDER** is pre-assigned as the item type.

1. Start the document in the normal fashion.
2. From the task list, select **NEW SPECIAL ORDER ITEM**.
3. You are taken to a new special order item screen.
4. Define the item in the normal manner on the Special Order Item window.
Use normal new item procedures to enter information about the item. Certain item fields/features are not available when defining special order items, such as item type, reorder point, the ability to define multiple vendors, creating assemblies or groups, and printing tags.
5. When done, choose **SAVE & SELECT** to record the item in inventory and list it on the document.
6. Edit item information as necessary on the document, such as quantity or price.
7. Add additional items, services, or charges, as appropriate.
8. List the customer.
9. Take a deposit, if required (applies to customer orders).
10. Save and print the document.

**Item Numbers**

Special order items do not have an item number assigned to them when created. If the special order item is converted to a regular inventory item later, an item number is assigned.

If making a customer order, you can generate a purchase order right from the order to obtain the item from your vendor. Refer to [Generating Purchase Orders from Customer Orders \(page 329\)](#) for more information.

Editing Listed Items

Edits made to items listed on a document do not affect the item record in inventory. The fields that can be edited vary by document and are discussed in the individual document chapters. On transactional documents, editing items is only possible until the document has been saved. Items on order documents can be edited at anytime.

To edit items listed on a document:

1. Highlight the item you wish to edit in the document item list.
2. Select **EDIT ITEM (<F5>)** from the window toolbar to access the Item Information window.

Item Information

Item Price & Discount

Quantity: 1 × Price: \$17.00 = Amount: \$17.00

Discount %: [] Discount Type: [v]

Store On Hand

1 3

Item Properties

Description 1: T-Shirt Cotton Print Tax Code: Taxable [v]

Description 2: [] UPC: 834908234983840803

Attribute: Blue Alternate Lookup: []

Size: M Serial #: [] [icon]

3. Make necessary changes to any of the editable fields in the window.
4. Select **OK (<F5>)** to save item edits and return to the document.
You can also make changes to editable fields directly in the document item list by navigating to the field and entering a new value.
5. Repeat for other items as needed.
6. Select **SAVE & PRINT** or **SAVE**, as applicable

Deleting Listed Items

Depending on the document type and security settings, the methods available to you may vary. These procedures only remove the item from the document, they do not affect inventory.

Method 1

1. Highlight the item you want to delete in your document item list.
2. From the window toolbar, select **DELETE ITEM (<DELETE>)**.

Method 2

This method "zeroes out" the item, but leaves it listed on the document. Cashiers that do not have the right to delete items can use this procedure, and manager still have a record of all items that were listed.

1. Highlight the item you want to delete in the document item list.
2. Navigate to the **Qty** field. Alternatively, select **EDIT ITEM** to access the Item Information window.
3. Enter 0 as the item quantity.
4. Press **<ENTER>** or navigate out of the field. (Close the Item Information window first, if necessary.)

About Item Identifiers

The term *item identifiers* refer to an item's UPC, Alternate Lookup, and Item # values in inventory. Item identifiers are used for looking up and listing items on documents and printing tags, as well as in other program features.

Using Item Numbers

Every item (except special order items) have an **Item #** assigned by Point of Sale when added to inventory. This Item # cannot be edited or deleted.

Besides being used for item lookups from documents, item numbers are also used to print bar code tags from within Point of Sale. This allows you to lookup and list any item in your inventory using a bar code scanner.



Do not enter the item number in any other item field to print bar-coded tags.

Using UPCs

Manufacturer-supplied tags with UPCs can be used to lookup and list items on documents, provided the UPC has been recorded in inventory for the item.

Do not scan bar codes created in Point of Sale into the UPC field in an item's record; these bar codes are created from the item number, not the UPC code.

Likewise, if a vendor provides alphanumeric barcodes that are not true UPC codes, do not enter those codes into the UPC field. UPC codes have a required format, and other code formats are not accepted. Consider using the Alternate Lookup field for these codes instead (see below).

Recording UPC #s in Inventory

The **UPC** field can be used to record UPC-E, UPC-A, EAN, ISBN, or similar identifiers up to 13 digits. Point of Sale will convert entries of less than 13 digits (such as UPC-A and UPC-E) to a 13-digit form. Every UPC recorded must be unique and contain only numbers.

Method 1: Scanning

UPC numbers can be efficiently and accurately entered by scanning the UPC bar code on the manufacturer's label or tag. Simply position the cursor in the **UPC** field on the item record and scan the tag.

Method 2: Manual Entry

Type of code	# of digits	If you enter...	Point of Sale will...
UPC-E	6	All 6 digits	Expand those 6 to a 13-digit form.
UPC-A	12	The first 11 digits Example: 12345612345 All 12 digits	Add the 12th digit (checksum) & leading zero. Example: 0123456123458 Add the leading zero.
EAN	13	All 13 digits	Add nothing.
Other	<13	All digits	Expand the entry to a 13-digit form.



UPCs in History

When an item is sold, received, or adjusted, its UPC from inventory is recorded on the history document. Thus, merchandise can be filtered by UPC when running history reports even after the item has been deleted from inventory.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information about report filtering.

Using Alternate Lookups

An *Alternate Lookup* (ALU) is an optional user-defined field in inventory that can be used to lookup and list items on documents. The use of Alternate Lookups is particularly well suited to retailers that do not tag merchandise. This field can contain text descriptions, part numbers, catalog numbers, alphanumeric entries, abbreviated names, etc., anything that allows you to quickly and positively identify a unique item.

Alternate Lookups must be unique for each item for which they are defined.

To be effectively used for item lookups, each Alternate Lookup entry:

- Should be a unique character string that can be easily remembered by cashiers or posted next to your workstations.
- Should not duplicate the **Item #** or **UPC** code of the item or any other item.

- You may want to make your Alternate Lookups start with a letter rather than a number. This helps ensure that they do not duplicate an item or UPC number. If you have an Alternate Lookup of 1234 and item number of 1234, both will be returned as matches when you enter *1234* in the item lookup field on a document.

To define alternate lookups:

1. From the Inventory menu, select **ITEM LIST**.
2. Select **NEW ITEM** or locate an existing item and select **EDIT**.
3. Navigate to the **Alternate Lookup** field and make an entry.
4. Select **SAVE**.

Example use of alternate lookups:

If you sell a large volume of one-gallon, two-gallon, and five-gallon clay pots from the vendor Clay Pots International (Vendor Code: CPI) and you don't want to bother tagging them, you could define Alternate Lookups for the three pots as *CPI1*, *CPI2*, and *CPI5* respectively.

If a customer purchases a five-gallon clay pot, you would simply enter *CPI5* in the **Enter Item(s)** field to list that item on the receipt. If necessary, you could post a list of Alternate Lookups at your workstations to ensure cashiers make the correct entries.

Using Bar Codes and Scanners

Point of Sale supports the use of bar code scanners to list items on documents, to fill information fields, or to search for items or documents by scanning information that is printed in bar code. No special procedures are required to use a scanner with Point of Sale. Simply follow the instructions supplied with your scanner to connect it to your PC.

The program can read item bar codes containing UPC codes, item numbers, or Alternate Lookup information (*see definitions above*). Assuming you have this information recorded in inventory for your items, you can quickly list items on documents by scanning the bar code.

When scanning to list items on documents, the program assumes a quantity of one for each scan. To record a different quantity, select **EDIT ITEM (<F5>)** or navigate to the **Qty** field in the document item list to manually enter the correct quantity after each scan.

Although scanning is extremely accurate, scanning errors can occasionally occur, especially when tags have been damaged or defaced. Errors due to defaced tags are typically rejected by the reader and never reach Point of Sale. Point of Sale reports an error if the scanned number is not currently defined in inventory or if it is not unique.

Scanning a printed receipt bar code or price tag on an item is also a quick way to find the receipt or item when doing searches. Refer to [Searching for Records or Documents \(page 61\)](#) for more information about searching for records or documents.

Working with History Documents

Transactional documents— receipts, vouchers, memos (and transfer slips in Pro Multi-Store)— are stored in document history lists, called *Sales History*, *Receiving History*, *Adjustment History*, etc., after being saved.

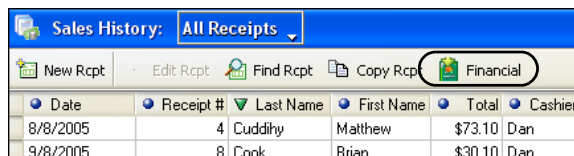
These history documents can be viewed in the corresponding list, copied to create new documents, or reversed if they need to be canceled or corrected. You cannot edit history documents, with a few exceptions as outlined later in this section.

To access a document history list:

1. Select **RECEIVING HISTORY**, **SALES HISTORY**, or **ADJUSTMENT HISTORY** from the appropriate menu (Purchasing, Point of Sale, and Inventory, respectively).
Pro Multi-Store users also can select **TRANSFER HISTORY** from the Inventory menu.
2. Use normal sort, search, and filtering procedures to locate the document you need. Searching for a history document (via the **FIND** button) is done across all documents included in your history list, even if the list is filtered to display only selected documents.

Viewing Document Financial History

The window toolbar of each document history list includes a Financial button which allows you to view the Financial Exchange history of documents with QuickBooks.

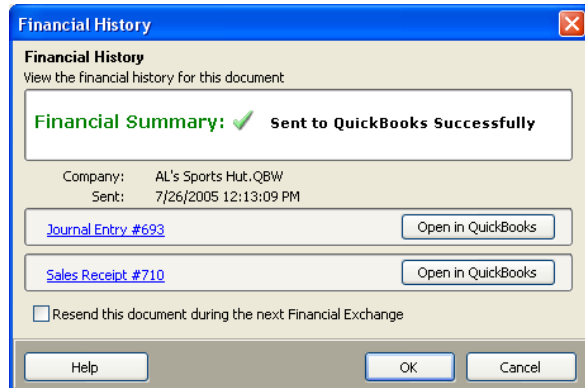


Date	Receipt #	Last Name	First Name	Total	Cashier
8/8/2005	4	Cuddihy	Matthew	\$73.10	Dan
9/8/2005	8	Cook	Brian	\$30.10	Dan

Highlight a document and select the **FINANCIAL** button to open the Financial History window for that document.

Select the **OPEN IN QUICKBOOKS** button to view the associated entry in your financial software.

Refer to [Verifying the Exchange of Individual Transactions \(page 463\)](#) for more information about Financial History document links.



Editing or Reversing History Documents

In general, editing history documents is not allowed. The exceptions to this is certain fields on receiving vouchers and, for Pro users, shipping information on receipts.

Vouchers can be edited to update vendor billing information, freight, fees, and discounts, because that information may not have been available when the voucher was originally created. *Refer to [Entering Vendor Billing Information \(page 219\)](#) for more information about entering vendor billing information and the edits allowed on vouchers.*

To correct a history document, as well as inventory, referenced order documents, and your financial software, you must instead reverse the original document and then, if necessary, create a new corrected document with the intended effect.

A *Reverse*, *Copy*, and *Correct* approach can be used to make a new document and correct any mistakes made on the original document. First, *reverse* the original, incorrect document. Then begin a new document by *copying* the original one. Finally, make corrections to the copy and save as usual.

Reversing a history document has the opposite effect on inventory of the original. For example, if the original document was a sales receipt that subtracted items from inventory, then reversing it adds the items back to inventory. It does this by creating a new reversing document. In the case of a sales receipt, the reversing document is a return receipt. A receiving voucher is reversed with a return voucher, and so on.

If an original transactional document referenced an order document, reversing the document also updates the order document's fill status and balances (assuming the order document has not been deleted).

Refer to individual chapters for specific information about the effect of reversing specific document types.

To reverse a history document:

When this procedure is completed, the original history document will be flagged *Reversed* in the **Status** field and the new document that was created will be flagged *Reversing*. The **Status** field is displayed in the history list only.

1. Highlight or display the document to be reversed.
2. Select **REVERSE <DOCUMENT TYPE>**.
The Reversing Document window is displayed.
3. Enter your name in the Associate field.
The **Associate** field will be auto-filled with the current user's name if security is being used. Otherwise, you can select your name from the drop-down list.
4. Select **OK** to confirm the reversal.
A reversing document is automatically created and added to the history list.
A corrected document can then be made as described below.

To copy and correct a reversed document:

1. Reverse the original document as described above.
2. Highlight or display the *original* document again (status *Reversed*).
3. Select **COPY**. A new document is opened with the same information as the original.
4. Make any necessary edits to correct the information on the new document. If the document is a receipt, record payment method(s) and amounts as usual.
5. Select **SAVE & PRINT** or **SAVE ONLY**.

(Pro Multi-Store) Reversing a document is available only until the document has been sent to Headquarters in a Store Exchange. However, a remote can correct the effect of a history document after sending to Headquarters by manually creating a return document of the same type with the same items, costs, prices, quantities, etc.

Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information.



Items Deleted From Inventory

If an item listed on a reversed document no longer exists in inventory, the reversing action adds it back to inventory. This is necessary because the quantity or cost change effected by the original document can only be reversed if the item is in your item list.



Effect of Reversing and Correcting on QuickBooks Financial Records

When you reverse a document and then create a new corrected one, your QuickBooks records are updated accordingly when the documents are sent to QuickBooks during the next Financial Exchange.

Temporarily Holding Documents

The hold feature, available on all transactional documents allows you to temporarily place a document on hold before you save it. Meanwhile, you can make other documents, carry out other activities, or even exit from Point of Sale.

For example, if you begin to ring up a sale but the customer forgot something and needs to go retrieve it, you can put their receipt on hold. Then, while the customer is gone, instead of waiting or losing the data you have entered so far, you can perform other activities, including making another sales receipt. When the first customer returns, simply un-hold the receipt and complete it. Holding a document does not affect inventory.

Held documents are stored in a separate list for each transactional area. Held documents can be printed.

To hold and un-hold a document:

1. From the document in progress, select **HOLD <DOCUMENT TYPE>** from the bottom toolbar.
Another blank form of the same document type is opened, so you can immediately make another document
2. To retrieve the held document, select **HELD <DOCUMENT TYPE>** from a new document of the same type or from the appropriate text menu, e.g., Point of Sale for held receipts.
3. From the list of held documents displayed, select the document you want to work with, and then select **UNHOLD**.
4. Complete the document and print/save normally.



Held Documents in a Multi-Workstation Installation

A held document can be accessed and un-held from any networked workstation within a store.



Held Documents Retain Original Information

If changes are made to data in other modules while a document is on hold, such as inventory prices or costs, sales tax rates, vendor terms, or a customer discount, that document will not automatically reflect the new information when it is un-held. The un-held document retains the original information you entered. If you know changes have been made in these values while the document was on hold, you will need to clear and re-list the item(s), vendor, and/or customer, as applicable, in order to reflect the new values.

Searching for Records or Documents

When you want to locate a specific record (item, customer, vendor, receipt, etc.) you can conduct powerful and fast searches by keyword, name, number, barcode, or date to quickly find what you need.

Searching allows you to search lists for a record across multiple information fields and throughout your entire document history in any give area.

To search for a record or document:

1. Display the record list and select **FIND** from the window toolbar.

Or

From anywhere in the program, select **FIND RECORD** ► <record type> from the Edit menu. With this selection, you can search for any record type from anywhere, without first displaying the associated list.

Or

Place the cursor in a lookup field on the record which you are working. *Refer to the explanation of [Using Lookup Fields \(page 47\)](#) in the previous section.*

Or

Place the cursor in The Quick Find field on the Retail Navigator. *Refer to the explanation of [Using Quick Find \(page 63\)](#) in the next section.*

2. Enter a search keyword or keywords by which you want to search.
 - Keywords can include selected number entries (such as Item # or UPC for items, serial numbers for documents, or dates for some document types).
 - If searching from a lookup field, enter your search criteria directly in the field and then press **<ENTER>** or select the magnifying glass icon adjacent to the field. The keyword you entered will be automatically transferred to the Find window.
 - You can scan bar codes from an item tag or sales receipt.
 - On the Find window, optionally select **ADVANCED FIND** to narrow your search to a specific field or select other search criteria.
 - Select **HELP** on the Find window for additional information.
3. Select **FIND** press **<ENTER>** to begin the search.

The search results are displayed in the Find window, as shown in the following item search example.

Find Item

Type keyword(s) and select Find.

Find Options

Search again within results listed below

Search only in

Record Matching Criteria

Find all records (Example: find all items containing **Leather** and **Shoe**)

Find any records (Example: find items containing either **Leather** or **Shoe**)

Find exact match (Example: find items containing exactly **Leather Shoe**)

Displaying: 28 result(s) for items containing "felt"

Item #	Description 1	Attribute	Size	Alternate Lookup	On-hand Qty	On Order
29	Table Felt	8 ft	Purple		0	0
30	Table Felt	9 ft	Purple		0	0
31	Table Felt	6 ft	Blue		0	0
28	Table Felt	7 ft	Purple		0	0
25	Table Felt	8 ft	Gold		0	0
26	Table Felt	9 ft	Gold		0	0
27	Table Felt	6 ft	Purple		0	0
36	Table Felt	7 ft	Yellow		0	0
37	Table Felt	8 ft	Yellow		0	0
38	Table Felt	9 ft	Yellow		0	0
35	Table Felt	6 ft	Yellow		0	0

Right-click a column header and select **CUSTOMIZE COLUMNS** to add, remove, or rearrange list columns.

From this sample Find Item window, you have these options:

- Highlight an item and choose **SELECT ITEM** (or double-click the record) to work with it. If searching from the item list, the selected item is displayed in a form for reviewing or editing; if searching from a document item list, the selected item is listed on the document.
- Select **ADD NEW ITEM** to add a new item to inventory.
- Select **GO TO INVENTORY LIST** (only available if searching from a document) to go to your full item list, with the highlighted item pre-selected.
- Search again by entering new keywords/numbers and selecting **FIND** again, optionally changing the advanced search criteria to narrow your search.

 **Searching for Dates and Phone Numbers**

When searching for dates, you can enter m/d/y (01/24/2005) or just m/y (01/2005).

When searching for phone numbers, Point of Sale ignores spaces, dashes, parenthesis and periods. This enables you to perform a search without having to remember the exact format used in the record you are trying to locate. This applies to search/find fields only.

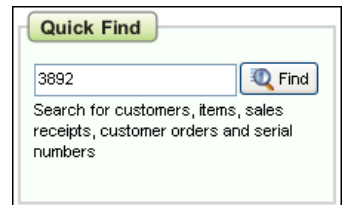
 **Searching Different Record Types**

The search fields and options available from the Find window may vary depending on the record type for which you are searching. Select **HELP** from the Find window anywhere in the program to see specific instructions for the type of search you are performing.

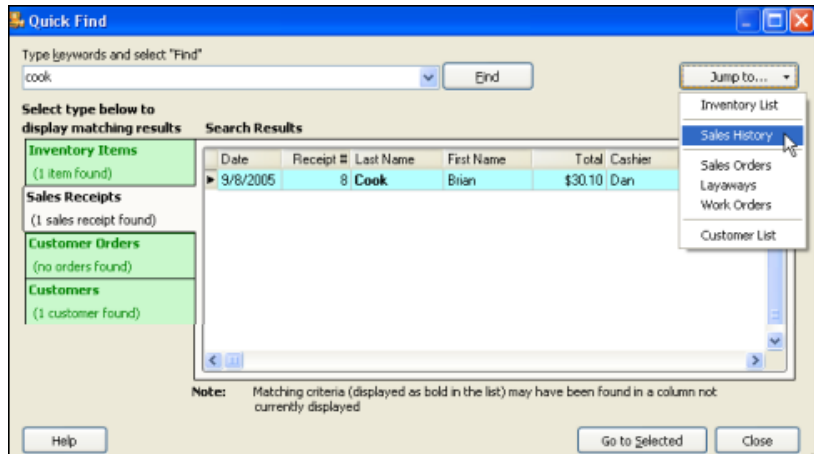
Refer to [Listing Items on Documents \(page 47\)](#) and [Listing a Customer on a Receipt \(page 265\)](#) for more examples of searching from documents.

Using Quick Find

The Retail Navigator offers a Quick Find field to locate customers, items, receipts and customer orders. You can scan item or receipt barcodes into this field, or manually type serial numbers, customer names, document numbers, or any search keyword and select **FIND**.



The Quick Find results window breaks down your search results into the different record types and displays how many results were found in each category.



Select the appropriate tab on the left and use the scroll-bar to locate the record you are seeking. Highlight the appropriate record and select **GO TO SELECTED**. To narrow or change the search, type a new keyword and select **FIND**.

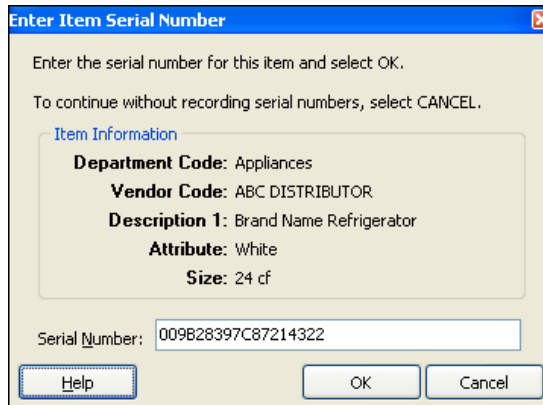
You can also go directly to an associated list by selecting it from the Jump To menu.

Serial Number Tracking (Pro)

Item serial numbers can be recorded on documents for purposes of warranty tracking or meeting legal requirements.

To use serial number tracking:

1. In inventory, specify those items for which you want to record serial numbers by selecting the check-box for **Serial # Tracking** (located on the Additional Info tab of the item form).
2. When listing these items on documents (except purchase orders and cost memos), you are prompted to enter a unique serial number for each unit being processed.



The example shown above is representative of the window displayed when a single unit is listed on a document. If listing multiple units of an item for which you record serial numbers, the window would allow you to enter one serial number for each individual unit being processed.

Each unit of an item with serial numbers recorded is listed on a separate line in the document item list. The serial numbers entered are saved and printed with the document.

If serial numbers are recorded on a layaway or sales order, they are carried to the receipt when the items are sold.

Optional Serial Number Recording

Even if you do not select the **Serial # Prompt** check-box on the item record, you can still record serial numbers when listing an item on a document. This is the default status of all items in inventory. With this option, you are not prompted to enter a serial number when listing an item on a document, but you can still do so by accessing the serial number field manually.

To manually record serial numbers on a document:

1. List the item in the normal fashion.
2. Select **EDIT ITEM (<F5>)** to open the Item Information window, or navigate to the **Serial #** field in the item list.

Add this field to the item list, if necessary. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.

3. If a single unit is being listed, enter the item serial number in the **Serial #** field. If multiple units are sold, select the button in the field to open the Enter Serial Number window. Click in the field twice to activate the button.

Item #	Description 1	Qty	Price	Tax %	Ext. Price	Serial #
274	.22 RAD Pistol	2	\$90.00	7.750	\$180.00	002398712-34

Sample Serial Number entry on a sales receipt. Select the button to enter serial numbers for multiple units

Changing Quantities After Adding Serial Numbers

If you increase the quantity of a serial number item on a document after having entered a serial number, you will be prompted to enter numbers for the new quantities added. If you decrease the quantity listed after having entered serial numbers, the previous numbers are cleared and you are prompted to re-enter numbers for each unit of the revised quantity. This is because the program has no way of knowing which specific unit(s) you are removing when you adjust quantities downward.

Searching for a Document by Serial Number

You can locate a document from history by searching by serial number.

For example, using the example above, the sales receipt for this specific unit could easily be found later by selecting **FIND RCPT** on the sales history screen and entering the serial number *002398712-34* as the search keyword and selecting to search in the **Serial Number** field (select Advanced Find Options to designate the specific field).

Refer to the detailed instructions for [Searching for Records or Documents \(page 61\)](#) earlier in this chapter.

Printing in Point of Sale

When you print documents, records, or tags, the layout is determined by the document template you specify in workstation preferences. A selection of document template files is provided with Point of Sale. Printing instructions must be set up for each workstation independently.

Preferences: Setting Up Printing Instructions

EDIT > PREFERENCES > WORKSTATION > PRINT OPTIONS > Define printing instructions. For each document type, specify the installed printer you wish to use, a document template (make sure it matches your printer, i.e. don't choose a letter-size template to print on a 40-column printer), the number of copies you want to print, and whether you want to display the Print Dialog at the time of printing. The Print Dialog allows you to change the number of copies and preview the document before sending it to the printer.

If print templates are not specified, you are prompted to select one the first time you print from each program area. The template you select at that time is saved to your workstation preferences and used for subsequent printing.



Tip: Adding the Print Button to the Main Toolbar

You can customize the main toolbar with buttons for the functions you use most often. Select **CUSTOMIZE > CUSTOMIZE TOOLBAR** from the View menu. Select **PRINT** from the list of available buttons and rearrange the order of the buttons to fit your needs.



Pro Tip: Customizing Document Templates

Pro users can customize document and tag templates using Print Designer. Refer to [Customizing Printed Documents \(Pro\) \(page 508\)](#) for more information.



Printing and Saving

If you select **PRINT** from the File menu on a voucher, memo, or slip as you are creating it but before saving, the document will be both printed and saved. Receipts cannot be printed until after payment has been accepted.



Supported and Compatible Printers

These instructions assume you use a QuickBooks sold and supported printer. Other types of compatible printers may be used with Point of Sale, but the procedures for printing with these may vary and Intuit does not support these printers. Refer to [Appendix D POS Compatible Equipment \(page 571\)](#) for more information.

Printing Records or Documents

To print a non-document list:

This procedure applies to your item, customer, vendor, department, and employee lists.

1. Display the list you wish to print.
If you want to print a group of records in a list, filter your list to display only the records you want to print. To print the entire list, make sure the list filter is set to display all records.
2. From the File menu, select **PRINT**.

To print documents:

Transactional documents (receipts, vouchers, memos, and transfer slips) are normally printed at the time you save them. Use this procedure to reprint those documents from your history list or to print order documents.

1. Highlight (list) or display (form) the individual document you wish to print.
2. From the File menu, select **PRINT**.

OR

Select **PRINT** (order documents) or **REPRINT <DOCUMENT TYPE>** (transactional documents) from the bottom toolbar.

3. If presented with the Print Options dialog, you can:
 - Change the printer you want to use, if necessary
 - Specify a print quantity
 - Select **PREVIEW** to view the document before printing or **PRINT** to immediately print

Printing Tags

Tags can be printed from inventory, vouchers, purchase orders, and from within Price Manager. If you need to print a tag from another document, choose **SELECT FROM ITEM LIST** to access inventory first and then print tags there.

If a reorder item is listed on a PO or voucher with a new cost, it is recommended you go to inventory and update prices, as necessary, before printing tags. Vouchers do not automatically update inventory prices when costs change and printing tags from the PO or voucher would be printing the current inventory price.

You can print tags for a single item or all displayed items displayed, in the quantity listed (on a document), the quantity on-hand (inventory), or for a quantity you specify. The appearance of printed tags is determined by the tag template you have specified in workstation preferences.

Tag printing is supported to a dedicated tag printer (Zebra LP2824 using roll stock) and to inkjet/laser printers (using sheet labels). Both hang tag and jewelry tag print designs are available for dedicated tag printers.

**Tip: Calibrating the Zebra LP2824**

When you change label types, or anytime printing is misaligned on labels, you should calibrate the Zebra printer by selecting the **CALIBRATE** button on the Select Document Template window. Several labels will be fed through the printer during this operation. When calibration is complete, you can roll the labels back into the printer to avoid waste.

**Compatible Printers**

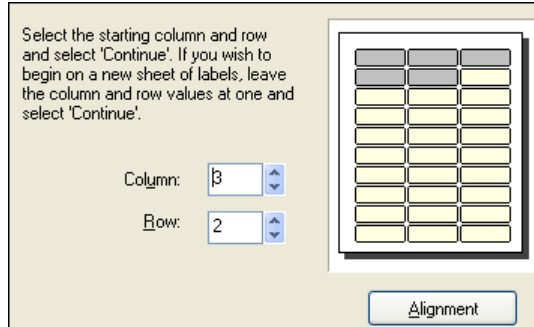
These instructions assume you use a Point of Sale supported printer. Other compatible printers (tested but not supported) may be used with Point of Sale, but the procedures for printing with these may vary and Intuit does not support these printers. Refer to [Appendix D POS Compatible Equipment \(page 571\)](#) for a list of compatible tag printers.

To print tags:

1. Select the item in inventory or on a document for which you want to print tags:
 - If you want to print tags for a group of items in inventory, filter your item list or use the Style window (Pro) to display the specific group of items for which you wish to print tags
 - If you want to print tags for all displayed items, you do not have to select an individual item
 - To begin printing tags with a specific item on a document, select that item
2. From the task list, select **PRINT TAGS**.
3. Depending on your printer and preferences, Print Options dialogs are displayed where you may:
 - Change the printer you want to use
 - Choose to print tags for the selected item, all items, all style items, etc., or to begin printing with the selected item
 - Specify a quantity of each tag to print: the on-hand quantity, the document quantity, or any number of tags you specify
 - Select **PREVIEW** or **PRINT**
 - Change the tag print template

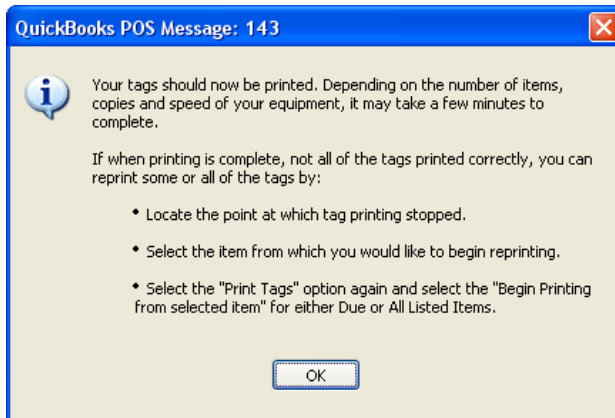
If you are using a dedicated tag printer, your tags will immediately be displayed or printed after these steps. If you are using a laser or inkjet printer and sheet label designs, the Print Tags/Labels window is displayed and the following steps apply.

- Specify where you want to begin printing on the first page:



- Choose the Column and Row numbers where you want the tags to begin printing, if necessary. The default is Column 1, Row 1. This adjustment makes it possible to print on partial sheets of labels.
- Optionally, select **ALIGNMENT** to check the start position of printed text and to adjust by 1/100-inch increments. Select **PRINT SAMPLE** to print a test sheet for confirmation. (*Tip: use plain paper and hold up to a tag/label sheet to check alignment*).
 - At the **Print Tags/Labels** window, select **CONTINUE** to print or preview your tags (as selected in Step 3).

If printing tags from a document, the confirmation window shown below is displayed.



If print problems occur and not all tags are printed, follow the instruction on this window to restart printing at a specified item on the document.

Not Printing Tags for an Item

If you never print tags for an item, clear the **PRINT TAGS** check-box field on the item record in inventory. This way you will ensure that you do not inadvertently print tags for the item when printing tags for all the items received on a voucher or ordered on a purchase order.

Supported Tag Styles

Two laser/inkjet sheet labels are supported for tag printing:

Tag Size	Labels Per Sheet	Use Document Template
1" x 2-5/8"	30 (3 across)	Avery 5160*
1/2" x 1-3/4"	80 (4 across)	Avery 5167*

Four types of tags are supported for use with the Zebra LP2824 tag printer:

Tag Type	Size (Approx.)	Use Document Template
Hang Tags	2.25" x 1.35"	Intuit Hang Tag*
Labels	2.25" x 1.25"	Intuit Label*
Small Labels adhesive	1.19 x 0.84	Intuit Small Label*
Jewelry Tags with Flaps	Irregular	Intuit Jewelry Tags with flaps*
Jewelry Tags without Flaps	Irregular	Intuit Jewelry Tags without flaps*

* Multiple tag designs within category

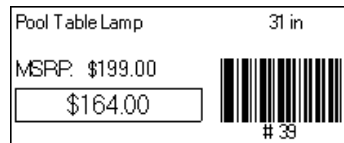
Ordering Tags from Intuit

To order tags directly from Intuit, please call 1-800-926-6066 or visit our web site at www.intuitmarket.com/pos6.

Printing a Reference Price (MSRP) on Tags

You can demonstrate savings to your customers by printing the manufacturer’s suggested retail price (MSRP) on your tags along with your own price.

MSRP is automatically printed on price tags (space permitting) if you have entered a price in the **MSRP** field in an item’s record in inventory.



Refer to **Item Information Fields (page 90)** for information on entering information in item records.

Printing the Cost and Last Received Date in Code on Tags

You can print on a price tag the cost of an item and its last received date in a specialized code that is defined in preferences. Only informed employees will know what the code means. For the cost and last received dates to be included in code on tags (assuming you have already defined the code in preferences), you must select a tag template with a suffix of "+ cost". Example: Avery xx60 series + cost.

These templates contain the **Cost Code** and **Last Received Code** fields and the information in these fields will be printed in code.

Preferences: Specifying a Code for Price Tags

Price Tag code

1	2	3	4	5	6	7	8	9	0
a	b	c	d	e	f	g	h	i	j

PREFERENCES > COMPANY > PRICE LEVELS > Price Tag code: Specify one letter or number to represent each number, 0-9, when printing the cost and last received date in code on a price tag.


Example: Using the code shown above, an item with a cost of \$100.00 and last received on 09/08/05 would result in printed tag codes as shown below. With a defined code $a = 1$ and $j = 0$ the cost in code is $ajjjj$ (including decimal places). Decimal points and date separators are ignored.

Cost in code Last received date in code

Pool Table Lamp 31 in

$aajjjj$ $jijhje$

\$164.00 # 39



Printing Markdown Tags

From Price Manager, you can print tags that include both the old price (lined out) and your new price, thus demonstrating markdown savings to customers.

Refer to [Printing Markdown Tags \(page 163\)](#) for more information.



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Overview

The Point of Sale inventory is designed to help you define, track, view, edit, and group your merchandise in a convenient and efficient manner. Each row in your item list represents a unique item. The inventory system is referred to as a perpetual inventory system, because transactional documents created in Point of Sale (receiving vouchers, sales receipts, adjustment memos, and transfer slips) keep the item quantities and costs updated automatically.

If you use QuickBooks, the transactional documents you create in Point of Sale are sent to your financial software to help maintain an accurate valuation of your inventory.

The Point of Sale inventory stores all item information, including on-hand quantity, costs, prices, UPC numbers, tax status, minimum quantities (reorder point), and more.

This chapter explains how to add, view, and work with your inventory items.

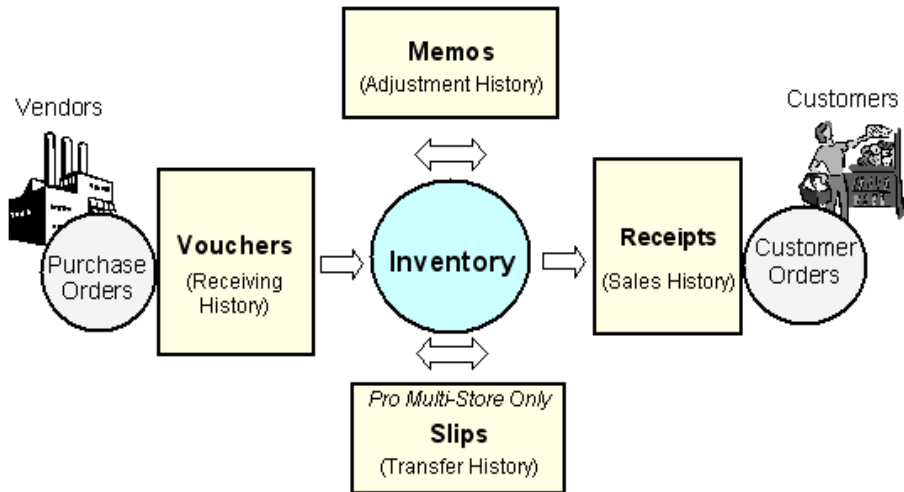
How Point of Sale Documents Update Inventory

There two document types to track and record your retail activities.

- ***Transactional documents*** record actual changes in inventory and provide a permanent record of those changes. For example, a sales receipt is a transactional document that permanently records the deduction of an item quantity from inventory when the item is sold.

Transactional documents can never be deleted. For this reason, transactional documents are sometimes referred to as *history documents*. Receipts, for example, are contained in your *sales history* list. The information contained in your transactional history is used for running reports, for tracking customer and vendor purchases, and are sent to QuickBooks to update your financial records.

- ***Order documents*** are used to plan the purchase or sale of merchandise. The information recorded on an order document, such as items, prices, deposits, and terms can be easily transferred to a transactional document when the merchandise is actually received or sold. Typically, once the planned purchase or sale has occurred, the order document is no longer needed.



The Transactional Documents Used in Point of Sale:

Vouchers. *Receiving vouchers* add to inventory the merchandise received from vendors. Vouchers adjust your inventory item on-hand quantity and cost. *Return vouchers* subtract from inventory merchandise that is returned to vendors. The *order document* related to vouchers is the purchase order.

Receipts. Sales receipts subtract merchandise from inventory when customers make purchases. A *return receipt* is used to add merchandise back to inventory when returned by a customer. The *order document* related to receipts is the customer order (includes layaways, sales orders, and work orders; available in the Pro levels only).

Adjustment Memos. Adjustment memos can either add or subtract merchandise from inventory or adjust inventory costs. Memos are used when none of the other transactional documents are appropriate. For example, an adjustment memo could be used to deduct shrinkage quantities or quantities donated to a charitable organization. Memos can also be used to correct previous errors.

Transfer Slips (Pro Multi-Store). Transfer slips (or “slips”) record the transfer of merchandise quantities from one store to another.

Tracking Quantities and Costs

Item quantities and costs have significant impact on inventory value and your financial records. For this reason, you should be careful when editing these values in inventory. Point of Sale maintains an accurate ledger of changes in these values with the use of transactional documents (receiving vouchers, receipts, and adjustment memos) and the Physical Inventory utility.

The table below summarizes the actions taken when quantities and/or costs are updated in various ways.

Method	Edits	Comments
Manual Edit	Quantity and Cost	Recommended only when adding pre-existing items during initial program start up. After that, the transactional documents you create update these values. If you manually edit these fields, Point of Sale creates an adjustment memo to send to QuickBooks.
Receiving & Return Voucher	Quantity and Cost	Should be used for receiving all new and reordered items into inventory. Vouchers update the on-hand quantity and average unit cost for received (or returned) items. Receiving vouchers also update an item's order cost, which is then suggested on the next purchase. <i>Refer to Chapter 6 Receiving Merchandise (page 207) for more information.</i>
Sales & Return Receipts	Quantity	When an item is sold or returned on a receipt, the on-hand quantity is adjusted up or down accordingly.
Adjustment Memos	Quantity or Cost	An adjustment memo is the recommended way to edit quantity or cost if it is not recorded on another transactional document (shrinkage, donations, etc.). <i>Refer to Adjusting Item Costs and Quantities (page 142) for more information.</i>
Physical Inventory	Quantity	A physical inventory (PI) is used to update inventory on-hand quantities with actual item counts. You can enter counted quantities for all your inventory items on a single screen. Updating a PI automatically creates adjustment memos to update inventory and your financial software. <i>Refer to Conducting a Physical Inventory (page 167) for more information.</i>
Transfer Slips (Pro Multi-Store)	Quantity	A transfer slip updates the quantity at both the sending and the receiving stores. The receiving store should NOT create a receiving voucher when transferred merchandise arrives. <i>Refer to Transferring Merchandise between Stores (page 423) for more information.</i>

Refer to [Handling Item Cost and Price\(s\) \(page 102\)](#) and [Tracking Item Quantities \(page 110\)](#) for more information.

Importing Items

There is no way to avoid the chore of entering your inventory items when just getting started. However, Point of Sale does supply some tools and a lot of assistance to help complete this task.

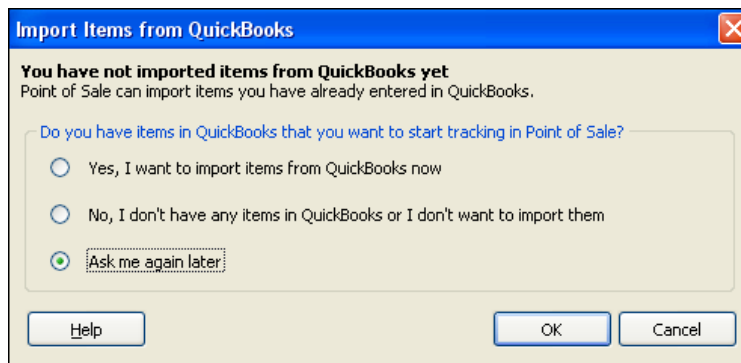
- You can import existing items from your QuickBooks company file
- You can use the Data Import Tool to bring in items via an Excel spreadsheet
- You can manually enter item information

Importing items saves you time and helps avoid errors that can occur with manual entry. Importing also allows you to immediately begin using Point of Sale to order, receive, and sell those items.

Importing Items from QuickBooks

Importing existing QuickBooks items is optional. You can import all QuickBooks items or just selected items. After importing, items are not routinely exchanged between the programs.

You will be prompted to import each time you go to your Point of Sale item list until you complete the import or indicate that you do not want to import. Choose **ASK ME AGAIN LATER** on this dialog if you plan to import, but are not ready to do so at this time.



You can also initiate an item import by selecting **IMPORT QUICKBOOKS ITEMS** from the Financial menu or from the Advanced Options page of the Financial Center. Follow the on-screen directions to specify import options.

Refer to [Importing QuickBooks Data \(page 457\)](#) for specific instructions to import your items, including important notes about reviewing those items after importing.

Using the Data Import Wizard

The Data Import Wizard is designed to spare you from the time-consuming task of manually entering or updating large numbers of items, customers, and vendors into Point of Sale. This tool is particularly useful for:

- Importing data that you have exported from another point-of-sale software
- Importing data that you have been tracking in an Excel spreadsheet
- Importing data provided by vendors, such as catalog information for new items or to update existing items

The tool takes items (and vendors and customers) that you have in an Microsoft Excel spreadsheet or comma delimited text file (renamed with a **.csv** extension) and transfers this information into the corresponding information fields in Point of Sale.

You have complete control over the field mappings, and how record duplicates, updates, and errors are handled.

To use the Data Import Wizard:

1. From the Point of Sale File menu, select **UTILITIES ► IMPORT**.

The Data Import Wizard launches.

2. Follow the on-screen instructions to specify the type of data being imported (e.g., items), browse to the file containing the data, and specify field mappings and other import options.

Point of Sale includes a pre-defined Excel import template and field mappings that you can use or you can import from your own file with custom mappings.

3. Select **IMPORT** to migrate the data to Point of Sale.

Specific instructions are contained on the pre-defined Excel template worksheets, or can be accessed by selecting **HELP** or pressing **<F1>** from within the wizard.

Working with Departments

In most retail businesses, related merchandise is grouped into *departments*, manageable categories created to aid in monitoring past performance, manage inventory, and make buying decisions. A well-designed department structure will save you time and give you greater flexibility when conducting a physical inventory, marking down prices, and printing tags.

In Point of Sale, every item in your inventory must be assigned to a department.

Department options, such as default tax codes and profit margin/markup are automatically suggested when you add new inventory items assigned to a department.

To access your department records:

From the Inventory menu:

- Select **NEW DEPARTMENT** to add a department
- Select **DEPARTMENT LIST** to view and work with existing departments

Planning your Departments

The number of departments you establish for your business will depend on how you plan to evaluate the sales performance of your merchandise and your buying strategy. You can put all merchandise into a single department if you wish, but you may want to consider the benefits of setting up a more detailed department structure. A carefully planned department structure allows you to view, edit, or run reports for selected groups of merchandise.

Consider the following when planning your departments:

- How do you want to break out sales, merchandise and purchasing reports?
- Do you want to be able to filter your item list for purposes of changing prices, printing price tags, or entering physical inventory counts by merchandise categories?
- Do you have categories of merchandise that are taxed differently or that you price differently than others?

Example: If you need to be able to compare the performance of two groups of items, each group should be assigned to its own department. If you budget your purchasing dollars differently for golf shoes than for running shoes, you would want separate departments for each of those shoe types.

Point of Sale can maintain a virtually unlimited number of departments. However, too many departments can result in too much detail on reports, which makes it difficult to get useful, consolidated data. It is recommended that you define only as many departments as you need to effectively manage your purchasing and reporting.

Department Names and Codes

As you define each item in inventory, you must assign it to a department. Point of Sale can then track the merchandise for each department as it is ordered, received, and sold.

Name your departments in a consistent way that makes sense to you and your employees; this makes them easier to remember and allows for intuitive filtering of your department list and reports. Department codes, while not required, provide a fast way to search for a department record by typing one to three characters instead of the full department name. Department codes are printed on price tags, where space is limited. You may find it useful to define department names and codes similarly, such as in the example shown below.

Sample Department Structure

This is a sample department structure for a shoe store that sells men's and women's shoes.

Character 1. Use the first character of the department code to designate a major merchandise area. For example, one major merchandise area is men's shoes and another is women's shoes. As an example, let's assign an *M* to designate the first character for the Men's Shoes department.

Character 2. Use the second character to identify a less-broad category. The category of athletic shoes within men's shoes is an example. Let's assign *A* to designate men's athletic shoes.

In this example, the department code of *MA* would designate the department named *Men's Shoes: Athletic*. You might then complete your department structure as follows:

Department Name	Department Code
Men's Shoes: Athletic	MA
Men's Shoes: Dress	MD
Men's Shoes: Casual	MC
Women's Shoes: Athletic	WA
Women's Shoes: Dress	WD
Women's Shoes: Casual	WC

If needed, we could also add additional departments for children's shoes, accessories, and hosiery.

If you want even more detailed merchandise categories, add a third character to your department codes and names. For example, your men's athletic shoes might be further broken down into tennis shoes (MAT), running shoes (MAR) golf shoes (MAG), etc.

As you define your departments, consider how they might be used when filtering to generate a report or to group your items for taking a physical inventory.

**Imported Items from QuickBooks**

If you imported items from QuickBooks, all of the imported items were put into a single department, with a name of QuickBooks Financial Software (Code: *QB*). To make reports and purchasing records more meaningful and intuitive you should define new departments to meet your needs and then assign those new departments to the imported items in inventory.

Refer to [Reviewing Imported Data \(page 458\)](#) for more information about reviewing imported data.

Department Information Fields

This table lists the name and use of each field available in department records.

Field	Usage
Dept Code	<i>Department Code:</i> An optional, unique code (1-3 characters) for identifying each department. Displayed on price tags and can be used to search for a department from a lookup field.
Dept Name	<i>Department Name:</i> A descriptive name for the department to assist in easy identification. The department name is a required field.
Margin % Markup %	Default profit margin for use with a pricing formula to set new item prices. You can enter either a margin or a markup percentage and Point of Sale calculates the other. If you enter a markup, your entry may be rounded so that a corresponding margin (whole number) can be assigned. Default = 0% . <i>Refer to Using a Department Pricing Formula (page 85) for more information.</i>
Tax Code	The default department tax code specified in company preferences is suggested. Edit for individual departments as needed. When a new item is added to inventory within this department, the tax code selected here is suggested for the item.

Creating a New Department

Departments can be created as needed to categorize your merchandise in inventory.

To create a new department:

1. From the Inventory menu, select **NEW DEPARTMENT**, or select **NEW** from the window toolbar if already in your department list.
A blank department form is opened.
2. Enter a department name and, if desired, a department code.

3. Enter information in the other fields, as appropriate.
Refer to the department fields table on the previous page and the rest of this section for more information about the use of each field.
4. Select **SAVE**.

Using Copy to Create a Department Record

If an existing department is similar to one you want to add, simply copy the department and then edit the copy to reflect the new department information.

To create a department by copying an existing department record:

1. In your department list, highlight the department record to be copied.
2. Select **COPY** from the window toolbar. All the fields from the original department are copied to a new record.
3. Enter a unique department name/code and modify other information as needed.
4. Select **SAVE**.

Locating a Department Record

You can locate a specific department record by sorting, scrolling, filtering or searching your department list. Each method is briefly explained below. *Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for more information on each method.*

To find a department record by sorting and scrolling:

1. Display your department list.
2. Select the column by which you want to sort the list by clicking or touching the header of the column.
To sort by multiple columns, select **SORT LIST ► SORT ON MULTIPLE COLUMNS** from the View menu. Enter up to three sort fields and select **APPLY**.
3. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value (in the current sort column) you are looking for is displayed.

To filter your department records:

Filtering displays department records that have information in common. You enter the criteria you want to match and the program displays the appropriate records.

1. Display your department list.
2. Select a filter option from the drop-down list at the top of your department list:
 - **ALL DEPARTMENTS** displays your full department list (default)
 - A previously memorized filter (your custom name displayed)
 - **CREATE FILTER** to define new filter criteria
 - **MANAGE FILTERS** allows you to edit previously memorized filters
3. Enter or edit filter criteria as necessary and then select **APPLY**.

If defining new criteria and you want to memorize it for future use, select **SAVE** before selecting **APPLY**.

The department records are filtered and displayed accordingly.

To search for a department:

1. With your department list displayed, select **FIND (<F3>)**.
2. Enter a keyword or keywords by which you want to search.
3. Select **FIND (<ENTER>)** to begin the search.

All departments matching your search keyword are displayed, from which you can select the correct department, enter new search keywords and search again, or choose to add a new department.

Select **ADVANCED FIND OPTIONS** to narrow your search criteria by specifying a search field, multi-word search rules, and other options.

Editing Department Records

You can freely edit your department records, as needed. However, read the warning that follows this procedure for important information about the effects of editing.

To edit a department record:

1. Display your department list.
2. Highlight the department record you want to modify.
3. Select **EDIT**.
4. Modify the department fields as necessary.
5. Select **SAVE**.

To edit multiple departments right in the department list, select **TURN LIST EDIT ON** from the Edit menu, then navigate through the rows making your changes. Your changes are automatically saved when you navigate out of each row. Select **TURN LIST EDIT OFF** from the Edit menu when finished. Closing the department list will also turn off list edit mode.

**Warning: Use Caution When Editing Departments**

Editing a department name in the department record does not change the name on existing item records in inventory. To correct inventory, you must edit the department name for each item assigned to that department in inventory. The new department name will automatically be used when creating new items or running reports.

Likewise, editing the **MARGIN %**, **MARKUP %**, and **TAX CODE** fields does not effect these values for existing items in inventory. The new values are applied when adding new items to the department.

Deleting a Department Record

Use this procedure to delete department records that are no longer needed.

To delete a department record:

1. Display your department list.
2. Highlight a department.
3. Select **DELETE**.

**Deleting a Department Record**

Deleting a department record does not affect inventory, history documents, or the ability to run reports for the department. The department name remains in place on item records and history documents.

Using a Department Pricing Formula

A predefined pricing formula can be used to calculate new item prices as they are added to inventory. When a new item is added and assigned to a department with a predefined margin, Point of Sale will automatically compute the item's regular sales price by applying the predefined margin to the item cost.

Note that pricing formulas affect only prices of *new* items added to inventory, they do not adjust prices of existing items when costs change.

If needed, the margin can be edited in inventory for individual items by entering a new margin in the **Margin %** field of individual item records.

If you prefer, you can define a markup instead of a margin. Enter the markup from cost in the **Markup %** field in the department record. Point of Sale calculates and displays the margin for you.



Department Markup Calculations

While you can enter a **Markup %** to specify your desired profit margin, Point of Sale always uses the department **Margin %** value for the pricing calculations. When you enter a markup percentage, Point of Sale will round it, if necessary, so that the corresponding margin value is a whole number (i.e. no decimal places).

Example: You enter a markup percentage of 40. Point of Sale calculates the nearest corresponding margin (whole number) to be 29. It then calculates backwards from the 29 % margin and displays your markup as 41%.

If you prefer to manually define your own prices in inventory, it is recommended that you do not enter a margin or markup in the department record.

To define a default department margin or markup:

1. Display the department record.
2. Enter a value in either the **Margin %** field or the **Markup%** field.
Entering either results in the other being calculated and displayed by Point of Sale.
3. Select **SAVE**.

Repeat this process for each department for which you want to use a pricing formula on new items. *Refer to [Handling Item Cost and Price\(s\)](#) (page 102) for more information about how a pricing formula is applied to new items.*

Printing your Department List

Refer to [Printing in Point of Sale](#) (page 66) for general information about printing.

To print your department list:

1. Display your department list.
2. Highlight or display the record(s) you wish to print:
 - To print a single record, highlight it or display in form view.
 - To print a group of records, filter your list to display only those.
 - To print the entire list, you do not need to select a particular record.
3. From the File menu, select **PRINT**.
4. In the print options dialog, select to print the selected record or all displayed records.

Working with Items

Item Types

There are several ways Point of Sale can categorize and work with items:

Item Category	Description
Inventory Items	Most of your merchandise will be inventory items, that you purchase from vendors, sell to customers, and track on-hand quantities. Inventory item quantities and/or costs are updated by transactional documents.
Service Items	Used for charging for repairs, alterations, warranty work, or other non-merchandise charges. The on-hand quantity of service items is always zero, as they are non-merchandise items.
Non-inventory Items	Non-inventory items are also typically used to sell non-merchandise items and their quantity is always zero. Non-inventory items offer a way to use non-merchandise items and have them posted to your financial software differently than your service items. Some retailers choose to use non-inventory items for incidental merchandise for which they do not wish to track quantities.
Assembly Items (Pro)	An assembly item is “built” of two or more other inventory items. For example, a Christmas Ski Package is built from of a pair of skis, bindings, and boots, all of which already exist in your inventory as individual inventory items. Once an assembly is built, the specific individual item units included are no longer available for individual sale.
Group Items (Pro)	A group item provides an efficient means to group and sell two or more items, at a defined group price, by entering or scanning a single item identifier. Group items differ from assemblies in that they are not pre-built and the component items remain in inventory individually and in that the individual items included in a group are always printed on sales documents.
Special Order Items (Pro)	Special order items are used to sell custom or one-time merchandise that you do not currently carry in inventory, and may never carry. Special order items can only be added to inventory while creating a document to order or sell them. If you decide later to carry the special order item, you can easily convert it to a regular inventory item.

(Pro Multi-Store) Remote stores cannot add or edit items, other than special order items. Refer to [Managing a Multi-Store Inventory \(page 415\)](#) for more information about multi-store inventory features.

To access your inventory items:

From the Inventory menu, select one of the following:

- **NEW ITEM** to add an item to inventory.
- **ITEM LIST** to view, locate, and work with an existing item.
- **REMINDERS** to view the inventory Reminders screens for various inventory conditions (described later in this chapter).


The Inventory menu also provides access to other inventory-related areas of the program, such as your department list, inventory adjustment memos, Price Manger, and Physical Inventory. These other areas are covered in their respective sections of this guide.

Item Basics

This section covers the basic rules and information fields typical for defining inventory items. Detailed instructions on how to create, edit, or delete specific item types are found in later sections of this chapter.

Although many information fields are available in inventory, the essential fields that serve to define each item are:

Essential Field	Description
Item Type	Identifies the type of item. Required.
Dept Name	The department to which the item belongs. Departments serve to categorize merchandise for efficient viewing, reporting, and purchasing. Required.
Vendor	The vendor of the item. Pro-level users have the option enter a preferred vendor and up to four alternate vendors.
Description 1	The principal description of the item, making it easy to identify. Required.
Attribute	A field used to describe an item characteristic, typically color, material, pattern, a second size, etc.
Size	The size or any other characteristic of an item (the field is labeled Size , but is essentially another Attribute field)

 **Customizing Field Labels**

The four item descriptive fields (**Description 1**, **Description 2**, **Attribute** and **Size**) can be re-named to better suit the merchandise you sell. Throughout this manual, we use the default names when talking about these fields. Refer to [Item Field Labels \(page 505\)](#) for more information.

Each item must be unique in the combination of **Department**, **Description 1**, **Attribute**, and **Size**. It is not sufficient to record some unique data in **Vendor**, **Description 2** or in some other item field.



Required Item Fields

Technically, only **ITEM TYPE**, **DEPT NAME**, and **DESCRIPTION 1** are required to define and save a new item. However, we recommend that you also enter a **VENDOR** and at least one of **ATTRIBUTE** or **SIZE** to help avoid creating duplicate items. Point of Sale will alert you if you create a second item duplicating a first.

A Note About Item Quantities and Costs

You can define initial on-hand quantities, reorder quantities, costs, prices and margin/markup when you are defining a new item. However, you should use caution in entering on-hand quantities and costs for new items.

- An item's quantity is increased by the quantity received when a receiving voucher is made. If you manually enter the quantity of a new item you are going to be receiving on a voucher, the voucher will also add the received quantity, thus doubling the inventory on-hand quantity. It is generally recommended that you manually enter a quantity only when adding items already physically in your store during program startup.
- Receiving vouchers also automatically update the average item cost and order cost as items are received into inventory. Allowing the voucher to enter this information for new items is the best way to ensure accurate cost values and inventory valuation.



Quantity and Cost Memos Automatically Created on Manual Edits

If you manually enter or edit quantities or cost, adjustment memos are automatically created and sent to QuickBooks, where they affect your inventory valuation.

Smart Abbreviations

To more easily locate, view, or run reports by color, size, or other attributes, you should establish standard abbreviations for sizes and attributes and be consistent in their usage. For example, you could use *Blk* or *Black* for a color, but should not use both. *Blk* and *Black* will be treated as two different colors by filters and on reports. However, the program is not case sensitive so *Blk*, *blk*, and *BLK* are all treated as the same color.

Item Information Fields


This table summarizes the name and use of each field available in item records. Refer back to this table as necessary as you are working in inventory. While the table is in alphabetical order, those fields unique to Pro and Pro Multi-Store levels appear at the end of the table.

System Configuration

Depending upon system and/or preference settings, some of these fields will function differently. If there are notes about preferences or security settings in the Usage column, please refer to the applicable sections of this guide for more information about those settings.


Field Label Symbols

Symbol	Description
[]	Fields shown in brackets are automatically populated with suggested or read-only data by the program. If read-only, these fields cannot be directly edited.
*	Field label can be customized to meet your needs. Refer to Item Field Labels (page 505) for more information.

Basic Field	Usage
Alternate Lookup	A user-defined item identifier that can be used to list items on documents and to filter your item list. This field can contain text descriptions, catalog numbers, etc. Duplicate Alternate Lookup entries are not allowed. Alternate Lookups should not duplicate an item number or UPC code, as this would result in inefficiency when using these identifiers to list items on documents. Refer to About Item Identifiers (page 54) for more information. (Pro) If multiple vendors are being used for an item, each can be assigned a unique alternate lookup.
Attribute*	A field used to describe an item characteristic, typically color, material, pattern, a second size, etc. 1 to 12 characters.
[Average Unit Cost]	The average cost of the currently on-hand units of the item. The average unit cost is updated by receiving vouchers, cost adjustment memos, or manually. If this field is manually edited, Point of Sale creates an adjustment memo to send to QuickBooks. Refer to Handling Item Cost and Price(s) (page 102) for more information.
Dept Name	The department to which the item belongs. Required. Departments serve to categorize merchandise for efficient viewing, reporting, and purchasing. To search for or look up/add a department, select  or press (<F4>) from the Department field.
Description 1*	The principal description the item. Required field. (Pro) Also used as the style description. As such, it must be the same for all items in a style.

Basic Field	Usage
Description 2*	A secondary description field used for recording additional information for an item, such as a vendor's catalog number. Also can be used to record additional information while making a sale.
Doc Qty	<p><i>Document Quantity:</i> Used to enter the quantity of an item to be listed on a document. Displayed only when accessing inventory from a document to select items.</p> <p>(Pro) You can also switch to the Style window and enter document quantities in the style grid cells when coming to inventory from a document.</p>
[Item #]	<p><i>Item Number:</i> The row number that identifies each item. Assigned by Point of Sale and not editable. Used to lookup or scan items when listing on documents. Printed in bar code on merchandise price tags printed from within Point of Sale. Refer to About Item Identifiers (page 54) for more information.</p>
[Item Type]	<p>Used to designate the type of inventory item. Default is INVENTORY. Refer to Item Types (page 87) for more information.</p>
[Margin %]	<p>The profit expressed as a percentage of the price. If defined in a department record, the margin is auto-filled for new items assigned to that department. Updated when costs change on a receiving voucher. Editable.</p> <p>Manually editing the margin in inventory automatically causes your price(s) and your markup to be recalculated.</p> <p>Margin % = ((price – cost)/price) X 100</p> <p>Refer to Handling Item Cost and Price(s) (page 102) for more information.</p>
[Markup%]	<p>The item profit expressed as a percentage markup over the cost. Works in the same manner as Margin %. Editable.</p> <p>Manually editing the markup in inventory results in the margin and your price(s) being recalculated by Point of Sale.</p> <p>Refer to Handling Item Cost and Price(s) (page 102) for more information.</p>
MSRP	<p><i>Manufacturer's suggested retail price.</i> Enter a MSRP manually if you want this reference price to be printed on tags to demonstrate savings to customers.</p> <p>Refer to Printing Tags (page 67) for more information.</p>
[On-Hand Quantity]	<p>The quantity of the item currently on hand at this store. Automatically updated each time an item is received, sold, transferred, or when adjusted on a memo. A manual entry in this field results in the creation of a quantity adjustment memo by Point of Sale.</p>
[On Order]	<p>Quantity of the item listed on open purchase orders yet to be received. Displayed in the item list.</p> <p>(Pro) This value can also be viewed along with a list of open POs by selecting on order from the Quantities area of the item form.</p>
[Order Cost]	<p>The current order cost of an item. The order cost is suggested on purchase orders and vouchers and is automatically updated when a voucher is updated with a new item cost.</p> <p>(Pro) If multiple vendors are being used for an item, each can be assigned a unique order cost.</p>

Basic Field	Usage
[Price Levels]	<p>Optional item price levels, each a markdown price from your Regular Sales Price. Used to offer different prices to different customer groups (employee, wholesale, etc.) or for other purposes, such as promotional sales.</p> <p>You define price level names and markdown percentages in company preferences and they are automatically calculated from your Regular Sales Price and recalculated when the Regular Sales Price price is changed. All price level prices can be manually edited as needed for individual items.</p> <p><i>Refer to Using Markdown Price Levels (page 106) chapter for more information.</i></p>
Print Tags	<p>This field specifies that you want to print price tags for the item. Clear the check-box if you do not want tags printed for the item. Default is selected.</p>
QuickBooks Accounts [COGS] [Income] [Asset]	<p>Item mappings to QuickBooks cost of goods sold, income, and asset accounts. Defaulted to the item accounts specified in company preferences for each item type, but can be edited for individual items by selecting a different account from the drop-down list.</p> <p><i>Refer to Assigning Item Accounts for Financial Exchange (page 101) for more information.</i></p> <p>PREFERENCES > COMPANY > FINANCIAL > ACCOUNTS > BASIC: Specify the default COGS, Income, and Asset accounts for each item type.</p>
Reorder Point	<p>User-specified quantity at which an item should be reordered (or rebuilt in the case of assembly items). When the sum of the on-hand quantity and on-order quantity of an item falls below this point, the item is listed on the Reorder Reminder screen and reorder/build reports. For assembly items, this is referred to as the Build Point.</p> <p><i>Refer to Using Item Reorder Points (page 110) for more information.</i> (Pro Multi-Store) The reorder point is based on the company quantities.</p>
Size*	<p>The size of an item. 1 to 12 characters. This field can also be used to describe a second item attribute other than size, if needed.</p>
[Tax Code]	<p><i>Tax Code Name:</i> A drop-down list containing each of the tax code names defined in company preferences. By default, each new item is assigned a default tax code as specified in the associated department. Edit by selecting a different tax code as necessary.</p> <p>INVENTORY > DEPARTMENT LIST. Select a tax code for each department (the default specified below is suggested).</p> <p>PREFERENCES > COMPANY > SALES TAX > DEFINE TAX CODES: Define tax codes in the table. Select a default tax code that will be suggested for all new departments.</p>
Un-orderable	<p>This field is used to indicate that you no longer want to order this item. Its reorder point is ignored and the item is not added to reorder reminders. If selected, and you try to list the item on a PO, you will be alerted but can still order the item, at your discretion. Typically used to remove seasonal items from the reorder reminders list.</p>

Basic Field	Usage
<p>Unit of Measure</p>	<p>This can be used to indicate the measurement or quantity by which the item is sold, such as each, inch, yard, gallon, case, gross, etc. Select a unit that has been defined in company preferences or ADD NEW from the drop-down list. Once defined, can be used to filter the item list or reports.</p> <p>PREFERENCES > COMPANY > INVENTORY > UNIT OF MEASURE: Add, delete, or rearrange the order of units of measure.</p> <p>(Pro) Units of measure can be added to your printed documents and tags using the Print Designer.</p> <p><i>Refer to Customizing Printed Documents (Pro) (page 508) for more information.</i></p>
<p>UPC</p>	<p><i>Universal Product Code:</i> The item's unique UPC/EAN/ISBN identifier. This field must be 13 characters. If a shorter number is entered, the program will apply an algorithm to fill the 13-character field. If a longer number is entered, it is truncated to 13 characters. Entering a UPC code allows you to list items on documents by scanning or typing the code from a manufacturer-supplied tag.</p> <p><i>Refer to About Item Identifiers (page 54) for more information.</i></p> <p>(Pro) If using multiple vendors for an item, each can have a unique UPC.</p>
<p>Vendor</p>	<p>The vendor from who you purchase the item.</p> <p>To search for or look up/add a vendor, type the vendor name or a search keyword and select  or press (<F4>) from the Vendor field.</p>
Pro Field	Usage
<p>Custom Fields 1-5</p>	<p>Custom item fields can be used to enter any other item information you need to track. Once defined, the fields can be used to filter lists and reports, and can be added to your printed documents using Print Designer.</p> <p><i>Refer to Custom Fields (Pro) (page 506) for more information on using these fields.</i></p>
<p>Eligible for Commission</p>	<p>Check-box. Identifies the item as qualifying for commission earnings on sales. Default is checked (eligible). Clear the check-box if associates are not to be paid a commission on sales of this item. For commissions to be calculated on sales, employees must have a commission rate assigned in their employee record.</p> <p><i>Refer to Chapter 12 Employees & Security (page 389) for more information about employees and commission tracking.</i></p>
<p>Open Purchase Orders for this Item</p>	<p>List of open purchase orders for the item and the total quantity on order. Select ON ORDER from the Quantities area of the item form.</p> <p>(Pro Multi-Store) For you, the open PO list is combined with the Store Quantities dialog; accessible by selecting VIEW ALL from the Quantities area of the item form.</p>
<p>Qty in Assembly Qty in Group</p>	<p><i>(In Assembly/Group grid)</i> Use to enter the quantity of a component item included in an assembly or group item.</p> <p><i>Refer to Item Assemblies and Groups (Pro) (page 121) for more information.</i></p>

Pro Field	Usage
Select a Style Template	Used to assign a predefined attribute/size template to a style grid. Select a template from the drop-down list or select add new to create a new template. <i>Refer to Working with Item Styles (Pro) (page 130) for more information.</i>
Serial # Tracking	Specify if you want to be prompted to enter a serial number when the item is listed on documents. Select PROMPT to be prompted to enter a serial number. Select OPTIONAL and you are not prompted, but you can still enter a serial number on the document at your discretion. <i>Refer to Serial Number Tracking (Pro) (page 64) for more information.</i>
Vendors - Alternate 2 - 5	<i>(Additional Info tab)</i> Fields for entering one preferred and up to four alternate vendors for an item, each with a unique UPC, Alternate Lookup, and order cost. <i>Refer to Using Multiple Vendors for an Item (Pro) (page 120) for more information.</i>

Pro Multi-Store Fields

[Company Total] [Cmp Qty]	Total on-hand quantity of an item for the company (all stores). Select VIEW ALL in the Quantity area of the item form to view. Called Cmp Qty in item list.
Quantities for Store # <n>	<i>(Style window)</i> Drop-down list of store locations. Select a store or ALL LOCATIONS to view quantities at the store or for the company of each style item.
[Store On-Hand Quantities]	On-hand quantity at each store. Select VIEW ALL from the Quantities area of the item form to view.

 **Field Length and Printing**

Item information fields may sometimes allow for more characters than will fit on a printed document. If a document template does not have enough space for all characters, the field will be truncated. For example, the **Size** field allows for 12 characters. However, on some documents, only eight characters are printed.

Viewing Your Item List

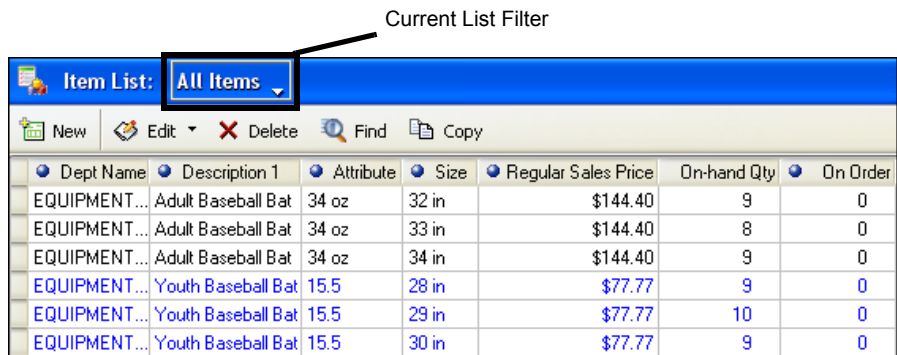
All of your items are displayed in a list as shown below. All normal list procedures, such as filters, sort, and search work in the item list.

To display your items in a list, choose **ITEM LIST** from the Inventory menu. Each item is listed on a separate line.

To display only items that meet specified criteria, make a selection from the filter drop-down list at the top of the item list. You can choose a predefined filter, such as all items, or create and save your own custom filters.

Add, remove, or rearrange the list columns to meet your needs. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information on customizing list columns.*

Current List Filter



Dept Name	Description 1	Attribute	Size	Regular Sales Price	On-hand Qty	On Order
EQUIPMENT...	Adult Baseball Bat	34 oz	32 in	\$144.40	9	0
EQUIPMENT...	Adult Baseball Bat	34 oz	33 in	\$144.40	8	0
EQUIPMENT...	Adult Baseball Bat	34 oz	34 in	\$144.40	9	0
EQUIPMENT...	Youth Baseball Bat	15.5	28 in	\$77.77	9	0
EQUIPMENT...	Youth Baseball Bat	15.5	29 in	\$77.77	10	0
EQUIPMENT...	Youth Baseball Bat	15.5	30 in	\$77.77	9	0

Viewing an Individual Item

The item form is used to take a detailed look at a single item, to add a new item, and (usually) to edit an item. Select **SWITCH TO FORM** from the task list or double-click an item in your list to display it in a form.

The following image displays the item form for Pro-level users. Select from the available tabs to toggle the view for various item fields.

The screenshot shows the 'Item Info' tab of the QuickBooks item form. The form is titled 'New' and includes standard menu options like 'Edit', 'Delete', 'Find', and 'Copy'. The 'Item Info' tab is active, showing fields for 'Item Type' (Inventory), 'Dept Name' (EQUIPMENT: BASEBALL: BATS), 'Vendor' (HIT THE BALL), 'Description 1' (Youth Baseball Bat), 'Description 2' (Metal), 'Attribute' (17.5), and 'Size' (29 in). There is a 'Switch to Style' button and a link 'What is a style?'. Below these fields is a 'Group/Assembly Items' table with columns for 'Item #', 'Dept Name', 'Description...', 'Attribute', and 'Size'. To the right of the form are sections for 'Price & Cost' (Regular Sales Price: \$77.77, Average Unit Cost: \$35.00), 'Quantity' (On-Hand Quantity: 10, Reorder Point: 3, Unit of Measure: each), 'Item Lookup' (Item #: 28, UPC: 923473472374973234, Alternate Lookup: YX650-17529), and 'Sales Tax' (Tax Code: State). A red asterisk indicates a required field.

The tabs and fields on the item form vary, depending on the level of Point of Sale that you use.

Adding a New Inventory Item

1. From the Inventory menu or from the window toolbar in the item list, select **NEW ITEM**.
A blank item form is opened.
2. Select an **Item Type**.
The default item type is **INVENTORY**; a regular merchandise item for which you will track quantities. *Refer to later sections of this chapter for uses of other item types.*
3. Enter a **Dept Name**, **Vendor**, **Description 1**, and **Size** and **Attribute** if applicable.
To look up a department or vendor, select the drop-down arrow in the field or choose **SELECT DEPARTMENT** or **SELECT VENDOR** from the task list. You can add a new department or vendor, if necessary, by selecting **ADD NEW** from the drop-down list.
4. Move through the item form tabs, entering item information as appropriate:
 - We recommend that you enter an **On-Hand Quantity** and **Average Unit Cost** only if you are adding already in-stock items. If this is a new item,

being ordered on a purchase order, leave these fields at zero or blank. These fields will be updated when the item is received on a voucher.

- If you prefer to manually define your item prices, enter a **Regular Sales Price**. The prices for your optional price levels are automatically calculated, based on your price level preferences. Access additional pricing fields by selecting the **PRICING** button.

If you prefer to have Point of Sale calculate your prices, using the default margin or markup recorded in the department record, leave the price fields blank. When the item is received on a voucher, Point of Sale will populate the cost field and calculate the prices at all levels.

- Specify a **Tax Code**, if applicable.
- Enter **UPC** or **Alternate Lookup** values, if applicable. UPCs can be added by scanning pre-printed tags from your vendor.
- Enter an **Order Cost** and optionally, an **MSRP** reference price.

Refer to [Item Information Fields \(page 90\)](#) and remaining sections of this chapter for information about other available item fields.

5. Select **SAVE**.

(Pro) If you work with groups of related items as styles, you may find it is much more efficient to use the *Style window* when creating a new style or adding items to an existing style. Refer to [Working with Item Styles \(Pro\) \(page 130\)](#) later in this chapter, for more information.



Data Entry Keyboard Shortcuts

<F4>	Lookup entry from related list or display options associated with the current field. Examples: Department , Vendor , Tax Code fields.
<↑↓←→>	Scroll through a displayed list of options. Press <ENTER> to choose an option.
<Space Bar>	Cycle through field options without the options list being displayed.
<Tab>	Complete your entry and move to the next field. Without making an entry in the field, bypass the field.

Adding a New Item by Copying an Existing Item

Sometimes the quickest way to add a new item to inventory is to copy an existing similar item and then edit to make it unique.

1. Highlight or display the item you want to copy.
2. From the window toolbar, select **COPY**.

The information from the existing record is pasted into a new item form.

The following fields are not copied: **On-Hand Qty**, **UPC**, **Alternate Lookup**, and **Unorderable** flag.

3. Enter new values in these fields as appropriate, as well as editing any other fields that differ from the copied item. At least one of **Department**, **Description 1**, **Attribute**, or **Size** must be edited to avoid creating a duplicate item.
4. Select **SAVE**.



Using New Item Reminders (Pro)

The New Item Reminders window can alert your employees to prepare for the arrival of new items added to inventory. Monitoring this list allows your associates to better serve customers by letting them know what new merchandise is coming soon. Price tags can also be printed from this window if prices have been entered for the new items. *Refer to [Using Inventory Reminders \(page 115\)](#) for more information about New Item reminders.*

Locating an Item

Items can be located in your item list by filtering, searching, sorting, or scrolling in the list. Each of these procedures is summarized below.

Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for detailed explanations of these procedures.

To filter your item list:

Filtering gathers and displays only the records matching specified criteria. By filtering, you can display items of a particular type, from a specific vendor or department, within a specified price or cost range, or for any other item values you have defined. You can create your own filters and save them, making them available from the filter list on the item window.

1. Display your item list, and then select one of the following from the drop-down filter list at the top of the window:
 - The predefined **ALL ITEMS** filter (this is the default when you enter your item list).
 - A previously defined and saved custom filter (your custom name).
 - **CREATE FILTER** to filter your list by new criteria and optionally save the filter for future use. A saved filter is added to the drop-down filter list.
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filters.
2. If creating a new filter, review and/or enter criteria values in any of the available fields and then select **APPLY** (or **SAVE** first if you want to memorize the new filter).

Your list is filtered by your selected criteria. All normal item procedures are available while in a filtered view. When done, select **ALL ITEMS** from the filter list to return to the default list. Exiting and returning to the item list also resets the filter to **ALL ITEMS**.

To find an item by sorting and/or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
To sort by multiple columns, select **SORT LIST ► SORT ON MULTIPLE COLUMNS** from the View menu. Enter up to three sort fields and select **APPLY**.
2. Immediately begin typing the first few characters of the column value you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through the list. The visual scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

To search for an item:

1. Select **FIND (<F3>)** from the window toolbar in your item list.
2. Enter the keyword or keywords by which you want to search and select **FIND (<ENTER>)** to begin the search.

All matching items are displayed in the Find Item window, from which you can select the correct item, search again with new keywords, or choose to add a new item.

Select **ADVANCED FIND OPTIONS** to narrow your search criteria by specifying a specific search field, multi-word search rules, and other options.

Editing an Item

To edit an item:

1. Highlight an item in your item list and select **EDIT** from the window toolbar.
2. Navigate through the fields, making necessary edits.
3. Select **SAVE**.

If you want to edit several items at once, it may be easier to do so in list edit mode. List edit mode allows you to make edits directly in the item list. Your edits are saved as you move from row to row. To turn list edit mode on, select **TURN LIST EDIT ON** from the Edit menu (or click the small down-arrow next to the Edit icon). When done,

select **TURN LIST EDIT OFF** in the same manner. Leaving the item list also turns off list edit mode.



Editing Item Quantity or Cost

Use care when editing the on-hand quantity or average unit cost of an item. These values are important for tracking your inventory value and generally you should let Point of Sale documents update these values. If you do manually edit them, Point of Sale creates adjustment memos and sends them to QuickBooks to update your inventory value.

Refer to [How Point of Sale Documents Update Inventory \(page 75\)](#) for more information.

Deleting an Item

This process should be carried out with caution so as not to accidentally delete items with a non-zero quantity or those that are listed on open order documents.

To delete an item:

1. Highlight or display the item and select **DELETE** from the window toolbar.
A warning is displayed if the item you are deleting has a non-zero on-hand quantity or is listed on an active order document.
2. Select **DELETE** to delete the item or **CANCEL** if you do not want to delete the item. If the item still has an on-hand quantity, a quantity adjustment memo is created to send to QuickBooks. In the memo **Reason** dialog, enter your name and a reason for the deletion.

Refer to [Chapter 4 Inventory Utilities \(page 141\)](#) for more information about adjustment memos.



Deleted Items Added Back to Inventory

If you delete an item, but then create or reverse a transactional document that lists that item, the item will be added back to inventory by Point of Sale. This ensures that the document will post correctly and that your inventory reflects any change effected by the document.

Assigning Item Tax Codes

If you collect sales tax on sales, all new items added to inventory are assigned the tax code specified in the associated department. The tax code can be changed for individual items in inventory when adding the item or by editing it later.

To assign tax codes to items in inventory:

1. Start a new item record or select **EDIT** from an existing record.
2. Navigate to the **Tax Code** field and select the appropriate tax code from the drop-down list.
3. Select **SAVE**.



Setting Up Tax Codes

You set up tax codes and taxing instructions in company preferences. Refer to [Collecting Sales Tax \(page 292\)](#) for more information.



Changing the Tax Code for an Item Style (Pro)

To easily change the tax code for all items in a style, edit the **Tax Code** field in the upper pane of the Style window. Refer to [Working with Item Styles \(Pro\) \(page 130\)](#) for more information.

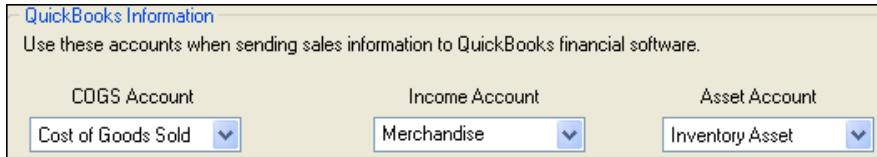
Assigning Item Accounts for Financial Exchange

During program configuration, you probably set your item account mapping preferences by item type in company preferences (or accepted the default mappings). The default item mappings are assigned as new items are added to inventory. This increases the efficiency with which you can add a new item. However, there may be circumstances under which you want individual item sales and costs to be posted to accounts other than the defaults. Use the following procedure to assign different QuickBooks COGS, Income, and Asset accounts on an item-by-item basis.

To assign QuickBooks accounts to an individual item:

1. Start a new item record or select **EDIT** from an existing record.
2. Select the **ADDITIONAL INFO** tab.

3. In the QuickBooks Information area, choose new accounts from the drop-down lists.



The screenshot shows a dialog box titled "QuickBooks Information" with a light beige background. Below the title is the instruction: "Use these accounts when sending sales information to QuickBooks financial software." There are three columns of labels: "COGS Account", "Income Account", and "Asset Account". Below each label is a dropdown menu. The "COGS Account" dropdown is set to "Cost of Goods Sold", the "Income Account" dropdown is set to "Merchandise", and the "Asset Account" dropdown is set to "Inventory Asset".

4. Select **SAVE**.

Your new account mappings will go into effect on the next Financial Exchange with QuickBooks.



Account Selections not Limited by Point of Sale

Point of Sale does not place limitations on the QuickBooks account types you can map for COGS, Income, and Asset amounts. All of your QuickBooks accounts are available for selection, giving you the same freedom in account usage as you have in QuickBooks.

Mapping to account types other than COGS, income/other income, and asset may produce unusual results, but can be beneficial under certain circumstances. For example, costs associated with Point of Sale service and non-inventory items may be mapped to expense accounts in the COGS Account field.

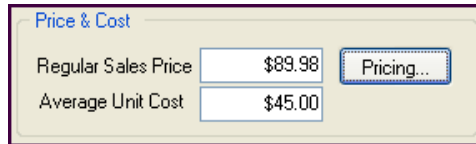
Refer to [Chapter 14 Financial Exchange \(page 449\)](#) for more information.

Handling Item Cost and Price(s)

Average Unit Cost and Order Cost

Two cost fields are maintained in inventory for each item. The **Average Unit Cost** field displays the averaged cost of the on-hand quantity of the item. The **Order Cost** field displays the current cost of the item from your vendor, and is suggested when you make a new purchase order. Both fields are updated when a receiving voucher with a new cost is made.

Over time, it is normal for the order cost to be a higher value than the average unit cost, as at any point in time you probably have some on-hand units that were received at a lower cost than the current order cost.



Price & Cost	
Regular Sales Price	\$89.98
Average Unit Cost	\$45.00

Pricing...

You can view these fields in the item record list or form. The **Order Cost** field is located in the vendor area on the Additional Info tab of the item form.

Entering and Editing Cost Values

We recommend that you manually enter a value in the **Average Unit Cost** field only when adding already in-stock items to inventory during program startup. If a new item is going to be ordered on a purchase order and received on a voucher, leave the cost field at zero (0) and allow the receiving voucher to populate this field.

If you manually edit the average cost, Point of Sale creates an adjustment memo and sends it to QuickBooks.

You can enter or edit the **Order Cost** of an item at anytime, but typically you enter new order costs on a purchase order. The new order cost is then carried to a receiving voucher that reference the PO. When the voucher is updated, so is the **Order Cost** field in inventory.

How Point of Sale Calculates Average Unit Cost

An item's unit cost is always averaged when a receiving voucher includes a different cost. The program proportionally averages the old cost and the new cost based on existing and received quantities to update the average unit cost.

For example, if you have five units of an item on hand with an average cost of \$10 and a voucher is made to receive ten new units into inventory costing \$12 each, the new averaged inventory cost is calculated as follows:

$$\frac{(\text{On-Hand Quantity} \times \text{Current Cost}) + (\text{Received Quantity} \times \text{Purchase Cost})}{(\text{On-Hand Quantity} + \text{Received Quantity})}$$

Or, in our example:

$$\frac{(5 \times 10) + (10 \times 12)}{(5 + 10)} = \frac{170}{15} = \text{A new average unit cost of } \mathbf{\$11.33}$$

QuickBooks Users: During the next Financial Exchange with QuickBooks, the receiving voucher updates the QuickBooks inventory value for the received items at the purchase cost. The averaging of costs in inventory has no additional net effect on inventory value.

Setting and Updating Item Prices

Point of Sale allows you to set a regular sales price and, optionally, up to four markdown price levels for each item in inventory.

Regular Sales Price

Your regular sales price is the price you typically charge when selling an item. You can manually define your regular sales price or you can let Point of Sale calculate it for you as you add new items to inventory.

To manually define your own regular sales price:

- Don't enter a margin/markup on your department records
- When adding or editing an item, enter your price in the **Regular Sales Price** field
- Point of Sale will calculate and display the margin and markup on the item record for your information
- If you edit the margin or markup on the item record, Point of Sale recalculates the regular sale price

Using a Pricing Formula for New Items

Point of Sale can automatically calculate your regular sales price as you add or receive new items into inventory.

To have Point of Sale calculate new item prices, do the following:

- Specify a default margin or markup percentage for each of your departments; when you add a new item the department margin/markup is automatically assigned to the item (but you can change it on the item record if you wish)
- Do not make an entry in the **Regular Sales Price** field when adding new items to inventory

When the cost is added to an item record, either by you or via a receiving voucher the first time the item is received, Point of Sale calculates the regular sales price by applying the specified margin/markup to the item cost.

Note that this automatic calculation of the price only occurs if the **Regular Sales Price** fields in inventory is left at zero (0) when you add the new item.

About Margins and Markups

Margin and markup are two ways to express the profit level you want to achieve on item sales. You can enter either value, and Point of Sale will calculate and display the other.

Margin expresses the relationship between what you paid for an item (cost) and its selling price. It is expressed as margin percentage (**Margin %** field). Mathematically, margin is expressed like this:

$$\text{Margin \%} = (\text{Price} - \text{Cost})/\text{Price} \times 100$$

Markup (**Markup %** field) is an alternative way for you to enter your profit level, as a straight percentage markup over the cost. Mathematically, markup is expressed like this:

$$\text{Markup} = (\text{Price} - \text{Cost})/\text{Cost}$$

The pricing formula Point of Sale uses to calculate your regular sales price uses the margin and looks like this:

$$\text{Regular Sales Price} = \frac{\text{Cost} \times 100}{100 - \text{Margin \%}}$$

Example: With an item cost of \$12.50 and a margin of 50 % (markup = 100 %), your regular sales price would be calculated as follows:

$$(12.50 \times 100)/100-50 = 1250/50 = \$25.00$$

You can manually change an individual item's margin/markup, regular sales price, or average unit cost. An edit to any of the fields always causes a compensatory change to one or more of the other values:

- Edit your margin or markup; your regular sales price is recalculated
- Edit your regular sales price; your margin and markup are recalculated
- Edit the average unit cost, and:
 - If the regular sales price was previously zero, it is calculated from the margin
 - If the regular sales price was previously non-zero, the margin and markup are recalculated

Updating an Item's Price When Costs Change

Your regular sales price is not automatically updated when you reorder the item at a new cost. When an item's average unit cost has changed due to a cost increase from your vendor, Point of Sale alerts you so you have the opportunity to review and revise pricing if you choose to do so.

One good way to determine if a price change is needed (and tags reprinted for in-stock merchandise) is to decide on a lowest acceptable profit margin. As costs increase on a reorder item, the margin on the item record is recalculated to show you the new profit level based on the new average unit cost. If your cost has changed enough to cause the margin to fall below your acceptable lower limit, it is time to adjust your price.

A quick way to update your price to reflect the new cost is to edit the margin or markup back to the profit level you wish to maintain. Point of Sale applies the margin/markup to the current average unit cost to calculate your new price.

If you want to change the prices for a large number of items at one, consider using Price Manager to do so. *Refer to [Using Price Manager \(page 153\)](#) for more information.*

(Pro) Price Change Reminders: Whenever you change an item's price, Point of Sale adds the item to the New Price Reminders list.

(Pro Multi-Store) Only Headquarters can change item prices. If remote stores tag merchandise or display price shelf stickers, they can view price changes on the inventory Reminders screen. This alerts them so that tags and shelf stickers can be updated accordingly. *Refer to [Using Inventory Reminders \(page 115\)](#) for more information.*

Using Markdown Price Levels

The use of price levels is optional. Price levels allow you to offer different prices for different purposes or to different groups of customers.

Markdown price levels are often used to:

- Offer reduced prices to employees, family members, and VIP customers
- To offer a wholesale price
- For special sales, e.g., "10% Off Sale"

Point of Sale can maintain up to four price levels in addition to your regular sales price for each item in inventory (i.e., five separate prices). Each price level is a markdown price from your regular sales price.

A typical price level setup on an item record might look like the following:

Price Calculation
You can change any of the values below to calculate the price and cost for this item.

Regular Sales Price	<input type="text" value="\$10.00"/>	
MSRP	<input type="text" value="\$35.00"/>	
Average Unit Cost	<input type="text" value="\$5.00"/>	
Margin %	<input type="text" value="50"/>	(Price-Cost)/Price
Markup %	<input type="text" value="100"/>	(Price-Cost)/Cost

Price Levels

	Price	Markdown %
Employee	<input type="text" value="\$8.50"/>	<input type="text" value="15"/>
VIP	<input type="text" value="\$7.50"/>	<input type="text" value="25"/>
Whsl	<input type="text" value="\$7.00"/>	<input type="text" value="30"/>
Family	<input type="text" value="\$6.50"/>	<input type="text" value="35"/>

Your price level markdowns are applied and the price at each level recalculated anytime your regular sales price is changed, either manually or when Point of Sale applies its pricing formula. On the other hand, editing the price or markdown percentage of any of your markdown price levels has no affect on any other price.



Exception: Changing Regular Price in Price Manager Doesn't Adjust Price Levels

If you use Price Manager to make changes in your regular sales price, the prices at each markdown price level are not automatically updated. *Refer to [Using Price Manager \(page 153\)](#) for more information.*

To automatically use a markdown price level for sales to a customer, associate the price level with the customer on his Point of Sale customer record. *Refer to [Using Customer Discounts and Price Levels \(page 239\)](#) for more information.*

To define markdown price levels:

1. Close all open windows.
2. From the Edit menu, select **PREFERENCES** ► **COMPANY**.
3. Select the **PRICE LEVELS** page from the preference menu on the left.
4. Enter a name for each price level you wish to use.

5. Enter a markdown percentage for each price level.

The screenshot shows two windows from the QuickBooks interface. The top window is titled "Price Tag code" and contains a grid with 10 columns labeled 1 through 0. The first row contains the letters a through i, and the second row contains the letter 0. The cell containing 'a' in the first column is highlighted in blue. Below this is a "Pricing" window with a table:

Name	Markdown %
Sale	20
Employ	25
wholesale	30
Comp	0

Below the Pricing window is a "Default Price" section with a drop-down menu. The menu is open, showing a list of options: Regular Sales Price, Sale, Employ, wholesale, and Comp. The "Regular Sales Price" option is currently selected and highlighted in blue.

6. Select a default price to be used for sales from the Default Price drop-down list. You can specify your regular sales price or one of your markdown price levels. The default price selected will be suggested for all sales. However, you can change the price on individual sales receipts, as needed.
7. Select **SAVE**.

 **Using a Price Level for a Sales Event**

If you defined a price level to use for a sales event, such as a weekend “10% Off Sale”, simply change your default price to your 10% markdown level for the weekend. All sales made for the weekend will automatically discount your price by 10%. Remember to change your default price back to your regular default price before opening on Monday morning!

 **Price Change Reminders Cleared if Default Price Changed (Pro)**

Price Change Reminders display the old and new prices for whatever price you have selected as your default price. If you change your default price, the Price Change Reminders list is cleared since it reflects old and new prices at your previous default prices. Refer to [Using Inventory Reminders \(page 115\)](#) for more information about Price Change Reminders.

Editing Price Levels from an Item Record

You can also define or edit your price level names and markdown percentages while working with an item in inventory. Display the Pricing window from an item record and select **EDIT PRICE LEVELS**.

The Price Levels window is displayed.



It is important to note that changes made here are the same as if you are making them in company preferences. Your changes affect your default price levels on all items; not just the item you are currently viewing.

Tips for using price levels:

- Any action that changes your regular sales price will also cause the prices at each markdown price level to be recalculated, including:
 - Manually editing the regular sales price or editing the margin/markup (which causes a change in the regular sales price)
 - Point of Sale's pricing formula, when it is applied to new items
- The default price level markdowns specified in company preferences are suggested for all new items. You can edit the markdown percentage or price at any price level on an individual item record. Doing so does not affect the price or markdown percentages at other levels for the item and does not change your price level default markdowns.
- Your default price is applied to all sales, unless you change it on an individual receipt or if the customer has a different price level assigned on his record.
- The price used on a sale is called the "active" price, and any additional item discounts given at time of sale are applied against the active price.

Refer to [Changing the Receipt Price Level \(page 267\)](#) for more information about applying price levels and discounts on sales.

(Pro Multi-Store) Remote stores cannot define price levels but they can set the default price to use for sales at their store.

Tracking Item Quantities

Point of Sale tracks on-hand quantities for you as you make transactional documents to receive, sell, or transfer or items. While the actual procedures for creating documents is covered in other chapters of this Guide, Point of Sale does offer several inventory features that help track item quantity changes, reminds you when items need reordering, and allows you to initiate documents to order, receive, sell, and transfer items without leaving inventory.

These features include:

- Item reorder points
- Viewing item quantities already on order
- Ability to initiate item purchase orders and transactional documents from inventory
- Inventory Reminders that let you know when an item needs to be reordered
- Item History window to view a running history of item quantity changes

Using Item Reorder Points

You can define a reorder quantity (**Reorder Point** field) for each inventory item, allowing you to easily see which items have fallen below their specified reorder quantity on the Reorder Reminders window. Point of Sale takes into consideration any quantities already on order before adding an item to the reorder reminders list.

Reviewing the reorder reminders list can assist in the task of making replenishment purchase orders. The reorder items can also be viewed by running a Reorder Point report under the **Items** report type in the Report Center. *Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information about running reports.*

(Pro) For assembly items, a reorder point indicates that quantity at which you want to build more of the assembly item. Similar to a Reorder Point report, a Build Point report lists the assembly items that have fallen below the specified level.

(Pro Multi-Store) Reorder points are based on quantities for the company as a whole, not on individual store quantities.

Flagging an Item as Un-orderable

When an item is marked as unorderable (the **UNORDERABLE** check-box selected), its reorder point is ignored and you are warned if you list the item on a purchase order. This field is helpful in temporarily suspending purchasing of seasonal items or for

flagging an item that has been discontinued by you or a vendor. Items marked as unorderable can still be received, sold, transferred, etc.

Viewing Quantities on Order and Creating Documents

You can view the quantity of an item already on order (listed on open purchase orders) as you work in inventory and initiate an order without leaving inventory.

(Pro) You can also view a list of the open purchase orders for an item.

To view on-order quantities or initiate an order:

1. Display your item list and locate the item(s).

The quantity on order is displayed in the **ON ORDER** column. You may have to scroll left/right or add this column to your list. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information about customizing list columns.*

Dep...	Description 1	Attribute	Size	Regular...	On-hand Qty	On Order
EQUIP...	Bike Helmet	White	Large	\$65.00	6	4
EQUIP...	Bike Helmet	White	Medium	\$65.00	1	4
EQUIP...	Bike Helmet	White	Small	\$65.00	0	2
EQUIP...	Bicycle: Mountain	Silver	16.5	\$575.00	1	1
EQUIP...	Bicycle: Mountain	Silver	16	\$575.00	2	0
EQUIP...	Bicycle: Mountain	Silver	18	\$575.00	2	2

2. To order an item, select it in your item list, then right-click in the item row and select **ORDER THIS ITEM** from the pop-up menu.

A purchase order is opened with the item already listed. Adjust the order quantity and cost for this item, add other items if necessary, and save.

You can also initiate selling, receiving, and transferring (Pro Multi-Store), of items from this menu.



To view an item's open purchase order list (Pro) :

1. Display the item form.
2. Select **ON ORDER** (Pro) or **VIEW ALL** (Pro Multi-Store) from the Quantities area of the item form.

The open purchase order list is displayed.

PO #	Vendor	Quantity
51	ALL SPORTS	4
52	ALL SPORTS	6

Make a Purchase Order On Order Total 10

3. Select **MAKE PURCHASE ORDER** to add this item to a new PO.
(Pro Multi-Store) This dialog also contains a list of the on-hand quantities at each store and allows you to initiate a transfer of an item to another store.

Viewing an Item's History

Item history allows you to view summarized statistical data for items in your inventory, as well as displaying all documents that have affected the item quantity or cost. The summarized data shows the changes of the item quantity from all transactions which affect your inventory.

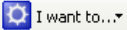


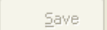
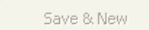

(Pro Multi-Store) Item History is available only at Headquarters. Use the Store drop-down list at the top of the window to display documents for any one store or for the entire company.

To access item history:

1. Highlight or display an item record.
2. From the task list, select **ITEM HISTORY**.

Or

Select the **HISTORY** tab on the item form.

Item Info		Additional Info		Custom		History	
 I want to...							
Description 1: Adult Baseball Bat							
Attribute: 32 oz							
Size: 31 in							
Quantities In				Quantities Out		Totals	
Received	7	Sold	12	Net Sales	\$1,588.40		
Sales Returns	1	Vendor Returns	0	Cost of Goods	\$726.00		
Adjustments	0	Adjustments	1	Profit	\$862.40		
				Profit Margin	54%		
Type	Details	Qty Change	New Qty	Status	Date	Doc #	
Sale		-2	7	Regular	11/28/2007	664	
Sale		-1	9	Regular	11/19/2007	617	
Sale		-2	10	Regular	11/5/2007	562	
Sale		-1	12	Regular	10/31/2007	541	
Receive Items	System	4	13	Regular	10/16/2007	44	
Sale		-1	9	Regular	9/29/2007	436	
Receive Items	BALLS AND MORE 	3	10	Regular	9/20/2007	44	
Sale		-4	7	Regular	9/18/2007	408	
 Inventory Tasks  Save  Save & New  Close							

To view a listed document:

1. Highlight the document in the history list.
2. Select **GO TO DOCUMENT** from the I Want To menu in the upper-right corner of the window.

Or

Double-click a document in the list when the QuickZoom icon is displayed.

To do a text-search in item history:

1. With an item's history displayed, select **FIND** from the window toolbar.
2. Enter the text string you are looking for and select **FIND NEXT**.
3. Continue selecting **FIND NEXT** to locate additional occurrences of the text.

4. When done, select the red **X** to the left of the Find panel to close it.

**Tips for Working with Item History**

- The **Qty Change** column lists the effect of a document on the item's on-hand quantities. For example, a sale results in the on-hand quantity being reduced, therefore the **Qty Change** is a *negative* number. Likewise, receiving a quantity into inventory is shown as a *positive* number.
 - The **New Qty** column displays a running total of the on-hand quantity, after being adjusted by the document.
 - If the item is listed multiple times on a document, such as a customer exchange for the same item, the document is listed twice; once for the return (as a positive quantity) and once for the new sale (as a negative quantity.)
 - The entire history can be printed by selecting **PRINT HISTORY** from the I Want To menu.
 - You can drag-and-drop column headers to re-arrange their order in the list.
 - Press **<F5>** to refresh the screen if transactions have been made while open.
-

Using Decimal Quantities

Sometimes it is beneficial to track items in decimal quantities. For example, you might sell an item by the yard (e.g. fabric) or by weight (e.g. bulk candy). Point of Sale allows you to order, inventory, and sell these items in decimal units.

For example, if you order and price fabric by the yard you can easily sell 1/4 yard or 1-1/2 yards by entering *.25* or *1.5* in the **Qty** field on receipts. When a decimal quantity is entered in inventory (or on a document) trailing zeroes are not displayed.

Quantity decimals can also be used in conjunction with a service item to charge an hourly fee for labor. In inventory, define a service item called *Labor*, assigning your hourly rate as the price. On a sale, you can now list the service item *Labor* and charge for partial hours by entering a decimal quantity in the **Qty** field.

Using Inventory Reminders

The Inventory Reminders feature helps you track and manage your inventory by alerting you to situations that may need your attention, such as when item quantities fall below their reorder points.

The Reminders available depend on the level of Point of Sale you use and, in a multi-store configuration, whether you are a Headquarters or remote store.

The types of Reminders available at each level are:

All Levels: Item quantities at or below their reorder points

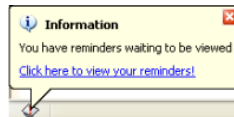
Pro Levels: Item price changes, new items added to inventory

Pro Multi-Store: Duplicate items added to inventory

(Pro Multi-Store) Reminders are a handy way to communicate price changes and new items to remote stores. Refer to [Managing a Multi-Store Inventory \(page 415\)](#) for more information about the Reminders features that are unique to a multi-store configuration.

To be alerted when Reminders are available to view:

Optionally, a Reminders icon can be added to the Point of Sale status bar at each workstation. With this option turned on, a brief Reminders message is also displayed upon program startup, as shown to the right, if reminder items are pending for your review. Clicking the icon or message link takes you to the Reminders window.



Preference: Turning the Inventory Reminder Icon On/Off

EDIT > PREFERENCES > WORKSTATION > GENERAL: DISPLAY REMINDERS ON THIS WORKSTATION ON STARTUP. Select to display the Reminder icon and message on the current workstation.

To access the Reminders window:

1. From the Inventory menu, select **REMINDERS**.
2. Select one of the reminder tabs available to display the affected items.
Additional information about each type of Reminder is available below.

To print the displayed reminders list:

1. From the task list, select **PRINT LIST**.
2. In the Print Document window, select **ALL LISTED RECORDS**.
3. Select **PRINT**.

Reorder Items Reminder

The reorder tab displays all items whose combined on-hand quantity and on-order quantity has fallen to or below their reorder point. This screen can help you identify those items you need to reorder from your vendors.

When you complete a purchase order to reorder an item, it is removed from the reorder Reminder list.

(Pro) Point of Sale can suggest and generate purchase orders to order these items.

To have Point of Sale suggest purchase orders (Pro):

- From the task list, select **SUGGEST PO**.

Refer to [Having Point of Sale Suggest Purchase Orders \(Pro\) \(page 205\)](#) for more information about the *Suggest PO* feature.

New Items Reminder (Pro)

The New Items tab displays new items added to inventory. This screen alerts users to prepare the store for the arrival of these items. Monitoring this list also allows your associates to better serve customers by letting them know what new merchandise is coming soon. Tags can be printed from this window if prices have been entered for the new items.

The items on this list should be removed as they arrive at the store so that the list remains current and useful.

To select items to print or remove:

- Choose individual items by selecting the corresponding check-box to the left of the item
- Choose **SELECT ALL** to select all items on the list
- Select **CLEAR ALL** to clear (uncheck) all previously selected items
- Select **REMOVE SELECTED ITEM(S)** to delete the selected items from the list
- Select **PRINT LIST** or **PRINT TAGS** from the task list to print the selected items

Price Changes Reminder (Pro)

The Price Changes tab displays item price changes. Both the **Old Price** and **New Price** at your default price are displayed in the list. This option reminds you to update your price tags, so your inventory records and the tagged items on the shelf match.

The items on this list should be removed after you review and print tags so that the list remains current and useful.

<input type="checkbox"/>	Depart...	Description 1	Attribute	Size	New Price	Old Price
<input type="checkbox"/>	FKC	Cleats	Black	10.5	\$24.00	\$23.00
<input type="checkbox"/>	FKC	Cleats	Black	11	\$24.00	\$23.00
<input type="checkbox"/>	FKC	Cleats	Black	11.5	\$24.00	\$23.00

To select items to print or remove:

- Choose individual items by selecting the corresponding check-box to the left of the item.
- Choose **SELECT ALL** to select all items on the list
- Select **CLEAR ALL** to clear (uncheck) all selected items
- Select **REMOVE SELECTED ITEM(S)** to delete the selected items from the list
- Select **PRINT TAGS** to print price tags for the selected items

Refer to [Printing Tags \(page 67\)](#) for more information about tag printing.

Using Service and Non-Inventory Items

Both *service* and *non-inventory* items are used to charge for non-merchandise services, labor, and miscellaneous fees and charges. The on-hand quantity of both item types is always zero (0).

Having two non-merchandise item types allows you to categorize and report the various uses to different accounts in QuickBooks. For example, maybe you want to send repair work to one QuickBooks account, and time-of-sale charges, such as tailoring, gift-wrapping, and delivery to a different account. You can define item accounts for each item type or for individual items. Refer to [Assigning Item Accounts for Financial Exchange \(page 101\)](#) for more information.

Some retailers choose to use non-inventory items for incidental merchandise for which they do not wish to track on-hand quantities.

Example: You keep a basket of mixed low-cost trinkets near your register. You can see by sight when to reorder and their impact on financials is incidental. You define a single non-inventory item to sell any of the included items, which vary depending on vendor over-runs, closeouts, etc.

To create a service or non-inventory item, simply select the appropriate item type when adding the item in inventory. The items can then be listed on purchase orders, receipts and customer orders (Pro) as needed, and broken out in sales reports.



Tip: Using Service Items to Charge for Services by the Hour

You can use a service or non-inventory item to charge for services by the hour (or half-hour, quarter-hour, etc.). Define the item, selecting either **SERVICE** or **NON-INVENTORY** as the item type. The price for the item should be the price to be charged per unit of time (hour, half-hour, quarter-hour, etc.). When the item is listed on a receipt or customer order, enter the units of time to be charged in the quantity field. For example, if you are charging by the hour, enter 1.5 as the **Qty** to charge for an hour and a half.

Printing Your Item List and Tags

See [Printing in Point of Sale \(page 66\)](#) for general information about printing.

Printing your Item List

1. Display your item list.
 - Filter the list first to print only part of it; only the displayed items will print.
 - To include only a single item, display it in form view.
2. From the File menu, select **PRINT**.

Printing Price Tags

Tags printed from inventory always print the regular sales price.

To print tags:

1. Highlight or display the item for which you want to print tags.

If you want to print tags for a group of items, use a filter to display just those items.

2. From the task list, select **PRINT TAGS**.
3. Follow the on-screen prompts.

Refer to [Printing Tags \(page 67\)](#) for detailed tag printing instructions, including how to print the MSRP, and the cost and last received date in code.



Tip: Don't Want to Print Tags for an Item?

If you never print tags for an item, clear the **PRINT TAGS** check-box field in the item record. This way you will not inadvertently print tags for the item when printing tags for all the items received on a voucher, ordered on a PO, or displayed in a filtered list.



Tip: Printing Markdown Tags

If you use Price Manager to markdown prices, you can print markdown tags showing both old and new prices to demonstrate the savings to your customers. *Refer to [Using Price Manager \(page 153\)](#) for more information.*

Custom Inventory Fields (Pro)

Pro-level users have the ability to define five custom fields for inventory items. These fields can be used to record other item information important to your business. For example, a custom field might be used to record vendor-required identifiers that aren't suited for other Point of Sale item fields. Once defined, custom fields can be added to your item list and used for filtering and reporting purposes.

Using Print Designer, custom fields can be added to your printed documents and tags. *Refer to [Custom Fields \(Pro\) \(page 506\)](#) for more information.*

Using Multiple Vendors for an Item (Pro)

Point of Sale allows you to track up to five separate vendors for any inventory item, each with a unique UPC, Alternate Lookup, and order cost. This allows you to purchase the same item from any of several vendors as availability and costs dictate.

To use the multiple vendor feature:

1. Add each vendor in the normal manner. Refer to [Working with Vendors \(page 179\)](#) for more information.
2. Define the item in inventory in the normal manner, entering your most-used (preferred) vendor in the **Vendor** field on the Item Info tab of the item record.
3. On the Additional Info tab, enter the **UPC**, **Alternate Lookup**, and **Order Cost** for the preferred vendor.
4. Select **ADD/EDIT ALTERNATE VENDORS**.
5. In the dialog displayed, enter a **Vendor**, **UPC**, **Alternate Lookup**, and **Order Cost**, for up to four alternate vendors of the item.

Averaged inventory cost, on-hand quantities, and prices are combined for an item once received into inventory, no matter how many vendors the item may have been purchased from. However, reports showing merchandise on order, on hand, or received, if filtered by vendor, are broken down by each vendor from which you have purchased an item.

When you are creating purchase orders or receiving vouchers, enter the preferred vendor or one of your alternate vendors. You can then list the items to be purchased using the specific vendor's **UPC** or **Alternate Lookup** values. The appropriate order cost will be suggested on the document for the vendor entered.

When creating other document types, scanning or entering any of the defined **UPCs** or **Alternate Lookups** for the item will list the item on the document.

The screenshot shows a dialog box titled "Add/Edit Alternate Vendors" with a close button (X) in the top right corner. The dialog is divided into five sections, one for each vendor (Vendor 2 through Vendor 5). Each section contains the following fields:

- Vendor 2:** Vendor Name 2: BALLS AND MORE (dropdown), UPC2: 908093284004850804, ALU2: (empty), Order Cost 2: \$9.00
- Vendor 3:** Vendor Name 3: HIT THE BALL (dropdown), UPC3: 848309408348098234, ALU3: (empty), Order Cost 3: \$9.00
- Vendor 4:** Vendor Name 4: RUNNING GEAR (dropdown), UPC4: 435503485083405803, ALU4: (empty), Order Cost 4: \$9.50
- Vendor 5:** Vendor Name 5: LET'S RUN (dropdown), UPC5: 408309480947975984, ALU5: (empty), Order Cost 5: 9.60

At the bottom of the dialog, there are two buttons: "Help" and "Close".

Item Assemblies and Groups (Pro)

Item assemblies and groups provide two ways to sell a predefined set of items by listing a single item on a sales document. However, the two item types vary in several ways, as outlined in the table below.

Key questions to ask when deciding between an assembly and a group?

- Do you want to physically pre-build the set, thus removing the included items from inventory?
- Do you want the component items in the set to remain available for individual sale?
- Do you want the individual items printed on customer receipts or just the set as a single item?
- Do you sell more of the items individually or in the set?

Key Differences between Assemblies and Groups

Option	Assembly	Group
Pre-built?	Yes*	No
Sell component items individually?	No	Yes
Can include assembly item as component?	Yes	Yes
Can include group item as component?	No	No
Assembly/group item printed on receipt?	Yes	Yes
Assembly/group price printed on receipt?	Yes	Optional**
Component items printed on receipt?	No	Yes
Component item prices printed on receipt?	No	Optional**
Can define discount price?	Yes	Yes
Track cost and quantities?	Yes	No***

* Quantities of component items not pre-built into assemblies can be sold individually and built assemblies can be broken, freeing the component items for individual sale.

** Controlled with a preference setting.

*** Quantities and costs of group component items are tracked individually, not as a group.

Using Assembly Items

An assembly item is an item that is itself composed of two or more inventory items and sold as a set. For example, a "Ski Slope Package" could be defined as an assembly item made up of a pair of skis, bindings, and boots, all of which already exist in your inventory as individual items. Assembly items are often used to sell a set of items at a discount.

You "build" assembly items from existing items in inventory, referred to as the component items. An assembly item can be a component item of another assembly.

When you build an assembly, the on-hand quantity of each component item is reduced by the quantity of the item included in the assembly and the on-hand quantity of the assembly item is increased by one. The number of assemblies you can build is dependent on the on-hand quantity of the component items. Assemblies can also be broken, thus freeing the component items to be sold individually again.

Once an assembly has been built, it can be listed on receipts and customer orders in the same manner as regular inventory items. Sales reports include assembly items as unique items and do not report on the component items that are included in the assembly. Keep reporting needs in mind when you assign department, vendor, and descriptions to your assembly items.

Adding and Building Assembly Items

(Pro Multi-Store) Assembly items must be created at Headquarters, but remote stores can build or break assembly items to meet local sales demand. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information.*

To add and build an assembly item:

1. Be sure all component items have been added to inventory individually, following the procedures earlier in this chapter.
2. With your item list displayed, select **NEW**.
3. In the **Item Type** field, select **ASSEMBLY**.
4. Specify a **Department** name and optionally, a vendor.
If the items included in the assembly come from more than one department, you might want to set up a new department called *Assemblies*, or similar, to track and report the sale of assembly items.
5. Enter a descriptive name for the assembly in the **Description 1** field, e.g. *Holiday Ski Package*.
6. Enter information in other fields:
 - You cannot enter an **On-Hand Quantity** or **Average Unit Cost**. Point of Sale calculates and auto-fills these fields when you build the assemblies. The

average unit cost is calculated as the sum of the costs of the component items. This cost is recalculated each time you build additional assemblies.

- Optionally, enter a **Regular Sales Price**. If a price isn't entered, Point of Sale will auto-fill the field as the sum of the component item prices after they are added. You can edit the price later, if needed.
- Specify a Reorder Point value if you want to be reminded on Build Point reports that more assemblies need to be built. *Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for information about running a Build Point report.*
- Any other fields appropriate for the item. Refer to [Item Information Fields \(page 90\)](#) for more information.

7. Select **ADD/EDIT ITEMS IN ASSEMBLY**.

The Assembly components window is displayed. The previously entered information is shown in the top pane and the assembly item list is in the lower pane.

The screenshot shows the 'Edit Item' window for 'Equipment: Ski'. The top pane contains the following fields:

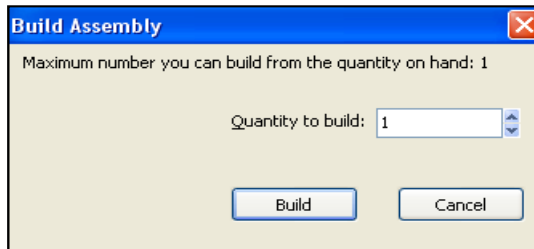
- Dept Name: Equipment: Ski
- Description 1: Holiday Ski Package
- Description 2: (empty)
- Attribute: Mens
- Size: (empty)
- Price & Cost: Regular Sales Price \$520.00, Average Unit Cost \$0.00
- Quantity: On Hand Quantity 0, Reorder Point 0

The bottom pane features an 'Enter Item(s)' search bar and a table of assembly components:

Item #	Dept N...	Descri...	Attribute	Size	Qty	On-han...	Active ...	Alterna...
299	Equipment...	Skis Down...		180	1	6	\$176.00	Skis
290	Equipment...	Ski Bindings	Mens	L	1	4	\$128.00	
291	Equipment...	Ski Boots	Mens	12	1	7	\$112.00	

- 8. Use standard item listing procedures to add the assembly component items and quantities. *Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for complete item listing procedures.*
- 9. Select **BUILD ASSEMBLY**.

Point of Sale saves the information you have entered and the Build Assembly dialog is displayed, notifying you of the maximum number of assemblies that can be built. This number is based on the on-hand quantities of the component items.



(Pro Multi-Store) You are prompted to specify the store for which you are building the assemblies before specifying the number to build.

10. Specify the number of assemblies you would like to build and then select **BUILD**. The on-hand quantity of the assembly item is increased by the quantity you choose to build. The on-hand quantity of each component item is reduced by the total number included in the built assemblies.

The assembly component items are displayed on the item form for reference.

Breaking an Assembly

Breaking an assembly again makes the component items available for sale individually.

To break an assembly:

1. Highlight or display the assembly item.
2. Select **ADD/EDIT ITEMS IN ASSEMBLY**.
3. Select **BREAK ASSEMBLY** from the task list.

(Pro Multi-Store) You are prompted to specify the store for which you are breaking the assemblies.

The Break Assembly dialog displays the number of existing assemblies that can be broken.

4. Specify the number of assemblies you would like to break and then select **BREAK** in the dialog.

If an assembly item includes a second assembly item as one of its components, then breaking the first assembly does not break the second assembly contained therein.

Breaking an assembly reduces the on-hand quantity of the assembly item by one (for each assembly broken) and increases the on-hand quantity of each component item by the total number included in the broken assemblies.



Quantity and Cost Memos Automatically Created for Assemblies

Quantity and cost memos are automatically created to adjust inventory when building or breaking assembly items. The logged on user's name will be entered on the memo, along with the reason ("CreatAsm/Brk Asm"). If users are not required to log in, you will be prompted to enter a user name for the memo(s).

Editing Assembly Items

Assembly item descriptive fields, price, vendor, etc. can be edited at any time using standard inventory editing procedures. *Refer to [Editing an Item \(page 99\)](#) earlier in this chapter.*

If it is necessary to make changes to the component items of an assembly all previously built assemblies must be broken before the changes are allowed.

To edit components in an assembly item:

1. Break all existing assemblies, as described earlier.
(Pro Multi-Store) You must break all existing assemblies for all stores before you can make changes to component items. Remote stores should discontinue selling this assembly item until you make changes and conduct a Store Exchange to update their inventories.
2. Use standard procedures to add, delete, or edit the component items.
3. Select **SAVE** to record your changes.
4. Rebuild assemblies as needed using the normal build procedure.

To delete an assembly item:

Deleting an assembly item requires that you first break all existing built assemblies and remove the component items in the Assembly components window.

1. Break all existing assemblies, and remove all component items as described above and select **SAVE**.
2. With the assembly item highlighted or displayed, select **DELETE** from the window toolbar.
3. Confirm the deletion. The item will be deleted and cost/quantity memos created to adjust inventory.

Using Group Items (Pro)

A group item provides an efficient method to list and sell two or more items, at a defined group price, by entering or scanning the group item's identifier (UPC, Alternate Lookup, or Item Number) on a document. In a strict sense, an item group is not really an item at all, even though it is defined in inventory in the same manner as other items.

Group items differ from an assembly items in several important ways:

- Groups are not pre-built, i.e. the component item quantities included in a group remain in inventory and can be sold individually
- Quantities, costs, etc. are tracked for the individual component items, not for the group item
- The printed receipt given the customer can include the group price, the individual item prices, or both at your discretion
- One group item cannot be a component of another group; any other item type is allowed in the group

To define a group item:

1. Be sure all individual items to be in the group have been added to inventory individually, following normal procedures.
2. From your item list, select **NEW**.
3. In the **Item Type** field, select **GROUP**.
4. Specify a **Dept Name**.
If the items included in the group come from more than one department, you might want to set up a new department code called *Groups*, or similar, to track and report the sale of group items.
5. Enter a descriptive name for the group in the **Description 1** field.
6. Enter information in other fields:
 - You cannot enter an **On-Hand Quantity**, **Average Unit Cost**, or a **Reorder Point**. These values are not tracked for a group item.
 - Optionally, enter a **Regular Sales Price**. If a price isn't entered, Point of Sale will auto-fill the field as the sum of the component item prices after they are added. You can edit the price later, if needed.
 - Any other fields appropriate for the item. Refer to **Item Information Fields (page 90)** for more information.
7. Select **ADD/EDIT ITEMS IN GROUP**.

The Group components window is displayed. The previously entered information is shown in the top pane and the group item list is in the lower pane.

Item #	Dept N...	Description 1	Attribute	Size	Qty	On-hand...	Active Price
6	Pool	Pool Balls		Std	1	4	\$49.50
5	Pool	Pool Cue		22	2	6	\$14.05
7	Pool	Chalk 6-pak			1	0	\$3.22
9	Pool	Triangle	Wood		1	5	\$7.20

8. Use standard item listing procedures to add the group component items and quantities. Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for complete item listing procedures.
9. Select **SAVE**.

To edit a group item:

1. Locate the group item in your item list and select **EDIT**.
2. Make changes to the editable fields as needed on the item form.
3. From the task list, select **ADD/EDIT ITEMS IN GROUP** and use normal procedures to add, delete, or edit the quantity of each component item.
4. Select **SAVE**.

Selling a Group Item

When a group item is listed on a sales receipt or customer order, all included items are listed and the price of each item is proportionally discounted, as necessary, so that the total equals the group price defined in inventory. Individual item prices can be further edited on the document, if needed.

Item #	Description 1	Attribute	Size	Qty	Price	Ext Price	Alterna...
288	Sweat Suit			1	\$34.99		
99	Sweatpants	Black	SML	1	\$17.90	\$17.90	AD142556S
164	Sweatshirt	Black	SML	1	\$17.09	\$17.09	AD246616S

Sample Sales Receipt Screen - Group Item Listed

You have options for how prices are printed on receipts. With the default setting, the component item prices and discounts are printed but the group item price is not.

Description 1	Attribute	Size	Orig Price	Disc %	Type	Qty	Price	Ext Price	Tax
Sweat Suit						1			T
Sweatpants	Black	SML	\$21.99	18.6%		1	\$17.90	\$17.90	T
Sweatshirt	Black	SML	\$20.99	18.58%		1	\$17.09	\$17.09	T

Default Printed Receipt - Group Price Not Included



PREFERENCES > COMPANY > SALES > WHEN PRINTING GROUP ITEM ON SALES RECEIPTS AND ORDERS.

Select an option from the drop-down list: **PRINT GROUP PRICE ONLY**, **PRINT GROUP AND ITEM PRICES**, or **PRINT ITEM PRICES ONLY** (default).

Using Special Order Items (Pro)

Special order items are used to order, receive, and sell custom or one-time items that you do not currently carry in inventory, and maybe never will. Special order items can only be created when coming to inventory from a customer order, receipt, purchase order or voucher.

Later, if you decide to continue carrying the new item in inventory, you can convert it to a regular inventory item.

(Pro Multi-Store) The special order item provides a means for a remote store to create a customer order for a new item and generate a purchase order for it. The special order item is sent to Headquarters with the first transactional document listing it. Headquarters can review the item and change the special order item type in inventory to a regular inventory item, if needed. *Refer to [Handling Special Order Items \(page 418\)](#) for more information on multi-store operations.*

To define a new special order item:

1. From one of the documents listed above, select **NEW SPECIAL ORDER ITEM** from the task list.
2. A new item form is opened, with **SPECIAL ORDER** pre-selected as the item type.
3. Use normal new item procedures to enter information about the item. Certain item fields/features are not available for special order items, such as reorder point, the ability to define multiple vendors, creating assemblies or groups, and printing tags.
4. When done, choose **SAVE & SELECT** to record the item in inventory and list it on the document.
5. Complete and update/save the document.



Special Order Item Numbers

Special order items do not have an item number assigned to them when created. This field will be blank. Later, if the item is converted to a regular inventory item, an item number is assigned

To convert a special order item to an inventory item:

1. Highlight the item in your item list and select **EDIT**. *Hint: Filter the list by Item Type, and enter Special Order as the filter criteria to locate the item.*
2. Change the **Item Type** to **INVENTORY**.
3. Make any other edits necessary, such as the Reorder Point, which was previously disabled.
4. Select **SAVE**.

Working with Item Styles (Pro)

Style Definition

An item style is a means of grouping inventory items that share basic information but differ in one or two item traits, such as size, color, pattern, etc.

For example, a line of running shoes might be carried in ten sizes and two colors. The 20 different size/color combinations of this shoe line constitutes a style.

From a data standpoint, a style is defined as a group of items that all have the same **Department** and **Description 1** entries on their item records. Items within a style can have a different **Size**, **Attribute**, **Description 2**, **Alternate Lookup**, **UPC**, price, cost, etc. Data can be summarized by style on reports, and many program actions can be conveniently applied to all the members of a style at once.

Point of Sale provides a way to view and work with all of the items in a style in a single window, called a *style grid*. In a style grid, you can immediately see the on-hand quantities of each size, each color, and the total for the entire style, as well as being able to use the grid to quickly add items to inventory or to enter order quantities when creating a purchase order or receiving voucher.

The use of styles is optional and not all business types benefit from their use.



Turning the Style Feature Off

If you prefer to not work with styles, this feature can be turned off in company preferences, which will remove the Style view option. Refer to [Removing Features from Point of Sale \(page 500\)](#) for more information on turning off Point of Sale features.



Items Belonging to a Style

If you use styles, and add more than one item with the same **Dept Name** and **Description 1**, a style grid will automatically be created for the items. If you add a new item with the same department and Description 1 as an existing item in inventory, the program will give you the option to join the new item to the existing style.

The Style Window

The Style window displays a merchandise style in a split-screen view, with the top pane showing general information for the style as a whole, and the bottom pane displaying all items/quantities in the style in a grid format. Each cell of the style grid represents a style item with a unique size/color (or other attribute) combination.

To use this view, highlight or display any style item and the select **SWITCH TO STYLE** from the task list. This example is a Style window for an item style comprised of adult baseball bats that vary in length and weight.

Price & Cost

Regular Sales Price: \$144.40
Average Unit Cost: \$66.00

Sales Tax

Tax Code: State

Quantities for Store: 1 - Al's Sport Hut

Attribute	31 in	34 in	33 in	32 in	Click to Add	Total
31 oz	8	9	8	8		33
32 oz	8	2	7	9		26
34 oz	8	9	8	9		34
33 oz	9	7	8	10		34
Click to Add						
Total	33	27	31	36		127

(Pro Multi-Store)
The **Quantities for Store** field is used to view quantities for other stores or the entire company.

Baseball Bat Style shown in Style Window

Important Note: Edits made in the upper pane of this window affect all style items. Make edits in this pane carefully.

Style items can also be viewed in your item list, where each item is a separate inventory row and has its own item number. When viewed in the item list all members of a style are displayed in blue type in the Item/List window.

Dept Name	Description 1	Attribute	Size	Regular Sales Price	On-hand Qty	On Order	Altern
EQUIPMENT...	Adult Baseball Bat	31 oz	31 in	\$144.40	8	0	K100-313
EQUIPMENT...	Adult Baseball Bat	31 oz	32 in	\$144.40	8	0	K100-313
EQUIPMENT...	Adult Baseball Bat	31 oz	33 in	\$144.40	8	0	K100-313
EQUIPMENT...	Adult Baseball Bat	31 oz	34 in	\$144.40	9	0	K100-313
EQUIPMENT...	Adult Baseball Bat	32 oz	34 in	\$140.00	2	5	K100-323
EQUIPMENT...	Adult Baseball Bat	32 oz	31 in	\$144.40	8	0	K100-323
EQUIPMENT...	Adult Baseball Bat	32 oz	32 in	\$144.40	9	0	K100-323
EQUIPMENT...	Adult Baseball Bat	32 oz	33 in	\$144.40	7	0	K100-323
EQUIPMENT...	Adult Baseball Bat	33 oz	31 in	\$144.40	9	0	K100-333

Baseball Bat Style shown in Item List

Members of the same style may be scattered throughout the item list because new items can be added to a style at any time. You can sort by **Description 1** and **Dept Name** to sort items by style (from the View menu, select **SORT LIST ► SORT ON MULTIPLE COLUMNS** to sort by both columns at once). You can also filter by these fields to group all items of a particular style together.

Style Grid Basics

Two of the Point of Sale item descriptive fields (**Size** and **Attribute**) make up the two axes of a style grid. If you have renamed these fields, your custom names are displayed. Refer to [Custom Labels and Custom Fields \(page 505\)](#) for more information about renaming item descriptive fields.

	Size ⇄						
Attribute ↓	XSML	SML	MED	LRG	XL	Click to Add	Total
Black		17	14	14	17		62
Grey	0	14	12	15	20		61
Tan	2	20	12	13	19		64
Click to Add							
Total		51	38	42	56		187

This sample style grid shows the size/attribute combinations for a style of sweatshirts. The grid is formed by listing the available sizes along the horizontal axis and the colors along the vertical axis.

The point where a row and column intersect is called a *cell*. Each cell is a unique size/attribute combination that corresponds to one item or row in your item list.

Even a relatively small grid like the sample above contains a great deal of information. This example shows 15 possible size/color combinations (i.e., 15 items) in the style and the current on-hand quantity of each. The style has three colors and five sizes. The store does not carry black in size XSML so that cell is blank. The store does carry grey in size XSML, but it is currently out of stock, so it is displayed with a quantity of zero.

The bottom and right-hand side of the grid displays totals for each column (size), each row (color), and for all style items. You can turn on/off the display of totals values by right-clicking in a row or column header and selecting the **SHOW TOTALS** option.

The number of items that can be included in a style is virtually unlimited. You may have to use the vertical and horizontal scroll bars to view all of the style items in the grid.

Grid Values

While in the inventory, the values displayed in the style grid are the on-hand quantities of each item. A blank cell means that particular size/attribute for the style has not been defined as an inventory item.

When accessing inventory using **SELECT FROM ITEM LIST** from a purchase order or other document, the style grid cells are initially blank and are used to enter the quantity to be transferred to the document (i.e. the document quantity being sold, ordered, received, etc.).

(Pro Multi-Store) The **Quantities for Store:** field at the top of the style grid allows you to view quantities for the entire company or for any specific store by making a selection from the drop-down list.

Style Templates

Many retailers carry lines of merchandise that is very similar in terms of the sizes, colors, or other attributes. For example, a shoe store might carry 20 different shoe lines, but all tend to have the same or similar size and color combinations. Having to re-enter the sizes and colors for every shoe you carry would quickly become tedious.

Enter the *style template*. A style template is a user-defined array of item attributes: sizes, colors, patterns, material, etc., that is used to quickly add a similar merchandise style to inventory.

Refer to [Using Style Templates \(page 138\)](#) for more information on working with style templates.

Keyboard Navigation of a Style Grid:

<↑>, <↓>, <←>, <→>	Move the cursor up, down, left, or right between grid cells.
<PAGE UP>	Move the cursor to the first displayed cell of a column.
<PAGE DOWN>	Move the cursor to the last displayed cell of a column.
<HOME>	Move the cursor to the first cell in a row.
<END>	Move the cursor to the last cell in a row.
<CTRL + HOME>	Move the cursor to the most upper left cell of the grid.
<CTRL + END>	Move the cursor to the most lower right cell of the grid.
<CTRL + ←>	Move the cursor to the first displayed cell in a row.
<CTRL + →>	Move the cursor to the last displayed cell in a row.
<CTRL + DELETE>	Delete the item highlighted in the style grid. (<i>Use with caution.</i>)

Adding a New Style

To add a new style:

1. From your item list, select **SWITCH TO STYLE** from the task list, and then select **NEW STYLE**.

A new, blank Style window is displayed.

2. In the upper pane, make entries in the required **Dept Name** and **Description 1** fields.

These essential fields define the style.



Tip: Simplify Your Data Entry

When choosing your style descriptions, keep them simple. This will make your data entry faster and makes it easier to locate the style items later.

*** Required Field**

Attribute	Click to Add	Total
Click to Add		
Total		

3. Enter information or make selections in the other available fields, such as **Description 2**, cost, prices, tax code, etc. for which you want to record data for this style.

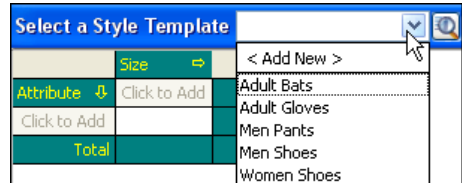
Refer to **Item Information Fields (page 90)** earlier in this chapter as necessary.

Information entered in the upper pane is applied to all style items. If the items in the style will have different prices, for example, leave the price fields blank and edit them later for each item individually, or enter the most common price and then edit only the ones that differ later.

4. Enter the sizes/attributes for the style:
 - To use a style template, click the down arrow in the Select a Style Template list and select a pre-defined template or choose **ADD NEW** to create, save, and apply a new template. Refer to [Using Style Templates \(page 138\)](#) for more information about using templates.

And/Or.

- Click in the **CLICK TO ADD** fields in the rows/columns and enter the sizes and attributes for the style items



If using a template, the sizes and attributes *can* be edited for this individual style.

5. Enter 0 (zero) in each attribute/size cell corresponding to the items in your style.

This creates a new row in inventory for those items.

Leave the cell blank if you

won't carry a particular attribute/size combination. *(If the items are already physically in the store and not being received on a voucher, you can enter the actual on-hand quantities instead of zeroes.)*

	Size ⇄					
Attribute ↓	S	M	L	XL	Click to Add	
Red	0	0	0	0		
Blue	0	0	0	0		
White	0	0	0	0		
Click to Add						

6. Select **SAVE**.
7. If you need to edit information fields for individual style items, such as for cost or price, use the procedure below or the normal item editing procedures covered in [Editing an Item \(page 99\)](#).

Editing a Style

Existing styles can be edited to add/delete items, rearrange the order in the style grid, or make general edits to pricing and other information fields.

To edit an existing style:

1. Display the style in the Style window.
2. Make necessary edits in the top pane.

The values displayed are those of the specific item that was selected when the Style window was entered. Changing the values in the displayed fields, however, will change that value for *all* members of the style.

Be careful making changes here. For example, if you have different prices within the style then you don't want to change the prices shown in the upper pane or you may inadvertently change the prices of style items you did not intend to.

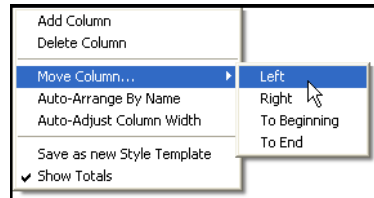
Dept Name	APPAREL: TEAM LOGO	Price & Cost
Vendor	THE T-SHIRT GUYS	Regular Sales Price \$29.99 <input type="button" value="Pricing..."/>
Description 1	Sports Team Logo Shirt	Average Unit Cost \$17.00
Description 2	Dodgers	Sales Tax
Unorderable <input type="checkbox"/>	Eligible for Commission <input checked="" type="checkbox"/>	Tax Code State
Print Tags <input checked="" type="checkbox"/>		

- To edit item sizes/attributes, select a column or row header in the grid and type a new entry.

	Size						
Attribute	XSMML	SML	MED	LRG	XL	Click to Add	Total
Grey		5	0	4	7		16
White		5	1	7	7		20
Click to Add							
Total		10	1	11	14		36

Note that editing a size/attribute definition in the grid changes the definition for all items in that column or row. Select **CHANGE SIZE/ATTRIBUTE LABEL** in the confirmation dialog displayed to proceed:

- To add a new size or attribute, select **CLICK TO ADD** and type the new entry. Enter 0 (zero) in the new cells created to add the item to inventory.
- To delete, move, rearrange rows or columns, or to save the grid as a new template, right-click on a column or row header and choose the appropriate action from the pop-up menu.
 - AUTO-ARRANGE** orders columns/rows numerically or alphabetically
 - AUTO-ADJUST** adjusts all column widths to the width of the longest entry
- To edit the on-hand quantity of a style item, click in a cell and type the new value. Just as on an item form, manually editing a quantity results in Point of Sale creating an adjustment memo. The adjustment is sent to QuickBooks to update your inventory value.



7. Select **SAVE**.

 **Update Style or Item?**

You can also edit style items individually in a regular item form. If you edit the **Dept Name** or **Description 1** for an item that is part of a style, Point of Sale will ask if you want to have that edit to affect the entire style. Select **YES** to update the entire style or **NO** to update only the item. If you update only the item, then that item will no longer be part of the style.

Deleting a Style Item

This process should be carried out with caution so that items with on-hand quantities or that are listed on active documents are not accidentally deleted.

To delete a style item:

1. Display the style in the Style window.
2. Highlight an item (cell) in the style grid.
3. Select **DELETE** from the window toolbar.
4. Select **DELETE SELECTED STYLE ITEM** from the drop-down list.

If the item still has a quantity on hand or is listed on an open order you will be warned. Confirm the deletion or select **CANCEL** to exit without deleting.

If there were quantities on hand for the item, Point of Sale creates an adjustment memo to update your inventory value.

Delete an Entire Style

This process should be carried out with caution so that items with on-hand quantities or that are listed on active documents are not accidentally deleted. All items in the style will be deleted.

You cannot delete a style if style items are included in an assembly or group item, or if they are included in a defined discount price until they are removed.

To delete an entire style:

1. Display the style in the Style window.
2. From the window toolbar, select **DELETE**. A confirmation dialog is displayed.
3. Select **YES** to delete the entire style.

Alternatively, right-click in the style grid and select **DELETE STYLE** from the context menu.

Using Style Templates

A style template is a user-defined array of item attributes (sizes, colors, patterns, etc.) that is used to create style grids. Each template can be used for an unlimited number of styles. If you prefer, you can create each style grid from scratch in inventory. However, using templates makes the process much faster since all the predefined sizes and attributes are written on the new grid for you.

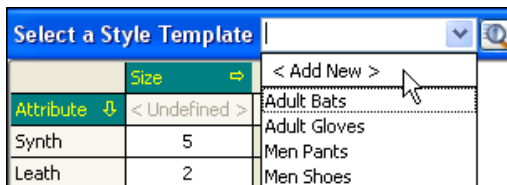
For example, if you sell several lines of shoes that tend to have common and repeatable sizes and colors, you could create a shoe template with all of the common sizes and colors represented. Each time you add a new style of shoes, you attach the shoe template to the style to simplify the task.

During the Setup Interview, you may have elected to install default style templates typical for your business type. If so, you can apply one of the pre-defined templates to styles as you add them. You can also create new templates or edit your existing templates. Both procedures are outlined in the following pages.

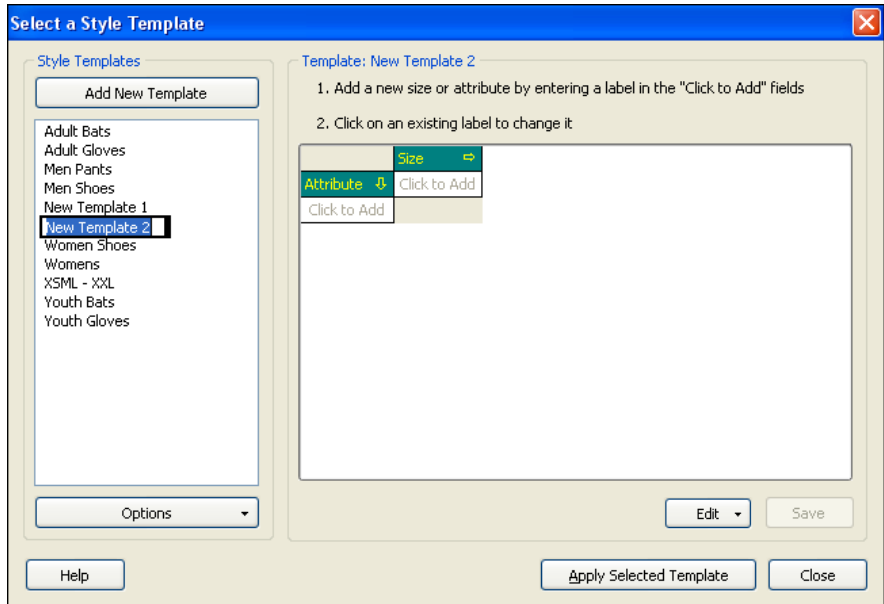
If a template contains any sizes or attributes that you do not need for a particular style, you do not have to define items for those cells. An inventory row will be assigned only to those cells where you enter a quantity.

Creating a Style Template

1. From the Style window, select **ADD NEW** from the Select a Style Template drop-down list.



The Select a Style Template dialog is displayed, with a new template, named *New Template*, opened (see next page).



2. Type a unique name to overwrite the default name.
3. Select the **CLICK TO ADD** fields and enter item attributes and sizes along the two template axes.

	Size ⇄					
Attribute ↓	2	4	6	8	10	Click to Add
Brwn						
White						
Black						
Click to Add						

4. Select **SAVE**.

OR

If you want to apply this template to style you were working on, select **APPLY SELECTED TEMPLATE**.

 **Tips for Creating Style Templates**

- If an existing template is similar to the one you want to create, highlight it and then select **COPY SELECTED TEMPLATE** from the Options. Edit the new template as needed and then save with a unique name.
- It is not required that you make entries on both axes of the template. If your merchandise is only consistent on one attribute, make entries on only one axis of the template. You can add attributes for the other axis, if needed, for each style in inventory.
- The Edit menu under the displayed template contains choices to move or delete columns or rows and to undo edits.

Editing, Deleting, and Copying Style Templates

1. From the Style window, select the magnifying glass to the right of the **Select Style Template** field.



2. Select a template from the list and complete actions as needed in the Select Style Template window:

Edit	Use the same procedures to edit a template as for creating it. Additional choices for moving or deleting rows/columns and undoing edits are on the Edit menu under the displayed template.
Delete	Choose DELETE SELECTED TEMPLATE from the Options menu. Deleting a template does not affect existing styles that were created with the deleted template.
Copy	Select COPY SELECTED TEMPLATE from the Options menu. Enter a name for the new template and edit as needed.
Rename	Select RENAME SELECTED TEMPLATE from the Options menu. Renaming a template does not affect existing styles that were created with the template.

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Adjusting Item Costs and Quantities

Overview

Adjustment memos are Point of Sale transactional documents that track changes to inventory quantities and/or costs. The changes tracked are those that would not otherwise be recorded on another transactional document (vouchers, receipts, or transfer slips).

When you create an adjustment memo, the affected **On-Hand Qty** or **Average Unit Cost** fields are automatically updated in inventory and the memo serves as a permanent record of the change. Some actions in Point of Sale, such as deleting an item with a non-zero on-hand quantity, conducting a physical inventory, manually entering or editing item cost or quantity, and building or breaking assembly items, automatically create adjustment memos to update inventory.

Adjustment memos are permanently stored in your adjustment history list. Saved adjustment memos cannot be edited or deleted, but they can be reversed to correct mistakes.

Typical uses for manually created adjustment memos include:

- Adjust quantity for theft and other shrinkage
- Adjust quantity for donated items
- Correct miscellaneous errors in inventory



QuickBooks Users

Changes in inventory quantity and costs recorded on adjustment memos are aggregated and sent to QuickBooks as General Journal transactions during routine Financial Exchanges. This keeps the inventory valuation in your financial software accurate and up-to-date. Refer to [Adjustment Memos \(page 487\)](#) for more information.



Pro Multi-Store Users

Headquarters can create cost and quantity adjustment memos for all stores. Cost memos made at Headquarters affect item costs for all locations. Remote stores can manually create only quantity memos (although both quantity and cost memos are generated automatically at remote stores for certain activities). Refer to [Managing a Multi-Store Inventory \(page 415\)](#) for more information.

Adjustment Memo Types

There are two types of adjustment memos: *quantity* and *cost*. Each type records changes to the specified value.

- A *quantity* adjustment memo records changes in item on-hand quantities (Pro Multi-Store: in a specific store)
- A *cost* adjustment memo records changes in item average unit cost.

Accessing Adjustment Memos

To access adjustment memos:

Select one of the following choices from the Inventory menu:

- **NEW QUANTITY MEMO**
- **NEW COST MEMO**
- **QUANTITY ADJUSTMENT HISTORY** (list of saved quantity memos)
- **COST ADJUSTMENT HISTORY** (list of saved cost memos)
- **HELD QUANTITY MEMOS** (list of quantity memos created, but not yet saved, e.g., “on hold”)
- **HELD COST MEMOS** (list of cost memos created, but not saved, e.g., “on hold”)

Creating an Adjustment Memo

You can manually create memos as needed to adjust inventory values.

To create a memo:

1. From the Inventory menu, select the memo type: **NEW QUANTITY MEMO** or **NEW COST MEMO**.
2. List the items to be adjusted by entering or scanning the **UPC**, **Alternate Lookup**, or **Item #** or typing a search keyword in the **Enter Item(s)** field.

Or

Choose **SELECT FROM ITEM LIST** to view and select items from inventory.

Refer to [Listing Items on Documents \(page 47\)](#) for detailed item listing procedures.

3. Enter the adjusted value in the appropriate column (**New Qty** or **New Cost**) for each item or select **EDIT ITEM (<F5>)** to open the Item Information window and enter new values there.

4. Enter information into other memo fields as appropriate for the adjustment. *For details on each field, refer to [Adjustment Memo Information Fields \(page 144\)](#) later in this chapter.*

An entry in the **Reason** field is required.

5. (Pro, on quantity memo) If you track item serial numbers, record the serial numbers for adjusted item quantities in the **Serial #** field. *See [Serial Number Tracking \(Pro\) \(page 64\)](#) for more information.*
6. (Pro Multi-Store; Headquarters) If you are creating a quantity memo for another store, select the store from the drop-down list in the **Store** field.
This field defaults to Headquarters.

7. Select **SAVE & PRINT**

Alternatively, select **SAVE ONLY** if you don't need to print the memo.

A new adjustment memo can also be created by copying a previous memo. This feature is useful if the new memo is very similar to a memo in history. *Refer to [Working with Adjustment History \(page 149\)](#) later in this chapter.*



Tip: Changing the Quantities for a Large Number of Items (or a Style)

If you are adjusting quantities for a large number of items, using Physical Inventory may be a more efficient method than a quantity adjustment memo. In Physical Inventory, enter a new **Physical Qty** for each item you want to change. Update the Physical Inventory as usual and Point of Sale will generate the necessary adjustment memos.

Refer to [Conducting a Physical Inventory \(page 167\)](#) later in this chapter.

(Pro) If you are changing the quantities for all items in a style, start a quantity adjustment memo as usual. Choose **SELECT FROM ITEM LIST** and display the style in the Style window. Enter the adjusted (new) quantities into the style grid. Choose **SAVE AND SELECT**. The style items and their adjusted quantities are carried to your adjustment memo.

Adjustment Memo Information Fields

The following tables lists the fields that are available on memo forms and in the adjustment history lists. The three tables discuss the fields on quantity memos, on cost memos, and finally common fields shared by both memo types.

Fields that apply only to Pro or Pro Multi-Store levels are listed at the end of the tables. Fields that have an obvious purpose or item fields whose purpose is explained in [Item Information Fields \(page 90\)](#) have been omitted from these tables.

If a listed item or history list field isn't visible on your screen, you can customize your list columns to include it. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.*



Field Label Symbols

Symbol	Description
[]	Fields shown in brackets are auto-filled with suggested or read-only data by Point of Sale. If read-only, these fields cannot be directly edited.

Quantity Adjustment Memo Fields

Field	Usage
Fields in Item List	
[Old Qty]	Item quantity on hand prior to the adjustment. From inventory.
New Qty	Enter the adjusted quantity. This will be the quantity on hand for this item after saving the memo.
[Diff Qty]	Difference in quantity for the item: New Qty – Old Qty.
Fields in Totals Area and Adjustment History List	
[Old Qty]	Total quantity on hand for all items listed on the memo before adjusting.
[New Qty]	Total quantity on hand for all items listed on the memo after adjusting.
[Qty Change]	Total difference in quantity for all items on the memo: New Qty – Old Qty.
[Value Change]	Total difference in inventory value due to the changes recorded on the memo. Calculated using the cost of items listed on the memo and their change in quantity. For example, if an item costs \$5.00, and the quantity changes from 5 to 4, the value change is -\$5.00. If the quantity changes from 5 to 7, the value change is \$10.00.
Pro Fields	
Serial #	Optional. Used to record serial number(s) for the adjusted quantities. Read more about serial number tracking in Serial Number Tracking (Pro) (page 64).
Pro Multi-Store Fields	
[Store]	Headquarters only. Select the store for which you are making the adjustment memo. Default is Headquarters store. Editable.

Cost Adjustment Memo Fields

Field	Usage
Fields in Item List	
[Old Cost]	Average unit cost of item prior to adjustment.
New Cost	Enter the adjusted average unit cost. This entry will be the average unit cost for this item after saving the memo. Decimal cost entries are allowed.
[Diff Cost]	Difference in cost for the item: New Cost – Old Cost
[Current Qty]	This dynamic field shows the current item quantity in inventory, even when viewing former cost memos (i.e. not the quantity at the time memo was created).
Fields in Totals Area and Adjustment History List	
[Old Value]	The total value (cost) of all items listed on the memo prior to the adjustment. Item On-hand Qty x Old Cost , summed for all items.
[New Value]	The total value (cost) of all items listed on the memo after the adjustment. Item On-hand Qty x New Cost , summed for all items.
[Value Change]	Total difference in value (cost) for all items on the memo: New Value – Old Value
[Qty On Hand]	Total combined quantity on hand for all items listed on the memo.

Common Adjustment Memo Fields

The following table alphabetically lists the general fields on memos.

Field	Usage
[Associate]	The employee making the memo. Auto-filled if requiring employee login. If not requiring login, optionally select a name from the drop-down list.
Comment	Optional field to record a comment for the adjustment. For actions in which memos are automatically generated, the Comment field is auto-filled with a description of why the memo was created. For example, “Assembly created from inventory” is the comment for a memo generated when assembly items are created.
[Date]	The date the memo was created. Editable, subject to security rights.
[Memo #]	<i>(Adjustment History list)</i> Sequential number from 1 to 99,999 assigned by Point of Sale.
[QB Status]	<i>(Adjustment History list)</i> If integrated with QuickBooks, indicates the Financial Exchange status of the memo: NOT POSTED (not yet sent), COMPLETED (sent), or ERROR (attempting to send the memo resulted in an error). Refer to Verifying the Exchange of Individual Transactions (page 463) for more information.

Field	Usage
Reason	<i>(Required field)</i> The reason for the adjustment. Type in a reason or select one from the drop-down list. Refer to Actions that Generate Adjustment Memos (page 148) for examples.
[Source]	The action or module that created the memo: manually created memo (MANUAL), reversed memo (REVERSE), physical inventory (PHYSICAL INVENTORY), inventory adjustment (INVENTORY), Assembly Item (ASSEMBLY).
[Status]	Shows the memo status: REGULAR , REVERSING , or REVERSED . Refer to Reversing an Adjustment Memo (page 151) for more information on the reversing entries.
[Time]	<i>(Adjustment History list)</i> The time the memo was created.
[Type]	The memo type and inventory value being adjusted: QUANTITY or COST .

Notes on Old, New, and Difference Fields

Old, new, and difference fields for adjusted values are included in the item list on adjustment memos.

For example, on a cost adjustment memo, the **Old Cost** field shows the pre-adjustment average unit cost of an item. You enter the adjusted value in the **New Cost** field (decimal cost entry allowed, up to five decimal places, but only two displayed). The difference between the old and new cost is displayed in the **Diff Cost** field. Likewise, on quantity adjustment memos, you have **On-Hand Qty**, **New Qty**, and **Diff Qty** fields.

Item #	Description 1	Attribute	Size	New Cost	Old Cost	Diff Cost
37619	Orchid Dress	Blue	6	\$30.00	\$23.00	\$7.00

Similar fields in the totals area of the memo (**Old Value**, **New Value** on cost memo, and **Old Qty**, **New Qty**, **Diff Qty** on quantity memo) summarize the total adjustment to inventory for all items combined on the memo.

Old Qty	7	Diff Qty	-2
New Qty	5	Value Change	[\$55.00]

One more totals field, **Value Change**, is used on both memo types to show the dollar change in inventory value resulting from the memo. These totals fields cannot be edited.

Actions that Generate Adjustment Memos

The actions below will result in adjustment memos being created. Some tasks result in system-generated memos, in these cases you may be prompted for your name and a reason but the memo is automatically created. The **Source** and **Type** columns refer to the entries recorded in the corresponding fields in the adjustment memo header.

Action	Who Creates Memo	Reason	Source	Type
Manually creating a memo	User	User Defined or selected (Damaged, Shrinkage, etc.)	Manual	Quantity or Cost
Reversing a memo	Point of Sale	ManAdj	Reverse	Quantity or Cost
Deleting an item with a non-zero quantity on hand in inventory.	Point of Sale	User Defined or selected (Damaged, Shrinkage, etc.)	Inventory	Quantity
Updating item counts in a Physical Inventory	Point of Sale	Physical	Physical Inventory	Quantity
Manually entering quantity or cost in inventory	Point of Sale	ManAdj	Inventory	Quantity or Cost
Building an Assembly Item	Point of Sale	CreatAsm	Assembly	Quantity or Cost
Breaking an Assembly Item	Point of Sale	Brk Asm	Assembly	Quantity or Cost

Canceling or Holding a Memo in Progress

You can cancel (discard) a memo anytime before updating it. If you want to return to the memo later to complete it, you can put it on hold. While the memo is on hold, you can carry out other activities, make other memos, or even exit from Point of Sale. Holding a memo does not affect inventory quantities or costs. Later, you can un-hold the memo and complete it.

To cancel the creation of a memo:

1. From the bottom toolbar, select **CANCEL (<Esc>)**.
2. In the dialog displayed, select **DISCARD**.

Holding the memo is also an option from this dialog.

To place a memo on hold:

- Select **HOLD <TYPE> MEMO** from the bottom toolbar.

To un-hold a memo:

1. Select **HELD QUANTITY MEMOS** or **HELD COST MEMOS** from the Inventory menu.
A list of held memos of the type selected is displayed.
2. Highlight or display the memo you want from the list, then select **UNHOLD <TYPE> MEMO**.
To leave the held memo list without un-holding a memo, select **CLOSE**.

Working with Adjustment History

Memos are stored in your adjustment history lists, one each for quantity and cost memos. Adjustment history provides a permanent record of the changes to inventory quantities and costs that are not recorded in sales, receiving, or transfer history.

Locating an Adjustment Memo

There are a number of ways to view and locate a specific memo in your adjustment history lists. You can filter the list, resort and jump to a record, scroll, or search by keyword. These procedures are summarized here. *Refer to **Chapter 2 Navigation and Data Entry (page 23)** for detailed instructions on each procedure.*

To filter your memo lists:

1. Display either the quantity or cost adjustment history.
2. Select one of the following from the drop-down filter list at the top of the window:
 - A predefined filter (such as **LAST MONTH, LAST 90 DAYS**, etc.).
 - A previously defined and saved custom filter (your custom name).
 - **CREATE FILTER** to enter new filter criteria, and optionally save it for future use.
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filter views.

If you select a predefined or previously saved filter, the following step does not apply.

3. Review and/or enter criteria values in any of the available fields and then select **APPLY** or **SAVE**. Enter a name for your filter if saving.
Your list is filtered by your selected criteria.

To find a memo by sorting or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

To search for a memo:

1. Display your adjustment history list and then select **FIND <TYPE> MEMO (<F3>)** from the window toolbar.
2. Enter the keyword or keywords by which you want to search.
 - On the Find window, optionally select **ADVANCED FIND** to narrow your search to a specific memo field or to specify other search criteria.
3. Select **FIND (<ENTER>)** to begin the search.

All matching adjustment memos are displayed.
4. Select a memo to work with and choose **SELECT <TYPE> MEMO**.

Copying an Adjustment Memo

To Copy an Adjustment Memo

Copying an adjustment memo may be the quickest way to create a new memo.

1. Highlight or display the memo that you want to copy.
2. Select **COPY**. The program will open a new adjustment memo in the Form window containing the same information as the memo from which the information was copied.
3. Make edits as needed in any of the fields.
4. Select **SAVE & PRINT** or **SAVE ONLY**.

Reversing an Adjustment Memo

Saved adjustment memos are permanent records that cannot be edited or deleted. To undo an error made on an adjustment, you must *reverse* the memo. The original memo can then be copied and the copy used to create a new, corrected adjustment memo.

- Reversing a quantity adjustment memo reverses the change in quantity made by the original memo. If the original memo removed three of an item from inventory, the reversal will return three units to inventory. It does *not* restore inventory to the **OLD QTY** recorded on the original memo because other documents affecting inventory quantities may have been recorded in the interim.
- Reversing a cost adjustment memo creates a new memo that reverses the total value adjustment of the original memo and adjusts the current average unit cost in inventory for each listed item.

When completed, the original adjustment memo will be marked *Reversed* in the **Status** field. The new memo that is created to reverse the original will be marked *Reverse* in its **Source** field and *Reversing* in the **Status** field.

To reverse an adjustment memo:

1. Highlight or display the memo that you want to reverse.
2. From the bottom toolbar, select **REVERSE MEMO**.
3. Confirm your name in the dialog displayed and select **OK**.

A reversing memo is created and placed in your adjustment history list. If necessary, a corrected adjustment memo can then be created from the original using standard copy procedures. Refer to [Copying an Adjustment Memo \(page 150\)](#).

(Pro Multi-Store) A remote store can only reverse an adjustment memo up until the time it has been sent to Headquarters. After that time, the memo can still be reversed at Headquarters. In the case of a quantity adjustment memo, a remote store can also create a new memo adjusting the quantity back to the original value to undo the effects of the original.



Effects of Reversing an Adjustment Memo

Reversing a memo does not alter or remove the original memo (other than marking its **Status** as *Reversed*); instead it creates a new adjustment memo that has the opposite effect.

Printing Adjustment Memos

Typically memos are automatically printed when you select print/update to complete the memo. You can also reprint memos.

1. Use normal sort, search, or filter procedures to locate and highlight the memo in your Adjustment History.
2. From the bottom toolbar, select **REPRINT MEMO**.
3. If presented with a print option dialog, you can:
 - Change the printer you want to use, if necessary.
 - Specify a print quantity.
 - Select **PREVIEW** or **PRINT**.

*Refer to **Printing in Point of Sale (page 66)** for more information about printing and print options.*

Using Price Manager

Overview

Retailers often need to adjust merchandise prices to reflect changing costs, for sales events, or to encourage sales of slow-moving merchandise. Using Price Manager, you can conveniently change prices or implement discount pricing (Pro) for selected items. You can enter markdown prices manually or let Price Manager calculate them for you in a variety of ways.

Price Manager is particularly useful for changing the prices of many items at once.

Using Price Manager's features, you can:

- Make immediate price changes to your regular sales price or any markdown price level for selected merchandise, by entering new prices manually or by letting Point of Sale calculate the new prices by percentages or amounts from either the current cost or price.
- Copy prices from one price level to another.
- Change the prices at one of your price levels to use for a temporary event, such as a promotional sale. When the sale is over, use Price Manager again to change the price level prices back to their original level.
- Optionally, round calculated prices to end in any value you prefer, such as always ending in even dollars, or always in .99 cents.
- (Pro) Set up discount pricing for selected items using the “X for Y” pricing model, such as a “3 T-Shirts for \$25” promotion. Once defined, the price discount is automatically applied when selling the selected items in the specified quantities.

In addition to the standard item fields, several markdown price fields (new price, markdown percentage, markdown amount, and markdown margin) are included in the Price Manager item list. These fields are used to display and review the program-calculated markdown values. Manual markdowns are accomplished by entering a value directly into one of these fields.

(Pro Multi-Store) Price Manager is only available at Headquarters. The Reminders feature provides a convenient way for remote stores to be alerted to item price changes, so that they can print new price tags or update shelf stickers accordingly. *Refer to [Handling Item Costs and Prices \(page 416\)](#) for specific multi-store use of the Reminders feature.*

 **Price Change Terminology**

For convenience, this documentation refers to both price reductions and increases as “markdowns.”

 **Tolerance with Other Activities on Network**

If other employees on a networked installation are working with inventory items when you try to update price changes, you may not be able to update the prices immediately. We recommend price changes be done after-hours or when other workstations are not working in inventory.

Accessing Price Manager

1. From the Inventory menu, select **PRICE MANAGER**.
2. Select:
 - **ADJUST PRICES** to make price changes to selected merchandise
 - (Pro) **DISCOUNT PRICING** to set up and implement discount pricing on selected merchandise. *Refer to [Using Discount Pricing \(Pro\) \(page 164\)](#) for more information on using this feature.*

When you select **ADJUST PRICES**, your item list is displayed in a special mode as you enter Price Manger. Besides normal item information fields, several fields specifically related to price markdowns are displayed as listed in the following tsection.

Price Markdown Fields

This table lists the name and usage of the markdown fields in alphabetical order. Reference to these fields is made in the procedures that follow.

Fields that have an obvious purpose or item fields whose purpose is explained in [Item Information Fields \(page 90\)](#) have been omitted from this table.

If a listed field isn’t visible in your markdown item list, you can customize your list columns to include it. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.*

Field	Usage
Item Prices (from inventory) [Active Price] [Regular Sales Price] [Price Level Prices]	Current item prices from inventory. If you enter new prices manually, the markdown values are calculated from the Active Price (i.e., your default price as specified in company preferences) but the actual markdown can be applied to any price level. If you let Point of Sale calculate new prices for you, you can base the calculation on the price level of your choice (or cost) and apply it to any price level. Customize the fields (columns) included in the item list to meet your needs.
Markdown Dollars	The amount of the price markdown in dollars and cents.
Markdown %	The markdown expressed as a percentage of the current price.
Markdown Margin Dollars	The adjusted profit amount for the item at the markdown price.
Markdown Margin %	The adjusted profit expressed as a percentage of the markdown price.
New Price	For a manual price adjustment, enter the new price in this field or one of the other markdown fields. Making an entry in any markdown field causes the others to be calculated and displayed. If Point of Sale is calculating the markdowns, the new calculated price is displayed in this field.

Implementing Price Markdowns

You can manually enter markdown prices or use Price Manager to calculate and enter them for you. Which method you use depends on the type of markdown you want to do.

Price Manager is a powerful, flexible price utility that allows you to calculate markdowns based on your current price or cost at any of your price levels, and then apply the markdowns to the same or any other price level. It is important to keep this in mind when you are entering markdown values; the price level from which the markdowns are calculated is completely independent of the price level to which you actually apply the changes.

- **Manually entering markdown prices**

This method is convenient if you just want to change the prices of a few items.

- **Calculating markdown prices**

With this method, Point of Sale calculates price adjustments based on formula criteria you specify and then applies the changes to all items currently displayed in the Price Manager item list. You must filter your item list if using this method (unless you want to mark down all items) so that only the prices of the items displayed are affected. This method can be used to calculate new prices for many items or only a few.

Both of these options are described in detail on the following pages. Remember that after creating markdown prices, you must update Point of Sale inventory to make the price changes effective.

Basic Steps for a Price Markdown

Detailed instructions are found on the following pages.



Backing Up Your Company Data Strongly Recommended

Price Manager is a powerful tool that allows you to make wholesale changes to many or all item prices at one time. We strongly recommend backing up your company data before beginning. If the price changes you make are not what you expected, simply restore from the backup file to return to your previous prices.

-
1. Filter your item list in Price Manager to display only the items you want to mark down.
Calculated prices are applied to all items currently displayed. It is not necessary to filter your item list if you are manually entering markdown prices or if you are changing the prices for all items, but it can still help you locate the correct items.
 2. Enter new prices or markdown values in the item list manually.

Or

Select **ADJUST PRICES** from the task list and enter price calculation criteria.

3. Review the proposed price changes.
4. Print markdown price tags, if needed.
Markdown tags include both old (lined out) and new prices, demonstrating savings to your customers.
5. Select **UPDATE** from the bottom toolbar to update inventory with the price changes.

Filtering Your Item List

If using Price Manager to calculate markdown prices, filter your item list before you create markdown prices.

To filter your item list:

1. With Price Manager's item list displayed, select a default or memorized filter from the drop-down filter list, or select:
 - **<CREATE FILTER>** to define and/or memorize a new filter view.
2. If creating a new filter, enter filter criteria as necessary.
 - Select **SAVE** and give the filter a unique name if you want it memorized.
3. Select **APPLY** and the inventory items matching your filter criteria are displayed. If you need to re-filter inventory, repeat these steps.

Refer to [Filtering Lists \(page 35\)](#) for more information about using filters.



Tip: Memorized Filters Save Time

Defining and memorizing custom filters will save you time if you frequently change prices for entire groups of related items, such as by department, by vendor, by last sold date, etc. Once you have defined and saved a custom filter, it can be selected from the drop-down filter list at the top of the Price Manager item list so that changes affect only that group of items.



Tip: Customizing the Columns in the Price Manager Item List

Depending on how you choose to use Price Manager, you may want to add or remove columns to display (or not display) prices at specific price levels, the various markdown values, and basic item identifying information. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.

Manually Entering Markdown Prices

When manually entering markdown information, the markdown values are calculated from your currently *active price*. If necessary, change your active (default) price in company preferences before beginning.



PREFERENCES > COMPANY > PRICING > Default price

Specify the default price to be active on sales: your regular sales price or one of your markdown price levels.

Later, when updating the markdown, you will be asked to select a price level to which the markdown will be *applied*. The price level to which the markdown is applied is

completely independent of the price level from which markdown prices were calculated.

 **Changing Regular Price in Price Manager Doesn't Adjust Other Price Levels**

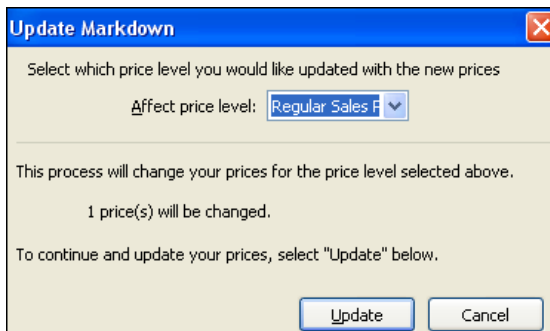
When you make price changes to your regular sales price directly in inventory, the prices at your markdown price levels are automatically recalculated to maintain your specified markdown percentages. This is not true when making price changes in Price Manager. Price markdowns in Price Manager affect only the price level you specify when you update inventory with the new prices.

To manually enter markdown prices:

- Sort, search or filter your item list to display the items you want to markdown.
- Make an entry in the **New Price** field or any of the other markdown fields. Making an entry in any of the fields causes the others to be calculated and displayed.

Active Price	New Price	Markdown Dollars	Markdown %	Markdown Margin %	Markdown Margin Dollars
\$16.50	\$13.00	\$3.50	21.21	61.54	\$8.00
\$55.00	\$47.00	\$8.00	14.55	41.49	\$19.50
\$3.58	\$2.50	\$1.08	30.17	28.40	\$0.71

- Repeat for each item you want to mark down.
- Print markdown price tags, if needed. Refer to [Printing Markdown Tags \(page 163\)](#) for instructions.
- Select **UPDATE** from the bottom toolbar. The Update Markdown dialog is displayed.



- Choose a price level to which you want to apply the price changes. Point of Sale suggests the active price level, but you can apply the new prices to any price level. The price level and number of items that will be updated are confirmed.
- Select **UPDATE**. The new prices are written to inventory.

Entering Price Calculation Criteria

When calculating markdowns from a current *price*, the markdown can be calculated *from* whichever price level you choose. Later, when updating the markdowns, you will be asked to select the price level to which the markdown will be *applied*. The price level to which the markdown is applied is completely independent of the price level from which markdown prices were calculated.

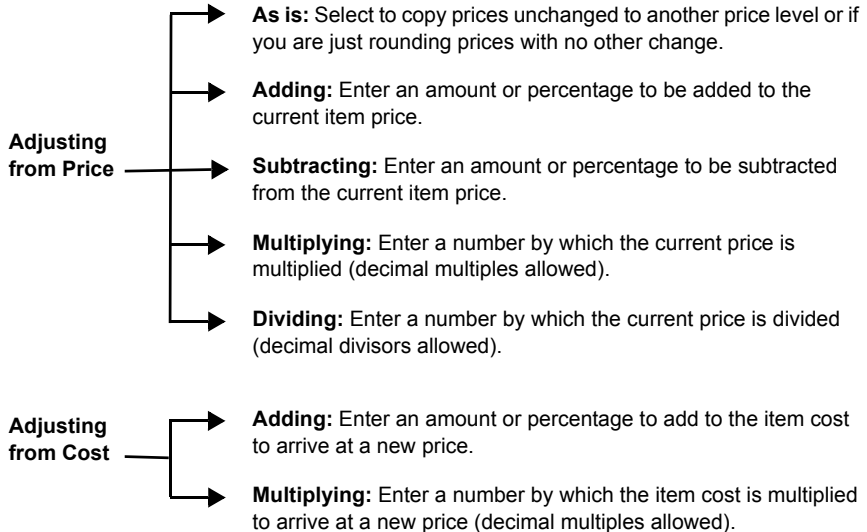
To enter price calculation criteria:

1. Filter your item list as described in the previous section.
2. From the task list, select **ADJUST PRICES**.

The Adjust Prices window is displayed.

The screenshot shows a dialog box titled "Adjust Prices" with a close button in the top right corner. The dialog is divided into sections. The first section is "Price adjustment options" with the label "Adjust price from:". Below this are two radio buttons: "Price" (which is selected) and "Cost". To the right of the "Price" radio button is a dropdown menu labeled "From price level:" with the value "Regular Sales F" selected. The second section is "Adjust price by:" with a dropdown menu set to "Subtracting". The third section is "Subtraction method:" with a dropdown menu set to "Percentage". The fourth section is "Percentage amount:" with a text input field containing the value "10".

3. Select to adjust prices from the current price or from the cost. If adjusting from price, select the price level you want to use as the starting point for the markdown.
4. Select an adjusting option from the Adjust Price By drop-down list and then enter your instructions for calculating the proposed new prices.



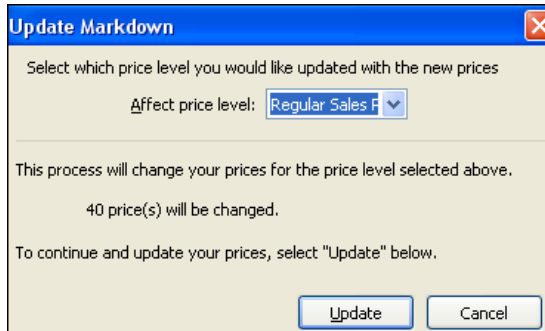
5. Select **NEXT**.
6. The Price Rounding screen is displayed. Choose rounding options as appropriate. *Refer to the following section for more information.*
7. Select **ADJUST**.

The markdown fields of each displayed item reflect the price change. Carefully review the proposed changes.

At this point, you can:

- Print markdown price tags showing both old and new price. Markdown tags that show both old and new prices must be printed before updating. *Refer to [Printing Markdown Tags \(page 163\)](#) for more information.*
 - Edit the markdown prices.
 - Select **CLEAR MARKDOWN** from the task list to start over.
8. Select **UPDATE**.

The Update Markdown window is displayed.



9. Choose the price level to which you want the price changes applied. Point of Sale suggests your active price level; change as needed. The price level and number of items that will be affected are confirmed.
10. Select **UPDATE**. The new prices are written to inventory.

Rounding Calculated Prices

When using Price Manager to calculate markdown prices, you have the option of having the new prices rounded to any ending value that you prefer.

Your rounding choices are:

- Round all prices to the nearest dollar (Examples: \$1.00, \$2.00, \$9.00, \$75.00)
- Round all prices to the nearest ten cents (Examples: \$0.10, \$0.20, \$1.90, \$25.70)
- End all prices with 0.99 (Examples: \$0.99, \$1.99, \$2.99, \$59.99)
- End all prices with 0.09 (Examples: \$0.09, \$0.19, \$6.49, \$99.99)
- End all prices with custom values that you define

If you select the last option, you can enter up to four ending values for your prices. You can view how rounding works with this option by entering trial prices in the test field provided on the Update Prices window.

Things to keep in mind about price rounding:

- Rounding is applied only to Price Manager-calculated prices. Other program-generated prices, such as when using pricing formulas for new items, are not rounded.

- Rounding is not applied to manually entered markdown prices, i.e. when you enter a value directly into the **New Price** field in the Price manger item list.

**Tip: Round All Prices at a Price Level in one Procedure**

To round all prices at a price level at one time, use the *Copying Prices to Another Price Level* procedure, later in this section, with the following differences:

1. Select the same price level to calculate prices from and to be applied to.
 2. Adjust from **Price** and select **AS IS** for the price adjusting method.
 3. Enter your rounding instructions on the appropriate screen and then select **UPDATE**.
 4. Repeat the procedure for other price levels as necessary.
-

Copying Prices to Another Price Level

Price Manager makes it easy to copy prices from one price level to another. For example, you can copy prices from your active price level to a newly created employee price level or to one of the other price levels you have defined.

To copy existing prices to another price level:

1. Filter your item list as described previously.
2. From the task list, select **ADJUST PRICES**. The Adjust Prices window is displayed.
3. Select **PRICE** in the **Adjust price from** field, select a starting price level, and then select **AS IS** in the **Adjust price by** field.
4. Select **CONTINUE**.
5. Clear the check-box for rounding of prices, then select **ADJUST PRICES**.
Price Manager copies price information to the markdown fields of your displayed item list.
6. Select **UPDATE**.
7. Select the target price level in the **Affect price level** field. The price level and number of items affected are confirmed.
8. Select **UPDATE**. Price Manager copies the prices to the price level you selected.

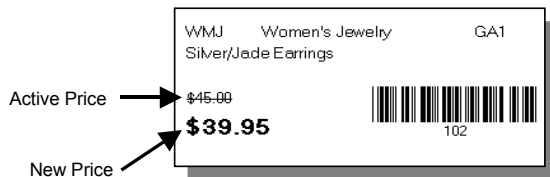
Adjusting Prices for a Temporary Sale

1. Designate a price level as your "sale" price level.
2. Use Price Manager to markdown *from price*, using your normal price level (typically Regular Sales Price) to *calculate* the markdown. Calculate the markdown using any of the markdown options described earlier.
3. *Apply* the markdown to your sale price level when updating prices. *Don't apply the markdown to your active price level (i.e. Regular Sales Price).*
4. During the sale, change your default price in company preferences to the sale price level.
5. When the sale is over, change your default price back to your normal price level (*i.e. Regular Sales Price*). If you want, you can recalculate prices for the sale price level back to the pre-sale prices as well, using this same procedure to restore you normal markdown from your normal price level (maybe you use it for normal discounts to regular customers).

Printing Markdown Tags

Using Price Manager, you can print markdown price tags, showing both the original and the markdown price on the tag. The template of the markdown tag is selected on the Print Options page in workstation preferences.

The value from Price Manager's **Active Price** (old price) field is displayed on the tag as the original price crossed out, and the **New Price** value is displayed as the current price on the markdown tag.



Important: Print Markdown Tags BEFORE Selecting UPDATE

Since selecting update will overwrite the **Active Price** value with the **New Price** value, you must print the markdown tags before updating inventory with the price changes. If you want to print normal price tags (i.e., showing only the new price), update your price changes first.

To print markdown tags:

1. Enter and review your markdown information in any of the manners described earlier.
2. Select **ADJUSTED ONLY** from the list filter drop-down to display only those items for which you have adjusted prices.
3. If printing tags for a single item, select it.
4. From the task list, select **PRINT TAGS**. The Print Tags options will vary depending on your printer and tag design.
5. Follow the prompts in the **Print Tags** window, where you may:
 - Choose to print tags for the selected item or all displayed items
 - Specify to print tags for the on-hand quantity or a quantity you specify
 - Change the tag print template used
 - For sheet label designs, specify where you want to begin printing on the first page.

Refer to [Printing Tags \(page 67\)](#) for general tag printing instructions.

**Tip: Print Markdown Tags without Original Price**

If you would prefer to print markdown tags without showing the original price, simply print your tags in the inventory module instead of Price Manager. Update the markdown price adjustment in Price Manager, then go to **INVENTORY ► ITEM LIST**. Use sorting or a list filter to select the same group of items you marked down, and then select **PRINT TAGS**. The tag print template you have chosen for inventory tags will print only the current price, in this case, the markdown price.

Using Discount Pricing (Pro)

Price Manager's discount pricing option allows you to predefine quantity discounts for an item or group of items. Once defined and saved, Point of Sale automatically applies the discount when qualifying quantities of the specified item(s) are listed on sales receipt or orders. The discount pricing feature uses an "X for Y" discount model.

- X = required purchase quantity of item(s) to qualify for discount
- Y = extended discount price

Example: You have assorted styles, colors, and sizes of silk-screened T-shirts that normally sell for \$15 to \$20 each. To spur sales you define a discount price for the t-shirts of 3 (x) for \$40 (y). When you list any combination of three qualifying T-shirts on a sales receipt, Point of Sale discounts the individual shirt items so that the total extended price for the three is \$40.

Important notes about discount pricing:

- You can include any combination of items, except group items, in a discount.
- An item can be included in only one active discount price at any one time.
- Discounts can be turned on and off. This allows you to offer a discount price on the weekend but inactivate it during the week, for example. The discount remains saved and can be turned back on at any time.
- The combination of customer/item(s) on a document may qualify for more than one discount, e.g. discount pricing plus a customer-assigned discount. In this case, Point of Sale will always give the customer the lowest price for which they qualify.
- You can apply manual discounts in addition to discount pricing on the document. If a manual discount is applied to an item (e.g., for damage to the item) after a discount price has already been applied, the manual discount will not affect the discount pricing of the other items on the document.

Read more about how multiple discounts are applied to sales in [Price and Discount Priority \(page 269\)](#).

Defining Discount Pricing

To define a discount price:

1. From the Inventory menu, select **PRICE MANAGER > DISCOUNT PRICING**.
The list of existing discounts is displayed.
2. Select **NEW**.
3. The New Discount window is displayed.

The screenshot shows the 'New Discount' window with the following details:

- Date Created:** 9/10/2005
- Created By:** Dan
- Discount Name:** T-Shirts 3 for \$24
- Discount Pricing:**

Quantity	Price	Each
Discount 3	For \$40.00	= \$13.33
- Items Eligible for Discount:**

Item #	Description 1	Attribute	Size	Active Price	Cost
67	T-Shirt Cotton Print	Blk	L	\$17.00	\$9.00
68	T-Shirt Cotton Print	Purp	L	\$17.00	\$9.00
69	T-Shirt Cotton Print	Red	XL	\$17.00	\$9.00

4. Enter a unique name for the discount and any notes you want to record.
5. Enter the discount quantity and pricing information:
 - Enter the combined **Quantity** of eligible items that must be purchased to qualify for the discount
 - Enter the total extended **Price** charged for the items
 - Point of Sale calculates and displays the resulting unit price in the **Each** field
6. List the items that are eligible for the discount, using normal item listing procedures.

If you go to your item list to select items, the normal **Doc Qty** field is replaced with item selection check-boxes. Select the items to include in the discount by selecting the check-boxes for the items.

<input type="checkbox"/>	Item #	Description 1	Attribute	Size
<input checked="" type="checkbox"/>	67	T-Shirt Cotton Print	Blk	L
<input checked="" type="checkbox"/>	68	T-Shirt Cotton Print	Purp	L
<input checked="" type="checkbox"/>	69	T-Shirt Cotton Print	Red	XL

7. Select **SAVE**.

To make a discount inactive:

- Select the **INACTIVE** check-box.

You can reactivate the discount at any time by clearing this check-box.

All normal sort, search, edit, delete, and print commands work within your discount list. You can copy one discount to quickly create another, or print a list of current discounts. Note that copying a discount does not copy the listed items, as an item can be included in only one active discount.

Conducting a Physical Inventory

Overview

A physical inventory is an actual count of the merchandise that is in stock. That information is used to confirm or correct the on-hand quantities recorded in inventory. We recommend that a physical inventory be completed when first beginning to use Point of Sale and periodically thereafter.

A physical inventory involves someone going through the store and recording individual item quantities. Individual items might be in various locations in the store, so some items may have multiple entries.

(Pro Multi-Store) Headquarters can enter physical inventory counts for any store. Remote stores can only conduct physical inventories for their own locations.

Basic Steps to a Physical Inventory

Detailed procedures for each step are discussed on the following pages.

1. From the Inventory menu, select **PHYSICAL INVENTORY**.

The Physical Inventory window is displayed.

Physical Inventory: All Items							
Find							
Physical Inventory Count			PDT Scans	Unrecognized Scans			
Item #	Dept...	Description 1	Attribute	Size	On-hand Qty	Physical Qty	Difference
51	MY	T-Shirt Cotton Print	Wht	M	6		
52	MY	T-Shirt Cotton Print	Wht	L	6		
53	MY	T-Shirt Cotton Print	Wht	XL	6		
54	MY	T-Shirt Cotton Print	Wht	XXL	6		
55	MY	T-Shirt Cotton Print	Blue	XXL	6		
56	MY	T-Shirt Cotton Print	Blue	XL	6		
57	MY	T-Shirt Cotton Print	Blue	S	6		

2. Physically count on-hand quantities and enter them in the Physical Inventory Count window.
 - Filter your item list first if taking and entering counts by logical groupings, e.g. department, vendor, physical location
 - Take and enter counts manually or with the optional QuickBooks-approved portable data terminal (PDT sold separately)
3. Review your counts.

4. Update inventory. Updating inventory is the action of accepting entered counts as the actual on-hand quantities.



Only One Workstation at a time can Run Physical Inventory

When one workstation is working in a physical inventory, other workstations are blocked from performing the same activity.

Filtering the Physical Inventory Item List

In larger stores it may be advisable to break the process of conducting a physical inventory down into several phases, such as taking and entering counts by particular department, vendor, physical location, or some other logical grouping. Filtering your item list can make your job easier and save you time by organizing your data appropriately, especially if you are manually entering physical counts.

To filter the item list:

Choose one of the filters from the drop-down list on the Physical Inventory window toolbar:

- **ALL ITEMS** if you want to view all inventory items.
- **ADJUSTED ONLY** if you want to view only the items for which you have already entered counts in the **Physical Qty** field. (This is usually used to for reviewing entered counts before updating.)
- **CREATE FILTER** if you wish to create and optionally save new filter criteria. You can restrict the view to a specific department, vendor, etc. Saving your filter adds it to the filter drop-down list for future use.
- [Your custom name] One of your previously saved filters.

Refer to **Filtering Lists (page 35)** in *Chapter 2* for detailed instructions

Printing a Store Count Worksheet

If you intend to manually count your inventory, you can print a Store Count worksheet on which to record your counts.

If conducting your physical inventory by department or other physical location, filter the Physical Inventory item list accordingly and print a separate worksheet for each area. With the filtered list displayed, select **PRINT** from the File menu.

Printed: 9/10/2005 3:04:08 PM		Store Count Worksheet					
Item #	Dept Name	Description 1	Description 2	Size	Attribute	Qty	Counted QTY
49	My Department	T-Shirt Cotton Print		XXL	Purp	C	
50	My Department	T-Shirt Cotton Print		S	Wht	E	
51	My Department	T-Shirt Cotton Print		M	Wht	E	
52	My Department	T-Shirt Cotton Print		L	Wht	E	
53	My Department	T-Shirt Cotton Print		XL	Wht	E	

When done recording counts for an area, return to Point of Sale and transfer the counts to the Physical Inventory Count window as described in the next section.

Entering Physical Inventory Counts

There are three ways to enter physical inventory counts:

- **Use the Add Counts option.** This speeds up the manual data entry process. You simply type in an item identifier (UPC, Alternate Lookup, or Item #) and a physical quantity. After each entry, the focus moves back to the **Item** field, so you can immediately make the next entry. When you are finished, multiple entries are consolidated.
- **Edit the Physical Qty field** for individual items on the Physical Inventory Count window. This is convenient for entering physical quantities for items that are grouped near each other, but it may be time consuming if the items are scattered throughout your store or item list.
- **Use the optional QuickBooks-approved portable data terminal (PDT)** to scan bar codes and enter quantities, which can then be uploaded to Point of Sale.

Entering Counts Using the Add Counts Window

To enter physical inventory counts using the Add Counts window:

1. From the Physical Inventory task list, select **ADD COUNTS**. The Add Counts window is displayed.

Item #	Description 1	Attribute	Size	On-hand Qty	Physical Qty
49	T-Shirt Cotton Print	Purp	XXL	3	3
51	T-Shirt Cotton Print	Wht	M	1	1
50	T-Shirt Cotton Print	Wht	S	7	7
52	T-Shirt Cotton Print	Wht	L	0	1
53	T-Shirt Cotton Print	Wht	XL	6	6
54	T-Shirt Cotton Print	Wht	XXL	6	6
55	T-Shirt Cotton Print	Blue	XXL	3	3
56	T-Shirt Cotton Print	Blue	XL	6	5
57	T-Shirt Cotton Print	Blue	S	2	2

2. Select the preferred workflow in the **After Item Entry, go to** area:
 - **QUANTITY FOR CURRENT ITEM** for most efficient data entry. After you enter an item identifier, the focus moves to the **Quantity** field so you can enter the item count.

Or

 - **NEXT ITEM**, to list items with a default quantity of 1. After you enter an item identifier, focus returns to the **Item** field.
3. Scan a bar code or enter an item identifier (**UPC, Alternate Lookup, or Item #**) and press **<ENTER>**. Audio and visual warnings are given if an unrecognizable identifier is entered.

The program will search items in order of UPC, Alternate Lookup, and then Item #. The first match to the entry is listed, e.g. if you have item Alternate Lookup that matches an Item # an entry matching both will cause the item with the Alternate Lookup match to be listed.

4. If you selected **QUANTITY FOR CURRENT ITEM** in Step 2, enter a quantity and press **<ENTER>**. If the item quantity is zero (0), enter a zero. Only items with an entered quantity will be updated.

If you selected **NEXT ITEM** in Step 2, the program enters a quantity of 1 for the item. You can edit this quantity later, after closing the Add Counts window. *Refer to the procedure for entering manual counts below.*

- Repeat Steps 3 and 4 until you are finished entering all the items and their counts. To remove an item and its count, highlight the item and select **DELETE ITEM**.
- Select **OK**. The Physical Inventory window is displayed again, with your counts entered in the **Physical Qty** field for each item.

Physical Inventory Count		PDT Scans	Unrecognized Scans					
Item #	Dept ...	Description 1	Attribute	Size	On-hand Qty	Physical Qty	Difference ...	
50	MY	T-Shirt Cotton Print	Wht	S	7	7	0	
51	MY	T-Shirt Cotton Print	Wht	M	1	0	-1	
52	MY	T-Shirt Cotton Print	Wht	L	1	1	0	
53	MY	T-Shirt Cotton Print	Wht	XL	6	6	0	
54	MY	T-Shirt Cotton Print	Wht	XXL	6	6	0	
55	MY	T-Shirt Cotton Print	Blue	XXL	3	4	1	

- Review your counts, filtering the list as appropriate.
- Proceed to the section titled **Updating a Physical Inventory (page 176)** or make additional manual adjustments as described below.

To enter counts in the Physical Inventory Count item list:

- Use sort, search, or filtering procedures to locate and display an item or group of items, as appropriate.
- Enter a **Physical Qty** for each item.
If your item list shows an on-hand quantity, but none were counted, enter a zero (0) in the **Physical Qty** field. Only items with an entry in the **Physical Qty** field will be updated.
- Proceed to the section titled **Updating a Physical Inventory (page 176)**.

Entering Counts with a Portable Data Terminal (PDT)

Using the QuickBooks-approved Portable Data Terminal (PDT) is an easy and efficient way to record and update your physical inventory. Since the PDT is portable, you can move freely around your store, scanning the barcodes of your inventory items and entering counts. This option not only saves you time, but also helps to reduce counting and transfer errors.

After scanning/entering counts, return the unit to its base to upload the items to Point of Sale's Physical Inventory window. You have the opportunity to review the retrieved item counts and resolve any errors before you update inventory.

The standard QuickBooks-approved PDT allows you to scan thousands of units, allowing you to complete your scans for an entire department, aisle, or other physical location before stopping to upload data to Point of Sale. You can complete your physical inventory all at once or in a series of batches, depending on the size of your inventory.

The PDT connects with a USB interface, which makes it very convenient for your employees to use.

 **Preference: Adding the PDT to Your Workstation**

EDIT > PREFERENCES > WORKSTATION > EQUIPMENT > PORTABLE DATA TERMINAL. Select your model of PDT from the drop-down list and specify the appropriate COM Port to which it is attached. Refer to the instructions that came with your PDT unit or search the Point of Sale help index using the keyword “PDT” for more information on configuring your PDT.

Using your PDT

The PDT cradle is for storing and recharging your device while not in use, or when retrieving data into Point of Sale.

The simple arrow key navigation allows you to scroll and select options and the keypad allows you to enter data manually. Either blue button is used as “enter” to select the highlighted option.

Scanning Options

There are two scanning options with the PDT:

- Scan each and every unit of an item, the unit enters a quantity of one for each scan
- Scan one unit of an item, and then enter the counted number of units manually

To scan each and every unit of an item:

1. Turn the PDT unit on.
2. Select **COLLECT**.
3. Select **SCAN BARCODE**.
4. Hold the PDT at a slight angle so that you see the red reflection from the infrared light on the barcode.
5. Press the yellow button to scan the item. A quantity of “1” will be assigned to each scan.
6. Repeat until all units have been scanned, for all items being counted.



Representative image, actual unit may vary

To manually enter item counts into your PDT:

1. Turn the PDT unit on.
2. Select **COLLECT**.
3. Select **SCAN & ENTER**.
4. Scan the bar code for one unit of an item.
5. Use the keypad to enter the total number of units of the scanned item.
6. Press either blue button.
7. Repeat for all items being counted.

To view, edit and/or delete a scan from the PDT:

1. From the main menu, select **UTILITIES**.
2. Select **BROWSE DATA**.
3. Use the arrow keys to scroll through the displayed scans.
4. To edit scans:
 - a. Hold down the **FN/ALPHA** key on the bottom left of the keypad while pressing **8** to edit the selected scan.
 - b. Manually reenter the UPC for the scan, or scroll to the character you wish to edit.
 - c. When you have finished editing, press either blue button to save.
5. To delete scans:
 - a. Hold down the **FN/ALPHA** key on the bottom left of the keypad while pressing **9** to delete the selected scan.
 - b. Press **7** to delete or **9** to cancel.
 - c. Press **1** to confirm or **3** to cancel.

To clear scans from PDT memory:

1. From the main menu, select **UTILITIES**.
2. Select **DELETE DATA**.
3. Select **LAST ONE** to delete the last scan, or **ALL DATA** to clear all scans from memory.
4. Press **1** to confirm or **2** to cancel.



Clearing Scans

Deleting the last scan removes the last item record entered, even if quantities greater than 1 were manually entered into the record. Later, **after** accepting your scans to the Physical Inventory Count window and updating inventory, you can use this procedure to clear all scans from the PDT memory before starting another scan batch.

Retrieving Scanned Data to Point of Sale

To retrieve scanned data:

1. Place the PDT in its cradle (make sure the adapter is plugged into a USB port on your workstation). The PDT icon is displayed at the bottom right of your screen.
2. If the Physical Inventory window is not already open, select **PHYSICAL INVENTORY** from the Inventory menu.
3. From the task list, select **RETRIEVE PDT SCANS**.
4. Follow the on-screen instruction in Point of Sale.

When the upload from the PDT unit is complete, a confirmation window displays the number of valid scans (added to the PDT Scans tab of the Physical Inventory window) and any unrecognized scans (listed on the Unrecognized Scans tab).

Retrieved scans are not added to the Physical Inventory Count window until they have been accepted. *See next section.*

Working with Retrieved Scans

After your scans are retrieved from the PDT, you can choose from the following tasks:

- Clear unrecognized scans
- Delete selected items from retrieved information
- Accept scanned items into the Physical Inventory Count window

Unrecognized scans mean that either there was an error in the scan (unusual, but possible with a torn or marred tag) or that the item identifier you scanned does not exist in your Point of Sale inventory. For example, if you are scanning UPC bar codes, those UPC codes must be entered in the item records in your inventory so that Point of Sale recognizes them when they are retrieved from the PDT unit.

Refer to [About Item Identifiers \(page 54\)](#) for more information about working with item numbers, UPCs, and Alternate Lookup item identifiers.

To clear unrecognized scans:

1. On Point of Sale's Physical Inventory window, select the **UNRECOGNIZED SCANS** tab.

The unrecognized scans screen displays the scanned items not in inventory. The bad scans are listed in red and are grouped in alternating color bars for easy identification. To help guide you to what items in your store were not recognized, the items scanned just before and just after the bad scans are displayed in green in the list.

Physical Inventory Count		PDT Scans	Unrecognized Scans	
Item #	Description 1	Attribute	Size	Scanned Qty
7	Adult Baseball Bat	32 oz	32 in	1
	Unrecognized Item			1
	Unrecognized Item			1
	Unrecognized Item			1
	Unrecognized Item			1
7	Adult Baseball Bat	32 oz	32 in	1

To print the list of unrecognized scans, select **PRINT** from the File menu. You can enter these counts manually later or correct the situation (bad tags or item identifiers not entered in inventory) and scan these items again in the next batch.

2. From the task list, select **CLEAR UNRECOGNIZED SCANS**. A confirmation window is displayed.
3. Select **YES**.

To remove retrieved scans:

1. On the Physical Inventory window, select the **PDT SCANS** tab.
2. Select the check-box next to the scanned item(s) you wish to remove from the retrieved information.
3. From the task list, select **REMOVE SELECTED SCAN**.

To accept retrieved scans to the Physical Inventory Count window:

1. Select the **PDT SCANS** tab.
2. To accept all scans, choose **SELECT ALL SCANS** from the task list.

Or

To add just some of the retrieved items, select the check-box next to those items.

3. Select **ACCEPT SELECTED SCANS**.

Updating a Physical Inventory

Updating a physical inventory replaces your current inventory on-hand counts with the counts you have entered on the Physical Inventory Count window.

It is strongly recommended that you review your entered counts for accuracy before updating. All items with a count entered (zero counts as an entry) are updated in inventory.



Important Note: Enter Zero Quantities if Appropriate

Be sure to enter zero (0) counts in the **PHYSICAL QTY** field for out of stock items so that they will be included in the physical inventory update. This is especially important if your inventory currently shows an erroneous on-hand quantity for the item.

To update your physical inventory:

1. Select the **PHYSICAL INVENTORY COUNT** tab.
2. Select **UPDATE** from the bottom toolbar.
A confirmation window is displayed.
3. Select **YES** to update inventory quantities. Select **NO** if you want to cancel the update.



Adjustment Memos Created

Quantity adjustment memos are generated by Point of Sale, if necessary, when a physical inventory is updated. "Physical" is always listed as the memo's **Reason**. If requiring logins, the current logged-in employee is entered as the **Associate** on the memo. If not using security, the **Associate** field is left blank.

Refer to [Adjusting Item Costs and Quantities \(page 142\)](#) earlier in this chapter, for more information about adjustment memos.

Reminder: Clear the PDT Memory

After successfully updating inventory with your counts, you should clear the PDT memory before scanning another batch.

- Select **CLEAR PDT MEMORY** from the Physical Inventory task list or follow the instructions in [To clear scans from PDT memory: \(page 173\)](#).

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Overview

When merchants need to restock or add new merchandise, they create and send documents called *purchase orders* (POs) to vendors. A PO typically includes the following information:

- The vendor's name
- Order, shipping, and cancel dates
- A list of the items to be ordered and information about those items, including description, cost, and the quantity ordered
- The total cost of the order, including discounts and fees
- Optionally, terms of payment and payment due date (for tracking purposes)
- A summary of the purchase order fill status (what has been received and what has not)

The merchandise ordered on a purchase order is added to inventory when the merchandise has been recorded on a receiving voucher referencing that purchase order. When a purchase order has been filled or cancelled, it can safely be deleted. Receiving vouchers provide the permanent record of the items purchased.

(Pro Multi-Store) Purchase orders are typically created only at the Headquarters store. The exception to this rule is that remote stores can generate POs from a customer order, to order special order items from vendors. Remote stores receive the purchase orders created at Headquarters for merchandise destined for their store and can reference those POs to create receiving vouchers.

*Refer to **Purchasing and Receiving (page 421)** for more information on purchasing features in a multi-store configuration.*



POs Not Exchanged with QuickBooks

Purchase orders are not exchanged between Point of Sale and QuickBooks. If you have existing purchase orders in your financial software that you want to track in Point of Sale, you must enter them manually. It is strongly recommended that after integrating with QuickBooks that you only create new purchase orders in Point of Sale, unless you intend to track an item completely within your financial software. *Refer to Chapter 4 of the Point of Sale Getting Started Guide for a discussion about tracking items in QuickBooks.*



Maintaining Accurate Vendor Histories

Do not mix items from different vendors on purchase orders or receiving vouchers if you want to maintain accurate vendor histories and be able to run meaningful vendor reports.

Working with Vendors

Each vendor from whom you purchase merchandise should be added to your vendor list. A vendor entry is required on purchase orders and receiving vouchers. When you associate vendors with items in inventory and list them on purchasing documents, Point of Sale can track and report the merchandise by vendor as it is ordered, received, and sold.

The receiving history for a vendor can be instantly displayed at anytime and provides summarized statistical data of the purchases and returns you have made for the vendor, as well as listings of all receiving vouchers and non-deleted purchase orders.



Importing Vendors from QuickBooks

If you had active vendor records in QuickBooks when you began using Point of Sale, they were imported and added to your Point of Sale vendor list. You should review and edit vendor records as appropriate and complete other fields to fit your needs. Also, be aware that new vendor names created in Point of Sale should not duplicate a name already in your financial software vendor, customer, employee, or "other name" lists.

Refer to [Reviewing Imported Data \(page 458\)](#) for more information.

(Pro Multi-Store) Remote stores can view but cannot add or edit vendors. Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information about multi-store features.

Accessing Vendor Records

- From the Purchasing menu, select **VENDOR LIST** or **NEW VENDOR**

Vendor Information Fields

The table below lists the name and use of each field available on vendor records.



Field Label Symbols

Symbol	Description
[]	Fields shown in brackets are automatically populated with suggested or read-only data by the program. If read-only, these fields cannot be edited by the user.

Field	Usage
Account #	Your account number with the vendor.
Address Fields Street City, State ZIP	Address fields.
Company	Vendor company name.
E-Mail	Vendor e-mail address. Entering an e-mail address allows you to e-mail the vendor from her record and to e-mail purchase orders from within Point of Sale (Internet connection required). Refer to E-mailing Purchase Orders to Your Vendors (page 197) for more information.
Inactive	Select this check-box to hide unused vendors from the active vendor list and to stop exchanging the vendor's information with QuickBooks. Refer to Making a Vendor Inactive (page 183) for more information.
Name Fields Title First Last Alt Contact	Name fields for vendor contact. Contact person's title, e.g. Mr., Mrs. Contact person's first name. Contact person's last name. Alternate contact name.
Phone/FAX	Three telephone/FAX numbers can be entered in the Phone , Alt Phone , and Phone 2 fields.
QB Status	If integratd with QuickBooks Financial Software, displays the exchange status of the vendor record with QuickBooks: NOT POSTED if the vendor information has not yet been sent to QuickBooks or if the vendor is marked inactive; COMPLETED if the information has been sent. Refer to Verifying the Exchange of Individual Transactions (page 463) for more information.
[Terms]	<i>Terms of Payment:</i> Default payment terms for the vendor. These terms are suggested on POs and receiving vouchers made for the vendor. Refer to Vendor Payment Terms (page 186) later in this chapter for more information.
Vendor Code	Optional, alphanumeric code, up to 3 characters, identifying each vendor. Can be used to display the vendor on reports and lists.
Vendor Notes	Optional notes, such as shipping lead time, FOB shipping point, etc.
Vendor Website	Record the vendor's website address. Select GO TO WEB to visit the vendor's website from the record (Internet connection required).
Pro Fields	
Custom Fields	Define and use up to seven custom fields to record other vendor information important to your business. Once defined, these fields can be added to your vendor list, used to filter the list and certain reports, or added to printed document templates. Refer to Custom Fields (Pro) (page 506) for more information.

Adding a New Vendor

To add a new vendor:

1. From the Purchasing menu, select **NEW VENDOR**. A blank vendor form is opened.
2. Enter vendor information in the fields. **COMPANY** is the only required field.
Refer to the fields table above and the following sections for information about each field.
3. Select **SAVE**.



QuickBooks Users

New vendor names should not duplicate a name already in your financial software vendor, customer, employee, or "other name" lists.



Importing Vendor Information

You can use the Data Import Wizard to import information about your vendors from an Excel spreadsheet or from a text file. *Refer to [The Data Import Wizard \(page 14\)](#) for information on how to use the Data Import Wizard.*

Using Copy to Add a Vendor Record

If an existing vendor is similar to one you want to add, simply copy the existing vendor and edit the fields to reflect the new vendor information.

To copy a vendor record:

1. Highlight or display an existing vendor record and select **COPY**. All the information from the original vendor, except the **QB Status** field, is copied to a new record.
2. Edit the fields to reflect the new vendor information.
You must assign a unique **COMPANY** name.
3. Select **SAVE**.

Locating a Vendor Record

You can locate a specific record in your vendor list by sorting, scrolling, filtering, or searching by keyword. Each method is summarized below.

Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for more information about each method.

To find a vendor record by sorting or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

To filter your vendor list:

1. Display your vendor list.
2. Select a filter option from the drop-down list at the top of the list:
 - **ALL VENDORS** displays your full vendor list (default)
 - **ACTIVE VENDORS** displays all vendors except those that have been flagged as inactive
 - A previously memorized filter (your custom name displayed)
 - **CREATE FILTER** to define new filter criteria
 - **MANAGE FILTER VIEWS** allows you to edit previously memorized filtersThe first three choices immediately display your filtered vendor list, and the next step does not apply.
3. Enter or edit filter criteria as necessary and then select **APPLY**. Your vendor records are filtered and displayed accordingly.

If defining new criteria and you want to memorize it for future use, select **SAVE** before selecting **APPLY**.

To search for a vendor:

The Search feature allows you to search across multiple fields, not just the sorted column.

1. From your vendor list, select **FIND (<CTRL+F>)** from the window toolbar.
2. Enter a keyword by which you want to search.
3. Optionally, select **ADVANCED FIND OPTIONS** and select a specific field in which the search is to be conducted or specify other search options. Select **HELP** in the Find window for more information on search fields.
4. Select **FIND** or press **<ENTER>**.

All vendors matching your search criteria are displayed in the Find window; you can then select a vendor to work with, return to the full vendor list, or start a new vendor record.

Editing a Vendor Record

To edit a vendor record:

1. Highlight the vendor record in your vendor list.
2. Select **EDIT**.
3. Modify the vendor fields, as needed. Read the warning below about editing vendor names.
4. Select **SAVE**.

If you want to edit multiple vendor records right in the vendor list, select **TURN LIST EDIT ON** from the Edit menu. Navigate field-to-field within the vendor list to edit. Your changes are saved as you navigate out of a row. Select **EDIT ► TURN LIST EDIT OFF** when finished.



Warning: Changing a Vendor Name

Changing a vendor name in the vendor record has no effect on inventory or your receiving history. However, if you change a vendor name, you should update item records for that vendor. In inventory, edit the **Vendor Name** field for each item you purchase from the vendor. Refer to [Editing an Item \(page 99\)](#) for more information.

Making a Vendor Inactive

Vendors in Point of Sale can be flagged as inactive, in which case they are not displayed when you filter your vendor list for active vendors.

This allows you to flag utilities and miscellaneous vendors (which may have been imported from QuickBooks) or any other vendor not currently used in Point of Sale as inactive, so they do not clutter your active vendor list display.

To make a vendor inactive:

- Select the **INACTIVE** check-box on the vendor record. To make the vendor active again, clear the check-box.

To view inactive vendors:

- Filter your vendor list selecting the **ALL VENDORS** filter or create a custom filter to display only inactive vendors.



Inactive Vendors and Financial Exchange

Inactive vendors are not sent to QuickBooks. However, if you make a voucher for an inactive vendor, the vendor is sent to QuickBooks with the voucher. From that point on, the vendor is shared unless set to inactive again in both programs.

Deleting a Vendor Record

Vendors can be deleted from Point of Sale at any time.

If you delete a vendor, you will no longer have access to that vendor's history, but the vendor will remain listed on pending and history documents and can be included in reports that are generated from those documents.

If you are deleting a vendor because you have a duplicate, consider using the [Merging Duplicate Vendors \(page 184\)](#) procedure instead, as this will combine the two vendor histories into one record and remove the other.

To delete a vendor record:

1. Highlight or display the vendor record that you want to delete.
2. Select **DELETE**.
3. If prompted, indicate if you want to delete the vendor from QuickBooks as well.



Deleting Vendors If You Exchange Data With QuickBooks

QuickBooks users that share vendor information should select to delete the vendor record in their financial software or it will be re-created in Point of Sale with the next Financial Exchange. If the vendor is listed on documents in QuickBooks, the record cannot be deleted in that program so it is made inactive instead. This also prevents it from being re-created on the next exchange.

If you delete a vendor, but later list that vendor on a receiving voucher (by referencing a PO listing the vendor), the vendor will be re-created in both Point of Sale and QuickBooks with the following Financial Exchanges.

Merging Duplicate Vendors

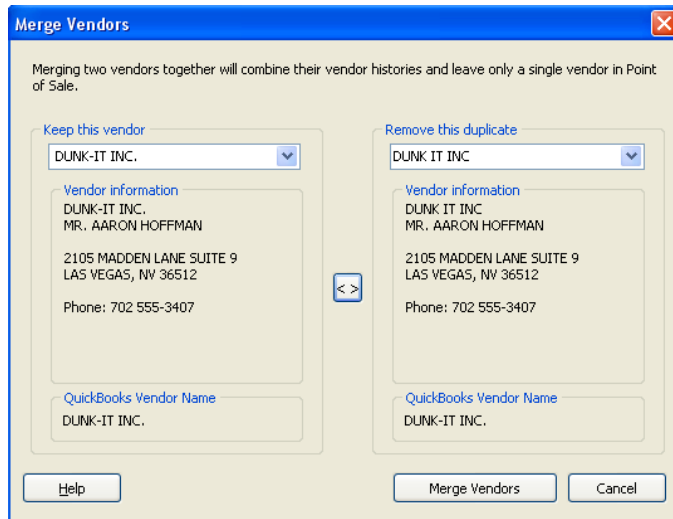
Occasionally, you may end up with two records for the same vendor. This would most likely happen by entering the vendor twice with slightly different spellings of the name. The **Merge Vendors** feature can be used to combine the receiving history of the duplicate vendors into a single record and then delete the other.

If you also use QuickBooks, you have the option of deleting or making inactive the duplicate vendor in QuickBooks so that it is not re-created in Point of Sale on the next data exchange.

To merge duplicate vendors:

1. In your Point of Sale vendor list, highlight the vendor record you want to keep.
2. Select **MERGE VENDORS** from the task list.

The Merge Vendors window is displayed.



3. From the drop-down list in the Remove this Duplicate section, select the vendor you want to delete.
If you use QuickBooks, the name currently displayed in your QuickBooks vendor list is shown at the bottom of the window to help you verify you have the correct vendors selected.
If necessary, you can reverse positions of the vendors (which to keep and which to remove) by selecting the button located between them.
4. Select **MERGE VENDORS**.
5. If prompted, specify if you want to delete the duplicate from QuickBooks as well. The deletion in QuickBooks will occur with the next Financial Exchange.

Deleting QuickBooks Vendors

If the vendor to be deleted is listed on any QuickBooks documents, QuickBooks will not allow the deletion. In this case the vendor is made inactive in QuickBooks so that it is not re-created in Point of Sale on the next Financial Exchange.

Vendor Payment Terms

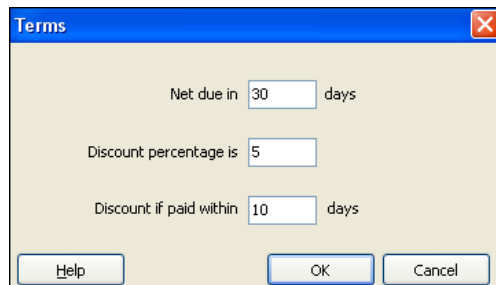
In the **Terms** field of the vendor record, you can specify default payment terms that are then suggested when you create purchase orders and vouchers for the vendor.

If exchanging data with QuickBooks and vendors were imported from QuickBooks, the **Terms** field is populated with the default terms you had defined for the vendor in QuickBooks. If you edit the default terms in either program, they are sent to the other and become the new default terms in both.

You can edit the terms on individual POs as you create them. Refer to [Vendor Terms on Purchase Orders \(page 196\)](#) for more information.

To define default terms for a vendor:

1. Display the vendor record.
2. Select the button (<F4>) adjacent to the **Terms** field.
The Terms dialog is displayed.
3. Enter term information in the three fields. The entries shown here would result in terms of 5% 10 Net 30 being suggested on documents.
4. Select **OK**.



The screenshot shows a dialog box titled "Terms" with a close button in the top right corner. The dialog contains three input fields: "Net due in" with the value "30" and the unit "days", "Discount percentage is" with the value "5", and "Discount if paid within" with the value "10" and the unit "days". At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

Viewing a Vendor's History

Vendor history allows you to view summarized statistical data for the merchandise you have purchased and returned from/to the vendor, as well as displaying a list of vouchers and non-deleted purchase orders.

To access vendor history:

1. Highlight or display a vendor record.
2. From the task list, select **VENDOR HISTORY**.

Or

Select the **HISTORY** tab.

Receiving		Purchase Orders	
Received Cost	\$818.37	On Order	\$36.87
Return Cost	\$28.00	Units on Order	10
Avg Cost/Voucher	\$169.27		

Date	Doc #	Document Type	Status	Associate	Total	No of Items
9/11/2005	3	Purchase Order	Open	Dan	379.74	4
9/9/2005	9	Receiving Voucher	Regular	Sysadmin	27.50	1
9/6/2005	1	Receiving Voucher	Regular	Dan	0.00	1
8/15/2005	17	Receiving Voucher	Regular	Dan	366.87	4
34	Table Felt		3			
39	Pool Table Lamp		3			

Drilling-Down With QuickZoom

You can “drill-down” into a vendor’s history to see document item detail or to view the entire document in a separate window. Select the + sign on a line to expand the document and view item detail. When the QuickZoom icon is displayed, click to open the document.

To view or copy a voucher or purchase order:

1. Highlight a document on the Vendor History window.
2. Use QuickZoom as described in the tip above to display the document or select **GO TO DOCUMENT** from the I Want To menu.

With the document displayed, you can copy, edit (subject to normal editing guidelines), or reverse it as needed.

If you have a voucher or purchase order window open when you come to Vendor History, you will have to switch back to the open document window and cancel or complete it before you can copy from history to another new document of the same type. *Only one of any document type can be open at a time.*

To do a text-search in vendor history:

1. With a vendor’s history displayed, select **FIND** from the window toolbar.
2. Enter the text string you are looking for and select **FIND NEXT**.
3. Continue selecting **FIND NEXT** to locate additional occurrences of the text.
4. When done, select the red **X** to the left of the Find panel to close it

Notes about vendor history:

- Press **<F5>** to refresh the vendor's history, if necessary (e.g. documents are created while viewing).
- You cannot edit the information displayed on the Vendor History window
- You can also drag-and-drop column headers or separators to rearrange and resize columns respectively
- If you delete purchase orders once they are filled, the deleted purchase orders are no longer displayed on the Vendor History window, and their information is not included in the summarized statistical information. However, the receipt of the merchandise on deleted purchase orders is reflected in the receiving vouchers and receiving information in the window.
- (Pro Multi-Store) Remote stores can only view receiving vouchers and POs created for the vendor at the local store

Refer to [Chapter 6 Receiving Merchandise \(page 207\)](#) for more information about working with receiving vouchers.

Printing Vendor Lists

Refer to [Printing Records or Documents \(page 67\)](#) for printing instructions to print your vendor list.

Vendor List Reports

You can also print your vendor list using Point of Sale reports, which gives you more freedom to customize the list for your particular needs or to export the list to Excel.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information.

Working with Purchase Orders

Accessing Purchase Orders

From the Purchasing menu, select:

- **PURCHASE ORDER LIST** to view existing purchase orders
- **NEW PURCHASE ORDER** to create an order for merchandise from your vendor(s)
- (Pro) **SUGGEST PO** to have Point of Sale recommend purchase order quantities for items that have fallen below their reorder point

Using Reorder Point Reminders

You can define a reorder quantity (**Reorder Point** field) for your inventory items. When item quantities fall below the reorder point, the Reminders feature will alert you. This option can help you identify those items you need to order from your vendors. See [Using Item Reorder Points \(page 110\)](#) for more information about defining your reorder points.

Point of Sale looks at the current on-hand quantity plus any quantity already on order, but not yet received, when determining what items get added to the Reminders window.

To view the Reorder Items Reminders:

1. From the Inventory menu, select **REMINDERS**.
2. Select the **REORDER ITEMS** tab.

(Pro) Point of Sale can also suggest and generate purchase orders for these items. Refer to [Having Point of Sale Suggest Purchase Orders \(Pro\) \(page 205\)](#) later in this chapter.

Basic Steps to Create a Purchase Order

The following procedure explains the basic steps for creating a new purchase order. Specific instructions for each step are covered in the following sections, as necessary.

1. From the Purchasing menu, select **NEW PURCHASE ORDER**
2. Accept the suggested **PO #** (sequential order) or enter a unique alphanumeric number of your own
3. Enter a vendor in the **Vendor** field

- Select a vendor from the drop-down list, choose the **FIND VENDOR** icon to search for a vendor, or press **<F4>** to go to your vendor list and locate a vendor.
 - When the vendor is listed, the default payment terms you have defined in the vendor record are suggested on the PO.
 - (Pro) If you order the same item(s) from multiple vendors you can list any of the item's vendors on the PO.
*Refer to **Using Multiple Vendors for an Item (Pro) (page 120)** for more information on using multiple vendors for items.*
4. Enter or edit the **Order, Ship, and Cancel** dates. *Refer to the following section for more information on how these dates are used.*
 5. List the items you want to order, entering the order quantity and changing the cost, if necessary, for each item selected.
 The various methods for listing items on purchase orders are discussed later in this chapter. The purchase order **Cost** is suggested as the **Order Cost** of the item from inventory, but can be edited as necessary.
 6. Enter instructions, discounts and/or fees that will apply to the order.
 7. Select **SAVE**.

Item #	Description 1	Attribute	Size	Ordered	Due	Cost	Ext Cost
6	Pool Balls		Std	3	3	\$27.50	\$82.50
39	Pool Table Lamp		31 in	3	3	\$100.00	\$300.00
7	Chalk 6-pak			6	6	\$1.79	\$10.74
8	Ball Rack			6	6	\$2.50	\$15.00
11	Table Felt	6 ft	Green	6	6	\$14.00	\$84.00

Example Purchase Order

Purchase Order Information Fields

The following table alphabetically lists the fields that are available on the purchase order form or in the purchase order list. Fields that apply only to Pro or Pro Multi-Store levels are listed at the end of the table. Item fields whose purpose is explained in [Item Information Fields \(page 90\)](#) have been omitted from this table.

If an item or purchase order list field included in this table isn't visible on your screen, you can customize your list columns to include it. Refer to [Customizing Columns in Lists \(page 502\)](#) for more *information*.



Field Label Symbols

Symbol	Description
[]	Fields shown in brackets are automatically populated with suggested or read-only data by the program. If read-only, these fields cannot be directly edited by the user.

Field	Usage
[Associate]	The employee making the purchase order. Automatically populated with the logged in user's name or, if logins are not required, a name can be selected from the drop-down list of defined employees.
[Cost]	The cost at which an item is being ordered on the purchase order. Suggested as the Order Cost from inventory, but can be edited. Two decimal places displayed: up to five decimal places can be entered and are stored.
Date Fields [Order Date] [Ship Date] [Cancel Date] [Payment Due Date]	<p>Order Date and Ship Date are suggested as the current date. All dates are editable. Select (<F4>) to access the pop-up calendar.</p> <p>Cancel Date: Optional date after which delivery is to be refused. You can set the preference below to be alerted when receiving against a purchase order whose cancel date has passed. You can still receive the merchandise at your discretion.</p> <p>PREFERENCES > COMPANY > RECEIVING > <input checked="" type="checkbox"/> Warn when receiving against PO past its cancel date.</p> <p>Payment Due Date: Tentative due date calculated by adding the net due days specified in the vendors terms to the Ship Date. If the vendor terms or Ship Date are edited on the purchase order, the payment due date is adjusted accordingly. Used for reporting and planning purposes only.</p>
Discount Disc %	<p>Discount: The dollar amount of a discount, applied to the PO subtotal.</p> <p>Disc %: Percentage discount applied to the purchase order subtotal. Entering a value in either field causes the other to be calculated and displayed.</p>
[Ext Cost]	<i>Extended Cost:</i> For an ordered item, quantity Ordered multiplied by the Cost for that item. If ordering items with fractional cent costs, you can enter the quantity and extended cost, and Point of Sale will calculate and display the unit cost. Two decimals displayed; up to five decimal places can be entered and are stored.

Field	Usage
Fee	A fee applied to the purchase order. For example, a special handling fee might be applied to an order. Enter the amount.
Instructions [Printed PO Instructions]	Instructions (on PO form): Free-form text entry field allowing you to record miscellaneous information regarding the purchase order. Select the icon adjacent to the field to enter longer comments. Printed PO Instructions (not displayed on form); One or two lines of instructions that appear on the printed PO only. Defined in PREFERENCES > COMPANY > PURCHASING > PO Instructions .
[No of Items]	<i>In the PO List:</i> The total number of different items (not units) ordered on the PO.
[PO #]	Default sequential number assigned by the program. Editable. (Pro) If you generate POs from a customer order, the PO number is created from the customer order number and a prefix, e.g. SO121. Refer to Generating Purchase Orders from Customer Orders (page 329) for more information.
On Order	<i>In the PO Item List:</i> Quantity of the item currently on order. Updated with this POs order quantity upon saving.
Ordered	Order Quantity: In the purchase order item list. The ordered quantity of an item. Suggested as one (1) or the Doc Qty transferred from inventory. Editable.
[Payment Due Date]	Calculated date field. Ship Date + Net Due Days from terms. Included for planning and reporting purposes. Example: If Ship date is 9/10/05 and terms include Net Due in 20 days, calculated payment due date is 9/21/05.
[Due] [Total Due]	<i>In the PO Item List:</i> The item quantity remaining to be received. <i>In the PO Totals area:</i> The total purchase order quantity (all items) remaining to be received. Updated by receiving vouchers that reference the purchase order. Qty Due = Qty Ordered – Qty Received
[Qty Ordered]	<i>In the PO totals area:</i> The total PO quantity (units, all items) ordered.
[Qty Received]	<i>In the PO Item List:</i> The item quantity already received. <i>In the PO Totals area:</i> The total purchase order quantity (units, all items) already received. Updated by receiving vouchers that reference the purchase order.
Status	The current status of the purchase order. Automatically set to OPEN on new POs and CLOSED on filled purchase orders. Used to track your purchase orders and filter the PO list and reports. Editable. You can define your own status entries and use them to track purchase order progress. Refer to Tracking Orders by Status (page 201) for more information.
[SubTotal]	The the sum of item extended costs on the PO before applying any discounts or fee.

Field	Usage
[Terms]	Vendor's payment terms for the purchase. Suggested as the default terms from the vendor's record. Editable. Refer to Vendor Terms on Purchase Orders (page 196) for more information.
[Total]	The total purchase order amount after discounts and fees are applied to the subtotal. Total = Subtotal – Discount + Fee
[Unfilled %]	<i>In the PO Totals area:</i> The percentage of the total PO quantity (all items) that has not yet been received. Updated by receiving vouchers that reference the PO. Unfilled % = (Qty Due / Qty Ordered) X 100
Vendor	Enter the vendor from whom you are purchasing the merchandise. Required.
Pro and Pro Multi-Store Fields	
[Lay/SOWO #]	<i>In the PO list:</i> If you generated the PO from a customer order, the customer order number populates this field. Refer to Generating Purchase Orders from Customer Orders (page 329) for more information.
Store <i>At Headquarters</i>	The store for which the purchase order is being made. Select the store code from the drop-down list. When you run Store Exchange this purchase order will be sent to the specified store.

Working with Purchase Order Items

Listing Items on a Purchase Order

This procedure is summarized here. See [Listing Items on Documents \(page 47\)](#) for detailed instructions.

To list items on a purchase order:

With the cursor in the **Enter Item(s)** field, use any of these procedures:

- Enter or scan the UPC, Alternate Lookup, or Item #, and press **<ENTER>**
If a single item match is located, it is immediately listed on the document with a quantity of one (1). If multiple matches are found, the Find window is displayed with all item matches.
- Enter an item description search keyword. As you type, the drop-down list of your items is displayed with the closest match highlighted. Select an item.

- Choose **SELECT FROM ITEM LIST (<F4>)** to go to your full item list and locate items.
Use standard filter, search, or sort procedures to locate the item(s) you wish to list, and then return them to the purchase order by:
 - To quickly list one item with an order quantity of one at the current order cost, double-click the item. You can further edit the quantity and cost on the purchase order.
 - To list multiple items, enter the order quantity for each in the **Doc Qty** column and review/edit the order cost in the **Doc Cost** column. When done, choose **SELECT** from the bottom toolbar.
 - (Pro) If you are ordering several members of the same style, highlight one style item and then select **SWITCH TO STYLE** from the task list. Enter order quantities in the individual cells of the style grid. When done, choose **SELECT** to list the items and quantities on the purchase order at the current order cost. You can edit the order cost on the purchase order if necessary.

**Tip: Using Filtered View in Inventory to Display a Single Vendor's Items**

When selecting items from inventory, you may find it helpful to filter your item list to display only items from the vendor with which you are placing the order. Saving the filtered view adds it to the item list filters for future use. Select **CREATE FILTER** from the filter view drop-down list, select the vendor and then select **SAVE**.

To add and order a new inventory item while creating a purchase order:

Use this procedure to add a new item to inventory while also creating a purchase order to order the item from your vendor.

1. Select **ADD NEW** from the drop-down item list in the purchase order Enter Item(s) field. A blank new item form is opened.
2. Enter information to define the item.
 - Enter an **Order Cost**, but leave the **Average Unit Cost** and **On-Hand Quantity** fields empty. The voucher made when receiving the item(s) will update these fields.
Refer to [Adding a New Inventory Item \(page 96\)](#) for more information.
3. Choose **SAVE AND SELECT** to save the item and list it on the purchase order with a quantity of one (1) and the order cost you defined.
4. If necessary, edit the order quantity and order cost on the purchase order as described in [Editing Listed Items \(page 195\)](#).
5. Save and/or print the purchase order.



(Pro) Adding a New Item Style While Creating a Purchase Order

To add a style while making a purchase order, select **SWITCH TO STYLE** after Step 2 above. Define the style attributes as needed and then enter **order** quantities in the style grid. Remember that these are *order* quantities you are entering, not *on-hand* quantities. Only style items for which you enter an order quantity are created in inventory. Choose **SAVE AND SELECT** to save the style in inventory *and* bring the specified order quantities back to the purchase order.



(Pro) Creating and Ordering a Special Order Item

You can also create special order items from a purchase order to order custom or one-time items that you do not plan to carry in inventory as regular new items. *Refer to [Listing Special Order Items on Documents \(Pro\) \(page 51\)](#) for more information.*

Editing Listed Items

If additional changes in quantity or order cost are required on listed items, highlight an item and select **EDIT ITEM (<F5>)** from the window toolbar. Make the necessary changes in the Item Information window and then choose **OK (<F5>)** to close. Alternatively, navigate to the relevant fields in the item list and make changes directly there.

(Pro) If you generated the purchase order from a customer order, the items on the purchase order cannot be edited.

Deleting Purchase Order Items

To delete a listed item from a purchase order:

1. Highlight the item you want to delete.
2. From the window toolbar, select **DELETE**.

(Pro) If you generated the purchase order from a customer order, the items on the purchase order cannot be deleted.

Marking Items as Un-orderable

If you or a vendor discontinues an item, or you want to temporarily suspend ordering a seasonal item, you should flag the item as **UNORDERABLE** in inventory. If you try to list an un-orderable item on a purchase order you will be alerted but can proceed at your discretion. Un-orderable items can still be received, sold, transferred, etc.

Refer to [Flagging an Item as Un-orderable \(page 110\)](#) for more information.

Order Cost on Purchase Orders

A purchase order is a document that asks a vendor to deliver goods at a certain cost. When listing items on a purchase order, Point of Sale will suggest the item **Order Cost** in inventory as the cost on the purchase order. You can change the cost on the purchase order by manually editing it (up to five decimal places can be used for item costs in fractional cents). This does not affect the **Order Cost** assigned in inventory.

If entering a unit cost with more than two decimal places, the extended cost (quantity times unit cost) is calculated using all of the decimals entered, but then rounded to two decimal places for display purposes. You can also enter the quantity and extended cost and Point of Sale will calculate the appropriate unit cost with up to five decimal places stored (though only two will be displayed). This feature makes it easier to order, price, and track items whose cost or price is in fractional cents or when less than a penny.

When a receiving voucher is made referencing the purchase order, the cost entered on the purchase order, including decimals, will be carried to the voucher. When the receiving voucher is saved, the inventory **Average Unit Cost** and **Order Cost** will automatically be updated to reflect the change in the item cost. The stored decimals are used for all program calculations.

(Pro) Refer to [Using Multiple Vendors for Items \(Pro\) \(page 206\)](#) for more information on handling order cost for multiple vendors.

Vendor Terms on Purchase Orders

When you create a purchase order, the default vendor terms from the vendor's record are suggested on the purchase order. If the terms for this order are to be different than the default terms, you can edit the terms by selecting the icon adjacent to the **Terms** field.

The net due days specified in the purchase order terms are added to the **Ship Date** to arrive at the **Payment Due Date** displayed on the purchase order. This date is for reference and can be used for tracking payment in Point of Sale purchasing reports.

When you create a receiving voucher that references a purchase order, the terms recorded on the purchase order are carried to the voucher.

Purchase Order Discounts and Fees

Sometimes vendors will offer discounts or charge a miscellaneous fee on merchandise. You can add a discount and/or a fee in the totals area at the bottom of the purchase order. Discounts and fees are not spread over the costs of individual items listed on the purchase order.

To enter a discount or fee on a purchase order:

1. Enter a discount in the **Discount** (amount) or **Disc %** fields. When you make an entry in one field, Point of Sale automatically recalculates the other.

and/or

Enter a fee amount in the **Fee** field.

2. Select **SAVE**.

Note that discounts entered on a purchase order are proportionally carried to receiving vouchers that reference the purchase order. For example, if a purchase order has a discount totalling \$50.00 and you receive only half (calculated by value, not unit count) of the ordered items on a voucher, then \$25.00 of the discount is applied to that voucher. The remaining discount amount will be carried to subsequent vouchers that receive the remaining due items.

When a receiving voucher references a purchase order with a fee entered, you are alerted and can transfer the fee to the voucher at your discretion. This is because fees may not be related to the value of ordered/received items, and may need to be applied differently if a partial shipment is received. Transferring a fee to vouchers that reference the purchase order is at your discretion.

E-mailing Purchase Orders to Your Vendors

You can e-mail your purchase orders to your vendors from within Point of Sale. When e-mailing purchase orders, Point of Sale automatically launches your default Windows e-mail client, creates an e-mail addressed to the vendor, and attaches the order document.


You can specify the format of the attached document (PDF, Excel, HTML, or plain text) and default message text for purchase orders in company preferences.

To e-mail a purchase order:

1. Create the purchase order following normal procedures and save.
2. With the order displayed (or selected in your purchase order list), select **E-MAIL** from the window toolbar.

The e-mail is created, the document attached in the format selected in preferences, and then displayed in your default e-mail client.

3. Review and edit the e-mail address, subject line, and message, as necessary, and then select **SEND**.

 **Preferences: E-mailing Documents**

PREFERENCES > COMPANY > E-MAILING DOCUMENTS > Default Message Text and Attachment Format: Select Purchase Order from the drop-down list at the top of the window and then enter a default salutation, subject line, and body text for e-mailing purchase orders. You can add information fields (shown in <brackets> at bottom of window) to your subject line or message, in which case the information from the matching fields on the order being sent is auto-populated when the message is created. Enter the field name and brackets just as shown.

Also, select one of the four order attachment formats: PDF, Excel, HTML, or text in the Create As drop-down list at the bottom of the page. Point of Sale generates the purchase order in the format you specify and attaches it to the e-mail.

 **About Your Windows E-mail Client**

Your default e-mail client must be specified in Internet Explorer. This is the e-mail program, such as Outlook or Outlook Express, that automatically launches when you select to send an e-mail from within a Windows application. To see which program is your default e-mail client, open Internet Explorer, select **TOOLS** and then **INTERNET OPTIONS**. Select the Programs from the tabbed panes and note the entry in the E-mail field.

Refer to your Windows or Internet Explorer Help files for more information.

Maintaining Purchase Orders

After saving, purchase orders are stored in your purchase order list. Since purchase orders are planning documents with no direct effect on inventory, they can be edited or deleted at anytime. The items ordered on a purchase order can be quickly transferred to a receiving voucher when the merchandise arrives at your store.

Locating a Purchase Order

There are a number of ways to locate a specific purchase order in your purchase order list. You can filter the list, resort and jump to a record, scroll, or search by keyword. These procedures are summarized here. *Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for detailed instructions on each method.*

To filter your purchase order list:

1. Display your purchase order list, and then select one of the following from the drop-down filter list at the top of the window:
 - A predefined filter (such as **OPEN PURCHASE ORDERS**, **ALL PURCHASE ORDERS**, or **THIS MONTH**). This choice immediately filters your list, displaying only the matching records.
 - A previously defined and saved custom filter (your custom name).
 - **CREATE FILTER** to enter new filter criteria, and optionally save it.
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filter views.
2. If you selected, **CREATE FILTER**, enter criteria values in any of the available fields and then select **APPLY** or **SAVE**.
Your list is filtered by your selected criteria.

To find a purchase order by sorting or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

To search for a purchase order:

1. From the window toolbar, select **FIND PO (<F3>)**.
2. Enter the keyword or keywords by which you want to search.
 - On the Find window, optionally select **ADVANCED FIND** to narrow your search to a specific purchase order field or to specify other search criteria.
3. Select **FIND (<ENTER>)** to begin the search. All matching purchase orders are displayed.
4. Highlight a purchase order to work with and choose **SELECT PURCHASE ORDER**.

Receiving Against a Purchase Order

When the ordered merchandise arrives, you add it to inventory by creating a receiving voucher. The quickest and most accurate way to receive the items ordered on a purchase order is to reference that purchase order on a voucher.

When receiving merchandise against a purchase order (PO), you can bring any or all of the items listed on the purchase order to the voucher. The purchase order's fill status will be updated when the voucher is saved.

You can initiate creation of the receiving voucher from either the purchase order or from a new receiving voucher form. The procedure below is for the first option. *Refer to [Basic Steps to Create a Voucher \(page 209\)](#) if you prefer to initiate this action from a voucher.*

To receive items from a purchase order:

1. Locate and display the purchase order in the Form window.
2. From the task list, select **RECEIVE ITEMS**.
3. In the Select Items to Receive window, do either of the following:
 - To receive all remaining due items on the purchase order, choose **SELECT ALL**.
 - To receive just some of the due items listed on the purchase order, enter the received quantities in the **Doc Qty** field for the items being received.

**Tip: When you Need to Bring Most, But Not All, Items from the Purchase Order**

A quick way to bring most purchase order items to a voucher is to choose **SELECT ALL** first and then revise the Doc Qty for the items not being received.

4. Select **CONTINUE**.

If a fee is entered on the purchase order, you are alerted, and can transfer the fee at your discretion. Answer **YES** or **NO** in the dialog displayed.

A new receiving voucher is displayed, with the vendor, selected items, order costs, quantities, and other information from the purchase order pre-filled. The purchase order number is cross-referenced in the **PO #** field on the voucher.

5. Make edits to the transferred items or add additional items, as required.
6. Enter vendor billing information, as applicable. *Refer to [Entering Vendor Billing Information \(page 219\)](#) for more information.*
7. Select **SAVE & RINT** or **SAVE ONLY**.

The received quantities are added to inventory and the purchase orders fill status is updated accordingly.

Refer to [Chapter 6 Receiving Merchandise \(page 207\)](#) for instructions on working with receiving vouchers.

Tracking Orders by Status

There are two ways to track the status of an order.

- The document status of the order can be tracked using the **Status** field. This field records the standing of the order as open or closed, or with statuses you have defined and wish to use for tracking purposes.
- The fill status of the order is indicated by the **Qty Ordered**, **Qty Received**, **Total Due**, and **Unfilled %** fields grouped together in the totals area of the order form (they are also shown in the purchase list). At a glance, these fields communicate quantity information for the entire order.

The purchase order status fields can be used to filter purchasing reports. *Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information.*

Tracking Order Document Status

By default, Point of Sale uses two basic status types to track orders: **OPEN** and **CLOSED**.

New orders, by default, are always assigned the **OPEN** status. Orders that have been filled (all items received) are automatically changed to the **CLOSED** status. Purchase orders that have been generated by Point of Sale Pro-level users using the Suggest PO feature are defaulted to the **SUGGESTED** status.

If it fits your needs, you can rename the descriptions of these status types and define more of your own in company preferences. For example, maybe you have intermediary steps in the order process, such as waiting for approval, back-ordered, or in-transit, which you want to indicate and use for order tracking. An order's status can be manually changed as an order is made and as it proceeds towards completion.

Point of Sale keeps a record of the changes in an order’s status, which can be viewed by selecting the **WORKFLOW HISTORY** icon adjacent to the **Status** field on the purchase order form.

 **Preferences: Define Status Field Entries**

EDIT > PREFERENCES > COMPANY > PURCHASING > Purchase Order status. To change the description of an existing status, click in the **Status Description** column and type a new description. Select **ADD** to define new status types and descriptions. You can also rearrange the order the possible choices appear in the **Status** field drop-down list on order forms, and remove status types no longer used.

To change the status of an order:

1. Display the purchase order.
2. Select a new status from the drop-down list in the **Status** field.
3. Select **SAVE**.

Tracking Purchase Order Fill Status

The **Qty Ordered**, **Qty Received**, **Unfilled %** and **Total Due** fields are grouped together in the totals area of the PO form (they are also shown in the purchase order list). Together, they communicate the fill status of the entire purchase order.

Qty Ordered	54
Qty Received	30
Unfilled %	44.44
Total Due	24

POs start with an initial **Qty Received** of 0 and **Unfilled %** of 100. The **Qty Received** increases, and the **Total Due** and **Unfilled %** decrease as items are received on vouchers. For example, if you ordered 54 of a certain item on a purchase order, but received only 30 on a voucher, the purchase order would show a remaining **Total Due** of 24 and an **Unfilled %** of 44.44.

If a vendor substitutes items or quantities or can’t fill an order, the purchase order will still show a remaining **Total Due** and **Unfilled %**. If you want to accept the substitution or simply close the purchase order to show the order was completed, you can edit the purchase order to match the merchandise received, so that each item on the purchase order has a **Total Due** of zero (0). The **Unfilled %** will be adjusted to 0% and the purchase order document status changed to **CLOSED**.

To see the fill status of individual items, look at the **Ordered** and **Due** fields for each item in the purchase order item list.

Editing Purchase Orders

Purchase orders are order-planning documents, not transactional documents; therefore, they can be edited even after saving. Most fields are editable.

1. Highlight an order in your purchase order list, and then select **EDIT PO**.
2. Navigate through the editable fields on the purchase order form, making changes as needed.
3. Select **SAVE**.

(Pro) If you generated the purchase order from a customer order, the items on the purchase order cannot be edited.

(Pro Multi-Store) Remote stores cannot edit or delete purchase orders sent to them from Headquarters.

Copying Purchase Orders

If you frequently order the same merchandise from the same vendors, it is often easier to copy a previous purchase order and edit it as needed to create a new one. When you copy a purchase order, the new purchase order will be identical to the old purchase order except for the purchase order number, date information, and received quantities.

To copy a purchase order:

1. In your purchase order list, highlight the purchase order to be copied.
2. Select **COPY**.
A new purchase order with the same information as the old purchase order is displayed.
3. Make changes as needed to the new purchase order.
4. Select **SAVE**.

Deleting Purchase Orders

Purchase orders are planning documents that do not directly affect inventory. Once a purchase order has been filled (status of **CLOSED**) it can be safely deleted. The receiving vouchers made to add the ordered items into inventory provide a permanent record. While it is not necessary to delete closed purchase orders, you may find that it helps keep your purchase order list compact and efficient.

Deleted POs cannot be recovered, printed, or copied. Also, be aware that if POs are deleted, they are no longer displayed in a vendor's history, though receiving the ordered items is reflected in the vouchers included in history.

To delete a purchase order:

1. Highlight or display the purchase order to be deleted and select **DELETE PO** from the window toolbar.
2. Select **YES** in the confirmation window.

Printing Purchase Orders

After completing a purchase order, you can print out a copy to send to a vendor or keep for your own records.

To print a purchase order:

1. Highlight or display the purchase order that you want to print.
2. From the File menu, select **PRINT**.
3. If presented with a print option dialog:
 - Change the printer you want to use, if necessary.
 - Specify the number of copies you want to print.
 - Select **PREVIEW** to view the purchase order before you print it or **PRINT** to immediately print.

 **Preferences: Print Options**

PREFERENCES > WORKSTATION > PRINT OPTIONS > Designate the default for printer, purchase order design, number of copies, or to display the print option dialog at time of printing.

Printing Tags from a Purchase Order

You can print tags ahead of time for merchandise that has been ordered but not yet received. If the purchase order lists a new order cost, you may want to wait until the merchandise is received and you have made any needed price changes in inventory before printing tags.

To print tags from a purchase order:

1. Display the purchase order.
2. Select a specific item for which you want to print tags.
To print tags for all purchase order items, you need not select a specific item.
3. From the task list, select **PRINT TAGS**.
Depending on your tag printer, your options will vary. Make changes in the print option dialog and/or the Print Tags/Labels dialog (such as tag template, printer, number of tags to print, start position on page, and alignment).
4. Select **PREVIEW** or **PRINT**.

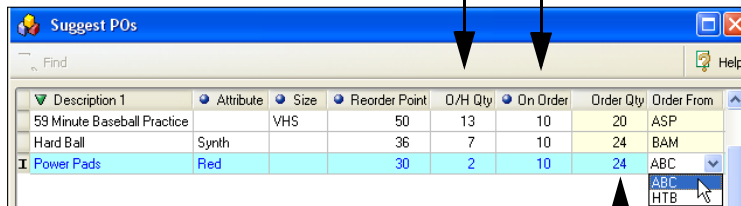
Refer to [Printing Tags \(page 67\)](#) for detailed tag printing instructions.

Having Point of Sale Suggest Purchase Orders (Pro)

Point of Sale can suggest and generate purchase orders for items that fall below their reorder points (defined in inventory). Suggest PO is available from the Purchasing menu or from the Reorder Point Reminders screen.

When **SUGGEST PO** is selected, Point of Sale displays a list of proposed items to order. This list includes all items whose on-hand quantity, plus currently on-order but not yet received quantities, are at or below their reorder point.

Current on-hand quantity Quantity on order, but not yet received



Enter quantity you wish to order

If multiple vendors exist for an item, you can change the vendor in the Order From field

Add the **Order From** field to the Suggest PO list if you use multiple vendors for items. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.

To have Point of Sale suggest purchase orders:

1. Select **SUGGEST POS** from the Purchasing menu or from the Reorder Items Reminders window.
Point of Sale produces a list of suggested reorder items.
2. Enter an order quantity for each item. purchase orders are not generated for an item if you leave the **Order Qty** field blank.
3. Change the vendor, if necessary, and you have multiple vendors defined for an item.
4. From the bottom toolbar, select **CREATE POS**.

Point of Sale generates purchase orders as specified. If multiple items exist for a vendor, they are combined on a single purchase order for that vendor. A confirmation message displays the number of purchase orders created.

The purchase orders can be viewed, edited, or sent to your vendor in the normal manner from your purchase order list.

Using Multiple Vendors for Items (Pro)

Up to five separate vendors (one primary, four alternates) can be associated with an item in inventory, with a unique UPC, Alternate Lookup, and order cost for each. When ordering, you can list any of the vendors associated with an item on the purchase order, and the appropriate order cost will be suggested.

Enter either the primary vendor or one of your alternate vendors. You can then list the items to be purchased using the specific vendors UPC or Alternate Lookup values.

*Refer to **Using Multiple Vendors for an Item (Pro)** (page 120) for more information.*

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Overview

A *receiving voucher* is a Point of Sale history document that provides a permanent record of merchandise received into inventory. When a shipment arrives from a vendor, you create a receiving voucher to update inventory. A *return voucher*, on the other hand, records merchandise returned to the vendor and removed *from* inventory.

When a voucher is saved, it is stored in your receiving history list, accessible from the Purchasing menu or the voucher task list. The term *voucher* is used throughout this chapter to refer to both receiving and return vouchers, unless otherwise specified.

When receiving merchandise against a purchase order (PO), you can bring any or all of the items listed on the PO to a voucher. The PO's fill status will be updated when the voucher is saved. Saving a voucher always updates the received items' cost and order cost in inventory. To keep accurate track of the value of your inventory, it is important to enter the correct item cost information on vouchers.

If prices have not been previously defined in inventory, and you have a margin or markup specified, saving the voucher causes your regular sales price to be calculated and displayed in inventory. Once an item's prices are defined in inventory, the voucher does not automatically update prices on reorders.

(Pro Multi-Store) Both Headquarters and remote stores can create receiving vouchers and reference POs while doing so. Headquarters can create vouchers for any store; remote stores can only create vouchers for themselves. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for other information about purchasing and receiving in a multi-store configuration.*



Maintaining Accurate Vendor Histories

Do not mix items from different vendors on purchase orders or receiving vouchers if you want to maintain accurate vendor histories and be able to run meaningful vendor reports.

Accessing Vouchers and Receiving History

From the Purchasing menu, select one of the following:

- **NEW RECEIVING VOUCHER** to receive merchandise into inventory
- **NEW RETURN VOUCHER** to remove merchandise from inventory and send back to the vendor
- **RECEIVING HISTORY** to view or work with previous vouchers
- **HELD VOUCHERS** to view or unhold a voucher previously held

Creating a Voucher

Basic Steps to Create a Voucher

More detailed instructions can be found in the sections that follow.

1. From the Purchasing menu, select **NEW RECEIVING** or **RETURN VOUCHER**.
2. To receive/return merchandise against a purchase order, enter the purchase order number in the **PO #** field and press **<ENTER>**.
 - Click the **FIND PO** button (**<F4>**) to select a PO from your open PO list
 - If not referencing a PO, bypass the **PO #** field and enter the vendor in the **Vendor** field
3. List the items being received or returned using any of the following procedures:
 - Bring all due or selected items from a referenced PO when prompted
 - Enter or scan the UPC #, Alternate Lookup, Item #, or search keyword
 - Choose select from item list to locate items in inventory
4. Enter or edit quantities or costs and enter discounts or fees, as applicable.
5. Enter information in other voucher fields, as appropriate.
*Refer to **Voucher Information Fields (page 209)** in this chapter.*
6. If you want to print tags for the items, select **PRINT TAGS**. If item costs have increased, you will be alerted—you may want to review or update your prices in inventory before printing tags. *See **Printing Tags from Vouchers (page 227)**.*
7. Select **SAVE & PRINT** or **SAVE ONLY** to finish the voucher and update inventory.

If you reorder the same merchandise repeatedly from a vendor, the quickest way to create a new voucher may be to copy a previous voucher, edit as needed, and then save. *Refer to **Working with Receiving History (page 223)** for more information.*

Voucher Information Fields

The following table alphabetically lists the fields that are available on the voucher form or in the receiving history list. Fields that apply only to Pro or Pro Multi-Store levels are listed at the end of the table. Fields that have an obvious purpose or item fields whose purpose is explained in **Item Information Fields (page 90)** have been omitted from this table.

If an item or receiving history list field included in this table isn't visible on your screen, you can customize your list columns to include it. *Refer to **Customizing Columns in Lists (page 502)** for more information.*



Field Label Symbols

Symbol	Description
[]	Fields shown in brackets are automatically populated with information by the program. In most cases, these fields cannot be directly edited.

Field	Usage
Associate	The person making the voucher. Populated with the logged in user if security is used. If security is not used, a name can be selected from the drop-down list of defined employees.
Billing Fields [Payee Name] Already Paid Terms Bill Date Invoice Due Invoice/Ref#	Optional fields that affect the way in which vouchers are sent to QuickBooks. <i>Refer to Entering Vendor Billing Information (page 219) for more information on these fields.</i> Payee Name: Who is to be paid for the merchandise. Defaults to the vendor listed at the top of the voucher, but can be edited. Already Paid: Select this check-box if you have already prepaid for the items, such as with a credit card. Terms: Terms of payment. From the payee's record or, if applicable, from a referenced PO. Can be changed on individual vouchers. Bill Date: Enter the billing date from the vendors invoice. Based on the billing date and terms, the Invoice Due date is calculated and displayed. Invoice/Ref#: The invoice or reference number from the vendors bill.
Comments	Used to record any pertinent information regarding the document.
[Message, Printed] Printed, not displayed on-screen	One or two lines of optional message text that print on all vouchers (not displayed on-screen). Printed voucher messages are defined in company preferences. PREFERENCES > COMPANY > RECEIVING > Voucher Default Message.
Cost Fields [Voucher Cost] [Ext Cost]	Voucher Cost: The cost at which an item is being received. Suggested as the Order Cost from inventory or, if applicable, the PO Cost from a referenced PO. Editable. Extended Cost: The quantity received multiplied by the Voucher Cost for an item. Editable. If you receive items with decimal costs, you can enter the quantity received and extended cost and Point of Sale will calculate and display the unit cost (only two decimals displayed, but five stored). See Currency Fields (Cost and Price) (page 43) .
[Date]	The date when the voucher was created. Default: today's date. Editable.
Discount Fields Discount Discount %	Discount: Enter a discount amount to be subtracted from the voucher subtotal. If you enter a discount amount, Point of Sale calculates and displays the discount percentage. Discounts entered on a referenced PO are proportionally brought to a voucher. Discount %: Enter a discount percentage to be applied to the voucher subtotal. If you enter a discount percentage, Point of Sale calculates and displays the discount amount. Discounts entered on a referenced PO are proportionally brought to a voucher.

Creating a Voucher

Field	Usage
Fee	Enter any fee amount related to the voucher, such as an order fee. When the voucher references a PO with a fee entered, you are alerted and can transfer the fee to the voucher at your discretion.
Freight	Enter any freight charges applicable to the voucher.
Invoice/Ref #	See Billing Fields .
PO #	The number of the PO that the voucher is referencing. Entering a PO # brings information from the PO to the voucher and allows you to select items from the PO to receive.
[QB Status]	<i>Receiving History list:</i> Contains the status of data export to QuickBooks for a voucher: NOT POSTED (not yet sent to QuickBooks), COMPLETED (sent to QuickBooks), UNBILLED PURCHASES (merchandise has been received on a voucher but has yet to be billed), or ERROR (attempting to send the document to QuickBooks resulted in an error). Refer to Verifying the Exchange of Individual Transactions (page 463) and Entering Vendor Billing Information (page 219) for more information.
[Qty]	The quantity of an item received (or returned) on a voucher. Suggested as one (1), or, if applicable, the quantity brought from a references PO. Editable.
[Status]	<i>Receiving History list:</i> Indicates the status of voucher as: REGULAR , REVERSED , or REVERSING . Refer to Reversing a Voucher (page 225) for more information.
[SubTotal]	The sum of all extended item costs before discounts, fees, and freight charges are applied.
[Total]	The voucher total cost after discounts, fees, and freight charges are applied.
[Type]	<i>Receiving History list:</i> Type of voucher: RECEIVING or RETURN .
Vendor	Required field. The vendor from whom the merchandise is being received. If referencing a PO, brought from the PO.
[Voucher #]	<i>Receiving History list:</i> Sequential document number, assigned by Point of Sale.
Voucher Cost	See Cost Fields .
Pro and Pro Multi-Store Fields	
Serial #	<i>Voucher item list:</i> Field used to record serial numbers of received items. Items can be designated as requiring a serial number entry in inventory (by selecting the PROMPT option in the Serial # Tracking field), in which case you will be prompted to enter a serial number for each unit of the item received. Refer to Serial Number Tracking (Pro) (page 64) for more information.
[Store]	<i>(Pro Multi-Store)</i> The store receiving or returning merchandise. At Headquarters, can be changed to create a voucher for any store. At remote stores, this field defaults to the local store.

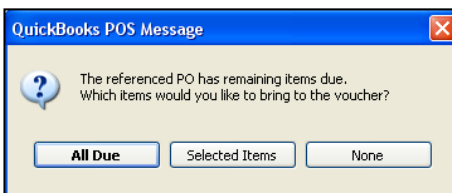
Working with Voucher Items

Listing Items on Vouchers

To receive items by referencing a Purchase Order:

Receiving against a PO (purchase order) is the fastest and most accurate way to receive merchandise. A voucher can only reference one PO, but additional items can be entered on the voucher using other methods.

- Reference the PO by entering the PO number in the **PO #** field.
If you need to look up the PO number, select the **FIND PO** button (<F4>) to access the Purchase Order list. Highlight the correct PO from those displayed and choose **SELECT**.
- If there are remaining items due on the PO, you are prompted to bring the items from the PO to the voucher:



- Select **ALL DUE** to bring all due items and quantities to the voucher.
- Choose **SELECTED ITEMS** to display the list of PO items still due. Enter quantities for the items you want to bring to the voucher in the **Doc Qty** field.

Item #	Department	Vendor ...	Description 1	Doc. Qty	Qty Due	Cost
267	P	SWH	Batter's Box Mug	20	25	\$12.99
268	P	SWH	Batter's Box Coaster	25	25	\$5.75
269	P	SWH	Batter's Box Calendar	25	25	\$12.00

Sample PO Item Selection Dialog

- Select **NONE**, and the voucher will reference the PO and include other PO information, but not bring any items. You can then add items to the voucher manually.
- If the PO included a fee, you are asked if you want to apply it to the voucher. Select **YES** or **NO** in the dialog displayed.
 - List other received items using any normal item listing methods.

5. Add or edit item quantities or costs, and voucher discounts, fees, and freight charges, as appropriate.
6. Save and optionally print the voucher.

**Tip: Strategy for Bringing Most PO Items to Voucher**

To bring all but one or two of the items on a referenced PO to the voucher, select **ALL DUE** first. Then, on the voucher, delete the items not being received or adjust the Qty field if being partially received.

**The Fill Status of a Referenced PO**

Updating a voucher that references a PO will automatically update the PO's fill status and, if the PO is 100% filled, change the PO status to **CLOSED**.

**Cancel Dates**

If the PO is past its cancel date and your company preferences are set to warn you when receiving against a cancelled PO, a message is displayed. Choose **YES** to ignore the warning and receive the PO items or **NO** to return to the voucher without referencing the PO.

See the preference box below for more information.

**Preferences: Receiving Against a PO Whose Cancel Date Has Passed**

PREFERENCES > COMPANY > RECEIVING > RECEIVING VOUCHERS > Warn when receiving against PO past its Cancel Date: Select to have the program alert you when a referenced PO is past its cancel date. You can still receive the PO items at your discretion. If this preference is not selected, you will not be alerted when receiving against a cancelled PO.

To lookup and list items by UPC, Alternate Lookup, Item #, or search keyword:

These procedures are summarized here. Refer to [Listing Items on Documents \(page 47\)](#) for detailed item listing procedures.

1. Enter or scan a UPC, Alternate Lookup or Item #, or enter an item search keyword, in the **Enter Item(s)** field and press **<ENTER>**. A unique matching item is listed on the voucher with a **Qty** of one (1) at the current **Order Cost** from inventory.
If multiple item matches or no item matches are located, the Find Items window is displayed from which you can select the correct item, refine your search, or choose to add a new item, if necessary.
2. To immediately edit the listed item, select **EDIT ITEM (<F5>)** to open the Item Information window. Make necessary edits and then select **OK (<F5>)** to close the window.

- If you receive items costing fractional cents, you can enter the received quantity and extended cost and Point of Sale will calculate the unit cost for you with up to five decimals (only two are displayed).

To select items from inventory:

1. From the task list, choose **SELECT FROM ITEM LIST**.
The Item Selection window in inventory is displayed.
2. Locate and highlight the item(s) using standard search, sort, or filter procedures.
3. List the items on the voucher using any of these methods:
 - Double-click an item to immediately list it with a quantity of one at the current inventory order cost.
 - Enter the received quantity in the **Doc Qty** column for each item received and edit the **Doc Cost** field, if necessary (suggested as the current inventory order cost). When done, choose **SELECT** to list the specified items, quantities, and order costs on the voucher.
 - (Pro) If receiving several members of a style, switch to Style view and enter received quantities in the style grid cells. Choose **SELECT** to list the specified items and quantities on the voucher. Edit the cost, if necessary, on the voucher. Refer to [Working with Item Styles \(Pro\) \(page 130\)](#) for more information about working with style grids.
4. Repeat to locate and enter quantities/costs for additional items.

**Returning Merchandise**

Even when you are creating a return voucher, you should list the quantities for the items being returned as positive numbers. The program will automatically deduct those quantities from inventory when updating the voucher based on the fact that it is a return voucher.

Editing Voucher Items

You can modify any editable item field after listing the items on a voucher (but before updating):

- Highlight the item and select **EDIT ITEM (<F5>)**. Make your changes in the Item Information window and then select **OK**.
- Alternatively, navigate to the applicable field in the voucher item list and enter the new information.

Deleting Voucher Items

The method available to you may vary based on your security rights.

Method 1: To delete an item from a voucher:

1. Highlight the item to be deleted in the document item list.
2. Select **DELETE ITEM** from the window toolbar.

Method 2: To zero-out an item but leave it on the voucher:

1. Move the cursor to the **Qty** field of the item.
2. Change the quantity to zero and then press **<ENTER>** or navigate out of the field. The item will remain listed on the voucher with a quantity of zero.

Handling Item Substitutions

Items that are substituted or over-shipped do not make up for other units that were ordered but not received. If you ordered five orange sweaters but instead received five green sweaters, the referenced PO will still show a **Qty Due** of five for the orange sweaters. This is useful if the order is open and you are still expecting shipment of the five orange sweaters.

To substitute the green sweaters for the orange sweaters and show the order as filled, edit the PO first to match the merchandise received and then reference the edited PO when making the new voucher, leaving no unfilled items. If you don't want to accept the substitution, do not list the items on the voucher. Send the items back to the vendor (no return voucher is necessary if they have not been listed on a receiving voucher).

Voucher Fees, Freight, and Discounts

Fees and freight charges are treated as separate charges on receiving vouchers. They are not "spread" over the cost of the items listed on the voucher.

A voucher discount is global (i.e. not spread across the voucher items). Enter a discount amount or percentage in the **Discount** or **Discount %** fields, respectively. The discount is applied to the voucher subtotal. Applying a voucher discount does not change the cost of the individual items and does not trigger re-averaging of inventory costs. Global discounts are not applied to freight charges or fee amounts.

SubTotal	\$167.88
Discount	10.00 %
Discount	\$16.79
Freight	\$15.00
Fee	\$0.00
Total	\$166.09

Discounts entered on a referenced PO are proportionally carried to receiving vouchers that reference the PO, based on the proportion of the ordered items being received. The discount amount can be edited on the voucher.

Fees and freight are not automatically transferred to the voucher from a referenced PO, but you are alerted that they existed on the PO so that you can apply them at your discretion. This is because these charges generally are not based on the value of the ordered/received items, and may or may not apply if a partial shipment is received.

To add freight charges:

- Place the cursor in the **Freight** field and enter an amount.

To add a fee:

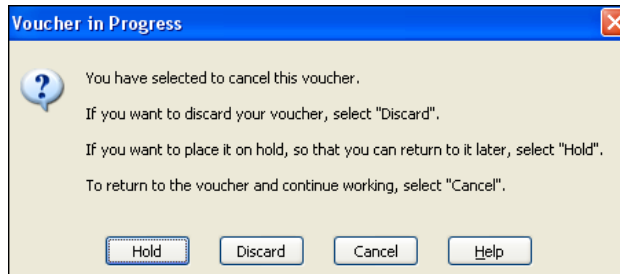
- Place the cursor in the **Fee** field and enter an amount.

To add a global discount:

- Place the cursor in the **Discount %** or **Discount** field and enter a percentage or amount. The other field is automatically calculated.

Canceling or Holding a Voucher in Progress

If you select **CANCEL** while creating a voucher and *before* saving it, a dialog is displayed with the following choices from which you can select:



- **HOLD:** Place the voucher on hold, retaining the information entered so far. You can later unhold the voucher to return it to active status.
- **DISCARD:** Select to dispose of the voucher permanently.
- **CANCEL:** Select to go back to the voucher and finish it.

Holding a Voucher

Incomplete vouchers or vouchers that are not ready to be saved can be put on hold while you carry out other activities, make other vouchers, or even exit from Point of Sale.

For example, you might temporarily hold a voucher while you make a sale, then "un-hold" it after the sale is completed. Holding a voucher does not affect inventory quantities or costs.

To hold a voucher:

- With the voucher displayed, select **HOLD VOUCHER** (or select **HOLD** from the Cancel dialog as described above).

To un-hold a voucher:

1. From the Purchasing menu or a voucher form, select **HELD VOUCHERS**. A list of the vouchers currently on hold is displayed.
2. Find the voucher you want from the list, and then select **UNHOLD VOUCHER**. Un-holding a voucher returns it to active status.
3. Complete and save the voucher using normal procedures.



Held Vouchers in a Multi-Workstation Installation

In a multi-workstation environment, a held voucher can be accessed and un-held from any Point of Sale workstation on the network.

Handling Costs and Prices

Updating Costs

Point of Sale *averages* the cost of inventory items. This means that when items are received at a cost different than the current inventory average unit cost, the received quantities and costs are averaged together with the existing inventory quantities and costs to determine the new average unit cost of the item. For example, if you have 10 of an item that was purchased at an average cost of \$5 and then receive 10 more purchased at an order cost of \$10, the new averaged unit cost of the item is \$7.50.

This enables merchants to set an accurate profit margin for items and maintains an accurate inventory valuation when using Point of Sale in conjunction with QuickBooks.

The **Order Cost** in inventory is not averaged when items are received at a different cost. Instead, the cost at which the items were received becomes the new **Order Cost** in inventory and is suggested as the order cost on future POs and vouchers.

It is important to ensure the correct order cost is recorded on receiving vouchers.

To change the voucher cost for an item:

1. Highlight the item in the voucher item list.
2. Select **EDIT ITEM (<F5>)**, enter the cost being paid the vendor, and then select **OK (<F5>)**.

Or

Navigate to the **Voucher Cost** field in the item list and make changes directly there.



Tracking Items Costing Less than a Penny

The cost and price fields on vouchers and in inventory support decimal values to facilitate ordering, receiving, and tracking items costing less than a penny or in any decimal cost. You can enter up to five decimal places in any cost or price field (only two decimals are displayed, but all five are stored and used for calculations). On a PO or receiving voucher you may find it easier to enter the quantity and extended cost for an item, and let Point of Sale calculate the unit cost for you.



QuickBooks Users - Vouchers Update Inventory Value

The receiving voucher, when sent to QuickBooks, increases your inventory value for the received quantity at the voucher cost. Conversely, when a return voucher is sent, your inventory value is decreased for the returned quantity at the voucher cost. The process of averaging inventory costs does not result in any additional net change in total inventory value.

Refer to [Receiving Vouchers \(page 485\)](#) for more information about how vouchers are sent to QuickBooks, and [Average Unit Cost and Order Cost \(page 102\)](#) for more information about inventory costs.

Updating Item Prices

If the new items received on a voucher do not yet have a regular sales price defined in inventory, but do have a margin or markup defined, Point of Sale will calculate the regular sales price by applying the specified margin or markup to the voucher cost.

If you use additional markdown price levels, those prices are also calculated based on the markdown percentages specified on the item record (and defined in company preferences).

Future vouchers for reorder items **DO NOT** update inventory prices. If the voucher receives an item at a cost higher than the order cost currently defined in inventory,

you will be alerted. In such a case, you may want to manually review and update your prices in inventory before you print price tags for the received items.



Tip: Using Your Margin or Markup to Quickly Update Prices

While vouchers do not update item prices when costs change, they do update the margin and markup percentages in inventory based on the new cost. Periodically reviewing these values is a handy way of seeing when price changes might be necessary, and editing them is a quick way to adjust prices back to reflect your preferred profit margin. See [Updating an Item's Price When Costs Change \(page 106\)](#) for more information.

Entering Vendor Billing Information

You have the option of entering vendor billing information in Point of Sale. By default, the vendor billing fields are not on the voucher form, the assumption being you will want to handle all vendor billing activities in QuickBooks. You can change this behavior by changing your company preference settings.



Vendor Billing Fields Present for Upgraders from Previous Versions

If you upgraded from a previous version of Point of Sale, the vendor billing fields are on the voucher form in Point of Sale so that you can continue entering billing information as you have in your previous version. If you want to change to entering billing information in QuickBooks, you can do so by changing your company preference setting for this option.



Important Note: QuickBooks Version Affects Functionality

QuickBooks 2005 - 2006 work as described below. If you use QuickBooks 2004 or earlier, vouchers cannot be posted to QuickBooks as item receipts as described. If you are using QuickBooks 2004 or earlier and choose to enter billing information in QuickBooks, vouchers are always sent as bills. You can manually change the bill to an item receipt, and then apply payment to it, by clearing the **BILL RECEIVED** check-box at the top of the bill.



Preferences: Entering Vendor Billing Information

PREFERENCES > COMPANY > RECEIVING > Enter vendor billing information in Point of Sale: Select to add the vendor billing fields to the voucher form in Point of Sale. You can then enter vendor billing information (**Payee, Invoice/Ref #, Due Date**, etc.) in Point of Sale. If you wish to enter billing information in QuickBooks, make sure this preference is not selected.

This preference selection affects how vouchers are sent to QuickBooks:

If vendor billing information is entered in QuickBooks:

- Vouchers are sent as item receipts. When you enter the vendor billing information in QuickBooks, they are converted to bills.

If vendor information is entered in Point of Sale:

- The vendor billing fields (payee, terms, bill date, invoice/reference #, etc.) are added to the voucher form in Point of Sale

Billing Information	
Already Paid <input type="checkbox"/>	I have already paid for these items (create Item Receipt in QuickBooks)
Payee Name	ALL SPORTS
Bill Date	8/16/2005
Terms	%/Days - 1% 10 days N
Invoice Due	9/15/2005
Invoice/Ref. #	9387334

- When the billing information is received from the vendor, enter it on the voucher. If the voucher has already been saved, edit the voucher to enter the billing information along with any freight charges or fees.
- Receiving vouchers are sent to QuickBooks in different ways, depending on whether billing information (**Invoice/Ref#**) has been entered:
 - If billing information is received and entered when the voucher is created, the voucher is sent directly to Accounts payable as a bill.
 - If billing information has not been entered, the voucher is sent to the Unbilled Purchases liability account. When billing information is entered later in Point of Sale, the voucher is sent a second time as a bill to Accounts Payable and removed from the Unbilled Purchases account.
 - If the **ALREADY PAID** check-box is selected, whether billing information is entered or not, the voucher is sent as an item receipt. This option can be used, for example, if the merchandise has been prepaid for with a credit card or cash.
 - Terms, bill date, due date, and invoice/reference number are sent to the QuickBooks bill when created.

Refer to [Changing How Vendor Billing Information is Handled \(page 475\)](#) for more information.

Receiving the Same Item from Multiple Vendors (Pro)

If you order the same item from multiple vendors you can list any of the item vendors on the receiving voucher and then add items using that vendor's unique UPC or Alternate Lookup values.

If the items were ordered on a PO, the correct vendor and order cost will be carried to the voucher when you reference the PO.

Refer to [Using Multiple Vendors for an Item \(Pro\) \(page 120\)](#) for more information on using multiple vendors for items.

Recording Item Serial Numbers on Vouchers (Pro)

You can record a serial number for each unit of an item received as you make the voucher. Later, you can locate the voucher by searching or sorting for serial numbers or run reports listing the serial numbers received in this shipment.

If you want to be prompted to enter a serial number when making a voucher receiving a particular item, ensure the **Serial Number Tracking** field in inventory is set to **PROMPT** for the item.

1. To enter item serial numbers:
2. List the item on the voucher in the normal fashion.
3. Select **EDIT ITEM (<F5>)**.

Item Information

Item Cost

Quantity	Cost	Extended Cost
1	\$1,750.50	\$1,750.50

Item Properties

Description 1	Big Name Appliance	Item #	6
Description 2	Gas	UPC	908349832048098234
Attribute	Wht	Alternate Lookup	
Size	36 inch	Serial #	879877783

4. Enter the serial number in the **Serial #** field.
5. If multiple units are being received, select the icon to the right of the field to open and enter serial numbers for each unit in a list.

Refer to [Serial Number Tracking \(Pro\) \(page 64\)](#) for more information about tracking item serial numbers.

Effects of Saving a Receiving Voucher

When you save a voucher, Point of Sale performs the following actions:

- Adds the quantities received into inventory (subtracts if a return voucher)
- Updates an item's **Average Unit Cost** and **Order Cost** in inventory, if receiving at a new cost
- Updates an item's **Regular Sales Price** if the price were formerly zero and a margin or markup is defined for the item (typical for new items being received for the first time)
- Updates the **Last Received Date** in inventory for all received items

- Updates an item's **Margin %** and **Markup %** fields, but not your prices, if the cost has changed and the item price was not formerly zero (typical for reorder items)
- Adds the voucher to the receiving history list
- If the voucher references a PO, updates the PO fill status
- Optionally, prints a copy of the voucher

Returning Merchandise to a Vendor

Use a return voucher if you need to send back items that have already been received into inventory. For example, upon unpacking the merchandise, you might find items that were damaged during shipping.

The general procedure for creating a return voucher is the same as for creating a receiving voucher. A return voucher deducts the returned item quantities from inventory, updates the fill status of referenced POs, and is reflected in your receiving history.

Note that a return voucher should not be used unless the returned items were previously received into inventory on a receiving voucher.

To create a return voucher:

1. From the Purchasing menu, select **NEW RETURN VOUCHER**.
2. List the quantities and cost of the items being returned.
 - The current order cost from inventory is suggested as the voucher cost; edit the cost if necessary to reflect the cost paid
 - List the return quantities as positive numbers
3. Save the voucher.

Copying the original receiving voucher is also a quick way to create a return voucher for the same items, and helps ensure the same cost is recorded. After copying the original voucher, select **CHANGE TO RETURN VOUCHER** from the task list. *Refer to [Copying a Voucher to Create a New One \(page 224\)](#) for more information.*

Working with Receiving History

A voucher that has been saved is stored in the receiving history list. Vouchers provide a permanent record of merchandise received into inventory or returned to vendors. Receiving and return vouchers are stored together in the same history list and share the same voucher numbering sequence.

Locating a Voucher

You can locate a voucher by filtering, sorting, or searching your receiving history. These procedures are summarized here.

Refer to [Searching for Records or Documents \(page 61\)](#) for detailed instructions.

To filter your voucher list:

1. Display your receiving history, and then select one of the following from the drop-down filter list at the top of the window:
 - A predefined filter (such as **ALL VOUCHERS**, **THIS MONTH**, **THIS WEEK**, etc.)
 - A previously defined and saved custom filter (your custom name)
 - **CREATE FILTER** to enter new filter criteria, and optionally save it for future use
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filter views
2. If you selected **CREATE FILTER**, enter criteria values in any of the available fields and then select **OK** or **SAVE**.

Your list is filtered by your selected criteria.

To find vouchers by sorting and/or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

To search for a voucher

1. From the Receiving History window toolbar, select **FIND VCHR (<F3>)**.
2. Enter a keyword or keywords by which you want to search.
3. Select **FIND (<ENTER>)** to begin the search.
All matching vouchers are displayed.
4. Select a voucher to work with or select **ADD NEW** or **CLOSE** to create a new voucher or return to the full receiving history list respectively.
If you need to narrow your search results, select **ADVANCED FIND OPTIONS** on the Find Voucher window, and select a specific field to search in or select from other search criteria.

Copying a Voucher to Create a New One

To copy a voucher:

1. Locate and highlight/display the voucher you want to copy.
2. Select **COPY VCHR**.
A new voucher form is opened. All of the fields on the copied voucher are identical to the original, except the voucher number and date.
3. Make any necessary edits to the new voucher, paying particular attention to the accuracy of the **Qty** and **Voucher Cost** fields.
4. Select **SAVE & PRINT** or **SAVE ONLY**.

Copying a voucher is also a quick way to create a return voucher for the same items. Follow the procedure above, but select **CHANGE TO RETURN VOUCHER** from the task list before saving.

Editing a Voucher

The vendor billing information, if included on the voucher form, and freight charges, fee, and discount information can be edited on a voucher after saving.

If you are recording vendor billing information in Point of Sale, editing a saved voucher is typically done when the vendor's invoice for the merchandise is received sometime later. *Refer to [Entering Vendor Billing Information \(page 219\)](#) for more information on this option.*

Editing a voucher affects the voucher record in receiving history and updates your financial software records. It has no effect on inventory or on a referenced PO.

If you need to correct a voucher that is in error, use the procedure for reversing a voucher below instead.

(Pro Multi-Store) Remote stores cannot edit vouchers.

To edit a voucher:

1. Locate and highlight/display the voucher.
2. From the window toolbar, select **EDIT VCHR**.
The voucher opens in the Form window, in edit mode.
3. Edit the available fields as needed.
4. Select **SAVE**.

Reversing a Voucher

If an error is discovered on a voucher, other than the editable fields discussed above, it is necessary to reverse the voucher and then create a new, corrected one to update your receiving history and inventory. A receiving voucher is reversed through the automatic creation of a return voucher. A return voucher is reversed with the automatic creation of a receiving voucher.

If the original voucher referenced a PO, reversing it will also update the PO's fill status and balances (assuming the PO has not been deleted, see note below).

A *Reverse*, *Copy*, and *Correct* approach can be used to undo the effects of the original voucher and make a new, corrected voucher. First, *reverse* the original, incorrect voucher. Then, begin a new document by *copying* the original one. Finally, make *corrections* to the copy and save as usual.

(Pro Multi-Store) A remote store can only reverse a voucher prior to the voucher being sent to Headquarters via a Store Exchange. If an error is discovered after sending the voucher to Headquarters, it can be corrected in one of two ways: 1) reverse the voucher at Headquarters, or 2) use the copy procedure described above to copy and make an identical return voucher at the remote store. *Refer to Multi-Store Purchasing and Receiving (page 421) for more information.*

To reverse a voucher:

When this procedure is completed, the original voucher will be marked *Reversed* in the **Status** field and the new voucher that is created will be marked *Reversing*. The **Status** field is only displayed in the receiving history list.

1. Locate and highlight/display the voucher to be reversed.
2. From the bottom toolbar, select **REVERSE VOUCHER**.

3. The Reversing Document dialog is displayed. If not using security, select your name from the **Associate** field and then select **OK**.

A reversing document with your name is automatically added to the receiving history list. A corrected voucher can then be made as described below.

**Reversing a Voucher that Referenced a PO**

Reversing a voucher updates the fill status and balances of a referenced PO, if the PO has not been deleted.

**Cannot Reverse or Copy a Reversing Voucher**

You cannot reverse or copy a voucher that has been created to reverse an earlier voucher. However, you can still copy the original voucher that was reversed. This is helpful in creating a new, corrected voucher after reversing the original.

**Item Cost Re-Averaged If Necessary**

Reversing a receiving voucher with items at a cost different than the current average unit cost results in the average unit cost being recalculated for the remaining on-hand quantity.

To copy and correct a voucher:

Copying and correcting a reversed voucher allows you to adopt the parts of the voucher that you want to keep, and correct the parts that were in error, to make a new, correct voucher.

1. Reverse the original voucher as described above.
2. Highlight or display the original voucher again (marked *Reversed* in the **Status** field in your receiving history).
3. Select **COPY VCHR**. A new voucher is created with the same information as the original.
4. Make any necessary edits to correct the information on the new voucher.
5. Select **SAVE & PRINT** or **SAVE ONLY**.

Printing from Vouchers

Printing a Voucher

Typically, new vouchers are printed in conjunction with saving. You can reprint vouchers in your receiving with this procedure.

To print a saved voucher:

1. Display the voucher that you want to print.
2. From the bottom toolbar, select **REPRINT VOUCHER**.
3. If presented with a print option dialog, you may:
 - Change the printer you want to use, if necessary.
 - Specify the number of copies you want to print.
 - **PREVIEW** or **PRINT** the voucher.

Preferences: Printing

PREFERENCES > WORKSTATION > PRINT OPTIONS: Receiving Voucher. Designate the default printing options: printer, template, number of copies, or to display the Print Option dialog at time of printing.

Printing Tags from Vouchers

If the voucher lists reorder items at a new cost and you want to update inventory prices as a result of the cost changes, do not print tags for those items from the voucher (they would have the old price). Instead, make your price changes in inventory first and then print new tags from there.

To print tags from a voucher:

1. Display the voucher from history.
2. Select a specific item for which you want to print tags. To print tags for all voucher items, you need not select a specific item.
3. From the task list, select **PRINT TAGS**.

Depending on your tag printer, your options will vary. Make changes in the print option dialog and/or the Print Tags/Labels dialog (such as tag template, printer, number of tags to print, start position on page, and alignment).
4. Select **PREVIEW** or **PRINT**.

*Refer to **Printing Tags (page 67)** for detailed tag printing instructions.*

*Refer to **Appendix D POS Compatible Equipment (page 571)** for a list of compatible tag printers.*

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Overview

Point of Sale can store and track a great deal of customer information. Not only can customer names, addresses, phone numbers, and e-mail addresses be recorded, but other useful features, such as customer-specific price levels, discounts, a *check acceptance* status indicator, and extensive notes can be used. Customer information can be used for marketing purposes, reporting, and printing mailing labels.

Recording customer information allows you to:

- Build and maintain customer sales histories by recording customer names on receipts
- Offer store charge accounts (also requires the use of QuickBooks)
- Automatically apply customer price levels, tax locations, or give discounts when making sales
- (Pro) Record and use customer shipping addresses on sales documents
- (Pro) E-mail customer orders to customers from within Point of Sale.



Pro Multi-Store

Customers can be added, edited, or deleted at any store. During the next Store Exchange changes to customer records are propagated to all stores.

Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information on customers in a multi-store configuration.



Preferences: Require Customer Information on Receipts


PREFERENCES > COMPANY > CUSTOMERS > Customer Tracking Options: Require recording customers on all receipts. Select to require listing a customer on receipts. If this option is selected, payment cannot be taken on a receipt until a customer is listed.

To access your customer records:

- From the Point of Sale menu, select **CUSTOMER LIST** or **NEW CUSTOMER**.

Customer Information Fields

This table lists and defines the customer information fields. Fields that apply only to Pro or Pro Multi-Store levels are listed at the end of the tables.

 Field Label Symbols	
Symbol	Description
[]	Fields shown in brackets are auto-filled with information by the program. In most cases, you cannot directly edit these fields.
Field	Usage
Accept Checks?	Clear the check-box if you want to be alerted when taking payment by check from this customer. If requiring employee logins, an employee with sufficient security rights (Owner, Manager, Asst. Manager) can still accept the check, at their discretion, but an Associate-level employee can not. If not requiring logins, any employee can accept the check. <i>Default:</i> Selected (accept checks).
Account Fields	See QuickBooks Information fields .
Address fields Bill to Ship to	Bill to Address: The Customer's complete mailing address. (Pro) Ship to Address: The address where the Customer wants to receive merchandise. When making sales receipts or customer orders, both a Bill To and Ship To address can be listed. Select copy to make the Ship To address the same as the Bill To address.
Customer Type	Create categories of customer types in company preferences or by selecting ADD NEW from the Customer Type field drop-down list. Assign the types to individual customers. You can then filter reports or create mailing lists/labels based on customer type. <i>Refer to Tracking Customers by Type (page 240) for more information.</i>
Customer Discounts	To have Point of Sale automatically suggest a discount on all sales to this customer, select: <ul style="list-style-type: none"> • APPLY A FIXED PERCENTAGE DISCOUNT TO ALL ITEMS, and enter a discount percentage, or • USE A DISCOUNTED PRICE LEVEL FOR THIS CUSTOMER, and select one of your predefined price levels from the drop-down list. The discount can be applied or not to each sale, at your discretion. <i>Default:</i> No Discount. <i>Refer to Using Customer Discounts and Price Levels (page 239) for more information.</i>
Name & Contact Info	Enter first and last names, title, company, phone numbers, and e-mail address as appropriate. Last name is a required field. The customer's name displayed on the sidebar of sales receipts and printed on documents is comprised of first name, last name, and title in the order specified in PREFERENCES > COMPANY > SALES > Order to display full name field . (Pro) Recording an e-mail address allows you to e-mail customer orders as attachments to your customers.

Field	Usage
Notes	Use to record optional customer information, such as birth date, requested items, sizes, etc. Customer notes are not exchanged with QuickBooks.
Sales Tax Information	<p>If this customer qualifies for special sales tax handling, specify either:</p> <ul style="list-style-type: none"> • USE THIS TAX LOCATION WHEN SELLING TO THIS CUSTOMER, and select one of your pre-defined tax locations from the drop-down list, or • TAX-EXEMPT, select the check-box if no sales tax should be collected on normally taxable sales. <p>With the first choice, Point of Sale will prompt you to change the tax location on sales to this customer. If the customer is flagged as tax-exempt, Point of Sale will automatically change the tax rate on the sale to 0%.</p> <p>Refer to Handling Special Customer Sales Tax (page 239) for more information.</p>
QuickBooks Information [Use with QuickBooks] [Account Limit] [Account Balance] [Available Credit] QB Status	<p><i>(Display and use of these fields requires that you also use QuickBooks Financial Software.)</i></p> <p>Use with QuickBooks: If you want to exchange the customer's information with QuickBooks and allow payment by account charge for this customer, select this check-box. If a charge account is not used for this customer or if you do not want to exchange the customer information with your financial software, clear the check-box.</p> <p>PREFERENCES > COMPANY > CUSTOMERS > USE WITH QUICKBOOKS: <input checked="" type="checkbox"/> YES or NO. Specify whether the USE WITH QUICKBOOKS option should be selected by default for new customers.</p> <p>Customer's current charge account limit, balance, and remaining credit available. Account limit and balance come from QuickBooks and are not editable in Point of Sale. (Display and use requires that you also use QuickBooks and are sharing customer information). Refer to Maintaining In-Store Charge Accounts (page 243) for more information.</p> <p><i>In the Customer List:</i> Displays the exchange status of the record with QuickBooks. Refer to Verifying the Exchange of Individual Transactions (page 463) for more information.</p>
Pro Fields	
Custom Fields (your custom names)	<p>Define and use up to seven custom fields to record other customer information important to your business. Once defined, these fields can be added to your customer list, used to filter the list and certain reports, or added to printed document templates.</p> <p>Refer to Custom Fields (Pro) (page 506) for more information.</p>



Tip: Recording and Using Other Customer Information

The **Phone 2** field can be used to record information other than a second phone number and then that information could be used sort, search, and look up customers by entering that information. For example, if you record customer numbers in the **Phone 2** field, you could then sort the customer list, search for a customer, or enter a customer on a sales receipt by entering the customer number.

Working with Customers

Adding a Customer

It is helpful to be consistent when entering information in customer records. Consistently using the same data format makes it easier to sort, search, and look up customer records, particularly when adding a customer to a receipt at point of sale.

To add a customer:

1. From the Point of Sale menu, select **NEW CUSTOMER** (or **NEW** from the window toolbar if already in your customer list).

A blank customer form is displayed.

Name & Address	Additional Info	Notes & Custom	History
Name & Contact Info			
Company	IP Fashion	Phone	415-555-5747
Title	Ms.	Phone 2	415-555-5748
First	Cristina	Alt. Contact	Ben
* Last	Jimenez	Alt. Phone	
E-Mail	cjimenez@ispaddress	Send Mail	Customer Type
Bill to Address		Ship to Address	
Street	6642 W. Skyline Dr	> Copy >	Shipping Street
City	Bayshore		Shipping City
State	CA		Shipping State
ZIP	94326		Shipping ZIP Code

2. Move through the tabbed pages, entering information in the customer fields. Refer to [Customer Information Fields \(page 231\)](#) for descriptions of available fields. The **Last** (Name) field is required to save a customer record.
3. Select **SAVE**.



Importing Customer Information From A File

You can use the Data Import Wizard to import information about existing customers from an Excel spreadsheet or from a text file.

Refer to [The Data Import Wizard \(page 14\)](#) for more information.

Using Copy to Add a Customer

You can quickly add a new customer that has much of the same information as another customer by copying the existing record to create a new one. You can then edit the new record as needed.

To add a new customer by copying:

1. Highlight the record to be copied.
2. From the window toolbar, select **COPY**.
A new customer form is opened, with all of the copied information. Account limits/balances are not copied to the new customer record.
3. Modify the copied information to reflect the new customer.
4. Select **SAVE**.

Locating a Customer Record

Customer records can be located by sorting, scrolling, filtering or searching your customer list. Each of these procedures is briefly explained below. *Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for a more detailed description of each method.*

To find a customer by sorting or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value (in the current sort column) you are looking for is displayed.

Filtering Customer Records

Filtering gathers and displays customers that have information in common, such as the same zip code, the same city, etcetera. You enter the criteria and the program sorts and displays only those customers.

When you filter and have only the relevant set of customer records displayed, you have full editing capability. For example, to print mailing labels only for customers in a specific zip code, filter your customer list by that zip code and then select **PRINT LABELS**. Labels will be printed only for the customers that are displayed.

To filter your customer records:

1. Display your customer list.
2. Select a filter option from the drop-down list at the top of your customer list:
 - **ALL CUSTOMERS** displays your full customer list (default)
 - **CREATE FILTER** to define new filter criteria
 - **MANAGE FILTER VIEWS** allows you to edit previously memorized filters
 - Or select a previously memorized filter (your custom name displayed)
3. Enter or edit filter criteria as necessary and then select **APPLY**.
If defining new criteria and you want to memorize it for future use, select **SAVE** before selecting **APPLY**.
The customer records are filtered and displayed accordingly.

Searching for Customer Records

To search for a customer:

1. Display your customer list.
2. From the window toolbar, select **FIND (<CTRL+F>)**.
3. Enter a keyword or keywords by which you want to search.
 - Optionally, select **ADVANCED FIND OPTIONS** and select a specific field in which the search is to be conducted or specify other search options. Select **HELP** on the Find window for more information on search fields.
4. Select **FIND (<ENTER>)**.

All customer records containing your search keyword are displayed. Highlight the customer you want to work with and select choose **SELECT CUSTOMER**.

From the Search window, you can also:

- Select **ADD NEW CUSTOMER** to open a form for adding a new customer record
- Select **CLOSE** to return to your full customer list



Tip: Searching for a Customer from Other Program Areas

When a customer walks in the door, you want to service them efficiently. There are several other ways to search for a customer, without first opening your customer list:

- From a sales receipt, enter customer search keywords directly in the **Customer** field
 - From the Retail Navigator, enter customer search keywords in the **Quick Find** field
 - From any window, select **FIND RECORD ► CUSTOMER** from the Edit menu
-

Editing Customer Records

Edit customer records as necessary to reflect changes in addresses, phone, or the discount and tax handling.

To edit a single customer record:

1. Select the record you wish to edit in your customer list.
2. Select **EDIT**. The customer record is opened.
3. Edit as necessary.
4. Select **SAVE**.

To edit customer records in the list:

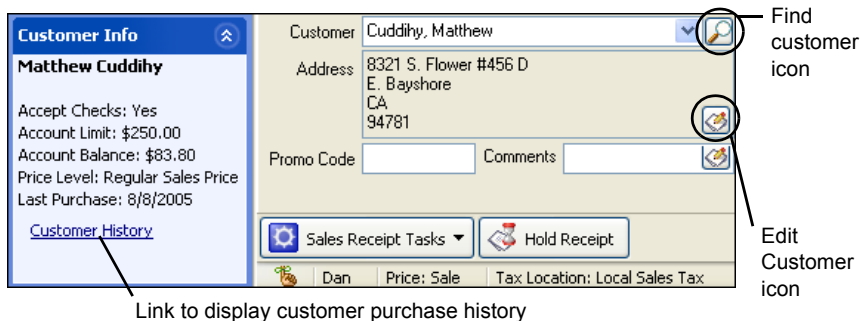
This procedure is useful when you need to edit many records at once, such as when a phone area code changes.

1. Display your customer list. Sort or filter to display only the records you want to edit.
2. From the Edit menu, select **LIST EDIT ON**.
3. Navigate through the fields and rows as necessary, editing customers as needed. Your changes are saved as you move from row to row.
4. When finished, select **LIST EDIT OFF**.



Tip: Verifying and Editing Customer Information from a Sales Receipt

After listing a customer on a sales receipt, key customer information is displayed on the document, such as address, phone number, accept check status, account balance/limit, any applicable discount, and a link to the customer's purchase history. This allows you to get to know and service your customers better, and also lets you verify if the information is current. If an update is necessary, select the **EDIT CUSTOMER** icon at the lower-right of the address field to open the customer record in edit mode.



Deleting a Customer Record

Customers can be deleted from Point of Sale at any time, provided that:

- They do not have an account balance
- (Pro) They are not listed on an open customer order with deposits taken

If you delete a customer record, you will no longer have access to that customer's history, but the customer will remain listed on past documents and can be included in reports that are generated from those documents.

If you are deleting a customer because you have duplicates of the same customer, consider using the [Merging Duplicate Customers \(page 237\)](#) procedure instead, as this will combine the two customer histories into one record and remove the other.

To delete a customer record:

1. Highlight the customer record you wish to delete in your customer list.
2. From the window toolbar, select **DELETE**.
3. If prompted, confirm the deletion and specify if you want to delete the record from QuickBooks as well.



Deleting Customers If You Exchange Data With QuickBooks

QuickBooks users that share customer information must delete the customer record in their financial software in addition to deleting it in Point of Sale or it will be re-created in Point of Sale with the next Financial Exchange. If the customer is listed on documents in QuickBooks, it cannot be deleted in that program so it is made inactive instead. This also prevents it from being re-created on the next exchange.

(Pro) If you delete a customer, but later list that customer on a sales receipt (by referencing a customer order listing the customer) the customer is re-created in both Point of Sale and QuickBooks with the next Financial Exchanges.

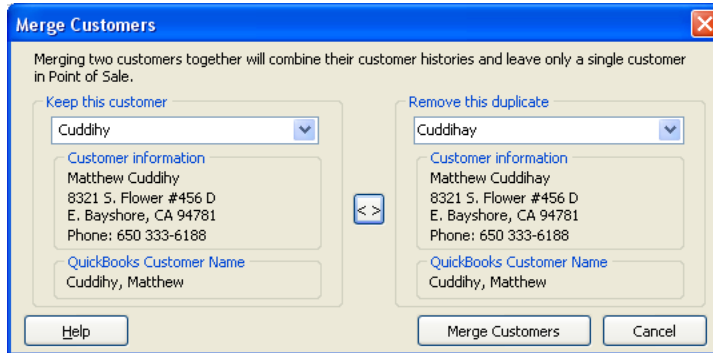
Merging Duplicate Customers

Sometimes two associates may enter the same customer with slightly different name spellings. This may result in duplicates in your Point of Sale customer list. The **Merge Customers** feature can be used to combine the sales history of both duplicate customers into a single record and then delete the other.

If you also use QuickBooks, you have the option of deleting or making inactive the duplicate customer in QuickBooks so that the record is not added back to Point of Sale with the next Financial Exchange.

To merge duplicate customers:

1. In your Point of Sale customer list, highlight the customer record you want to keep.
2. Select **MERGE CUSTOMERS** from the task list.
The Merge Customers window is displayed.



3. From the drop-down list in the Remove this Duplicate section, select the customer you want to delete.
If you use QuickBooks, the name currently displayed in your QuickBooks customer list is shown at the bottom of the window to help you verify you have the correct customers selected.
If necessary, you can reverse positions of the records (which to keep and which to remove) by selecting the button located between them.
4. Select **MERGE CUSTOMERS**.
5. If prompted, specify if you want to delete the duplicate from QuickBooks as well.
The deletion in QuickBooks will occur with the next Financial Exchange.

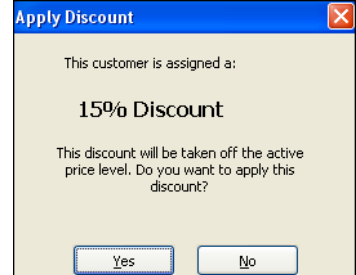
 **Deleting QuickBooks Customers**

If the customer to be deleted is listed on any QuickBooks documents, QuickBooks will not allow the deletion. In this case the customer is made inactive in QuickBooks so that it is not recreated in Point of Sale on the next data exchange.

Using Customer Discounts and Price Levels

Customer discounts are automatically suggested against the active price level for all items on a sale to customer. You

Either a percentage discount or one of your markdown price levels can be associated with a customer, but not both. Point of Sale will alert you to the discount when you list the customer on a receipt. You have the option of applying the discount or price level at the time of sale.

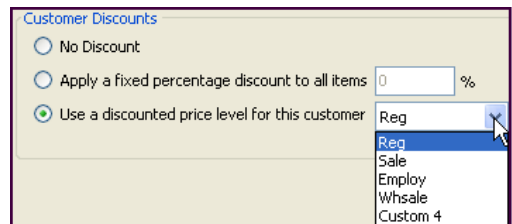


To define a customer discount:

1. Access the Additional Info tab on the customer's record.
2. Select the **APPLY A FIXED PERCENTAGE TO ALL ITEMS** in the Customer Discounts section.
3. Enter a discount percentage in the field (do not enter the % sign).
4. Select **SAVE**.

To define a customer price level:

1. Access the Additional Info tab on the customer's record.
2. Select **USE A DISCOUNTED PRICE LEVEL FOR THIS CUSTOMER** in the Customer Discounts section.
3. Select one of your predefined price levels in the drop-down list.
4. Select **SAVE**.



Handling Special Customer Sales Tax

A customer can be associated with a sales tax location or flagged as tax-exempt so that the correct sales rate is applied on sales to the customer.

When a tax location is specified for a customer, that tax location is suggested when the customer is listed on sales documents. You can choose whether or not to apply the tax location to each sale.

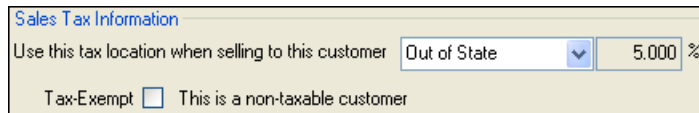
If flagged tax-exempt, Point of Sale automatically uses a special *Exempt* tax location for the sale with a 0% tax rate.

To associate special tax handling to a customer:

1. Select the Additional Info tab on the customer’s record.
2. Select a tax location from the **USE THIS TAX LOCATION** drop-down list.

Or

Select the **TAX-EXEMPT** check-box.



3. Select **SAVE**.

Refer to [Collecting Sales Tax \(page 292\)](#) for more information about configuring and collecting sales taxes.

Tracking Customers by Type

Customer types let you categorize your customers in ways that are meaningful to your business. For example, you could set up your customer types so that they indicate whether a customer is a business or individual customer, their geographic location, or how they first heard about your business.

You can create reports and do special mailings that are based on your customer types. For example, if you use customer types to categorize your customers by location, you could print mailing labels for all the customers in a particular region.

Define your customer types in company preferences and then associate a type with each customer on their individual records.

 **Preferences: Tracking Customer Types**

PREFERENCES > COMPANY > CUSTOMERS > Customer Types: Define the categories or types **YOU** wish to use to track customers. You can add, edit, delete, and arrange the order in which the types will be displayed on the drop-down list in the **Customer Type** field on the customer form.

Notes on using customer types:

- You can print customer mailing lists from the reports area. Choose **REPORTS > CUSTOMERS > CUSTOMER LIST** and filter the report by customer type. If needed, a customer list report can be exported to Microsoft Excel.
- Its generally better to use customer types to categorize customers for only one purpose. For example, trying to set up customer types for both tracking geographic area and how customers heard about you is not recommended.

Viewing a Customer's Purchase History

Customer history allows you to view summarized statistical data for customer purchases and returns, as well as displaying a list of receipts and, for Pro users, all non-deleted customer orders made for the customer.

To access customer history from the customer list:

1. Highlight or display a customer record.
2. From the task list, select **CUSTOMER HISTORY**.

Or

Select the **HISTORY** tab on the customer form.

The customer's purchase history is displayed, as shown below.

To refresh the screen press **<F5>** (this may be necessary if a sale has been made while the window is open).

(Pro) If you delete customer orders once they are filled, the deleted orders are no longer displayed on the Customer History window, and the information from deleted orders is not included in the summarized statistical information. However, the sale of the merchandise on deleted customer orders is reflected in the receipt and sales information shown in the window.

(Pro Multi-Store) Customer history at remote stores includes only the receipts and/or customer orders created for the customer at the local store.

Customer History for: Damon Levy

Total Amount on Sales			Total Amount on Orders		
Purchase	\$1,840.65	Avg. Receipt	\$309.36	Total Deposit Balance	\$0
Return	\$15.53	Units Purchased	7	Total Balance Due	\$0
Discount	\$0.00	Units Returned	1	On Order	\$0
Last Sale	9/12/2005			Units on Order	0

Date	Document Type	Status	Cashier	Doc #	Total	No of Items
9/12/2005	Sales Receipt	Regular	Dan	27	1,220.89	1
9/12/2005	Deposit	Regular	Dan	21	500.00	0
9/12/2005	Sales Order	Closed	Dan	5	1,220.89	1
9/2/2005	Return Receipt	Regular	Dan	31	15.53	1
62 T-Shirt Cotton Print			Taxable	1	Sale	

Drag-and-drop column headers or separators to rearrange their positions and width as preferred.

 **Drilling-Down With QuickZoom** 

You can “drill-down” into a customer’s history to see document item detail or to view the entire document in a separate window. Select the + sign on a line to expand the list and view item detail. With the QuickZoom icon is displayed, double-click to open the document.

To view or copy a receipt or customer order:

1. Highlight a document on the Customer History window.
2. Use QuickZoom as described above or select an option from the I Want To menu:
 - **GO TO DOCUMENT** to view the document. Once you are in the document, you can view, copy or reverse it as needed.
 - **RETURN ITEM ON THIS SALE** to copy the original receipt information to a new return receipt.
 - **PRINT HISTORY** to send the customer history to your printer

If you came to the Customer History window from a sales receipt, you will have to switch back that receipt and cancel, hold, or complete it before you can copy from history to another new receipt. *(Only one of any document type can be open at a time.)*

To do a text-search in customer history:

1. With a customer’s history displayed, select **FIND** from the window toolbar.
2. Enter the text string you are looking for and select **FIND NEXT**.
3. Continue selecting **FIND NEXT** to locate additional occurrences of the text.
4. When done, select the red **X** to the left of the Find window to close it.

To view customer history from a sales document:

1. List the customer on the document
2. Select **CUSTOMER HISTORY** from the Customer Information area on the sidebar. Refer to [Chapter 8 Recording Sales & Returns \(page 249\)](#) and [Chapter 9 Customer Orders \(Pro\) \(page 319\)](#) for more information about working with sales receipts and customer orders.

Maintaining In-Store Charge Accounts

You can always make sales by charge to customer accounts but tracking of customer account balances within Point of Sale requires that you also use QuickBooks Financial Software. The following discussion assumes you use QuickBooks; if you do not, you'll have to track customer account balances outside of Point of Sale.

When using in-store charge accounts, pertinent information is exchanged between Point of Sale and QuickBooks. Sales involving account charges or payments on account are sent to QuickBooks; updated account balances and credit limits are sent back to Point of Sale. You can send account statements to customers from within QuickBooks.

The following Point of Sale customer fields are used when sharing customer information with QuickBooks and allowing charges to account.

QuickBooks Information	
Use with QuickBooks <input checked="" type="checkbox"/>	Synchronize this customer with QuickBooks
Account Limit	\$250.00
Account Balance	\$83.80
Available Credit	\$166.20

Use with QuickBooks. Indicates if the customer and account information will be shared with QuickBooks. Select the check-box to exchange customer information; clear the check-box if not. The account payment type will only be available on the Receipt Payment window if selected. You can set the default for new customers at **PREFERENCES > COMPANY > CUSTOMER > USE WITH QUICKBOOKS: YES** or **NO**.

Account Limit. The maximum charge balance allowed for the customer; this is set in QuickBooks and updated in Point of Sale during routine Financial Exchanges. Account limits cannot be edited in Point of Sale.

Account Balance. The customer's current account balance; imported from QuickBooks during routine Financial Exchanges. The account balance is *not* updated by Point of Sale when making a new sale to the customer; it is only updated during the next Financial Exchange with QuickBooks. The account balance may include finance charges added in your financial software, but not tracked in Point of Sale.

Available Credit. Calculated field. **Account Limit - Account Balance = Available Credit.** When you go to take payment by account charge in Point of Sale, the program checks the available credit and will not allow the charge if the amount exceeds this value.

If you know the customer has made a payment on their account, but the account information just hasn't been updated yet in Point of Sale, you can use the **FINANCIAL ► UPDATE QUICKBOOKS** option to immediately exchange data and update the customer's account information so that the new sale can proceed.

 **Exceeding a Customer's Available Credit**

If you make two or more sales charged to a customer's account between Financial Exchanges, neither individually exceeding the customer's available credit but exceeding it in total, you will get an error when attempting to send the receipts during the next Financial Exchange with QuickBooks. QuickBooks will not accept a new account charge if the available credit is exceeded. You have two choices in dealing with this situation:

- Increase the customer's account limit in QuickBooks (see **Setting a Customer's Account Limit in QuickBooks (page 244)**) and then re-send the data,

Or

Reverse the receipt in Point of Sale, and create a new one, asking the customer for a different payment type.

 **Applying Customer Payments on Account**

You can take customer payments on account in either Point of Sale or in QuickBooks. If you take payments on account in Point of Sale, either a customer payment or credit memo is created in QuickBooks with the next Financial Exchange. It is important that you apply this payment or credit to open customer invoices in QuickBooks so that the corresponding account balances are updated accordingly.

Payments on account can be entered directly into QuickBooks if you prefer, using the **CUSTOMERS ► RECEIVE PAYMENT** option (see your QuickBooks documentation for more information). If choosing this method, the payment should NOT be entered in Point of Sale. Payments on account recorded in QuickBooks will be reflected in Point of Sale after the next Financial Exchange.

For more information about:

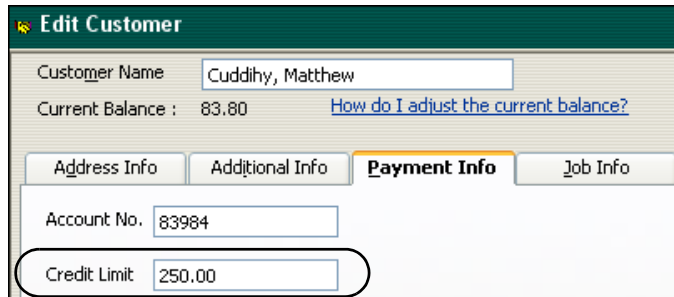
- Recording sales by account charge or accepting payments on account: *Refer to **Payment By or On Account (page 287)**.*
- How account charges and payments on account are sent to QuickBooks: *Refer to **How QuickBooks Handles POS Data (page 479)**.*

Setting a Customer's Account Limit in QuickBooks

The customer's in-store account limit is defined and can be increased in QuickBooks only. In QuickBooks, the corresponding field is called the **Credit Limit**.

To define a customer's credit limit:

1. From your Customer List in QuickBooks, open the Edit Customer window for the customer.



2. Select the Payment Info tab.
3. Type in the preferred credit limit.
4. Select **OK**.

After the next Financial Exchange the **Account Limit** and **Available Credit** will be updated in Point of Sale for the customer to charge against.

Printing Your Customer Records

To print your customer list:

1. Display your customer list.
2. To include only selected customers, filter the list to display only those customers. To print the entire list, make sure the list filter is set to display all customers.
3. From the File menu, select **PRINT**.

Refer to [Printing Records or Documents \(page 67\)](#) for additional printing information.

Printing a Customer List Report

Printing customer lists from the reports area gives you much more flexibility in customizing the layout, data to be included, font, and other display properties, as well as allowing you to export the list to Excel.

To print a customer list report:

1. From the Reports menu, select either:
 - **CUSTOMERS > GENERAL - CUSTOMER LIST** to print a general customer list report.
 - **CUSTOMERS > GENERAL - CUSTOMER SALES** to print a customer list filtered by purchases made. Customers who have not made a purchase will not be included on this report.

The selected report is displayed.

2. Select **modify** to change report options as needed, e.g. filtering the data, display options, sorting, etc.
3. Select **OK**. The report is displayed on-screen.
Select **MEMORIZE** and give the report a unique name if you want to save these report options for future use.
4. Select **PRINT PREVIEW**, **PRINT**, or **EXCEL** to view, print, or export the report respectively.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information about running reports.

Printing Customer Labels

Use this option to print customer name labels or shipping/mailling labels from your customer list.

(Pro) Shipping labels can also be printed while adding shipping information to a sales receipt. Refer to [Recording Shipping Information \(Pro\) \(page 317\)](#) for more information.

To print customer labels:

1. Display your customer list.
2. Select the customer for whom you want to print labels, or filter to display a specific group of customers.
3. From the task list, select **PRINT LABELS**.
4. Specify the following print options in the Print Labels dialog:
 - Change the printer used, if necessary
 - Specify to print labels for the selected customer or for all displayed customers
 - Specify the number of labels to print for each customer
5. Select **PRINT** or **PREVIEW**.
6. Select a label design and then select **OK**.

7. Specify a label start position (for printing on partial pages of labels) and then select **CONTINUE**.

If necessary, you can also align your printer from this dialog.

The types of labels supported are as follows:

Label Size	Labels Per Sheet	Use Template
1" x 2-5/8"	30 (3 across)	Avery 5160
1" x 4"	20 (2 across)	Avery 5161

To order labels directly from QuickBooks, please call 1-800-926-6066 or visit our web site at www.intuitmarket.com/pos6.

*Refer to **Printing in Point of Sale (page 66)** for general printing information.*

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Overview

There are four types of receipts in Point of Sale:

- *Sales receipts* provide a permanent record of merchandise sold from inventory
- *Return receipts* record the return of merchandise to inventory
- *Pay-out receipts* record money paid out of the cash drawer for various reasons, such as to buy office supplies, donate to a local charity, or simply to remove some of the cash in the drawer for security reasons
- (Pro) *Deposit receipts* record deposits taken on customer orders

Point of Sale allows you to accept payment from customers by cash, check, credit card, debit/ATM card, gift card, and gift certificate, and supports charges to customer accounts if you also use QuickBooks financial software. Specific procedures, requirements, and restrictions for each of these payment types is discussed in later sections of this chapter.

(Pro Multi-Store) Both Headquarters and remote stores can create receipts; Headquarters for any store, remotes for their own store only. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information about recording sales and returns in a multi-store configuration.*

Tracking Sales and Returns

All saved receipts are stored in your *sales history* list. Saved receipts are permanent transactional documents that can be reversed, but never edited or deleted. Saved receipts can be easily looked up to confirm an earlier sale, be reprinted, or be copied to quickly create a new identical receipt. Your sales history is drawn upon when you run Point of Sale sales reports.

Sales History: Last 30 Days							
Date	Receipt #	Last Name	First Name	Total	Receipt Type	Payment	
11/20/2007	996	Mullen	Dan	\$75.39	Sales	Cash	
11/20/2007	995	Roche	Diarmuid	\$74.35	Sales	Credit Card	
11/20/2007	994	Uphoff	Denine	\$29.03	Sales	Credit Card	
11/18/2007	985	Burney	Tony	\$48.42	Sales	Check	
11/18/2007	1135	Bellur	Ravi	\$140.00	Deposit	Check	
11/18/2007	1131	Ecker	Deanna	\$150.00	Deposit	Credit Card	
11/18/2007	1142	Johnson	Gordon	\$245.15	Return	Credit Card	
11/18/2007	989	Prentice	Adelaide	\$24.78	Sales	Cash	

If you record customers on receipts you are also building a sales history for each customer that can be a valuable customer service and marketing tool. *Refer to [Viewing a Customer's Purchase History \(page 241\)](#) for more information.*

If you integrate Point of Sale with QuickBooks, all receipts are sent to QuickBooks during Financial Exchanges to update your financial records and to post customer charges to their accounts. *Refer to [How QuickBooks Handles POS Data \(page 479\)](#) for more information.*



Tracking Sales and Returns

There are two options for using receipts to track and report sales and returns:

- Option 1:** To track sales and returns separately, record all merchandise sold on *sales receipts* and all merchandise returned on *return receipts*. For most users, this is the recommended option.
- Option 2:** To track net sales instead, record both sales and returns on *sales receipts*. Record returned quantities as negative numbers and sold quantities as positive numbers. While this option is a convenient way to record merchandise exchanges, you will lose the ability to report separate sales and returns totals on reports using this option.

QuickBooks POS Merchant & Gift Card Services

You can process credit and debit/ATM card transactions from within Point of Sale with an account with the QuickBooks POS Merchant Service. Credit card reader is not required, but may qualify for lower “swipe” rates. A PIN pad device and card reader is required for PIN debit transactions (optional service, fees apply; hardware sold separately).

You can also process gift card transactions and track card balances from within Point of Sale with an account with the QuickBooks POS Gift Card Service. A card reader is recommended for this service, but not required (optional service, fees apply, hardware sold separately).

*See the [Point of Sale Getting Started Guide](#) or select **SETUP INTERVIEW** from the *File* menu, and then choose the appropriate page from the left-side menu for application information, requirements, terms, and conditions for these card processing services.*

You can also process these transactions outside of Point of Sale with other services and then record the payments on your Point of Sale sales receipts.

Security in Point of Sale

Many point-of-sale features can optionally be controlled through the use of security rights. Using security you could, for example, prohibit an employee from:

- Overriding a customer's Accept Checks setting
- Editing the receipt price
- Manually opening the cash drawer

*Refer to **Chapter 12 Employees & Security (page 389)** for more information about enabling security features in Point of Sale.*

Accessing Receipts and Sales History

From the Point of Sale menu, select one of the receipt options:

- **NEW SALES RECEIPT**
- **NEW RETURN RECEIPT**
- **NEW PAY-OUT**
- **SALES HISTORY** (to view saved receipts)
- **HELD RECEIPTS** (to view or un-hold receipts that are currently on hold) from the Point of Sale menu.

The default main toolbar layout also has a shortcut button to the **NEW SALES RECEIPT** option for convenience.

Receipt Basics

The Receipt Form

Open Windows

- New Sales Receipt
- Retail Navigator

Sales Receipt Tasks

- Select from Item List
- Select from Custome...
- Create Pay-Out
- Change to Return R...
- Select Tax Location
- View Sales History

Customer Info

Matthew Cuddihy

Accept Checks: Yes
 Account Limit: \$250.00
 Account Balance: \$83.80
 Price Level: Regular Sales Price
 Last Purchase: 8/8/2005

[Customer History](#)

New Sales Receipt

Edit Item Delete Item Find Item Financial Help

Date: 8/30/2005
 Cashier: Dan
 Associate: Dan

Enter Item(s) < Type/Scan item info here >

Item #	Description 1	Attribute	Size	Qty	Price	Discount %	Ext Price
5	Triangle	Wood		1	\$8.00		\$8.00
6	Pool Balls		Std	1	\$55.00		\$55.00
7	Chalk 6-pak			1	\$3.58		\$3.58

Customer: Cuddihy, Matthew Price Level: Regular SubTotal: \$66.58
 Address: 8321 S. Flower #456 D Disc %: 0.00 Discount: \$0.00
 E. Bayshore Tax %: 7.500 Tax: \$4.99
 CA 94781 Ship Date: Shipping: \$0.00

Promo Code: Comments:

Total \$71.57

Sales Receipt Tasks Hold Receipt Take Payment Save & Print Cancel

Dan Price: Regular Sales Price Tax Location: Local Sales Tax WS:1

Shown above is the Point of Sale receipt form. Your receipt form may look slightly different, depending on your level of Point of Sale and any customizations you have made. Refer to the explanations below that correspond to the numbered callouts.

- 1 Receipt Item List** Displays the items being sold. You can add, remove, resize, and rearrange the item columns to meet your needs. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.
- 2 Customer Information** If you list customers on your receipts, important information, such as whether checks should be accepted, last sale date, and current account balance and limit, are displayed.

Completing a Receipt : Basic Steps

Navigate through the receipt form to complete the following fields. *Refer to subsequent sections for explanations of receipt fields and detailed information on each step.*

1. From the Point of Sale menu, select **NEW SALES RECEIPT** or **NEW RETURN RECEIPT**.
2. In the **Enter Item(s)** field, list the items to be sold by any of these methods:
 - Scan the bar code on the item tag.
 - Type the UPC, Alternate Lookup, or Item # and press **<ENTER>**. If one matching item is found it is immediately listed on the receipt.
 - Begin typing the first few letters of the item's Description 1 entry. A drop-down list of your items is displayed with the closest match highlighted. Select an item from the list to add it to the receipt or, if no match is found:
 - Press **<ENTER>** to open the full Find window with additional search options

Or

Select **ADD NEW** to add an item to inventory and then immediately sell it

- From the task list, choose **SELECT FROM ITEM LIST** to locate and enter items from inventory.
3. To immediately edit the quantity or price of the last item listed, select **EDIT ITEM (<F5>)**, make changes as needed, then select **OK (<F5>)** to return to the receipt. The cursor returns to the **Enter Item(s)** field, ready for the next item entry.
 4. (*Optional*) List the customer on the receipt. If prompted, choose to apply a customer discount, price level, or tax location to the sale.
 5. Enter any other applicable information for this sale, such as a global (non item-specific) discount, promotional code, or shipping information (Pro).
 6. Select **PAYMENT** to go to the Payment screen.
 7. Enter amounts for payments tendered by the customer and/or change returned until the "*Payment Complete*" message is displayed.
 - Enter amounts paid by the customer in the Amount Tendered column
 - Enter change returned to the customer in the Change Amount column
 - Press **<ENTER>** or click the **ACCEPT PAYMENT/CHANGE** buttons after each entryComplete any additional information requested to complete the payment(s), such as check number or credit card information.
 8. Select **SAVE & PRINT**.


If change is due the customer, the Change window is displayed. Select **OK** to close the window and return to a new blank sales receipt form, ready for the next sale.

Receipt Information Fields

The following table summarizes the information fields available on receipt forms and in the receipt sales history list. Fields applicable only to Pro and Pro Multi-Store users are at the end of the table. Related fields are grouped for convenience.

Note that item-specific fields are only available in the receipt item list (on the receipt form) and are included only if they differ from the inventory [Item Information Fields \(page 90\)](#). Fields whose purpose is obvious or common to all modules have been omitted from this table.

If an item or sales history list field included in this table isn't visible on your screen, you can customize your lists columns to include it. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.*

 Field Label Symbols	
Symbol	Description
[]	Fields shown in brackets are auto-filled with suggested or read-only data by the program. If read-only, these fields cannot be directly edited by the user.
Field	Usage
[Cashier]	If security is used, the Cashier field is auto-filled with the name of the logged-in user and cannot be changed. If not using security, select a name from the drop-down list of defined employees.
Customer Information: [Name] [Address] Extended customer information shown on side bar.	(Optional fields used when tracking customers.) Customer name. You can specify the combination and order of first and last names, and title, displayed in the Customer Information area of the side bar and on printed receipts. PREFERENCES > COMPANY > SALES > SALES RECEIPTS > Order to display full name field: Specify the order, and optionally title, to display full name on receipts. Once a customer is listed, additional information, such as Accept Checks status, account balance/limit, assigned discounts or price level, and a link to purchase history is displayed on the side bar.
Comments	Used to record any pertinent information regarding the sale or payout.
[Message, Printed] Printed, not displayed on-screen	User-definable message(s) that are printed on the copy of the receipt given to your customers. For example, you could use the message field to print "We Appreciate Your Business" or your return policy on every receipt. PREFERENCES > COMPANY > SALES > RECEIPT MESSAGE > Printed Receipt Customer Message: Define messages to be printed on each receipt.
Cost Fields [Cost] [Receipt Cost]	Cost = The average unit cost of the item as recorded in inventory. Receipt Cost = Extended cost by receipt item (Qty x Cost). Display fields only; not editable.

Field	Usage
[Date]	<p>Every receipt defaults to today's date. However, there may be circumstances, such as when reversing and correcting a receipt more than a day old, where you might want a receipt to be dated other than today so that your sales reports reflect the date the merchandise was actually sold.</p> <p>You can change the date as necessary on the receipt form. Never change your computer's system date for this purpose; doing so could result in lost data!</p>
Discount Fields: Discount % Unit Discount Ext Discount Disc Type	<p>Used to record item discounts (in the item list) or global discounts (in the receipt totals area). A global discount is taken from the receipt subtotal and is not spread across the listed items.</p> <p>Disc %: item or global discount Discount (amount): global discount only Unit Discount: item discount only, discount amount per unit sold Extended Discount: item discount only (Qty x Unit Discount) Discount Type: item discount, select type from drop-down list</p> <p>See Giving Item Discounts (page 263) and Giving Global Discounts (page 268) for more information.</p>
[Payment]	<p><i>Displayed in sales history list.</i> The payment type used for the receipt. If more than one payment type was used, <i>Split</i> is displayed.</p>
Price Fields: [Price] [Ext Price] [Custom Price Levels] [Price Level] [Original Price]	<p><i>Receipt item list.</i> Price = the unit price at which an item is being sold after any line-item discount or price level changes. Extended Price = Qty x Price. Custom Price Levels (your custom names displayed) = the item price at each of your markdown price levels. Original Price = Price at active price level for reference; does not change if discounts given.</p> <p><i>Totals area:</i> Price Level indicates the active price for the receipt (Regular Sales Price or one of your markdown price levels). Suggested as the default price specified in company preferences. Select a different price level from the drop-down list to change the active price for the receipt.</p> <p><i>The Price, Extended Price, and Price Level fields can be edited to give the customer a different price or discount. If you enter an item quantity and an extended price, Point of Sale will calculate a new unit price for you.</i></p> <p>Refer to Changing the Receipt Price Level (page 267) and Giving Item Discounts (page 263) and for more information.</p>
Promo Code	<p>Used to record a miscellaneous code on a receipt, such as the advertisement the customer saw your merchandise in.</p> <p>For example, if you are having a big mail promotion to celebrate your business anniversary, you could record an entry of Anniv for all sales made during the promotion. Later, you could run a sales report, filtered on the Promo Code field, to evaluate the effectiveness of the promotion. An entry in the Promo Code field can be required.</p> <p>PREFERENCES > COMPANY > SALES > Require a promo code entry: <input checked="" type="checkbox"/> If selected, an entry in Promo Code field on receipts is required before they can be saved.</p>

Field	Usage
[QB Status]	Sales history list only, and applies only if integrated with QuickBooks Financial Software. Displays the Financial Exchange status of the receipt: NOT POSTED (not yet sent to QuickBooks), COMPLETED (sent to QuickBooks), or ERROR (attempt to send the receipt to QuickBooks resulted in an error). Refer to Verifying the Exchange of Individual Transactions (page 463) for more information.
[Receipt #]	Sales history list only. Sequential number assigned to receipts as they are created.
[Receipt Type]	Sales history list only. Indicates type of receipt as: Sale, Return, Payout, or Deposit.
[Status]	Sales history list only. Indicates status of receipt as: Regular, Reversed, or Reversing. Refer to Reversing Receipts (page 308) for more information on reversing receipts.
[Subtotal]	<i>Totals area:</i> The sum of the Extended Prices for all items listed on the receipt.
Tax Fields: [Tax Location] [Tax Code] [Tax %] [Tax] [Ext Tax] [Tax]	<p>Tax Location: Tax location used for sale; displayed in the status bar at the bottom of the window. Suggested as the default tax location specified in company preferences. Can be changed by choosing SELECT TAX LOCATION from the task list.</p> <p><i>Receipt item list:</i> Tax Code = the item tax code; as specified in inventory. Tax % = the tax rate applied to item,. Tax = the tax amount collected per item unit. Extended Tax = the total tax amount for the item (Qty x Tax). The item Tax Code can be changed at time of sale.</p> <p><i>Totals area:</i> Tax % = Sales tax percentage applied to the entire receipt. If sold items are being taxed at different rates, this field is blank and disabled. Tax = total sales tax collected on the sale.</p> <p>Refer to Collecting Sales Tax (page 292) for more information.</p>
[Total]	The receipt total (i.e., the subtotal less global discounts, plus taxes and shipping). Calculated field. Not editable.
Unit of Measure	<p>Used to indicate the measurement or quantity by which the item is sold, such as each, inch, yard, gallon, case, gross, etc. Select a unit that has been defined in company preferences or ADD NEW from the drop-down list. Once defined, can be used to filter the item list or reports.</p> <p>PREFERENCES > COMPANY > INVENTORY > UNIT OF MEASURE: Add, delete, or rearrange the order of units of measure.</p> <p>(Pro) Units of measure can be added to your printed documents and tags using the Print Designer.</p> <p>Refer to Customizing Printed Documents (Pro) (page 508) for more information.</p>

Pro and Pro Multi-Store Fields	
Field	Usage
<p>[Associate] in the edit Item Information window, label is “Assign this item’s commission to:”</p>	<p>Used to identify the employee to be paid a commission on the sale.</p> <p><i>At the top of the form:</i> Suggested as the logged in user (if security used) but can be edited to identify the sales associate for the receipt. If you change the associate after listing items, you are asked if you want to assign this associate to the items already listed.</p> <p><i>In the item list:</i> Suggested as the same employee listed at the top of the form, but editable item-by-item. This allows commissions to be paid to more than employee on a single receipt.</p> <p>Refer to Tracking Employee Commissions (Pro) (page 402) for more information.</p>
<p>Commission Fields [Commission %] [Commission] [Eligible for Commission]</p>	<p><i>Receipt item list:</i> Commission % = Percent commission specified on associate’s employee record. Commission = Amount of commission payable to the associate on the item sale. Eligible for Commission = Check-box indicates if item sale is eligible for payment of commission. From item record in inventory.</p> <p>Refer to Chapter 12 Employees & Security (page 389) for more information.</p>
<p>Custom Fields</p>	<p><i>Receipt item list:</i> Custom item fields, if defined in inventory. Displayed with your custom name.</p>
<p>Serial #</p>	<p>Field used to record serial numbers of sold items. Items can be designated as requiring a serial number entry in inventory (by selecting the PROMPT option in the Serial # Tracking field on the item record), in which case you will be prompted to enter a serial number for each unit of the item sold.</p> <p>Refer to Serial Number Tracking (Pro) (page 64) for more information.</p>
<p>Shipping Information Ship Date Shipping/Ship \$ Ship By Tracking # Shipping Address</p>	<p><i>Totals Area:</i> Enter Ship Date and Shipping amount for this sale.</p> <p>Shipping Information window: Select SHIPPING INFORMATION from the task list to enter additional shipping information, such as the provider (Ship By), Tracking #, and a Shipping Address.</p> <p>You can also print a packing slip and shipping label from the Shipping Information window.</p> <p>PREFERENCES > COMPANY > SALES > Shipping: Define shipping providers and specify one as the default, which is suggested on receipts. The list of providers is available for selection on the Shipping Information window when making a sale.</p>
<p>Store (Pro Multi-Store)</p>	<p>The store from whose inventory the merchandise is being sold/ returned. At Headquarters, can be changed to create a receipt for any store. At remote stores, this field defaults to the local store and cannot be changed.</p>

Working with Receipt Items

Listing Items on Receipts

Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for detailed procedures for listing items on documents, including receipts.

Use icons to edit or delete a listed item, or to do an item search

Scan item bar code, or type UPC code, Item #, or Alternate Lookup and press **<ENTER>**

The screenshot shows a software interface for entering items on a receipt. At the top, there are three icons: a pencil for 'Edit Item', a red X for 'Delete Item', and a magnifying glass for 'Find Item'. Below these is a text field labeled 'Enter Item(s)' containing the number '192'. To the right of this field are fields for 'Date' (8/15/2005), 'Cashier' (Dan), and 'Associate' (Dan). Below the text field is a table with the following data:

Item #	Description 1	Attribute	Size	Qty	Price	Discount %	Ext Price
3	Adult Baseball Bat	31 oz	33 in	1	\$115.52		\$115.52
252	Pitch Counter			1	\$6.36		\$6.36
192	Sports Team Logo Shirt	White	XL	1	\$23.99		\$23.99

Activate drop-down item list; automatically activated by text entry

Press **FIND ITEM** icon to go to full inventory item list to locate an item

To list items on a receipt:

1. Scan or type item information in the **Enter Item(s)** field.
 - If you *scan* a bar code, and there is one unique match in inventory it is instantly listed on the document with a quantity of one
 - If you typed a UPC code, Item # or Alternate Lookup, press **<ENTER>**. If there is one unique match in inventory it is instantly listed on the document with a quantity of one
 - If you typed an item search keyword, the drop-down item list is displayed. This list sorts and searches by the item's **Description 1**. Other identifying information is displayed to help identify your items.

The screenshot shows the 'Enter Item(s)' field with the text 'base' entered. A drop-down list is displayed below the field, showing the following items:

Attribute	Description 1	Classic Fit	SML
< Add New >			
31 oz	Baseball Hat	Classic Fit	Black MED
Right	Baseball Hat	Classic Fit	Black XL
	Baseball Hat	Classic Fit	Grey SML
	Baseball Hat	Classic Fit	Tan SML

From this list, you can:

- Click on an item, or use your arrow keys to highlight an item and press **<ENTER>**, to list it on the receipt.
 - Scroll through the list to locate and select an item.
 - Press **<ENTER>** before highlighting an item to open the item Find window, from which additional search options are available. *Refer to [Searching for Records or Documents \(page 61\)](#) for specific instructions for using the Find window.*
 - Select **ADD NEW** to enter a new item in inventory and immediately sell it.
2. To immediately edit the item just listed (quantity, price, etc.) select **EDIT ITEM (<F5>)**. *Refer to [Editing Receipt Items \(page 262\)](#) for more information.*
 3. After all items are listed, press **<TAB>** to move through the other receipt fields.



Adding a New Item to Inventory and Immediately Selling It

Defining a new inventory item while making a receipt and then immediately selling the item may result in a discrepancy in your inventory value if no cost is defined for the item. If you are integrated with QuickBooks, a compensating adjustment will have to be made in your financial software if this occurs. One way to do this is to conduct periodic physical inventories and then make an aggregate adjustments in QuickBooks. *Refer to [Chapter 4 Inventory Utilities \(page 141\)](#) for more information on conducting a physical inventory.*

Locate and List Items from Inventory

If preferred, you can go directly to inventory to locate an item to list on a receipt. Once in inventory, the item list can be sorted, searched, or filtered to locate the correct item.

1. From the task list, choose **SELECT FROM ITEM LIST (<F4>)**. This selection displays your item list in a special selection mode with the **Doc Qty** and **Doc Price** fields added.

Item #	Dept Name	Description 1	Attribute	Size	Doc Qty	Doc.Prc	On-hand Qty
102	APPAREL: ...	Sweatpants	Black	XL	1	\$17.59	9
118	APPAREL: ...	Sweatshirt	Black	XSML		\$17.59	8
119	APPAREL: ...	Sweatshirt	Black	SML		\$17.59	9
120	APPAREL: ...	Sweatshirt	Black	MED		\$17.59	14
121	APPAREL: ...	Sweatshirt	Black	LRG		\$17.59	14

2. Filter, search, or sort and scroll through your item list to locate the item(s) you are selling.
3. Once you have located the correct item(s), use one of the following methods to bring them to the receipt:

- To immediately return one item to the receipt, double-click it. The item is listed with a quantity of one.
 - Enter the quantity of each item to be sold in the **Doc Qty** column. Optionally, you can specify a **Doc Price** (sales price, suggested from active receipt price level) for the selected items. Navigate through the item list making entries for all the items being sold. When done choose **SELECT** to return the selected items to the receipt at the specified quantities and prices.
4. Repeat Steps 2-3 until you have located and listed all sale items.



Tip: Inventory Actions after Choosing Select From Item List

Full item editing is possible when coming to your item list from a receipt. Items can be added, edited, or deleted, all while you are still also actively working on the document. This feature gives the flexibility to perform tasks, such as adding new items while making the receipt. It is important to realize that any edits made to items after choosing **SELECT FROM ITEM LIST** from a document affects your actual inventory file, not just the document in which you are working.

Editing Receipt Items

Editing receipt items is most frequently done to change the quantity being sold, to give item discounts, to change tax codes, or to enter item serial numbers (Pro).

There are two methods to edit item information on a receipt:


- With an item highlighted in the receipt, select **EDIT ITEM (<F5>)** to open the Item Information window. Make necessary edits, and then select **OK (<F5>)** to close the window.

The screenshot shows the 'Item Information' window with the following fields:

- Item Price & Discount:** Quantity (1) x Price (\$62.22) = Amount (\$62.22). Includes fields for Discount % and Discount Type.
- Item Properties:** Description 1 (Youth Baseball Bat), Description 2 (Metal), Attribute (16.5), Size (31 in), Tax Code (State), UPC, Alternate Lookup (YY650-16531), and Serial #.
- Commission:** Assign this item's commission to (Dan), Commission %, and Commission Amount.

Or

Navigate to the editable fields in the receipt item list and enter new values directly.

 **Editing Item Prices**

To edit individual item prices or give item discounts make an entry in the item's **Price** or discount fields in the receipt item list or the Item Information window. Refer to [Giving Item Discounts \(page 263\)](#) for more information.

To apply a global discount to the entire receipt, make an entry in the **Disc %** or **Discount** fields in the totals area of the receipt. A global discount is subtracted from the receipt subtotal. Refer to [Giving Global Discounts \(page 268\)](#) for more information.

 **Editing Item Prices and Discounts**

Any time you manually edit the original inventory price of an item on a receipt, up or down, Point of Sale considers it a discount. Increasing the price of an item is counted as a negative discount. These amounts are included in the discount amounts shown on reports (including X/Z-Out reports) and if you are sharing data with QuickBooks, will be transferred to QuickBooks under the account assigned as your Merchandise Discount account in company preferences. However, changing the receipt **Price Level** is not considered a discount.

Giving Item Discounts

Whenever an item discount is entered using the **Price** field or one of the discount fields in the item list, the program calculates the other fields automatically. For example, if you discount by entering a percentage in the **Discount %** field, Point of Sale will recalculate and auto-fill the **Price** fields for you.

To discount an item price:

1. Select an item in the document item list, and then select **EDIT ITEM (<F5>)**.
 - To discount to/by a certain amount, enter the new amount in the **Price** field
 - To discount by a percentage, enter the percentage amount in the **Discount %** field
2. (Optional) Select a discount type from the drop-down list in the **Disc Type** field.
3. Select **CONTINUE (<F5>)** to record the discount and return to the receipt.

Or

Navigate to the one of the discount fields in the receipt item list and enter the appropriate discount directly.

 **Preferences: Define Item Discount Types**

PREFERENCES > COMPANY > SALES: Predefine up to eight item discount types in the Discount Types section to select from when giving a discount on a receipt.

Deleting Receipt Items

Items can be deleted from a receipt, provided the receipt has not been saved.

To delete an item from a receipt:

1. Highlight the item to be deleted in the receipt item list.
2. Select **DELETE ITEM** from the window toolbar.

To zero-out the item:

With this procedure, the item will remain on the receipt with a quantity of zero. You might do this to keep a record of an item the customer wanted, but the sale couldn't be completed for some reason.

1. Edit the **Qty** field to zero in either the receipt item list or the Item Information window.
2. Navigate out of the field or select **OK (<F5>)** to close the Item Information window.

Selling Service or Non-Inventory Items

Service items are typically used for charging for repairs, alterations, warranty work, or other non-merchandise charges. Service items can be defined in inventory to charge for labor by the hour or for a set price for a specific purpose. Service items have no on-hand quantity inventory.

Non-inventory items are identical to service items in that they always have a zero on-hand quantity in inventory. Typically they are used to sell miscellaneous non-merchandise fees. Some retailers choose to use non-inventory items for incidental merchandise for which they do not wish to track quantities. Having a second item type for which quantities are not tracked allows you to categorize and send sales information to separate accounts in your QuickBooks.

List a service or non-inventory item on a receipt in the same manner as other items.



Tip: Using Service or Non-Inventory Items to Charge by the Hour

You can use service or non-inventory items to charge for services by the hour or fraction thereof. To do so, define the item in inventory (e.g. Tailoring, Repair Labor, etc.) and make sure that you choose either *Service* or *Non-Inventory* as the item type. Enter your inventory price as what you charge per unit of time (hour, half-hour, quarter-hour, day, etc.) When the item is listed on a receipt, simply enter the units of time to be charged for as the item's quantity. For example, if you are charging by the hour, enter 1.5 in the Qty field to charge for an hour and a half.

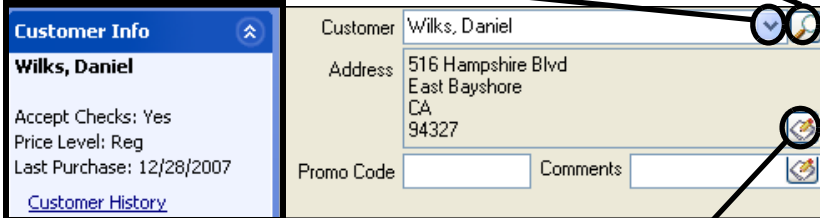
Refer to **Chapter 3 Managing Inventory (page 73)** for more information about defining service and non-inventory items.

Listing a Customer on a Receipt

Listing customers on receipts is optional, but necessary if you want to use customer-based discounts or tax locations, offer charge accounts, or to track customer purchase history. Any customer on file can be quickly listed on a receipt and new customers can be added while completing a receipt.

Activate the drop-down customer list ; automatically activated by text entry in the **Customer** field

Select the **FIND CUSTOMER** icon to go to full customer list



Customer information, including account balance and limit, if applicable, and link to customer's history

Select the **EDIT CUSTOMER** icon to edit the listed customer's record.

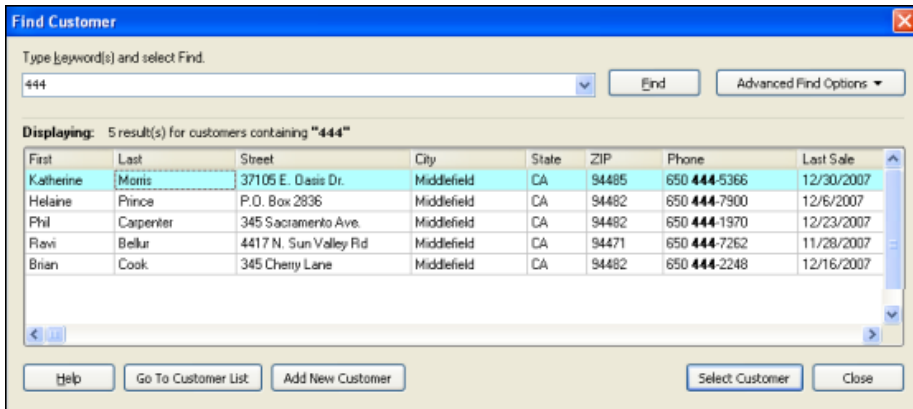
To list a customer on a receipt:

1. In the Customer field, begin typing customer identifying information (last name is the recommended entry).
 - If you type last name, Point of Sale attempts to recognize the name and auto-fill the field for you. A drop-down list of your customers with the match highlighted is also displayed. Press **<ENTER>** to accept the highlighted name or select another name from the list.

Customer	Wilks	Price Level	Reg
Address	< Add New >		
	Wilks	Daniel	650 333-4287
	Worth	Dave	916 222-8059

- Or enter other customer information (first name, company name, phone number, etc.) and press **<ENTER>**.
 - If one unique match is found, the customer is listed.

- If multiple matches are found, the Find Customer window is displayed, from which you can select the correct customer or refine your search (see below).
- Select **ADD NEW** from the drop-down list or the Find Customer window to add a customer as you make the receipt.



Customer Find window - Showing multiple matches of "444" in phone numbers

From the Find Customer window, you can:

- Highlight a customer and choose **SELECT CUSTOMER** (or double-click) to list that customer on the receipt
- Select **GO TO CUSTOMER LIST** to go to the list of all customer records
- Select **ADD NEW CUSTOMER** to add a new customer record and then immediately list that customer on the receipt
- Search again by entering new keywords/numbers or selecting **ADVANCED FIND OPTIONS** to refine your search by field or other criteria

If the listed customer has a customer discount, price level, or tax location associated with their record, you are alerted and can apply to the current sale at your discretion.

Changing the Receipt Price Level

The default price specified in company preferences will be automatically set as the active receipt price, unless you list a customer with an associated price level different than the default. In the latter case, the customer's associated price level becomes the active price level. The active price level is always noted on the status bar and in the **Price Level** field in the body of the receipt. You can change the receipt price level manually to give a customer a different price. Any additional discounts subsequently given are applied against the currently active price level.

Item #	Description 1	Attribute	Size	Qty	Price	Discount %	Ext Price
4	Adult Baseball Bat	31 oz	34 in	1	\$144.40		\$144.40
26	Youth Baseball Bat	16.5	32 in	1	\$77.77		\$77.77

Customer	Morris, Katherine	Price Level	Reg	SubTotal	\$222.17
Address	37105 E. Dasis Dr. Middlefield CA 94485	Disc %	0.00	Discount	\$0.00
Promo Code		Tax %	0.000	Tax	\$0.00
Comments		Ship Date		Shipping	\$0.00
Total				\$222.17	

Sales Receipt Tasks	Hold Receipt	Take Payment	Save & Print	Cancel
Dan Price: Reg Tax Location: MTN VIEW WS:1				

Receipt showing the active price level

To change the receipt price level:

1. Navigate to the **PRICE LEVEL** field and select a new price level from the drop-down list.

If you have already listed items on the receipt, you are asked how you want to handle the prices of those items.

2. Select **YES** to update the prices of the listed items to the new price level. Any previous item discounts given are cleared.

OR

Select **NO** to leave the prices of the already-listed items at the default price level. Any new items listed after the change will be priced at the new price level. This option allows you to sell items at different price levels on the same receipt.

The next receipt made will automatically switch back to the default price specified in company preferences. If you want to change the default price for all new receipts,

simply change the default price in company preferences. You might change the default price temporarily, to have a week-long 10% off sale, for example. Remember to change the default price back to your normal price when the sale is over.

 **Preferences: Default Price**

PREFERENCES > COMPANY > PRICING > Default price: Specify the default price to be active on sales, your regular sales price or one of your markdown price levels.

Giving Global Discounts

Global discounts are given against the receipt subtotal (i.e., the entire sale), rather than on individual items. To give a global discount, use the discount fields in the totals area of the receipt form.

To give a global discount:

1. Enter a percentage in the **Disc %** field or an amount in the **Discount** field.
2. Press **<TAB>** or navigate to the next field.

An entry in either global discount field will result in the program automatically calculating and entering a value for the other. If you need to remove a previously entered global discount, simply highlight one of the values and press **<DELETE>** on your keyboard or overwrite the entry with a zero (0).

Price Level	Reg	SubTotal	\$222.17
Disc %	10.00	Discount	\$22.22
Tax %	0.000	Tax	\$0.00
Ship Date		Shipping	\$0.00
Total			\$199.95

Price and Discount Priority

Because there are several ways to apply discounts to sales, it is important to understand how they work together and which discount will take priority if more than one is applied.

For example, if you list an item and manually discount it by 10%, and then list a customer that has been assigned a 15% discount in his customer record, the customer discount would overwrite the manual discount if you choose to apply it. If you apply the customer discount, the customer would receive only a 15% discount, not an accumulated discount of 10% plus an additional 15%. If you subsequently change the price level of the receipt, the customer will still get a 15% discount but the discount will be applied against the new active price level, not the original price level.

Customer and manual item discounts are always applied against the active price level. You always have the option to apply or not apply a customer discount. If you change the customer or price level after items have been listed, a confirmation message will be displayed alerting you that any previous discounts may be replaced.

Global discounts simply discount from the receipt subtotal. A global discount is in addition to any other discounts given.

Priority of Discount Pricing (Pro)

If you use discount pricing in conjunction with customer discounts, Point of Sale will compare the prices resulting from each discount type and automatically give the customer the lowest price for which he qualifies.

Additional manual item discounts can be applied after customer discounts or discount pricing is applied. Manual item discounts added afterwards do not affect the other discounts already given.

Example: You list three items that qualify for discount pricing. You then add a manual item discount for one of the items because it is damaged. The manual discount for the one item simply discounts it further, this additional discount does not affect the discount pricing that the other two items already received.

*Refer to **Using Discount Pricing (Pro) (page 164)** for more information about discount pricing.*

Recording Receipt Payments

To access the Receipt Payment window:

After completing item entry and other fields on the receipt form, select **TAKE PAYMENT** (<F12>) from the bottom toolbar.

The Receipt Payment window is displayed.

Receipt total and payment status

Method	Amount Tendered	Change Amount
SF1 Cash	\$200.00	0.05
SF2 Check		
SF3 Credit Card	Charge to	Refund
SF7 Debit/ATM Card	Charge to	Cash Back
SF5 Account	Charge to	Payment on
SF4 Gift Certificate	Redeem	Purchase
SF8 Gift Card		
Total:	\$200.00	\$0.05

Payment Complete - select one of the save options below, or select **Back to Receipt** button to return to the receipt form to review or make changes.

Enter payment(s) from customer in the **Amount Tendered** column

Change or refund to customer is listed in the **Change Amount** column

Message indicates payment is complete

To return to the receipt form:

- From the bottom of the Payment window, select **BACK TO RECEIPT**.

Entering Payment Types and Amounts

Basic Instructions

When you go to the Receipt Payment window, the receipt total is already entered in the Amount Tendered column for your default payment method (*see preference note below for defining your default payment method*). You can accept the suggested entry or enter new amount(s) for one or more payment methods and the change returned to the customer until the *Payment Complete* message is displayed.

To take receipt payment with a single payment method:

This first example assumes the customer is paying the exact amount of the sale with a single payment method and no change is due. Refer to [Giving Change \(page 273\)](#) for an example where change is returned to the customer.

1. Press **<ENTER>** or click **ACCEPT PAYMENT** to accept the full exact amount being paid by your default payment method.

Or

Use the **<TAB>** or arrow keys on your keyboard to move the highlighted total amount to another payment method. As you press the keys the amount will move up or down through the cells in the **Amount Tendered** column;

you do not have to delete or re-enter the amount. Press **<ENTER>** or click **ACCEPT PAYMENT** to accept fill payment by the selected payment method.

2. Enter (or scan) any additional information requested, such as check number or credit card information, as applicable.
Specific procedures for each payment method are in later sections of this chapter.
3. When the *Payment Complete* message is displayed, select **SAVE AND PRINT RECEIPT (<F12>)**.

Method	Amount Tendered	Change Amount	
Cash	199.95		Accept Payment
Check			
	Charge to	Refund	
Credit Card			
	Charge to	Cash Back	
Debit/ATM Card			
	Charge to	Payment on	
Account			
	Redeem	Purchase	
Gift Certificate			
Gift Card			
Total:			

Alternatively, select **SAVE ONLY** from the task list to save the receipt without printing.

 **Preference: Accepted and Default Payment Methods (Tenders)**

PREFERENCES > COMPANY > SALES > RECEIPT TENDERING: Select or clear check-boxes for payment methods. Clearing a check-box removes that method from the Receipt Payment window. Also, specify a default payment method (total payment will be suggested by this method on payment window), and indicate the credit card types you accept.

 **Preference: Payment Methods that Open Cash Drawer**

PREFERENCES > COMPANY > SALES > Open Cash Drawer: If you have a cash drawer installed, select the payment methods that open it when you save and print a receipt.

 **Moving and Accepting Payment Amounts with Mouse or Touchscreen**

Mouse users can move a highlighted payment amount by simply clicking in the cell for a different payment method and can accept a highlighted or entered payment amount by double-clicking the amount. Touchscreen users can touch the amount field for the correct payment method to move an amount and touching the **ENTER** button on the navigation toolbar to accept the amount.

To process a split-payment sale:

A split-payment sale is one in which the customer uses two or more payment methods for the purchase. For example, the customer might pay \$50.00 with a gift certificate and the remaining \$24.18 in cash to complete a \$74.18 sale.

When you enter the payment screen, the total amount due is suggested by your default payment method. Again, this example assumes the customer is paying the exact amount of the sale with no change due. Refer to [Giving Change \(page 273\)](#) for an example where change is returned to the customer.

1. Use the **<TAB>** or **<↑↓>** keys on your keyboard to move the total amount to the first payment method, if necessary.
In our example, it would be better to record the gift certificate payment first. Point of Sale will then calculate and display the balance needed in cash to complete the payment.
2. Type *50.00* in the Amount Tendered column for gift certificate and press **<ENTER>** or click **ACCEPT PAYMENT**. You do not have to delete the displayed amount if it is highlighted; simply type a new amount and it will replace the current amount.
The remaining amount due is displayed for the next payment method in the list.
3. Use the **<↑↓>** keys to move the remaining balance to the cash field and press **<ENTER>** or click **ACCEPT PAYMENT**.
The *Payment Complete* message is displayed.

4. Select **SAVE/PRINT RECEIPT (<F12>)**.

Receipt Payment

Receipt Total: \$74.18 Payment Complete - select one of the save options below, or select Back to Receipt button to return to the receipt form to review or make changes.

Amount Due: \$0.00

Change Due: \$0.00 [Hide Hints](#)

Method	Amount Tended	Change Amount
SF1 Cash	24.18	
SF2 Check		
SF3 Credit Card	Charge to	Refund
SF7 Debit/ATM Card	Charge to	Cash Back
SF5 Account	Charge to	Payment on
SF4 Gift Certificate	Redeem	Purchase
SF8 Gift Card	\$ 50.00	
Total:	\$ 74.18	\$ 0.00

Buttons: Gift #90843

Buttons:

Giving Change

Cash Payment: If part or all of the payment was taken by cash, change is automatically assumed as cash and the *Payment Complete* message is displayed. Simply save and print the receipt.

Non-Cash Payment: If the payment did not include cash, the change method is initially suggested as *Cash*, but can be returned to the customer in one or more change methods of your choice, just as payments could be taken from the customer by different payment methods. You use the same procedures to define the change amounts and methods as you did for taking payments.

To give change in a sale:

1. To accept the change amount and method as suggested, simply press **<ENTER>**.

Or

Use the same procedures you did above when accepting payment amounts to move, edit, and accept one or more change methods/amounts.

2. Select **SAVE/PRINT RECEIPT (<F12>)**.
The change window is displayed to remind you of the change amount and method.
3. Select **OK** to close the change window and begin the next sale.

Change	
Total:	\$74.18
Change Cash:	\$5.82
<input type="button" value="OK"/>	

Returning a Specified Amount of Cash While Ringing-up a Sale

If a customer wants a certain amount of cash back (e.g. \$50) while paying for a purchase by a method other than cash, follow these steps.

1. Enter the amount of cash to be returned to the customer in the change column first. In our example, enter *50* in the Change Amount column for cash.
2. Press **<ENTER>** to accept the cash change amount. The new amount due from the customer (purchase amount plus \$50.00) is displayed in the Amount Tendered column.
3. Move the new amount due to the payment method being used and press **<ENTER>** to accept it.
4. Save and print the receipt normally. The Change window is displayed to remind you of the amount and type of change to return to the customer.

This method eliminates arithmetic error by the cashier. By entering the cash change amount first, the new amount required from the customer is calculated and displayed. This method works equally well to calculate the total payment amount needed when selling a gift card or certificate in addition to merchandise purchases. Complete the procedure as above, entering the requested amount of the gift card/certificate in the Change column first.

Opening the Cash Drawer

If you have a properly configured compatible cash drawer, it will open when you save a receipt using the payment methods you have specified in company preferences. The cash drawer can also be opened manually, subject to security rights.

Preference: Payment Methods that Open Cash Drawer

PREFERENCES > COMPANY > SALES > Open Cash Drawer: If you have a cash drawer installed, select the payment methods that open it when you save and print a receipt. Defaults are cash and check.

To open the cash drawer manually:

- From the Point of Sale menu, select **OPEN CASH DRAWER** or press **<CTRL+ F8>**.

Correcting or Deleting Payment Amounts

If one or more payment or change amounts are entered in error, they can be corrected or deleted and new payments entered prior to saving the receipt.

1. Highlight the payment amount that is in error.
2. Press **<DELETE>**

OR

Select **CLEAR PAYMENT** or **CLEAR CHANGE** to remove the amount.

Method	Amount Tendered	Change Amount	
Cash		55.40	Clear Change
Check	\$ 150.00		Clear Payment

3. Enter new payment types and/or change until the *Payment Complete* message is received.
4. Save and/or print normally.

Notes about deleting or clearing payment amounts:

- If a credit card has already been authorized, you will be prompted to void the transaction to reverse the charge. In this case, the charge is never settled and does not appear on the cardholder's account. Create a new receipt and apply the correct payment as necessary.
- Debit payments, if authorized through the QuickBooks POS Merchant Service, have already affected the customer's bank account. Therefore, the debit payment cannot be deleted from the receipt, nor can the receipt be canceled or voided. The receipt must be finished or the cashier must manually enter an equal amount by another payment type, such as cash, to balance the receipt and refund the debit amount to the customer.
- Any entered or assigned check, gift certificate, or credit card numbers are cleared.
- (Pro) If deposits have been used as payment on the sale (as might be the case when selling customer order items), the deposits will be removed and returned to the referenced customer order.
- If the receipt has already been saved, you will have to reverse the receipt and create a new one. Refer to **Reversing Receipts (page 308)** for more information.

Payment by Credit Card

If you have an account with the QuickBooks POS Merchant Service, provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company, you have an integrated credit card processing solution that allows you to authorize, settle, and record these transactions within your Point of Sale software. *See the Getting Started Guide for information on setting up an account.*

The procedures that follow assume you have configured Point of Sale preferences with your QuickBooks POS Merchant Service account number, communication method, and card reader (if using).

Refer to the Point of Sale Getting Started Guide for more information about configuring your system for a Merchant Account.

General Credit Card Guidelines

- Up to three credit card payments can be accepted on a single transaction.
- The QuickBooks POS Merchant Service does not require a card reader to process credit card transactions. However, you may get a lower “swipe” rate when using a card reader to authorize these transactions. In this section, we will refer to card readers and PIN pads for use with credit card transactions. A PIN pad with an integrated card reader can be used for both credit card and ATM/debit transactions.

Refer to [Payment by Debit/ATM Card \(page 282\)](#) for more information about PIN pads sold and supported by Intuit for this purpose.

- The QuickBooks POS Merchant Service also does not require that the credit card be present to authorize a transaction; however, you do need to have the customer’s name, ZIP Code, card number, and expiration date.

"Card not present" rates apply. Refer to your QuickBooks POS Merchant Service agreement for more information.

- Point of Sale performs an address verification check on all **manually entered (not swiped)** credit card transactions processed by the QuickBooks POS Merchant Service. The service checks if the ZIP Code and, optionally, the numeric portion of the street address, given by the customer matches the address currently on file at the cardholder’s bank and alerts you if there is a mismatch.
- On manually entered transactions, you can also check the card verification code against the card issuer’s records and be alerted if there is a mismatch. Select the “What is this?” link on the Credit Card Payment window for instructions to locate and enter this code.

Address and card verification checks are important security features that can help you avoid credit card fraud. See the following preference note to specify how you want to handle verification failures.

Fraud Prevention Tips: Search the in-program Help index by keywords “fraud prevention” for additional information and suggestions that can help you recognize and prevent fraudulent credit card use.

Credit Card Sales Preferences

Preferences: Address and Card Verification for Manually Entered Transactions

PREFERENCES > COMPANY > MERCHANT AND GIFT SERVICES > Do not allow transactions that fail address verification, and Do not allow transactions that fail card verification: Select to disallow manually entered transactions (not swiped) if the address information provided by the customer and/or card verification code do not match bank records. These settings afford you a degree of protection against fraudulent transactions, but also may block some legitimate transactions. If you do not have these options selected, Point of Sale will warn you when a mismatch occurs, but will allow you to complete the transaction at your discretion. Default: Not selected.

This preference applies only to users of the QuickBooks POS Merchant Service.

Preferences: Print Two Copies of Credit Card Receipts

PREFERENCES > WORKSTATION > PRINT OPTIONS > Print two copies of credit card receipts: Select to always print two copies of credit card receipts—one for the customer and one for the merchant (signature copy). If you are using double-ply paper, you may want to turn off this setting. Default is selected.

Preferences: Pause Between Printing to Allow Tearing Off Printed Receipt

PREFERENCES > WORKSTATION > PRINT OPTIONS > Pause between printing to allow tearing off printed receipt: Select if you want the printer to pause briefly between receipts so you have time to tear them off. Applies only if you have selected to print two credit card receipts (*see above*).

Preferences: Automatically Print/Save Receipt Upon Card Approval

PREFERENCES > COMPANY > MERCHANT AND GIFT SERVICES > Automatically print and save receipt upon credit, debit, or gift card approval: Select to automatically print/save receipt once the transaction has been approved. This allows you to return to servicing your customer sooner.

Preferences: Allowed Card Types

PREFERENCES > COMPANY > SALES > RECEIPT TENDERING > Allowed card types: Specify the credit cards you accept. Only those cards you accept will be available when making credit card sales.

If You Are Not Using the QuickBooks POS Merchant Service

If you do not have an account with the QuickBooks POS Merchant Service, you can still record credit card transactions in Point of Sale, using the general payment procedures, but you cannot authorize and settle those transactions from within Point of Sale and Merchant Service reports showing whether transactions are settled or

unsettled are not available (you can still print a report listing your credit card sales). Simply enter the customer’s payment as a credit card amount and select the card type used when recording payment. Follow your service’s instructions for authorizing/ settling the transactions.

Procedures in the rest of this section that talk about authorizing or settling credit card payments do not apply to you.

To take payment by credit card:

1. Start the receipt normally, listing items and other information.
If using the Ingenico eNcrypt 2100 PIN pad: The customer can swipe their card at anytime; they do not have to wait for you to go to the Receipt Payment window. The customer should select **CREDIT** as the transaction type.
2. Select **TAKE PAYMENT** to go to the Payment window.
If using the Ingenico eNcrypt 2100 PIN pad: If the customer finished entering information on the PIN pad before you reached the Payment window, the receipt amount is auto-filled in the Credit Card 1 field and the Credit Card window is opened. Skip to Step 5 in this case. If you selected **TAKE PAYMENT** before the customer finished, complete Step 3 and then skip to Step 5.
3. Move the receipt amount to the Credit Card 1 payment method and accept it. The Credit Card window is opened.

Credit Card

Enter the credit card information below or swipe the card now.

Amount:

Card Number:

Exp. Date:

Card Type:

Authorization:

ZIP Code:

OK

Cancel

Authorize

Status:

Waiting for user input.

4. Swipe the credit card (or manually enter the card information, ZIP Code, and optionally street address, and select **AUTHORIZE**).

5. *If using the Ingenico eNcrypt 2100 PIN pad:* The customer must select **OK** on the PIN pad to approve the sale amount. (You will see the “Waiting for customer input” message until customer approves the amount.)
Point of Sale connects to the Merchant Service to obtain authorization.
If all of the following are true, Point of Sale will process the transaction and print the receipt without further action on your part. This allows you to return to servicing the customer.
 - You swiped the card, rather than manually entering card information
 - The transaction is approved
 - You are configured to automatically print and save the receipt upon approvalIf any of these are not true, continue with the following steps.
6. You will see one of the following messages:
Authorized: The charge has been approved. Select **OK** to close the card dialog.
Declined: The charge was not approved. Select **CANCEL** to return to the payment screen. Ask the customer to provide a different form of payment, or select **AUTHORIZE** to try again.
Referral: Voice authorization is required. The cursor is automatically placed in the Authorization field. Call the number listed onscreen and give the operator your Merchant Number (displayed). Enter the authorization number the operator gives you and press **<ENTER>**.
Failed address or card verification check: The address or card verification code entered does not match the issuer's records. Depending on your merchant service preferences, you may be allowed to continue or the transaction may be automatically voided.
7. Wait for the receipt to print, if configured to print automatically on approval.

Or

Select **SAVE AND PRINT**.

8. Have the customer sign the merchant copy of the receipt.

To accept split payments including credit cards:

Split payment transactions involving credit cards are allowed. Up to three credit cards can be used on one transaction. Credit cards can be used in combination with other payment methods.

Follow the same procedure as above, modified as explained below.

Do not swipe the customer's card until directed to do so below.

1. Complete the receipt and select **TAKE PAYMENT**.
2. Enter the amount for the first credit in the **Credit Card 1** field and press **<ENTER>**.

3. Swipe the customer's card or manually enter the card information. If using a PIN pad, have the customer ok the amount.
Point of Sale connects to the Merchant Service for authorization in the same manner as in the previous procedure.
4. After authorization is received for the first card, enter or accept the amount for the second card in the **Credit Card 2** field, or move the amount to another payment method, and press **<ENTER>**.
5. If using a second card, swipe or enter card information now and follow the same process to complete the second authorization.

Or

If using another payment method, enter any requested information.

6. Repeat for a third card or another payment type, if necessary.
7. Select **SAVE AND PRINT** (if not configured to print automatically.)
8. Have the customer sign the merchant copy of the receipt.

Manual Voice Authorizations

If there is a problem with your connection, Point of Sale will prompt you to do a voice authorization after three failed connection attempts.

You can also force a manual voice authorization. This may be necessary when your regular connection method is unavailable or to enter transactions later that were taken while your connection was down.

To force a manual authorization:

1. With the credit card payment window displayed, enter the credit card number, expiration date, and optionally the credit card verification code and street address.
Do not enter the customer's ZIP Code at this point.
2. Select the **ENABLE VOICE AUTHORIZATION** button next to the **Authorization** field.
3. Call for authorization at the number displayed. Your Merchant number is also displayed for your convenience.
4. Listen to the authorization menu choices carefully, you can choose to authorize with an address verification or without. Follow the phone prompts to enter necessary information. The operator will give you an authorization code.
5. Enter the authorization code you are given in the **Authorization** field.
6. Enter the customer's ZIP Code, and optionally street address.
7. Select **OK**.

Canceling and Reversing Credit Card Transactions

If a customer cancels a credit card purchase, the following apply:

- If the receipt has not been saved/printed, cancel out of the Credit Card window if necessary, and then clear the payment or cancel the entire receipt, as applicable. If the credit card has already been authorized it is voided and the charge does not show up on the cardholder's account.
- If the receipt has been saved, but the transaction not yet settled, display the original receipt and select **REVERSE RECEIPT** from the bottom toolbar. Both the original and reversing receipt retain the credit card charge information, but are marked as being voided, and the transactions are not sent for settlement, nor does either transaction show up on the cardholder's statement. *Refer to **Reversing Receipts (page 308)** for more information.*
- If the transaction has already been settled, you must either create a return receipt returning the charge amount to the customer as change or reverse the original receipt (which automatically credits the cardholder's account). Because settlement has already occurred in this circumstance, both the original and return/reverse transaction show up on the cardholder's statement.

Settling Credit Card Transactions

Although your credit card transactions are authorized immediately, funds are not transferred from the cardholder's account to yours until the transactions are "settled." With a QuickBooks POS Merchant Service account, you can send each day's Merchant Service batch to the processor for settlement as part of the End of Day procedure or you can send batches manually whenever you want.

*Refer to **Chapter 10 End of Day Procedures (page 341)** for more information.*

Once settled, transaction funds are deposited into your bank account, less the merchant discount fee.

Important: You must send your credit card transaction data to the processor within a day of authorizing the transactions to avoid paying higher fees.



Settlement Batch Transaction Limit

A credit card settlement batch is limited to 500 transactions or a total dollar amount of \$999,999.99. If you reach either of these limits before settling, Point of Sale does not allow any more credit card transactions until settlement is completed.

Payment by Debit/ATM Card

If you have an account with the QuickBooks POS Merchant Service, provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company, you have an integrated debit/ATM processing solution that allows you to authorize and record these transactions within your Point of Sale software.

General Debit/ATM Guidelines

- QuickBooks POS Merchant Service does not support charging your customers a fee on debit/ATM transactions.
- There are two ways a customer's debit/ATM card can be accepted for purchases:
 - PIN debit transactions, which require the use of a PIN pad, take payment directly from the cardholder's associated bank account, and allow cash back. This section applies to this type of transaction.
 - Processing the customer's debit/ATM card like a credit card, which does not require the use of a PIN pad and does not allow cash back. Typically, the card must display a credit card logo (e.g., Visa, MasterCard) to be used this way. Process these transactions using the instructions in **Payment by Credit Card (page 276)**.
- PIN debit payments, if already authorized through the QuickBooks POS Merchant Service, cannot be deleted from the receipt, nor can the receipt be canceled or voided. The cashier can manually enter an equal amount by another payment type to balance the receipt, save, and refund the debit amount to the customer.

About PIN pads

Intuit sells and supports two models of PIN pad for processing debit/ATM transactions in Point of Sale. The procedure for accepting payment varies slightly, depending on your hardware configuration.

- **Ingenico eNcrypt 2100 PIN pad** – This PIN pad has an integrated card reader which can be used to process both credit card and debit/ATM transactions. An added benefit with this device is its ability to store card information, allowing the customer to swipe their card, enter their PIN, and select cash back (if you allow it), all while the cashier is still completing the receipt. When the cashier goes to the Receipt Payment window, the PIN pad device will auto-fill the appropriate amounts to the correct payment and change fields.

- **Ingenico 3010** – This PIN pad has no card reader and requires that a card reader also be installed on the system. Typically, the customer hands their card to the cashier who swipes it through their existing card reader. The customer uses the PIN pad to enter their PIN, optionally request cash back, and approve the total amount.

The procedures that follow assume you have a supported PIN pad connected and have configured Point of Sale preferences with your QuickBooks POS Merchant Service account number, communication method, and PIN pad.

Refer to the Point of Sale Getting Started Guide for more information about configuring your system for a Merchant Account.

If You Are Not Using the QuickBooks POS Merchant Service

If you do not have an account with the QuickBooks POS Merchant Service, you can still record debit/ATM transactions in Point of Sale, using the general payment procedures, but you cannot authorize these transactions from within Point of Sale. Simply enter the customer's payment as a debit/ATM amount when recording payment. Follow your service's instructions for authorizing the transaction and offering cash back.

Procedures in the rest of this section that talk about authorizing debit/ATM card payments do not apply to you.

Debit/ATM Sales Preferences

Preferences: Accept Debit/ATM Card Payments and Allow Cash Back

PREFERENCES > COMPANY > MERCHANT AND GIFT SERVICES > Accept debit/ATM card payments: Select to allow payment by debit/ATM card. *Default: selected.* **Allow cash back:** Select to allow cash back to customers on PIN debit sales. Also, specify the maximum cash back per transaction (up to \$200). Selecting this option enables the cash back option on the PIN pad device. *Default: not selected (no cash back).*

Preferences: Automatically Print and Save Receipt Upon Approval

PREFERENCES > COMPANY > MERCHANT AND GIFT SERVICES > Automatically print and save receipt upon credit, debit, or gift card approval: Select to automatically print/save receipt once the transaction has been approved.

To take payment by debit/ATM card:

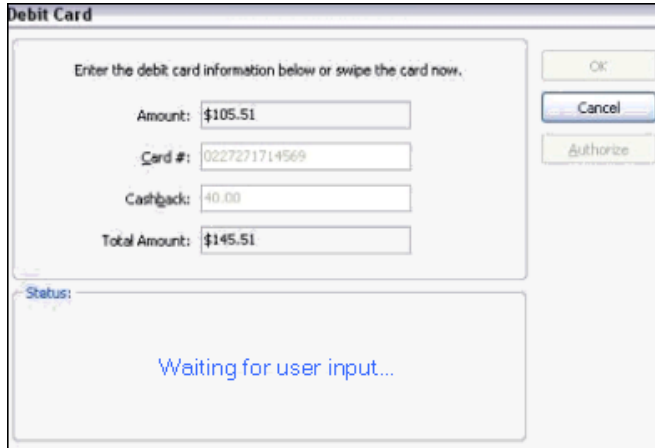
1. Start the receipt normally, listing items and other information.

If using the Ingenico eNcrypt 2100: The customer can swipe their card at anytime; they do not have to wait for you to go to the receipt Payment window. The customer should select **DEBIT/ATM** as the transaction type, enter their PIN, and, optionally, select a cash back amount.

2. Select **TAKE PAYMENT** to go to the Payment window.

If using the Ingenico eNcrypt 2100: If the customer finished entering information on the PIN pad before you reached the Receipt Payment window, the receipt amount is auto-filled in the **Debit/ATM** field and the Debit Card window is opened. Skip to Step 5 in this case. If you selected **TAKE PAYMENT** before the customer finished, complete Step 3 and then skip to Step 5.

3. Move the receipt amount to the **Debit/ATM** payment type and accept it. The Debit Card window is opened.



4. Swipe the debit card and, if applicable, enter cash back amount.
5. The customer must select **OK** on the PIN pad to approve the sale amount. (You will see the “Waiting for user input” message until customer approves the amount.) Point of Sale connects to the Merchant Service to obtain authorization.

If all of the following are true, Point of Sale will process the transaction and print the receipt without further action on your part. This allows you to return to servicing the customer.

- The transaction is approved
- You are configured to automatically print and save the receipt upon approval

If any of these are not true, continue with the following steps.

6. You will see one of the following messages:
Authorized: The debit has been approved. Select **OK** to close the card dialog.
Declined: The debit was not approved. Select **CANCEL** to return to the payment screen. Ask the customer to provide a different form of payment, or select **AUTHORIZE** to try again.
7. Wait for the receipt to print, if configured to print automatically on approval.

Or

Select **SAVE AND PRINT** to complete and print the receipt.

8. If applicable, the change window displays the cash amount to give the customer. Select **OK** to close the window.

To accept split payments including debit cards:

Split payment transactions involving debit/ATM cards are allowed, however only one debit card payment is allowed on a sale. Debit/ATM cards can be used in combination with other payment methods, including credit cards.

Follow the same procedure as above, modified as follows.

Do not swipe the customer's card until directed to do so below.

1. Complete the receipt and select **PAYMENT**.
2. Enter the amount for the debit in the Debit/ATM field payment field and press **<ENTER>**.
3. Swipe or have the customer swipe their card and, optionally, enter a cash back amount.
4. Have the customer ok the amount on the PIN pad.
Point of Sale connects to the Merchant Service for authorization in the same manner as in the previous procedure.
5. After authorization is received for the debit card, enter and accept the amount for the second payment method, and press **<ENTER>**.
6. If using a credit card, follow the credit card authorization process.

Or

If using another payment method, enter any requested information.

7. Repeat for another payment type, if necessary.
8. Once payment is balanced with the amount due, the transaction will immediately save/print (if configured to do so) or you can select **SAVE AND PRINT** to complete the transaction.

Canceling or Reversing a Debit/ATM Transaction

PIN debit payments, if already authorized through the QuickBooks POS Merchant Service, cannot be cleared from the receipt, nor can the receipt be canceled or voided.

- If the receipt has not been saved yet, the cashier can manually enter an equal amount by another payment type to balance the receipt, save, and refund the debit amount to the customer.
- Reversing a debit receipt does not create a credit back into the customer's bank account. When you reverse a debit receipt, the change is automatically

assigned to cash. If you want to return the money to the customer by another method, create a return receipt instead and choose any payment method. Then create a new, corrected receipt. *Refer to [Reversing Receipts \(page 308\)](#) or [Merchandise Returns and Exchanges \(page 302\)](#) for more information on these procedures.*

Payment by Check

Whether or not checks are accepted from a given customer can be recorded in the **Accept Checks** field on the customer's record.



Accept Checks Setting

A cashier with sufficient security rights can override the customer's **Accept Checks** setting (if set to not accept checks). When selecting payment by check from such a customer, a warning dialog is displayed, but a check can still be accepted at your discretion. A cashier that does not have security rights to override this setting will not be allowed to accept the check (the check payment method will be disabled) and a different payment method will have to be used to complete the sale. *Refer to [Chapter 12 Employees & Security \(page 389\)](#) for more information about assigning security rights to employees.*

Follow the general payment procedures outlined earlier in this chapter to accept a check for the exact sale amount.

To accept a check for more than the purchase amount:

1. Complete the sale normally, entering the full amount of the check in the Amount Tendered column for Check.
2. Press **<ENTER>**. When prompted, enter the check number.
3. Any overpayment will be suggested as Cash for the change. The change can be returned by other methods if needed; simply move or enter the change amount to a different change type. *See the [Tip on giving back cash in the Returning a Specified Amount of Cash While Ringing-up a Sale \(page 274\)](#) section.*

To cash a check without a purchase:

1. Create a receipt with no items listed and a zero total balance.
2. Select **TAKE PAYMENT** to display the Receipt Payment window.
3. Enter the payment amount as a check. Enter the check number or complete verification procedures as requested.
4. The entire amount will show as change due and will be suggested as cash. Press **<ENTER>** to accept the amount and change method.
5. Save the receipt normally. The change window will display the cash amount to return to the customer.

Payment By or On Account

You can always make sales by charge to customer accounts, but tracking of customer account balances within Point of Sale requires that you also use QuickBooks Financial Software. The following discussion assumes you use QuickBooks; if you do not, you'll have to track customer account balances outside of Point of Sale.

Refer to [Maintaining In-Store Charge Accounts \(page 243\)](#) for more information about setting up customers for account sales.

To record a sale on account:

1. List the items and customer on the receipt normally.
2. Accept or enter the payment amount using **Account** as the payment method (enter/accept the amount in the **Charge** field).
3. Save/print the receipt normally.

When you exchange information with QuickBooks at the end of the day, customer account charge receipts will be sent and posted to the customer's account. QuickBooks will send the new account balance (which may include finance charges not tracked in Point of Sale) so that you have an updated balance in Point of Sale to reference on the next sale. If the customer's credit limit is changed in QuickBooks, it will also be sent to Point of Sale during the next Financial Exchange.

Point of Sale checks the customer's available credit when you enter a payment by account charge and alerts you if insufficient credit is available. Payment by charge on account is not allowed if the sale amount exceeds the available credit. The customer's account limit can be increased in QuickBooks, if needed, and will then be available in Point of Sale after the next Financial Exchange.

To record payments on account in Point of Sale:

1. Start a Sales receipt. List the customer on the receipt.
2. Optionally list items being sold in the same transaction.
3. Select **TAKE PAYMENT**.
4. Enter/accept the amount being paid on account in the **Account Payment** field (in the Change Amount column). The full amount due from the customer is displayed in the Amount column, including the payment on account amount plus the amount of any additional purchases.
5. Enter/accept payment amount(s) until the *Payment Complete* message is shown.
6. Save/print the receipt.

The **Account Charge** method is not available on the payment screen when accepting a payment on account, as a customer cannot make a payment on account by charging it to his account.

Payments on account can be entered directly into QuickBooks if you prefer, using the Customers ► Receive Payment option (see your QuickBooks documentation for more information). If choosing this method, the payment should NOT also be entered in Point of Sale. Payments on account recorded in QuickBooks will be reflected in Point of Sale after the next Financial Exchange.

Refer to [How QuickBooks Handles POS Data \(page 479\)](#) for more information on the posting of receipts and account payments to QuickBooks.

Payment by or Sale of a Gift Card

If you have an account with the QuickBooks POS Gift Card Service, provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company, you have an integrated gift card solution which allows you to sell, redeem, and track the balances of gift cards within your Point of Sale software. Gift cards are sold, recharged (additional value added), or redeemed from the Receipt Payment window.

Up to three gift cards can be sold or redeemed on a single receipt. After entering one transaction, a new gift card line is added to the payment window.

The procedures below assume you have an account with the QuickBooks POS Gift Card Service and have configured Point of Sale company preferences with your account information. *Refer to the Getting Started Guide that accompanied your Point of Sale software for more information about setting up a gift card account.*

If You Are Not Using the QuickBooks POS Gift Card Service

If you do not have an account with the QuickBooks POS Gift Card Service, you can still record gift card transactions in Point of Sale using the general payment procedures, but you cannot authorize or track gift card balances from within Point of Sale. Simply enter the customer's payment or change on the gift card payment line when selling or redeeming a card. Follow your service's instructions for authorizing the transaction and tracking balances.

Procedures in the rest of this section that refer to ordering, adding value to, or checking balances of gift cards do not apply to you.

Selling or Recharging a Gift Card

When a customer buys a gift card, there is no net sale. The customer is paying the amount of the card purchase by one payment method (such as cash or credit card) and receiving the same amount as change in the form of a gift card.

To sell or recharge a gift card:

1. Start a new receipt with or without items listed.
2. Select **TAKE PAYMENT (<F12>)** to display the Receipt Payment window.
3. Enter the amount of the gift card being sold in the **Purchase** column for the **Gift Card** tender type field and press **<ENTER>**.

The Gift Card window is displayed.

The screenshot shows a dialog box titled "Gift Card". The main text reads "Enter the gift card number or swipe the card now." Below this text are two input fields: "Redeem Amount: \$10.00" and "Card Number:". To the right of these fields are three buttons: "OK", "Cancel", and "Authorize". At the bottom of the dialog, there is a "Status:" label and a text area containing "Waiting for user input."

4. Swipe or enter the gift card number and then select **AUTHORIZE**.
Point of Sale connects to the Gift Card Service and updates the balance for the card; a confirmation message is displayed.
5. Use general payment procedures to accept the amount due from the customer until the *Payment Complete* message is displayed.
6. Save/print the receipt.

Redeeming a Gift Card

To redeem a gift card for payment on a sale:

1. List the items to be sold on the receipt and then select **TAKE PAYMENT (<F12>)**.
2. Move or enter the amount due to the **Gift Card Redeem** field and press **<ENTER>**.
The Gift Card window is displayed.

3. Swipe or enter the gift card number and then select **AUTHORIZE**.

Point of Sale connects to the Gift Card Service and checks the balance of the card and a confirmation message is displayed.

If the balance is equal to or more than the amount due, the payment amount is deducted from the card balance and payment is complete.

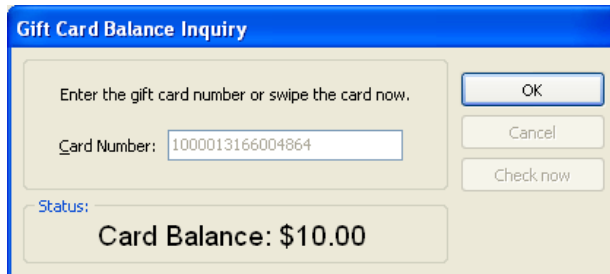
If the card balance is less than the amount due, the card balance is adjusted to zero and the authorized amount is auto-populated to the **Gift Card Redeem** field. You will need to take additional payment by another gift card or other payment method for the remaining amount due.

4. Save/print the receipt.

Checking Gift Card Balances

To check the balance of an individual gift card :

1. Start a new sales receipt with or without items listed.
2. Select **TAKE PAYMENT**.
3. Select **CHECK A CARD BALANCE** to the right of the Gift Card line.
The Gift Card Balance Inquiry window is displayed.



4. Swipe or enter the card number, and then select **CHECK NOW**.
Point of Sale connects to the service and displays the card balance.

To view the balances of all outstanding gift cards run the Gift Card Balance Summary report as described below.

Gift Card Service Reports

Two gift card reports are available in Point of Sale:

Gift Card Balance Summary. A list of all outstanding gift cards and their current balances.

Gift Card Activity Detail. Details of gift card activity in a specified date range.

To run a gift card report:

1. From the Reports menu or the Report Center, select **PAYMENTS > GIFT CARD SERVICE** and then either **BALANCE SUMMARY** or **ACTIVITY DETAIL**.
2. The selected report is generated and displayed.

Use the report **MODIFY** option if you want to apply report filters or change the appearance of the report. For example, you could filter the balance report to include only cards with a balance over \$100 or change the date range to apply to the activity detail report.

Payment by or Sale of a Gift Certificate

When a customer buys a gift certificate, there is no net sale. The customer is paying in the amount of the certificate in one currency (such as cash) and receiving the same amount as change in the form of a gift certificate.

Certificate numbers can be recorded on both the sale and the redemption of gift certificates for tracking purposes. You cannot both take and sell a gift certificate on the same transaction.

To sell a gift certificate:

1. Start a new receipt with or without items listed.
2. Select **TAKE PAYMENT** to display the payment window.
3. Enter the amount of the gift certificate in the **Gift Certificate Purchase** field and press **<ENTER>**.
4. Enter the gift certificate number in the dialog displayed and select **OK**.
The total amount due from the customer (any purchases plus the gift certificate amount) is suggested in the amount column.
5. Enter/accept payment amount(s) as applicable until the *Payment Complete* message is displayed.
6. Save/print the receipt. The Change window displays the amount of the gift certificate to give the customer.

To accept a gift certificate for payment:

1. Process the payment normally, entering the amount in the **Gift Certificate Redeem** field.
2. Record the certificate number when prompted.
3. Take additional payments and/or return change in the normal way.
4. Save/print the receipt.

Collecting Sales Tax

If you charge sales tax, you can setup a sales tax structure in Point of Sale so that sales taxes are automatically collected on sales of taxable merchandise.

Point of Sale sales tax features include:

- Sales tax *codes* - to collect sales tax based on the type of merchandise being sold. You can set up an unlimited number of sales tax codes and assign them to your inventory items.
- Sales tax *locations* - to apply different taxing instructions based on where the items are sold, such as for sales to out-of-state customers or to collect different tax rates for stores located in different areas.
- Price-dependent taxes - to collect tax only when an item's unit price exceeds a pre-defined threshold.
- Customer tax flags - to automatically collect tax on sales to a specific customer based on the tax location or tax-exempt status identified on the customer's record. *Refer to [Handling Special Customer Sales Tax \(page 239\)](#) for more information.*
- Change tax codes or locations at time of sale - to meet special tax circumstances.
- Collect tax on shipping charges - to meet local requirements.
- Reports - to report on sales tax collected.

As you complete the Setup Interview, you are asked to enter your sales tax rate and the agency to whom you pay the sales taxes collected. Based on this information, Point of Sale creates two default sales tax codes (one taxable and one non-taxable) for a single tax location, identified as *Local Sales Tax*. If your situation requires additional taxing flexibility, you can add, delete, or edit sales tax codes or locations in company preferences at anytime.

When you make a sale, sales tax is automatically calculated and added to all taxable items according to your tax structure. The item tax code identifies an item as taxable or non-taxable, but your sales tax locations and rates specify the actual percentage of tax to be collected.



QuickBooks Users

In order to post sales tax properly in QuickBooks, corresponding tax items and tax codes must exist in QuickBooks. Point of Sale will automatically map taxes to these tax items, groups and codes in QuickBooks if they already exist (based on tax rate and tax agency) or create these items in QuickBooks if they do not already exist. If you wish, you can create and map Point of Sale taxes to the QuickBooks tax items you prefer. See [Customize Sales Tax Mapping \(page 477\)](#) for more information.

Sales Tax Codes and Locations

Tax Codes

Sales tax codes identify the tax status of items in your inventory, such as taxable and non-taxable. However, there may be different requirements for how certain items are taxed or reported in some tax jurisdictions. In these cases, a separate tax code should be defined and then assigned to applicable items in inventory.

For example, suppose that in your area, sales of jewelry is taxed at one rate, sales of other taxable merchandise at another rate, and other merchandise not taxed at all. You could set up three sales tax codes:

Tax Code	Tax Rate
Jewelry	10.0%
Tax	7.5%
Non Tax	0%

In inventory, assign these tax codes to your items based on the class of merchandise they fall in. When making sales, the correct tax rate will be applied to each item and the sales tax collected.

Once created, a tax code will be available in every tax location in Point of Sale, and if needed, you can apply a different tax rate and other taxing options to each location by editing the tax code for that location. *Refer to [Configuring Sales Taxes \(page 295\)](#) for more information.*

Sales Tax Locations

Multiple sales tax locations can optionally be used to define the specific taxing instructions for each tax code in different geographical areas or for customers requiring special tax handling. Sales tax locations work in conjunction with tax codes to apply the correct tax to sales transactions based on geographic location or special tax handling needs.

One default location, named *Local Sales Taxes*, is entered for you; you must have at least one tax location and the default location cannot be deleted unless you enter new locations. Add as many tax locations as you need.

Two examples of the use of tax locations are presented below.

Example 1: Tax-Free Sales Based on Customer Location

Sales to customer within your state are taxed at your normal tax rate. However, you also make sales by mail order or Internet sales where you do not collect tax if the order is from out-of-state. You can easily collect the correct amount of sales tax on these out-of-state sales by setting up a separate tax location to apply to them.

Tax Location: Local Taxes		Tax Location: Out of State	
Code	Rate	Code	Rate
Tax	7.5%	Tax	0%
Exempt	0%	Exempt	0%

There are two ways to apply the out-of-state tax location rates to these sales:

- Specify the **OUT OF STATE** tax location on the customer’s record. Point of Sale will automatically use this location to apply the 0% sales tax rate to sales made to the customer, even though the items being sold may be assigned to the *Tax* code.
- Manually change the tax location when making a qualifying a sales receipt by choosing **SELECT TAX LOCATION** from the receipt task list and selecting **OUT OF STATE**.

Example 2: Two Stores in Different Tax Jurisdictions

Ben’s Flower Shop is a Pro Multi-Store user that operates one store in Daisyville and another in Rose City. The sales tax rate in Daisyville is 6.5%, while in Rose City it is 7.0%. The easiest way for Ben’s stores to handle this is to set up two tax locations as follows:

Tax Location: Daisyville		Tax Location: Rose City	
Code	Rate	Code	Rate
Tax	6.5%	Tax	7.0%
Exempt	0%	Exempt	0%

The Daisyville store selects the Daisyville tax location as its default tax location, meaning tax will automatically be applied at a rate of 6.5% to all items assigned to the *Tax* code. Likewise, the Rose City store should specify the Rose City tax location as its default to ensure the 7.0% tax rate is applied to sales there.

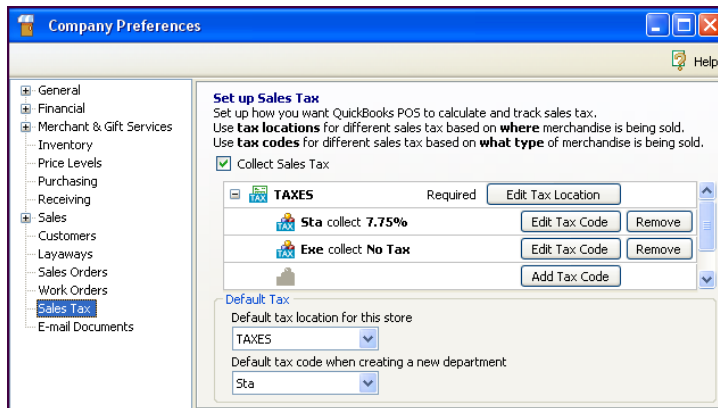
Configuring Sales Taxes

You probably set up your primary sales tax while completing the Setup Interview. You can use the procedures below to add, edit, delete, or revise your sales tax codes or locations as necessary.

To access the Sales Tax page of company preferences:

- From the Edit menu, select **PREFERENCES ► COMPANY**.
- Select the Sales Tax preference page from the left-side menu.

If you will be setting up multiple tax locations, it is recommended that you first add all tax codes you will be using to the default tax location, then add other locations and edit the your tax codes in each as necessary to reflect the different taxing instructions.



To add or edit tax codes:

1. Select **ADD TAX CODE** or **EDIT A TAX CODE**.
2. Enter a tax code and a tax code name.
3. Optionally, enter a “mark” to identify items with each code on sales receipts.

4. Select NEXT.

Add Tax Code

Enter Tax Code information
Use Tax Codes to calculate the sales tax for different types of merchandise or services.

Tax Code Name
Enter a code and name for this tax code. This name will be used on all documents and reports.

Tax Code: Sta (max. 3 characters)
Tax Code Name: State Tax Board

Tax Code Mark
You can optionally assign a 1-character "mark" to identify items sold with this tax code.

Printed "Mark": T (max. 1 character)

Example printed receipt with mark:

DESCRIPTION	QTY	PRICE	EXT PRICE
Sweatshirt	1	\$ 21.99	\$ 21.99 T

Buttons: Help, < Back, Next >, Cancel

5. Enter the tax rate for this tax code. (You can change this rate for other locations later.)

Edit Tax Calculation

Enter Tax Rate information
Set up how sales tax is calculated for items with this tax code in this tax location.

Enter your sales tax rate as a percentage (e.g. "5.2%"): 7.75 %
Enter the name of the government agency to which you pay sales tax: Franchise Tax Board

Advanced Tax Options
Price-dependent tax
 Collect this tax on an item only if the unit price or shipping is more than []
 Apply sales tax only to the amount over the unit price or shipping threshold

QuickBooks Tax Info
Assigned to QuickBooks Tax Item/Group: 7.75% State
Assigned to QuickBooks Tax Code: Sta

Buttons: Help, < Back, Finish, Cancel

6. Enter the name of the government agency to whom the taxes are paid.
7. If this tax only applies when the item unit price exceeds a certain amount, select the check-box and enter the threshold price in the Price-dependent tax section.
By default, tax is collected on the full item price when the threshold is exceeded. If tax is to be collected only on the portion of the price over the threshold, check the appropriate check-box.

8. If you would like this tax mapped to particular QuickBooks tax items, groups, or codes, make the appropriate selections from the drop-down lists in the QuickBooks Tax Info section.

Point of Sale will auto-fill these fields with the default tax mappings, and will create the corresponding tax items/codes in QuickBooks if necessary.

 **QuickBooks Tax Groups**

Point of Sale cannot automatically create tax groups in QuickBooks. If you wish to use tax groups, you must add them to QuickBooks and then select the group on this page.

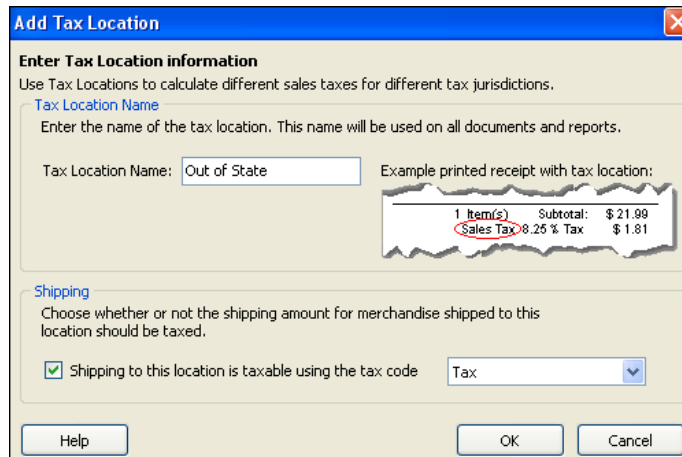
-
9. Select **FINISH**.

10. Select **SAVE**.

Refer to [Assigning Item Tax Codes \(page 101\)](#) for information about assigning tax codes to individual items.

To add or edit a tax location:

1. Select **EDIT TAX LOCATION** next to the location you wish to edit, or select **ADD TAX LOCATION** at the bottom of the list.
2. Enter (or edit) a name for the tax location.



Add Tax Location

Enter Tax Location information
Use Tax Locations to calculate different sales taxes for different tax jurisdictions.

Tax Location Name
Enter the name of the tax location. This name will be used on all documents and reports.

Tax Location Name: Example printed receipt with tax location:

1 Item(s)	Subtotal:	\$ 21.99
Sales Tax 8.26 % Tax		\$ 1.81

Shipping
Choose whether or not the shipping amount for merchandise shipped to this location should be taxed.

Shipping to this location is taxable using the tax code

Help OK Cancel

3. (Pro) In the Shipping section, you can specify whether shipping charges are taxable for this location and select the applicable tax code from the drop-down list.
4. Select **OK**.

5. Edit the tax codes in this location to specify specific taxing instructions for each.
See next section.

**Sales Tax Codes Shared by all Locations**

While sales tax codes can be edited for each location to change the tax rate, agency, and other taxing instructions, keep in mind the tax codes themselves are shared by all locations. If you edit the tax code or tax code name, your changes are applied to the tax code in all locations.

**Basic Users: Collecting Sales Tax on Shipping Amounts**

Basic-level users can charge for shipping and collect sales tax on those amounts by setting up a service or non-inventory item in inventory called "Shipping Charges" and assigning the appropriate tax code to the item. List this item on sales receipts like any other item. Sales tax will be calculated on the shipping amount and added to the sale according to the instructions specified for the tax code assigned.

To define sales tax codes for specific locations:

When you create a new a tax location, it automatically contains all of the tax codes previously defined. However, the tax codes in the new location do not include the specific taxing instructions (rate, agency, etc.). Edit the taxing instructions as necessary for the new location.

1. Select **EDIT TAX CODE** for the location you are defining.
2. Edit the taxing instructions for the code, as needed.
See the note above about shared tax codes between locations.
3. Repeat for each tax code in the location.
4. Save your changes.

To set your default tax location and department tax code:

In the Default Tax section of the Sales Tax page in company preferences:

1. Select the default tax location or this store from the drop-down list of your defined tax locations.
All sales made in the store will have the taxing instructions from the specified location applied.
2. Specify the default tax code to be associated with new departments.
This tax code will be suggested when a new department is added. Then when items are added to inventory in this department, the department tax code will be suggested for those as well.
3. Select **SAVE**.

Changing Tax Codes/Locations at the Time of Sale

Point of Sale automatically calculates and collects tax on sales based on your tax configuration. If you list a customer on a receipt with an associated tax location (or flagged as tax-exempt) the tax location or 0% tax rate, as applicable, is applied to the sale.

While making a receipt, you can also manually change the tax code for individual items or the tax location applied to the entire receipt. Tax locations offer a convenient way to change the tax instructions for different tax areas or for making sales to organizations that qualify for special tax handling.

To change the tax code of an item being sold:

1. Highlight the item in the receipt item list and then select **EDIT ITEM (<F5>)** to open the Item Information window.
2. (If using the Item Information window) Select **CONTINUE (<F5>)** to record the tax code change.
3. Repeat for additional items, as necessary.

The item and receipt total tax amount will be recomputed to reflect your changes. If sold items are taxed at different rates, the **TAX %** field in the totals area of the receipt will be disabled.



Tip: Quick Tax Code Changes For Experienced Users

Alternatively, if you have added the **TAX CODE** field to the receipt item list, you can simply select the **TAX CODE** you wish to apply from the drop-down list.

Description 1	Attribute	Size	Qty	Price	Tax Code
Cleats	Black	11.5	1	\$23.00	State

State	▼
Exempt	

Click twice in the field to activate the drop-down list.

Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.

To change the tax location for the entire sale:

1. From the receipt task list, choose **SELECT TAX LOCATION**.
2. Select a new tax location in the Change Tax Location dialog that is displayed. Only the tax locations you have predefined are available for selection.
3. Choose **SELECT**.

The sales tax on the receipt will be computed for the new tax category.

Canceling and Holding Receipts

Generally, a receipt in progress can be canceled or put on hold any time before saving. Canceling a receipt permanently discards it. No record is kept and inventory is not affected.

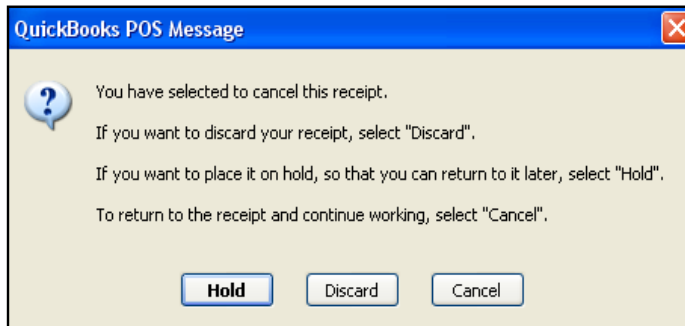
With a receipt on hold, you can carry out other activities, make other sales, or even exit from Point of Sale. Holding a receipt does not affect inventory quantities. Later, you can return to a held receipt, “un-hold” it, and complete the sale, at which time inventory will be updated.

Cannot Hold Authorized Credit, Debit, or Gift Card Receipts

If you use QuickBooks POS Merchant or Gift Card Services, you cannot place a receipt on hold once the transaction has been authorized. However, you can cancel or void credit card and gift card receipts before saving. In the case of voiding a credit card payment, the cardholder’s account is not charged. Canceling a gift card receipt after authorizing results in the gift card payment amount being returned to the gift card balance (Point of Sale connects to the service a second time to accomplish this).

To cancel or hold a receipt in progress:

1. Select **CANCEL** or press **<Esc>** (you may have to press **<Esc>** twice, depending on your last activity).
2. From the dialog displayed, select:



HOLD. Puts the receipt on hold, as described below.

DISCARD. To discard (cancel) the receipt, without keeping a copy in sales history. A discarded receipt does not affect inventory or customer records.

CANCEL. To exit the dialog and return to the receipt, keeping it active.

To hold a receipt directly :

- Select **HOLD** directly from the bottom toolbar. The Cancel dialog is not displayed in this case.

Held receipts are stored in the held receipts list. If you have already entered payment information, with the exception of credit and debit cards as explained above, that information is stored with the held receipt.

To retrieve a held receipt:

1. Select **HELD RECEIPTS** from Point of Sale menu or from the bottom of a new receipt form to display the list of held receipts.
2. Locate and highlight the required receipt, and then:
 - To unhold the receipt, select **UNHOLD RECEIPT**.
 - To view the held receipt, without unholding it, double-click it.
 - To leave the held list without un-holding a receipt, press **<Esc>** or make any other menu selection.
 - To delete the held receipt, select **DELETE**.

Un-holding a receipt returns it to active status. Items can be added, deleted, or edited as necessary. Take or edit payment information, as necessary, and save/print the receipt normally.

**Held Receipts in a Multi-Workstation Installation**

A held receipt can be accessed and un-held from any workstation on the network within a store.

**Held Receipts Retain Original Information**

If changes are made to your sales tax rates, item prices, or an associated customer discount, price level, or tax location while a receipt is on hold, that receipt will not automatically reflect the new information when it is un-held. The un-held receipt retains the original information. If you know changes have been made in these values while the receipt was on hold, you will need to clear and re-list the item(s) and/or customer in order to reflect the new values.

Effects of Saving a Receipt

Saving a receipt:

- Deducts sold quantities from inventory (sale) or adds returned quantities back to inventory
- Updates the **Last Sale** date on the customer's record
- Files the receipt in the sales history file
- Advances the receipt numbering sequence by 1
- (Pro) Updates a referenced customer order (if the order has not been deleted)
- Opens the cash drawer and displays the change window, on relevant sales
- Optionally, prints a copy of the receipt for the customer
- Optionally, logs the current user out of the program (preference setting)
- Returns you to a new blank sales receipt form (if not logged out)

Merchandise Returns and Exchanges

Merchandise returns are typically recorded on return receipts. A return receipt deducts the receipt total from the current day's sales and adds the item(s) back into inventory. Alternatively, a return can be recorded on a sales receipt if additional merchandise is being purchased or when doing an exchange.

To make a return receipt:

1. From the Point of Sale menu, select **NEW RETURN RECEIPT**.
2. List the returned merchandise, using the same prices at which the merchandise was purchased (from the original receipt, or *see the Tip on the following page.*)
List returned quantities as *positive* numbers on a return receipt.
3. On the Receipt Payment window, enter the refund amount in the applicable change type.
 - If refunding by credit or gift card and using the QuickBooks POS Merchant or Gift Service, swipe the customer's card and/or enter information as requested. A credit will appear on the cardholder's account or the refund value will be added back to the gift card, respectively.
 - Refunds cannot be made to a debit/ATM card. Return the money to the customer by another change method per your store policy.
4. Save and/or print the receipt normally.

To make a return receipt by copying the original sales receipt:

Sometimes it is more convenient to locate and copy the original sale receipt from sales history to make a return receipt, especially if all items on the original receipt are being returned. Using the original receipt also lets you confirm the date and price(s) of the original sale.

1. Locate and display the original receipt. *Refer to [Locating a Receipt \(page 305\)](#) for more information.*
2. Select **COPY** to copy all the original items and receipt information (except payment information) to a new receipt. *Refer to [Copying a Receipt to Create a New One \(page 308\)](#) for more information.*
3. From the task list, select **CHANGE TO RETURN RECEIPT**.
4. Edit as necessary.
5. Process the refund amount on the Receipt Payment window as change.

**Tip: Using Charge Account to Give Store Credit on Returns**

Merchants using Point of Sale in conjunction with QuickBooks, and allowing charges on account, can issue store credit on merchandise returns. To do this, create a normal return receipt. On the payment window, enter the change amount in the Account Payment field. The customer's charge account will be credited and a credit memo will be created in QuickBooks.

**Tip: Removing Unsalable Merchandise from Inventory**

Doing a return or exchange adds the returned items back to inventory. If the merchandise returned is unsalable, you should create an adjustment memo to remove it from inventory or a return voucher if the item is to be returned to the vendor. *Refer to [Creating an Adjustment Memo \(page 143\)](#) or [Returning Merchandise to a Vendor \(page 222\)](#) for more information.*

To handle returns or exchanges on a sales receipt:

If it is convenient, you can record returns or handle merchandise exchanges on a single sales receipt. Be aware, however, that if you do this, you will lose the ability to track and report returns separately. On sales reports, you instead will get net sales rather than returns broken out as a separate category.

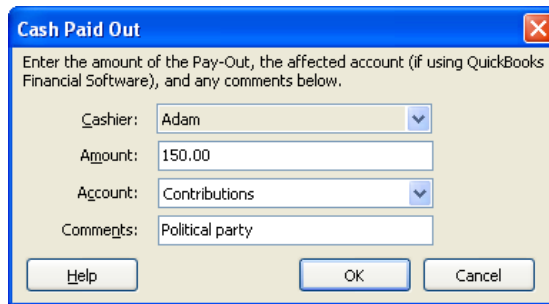
1. Record the returned merchandise on the sales receipt as *negative* quantities.
2. Record newly purchased merchandise on the same sales receipt as *positive* quantities.
3. On the Receipt Payment window, take payment or issue a refund in the normal manner for any balance due or owed the customer.
4. Save and print the receipt.

Paying Money Out of the Register (Pay-outs)

Cash sometimes needs to be removed from the cash drawer for various purposes. For example, you may remove cash from the cash drawer to buy office supplies, donate to a local charity, or to purchase pizza for the office party. Retailers may also routinely conduct “cash drops,” where a portion of the cash is removed from the cash drawer to lessen the amount exposed to possible theft or loss. The Pay-out feature allows you to record the removal of cash from the cash drawer.

To conduct a pay-out:

1. From the Point of Sale menu, select **NEW PAY-OUT**.



The Cash Paid Out dialog is displayed.

2. If you are using security, the logged in user’s name is automatically entered in the **Cashier** field. If you are not using security, optionally enter your name in the **Cashier** field.
3. Enter the amount being removed from the cash drawer in the **Amount** field.
4. If you are using QuickBooks, select a QuickBooks account from the drop-down list in the **Account** field. This is the account that the pay-out amount will be balanced against in your financial software.

Refer to [Cash Drawer Pay-Outs \(page 484\)](#) for more information about how Pay-outs are handled in QuickBooks.

5. Enter a comment in the **Comment** field. A comment is required. This field is typically used to record what the cash was used for.

6. Select **OK**. A *Pay-out* receipt is generated and put in your sales history. The amount of the pay-out is recorded as a negative amount.

**Preferences: Default Pay-out Account**

PREFERENCES > COMPANY > FINANCIAL > ACCOUNTS > ADVANCED: Specify the default QuickBooks account to which pay-outs are posted. This account is suggested when pay-outs are conducted, but is editable. Default: Paid Out Expenses.

**Paid Outs on X/Z-Out Reports**

On X/Z-Out reports, the term “paid out” refers to payment given to the customer for any reason, such as change or refunding a returned item. However, in the list of non-currency media contained at the end of X/Z-Out reports, there is a list of Pay-Outs, meaning cash removed from the cash drawer using the Pay-Out feature as described above. It is important to be aware of this distinction.

Working with Sales History

After updating, each receipt is stored in the sales history list. Receipts provide the permanent record of merchandise sold from (and returned to) inventory, as well as Pay-outs and deposits on customer orders. All receipt types are stored in the same list and share the same numbering sequence.

Locating a Receipt

The sales history list is displayed when you select **SALES HISTORY** from the Point of Sale menu or from the task list while working on a receipt. You can view and locate a receipt by searching sales history or customer history, or by standard sorting and filtering in the sales history list.

Once you have located a receipt in sales history, it can be viewed, copied, reprinted, or reversed. These procedures are summarized here.

Refer to [Searching for Records or Documents \(page 61\)](#) for detailed instructions.

To search for a receipt:

1. Access the receipt Find field in one of these ways:
 - From the Retail Navigator, use the Quick Find dialog.
 - From the Sales History window toolbar, select **FIND RCPT (<CTRL+F>)**.
 - From the Edit menu, select **FIND RECORD > SALES RECEIPT**.



Quick Find from Retail Navigator

2. Enter the search criteria into the Find field and select **FIND**. Use information from the original receipt if the customer has brought it into the store for a return or exchange. You can search for:
 - **Date**
 - **Receipt #** — Type the receipt number or scan the bar code at the bottom of the receipt.
 - **Customer or Company name**
 - **Associate** who made the receipt
 - **(Pro) Serial Number** or shipping **Tracking #**

If more results than expected are returned, narrow the search results by selecting **ADVANCED FIND OPTIONS** on the Find window, and select to search only in a specific field or another advanced option. (Advanced search not available on the Quick Find window.)

3. Select a receipt from those displayed.



To search for a receipt in customer history:

1. Access the customer's sales history:
 - From the customer's record, select the History tab

Or

If you have the customer listed on a receipt, select **CUSTOMER HISTORY** from the receipt sidebar.

The displayed purchase history shows a summary of customer purchases and a list of the receipts. You can expand a receipt to view the items purchased.

2. Select a receipt and select **GO TO DOCUMENT** from the I Want To menu or double-click it to display the receipt.
 - (Pro) Customer history also includes all non-deleted customer orders made for the selected customer.
 - (Pro Multi-Store) At a remote store, only customer orders made at the local store are displayed.

Refer to **Viewing a Customer's Purchase History (page 241)** for more information about working with customer purchase history.

To filter your sales history list:

1. Display your sales history, and then select one of the following from the drop-down filter list at the top of the window:
 - A predefined filter (such as **ALL RECEIPTS**, **THIS MONTH**, **THIS WEEK**, etc.).
*Caution: Choosing **ALL RECEIPTS** could slow the list display.*
 - A previously defined and saved custom filter (your custom name).
 - **CREATE FILTER** to enter custom filter criteria, and optionally save it.
 - **MANAGE FILTERS** to edit, rename, delete, or rearrange the order of your previously saved filter views.
2. If you selected **CREATE FILTER**, enter criteria values in any of the available fields and then select **APPLY** or **SAVE**.

Your list is filtered by your selected criteria.

To find a receipt by sorting or scrolling:

1. Select the column by which you want to sort the list by clicking or touching the header of the column.

You can also sort on multiple columns by selecting **SORT** ► **SORT ON MULTIPLE COLUMNS** from the View menu. To customize the columns visible in the sales history list, right-click in any column header and choose **CUSTOMIZE COLUMNS**.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

Use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list. Release the mouse button when the value you are looking for is displayed.

Copying a Receipt to Create a New One

Copying a receipt is often the quickest way to create a new one if you resell the same merchandise repeatedly to a customer or when a customer returns previously purchased merchandise. Note that deposit and pay-out receipts cannot be copied.

1. From the Point of Sale menu, select **SALES HISTORY**.
2. Locate the receipt to be copied as described in the previous section.
3. Select **COPY RCPT**.

A new receipt is created with the same information as the original (Note: Payment information and serial numbers are not copied.)

If creating this receipt to return previously purchased merchandise, select **CHANGE TO RETURN RECEIPT** from the task list.

4. Make any necessary corrections (edits) to correct the information on the new receipt.
5. Take payment(s) and give change for the receipt as usual.
6. Select **PRINT/SAVE**.

Reversing Receipts

Receipts cannot be deleted or edited (except shipping information for Pro users). But they can be reversed to correct errors. It is not recommended that you reverse receipts to handle customer returns. For customer returns, it is better to create return receipts. Refer to [Merchandise Returns and Exchanges \(page 302\)](#).

Reversing a receipt both corrects your sales history and adjusts inventory, customer records, etc. by creating a new receipt with the opposite effect of the original.

You can use a *Reverse*, *Copy*, and *Correct* approach, to make a new receipt to replace the original with the correct information. First, *reverse* the original, incorrect document. Then begin a new document by *copying* the original one. Finally, make corrections to the copy and save as usual to create a new corrected receipt.

Reversing a sales receipt adds the sold items back to inventory and reversing a return receipt deducts items from inventory. It does this by creating a new receipt of the opposite type, which reverses the effect of the original, i.e. a sales receipt is reversed with a return receipt. When completed, the original receipt will be marked *Reversed* in the **Status** field and the new receipt that was created will be marked *Reversing*. The **Status** field is displayed only in the sales history list.

See the notes on reversing receipts of specific payment types at the end of this section.

To reverse a receipt:

1. Locate and select the receipt to be reversed in Sales History.
2. Select **REVERSE RECEIPT**.
The Reversing Document dialog is displayed.
3. Select your name from the **Associate** field and then select **OK**. If security is used, you cannot change the name in the dialog; it will automatically be entered as the logged in user.
A reversing document with your name is automatically created and added to the receipt file.
A corrected receipt can then be made as described below.

To copy and correct a receipt:

Copying and correcting a reversed receipt allows you to adopt the parts of the original receipt that you want to keep, and then correct or edit the parts that were inaccurate on the original, to make a new, correct receipt.

1. Reverse the original receipt as described above.
2. Locate the original receipt in Sales History a second time (status of *Reversed*).
3. Select **COPY RCPT**. A new receipt is created with the same information as the original.
4. Make any necessary corrections (edits) to correct the information on the new receipt.
5. Process payments for the receipt as usual. Typically, you will record payments by the same methods as the original.
6. Select **PRINT/SAVE**.



Items Deleted from Inventory

If any item listed on the original receipt no longer exists in inventory, it will not be copied to the new receipt.



Tip: Changing the Date on Receipts

When you reverse a receipt more than a day old and create a new corrected one, you might want to date the new receipt the same as the original so that your sales reports reflect the date the merchandise was actually sold. Simply change the date (security allowing) on the receipt. The next receipt made will automatically revert back to the current date.

(Pro Multi-Store) Receipts can only be reversed at a remote store up until the time they are sent to Headquarters via a Store Exchange. After this time, the receipt can be reversed at Headquarters, or the remote store can manually cancel the effect of the original by copying it and making a return receipt with the same information. A corrected new receipt can be made as described above.

Notes on Reversing Receipts of Specific Payment Types

When you reverse a sales receipt, the reversing receipt created is a return receipt. The amounts taken in payment on the original receipt are returned as change (a credit) to the customer on the return receipt created. In this way, the accounting is automatically corrected along with the other changes you make on the receipt.

The following are brief descriptions of how reversing a sales receipt of specific payment types, and then creating a new corrected receipt, are handled. Reversing a return receipt works the same way but the payment and change (credit) amounts are the opposite.

Cash. The reversing receipt (return) shows the original payment returned to the customer as cash change. Record payment on the new corrected sales receipt as cash as well. If there is a difference between the amounts on the two receipts, you will need to handle collecting or refunding from/to the customer according to your store policy.

Check. The reversing receipt (return) shows the original payment returned to the customer as change by check. Record payment on the new corrected sales receipt by check as well. If there is a difference between the amounts on the two receipts, you will need to handle collecting or refunding from/to the customer, changing the amount of the check, or getting a new check according to your store policy and legal requirements in your area.

Credit Card. The reversing receipt (return) shows the original payment returned to the customer as change by credit card. If you use the QuickBooks POS Merchant Service and the receipt has already been settled, this receipt will automatically be sent to the card processor as part of the next settlement batch. This will result in a credit on the cardholder's account. Record payment on the new corrected sales receipt by the same credit card, authorizing and updating the charge by manually entering the card information (you may have to contact the customer for this information). This new receipt will also be sent with the next settlement batch, resulting in a new charge on the cardholder's account. If you do not use the QuickBooks POS Merchant Service, follow the same procedure but use the third-party processor's instructions for handling the card credit and new authorization.

Debit/ATM Card. Reversing a debit receipt does not create a credit back into the customer's bank account. When you reverse a debit receipt, the change is automatically assigned to cash. If you want to return the money to the customer by another method, create a return receipt instead and choose any payment method. Then create a new, corrected receipt.

Gift Card. Reversing a gift card transaction restores the value being reversed on the gift card by creating an opposite transaction. For example, if you are reversing a sales receipt that included a \$100 gift card redemption, the reversing receipt is a sale of \$100 back to the gift card, increasing the stored value of the card by that amount. A new corrected receipt can again redeem the gift card value or use any other payment type.

Gift Certificate. The reversing receipt (return) shows the original payment returned to the customer as change by gift certificate. Record payment on the new corrected sales receipt by gift certificate as well. If you track gift certificates by number, enter the same number as the original certificate. If there is a difference between the amounts on the two receipts, you will need to handle collecting or refunding from/to the customer according to your store policy and legal requirements in your area.

Account. The reversing receipt (return) shows the original payment returned to the customer as an account payment (credit). Record payment on the new corrected sales receipt by account charge.



QuickBooks Users

In all cases, both the reversing (return) receipt and the new corrected receipt will be sent to QuickBooks as part of the next Financial Exchange, thus automatically updating your accounting records accordingly.

Printing Receipts and Gift Receipts

Typically, a receipt is printed when saved and given to the customer for her records. The layout and information printed, along with other print options, is determined by the receipt template and print options selected in workstation preferences. For some transactions, you may wish to print more than one copy of the receipt. For example, on credit card transactions you may want to print one copy of the receipt for the customer and a second signature line copy to keep on file at the store.

During the holiday season, you may wish to enable printing of gift receipts without item, price, and payment information. If the gift recipient needs to return or exchange the gift, you can quickly locate the original receipt in your sales history by scanning or typing the receipt number from the bar code printed on the gift receipt.

To print a receipt:

1. Complete a new receipt normally and accept payment or select a receipt from the Sales History list.
2. Select **PRINT AND SAVE** on a new receipt or select **REPRINT RECEIPT** from the bottom toolbar on a previously saved receipt.
3. If print option dialogs are displayed (based on your preference settings), you can:
 - Change the printer, if necessary
 - Specify the number of copies to print or if a gift receipt should be printed
 - Select **PREVIEW** to view the receipt on-screen, or **PRINT** to immediately print

Preferences: Define Print Options

PREFERENCES > **WORKSTATION** > **PRINT OPTIONS** > Define printer, template, number of copies, and whether to display the print option dialog before printing. Also specify (if applicable) to print two copies of credit card receipts, to pause between copies, and to be prompted to print a gift receipt.

Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for general information about printing documents and [Appendix D POS Compatible Equipment \(page 571\)](#) for a list of compatible receipt printers.

Printing a Custom Logo on Receipts

You can add your own logo to printed sales documents by specifying the logo in company preferences. If a logo is specified, it will automatically be printed on receipts and gift receipts. For Pro-level users, the specified logo is also printed on customer orders and packing slips.

Refer to [Adding Your Logo to Printed Documents \(page 507\)](#) for the procedure and logo size requirements.

Ordering Receipt Supplies

Receipt paper designed to work with the Point of Sale Receipt Printer can be ordered directly from QuickBooks. To order, please call 1-800-926-6066 or visit our web site at www.intuitmarket.com/pos6.

Using Discount Pricing (Pro)

Discount pricing allows you to predefine discounts of an “X for Y” type, where if the specified quantity (X) from a group of specified items is purchased, Point of Sale will automatically set the receipt price to Y. Example: 3 T-Shirts for \$40.

See [Using Discount Pricing \(Pro\) \(page 164\)](#) for more information.

Selling Assemblies and Groups (Pro)

Assembly Items

An assembly item is “built” of two or more other inventory items. For example, a Christmas Ski Package could be built from of a pair of skis, bindings, and boots, all of which already exist in your inventory as individual inventory items. Once an assembly is built, the specific individual item units included are no longer available for individual sale. The built assembly item is a discrete item that can be listed on receipts in the normal manner.

When listing an assembly item on a receipt:

- List the assembly item, not the component items
- The assembly item price (defined in inventory) is used
- Normal item editing procedures are available
- If necessary, an assembly item can be “broken” to free the individual items for sale

See **Item Assemblies and Groups (Pro)** (page 121) for more information about defining, building, and breaking assembly items.

Group Items

A group item provides an efficient method to list and sell two or more items, at a defined group price, by entering or scanning a single item identifier (UPC, Alternate Lookup, or Item Number).

Group items differ from assembly items in several important ways:

- Groups are not pre-built, i.e. the items included in a group remain in inventory and can be sold individually
- A group can include non-inventory and service items
- The individual items in the group can be printed on a customer's receipt

When a group item is listed on a receipt, all included items are listed and the price of each item is proportionally discounted, as necessary, so that the total equals the group price defined in inventory. Individual item prices can be further edited on the receipt, if needed.

Group price optional on printed receipt

Description 1	Size	Attribute	Qty	Price	Disc %	Tax Code	Ext P\$
Youth Baseball Starter Set			1	\$172.35		State	
Youth Baseball Bat	30 in	15.5	1	\$77.77		State	\$77.77
Youth Baseball Glove	11	Left	1	\$55.99		State	\$55.99
Hard Ball		Synth	1	\$13.99		State	\$13.99
59 Minute Baseball Practice	VHS		1	\$24.60		State	\$24.60

Group item, identified by bold font and contrasting row color

Sales receipt with group item listed

Use normal procedures to list the group item on the receipt.

You have the option of printing only the group item price, only the component item prices, or both the group and item prices on the receipt you give the customer. The group description and individual item descriptions are always printed, regardless of whether their prices are included.

 **Preferences: Printing Group Price**

PREFERENCES > COMPANY > SALES > When printing group item on receipt or order:

- > Select to print the group price only, the item prices only, or both the group and item prices.

See **Item Assemblies and Groups (Pro)** (page 121) for more information about defining group items.

Selling Special Order Items (Pro)

Typically, special order items are used for custom or one-of-a-kind merchandise with little chance of repeat sales, or to customize an existing item for a sale. There are two ways of using special order items on receipts.

- **Edit an Existing Item** – With this option, you list an existing item on the receipt and then edit its descriptive information to reflect customizations to the item. Use this option when you do not want to create a new inventory item, but do want the receipt to reflect the changes. Editing an existing item on a document does not in any way affect the original item’s inventory descriptive information.

Example: *If you carry plain white t-shirts in inventory, but then print custom logos, team names, or graphics on the, you could list the white t-shirt on the receipt and then use normal item editing procedures to change the descriptive information, e.g. “Baseball Logo Shirt – Bears”. In this way, the receipt stores detailed information on the customization and is printed for the customer.*

- **Create a New Special Order Item** – With this option, a new special order item is created in inventory. Once defined in inventory, you can list the special order item on a receipt. Later, if you decide to continue carrying the new item in inventory, you can convert it to a regular inventory item. Special order items can be created while making a receipt, but most often are done from a customer order. When a receipt is made to sell a special order item from a customer order, the item is carried to the receipt.

Refer to [Listing Special Order Items on Documents \(Pro\) \(page 51\)](#) for more information on using special order items.

Recording Item Serial Numbers (Pro)

You can record item serial numbers as you make a receipt. In this way your sales history will contain a permanent record of the sale of each tracked item.

If the **Serial # Tracking** field in inventory is set to **PROMPT** for the item, you will be prompted to enter a serial number for each unit of the item being sold. If the serial number tracking status is set to **OPTIONAL**, use the following steps to manually enter serial numbers.

To record serial numbers on a receipt:

1. List the item on the receipt, using normal procedures.
2. Select **EDIT ITEM (<F5>)** to open the Item Information window, or navigate to the **Serial #** field in the item list.
3. If a single unit is being listed, enter the item serial number in the **Serial #** field. If multiple units are sold, select the button in the field to open the Enter Serial Number dialog.

Item #	Description 1	Qty	Price	Tax %	Ext. Price	Serial #
274	.22 RAD Pistol	2	\$90.00	7.750	\$180.00	002398712-34 

Sample Serial Number entry on a sales receipt. Select the button to enter serial numbers for multiple units



Changing Quantities After Adding Serial Numbers

If you increase the quantity of a serial number item on a receipt after having entered serial number(s), you will be prompted to enter numbers for the new quantities added. If you decrease the quantity listed after having entered serial numbers, the previous numbers are cleared and you are prompted to re-enter numbers for each unit of the revised quantity. This is because the program has no way of knowing which specific unit(s) you are removing when you adjust quantities downward.

Refer to [Serial Number Tracking \(Pro\) \(page 64\)](#) for more information about tracking item serial numbers.

Recording Shipping Information (Pro)

Customer shipping addresses can be captured on customer records, and then that address entered on sales receipts (and customer orders). In addition to the shipping address, you can list the shipping date, amount, provider, and a tracking number. From the Shipping Information window, you can print a packing list and shipping label.

Shipping information, with the exception of the amount, can be added or edited on a receipt even after the receipt has been saved.

To add shipping information to a receipt:

1. Create the receipt and list the customer.
2. From the task list, select **SHIPPING INFORMATION**.

The Shipping Information window is displayed.

3. Enter the ship date and amount.
4. Your default shipping provider (specified in company preferences) is suggested in the **Ship By** field. Pick a different provider from the drop-down list if necessary, and optionally enter a tracking number.
5. Enter a shipping address. To enter an address from the customer's record, select the **SHIPPING ADDRESS** button, and then select either the customer's Bill To or Ship To address for this order. Use the **CLEAR** option if you need to delete the currently entered shipping address.
6. Select **PRINT PACKING SLIP** or **PRINT SHIPPING LABEL**, as needed, to fulfill the order.
7. Select **OK** to close the window. The shipping date and amount are carried to the receipt and the specified shipping address is included on the receipt.

Tracking Sales Commissions (Pro)

If you pay your employees a commission for sales, Point of Sale can calculate and report on commission sales for you. Each employee can have his own commission rate and items can be marked in inventory as eligible or not for commission.

The **Associate** field is used on sales receipts to identify the employee to be paid the commission. The Associate can be assigned for the entire receipt or on an item-by-item basis.

To record commissions on sales receipts:

1. Select a name in the **Associate** field at the top of the receipt form (it is suggested as the logged in user).
The employee selected is credited for all item sales on the receipt unless changed for individual items as explained in the following steps.
2. To credit employee commissions on individual item basis, highlight an item and select **EDIT ITEM (<F5>)** to open the Item Information window.
3. Change the name in the **Associate** field for the item and then select **CONTINUE**.
4. Repeat for other items, as necessary.
5. Point of Sale calculates and displays the commission amount for each eligible item on the receipt, based on the assigned employee's rate.

You can report on employee sales and commissions by running either a *Commission* or a *Sales Performance by Associate* sales summary report.

Refer to [Tracking Employee Commissions \(Pro\) \(page 402\)](#) for more information about assigning commission rates to employees.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for instructions on running reports.

This chapter applies only to Point of Sale Pro and Pro Multi-Store levels.

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Overview

Point of Sale offers three customer order documents, layaways, sales orders (SO), and work orders (WO), which are used to record planned sales of merchandise and/or services. These versatile documents can be used for a variety of purposes, including:

- Layaway of in-stock items, paid for via a series of deposits
- Sales orders for out-of-stock merchandise
- Special orders of new or custom merchandise
- Customer quotes for merchandise and/or services
- Tracking of service orders, repairs, alternations, or warranty work

Typically, customer orders involve taking a deposit when the order is placed, optional additional deposits over a period of time, and a final payment, if necessary, when the merchandise or service is delivered and recorded on a sales receipt.

Items listed on customer orders are deducted from inventory only after you record them on a sales receipt to fulfill the order. You can sell all the items on a customer order at one time, or partially “fill” the order by delivering only some of them as merchandise is received or services completed. When the sale is recorded, deposits previously taken can be applied towards the final payment.

A permanent record of the order and sale is provided by the receipt(s) in sales history. Fulfilled customer orders can be safely deleted at your discretion.

(Pro Multi-Store) Customer orders are created and maintained separately at each store. The receipts created to take deposits and later sell the ordered merchandise are sent to Headquarters. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information on multi-store capabilities.*

Accessing Customer Orders

To access customer orders:

- From the Point of Sale menu, select one of the following:
 - **NEW LAYAWAY, NEW SALES ORDER, or NEW WORK ORDER** to create a new customer order
 - **LAYAWAY LIST, SALES ORDER LIST, or WORK ORDER LIST** to locate and work with an existing customer order

Typical Workflows for Customer Orders

This section is intended to give you some ideas for how customer orders can be used. Specific procedural instructions for each document type follow in later sections.

Layaways

A layaway is generally used to hold an in-stock item while a customer makes a series of payments over time against the total price.

1. Start a new layaway and list the items to be held for the customer.
2. Set aside the merchandise tagged for the customer. Many retailers have a dedicated layaway shelf for this purpose.
3. Record an initial deposit and a series of deposits over the agreed schedule.
4. When the final payment is due, record the sale on a receipt, applying the deposited amount towards payment.
5. Deliver the item to the customer, thus removing the quantity from inventory.

Sales Orders

Sales orders (SOs) allow you to record the planned sale of items currently out of stock, backordered, or items that you do not carry at all. Sales orders can also be used to create and give a customer a quote for merchandise and/or services.

Sales Order for Out-of-Stock Merchandise

1. List the out-of-stock item on the SO.
2. Take an initial deposit, if you require one.
3. Print a copy of the order for the customer.
4. Create a purchase order and receive the merchandise from your vendor.
5. When the item is in stock again, contact the customer and record the sale on a receipt. Apply the deposit balance to the sales receipt.

Sales Order for One-Time Merchandise

1. Start a new sales order and then select **NEW SPECIAL ORDER ITEM** from the task list.
2. Define the special order item and list it on the sales order.
3. Edit the price, quantity, etc. on the sales order, as needed.
4. Take a deposit, if you require one.
5. Save and print the document for the customer.
6. Select **GENERATE PO** from the sales order to create a purchase order for the new item and create a receiving voucher when it arrives to receive it into inventory.

7. Contact the customer and record the sale on a receipt. Apply the deposit balance to the sales receipt.

Sales Order for a Customer Quote

1. List the items and/or services included in the quote on the sales order. *Use service or non-inventory items for listing services; or special order items for merchandise you do not currently carry.*
2. Give the customer a copy of the quote/sales order.
3. When the customer accepts your quote, order the merchandise if necessary.
4. When merchandise has been received, record the sale on a receipt, deliver the merchandise and/or services and accept payment as usual.

Work Orders

Whereas layaways and sales orders typically involve merchandise orders, work orders generally are for service-only jobs, such as alterations, repairs, or warranty service. Merchandise recorded on a work order is usually consumed in performing the service, such as repair parts. The actual item being worked on (if there is one) is generally not sold via the work order. Work orders may include a labor component, identified as a service item in inventory. Work orders can be assigned to the employee completing the service and their progress tracked and reported.

Work Orders to Track Service Jobs

1. Define service items in inventory for the various services provided.
2. List the service items and any related parts on the work order form.
3. Enter the customer, descriptive explanation of the work to be performed, and assign due dates and an employee to perform the work.
4. Assign a status to the work order, e.g. New, Waiting for Parts, Completed, etc.
5. Take an initial deposit, if required.
6. Generate a purchase order for any needed parts, right from the work order form.
7. When the job is completed, contact the customer for delivery and record the sale on a receipt, applying the deposit amount toward final payment.

Basic Customer Order Procedures

The procedures in this section cover the data fields available, and the basic steps to create, edit, take deposits on, and fulfill (sell on a receipt) customer orders of any type.

Many of the procedures included (*such as listing and editing items, listing customers, entering prices and discounts, collecting sales tax, etc.*) are identical to those used on sales receipts, so they are either not presented here or presented in an abbreviated fashion. The information entered on a customer order is carried to the sales receipt when the order is filled. Refer to [Chapter 8 Recording Sales & Returns \(page 249\)](#) for more information on these common sales procedures.

Customer Order Information Fields

This table lists the name and use of information fields unique to customer orders. Note that fields that are common to other areas, such as sales receipts or items, are excluded from this table. Refer to the appropriate chapter for explanation of those fields.

If a list field included in this table isn't visible on your screen, you can customize your list columns to include it. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.



Field Label Symbols

Symbol

[]

Description

Fields shown in brackets are automatically populated with suggested or read-only data by the program. If read-only, these fields cannot be directly edited by the user.

Field	Usage
Assigned	<i>Work Order:</i> Select the employee to whom the service job is assigned. Suggested as the logged in employee. As the work progresses, this field can be edited as necessary. This field can be used to filter work order reports.
[Balance Due]	The balance remaining on the order. Balance due = Total – Deposit Balance.
Message (Printed)	Printed order message (not displayed on-screen). Messages can be different for each order type. Defined in PREFERENCES > COMPANY > <ORDER TYPE> Printed Message . Examples: "Have a great day! ", "Thanks for your business!", "All custom orders are non-refundable"
Customer	Required on all customer orders. Once deposits have been taken, the customer on an order cannot be changed.

Field	Usage
Date Fields [Order Date] [Due Date]	Most dates are suggested as today's date, but can be edited. Select the icon next to a date field to access a selection calendar. Order Date = Date order was placed. Due Date = Used on work orders to record the expected completion date.
[Deposit Balance]	The sum of all deposits received, less any deposits already applied as payment on a receipt or refunded. Select DEPOSIT HISTORY from the task list to open the Deposits window and view the list of deposits taken/used.
[Dep Receipt #]	<i>Deposit Receipt Number</i> , on <i>Deposits window</i> . The sequential number assigned to the receipt used to record a deposit. taken or used.
Description of problem...	<i>Work orders</i> . This field is used to record information related to the services to be performed and any special instructions. Select the EDIT INSTRUCTIONS icon if more space is needed to record instructions.
Instructions	<i>Layaways, Sales Orders</i> : Free-form text entry field allowing you to record miscellaneous information regarding the purchase order. Select the icon adjacent to the field to enter longer comments.
No of Items	<i>In the customer order lists</i> : Number of items (not units) on the order, e.g. if customer ordered two sweaters and one pair of jeans, the number of items is two (not three, which is the Total Ordered quantity).
[Order #]	Layaway #, SO #, or WO # . Auto-filled by Point of Sale in sequential order using a separate sequence for each order type.
[Payment]	<i>Deposit window (Payment History)</i> : The payment method (cash, credit card, check, etc.) used to make a deposit.
Qty Fields - Item List Ordered [Sold] [Due] [On Order]	<i>On the order form item list</i> : Ordered = Enter the quantity ordered by the customer. Suggested as one (1) or the Doc Qty transferred from inventory. Sold = The quantity that has been sold on a sales receipt. Due = Quantity remaining to be sold to customer. Ordered - Sold = Due . On Order = Reference field from inventory; lets you know if there are pending POs for the item and the quantity on order.
Qty Fields - Order Lists [Total Ordered] [Total Due]	<i>In the customer order lists</i> : Total Ordered = Total order quantity (all items). Total Due = Total quantity remaining to be sold to customer.
[Reverse]	Payment History screen. If a receipt used to take a deposit has been reversed, Reversed is displayed in this field. Receipts that reverse a deposit receipt are also shown, and display Reversing in this field.
Shipping	<i>Sales and work orders</i> : Enter an amount for shipping charges, if applicable. You can select SHIPPING INFORMATION from the task list to enter other shipping information, such as a provider (list of providers can be defined in company preferences) and shipping address.

Field	Usage
Status	The current status of the customer order. Automatically set to OPEN on new orders and CLOSED on filled orders. Used to track your orders and filter the order list and reports. Editable. You can define your own status entries and use them to track purchase order progress. <i>Refer to Tracking Orders by Status (page 335) for more information.</i>
Unfilled %	<i>Order lists:</i> Percentage of order not yet sold to customer, based on total order quantities. Unfilled % = Total Sold/Total Ordered x 100.

Creating a New Customer Order

To create a new customer order:

- From the Point of Sale menu, select **NEW** for the appropriate order type.
- In the **Enter Item(s)** field, list the items or service items being ordered by any of these methods:
 - Enter or scan the UPC, Alternate Lookup, or Item #, or enter an item search keyword
 - From the task list, choose **SELECT FROM ITEM LIST** to locate and enter items from your inventory
 - Select **NEW SPECIAL ORDER ITEM** if ordering a one-time item or service you do not currently carry or plan to carry in inventory. *Refer to [Listing Special Order Items on Documents \(Pro\) \(page 51\)](#) for more information.*
- Edit individual item information, such as quantity, price, tax code, and discounts, as necessary.
To edit the last item listed, select **EDIT ITEM (<F5>)** to access the Item Information window, make changes, then select **OK (<F5>)** to return to the receipt.
- Enter a **Customer** (required on all customer orders).
- Enter any special instructions, the work to be performed, shipping charges, or change the status of the order in the appropriate fields. *Refer to [Customer Order Information Fields \(page 323\)](#) for information about specific fields.*
On work orders, you may also want to enter a due date and/or assign the job to an employee.
- From the task list, select **DEPOSIT/PAYMENT** to take a deposit on the order.
If a minimum initial deposit is required or suggested (optional preference settings), the Deposit window is automatically displayed if **SAVE** is selected before a deposit is taken. *Refer to [To take a deposit: \(page 327\)](#) for detailed instruction.*

7. Select **SAVE**.



Giving Discounts

You can apply item or global discounts on customer orders in the same manner in which they are used on sales receipts. You can also select a different Price Level to discount the entire order. Refer to [Chapter 8 Recording Sales & Returns \(page 249\)](#) for more information.

Deposits on Customer Orders

A virtually unlimited number of deposits can be recorded for each customer order. You can configure Point of Sale so that a minimum initial deposit is suggested or required on all new customer orders.



Preferences: Initial Customer Order Deposits

EDIT > PREFERENCES > COMPANY > LAYAWAYS/SALES ORDERS/WORK ORDERS > INITIAL DEPOSIT

The same options are available for all three types of customer orders and can be set independently. This preference applies only to the first deposit taken. Subsequent deposits can be for any amount.

DO NOT REQUIRE OR SUGGEST AN INITIAL DEPOSIT: If selected, no initial deposit is required or suggested when you create a new customer order.

SUGGEST AN INITIAL DEPOSIT: If selected, an initial deposit amount is suggested for each new order. Enter a percentage of the order total to be suggested. When you create a new order, the Take Deposit window displays with the suggested amount filled in. This suggested amount can be changed or deleted, at your discretion.

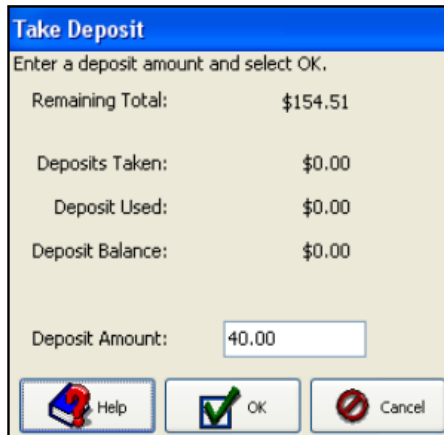
REQUIRE AN INITIAL DEPOSIT: If selected, an initial deposit is required for the order. Enter a percentage of the order total to be required. When you create a new order, the Take Deposit window displays with the required amount filled in. You can enter a larger amount, if you wish, but you cannot reduce or delete the required amount.

When taking deposits, keep in mind the following:

- You cannot take a deposit for an amount greater than the **Balance Due**.
- Reversing a receipt that took a deposit updates the Deposits window, the **Balance Due** amount, and the **Deposit Balance** amount for the associated order.
- The items listed on an order are not deducted from inventory when you accept a deposit. They are deducted when you create the receipt on which they are actually sold.

To take a deposit:

1. While creating the order (after listing items and customer) or with a saved order displayed, select **DEPOSIT/PAYMENT** from the task list.



Take Deposit	
Enter a deposit amount and select OK.	
Remaining Total:	\$154.51
Deposits Taken:	\$0.00
Deposit Used:	\$0.00
Deposit Balance:	\$0.00
Deposit Amount:	40.00

The Take Deposit window is displayed. If this is the initial deposit and there is a suggested or required minimum deposit amount, it will be auto-filled.

2. Enter an amount or accept the suggested/required amount.
3. Select **OK**. The deposit receipt Payment screen is displayed.
4. Move or accept the amount for the payment method (cash, credit card, etc.) and then save/print the deposit receipt.



Financial Exchange of Deposits with QuickBooks

Although orders created in Point of Sale are not sent to QuickBooks, deposit receipts and receipts applying deposit amounts as payment for the final sale are.

Refer to [Customer Order Deposits \(Pro\) \(page 490\)](#) for details on how deposits are recorded in your financial software.

Refunding Deposits

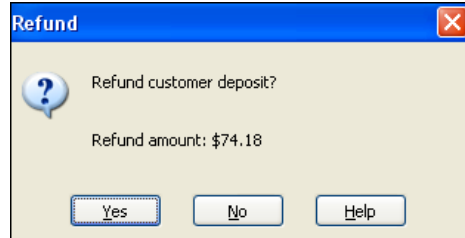
Refunding of deposits is typically done when an order is canceled, either by you or the customer. The entire amount on deposit is refunded; you cannot refund just a portion of the total deposited amount.

To refund deposited amounts:

1. Highlight or display the customer order.
2. From the task list, select **ISSUE A REFUND**.

The refund confirmation window is displayed.

3. Select **YES**. The deposit receipt Payment screen is displayed with the refund amount listed in the Change column.
4. Move or accept the amount for the change method (cash, credit card, etc.) you will use to refund the deposit and then save/print the refund receipt.



The change window (if applicable) displays the refund amount and type.

5. You are asked if you would like to close the order. Select **YES** to change the status to closed or **NO** to leave it in the appropriate active order list.

Deposit/Payment History

The Deposits window displays all deposits and payments by deposit for a particular order. Included in the payment history for each deposit is the deposit amount, date, deposit receipt number, form of payment, and whether or not a deposit receipt has been reversed (**REVERSED**) or whether the receipt reversed a deposit (**REVERSING**).

Dep Receipt #	Date	Cashier	Amount	Payment	Reverse
▶ 993	10/25/2007		\$200.00	Credit Card	.
1136	11/27/2007		\$200.00	Credit Card	.

You can take additional deposits or refund the amount on deposit directly from the Deposits window.

When you print customer orders, the deposit/payment history is included.

To display an order's deposit/payment history:

1. Highlight or display the customer order.
2. From the task list, select **PAYMENT HISTORY**.
3. Select **DEPOSIT/PAYMENT** to take an additional deposit.

Or

Select **REFUND** to refund the amount currently on deposit.

4. Select **CLOSE** to close the Deposits window.

Working with Special Order Items

Typically, special order items are used for custom or one-of-a-kind merchandise with little chance of repeat sales, or to customize an existing item for a sale. There are two ways of using special order items on customer orders.

- **Edit an existing item** – With this option you list an existing item on the order and then edit its descriptive information to reflect customizations to the item. Use this option when you do not want to create a new inventory item, but do want the order and any other documents created from the order (sales receipt, purchase order, voucher) to reflect your changes. Editing an existing item on an order does not in any way affect the original item's inventory descriptive information.
- **Create a new Special Order item** – With this option, a new special order item is created in inventory. You can list the item on the order, generate a purchase order, receive it on a voucher, and sell it on a receipt that references the order. Later, if you decide to carry the new item in inventory, you can convert it to a regular inventory item. Special order items can only be added while creating a document (customer order, receipt, voucher, or purchase order).
- Special order items can be created while making a customer order, as well as all from sales receipts, purchase orders, and receiving vouchers. Detailed procedures for using special order items are provided in [Listing Special Order Items on Documents \(Pro\)](#) (page 51).

(Pro Multi-Store) The New Special Order Item provides a means for a remote store to create a customer order for a new item and generate a PO for it. The special order item is sent to Headquarters when it is listed on a transactional document (voucher, receipt, memo, or slip). Headquarters can review the item and change the special order item type into a regular inventory item, if needed. *Refer to [Handling Special Order Items](#) (page 418) for more information.*

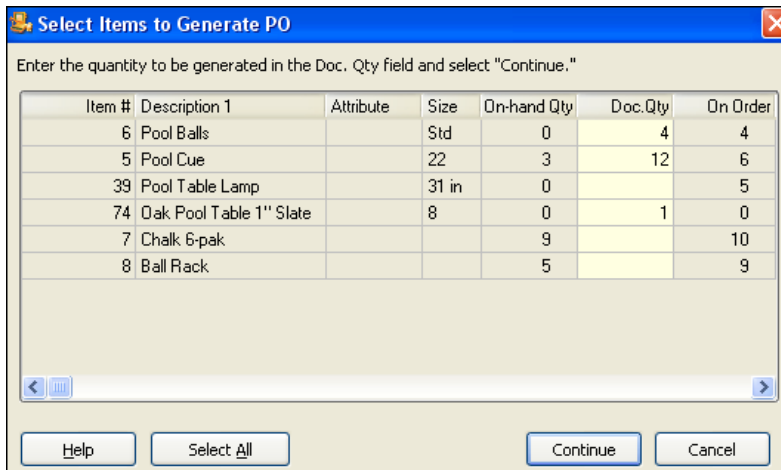
Generating Purchase Orders from Customer Orders

You can quickly create purchase orders from a customer order to order the listed items from your vendor(s). Point of Sale will propose the PO(s) for all of the items listed (except service or non-inventory items), but allow you to review the proposed PO(s) and choose the items and quantities to actually order. Multiple items from a vendor are combined into a single purchase order.

To generate purchase orders from a customer order:

1. Complete and save the order document, if not already saved.
2. Highlight or display the customer order.

3. From the task list, select **GENERATE PO**.
4. The Select Items to Generate PO window is displayed, with all items from the customer order listed.
5. Enter the quantity of each item to order from your vendor(s) in the **Doc Qty** column.
 - If you do not wish to order an item, enter 0 or leave the Doc Qty blank.
 - To order all of the items in the quantity needed for the customer order (**Qty Due** column) choose **SELECT ALL** from the bottom of the window.
6. Select **CONTINUE**.



A confirming message displays the number of PO's created.

The following apply to purchase orders generated from customer orders:

- You can generate multiple purchase orders from a single customer order. For subsequent purchase orders, the **Qty Due** values are reduced by sold quantities.
- Purchase orders generated from customer orders are numbered by combining an order type prefix, the order number, and a sequential suffix. For example, the first purchase order generated from Sales Order # 24 would be numbered SO241, the second SO242, etc. Purchase orders generated from layaways or work orders would begin with LAY or WO respectively.
- Select **VIEW PO'S** from a customer order task list to view the purchase orders generated from it. Your PO list, pre-filtered for the generated POs, is displayed.

Use your normal procedure to communicate the generated purchase orders to your vendor(s).

E-mailing Orders to Your Customers

You can e-mail customer orders to your customers from within Point of Sale, in the same manner that you e-mail purchase orders to your vendors.

To e-mail an order:

1. Create the order, following normal procedures.
2. With the order displayed (or selected in your list), select **E-MAIL** from the window toolbar.

The e-mail is created, with the document attached in the format selected in company preferences, and then displayed in your default e-mail client.

3. Review and edit the e-mail address, subject line, and message, as necessary, and then select **SEND**.

*Refer to **E-mailing Purchase Orders to Your Vendors (page 197)** for additional information about setting e-mail preferences.*

Filling Customer Orders

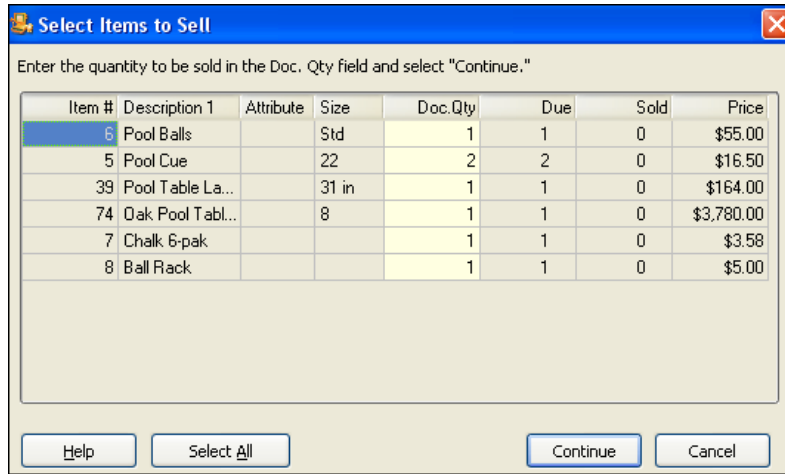
You *fill* a customer order by selling the items listed on it on a sales receipt. You can sell items listed on a customer order at any time. Selling items updates the order's **Ordered** (qty), **Due**, and **Sold** fields for individual items and the entire order. When all the items on the order have been sold and its **Deposit Balance** and **Balance Due** are both zero, it is completely filled, and Point of Sale changes the status of the order to **CLOSED**.

The information recorded on the order, such as sales tax, discounts, shipping information, edited item information, etc. is carried to the sales receipt. If you added shipping charges to the order and are only selling some of the order items, you are asked if you want to apply the shipping charges to the current receipt. *Refer to **Recording Shipping Information (Pro) (page 317)** for more information about shipping.*

To sell the items listed on a customer order:

1. Highlight or display the customer order.
2. From the task list, select **SELL ITEM(S)**.

The Select Items to Sell window is displayed.



3. Click **SELECT ALL** if you want to sell all the items on the order.

Or

Enter a quantity in the **Doc Qty** column for each item you want to sell.

4. Select **CONTINUE**. The items you selected are listed on a new sales receipt.
5. Add any additional items or discounts.
6. Select **PAYMENT**.

If deposits have been taken on the order, the total amount of the deposits is automatically suggested as a payment on the **Deposit** row. You can reduce or clear the deposit amount used, if you wish. You might do this if not selling all of the items at this time and you wish to maintain a deposit balance against the remaining items still due.

7. If there is a remaining balance due for the current sale, select and enter amounts for additional payment methods, then save/print the receipt.

*Refer to **Recording Receipt Payments (page 270)** for more information about taking payments.*

Maintaining Customer Orders

Locating a Customer Order

Customer orders are maintained in lists, one list for each type of order. Use normal filtering, searching, or sorting procedures to locate an order within your customer order lists. Orders that have been deleted do not appear on your order list(s).

Some suggestions specific to locating customer orders are given in this section. Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for detailed instructions on these procedures.

Tips for Locating a Customer Order Quickly

When a customer is standing at your counter to make an additional deposit or to complete the sale of merchandise previously ordered, it is important that you be able to find the original customer order quickly.

Point of Sale offers several ways to do just that. The table below lists the common information fields included on a customer order that can be used to for searching or filtering.

Customer Order Field	Search	Filter	Notes
Customer Last Name	X	X	
Company Name	X	X	
Phone Number		X	Enter 7 or last 4 digits, no dashes.
Order Date	X	X	Formats: mm/dd/yyyy or mm/yyyy.
Associate	X	X	
Customer Order #	X	X	From customer copy, if available.
Status		X	Can add custom statuses in company preferences
Serial #	X		Enter full string

The fastest way to locate the order may depend on what window you have displayed when the need arises. Use any of these methods.

If at the Retail Navigator:

- Type a search keyword (see table above) in the **Quick Find** field

If in the customer order list:

- Click or touch on the **Last Name** column header and type the first few characters of the customer's last name; you are taken to closest match
- Select **FIND** from the window toolbar, and enter a search keyword
- From the filter drop-down, select a predefined date range (today, yesterday, last week, etc.) or select **CREATE FILTER** and enter filter criteria (see table above)

If the customer record is displayed:

- Display the customer's history and double-click the customer order to display it

From anywhere:

- From the Edit menu, select **FIND RECORD** ► **<TYPE> ORDER** and enter a search keyword

Editing Customer Orders

You can edit most of the information on an order at anytime, provided its status is not **CLOSED** (if necessary, you can change the status back to **OPEN**). The exception to this is that if deposits have been taken, you are not allowed to change the customer. If you need to change the customer after deposits have been taken, you will have to refund the deposits first.

To edit an order:

1. Locate the order in your order list.
2. From the window toolbar, select **EDIT <order type>**.
3. Make any necessary changes and take additional deposits as needed.
4. Select **SAVE**.

Copying a Customer Order

You can quickly create a new customer order by copying an existing one. This is useful if you have customers that often place very similar orders. Once copied, you can edit the new order as necessary. Deposits on the original document are not copied to the new document.

1. Select the appropriate order list from the Point of Sale menu.
2. Locate and highlight the customer order that you want to copy.

3. From the window toolbar, select **COPY <order type>**.
4. Make changes to the items, customer, and other fields as necessary.
5. Take a deposit, if required.
6. Select **SAVE**.

Tracking Orders by Status

The **Status** field on orders allows you to track orders, filter order lists, and create reports based on the current entry. By default, Point of Sale assigns two order status types: **OPEN** is initially assigned to all new orders created, and **CLOSED** is automatically assigned to orders that have been filled.

If it fits your needs, you can rename the descriptions of these two status types and define more of your own in company preferences. For example, maybe you have intermediary steps in the order process, such as out for repair, waiting for parts, or ready for pickup, that you would like to be able to track via the status field. An order's status can be manually changed as an order is made and as it proceeds towards completion. Status field entries can be defined for each order type independently.

As the status of an order is changed, Point of Sale records the date and the employee who made the change, so you have a running history of an order's progression.



Preferences: Define Status Field Entries

EDIT > PREFERENCES > COMPANY > SALES ORDERS/LAYAWAYS/WORK ORDERS. To change the description of an existing status, click the existing description in the **Status Description** column and type a new description. Select **ADD** to define new status types and descriptions. You can also rearrange the order the possible choices appear in the **Status** field drop-down list on order forms, and remove status types no longer used.

To change the status of an order:

1. Display the order form.
2. Select a new status from the drop-down list in the **Status** field.
3. Select **SAVE**.

To view the status history of an order:

1. Display the order in the Form window.
2. Click the icon next to the **Status** field.

Refer to [Tracking Orders by Status \(page 201\)](#) for more information.

Deleting Customer Orders

After all the items on a customer order have been sold (**Qty Due** = 0) and closed, the document can be safely deleted. The sales receipt provides a permanent record of the transaction. Deleting a customer order removes it from corresponding customer order list and from the customer's purchase history (although the sales receipts that filled the order remain).

You are not required to delete customer orders after they have been filled, but if there is little chance you'll ever want to view or copy it in the future, you may want to delete it just to keep your order list compact. Once deleted, a customer order cannot be recovered.

To delete a customer order:

1. Highlight or display the customer order you want to delete.
2. From the window toolbar, select **DELETE**.

If the customer order has a remaining deposit balance, you are prompted to refund it. Select **OK** to complete the payment screen to refund the entire deposit amount.

Using Work Orders

Whereas layaways and sales orders usually involve merchandise orders, work orders generally are for service-only jobs, such as equipment repairs, clothing alterations, warranty service, or even for scheduling appointments.

Items recorded on a work order are usually *service items*. Service items often comprise labor-related charges necessary to complete the job. Other regular inventory items necessary to the order, such as replacement parts, cleaning supplies, or incidentals can also be listed on work orders, but a work order generally does not include the actual item that is being serviced. Typically, that item has been sold previously on a sales receipt.

Work orders can be assigned to the employee who is to perform the service, a due date can be specified, and the completion status can be tracked and reported.

All of the general customer order procedures described earlier in this chapter apply to work orders. This section provides additional tips for the use of those procedures in a way that facilitates tracking of work orders.

Defining Service Items for Work Orders

Service items are defined in inventory and typically are for labor charges to complete the job. Use normal new item procedures to define service item in inventory, selecting the **SERVICE** item type.

Use the following guidelines in defining service items in inventory:

- To charge for labor by the hour, enter a description of the labor in the **Description 1** field and a price equal to what you charge per hour (or per job). If you charge by the hour, you can charge for partial hours by listing the labor item on a work order and entering a decimal quantity, e.g., 0.5, 2.75, etc. Point of Sale will calculate the correct labor charge as the work order price.
- Generally service items have no cost, but there may be exceptions, such as when you out-source the work and pay the third party a fee for the service. Make an entry in the item **Cost** field if this is the case.
- You may want to map custom **Income**, **Cost of Goods Sold (COGS)**, and **Asset** accounts on the item form so the charges (when recorded on a receipt) are posted to your financial software in the manner you prefer.

Refer to [Using Service and Non-Inventory Items \(page 117\)](#) for more information on defining service items.

Assigning Work Orders

The **Assigned** field can be used to record the employee whom is performing the service (as opposed to who took the order). Select a name from the drop-down list of defined employees. If an order involves multiple employees, each performing some aspect of the work, this field can be edited as the order progresses.

Defining an Item Discount for Warranty Service

If you do warranty work, you may have to list repair parts or labor at a reduced or zero price to the customer on the work order. Yet, you may want the actual time and items listed for purposes of tracking and billing to the manufacturer. One way to accomplish this is to define an additional item discount type in company preferences called “Warranty.”

When you list items for warranty work on a work order, you can give a 100% discount and select warranty in the **Discount Type** field. When you need a report of warranty work competed, run the report filtered by the discount type “Warranty”.

Description	Ordered	Unit	Original Price	Price	Discount %	Discount Type	Ext Price
Watch Repair	1.5	hrs	\$30.00	\$0.00	100.00	Warranty	\$0.00

Customer: Uphoff, Denine
 Address: 143 Bayview, East Bayshore, CA, 94327
 Price Level: Regular Sa
 SubTotal: \$0.00
 Disc %: 0.00
 Discount: \$0.00
 Tax %: 7.500
 Tax: \$0.00
 Shipping: \$0.00
Total: \$0.00
Balance Due: \$0.00

Description of problem or service to be performed:
 Watch running intermittently; new battery didn't help.
 Purchased 12/20/03, receipt #12091.
 Called mfr. 9/12/05 - warrant repairs OK'd.

Description of Problem/Instructions

The work order’s **Description of problem or services** field provides an almost unlimited amount of space for additional information to be recorded in support of warranty or insurance repairs. Select the **EDIT** button at the bottom right of the field to open a larger note pad for this purpose. This information is included on printed work orders.

Using the Status Field to Track Work Orders

The **Status** field is particularly pertinent to the tracking of work orders.

Example: You use work orders to do alterations to clothing that you sell. Some of the alterations are done in-house while others are sent out to a third party. You could define and assign different statuses for the varying stages of a job:

New. Received but not yet assigned to an employee or outside service.

Assigned. To an in-house employee. We recommend you also use the **Assigned** field to indicate the specific employee.

Out. Sent out to a third-party for service.

Backorder. Awaiting parts or supplies needed to finish the job.

Ready. Alteration is complete and ready for customer pickup.

As a work order progresses, you can update the status field appropriately. Used in combination with the Assigned field, you now have the ability to filter your work order list by status or by assigned employee, and to generate reports filtered by these field values. Status tracking of customer orders works in the same way described in [Tracking Orders by Status \(page 201\)](#).

Printed Work Order Message

Disclaimers, warranty information, or any custom message can be defined in company preferences and printed with every work order. A common use for this feature is to print a disclaimer for insurance purposes and or/limiting your responsibilities for additional work found necessary after beginning the service.



Preferences: Printed Work Order Comments

EDIT > PREEERENCES > COMPANY > WORK ORDERS > Printed work order message:

Enter text that is printed on the bottom of every work order. This text can include customer signature line and date field, if necessary.

Customer Order Reports

Point of Sale offers several reports to help you track, order, and follow-up on the merchandise needed for planned sales

These reports are available from the Customer Order category on the Reports menu. Filtering by order status, date, assigned employee (work orders), or due quantities can help you track and manage these versatile documents. You can customize the filters and memorize reports as fits your needs.

Using the QuickZoom feature you can drill down into report detail or view the associated documents.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information about reports.

You can also view non-deleted customer orders made for a specific customer by accessing the customer's sales history. *Refer to [Chapter 7 Tracking Customers \(page 229\)](#) for more information.*

Printing Customer Orders

After completing an order, you can print a copy to give to the customer or keep for your own records. Printed orders include the deposit history, instructions, quantities sold and remaining due, and any customer message you have defined in company preferences (*see preference note below*).

To print an order:

1. Highlight or display the customer order that you want to print.
2. From the bottom toolbar, select **PRINT**.
3. If presented with a print option window:
 - Change the printer you want to use, if necessary.
 - Specify the number of copies you want to print.
 - Select **PREVIEW** or **PRINT**.

Preferences: Printed Customer Messages

PREFERENCES > COMPANY > LAYAWAY/SALES ORDER/WORK ORDER > Printed Customer Message: Define an optional text message that is printed on customer orders. You may define a different message for each of the three order types.

Refer to [Printing in Point of Sale \(page 66\)](#) for general printing instructions.

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Overview

The day is over, the doors are locked; it's time to tally up the sales, count the money, exchange information with QuickBooks, and backup your data before you head home.

Four essential activities make up the End of Day procedure:

- Sending the credit card batch file to QuickBooks POS Merchant Service for processing
- Updating QuickBooks with the day's transactions and other new information
- Running an X/Z-Out report
- Backing up your point-of-sale company data file

When you initiate the End of Day procedure, these activities are carried out as you specify, prompting you for input as needed.

(Pro Multi-Store) You also have the option of including Store Exchange Out to send information to your other stores in the End of Day procedure. *Refer to [End of Day and Store Exchange \(page 431\)](#) for more information.*



Running End of Day on the Server Workstation

If you are exchanging data with QuickBooks or including a Store Exchange as part of the End of Day procedure, the process must be run from the Server Workstation.

Activity Tolerance

In a multiple-workstation environment, only the workstation initiating End of Day can be actively working in Point of Sale while the procedure is running. If you attempt to run End of Day while other workstations are still actively working in Point of Sale, the program alerts you with a warning dialog.

This message could also result if any workstation running Point of Sale was improperly shut down. If you receive this warning, you should:

1. Make sure that all other users are out of Point of Sale. You can see which workstations are currently logged into the program by selecting **USER INFORMATION** from the Tools menu.
2. Select **CONTINUE**.

Point of Sale will continue with the current activity or, in the case of an improper shutdown, take the measures necessary to stabilize the system.

Basic Steps to Run the End of Day Procedure

1. From the Point of Sale menu, select **END OF DAY**.

The End of Day dialog is displayed.

QuickBooks POS - End of Day Process

There are five essential closing procedures that should be carried out at the end of each business day. QuickBooks POS will perform the procedures you have selected below, prompting you for input as needed. If you do not wish to run one of these procedures, simply clear the checkbox for that option.

End of Day Reports

Run X/Z-Out end of day reports for your Point of Sale workstations

Z-Out Store Close

This Year Year-to-date

QuickBooks POS Merchant Service

Be sure to send credit card batches daily to avoid fees for late settlement.

Send Merchant Service batch now

Safeguarding Your Data

Back up your company data

default backup location

alternate backup location

Financial Exchange with QuickBooks

Transfer your day's transactions, and other new information to QuickBooks

Store Exchange Out

Perform a Store Exchange Out to send data to your remote stores

* Your default setting defined in Company Preferences will be used for Store Exchange Out with your remotes.

Select OK to run the End of Day procedure. If this is not the end of the day, select Cancel.

2. Select the individual procedures you want to include as part of the end of day closing by selecting or clearing the appropriate check-boxes.
Refer to the following sections for more information about each of these options.
 - Send Merchant Service batch now (credit card processing)
 - Financial Exchange with QuickBooks
 - Run an X/Z-Out end of day report (specify the specific report and a date range for the report to cover)
 - Back up your company data (also specify to the default backup location or an alternate backup location)
 - (Pro Multi-Store) Store Exchange Out
3. Select **OK**.
4. Enter additional information as prompted.

Sending a Merchant Service Batch

If you have set up an account with the QuickBooks POS Merchant Service, you should send each day's Merchant Service batch to the processor as part of the End of Day procedure. Not sending credit card transaction data to the processor within 24 hours of authorization will result in higher fees being charged.

To send a merchant service batch:

- Select the **SEND MERCHANT SERVICE BATCH NOW** option on the End of Day window.

This process is automated. If selected, Point of Sale transmits the data on each authorized credit card transaction to the QuickBooks POS Merchant Service for processing.

Once the data has been transmitted, QuickBooks POS Merchant Service does the rest. The service routes the transaction to the bank that issued the credit card, secures the funds, and then transfers the money to the your designated bank account.

A monthly statement shows the total amount of each day's transactions during that statement cycle and the fees that were charged.



Sending Credit Card Transactions Multiple Times a Day

Credit card transactions are usually sent for processing only once a day, during the End of Day procedure. However, you can send transactions to the processor whenever you want. To send credit card transactions to the processor without running the other End of Day functions, launch the End of Day normally but select only the **SEND MERCHANT SERVICE BATCH NOW** option (clear the other options), then select **OK**. Only transactions not already sent are included in each batch processing. *Important: You must send your credit card transaction data to the processor within 24 hours of authorization to avoid paying higher fees.*

Merchant Service Reports

Users of the Point of Sale Merchant Service can run reports summarizing or detailing their credit and debit card transactions for any specified time period.

To run a credit card batch report:

1. In the Report Center, select **PAYMENTS** as the report type and then **MERCHANT SERVICE** as the sub-type.
2. Select the report you wish to view.

- **Unsettled Summary:** provides the card type and amount for unsettled transactions, for the specified date range
 - **Unsettled Details:** provides the details on all unsettled transaction for the specified date range
 - **Activity Summary:** provides a summary for all transaction, both settled and unsettled, for the specified date range, including debit card activity
 - **Activity Details:** provides the details for all transaction, both settled and unsettled, for the specified date range, including debit card activity
3. Sort the report as preferred by selecting the column header of the information by which you wish to sort.
Select **MODIFY** to filter the report in various ways and set other display options.
4. Select **DISPLAY**, **PRINT**, or **EXCEL**, depending on your output needs.
The possible transaction types are listed below.

Type	Explanation
Sale	A sale occurs when a credit/debit card is used as payment on a sales receipt.
Refund	A credit refund occurs when the credit card is used on a return receipt or if the receipt listing the credit card/debit transaction is reversed.
Voided	VOIDS occur when payment is cancelled after authorization is received but before the receipt is saved. This occurs at the Receipt Payment window when the user selects to delete the payment (using the DELETE button) or selects CLEAR PAYMENTS .

For more information, refer to the documentation provided by the QuickBooks POS Merchant Service.

Financial Exchange with QuickBooks

If the appropriate company preferences have been set, information from Point of Sale can be exchanged with QuickBooks, where it can be used for accounting and financial record-keeping purposes. In addition, certain types of information that have been added in your financial software are sent to Point of Sale.

Retailers that use this exchange capability, known as Financial Exchange with QuickBooks, have the option of conducting an exchange of information as part of the End of Day process.

To conduct a Financial Exchange as part of the End of Day process:

- Select **TRANSFER YOUR DAY’S TRANSACTIONS, AND OTHER NEW INFORMATION TO QUICKBOOKS** on the End of Day window

The following information is transferred during an End of Day data exchange:

From Point of Sale to QuickBooks	From QuickBooks to Point of Sale
<ul style="list-style-type: none">• New customers and updated customer information (except account limits or balances)• New vendors and updated vendor information• Sales information (sales receipts and lay-away/SO deposit receipts, sales taxes)• Receiving information (vouchers)• Inventory adjustments (aggregate)	<ul style="list-style-type: none">• New customers and updated customer information• Updated customer account balances and account limits• New vendors and updated vendor information

Only information that has been added since the last exchange will be transferred.



Records in Point of Sale vs. QuickBooks

The information contained on certain documents in Point of Sale may be consolidated before being sent to QuickBooks. Refer to [Chapter 14 Financial Exchange \(page 449\)](#) for more information about the choice of detailed or summarized document exchange. If using the summarized method of transferring documents, there will not always be equivalent records in QuickBooks for all individual documents created in Point of Sale. For example, fifty receipts paid for with cash in one day would be consolidated into one receipt for the sum amount of all fifty for purposes of posting to QuickBooks.

Manually Updating QuickBooks

You can also manually run a Financial Exchange at any time. This procedure can be used to do a mid-day exchange to update both programs with current information from the other, such as updated customer account limits. All transactions not previously exchanged will be sent.

To manually update QuickBooks:

- From the Financial menu, select **UPDATE QUICKBOOKS**. As the information exchange proceeds, progress messages are displayed

Integrated Applications Preference in QuickBooks: QuickBooks and company file must be open during this procedure unless you have set your Integrated Applications preferences in the financial software to allow Point of Sale to automatically log in. If using Remote Data Sharing, QuickBooks must always be running and the company file open to exchange. *Refer to [Connecting When QuickBooks is not Running \(page 456\)](#) for more information about allowing automatic login to QuickBooks.*



Records in Point of Sale vs. QuickBooks

The information contained on certain documents in Point of Sale may be consolidated before being sent to QuickBooks. *Refer to [Chapter 14 Financial Exchange \(page 449\)](#) for more information about the choice of detailed or summarized document exchange.* If using the summarized method of transferring documents, there will not always be equivalent records in QuickBooks for all individual documents created in Point of Sale. For example, fifty receipts paid for with cash in one day would be consolidated into one receipt for the sum amount of all fifty for purposes of posting to QuickBooks.

Error Handling

If you receive an error message during the Financial Exchange process, refer to the Activity Log for further information about the error. It could be that a specific record or document (customer record, vendor record, receipt, voucher, etc.) is causing the error. If this is the case, you might attempt to correct the error by editing or altering the record, or by reversing the document and creating a new one with corrected information. *Refer to [Resolving Exchange Errors \(page 467\)](#) for more information.*

X/Z-Out End of Day Report

As part of your End of Day procedure, you may wish to run one of the X/Z-Out report options. X/Z-Out reports provide a summary of your workstations' sales activities for the day, optionally reconciles the cash drawer, and provides information to help prepare the bank deposit for the day.

To run an X/Z-Out report as part of the End of Day procedure:

1. Select the specific type of X/Z-Out you wish to run.
Typically, this would be a Z-Out ("zero" out) Drawer Count report in a single workstation installation, or a Z-Out Store Close report in a multi-workstation installation (each workstation would run a drawer count report prior).
2. Select the time period from the drop-down list. **TODAY** is suggested.
Select a different dynamic date range from the drop-down list or **CUSTOM** to specify a fixed date range (before the report runs it will prompt you to enter the dates).
3. To skip the report preview, select the **PRINT IMMEDIATELY** check-box.

Below is an example of a Z-Out Store Close report, which can include sales activity for all workstations and cashiers.

Z-Out Store Close		2/26/2002	3:59:22 PM
Receipt Date/Time : 2/26/2002 12:00:00 AM to 2/26/2002 11:59:59 PM			
	SALES	RETURNS	NET
Sales :	402.05	17.00	385.05
Tax :	32.16	1.36	30.80
Total :	434.21	18.36	415.85
MINUS			
		Net Gift :	44.28
		Cash flow total	371.57
DISCOUNT BREAKOUT			
	PAID IN	PAID OUT	NET
Promotional :	3.95	0.00	3.95
Global :	5.00	0.00	5.00
Total :	8.95	0.00	8.95
	RECEIPT COUNTS		
		Sales :	12
		Returns :	1
		Reversed :	0

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information about running reports, including X/Z-Out reports.

Backing Up Your Data

The data that a retailer accumulates during day-to-day business operations must be saved and protected for strong business continuity. Power failures, media defects, or hardware problems can quickly wipe-out financial data and other important company records. Regularly backing up your data enables you to recover from such events with minimal business impact. Failure to do so can put your entire business at risk.

Part of the End of Day procedure is backing up your company data. By default, the backup is saved to a folder on your local hard disk; however, for maximum data protection, you are strongly encouraged to make regular backups to a separate location. This may mean saving the data to floppy disks or CDs and storing those disks off-site.

It is important to note that Point of Sale only backs up your Point of Sale company data. Therefore, it should serve as only one component of a comprehensive data protection strategy. You need to take separate action to back up other important information for your business (e.g., financial records, etc.).

If a backup is created while other workstations are still working in Point of Sale, only those transactions that have been updated (saved) are included in the backup file.

Backups to the Default Location

Your data is backed up to the hard drive on the Server Workstation in a compressed file format. This automatic feature affords a degree of protection in the event your working data becomes damaged; however there are some important limitations to this protection. For example, your working data and backup file are on the same hard drive and thus both could be lost in the event of a major disk problem, natural disaster, or theft.

The default backup location and file names are:

Folder: C:\PROGRAM FILES\INTUIT\QUICKBOOKS POINT OF SALE 5.0\DATA\

File name: YYYYMMDD0001.QBP, where the yyyyymmdd is the date, and 00001 is sequential backup number

Example: 200508300001.qbp for first backup on August 30, 2005.

To backup to the default location:

- Select **BACK UP YOUR COMPANY DATA** and **DEFAULT BACKUP LOCATION** on the End of Day window

Backups to an Alternate Location

Making backups to an alternate location affords a far greater level of security because you can backup to removable media or a network drive (on a different computer) and you can rotate your backup media so that you always have two or more generations of backups.

Making backups to a network drive provides additional protection because the data can be stored on a different hard drive, but it still leaves the data vulnerable to hazards that could affect both computers if they are located in the same building.

Backing up data to removable media protects your data in the event of a computer system malfunction. Storing the backup media off-site affords even greater data protection from catastrophic events, such as fire, flood, etc.

To make backups to an alternate location:

1. Select **BACKUP YOUR COMPANY DATA**, and **ALTERNATE BACKUP LOCATION** on the End of Day window.
2. Select **OK** to start the End of Day procedure.
3. In the Backup dialog displayed, make sure **SPECIFY ALTERNATE LOCATION** is selected and enter the path or browse to the alternate backup location.
4. If backing up to removable media, insert a blank disk (or other removable medium) into the computer.
5. Select **OK**. Point of Sale will verify the integrity of your data and perform the backup to the designated location.



Backing Up to Multiple Disks

Even though backup files are compressed, your data files may require multiple disks to successfully complete a backup, especially if backing up to 3.5" floppy disks. It is recommended you have several blank, formatted disks available before starting the backup procedure.

If you insert a disk that is not blank, you will be warned and asked if you want to proceed. If you answer *Yes*, all previous data on the disk will be permanently erased. If you are not sure, answer *No* and replace the disk with another or select **CANCEL** to abort the backup process entirely.



Automatic Backups on Exit

Whenever the Server Workstation exits the program and no other workstations are logged in, files are automatically backed up. This is in addition to the backup made during the End of Day procedure and requires no action on your part. Your data is backed up to the default location on the local hard drive, with a date/time stamp. Point of Sale maintains the ten most recent backup files.

Manual Backups

Manual backups can be initiated at any time.

To perform a manual backup:

1. From the File menu, select **BACKUP**.
2. Choose to backup to the default or an alternate location.
If using an alternate location, enter the path or browse to the location.
3. If backing up to removable media, insert a blank disk (or other removable medium) into the computer.
4. Select **OK**. Point of Sale will verify the integrity of your data and perform the backup to the designated location.

Rotating Backups

You should back up your data frequently. The data you can restore in an emergency is only as current as your most recent backup. Daily backups are recommended, and we suggest using a different set of media (diskettes, tapes, etc.) for each day of the week. By using a different set of media every day, you have multiple backups from which you can restore.

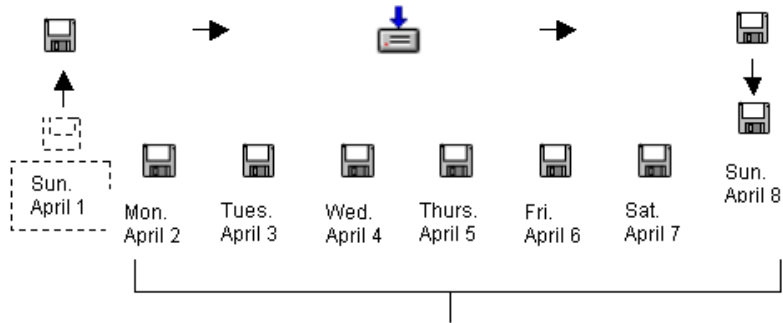
This is important because file or media damage may go undetected for several days. If you use only one set of backup media, by the time you realize you have damaged data or media, you may find yourself in a situation where your only backup also has the damage. If you use a separate media set for each day of the week, it is likely that you will still have a backup containing a good data file that can get your business back up and running.

Rotating backup example:

Take the disk or other form of removable media containing the oldest remaining data...

...and use it to backup the most recent data, overwriting the old file.

Place the newest data at the end of the line. Repeat the process daily, overwriting the oldest data each time.



If a file becomes damaged or corrupted, you can restore it from any one of these backup copies without losing everything.

Restoring Your Data from Backups

If it becomes necessary to recover from data loss, your files can be easily restored from your backups. This is when you will be very glad you have consistently followed your backup routine!

To restore your data:

1. From the File menu, select **RESTORE**.
2. Specify the location of your backup files:
 - To restore from the local hard drive, select **DEFAULT LOCATION**. Select the backup file from which you want to restore.
 - To restore from a network drive or removable media, select **SPECIFY ALTERNATE LOCATION** and then enter the path or browse to the location of the backup file.
3. If restoring from removable media, put the first disk (or other medium) into the drive specified in Step 2.
4. Select **RESTORE**.

Point of Sale will uncompress and copy the backup files back into your working directory. You will be prompted to insert sequential restore disks if required.

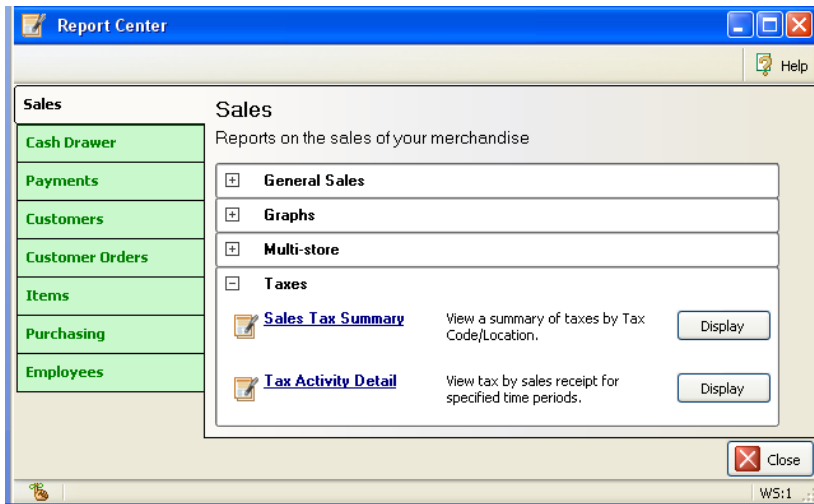
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Using Reports to Track Your Business

Overview

The Report Center in Point of Sale offers a way to tap into your accumulated data, providing detailed information to help you manage inventory, analyze your sales, reconcile the cash drawer, target customer mailings, evaluate employee performance, make informed purchase decisions, and more.

Each report category, such as sales reports or purchasing reports, has a variety of ready-to-use reports included. Filters and report options allow you to customize each report to include or exclude the items, departments, vendors, date ranges, etc. that you wish to see on the report and how it will look. Once defined, your custom report format can be memorized and easily accessed at any time. Memorized reports can be a valuable aid while creating a purchase order, in identifying items for sales, or viewing employee commission calculations.



The Report Center, pictured above, helps you choose the correct report for your needs by categorizing and sub-categorizing the reports available to you. The collapsed/expanded state of the reports area is saved upon exit and this view will be restored next time you enter the Report Center. Access to reports can be controlled with security rights, protecting your sensitive data.

If you frequently run the same reports together, you can run them all at once from a single selection window. Refer to [Running Multiple Reports \(page 362\)](#) for details.

Report Types

There are many report categories in Point of Sale. Each category includes various specific reports, offering several ways to analyze your data. The information for each report is drawn from the related data sources (documents, inventory, customer records, etc.). For example, sales information is derived from receipts; item information from inventory and transactional documents, and purchasing information is drawn from purchase orders and receiving vouchers. The main report categories and their sub-categories are as follows:

Sales. View summarized or detailed sales information, such as best and worst selling items, sales by department, vendor, associate, or store, discounts given, and sales taxes collected.

- General Sales
- Graphs
- Multi-store
- Taxes

Cash Drawer. Run X/Z-Out Reports, including register status, drawer count and closing reports, as well as a listing of cash drawer payouts.

Payments. View summarized or detailed electronic funds transaction information, gift card activity and balances, and lists of payments by type.

- Merchant Services
- Gift Cards
- Payment Reconciliation

Customers. Print exportable customer lists and analyze sales by demographics or promotional codes.

Customer Orders. View summarized or detailed reports of merchandise on order, status of service jobs, and deposits taken.

- Sales Orders
- Layaways
- Work Orders

Items. Track inventory item, quantities, and costs, including merchandise on hand or on order, reorder points, adjustments, and, in a multi-store configuration, transfers and inventory by store.

- Current Inventory
- Multi-store
- Adjustments
- Transfers
- Departments

Purchasing. View summarized or detailed listings of merchandise ordered and received, projected cash requirements, and vendor lists.

- On Order
- Receiving
- Vendors

Employees. View employee lists, sales performance, and commissions earned.

Memorized Reports. View and access all reports you have created and memorized.

Report Access Levels

If you are using security to control access to features in Point of Sale, the reports a user can run or view are determined by the security group to which he/she belongs.

Each report is pre-assigned to an access level: 1, 2, 3, or 4, with 1 being the highest level and 4 being the lowest. You can change the access level for individual reports on the Modify Report window to meet your needs, as described later.

Users will have access to reports that are assigned the same security level or lower than their own. A user that belong to a group with the rights to run level 1 reports will be able to run or view all reports. A user with rights to run level 2 reports will be able to run or view level 2, 3 and 4 reports, and so on for the other levels. Users assigned to the *Associate* group, for example, only have access to Level 4 reports and do not have the rights to modify the report options.

Reports that the currently logged-on user does not have access rights to will not be available for selection. If security is not being used, all users have access to all reports. Refer to [Chapter 12 Employees & Security \(page 389\)](#) for more information about setting up employee security rights.

Running a Report

To run a report:

1. From the Reports menu, select **REPORT CENTER**.

Or

Reports, including memorized reports, can be selected by name directly from the Reports menu or sub-menus, bypassing Steps 2 - 4 below.

2. Select a category of report from the tabs on the left side of the window.
3. Expand the appropriate sub-category to display the report you would like to run.
Place your mouse over any report icon in the list and a sample preview of the report is displayed.
4. Select the report name or **DISPLAY** to run and view the report.

Select **MODIFY** to change report options or filtering

Search the report by typing a text string and selecting the magnifying glass icon

Change report date range and select **APPLY DATE RANGES**

Rearrange column order and widths by dragging labels and separators

Best or Worst Sellers

Dept Name	Description 1	Attribute	Size	Qty...	Ext Price	Ext Cost	Margin %
Pool	Oak Pool Table 1" Slate		8	1	4,400.00	2,200.00	50.00
Appliances	Brand Name Refrigerator	White	24 cf	1	1,135.71	795.00	30.00
Pool	Pool Table Lamp		31 in	1	164.00	100.00	39.02
Pool	Table Felt	6 ft	Yellow	6	168.00	84.00	50.00
Pool	Pool Balls		Std	3	148.11	82.50	44.30
Pool	Table Felt	7 ft	Blue	4	112.00	56.00	50.00
Pool	Table Felt	8 ft	Red	4	112.00	56.00	50.00
Pool	Table Felt	8 ft	Gold	4	112.00	56.00	50.00
My Department	T-Shirt Cotton Print	Blue	XL	5	66.67	45.00	32.50
Pool	Table Felt	7 ft	Brown	3	78.00	42.00	46.15

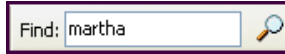
Hint: To change from a "Best Seller" report to a "Worst Seller", click on the column header you want to rank by. Click again to change the order.


When displayed, double-click an entry with the **QuickZoom** pointer to display additional detail or view related document or record

Select an option to preview, print, or send the report to Excel

 **Finding Specific Information**

Point of Sale reports include a **Find** feature to search the report for specific text.



Find: 

Enter your text and select the magnifying glass to locate the information you are searching for. Selecting the magnifying glass again will take you to the next match.

 **Viewing Report Details**

You can use the QuickZoom feature to “drill down” into many reports to see specific details by double-clicking an entry line. For example:

- If you are viewing the Customer Sales report, double-click a customer name to see a new report listing all items sold to that customer. Double-click an item line on the second report, and all sales for the item is displayed.
- If you are viewing the sales detail report, double-click on a listed receipt to view it in your sales history.

You can rearrange column order and widths in reports to view the information in the manner you prefer. Simply drag-and-drop the column labels (names) and separators as needed.

5. If necessary, define a date/time range for the report and select **APPLY DATE RANGES**. Depending on the report type, you can either enter a fixed date/time range, spanning from one specific date/time to another, or select from a list of predefined dynamic ranges such as month-to-date, year-to-date, last year’s year-to-date, etc. Refer to [Entering Dates & Times \(page 385\)](#).
6. Select **MODIFY** if you want to define filter criteria or customize the format of the report. Refer to [Modifying Report Options \(page 359\)](#) and [Filtering Report Data \(page 381\)](#).
7. At the bottom of the window, choose how you want to output the report:
 - Select **PRINT PREVIEW** to preview the report as it will be printed.
 - Select **PRINT** to send the report to your printer.
 - Select **EXCEL** to send the report data to Excel. *Note: Excel must be installed on the computer running the report. Point of Sale passes the data to Excel, where it can be saved as an Excel file.*

 **Printing Large Reports**

If a report is too wide to be printed within the page width specified for the printer, Point of Sale will print it in sections on multiple pages, which can then be arranged to form the complete report.

 **Exporting Very Large Reports**

Excel has a display limit of approximately 65,000 rows. If a report exceeds this limit, it will be truncated to fit the display capacity. You can rerun the report, filtering to reduce the size, to ensure the entire report is displayed if this occurs.

Modifying Report Options

Report options are user-definable instructions. Depending on the report, such options can include the report subtitle, page orientation, the range of documents to be included, etc. Not all of the options listed below are available on every report.

To modify report options:

1. Select **MODIFY REPORT** while viewing a report.
2. Select the Display tab to choose display options for the report:

Report Date Range	If necessary, select a date/time range for the report. Date/time ranges are only definable for certain reports. Dates can also be defined directly on the report window. Refer to Entering Dates & Times (page 385) .
Report Orientation	Select PORTRAIT or LANDSCAPE
Columns	Select the data columns to include in the report. A check mark indicates the selected columns. On the report, columns are displayed in the order (from left to right) in which they appear in report options (from top to bottom). Drag and drop the column names to place in the order you want. On some reports, certain columns are required and cannot be removed. A lock icon next to the column name indicates a required column. <i>Report column order and width can also be rearranged directly on the displayed report in the same manner as columns in lists. Refer to Customizing Columns in Lists (page 502) for more detailed information.</i>

Sort By	<p>This determines how information is grouped on the report. For example, a sort by department generates a report where information for each department is grouped together. A sort by vendor generates a report where information for each vendor is grouped together. The values available to sort by vary for each individual report and depend on the columns included in the report. The column for the sort value must be included in the report in order to sort by it.</p> <p>Optionally, select to subtotal report values each time the selected sort group changes.</p>
Sort In	<p>Select to sort in ASCENDING ORDER (A-Z, 1-10) or DESCENDING ORDER (Z-A, 10-1).</p>
Show	<p>Available on certain Best/Worst and performance reports. Select to view ALL RECORDS or only the BEST/WORST <i>n</i> RECORDS (where <i>n</i> is a user-defined number). The available option here will depend upon the <i>Sort In</i> method selected. <i>Ascending</i> will enable the <i>Show</i> option as <i>Worst</i>, while <i>Descending</i> will switch it to <i>Best</i>.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="521 594 838 782"> </div> <div data-bbox="844 594 1161 782"> </div> </div> <p>This option can also be changed directly on a displayed report by clicking a column header related to the value used to rank the report (price, cost, quantity, margin, etc.) or changing the number of records to be shown (on the report window toolbar) and selecting the refresh icon.</p> <div data-bbox="924 816 1166 863"> </div>

3. Select the Filters tab to define report filter options. Use this page to include/exclude data based on criteria you specify. Filtering options vary by report type. Refer to [Filtering Report Data \(page 381\)](#) for specific instructions.
4. Select the Header/Footer tab and specify the information you want to include at the top and bottom of the report:
 You can choose to display or not display, and customize, the report title and subtitle, your company name, printed date format, page numbering, etc.
5. Select the Fonts tab.
 Choose a report section on the left, and specify font information to apply to that section in the Font dialog. Your changes are shown in the preview displayed.
6. Select the Security tab, and change the report access level for this report from the drop-down list, if needed.
 Refer to [Report Access Levels \(page 356\)](#) for more information about security.
7. Select **OK** to view the report with your changes or **REVERT** to undo your changes.

Memorizing a Report

Memorizing a report saves the report format and other options, not necessarily the data that comprises the report when ran. For example, if you specify a dynamic date range (e.g. today, this week-to-date), the data included when you run the report tomorrow may be different than what is included today. Even with fixed dates, the data included may vary if you have taken any actions that affect that data, such as reversing an earlier transaction, filling an open order, deleting a customer, etc.

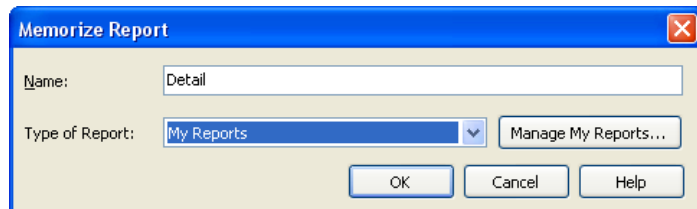
Memorized reports are added to the Reports menu and to the Memorized Reports section of the Retail Navigator, so that you can instantly run the report again when needed.



Memorized reports on Retail Navigator

To memorize a report:

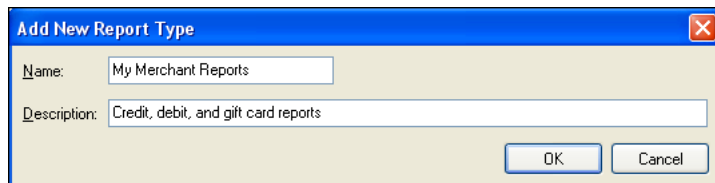
1. With the report displayed, select **MEMORIZE** from the window toolbar and enter a name.



2. If you have not already created custom report types, the default type name of “*My Reports*” will be supplied. Select the needed report type from the drop-down list.

Or

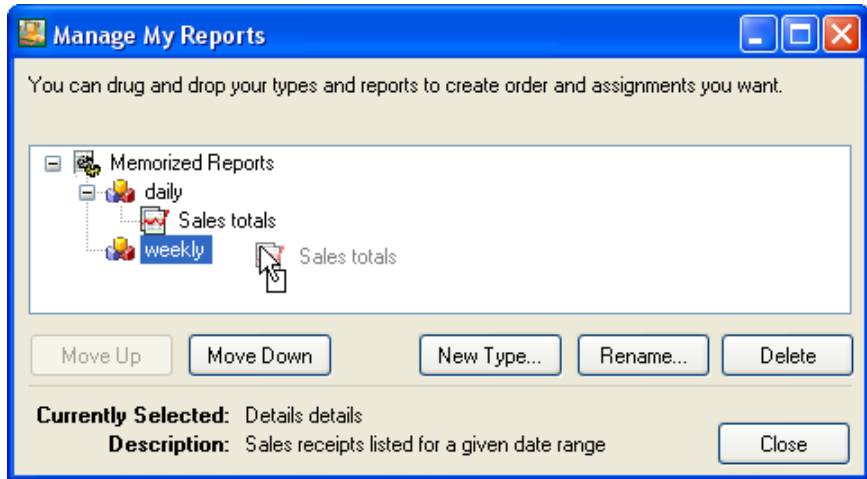
To create a new report type, select **MANAGE MY REPORTS**, then **NEW TYPE** and enter a name and description.



3. Select **OK**.

Manage My Reports

You can use the Manage My Reports window to add, remove, rearrange, or rename your report types and memorized reports.



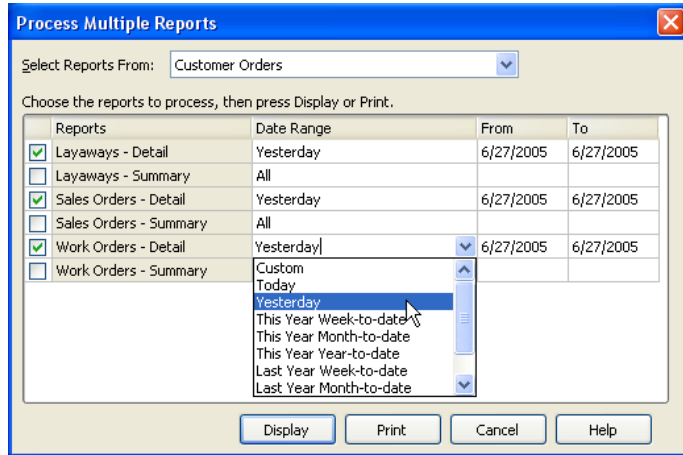
Drag and drop report types and individual reports or use the move up/down buttons to arrange them in the order you prefer. Reports can be moved from one report type to another. This will affect the order in which your memorized reports are displayed on the Reports menu and in the Memorized Reports section of the Retail Navigator.

Running Multiple Reports

If you find that you frequently run the same reports at the same time, QuickBooks offers the option of grouping those reports and running them all at once with a single selection.

To run multiple reports:

1. From the Reports menu, select **RUN MULTIPLE REPORTS**.
2. In the Process Multiple Reports window, select a report type from the drop-down list or select **ALL REPORTS**.
A listing of reports available in the selected type is displayed.
3. Select or clear the check-boxes for each report. If a report's check-box is selected, the report will be run.



4. Enter a date range for those reports that require one.
5. Select **DISPLAY** to preview the reports on-screen or **PRINT** to send them to your printer. If displaying, the report windows are added to your Open Windows list.

X/Z-Out Reports

The Reports window offers two types of reports that can provide an up-to-the minute accounting of point of sale activities for the current sales period.





X-Out reports can be run at any time for a quick check on sales activity or to obtain a non-currency media listing up to the time the report is run. The X-Out report can also be used to report sales activity at the end of a shift without doing media counts.

Z-Out reports (“zero” out) are run when closing out a cash drawer at the end of a shift or the end of the day. The Z-Out Drawer Count report is run at the end of a cashier’s shift or whenever you want to conduct a manual media count. The Z-Out Store Close report is usually run at the end of each day as part of the End of Day procedure when closing the store. Refer to **Chapter 10 End of Day Procedures (page 341)** for more information.

All X/Z-Out reports:

- Include all sales activity for the specified period

- Include net sales, cash flow, and breakouts for discounts

Sales	<h3>Cash Drawer</h3> <p>Register status and closing reports</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><input type="checkbox"/> General</p> <p> X-Out Status Report View an up-to-date sales status. Display</p> <p> Z-Out Drawer Count Count and reconcile your cash drawer. Display</p> <p> Z-Out Store Close Run an end-of-day store activity summary. Display</p> <p> Pay-Out List View a list of "Pay-Out" transactions. Display</p> </div>
Cash Drawer	
Payments	
Customers	
Customer Orders	
Items	
Purchasing	
Employees	

In addition, a Z-Out report can:

- Report the day’s cash flow, including overages and shortages, and cash drawer reconciliation
- Assist in recording manual counts of currency
- Simplify bank deposit preparation by calculating a deposit amount and printing the list of deposit items

 **X/Z-Out Terminology**

Breakouts: Listings of the total amount paid in, the amount paid out, and the net amount for each discount type. These listings are included in all X-Outs and Z-Outs.

Media: A general term for currency and non-currency items used as payment.

Currency: Bills and coins used as payment.

Non-Currency Media: Media other than currency used as payment. Non-currency media are payment documents such as checks, credit card and ATM/debit receipts, store credits, gift certificates, etc.

Paid Out and Pay-Outs: The term “paid out” refers to payment given to the customer for any reason, such as refunding a returned item. However, in the list of non-currency media contained at the end of X/Z-Out reports, there is a list of Pay-Outs, meaning cash removed from the cash drawer using the Pay-Out feature as described in [Paying Money Out of the Register \(Pay-outs\) \(page 304\)](#). It is important to be aware of this distinction.

 **Preferences: Printing**

PREFERENCES > WORKSTATION > PRINT OPTIONS > X/Z-Out: Designate the default printing options for reports: printer, template, number of copies, or to display the print option dialog at time of printing.

X/Z-Out Basic Steps

To run an X-Out or Z-Out report:

1. Select **X/Z-OUT & STORE CLOSE** as the report type.
2. Choose **X-OUT STATUS REPORT**, **Z-OUT DRAWER COUNT**, or **Z-OUT STORE CLOSE**
3. Define a date/time range for the report.

The report will only include information from receipts in the specified range. You can either enter a fixed range, spanning from one specific date/time to another, or select from a list of predefined dynamic ranges such as *today*, *month-to-date*, *year-to-date*, *last year for this same year-to-date*, etc.

4. Select **MODIFY REPORT (<ALT+M>)** to customize report options and define filter criteria. Refer to [Modifying Report Options \(page 359\)](#).
5. Select **MEMORIZE** to save the report options, if needed.
6. Select how you want to output the report:
 - Select **PRINT (<ALT+T>)** to print the report
 - Select **DISPLAY (<ALT+S>)** to preview the report
 - Select **EXCEL (<ALT+X>)** to send the report to Excel as a spreadsheet


If you are running a **Z-Out Drawer Count** report, perform manual media counts as described in [Media Counts and Cash Drawer Reconciliation \(page 370\)](#).


Define X/Z-Out Report Options and Filter Criteria

The report options and filter criteria for X/Z-Out reports allow the definition of any combination of workstations, cashiers, and date/time range for the report. Not all reports have all of the options.

To define report options and filter criteria:

1. Select **MODIFY REPORT (<ALT+M>)**.
2. On the **Display** tab, select a date/time range for the report. (This may also be defined on the main screen of the Reports window and the Filters tab.)
3. On the **Filters** tab, enter filter criteria.

Date	The date entered previously is displayed. You can revise it here and select to include/exclude data from the specified date range.
Store	(Pro Multi-Store) Select  (<F4>) to access and select from the list of stores. If left blank, all stores are included.

Workstation	Select  (<F4>) to access and select from the list of workstations. If left blank, all workstations are included.
Cashier	Enter an individual employee's name or all employees. If left blank, all associates are included.

While editing filter criteria, you can select **REVERT** to erase your changes and revert to default options.

4. Make changes to the header/footer and security (access level) settings, if needed as described earlier in this chapter.
5. Select **OK** to display the report.
6. If you want to save your report options, select **MEMORIZE REPORT** from the Report window. Enter a report name and select **OK**.

How POS Actions are Handled on X/Z-Outs

Sales and Returns

- Sales recorded on sales receipts are reported in the **Sales** column in the first section of the report
- Amounts recorded on return receipts are shown in the **Returns** column
- Refunds for returned merchandise are recorded as paid-out amounts for the type of payment used

Accepting More Than One Payment Type

- When the customer pays for a transaction using more than one payment type, amounts are credited to the individual payment types. If a sale were paid for with \$50 cash and \$75 on a credit card, the report would show a \$50 cash paid-in amount and a \$75 credit card paid-in amount.

Discounts

- The sales figures in the first section of the report are calculated from the receipt totals after any discount. Discount dollars or types are not identified there.
- The discount breakout section reports all discounts identified by type.
- User-defined discount types from preference settings are used to identify item discounts given at point of sale.
- *GLOBAL* is assigned if you discounted the receipt total.

Gift Cards and Gift Certificates

- Purchase of a gift card/certificate: The amount of the gift is reported as an amount paid in by the payment type used (cash, check, etc.) and an amount paid out by Gift. The cash flow is adjusted appropriately.
- Redemption of a gift card/certificate: The receipt total is shown as amounts paid in by Gift and any other payment types used. Again, the cash flow is adjusted for the gift amount.

Non-Currency Media

- X/Z-Out reports include itemized listings of the individual amounts paid for by non-currency media, such as check, credit card, ATM/debit, or gift card/certificate



Paid Outs

On X/Z-Out reports, the term "paid out" refers to payment given to the customer for any reason, such as refunding a returned item. However, in the list of non-currency media contained at the end of X/Z-Out reports, there is a list of Pay-Outs, meaning cash removed from the cash drawer using the Pay-Out feature as described in Chapter 9. It is important to be aware of this distinction.

The following shows a sample X-Out Status report.

X-Out Status Report

Date : 2/27/2006 12:00:00 AM to 2/28/2006 12:00:00 PM

	SALES	RETURNS	NET	
Sales :	1,445.57	237.21	1,208.36	}
Tax :	112.03	18.38	93.65	
Paid Outs :	0.00	80.00	(80.00)	
Deposits :	15.56	119.80	(104.24)	
Total :	1,573.16	455.39	1,117.77	
MINUS				
		Net Account :	425.14	}
		Net Gift :	50.00	
		Net Deposit Used :	0.00	
		Cash flow total	642.63	
DISCOUNT BREAKOUT				
	SALES	RETURNS	NET	
Global :	14.44	0.00	14.44	}
Unknown :	2.83	0.00	2.83	
Total :	17.27	0.00	17.27	
RECEIPT COUNTS				
		Sales :	10	}
		Returns :	2	
		Deposits :	3	
		Reversed :	0	
		Paid Outs :	2	

		Dollars		
		Paid In :	861.89	
		Paid Out :	455.39	
		Net :	406.50	
		Check		
		Paid In :	146.95	
		Paid Out :	0.00	
		Net :	146.95	
		All Cards		
		Paid In :	89.18	
		Paid Out :	0.00	
		Net :	89.18	
		Debit		
		Paid In :	53.18	
		Paid Out :	0.00	
		Net :	53.18	
		Visa		
		Paid In :	36.00	
		Paid Out :	0.00	
		Net :	36.00	
		Account		
		Paid In :	425.14	
		Paid Out :	0.00	
		Net :	425.14	
		Gift		
		Paid In :	50.00	
		Paid Out :	0.00	
		Net :	50.00	
Paid Outs				
	30.00	Sysadmin	pizza for crew	
	50.00	Sysadmin	window washer	
	80.00	Total	Paid Outs - 2	
Check Listing				
	96.95		789	
	50.00		1111	
	146.95	Total	Checks - 2	
Credit Card Listing				
	36.00	Visa		
	36.00	Total	Credit Card - 1	
Account Listing				
	269.55		Leacox, Lena	
	155.59		Hall, Brad	
	425.14	Total	Accounts - 2	
Gift Listing				
	50.00		456110	
	50.00	Total	Gift - 1	

Individual Payment Methods - Paid In, Paid Out, Credit Cards, Debit Cards, Account, Gift Cards, and Gift Certificates

Debit Card Listing

53.18	DEBIT
53.18	Total

Debit Card - 1



Z-Out Reports

Z-Out reports contain all the information included in an X-Out, with additional information.

Z-Out Drawer Count: A Z-Out Drawer Count report is typically run at the end of a shift or end of the day. Drawer count reports summarize the sales activity over the course of the period, and can be filtered by associate, workstation, and date/time range (if using Pro Multi-Store, you may also filter by store). In addition, manual media counts can be recorded on the Z-Out Drawer Count report. For maximum accountability, it is recommended that you require your associates to conduct manual media counts when running the drawer count report.



Preferences: Requiring Manual Media Counts

PREFERENCES ► COMPANY ► SALES ► Require a manual media count for X/Z Out:

Select to require a manual media count on Z-Out Drawer Count reports. When this preference is selected, Z-Out Drawer Count reports cannot be printed until a manual media count is entered.

Z-Out Store Close: The Z-Out Store Close report is typically run at the end of the day when closing the store. It is particularly well suited for retailers with multiple workstations, where each workstation runs their own Drawer Count report and then a Store Close Report is run to include activity from all workstations. Unlike the Z-Out Drawer Count report, manual media counts are not available for the Z-Out Store Close report.

Z-Out Report Recommendations

Following are some general suggestions for determining which Z-Out report to use and when. Use the report types and frequency that best meets the needs of your business and policies.

If you have a single workstation:

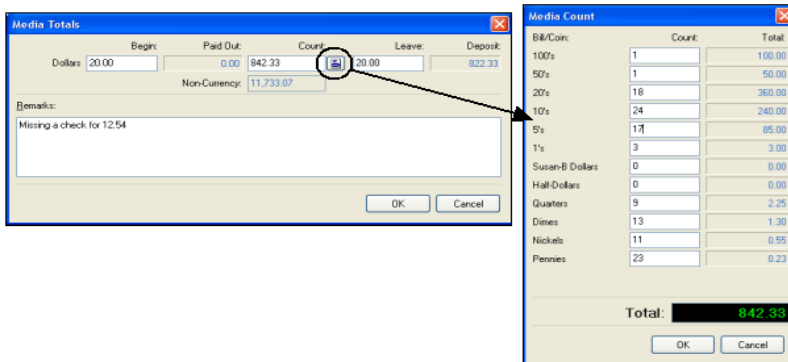
- For maximum control, do a Z-Out Drawer Count at the end of each shift and as part of your End of Day procedure, requiring manual media counts. With a single workstation, it isn't necessary to run a separate Store Close report.


If you have multiple workstations:

- For maximum control, do a Z-Out Drawer Count report at each workstation at the end of each shift, including the shift that ends the day, and requiring a manual media count. Filter by workstation number, time period, and cashier, as appropriate at each workstation.
- After the individual workstations have completed their final drawer count for the day, run a Z-Out Store Close report as part of the End of Day procedure, filtered to include the activity from all workstations/cashiers for the entire day.

Media Counts and Cash Drawer Reconciliation

When you run a Z-Out Drawer Count report, the Media Totals window is displayed. The Media Totals window lists several currency fields. The total amount of non-currency media accepted during the time period for the report is also displayed. This amount cannot be edited. The entries for currency are completed as follows:

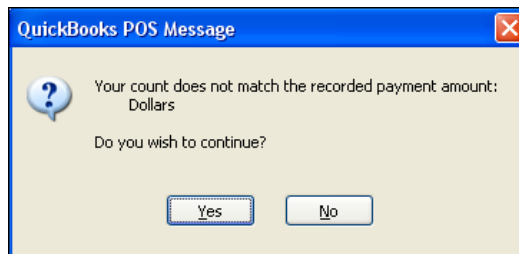


1. Enter the amount of currency that was in the drawer at the beginning of the period in the **Begin** field. (By default, Point of Sale suggests the amount that was entered in the **Leave** field the last time a Z-Out Drawer Count report was run for this workstation.)
2. If you are performing a manual media count: Select the  (<F4>) button in the **Count** field to open the Media Count window. Enter the drawer count for each currency listed and select **OK**. The total of each counted media type is automatically carried from the Media Count window to the Media Totals window.
3. In the **Leave** field, enter the amount of currency that is to be left in the drawer to begin the next period/day. (By default, Point of Sale suggests the amount that was entered in the **Leave** field the last time a Z-Out Drawer Count report was run for this workstation.)

The Deposit field is calculated by Point of Sale based on the your entries and can only be edited by revising the media counts, or entering new Begin or Leave amounts.

4. Select **OK**.

If discrepancies exist between what was counted and what the program has recorded as paid, a discrepancy notice is displayed.

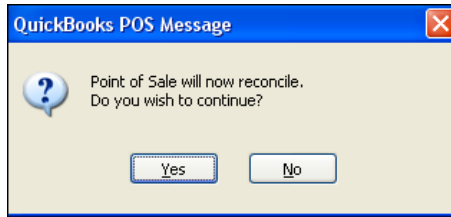


The media type where the discrepancy exists is displayed, i.e. *Dollars* in the example shown above.

At this point, you can select **YES** to continue running the report without addressing the problem, or select **NO** to return to the Media Totals and Media Count windows to attempt to correct the discrepancy.

If the problem can't be resolved, enter comments explain discrepancies in the Remarks field of the Media Totals window. Remarks are printed at the end of the Z-Out Drawer Count report.

Once you choose to continue, there is one last opportunity to review or make changes before proceeding with the reconciliation.



- 5. Answer **YES** to create the Z-Out Drawer Count report.

Sample Z-Out Report

On Z-Out Drawer Count reports, Point of Sale calculates the amount of currency that should be in the drawer (Net) and compares that with the currency count to determine the amount over or short. Point of Sale also calculates the cash amount for a deposit.

Net = Begin + Paid In - Paid Out →

Short/Over Balance = Net - Count →

Deposit = Count - Leave →

DOLLARS	
Paid In:	437.15
Paid Out:	20.36
Begin:	150.00
Net:	566.79
Count:	566.69
Short:	0.10
Leave:	150.00
Deposit:	416.69

In addition, Point of Sale displays a list of the entered media counts.

Viewing Z-Out Drawer Count History

Z-Out Drawer Count reports are stored by Point of Sale, and can be accessed at anytime by selecting **VIEW DRAWER COUNT HISTORY** from the Reports menu.

You can preview, print, or export the reports.

(Pro Multi-Store) At Headquarters, selecting **VIEW DRAWER COUNT HISTORY** displays the list of Z-Outs Drawer Count Reports from all stores.

Payment Reports

Payment reports help you to break down all non-cash transactions by individual payment type. These payment types include credit cards, debit cards, gift cards, checks, gift certificates and account charges.

Merchant Service Reports

Users of the QuickBooks POS Merchant Service can run reports summarizing or detailing their credit and debit card transactions.

To run a credit card report:

1. In the Report Center, select **PAYMENT** as the report type and then **MERCHANT SERVICE** as the sub-type.
2. Select the report you wish to view.
 - Unsettled Summary: provides the card type and amount for unsettled transactions, for the specified date range
 - Unsettled Details: provides the details on all unsettled transaction for the specified date range
 - Activity Summary: provides a summary for all transaction, both settled and unsettled, for the specified date range
 - Activity Details: provides the details for all transaction, both settled and unsettled, for the specified date range
3. Sort the report as needed by selecting the column header of the information by which you wish to sort. The possible transaction types are listed below.
4. Select **DISPLAY**, **PRINT**, or **EXCEL**, depending on your output needs.

Type	Explanation
Sale	A sale occurs when a credit card is used as payment on a sales receipt.
Refund	A credit refund occurs when the credit card is used on a return receipt or if the receipt listing the credit card transaction is reversed.
Voided	VOIDS occur when payment is cancelled after authorization is received but before the receipt is updated. This occurs at the Payment Screen when the user selects to delete the payment (using the DELETE button) or selects CLEAR PAYMENTS.

For more information, refer to the documentation provided by the Point of Sale Merchant Service.

Gift Card Services Reports

Users of the QuickBooks POS Gift Card Service can run reports summarizing or detailing their gift card transactions.

Refer to [Checking Gift Card Balances \(page 290\)](#) and [Gift Card Service Reports \(page 290\)](#) for more information about viewing gift card information.

Payment Reconciliation Reports

Payment reconciliation reports break down transactions by each individual non-cash payment type. This report will include all electronic payments regardless of whether you process your credit/debit/gift cards through the QuickBooks POS Merchant or Gift Card Services or not.

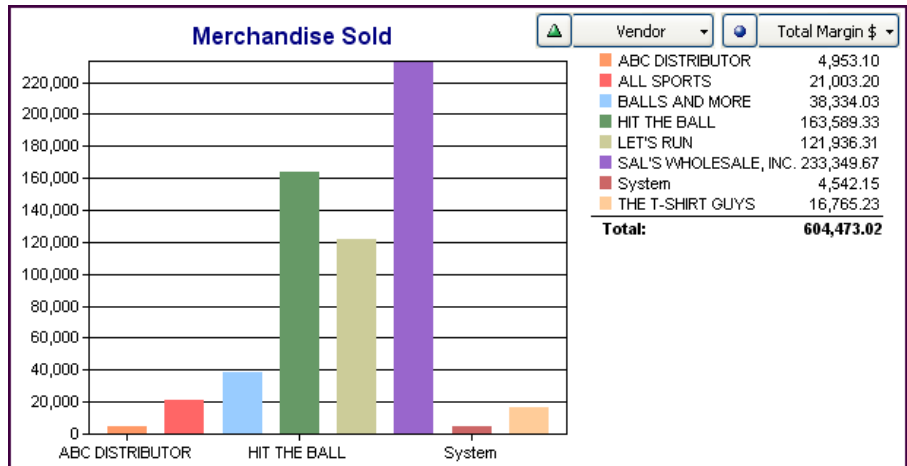
Sales Charts and Graphs

Overview

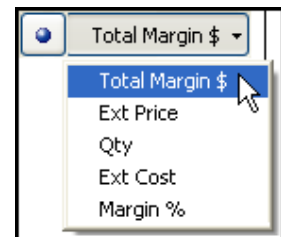
The report window can display a summary of the sales for different descriptive elements, such as departments, vendors, attributes, sizes, associates, hours, weekdays, or store (*if Pro Multi-Store*). The information can be viewed in various graph formats. Only one descriptive element can be graphed at a time and all of the sales information for that element, in the selected analyzed period of time, will be graphed. Graphical formats are useful for making quick comparisons, visualizing trends, and instantly communicating data to others. Several types of graphs are available, each best suited for a particular purpose.

Bar Graph

Bar graphs are particularly effective when making comparisons among members of a group.

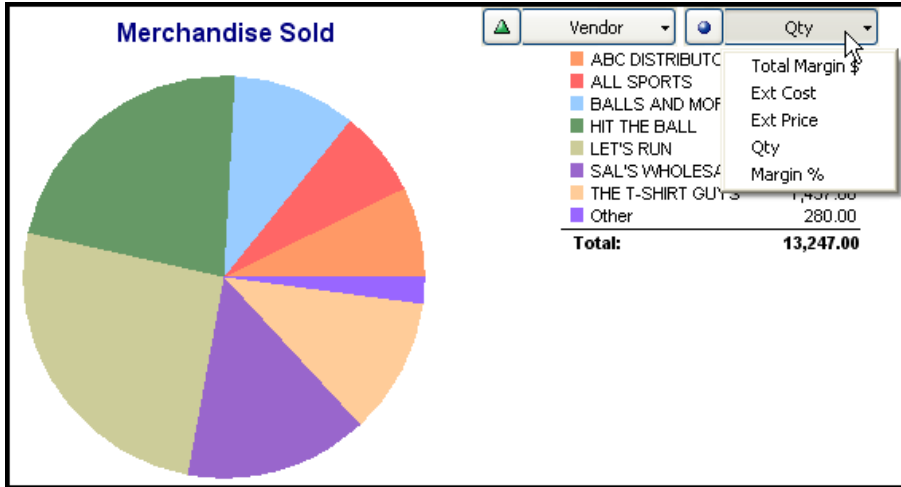


For example, this bar graph compares the sales performance of eight vendors. Although only one result may be displayed at one time, you can alternately select five values of merchandise sold (Total Margin \$, Ext Price, Qty, Ext Cost, and Margin %) from the drop-down menu and instantly see the resulting graph.



Pie Charts

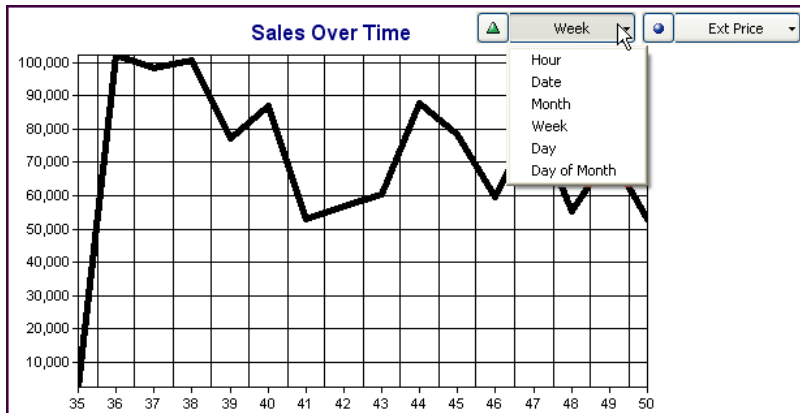
Pie charts enable you to visualize the proportion of total sales contributed by each vendor, department, clerk, etc. Thus, the same sales data as used above, plotted as a pie chart, discloses units sold for five different vendors (only non-zero values are plotted for each vendor) over the course of five months.



Although only one result can be charted at a time in a pie chart, you can toggle between results by using the drop-down list.

Line Graphs

Line graphs display your results over a period of time. In this way, you can monitor trends.



In this sample line graph, you can see the fluctuations of sales from week to week. By changing the time period to **Hourly**, one could use the trends to help determine when additional employees should be scheduled for busier times, or when less business is occurring and fewer employees would be needed.

Viewing Charts and Graphs

To view a chart or graph:

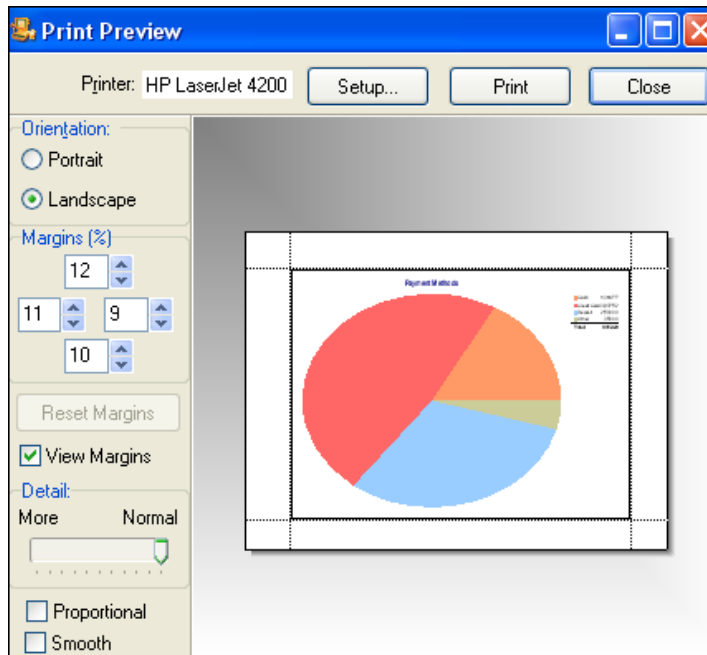
1. From the Report Center, select any report listed as a graph.
2. A dynamic date filter dialog is displayed at the top of the chart window. Define the date range as needed and select **APPLY DATE RANGES**.
3. To filter the results, select **MODIFY** and set filters as needed on the **Filters** tab.
4. Select **BAR**, **LINE**, or **PIE CHART** from the drop-down list to indicate how you wish to view your results and select **OK**.
5. You can toggle between the values to be displayed from the drop-down list. (Some values are only available for certain descriptive elements.)

Line graphs will display the results of the values selected over a period of time. Pie charts and bar graphs will display a cumulative “snapshot” of the results for the specified time period.

Printing a Chart or Graph

To print a chart or graph:

1. With the chart displayed, select **PRINT PREVIEW** from the bottom toolbar.
2. To change the printer selection, choose a different printer from the Printer drop-down list. To modify the printing instructions, use any of the following options:



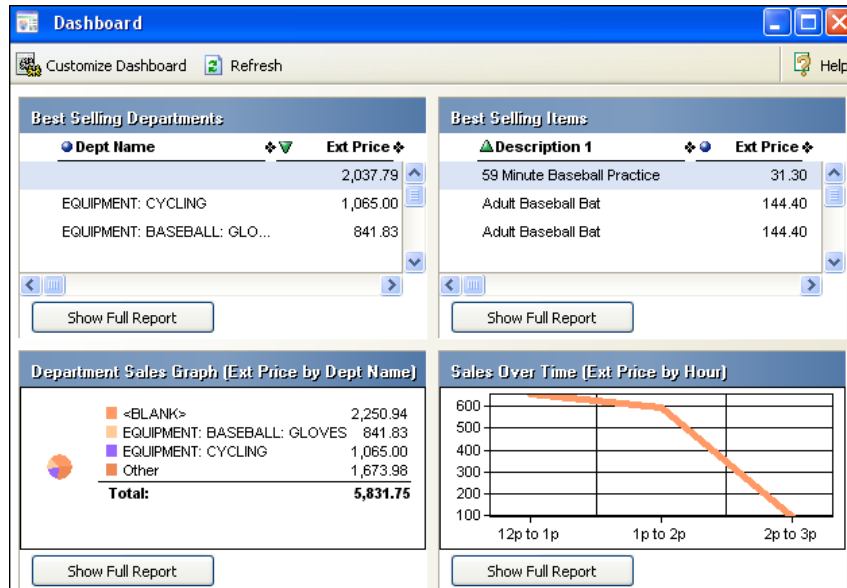
- **Orientation:** Specify Portrait or Landscape Mode
 - **Margins (%):** Adjust the width of any margin. The chart size expands or shrinks automatically to match the new margins. Margins can also be changes by dragging that dropping the preview margin indicator lines with your mouse.
 - **Reset Margins:** Click to restore the last saved margin settings
 - **View Margins:** Select to display the margin indicators on the screen
 - **Detail:** Set Detail to More to print the chart at the maximum size possible with the specified margins. When set to Normal, the chart is reduced slightly and the text labels identifying the chart data are enlarged
 - **Proportional:** Select to return the chart to its original relative height and width proportions.
3. Select **PRINT**.

Using the Reports Dashboard

The Dashboard allows you a quick reference to up to four selected reports which will be displayed in brief on the Dashboard. From the Dashboard you can access the full reports.

To access the Dashboard:

1. From the Reports menu or the Retail Navigator, select **DASHBOARD**.



The Dashboard has four reports pre-selected for you by default. You have the following options when viewing the Dashboard reports:

- Click or drag-and-drop column headers or separators to sort report values, re-order, or resize columns respectively, where included
- Select **SHOW FULL REPORT** to open the report in the full report window, where you have all the normal report features available
- Select **REFRESH** to update the report data at anytime
- Select **CUSTOMIZE DASHBOARD** to rearrange, remove, or change the reports displayed on the Dashboard (see next page)

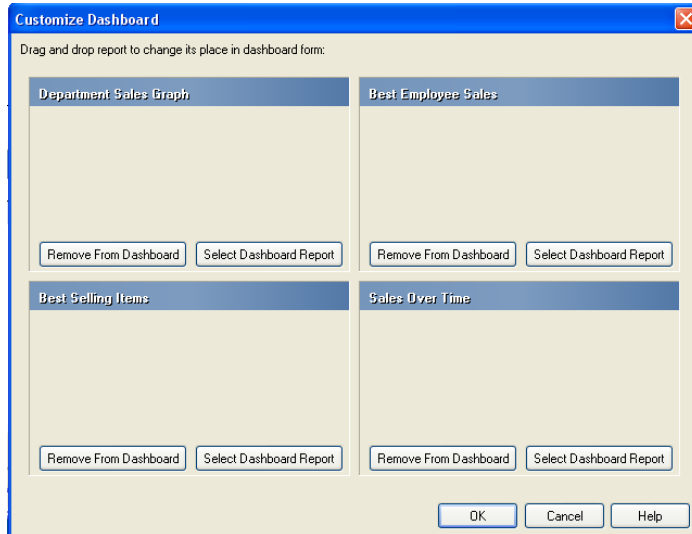


Drilling Down Into Dashboard Reports with QuickZoom

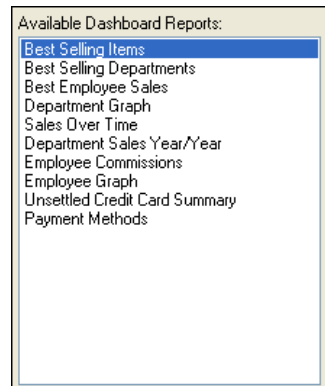
When the QuickZoom icon is displayed, you can view additional detail for the reports on the Dashboard in the same manner as reports accessed from the Report Center.

To customize the Dashboard:

1. From the Dashboard window, select **CUSTOMIZE DASHBOARD**.
The Customize Dashboard window is opened.



2. Make changes as needed:
 - Drag-and-drop reports between the four quadrants to arrange as you prefer.
 - Choose **REMOVE FROM DASHBOARD** or **SELECT DASHBOARD REPORT**, respectively, to delete a report or to add a different report to the Dashboard.
3. If adding a report, select the report from the list of available reports displayed and then select **OK**.
4. Select **OK** to close the Customize Dashboard window.



Filtering Report Data

Filtering criteria allow you to run reports or graphs that display specific information. When you define filter criteria, only documents or records that match your criteria are accessed for the report. Detailed information about specific filter procedures follow later in this section. *Refer to [Defining Filter Criteria \(page 37\)](#) for basic filter procedures.*

To define filter criteria:

1. Select **MODIFY REPORT**, and then select the Filters page.
2. Define filter criteria.
3. Make other report modifications as necessary, and then select **OK**.

Free-form Criteria

There are report filter elements that allow free-form criteria. Free-form criteria can be used with elements that have variable text entries, such as **Description 1**. You define each criterion by entering a string of alphanumeric characters. When running the report, the program searches for a matching string anywhere in the corresponding field, ignoring upper/lowercase. In addition, **AND/OR** statements (described later in this section) can be used with free-form criteria.

Exact Matches. Enclose the criterion in quotation marks to require an exact match, i.e. to require the characters enclosed by the quotation marks to match the *entire* field entry, character for character. A matching data field cannot contain any characters (even leading spaces) that are not also in your criterion.

Example: If your criterion were **blue**, both *blue* and *sky blue* would be matches. To find only exact matches for **blue**, i.e. include *blue* but exclude *sky blue*, use **"blue"** as your criterion. Since the entire field entry must match what is contained within the quotation marks, only *blue* is a match.

Blank Fields. To filter for records with a blank field, use empty quotes, i.e. two quotation marks with nothing in between ("").

Excluding Matches. If you start your criterion with a tilde (~), Point of Sale excludes all records that match the criterion and includes those that do not. Think of the tilde as meaning *not* or *exclude*.

To exclude all blank records, enter a tilde and empty quotes (~"").

Examples:

~blue	(not blue) Excludes any records that include the word <i>blue</i> anywhere in the specified field. <i>Example:</i> Field entries of BLUE , SKY BLUE , DARK BLUE , and BLUE GREEN would cause their respective records to be excluded from the results.
~"blue"	(not an <i>exact</i> match to what is in the quotation marks, i.e. not <i>exactly/only</i> blue) <i>Example:</i> A field entry of BLUE would cause its respective record to be excluded. Records with field entries of SKY BLUE , DARK BLUE and BLUE GREEN would be included in the results.

Using Wildcards and Masks in Filters

When entering free-form text in filter criteria, you can type an exact match, use "*" as a wildcard to represent any number of unknown or variable characters, or "?" as a mask to represent a single unknown or variable character.

Example: **D?N** returns Dan and Don. **D*N** returns Dan, Don, Dean and Diana. **650*** returns all numbers beginning with "650". ***650*** returns all numbers containing "650".

And/Or Statements

Selected filter elements allow the use of **AND/OR** statements when defining related free-form criteria. The power and flexibility gained with such statements is immense in that you can filter by what might otherwise be unrelated information. You can define multiple criteria and then include records that meet two or more criteria (**AND**) or those that meet *any* of the criteria (**OR**). You can also use a combination of **AND/OR** statements. To access the and/or dialog window, place your text cursor in the required field and select the button which appears to the right or press **<F4>** on your keyboard.

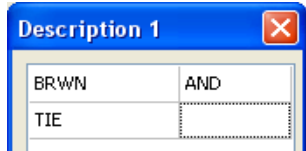
Suppose that for your shoe department you include a color and description in **Description 1** (**BRWN**, **BLCK**, **NAVY**, **WHITE**, **RED** / **TIE** = tie/lace-up, **SLON** = slip-on, **BUCK** = buckle). Using **AND/OR** statements as your **Description 1** criteria, you could select

such combinations as *all black tie shoes*, *all black and brown tie shoes*, or *all slip-on shoes*.

<p>Three rules determine how the program interprets any AND/OR statement. The examples on this and the next page make use of the inventory data shown to the right. Assume that the reports will also be filtered for the shoe department.</p>	<p>ITEM # 000101 000201 000301 000401 000501 000601 000701 000801</p>	<p>DESCRIPTION 1 BRWN TIE BRWN BUCK WHITE SLON BLCK SLON BRWN SLON WHITE TIE NAVY SLON WHITE SLON</p>
--	--	--

AND/OR Rule #1

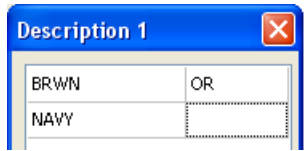
If two or more criteria are joined by **AND**, the entry in the record's field must meet *all* of the criteria in order to be included in the filter results.

<p>Goal: Filter for all brown tie shoes</p>	
<p>Criterion: (an AND statement) BRWN <i>and</i> TIE must both be in the Description 1 field</p>	
<p>Item(s) Selected: Item #101</p>	

Longer chains of criteria that are joined by **AND** can be built in the same manner.

AND/OR Rule #2

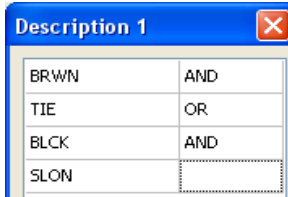
If two or more criteria are joined by **OR**, the entry in the record's field must meet *any* one of the criteria in order to be included in the filter results.

<p>Goal: Filter for all brown or navy shoes</p>	
<p>Criterion: (an OR statement) Either BRWN <i>or</i> NAVY must be in the Description 1 field</p>	
<p>Item(s) Selected: Items #101, #201, #501, #701</p>	

Longer chains of criteria joined by **OR** can be built in the same manner.

AND/OR Rule #3

When three or more criteria are joined by any combination of **ANDs** and **ORs**, the criteria joined by the **ANDs** are grouped together and evaluated first. Then the **OR** statements are evaluated.

Goal: Select all shoes that are brown tie or black slip-on.	
Criterion: (a mixed AND/OR statement) BRWN and TIE or BLCK and SLON must be in the Description 1 field	
Item(s) Selected: Items #101, #401, #801	

When designing these more complex statements, it can be helpful to visualize the **AND** statements enclosed within brackets and treated as a unit. Rewriting the criteria above would yield:

[BRWN and TIE] or [BLCK and SLON]

The program evaluates **AND** requirements first. In this example, it identifies all items that meet the first **AND** requirement, i.e. that were both **BRWN and TIE** (Item #101). Then it identifies all the items that meet the second **AND** requirement (**BLCK and SLON**, Items #401 and #801).

After evaluating all the **ANDs**, the program looks at the **OR** statements. All items that satisfy *either* of the requirements joined by an **OR** are selected.

In this case, Item #101 is selected because it satisfies the **AND** statement to the left of the **OR**, and Items #401 and #801 are selected because they satisfy the **AND** statement to the right.



Tip: Using Quotation Marks and Tildes in AND/OR Statements

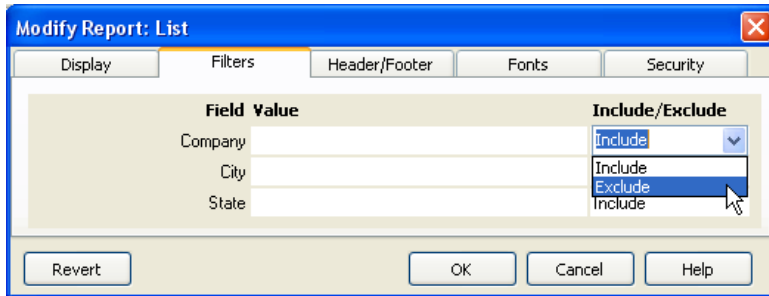
Quotation marks, empty quotation marks, and the tilde (~) can be used in your **AND/OR** criteria to specify exact matches, blank fields, and non-matches, respectively.

Range Criteria

Range criteria allow both open-ended and closed ranges of data, except for date/time ranges. For date/time ranges, you must specify a fixed or dynamic date/time range. With a simple selection, you can specify to have the report span *month-to-date*, *year-to-date*, *last year for this same year-to-date range*, etc. There are a number of predefined dynamic date/time ranges available for your use.

Include/Exclude Criteria Option

The **INCLUDE/EXCLUDE** option lets you choose how to filter—inclusively or exclusively. If you want to filter for all vendors except one, you could select that vendor as the criteria and toggle the include/exclude option to **EXCLUDE**. All vendors except that one specified vendor will be included in the report results (that is, the one vendor is *excluded*).



Entering Dates & Times

There are two types of Point of Sale dates: *fixed dates* and *dynamic dates*. Fixed dates are fixed in time. For example, if you enter 5/20/00, then no matter how much time has passed that will remain the recorded date. Dynamic dates allow you to define a single date or date range relative to your current Point of Sale date, such as a month-to-date range. As the program date changes, so do the dynamic dates.

No matter how you enter a date, it is displayed in the format specified in your operating system (Windows). You can enter dates in that same format or use one of the following quick entry formats.

The table below lists the available quick entry formats:

Quick Entry Formats	Display Formats and Notes
mmddyyyy mmddyy ddmmyy ddmmyyyy	Example: September 8, 2005 could be entered in any of these formats: 09082005, 090805, 08Sep05, or 08Sep2005. When entering month letters, they are not case-sensitive, e.g. Sep can also be entered "sep" or "SEP". No matter which way you enter the date, it will be displayed according to your operating system's date format, i.e. could be 08-Sep-2005, 09-08-05, 09/08/2005, etc., depending on your settings.


Use the following keyboard commands to quickly enter new dates into date fields. If a date is displayed, these commands will be relative to the displayed date. If there is not a date displayed, the resultant entry will be relative to your current operating system date.

<T>, <Enter>	Enter today's date.
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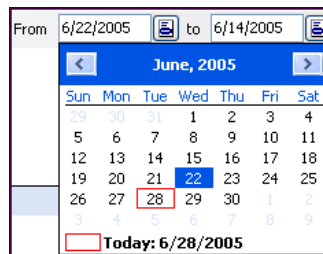
Quick Entry Formats	Display Formats and Notes
<+>, <Number>, <Enter>	Move date forward the number of days entered. For example, if today is 6/4/05, entering <+>, <5> moves the date to 6/9/05.
<->, <Number>, <Enter>	Move date back the number of days entered. For example, if today is 6/9/05, entering <->, <5> moves the date to 6/4/05. Note: This option is not available if your operating system is set to use hyphens (-) as the date separator.
<Alt+↑>	Change date one day forward.
<Alt+↓>	Change date to one day earlier.
<Alt+PageUp>	Move date forward one month.
<Alt+PageDown>	Move date back one month.
<Alt+Home>	Move date forward one year.
<Alt+End>	Move date back one year.

When you choose to define report options or filter criteria, you can access a Date/Time dialog to define any date by clicking the selection icon or selecting the field and pressing <F4>.

To enter data in a fixed date field:

1. Select **CUSTOM** from the drop-down list.
2. For the start and end dates of the fixed period, enter a date directly into the field, or select the  button (<F4>) to access a drop-down calendar.

Today's date is circled in red, and the currently selected date is shown in blue. Use the arrow keys to move from date to date. To view the following month, select ► (<PAGEDOWN>). To view the previous month, select ◀ (<PAGEUP>). Click the date you wish to select, or highlight it and press <ENTER>.



To enter data in a dynamic date field:

- Choose a dynamic date range from the drop-down list. Start and end dates/times are automatically populated based on your selection.

The following table of dynamic date examples is based on a current Point of Sale date of Wednesday, April 19, 2005.

Dynamic Date Range Option	Range of Dates
Custom	Non-dynamic date range option. Enter a fixed date range. An open range cannot be defined with this option.
Today	Current date. (April 19-19)
Yesterday	Yesterday. (April 18-18.)
Last <i>n</i> days	From <i>n</i> days ago to today.
This week-to-date	From Sunday of the week to today. (April 16-19)
This month-to-date	From the first day of the current month to today. (April 1-19)
This year-to-date	From January 1 of the current year to today. (January 1-April 19)
Last year week-to-date	From the first day of the week to the current day/month for last year. (April 18-April 19, 2004)
Last year month-to-date	From the first day of the month to the current day/month for last year. (April 1-April 19, 2004)
Last year-to-date	From January 1 to the current day/month for <i>last</i> year. (January 1-April 19, 1999)
All	All dates

To enter data in a time field on reports:

For added control on reports, time is used in conjunction with dates to define the range of a report (exception: you cannot define time on the EFT Report). For example, you can run a report for the range of 7/3/01 12:00 AM – 7/9/01 11:59 PM, or for the range 7/3/01 8:00 PM – 7/4/01 4:00 AM. These fields are useful if your business has shifts that span across two days, such as a business that is open 24 hours or overnight might have, or if you want to run a report for a specific time range within one day.

- Enter the time to begin the range on the **From** date. Enter the time to end the range on the **To** date
- For PM times, enter the time using the 24-hour clock or specify “pm” (“PM”) after the time. For example, the following are all acceptable ways to enter 3:00 PM: *15:00, 3:00 pm, 3:00 PM.*
- By default, the time fields for a particular report are set as they were last defined

The following table lists quick-entry formats for time:

Quick Entry Formats	Display Formats and Notes
<T>, <ENTER>	Enter the current time.
<+>, <NUMBER>, <ENTER>	Move time forward then number of hours entered. If the displayed time is 1:00 PM and you enter <+>, <3> the time is moved forward three hours to 4:00 PM.
<->, <NUMBER>, <ENTER>	Move time back the number of hours entered. If the displayed time is 1:00 PM and you enter <->, <3> the time is moved back three hours to 10:00 AM.
<ALT+↑>	Change time to one hour ahead.
<ALT+↓>	Change the time to one hour earlier.
<ALT+HOME>	Set time to 12:00 AM.
<ALT+END>	Set time to 11:59 PM.
<ALT+PAGEUP>	Set time one minute ahead. Only the minutes are changed, not the hours. If the time was 10:58 PM then selecting <ALT+PAGEUP> three times would change the time to 10:59 PM, 10:00 PM, then 10:01 PM.
<Alt+PageDown>	Set time one minute earlier than the displayed time. Only the minutes are changed, not the hours. If the time is 10:02 PM then selecting <ALT+PAGEDOWN> three times would change the time to 10:01 PM, 10:00 PM, then 10:59 PM.
<N>, <Enter>	Set time to noon, 12:00 PM.

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Overview

In the Employees & Security area, you can maintain employee contact information, designate employee security rights to control access to program features and your company data, and, for Pro users, set up employee commission levels.



Why Require Program Logins?

Restricting access to your company data and advanced Point of Sale features should be one part of a comprehensive data protection policy. The data you accumulate in Point of Sale is valuable and you should restrict access to program features that allow employees to see sensitive information. You are strongly encouraged to define employee login names and passwords, and assign security rights to control access. Another benefit of adding your employees and requiring logins is that the employee name is then automatically added to all documents created, giving you the ability to run sales reports, track sales performance, and maintain accountability by employee.

If you don't require logins, every employee has access to all features, areas, and data in Point of Sale.

Point of Sale Employee & Security features allow you to:

- Record and maintain detailed employee contact information
- Limit employee access rights to program features and data by assigning user names, passwords, and security rights
- Customize security rights by group to meet your changing security requirements
- Allow employees to change their own passwords, without them viewing their entire record
- Print employee records
- (Pro) Track employee sales commissions, with individualized commission rates

About the System Administrator

One default user, called *Security System Administrator* (*Sysadmin* or *Administrator*) is automatically defined. This user has full rights to all program features and cannot be renamed or deleted.

You must create a password for the Administrator when you first turn on the requirement for users to sign in to use the program. With security enabled, only the Administrator has the right to add and delete employees, assign or change employee passwords (though each user can change their own), and turn on/off the requirement

to log in. Each employee must use their designated login name and password to access the program.



Important: Safeguard the Password for the Security Administrator

You are prompted to create an Administrator password when you turn on the requirement for users to sign in. To prevent unauthorized access, it is strongly suggested that you keep this password secret. Write your passwords down and store in a secure place.

Users with adequate security rights (*Owner* or *Manager* predefined groups) can access the Security and Employee area and edit employee and security rights, except for the actions restricted to the Administrator described above.

Setting Login Preferences

Employee login preferences are set in Company Preferences (access from Edit menu) as shown below. Only the security Administrator can change the requirement to log in. Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for general log in/out instructions.



Preferences: Requiring Employees to Sign In

PREFERENCES > COMPANY > GENERAL > Require users to sign in. Select to require employee login by name and password to use the program. This setting turns on the security features of Point of Sale. Enter your Administrator password when prompted.



Preferences: Automatically Logging Out Employees After Each Sale

PREFERENCES > COMPANY > GENERAL > Automatically logout employees after each sale. Select to automatically log out the signed-in employee after each sales transaction is completed. The **Require users to sign in** preference must be selected for this option to be available.



Preferences: Automatically Logging Out Employees After a Period of Inactivity

PREFERENCES > WORKSTATION > GENERAL > SECURITY > Automatically logout. Select to automatically log out the current user after a defined time period of inactivity in the program. Specify the time period to be anywhere from 1 to 999 minutes.



Tip: Tracking Employees without Requiring Logins

If you do not want to restrict program access by requiring logins, you may still want to add your employees so that you can track sales and run reports broken down by employee.

If login is not required, but employees have been defined, they will be available for selection on any document that contains the **Associate** or **Cashier** fields. Many reports can be filtered by these fields.

Be advised that this setup allows all employees to access all features of Point of Sale.

Accessing the Employees & Security Area

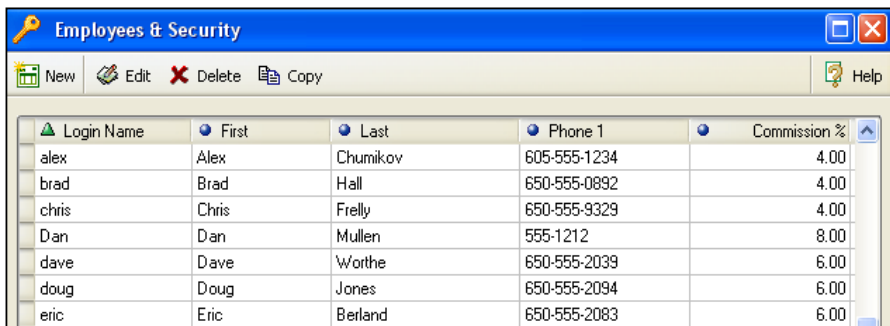
To access the Employees and Security area:

1. If necessary, turn on security in company preferences by selecting **REQUIRE USERS TO SIGN IN** on the General page and create a password for the Administrator user.
2. Select **LOG IN/OUT** from the File menu, if not automatically displayed.
3. Select **SYSADMIN** from the drop-down list of employee names and enter the Administrator password created in Step 1.

Or

If employees and security are already set up, select your name and enter your password (must have security rights to this area).

4. Select **LOG IN**.
5. From the Edit menu, select **PREFERENCES > EMPLOYEES AND SECURITY**.
Your employee list is displayed.



The screenshot shows a window titled "Employees & Security" with a menu bar containing "New", "Edit", "Delete", "Copy", and "Help". Below the menu bar is a table with the following columns: "Login Name", "First", "Last", "Phone 1", and "Commission %". The table contains the following data:

Login Name	First	Last	Phone 1	Commission %
alex	Alex	Chumikov	605-555-1234	4.00
brad	Brad	Hall	650-555-0892	4.00
chris	Chris	Frelly	650-555-9329	4.00
Dan	Dan	Mullen	555-1212	8.00
dave	Dave	Worthe	650-555-2039	6.00
doug	Doug	Jones	650-555-2094	6.00
eric	Eric	Berland	650-555-2083	6.00

Sample Employee List

Changing Security Settings with Other Workstations in Program

If you change the login requirements or modify security groups, rights, etc. at one workstation while other workstations are working in the program, your changes do not go into effect at the other workstations until they either they save a record, or they log out and then log back in.

Working with Employees

Employee List

The employee list can be sorted by any of the included columns/fields. To sort the list, click on any column header. Click the same header again to sort in the opposite order (ascending or descending). Once sorted, you can locate an employee by scrolling through the sorted list.

You can add/remove and rearrange the columns and adjust their widths to suit your needs. Refer to [Customizing Columns in Lists \(page 502\)](#) for more information about customizing list columns.



Associate/Cashier Names Derived from the Employee List

Employee names defined here are made available for selection in the **Associate** and **Cashier** fields within Point of Sale. If you require employees to log in, either the **Cashier** or **Associate** fields (depending on area) are auto-filled with the logged in user name and cannot be changed.

Adding a New Employee

New employee information is entered on the New Employee window, along with the employee's assigned security group(s). The security rights of the assigned group(s) determine the employee's access to Point of Sale features.

Only the security Administrator can add new employees.

To add a new employee:

1. With the Employee list displayed, select **NEW** from the window toolbar.
2. Enter employee information in the various fields as described below:
 - **Login Name:** Assign a unique alphanumeric employee login name (spaces and special characters cannot be included as part of a login name). This name will be used only for logging in. Once saved, it cannot be changed.
 - **Employee Name and Contact Information:** Enter the employee's First and Last name, address, phone, and e-mail address as appropriate. Select the Additional Info tab to access more employee fields.
 - **Password:** If a password is entered into the employee record and logins are required to use the program, then the employee must enter this password

upon logging in. Enter a password and enter it a second time for confirmation.

- (Pro) **Commission %:** If you pay your employees a commission on sales, enter the employee’s commission percentage. Refer to [Tracking Employee Commissions \(Pro\)](#) (page 402) for more information.

Employee Info	Additional Info	Custom
* Login Name	DanM	Password
First	Dan	Confirm Password
Last	Mullen	Phone
Street	1234 Any Street	Commission %
City	Onalaska	8.00
State	WI	
ZIP	54650	
Available Groups:		Assigned Groups:
<ul style="list-style-type: none"> Assistant Manager Associate Group1 My Group Owner 	<ul style="list-style-type: none"> Add Remove Add all Remove all 	<ul style="list-style-type: none"> Manager

- **Available Groups:** Displays the available security groups that can be assigned to the employee. Highlight a group name and select **ADD**, or drag-and-drop a group name to the Assigned Groups box. An employee can be assigned multiple groups, in which case he will have the combined rights of all assigned groups.
To view the rights assigned to each predefined security group, select View Groups from the task list. or refer to the table at the end of this chapter.
- **Assigned Groups:** Displays the security group(s) currently assigned to the employee. To remove one or more group assignments, move the group name back to the Available Groups box.
- **Employee Notes:** Click on the Custom tab and enter optional notes concerning schedules, vacations, etc.

3. Select **SAVE**.

New employee information can be entered and saved at any time, but the currently logged-in employee must log out and then log in again for changes to take effect in Point of Sale.

**Tip: Assigning Multiple Security Groups to a Employee**

A quick way to give an individual employee access to a feature not available in the designated group, is to assign the employee to a custom group where you have set just the specific rights required. For example, Joe is in the Associate Group, which does not allow creating return vouchers. You can quickly give Joe this right by creating a new custom group with only the right to create return vouchers and assign Joe to that group, in addition to the Associate group. This is quicker than customizing a single new group with all of Joe's rights. Refer to [Working with Security Groups \(page 399\)](#) for more information.

Custom Fields (Pro)

You can add and use up to seven additional custom fields to record employee information important to your business. These fields can be accessed on the Custom tab of the employee record.

Custom fields can be used as filters for search criteria on certain reports. Refer to [Custom Fields \(Pro\) \(page 506\)](#) for more information.

Copying Employee Records

You can quickly add a new employee by copying information from an existing employee's record. Copy opens a new employee record where you can edit the fields to reflect the new employee's information. Only the security Administrator can use this feature.

To copy an employee record:

1. Highlight or display the employee whose record is to be copied. (Note: You cannot copy the Security Administrator's record.)
2. From the window toolbar, select **COPY**.
All information except the Login name and password is copied to a new record.
3. Enter or edit the new employee's Login name, personal information, security group assignments, password, etc.
4. Select **SAVE**.

Viewing or Editing Employee Records

The security Administrator and Owner and Manager security groups can edit employees records, but only the Administrator can edit passwords.

To view or edit employee records:

1. If necessary, select **VIEW EMPLOYEES** from the task list to display your employee list.
2. Select the employee whose record you want to view or edit and select **EDIT** from the window toolbar. The employee's record is displayed.
3. Edit the employee's record as needed.
4. Select **SAVE**.

Deleting Employees

Only the security Administrator can delete employees.

To delete an employee record:

1. If necessary, select **VIEW EMPLOYEES** from the task list to display your employee list.
2. Select the employee record you want to delete.
3. From the window toolbar, select **DELETE**. A confirmation window is displayed.
4. Select **YES** to delete.

Employees Changing their own Passwords

All employees can use this procedure to change their own password. The employee cannot view or edit other information stored in their record while changing their password.

To change your own password:

1. From the File menu, select **CHANGE EMPLOYEE PASSWORD**.
The change password window is displayed.
2. Enter the old password.
3. Enter a new password. Confirm the new password by entering it a second time.
4. Select **OK**.

You must use the new password the next time you log in to Point of Sale.

Printing Employee Lists and Reports

You can print your employee list from the Employees and Security window and you can run a number of employee reports, including an Employee List report. The report option gives you more flexibility in formatting and filtering, and allows you to export the list to Excel.

To print from the Employees and Security window:

1. Display your employee list.
If you want to print just part of the list, filter it to display only the records you want to print. To print the entire list, make sure the list filter is set to display all records. Only the records displayed are printed.
2. From the File menu, select **PRINT**.

To print your employee list as a report:

1. From the Reports menu or the Report Center, select **EMPLOYEES ► EMPLOYEE LIST**.
The employee list report is displayed, with default settings.
2. Select **MODIFY** to define report criteria, filters, and display options, etc. as needed.
3. Select **OK**.
The report will re-generate with your settings and be displayed on the screen.
4. Select **PREVIEW, PRINT, OR EXCEL** to output the report as you prefer.

Other employee reports include Employee Sales (report or graph) and, for Pro-level users, Employee Commissions. *Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for more information on running reports.*

Working with Security Groups

By designating security groups for your employees, you can limit access to sensitive financial information and reports, and manage access to most Point of Sale features. To use this feature, you must require employees to log in to Point of Sale.

Security groups specify the access rights for all employees assigned to that group. Four predefined security groups are included in Point of Sale:

- Owner (all rights¹)
- Manager
- Assistant Manager
- Associate (fewest rights)

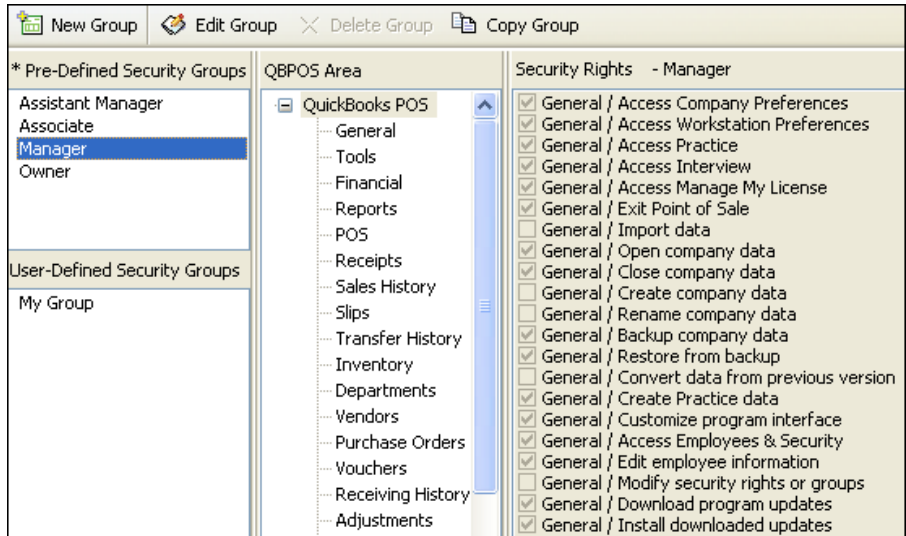
Rights to specific areas of the program decrease as you move from the highest group (Owner) to the lowest (Associate). Individual employees can be assigned to specific groups, depending on the program access they require. Security rights for the predefined groups cannot be changed.

Refer to [Security Rights by Group \(page 404\)](#) for the list of specific rights granted to each of the predefined groups.

If the predefined groups do not meet your needs, you can create custom security groups, granting access rights of your choosing. Custom groups allow you to adapt to your ongoing and changing security requirements. With custom groups, you can even grant individual employees certain access rights on a temporary basis as needed for periodic tasks, such as running reports or doing a physical inventory count.

The Point of Sale menus and toolbar buttons for features controlled by security rights are disabled if the logged-in employee does not have rights to access them.

1. Except those restricted to the Security Administrator, i.e. adding employees, changing other employee passwords, and turning on/off the login requirement.



Sample Security Groups page - Showing Manager Rights

Adding Custom Security Groups

You are not limited to the four predefined security groups. You can create custom security groups with your preferred security rights.

1. If necessary, select **VIEW GROUPS** from the task list to display the security groups page.
2. From the window toolbar, select **NEW**.
The **ADD GROUP** window is displayed.
3. Assign a unique group name and optional description.
4. Assign employees to the new group by selecting names from the Available Group Members list and moving them to the Selected Group Members list. *Use the same procedures used when [Adding a New Employee](#) (page 394).*
5. Select **SAVE**.
6. Set the group security rights as described below.



Assigning Employees to Groups Via Employee Record

Employees can also be added to groups from the employee record window.

Setting Custom Group Security Rights

You can only set the security rights for the custom groups you create yourself.

To set custom group security rights:

1. From the task list, select **VIEW GROUPS**.
2. Select the custom security group for which you want to assign security rights in the User-Defined Security Groups list.
3. Select the Point of Sale Area for which you want to assign rights.
4. In the **SECURITY RIGHTS** column, select the specific security rights check-boxes where access is to be granted. Clear the check-boxes to remove rights for the group.
5. Repeat for all Point of Sale areas.
6. Select **SAVE**.

Copying Groups

The copy feature can be used to create a new group that has the same security rights as an existing one. You can then edit the security rights for the new group. Employees assigned to the original group are not copied to the new group; you must manually assign them to the new group. You can copy the predefined groups or your custom groups to create a new custom group.

To copy a group:

1. Select the group to be copied.
2. From the window toolbar, select **COPY**.
A new group window is displayed with the same security rights as the original. The copied group is temporarily given a default name, *Group n*. (n = sequential number).
3. Change the assigned security rights, as necessary.
4. Select **GROUP n** from the list of user-defined groups and select **EDIT** (or double-click the name of the new group).
The Group Properties dialog is displayed.
5. Assign a new name and group description, as needed.
6. Add employees to the group, using the same procedures described in the [Adding a New Employee \(page 394\)](#) procedure.
7. Select **SAVE**.

Viewing and Editing Group Properties

You can view the properties of any group, edit the employees in the predefined groups, and edit both employees and rights in your custom groups.

To view and edit a group:

1. Select **VIEW GROUPS**.
2. Select a group to view or edit.
3. Select **EDIT** from the window toolbar. The Group Properties dialog is displayed.
4. Make changes as necessary (and allowed).
5. Select **SAVE**.

Deleting Groups

You can only delete your custom groups.

To delete a custom group:

1. Select **VIEW GROUPS**.
2. Select the custom security group that you want to delete from the User-Defined Security Groups list.
3. Select **DELETE**. Select **YES** in the confirmation dialog.

Tracking Employee Commissions (Pro)

If you pay your employees sales commissions, Point of Sale can calculate and report on the commissions you. Each employee can have his own commission rate and items can be marked in inventory as eligible or not for commission.

To assign or change employee commission rates:

1. Highlight an employee record in your Employee list and select **EDIT**.
2. Enter a commission percentage in the **Commission** field.
Acceptable entries are 0.00 to 99.99.
3. Select **SAVE**.

To assign commission status to an item:

1. In inventory, display an item record (while adding or editing).
2. On the Additional Info tab, select the check-box labeled **ELIGIBLE FOR COMMISSION**.
 - If the box is checked, commissions are calculated on sales of the item. If commission is not to be paid on the item, be sure the check-box is cleared.
 - If you use styles, you can change this setting for all style items at once on the Style window.
3. Select **SAVE**.

Calculating Commissions on Sales

The commission calculation is based on the assigned commission rate for the employee name in the **Associate** field on the sales receipt. If security is being used, the **Associate** field is suggested as the logged in employee's name, but can be edited (if, for example, you have floor sales people but a cashier is the user logged in).

The **Associate** field can be edited on a sales document on an item-by-item basis, as well. This feature allows you to record commissions to multiple employees on a single sales receipt.

You can report on employee sales and commissions by running a *Employee Commission* report. Commission information is not sent to QuickBooks.

Refer to [Chapter 11 Reports & Sales Charts \(page 353\)](#) for instructions on running reports.

Security Rights by Group

The following are the security rights assigned to the four predefined security groups

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC
General				
Access Company Preferences	X	X		
Access Workstation Preferences	X	X		
Access practice	X	X	X	X
Access Setup Interview	X	X		
Access Manage My License	X	X		
Exit Point of Sale	X	X	X	X
Import data	X	X	X	
Open a company data file	X	X		
Close a company data file	X	X		
Create new company data file	X			
Rename company data file	X			
Backup data	X	X	X	X
Restore data	X	X		
Convert from previous version	X			
Create practice data	X	X	X	
Allowed to customize interface	X	X		
Define custom fields	X	X	X	
Access Employees & Security	X	X		
Add, edit or delete employee information	X	X		
Modify security rights or groups	X			
Download program updates	X	X		
Install downloaded updates	X	X		
E-mail documents	X	X	X	X
Print held documents	X	X		

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC
Login from integrated application	X	X	X	X
Tools				
Store Exchange, receive ^a	X	X	X	
Store Exchange, send ^a	X	X	X	
Access Print Designer	X	X		
QuickBooks Financial Exchange				
Run Manual Update	X	X		
Run Recover	X	X		
Access Activity Log	X	X		
Open linked QuickBooks transactions	X	X		
Reports				
Access Sales Charts	X	X		
Change report options	X	X		
Run Level 1 reports	X	X		
Run Level 2 reports	X	X		
Run Level 3 reports	X	X	X	
Run Level 4 reports	X	X	X	X
View drawer count history	X	X		
Point of Sale				
Run End of Day	X	X	X	
Open cash drawer	X	X	X	
Create Pay-Out receipt	X	X	X	

a. Pro Multi-Store

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC.
Receipts				
Override "Accept Checks" setting	X	X	X	
Make receipts for other stores ^a	X	X	X	
Edit sale price	X	X	X	X
Edit item description	X	X	X	
Allow negative item quantities	X	X		
Create special order item ^b	X	X		
Receipt History				
Access sales history	X	X	X	X
Reverse receipt	X	X	X	
Copy receipt	X	X	X	
Transfer Slips^a				
Access transfer slips	X	X	X	
See cost fields	X	X		
Make transfer slip for other another store (HQ)	X	X		
Transfer History^a				
Access transfer history	X	X		
See cost fields	X	X		
Reverse transfer slip	X	X	X	
Copy transfer slip	X	X	X	X

a. Pro Multi-Store

b. Pro

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC.
Inventory				
Add / Copy item	X	X	X	
Edit item	X	X	X	
Delete item	X	X	X	
Edit prices	X	X	X	
See cost fields	X	X		
Edit cost	X	X		
Edit quantity	X	X		
Change item type	X	X		
Update Physical Inventory	X	X		
Access item assembly ^a	X	X	X	
Access item group ^a	X	X	X	
View inventory reminders	X	X	X	
Modify/Clear reminders ^a	X	X	X	
Access "Adjust Prices" (Price Manager)	X	X		
Access "Discount Pricing" ^a (Price Manager)	X	X		
Departments				
Add/Copy Department	X	X	X	
Edit Departments	X	X	X	
Delete Departments	X	X	X	
Vendors				
Add/Copy Vendors	X	X	X	
Edit Vendors	X	X	X	
Delete Vendors	X	X	X	

a. Pro

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC.
Purchase Orders				
Access purchase orders	X	X	X	
Add/Copy PO	X	X	X	
Edit PO	X	X	X	
Delete PO	X	X	X	
See cost fields	X	X		
Edit item description	X	X	X	
Access Item List from PO	X	X	X	
Delete Departments	X	X	X	
Vouchers				
Access vouchers	X	X	X	
Create return voucher	X	X	X	
See cost fields	X	X		
Enter cost	X	X		
Edit item description	X	X	X	
Make voucher for another store (HQ) ^a	X	X		
Receiving History				
Access receiving history	X	X		
See cost fields	X	X		
Reverse voucher	X	X		
Copy voucher	X	X		
Edit voucher	X	X		

a. Pro Multi-Store

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC.
Adjustments (Memos)				
Access memos	X	X	X	
Make memo for another store	X	X		
Create cost memo	X	X	X	
Create quantity memo	X	X	X	
Adjustment (Memo) History				
Access adjustment history	X	X		
Reverse memo	X	X		
Copy memo	X	X		
Customers				
Add customer	X	X	X	X
Edit customer	X	X	X	X
Delete customer	X	X		
Delete customer at remote store ^a	X	X		
Edit customer discount % or price level	X	X	X	
Modify "Use with QuickBooks" option	X	X		
Edit "Accept Checks" setting	X	X	X	
Add customer type	X	X	X	

a. Pro Multi-Store

AREA/RIGHT	OWNER	MGR	ASST MGR	ASSOC.
Sales Orders and Layaways^a				
Copy /SO	X	X	X	X
Delete /SO	X	X	X	
Refund deposit	X	X	X	
Edit sale price	X	X	X	
Allow negative item quantity	X	X	X	
Edit item description	X	X		X
Generate purchase order from	X	X		X
Work Orders^a				
Access	X	X	X	X
Copy	X	X	X	X
Delete	X	X	X	
Edit item description	X	X	X	
Edit sale price	X	X	X	X
Allow negative quantity for items	X	X	X	
Allow negative quantity for items	X	X	X	
Refund deposit	X	X	X	
Generate purchase order from	X	X	X	

a. Pro

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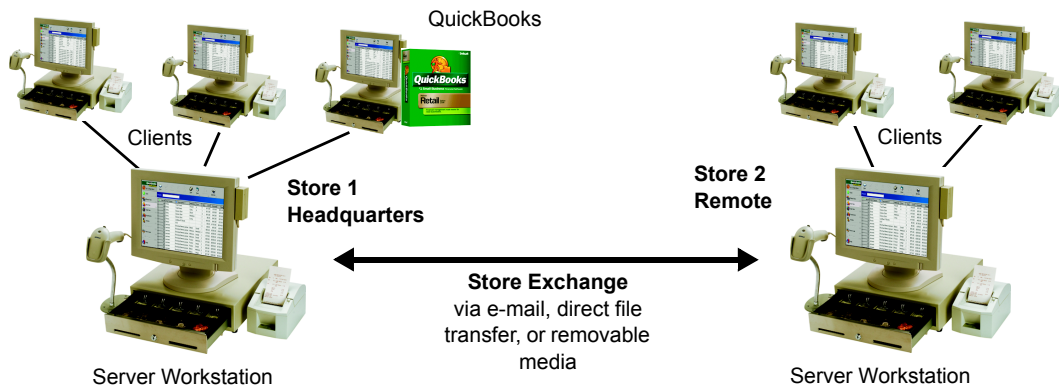
Overview

Pro Multi-Store users have access to all the features in Point of Sale Basic and Pro, although activities may be restricted or work slightly differently depending on whether you are the Headquarters or a remote store. Pro Multi-Store users also have additional capabilities, such as transfers of merchandise between stores, the exchange of information between stores, and company reporting. This chapter presents information unique to multi-store users. Refer to the individual chapters related to a feature for basic instructions on using that feature.

With Point of Sale Pro Multi-Store, you can effectively manage up to ten stores with centralized purchasing, inter-store transfers, exchange of information between stores, and company-wide reporting. At a glance, one store can view the quantities available at all other stores, thus minimizing lost sales due to out-of-stock situations.

One store is designated as the *Headquarters* (Store 1). Headquarters maintains central control over inventory, creates purchase orders, defines company-wide program preferences, exchanges data with QuickBooks, and can run reports that include the activities at all stores. Headquarters also carries on normal store activities, such as receiving merchandise, capturing customer information, and making sales.

Stores 2-10 (called *remote stores*) receive and sell merchandise, capture customer information, transfer items as necessary to other stores, and run local store reports. Shown below is a typical 2-store configuration.



Headquarters Store (Store 1)

Performs typical store activities, plus manages:

- Inventory and related information
- Purchasing
- Company-wide program preferences
- Company reporting & financial records

Remote Stores (Stores 2 – 10)

Performs typical store activities to:

- Receive and sell merchandise
- Capture customer information
- Transfer items to other stores
- Define employees and security

At the end of the business day, each remote store runs its normal End of Day procedure, including settling its own credit card transactions. Included in the End of Day process is a Store Exchange procedure by which remote stores send their daily information to Headquarters. Headquarters processes the exchange files it receives from the remote stores, updates inventory and related records with the day's activities, exchanges data with QuickBooks, and then sends updated company information back to the remote stores.

Choosing a Headquarters Store

The choice of a Headquarters store is important because in addition to performing all of the activities of a typical store, only Headquarters can:

- Add, edit, or delete inventory items and related information, such as departments and vendors; all stores share one item list
- Create purchase orders*
- Consolidate data for the entire company and run company reports; remote stores can run and view local reports only
- Exchange information with QuickBooks Financial Software
- Create documents on behalf of other stores, allowing Headquarters—where management and finance personnel are typically located—to correct or adjust transactions on behalf of remote stores

**The exception to this is special order items, which can be created and ordered at remote stores.*

Follow the instructions in the *Point of Sale Getting Started Guide* to install and configure Headquarters and remote stores.

Managing a Multi-Store Inventory

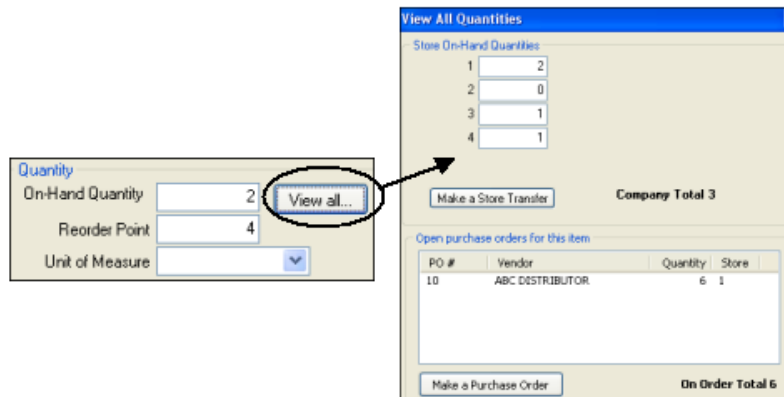
Defining Inventory

Inventory items and related records (departments, vendors, costs, prices etc.) can only be added or edited at Headquarters, with the exception of special order items (discussed later in this chapter). Remote stores can view this information and use it to create documents, but cannot make changes. The combined item quantities at all stores comprise a single inventory, with Headquarters having central control over that inventory. Point of Sale tracks the quantities located at each store within that inventory.

Entering Store Quantities

When initially setting up inventory, Headquarters will enter existing item quantities for itself and for remote stores. Follow the instructions in [Chapter 3 Managing Inventory \(page 73\)](#) to define items or item styles.

To enter existing item quantities for each store, select **VIEW ALL** in the Quantity section of the item form. Enter a quantity for each of your stores.



This window also allows you to see a list of open purchase orders for the item and the quantity currently on order, as well as allowing you to initiate the creation of a new purchase order or transfer slip. This window can also be used by both Headquarters and remote stores to see if an item is in-stock at any other store. Remote stores can

see pending purchase orders and the quantity on order, but cannot create a purchase order from this window.

If you use item styles, you can enter existing quantities for all items in a style at one time by viewing the style, changing the store in the **Quantities for Store drop-down list** and then entering quantities for each style item for the selected store. Repeat for each store. *Refer to [Style Grid Basics \(page 132\)](#) for more information.*

If you have or can get your existing inventory items into an Excel spreadsheet or comma-delimited text file, the Data Import Wizard can be used to not only add those items to inventory but also to enter the existing quantities at each store. Point of Sale includes a pre-defined data import Excel template you can use if you don't have your own. *Refer to [The Data Import Wizard \(page 14\)](#) for more information about this tool.*

Handling Item Costs and Prices

Item costs are averaged, as receiving vouchers are updated/received at Headquarters. Headquarters defines item prices and markdown price levels. Remote stores cannot enter or edit costs or prices, therefore cost adjustment memos and Price Manager are only available at Headquarters. Remote stores can however, choose the default price used on receipts and customer orders.

Exception: When a remote store builds or breaks an assembly item, cost memos are automatically created and sent to Headquarters. But a remote store cannot manually create a cost adjustment memo.

Communicating Price Changes to Remote Stores

Price changes are implemented at Headquarters and communicated to remote stores using the Reminders feature. Remote stores can display the price changes made at Headquarters and print updated tags directly from the Reminders window.

To view the price changes list:

1. From the Inventory menu, select **REMINDERS**.
2. Select the **PRICE CHANGES** tab.

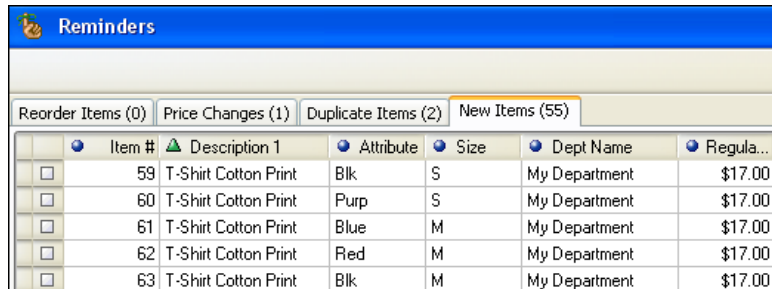
To print updated price tags:

1. Select the check-boxes for the items for which you want to print tags. (Not necessary if you are printing tags for all items on the list).
2. From the task list, select **PRINT TAGS**. Follow the on-screen prompts to specify tag printing option and send the tags to your printer.

Refer to [Printing Tags \(page 67\)](#) for detailed tag printing instructions and [Using Inventory Reminders \(page 115\)](#) for general information about Inventory Reminders.

Communicating New Items to Remote Stores

When Headquarters adds new items to inventory, they show up on the New Items Reminders screen at remote stores after the next completed Store Exchange.



The screenshot shows a window titled "Reminders" with a blue header. Below the header is a navigation bar with tabs: "Reorder Items (0)", "Price Changes (1)", "Duplicate Items (2)", and "New Items (55)". The "New Items (55)" tab is selected. Below the tabs is a table with the following columns: "Item #", "Description 1", "Attribute", "Size", "Dept Name", and "Regula...". The table contains five rows of data:

Item #	Description 1	Attribute	Size	Dept Name	Regula...
59	T-Shirt Cotton Print	Blk	S	My Department	\$17.00
60	T-Shirt Cotton Print	Purp	S	My Department	\$17.00
61	T-Shirt Cotton Print	Blue	M	My Department	\$17.00
62	T-Shirt Cotton Print	Red	M	My Department	\$17.00
63	T-Shirt Cotton Print	Blk	M	My Department	\$17.00

This feature alerts remote stores to prepare the store for the arrival of these items. The new items list and price tags can be printed, and associates can better serve customers by letting them know what new merchandise is coming soon. The items on this list should be removed as they arrive at the store so that the list remains current and useful.

To view new item Reminders:

1. From the Inventory menu, select **REMINDERS**.
2. Select the New Items tab on the Reminders window.

Refer to [New Items Reminder \(Pro\) \(page 116\)](#) for more information on using this feature.

Assembly and Group Items

Only Headquarters can define assembly and group items, but remote stores can build and break assemblies as necessary to meet local sales demand (building is limited to the quantities of the component items on hand at the remote store). When a remote store builds or breaks an assembly item, quantity and cost adjustment memos are automatically created and sent to Headquarters in the next Store Exchange. Refer to [Item Assemblies and Groups \(Pro\) \(page 121\)](#) for more information about working with assembly and group items.

Handling Special Order Items

Both Headquarters and remote stores can create special order items from documents, generate purchase orders to obtain them vendors, receive them on vouchers, and sell them on receipts.

When a remote store first lists a special order item on a transactional document, it is sent to Headquarters. Headquarters can review special order items and convert them to regular inventory items, if needed. The new inventory items are then sent to all remote stores with the next Store Exchange, making them available for normal retail transactions.

When creating the special order item, the remote store can only temporarily define all the item fields for use on local documents. However, when the special order item is received at Headquarters, the following fields are not populated with information from the remote and must be redefined by Headquarters:

- Tax Code
- Prices at all price levels
- MSRP (reference price)
- Order Cost
- Un-orderable Flag
- Reorder point

On the next Store Exchange, the new values entered at Headquarters will over-write the item information at the remote store that created the item in your item list as well as being made available at all other stores.

Refer to [Using Special Order Items \(Pro\) \(page 129\)](#) for more information about working with special order items in inventory.

Resolving Duplicate Items (Headquarters)

Duplicate items can occur when remote stores create special order items, unknowingly entering the same UPC or Alternate Lookup (ALU) values as an existing item or an item created at another store. The special order items are sent to Headquarters from remote stores on the first transactional document containing them.

The Duplicate Items tab on the Reminders window can help you to identify duplicates and resolve them to keep your inventory accurate. This Reminder screen is available only at Headquarters.

Reorder Items (0)		Price Changes (1)		Duplicate Items (2)		New Items (55)	
Item #	Dept Name	Descriptio...	Size	UPC	On-hand Qty		
5	Pool	Pool Cue	22	983479472937472324	3		
▶	5	Pool	Pool Cue	22	983479472937472324	3	

Duplicate items are grouped and color-banded, with the duplicate information bolded (UPC in this example) to help you identify them.

To view the duplicate items list:

1. From the Inventory menu, select **REMINDERS**.
2. Select the **DUPLICATE ITEMS** tab.

To edit duplicate items:

- From the Reminder task list, select **EDIT ITEM IN INVENTORY**
This selection takes you to a pre-filtered item list with only the duplicate item included. Use normal editing procedures to correct the duplicate values and then save. The corrected items are sent to remote stores with the next Store Exchange.

After Headquarters resolves the duplicates, updated item information is sent to remote stores with the next Store Exchange. *Refer to [Using Inventory Reminders \(page 115\)](#) for general information about Reminders.*

Viewing Item Quantities at Other Stores

Each store can view item quantities at each other store, accurate as of the last successful Store Exchange by all remote stores with Headquarters. *Refer to [Entering Store Quantities \(page 415\)](#) for instruction to view item quantities from inventory.*

**Tip: Viewing Store Quantities While Making a Document**

Each store can also quickly see the quantities on-hand at other stores while creating a document. List the item on the document and then select **EDIT ITEM (<F5>)**. The Item Information window includes quantities at each store.

If one store runs out of an item, a cashier can quickly look to see if another store has the item in stock. Typically, a follow-up phone call is made to confirm that the item is still available. At this point, the first store can either send the customer to the second store or arrange for the second store to transfer the item to them, in which case the customer can purchase it when it arrives. The second store or Headquarters makes a transfer slip to move the item. *Refer to [Transferring Merchandise between Stores \(page 423\)](#) for more information on using transfer slips.*

**The Importance of Store Exchange Sequencing to Viewing Store Quantities**

The item quantities viewed for other stores will only be as current as the last completed Store Exchange between remote stores and Headquarters. To ensure that current quantities are displayed for other stores, it is recommended you follow the Store Exchange sequencing suggested in the [End of Day and Store Exchange \(page 431\)](#) section of this chapter, i.e. each remote store sends a mailbag to Headquarters as part of its End of Day procedure. Following the recommended sequence ensures that each store begins each day with updated inventory information.

Adjusting Quantities

Item quantities can be adjusted at either Headquarters or remote stores, using adjustment memos. Headquarters can adjust quantities for any store, while remote stores can adjust only their own local quantities. *Refer to [Adjusting Item Costs and Quantities \(page 142\)](#) for more information about adjustment memos.*

Automatic Quantity Corrections at Remote Stores

If a remote store has created new transactional documents (receipts, vouchers, adjustment memos, or transfer slips) since last sending an exchange mailbag to Headquarters, it adjusts the inventory quantities received back from Headquarters to reflect those new documents. In this way, it always has the most current item quantities for its own store.

For example, if the Headquarters sends back a quantity of nine (9) for Item #25, and, in the interim, the remote store has sold two more of that item, the on-hand quantity at the remote will be adjusted as it processes in the mailbag from Headquarters to reflect the actual quantity on-hand of seven (7).

Conducting a Physical Inventory

Remote stores can do local physical inventories. When they update their physical counts, quantity adjustment memos are automatically created and then sent to Headquarters during the next Store Exchange. Headquarters can create and update a physical for any store. *Refer to [Conducting a Physical Inventory \(page 167\)](#) for more information about completing a physical count.*

Purchasing and Receiving

Typically, all purchase orders (POs) are created at Headquarters. The exception to this is that a remote store can generate a purchase order for a special order item, as described earlier in this chapter. When a remote store receives a Store Exchange mailbag from Headquarters, only the purchase orders destined for that store are copied to the remote store's purchase order file. The purchase orders received from Headquarters overwrite the purchase orders at the store. *(Special order purchase orders at remotes are not overwritten, nor are they sent to Headquarters.)*

Each store can reference its own purchase orders as it makes receiving vouchers to receive the ordered merchandise into inventory. A receiving voucher updates the fill status of the purchase order both at the local store and at Headquarters, once Store Exchange is run to send the receiving voucher(s).

Remote stores cannot edit or delete purchase orders, except for the special order purchase orders they create themselves. Once a purchase order that was created by Headquarters is filled, Headquarters can delete it, in which case it will be removed from the active purchase order list at the remote store on the next Store Exchange. Since the purchase orders from Headquarters overwrite the remote's purchase orders, the filled purchase order will automatically be removed at the remote store. Likewise, any modifications to a purchase order at Headquarters results in the purchase order being re-sent to the remote store.

To create a purchase order at Headquarters:

1. Create the purchase order in the manner described in [Chapter 5 Purchasing Merchandise \(page 177\)](#).
2. Specify the store the order is being made for in the **Store** field.
3. Select **SAVE**.

The purchase order is saved to your purchase order list. When you run your next Store Exchange, the specified store will be sent this purchase order, making it available for referencing as receiving vouchers are made at the remote.

A purchase order can be made for one store only. If you want to order quantities for all stores you must either make a separate purchase order for each store or make one purchase order for the entire quantity, receive that entire quantity at that store, and then use transfer slips to move merchandise to the other stores.

A good practice at Headquarters is to regularly review your purchase order list and delete the purchase orders that have been filled (status of **CLOSED**). Deleting a purchase order at Headquarters not only removes the purchase order from the list at Headquarters, but also at remote stores. Your receiving vouchers provide a permanent record of merchandise received.

**Tip: Instill Good Receiving Practices at Remote Stores**

Remote stores should always reference purchase order numbers when creating receiving vouchers if the received merchandise was ordered on a purchase order. This not only speeds the process of creating the voucher, it also ensures that the purchase order fill status is properly updated at Headquarters and that the proper order cost is carried to the receiving voucher. This will facilitate accurate and timely updating of your inventory cost and tracking of purchased merchandise.

Receiving History

Editing and Reversing Vouchers

Remote stores cannot edit receiving vouchers after saving and can only reverse a voucher before it has been sent to Headquarters. Headquarters can edit (vendor billing information, freight, fee, and discount fields only) and reverse a voucher without restrictions.

To correct a voucher at a remote store after it has been sent to Headquarters:

Remote stores have two options for correcting a voucher after it has been sent to Headquarters. You should take only one of these actions.

1. Contact Headquarters and have them reverse the voucher there. This will correct inventory, but will not correct the local receiving history at the remote store.
2. At the remote store, create a return voucher listing the same vendor, items, costs, quantities, etc. as the original receiving voucher. The new return voucher will cancel the effect of the original, and update both receiving history and inventory at both Headquarters and remote store. A new voucher can then be made with the correct information to record the merchandise that was actually received.

To quickly make a return voucher with the same information as the original:

1. Locate the original voucher in your receiving history.
2. Select **COPY VOUCHER**.
3. From the task list, select **CHANGE TO RETURN VOUCHER** and then save.

Copying the original, making corrections, and then saving is also a quick way to make a new, corrected receiving voucher.

Refer to **Chapter 6 Receiving Merchandise (page 207)** for basic information about working receiving vouchers and history.

Transferring Merchandise between Stores

Transfer Slip Overview

The transfer of merchandise from one store to another is recorded on a *transfer slip*. A transfer slip is a transactional document that deducts the transferred merchandise from the source store's on-hand quantities and adds it to the destination store's on-hand quantities.

Headquarters can make transfer slips to move merchandise from any store to any other store. Remote stores are limited to making slips that transfer merchandise out of their store to another store.

Transfer slips are often made at Headquarters to reallocate fast or slow selling merchandise among stores. Since Headquarters has ultimate inventory control, does the purchasing, and has the ability to run company reports, they are in the ideal position to assess when merchandise transfers of this nature are beneficial.

Keep the following in mind as you work with transfer slips:

- Transfer slips are not automatically sent from Headquarters to remote stores or between remote stores, they are simply the mechanism that updates store quantities for the movement. You might find it helpful to print a copy of a transfer slip and use it as a packing slip to accompany the merchandise. If creating a slip at Headquarters for other stores, you could FAX it to the store(s) involved to assist with arrangement for the physical movement of the merchandise.
- If preferred, slips can be created and then put on hold, rather than immediately updating them. The held slip can be printed to facilitate the physical movement. Once the transfer is completed, the slip can easily be un-held and updated to record the changes in inventory location.
- Transfer slips update both the sending and the receiving store (called the "From Store" and "To Store" on the slips, respectively). The receiving store should NOT record transferred merchandise on receiving vouchers. Doing so would add the transferred item quantity to the receiving store's quantities a second time and cause errors in the company inventory valuation.
- A transfer slip does not result in any net change in the company total inventory quantity or valuation, it only records the change in location of that inventory. Transfer slips are sent to QuickBooks to record any freight charges that apply and, if you use QuickBooks classes to report by store, to record the transfer between the stores.

Accessing Transfer Slips

To access transfer slips:

From the **INVENTORY** menu, select one of the following:

- **NEW TRANSFER SLIP** to record a transfer between stores
- **TRANSFER HISTORY** to view previously made slips
- **HELD SLIPS** to view slips currently on hold

Creating a Transfer Slip

To create a new transfer slip:

1. From the Inventory menu, select **NEW TRANSFER SLIP**.
2. Specify the **From Store** (source of merchandise) and **To Store** (destination of merchandise).
Remote stores cannot change the **From Store**; it is auto-filled with the local store.
3. Enter the items and quantities being transferred. *Refer to [Listing Items on Documents \(page 47\)](#) for instructions.*
4. Optionally, enter an estimated date of arrival (**ETA**), **Carrier** name, **Comment**, and **Freight** charges.
5. Select **SAVE & PRINT** to record the slip and print a copy or **SAVE ONLY** to record the slip without printing.

When the transfer slip is saved, the quantities for both stores are updated immediately at the store making the slip. The change is not visible at other stores until after the next completed Store Exchange cycle.

Transfer Slip Information Fields

The following table alphabetically lists the fields that are available on transfer slips or in the transfer history list. Item fields whose purpose is explained in [Item Information Fields \(page 90\)](#) have been omitted from this table. Items shown in brackets are auto-filled by Point of Sale, and may not be editable.

If an item or transfer history list field included in this table isn't visible on your screen, you can customize your list columns to include it. *Refer to [Customizing Columns in Lists \(page 502\)](#) for more information.*

Field	Usage
Carrier	Used to record the carrier name that transported the merchandise.
Comment	Used for recording a user comment, such as the reason for the transfer.
[Cost] [Ext Cost]	<i>Slip item list:</i> Auto-filled as the current item cost from inventory and extended cost for the slip (Qty x Cost). Not editable.
[ETA]	<i>Estimated Time of Arrival.</i> Optional field used to convey an estimate of when the transferred merchandise will arrive at the destination store. Defaults to today's date.
Freight	Used to record freight charges related to the transfer. This provides a record of these charges to compare to a freight bill later.
[From Store]	Source store of merchandise being transferred. By default, the store number/code for the store making the slip. Headquarters can select a different store from the drop-down list to create a slip for that store.
[No of Items]	<i>Transfer history list:</i> Number of different items transferred (not unit quantity).
QB Status	<i>Transfer history list:</i> Applies only if integrated with QuickBooks Financial Software. Displays the Financial Exchange status of the slip. Refer to Verifying the Exchange of Individual Transactions (page 463) for more information.
Qty	<i>Slip item list:</i> The item quantity being transferred.
Serial #	<i>Slip item list:</i> For recording item-specific serial numbers, if serial number tracking is being used.
[Slip #]	<i>Transfer history list:</i> Sequential number of transfer slips made. Each store has a separate numbering sequence. Not editable.
[Status]	<i>Transfer history list:</i> Status of the slip: REGULAR , REVERSED , or REVERSING . Refer to Reversing a Transfer Slip (page 427) .
To Store	Destination store for the transferred merchandise. Select a store number/ code from the drop-down list. Must be different than the From Store .
[Total Cost]	The total extended cost of all items listed on the slip.
[Total Qty Transferred]	<i>Transfer history list:</i> Total unit quantity, all items, transferred by slip.

Holding/Un-holding a Transfer Slip

A slip can be put on hold to allow you to carry out other activities or if you just choose to hold slips for updating until after a transfer has been physically completed. For example, you might temporarily hold a slip in progress while you make a sale, then un-hold and complete it after the sale is completed.

Putting a slip on hold adds it to the list of held slips. A slip can be viewed, printed, or deleted while on hold. A held slip is not sent to Headquarters (if made at a remote) and does not update store quantities until it has been un-held and saved.

Refer to [Temporarily Holding Documents \(page 60\)](#) for specific instructions.



Held Transfer Slips in a Multi-Workstation Installation

In a multi-workstation environment, a held slip can be accessed and un-held from any networked workstation within the same store.

Working with Transfer History

Once saved, transfer slips are stored in the Transfer History list. Slips provide a permanent record of transfers made (remote stores see only slips made at their store; Headquarters sees slips made at all stores). Your transfer history is drawn upon to create transfer reports. A transfers slip can also be copied to quickly create a new slip.

To display your transfer history:

- From the Inventory menu, select **TRANSFER HISTORY**.

Locating a Transfer Slip

Use standard list sort, scroll, filter, and search procedures to locate a specific transfer slip. Refer to [Chapter 2 Navigation and Data Entry \(page 23\)](#) for more information on each option.

Copying a Transfer Slip to Create a New One

A transfer slip can be copied to quickly create a new one.

To create a slip from a copy:

1. Locate the transfer slip that you want to copy.
2. From the main toolbar, select **COPY SLIP**. A new slip is opened with the same information as the slip that was copied.
3. Make any necessary changes to the new slip.
4. Select **SAVE & PRINT** or **SAVE ONLY**.

Reversing a Transfer Slip

Transfer slips cannot be edited. If an error is discovered on a transfer slip, it is necessary to reverse the slip and then create a new, corrected one to correct your transfer history and store quantities.

A transfer slip is reversed through the automatic creation of a second slip with the opposite effect. When completed, the original slip will be marked *Reversed* in the **Status** field and the new slip that is created will be marked *Reversing*. The **Status** field is only displayed in the transfer history list.

Reversing a slip undoes the affect the original slip had on store quantities, i.e. if the original slip transferred an item quantity of three from Store 1 to Store 2, the reversing slip records three units transferred back from Store 2 to Store 1.

A *Reverse*, *Copy*, and *Correct* approach can be used to undo the effects of the original slip and make a new, corrected slip. First, *reverse* the original, incorrect slip. Then, begin a new slip by *copying* the original one. Finally, make *corrections* to the copy and save as usual.

To reverse a transfer slip

1. Highlight or display the transfer slip to be reversed.
2. From the bottom toolbar, select **REVERSE SLIP**.
3. The Reversing Document dialog is displayed. If not using security, select your name from the **Associate** field and then select **OK**.

A reversing slip is automatically created and added to the transfer history list.

If necessary, a corrected slip can then made as described below.



Reversing Transfer Slips at Remote Stores

At a remote store a transfer slip can only be reversed up until the time it has been sent to Headquarters via Store Exchange. After that, the transfer slip can only be reversed at Headquarters.

To copy and correct a slip:

Copying and correcting a reversed slip allows you to adopt the parts of the original slip that you want to keep, and correct the parts that were in error, to make a new, correct slip.

1. Reverse the original slip as described above.
2. Highlight or display the original slip again (marked *Reversed* in the **Status** field in the List window).
3. Select **COPY SLIP**. A new slip is created with the same information as the original.
4. Make the necessary corrections to the information on the new slip.
5. Select **SAVE & PRINT** or **SAVE ONLY**.

Note that you will have three slips in your transfer history after completing this procedure: the original slip (status: *Reversed*), the second slip that reversed the original (status: *Reversing*), and the new corrected slip (status: *Regular*).

Working with Customers

Customers can be added, edited, or deleted at any store, with the resulting changes propagated to all stores with the next fully completed Store Exchange with Headquarters. Headquarters maintains the master customer list, which is updated with data received from the remote stores, and this updated list is sent to all stores during each Store Exchange.

General guidelines for customers:

- Any store can add, edit, or delete a customer, but the customer record is not revised in the master file at Headquarters until certain synchronization checks are completed during the next Store Exchange cycle.
- Adding, editing, or deleting a customer "flags" the customer record with the action taken and adds a date/time stamp at the originating store. This date/time stamp is used in synchronization checks to ensure proper handling of customer records in the event that the same customer record is edited at multiple stores on a given day.
- If a customer is a charge account customer with an account balance, deletion is not allowed.
- If a store makes a charge account sale or accepts a payment on a customer account, Headquarters sends that information to QuickBooks after receiving it from the remote store (only Headquarters exchanges data with QuickBooks).

Refer to [Chapter 7 Tracking Customers \(page 229\)](#) for basic information about working with customers.

Recording Sales

All sales and return receipt features are available at all stores. In addition, Headquarters can create receipts for any other store. Remote stores can make receipts only for their own store.

The **Store** field is added to the receipt form for multi-store operations. Headquarters creates receipts to sell or return merchandise for other stores by changing the store code in this field. Receipts made by Headquarters on behalf of another store update that store's item quantities, but the receipt is not sent to the remote store and, therefore, the sale is not reflected in the remote store's sales history.

Each store (Headquarters and remote) can setup, process, and settle credit, debit/ATM, and gift card transactions locally, but each must have its own account with the QuickBooks POS Merchant and/or Gift Card Services. Store-specific company preferences related to sales, such as allowed credit card types, default payment method, default sales tax location, and printed receipt comments can be selected at each store from the options defined by Headquarters.

Sales History

Each store maintains its own sales history for receipts made at that store. Headquarters also has the receipts made at all stores in its sales history, allowing it to run company sales reports and to view a customer's sales history with the entire company.

Reversing Receipts

Headquarters can reverse receipts made at any store. Remote stores can reverse a receipt only up until the time it is sent to Headquarters via Store Exchange. Once sent, a receipt can only be reversed at Headquarters.

Remote stores have two options for correcting a receipt after it has been sent to Headquarters. You should take only one of these actions.

- At the remote store, create a return receipt listing the same customer, items, prices, quantities, etc. as the original. The new return receipt will cancel the effect of the original, and update both the sales history and inventory at both Headquarters and remote store. A new sales receipt could then be made with the correct information, if necessary, to record the merchandise that was actually sold.
- Contact Headquarters and have them reverse the receipt there. This will correct inventory at all stores and sales history at Headquarters, but will not

correct the local sales history at the remote store.

To quickly make a return receipt with the same information as the original:

1. Locate the original receipt in your sales history.
2. Select **COPY RCPT**.
3. From the task list, select **CHANGE TO RETURN** and then save.

Copying the original, making corrections, and then saving is also a quick way to make a new, corrected sales receipt.

*Refer to **Chapter 8 Recording Sales & Returns (page 249)** for basic information about recording sales and working in sales history.*

Customer Orders

Layaways, sales orders, and work orders can be created and maintained at all stores, but are not exchanged between remote stores and Headquarters. Each store maintains its own customer orders and creates deposit and sales receipts to fill them. The receipts created when taking deposits and selling customer order items are sent to Headquarters during routine Store Exchanges.

Each store can define its own printed customer order messages in company preferences, however Headquarters defines any required initial deposit amounts.

*Refer to **Chapter 9 Customer Orders (Pro) (page 319)** for basic information about creating and filling customer orders.*

End of Day and Store Exchange

Multi-store configurations have an additional task added to their End of Day options: Store Exchange. Running Store Exchange as part of the End of Day procedure is optional. How and how often you run Store Exchange is completely up to you. This section makes some suggestions for "best practices" and variations on those practices that are designed to help you keep all of your stores up-to-date, but to do it in a practical manner.

Refer to [Running Store Exchange \(page 433\)](#) for specific instructions for completing Store Exchanges.

Remote Stores

At the end of each sales day, each workstation in the store should run a Z-Out Drawer Count report to "close" for the day. Then, perform the following activities on the Server Workstation:

- Run a Z-Out Store Close report
- Settle credit card transactions with the QuickBooks POS Merchant Service, if applicable
- Perform a backup of your Point of Sale data
- Run **STORE EXCHANGE ► SEND** to send the day's information to Headquarters

These activities can be made part of the automated End of Day procedure. Generally, it is recommended that you DO include **STORE EXCHANGE ► SEND** as part of End of Day at remote stores.

Receiving Updated Information Back From Headquarters

Before opening for the next day, remote stores should receive and process a Store Exchange mailbag from Headquarters on the Server Workstation. Run a **STORE EXCHANGE ► RECEIVE** to process the file. It is recommended that no other workstation be working in Point of Sale during this process, as the procedure will automatically close all open windows if necessary to update files.

Headquarters

Headquarters has two distinct End of Day responsibilities and you may find it beneficial to keep the activities related to each separate. It may be helpful to think of these responsibilities as store activities and Headquarters activities.

Store activities include:

- Running a Z-Out Drawer Count report at each workstation
- Running a Z-Out Store Close report at the Server Workstation
- Settling credit card transactions with the QuickBooks POS Merchant Service

Headquarters activities include:

- Processing in the Store Exchange mailbags received from remote stores
- Updating inventory and related records with the day's activities
- Exchanging information with QuickBooks
- Backing up the company data
- Sending updated information back to the remote stores before the next business day begins

We recommend you run the normal automated End of Day procedure to handle the store activities, but that you do the Headquarters activities manually after the store close is completed and you have processed in the Store Exchange mailbags from remote stores (or run End of Day a second time, with just Financial Exchange and Store Exchange selected). There are several reasons for this:

- It keeps the two procedures separate, making it easier to understand and follow the correct procedure for each.
- It may take some time for remote stores to get their Store Exchange mailbags to Headquarters, especially if using removable media or relying on e-mail delivery and you can complete your normal store close activities in the interim. If necessary, you could even put off Headquarters activities until the following morning.
- The **STORE EXCHANGE ► RECEIVE** procedure cannot be incorporated into the automated End of Day procedure due to the many variables of Store Exchange methods and delivery.
- If your goal is to maintain the most accurate information possible at all stores, it is important that Headquarters receive and process in a mailbag from every remote store before they in turn update inventory and QuickBooks and send information back.

Variations on the Recommended Sequence

Depending on operational requirements and management's need for updated information, the Store Exchange process can be run more or less frequently. Some variations include:

- Remote stores could be required to run **STORE EXCHANGE** ► **SEND** several times a day. The Headquarters could then process in those files and have an up-to-the minute snapshot of company activity. With information flowing to Headquarters throughout the day, it would be less critical that every remote store's final mailbag of the day be received before Headquarters processes to close out the day. Any transactions not making it in one day would automatically be updated during the first exchange the next day.
- If your need for updated information is not critical, you could run Store Exchange less frequently; say once every few days or once a week.

With experience, you will find the sequence and frequency that works best for your circumstances. It is not required that the sequence described here be followed, but by adhering to it you ensure that all stores have the most current information for each business day.

Running Store Exchange

Overview

The term *Store Exchange* refers to the procedure for transferring information between Headquarters and remote stores. Data is sent between stores in a compressed file called a "mailbag" (compressed to reduce transmission file size and time).

Store Exchange has two components: *Store Exchange Send* to send mailbags, and *Store Exchange Receive* to process received mailbags. Headquarters sends and remote stores receive during initial program installation to "initialize" each remote store with inventory information and other company data, from Headquarters. All stores then routinely exchange information in both directions to keep both Headquarters and remote stores up to date with the most current information.

Only the Server Workstation at each store can run Store Exchange.

Sent from Headquarters to Remote Stores

Headquarters has central control over inventory, purchasing, and most company preferences, so the exchange file sent from Headquarters includes this information in its entirety:

- Inventory, including all related information: item list, departments, vendors, quantities, costs, and prices
- All new or changed purchase orders (designated by store)
- Shared company preferences (includes store codes and headings, price levels, sales tax instructions, customer order initial deposit requirements, etc.)
- Customers (all customer records)

Mailbag files sent from Headquarters are in the format **HQ00001.QBT**, where:

HQ = Headquarters

00001 = Sequential number of mailbags created at Headquarters, incrementing by one for each mailbag created at Headquarters, e.g. the second mailbag file created would be named **HQ00002.QBT**

QBT = The file extension used on all Store Exchange mailbags

Not sent to Remote Stores:

- Transactional documents created at Headquarters
- Customer orders
- Employees and security settings
- Store-specific company preferences and workstation preferences

Sent from Remote Stores to Headquarters

Remote stores send to Headquarters the following:

- Transactional documents, including documents created for receiving, sales, inventory adjustments, and transfers (vouchers, receipts, transfer slips, and adjustment memos; includes adjustment memos automatically created as a result of a store Physical Inventory or the building/breaking of assembly items)
- Customers (added, edited, or deleted since last exchange)

The exchange file (mailbag) sent to Headquarters from remote stores is also compressed and is in the format **S0200001.QBT**, where::

- S02** = Store number, e.g. Store 02
- 00001** = Sequential number of mailbags created at the store, incrementing by one for each mailbag created, e.g. the second mailbag file created at Store 2 would be named **S0200002.QBT**
- QBT** = The file extension used on all Store Exchange mailbags

Not sent from remote store to Headquarters:

- Inventory and related records
- Customer orders
- Store-specific company preferences and workstation preferences
- Employees and security settings

Store Exchange Communication Methods

There are four communication methods supported for Store Exchange. The same method does not have to be used for each remote store, i.e. one remote could exchange with headquarters via e-mail, while another uses removable media. Store Exchange methods are defined on the Store Exchange pages in company preferences.

Search the in-program help files using keyword “Store Exchange” for detailed information about each communication method. Refer to the Point of Sale Getting Started Guide for detailed setup information for Store Exchange.

The four Store Exchange communication methods available are:

Desktop e-mail client. This is your default e-mail program, specified in Internet Explorer, that automatically launches when you select to send an e-mail from within a Windows® application.

Examples: Outlook, Outlook Express, and Netscape Mail

 **E-mail Client**

To see which program is your Desktop e-mail client, open Internet Explorer, select **TOOLS** and then **INTERNET OPTIONS**. Select Programs from the tabbed panes and note the entry in the E-mail field.

Web-based e-mail. You access this e-mail service on the Internet through your browser.

Example: Yahoo mail

Network file transfer. This is a direct file transfer to or retrieval by other computers via a network, phone line, or Internet connection using mapped drives or UNC (Universal Naming Convention) location.

Examples: LAN (local area network), WAN (wide-area network), or VPN (Virtual Private Network)

Removable media. This is removable storage media that is physically transported to other stores.

Examples: Floppy disks, USB memory sticks, CDs, Zip drives

Sending a Mailbag

Sending Store Exchange mailbags can be initiated in two ways:

- Include the Store Exchange option in your End of Day procedure

Or

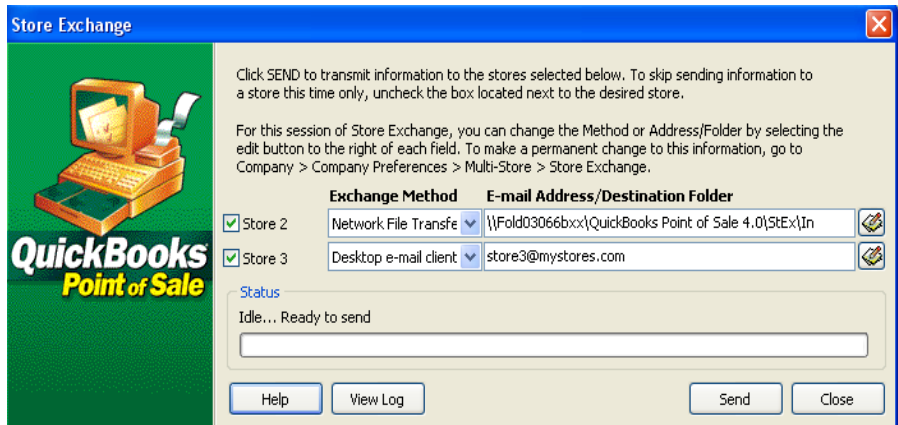
- From the Tools menu, select **STORE EXCHANGE ► SEND FILES**

Before you send files, it is a good practice to check for and process any mailbags that you may have received and not yet processed. *Refer to [Receiving a Mailbag \(page 439\)](#) for instructions.*

To prepare and send a mailbag:

1. Initiate a Store Exchange Send in either of the manners described above.

The Store Exchange dialog is displayed. At Headquarters, this dialog will have a list of all of your remote stores with the exchange method and the e-mail address/file path for each, as specified in company preferences. At a remote store, only the Headquarters location is listed.



Headquarters - Store Exchange Out Dialog

Options in the Store Exchange dialog include:

- Changing the Store Exchange method for communication with other store(s).
- Changing the e-mail address or destination folder for each store (click the **EDIT** button to the right of the Store line).
- Select **VIEW LOG** to read the entries in the Store Exchange Log. This is helpful in troubleshooting any errors that occur during the preparations/sending of a mailbag.
- *Headquarters only*: Select or clear store check-boxes. The mailbag will be sent only to selected stores.

Changes in communication method made on this dialog affect only the current Store Exchange. To make permanent changes, select **CONFIGURE STORE EXCHANGE** from the Tools menu (takes you to the Store Exchange page of company preferences).

2. Select **SEND** to initiate the mailbag creation, then follow the instructions below.

To send via desktop e-mail client:

1. Your e-mail client is launched and a single e-mail is created with the mailbag file attached, and addressed to the store(s) specified. A default message instructs the receiving store(s) how to process the attachment.

Depending on your desktop e-mail client and security settings, you may receive a message when running Store Exchange asking if you want to allow a program to automatically send an e-mail. If this occurs during Store Exchange, answer *Yes* to allow Point of Sale to automatically send your Store Exchange e-mail.

2. If you are online when you select **SEND FILES**, the e-mail is automatically sent.

3. If you are not online when you select **SEND FILES**, the e-mail is placed in your e-mail outbox ready for you to manually send later. When ready to send, connect to your Internet service provider, access your e-mail client and initiate a **Send** of the e-mail(s) in your outbox.

To send via web-based e-mail:

1. The mailbag is created and placed in the destination folder specified. A Windows Explorer window is opened, showing you this location.
2. Access the Internet and your e-mail service; follow their instructions to create the e-mail, enter e-mail address(es), add a message/instructions, browse to and attach the mailbag file, and then send the e-mail.



Using Outlook and Microsoft Exchange Server

If you use Outlook as your desktop e-mail client and use Exchange Server, you must be connected to Exchange Server when you select **SEND**. Otherwise, the e-mail will fail and it will not be placed in your e-mail outbox. In this case, you will have to re-send after your connection to Exchange Server is restored.



E-mail Attachments and Virus Detection

Internet browsers (such as Internet Explorer), e-mail applications, and virus detection software programs often have user-definable security options related to handling of e-mail attachments. Depending on your applications and settings, it is possible that Store Exchange mailbag files (.QBT file extension) will be blocked from being opened or downloaded. If this is the case, changing your settings to identify the .QBT files as "safe" or removing them from the application's "unsafe file" list should solve the problem. Some programs also allow you to designate "safe" e-mail sources, from which file attachments are allowed. Consult the documentation or help files of the applications you use to determine what your choices are if this pertains to you.



Netscape e-mail "Unrecognized Format" Messages

Netscape e-mail may flag a Store Exchange file attached to an e-mail as unrecognizable or as junk e-mail when received. You will be given the option on how to handle the attachment—select the option to open it with the default program (Point of Sale) and it will be processed normally.

To send via network file transfer:

- The mailbag file is created and then copied to the destination folder specified for the other store(s) (e.g. their "in folder").

To send via removable media:

1. You will be prompted to enter the media (floppy disk, memory stick, etc.) in the appropriate drive or USB port.
2. The mailbag file will be copied to the media.

3. *Headquarters only:* If sending to multiple stores, you will be prompted to enter separate media for each store. Separate media must be used for each store.
4. Transport the media to the other store(s).

When creating/sending of the mailbag is complete, a confirmation message is displayed.

Using CDs for Store Exchange

Point of Sale does not write directly to CD drives. You must have a CD-writing application installed to use this method and the process will vary depending on the application's capabilities and the type of CD you use.

For best results using CDs, it is recommended you use *formatted* CD-RW disks and a compatible drive and software. These disks allow you to reuse the disk, copying and deleting mailbag files as needed.

If you have problems sending mailbag files to a CD drive, it is recommended that you choose **WEB-BASED E-MAIL** as your Store Exchange method. This method sends a single mailbag file to a folder of your choice on your hard drive. You can then use your CD-writing software to write the copy to as many CDs as you need for your other stores.

Receiving a Mailbag



Remote Stores: Close Open Windows Before Receiving Store Exchange Files from Headquarters

When receiving Store Exchange mailbags at remote stores, all open windows should be closed before proceeding. If you proceed with open windows, you will be prompted to close them before your files are updated.

Receiving Store Exchange mailbags can be initiated in two ways:

- Open or double-click a received file or an e-mail attachment with the **.QBT** extension (after downloading to your “in folder”, if using web-based e-mail).

Or

- From the Tools menu, select **STORE EXCHANGE ► RECEIVE FILES**. This option checks for and processes any received mailbags in your Store Exchange "in folder" or from a location to which you browse.

The method of receiving and processing mailbags will vary, depending on your Store Exchange method, as described below:

To receive via desktop e-mail client:

1. Launch your desktop e-mail client application.
2. Locate and display the e-mail from the other store, and then double-click the **.QBT** file attachment to process it immediately.

Alternatively, you can save the file to your Store Exchange "in folder" (not the e-mail client's in box), where you can access and process it by selecting **STORE EXCHANGE ► RECEIVE FILES** from the Tools menu and then **PROCESS IN** on the Store Exchange dialog.

Refer to the Notes in the [Sending a Mailbag \(page 436\)](#) for more information related to sending/receiving Store Exchange files via e-mail.

To receive via web-based e-mail:

1. Access your e-mail application on the Internet and display the Store Exchange e-mail from the other store.
2. Follow the e-mail application's instructions to download and save the attached **.QBT** file to your Store Exchange "in folder."
3. *Headquarters only:* Repeat with e-mails received from other remote stores.
4. Close the e-mail application.
5. From the Tools menu, select **STORE EXCHANGE ► RECEIVE FILES** and then **PROCESS IN** on the Store Exchange dialog to process the file(s) in your "in folder."

To receive via network file transfer:

- From the Tools menu, select **STORE EXCHANGE ► RECEIVE FILES** and then **PROCESS IN** on the Store Exchange dialog to process the file(s) in your "in folder"

To receive by removable media:

1. Insert the received disk or other type of media in the appropriate drive or USB port.
2. From the Tools menu, select **STORE EXCHANGE ► RECEIVE FILES**.
3. If you have identified the drive/port as your default "in folder" location, you can immediately select **PROCESS IN** to process the mailbag on the media. Otherwise, choose **BROWSE** and navigate to the mailbag file at the drive/port being used and then select **PROCESS IN**.
4. *Headquarters only:* Repeat with the media received from other stores.

A confirmation message is displayed when processing is completed. If the message indicates that errors have occurred, select the **VIEW LOG** button to review the Store

Exchange entries for clues to the problem. The next section describes the Store Exchange Log.



Tip: Setting A Default "In Folder"

If you always use the same type of removable media and the same drive/port, you can specify this drive as your default "in folder" at **PREFERENCES > COMPANY > MULTI-STORE > STORE EXCHANGE**.



Automatic Prompting to Process In

Anytime mailbags have been received via network file transfer or have been downloaded and are waiting in your "in folder" when you launch Point of Sale, you will be alerted and given the option to process them immediately. The "Store Exchange Files Waiting" icon is also displayed in the status bar at the bottom of the program window until the mailbag(s) are processed. Processing of files can be initiated by double-clicking the icon.

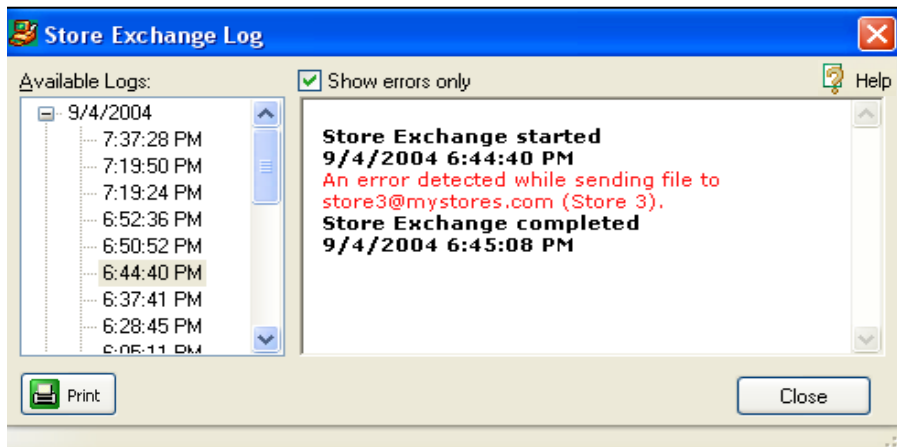


Store Exchange Activity Log

All activities that occur during Store Exchange are recorded in the Store Exchange activity log file. A separate log is maintained at each store. If an error is encountered, the first step should be to check the log entries for messages that might help identify the problem.

To access the Store Exchange log:

1. Select **VIEW LOG** from the Store Exchange dialog or select **STORE EXCHANGE > VIEW ACTIVITY LOG** from the Tools menu.
2. Select a date and time from the Available logs list on the left. One log entry is made for each time Store Exchange is run.
3. Select the **SHOW ERRORS ONLY** check-box to remove routine entries and make identification of errors easier.



Sample Store Exchange Activity Log

Once an error has been located, select **PRINT** to send a copy of the displayed entries to your printer or select **HELP** to access a list of error codes and possible causes and corrections.

Automatic Recovery

The Store Exchange process has a built-in recovery mechanism that automatically resends and synchronizes data between stores in the event that a mailbag is late, lost, received out of order, or arrives with corrupted data. If you do not receive a mailbag from a remote (or from Headquarters if a remote store), it is not necessary that you suspend any normal activities. Mailbags will automatically be resent and data synchronized on the next Store Exchange.



Warning: Automatic Recovery Does Not Replace the Need for Regular Data Backups

While the automatic data protection and recovery features can fix many instances of lost or corrupted data, it is still vitally important that you implement and follow a regular program of data backups, especially at Headquarters, where your master inventory and related records are maintained. Refer to [Backing Up Your Data \(page 349\)](#) for more information about implementing a regular data backup routine.

Company Preferences

Shared company preferences that affect all stores are defined at Headquarters only. At remote stores, these shared preferences are not available for editing in the Setup Interview or on the company preferences pages. Shared preferences include price levels, sales tax codes and locations, deposit requirements for customer orders, store codes and headings, and miscellaneous other controls.

Store-specific company preferences, such as receipt and customer messages, and the default tax location, price, and payment type used for sales, can be set at each store independently. Workstation preferences can be set independently by each workstation in each store.

The exchange of company preferences is one way, from Headquarters to remote stores, and includes only the shared preferences. The shared company preferences at a remote store are overwritten by the Headquarters file with every exchange.

Employees & Security

Employees and security rights are added independently at each store and are not exchanged.

Multi-Store Reporting

Headquarters can run reports for any one store, a selected group of stores, or the entire company, while remote stores can only run reports for the activities at their own store.

When running reports at Headquarters, simply use the **MODIFY REPORT ► FILTERS** option to specify the store(s) to be included in the report. Z-Out Drawer Count Reports are the only reports sent from remote stores to Headquarters.

Transfer Reports. Transfer reports detail the movement of merchandise between stores. These reports are available at both Headquarters and remote stores and are located under the **Items** report category in the Report Center.

Store Inventory Summary. Located under the **Items** reports category, this report can provide on-hand merchandise information for your stores. Available at all stores.

Store Sales Reports. Located under the **Sales** report category, these reports can include summary or item sales information for all stores, and provide store comparisons. These multi-store reports are available only at Headquarters (remote stores have access to all other sales reports for their store).

Z-Out Drawer Count Reports. Z-Out Drawer Count reports are included in the mailbag sent from remote stores to Headquarters. Headquarters can view these reports by selecting **VIEW DRAWER COUNT HISTORY** from the Reports menu, and then have options to print or export to Excel.

Profit/Loss Reports by Class in QuickBooks. *see next section.*



Documents Created at Headquarters for Remote Stores Not Reflected in Remote History Reports

When Headquarters creates a document on behalf of a remote store, that document is never sent to the remote store (although the change in store quantity is sent). Since the document is not added to the remote store's document history file, any reports run at the remote that draw from those history files will not include the document. Reports run at a remote store that draw their information from inventory are not affected. Since all transactional documents are recorded at Headquarters, no matter where they were made, reports run at Headquarters will include all company transactions (current as of the last Store Exchange).

Program Updates

Program updates can be downloaded and installed by each store. If program updates are available, they should be installed at all stores, and all workstations within a store, to maintain compatibility.

Refer to [Updating QuickBooks Point of Sale \(page 9\)](#) for more information.


Multi-Store Financial Exchange

Only Headquarters exchanges data with QuickBooks. Typically this is done after Headquarters has received and processed in all mailbags from remote stores for the day. The basic procedure for conducting Financial Exchanges in a multi-store configuration is the same as for a single store and is covered in [Conducting Daily Financial Exchanges \(page 461\)](#). This section covers Financial Exchange procedures unique to a multi-store operation.

Store Tracking and Profit/Loss Reporting by Class

Pro Multi-Store users who also use QuickBooks can run P/L (Profit/Loss) reports for each store as well as the entire company in QuickBooks, by assigning a QuickBooks *class* to each store.

To use this store-tracking feature you must enable the class tracking preference in both Point of Sale and QuickBooks. Point of Sale will automatically create, link, and send store information using classes named *Store 1*, *Store 2*, etc.

 **PREFERENCES** > **COMPANY** > **MULTI-STORE** > **STORE CODES/CLASSES** > **Track multiple stores in QuickBooks using classes**. Select and specify a unique class code for each store to enable class tracking of stores in QuickBooks.

Stores	Codes	QB Class
1	1	Store 1
2	2	Store 2
3	3	Store 3

To enable tracking by class in QuickBooks:

1. From the Edit menu, select **PREFERENCES**.
2. Select **ACCOUNTING**, and then **COMPANY** in the Preferences window.
3. Select the check-box for **USE CLASS TRACKING**.
4. Select **OK**.

During the next Financial Exchange, the classes you assigned to stores in Point of Sale are added to your class list in QuickBooks. As transactions are posted to QuickBooks at Headquarters, QuickBooks categorizes them according to the assigned class.

You can run a report in QuickBooks Financial Software by class to see the Profit/Loss for any store by filtering the report by class. To see the Profit/Loss for all stores at once, run an Unclassified Report.

Allowed Activities by Store Type

This is not an all-inclusive list of Point of Sale features. It is intended primarily to point out where differences exist between allowed activities at remote stores and Headquarters.

Area/Function	Store 1 - HQ	Remote Stores
Inventory		
View Item on-Hand Quantities and Information	X	X
View Item History	X	
Create/Edit/Copy/Delete Items and Styles	X	
Create Special Order Items	X	X
Convert Special Order Items to Inventory Items	X	
Enter/Edit Costs, Prices, Tax Codes and other Item Information	X	
Define Assembly Item Components	X	
Build/Break Assemblies	X	X
Define Group Items	X	
Sell Group Items	X	X
View Inventory Reminders: New Items, Price Changes	X	X
View Inventory Reminders: Reorder Items, Duplicate Items	X	
View Department Information	X	X
Create/Edit/Copy/Delete Departments	X	
View Vendor Information	X	X
Create/Edit/Copy/Delete Vendors	X	
Merge Vendors	X	
Define Multi-Vendors for Items	X	
Perform and Update Physical Inventory for Local Store	X	X
Perform and Update Physical Inventory for other Stores	X	
Print Tags	X	X
Use Price Manager	X	
Manually Create Quantity Adjustment Memos	X	X
Manually Create Cost Adjustment Memos	X	
Put Adjustment Memo on Hold	X	X
View/Copy/Reverse Memos	X	X
Create Transfer Slips (Remote restricted to transfers out of store)	X	X

Allowed Activities by Store Type

Area/Function	Store 1 - HQ	Remote Stores
Create Transfer Slips for other Stores	X	
Put Transfer Slip on Hold	X	X
View/Copy/Reverse Transfer Slips	X	X
Purchasing and Receiving		
Create Purchase Orders (for all stores)	X	
Generate POs for Special Order Items	X	X
View Purchase Orders for Local Store	X	X
View Purchase Orders for Other Stores	X	
Delete Filled Purchase Orders	X	Special Order POs only
E-mail Purchase Orders to Vendor	X	Special Order POs only
Create Receiving Voucher for Local Store	X	X
Create Receiving Voucher by Referencing Purchase Order	X	X
Create Receiving Voucher for Other Stores	X	
Put Receiving Voucher on Hold	X	X
View/Copy/Reverse Vouchers	X	X
Sales		
Create Sales and Return Receipts for Local Store	X	X
Create Sales and Return Receipts for Other Stores	X	
Put Receipts on Hold	X	X
Accept all Payment Methods	X	X
Authorize and Settle Credit Card Transactions	X	X
Authorize Debit/ATM Transactions	X	X
Sell/Redeem Gift Cards	X	X
Track Employee Sales Commissions	X	X
View/Copy/Reverse Receipts	X	X
Print Gift Receipts	X	X
Print Store Logo on Sales Documents	X	X
Customer Orders		
Create Customer Orders for Local Store	X	X
Create Special Order Items from Customer Orders	X	X
Define Initial Deposit Requirements	X	
Sell Customer Order Items for Local Store	X	X
Delete Filled Customer Orders	X	X

Area/Function	Store 1 - HQ	Remote Stores
Customers		
Add/edit/delete Customers	X	X
Offer Customer Charge Accounts (Use with QuickBooks)	X	X
Track/Use Shipping Information	X	X
View Customer History		Local Sales Only
Merge Customers	X	
Define Company Preferences for:		
Financial	X	
Merchant Service	X	X
General	X	X
Multi-Store (change store type)	X	X
Store Exchange	X	Local settings only
Store Headings	X	Local settings only
Price Levels	X	Default price only
Purchase & Receiving	X	X
Sales > Receipts	X	Limited
Customers	X	
Customer Orders	X	Limited
Sales Tax Locations/Codes	X	Default tax location only
Select Local Default Tax Location	X	X
Scales	X	
Auto Update	X	X
Define Workstation Preferences for:		
All Local W/S Settings	X	X
Miscellaneous		
Serial Number Tracking	X	X
Define/Edit Security Groups and Rights for Local Store	X	X
Add Employees for Local Store Only	X	X
Run Reports and Sales Charts for Other/All Stores	X	
View/Print/Export Z-Outs from All Stores	X	
Get Program Updates	X	X
Run Local Reports	X	X
Conduct Pay-Outs	X	X
Customize List Columns	X	X
Remove Unused Features	X	X

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Overview

In this chapter, you will learn:

- The benefits of integrating Point of Sale with QuickBooks Financial Software (QuickBooks)
- Which activities are managed by which application
- What data is shared
- How to use the QuickBooks Connection Wizard to integrate with QuickBooks
- How to import and review customers, vendors, and items from an existing QuickBooks company file
- How to initiate Financial Exchanges
- How to verify exchange results and troubleshoot problems
- How to customize your Point of Sale setup for Financial Exchanges
- How Point of Sale data is handled when it reaches QuickBooks
- How to use the Recover feature in case of total data loss in your QuickBooks company file
- How to use remote data sharing, an optional way for Point of Sale to communicate with QuickBooks across a network

Point of Sale 5.0 is designed for use with QuickBooks Financial Software: Pro or Premier Editions (2003 - 2006) or Enterprise Solutions (2.0 - 6.0).

Point of Sale helps you run your store, ringing up sales, managing inventory, and tracking customers. QuickBooks Financial Software helps you pay bills, manage cash flow, and run financial reports. Exchanging information between the two programs is referred to as *Financial Exchange* and can significantly reduce your workload because you can track retail activities in Point of Sale, and then transfer the resulting data directly into QuickBooks. There's no need to enter information twice!

Several options are available for you to customize how your Point of Sale data is transferred to QuickBooks so that it works for your business model and for how you like to have your retail activities reported.

Financial Exchange allows you to get the most from the specialized features of each program by splitting key business activities between the programs as shown in the following chart.

Activity	Point of Sale (Retail Activities)	QuickBooks (Financial Activities)
Add and track inventory items	X	
Order and receive merchandise	X	
Ring up sales & collect sales tax	X	
Run sales & merchandise reports	X	
Add customers or vendors	X	X
Track cost of goods and expenses		X
Pay bills and sales tax		X
Invoice customers		X
Process payroll		X
Run financial reports		X
Banking activities		X

Financial Exchange with QuickBooks is available from the Point of Sale Server Workstation only, and in a Pro Multi-Store configuration, at Headquarters only.

Installing and Preparing QuickBooks for Financial Exchange

A prerequisite to sharing data between Point of Sale and QuickBooks is that you have a supported version of QuickBooks installed and that you have set up a financial company file:

When setting up your financial company file in QuickBooks, make sure you have:

- Sales tax turned on, if you collect sales tax
- Inventory turned on
- Created necessary accounts to match the Point of Sale default chart of accounts used to transfer data (linking to a custom chart of accounts is covered later in this chapter)
- Your QuickBooks Integrated Applications company preferences set so that they do not block communication with Point of Sale

Detailed instructions for installation and preparing QuickBooks are included in the Point of Sale *Getting Started Guide*. An electronic version of the Getting Started Guide can be accessed by selecting **USER GUIDES** from the Help menu in Point of Sale.

You do not have to immediately integrate the two programs upon installing Point of Sale. However, if you already have a QuickBooks company file with existing customers, vendors, and inventory, you can save a great deal of time by integrating from the start and importing those records into Point of Sale.

What Data is Shared?

The following table summarizes the data that is shared between the Point of Sale and QuickBooks company files.

Data Type	Point of Sale to QuickBooks	QuickBooks to Point of Sale
New and updated customers	X	X
Payments on account	X	
Customer account balances & limits		X
New and updated vendors	X	X
Vendor payment terms	X	X
Inventory items		Optional import
Sales receipts, deposits, and sales taxes collected	X	
Receiving vouchers (receipt of merchandise from vendors)	X	
Voucher billing information	optional	
Inventory adjustments (quantity or cost)	X	
Cash drawer pay-outs	X	
Inventory transfers (Pro Multi-Store)	X	

Only new data or data updated since the last exchange is sent each time Financial Exchange is run.

In addition, each time a Financial Exchange occurs, your QuickBooks company file chart of accounts, sales tax items/codes/groups, and payment types are read and made

available within Point of Sale for selection when mapping (linking) these items between the programs.

The following data is not shared:

- Employees
- Purchase orders
- (Pro) Customer orders, though deposits taken on customer orders are sent
- (Pro) Employee commissions

If you have existing purchase orders in QuickBooks, you can manually re-enter them in Point of Sale. Doing so will allow coordinated tracking of purchases, better reporting capabilities, and the ability to create receiving vouchers from these purchase orders when the merchandise arrives.

Refer to [How QuickBooks Handles POS Data \(page 479\)](#) for more information about how various data types are exchanged with QuickBooks.

The Financial Center

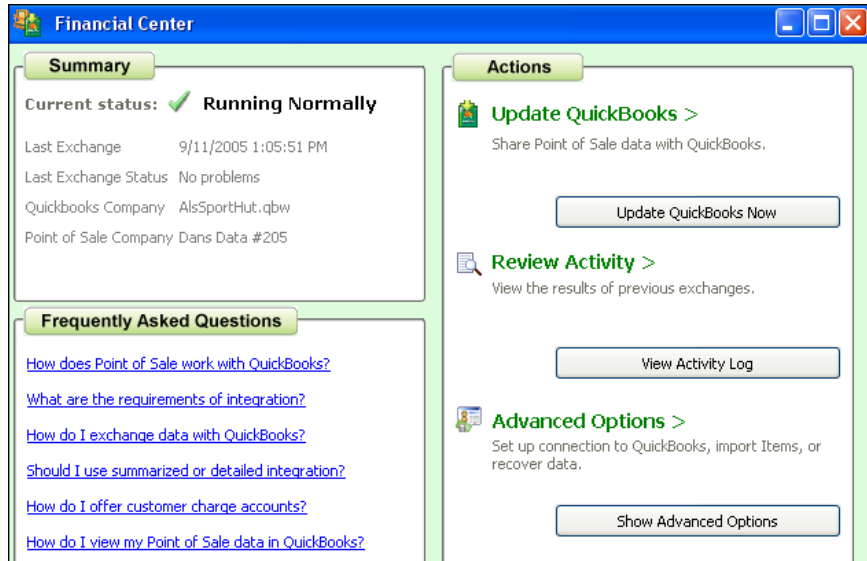
The Financial Center provides a single access point to all activities related to Financial Exchange with QuickBooks as well as a summary of your connection and last completed exchange.

To access the Financial Center:

- From the Financial menu, select **FINANCIAL CENTER**.

Or

Select **FINANCIAL CENTER** from the Retail Navigator.



From the Financial Center, you can:

- Confirm the connection and last exchange status, and the names of the company files for both programs
- Manually initiate a Financial Exchange (select **UPDATE QUICKBOOKS** now)
- View the activity log to see results of previous exchanges
- Set up or modify your connection to QuickBooks
- Import items from QuickBooks
- Recover data (resend for a specified date range) to your QuickBooks company file in the event of a data loss in QuickBooks

The last three options are available after selecting advanced options from the Overview page. These activities are detailed in later sections of this chapter.

Connecting to QuickBooks

Assuming you have installed and prepared QuickBooks according to the directions in the Point of Sale *Getting Started Guide*, the QuickBooks Connection Wizard can be used from within Point of Sale to connect the programs.

The connection wizard is automatically launched when a connection is necessary to complete a Financial Exchange task or can be launched manually at anytime from the following areas:

- The Use with QuickBooks page of the Setup Interview (select **SETUP INTERVIEW** from the File menu)
- The Financial page of company preferences (select **PREFERENCES ► COMPANY** from the Edit menu)
- The Financial Center

To use the connection wizard:

1. Start QuickBooks and open your financial company file. Log in as a user with “Admin” rights.
2. Switch to Point of Sale and launch the connection wizard from any of the areas described above.

Tip: You can use <ALT+TAB> to switch between the programs as necessary during this procedure.

3. Follow the wizard’s on-screen prompts until the connection is completed.



4. Close the connection wizard when done.

Once the connection has been established, Point of Sale will reconnect to the same QuickBooks company file on subsequent exchanges. It is not necessary to run the connection wizard again, unless there has been a change in your configuration, such as when moving, renaming, or creating a new QuickBooks company file. The wizard will notify you that it cannot locate the prior file in these cases and prompt you to tell it the new file or location to which you want to connect.

Connecting When QuickBooks is not Running

To complete the initial connection, QuickBooks must be running and the company file open. However, subsequent exchanges can be completed even if QuickBooks is not running if your QuickBooks Integrated Application preferences are set to allow automatic login to Point of Sale.

Depending on your specific version of QuickBooks, you may have had the option to enable automatic login when you ran the connection wizard. If you did not have this option from the connection wizard, you can use the following procedure to manually allow automatic login.

To set your QuickBooks preferences to allow automatic login:

1. From the Edit menu in QuickBooks, select **PREFERENCES** and then select **INTEGRATED APPLICATIONS**.
2. Select the Company Preferences tab and highlight Point of Sale in the list of applications.
3. Select **PROPERTIES**.
4. Select **ALLOW THIS APPLICATION TO LOGIN AUTOMATICALLY**.
5. Select the user (“Admin” is recommended) and then select **OK**.



This Option Not Available if Using Remote Data Sharing

If using the Remote Data Sharing (RDS) option to connect to QuickBooks, you cannot complete Financial Exchanges unless QuickBooks is running and your QuickBooks company file is open. Refer [Using Remote Data Sharing \(page 494\)](#) for more information about exchanging data with the RDS option.

Importing QuickBooks Data

If you already have a QuickBooks company file with existing customers, vendors, and inventory when you start to use Point of Sale, that data can be imported to Point of Sale. Importing your existing QuickBooks data greatly reduces the data entry time in Point of Sale and gets you up and running more quickly.

If you have customer and vendor records in QuickBooks, and they are not marked inactive, they are automatically imported to Point of Sale when you run your first Financial Exchange.

The import of QuickBooks inventory items is optional. Until you import your QuickBooks items, or specify that you do not want to, Point of Sale will remind you each time you enter your Point of Sale item list.



To import your QuickBooks items:

1. Select **YES, I WANT TO IMPORT ITEMS FROM QUICKBOOKS NOW** when prompted

Or

Select **IMPORT QUICKBOOKS ITEMS** at anytime from the Financial menu or from the Adanced Options page of the Financial Center.

2. In the Item Fields window displayed, specify the item information in QuickBooks you want transferred to each Point of Sale item description field.
3. On the Item Selection window, answer **YES** if you want to import only selected QuickBooks items or **NO** to import all of your QuickBooks items.

*Tip: Select the **WHY WOULD I IMPORT SELECTED ITEMS** link on the window for help in making this decision.*

4. If importing only selected items, use the Select Items to Import page to specify which of your QuickBooks items should be imported and then select **OK**.

If the check-box to the left of an item is checked, that item will be imported. Clear the check-box if you do not want to import an item. Using the **SELECT ALL**, **UNSELECT ALL**, and **FILTERED VIEW** options at the bottom of the page can help you locate and make item selections quickly. Select **HELP** on this page for more information.



Notes About Importing QuickBooks Items

- Imported items should be reviewed in Point of Sale as described in the next section to change department assignments, enter UPC codes if applicable, and add or edit other information not included in the QuickBooks item records.
 - The quantity of imported items is zeroed out in QuickBooks and a corresponding general journal entry made to adjust the Inventory Asset account. To balance against these entries, adjustment memos are created in Point of Sale and sent to QuickBooks with the next Financial Exchange so that your inventory value is unchanged. From this point on, quantities of the imported items is tracked in Point of Sale, and transactional documents created in Point of Sale will update your inventory value accordingly as they are sent to QuickBooks.
 - Specific item information (quantities, cost, prices, etc.) is not shared between Point of Sale and QuickBooks in routine Financial Exchanges.
 - If you have QuickBooks items you did not import and do not plan to use in Point of Sale, you should track those items in QuickBooks, performing all activities regarding these items—purchasing, receiving, reporting—in your financial software.)
-

Reviewing Imported Data

Point of Sale tracks certain information and offers some features that were not available in QuickBooks, and other information fields, while included in both programs, are handled slightly differently. To take full advantage of Point of Sale features and tracking capability, you should review and make necessary edits to all imported data as described here.

Imported Customers

We recommend you review and edit imported customer records for the following:

- Ensure that the **USE WITH QUICKBOOKS CHECK-BOX** check-box is selected if you want to continue sharing information for imported customers.
- Review and edit customer information fields for price discounts, sales tax handling, notes, and, for Pro users, any custom customer fields you use, as this information is not imported from QuickBooks.

Refer to [Chapter 7 Tracking Customers \(page 229\)](#) for more information about maintaining customer records.

 **Preferences: 'Use with QuickBooks' Default Setting for New Customers**

PREFERENCES > COMPANY > CUSTOMERS > Use with QuickBooks: You can select to have the **USE WITH QUICKBOOKS** flag selected or cleared by default for all new customers added in Point of Sale. If you'd like to ensure that all new customers are shared with QuickBooks, make sure this option is set to **YES**. If you do not wish to send customer information to your financial software, select **NO**.

Imported Vendors

Non-merchandise vendors, such as utility companies and the agencies to which you pay sales tax, are stored in the vendor list in QuickBooks. As such, these agencies are imported to Point of Sale as vendors.

Do not delete these vendors in Point of Sale. If you prefer not to see these vendors in your vendor list, select the **INACTIVE** check-box on the vendor records and filter the vendor list to show only active vendors.

You may also want to enter or edit other imported vendor information:

- Vendor Website addresses for one-click access (requires Internet connection)
- Ensure the vendor account number and payment terms are what you want applied to purchase orders and receiving vouchers created in Point of Sale
- (Pro) Enter any information for custom vendor fields you may have set up in Point of Sale

Refer to [Working with Vendors \(page 179\)](#) for more information about maintaining vendor records in Point of Sale.

Imported Inventory Items

If you chose to import existing QuickBooks items, they are assigned the following item types in Point of Sale

QuickBooks Item Type	Point of Sale Item Type
Inventory Part	Inventory
Non-Inventory Part	Non-Inventory
Service	Service
Other Charge	Non-Inventory

QuickBooks Item Type	Point of Sale Item Type
Assembly	Assembly
Group	Group

Review the entries in the following fields for your imported items in Point of Sale and modify them as needed:

QB POS Field	Description
Item Type	Review the assigned item types and modify as necessary.
Department	QuickBooks does not use departments, so all imported items will be assigned to a single department, named <i>QuickBooks</i> . If you want to track and report sales using departments that are more pertinent to your business, you should define new departments and then assign your imported items to them in inventory. Refer to Working with Departments (page 79) for more information.
Attribute (default label)	QuickBooks does not have a comparable field. Make entries in this field to further classify your items by color, a second size, a pattern, or any other product trait that varies within your item groupings.
Size (default label)	QuickBooks does not have a comparable field. If your merchandise is categorized by sizes, you can make an entry in this field to facilitate purchasing and reporting.
Price Levels	The price from QuickBooks is placed in the Regular Sales Price field on imported items. Additional price levels, if used, are not calculated for imported items. Manually enter a price or markdown percentage for each price level on the item record, as desired. Refer to Setting and Updating Item Prices (page 104) for more information on managing item prices.
Styles (Pro)	To use the styles feature, all items to be grouped into a style must be modified so that they have identical Department and Description 1 fields. Refer to Working with Item Styles (Pro) (page 130) for more information on using styles.
UPC Codes	Enter or scan your item UPCs into the UPC field in Point of Sale inventory if you want to list items on documents by scanning the UPC codes.
QuickBooks Information	Review and edit the QuickBooks accounts (COGS, Income, and Inventory Asset) used when posting item sales data to QuickBooks. Refer to Mapping Individual Item Accounts in Inventory (page 474) for more information.
Other Item Fields	Review and edit other Point of Sale item fields to take advantage of features important to your business. Refer to Chapter 3 Managing Inventory (page 73) for more information about working with items.

Conducting Daily Financial Exchanges

By default, Financial Exchanges are carried out using a pre-defined chart of accounts and payment types that “link” the programs and determine how data is posted to QuickBooks. *Refer to [Appendix C Financial Exchange Mapping \(page 555\)](#) for a list of the default chart of accounts and payment types.*

Also, with the default configuration, Point of Sale sales and receiving information is sent to QuickBooks in a summarized format that does not include item detail.

If the default accounts and payment types do not exist in QuickBooks, Point of Sale will create them for you, with a few exceptions where they must be created manually. If one of the default accounts is missing in QuickBooks, the connection wizard will alert you and provide instructions for adding it.

If the default accounts and payment types do not meet your needs, or if you want to send sales and receiving information with item detail, you can customize your Financial Exchange settings so that Point of Sale data is posted to QuickBooks in the manner you prefer.

In this section, you'll learn:

- How to initiate Financial Exchanges
- How to verify a successful exchange and view the documents or records created in QuickBooks from your Point of Sale data
- How to handle bank deposits in QuickBooks
- How to resolve exchange errors
- How to customize the way in which Financial Exchanges occur

Initiating Financial Exchanges

The easiest way to transfer daily Point of Sale data to QuickBooks, is to include the Financial Exchange in your End of Day procedure. The End of Day procedure can perform a number of store closing actions, including settling credit card batches, running a Z-Out Store Close Report, backing up your data, and exchanging information with QuickBooks.

You can also initiate a Financial Exchange manually at anytime. A manual exchange does not differ from that conducted during End of Day; both methods send all data that has not yet been sent to QuickBooks.

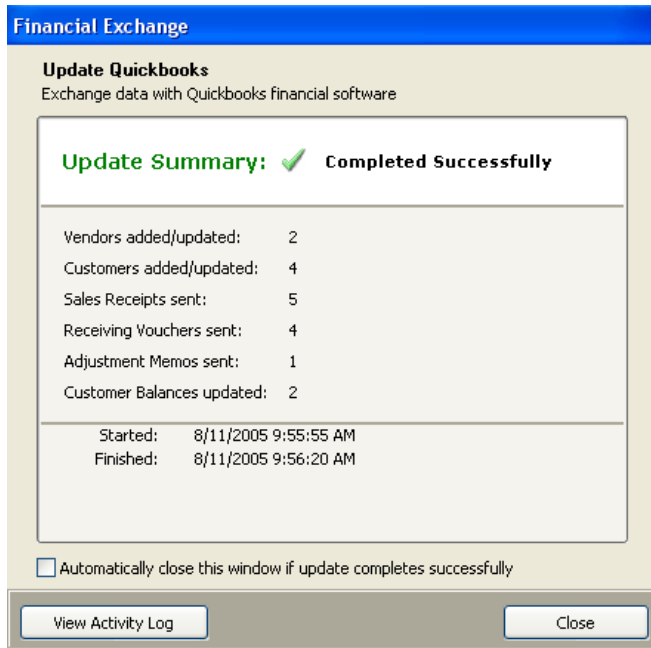
You might use this feature, for example, if you want to do mid-day billings from QuickBooks and want to be sure that you have up-to-the-minute Point of Sale sales data.

If you are in a multiple-workstation configuration, Financial Exchanges must be run from your Server Workstation (the workstation on which you first installed Point of Sale).

To run Financial Exchange in the End of Day procedure:

1. Make sure that QuickBooks is running and your company file is open.
 - This is not necessary if you have set your QuickBooks Integrated Applications preferences to allow Point of Sale to login automatically
 - If using remote data sharing, both QuickBooks and the server application on the computer with QuickBooks installed must be running
2. From the Point of Sale menu, select **END OF DAY PROCEDURE**.
3. In the End of Day window, ensure that the **FINANCIAL EXCHANGE WITH QUICKBOOKS** option is selected, along with other options you want to run.
4. Select **OK**.

As the Financial Exchange occurs, a progress window is displayed. When done, the update summary window is displayed, as shown below.



The summary includes the overall status, the number of each record type transferred, and indicates if there were any problems encountered.

For help in identifying and resolving potential problems, select **VIEW ACTIVITY LOG**. Refer to [Recover QuickBooks \(page 492\)](#) for more information about using the log to help identify and correct problems.

To manually initiate a Financial Exchange:

1. Make sure that QuickBooks is running and your company file is open.
 - This is not necessary if you have set your QuickBooks Integrated Applications preferences to allow Point of Sale to login automatically
 - If using remote data sharing, both QuickBooks and the server application on the computer with QuickBooks installed must be running
2. From the Financial menu or the Financial Center, select **UPDATE QUICKBOOKS**.

The exchange progress and summary windows are displayed as described above.

Verifying the Exchange of Individual Transactions

Point of Sale offers several ways for you to check the exchange status of individual transactions:

- The **QB Status** field in Point of Sale lists
- The ability to view linked transactions created in QuickBooks
- The Financial Exchange activity log, which is especially useful for troubleshooting exchange errors. Refer to [Resolving Exchange Errors \(page 467\)](#) for more information.

The QuickBooks Status Field in Point of Sale Lists

The **QB Status** field is available to add to the Point of Sale list for each data type sent to QuickBooks (customers, vendors, sales history, receiving history, adjustment history, and transfer history). This field shows the exchange status of a document:

- **NOT POSTED** - not yet sent to QuickBooks. This transaction will be sent with the next Financial Exchange.
- **COMPLETED** - successfully sent to QuickBooks.
- **ERROR** - attempting to send the transaction to QuickBooks resulted in an error. Refer to [Resolving Exchange Errors \(page 467\)](#) for more information.
- **UNBILLED PURCHASES** - (vouchers only) merchandise has been received on a voucher but has yet to be billed; document has been sent to unbilled purchases in QuickBooks.

The Unbilled Purchases entry is displayed only if you have selected to enter vendor billing information in Point of Sale. Refer to [Changing How Vendor Billing Information is Handled \(page 475\)](#) for more information about changing this setting.

Viewing Corresponding QuickBooks Transactions

Once an exchange has occurred, you can quickly open QuickBooks and view the corresponding transaction(s) or records using the **FINANCIAL** button on Point of Sale lists. This feature is available in the customer, vendor, and all transactional document history lists.

V...	Date	Vendor	Type	Invoice #	Total Qty Received	Total	QB Status
1	8/10/2005	ABC DISTRIBUTOR	Receiving	Paid	2	\$51.50	Completed
2	8/10/2005	DUNK-IT INC.	Receiving	Paid	3	\$120.00	Completed
3	8/10/2005	BALLS AND MORE	Receiving	Paid	24	\$72.00	Completed
4	8/10/2005	DUNK-IT INC.	Receiving	Paid	1	\$66.00	Completed
5	8/11/2005	Diamond Sports Inc	Receiving		27	\$574.85	Not Posted
6	8/11/2005	THE T-SHIRT GUYS	Receiving		76	\$699.00	Not Posted
7	8/11/2005	ALL SPORTS	Receiving		51	\$3,366.00	Not Posted
8	8/11/2005	BALLS AND MORE	Receiving	9433475	42	\$1,641.53	Unbilled Purchase

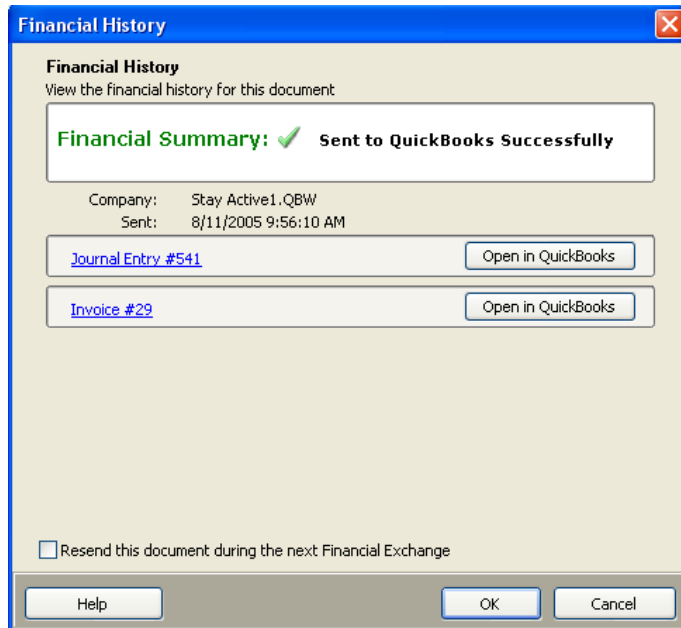
This feature is particularly useful for viewing QuickBooks documents and journal entries when using the detailed item information posting method. If using the default summarized posting method, the corresponding QuickBooks documents are the summarized documents that combine receipts and vouchers by day.

Refer to [Switching to Detailed Document Posting \(Item Information\) \(page 470\)](#) for instructions to switch to detailed item information posting.

To view a transaction in QuickBooks:

1. In the Point of Sale list, highlight the record or document of interest.
2. Select **FINANCIAL** from the window toolbar.
The Financial History window is displayed, showing the exchange status and containing a link to view the transaction. Note that some documents result in more than one QuickBooks document or entry.
3. Select **OPEN IN QUICKBOOKS** to launch QuickBooks and view the transaction or record.

This window will show the exchange status, as applicable:



For documents:

- **Sent to QuickBooks Successfully** - The document has been sent to QuickBooks
- **Not sent** - The document has not been sent yet
- **Problem sending to QuickBooks** - The document had an error when trying to send it

For customer and vendors:

- **Synchronized with QuickBooks** - Record has been synchronized and no changes have been made on the Point of Sale side
- **Pending Synchronization** - Record has data to be shared with QuickBooks (or it hasn't been shared yet but is flagged to do so)
- **Not shared with QuickBooks** - Customer or vendor is not flagged to be shared with QuickBooks
- **Problem Synchronizing with QuickBooks** - The customer or vendor had a problem exchanging. *Refer to [Resolving Exchange Errors \(page 467\)](#) for more information.*

Other Options on this window include (availability depends on status):

- **RESEND THIS RECORD DURING THE NEXT EXCHANGE** - Select this check-box to resend the document during the next Financial Exchange. You might do this if you had to restore an older QuickBooks backup and this document is now missing in QuickBooks. Note: This may result in the document being listed twice in the financial history window, but the link to the original document will no longer work.
- **MARK THIS DOCUMENT AS SUCCESSFULLY SENT** - Select this check-box if you do not want this document sent to QuickBooks during the next Financial Exchange. You might make this choice if you restore a Point of Sale backup that was created before the document was sent to QuickBooks. Sending it again in this case would result in duplicates in QuickBooks.



Resending Documents may Result in Multiple Entries in Financial History

If you choose to resend a document, the Financial History window will include listings for two exchanges to QuickBooks. If you resend the document because a restore of an older QuickBooks backup resulted in the document being lost in QuickBooks, then the original link to view the document will no longer be functional. Also, if you change the QuickBooks document in QuickBooks, the link from Point of Sale may no longer function (example: converting an item receipt to a bill).

Refer to [How QuickBooks Handles POS Data \(page 479\)](#) for more information and examples of how various data types are handled in QuickBooks.

Handling Bank Deposits after Financial Exchanges

With the default exchange configuration, sales payments received in Point of Sale sales are placed in the following accounts:

Payment Type	QuickBooks Account
Cash	Cash in Drawer
Check, Credit Card, Debit Card	Undeposited Funds

To perform a bank deposit in QuickBooks once you have completed a Financial Exchange, you will need to transfer the funds from the Cash In Drawer account to the Undeposited Funds account.

1. From the Banking menu in QuickBooks, select **TRANSFER FUNDS**.
2. Select the accounts to transfer from and to.

Normally this would be a transfer from the Cash In Drawer account to the Undeposited Funds account. If you have set up custom account mappings between

Point of Sale and QuickBooks, you may need to specify the other accounts that you use.

3. Enter the amount of monies to be transferred.
4. Save the transfer.
5. From the Banking menu, select **DEPOSIT**.
6. Select the items in the list you wish to deposit and select **OK**.

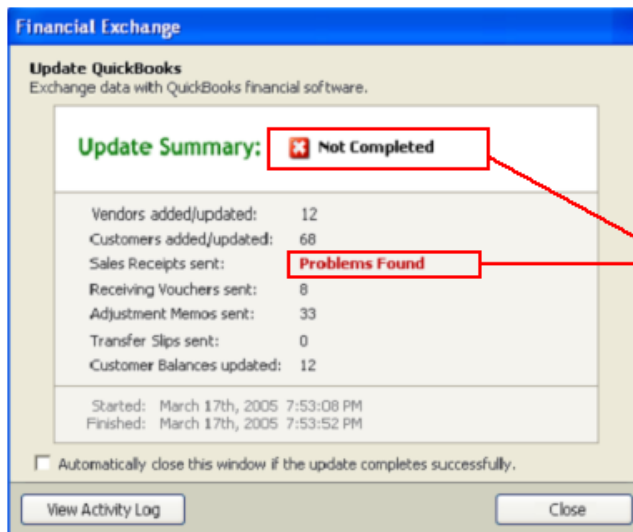
Resolving Exchange Errors

If an error occurs during a Financial Exchange, you are alerted on the Financial Exchange summary window. The first step to resolving the error is to view the error entry in the Activity Log for that exchange.

Financial Exchange Activity Log

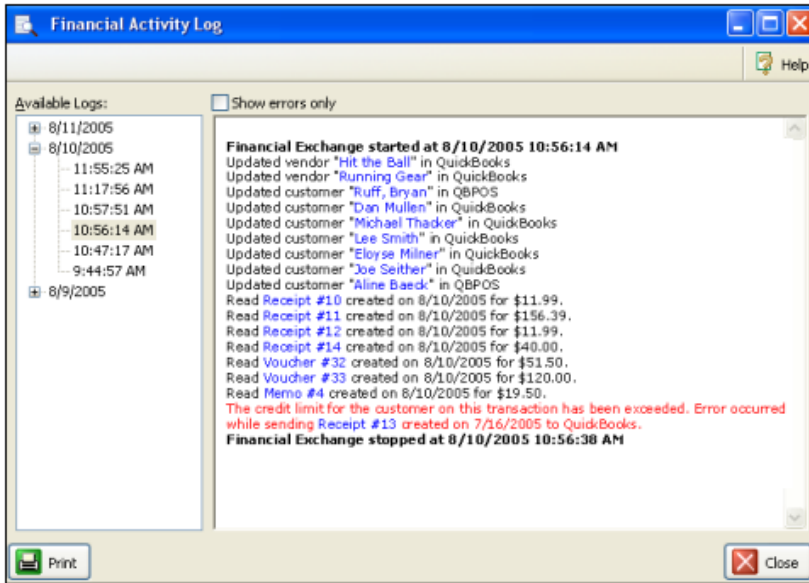
The Activity Log allows you to review details of data shared between QuickBooks and Point of Sale. It summarizes what information has been imported, added, and updated between the two programs.

The Activity Log is a useful tool for troubleshooting problems that arise during Financial Exchange and can help you locate problematic data. If an error occurs during Financial Exchange, a message is displayed in the exchange summary window.



Messages alert you to Financial Exchange errors. Select **ACTIVITY LOG** at the bottom of the window to view additional information related to the error.

The Activity log is displayed:

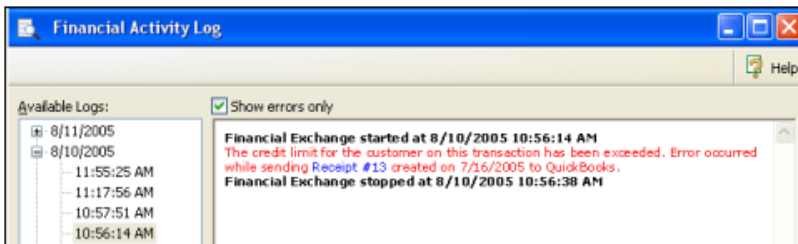


Only the last 30 days of active data are stored in the log (days in which no data was exchanged do not count as part of the 30). If data is shared multiple times a day, a separate log entry is made and time-stamped for each. The log will contain information regarding the specific document or data that caused the error, which can help you troubleshoot the problem.

To review the Activity Log for errors:

1. Select a date from the left side of the window, and, if applicable, a time of day to narrow the entries even further.

To see only the errors in the displayed log, select the **SHOW ERRORS ONLY** check-box. Review the error message for clues as to the problem.



2. Click a blue [hyperlink](#) in an entry, if available, to take you to the corresponding record or transaction in Point of Sale.

Example: For the error shown in the example above, you would click Receipt #13, which would display that receipt. In this case, a sale has been made to this customer that exceeded the customer's credit limit, so QuickBooks will not accept the document. (Normally, this would not happen, but could if two receipts charged to account were made to the same customer in between Financial Exchanges.

Resolving this error would require that either 1) the customer's credit limit be increased in QuickBooks, so the receipt would be accepted on the next exchange, or 2) reversing the receipt in Point of Sale and then re-creating it using a different payment method.

To print the log, select **PRINT** from the bottom of the window.

3. When finished reviewing logs, select **CLOSE** to exit the window.

To view the Activity Log at other times:

- Select **VIEW ACTIVITY LOG** from the Financial menu or from the Financial Center.

For additional help in resolving Financial Exchange errors search the in-program help system for keywords "Troubleshooting Financial Exchange".

Customizing Financial Exchanges

Point of Sale offers you several ways to customize how your data is sent to QuickBooks. You can:

- Switch to sending detailed item information on sales and receiving documents
- Map Point of Sale fields to accounts & payment types of your choosing
- Map individual item sales to Income, Cost of Goods Sold, and Inventory Asset accounts of your choosing
- Change how vendor billing information is handled
- Customize sales tax mapping
- Change the order in which customer names are sent to QuickBooks

Switching to Detailed Document Posting (Item Information)

By default, sales and receiving documents are sent to QuickBooks in a summarized format. This streamlines Financial Exchange and presents data in a concise format. In most cases, sending summarized data is the most efficient way to transfer data.

If you prefer, you can send these documents with item descriptions. Detailed document posting provides:

- The ability to print reports or statements in QuickBooks showing item information (e.g. the specific items sold or received)
- The ability to see individual sales documents in QuickBooks, rather than consolidated documents
- The ability to run reports or do customer mailings with customer information from receipts
- Detailed document posting DOES NOT mean that inventory information (item quantities, costs, etc.) are sent to QuickBooks

We recommend you read the discussion below about the effects of using detailed document posting before making a change in this setting.

To switch to detailed posting of receipts and vouchers:

1. From the Point of Sale Edit menu, select **PREFERENCES ► COMPANY**.
2. On the Financial preferences page, select to send receipt and voucher information with **DETAILED ITEM DESCRIPTIONS**.
3. Select **SAVE**.

Important Information about Detailed Posting

Here is how the two formats differ in how they send Point of Sale data to QuickBooks:

Sending with summarized item totals: (Default)

- Certain documents are consolidated by day. For example, all receipts paid by cash, credit/debit/gift card, and gift certificate for a particular day are consolidated and sent to QuickBooks as a single receipt for the total amount of sales in each type.
- Sales documents do not list individual items. Instead, items are consolidated by tax code. For example, if you have a tax code called “Tax,” the total amount of all items sold on a document that belong to that tax code are listed under an item called “POS Tax Sales.”
- Bills/credits created from vouchers do not list individual items.

- Customer information is not included on consolidated receipts (but is included on an invoice form if the sale was paid by account charge)

Sending with detailed item descriptions:

- Receipts are never consolidated
- Sales receipts and documents created from vouchers (bills, credits, item receipts) list individual items, including serial numbers, if recorded
- Receipts include customer information, if the **USE WITH QUICKBOOKS** flag is selected in the customer record, regardless of the payment method

**Detailed Information Applies to Certain Sales and Receiving Documents Only**

Detailed posting applies only to receipts and to bills/credits created from vouchers. If you select to send in the detailed format, other documents such as adjustment memos will still be sent in a consolidated format. Likewise, general journal transactions created for receiving vouchers will not show individual items.

Example:

A sales receipt sent to QuickBooks in summarized format is shown below.

With summarized exchanges, sales amounts for sold items are consolidated into a single item described by tax code. If additional receipts were created in Point of Sale, then depending on the payment type of the receipts, the items on those receipts might also be consolidated onto the document displayed below.

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	Tax
POS Tax Sales			112.00	112.00	Tax
POS Cash			-112.00	-112.00	

Here is the same receipt seen in QuickBooks in detailed format. The individual items on the receipt are shown.

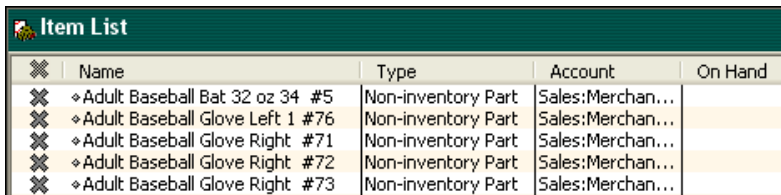
ITEM	DESCRIPTION	QTY	RATE	AMOUNT	Tax
Ceiling Fan 120...	Ceiling Fan 1208A White Large	1	89.00	89.00	Tax
Flourescent Lig...	Flourescent Lights Decorative	1	15.00	15.00	Tax
Halogen Lightb...	Halogen Lightbulbs 4-pack	1	8.00	8.00	Tax
POS Cash			-112.00	-112.00	







Inactive Items Created in QuickBooks for Detailed Exchanges

Before choosing to send data to QuickBooks in detailed format, consider the following information.

When using detailed item posting, Point of Sale creates an inactive, non-inventory item in QuickBooks for each item sold or received on Point of Sale documents sent to QuickBooks. It is these inactive items that are listed on the QuickBooks documents created during Financial Exchanges.

An item is only created once. Subsequent appearances of the item on sent documents will not create another inactive QuickBooks item. The graphic below is a sample QuickBooks item list with Point of Sale-added inactive items.



	Name	Type	Account	On Hand
	♦Adult Baseball Bat 32 oz 34 #5	Non-inventory Part	Sales:Merchan...	
	♦Adult Baseball Glove Left 1 #76	Non-inventory Part	Sales:Merchan...	
	♦Adult Baseball Glove Right #71	Non-inventory Part	Sales:Merchan...	
	♦Adult Baseball Glove Right #72	Non-inventory Part	Sales:Merchan...	
	♦Adult Baseball Glove Right #73	Non-inventory Part	Sales:Merchan...	

These items are made inactive, non-inventory items so that they don't show up in your default QuickBooks item list view. This is because they are tracked in Point of Sale, not in QuickBooks, and you should not use them in QuickBooks for other purposes or edit them. These items are meant to be used solely for the purpose of detailed Financial Exchanges. .



Changing Financial Exchange Account Mappings

If you have changed the account mappings in Point of Sale after inactive items have been created in QuickBooks, note that the inactive items cannot be edited by Point of Sale to reflect your new account mappings, however Point of Sale data will be posted to the new accounts. This is due to a limitation of the exchange process that does not allow editing of the account field of a QuickBooks item after the item has been initially defined. *Refer to [Custom Mapping of Accounts and Payment Types \(page 473\)](#) for more information.*

Item List Limit in QuickBooks

QuickBooks Financial Software has an item list limit, while Point of Sale does not. If you have a large inventory and you use detailed posting, there is a risk of reaching the maximum number of inventory items allowed in your financial software because of the inactive items created.

If you reach the maximum, additional new items (items that do not already have an inactive item created for them in QuickBooks) will be listed on documents in the default, summarized format. To free some space in your QuickBooks item list, you can delete old or unused items. *Refer to your QuickBooks documentation for more information.*

Alternatively, Pro and Premier Edition users may wish to consider upgrading to the Enterprise Solutions version, which approximately doubles the item list limit.

Custom Mapping of Accounts and Payment Types

Use this procedure to map (link to) custom QuickBooks accounts in Point of Sale company preferences. You can select the accounts to which Point of Sale information will be posted. Only the accounts and payment types already defined in your QuickBooks chart of accounts are available for selection here. If necessary, add the accounts and payment types you want to use in QuickBooks before continuing.

To map to custom QuickBooks accounts and payment types:

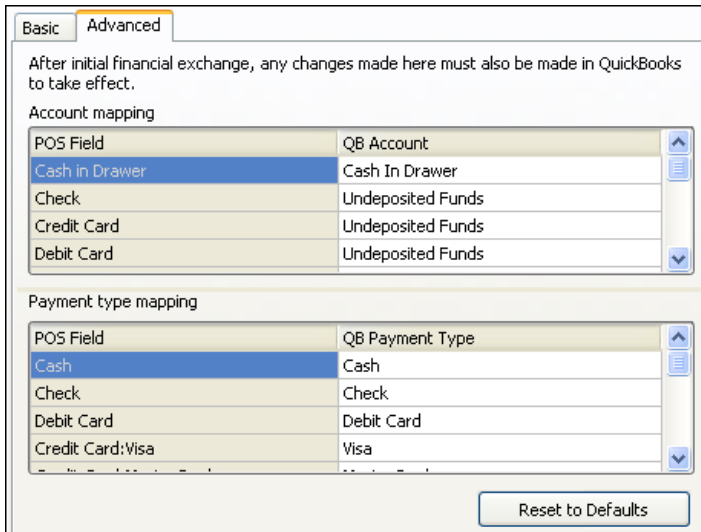
1. From the Edit menu, select **PREFERENCES** ► **COMPANY**.
2. Select **ACCOUNTS** under **FINANCIAL** on the left of the window.

Item type	Income Account	Cost of Goods Sold	Asset Account
Inventory	Sales:Merchandise	Cost Of Goods Sold	Inventory Asset
Assembly	Sales:Merchandise	Cost Of Goods Sold	Inventory Asset
Special Order	Sales:Merchandise	Cost Of Goods Sold	Inventory Asset
Non-Inventory	Sales:Merchandise	Non-inventory Expense	Non-Inventory Asset
Service	Sales:Service	Service Expense	Service Asset
Group	Not applicable	Not applicable	Not applicable

Apply accounts to existing items

3. On the Basics tab, select an **Income**, **Cost of Goods Sold (COGS)**, and **Asset** account for each item type.
 Click in a field and then select an account from the drop-down list. All of your QuickBooks accounts are available for selection in each field. The accounts you specify here are assigned to new items added to inventory. You can change the accounts for individual items in inventory as needed. *See the following section for more information.*
 Your changes will only affect items added after the changes are made. To apply your changes to your existing inventory items, select **APPLY ACCOUNTS TO EXISTING ITEMS**. This option globally resets the mapped accounts for all existing items in Point of Sale.
4. On the Advanced tab, for each Point of Sale field on the left, select an account or payment type from the drop-down list in the **QB Account** column.

Scroll through each list to view all of the mapping choices. All of your QuickBooks account and payment types are available from the drop-down selection lists.



To reset your account and payment type mappings to the default settings, select **RESET TO DEFAULTS** on this tab.

5. Select **SAVE** to record your changes and exit preferences. .

 **Account Selections not Limited by Point of Sale**

Point of Sale does not place limitations on the QuickBooks account types you can map for item Income, COGS (costs), and Asset amounts. All of your QuickBooks accounts are available for selection, giving you the same freedom in account usage as you have in your QuickBooks.

Mapping to accounts other than income, COGS, and asset types may produce unusual results, but can be beneficial. For example, you may want to map costs associated with Point of Sale service and non-inventory items to an expense account if you pay an outside vendor for those services.

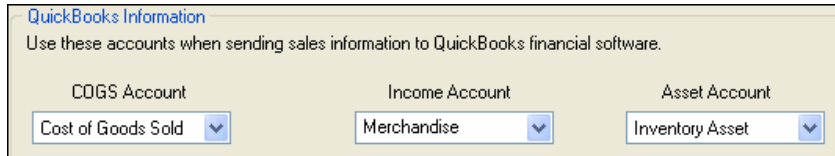
Mapping Individual Item Accounts in Inventory

The item account mapping preferences set above are assigned to new items as they are added to inventory. This increases the efficiency with which you can add a new item. However, there may be circumstances under which you want sales and costs for individual items to be posted to accounts other than the defaults.

Use the following procedure to assign different Income, COGS, and Asset accounts on an item-by-item basis.

To map an individual item to different QuickBooks accounts:

1. From your Point of Sale item list, highlight the item you are changing and then select **EDIT** from the window toolbar.
2. Select the **ADDITIONAL INFO** tab on the item form.



The screenshot shows a dialog box titled "QuickBooks Information" with the instruction "Use these accounts when sending sales information to QuickBooks financial software." Below this, there are three columns of account selection. The first column is labeled "COGS Account" and has a dropdown menu with "Cost of Goods Sold" selected. The second column is labeled "Income Account" and has a dropdown menu with "Merchandise" selected. The third column is labeled "Asset Account" and has a dropdown menu with "Inventory Asset" selected.

3. Select new accounts from the drop-down lists.
4. Select **SAVE**.

Your new account mappings will go into effect on the next conducted Financial Exchange.



Changing Financial Exchange Account Mappings

If you have changed the account mappings in Point of Sale after conducting Financial Exchanges, the inactive items that have been created in QuickBooks for posting cannot be edited by Point of Sale to reflect your new mappings. However, Point of Sale data will be posted to the correct (new) accounts. This is due to a limitation of the exchange process that does not allow editing of the account field of a QuickBooks item after the item has been initially defined.

Changing How Vendor Billing Information is Handled

You can enter vendor billing information for merchandise purchases in QuickBooks or on receiving vouchers in Point of Sale. With either option, you actually pay the vendor bills in QuickBooks. This setting controls how the vouchers created in Point of Sale become a bill in your QuickBooks Accounts Payable account.



Entering in QuickBooks may Cause Discrepancy with Point of Sale

If the vendor billing information received and entered in QuickBooks includes charges or adjustments not entered on the original voucher in Point of Sale, such as a freight charges, discounts, or fees, there will be a difference between the documents in the two programs unless you also edit the voucher in Point of Sale to add these items.



Important Note: QuickBooks Version Affects Functionality

QuickBooks 2005 - 2006 work as described below. If you use QuickBooks 2004 or earlier, vouchers cannot be posted to QuickBooks as item receipts as described. If you are using QuickBooks 2004 or earlier and choose to enter billing information in QuickBooks, vouchers are always sent as bills. You can manually change the bill to an item receipt, and then apply payment to it, by clearing the **BILL RECEIVED** check-box at the top of the bill.

To change where vendor billing information is entered:

1. From the Point of Sale Edit menu, select **PREFERENCES ► COMPANY**.
2. On the Receiving preferences page, select the check-box to **ENTER BILLING INFORMATION IN POINT OF SALE** or clear the check-box if you want to enter billing information in QuickBooks.
3. Select **SAVE**.

If you elect to enter billing information in QuickBooks:

Use this option if you prefer to handle all vendor billing tasks in QuickBooks. This is the default setting for new Point of Sale users.

- The vendor billing fields (payee, terms, bill date, invoice/reference #) are not available on the voucher form in Point of Sale
- All vouchers are sent immediately to QuickBooks as item receipts
- When the billing information is received from the vendor, enter it in QuickBooks and the item receipt is converted to a bill in Accounts Payable

If you elect to enter billing information in Point of Sale:

This is the default setting for upgraders from previous versions of Point of Sale.

- The vendor billing fields (payee, terms, bill date, invoice/reference #) are added to the voucher form in Point of Sale

- When the billing information is received from the vendor, edit the voucher to enter the billing information along with any freight charges or fees
- Depending on whether billing information (**Invoice/Ref#**) has been entered:
 - If billing information is received and entered when the voucher is created, the voucher is sent directly to Accounts payable as a bill
 - If billing information has not been entered, the voucher is sent to the Unbilled Purchases liability account. When billing information is entered later in Point of Sale, the voucher is sent a second time as a bill to Accounts Payable and removed from the Unbilled Purchases account.
 - If the **ALREADY PAID** check-box is selected, whether billing information is entered or not, the voucher is sent as an item receipt. This option can be used, for example, if the merchandise has been prepaid for with a credit card or cash.

Customize Sales Tax Mapping

Sales tax amounts collected in Point of Sale are sent to QuickBooks according to the sale tax mappings specified for each Point of Sale tax code used. Tax codes and the QuickBooks tax mappings used by Point of Sale are defined on the Sales Tax page of company preferences.

In order to post sales tax properly in QuickBooks, there must be corresponding tax items and codes in QuickBooks. Point of Sale will automatically create these items and codes in QuickBooks, if necessary.

In some circumstances, such as when you want to use sales tax groups in QuickBooks, you may want to set up your own sales tax groups in QuickBooks and then map Point of Sale's tax codes to those tax groups. Point of Sale cannot automatically create sales tax groups in QuickBooks.

To custom map sales tax to QuickBooks:

1. In QuickBooks, set up sales tax items, codes, and groups as needed and save.
2. In Point of Sale, select **PREFERENCES** ► **COMPANY** from the Edit menu, then choose **SALES TAX** from the menu on the left.
3. Select **EDIT TAX CODE** or **ADD TAX CODE** as appropriate.

The Edit Tax Code wizard is opened.

4. Ensure the information entered on the first page of the wizard is correct, then choose **NEXT**.
5. If necessary, enter the tax rate and agency at the top of the second page.

If mapping to a tax group in QuickBooks, the rate entered should be the total combined tax rate for the group.

6. In the QuickBooks Tax Info section, select the needed QuickBooks tax item/group and tax code from the drop-down lists.
7. Select **FINISH** to exit the wizard.
If this same tax code already exists in other Point of Sale tax locations and you want to apply the same changes, repeat to edit the tax code in each location.
8. When done, select **SAVE** to record your preference changes.

Change the Order in Which Customer Names are Sent to QuickBooks

Point of Sale and QuickBooks both have First and Last name fields for customers. However, QuickBooks also has a full Customer Name field.

If you have edited the full name field in QuickBooks to be in a different order than the default, you can change this setting in Point of Sale so full customer names are sent in the same manner.

This setting affects how customer name is sent to this field.

These fields are the same in both programs.

Customer Name Bristol, Sonya
Current Balance : 0.00 [How do I adjust the current balance?](#)

Address Info Additional Info Payment Info Job Info

Company Name Flower Shoppe Contact
Phone 415 555-5239
FAX
Mr./Ms./... Alt. Ph.
First Name Sonya M.I. Alt. Contact
Last Name Bristol E-mail

Check Credit

Sample QuickBooks Customer Record

To change the customer name order:

1. From the Point of Sale Edit menu, select **PREFERENCES** ► **COMPANY**.
2. On the Financial preferences page, select one of the three name order options:
<last>, <first>
<first><last>
<title><first><last>
3. Select **SAVE**.

How QuickBooks Handles POS Data

This section provides detailed information and examples of how QuickBooks handles your Point of Sale data. Unless indicated otherwise, these examples assume you are using the default chart of accounts and summarized posting.

To view a specific record, transaction, or document created in QuickBooks that corresponds to a Point of Sale record or transaction, refer to [Verifying the Exchange of Individual Transactions \(page 463\)](#).

Sales & Return Receipts

Sales receipts in Point of Sale are sent to QuickBooks as follows:

- Cost of Goods Sold:** A general journal transaction is created in QuickBooks. If using summarized posting, a single receipt is created for the cost of goods sold for the day.

Date	08/13/2005	Entry No.	161
Account	Debit	Credit	Memo
Cost of Goods Sold	315.00		POS Receipt 2005-08-13
Inventory Asset		315.00	POS Receipt 2005-08-13

If using detailed item posting, separate journal entries are made for each Point of Sale transaction. This make it easier to reverse out a specific change if necessary. The Point of Sale receipt number is added to the memo line.

Date	08/13/2005	Entry No.	139
Account	Debit	Credit	Memo
Cost of Goods Sold	46.50		POS Receipt #1146 2005-08-13
Inventory Asset		46.50	POS Receipt #1146 2005-08-13

- Sales receipts paid by cash, credit/debit/gift card, and gift certificate are sent as sales receipts:** If you send summarized data to QuickBooks, one sales receipt is created in your financial software listing all of your cash, credit/debit/gift card, and gift certificate transactions per day.

Sales Receipt

Date
12/29/2007

Sale No.
112

Sold To

Check No.

Payment Method

Item	Description	Qty	Rate	Amount	Tax
POS Sta Sales			161.48	161.48	Sta
POS Subtotal				161.48	
State Tax	Sales Tax		12.52	12.52	
POS Cash			-56.85	-56.85	
POS Visa Credit...	Visa		-117.15	-117.15	
Customer Message					
	Tax		POS Sales Tax (0.0%)	0.00	
	Total			0.00	

Summarized sales receipt showing cash and Visa credit card sales for the day

Note the following about this summarized receipt:

- Both the sales tax and total at the bottom of the receipt are \$0. This is because POS Items (in the item column) are used to allocate the sales amounts to various accounts and balance the receipt before subtotaling.
- In this example, these POS items affect the following accounts (using default chart of accounts):

POS Item	QuickBooks Account (Type)	Increase/Decrease
POS Sta Sales	Sales: Merchandise (Income)	Increased
POS Subtotal	n/a	n/a
State Tax	Sales Tax Payable (Liability)	Increased
POS Cash	Cash in Drawer (Bank)	Increased
POS VISA	Undeposited Funds (Bank)	Increased

- “POS Sta Sales” corresponds to taxable sales using the State Tax code. If you use multiple tax codes, each one used on this date would be broken out as a separate item.

- If you sell different item types (service, non-inventory, etc.) you may see multiple entries of the same tax code sales, each reflecting the account mappings of the various item types, so that item sales are allocated to the appropriate accounts
- Debit, or gift payments, if included in the daily sales, would also result in increases in the Undeposited Funds account.

If you send documents with item detail, each Point of Sale receipt creates a corresponding individual receipt in your financial software with the specific items and customer listed (if customer record set to exchange).

- **Sales receipts paid by check are sent as sales receipts:** These receipts are never consolidated with other transactions, even if you are sending summarized data

The screenshot shows a 'Sales Receipt' form in QuickBooks. At the top, the customer is 'Job' and the template is 'Customize'. The date is '07/28/2003' and the sale number is '24'. The payment method is 'Check' (highlighted with a red circle). The receipt lists the following items:

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	Tax
Ceiling Fan 120...	Ceiling Fan 1208A White Large	1	89.00	89.00	Tax
Halogen Lightb...	Halogen Lightbulbs 4-pack	1	8.00	8.00	Tax
POS Subtotal				97.00	
San Domingo	CA sales tax, San Domingo County		7.5%	7.28	
Customer Message					
	Tax POS STX (0.0%)			0.00	
	Total			104.28	

At the bottom, there are options for 'To be printed', 'Customer Tax Code', 'Memo' (POS Receipt #20), and 'Deposit To' (Checking). Buttons for 'Save & Close', 'Save & New', and 'Revert' are also visible.

Receipt paid by check exported to QuickBooks Financial Software in detailed format.

- **Sales receipts paid by charge to customer account are sent as invoices:** These invoices are never consolidated with other transactions, even if you are sending summarized data.

Invoice		Date	Invoice #		
Bill To Stegall, Jeff 2689 Cardinal Lane Middlefield, CA 94485		08/15/2005	3		
Ship To Stegall, Jeff 2689 Cardinal Lane Middlefield, CA 94485					
P.O. Number	Terms	Rep	Ship		
			08/15/2005		
Via	F.O.B.				
Quantity	Item Code	Description	Price Each	Amount	Tax
	POS Sta Sales		23.00	23.00	Sta
	POS Subtotal			23.00	
	State Tax	Sales Tax	7.75%	1.78	
Customer Message		Tax	POS Sales Tax	(0.0%)	0.00
				Total	24.78
<input type="checkbox"/> To be printed	Customer Tax Code	Tax	Apply Credits	Payments Applied	0.00
<input type="checkbox"/> To be e-mailed	Memo			Balance Due	24.78
				POS Receipt #1153	

Sale charged to customer account - summarized posting

If sending detailed item information, the same invoice would like this:

Invoice		Date	Invoice #		
Bill To Stegall, Jeff 2689 Cardinal Lane Middlefield, CA 94485		08/15/2005	4		
Ship To Stegall, Jeff 2689 Cardinal Lane Middlefield, CA 94485					
P.O. Number	Terms	Rep	Ship		
			08/15/2005		
Via	F.O.B.				
Quantity	Item Code	Description	Price Each	Amount	Tax
1	Cleats Black 11....	Cleats Black 11.5 1248896-115	23.00	23.00	Sta
	POS Subtotal			23.00	
	State Tax	Sales Tax	7.75%	1.78	
Customer Message		Tax	POS Sales Tax	(0.0%)	0.00
				Total	24.78
<input type="checkbox"/> To be printed	Customer Tax Code	Tax	Apply Credits	Payments Applied	0.00
<input type="checkbox"/> To be e-mailed	Memo			Balance Due	24.78
				POS Receipt #1153	

Sale charged to customer account - detailed posting

Sending detailed information allows you to send statements to customers from QuickBooks showing the specific items purchased.

- **Return receipts are sent as credit memos:** If you send summarized data to QuickBooks, a single credit memo is created listing all return receipt transactions for cash, check, credit/debit/gift card, and gift certificate, per day. Since cash and card amounts are totaled per day, these payment types will only appear on a credit memo if the total amount paid in for cash or a particular credit card type (VISA, MasterCard, etc.) is negative. Return receipts that credit a customer's account are always sent to QuickBooks as an individual credit memo. If you send detailed data to QuickBooks, each return receipt creates an individual, corresponding credit memo.

**Discounts**

Discounts are incorporated into the net price of the items sent to QuickBooks. The price is the original price of the item minus any line item discount and the proportional amount of any global discount.

**Multiple Payment Types on a Receipt**

If a receipt paid by check or charge to account also contains other payment types (cash, credit card, etc.), those payments will appear on the same receipt or invoice created in QuickBooks.

**If Returns Exceed Sales for a Payment Type**

If your daily returns for any of the summarized payment types (check, credit card, gift) exceed the daily sales for that payment type, then the daily summarized sales are posted as a credit memo and an invoice instead of as a separate sales receipt and credit memo. This is due to one or more of the following limitations in QuickBooks documents:

- The POS payment types used by Point of Sale to balance documents cannot be positive on a sales receipt (thus the credit memo/invoice combination is used)
- Negative document total is not allowed
- Negative sales tax total is not allowed

**Adjusting Inventory Value in QuickBooks**

If you add new inventory items while making a receipt, but don't assign an item cost at that time, you may need to periodically make a manual adjustment to your inventory value in QuickBooks. This action transfers sales data to QuickBooks but does not make an adjustment in your Cost of Goods Sold (COGS) account because the items sold have a \$0 cost at the time of sale.

Payments on Customer Account

Payments on account taken in Point of Sale result in the creation of a customer payment or credit memo in QuickBooks, depending on the payment method.

In QuickBooks, you should apply the payment or credit to open invoices for the customer, so that corresponding account balances are updated. See your QuickBooks help for instructions on applying payments and/or credits to open invoices.

Customer: Job
Burch, Jason

Template: Customize
Custom Credit Memo

Credit Memo

DATE: 07/28/2003
CREDIT NO.: 97

CUSTOMER
Jason Burch
5960 N. Wetmore
Bayshore, CA 94326

P.O. NO.

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	Tax
POS Cash			50.00	50.00	
Customer Message			Tax: POS STX (0.0%)	0.00	
				Total	50.00

To be printed Customer Tax Code Tax Remaining Credit 50.00

Process credit card credit when saving

Memo: POS Receipt #19

Buttons: Save & Close, Save & New, Revert

Cash Drawer Pay-Outs

Pay-outs are sent to QuickBooks as general journal transactions against the account you specify when creating the pay-out in Point of Sale. In the example shown, \$50 was recorded as a payout in Point of Sale to place an ad in a local newspaper.

This general journal entry affected the Marketing & Advertising and Petty Cash accounts.

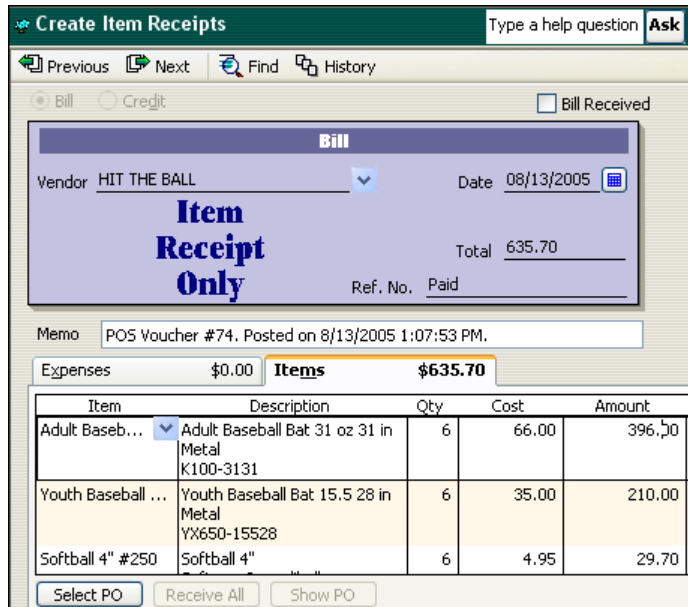
Date	08/13/2005	Entry No.	137
Account	Debit	Credit	Memo
Marketing & ...	50.00		POS Pay-Out...
Petty Cash		50.00	POS Pay-Out...

Receiving Vouchers

Receiving vouchers can be sent to QuickBooks in a variety of ways depending on where you elect to enter vendor billing information. Refer to [Changing How Vendor Billing Information is Handled \(page 475\)](#) for more information about setting this option.

If you enter vendor billing information in QuickBooks:

- Receiving vouchers are always sent to QuickBooks as item receipts to Accounts Payable



Expenses \$0.00 Items \$635.70

Item	Description	Qty	Cost	Amount
Adult Baseb...	Adult Baseball Bat 31 oz 31 in Metal K100-3131	6	66.00	396.00
Youth Baseball ...	Youth Baseball Bat 15.5 28 in Metal YX650-15528	6	35.00	210.00
Softball 4" #250	Softball 4"	6	4.95	29.70

Sample Item Receipt with Detailed Item Descriptions

When the bill arrives and you enter the information in QuickBooks, the item receipt is converted to a bill.

If you enter vendor billing information in Point of Sale:

- Receiving vouchers are sent to QuickBooks in different ways, depending on whether billing information (**Invoice/Ref#**) has been entered:
 - If billing information is received and entered when the voucher is created, the voucher is sent as a bill to Accounts Payable

- If billing information has not been entered, the voucher is sent as a general journal transaction and posted to the Unbilled Purchases liability account

Account	Debit	Credit	Memo
Inventory Asset	900.00		POS Voucher #3 Posted 8/26/2...
Unbilled Purchases		900.00	POS Voucher #3 Posted 8/26/2...

General journal transaction when voucher is sent without an Invoice/Ref #, increasing both the Inventory Asset and Unbilled Purchases accounts

When billing information is entered later in Point of Sale, the voucher is sent a second time as a bill to Accounts Payable and removed from the Unbilled Purchases account, and the **QB Status** becomes *Complete* once the voucher is sent with an Invoice/Ref #

- If the **ALREADY PAID** check-box is selected on the Point of Sale voucher, whether billing information is entered or not, the voucher is sent as an item receipt. This option is typically used if the merchandise has been paid for prior to or at the time of receipt. You will have to manually apply the previous payment to the document in QuickBooks.
- If the voucher has a negative total and no billing information has been entered, the voucher is sent as a bill. This scenario would suggest that a vendor return was made on a receiving voucher. The Invoice/Ref # field will be auto-filled with an entry of "Credit" and the invoice date will be set to match the voucher date when posting to QuickBooks. This type of voucher cannot be edited later to add an Invoice/Ref # (a manual adjustment would have to be created, if necessary).

Fees and Discounts on Vouchers

If a voucher with fees and/or discounts is sent as a general journal transaction (in other words, the voucher does not have an Invoice/Ref# number recorded on it), the fees and discounts will not be taken into account on the journal entry. Instead, the final bill sent to QuickBooks once an invoice for the voucher has been received will be adjusted to reflect any fees or discounts.

Sending Detailed Item Information to QuickBooks

If you send detailed item information to QuickBooks, individual items will be listed on the bill (or Vendor Credit, in the case of return vouchers) created in your financial software. However, general journal transactions created for vouchers never show individual items.

Return Vouchers

When return vouchers are sent, a Vendor Credit is created in QuickBooks.

If you are recording billing information in Point of Sale:

- If you enter vendor billing information in Point of Sale and the **Invoice/Ref #** field on the voucher does not have an entry when sent, then it is auto-filled with "Credit" and if it does have an entry, that entry is carried to the QuickBooks **Ref. No.** field.

Bill Credit

Credit

Vendor: HIT THE BALL Date: 08/15/2005

Credit Amount: 132.00

Ref. No.: Credit

Memo: POS [Return] Voucher #79, Posted on 8/15/2005 1:45:08 PM.

Expenses: \$0.00 Items: \$132.00

Item	Description	Qty	Cost	Amount	Customer:Job	Class
POS Recv Item ...			132.00	132.00		

Select PO Receive All Show PO

If you do not enter billing information in Point of Sale, the **Ref. No.** field on QuickBooks credit memo contains an entry of "Paid."

Adjustment Memos

A single general journal transaction is made for the aggregate inventory adjustments for each day.

Account	Debit	Credit	Memo
Document Offset	185.50		POS Inv. Adj...
Inventory Asset		185.50	POS Inv. Adj...
Totals	185.50	185.50	

Date: 08/15/2005 Entry No.: 160

In the example shown above, the Inventory Asset account has been decreased by \$185.50 with a balancing entry in the Document Offset expense account.

Many activities in Point of Sale result in the creation of adjustment memos, and thus a general journal transaction in QuickBooks :

- Manually editing an item's average unit cost or quantity
- Updating a physical inventory
- Building or breaking assembly items
- Deleting an item with an on-hand quantity

Refer to [Tracking Quantities and Costs \(page 77\)](#) for more information about the actions that create memos.

Customers

New and edited customer records are exchanged between Point of Sale and QuickBooks if the **USE WITH QUICKBOOKS FLAG** is set on the customer record.

Customers' account balances are adjusted to reflect any charges on account made in Point of Sale, but not until you conduct a Financial Exchange. The charge is added to the customer's **Current Balance** in QuickBooks upon exchange. The new balance is then sent back to the customer record in Point of Sale.

If you wish to adjust a customer's credit limit or balance, this must be done from within QuickBooks. These fields are not editable in Point of Sale. The new amounts will be sent to Point of Sale upon the next Financial Exchange.



Resolving Duplicate Customers

Occasionally, you may end up with the same customer with two records in Point of Sale. This occurs, most likely, when two associates enter the same customer with slightly different name spellings. The **Merge Customers** feature in Point of Sale can be used to combine the duplicates into a single record. When merging customers in Point of Sale, you also have the option to delete or make inactive the duplicate in QuickBooks. Refer to [Merging Duplicate Customers \(page 237\)](#) for more information.

Exceeding Customer Account Balances

Customers' balances are not updated immediately in Point of Sale to reflect new account sales or payment on account. The customer's balance is adjusted in QuickBooks after the Point of Sale receipts are posted, and then the updated balance is sent back to Point of Sale. Because of this, a customer could possibly exceed his/her account limit by making multiple purchases on account in between Financial Exchanges.

For example, say a customer had a \$100 credit limit. The customer charges \$60 on one receipt, then \$50 on a second receipt in Point of Sale before a Financial Exchange occurs. The second charge is allowed in Point of Sale because the customer's balance has not yet been updated to reflect the first charge. The second receipt will cause an error upon sending to QuickBooks; the posting of this receipt will not be allowed because it would cause the customer's balance to exceed his credit limit. In this case, the receipt will have to be reversed in Point of Sale, or the **Credit Limit** field edited to a higher amount in QuickBooks, in order for the receipt to be posted successfully on the next exchange.

Vendors

New and edited vendors are normally shared between Point of Sale and QuickBooks. The exceptions to this are:

- Vendors flagged as inactive in both programs are not exchanged
- If you check the inactive flag when initially adding a new vendor in Point of Sale, that vendor will not be sent to QuickBooks. However, if you list the inactive vendor on a voucher, when that voucher is exchanged, the vendor will be created in QuickBooks.



Resolving Duplicate Vendors

Occasionally, you may end up with the same vendor with two records in Point of Sale. This occurs, most likely, when two associates enter the same vendor with slightly different name spellings. The **Merge Vendors** feature in Point of Sale can be used to combine the duplicates into a single record. When merging vendors in Point of Sale, you also have the option to delete or make inactive the duplicate in QuickBooks. Refer to [Merging Duplicate Vendors \(page 184\)](#) for more information.

Vendor Payment Terms

Vendor terms are used to calculate when a bill is due and what (if any) discount percentage should be applied to the bill.

The default vendor terms defined in QuickBooks are automatically populated to the vendor record in Point of Sale. Changing the default terms in either program updates the other with the same change.

If you are entering vendor billing information in Point of Sale, adding different terms to a voucher in Point of Sale will add those terms to QuickBooks on the next exchange. The new terms will also be carried to the bill created in QuickBooks. Changing the terms on an individual document does not update the default terms specified in either program.

Customer Order Deposits (Pro)

Although customer orders created in Point of Sale are not sent to QuickBooks, deposits and deposits used as payment create either sales receipts or invoices in QuickBooks, depending on the payment type.

Deposits Taken

Deposits taken on customer orders are recorded on sales receipts in Point of Sale and sent to QuickBooks in the same manner as other sales receipts.

If you send summarized data to QuickBooks:

Customer order deposits taken by cash, credit card, or gift certificate/card appear on the consolidated sales receipt for the day, and the amount of the deposit is added to the consolidated total for the appropriate payment type(s) and the POS SO Deposit item, which increases the Unearned Revenue liability account.

Item	Description	Qty	Rate	Amount	Tax
POS 787 Sales			1,137.66	1,137.66	787
POS Subtotal				1,137.66	
7.50% Tax	7.50% Tax for State Tax Agency		7.5%	85.32	
POS Visa Credit...	Visa		-120.40	-120.40	
POS Cash			-1,336.35	-1,336.35	
POS SO Deposit	Deposit Taken SO# 5		500.00	500.00	PXN
POS MasterCar...	MasterCard		-266.23	-266.23	
Customer Message					
	Tax		POS Sales Tax (0.0%)	0.00	
	Total			0.00	

Sales receipt entry for customer order deposit, in this example the deposit amount is also include in the POS Cash payment type

Note that while these deposit receipts show a link in Point of Sale to the general journal transaction created for the day in QuickBooks, they in fact do not affect the Cost of Goods Sold or Income Asset accounts since the items on a customer order are not actually sold when a deposit is taken.

A customer order deposit paid by check or charge on account is always sent to QuickBooks as an individual sales receipt or invoice, respectively. No general journal entry is created for these transactions.

If you send detailed information to QuickBooks:

Deposits are sent as their own sales receipt (cash, check, card, gift certificate) or invoice (charge to account). Since the items on the order have not yet been sold, the individual items listed on a customer order do not appear on the documents created in QuickBooks and no general journal entry is made.

Deposits Applied to Sales

When customer order deposits are applied to the final sales receipt in Point of Sale (to actually sell the items), the new sales receipt is sent in the same manner as other sales receipts and a general journal entry is made to reflect the effect on Cost of Goods Sold and Inventory Asset Accounts. The Unearned Revenue (liability) account is decreased by the amount of the deposit used.

If you send summarized data to QuickBooks, deposits used that were originally paid by cash, credit/debit/gift card or gift certificate appear on the consolidated receipt for the day. Sales Order deposits used on receipts paid by check or charge to account will appear on the corresponding receipt or invoice created in your financial software.

If you send detailed information to QuickBooks, deposits used appears on the corresponding sales receipt (cash, check, card, gift certificate) or invoice (charge to account) created in your financial software.

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	Tax
Ceiling Fan 120...	Ceiling Fan 1208A White Large	1	89.00	89.00	Tax
POS Subtotal				89.00	
San Domingo	CA sales tax, San Domingo County		7.5%	6.68	
POS Cash			-70.68	-70.68	
POS SO Deposit	Deposit Used SO#2		-25.00	-25.00	PXN

Deposit used on a receipt sent to QuickBooks Financial Software

Transfers Slips (Pro Multi-Store)

A transfer of merchandise between stores does not result in any net change in your company inventory value. However, if freight charges are entered on the slip or if you have elected to track stores by class in QuickBooks, transfer slips are sent and create a general journal transaction to update accounts accordingly. Refer to [Store Tracking and Profit/Loss Reporting by Class \(page 445\)](#) for information about class tracking of stores.

Shown below is an example general journal entry for a transfer slip.

Account	Debit	Credit	Memo	Class
Inventory Asset	76.48		POS Transfer Slip. Posted at 9	Store 1
Purchasing Expense	10.00		POS Transfer Slip Freight. Pos	Store 2
Document Offset		10.00	POS Transfer Slip Freight. Pos	Store 2
Inventory Asset		76.48	POS Transfer Slip. Posted at 9	Store 2

Freight charges are posted to the Purchasing Expense and Document Offset accounts and, if tracking stores by class, the Inventory Asset accounts for each store class are updated.

Recover QuickBooks

If your QuickBooks data file is damaged or lost, you can try to restore it from recent backups. However, performing a backup from an outdated file could cause you to lose the sales data that you have been regularly sending from Point of Sale to your financial software. The Recover QuickBooks option allows you to re-send your point-of-sale data to QuickBooks.

This feature should be used in only two situations:

- Your financial software data is corrupted and you have no backup or an outdated backup
- You start a new QuickBooks company file, and want to populate it with Point of Sale data

Recover QuickBooks provides a way to specify a date range and send all data from this range, whether or not previously sent, to QuickBooks. If you use this feature for any purpose other than specified above, you may overwrite important information or create duplicate entries in your company file.

The Recover QuickBooks option is only available from your Point of Sale server workstation. Try to restore your QuickBooks data from your backups before using the recover procedure.



If You Need Help Restoring Your Financial Software Data File

If you are unsuccessful restoring your financial software data file, you should contact Intuit technical support for data recovery assistance. There may be a fee for this service.

**Warning: Data Recovery May Be Time Intensive**

Depending on the size of your database, the date range you specify, and your computer speed, the data recovery process may take a considerable amount of time to complete. Once started, the process must be allowed to complete. Errors may result in duplication or missed records if you attempt to stop and restart the process.

To recover from a total QuickBooks data loss (no backup):

Use the steps below if you have been unable to restore your financial software data and/or have started a new company file. All vendors, customers, and transactional data within the specified date range will be sent.

1. Follow the Preparing to Exchange Data section of the Point of Sale Getting Started Guide to prepare the new company for Financial Exchange before selecting **RECOVER QUICKBOOKS**.
2. From the Financial menu, in Point of Sale, select **RECOVER QUICKBOOKS**.
3. Read the Recovery warning, and then select **CONTINUE**.

Recovery Warning

If you have restored your QuickBooks Financial Software company file, set the Start Date to the day after the backup date.

If you have changed to a different company file, set the Start Date to the day you started business.

Start Date: 1/ 1/2004 End Date: 7/31/2004

To confirm recovery of your QuickBooks POS data, you must type "YES" in the box below and select the "Continue" button.

Type "YES" to confirm: Yes

Select "Cancel" to exit this dialog without recovering.

4. Select a date range as far back as you would like to re-send point-of-sale data to your new company file (typically, the date when you first started using Point of Sale).
5. Type *Yes* to confirm the recovery.
6. Select **CONTINUE** to start the exchange.

To recover if your QuickBooks backup is out of date:

This situation means that you have an intact QuickBooks company file but your recent sales activity has been lost due to the backup being outdated. Restore from the QuickBooks backup first, then use the Recover QuickBooks option in Point of Sale to send only the data and transactions from the first day *after* the date of your QuickBooks backup file through the current date.

For example, it is March 1. Your company file is damaged, and the most recent QuickBooks backup you have is from February 27:

1. Restore QuickBooks from the February 27 backup.
2. From the Financial menu in Point of Sale, select **RECOVER QUICKBOOKS**.
3. Read the Recovery warning, and then select **CONTINUE**.
4. Specify a beginning date of February 28 and an ending date of March 1.
5. Type *Yes* to confirm the recovery.
6. Select **CONTINUE** to send the data within the specified dates to QuickBooks.
7. Resume routine End of Day Financial Exchange procedures.

Using Remote Data Sharing

Financial Exchange typically happens with both Point of Sale and QuickBooks installed on your Point of Sale server workstation. However, if you have a network configuration with QuickBooks installed on a different computer, you can still share data using *remote data sharing* (RDS). Remote data sharing allows you to share data over a network using the RDS Server and the RDS Client applications.

Installing the RDS Applications

The instructions below describe how to *use* the RDS Server/Client applications. For information on installing the applications, read Appendix C in the *Getting Started Guide* that came with your Point of Sale software.



Important Note: Server and Client Designations for RDS

For the purposes of remote data sharing, the computer on which you have QuickBooks installed is referred to as the “server.” The Point of Sale server workstation is the “client.”

The Server Computer (QuickBooks)

The RDS Server application must be installed and run on the computer with QuickBooks Financial Software installed.

To create users for remote data sharing:

In order to access QuickBooks remotely, a user will have to login from the client computer using a name and password defined in the RDS Server application.

1. If the RDS Server application is not already running, launch it by double-clicking the desktop icon.
2. Make sure the current status of remote activity is “Stopped.” If necessary, select **STOP** from the RDS Server dialog. You cannot add/edit users while there is current remote activity.
3. Select **MANAGE**.
4. Select **NEW LOGIN**.
5. In the New Login dialog, enter a RDS login name and password. Confirm the password, and then select **OK**.

To launch the RDS Server:

Complete the following steps to launch the RDS Server and prepare for remote access to QuickBooks.

1. Launch the RDS Server, if it is not already running, by double-clicking the desktop icon.
2. In the RDS Server dialog, select **START**.
3. Make sure QuickBooks is currently running and your company file is open. (This must be true even if you have set Integrated Applications preferences to allow Point of Sale access automatically.)

The Client Computer (Point of Sale)

The RDS Client application must be installed and run on the Point of Sale Server workstation.

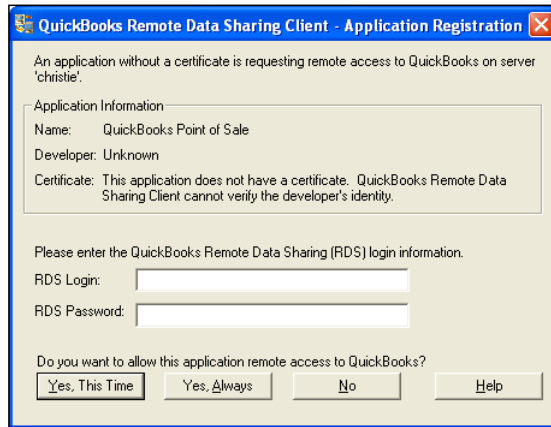
To access QuickBooks using the RDS Client:

In order to access QuickBooks remotely, the RDS Server must be running on your QuickBooks computer and your company file must be open. *Refer to [The Server Computer \(QuickBooks\) \(page 494\)](#) section for instructions.*

The RDS Client is launched automatically whenever you attempt to access QuickBooks. It does not have to be running on your client computer before initiating a Financial Exchange.

The first time you perform an action that requires Point of Sale to access your financial software, such as Financial Exchange, entering preferences, or completing the Setup Interview, you will see this window:

1. Enter your RDS login name and password. (This must be one of the login names/ passwords defined at the RDS Server application.



2. Select an option for access to your financial software:

Option	Explanation
Yes, this time	Allow remote access to QuickBooks this time only. You will be prompted with this window and will have to enter your RDS login name and password each time access is requested. If you want to ensure that remote access to your financial software is restricted to users with assigned RDS login names/passwords, this is the best option to select.
Yes, always	Always allow remote access to QuickBooks. If you select this option, you will not have to enter your RDS login name and password every time access to QuickBooks is requested. Access is automatically granted from now on.
No	Access to QuickBooks will be denied this time only. This window will be displayed again the next time access is requested.

 **Setting Options for Access**

You can also set options for access directly within the RDS Client application. Launch the application by double-clicking the desktop shortcut, highlight Point of Sale in the list of applications, and select **PROPERTIES**. You can select **NO ACCESS, PROMPT EACH TIME**, or **ALWAYS ALLOW ACCESS**.

Detailed information and advanced options can be found in the Help files within the RDS Server and Client applications.

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Overview

Point of Sale provides you with many ways to customize how you work with the program. As every business has its own unique needs, it is important that you are able to match Point of Sale with your own business processes as closely as possible. This chapter provides information on the various ways you can customize Point of Sale for your company, your store(s), and your workstations.

The ability to customize various aspects of Point of Sale are dictated by the security rights of the currently logged-in user.

Preferences in Point of Sale

Point of Sale preferences allow you to configure the program to work with your hardware and accessories, establish data control, and customize many of the Point of Sale features.

There are two categories of preferences:

- **Company Preferences**, those affecting the entire application and all workstations
- **Workstation Preferences**, for configuring individual workstations and their attached equipment

This arrangement allows you to maintain central control over critical program features through the company settings, while also allowing individual workstation setups to be optimized for a particular purpose or for specific hardware.

You initially configure many preferences during the Setup Interview, but you can directly edit them at anytime by selecting **PREFERENCES** and then either **COMPANY** or **WORKSTATION** from the Edit menu.



Pro Multi-Store Company Preferences

Most company preferences can be defined only at Headquarters. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information.*

Where a feature's execution is affected by a preference setting, a note box explaining the options is included in the User Guide section pertaining to that feature. The preference note identifies the location in preferences where the setting is configured and a brief explanation.

A complete summary of all program preferences can be found in [Appendix A Preferences \(page 529\)](#).



Warning: Close Open Windows to Edit and Save Company Preferences

Editing and saving company preferences, either directly or through the Setup Interview, requires that all open windows be closed. If you try to save company preferences and any other windows are open, you will have to switch to and close them before you can continue. We recommend you save all work in progress and close open windows before making changes to your company preferences. Other workstations must exit and restart for changes to take effect.

Security Rights Affecting Program Options

When implemented, the security rights assigned to users will affect the program options available to them when they are logged in.

For more information on security groups and settings, refer to [Chapter 12 Employees & Security \(page 389\)](#).

Feature not available to you?

Check the list of reasons that a feature might not be available to you in [Why are Some Features not Available to Me? \(page 527\)](#).

Font Size and Screen Resolution

The fonts in Point of Sale can be adjusted using the Windows display settings. When you adjust these settings, the Point of Sale display will be scaled accordingly. Refer to your Windows documentation for instructions on adjusting your display settings.

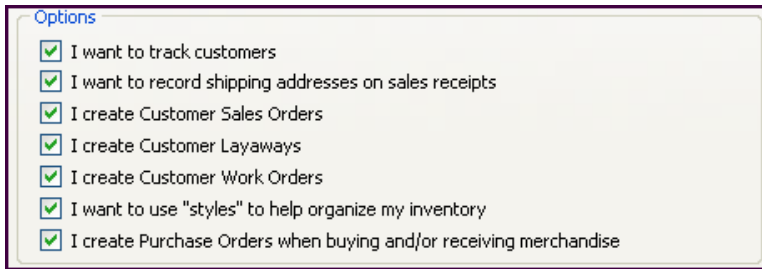
While a minimum of 800 X 600 resolution is required for Point of Sale, this resolution will disable some of the Retail Navigator functionality. A screen resolution of 1024 X 768 is recommended.

Removing Features from Point of Sale

Certain Point of Sale features, and related screens, menu options, data fields, and toolbar icons, can be removed from the program interface if you choose not to use them. By removing features you will not use, your screens are less cluttered and you can complete tasks more efficiently.

To remove Point of Sale features:

1. From the Edit menu, select **PREFERENCES > COMPANY**.
2. Select **GENERAL** from the left-side preference menu.
3. Select or clear the check-boxes as appropriate to the features you want to use. Clearing a check-box removes all options related to that feature from the program.



4. Select **SAVE** to implement your changes.

Interdependent Options

Some options will automatically be disabled when other options are "turned off." For example, if you do not track customers, documents requiring customer information, such as layaways, customer orders and work orders, will not be available.

Change Your Selections at Anytime

Removing a feature only removes the options for that feature from the program interface. Any previously created records or documents related to a turned off feature are not deleted from your company file. You can turn the feature back on at any time and the prior data remains intact.

Customizing the Toolbars

You can turn on/off the display of the main toolbar and the side bar, and you can add, delete, or rearrange the task icons appearing on the main toolbar. Customizing the toolbar with the task icons you use most often can help make your workflow more efficient.

To turn on/off the display of the main toolbar or side bar:

1. From the View menu, select **CUSTOMIZE**.
2. Select or clear (**<ENTER>**) the check marks for either or both **SIDE BAR** and **TOOLBAR**. A check mark means that the component is displayed.

If you turn off the toolbar or side bar, the same options are available from the text menus and/or task button on the bottom of the open window. Note that turning off the side bar means that the expanded customer information normally displayed on sales documents is not shown.

Touchscreen users that turn off the display of the side bar will not have access to some of the Point of Sale touchscreen controls.

To add, delete, or arrange icons on the main toolbar:

1. From the View menu, select **CUSTOMIZE**.
2. Select **CUSTOMIZE TOOLBAR**.
3. Select or clear (**<SPACE>**) the check marks for the available task icons. Tasks with a check mark are displayed on the toolbar.
4. To rearrange tasks on the toolbar:
 - Mouse or touchscreen users: Select a task, then drag and drop it into the preferred position
 - Keyboard users: Highlight a task and then hold down **<CTRL>** while using your up/down arrow keys to move the task to the preferred position
5. Select **OK**.

Customizing Columns in Lists

Point of Sale is designed to accommodate a wide variety of businesses and business models. Not all of the data available in a particular list may be applicable to your business. For this reason, lists include the ability to add, remove and rearrange columns so that your view is clutter-free and only shows information fields that you actually use.

The columns displayed in a list can be customized in much the same manner as the columns in most spreadsheet programs. These customizations only affect the workstation on which they are implemented. You can have each workstation displaying lists differently, or you can set each workstation to view them in the same manner.

The following instructions will provide you with details for adjusting the layout of your lists to best suit your workflow needs.

Add/Remove/Arrange Columns

The following example shows how to add or remove columns from the receipt item list. The same procedure would be used for other lists in Point of Sale.

To add, remove or arrange columns:

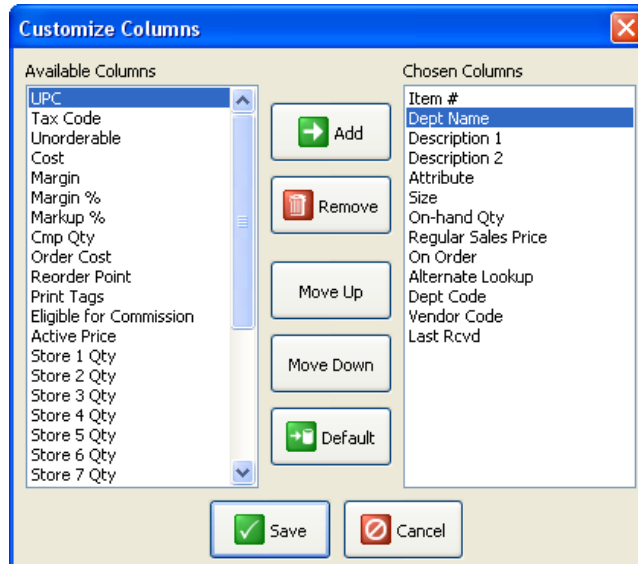
When viewing a list such as the receipt item list:

1. From the View menu, select **CUSTOMIZE ► CUSTOMIZE RECEIPT ITEM COLUMNS**.

Or

Right-click a column header and select **CUSTOMIZE COLUMNS**.

The following window is displayed:



- Using the **ADD**, **REMOVE**, **MOVE UP**, and **MOVE DOWN** buttons, arrange the column names into the sequence you would like them to be displayed in the list. Selections appearing under **Chosen Columns** will appear in the list display.
- Select **SAVE** to save your choices. Select **DEFAULT** to return the list columns to the program default.

Customizing Item Lists in Documents

Adding and removing columns to an item list on a document requires that you first have at least one item in the list.

Removing Columns

Removing columns from a list does not affect the data in your company data file. Only the list display is affected

Pro Tip: Customizing Printed Documents

Adding or removing columns here will not affect the information displayed on printed documents. See [Customizing Printed Documents \(Pro\) \(page 508\)](#) for information on customizing printed documents.

To rearrange columns:

To rearrange the column order while in a list, you can simply drag-and-drop the column headers to arrange the columns into the order you prefer.

The order you set will remain in effect until you change it again.

Resize Column Width

Drag-and-drop the header separators to change column width. To adjust all columns to the width of their largest entry, right-click in the header and select **ADJUST COLUMN WIDTHS** from the pop-up menu.



Qty	Price
1	\$8.96

Reverting Lists to Default Layouts

To re-set lists to the original program defaults:

1. From the Edit menu, select **PREFERENCES > WORKSTATION**.
2. Select **GENERAL** from the panel on the left.
3. Select the **RESET NOW** button.
4. Select **SAVE**.



Workstation Preferences

Changes made to Workstation Preferences only affect the workstation on which the changes are made.



Warning: Customizations will be Lost

This will affect columns displayed as well as sequence and width for all lists. All customizations done to lists will be lost.

Custom Labels and Custom Fields

Different business practices require the use of different types of information. In order to assist you to most effectively use Point of Sale for your business model, some of the labels for fields in Point of Sale can be edited according to your specific needs.

(Pro) You can also add and use custom fields to track additional information about items, customers, vendors, and employees. These fields can be named however you want and added to your lists and printed documents, as well as being used to filter Point of Sale reports.

Item Field Labels

Point of Sale allows you to change the text label for four of your item description fields. These changes will flow through to your program displays as well as your printed documents when applicable.

The inventory field labels you can rename are:

- Description 1
- Description 2
- Attribute
- Size

To define item field labels:

1. From the Edit menu, select **PREFERENCES > COMPANY**.
2. Select **GENERAL > MY FIELD LABELS** from the left-side preference menu.

For each of the fields below, you can define your own label. This label will be used in all areas of Point of Sale, including forms, reports, and printed documents.

Field	Use	My Label	Example
Inventory Attribute 1 (Attr)	<input checked="" type="checkbox"/>	Color	Attribute
Inventory Attribute 2 (Size)	<input checked="" type="checkbox"/>	Size	Size
Inventory Description 1	<input checked="" type="checkbox"/>	Model	Receipt Desc
Inventory Description 2	<input checked="" type="checkbox"/>	Part #	Alt Description

3. Edit the text in the **My Label** column as needed.
4. Select **SAVE**.

Custom Fields (Pro)

You can add and use custom fields to track additional information about items, customers, vendors, and employees.

For example, you may wish to add fields in the customer record for spouse name, birthdays, customer sizes, or to keep track of a particular piece of art for which a customer is searching. Or, maybe your vendors require you to include some specific item information on purchase orders that the basic item fields won't accommodate.

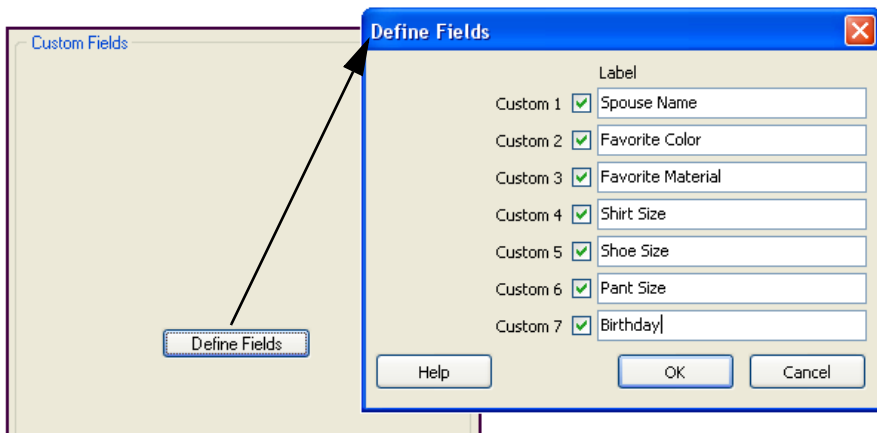
Custom fields can be named however you want and added to your list display and printed documents, as well as being used to filter your lists and many Point of Sale reports.

There are two ways you can add custom fields in Point of Sale. You can define the custom labels from a record form in the area of Point of Sale in which they appear. This allows you to add and define your custom fields on-the-fly as the need arises.

You can also define them in Company Preferences as described in the previous procedure, activating the custom fields with check-boxes and entering a custom name. Defining fields in Company Preferences allows you to add and define all custom fields in Point of Sale in one place.

To define custom fields on a record form:

1. Display any record form in the area you wish to define field labels (by selecting new or edit from the window toolbar).
2. Select the **CUSTOM** tab.
3. Select **DEFINE FIELDS**.



4. Select the check-boxes to activate needed fields and edit the field labels as needed.
5. Select **OK**.

Adding Your Logo to Printed Documents

You can add your own logo to printed sales documents by specifying the logo in company preferences. If a logo is specified, it will automatically be printed on receipts and gift receipts. For Pro-level users, the logo is also printed on customer orders and packing slips.

Guidelines for Logos

- All common graphic formats are supported.
- Your graphic file should be 100 KB or less in size; larger file sizes may slow printing.
- Point of Sale will scale your logo, if necessary, to fit in the allotted space on your selected document design. Some loss in quality may be experienced when scaling graphics, so it is best to resize your logo in a graphics application to the recommended sizes:

40-column documents: 248 pixel maximum width

Letter-size documents: 381 pixel maximum width

- To discontinue printing your logo, clear the **USE LOGO** check-box in preferences.
- (Pro) You can customize size and location in Print Designer. *Refer to [Customizing Printed Documents \(Pro\) \(page 508\)](#) for more information.*
- (Pro Multi-Store) Each store can define their own logo.

Preferences: Printing a Custom Logo on Documents

EDIT > PREFERENCES > COMPANY > GENERAL > STORE INFO > Logo: Select the **USE LOGO** check-box to print a custom logo on all sales documents. Select the **SPECIFY** button to browse for your logo graphic file. A preview of your selected graphic is displayed.

Customizing Printed Documents (Pro)

Overview

Print templates for the following Point of Sale documents can be modified using Print Designer:

- Sales receipts
- Gift receipts
- Price Tags
- Sales orders
- Layaways
- Work orders
- Purchase Orders
- Receiving vouchers
- Transfer slips
- Packing slips
- Labels
- Adjustment Memos

Point of Sale comes with default templates for each document and tag type. You can directly edit the default templates or copy them and then modify the copy to create and save new templates. Once modified, templates can be exported and imported to share them with other workstations or stores.

With Print Designer, you can:

- Add, remove, size, and position data fields, static text, and logos
- Add borders and graphic lines
- Change the printed labels on fields
- Change the fonts used for printing
- Control certain printing characteristics, such as the behavior of headers and footers

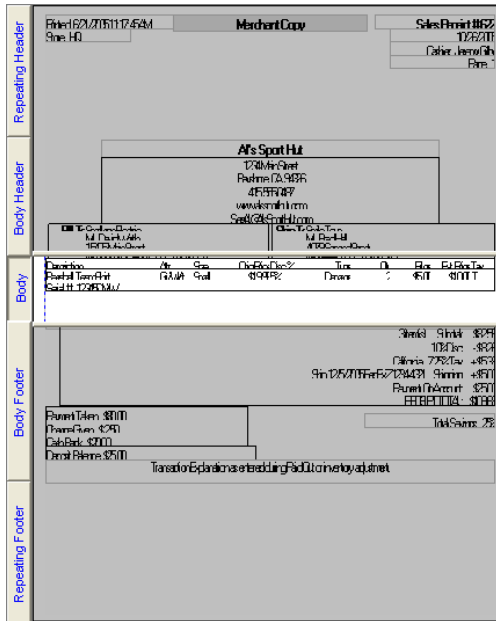
Note that not all options are available on every template.

Document Templates

Template Sections

Most document design templates (e.g. receipts, purchase orders, etc.) are divided into five logical sections which each contain certain types of information. Specific data fields included will vary depending on the document type the template will be affecting. Some document templates, such as tags, labels and 40-column templates, will not have all five sections.

The following descriptions will provide a general understanding of how the template sections are used and how each section behaves.



The five template sections are as follows:

Repeating Header. This section prints at the top of each page of the printed document. Information in this section would include such things as the date, page number, document/transaction number, and associate/cashier name.

Body Header. This section prints only on the first page of a document. Information in this section would typically include your store name and address as well as the customer/vendor's billing and shipping addresses, as applicable.

Body. This section contains the item detail. The body section automatically sizes itself to accommodate the number of items included in the transaction and can span multiple printed pages.

Body Footer. This section prints once, following the body section. The information in this section would normally be such things as document totals, balances, savings, payment type, messages and comments.

Repeating Footer. This section prints at the bottom of each page of the document. The same type of information can be placed in this section as in the Repeating

Header section, depending on whether you wish this information to be displayed at the top or bottom of each page.

Template Spacing and Display

The sections of a document template cannot be moved or deleted. You can, however, add or remove “white space” at the top and bottom of each section by dragging and dropping the top or bottom section borders. Adding some space gives you room to manipulate elements within the section. Removing space when your design is complete helps prevent wasting paper when printing.

When in the Print Designer, keep in mind that the display is not an accurate representation of how the printed document will appear. For example, if a receipt template includes the customer address fields, but you do not list a customer when creating the receipt, the address fields and the vertical space they normally occupy will be omitted from the printed document and everything below the address field will be moved up to fill the void.

The End of the Document or Section

Sections in the template and particularly at the end of the document will vary depending upon the particular type of document and the printer being used. It is recommended that you build each section from the top down and then set the placement for the end of each section and the end of the document according to the lowest field placed in that section.

The image to the right shows the divider at the end of the document moved to just below the end of the last field. This ensures that no wasted space is added to the printed documents. If more space is needed, the divider can be moved down.



Re-sizing sections

You can re-seize sections to add or remove blank areas by dragging the divider bar at the bottom of each section. Refer to [The End of the Document or Section \(page 510\)](#) for more information.

Template Elements

Objects and fields that are placed in the different sections of a template are referred to here as *elements*.

Types of Elements:

Static Text or Label. This is any unchanging text that you want to appear on the printed document.

Data Field or Group of Fields. Data fields are populated from information in your company data file. This could be store information, customer information, item information and so forth.

A “data field” represents one piece of information from the record, such as the city for the billing address.

A “group of fields” represents a set of data fields. Each section of a template has predefined groupings of individual elements. For example, a “Ship To” group element would have available all information pertinent to the shipping location. The most common information will be preselected for this group. However, item information would not be available for this group element. In most cases, the group element should meet your needs. However, should you need a more specific design, you can add individual field elements and place them accordingly. In most cases, you will not be able to have the same information field appearing in multiple locations in the template.

Store Logo. This is the graphic assigned as the logo in Company Preferences.

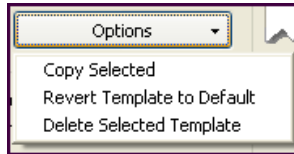
Graphic Line. This is a horizontal line which can be placed as a separator on the page. This is different than using borders, which are explained in [Changing Fonts, Field Labels and Other Attributes \(page 519\)](#).

Creating a New Document Template

Default Templates and Modified Templates

Point of Sale provides pre-defined templates for each document type. These default templates can be modified directly, or you can make a copy to use as a starting point to create a new template.

If you modify a default template, you will always have the option to revert this template back to the default design.



If you create a new template and wish that template to be used when printing, be sure to make the appropriate changes on the Print Options page of workstation preferences.

Preferences: Specifying Document Templates

EDIT > PREFERENCES > WORKSTATION > PRINT OPTIONS > Define printing instructions. For each document type, specify the template to use when printing (make sure it matches your printer, i.e. don't choose a letter-size template to print on a 40-column printer). Other print options, such as the printer to use, number of copies to print, whether you want to display the Print Dialog the time of printing, etc. can be specified as well.

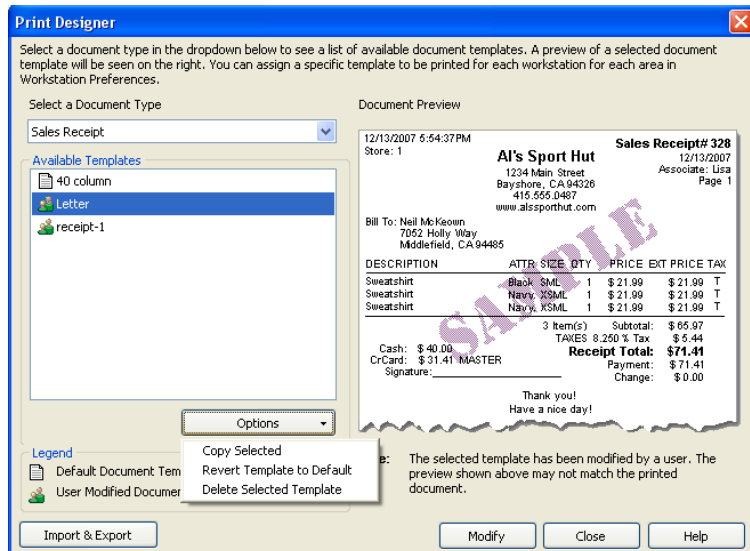
Deleting Templates

Default templates cannot be deleted.

To select a document template to modify or copy:

1. From the Tools menu, select **PRINT DESIGNER**.
2. Select the document category you wish to modify from the **Select a Document Type** drop-down list.

3. Select the specific template you wish to open from the **Available Templates** list.



4. To copy a default template, select **COPY SELECTED** from the Options menu.

Or

To edit a default template, select **MODIFY** at the bottom of the window.

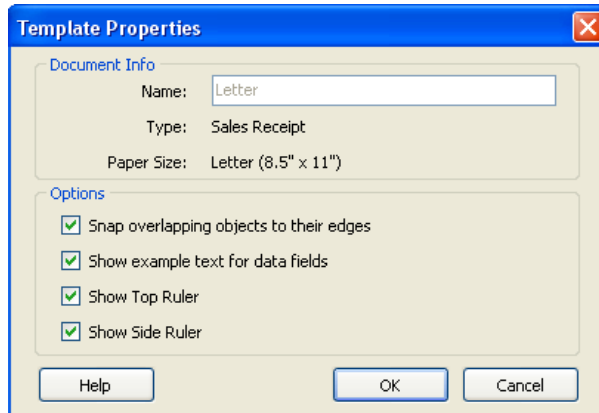
5. Customize the template as needed. *Refer to the following sections for detailed instructions.*
6. Select **SAVE** or **SAVE AS** when done. If creating a new template, enter a unique name for the template.

Displaying Example Text

When you view a template in Print Designer, the information fields can either be populated with example information or with labels identifying the type of information that will appear in the printed document. You can select either view and switch between them if needed. Each view has its advantages.

To turn on/off example text:

1. With a template displayed, select **PREFERENCES** in the lower left corner.



2. Select or clear the **SHOW EXAMPLE TEXT FOR DATA FIELDS** check-box as needed.
3. Select **OK**.

Modifying a Template

Recommended Design Sequence

There are no hard and fast rules for the order in which you must modify templates. But you may find this recommended sequence helpful in accomplishing your goals in an efficient manner. Specific instructions for each action are contained in the following pages.

1. Click anywhere in the section with which you want to work to make it active.
2. Remove elements from the template that you do not wish included on the printed document. This helps create space for adding other fields or moving fields around.
 - Use the Zoom controls to make selecting and working with individual elements easier
 - If additional space is needed while working in a section, drag the bottom section border downward
3. Add all new elements as needed, placing them in their approximate location by dragging-and-dropping.
4. Resize elements and make any necessary changes to element properties. Use the Preview feature to see how your changes will look as you progress.

5. Use the alignment tools to precisely place elements in their final position, working from the top of a section downward.
6. Remove any extra white space at the bottom of the section by dragging the bottom border upward.
7. Do a final preview and save your template.

Adding and Removing Elements

It can be helpful to remove unwanted elements before adding new elements to a section. This will provide more space in the template to position the new element.

To remove elements

1. Select the element in the template you wish to remove.
2. From the toolbar, select **REMOVE**.

Or

Press **<DELETE>** on your keyboard.



Non-Deletable Elements

Some elements are required for the document. Required fields may be moved, but cannot be deleted. These elements are displayed in gray.

To add a data field or group of fields:

1. Select the section of the template to which you are adding the field(s).
2. From the toolbar, select **ADD ► DATA FIELD OR GROUP OF FIELDS**.
3. Select the individual data field element or group element you wish to add.
4. Select **OK**. The element is placed in the active section.
5. Drag the field or group into the preferred position in the section.
6. Resize width as needed.



Available Elements

The elements available to add vary by section. Some elements can be added to more than one section, while others can be placed on the template only once. It may be necessary to remove the element from one section before it can be added to another section.

To add a text field:

1. Select the section of the template to which you are adding the text.
2. From the toolbar, select **ADD ► STATIC TEXT OR LABEL**.
3. Type the message in the **Text** field.

4. Select **LEFT**, **CENTER** or **RIGHT** for the text justification.
5. Change the font if preferred.
6. Apply borders from the **Border** panel if wanted.
7. Select **OK**.
8. Drag the text field into the preferred position in the section.
9. Resize width as needed.

To add your store logo:

You must have specified a logo in company preferences before this option is available. Refer to [Adding Your Logo to Printed Documents \(page 507\)](#).

1. Select the section of the template to which you are adding the logo.
2. From the toolbar, select **ADD ► STORE LOGO**.
3. Select **OK**.
4. Drag the logo into the preferred position in the template.
5. Resize the logo as needed.

To add a graphic line:

1. Select the section of the template to which you are adding the line.
2. From the toolbar, select **ADD ► GRAPHIC LINE**.
3. Drag the line into the preferred position in the template.
4. Resize width as needed.

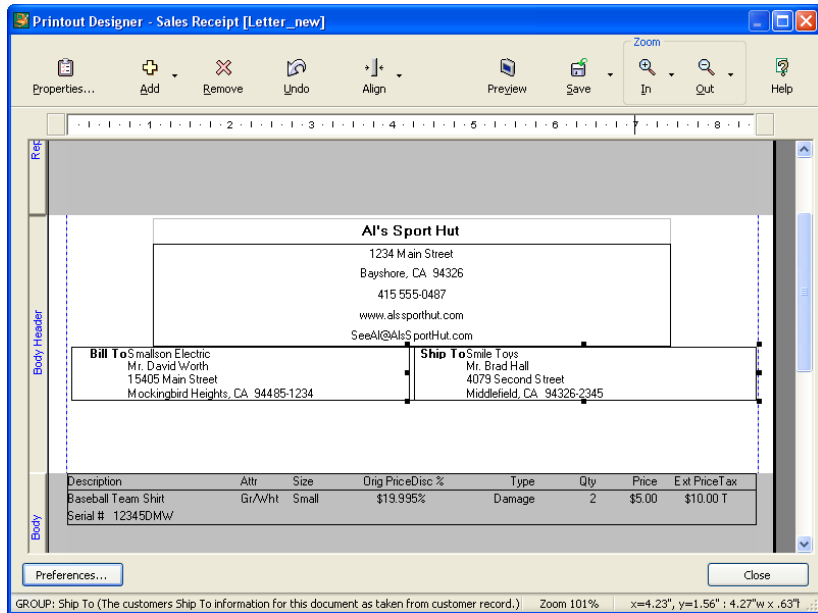
Positioning Elements

To quickly place an element on the template, simply drag-and-drop it where needed. You can then use additional positioning tools to fine-tune the alignment.

To use drag and drop positioning:

1. Select the section of the template you wish to modify.

2. Select an element within the section.



3. Drag and drop the element to the preferred position.

Or

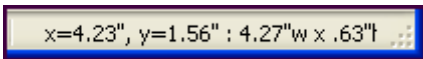
Use the arrow keys on your keyboard to move the element to the preferred position.

Selecting Multiple Elements

To select and move multiple elements, hold down the **<Shift>** key and click on each. You can now move the elements together.

Other Positioning Tools

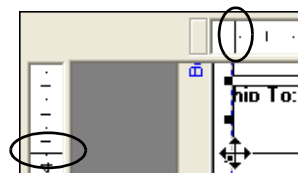
X/Y Position Guides. You can also use the X/Y position guides in the lower right-hand corner to assist in positioning elements.



x=4.23\", y=1.56\" : 4.27\"w x .63\"h

- X = Horizontal position on the page of the left-hand edge of the element
- Y = Vertical position on the page of the top edge of the element
- W = Element width
- H = Element height

Side and Top Rulers. Turn on the display of the side and top rulers by selecting **PREFERENCES** in the lower-left corner of the template window and checking the respective check-boxes. As you drag an element, an indicator line corresponding to the cursor position is displayed on the rulers.



 **Side Ruler Doesn't Reflect Printed Position**

Note that the side ruler does not indicate absolute vertical position in the printed document, as sections expand/collapse when printed to accommodate the actual data printed.

Snap and Alignment Tools. The snap and alignment tools help you to precisely align elements relative to each other or to the section borders. Typically, this precise alignment is the last step in completing your template modifications. Refer to [Aligning Elements Using “Snap” and the Toolbar \(page 522\)](#) for more information.

Sizing Elements

To quickly size an element, drag the side border handles as needed. You can then use additional sizing/aligning tools to fine-tune the size and position relative to other elements.

To use drag and drop sizing:

1. Select the element you wish to resize.



2. Select one of the handles on either side of the element and drag it in or out until the element reaches the needed size.

Use the X-Y position guides and top ruler to help you size the element in the same manner used when positioning it.

 **Re-Sizing Height**

The height of most elements is determined by its content and cannot be adjusted manually.

 **Re-Sizing Width**

When re-sizing the width of an element, always ensure that you are allowing enough space for the information that will be appearing in this element in the printed document.

The alignment tools can also help with final, precise sizing of an element relative to other elements or to the width of the section. *Refer to [Aligning Elements Using “Snap” and the Toolbar \(page 522\)](#) for more information.*

Changing Fonts, Field Labels and Other Attributes

To change the attributes of an element you must access the properties dialog window for that element.

To access Properties:

1. Select the element you wish to modify.
2. From the toolbar, select **PROPERTIES**.


Or

Double-click the element.

3. From the **Properties** window you can change fonts, add borders to an element, select what fields appear in a group element, turn on or off displaying a group label, and change a group label.
4. When done making changes, select **OK**.

*Refer to [Importing and Exporting Templates \(page 526\)](#) for specific instructions on setting properties in the *Body* section of a document.*

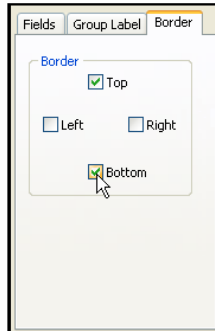
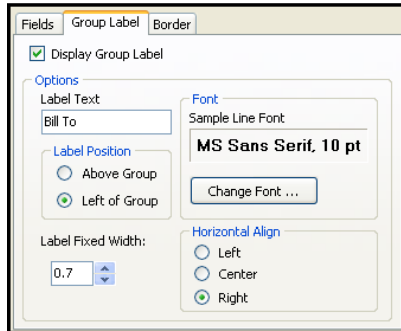
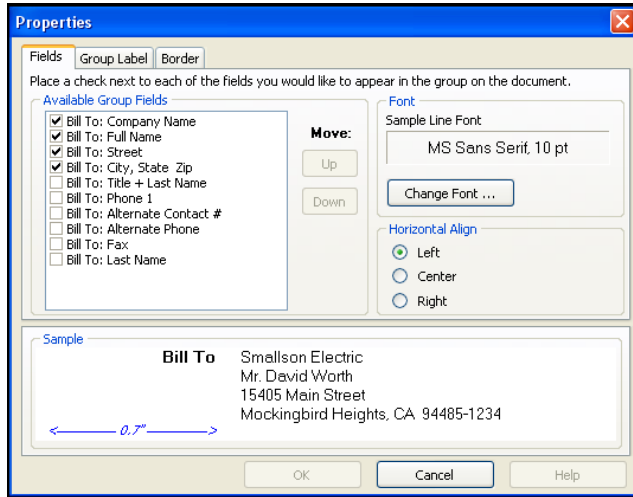
The following example is from the **Store Information** group element in the **Document Heading** section of a Sales Receipt template. The properties available for other elements may vary.

 **Warning: Changing Fonts**

40-column documents may not support larger font sizes of non-standard fonts. Be sure to preview and/or test the new design.

Not all font attribute are supported when printing tags and non-Avery labels. Be sure to test-print your template changes to ensure they are printing to your satisfaction.

Navigate through the tabbed pages on the dialog, making changes as needed. As you make changes the sample preview at the bottom shows you how they will look.



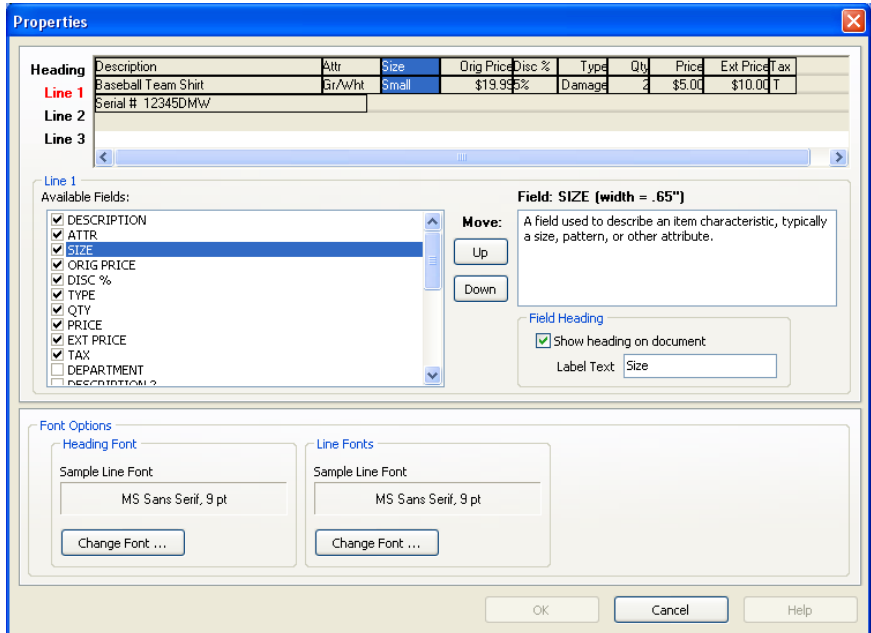
If you are displaying a field label or a group label to the left of a data field, you can adjust the width of the space for the label by adjusting the **Label Fixed Width** on the Group Label tab.

Field Labels and Group Labels

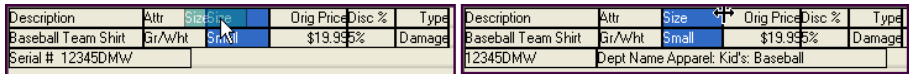
When set to be displayed, the Field/Group Label will be printed on the document. This helps to identify what type of information is being displayed. For example, if an address is being displayed, it might be helpful to identify if it is a billing or shipping address.

Customizing an Item List

The group of fields for listing items on documents is slightly different from other field groups. As shown in the following image, there are three lines of information that can be displayed for an item. Each of these lines have different options for available data fields. Multiple lines can be helpful, especially if you are using a 40-column printer. You can add, remove and arrange the fields on each line, change fonts, and revise heading and field labels in the same manner as you assign and arrange fields in other groups.



The columns of information can be rearranged by simply dragging a column heading or data field to the preferred position as shown below left.



Field widths can be adjusted by dragging the field dividers as shown above right.

Field Labels

When selected to be displayed, labels for the first row of information are placed as a “heading” above the associated field. Labels for information fields appearing in the second and third lines are displayed within the same field as the actual information, such as **Department: Baseball**. These labels can be revised or not displayed at all as you prefer.

Aligning Elements Using “Snap” and the Toolbar

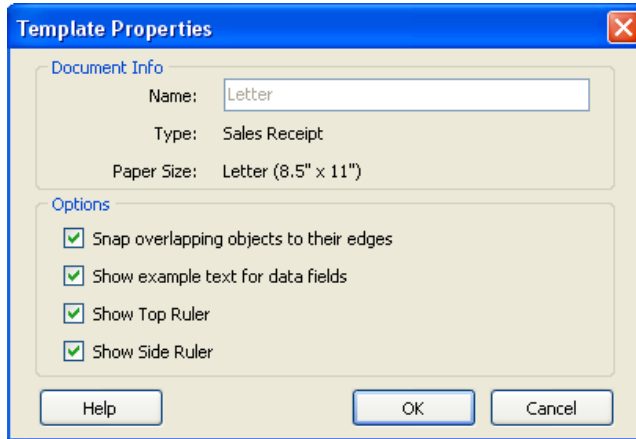
Snap Alignment

Snap alignment allows you to perfectly align the edges of two or more elements. When “Snap” is selected and two elements are placed with their borders overlapping, the edge of the second element will automatically align with the edge of the element it is placed near.

Although using the snap option will align elements to each other, the display is not an accurate representation of how the printed document will appear. It is recommended that you test your modified templates before implementing them for general use.

To turn on/off snap alignment:

1. With a template displayed, select **PROPERTIES** in the lower left corner.



2. Select or clear the **SNAP OVERLAPPING OBJECTS TO THEIR EDGES** check-box.
3. Select **OK**.

Alignment Tools

Alignment tools can be used on individual elements, or they can be used on multiple elements at the same time. When used on multiple elements, the first element selected is referred to as the “anchor element.” Other selected elements will be oriented to the position of the anchor element according to the alignment tool selected.

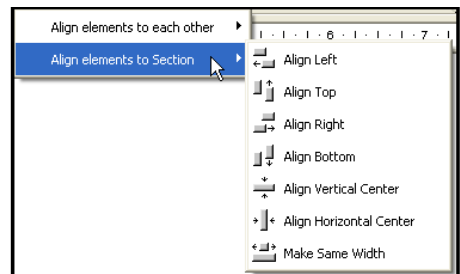
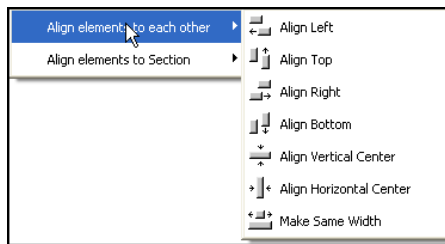
You can also align selected elements to the top, right, left, bottom or center of the section in which it appears.

 **Relative Alignment**

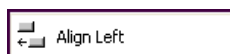
Actual alignment on the printed documents may vary according to the printable area and margin settings for your printer. It is always recommended to test your template by printing sample documents before putting a template into general use.

To use the alignment tools:

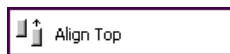
1. Select the element or elements you wish to align. To select multiple elements, hold down the **<SHIFT>** key while clicking each one.
When selecting multiple elements, remember that the first element selected is the anchor element. Other elements will be adjusted relative to it.
2. Click the down arrow on the right side of the alignment button.
3. From the drop-down menu displayed, select the alignment function to perform.



See the following explanations of how the different alignment tools operate.



Align the left edges of all selected elements with the left edge of the anchor element, or the left edge of the selected elements with the left edge of the section.



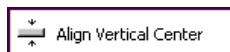
Align the top edges of all selected elements with the top edge of the anchor element, or align the top edge of the selected elements with the top edge of the section.



Align the right edges of all selected elements with the right edge of the anchor element, or align the right edge of the selected elements with the right edge of the section.



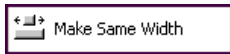
Align the bottom edges of all selected elements with the bottom edge of the anchor element, or align the bottom edge of the selected elements with the bottom of the section.



Align the center of all selected elements with the vertical center of the anchor element, or align the center of the selected elements with the vertical center of the section.



Align the center of all selected elements with the horizontal center of the anchor element, or align the center of the selected elements with the horizontal center of the section.

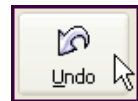


Adjust the width of all selected elements to match the width of the anchor element or to make the width of the selected elements match the width of the section

Print Designer Hints and Tips

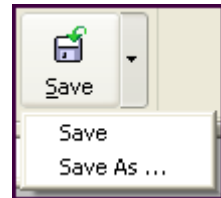
Undoing Changes

The easiest way to correct a mistake is to select **UNDO** from the toolbar. This feature allows you to go back through changes made to the template design up to the last time the template was saved.



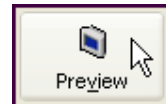
Saving Modifications

Use the **SAVE** feature to save your ongoing work. You can also use **SAVE AS** to save the template with a different name, thus preserving the original template unchanged. However, you should keep in mind that saving clears the “Undo” memory; once you have saved you will not be able to “undo” to a previous state.



Previewing Templates

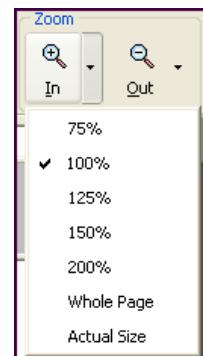
You can more accurately view an example of the printed output by selecting **PREVIEW** on the toolbar to display your document design in the Previewer. Features available in the Previewer include the ability to navigate, view, or print your document design.



Zooming your View

You can adjust the viewing magnification in the designer window by zooming out to see more of the page, or by zooming in to see an area more clearly.

Use the **In** and **Out** buttons to zoom in or out, or select a magnification form the drop-down menus.



Printing Tags and Labels

Due to printer specifications, there is very little room for error in template designs for tags and non-Avery labels. Neither the design view nor the print preview are able to completely predict how the design will print on the actual label or tag. To ensure your modifications to these templates will function properly, be sure to test these from the area of the program from which they are normally accessed. For example, if you modify the tag template, go to inventory and print some sample tags and then test the bar codes to make sure they scan properly.

If you are printing tags on a Zebra printer, you will have an additional button in Print Designer.



When you change label types, or anytime printing is misaligned on labels, you should calibrate the Zebra printer by selecting the **CALIBRATE** button.

Several labels will be fed through the printer during this operation. When calibration is complete, you can roll the labels back into the printer to avoid waste.

Importing and Exporting Templates

The **Import & Export** feature allows you to easily export your modified templates so you can import them into a new company data file or to other store locations. The export process places copies of all modified templates into a single XML file.

To export modified templates:

1. From the Print Designer template selection window, select **IMPORT & EXPORT**.
2. Select **EXPORT DOCUMENT TEMPLATES** and then **NEXT**.
3. Select the destination location for the file containing the templates.
4. Select **SAVE**.
5. Select **CLOSE**.

Your modified templates are now in an XML file and are ready to be copied to another workstation for import.

To import modified templates:

1. From the Print Designer selection window, select **IMPORT & EXPORT**.
2. Select **IMPORT DOCUMENT TEMPLATES** and then **NEXT**.
3. Browse to the XML file containing the template information and select it.
4. Select **OPEN**.
5. Select **CLOSE**.

Be sure to assign the imported templates in workstation printing preferences as preferred. Refer to [Printing in Point of Sale \(page 66\)](#) for more information about assigning templates for printing.

Customizing Reports

Point of Sale Report formats, filters, and display options can be modified to better suit your needs and then memorized so that they can be run whenever needed.

Refer to [Modifying Report Options \(page 359\)](#) for details on how to modify report formats and content.

Why are Some Features not Available to Me?

There are a number of reasons that a feature may not be available to you in Point of Sale:

- You do not have security rights to access that feature.
Refer to [Chapter 12 Employees & Security \(page 389\)](#) for more information.
- The feature has been turned off in company preferences.
Refer to [Preferences in Point of Sale \(page 498\)](#) for more information.
- An interdependent feature has been turned off or not set up (e.g. to use customer orders requires tracking customers turned on, etc.)
Refer to [Preferences in Point of Sale \(page 498\)](#) for more information.
- The level of Point of Sale you are licensed for does not include that feature.
Refer to [Point of Sale Levels: Basic, Pro, or Pro Multi-Store \(page 7\)](#) for more information.
- You are in Practice mode, where certain features such as MAS, financial exchange, and store exchange are not available.
Refer to [Using Practice Mode \(page 18\)](#) for more information.
- You are trying to use a Financial Exchange feature but your connection with QuickBooks has not been set up.
Refer to [Chapter 14 Financial Exchange \(page 449\)](#) for more information.
- You are at a remote store in a multi-store configuration and the feature is not available to remote stores.
Refer to [Allowed Activities by Store Type \(page 446\)](#) for more information.

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Overview

Preference settings are used to configure Point of Sale to work with your hardware and to customize many of the Point of Sale features to best suit the needs of your business. Many of the basic preference settings are initially configured as you complete the Setup Interview process, but can also be directly edited at anytime.

There are two types of preferences: *company* and *workstation*. In company preferences, you can configure the settings and define the options that are shared by all Point of Sale workstations on a network. Workstation preferences define workstation-specific settings and options, including hardware setup and printing configuration.



Pro Multi-Store

Headquarters sets most company preferences that are shared by all stores. *Refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#) for more information on the company preferences that can be set at a remote store.*

Conventions

This appendix is divided into two sections, with one section devoted to company preferences and the other to workstation preferences. Each section is in a table format with three columns: Preferences, Options, and Functions.

- The **Preferences** column includes each preference's descriptive name as it appears on screen.
- The **Options** column lists the possible settings for the preference. When you see , in the Option column, it means the choices are selecting or clearing a check-box. Selecting a check-box enables a feature, clearing the check-box disables it.
(D) Indicates the default setting, where applicable. If you see , **(D)** it means the default for that preference check-box setting is unchecked.
- The **Functions** column gives brief descriptions of how each setting will affect the program. How a preference setting affects program functionality may be explained in further detail in the User Guide section pertaining to that particular function.

Keyboard Commands in Preferences

<↑><↓>	(Preference menu) Move cursor up/down the preference menu displaying each page as it is chosen.
<LETTER>	(Preference menu) Displays the next page that starts with the chosen letter.
<TAB>	Cycle through preference settings on the displayed page.
<SPACE BAR>	Select or clear check-box preference setting.
<F4>	Display drop-down menus associated with the selected preference setting.



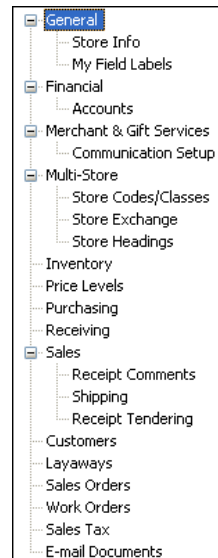
Warning: Editing Company Preferences Requires Closing Open Windows

Editing company preferences, either directly or through the Setup Interview, requires that all open windows be closed. If you select save in preferences with open windows, Point of Sale will alert you and give you a chance to close them before continuing.

Company Preferences

This is the general procedure for editing company preferences. Refer to the following pages for a description of each individual preference setting.

1. Close all open Point of Sale windows, except the main screen (Retail Navigator).
1. From the Edit menu, select **PREFERENCES ► COMPANY**.
2. From the preference menu on the left, choose the preference area you want to edit.
The corresponding page is displayed.
3. Edit the preference settings as necessary.
4. Select **SAVE**.
Or select **CANCEL** to exit without saving changes.



General

Preference	Options	Functions
Options		
Require users to sign in	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to require employees to use their login name and password as defined in Employees and Security. Employees will have access to the features available in their assigned security group. When this feature is enabled, you will be required to define a password for the Administrator profile. Clear this preference to allow all employees total access to all of Point of Sale features.
Automatically logout user after each sale	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to automatically log out currently logged in employee upon saving a receipt. This is useful for workstations shared by multiple associates. This option is only available if employees are required to login.
Warn when editing documents, items, or customers	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Confirm edits to documents, items, or customers if you attempt to leave activity without saving.
Warn when deleting documents, items, or customers	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Confirm deletions of documents, items, or customers before carrying out the action.
Bring back all one time messages	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Selecting DO NOT SHOW ME AGAIN from a tip dialog prevents this message from being displayed. Selecting this preference will bring back all such messages and then be automatically cleared.
Select Features to Use		
I want to track customers on sales receipts	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option remove the customer tracking options and fields from the program interface and menus. (Pro) Disabling this will also disable Sales Orders, Layaways and Work Orders.
I want to record shipping addresses on sales receipts (Pro)	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove shipping address availability in Point of Sale customer records and sales forms.
I create Customer Sales Orders (Pro)	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove Sales Order availability in Point of Sale and will remove the unused features from the interface and menus.
I create Customer Layaways (Pro)	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove Layaway availability in Point of Sale and will remove the unused features from the interface and menus.
I create Customer Work Orders (Pro)	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove Work Order availability in Point of Sale.

Preference	Options	Functions
I want to use "styles" to help organize my inventory (Pro)	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove Style availability in Point of Sale and will remove the unused features from the interface and menus.
I create Purchase Orders when buying and/or receiving merchandise	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Disabling this option will remove Purchase Orders availability in Point of Sale and will remove the unused features from the interface and menus.

General - Store Info

Preference	Options	Functions
Headings	USER-DEFINED	Store headings are printed across the top of documents. Fill in the Store Name , Street , City , State , ZIP ; and Miscellaneous fields with the appropriate information.
Use Logo	<input checked="" type="checkbox"/> , <input type="checkbox"/>	Select the check-box and then browse for a graphic file. Specifying a logo adds it all customer documents. Most graphic formats are supported. File size should not exceed 100 KB. Maximum logo width is 248 pixels if using a 40-column receipt printer, or 381 pixels if using letter-size receipts. The logo will be scaled if necessary to fit.

General - My Field Labels

Preference	Options	Functions
Custom Fields (Pro)	USER-DEFINED	Rename custom fields used on item, customer, vendor, and employee records. Your custom name is displayed throughout the program.
Inventory Attribute 1 (Attr)	USER-DEFINED	Rename this item description field. Your custom field name will be used throughout the program.
Inventory Attribute 2 (Size)	USER-DEFINED	Rename this item description field. Your custom field name will be used throughout the program.
Inventory Description 1	USER-DEFINED	Rename this item description field. Your custom field name will be used throughout the program.
Inventory Description 2	USER-DEFINED	Rename this item description field. Your custom field name will be used throughout the program.

Customer Orders (Layaways, Sales Orders, Work Orders)

Each order type has its own page in preferences, but all are the same.

Preference	Options	Functions
Initial Deposit	DO NOT REQUIRE OR SUGGEST AN INITIAL DEPOSIT (D) SUGGEST AN INITIAL DEPOSIT REQUIRE AN INITIAL DEPOSIT	Select how you want to handle the initial deposit on new customer orders. If suggesting or requiring an initial deposit, enter a percentage (of the total amount due) to be suggested or required. This setting applies only to the initial deposit, subsequent deposits can be for any amount.
Order Status	USER-DEFINED	Add, delete, rename, and reposition the status options available in the Status field on customer orders. New orders are automatically assigned the Open status; filled orders the Closed status. Facilitates filtering for viewing or reporting purposes. Refer to Using the Status Field to Track Work Orders (page 338) for more information. Defaults: Open, Closed
Printed Messages	USER-DEFINED	Enter an optional text message to print on each customer order.

Sales Tax

Preference	Options	Functions
Sales Tax	USER-DEFINED	Define sales tax locations, sales tax codes, and other tax options. Specify a default tax location for this store and a default department tax code for new departments. <i>With this page displayed, press <F1> for assistance or refer to Collecting Sales Tax (page 292) for instructions.</i>

Financial

Preference	Options	Functions
Use with QuickBooks Financial Software	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to allow the exchange of data between Point of Sale and QuickBooks. The rest of the accounting preferences are only available if this option is selected. Refer to Chapter 14 Financial Exchange (page 449) for more information on Financial Exchange.
QuickBooks Company file	AUTO-FILLED	Once your connection to QuickBooks is established, Point of Sale fills these fields with the path and name of your QuickBooks company file. Select SET UP QUICKBOOKS CONNECTION NOW to establish the connection.
Send receipts and vouchers with:	DETAILED ITEM DESCRIPTIONS SUMMARIZED ITEM TOTALS (D)	Select to send item and customer detail on receipts and vouchers, or to send summarized information. Refer to Customizing Financial Exchanges (page 469) for more information.
Order to send customer name to QuickBooks	LAST, FIRST (D) FIRST LAST TITLE FIRST LAST	Select the order in which you want customer names sent to QuickBooks. Use this option to match the customer name order to the way you display names in QuickBooks.

Financial - Accounts – Basic

Preference	Options	Functions
Item Type Income Account Cost of Goods Sold	USER-DEFINED	Define default Income, Cost of Goods (COGS), and Asset accounts for each item type. The defaults you specify here are suggested for each item added to inventory and affect how item transactions are posted to QuickBooks. You can manually assign different accounts to individual items in inventory. Select APPLY ACCOUNTS TO EXISTING ITEMS to implement account changes on all existing items. Note: Service and non-inventory items default to expense accounts in the COGS account field. Typically these items have no cost associated with them, but if they do (such as when you sub-let the service) you can select expense accounts other than the defaults. Refer to Custom Mapping of Accounts and Payment Types (page 473) for more information.

Financial - Accounts – Advanced

Preference	Options	Functions
Account mapping Payment type mapping	USER-DEFINED	<p>Each account/field and payment type in Point of Sale must have corresponding account and payment types in QuickBooks to which data is transferred.</p> <p>You can accept the default account and payment mappings or define your own mapping structure by choosing from each of the lists in the QB Account and QB Payment Type columns. (Only accounts previously defined in your financial software are available for selection.)</p> <p>Select RESET TO DEFAULTS if you have customized mappings but want to return the default chart of accounts.</p> <p><i>Refer to Custom Mapping of Accounts and Payment Types (page 473) for more information.</i></p>

Merchant and Gift Card Services

(Also see [Sales \(page 540\)](#) preferences for defining allowed credit card types.)

Preference	Options	Functions
Merchant Service		
Merchant Number	PROVIDED BY QUICKBOOKS POS MERCHANT SERVICE	Enter the Merchant Number you receive via e-mail.
Do not allow manual transactions that fail address verification	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to disallow manual credit card transactions when the ZIP Code and/or street address provided by the customer does not match bank records. Select the "What is This" link on the preference screen for more information.
Do not allow manual transactions that fail card verification	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	<p>Select to disallow manual credit card transactions when the card verification code does not match bank records. Select the "What is This" link on the preference screen for more information.</p> <p><i>Note: Some card issuers deny such transactions regardless of this setting.</i></p>

Preference	Options	Functions
Accept debit/ATM card payments	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to allow customer payment by debit/ATM card. PIN debit payments/cash back require a PIN pad device. Also specify if you allow cash back and specify a maximum (up to \$200). <i>Refer to PIN Pad (page 547) for information on configuring a PIN pad.</i>
Gift Card Service		
Gift Card Account Number	PROVIDED BY QUICKBOOKS POS GIFT CARD SERVICE	Enter the Gift Card account number you receive via e-mail.
Merchant and Gift Card Service - Shared Preference		
Automatically print and save receipt upon credit, debit, or gift card approval	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to have receipt automatically print as soon as transaction approval is received. This allows you to return to servicing the customer while approval is pending.

Merchant and Gift Service – Communication Setup

Preference	Options	Functions
Use this computer to connect for all credit, debit, and gift card transactions.	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	All credit, debit, and gift card transactions are processed through one workstation. To enable this function on this computer, select the check-box. This computer must be equipped with a modem or Internet connection, depending on your communication choice. <i>See below.</i> If the box is checked and grayed out, then this computer is already the one through which credit/debit/gift card transactions are being processed. Default: Server Workstation.
Communication Setup	SECURE INTERNET CONNECTION DIRECT-DIAL (D)	Select an option for communication with QuickBooks POS Merchant and/or QuickBooks Gift Card Service. SECURE INTERNET CONNECTION provides an IP-based connection through your Internet Service Provider (ISP). A persistent (always on) Internet connection is recommended for this option. Select INTERNET CONNECTION SETUP for assistance in configuring an IP connection. The DIRECT-DIAL option supports high speed and advanced modem technologies using most modem's default settings.

Inventory

Preference	Options	Functions
Unit of Measure	USER-DEFINED	Define and manage the units of measurement or quantity by which your items are purchased and sold, such as each, inch, yard, gallon, case, gross, etc. Once defined here, you can specify a unit for individual items in inventory. Also, specify the default unit to be assigned to new items.

Multi-Store (Pro Multi-Store)

Preference	Options	Functions
Change Store Type	CHANGE TO REMOTE CHANGE TO HEADQUARTERS	Use this page to change a store from Headquarters to remote, or vice versa. Read the information on this page carefully, as changing store types at any time other than the initial install requires additional steps to protect your data.
Store Codes/Classes	USER-DEFINED	(Headquarters only) Enter your total number of stores, and then assign a unique alphanumeric code to each of them. This code is displayed throughout the program and on multi-store reports. Optionally, assign a QuickBooks class to each store to allow P/L (Profit/Loss) reporting by store in your financial software. You must have configured QuickBooks to use classes to use this option in Point of Sale. Refer to Store Tracking and Profit/Loss Reporting by Class (page 445) for more information.
Store Exchange	USER-DEFINED	Specify a communication method for Store Exchanges with other stores, then press the configure button to enter other stores' license number, e-mail address or file transfer paths, password, and default "in folder" for exchanging data. <i>Refer to the Point of Sale Getting Started Guide for specific information on these choices.</i>
Store Headings	USER-DEFINED	<i>(Headquarters only)</i> Enter store name, address, and miscellaneous information for each store. This information is included on printed sales documents.

Pricing

Preference	Options	Functions
Price Tag Code	USER-DEFINED	<p>Enter a character to replace each number (0-9) code for printing cost and received date in code on price tags.</p> <p>To use this feature you must select a tag template that includes the cost fields in PREFERENCES > WORKSTATION > PRINT OPTIONS.</p> <p>Templates that include the cost fields have "+cost" included in the template name. <i>Refer to Chapter 2 Navigation and Data Entry (page 23) for more information.</i></p>
Pricing	USER-DEFINED	<p>Name up to four (4) optional markdown price levels and a markdown % (0-99) for each.</p> <p>The prices for the additional price levels are calculated from the Regular Sales Price price. For example, if you enter a markdown of 20% for a price level, the price at that price level will be a 20% markdown compared to the Regular Sales Price.</p> <p>Note that these prices are only the default markdowns for the additional price levels. Individual item prices and markdown percentages can be manually edited in inventory. <i>Refer to Using Markdown Price Levels (page 106) for more information.</i></p>
Default Price	USER-DEFINED	<p>Select a default price from the drop-down list. This will be the default price level used on sales at this store. Default: Regular Sales Price.</p>

Purchasing

Preference	Options	Functions
Purchase order status	USER-DEFINED	<p>Add, delete, rename, and reposition the status options available in the Status field on purchase orders. New POs are automatically assigned the Open status; filled POs are automatically assigned the Closed status. Facilitates filtering for viewing or reporting purposes. <i>Refer to Tracking Orders by Status (page 201) for more information.</i></p>
Purchase order instructions	USER-DEFINED	<p>Enter up to two lines of optional instructions to print on POs. These instructions are not displayed on screen.</p>

Receiving

Preference	Options	Functions
Warn when receiving against PO past its Cancel Date	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to alert employees when receiving a PO with a cancel date that has passed. If not selected, the Cancel Date is ignored.
Voucher Default Message	USER-DEFINED	Enter optional default comments to print on vouchers. Voucher comments are not displayed on screen.
Enter vendor billing in Point of Sale	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Specify whether you want to enter billing information on receiving vouchers in Point of Sale. If you clear this check-box, the vendor billing information fields are not available on vouchers and you will enter billing information in QuickBooks. This choice affects how vouchers are sent to QuickBooks. <i>Refer to Changing How Vendor Billing Information is Handled (page 475) for more information.</i>

Sales

Preference	Options	Functions
Sales		
Order to display full name field	SELECTION LIST	Choose the order to display/print customer names on documents. Example: If a record has Sara in the First field, Edward in the Last field, and Ms. in the Title field, then, if you choose to display the full name as Last, Title First, Point of Sale will display/print <i>Edwards, Ms. Sara</i> .
Require a Promo Code entry	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	If selected, requires an entry in the Promo Code field on the receipt/order before payment can be accepted and the document updated. Facilitates filtering for viewing or reporting purposes.
Require a manual media count for X/Z Out	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	If selected, requires associates to manually count each denomination of currency when running a Z-Out Drawer Count report.
When printing group item on receipt or order (Pro)	PRINT GROUP PRICE ONLY PRINT ITEM PRICES ONLY (D) PRINT GROUP AND ITEM PRICES	Specify how you want printed receipts to show group item prices.

Preference	Options	Functions
Discount types	USER-DEFINED	Define a list of discount types identify line-item discounts given on sales. The discount types defined here will be available for selection on sales receipts and can be used to filter reports. Defaults: Competitive , Defect , Multiple unit, Coupon , Damage , Demo Item.
Open Cash Drawer	CHECK-BOXES FOR AVAILABLE TENDERS	Select the tender types for which you wish to open an installed cash drawer. Defaults are: Cash, Check.
Receipt Message		
Receipt message	USER-DEFINED	Define the text you would like to appear in the "message" area of a printed receipt. These comments are not displayed on-screen. For example, you might want to use this preference to include your return/exchange policy on receipts.
Shipping		
Shipping providers (Pro)	USER-DEFINED	Define the shipping provider(s) you will be using. Once defined here, they can be selected when adding shipping information to sales receipts and orders.
Receipt Tendering		
Available tenders	CASH, CHECK, CREDIT CARD, DEBIT/ATM, DEPOSIT, ACCOUNT, GIFT CERTIFICATE, GIFT CARD	Select which tenders you wish to be available on the Receipt Payment window. Default: All Cash cannot be removed.
Default payment	CASH (D), CHECK, CREDIT CARD, ACCOUNT, GIFT CERTIFICATE	Select the payment method most frequently used at this store. When going to the receipt payment screen, the total amount due will be suggested by this default payment method.
Allowed card types	VISA MASTERCARD DISCOVER/ NOVUS AMERICAN EXPRESS DINERS CLUB JCB	Specify the card types available for selection when taking a credit card payment. Select <input checked="" type="checkbox"/> card type to make it available or clear the check-box to not allow it. All types are allowed by default.

Customers

Preference	Options	Functions
Use with QuickBooks	YES, NO	Set the default setting for new customers. Select YES to exchange customer information with QuickBooks, or NO if you do not want customer information automatically sent. This setting can be modified on individual customer records.
Require a customer entry on all receipts	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	If selected, receipts cannot be saved until a customer is listed.
Customer Type	USER-DEFINED	Create categories of customer types for your business. Customer types can then be assigned in the customer record and used for filtering the customer list and reports.

Customer Orders (Layaways, Sales Orders, Work Orders)

Each order type has its own page in preferences, but all are the same.

Preference	Options	Functions
Initial Deposit	DO NOT REQUIRE OR SUGGEST AN INITIAL DEPOSIT (D) SUGGEST AN INITIAL DEPOSIT REQUIRE AN INITIAL DEPOSIT	Select how you want to handle the initial deposit on new customer orders. If suggesting or requiring an initial deposit, enter a percentage (of the total amount due) to be suggested or required. This setting applies only to the initial deposit, subsequent deposits can be for any amount.
Order Status	USER-DEFINED	Add, delete, rename, and reposition the status options available in the Status field on customer orders. New orders are automatically assigned the Open status; filled orders the Closed status. Facilitates filtering for viewing or reporting purposes. <i>Refer to Using the Status Field to Track Work Orders (page 338) for more information.</i> Defaults: Open, Closed
Printed Message	USER-DEFINED	Enter an optional text message to print on each customer order.

Sales Tax

Preference	Options	Functions
Sales Tax	USER-DEFINED	Define sales tax locations, sales tax codes, and other tax options. Specify a default tax location for this store and a default department tax code for new departments. <i>With this page displayed, press <F1> for assistance or refer to Collecting Sales Tax (page 292) for instructions.</i>

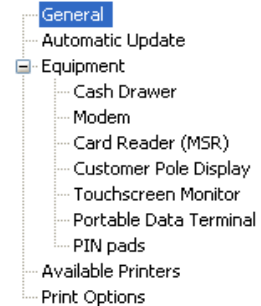
E-mail Documents

Preference	Options	Functions
Default Message Text	ORDER TYPES SALUTAION AND NAME OPTIONS SUBJECT	Select an order type from the drop-down list at the top of the window and then complete the settings to apply to that order type. Repeat for each order type you wish to e-mail. Enter salutation, subject line, and body text. Point of Sale writes this information to each e-mail it creates, but you can edit individual e-mails before sending. You can add information fields (shown in <brackets> at bottom of window) to your subject line or message, in which case the information from the matching fields on the order being sent is auto-populated when the message is created. Enter the field name and bracket just as shown.
Create attachment as	PDF TEXT HTML EXCEL	Select one of the four order attachment formats: PDF - recipient must have Adobe Acrobat Reader installed to view. Excel - recipient must have Microsoft Excel 2000, 2002, or 2003 installed to view. Text - plain text format that can be viewed in most text editors or Word processing applications. HTML - can be viewed in web browsers.

Workstation Preferences

To configure workstation preferences:

1. Close all open Point of Sale windows on this workstation., except the main screen (Retail Navigator)
2. From the Edit menu, select **PREFERENCES** > **WORKSTATION**.
3. From the preference menu on the left, choose the preference area you want to edit.
4. Make changes as appropriate.
Refer to the following tables for specific information.
5. Select **SAVE**.



General

Preference	Options	Functions
Security: Automatically logout Minutes until user is automatically logged out	<input checked="" type="checkbox"/> , <input type="checkbox"/> (d) USER-DEFINED	Security settings apply only if use logins are being required. Enable security in Company Preferences. Refer to General (page 532) preferences. If selected, automatically logs out a user after a specified period of time has passed. Specify how many minutes until automatic logout. Default: 15 minutes.
Appearance	RESET NOW	Select to reset Point of Sale layouts to the default appearance. This will result in the loss of all customizations made to list column, order, size, etc.
Reminders Display Reminders on this workstation at startup	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to display the Reminders icon and message each time Point of Sale is started on this workstation.

Automatic Update

Preference	Options	Functions
Automatic Download	YES(D) NO	Turn on/off automatic downloading of program updates from Intuit's web servers. This feature requires an Internet connection.
Share Location	USER-DEFINED	Specify a shared file location if more than one networked workstation will be updating with a single download. <i>Press <F1> from the preferences page or refer to the Updating QuickBooks Point of Sale (page 9) for more information.</i>

Equipment

Refer to [Appendix D POS Compatible Equipment \(page 571\)](#) for a list of compatible equipment.

Preference	Options	Functions
Automatically configure settings for	NONE (D) POINT OF SALE HARDWARE BUNDLE (PS2) POINT OF SALE HARDWARE BUNDLE (USB)	If you have purchased a Point of Sale hardware bundle with your software, specify it here and Point of Sale automatically configure some of the following specific equipment settings for you. You should go through the specific pages, confirming selections and using the test buttons to verify the equipment is functioning properly. Select NONE if no hardware bundle was purchased (default). You can configure individual equipment on the pages below.

Cash Drawer

Preference	Options	Functions
Cash Drawer	USER-DEFINED CASH DRAWER CONNECTION AND RECEIPT PRINTER	A cash drawer must be connected through a receipt printer. From the first list, select the cash drawer connection that matches your printer model. In the second list, select your actual receipt printer. <i>Note:</i> The printer driver name installed in Windows® may vary from the model number on the actual printer. If your receipt printer is not listed, use the printer instructions to add it to the Windows printer list. Select OPEN CASH DRAWER to test.

Modem

Preference	Options	Functions
Modem	<p>USER-DEFINED</p> <p>ADD MODEM</p>	<p>Select the modem to be used to process credit, debit, and gift card transactions with the QuickBooks POS Merchant Service.</p> <p>You must also select the direct dial communication option at Merchant and Gift Service – Communication Setup (page 537).</p> <p>Select ADD MODEM if your modem is not listed. You must restart your computer after adding a new modem.</p> <p><i>Refer to the Point of Sale Getting Started Guide, Appendix B for more information on setting up a modem.</i></p>

Card Reader (MSR)

Preference	Options	Functions
Card Reader (MSR)	USER-DEFINED	<p>Select your installed MSR card reader from the drop-down list.</p> <p>Select TEST CARD READER to verify it is functioning properly.</p>

Customer Pole Display

Preference	Options	Functions
Customer Pole Display	USER-DEFINED	Select your installed pole display from the drop-down list.
Connected to	USER-DEFINED	Select the connection port from the drop-down list.
Message Displayed Between Sales Alignment	USER-DEFINED	<p>Enter a message to display anytime a receipt or customer order is not actively being made.</p> <p>Use the options in the drop-down menu to specify how you want the message aligned on the display.</p>
Message Displayed During Sales	<p>QTY/PRICE/ TOTAL (D) DESC1, QTY, PRICE DEPT/QTY/ PRICE</p>	<p>Select a message to display while making a receipt or customer order.</p> <p>An example is displayed.</p> <p>Select TEST POLE DISPLAY to verify it is functioning properly.</p>

Touchscreen Monitor

Preference	Options	Functions
Enable touchscreen features	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to use touchscreen capabilities in Point of Sale. When selected, the specifically configured touchscreen navigation and data entry aids are displayed throughout the program.

Portable Data Terminal (PDT)

Preference	Options	Functions
Enables optional PDT	SUPPORTED MODELS	Select your PDT model from the drop-down list. Specify the virtual COM port to which the device is attached. The default COM Port for this device is 6. It may be necessary to use Windows Device Manager to identify your hardware and assign the COM Port. <i>Refer to instructions that accompanied the PDT unit or search Windows help for additional information about accessing and using Device Manager.</i>

PIN Pad

Preference	Options	Functions
PIN pad Attached to Virtual Port #	SUPPORTED MODELS	Select your PIN pad model from the drop down list. Specify the virtual COM port to which the device is attached. The default COM Port for this device is 5. It may be necessary to use Windows Device Manager to identify your hardware and assign the COM Port. <i>Refer to instructions that accompanied the PDT unit or search Windows help for additional information about accessing and using Device Manager.</i>

Available Printers

Preference	Options	Functions
POS Printer	USER-DEFINED	Verify that your POS (receipt or tag) printer is on the list. If not, select ADD PRINTER to install it.

Print Options

Preference	Options	Functions
Printing	USER-DEFINED <input checked="" type="checkbox"/> (D), <input type="checkbox"/>	Specify print options for each document type listed: Printer: Select from the drop-down list of printers. Template: Select a document template to be used. #: Indicate the number of copies to be printed. Print Dialog: Select to display the print options dialog when printing the document, allowing you to change print options at time of printing. Select the PRINT TEST PAGE at the bottom of the window to verify your printer is working correctly with the selected template.
Print two copies of credit card receipts	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	If selected, automatically prints two copies of credit card receipts. If using double-ply receipt paper, you can disable this option.
Pause between printing to allow tearing off printed receipt	<input checked="" type="checkbox"/> (D), <input type="checkbox"/>	If selected, pauses briefly after the first receipt is printed, allowing time to tear it off before the second copy is printed. This is for users with printers that do not cut each receipt automatically.
Prompt for gift receipt with each sale	<input checked="" type="checkbox"/> , <input type="checkbox"/> (D)	Select to be prompted to print a gift receipt with the item, price, and payment information excluded.

Feature Comparison

This chart is a comparison of the features available in Point of Sale Basic, Pro, and Pro Multi-Store. *For a list of features available at each store type in a multi-store installation, refer to [Chapter 13 Managing Multiple Stores \(page 411\)](#).*

Inventory Tracking

Area/Feature	Basic	Pro	Multi-Store
Track Items By Department	X	X	X
Track Items By Vendor	X	X	X
Track Item Quantity History	X	X	X
Markdown Price Levels	X	X	X
Print Bar Code Tags	X	X	X
Adjust Inventory Cost Or Quantities	X	X	X
Define Reorder Points For Items	X	X	X
Use Non-Inventory Items	X	X	X
Use Service Items	X	X	X
Physical Inventory Count /Portable Inventory Scanner Support	X	X	X
Merge Duplicate Vendor Records	X	X	X
Automated Purchasing Reminders Based On Reorder Point	X	X	X
Initiate Transactions from Inventory (Purchase, Receive, Sell)	X	X	X
Price Manager	X	X	X
Price Rounding	X	X	X
Print MSRP on Tags	X	X	X
Item Account Mapping to QuickBooks (COGS, Income, Asset)	X	X	X
Customize Item Description Labels	X	X	X
Use Custom Item Fields		X	X
Track Item Styles (color/size/attribute matrix)		X	X

Appendix B: Feature Comparison

Area/Feature	Basic	Pro	Multi-Store
Use Assembly Items		X	X
Use Group Items		X	X
Use Special Order Items		X	X
View Open POs from Inventory		X	X
Multi-Vendor/Multi-UPC Tracking		X	X
Inventory Reminders – New Items, Price Changes		X	X
Inventory Reminders – Duplicate Items			X
Transfers between Stores			X
View Quantities at Other Stores			X

Purchasing and Receiving

Area/Feature	Basic	Pro	Multi-Store
Make Purchase Orders	X	X	X
Make Receiving Vouchers	X	X	X
Maintain Receiving History	X	X	X
Track Vendor History	X	X	X
Reorder Point Reports/Reminders	X	X	X
E-mail POs to Vendors	X	X	X
Multi-Vendor/Multi-UPC Tracking		X	X
PO Suggestion based on Reorder Points		X	X
Use Special Order Items		X	X
Use Custom Vendor Fields		X	X
Centralized Purchasing			X

Point of Sale

Area/Feature	Basic	Pro	Multi-Store
Make Sales/Return Receipts	X	X	X
Define Available Tenders (Payment Methods)	X	X	X
Accept Credit Card Payments	X	X	X
Accept Debit/ATM Payments	X	X	X
Sell And Redeem Gift Cards	X	X	X
Sell and Redeem Gift Certificates	X	X	X
Offer Store Charge Accounts ¹	X	X	X
Integrated Merchant and Gift Card Services ²	X	X	X
Give Item Discounts	X	X	X
Record Cash Drawer Pay-outs	X	X	X
Maintain Sales History/Lookup Receipts	X	X	X
End of Day/Closing Reports	X	X	X
Cash Drawer Reconciliation	X	X	X
Scan Bar Codes	X	X	X
Track Sales Taxes	X	X	X
Use Multiple Tax Codes/Locations	X	X	X
Collect Tax Based on Price Thresholds	X	X	X
Print Gift Receipts	X	X	X
Warn on \$0 Sale	X	X	X
Use Discount Pricing (x for y)		X	X
Track Associate Sales Commissions		X	X
Use Layaways		X	X
Use Sales Orders		X	X
Use Work Orders		X	X
Generate Purchase Order from Customer Order		X	X

¹ Requires QuickBooks, ² Optional, fee-based service

Area/Feature	Basic	Pro	Multi-Store
E-mail Orders to Customers		X	X
Use Special Order Items		X	X
Record Item Serial Numbers		X	X
Record Shipping Information		X	X
View/Sell Qty for Other Stores			X

Tracking Customers

Area/Feature	Basic	Pro	Multi-Store
Track Customer History	X	X	X
Categorize Customers By Type	X	X	X
Merge Duplicate Customer Records	X	X	X
Associate Discount/Price Level with Customer	X	X	X
Accept Checks? Setting and Warn on Sale	X	X	X
Offer Customer Charge Accounts ¹	X	X	X
Print Mailing Labels/Lists	X	X	X
Associate Tax Location or Tax Exempt Status with Customer	X	X	X
Record Customer Shipping Addresses		X	X
Use Custom Customer Fields		X	X

¹Requires QuickBooks

Tracking Employees & Security

Area/Feature	Basic	Pro	Multi-Store
Capture Employee Information	X	X	X
Use Password Controls	X	X	X
Restrict Access by Security Groups/Custom Groups	X	X	X

Area/Feature	Basic	Pro	Multi-Store
Track Sales Commissions		X	X
Use Custom Employee Fields		X	X

Reports and Sales Charts

Area/Feature	Basic	Pro	Multi-Store
Sales, Merchandise, Purchasing, and Customer Reports	X	X	X
Quick Access Through Reports Dashboard	X	X	X
Customize Reports	X	X	X
Drill Down to Report Detail	X	X	X
Memorize Reports	X	X	X
Run Multiple Reports	X	X	X
View Sales Charts	X	X	X
Export to Excel	X	X	X
Multi-Store Reporting			X
Profit/Loss Reports by Store in QuickBooks (Class Tracking)			X

General

Area/Feature	Basic	Pro	Multi-Store
Download Program Updates	X	X	X
Backup/Restore Company Data	X	X	X
Add or Remove List Columns	X	X	X
Remove Unused Features	X	X	X
Customize Toolbar	X	X	X
Import Data via Excel	X	X	X
Integrate with QuickBooks Financial Software ¹	X	X	X
'Show Me' How Video Demos	X	X	X
Learning Center	X	X	X

Appendix B: Feature Comparison

Area/Feature	Basic	Pro	Multi-Store
Practice with Sample Data	X	X	X
Setup Interview	X	X	X
Search for Records/Documents	X	X	X
Touchscreen Controls	X	X	X
Supported and Compatible POS Hardware	X	X	X
Hardware Troubleshooting Wizards	X	X	X
Connection Wizard for QuickBooks Financial Software ¹	X	X	X
Print Custom Logo on Documents	X	X	X
Customize Printed Documents and Tags		X	X
Manage Multiple Stores			X
Share Data Among Stores			X

¹*Requires QuickBooks*

Financial Exchange Mapping

Mapping refers to how accounts, various fields, and payment types in Point of Sale are linked to your QuickBooks accounts. These mappings dictate how Point of Sale will transfer your point of sale data to QuickBooks.

The tables in this appendix reflect the default mapping configuration used by Point of Sale.

Default Item Account Mappings

These default item accounts dictate where Point of Sale will transfer your Point of Sale item sales (Income), cost (COGS), and inventory value (Asset) amounts when the various item types items are sold. If needed, you can change the default accounts for each item type at **PREFERENCES ► COMPANY ► FINANCIAL** or you can assign accounts on an item-by-item basis on the item record in inventory.

POS Item Type	Income Account	COGS Account	Asset Account
Inventory	Sales: Merchandise	Cost of Goods Sold	Inventory Asset
Assembly	Sales: Merchandise	Cost of Goods Sold	Inventory Asset
Special Order	Sales: Merchandise	Cost of Goods Sold	Inventory Asset
Non-inventory	Sales: Merchandise	Non-Inventory Expense	Non-Inventory Asset
Service	Sales: Service	Service Expense	Service Asset
Group	not applicable	not applicable	not applicable

Default Account and Payment Type Mappings

Default Account Mappings

Point of Sale Field	QuickBooks Account
Cash In Drawer	Cash In Drawer
Check	Undeposited Funds
Credit Card	Undeposited Funds
Debit Card	Undeposited Funds
Gift Certificate	Gift Certificates
Gift Cards	Gift Card
Accounts Receivable	Accounts Receivable
Sales Tax	Sales Tax Payable
Customer Order Deposit Taken	Unearned Revenue
Purchase Clearing	Unbilled Purchases
Voucher Adjustment	Vendor Discount
Freight In	Purchasing Expense
Voucher Fee	Purchasing Expense
Accounts Payable	Accounts Payable
Document Offset	Document Offset
Shipping	Sales: Shipping & Handling
Pay Out Expense	Pay Out Expense

Default Payment Type Mappings

Point of Sale Field	QuickBooks Payment Type
Cash	Cash
Check	Check
Credit Card: Visa	Visa
Credit Card: MasterCard	MasterCard
Credit Card: Discover	Discover
Credit Card: American Express	American Express
Credit Card: Diners Club	Diners Club

Field Mappings for Financial Exchange

Fields are where you enter individual pieces of information on records and documents. For example, customer and vendor records are made up of a collection of individual fields, such as First Name, Last Name, Street, City, Phone Number, etc. Documents, such as receipts and vouchers, are also made up of a collection of fields.

The tables in the remainder of this Appendix detail how fields on Point of Sale records and documents are linked to the fields on QuickBooks records and documents. When information is sent between the programs, these field mappings (i.e. mappings) determine how that information is placed into the fields in the other program.

The tables that follow describe how those fields are mapped (or linked) between the programs.

For information that is sent in both directions (“imported” to Point of Sale, “exported” to QuickBooks), separate tables are provided for each of these processes. See [Chapter 14 Financial Exchange \(page 449\)](#) for more information about *Financial Exchange*.

Vendors (Imported from QuickBooks)

QuickBooks	Point of Sale	Notes
Vendor Name	Company	
Mr./Ms./...	Title	
First Name	First	
Last Name	Last	
Address	Address	See Vendor Address below.
Phone	Phone 1	
Fax	Phone 2	
Account No.	Account #	
Terms	Terms	QuickBooks default terms become Point of Sale default terms.
e-mail	e-mail	

Vendors (exported to QuickBooks)

QuickBooks	Point of Sale	Notes
Company Name <i>and</i> Vendor Name	Company	If no company name exists in Point of Sale, then the Vendor Code is sent instead.
Mr./Ms./...	Title	
First Name	First	If there is a space in the First field in Point of Sale, everything before the space is written to the First Name field in your financial software.
M.I.		Any data in this field in QuickBooks will be lost if the record is updated during Financial Exchange.
Last Name	Last	
Address	Address	See Vendor Address below.
Phone	Phone 1	
Fax	Phone 2	
Contact	First <i>and</i> Last	

QuickBooks	Point of Sale	Notes
Terms	Terms	
e-mail	e-mail	

Vendor Address

The vendor address in QuickBooks consists of a set of address lines plus separate fields for City, State, ZIP/Postal Code, and Country/Region.

The vendor address in Point of Sale consists of an Address field, a field for City, a field for State, and a field for ZIP code.

The field mapping for importing a vendor address is:

QuickBooks	Point of Sale	Notes
Address	Address	The last line of the Address field in QuickBooks is written to the Address field in Point of Sale. If the Company Name and Contact are included in the Address field in your financial software, these are ignored.
City	City	
State	State	
ZIP/Postal Code	ZIP	

The field mapping for exporting a vendor address is:

QuickBooks	Point of Sale	Notes
Address (<i>line 1</i>)	First and Last	If populated
Address (<i>line 2</i>)	Company	
Address (<i>line 3</i>)	Address	
City	City	
State/Province	State	
ZIP/Postal Code	ZIP	

Customers (Imported from QuickBooks)

QuickBooks	Point of Sale	Notes
Company Name	Company	
Salutation	Title	
First Name <i>and</i> M.I.	First	
Last Name	Last	
Billing Address Fields	Address Fields	See Customer Addresses below.
Phone	Phone 1	
Fax	Phone 2	
E-mail	E-mail	
N/A	Use with QuickBooks	The USE WITH QUICKBOOKS flag is always selected for imported customers.
Current Balance	Account Balance	
Credit Limit	Account Limit	
Shipping Address Fields	Shipping Address Fields	See Customer Addresses below.

Customers (sent to QuickBooks)

QuickBooks	Point of Sale	Notes
Customer Name	First <i>and</i> Last <i>and</i> title	Title is sent if used. The name format sent is based on your settings in company preferences.
Company Name	Company	
First Name	First	If there is a space in the First field in Point of Sale, everything before the space is written to the First Name field in your financial software.
M.I.		Any data in this field in QuickBooks will be lost if the record is updated during Financial Exchange
Last Name	Last	
Address Fields	Address Fields	See Customer Addresses below.
Phone	Phone 1	
Fax	Phone 2	

QuickBooks	Point of Sale	Notes
E-mail	E-mail	
Contact	First <i>and</i> Last	
Ship To address	Shipping Address fields	See Customer Addresses below.

Customer Addresses

The customer Bill To and Ship To address in QuickBooks consists of a set of address lines plus separate fields for City, State, ZIP/Postal Code, and Country/Region.

The customer shipping and billing addresses in Point of Sale consists of an Address field, a field for City, a field for State, and a field for ZIP code.

When importing to Point of Sale, the field mapping for a customer's address is:

QuickBooks	Point of Sale	Notes
Address	Address	The last line of the Address field in QuickBooks is written to the Address field in Point of Sale. Any address lines preceding the last line are ignored, as these correspond to the Company and First and Last fields, which are imported separately.
City	City	
State	State	
ZIP/Postal Code	ZIP	

When exporting to QuickBooks, the field mapping for a customer's address is:

QuickBooks	Point of Sale	Notes
Address (<i>line 1</i>)	First <i>and</i> Last	
Address (<i>line 2</i>)	Company	
Address (<i>line 3</i>)	Address	
City	City	
State/Province	State	
ZIP/Postal Code	ZIP	

Adjustment Memos (sent as a General Journal Transaction)

Adjustment memos are always consolidated by day upon exporting. One General Journal transaction in QuickBooks will contain the aggregate amount for all adjustments recorded in Point of Sale for a particular day.

QuickBooks	Point of Sale	Notes
Date	Date	
Account	N/A	The aggregate adjustment amount is assigned appropriately to the Inventory and Document Offset accounts as defined in Point of Sale company preferences.
Memo	N/A	Always <i>POS INV. ADJUST. Posted at mm/dd/yyyy hh:mm:ss AM/PM.</i>

Receiving Vouchers (sent as a General Journal Transaction)

QuickBooks	Point of Sale	Notes
Date	Date	
Account	N/A	The voucher amount is assigned appropriately to the Inventory and Purchase Clearing accounts as defined in Point of Sale company preferences.
Memo	N/A	Always <i>POS PC Voucher # Posted mm/dd/yyyy hh:mm:ss AM/PM, where # is the voucher # from Point of Sale.</i>

Receiving Vouchers with an Invoice # (Exported as a Bill)

QuickBooks	Point of Sale	Notes
Vendor	Vendor Code	
Date	Date	
Bill Received	N/A	Always selected.
Amount Due	Total	

QuickBooks	Point of Sale	Notes
Ref. No	Invoice #	
Terms	N/A	The payment terms for the vendor.
Memo	N/A	Always <i>POS Voucher # Posted on mm/dd/yyyy hh:mm:ss AM/PM</i> , where # is the voucher # from Point of Sale.
Bill Due	N/A	Calculated using the date of the bill and the vendor's terms.
POS Recv	SubTotal	<i>(On the Items tab. Summarized only.)</i> Subtotal for the voucher.
Items	N/A	<i>(On the Items tab. Detailed only.)</i> Items received on the voucher.
[Voucher Adjustment Account]	Disc \$	<i>(On the Expenses tab.)</i> Assigned to the Voucher Adjustment account as defined in Point of Sale company preferences. Memo is "POS Recv Discount."
[Voucher Fee Account]	Fee	<i>(On the Expenses tab.)</i> Assigned to the Voucher Fee account as defined in Point of Sale company preferences. Memo is "POS Recv Fee."
[Freight In Account]	Freight	<i>(On the Expenses tab.)</i> Assigned to the Freight In account as defined in Point of Sale company preferences. Memo is "POS Freight In."

Return Vouchers (Exported as a General Journal Transaction)

QuickBooks	Point of Sale	Notes
Date	Date	
Account	N/A	The voucher amount is assigned appropriately to the Inventory and Purchase Clearing accounts as defined in Point of Sale company preferences.
Memo	N/A	Always <i>POS PC Reversion Voucher # Posted mm/dd/yyyy hh:mm:ss AM/PM</i> , where # is the voucher # from Point of Sale.

Return Vouchers with an Invoice # (Exported as a Vendor Credit)

QuickBooks	Point of Sale	Notes
Vendor	Company	
Date	Date	
Credit Amount	Total	
Ref. No.	Invoice #	
Memo	N/A	Always POS [Return] Voucher # Posted on mm/dd/yyyy hh:mm:ss AM/PM, where # is the voucher # from Point of Sale.
POS Recv	SubTotal	(On the Items tab. Summarized only.) POS Recv is the dummy item assigned to the subtotal for the return voucher.
Items	N/A	(On the Items tab. Detailed only.) Items returned on the voucher.
[Voucher Adjustment Account]	Disc \$	(On the Expenses tab.) Assigned to the Voucher Adjustment account as defined in Point of Sale company preferences. Memo is "POS Recv Discount."
[Voucher Fee Account]	Fee	(On the Expenses tab.) Assigned to the Voucher Fee account as defined in Point of Sale company preferences. Memo is "POS Recv Fee."
[Freight In Account]	Freight	(On the Expenses tab.) Assigned to the Freight In account as defined in Point of Sale company preferences. Memo is "POS Freight In."

General Journal Transactions for Exported Receipts

A General Journal transaction is created for the cost of goods sold per day.

QuickBooks	Point of Sale	Notes
Date	Date	
Account	N/A	The aggregate receipt amount is assigned appropriately to the Cost of Goods Sold and the Inventory account as defined in Point of Sale company preferences.
Memo	N/A	Always POS COGS yyyy-mm-dd for the date.



Cash In Drawer

On the receipts and invoices created in QuickBooks, a POS Cash In Drawer item is listed for the cash change given on transactions paid by check, credit card, gift certificate, or account. Note Cash In Drawer items do not appear on receipts for cash transactions, nor will you typically see them on the consolidated receipts created when sending summarized data, where cash flow is typically handled via the POS Cash item. You can assign a QuickBooks account to the Cash In Drawer account in Point of Sale company preferences.

Sales Receipts Paid by Cash, Credit Card, Debit, and Gift Certificate (Exported as Sales Receipts)

If you send summarized data to QuickBooks, one sales receipt is created in QuickBooks listing all of your cash, credit card, and gift certificate transactions per day. If you send detailed data to your financial software, each receipt in Point of Sale creates a corresponding receipt in QuickBooks.

QuickBooks	Point of Sale	Notes
Customer: Job	N/A	Always <i>Counter Sales</i> , the dummy customer for sales receipts.
Date	Date	
POS [Tax Code Name] Sales	N/A	<i>(Summarized only)</i> Sum of the amounts of all items on the receipt belonging to each tax code (for example, POS Tax Sales).
Items	N/A	<i>(Detailed only)</i> Items sold on the receipt
POS Subtotal	N/A	Subtotal of the amount sold for each tax code or the amount charged for each tax item/group
Sales Tax Items/ Groups	N/A	Sales tax collected per sales tax item/group.
POS Cash	N/A	Total amount of cash paid in. Aggregate for summarized exchange.
POS [Name] Credit Card	N/A	Total amount paid in for each credit card type (for example, POS VISA Credit Card). Aggregate for summarized exchange.
POS Gift Certificate Sale	N/A	Amount of each gift certificate purchased or redeemed along with the Gift Certificate #.
Group with other undeposited funds	N/A	Always selected.
Memo	N/A	<i>(Summarized)</i> Always <i>POS Receipt</i> . <i>(Detailed)</i> Always <i>POS Receipt #</i> , where # corresponds to the receipt # in Point of Sale.

Sales Receipts Paid by Check (Exported as a Sales Receipt)

QuickBooks	Point of Sale	Notes
Customer: Job	N/A	Always <i>Counter Sales</i> , the dummy customer for sales receipts.
Date	Date	
Payment Method	N/A	Always Check.
Check No.	Check Number	
POS [Tax Code Name] Sales	N/A	<i>(Summarized only)</i> Sum of the amounts of all items on the receipt belonging to each tax code (for example, POS Tax Sales).
Items	N/A	<i>(Detailed only)</i> Items sold on the receipt
POS Subtotal	N/A	Subtotal of the amount sold for each tax code or the amount charged for each tax item/group
Sales Tax Items/ Groups	N/A	Sales tax collected.
Deposit To	N/A	Deposited to the account assigned as the Check account in Point of Sale company preferences.
Memo	N/A	Always <i>POS Receipt #</i> , where # corresponds to the receipt # in Point of Sale.

Sales Receipts Paid By Charge to Account (Exported as an Invoice)

QuickBooks	Point of Sale	Notes
Customer: Job	Customer	
Date	Date	
Terms	N/A	Terms from the customer record in QuickBooks.
Due Date	N/A	Due date as calculated using the customer's terms.
POS [Tax Code Name] Sales	N/A	<i>(Summarized only)</i> Sum of the amounts of all items on the invoice belonging to each tax code (for example, POS Tax Sales).
Items	N/A	<i>(Detailed only)</i> Items sold on the receipt

QuickBooks	Point of Sale	Notes
POS Subtotal	N/A	Subtotal of the amount sold for each tax code or the amount charged for each tax item/group
Sales Tax Items/ Groups	N/A	Sales tax collected.
Memo	N/A	Always <i>POS Receipt #</i> , where # corresponds to the receipt # in Point of Sale.

Split Payments

If a receipt paid by check or account also contains other payment types (cash, credit card, etc.), those payments will appear on the same receipt or invoice created in QuickBooks.

Return Receipts (Exported as a Credit Memo)

If you send summarized data to QuickBooks, a single credit memo is created listing consolidated return transactions paid by cash, check, credit card, and gift certificate per day. Since cash and credit card amounts are totaled per day, these payment types will only appear on a credit memo if the total amount paid in for cash or a particular credit card type (VISA, MasterCard, etc.) is negative. Return receipts paid by charge to account are always sent to QuickBooks as an individual credit memo.

If you send detailed data to your financial software, each return receipt in Point of Sale creates a corresponding credit memo in QuickBooks.

QuickBooks	Point of Sale	Notes
Customer: Job	N/A or Customer	<i>Counter Sales</i> , the dummy customer for sales receipts, unless the credit memo is created for a return receipt paid by account, in which case the customer is listed.
Date	Date	
POS [Tax Code Name] Sales	N/A	<i>(Summarized only)</i> Sum of the amounts of all items on the receipt belonging to each tax code (for example, POS Tax Sales).
Items	N/A	<i>(Detailed only)</i> Items sold on the receipt
POS Subtotal	N/A	Subtotal of the amount sold for each tax code or the amount charged for each tax item/group
Sales Tax Items/ Groups	N/A	Sales tax collected per sales tax item/group.
POS Cash	N/A	Total amount of cash paid out. Aggregate for summarized exchange.

QuickBooks	Point of Sale	Notes
POS [Name] Credit Card	N/A	Total amount paid out for each credit card type (for example, POS VISA Credit Card). Aggregate for summarized exchange.
POS Gift Certificate Sale	N/A	Amount of each gift certificate paid out along with the Gift Certificate #.
POS Check	N/A	Amount of each check paid out along with the Check #.
Memo	N/A	<i>(Summarized) Always POS Receipt. (Detailed or paid by account) Always POS Receipt #, where # corresponds to the receipt # in Point of Sale.</i>

Pay-outs (Exported as a General Journal Transaction)

QuickBooks	Point of Sale	Notes
Date	Date	
Account	N/A	The pay-out amount is assigned appropriately to the account specified at the time of the pay-out and the Cash In Drawer account as defined in Point of Sale company preferences.
Memo	N/A	Always <i>POS PAYOUT Invc #</i> , where # is the receipt number from Point of Sale.

Payments on Account (Exported as a Credit Memo)

QuickBooks	Point of Sale	Notes
Customer: Job	Customer	
Date	Date	Total amount of cash paid in.
POS Cash	N/A	
POS [Name] Credit Card	N/A	Total amount paid in for each credit card type (for example, POS VISA Credit Card).
POS Gift Certificate Sale	N/A	Amount of each gift certificate.
POS Check	N/A	Amount of each check paid in.
Memo	N/A	Always <i>POS Receipt #</i> , where # corresponds to the receipt # in Point of Sale.



Selling Items and Making Payments Simultaneously

If you sell items and make a payment on account on the same receipt, in addition to a credit memo, an invoice is created in QuickBooks for the amount paid in and for sales tax.

Layaway/SO Deposits (Exported on a Sales Receipt or Invoice)

If you send summarized data to QuickBooks, each layaway/SO deposit appears on the summarized receipt for the day, and the amount of the deposit is added to the consolidated total for the appropriate payment type. A deposit paid by check is always sent to your financial software as an individual receipt, and a deposit paid by charge to account as an individual invoice.

If you send detailed information to QuickBooks, each deposit is sent as its own receipt (cash, check, credit card, gift certificate) or invoice (charge to account). The individual items listed on a layaway/SO do not appear on any receipt or invoice created in QuickBooks.

QuickBooks	Point of Sale	Notes
POS SO Deposit	N/A	Amount of the SO deposit. The Description column contains "Deposit Taken" along with the layaway/SO number from Point of Sale.

The rest of the receipt or invoice fields are completed as usual. *See previous field mappings for receipts and invoices.*

Sales Receipts Paid by Deposit (Exported on a Sales Receipt or Invoice)

If you send summarized data to QuickBooks, each deposit used appears on the summarized for the day. Customer order deposits used on receipts paid by check or charge to account will appear on the corresponding receipt or invoice created in your financial software.

Appendix C: Financial Exchange Mapping

If you send detailed information to QuickBooks, each deposit used will appear on the corresponding receipt (cash, check, credit card, gift certificate) or invoice (charge to account) in your financial software.

QuickBooks	Point of Sale	Notes
POS SO Deposit	N/A	Amount of the customer order deposit used. The Description column contains "Deposit Used" along with the customer order number from Point of Sale.

The rest of the receipt or invoice fields are completed as usual *See previous field mappings for receipts and invoices.*

POS Compatible Equipment

QuickBooks Point of Sale has been designed to work seamlessly with select industry-leading retail hardware. Although the program may operate with various other hardware peripherals, Intuit does not provide hardware support for equipment not sold by Intuit. This table of compatible equipment is provided as a guideline only.

For a complete list of supported hardware, or to purchase supported hardware directly from Intuit, call 1-800-926-6066. Equipment listed in **bold type** is available for purchase from Intuit.

Bar Code Scanners

Type/Model	Comments
Welch Allyn (Handheld) IT-3220	
Symbol LS1908T USB	
Symbol Cyclone M2007 Omni-directional Scanner USB	
Metrologic Voyager BT MS9535 Bluetooth Wireless	
Microvision Flic	
Metrologic Voyager MS9520 PS/2	
HHP SR IT5600	
HHP Imageteam 3800LR USB	
HHP Imageteam 3800LR PS/2	
Symbol LS1902T PS/2	Configure using setup barcode instructions included with Symbol documentation. Scanner is "keyboard wedge," type "IBM AT." Configure carriage return "<CR>" to end of all scans.

Cash Drawers

Use of a cash drawer requires a receipt printer through which it connects to computer.

Type/Model	Comments
M-S Cash Drawer CF-Media-White	
M-S Cash Drawer CF-Media-Black	
MMF ECD200	
APG Series 100	
APG Series 4000	
APG T371-DG1616	(For use with Dell T200 printer)
Logic Controls CR3000	

Credit Card Readers

Type/Model	Comments
ID Innovations PS2 MSR	
ID Innovations MSR USB-B	
ID Innovations MSR USB-W	
Cherry Keyboard Small G86-62410UAGSA	
Cherry Keyboard MSR MY 7000 USB	
Cherry Keyboard MSR MY 7000 PS/2	
Dell Keyboard AW840	
ID Tech Mini Mag USB DEL3331-33UB	
ID Tech Modular MiniMag POS Integrator R600	
Logic Controls MR 3010	
ELO KE MSR D63505-000	
ELO Monitor/MSR F05973-000 Serial/USB	
Dell Monitor 153FP	

PIN Pads

Type/Model	Comments
Ingencio eNcrypt 2100 w/integrated card swipe	USB connection adapter included. Install driver per instructions included with device.
Ingencio 3010 w/o swipe	

Pole (Shopper) Displays

Type/Model	Comments
Partner Tech CD7220	Serial pole displays may conflict with other serial devices, such as modems or printers even if the other device is not turned on or connected. It may be necessary to reassign other devices to different ports.
Logic Controls LD 9900 USB	
Logic Controls LD 9000, LD 9000U USB	
Logic Controls PD 3000, PD 6000	
Partner Tech CD7220 USB-B	When installig either of htese devices, select the Partner Tech CD7220 model in workstation preferences.
Partner Tech CD5220C	

Portable Data Terminal (PDT)

Type/Model	Comments
Cipher Labs 8000 USB	

Receipt Printers

Type/Model	Comments
Star TSP 600 series	
Star TSP 600 series USB	
Dell T200 USB	
Star TSP 700	Requires Star "Raster" driver. Defaults to partial paper cut, but can be changed to full cut in Windows printer preferences.
Epson TM88II	See Note 1.
Epson TM88II USB	

Type/Model	Comments
Epson TM88III	Recommend using the TM88II driver. See Note 1.
Epson TMU200	Recommend the Epson driver install "TM-210A(R)/TM U200 Family." Serial connection not compatible. See Notes 1, 2.
HP Laser Jet 4200 PCL 6	
HP Laser Jet 4600 PCL 6	

Tag Printers

Type/Model	Comments
Zebra Tag Printer LP2824P	For all tag printers: <ul style="list-style-type: none"> Recalibrate printer before large print jobs to avoid tag waste. See Note 3.
Zebra Tag Printer LP2824 USB	For the Cognitive Del Sol: <ul style="list-style-type: none"> Use Windows NT/2000 driver with XP (as of this document date, no XP driver was available).
Cognitive Del Sol DD24	<ul style="list-style-type: none"> Changing tag stock size causes calibration variation; recommend sticking to one size or recalibrating before each print job. Unplug power to printer for several seconds to reset if calibration is ineffective.

Notes

1. If using the Epson ADT driver, installing the Epson Status API driver module in addition will allow the cash drawer to open without feeding paper to the printer.
2. If using the Epson TMU200 and Windows® 98 and you experience poor quality on printouts, it is recommended that you select print designs that use the Arial font (look for the {Arial} designation in the design name). Select **PREFERENCES ► WORKSTATION** from the Edit menu, and then select the **PRINT OPTIONS** page to choose print templates.
3. When printing a large number of tags the print buffer may overflow, causing the error message "Error found while printing the document" and prompting to retry or cancel the job. *Ignore this message!* The message will disappear as the buffer catches up and all tags will print correctly. Printing fewer tags at one time will eliminate this message.

Windows NT. Many peripherals will not work or work slowly with the Windows NT operating system. Windows NT is not a supported operating system.

Software Drivers. Drivers for compatible equipment, current as of the testing date, are included on your Point of Sale program CD in the **EXTRAS** folder. Contact the equipment vendor to see if updated drivers are available.

Equipment Changes. The provided equipment model numbers, software drivers, and configuration information was current as of publication date, but subject to change. For the most up-to-date equipment information, search the in-program Help index using the keyword *Equipment* and/or contact the equipment vendor.

A

Adjustment Memo. A transactional document that provides a permanent record of changes to an item's quantity or cost that was not recorded on another type of transactional document.

Address Verification Service. Method of verifying that the ZIP Code and street address given to you by a credit card holder matches what is on file. Provides a degree of fraud protection for manual and "card-not-present" transactions.

Alphanumeric. Containing both letters and numbers.

Alternate Lookup (ALU). A descriptive inventory field used as an additional item lookup field. Typically, used to record catalog or part numbers, or an easy-to-remember identifier.

Alternate Vendor. Secondary vendor that can be listed on POs and vouchers when purchasing an item. Each alternate vendor (up to four) can have a unique order cost, UPC and ALU assigned to them. See also *primary vendor*.

Assembly. Inventory item assembled from other existing inventory items and sold as a unit.

Associate. An employee whose name can be selected on receipts for commission tracking.

Attribute. Typically an item's color or a second size, such as shoe width.

Automatic Update. Automatic process of downloading program updates in the background while you work in Point of Sale.

Average Unit Cost. The average amount paid by the retailer for on-hand quantities of an item.

B

Backup. A manual or automated procedure that verifies the integrity and makes a backup copy of Point of Sale data files. *See also* restore.

Bar Code. A series of spaced lines forming a code that is optically read and interpreted by a bar code scanner for rapid data entry. Bar codes typically are encoded item numbers or UPC codes.

Bottom Toolbar. The toolbar located across the bottom of the screen in most program areas. Contains action buttons for completing your current task, i.e. Save, Update, etc.

C

Card Reader. A device that reads the magnetic strip on the back of credit, debit, or gift cards, allowing information about the customer and his account to be automatically entered on a receipt.

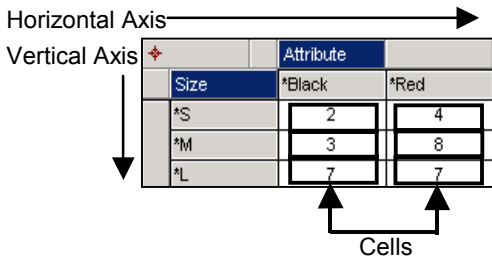
Card Verification Code. A three or four-digit code printed on a credit card used to help verify that the customer actually has the card in their possession. Can help prevent credit card fraud and chargebacks. For use with the QuickBooks POS Merchant Service.

Case Sensitive. Any process where the program distinguishes between upper- and lower-case letters.

Cashier. The logged in employee recording the current sale.

Cell. In a grid (e.g., a style grid), the point where a column and row intersect.

Each cell represents a particular combination (such as size/attribute) and can correspond to an item in inventory, as shown below. *See also grid.*



Certificate. A QuickBooks term related to integrated applications and their access to your QuickBooks company file. A certificate is a digital signature including verification of the identity of the third-party developer. *Refer to your QuickBooks documentation for more information.*

Chargeback. For a credit card transaction, a chargeback is a dispute of the charge by the cardholder.

Chart of Accounts. In QuickBooks, a listing of all accounts and their balances. Some accounts are predefined by QuickBooks when a company is set up; others can be added by users as needed. *Refer to your QuickBooks documentation for more information.*

Class. A transaction categorizing an attribute in QuickBooks that when assigned to stores in a Pro Multi-Store configuration allows you to track and run P/L (Profit/Loss) reports by store in QuickBooks after Financial Exchange.

Client Workstation. Any workstation that is not designated as the Server Workstation in a multi-workstation configuration. Client workstations access the POS company data on the Server Workstation across the network.

Commission. Payment made to sales associates for the successful sale of merchandise and/or services. In Point of Sale, a commission rate (%) can be assigned to employees and items can be marked as eligible for commission. Point of Sale automatically calculates and reports on commission amounts for eligible employees/items.

Company Data File. A company data file is the database file that Point of Sale uses to store all of the information for your business.

Company File. A company file is the database file that QuickBooks Financial Software uses to store your financial information.

Company Preferences. Program settings and options that are shared by all workstations on a network and that configure all Point of Sale modules.

Component Items. The individual inventory items that make up an assembly or group.

Conflicting Items. Two or more inventory items with the same department, description, size, and attribute.

Customer Orders. Order documents that record the planned sale of merchandise and/or services. *See also* Layaways, Sales Orders, and Work Orders.

D

Debit/ATM Transaction. Transaction using customer debit/ATM card and PIN authorization, optional cash-back feature.

Department. User-assigned department name and code, used to categorize merchandise.

Descriptive Field. A field that describes the item, typically **Description 1**, **Description 2**, **Attribute**, or **Size**.

Discount Pricing. Feature of Price Manager for setting up 'X for Y' pricing on selected merchandise, such as "3 T-Shirts for \$30." Point of Sale automatically applies the correct price when qualifying items are purchased in sufficient quantities.

Doc Cost. When you select items from an item list to add to a document, the cost entered in the **Doc Cost** field is the cost that is used on the document.

Doc Qty. When you select items from an item list to add to a document, the quantity entered in the **Doc Qty** field is the quantity that is listed on the document.

Document Item List. The data entry field of a document where the items being processed are listed.

Documents. General term including all transactional and order documents; i.e., receipts, customer orders, purchase orders, vouchers, adjustment memos, and transfer slips.

E

Eligible for Commission. Item field in inventory; specifies the item as eligible for payment of commission on sales.

F

Fee. (PO/Voucher) A field on POs and vouchers used to record amounts that are charged in addition to the cost of goods, shipping, and tax, such as an-order fee.

Field. A component of a screen where data can be entered or viewed. In lists, field names make up the column headers.

Fill Status. A summary of the quantity still due on an order document.

$$\% \text{ UNFILLED} = \frac{\text{QTY DUE}}{\text{QTY ORD}} \times 100$$

Filtered View. The display of data records filtered by user-defined criteria. Only the records matching entered criteria are displayed.

Filter Element. A component of a filter screen. Element names identify the criteria to be entered in each field.

Financial Exchange. The process of exchanging data with QuickBooks.

Form. A detailed view that displays all fields of data contained in a single record.

G

Gift Receipt. Optional second copy of a receipt printed for the customer that does not include prices or payment information.

Global Discount. A discount applied to the subtotal on a document, rather than being assigned to specific items. *See also* item discount.

Grid. A concise format used to display style items in inventory. Includes both a horizontal and vertical axis, with different descriptive fields located on each. *See* cell.

Group. (In Employees & Security) A set of users that are granted specific security rights and access to program functions.

Group Item. A group item provides an efficient means to group and sell two or more items, at a defined group price, by entering or scanning a single item identifier. Group items differ from assemblies in that they are not pre-built and the component items remain in inventory individually.

H

Headquarters. Store 1 in a Pro Multi-Store installation; has central control over inventory and purchasing.

History Documents. Transactional documents stored in history lists, e.g., sales history. Includes receipts, vouchers, memos, and transfer slips. Drawn on for reporting purposes.

I

Integrated Applications. A QuickBooks feature that allows external applications, like Point of Sale, to access the company file and exchange data.

Refer to your QuickBooks documentation for more information.

Inventory. A store's set of merchandise and non-merchandise items, including on-hand quantities, costs, prices, and other related information.

Item #. The item's row number in the item list; assigned by the program to each item added to inventory. Used to lookup items and to print bar codes on tags.

Item Discount. A discount applied to an individual item price on a sales document.

Item Lookup. A method that is used to list an item on a document. Item lookups can be performed with the **UPC, Alternate Lookup, or Item #** fields, or by search keyword.

Item Type. Field used to designate the type of inventory item being defined.

L

Layaway. A temporary order document that allows customers to pay for merchandise using a series of deposits.

List. A list of records in a file, such as your item list.

Lookup. Ability to quickly locate data from another module and enter that information in your current module. *See also* Item Lookup.

M

Main Toolbar. The horizontal toolbar located across the top of all Point of Sale screens. User-customizable.

Margin %. Gross margin or profit margin percentage. One way to express the relationship between item cost and price.

$$\text{MARGIN\%} = \frac{\text{PRICE} - \text{COST}}{\text{PRICE}} \times 100$$

Markup. Alternate way to express the profit margin; markup by *n*% over cost.

Memo. *See* adjustment memo.

Merchant Number. For retailers who use QuickBooks POS Merchant Service to perform credit/debit card transactions, the Merchant Number is assigned to the retailer and used to identify the retailer when processing transactions.

Module. Individual program sections contained within an area. For example, the Inventory area contains the item list, department list, Price Manager, and various other related modules.

MSRP. Manufacturer's suggested retail price. An optional reference price that can be entered in inventory and printed on tags.

Multi-Store. Referring to Point of Sale Pro Multi-Store, providing features to manage up to ten stores.

Multi-Vendor. Feature that allows purchasing of an item from up to five different vendors, each with a unique order cost and UPC.

N

Network. Two or more computers linked together and sharing data files. Information recorded by any computer on the network is instantly available to all workstation on the network.

Non-inventory Item. An inventory item for which you do not track on-hand quantities. Typical uses of non-inventory items include miscellaneous fees or charges and incidental items.

Non-tolerant Activity. An activity that requires all other users to be out of the program before it can be performed. Restoring a backup is one example.

O

Order Document. A document used to plan the purchase (PO) or sale (customer order) of merchandise.

P

Pay-out. The removal of cash amounts from the cash drawer for a store-related purpose, such as to do a cash drop or buy office supplies.

Also, on an X/Z-Out report, any monies paid from the cash drawer during sales activities, such as change to a customer.

Payment History. A record of payments/deposits made for a particular customer order.

Payment Method. (Receipt) How the customer pays for merchandise. *Examples:* cash, check, credit card, etc.

Physical Inventory (PI). The process of counting the actual merchandise on hand and then correcting the quantities recorded in inventory as needed.

PO. *See* purchase order.

Point of Sale (POS). The location(s) in your store where sales are rung up. On menus in Point of Sale, this term refers to the area containing sales receipts, customer list, customer orders and End of Day procedure.

Pole Display. A screen oriented towards the customer to display transaction detail and user-defined store messaging. Also called a *shopper display*.

POS. *See* point of sale.

Portable Data Terminal (PDT). Optional equipment that allows the user to scan inventory barcodes and download the scanned data into Physical Inventory.

Practice Mode. A separate program area that allows you to practice or train in Point of Sale with a sample data file or a copy of your data. Accessed by selecting **PRACTICE QBPOS** from the File menu.

Preferences. Settings that configure your Point of Sale program to work with your hardware and accessories, establish feature options, and customize program behavior. There are two types of preferences in Point of Sale: company preferences and workstation preferences.

Price. The amount charged to the customer for the purchase of an item.

Price Levels. Price Levels are markdown prices from your regular sales price. Different price levels can be used to record sale prices, employee prices, wholesale prices, etc.

Price Manager. Point of Sale price utility that calculates prices for you in a variety of ways based on the starting point (current price or cost) and adjusting criteria that you specify. Also used to define discount prices.

Price Rounding. Price Manager feature that allows rounding of calculated prices to end in user-specified amounts, e.g. always to .99, or to even dollars, etc.

Primary Vendor. For a multi-vendor item, that vendor that is displayed in item lists, on merchandise reports, etc. *See also alternate vendor.*

Purchase Order (PO). A temporary order document recording the merchandise ordered from a vendor.

Q

QB POS. Abbreviation for QuickBooks Point of Sale software.

Quickfill. Customer feature on sales documents where the program recognizes the name you are typing and suggests the matching name from your customer list, saving you the time of typing the full name.

Quick Find. Retail Navigator feature that allows search for customers, items, sales receipts, or customer orders from a single field.

R

Receipt. A transactional document that records a sale, deposit on, or return of merchandise at point of sale. Also, the printed record of the transaction, typically given to the customer. *See also* sales receipt *and* return receipt.

Receiving Voucher. A transactional document that provides a permanent record of merchandise received from a vendor. Vouchers update inventory cost and quantity for the items received.

Record. (noun) Point of Sale data is typically stored as a sequence of records in data lists. A record could be either document (receipt, voucher, etc.) or non-document data (customer, vendor, item, etc.).

Reminders. An inventory feature that alerts you to inventory situations that might need attention, such as item quantities falling below their reorder points.

Remote Store. In a Pro Multi-Store installation, all stores except the Headquarters is referred to as a remote store.

Remote Data Sharing. Configuration allowing the exchange of financial data between Point of Sale and QuickBooks, wherein the two applications communicate over a network via server and client applications.

Reorder Point. A user-specified minimum on-hand quantity that triggers an item's placement on reorder reports and Reminders. Facilitates timely reordering of merchandise.

Restore. Using backup data to replace damaged or missing data files.

Return Receipt. A transactional document that provides a permanent record of a merchandise return at point of sale. Printed, it serves as the customer's receipt.

Return Voucher. A transactional document that provides a permanent record of merchandise returned to a vendor.

Reverse. To create a new document that cancels out the effect of a transactional document.

Rights. *See* security rights.

S

Sales Order (SO). A temporary customer order document recording the planned sale of merchandise in the future, such as an order of custom or out-of-stock merchandise.

Sales Receipt. A transactional document that provides a permanent record of a merchandise sale or deposit. The printed receipt serves as the customer's receipt.

Sales Tax Code. An item code used to identify the tax treatment of the item. Sales tax codes in QuickBooks are assigned to corresponding sales tax codes in Point of Sale in company preferences.

Sales Tax Group. In QuickBooks, a sales tax group is used to calculate two or more sales tax items grouped together and applied to the same sale. Retailers who use QuickBooks in conjunction with Point of Sale can map a sales tax code in Point of Sale to a sales tax group in QuickBooks. Point of Sale sales taxes will then be reported in your financial software according to the structure of the QuickBooks tax group.

Refer to your QuickBooks documentation for more information.

Sales Tax Item. In QuickBooks, a sales tax item is used to calculate a single sales tax applied to a sale. Retailers who use financial software in conjunction with Point of Sale can assign a sales tax item from their financial software to sales made in Point of Sale via company preferences.

Refer to your QuickBooks documentation for more information.

Sales Tax Location. A set of sales tax codes assigned to a specific geographical area or for customers that qualify for special tax handling.

Search. The ability to find a record by entering descriptive keywords. *Available in record lists and from document lookup fields.*

Security Rights. The set of program features and data access granted to the users of a security group.

Serial Number. Unique alphanumeric string assigned to an item for tracking purposes. Typically used for warranty purposes or for meeting legal requirements. Serial numbers can be recorded on most Point of Sale documents.

Server Workstation. In a multiple workstation configuration, the workstation that stores the POS company data and database access applications. Certain activities, such as data exchange with QuickBooks, can only be done from this workstation.

Service Item. Used for charging for repairs, alterations, warranty work, or other service charges on sales receipts and customer orders. The on-hand quantity of service items is always zero, as they are non-merchandise items.

Shortcut Key. A keyboard command that executes a program function. For example, typing **<Alt + the underlined letter>** instantly selects the corresponding option from a menu or in various dialogs.

Side Bar. The vertical bar on the left throughout Point of Sale, containing the Open Windows list, task list, and other information related to your current activity. Can be turned off to save screen space.

Slip. *See transfer slip.*

SO. *See sales order.*

Sort Field. A field/column in a list by which the records can be sorted.

Special Order Item. Specialized item used to order one-off or custom merchandise that you do not plan to carry in inventory.

Split-Payment Sale. A sale paid for using two or more payment methods.

Suggest PO. An automated tool that can suggest and generate purchase orders based on user-specified reorder points.

Status Bar. An information line located on the bottom of most Point of Sale screens, displaying data such as the active price level, the currently logged in employee, record status, etc.

Store. A physical location from which you sell merchandise.

Store Exchange. The exchange of data between Headquarters and remote stores in a multi-store configuration.

Store Type. In a multi-store configuration, each store is either a *Headquarters* or a *remote* store, each with defined roles and allowed activities.

Style. A related group of inventory items with the same **Department** and **Description 1**. Typically, style members differ only by sizes and/or another attribute. Viewable as a group in a style grid.

Style Grid. *See grid.*

Style Description. The description field(s) used along with **Department** to define a style.

Style Template. A predefined array of sizes and attributes that can be used when creating or modifying a style grid.

T

Tax Code. *See sales tax code.*

Tax Group. *See sales tax group.*

Tax Item. *See sales tax item.*

Tax Location. *See sales tax location.*

Terms. (PO/Voucher) How and when the retailer plans to pay the vendor for merchandise ordered. *Examples:* COD and 2% 10, Net 30.

Transactional Documents. Receipts, vouchers, memos, and transfer slips. When updated, transactional documents record changes in inventory quantities or costs and are then stored in history lists.

Transfer Slip. A transactional document that records the movement of merchandise from one store to another.

U

UPC. Universal Product Code: A family of widely used barcode symbologies that encode both manufacturer and product identification. In Point of Sale, UPC numbers can be used to look up or scan items when listing them on documents.

Unlock. Term referring to an upgrade in program licensing that makes additional features available to the user, i.e. from Basic to Pro to Pro Multi-Store.

Update. In Point of Sale, update has three possible meanings: 1) A process that makes adjustments to inventory and related documents, e.g. a voucher updates inventory quantities and costs, and also updates a referenced PO's fill status. 2) When using the program with QuickBooks, update also refers to the exchange of data between Point of Sale and QuickBooks. 3) The process of obtaining and installing new program files.

V

Values. Numerical data; such as a field entry or calculation of quantities, costs, or prices.

Vendor Code. Supplier from whom you purchase merchandise to resell, or that provides a service. Identified by name and optional code. Point of Sale tracks vendors' merchandise as it is received and sold.

Voucher. A transactional document that records merchandise received from or returned to a

vendor. *See also* receiving voucher *and* return voucher.

W

Work Order. Customer order used to take an order for services, such as repairs, alterations or warranty work.

Workstation (W/S). An individual PC. In Point of Sale, installed workstations (up to ten) are allowed within a store. *See also* Server Workstation and Client Workstation.

Workstation Preferences. Workstation preferences define workstation-specific settings and options, including hardware setup and printing preferences.

X

X/Z-Out Report. Reports of POS activities used to monitor sales activity, reconcile the cash drawer, and close out the shift or day.

Z

Z-Out Report. *See* X/Z-Out Report.

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