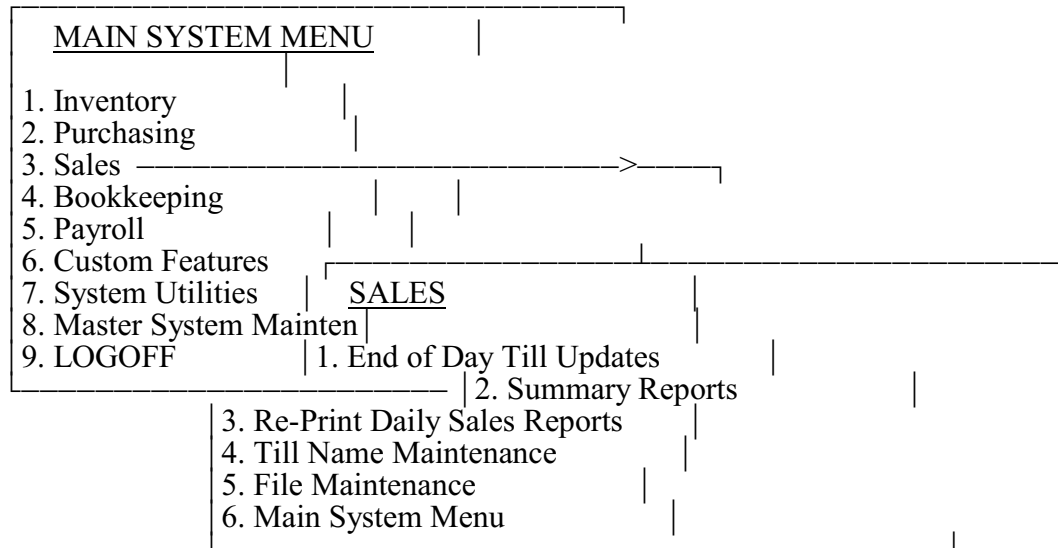


Sales Management  
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## SALES MANAGEMENT SYSTEM



This is the SALES MENU Section. From here you will manage the Sales Information generated at the Sales Registers, and set up new salesmakers/tills.

New Salesmakers need to be added to the system first in (Selection 5) Salesman File Maintenance. Access to the Sales Screen is done directly from Please logon with a Till Name that must first be established in the Till Name Maintenance. The way **StockBoy** reacts in the Sales Screen is controlled by switches that you set in the Master System Maintenance section. Your recap of hours worked and commission earned is in (Selection 2) the Sales Summary. Analyze your traffic flow with the Time / Sales Analysis.

## END OF DAY TILL UPDATES

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	>
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Mainten	
9. LOGOFF	
1. End of Day Till Updates	>
2. Summary Reports	
3. Re-Print Daily Sales Reports	
4. Till Name Maintenance	
5. File Maintenance	
6. Main System Menu	

Enter Date for End of Day Closing 05/09/93
--------------------------------------------

The END OF DAY procedure is your utility to "Close the Day." This will total your sales activity, report commissions, hours worked, and compute your deposits. This will also re-open the tills that have been "Z'ed" in the Sales Screen, and make them ready for business. You start the process by identifying which date you going to close. The date that will be defaulted will be the today's date.

ATTENTION! Sales Summary has 36 Days' Information. Use PURGE Option under Summary Reports to Reduce Storage
----------------------------------------------------------------------------------------------------------------

*NOTE - You will encounter this message anytime your Sales History grows to exceed 60 days of data in storage. This is a reminder message only, you should plan on going to the Sales Summary Reports section of this menu to print and purge the data to save disk storage space. Just press <ENTER> to continue past this message.*

<p style="text-align: center;"><u>END OF DAY TILL UPDATE</u></p>	
<p style="text-align: center;"><u>WARNING !!</u></p>	
<p style="text-align: center;">05/09/93 has already been closed!</p>	
<p style="text-align: center;">If you continue, you will COMBINE information from the prior End of Day Procedure!</p>	
<p style="text-align: center;">No existing bookkeeping transactions will be changed or erased.</p>	
<p style="text-align: center;">This End of Day will COMBINE Summary data and Bookkeeping Network data.</p>	
<p style="text-align: center;">Continue with End of Day for 05/09/93 ? &lt;Y&gt; or &lt;N&gt;</p>	

This warning screen will only be displayed if you have already run an EOD for the date you entered before. You should only compute an End of Day once for each day. If you do forget a till in your End of Day process and still need to process it for that date, you can. You will see this warning to eliminate an accidental 'doubling' of an EOD. If you proceed at the point above, the totals from the first End of Day will be combined to the totals from any subsequent EOD for the same date. The only problems would occur if you were using a wrong date, then your books would report the correct total, but your productivity reports would show a missing day, and a double size day. You must answer either <Y> or <N> to this prompt.

*NOTE - The bookkeeping network will pass multiple separate posting summaries to the General Ledger using consecutive transaction numbers but with identical transaction descriptions. The entries will be just fine.*

### AUTO Z' Tills

If you have enabled the **StockBoy** Features (Master System Maintenance) to "AUTO Z" tills, **StockBoy** will ignore the "Z'ed" or "Non Z'ed" status of the tills. (And the 'Z' Option on the Sales Menu will not even appear.) ALL tills will be included in the End of Day. This should ONLY be used for operations that use a common, or universal, till and that do their End of Day AFTER the end of business for the day or before the next day's business begins. Any Till left LOGGED ON (Active) while the End of Day is run WILL STOP THE EOD FROM PROCEEDING. All Tills MUST be logged off, and they cannot Log back on until the EOD is finished.

Aside from that one prohibition you can handle your tills almost any way that you have in the past. You can "Close your Day" at the end of the day, at the beginning of the day, or at any regular time during the day. **StockBoy** will only close the day with just those tills that have been "Z'ed." Any tills still active during this procedure will not be affected until you do tomorrow's End of Day, by which time they too will be "Z'ed."

The next screen you will see is the "Master E.O.D. Till Sales." This screen will show you all of your tills that you have set up and how much activity they are showing currently. Many managers will come to this point to get a quick overview as to how business is going so far today. And then they will exit by answering <N> to the question. It is a handy place to see how you are doing on a till by till basis. (The Sales race will show you the same information on a Salesman by Salesman basis, in the Sales Screen.)

Master E.O.D. Till Sales			
TILLA = 512.50	TILLB = 0.00	BOSS = 109.92	
AMSHIFT = 941.90	PMSHIFT = 348.39		
Continue with EOD Using Highlighted Tills Y or N			
Z'ed Tills	[ Open Tills ]	[ Active Tills ]	< R > = Re-Open Till

*NOTE - The till name "PRACTICE" has been reserved for use as a TRAINING DEVICE Only. Any till named "PRACTICE" (regardless of password), will NOT interact with time clocks, end of day files, sales race, commissions, ticket counts, accounts receivable folios, or any sales summary. The receipts will print (but they will ALL have ticket # 000000); all normal functions will appear to work perfectly, but no updates to critical areas will occur. And PRACTICE will NOT appear as part of any End of Day Process.*

As you can see above, three of five tills have been Z'ed. "TillB" hasn't had any activity and the "PMSHIFT" till is still active (and will BLINK.) All other tills have been Z'ed and upon answering <Y> to this prompt will begin the EOD process to re-activate them.

Typing an <R> will allow you to "Re-Open" tills that has been Z'ed. Use this to make adjustments to the sales registered to this till, or to continue doing business on this till. If you have Full Privilege in this section, you will be asked which till you want to Re-Open and then returned to this screen. The screen will now reflect the till's new status. That's all there is to re-opening a Till.

When you Press <Y> to continue, **StockBoy** will check all the time-cards entries, for this date, for any "In's" without "Out's." If there is an error in the time card files you will see this screen:

<u>E.O.D. TIME CARD CHECK</u>	
RJB HAS TIME CARD ERROR	
If you continue, ALL time card entries for EVERY salesman with ANY errors, will be automatically deleted and printed out at End of Day!	
ANY salesman with 100% good entries will NOT be affected.	
Continue with End of Day <Y> or <N> N	

If you Press <N> to stop the End of Day you will be taken back out to the Menu where you can go to the sales screen and make the time card entry corrections. Or if you Press <Y> to continue, the sales person's hours in question will be printed out in a discrepancy report so you can enter the correct totals in the Sales Summary later. These hours WILL NOT be included in the sales summary until they have been manually entered into the

Sales Summary. The End Of Day will update and clear all time card entries for the date being EODed. (This is one more reason why you should not let anyone change your 'System Date!')

| Print Detailed Daily Ticket Summary Y |

If you answer <N> to this question you will get a shortened version of your daily ticket recap. You will get a printout that only shows your grand totals for each till, and none of the individual ticket detail. Pressing <Y> will produce the following "Detailed Daily Ticket Summary":

### StockBoy DEMONSTRATION DATA

DAILY TICKET SUMMARY - MONDAY 01/05/93 PAGE 1

TICKET A/R #	SM NAME	FIRST LINE PRODUCT DESCRIPTION	M.O.P.	AMOUNT	
***** TILL1 *****					
0000098	DMS	*** VOIDED ***			
0000099	DMS	CASH SALE	POWER SCREW DRIVER	CASH	20.95 D
0000100	DEB	ROGER SMITH	10 IN. TABLE SAW PKG	CASH	100.00
		CHECK	334.56		
0000101	DMS	ACME ELECTRICAL ENGINEERING CO.	RATCHET TOOL SET		CHARGE
		125.95	114		
0000102	DMS	CASH SALE	BOX ASST. BOLTS	CHECK	2.10

### TOTALS FOR THE FOLLOWING 'Z'ed TILLS

#### TILL1

2	TOTAL CASH	120.95
2	TOTAL CHECK	336.66
1	TOTAL CHARGE	125.95
0	TOTAL A/R PAYMENTS	0.00
5	TOTAL TICKETS	
1	VOIDED TICKETS	
0	SUSPENDED TICKETS	
0	INCOMPLETE TICKETS	
0	TRANSFER TICKETS	

### NO CRITICAL EDITS TODAY

Let's go through the ticket detail of the six tickets shown on this report. First on the left margin, notice the ticket numbers. These ticket numbers will be show by TILL, and since you can have more than one till operating at a time and the tickets are automatically numbered by **StockBoy** these tickets will not appear in till sequence. However, they should be in numerical order.

Special Tickets like Layaway Payments, SPOs, and ROAs will be grouped at the end of the regular tickets. Their ticket numbers will be different from all the others because they will start with their abbreviation (i.e. SPO0435; LAY4385; ROA1834; XFR5923; etc.). This will group them together by the Till that did them.

The Salesperson's initials will be next on the line followed by the customer name that was printed on the receipt. Next you will see the description from the first item line on the ticket, to help assist in remembering the transaction if needed.

The next category is the MOP. In this section you may see multiple entries for a particular customer. Such as with ticket # 0000100, this customer paid \$100 in cash and the remaining \$334.56 with a check. This is a "MULTIPLE METHOD OF PAYMENT" transaction.

Charge sales such as ticket # 0000101 will carry one more piece of information than any of the other methods of payment. The next category on the line is the Charge Account Number for this customer. See ticket # 0000101 above.

The last category on the line, as seen on ticket # 0000099, the "D" in this column indicates that a DISCOUNT was applied to this ticket. More detail about the Discount will be found in the Critical Edit Report.

The information contained on this printout is designed to assist in reconstructing the day being closed. Many businesses start out by running this detailed report every day with new people until the new employee is sure of how to work the equipment. Then the short version is allowed, which prints just the recaps found at the bottom of the reports. Notice that even VOIDED tickets (ticket # 0000098) are reported on the detailed report. This can make it easier for you to find those people who need a little more training.

## CRITICAL EDIT REPORT

After the DAILY TICKET SUMMARY you will also get the Critical Edit Report, (a "Tattle-Tale" of edits to critical data areas). It will report zero critical edits if its empty, but it will ALWAYS be there. These will include changes in: Retail Prices, Temporary Sales Prices, Costs, Changes in Beginning Till Amounts, the time of any Time-Card deletion, XFR Tickets, and any change in the Sales Summary Data. The Critical Edits file records complete descriptions of price overrides. Each line is carefully formatted to include the SKU and DESCRIPTION, following by an "\*" to separate the description from following text.

All discounts, whether line item or total ticket, will be reported on the critical edits on a SKU by SKU basis. The text line "L Disc" means line item, "Tic Disc" refers to total ticket discounts. When a total ticket discount is used, EVERY line item on the ticket will receive a pro-rata share of that discount, and EVERY line will be printed on the Critical Edit report. The discounts will show as negative numbers unless there is a refund ticket that is discounted.

*NOTE - It is conceivable that the same line item will be printed multiple times; i.e. discount, refund, and/or tracked all at the same time.*

The "T" status mark on inventory items for TRACKED ITEM has been set to automatically trigger an entry to the critical edits file for EVERY sale. Any SKU can be marked to assist in tracking activity on certain specific inventory items such as very large ticket items, check stand items (eliminate high shoplifting potential), miscellaneous SKU's when a real SKU is not available, and SKU's used as monetary credit such as Deposits, Discounts, and/or Store Credit Memo's.

All price overrides and credit (refund/exchange) sales will appear on the critical edit report. Anytime an operator presses "R" for re-count (to be explained later in this section) in the till denomination screen, that fact will be recorded. Too many re-counts MIGHT imply that the counts are being manipulated to match the expected amount of money in the till ... possibly indicating that any cash overages are being removed.

## LINE ITEM COMMISSION RECAP

You can activate the Line Item Commission Recap in the Master System Maintenance. Once it is activated you will receive a line by line itemization of commission data from sales tickets printed just after the Critical Edits Report.

The Line Item Commission Recap will print a separate report for each salesman with commissionable totals. The till, ticket number, SKU, SKU description, commission rate, commission override, commissionable sale amount, and the resulting line item commission will be printed to give the reader an exact tracking of how **StockBoy** calculates total daily commissions.



*NOTE - This recording may add a second or two to the length of time it takes to complete a sales ticket. (If you DO NOT pay commissions, it is wise to leave this feature turned off.) It might be good idea to use the new feature for a period of time to 'proof' the system and to generate confidence in the automatic calculations; then it can be turned off to save time during sales screen activity.*

The system begins recording line item commissions when you set the switch to "Y" and the tills re-LOGON! If you activate this feature in the middle of your business day, your End of Day commission itemization will only reflect those tickets that were processed on tills that LOGGED ON AFTER the setting of the switches.

*NOTE - Each line item commission is rounded to standard dollar and cents accuracy on a line by line basis. This should not affect commissions more than a maximum of one cent per line item.*

The End of Day commission itemization utilizes the current commission rate for the salesman as it prints. If you change the salesman's commission rate during the middle of the business day, **StockBoy** will ACCURATELY track the correct commission amount, but the End of Day report will use just the CURRENT commission rate ... therefore a discrepancy between the totals on the commission report and the totals on the Master Daily Sales report can occur. **StockBoy** uses the Master Daily Sales report to generate the final totals for all summaries.

Remember that all discounts will force the system to PRO-RATE the line item commissions. NO SKU with a 'spiff' (commission override set to a dollar figure) will be pro-rated or changed regardless of the salesman's commission rate or the discount amount. Spiffs are recorded for any salesman even if the commission rate is zero percent. Commissions work identically with positive as well as negative (refund) sales numbers; a refund will reduce commissions exactly the same amount as the sale increases commissions.

Master Till Count - 05/24/93		
Pennies	0	0.00
Nickels	0	0.00
Dimes	0	0.00
Quarters	0	0.00
Fifty Cents	0	0.00
Other Coin	0	0.00
Dollar Bills	0	0.00
Fives	0	0.00
Tens	0	0.00
Twenties	0	0.00
Fifties	0	0.00
Hundreds	0	0.00
Other Bills	0	0.00
Charge Cards	0	0.00
Checks	2	336.66
<F1> = Exit Till Count		

The MASTER E.O.D TILL COUNT Screen (your next E.O.D. screen) is where you will count the grand total of coin, currency, checks, and charge cards; from all the tills being closed. Just like the screen that the checkers counted to " Z " their tills to find out if they were over or short, this serves the same purpose but for all the tills collectively. Systems Z'ing individual tills will see the till counts from the separate Z'ed Tills automatically combined on this screen. Final adjustments and edits to the collective till cash can be made here. However, in many cases you may prefer to press <SHIFT> <F1> to escape from the EOD process, re-open the till in question, and make your corrections in that till itself.

## Non Z'ed EOD

If you are doing Non Z'ed Tills you will use this section to "Z" your till(s). simply input the quantity of the coins or bills you have. **StockBoy** will extend the value for you and add up the total. This saves time and eliminates stupid miscounts caused by fatigue at the end of the day. You will have tills that balance more consistently. For detailed instructions on how to "Z" your till see the section on Z'ing Tills in the Sales Screen Manual.

## Z'ed Tills EOD

If you are using the Z'ed Tills option the number of coins, currency, credit cards, and checks will already be combined here from your individual till Z'ing. You can make changes here the same way as the "Non Z'ed EOD" system. However, many times it is more efficient to re-open the till in question, and work on it at that level instead.

After you have input all the currency and coin, and verified the checks and credit cards against their files, press the <F1> key to continue. Don't worry you can return to this screen from the next one, if you need to.

TILL RECONCILIATION				
Description	Sales	In Till	Short < Over >	
Beginning Tills	500.00			
+ CASH " \$ "	120.95	621.00	<0.05>	
+ CHECKS " X "	336.66	336.66	0.00	
+ CREDIT CARDS " C "	0.00	0.00	0.00	
= CASH TO BE ACCOUNTED FOR		957.61	957.66	<0.05>
<ENTER> = Accept Till   <R> = Re-Count   <ESC> = Quit				

The TILL RECONCILIATION Screen displays your Over/Shortage status for the END OF DAY Closing. Overages are shown as "Negative shortages" surrounded with brackets " < >."

Finding an overage or shortage is much easier since you will see the shortages broken out by Cash, Checks, and Credit Cards. The screen starts by showing the amount of cash in your start-up or "Beginning Tills," followed by the amount of Cash Sales, Check Sales, and Credit Card Sales Totals from the **StockBoy** Sales Screen. The next column shows the same categories from your Till Count. The last column shows the overage or shortage between the first two columns.

*NOTE - To develop the cash Over/Shortage figure **StockBoy** compares the total, of your Beginning Till plus your Cash Sales, with the total of Cash Counted in your till.*

If you have an overage or shortage, press <R> to go back to the TILL COUNT Screen to check your counts or make corrections. It is important to mention that the object of doing an End of Day Balance is to check for problems. Therefore your job is to Accurately report what is found in the tills at the End of Day. Your duty is NOT to make the till balance. If it is out of balance, this is a flag to alert you to find out WHY.

*NOTE - Anytime a <R>e-count is performed on a till (either in the Till 'Z' or End of Day), the System History will record the increase or decrease to CASH, CHECKS, and/or CREDIT CARDS. Evaluating re-count changes may become necessary if managers suspect that cashiers might be arbitrarily controlling overages and shortages. The History only reports the net difference between the initial totals and the final totals on*

*the three aforementioned categories. The TILL NAME is described in the history entry unless the re-count change occurred in the E.O.D. master combined till, in which case the entry is "E.O.D. RE-COUNT".*

A good practice would be that if you get an overage or shortage of more than a pre-determined amount, you should require a detailed daily ticket printout. This printout is the one that you can by-pass at the first of the E.O.D. If you by-passed this report and now show a discrepancy in excess of your pre-determined amount, just press the <ESC> key twice and you will be routed back to the first prompts where you can ask for that printout.

If everything is in order, or at least accurate, then press the <ENTER> key to continue. The next segment is the section where you will set the tomorrow's beginning till amounts for each of the tills you are closing.

Setting Tomorrow's Beginning Tills		
TILLA = 200.00	AMSHIFT = 300.00	BOSS = 0.00
Enter Till Name to Change Tomorrow's Beginning Amount		
<ENTER> = O.K.    <Q> = QUIT    [ Maximum Total: 621.00 ]		

You must tell **StockBoy** how much change to start each till with tomorrow. This is Setting Tomorrow's Beginning Tills. **StockBoy** will let you change any till easily by simply typing in the name of the till to change and the amount you want to start it with tomorrow. Your only limitation is the "Maximum Total" shown at the bottom of the screen.

NOT ENOUGH CURRENCY AND COIN FOR 200.00 TILL !
Transfer 32.47 to Till from which GL Asset Account ?
<ENTER>= Re-input beginning till amounts

The "Maximum Total" is the total of your CURRENCY and COIN in your Closing Tills. You've got to have the money before you can distribute it! If you need to increase your tills above the "Maximum Total," or if you will need to add cash to maintain the beginning till levels, you will be asked by the system which GL Account the extra money is coming from. Then it can be accounted for in the GL Posting Summary from the EOD.

When you have your Beginning Tills the way you want them press the <ENTER> key to continue the End of Day procedure. Setting these till amounts is just about your last step before **StockBoy** can printout your deposit detail.

Before you start to get your End of Day reports from the printer you will see the screen below. This screen is provided to allow you to write in the totals you need on your deposit slips, without having to wait for the printouts of the same information. After you have taken down the information on this screen press <ENTER> to start the printouts.

Master E.O.D. Deposit	
TODAY'S TILL(S)	957.66
- TOMORROW'S TILL(S)	500.00
- CREDIT CARD DEPOSIT	0.00
= TOTAL CASH DEPOSIT	457.66
TOTAL CURRENCY & COIN	120.95
TOTAL CHECKS	336.71
<ENTER> = Continue with Update    <Q> = Quit End of Day	

Once you have copied the totals from this screen to your Bank Deposit Slip press <ENTER> to allow **StockBoy** to continue with printing the End of Day Reports.

*NOTE - System failures due to power outage, re-boot, or procedural anomaly, may generate an out of balance situation at End of Day as indicated on the Posting Summary. To help eliminate the possibility of having to manually post a full day's work, a new field has been added to the System Level Options: End of Day balancing account. The system will write the balancing amount of debits/credits to this account in the event of an out of balance Posting Summary. You will need to watch your reports to see if you need to go back into the Books and make a corrective entry.*

Include **StockBoy's** Deposit Recap report with your Bank Deposit Slip just as you used to include an adding machine tape of your checks. The bank will like it even better than the old tape detail. Remember to keep a copy for your own files.

*NOTE - If no one has used the time-clock system today **StockBoy** will stop at EVERY employee's name in the system and ask you to input the number of hours worked today for that individual. Just pressing <ENTER> will put in zero and bring up the next employee. This procedure will ONLY be seen if NO ONE has made any time-clock entries on the day being closed. One person making a single entry to the time-clock is enough to by-pass these prompts.*

The next screen is your gateway to "Home-Cooking!" Up until accepting the End of Day at this point you can press <ESC> <ESC> and jump back to the start of the E.O.D. Process without erasing or "CLOSING" any files for the day.

## IMPORTANT

END OF DAY UPDATE - 05/09/93

ATTENTION !!!

Please verify that you have received all End of Day printouts  
PRIOR to accepting today's daily report. Only the posting summary  
and salesman's productivity report can be reprinted AFTER you accept the E.O.D!

Accepting this report will finalize the update of permanent file information.

Accept Today's Daily Report < YES > or < NO >

Yes WAIT, until you have verified that each report printed properly BEFORE answering this prompt. When you are finished with the E.O.D. Closing AND all reports look proper, type in <YES> to accept and close this day's files. A <YES> will erase certain temporary daily till files, so be sure. Typing <NO> will do the same as pressing <SHIFT> <F1> or <ESC> <ESC>.

Perhaps the MOST important report to review is the "General Ledger Posting Summary," this is a recap of the day's activities in Bookkeeping terms. Look for any "ACCOUNT NOT FOUND" listings in the Account Number column. Your system can be set to automatically transfer the Posting Summary into the General Ledger when the Debits and Credits are in balance (out-of-balance summaries will include an entry to your "Balancing Account"), or it can be manually transferred.

Transfer of the End of Day Posting Summary to the General Ledger will take place ONLY if the function has been activated in the Master System Maintenance, System Level Options, Activate Special Features, Screen One!

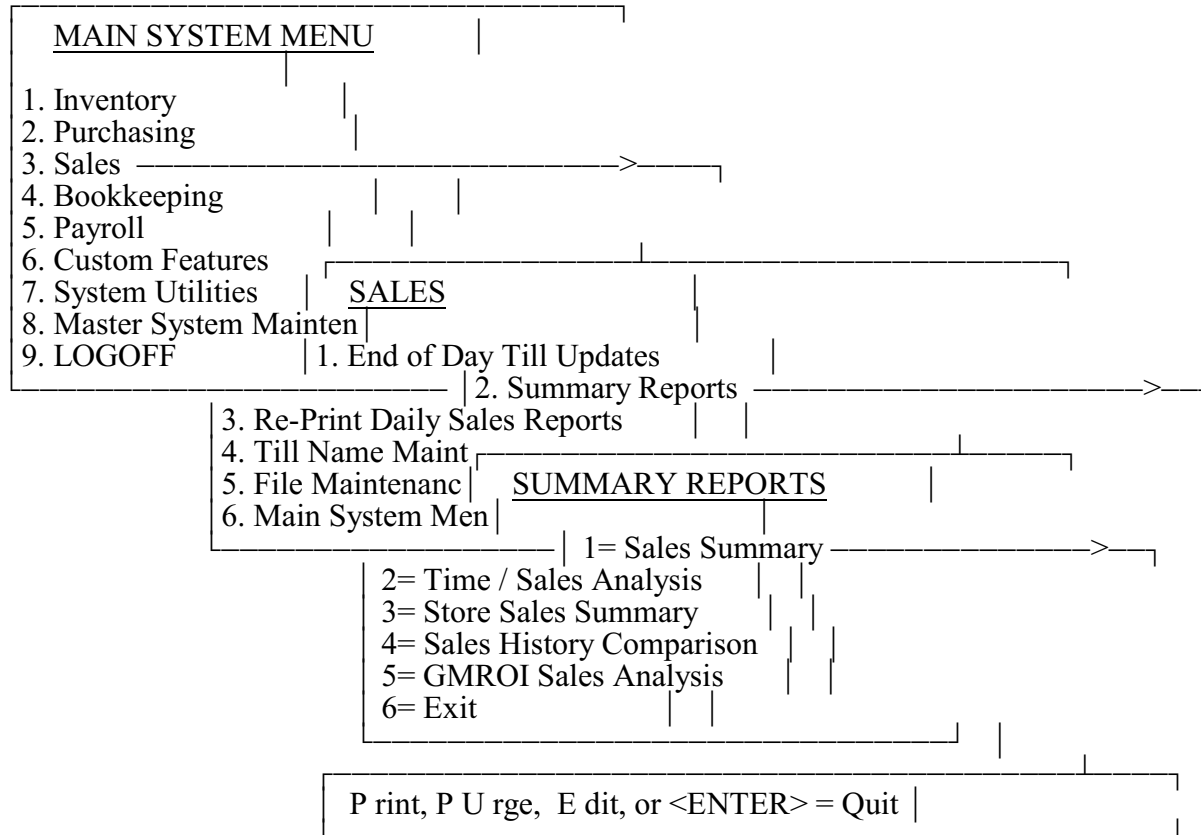
*NOTE - You will find in the "CASHIER/SALES Administrative Addendum" section of this manual the "Explanation of the Posting Summary From Sales Tickets," a technical review of how the Sales Tickets built the Posting Summary.*

After you answer <YES> to accept the EOD, the system will ask you to enter a "Comment" for the Sales History Report. This report maintains your daily sales activity for three years and allows management to call up comparative reports. When comparing one time period to another it is very useful to have any unusual sales conditions (Blizzard - Closed Early, etc.) notated in the comment that is stored with the daily totals. This "Comment" is what the system is asking for.

Collect your printouts and put them where the Boss has established. **StockBoy** will go through several internal housekeeping procedures and will then Logoff for you. After everyone else has Logged off their terminals and all procedures are completed, you can "BYE" the system.

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## SUMMARY REPORTS SALES SUMMARY



*NOTE: Option #5, GMROI Sales Analysis only will appear on your menu if that option is activated via Master System Maintenance, System Level Options, Activate Special Features, screen two.*

The SALES SUMMARY is the report you will call to get a recap of Sales Activity, Commissions earned, and hours worked, totaled by Sales ID's, (also includes non sales employees who use **StockBoy's** Time-Clock). You can then take this information and post it directly into the Payroll Program to do payroll. You will be prompted to input the starting date of the report and the ending date.

*NOTE - This is the report that will remind you during the End of Day to Purge excess data as soon as it is carrying more than 30 days of data.*

Press <P> to get the report printed out. This report will show each day separately and then give you combined totals for each employee. An employee will be included in the Sales Summary for ANY day that the employee has a NON-ZERO total in; Number of Sales Tickets, Sales Amount, Commission Amount, or Time Card Activity. If ALL of these categories are ZERO the employee will be omitted from that day's recap.

**Multi-store users: The data that comprises this report is sent to the master computer each night on the modem network IF ACTIVATE TIME/SALES ANALYSIS IS SET TO 'Y' (Master System Maintenance, System Level Options, Activate Special Features). At the master computer you will have the option of printing this report by a single store or by all stores combined.**

The Commissions reported come from each line on each ticket written by the employee. As mentioned elsewhere, **StockBoy** takes the employee's commission rate and multiplies it by the Commission Adjustment rate (in the inventory record,) and then multiplies that by either the gross or net of each ticket line. The result

is totaled and reported here. In the event that you choose to use the "Spiff" or "Bonus" type commission the dollar amount you entered in the inventory record would be added to this total for each item sold.

You can have commission and non-commission sales people operating **StockBoy** simultaneously by simply setting your non-commission employees commission rate to zero. However, this will not override the Spiff or Bonus type reward. This allows you tremendous flexibility in your employee reward system. And remember this is **ONLY** a report, you have to manually transfer the data you want into the Payroll System. Nothing from the Sales Summary Report is automatically transferred to any other program.

After getting this report it is a good idea to follow up by running the TIME / SALES ANALYSIS. That report will give you information you can use in scheduling your people for the next pay period.

Press <U> to Purge data from your file and free up additional space. You will be prompted to enter a start date and an end date for the purge. If you are unsure of the earliest date in the records use 01/01/85, or some other date that would be earlier than when you started using **StockBoy**.

*NOTE: The End of Day Till Update program checks the Summary file to see how many days' worth of entries are in it. If the number exceeds 180 days, the operator will receive a brief warning message. If the count exceeds 365, the operator will receive a Major Warning message. This is to advise the operator that this summary file is becoming overly large ... and that could affect system speed/performance. The solution is to use the Purge utility to rid the file of un-wanted out-dated information.*

Press <E> to edit the information contained in the file. You will first see this notice:

```
|
|
|      | This utility will allow you to change any past day's sales information |
|      | in the event of posting errors at the End of Day routine.           |
|      |
|
```

After you input the date and salesman you wish to edit, the screen will look like this:

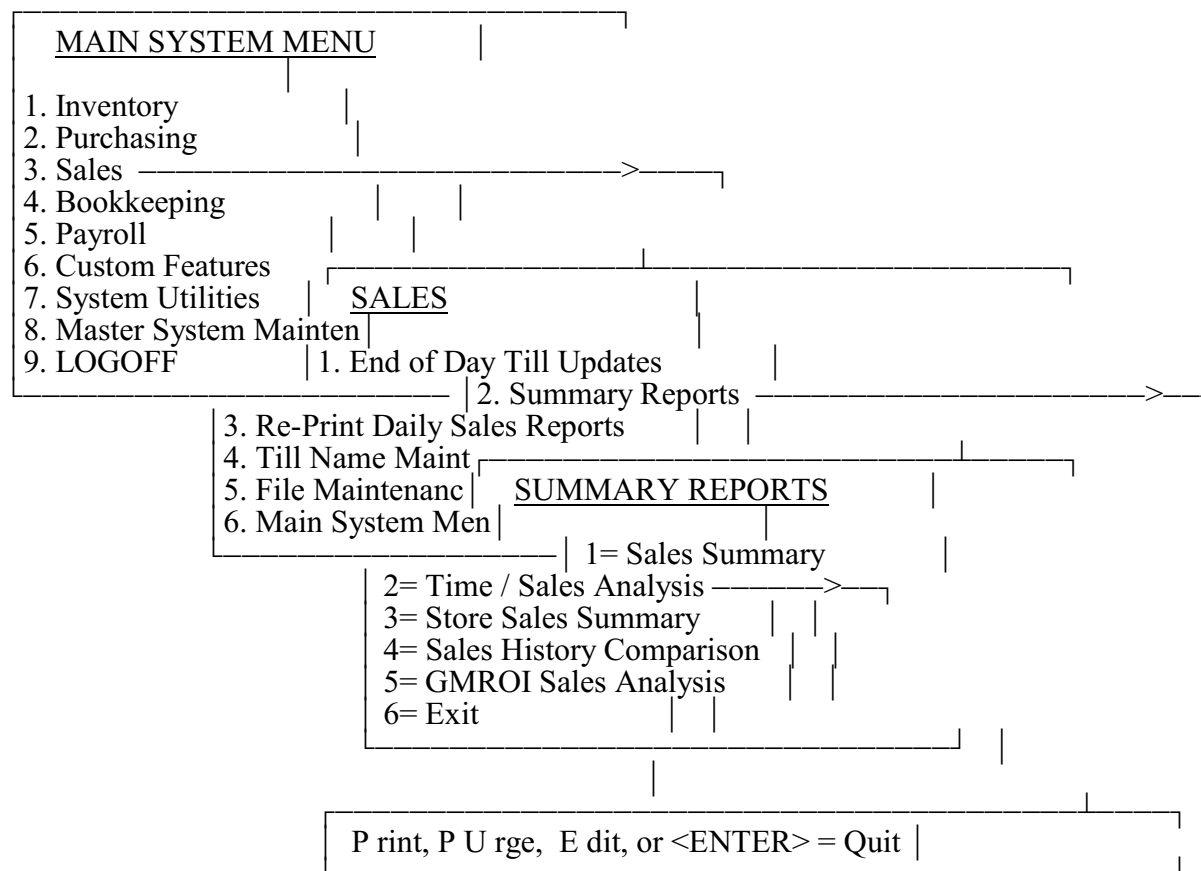
```
|
|
|      | Date: 06/15/93 |
|      |               |
|      | Salesman: RJB |
|      | Number Tickets: 17 |
|      | Sales: 779.79 |
|      | Hours: 6.4 |
|      | Comm: 35.10 |
|      |               |
|      | Enter Number of Tickets |
|
```

Now you can input the "New" data for each of the lines on the screen as **StockBoy** prompts you for them. If you **DO NOT** want to change the information in a particular category just press the <ENTER> key to move to the next category. The changes you make here will be permanent as soon as you tell **StockBoy** to save the data to disk. Press <Q> to Quit, at the date prompt.

*HINT: You will use the EDIT option when someone makes an error on his/her time-clock entry. Come to this feature and change the total number of hours worked, and/or the amount of commission earned, on the day in question.*



## SUMMARY REPORTS TIME / SALES ANALYSIS



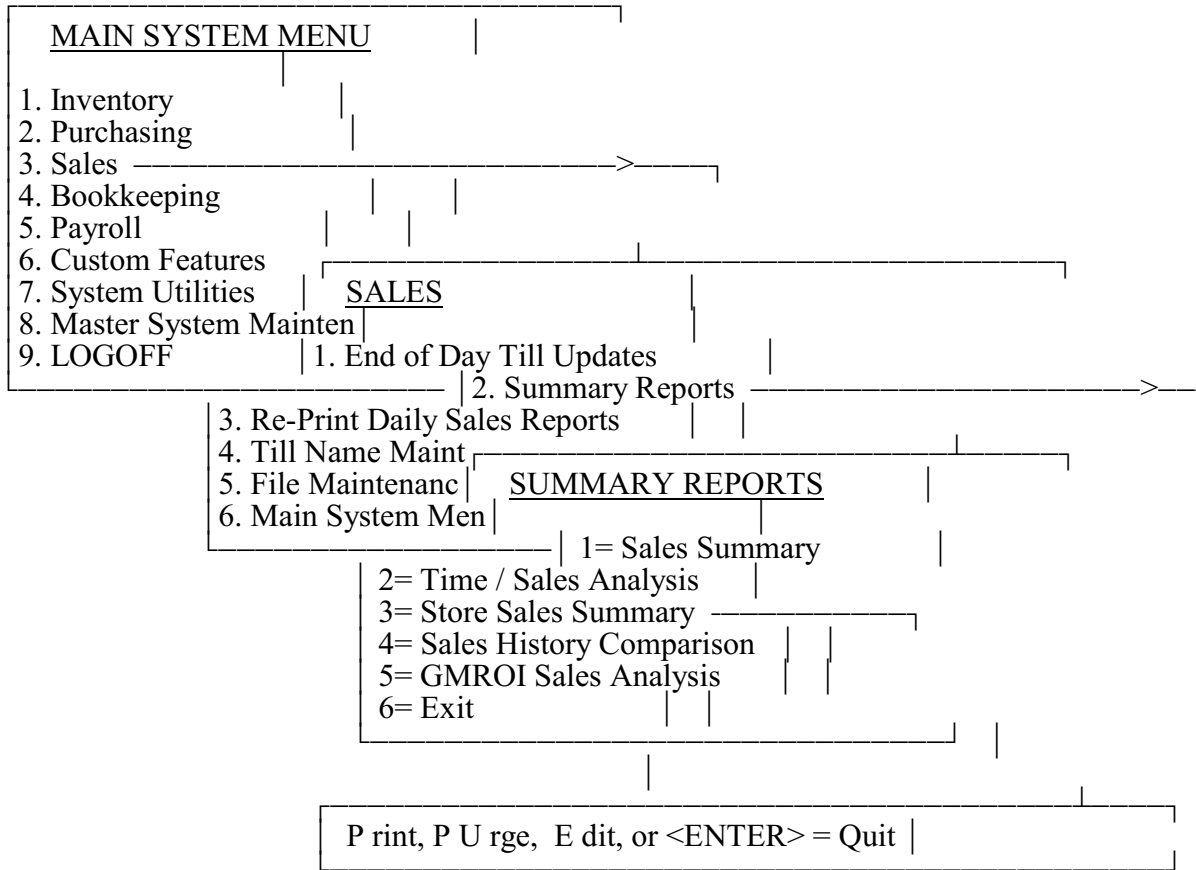
The Time/Sales Analysis Report will provide you with a breakdown of how many tickets, and how much value your operation generated on an hour by hour, day by day basis for a time span that you designate. This report can be invaluable in forecasting your personnel scheduling requirements. The report will breakdown your hourly business load during the hours you set in the Master System Maintenance section for "First and Last Hours of Business."

To Conserve disk storage space, you will want to print and then purge the data for this report on a regular basis. Many operators find it is most convenient to plan on running this report every time they run the Sales Summary Report for payroll, others run this report each time they are making out work schedules. Whatever your choice, be sure to purge the data regularly!

*NOTE - Even though the screen appears to invite you to Edit the Time/Sales File you cannot Edit this file. Pressing <E> to Edit will put you into the Edit Mode for the Sales Summary File ... this is the file that controls the data to be printed in the Time Sales Analysis. Editing cannot be done, but purging WILL reduce the amount of storage within the file.*

Because this report is quite detailed and involves some simplified graphics, a re-construction is not included here in the manual. The information is quite self-explanatory.

## SUMMARY REPORTS STORE SALES SUMMARY



The Store Sales Summary is basically a summarization of the Salesman's Summary ... each day is printed on one line (all salesman codes are added together to generate one daily total). In a multi-store situation, each Store ID has a separate total with a grand total for each day. This represents a handy way to compare sales between stores or to view whole days at a glance.

The print, purge, and edit work identically to the Salesman's Summary ... all data in the Store Summary is derived from the Salesman's Summary file.

You are prompted to input the Store ID to print ("\*" for All stores), along with the start and stop date range for the report.

## SUMMARY REPORTS SALES HISTORY COMPARISON

```

MAIN SYSTEM MENU
1. Inventory
2. Purchasing
3. Sales
4. Bookkeeping
5. Payroll
6. Custom Features
7. System Utilities
8. Master System Maintenance
9. LOGOFF

SALES
1. End of Day Till Updates
2. Summary Reports
3. Re-Print Daily Sales Reports
4. Till Name Maintenance
5. File Maintenance
6. Main System Menu

SUMMARY REPORTS
1= Sales Summary
2= Time / Sales Analysis
3= Store Sales Summary
4= Sales History Comparison
5= GMROI Sales Analysis
6= Exit

Print, Purge, Edit, or <ENTER> = Quit
  
```

You can direct this report to be printed on the Printer or on the Screen. The system will ask you for the "Base Start Date" and the "Base End Date" of this Sales History Comparison Report. You are asked for a "Start Date for 1st Comparison" and for a "Start Date for 2nd Comparison." You will then see your comparison choices for this report displayed on the screen for confirmation. Requesting a comparison of Thanksgiving Day through the end of the year for the last three years would look something like this:

```

SALES HISTORY COMPARISON
Base Date Range: THU 11/26/90 - THU 12/31/90
First Comparison: THU 11/24/91 - THU 12/29/91
Second Comparison: THU 11/23/93 - THU 12/28/93
Continue with 36 Day Sales History Comparison? <Y> Y
  
```

As you can see, you have the opportunity to select any combination of dates to compare over the past three years (as soon as you have three year's data). Select a comparison of a full season, month to dates, or this time over the last three months. The Base Date will be your 100% column and the 1st and 2nd Comparisons will be COMPARED TO the Base Dates.

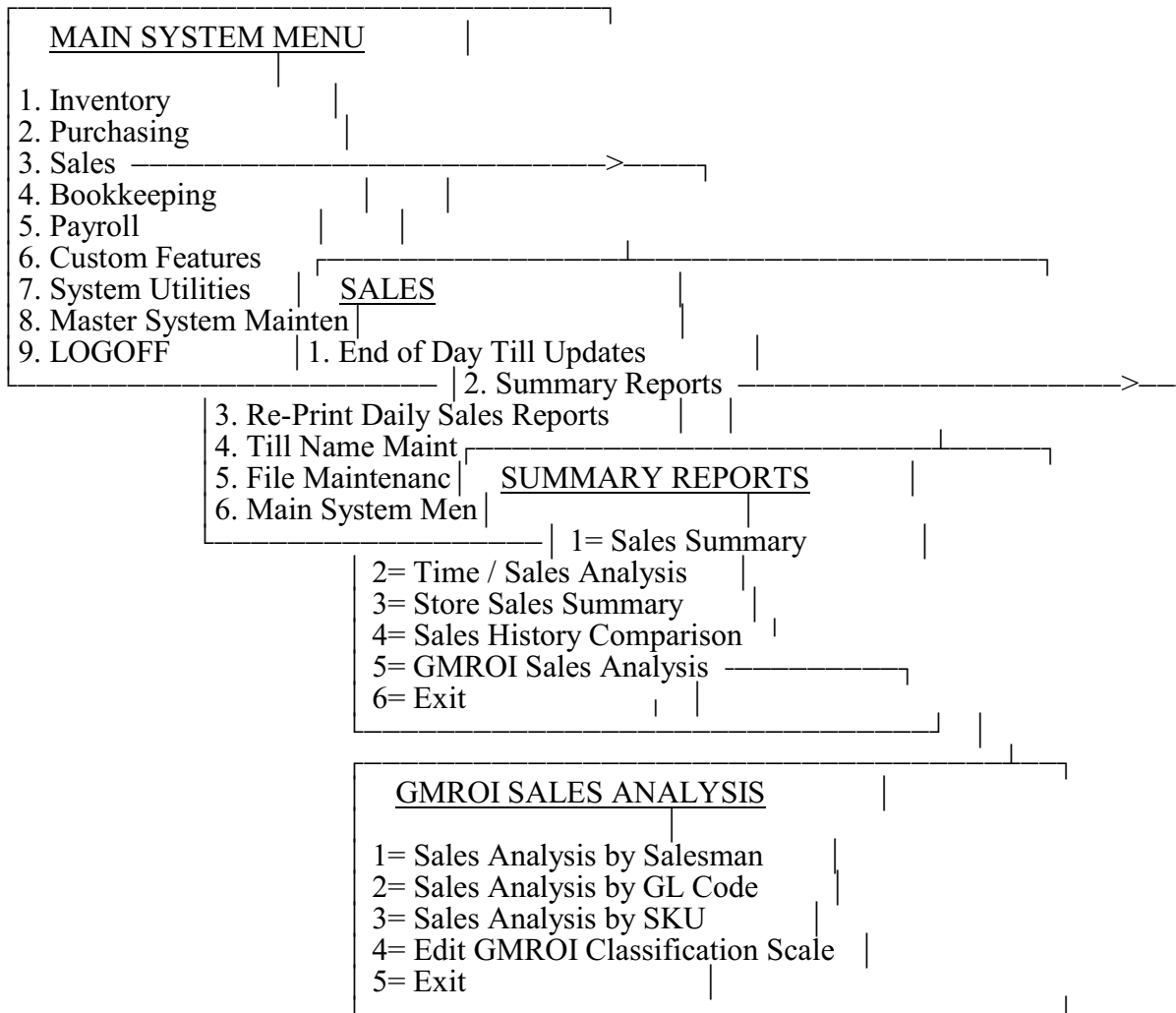
You may then select to have the system print just the Summary of the Report, or see the Daily Totals Compared. If you select the Daily Totals you will see the Day of the Week, Date, Total Gross Sales, Percentage of Change from the Base period, and the Comments.

The Report Summary will give you the same information combined and compared by overall totals. Plus you will receive a comparison of Active Day Averages during that period.

The Edit function of the Sales History Information file works just like the edit function in the Sales Summary file. Select a date to edit, press <ENTER> to leave any category untouched, and you will be stepped through editing the Total Gross Sales, the Ticket Count, and the Comments for the date.

There is no need to purge the data in this file as the system automatically maintains a running three year history and purges the excess data by itself.

## SUMMARY REPORTS GMROI SALES ANALYSIS



**NOTE:** If the GMROI Tracking feature is NOT activated, you will NOT see the GMROI Sales Analysis Menu Option as shown above. The GMROI Sales Analysis Tracking function is activated via Master System Maintenance, System Level Options, Activate Special Features, Screen #2, line "A".

## DEFINITION

GMROI (Gross Margin Return on Investment) is a financial management tool used by progressive retailers to assist in comparing the net worth of stocking and selling a particular product or group of products to other products.

The textbook definition of GMROI for any given product is: annual profit from sales divided by the average annual inventory valuation. In actual practice in a paper system, merchants who wished to calculate a GMROI figure for any SKU needed to track the dollar value of the inventory at the end of each month, record the actual receipts (including markups and markdowns), and record the cost of goods sold for that SKU. Then, at the end of the fiscal year could subtract the cost of goods from the actual receipts to derive gross margin on sales, then divide that by the average of 12 months' inventory valuation. This represented a lot of work to determine a GMROI number, especially since the data was far too old to use as a management tool ... only as a yardstick to compare with other SKU's.

The Sales Analysis program is part of a series of software programs that will track the numbers necessary to generate GMROI, achieved gross profit from book value, and inventory turns based on book value cost. These figures can be generated for every SKU in your system, and/or for every GL revenue account in your inventory.

GMROI tracking is available only for one inventory per environment per computer system. GMROI can be tracked for the warehouse inventory at the master computer of a multi-store installation, and at the individual satellite stores of a multi-store installation. There is no method of networking the GMROI data from a satellite store up to the master system. All GMROI activation and reports must be handled at store level. Single store installations can track GMROI for the inventory file in every environment.

Of course, GMROI tracking is supported on multiple environments independently. One environment may activate features completely independently of other environments.

GMROI tracking also allows (at your option) profitability by salesman to be recorded in a 19 week rotating file. Since there is 'no such animal' as an ending inventory for each salesman, there can be no turns or GMROI calculations; but the system can still record the actual revenues and actual cost of goods sold for each salesman's code.

## BENEFITS

As with all computer decisions there are trade-offs to consider before implementing the GMROI tracking system. Your benefits include the ability to use GMROI, achieved gross profit on book value, and cost turns as three new fields in your inventory report generator, and the capability to categorize or rank your SKU's by eight ranges of GMROI ('A'-'H') and to have that letter classification appear on your purchase order screens and printouts for better buying evaluation and editing.

GMROI is superior to 'turns' as an evaluation of SKU performance because it reflects the cost of stocking the merchandise and the amount of profit achieved during the sale. Turns can only show you the velocity of money, GMROI takes into consideration how much investment was made in the inventory to generate the turns.

The inventory report generator will allow you to compare your intended gross margin with your achieved gross margin (the difference being discounts and markdowns/markups). Sales Analysis reports can show you what percent of your entire inventory profitability is generated by any given SKU or GL revenue account. GMROI classification for each SKU can give you better information during the editing of a purchase order as far as which items to eliminate if budgets are tight, and conversely, which items to be sure to order regardless of budgets.

## NEGATIVES

GMROI tracking by SKU uses a ton of hard disk storage ... you may not have enough room on your system to allow SKU by SKU GMROI tracking. It requires four million bytes of storage for every 10,000 SKU's tracked. Tracking all of the GL revenue codes and/or salesman's codes requires very little data room and should be of no consequence as far as hard disk storage is concerned.

GMROI tracking will slow down your sales register procedures. During the printing of the customer's receipt, the computer must write additional information to the hard disk - once for each SKU (if SKU tracking is activated), once for each GL revenue code (if GL Code tracking is activated), and once per ticket (if Salesman

tracking is activated.) This extra work may or may not be noticeable or significant. Once GMROI tracking has been activated, it may be turned off if the slowdown at the sales register is not acceptable.

*NOTE: When we refer to GMROI tracking of SKU's, do NOT be confused with the 'Tracked' status indicator within the inventory record. If GMROI tracking is activated by SKU, any SKU that is sold or has a positive ending inventory valuation will be automatically recorded into the special storage file. This is completely independent of whether or not the SKU has been marked with the 'Tracked' status. The 'Tracked' status will cause every sale of the SKU to be included on the End of Day Critical Edit report.*

GMROI and TURNS are measuring devices for internal comparison purposes only. Other computer systems and other manual systems may use a slightly different calculation method and therefore will not be useful when comparing your numbers to theirs.

Because GMROI and TURNS use average ending inventory as a divisor in the calculation, the answers are subject to manipulation and distortion. The **StockBoy** system will record the ending inventory valuation during the End of Month Inventory Update. If you should happen to have sold out all of the stock of a particular SKU on the day before, your ending inventory might be considered to be unrealistically low - which will generate an unrealistically high GMROI. If you normally receive shipments during the first week of the month, perhaps the end of month ending inventory will be too low to represent a fair average.

It's important to remember that these specialized management figures are designed to be used for comparisons and trend analysis. They will be generated in a consistent manner provided you run your End of Month Inventory Update in a consistent manner (somewhere near the end of the month!).

## HOW TO ACTIVATE GMROI TRACKING

GMROI tracking may be activated at any time during the accounting or inventory cycle, but you might want to activate SKU and/or GL Code tracking just prior to an Inventory End of Month Update so that the ending inventory valuation numbers will be generated quickly.

When there is no ending inventory valuation there can be no average calculated and therefore all GMROI and TURNS numbers will be zero! If you active GMROI just AFTER an End of Month, it will be at least 30 days before you can see any numbers in the GMROI system.

Activation is set in Master System Maintenance, System Level Options, Activate **StockBoy** Features, screen #2, line "A".

Activate GMROI Tracking S K U G L Code Sales M an
---------------------------------------------------

You have a three character input field length and may type 'S', 'M', and/or 'G.' You may use all three, any two, any one, or none to activate the various options. Unlike other **StockBoy** activations, you may return to this screen and change the activation answer without erasing all previous data. It is conceivable that you may wish to active GL Code tracking now, then come back later and activate SKU; this is perfectly acceptable but with restrictions given below.

Enter Max Number of GMROI Entries
1 per active SKU, 1 per GL Sales Code, 1 per Salesman Code

The computer will use the answer you give here as an indicator of how large to build the GMROI data capture file on the hard disk. If your answer is too small, the file will grow into several pieces and may slow access time to the data (negatively affecting sales register speed). If your answer is unnecessarily large you could receive a "DISK IS FULL" error message or you could be, at best, wasting a lot of room for future expansion.

Input a number that will cover your anticipated number of active SKU's, plus one for each GL Sales Code in your inventory system and one for each Salesman. Of course, only add the numbers for those categories you are

activating. Active SKU's are those SKU's that will have at least one sale OR at least one penny of cost valuation at the end of any month.

For example: if you have 10,000 SKU's, 10 GL codes, and 25 salesman codes, the input of '10035' is most accurate, but '11000' would be a safer move. If about 500 of your SKU's are discontinued but still in inventory, do NOT reduce your input - those SKU's will occupy storage if they have positive valuation at the end of any month! You may wish to increase your input to allow for at least the same number of SKU's that were provided for during system initialization.

*NOTE: Your first time answer is the ONLY answer that matters! Once this file has been sized, it cannot be re-sized! If you activate for only GL Codes and Salesman (answering '35'), then decide later that you wish to activate SKU's, the computer will ignore your request for 11,000 more storage locations! If you have grossly under-sized or over-sized the file based on your first answer, contact Customer Support.*

## GMROI CLASSIFICATION SCALE

Following your answer to the above prompt, the system will display the GMROI Classification Scale, a representation of which is shown below. You will see this only if you are tracking SKU's!

EDIT GMROI CLASSIFICATION SCALE	
{A}	= from 11.01 and greater
{B}	= from 9.01 to 11.00
{C}	= from 7.01 to 9.00
{D}	= from 5.01 to 7.00
{E}	= from 3.01 to 5.00
{F}	= from 1.01 to 3.00
{G}	= from 0.51 to 1.00
{H}	= from up to 0.50
Enter Line to Edit <ENTER> = Save & Exit	

The Classification Scale allows you to define eight ranks A - H for each SKU in your system. The scale is edited like a tax table; each line must be in value order from bottom to top and there should be NO GAPS in the numerical sequence. Each line should start at .01 above the line below it.

The numbers on the screen represent GMROI figures. The samples shown above are probably unrealistically high for most retail stores ... GMROI's are usually good at 1.0 and excellent above 2.0 - see your accountant for interpretation.

When you select a line letter to edit, you will see the prompt:

Enter Maximum Value for Classification {H}
--------------------------------------------

In this example, we selected line {H}. Note the curved braces surrounding the letter; this is the standardized **StockBoy** convention for showing GMROI classification. Anytime you see a letter A-H surrounded by braces, you know that it represents GMROI classification.

Input the maximum value for that particular line and press <ENTER>. The screen will re-display the scale and will automatically put the value you entered PLUS .01 as the starting value for the line above.

It is best to start at line {H} and work upward. Note that line {H} has zero for a starting point and that line {A} has no maximum value. Remember that this table can be re-edited at any time, your answers are not cast in cement!

When you are finished inputting values into the classification scale, press <ENTER> to Save & Exit. You are then returned to the second screen of the Activate **StockBoy** Features with your GMROI activation code(s) displayed on the screen. Following the next LOGON, each sales station will begin tracking GMROI data as per your setup.

### PROCEDURAL CHANGES FOLLOWING GMROI ACTIVATION

Several things change when the GMROI tracking is activated.

- 1) Sales screen activity may slow down during ticket printing, especially soon after GMROI activation. The system takes longer to enter a newly used SKU into the GMROI file than it does to update data for an existing SKU.
- 2) The GMROI classification code will appear to the right of the SKU on the inventory editor screen. All SKU's will be set to {H} (the lowest code possible) when GMROI is activated.
- 3) The purchase order screen line item display will now show the GMROI classification code, as well as the worksheet and split report.
- 4) The Inventory Report Generator will have three new fields instead of 'N/A': #51, #52, and #53 will be TURNS, ANNL GMROI, and ACH GPB, which stand for Cost Turns, Annual Gross Margin Return on Investment, and Achieved Gross Profit on Book Value, respectively. These new fields can be included in formats and used as conditions that select which SKU's to print. The GMROI classification code is NOT a new field. If you need to see a printout containing all of your {B} codes, simply use the ANNL GMROI field to test for a range of values.
- 5) There is a new menu option called Sales Analysis in the Summary Reports program. This is accessed from Sales Management System (#3 from Main System Menu), Summary Reports (#2). The Sales Analysis system contains pre-defined GMROI reports and another place to edit the GMROI Classification Scale.
- 6) The Inventory End of Month Update will take longer to complete if you have activated GMROI tracking by SKU. The EOM routine must calculate and write the book value extension of the quantity on hand, and must re-classify each SKU by matching its current GMROI against the current GMROI Classification Scale.

*NOTE: No other significant procedural differences will be encountered following GMROI activation ! The boot-up hard disk diagnostics will briefly display salesman codes on the first boot following Midnight each Saturday if Salesman GMROI Tracking is activated.*

	<u>SALES ANALYSIS</u>	
	1= Sales Analysis by Salesman	
	2= Sales Analysis by GL Code	
	3= Sales Analysis by SKU	
	4= Edit GMROI Classification Scale	
	5= Exit	

### SALES ANALYSIS BY SALESMAN

This report is the only way to access the data stored with GMROI tracking by Salesman. The report is printed in full seven day week increments Sunday through Saturday. You may print up to 19 weeks at a time on one report.



<b>SALES ANALYSIS BY SALESMAN</b>		
	First Week: 07/31/91 through 08/06/91	
	Last Week: 10/28/91 through 11/03/91	
Enter Sunday Date of First Week to Print 07/31/91		

You are prompted to enter the Sunday date of the first week to print. If you input a date other than a Sunday, the system will pick up the closest previous Sunday date. The computer will remind you if you attempt to input a date that is outside the 19 weeks being stored. The default date represents the date 19 Sundays ago.

If you input a Last Week date that is greater than the end of your current calendar week, the system will reject your input. Following your input of the Sunday date that represents the last week to print, you will be asked a confirming question, followed by the Prepare Line Printer prompt.

The salesman GMROI data is stored in a rotating 19 week file; 18 previous weeks and the current week. When the system date changes weeks (midnight Saturday night), the oldest week is thrown out and the current week moves to the spot reserved for last week. Then the current week is zeroed to make clean room for new data to be received during the course of the week. It is not possible for the system to store more than a 19 week history.

*NOTE: Remember that the Salesman GMROI data is stored ONLY in whole calendar weeks, Sunday through Saturday. You cannot get information on a daily basis from the Sales Analysis by Salesman routines.*

The printout report format is pre-determined, there is no way to alter it. A sample is shown below:

SALES ANALYSIS BY SALESMAN for 5 weeks beginning 05/01/93 through 06/14/93

SALESMAN	TOTAL REVENUE	TOTAL COST OF GOODS	TOTAL MARGIN	ACH'D GPB
TICKETS PROF/TICK	HOURS	PROF/HOUR		
-----				
AAA	7,711.73 32.03 %	5,146.54 47.65 %	2,565.19 19.32 % 33.26 %	176 14.57 138.00
18.59				
BBB	6,649.41 27.62 %	1,733.00 16.04 %	4,916.41 37.03 % 73.94 %	148 33.22 165.00
29.80				
CCC	9,716.49 40.35 %	3,922.01 36.21 %	5,794.48 43.65 % 59.64 %	143 40.52 126.00
45.99				
-----				
TOT	24,077.63 100.00 %	10,801.55 100.00 %	13,276.08 100.00 % 55.14 %	467 28.43 429.00
30.95				

The sample above shows three salesmen. The Total Revenue column is the accumulation of all sales captured on a week to week basis and reflects all discounts, price overrides, quantity discount prices, etc.. In other words, the GMROI tracking system records the actual amount of Methods of Payment (cash, charge cards, A/R charges, etc.) received during the sale ... not just the original retail price.

The Total Cost of Goods Sold column reflects the BOOK VALUE at the exact time of the sale. The Total Margin column is the subtraction of Total Revenue minus Total Cost of Goods Sold, while the Achieved Gross Profit on Book Value column takes the Total Margin and divides it by the Total Revenue.

The remaining four columns require use of the Salesman Summary file. **StockBoy** will automatically scan the Salesman Summary file for the range of dates selected for this report, calculate the number of tickets and number of hours, then use the Total Margin figures to generate Profit per Ticket and Profit per Hour columns.

## GMROI SALES ANALYSIS BY GL CODE

	Enter Month #(s) to Print	<13> = Current Month (use two digits!)	
	01 02 03 04 05 06 07 08 09 10 11 12		

The Sales Analysis by GL Code, as well as the SKU, uses data that is stored on the familiar rotating 13 month basis; one spot for each of the 12 months and a 13th location for the current month to date. The report may be printed for any or all of the 13 months by typing in the desired month numbers (using two digits) separated by a space. The input defaults to all 12 months without the current month.

*NOTE: The 13th month number (current month) has NO associated ending inventory (only 12 ending inventories are stored in a rotating file); therefore no GMROI or TURNS can be calculated or printed for month #13 alone.*

If you select a month number where there is no data (no revenues, no cost of goods sold, AND no ending inventory) the system will NOT average the zero's in. If any one of the three stored components is non-zero, the system WILL use the data and will count it as part of the averaging formula. In other words, the system will utilize all of the data it has available if you select the full year; data will NOT be distorted simply because the system has not had the opportunity to capture the numbers. When computing the average ending inventory, the system will not necessarily divide the accumulated amount by 12. Only if there is no revenues, no cost, AND no inventory value, will that month be skipped when dividing to get averages.

*NOTE: ACCURACY. GMROI is a ratio for comparison and is subject to the inconsistencies of any mathematical formula applied to the 'real world'. It is recommended that for the highest degree of accuracy, you utilize the default month input as shown above. Trying to calculate a Return on Investment for a shorter period than one year reduces the amount of statistical history to include in the calculation and therefore reduces the accuracy. Remember that GMROI uses Average Ending Inventory ... which is calculated at the time you perform your Inventory End of Month Update. If you're in the habit of selling off vast amounts of inventory at the end of each month, your Average Ending Inventory could be artificially reduced. The actual revenue captured by GMROI is 100% accurate...the Cost of Goods Sold is dependent upon the Book Value at the time of sale, and the Average Ending Inventory is subject to monthly manipulation.*

There is a confirming prompt followed by the Prepare Line Printer prompt prior to the report being printed. Here is a sample that shows seven GL Revenue Codes that utilize the department letter code.

GMROI SALES ANALYSIS BY GL CODE including month #'s: 01 02 03 04 05 06 07 08 09 10 11 12

GL CODE	TOTAL REVENUE	TOTAL COST OF GOODS	TOTAL MARGIN	ACH'D GPB
COST TURNS	GMROI	AVG INVENTORY		
4001	43,194.81 14.58 %	22,974.54 14.70 %	20,220.27 14.45 %	46.81 % 16.13 14.20
1,424.02				
4001A	40,972.53 13.83 %	27,298.82 17.47 %	13,673.71 9.77 %	33.37 % 18.07 9.05
1,510.91				
4001B	44,665.29 15.08 %	21,384.65 13.68 %	23,280.64 16.64 %	52.12 % 10.34 11.25
2,068.54				
4001C	38,234.01 12.91 %	14,764.51 9.45 %	23,469.50 16.78 %	61.38 % 9.21 14.64
1,603.10				
4001D	37,702.16 12.73 %	21,919.94 14.03 %	15,782.22 11.28 %	41.86 % 14.43 10.39
1,519.21				
4001N	43,655.64 14.74 %	18,474.75 11.82 %	25,180.89 18.00 %	57.68 % 8.63 11.76
2,140.77				
4001P	47,742.91 16.12 %	29,464.61 18.85 %	18,278.30 13.07 %	38.28 % 18.83 11.68
1,565.10				
TOTAL	296,167.35 100.00 %	156,281.82 100.00 %	139,885.53 100.00 %	47.23 % 13.21 11.82
11,831.65				

NOTE: All calculations involving average inventory valuation use BOOK VALUE captured at End of Month. Any given month will NOT be included in the averaging calculation if the Revenue, Cost, and Ending Inventory are ALL zero.  
The current month (#13) carries NO ending inventory ... no AVG INVENTORY, and therefore no GMROI or TURNS can be calculated for that month alone.

The Total Revenue column shows the accumulated net receipts for each GL Code along with the percentage it represents of the grand total net receipts. The Total Cost of Goods and Total Margin columns follow suit. The ACH'D GPB (achieved gross profit on book value) is the percentage reached when you divide the total margin by the total revenue. The grand total ACH'D GPB reflects the percentage for the entire list of GL Codes (your entire inventory).

The Cost Turns figure is derived by taking the Total Cost of Goods and dividing it by the Average Inventory. The GMROI is calculated by taking the Total Margin divided by the average inventory.

## GMROI SALES ANALYSIS BY SKU

The Sales Analysis by SKU report can be printed for a given range of SKU numbers, by a SKU mask, by a selected Supplier code, and/or by a selected Buyer's name.

GMROI SALES ANALYSIS BY SKU  
SELECTING RANGE FOR SALES ANALYSIS

A First SKU: **xxx**  
B Last SKU: **xxx**  
C SKU # Mask: **ALL**  
D Supplier: **ALL**  
E Buyer Name: **ALL**

Select Printout Range: <Q> = Exit [ ]  
<ENTER> = Continue

The range of the printout may be determined by editing any of the five letter lines. The first SKU in your inventory and the last SKU in your inventory will be shown in place of the 'xxx' on the actual screen. This screen function is identical to the one in the Inventory Report Generator. Please refer to the Inventory Management System Reference Manual for additional details if needed.

Enter Month #(s) to Print     <13> = Current Month (use two digits!)  
01 02 03 04 05 06 07 08 09 10 11 12

You must choose what months you wish to include in the totals on the report. Handle this question in the exact same manner as described above with regard to the Sales Analysis by GL Code.

Calculate Percentage of Grand Totals for each SKU? <Y> or <N> [N]  
A 'Y' answer will force one extra scan on the entire SKU file.

This prompt allows you to determine whether or not you wish to see what percent of the grand total is each individual SKU's total revenue. If you answer "Y", the system must perform two scans on the data, one to calculate the grand total, and the second to print each SKU along with its percentage of the grand total. If you answer "N", the system will leave out the percentage figure for each SKU and will dispense with the first scan to generate grand totals. The system can usually complete the first totalling pass at the rate of about two SKU's per second, depending upon how heavy the multi-user activity is at the time.

Re-classify SKU's by GMROI Category ? <Y> or <N> [N]

This prompt allows you to force the system to re-classify each SKU by the current GMROI Classification Scale. Normally, the SKU's are re-classified during the Inventory End of Month update, but if you wish to have this performed upon demand, simply input a "Y" answer here.

There is a confirming prompt and a Prepare Line Printer prompt prior to the report being executed. This report is pre-defined and is not editable in any way by the end-user. Here's an abbreviated sample that includes the percentages.

GMROI SALES ANALYSIS BY SKU including month #'s: 01 02 03 04 05 06 07 08 09 10 11 12

RANGE: ALL SKU'S

SKU	DESCRIPTION	TOTAL REVENUE	TOT MARGIN	GPL	ACH'VD GPB	GMROI	AVG INVENTORY	URNS
9000-001	GENERIC GOODIE	46,266.97	11.18 %	10.97 %	34.83 %	46.18 %	13.28	11.39
{B}	1,875.23							
9000-002	AVERAGE GENERIC WIDGET	46,227.04	11.17 %	6.49 %	41.25 %	27.34 %	22.37	
8.42 {C}	1,501.21							
9000-003	GENERAL MERCHANDISE UNIT	29,203.12	7.05 %	9.29 %	31.78 %	61.93 %	6.75	
10.98 {B}	1,646.48							
TOTAL		413,980.58	100.00 %	100.00 %	37.78 %	47.04 %	12.80	11.37
17,127.62								

NOTE: All calculations involving average inventory valuation use BOOK VALUE captured at End of Month. Any given month will NOT be included in the averaging calculation if the Revenue, Cost, and Ending Inventory are ALL zero. The current month (#13) carries NO ending inventory ... no AVG INVENTORY, and therefore no GMROI or TURNS can be calculated for that month alone.

The Total Revenue column reflects the net receipts for each SKU, taking into consideration any discounts, overrides, sale prices, etc.. If you have selected the option to print the percentages, you will see what percentage of the grand total revenue is each SKU printed to the right of the dollar figure. The percent of grand total margin is printed next (if requested), followed by the gross margin percentage used on the inventory screen (GPL, MUI, GPB, etc as determined in the System Level Options). Next is the ACH'VD GPB (achieved gross profit on book value), followed by Turns, GMROI, the GMROI Classification code, and the average inventory valuation. Each of these figures is calculated identically to the method described above under Sales Analysis by GL Code.

The grand totals at the bottom of the report are accurate for the entire inventory.

## RE-PRINT DAILY SALES REPORTS

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	>
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Mainten	
9. LOGOFF	
1. End of Day Till Updates	
2. Summary Reports	
3. Re-Print Daily Sales Reports	>
4. Till Name Maintenance	
5. File Maintenance	
6. Main System Menu	

Enter Day of Month to Re-Print <00> = Exit 00
-----------------------------------------------

**StockBoy** keeps a copy of the Daily Posting Summaries, and Daily Sales Reports, in the system for recall for one month. When the next 9th of the month is ended **StockBoy** writes that set of reports over top of last month's reports from the 9th, and so on. If you need another copy of these reports simply select RE-PRINT DAILY SALES REPORTS.

You will be prompted for the date you want, and the report will be printed out. This report will probably be needed only in the event of an accident in the office where the daily reports would be lost or damaged. **StockBoy** has planned things so you never need these reports, but they are here - JUST IN CASE!

# TILL NAME MAINTENANCE

```

MAIN SYSTEM MENU
1. Inventory
2. Purchasing
3. Sales
4. Bookkeeping
5. Payroll
6. Custom Features
7. System Utilities
8. Master System Maintenance
9. LOGOFF

SALES
1. End of Day Till Updates
2. Summary Reports
3. Re-Print Daily Sales Reports
4. Till Name Maintenance
5. File Maintenance
6. Main System Menu

Enter Till Name, <ENTER> = Quit
<*> = View Master List

```

This is where you will ADD a new Till Name. Type in the new Till Name, **StockBoy** will verify that you want to add the name and what the password is going to be. TILL NAME MAINTENANCE allows you to establish new Tills (cash drawers) in the system or check the status of your authorized Tills. You are limited to a MAXIMUM of 19 TILLS in the system at any one time. Before anyone can Log On to the Sales Register System they must have a Till Name. (See Cashier's Guide) This feature allows you to exercise whatever Till discipline and management you are most comfortable with. Separate Tills for each register, or a Till for each Cashier, or a combination; the choices are yours.

Once a Till Name has been used and " Z'ed " it cannot be accessed until either an End of Day is run OR you re-open the till from the END OF DAY TILL UPDATES on this Menu. (See also "Auto Z Tills" Master System Maintenance) You will establish for each Till how you want that Till to function with these operational features.

Till Name: TILL2		
Password : TILL2		
A= Change Password		
B= Auto 2 Decimal Dollar Input	Y	
C= ENTER after 1 chr Prompts	Y	
D= Allow Key Ahead	N	
E= Delete Till Name		

TILL2 in the example above will operate with automatic 2 decimals in the dollar amounts. It will require pressing an <ENTER> key after every prompt, including single character prompts. And it will not allow typing in answers before the prompt is displayed (Key Ahead). This is the recommended set-up for new operators.

This is the **ONLY** place that you can change the Till Password. The password defaults to being the same as the LOGON NAME when created. Most firms find this is usually all the password protection that is needed, since tills usually have physical security when they are active software protection needs are less.

DELETING Till Names must be done after a till has been closed and before it has any activity. A Till can only be deleted when it has zero dollars and zero activity. When closing the till during the End of Day Till Update when you intend to Delete it, Zero any Beginning Till amount in the till also.

The MASTER LIST is displayed on the screen and shows ALL the Till names with their passwords.



## SALESMAN FILE MAINTENANCE

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	>
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Maintenance	
9. LOGOFF	
1. End of Day Till Updates	
2. Summary Reports	
3. Re-Print Daily Sales Reports	
4. Till Name Maintenance	
5. File Maintenance	
6. Main System Menu	

<u>FILE MAINTENANCE</u>	
1= Salesman File Maintenance	
2= Method of Payment Code Maintenance	
3= Tax Exempt File Maintenance	
4= Bad Check File Maintenance	
5= Exit	

Enter Salesman Code    <*> = Display    <ENTER> = Quit
--------------------------------------------------------

*NOTE - Systems that have activated the "Cashier Tracking Feature" in Master System Maintenance will display the first option of this Menu in this fashion:*

1= Salesman/Cashier File Maintenance
--------------------------------------

Once selected this option will ask if you want to perform <C>ashier or <S>alesman Maintenance. If you select Cashier Maintenance you will find it functions the same way as Salesman Maintenance but you can only activate or delete the Cashier's initials. No commission rate, or wage factor is stored for the Cashier.

SALESMAN MAINTENANCE is the option that allows you to activate new employees who will need to use either the time-clock and/or ring up sales. This includes hourly labor, sales people, and management. You will also control their base commission rate from here. You can have up to a maximum of 100 Salespersons in the System at one time.

*NOTE - Every person who will use the time-clock is considered a salesman, and must be established here before they have access to the time-clock. (You will also want to have the Payroll Department create new files also.)*

These are also the Sales ID Codes used at the Sales Register to write a sales ticket. (People who make no sales activity but have hours will not show on Sales Reports; except to report the hours worked.) You can use

up to three characters to identify your sales people, initials work especially well. All sales reports will utilize this code to identify the sales person. It makes life much easier to use the same code here as in payroll.

Enter Salesman Code    <*> = Display    <ENTER> = Quit
--------------------------------------------------------

As you enter this option you will see the Prompt Line above. Pressing <\*> (asterisk) will display all salesman codes in the system. This display on the screen will show the number of tickets, their commission rate, today's sales, and today's commissions.

If the salesman's code you entered was not previously in the system, **StockBoy** will ask if you want to add this as a new salesman. Press <N> if you had made a mistake, and you will be routed back to the prompt. New salesman codes will need the commission rate which will be input here, which can be set at zero. And that is all there is to starting a new salesman, or time-clock employee.

After you enter a valid salesman's code you will see the salesman's code, his commission rate, his Wage Factor, and this prompt line:

Enter Commission Rate    <.XXX>    <D> = Delete
-------------------------------------------------

Be sure you enter any commission rates with a decimal and up to three figures as shown. As always, just pressing <ENTER> will save the data without changing anything. Remember the actual commission rates will vary from item to item and can be found by multiplying this rate by the "Commission Adjustment" factor in the individual SKU being sold.

<D> will 'MARK' this salesman's code for Deletion. Deleting a salesman's code does present some special results. You can delete a salesman's code ONLY on a day when he/she has had no sales activity. Also you will continue to see the initials on sales reports until his/her totals are no longer used in that report. This includes the weekly and monthly sales reports. These initials CANNOT be re-issued to another salesman until they have worked their way out of the reports.

The Wage Factor you put in here IS NOT used by the Payroll program! This factor is used by the system when estimating sales productivity on the Sales Race, accessed from the Sales Screen - Sales Services Menu. It is used in computing the Sales per Labor Dollar" and what percentage labor is of sales for the day.

*NOTE: Any Salesman Code (not cashier) can have an optional Password assigned to it for use at the Sales Screen. The password is viewed and maintained ONLY in the Master System Maintenance, LOGON Name Maintenance section of the software. The password may only be a single character and is typed in immediately following the salesman's code, i.e. if your code is 'AAA' and your password is '2', then type 'AAA2' at the sales screen salesman's ID prompt. This password adds extra security to the Sales Screen access process. A blank password, in effect, removes the password from use.*

## M.O.P. CODE MAINTENANCE

MAIN SYSTEM MENU			
1. Inventory			
2. Purchasing			
3. Sales			>
4. Bookkeeping			
5. Payroll			
6. Custom Features			
7. System Utilities			
8. Master System Mainten			
9. LOGOFF			

SALES			
1. End of Day Till Updates			
2. Summary Reports			
3. Re-Print Daily Sales Reports			
4. Till Name Maintenance			
5. File Maintenance			>
6. Main System Menu			

FILE MAINTENANCE			
1= Salesman File Maintenance			
2= Method of Payment Code Maintenance			>
3= Tax Exempt File Maintenance			
4= Bad Check Maintenance			

METHODS OF PAYMENT CODE MAINTENANCE			
# 1. CASH	1001	" \$ "	
# 2. CHECK	1001	" X "	
# 3. CHARGE	1100	" A "	
# 4. VISA/MC	1001	" C "	
# 5. LAYAWAY	1101	" L "	
# 6. AM EXP	1100	" A "	
# 7.		" G "	
# 8.			
# 9.			

Enter M.O.P. # to Edit   <0> = Quit

**WARNING!: Do not, under any circumstances, change the sequential order of this codes with active open tills! Each transaction's Methods of Payment are recorded by the 'line number' ... if you change the order of the MOP's during the middle of a sales day, the earlier transactions will have different MOP's than the later ones ... causing great confusion!**

The M.O.P. MAINTENANCE (Method of Payment) is where you will add or delete the methods of payment that you want tracked separately. Make sure that there have been no transactions on a M.O.P. that you want to delete, on the day you want to delete it, since this would put you out of balance at the End of Day.

There are seven categories, or M.O.P. Types, of payments that **StockBoy** looks for; and you can use them to establish up to 9 unique methods of payment. The Types are: Cash, Check, Charge, Credit Card, Layaway, General Ledger Transactions and Check Dispersal. This allows **StockBoy** to accurately track the payments and make out the GL Daily Summary from the End of Day process. And the system can keep cash totals separate from check totals, and so forth, when computing the End of Day Balance and Deposits.

\$ = CASH - Currency, coin, and other direct negotiable that could be given as change.

X = CHECK - Checks, travelers checks, bank drafts, and warrants that can be deposited directly to your bank, with the cash, for deposit.

A = A/R CHARGE - **StockBoy's** Accounts Receivable transactions, not to be deposited.

C = CREDIT CARDS - Any Credit Card that can be deposited directly to your bank. But on a separate deposit form. (i.e. Visa, Master Charge, etc.)

L = LAYAWAY - This tells **StockBoy** to create a Layaway record for this sales ticket and keep track of the amounts to be paid in the future.

G = GENERAL LEDGER TRANSACTIONS - These would be special purpose transactions that your operation will need. (i.e. Inter/Intra - Store Transfers, Loaners, Warranty Replacements, etc.)

D = CHECK DISPERSAL - Using a MOP with this type tells the system that a check refund is needed. The system will automatically handle the printing and recording of a check provided that the MOP type is "D" and the amount tendered to it is negative (less than zero). You have the option of printing a physical check, if your printer and configuration is setup to do so, or to just have the system record the disbursement of cash via the check. Itemized entries are sent to the headquarters via the bookkeeping network in multi-store installations.

Special Charge Cards (like American Express, Discover Cards, In-House Cards) any charge card that must be sent off to a location other than your bank, can be handled best by creating a charge account for that card name. You won't mail them a statement but you will be able to easily track each instrument from charge to payment.

**StockBoy** will step you through the description, GL account, and MOP type for each line that you want to edit. Press <ENTER> to retain any data in the default prompt. Your Sales Screen will only show the options that you have used, but you can use all 9 different MOPs. (Each ticket will be limited to 4 split tenderings.)

The DESCRIPTION you put in here will be displayed on the Sales Screen Methods of Payment, so your description should be a term easily understood by your sales people.

The GL ACCOUNT is the bookkeeping account (from the General Ledger) that is to be debited with the amount of this payment. This is usually an Asset Account. (The Accounts Receivable Control Account Number can ONLY be used for "A" type methods of payment.)

The MOP TYPE tells **StockBoy** how to handle this type of payment in the End of Day computations and in figuring out what your deposit should be. This allows **StockBoy** to separate different types of payment (like checks and cash) and still group them as they should be for the End of Day.

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# TAX EXEMPT FILE MAINTENANCE VIEW / EDIT / INPUT TAX EXEMPT CUSTOMERS

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	→
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Mainten	
9. LOGOFF	
	1. End of Day Till Updates
	2. Summary Reports
	3. Re-Print Daily Sales Reports
	4. Till Name Maintenance
	5. File Maintenance →
	6. Main System Menu
<u>FILE MAINTENANCE</u>	
	1= Salesman File Maintenance
	2= Method of Payment Code Maintenance
	3= Tax Exempt File Maintenance →
	4= Bad Ch
	<u>TAX EXEMPT FILE MAINTENANCE</u>
	1= View/Edit/Input Tax Exempt Customers →
Enter Name of Customer <ENTER> = Quit	

The Tax Exempt File Maintenance is ONLY AVAILABLE if your system has activated the "Tax Exempt Customer Look-up" feature in the system options. This is the file that contains the names and addresses of approved Sales Tax Exempt customers. Before an approved Tax Exempt Customer Name can be accessed by the Sales Screen it must be entered into the file.

All new entries, changes to the record, and deletions to the file, must be done through this screen. If the name you type in to the prompt above does not match with one on file the system will ask, "Enter New? <Y>." Press <Y> to add a new name.

*NOTE - The name must be input exactly in order to get a match, otherwise you will be asked if you want to create a new customer file with this new spelling. Since there is no "Next Nine" type of look up that you may be used to, you do need to be careful. You can, however, use either form: "THE^HELEN SMITH FOUNDATION" or "HELEN SMITH FOUNDATION, THE." [REMEMBER: the caret (^), <SHIFT> <6>, is the "Alpha-Code."]*

Once you have a match the customer's record will be displayed, it will look like this:

```
| A= Customer Name: THE^HELEN SMITH FOUNDATION |
| B= Address One:  RADFORD PLAZA SUITE # 12345 |
| C= Address Two:  ANYTOWN, ANYSTATE USA      |
| D= Address Three: ATTN: ACCOUNTS PAYABLE     |
| E= Tax Code:    N                           |
| F= Tax Number:  555-55-5555                 |
| Which Line Needs Correction? <ENTER> = O.K.  |
|                               <Z> = Delete File |
```

The first four lines are very straight forward in their use. Be careful not to have a <SPACE> just after a caret (^), nor should you use ANY Lower Case letters in the name (Lower Case letters are usually not available at the Sales Register), since these actions will alphabetize in a strange way.

The Tax Code seen here is simply a 'sorting code' used when making mailing labels, your company will have a policy on how you are to use the Tax Code. The Tax Number is used to record the customer's Sales Tax Identification Number, again consult your company's policy on the correct use of this category.

TAX EXEMPT FILE MAINTENANCE  
PRINT MASTER LIST

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	>
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Mainten	
9. LOGOFF	
1. End of Day Till Updates	
2. Summary Reports	
3. Re-Print Daily Sales Reports	
4. Till Name Maintenance	
5. File Maintenance	>
6. Main System Menu	

<u>FILE MAINTENANCE</u>	
1= Salesman File Maintenance	
2= Method of Payment Code Maintenance	
3= Tax Exempt File Maintenance	>
4= Bad Ch	

<u>TAX EXEMPT FILE MAINTENANCE</u>	
1= View/Edit/Input Tax Exempt Customers	
2= Print Master List	>
3= Print Mailing Labels	

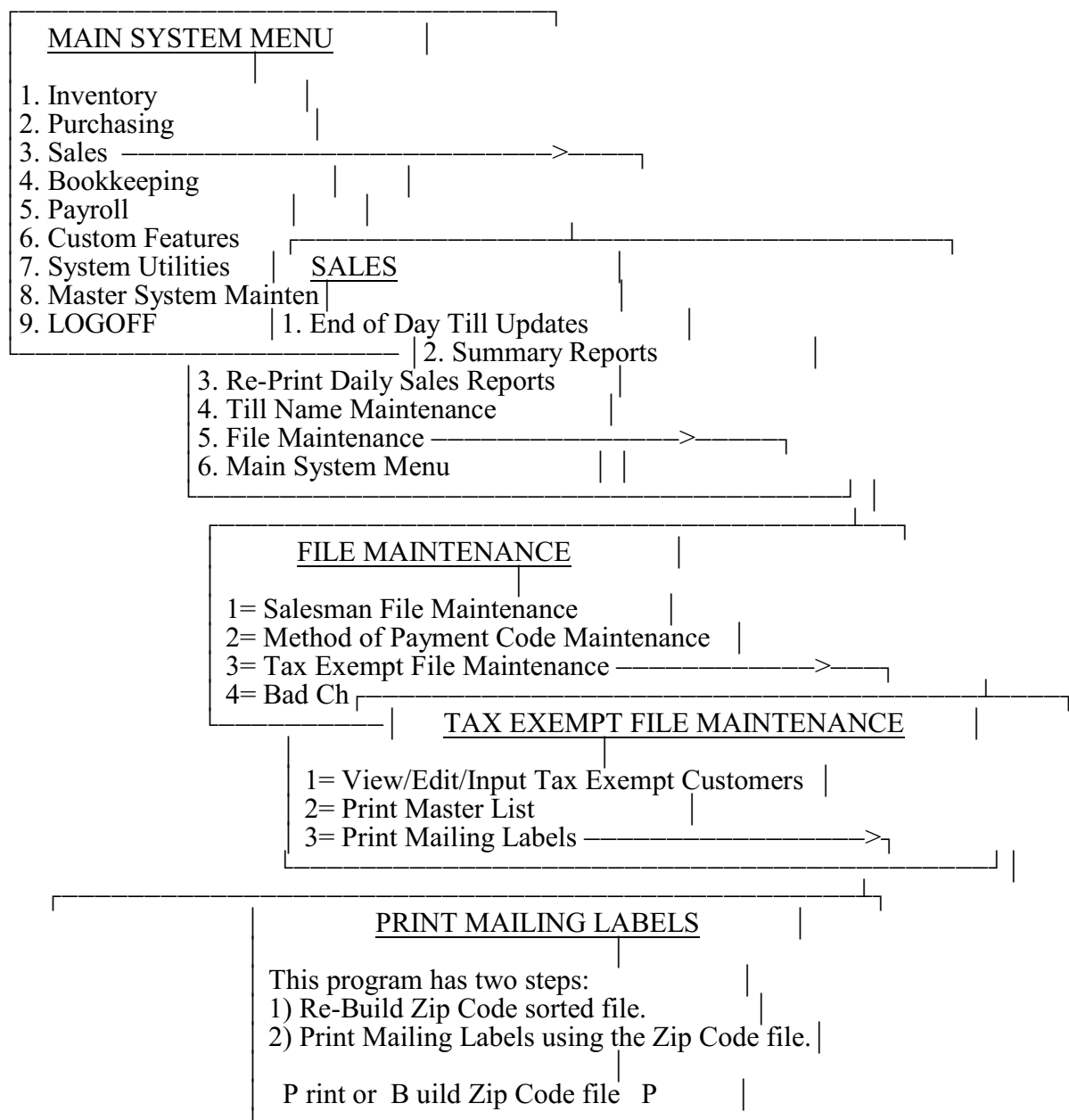
Begin Printing from Which Name	
--------------------------------	--

The Print Master List option will printout your Tax Exempt customers on file. You can select an alphabetic range by your selection to the "Begin and Stop Printing" prompts. You can further limit the report to any one "Tax Code" group.

Select your printer, start the printout. This report will be printed in alphabetic order.



## TAX EXEMPT FILE MAINTENANCE PRINT MAILING LABELS



As the screen says, you can either elect to "Re-Build the Zip Code Sorted File" or you can "Print the Mailing Labels using the Zip Code Sorted File." If you have added new names since you last built the sorted file they would not be included on any mailing labels printed without first Re-Building the sort file to include them. However, if there have been no additions or deletions to customer names since you last Re-Built it, there is no reason to spend the time to re-sort the file.

## BAD CHECK FILE MAINTENANCE

<u>MAIN SYSTEM MENU</u>	
1. Inventory	
2. Purchasing	
3. Sales	>
4. Bookkeeping	
5. Payroll	
6. Custom Features	
7. System Utilities	<u>SALES</u>
8. Master System Maintenance	
9. LOGOFF	
1. End of Day Till Updates	
2. Summary Reports	
3. Re-Print Daily Sales Reports	
4. Till Name Maintenance	
5. File Maintenance >	
6. Main System Menu	
<u>FILE MAINTENANCE</u>	
1= Salesman File Maintenance	
2= Method of Payment Code Maintenance	
3= Tax Exempt File Maintenance	
4= Bad Check Maintenance >	
Enter Check Account Number <ENTER> = Exit	
<*> = Master List	

*NOTE - Before you can access this section your system must have activated the "BAD CHECK LOOKUP" Feature in Master System Maintenance.*

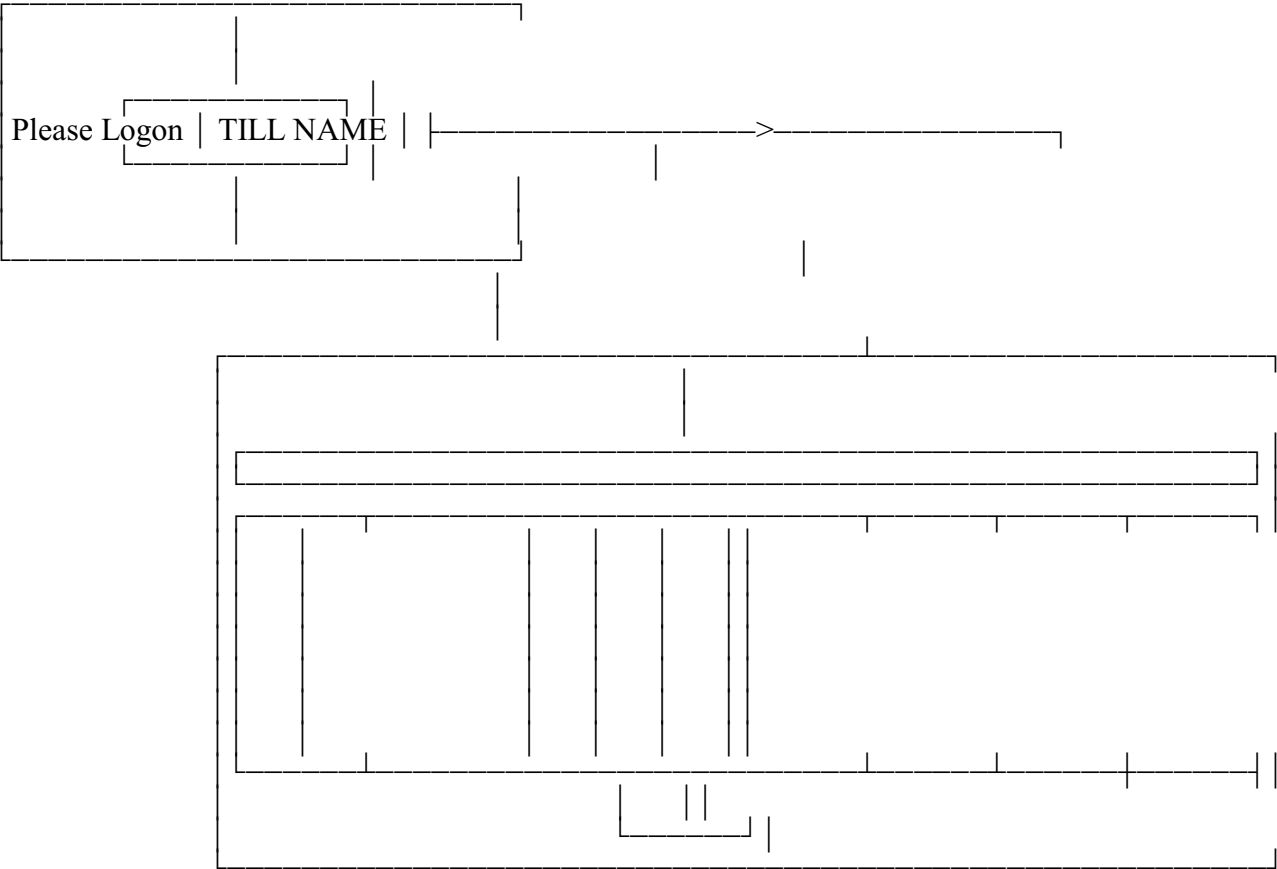
Check Account Numbers input here must be ALL numbers, no spaces, dashes, or letters. If your input is not acceptable the system will blank out your entry and beep at you. Once a match is made, you will see the record displayed on the screen. You will be asked if you want to create a new record if your input fails to match a record on file. Once you have accessed the record your screen will look something like this:

<u>BAD CHECK FILE MAINTENANCE</u>
Check Account Number: 38390004754
Comment: NEEDS TO SEE MANAGER
Enter Check Account Number <ENTER> = Exit
<*> = Master List

You can enter a "Comment" into the record. This comment will be displayed on the Sales Screen at the Point of Sale when this account number is input during the Method of Payment of a sale. It should give your cashier/clerk instructions to how you want this handled.

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CASHIER / SALES ADMINISTRATIVE ADDENDUM



INTERNAL PROCESSING

This Addendum is intended to provide management with the understanding of what is going on behind the screen when tickets are being written up. We will explore the fundamentals of **StockBoy's** ticket procedure and what happens with unusual ticket procedures.

BASIC RULES

Each ticket must have a Valid Salesman's ID code. The ticket totals and any commission or spiffs earned from the ticket belong to the Salesman's ID File. Salesman's codes can also have a single character password that is maintained from the Master System Maintenance, LOGON Name Maintenance program. This password is optional and might help in eliminating un-authorized use of codes for security purposes.

Each item that generates a value in the extension column of a ticket must have a Valid SKU Number, a Quantity other than zero, and a Unit Price other than zero. Any entry to a sales ticket that does not have a SKU Number is a "Comment" line and will not be allowed to generate a figure in the last (extension) column. Extensions are generated by multiplying the Quantity being sold by the Unit Price of the item.

Items being sold generate "CREDITS" (Debits if the quantity is negative) and the Method of Payments generate "DEBITS" (Credits if the amount is negative). Any positive quantity in the Quantity Sold column will be DEDUCTED from the inventory record of that item, even if this results in a negative quantity on hand in the inventory. And the Units Sold for the Current Month will be increased by that amount.

Conversely any negative quantity in the Quantity Sold column will be ADDED to the inventory record of that item, and the Units Sold will be reduced. The inventory is updated 'Live-Time' when the ticket goes through the Print Cycle. This is the only Live-Time update, all other files are updated during the End of Day.

You control the precision or number of decimal places that will be displayed in the quantity sold column on a SKU by SKU basis. It is possible, if you have the quantity set to display only whole numbers, to input 5.5 units sold times \$1.00 each. You will then see on the receipt, 6 units sold times \$1.00 each for a total of \$5.50. This is correct because **StockBoy** had to round the 5.5 to display the whole numbers you requested. Even though it displayed and printed the whole number, the system used the full decimal precision to arrive at the extension.

**StockBoy** operates with up to 16 digits of precision until the extension is made. Therefore it is wise to make sure that you have agreement between the precision of the display and the precision you will sell items in. The "Decimal Precision" you select for each SKU will control the way you see the quantities displayed in the inventory, on the sales ticket, and on the Purchase Order, for that SKU.

*NOTE - ALL EXTENSIONS, throughout the system, are precise to the number of decimal places shown. There can be rounding discrepancies before an extension, but not after the factors have been multiplied or divided.*

The ONLY way to obtain a negative amount in the Extension column is to 'UNSELL' the item, or use a negative Quantity Sold. **StockBoy** will not allow a negative unit price. Anytime a negative quantity is sold **StockBoy** reverses the entire selling process. Quantities on hand are increased in the inventory, current units sold are decreased, revenue is decreased (or DEBITED) for the appropriate account, sales tax is decreased, and commissions are reversed out of the salesman's file.

Each item sold will generate a figure in the extension column, positive extensions are CREDITS to the General Ledger Account listed in the inventory record of that item. Positive Methods of Payment are DEBITS to the General Ledger Account entered in the Method of Payment File. The Sales Tax due is determined on a line by line basis. Each line's inventory record is checked to see if this is a Taxable or Non-Taxable item. Any item that is marked as Non-Taxable in the inventory, or is marked as Tax Exempt at the Point of Sale, will be shown on the receipt with a "NTAX" next to the Quantity Column - on the Sales Screen you will see an "N." (Items that generate a 0.00 (zero) in the extension column will also show this way until there is a value to charge sales tax on.)

The Subtotal of the ticket is simply the total of each of the line extensions.

The amount of Sales Tax Due is the total of each taxable line's extension applied to the Sales Tax rate. This amount is then rounded to two decimal places and shown on the bottom of the receipt. It is CREDITED directly to your SALES TAX PAYABLE G.L. Account.

Items that are Non-Taxable cannot be Tax Exempted, and will not be included in any Tax Exempt reports.

The Total Ticket value is the total of the Subtotal and the Sales Tax due.

Under the Method of Payment Section you can create up nine different ways to break up your payments. Each of these methods will be identified as being either: a Cash type, a Check type, a Credit Card type, a Charge type, a Layaway type, or a General Ledger type of transaction. These designations determine how **StockBoy** handles the payment.

CASH types will be treated as if they were direct negotiable instruments, of legal tender. This will be added to the amount you should deposit at night and should be counted as Cash during the 'Z'-ing of a Till.

CHECK types will be added to the amount you will deposit in your bank, but they will be tracked separately to provide an easier method of finding the cause of a Till imbalance. Also your checks will be printed out individually at the End of Day on the bank deposit detail printout.

CREDIT CARD types are considered to be the Credit Cards that are directly bank deposit-able like VISA and MASTER CHARGE usually are. Other Cards that need to be mailed to their home office should be set up as a CHARGE type.

CHARGE types will access the A/R File look-up, and will not be included in the cash to be accounted for during the Till 'Z.'

LAYAWAY types trigger the Layaway mechanism and are not included in the cash to account for during the Till 'Z.' But the method of payment for the down payment is included in the 'Z' since they will have a different MOP.

GENERAL LEDGER types are special designations used for transfers between General Ledger Accounts. Use this for special situations not covered in the existing software. Any use of the General Ledger type should be done after consulting your Customer Support Team.

Any Sale that uses a Charge type of Method of Payment will require the operator to designate which A/R Customer File is to be charged with the amount of the Charge payment. **StockBoy** will check the Customer's outstanding balance and his Credit Limit. If the amount being charged plus the balance exceeds the Credit Limit, the operator will be 'beeped' and told the amount that the Credit Limit is going to be exceeded by. The screen will appear to stop the transaction. Depending upon how you activated the Credit Limit in the System Options, your operator may be able over-ride this Credit Limit Warning by pressing the <ENTER> key, or with the Manager's Keyword, or not at all. This is a situation for your procedures manual.

(Keep in mind that the Credit Limit Warning functions by looking at the A/R file which may, or may not, include activity since the last EOD or Network Transfer (depending upon how the **StockBoy** Features (Daily Folio) have been set. The customer may have made a payment earlier, also what about the \$1,000 sale that is \$1.50 over the Credit Limit?)

Discounts taken on the ticket with the <F2> key can be done either by the individual line, or by the whole ticket. **StockBoy** asks for the percent to discount, and presents the default percentage set in the Sales Options Menu. The operator can press <ENTER> to accept the default percentage or type a new percentage.

The screen will show a Discount line below the line discounted with the percentage computed and extended. The amount discounted simply disappears from the revenue of the ticket. The Discounted amount will be trapped and routed to the GL Account(s) you established in the GL Account Masks. A notation of the discounting is also reported in the critical edit report at the EOD.

Tax Exemptions activated by the use of the <F3> will transfer the Exempted Revenue to a G.L. Account that has been set in the GL Account Masks in the System Options. (See Master System Maintenance Manual). This will allow you to keep track of your Tax Exempted Revenues in your Tax Exempt G.L. Accounts.

Each ticket must be finished by either Completing it or by Voiding the ticket. Every ticket started will use a Ticket Number and ALL ticket numbers will be accounted for on the Daily Detail Printout at the End of Day. All "VOID" transactions will also be accounted for, showing the salesperson's initials and the time of the Void.

## EXPLANATION OF THE POSTING SUMMARY FROM SALES TICKETS

**StockBoy** follows traditional accounting procedure in generating the Posting Summary. The only difference from your previous routine is that **StockBoy** is able to eliminate the summary, double-check, and translation stages of preparing your daily accounting transaction. This is accomplished by evaluating each line of each transaction individually as the receipt is processed for the customer. Once the receipt is printed the inventory has been reduced, and the accounting information has been stored in the Posting Summary.

## THE GENERAL CONVENTION

The values represented in the EXTENSION Column of the Sales Ticket and/or the Sales Screen will be CREDITS to the G.L. Account listed in that item's Inventory Record. The Methods of Payment amounts are the DEBITS of the transaction. Use of a negative quantity sold will reverse the values in the extension column and make them a Debit, and the Methods of Payment will become Credits when they are negative. You will establish G.L. Account numbers (in the INVENTORY RECORD) for each Inventory Item or Record, and you will establish the G.L. Account numbers (in the SALES OPTIONS) to be used with each of your methods of payment.

It is intended that you should use some SKUs as accounting vehicles, to handle bookkeeping transactions like cash paid-outs, or crediting deposits, at the Point of Sale, and other similar accounting functions.

## STANDARD SALE OF GOODS

During a normal sale, the quantity being sold is DELETED from the inventory record's Quantity on Hand, and it is ADDED to the Current Month's Units Sold, at the time the customer's receipt is printed. This keeps the inventory updated live-time, and tracks units sold for future sales forecasting. If the item on a sales ticket has a negative quantity being sold, the entire process is reversed. This is commonly used when an item is refunded.

As an item is sold the unit price selected is multiplied by the quantity being sold to arrive at the extended price for this inventory item. The extension (when positive) becomes a CREDIT to the G.L. Acct (usually a revenue account) listed in that item's inventory record.

The Sales Tax generated by this item is Credited to your Sales Tax Payable G.L. Account. Sales Tax is computed from the Sales Tax Rate you set in the SALES OPTIONS, on a line by line basis. Items can be established as No-Tax either in the inventory record (such as LABOR) or at the time of sale, by TAX-EXEMPTING.

The amounts listed under the Methods of Payment for the ticket become DEBITS (when positive) to the appropriate G.L. Account you listed in the method of payment file. The Debits and Credits for each G.L. Account are added to the Posting Summary at the time the customer's receipt is being printed. (Sales Tickets that do not generate a receipt still go through the "Print Cycle" that updates the records.) Sales Commissions are detailed at the same time to the Sales Summary files.

## RECEIVED ON ACCOUNT PAYMENTS

**StockBoy** has a facility for accepting customer payments (ROA's) on their A/R accounts from the Sales Screen. Since this transaction is NOT A SALE it is handled internally in a different manner, and no sales tax is collected. The Method of Payment G.L. Account is debited with the amount paid by that method, and the customer's A/R account is credited by that amount. These totals are transferred to the Posting Summary by G.L. Account, when the receipt is printed.

*NOTE - Payments on Account received through the Sales Register can ONLY be applied as an "Automatic" payment, there is no facility to utilize an invoice number from the Sales Register. If you have a customer who needs to track his account on an invoice by invoice basis, do not run the payment through the till. Accounts that are cleared on an invoice basis must be entered via manual GL Transaction. You need to develop your procedures for this situation.*

## LAYAWAY SALE

A Sales Ticket that is being paid, in part or in full, with a Layaway Account is legally a completed sale. Sales Tax is owed on the total amount of the sale, items are depleted from inventory and the customer owes a debt. The layaway balance becomes simply a collection problem. It is just like a special kind of charge sale. This is how the initial transaction is handled at the point of sale through to the Posting Summary.

The inventory items on the transaction are handled in the normal fashion described above. However, when we get to the MOP section of the ticket things are handled a little differently internally. Your clerk will tender all deposits first in the normal payment amount and method of payment fashion. Then the amount remaining to finish paying for the sale will be paid by the "LAYAWAY" method of payment. **StockBoy** will print the complete sales ticket followed by a "Layaway Folio" that shows the total of the sale, the deposit, and the balance due.

INTERNALLY **StockBoy** will put the total amount of the sale into your Layaway Receivable Account on the Posting Summary. The deposits will then be applied against that receivable amount.

## LAYAWAY PAYMENTS

The receipt generated, when the customer makes a payment on his layaway account, is NOT a SALES RECEIPT! Although it will look much like one. Since it is not a Sale but rather a "Payment on Account," the ticket will be handled internally in a different way. In this situation the method of payment is Debited to the appropriate MOP G.L. Account and the CREDIT portion of the transaction is directed to your Layaway Receivable Account in your General Ledger. This will reduce the amount of Layaway Receivables and Increase your MOP G.L. Account.

## GIFT CERTIFICATES

Many firms utilize Gift Certificates and Coupons as promotional devices. Gift Certificates like Store Credits are "PURCHASED" then redeemed. Therefore, you will find it best to have an Inventory Item set up as an accounting vehicle (many give it a SKU number of "GIFT CERT") to handle this sort of situation. This inventory record should be set to "No-Tax." Then your clerk will "Sell" a gift certificate, which will reduce the quantity on hand by one and credit the appropriate G.L. Holding Account that your CPA set up.

When the Gift Certificate is REDEEMED you clerk will handle it much like delivering a Special Order. All the items being purchased will be added to the ticket in the normal fashion, and 1 GIFT CERT will be refunded (negative 1 in the quantity sold column) in the amount of the Certificate. This will move the value out of your Gift Certificate account and place it in the proper Revenue account. The amount to be collected will be reduced by the amount of the Certificate and Sales Tax will be collected on the appropriate items. The quantity on hand in the inventory record for GIFT CERT will be increased by one, since we "refunded" the Certificate.

A quick look at the Inventory Record's Quantity on Hand will show you how many Gift Certificates are outstanding at the moment. The quantity will show as a negative number since the system subtracts one as it is sold and then adds one back when it is redeemed. Because of this practice of subtracting and adding as the items are sold and redeemed, the unit sales counter for the year will only be able to tell you how many you had outstanding at the end of each month - not the total number sold. The amount of Gift Certificates outstanding can be found in your Gift Certificate Holding Account in the G.L.

COUPONS probably should be handled as a Method of Payment instead of using an inventory item on the ticket, although this too can be accomplished. Since coupons are not purchased first and are really used as a part of the payment, you can set up a special method of payment for your coupon, establish it (in the M.O.P. CODE MAINTENANCE) as a "GL" type and it will not be added to your deposits but it will be debited to the appropriate G.L. Account. One advantage this procedure has, is that you are not reducing the amount being charged for the item so the amount of Sales Tax is also not discounted.

## SALES SERVICES MENU

The Salesmaker can access several other functions and services from the sales screen by typing <F4> MENU at the Sales ID Prompt. The SALES SERVICES MENU is displayed at the top of the screen like this:

A= Reprint	E= Sales Race	I= Time Clock
B= Layaway Maintenance	F= Transfer Ticket	J= Journal Tape
C= Received on Acct (ROA)	G= Acct.Receivable Access	K= 'Z' this Till
D= Special Orders	H= Message Center	L= LOGOFF

We will step through each function to ensure that you know administratively what is happening with each option and how far the operator can go.

## REPRINT

The Reprint option will do nothing to any files or totals. It is only a method to obtain another receipt of the last sale completed. There is no limit to the number of copies you can get. You cannot request a Reprint after you have started another ticket or called another Sales Services Option.

## LAYAWAY MAINTENANCE

When Layaway is selected as a Method of Payment, a Sale has been made. Inventory has been deducted. How commissions are paid, and Sales Tax collected is determined by your selections in the System Options. You can elect to declare the sale complete at the time of creation, or declare the revenue incrementally as payments are made. The choice depends upon your Accountant's advice. The value of the amount being paid by "Layaway" is sent (DEBITED) to the G.L. Account set up as your "Layaway Accounts Receivable." And later when the Customer returns to make payments to the Layaway, those payments are CREDITED against the "Layaway Accounts Receivable Account" in the G.L. The method of the payment type determines which account is DEBITED with the increase in the Till.



Payments to the Layaway are made by accessing "Layaway" from the Sales Services Menu. The customer's file is brought to the screen showing each entry that creates the current balance. The Default payment is the outstanding balance, your operator will type in the amount being paid. They will also enter a description of the payment that will show on the folio, and the method of the payment is designated. The customer will then receive a copy of the updated Folio as his receipt. This Folio can be printed out as often as the customer needs.

The Layaway Folio can be deleted at any time. If the balance is not been reduced to zero before deleting, your Layaway Accounts Receivable Account will be misstated. This can be easily handled by making a manual entry to the General Ledger, and then to your inventory (remember these items were deducted from inventory at the time of the sale) records.

Layaway Folios that are paid off are not deleted automatically, this allows your staff to activate the deletion when the product is actually picked up. Your customer can pay the item off when you want it completed, and still wait for an event (such as Xmas or Birthday) before picking the item up. Normally you should delete the Folio when the item leaves the store. This gives you quick listing of all the Layaways that should be in your Layaway Holding Area and their payment/past due status.

## RECEIVED ON ACCOUNT (ROA)

The RECEIVED ON ACCOUNT or ROA is a Special type of transaction. We are really only SELLING a receipt. But it does allow you to take "Automatic" ROA's at the Point of Sale just as easily as a sale is made. Since it is a Special ticket type it can only be accessed from the Sales Services Menu.

This is the ONLY ticket that will allow an extension without a SKU number, in fact you can't put anything in the SKU number column. The first description line from the ROA will be transferred to A/R Customer File as the description that will be seen on the Statement, (unless you have selected an override phrase in the System Options) along with the date, the ROA number, and the amount of the payment.

As with A/R sales, the ROA will update the Customer File when the End of Day is run - if you set **StockBoy** to automatically transfer the End of Day to the General Ledger. The total amount of the ROA is a CREDIT to the Customer's Account indicated by the name on the receipt and the EOD Ticket Summary. The payment of this transaction is a DEBITED to the appropriate G.L. Account for the Methods of Payment used. Obviously there is no Sales Tax generated on an ROA transaction.

An ROA ticket CANNOT contain any other products or types of transactions. If the customer wants to make a payment and make a purchase too, these must be on separate transactions. But both can be done from the Sales Station with ease.

## SPECIAL ORDER (SPO) TICKETS

When you are taking an order for goods that have to be ordered before you can deliver them you are NOT making a Sale! You are taking a deposit in return for a promise to try to acquire the goods the customer wants. Since no goods are changing hands, the monies collected must be held in a separate GL account from your Revenues, and you will not collect any Sales Tax or generate commissions.

The Special Order procedure is accessed from the SALES SERVICES MENU and is an option that must be activated via Activate Special Features (see Master System Maintenance manual for complete details - important!). After accessing this feature via option "D", the clerk is presented with a Sales Screen that looks identical to a regular Sales Screen. It will display "SPECIAL ORDER TICKET" on the screen and also on the printed receipt.

The items are entered just like a normal sale, if the goods have a SKU Number it should be used. Goods that are new or not usually carried can be entered to the ticket by using your 'Miscellaneous Goods' SKU Number or any other generic type SKU (often **StockBoy** owners use one generic SKU per sales department). If a generic SKU is used, the description can be changed to reflect details regarding the actual product being requested by the customer.

To complete the SPO ticket, the cashier will use the <F1> Total key (as with a standard ticket). At this point you will see a Subtotal, Sales Tax, and Total VALUE of the transaction. However, **StockBoy** will ask for the amount of SPO DEPOSIT ... and the Default will display the minimum percentage that you established in the System Level Options. This can be over-ridden by the clerk. The receipt will show the balance after deducting the

deposit, and it will show the amount of the deposit. There are several additional questions on the screen about due dates, order numbers, and shipping information.

The Deposit will be added to the G.L. Account you established in the System Level Options. The payment will be DEBITED to the appropriate G.L. Account for the Method of Payment used. An electronic copy of this transaction (and all line item detail) will be sent to the Purchasing/Special Order Files and can be accessed immediately from there for additional follow-up. The details will also print on a separate page during the End of Day Update run ... **NO SPECIAL ORDER IS AUTOMATICALLY PLACED ON ANY PURCHASE ORDER.** The **StockBoy** philosophy attempts to ensure that a cashier CANNOT order merchandise without the overview of the buyer/manager.

## DELIVERING THE SPECIAL ORDER

When the goods arrive and you are going to send them out the door you will need to re-call the SPO ticket that generated the order. You access SPO from the Sales Screen Services Menu and activate SPO recall. The screen will prompt you to input the customer's name (or a portion of it). Next the system displays the next nine SPO customer names that alphabetically follow your input name. You may select the appropriate customer from the list or enter an <UP ARROW> or <DOWN ARROW> to view the previous/next nine names.

*NOTE: It is important that all cashiers understand the use of the alphabetizing code "^" and how the system will store the names they input on the original SPO tickets. The alpha code (shift 6) should REPLACE the space between the first and last names, i.e. 'ABRAHAM^LINCOLN' 'THE^RETAIL STORE'. Company names need NO alpha code, i.e. 'STOCKBOY SERVICES' 'IBM'. If you utilize the code, the SPO's will be displayed and stored as follows, 'LINCOLN, ABRAHAM' 'RETAIL STORE, THE'.*

*It is perfectly legal to input the names using reverse position, i.e. 'LINCOLN, ABRAHAM' ... but then the receipts will be printed exactly that way ... if you use the alpha code, the code will NOT print and the names will come out first-last on the receipts.*

You'll also need to input the salesman's initials to make certain that the SPO sale is credited to the correct cashier/salesman.

Once the correct SPO ticket is on the screen, it is EXACTLY like a standard ticket. You'll see the original SKU's that were input on the SPO request, and you'll see the downpayment/deposit SKU and amount as a negative. If you <F1> the ticket, the system will AUTOMATICALLY handle the taxation and reduction for the downpayment/deposit. The ticket will be taxed in its entirety, the total sale will be commissionable, and the SPO will be removed from the file at the completion of the ticket printing. This is when the inventory is reduced and the sales are registered. If the downpayment/deposit SKU and GL account are set up properly, it will always show the OUTSTANDING amount of deposits ... when the SPO is finally sold out, the downpayment/deposit GL account is reduced.

Back Orders. It is possible to keep any number of line items on back order and to NOT sell them. To mark any SKU line for NO SALE, simply position the highlighted cursor bar on the line and press the <TAB> key. You'll immediately see a blinking asterisk "\*" on the left side of the line. All asterisked lines will NOT be sold when you press <F1> or <ESC> <ESC> ... they will remain on the recallable SPO ticket. You can sell as many line items as you wish and back order as many as you need. If you have originally ordered 5 units and want to sell only 3 ... you'll have to edit one line to read 2 and another to read 3, then sell the 3 and backorder <TAB> the 2.

## SALES RACE

The Sales Race is a quick place to look and see which Sales ID has accumulated the most activity so far today. When an End of Day is run all totals for any 'Z'ed Till will be reduced from the Sales Race. Therefore if one or more Tills have been left open and not 'Z'ed, it is possible to start a new day after doing an End of Day with totals still showing in the Sales Race.

## TRANSFER TICKETS

This option is ONLY used in Multiple Store Systems. Simply stated; a transfer ticket is designed to assist the satellite stores within a multi-store installation in handling the shipping and receiving of goods between stores independent of the warehouse or master computer control.

A transfer ticket uses the same procedure as a standard sales ticket following selection. If the Manager's Keyword has been activated for this menu option, the operator must first input the Keyword before the XFR ticket can begin. The computer will assign a four digit number following the letters "XFR" to identify the ticket. XFR tickets will appear on the ticket summary at End of Day. The ticket asks for the Sales ID initials, and then asks if this is a "Transfer In or Out?" Naturally, inbound means that inventory quantities will be increased, outbound means that the inventory will be decreased.

The INBOUND or OUTBOUND header line will appear on the first line of the ticket. The operator will NOT be able to access the first line to alter the description. No subtotal, sales tax, or total will appear on the ticket; but the price each will be displayed to assist in making sure the correct SKU has been input.

*NOTE - A transfer ticket ONLY updates quantity on hand figures. It does not update the unit sales history, the ticket count, the ticket count per salesman, the salesman's commissions, the End of Day posting summary, or any method of payment total. Its only purpose is to add or remove quantities on hand from inventory.*

The quantity column on the sales screen will be strictly controlled by the software to force all quantities on an INBOUND XFR to be negative, while all numbers OUTBOUND will be positive. This guarantees that the inventory will be adjusted properly. If you need to make an adjusting entry after an XFR ticket has been made, a new XFR ticket of the opposite type must be entered.

When the <F1> key is pressed to TOTAL the ticket, NO Methods of Payments will appear -- the screen will be routed directly to the Name/Address areas. The first line will be changed automatically to read "TRANSFER TICKET FROM" or "TRANSFER TICKET TO". The cursor will be positioned immediately following this text to allow you to enter the source store name or the destination store name. No system level check is performed on your input to verify that a legitimate store ID is entered; any information to identify the correct store will be fine.

The important information should be trapped on the first description line of the ticket and on the Name line of the address so that both will appear on the End of Day ticket summary to properly identify the ticket as an XFR IN or XFR OUT. Note that the ticket will show a CASH tender with zero amount.

XFR tickets will be printed three times automatically, one copy for the originating store, one for the destination, and one for the warehouse to match up the tickets. This count is 'hardwired' into the software, but re-prints are allowed for additional copies. All line items from all XFR tickets are captured in the Critical Edit report at End of Day for security reasons and evaluation.

ALL VERIFICATION OF TRANSFERS MUST BE DONE MANUALLY AT THE WAREHOUSE, OR MASTER SYSTEM. This is done simply by matching "Out" transfer ticket copies with corresponding "In" transfer tickets and by checking the critical edit reports. Your discipline may differ from that used by other firms.

## ACCOUNTS RECEIVABLE ACCESS

Your clerk can call up the Customer's A/R File to the Sales Screen. It is available from the SALES SERVICES MENU. This is useful if the Customer has a question about his account, such as "Did my payment arrive?" or "What is my balance?" These questions can sometimes be handled 'out front' and save you time while giving the customer the latest information on his account.

This is a 'Look & See' feature only. No changes or adjustments can be made from the Sales Screen. It is very helpful when a Customer's purchase places him over the credit limit and he wants to see why. It is important to remember that the file will only show the status as of the last update of the End of Day, unless the Daily Folio has been activated in the System Options. Of course, any questions about the content of the file should be directed to the Billing Department.

New Charge Customer Accounts can be opened from a Sales Terminal via this option. Since your procedures policies for opening new accounts are unique to you, and there may be times that you decide that you want to 'Open' a new account from the Sales Station, this feature is left for your procedures and policies.

## MESSAGE CENTER

All clerks have access to the system's message center via the TILL LOGON NAME. If a Bulletin has been sent for any TILL name, it will appear on the screen immediately after the 1st station logs on to that TILL Name.

Otherwise, a private or non-private message will cause the words 'Message Center' to blink on the services menu screen. There is no indication that a message is waiting unless the clerk access the sales screen services menu. Refer to the System Utilities manual for details on how to operate the Message Center. Once a clerk accesses the Message Center, the system will return to the sales screen at the input Salesman's Code prompt.

## TIME CLOCK

The Time Clock is available to track each employee's In and Out times and their total hours worked each day. The employee's time-card entries will be automatically "Deleted" if there is something wrong with the sequence. Such as more ins than outs, etc. Otherwise the hours from each days time-card will be totaled and transferred to the SALES SUMMARY file as that date is processed through the End of Day sequence.

The time clock is accessible from the Sales Screen Services Menu using <F4> <I> keystrokes ... and is also available from the PLEASE LOGON prompt by pressing the same keystrokes <F4> <I> (this is not prompted on the screen).

## 'Z' the TILL

**This is where your people access the 'Z' for an individual till, if you have set your System Options to not use the "Auto Z Feature." The End of Day procedure is accessed from the Main Menu, taking the Sales Option.**

**You determine if you want to have each till 'Z'ed independently or if you simply want to take all the tills as one during the End of Day. The determining factors are how you want to handle your End of Day. If you want to be able to do your End of Day during your normal operations, or if you want accountability on a Till by Till basis, you will need to be able to control which Tills are going to be included in the EOD. This will require that you 'Z' each till separately. If you are going to do your EOD after ALL your Sales Stations are closed and you want to count all the money as one till then you can use the "Auto Z" feature in the System Options.**

**When you have the 'Z' option on, each till must be 'Z'ed before it can be included in an End of Day. Once 'Z'ed a till must be either re-opened or EOD-ed before it can be accessed again. If the 'Z' option is not set, all tills will be included anytime an End of Day is run. A till that is operating during an EOD will be left out of the EOD process.**

**On systems that are using the Till 'Z' feature; each till will accumulate its data until it is closed or 'Z'ed. The tills can be logged off and logged on without 'Z'ing. However, once 'Z'ed, a till cannot Logon until it has been cleared by an End of Day. The EOD will include only those tills that have been 'Z'ed. This allows you to run tills 1 through 3 today, and 'Z' them while you open till # 4 and keep operating while you process your End of Day in the back room.**

**'Z'ing a Till is simply the act of counting the money, checks, and credit cards in the Till and comparing them with the amounts that should be there based upon the Sales activity through that till. This determines the over/shortage status of the till. The totals are then "Netted" together with the other Tills that have been 'Z'ed for the End of Day. During the 'Z' the coins, currency, checks, and credit cards are "Inventoried" StockBoy does the extensions and the totaling.**

**The overage and shortage of a till or EOD is found by accumulating each payment amount by method of payment and then comparing them with the totals in the till count. Operators should be instructed to make sure their count is accurate and not to try to 'balance' the till. If there is an overage or shortage you can go through your daily ticket detail to try to find the problem. This should not be the job of the clerk at the end of the day.**

**During the End of Day process you can change the beginning amount in any till. The only requirement is that the till must have that much cash before it can hold it over, or you will need to declare which GL Account is donating the new cash for tomorrow's beginning till.**

**The End of Day will clear each Till and prepare it for use tomorrow. It will also create a Posting Summary that is the Accounting version of the day's activities. This Posting Summary can be hand**

entered into the General Ledger if the Debits and Credits are in balance (it will remind you if they are not). Also you can choose to have this report automatically entered to your Books. If you use the automatic GL Update feature the transfer will be made after you accept the EOD and before you finish the process.

## **ERROR MESSAGES**

The system is constantly checking for any special circumstances that could lead to problems later on. StockBoy will alert you to contact customer support if the system detects anything irregular. **IT IS IMPORTANT TO CONTACT YOUR CUSTOMER SUPPORT TEAM BY PHONE** any time you get that message!

## **REPORT**

- 1 Exactly what procedure you were attempting.
- 2 Which prompts you had answered.
- 3 What the screen had accomplished immediately before the message.
- 4 Exactly what was the message.
- 5 And what you did after the message.

Fill out a "StockBoy SYSTEM SUPPORT REPORT!" It is best if you can contact your Support Team before pressing any other keys. But, many times this is impossible due to many factors. If you have to wait to contact the support team, make sure someone makes contact with the **SUPPORT TEAM As Soon As Possible!** This will allow the support team to prevent problems.

**StockBoy SYSTEM SUPPORT REPORT FORM**

STATUS: \_\_\_\_\_

OPERATOR: \_\_\_\_\_ LOGON USED: \_\_\_\_\_

STORE: \_\_\_\_\_ WHICH USER/TERMINAL: \_\_\_\_\_

DATE & TIME OF PROBLEM: \_\_\_\_\_

REPORTED TO: \_\_\_\_\_ ON DATE/TIME: \_\_\_\_\_

=====

**SITUATION DESCRIPTION**

SOFTWARE LOCATION:

DESCRIBE PROBLEM:

ACTIONS TAKEN:

=====

CONCLUSION:



# SALES MANAGEMENT INDEX

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