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# QuickBooks®

## Point of Sale
## The Official eGuide

Leslie Capachietti

McGraw Hill

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# Point of Sale v9.0
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## About the Author

Leslie Capachietti is a practicing Certified QuickBooks and QuickBooks Point of Sale Pro Advisor who has been helping small business owners in the greater Boston area get the most from their QuickBooks software since 1998. Her consulting firm, Automated Financial Solutions, specializes in Point of Sale and Integrated Applications for QuickBooks users and is a member of the QuickBooks Point of Sale Retail Solutions Provider (RSP) Program. As a speaker and member of Intuit's Trainer/Writer Network, Leslie provides training not only for end users but also for fellow accountants and consultants on how to better support their QuickBooks Financial and QuickBooks Point of Sale clients. She has authored and contributed to books about QuickBooks Point of Sale and QuickBooks Financial software as well as several certification courses and exams offered by Intuit. She served on Intuit's Accountant and Advisor Council from 2003–2005, and holds an MBA from Boston University.

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# Introduction

QuickBooks Point of Sale is one of the most widely used retail management solutions among smaller independent retailers in the United States today. The program provides easy-to-use workflows for completing daily Point of Sale tasks. In addition, many customizable features and options are available in the software to help you tailor key program workflows to the way you run your retail business. This book is dedicated to assisting you in setting up your Point of Sale system the right way from the start and to helping you understand and use available program features so that you can get the most out of them.

## What's in This Book

The topics in this book are arranged based on the order of the activities you'll likely need to complete to successfully set up and run your business using Point of Sale. Parts I and II cover what you need to know and do to get started building your company file and your inventory. From there, Part III covers how to sell the items you've just added to your inventory, both in your store and on-line, and how to keep track of the customers who are buying these items. In Part IV you'll learn how to reorder the merchandise you've been selling to your customers and ways to tailor the purchasing and receiving processes based on your business operations. Parts V and VI cover how to use Point of Sale Reports to gain insight into your business and how you can save valuable time by sharing the information from your Point of Sale system with the QuickBooks Financial program. If you're a retailer who operates more than one store, Part VII covers how to set up and operate Point of sale in a multi-store configuration. In Part VIII you learn about how to get the most from the program by customizing its many features, including printed documents. Finally, you should read Part IX to understand how to use employee logins, security rights, and other features to protect your important Point of Sale data.

In addition, Part X contains two appendixes. Appendix A, "Information Fields", provides a list of Point of Sale information fields with their descriptions and uses. Appendix B, "Compatible Hardware," provides information about intercompatibility for devices and hardware not sold by Intuit.

## Who This Book Is For

For many of you, QuickBooks Point of Sale will be the first computer-based Point of Sale system you've ever used, and it is very likely that your decision to implement such a system was not made without some serious thought. Well, you made the right decision. Like most things in life the level of success and satisfaction you achieve with a new undertaking is often in direct proportion to the time and attention to detail you're willing to devote to it. It is my hope that the resources contained in this book, coupled with your willingness to use them, will lead you to both a higher level of control and an increased understanding of your retail business.

# Part I

# Getting Started

# Creating and Setting Up Your Point of Sale Company File

Congratulations on taking the first step toward managing your retail business more effectively! You've purchased the software and the hardware and are ready to get started. While it may be tempting to just dive into installing your new system, there are several important questions that should be considered and key concepts that should be understood before you attempt to set up your Point of Sale system. Let's start with some of the key questions.

# Do You Have the Right Number and Type of Point of Sale Licenses to Support Your Store Operations?

When you purchased Point of Sale, you actually purchased one (or more) user licenses. You can only have as many concurrent computers accessing Point of Sale as you have user licenses. All of the networked computers in a store share a "store license," which is managed by the server workstation and may include from one to twenty "user" licenses (based on your purchase) at a single location.

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

## The Role of Server and Client Workstations in Point of Sale

QuickBooks Point of Sale can be networked to allow up to twenty workstations simultaneous access to the program within a store—one server workstation and up to nineteen client workstations. You can view your current workstation type and number by selecting About Point Of Sale from the Help menu.

## Server Workstation

The server workstation holds your Point of Sale company data. Typically, this is the first workstation on which you install Point of Sale. Only one server workstation can be installed on a network, and you need to keep in mind that certain activities can only be done from the server workstation:

- Financial Exchange with QuickBooks Financial software
- Creation of a company data file

- Exchange of information with other stores (Pro Multi-Store)
- Importing data
- Other data or security-related tasks

If you are installing Point of Sale on only one workstation, it must be installed as a server workstation.

**N O T E :** The server workstation must be running for client workstations to have access to the Point of Sale data, although Point of Sale does not have to be open on the server workstation.

## Client Workstation

Any networked workstation that is not a server workstation is a client. Client workstations access the Point of Sale company data across the network.

## More about the Point of Sale Licensing Structure

If you're running Point of Sale on multiple computers, each computer needs to be running the same version (7.0, 8.0, or 9.0) and level (Basic or Pro). In a Pro Multi-Store installation, you can transfer user licenses from one store to another, or temporarily use a store's user license to run Point of Sale (installed as a client) on a laptop you take store to store.

# Will You Be Using QuickBooks Financial Software with Point of Sale?

You may already be using QuickBooks Financial for your bookkeeping, or you may be adopting it for the first time. In either case, you need to decide if you want to integrate Point of Sale with QuickBooks Financial. Integration allows Point of Sale to send summarized sales and inventory information to your QuickBooks Financial company file. If you decide to integrate the two, you need to think about where your QuickBooks Financial data file resides, as well as where you plan on doing the bookkeeping, since the location of your QuickBooks Financial data file has an impact on your Point of Sale network and licensing configuration. For example, do you have a separate back office in your store with a desktop computer? Or maybe you plan on doing your bookkeeping tasks on a laptop computer that you take home at the end of the day. Remember that only the Point of Sale server workstation can exchange information with QuickBooks Financial. If you want to take your bookkeeping work home with you on your laptop, you need the ability to temporarily connect the laptop to the Point of Sale server machine (via the network) in order to update your books with the latest Point of Sale information.

## Do You Plan on Running Multiple Point of Sale Workstations on a Network?

If so, you need to be sure that each computer running Point of Sale meets the minimum system requirements and is networked properly. Each client workstation needs the capability to communicate with the Point of Sale server workstation. An unreliable or improperly configured network can lead to problems with setup and operation.

In particular, firewalls may need to be configured on the server workstation to allow other workstations access to the Point of Sale company data file over the network. For this reason, when first installing and running Point of Sale on a client workstation, it is important that the server workstation be easily accessible over the network.

## Is Any of Your Existing Store Information Available in a Text or Excel File Format?

There is no way to avoid the task of entering your inventory, customers, and vendors when getting started with Point of Sale. However, Point of Sale has a built-in Data Import Wizard that takes this information from either an Excel spreadsheet or a comma-delimited text file and transfers it into the corresponding data fields in Point of Sale. The ability to import inventory items saves you valuable time and helps avoid errors that can occur with manual entry. You may want to ask the vendors from whom you regularly purchase merchandise if they can supply the items you buy from them in either a text or Excel format. Alternatively, if you are converting from an existing POS system, you can investigate the possibility of exporting these lists into one of these compatible formats. Refer to Chapter 3 for step-by-step instructions on how to use this valuable import tool to "jump start" building your Point of Sale data file.

## Are You Currently Using QuickBooks to Track Your Inventory?

If you have been using QuickBooks to track your inventory, you have the option of exporting the inventory items out of QuickBooks Financial and into Point of Sale. While this can obviously be a huge time saver when building your inventory in Point of Sale, you need to make sure that importing this data is the correct option.

What would make your item list not worth sharing?

- Many obsolete items
- Many items with incorrect costs and prices

Remember that this export from QuickBooks Financial to Point of Sale is a "one-way trip," meaning that once you choose to integrate the two programs, your inventory item list resides in Point of Sale from that point forward. This division of labor ensures that Point of Sale has the source information it needs to keep you up-to-date on the key aspects of store operations, such as tracking on-hand quantities, inventory valuation detail, and product margins. QuickBooks Financial is where you pay your bills, reconcile your bank account, process your payroll, and prepare your business's taxes. Integration of Point of Sale with QuickBooks Financial is covered in detail in Chapters 23–36.

# Installing Your Point of Sale Software and Hardware

Point of Sale provides three easy-to-follow resources to guide you through the installation and configuration of your Point of Sale software and hardware. The first is the spiral-bound QuickStart Guide that accompanied your Point of Sale software. In it are easy-to-read, simple instructions, with diagrams, for installing and configuring your Point of Sale software and hardware. A second resource, the Getting Started panel, is displayed at the bottom of the Home Page Navigator. It provides a series of recommended steps to guide you through the task of setting up your Point of Sale system.

The Hardware Setup Wizard, which can be accessed from the File menu, is a third resource designed to help simplify setting up Point of Sale hardware, such as your receipt printer, bar code scanner, and cash drawer (Figure 1-1). The wizard is designed to guide you through the steps necessary to connect and configure your Point of Sale hardware. Each workstation that will have hardware attached needs to run the wizard to connect and configure its hardware. In addition, it is important to launch the Hardware Setup Wizard before attaching any Point of Sale hardware to your computer. The wizard prompts you to attach the hardware at the appropriate time.
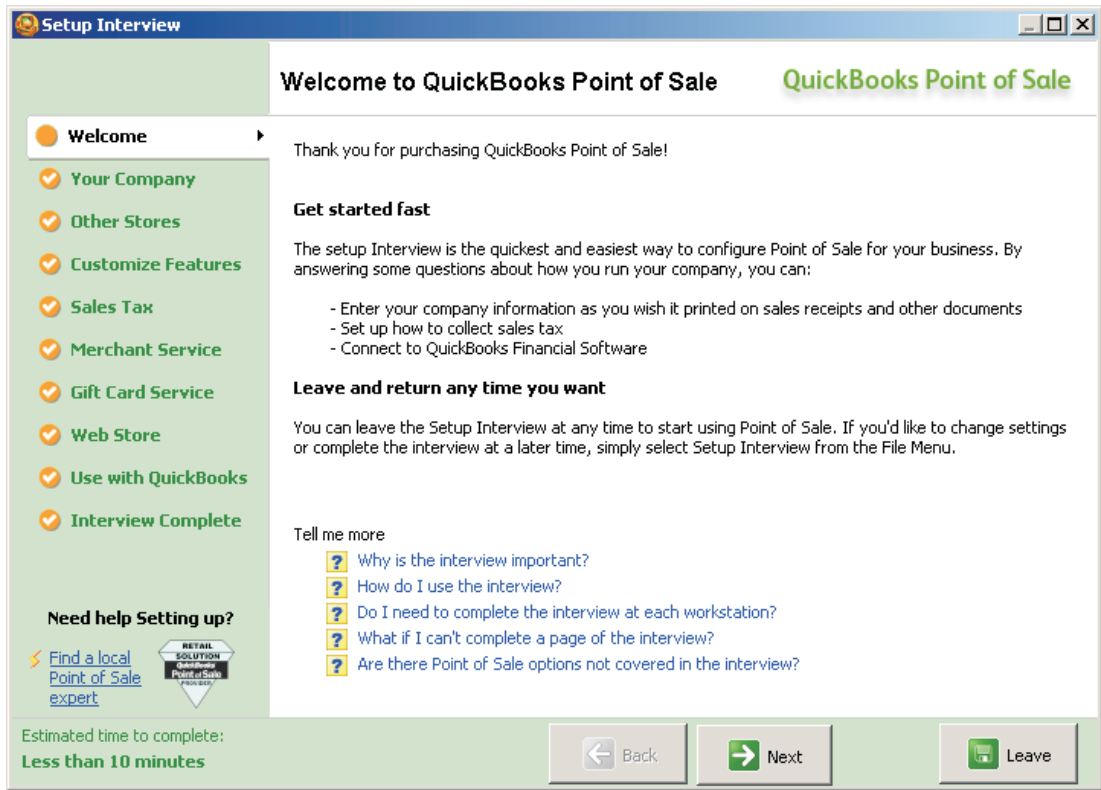
## Launching the Setup Interview

The first time Point of Sale is started on the server workstation, you're prompted to create and name your POS company file. The Setup Interview appears automatically when you complete this step. The Setup Interview is the quickest way to get up and running with the basic Point of Sale features. Page 1 of the Setup Interview is the Welcome page, shown in Figure 1-2.

**FIGURE 1-1**    Hardware Setup Wizard

You can move through the interview page-by-page using the Next button, or you can click the menu items in the left of the Interview window. You do not have to complete the interview at one time. To stop the interview, simply click Leave. To change your selections or complete pages you skipped earlier, select Setup Interview from the File menu located in the menu bar. You can also manually change any of these settings, as well as others, directly via the Preferences area. (Preferences are covered in detail in Chapter 31.)

**FIGURE 1-2**   Welcome Page of the Setup Interview

## Entering Company Information

The first step is to enter information about your store, such as store name and address (Figure 1-3). This is the information that appears on printed forms and reports. Note that there are three miscellaneous lines you can use to include important information such as store phone number, web site, or store hours.

Next, select the business type that best fits your type of store. Based on your selection, Point of Sale will automatically create a set of departments and style templates, which can be modified as needed. Departments are covered in detail in Chapter 4, while styles are covered in Chapter 6. Click Next.

**FIGURE 1-3**   Entering your store information and business type

## Setting Up Additional Store Locations (Pro Multi-Store only)

If you operate stores at more than one location, the Setup Interview allows you to specify the number of remote stores (in addition to the HQ store) and the name(s) of each location (Figure 1-4). In addition, you'll need to have on-hand the other stores' POS License numbers in order to complete this section. You can also use this window to create the passwords that allow you to send store exchange/update files back and forth (more about this process in Chapter 29).

### Class Tracking

Checking the box "Track multiple stores in QuickBooks using classes" (Figure 1-4) enables you to use the class tracking feature to track the profitability of each store. The class tracking feature has to be turned on in both Point of Sale and your QuickBooks Financial software, and you must assign each store to a class. Refer to

**FIGURE 1-4**    Setting up additional store locations (Pro Multi-Store)

Chapter 31 to learn more about how to assign a financial software class to a Point of Sale store location. If you integrate Point of Sale with QuickBooks Financial software, you can run Profit/Loss (P/L) reports for each store, as well as the entire company, in your financial software.

**To enable tracking by class in your QuickBooks Financial Softwa re:**

1 Select Preferences from the Edit menu.
2 Select Accounting, and then select the Company Preferences tab.
3 Click the check box for Use Class Tracking.
4 Select OK.

## Selecting Which Features to Use

Point of Sale has several features that can be turned on or off, depending on the needs of your retail business (Figure 1-5). Some of the basic Preference options are presented to you during this Setup Interview. Understanding the impact of selecting (or not selecting) early in the setup process will help keep you from having to retrace your steps later.

### Track Customers

When you select this option, Point of Sale adds the Customer Info section to the Sales Receipt form and also enables sales orders, layaways, and work order tracking (Pro and Pro Multi-Store) so that you can track customer sales and order information. Maintaining customer records and recording customers on sales receipts can be helpful, as it allows you to track sales information, on a customer level, in Sales History. From Sales History you can look up past sales receipts, and also use this
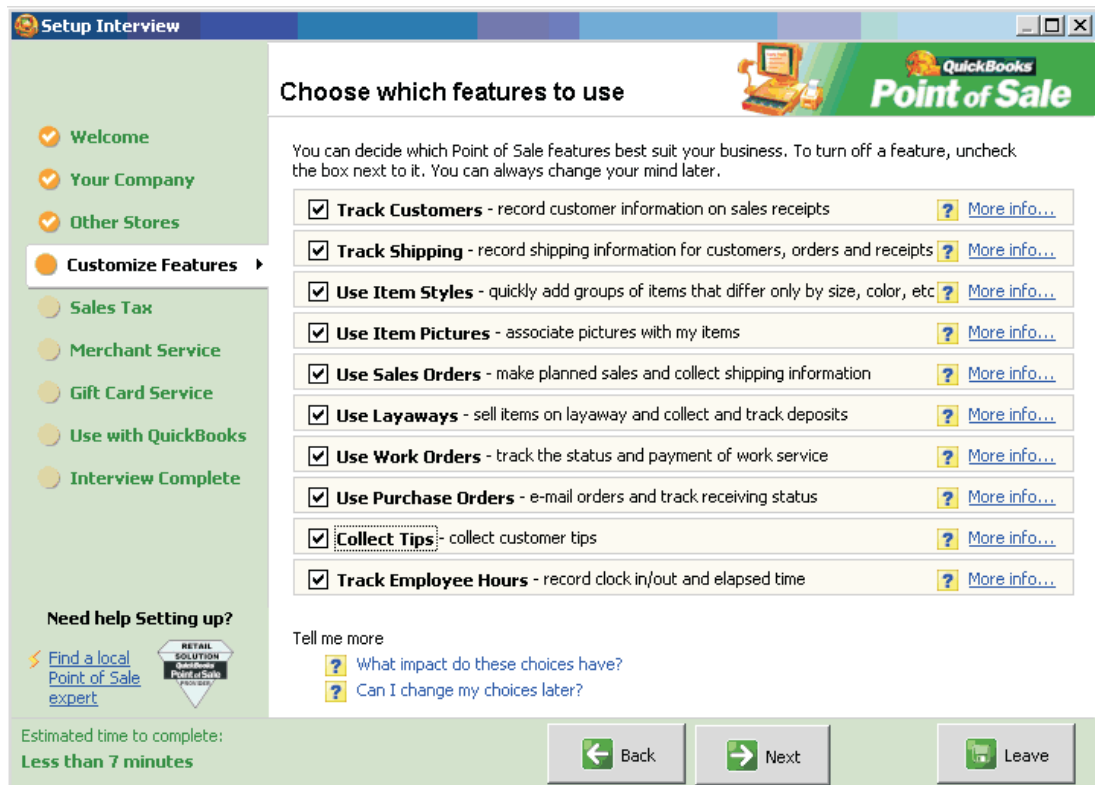


**FIGURE 1-5**    Choosing which features to use

information to generate lists and mailing labels for marketing campaigns. In addition, customer tracking allows you to

- Accept customer orders, including sales orders, layaways, and work orders
- Offer in-store charge accounts
- Automatically apply discounts to specific customers on sales transactions
- Generate reports that identify your best customers based on sales volume

### Track Shipping

Choosing this option adds shipping information fields to sales receipts and customer orders, including the shipper and the shipping charges. This feature also enables the Shipping Manager, which, in turn, allows you to get shipping estimates, arrange for and track shipments, and get shipping mailing labels. This option is only available if Track Customers is turned on.

### Use Item Styles

When selected, this feature allows you to more easily work with and view similar items in inventory that may differ slightly in one or two ways (a line of clothing, for example, that may vary only by size or color).

| | Size ⇨ | | | | | | |
|---|---|---|---|---|---|---|---|
| Attribute ⇩ | MED | XL | XSML | SML | LRG | Click to Add | Total |
| Navy | 0 | 0 | 0 | 0 | 0 | | 0 |
| Grey | 0 | 0 | 0 | 0 | 0 | | 0 |
| White | 0 | 6 | 0 | 0 | 0 | | 6 |
| Black | 0 | 3 | 0 | 0 | 0 | | 3 |

In this example, Point of Sale uses what is called a Style Grid to show the on-hand quantities of each size and color and the total for the entire line. More details about Style Grids can be found in Chapter 6.

### Use Item Pictures

Using this preference allows you to include up to two pictures of an item in the item record. Once added, these pictures are displayed when selling, ordering, or receiving an item. They can then also be shared with item information in your online store. Learn more about using Item Pictures in Chapter 4.

### Customer Orders

In addition to sales receipts, Point of Sale allows you to record the planned sale of merchandise or services using one of three types of customer orders:

- **Sales Orders**   Records the planned sale of merchandise and tracks deposits taken. This type of customer order can also be used to prepare an estimate for out-of-stock or special-order items.

- **Layaways**   Records the planned sale of merchandise and allows a series of deposits to be made by the customer over time.
- **Work Orders**   Records a customer request for repairs, alterations, and warranty work. This customer order can also be used to prepare an estimate for work to be performed.

If you do not offer layaways or use sales orders or work orders, you can leave these options unchecked. This will remove the Make A Customer Order and Customer Order List icons from the main Navigator page. In addition, the icons change, depending on your selection of customer order options. So, for example, if you select Sales Orders only, the icons displayed are Make A Sales Order and Sales Order List.
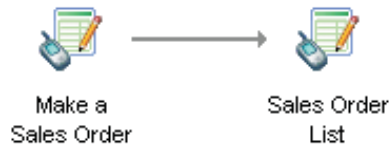


**N O T E :**   If you want to use any of the customer orders (Sales Orders, Work Orders, or Layaways), you must also elect to use the Track Customers feature.

## Use Purchase Orders

A purchase order is the form used within Point of Sale to plan the purchase of inventory from your vendors. Later, when your merchandise arrives, it can be easily turned into a receiving voucher (more about receiving merchandise in Chapter 18) to record the addition of the ordered items into inventory.

## Collect Tips

This feature allows your cashier to add a customer tip to a sales receipt total for non-cash transactions. Keep in mind that this feature is not intended for use in a full-service restaurant setting, since the receipt cannot be put on hold while the customer is determining the tip amount.

## Track Employee Hours

Selecting this feature enables the Point of Sale Time Clock, which is used to track employee hours and can be configured to share time information with QuickBooks Financial 2009 and 2010.

# Sales Tax

This is the page where you tell Point of Sale if you are required to collect sales tax and provide the particulars, such as the rate you're subject to and the agency you're required to remit to. Depending on the state and location from which you operate

your store, your calculations can range from very simple (one tax rate) to complex (multiple rates for different merchandise and for different store locations). Setting up sales tax is covered in detail in Chapter 9.

## Merchant and Gift Card Services

You can authorize credit and PIN debit cards as well as sell and redeem gift cards directly from Point of Sale. Use these two pages to sign up or get additional information on these services.

## Web Store

Learn how to set up a Web Store using the Intuit Storefront for QuickBooks Point of Sale. With this optional service, you can sell your merchandise online while continuing to manage your inventory from within Point of Sale. Using the Intuit Storefront to take your retail business online is covered in detail in Chapter 15.

## Use with QuickBooks Financial Software

Point of Sale tracks your daily sales and helps you manage your inventory, while QuickBooks Financial software tracks your financial information (financial reporting, bank balances, and payroll processing). You can choose to share data between the two programs by running the QuickBooks Connection Wizard to link Point of Sale with QuickBooks. Doing so allows Point of Sale to send summarized data directly into your QuickBooks Financial company file, eliminating the need for double data entry. The QuickBooks Connection Wizard is covered in detail in Chapter 23.

# Working with Company and Workstation Preferences

Point of Sale preferences allow you to customize certain program features, control the flow of information, and configure the software to work with your Point of Sale hardware (the receipt printer and the cash drawer, for example).

There are two types of preferences: Company and Workstation. With Company Preferences, you can configure the settings and define the options that are shared by all Point of Sale workstations on a network and customize many of the program's features to best suit the needs of your business. What's more, Company Preferences settings can have a significant impact on features like how Point of Sale processes transactions and how it "talks" to (or exchanges information with) QuickBooks Financial.

Workstation Preferences define workstation-specific settings and options, including hardware setup and printing configuration. Many of the basic preferences

settings are initially configured when you complete the Setup Interview process (as discussed earlier in this chapter), but they can also be directly edited at any time via the Preferences command found on the Edit menu. It's not uncommon for Point of Sale users to change some of these preferences settings after they've become more familiar with the software. You can refer to Chapter 31 to learn more about how to customize Point of Sale using preferences.

# Working with Company Data Files

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

The first time you launch Point of Sale on the server workstation, you are prompted to create your company data file (or to convert your data file from a previous version of Point of Sale, if detected). If you choose not to do so at that time or if you decide to start over, you can access these choices at any time in the future by selecting Company Data from the File menu.

## Creating, Opening, and Renaming Company Data Files

You can create and manage multiple point of sale company data files as well as rename an existing one.

**To create a new company data file:**

**1** From the File menu, select Company Data, and then select New.

**2** Enter a unique name for the new company (name is limited to 20 characters) in the dialog box, then select OK. Point of Sale displays a status indicator as it creates the new company data file.

**3** Select OK when the confirmation dialog is displayed.

**4** Point of Sale opens the Setup Interview and walks you through configuring your new company data file. Follow the onscreen prompts.

**To convert company data from a previous version of Point of Sale:**

**1** Close Point of Sale on client workstations and close all open windows on the server workstation.

**2** From the File menu, select Company Data, and then select Convert From Previous Version.

**3** Enter a unique name for the new company data in the dialog box, and then select OK. Point of Sale searches for and detects your prior version and displays the path to it.

**4** If the specified path is the correct installation from which you want to convert data, select OK.
Alternatively, select Browse and navigate to a different installation from which you want to convert data and then select OK.
You can also convert from a previous version's backup file by selecting that option and browsing to the correct backup folder. Point of Sale copies the data files from the previous version and then converts them for use with the current version of Point of Sale. This process may take several minutes, depending on the size of your existing data.

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

**6** If you require employee logins, the Log In To Point Of Sale dialog is displayed. Use the user name and password from the previous version to log in to the program.

**To open any other Point of Sale company data file located on the local network:**

**1** Close Point of Sale on client workstations and close all open windows on the server workstation.

**2** From the File menu, select Company Data, and then select Open.

**3** Point of Sale displays a list of company data files located on the network (server workstation).
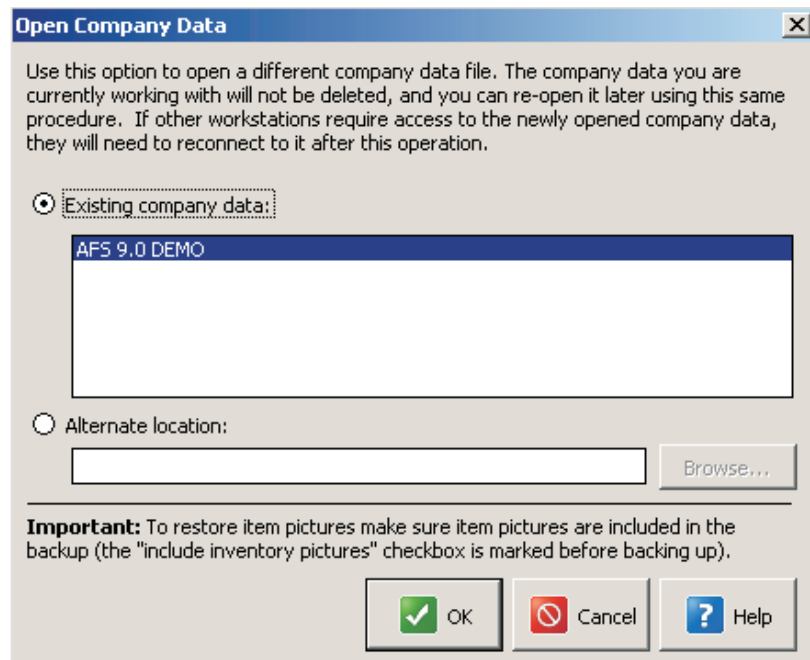
## Locating Your Company Data in Windows Explorer

You can browse to the location of your company data in Windows Explorer by selecting File | Utilities | Browse To Data. An Explorer window opens to the Point of Sale default location for company data. Your default backup files are located in the Backup subfolder of this location.

**4** To open one of the files listed, highlight it and then select OK. Or, select Alternate Location and click Browse to locate a company data file on your network. Select Open after locating the correct file. Point of Sale opens the specified company data and displays a confirmation dialog.

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

You can rename your company data file at any time. However, if you do so, client workstations will not be able to automatically connect to the new file. Upon next startup on client workstations, you will receive a "file not found" message. You need to browse to the newly renamed company data file to connect.

**To rename your company data file:**

**1** Close Point of Sale on client workstations and close all open windows on the server workstation.

**2** From the File menu, select Company Data, and then select Rename.

**3** Enter a new name for the file and select OK.

## Cleaning Up Your Company Data

The Clean Up Company Data utility (found in Utilities on the File menu) works by optimizing your data file to improve program performance. Non-history documents (such as held, closed, or inactive documents) and history documents (such as sales, receiving, or adjustment documents) as of a specified date can be categorically selected for removal. While this option does not change the size of your company file, it does help speed up searches and other operations. If file size is an issue and you're looking to save disk space, you can also choose the Compress Database option (see the accompanying "FYI").

Point of Sale automatically creates a backup before cleanup begins. For more about what data can and cannot be removed, press the F1 key and search using the keyword "cleanup."

**➥ FYI**

## The Option for Compressing Data

The Clean Up Data process provides options for compressing data. Compressing the company file is a method for creating more hard disk space. It is not specifically intended to improve program performance, and performance improvement results may vary. If you have a large database, the compression process can take several hours to complete, and it cannot be canceled once it has begun. This option is recommended only if hard drive space is an issue.

## Updating QuickBooks Point of Sale

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

An automatic update feature checks for and downloads update files if an Internet connection exists at a workstation. You can have Point of Sale check for updates and automatically download them or else notify you without downloading; alternatively, you can instruct Point of Sale not to check for updates if you prefer to do it manually. You can also configure updates so that all networked workstations can update from a single downloaded file.

**To update your software in a two-part process:**

**1** Connect to Intuit's servers and download the update file(s). Depending on your preference settings, this can be accomplished automatically or manually.

**2** Install the update. Once an update has been downloaded, you are prompted to install it.

Following is some important information about the update service:

- To download update files, you must have an active Internet connection.
- Downloads can occur even when Point of Sale is not running. You are notified when you start Point of Sale that an update is available to install.
- Automatic downloads occur in the background and do not affect your computer's performance. You can continue working while an update is being downloaded.
- Updates must be installed on each Point of Sale workstation on the network, starting with the server workstation. Workstations that have not been updated may not be able to connect to the company data on the server workstation.

- To install a downloaded update to the server workstation requires that all client workstations exit Point of Sale. When installing on any workstation, Point of Sale will automatically be closed on the workstation as the installation begins and will restart once the upgrade has completed.
- No personal information is read from your computer or sent to Intuit, Inc. during update downloads. Review the Privacy Statement (on the Help menu) for more information.

When you initially begin using Point of Sale, you are prompted to make an update selection.

### To change your selection at any time:

1. From the Help menu, select Software Updates | Updater Preferences. The Updater Preferences window opens.
2. On the General tab, select your preferred method of checking for updates. The recommended option is "Automatically Download Updates. Let Me Choose When To Install Them."
3. If you have multiple workstations, on the Shared Downloads tab indicate whether the workstation installs from a shared download file. Use the help link on the page to learn how shared downloads work and whether this would be a good choice for you.
4. Select OK to save your preferences.
5. Repeat Steps 1 through 4 for all other workstations on the network. It is especially important that each workstation select the shared download option if applicable.

If an update has been automatically downloaded, you are prompted to install it each time you start Point of Sale. The Alert window provides information such as what is included in the update and an estimate of how long the update will take.

### To install an automatically downloaded update:

1. Select OK to install a downloaded update when prompted. Point of Sale automatically closes on the workstation when the installation begins. If you do not wish to install the update at this time, select Remind Me Next Time.
2. Follow any onscreen prompts to complete the installation.

If you choose not to allow the automatic download of updates, you can manually check for and download them at any time.

**To manually check for and download updates:**

❶ From the Help menu, select Software Updates | Check For Update. Point of Sale connects to the update site and checks for new updates.

❷ You are notified if an update is available. Make your choices from those offered in the window and select OK.

❸ Follow the onscreen prompts to complete the download and installation of the update.

## Update History

You can review past update activity, including any errors that occurred, on your workstation by selecting Software Updates | View Installed Updates.

# Point of Sale Basics

This chapter is designed to give you a basic understanding of how to navigate to many of the features you will be using in the program. It will help you become familiar with some of the basic conventions that Point of Sale uses for things like working with lists and forms, finding records, and listing items on documents. You may find it helpful to return to this chapter as you progress through the rest of the book.

# The Home Page

The Home page is the startup screen for Point of Sale and contains the Navigator and the Dashboard. The Navigator, shown in Figure 2-1, contains workflow links that take you to the various task areas and help resources. Figure 2-1 shows the Home page from a Multi-Store–level installation. Depending on the version of Point of Sale software that you're running and the features you choose to use, there will
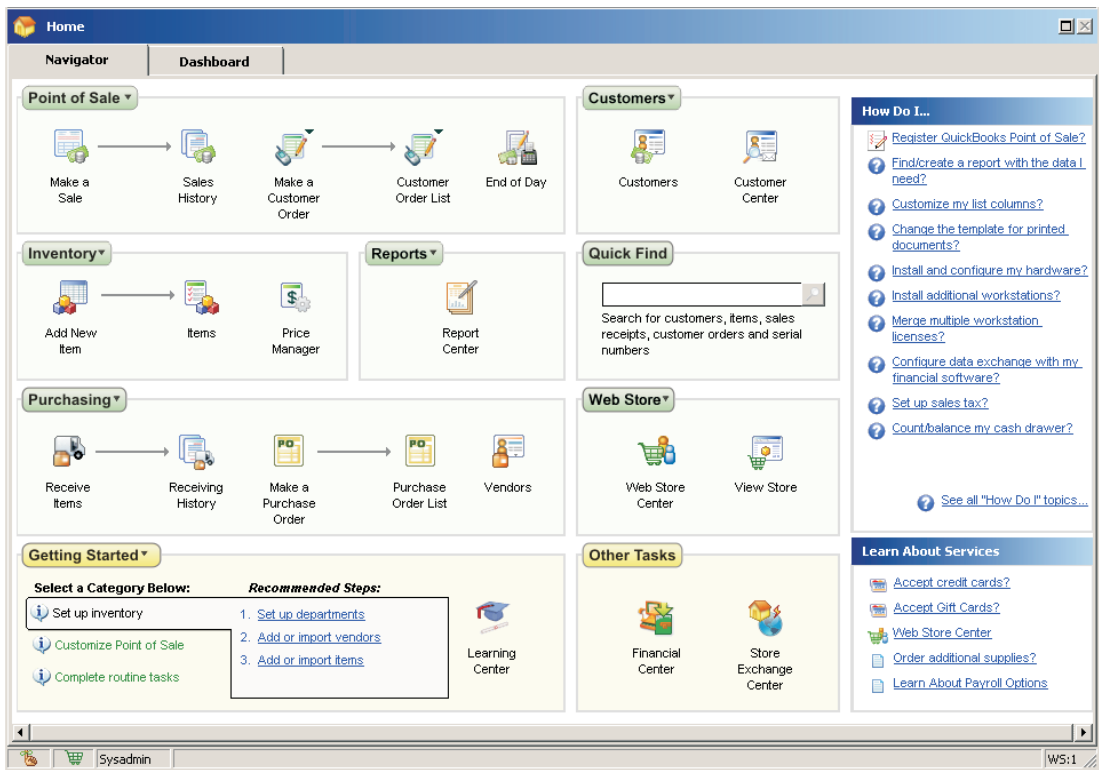


**FIGURE 2-1**    The Point of Sale Navigator

be different icons, links, and workflow arrows available to you. You'll want to familiarize yourself with the location of elements in this window as well as the terminology used to identify these Home page elements because they will be referenced regularly throughout this book.

- **The Getting Started panel**  The Getting Started panel located in the Navigator guides you through a recommended task sequence for setting up Point of Sale quickly and efficiently and is automatically displayed for new Point of Sale users. When you have completed the Getting Started tasks and feel comfortable using Point of Sale, you can toggle the Getting Started panel on the Navigator to display other Help & Support resources (select the small down arrow to the right of the yellow Getting Started button and select Help & Support).
- **Navigator links**  The Navigator is organized to mirror the workflow of retail business. It is divided into sections to make it easy to locate the Navigator links (icons) that take you directly to the area in which you need to complete a task.
- **Quick Find**  Located in the Navigator, this feature allows you to quickly locate records for customers, items, receipts, and customer orders.
- **Drop-Down Navigator menus**  Clicking the green menu buttons (for Point of Sale, Inventory, and Purchasing) reveals links to specific tasks within that module.
- **Menu bar**  Windows' standard text menus provide access to all areas and features of Point of Sale. These menus can be used to locate the area you need to complete a task, even if you have turned off the main toolbar.
- **Toolbar**  The toolbar provides shortcuts to some of the most frequently used program tasks. Right-click the toolbar to customize the task icons that are displayed and their order. You can also turn off this toolbar if you want more screen space for the display of task windows.
- **How Do I . . .**  This panel, located on the Navigator, provides easy access to some of the most common questions about doing tasks in Point of Sale.
- **Learn About Services**  This panel can be useful when you're looking to add integrated services such as credit and debit card processing or gift cards. Internet access is required to view the details of each of the offerings listed here.
- **Reports**  This panel, located just below the Learn About Services panel, provides an access point to the Report Center and to memorized reports.
- **Dashboard tab**  This tab displays your Dashboard elements. The Dashboard is a customizable page that displays Point of Sale reports, store statistics, financial information, help links, or even links to your favorite web pages.
- **Status bar**  The status bar is located at the very bottom of the Point of Sale window and identifies important information about the currently active window or module, such as whether List Edit is on or off, whether you have inventory reminders, which workstation you are using, and the logged-in user's name. Refer to Chapter 30 for instructions on how to customize the toolbar and remove features and their related menu and Navigator icons.

## Getting Around in Point of Sale

Point of Sale offers keyboard, mouse, and optional touchscreen navigation, which gives you multiple ways to move between program modules and enter data.

### Keyboard Navigation

Using a standard keyboard, you can use the arrow keys, TAB, or ENTER to move around to various parts of the program, accept an entry, and move from field to field. In addition, keyboard users can navigate the program and make selections using keyboard shortcuts. If you plan on primarily using the keyboard, you should learn and use the keyboard shortcuts available throughout the program. Select Keyboard Shortcuts from the Point of Sale Help menu (located on the menu bar) to view a more detailed listing of shortcuts for the area you are working in.

### Using a Mouse or Touchscreen

Touchscreen computer monitors are popular in retail environments because they are easy to use, can cut down on training time, and can save valuable counter space. If you plan on using a touchscreen monitor with Point of Sale, that option needs to be turned on in Workstation Preferences. When this option is turned on, a navigation toolbar and virtual keyboard are added to the screen when performing key Point of Sale tasks.

In addition, while making a sale you can easily toggle to a simplified Sales Receipt view that is very well suited for touchscreen users. To enable touchscreen accessibility throughout the program, you'll need to open Workstation Preferences. From the Edit menu select Preferences | Workstation | Touchscreen Monitor. Select the Enable Touchscreen Features check box.

**N O T E :**   Using the touchscreen interface will reduce the amount of available onscreen "real estate" for viewing lists and forms.

## You Can Have Multiple Open Windows

Point of Sale allows you to have multiple task windows open at one time. You can access the list of currently open windows from the Windows button on the main toolbar. Simply select a different window from the drop-down list to switch to it. You can also access this list from the text menu bar.
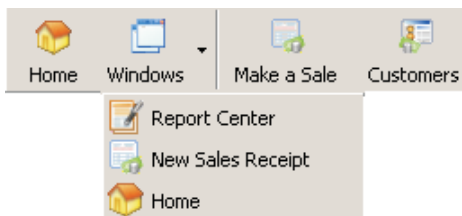
# Working with Lists and Forms

Records and documents in Point of Sale can be viewed in or worked with in either a list view or a form view. Each view has its own distinct uses and advantages. In this section, I'll explain the differences.

## Getting the Most from Lists

A list is a collection of records (such as inventory items or customer records) or documents (such as sales history) displayed together in rows and columns in a spreadsheet-like format. A list can be sorted, filtered, and searched to help you locate a record or group of records. You can customize the information displayed in a list in several ways. These methods are called out in Figure 2-2.

### Adding, Removing, or Rearranging Columns

You can customize which columns are displayed in a list and the order in which they appear. To move a single column, click the column header and drag it to the preferred position. To rearrange or add or remove columns, place your mouse pointer on any one of the column headers and then right-click. Choose Customize Columns from the pop-up menu. There are several columns available that are not included in the default list layout and that can be added to the list view.
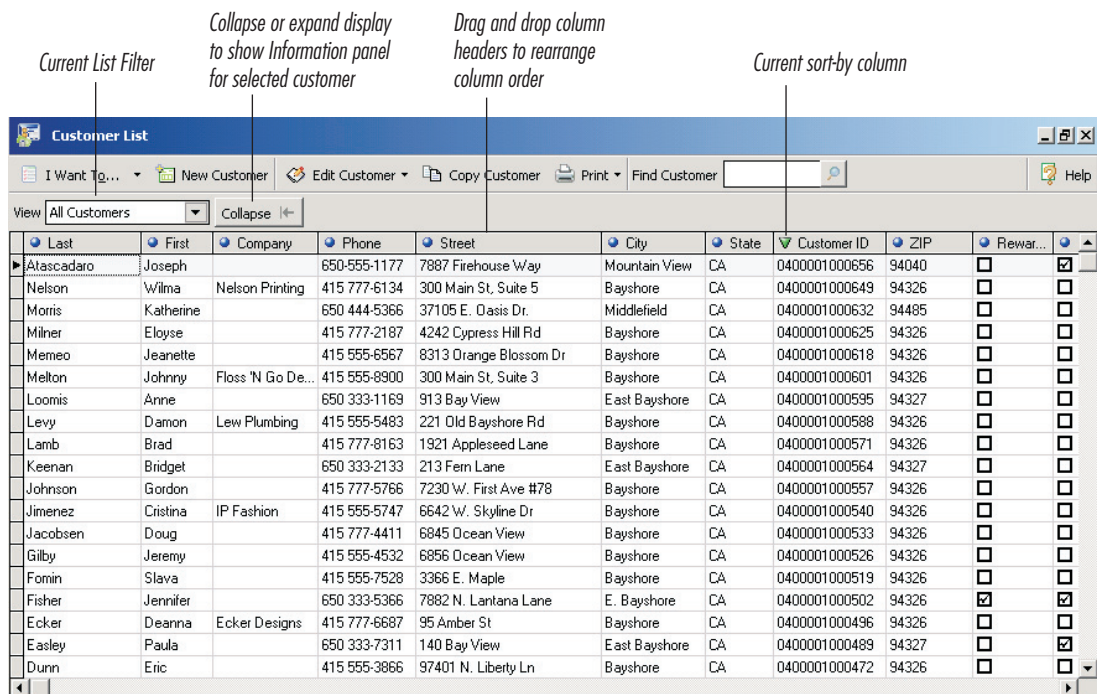


**FIGURE 2-2**    Customizing list information

## Sorting the Record in a List

Columns with a blue dot in the column header can be sorted. The green triangle symbol indicates the column entries by which the list is currently sorted. In Figure 2-2, for example, the list is being sorted by the Customer ID. Click or touch any column header displaying a blue dot to sort by the values in that column.

To sort by multiple columns, from the View menu (located in the text menu bar) select Sort List | Sort On Multiple Columns. Enter up to three columns and their priority, choose to sort in ascending or descending order, and then select Apply. Note that once sorted, the primary sort field header displays the green triangle icon while the other two sort fields display a green dot.

## Changing the Sort Order

Click or touch (if a touchscreen user) the currently sorted column header a second time to change the sort order (ascending/descending by alphanumeric values). Note that the direction of the green triangle indicates the sort order. Records with no entry in the sorted column appear either at the beginning or end of the list, depending on the sort order.

## Locating a Specific Record in the Currently Sorted Column

First, sort by the preferred column, and then begin typing the first few characters of the entry you wish to go to. The characters you type are not displayed onscreen, but the closest matching record in the list is highlighted.

## Scrolling Through a Sorted List

First, sort by the preferred column, and then use the vertical scroll bar on the right side of the window to scroll up or down through the list. As you scroll, the scroll bar indicator displays your position in the list. Release the mouse when the value you are looking for is displayed. The indicator displays the values in the currently sorted column.
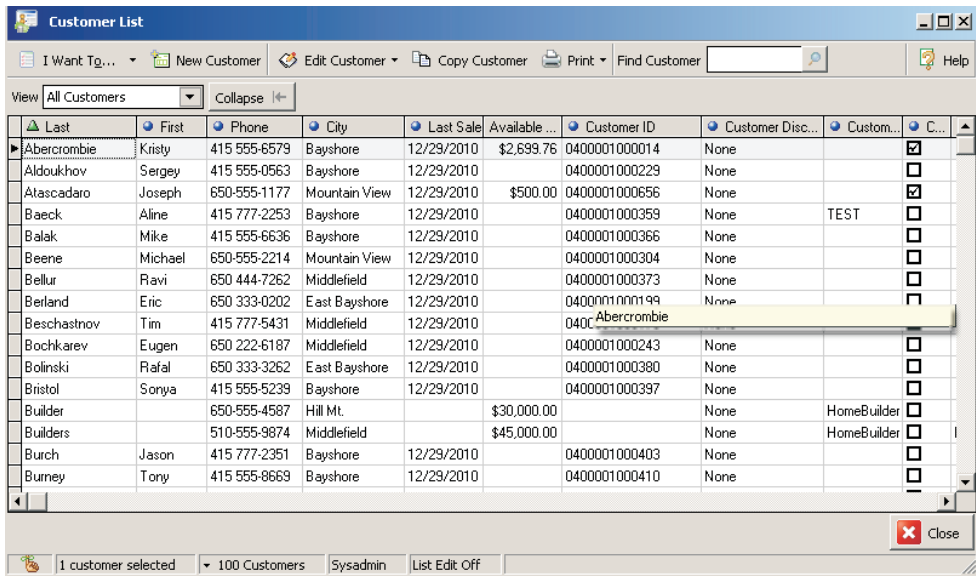


If there are too many columns to display on a single screen, a list will have a horizontal scroll bar as well.

## Searching for a Record

You can search for a record within a list by keyword. Searches can be done across all record fields or in a selected field. To search for a record, enter the desired keyword(s) in the Find field in the toolbar at the top of the list window.

## Filtering the List Display

Filtering a list allows you to group and view only the records that meet certain criteria that you specify. This can be very useful when you want to view or work with a group of specific records, without all the unwanted records cluttering your view. Filtering is available in all record lists except the Employee list. If you find yourself using the same filter criteria often, you can memorize that "view" and from then on it will be available from the drop-down filter list at the top of the record list. For example, if you are viewing a list of purchase orders, rather than scrolling through the entire list looking for open purchase orders, you can create a filter to

display only those that have a status of "open." Document lists such as the Sales History list (receipts) have predefined filters for date ranges, such as receipts made for the current day, week, month, year-to-date, all receipts, etc.

**T I P :**   Choosing to show all receipts might be slow if you are a large volume store. For this reason, the default filter in most history document lists is to show only the current month's documents.

## Filtering a Record List

Filters allow you to view and work with a subset of records that have information in common. When you enter the desired criteria, Point of Sale will display only those records that match those criteria.

### To apply a list filter:

**1** Display your list, and then select one of the following from the View drop-down list at the top of the window:

- A predefined filter (such as All Purchase Orders, Today, This Week, This Month, etc.; filter choices will vary by list)
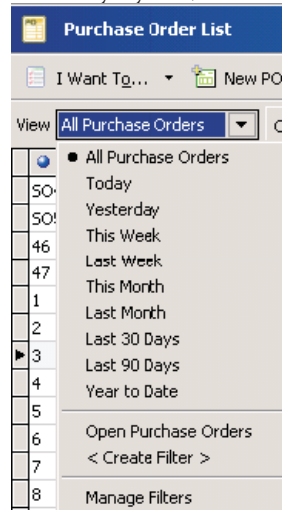


- A previously defined and memorized custom filter (Open Purchase Orders, for example)
- <Create Filter> to enter custom filter criteria, which can then be saved for future use
- Manage Filters to edit, rename, delete, or rearrange the order of your previously saved filters

**2** Review and/or enter criteria values in any of the available fields and then select Apply (or Save, if you want to memorize the filter criteria for future use). If saving, give your new filter a unique name and then select OK.

**3** Your list is now filtered by the entered criteria.

## About Point of Sale Forms

In most cases you will record your store's activities using a screen that resembles a form. Sales receipts, purchase orders, and receiving vouchers are examples of Point of Sale forms. The advantage of using a form view is that it allows you to enter data field by field while simultaneously displaying these information fields on a single screen (sometimes also with tabbed pages).

If you're using a keyboard, you can navigate from one data entry field to another in a form using UP ARROW and DOWN ARROW keys or the TAB key. If you're using a touchscreen, simply click or touch the field that you want to enter data into.

# Locating Saved Records or Forms

Once a transaction or record has been saved, you may need to view it at a later date. There are multiple search points available within Point of Sale to help you find a specific transaction or record. You can search for a specific record (item, customer, vendor, receipt, etc.) from within the list in which it is stored by entering a keyword in the Find <item name> field (typically from one of the fields contained in a record) and clicking the magnifying glass icon.

To initiate a search from anywhere in the program, select Find Record from the Edit menu. With this selection, you can search for any record type from anywhere, without first displaying the associated list.

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

You can also use a lookup field to locate and bring information from a related list (such as customers, vendors, and departments) to the form or document you are working on (like a sales receipt, for example). Place the cursor in a lookup field on the record you are working on and begin typing the first few characters of the record you want to list. If one unique match is found, it is immediately listed in the field. For example, typing **ABC** in the Vendor field on a New Purchase Order form immediately lists ABC Distributor as the vendor.

A fourth search option is the Quick Find field on the Navigator, which is used to locate customers, items, receipts, and customer orders using keywords or numbers. You can scan item or receipt barcodes into this field or manually type serial numbers, customer names, document numbers, or any search keyword and click the magnifying glass icon to initiate the search.

The Quick Find results window breaks down your search results into the different record types and displays how many results were found in each category. In this example, the number 384 is associated with an item number as well as a sales receipt.
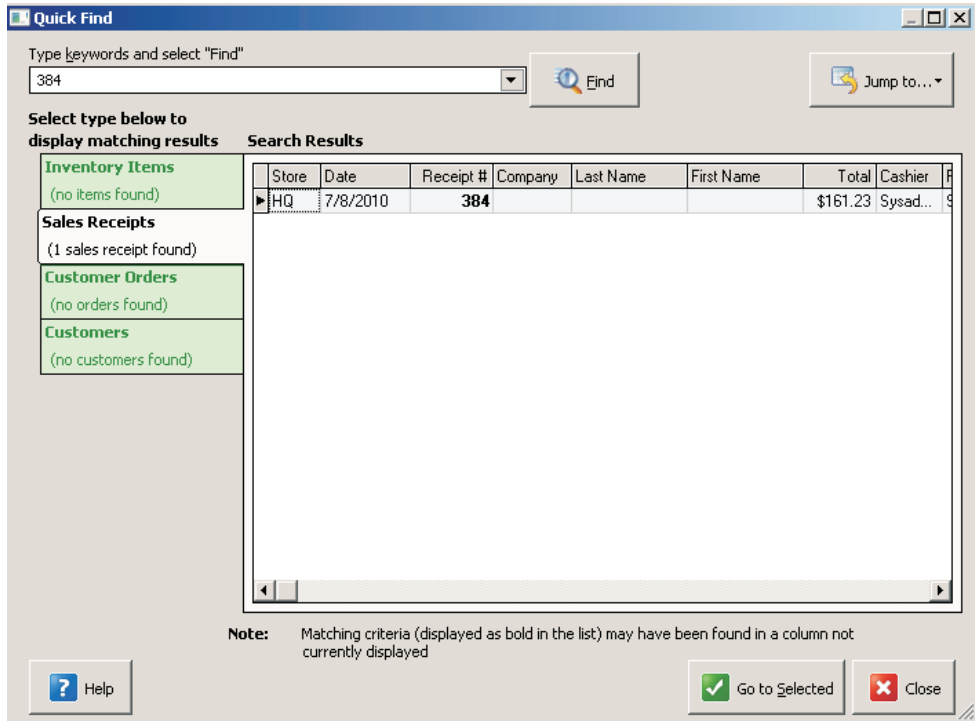


Highlight the record you are seeking and click the Go To Selected button located at the bottom of the window to view or work with the record.

# Working with Saved Transactions and Documents

Certain saved transactions such as sales receipts, receiving vouchers, and adjustment memos (and transfer slips in Pro Multi-Store) are stored in history lists, called Sales History, Receiving History, Cost Adjustment History, etc. These saved transactions are sometimes referred to as transactional documents or history documents because, when saved, they directly affect the value or quantity of your inventory.

These history documents can be viewed in their corresponding list, copied to create new documents, or reversed if they need to be canceled or corrected. Editing

history documents is limited to certain informational fields, as outlined later in this section.

**To access a document history list:**

**1** Select Receiving History, Sales History, or Adjustment History (quantity or cost) from the appropriate menu (Purchasing, Point of Sale, and Inventory, respectively). Pro Multi-Store users also can select Transfer History from the Inventory menu.

**2** Use normal sort, search, and filtering procedures to locate the document you need. Searching for a history document (via the Find search box) is done across all documents included in your history list, even if the list is filtered to display only selected documents.

## Viewing Point of Sale Transactions in the Financial Program

If you have integrated your Point of Sale with QuickBooks Financial, it may be useful to see how a particular Point of Sale transaction has been posted in the financial program. As a convenience, the I Want To menu of each document history list allows you to view the Financial Exchange history of documents with QuickBooks financial software.

**To view Point of Sale transactions in QuickBooks Financial:**

**1** Highlight a document and select View Financial History from the I Want To menu to open the Financial History window for that document (see Figure 2-3).

**2** Select the Open in QuickBooks buttons next to each of the two hyperlinks listed in the dialog box (or you can click the hyperlinks themselves). Clicking the first button (or link) brings you to the associated entry to Cost of Goods Sold and Inventory, and clicking the second to the sales receipt created in the financial software (see Figure 2-4).

Refer to the section "Verifying the Exchange of Individual Transactions" in Chapter 24 for more information about viewing and working with Financial History document links.

## Editing or Reversing History Documents

Only certain fields can be edited in a history document (also referred to as *transactional documents*). Because these documents affect your inventory value, record the exchange of monies from/to your customers, and may already have been sent to and updated your financial records in QuickBooks, limiting the ability to edit these documents ensures that you always have a trail of all activities affecting your inventory and financials.
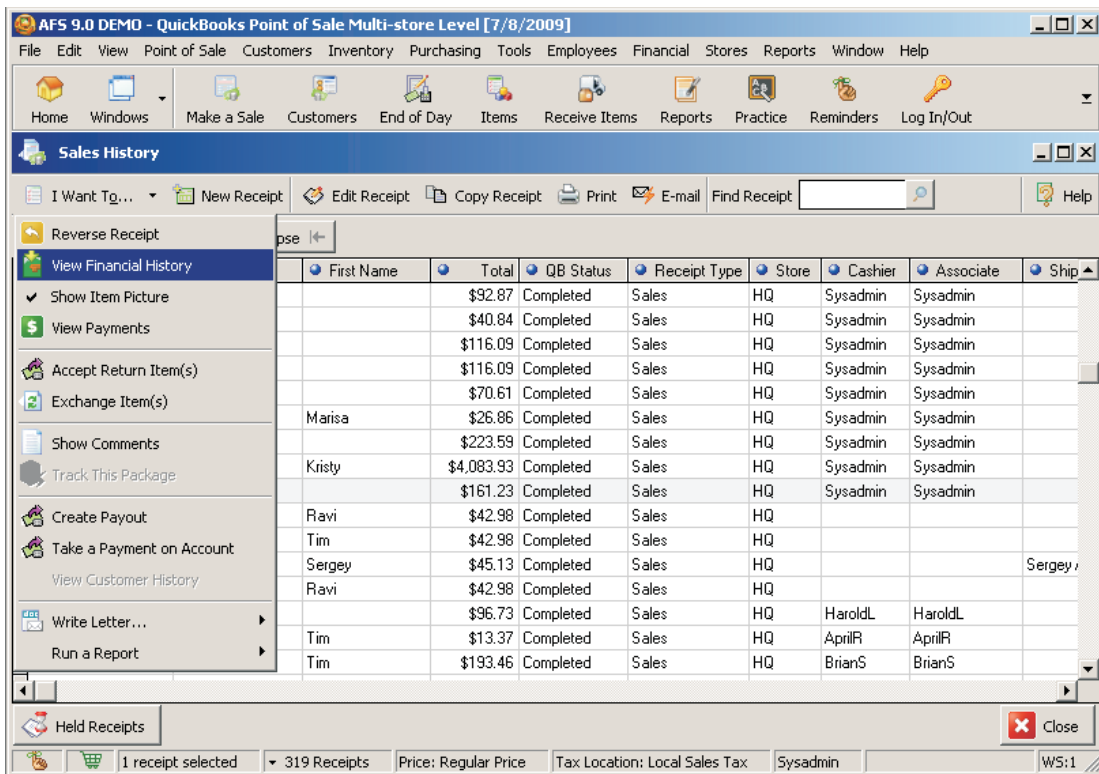
**FIGURE 2-3**    The View Financial History menu option for a sales receipt

The informational fields that can be edited vary by document. For example, on receiving vouchers, if you have elected to enter vendor billing information in Point of Sale (a preference setting), you can edit to add the invoice information, freight, fees, and discounts, because that information may not have been available when the item was received. You can also edit certain information fields on a sales receipt; however, you cannot edit any field affecting the item quantities, amounts, payments, or total transaction amount. The editable fields on a saved document are indicated by their color; white fields can be edited, grayed-out fields cannot be edited.

If you exchange information with QuickBooks financial software, editing becomes even more restrictive once the information has been sent to your financial software (with some exceptions on receiving vouchers). Likewise, Pro Multi-Store users at remote stores cannot edit documents once they have sent the information to Headquarters.

To correct a history document other than for the editable information fields, you must instead reverse the original document and then, if necessary, create a new corrected document with the intended effect. This procedure corrects document

**FIGURE 2-4** Viewing the associated receipt entry in the financial program

errors and properly updates inventory, any referenced order documents, and your financial software, as well as providing an audit trail of changes.

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

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

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

## Reverse a Sales History Document

Sometimes you may discover that a transaction was recorded referencing an incorrect customer or even the wrong item. If this happens, you can reverse that transaction.

### To reverse an incorrect transaction:

**1** Locate the transaction in the Sales History List.

**2** Highlight or display the document to be reversed.

**3** Select Reverse Receipt from the I Want To menu. A reversing document is automatically created and added to the history list. (If you have elected not to use employee login names, you'll see a dialog box asking you to select a Cashier name and confirm the reversal.)

Note that when this procedure is completed, the original history document will be flagged as "Reversed" in the Status field (viewed in the history list view only) and the new document that was created will be flagged "Reversing."

**T I P :**  The default history list view does not include the Status column. To view the Reversed and Reversing statuses, you'll need to add those columns to the Sales History list view. To learn how to add these and other columns to the list view, refer to the section "Adding, Removing, or Rearranging Columns," earlier in this chapter.

## Copy and Correct a Reversed Document

Copying a reversed receipt is often the quickest way to create the new correct one if most of the information on the original receipt is correct and you want to change only an item or two.

### To copy and correct a reversed document:

**1** Reverse the original document as described in the preceding steps.

**2** Highlight or display the original document again (the status is now Reversed).

**3** Select Copy Receipt from the toolbar. A new document is opened with the same information as the original.

**4** Make any necessary edits to correct the information on the new document. If the document is a receipt, record payment method(s) and amounts as usual.

**5** Select Save & Print or Save Only.

For Pro Multi-Store users, reversing a document is available only until the document has been sent to Headquarters in a Store Exchange. However, a remote store can correct the effect of a history document after sending to Headquarters by manually creating a return document of the same type with the same items, costs, prices, quantities, etc. Refer to Chapter 27 for more information.

($) **T I P :** If an item listed on a reversed document no longer exists in inventory, the reversing action adds it back to inventory. This is necessary because the quantity or cost change effected by the original document can only be reversed if the item is in your item list.
When you reverse a document and then create a new corrected one, your QuickBooks financial software records are updated accordingly when the documents are sent to your financial software during the next Financial Exchange.

# Temporarily Holding Documents

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

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

Held documents are stored in a separate list for each transaction area and can be accessed from their respective menus and also printed.

($) **T I P :** The ability to hold documents is controlled by security rights if you are requiring users to log in. If the user does not have sufficient security rights, the Manager Override function can be used. Refer to Chapter 34 for more information on using the Manager Override feature.

**To hold and un-hold a sales receipt:**

❶ From the sales receipt in progress, click the Hold Receipt button located on the bottom-left corner of the receipt. Another blank form of the same document type opens so that you can immediately make another document.

❷ To retrieve the held document, select Held Receipts from the Point of Sale menu.

❸ From the list of held documents displayed, locate and select the document with which you wish to work. (You can also quickly access the Held Receipts list from a new blank sales receipt by clicking the Held Receipts button also located on the bottom left of the New Sales Receipts window.)

❹ Once the Held Receipts window is displayed, click the Unhold Receipt button located on the bottom left of the window.

❺ Complete the document and print or save normally.

➡ **FYI**

## Some Miscellaneous Notes about Held Documents

Here are some other helpful things you should know about held documents:

- The document number is temporarily replaced with Held and then renumbered with the next available number when taken off hold. If you print a held document, the word "Held" is printed in place of the document number.
- To view a held document without unholding it, highlight it from within the Held Receipts list and then select View <document type>.
- To delete a held document, select Delete Receipt(s) from the I Want To menu.
- To leave the list without unholding a document, select Close at the bottom of the window.
- Held documents retain original information. This means that if changes are made to data in other modules, such as inventory prices or costs, sales tax rates, vendor terms, or a customer discount, while a document is on hold, that document will not automatically reflect the new information when it is un-held. The un-held document retains the original information you entered. If you know changes have been made in these values while the document was on hold, you will need to clear and re-list the item(s), vendor, and/or customer, as applicable, in order to reflect the new values.
- Held documents in a multiworkstation installation can be accessed and un-held from any networked workstation within a store.

## Help and Learning Tools Available for POS Users

Point of Sale is a full-featured retail management software and relatively simple to learn and use. But the reality is that, like most other users of this software, you actually have a "day job," meaning that you'll likely be setting up and learning this software while in the midst of doing all the other things you need to do run a successful retail business. When compared to other point of sale solutions, QuickBooks Point of Sale is relatively simple to learn and use. But you may find you need some prompting if you get "stuck" in the middle of a transaction or running a more complex report. To that end, Point of Sale has several built-in help and learning tools designed to give you easy access to the help you need when you need it.

## In-Product Help

The Point of Sale Help system within the software product itself is designed to assist you in completing a task and help you troubleshoot problems. You can access the onscreen help in any of the following ways:

- Press F1, select Help On This Window from the Help menu, or click the Help button on a dialog or message to open a specific help topic related to the current task.
- From the Help menu, select Help Contents to display a Help overview. From here you can use the various options listed next to find the information you need. Once you have accessed the Help window, you can navigate through the topics to find the information you need in any of these ways:
  - The Contents tab presents help topics in a library fashion, with each "book" covering a major program area or function. Click a book to view and select a topic contained therein.
  - The Index tab provides a topic title word index covering all program features and help topics. Simply enter a word for the feature you are interested in to locate that topic.
  - The Search tab provides a word-search index that includes every word contained in the help system.
- Once you have located a topic on any of the tabbed panels, double-click it to view the topic.
- Once a topic is displayed, click the underlined blue links to jump to related topics. Links including the plus icon expand to show additional information on the same page.
- Select Back to move back to the previously displayed topic.
- Select Hide/Show to toggle on/off the display of the Navigation pane.

From the Help menu you can also access various other help tools: electronic versions of the printed user guides, the Learning Center, and a Send Feedback command.

## The Learning Center

The Learning Center, shown in Figure 2-5, contains tutorials and demonstrations for using Point of Sale and starts automatically when you launch Point of Sale for the first time (you can also choose to deselect this option at startup). It can also be launched from the Help menu as well as from the Help & Support panel located at the bottom of the Home Page Navigator.

Most of the tutorials in the Learning Center include audio, so a sound card and speakers are required to take advantage of this tool. Many of the tutorials are also cross-referenced throughout the in-product help system.
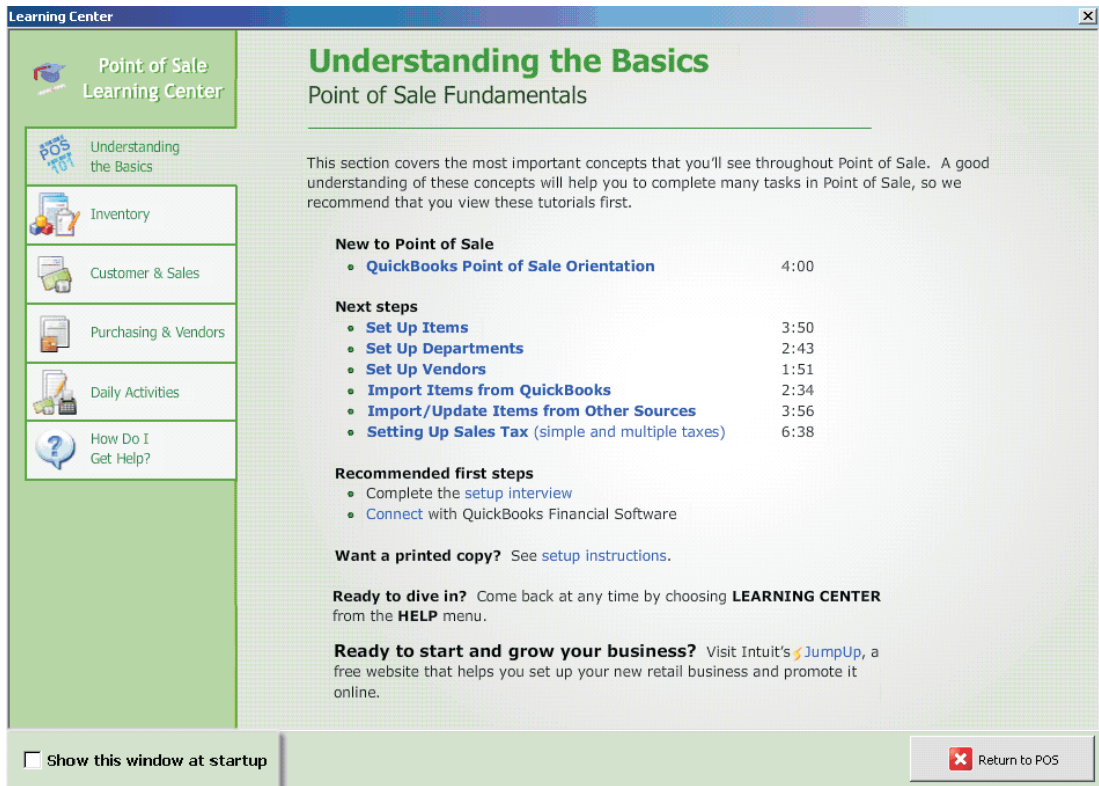
**FIGURE 2-5**   The Learning Center

Clear the Show This Window At Startup check box if you do not want the Learning Center to appear each time Point of Sale starts. You can always access the Learning Center later from the Help menu.

## Using the POS Practice Mode

Practice mode is a feature unique to QuickBooks Point of Sale that gives you the opportunity to learn and try Point of Sale features using a set of included practice data. If you prefer to make Practice mode more realistic for training employees, you can create practice data from your own store data.

While in Practice mode, the following applies:

- The words "Practice Mode" flash in the title bar, and the status bar is bright yellow.
- The Point of Sale date is set to December 29, 2010.

- You cannot exchange data with QuickBooks financial software, complete payment card transactions, or back up/restore the practice data.
- In a Pro Multi-Store configuration, you cannot send files between stores.

**To access Practice mode:**

**1** Close all open windows.

**2** From the File menu, select Use Practice Mode or click the Practice icon located on the main toolbar.

**3** Select the data you want to practice with (Server Workstation only):
- Continue to use current practice data to keep working with the same data that was last used for practice.
- Select other existing practice data from the list of available data displayed.
- Make a copy of your real data to practice with your own data. A copy of your company data is made, so your real data is not affected by practicing. The login names, passwords, and hardware settings defined in your company data apply while in Practice mode.

**4** Choose a practice option and then select OK. Basic users can select to practice in the Pro or Pro Multi-Store levels, while Pro users can choose to practice in the Pro Multi-Store level to try out the additional features in a higher level.

**5** Follow the prompts to confirm creation of the practice data.

When you're done practicing, select Exit Practice Mode from the File menu or click the Exit icon on the main toolbar.

## The POS User Community

The POS User Community, which can be accessed and launched directly from the Help menu, is a user-to-user forum where you can post questions you have regarding any aspect of running your point of sale system and review questions and answers posted by other QuickBooks Point of Sale users.

# Importing and Exporting Data

**Chapter 3**

There is no way to avoid the task of entering your inventory items, vendors, and customers when setting up your new Point of Sale system. However, Point of Sale does provide some built-in data import tools to help you complete this necessary and important task:

- You can use the "Import Items from QuickBooks" utility to take existing inventory item data from your QuickBooks Financial software company file and share them with your Point of Sale file.
- Use the Data Import Wizard to bring in data via an Excel spreadsheet or a comma-delimited text file (saved as **\*.csv**) that you have received from vendors or exported from another application.
- Use the Data Import Wizard (Pro and Pro Multi-Store) to import up to two pictures with each item or item style in inventory.

Using these tools to import data saves time and helps you avoid errors that can occur with manual entry.

You may also need to share your Point of Sale information with other applications. Point of Sale provides tools to assist you in exporting data in a variety of ways. Using the Data Export Wizard in Point of Sale, you can

- Export lists to an Excel spreadsheet
- Export item pictures

In addition, all reports in Point of Sale can be easily exported to an Excel spreadsheet.

# Importing Data from QuickBooks Financial Software

If you already have a QuickBooks Financial software company file with existing customers, vendors, and inventory items when you start to use Point of Sale, that data can be imported to Point of Sale. Importing your existing financial software data can be a great time saver by helping to get your Point of Sale system up and running more quickly.

Existing, active QuickBooks Financial software vendors and customers are automatically imported into Point of Sale when you complete your first Financial Exchange and routinely shared thereafter. You should review the imported records and edit them, as necessary, if you want to take advantage of additional Point of Sale features. Refer to "Reviewing Data Imported from QuickBooks," later in this chapter, for tips on editing your imported vendors and customers.

**To avoid sharing a Point of Sale customer with your financial software:**

❶ Select Customer List from the Customers menu on the text menu bar to display the Customer List.

❷ Double-click a customer listing to open the Edit Customer window.

❸ Click the Additional Info tab.

❹ Clear the check mark next to Use With QuickBooks in the QuickBooks Information area as shown here. Click Save.



❺ Repeat the preceding steps for each customer for whom you do not wish to share information with QuickBooks.

**To avoid sharing a Point of Sale vendor with your financial software by making that vendor inactive in Point of Sale:**

❶ Select Vendor List from the Purchasing menu on the text menu bar to display the vendor list.

❷ Double-click a vendor listing to open the Edit Vendor window.

❸ Select the Inactive check box on the vendor record as shown next.

④ Click Save.

⑤ Repeat the preceding steps for each vendor for whom you do not want to share information with QuickBooks.

---

➡➡ **FYI**

## Notes about Inactive Vendors in Point of Sale

In addition to not being exchanged with the financial software, inactive vendors

- Are not displayed when you filter your vendor list for active vendors (default view).
- Are removed from most vendor selection lists and filters.

To view your inactive vendors, use the All Vendors filter or define a custom filter to display only inactive vendors. To reactivate the vendor, clear the Inactive check box.

---

**C A U T I O N :**  If you list an inactive vendor on a receiving voucher in Point of Sale and later perform a Financial Exchange with QuickBooks, that vendor will be added to the vendor list in the QuickBooks Financial software.

# Importing Items

Importing items from your QuickBooks Financial software is optional. You can choose to import all your financial software inventory items, selected items, or no items at all. Keep in mind that once imported, these items should be ordered, received, and sold only through your Point of Sale system and that the initial import from the financial software is a "one-way trip" into Point of Sale—once the initial exchange has occurred, inventory item records are not exchanged between the two programs.

## Benefits of Importing Your QuickBooks Items

While you are certainly not required to import your QuickBooks Financial software items, there are a couple of good reasons to do so.

- Importing saves you time and eliminates data-entry errors.
- The imported items are immediately available to order, receive, and sell in Point of Sale.

## ➡ FYI

### Maintaining a Separate Inventory in QuickBooks Financial Software

If you "divide" your inventory, meaning you track certain items in your financial software and others in Point of Sale, you should only conduct activities related to those items in the program you are using to track them. For example, if you track cleaning supplies in your financial software, then you should purchase, receive, and sell the cleaning supplies only in your financial software, not in Point of Sale.

### Choosing Items to Import

Most users want to import all items. However, there are several cases where importing only selected items should be considered:

- You have store supply items, such as shopping bags or cleaning supplies, that you do not resell. You need these items in your financial software to accurately keep track of supply costs, but there is no need for the items to be in Point of Sale. You could choose to not import these items, but to continue to track them in QuickBooks Financial software.

- You have a large number of outdated items that you no longer use. Rather than delete these items or make them inactive in the financial software, you may prefer simply not to import them. This way, you still have an active record of these items in your financial software in case you need them in the future.

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### ➡ FYI

## What If I Choose Not to Import Items from QuickBooks?

While there are many benefits to importing items, there are some circumstances in which you might not want to import. Keep in mind, however, if you choose not to import from QuickBooks, you will need to enter the items you plan to sell in Point of Sale manually.

---

Until you import your QuickBooks items, or specify that you do not want to, Point of Sale will remind you each time you enter your Point of Sale item list (see Figure 3-1). Choose Ask Me Again Later if you plan to import but are not ready to do so at that time.

#### To import your QuickBooks Financial software items:

❶ Select Yes, I Want To Import Items From QuickBooks Now (as shown in Figure 3-1) when prompted. Or select Import Items Now from the Advanced Options page of the Financial Center.
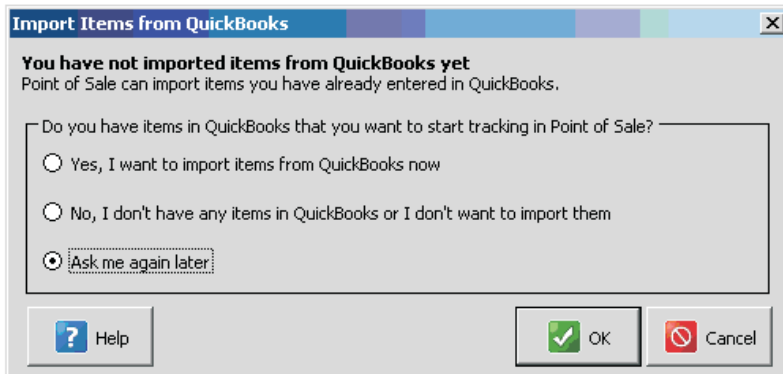


**FIGURE 3-1** QuickBooks item import reminder

**2** In the Item Fields window, configure how you want the item information in your financial software transferred to Point of Sale.

**3** In the Item Selection window, answer Yes if you want to import only selected financial software items or No to import all items.

**4** If importing only selected items, use the Select Items To Import dialog shown in Figure 3-2 to specify which of the financial software items should be imported; then select OK.

If the check box to the left of an item is checked, that item will be imported. Clear the check box if you do not want to import an item. Using the Select All, Unselect All, or Filtered View options at the bottom of the page can help you locate and make item selections quickly. When you've selected your items to be imported, click OK.



**Select items to import**

Search: [                ]    Select which items to import by marking the Import checkbox at the start of each line.
Use the Filtered View button to display only certain items from your QuickBooks Financial Software item list.

| Import | Item Type | Name | Sales Desc | Purchase Desc | On Hand | Cost | Price |
|--------|-----------|------|------------|---------------|---------|------|-------|
| ☐ | Group | Reimb Group | Total Reimburs... | | 0 | 0 | 0 |
| ☑ | Assembly | Computer-Poweruser | Power User co... | Power User compu... | 50 | 1403 | 2895 |
| ☑ | Assembly | Computer-Midrange | Midrange com... | Midrange compute... | 150 | 926 | 1195 |
| ☑ | Assembly | Computer-Entry | Entry level co... | Entry level comput... | 200 | 655 | 895 |
| ☑ | Inventory | RAM-3GB | 3 GB RAM | 3 GB RAM | 97 | 79 | 108.99 |
| ☑ | Inventory | RAM-2GB | 2 GB RAM | 2 GB RAM | 97 | 59 | 88.99 |
| ☑ | Inventory | RAM-1GB | 1 GB RAM | 1 GB RAM | 87 | 49 | 78.99 |
| ☑ | Inventory | Power Supply | Computer Pow... | Computer Power S... | 140 | 29 | 58.99 |
| ☑ | Inventory | Network Card | Network Card | Network Card | 22 | 39 | 58.99 |
| ☑ | Inventory | Mouse | Computer Mouse | Computer Mouse | 134 | 29 | 48.99 |
| ☑ | Inventory | Motherboard | Computer Mot... | Computer Motherb... | 134 | 119 | 178.99 |
| ☑ | Inventory | Monitor-19 | 19 inch Monitor | 19 inch Monitor | 33 | 309 | 398.99 |
| ☑ | Inventory | Monitor-17 | 17 Inch Monitor | 17 Inch Monitor | 57 | 199 | 288.99 |
| ☑ | Inventory | Monitor-15 | 15 inch Monitor | 15 inch Monitor | 60 | 149 | 198.99 |
| ☑ | Inventory | Keyboard | Standard Keyb... | Standard Keyboard | 134 | 29 | 48.99 |
| ☑ | Inventory | DVD Player | DVD ROM Pla... | DVD ROM Player | 25 | 89 | 158.99 |
| ☑ | Inventory | CPU-8.0ghz | 8.0 Gigahertz ... | 8.0 Gigahertz proc... | 75 | 189 | 278.99 |
| ☑ | Inventory | CPU-5.0ghz | 5.0 Gigahertz ... | 5.0 Gigahertz proc... | 43 | 159 | 208.99 |
| ☑ | Inventory | CPU-4.0ghz | 4.0 Gigahertz ... | 4.0 Gigahertz proc... | 45 | 97 | 188.99 |
| ☑ | Inventory | Computer Case | Computer Cas... | Computer Case - M... | 134 | 89 | 118.99 |

[? Help]  [Select All]  [Unselect All]  [Filtered View]        [✓ OK]  [⊘ Cancel]

**FIGURE 3-2** Selecting specific items to import from QuickBooks Financial

($) **C A U T I O N :**  If you have existing items in your financial software and choose not to import them into Point of Sale, but manually add those same items at a later time, your financial software inventory value can be erroneously increased the first time you perform a Financial Exchange.

Manually adding items and quantities in Point of Sale sends inventory adjustments (as General Journal transactions) showing increases (debits) in inventory value with an offsetting decrease (credit) to a specially created adjustment account (that Point of Sale automatically creates in the financial program) called POS Adjustments.

In this case, you may need to make a compensating one-time adjustment in QuickBooks Financial software to adjust the inventory value and post the offsetting amounts to the POS Adjustments account. Refer to the instructions in your QuickBooks Financial software documentation for more information about adjusting inventory amounts and how to post or reverse general journal entries.

## ➡ FYI

## Notes about Importing QuickBooks Financial Software Items

- Importing items from QuickBooks Financial to the Point of Sale is a one-time process; once imported, specific item information (quantities, cost, prices) is not shared between Point of Sale and your financial software during routine Financial Exchanges.

- During the initial exchange, the on-hand quantity of imported items is zeroed out in your financial software and a corresponding general journal entry is made to adjust the Inventory Asset account. To balance against these entries, adjustment memos are created in Point of Sale and sent to your financial software with the next Financial Exchange so that the inventory value as reported in your financial software is unchanged. From this point on, quantities of the imported items are tracked in Point of Sale, while transactional documents created in Point of Sale update your inventory value on an aggregate basis only, during subsequent Financial Exchanges.

- Imported items should be reviewed as described in the next section to add or edit information not included or handled differently in the QuickBooks item records.

## Reviewing Data Imported from QuickBooks

Point of Sale tracks information and offers features that are not available in QuickBooks Financial software, while common fields between both programs are handled slightly differently. To take full advantage of Point of Sale features and tracking capability, you should review and make necessary changes to all imported data as described in the following text.

### Imported Customers

You should review and edit imported customer records for the following:

- Ensure that the Use With QuickBooks check box on the additional Info tab in the customer record is selected if you want to continue sharing information for imported customers.
- Review and edit customer information fields for price discounts, sales tax handling, notes, and, for Pro users, any custom customer fields you use, as this information can be imported from and shared with your financial software as long as you have named these fields exactly the same in both programs. Refer to Chapter 13 for more information about maintaining customer records.

➡ **FYI**

## Setting the Preference

Use QuickBooks' Default Setting for New Customers. From the Edit menu, select Preferences | Company | Customers | Use With QuickBooks. You can choose to have the Use With QuickBooks option selected or cleared by default for all new customers added in Point of Sale. If you'd like to ensure that all new customers are shared with your financial software, make sure this option is set to Yes. If you do not wish to send customer information to your financial software, select No. By default, this option is set to No.

### Imported Vendors

Non-merchandise vendors, such as utility companies and the agencies to which you pay sales tax, are stored in the vendor list in QuickBooks Financial software. As such, these agencies are imported into Point of Sale as vendors. Do not delete these vendors in Point of Sale. If you prefer not to see these vendors in your vendor list, select the Inactive check box on the vendor records and filter the vendor list to show only active vendors. You may also want to enter or edit other imported vendor information:

- Include vendor web site addresses for one-click access (requires Internet connection).
- Ensure the vendor account number and payment terms are what you want applied to purchase orders and receiving vouchers created in Point of Sale.
- (Pro and Pro Multi-Store) Enter any information for custom vendor fields you may have set up in Point of Sale, as this information can be imported from and shared with your financial software as long as you have named these fields exactly the same in both programs. Refer to Chapter 16 for more information about maintaining vendor records in Point of Sale.

## Imported Inventory Items

If you chose to import existing QuickBooks Financial software items, they are assigned to the same item types in Point of Sale.

| QuickBooks Item Type | Point of Sale Item Type |
|---|---|
| Inventory Part | Inventory |
| Non-Inventory Part | Non-Inventory |
| Service | Service |
| Other Charge | Non-Inventory |
| Assembly | Assembly |
| Group | Group |

Because Point of Sale items contain fields that are not available in the financial software, you need to review the imported item entries and modify the following key fields as needed:

**Item Type**    Did you track certain items as inventory in the financial program that are, in fact, non-inventory items? You'll want to review your newly imported item list and, where appropriate, change an item to the correct type before you begin using these items on sales receipts. Doing this upfront will help you avoid having to make manual inventory adjustments later.

**Department**    QuickBooks Financial software does not use departments, so all items imported from the financial program will be assigned to a single department, "QuickBooks Financial Software," once they are imported into Point of Sale. If you want to track and report sales using departments that are pertinent to your business, you need to first define new departments in Point of Sale and then individually assign the imported items to the appropriate department.

**Attribute**    QuickBooks Financial software does not have a comparable field. This optional field is used to further classify and track on-hand quantities of your items by color, a second size, a pattern, or any other product trait that varies within your item groupings.

**Size (*Default Label)*** QuickBooks Financial software does not have a comparable field. If your merchandise is categorized by sizes, you can make an entry in this field to facilitate purchasing, reporting, and tracking your inventory by size.

**Price Levels** The selling price as defined in the Rate field in your financial software is placed in the Regular Price field in the Point of Sale field for imported items. Additional price levels, if used, are not calculated for imported items. You need to manually enter a price or markdown percentage for each price level on the item record, as needed. Refer to Chapter 5 for more information on managing item prices.

# Importing Data from a Spreadsheet or Text File

If you are currently tracking any of your existing store information, such as customer and vendor mailing lists or inventory, in an application outside of QuickBooks (like Microsoft Excel or Word), you can use the Data Import Wizard to transfer this information into your new Point of Sale system.

## The Data Import Wizard

The Data Import Wizard is designed to spare you the time-consuming task of manually entering large amounts of existing data into Point of Sale. The wizard takes customer, vendor, or item information entered into a Microsoft Excel spreadsheet or a comma-delimited text file (renamed with a **.csv** extension) and transfers this information into the corresponding data fields in Point of Sale. The wizard allows you to use one of two different methods to import your data:

- You can enter your data by importing it from a preformatted Excel import template provided by Point of Sale, which you populate by simply "cutting" your data from its original source and "pasting" it into the appropriate columns and rows in the template.
- You can directly import into the Point of Sale from an existing Excel spreadsheet or comma-delimited text file that is
  - Exported from another point-of-sale software package
  - Provided by vendors, such as catalog information for new inventory items or updates to existing items

If you use the second option, you have more control over how the import fields are mapped to your Point of Sale data fields, and how record duplicates, updates, and errors are handled.

**Method 1—To use a preformatted Excel template:**

**1** Back up your company data file before importing any records.

**2** From the File menu (located on the text menu bar) select Utilities | Import. The Data Import Wizard launches. Click Next.
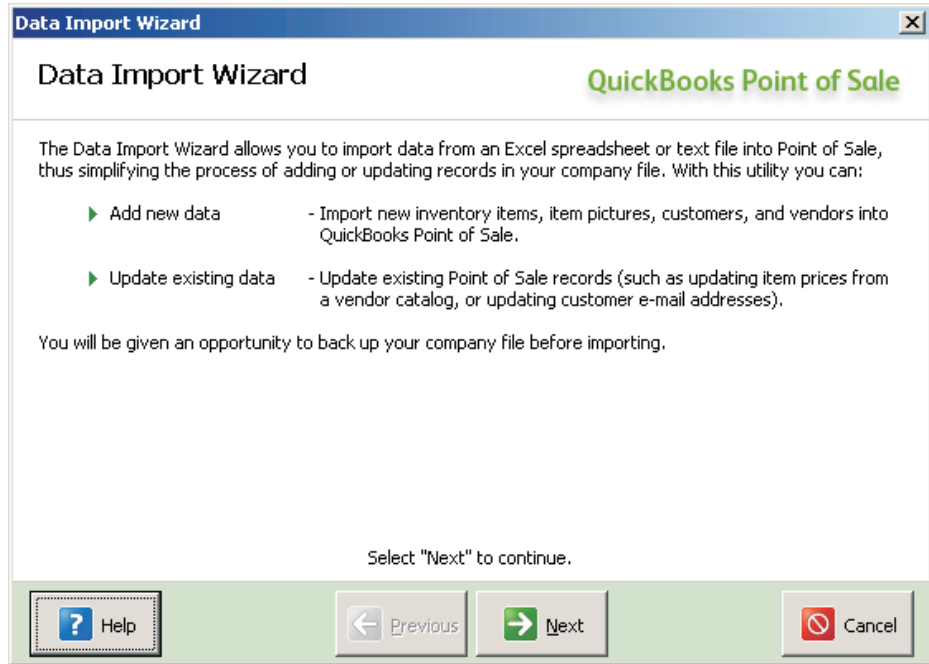


**3** Follow the on-screen instructions to specify the type of data being imported (e.g., Inventory Items). Click Next.

**4** Select Default Template as the import method. Click Next.
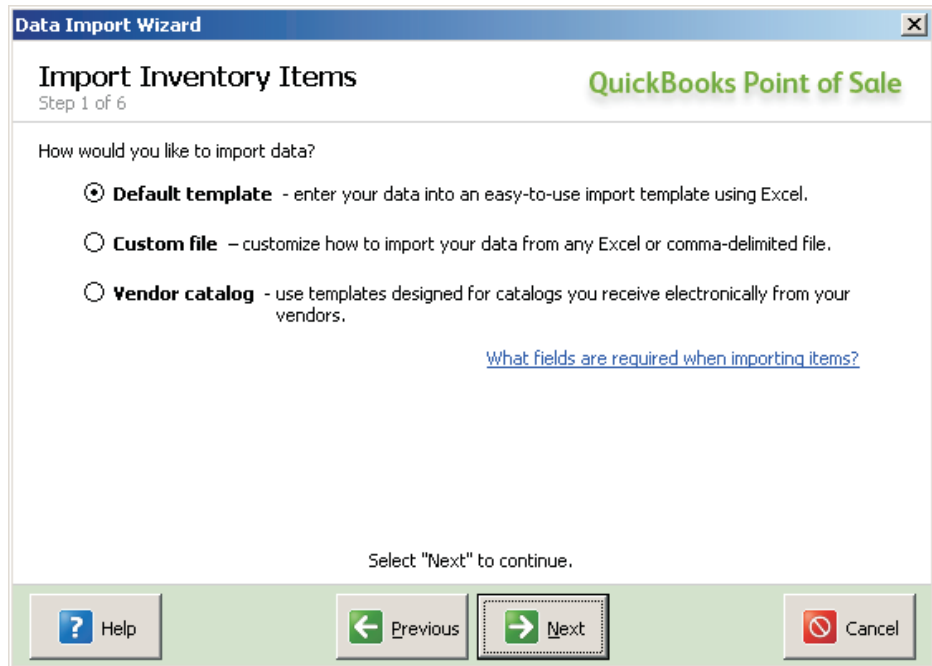
⑤ Click Open Import Template to open the Excel Template. Using the tabs at the bottom-left side of the workbook, open the sheet for the type of data (customers, vendors, inventory) you want to import. Detailed instructions are contained not only on the specific sheet but also on the Instructions sheet, as shown in Figure 3-3. Additional help is also available by selecting Help or pressing F1 from anywhere within the wizard itself.

### Method 2—To import directly from an Excel or text file:

① Back up your company data file before importing any records (the Import Wizard will also prompt you to make a backup before importing).
② From the File menu (located on the text menu bar), select Utilities | Import. The Data Import Wizard launches. Click Next.
③ Follow the on-screen instructions to specify the type of data being imported (e.g., Inventory Items). Click Next.
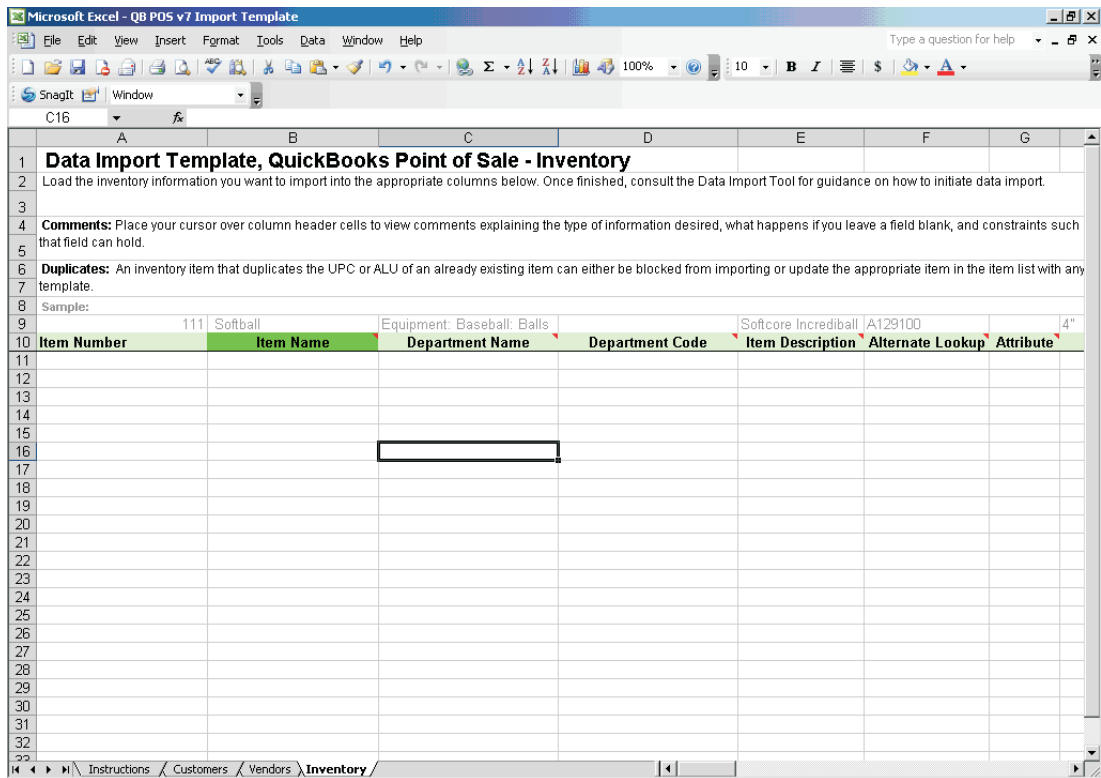
The Data Import Template for inventory items

④ Select Custom File as the import method, as shown next (this example is for the import of Inventory Items). Click Next.
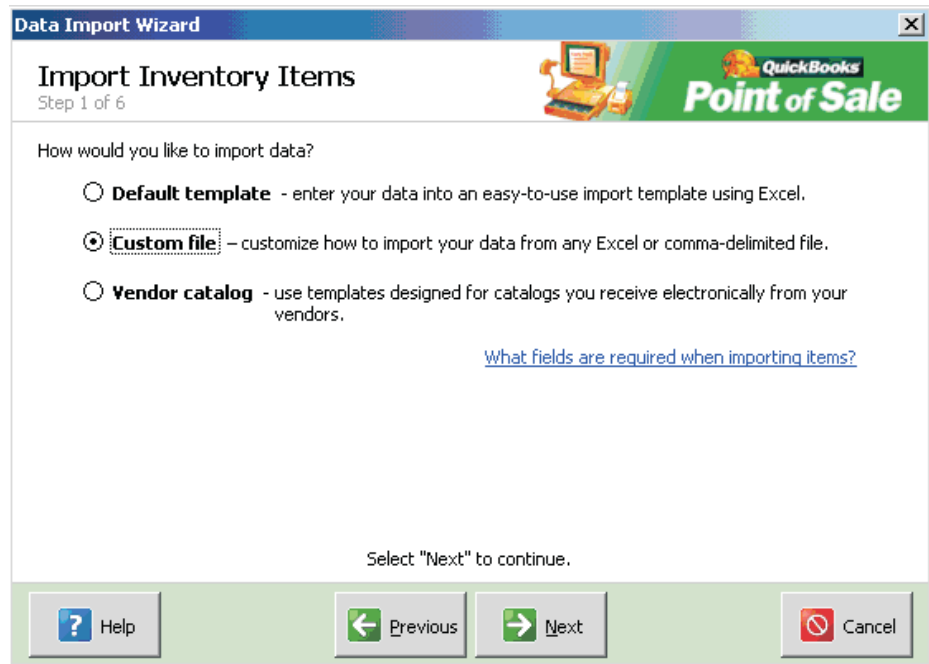
**5** Select the Excel spreadsheet or **.csv** file to be imported, as well as the worksheet where the data resides, and indicate the row where the data begins.

**6** Select the mapping to be used (in this case, you can either choose to use the Default Inventory Template or create one of your own).

**7** Select <Add New> to create a custom template.

**8** The Mappings dialog opens. The left side of the wizard displays the Point of Sale data fields available for the type of records being imported. When you click the right side of the wizard, the available Excel fields become visible for selection. For each Point of Sale field you want to populate, select the corresponding field in Excel from the drop-down list.

9. Click Save to save and name the mappings for use again, and then click Next.
10. Select how you'd like Point of Sale to handle duplicate records during the import, and then click Next.
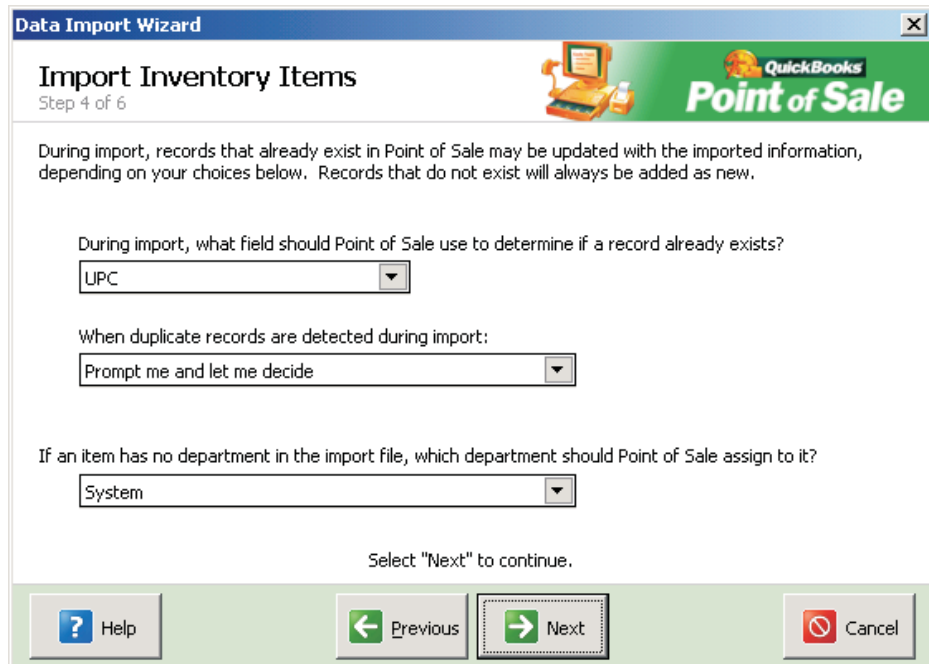
It is at this point that the Import Wizard analyzes your data and displays a message containing the number of records to be imported. After the analysis, you still have to perform the import by clicking the Import button. In addition, POS will automatically open the Back Up <company name> dialog to make a backup unless you deselect the option. If errors occur during the Import process, Point of Sale asks you to save the error file. This file contains the records not imported, as well as a description of why they were unable to be imported. Resolve any issues with these records and re-import them.

## Importing Item Pictures (Pro and Pro Multi-Store)

If you are using item pictures, the Data Import Wizard offers the option of importing pictures for multiple items instead of assigning them one by one to your items. In the import process, Point of Sale associates pictures to items by matching the filenames of the pictures to specific item information. The names of the files to be imported need to follow one of these conventions:

- Item name + attribute + size
- Item name
- UPC
- Alternate lookup (ALU)
- Item number

You can import two pictures for each item in your item list. One picture is designated as the default picture, while the second provides an alternate view of that item. You can choose to import default item pictures, alternate pictures, or both in a single import. If you are importing both default and alternate pictures at the same time, you must include **_def** or **_1** at the end of the filename for the default pictures, and **_alt** or **_2** at the end of the filename for the alternate pictures.

### To import item pictures using the Data Import Wizard:

❶ Back up your company data file before importing.

❷ From the File menu, select Utilities | Import. The Data Import Wizard launches. Click Next.

❸ Follow the on-screen instructions to specify Item Pictures as the type of data being imported. Click Next.
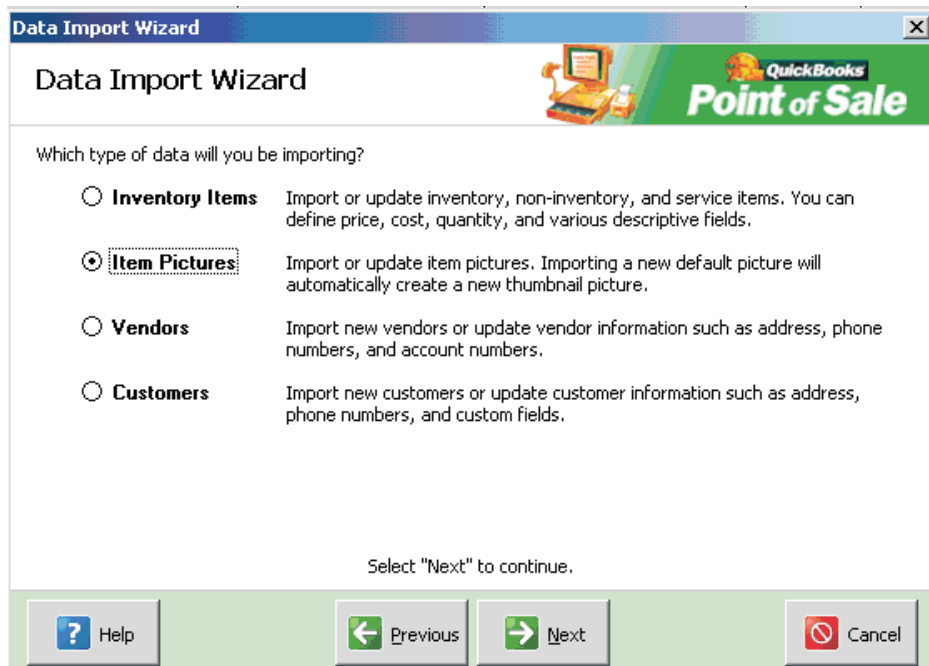


❹ Browse to the location of your pictures and then choose POS fields to match the filenames of your pictures. Click Next.

**T I P :** During the import process, Point of Sale associates pictures to items by matching the filenames of the pictures to specific item information. The filenames of the pictures to be imported must match one of the item information fields, as well as meeting other formatting requirements. If an item already has an image associated with it, you will be prompted to verify overwriting the existing image with the imported one.

**5** Choose which type of pictures you want to import. Click Next. Follow the prompts to complete the import.



## Exporting Data

Point of Sale integrates with your default desktop e-mail client and Microsoft Office applications (Excel and Word) for exporting data.

## E-Mailing Documents

You can e-mail Point of Sale documents to your vendors and customers. When e-mailing documents, Point of Sale automatically launches your default Windows e-mail client, creates the e-mail, and attaches the document. If the e-mail address is entered on the vendor or customer record, Point of Sale will automatically fill in the

address field on the e-mail. (Pro) You can specify the format of the attached document (PDF, Excel, or plain text) and the default message text for purchase orders in company preferences.

**To e-mail a document:**

**1** Enter vendor and customer e-mail addresses in the Email field in the respective records.

**2** Create the Point of Sale document following normal procedures.

**3** Display or select the document to be e-mailed:
- Order documents (purchase orders and customer orders) can be e-mailed while creating them or from the order list.
- Transactional documents (sales receipts and receiving vouchers) can be e-mailed from the history list after saving.

**4** Select E-Mail from the window toolbar. Point of Sale creates the e-mail, attaches the document, and displays it in your Outlook e-mail client. (Note that you may first be asked to select a template and default printer for the form you are sending before Outlook will launch.)

**5** Review and edit the e-mail address, subject line, and message, as necessary, and then select Send.

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**➠ FYI**

## About Your Windows E-Mail Client

Your default e-mail client must be specified in Internet Explorer. This is the e-mail program, such as Outlook or Outlook Express, that automatically launches when you select to send an e-mail from within a Windows application. To see which program is your default e-mail client, open Internet Explorer, select Tools, and then select Internet Options. From the Programs tab, click Set Programs. The Default Programs window will open; select Set Program Access And Computer Defaults. Expand the configuration choice that is selected and note the entry in the E-Mail field. Refer to your Windows or Internet Explorer Help files for more information.

There is a known issue with using Outlook Express to send file attachments. If you also have Microsoft Outlook installed, the e-mail and attachment will be generated in Outlook instead. You can either select Microsoft Outlook as your default e-mail client or, if you wish to continue using Outlook Express, use the Add or Remove Programs option from the Windows Control Panel to uninstall Microsoft Outlook.

# Exporting Lists to Excel Using the Data Export Wizard

You can export all or selected records from your item, customer, vendor, department, and employee lists to an Excel spreadsheet using the Data Export Wizard.

You can use one of the provided templates or create your own spreadsheet to use as a target file to receive the exported information mapped as you specify.

### To export a list into Excel, follow these steps:

❶ View the list you wish to export. If you will only be exporting some of the records in a list, either filter the list or highlight only those records you want to export.

❷ From the I Want To menu, select the Export option. The Data Export Wizard is opened. (The following sample screens are for the customer list. However, the steps remain essentially the same for all lists.)
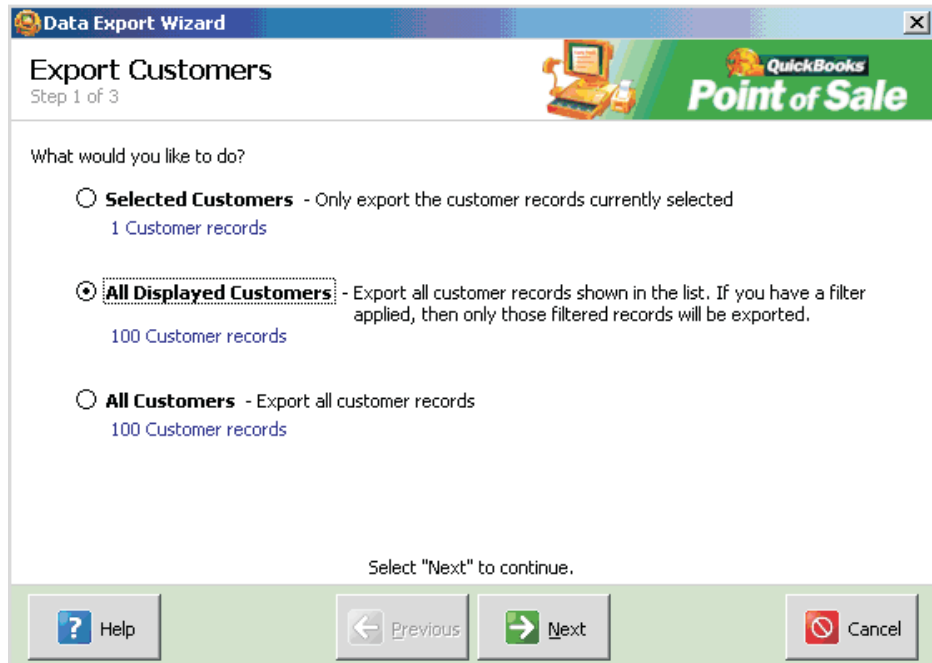


❸ Specify which records are to be exported—Selected Customers, All Displayed Customers, or All Customers—and then select Next.

❹ Select the default destination: enter a path and filename to create a new file, or browse to an existing Excel file.

❺ Select the worksheet in the Excel file that you want to contain the data.

**6** Indicate the row on which the imported data should begin. For example, if Row 1 contains header information, you may wish the imported data to begin on Row 2.

**7** Select the export template you wish to use. The export template tells the wizard which columns are to contain which data. You can select Manage Templates to review, edit, or create export templates.



**8** Select Next. Continue following the on-screen prompts to complete the export.

**T I P :**  You can also initiate an export of your list data by selecting Utilities | Export from the File menu without opening the list. However, with this method all records in the selected list are exported.

## Exporting a Report to Excel

You can easily export report data to Excel to perform further analysis of your Point of Sale data.

**To export a report to Excel:**

**1** Run and view the report you wish to export.

**2** Click the Excel button at the bottom of the report window. The report information is exported to Excel, and the Excel spreadsheet is displayed.

➡ **FYI**

## Exporting Very Large Reports

If you are using a version of Excel prior to 2007, there is display limit of approximately 65,000 rows. If a report exceeds this limit, it will be truncated to fit the display capacity. You can rerun the report, filtering to reduce the size, to ensure the entire report is displayed if this occurs.

## Exporting Item Pictures (Pro)

At some point after bringing your pictures into Point of Sale, you may need to retrieve these photos for other uses. There are two methods of getting item pictures out of Point of Sale. In both instances, pictures are only exported in JPG format. If the location to which you are extracting the picture(s) contains a file with the same name as that being extracted, Point of Sale displays a prompt to verify overwriting the existing file. (Pro Multi-Store) If you want to send item pictures to your remote stores, use the procedure discussed in the section "Sending Item Pictures" in Chapter 29 instead.

The drag-and-drop method requires use of a mouse or touchscreen and that you have *both* the file destination location window and the Item Pictures section window on the Item record visible on your screen. (You can also drag and drop default item pictures from the inventory picture album, which you can access from the I Want To menu while in the Item List view.)

**To export a picture by drag-and-drop:**

**1** Click the picture in Point of Sale with your left mouse button and hold down the button.

**2** Drag your mouse pointer to the location you wish to export the file and release the mouse button.

You can export a number of pictures at once using the Data Export Wizard. Exporting item pictures differs from other data exports in that it is not populating information into a single file or spreadsheet but will create a new file for each picture being exported.

**To export multiple pictures:**

**1** From the Point of Sale File menu, select Utilities | Export. Or, from either the item list or picture album (to access your picture album, open the Item List and select I Want To | View Inventory Picture Album), highlight the specific item records containing the pictures you wish to export, and then from the I Want

To menu, choose Export | Export Selected Item Pictures. (Proceed to Step 4.) The Data Export Wizard launches.



**2** Designate which pictures you want to export. Your choices are
- All items
- Items in one or more departments (you'll then be asked to select which departments)
- Items from one or more vendors (you'll then be asked to select which vendors)
- Items with the same item name (you'll then be asked to select which items)

**3** Click Next.

**4** Indicate the destination for the exported pictures; how you wish the exported files to be named; and whether you wish to export the default, alternate, or thumbnail picture, or all three, for the items. Click Next.
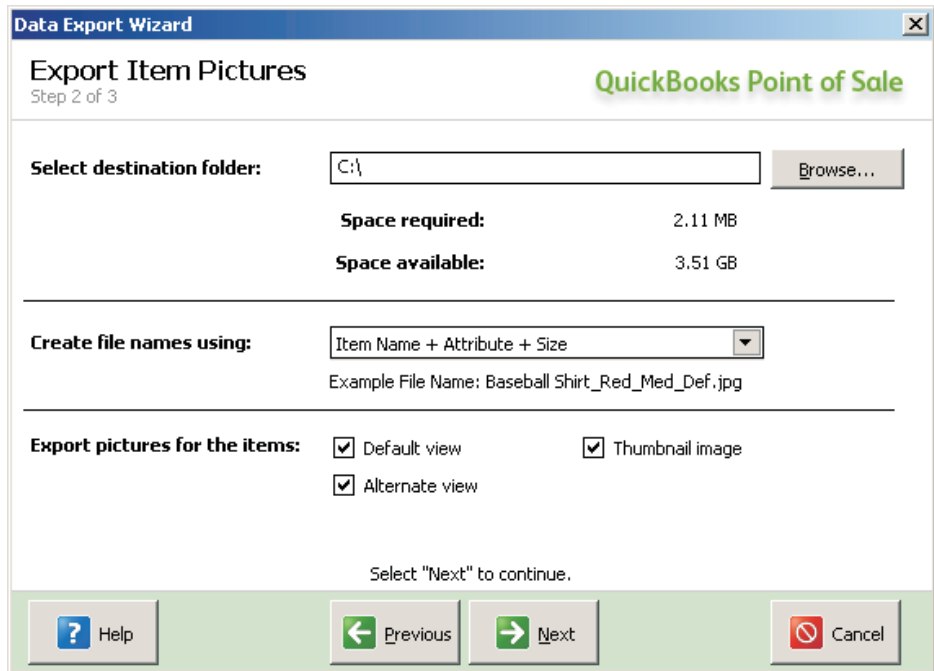
**5** Select Export to copy the pictures to the destination location.

**6** Select Open if you wish to view the contents of the destination folder, or select Finish to exit.

# Writing and Printing Letters

Point of Sale provides Microsoft Word integration (Microsoft Word 2000, 2002, 2003, or 2007) for writing letters to customers and vendors. From certain order documents (customer orders and purchase orders) within Point of Sale, you can create letters from the I Want To menu. You can also initiate letters from the I Want To menu of the customer list and the vendor list, or from within a customer or vendor record.

## Letter Templates

Templates are used to create letters, which can be personalized and sent to multiple recipients at once, or used one at a time on an as-needed basis. The templates allow you to have certain information pulled from customer/vendor records, from receipts and customer orders, and from purchase orders and vouchers. You can modify existing templates or create your own.

**TIP:**  If you want to include data from a Point of Sale document or record, be sure to initiate the letter from the I Want To menu of that document or record. Only the data fields on the current document or record are available to add to the template.

### To create or modify a letter template:

**1** From the I Want To menu of a record, document, or list, select Write Letters | Manage Letter Templates.

**2** From the Choose Letter Type drop-down list, select the type of letter you wish to modify or create.
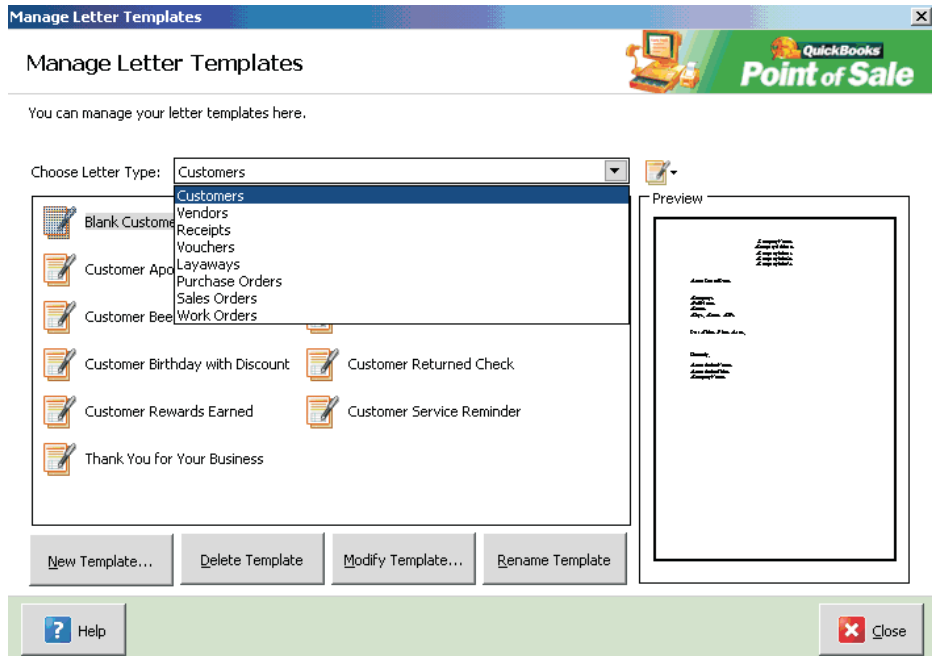


**3** To modify an existing template, select the template from the list and select Modify Template. Or, to create a new template, select New Template at the bottom of the window and provide a name for the template.
The template opens in Microsoft Word. In Word 2003 and earlier, the Point of Sale fields toolbar floats at the top of the document. In Word 2007, select Add Ins from the ribbon at the top of the screen to display the Point of Sale toolbar. The toolbar can then be moved or anchored.
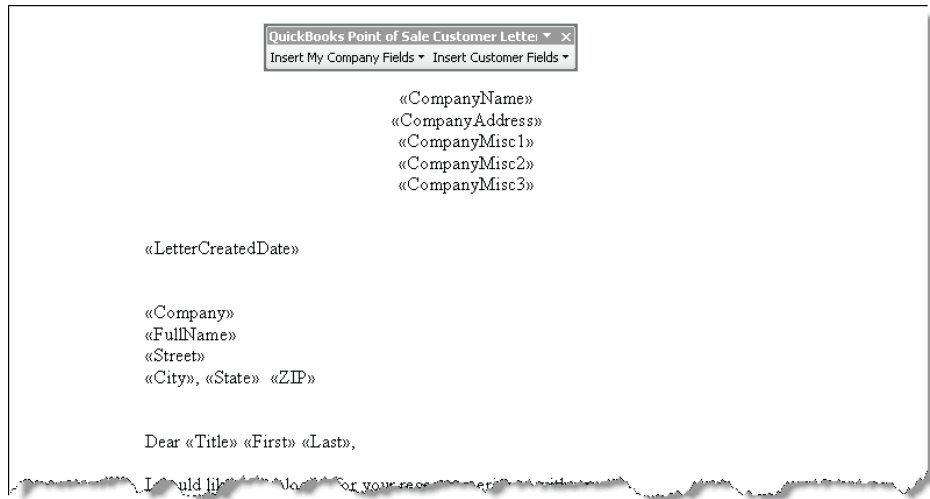
4. Type the letter.

5. Using the Point of Sale fields toolbar in Word, place your cursor in the letter where you wish the information to appear and then select the information field that you wish to be populated from the record or document. For example, if you are working on a customer letter, you may wish the customer's name to appear on the letter.

6. When you are finished, save the document in Microsoft Word.

## Printing Letters

When printing, you have the option of printing only the currently selected recipient(s) or record(s), or using a filtered list.

**To print for the currently selected record or document:**

1. Select the record or records for which you wish to print letters.

2. From the I Want To menu of a record, document, or list, select Write Letters | To Currently Selected <record type>.

3. Select the template you wish to use for the current printing. Select Next.

4. Enter the name and title of the person that the letter will be from and select Next. The letter will be opened in Microsoft Word.

5. Review the letter and modify as needed, and then print the document from Microsoft Word. You may save the Microsoft Word document if you wish (doing so will not affect the template).

➡ **FYI**

## Missing Information

Letters will be generated from the templates. However, if the records are missing information that the template needs, the field will contain the word "MISSING" followed by the field name. It is recommended that you review letters before printing to ensure that all needed information is present. For this reason, it is also important to have a consistent policy regarding which fields are populated in Point of Sale.

### To print from a filtered list:

**1** From the I Want To menu of either the customer or vendor list, select Write Letters | To Filtered List Of <record type>. The Filter dialog window is displayed.

**2** Enter the appropriate information to define your filters.

**3** From the resulting list, select or de-select records to print what is needed.

**4** Select the template you wish to use for the current printing.

**5** Enter the name and title of the person that the letter(s) will be from and select Next. The letters will be opened in Microsoft Word as a single document; each letter will begin on a new page.

**6** Review the letter(s) and modify as needed, then print the document from Word. You may save the Microsoft Word document if you wish (doing so will not affect the template).

# Part II

# Setting Up Your Inventory

# Building Your Inventory

**Chapter 4**

Setting up your inventory will likely be the most time-consuming and tedious task you'll need to complete before you're able to use your new Point of Sale system to run your retail business—there's just no way around it. In preparation, it's essential that you first understand some basic but, nonetheless, important conventions used in the program.

# How Inventory Is Managed in Point of Sale

Here are four key conventions that Point of Sale uses when managing items in your inventory:

- Each item in your item list must be assigned to a department. The department structure can be as simple or as complex as you need it to be (more about departments a little later in this chapter).
- Once created, items can be accessed via the item list.
- The inventory system used by Point of Sale is referred to as a *perpetual inventory* system because transactional documents (sales receipts, receiving vouchers, adjustment memos, and transfer slips) created by Point of Sale immediately update your item quantities and costs.
- If you use QuickBooks Financial software, the transactional documents you create in Point of Sale are sent to your financial software to help you maintain an accurate valuation of your inventory on your balance sheet.

**N O T E :**   The financial software maintains only the net asset value of your inventory. Specific details, such as on-hand quantity, unit cost, purchasing history, and their related reports, are maintained in Point of Sale.

- Point of Sale stores all inventory information, including on-hand quantity, costs, prices, UPC numbers, tax status, minimum quantities (reorder point), and more in the Item Record. From the Item Record, Point of Sale provides various inventory reports such as the Inventory Valuation Report. See Chapter 20 for more information on reports in Point of Sale.

## How Point of Sale Documents Update Inventory

There are two document types that track and record your retail activities:

- **Transactional documents**   This document type records actual changes to inventory and provides a permanent record of those changes. For example, a sales receipt is a transactional document that permanently records the deduction of an item quantity from inventory when the item is sold. Transactional documents cannot be deleted. For this reason, transactional documents are referred to as history documents. Receipts, for example, are

contained in your sales history list. The information contained in your transactional history is used for running reports and for tracking customer and vendor purchases. It is sent to QuickBooks Financial software to update your financial records.

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

## The Transactional Documents Used in Point of Sale

In Point of Sale, transactional documents record actual changes to your inventory and provide a permanent record of those changes. You'll use some of these documents on a regular basis, while others will be employed on an "as needed" basis only.

- **Vouchers**  Receiving vouchers add merchandise received from vendors to inventory. Vouchers adjust your inventory item on-hand quantity and cost. Return vouchers subtract from inventory any merchandise that is returned to vendors. The order document related to vouchers is the purchase order.
- **Receipts**  Sales receipts subtract merchandise from inventory when customers make purchases. A return receipt is used to add merchandise back to inventory when merchandise is returned by a customer. The order document related to receipts is the customer order; it includes layaways, sales orders, and work orders (available in the Pro levels only).
- **Adjustment memos**  Adjustment memos can either add or subtract merchandise from inventory or adjust inventory costs. Memos are used when none of the other transactional documents is appropriate. For example, an adjustment memo could be used to deduct shrinkage quantities, to deduct quantities donated to a charitable organization, or to correct previous errors.
- **Transfer slips (Pro Multi-Store)**  Transfer slips (or "slips") record the transfer of merchandise quantities from one store to another.

# Understanding Item Types

While we typically refer to what we sell as "inventory," there are different types of items that Point of Sale can support. These types, along with a description of when they are most appropriate, are shown in Table 4-1.

## About Using Service and Non-Inventory Items

Both service and non-inventory items are used to charge for non-merchandise services, labor, and miscellaneous fees and charges. The on-hand quantity of both of these item types is always zero (0), and their value (cost) is not routinely tracked in either Point of Sale or the financial software. You can use either or both of these two non-merchandise item types to link sales transactions to different accounts in

| Item Type | Description |
|---|---|
| Inventory Items | Most of the merchandise that you purchase from vendors, sell to customers, and track on-hand quantities for will be inventory items. Inventory item quantities and/or costs are updated by transactional documents. |
| Service Items | Service items are used for charging for repairs, alterations, warranty work, or other non-merchandise charges. The on-hand quantity of service items is always zero as they are non-merchandise items. |
| Non-Inventory Items | Non-inventory items are also typically used to sell non-merchandise items, and their quantity is always zero. Non-inventory items offer a way to use non-merchandise items and have them posted to your financial software differently than your service items. Some retailers choose to use non-inventory items for incidental merchandise for which they do not wish to track quantities. |
| Assembly Items (Pro) | An assembly item is "built" of two or more other inventory items. For example, you might sell bicycles, but also accessories. If you put together a bicycle and attach a kickstand, water bottle holder, basket, and bell, you have a new item assembled from individual parts. Once the assembly is built, the specific individual item units included in the assembly are no longer available for individual sale. |
| Group Items (Pro) | A group item provides an efficient means to group and sell two or more items as a package, at a defined group price, by entering or scanning a single item identifier. Group items differ from assemblies in that they are not pre-built and the component items remain in inventory individually, and in that the individual items included in a group are always printed on sales documents. For example, a sporting goods shop may sell a baseball bat, baseball glove, and batting helmet as a group. |
| Special Order Items (Pro) | Special order items are used to sell custom or one-time merchandise that you do not currently carry in inventory and may never carry. Special order items can only be added to inventory while creating a document to order or sell them using the I Want To menu while in the document view. If you decide later to carry the special order item, you can easily convert it to a regular inventory item. |

**TABLE 4-1**    Ways That Point of Sale Can Categorize and Work with Items

your financial software. For example, maybe you want to send the sale of repair services to one QuickBooks Financial software income account during the financial exchange while sending services such as tailoring, gift-wrapping, and delivery to a different income account. Refer to the section "Linking Items to Accounts in QuickBooks Financial" later in this chapter for more information about how to link Point of Sale transactions to specific income and expense accounts in the QuickBooks Financial software.

**➡ FYI**

## Using Non-Inventory Items

Let's say you keep a basket of mixed low-cost trinkets near your register. You can tell by sight when to reorder, and their impact on financials is incidental. You define a single non-inventory item to sell any of the included items, which vary depending on vendor overruns, closeouts, etc.

**N O T E :**   You can use a service item to charge for services performed by the hour (or half-hour, quarter-hour, etc.). The price for the item should be the price to be charged per unit of time (hour, half-hour, quarter-hour, etc.). When the item is listed on a receipt or customer order, enter the units of time to be charged in the Quantity field. For example, if you are charging by the hour, enter **1.5** as the Qty to charge for an hour and a half. If you are not required to charge taxes for labor or service-type charges, you can assign a non-taxable tax code to the item.

# Building Your Department List

In most retail businesses, related merchandise is grouped into departments. Departments are manageable categories created to aid in monitoring past performance, manage inventory, and make buying decisions. A well-designed department structure saves you time and gives you greater flexibility when conducting a physical inventory, marking down prices, or printing tags. In Point of Sale, every item in your inventory must be assigned to a department. Department options, such as default tax codes and profit margin/markup, are automatically suggested when you assign new inventory items to a department.

## Planning Your Departments

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

Consider the following when planning your departments:

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

- Do you have categories of merchandise that are taxed differently or that you price differently than others?
- Will you want to regularly run department-wide sales on merchandise at particular times of the year?

Consider this example: If you budget your purchasing dollars differently for golf shoes than for running shoes, you would want separate departments for each shoe type. Point of Sale can maintain a virtually unlimited number of departments. However, too many departments can result in too much detail on reports, which makes it difficult to get useful, consolidated data. It is recommended that you define only as many departments as you need to effectively manage your purchasing, reporting, and sales activity.

## Creating a New Department

### To create a new department:

**1** From the Inventory menu, select New Department, or select New Department from the window toolbar if already in your department list. The New Department window opens.

**2** If desired, enter a department code, as well as the department name.

**3** Complete the other fields, as appropriate. Refer to Appendix A for more information about the use of each field in a Department record.

**4** Select Save.

### Department Names and Codes

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

- **Character 1**   Use the first character of the department code to designate a major merchandise area. For example, in a shoe store one major merchandise area is men's shoes and another is women's shoes. As an example, let's assign an M to designate men's shoes and a W for women's shoes.
- **Character 2**   Use the second character to identify a less-broad category. The category of athletic shoes is an example. Let's assign an A to designate athletic shoes in the second position.

In this example, the department code of *MA* would designate *Men's Shoes: Athletic* and *WA* is *Women's Shoes: Athletic*. You might then complete your department structure as shown here:

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

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

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

**TIP:** If you import items from QuickBooks Financial software, all of the imported items are put into an automatically created department, called QuickBooks Financial software. To make reports and purchasing records more meaningful and intuitive, you should define new departments to meet your own needs and then assign the imported items in inventory to the new departments.

## Using Copy to Create a Department Record

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

**To create a department by copying an existing department record:**

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

## Editing Department Records

You can freely edit your department records as needed. However, you should use caution when editing departments because editing a department name in the department record does not update the name for existing item records in the

inventory. You must edit the department name for each item assigned to the edited department in inventory. Likewise, editing the Margin %, Markup %, and Tax Code fields does not affect these values for existing items in inventory. The new values are applied only when adding new items to the department.

### To edit a department record:

**1** Display your department list.

**2** Select the department record you want to modify.

**3** Select Edit Department from the toolbar.

Or

Double-click to open the department record.

**4** Modify the department fields as necessary.

**5** Select Save.

To edit multiple department records from within the department list, select Turn List Edit On from the Edit menu on the menu bar. A warning message appears reminding you to turn the List Edit off when you are done making changes. Select OK. You can now navigate through the rows making your changes, which are automatically saved when you navigate out of each row. Select Turn List Edit Off from the Edit menu when finished. Closing the Department List also turns off List Edit mode.

## Deleting a Department Record

You can delete a department record at any time. Doing so does not affect inventory, history documents, or the ability to run reports for the department. The department name remains in place on item records and history documents.

### To delete department records that are no longer needed:

**1** Display your Department List.

**2** Highlight a department.

**3** From the I Want To menu, select Delete Department(s).

## Using a Department Pricing Formula

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

Note that pricing formulas affect only prices of new items added to inventory; they do not adjust prices of existing items when costs change. Refer to Chapter 5 for more information on how margin and markup percentages are calculated.

If needed, the margin can be edited in inventory for individual items by entering a new margin in the Margin % field of individual item records (the Margin % field is accessed by clicking the Pricing button located on the right side of the Item Info tab).

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

**N O T E :** You can enter either a Markup % or a Margin % to specify your desired profit margin. However, Point of Sale only calculates prices from the margin, which must be a whole number (no decimals). If you enter a markup, Point of Sale will calculate and round the margin to the nearest whole number. Using this figure, Point of Sale then recalculates your markup and displays the result in the Markup % field. This figure may differ slightly from what you entered originally.

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

**To define a default department margin or markup:**

**1** Display the department record.

**2** Enter a value in either the Margin % field or the Markup % field. Entering either field results in the other being calculated and displayed by Point of Sale.

**3** Select Save.

Repeat this process for each department for which you want to use a pricing formula on new items.

## Printing Your Department List

From time to time, you may want to print a hard copy of your department list.

**To print a hard copy of your department list:**

**1** Display your department list.

**2** Select the department(s) you wish to print.

   **a.** To print the entire list, select All Departments from the View list.

   **b.** Create a filter to print a select group of departments.

**3** Select Print from the toolbar.

**4** Select the appropriate option from the Print Department(s) dialog box:

   • **All Displayed** Print all displayed department(s)

   • **Selected** Print selected department(s) only

**5** Click OK.

**6** The department(s) selected appear in a new window. Click Print.

# Building Your Inventory (Item) List

Now that you have defined and set up your departments, you can begin to build your item list.

## Importing Existing Items

If you have an existing item list in another program or from a vendor, importing those items can save you time and helps avoid errors that can occur with manual entry. Point of Sale provides two ways to import existing items:

- You can import existing items from your QuickBooks Financial software company file.
- You can use the Data Import tool to import new items or update item catalogs from vendors via an Excel spreadsheet or a comma-delimited text file.

Refer to Chapter 3 for more information and instructions.

## Manually Adding an Item

You will most likely need to use this method to add some or even all of your inventory items. There are two mandatory fields that are required to create a new item, Dept Name and Item Name (refer to Figure 4-1). The Item Description field is optional but if needed can be used to attach a detailed description of that item.



**FIGURE 4-1**    Using the New Item window to create a new item

**To manually add a new item:**

**1** From the Inventory menu or from the window toolbar in the item list, select New Item. The New Item form is opened.

**2** Select an Item Type.

Note that the default item type is Inventory, a regular merchandise item for which you will track quantities. Refer to the section "About Using Service and Non-Inventory Items" earlier in this chapter for other item types available for use in Point of Sale.

**3** Enter a Dept Name, Vendor Name, Item Name, and Size and Attribute, if applicable.

To look up a department or vendor, select the drop-down arrow in the field or choose Select Department From List or Select Vendor From List from the I Want To menu. You can add a new department or vendor by selecting <Add New> from the drop-down list.

**4** Move through the item form tabs, entering item information as appropriate. There are some fields that, while not mandatory, require additional attention and discussion:

- On-Hand Quantity and Average Unit Cost fields (refer to Figure 4-1) These two fields are important, as Point of Sale uses them to calculate the value of your inventory in Point of Sale. It is recommended that you enter an on-hand quantity and average unit cost only if adding inventory items that are already in stock when you set up your starting inventory. If adding a new item, leave these fields at zero or blank and "receive" the items into inventory using a receiving voucher. For more information on how to use a receiving voucher in Point of Sale, refer to Chapter 18.

**T I P :**  Two cost fields are maintained in inventory for each item. The Average Unit Cost field (as discussed in the preceding text) represents the average cost of the current on-hand quantity of the item and is used to calculate the value of your inventory (average cost × on-hand quantity). The Order Cost field displays the current cost of the item from your vendor. The value in this field is not used when calculating the total value of your inventory; rather, it is used to suggest a purchase price when creating a new purchase order or receiving voucher.

• Pricing Information fields



If you prefer to manually define your item prices, enter the Regular Price. The prices for your optional price levels are automatically calculated based on your price level preferences. Select Pricing to access the additional pricing fields.

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

**5** Enter UPC and Alternate Lookup values, if applicable. UPCs can be added manually or by scanning preprinted tags from your vendor.

**6** Enter an Order Cost.

**7** Select the appropriate Tax Code.

**8**   Refer to Appendix A and the remaining sections of this chapter for information about other available item fields.

**9**   Select Save.

(Pro) If you work with groups of related items as styles, you may find it is much more efficient to use the Style window when creating a new style or adding items to an existing style. Refer to Chapter 6 to learn about how to work with Item Styles.

## Adding a New Item by Copying an Existing Item

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

**To add a new item to inventory:**

**1**   In the item list, highlight or select the item you want to copy.

**2**   From the toolbar, select Copy Item. The information from the existing record is copied into a new item form.
Some information fields, such as On-Hand Quantity, UPC, Alternate Lookup, and the Unorderable flag (a field located on the Additional Info tab of an item record that when selected causes that item's reorder point to be temporarily ignored) are not copied.

**3**   Enter new values in these fields as appropriate, as well as editing any other fields that differ from the copied item. At a minimum, you must change either the Department, Item Name, Attribute, or Size to avoid creating a duplicate item.

**4**   Select Save.

**$** **T I P :**   (Pro) The New Item Reminders window, which is accessed from the Inventory menu (Inventory | Reminders), can alert your employees to prepare for the arrival of new items added to inventory. Monitoring this list allows your associates to better serve customers by letting them know what new merchandise is coming soon. Price tags can also be printed from this window if prices have been entered for the new items.

## Item Identifiers

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

## Using Item Numbers

Every item (except special order items) has an Item # assigned by Point of Sale when first added to inventory. The Item # can be edited but cannot be deleted. Item numbers must be unique.

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



## Using UPCs

Manufacturer-supplied tags with UPCs (Universal Product Codes) can be used to look up and list items on documents, provided the UPC has been recorded in inventory for the item.

### Recording UPC Numbers in Inventory

The UPC field can be used to record UPC-E, UPC-A, EAN, ISBN, or similar identifiers up to 18 digits. Point of Sale will convert entries of fewer than 13 digits (such as UPC-A and UPC-E) to a 13-digit form. Every UPC recorded must be unique and contain only numbers.

Do not scan bar codes created from item numbers in Point of Sale into the UPC field in an item's record. Likewise, if a vendor provides alphanumeric bar codes that are not true UPC codes, do not enter those codes into the UPC field. UPC codes have a required format, and other code formats are not accepted. Instead, use the Alternate Lookup field for non-standard UPC codes.

### Method 1: Scanning

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

### Method 2: Manual Entry

If you want to manually enter the number of digits for UPC codes, the following table shows how Point of Sale will convert entries to a 13-digit form.

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

**N O T E :** When an item is sold, received, or adjusted, its UPC from inventory is recorded on the history document. Thus, merchandise can be filtered by UPCs when running history reports even after the item has been deleted from inventory. Refer to Chapter 20 for more information about report filtering.

## Using Alternate Lookups

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

Alternate Lookups must be unique for each item for which they are defined. To be effectively used for item lookups, each Alternate Lookup entry

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

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

**To define alternate lookups:**

1. From the Inventory menu, select Item List.
2. From the toolbar, select New Item or locate an existing item and select Edit Item.
3. Navigate to the Alternate Lookup field and make an entry.
4. Select Save.

If you sell a large volume of one-gallon, two-gallon, and five-gallon clay pots from the vendor Clay Pots International (Vendor Code: CPI) and you don't want to bother tagging them, you could define Alternate Lookups for the three pots as CPI1, CPI2, and CPI5, respectively. If a customer purchases a five-gallon clay pot, you would simply enter CPI5 in the Enter Item(s) field to list that item on the receipt. If necessary, you could post a list of Alternate Lookups at your workstations to ensure cashiers make the correct entries.

# Assigning Item Tax Codes

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

**To assign tax codes to items in inventory:**

**1** Start a new item record or select Edit Item from an existing record.

**2** Navigate to the Tax Code field and select the appropriate tax code from the drop-down list.

**N O T E :**  You set up tax codes and taxing instructions in company preferences. Refer to Chapter 9 for more information.

**3** Select Save.

**T I P :**  To easily change the tax code for all items in a style (Pro), edit the Tax Code field in the upper pane of the Style window. Refer to Chapter 6 for more information.

# Adding Pictures to Your Item Records (Pro and Pro Multi-Store)

Nothing can replace the simplicity of identifying items by seeing them. There are many in-store advantages to adding pictures or photos to your item records. An item can be mislabeled in error, or the tag swapped intentionally by an unscrupulous customer. By associating an image of the item in the item's record, you can easily verify whether the item has the correct tag. It can also be easier to find an item on the shelf or on a rack if you first see a picture of what the item looks like. Having pictures for your items is virtually a requirement for a successful e-store, where shoppers can browse through your online inventory and place orders on the Internet.

In Point of Sale, you can associate up to two images with an item or style. The pictures are stored with your data on the server workstation, but they can be viewed by all workstations on your network.

You must enable the use of item pictures during the Setup Interview or in company preferences.

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**➧ FYI**

## Setting the Preference to Use Item Pictures

From the Edit menu select Preferences | Company | Inventory | I Want To Associate Pictures With My Inventory Items. Select the check box to add the item picture fields and options to Point of Sale screens.

If you require program logins, the ability to add, remove, or change the pictures associated with items is determined by the security rights of the signed-in user.

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### Picture Attributes

You can assign or import pictures in .jpg, .gif, .bmp, and .tif formats. Point of Sale converts and stores all pictures in the .jpg format.

The maximum picture size is 500 by 500 pixels. If you use pictures larger than this, Point of Sale resizes them to the maximum dimensions. The pictures are intended for viewing on your computer monitor, so the recommended resolution is 72 dpi. Higher resolutions can greatly increase file sizes, which in turn increase use of disk space and loading time. Large picture files can also increase processing time when creating your backup files.

Picture file information is preserved when the picture is brought into Point of Sale. Additionally, information about the picture's name, its size, and last edit date is also saved.

### Attaching a Picture to an Item Record

You can associate two pictures with each inventory item. One picture is designated as the default picture and is used to generate the thumbnail picture displayed throughout Point of Sale. A second picture can also be assigned to provide an alternate view of the item. You can switch between the pictures, or if you integrate with an e-commerce application, you can use the second picture for online pages.

Adding pictures to an item record is accomplished from the Item Pictures tab on the item record. Pictures can also be imported in bulk into Point of Sale rather than assigning them one-by-one to your items. Refer to the section "Importing Item Pictures (Pro and Pro Multi-Store)" in Chapter 3 for more information. Pictures can

also be associated with item styles. Refer to the section "Adding Pictures to Item Styles" in Chapter 6 for more information.

### To add a picture by browsing to the file:

**1** Open the Edit Item window and click the Item Pictures tab on the item record.
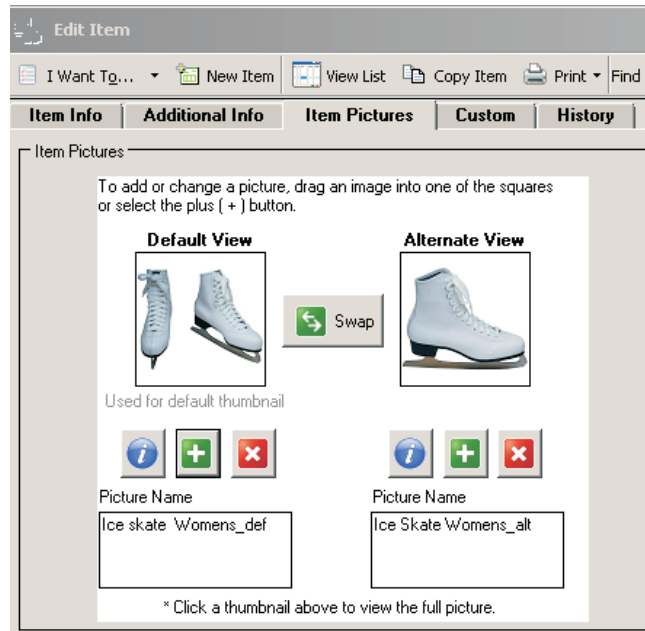


**2** In the Item Pictures section, click the add (plus sign) icon.

**3** In the Open dialog box, browse to the picture file and double-click it.

**4** Edit the Picture Name field as needed.

**5** Repeat the preceding steps for the alternate picture if you have an additional picture you wish to associate with this item. The Swap button switches pictures between the default and alternate positions.

**6** Save the item record.

Drag-and-drop requires the use of a mouse or touchscreen. You must also have both the file location and the Item Pictures section on the Item Info tab visible on your screen.

### To add a picture by drag-and-drop:

**1** Click the picture file with your left mouse button and hold down the button.

**2** Drag your mouse pointer to a picture slot on the item record and release the mouse button.

**❸** Edit the Picture Name field as needed and save the item record.

You can also drag and drop to replace the default picture in the Inventory Picture Album (see the section "Viewing the Picture Album" later in the chapter).

(Pro and Pro Multi-Store) Only Headquarters can add, edit, or delete item pictures. Headquarters can send the pictures to remote stores.

## Viewing Item Pictures

A thumbnail view of the default picture can be displayed in many areas of Point of Sale. This helps your employees verify an item's identity. In most areas, you can open the full-size picture from the thumbnail.

### Viewing Pictures in Item Records, Lists, and Reports

You can view a thumbnail image of an item's pictures in the item record or in the Item Information panel of the item list (viewable when you select Collapse). Selecting the thumbnail opens a full-sized item picture in a new window.

Your item list can be modified to include a column, which indicates whether a picture is assigned to an item. Item reports can also be modified to show whether an item has a picture assigned to it and to display the picture name.

### Viewing Pictures on Documents

When you add an item to a document, the thumbnail image is displayed for that item. This feature is enabled by default once you have set your preferences to use item pictures. Selecting the thumbnail opens a full-sized item picture in a new window.

You can turn this feature on or off for each document type from the View menu by selecting Customize | Show Item Picture.

### Viewing the Picture Album

The Inventory Picture Album is accessible from the I Want To menu in your item list and displays your default item pictures. The picture album provides an alternate method for viewing and working with your item list; most actions available in the item list are also available from the Picture Album; double-clicking a picture will open the item record for viewing or editing.

The picture album can be sorted or filtered in the same manner as other lists.

## Linking Items to Accounts in QuickBooks Financial

During the setup process, you may have set your item account mapping preferences by item type in company preferences (or accepted the default mappings). These default item mappings are assigned as new items and are added to inventory in

Point of Sale. This increases the efficiency with which you can add a new item. However, there may be circumstances under which you want individual item sales and costs to be posted to accounts other than the defaults in the financial software. Use the following procedure to assign different QuickBooks COGS, Income, and Asset accounts on an item-by-item basis.

### To assign QuickBooks Financial software accounts to an individual item:

**1** Start a new item record or select Edit Item from an existing record.

**2** Select the Additional Info tab.

**3** In the QuickBooks Information area, choose new accounts from the drop-down lists (shown in Figure 4-2).

**4** Select Save.

Your new account mappings will go into effect on the next Financial Exchange with your financial software. Refer to Chapter 26 for more information on this topic.



**FIGURE 4-2**   Changing an item's account mapping with QuickBooks Financial

**N O T E :** With few exceptions related to income accounts, Point of Sale does not place limitations on the QuickBooks account types you can map for COGS, Income, and Asset amounts. You have the same freedom in account usage as you have in QuickBooks Financial software.

You can also map departments and, for Pro Multi-Store users, store locations to subaccounts in QuickBooks Financial software. Refer to Chapter 26 for more information.

## Viewing Your Item List

All of your items are displayed in a list, as shown next. All normal list procedures, such as filters, sort, and search, work in the item list. To display your items in a list, choose Item List from the Inventory menu or click the Item icon on the Navigator.



Each item is listed on a separate line. To display only items that meet specified criteria, make a selection from the View drop-down list at the top of the item list. You can choose a predefined filter, such as All Items, or create and save your own custom filters. Add, remove, or rearrange the list columns to meet your needs. A summary of list statistics, such as number of items, quantity, cost, or price, is displayed at the bottom of your screen.

## Viewing an Individual Item

The item form view (also referred to as the record) is where you can take a detailed look at a single item, add a new item, and edit an item. You can view an item record simply by double-clicking that item in the list view. The tabs and fields on the item

form (record) vary, depending on the level of Point of Sale you use. For item details, you can also view the Item Information panel in the item list by selecting Collapse while the item is highlighted in the list. The Item Information panel shows much of the same information as is available in the item record.

Whereas this chapter covers the basics of how to create and view an item, the next three chapters cover some of the more involved inventory-related topics such as handling item costs and prices, working with styles, and ways to work with—and get the most out of—your inventory.

# Keeping Track of Item Quantities, Cost, and Prices

Point of Sale tracks on-hand quantities and (for Pro and Pro Multi-Store users) available quantities as you make transactional documents to receive, sell, or transfer items. Several other inventory features are available to help you track item quantities, remind you when items need reordering, and manage item cost and prices. In this chapter you'll learn how to:

- Track items by decimal quantities.
- Set and use item reorder points and inventory reminders.
- Define multiple units of measure for your item.
- Determine how Point of Sale calculates Average Unit Cost.
- Manage your costs and your prices

## Using Decimal Quantities

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

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

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

## Using Item Reorder Points

You can define a reorder quantity (Reorder Point field) for each inventory item, enabling you to easily see which items have fallen to or below their specified reorder quantity on the Reorder Items window. The Reorder Items reminder window displays items whose quantity has fallen below the reorder point set in inventory or that are on backorder. To access this window, click the reminder symbol located on the Point of Sale status bar at the bottom of your screen (see Figure 5-1) and select the Reorder Items tab. You can also access the Reminders window from the Inventory menu.

The Reorder Items list can streamline the task of placing replenishment purchase orders.

- (Pro)    For assembly items, a reorder point indicates that quantity at which you want to build more of the assembly item.
- (Pro Multi-Store)    Reorder points can be set for each individual store.
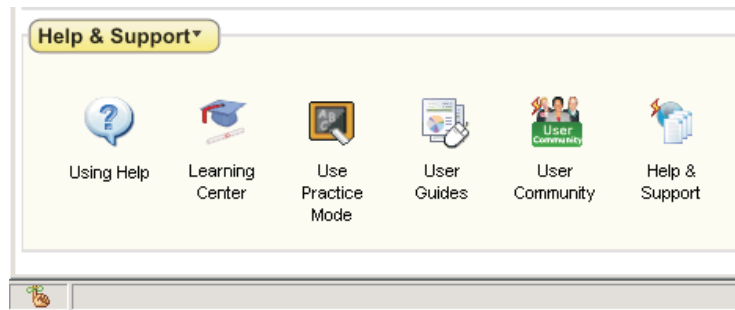
## Flagging an Item as Unorderable

When an item is marked as unorderable (meaning the Unorderable check box is selected on the Additional Info tab of the item record), its reorder point is ignored and you are warned if you list the item on a purchase order. This field is helpful in temporarily suspending purchasing of seasonal items or for flagging an item that has been discontinued by you or a vendor. Items marked as unorderable can still be received and sold.

## Reminders Based on Available Quantity (Pro)

You can specify in company preferences whether to use on-hand quantities or available quantities when calculating reorder reminders. Available quantities take into consideration item quantities that may already be committed for customer orders.

See the "Available Quantities (Pro and Pro Multi-Store)" section later in this chapter for more information about using the Available Quantity field.

# Viewing Quantities on Order and Creating Documents

You can view the quantity of an item on order (meaning that the item is listed on an open purchase order) as you work in inventory and initiate additional orders without leaving inventory. In the Pro level you can also view a list of open purchase orders for an item from the item record. Creating and maintaining purchase orders are covered in detail in Chapter 17. To view on-order quantities, display your item list and locate the item(s). The quantity on order is displayed in the On Order column. You may have to scroll left/right or add this column to your list.

To order an item, locate and select it in your item list, right-click in the item row, and select Order Selected Item(s) from the pop-up menu. You can use CTRL-left click to order multiple items on the same purchase order.

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

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

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

❶ Display the item record (form view).

❷ On the Item Info tab, select Available from the Quantity area of the item form.

**3** The Available Quantities window is displayed, showing the available, on-order, and pending quantities for the item. Select Order This Item from the I Want To menu to add this item to a new purchase order.
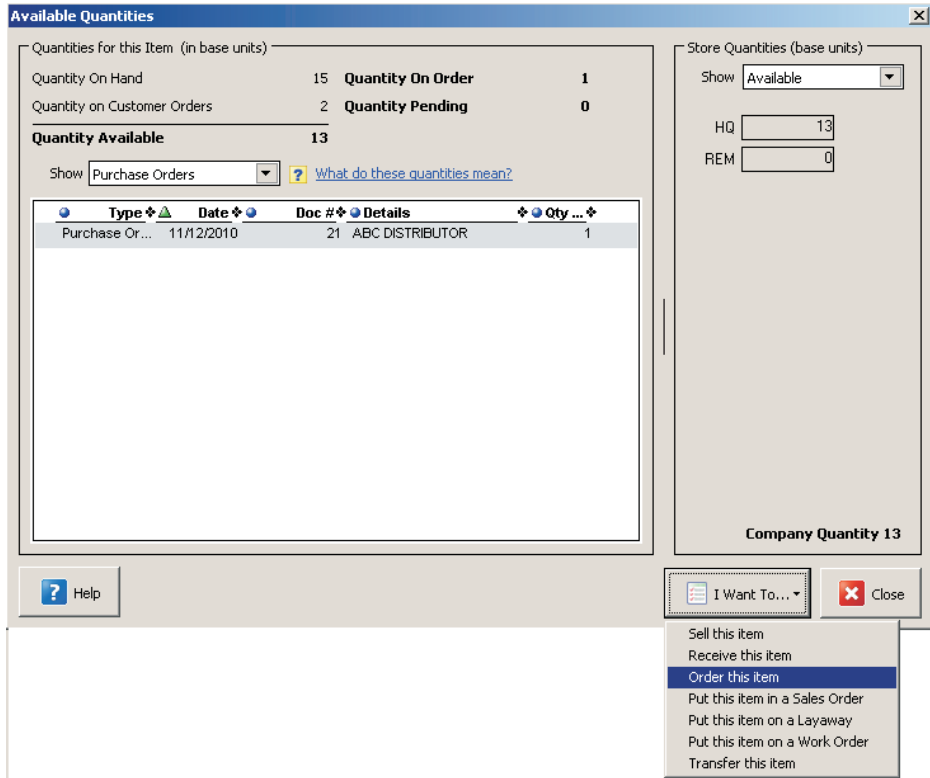


(Pro Multi-Store) This dialog box also contains a list of the on-hand quantities at each store and allows you to initiate a transfer of an item to another store.

# Unit Of Measure

Unit Of Measure allows you to define and manage the units of measurement or quantity by which your items are purchased and sold, such as each, inch, yard, gallon, case, gross, etc. Some merchandise may be purchased in one size and sold in another, or sold in several sizes. For example, you may buy soda by the case but sell the soda in single cans, 6-packs, and 12-packs. Point of Sale allows you to define multiple units of measure for an item, specify default order-by and sell-by units,

and assign separate UPCs and prices to each. Once these are defined, you can specify a unit for individual items in inventory as well as use this field to filter lists or reports. You can also specify the default unit to be assigned to new items. This feature must first be turned on in company preferences.

### To turn on the Multiple Units Of Measure feature:

1. From the Edit menu, select Preferences | Company.
2. Select Inventory | Unit Of Measure.
3. Click Add to enter the various units you wish to use, such as single, 6-pack, 12-pack, and case.
4. Use the check boxes (Figure 5-2) to turn on the Multiple Units Of Measure feature and to specify how you would like to print and display multiple units of measure fields in Point of Sale.
5. Select Save.
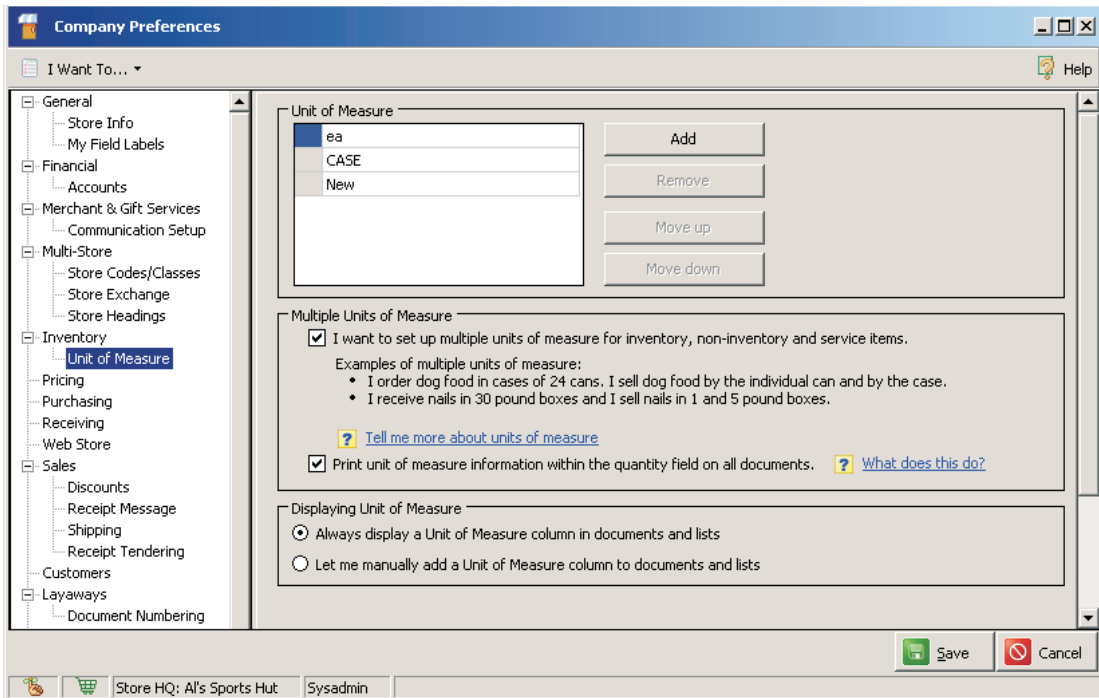


**FIGURE 5-2**   Setting the preference to use multiple units of measure

# Understanding Multiple Unit of Measure Definitions

- **Base Unit** This is the smallest unit you stock or sell for a given item. In our soda example just given, this would be the single can. Each of your other units of measure is specified in terms of the number of base units it includes. Point of Sale reports also reflect the base unit.
- **Default Sell-By Unit** The unit you most often sell by; suggested on sales receipts but can be changed. Price tags print the price for this unit.
- **Default Order-By Unit** The unit you most often purchase the item by; suggested on purchase orders but can be changed.

Point of Sale handles the calculations between the various units once they have been defined. Shown next is an example item record, showing multiple units of measure information. Note that the normal cost, price, and on-hand quantity fields all reflect your base unit of the item.

# Setting Up Multiple Units of Measure for an Item

**To set up multiple units of measure for an item:**

**1** On the Item Info tab of the item record, enter the appropriate information in the Base Unit Of Measure field.

**2** In the Units Of Measure section, enter the number of base units included and the regular price for each unit of measure.

**3** Select Manage Units Of Measure. Complete the Unit To Order By and Sell By fields at the top of the window as shown in Figure 5-3.

The Unit To Order By field is the unit most often used to purchase the item by and is suggested on purchase orders and receiving vouchers. It is also the unit that the order cost applies to. The Unit To Sell By field is the unit most often used to sell the item and is suggested on sales receipts and customer orders. It is also the unit whose price is printed on tags. In this example, the unit ordered by would be case, while the unit sold by would be 6-pack. If prompted, enter cost information for your default order-by unit.

**4** Enter a UPC and alternate lookup and/or edit pricing information as needed for each unit of measure. Separate prices at each of your price levels can be entered by clicking the Pricing button for each unit of measure.



**FIGURE 5-3**    Setting up multiple units of measure for an item

**5** Notice that if a base unit quantity has been entered, Point of Sale calculates and displays the equivalent on-hand quantities for each of your units.

**6** When done, select Close and save the item record

**N O T E :** If you change the base unit at some later point, be sure to change any other applicable fields. For example, if you no longer sell single cans of soda, you could change the base unit to a 6-pack. Making this change does not automatically update all the unit of measure fields. Review and update your other units, quantities, prices, and so forth, as needed.

## Ordering, Receiving, or Selling the Item

When you add the item to a document, the default order-by unit (purchase order or receiving voucher) or sell-by unit (sales receipt or customer order) is suggested, along with its assigned cost or price, unless one of the conditions listed next applies. Shown below is a sales receipt, with the default sell-by unit of ea listed.

To use a different unit for the current document, select one of your other units from the drop-down list in the Unit Of Measure field. The cost or price will be automatically updated to reflect the new unit. You may need to customize the column list in the sales receipt to display the Unit Of Measure field.



When listing items with multiple units of measure on a document, the following apply:

- If a unique UPC or alternate lookup is defined for each unit and you scan a bar code or manually enter the unique value, the corresponding unit is listed with its associated price or cost.
- The available and on-hand quantities shown on a sales receipt are in the unit of measure being sold. This may result in fractional quantities when the unit being sold is not the base unit. For example, if an item has case and bottle units defined, with bottle being the base unit and 12 bottles in a case, then with

15 bottles on hand, listing a case on a receipt will show an on-hand quantity of 1.25 cases.

# Available Quantities (Pro and Pro Multi-Store)

When you use the Pro or Pro Multi-Store level, Point of Sale keeps track of your available quantity as well as your on-hand quantity. Available quantity is equal to the on-hand quantity less quantities already committed to customer orders.

By default, your reorder reminders are based on available quantities. If you prefer, you can elect to have reorder reminders based on the on-hand quantity. Refer to the section "Using Item Reorder Points" earlier in this chapter for more information.

The available quantity is displayed in the Item Info tab within the item record, as shown next, and you can add the Available Quantity column to your item list, to the item lists on transactional documents, and to item reports.



You can view specific details by clicking the Available button located on the Item Info tab of the item record. The Available Quantities window, shown next, shows you quantity detail for the item as well as a listing of the open orders. Double-click a document to view it. Note that in this example, there are 27 reels on hand, and 1 on an open customer order. There are also 20 currently on order from the vendor.

**N O T E :**   Items on customer orders with a status of "pending" are not considered committed and do not affect the available quantity. The total of the items on these documents is displayed in the Pending field.

## Working with Average Unit Cost and Order Cost

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

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

You can view these fields in the item list or form. If you are using multiple vendors for an item, the Order Cost for your alternate vendors can be entered or viewed on the Additional Info tab of the item form.

## Entering and Editing Cost Values

It is recommended that you manually enter a value in the Average Unit Cost field only when adding already-in-stock items to inventory during the initial Point of Sale setup. If a new item is going to be ordered on a purchase order and received on a voucher, leave the average unit cost at zero (0) and allow the receiving voucher to populate this field.

If you manually edit the average cost, Point of Sale creates an adjustment memo and sends it to your QuickBooks financial software to make the appropriate adjustment to your inventory value.

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

## How Point of Sale Calculates Average Unit Cost

An item's unit cost is always averaged when a receiving voucher is made at a cost different than what is currently recorded in inventory. The program proportionally averages the old cost and the new cost based on existing and received quantities to arrive at the new average unit cost.

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

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

Or, in our example:

$(5 \times 10) + (10 \times 12) / (5 + 10) = 170/15 = $ A new average unit cost of $11.33

## QuickBooks Financial Software Users

During the next Financial Exchange, the receiving voucher updates the QuickBooks financial software inventory value for the received items at the purchase cost. The averaging of costs in Point of Sale's inventory has no additional net effect on inventory value.

## Setting and Updating Item Prices

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

### Regular Price

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

**To manually define your own regular price:**

- Do not enter a margin/markup on your department records.
- When adding or editing an item, enter a price in the Regular Price field.
- If you are editing an existing item, Point of Sale calculates and displays the new margin and markup for the item on the Pricing screen. The margin and markup for a new item are not calculated if the Average Unit Cost field is zero.
- If you edit the margin or markup on the item record, Point of Sale recalculates the regular sale price. When adding a new item, editing the markup or margin field has no effect on the price if the Average Unit Cost field is zero.

### New Item Prices

Point of Sale can automatically calculate your regular price as you add or receive new items into inventory. Note this auto-calculation of price only occurs if you leave the Regular Price field at zero (0) when you add the new item; it does not apply to existing or reorder items.

- Specify a default margin or markup percentage for each of your departments; when you add a new item the department margin/markup is automatically assigned to the item.
- Do not make an entry in the Regular Price field when adding new items to inventory.
- When the average unit cost is added to an item record, either by you or via a receiving voucher the first time the item is received, Point of Sale calculates the regular price by applying the specified margin/markup to the item cost.

## About Margins and Markups

Margin and markup are two ways to express the profit level you want to achieve on item sales. You can enter either value on your department records or for individual items in inventory; Point of Sale calculates and displays the other.

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

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

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

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

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

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

For example, with an item average unit cost of $12.50 and a margin of 50% (markup = 100%), your regular price would be calculated as follows:

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

**TIP:**　You can enter either a Markup % or a Margin % to specify your desired profit margin. However, Point of Sale only calculates prices from the margin, which must be a whole number (no decimals). If you enter a markup, Point of Sale will calculate and round the margin to the nearest whole number. Using this figure, Point of Sale then recalculates your markup and displays the result in the Markup % field. This figure may differ slightly from what you entered originally.

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

- Edit your margin or markup and your regular price is recalculated.
- Edit your regular price and your margin and markup are recalculated.
- Edit the average unit cost, and
  - If the regular price was previously zero, it is calculated from the margin and new cost.
  - If the regular price was previously non-zero, the margin and markup are recalculated and the price is left unchanged.

## Updating an Item's Price When Costs Change

Your regular price is not automatically updated when you reorder the item at a new cost. When an item's average unit cost has changed due to a cost increase from your vendor, Point of Sale alerts you and provides you the opportunity to change the price directly from the receiving voucher.

One good way to determine whether a price change is needed is to decide on a lowest acceptable profit margin. As costs increase on a reorder item, the margin on the item record is recalculated to show you the new profit level based on the new average unit cost. If your cost has changed enough to cause the margin to fall below your acceptable lower limit, it is time to adjust your price.

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

If you want to change the prices for a large number of items at once, consider using Price Manager to do so. Refer to the section "Price Manager" later in this chapter for more information.

(Pro) Price change reminders: Whenever you change an item's price, Point of Sale adds the item to the New Price Reminders List. This can alert you that new price tags might be needed.

(Pro Multi-Store) Only Headquarters can change item prices. If remote stores tag merchandise or display price shelf stickers, they can view price changes on the inventory Reminders screen. This alerts them so that tags and shelf stickers can be updated accordingly.

# Using Price Levels

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

Price levels are often used to

- Offer reduced prices to employees, family members, and VIP customers
- Offer a wholesale price
- Cover special sales, e.g., "10% Off Sale"
- Offer special prices for online shoppers

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

The price at each level is recalculated anytime the regular price is changed either manually or when Point of Sale applies its pricing formula. Editing the price or markdown percentage of any of your price levels has no effect on any other price.

**NOTE:** If you use Price Manager to make changes in your regular price, the prices at each price level are not automatically updated.

To automatically use a price level for sales to a customer, associate that price level with the customer on his/her customer record. Refer to "Using Customer Discounts and Price Levels" in Chapter 13 for more information.

### To define price levels:

**1** From the Edit menu, select Preferences | Company.

**2** Select Pricing.



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

**4** Enter a name for each price level you wish to use.

**5** Enter a markdown percentage for each price level.

**6** Select Save.

## Editing Price Levels from an Item Record

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

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

## Tips for Using Price Levels

Following are a few tips for using price levels:

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

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

# Price Manager

Retailers often need to adjust merchandise prices for sales events, sometimes to sell "slightly imperfect" merchandise or to simply reflect changing costs. It is also important that you can provide customers incentives to make repeat purchases or to recommend your store to friends and family. Using Price Manager, you can conveniently change item prices, implement discount pricing (Pro) for all or selected items, or create and manage coupons that can be applied at the point of sale.

With Price Manager you can

- Change the prices for all or selected items in inventory.
- Create both automatic and manual discounts.
- Create store or manufacture coupons to enter at point of sale.

You access Price Manager by selecting Price Manager from the Inventory menu or from the Navigator. Shown in Figure 5-4 is the main window of Price Manager.

## Change Item Prices

Change Item Prices is used to mark up or mark down the prices of all or selected items. The wizard walks you through defining how the new prices are calculated from the current cost or price using a variety of formula options and optionally rounding the new prices.

Price changes can be saved in-progress or immediately applied to inventory. If a change is saved, you can return to it later, edit it if necessary, and then apply it to inventory when you are ready.

Each price change, which can include any number of items, is stored in your Change Item Price list. Price changes can be restored (reverted to prior prices) and copied to quickly start a new, similar price change. You can also print markdown tags with both the old and new prices.
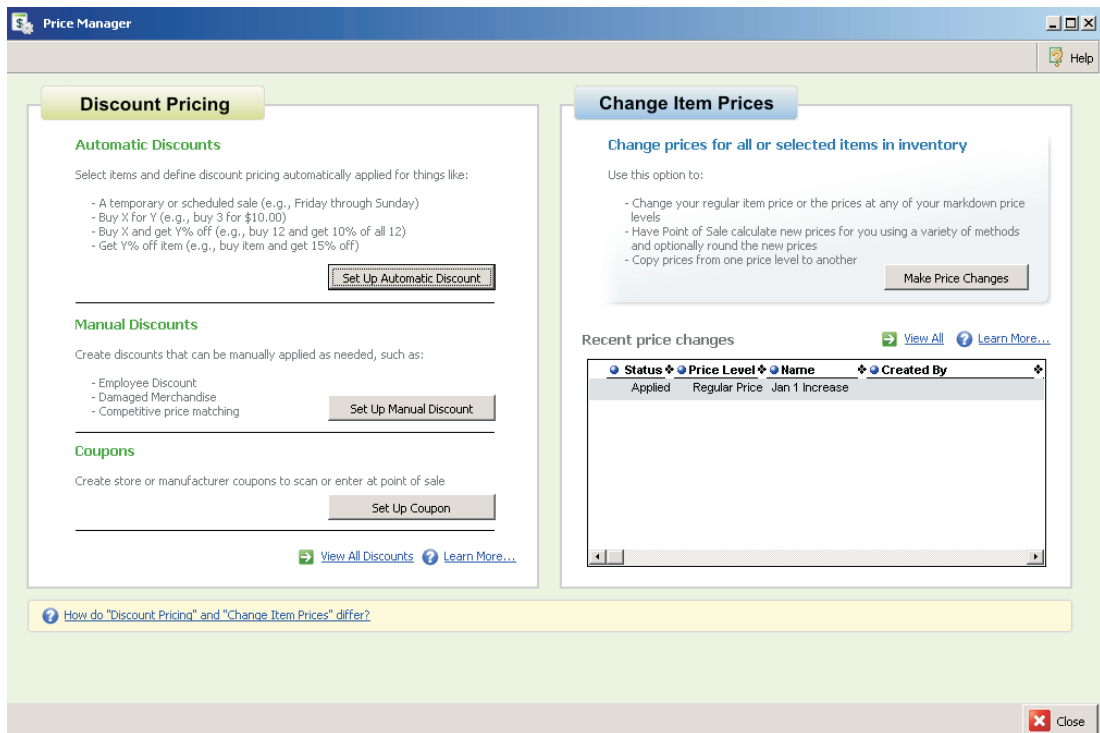


**FIGURE 5-4**   The main window of Price Manager

## Creating and Applying Price Changes

Changing item prices in Price Manager allows you to calculate price changes based on the current cost or price at any of your price levels and then apply the new prices to the same, or any other, price level. Point of Sale calculates new prices based on formula criteria you specify and then applies the changes to the items you have selected. After calculating price changes, you must apply the price change to Point of Sale inventory to make the price changes effective.

**N O T E :** Changing a regular price in Price Manager doesn't change other price levels: When you make price changes to your regular price directly in inventory, the prices at your price levels are automatically recalculated to maintain your specified markdown percentages. This is not true when making price changes in Price Manager. Price changes in Price Manager affect only the price level you specify when you apply the new prices to your inventory.

## What's Important About Price Changes?

Price changes are important for the following reasons:

- A "price change" refers to one price change operation. It can include any number of items. Each price change is stored as a single record in your Change Item Prices list.
- Changing item prices at one price level has no effect on the prices at your other price levels.
- You can calculate new prices from one price level but then apply them to a different price level if desired. This feature allows you to quickly calculate prices for one level relative to another.
- You always have an opportunity to review price changes before applying them to inventory.
- A price change can be temporarily saved without the new prices being applied to inventory. This allows you to prepare a price change ahead of time and then apply it when ready.
- (Pro) If Unit Of Measure is enabled, the Unit Of Measure field is added to the Price Manager item list. This field reflects the default sell-by unit of measure, and price changes apply to this unit only. If no default sell-by unit is defined, the base unit of measure is displayed and affected.

## Price Change Fields

Table 5-1 lists the name and usage of some of the key price change fields used in Price Manager. If you're unsure or unfamiliar with a field not referenced in the table, Appendix A has a full and detailed listing of all document and record fields used in Point of Sale. In addition, if one of the fields in the table is not visible in the list, you can customize your list columns to include it.

| Field | Usage |
|---|---|
| **Item Prices**<br>• Current Price<br>• Old Price<br>• New Price | Current Price is the price from inventory for the price level you have selected to change. After applying the price change to inventory, this becomes the Old Price.<br><br>New Price is the price that has been calculated by Price Manager and will be applied to inventory. You can also manually enter new prices in this field. |
| **[Price Change]** | The difference between the Current/Old Price and the New Price, expressed in dollars. |
| **[% Price Change]** | The difference between the Current/Old Price and the New Price, expressed as a percentage. |
| **New Profit** | The profit amount in dollars after the price change is applied. |
| **New Margin %** | The new profit expressed as a percentage after the price change is applied. |

**TABLE 5-1**   Key Price Change Fields Used in Price Manager

**T I P :**   To manually enter price changes, type an entry in the New Price field or any of the other price change fields. Making an entry in any of the fields causes the others to be calculated and displayed. Repeat this for each item for which you need to change prices. Depending on how you choose to use Price Manager, you may want to add or remove columns to display (or not display) prices at specific price levels, the various price change values, and basic item identifying information.

### To create a price change:

**1** From Price Manager, click the Make Price Changes button in the Change Item Prices area.

**2** Select the price level to which you would like the changes to apply.

**3** Enter a name for this price change and, optionally, any applicable notes; then click Next.

**4** Choose how you want to select items for the price change:
  • **By Vendor**   To select all items supplied by one or more vendors.
  • **By Department**   To select all items in one or more departments.
  • **By Item Name**   To select all items with a particular item name or names.
  • **All Items**   To select all the items in your inventory.
  • **By Filtering Items**   To select a group of items by filtering your item list. You can create a new filter or use one that has been previously saved.

**5** After selecting one of the preceding options, you are prompted to add the appropriate items.

**6** Click Next. Then, follow the steps in the wizard to build a price change formula. If you want to round your new prices, select Show Me Price Rounding Options at the bottom of the page.

**7** Select Next.

**8** If rounding, choose an option in the window displayed and select Next.

**9** Select Finish to view the calculations. The calculated prices are displayed in the New Price column (see Figure 5-5).

**10** Review the price changes before saving or applying them to your inventory. If you have made an error in defining your price change calculations, you can select Clear New Prices and redefine the calculations by selecting Calculate Prices, or you can manually enter item prices in the New Price column.

**11** Select Save if you do not yet wish to apply the changes, or Apply Changes To Inventory at the bottom of the screen to save and apply the changes immediately.



**FIGURE 5-5** Pending new price changes as calculated using Price Manager

You can print markdown price tags, if needed, either before or after saving/applying the price change.

To view a price change record, go to Price Manager and then select View All under Change Item Prices. Each price change displays a status:

- **Pending**   Prices have been calculated but not yet applied; can still be edited.
- **Applied**   Prices have been applied to inventory; this price change can be restored.
- **Restored**   The previous prices have been restored.

From the price change list, you can edit, delete, copy, or print tags for a price change; create a new price change; or restore a previously applied price change.

## Editing a Price Change—Important Considerations

You should be aware of the following considerations when you're editing a price change:

- Price calculations only affect the currently displayed items. Observe the current state of the View drop-down and filter the item list, or use the Select Items option to ensure the correct items are displayed before calculating new prices.
- When you apply changes to inventory, all items with a new price entry are affected, whether currently displayed or not. Always do a final review of the price changes, with the View drop-down set to Items with new price, and be sure the # of Items count on the window is what you expect before applying the changes to inventory.

**TIP:**   Defining and memorizing custom filters will save time if you frequently change prices for entire groups of related items, such as by department, by vendor, or by last sold date. Once you have defined and saved a custom filter, it can be selected from the View drop-down list at the top of the Price Manager item list so that changes affect only that group of items.

## Rounding Calculated Prices

When using Price Manager, you have the option of having your new prices rounded to any ending value that you prefer.

Your rounding choices are

- Round all prices to the nearest dollar (examples: $1.00, $2.00, $9.00, $75.00).
- Round all prices to the nearest ten cents (examples: $0.10, $0.20, $1.90, $25.70).
- End all prices with 99 cents (examples: $0.99, $1.99, $2.99, $59.99).
- End all prices with 9 cents (examples: $0.09, $0.19, $6.49, $99.99).
- End all prices with custom values that you define.

If you select the last option, you can enter up to four ending values for your prices. You can view how rounding works with this option by entering trial prices in the test field provided on the Round New Prices window.

Rounding is applied only to prices that are changed in Price Manager. Other program-generated prices, such as when using pricing formulas for new items, are not rounded.

**TIP:** To round all prices at a price level at one time, use the procedure described earlier, in the section "Rounding Calculated Prices," with the following differences:
1. Select the same price level to calculate prices from and to be applied to.
2. Enter your rounding instructions on the appropriate screen and then select Apply Changes To Inventory.
3. Repeat the procedure for other price levels as necessary.

## Restoring Your Old Prices

When you use Price Manager to create and apply price changes, Point of Sale remembers the old prices. The restore function returns the item prices to the previous value.

**CAUTION:** This procedure restores the prices for all the items included in the original change, and at the price level originally affected, to the old price. If the prices of any of the included items have been changed in the interim, whether in another price change or manually, those interim changes will be overwritten by this procedure.

This feature allows you to undo a price change made in error. It also allows you to change prices temporarily, such as for a weekend sale, and then revert to the old prices once the sale is finished.

**To restore old prices from a price change:**

1 Locate the price change record in the Change Item Prices list as described earlier.

2 With the record selected or displayed, select Restore Old Prices from the I Want To menu.

3 A warning message appears, and a user name must be selected from the drop-down list. The user selected must have the appropriate permissions to restore the prices. Click Restore Prices.

4 Select OK in the confirmation window. All of the item prices affected by the original price change are restored to their level prior to that change.

# Discount Pricing (Pro)

There are three discount types that can be created in the Discount Pricing area of the Price Manager:

- Automatic Discounts
- Manual Discounts
- Coupons

## Automatic Discounts

Price Manager's Automatic Discount pricing option allows you to predefine discounts for an item or group of items. Once defined and saved, Point of Sale automatically applies the discount when qualifying item(s) are listed on sales receipts or orders. The Automatic Discount pricing feature provides three discount models to choose from:

- **% Off**    This allows you to take a percentage off the regular price when qualifying items are purchased.
- **$ Off**    This allows you to take a fixed dollar amount off the regular price when qualifying items are purchased.
- **Buy X for $Y**    This allows you to set a different price when a specified quantity of qualifying items is purchased.

  *Example:* You have assorted styles, colors, and sizes of silk-screened T-shirts that normally sell for $15 to $20 each. To spur sales, you define a discount price for the T-shirts of 3 (x) for $40 (y). When you list any combination of three qualifying T-shirts on a sales receipt, Point of Sale discounts the individual shirt items so that the total extended price for the three is $40.

- **Buy X and Get Y% Off**    This allows you to set a percentage off the regular price when a specified quantity of qualifying items is purchased.

  Discounts can be made active/inactive at any time, scheduled to automatically start and stop by day and/or time, and selectively applied to items. Each discount setup is maintained as a record in your Discount Pricing list. These records can be reviewed, edited, printed, or copied. You can also print discount price tags for your items to demonstrate potential savings to your customers, such as "Regular price: $15.00, Buy 3 and Get 15% Off."

💲 **N O T E :**   Only one workstation at a time can be using Price Manager to change item prices.
(Pro) A workstation can be in each area of Price Manager simultaneously, e.g., one changing item prices and one setting up a price discount.

While the features and use of the two Price Manager components are different, some things will hold true for both components:

- You always have an opportunity to review price changes or discounts before applying them to inventory.
- If requiring users to log in, you can control access to Price Manager using security right assignments.
- (Pro Multi-Store) Price changes or discounts can be created or edited only at Headquarters with the resulting changes sent to remote stores. Remote stores can view the price changes and discounts and use them to print tags.

### To set up an automatic discount:

1. Access Price Manager, and then select Set Up Automatic Discount from the Discount Pricing section of the overview page. The New Discount Wizard is opened.
2. Enter the discount type and the percentage/amount off. Optionally, designate a time period for the discount to be in effect. Select Next.
3. Select the price levels to which this discount applies. Note that at least one price level must be selected (your regular price is preselected by default), and the discount is only applied to sales when the active price level on the sale is one of those selected on this window. Select Next.
4. Choose which items you want the discount to affect. Select Next.
5. Enter a name to identify the automatic discounts. A name is required and must be unique. Select Next.
6. Select Finish. The wizard is closed and the Discount Pricing list is displayed. Use the Print drop-down menu to print discount tags if desired. You can revise the discount type, items, or schedule, or make the discount inactive at any time (refer to the following section).

**T I P :**   If you are creating a discount similar to a discount you have previously used, you can copy the discount and make appropriate changes. Copying can be done from the Discount Pricing list or from within a discount record.

### To edit a discount:

1. From the Discount Pricing list (select the View All Discounts link from the Discount Pricing area of Price Manager to display this list), select the discount you want to edit from the list.
2. Select Edit Discount.
3. Use the procedures described earlier to add or remove items or change the discount formula.

**4** To make the discount inactive, select Deactivate Discount from the I Want To menu. To reactivate the discount later, return here and select Activate Discount.

- When a scheduled discount expires, Point of Sale automatically makes it inactive.
- To edit the schedule or discount type of an inactive discount, you should first activate it.
- If activating a previously scheduled discount and the schedule dates have expired, you are prompted to define a new schedule.
- When activating a discount, Point of Sale checks for conflicting items with other active discounts and alerts you if any are found.

**5** Select Save.

### To delete a discount:

**1** Select the discount from the Discount Pricing list.

**2** Select Delete Discounts(s) from the I Want To menu.

## Other Important Details about Automatic Discount Pricing

Note the following about discount pricing:

- You can include any combination of items, except group items, in a discount.
- An item can be included in more than one discount, subject to the following rule: A scheduled discount has priority over an unscheduled discount.
- If an item is in two scheduled discounts, the discount with the later start date has priority.
- Discounts can be turned on and off. For example, you can offer a discount price on the weekend but inactivate it during the week. The discount remains saved and can be turned back on at any time.
- The combination of customer and item(s) on a document may qualify for more than one discount, e.g., discount pricing plus a customer-assigned discount. In this case, Point of Sale will give customers the lowest price for which they qualify.
- If other discount conflicts occur, Point of Sale will provide a notification and present options, if available.
- If you use multiple units of measure, a quantity discount can be set up for any one of the defined units.

## Discount Pricing Fields

Table 5-2 lists the names and usages of the discount pricing fields. Fields that have an obvious purpose are not included in the table. If you're unsure or unfamiliar with a field not referenced in the table, Appendix A has a full and detailed listing of

| Field | Usage |
|---|---|
| **[Created] Created By** | Date that the discount was created. If logins are required, the logged in employee. If logins are not required, but employees are defined, select a name from the drop-down list. |
| **Discount Name** | Required. User-defined name to identify the discount. Must be unique for each discount; facilitates reporting. |
| **Discount Reason** | Required. User-defined reason for the discount. Cannot duplicate manual item discount reasons defined in preferences. Populated to the **Discount Reason** field on sales receipts when the discount is applied; facilitates reporting. |
| **Discount Sales Statistics**<br>· **[Sold Quantity]**<br>· **[Sold Cost]**<br>· **[Sold Price]**<br>· **[Profit]**<br>· **[Margin %]** | Fields available to add to the discount record (where they indicate discount sales info for entire discount) or to the discount item list (where they indicate discount sales by item).<br>Use these statistics to assess the effectiveness of the discount. You may have to add these fields/columns to your Price Manager windows to view. |
| · **[Modified]**<br>· **[Modified By]** | Date that the discount was last edited and saved. Not editable.<br>If logins are required, this is auto-filled with the logged-in user's name when the record is modified. If logins are not required, and employees are defined, you can select your name from the drop-down list. |

**TABLE 5-2**    Discount Pricing Fields

all document and record fields used in Point of Sale. If a listed field is not visible in the list, you can customize your list columns to include it.

## Setting Up Manual Discounts

Manual discounts are those that are applied to a sale on an "as needed" basis and do not have a fixed % off attached to them. They are most appropriate when applying a discount for competitive price matching or damaged merchandise, for example. As such, they are applied at the item level on a sales transaction and not on a global level. To create a manual discount,

**1** Select Set Up Manual Discount from the Price Manager.

**2** Enter a discount name and any notes you want associated with this discount.

**3** Select Finish.

Your new discount is added to your Discount Pricing List, as shown in the following illustration, and is now available for use at the point of sale.
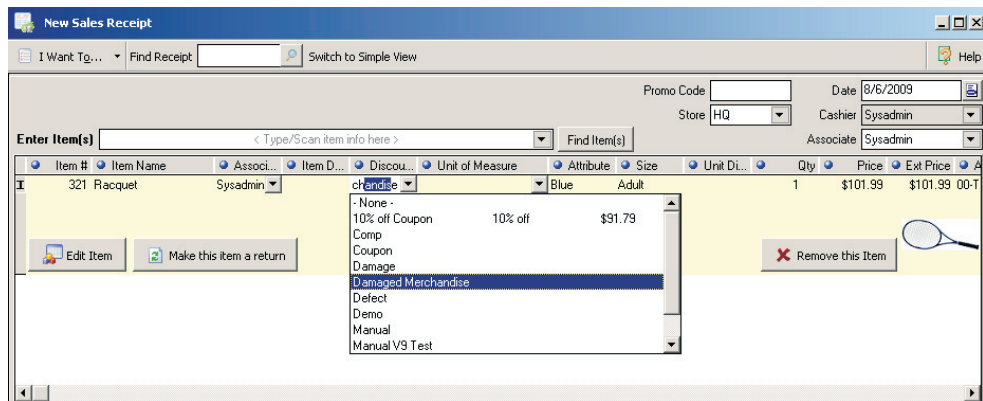
# Setting Up and Printing Coupons

You can create and accept your own in-store coupons or honor competitor or manufacturer coupons. Once created, you can print in-store coupons with a bar code on sales receipts as incentives for return visits to your store. The coupons you create can include expiration dates and can apply either a dollar or percentage amount off an item.

### To create a coupon:

❶ Select Set Up Coupon from the Discount Pricing area in Price Manager.

❷ Designate how the coupon should be applied to a sale (either % or $ off) and the amount of the discount. For in-store coupons, Point of Sale automatically generates a bar code. Optionally, you can designate an expiration date and also copy the bar code image for use on coupons that you want to print for marketing purposes. Click Next.

❸ Select the price level that you want the coupon to apply to. Click Next.

❹ Select which items you want your coupon to be applied to. Click Next.

❺ Give your new coupon a name and add any notes you want associated with it. Click Finish.

❻ Your new coupon is now listed in your Discount Pricing list. From here you can edit the coupon. You can also deactivate or delete the coupon from the I Want To menu.

You can print an in-store coupon's bar code on a customer's sales receipt.

**TIP:** To honor a manufacturer's or a competitor's coupon, scan the bar code from their coupon into the bar code field in the Set Up Coupon Wizard. Enter the discount, expiration, and item information as applicable to the coupon. When the coupon is presented by a customer, you can then scan it on a sales receipt, and it will apply the discount to the items you defined in the Set Up Coupon Wizard.

### To print a coupon on a receipt:

1 From the Edit menu, select Preferences | Company | Sales | Discounts.
2 In the Print Coupons On Receipts area, select the Print Coupons On Receipts option. Then choose the coupon you want to include on customer receipts (note that you can only designate one coupon at a time).

You can designate when the coupon should be printed as part of the receipt, and you can also exclude rewards customers from participating, if you wish.

# Working with Item Styles, Assemblies, and Groups (Pro)

Point of Sale uses *item styles* as a means of grouping and working with inventory items that share basic information but differ in one or two item traits, such as size, color, or pattern. For example, a line of sweatpants might be carried in five sizes and three colors. Each of the fifteen different size/color combinations of sweatpants constitutes an item style. Each individual style is displayed in Point of Sale using a *style grid.* In a style grid, you can immediately see the on-hand quantities of each size and color combination, as well as the total for the entire line. You can also use the grid to quickly add items to inventory or to enter order quantities when creating a purchase order or receiving voucher. Figure 6-1 shows an example of the style grid as just described.

All items within a style, by definition, have the same Department and Item Name, but they can have different item descriptions, alternate lookups, UPCs, prices, costs, and so on. Data can be summarized by style on reports, and many program actions can be conveniently applied to all the members of a style at once.

The use of styles is optional, and not all business types can benefit from their use.

**TIP:**  If you prefer to not use styles to view and work with your inventory, this feature can be turned off in the General area of Company preferences by deselecting the I Want To Use "Styles" To Help Organize My Inventory option.

## Style Grid Basics

By default, two of the Point of Sale item descriptive fields (Size and Attribute) make up the two axes of a style grid. These fields can be renamed in company preferences. Refer to Chapter 30 for more information about renaming item descriptive fields.

The sample style grid shown in Figure 6-1 displays the size/attribute combinations for a line of sweatshirts. The grid is formed by listing the available sizes along the horizontal axis and the colors along the vertical axis. The point where a row and a

| Size ⇨ | | | | | | | |
|---|---|---|---|---|---|---|---|
| Attribute ⇩ | MED | XL | XSML | SML | LRG | Click to Add | Total |
| Grey | 5 | 4 | 2 | 3 | 5 | | 19 |
| White | 5 | 4 | 2 | 3 | 5 | | 19 |
| Black | 5 | 3 | 1 | 2 | 4 | | 15 |
| Click to Add | | | | | | | |
| Total | 15 | 11 | 5 | 8 | 14 | | 53 |

**FIGURE 6-1**    A style grid for a line of sweatpants

column intersect is called a *cell.* Each cell is a unique size/color combination that corresponds to one item (or row) in the item list.

Even a relatively small grid like the sample shown in Figure 6-1 contains a great deal of information. The figure shows fifteen possible size/color combinations (i.e., fifteen separate items) in the style and the current on-hand quantity of each. The style has three colors and five sizes.

The number of items that can be included in a style is virtually unlimited. You may have to use the vertical and horizontal scroll bars to view all of the style items in the grid. The bottom and right-hand side of the grid display totals for each column (size), for each row (color), and for all style items. You can turn on/off the display of total values by right-clicking in a row or column header and selecting/deselecting the Show Totals option.

When viewing inventory via a *style grid,* the values displayed are the on-hand quantities of each item. A blank cell means that particular size/attribute for the style is not carried.

(Pro Multi-Store) The Quantities For Store field at the top of the style grid allows you to view quantities for the entire company or for any specific store by making a selection from the drop-down list.

# The Style Window

The Style window displays an item style in a split-screen view, with the top pane showing general information for the style, while the bottom pane displays, in a separate cell, each style and quantity in a grid format. To use this view, select an item in the item list, and then select Edit/Add Style from the I Want To menu. Figure 6-2 shows a Style window for a line of women's sweatpants that differ by color and size.

## Adding a New Style

The following steps should be used to add an item (or group of items) to your item list as a style.

**To add a new style to your inventory:**

❶ From your item list, click the Edit/Add Style command on the I Want To menu, then click the New Style button (located at the top of the Edit Style window). A blank New Style window is displayed, as shown in Figure 6-3.

❷ Fill in the required Dept Name and Item Name fields. These are the key fields that Point of Sale uses to define the style.

💲 **T I P :**   When choosing your style descriptions, keep them simple. This makes your data entry faster and makes it easier to locate the style items later.

**FIGURE 6-2**    A line of sweatpants as shown in the style window

③ Enter information or make selections in the other available fields, such as Item Description, cost, prices, tax code, etc., for which you want to record data for this style.

Refer to Appendix A if you need more information about these fields.

Remember, information entered in the upper pane is applied to all style items. If the items in the style will have different prices, leave the price fields blank and edit them later for each item individually, or enter the most common price and then edit the items with different prices later.

④ Enter the sizes/attributes for the style:

- To use a style template, click the down arrow in the Select A Style Template list and select a predefined template or choose <Add New> to create, save, and apply a new template.

And/or

**FIGURE 6-3** The New Style window

- Click in the fields in the rows or columns and type the sizes and attributes for the style items. Press the TAB key to create a new column or row. If using a template, you can edit the sizes and attributes for this individual style.

5 Enter **0** (zero) in each attribute/size cell corresponding to the items in your style. The on-hand quantities will be added later on a receiving voucher.

6 Adding a 0 in each cell creates a new row in inventory for those items. Leave the cell blank if you won't carry a particular attribute/size combination. (If the items are already physically in the store and not being received on a voucher, you can enter the actual on-hand quantity instead of a zero.)

7 Select Save.

$ **N O T E :** If you use styles and add more than one inventory item with the same Dept Name and Item Name, a style grid is automatically created for the items. If you add another new item with the same Department and Item Name as an existing item in inventory, the Join Style dialog appears, which will give you the option to add the new item to the existing style.

➡ **FYI**

Style items can also be viewed in your item list, where each item is a separate inventory row and has its own item number. Because members of the same style may become scattered throughout the item list as your list grows, the steps that follow can be useful if you want to view your styles grouped together while in the list view.

Here's how you can sort by Item Name and Dept Name to sort items by style:

**1** With the item list open, select Sort List | Sort On Multiple Columns from the View menu.

**2** In the first Sort By field, select Item Name from the drop-down list.

**3** In the second Sort By field, select Dept Name from the drop-down list.

**4** Under Sort, check Ascending or Descending for the sort order. The default is descending.

**5** Click Apply to sort the list.

The item list is now sorted with the style items grouped together.

## Editing a Style

Existing styles can be edited to add/delete items, rearrange the order in the style grid, or make general edits to pricing and other information fields.

### To edit an existing style:

**1** Open the item list and select an item from within the style you want to edit.

**2** Select Edit/Add Style from the I Want To menu to display the Edit Style window.

**3** In the Item Details section, make any necessary edits to the appropriate fields. Remember that the values initially displayed are those of the specific item that was selected when the Style window was entered, so changing the values to fields in the Item Details section changes the field value for all members of the style.

**4** To edit item sizes/attributes, click a column or row header in the grid and type a new entry. Note that editing a size/attribute definition in the grid changes the definition for all items in that column or row. Select Change Size/Attribute Label in the confirmation dialog displayed to proceed.

**5** To add a new size or attribute, select an available cell labeled Click To Add and type the new label. Enter 0 (zero) in the new cells created to add the item to inventory.

| Attribute ⇩ | Size ⇨ | | | | | | |
| | LRG | XL | XSML | SML | MED | Click to Add | Total |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Grey | 22 | 0 | 0 | 0 | 0 | | 22 |
| Black | 0 | 0 | 0 | 0 | 0 | | 0 |
| Navy | 0 | 0 | 0 | 0 | 0 | | 0 |
| Red | 0 | 6 | 0 | 0 | 0 | | 6 |
| Click to Add | | | | | | | |
| Total | 22 | 6 | 0 | 0 | 0 | | 28 |

**6** To delete, move, or rearrange rows or columns or to save the grid as a new template, right-click a column or row header and choose the appropriate action from the pop-up menu.

- Auto-Arrange orders columns/rows numerically or alphabetically.
- Auto-Adjust adjusts all column widths to the width of the longest entry.

**7** To edit the on-hand quantity of a style item, click in a cell and enter the new value. Manually editing a quantity in a style results in Point of Sale creating an adjustment memo. If you've chosen to integrate the two programs, the adjustment is sent to QuickBooks financial software to update your inventory value.

**8** Select Save.

**N O T E:**  You can edit style items individually in the New Item or Edit Item form (versus directly in the Edit Style window). If you edit the Dept Name or Item Name for an item that is part of a style, Point of Sale will ask whether you want to have that edit to affect the entire style. Select Yes to update the entire style or No to update only the item. If you update only the item, then that item will no longer be part of the style.

## Deleting a Style or a Style Item

You cannot delete a style (or an item) if any of the style items are included in an assembly or group item or if they are included in a defined discount price, until they are removed.

This process should be carried out with caution so that items with on-hand quantities or that are listed on active documents are not accidentally deleted. When you delete an entire style, all items in the style are deleted.

If there were quantities on hand for the item(s) deleted, Point of Sale creates an adjustment memo to update your inventory value.

### To delete an entire style:

**1** From the item list, select the Item and select Edit/Add Style from the I Want To menu.

**2** Select Delete from the toolbar.

**3** Select Delete Entire Style from the drop-down list.

**4** If any style item still has a quantity on hand or is listed on an open order, a warning appears. Confirm the deletion or select Cancel to exit without deleting.

**5** Enter **YES** in the Delete confirmation dialog box.

### To delete a style item:

**1** Display the style in the Style window.

**2** Highlight an item (cell) in the style grid.

**3** Select Delete from the window toolbar.

**4** Select Delete Selected Item Style from the drop-down list.

Or

Select an item in the style grid, right-click, and then select Delete Item.

**5** If the item still has a quantity on hand or is listed on an open order, a warning appears.

## Using Style Templates

You can create and name a style grid to suit your own needs. These customized (user-defined) styles are referred to in Point of Sale as style templates. Each template that you create can be used for an unlimited number of styles. While you can create each style grid from scratch in inventory, using style templates makes the process much faster because all the predefined sizes and attributes are automatically added to the new grid for you.

For example, if you sell several lines of shoes that tend to have common and repeatable sizes and colors, you can create a shoe template with all of the common sizes and colors represented. Each time you add a new style of shoes, you attach the shoe template to the style to simplify the task.

During the Setup Interview, you may have elected to install default style templates typical for your type of business. If so, you can apply one of the predefined templates to styles as you add them. You can also create new templates or edit your existing templates. Both procedures are outlined in the following sections.

If a template contains any sizes or attributes that you do not need for a particular style, you do not have to define items for those cells. An inventory row will be assigned only to those cells where you enter a quantity.

### To create a new style template:

**1** From the New Item or Edit Item screen, click Edit/Add Style, located on the Item Info tab. This opens the Edit Style window.

**2** From the Edit Style window, select <Add New> from the Select A Style Template drop-down list.

| Select a Style Template | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Size ⇨ | < Add New > | | | | | |
| Attribute ⇩ | LRG | X New Template 1 | | | MED | Click to Add | Total |
| | | Sweatpants | | | | | |
| Grey | 22 | 0 | 0 | 0 | 0 | | 22 |
| Black | 0 | 0 | 0 | 0 | 0 | | 0 |
| Navy | 0 | 0 | 0 | 0 | 0 | | 0 |
| Red | 0 | 6 | 0 | 0 | 0 | | 6 |
| Click to Add | | | | | | | |
| Total | 22 | 6 | 0 | 0 | 0 | | 28 |

**3** The Select A Style Template window is displayed with a new blank template called "New Template 1," as shown in Figure 6-4.

**4** The new template is highlighted in the style template list. Enter a name for the new template.
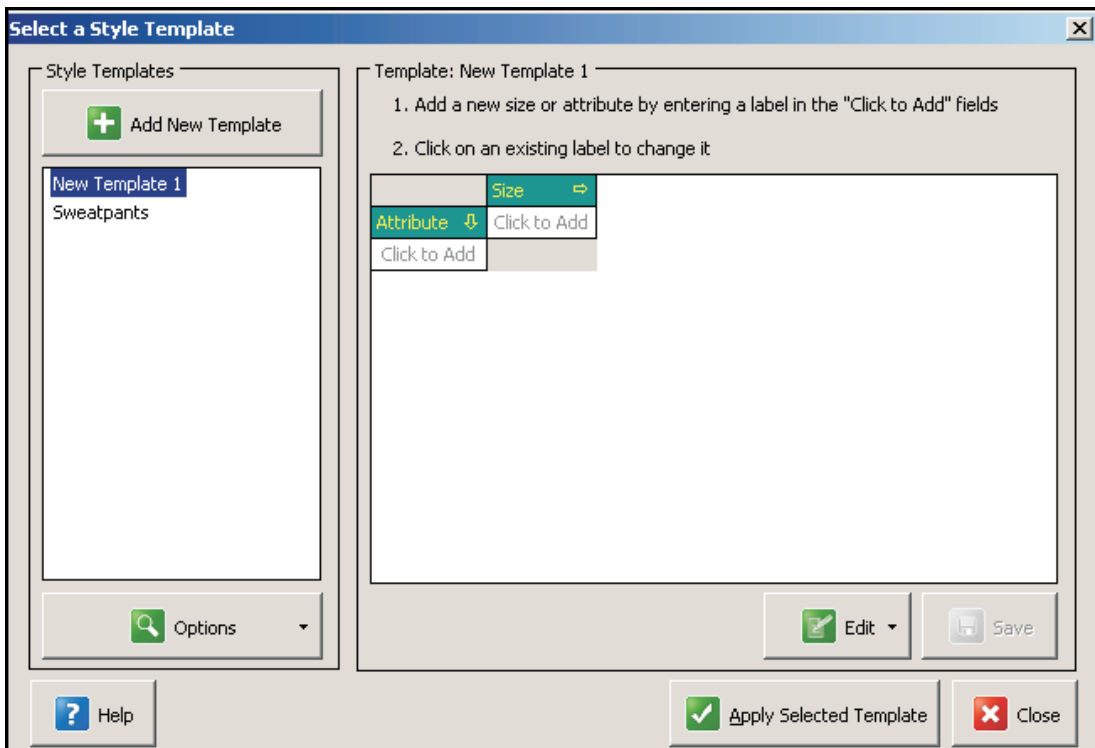


**FIGURE 6-4** The Select A Style Template window

**5** Select the Click To Add cells on the grid to enter item attributes and sizes for the style.

**6** Select Save.

Or

If you want to apply this template to the style you are working on, select Apply Selected Template.

**TIP:** If an existing template is similar to the one you want to create, highlight it and then select Copy Selected Template from the Options drop-down menu. Edit the new template as needed and then save it with a unique name.

It is not required that you make entries on both axes of the template. If your merchandise is only consistent on one attribute, make entries on only one axis of the template. You can add attributes for the other axis, if needed, for each style in inventory.

The Edit menu under the displayed template grid contains choices to move or delete columns or rows and to undo edits.

### To copy, rename, or delete an existing style template:

**1** From an existing item record, click Edit/Add Style, located on the Item Info tab, to open the Edit Style window.

**2** From the Edit Style window, select the magnifying glass icon to the right of the Select A Style Template field. The Select A Style Template window opens.
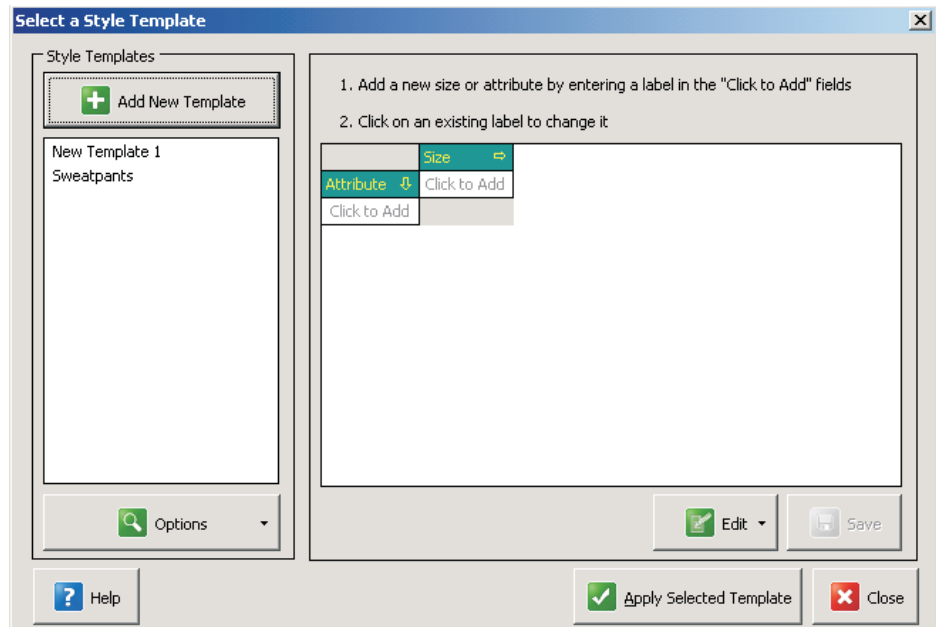
**3** Select a template from the Style Templates list and complete actions as needed using the Options drop-down menu in the Select Style Template window.

## Adding Pictures to Item Styles

If item pictures are turned on, pictures can be associated with an entire style. This is often more efficient than associating individual pictures to each item. If you already have a picture associated with an item in a style and then associate a picture with the style, the individual item's settings are overwritten and the style picture will be displayed for that item.

**To add pictures to a style:**

**1** From any item record within the style, click Edit/Add Style. The Item Pictures area is displayed on the right above the style grid.
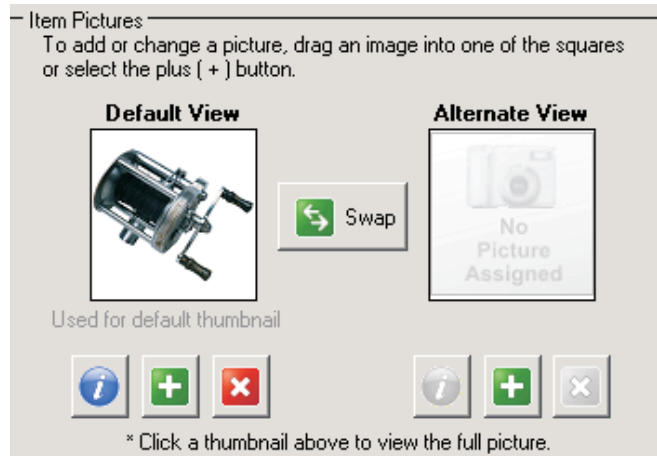


**2** Click the Plus button to open the window, browse to the image file, and double-click the file to select it.
**3** Select Yes when asked to add the picture to all items in the style.
**4** Select Save.

## Item Assemblies and Groups

Item assemblies and groups provide you with two ways to sell multiple items at one time by listing a single item on a sales document. Asking yourself the questions that follow will help you to decide which of these two item types is more appropriate for your situation.

- Do you want to physically prebuild an item you are selling from your existing inventory and have Point of Sale automatically remove the individual component items from inventory?
- Do you want the component items that make up the item you are selling to remain available for individual sale?
- Do you want the individual items that make up the item you are selling printed on customer receipts or just the set as a single item?
- Do you sell more of the items individually or in the set?

In addition, there are some key differences between Assembly and Group items that you should know about. They are outlined for you in Table 6-1.

## Using Assembly Items

An assembly item is an item that is itself composed of two or more other inventory items and sold as a set. For example, a "New Mom and Baby" Gift Basket could be defined as an assembly item made up of a basket, and various novelty items, all of which exist in your inventory as individual items. So the idea is you're "building" assembly items from existing items in inventory (also referred to as the component items). An assembly item can also be a component item of another assembly.

When you build an assembly, the on-hand quantity of each component item is reduced by the quantity of the item included in the assembly, and the on-hand

| Option | Assembly | Group |
|---|---|---|
| Prebuilt? | Yes* | No |
| Can you sell component items individually? | No* | Yes |
| Can you include assembly items as components? | Yes | Yes |
| Can you include group items as components? | No | No |
| Can assembly/group items be printed on receipts? | Yes | Yes |
| Can assembly/group prices be printed on receipts? | Yes | Optional** |
| Can component items be printed on receipts? | No | Yes |
| Can component item prices be printed on receipts? | No | Optional** |
| Can include both taxable and non-taxable items? | No*** | Yes |
| Can a discount price be defined for this item? | Yes | Yes |
| Can you track cost and quantities? | Yes | No**** |

\* Quantities of component items not prebuilt into assemblies can be sold individually and built assemblies can be broken, freeing the component items for individual sale.
\*\* Set by preference.
\*\*\* The assembly item has a single tax code, taxable or non-taxable; the entire assembly is taxed according to this code.
\*\*\*\* Quantities and costs of group component items are tracked individually, not as a group.

**TABLE 6-1**   Key Differences Between Assembly and Group Items

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

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

### To define and build an assembly item:

**1** Be sure each component item has been added to inventory.

**2** With your item list displayed, click the New Item button on the toolbar. The New Item window is displayed.

**3** In the Item Type field, select Assembly.

**4** Specify a Department Name and, optionally, a vendor.

**T I P :**   If the items included in the assembly are from more than one department, you might want to set up a new department called Assemblies to track and report the sale of assembly items.

**5** Enter a descriptive name for the assembly in the Item Name field, e.g., New Mom and Baby Gift Basket.

**6** Enter information in other fields, keeping the following in mind:

- You cannot enter an On-Hand Quantity or Average Unit Cost. Note that these fields are shaded and uneditable. Point of Sale automatically calculates and fills in these fields once you have built the assembly. The average unit cost is calculated as the sum of the costs of the component items. This cost is recalculated each time you build additional assemblies.

- You can enter a selling price. If a price is not entered, Point of Sale will auto-fill the field as the sum of the component item prices after they are added. You can always edit the price later, if needed.

- Be sure to enter a Tax Code (either taxable or non-taxable). The tax due will be computed on the total price of the assembled item according to this code. Use your own judgment and observe local tax regulations if mixing taxable and non-taxable component items in an assembly.

- You can specify a Reorder Point value if you want to be reminded that additional assemblies need to be built on Build Point reports.

**7** You are now ready to add the assembly components.

**8** Click the Edit/Add Items In Assembly button located at the top of the Item Info tab. The Assembly components window is displayed. The previously entered

information is shown in the top pane, and the Assembly item list is in the lower pane (Figure 6-5).

**9** Add the component items to the assembly as you would add an item to any Point of Sale form.

**10** When all the component items and quantities have been entered, click Build Assembly. If you do not have sufficient quantities of an item to build the assembly item, Point of Sale will inform you which items you are missing.

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

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

**13** Specify the number of assemblies you would like to build and then select Build.

The on-hand quantity of the assembly item is increased by the quantity you choose to build. The on-hand quantity of each component item is reduced by the total number included in the built assemblies.

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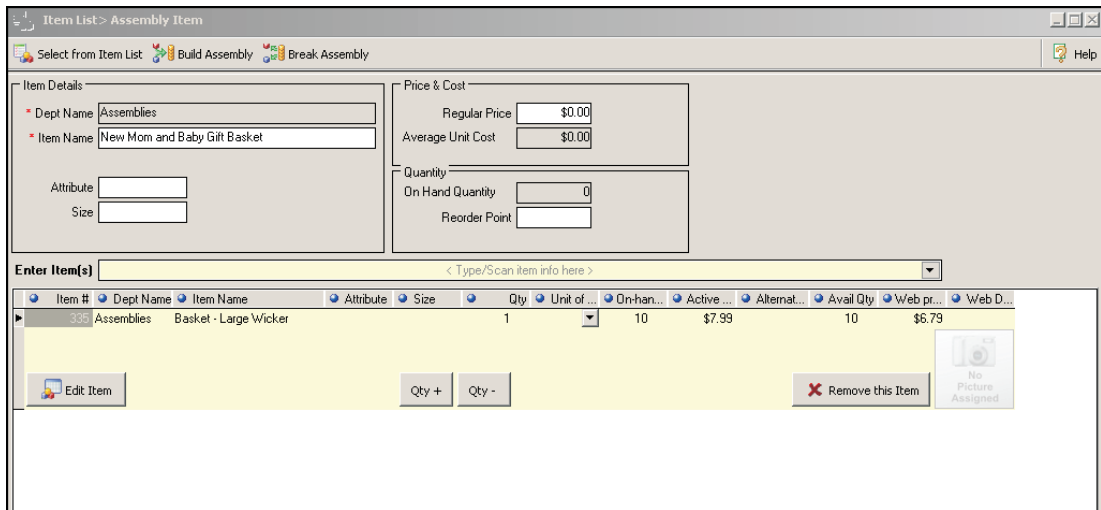


**FIGURE 6-5**   Building an assembly item

## Breaking an Assembly

Breaking an assembly makes the component items available again for individual sale.

**To break an assembly:**

**1** Highlight or display the assembly item.

**2** Select Edit/Add Items In Assembly from the I Want To menu.

**3** Click the Break Assembly button.

**4** (Pro Multi-Store) You are prompted to specify the store for which you are breaking the assemblies.

**5** The Break Assembly dialog displays the number of existing assemblies that can be broken.

**6** Specify the number of assemblies you would like to break and then click the Break button in the dialog.

**N O T E :**   If an assembly item includes a second assembly item as one of its components, then breaking the first assembly does not break the second assembly contained therein. Breaking an assembly reduces the on-hand quantity of the assembly item by one (for each assembly broken) and increases the on-hand quantity of each component item by the total number included in the broken assemblies.

## Editing Assembly Items

Assembly item descriptive fields—price, vendor, and so forth—can be edited at any time using standard inventory editing procedures. If it is necessary to make changes to the component items of an assembly, all previously built assemblies must be broken before the changes can be made.

**To edit components in an assembly item:**

**1** Break all existing assemblies as described in the preceding section.

**2** (Pro Multi-Store) You must break all existing assemblies for all stores before you can make changes to component items. Remote stores should discontinue selling this assembly item until you make changes and conduct a Store Exchange to update their inventories.

**3** Add, delete, or edit the component items as desired.

**4** Select Save to record your changes.

**5** Rebuild assemblies as needed using the build procedure described earlier in this chapter.

As with editing an assembly item, deleting an assembly item also requires that you first break all existing built assemblies and remove the component items in the Assembly components window.

**To delete an assembly item:**

**1** Break all existing assemblies and remove all component items as described earlier and then select Save.

**2** Select the assembly item in the item list, and then select Delete Item(s) from the I Want To menu, or select the assembly item in the item list, right-click, and then select Delete Item(s).

**3** Confirm the deletion. The item will be deleted and cost/quantity memos created to adjust inventory.

# Using Group Items

In a strict sense, a group item is not really an item at all, even though it is defined in inventory in the same manner as other items. Rather, it provides an efficient method to list and sell two or more items, at a defined group price, by entering or scanning the group item's identifier (UPC, Alternate Lookup, or Item Number) on a document.

Group items differ from assembly items in several important ways:

• Groups are not prebuilt, meaning the component item quantities included in a group remain in inventory and can be sold individually.

• Quantities, costs, etc., are tracked for the individual component items and not for the group item.

• Each item in the group can be taxed differently according to the tax code assigned to the individual item.

• The printed receipt given the customer can include the group price, the individual item prices, or both.

• One group item cannot be a component of another group; any other item type is allowed in the group.

## Defining Group Items

Use the following steps to create and define a Group Item.

**To create and define a Group Item**

**1** Be sure all individual items to be in the group have been added to inventory individually, following normal procedures.

**2** Open the item list, and then select New Item.

**3** Select Group from the Item Type field.

**4** Enter a Dept Name (department). If the items to be included in the group come from more than one department, you might want to set up a new department called Groups to track and report the sale of group items.

**5** Enter a descriptive name for the group in the Item Name field.

**6** Enter information in other fields:

- You cannot enter an On-Hand Quantity, Unit Cost, Average Unit Cost, or Reorder Point for a group item.
- Optionally, enter a Regular Price. If a price isn't entered, Point of Sale will auto-fill the field using the sum of the component item prices after they are added. You can edit the price later, if needed.
- Any other fields appropriate for the item. Refer to Information Fields in Appendix A if you need more information on these other fields.

**7** Click the Edit/Add Items In Group button.

**8** The Group components window is displayed as shown in Figure 6-6. The previously entered information is shown in the top pane, and the Group item list is in the lower pane.

**9** Use standard item listing procedures to add the group component items and quantities.

**10** Select Save.

### To edit a group item:

**1** Locate the group item in your item list and select Edit Item.

**2** Make changes to the editable fields as needed on the item form.

**3** To make changes to the individual components, select Edit/Add Items In Group and use normal procedures to add, delete, or edit the quantity of each component item.

**4** Select Save.
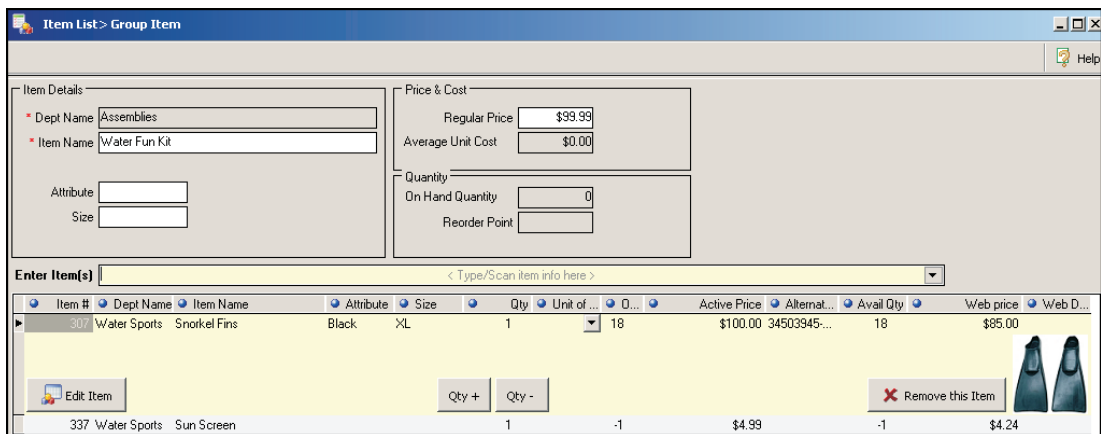


**FIGURE 6-6** Building a group item

## Selling a Group Item

When a group item is listed on a sales receipt or on a customer order, all included items are listed, and the price of each item is proportionally discounted, as necessary, so that the total equals the group price defined in inventory. Figure 6-7 shows group items and their proportional discounts as they appear on a sales receipt window. Individual item prices can be further edited on the document, if needed.

By default, the individual prices of the items in the group and their discounts are printed on a customer's sales receipt, but the group item price is not. You can change this setting, and control which prices are printed on receipts, via company preferences. Figure 6-8 shows a printed receipt using the default setting.

From the Edit menu, select Preferences | Company | Sales. Then select from the following options from the When Printing Group Item On Receipt Or Order drop-down list:

- Print Group Price Only
- Print Item Prices Only
- Print Group and Item Prices



**FIGURE 6-7**    Group items as they appear on a sales receipt window

```
7/8/2010 9:36 PM              Sales Receipt  #387
Store:  HQ
                      Al's Sports Hut
                         573 Main Street
                       Boston, MA 01890
Cashier:  Sysadmin

Item Name                Qty     Price  Ext Price
Bike Package              1                       T
Bicycle: Mountain         1   $628.02   $628.02 T
 Silver        17             D%  8.98%
Bike Helmet               1    $70.98    $70.98 T
 White       Large            D%  8.99%
                              Subtotal:   $699.00
         Local Sales Tax    7.5 % Tax:  + $52.43
                         RECEIPT TOTAL:   $751.43

        Cash: $751.43

           Total Sales Discounts:      $68.98

        Thanks for shopping with us!
```

                              387



**FIGURE 6-8**    Group items as they appear on a printed sales receipt

# Working with Your Inventory

The preceding three chapters have covered what you need to do to set up your inventory; the conventions the program uses to track inventory quantities, costs, and selling prices; and how Point of Sale uses features like styles, assemblies, and groups to make it easier for you to sell and keep track of the merchandise you sell. In this chapter some Point of Sale features that you'll likely use on a regular basis to work with your inventory are discussed.

# Locating an Item

Items can be quickly located in your item list by filtering, searching, sorting, or scrolling in the list. While each of these procedures is summarized in the steps that follow, you can refer back to Chapter 2 if you need a more detailed explanation.

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

**To filter your list:**

**1** Display your item list and then select one of the following options from the View drop-down list at the top of the Item List window:
- All Items (this is the default view when you open your item list)
- Only Items With Images
- Only Items Without Images
- <Create Filter> to filter your list by new criteria and optionally save the filter for future use
- Manage Filters to edit, rename, delete, or rearrange the order of your previously saved filters

**2** If creating a new filter, review and/or enter criteria values in any of the available fields and then select Apply (or Save if you want to memorize the new filter). Your list is now filtered by your selected criteria. Once memorized, custom filters can be deleted or edited (either the name or the filter criteria themselves) at a later date by selecting the Manage Filters option.

**To find an item by sorting and/or scrolling:**

**1** Select the column by which you want to sort the list by clicking or touching (for touchscreen users) the header of that column.

**2** To sort by multiple columns, select Sort List | Sort On Multiple Columns from the View menu. Enter up to three sort fields and select Apply.

**3** Immediately begin typing the first few characters of the column value you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted. You can also use the vertical scroll bar to scroll through the list. The visual scrolling indicator displays your progress

as you move through the list. Release the mouse button when the value you are looking for is displayed.

**To search for an item:**

**1** Enter the keyword or keywords by which you want to search in the Find Item field located at the top of your item list and then click the magnifying glass icon to the right of this field. This opens the Find Item window in which all matching items are displayed. From here you can select the correct item, search again with new keywords, or choose to add a new item.

**2** Select Advanced Find Options to narrow your search criteria by specifying a specific search field, multiword search rules, and other options.

# Editing an Item

The Edit Item feature should only be used to change information about an item that does not affect the current value of that item in inventory, such as descriptions, department and vendor assignments, UPCs, and alternate lookups.

**To edit an item:**

**1** Highlight an item in your item list and select Edit Item from the window toolbar.

**2** Navigate through the fields, making necessary edits.

**3** Select Save.

If you want to edit several items at once, it may be easier to do so in list edit mode. List edit mode allows you to make edits directly in the item list. Your edits are saved as you move from row to row. To turn list edit mode on, click the small down-arrow next to the Edit Item icon and select Turn List Edit On, as shown in the following illustration (or select Turn List Edit On from the Edit menu). When

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**➤➤ FYI**

## Editing Item Quantity or Cost

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

done, select Turn List Edit Off in the same manner. Leaving the item list also turns off list edit mode.

| | Item # | Dept Name | Item Type | Item Name | Item Description | Attribute | | Regular Price |
|---|---|---|---|---|---|---|---|---|
| | 103 | Men's Apparel | Inventory | Sweatpants | Fleece | Navy | | $21.99 |
| | 102 | Men's Apparel | Inventory | Sweatpants | Fleece | Black | | $21.99 |
| | 101 | Men's Apparel | Inventory | Sweatpants | Fleece | Black | | $21.99 |
| | 100 | Men's Apparel | Inventory | Sweatpants | Fleece | Black | | $21.99 |

# Deleting an Item

This process should be carried out with caution to ensure that you don't accidentally delete items with an on-hand quantity or ones that are listed on open order documents.

If you're a Pro or Pro Multi-Store user, items that are part of an assembly or group item, or that are assigned to a discount price in Price Manager, cannot be deleted unless they are first removed from these configurations.

### To delete an item or items:

**1** Select the item you wish to delete from the item list. You can select multiple items by holding down the CTRL key while selecting the items.

**2** Select Delete Item(s) from the I Want To menu. A confirmation window shows the status of the item(s) you are deleting. Warnings are shown if the item has an on-hand quantity or is listed on an active order document.

**3** Select Delete.

If you delete an item with an on-hand quantity, Point of Sale creates a quantity adjustment memo to send to QuickBooks Financial software. Once the memo is created, you can locate this adjustment memo by selecting Quantity Adjustment History from the Inventory menu located on the menu bar. Open the memo in its form view and in the Comments field, enter the reason for the deletion. Refer to the section "Using Adjustment Memos to Adjust Quantities and Costs" in Chapter 19 for more information about adjustment memos.

**➡ FYI**

## Adding Deleted Items Back to Inventory

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

# Merging Item Records

You may sometimes discover that an item has been entered into your inventory more than once. The Merge Items feature allows you to correct this error by combining these multiple entries into a single item record. You choose which item record to keep and which to discard.

When the items are combined, the quantities are added together; however, all other values, such as cost and price, are retained from the item you elected to keep. If the item you are discarding appears on any of your history documents, such as sales receipts, it is replaced on these documents with the item you have selected to keep.

There are other important things you need to consider when merging items:

- The items to be merged must be of the same type. For example, you cannot merge an inventory item with a service item.
- Only two items may be merged at once.
- The merged items will not be synchronized with your QuickBooks Financial software inventory or history, nor will costs be recalculated for items already sold. However, if merging has changed the valuation of your inventory, such as when there is a difference in average cost of the merged items, this will be updated in your financial software by cost adjustment memos.
- If you print price tags and there was a price difference between the merged items, you need to review and print new price tags if necessary.
- (Pro) If you are discarding an item that is part of a group or assembly item, it will be replaced in the group or assembly with the item you are keeping. If you are merging two assembly or group items, they must include identical component items.
- (Pro and Pro Multi-Store) Merging items can only be done at Headquarters. Inventory will be updated at the remote stores during the next Store Exchange; however, item history at your remote stores is not updated to reflect the merged items.

### To merge duplicate items:

1. From the item list (the merge duplicate items process is only available while in the list view), select the two items you wish to merge. Do this by selecting the first item and then holding down your CTRL key and selecting the second item.
2. (Pro Multi-Store) You can also initiate an item merge from the Duplicate Items reminders screen.
3. Select Merge Inventory Items from the I Want To menu. The Merge Items window is opened with the two items entered (see Figure 7-1).
4. Ensure that the items displayed in the Merge Items window are the correct items.
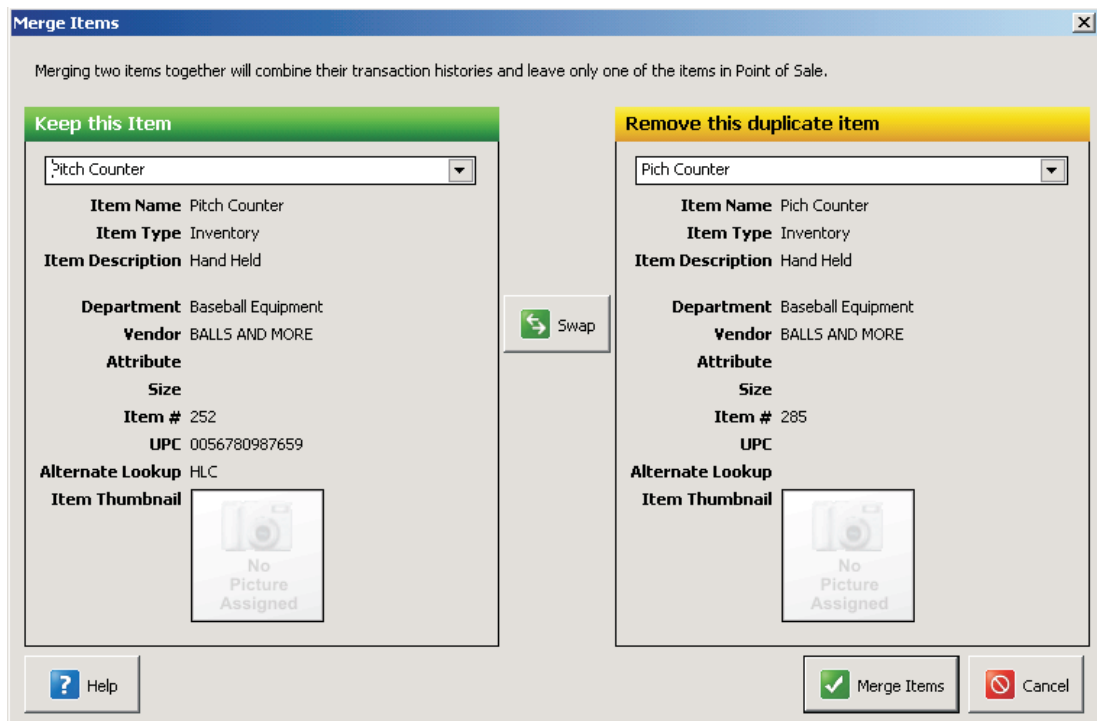
**FIGURE 7-1**   Merge Items window

⑤ Make sure the item you want to keep is listed in the Keep This Item column on the left and the item to be discarded is in the Remove This Duplicate Item column on the right. If necessary, click the Swap button to reverse the item positions. You can use the drop-down item list to select other items if one or both of the displayed items are wrong.

⑥ Click the Merge Items button. A confirmation dialog is displayed showing the various documents and records that will be affected by the merge.

⑦ Select Merge Items to complete the task.

## Using Inventory Reminders

The Inventory Reminders feature helps you track and manage your inventory by alerting you to situations that may need your attention, such as when item quantities fall below their reorder points. The reminders available depend on the level of Point of Sale you use and, in a Multi-Store configuration, whether you are a Headquarters or a remote store.

The types of reminders available at each Point of Sale program level are

- **At all levels**   Reminders to reorder items at or below their reorder points
- **At the Pro and Pro Multi-Store levels**   Reminders for item price changes, new items added to inventory, and filling of customer orders
- **At the Pro Multi-Store level only**   Reminders for duplicate items added to inventory

These reminders are a handy way to communicate price changes and new items to remote stores. Refer to Chapter 28 for more information about the Reminders features that are unique to a multi-store configuration.

## Receiving an Alert When Reminders Are Available to View

A Reminders icon appears on the Point of Sale status bar (located at the bottom of your screen) at each workstation. Clicking this icon takes you to the Reminders window. From there you can double-click any item or document in the list to display that record. You will find a description of each type of reminder in the following sections.

### To access the Reminders window:

You can do this in one of two ways:

- The first method is by selecting the Inventory menu from the text menu bar and then selecting Reminders.
- The second method is by clicking the Reminders icon located on the Point of Sale status bar located at the bottom of the window (as shown in Figure 7-2). At this point, the Reminders window opens.

Select one of the reminder tabs available to display the items that need attention.

### To print the displayed reminders list:

**1** With the reminders list open, select the tab you want to display.
**2** Select Print from the toolbar, and the print option you want.

## Reorder Items Reminder

The reorder tab displays all items whose combined on-hand quantity, order quantity, and, for Pro users, available quantity have fallen to or below their reorder points. This screen can help you identify those items you need to reorder from your vendors. When you complete a purchase order to reorder an item, it is removed



**FIGURE 7-2**   The Reminders icon as seen on the Point of Sale status bar

from the reorder reminders list. You can base item reorder reminders on the on-hand quantities or the available quantities. You can also have Point of Sale suggest and generate purchase orders to order these items. Refer to Chapter 5 for more information about using reorder points for your inventory items.

## New Items Reminder (Pro)

The New Items tab, located in the reminders list, displays new items added to inventory. This screen alerts users to prepare the store for the arrival of these items. Monitoring this list also allows your associates to better serve customers by letting them know what new merchandise is coming soon. Tags can be printed from this window. The items on this list should be removed as they arrive at the store so that the list remains current and useful.

### To select new items to print or remove:

**1** From the I Want To menu choose
- Select All to select all items on the list
- Select None to clear (uncheck) all previously selected items
- Select item(s) in the list and then select Remove Selected Items to delete the selected items

**2** Choose Item List or Print Tags from the Print menu to print the selected items.

## Price Changes Reminder (Pro and Pro Multi-Store)

The Price Changes tab displays item price changes. Both the Old Price and the New Price are displayed in the list. This option reminds you to update your price tags so that your inventory records and the tagged items on the shelf match. The items on this list should be removed after you review and print tags so that the list remains current and useful.

### To select items to print or remove:

**1** From the I Want To menu choose
- Select All to select all items on the list
- Select None to clear (uncheck) all previously selected items
- Remove Selected Item(s) to delete the selected items from the list

**2** Choose Print Tags from the Print menu to print price tags for the selected items.

## Fill Customer Orders Reminder (Pro)

The Fill Customer Orders tab displays customer orders, which can be filled with received items. Monitoring this list also allows you to better serve customers by filling their orders as soon as the ordered merchandise is available. You can select to view orders that can be partially filled, or only orders that can be completely filled. You can print a Fill Order Report that details all selected orders, or you can print an item pick list that details the items you wish to set aside to fill the customer orders.

**To select orders for print options:**

**1** Choose individual items by selecting the corresponding check box to the left of the item.

**2** Choose Auto-Select Orders from the I Want To menu to select all orders on the list that can be filled, based upon a date priority of filling oldest orders first.

**3** Select Clear All Orders from the I Want To menu to clear (uncheck) all previously selected orders.

**4** Click Print in the menu then Fill Order Report or Print Item Pick List to print these reports.

# Viewing Item History

Item history allows you to view summarized statistical data for an item as well as a listing of all transactional documents that have affected the item quantity or cost.

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

**To access an item's history:**

**1** Highlight or display an item record from within the item list.

**2** Select Collapse at the top of the item list. The Item History tab is displayed by default in the Item Information panel as shown in Figure 7-3.

## ➡ FYI

## Tips for Working in the Item History View

The Qty Change column lists the effect of a document on the item's on-hand quantities. For example, a sale results in the on-hand quantity being reduced; therefore, the Qty Change is a *negative* number, while receiving would result in a *positive* number. The New Qty column displays a running total of the on-hand quantity, after being adjusted by the document.

If the item is listed multiple times on a document, such as a customer exchange for the same item, the document is listed twice—once for the return (as a positive quantity) and once for the new sale (as a negative quantity).

The entire history can be printed by selecting Print History from the I Want To menu.

You can drag and drop column headers to rearrange their order in the list.

Press F5 to refresh the screen if transactions have been made while open.
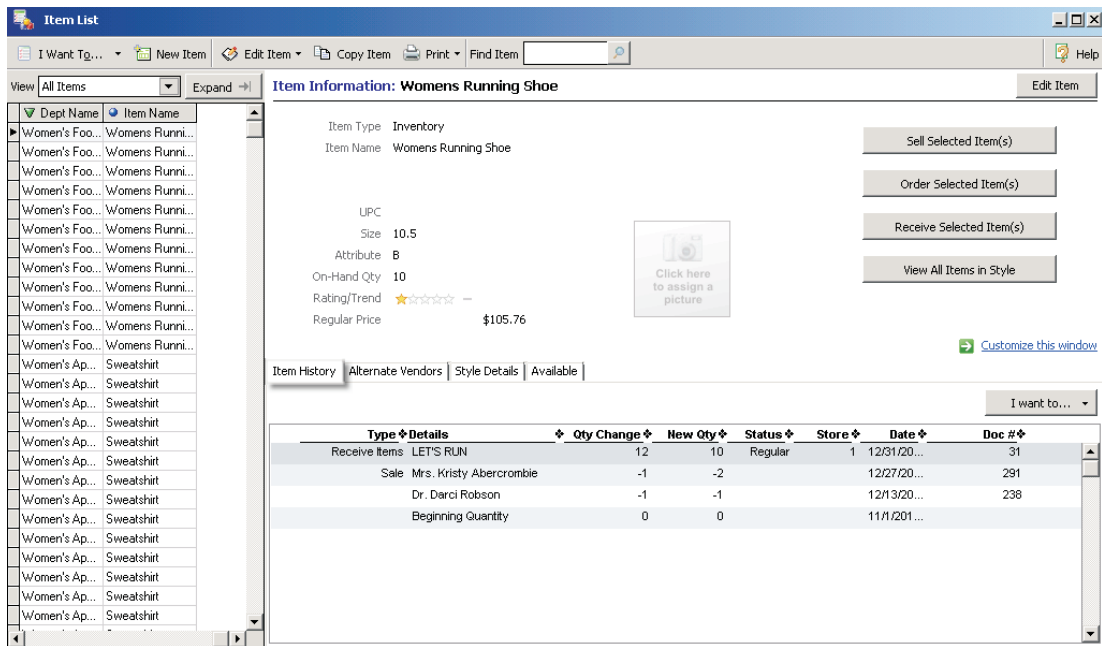
**FIGURE 7-3**    The Item Information panel

### To view a document listed in the item history:

❶ Locate the document in the history list.

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

# Inventory Ratings and Trends

Point of Sales uses ratings and trends to help you track the performance of your inventory items right from your inventory list.

- Ratings use a five-star system, with five stars indicating your best performers.
- Item trends compare the current period with the prior period and are indicated by up/down arrows.
- Select or mouse over a rating or trend field to display a pop-up giving more detailed information for the item.

## How Ratings Are Calculated

Rating stars represent 20 percent increments between the highest and lowest values for the category being rated. For example, if the rating is based upon sales quantity, the highest item sales are 100, and the lowest item sales are 1. Any item selling 81–100 units during the period is rated five stars. Likewise, an item selling 1–20 units in the period would receive a rating of one star. Items with no sales receive no stars, and those with no data (such as new items) display question marks as their rating.

## How Trends Are Calculated

For trends to be effective, set your time period to a maximum of 499 days. The memory period for this feature is a maximum of 999 days, and for a trend to be meaningful, Point of Sale needs to be able to look at two full periods within that time frame. A single arrow means a change up or down of 1–50 percent; a double arrow indicates a trend of more than 50 percent.

➡ **FYI**

## Viewing the Rating and Trends Columns

You may need to arrange your columns when viewing the list to position the rating and trends columns where they can be easily seen. See "Working with Lists and Forms" in Chapter 2 for more information on rearranging columns.

**To set your preferences for ratings and trends:**

**1** From the Edit menu (on the Server Workstation), select Preferences | Company.

**2** Select Ratings & Trends from the list on the left.

**3** Use the check boxes to turn on Ratings & Trends.

**4** Select the value on which you want calculations based and the time period.

**5** Select Save.

# Custom Inventory Fields (Pro)

Pro-level users have the ability to define five custom fields for inventory items. These fields can be used to record other item information important to your business. For example, a custom field might be used to record vendor-required identifiers that aren't suited for other Point of Sale item fields. Once defined, custom fields can be added to the item list and be used for filtering and reporting purposes. Select the Custom tab, then Define Fields, from within the item record to set up and use custom item fields. Using Print Designer, custom fields can be added to your printed documents and tags. For more about using Print Designer, refer to Chapter 32.

# Serial Number Tracking (Pro)

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

**To use serial number tracking:**

**1** In the item list, specify those items for which you want to record serial numbers by selecting the check box for Serial # Tracking (located on the Additional Info tab of the item form).

**2** When listing these items on documents (except purchase orders and cost memos), you are prompted to enter a unique serial number for each unit being processed (see Figure 7-4).

Figure 7-4 is representative of the window displayed when a single unit is listed on a document. If listing multiple units of an item for which you record serial numbers, the window allows you to enter one serial number for each individual unit being processed.
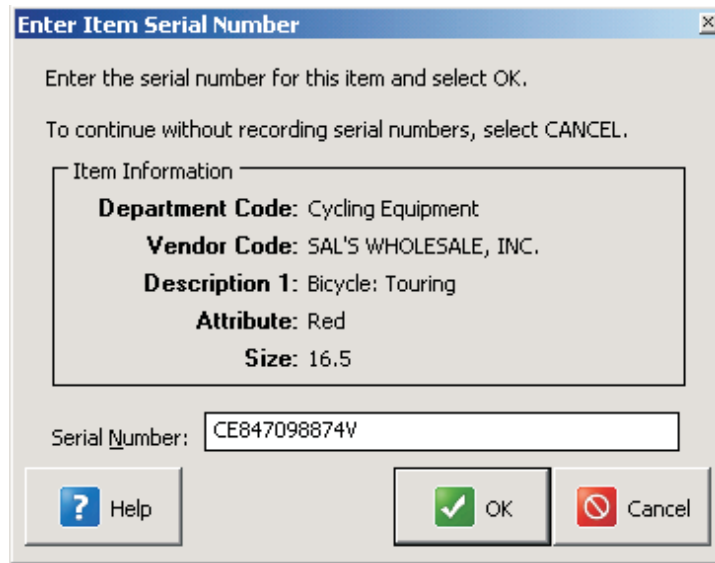
**FIGURE 7-4**   The Enter Item Serial Number dialog box

Each unit of an item with serial numbers recorded is listed on a separate line in the document item list. The serial numbers entered are saved and printed with the document. If serial numbers are recorded on a layaway or sales order, they are carried to the receipt when the items are sold.

## Optional Serial Number Recording

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

**To manually record serial numbers on a document:**

❶ List the item in the normal fashion.

❷ Click the Edit Item button to open the Item Information window.

**③** If a single unit is being listed, enter the item serial number in the Serial # field. If multiple units are sold, enter the first serial number, and then click OK to enter the serial numbers for the additional units.

**NOTE:** If you increase the quantity of a serial number item on a document after having entered a serial number, you will be prompted to enter numbers for the new quantities added.

## Searching for a Document by Serial Number

Once it is saved, you can locate a document from history by searching by serial number. You can enter the serial number as the search keyword in the Find Receipts field located at the top of the sales history list.

# Printing Your Item List and Tags

In addition to printing inventory (price) tags, you may also have the need to print some or all of the items in the item list.

**To print from your item list:**

**1** Display your list.

**2** Select the item(s) you wish to print. To print a group of records, filter your list to display only those and select all displayed.

**3** From the Print menu, select Print Item(s). You'll see two options: print all displayed items or only selected items.

## Printing Price Tags

Tags printed from inventory always print with your regular item price.

**To print tags:**

**1** Highlight or display the item for which you want to print tags. If you want to print tags for a group of items, use a filter to display just those items or hold down your CTRL key while clicking the desired items.

**2** From the Print menu, select Print Tags. The Print dialog is displayed.

From the Print dialog you can choose to print tags either for all items or for the selected item (as previously described). You can also click the More Options button to tell Point of Sale about the type of label you are using.

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

If you use Price Manager (covered in Chapter 5) to mark down prices, you can print markdown tags showing both old and new prices to demonstrate the savings to your customers.

## Inventory Reports

Inventory reports can not only show you the current status of your inventory but can also provide you with inventory status for any previous date. With these reports you can track on-hand quantities and costs as well as determine the valuation of your inventory for a specified date. Inventory reports can be accessed from the Report Center by clicking the Reports icon on the Point of Sale toolbar, then selecting the All Reports tab, and, finally, selecting Items from the left side. Or, from the Reports menu, select Items and then any one of the available reports. These reports, like all others in Point of Sale, can be modified to meet your needs. Refer to Chapter 20 for more information about modifying reports to get the information you need.

# Part III

# Sales and Customer Management

# Sales Basics

In this chapter you're introduced to the sales process in Point of Sale and also to the program features related to making sales and setting up sales tax. Chapter 10 provides a more detailed discussion of sales transactions, including how to list items on receipts and apply discounts at the time of the sale, while Chapter 15 discusses how you can use Point of Sale to sell online.

# Sales Overview

Point of Sale uses a form called a *sales receipt* to record a sale. When you sell an inventory item on a sales receipt, the on-hand quantity for the item is automatically reduced by the number sold, while the total value of your inventory is reduced accordingly, based on the number sold times the average cost of the item(s).

In addition to the detailed information about the item(s) sold, the sales receipt also captures details about the payment type used and any discounts offered on the sale. A sales receipt can also be used to track the cashier and/or sales associate ringing in the sale, the name of the customer making the purchase, and any special promotions that helped prompt the sale.

## Tracking Sales and Returns

All saved receipts are stored in your Sales History list. Saved receipts are permanent transactional documents (refer to Chapter 2 for more information on transactional documents) that are allowed only limited editing and can only be deleted by using the Clean Up Company Data utility. (The Clean Up Company Data utility is discussed in Chapter 1.) Saved receipts can be easily looked up to confirm an earlier sale or return, be reprinted, or be copied to create a new, identical receipt. The Sales History is used when you run Point of Sale sales reports and can be easily accessed from the Point Of Sale area on the Home page (see Figure 8-1).
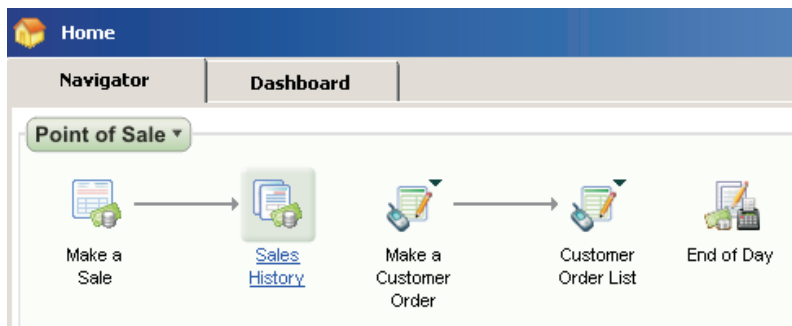


**FIGURE 8-1**   Accessing Sales History from the Home Page

If you record customer information on receipts, you are building a sales history for each customer that can be a valuable customer service and marketing tool. If you integrate Point of Sale with QuickBooks Financial software, all receipts are sent to your financial software during Financial Exchanges, which, in turn, update your financial records (sales, inventory, and bank balances). In addition, if you offer in-store charge privileges, Point of Sale will post customer charges and payments to the appropriate customer account in the financial program. Refer to Chapter 25 for more information.

## Understanding the Different Receipt Types

Four types of receipts are used in QuickBooks Point of Sale:

- **Sales receipts**    These receipts provide a permanent record of merchandise sold from inventory or returned from a customer.
- **Payout receipts**    These receipts are used to record money paid out of the cash drawer for various reasons, such as to buy office supplies, to donate to a local charity, or simply to remove some of the cash in the drawer for security reasons.
- **Deposit receipts (Pro and Pro Multi-Store)**    These receipts are used to record deposits taken on customer sales orders, work orders, and layaways.
- **Return receipts**    These receipts are used to record the return of merchandise from customers.

# The New Sales Receipt Screen (Simple View)

The New Sales Receipt screen is the most frequently used screen in Point of Sale, and there are two views available for you to work in—the Simple view and the Regular view (sometimes also referred to as the Classic view). The Simple view (also sometimes referred to in the software as the Cashier Screen) provides a streamlined way to ring up sales and is designed to be touchscreen accessible.

To open the New Sales Receipt window, click the Make A Sale icon on the Point of Sale Navigator. (The New Sales Receipt window can also be accessed from the Point Of Sale menu. The default main toolbar layout also has a Make A Sale icon). The default screen that opens is the New Sales Receipt in the Regular view. To "toggle" from the Regular view of the New Sales Receipt screen to the Simple view, click the Switch To Simple View button on the New Sales Receipt toolbar at the top of the screen. This displays the current sales receipt in the Simple view (Figure 8-2).

You can switch to this view at the start of or in the midst of a sales transaction, and all sales receipt functions (with the exception of "ship to" address) become

**FIGURE 8-2**   Sales receipt in the Simple view

accessible via a task button located on the left panel. The Simple view is best used for straightforward transactions where you don't need to track ship-to information. This view is also a good option for use by sales associates who do not need full access to other areas of the Point of Sale. You can toggle freely between the two views as needed.

While the screen in the Simple view is optimized for use with a touchscreen monitor, it can also be used with a regular monitor. To go back to the Regular view from the Simple view, click the Switch View button located at the top-left side of the task panel.

## The New Sales Receipt (Regular View)

Figure 8-3 is an example of the New Sales Receipt screen in the Regular view. While your screen may look slightly different (depending on your level of Point of Sale and any customizations made), there are three key areas you should be familiar with.

❶ **Receipt item list**   This area displays items being sold or returned. You can add, remove, resize, and rearrange the item columns to meet your needs just as you would with any other list in the Point of Sale.

**FIGURE 8-3** Sales receipt in the Regular view

❷ **Customer Info area** If you list customers on your receipts, key information is displayed here, such as addresses, available credit (if extended), and if they are eligible for rewards (optional). You can also quickly view and edit the customer record from here.

❸ **Totals area** This area displays the sale price level, subtotal, and total amount due as well as global discounts, sales tax amounts, and shipping charges (Pro and Pro Multi-Store).

## Effects of Saving a Sales Receipt

When a sales receipt is saved, Point of Sale does the following:

- Deducts quantities from inventory or adds returned quantities back to inventory.
- Updates the Last Sale date on the customer's record if the customer name is captured on the receipt.
- Updates customer account balance and available credit (if credit is extended) on applicable sales if the customer name is captured on the receipt.
- Stores the receipt in the Sales History list.

- Advances the receipt numbering sequence by one.
- If the payment type is check or cash, the cash drawer opens and displays the change window. (The default payment types that cause the drawer to open are cash or a check—but this setting can be modified to include other payment types.)
- Prints a copy of the receipt for the customer. If a customer is paying with a credit card, two copies are printed—one for the customer to sign and return to the cashier and one for the customer to keep.
- If an optional security preference is set in Company Preferences, Point of Sale logs the current user out of the program.
- Returns to a new blank sales receipt (if not logged out).
- Updates a referenced Customer Order (Pro and Pro Multi-Store).

## Canceling and Holding Receipts

At any time before a sales receipt is saved, it can be canceled or put on hold. Canceling a receipt permanently discards it—no record is kept and inventory is not affected.

With a receipt on hold, you can carry out other activities, make other sales, or even exit from Point of Sale. Holding a receipt does not affect inventory quantities. Later, you can return to a held receipt, "un-hold" it, and complete the sale, at which time inventory will be permanently updated.

**($)**  **N O T E :**  If you use QuickBooks POS Merchant or Gift Card Services, you cannot place a receipt on hold once the transaction has been authorized. However, you can cancel or void credit card and gift card receipts before saving the receipt. In the case of voiding a credit card payment, the cardholder's account is not charged. Canceling a gift card receipt after authorization results in the gift card payment amount being returned to the gift card balance. (Point of Sale connects to the service a second time to accomplish this.)

**To cancel a receipt in progress when in the Regular Sales Receipt view:**

**1** Click the Cancel button located in the lower-right corner of the screen.

**2** Select Yes to confirm.
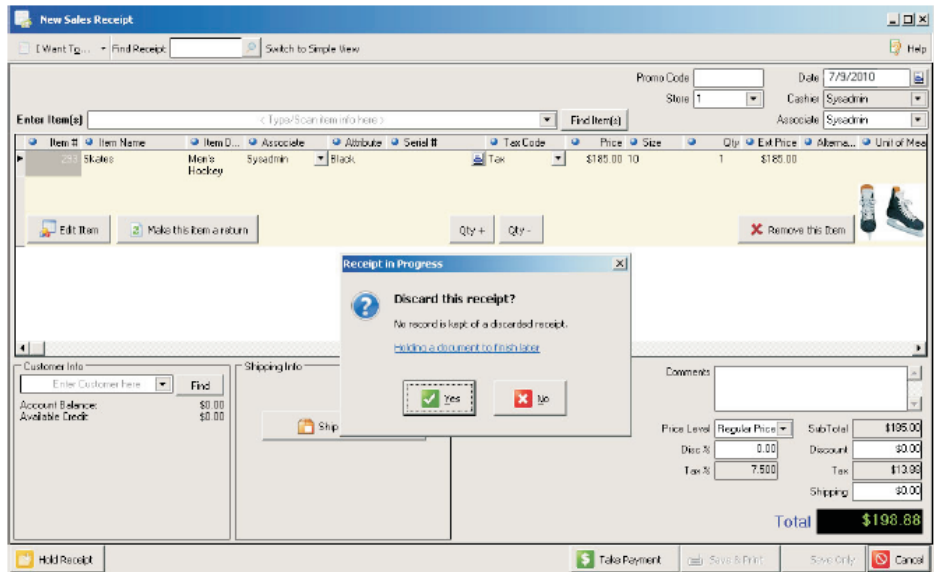
## To cancel a receipt in progress when in the Simple view:

① Click the Cancel button located at the bottom of the panel to the left of the New Sales Receipt screen.

② Select Yes to confirm.
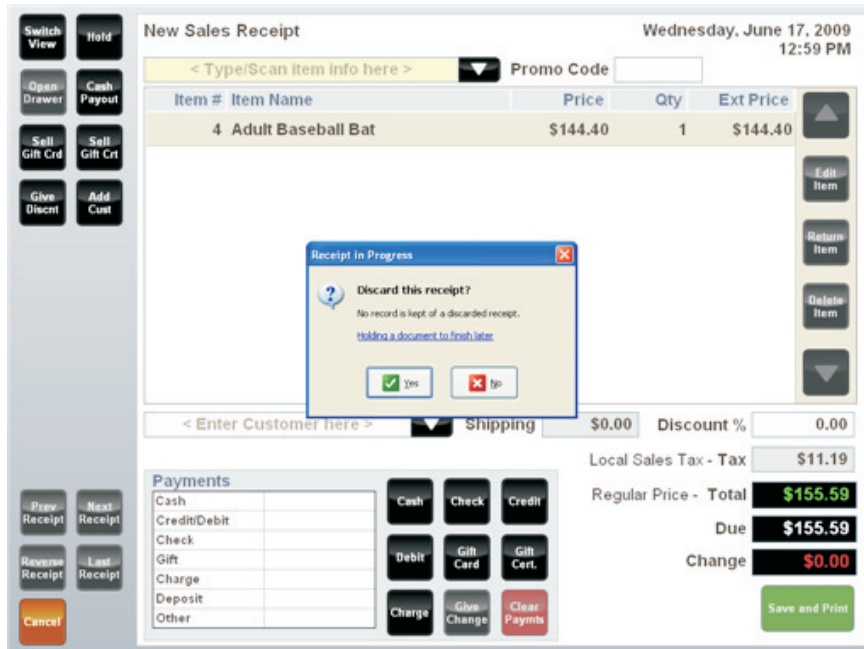
**To hold a receipt in progress when in the Regular Sales Receipt view:**

**1** Click the Hold Receipt button located in the lower-left corner of your screen.

**2** Held receipts are stored in the Held Receipts list. If you have already entered payment information, with the exception of payment cards as explained earlier, that information is stored with the held receipt.

**To retrieve a held receipt:**

**1** Select Held Receipts from Point Of Sale menu or click the Held Receipts button at the bottom of a new receipt form to display the list of held receipts (this option is only available while you're in the Regular Sales Receipt view).

**2** Locate and highlight the required receipt and then:
  - To un-hold the receipt, click the Unhold Receipt button.
  - Double-click the held receipt to view it without un-holding it.
  - To leave the held list without un-holding a receipt, press ESC or make any other menu selection.
  - To delete the held receipt, select Delete Receipt(s) from the I Want To menu.

   Un-holding a receipt returns it to active status. Items can be added, deleted, or edited as necessary. Take or edit payment information as necessary, and save/print the receipt normally.

**To hold a receipt in progress in Simple view:**   Click the Hold button located at the top of the task panel. The receipt will now be added to the Held Receipts list.

**($)  N O T E :**   To view the complete Held Receipts list, you must be in the Regular view. You can, however, hold and un-hold a receipt without switching from the Simple view.

---

**➨ FYI**

## Held Receipts Retain Original Information

This means that any changes made to sales tax rates, item prices, an associated customer discount, price level, or tax location while a receipt is on hold are not automatically applied when a receipt is un-held. The un-held receipt retains the original information. If you know changes have been made in these values while the receipt was on hold, you will need to clear and re-list the item(s) and/or customer in order to reflect the new values.

## Held Receipts in a Multiworkstation Installation

A held receipt can be accessed and un-held from any workstation on the network within a store.

# Using a Cash Drawer

Point of Sale is set up to automatically open a compatible cash drawer (see Appendix B for a list of compatible POS hardware) when you complete a sales receipt using certain payment methods, such as cash or a check. You can customize which payment methods open the cash drawer by using the preference setting described in the FYI box below.

**To open the cash drawer manually:** From the Point Of Sale menu, select Open Cash Drawer or type CTRL-F8.

## ➡ FYI

### Preference: Payment Methods That Open Cash Drawer

Select Edit | Preferences | Company | Sales | Open Cash Drawer: If you have a cash drawer installed, select the payment methods that open it when you save and print a receipt. The defaults are cash and check.

# Paying Money Out of the Cash Drawer (Payouts)
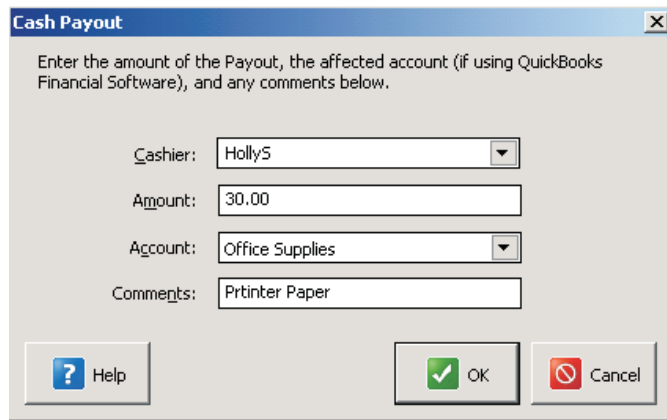
Cash sometimes needs to be removed from the cash drawer for various purposes. For example, you may remove cash to buy office supplies, to donate to a local charity, or to purchase pizza for the office party. Retailers may also routinely conduct "cash drops," where a portion of the cash is removed from the cash drawer to lessen the amount exposed to possible theft or loss. The Payout feature allows you to record the removal of cash from the cash drawer.

💲 **C A U T I O N :** Your ability to open the cash drawer may be restricted by security rights.

**To conduct a payout:**

**1** From the Point Of Sale menu, select New Payout. The Cash Payout dialog displays.

2. Select a name from the Cashier drop-down list. (If logins are required, this field is populated with the logged-in user's name.)

3. Enter the amount being removed from the cash drawer in the Amount field.

4. If you are using QuickBooks Financial software, select a QuickBooks account from the drop-down list in the Account field. This is the account that the payout amount will be balanced against in your financial software.

5. Enter a comment in the Comment field. A comment is required. This field is typically used to record what the cash was used for.

6. Select OK. A payout receipt is generated and put in your sales history. The amount of the payout is recorded as a negative amount.

**N O T E :**  On Cash Drawer reports, the term "Paid Out" refers to payment given to the customer for any reason, such as change or refunding a returned item. However, in the list of non-currency media at the end of Cash Drawer reports, there is a list of "payouts," which refers to cash removed from the cash drawer using the Payout feature as described here.

## ➥ FYI

## To Set the Default Payout Account Preferences

From the Edit menu, select Preferences | Company | Financial | Accounts | Advanced: Specify the default QuickBooks Financial software account to which payouts are posted. This account is suggested when payouts are conducted, but another account can be selected. The default is Payout Expense.

# Sales Preferences

Sales preferences allow you to define various options related to sales transactions, including the following:

- Which payment types and credit cards you accept
- Which payment types open your cash drawer
- When to block charges to past due accounts
- Whether you want to collect tips on non-cash sales
- (Pro) Shipping providers and using Shipping Manager

You should review and make changes as necessary to adjust these preferences to meet the needs of your retail business. Any changes take effect on the next sale made.

Sales-related preferences can be accessed by selecting Edit (from main menu) | Preferences | Company | Sales. For more detailed information on Company and Workstation Preference settings and how they impact program performance, refer to Chapter 31.

# Shipping Manager (Pro)

The QuickBooks Shipping Manager is an integrated shipping solution that allows you to obtain shipping quotes, add the shipping charges and information to sales receipts, and print shipping labels. In addition, you can process a shipment and prepare a shipping label—with the "ship to" information prefilled—directly from Point of Sale sales receipts and customer orders. You can also track or cancel shipments and view online shipping reports if you have an account with UPS.

## Setting Up Shipping Manager

To use Shipping Manager, you must first turn the feature on in Company Preferences. You will also need a shipping account with UPS.

**To configure Shipping Manager:**

**1** From the Point Of Sale menu, select QuickBooks Shipping Manager | UPS Shipping Options | Settings. The Shipping Manager Setup Wizard launches.

**2** Follow the wizard's instructions to enter your account number, company information, and other basic shipping options. The wizard will connect and confirm that your account is set up.

**3** When the Shipping form is displayed, select Settings from the menu at the right to configure more advanced options, such as the following:

- Rate options, such as a preset shipping markup, minimum charge, or handling charges
- Printer and label setup

- Electronic scale setup (Shipping Manager supports the Mettler Toledo PS60 USB scale)
- Other default shipping and connection settings

**4** Select OK. Shipping Manager is now ready to use.

Refer to Chapter 10 for information on using Shipping Manager from a sales receipt.

**TIP:** Shipping reports are available in the Sales category of the Report Center. These reports include Shipping Manager and non–Shipping Manager shipments made from a sales receipt.
Shipping Manager: Within Shipping Manager, you can view your shipping history and run a Shipping Detail report. Select VIEW from the right-hand menu within Shipping Manager.

## Important Information about Shipping Manager

Note the following important information about Shipping Manager:

- The workstation(s) on which you will use Shipping Manager must have Internet access.
- You must have an account with UPS to use Shipping Manager. You can use the links within Shipping Manager to sign up for an account, if necessary.
- The UPS functionality of this product is available only for packages shipped from the U.S.
- You must set up Shipping Manager on each workstation that will use it. You can share the same account number on all workstations.
- Shipping Manager has its own help system to assist you with settings and its shipping forms. Select Help from the right-hand menu within Shipping Manager.
- All amounts from Shipping Manager are estimates only, based on information you provide, and subject to final verification by the carrier.
- To ship items sold in Point of Sale, select the Ship These Items button located at the bottom of the New Sales Receipt screen (in the Regular view only). Once this is activated, you can also access the Shipping Manager directly from the Point Of Sale menu. However, shipments made from the Point Of Sale menu are not "attached" to a specific sale and do not show up in Point of Sale shipping reports, although they will be in Shipping Manager reports.
- If integrated with QuickBooks Financial software, Shipping Manager shipments made from QuickBooks appear on the same shipping history in Shipping Manager as those made from Point of Sale (unless you have set up separate accounts).

# Sales Tax Overview

If you charge sales tax, you can set up a sales tax structure in Point of Sale so that sales taxes are automatically collected on sales of taxable merchandise or services. If you operate in a state or region with a single tax rate, you can use a simple tax structure that might have just two tax codes, one for taxable merchandise and one for non-taxable merchandise. If you entered a tax rate during the Setup Interview, this structure was set up for you automatically using two default tax codes and one default tax location. If your sales tax requirements are not that simple (for example, you are subject to different sales tax rates, depending on where an item is sold [store location], type of merchandise sold, or maybe even whom the item was sold to), Point of Sale uses multiple Tax Locations to support tax collection and reporting to multiple taxing agencies.

When you make a sale, sales tax is automatically calculated and added to all taxable items according to your tax structure. The item tax code identifies an item as taxable or non-taxable, but the sales tax locations, rates, and price thresholds you have defined determine the amount of tax collected on each sale.

Sales tax codes are used to collect sales tax according to the type of merchandise being sold. You can set up an unlimited number of sales tax codes and assign them to your inventory items. Within your tax codes, you set up tax options such as

- A single tax rate for all items assigned this code
- Multiple tax rates to collect taxes for multiple agencies
- Price-dependent tax taxes, which can be used with single or multiple tax rates to collect taxes based on item price thresholds

The next chapter, Chapter 9, is devoted entirely to the topic of sales taxes. Specifically, I'll review the differences between sales tax codes and locations and when to use them, as well as offer a step-by-step look at how to set up Sales Tax tracking in your Point of Sale file.

# Setting Up and Working with Sales Tax

If you charge sales tax, you can set up a sales tax structure in Point of Sale so that sales taxes are automatically collected on sales of taxable merchandise. For some, this can be as simple as setting up a single rate; for others (depending on the state in which you operate), this can mean setting up multiple rates across different counties or taxing authorities.

# Sales Tax Overview

The Point of Sale sales tax module includes the following features:

- Sales tax codes to collect sales tax based on the type of merchandise being sold. You can set up an unlimited number of sales tax codes and assign them to your inventory items. Within your tax codes, you set up tax options:
  - Single tax rate for all items assigned this code
  - Multiple tax rates to collect taxes for multiple agencies
  - Price-dependent taxes, which can be used with single or multiple tax rates, to collect taxes based on item price thresholds
- Sales tax locations to apply different taxing instructions for your tax codes based on where or to whom the items are sold, such as for sales to out-of-state customers or to collect different tax rates for stores located in different areas
- Customer sales tax flags to automatically collect tax on sales to a specific customer based on the tax location or tax-exempt status identified on the customer's record
- The ability to change tax codes or locations at the time of sale to meet special one-time tax-related circumstances
- The ability to collect tax on shipping charges to meet local requirements
- Sales tax reports to report on sales tax collected and owed

As you complete the Setup Interview, you are asked to enter your sales tax rate and the agency to which you pay the sales taxes collected. Using this information, Point of Sale creates two default sales tax codes (one taxable and one non-taxable) for a single tax location, identified as Local Sales Tax. If your situation requires additional taxing flexibility, you can add, delete, or edit sales tax codes or locations in company preferences at any time. When you make a sale, sales tax is automatically calculated and added to all taxable items according to your tax structure. The item tax code identifies an item as taxable or non-taxable, but the sales tax locations, rates, and price thresholds you have defined determine the amount of tax collected on each sale.

## Sales Tax Codes

Sales tax codes identify the tax status of items in your inventory, such as taxable and non-taxable, and the specific taxing instructions for those items. You may be required to tax different item categories differently, to collect tax for more than one taxing agency, or to collect tax according to item price thresholds. In these cases, you should set up separate tax codes to meet these various requirements and then assign the codes to applicable items in inventory.

### Example 1: Different Tax Rates Based on Merchandise Category

In your area, sale of jewelry is taxed at one rate, sale of other taxable merchandise at another rate, and other merchandise is not taxed at all. You would set up three sales tax codes: In inventory, assign these tax codes to your items based on the category of merchandise they fall in. When making sales, the correct tax rate will be applied to each item and the sales tax collected.

QuickBooks Financial Software Users: in order to post sales tax properly in QuickBooks Financial software, corresponding tax items and tax codes must exist in your financial software. Point of Sale will automatically map taxes to these tax items and codes in your financial software if they already exist (based on tax rate and tax agency) or create these items in your financial software if they do not already exist. If you wish, you can create and map Point of Sale sales taxes to the QuickBooks Financial software tax items you prefer.

### Example 2: Price-Dependent Tax

In your area, a 7.5 percent tax rate applies to clothing only if the unit price exceeds $100, but other taxable items are taxed at any price. Add a separate tax code for clothing with a $100 price threshold. Tax codes can also be created that contain multiple tax rates with or without price thresholds. Once created, a tax code will be available in every tax location in Point of Sale, and, if necessary, you can apply a different tax rate and other taxing options to each location by editing the tax code for that location.

## Using Sales Tax Locations

Multiple sales tax locations can optionally be used to define the specific taxing instructions for each tax code in different geographical areas or for customers requiring special tax handling. Sales tax locations work in conjunction with tax codes to apply the correct tax to sales transactions based on geographic location or

special tax handling needs. One default location, named Local Sales Taxes, is entered for you; you must have at least one tax location, and the default location cannot be deleted unless you enter new locations. Add as many tax locations as you need. Two examples of the use of tax locations are presented next.

### Example 1: Tax-Free Sales Based on Customer Location

Sales to customers within your state are taxed at your normal tax rate. However, you also make sales by mail order or Internet sales where you do not collect tax if the order is from out-of-state. You can easily collect the correct amount of sales tax on these out-of-state sales by setting up a separate tax location to apply to them. There are two ways to apply the out-of-state tax location rates to these sales:

- Specify the out-of-state tax location on the customer's record. Point of Sale will automatically use this location to apply the 0 percent sales tax rate to sales made to the customer, even though the items being sold may be assigned to the Tax code.
- Manually change the tax location when making a qualifying sale by choosing Select Tax Location from the receipt I Want To menu and selecting Out Of State.

### Example 2: Two Stores in Different Tax Jurisdictions (Pro Multi-Store)

"Gifts with a Heart" is a Pro Multi-Store user that operates one store in Bayshore and another in San Tomas. The sales tax rate in Bayshore is 6.5 percent, while in San Tomas it is 7.0 percent. The easiest way for the stores to handle this is to set up two tax locations as follows: The Bayshore store selects the Bayshore tax location as its default tax location, meaning tax will automatically be applied at a rate of 6.5 percent to all items assigned to the Tax code. Likewise, the San Tomas store should specify the San Tomas tax location as its default to ensure the 7.0 percent tax rate is applied to sales there.

## Setting Up Your Sales Taxes

You probably set up your primary sales tax while completing the Setup Interview. You can use the procedures that follow to add, edit, delete, or revise your sales tax codes or locations as necessary.

**To access the Sales Tax page of company preferences:**

**1** From the Edit menu, select Preferences | Company.

**2** Select Sales Tax from the preferences listings on the left to open the Set Up Sales Tax dialog shown in Figure 9-1. If you will be setting up multiple tax locations, it is recommended that you first add all tax codes you will be using
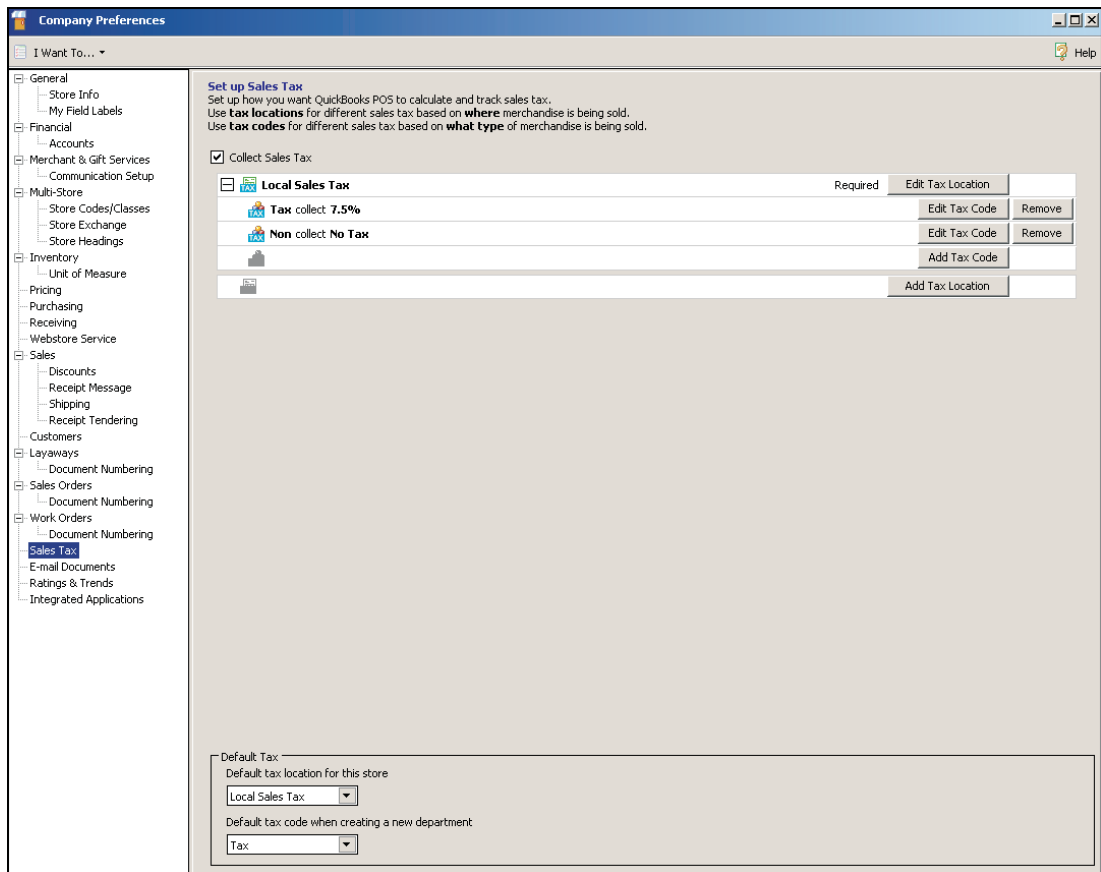
**FIGURE 9-1**  The Sales Tax setup page in Company Preferences

to the default tax location (Local Sales Tax), then add other locations, and edit the tax codes in each as necessary to reflect the different taxing instructions.

### To add or edit tax codes:

❶ Click the Add Tax Code or Edit Tax Code button.

❷ Enter a tax code and a tax code name.

❸ Optionally, enter a "mark" (like "T") to identify items with each code on sales receipts, as shown next.

④ Select Next.

⑤ Select a tax option and enter specific taxing instructions.

### To set up a uniform, single-rate tax application:

① Select Single-Rate Tax and select Next.

② Enter the tax rate for this tax code. (You can change this rate for other locations later.)

③ Enter the name of the government agency to which the taxes are paid.

④ If you would like this tax mapped to particular QuickBooks Financial software tax items, groups, or codes, make the appropriate selections from the drop-down lists in the QuickBooks Tax Info section. If these fields are left blank, Point of Sale will auto-fill them with the default tax mappings and will create the corresponding tax items/codes in your financial software, if necessary.

⑤ Select Finish.

**To set up price-dependent single-rate taxes (a single tax rate applying when the item unit price exceeds a certain amount):**

① Select Price-Dependent Single-Rate Tax and select Next.

---

**2** Enter the tax rate for this tax code. (You can change this rate for other locations later.)

**3** Enter the name of the government agency to which the taxes are paid.

**4** Enter the threshold amount at which this tax will be activated.

**5** If the tax should only be applied to the portion of the price above the threshold, check the box to indicate this. If you would like this tax mapped to particular QuickBooks Financial software tax items, groups, or codes, make the appropriate selections from the drop-down lists in the QuickBooks Tax Info section.

**To set up multiple-rate taxes (either price-dependent or non-price-dependent multiple tax rates):**    Each separate tax rate is entered individually as a component of the tax code. You might, for example, set up components for each agency to which you pay a portion of the total tax collected, or for each price threshold/range that applies.

**1** Select Multi-Rate Tax and then Next.

② Enter a name for the component you are currently defining (if you are editing an existing tax code, click the Edit Tax Rate button to view this and the fields listed in Steps 3–6; if you are adding a new tax code, the field will automatically be available).



③ Enter the tax rate for this component.
④ Enter the name of the government agency to which this component of the tax is paid.
⑤ If this tax applies only when the item unit price is within a certain range, enter the price range. If there is no upper-end cutoff, leave the ending limit field blank. If the tax is only to be applied to that portion of the price within the range, check the box to indicate this.

**6** If you would like this portion of the tax mapped to a particular QuickBooks Financial software tax item or group, make the appropriate selection from the drop-down list.

**7** Select Add Another Tax Rate as needed and repeat Steps 2–6 until all tax rates that are part of this tax code have been entered.

**8** Select Finish and then Save.

**To add or edit a tax location:**

**1** From the Edit menu, select Preferences | Company.

**2** Select the Sales Tax preference page from the preferences listings on the left as shown earlier in Figure 9-1. Select Edit Tax Location next to the location you wish to edit, or select Add Tax Location at the bottom of the list.

**3** Enter (or edit) a name for the tax location.

**4** (Pro) In the Shipping section, you can specify whether shipping charges are taxable for this location and select the applicable tax code from the drop-down list.

**5** Select OK.

**6** Edit the tax codes in this location to specify specific taxing instructions for each as described in the next section.

---

➥ **FYI**

## Sales Tax Codes Shared by All Locations

While sales tax codes can be edited for each location to change the tax rate, agency, and other taxing instructions, keep in mind that the tax codes themselves are shared by all locations. If you edit the tax code or tax code name, your changes are applied to the tax code in all locations.

## Basic Users: Collecting Sales Tax on Shipping Amounts

Basic-level users can charge for shipping and collect sales tax on those amounts by setting up a service or non-inventory item in inventory called "Shipping Charges" and assigning the appropriate tax code to the item. List this item on sales receipts like any other item. Sales tax will be calculated on the shipping amount and added to the sale according to the instructions specified for the tax code assigned.

## To Define Sales Tax Codes for Specific Locations

When you create a new a tax location, it automatically contains all of the tax codes previously defined. However, the tax codes in the new location do not include the specific taxing instructions (rate, agency, etc.). Edit the taxing instructions for each code as necessary in the new location.

### To define sales tax codes for specific locations:

❶ Select Edit Tax Code for the location you are defining.

❷ Edit the taxing instructions for the code—specifically the new tax location name, whether shipping charges are subject to the tax, and the tax code (see Figure 9-2).

❸ Repeat for each tax code in the location.

❹ Save your changes.
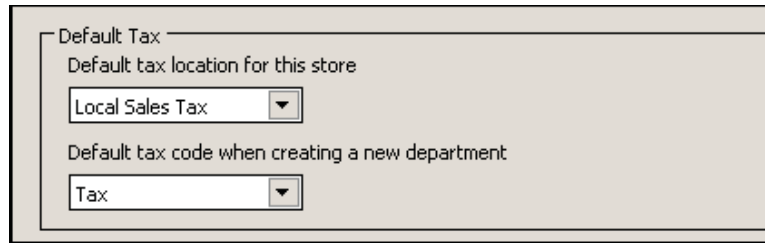


**FIGURE 9-2** The Edit Tax Location window

**To set your default tax location and department tax code in Company Preferences:**

❶ From the Default Tax section of the Set Up Sales Tax page in Company Preferences, select the default tax location for this store from the drop-down list of your defined tax locations. All sales made in the store will have the taxing instructions from the specified location applied. (Pro Multi-Store) This selection can be made independently at each store.

❷ Specify the default tax code to be associated with new departments. This tax code will be suggested when a new department is added. Then, when items are added to inventory in this department, the department tax code will be suggested for those as well.

```
┌─ Default Tax ──────────────────────────────────
│  Default tax location for this store
│  ┌─────────────────────┬───┐
│  │ Local Sales Tax     │ ▼ │
│  └─────────────────────┴───┘
│
│  Default tax code when creating a new department
│  ┌─────────────────────┬───┐
│  │ Tax                 │ ▼ │
│  └─────────────────────┴───┘
```

❸ Select Save.

# Sales Transactions

Point of Sale uses a sales receipt to record the sale of merchandise and services to your customers as well as returns and exchanges from them. As a result, the New Sales Receipt window will likely be the window that you most frequently use in the program. The New Sales Receipt is also designed to allow you to capture additional information about the sale, such as whether it was a result of a special promotion you're running, which sales associate or cashier processed and/or assisted the customer in the sale, or the name of the customer.

# Creating a New Receipt

Point of Sale gives you more than one way to open the New Sales Receipt window. You can select New Sales Receipt from the Point Of Sale menu in the text menu bar, click the Make A Sale icon on the Point Of Sale toolbar, or click the Make A Sale link on the Navigator. Once you've opened the New Sales Receipt window, you can create a new receipt.

### To complete the form and make a sale:

**1** Enter a name in the Cashier field, if it's not prefilled (optional). The Cashier field will be prefilled with the logged-in user's name if you've set the General Preference to require users to log in.

**2** Enter a name in the Associate field. This optional field is what Point of Sale uses to track commissions due on sales.

**3** If the sale is related to a specific promotion you're running and you want to record that fact, enter a description of up to ten characters in length. If you wish, you can set the Sales Preference to require a promotional code on receipts and customer orders.

**4** In the Enter Item(s) field, list the items to be sold by any of these methods:

- Scan the bar code on the item tag.
- Type the UPC, Alternate Lookup, or Item # and press ENTER. If one matching item is found, it is immediately listed on the receipt.
- From the I Want To menu, choose Select From Item List to locate and enter items from inventory.
- Enter a search term in the Find Item pane and then press the magnifying glass button to search for the item.
- Begin typing the first few letters of the item description (Item Name field entry). Select an item from the drop-down list displayed. If no match is found, press ENTER. A message is displayed telling you that no matching items were found. Click Add As New Item to open the Quick Add Item window, quickly add this item to your item list, and then immediately sell it. Optionally, if you think this item already exists in your item list, you can click Find Items, as shown next.
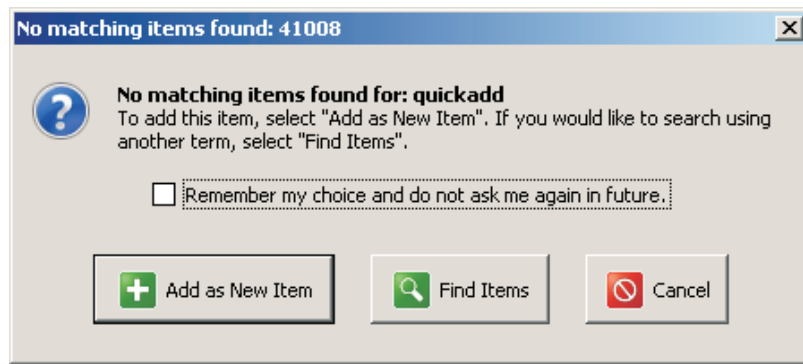
⑤ If necessary, edit the item just listed:
- Click the Edit Item button to display the Item Information window. From here you can make changes to things like selling price, tax code, item discounts, and item description.
- Use the Qty + and Qty – buttons to quickly change the sales quantity.
- Click Make This Item A Return if this item is being returned by the customer or Remove This Item to delete the item from the receipt.

The cursor returns to the Enter Item(s) field, ready for the next item entry. Repeat until all items being sold are listed.

⑥ (Optional) List the customer on the receipt. Begin typing the customer's last name; as soon as you see a match in the drop-down list, press ENTER. If prompted, choose to apply the customer-associated discount, price level, or tax location to the sale.

⑦ Enter any other applicable information for this sale, such as a global (non-item-specific) discount, promotional code, or shipping information (Pro).

⑧ Select Take Payment to go to the Receipt Payment screen.

⑨ Enter amounts for payments tendered by the customer and/or change returned until the "Payment Complete" message is displayed.
- a. Enter amounts paid by the customer in the Amount Tendered column and press ENTER, or click Accept Payment after each entry (if you enter more than the amount of the sale, the Accept Payment button becomes Accept Change and the Change Amount column is automatically filled in by POS).
- b. Complete any additional information requested to complete the payment(s), such as check number or credit card information.
- c. Select Save & Print Receipt. If change is due the customer, the Change window is displayed. Select OK to close the window.

➡ **FYI**

## Adding a New Item to Inventory and Immediately Selling It

Defining a new inventory item while making a receipt and then immediately selling the item may result in a discrepancy in your inventory value if no cost is defined for the item. If you are integrated with QuickBooks Financial software, a compensating adjustment will have to be made in your financial software if this occurs. One way to do this is to conduct periodic physical inventories and then make an aggregate adjustment in your financial software.

## Copying a Receipt to Create a New One

Copying a receipt is often the quickest way to create a new one if you resell the same merchandise repeatedly to a customer, or when a customer returns previously purchased merchandise. Note that deposit and pay-out receipts cannot be copied.

### To copy a receipt:

**1** From the Point of Sale menu, select Sales History.

**2** Locate the receipt to be copied.

**3** Click the Copy Receipt button on the Sales History toolbar. A new receipt is created with the same information as the original. (Note: Payment information and serial numbers are not copied.)

**4** Make any necessary corrections (edits) to the information on the new receipt.

**5** Take payment(s) and give change for the receipt as usual.

**6** Select Save & Print Receipt.

## Locating and Listing Items from Inventory

If preferred, you can go directly to the item list to locate an item and list it on a sales receipt.

### To locate and list items from Inventory:

**1** Filter, search, or sort and scroll through your item list to locate the item(s) you want to sell.

**2** From the I Want To menu select Sell Selected Item(s). The item(s) will be listed on a new sales receipt with a quantity of one.

**3** Edit the quantity as desired and complete the new sales receipt as normal.

## Selling Service or Non-Inventory Items

Service items and non-inventory items are usually used for charging for repairs, alterations, warranty work, or other non-merchandise charges or fees. These items always have a zero on-hand quantity in inventory. Service items can be defined to charge for labor by the hour or for a set price for a specific purpose. Some retailers choose to use non-inventory items for incidental merchandise for which they do not wish to track quantities. Having a second item type for which quantities are not tracked allows you to categorize and send sales information to separate accounts in your QuickBooks Financial software. Service or non-inventory items are listed on a receipt in the same manner as other items.

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### ➨ FYI

## Using Service or Non-Inventory Items to Charge by the Hour

You can use service or non-inventory items to charge for services by the hour or fraction thereof. To do so, define the item in inventory (e.g., Tailoring, Repair Labor, etc.) and make sure that you choose either Service or Non-Inventory as the item type. Enter your inventory price as what you charge per unit of time (hour, half-hour, quarter-hour, day, etc.). When the item is listed on a receipt, simply enter the units of time to be charged for as the item's quantity. For example, if you are charging by the hour, enter **1.5** in the Qty field to charge for an hour and a half.

---

## Selling One-Time Items

Referred to as special order items in Point of Sale, these items are used for custom or one-of-a-kind merchandise with little chance of repeat sales, or to customize an existing item for a sale. There are two ways of using special order items on receipts:

- **Edit an Existing Item**   With this option, you list an existing item on the receipt and then edit its descriptive information to reflect customizations to the item. Use this option when you do not want to create a new inventory item, but you do want the receipt to reflect the changes. Editing an existing item on a document does not in any way affect the original item's inventory descriptive information.
  *Example:* If you carry plain white T-shirts in inventory but then print custom logos, team names, or graphics on them, you could list the white T-shirt on the receipt and then use normal item editing procedures to change the descriptive information, e.g., "Baseball Logo Shirt – Bears." In this way, the receipt stores detailed information on the customization and is printed for the customer.

- **Create a New Special Order Item (Pro)**   With this option, a new special order item is created in inventory. Once it is defined in inventory, you can list the special order item on a receipt. Later, if you decide to continue carrying the new item in inventory, you can convert it to a regular inventory item. Special order items can be created while making a receipt, but most often they are done from a customer order (sales order, work order, or layaway). When a receipt is made to sell a special order item from a customer order, the item is carried to the receipt.

When you list a special order item, you are prompted to define the item in the New Special Order window.

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

1. Start the document in the normal fashion.
2. From the I Want To menu select New Special Order Item. You are taken to the New Special Order Item window.
3. Define the item in the New Special Order Item window. Certain item fields/features are not available when defining special order items, such as item type, reorder point, the ability to define multiple vendors, creating assemblies or groups, and printing tags.
4. When done, choose Save And Select to record the item in inventory and list it on the document.
5. Edit item information, such as quantity or price, as necessary on the document.
6. Add additional items, services, or charges, as appropriate, on your sales document.
7. Complete the sales document as normal.

## Selling Assembly Items

An assembly item is "built" from two or more other inventory items. For example, a Christmas ski package could be built from of a pair of skis, bindings, and boots, all of which already exist in your inventory as individual inventory items. Once an assembly is built, the specific individual item units included are no longer available for individual sale. The built assembly item is a discrete item that can be listed on receipts in the normal manner.

**When listing an assembly item on a receipt:**

- List the assembly item, not the component items.
- The assembly item price (defined in inventory) and tax code are used.
- Use normal item editing procedures.
- If necessary, an assembly item can be "broken" to free the individual items for sale. See Chapter 6 for more information about defining, building, and breaking assembly items.

## Selling Group Items

A group item provides an efficient method to list and sell two or more items, at a defined group price, by entering or scanning a single item identifier (UPC, Alternate Lookup, or Item Number). Group items differ from assembly items in several important ways:

- Groups are not prebuilt; i.e., the items included in a group remain in inventory and can be sold individually.
- The individual items in the group can be printed on a customer's receipt. When a group item is listed on a receipt, all included items are listed and the price of each item is proportionally discounted, as necessary, so that the total equals the group price defined in inventory. Individual item prices can be further edited on the receipt, if needed.
- Use normal procedures to list the group item on the receipt.
- You have the option of printing only the group item price, only the component item prices, or both the group and item prices on the receipt you give the customer. This option is set in the Sales area of Company Preferences. The group description and individual item descriptions are always printed, regardless of whether their prices are included. See Chapter 6 for more information about defining group items.

## Editing Items on Receipts

Editing receipt items is most frequently done to change the quantity being sold, to give item discounts, to change tax codes, or to enter item serial numbers (Pro). The ability to edit item descriptions, edit prices, or apply discounts on a receipt can be controlled by security rights only if you are requiring users to log in. If the user does not have sufficient security rights, the Manager Override function can be used to authorize the changes. (Refer to Chapter 34 for more information.)

You can edit item information on a receipt in one of the following three ways:

- Use the Qty + / − , Make This Item A Return, and Remove This Item buttons to quickly change the sales quantity.
- Navigate to the editable fields in the receipt item list and enter new values directly.
- Click the Edit Item button to open the Item Information window to edit other item information such as price or tax code, or to give a discount.

(Pro) You can also review/edit commissions, units of measure, and serial numbers.

**TIP:** To edit individual item prices or give item discounts, make an entry in the item's Price Discount fields in the receipt item list or the Item Information window.

To apply a global discount to the entire receipt, make an entry in the Disc % or Discount fields in the totals area of the receipt. A global discount is subtracted from the receipt subtotal.

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**▸▸ FYI**

## Editing Item Prices and Discounts

Any time you manually edit the original inventory price of an item on a receipt, up or down, Point of Sale considers it a discount. Increasing the price of an item is counted as a negative discount. These amounts are included in the discount amounts shown on reports (including X/Z-Out reports) and, if you are sharing data with QuickBooks Financial software, will be transferred to your financial software under the account assigned as your Merchandise Discount account in company preferences. However, changing the receipt price level is not considered a discount.

---

## Deleting Receipt Items

Items can be deleted from a receipt, provided the receipt has not been saved.

**To delete an item from a receipt:**

❶ Highlight the item to be deleted in the receipt item list.
❷ Select the Remove This Item button for the applicable item.

**To zero out the item:**

❶ Edit the Qty field to zero in either the receipt item list or the Item Information window.
❷ Navigate out of the field or select OK to close the Item Information window.

With this procedure, the item will remain on the receipt with a quantity of zero. You might do this to keep a record of an item the customer wanted, when the sale couldn't be completed for some reason.

# Listing a Customer on a Receipt

Listing customers on receipts is optional and is available in both the simple and regular sales receipt views. Listing a customer is necessary if you want to use customer-based discounts or tax locations, offer charge accounts, or track customer

purchase history. Any customer on file can be quickly listed on a receipt, and new customers can be easily added while completing a receipt.

At a glance you can view important customer information and receive alerts. You can also access customer history from the I Want To menu while working in the New Sales Receipt view.

### To list a customer on a receipt:

**1** If you're using the Regular receipt view, in the customer field begin typing customer identifying information (last name is the recommended entry). If you type the last name, Point of Sale attempts to recognize the name and auto-fill the field for you. A drop-down list of your customers with the closest match highlighted is also displayed.

If you're using the Simple view, use the drop-down arrow to add a customer to the receipt.

**2** Press ENTER to accept the highlighted name, or select another name from the list. Or enter other customer information (first name, company name, phone number, etc.) and select Find (Regular view only).

- If one unique match is found, the customer is listed.
- If multiple matches are found, the Find Customer window is displayed, from which you can select the correct customer or refine your search.

**3** If working the Regular view, select Add New from the drop-down list or the Find Customer window to add a customer as you make the receipt. If you're working in the Simple view, click Add Cust. From the Find Customer window, you can

- Highlight a customer and choose Select Customer (or double-click) to list that customer on the receipt.
- Select Go To Customer List to go to the list of all customer records.
- Select Add New Customer to add a new customer record and then immediately list that customer on the receipt.
- Search again by entering new keywords/numbers or selecting Advanced Find Options to refine your search by field or other criteria. If the listed customer has a customer discount, price level, or tax location associated with his or her record, you are alerted and can apply to the current sale at your discretion.

## Working with Receipt Price Levels and Discounts

The ability to give discounts or change price levels on a receipt can be controlled by security rights if you are requiring users to log in. If the user does not have sufficient security rights, the Manager Override function can be used. Refer to Chapter 34 for more information.

## Changing the Receipt Price Level

If you use markdown price levels, the default price specified in company preferences will be automatically set as the active receipt price level, unless you list a customer with an associated price level different than the default. In the latter case, the customer's associated price level becomes the active price level. The active price level is always noted on the status bar and in the Price Level field in the body of the receipt. You can change the receipt price level manually to give a customer a different price. Any discounts subsequently given are applied against the currently active price level.

**To change the receipt price level:**

❶  Navigate to the Price Level field in the bottom-right corner of the receipt and select a new price level from the drop-down list. If you have already listed items on the receipt, you are asked how you want to handle the prices of those items.

❷  Select Yes to update the prices of the listed items to the new price level. Any previous item discounts are cleared. Or, select No to leave the prices of the already-listed items at the default price level. Any new items listed after the change will be priced at the new price level. This option allows you to sell items at different price levels on the same receipt. The next receipt made will automatically switch back to the default price specified in company preferences.

## Manual Item Discounts

Whenever an item discount is entered using the Price field or one of the discount fields in the item list, the program calculates the other fields automatically. For example, if you discount by entering a percentage in the Discount % field, Point of Sale will recalculate and auto-fill the Price field for you.

**To manually discount an item price:**

❶  Select an item in the receipt item list, and then select Edit Item.
- To discount to a certain price, enter the new amount in the Price field.
- To discount by a percentage, enter the percentage in the Discount % field.

❷  Select a discount name from the drop-down list in the Discount Name field.

❸  Select OK to record the discount and return to the receipt.

Or

Navigate to one of the discount fields in the receipt item list and enter the appropriate discount directly.

## Customer Discounts

You can associate a discount with your customers. For example, you may do regular business with a non-profit organization and wish to extend a 15 percent discount for all purchases made by that company. Enter the discount percentage on the customer record. When making a sale to that customer, Point of Sale will alert you to the associated discount. You can elect to apply the discount to the current sale. Customer discounts are applied as item discounts (reduce the price of each item on the sale). Customer discounts are not applied to the purchase of a gift card or certificate.

## Global Discounts

Global discounts are given against the receipt subtotal (i.e., the entire sale), rather than on individual items. To give a global discount, use the discount fields in the totals area of the receipt form.

### To give a global discount:

❶ Enter a percentage in the Disc % field or a dollar amount in the Discount field on the sales receipt.



❷ Press TAB or navigate to the next field. An entry in either global discount field will result in the program automatically calculating and entering a value for the other. If you need to remove a previously entered global discount, simply

highlight one of the values and press DEL on your keyboard or overtype the entry with a zero (0).

## Discount Pricing (Pro and Pro Multi-Store)

Discount pricing allows you to predefine and optionally schedule discount prices in Price Manager for groups of items. For example, you might have a "Buy 3 for $45" sale for a group of sweatshirts for the weekend.

When a qualifying sale is made, Point of Sale automatically applies the discounts. These discounts are always given as line item discounts, and the Discount Reason field for included items is populated by the reason you assigned the discount in Price Manager. The original price and unit/total discounts are also provided for reference. In this example, three sweatshirts purchased during the weekend sale qualified for the discounted price. Refer to Chapter 5 for information on setting up discount pricing using Price Manager.

## Redeeming Customer Rewards (Pro)

When you are ringing up a sale, if a customer has a reward to redeem (setting up a Customer Rewards program is covered in Chapter 13) and you have enabled the option "Inform cashier when sales rewards are earned" in Reward Manager, you will be prompted to apply it when going to the payment window. It can be redeemed at that time or saved for another purchase at a later date (Figure 10-1). Only one reward redemption is allowed per sales receipt. (You may wish to include this fact
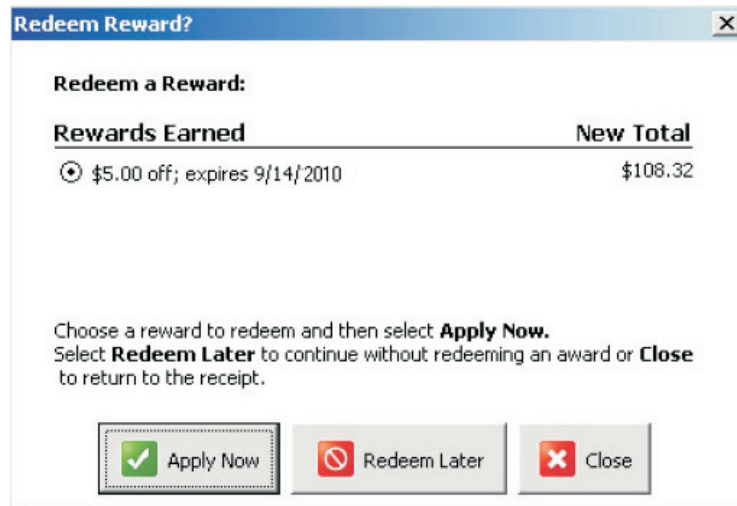


**FIGURE 10-1**  The Redeem Reward prompt

in the terms and conditions for your rewards program.) Rewards cannot be redeemed to purchase gift cards or gift certificates, to make a payment on account, or to pay for sales tax or shipping charges.

**To apply a reward:**

**1** Choose the reward to apply and select Apply Now (see Figure 10-1). The reward is applied to the sale, and you are taken to the payment window.

**2** Continue to accept the remainder of the balance due for the sale. Percentage-off rewards are applied to each qualifying sale item individually as item discounts. The Discount Reason field is auto-filled with Reward. Dollar-off rewards are added as a separate line item to the receipt and act like a global discount.

# Understanding Price and Discount Priority

Because there are several ways to apply discounts to sales, it is important to understand how they work together and which discount will take priority if the items or customer qualifies for more than one.

## General Discount Priority Rules

Note the following rules about item discounts:

- Item discounts, no matter their origin, are always taken from the active price level on the receipt.
- An item can be discounted only once on a receipt; there is no "stacking" of item discounts.
- If one item discount has been applied and then another discount is manually applied, the second discount replaces the first.
- If the customer/item qualifies for two automatic discounts, Point of Sale will apply the discount that gives the customer the best price.
- Global discounts do not affect item discounts; you can give an item discount and also a global discount on the same sale.

## Price Manager Discount Pricing Rules (Pro and Pro Multi-Store)

If an item is included in more than one active discount, only one of the discounts will be applied:

- Scheduled discounts take priority over non-scheduled discounts.
- Among two active scheduled discounts, the one with the latest start date takes priority.
- If you choose to apply a customer discount and a Price Manager discount also applies to the same item, the greater of the discounts (lower price) is applied.

(The customer discount is applied to other items on the same receipt not included in the Price Manager discount.)

## Customer Reward Discount Rules (Pro and Pro Multi-Store)

Note the following about customer reward discounts:

- If it is a %-off reward, and other item discounts are already given, the bigger discount is applied to each item.
- If the %-off reward discount isn't the better discount for any of the items, you cannot apply it (it is preserved for a future sale).
- If it is a $-off reward (amount), it is added as a separate line item and functions in the same manner as a global discount, meaning it is in addition to any item discounts given.

# Collecting Sales Tax

Point of Sale automatically calculates and collects tax on sales based on your tax configuration. If you list a customer on a receipt with an associated tax location (or flagged as tax-exempt), the applicable tax location or 0% tax rate is applied to the sale. Refer to Chapter 9 for information on configuring sales taxes.

## Changing Tax Codes/Locations at the Time of Sale

While making a receipt, you can manually change the tax code for individual items or the tax location applied to the entire receipt. Tax locations offer a convenient way to change the tax instructions for different tax areas or make sales to organizations that qualify for special tax handling.

**To change the tax code of an item being sold:**

**1** Highlight the item in the receipt item list and then select Edit Item to open the Item Information window.

**2** Select another tax code from the drop-down list in the Tax Code field.

**3** Select OK to record the tax code change and return to the receipt.

**4** Repeat for additional items, as necessary.

The tax amount will be recomputed to reflect your changes. If sold items are taxed at different rates, the Tax % field in the totals area of the receipt will be disabled.

**T I P :** If you have added the Tax Code field to the receipt Item List view, you can simply select the Tax Code field without opening the Item Information window. Refer to Chapter 9 for more information.
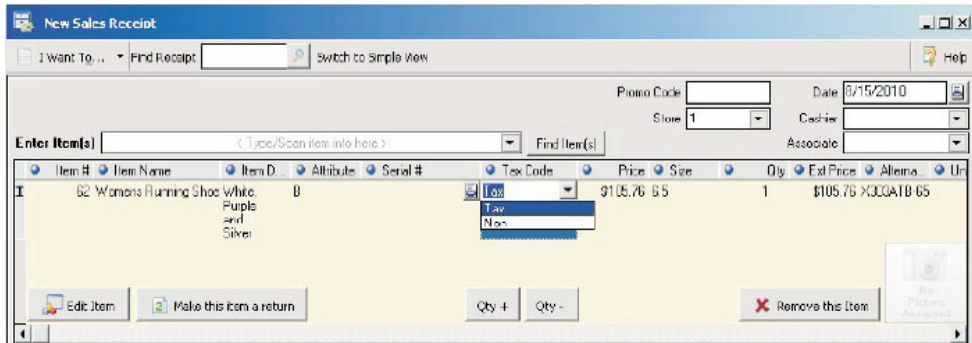


### To change the tax location for the entire sale:

1. From the receipt I Want To menu, choose Select Tax Location.
2. Select a new tax location in the Change Tax Location dialog that is displayed. Only the tax locations you have predefined are available for selection.
3. Choose Select.

The sales tax on the receipt will be computed for the new tax location.

## Adding Shipping Information

One way to add shipping charges to a sale is by using a service or non-inventory item. Create the item, naming it "Shipping Charges." Assign a tax code to the item if shipping is taxable in your area. List the item on the receipt like any other item.

You can set up a single item, leaving the inventory price at $0. Edit the price on each individual sale as necessary. Or, if you charge flat shipping amounts, set up one item for each defined amount, e.g., a $10 item, a $15 item, etc.

# Recording Shipping Information (Pro and Pro Multi-Store)

Pro-level users have two other choices to add shipping information and charges to sales receipts:

- Manually enter the shipping provider, charges, tracking numbers, etc.
- Use Shipping Manager to arrange for shipment with UPS online, and then transfer the shipping information, including a tracking link, to the receipt.

Refer to Chapter 8 for important information about Shipping Manager, including how to set it up to use with Point of Sale.

With either choice, multiple shipping addresses can be captured on customer records and then used to complete or record shipments on the receipt. Shipping labels and packing lists can be printed from the receipt as well. Shipping information, with the exception of the amount, can be added or edited on a receipt even after the receipt has been saved, until the receipt has been sent to QuickBooks Financial software. To add the shipping fields to the receipt form, and optionally make Shipping Manager available, ensure the following preferences are set.

### Preferences: Add Shipping Fields to Sales Receipt:

**1** Choose Edit | Preferences | Company | General | Select Features To Use.

**2** Select the check box labeled I Want To Record Shipping Addresses On Sales Receipts. This makes the shipping fields available on the receipt form.

You may be wondering why it's important to add shipping information to receipts. Here are a few reasons:

- If you require user logins, the security right to edit a Shipping Amount can be used to allow or prevent editing of the shipping amount on a receipt.
- You can apply sales tax to shipping amounts if required.
- If selling customer order items on the receipt, the shipping information and quote recorded on the customer order are carried to the sales receipt. If the order is only being partially filled (i.e., some items remain due), you are asked if you want to apply the shipping charge to the current receipt.
- You can customize your packing slip and store shipping label print templates, if needed, using Print Designer. Shipping Manager's shipping label cannot be customized.
- The ability to add or edit shipping information or amounts after saving a receipt may be limited.

**Preferences: Shipping Providers:**

**1** Choose Edit | Preferences | Company | Sales | Shipping | Shipping Providers.

**2** Review the default list of shipping providers and add or remove providers as needed. If you make most shipments with one particular carrier/service level, select it, and then select Make Default so that it is suggested on receipts.

**Preferences: Use QuickBooks Shipping Manager:**

**1** Choose Edit | Preferences | Company | Sales | Shipping | Use QuickBooks Shipping Manager.

**2** Select the check box to make Shipping Manager available on sales receipts (and customer orders) and from the Point of Sale menu.

**3** If you ship from receipts but do not want to transfer the shipping charges to receipts, select the check box labeled I Do Not Charge My Customers For Shipping.

**To manually record shipping information on a receipt:**

**1** Create the receipt and list the customer.

**2** In the Shipping Info area, select Ship These Items. The shipping address window is displayed.

**3** Select a shipping address, edit this address if needed, and select OK. Or, select Add An Address and enter a new shipping address, and select OK.

**4** Enter the shipping amount and date.

**5** Your default shipping provider (specified in company preferences) is suggested in the Ship By field. Pick a different provider from the drop-down list, if necessary, and optionally enter a tracking number.

**6** Select OK to close the window. The shipping date and amount are carried to the receipt, and the specified shipping address is saved and can be printed on the receipt.

**7** Select Print Packing Slip or Print Mailing Label from the Options menu, as needed, to fulfill the order. The currently selected address will be used for printing.

**8** Complete the receipt normally.

**To ship with Shipping Manager:**

**1** List the items and customer on the sales receipt.

**2** Select Ship These Items at the bottom of the receipt. The Shipping window is opened.

**3** Select Ship Via UPS.

4 Choose an existing customer shipping address or select Add An Address. If you add or edit an address in this window, you have the option to save the changes to the customer record.

5 If using an electronic scale, place the parcel on the scale.

6 Select OK. Shipping Manager is launched, and the shipping form is displayed. The customer's shipping address and the weight (if using a scale) are prefilled.

7 Enter the shipment weight and other shipping options. Missing, but required, fields will be highlighted in red.

8 Select options, as needed, from the shipping form:

• Click Add in the upper right to add additional parcels to this shipment.

• Click Estimate Cost, Transit Time, or List All Services across the bottom to get estimates of costs and shipping times.

• Click View to display a list of prior shipments made, track or cancel them, and run reports.

• Click Cancel to return to the receipt without making the shipment.

**9** Select Ship to complete the shipment and print a shipping label. A confirmation is displayed that can be printed or copied. Select OK to return the shipping information to the sales receipt.

**10** Complete the receipt and take payment in the normal manner.

The shipping Options drop-down list on the receipt has additional shipping choices. If integrated with QuickBooks Financial software, this menu is available only until the receipt has been sent to QuickBooks.

## Editing and Deleting Shipping Information

The ability to edit or delete shipping information may be limited as follows:

- Before a receipt has been saved: No restrictions. The shipping information or shipping amount can be edited or deleted.
- After a receipt has been saved: The shipping information, except the amount, can be edited or removed. The amount cannot be removed because payment has already been taken with the shipping included.
- After a receipt has been sent to your QuickBooks Financial software: No changes can be made.
- In Shipping Manager: If the shipment was made through Shipping Manager, the shipment or a specific parcel can be edited or deleted in Shipping Manager until the carrier has physically received the package, even if it can no longer be edited or deleted in Point of Sale. However, a change initiated in Shipping Manager does not update the receipt in Point of Sale.

**To edit or delete shipping information on sales receipts:**

**1** Open the receipt from Sales History (or return to the receipt from the payment screen if not yet saved).

**2** In the Shipping Info section of the receipt, make a selection from the drop-down options list. The available options vary, depending on how the shipment was made.

If shipping information was manually added:

- **Edit or Clear Ship To Address**   Allows you to change or remove the shipping address from the receipt.
- **Edit or Clear Shipping Details**   Allows you to change or remove the shipping provider, the ship date, the tracking number, and, if the receipt hasn't been saved, the shipping amount.
- **Print Mailing Label**   Prints a shipping/mailing label using the printer and template set up in Point of Sale.
- **Print Packing Slip**   Prints a listing of items to be shipped and both the Bill To and Ship To addresses.

If shipment was made via Shipping Manager:

- **Track Shipment**   If a tracking number is recorded on the receipt, this option will connect to the carrier's web site to look up the tracking number. This is only available until the receipt has been sent to QuickBooks Financial software. Once the receipt has been sent, you can select Track Package from the I Want To menu, use the tracking link on the information panel in your sales history list, or track shipments from within Shipping Manager.
- **Delete Shipment**   Deletes the shipment from the receipt, including the shipping amount if the receipt hasn't been saved. Deleting the shipment from the receipt also deletes it in Shipping Manager unless the shipment has physically been made.

**TIP:**  Be aware that deleting a shipment in Shipping Manager does not delete it from the receipt in Point of Sale. A good practice is that anytime you change or delete a shipment in one place, check or take action in the other to ensure that the information is updated there as well.

- **Re-Print Shipping Label**   Reprints the Shipping Manager shipping label for the specified carrier.
- **Print Store Mailing Label**   This option prints a shipping/mailing label using the printer and template set up in Point of Sale.
- **Print Packing Slip**   Prints a listing of items to be shipped and both the Bill To and Ship To addresses.

### ➥ FYI

## Deleting and Editing Shipping Information

The only way to remove or edit the shipping amount after a receipt has been saved is to reverse the receipt and then create a new corrected one with the updated shipping information. If canceling the shipment, you may find it quicker to create a new receipt to refund the shipping amount to the customer. They are just estimates, so shipping information on customer orders can be edited or removed at any time.
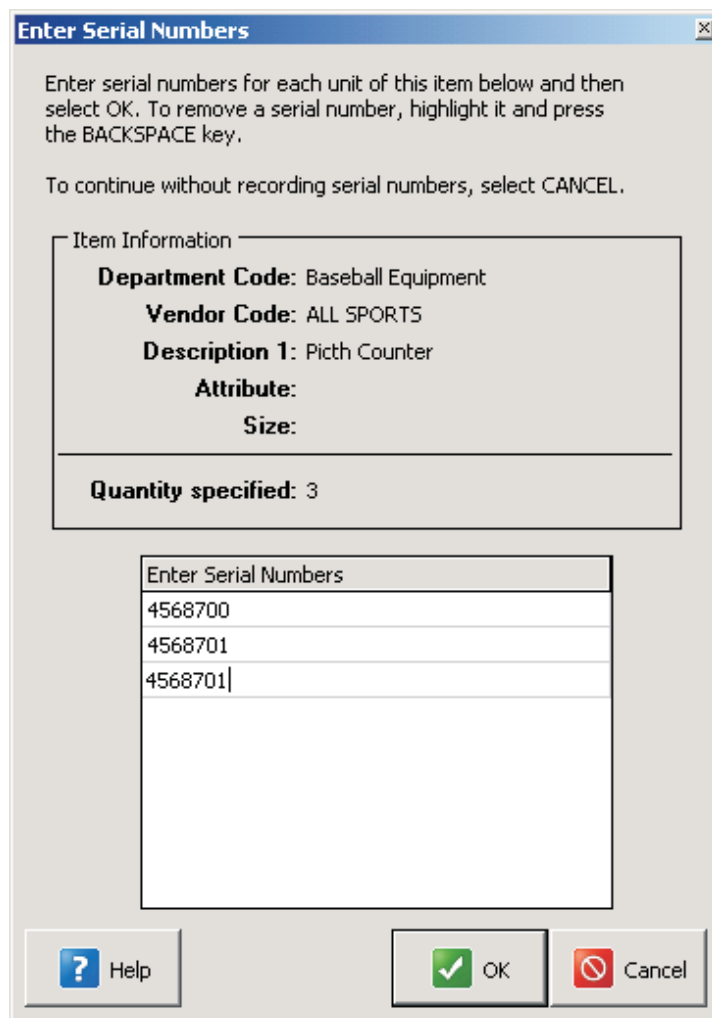
## Recording Item Serial Numbers (Pro)

You can record item serial numbers as you create a receipt. In this way your sales history will contain a permanent record of the sale of each tracked item. If the Serial # Tracking field in inventory is set to prompt for the item (on the Additional

Info tab in the item record), you will be prompted to enter a serial number for each unit of the item being sold. If the serial number tracking status is set to optional (meaning that the Serial # Tracking check box is left unchecked), use the following steps to manually enter serial numbers.

**To record serial numbers on a receipt:**

① List the item on the receipt using normal procedures.

② Select Edit Item to open the Item Information window.

③ If a single unit is being listed, enter the item serial number in the Serial # field. If multiple units are sold, enter the corresponding serial numbers in the Enter Serial Numbers dialog box. Point of Sale automatically creates the correct number of line entries based on the quantity specified on the sales receipt.

---

**Enter Serial Numbers**                                    ✕

Enter serial numbers for each unit of this item below and then select OK. To remove a serial number, highlight it and press the BACKSPACE key.

To continue without recording serial numbers, select CANCEL.

┌─ Item Information ─────────────────────────────────────┐
│       **Department Code:** Baseball Equipment          │
│           **Vendor Code:** ALL SPORTS                  │
│         **Description 1:** Picth Counter               │
│             **Attribute:**                             │
│                  **Size:**                             │
│                                                        │
│ **Quantity specified:** 3                              │
└────────────────────────────────────────────────────────┘

| Enter Serial Numbers |
|----------------------|
| 4568700              |
| 4568701              |
| 4568701|             |

[?] Help                    [✓] OK      [🚫] Cancel

➠ **FYI**

## Changing Quantities after Adding Serial Numbers

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

# Tracking Sales Commissions (Pro)

If you pay your employees a commission for sales, Point of Sale can calculate and report on commission sales for you. Each employee can have his own commission rate, and items can be marked in inventory as eligible or not for commission. The Associate field is used on sales receipts to identify the employee to be paid the commission. The associate can be assigned for the entire receipt or on an item-by-item basis.

**To record commissions on sales receipts:**

**1** Select a name in the Associate field at the top of the receipt form (it is suggested as the logged-in user). The employee selected is credited for all item sales on the receipt unless changed for individual items as explained in the following steps.

**2** To credit employee commissions on an individual item basis, highlight an item and select Edit Item to open the Item Information window.

**3** Change the name in the Assign This Item's Commission To field and the commission % or amount, if desired, for the item and then select OK.

④ Repeat for other items as necessary.

Point of Sale calculates and displays the commission amount for each eligible item on the receipt, based on the assigned employee's rate (you may need to customize the columns in the receipt to show the commission amount). You can report on employee sales and commissions by running a Commission report from the Employees report area.

# Taking Payment and Giving Change

This section covers the basic procedures for taking payment and giving change on a sale. Refer to Chapter 11 for detailed information about each payment type accepted in Point of Sale.

## The Receipt Payment Window

When you have entered all the information for the sale onto the receipt and the customer is ready to pay, click Take Payment. The Receipt Payment window is displayed, as shown in Figure 10-2.

## Entering Payment Types and Amounts

When you reach the Receipt Payment window, the amount due from the customer is prefilled in the Amount Tendered column for the payment method you have set as your default in company preferences (see the box called "To Set the Default Payment Methods (Tenders)" later in this chapter). In Figure 10-2, the customer is paying by cash, and cash is your default payment method for this example.

### To take cash payment:

**1** If the customer is giving you the exact cash amount due, press ENTER or click Accept Payment. The payment is complete. Or, if the customer tenders a different amount, simply type it over the displayed cash payment amount and then press ENTER or click Accept Payment. You do not have to delete the displayed amount if it is highlighted (blue background); simply type a new amount and it will replace the current amount. The change due, $3.57 in the Figure 10-2 example, is automatically assigned as cash in the Change Amount column, and payment is complete.



| | Method | Amount Tendered | Change Amount | |
|---|---|---|---|---|
| | | Receipt Total: | $106.43 | Use second column to enter change or cash back due the customer, payments on account, or gift card/certificate purchases and then click the **Accept Change** button or press **Enter**. |
| | | Amount Due: | $0.00 | |
| | | Change Due: | $3.57 | |

| | Method | Amount Tendered | Change Amount | |
|---|---|---|---|---|
| SF1 | Cash | $110.00 | | Clear Payment |
| SF2 | Check | | | Accept Payment |
| | | Charge to | Refund | |
| SF3 | Credit Card | | | |
| | | Charge to | Cash Back | |
| SF7 | Debit/ATM Card | | | |
| | | Charge to | Payment on | |
| SF5 | Account | | | |
| | | Redeem | Sell | |
| SF4 | Gift Certificate | | | |

Help · Save · Save & Print Receipt · Back to Receipt

**FIGURE 10-2**   The Receipt Payment window

**2** Select Save & Print Receipt. If you have a cash drawer connected, it will open, and the change due the customer is displayed. Select OK to close the Change window when ready.

When you enter the Receipt Payment window, the total amount due is suggested by your default payment method. When the customer wishes to pay by a different method, you can easily move the amount due to the other method.

---

### ➡ FYI

## To Set the Default Payment Methods (Tenders)

Select Edit | Preferences | Company | Sales | Receipt Tendering. Then select or clear check boxes for payment methods. Clearing a check box removes that method from the Receipt Payment window. Also, specify a default payment method (total payment will be suggested by this method), and indicate the credit card types you accept.

## To Set the Preference for the Payment Methods That Open the Cash Drawer

Select Edit | Preferences | Company | Sales | Open Cash Drawer. If you have a cash drawer installed, select the payment methods that open it when you save and print a receipt.

---

**To take payment by a different payment type:**

**1** Leaving the amount due highlighted, click in the cell of the Amount Tendered column adjacent to the payment type being used. Or, use the TAB or arrow keys on your keyboard to move the highlighted total amount to another payment type. As you press an arrow key, the amount will move up or down through the cells in the Amount Tendered column; you do not have to delete or re-enter the amount.

**2** Press ENTER or click Accept Payment to take full payment by the selected payment type, or use the same procedure described in the preceding steps to type over the suggested amount with the amount the customer is tendering.

**3** Enter (or scan) any additional information requested, such as check number or credit card information, for the payment method selected. Specific procedures for each payment type are described in later sections of this chapter.

**4** When the Payment Complete message is displayed, select Save & Print Receipt.

➡ **FYI**

# Moving and Accepting Payment Amounts with Mouse or Touchscreen

Mouse users can move a highlighted payment amount by simply clicking in the cell for a different payment method and can accept a highlighted or entered payment amount by double-clicking the amount. Touchscreen users can touch the amount field for the correct payment method to move an amount and touch the Enter button on the navigation toolbar to accept the amount.

## Split Payments

A split payment is one in which the customer uses two or more payment types for the purchase. For example, the customer might pay $50.00 with a gift certificate and the remaining $24.18 in cash to complete a $74.18 sale. When you enter the Receipt Payment window, the total amount due is suggested by your default payment method.

**To take a split payment:**

1. Leaving the total amount due highlighted, move the total amount to the first payment method being used, as described earlier. In this example, it would be better to record the gift certificate payment first. Point of Sale will then calculate and display the balance needed in cash to complete the payment.

2. Type **50.00** in the Amount Tendered column for gift certificate and press ENTER or click Accept Payment. The remaining amount due is displayed for the next payment method in the list.

3. Use the same procedure to move this remaining amount to the second payment method (cash in this example) and press ENTER or click Accept Payment. The Payment Complete message is displayed.

💲 **N O T E :**   If the customer overpaid, use the same procedures to assign the change to one or more change methods until the payment is complete.

4. Select Save & Print Receipt.

# Giving Change

Point of Sale will calculate the change due to a customer when the amount tendered is greater than the amount due on the sale.

- **Cash Payment**   If part or all of the payment was taken by cash, the Change dialog appears with the sale total and the amount of change displayed. It is automatically assumed that the change due will be given as cash. The Payment Complete message is displayed. Simply save and print the receipt.
- **Non-Cash Payment**   If the payment did not include cash, the change method is suggested as Cash but can be returned to the customer in one or more change methods of your choice, just as payments could be taken from the customer by different payment methods. Use the same procedures to define the change amounts and methods as you did for taking payments.

   If a customer wants a certain amount of cash back (e.g., $50) while paying for a purchase by a method other than cash, follow these steps. This method eliminates arithmetic error by the cashier. By entering the cash change amount first, the new amount required from the customer is calculated and displayed. This method works equally well to calculate the total payment amount needed when selling a gift card or certificate in addition to merchandise purchases.

**To return a specified amount of cash when ringing up a sale:**

1. Enter the amount of cash to be returned to the customer in the Change Amount column first. In this example, enter 50.00 as cash change and press ENTER. The new amount due from the customer (purchase amount plus $50.00) is now displayed in the Amount Tendered column.
2. Move the new amount due to the payment method being used and press ENTER to accept it (you cannot use a credit card for an overpayment with change given).
3. Save and print the receipt normally. The Change window is displayed to remind you of the amount of change to return to the customer.

# Correcting or Deleting Payment Amounts

If one or more payment or change amounts are entered in error, they can be corrected or deleted and new payments entered prior to saving the receipt.

**To correct or delete payment amounts:**

1. Highlight the payment amount that is in error.
2. Press DEL or select Clear Payment or Clear Change to remove the amount.
3. Enter new payment types and/or change until the Payment Complete message is received.
4. Save and/or print normally.

**➠ FYI**

## Deleting or Clearing Payment Amounts

If a credit card has already been authorized, you will be prompted to void the transaction to reverse the charge. In this case, the card is never charged and nothing will appear on the cardholder's account. Create a new receipt and apply the correct payment as necessary.

Debit payments, if authorized through the QuickBooks POS Merchant Service, have already been debited to the customer's bank account. Therefore, the debit payment cannot be deleted from the receipt, nor can the receipt be canceled or voided. The receipt must be finished, or the cashier must manually enter an equal amount by another payment type, such as cash, to balance the receipt and refund the debit amount to the customer. Any entered or assigned check, gift certificate, or credit card numbers are cleared. If the receipt has already been saved, you will have to reverse the receipt and create a new one. (Pro) If deposits have been used as payment on the sale (as might be the case when selling customer order items), the deposits will be removed and returned to the referenced customer order.

# Recording Gratuities (Tips)

Point of Sale will accommodate taking tips when accepting payment by non-cash methods (credit card, gift card, or charge to customer account). This feature must be turned on in Sales | Receipt Tendering in company preferences.

**To collect a tip:**

❶ Enter the sale as normal and enter the payment type.

❷ Select Collect Tip when prompted. If using the QuickBooks POS Merchant or Gift Card Service, you can print a temporary tip receipt for the customer to enter the tip amount and sign.

③ Enter the amount of the tip the customer has indicated and specify the employee to which it is to be paid; then select Continue.

**Select Credit Card Type** ✕

❓ **Enter Tip Amount**

Enter the tip amount the customer has written on the printed receipt.

**Tip Amount:** `$15.00`

**Payment Total:** `$121.43`

**Paid to:** `ChrisB` ▼

Continue     Cancel

④ Select Save & Print Receipt. Save the signed receipt for your records and give the customer the second receipt.

➥ **FYI**
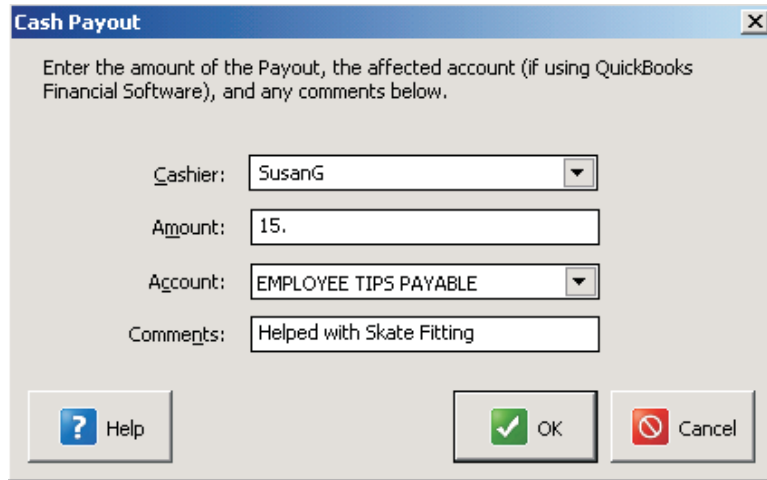
## Setting the Preference for Accepting Tips

Choose Edit | Preferences | Company | Sales | Receipt Tendering. Select or clear the check box for collecting tips. Once this setting is turned on, you will receive a prompt when taking payment by credit card, gift card, or a charge to an account.

Note the following important points about tips:

- A receipt cannot be put on hold while processing a tip.
- To collect a tip on an ATM/debit transaction, utilize a cash-back procedure and allow the customer to leave a cash tip.
- Cash tips, including tips from cash back on ATM/debit payments and from writing checks for more than the due amount, are not tracked in Point of Sale.
- Reports on tips collected are available in the Employees area of the Report Center.

- Tips may be paid to employees using a Pay-Out receipt; select Employee Tips Payable from the Account drop-down list (the account list is only available for selection if Point of Sale is integrated with the financial software) in the Cash Paid Out window. The Cash Payout window is accessed by selecting New Payout from the Point of Sale menu.



## Merchandise Returns and Exchanges

Merchandise returns are typically recorded on regular sales receipts as negative quantities. This deducts the return total from the current day's sales and adds the item(s) back into inventory. Additional merchandise can also be purchased on the same receipt. For detailed information on handling returns and exchanges, refer to Chapter 12.

## Using Charge Accounts to Give Store Credit on Returns

Merchants offering customer charge accounts can issue store credit on merchandise returns. To do this, create a normal return receipt. In the Receipt Payment window, enter the change amount in the Account Payment field. The customer's charge account will be credited, and if integrated with QuickBooks Financial software, a credit memo or customer payment (depends on version) will be created in your financial software.

## Removing Unsalable Merchandise from Inventory

Doing a return or exchange adds the returned items back to inventory. If the merchandise returned is unsalable, you should create an adjustment memo to remove it from inventory or a return voucher if the item is to be returned to the vendor. To make a quantity adjustment memo, select New Quantity Adjustment from the Inventory menu.

# Printing Receipts and Gift Receipts

Receipts are normally printed when saved and then given to customers for their records. The layout, information printed, and other print options are determined by the receipt template and print options selected in workstation preferences. For some transactions, you may wish to print more than one copy of the receipt. For example, on credit card transactions you may want to print one copy of the receipt for the customer and a second signature line copy to keep on file at the store. During the holiday season, you may wish to enable printing of gift receipts without item, price, and payment information. If the gift recipient needs to return or exchange the gift, you can quickly locate the original receipt in your sales history by scanning or typing the receipt number from the bar code printed on the gift receipt. See the following preference note for instructions to turn on these printing options.

**To print a receipt:**

1. Complete a new receipt normally and accept payment or select a receipt from the Sales History list.
2. Select Print & Save Receipt on a new receipt or select Print from the top toolbar on a previously saved receipt.
3. If print option dialogs are displayed (based on your preference settings), you can
   - Change the printer, if necessary.
   - Specify the number of copies to print or whether a gift receipt should be printed.
   - Change the template used for the receipt.
   - Select Preview to view the receipt on-screen or Print to immediately print.

➡ **FYI**

## Setting the Preference to Define Print Options

Select Edit | Preferences | Workstation | Documents & Printers | Print Options. Define the printer, template, number of copies, and whether to display the Print Options dialog before printing. Also specify (if applicable) to print two copies of credit card receipts, to pause between copies, or to always be prompted to print a gift receipt.

## Printing a Custom Logo on Receipts

You can add your own logo to printed sales documents by specifying the logo in the Store Info area within Company Preferences. If a logo is specified, it will automatically be printed on receipts and gift receipts. For Pro-level users, the specified logo is also printed on customer orders and packing slips. Refer to Chapter 32 for the procedure.

# Receipt Payment Types

**Chapter 11**

Point of Sale allows you to accept payments from customers in the form of cash, check, credit card, debit/ATM card, gift card, or gift certificate. POS also supports charges to customer accounts. You can give change or refunds to customers by any of these methods except for debit/ATM. Taking payment and giving change in cash was discussed in the general payment procedure in the preceding chapter. This chapter provides detailed instructions for each of the other payment type options.

# Review Your Sales Preferences

There are several general sales preferences you can set, including payment methods you accept, which payments open an attached cash drawer, and how the customer's receipt is printed. These options are discussed in Chapters 10 and 31.

# Familiarize Yourself with the Payment Reports

Several payment reports are available in the Payments area of the Report Center. Refer to Chapters 20 and 21 to learn more about Point of Sale reports and how to effectively work with them.

# Accepting Payment by Credit, Debit, or Gift Card

You can record the sale of merchandise via credit card in Point of Sale whether you use the QuickBooks Point of Sale Merchant Service or another merchant service. The advantage to using the Point of Sale merchant service is that the processing and approval of the card is done through your Point of Sale software. This makes your end-of-day process as well as month-end bank reconciliations less time-consuming. In this section I'll cover how to receive payments and process them using both options.

## Using the QuickBooks POS Merchant and Gift Card Services

The QuickBooks POS Merchant and Gift Card Services are optional services. Fees apply and hardware is sold separately. To learn more about the requirements, terms, and conditions or to sign up for an account with either of these services, select the links from the Learn About Services section of the home-page Navigator, or select Setup Interview from the File menu.

### QuickBooks POS Merchant Service

If you have an account with the QuickBooks POS Merchant Service, provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company, you have an integrated credit and debit/ATM card processing solution that allows you to

authorize, settle, and record these transactions within your Point of Sale software. While a credit card reader is not required, it may qualify you for lower "swipe" rates on credit card transactions. A PIN pad device and card reader are required for PIN debit transactions.

### QuickBooks POS Gift Card Service

An account with the QuickBooks POS Gift Card Server allows you to sell, redeem, and track the balances of gift cards within your Point of Sale software. A card reader is recommended for this service but is not required. Use of this service requires the purchase of gift cards, which are sold separately.

## Using Another Payment Card Service

If you do not have an account with the QuickBooks POS Merchant or Gift Card Services, you can still record credit, debit, and gift card transactions in Point of Sale, using the general payment procedures. However, you cannot

- Authorize and settle credit and debit transactions from within Point of Sale
- Authorize or track gift card balances from within Point of Sale
- Generate reports for payment card settlement, though you can print a report listing your payment card sales

Enter the customer's payment, redemption, or purchase amounts on the appropriate lines of the payment window using the general payment procedures. Follow your service's instructions for authorizing/settling the transactions. Point of Sale does not store any payment card information for these transactions.

**N O T E :** Procedures in the rest of this chapter that talk about credit, debit/ATM, or gift card transactions are specifically written for users of the QuickBooks Merchant and Gift Card Services and may not apply if using other payment card services.

## Protecting Your Customers' Card Data

As a retailer, when you begin accepting credit and/or debit cards for payment, you have a responsibility to comply with the requirements of the Payment Card Industry Data Security Standard (PCI DSS) to protect your customers' card data. Point of Sale and the QuickBooks POS Merchant Service have been designed to provide you with the tools and information needed to comply with these requirements if you authorize and settle credit and/or debit card transactions in Point of Sale. If you use another Merchant Service for these transactions, the cardholder data is not stored in Point of Sale, and you should refer to the information provided by your service for compliance requirements in your configuration. The PCI DSS includes requirements for the configuration, operation, and security of your system and the payment card

transactions you process. Adherence to the standards not only is good practice for your business, as it assures your customers that their transactions are being handled in a secure manner, but also is fiscally important—a security breach could result in significant fines. (For more details, please consult www.visa.com/cisp.) When determining the measures that need to be taken for compliance, you need to review your entire system configuration:

- Your operating system (Windows) configuration and account controls
- Your network architecture and, as applicable, remote, wireless, and Internet access to it
- Implementation of security software, such as antivirus and firewall applications
- Implementation of, and access controls to, Point of Sale (requiring user logins, password controls, and security restrictions)
- Your policies and procedures for implementing and monitoring all of these.

A separate, electronic PCI DSS Implementation Guide is included with Point of Sale to help you learn about and comply with these requirements. To access this guide, from the Point of Sale Help menu, select User Guides and then Implementation Guide: Payment Card Industry Data Security Standard. You can learn more about and get a copy of the PCI DSS standard at the PCI Security Standards Council site, www.pcisecuritystandards.org.

## About Card Readers and PIN Pads

Point of Sale supports the use of card readers and compatible PIN pads for processing of credit, debit/ATM, and gift card transactions.

Credit card and gift card transactions do not require the use of a card reader, though the use of one is highly recommended. Swiping a card though a card reader speeds entry, helps avoid errors of hand-keying information, and qualifies you for the lowest fees on credit card transactions. PIN debit transactions require the use of a PIN pad.

The procedures for taking payment cards may vary, depending on your installed hardware and configuration.

### Card Reader

This unit is ideal for retailers who accept credit and gift card payments but not PIN debit payments, or who use the card reader in conjunction with the Ingenico 3010 (described in a following section) for processing all card transactions.

### Ingenico i3070 and Ingenico eNcrypt 2100 PIN Pads

These PIN pads have an integrated card reader that can be used to process credit, debit/ATM, and gift card transactions. An added benefit with these devices is their ability to store authorization information, allowing customers to swipe their card, enter their PIN, and select cash back, if allowed, while your cashier is still completing

the receipt. When the cashier goes to the Payment window, the PIN pad device will send the approved amounts to the correct payment and change fields.

### Ingenico 3010 PIN Pad

This PIN pad has no integrated card reader but requires that a card reader also be installed on the system. Typically, the customer hands her card to the cashier, who swipes it through the existing card reader. The customer uses the PIN pad to enter a PIN, optionally request cash back, and approve the total amount.

### Ingenico 6580 PIN Pad

This PIN pad enables retailers to capture customers' signatures for credit card transactions directly on the PIN pad. An electronic copy of the signature is recorded for later retrieval in the event of contested charges. This PIN pad offers improved security and reduced paper clutter.

Refer to Appendix B for information regarding PIN pads that are sold and supported by Intuit. The procedures that follow assume you have a card reader and/or supported PIN pad connected and have configured Point of Sale preferences with your QuickBooks POS Merchant Service account number, communication method, and PIN pad. To connect and configure hardware, use the Hardware Setup Wizard from the File menu.

## Guidelines for Accepting a Payment by Credit Card

Here are some general guidelines you should be familiar with:

- Up to three credit card payments can be accepted on a single transaction.
- A card reader is not required to process credit card transactions. However, you may get a lower "swipe" rate when using a card reader.
- The credit card does not have to be present to authorize a transaction; however, higher fees apply when none is present, and you do need the customer's name, ZIP code, card number, and expiration date. ("Card not present" rates apply. Refer to your QuickBooks POS Merchant Service agreement for more information.)
- Point of Sale performs an address verification check on all manually entered credit card transactions processed by the QuickBooks POS Merchant Service. The service checks to see if the ZIP code and, optionally, the numeric portion of the street address given by the customer match the address currently on file at the cardholder's bank and alerts you if there is a mismatch.
- On manually entered transactions, you can also check the card verification code against the card issuer's records and be alerted if there is a mismatch. Select the "What is this?" link on the Credit Card Payment window for instructions to locate and enter this code. Address and card verification checks are important security features that can help you avoid credit card fraud. See the sidebar "Credit Card Sales Preferences" to specify how you want to handle verification failures.

➼ **FYI**

## Credit Card Sales Preferences

**To print two copies of credit card receipts:**   Select Edit | Preferences | Workstation | Print Options. Check the Print Two Copies Of Credit Card Receipts box. Select this option to always print two copies of credit card receipts—one for the customer and one for the merchant (signature copy). If you are using double-ply paper, you may want to turn off this setting.

**To pause printer between printing to allow tearing off printed receipt:**   Select Edit | Preferences | Workstation | Print Options. Check the Pause Between Pages To Allow Tear Off When Printing To A 40-Column Printer box. Select this option if you want the printer to pause briefly between receipts so that you have time to tear them off. This option applies only if you have selected to print two credit card receipts (see the preceding item).

**To automatically print/save receipt upon card approval:**   Select Edit | Preferences | Company | Merchant And Gift Services: Check the Automatically Print And Save Receipt Upon Credit, Debit, Or Gift Card Approval box. Select this option to automatically print/save the receipt once the transaction has been approved. This allows you to return to servicing your customer sooner. This preference applies only to users of the QuickBooks POS Merchant Service.

**To set the allowed card types (the cards you'll accept at your store):**   Select Edit | Preferences | Company | Sales | Receipt Tendering | Card Types. Specify the credit cards you accept. Only those cards you accept are available when making credit card sales.

**To set the preferences that control address and card verification for manually entered transactions:**   Select Edit | Preferences | Company | Merchant & Gift Services. Check the Do Not Allow Manual Transactions That Fail Address Verification and/or Do Not Allow Manual Transactions That Fail Card Verification boxes. By selecting these options, you disallow manually entered transactions (not swiped) if the address information or card verification code provided do not match bank records. This preference applies only to users of the QuickBooks POS Merchant Service.

## Taking a Payment by Credit Card

1. Start the receipt normally, listing items and other information. If you're using the Ingenico i3070, 2100, or 6580 PIN pad, customers can swipe their cards at any time; they do not have to wait for you to go to the Receipt Payment window.
2. Select Take Payment after completing the receipt.
3. Move the receipt amount to the Credit Card payment field and accept the entry. The Credit Card authorization window is opened.

④ When prompted, swipe the credit card or select Manual Entry. If you selected Manual Entry, enter the card information and, optionally, the fraud prevention information, then select Authorize. At the prompt, specify whether the card is present. If using a PIN pad, have the customer okay the amount.

⑤ Point of Sale connects to the Merchant Service to obtain authorization. If all of the following are true, Point of Sale processes the transaction and prints the receipt without further action on your part. (If you are using the Ingenico 6580 Pin Pad, your customer will be prompted to sign on the unit's signature pad rather than on a second printed receipt.)

- The card was swiped.
- The transaction is authorized.
- You are configured to automatically save/print upon authorization.

⑥ If any of these are not true, continue with the following steps.

⑦ You will see one of the following messages:

- **Authorized** The charge has been approved. Select OK to close the window.
- **Declined** The charge was not approved. Select Cancel to return to the payment screen. Ask the customer to provide a different form of payment or select Authorize to try again.
- **Referral** Voice authorization is required. The cursor is automatically placed in the Authorization field. Call the number listed onscreen and give the operator your Merchant Number. Enter the authorization number the operator gives you and press ENTER.
- **Failed address or card verification check** The address or card verification code entered does not match the issuer's records. Depending on your merchant service preferences, you may be allowed to continue or the transaction may be automatically voided.

⑧ Wait for the receipt to print, if configured to print automatically. Or, select Save & Print to record and print the receipt.

⑨ Have the customer sign the merchant copy of the receipt.

## Split-Payment Transactions

Split-payment transactions involving credit cards are allowed. Up to three credit cards can be used on one transaction. Credit cards can be used in combination with other payment methods. Follow the same procedure as the preceding one, with slight modifications as noted as follows. Do not swipe the customer's card until directed to do so.

### To accept split payments including credit cards:

① Complete the receipt and select Take Payment.

② Enter the amount for the first credit in the Credit Card field and click Accept Charge.

**3** Swipe the customer's card or manually enter the card information. If using a PIN pad, have the customer okay the amount. Point of Sale connects to the Merchant Service for authorization in the same manner as in the preceding procedure.

**4** After authorization is received for the first card, enter or accept the amount for the second card in the Credit Card 2 field, or move the amount to another payment method, and press ENTER.



**5** If using a second card, swipe or enter card information now and follow the same process to complete the second authorization. Or, if using another payment method, enter any requested information.

**6** Repeat for a third card or another payment type, if necessary.

**7** Select Save & Print (if not configured to print automatically).

**8** Have the customer sign the merchant copy of the receipt.

# Cardholder Address and Card Verification

When you manually enter credit card information, the QuickBooks POS Merchant Service verifies the cardholder's address by comparing the ZIP code, and, optionally, the street address you enter, against the customer's credit card bank records. This check is carried out using the Address Verification Service (AVS).

## Address Verification Service (AVS)

Address verification helps merchants avoid credit card fraud and chargebacks for transactions in which the credit card information is manually entered or not physically present at the point of sale. Only the customer's ZIP code is required to complete the verification check, but you can also include a street address for extra protection. Only the number portion of the street address is used in the verification check, but the credit card dialog allows you to enter the street name as well. If a customer denies having made a particular credit card purchase, showing the credit card company that you collected the customer's street address may help prove that the charge was legitimate.

## Card Verification

Credit card verification is an important security check for manually entered (non-swiped) credit card transactions. The code helps verify that the customer, presumably the legitimate cardholder, has the actual card in her possession. The use of this feature is optional but highly recommended as one component of a fraud prevention strategy. When you enter the card verification code on a credit card transaction, the processor verifies that the code matches issuer records. A mismatch can be one potential indicator of fraudulent use of the card.

### Handling the Verification Results

The processor returns a message indicating whether the entered address and/or card verification information matches that on file at the cardholder's bank. Depending on the card issuer, the card verification feature may be referred to as a card verification code (CVC), card verification value (CVV), card identification number (CID), or card member ID. All of these terms are synonymous. These checks are for your information only. You can choose to block or allow the credit card payment if the verification indicates a mismatch. Blocking a transaction that fails verification affords you a degree of protection against fraudulent transactions but also may block some legitimate transactions.

## Manual Voice Authorizations

If there is a problem with your connection, Point of Sale prompts you to do a voice authorization after three failed connection attempts. You can also force a manual voice authorization. This may be necessary when your regular connection method is unavailable or to enter transactions later that were taken while your connection was down.

**To force a manual authorization:**

**1** With the manual credit card payment window displayed, enter the credit card number, the expiration date, and, optionally, the credit card verification code and street address. Do not enter the customer's ZIP code at this point.

**2** Select the Enable Voice Authorization button next to the Authorization field.

**3** Call the number displayed for authorization. Your Merchant number is also displayed for your convenience.

**4** Listen to the authorization menu choices carefully, as you can choose to authorize with address verification or without. Follow the phone prompts to enter necessary information. The operator will give you an authorization code.

**5** Enter the code given in the Authorization field.

**6** Enter the customer's ZIP code and, optionally, street address.

**7** Select OK.

## Canceling and Reversing Credit Card Transactions

If a customer cancels a credit card purchase, the following points apply:

- If the receipt has not been saved/printed, you can cancel out of the Credit Card window if necessary and then clear the payment, or cancel the entire receipt, as applicable. If the credit card has already been authorized, it is voided and the charge does not show up on the cardholder's account.

- If the receipt has been saved but the transaction not yet settled, display the original receipt and select Reverse Receipt from the I Want To menu. Both the original and reversing receipts retain the credit card charge information but are marked as being voided. The transactions are not sent for settlement, nor does either transaction show up on the cardholder's statement.

- If the transaction has already been settled, reversing the original receipt automatically credits the cardholder's account. Because settlement has already occurred in this circumstance, both the original and return/reverse transactions show up on the cardholder's statement. The ability to reverse credit card transactions expires 60 days after the transaction date.

## Settling Credit Card Transactions

Although credit card transactions are authorized immediately when you take payment, funds are not transferred from the cardholder's account to yours until the transactions are "settled." With a QuickBooks POS Merchant Service account, you

can send each day's Merchant Service batch to the processor for settlement as part of the End of Day procedure, or you can send batches manually whenever you want. You must send your credit card transaction data to the processor within a day of authorizing the transactions to avoid paying higher fees. Once settled, transaction funds are deposited into your bank account, less the merchant discount fee. If you are integrated with the 2008, 2009, and 2010 versions of QuickBooks Financial software, credit and debit card transactions are added to your Undeposited Funds account and Payments To Deposit window grouped by settlement batch. This makes it easy to match credit and debit card payments taken in Point of Sale to your bank deposits in your financial software and to identify discrepancies and fees.

**➡ FYI**

## Settlement Batch Transaction Limit

A credit card settlement batch is limited to 500 transactions or a total dollar amount of $999,999.99. If you reach either of these limits before settling, Point of Sale does not allow any more credit card transactions until settlement is completed.

## Payment by Debit/ATM Card

There are two ways a customer's debit/ATM card can be accepted for purchases:

- PIN debit transactions, which require the use of a PIN pad, take payment directly from the cardholder's associated bank account, and allow cash back. This section applies to this type of transaction.
- Processing the customer's debit/ATM card like a credit card, which does not require the use of a PIN pad and does not allow cash back. Typically, the card must display a credit card logo (e.g., Visa or MasterCard) to be used this way. Process these transactions using the instructions in "Taking a Payment by Credit Card," earlier in this chapter.

PIN debit payments, once authorized, cannot be deleted from the receipt, nor can the receipt be canceled or voided. If it becomes necessary to cancel the receipt after authorization, the cashier can manually enter an equal amount by another payment type to balance the receipt, and then save and refund the debit amount to the customer.

## ➥ FYI

## Debit/ATM Sales Preferences

**To set the preferences to accept debit/ATM card payments and allow cash back:**
Select Edit | Preferences | Company | Merchant & Gift Services. Check the Accept Debit/ATM Card Payments box to allow payment by debit/ATM card. Check the Allow Cash Back Up To box to allow cash back to customers on PIN debit sales. Also, specify the maximum cash back per transaction (up to $200). Selecting this option enables the cash back option on the PIN pad device.

**To set the preferences to automatically print and save receipt upon approval:**
Select Edit | Preferences | Company | Merchant & Gift Services. Check the box Automatically Print And Save Receipt Upon Credit, Debit, Or Gift Card Approval. Select this option to automatically print/save a receipt once the transaction has been approved.

### To take payment by debit/ATM card:

**1** Start the receipt normally, listing items and other information. If using the Ingenico i3070, 6580, or eNcrypt 2100: Customers can swipe their cards at any time; they do not have to wait for you to go to the Receipt Payment window. The customer should select Debit/ATM as the transaction type, enter his PIN, and, optionally, select a cash back amount.

**2** Select Take Payment to go to the Payment window. If you're using the Ingenico i3070, 6580, or eNcrypt 2100: If the customer finished entering information on the PIN pad before you reached the Receipt Payment window, the receipt amount is auto-filled in the Debit/ATM field and the Debit Card window is opened. Skip to Step 5 in this case. If you selected Take Payment before the customer finished, complete Step 3 and then skip to Step 5.

**3** Move the receipt amount to the Debit/ATM payment type and accept it. The Debit Card window is opened.

**4** Swipe the debit card and, if applicable, enter a cash back amount.

**5** The customer must select OK on the PIN pad to approve the sale amount. (You will see the "Waiting for user input" message until the customer approves the amount.) Point of Sale connects to the Merchant Service to obtain authorization.

**6** If both of the following are true, Point of Sale processes the transaction and prints the receipt without further action on your part. This allows you to return to servicing the customer.

  - The transaction is approved.
  - You are configured to automatically print and save the receipt upon approval.

**7** If either of these is not true, continue with the following steps.

**8** You will see one of the following messages:

- **Authorized**   The debit has been approved. Select OK to close the card dialog.

- **Declined**   The debit was not approved. Select Cancel to return to the payment screen. Ask the customer to provide a different form of payment, or select Authorize to try again.

**9** Wait for the receipt to print, if configured to print automatically on approval. Or, select Save & Print to complete and print the receipt.

**10** If applicable, the Change window displays the cash amount to give the customer. Select OK to close the window.

**To accept split payments including debit cards:**   Follow the same procedure as the preceding one, with the following changes. Split-payment transactions involving debit/ATM cards are allowed; however, only one debit card payment is allowed on a sale. Debit/ATM cards can be used in combination with other payment methods, including credit cards.

**1** Complete the receipt and select Take Payment.

**2** Enter the amount for the debit in the Debit/ATM field payment field and press ENTER.

**3** Swipe or have the customer swipe her card and, optionally, enter a cash back amount.

**4** Have the customer okay the amount on the PIN pad. Point of Sale connects to the Merchant Service for authorization in the same manner as in the preceding procedure.

**5** After authorization is received for the debit card, enter and accept the amount for the second payment method, and press ENTER.

**6** If using a credit card, follow the credit card authorization process. Or, if using another payment method, enter any requested information.

**7** Repeat for another payment type, if necessary.

**8** Once payment is balanced with the amount due, the transaction will immediately save/print (if configured to do so) or you can select Save & Print Receipt to complete the transaction.

# Canceling or Reversing a Debit/ATM Transaction

PIN debit payments, if already authorized through the QuickBooks POS Merchant Service, cannot be cleared from the receipt, nor can the receipt be canceled or voided.

   If the receipt has not been saved and the customer wants to complete the sale, the cashier can take an equal amount by another payment type to balance the receipt, save, and refund the debit amount to the customer.

Reversing a debit receipt does not create a credit back into the customer's bank account. When you reverse a debit receipt, the change is automatically assigned to cash. If you want to return the money to the customer by another method, create a return receipt instead and choose any payment method. Then create a new, corrected receipt, if necessary. Refer to Chapter 12 for more information on these procedures.

# Settling Debit Card Transactions

PIN debit card transactions are not settled in the same sense as credit cards are. PIN debit transactions immediately debit the cardholder's account when processed; therefore, no settlement is required. However, your debit transactions are batched with your credit card transactions to facilitate grouping and reconciling payments with your bank deposits.

# Processing Payment by or Sale of a Gift Card

Gift cards are sold, recharged (additional value added), or redeemed from a sales receipt. Up to three gift cards can be sold or redeemed on a single receipt. The procedures that follow assume you have an account with the QuickBooks POS Gift Card Service and have configured Point of Sale company preferences with your account information.

## Selling or Recharging a Gift Card

When a customer buys a gift card, there is no net sale. The customer is paying the amount of the card purchase by one payment method (such as cash or credit card) and receiving the same amount as change in the form of a gift card.

**To sell or recharge a gift card:**

1. Start a new sales receipt with or without other items listed.
2. In the Enter Items field, swipe the gift card or begin typing **Gift** . . ., and then from the drop-down item list, select Gift Card.
3. Enter the gift card amount and number in the dialog displayed and select OK. If you swiped the card, the number is prefilled.
4. Repeat if selling additional cards, up to three, on the receipt.
5. Select Take Payment. Point of Sale connects to the Gift Card Service and updates the balance for the card(s). A confirmation message is displayed when this process is complete.
6. Enter/accept payment and change amount(s) as applicable until the Payment Complete message is displayed.
7. Save/print the receipt.

**To sell a gift card (alternative procedure):**

**1** Start a new receipt with or without items listed.

**2** Select Take Payment to display the Receipt Payment window.

**3** Enter the amount of the gift card being sold in the Gift Card Sell field and press ENTER or select Accept Sale.

**4** The Gift Card window is displayed. Swipe or type the gift card number and then select Authorize. Point of Sale connects to the Gift Card Service and updates the balance for the card; a confirmation message is displayed and the amount due changes to reflect the payment that must be taken from the customer.

**5** Repeat if selling additional cards, up to three, on the receipt.

**6** Enter/accept payment and change amount(s) as applicable until the Payment Complete message is displayed.

**7** Save/print the receipt.

## ➠ FYI

# To Return a Gift Card or Cancel a Gift Card Purchase

Reverse the original receipt. This automatically cancels the gift card transaction. Reversing the purchase of a gift card removes the balance on the card. Reversing a receipt that was paid by gift card returns the amount to the card.

You can also create a new receipt with no items and, from the payment window, redeem the card and return equivalent change to the customer by another means.

**To redeem a gift card for payment on a sale:**

**1** List the items to be sold on the receipt and then select Take Payment.

**2** Move or enter the amount due to the Gift Card Redeem field and press ENTER. The Gift Card window is displayed.

**3** Swipe or enter the gift card number and then select Authorize. If using a PIN pad, have the customer OK the amount.

**4** Point of Sale connects to the Gift Card Service and checks the balance of the card, and a confirmation message is displayed.

**5** If the balance is equal to or more than the amount due, the payment amount is deducted from the card balance and payment is complete.

**6** If the card balance is less than the amount due, the card balance is adjusted to zero and the authorized amount is auto-populated to the Gift Card Redeem field. You need to take additional payment by another gift card or other payment method for the remaining amount due. After entering one transaction, a new gift card line is added to the payment window.

**7** Select Save & Print Receipt.

### To check the balance of a gift card:

**1** Start a new sales receipt with or without items listed.

**2** Select Take Payment.

**3** Select Check A Card Balance to the right of the Gift Card line. The Gift Card Balance Inquiry window is displayed.

**4** Swipe or enter the card number, and then select Check Now. Point of Sale connects to the service and displays the card balance. To check the balance of all outstanding gift cards, run a gift card balance report as mentioned next.

## Gift Card Service Reports

Users of the QuickBooks POS Gift Card Service can run two reports summarizing or detailing their gift card transactions:

- **Gift Card Balance Summary**   A list of all outstanding gift cards and their current balances.
- **Gift Card Activity Detail**   Details of gift card activity in a specified date range.

# Payment by Check

You can choose to accept or not accept checks from a given customer by selecting the Accept Checks field on the Additional Info tab in the customer's record. Clear this check box to block payment by check.

($) **T I P :**  If requiring user logins, a cashier with sufficient security rights can override the customer's Accept Checks setting (if set to not accept checks). A cashier that does not have security rights to override this setting will not be allowed to accept the check, and a different payment type will have to be used to complete the sale. If you are not requiring users to log in, anyone can override this setting. Refer to Chapter 34 for more information about assigning security rights to employees.

If the user does not have sufficient security rights, the Manager Override function can be used to allow payment by check. (Refer to Chapter 34 for more information.)

### To accept a check for more than the purchase amount:

**1** Complete the sale normally, entering the full amount of the check in the Amount Tendered column for Check.

**2** Press ENTER. When prompted, enter the check number. Any overpayment will be suggested as cash for the change. The change can be returned by another method if needed; simply move or enter the change amount by a different method.

### To cash a check without a purchase:

**1** Create a receipt with no items listed and a zero total balance.

**2** Select Take Payment to display the Receipt Payment window.

**3** Enter the payment amount as a check. Enter the check number or complete verification procedures as requested.

**4** The entire amount will show as change due and will be suggested as cash. Press ENTER to accept the amount and change method.

**5** Save the receipt. The Change window will display the cash amount to return to the customer.

# Payment by or on Account

Point of Sale allows you to offer and manage in-store charge accounts for your customers. If your Point of Sale is integrated with QuickBooks Financial software, customer account information can be shared. Refer to Chapter 13 for more information about allowing account charges, setting credit limits, and receiving past due alerts.

Point of Sale alerts you and, depending on your security settings, may block a new account charge if insufficient credit is available. If you are integrated with QuickBooks Financial software and have enabled past due account blocking, the charge may also be blocked if the account is reported as past due. If you exchange information with QuickBooks Financial software, customer account charge receipts and payments on account are sent and posted to the customer's account if you enable the option Use With QuickBooks on the Additional Info tab in the customer record.

**TIP:** If requiring user logins, a cashier with sufficient security rights can override the block to a new charge on account. A cashier that does not have this right will have to use a different payment type to complete the sale or request that another user with sufficient rights use the Manager Override function to allow the charge. Refer to Chapter 34 for more information.

If you are not requiring users to log in, anyone can override these settings. Refer to Chapter 34 for more information about assigning security rights to employees.

### To record a sale paid by charge to a customer account:

**1** List the items and customer on the receipt.

**2** Enter/accept the payment amount using Account as the payment method (enter/accept the amount in the Charge To field).

**3** Save and/or print the receipt.

### To record payments on account in Point of Sale:

**1** From the customer record, from the sales history, or while creating a receipt, select Take A Payment On Account from the I Want To menu. If on a new receipt, you can add new purchases to the same transaction.

2    In the Payment On Account window, select the customer from the drop-down list, enter the amount being paid, and then click the Accept Payment button (the button label changes to "Back to Receipt" if payment is being accepted while also completing a sales receipt). The Payment On Account window is opened. The account payment amount is prefilled into the appropriate field.

3    Enter/accept payment amount(s) until the Payment Complete message is shown.

4    Select Save & Print or Save only.

The Account charge method is not available on the payment window when accepting a payment on account, as a customer cannot make a payment on account by charging it to his account.

**TIP:**   Payments on account can be entered directly into your financial software if you prefer, using the Customers | Receive Payments option (see your QuickBooks Financial software documentation for more information). If choosing this method, do not enter the payment in Point of Sale as well. Payments on account recorded in your financial software will be reflected in Point of Sale after the next Financial Exchange.

# Payment by or Sale of a Gift Certificate

When a customer buys a gift certificate, she is paying the amount of the certificate in one currency (such as cash) and receiving the same amount as change in the form of the gift certificate. Certificate numbers can be recorded on both the sale and the redemption of gift certificates for tracking purposes. You cannot both take and sell a gift certificate on the same transaction.

### To sell a gift certificate:

1    Start a new sales receipt with or without other items listed.

2    In the Enter Items field, begin typing **Gift** . . . and then from the drop-down list, select Gift Certificate.

3    Enter the gift certificate amount and number in the dialog displayed and select OK.

④ Select Take Payment to display the payment window. The gift certificate amount is prefilled to the Gift Certificate Sell field, and the total amount due from the customer (any purchases plus the gift certificate amount) is suggested in the Amount Tendered column.

⑤ Enter/accept payment amount(s) as applicable until the Payment Complete message is displayed.

⑥ Save/print the receipt.

### To accept a gift certificate for payment:

① Process the payment normally, entering the amount in the Gift Certificate Redeem field.

② Record the certificate number when prompted.



③ Take additional payments and/or return change in the normal way.

④ Save/print the receipt.

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➤➤ **FYI**

## Monitoring Gift Certificate Balances

Point of Sale does not automatically track the balance remaining on gift certificates. If you accurately record the gift certificate number when sold and when redeemed, you can run the Payment Reconciliation – Gift Certificate List from the Payments option under the Reports menu to get a list of outstanding gift certificate balances.

# Returns, Exchanges, and Sales History

Chapter 12

After a sales transaction is saved, the receipt is stored in your sales history list. Receipts provide a permanent record of merchandise sold from (and returned to) inventory, as well as deposits on customer orders and payouts. All receipt types are stored in the same list and share the same numbering sequence.

# Locating a Receipt in Your Sales History

The Sales History list is displayed when you select Sales History from the Point of Sale menu, from the Navigator tab on the Home Page, or from the I Want To menu while working on a receipt. You can view and locate a receipt by searching sales history or customer history, or by standard sorting and filtering in the Sales History list. Once you have located a receipt in sales history, it can be viewed, copied, reprinted, or reversed.

### To search for a saved (history) receipt:

**1** Access the receipt Find field in one of these ways:

- From the Navigator, use the Quick Find window.
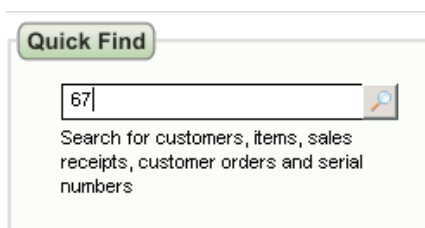


- From the window toolbar of a new receipt form or sales history, select Find Receipt.
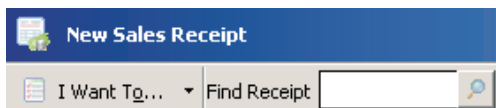


- From the Edit menu, select Find Record and then select Sales Receipt.
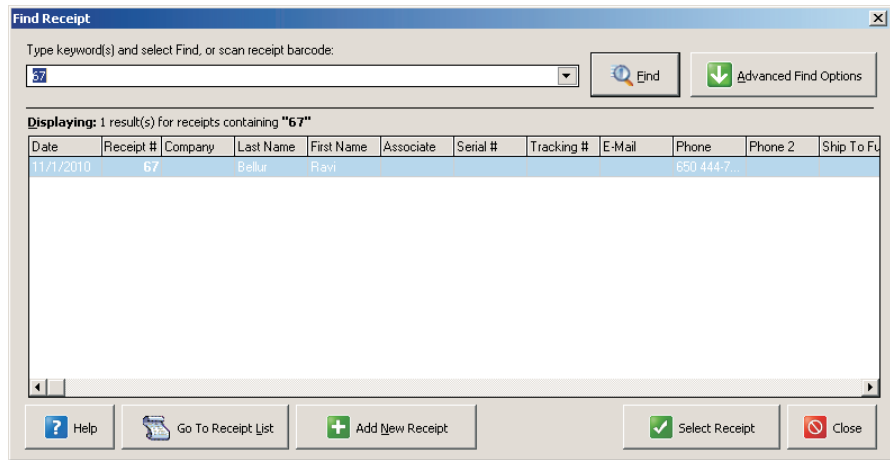
2 Enter the search criteria into the Find field and select Find. Use information from the original receipt if the customer has brought it into the store for a return or exchange. You can search for

- Date the receipt was created
- Receipt #   Enter the receipt number or scan the bar code at the bottom of the receipt
- Customer or Company name
- Associate who created the receipt
- (Pro and Pro Multi-Store) Serial Number or shipping Tracking #

  If more results than expected are returned, narrow the search results by selecting Advanced Find Options on the Find Receipt window, and then select "Search only in a specific field" or another advanced option. (Advanced Find is not available on the Quick Find window.)

3 Select a receipt from those displayed.

**To search for a receipt in customer history:**

1 Access the customer's sales history in one of the following ways:

- From the Customer List, highlight the customer and select Collapse to view the Customer Information panel showing the customer history.
- If you have the customer listed on a receipt, select View Customer History from the I Want To menu at the top of the screen.

  The displayed purchase history shows a summary of customer purchases and a list of the receipts. You can expand a receipt to view the items purchased.

2 Select a receipt and double-click it or select Go To Document from the I Want To menu on the right to display the receipt.

## To filter your sales history list:

**❶** Display your Sales History, as shown in Figure 12-1, and then select one of the following from the View drop-down list at the top of the window:
   - A predefined filter (such as All Receipts, This Month, or This Week)
   - A previously defined and saved custom filter (your custom name)
   - <Create Filter> to enter custom filter criteria and optionally save them
   - Manage Filters to edit, rename, delete, or rearrange the order of your previously saved filter views

**❷** If you selected <Create Filter>, enter criteria values in any of the available fields and then select Apply or Save. The list is filtered by your selected criteria.

## To find a receipt by sorting or scrolling:

   - Select the column by which you want to sort the list by clicking or touching the header of the column.
     You can also sort on multiple columns by selecting Sort List | Sort On Multiple Columns from the View menu. To customize the columns visible in the Sales History list, right-click in any column header and choose Customize Columns.
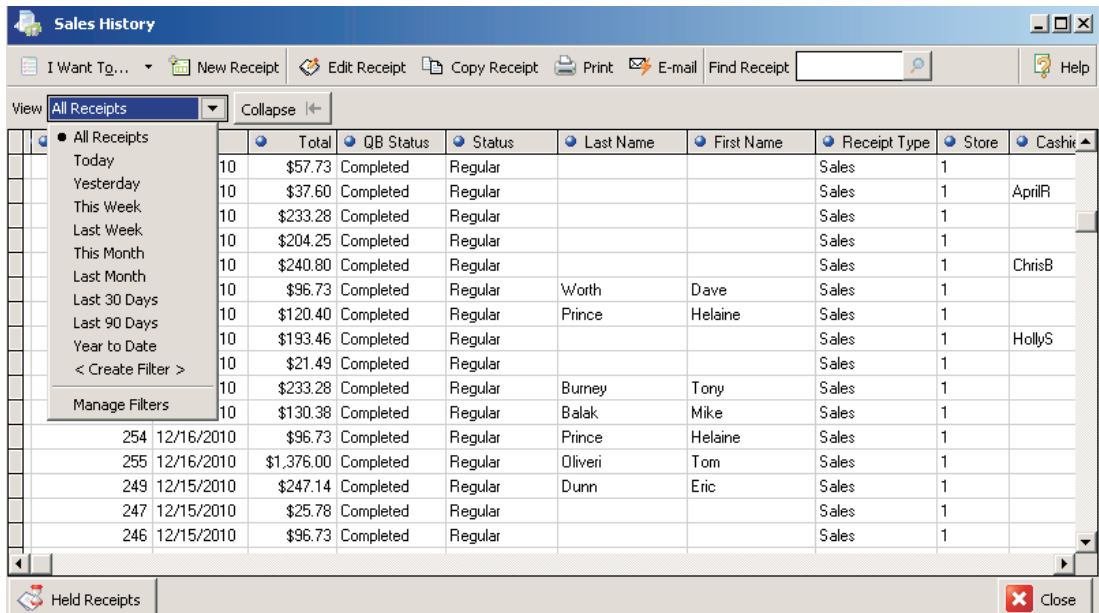


**FIGURE 12-1**　The Sales History List showing available predefined filters

- Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted. You can also use the vertical scroll bar to scroll through your list. The scrolling indicator displays your progress as you move through the list.

# Editing a Receipt

Point of Sale allows you to go back and correct certain specific entries on saved receipts. However, you cannot edit any field affecting the receipt amounts, items, or payments. If you are exchanging information with QuickBooks Financial software, editing is even more limited after the information has been sent to your financial software. To correct receipts at that point, you must reverse the receipt and create a new receipt with the corrected information. Refer to "Reversing Receipts" later in this chapter for more information.

**To edit a receipt:**

**1** Access and open the receipt in Sales History.

**2** Edit the informational fields as needed. Editable fields include the comments and shipping information (not amount) and, until sent to QuickBooks, the customer and promotional codes.

**3** Select Save Only.

---

**➡ FYI**

## Pro Multi-Store: Remote Stores Editing Receipts

Once transactions have been sent via Store Exchange to Headquarters, you can no longer edit the receipt.

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# Merchandise Returns and Exchanges

Returned merchandise is recorded on a receipt that adds the item(s) back to inventory and deducts the amount from the current day's sales. Additional merchandise can be entered on the same receipt when doing an exchange or for purchase. There are several ways to complete a return. Use whichever is most convenient for you.

**To return one or just a few items:**

**1** On a new sales receipt, list the item being returned.

**2** Click the Make This Item A Return button. This will change the item quantity to negative. This is a quick way to return one or a few items and also works well if you are selling replacement or additional items on the same receipt.
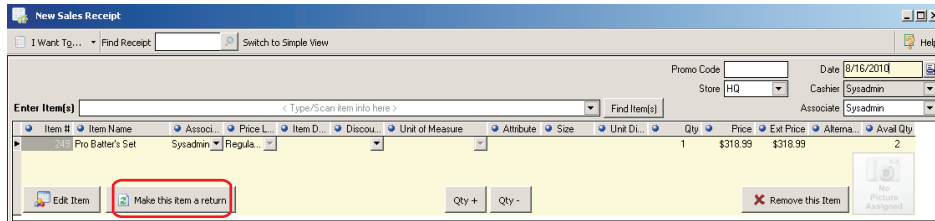


### To return a single item from the original sale:

**1** Locate and display the original receipt in sales history or customer history.

**2** From the I Want To menu, select Accept Return Item(s). If the original sale included only a single item, that item is immediately added to a new sales receipt as a return item, with a negative quantity and at the same price as the original.

### To return multiple items from the original sale:

**1** If the original sale included multiple items, the Merchandise Return dialog is opened and displays a listing of the items, quantities, and original sales prices (see Figure 12-2).

**2** Check the item(s) being returned, edit the quantity if necessary, and then select Accept Return. The selected items are added to a new sales receipt with negative quantities and at the same price at which sold. With this method, you ensure that the return is processed at the same price as originally sold.

If the original sales receipt sold many items, all of which are being returned, the following two methods are both efficient ways to return them all at the same price as paid.

### To return all items from the original sale (method 1):

**1** Locate and display the original receipt from your sales or customer history.

**2** Select Copy Receipt from the sales receipt toolbar.

**3** From the I Want To menu of the new receipt, select Convert To | A Return Receipt as shown in Figure 12-3. All items from the original receipt are added to a new receipt with the same quantities and price as the original; edit as necessary.
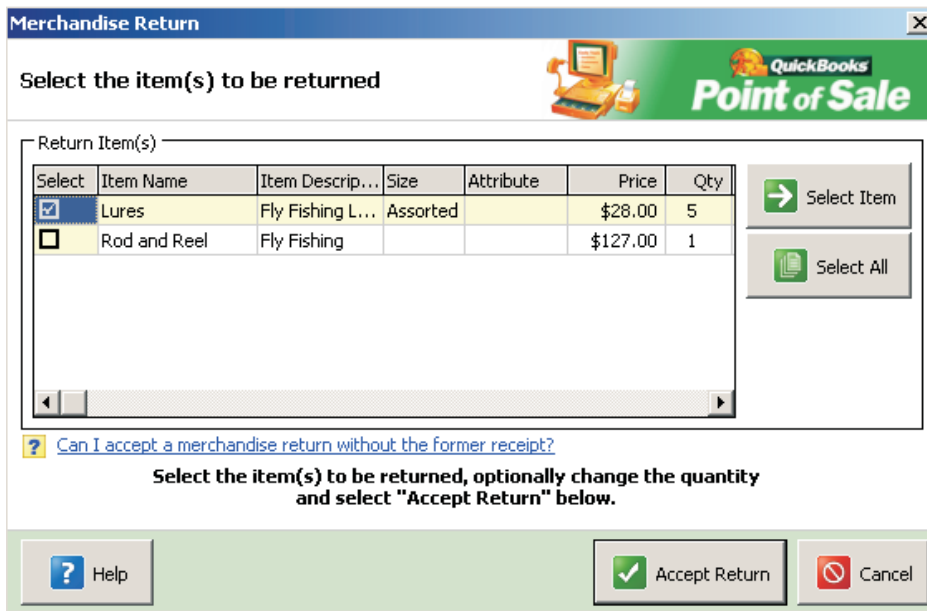
**FIGURE 12-2** The Merchandise Return dialog when multiple items are listed
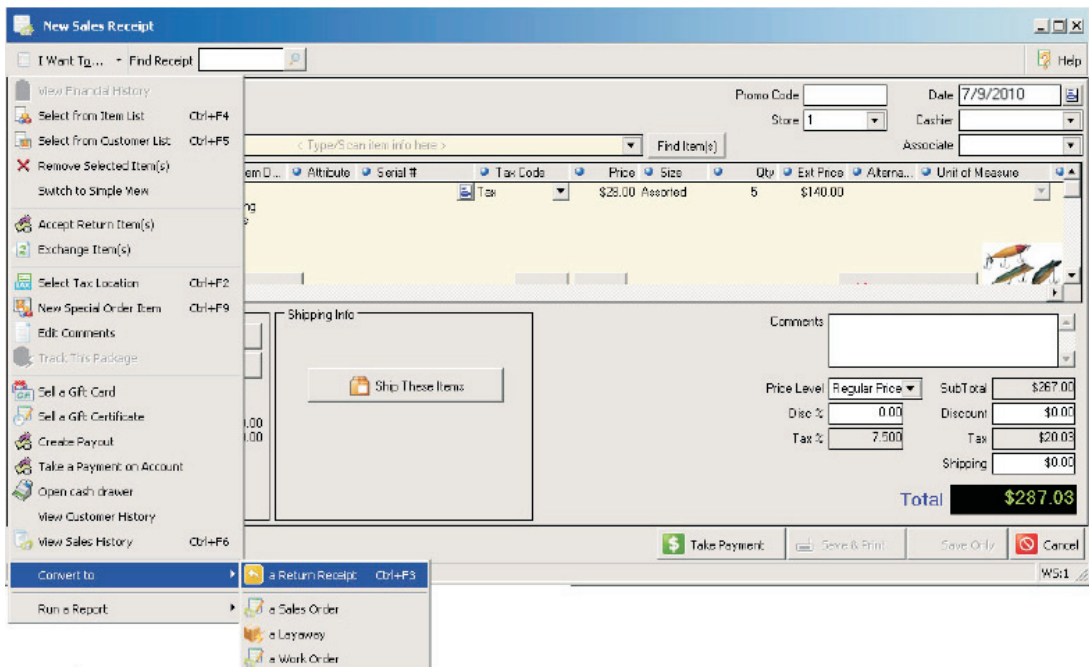


**FIGURE 12-3** Using the Convert To option to create a return receipt

**To return all items from the original sale (alternate method):**

**1** From the I Want To menu (again with the original receipt displayed), select Accept Return Item(s).

**2** In the Merchandise Return dialog window that appears, click the Select All button.

If a return results in the customer being due a refund, the normal Take Payment button at the bottom of the receipt is changed to say Refund Payment. When you go to the payment window, the refund amount is suggested in the Change column.

If refunding by credit or gift card and using the QuickBooks POS Merchant or Gift Card Service, swipe the customer's card and/or enter information as requested. A credit will appear on the cardholder's account, or the refund value will be added back to the gift card.

Refunds cannot be made to a debit/ATM card. Return the money to the customer by another change method per your store policy.

## Processing a Merchandise Exchange

A merchandise exchange is simply the combination of a return and a sale on the same receipt. Use any of the methods listed in the preceding section to process the return and then add the sales items to the same receipt. Or you can use the Merchandise Exchange Wizard to help process an exchange.

**To make a merchandise exchange using the Merchandise Exchange Wizard:**

**1** From the I Want To menu on a new sales receipt or from sales or customer history, select Exchange Item(s). The Merchandise Exchange Wizard is opened (see Figure 12-4).

**2** Enter the item(s) and quantities being returned in the top portion of the window.
If a receipt was selected in sales or customer history prior to selecting Exchange Item(s), the items from that receipt fill in the return item list in the window. Select the check boxes to designate the item(s) that are being exchanged and adjust the quantity as needed.

**3** Enter the new (exchange) item(s) and quantities in the bottom portion of the window.

**4** Select Accept Exchange.

**5** Complete the transaction, taking additional payment or giving change if required.
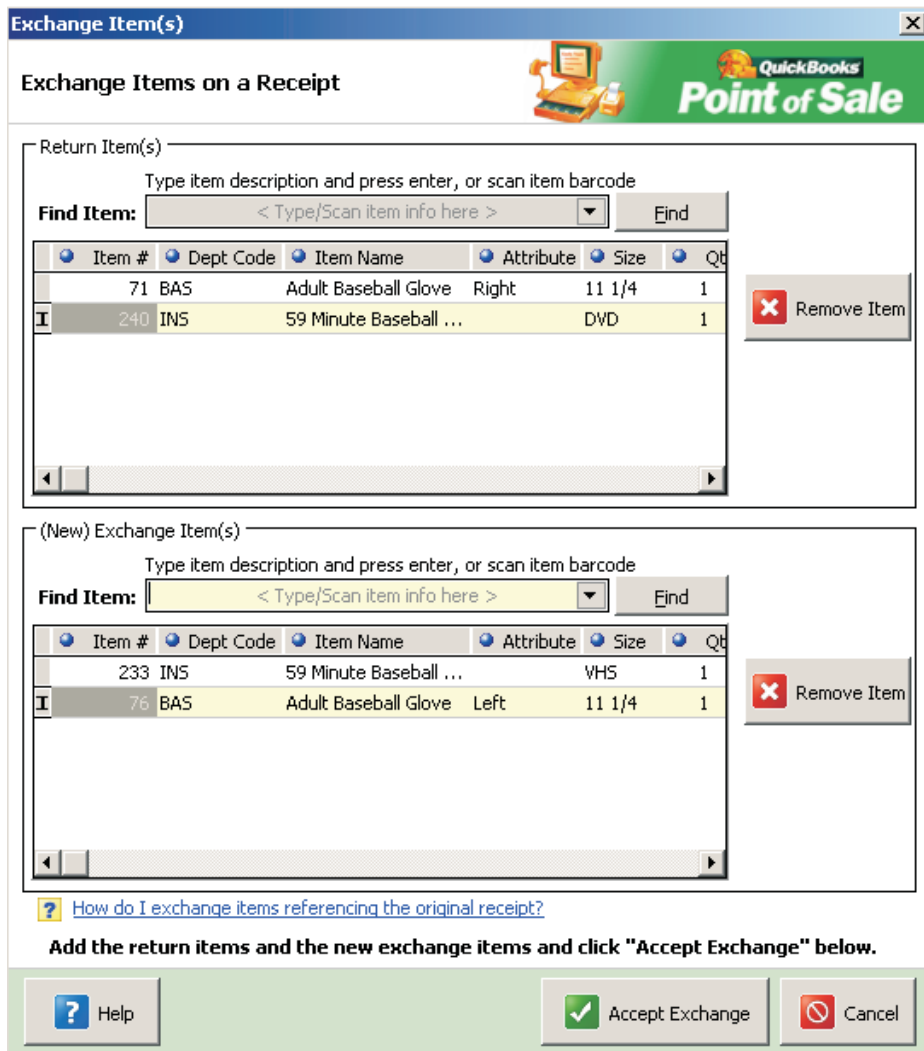
**FIGURE 12-4** The Merchandise Exchange Wizard

# Reversing Receipts

Once saved, receipts cannot be deleted, and editing is restricted to specific fields. However, they can be reversed to correct errors. Reversing is not recommended for handling customer returns. Use one of the methods previously described to process a return or exchange.

Reversing a receipt corrects your sales history and adjusts inventory and customer records by creating a new receipt with the opposite effect of the original, e.g., a sales receipt is reversed with a return receipt. When completed, the original receipt is marked Reversed in the Status field and the new receipt that was created is marked Reversing. The Status column is available to add to your sales history list, if you wish. You can use a "reverse, copy, and correct" approach to make a new receipt to replace the original with the correct information. First, reverse the original document. Then begin a new document by copying the original one. Finally, make corrections to the copy and save as usual to create a new, corrected receipt. The ability to reverse a receipt is controlled by security rights. See the notes on reversing receipts of specific payment types at the end of this section.

### To reverse a receipt:

**1** Locate and select the receipt in sales history.

**2** Select Reverse Receipt from the I Want To menu.

**3** Select a name from the Cashier field and then select OK. If security is used, you cannot change the name in the dialog; it is automatically entered as the logged-in user.
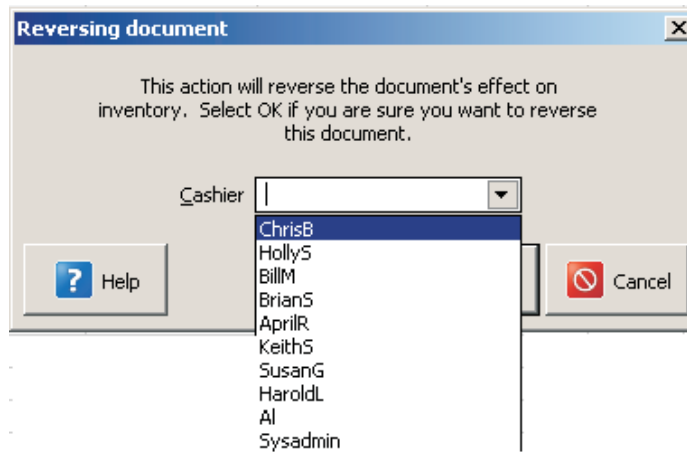


**4** A reversing document with your name is automatically created and added to the receipt file. A corrected receipt can then be made as described in the steps that follow.

Copying and correcting a reversed receipt allows you to adopt the parts of the original receipt that you want to keep, and then correct or edit the parts that were inaccurate on the original, to make a new, correct receipt.

**To copy and correct a receipt:**

**①** Reverse the original receipt as described in the preceding example.

**②** Locate the original receipt in Sales History a second time (status of Reversed).

**③** Select Copy Receipt. A new receipt is created with the same information as the original.

**④** Make any necessary corrections (edits) to correct the information on the new receipt.

**⑤** Process payments for the receipt as usual.

**⑥** Select Print & Save.

(Pro Multi-Store) Receipts can only be reversed at a remote store up until the time they are sent to Headquarters via a Store Exchange. After this time, the receipt can be reversed at Headquarters, or the remote store can manually cancel the effect of the original by copying it and making a return receipt with the same information. A corrected new receipt can then be made as just described.

**T I P :** When you reverse a receipt more than a day old and create a new, corrected one, you may want to date the new receipt with the same date as the original so that your sales reports reflect the date the merchandise was actually sold. Simply change the date (security allowing) on the receipt. The next receipt made automatically reverts back to the current date.

## Notes on Reversing Receipts of Specific Payment Types

When you reverse a sales receipt, the amounts taken in payment on the original receipt are returned as change (a credit) to the customer on the return receipt created. In this way, the accounting is automatically corrected along with the other changes you make on the receipt. This action is usually done to correct a receipt after the customer has left the store. The following are brief descriptions of how reversing a sales receipt of specific payment types, and then creating a new, corrected receipt, are handled. Reversing a return receipt works the same way, but the payment and change (credit) amounts are the opposite.

### Cash

The reversed receipt shows the original payment returned to the customer as cash change. Record payment on the new, corrected sales receipt as cash as well. If there is a difference between the amounts on the two receipts, you need to handle collecting or refunding from/to the customer according to your store policy.

### Check

The reversed receipt shows the original payment returned to the customer as change by check. Record payment on the new, corrected sales receipt by check as well. If there is a difference between the amounts on the two receipts, you need to handle collecting or refunding from/to the customer, changing the method of payment if necessary.

### Credit Card

The reversed receipt shows the original payment returned to the customer as change by credit card. If you use the QuickBooks POS Merchant Service and the receipt has already been settled, this receipt is automatically sent to the card processor as part of the next settlement batch. This results in a credit on the cardholder's account. Record payment on the new, corrected sales receipt by the same credit card, authorizing and updating the charge by entering the card information in the normal manner (if the customer is not present, you may have to contact him or her for this information). This new receipt is also sent with the next settlement batch, resulting in a new charge on the cardholder's account. If you do not use the QuickBooks POS Merchant Service, follow the same procedure but use the third-party processor's instructions for handling the card credit and new authorization. The ability to reverse credit card receipts expires 60 days after the transaction date.

### Debit/ATM Card

Reversing a debit receipt does not create a credit back into the customer's bank account. When you reverse a debit receipt, the change is automatically assigned to cash. If you want to return the money to the customer by another method, create a return receipt instead and choose any change method. Then create a new, corrected receipt.

### Gift Card

If using the QuickBooks POS Gift Card Service, reversing a gift card transaction restores the value being reversed on the gift card by creating an opposite transaction. For example, if you are reversing a sales receipt that included a $100 gift card redemption, reversing the receipt adds $100 back to the gift card, increasing the stored value of the card by that amount. A new, corrected receipt can again redeem the gift card value or use any other payment type.

### Gift Certificate

The reversed receipt shows the original payment returned to the customer as change by gift certificate. Record payment on the new, corrected sales receipt by gift certificate as well. If you track gift certificates by number, enter the same number as the original certificate. If there is a difference between the amounts on the two receipts, you will need to handle collecting or refunding from/to the customer according to your store policy and legal requirements in your area.

## Account

The reversed receipt shows the original payment returned to the customer as a payment on account (and, if applicable, results in a customer payment or credit memo in QuickBooks). Record payment on the new, corrected sales receipt by account charge. In all cases, both the reversed receipt and the new, corrected receipt will be sent to QuickBooks Financial software as part of the next Financial Exchange, thus automatically updating your financial records accordingly.

# Managing Customers and Programs

Point of Sale can store and track a great deal of information about your customers, including names, addresses, phone numbers, e-mail addresses, and sales history. This information can be used for marketing purposes, reporting, and printing mailing labels. Point of Sale also offers features that can enhance your customer's shopping experience with you, such as customer-specific price levels and discounts, an area in the customer's record to keep extensive notes, and a customer rewards program.

Specifically, recording customer information allows you to

- Build and maintain customer sales histories by recording customer names on receipts.
- Create targeted customer lists to take advantage of sales information captured and stored in your point of sale system for use in marketing campaigns.
- Offer store charge accounts.
- Automatically apply customer price levels, include tax locations, or give discounts when making sales.
- (Pro) Record and use customer shipping addresses on sales documents.
- (Pro) E-mail customer orders to customers from within Point of Sale.
- (Pro) Offer a Customer Rewards program.

**T I P :**   You can require that a customer name be recorded on all receipts. To set this preference, select Edit | Preferences | Company | Customers. In the Customer Tracking Options section, check the option Require A Customer Entry On All Receipts. If this option is selected, payment cannot be taken on a receipt until a customer is listed.

## Adding a New Customer Record

It is a good idea to be as consistent as possible when entering customer information into your point of sale system. Consistently using the same naming conventions makes it easier to sort, search, and look up customer records, particularly when adding a customer to a receipt at point of sale. For example, if your customer is actually a business, be sure to select the Track As Company option on the Name & Address tab of the customer's record. You can either add a new customer from scratch or, if two customers are similar, add a new customer record by copying an existing customer record.

**To add a customer record:**

❶ From the Customers menu, select New Customer (or New Customer from the window toolbar if already in your customer list). A blank customer form is displayed.

❷ Move through the tabbed pages, entering information in the customer fields. Refer to Appendix A for descriptions of the available fields. The Last (name) field is required to save a customer record.

❸ Select Save.

($) **N O T E :** If you have existing customers in QuickBooks financial software, they will automatically be imported into Point of Sale. You can also use the Data Import Wizard to import new customers or to update information for existing customers. Refer to Chapter 3 for more information.

## Using the Copy Feature to Quickly Add a Customer Record

You can quickly add a new customer that has much of the same information as another customer by copying the existing record to create a new one. You can then edit the new record as needed.

**To add a new customer record by copying:**

**1** Select the customer record to be copied.

**2** From the window toolbar, select Copy Customer. A new customer form is opened, with most of the information copied from the original record. Some sensitive information, such as account limits/balances, is not copied to the new customer record.

**3** Modify the copied information to reflect the new customer.

**4** Select Save.

# Locating Customer Records in the Customer List

Customer records can be located by sorting, scrolling, filtering, or searching your customer list. Each of these procedures is briefly explained here. You can also refer to Chapter 2 for additional information about each method.

**To find a customer by sorting or scrolling:**

**1** Select the column by which you want to sort the list by clicking or touching the header of the column.

**2** Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

> Or

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

## Filtering Customer Records

Filtering gathers and displays customers that have information in common, such as the same ZIP code, the same city, and so forth. You enter the criteria, and the program sorts and displays only those customers.

When you filter and have only the relevant set of customer records displayed, you have full editing capability. For example, to print mailing labels only for customers in a specific ZIP code, filter your customer list by that ZIP code and then select Print Labels. Labels can be printed for the customers that are displayed.

**To filter your customer records:**

**1** Display your customer list.

**2** Select a filter option from the drop-down list at the top of your customer list:

- All Customers displays your full customer list (default).
- Select <Create Filter> to define new filter criteria.

- Manage Filters allows you to edit previously memorized filters.
- Or select a previously memorized filter (your custom name displayed).

**3** Enter or edit filter criteria as necessary and then select Apply. If you're defining new criteria and you want to memorize them for future use, select Save before selecting Apply.

The customer records are filtered and displayed accordingly.

### To search for a customer record:

**1** Display your customer list.

**2** From the window toolbar, enter a search keyword in the Find Customer search box, such as last name or phone number, and click the magnifying glass icon. The Find Customer window opens.

| Last | First | Phone | City | Last Sale | Available ... | Customer ID | Customer Disc... |
|------|-------|-------|------|-----------|---------------|-------------|-------------------|
| Melton | Johnny | 415 555-8900 | Bayshore | | | 0400001000601 | None |
| McKeown | Neil | 650 222-3157 | Middlefield | 12/29/2010 | | 0400001000267 | None |
| Luke | Noelani | 415-555-1169 | East Bayshore | | | | None |
| Lucchini | Bill | 415-555-6636 | Bayshore | | | | None |
| Loomis | Anne | 650 333-1169 | East Bayshore | 12/29/2010 | | 0400001000595 | Percentage |
| Lew | Glen L. | 415-555-5483 | Bayshore | | ($11,613.47) | | None |
| Lew | Glenn L | 650-555-4569 | Bayshore | | $50,000.00 | | None |
| Levy | Damon | 415 555-5483 | Bayshore | 12/29/2010 | | 0400001000588 | None |
| Lee | Laurel | 415-555-2351 | Bayshore | | | | None |
| Leacox | Lena | 650 222-9406 | Middlefield | 12/29/2010 | | 0400001000250 | None |

Optionally, select Advanced Find Options and select a specific field in which the search is to be conducted or specify other search options.

**3** Select Find and press ENTER.

**4** All customer records containing your search keyword are displayed. Highlight the customer you want to work with and choose Select Customer.

From the Search window, you can also

- Select Add New Customer to open a form for adding a new customer record.
- Select Close to return to your full customer list.

➡ **FYI**

## Searching for a Customer from Other Program Areas

When customers walk in the door, you want to service them efficiently. There are several other ways to search for a customer without first opening your customer list:

- From a sales receipt, enter customer search keywords directly in the Customer Info field.
- From the Navigator, enter customer search keywords in the Quick Find field.
- From within any window, select Find Record | Customer from the Edit menu (located on the text menu bar).

## Editing a Customer Record

Customer records can be edited as necessary to reflect changes in addresses, phone numbers, or other information.

### To edit an individual customer record:

**1** Select the record you wish to edit in your customer list.

**2** Select Edit Customer. The customer record is opened.

**3** Edit as necessary.

**4** Select Save.

## Editing Customer Records While in the Customer List

This procedure is useful when you need to edit many records at once, such as when a phone area code changes.

### Editing Customer Records While You're in the Customer List

**1** In your customer list, sort or filter to display only the records you want to edit.

**2** From the Edit menu, select Turn List Edit On.

**3** Navigate through the fields and rows as necessary, editing customers as needed. Your changes are saved automatically as you move between rows.

**4** When finished, select Turn List Edit Off from the Edit menu.

➠ **FYI**

## Verifying and Editing Customer Information from a Sales Receipt

After listing a customer on a sales receipt, key customer information is displayed (in the bottom left-hand corner) on the document, such as address, phone number, accept check status, and account balance/limit.



From here you can access the customer's record in the customer list by clicking the Find button, or view that customer's history from the I Want To menu. This allows you to get to know and service your customers better, and also lets you verify that the information is current. If an update to the customer's information is necessary, click Edit to open the record in Edit mode.

## Deleting a Customer Record

Customers can be deleted from Point of Sale at any time, provided that

- They do not have an account balance.
- (Pro and Pro Multi-Store) They are not listed on an open customer order with deposits taken.

If you delete a customer record, you will no longer have access to that customer's history, but the customer will remain listed on past documents and can be included in reports that are generated from those documents.

If you are deleting a customer because you have duplicates of the same customer, consider using the Merging Customer Records procedure instead, as this will combine the two customer histories into one record.

**To delete a customer record:**

**1** Select the customer record you wish to delete in your customer list. You can also select multiple records by holding down the CTRL key while selecting the records in the list.

**2** From the I Want To menu, select Delete Customer(s). A confirmation dialog will be displayed. If the customer has an outstanding account balance, you will not be able to delete the customer record.

**3** If prompted, confirm the deletion and specify whether you want to delete the record from QuickBooks financial software as well.

(Pro and Pro Multi-Store) If you delete a customer but later list that customer on a sales receipt (by referencing a customer order for the customer), the customer is re-created in both Point of Sale and QuickBooks financial software with the next Financial Exchanges.

➡ **FYI**

## Deleting Customers If You Exchange Data with QuickBooks Financial Software

QuickBooks financial software users that share customer information must delete the customer record in their financial software in addition to deleting it in Point of Sale, or it will be re-created in Point of Sale with the next Financial Exchange. If the customer is listed on documents in the financial software, it cannot be deleted in that program, so it is made inactive instead. This also prevents it from being re-created on the next exchange.

(Pro and Pro Multi-Store) If you delete a customer but later list that customer on a sales receipt (by referencing a customer order for the customer), the customer is re-created in both Point of Sale and QuickBooks financial software with the next Financial Exchange.

## Merging Customer Records

Sometimes two associates may enter the same customer with slightly different name spellings. This may result in duplicates in your Point of Sale customer list. The Merge Customers feature can be used to combine the sales history of both customers into a single record.

If you use QuickBooks financial software, you have the option of deleting or making inactive the duplicate customer in your financial software so that the record is not added back to Point of Sale with the next Financial Exchange.

**To merge duplicate customers:**

**1** From the customer list, select the two records you wish to merge. Select the first item and then hold down your CTRL key and select the second item.

**2** Select Merge Customer from the I Want To menu. The Merge Customers window is displayed, as shown in Figure 13-1.

**3** Ensure that the customers displayed are the correct customers.

- Make sure the customer you want to keep is listed in the Keep This Customer column on the left and the customer to be discarded is on the right. If necessary, select Swap between the columns to reverse the positions.

- If necessary, you can use the drop-down item list to select other customers if one or both of the displayed customers are not correct.

- If you use QuickBooks financial software, the customer names currently displayed in your financial software customer list are shown at the bottom of the window to help you verify that you have the correct customers selected.
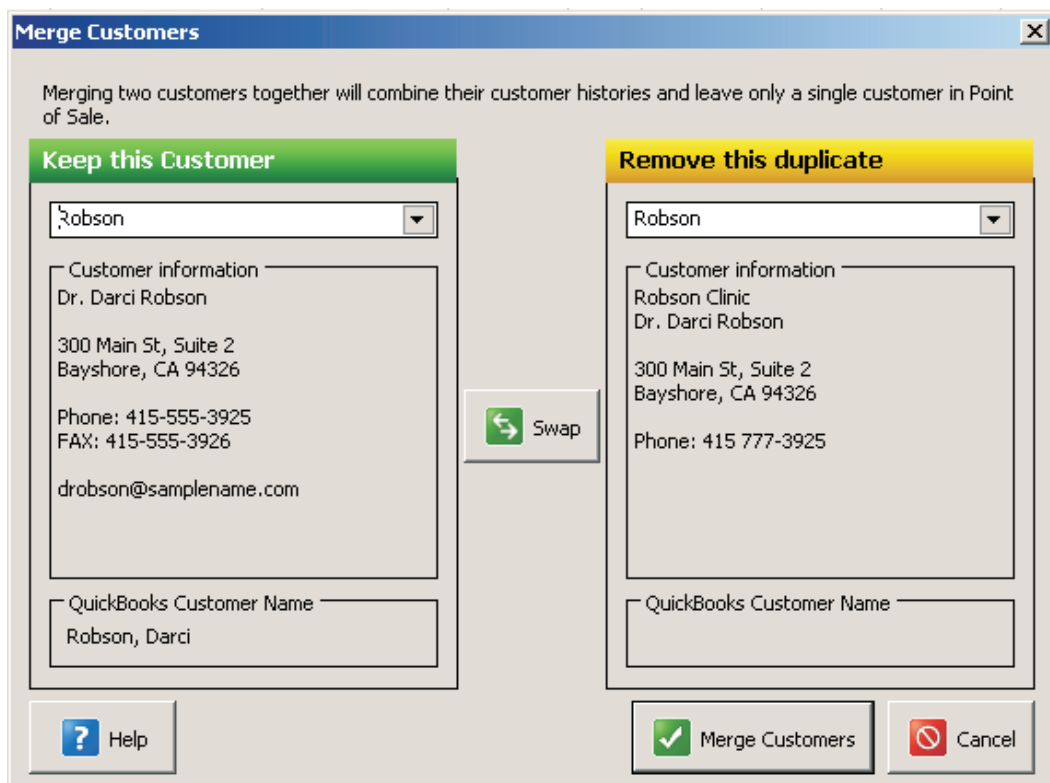


**FIGURE 13-1** Merge Customers window

4   Select Merge Customers. A confirmation dialog will be displayed, showing the various documents and records that will be affected by the merge. The deleted customer will be replaced by the retained customer on the records listed.

5   Select Merge Customers.

6   If prompted, specify whether you want to delete the duplicate from QuickBooks financial software as well. The deletion in your financial software will occur with the next Financial Exchange.

**N O T E :**   If the customer to be deleted is listed on any QuickBooks financial software documents, your financial software will not allow the deletion. In this case the customer is made inactive in your financial software so that it is not re-created in Point of Sale on the next data exchange.

## Using Customer Discounts and Price Levels

Discounts and price levels associated with a customer are automatically suggested when making a sale to the customer.

Either a percentage discount or one of your price levels can be associated with a customer, but not both. Point of Sale will alert you to the discount when you list the customer on a receipt. You have the option of applying the discount or the price level at the time of sale.

### To define a customer discount:

1   Select and open the desired customer record from the customer list.

2   Open the Additional Info tab on the customer's record.

3   Select the Apply A Fixed Percentage Discount To All Items option in the Customer Pricing section.

4   Enter a discount percentage in the field (do not enter the % sign).



5   Select Save. The discount is taken from the active price level for the sale.

**To define a customer price level:**

**1** Access the Additional Info tab on the customer's record.

**2** Select Use A Markdown Price Level For This Customer in the Customer Pricing section.

**3** Select one of your predefined price levels in the drop-down list.



**4** Select Save.

## Handling Special Customer Sales Taxes

A customer can be associated with a sales tax location or flagged as tax-exempt so that the correct tax rate is applied on sales to that customer.

When a tax location is specified for a customer, it is then suggested when the customer is listed on sales documents. You can choose whether to apply the tax location at the time of each sale.

If a customer is flagged as tax-exempt, Point of Sale automatically uses a special exempt tax location for the sale with a 0 percent tax rate.

**To associate special tax handling with a customer:**

**1** From the customer list, select the desired customer.

**2** Open the Additional Info tab on the customer's record.

**3** Select a tax location from the Use This Tax Location When Selling To This
Customer drop-down list.

   Or

Select the Tax-Exempt check box.



**4** Select Save.

Refer to Chapter 9 for more information about configuring and collecting sales
taxes.

## Tracking Customers by Type

Customer types let you categorize your customers in ways that are meaningful to
your business. For example, you could set up your customer types so that they
indicate whether a customer is a business or individual customer, the customer's
geographic location, or how the customer first heard about your business.

You can create reports and do special mailings that are based on your customer
types. For example, if you use customer types to categorize your customers by
location, you could print mailing labels for all the customers in a particular region.

Define your customer types in company preferences and then associate a type
with each customer on that customer's individual records.

**To define customer types:**

**1** From the Edit menu, select Preferences | Company | Customers.
**2** Click Add.
**3** Now enter a description in the Customer Type pane.
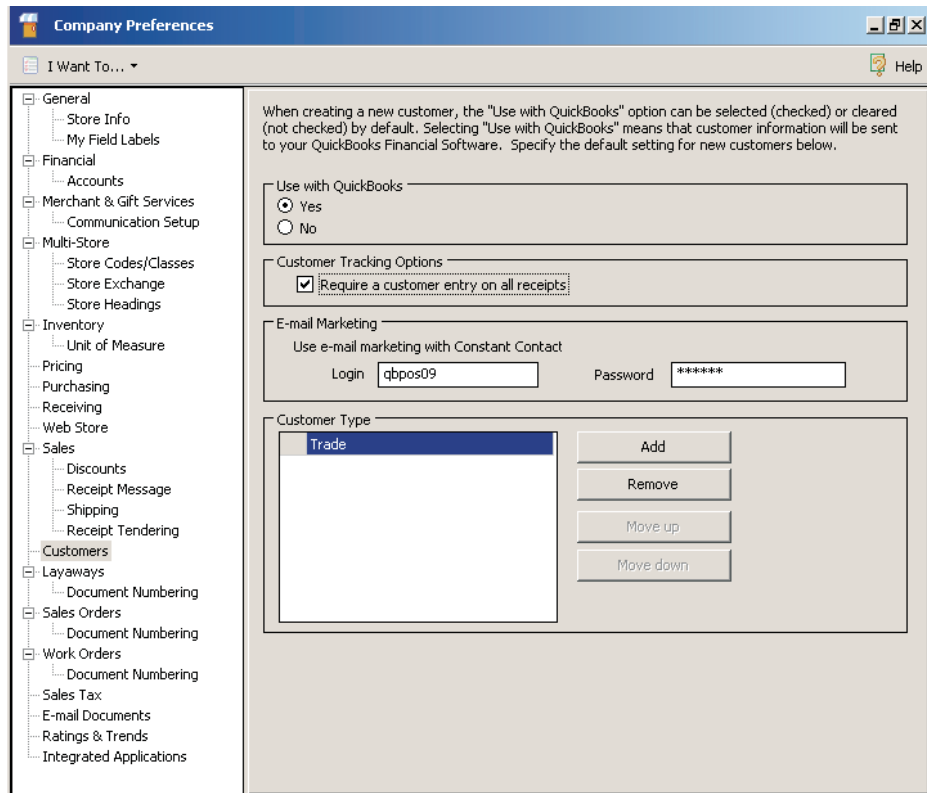
## ➡ FYI

## Using Customer Types

You can print customer mailing lists from the Reports area. Choose Reports | Customers | General | Customer List and filter the report by customer type. To do this, click Filter Data. A Field Value dialog opens. In the Customer Type field select the customer types you want to include in the list report. If needed, a customer list report can be exported to Microsoft Excel.

For reporting purposes, it's generally better to use customer types to categorize customers for only one purpose. For example, trying to set up customer types for both tracking geographic area and how customers heard about you is not recommended.

(Pro and Pro Multi-Store) If you want to be able to identify customers by more than one category, you can, for example, use customer type for geographical information and define a custom field for customer source.

# Viewing a Customer's Sales History

Customer history allows you to view summarized statistical data for customer purchases and returns, as well as displaying a list of receipts and, for Pro users, all non-deleted customer orders made for the customer.

### To access customer history from the customer list:

**1** Highlight a customer record in the Customer list.

**2** Select the Collapse button at the top of the customer list. The Customer Information panel for the customer is displayed, which includes the customer's purchase history, as shown in Figure 13-2.

Another way to view the sales history is from the History tab in the customer's record.



(Pro and Pro Multi-Store) If you delete customer orders once they are filled, the deleted orders are no longer displayed in the customer's history, and the information from deleted orders is not included in the summarized statistical information. However, the sale of the merchandise on deleted customer orders is reflected in the receipt and sales information shown in the window.

(Pro and Pro Multi-Store) Customer history at remote stores includes only the receipts and/or customer orders created for the customer at the local store.

**FIGURE 13-2**  The Customer Information window

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**TIP:** You can "drill down" into a customer's history to see document item detail or to view the entire document in a separate window. Select the + sign on a line to expand the list and view item detail. When the QuickZoom icon is displayed, double-click to open the document.

**To view or copy a receipt or customer order from the Customer Information window:**

1 Highlight a document on the Customer Information window (see Figure 13-2).

2 Use QuickZoom as described in the accompanying Tip or select an option from the I Want To menu on the history list window:

- Go To Document to view the document. Once you are in the document, you can view, copy, or reverse it as needed.
- Print History to send the customer history to your printer.
- Print Preview to view the customer history details on the screen.

- Return Item(s) On This Sale to copy the original receipt information to a new return receipt.
- Exchange Item(s) On This Sale to make a merchandise exchange for the customer.

If you came to the Customer History window from a sales receipt, you will have to switch back to that receipt and cancel, hold, or complete it before you can copy from history to another new receipt. (Only one of any document type can be open at a time.)

### To view customer history from a sales document:

**1** List the customer on the document.

**2** Select View Customer History from the I Want To menu at the top of the screen.

## Customer Ratings

Customer ratings use a familiar five-star system, reflecting the performance of the customer over the specified time period (1–999 days). Each star represents 20 percent of the range between your highest-volume customer and your lowest.

For example, if ranking by sales volume and the range of customer purchases for the period is from $1 to $100, customers buying $1–20 would receive one star, those buying $21–40, two stars, etc., up to a five-star rating for purchases of $81–100. In theory, all of your customers could be five-star performers.



You can add the ratings column to your customer list and to the customer information panel displayed when you view your list in a collapsed format.

# In-Store Charge Accounts

Point of Sale allows you to offer and manage in-store charge accounts for your customers. If you are integrated with QuickBooks financial software, account information is shared; sales on account can be made in Point of Sale and invoices can then be created in your financial software.

This section gives an overview of store charge accounts and explanations of the related fields on the customer record. Refer to Chapter 11 for more information about recording sales by account charge or accepting payments on account.

**T I P :** If you wish not to offer cash refunds on merchandise returns, one option is to issue a store credit by giving the customer an in-store charge account and applying the credit amount as a payment on account. The customer can later use this positive balance for purchases.

## Customer Account Fields

Figure 13-3 includes Point of Sale customer fields that are used for allowing charges to account. These fields can be seen on the Additional Info tab of the customer record.



**FIGURE 13-3** Customer account fields as seen in the customer record

### Use Charge Account For This Customer

Select this to activate the in-store charge account for this customer.

### Account Limit

The maximum charge balance allowed for the customer. If you are using QuickBooks, this can be edited in either program. During Financial Exchanges, the last edit overwrites the limit in the other program. In QuickBooks, the corresponding field is called Credit Limit.

### Account Balance

The customer's current account balance. The account balance is updated by Point of Sale when making a new charge or taking payment on account. If you are using QuickBooks, the balance in Point of Sale is overwritten with the balance from QuickBooks with every Financial Exchange. This ensures the Point of Sale balance reflects any finance or other charges you may have added in QuickBooks.

### Available Credit

This is a calculated field:

Account Limit – Account Balance = Available Credit

When you go to take payment by account charge in Point of Sale, the program checks the available credit and does not allow the charge if the amount exceeds this value. Sufficient security rights allow the user to override this block. If you are requiring users to log in and the user does not have sufficient security rights, the Manager Override function can be used to allow the charge. (Refer to Chapter 34 for more information.)

### Past Due

Past due amounts are reported by QuickBooks financial software. With preferences set accordingly, if an account is past due, Point of Sale alerts you and blocks additional charges. Refer to the section "Past Due Accounts" later in this chapter for more information on tracking past due accounts.

## Using Charge Accounts with QuickBooks Financial Software

If you have Point of Sale integrated with QuickBooks, the following points apply to customer charge accounts:

- Sales charged to account are sent to QuickBooks with each Financial Exchange; they create customer invoices and are added to the account balance.

- QuickBooks can inform Point of Sale regarding accounts that are past due by 30, 60, or 90 days, as well as the amount due. Point of Sale can block additional charges until payment is made.
- Payments on account can be taken in either program; this will update the other with the next Financial Exchange. If taken in Point of Sale, a customer payment is created in QuickBooks. It is important that you apply this payment to open customer invoices in your financial software so that the corresponding account balances are updated accordingly. If payment is taken in QuickBooks, the payment is reflected in the updated account balance sent to Point of Sale with the next exchange.

**➡➡ FYI**

## Setting a Customer's Account Limit in QuickBooks Financial Software

The customer's in-store account limit can also be defined in QuickBooks financial software:

1. From your customer list in QuickBooks financial software, open the Edit Customer window for the customer.
2. Select the Payment Info tab.
3. Type in the preferred credit limit and then select OK.

## Tracking Customer Charge Accounts

Whether you manage customer account balances within Point of Sale or within your financial software, it is helpful to view account status and activity in Point of Sale.

### Account Balances and Available Credit

Charging a new sale or taking a payment on account updates the account balance and, if applicable, the past due amount and status in Point of Sale immediately, without requiring a Financial Exchange with QuickBooks. The information will be synchronized on the next Financial Exchange.

You can view account balances at a glance by adding the Account Balance column to your customer list. Refer to Chapter 2 for more information on adding columns to your customer list.

You can also view a customer's account balance and available credit on a sales receipt after you've added the customer's name when creating a sales receipt.

**N O T E :** If you make two or more sales at different store locations charged to a customer's account between Store Exchanges, neither individually exceeding the customer's available credit, it is possible for the total to exceed the credit limit. Once you have performed a Store Exchange, the customer is not allowed to make further charges until a payment is made.

## Account Activity Report

Point of Sale offers a special report that displays all account activity, including charges to an account and payments toward account balances.

### To view the Account Charges report:

1. From the Report Center All Reports tab, select Payments.
2. Select the Account Charges report (a sample report is shown in Figure 13-4).
3. Edit the report as desired. Payments made on account are displayed in parentheses.



| Full Name | Date | Receipt # | Tender Amount |
|---|---|---|---|
| Mrs. Kristy Abercrombie | 10/21/2008 | 310 | 409.31 |
| Mrs. Kristy Abercrombie | 11/9/2008 | 317 | 120.37 |
| Mrs. Kristy Abercrombie | 1/2/2009 | 338 | 128.99 |
| Mrs. Kristy Abercrombie | 1/2/2009 | 337 | 163.39 |
| Mrs. Kristy Abercrombie | 1/2/2009 | 340 | 116.09 |
| **Mrs. Kristy Abercrombie** | | | **938.15** |
| Mrs. Paula Easley | 11/6/2010 | 91 | 204.65 |
| **Mrs. Paula Easley** | | | **204.65** |
| Ravi Bellur | 1/2/2009 | 336 | 116.09 |
| Ravi Bellur | 1/2/2009 | 342 | 116.09 |
| Ravi Bellur | 1/2/2009 | 343 | 116.09 |
| **Ravi Bellur** | | | **348.27** |
| Sergey Aldoukhov | 1/1/2009 | 371 | 40,839.25 |
| **Sergey Aldoukhov** | | | **40,839.25** |
| | | | **43,130.25** |

**FIGURE 13-4** Sample Account Charges report

## Past Due Accounts

If you use QuickBooks financial software, Point of Sale can let you know when a customer's account is past due and block additional charges to the account. By default, alerts and blocking of additional charges take effect when an account is past due by 30 days. You can turn off blocking or change the past due period to 60 or 90 days in company preferences.

The past due amount and periods are received from QuickBooks during a Financial Exchange.

**TIP:** To set preferences for past due reporting and blocking charges, select Edit | Preferences | Company | Sales | Receipt Tendering. Select a 30-, 60-, or 90-day time period when indicating that you wish to block new charges to past due accounts.

### ➡ FYI

## Past Due Calculations in QuickBooks

The past due amount and time are calculated in your QuickBooks financial software and sent to Point of Sale during a Financial Exchange. You can adjust your QuickBooks settings to determine how this feature works:

- Customer terms in QuickBooks determine payment due dates for charge transactions made in Point of Sale. Terms cannot be set in Point of Sale.
- Your preference setting for the QuickBooks A/R Aging Report determines whether past due aging is based on the payment due date or the transaction date. In QuickBooks, set this preference by selecting Edit | Preferences | Reports And Graphs. Select the Company Preferences tab and set the Aging Reports preference.
- If no terms are defined in QuickBooks for the customer, due dates are based upon the transaction date.

### Overriding Account Blocking

When a customer with a past due amount makes a new purchase, both the receipt and the payment window display an alert and the past due amount.

Additional charges to the account are blocked if the Receipt Tender Preference (found in the Sales area of Company Preferences) is set to block additional account charges when past due. In this preference area you can set the number of past due days to more than 30, 60, or 90 days. However, if you are using Point of Sale security logins, you can set security rights that determine who can override an account charge block. Of the default security groups, only the Associate group cannot override past due charge blocking.

The Manager Override function can be used to allow the charge if blocked to your associates. Refer to Chapter 34 for more information.

For more flexibility, you can customize your security groups. More information about this feature can also be found in Chapter 34.

### Locating Past Due Accounts

You can identify which customer accounts are past due by sorting your customer list by the Past Due column (you may need to customize your list view to display this column). If you view the customer list in collapsed view, three columns are displayed to the left. You can customize which columns are displayed. By displaying the Past Due column, you can sort by this column to bring all past due accounts together. You can then easily select the customer records to view specific transaction details, including charges and payments on account, for a customer in the Information panel.

# Printing/Exporting Your Customer Records

Follow these steps to print/export your customer list.

### To print/export your customer list:

**1** Display your customer list.

**2** To include only selected customers, filter the list to display only those customers. You can also select multiple records by holding down the CTRL key while selecting the records.

**3** From the Print menu, select Print Customer(s). The Print Customer(s) dialog box appears.

**4** Choose whether to print all displayed customers or selected customers only.

Alternatively, to export to Excel, select Export To Excel from the I Want To menu to open the Data Export Wizard. From here you can choose to export a selected customer, all displayed customers (if your list view is filtered), or all customers.

## Printing a Customer List Report

Printing customer lists from the reports area gives you more flexibility in customizing the layout, data to be included, font, and other display properties, as well as allowing you to export the list to Excel.

### To print a customer list report:

**1** From the Reports menu, select Customers | General – Customer List to print a general customer list report. The selected report is displayed.

**2** Select Modify to change report options as needed, e.g., filtering the data, display options, sorting, etc.

**3** Select OK. The report is displayed onscreen.

④ Select Memorize This Report from the I Want To menu, and give the report a unique name if you want to save these report modifications for future use.

⑤ Select Print to print the report, or click the Excel button (at the bottom of the screen) to export the report to an Excel file.

Refer to Chapter 20 for more information on running reports.

## Printing Customer Labels

Use this option to print customer name labels or shipping/mailing labels from your customer form or list.

**To print customer labels:**

① Display your customer list or an individual customer record.

② If on an individual customer record, click the Print A Label button below the customer address fields.

    Or

If in the customer list, select the customer or customers for whom you want to print labels, click Print, and select Print Bill To Address Label (Pro users can also choose Ship To Address Label—the shipping address is the default address used).

③ To print for a group of customers, such as by ZIP code, filter the list first to display just those customers. You can also use the multi-select feature to select multiple records by holding down the CTRL key while selecting the records.

④ Specify the following print options in the Print dialog:
- Change the printer used, if necessary.
- Specify to print labels for the selected customer(s) or for all displayed customers.
- Specify the number of labels to print for each customer.
- Preview and/or change print template (select More Options, if necessary, to access).

⑤ Select Print or Preview.

⑥ If printing to sheet labels, specify a start position (for printing on partial pages of labels) and then select Continue. If necessary, you can also align your printer from this dialog.

(Pro and Pro Multi-Store) A label can be printed from any of the addresses entered on the customer record and from sales receipts and customer orders. When shipping information is added to a sales receipt, the shipping information, including carrier and tracking number, is printed on the receipt given the customer. If you use Shipping Manager, the shipping address from Point of Sale is sent to Shipping Manager and used to print a bar-coded shipping label meeting carrier specifications. Refer to Chapter 10 for more information on Shipping Manager.

# Customer ID Numbers and Cards (Pro)

Customer ID numbers are automatically assigned to new customers and can be used to print scannable ID cards. ID cards can be scanned while making a sales receipt, in either the Enter Items or Customer fields, to quickly add the customer to the receipt.

ID card print templates are included in Point of Sale. When printing paper customer ID cards, you may want to laminate them to protect the legibility of the bar code on the card. ID cards can be printed from the customer record. To do this, select the Print ID Card button on the Name & Address tab of a customer record.



# About ID Number Formats

Customer ID numbers are generated automatically in Point of Sale in a special format that allows scanning the ID barcode in either the item or customer field on a receipt. You can edit these numbers or use your own format. Be aware, however, that you will lose this ability and in fact may inadvertently list an item on a receipt if you scan a differently formatted ID card in the item field. If you change the format, you will need to be in the customer field to utilize barcode scanning for listing the customer.

If you are having customer ID cards created for you, consider requesting this 13-digit format:

**04 00001 00001 4**

Using this example, the format is defined as follows:

- **04** Two-digit system identifier. This ensures the ID is not seen as a UPC or other identifier. Always use this system identifier to indicate a customer ID.
- **00001** Five-digit store number. A second store would be 00002, etc.
- **00001** Five-digit customer number. Increments for each new customer.
- **4** Check-digit. This is a calculated number used to verify the ID format.

To assign an ID card using a different numbering system to a customer record, remove the generated number and, with the focus still in the Customer ID field, enter the number or scan the barcode you are assigning.

# Customer Rewards Program (Pro)

Many retailers offer return incentives to customers by providing extra savings to repeat customers, based upon their spending level. Also referred to as a Customer Loyalty program, this can be a very effective tool for maintaining and expanding your customer base.

You define the parameters of your rewards program in the Reward Manager, available from the Customers menu. New customers can be added to the program automatically or selectively as you make sales (or on their customer record).

Point of Sale tracks purchases for each program member and alerts the cashier when a reward is earned or when a reward is available for redemption. Merchandise returns are subtracted from the current purchase tracking balance. By default, rewards earned and rewards redeemed are printed on customer receipts, as is the spending amount needed to qualify for the next reward.

Reward Redemption reports are available for tracking purposes, and reward discounts are also added to the item grid of saved receipts for later viewing. If you are requiring employees to log in, access to the Reward Manager and to redemption reports is controlled by security rights.

## Legal Considerations for Rewards Programs

Legal requirements for a rewards program may vary, depending on where and how you do business. It is your responsibility

- To know and abide by any local, state, or federal laws regarding reward and coupon issuance applicable to your situation

- To draft rewards program Terms and Conditions and/or other limitations and communicate those terms and conditions to customers as required by applicable laws
- To include (or exclude), on the printed sales documents given to customers, information regarding your rewards program or individual rewards as required by applicable laws and your own program terms and conditions

## Reward Program Terminology

If you choose to use the rewards program, you should be aware of the following key terms:

**Reward Manager**    Point of Sale program window where you define the parameters of your rewards program.

**Rewards Member**    Any customer that has been enrolled as a member in your program. Point of Sale automatically tracks rewards members' purchases and rewards.

**Purchase Threshold**    The amount a customer must purchase during the purchase tracking period to earn a reward. Another reward is earned each time the customer's purchases reach this amount.

**Purchase Tracking Period**    Time period within which purchases must be made to qualify for rewards. Specify a start date and an end date; or leave the end date open-ended.

**Reward Amount**    The reward value earned when a customer meets the purchase threshold. This can be defined as a dollar amount or as a percentage off a future purchase.

**Reward Expiration**    (Optional) Date an issued reward is no longer valid for redemption.

**Earned Reward**    Pending reward that has been earned but not yet redeemed.

**Purchase Balance**    A customer's current sales accumulation toward earning the next reward.

**Reward Redemption**    The act of applying a customer reward to discount a new purchase.

**Redemption Blocking Period**    The period after the qualifying sale in which redemption of an earned reward is not allowed. This can be set to the length of your return policy to help avoid returns of items for which a customer has already earned and redeemed a reward.

**Qualifying Purchases/Redemptions**    Qualifying purchase and redemption items are indicated in the following table. To qualify, items must be purchased within the

purchase-tracking period. The return of a qualifying item reduces the customer's current purchase balance.

| Item/Payment Type | Qualifies for Reward Earning | Qualifies for Reward Redemption |
|---|---|---|
| Inventory, Non-Inventory, Service, Assembly, and Group items | Yes | Yes |
| Sales tax | No | No |
| Shipping charges | No | No |
| Gift card/certificate purchase | No | No |
| Gift card/certificate redemption | No impact | No impact |
| Charges to customer account | No impact | No impact |
| Payment on customer account | No | No |

## Defining Your Own Rewards Program

All settings for your customer rewards program are controlled through the Reward Manager. The Reward Manager setup window is shown in Figure 13-5.



**FIGURE 13-5** The Reward Manager setup window

**To define your rewards program:**

**1** Select Reward Manager from the Customers menu.

**2** Enter an amount for Purchase Threshold.

**3** Specify the Reward Amount. Select from the drop-down list to define whether the reward will be in dollars or a percentage off.

**4** Specify a Reward Expiration period. Be sure to consider local legal requirements when making this choice.

**5** Specify the Purchase Tracking Period. You must enter a Start date; the End date is optional. To leave the program open-ended, select the No End Date check box.

**6** In the Rewards Options area, make selections for how you wish to enroll members, be alerted when rewards are earned, and set a redemption blocking period.

**7** If this is not already set, select Turn Tracking On.

**8** Select Save. Links to two Rewards Program reports are provided in the Reward Program Status area.

## Enrolling Customers in the Rewards Program

Enrolling your customers in the rewards program is a very straightforward process.

**To enroll all existing customers:**

**1** Select Rewards Manager from the Customers menu.

**2** Select Enroll All Customers In Rewards Program from the I Want To menu.

You can enroll a customer at any time by editing the customer's record or while adding a new customer.

**To enroll individual customers:**

**1** Display the customer record.

**2** On the Name & Address tab, check the Rewards Member option.

Or

On the Rewards tab, select Track This Customer For Rewards.

**3** Select Save (at the bottom of the Customer window).

## Managing Individual Customer Rewards

Individual customer rewards are managed from the Rewards tab of the customer record (shown in Figure 13-6). This panel allows you to do the following for the displayed customer:

- Turn reward tracking on or off for this customer.
- Manually add or remove earned rewards.
- View rewards status.
- View a participation summary.
- Print a detailed redemption history.

At the bottom of the panel, the details of your rewards program are displayed, as well as a button to launch the Reward Manager.



**FIGURE 13-6** The Rewards tab in a customer record

## Redeeming Customer Rewards

When making a sale to a rewards member, you can view the reward status by placing your mouse pointer over the green Rewards icon near the bottom of the receipt.
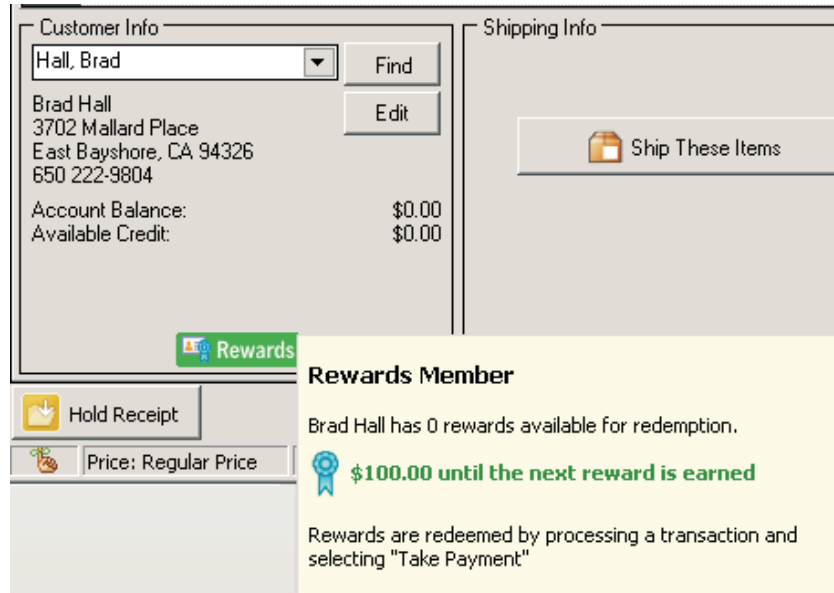


If the sale includes qualifying items and a reward is available for redemption, Point of Sale will alert you when you select Take Payment. You (or the customer) can elect to apply the reward or save it for a future purchase.

Refer to Chapter 10 for more information on redeeming customer rewards.

# The Customer Center

The Customer Center, shown next, can be accessed either from the Customers menu or by clicking the Customer Center icon located on the Point of Sale Navigator. From here you can not only initiate marketing activities (additional fees may apply) that leverage the customer information you've collected and stored in your point of sale system—but also gain insight into key customer statistics.

# Working with Sales Orders, Work Orders, and Layaways

For Pro and Pro Multi-Store users, Point of Sale offers three customer order documents: layaways, sales orders (SOs), and work orders (WOs). If you are using the Intuit Storefront for QuickBooks Point of Sale, a Web Order document is also available. To learn more about this optional service, refer to Chapter 15. The remainder of this chapter is limited to a discussion of only sales orders, work orders, and layaways. These documents are used to record planned sales of merchandise and/or services, such as

- Layaway of in-stock items, usually paid for through a series of deposits
- Orders for out-of-stock merchandise
- Special orders of new or custom merchandise
- Customer quotes for merchandise and/or services
- Tracking of service orders, repairs, alterations, or warranty work

Typically, customer orders involve taking a deposit when the order is placed; optional additional deposits over a period of time; and a final payment, if necessary, when the merchandise or service is delivered.

The actual sale of the merchandise or service is recorded on a sales receipt only when the merchandise is delivered. As a result, items listed on customer orders are deducted from inventory only after the sales receipt is made to fulfill the order. The quantity of an item on open customer orders is considered "committed" and is subtracted from the on-hand quantity to arrive at the available quantity of the item. Refer to Chapter 5 for more information on tracking and viewing your available quantities.

You can sell all the items on a customer order at one time, or partially fill the order by delivering only some of them as merchandise is received or services completed. When the sale is recorded, deposits previously taken are applied toward the final payment on the sale receipt. A permanent record of the order and sale is provided by the receipt(s) in sales history. Fulfilled customer orders can be safely deleted at your discretion. (Pro and Pro Multi-Store) Customer orders are created and maintained separately at each store. Only the receipts created to take deposits and later sell the ordered merchandise are sent to Headquarters.

To access customer orders, select one of the following options from the Point of Sale menu:

- New Layaway, New Sales Order, or New Work Order to create a new customer order
- Layaway List, Sales Order List, or Work Order List to locate and work with an existing customer order

## Typical Workflows for Customer Orders

This section is designed to give you some examples of how customer orders can be used. Specific procedural instructions for each document type follow in later sections.

## Layaways

A *layaway* is generally used to hold an in-stock item while a customer makes a series of payments over time against the total price. In this instance the typical workflow is as follows.

**To conduct the typical layaway process:**

**1** Start a new layaway and list the items to be held for the customer on the New Layaway form.

**2** Set aside the merchandise tagged for the customer. Many retailers have a dedicated layaway shelf for this purpose.

**3** Record an initial deposit and then a series of deposits over the agreed schedule.

**4** When the final payment is due, record the sale on a receipt, applying the deposit balance amount toward payment.

**5** Deliver the item to the customer, thus removing the quantity from inventory.

## Sales Orders

Sales orders (SOs) allow you to record the planned sale of items currently out of stock, items back-ordered, or items that you do not carry at all. When receiving an out-of-stock item that appears on a sales order, Point of Sale will alert you that open orders exist for the item and add the item to the Fill Customer Orders reminder list. Sales orders can also be used to create and give a customer a quote for merchandise and/or services.

**To follow the typical workflow to process a sales order for out-of-stock merchandise:**

**1** List the out-of-stock item on the SO.

**2** Take an initial deposit, if you require one (refer to the section "Taking Deposits on Customer Orders" later in this chapter).

**3** Print a copy of the order for the customer.

**4** Order and receive the merchandise from your vendor.

**5** When the customer picks up the item, record the sale on a receipt, applying the deposit toward final payment.

**To follow the typical workflow to process a sales order for one-time merchandise:**

**1** Start a new sales order and then select New Special Order Item from the I Want To menu.

**2** Define the special order item in inventory and then list it on the sales order.

**3** Edit the price, quantity, etc., on the sales order, if needed.

④ Take a deposit, if you require one (refer to the section "Taking Deposits on Customer Orders" later in this chapter).

⑤ Save and print the order for the customer.

⑥ Select Generate PO from the I Want To menu on the sales order to create a purchase order for the new item and create a receiving voucher when it arrives.

⑦ When the customer picks up the item, record the sale on a receipt, applying the deposit toward final payment.

**To use a sales order for a customer quote:**

❶ List the items and/or services included in the quote on the sales order. Use service or non-inventory items for listing services; or special order items for merchandise you do not currently carry.

❷ Set the order status to Pending. This step prevents the order from affecting your available quantity. This is just a quote, so the quantities are not committed.

❸ Give the customer a copy of the quote/sales order.

❹ When the customer accepts your quote, set the order status to Open (now it's committed) and order the merchandise if necessary.

❺ When merchandise has been received, record the sale on a receipt, deliver the merchandise and/or services, and accept payment as usual.

# Work Orders

Whereas layaways and sales orders typically involve merchandise orders, work orders generally are for service jobs, such as alterations, repairs, or warranty service. If merchandise is recorded on a work order, it is usually consumed in performing the service, such as repair parts. The actual item being worked on (if there is one) is generally not sold via the work order.

**To use work orders to track service jobs:**

❶ Define service items in inventory for the various services provided.

❷ List the service items and any related parts on the work order form.

❸ Enter the customer, add a descriptive explanation of the work to be performed, and assign due dates and an employee to perform the work.

❹ Assign a status to the work order for tracking and reporting, such as New, Waiting for Parts, or Completed.

❺ Take an initial deposit, if required.

❻ Generate a purchase order from the work order form for any needed parts.

❼ When the job is completed, record the sale on a receipt, applying the deposit amount toward final payment.

The procedures in this section cover the detailed steps required to create, edit, take deposits on, and fulfill customer orders of any type. Many of the procedures involved in creating a customer order (such as listing and editing items and listing customers) are essentially the same as the process of completing a sales receipt, so the steps are either not presented here or presented in an abbreviated fashion. The information entered on a customer order is transferred to the sales receipt when the order is filled, so none of it has to be re-entered. Refer to the other sales chapters in this part of the book (Part III) for more information on these common sales procedures.

# Creating a New Customer Order

Point of Sale offers a straightforward way to create new customer orders.

### To create a new customer order:

**1** From the Point of Sale menu, select New | <Layaway, Sales Order, Work Order>.

**2** In the Enter Item(s) field, list the items or service items being ordered by any of these methods:

- Enter or scan the UPC, Alternate Lookup, or Item #, or enter an item search keyword.
- From the I Want To menu, choose Select From Item List to locate and enter items from your inventory.
- Select New Special Order Item from the I Want To menu if ordering a one-time item or service you do not currently carry.

**3** Edit individual item information, such as quantity, price, tax code, and discounts, as necessary.

**4** Enter a customer name (required on all customer orders).

**5** Enter or change any special instructions, the work to be performed, shipping information, or the status of the order in the appropriate fields. Refer to Appendix A for information about specific fields.

**6** On work orders, you may also want to enter a due date and/or assign the job to an employee.

**7** From the I Want To menu, select Take Deposit/Payment to take a deposit on the order. If a minimum initial deposit is required or suggested, the Deposit window is automatically displayed if Save is selected before a deposit is taken. Refer to the next section, "Taking Deposits on Customer Orders," for more information on how to set required deposit amounts.

**8** Select Save.

**TIP:** You can apply item or global discounts on customer orders in the same manner in which they are used on sales receipts. You can also select a different price level to discount the entire order.

## Taking Deposits on Customer Orders

A virtually unlimited number of deposits can be recorded for each customer order. Using Company Preferences, you can configure Point of Sale so that a minimum initial deposit is suggested or required on all new customer orders.

➡ **FYI**

## Use the "Pending" Order Status
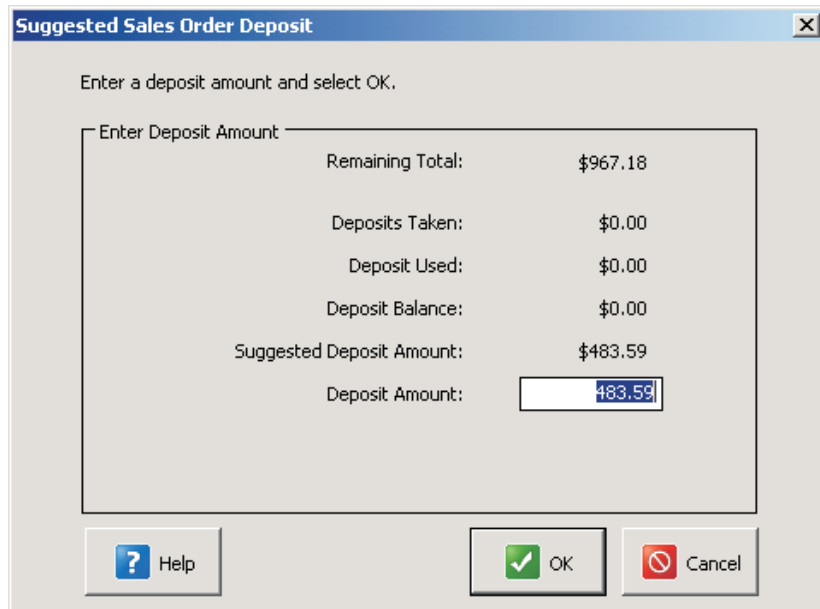
Orders with a status of anything other than Pending or Closed affect your available quantity calculations in inventory. If you are creating an order as an estimate or quote and do not want the order to affect your available quantity calculations, select Pending as the order status.

### To set these deposit amounts:

1 Select Edit | Preferences | Company | Layaways (or Sales Orders or Work Orders). Indicate your preference in the Initial Deposit section of this window.
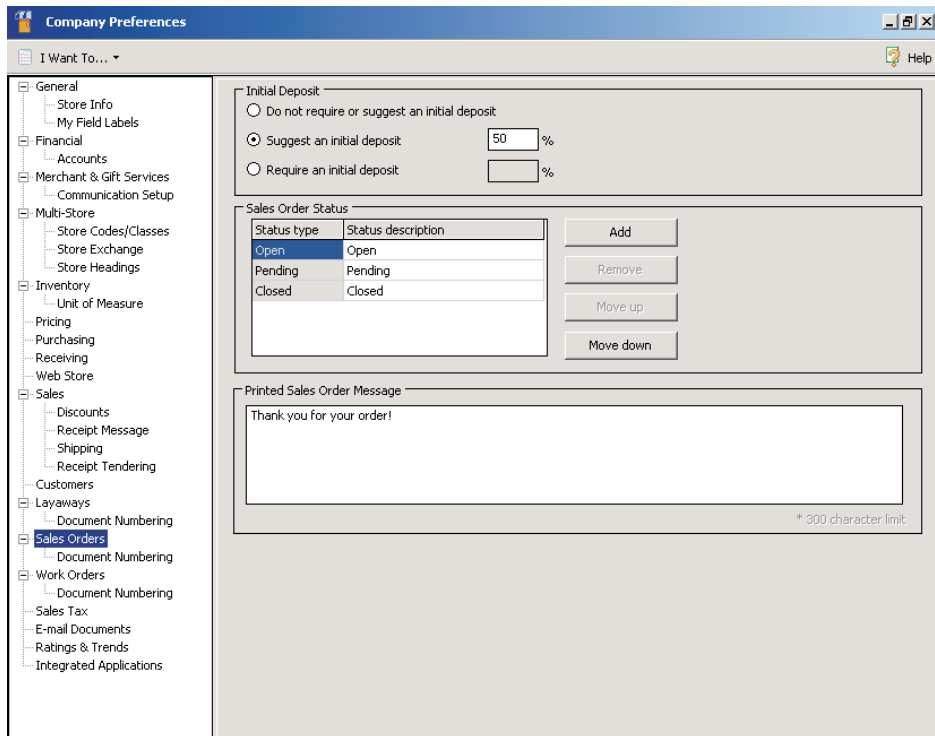
**2** The same options are available for all three types of customer orders and can be set independently. This preference applies only to the first deposit taken. Subsequent deposits can be for any amount.

**3** If you choose the option to "suggest" an initial deposit, an initial deposit amount is suggested for each new order. When you create a new order, the Take Deposit window opens with the suggested prefilled amount. This suggested amount can be changed or deleted at your discretion.

| Suggested Sales Order Deposit | | × |
|---|---|---|
| Enter a deposit amount and select OK. | | |
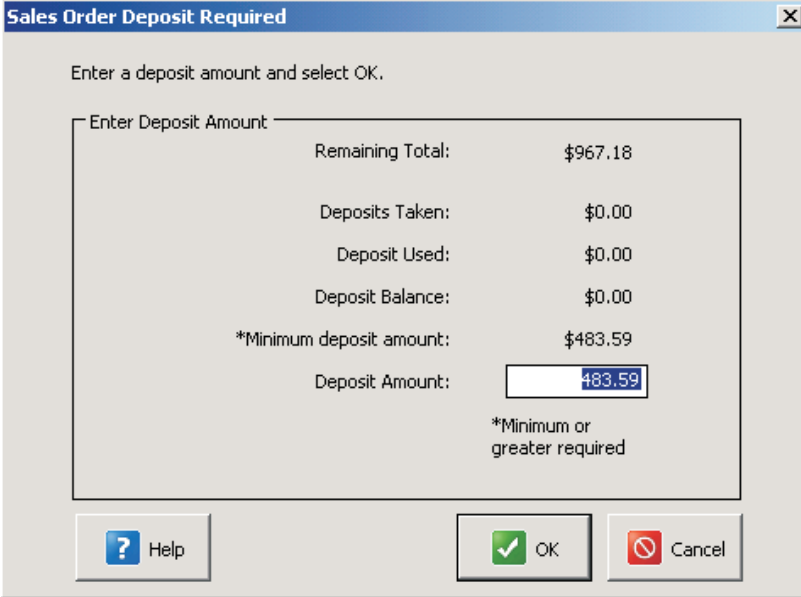
Enter Deposit Amount

| | |
|---|---|
| Remaining Total: | $967.18 |
| Deposits Taken: | $0.00 |
| Deposit Used: | $0.00 |
| Deposit Balance: | $0.00 |
| Suggested Deposit Amount: | $483.59 |
| Deposit Amount: | 483.59 |

[?] Help          [✓] OK     [⊘] Cancel

**4** If you choose the option to "require" an initial deposit, an initial deposit amount is suggested for each new order. When you create a new order, the Take Deposit window opens with the suggested prefilled amount. You can enter a larger deposit if you wish, but you cannot reduce or delete the required amount.

**⑤** If you select Do Not Require Or Suggest An Initial Deposit, no initial deposit is required or suggested when you create a new customer order.

When taking deposits, keep in mind the following:

- You cannot take a deposit for an amount greater than the balance due.
- The items listed on an order are not deducted from inventory when you accept a deposit. They are deducted when you create the receipt on which they are eventually sold.
- Reversing a deposit receipt updates the deposit balance and balance due amounts, and it is added to the Payment History/Deposits window for the associated order.

### To take a deposit:

**❶** While creating the order (after listing items and customer) or with a saved order displayed, select Take Deposit/Payment from the I Want To menu. The Take Deposit window is displayed. If this is the initial deposit and there is a suggested or required minimum deposit amount, it will be auto-filled.

**❷** Enter an amount or accept the suggested/required amount.

**❸** Select OK. The Deposit Payment window is opened. Move or accept the amount for the payment method (cash, credit card, etc.) and then save/print the deposit receipt.

## Refunding Deposits

When an order is canceled, by you or the customer, the deposit amount can be refunded. The entire amount on deposit is refunded; you cannot refund just a portion of the total deposited amount.

### To refund deposited amounts:

❶ Highlight or display the customer order from the Customer Order list.

❷ From the I Want To menu, select Refund Deposit. The refund confirmation window is displayed.



❸ Select Yes. The Deposit Payment window is opened with the refund amount listed in the Change Amount column.

❹ Move or accept the amount for the change method (cash, credit card, etc.) you will use to refund the deposit, and then save/print the refund receipt. The Change window (if applicable) displays the refund amount and type.

**5** You are asked if you would like to close the order. Select Yes to change the status to Closed or No to leave it in the appropriate active order list.

---

➡ **FYI**

## How Deposit Receipts Sent to QuickBooks Financial Software Are Handled

Although orders created in Point of Sale are not sent to QuickBooks Financial software, deposit receipts and receipts applying deposit amounts as payment for the final sale are. Deposits received are, by default, posted to the Customer Deposits (current liability) account in the financial software. When the final deposit is received and the order is closed out (turned into a sales receipt), the deposit amounts are reversed out of the Customer Deposit account and the total of the sale is posted to the Merchandise Sales account.

---

### Deposit/Payment History for a Customer Order

The Deposits window displays all deposits and payments by deposit for a particular order. Included in the payment history for each deposit are the deposit amount, date, deposit receipt number, form of payment, and whether a deposit receipt has been reversed (Reversed) or whether the receipt reversed a deposit (Reversing). You can take additional deposits or refund the amount on deposit directly from the Deposits window. When you print customer orders, the deposit/payment history is included.

**To display an order's deposit/payment history:**

**1** Highlight or display the customer order.
**2** From the I Want To menu, select Payment History.
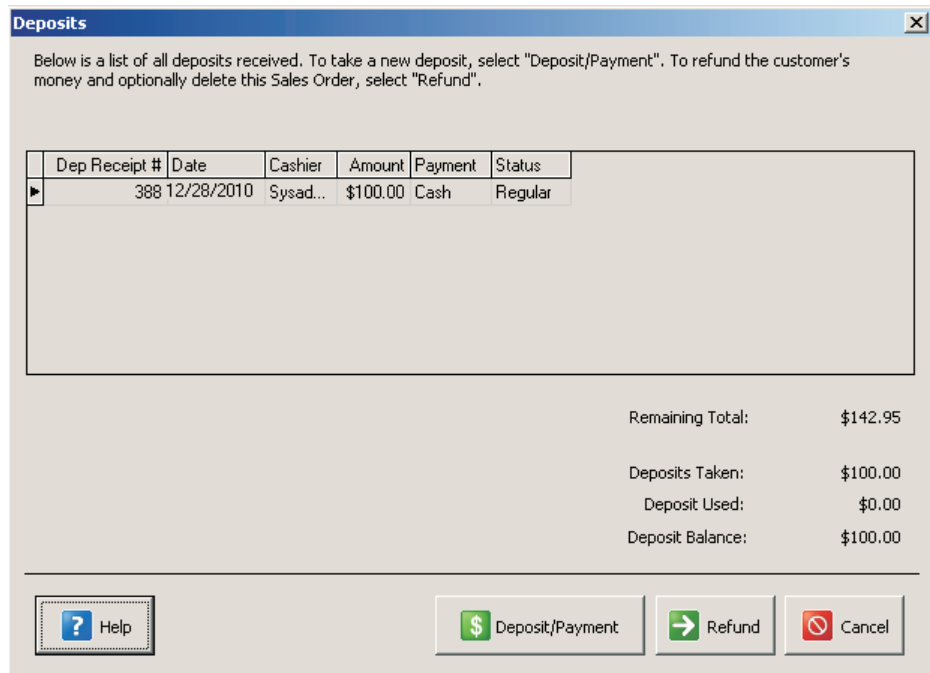
3. Select Deposit/Payment to take an additional deposit. Or, select Refund to refund the amount currently on deposit.

4. Select Cancel to close the Deposits window.

## Working with Special Order Items

Typically, special order items are used for custom or one-of-a-kind merchandise with little chance of repeat sales, or to customize an existing item for a sale. In addition, special order items can only be added while creating a document (customer order, receipt, voucher, or purchase order). This is done by selecting New Special Order Item from the I Want To menu, which opens the New Special Order Item Entry window (See Figure 14-1).

When saved, a new special order item is created in the item list. You can list the item on the order, generate a purchase order, receive it on a voucher, and sell it on a receipt that references the order. Later, if you decide to carry the new item in inventory, you can convert it to a regular inventory item.

(Pro Multi-Store) The New Special Order Item provides a means for a remote store to create a customer order for a new item and generate a PO for it. The special order item is sent to Headquarters when it is listed on a transactional document (voucher, receipt, memo, or transfer slip). Headquarters can review the item and change the special order item type into a regular inventory item, if needed. Refer to

**FIGURE 14-1**    The New Special Order Item entry window

Chapter 28 for more information about using special order items in a Multi-Store environment.

## Entering Shipping Information

Shipping information and an estimate of the charges can be entered on a sales order or work order but not on a layaway order.

If you're not using Shipping Manager, you should follow the same procedures for processing a sales receipt. However, you cannot enter the actual shipment information, such as the ship date and tracking number on a customer order.

If using Shipping Manager, you can retrieve an estimate of the shipping charges from UPS and enter that estimate on the order. You cannot complete the shipment from the order; that is done when the sale receipt is made.

### To record a Shipping Manager estimate on an order:

❶ Add the items and customer to the order and then select Estimate Shipping Charges.

**2** On the Shipping window, select Estimate Shipping For UPS and fill in any missing address and weight information along with the shipping method. Required fields are indicated by an asterisk (*).

**3** Select Get Estimate. Point of Sale connects to Shipping Manager and retrieves the estimate (Shipping Manager is not opened). To see how the shipping charges vary, you can change any of the information (method, weight, address) and select Get Estimate again.

**4** Select OK to transfer the shipping information and estimate to the order. If necessary, you can select Go To Shipping Manager from this window to access other options, such as to check transit times, change settings, or check for requirements on oversize packages. Shipping information and the estimated charges are transferred to the sales receipt when the order is filled. Once on the receipt, you can edit or enter additional shipping information or charges as necessary and, if using Shipping Manager, complete the shipment.

# Generating Purchase Orders from Customer Orders

You can quickly create purchase orders from a customer order to obtain the items from your vendor(s). Point of Sale will propose a list of items to order (all items on the customer order except service or non-inventory items) but allow you to review and adjust the items and quantities before creating the PO. Multiple items from a vendor are combined into a single purchase order. If the order includes items from more than one vendor, a PO is created for each vendor. The customer name and order number are displayed on the POs created and also on the receiving vouchers that reference the POs.

**To generate purchase orders from a customer order:**

**1** Complete and save the order document.

**2** From the I Want To menu on the customer order, select Generate PO. Or, from the Customer Order list, select one or more orders from which to generate purchase orders, and from the I Want To menu, select Generate PO.

**3** The Generate PO window is displayed, with all items from the customer order(s) listed (see Figure 14-2).

**4** Enter the quantity of each item to order from your vendor(s) in the Doc Qty column.

- If you do not wish to order an item, enter **0** or leave the quantity blank.
- To order all of the items in the quantity needed for the customer order (Qty Due column), choose Select All.

**5** Select Continue. The purchase order(s) will be automatically created.

**6** Choose the desired action from the window and select OK.

**FIGURE 14-2**    Generating a PO from the Sales Order window

The following "rules" apply to purchase orders generated from customer orders:

- You can generate multiple purchase orders from a single customer order. For subsequent purchase orders, the Qty Due values are reduced by sold quantities.
- Purchase orders generated from customer orders are numbered by combining an order type prefix, the order number, and a sequential suffix. For example, the first purchase order generated from Sales Order # 24 would be numbered SO241, the second, SO242, etc. Purchase orders generated from layaways or work orders would begin with LAY or WO, respectively.
- Select View POs from the I Want To menu from the selected order document (in either the customer order list or form) to view the purchase orders generated from it. Your purchase order list, prefiltered for the generated purchase orders, is displayed. Use your normal procedure to communicate the generated purchase orders to your vendor(s).

## E-Mailing Orders to Your Customers

You can e-mail customer orders to your customers from within Point of Sale.

**To e-mail an order:**

**1** Create the order.

**2** With the order displayed (or selected in your list), select E-Mail from the window toolbar. The e-mail is created, with the document attached in the format selected in company preferences, and then displayed in your default e-mail client (Outlook).

**3** Review and edit the e-mail address, subject line, and message, as necessary, and then select Send.

Refer to the section "E-Mailing Documents" in Chapter 3 for additional information about setting e-mail preferences.

# Filling Customer Orders

You fill a customer order by selling the items listed on it on a sales receipt. You can sell items listed on a customer order at any time. Selling items updates the order's Ordered (qty), Due, and Sold fields for individual items and the entire order. When all the items on the order have been sold and its Deposit Balance and Balance Due are both zero, it is completely filled, and Point of Sale changes the status of the order to Closed.

The information recorded on the order, such as sales tax, discounts, shipping information, edited item information, and so forth, is transferred to the sales receipt. If you added shipping charges to the order and are only selling some of the order items, you are asked whether you want to apply the shipping charges to the current receipt.

**To sell the items listed on a customer order:**

**1** Highlight or display the customer order.

**2** From the I Want To menu, select Sell Item(s). The Select Items To Sell window is displayed.
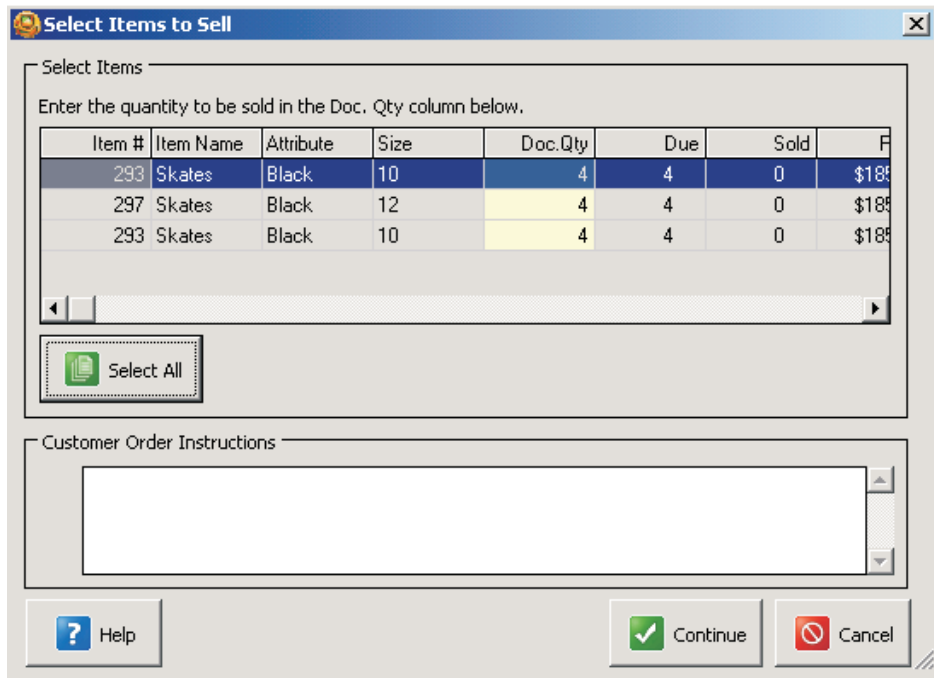
**3** Click Select All if you want to sell all the items on the order. Or, enter a quantity in the Doc Qty column for each item you want to sell.

**4** Select Continue. The items you selected are listed on a new sales receipt.

**5** Add any additional items or enter other information on the receipt, as necessary.

**6** Select Take Payment. If deposits have been taken on the order, the total amount of the deposits is suggested as payment. If partially filling the order, you can reduce or clear the deposit amount used, if you wish. You might do this if you wish to maintain a deposit balance against the remaining items still due.

**7** If there is a remaining balance due for the current sale, enter amounts for additional payment methods, and then save/print the receipt. Refer to Chapter 10 for more information about taking payments.

## Filling Customer Orders from the Reminders Page

When received items are listed on open customer orders, Point of Sale alerts you and adds the orders to the Fill Customer Orders reminders so that you know you can fill the order(s), as shown in Figure 14-3.
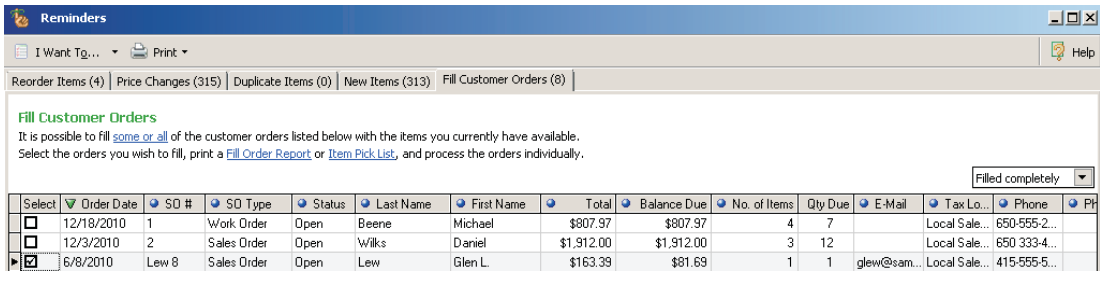
**FIGURE 14-3**    The Fill Customer Orders tab in the Reminders window

# Maintaining Customer Orders

Customer orders are maintained in lists, one list for each type of order. Use normal filtering, searching, or sorting procedures to locate an order within your customer order lists. Orders that have been deleted do not appear on your order list(s). Some suggestions specific to locating customer orders are given in this section.

## Tips for Locating a Customer Order Quickly

When a customer is standing at your counter to make an additional deposit or to complete the sale of merchandise previously ordered, it is important that you be able to find the original customer order quickly. Point of Sale offers several ways to do just that. The table that follows lists the common information fields included on a customer order that can be used for searching or filtering to help locate the order.

| Customer Order Field | Search | Filter | Notes |
|---|---|---|---|
| Customer Last Name | x | x | |
| Company Name | x | x | |
| Phone Number | | x | Enter all 7 or last 4 digits, no dashes |
| Order Date | x | x | Formats: mm/dd/yyyy or mm/yyyy |
| Associate | x | x | |
| Customer Order # | x | x | From customer copy, if available |
| Status | | x | Can add custom statuses in Company Preferences |
| Serial # | x | | Enter fill string |

The fastest way to locate the order may depend on what window you have displayed when the need arises. Use any of the methods outlined here:

- **If at the Navigator**    Type a search keyword (see the preceding table) in the Quick Find field.

- **If in the customer order list:**
  - Click or touch the Last Name column header and type the first few characters of the customer's last name; you are taken to the closest match.
  - Select Find <Order Type> from the window toolbar, and enter a search keyword.
  - From the View drop-down list, select a predefined date range (today, yesterday, last week, etc.) or select <Create Filter> and enter filter criteria (see the preceding table).
- **If the customer record is displayed (which is the same as viewing the customer record in Edit mode)**    Display the customer's history and double-click the customer order to display it.
- **From anywhere**    From the Edit menu, select Find Record <Order Type> and enter a search keyword.

## Editing Customer Orders

You can edit most of the information on an order at any time, provided its status is not Closed (if necessary, you can change the status back to Open). The exception to this is that if deposits have been taken, you are not allowed to change the customer. If you need to change the customer after deposits have been taken, you will have to refund the deposits first.

### To edit an order:

**1** Locate the order in your order list.
**2** Double-click the order to open it in Edit mode.
**3** Make any necessary changes and take additional deposits as needed.
**4** Select Save Only.

## Copying a Customer Order

You can quickly create a new customer order by copying an existing one. This is useful if you have customers that often place very similar orders. Once the order is copied, you can edit the new order as necessary. Deposits on the original document are not copied to the new document.

### To copy an existing customer order:

**1** Select the appropriate order list from the Point of Sale menu.
**2** Locate and highlight the customer order that you want to copy.
**3** From the window toolbar, select Copy <Order Type>.
**4** Make changes to the items, customer, and other fields as necessary.
**5** Take a deposit, if required.
**6** Select Save Only.

# Tracking Orders by Status

The Status field on orders allows you to track orders, filter order lists, and create reports based on the current entry. By default, Point of Sale assigns three order status types: Open is initially assigned to all new orders created, and Closed is automatically assigned to orders that have been filled. You can manually change the status of an order to Pending to keep the order quantities from affecting your "available" inventory quantities.

To fit your own operations, you can rename the descriptions of these two status types and define more of your own in Company Preferences (see the following text box). For example, maybe you have intermediary steps in the order process, such as out for repair, waiting for parts, or ready for pickup, that you would like to be able to track via the status field. An order's status can be manually changed as an order is made and as it proceeds toward completion. Status entries can be defined for each order type independently.

As the status of an order is changed, Point of Sale records the date and the employee who made the change, so you have a running history of an order's progression. To view these changes made to an order, display the order document and then click the icon next to the Status field. The Edit Status dialog box will display all changes made to date.

### To change the status of an order:

**1** Display the order form.

**2** Select a new status from the drop-down list in the Status field.



**3** Select Save Only.

## ➡ FYI

# Setting the Preference That Defines the Order Status Field

Select Edit | Preferences | Company | Sales Orders or Layaways or Work Orders. Select Add to define new status types and descriptions. You can also rearrange the order (the possible choices appear in the Status field drop-down list on order forms) and remove status types no longer used. To change the description of an existing status, click the existing description in the Status Description column and type a new description (see the following illustration).

Orders with a status of anything other than Pending or Closed affect your available quantity calculations in inventory. If you are creating an order as an estimate or quote, and you do not want the order to affect your available quantity calculations, select Pending as the order status.
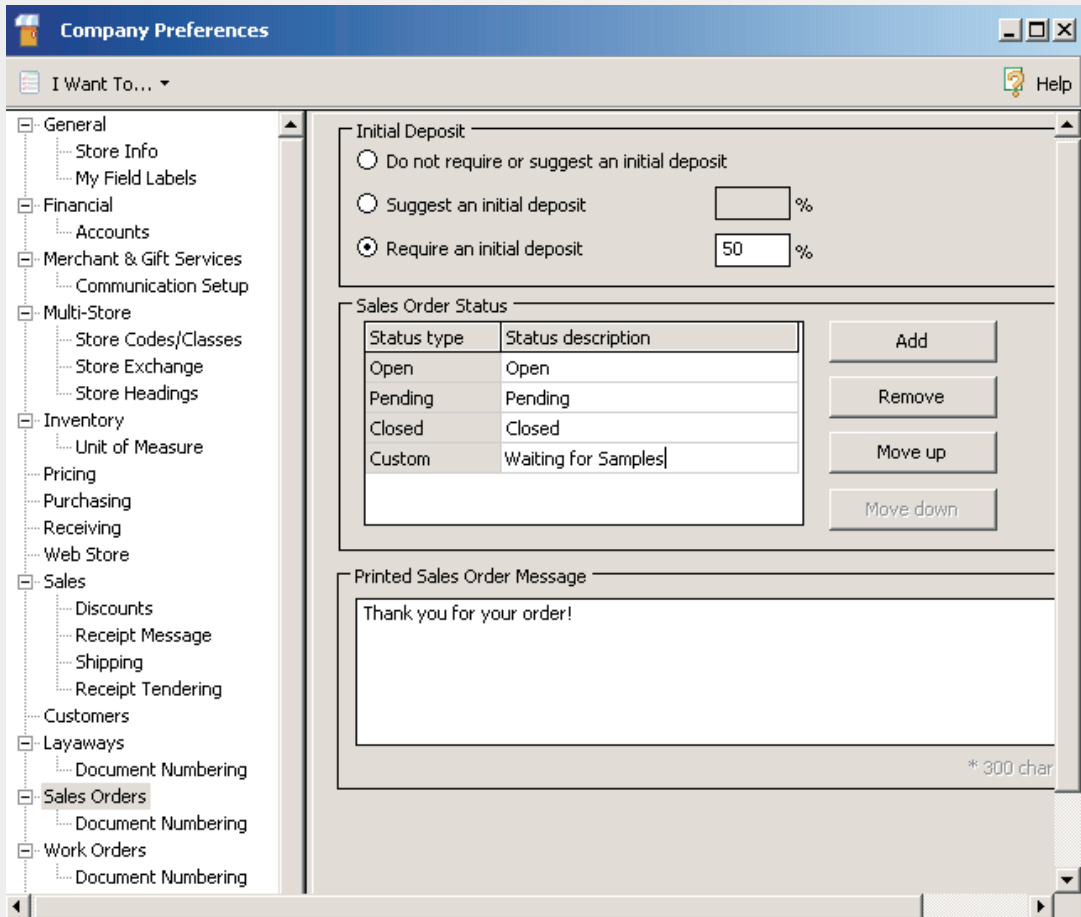
**To view the status history of an order:**

**1** Display the order in the form window.

**2** Click the icon next to the Status field at the top of the form.

## Deleting Customer Orders

After all the items on a customer order have been sold (Qty Due = 0) and closed, the document can be safely deleted. The sales receipt provides a permanent record of the transaction. Deleting a customer order removes it from the corresponding customer order list and from the customer's purchase history (although the sales receipt[s] that filled the order remain[s]). You are not required to delete customer orders after they have been filled, but if there is little chance you'll ever want to view or copy an order in the future, you may want to delete it just to keep your order list compact. Once deleted, a customer order cannot be recovered.

**To delete a customer order:**

**1** Highlight the customer order you want to delete while in the list view.

**2** From the I Want To menu, select Delete SO(s). If the customer order has a remaining deposit balance, you are prevented from deleting it. Select OK to complete the payment screen to refund the entire deposit amount.

# Using Work Orders

Whereas layaways and sales orders usually involve merchandise orders, work orders generally are for service-only jobs, such as equipment repairs, clothing alterations, warranty service, or even scheduling appointments. Items recorded on a work order are usually service items. Service items often comprise labor-related charges necessary to complete the job. Other regular inventory items necessary to the order, such as replacement parts, cleaning supplies, or incidentals, can also be listed on work orders, but a work order generally does not include the actual item that is being serviced. Typically, that item has been sold previously on a sales receipt. Work orders can be assigned to the employee who is to perform the service, a due date can be specified, and the completion status can be tracked and reported. All of the general customer order procedures described earlier in this chapter apply to work orders. This section provides additional tips for the use of those procedures in a way that facilitates tracking of work orders.

## Defining Service Items for Work Orders

Service items are defined in inventory and typically are for labor charges to complete the job. Use normal new item procedures to define service items in inventory, selecting the Service item type. Use the following guidelines in defining service items in inventory:

- To charge for labor by the hour, enter a description of the labor in the Item Name field and a price equal to what you charge per hour (or per job). If you charge by the hour, you can charge for partial hours by listing the labor item on a work order and entering a decimal quantity (e.g., 0.5, 2.75, etc.). Point of Sale will calculate the correct labor charge as the work order price.
- Generally, service items have no cost, but there may be exceptions, such as when you outsource the work and pay the third party a fee for the service. Make an entry in the Order Cost field if this is the case.
- You may want to map custom Income, Cost of Goods Sold (COGS), and Asset accounts on the item form so that the charges (when recorded on a receipt) are posted to your financial software in the manner you prefer. Refer to Chapter 4 for more information about how to set up and define service items.

## Defining an Item Discount for Warranty Service

If you do warranty work, you may have to list repair parts or labor at a reduced or zero price to the customer on the work order. Yet, you may want the actual time and items listed for purposes of tracking and billing to the manufacturer. One way to accomplish this is to define an additional item discount reason in company preferences called "Warranty." When you list items for warranty work on a work order, you can give a 100% discount and select Warranty in the Discount Reason field. When you need a report of warranty work completed, run the report filtered by the discount reason "Warranty."

The work order's Description Of Problem Or Service To Be Performed field, shown in the following illustration,  provides a very large amount of space for additional information to be recorded in support of warranty or insurance repairs. This information is included on printed work orders.

## Assigning Work Orders

The Assigned field (located in the upper-right corner of the form) can be used to record the employee that will perform the service (as opposed to who took the order). Select a name from the drop-down list of defined employees. If an order involves multiple employees, each performing some aspect of the work, this field can be edited as the order progresses.

## Using the Status Field to Track Work Orders

The Status field is particularly pertinent to tracking work orders. For example, suppose you use work orders to do alterations to clothing that you sell. Some of the alterations are done in-house, while others are sent out to a third party. You could define and assign different statuses for the varying stages of a job:

- **New**   Received but not yet assigned to an employee or outside service.
- **Assigned**   Tasked to an in-house employee. Using the Assigned field to indicate the specific employee is recommended.
- **Out**   Sent out to a third party for service.
- **Back-ordered**   Awaiting parts or supplies needed to finish the job.
- **Ready**   Alteration is complete and ready for customer pickup. As a work order progresses, you can update the status field appropriately. Using it in combination with the Assigned field, you now have the ability to filter your work order list by status or by assigned employee, and to generate reports filtered by these field values.

## Printed Work Order Messages

Disclaimers, warranty information, or any custom message can be defined in company preferences and printed with every work order. A common use for this feature is to print a disclaimer for insurance purposes and/or to limit your responsibilities for additional work found necessary after beginning the service.

## ➡ FYI

# Creating Printed Work Order Comments

Select Edit | Preferences | Company | Work Orders. In the Printed Work Order Message area, enter text to be printed on the bottom of every work order. This text can include a customer signature line and a date field, if necessary.
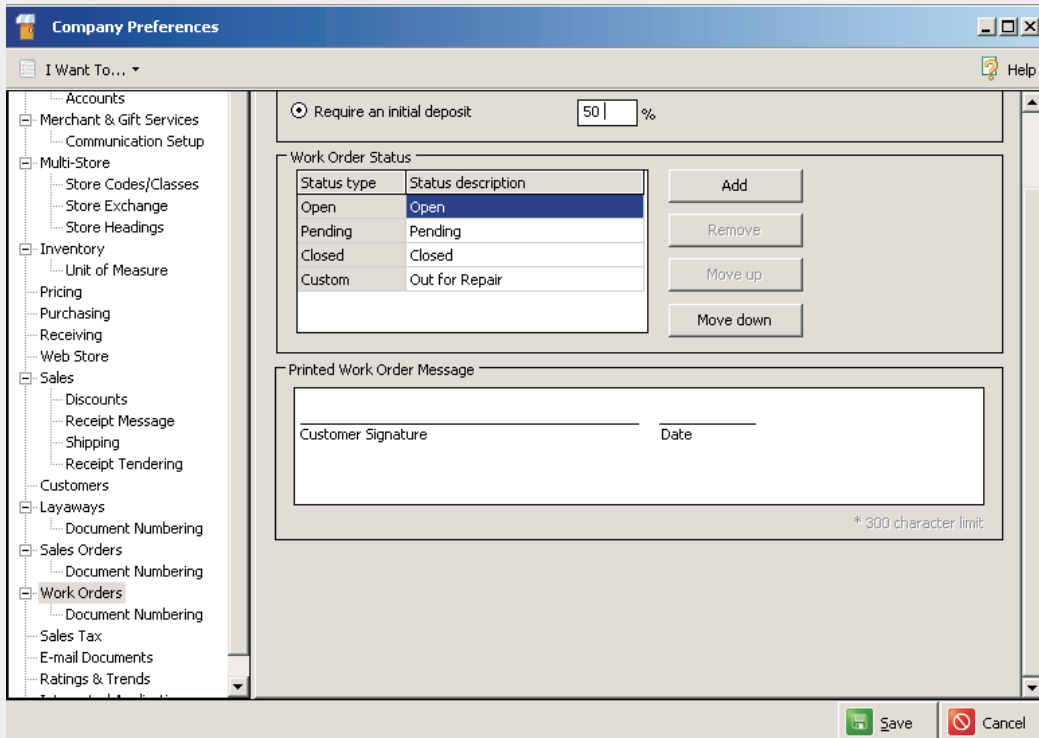


# Customer Order Reports

Point of Sale offers several reports to help you track, order, and follow up on the merchandise needed for planned sales. The reports are available from the Customers Order category on the Reports menu. Filtering by order status, date, assigned employee (work orders), or due quantities can help you track and manage these versatile documents. You can customize the filters and memorize reports as fits your needs. Using the QuickZoom feature, you can drill down into report detail or view the associated documents. Refer to Chapter 20 for more information about

reports. You can also view non-deleted customer orders made for a specific customer by accessing the customer's sales history.

After completing an order, you can print a copy to give to the customer or keep for your own records. Printed orders include the payment history, instructions, quantities sold and remaining due, and any customer message you have defined in preferences.

**To print an order:**

1. Highlight or display the customer order that you want to print.
2. From the toolbar, select Print.
3. If presented with a print option window:
   a. Change the printer you want to use, if necessary.
   b. Specify the number of copies you want to print.
   c. Select Print.

Refer to Chapter 32 for more information about customizing printed documents.

# Selling Online Using the Point of Sale Web Store

The Intuit Web Store for Point of Sale is a web-based application that allows you to sell your merchandise online while continuing to manage your inventory from Point of Sale. With this optional service, you can create a shopping cart, offer an online catalog, and accept credit card payments through your own web site. Additionally, the integration of your Web Store with Point of Sale allows you to share and exchange customer, sales, and inventory information so that you can continue to keep track of your inventory and customer information all from within your Point of Sale program. Intuit Web Store for Point of Sale works with QuickBooks Point of Sale Pro and Pro Multi-Store and is sold separately from Point of Sale.

It can be helpful to think about the implementation of your Web Store in three distinct parts:

- Activating your storefront
- The design of your web storefront
- Web Store administration

# Activating Your Storefront

The setup of your store starts from within Point of Sale and mainly involves signing up for the service, setting Web Store preferences, and choosing (and then uploading) the items you want to make available for sale from your Web Store.

## Signing Up for the Intuit Storefront for QuickBooks Point of Sale

Start by signing up for the Web Store service. You do this right from within Point of Sale. Select the Sell Your Items Online option from either the Navigator page or the Point Of Sale menu. The Intuit Web Store Service window opens (once you've signed up for the service, the "Sell Your Items Online" label changes to "Web Store Center").

**N O T E :**  Intuit Storefront for QuickBooks Point of Sale is no longer available for new users.
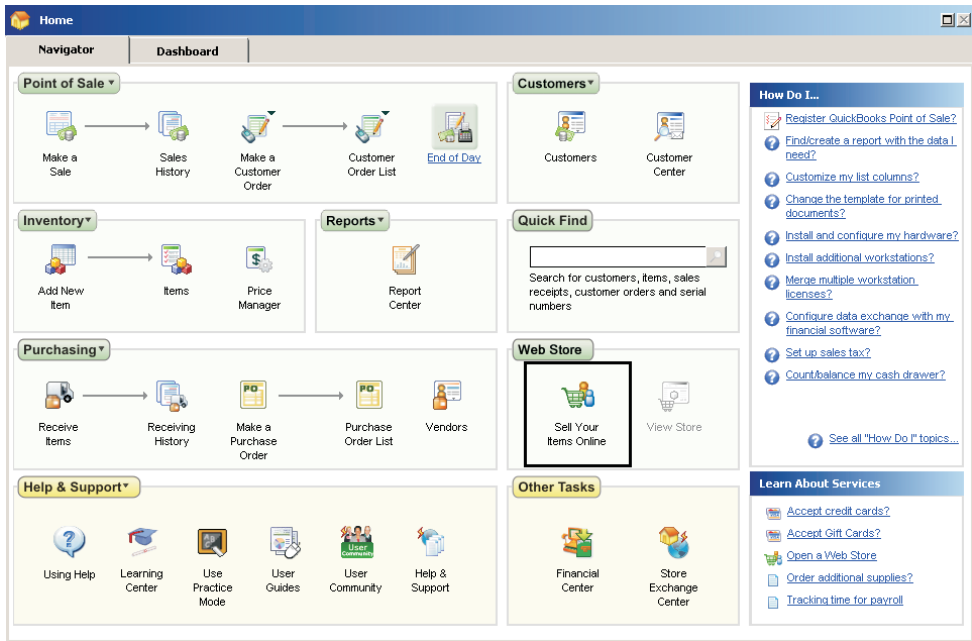
**①** Click Learn More. A new window opens using your default browser.

**②** Enter information as requested to establish your Web Store account.

Once you've established an account with Intuit Web Store, selecting the option Web Store Center from either the Navigator or the Point Of Sale menu brings you to the Web Store Center (enter your User ID and password if prompted). You've also now established your first connection to your new Web Store (see Figure 15-1).

The Web Store Center now becomes the place from within Point of Sale that you'll access information about open orders from your Web Store as well as updates on your bestselling items. It is also the access point to your online store and your Web Admin site (more about working in the Web Admin site later in this section). First, you need to set up your Web Store preferences from within Point of Sale.

## Setting Web Store Preferences

Web Store preferences are used to define how Point of Sale works with your Web Store and should be set after you've signed up for the Web Store service. You can access the Web Store Preferences area from within Point of Sale by selecting Preferences | Company from the Point of Sale Edit menu and then selecting Web Store. You can also get to Web Store preferences from the Intuit Web Store Center.
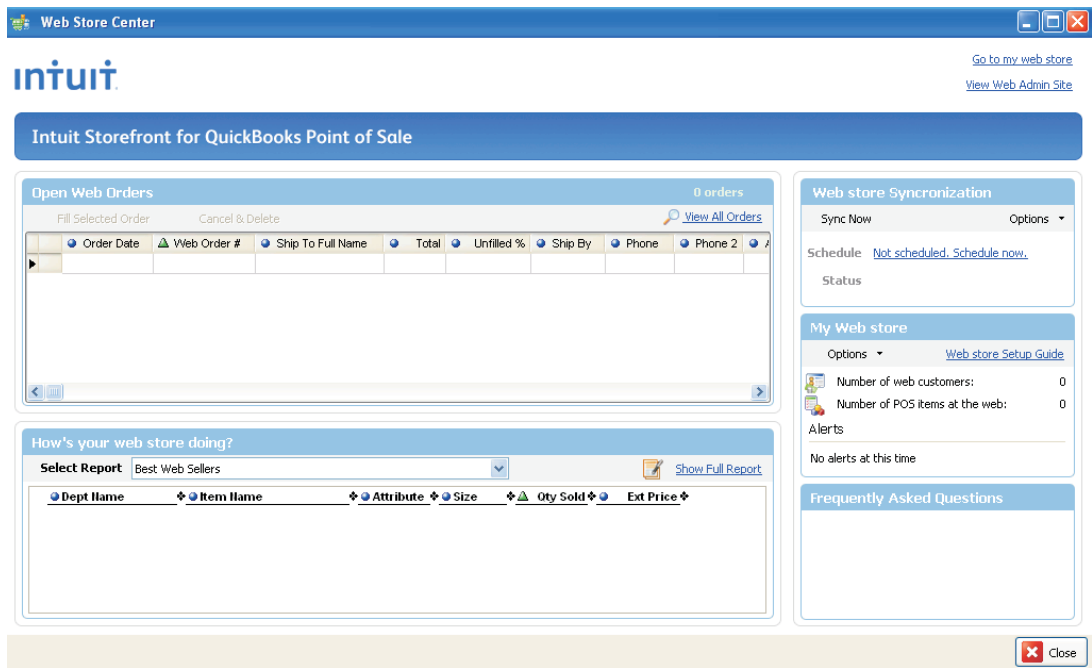
**FIGURE 15-1**    The Web Store Center

Under My Web Store (located on the right panel), select Options | Web Store Preferences In Point Of Sale.
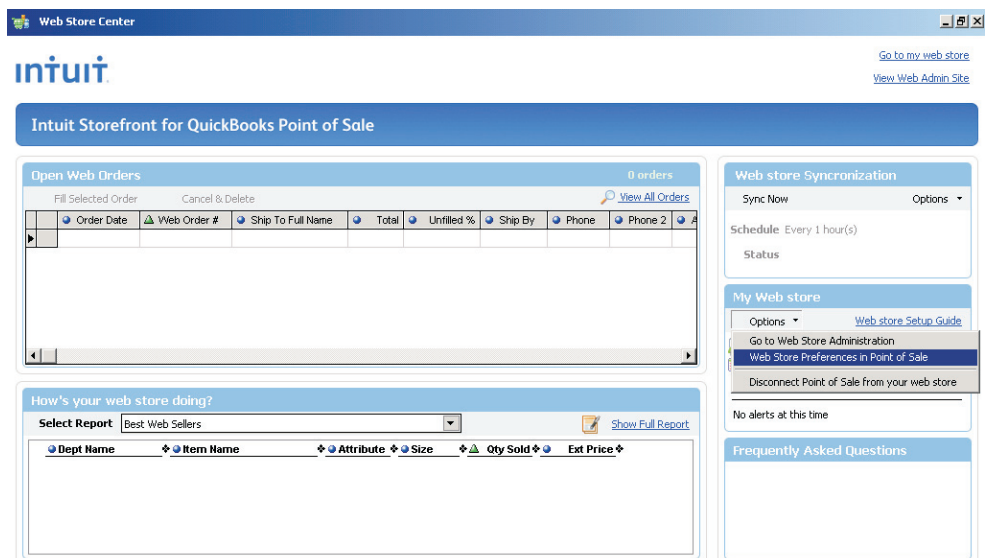
The Intuit Storefront For QuickBooks Point Of Sale preference window opens. In addition to a button that allows you to disconnect/reconnect your Point of Sale file to your Web Store, there are five separate tabs you'll need to work with, each of which is described as follows (as shown in Figure 15-2):

- **Synchronization Options** This tab allows you to control how often you want to automatically synchronize Point of Sale with your Web Store and vice versa. The synchronization process exchanges sales, customer, and inventory information between Point of Sale and the Web Store. Choose either hourly or daily synchronization. Note that you can sync as frequently as every hour if you wish.
- **Inventory Options** This tab allows you to define how inventory information is shared between Point of Sale and your Web Store. The new fields listed in this preference area are automatically added to all item records (and are available on the Web Store tab) when you sign up for the Web Store service. The top half of the Inventory tab allows you to select what item description and price
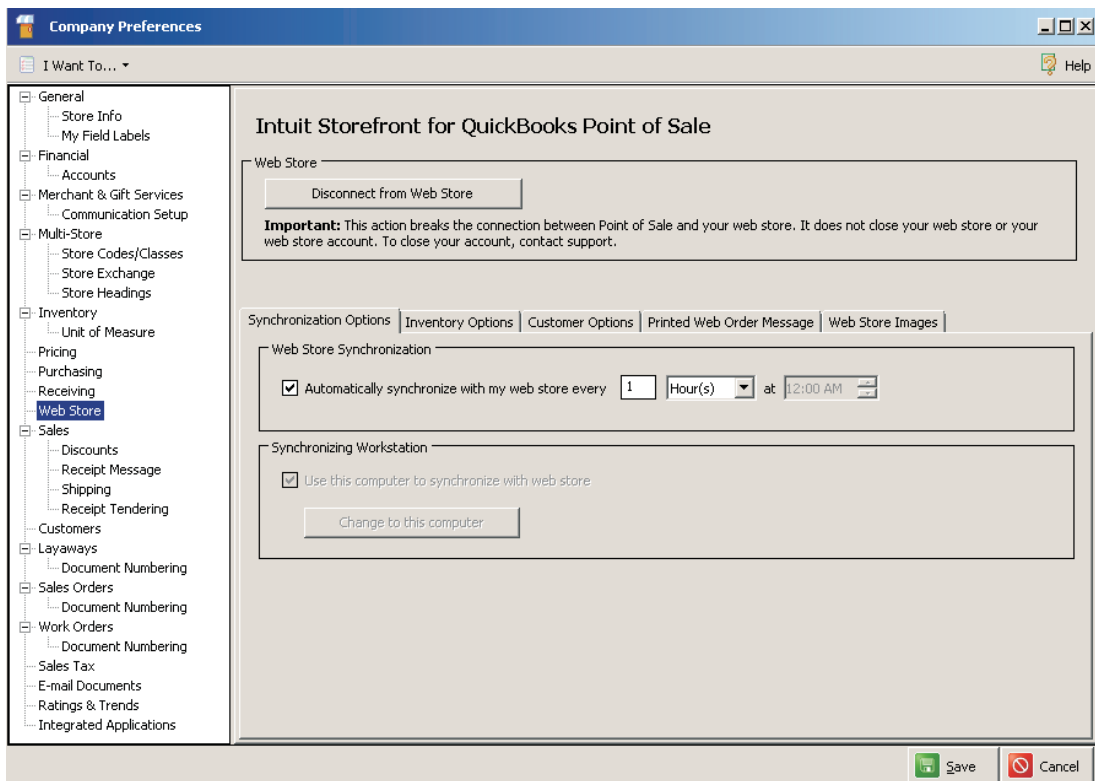


**FIGURE 15-2** Setting Web Store preferences

information are sent from Point of Sale to your Web Store. The bottom half of the screen allows you to select the price level you want to use to sell your items on the web. You also have the option of creating a Web Store price that is a markdown off the item's regular selling price. If you don't want to update a description or price, uncheck Update next to the appropriate item to not have this information sent to that field.

- **Customer Options**   This tab allows you to map customer fields from Point of Sale (like phone numbers and contact information) to your Web Store. If you do not want to update a field, uncheck Update next to the appropriate item.
- **Printed Web Order Message**   Enter the customer message that you want to appear on orders placed via your Web Store.
- **Web Store Images**   On this tab, you can manage the size of the images sent from your Point of Sale item list to your Web Store.

After making your necessary changes, click Save.

## Additional Fields and Features Added to Point of Sale

Once you've signed up for the Web Store Service and set your Web Store preferences, there will be some changes that happen automatically throughout the program. Specifically, there are additional fields and features that are added in key areas to help you manage certain Web Store functions from within Point of Sale. These changes are discussed in the following sections.

### An Additional Web Store Tab Is Added to All Item Records

This new tab (see Figure 15-3) allows you to sell an inventory item online and also controls how that item appears on your Web Store. In the Web Details section, for example, you can assign a unique web item name, description, and SKU. You can also have Point of Sale generate keywords from the item's descriptive fields that are used for internal searches within the Web Store. These keywords are not intended to work with Internet search engines but rather to help your customers more easily find the item(s) that they're looking for in your online storefront. Refer to Appendix A for a listing of all additional Web Store–related fields added to an item record.

### Web Store Orders Added to the Customer Order List

Customer orders downloaded from the Web Store are available via the Web Order list, which is added to the Customer Order list for Web Store users. From this list, shown next, you can view and fill individual web order forms, edit the Instructions field, or delete the order if necessary.
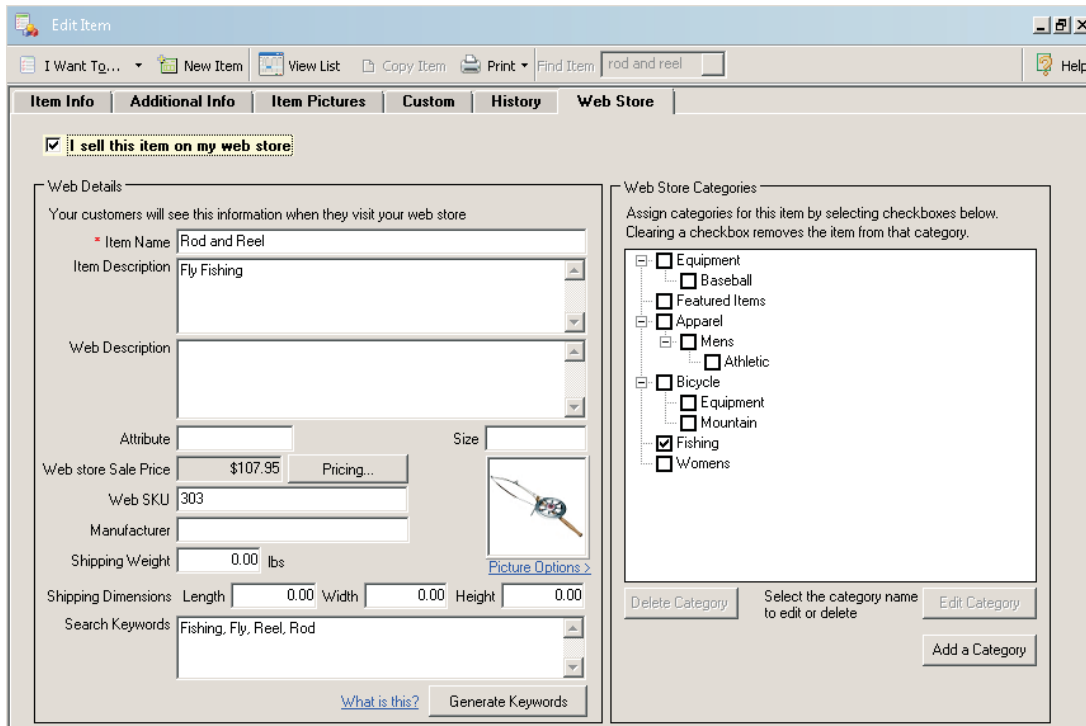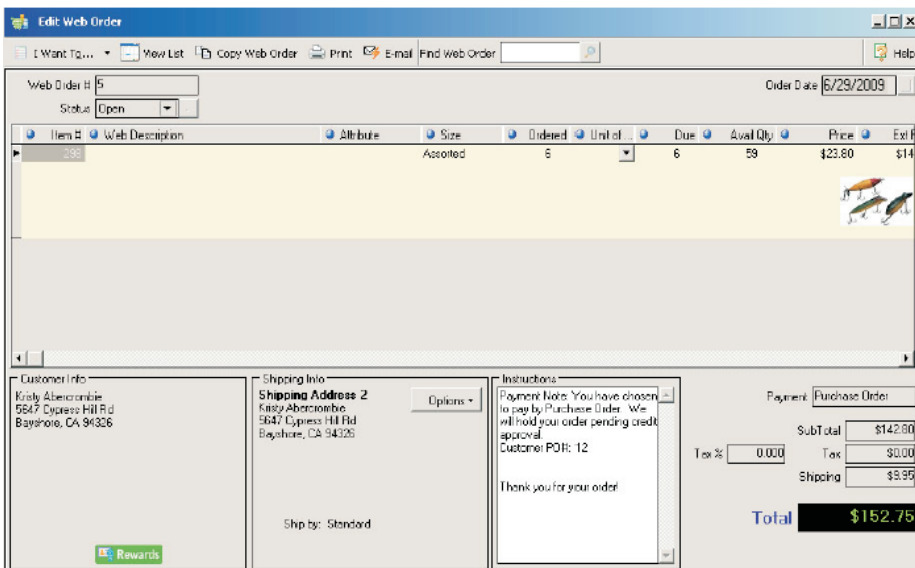
**FIGURE 15-3** The Web Store tab for an item sold online

## Web Receipt and Packing Slip for Fulfilled Orders from the Web Store

Once customer orders are downloaded from the Web Store and are filled and shipped, you can print both a packing list and a sales receipt (Figures 15-4 and 15-5) to send to the customer with the purchased merchandise.

The customer also receives an e-mail confirmation of the order. This e-mail confirmation is generated directly from the Web Store. Refer to Appendix A for a listing of all Web Store–related fields found on a web receipt.

## Web Customer Number Field Added to Customer Records

A new field on the Name And Address tab is added to all customer records. Point of Sale does not share all existing customer records with the Web Store, and only those customers that make a purchase via your Web Store are actually assigned a Web Customer #. Customers that make a purchase online are asked to create an online account (with a password), and these names are then added to your customer list in Point of Sale and assigned a Web Customer #. Should this result in duplicate



```
Printed: 8/6/2009  1:44:49 PM                              Web Sale Receipt #355
Store: 1                                                                8/6/2009
                                                               Cashier: Sysadmin
                                                                        Page   1




   Bill To:
        Kristy Abercrombie
        5647 Cypress Hill Rd
        Bayshore, CA  94326

  Ship To:
        Kristy Abercrombie
        5647 Cypress Hill Rd
        Bayshore, CA  94326

                        ***** Packing List *****

Item Name                   Attribute   Size        Qty
Lures                                   Assorted      6
                              Total Qty Sold:  6

                        Thanks for shopping with us!

                           From Web Order #5

                        ||||||||||||||||||||||||
                                   355
```

**FIGURE 15-4**    Web Store packing list

Printed 8/6/2009 1:46:18 PM
Store: 1

**Web Order #5**
Ordered: 8/6/2009
Associate: Web
Page 1

Bill To: Kristy Abercrombie
5647 Cypress Hill Rd
Bayshore, CA 94326

Ship To: Kristy Abercrombie
5647 Cypress Hill Rd
Bayshore, CA 94326

INSTRUCTIONS: Payment Note: You have chosen to pay by Purchase Order. We will hold your order pending credit approval.
Customer PO#: 12

Thank you for your order!

Order Status: Closed

| Item Name | Attribute | Size | Qty | Sold | Due | Price | Ext Price | Tax |
|-----------|-----------|------|-----|------|-----|-------|-----------|-----|
| Lures | | Assorted | 6 | 6 | 0 | $23.80 | $142.80 | |
| | | Total Qty Ordered: | 6 | 6 | 0 | | | |

Percent Unfilled: 0

| | | |
|---|---|---|
| | Subtotal: | $142.80 |
| Exempt | 0 % Tax: | + $0.00 |
| | Shipping: | + $9.95 |
| | TOTAL: | $152.75 |
| | Deposit Balance: | $0.00 |
| | Balance Due: | $0.00 |

**FIGURE 15-5** Web Store sales receipt

names (if you've already captured the customer's name during an in-store purchase), they can be merged by selecting Merge Customers from the I Want To menu while in the Point of Sale customer list view.

### Web Pricing Options

A new field is added to your pricing preferences. To view this new field, select Edit | Preferences | Company | Pricing from the menu.

You can specify a markdown percentage (from the regular price) to automatically calculate the Web Store price. If you choose the Web Store price as the selling price under the Inventory options tab of the Web Store options, any item sold on the web will sell at this calculated price.

# Designing Your Storefront

Intuit offers full design services for a fee, or you can use the Web Store design tools to create your own storefront. The full design service gives you access to an expert

that will work with you to design a site that visually represents your business. If you choose the "do it yourself" route, you'll have access to a store design resources area (located on the Web Store Admin site) that lets you choose from multiple design settings and templates.

# Web Store Administration Site

Your new storefront is hosted by Homestead Storefront (an Intuit company), and their Web Store Administration site (Figure 15-6) is where you set important things like the sales tax rates, shipping methods, and accepted payment methods that apply to sales made online via your Storefront.

### To get to the Store Admin Site from within Point of Sale:

**1** Click the Web Store Center icon on the Navigator. The Web Store Center window opens.

**2** Click the View Web Admin Site link located at the top-right corner of the window. Point of Sale opens the user's default browser to view the Web Admin page.

The focus in this section will be on defining your store's general information payment types, shipping methods, and sales tax rate, because they need to be established before you can begin to synchronize with Point of Sale. Refer to the Homestead Online Guides (click the Home link and then select Getting Started) for



**FIGURE 15-6**    The Store Administration Home page

details about how to use the many features available on the Homestead Store Administration site that allow you to customize and manage the online portion of your Web Store.

## Defining General Store Information

General Preferences is where you'll enter the name of your store, the store's URL, and other basic information. From this preference area, you can also manage features like security and checkout options, among other things. To access this area, select General from the Store Manager.



## Defining Payment Types

Use the Payment Preferences area to enable credit card or other payment types, including PayPal. Note that you can also use the Payment Preferences Wizard

(by clicking the Use The Wizard Instead link located at the top of Payment Preferences window). To access this area, select Payment Prefs from the Store Manager.



## Defining Shipping Preferences

If you plan to charge for shipping, you'll need to set up your shipping tables in the Shipping Preferences area. The shipping table allows you to define how your store calculates shipping charges to the customer. To access this area, select Shipping Prefs from the Store Manager.

Shipping charges, for example, can be calculated by weight or total dollar amount of the order. In addition, you can calculate them as a percentage (of weight or total value) or as a straight dollar amount. These shipping charges are then recorded as part of the web order in Point of Sale during the next synchronization.

## Defining Sales Tax Rates

The Sales Tax Preferences page allows you to define the appropriate sales taxes for your county or region via tax tables. When you do your first synchronization, a new tax location called Web-*xxx* is created in Point of Sale (where *xxx* is the name of the tax created in the Web Store). Point of Sale tracks your store sales tax separately from your web sales.

---

## FYI

# Sales Tax and Internet Purchases

Selling online introduces several complexities when calculating the sales tax because of issues involving the physical location of the customer making the purchase. You'll want to consult with your accountant or your local taxing agency to determine the best sales tax settings for your Web Store.

## Configuring Items from Point of Sale to Sell on Your Web Store

After connecting to your Web Store for the first time, a new tab called Web Store is added to all of your item records in Point of Sale. The options on this tab not only allow you to select the items as available for sale via your online store but also allow you to set the order in which the items appear on your storefront.

### Adding a Point of Sale Item to Your Web Store

Checking the I Sell This Item On My Web Store box, on the Web Store tab, allows updates to the item to occur whenever a synchronization occurs between Point of Sale and the Web Store (including adding it to your Web Store item list for the first time). If you decide you no longer want to sell an item on the Web Store, uncheck the box. A message box appears asking you if you want to stop selling the item on the web; click Yes to confirm the message.

**T I P :** To quickly add a large number of items to sell on your Web Store, highlight the desired items and from the I Want To menu select Web Store | Add Selected Items To Web Store.

## Assigning an Item to a Category

Located on the Web Store tab in an item record is the Web Store Categories section, as shown in Figure 15-7. This is where you assign this item to a category in your Web Store. A *category* is what the online Web Admin site uses (rather than departments) to group and manage items that you sell online. When you add or edit a category, you'll have the opportunity to set the category's sort priority. The sort priority allows you to control the order in which your categories appear to customers who visit your Web Store. Web Store categories can be a very useful part of your store setup. You'll want to plan them carefully to avoid having to make changes/edits to what will likely be a growing list. Note that existing categories cannot be changed to subcategories; they must be deleted and re-created. Depending on the length of your category list, this could result in a lot of work reassigning items.



**FIGURE 15-7**    Assigning a Web Store item to a category

➡ **FYI**

## You Can Assign Multiple Items to a Category at One Time

While in the item list view, highlight those items that you wish to assign to a single category. Then, from the I Want To menu, select Web Store | Assign Categories To Selected Items. In the Categories dialog, place a check mark next to the intended category.

### Understanding the Other Fields on the Web Store Tab

The following optional fields can be used to track additional information about the items that you sell via your Web Store:

- **Item Name**    This is a required field and is populated automatically. Any changes made to this field are changed for both Point of Sale and the Web Store.
- **Item Description**    This field can be mapped to the desired field in your Web Store. Any changes made to this field are changed for both Point of Sale and the Web Store.
- **Web Description**    This is a new field that is used only for the Web Store. You can add additional information for a product visible on your web site.
- **Attribute and Size**    These fields provide additional information regarding the product.
- **Web Store Sale Price**    In this field you can define a selling price for items sold on the web as a percentage markdown of the regular selling price. This field is available for mapping to the Web Store during the synchronization process.
- **Web SKU**    This is the SKU for items sold on the Web Store.
- **Manufacturer**    This field is available for items sold on the Web Store.
- **Shipping Weight**    This field is used to calculate the shipping costs for those items sold online.
- **Shipping Dimensions**    Use this field to indicate the dimension of the item for shipping purposes.
- **Search Keywords**    If you click the Generate Keywords button, Point of Sale generates keywords that customers can use when searching your web site for products. These keywords are not used by search engines but rather only for searching in your online store. You can edit this field as necessary.

## Synchronization Between Point of Sale and the Web Store

How often your Web Store activity is downloaded into your Point of Sale program depends on how you've set your Web Store Synchronization preference (refer to the section "Setting Web Store Preferences" earlier in this chapter). You can perform a manual sync at any time by clicking the Sync Now button in the Web Store Center.

**N O T E :**   How often you synchronize Point of Sale and your Web Store depends on the volume of sales in either location. The synchronization process updates inventory in both locations, so a store with a high volume of sales may want to synchronize frequently to ensure that an item sold online is not, in fact, out of stock.

When you perform a sync between Point of Sale and your Web Store, any changes made to items for which the option "I sell this item on my web store" has been checked will be sent to your Web Store. In addition, all new sales from your site will be downloaded into Point of Sale as a web order. All new web orders can be viewed from the Open Web Orders area in the Web Store Center.

## Order Processing and Fulfillment

Once your new web orders have been downloaded into Point of Sale, they become available for you to fulfill and ship.

**To fulfill and ship your new web orders:**

**1**  From the Open Web Orders area, highlight the order that you want to fill and click Fill Selected Order. The Fill & Ship Web Order window opens.

2  Review the order. You can print out a packing slip as well as a sales receipt to include with the merchandise that is shipped to your customer. Select Continue.

3  Select your shipping method. Click Fill & Ship Order.

4  The Web Store Synchronization dialog is displayed, confirming that the order status has been updated both within Point of Sale and with your Web Store.

# Part IV

# Purchasing and Maintaining Inventory

# Working with Vendor Information

Each vendor from whom you purchase merchandise should be added to your vendor list. Once it is added, you can access a vendor's record via the vendor list (from the Purchasing menu).

A vendor entry is required on purchase orders and receiving vouchers. When you associate vendors with items in inventory and list them on purchasing documents, Point of Sale can track and report the merchandise by vendor as it is ordered, received, and sold. The receiving history for a vendor can be instantly displayed at any time and provides summarized statistical data of the purchases and returns you have made for the vendor, as well as listings of all receiving vouchers and non-deleted purchase orders.

If you had active vendor records in QuickBooks Financial software when you began using Point of Sale, they were imported and added to your Point of Sale vendor list. You should review and edit vendor records as appropriate and complete other fields to fit your needs. Also, be aware that new vendor names created in Point of Sale should not duplicate a name already in your financial software vendor, customer, employee, or "other name" lists. Refer to Chapter 3 for more information.

**T I P :**  You can use the Data Import Wizard to import vendor item catalogs, vendors, or updated information about your vendors as well as items from an Excel spreadsheet or from a text file. Refer to Chapter 3 for more information on using the Data Import Wizard.

## Adding a New Vendor

**To add a new vendor:**

**1**  From the Purchasing menu, select New Vendor. A blank vendor form is opened.

**2**  Enter vendor information in the fields. Note that Company is the only required field.

**3** If you do not want this vendor to be sent to QuickBooks, select the Inactive check box. Refer to Appendix A, "Information Fields," for information about each field.

**4** Select Save.

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### ➠ FYI

## Using Copy to Add a Vendor Record

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

---

**To copy a vendor record:**

**1** Highlight or display an existing vendor record and select Copy Vendor. All the information from the original vendor, except the QB Status field, is copied to a new record.

**2** Edit the fields to reflect the new vendor information. You must assign a unique Company name.

**3** Select Save.

# Locating a Vendor Record

You can locate a specific record in your vendor list by sorting, scrolling, filtering, or searching by keyword. Each method is summarized next. You can also refer to Chapter 2 for more detailed information about each method.

### To find a vendor record by sorting or scrolling:

**1** Select the column by which you want to sort the list by clicking or touching the header of the column.

**2** Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

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

### To filter your vendor list:

**1** Display your vendor list.

**2** Select a filter option from the View drop-down at the top of the list:

- All Vendors to display your entire vendor list, including vendors that have been flagged as inactive
- Active Vendors to display all vendors except those that have been flagged as inactive (default view)
- A previously memorized filter (your custom name displayed)
- <Create Filter> to define new filter criteria
- Manage Filters to edit previously memorized filters

(The first three choices immediately display your filtered vendor list.)

**3** Enter or edit filter criteria as necessary and then select Apply. Your vendor records are filtered and displayed accordingly.

**4** If you are defining new criteria and you want to memorize them for future use, select Save before selecting Apply.

The Find feature allows you to search across multiple fields, not just the sorted column.

### To search for a vendor:

**1** From your vendor list, enter a keyword by which you want to search in the Find Vendor search box and click the magnifying glass icon. The Find Vendor window opens with a list of vendors that match your search criteria.

**2** Optionally, select Advanced Find Options and select a specific field in which the search is to be conducted, or specify other search options.

**3** Select Find or press ENTER.

All vendors matching your search criteria are displayed in the Find window; you can then select a vendor to work with, return to the full vendor list, or start a new vendor record.

# Editing a Vendor Record

You can edit and make updates to a single vendor record or multiple records at one time.

**To edit a vendor record:**

❶ Highlight the vendor record in your vendor list.
❷ Select Edit Vendor.
❸ Modify the vendor fields as needed.
❹ Select Save.

If you want to edit multiple vendor records right in the vendor list, select Turn List Edit On from the Edit menu. Navigate from field to field within the vendor list to edit. Your changes are saved as you navigate out of a row. Select Edit | Turn List Edit Off when finished.

($) **C A U T I O N :** Changing a vendor name in the vendor record has no effect on inventory or your receiving history. However, if you change a vendor name, you should update item records for that vendor. In inventory, edit the Vendor Name field for each item you purchase from the vendor.

# Making a Vendor Inactive

Vendors in Point of Sale can be flagged as inactive, in which case they are not displayed when you filter your vendor list for active vendors.

This allows you to flag utilities and miscellaneous vendors (which may have been imported from QuickBooks Financial software) or any other vendor not currently used in Point of Sale as inactive, so that they do not clutter your active vendor list display.

**To make a vendor inactive:**

❶ Select the Inactive check box on the vendor record.
❷ To make the vendor active again, clear the check box.

**To view inactive vendors:**

- Filter your vendor list, selecting the All Vendors filter.
- Or create a custom filter to display only inactive vendors.

**($)** **N O T E :**  Inactive vendors are not exchanged with QuickBooks Financial software. However, if you create a voucher listing an inactive vendor, the vendor is then sent to your financial software with the voucher. From that point on, the vendor is shared unless set to inactive again in both programs.

# Deleting a Vendor Record

Vendors can be deleted from Point of Sale at any time.

If you delete a vendor, you will no longer have access to that vendor's history, but the vendor will remain listed on order and history documents and can be included in reports that are generated from those documents.

If you are deleting a vendor because you have a duplicate, consider merging the two records instead, as this will combine the two vendor histories into one record and remove the other. The Merge Vendor feature is described in the following section.

### To delete a vendor record:

**1** From within the vendor list, highlight or display the vendor record that you want to delete.

**2** From the I Want To menu, select Delete Vendor(s).

**3** If prompted, indicate whether you want to delete the vendor from QuickBooks Financial software as well.

**($)** **T I P :**  QuickBooks Financial software users who share vendor information should choose to delete the vendor record in their financial software or it will be re-created in Point of Sale with the next Financial Exchange. If the vendor is listed on documents in your financial software, the record cannot be deleted in that program, so it is made inactive instead. This also prevents it from being re-created on the next exchange.
If you delete a vendor but later list that vendor on a receiving voucher (by referencing a PO listing the vendor), the vendor will be re-created in both Point of Sale and your financial software with the following Financial Exchanges.

# Merging Vendor Records

Occasionally, you may end up with two records for the same vendor. This would most likely result from entering the vendor twice with slightly different spellings of the name. The Merge Vendors feature can be used to combine the receiving history of the duplicate vendors into a single record and then delete the other. Merging vendors cannot be undone; you may wish to back up your company file before merging.

If you also use QuickBooks Financial software, you have the option of deleting or making inactive the duplicate vendor in your financial software so that it is not re-created in Point of Sale on the next data exchange.

### To merge duplicate vendors:

**1** In your Point of Sale vendor list, select the two vendor records you wish to merge.

**2** Select Merge Vendors from the I Want To menu. The Merge Vendors window is displayed as shown in Figure 16-1.

**3** Make sure that the vendors displayed in the Merge Vendors window are correct. The vendor to keep should be listed under Keep This Vendor, and the vendor record that will be removed should be listed under Remove This Duplicate. If you use QuickBooks Financial software, the name currently displayed in your financial software vendor list is shown at the bottom of the window to help you verify that you have the correct vendors selected. If necessary, you can reverse positions of the vendors (which to keep and which to remove) by selecting the
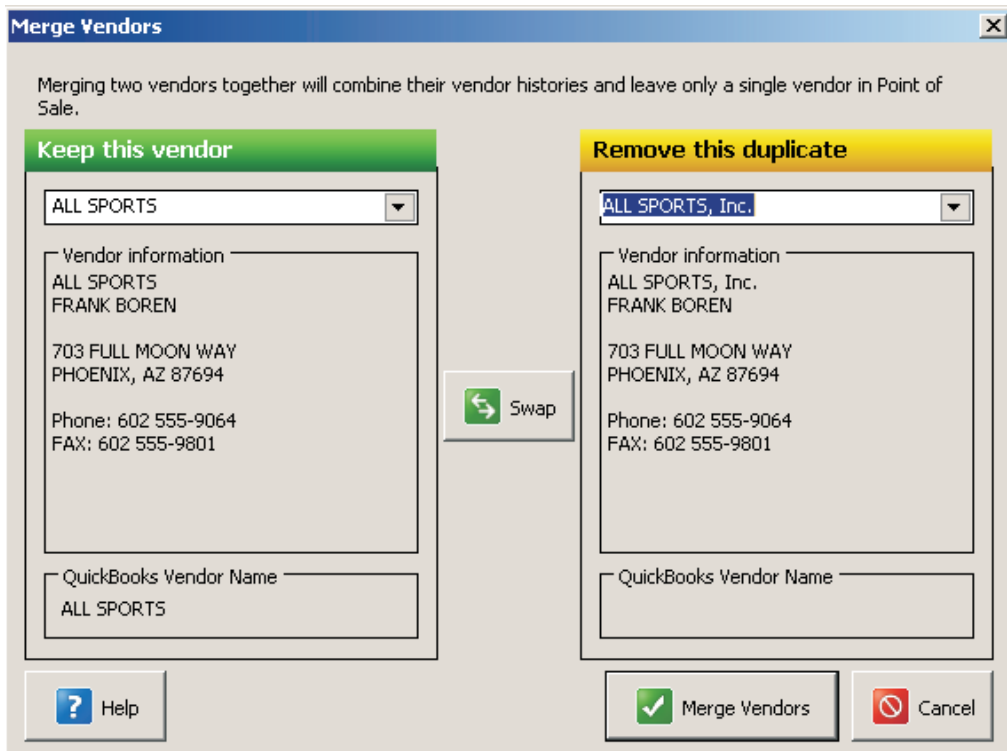


**FIGURE 16-1** Merging duplicate vendor names

SWAP button located between them. You can use the drop-down list to navigate to other vendors if one or both of the displayed vendors are wrong.

**4** Select Merge Vendors. A confirmation dialog is displayed if either vendor record is listed on a voucher or purchase order, showing the various documents and records that will be affected by the merge.

**5** Select Merge Vendors.

**6** If prompted, specify if you want to delete the duplicate from your financial software as well. The deletion in your financial software will occur with the next Financial Exchange.

# Vendor Payment Terms
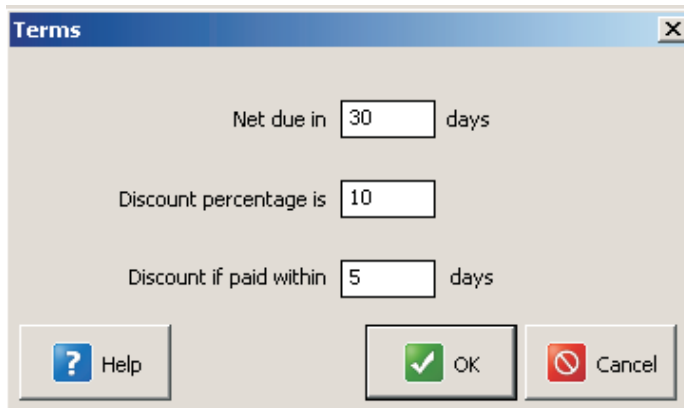
In the Terms field of the vendor record, you can specify default payment terms that are then suggested when you create purchase orders and vouchers for the vendor.

If exchanging data with QuickBooks Financial software and vendors were imported, the Terms field is populated with the default terms from your financial software. If you edit the default terms in either program, they are sent to the other and become the new default terms in both.

You can edit the terms on individual purchase orders as you create them.

### To define default terms for a vendor:

**1** From the Purchasing menu, select Vendor List.

**2** Select and display the vendor record.

**3** Select the Edit Terms button adjacent to the Terms field on the Vendor info tab. The Terms dialog is displayed.

**4** Enter term information in the three fields. The entries shown here would result in terms of 10% 5 Net 30 being suggested on documents.



**5** Select OK.

# Viewing a Vendor's History

Vendor history allows you to view summarized statistical data for the merchandise you have purchased from or returned to the vendor, as well as display a list of vouchers and non-deleted purchase orders.

### To access vendor history:

**1** Highlight a vendor record in the vendor list (which can be accessed from the Purchasing menu).

**2** Select Collapse to access the Vendor Information panel, which displays the vendor history.



**3** Alternatively, you can view the vendor form and select the History tab (see the FYI box).

---

## ➠ FYI

## Drilling Down with QuickZoom

You can "drill down" into a vendor's history to see document item detail or to view the entire document in a separate window. Select the + sign on a line to expand the document and view item detail. When the QuickZoom icon is displayed, click to open the document.

**To view or copy a voucher or purchase order:**

**1** Highlight a document in the Vendor History window.

**2** Use QuickZoom as described in the following FYI box to display the document.

**3** With the document displayed, you can copy, edit (subject to normal editing guidelines), or reverse it as needed.

If you have a voucher or purchase order window open when you come to Vendor History, you will have to switch back to the open document window and cancel or complete it before you can copy from history to another new document of the same type. Only one of any document type can be open at a time.

---

### ➡ FYI

## More about Working with Vendor History

Note the following important points about working with Vendor History:

- You can drag and drop column headers or separators to rearrange and resize columns, respectively.
- If you delete purchase orders once they are filled, the deleted purchase orders are no longer displayed in the Vendor History window, and their information is not included in the summarized statistical information. However, the receipt of the merchandise on deleted purchase orders is reflected in the receiving vouchers and receiving information in the window.

---

# Using Multiple Vendors for an Item (Pro and Pro Multi-Store)

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

**To use the Multiple Vendor feature:**

**1** Add your vendors to Point of Sale in the normal manner.

**2** Define the item in inventory in the normal manner, entering your most-used (preferred) vendor in the Vendor Name field on the Item Info tab of the item record.

**3** Enter the UPC, Alternate Lookup, and Order Cost for the preferred vendor.

④ On the Additional Info tab, select Add/Edit Alternate Vendors.

⑤ In the dialog displayed, enter information for up to four alternate vendors. Leave the UPC and Alternate Lookup (ALU) fields blank if they are the same as those for the primary vendor.



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

When you are creating purchase orders or receiving vouchers, enter any of your vendors. You can then list the items to be purchased using the specific vendor's

UPC or Alternate Lookup values. The appropriate order cost will be suggested on the document for the vendor entered.

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

**T I P :**   If you are using multiple vendors and you wish to print tags with the UPC for an alternate vendor, you must print tags from either a purchase order or voucher for that vendor.

# Purchasing Your Merchandise

When you need to restock or add new merchandise, you should create and send a Point of Sale purchase order (PO) to your vendors. In Point of Sale a PO typically includes the following information:

- The vendor's name
- Order, shipping, and cancellation dates
- A list of the items to be ordered and information about those items, including description, cost, and the quantity ordered
- The total cost of the order, including discounts and fees
- Optionally, terms of payment and payment due date (for tracking purposes)
- A summary of the purchase order fill status (what has been received and what has not)

The merchandise ordered on a purchase order is added to inventory when the merchandise has been physically received and recorded on a receiving voucher that references the purchase order. When a purchase order has been filled or canceled, it can safely be deleted. The receiving voucher is an important document because it provides the permanent record of the items purchased in the program.

In a Pro Multi-Store setup, purchase orders are typically created only at the Headquarters store and then sent to the remote stores. The exception to this rule is that remote stores can generate purchase orders from a customer order to order special order items from vendors. Remote stores receive the purchase orders created at Headquarters for merchandise destined for their store and can reference those POs to create receiving vouchers.

**TIP:** Purchase orders are not exchanged between Point of Sale and QuickBooks Financial software. If you have existing purchase orders in your financial software that you want to track in Point of Sale, you must enter them manually. It is strongly recommended that after integrating with your financial software, you only create new purchase orders in Point of Sale, unless you intend to track an item completely within your financial software. Refer to Part 6 of this book to learn more about tracking items in QuickBooks Financial software.

## ➡ FYI

# Maintaining Accurate Vendor Histories

Do not mix items from different vendors on purchase orders or receiving vouchers if you want to maintain accurate vendor histories and be able to run meaningful vendor reports.

# Working with Purchase Orders

To access an existing PO or to create a new PO:

- To view existing purchase orders from the Purchasing menu, select Purchase Order List.
- To create an order for merchandise from your vendor, select New Purchase Order from the Purchasing menu.
- To have Point of Sale recommend purchase order quantities for items that have fallen below their reorder point, select Suggest POs (Pro and Pro Multi-Store) from the Purchasing menu.

## Using Reorder Point Reminders

You can define a reorder point for your inventory items. When item quantities fall to or below the reorder point, the Reminders feature will alert you. This option can help you identify those items you need to order from your vendors. To take full advantage of this feature, you'll need to configure the Reorder Reminders preference in Company Preferences . Refer to Chapter 5 for more information about defining your reorder points.

**To view the reorder items reminders:**

**1** From the Inventory menu, select Reminders.

**2** Select the Reorder Items tab (Figure 17-1) to view those items that need to be replenished or to use the Suggest PO feature (which allows Point of Sale to suggest and generate purchase orders for these items). Refer to the section "Having Point of Sale Suggest Purchase Orders (Pro)" later in this chapter.



| | Item # | Item Name | Attribute | Size | On-hand Qty | Avail Qty | Reorder Point | On Order |
|---|---|---|---|---|---|---|---|---|
| | 76 | Adult Baseball Glove | Left | 11 1/4 | -1 | -4 | | 3 |
| | 77 | Adult Baseball Glove | Left | 11 1/2 | 0 | -1 | 5 | 0 |
| | 78 | Adult Baseball Glove | Left | 12 | -2 | -3 | | 0 |
| | 327 | Non-Inventory Test | | | 0 | | | 0 |
| | 190 | Sports Team Logo Shirt | White | MED | 12 | -18 | | 0 |

**FIGURE 17-1**   Viewing items that are to be reordered

## ➡️ FYI

# (Pro and Pro Multi-Store) Setting Reorder Reminder Preferences

Select Edit | Preferences | Company | Inventory. From the Create Reorder Reminders Based On drop-down menu, choose On Hand Quantity or Available Quantity. Point of Sale will use the specified quantity to determine when reorder reminders are displayed.
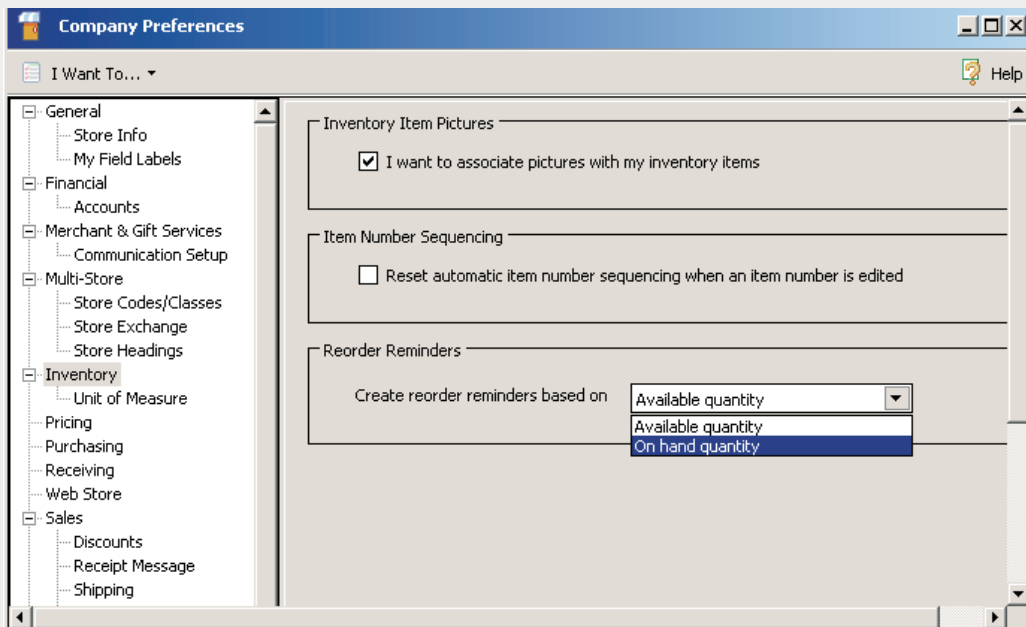


## Basic Steps to Create a Purchase Order

Using a PO to record the planned purchase of merchandise allows you to take full advantage of the purchasing functionality in Point of Sale. The following procedure explains the basic steps for creating a new purchase order. Specific instructions for each step are covered in sections that follow, as necessary.

**To create a new purchase order:**

① From the Purchasing menu, select New Purchase Order.

② Accept the suggested PO # (sequential order) or enter a unique alphanumeric number of your own.

**($) T I P :** You can create your own PO numbering scheme based on vendor names, sales associates, and dates in the Purchasing preference area within Company Preferences.

**3** Enter a vendor in the Vendor field.
- Select a vendor from the drop-down list, or click the Find Vendor icon (magnifying glass) to search for a vendor.
- When the vendor is listed, the default payment terms you have defined in the vendor record are suggested on the PO.
- (Pro) If you order the same item(s) from multiple vendors, you can list any of the item's vendors on the PO.

Refer to Chapter 16 for more information on using multiple vendors for items.

**4** Enter or edit the Order, Ship, and Cancel dates. Refer to the following section for more information on how these dates are used.

**5** List the items you want to order, entering the order quantity and changing the cost, if necessary, for each item selected. The various methods for listing items on purchase orders are discussed later in this chapter. The purchase order cost is suggested as the order cost of the item from inventory but can be edited as necessary.

**6** Enter instructions, discounts, and/or fees that will apply to the order.

**7** Select Save Only.

(Pro) A purchase order can be created from a customer order for out-of-stock or special order items. Refer to Chapter 14 for more information on creating purchase orders from customer orders.

## Listing Items on a Purchase Order

Entering items you wish to order from a vendor on a purchase order makes it easier to receive them later on a receiving voucher.

**To list items on a purchase order:** With the cursor in the Enter Item(s) field, follow this procedure, including any of the variations under Step 6:

**1** From the Purchasing menu, select New Purchase Order.

**2** Accept the suggested PO # (sequential order) or enter a unique alpha numeric number of your own.

**3** Enter a vendor in the Vendor field.

**4** Type in or scan the UPC, Alternate Lookup, or Item #, and press ENTER. If a single item match is located, it is immediately listed on the document with a quantity of one (1). If multiple matches are found, the Find Item window is displayed with all item matches.

**5** Enter an item description search keyword. As you type, the drop-down list of your items is displayed with the closest match highlighted. Select an item.

**6** From the I Want To menu, choose Select From Item List to go to your full item list and locate items.

Use standard filter, search, or sort procedures to locate the item(s) you wish to list, and then return them to the purchase order by using one of the following methods:

- To quickly list a single item, with an order quantity of 1 and at the current order cost, double-click the item.
- To list multiple items, enter the order quantity for each in the Doc Qty column and, if needed, a new order cost in the Doc Cost column. When done, choose Select from the bottom toolbar.
- (Pro and Pro Multi-Store) If you are ordering several members of the same style, switch to the Style window (you can open the style view by selecting Edit/Add Style from the I Want To menu while selecting items to be listed on the PO from the item list) to enter order quantities in the individual cells of the style grid. When done, choose Select from the bottom toolbar. The items are added to the PO at the current order cost. You can edit the order cost on the purchase order if necessary.

**T I P :**   When selecting items from inventory, you may find it helpful to filter your item list to display only items from the current vendor. Saving the filtered view adds it to the item list filters for future use. Select <Create Filter> from the View Filter drop-down list, select the vendor, and then select Apply.

## Adding and Ordering a New Item to Inventory

Use the following procedure to add a new item to inventory while also creating a purchase order to order the item from your vendor.

### To add a new item to inventory:

**1** Select <Add New> from the drop-down item list in the purchase order Enter Item(s) field. A blank new item form is opened.

**2** Enter information to define the item.

Enter an order cost, but leave the Average Unit Cost and On-Hand Quantity fields empty. The voucher made when receiving the item(s) will update these fields.

**3** Choose Save And Select to save the item and list it on the purchase order with a quantity of one (1) and the order cost you defined.

**4** If necessary, edit the order quantity and order cost on the purchase order as described in the next section.

**5** Save and/or print the purchase order.

## Editing Items Listed on a Purchase Order

If additional changes in quantity or order cost are required on listed items, highlight an item and select Edit Item. Make the necessary changes in the Item

## ➡ FYI

### (Pro and Pro Multi-Store) Adding a New Style While Creating a Purchase Order

To add a style while making a purchase order, select Edit/Add Style after Step 2 in the preceding exercise. Define the style attributes as needed and then enter order quantities in the style grid. Remember that these are order quantities you are entering, not on-hand quantities. Only style items for which you enter an order quantity are created in inventory. Choose Save and Select to save the style in inventory and bring the specified order quantities back to the purchase order.

### (Pro and Pro Multi-Store) Creating and Ordering a Special Order Item

You can create special order items from a purchase order to order custom or one-time items that you do not plan to carry in inventory as regular new items.

Information window and then choose OK to close. Alternatively, you can navigate to the relevant fields in the item list and make changes directly there.

**To delete a listed item from a purchase order:**

❶ From a purchase order form window, highlight the item you want to delete.
❷ Click Remove This Item. (Pro and Pro Multi-Store) If you generated the purchase order from a customer order, the items on the purchase order cannot be deleted.

## Marking Items as Unorderable

If you or a vendor discontinue an item, or you want to temporarily suspend ordering a seasonal item, you should flag the item as Unorderable in inventory. You do this by checking the option Unorderable on the Additional Info tab in the item's record as shown in Figure 17-2. The item will no longer be added to your reorder reminders list, and if you try to list the item on a new purchase order, you will be alerted but can proceed at your discretion. Unorderable items can still be received, sold, transferred, etc.

## Using Order Cost on Purchase Orders

A purchase order is a document that asks a vendor to deliver goods at a certain cost. When listing items on a purchase order, Point of Sale will suggest the item order cost from inventory as the cost on the purchase order. You can change the cost on the purchase order by manually editing it. This does not affect the order cost assigned in inventory.

If entering a unit cost with more than two decimal places (up to five decimal places can be entered), the extended cost (quantity times unit cost) is calculated using all of the decimals entered but then rounded to two decimal places for display purposes. You can also enter the quantity and extended cost, and Point of Sale will



**FIGURE 17-2**   Marking an item as unorderable

calculate the appropriate unit cost with up to five decimal places stored (though only two will be displayed). This feature makes it easier to order, price, and track items whose cost or price is in fractional cents or less than a penny.

When a receiving voucher is made referencing the purchase order, the cost entered on the purchase order, including decimals, will be carried to the voucher. When the receiving voucher is saved, the inventory average unit cost and order cost will automatically be updated to reflect the change in the item cost. If applicable, the stored decimals are used for all program calculations.

## Vendor Terms on Purchase Orders

When you create a purchase order, the default vendor terms from the vendor's record are suggested on the purchase order. If the terms for this order are to be different than the default terms, you can edit the terms by selecting the icon adjacent to the Terms field.

The net due days specified in the purchase order terms are added to the Ship Date to arrive at the payment due date displayed on the purchase order. This date is for reference and can be used for tracking payment in Point of Sale purchasing reports.

When you create a receiving voucher that references a purchase order, the terms recorded on the purchase order are carried to the voucher.

## Purchase Order Discounts and Fees

Sometimes vendors will offer discounts or charge a miscellaneous fee on merchandise. You can add a discount and/or a fee in the totals area at the bottom of the purchase order.

### To enter a discount or fee on a purchase order:

**1** From the Purchasing menu, select New Purchase Order and complete as normal.

**2** Enter a discount in the Discount (amount) or Disc % fields. When you make an entry in one field, Point of Sale automatically recalculates the other and/or enters a fee amount in the Fee field.

**3** Select Save Only.

Note that discounts entered on a purchase order are proportionally carried to receiving vouchers that reference the purchase order. For example, if a purchase order has a discount totaling $50.00 and you receive only half (calculated by value) of the ordered items on a voucher, then $25.00 of the discount is applied to that voucher.

The remaining discount amount will be carried to subsequent vouchers that receive the remaining due items.

When a receiving voucher references a purchase order with a fee entered, you are alerted and can transfer the fee to the voucher at your discretion. This is because fees may not be related to the value of ordered/received items and may need to be applied differently if a partial shipment is received. Transferring a fee to vouchers that reference the purchase order is at your discretion.

Optionally, the discounts and fees carried to a receiving voucher can be spread over the costs of individual purchased items. Refer to Chapter 18 for more information on spreading discounts and fees.

## E-Mailing Purchase Orders to Your Vendors

You can e-mail your purchase orders to your vendors from within Point of Sale. You must have the vendor's e-mail address entered on their Point of Sale record. With

the purchase order selected (list) or displayed (form), select E-Mail from the window toolbar. An e-mail message will be automatically created with the purchase order attached. Use normal procedures to review and send the e-mail.

# Maintaining Purchase Orders

After saving, purchase orders are stored in your purchase order list. Because purchase orders are planning documents with no direct effect on inventory, they can be edited or deleted at any time. The items ordered on a purchase order can be quickly transferred to a receiving voucher when the merchandise arrives at your store.

## Locating a Purchase Order

There are a number of ways to locate a specific purchase order in your purchase order list. You can filter the list, re-sort and jump to a record, scroll, or search by keyword.

**To filter your purchase order list:**

**1** Display your purchase order list, and then select one of the following from the drop-down filter list at the top of the window:
   - A predefined filter (such as All Purchase Orders or This Month). This choice immediately filters your list, displaying only the matching records.
   - A previously defined and saved custom filter (with your custom name).
   - <Create Filter> to enter new filter criteria and optionally save them.
   - Manage Filters to edit, rename, delete, or rearrange the order of your previously saved filter views.

**2** If you selected <Create Filter>, enter criteria values in any of the available fields and then select Apply or Save.

   Your list is filtered by your selected criteria.

**To find a purchase order by sorting or scrolling:**

**1** Select the column by which you want to sort the list by clicking or touching the header of the column.

**2** Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

   Or

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

**To search for a purchase order:**

**1** Enter the keyword or keywords by which you want to search in the Find PO field and select the magnifying glass icon.
  • Matching purchase orders are displayed in the Find Purchase Order window.
  • If the list of displayed purchase orders is very long, you can select Advanced Find Options to narrow your search to a specific purchase order field or to specify other search criteria.
**2** To open the purchase order you wish to work with, double-click it or highlight it and then choose Select Purchase Order at the bottom of the window.

# Receiving Against a Purchase Order

When the ordered merchandise arrives, you add it to inventory by creating a receiving voucher. The quickest and most accurate way to receive the items ordered on a purchase order is to reference that purchase order on a voucher.

This process is best initiated from a receiving voucher, and instructions are provided in Chapter 18.

# Tracking Orders by Status

There are two ways to track the status of an order:

  • The document status of the order can be tracked using the Status field. This field records the standing of the order as Open, Closed, or Pending, or with custom statuses you have defined in company preferences.
  • The fill status of the order is indicated by the Qty Ordered, Qty Received, Qty Due, and Unfilled % fields grouped together in the totals area of the order form (they are also shown in the purchase list). At a glance, these fields communicate quantity information for the entire order.

($) **T I P :**  If you have a purchase order displayed and are ready to receive against it, you can select Receive Items from the I Want To menu to initiate the creation of a receiving voucher. The procedure is documented in Chapter 18.

## Tracking Order Document Status

By default, Point of Sale uses four basic status types to track orders: Open, Closed, Pending, and Suggested.

New orders, by default, are always assigned the Open status. Orders that have been filled (all items received) are automatically changed to the Closed status. Purchase orders that have been generated by Point of Sale Pro-level users using the Suggest PO feature are defaulted to the Suggested status.

➡ **FYI**

## Pending Purchase Order Status

Purchase orders that you have made but are not immediately placing with your vendor should be changed to Pending status. This status prevents the purchase order from affecting your reorder reminders and (for Pro users) your available quantity calculations, and it allows you to filter these purchase orders out from purchasing reports.

Based on your operational needs, you can rename the descriptions of these status types and define more of your own in Company Preferences (see the steps that follow). For example, maybe you have intermediary steps in the order process, such as waiting for approval, back-ordered, or in-transit, which you want to indicate and use for order tracking. An order's status can be manually changed as an order is made and as it proceeds toward completion.

Point of Sale maintains a record of the changes in an order's status, which can be viewed by selecting the icon adjacent to the Status field on the purchase order form.

**To define status field entries for purchase orders:**

**1** Select Edit | Preferences | Company | Purchasing.

**2** In the Purchase Order Status area, click Add to define new status types and descriptions. You can also rearrange the order in which the possible choices appear in the Status field drop-down list on order forms, and you can remove status types that are no longer used.

**3** To change the description of an existing status, click in the Status Description column and type a new description.

**To change the status of a purchase order:**

**1** Display the purchase order.

**2** Select a new status from the drop-down list in the Status field.

**3** Select Save Only.

### Tracking Purchase Order Fill Status

The Qty Ordered, Qty Received, Unfilled %, and Qty Due fields are grouped together in the totals area of the PO form (they are also shown in the purchase order list). Together, they communicate the fill status of the entire purchase order.

POs start with an initial Qty Received of 0 and an Unfilled % of 100. The Qty Received increases and the Qty Due and Unfilled % decrease as items are received on vouchers. For example, if you ordered 54 of a certain item on a purchase order

but received only 30 on a voucher, the purchase order would show a remaining Qty Due of 24 and an Unfilled % of 44.44.

If a vendor substitutes items or quantities or can't fill an order, the purchase order will still show a remaining Qty Due and Unfilled %. If you want to accept the substitution or simply close the purchase order to show the order was completed, you can edit the purchase order to match the merchandise received, so that each item on the purchase order has a Qty Due of zero (0). The Unfilled % will be adjusted to 0%, and the purchase order document status will be changed to Closed.

To see the fill status of individual items, look at the Qty Ordered and Qty Due fields for each item in the purchase order item list.

## Editing Purchase Orders

Purchase orders are order planning documents, not transactional documents. Therefore, they can be edited or deleted even after saving. Most fields are editable.

### To edit purchase orders:

❶ Highlight an order in your purchase order list, and then click the Edit PO button on the Purchase Order List toolbar.

❷ Navigate through the editable fields on the purchase order form, making changes as needed.



❸ Select Save Only.

(Pro Multi-Store) Remote stores cannot edit or delete purchase orders sent to them from Headquarters.

## Copying Purchase Orders

If you frequently order the same merchandise from the same vendors, it is often easier to copy a previous purchase order and edit it as needed rather than create a new one. When you copy a purchase order, the new purchase order will be identical to the old purchase order except for the purchase order number, date information, and received quantities.

**To copy a purchase order:**

1. In your purchase order list, highlight the purchase order to be copied.
2. Click the Copy PO button on the Purchase Order List toolbar. A new purchase order with the same information as the old purchase order is displayed.
3. Make changes as needed to the new purchase order.
4. Select Save Only.

## Deleting Purchase Orders

Purchase orders are planning documents that do not directly affect inventory when created and saved. Once a purchase order has been filled (status of Closed), it can be safely deleted. The receiving vouchers are made to add the ordered items into inventory and, therefore, directly affect inventory when saved. It is not necessary to delete closed purchase orders, but you may find that it helps keep your purchase order list compact and efficient.

Deleted POs cannot be recovered, printed, or copied. Also, be aware that if POs are deleted, they are no longer displayed in a vendor's history, though receiving the ordered items is reflected in the vouchers included in the history.

**To delete a purchase order:**

1. Highlight or display the purchase order to be deleted and select Delete PO(s) from the I Want To menu. You can use the multi-select feature to select multiple orders by holding down the CTRL key while selecting the orders.
2. Select Delete in the confirmation window.

## Printing Purchase Orders

After completing a purchase order, you can print out a copy to send to a vendor or keep for your own records.

**To print a purchase order:**

1. Highlight or display the purchase order that you want to print.

**2** From the Print menu, select Print Purchase Order(s).

**3** If presented with a print option dialog,

- Change the printer and template you want to use, if necessary.
- Specify to print all PO items or just items still due.
- Specify the number of copies you want to print.
- Select Preview to view the purchase order before you print it or Print to immediately print.

## Printing Tags from a Purchase Order

You can print tags ahead of time for merchandise that has been ordered but not yet received. If the purchase order lists a new order cost, you may want to wait until the merchandise is received and you have made any needed price changes in inventory before printing tags.

### To print tags from a purchase order:

**1** Display the purchase order.

**2** Select the item or items for which you want to print tags.

**3** To print tags for all purchase order items, you do not need to select a specific item.

**4** Click Print and then select Print Tags. Depending on your tag printer, your options will vary. Make changes in the Print dialog (such as tag template, printer, number of tags to print, start position on page, and alignment).

**5** Select Preview or Print.

Refer to Chapter 32 for detailed tag printing instructions.

# Having Point of Sale Suggest Purchase Orders (Pro)

Point of Sale can suggest and generate purchase orders for items that fall to or below their reorder points (defined in inventory). Suggest POs is available from the Purchasing menu or from the I Want To menu on the Reorder Items tab of the Reminders screen.

When Suggest POs is selected, Point of Sale displays a list of proposed items to order. This list includes all items whose on-hand quantity, plus quantities currently on order but not yet received, are at or below their reorder point. Any item whose available quantity is less than zero is considered backordered and will be included in your reorder reminders, whether a reorder point is set for the item or not. An available quantity less than zero typically means you have open customer orders for the item and the quantity on the customer orders exceeds your current on-hand quantity.

You may want to add the Order From field to the Suggest Purchase Order list if you use multiple vendors for items. Refer to Chapter 30 for more information about customizing columns in lists.

**To have Point of Sale suggest purchase orders:**

❶ Select Suggest POs from the Purchasing menu or from the I Want To menu in the Reorder Items Reminders window. The Suggest POs dialog appears.
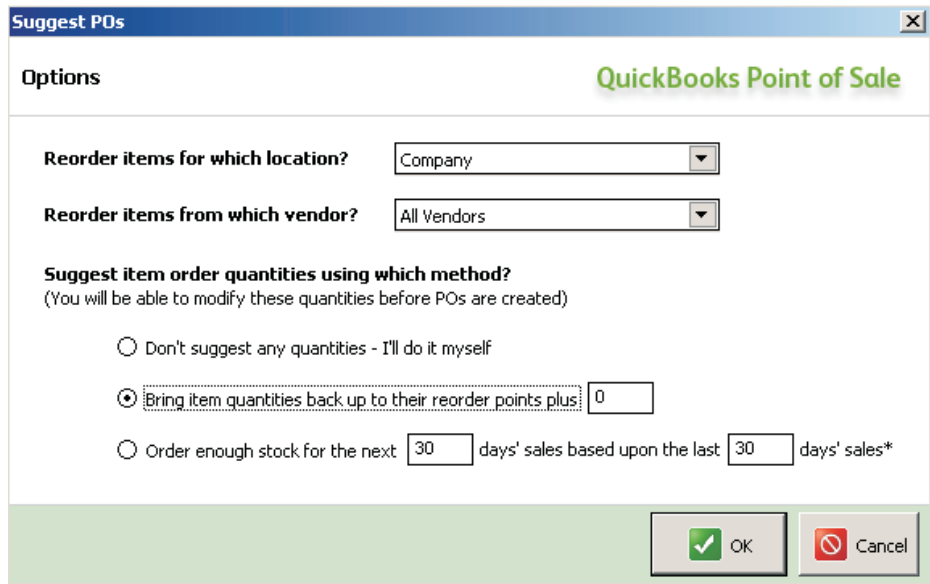


❷ Review and modify the Suggested POs Options as described next and click OK.
- Select which location you want to reorder for (Pro Multi-Store).
- Select the vendors from which you want to reorder.
- Select the method to be used to calculate the reorder quantity.

❸ Enter an order quantity for each item. Purchase orders are not generated for an item if you leave the Order Qty or Vendor field blank.

**4** Change the vendor, if necessary, and you have multiple vendors defined for an item.

**5** From the bottom toolbar, select Create POs.

Point of Sale generates purchase orders as specified. If multiple items exist for a vendor, they are combined on a single purchase order for that vendor. A confirmation message displays the number of purchase orders created.

The purchase orders can be viewed, edited, or sent to your vendor in the normal manner from your purchase order list.

# Receiving Merchandise

**Chapter 18**

When a shipment arrives from a vendor, you create a receiving voucher in Point of Sale to record the receipt of the received merchandise into inventory. A return voucher, on the other hand, is used to record merchandise returned to the vendor and removed from inventory. Using vouchers to control the flow of merchandise into (and in the case of returns to a vendor, out of) your inventory is essential not only to maintaining an accurate valuation but also to having reliable on-hand quantity counts.

# Receiving and Return Voucher Overview

When a voucher is saved, it is stored in your Receiving History list, accessible from the Purchasing menu or the Navigator. Unless specified otherwise, the term *voucher* is used throughout this chapter to refer to both receiving and return vouchers.

When receiving merchandise against a purchase order (PO), you can bring any or all of the items ordered on the PO to the voucher. The PO fill status will be updated when the voucher is saved. Saving a voucher always updates the received items' average unit cost and order cost in inventory. To keep accurate track of the value of your inventory, it is important to enter the correct item cost information on vouchers. You can also use a receiving voucher to bring items into your inventory even if you do not have a purchase order to reference for the merchandise being received.

If an item's price has not been previously defined and you have a margin or markup specified for it, then receiving the item on a voucher results in the item's regular price being automatically calculated and displayed in inventory. Once an item's price is defined in inventory, reordering and receiving does not automatically update the item price even if the cost has changed. However, if the cost changes, you are alerted and have the option to update the price from the voucher.

(Pro Multi-Store) Both Headquarters and remote stores can create receiving vouchers and reference POs while doing so. Headquarters can create vouchers for any store; remote stores can only create vouchers for themselves. Refer to Chapter 27 for other information about purchasing and receiving in a multi-store configuration.

## ➠ FYI

## Maintaining Accurate Vendor Histories

Do not mix items from different vendors on a purchase order or receiving voucher if you want to maintain accurate vendor histories and be able to run meaningful vendor reports.

# Receiving Against a Purchase Order

When the ordered merchandise arrives, you add it to inventory by creating a receiving voucher. The quickest and most accurate way to receive the items ordered on a purchase order is to reference that purchase order on a voucher.

When receiving merchandise against a purchase order, you can transfer some or all of the ordered items, with quantities, costs, and other information, from the purchase order to the voucher. The purchase order's fill status will be updated when the voucher is saved.

**T I P :**   You can receive against multiple purchase orders on a single voucher, but proceed carefully if you choose to do so. If the purchase orders have different values for discounts, freight, fees, or vendor terms, you may lose the ability to track these amounts back to the specific items and order to which they belonged. Point of Sale alerts you if detects these differences.

**To receive against purchase orders:**

**1** From the purchase order, select Receive Items from the I Want To menu and go to Step 3.

Or

From a new receiving voucher, specify the vendor in the Vendor field. You are alerted if open purchase orders for the vendor exist and asked if you want to receive against one of them. Answer Yes and then, from the list of the open purchase orders displayed, choose the purchase order(s) you wish to receive against by selecting the check boxes on the left. You can use the buttons on the right to select individual or all open purchase orders.
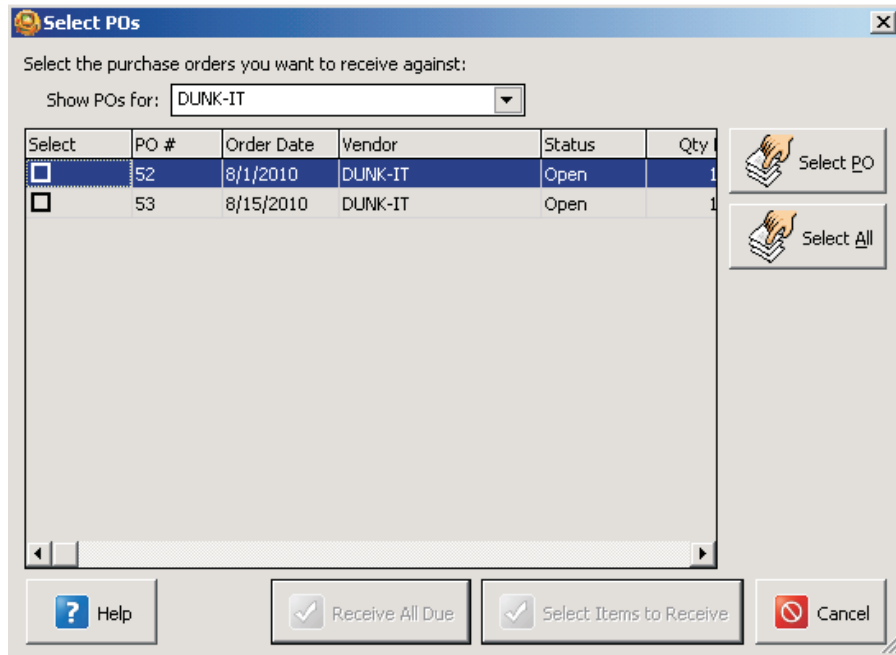
**2** After selecting a purchase order(s), choose Receive All Due or Select Items To Receive. The first choice transfers all due items to the voucher from all selected purchase orders (skip to Step 5 if you select this choice). The second choice opens the list of due items and lets you indicate which you are receiving.

**3** In the Select Items To Receive window (shown in Figure 18-1), do either of the following:

- Enter quantities for the items you want to bring to the voucher in the Doc Qty field.

Or

- Choose Select All to bring all due items and quantities to the voucher.

**TIP:** A quick way to bring most purchase order items to a voucher is to choose Select All and then revise the Doc Qty for the items not being received.

**4** Select Continue.
If a fee is entered on the purchase order, you have the option to transfer the fee at your discretion. Answer Yes or No in the dialog displayed.
The receiving voucher is displayed with selected items, order costs, quantities, and other information from the purchase order prefilled. The purchase order number is cross-referenced in the PO # field on the voucher.
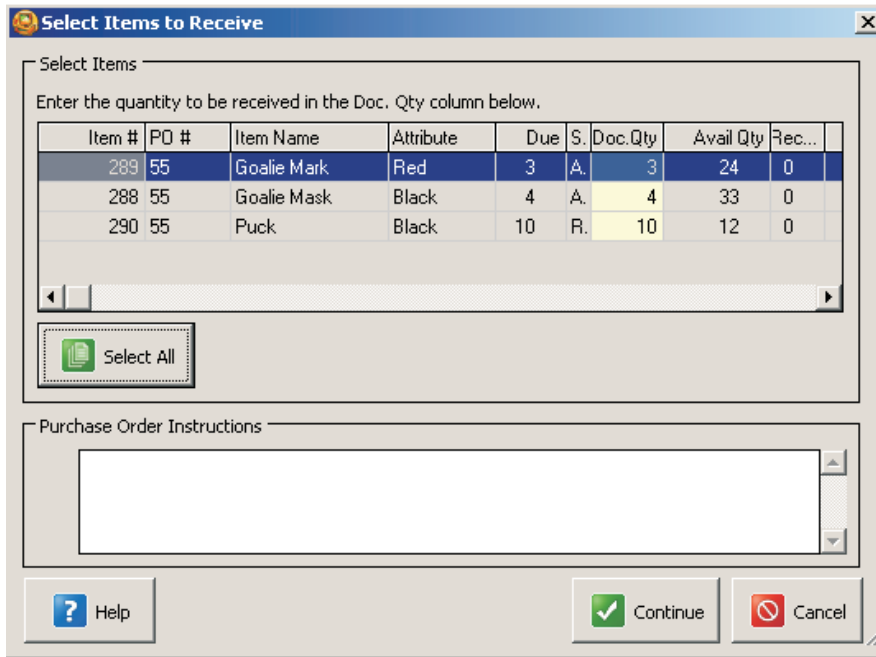
**FIGURE 18-1** Selecting items to receive on a PO

**5** Add or edit item quantities or costs, and make entries in other voucher fields as appropriate:

- **Discount**, **Freight**, **and Fees**   Enter amounts in their respective fields. Optionally, select the check box to spread these amounts across the items being received. Refer to the section "Voucher Discounts, Freight, and Fees" later in this chapter for important information about spreading fees and discounts.
- **Invoice # and other vendor billing information, if known**   The availability of these fields depends on your company preferences. Refer to the section "Entering Vendor Billing Information" later in this chapter for more information.

Refer to Appendix A for more information about other available fields on the receiving voucher.

**6** Save and, optionally, print the voucher. The received quantities are added to inventory, and the purchase orders fill status is updated.

**$ T I P :**   Saving a voucher that references a purchase order automatically updates the purchase order's fill status and, if the purchase order is 100 percent filled, changes the status to Closed.

➥ **FYI**

## Cancel Dates

If the purchase order is past its cancel date and your company preferences are set to warn you when receiving against a canceled purchase order, a message is displayed and you can proceed or cancel at your discretion. See the following text for more information.

## Setting the Preference to Receive Against a PO Whose Cancel Date Has Passed

Select Edit | Preferences | Company | Receiving. In the area labeled Receiving Vouchers, select the option Warn When Receiving Against PO Past Its Cancel Date. You can still receive the purchase order items at your discretion. If this preference is not selected, you are not alerted when receiving against a canceled purchase order.

**To receive merchandise without a purchase order:**

**1** From the Purchasing menu, select New Receiving Voucher.

**2** Fill in the required Vendor field (you can begin typing in the first few letters of the vendor's name or select a name using the drop-down list).

**3** In the Enter Item(s) field, list the items to be sold by any of these methods:

- Scan the bar code on the item tag.
- Type the UPC, Alternate Lookup, or Item # and press ENTER. If one matching item is found, it is immediately listed on the receipt.
- Begin typing the first few letters of the item name in the Item Name box. A drop-down list of items is displayed with the closest match on top. Select an item from the list to add it to the receipt or, if no match is found, follow the prompt either to add the item as new or to open the full Find Item window with additional search options.
- From the I Want To menu, choose Select From Item List to locate and enter items from inventory.

**4** Review the listed items and, if necessary, click Edit Item and edit the quantity and cost of each item. These values are important in maintaining an accurate inventory valuation. If you receive items costing fractional cents, you can enter the received quantity and extended cost, and Point of Sale calculates the unit cost for you with up to five decimals (though only two are displayed).
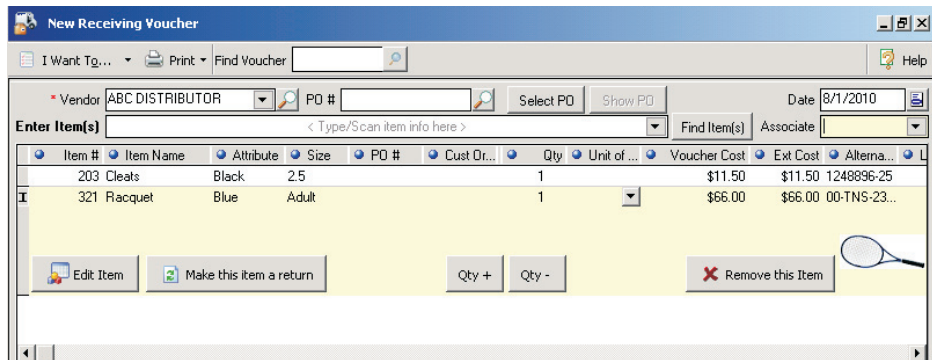
**5** Enter information in other voucher fields, as appropriate. Other common entries are

- **Discount**, **Freight**, **and Fees**   Enter amounts in their respective fields. Optionally, select the check box to spread these amounts across the items being received. Refer to the section "Voucher Discounts, Freight, and Fees" later in this chapter for important information about spreading fees and discounts.
- **Invoice # and other vendor billing information, if known**   The availability of these fields depends on your company preferences. Refer to the section "Entering Vendor Billing Information" later in this chapter for more information.

**6** If you want to print tags for the items received, select Print Tags from the Print menu. If item costs have increased since the last time you received that item, Point of Sale notifies you so that you can review or update your prices in inventory before printing tags. Refer to the section "Printing Tags from Vouchers" later in this chapter for more information.

**7** Select Save & Print or Save Only to finish the voucher and update inventory.

### Accessing Saved Vouchers and Receiving History

From time to time you'll need to view or work with previously saved vouchers to add freight or vendor invoice information. From the Purchasing menu, select one of the following:

- Receiving History to view or work with previous vouchers
- Held Vouchers to view or un-hold a previously held voucher

# Working with Vouchers Prior to Saving

Before saving a voucher, you can modify any editable item field after listing the items on a voucher.

## Editing Items Listed on a Voucher

Highlight the item and select Edit Item. Make your changes in the Item Information window and then select OK. Or navigate to the applicable field in the voucher item list and enter the new information.

**$ TIP:** If you find errors in non-editable fields, the situation can be corrected by reversing the incorrect document. A new, correct document can then be entered and saved.

## Deleting Voucher Items

The method available to you may vary, depending on your security rights.

**Method 1—To delete an item from a voucher:**

**1** Highlight the item to be deleted in the document item list.
**2** Click Remove This Item.

**Method 2—To zero out an item but leave it on the voucher (for future reference purposes):**

**1** Move the cursor to the Qty field of the item.
**2** Change the quantity to zero and then press ENTER or navigate out of the field. The item remains listed on the voucher with a quantity of zero.

## Handling Item Substitutions

Let's say you ordered five orange sweaters but instead received five green sweaters. In this case the referenced purchase order still shows a Qty Due of five for the orange sweaters. This is useful if the order is open and you are still expecting a shipment of the five orange sweaters. But if you want to substitute the green sweaters for the orange sweaters and show the order as filled, first edit the purchase order to match the merchandise received and then reference the edited purchase order when making the new voucher, leaving no unfilled items. If you don't want to accept the substitution, do not list the items on the voucher; send the items back to the vendor. No return voucher is necessary if they have not been received on a receiving voucher.

## Updating Costs

Point of Sale averages the cost of inventory items. This means that when items are received at a cost different than the current inventory average unit cost, the received quantities and costs are averaged together with the existing inventory quantities and costs to determine the new average unit cost of the item. For this

reason, it is important to ensure the correct order cost is recorded on receiving vouchers. For example, if you have 10 of an item that was purchased at an average cost of $5 and then receive 10 more purchased at an order cost of $10, the new averaged unit cost of the item is $7.50. This enables merchants to set an accurate profit margin for items and maintains an accurate inventory valuation when using Point of Sale in conjunction with QuickBooks Financial software.

The order cost in inventory is not averaged when items are received at a different cost. Instead, the cost at which the items were received becomes the new order cost in inventory and is suggested as the order cost on future purchase orders and vouchers.

You can elect to spread discounts, freight, and fees across the items received on a voucher. This affects the voucher cost of the items and the average order cost. Refer to the section "Voucher Discounts, Freight, and Fees" later in this chapter for more information on spreading these fees across the items received.

**To change the voucher cost for an item:**

**1** Highlight the item in the voucher item list.

**2** Select Edit Item and enter the cost being paid the vendor, and then select OK.

Alternatively, you can navigate to the Voucher Cost field in the item list and make changes directly there.

## ➡ FYI

### QuickBooks Financial Software Users—Updating Inventory Value with Vouchers

The receiving voucher, when sent to QuickBooks Financial software, increases your inventory value for the received quantity at the voucher cost. Conversely, when a return voucher is sent, your inventory value is decreased for the returned quantity at the voucher cost. The process of averaging inventory costs does not result in any additional net change in total inventory value. Refer to Chapter 25 for more information about how vouchers are sent to your financial software.

## Updating Item Prices

If the new items received on a voucher do not yet have prices defined in inventory but have a margin or markup defined, Point of Sale applies the margin or markup to the voucher cost and places the result in the Regular Price field in inventory. If you use additional price levels, those prices are also calculated from the percentages specified on the item record (and defined in company preferences).

On future orders of the same item, a change in cost does not automatically result in the price being updated. Instead, you are alerted and given the opportunity to change the price from the voucher.

**T I P :**   If the voucher cost is different from the cost listed in inventory, you receive a prompt asking if you would like to edit the item price. If you answer yes, you are returned to the voucher, where you need to select Edit Item and change the price for each item as needed.
The margin and markup displayed in the voucher's Edit Item window is based upon the voucher cost, not on your average cost. Margin and markup percentages shown here will vary slightly from those displayed in your inventory item record, which are based upon average unit cost.

# Voucher Discounts, Freight, and Fees

By default, discounts, freight charges, and vendor fees are entered separately and not spread across the cost of the items on a voucher. These amounts can be edited, even after saving a voucher, because the values may not be known when the voucher is initially created. If you prefer, you can choose to spread these amounts across the received items.

## Discounts

A voucher discount is global, meaning it is applied to the voucher subtotal. Discounts are not applied to freight charges or fee amounts. Discounts entered on a referenced purchase order are proportionally carried to receiving vouchers (based on the proportion of the ordered items being received). The discount amount can be edited on the voucher.

To add a discount, place the cursor in the Discount % or Discount field and enter a percentage or amount. The other field is automatically calculated (see Figure 18-2).

## Freight and Fees

Freight and fees are not automatically transferred to a voucher from a referenced purchase order; however, you are alerted that they exist on the purchase order and you have the option to apply them at your discretion. This is because these charges generally are not based on the value of the ordered/received items and may or may not apply if a partial shipment is received.

To add freight charges, place the cursor in the Freight field and enter an amount.

To add a fee, place the cursor in the Fee field and enter an amount (see Figure 18-2).

## Spreading Discounts, Freight, and Fees

If desired, these amounts can be "spread" over the cost of the items listed on the voucher. To do so, select the check box in the Total area on the voucher (Figure 18-2). Spreading these amounts can help you track a truer average cost for your items.

Adding a global discount to a receiving voucher

## Entering Vendor Billing Information

You have the option of entering vendor billing information in Point of Sale. By default, the vendor billing fields are not on the receiving voucher form, as the assumption is you will want to handle all vendor billing activities in your QuickBooks Financial software. You can change this behavior by changing your company preference

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### ➤➤ FYI

## Important Notes about Spreading the Amounts

- The total amount of discounts, freight, and fees is proportionally distributed across all voucher items received based on each item's extended cost.
- Clearing the spread check box before saving the voucher restores the costs to their prior state and makes the discount, freight, and fee fields editable again. Once the voucher has been saved, this setting cannot be changed.
- After spreading and saving the voucher, the discount, freight, and fee fields at the bottom of the voucher form are zeroed and no longer editable because the amounts are now reflected in the individual item costs.
- If the voucher is saved without spreading, it cannot be edited later to spread.

settings as explained next. If you are not using QuickBooks, it is recommended that you make this change. This setting affects how vouchers are sent to QuickBooks Financial software.

## Setting the Preference on Where to Enter Vendor Billing Information

Select Edit | Preferences | Company | Receiving. Selecting the Enter Vendor Billing Information In Point Of Sale option adds the vendor billing fields to the voucher form in Point of Sale. From here you can then enter vendor billing information (Payee, Invoice/Ref #, Due Date, etc.). If you wish to enter billing information in QuickBooks Financial software, make sure this check box is not selected.

## Entering Billing Information in QuickBooks Financial Software

Vouchers are sent as item receipts. When you enter the vendor billing information in QuickBooks Financial software, vouchers are converted to bills.

## Entering Billing Information in Point of Sale

The vendor billing fields (Payee, Terms, Bill Date, Invoice/Reference #, etc.) are added to the voucher form in Point of Sale (Figure 18-3).



**FIGURE 18-3**    Vendor Invoice information fields on a receiving voucher

When the billing information is received, enter it on the voucher. If the voucher has already been saved, edit the voucher to enter the billing information along with any freight charges or fees.

Receiving vouchers are sent to QuickBooks in the following different ways, depending on whether billing information (Invoice/Ref#) has been entered:

- If billing information is received and entered when the voucher is created, the voucher is sent directly to Accounts Payable as a bill.
- If billing information has not been entered, the voucher is sent to the Unbilled Purchases liability account. When billing information is entered later, the voucher is sent a second time as a bill to Accounts Payable and removed from the Unbilled Purchases account.
- If the Already Paid check box is selected (see Figure 18-3), whether billing information is entered or not, the voucher is sent as an item receipt. This option can be used, for example, if the merchandise has been prepaid for with a credit card or cash.
- The terms, bill date, due date, and invoice/reference number are added to the QuickBooks Financial software bill when created.

## Holding or Canceling a Voucher in Progress

Incomplete vouchers or vouchers that are not ready to be saved can be put on hold while you carry out other activities, make other vouchers, or even exit from Point of Sale.

For example, you might temporarily hold a voucher while you make a sale, and then un-hold it after the sale is completed. Holding a voucher does not affect inventory quantities or costs.

**To hold a voucher:** With the voucher displayed, select Hold Voucher.

**To un-hold a voucher:**

**1** From the Purchasing menu or a voucher form, select Held Vouchers. A list of the vouchers currently on hold is displayed.

**2** Find the voucher you want from the list, and then select Unhold Voucher. Un-holding a voucher returns it to active status.

**3** Complete and save the voucher using normal procedures.

**To cancel a voucher in progress:**

**1** Select Cancel in the lower-right corner of your screen.

**2** Select Yes to confirm.

## Receiving the Same Item from Multiple Vendors (Pro)

If you order the same item from multiple vendors, you can list any of the item vendors on the receiving voucher and then add items using that vendor's unique UPC or Alternate Lookup values.

If the items were ordered on a purchase order, the correct vendor and order cost are carried to the voucher when you reference the purchase order.

Refer to Chapter 16 for more information on using multiple vendors for items.

## Recording Item Serial Numbers on Vouchers (Pro)

You can record a serial number for each unit of an item received as you make the voucher. You can later locate the voucher by searching or sorting for serial numbers or run reports listing the serial numbers received in this shipment.

If you want to be prompted to enter a serial number when making a voucher receiving a particular item, ensure the Serial # Tracking field in inventory is set to Prompt for the item.

### To enter item serial numbers:

**1** List the item on the voucher in the normal fashion.

**2** Select Edit Item.

**3** Enter the serial number in the Serial # field. If multiple units are being received, the Enter Serial Numbers dialog will allow you to enter multiple numbers at one time for each unit being received.

**4** Click OK.

## Effects of Saving a Receiving Voucher

When you save a voucher, Point of Sale

- Adds the quantities received into inventory (or subtracts them if it's a return voucher)
- Updates the item's average unit cost and order cost in inventory, if receiving at a new cost
- Updates an item's regular price if the price was formerly zero and a margin or markup is defined for the item (typical for new items being received for the first time), or if the item price was updated from a voucher on reorder
- Updates the last received date in inventory for all received items
- Updates each item's Margin % and Markup % fields if the cost has changed and the item price was not formerly zero (typical for reorder items)
- Adds the voucher to the receiving history list
- Updates the purchase order fill status (if the voucher references a purchase order)

# Working with Receiving History

A voucher that has been saved is stored in the receiving history list. Vouchers provide a permanent record of merchandise received into inventory or returned to vendors. Receiving and return vouchers are stored together in the same history list and share the same voucher numbering sequence.

## Locating a Voucher

You can locate a voucher by filtering, sorting, or searching your receiving history. These procedures are summarized here.

**To filter your voucher list:**

1. Display your receiving history, and then select one of the following from the View drop-down filter list at the top of the window:
   - A predefined filter (such as All Vouchers, This Month, This Week, etc.)
   - A previously defined and saved custom filter (your custom name)
   - <Create Filter> to enter new filter criteria, and optionally save them for future use
   - Manage Filters to edit, rename, delete, or rearrange the order of your previously saved filter views
2. If you selected <Create Filter>, enter criteria values in any of the available fields and then select Apply or Save. Your list is now filtered by your selected criteria.

**To find vouchers by sorting and/or scrolling:**

1. Select the column by which you want to sort the list by clicking or touching the header of the column.
2. Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

   Or

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

**To search for a voucher:**

1. In the Find Voucher search box on the Receiving History window toolbar, enter a keyword or keywords by which you want to search.
2. Click the magnifying glass icon to begin the search. All matching vouchers are displayed.

**3** Select a voucher to work with, or select Add New Voucher or Close to create a new voucher or return to the full receiving history list, respectively.

If you need to narrow your search results, you can use the Advanced Find Options on the Find Voucher window and select a specific field to search in or select from other search criteria.

## Copying a Voucher to Create a New One

**To copy a voucher:**

**1** Locate and highlight/display the voucher you want to copy.
**2** Select Copy Voucher. A new voucher form is opened. All of the fields on the copied voucher are identical to the original, except the voucher number and date.
**3** Make any necessary edits to the new voucher, paying particular attention to the accuracy of the Qty and Voucher Cost fields.
**4** Select Save & Print.

Copying a voucher is also a quick way to create a return voucher for the same items. Follow the procedure here, but select Change To Return Voucher from the I Want To menu before saving.

## Editing a Voucher

After you've saved a voucher, only certain fields can be modified. Generally speaking, edits that would affect the items' cost or quantity are not allowed. The discount, freight, and fee fields can be edited after saving the voucher. However, after the voucher is exchanged with the financial software, even these fields can no longer be edited.

The vendor billing information, if included, and the discount, freight, and fee information (provided it wasn't spread) can be edited on a voucher after saving.

If you are recording vendor billing information in Point of Sale, editing a saved voucher is typically done when the vendor's invoice for the merchandise is received sometime later. Editing a voucher affects the voucher record in receiving history and updates your financial software records (is sent a second time). It has no effect on inventory or on a referenced purchase order.

If you need to correct a voucher that is in error, use the procedure for reversing a voucher given in the next section instead.

**To edit a voucher:**

**1** Locate and select the voucher in your receiving history.
**2** From the window toolbar, select Edit Voucher. The voucher is opened in Edit mode. Editable fields are white.

**3** Edit the available fields as needed.

**4** Select Save Only.

## Reversing a Voucher

If an error is discovered on a voucher, other than the editable fields just described, it is necessary to reverse the voucher and then create a new, corrected voucher to update your receiving history, inventory, and financial software. A receiving voucher is reversed through the automatic creation of a return voucher listing the same items. A return voucher is reversed with the automatic creation of an identical receiving voucher.

If the original voucher referenced a purchase order, reversing it will also update the purchase order's fill status and balances (assuming the purchase order has not been deleted).

A Reverse, Copy, and Correct approach can be used to undo the effects of the original voucher and make a new, corrected voucher. First, reverse the original, incorrect voucher. Then, begin a new document by copying the original one. Finally, make corrections to the copy and save as usual.

(Pro Multi-Store) A remote store can only reverse a voucher prior to the voucher being sent to Headquarters via a store exchange. If an error is discovered after sending the voucher to Headquarters, it can be corrected in one of two ways: 1) reverse the voucher at Headquarters, or 2) use the copy procedure just described to copy and make an identical return voucher at the remote store. Refer to Chapter 28 for more information.

When this procedure is completed, the original voucher will be marked Reversed in the Status field. A new voucher is created that reverses the effects of the first voucher; the status for this new voucher is Reversing. The Status field is only displayed in the receiving history list.

## To reverse a voucher:

**1** Locate and highlight/display the voucher to be reversed.

**2** From the I Want To menu, select Reverse Voucher.

**3** The Reversing Document dialog is displayed. If not using security, select your name from the Associate field and then select OK. A reversing document with your name is automatically added to the receiving history list. A corrected voucher can then be made as described in the next exercise.

**TIP:** Reversing a receiving voucher with items at a cost different from the current average unit cost results in the average unit cost being recalculated for the remaining on-hand quantity.

Copying and correcting a reversed voucher allows you to adopt the parts of the voucher that you want to keep and correct the parts that were in error, to make a new, correct voucher.

## To copy and correct a voucher:

**1** Reverse the original voucher as described in the preceding exercise.

**2** Highlight or display the original voucher again (marked Reversed in the Status field in your receiving history).

**3** Select Copy Voucher. A new voucher is created with the same information as the original.

**4** Make any necessary edits to correct the information on the new voucher.

**5** Select Save & Print.

# Returning Merchandise to a Vendor

Use a return voucher if you need to send back items that have already been received into inventory. For example, you create a receiving voucher, and only later, when unpacking the merchandise, you find items that were damaged during shipping or aren't what you ordered.

The procedure for creating a return voucher is the same as for creating a receiving voucher. A return voucher deducts the returned item quantities from inventory, updates the fill status of referenced purchase orders, and is reflected in your receiving history.

Note that a return voucher should not be used unless the returned items were previously received into inventory on a receiving voucher.

## To create a return voucher:

**1** From the Purchasing menu, select New Return Voucher.

**2** List the quantities and cost of the items being returned.

- The current order cost from inventory is suggested as the voucher cost; edit the cost if necessary to reflect the cost paid.
- List the return quantities as positive numbers.

**3** Save the voucher.

Copying the original receiving voucher is also a quick way to create a return voucher for the same items, and it helps ensure the same cost is recorded. After copying the original voucher, select Change To Return Voucher from the I Want To menu.

## Including Return Items on Regular Vouchers

You can list items being returned to a vendor on the same voucher being used to receive items at the same time. Click Make This Item A Return for the items being sent back to the vendor.



Be aware, however, that mixing received items and returned items on the same voucher will result in only the net amount being shown on the vendor bill created in QuickBooks. This may make it more difficult to match up the bills created in QuickBooks with the invoices received from the vendor.

## Printing a Voucher

Typically, new vouchers are printed when saved. You can reprint vouchers in your receiving history with this procedure.

**To print a saved voucher:**

❶ Display the voucher that you want to print.

❷ From the Print menu, select Print Voucher(s).

❸ When presented with the Print dialog, you may
- Change the printer or voucher template.
- Specify the number of copies you want to print.
- Preview or print the voucher.

## Printing Tags from Vouchers

Printing inventory tags right from a receiving voucher is the best way to help ensure that all new merchandise displays the correct selling prices when placed on the selling floor.

**To print tags from a voucher:**

❶ Display the voucher.

❷ Select a specific item for which you want to print tags.
To print tags for all voucher items, you need not select a specific item. To print tags for only some of the items, select multiple items by holding down the CTRL key while clicking the items.

❸ From the Print menu, select Print Tags.

❹ In the Print dialog, you may
- Change the printer or tag template.
- Print tags for all items listed on the voucher.
- Specify the number of copies you want to print.

❺ Select Preview or Print.

# Counting and Adjusting Inventory

All businesses that own inventory need to regularly count their stock and, if necessary, adjust the on-hand quantities recorded in their inventory system to match the counted quantities. A *physical inventory* is the process of taking an actual count of the merchandise that is in stock. That information is used to confirm or adjust the on-hand quantities recorded in inventory. It is recommended that a physical inventory be completed when you first begin to use Point of Sale, and periodically thereafter.

If you have never before conducted a physical inventory, understand that it generally involves someone going through the store and recording individual item quantities. Individual items might be in various locations in the store, so some items may have multiple entries.

(Pro Multi-Store) Headquarters can enter physical inventory counts for any store. Remote stores can only conduct physical inventories for their own locations.

Keep in mind that if you're unable to close the store during your physical inventory (which is the best scenario but often impractical), you'll likely be selling items in the midst of your counting. Consider printing an extra copy of any sales receipts or sales orders saved during the physical count period that you can refer to before making your final adjustments to inventory. Also, you should avoid "receiving" any new items into Point of Sale until the count is complete.

## Conducting a Physical Inventory

Here are the basic steps to follow when conducting a physical inventory. The subsequent sections contain the details behind each of these steps.

**To conduct a physical inventory:**

1. From the Inventory menu, select Start Physical Inventory. (Pro Multi-Store) select the store for which you are conducting the physical inventory. The Physical Inventory window is displayed as shown in Figure 19-1. From here you can choose to
   - Filter your item list first if taking and entering counts by logical groupings, such as department, vendor, or physical location. Note that how your store count worksheet prints depends on how your item list is filtered in the Physical Inventory window.
   - Take and enter counts using the store count worksheet or with the optional physical inventory scanner (sold separately).
   - Print a store count worksheet by clicking the Print button located on the Physical Inventory toolbar.
2. Select View and filter your item list as desired.
3. Print a store count worksheet as described in the next section.
4. Physically count your on-hand quantities, or use the optional physical inventory scanner (sold separately).

**Start Physical Inventory**
Enter the quantity you actually have on hand in the Counted column and select the "Apply Changes to Inventory" button to adjust the on-hand quantity by the difference.

View: All Items     Store 1

| Item # | Item Name | Attribute | Size | Expected | Base U... | Counted | Difference Qty | Alternate Lookup | Dept Code | Vendor Code | Last Rcvd | Avail Qty | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 17 | Youth Baseba... | 15.5 oz | 28 in | 9 | | | | YX650-15528 | BAS | HTB | 11/28/2010 | 9 | Cc |
| 18 | Youth Baseba... | 15.5 oz | 29 in | 8 | | | | YX650-15529 | BAS | HTB | 11/28/2010 | 8 | Cc |
| 19 | Youth Baseba... | 15.5 oz | 30 in | 8 | | | | YX650-15530 | BAS | HTB | 11/28/2010 | 8 | Cc |
| 20 | Youth Baseba... | 15.5 oz | 31 in | 9 | | | | YX650-15531 | BAS | HTB | 11/28/2010 | 9 | Cc |
| 21 | Youth Baseba... | 15.5 oz | 32 in | 8 | | | | YX650-15532 | BAS | HTB | 11/28/2010 | 8 | Cc |
| 22 | Youth Baseba... | 16.5 oz | 28 in | 1 | | | | YX650-16528 | BAS | HTB | 11/28/2010 | 1 | Cc |
| 23 | Youth Baseba... | 16.5 oz | 29 in | 2 | | | | YX650-16529 | BAS | HTB | 11/28/2010 | 2 | Cc |
| 24 | Youth Baseba... | 16.5 oz | 30 in | 2 | | | | YX650-16530 | BAS | HTB | 11/28/2010 | 2 | Cc |
| 25 | Youth Baseba... | 16.5 oz | 31 in | 1 | | | | YX650-16531 | BAS | HTB | 11/28/2010 | 1 | Cc |
| 26 | Youth Baseba... | 16.5 oz | 32 in | 2 | | | | YX650-16532 | BAS | HTB | 11/28/2010 | 2 | Cc |
| 27 | Youth Baseba... | 17.5 oz | 28 in | 6 | | | | YX650-17528 | BAS | HTB | 11/28/2010 | 6 | Cc |
| 28 | Youth Baseba... | 17.5 oz | 29 in | 2 | | | | YX650-17529 | BAS | HTB | 11/28/2010 | 2 | Cc |
| 29 | Youth Baseba... | 17.5 oz | 30 in | 5 | | | | YX650-17530 | BAS | HTB | 11/28/2010 | 5 | Cc |
| 30 | Youth Baseba... | 17.5 oz | 31 in | 6 | | | | YX650-17531 | BAS | HTB | 11/28/2010 | 6 | Cc |

☐ Set all items not counted to zero

**Totals**

|  | Quantity | Price | Cost |
|---|---|---|---|
| More than expected | | | |
| Less than expected | | | |
| Net difference | | | |

**FIGURE 19-1**  The Physical Inventory Count window

**5** When done, select Inventory | Start Physical Inventory from the menu and enter the item counts in the Physical Inventory Count window.

**6** Review your counts.

**7** Select Apply Changes To Inventory to accept the entered counts as the actual on-hand quantities. You are prompted to run two PI reports; they are recommended, but optional.

**N O T E :** When one workstation is working in a physical inventory, other workstations are blocked from performing the same activity.

## Filtering the Physical Inventory Item List

In larger stores it may be advisable to break the process of conducting a physical inventory down into several phases, such as taking and entering counts by particular department, vendor, physical location, or some other logical grouping. Filtering

your item list can make your job easier and save you time by organizing your data appropriately, especially if you are manually entering physical counts.

To filter the item list, choose one of the filters from the View drop-down list on the Physical Inventory window:

- All Items if you want to view all inventory items (as shown in Figure 19-1).
- Counted Only if you want to view only the items for which you have already entered counts in the Counted field. (This is used for reviewing entered counts before applying them to inventory.)
- Differences Only if you want to view only the items for which the counted quantity was different from the expected on-hand quantity.
- <Create Filter> if you wish to create and optionally save new filter criteria. You can restrict the view to a specific department, vendor, etc. Saving your filter adds it to the filter drop-down list for future use.
- Manage Filters to edit filters.
- One of your previously saved filters.

## Printing a Store Count Worksheet

If you intend to manually count your inventory, you can print a PI worksheet on which to record your counts. If you plan on conducting your physical inventory by department or other physical location, filter the Physical Inventory item list accordingly and print a separate worksheet for each area.

**To print a store count worksheet:**

**1** From the Inventory menu, select Start Physical Inventory. This opens the Physical Inventory window.

**2** Select Run A Report | PI – Worksheet from the I Want To menu or select PI Worksheet For The Current Item View from the Print menu to print the worksheet according to the currently applied filter in the list.

❸  Select Print.

❹  When done recording counts for an area, return to Point of Sale and transfer the counts to the Physical Inventory window, as described next.

## Entering Physical Inventory Counts

There are three ways to enter physical inventory counts:

- **Use the Add Counts By Hand option**   This speeds up the manual data entry process. You simply type in an item identifier (UPC, Alternate Lookup, or Item #) and a physical quantity. After each entry, the focus moves back to the Item field, so you can immediately make the next entry. When you are finished, multiple entries are consolidated.

- **Edit the Counted field**   For individual items on the Physical Inventory window. This is convenient for entering physical quantities for items that are grouped near each other, but it may be time consuming if the items are scattered throughout your store or item list.

- **Use the optional physical inventory scanner**   To scan bar codes and enter quantities, which can then be uploaded to Point of Sale.

   You can use any combination of these methods to get your counts on the Physical Inventory window. All counts entered on this window will be written to inventory when you apply the changes to your inventory.

**To enter counts using the Add Counts By Hand window:**

❶ From the I Want To menu in the Physical Inventory window, select Add Counts By Hand. The Add Counts By Hand window is displayed.

❷ Select the preferred workflow in the After Pressing "Enter" Key area (see Figure 19-2):

- Go To Quantity Field for most efficient data entry. After you enter an item identifier (UPC, Alternate Lookup, or Item #), the focus moves to the Quantity field so that you can enter the item count.
- Add Item, to list items with a default quantity of 1. After you enter an item identifier, focus returns to the Enter Item field.

❸ Scan a bar code or enter an item identifier (UPC, Alternate Lookup, or Item #) and press ENTER. Audio and visual warnings are given if an unrecognizable identifier is entered.



**FIGURE 19-2**    Adding counts by hand

④ The program will search items in order of UPC, Alternate Lookup, and then Item #. The first match to the entry is listed; e.g., if you have item under Alternate Lookup that matches an Item #, an entry matching both will cause the item with the Alternate Lookup match to be listed.

⑤ If you selected Go To Quantity Field in Step 2, enter a quantity and press ENTER. If the item quantity is zero (0), enter a zero. Only items with an entered quantity will be updated.

⑥ If you selected Add Item in Step 2, the program enters a quantity of 1 for the item. You can edit this quantity later, after closing the Add Counts By Hand window.

⑦ Repeat Steps 3 and 4 until you are finished entering all the items and their counts. To remove an item and its count, highlight the item and select Remove Item.

⑧ Select Save. The Physical Inventory window is displayed again, with your counts entered in the Counted field for each item.

⑨ Review your counts, filtering the list as appropriate. The Totals area displays a summary for easy review before applying changes.

⑩ Proceed to the section "Applying Changes to Your Inventory" later in this chapter or make additional manual adjustments as described next.

## To enter counts directly in the Physical Inventory Count item list:

① Use sort, search, or filtering procedures to locate and display an item or group of items, as appropriate, in the Physical Inventory window.

**②** Enter a quantity in the Counted field for each item. If your item list shows an on-hand quantity, but none were counted, enter a zero (0) in the Counted field. Only items with an entry in the Counted field will be updated.

**③** Proceed to the section "Applying Changes to Your Inventory," later in this chapter.

---

**➠ FYI**

## Multiple Units of Measure (Pro)

If you are using multiple units of measure for your items and are manually entering counts, enter the number of base units. If you have entered an identifier for different units of measure, you can scan the identifier to have the correct quantity entered.

---

## Entering Counts with a Physical Inventory Scanner

Using a physical inventory scanner is an easy and efficient way to record and update your physical inventory. It is portable, so you can move freely around your store, scanning the barcodes of your inventory items and entering counts. This option not only saves you time but also helps to reduce counting and transfer errors.

The standard QuickBooks-approved physical inventory scanner (refer to Appendix B for a list of approved POS-compatible hardware) allows you to scan thousands of units, allowing you to complete your scans for an entire department, aisle, or other physical location before stopping to upload data to Point of Sale. You can complete your physical inventory all at once or in a series of batches, depending on the size of your inventory.

After scanning/entering counts, return the unit to its base to upload the items to Point of Sale's Physical Inventory window. You have the opportunity to review the retrieved item counts and resolve any errors before you apply them to inventory.

**To set the preference to add the physical inventory scanner to your workstation:**

**①** From the File menu, select Hardware Setup Wizard | Physical Inventory Scanner.

**②** Select the scanner type you are using, click Next, and then follow the on-screen instructions in the wizard to complete the installation of your scanner.

### Physical Inventory Scanner Navigation

The physical inventory scanner cradle is for storing and recharging your device while not in use, or when uploading data into Point of Sale.

- **Esc button**   Back out of a screen or go to main menu.
- **Arrow buttons**   Scroll through menu options or lists.

- **Enter button**   Enter/select.
- **Orange button**   Scan bar code.
- **Number buttons**   Select menu options or enter data manually.
- **Fn/Alpha (Function) button**   Hold in conjunction with a number **button** for specific actions.

**To use the physical inventory scanner:**

1. Scan your items and enter counts.
2. Upload the scanned data to Point of Sale.
3. Review the retrieved data for unrecognized scans.
4. Accept the scans to the Physical Inventory window.
5. Apply the counts to your inventory.
6. Clear scans from the physical inventory scanner to make it ready for the next scanning session.

## Scanning Options

There are two scanning options with the physical inventory scanner:

- Scan each and every unit of an item; the unit enters a quantity of one for each scan.
- Scan one unit of an item, and then enter the counted number of units manually.

With either mode, you can also manually key in an item's UPC or item number. This is a useful feature if you don't tag everything or if a bar code is unreadable.

**To scan each and every unit of an item:**

1. Turn the physical inventory scanner on.
2. From the main menu, select Collect Data.
3. Select Scan Barcode.
4. Hold the physical inventory scanner at a slight angle so that you see the red reflection from the infrared light on the barcode.
5. Press the orange button to scan the item (or manually key in the UPC or item number and then press the Enter button). A quantity of 1 is assigned to each scan.
6. Repeat until all units have been scanned, for all items being counted.

**To scan one unit and enter the item count:**

1. Turn the physical inventory scanner on.
2. From the main menu, select Collect Data.
3. Select Scan & Enter Qty.
4. Scan the bar code for one unit of an item.

**5** Use the keypad to enter the total number of units of the scanned item.

**6** Press either Enter button.

**7** Repeat for all items being counted.

### To view, edit, and/or delete a scan from the physical inventory scanner:

**1** From the main menu, select Utilities.

**2** Select Browse Records.

**3** Use the arrow buttons to scroll though the displayed scans.

A typical scan will look something like this: 4680923459823,6.

The character after the comma is the entered quantity.

### To edit a scan:

**1** Hold down the Function Fn/Alpha button on the bottom left of the keypad while pressing 8 to edit the selected scan.

**2** Edit the bar code number or quantity for the scan; use the arrow buttons on the scanner to scroll between characters.

**3** When you have finished editing, press either Enter button to save.

### To delete a scan:

**1** Hold down the Fn/Alpha button on the bottom left of the keypad while pressing 9 to delete the selected scan.

**2** Press 7 to delete or 9 to cancel.

**3** Repeat until done; then press Esc to return to the main menu.

## Clearing Scans from Physical Inventory Scanner Memory

Use this procedure to clear the physical inventory scanner memory after accepting your scans to the Physical Inventory Count window and updating inventory and before starting another scanning session.

### To clear scans from physical inventory scanner memory:

**1** From the final screen in the Upload Scans window in Point of Sale, select Clear Counts From Scanner.

**2** Select Next.

**3** When the memory has been cleared, select Close.

### An alternative way to clear scans from physical inventory scanner memory:

**1** From the scanner main menu, select Utilities.

**2** Press 3. Clear Records.

③ Press 1. All to clear all scans from memory or 2. Last Collected to delete only the last scan.

④ Press 1. Yes to confirm or 2. No to cancel.

⑤ Press Esc to return to the main menu.

---

### ➥ FYI

## Clearing the Last Scan

Deleting the last scan removes the last item record entered, even if you have scanned an item and manually entered a quantity greater than 1.

---

### Uploading Scanned Data to Point of Sale

**To upload scanned data:**

① Place the physical inventory scanner in its cradle (make sure the adapter is plugged into a USB port on your workstation) and turn it on.

② The physical inventory scanner icon is displayed at the bottom right of your screen.

③ If the Physical Inventory window is not already open, select Start (or Continue) Physical Inventory from the Inventory menu.

④ From the I Want To menu, select Add Counts From Scanner.

⑤ Follow the on-screen instruction in Point of Sale to upload the scans.

⑥ When the upload is complete, the Get Scans window displays the number of valid scans (the Item Scans tab) and any unrecognized scans (listed on the Unrecognized Scans tab). You are prompted to Clear Scanner Memory.

⑦ Uploaded scans are not added to the Start/Continue Physical Inventory window until they have been saved. See the next section for more details.

⑧ Clear scans or select Close. You can now view your scans.

### Working with Uploaded Scans

After your scans are uploaded from the physical inventory scanner, the Get Scans window is displayed and you can choose from the following tasks:

- View scanned items and select items to save into the Physical Inventory Count window.
- View and print unrecognized scans.

Unrecognized scans mean either that there was an error in the scan (unusual, but possible with a torn or marred tag) or that the item identifier you scanned does

not exist in your Point of Sale inventory. For example, if you are scanning UPC bar codes, those UPC codes must already be entered in the item records in inventory so that Point of Sale recognizes them when they are retrieved from the physical inventory scanner.

**To view unrecognized scans:**

❶ On the Get Scans window, select the Unrecognized Scans tab. The unrecognized scans screen displays the scanned items not in inventory. To make these items easier to identify, the last item scanned before the unrecognized scan is displayed in green.

❷ You can enter these counts manually later or correct the situation (bad tags or item identifiers not entered in inventory) and scan these items again in the next batch.

**To save uploaded scans to the Physical Inventory window:**

❶ Select the Item Scans tab.

❷ To accept all scans, choose Select All. Or, to add just some of the uploaded items, select the check box next to those items.

❸ Select Save.

Saving these counts will not update your inventory quantities. Refer to the next section for applying counts to inventory.

➠ **FYI**

## Clear the Physical Inventory Scanner Memory

After successfully applying counts to your inventory, if you have not already done so, you should clear the physical inventory scanner memory before scanning another batch. Select Clear Memory from the Physical Inventory I Want To menu.

## Applying Changes to Your Inventory

Applying changes to your inventory replaces your current inventory on-hand counts with the counts you have entered on the Physical Inventory window.

It is strongly recommended that you review your entered counts for accuracy before applying them to your inventory. All items with a count entered (zero counts as an entry) are updated in inventory.

You have two options for entering zero (0) counts in the Counted field for out-of-stock items so that they will be included in the physical inventory count: Enter

zero (0) in the Counted field manually, or select the Set All Items Not Counted To Zero check box.

**($) C A U T I O N :**   Selecting this check box will set all uncounted item quantities to zero when you apply changes to your physical inventory, which, in turn, could result in adjustment memos being generated for uncounted items that have either a negative or positive on-hand quantity.

Once you have started entering information for your physical inventory count, you can pause and resume later by selecting Save & Continue. You can later resume your physical inventory by selecting Continue Physical Inventory from the Inventory menu. If transactions occur that change item quantities for items already counted, these items will be flagged in the Physical Inventory window, indicating a possible discrepancy that should be investigated before applying counts to your inventory. If you have made errors after resuming, you can undo your additions by selecting Revert To Last Save from the I Want To menu.

**($) T I P :**   If you have entered counts and wish to cancel them and start again, you can easily do so by selecting Clear Counts And Restart from the I Want To menu in the Physical Inventory window.

### To apply changes to your inventory:

**1** From the Physical Inventory window, set the filter to All Items.

**2** Select Apply Changes To Inventory from the bottom toolbar. A confirmation window is displayed.

**Point of Sale Message**

❓ Selecting **Yes** will update your inventory quantities for all items that have a count entered.

Adjustment Memos will be created to record any changes in quantity.

Continue?

[✓ Yes]   [✗ No]
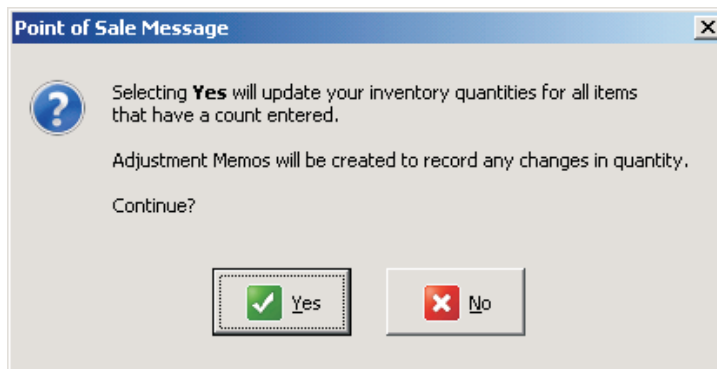
**3** Select Yes to update inventory quantities. Select No if you want to cancel the update.

**4** You will receive a prompt that allows you to print reports if desired.

**NOTE:** Quantity adjustment memos are generated by Point of Sale, if necessary, when physical inventory counts are applied to inventory. Adjustment histories can be accessed from the Inventory menu. "Physical Invn" is listed as the memo's reason. If requiring logins, the current logged-in employee is entered as the associate on the memo. If not using security, the Associate field is left blank. Refer to the section "Using Adjustment Memos to Adjust Item Costs and Quantities" later in this chapter for more information about adjustment memos.

## Store Count Reports

Besides the Physical Inventory worksheet, several reports are available from the I Want To menu in the Physical Inventory window.



- **PI - Detail Report**   Shows all item counts.
- **PI - Differences Report**   Shows counts that are different from the expected quantity.
- **PI - Detail Report (Previous)**   Shows all item counts for a previous physical inventory count.
- **PI - Difference Report (Previous)**   Shows counts that were different from the expected quantity for a previous physical inventory count.

**To view the last physical inventory:** To review the last physical inventory for errors, you can view the counts and, if necessary, undo the changes to your inventory from last physical inventory save.

**To reverse the last physical inventory:**

**1** In the Physical Inventory window, select Show Last Physical from the I Want To menu.

**2** Select Reverse Previous PI from the I Want To menu.

**3** Confirm that you wish to reverse, when prompted.

If you do not wish to reverse the last PI at this point, select Cancel. You can return to the display of your current PI by selecting Show Current Physical from the I Want To menu.

# Using Adjustment Memos to Adjust Item Costs and Quantities

Adjustment memos are Point of Sale transactional documents that track changes to inventory quantities and/or costs. The changes tracked are those that would not otherwise be recorded on another transactional document (vouchers, receipts, or transfer slips).

When you create an adjustment memo, the affected On-Hand Qty or Average Unit Cost fields are automatically updated in inventory, and the memo serves as a permanent record of the change. Some actions in Point of Sale, such as deleting an item with a non-zero on-hand quantity, conducting a physical inventory, manually entering or editing item cost or quantity, and building or breaking assembly items, automatically create adjustment memos to update inventory.

Adjustment memos are stored in the adjustment history lists (Quantity and Cost). Saved adjustment memos cannot be edited, but they can be reversed to correct mistakes. These are typical uses for manually created adjustment memos:

- Adjust quantity for theft and other shrinkage.
- Adjust quantity for donated items.
- Correct errors in inventory.

**$** **N O T E :** QuickBooks Financial software users: Changes in inventory quantity and costs recorded on adjustment memos are aggregated and sent to QuickBooks Financial software as general journal transactions during routine Financial Exchanges. This keeps the inventory valuation in your financial software accurate and up to date.
(Pro Multi-Store) Headquarters can create cost and quantity adjustment memos for all stores. Cost memos made at Headquarters affect item costs for all locations. Remote stores can manually create only quantity memos (although both quantity and cost memos are generated automatically at remote stores for certain activities). Refer to Chapter 28 for more information.

## Adjustment Memo Types

There are two types of adjustment memos: quantity and cost. Each type records changes to the specified value.

- A quantity adjustment memo records changes in item on-hand quantities (Pro Multi-Store: in a specific store).
- A cost adjustment memo records changes in item average unit cost.

## Accessing Adjustment Memos

Select one of the following choices from the Inventory menu:

- New Quantity Adjustment
- New Cost Adjustment
- Quantity Adjustment History (list of saved quantity memos)
- Cost Adjustment History (list of saved cost memos)
- Held Quantity Memos (list of quantity memos created, but not yet saved, e.g., "on hold")
- Held Cost Memos (list of cost memos created, but not saved, e.g., "on hold")

## Creating an Adjustment Memo

You can manually create memos as needed to adjust inventory values.

**To create a memo:**

1. From the Inventory menu, select the memo type: New Quantity Adjustment or New Cost Adjustment.
2. List the items to be adjusted by entering or scanning the UPC, Alternate Lookup, or Item # or typing a search keyword in the Enter Item(s) field. Or, from the I Want To menu, choose Select From Item List to view and select items from inventory.
3. Enter the adjusted value in the appropriate column (New Qty or New Cost) for each item, or select Edit Item to open the Item Information window and enter new values there.
4. Enter information into other memo fields as appropriate for the adjustment. An entry in the Reason field is required.
   - (Pro) If you track item serial numbers, record the serial numbers for adjusted item quantities (on a quantity adjustment memo) in the Serial # field.

- (Pro Multi-Store and Headquarters) If you are creating a quantity memo for another store, select the store from the drop-down list in the Store field. This field defaults to Headquarters.

**⑤** Select Save Only or Save & Print.

If you are adjusting quantities for a large number of items, using the Physical Inventory window may be a more efficient method than a quantity adjustment memo. In the Physical Inventory window, enter a new quantity in the Counted field for each item you want to change. Apply the counts from the physical inventory as usual and Point of Sale will generate the necessary adjustment memos. Refer to the section "Applying Changes to Your Inventory" earlier in this chapter for more information.

If you are changing the quantities for all items in a style, start a quantity adjustment memo as usual. Choose Select From Item List to display the item list. From the I Want To menu, select Edit/Add Style to work in the Style window. Enter the adjusted (new) quantities into the style grid. Choose Select. The style items and their adjusted quantities are carried to your adjustment memo.

## Old, New, and Difference Fields Used in Adjustment Memos

Old, new, and difference fields for adjusted values are included when an item is listed in an adjustment memo.

For example, on a cost adjustment memo, the Old Cost field shows the preadjustment average unit cost of an item. You enter the adjusted value in the New Cost field (decimal cost entry allowed, up to five decimal places, but only two displayed). The difference between the old and new costs is displayed in the Diff Cost field. Likewise, on quantity adjustment memos, you have Avail Qty, New Qty, and Diff Qty fields.

Similar fields in the totals area of the memo (Old Value, New Value on cost memo, and Old Qty, New Qty, Diff Qty on quantity memo) summarize the total adjustment to inventory for all items included on the memo.

## Actions That Generate Adjustment Memos

The actions listed in the following table will result in adjustment memos being created. Some tasks result in system-generated memos; in these cases you may be prompted for your name and a reason, but the memo is automatically created. The Source and Type columns refer to the entries recorded in the corresponding fields on the adjustment memo form.

| Action | Who Creates Memo | Reason | Source | Type |
|---|---|---|---|---|
| Manually creating a memo | User | User Defined or selected (Damaged, Shrinkage, etc.) | Manual | Quantity or Cost |
| Reversing a memo | Point of Sale | Manual Adjustment (ManAdj) | Reverse | Quantity or Cost |
| Deleting an item with a non-zero quantity on hand in inventory | Point of Sale | User Defined or selected (Damaged, Shrinkage, etc.) | Inventory | Quantity |
| Applying item counts in a physical inventory | Point of Sale | Physical Inventory (Physical Invn) | Physical | Quantity |
| Manually entering quantity or cost in inventory | Point of Sale | Manual Adjustment (ManAdj) | Inventory | Quantity or Cost |
| Building an assembly item | Point of Sale | Creating an Assembly (CreatAsm) | Assembly | Quantity or Cost |
| Breaking an assembly item | Point of Sale | Breaking an Assembly (BrkAsm) | Assembly | Quantity or Cost |

## Canceling or Holding a Memo in Progress

You can cancel (discard) a memo anytime before updating it. If you want to return to the memo later to complete it, you can put it on hold. While the memo is on hold, you can carry out other activities, make other memos, or even exit from Point of Sale. Holding a memo does not affect inventory quantities or costs. Later, you can un-hold the memo and complete it.

**To cancel the creation of a memo:**

**1** From the bottom toolbar, select Cancel.

**2** In the dialog displayed, select Yes.

**To place a memo on hold:**    From the New Quantity/Cost Adjustment Memo window, click the Hold <type> Adjustment Memo button on the bottom toolbar.

**To un-hold a memo:**

**1** Select Held Quantity Memos or Held Cost Memos from the Inventory menu. A list of held memos of the type selected is displayed.

②   Highlight or display the memo you want from the list, then click the Unhold
     <type> Adjustment Memos button on the bottom toolbar.
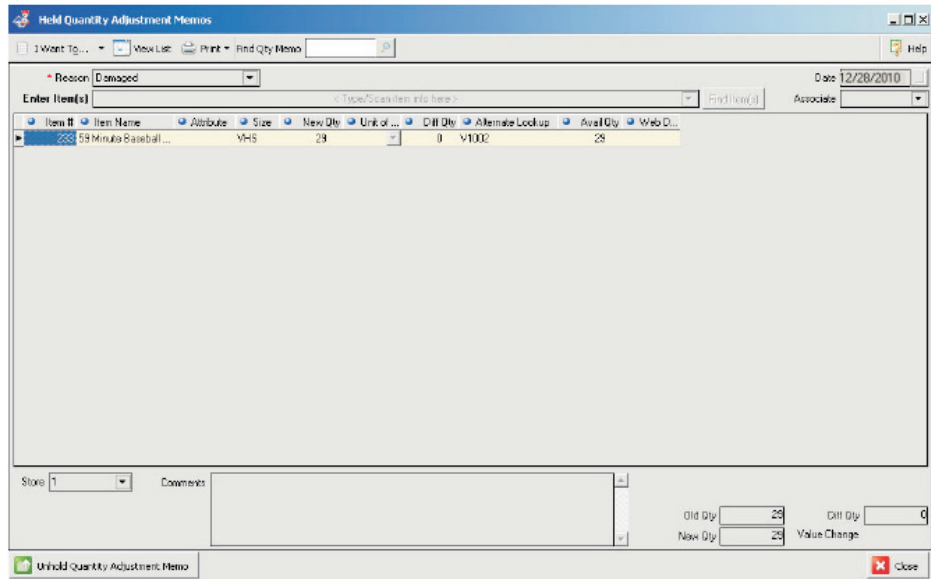


③   To leave the held memo list without un-holding a memo, select Close.

# Working with Adjustment History

Memos are stored in your adjustment history lists, one each for quantity and cost
memos. Adjustment history provides a record of the changes to inventory that are
not recorded in sales, receiving, or transfer history.

## Locating an Adjustment Memo

There are a number of ways to view and locate a specific memo in your adjustment
history lists. You can filter the list, resort and jump to a record, scroll, or search by
keyword.

**To filter your memo lists:**

①   From the Inventory menu, select either the quantity or cost adjustment history.

②   Select one of the following from the View drop-down filter list at the top of the
     window:

   • A predefined filter (such as Last Month, Last 90 Days, etc.)

   • A previously defined and saved custom filter (your custom name)

   • <Create Filter> to enter new filter criteria, and, optionally, save it for future use

   • Manage Filters to edit, rename, delete, or rearrange the order of your
     previously saved filter views

**3** If you select a predefined or previously saved filter, the following step does not apply.

**4** Review and/or enter criteria values in any of the available fields and then select Apply or Save. Enter a name for your filter, if saving. Your list is filtered by your selected criteria.

### To find a memo by sorting or scrolling:

**1** Select the column by which you want to sort the list by clicking or touching the header of the column.

**2** Immediately begin typing the first few characters of the column entry you wish to locate. The characters you type are not displayed, but the closest matching record to what you typed is highlighted.

Or

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

### To search for a memo:

**1** Display your adjustment history list and select the Find <Type> Memo search box on the window toolbar.

**2** Enter the keyword or keywords by which you want to search.

**3** On the Find <Type> Memo window, optionally select Advanced Find Options to narrow your search to a specific memo field or to specify other search criteria.

**4** Select Find to begin the search. All matching adjustment memos are displayed.

**5** Select a memo to view by double-clicking it.

## Copying an Adjustment Memo

Copying a prior adjustment memo may be the quickest way to create a new memo.

### To copy an adjustment memo:

**1** Highlight or display the memo that you want to copy.

**2** Select Copy <Type> Memo from the window toolbar. The program will open a new adjustment memo in the form window containing the same information as the memo from which the information was copied.

**3** Make edits as needed in any of the fields.

**4** Select Save & Print.

## Reversing an Adjustment Memo

Saved adjustment memos are records that cannot be edited. To undo an error made on an adjustment, you must reverse the memo. The original memo can then be copied and the copy used to create a new, corrected adjustment memo.

- Reversing a quantity adjustment memo reverses the change in quantity made by the original memo. If the original memo removed three of an item from inventory, the reversal will return three units to inventory. It does not restore inventory to the Old Qty recorded on the original memo, because other documents affecting inventory quantities may have been recorded in the interim.
- Reversing a cost adjustment memo creates a new memo that reverses the total value adjustment of the original memo and adjusts the current average unit cost in inventory for each listed item. When completed, the original adjustment memo will be marked Reversed in the Status field. The new memo that is created to reverse the original will be marked Manual in its Source field and Reversing in the Status field.

### To reverse an adjustment memo:

**1** Highlight or display the memo that you want to reverse.
**2** From the I Want To menu, select Reverse Memo.
**3** Confirm your name in the dialog displayed and select OK.

A reversing memo is created and placed in your adjustment history list. If necessary, a corrected adjustment memo can then be created from the original using standard copy procedures. Refer to the section "Copying an Adjustment Memo" earlier in this chapter for more information.

   (Pro Multi-Store) A remote store can only reverse an adjustment memo up until the time it has been sent to Headquarters. After that time, the memo can still be reversed at Headquarters. In the case of a quantity adjustment memo, a remote store can also create a new memo adjusting the quantity back to the original value to undo the effects of the original.

**N O T E :**  Reversing a memo does not alter or remove the original memo (other than marking its status as Reversed); instead, it creates a new adjustment memo that has the opposite effect.

# Printing Adjustment Memos

Memos are automatically printed when you select Save & Print to complete the memo. You can also reprint memos.

### To print adjustment memos:

**1** Use normal sort, search, or filter procedures to locate and highlight the memo in your adjustment history.

**2** From the Adjustment History toolbar, click the Print button.

**3** If presented with a print option dialog, you can do the following:

- Change the printer you want to use, if necessary.
- Specify a print quantity.

**4** Select Preview or Print.

# Reporting

# Using Reports to Track Your Business

Point of Sale reports offer a way to tap into your accumulated data by providing detailed information to help you manage inventory, analyze sales, reconcile the cash drawer, target customer mailings, evaluate employee performance, make informed purchase decisions, and much more. Each report category includes a variety of ready-to-use reports. Filters and report options allow you to include or exclude data, change the date range, and customize how the final report looks. Once defined, your custom report format can be memorized and easily accessed at any time. Memorized reports can be a valuable aid when creating a purchase order, identifying items for sales, or viewing employee commission calculations. Access to reports can be controlled with security rights, allowing you to protect your sensitive data.

# The Report Center

The Report Center, which is easily accessed by clicking the Reports button on the Point of Sale toolbar, allows you to choose and modify the specific report you need, to use the Create a Report Wizard to create a customized report, and to manage your previously saved reports.

The Overview tab of the Report Center, shown in Figure 20-1, provides one-click access to the most common reports, your list of memorized reports, and a button to access the Create A Report Wizard. The All Reports tab lists all available reports and helps you choose the correct report for your needs by categorizing and subcategorizing them. The collapsed/expanded state of the reports area is saved upon exit and is restored the next time you enter the Report Center.

# Report Categories

There are many report categories in Point of Sale. The easiest way to access these reports is by clicking the Reports button on the main Point of Sale toolbar and then selecting the All Reports tab. Each category includes various report types and then the specific reports, offering several ways to analyze your data. The information for each report is drawn from the related data sources (documents, inventory, customer records, etc.). For example, sales information is derived from receipts, item information from inventory and transactional documents, and purchasing information from purchase orders and receiving vouchers. The main report categories are as follows:

- **Sales**   View summarized or detailed sales information, such as best- and worst-selling items; sales by department, vendor, associate, or store; discounts given; and sales taxes collected. A selection of sales charts and graphs is also available.
- **Cash Drawer**   Run status (X-Out), drawer count, and store close reports (Z-Outs), as well as a listing of cash drawer payouts. Cash Drawer and Payment reports are also discussed in Chapter 22.
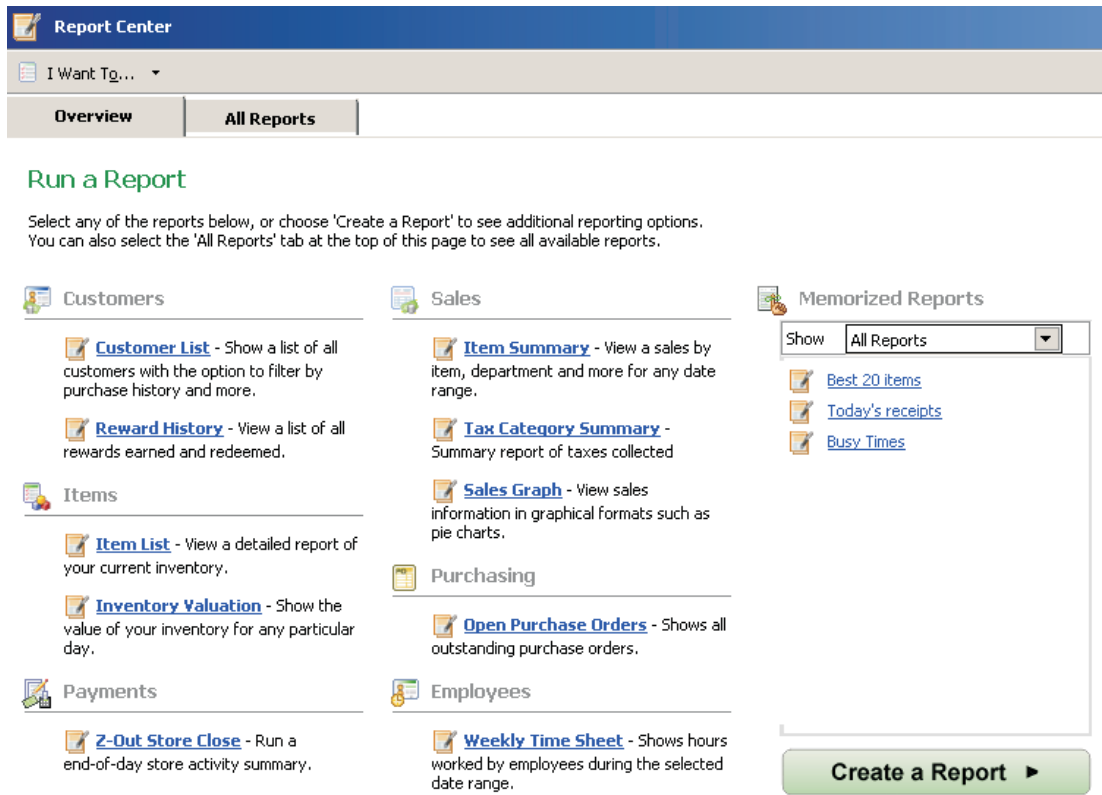
**FIGURE 20-1**   Report Center Overview page

- **Payments**   View lists of all non-cash payments by transaction type to help reconcile your bank deposits. Users of the QuickBooks POS Merchant or Gift Card Services also can view summarized or detailed credit and debit settlement batch information and gift card activity and balances.
- **Customers**   Print exportable customer lists and analyze sales by demographics or promotional codes. Pro-level users can also run summarized or detailed reports of merchandise and deposits on customer orders, view the status of service jobs and membership lists, and maintain reward histories for your Customer Rewards program.
- **Items**   Track inventory items, quantities, and costs, including merchandise on hand or on order, reorder points, adjustments, inventory turns, and, in a Multi-Store configuration, transfers and inventory by store.
- **Purchasing**   View summarized or detailed listings of merchandise ordered and received, projected cash requirements, and vendor lists.
- **Employees**   View employee lists, sales performance, and, for Pro-level users, hours worked and commissions earned.

- **Financial Exchange**   View reports on the information exchanged with your financial software.
- **Memorized Reports**   View and access all reports you have created and memorized.

# Report Access Levels

If you are using security to control access to Point of Sale, the reports a user can run or view are determined by the security group to which he or she belongs. Each report is preassigned to an access level: 1, 2, 3, or 4, with 1 being the highest level and 4 being the lowest. You can change the access level for individual reports on the Modify Report window to meet your needs, as described later. Users will have access to reports that are assigned the same security level or lower than their own. A user that belongs to a group with the rights to run Level 1 reports will be able to run or view all reports. A user with rights to run Level 2 reports will be able to run or view Level 2, 3, and 4 reports, and so on for the other levels. Users assigned to the Associate group, for example, have access only to Level 4 reports. Reports that the currently logged-on user does not have access rights to are not available for selection. If security is not being used, all users have access to all reports. Refer to Chapter 34 for more information about setting up employee security rights.

# Using the Create A Report Wizard

The Create A Report Wizard, launched by clicking the Create A Report button on the Reports Center's Overview tab (see Figure 20-1), walks you through creating a report of your own design. Consider using the wizard while getting started with Point of Sale, as it helps you build a report in a logical sequence. Later, when you are more familiar with the report customization options available and the process of modifying reports, you may want to run reports directly from the All Reports page, as described in the steps that follow.

**To run a report:**

**1** From the Reports menu, select Report Center or select a report directly from the Reports menu or submenus, bypassing Steps 2–4.

**2** Select a report from the Overview tab or, for more options, switch to the All Reports tab.

- If using the Overview tab, make modifications in the Create A Report Wizard as needed, and then choose Run.
- If using the All Reports tab,
  a. Select a category of report from the tabs on the left side of the window.
  b. Expand the appropriate subcategory to display the report you would like to run. Place your mouse pointer over a report icon to preview the report.
  c. Select the report name or click Display to run and view the report. The report is created using the same settings as the last time it was run. Select

Modify to make any changes. Several options are available to you, as shown in Figure 20-2.

**3** If necessary, modify the report to meet your needs.

- Change the date/time (if applicable) range at the top of the report and select Apply Date Range. The options available vary by report type.
- Click Modify to display the Modify A Report dialog box, in which you can filter the data included or customize the appearance of the report.

**4** At the bottom of the window, choose how you want to output the report:

- Select Print to send the report to your printer.
- Select Excel to send the report data to Excel.

**N O T E :** Excel must be installed on the computer running the report. Point of Sale passes the data to Excel, where it can be saved as an Excel file.

Select Modify to change report options or filter report data | Search the report by typing a text string and selecting the magnifying glass icon | Change the report date or range and select Apply Date Range | Rearrange column order and width by dragging labels and separators

| | | General Sales - Best or Worst Sellers | | | | | |
|---|---|---|---|---|---|---|---|
| I Want To... ▼ ⊗ Modify | Find: | | Worst 20 records | Update | 🔄 Refresh | | 📋 Help |
| Date: | All ▼ | From | 📅 to | 📅 | Apply date range | | |

08/02/08

3:03 PM

**Best or Worst Sellers**

| ⊙ Dept Name | ✦⊙ Item Name | ✦⊙ Attribute | ✦⊙ Size | ✦⊙ Qty Sold ✦△ | Ext Price ✦⊙ | Ext Cost ✦⊙ | Margin % ✦ |
|---|---|---|---|---|---|---|---|
| Instructional | Non-Inventory Test | | | 1 | 0.00 | 0.00 | 0.00 |
| Hats | Baseball Hat | Black | MED | 1 | 6.99 | 6.50 | 7.01 |
| Hats | Baseball Hat | Grey | LRG | 1 | 10.79 | 6.50 | 39.76 |
| Water Sports | Sun Screen | | | 2 | 11.40 | 0.00 | 100.00 |
| Hats | Baseball Hat | Grey | SML | 1 | 11.99 | 6.50 | 45.79 |
| Women's Apparel | Sweatshirt | White | XL | 1 | 20.99 | 10.50 | 49.98 |
| Kid's Footwear | Cleats | Black | 13 | 1 | 21.05 | 11.50 | 45.37 |
| Hats | Baseball Hat | Black | SML | 2 | 23.41 | 13.00 | 44.48 |
| Tennis Equipment | Tennis Balls | | | 11 | 39.85 | 0.00 | 100.00 |
| Kid's Apparel | Baseball Team Shirt | Rd/Wht | SML | 2 | 39.98 | 18.00 | 54.98 |
| Kid's Apparel | Baseball Team Shirt | Bl/Wht | MED | 2 | 39.98 | 18.00 | 54.98 |
| Women's Apparel | Sweatpants | White | SML | 2 | 41.98 | 21.00 | 49.98 |
| Kid's Footwear | Cleats | Black | 1.5 | 2 | 46.00 | 23.00 | 50.00 |
| Kid's Footwear | Cleats | Black | 13.5 | 2 | 46.00 | 23.00 | 50.00 |
| Instructional | 59 Minute Baseball Practice | | VHS | 2 | 47.40 | 31.98 | 32.53 |

**Hint:** To change from a "Best Seller" report to a "Worst Seller", click on the column header you want to rank by. Click again to change the order.

🖨 Print... | ➡ Excel... | ❌ Close

WS:1

When displayed, double-click an entry with the QuickZoom pointer to display additional detail or to view the related source document or record | Select an option to print the report or to send it to Excel

**FIGURE 20-2** Available options when viewing a report

## ➡ FYI

### Some Useful Reporting Tips

- **Finding Specific Information**    Point of Sale reports include a Find field to search the report for specific text. Enter your text and select the magnifying glass to locate the next occurrence.
- **Viewing Report Details**    When the QuickZoom icon is displayed, you can "drill down" to see more detail or documents by double-clicking an entry line. For example, if you are viewing the Customer Sales report, double-click a customer name to see a listing of all items sold to that customer. Double-click an item line on the second report and all sales for the item are displayed. You can also rearrange column order and widths in reports to view the information in the manner you prefer. Simply drag and drop the column labels (names) and separators as needed.
- **Printing Large Reports**    If a report is too wide to be printed within the page width specified for the printer, Point of Sale prints it in sections on multiple pages, which can then be arranged to form the complete report.
- **Exporting Very Large Reports**    Excel versions prior to 2007 have a display limit of approximately 65,000 rows. If a report exceeds this limit, it is truncated to fit the display capacity. You can rerun the report, filtering to reduce the size, to ensure the entire report is displayed if this occurs.

If you frequently run the same reports together, you can run them all at once from a single selection window. Refer to the section "Running Multiple Reports" later in this chapter for details.

## Modifying Report Options

Report options are user-definable instructions that specify the data to be included in the report, the date range, what the report looks like, and the access level for security purposes. The specific options available vary by report type.

**To modify report options:**

❶ While viewing a report, click Modify (refer to Figure 20-2).
❷ The Modify A Report dialog opens.

③ Enter a new data range and/or select an action button to change report options. (Table 20-1 explains some of the common report options.)

- Click Add Or Remove Columns to add, remove, or rearrange the order of the report columns and define the sort order.
- Click Filter Data to define report filter options. Use this page to include/exclude data according to criteria you specify. Filtering options vary by report type.
- Click Change Report Appearance to modify the way the page is formatted, such as fonts, the report title, headers, and orientation.
- Click Set Report Access Level to change the report security level for this report.

④ Select Run to display the report with your changes.

## Memorizing a Report

Memorizing a report saves the report format and other options, not necessarily the data that composes the report when first run. For example, if you specify a dynamic date range (e.g., today, this week-to-date), the data included when you run the report tomorrow may be different than what is included today. Even with fixed

| | |
|---|---|
| Report Date Range | If necessary, select a date/time range for the report. Date/time ranges are only definable for certain reports. Dates can also be defined directly on the report window. |
| Report Orientation | Select Portrait or Landscape. |
| Columns | Select the data columns to include in the report. A check mark indicates the selected columns.<br>On the report, columns are displayed in the order (from left to right) in which they appear in report options (from top to bottom). Drag and drop the columns' names to place them in the order you want.<br>On some reports, certain columns are required and cannot be removed. A lock icon next to the column name indicates a required column.<br>Report column order and width can also be rearranged directly on the displayed report in the same manner as columns in lists. |
| Sort By | This determines how information is grouped on the report. For example, a sort by department generates a report where information for each department is grouped together. A sort by vendor generates a report where information for each vendor is grouped together. The values available to sort by vary for each individual report and depend on the columns included in the report. The column for the sort value must be included in the report in order to sort by it. Optionally, select to subtotal report values each time the selected sort group changes. |
| Sort In | Select to sort in ascending order (A–Z, 1–10) or descending order (Z–A, 10–1). |
| Show | This option is available on certain Best/Worst and performance reports. Select to view All Records or only the Best/Worst *n* records (where *n* is a user-defined number). The available option here will depend upon the *Sort In* method selected. Ascending will enable the Show option as Worst, while Descending will switch it to Best.<br>This option can also be changed directly on a displayed report by clicking a column header related to the value used to rank the report (price, cost, quantity, margin, and so on) or changing the number of records to be shown (on the report window toolbar) and selecting the refresh icon. |

**TABLE 20-1**    Common Report Options

dates, the data included may vary if you have taken any actions that affect that data, such as reversing an earlier transaction, filling an open order, or deleting a customer.

Memorized reports are added to the Memorized Reports submenu and to the Reports section of the Navigator, so that you can instantly run the report again when needed.

### To memorize a report:

**1** With the report displayed, select Memorize This Report From and the I Want To drop-down list.

**2** Enter a name for the report.

➥ **FYI**

## Prompting to Modify Report Before Running the Report

When you run a report from the Reports menu or from the All Reports page of the Report Center, by default it immediately runs and is displayed according to the last settings you used. If you prefer to always have the chance to make modifications before running and displaying the report, select the "Prompt to modify report options before running a report" check box at the bottom of the All Reports page.



---
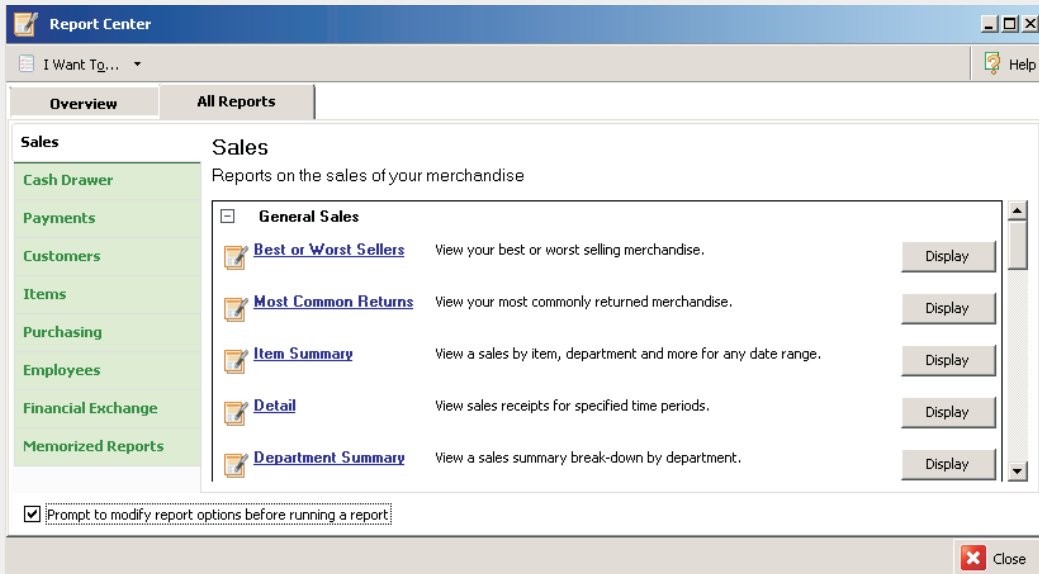
❸ The default type of report is "My Reports." You can select a different report type from the drop-down list. To create a new report type, select Manage My Reports | New Type and enter a name and description.
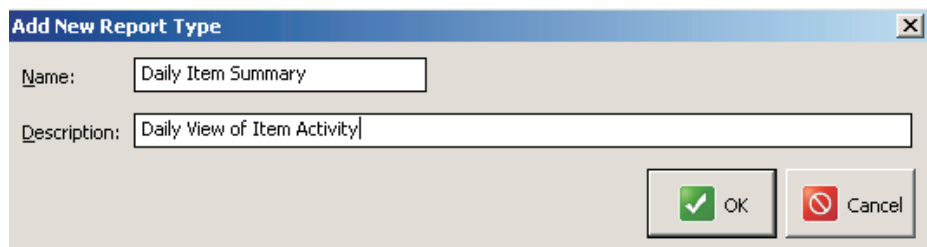


❹ Select OK.

# Using the Manage My Reports Window

You can use the Manage My Reports window to add, remove, rearrange, or rename your report types and memorized reports. This feature is accessed via the I Want To menu when in the Reports area of Point of Sale. You can drag and drop report types and individual reports, or use the Up/Down buttons to arrange them in the order you prefer. Reports can be moved from one report type to another. This affects the order in which your memorized reports are displayed on the Reports menu and in the Memorized Reports section of the Navigator.
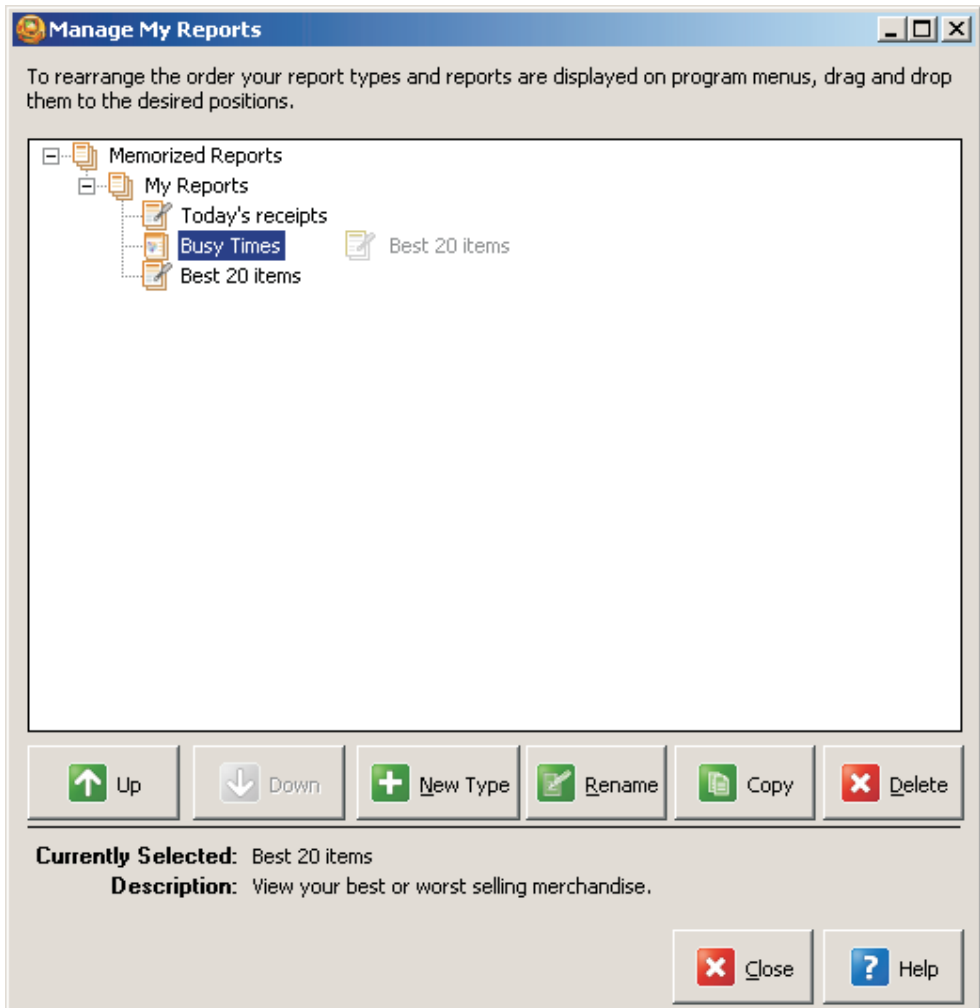
# Running Multiple Reports

If you find that you frequently run the same reports at the same time, Point of Sale offers the option of grouping those reports and running them all at once with a single selection.

### To run multiple reports:

**1** From the Reports menu, select Run Multiple Reports.

**2** In the Process Multiple Reports window, select a report type from the Select Reports From drop-down list, or select All Reports. A listing of reports available in the selected type is displayed.

| Process Multiple Reports | | | | |
|---|---|---|---|---|
| Select Reports From: | Customers | | | |
| Choose the reports to process, then press Display or Print. | | | | |
| Reports | Date Range | From | To | |
| ☑ General - Customer List | All | | | |
| ☑ General - Customer Sales | Custom | 8/1/2010 | 8/2/2010 | |
| ☑ General - Customer Type Summary | Custom | 8/1/2010 | 8/1/2010 | |
| ☑ General - Demographics Graph | Custom | 8/1/2010 | 8/1/2010 | |
| ☑ General - Promo Code Summary | All | | | |
| ☑ General - Zip Code Summary | Custom | 8/1/2010 | 8/1/2010 | |
| ☑ Orders - Backorders | | | | |
| ☑ Orders - Deposit Detail | Custom | 8/1/2010 | 8/1/2010 | |
| ☑ Orders - Layaway Detail | | | | |
| ☑ Orders - Order Summary | | | | |
| ☑ Orders - Sales Order Detail | | | | |
| ☑ Orders - Web Order Detail | | | | |
| ☑ Orders - Work Order Detail | | | | |
| ☑ Rewards Program - Member List | | | | |
| ☑ Rewards Program - Reward History | All | | | |

Display   Print   Cancel   Help

**3** Select or clear the check boxes for each report. If a report's check box is selected, the report will be run.

**4** Enter a date range for the reports that require one.

**5** Select Display to preview the reports on screen or Print to send them to your printer.

# Using Sales Charts and Graphs

The report window can display a summary of the sales for different descriptive elements, such as departments, vendors, attributes, sizes, associates, hours, weekdays, or store (if Pro Multi-Store). This information can also be viewed in various graph formats. Only one descriptive element can be graphed at a time, and all of the sales information for that element, in the selected analyzed period of time, is graphed. Graphical formats are useful for making quick comparisons, visualizing trends, and instantly communicating data to others. Several types of graphs are available, each best suited for a particular purpose.

## Bar Graphs

Bar graphs are particularly effective when making comparisons among members of a group.
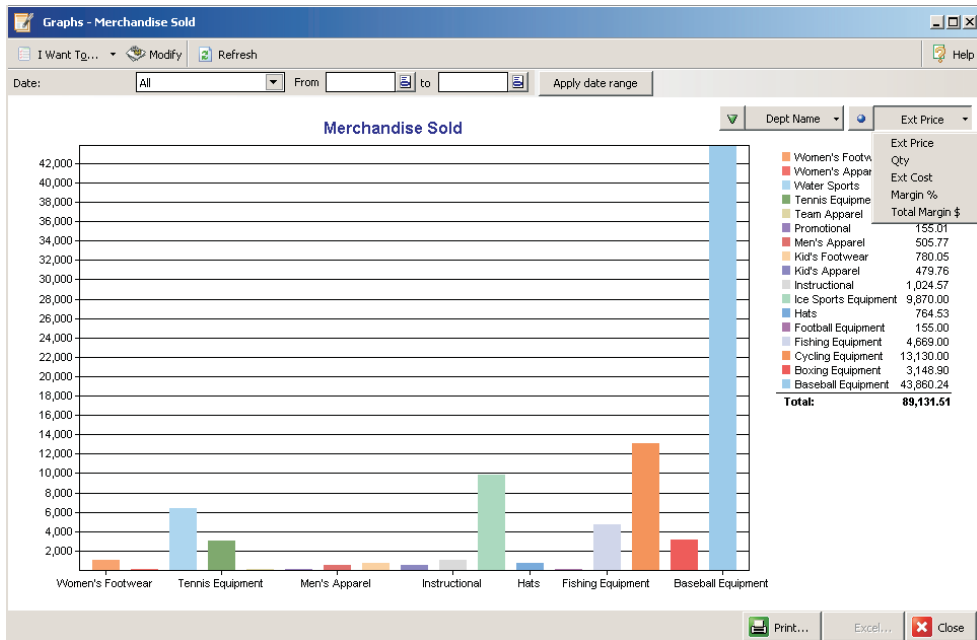


For example, the Merchandise Sold bar graph compares the sales performance across all departments. Although only one result may be displayed at one time, you can alternatively select five values of merchandise sold (Total Margin $, Ext Price, Qty, Ext Cost, and Margin %) from the drop-down menu and instantly see the resulting graph.

## Pie Charts

Pie charts enable you to visualize the proportion of total sales contributed by each vendor, department, clerk, etc. Thus, the same sales data used for the bar graph, plotted as a pie chart, discloses units sold for five different vendors (only non-zero values are plotted for each vendor) over the course of five months. Pie charts are listed as a "Graph" within the Report Center.
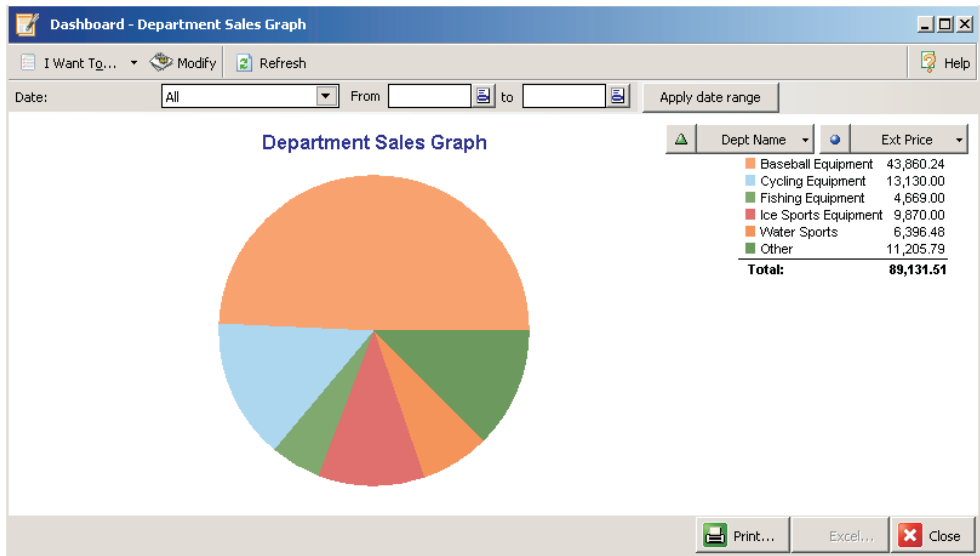


Although only one result can be charted at a time in a pie chart, you can toggle between results by using the drop-down list.

## Line Graphs

Line graphs display your results over a period of time. In this way, you can monitor trends.

In this sample line graph, you can see the fluctuations of sales from month to month. By changing the time period to Hourly, you could use the trends to help determine when additional employees should be scheduled for busier times, or when less business is occurring and fewer employees would be needed.
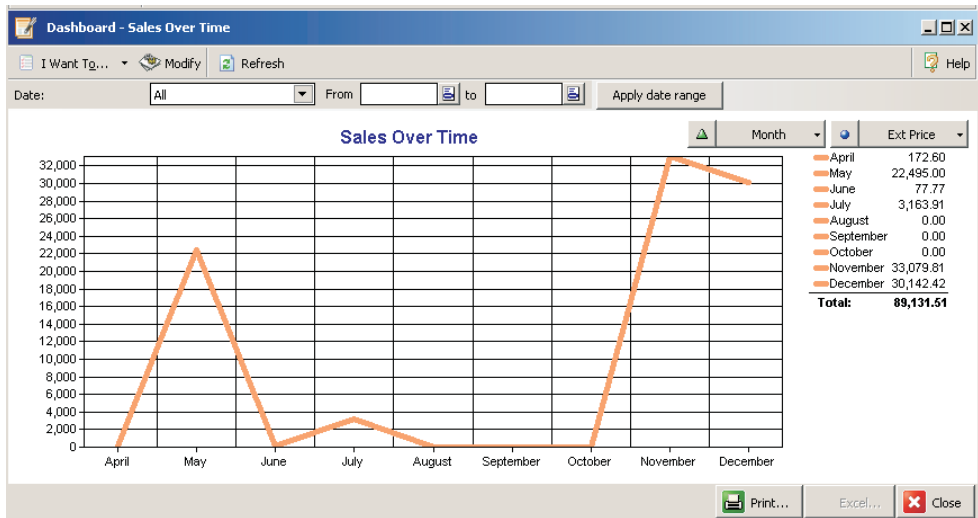
### To view charts and graphs:

1 From the Report Center, select any report that is listed as a graph (the word "graph" appears in the report name). A dynamic date filter dialog is displayed at the top of the chart window.

**2** Define the date range as needed and select Apply Date Range.

**3** Once the graph is displayed, select Modify to set filters as needed.

### To print a chart or graph:

**1** With the chart displayed, select Print from the bottom toolbar.

**2** On the Print dialog, change the printer or number of copies, if necessary, and then select Print or Preview. The preview option allows changing some of the printing instructions, as shown in this illustration.
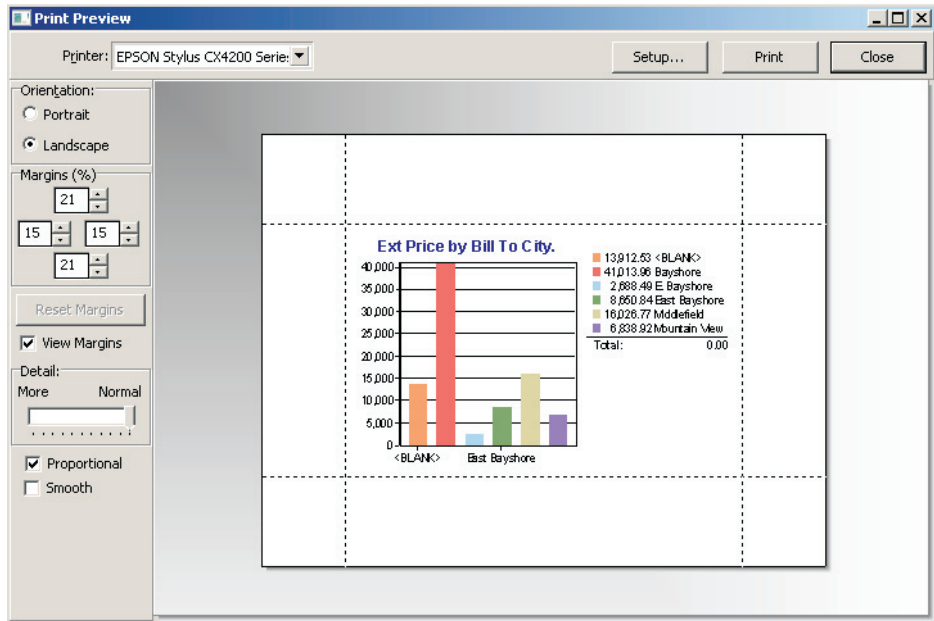


- **Orientation**   Specify Portrait or Landscape mode.
- **Margins (%)**   Adjust the width of any margin. The chart size expands or shrinks automatically to match the new margins. Margins can also be changed by dragging and dropping the preview margin indicator lines with your mouse.
- **Reset Margins**   Click to restore the last saved margin settings.
- **View Margins**   Select to display the margin indicators on the screen.
- **Detail**   Set Detail to More to print the chart at the maximum size possible with the specified margins. When set to Normal, the chart is reduced slightly and the text labels identifying the chart data are enlarged.
- **Proportional**   Select to return the chart to its original relative height and width proportions.
- **Smooth**   Select to further refine print quality.

**3** When ready, select Print.

# Using the Reports Dashboard

The Dashboard allows you a quick reference for reports, financial information, the Point of Sale online community, and web pages directly from Point of Sale. The Dashboard is highly customizable and can be changed to best fit your needs.

**To access the Dashboard:**    Select the Dashboard tab from the Home page. The Dashboard opens with some reports preselected for you by default, as shown in Figure 20-3.

You have the following options when customizing the Dashboard:

- In Dashboard reports, click or drag and drop column headers or separators to sort report values, reorder columns, or resize columns, respectively, where included.
- Select Show Full Report to open the report in the full report window, where you have all the normal report features available.
- Select Edit to edit the time period and/or sorting for a report.
- Select Modify Report to access the Modify A Report dialog to edit the report parameters and filters.



**FIGURE 20-3**    The Default Dashboard page view

- Select Refresh to update the report data at any time.
- Select Customize Dashboard to rearrange, remove, or change the reports displayed on the Dashboard.

**T I P :** When the QuickZoom icon is displayed, you can view additional detail for the reports on the Dashboard in the same manner as reports accessed from the Report Center.

### To customize the Dashboard:

**1** From the Dashboard window, select the Customize Dashboard link at the top-left corner of the Dashboard page. The Customize Dashboard panel opens on the left.

**2** Make changes as needed:
- Change the page name for the Dashboard.
- Specify the number of Dashboard pages you wish to appear in Point of Sale.
- Specify the number of columns you wish to appear on each page.
- Drag the contents to different positions.
- Add or remove Dashboard contents.

**3** Select OK to close the Customize Dashboard window.

### To add content to the Dashboard:

**1** Click a category name to expand the list of available reports.

**2** Select Add for the desired report.

**3** The report is added to a blank spot on the Dashboard. You can also drag and drop the report to another location on the Dashboard as needed.

# Using Filters in Reports and Lists

Point of Sale provides an extensive set of filtering options, allowing you to "customize" the way you view lists and run reports with only the data you want to see. Report filters allow you to run reports or graphs that include only the information that you specify, whereas list filters allow you to group and view only the records that meet certain criteria. This chapter covers how to define filter criteria when viewing both Point of Sale reports and lists.

The filter criteria instructions in this section actually apply to both list and report filtering; however, accessing the filter fields themselves will vary, depending on whether you're working in a list or in a report. Specifically, when working in a list view, you access the list filter from the view drop-down window located at the top of the list. When working in a report, you access the filter fields by clicking the Modify button located on the reports toolbar. Shown in Figure 21-1 is a sample filter window from the Sales Detail report, which is set to include only receipts with a status of "Regular" (versus Reversed or Reversing). The fields available for filtering will vary, depending on the list or report you are working with.



**FIGURE 21-1**   Setting the "status" filter option in a report

**To define filter criteria:**

**1** From a selected report, click the Modify button located on the report toolbar.

**2** Click Filter Data.

**3** Click the field in which you want to enter data (see Figure 21-1). Use the scroll bar to view additional criteria fields. Select to include or exclude data matching criteria.

**4** Type your criteria or select the icons to the right of the field to make selections. These icons open selection dialogs, calendars, or drop-down lists, depending on the field type.

**5** By default, the filtered data includes all data matching the entered criteria. To exclude matching criteria (i.e., show all other data), click in the Include/Exclude column and change the setting to Exclude.

**6** When done, select Apply to filter your list or Save if working in a report. Other options on the filter dialog may include

- **Clear All**   Clear all entered filter criteria from all fields (lists only).
- **Revert**   Reset all filter criteria to default settings (reports only).
- **Save**   Memorize these filter criteria for later.

# Some General Filter Criteria Tips

By default, records matching the specified criteria will be included in a filtered list. To exclude records matching a particular criterion, select Exclude from the drop-down list in the Include/Exclude column.

Point of Sale does not distinguish between upper- and lowercase when filtering. For example: navy, Navy, and NAVY are all matches for *navy*.

The current filter view is always displayed at the top of the list. If records you are expecting to see are not visible, check the View field to see if the list is filtered by criteria that are excluding them (lists only).

- **Spaces**   A space that is made by pressing the SPACEBAR is a keyboard character—the same as any other entered character. When a space is included in a value, a matching space is required in the data record for the record to be a match during filtering.
- **Descriptive Fields**   (Item Name, Item Description, Attribute) Records that have a string of characters anywhere in the field that exactly match the value entry are included. For example, the filter value of *buckle* would include such records as *ladies buckle shoe, buckle girls dress shoe,* and *boys casual shoe buckle* in the filter results. For an exact match, enclose the string of characters within quotes: *"buckle"* will only include records that match *buckle* exactly.
- **Dynamic Dates**   (Available in most date fields) Dynamic dates define a time period in relation to the current date instead of using specific start and end dates.

## Date and Time Fields

There are two types of Point of Sale dates: fixed and dynamic. Fixed dates are fixed in time. For example, if you enter 5/20/09, then no matter how much time has passed, that will remain the recorded date. Dynamic dates allow you to define a single date or date range relative to the current date, such as the last ten days or month to date. As the current date changes, so do the dynamic dates.

# Selecting Values in a Multiple Selection Field

Multiple selection fields are available when values are restricted to a predefined list, such as when filtering by Vendors.
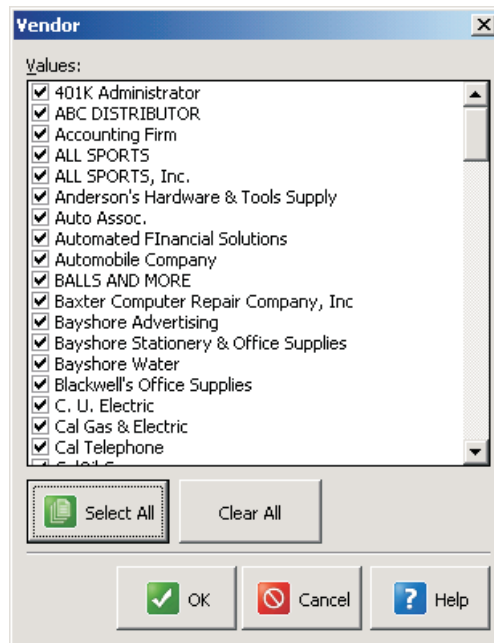


- If you want to select a single value for this field and you know what the value is, you can type it directly into the field. Or, to open the selection list, click in the field to activate it and then click the icon to the right of the field.

- To select a value from the list, click it, or highlight it and press the SPACEBAR. To clear that value, click it or press the SPACEBAR again. Or, choose the Select All or Clear All buttons.
- Select OK to return the selected values to the field. The field on the Filter View window displays (Selection) if more than one value is selected.

# Defining a Range in Numeric Fields

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

| Item # | … to … | Include |
|---|---|---|

To define a range, enter the lowest value you want in the left field and the highest value in the right field. Open ranges can be specified by entering nothing in one of the range fields.

The following table is an example of an Item # filter range.

| Sample Filter Criteria | Records Included |
|---|---|
| Item #: (…) to (…) | All item records |
| Item #: 1 to 50 | Records with item numbers 1 through 50, inclusive |
| Item #: 3,000 to (…) | Records with item numbers 3,000 and up |
| Item #: (…) to 40 | Records with item numbers 40 or less |

# Filtering by ZIP Code

When defining ZIP code ranges, keep in mind that all ZIP codes are treated as nine-digit entries, and that, in a sort sequence, spaces are listed before any digits. (Whether the dash is required depends on how the codes were entered. If dashes were not used, then omit them when specifying filter criteria.) For example: Point of Sale treats five-digit ZIP codes, such as 94488, as 94488 followed by four spaces. If you define a range of 94488-0000 to 94488-9999 (using ZIP+4 codes), any record with a 94488 ZIP code (without the +4 code) would be omitted. To include all 94488 ZIP codes, including the five-digit 94488 code while in a list, define the range from 94488 to 94488-9999. To filter reports by ZIP codes, the free-form criteria method (explained in the next section) is used.

# Free-Form Criteria

There are report filter elements that allow free-form criteria. Free-form criteria can be used with elements that have variable text entries, such as Item Name. You define each criterion by entering a string of alphanumeric characters. When running the report, the program searches for a matching string anywhere in the corresponding field, ignoring upper/lowercase. In addition, and/or statements (described later in this section) can be used with free-form criteria.

## Exact Matches

Enclose the criterion in quotation marks to require an exact match, i.e., to require the characters enclosed by the quotation marks to match the *entire* field entry, character for character. A matching data field cannot contain any characters (even leading spaces) that are not also in your criterion.

For example, if your criterion were blue, both *blue* and *sky blue* would be matches. To find only exact matches for *blue*, i.e., include blue but exclude *sky blue*, use "blue" as your criterion. The entire field entry must match what is contained within the quotation marks, so only *blue* is a match.

## Blank Fields

To filter for records with a blank field, use empty quotes, i.e., two quotation marks with nothing in between ("").

## Excluding Matches

If you start your criterion with a tilde (~), Point of Sale excludes all records that match the criterion and includes those that do not. Think of the tilde as meaning "not" or "exclude."

To exclude all blank records, enter a tilde and empty quotes (~"").

Here are two examples:

| ~blue | **Not blue**   This excludes any records that include the word blue anywhere in the specified field. So for example: field entries of Blue, Sky Blue, Dark Blue, and Blue Green would cause their respective records to be excluded from the results. |
|---|---|
| ~"blue" | **Not an exact match to what is in the quotation marks, i.e., not exactly/only blue**   So, for example, a field entry of Blue would cause its respective record to be excluded. Records with field entries of Sky Blue, Dark Blue, and Blue Green would be included in the results. |

## Using Wildcards and Masks in Filters

When entering freeform text in filter criteria, you can type an exact match, use * as a wildcard to represent any number of unknown or variable characters, or use *?* as a mask to represent a single unknown or variable character.

For example: D?N returns *Dan* and *Don*. D*N returns *Dan*, *Don*, *Dean*, and *Diana*; 650* returns all numbers beginning with "650"; and *650* returns all numbers containing "650".

# Using And/Or Statements

Descriptive fields allow filtering with And/Or statements. If And is selected, then values meeting all of the defined values must be present for a record to pass through the filter. If Or is chosen, meeting just one of the defined criteria will allow a record to pass through the filter. You can also use a combination of And/Or statements. To access the And/Or dialog window, place your text cursor in the required field and select the button that appears to the right.

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

To use these types of filters, you must be consistent when recording specific information, such as the title of customers (Mr., Mrs., Ms., Miss, etc.), addresses, phone numbers, etc. Figure 21-2 is an example of a customer list "and/or" filter by title. This list filter, by default, would include only customers with the title of Ms. or Miss, but those with a title of Mr. or Mrs. would not be included.
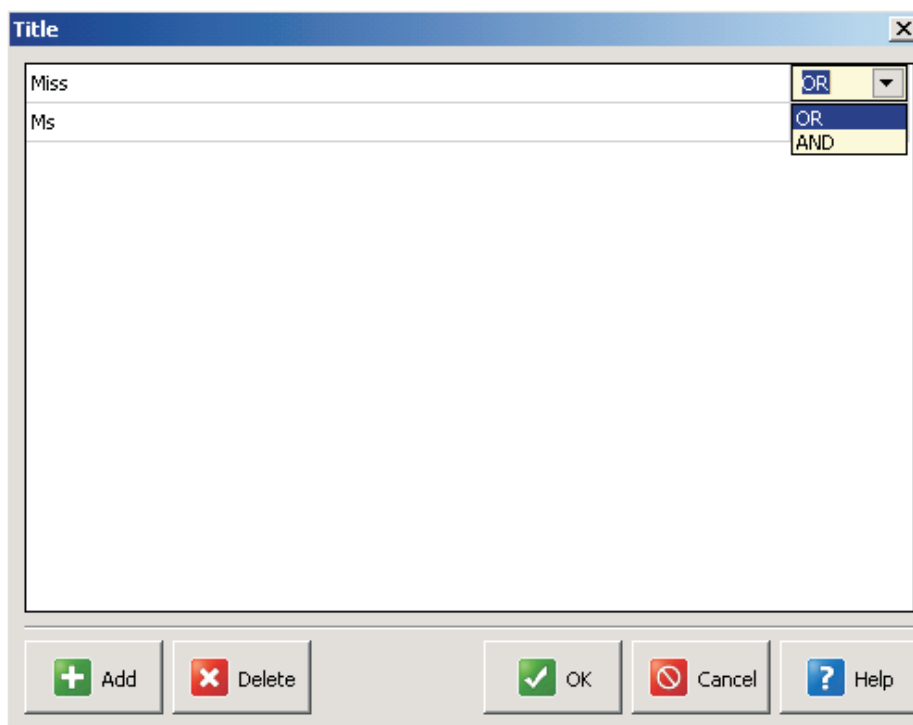
**FIGURE 21-2**    Filtering the customer list by the Title criterion

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

## And/Or Rule #1

If two or more criteria are joined by And, the entry in the record's field must meet all of the criteria in order to be included in the filter results. Longer chains of criteria that are joined by And can be built in the same manner.

**Example #1** You want to filter an item list report to return all grey sweatpants that you carry. Your filters would be set as follows:

# And/Or Rule #2

If two or more criteria are joined by OR, the entry in the record's field must meet any one of the criteria in order to be included in the filter results.

**Example #2**    You want to filter an item list report to return all grey or black sweatpants. Your filters would be set as follows:
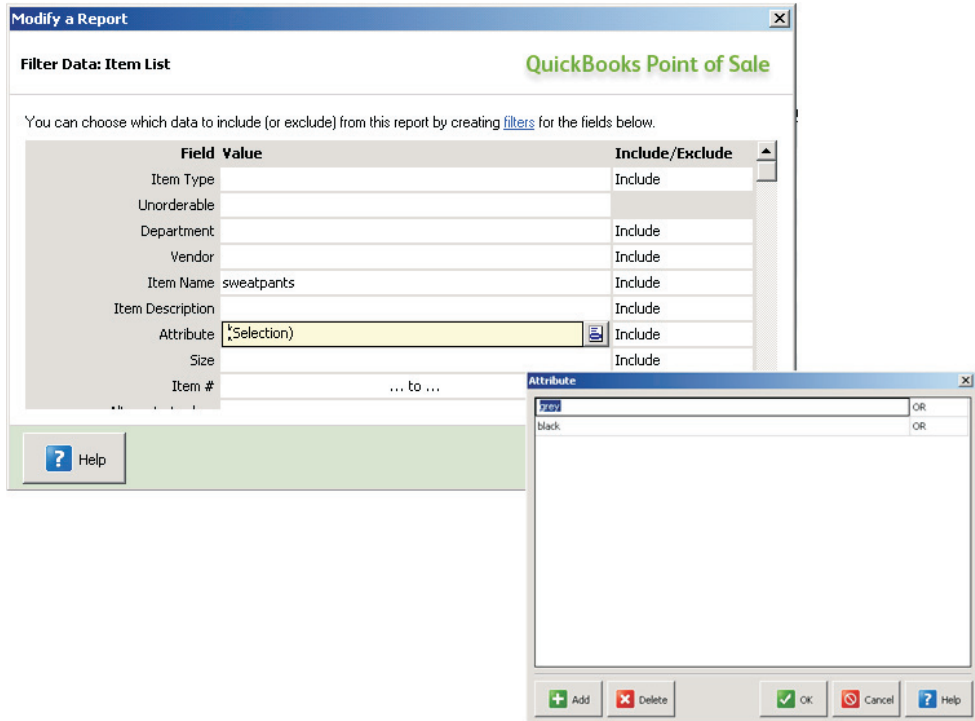


Longer chains of criteria joined by Or can be built in the same manner.

# And/Or Rule #3

When three or more criteria are joined by any combination of Ands and Ors, the criteria joined by the Ands are grouped together and evaluated first. Then the Or statements are evaluated.

**T I P :**   Quotation marks, empty quotation marks, and the tilde (~) can be used in your And/Or criteria to specify exact matches, blank fields, and non-matches, respectively.

# Range Criteria

Range criteria allow both open-ended and closed ranges of data, except for date/time ranges. For date/time ranges, you must specify a fixed or dynamic date/time range. With a simple selection, you can specify to have the report span month-to-date, year-to-date, last year for this same year-to-date range, etc. There are a number of predefined dynamic date/time ranges available for your use.

# Include/Exclude Criteria Option

The Include/Exclude option lets you choose how to filter—inclusively or exclusively. If you want to filter for all vendors except one, you could select that vendor as the criterion and toggle the include/exclude option to Exclude. All vendors except that one specified vendor will be included in the report results (that is, the one vendor is excluded).

# Managing Memorized List Filters

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

**To manage memorized list filters:**

1  Select Manage Filters from the filter drop-down list. The Manage Filter Views dialog is displayed.

2  Select one of your memorized filters, and then select an action:

- **Rename**   Enter a new name for this filter.
- **Edit**   Opens the saved filter criteria; edit the criteria as necessary and select Save.
- **Delete**   Remove the filter view from your filter drop-down list.
- **Move Up/Down**   Change the position at which the filter view appears on your drop-down list.

# Part VI

# Accounting for Your Store's Activities

# End of Day Procedures

The day is over, and the doors are locked. It's time to tally up the sales, count the money, exchange information with QuickBooks Financial software, and back up your data before you head home. Four essential activities make up the End of Day procedure:

- Running your End of Day report(s)
- Sending the day's credit and debit transaction batch for settlement
- Updating QuickBooks Financial software with the day's transactions and other new information
- Backing up your Point of Sale company data file

   When you initiate the End of Day procedure, these activities are carried out as you specify, prompting you for input as needed. If you're a Pro Multi-Store user, you also have the option of including Store Exchange Out to send information to your other stores in the End of Day procedure. Refer to Chapter 29 for more information.

($) **C A U T I O N :**  In a multiple-workstation environment, only the workstation initiating End of Day can be actively working in Point of Sale while the procedure is running. If you attempt to run End of Day while other workstations are still actively working in Point of Sale, the program alerts you with a warning dialog. This message could also result if any workstation running Point of Sale was improperly shut down. If you receive this warning, you should do the following: Make sure that all other users are out of Point of Sale. You can see which workstations are currently logged in to the program by selecting User Information from the Tools menu.
Select Continue. Point of Sale will continue with the current activity or, in the case of an improper shutdown, take the measures necessary to stabilize the system. If you are exchanging data with QuickBooks Financial software or including a Store Exchange as part of the End of Day procedure, the process must be run from the server workstation.

# The Basic Steps to Run End of Day Procedures

You can run End of Day procedures in Point of Sale by following some easy steps.

**1** From the Point Of Sale menu, select End Of Day Procedure. The End Of Day Process window is displayed.

② Specify the individual procedures you want to include by selecting or clearing the appropriate check boxes and choosing other options (refer to the following sections for more information about each of these options):

- Run An End Of Day Report
- Back Up Your Company Data
- (Pro Multi-Store) Send Data To Remote Stores (or to Headquarters if at a remote)
- Settle Merchant Account (only available if using the integrated QuickBooks Point of Sale Merchant Service)
- Exchange Data With QuickBooks Financial software

③ Select Start.

## End of Day Reports

As part of your End of Day procedure, you may wish to run one of the X/Z-Out reports. X/Z-Out reports provide a summary of your workstations' sales activities

for the day, optionally reconcile the cash drawer, and provide information to help prepare the bank deposit for the day.

**To run an End of Day report:**

**❶** Select the specific type of End of Day report you wish to run. Typically, this would be a Z-Out ("zero" out) Drawer Count report in a single workstation installation, or a Z-Out Store Close report in a multiworkstation installation (this would be done after each workstation has run a Drawer Count report).

**❷** Select the time period from the drop-down list. The current day is suggested but can be modified to another date.

**❸** Select a different dynamic date range from the drop-down list, or select Custom and then Start to specify a fixed date range.

**❹** To skip the report preview, select the Print Immediately check box. Refer to the section "Cash Drawer (X/Z-Out) and End of Day Payment Reports" for more information about running X/Z-Out reports.

## Backing Up Your Company Data

You have the option here to create a backup during the End of Day procedure. Pro-level users can select to include item pictures in the backup (this may significantly increase backup time and file size). Refer to Chapter 34 for more information on backup options and procedures.

## Sending Store Exchange Files (Pro Multi-Store)

Sending Store Exchange files as part of the End of Day procedure is optional. In a multi-store environment, you will be able to apply this option to a compressed file, called a mailbag, containing the information being sent. Refer to Chapter 29 for more information on this process.

## Settling a QuickBooks Point of Sale Merchant Account

If you have an account with the QuickBooks POS Merchant Service, select the check box to Settle Merchant Account. You should send each day's Merchant Service batch to the processor as part of the End of Day procedure. Not sending transaction data to the processor within 24 hours of authorization will result in higher fees being charged. The remainder of this process is automated. Point of Sale transmits the data on each authorized credit and debit card for settlement. Once the data has been transmitted, QuickBooks POS Merchant Service does the rest. The service routes the transaction to the bank that issued the credit card, secures the funds, and then transfers the money to your designated bank account. Your Merchant Service statement shows the total amount of each day's transactions during that statement cycle and the fees that were charged.

($) **T I P :**  Credit card transactions are usually sent for processing only once a day, during the End of Day procedure. However, you can send transactions to the processor whenever you want. To send credit card transactions to the processor without running the other End of Day functions, launch the End of Day normally but select only the Send Merchant Service Batch Now option (clear the other options), and then select OK. Only transactions not already sent are included in each batch processing. Important: You must send your credit card transaction data to the processor within 24 hours of authorization to avoid paying higher fees.

➥ **FYI**

## Merchant Service Reconciliation in QuickBooks Financial Software 2008 and Higher

If integrated with Version 2008 or higher of QuickBooks Financial software, your credit and debit card receipts are sent to QuickBooks with batch and store/merchant number information, so they show up on your Payments To Deposit window grouped accordingly. This helps to match these transactions with your bank deposits during reconciliation, and to identify account fees and other charges.

### Merchant Service Reports

Reports about your credit and debit card transaction batches are available in the Payments area of the Report Center. You can also sign up for and use the online Merchant Services Center to view your transactions, check on funding status, and complete basic account management tasks. Transactions show up in the center one day after processing. From the Reports menu, select Merchant Service Center (an Internet connection is required). For more information on payment reports, refer to the section "Payment Reconciliation Reports," later in this chapter.

## Financial Exchange with QuickBooks

If integrated, information from Point of Sale can be exchanged with QuickBooks Financial software, where it can be used for accounting and financial record-keeping. In addition, certain types of information that have been added in your financial software are sent to Point of Sale.

Retailers that use this exchange capability, known as Financial Exchange, have the option of conducting an exchange of information as part of the End of Day process. Only information that has been added since the last exchange will be transferred.

A progress dialog confirms successful exchange or, in the event of an error, will identify where the error occurred and provide a link to the Activity Log (see Figure 22-1) to help you troubleshoot the issue.

## Integrated Applications Preference in QuickBooks

QuickBooks Financial software and your financial company file must be open during this procedure unless you have set your Integrated Applications preferences in QuickBooks to allow Point of Sale to automatically log in. Refer to Chapter 23 for more information about allowing automatic login to your financial software.

## Error Handling

If you receive an error message during the Financial Exchange process, refer to the Activity Log for further information about the error. It could be that a specific
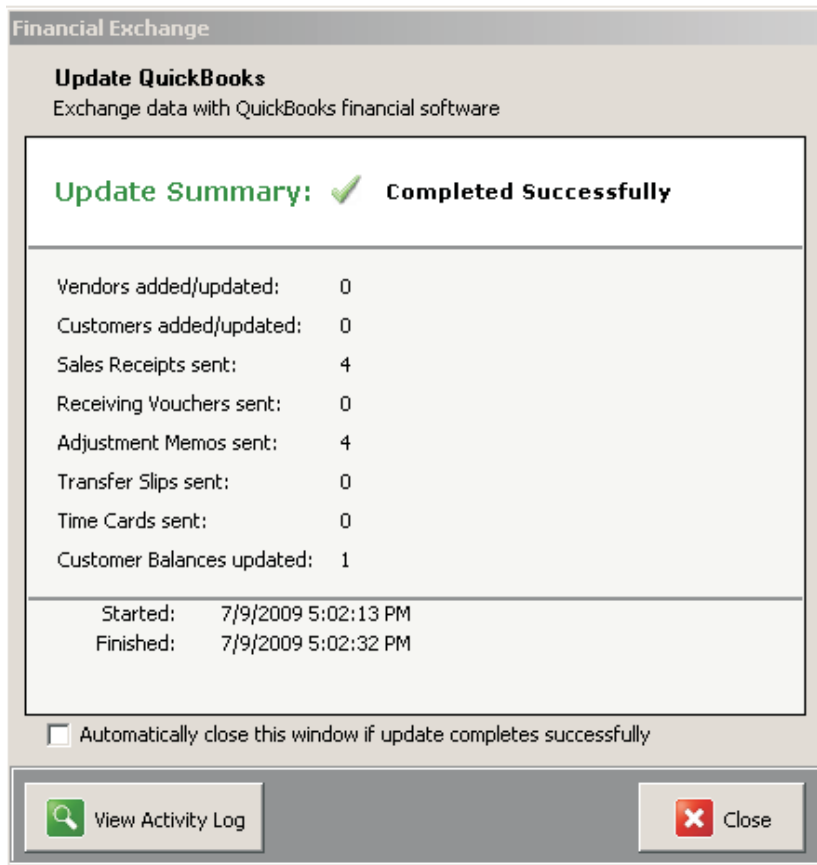


**FIGURE 22-1**    The Financial Exchange confirmation window

record or document (customer record, vendor record, receipt, voucher, etc.) is causing the error. If this is the case, you might attempt to correct the error by editing or altering the record and then running Financial Exchange again.

# Cash Drawer (X/Z-Out) and End of Day Payment Reports

The Report Center offers two categories of reports under the Cash Drawer report type (see Figure 22-2) that are used to summarize the day's activities and also to provide an up-to-the-minute accounting of point of sale activities for the current sales period. These are called status reports and closing reports (X-Out and Z-Outs).

- **Status reports (X-Out)**  This report can be run at any time for a quick check on sales activity or to obtain a non-currency media listing up to the time the report is run. The status report can also be used to report sales activity at the end of a shift without doing media counts.
- **Closing reports (Z-Out "zero" out)**  These reports are run when closing out a cash drawer at the end of a shift or the end of the day, and to close out the entire store for the day.
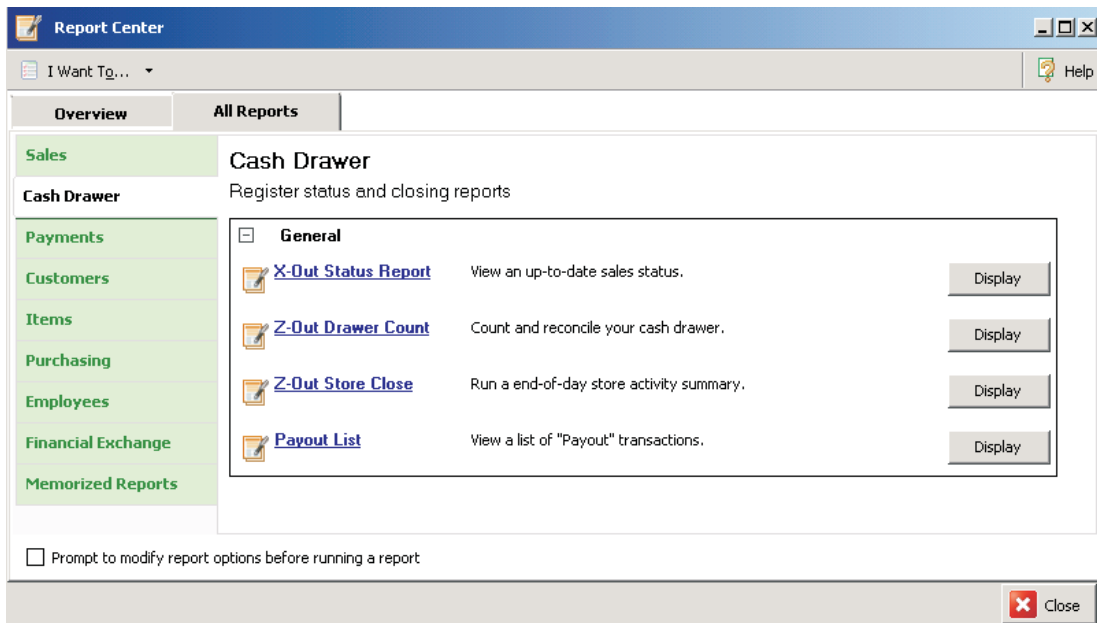


**FIGURE 22-2**  Cash Drawer reports as accessed from the Report Center

- The Drawer Count report is run at the end of a cashier's shift or whenever you want to conduct a manual media count.
- The Store Close report is usually run at the end of each day as part of the End of Day procedure, after the Drawer Count report(s) has been run at each workstation.

All of these reports include all sales activity for the specified period as well as net sales, cash flow, and breakouts for discounts. In addition, a closing report can

- Report the day's cash flow, including overages and shortages, and cash drawer reconciliation
- Assist in recording manual counts of currency
- Simplify bank deposit preparation by calculating a deposit amount and printing the list of deposit items

## ➡ FYI

### Report Terminology

- **Breakouts**   Listings of the total amount paid in, the amount paid out, and the net amount for each discount reason. These listings are included in all status and closing reports.
- **Media**   A general term for currency and non-currency items used as payment.
- **Currency**   Bills and coins used as payment.
- **Non-Currency Media**   Media other than currency used as payment. Non-currency media are payment documents such as checks, credit card and ATM/debit receipts, store credits, gift certificates, and so on.
- **Paid Out and Payouts**   The term "paid out" refers to payment given to the customer for any reason, such as refunding on a returned item. However, in the list of non-currency media contained at the end of status and closing reports, there is a list of "Payouts," which refers to cash removed from the cash drawer using the Payout feature as described in Chapter 8. The two terms, though similar, are distinct.

## Running Cash Drawer Reports

The following steps assume you are running the cash drawer reports from the Report Center. For steps to run these reports from the End of Day window, refer to the section "The Basic Steps to Run End of Day Procedures," earlier in this chapter.

**To run a status (X-Out) or closing (Z-Out) report:**

❶ From the All Reports tab in the Report Center, select Cash Drawer as the report type (Figure 22-2).

❷ Choose X-Out Status Report, Z-Out Drawer Count, or Z-Out Store Close.

❸ Define a date/time range for the report. The report will only include information from receipts in the specified range. You can either enter a fixed range, spanning from one specific date/time to another, or select from a list of predefined dynamic ranges such as today, month-to-date, year-to-date, last year for this same year-to-date, etc.

❹ Optionally, click Modify to customize report options and define filter criteria. Refer to Chapter 20 to learn how to modify a report.

❺ Select Memorize This Report from the I Want To menu to save the report options, if needed.

# Defining Report Options and Filter Criteria

The report options and filter criteria allow the definition of any combination of workstations, cashiers, and date/time range for the report. Not all reports have all of the options listed next.

**To define report options and filter criteria:**

❶ With the desired report displayed, click Modify.

❷ On the Modify A Report window, select a date/time range for the report. (This may also be defined on the main screen of the Report window and the Filter dialog.)

**❸** In the Filter Data dialog, located in the Modify A Report window, enter the desired (if any) filter criteria. While editing filter criteria, you can select Revert to erase your saved changes and revert to default options.
The filter options available with Cash Drawer reports are listed here.

| Date | The date entered previously is displayed. You can revise it here and select to include/exclude data from the specified date range. |
|---|---|
| Store | (Pro and Pro Multi-Store) Click the list icon to access and select from the list of stores. If left blank, all stores are included. |
| Workstation | Click the list icon to access and select from the list of workstations. If left blank, all workstations are included. |
| Cashier | Enter an individual employee's name or all employees. If left blank, all associates are included. |
| Receipt Type | Click the list icon to access and select from the list of receipt types. |

**❹** Make changes to the report appearance and security (access level) settings, if needed.
**❺** Select Run to display the report.
**❻** If you want to save your report options, select Memorize This Report from the I Want To menu. Enter a report name and select OK.

# How Point of Sale Actions Are Handled on Cash Drawer Reports (X/Z-Outs)

End of Day reports contain valuable information about all of your sale and return activities. It's important that you understand how specific Point of Sale transactions are treated in X- and Z-Out reports so you can make the most of this information.

## Sales and Returns

- Sales recorded on sales receipts are reported in the Gross Sales column in the first section of the report.
- Payments to customer accounts are reported in the Gross Sales column in the first section of the report.
- Amounts recorded on return receipts are shown in the Gross Returns column.
- Refunds for returned merchandise are recorded as paid-out amounts for the type of payment used.

## Accepting More Than One Payment Type

When the customer pays for a transaction using more than one payment type, amounts are credited to the individual payment types. If a sale were paid for with $50 cash and $75 on a credit card, the report would show a $50 cash paid-in amount and a $75 credit card paid-in amount.

## Discounts

- The sales figures in the first section of the report are calculated from the receipt totals after any discount. Discount dollars or types are not identified there.
- The discount breakout section reports all discounts identified by type.
- User-defined discount reasons from preference settings are used to identify item discounts given at point of sale.
- Global is assigned if you discounted the receipt total.

## Gift Cards and Gift Certificates

- Purchase of a gift card/certificate is reported in the Sales column in the first section of the report.
- If a gift card/certificate is redeemed, the receipt total is shown as amounts paid in by Gift and any other payment types used. The cash flow is adjusted for the gift amount.

## Non-Currency Media

Cash drawer reports include itemized listings of the individual amounts paid for by non-currency media, such as by check, credit card (totaled by credit card type), ATM/debit, or gift card/certificate.

## Closing Reports (Z-Outs)

Closing reports contain all the information included in a status report, with additional information.

- **Drawer Count**    A Drawer Count report is typically run at the end of a shift or end of the day. Drawer Count reports summarize the sales activity over the course of the period and can be filtered by associate, workstation, and date/time range (if using Pro Multi-Store, you may also filter by store). In addition, manual media counts can be recorded on the Drawer Count report. For maximum accountability, it is recommended that you require your associates to conduct manual media counts when running the Drawer Count report.
- **Store Close**    The Store Close report is typically run at the end of the day when closing the store. It is particularly well suited for retailers with multiple workstations, where each workstation runs its own Drawer Count report, and then a Store Close report is run to include activity from all workstations. Unlike the Drawer Count report, manual media counts are not available for the Store Close report.

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**➡ FYI**

## Setting the Preference to Require Manual Media Counts

Select Edit | Preferences | Company | Sales. In the general options area, select the option Require A Manual Media Count For X/Z Out. When this preference is selected, Drawer Count reports cannot be printed until a manual media count is entered.

---

## Recommended Closing Reports

Following are some general suggestions for determining which closing report to use and when. Use the report types and frequency that best meet the needs of your business and policies.

**If you have a single workstation:**    For maximum control, do a Drawer Count report at the end of each shift and as part of your End of Day procedure, requiring manual media counts. With a single workstation, it isn't necessary to run a separate Store Close report.

**If you have multiple workstations:**

1 For maximum control, do a Drawer Count report at each workstation at the end of each shift, including the shift that ends the day, and require a manual media count. Filter by workstation number, time period, and cashier, as appropriate at each workstation.

2 After the individual workstations have completed their final drawer count for the day, run a Store Close report as part of the End of Day procedure, filtered to include the activity from all workstations/cashiers for the entire day.

## Media Counts and Cash Drawer Reconciliation

When you run a Drawer Count report, the Media Totals window is displayed. The Media Totals window lists several currency fields. The total amount of non-currency media accepted during the time period for the report is also displayed. This amount cannot be edited. The entries for currency are completed as follows:

1 Enter the amount of currency that was in the drawer at the beginning of the period in the Begin field. (By default, Point of Sale suggests the amount that was entered in the Leave field the last time a Z-Out Drawer Count report was run for this workstation.)

2 If you are performing a manual media count, click the Media Count icon in the Count field to open the Media Count window, as shown in the following illustration. Enter the drawer count for each currency listed and select OK. The total of each counted media type is automatically carried from the Media Count window to the Media Totals window.

**3** In the Leave field, enter the amount of currency that is to be left in the drawer to begin the next period/day. (By default, Point of Sale suggests the amount that was entered in the Leave field the last time a Drawer Count report was run for this workstation.) The Deposit field is calculated by Point of Sale based on your entries and can only be edited by revising the media counts, or entering new Begin or Leave amounts.

**4** Select OK. If discrepancies exist between what was counted and what the program has recorded as paid, a discrepancy notice is displayed.



**5** At this point, you can select Yes to continue running the report without addressing the problem, or select No to return to the Media Totals and Media Count windows to attempt to correct the discrepancy.

If the problem can't be resolved, enter comments to explain discrepancies in the Remarks field of the Media Totals window. Remarks are printed at the end of the Drawer Count report.

On Drawer Count reports, Point of Sale calculates the amount of currency that should be in the drawer (net) and compares that with the currency count to determine the amount over or short. Point of Sale also calculates the cash amount for a deposit. In addition, Point of Sale displays a list of the entered media counts on the Drawer Count report.

## Viewing Drawer Count History

Drawer Count reports are stored by Point of Sale and can be accessed at any time by selecting View Drawer Count History from the Reports menu. You can preview,

print, or export the reports. For Pro Multi-Store users at Headquarters, selecting View Drawer Count History displays the list of Drawer Count reports from all stores.

# Payment Reconciliation Reports

Payment reconciliation reports can provide listings of non-cash transactions to help you reconcile against your bank deposits. The Payment Summary report includes all such transactions, broken down by payment type. Or you can choose to run reports specific to any one payment type. These reports include all EFT transactions (credit, debit, and gift card), regardless of whether you process them through the QuickBooks POS Merchant or Gift Card Services, as well as payments by check, account charge, and gift certificates. Users of the QuickBooks POS Merchant or Gift Card Services have additional reports available specifically for those services (see the sections that follow).

**To access payment reconciliation reports:**

① From the Reports menu or the All Reports tab of the Report Center, select Payments as the report category and then Payment Reconciliation as the report type.

② Select from the available reconciliation reports. The report is immediately displayed, using your last run settings.

③ Modify the report as necessary, such as the date range, report appearance, or filtering to include/exclude data.

If you prefer to modify reports before displaying them, select the Prompt To Modify Report Options Before Running A Report check box on the All Reports tab in the Report Center. This setting affects reports run from the Reports menu as well.
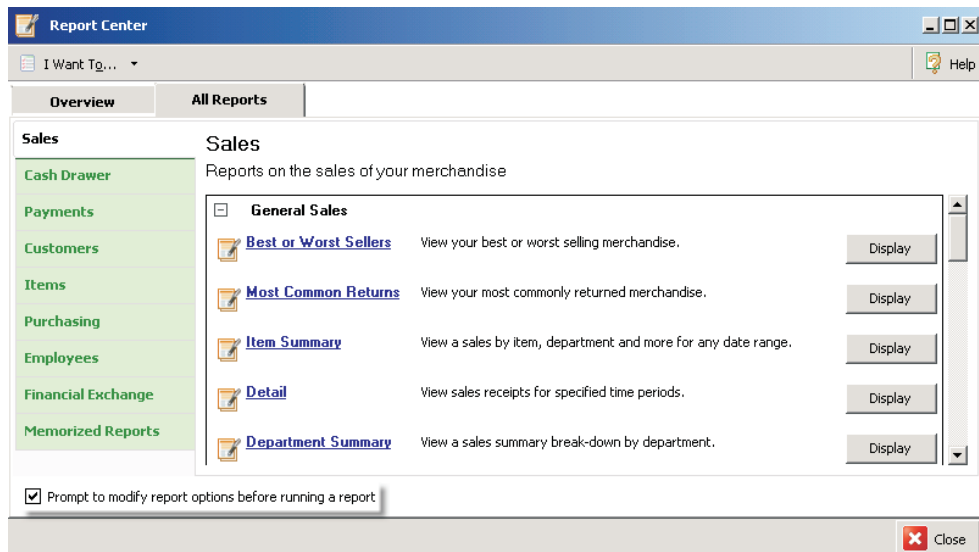
## Merchant Service Reports

Users of the QuickBooks Point of Sale Merchant Service can run reports summarizing or detailing credit and debit card batches, subtotaled by batch number and/or merchant number. You can also create an account at the online Merchant Service Center to check on account activation, view transaction or funding status, and perform basic account maintenance tasks.

### To run credit and debit card batch reports:

**1** From the Reports menu or the Report Center, select Payments as the report category and then Credit and Debit Batch Reports as the type.

**2** Choose a specific report:

- **Unsettled Summary**   Provides the card type and amount for unsettled transactions for the specified date range
- **Unsettled Details**   Provides the details on all unsettled transactions for the specified date range
- **Activity Summary**   Provides a summary for all transactions, both settled and unsettled, for the specified date range
- **Activity Details**   Provides the details for all transactions, both settled and unsettled, for the specified date range

**3** Sort the report as needed by selecting the column header of the information by which you wish to sort.

**4** Select Display, Print, or Excel, depending on your output needs.

## Merchant Service Center

### To visit the Merchant Service Center:

**1** From the Reports menu, select Merchant Service Center. The Merchant Service Center Sign In page is opened in a web browser window.

**2** If this is your first visit, select Apply Now, and follow the on-screen instructions to set up your access account. If returning, sign in with your user name and password. Transactions are available to view in the Merchant Service Center approximately one day after settlement in Point of Sale.

## Gift Card Service Reports

There are two additional reports for users of the QuickBooks Point of Sale Gift Card Service.

- **Gift Card Balance Summary**   This gives a list of all outstanding gift cards and their current balances.

- **Gift Card Activity Detail**   This report gives details of gift card activity in a specified date range.

**To run a gift card report:**

1. From the Reports menu or the Report Center, select Payments | Gift Card Service (this option is available only if you have signed up for this service).

2. Then select either Balance Summary or Activity Detail. The selected report is generated and displayed.

# Exchanging POS Information with QuickBooks

The process of exchanging information between Point of Sale and the financial program is referred to as a Financial Exchange. Using this feature significantly reduces your workload because you can track retail activities in Point of Sale and then transfer the resulting data directly into your QuickBooks Financial software company file, eliminating the need to enter information twice. Several options are available for you to customize how your Point of Sale data is transferred to your financial software so that it works for your unique retail business and for how you like to have your retail activities reported. Point of Sale also provides various Financial Exchange reports. Point of Sale 9.0 is designed for use with QuickBooks Financial software Pro or Premier Editions (2007–2010) or Enterprise Solutions (7.0–10.0). Some features, as identified in their respective sections of this guide, require integration with the 2008 version of QuickBooks or higher. Point of Sale helps you run your store, ring up sales, manage inventory, and track customers, whereas QuickBooks Financial software helps you pay bills, manage cash flow, and run financial reports.

## Division of Labor after Integration

Financial Exchange allows you to get the most from the specialized features of each program by splitting key business activities between the programs as shown in the following table.

| Activity | Point of Sale (Retail Activities) | QuickBooks (Financial Activities) |
|---|---|---|
| Add and track inventory items | X | |
| Order and receive merchandise | X | |
| Ring up sales and collect sales tax | X | |
| Add customers or vendors | X | |
| Track costs of goods and expenses | | X |
| Pay bills and sales tax | | X |
| Invoice customers | | X |
| Process payroll | | X |
| Run financial reports | | X |
| Banking activities | | X |

**TIP:**   After integration, other than for the optional import of inventory items from QuickBooks to Point of Sale, inventory item records are not shared between the two programs. You use Point of Sale to order, receive, and track all of your resale items. Point of Sale sends transactions and adjustments to QuickBooks, where you can access the financial information, such as cost of goods sold and income. Likewise, if you keep items in your QuickBooks Financial software, then those items should be purchased and tracked only in your financial software. Typically, this would be for non-resale items, like office and cleaning supplies, or customer service items, like shopping bags.

# What Data Is Shared?

The following table summarizes the data that is shared between Point of Sale and QuickBooks Financial software company files.

| Data Type | Point of Sale to QuickBooks | QuickBooks to Point of Sale |
|---|---|---|
| New and updated customers records | X | X |
| Customer account charges, payments, transactions, and limits | X | |
| Customer account balances, limits, and past due amounts | | X |
| Sales receipts, deposits, tips, and sales tax collected | X | |
| Cash drawer payouts | X | |
| New and updated vendor records | X | X |
| Receiving vouchers (receipt of merchandise from vendors) | X | |
| Vendor billing information on vouchers | Optional | |
| Vendor payment items | X | X |
| Employee time records (Pro)* | X | |
| Inventory items | | Optional import |
| Inventory adjustments (quantity or cost) | X | |
| Inventory transfers (Pro Multi-Store) | X | |

\* Requires QuickBooks Financial software 2008 and above

In addition, your QuickBooks Financial software charts of accounts, sales tax items, and other preferences are read and made available within Point of Sale for selection when mapping (linking) these items between the programs. Only new data or data updated since the last exchange is sent.

The following data is not shared:

- Employee records
- Employee commissions (Pro and Pro Multi-Store)
- Purchase orders
- Customer orders, though deposits taken on customer orders are sent on receipts (Pro and Pro Multi-Store)

# Preparing QuickBooks for Financial Exchange

A prerequisite to sharing data between Point of Sale and QuickBooks Financial software is that you have a supported version of QuickBooks Financial software installed and that you have set up a financial company file. When setting up your financial company file in your financial software, make sure you have

- Sales tax turned on, if you collect sales tax (select Edit | Preferences | Sales Tax)
- Inventory turned on (select Edit | Preferences | Items & Inventory)
- Your QuickBooks Integrated Applications company preferences set so that they do not block communication with Point of Sale
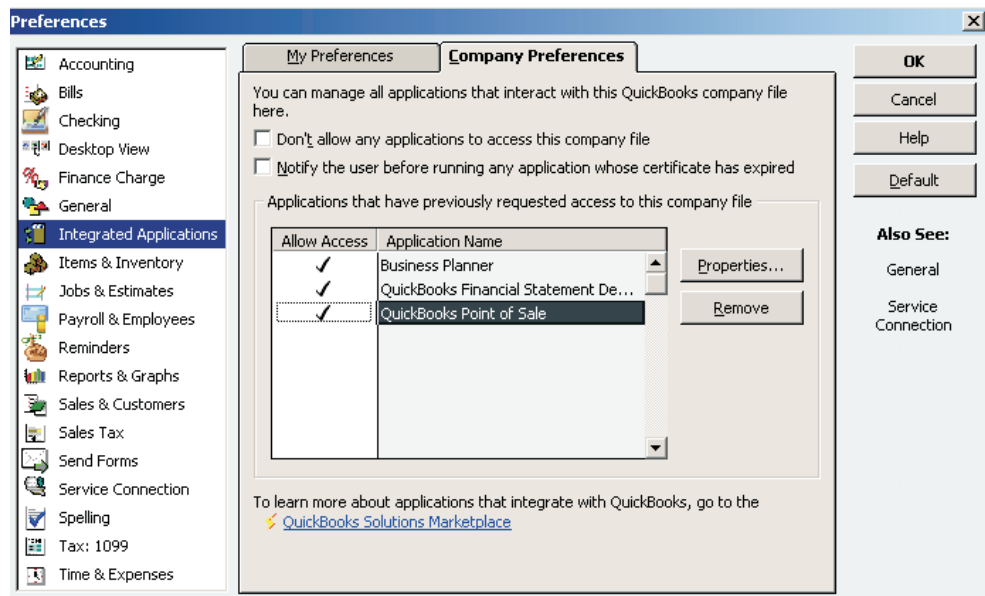


You do not have to immediately integrate the two programs upon installing Point of Sale. However, if you already have a QuickBooks Financial software company file with existing customers, vendors, and inventory, you can save a great deal of time by integrating from the start and importing those records into Point of Sale.

➡ **FYI**

## Setting the Integrated Applications Setting in the Financial Program

From the Edit menu, select Preferences | Integrated Applications. On the Company Preferences tab, be sure that the Don't Allow Any Applications To Access This Company File option is unchecked.

# Connecting POS to QuickBooks Financial Software

Financial Exchange with QuickBooks is available from the Point of Sale server workstation only and, in a Pro Multi-Store configuration, only from Headquarters. The QuickBooks Connection Wizard can be used from within Point of Sale to connect the two programs. The Connection Wizard is automatically launched when a connection is necessary to complete a Financial Exchange task, or it can be launched manually at any time from the following areas within the program:

- The Use With QuickBooks page as you complete the Setup Interview
- The Financial page of company preferences (select Preferences | Company from the Edit menu)
- The Financial Center—located in the Other Tasks area of the Navigator

**To use the Connection Wizard:**

**1** Start QuickBooks Financial software and open your financial company file. Log in as a user with administrator rights.

**2** Switch to Point of Sale and launch the Connection Wizard from any of the areas just listed.
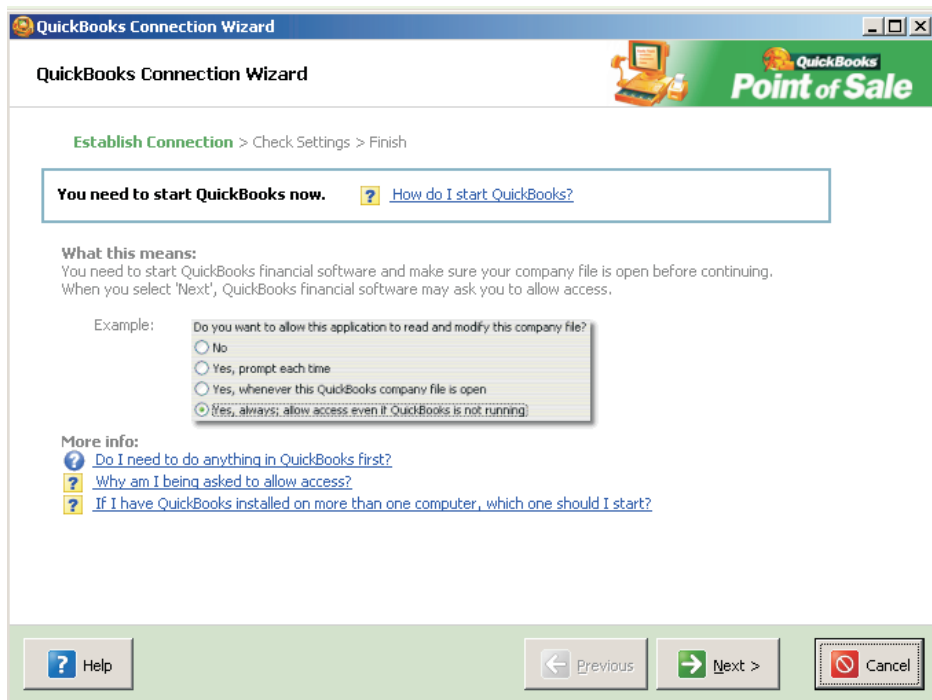
**T I P :**   You can use ALT-TAB to switch between the programs as necessary during this procedure.

**3** Click Next on the first screen that appears.

**4** The next screen that appears informs you that your QuickBooks file must be open. If QuickBooks is not running, you must start it at this time and open the QuickBooks file that you want to integrate with Point of Sale. Click Next.

**5** Depending on how QuickBooks is configured, you may be prompted to grant permissions within QuickBooks to Point of Sale. This can be done by selecting the Edit menu within QuickBooks, and then selecting Preferences | Integrated Applications. On the Company Preferences tab, be sure that the Don't Allow Any Applications To Access This Company File option is unchecked.

**6** If Inventory Tracking is not turned on in QuickBooks, the Point of Sale Connection Wizard warns you of this and displays instructions on enabling Inventory Tracking within QuickBooks.

**7** If sales tax is used in Point of Sale, the Connection Wizard displays instructions on how to enable the Sales Tax preference in QuickBooks.

**8** Follow the wizard's on-screen prompts until the connection is completed.

**9** Close the Connection Wizard when done.

Once the connection has been established, Point of Sale reconnects to the same QuickBooks Financial software company file for subsequent exchanges. It is not necessary to run the Connection Wizard again unless there has been a change in your configuration, such as moving, renaming, or creating a new financial software company file. In these cases, the wizard notifies you that it cannot locate the prior file and prompts you for the location of the file you wish to use.

## Connecting when QuickBooks Financial Software Is Not Running

To complete the first connection between the two programs, QuickBooks Financial software must be running with the company file open. Subsequent exchanges can be completed, even if your financial software is not running, if your QuickBooks Integrated Application preferences are set to allow automatic login to Point of Sale. You may have had the option to enable automatic login when you ran the QuickBooks Connection Wizard. If you did not configure the option at that time, you can use the following procedure to set this preference.

### To set your QuickBooks Financial software preferences to allow automatic login:

1. From the Edit menu in QuickBooks, select Preferences, and then select Integrated Applications.
2. Select the Company Preferences tab and highlight QuickBooks Point of Sale in the list of applications.
3. Select Properties and click the Access Rights tab.
4. Verify that the Allow This Application To Read And Modify This Company File option is checked.
5. If you have multiple logins set up in QuickBooks, select the appropriate user from the drop-down list. If there are no users set up, the Admin user is the default.

# The Financial Center

The Financial Center provides a single access point to all activities related to Financial Exchange with QuickBooks Financial software as well as a summary of your connection and last completed exchange.

To access the Financial Center, select Financial Center from the Financial menu. Or, select Financial Center from the Other Tasks section of the Navigator.

From the Financial Center you can

- Confirm the connection and last exchange status, as well as the names of the company files for both programs
- Manually initiate a Financial Exchange by selecting Update QuickBooks Now
- View the activity log to see results of previous exchanges
- Set up or modify your connection to QuickBooks Financial software by selecting Show Advanced Options
- Import items from QuickBooks Financial software by selecting Show Advanced Options
- Recover data (re-send for a specified date range) to your QuickBooks Financial software company file in the event of a data loss in your financial software by selecting Show Advanced Options

# Conducting Daily Financial Exchanges

By default, Financial Exchanges are carried out using a predefined chart of accounts and payment types that "link" the programs and determine how data is posted to QuickBooks Financial software. Also, with the default configuration, Point of Sale sales and receiving information is sent to your financial software in a summarized format that does not include item detail. If the default accounts and payment types do not exist in your financial software, Point of Sale creates them for you. There are a few exceptions where accounts and/or payment types must be created manually. If one of the default accounts is missing in your financial software, the Connection Wizard will alert you and provide instructions for adding it. If the default accounts do not meet your needs, or if you want to send sales and receiving information with item detail, you can customize your Financial Exchange settings (this topic is covered in Chapter 26) so that Point of Sale data is posted to your financial software in the manner you prefer.

To make the most of the Financial Exchange feature, you'll need to know

- How to initiate Financial Exchanges
- How to verify a successful exchange and view the documents or records created in QuickBooks Financial software from your Point of Sale data
- How to handle bank deposits in QuickBooks Financial software
- How to resolve exchange errors

## Initiating Financial Exchanges

The easiest way to transfer daily Point of Sale data to QuickBooks Financial software is to include the Financial Exchange in your End of Day procedure. The End of Day procedure (covered in Chapter 22) can perform a number of store closing actions, including settling credit card batches, running a Z-Out Store Close report, backing up your data, and exchanging information with your financial software.

You can also manually initiate a Financial Exchange at any time. A manual exchange does not differ from that conducted during end of day; both methods send all data that has not yet been sent to your financial software. You might use this feature, for example, if you do midday billings from your financial software and want to be sure that you have up-to-the-minute Point of Sale sales data. If you are in a multiple-workstation configuration, Financial Exchanges must be run from your server workstation (usually this is the workstation on which you first installed Point of Sale).

**To run a Financial Exchange:**

**1** Make sure that QuickBooks Financial software is running and your company file is open. This is not necessary if you have set your QuickBooks Integrated Applications preferences to allow Point of Sale to log in automatically (refer to Chapter 23 to learn how to set this preference in QuickBooks).

**2** To run a Financial Exchange as part of your End of Day process, select End Of Day from the Navigator tab of the Home page. On the End Of Day window, ensure that Exchange Data With QuickBooks is selected, along with any other options you want to run, and then select Start.

Or

From the Financial menu, select Update QuickBooks, or in the Financial Center, click the Update QuickBooks Now button.

**3** As the Financial Exchange occurs, a progress window is displayed. When done, the update summary window displays. The summary shows the overall status, includes the number of each record type transferred, and indicates if any problems were encountered. For help in identifying and resolving potential problems, select View Activity Log.
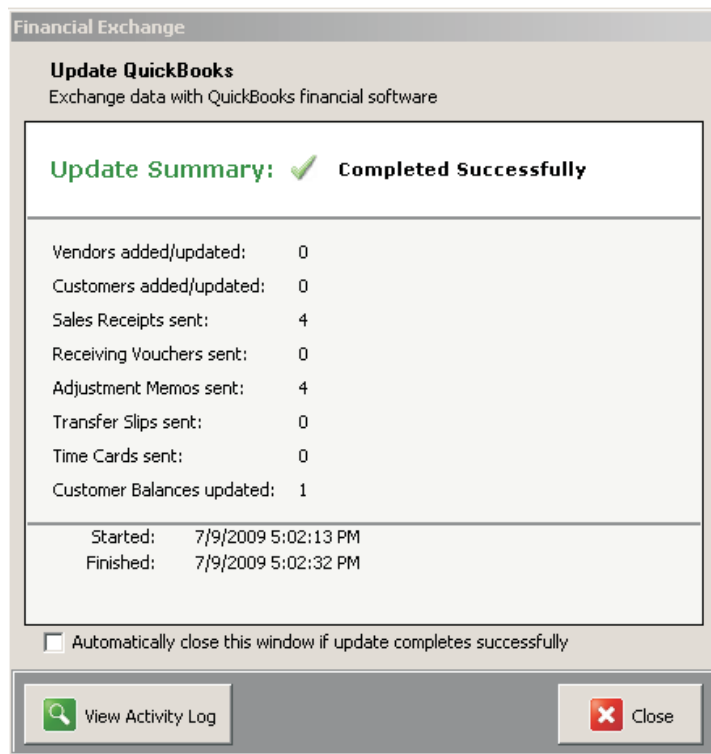
# Verifying the Exchange of Individual Transactions

Point of Sale offers several ways for you to check the exchange status of individual transactions:

- The QB Status field in Point of Sale lists.
- Links to open QuickBooks and view the transactions and/or journal entries created in QuickBooks Financial software.
- The Financial Exchange activity log, which is especially useful for troubleshooting exchange errors. Refer to the section "Resolving Exchange Errors by Reviewing the Financial Exchange Activity Log" later in this chapter.
- Financial Exchange reports available in the Report Center.

  Each of these methods is discussed in further detail in the following sections.

## The QuickBooks Status Field in Point of Sale Lists

The QB Status field is available to add to Point of Sale lists for each data type sent to QuickBooks Financial software. This field shows the exchange status of the specific document or record:

- **Not Posted**   Not yet sent to your financial software. The transaction will be sent with the next Financial Exchange.
- **Completed**   Successfully sent to your financial software.
- **Error**   Attempting to send the transaction to your financial software resulted in an error.
- **Unbilled Purchases**   (Vouchers only) Merchandise has been received on a voucher but has yet to be billed; the document has been sent to Unbilled Purchases in your financial software. (The Unbilled Purchases entry is displayed only if you have chosen to enter vendor billing information in Point of Sale.)

## Viewing Financial History and QuickBooks Transactions

Once an exchange has occurred, you can quickly open QuickBooks Financial software and view the corresponding transaction(s) or records by selecting View Financial History (or the customer or vendor) from the I Want To menu in Point of Sale lists, as shown in Figure 24-1. This feature is available in the customer, vendor, and all transactional document history lists.

**FIGURE 24-1** The View Financial History option from the I Want To menu

This feature is particularly useful for viewing your financial documents and journal entries when using the detailed item information posting method. If using the default summarized posting method, the corresponding financial software documents displayed are the summarized documents that combine receipts and vouchers by day.

### To view a transaction in QuickBooks Financial softwa re:

1. From the Point of Sale Sales History list, highlight the record or document of interest.
2. Select View Financial History from the I Want To menu. The Financial History window is displayed, showing the exchange status and containing a button to view the transaction. Note that some documents result in more than one financial software document or entry.
3. Select Open in QuickBooks to launch your financial software and view the transaction or record.

This window will show the exchange status, as applicable:
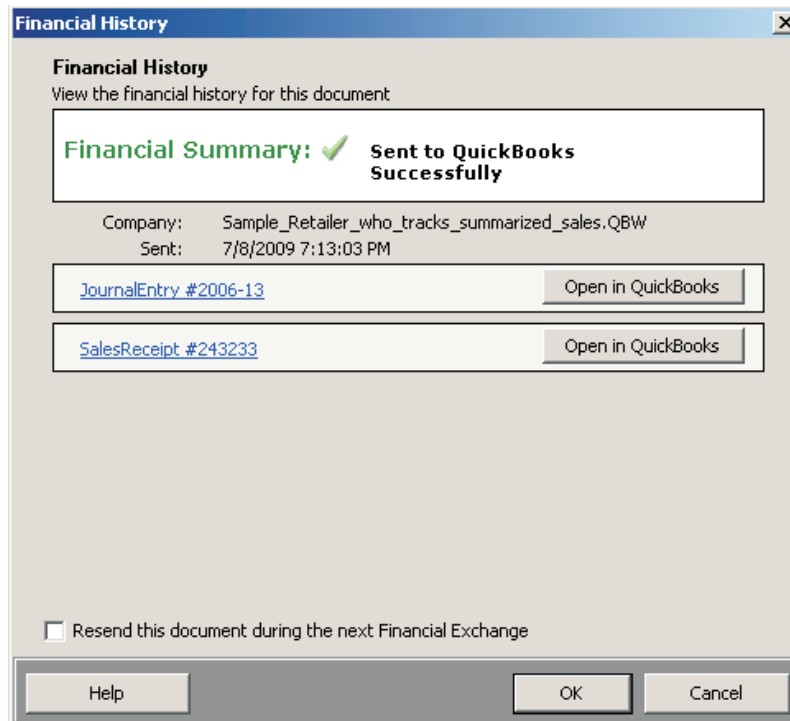


If the Financial Summary status for documents is

- **Sent To QuickBooks Successfully**   The document has been sent to QuickBooks Financial software.
- **Not Sent**   The document has not been sent yet.
- **Problem Sending To QuickBooks**   The document had an error when trying to send it.

If the Financial Summary status for customer and vendors is

- **Synchronized With QuickBooks**   Record has been synchronized and no changes have been made on the Point of Sale side.
- **Pending Synchronization**   Record has data to be shared with your financial software (or it hasn't been shared yet but is flagged to do so).
- **Not Shared With QuickBooks**   Customer or vendor is not flagged to be shared with your financial software.
- **Problem Synchronizing With QuickBooks**   The customer or vendor had a problem exchanging. Refer to the section "Resolving Exchange Errors by

Reviewing Financial Exchange Activity Log" later in this chapter for more information.

Other options on this window (depending on status) include

- **Resend This Document During the Next Exchange** Select this check box to resend the document during the next Financial Exchange. You might do this if you had to restore an older financial software backup and this document is now missing in your financial software.

**N O T E :** This may result in the document being listed twice in the Financial History window, but the link to the original document will no longer work.

- **Mark This Document As Successfully Sent** Select this check box if you do not want this document sent to your financial software during the next Financial Exchange. You might make this choice if you restore a Point of Sale backup that was created before the document was sent to your financial software. Sending it again in this case would result in duplicates in your financial software.

**C A U T I O N :** If you choose to resend a document, the Financial History window will include listings for two exchanges to your financial software. If you re-sent the document because a restore of an older QuickBooks Financial software backup resulted in the document being lost in your financial software, then the original link to view the document will no longer be functional. Also, if you change the document in your financial software, the link from Point of Sale may no longer function (example: converting an item receipt to a bill).

# Handling Bank Deposits after Financial Exchanges

With the default exchange configuration, sales payments received in Point of Sale sales are placed in the following accounts:

| Payment Type | QuickBooks Account |
|---|---|
| Cash | Cash in Drawer |
| Check, Credit Card, Debit Card | Undeposited Funds |

To perform a bank deposit in QuickBooks Financial software once you have completed a Financial Exchange, you first need to transfer the cash transactions from the Cash in Drawer account to the Undeposited Funds account.

**➡️ FYI**

## Merchant Service Reconciliation in QuickBooks Financial Software 2008

If integrated with Version 2008 or higher of QuickBooks Financial software, your credit and debit card receipts are sent to QuickBooks with batch and store/merchant number information, so they show up on your Payments To Deposit window grouped accordingly. This helps to match these transactions with your bank deposits during reconciliation and to identify account fees and other charges.

**To perform a bank deposit in QuickBooks:**

1. From the Banking menu in your financial software, select Transfer Funds.
2. Select the accounts to transfer from and to. Normally, this would be a transfer from the Cash in Drawer account to the Undeposited Funds account. If you have set up custom account mappings between Point of Sale and your financial software, you may need to specify the other accounts that you use.
3. Enter the amount of the funds to be transferred.
4. Save the transfer.
5. From the Banking menu, select Make Deposits.
6. Select the items in the list you wish to deposit and select OK.

**To perform a bank deposit in QuickBooks (alternative method):**

1. In QuickBooks Financial software, go to the Banking menu and click Make Deposit.
2. Click the items to deposit and then click OK. The cash that was transferred from POS does not appear on the list.
3. Add a new line to the deposit list where the From account is Cash in Drawer and the amount is the amount of cash in the deposit.
4. Click Save & Close or Save & New.

## Resolving Exchange Errors by Reviewing the Financial Exchange Activity Log

If an error occurs during a Financial Exchange, you are alerted on the Financial Exchange summary window. The first step to resolving the error is to view the error entry in the Activity Log for that exchange.

The Activity Log allows you to review details of data shared between QuickBooks Financial software and Point of Sale. It summarizes what information has been imported, added, and updated between the two programs.

The Activity Log is a useful tool for troubleshooting problems that arise during a Financial Exchange and can help you locate problematic data. If an error occurs during a Financial Exchange, a message is displayed in the exchange summary window.

Select View Activity Log at the bottom of the window to view additional information related to the error. Only the last 30 days of active data are stored in the log (days in which no data was exchanged do not count as part of the 30). If data is shared multiple times a day, a separate log entry is made and time-stamped for each. The log will contain information regarding the specific document or data that caused the error, which can help you troubleshoot the problem. Messages alert you to Financial Exchange errors.

**To review the Activity Log for exchanged transactions and any e rrors:**

**1** From the Financial Center (or the Financial menu), select View Activity Log (shown in Figure 24-2).
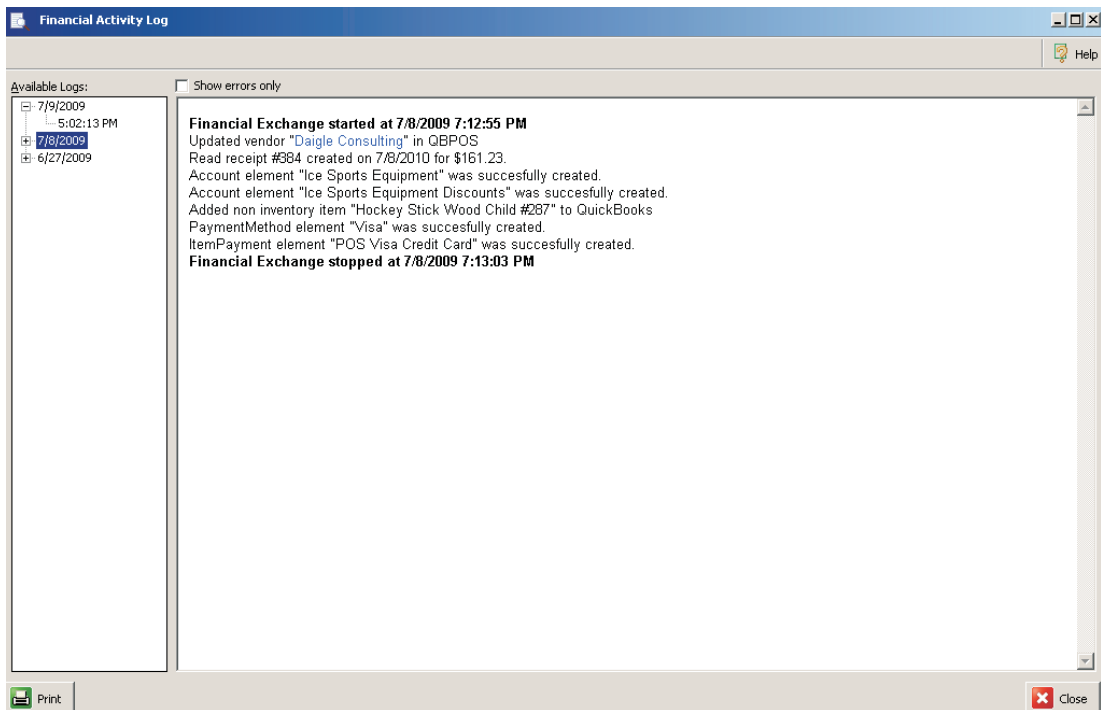


**FIGURE 24-2** The Financial Exchange Activity Log

**2** Select a date from the left side of the window and, if applicable, a time of day to narrow the entries even further. To see only the errors in the displayed log, select the Show Errors Only check box. Review the error message for clues as to the problem.

**3** Click a blue hyperlink in an entry, if available, to go to the corresponding record or transaction in Point of Sale.

**4** To print the log, select Print from the bottom of the window.

**5** When finished reviewing logs, select Close to exit the window.

To view the Activity Log at other times, select View Activity Log from the Financial menu or from the Financial Center.

# How QuickBooks Handles POS Data

This chapter provides detailed information and examples of how QuickBooks Financial software handles your Point of Sale data and explains which default accounts Point of Sale links to during a financial exchange. Unless indicated otherwise, the examples used in this chapter assume you are using the default chart of accounts and summarized posting.

# Sales and Return Receipts

Depending on whether you choose to send summarized or detailed postings (you will find more about how to make this choice in Chapter 26), sales transactions in Point of Sale are sent to your financial software as follows:

- **For summarized transactions** A general journal transaction is created in your financial software that posts to the Cost of Goods Sold and Inventory Asset accounts in the financial program. A single receipt is created for the day with the Memo field showing only the date of these transactions (see Figure 25-1).
- **For detailed transactions** Separate journal entries are made for each Point of Sale transaction. In this case, the Point of Sale receipt number is added to the memo line (see Figure 25-2). While this makes it easier to reverse out a specific change if necessary, I recommend that you send summarized transactions from Point of Sale into QuickBooks to keep the financial company file from getting too large too quickly.

Sales receipts paid by cash, credit/debit/gift card, and gift certificate are sent to QuickBooks as sales receipts. If you choose the option to send summarized data to your financial software, one sales receipt is created in your financial software listing all of your cash, credit/debit/gift card, and gift certificate transactions per day, as shown in Figure 25-3. In addition, if you are using the QuickBooks POS Merchant Service reconciliation feature with QuickBooks 2008, one summarized receipt per settlement batch is created.

Note the following about the summarized receipt in Figure 25-3:

- Both the sales tax and total at the bottom of the receipt are $0. This is because POS Items (in the item column) are used to allocate the sales amounts to various accounts and balance the receipt before subtotaling.



**FIGURE 25-1**   General journal in the financial software showing summarized daily sales

**FIGURE 25-2** General journal in the financial software showing detailed daily sales

• The POS items affect the following accounts (using default chart of accounts):

| POS Item | QuickBooks Account Type | Increase/Decrease |
|---|---|---|
| POS Tax Sales | Sales: Merchandise (Income) | Increased |
| POS Subtotal | n/a | n/a |
| <your rate> Tax | Sales Tax Payable (Liability) | Increased |
| POS Cash | Cash in Drawer (Bank) | Increased |
| POS <br> <Credit Card Name> | Undeposited Funds (Other Current Asset) | Increased |



**FIGURE 25-3** Summarized sales receipt

- POS Tax Sales (in the Tax field) corresponds to taxable sales using the state tax code. If you use multiple tax codes, each one used on this date would be broken out as a separate item.
- If you sell different item types (service, non-inventory, etc.), you may see multiple entries of the same tax code sales, each reflecting the account mappings of the various item types, so that item sales are allocated to the appropriate accounts.
- Gift card payments, if included in the daily sales, would result in a reduction in the Gift Cards Outstanding account (a current liability account).
- If you send documents with item details, each Point of Sale receipt creates a corresponding individual receipt in your financial software with the specific items and customer listed (if the customer record is set to exchange).
- Sales receipts paid by check are sent as sales receipts. These receipts are never consolidated with other transactions, even if you are sending summarized data (see Figure 25-4).
- Sales receipts paid by charging to a customer's account are sent as invoices. These invoices are never consolidated with other transactions, even if you are sending summarized data (see Figure 25-5).
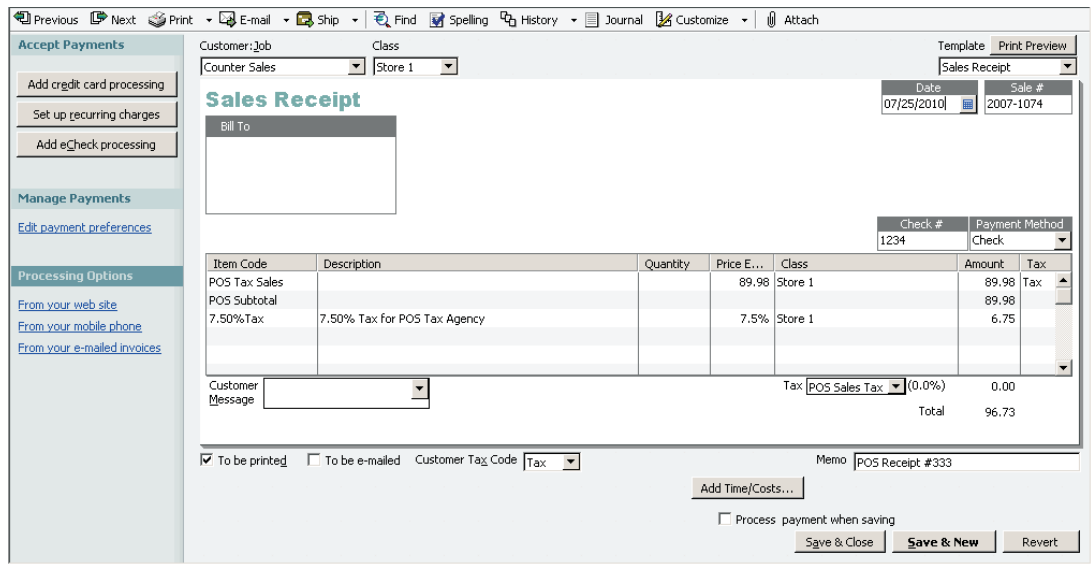


**FIGURE 25-4**    Receipt paid by check exported to QuickBooks in detailed format
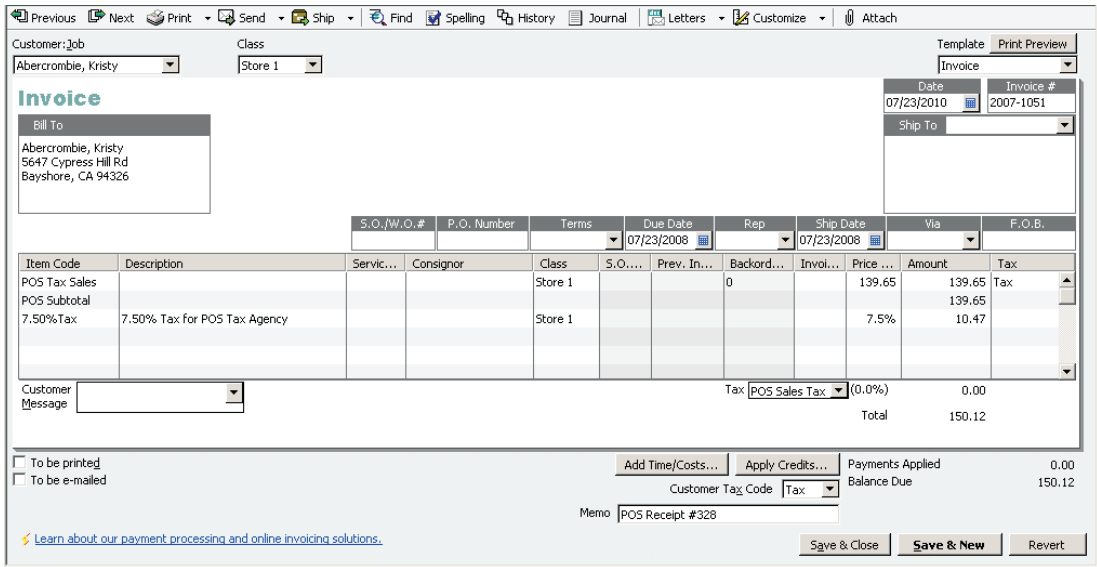
**FIGURE 25-5**   Sales charged to a customer account with summarized posting

If you choose to send detailed item information for customer charge accounts, the invoice would like look like the one shown in Figure 25-6. Sending detailed
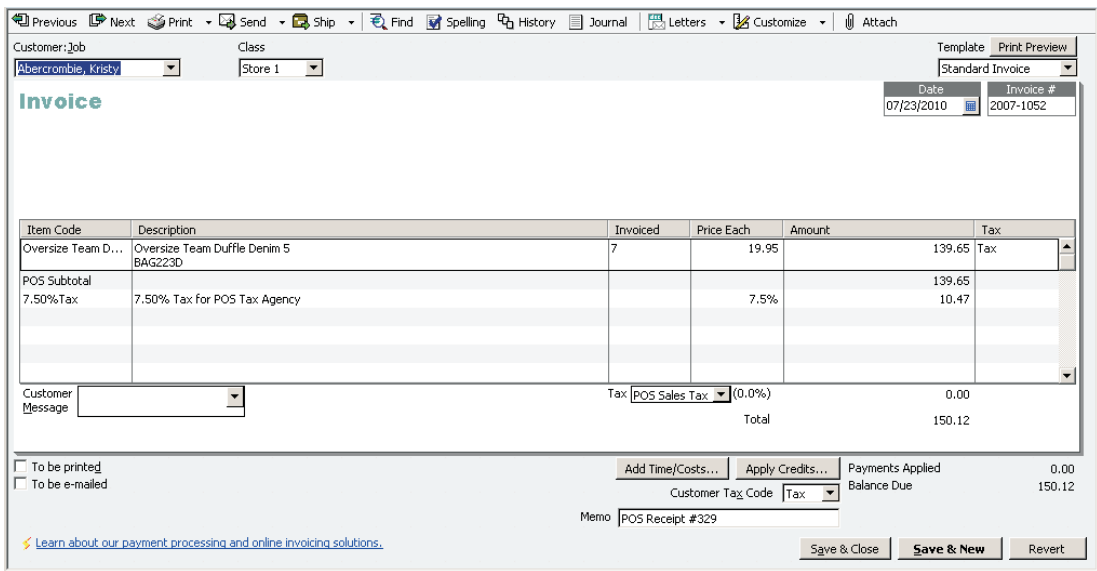


**FIGURE 25-6**   Sales charged to a customer account with detailed posting

information allows you to send statements to customers from your financial software showing the specific items purchased.

Return receipts are sent as credit memos. If you send summarized data to your financial software, a single credit memo is created per day listing all return receipt transactions for cash, check, credit/debit/gift cards, and gift certificates. Cash and card amounts are totaled per day, so these payment types only appear on a credit memo if the total amount paid in cash or a particular credit card type (Visa, MasterCard, etc.) is negative. Return receipts that credit a customer's account are always sent to your financial software as individual credit memos. If you send detailed data to your financial software, each return receipt creates an individual, corresponding credit memo.

## How Sales Discounts Are Handled

As set in preferences, either discounts are incorporated into the net price of the items sent to your QuickBooks Financial software, or separate original and discounted prices are sent. The net price is the original price of the item minus any line item discount and the proportional amount of any global discount.

## Multiple Payment Types on a Receipt

If a receipt paid by check or charged to an account also contains other payment types (cash, credit card, etc.), those payments appear on the same receipt or invoice created in QuickBooks Financial software.

## If Returns Exceed Sales for a Payment Type

If your daily returns for any of the summarized payment types (check, credit card, debit card, gift card, or gift certificates) exceed the daily sales for that payment type, the daily summarized sales are posted as a credit memo rather than a separate sales receipt and credit memo. This is due to one or more of the following limitations in your financial software documents:
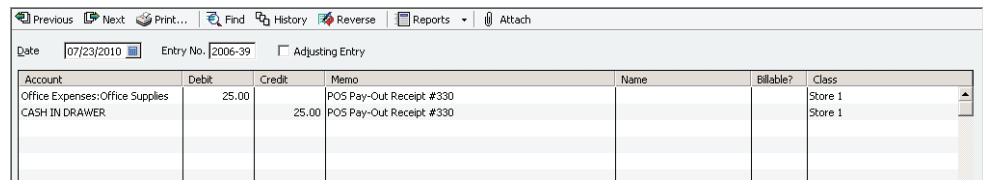
- The POS payment types used by Point of Sale to balance documents cannot be positive on a sales receipt (thus the credit memo/invoice combination is used).
- A negative document total is not allowed.
- A negative sales tax total is not allowed.

## Adjusting Inventory Value in QuickBooks Financial Software

If you add new inventory items "on the fly" while creating a receipt but don't assign an item cost at that time, you may need to periodically make a manual adjustment to your inventory value in your financial software. This action transfers sales data to your financial software but does not make an adjustment in your Cost of Goods Sold (COGS) account because the items sold have a $0 cost at the time of sale.

# Cash Drawer Payouts

Payouts are sent to QuickBooks Financial software as general journal transactions against the account you specify when creating the payout in Point of Sale. In the example shown here, $25 was recorded as a payout in Point of Sale to purchase office supplies. The general journal entry affected the Office Supplies and Cash In Drawer accounts.



## Receiving Vouchers

Receiving vouchers can be sent to QuickBooks Financial software in a variety of ways, depending on whether you elect to enter vendor bills in Point of Sale or the financial program. Refer to the section "Changing How Vendor Billing Information Is Handled" in Chapter 26 for more information about setting and choosing the option that works best for you.

### Entering Vendor Billing Information in QuickBooks Financial Software

Receiving vouchers are always sent to QuickBooks Financial software as item receipts to Accounts Payable. If you've selected the financial preference to send item details to the financial program, your item receipt will appear as in Figure 25-7.

When the bill arrives, you check the Bill Received box on the original item receipt and enter any additional information on the bill (like freight charges). This converts the item receipt into a bill.

**FIGURE 25-7** Item receipt in the financial program with detailed item descriptions

### Entering Vendor Billing Information in Point of Sale

If you've selected this preference, receiving vouchers are sent to your financial software in two different ways, depending on whether billing information (Invoice/Ref #) has been entered:

• If the billing information is received and entered in Point of Sale when the voucher is created, specifically the vendor's invoice number, the voucher is sent to QuickBooks as a bill to the Accounts Payable account.

• If the billing information is not entered in Point of Sale, the voucher is sent as a general journal transaction and posted to the Unbilled Purchases liability account (see Figure 25-8). When the vendor's Invoice/Ref # is entered later in



**FIGURE 25-8** General journal entry in the financial program when a POS voucher is sent without an invoice #

Point of Sale, the voucher is sent again (as a bill to Accounts Payable), removed from the Unbilled Purchases account, and the QB status is set to Complete.

- If the Already Paid check box is selected on the Point of Sale voucher, either with or without billing information entered, the voucher is sent as an item receipt only. This option is typically used if the merchandise has been paid for prior to or at the time of receipt. You will have to manually apply the previous payment to the document in your financial software.

- If the voucher has a negative total and no vendor billing information is entered, the voucher is sent as a credit. This scenario would suggest that a vendor return was made on a receiving voucher. The Invoice/Ref # field will be autofilled with an entry of "Credit" and the invoice date set to match the voucher date when posting to your financial software. This type of voucher cannot be edited later to add an Invoice/Ref # (a manual adjustment would have to be created, if necessary).

## Return Vouchers

When return or reverse vouchers are sent, a vendor credit is created in QuickBooks. When a return or reversed voucher is sent to your financial software after the original voucher was sent during a previous Financial Exchange, the vendor credit is not automatically applied to the vendor bill that was previously created; this must be done manually in your financial software. In QuickBooks, select Pay Bills and apply the credit to the applicable vendor bill.

**N O T E :**  If you send detailed item information to QuickBooks, individual items will be listed on the bill (or vendor credit, in the case of return vouchers) created in your financial software. However, general journal transactions created for vouchers never show individual items.

If your preference is set to enter vendor billing information in Point of Sale and the Invoice/Ref # field on the voucher does not have an entry when sent to QuickBooks, the Ref. No. field is left blank. If the Invoice/Ref# does have an entry, that entry is carried to the Ref. No. field on the QuickBooks Credit memo.

If your preference is set to enter billing information in the financial program, the Ref. No. field on QuickBooks credit memo contains an entry of "Credit."

## Adjustment Memos

Many activities in Point of Sale result in the creation of adjustment memos, and thus create a general journal transaction in QuickBooks. A single general journal transaction is made for the aggregate inventory adjustments for each day.

The following activities in Point of Sale result in the creation of adjustment memos:

- Manually editing an item's average unit cost or quantity
- Updating a physical inventory
- Building or breaking assembly items
- Deleting an item with an on-hand quantity

In Figure 25-9, the Inventory Asset account in the financial program has been increased by $112.00 with an offsetting credit entry to the POS Inventory Adjustments expense account.



**FIGURE 25-9**   General journal entry in the financial software created by a POS adjustment memo

## Customers

New and edited customer records are exchanged between Point of Sale and
QuickBooks if the Use With QuickBooks check box is selected on the customer record.



**N O T E :**  Occasionally you may end up with the same customer having two
records in Point of Sale. This most likely occurs when two associates enter the
same customer with slightly different name spellings. The Merge Customers
feature in Point of Sale can be used to combine the duplicates into a single
record. When merging customers in Point of Sale, you also have the option to
delete or make inactive the duplicate in QuickBooks. Refer to Chapter 13 for
more details about merging customer records.

## Customer Charge Account Information

As described in the section "Sales and Return Receipts," sales receipts made in
Point of Sale that are charged to a customer's in-store charge account are sent to
QuickBooks as invoices.

Customers' account balances in QuickBooks are adjusted to reflect the charges on account. The updated balance information and any past due information is sent back to Point of Sale and overwrites the corresponding Point of Sale values. In this way, the balance and available credit shown in Point of Sale includes payments or finance charges that may have been applied in QuickBooks. The past due information can be used in Point of Sale to block additional charges to past due accounts. You can adjust a customer's credit limit in Point of Sale or in your financial software. The most recent change overwrites the limit in the other program.

## Exceeding Customer Account Balances (Pro and Pro Multi-Store)

A customer's account balance is updated immediately only at the store making a new charge or taking a payment on the account. The transactions made at one store don't show up in customer records at the other store until a complete Store Exchange and Financial Exchange cycle is completed. Because of this, a customer could potentially exceed his account limit by making multiple purchases on account at different store locations in a single day.

For example, say a customer has a $100 credit limit. The customer charges $60 on one receipt and then goes to another store location and charges $50 more before a Store Exchange occurs. The second charge is allowed in Point of Sale because the customer's balance at the second store has not yet been updated to reflect the first charge. When both receipts arrive at Headquarters, the second receipt will cause an error in QuickBooks; the posting of the second receipt is not allowed because it would cause the customer's balance to exceed his credit limit. To resolve this error, you can 1) increase the customer's credit limit in QuickBooks (at least temporarily); 2) request and process a payment on account from the customer; or 3) reverse the receipt in Point of Sale and ask the customer to pay by another method. If option one or two is used, the receipt will post successfully as soon as there is sufficient available credit for the second charge.

# Payments on Account

Payments taken on account in Point of Sale result in the creation of one of the following documents in QuickBooks Financial software:

- A customer payment if paid by cash, check, credit card, or debit card
- A credit memo if paid by gift card or gift certificate (this is unusual)

In your financial software, you should apply the payment or credit to open invoices for the customer so that corresponding account balances are updated. If you have your Receive Payments preference in your financial software (located under Sales & Customers company preferences) set to Automatically Apply Payments, the customer payments are applied to open invoices following the financial software rules. If this preference is not selected, you have to manually apply the payments.

## Deposits on Customer Orders (Pro and Pro Multi-Store)

Although customer orders created in Point of Sale are not sent to QuickBooks, deposits and deposits used as payments create either sales receipts or invoices in QuickBooks, depending on the payment type.

### Deposits Taken

Deposits taken on customer orders are recorded on sales receipts in Point of Sale and sent to QuickBooks in the same manner as other sales receipts where the deposit amount increases the Customer Deposits (a current liability) account in the financial program. Point of Sale automatically creates the Customer Deposits account in the financial program the first time a deposit is taken on a sales order in Point of Sale.

### Sending Summarized Data to QuickBooks

Customer order deposits taken by cash, credit card, or gift certificate/card appear on the consolidated sales receipt for the day, and the amount of the deposit is added to the consolidated total for the appropriate payment type(s) and the POS SO Deposit item, which increases the Customer Deposits liability account (see Figure 25-10).

While the deposit receipts show a link in Point of Sale to the general journal transaction created for the day in QuickBooks, the deposits do not, in fact, affect the Cost of Goods Sold or Income Asset accounts because the items on a customer order are not actually sold at the time a deposit is taken. A customer order deposit



**FIGURE 25-10**  Customer deposits recorded in the financial software with summarized method

paid by check or charge on account is always sent to QuickBooks as an individual sales receipt or invoice, respectively. No general journal entry is created for these transactions.

### Sending Detailed Information to QuickBooks

Deposits are sent on their own sales receipt if the deposit is made by cash, check, card, or gift certificate (or by invoice if the deposit is charged to an in-store customer account), with the deposit amount increasing the Customer Deposits (a current liability) account in the financial program. Point of Sale automatically creates the Customer Deposits account in the financial program the first time a deposit is taken on a Sales Order in Point of Sale. In addition, because the items on the order have not yet been sold, the individual items listed on a customer order do not appear on the documents created in QuickBooks.

## Final Deposits Applied to Sales

When customer order deposits are applied to the final sales receipt in Point of Sale to actually sell the item(s), the new sales receipt is sent in the same manner as other sales receipts and a general journal entry is created to reflect the effect on the Cost of Goods Sold and Inventory Asset accounts. The Customer Deposits (liability) account is decreased by the amount of the deposit used. If you send summarized data to QuickBooks, deposits used that were originally paid by cash, credit/debit/gift card, or gift certificate appear on the consolidated receipt for the day. Sales Order deposits used on receipts paid by check or charged to account appear on the corresponding receipt or invoice created in your financial software. If you send detailed information to QuickBooks, deposits used appear on the corresponding sales receipt (cash, check, card, gift certificate) or invoice (charge to account) created in your financial software.

## Vendors

New and edited vendors are normally shared between Point of Sale and QuickBooks, with these exceptions:

- Vendors flagged as Inactive in either program are not exchanged.
- If you check the Inactive flag when initially adding a new vendor in Point of Sale, that vendor will not be sent to QuickBooks. However, if you list the inactive vendor on a Receiving voucher, the vendor is created in QuickBooks when the voucher is exchanged.

**$ TIP:** Occasionally you may end up with the same vendor having two records in Point of Sale. This usually occurs when two associates enter the same vendor with slightly different spellings. The Merge Vendors feature in Point of Sale can be used to combine the duplicates into a single record. When merging vendors in Point of Sale, you also have the option to delete or make inactive the duplicate in QuickBooks. Refer to Chapter 16 for more information on merging vendors.

## Vendor Payment Terms

Vendor terms are used to calculate when a bill is due and what, if any, discount should be applied to the bill. The default vendor terms defined in QuickBooks are automatically populated in the Point of Sale vendor record. Changing the default terms in either program updates the other with the same change. If you are entering vendor billing information in Point of Sale, adding different terms to a voucher in Point of Sale adds those terms to the bill created in QuickBooks on the next exchange. The new terms are also carried to the bill created in QuickBooks. Changing the terms on an individual document does not update the default terms specified in either program.

# Employee Time Records (Pro)

If you are using the time clock in Point of Sale to record employee hours and you use QuickBooks Financial Software 2008 or later, the time records can be sent to QuickBooks for payroll purposes. For this integration to work

- You must be configured to exchange information with QuickBooks.
- Time tracking must be turned on in both programs.
- The individual employees for whom time entries are to be transferred must be set up for time tracking in both programs.
- Employee names must be entered exactly the same in both programs. Refer to Chapter 33 for more details on how to turn on employee time tracking in Point of Sale.

Following are some important facts about exchanging time tracking data:

- One time activity/entry is created in QuickBooks for each entry in Point of Sale and can be viewed as either single entries or on weekly time sheets.
- Once time records have been sent to QuickBooks, they can no longer be edited in Point of Sale.
- Point of Sale does not differentiate between regular and overtime hours. If overtime adjustments are necessary, make them on the QuickBooks time sheet.

**N O T E :**  For Pro Multi-Store, time records are sent from remote stores to Headquarters, and then they are sent to QuickBooks.

**To configure Point of Sale to send time records:**

1. Select Edit | Preferences | Company | Financial.
2. In the Employee Hours section, select the check box to Send Employee Hours Worked To QuickBooks Using Payroll Item.
3. Select the QuickBooks payroll item from the drop-down list. If matching employee records are not found in QuickBooks, Point of Sale creates and configures them for time tracking in QuickBooks.

If the employees already exist and are not configured for time tracking, you will need to configure them manually.

**To configure employees for time tracking manually:**

**1** In your QuickBooks Financial software, go to Edit | Preferences | Time & Expenses | Company Preferences.

**2** Select Yes for Do You Track Time?

**3** Select OK.

**4** In the Employee Center, locate the employee you are configuring and select Edit Employee.

**5** Ensure the employee name is entered exactly as it is entered in Point of Sale.

**6** From the Change Tabs drop-down list, select Payroll and Compensation Info.

**7** Select the option to Use Time Data To Create Paychecks.

**8** Select OK.

If all employees are paid hourly, you can change your New Employee Default settings to have this selected.

# Gratuities and Tips

Tips on non-cash transactions recorded on Point of Sale receipts are sent to the Employee Tips Payable account. If the tips are paid to the employee using the Point of Sale Payout feature, this account will be decreased by the amount paid.

# Transfers Slips (Pro Multi-Store)

A transfer of merchandise between stores does not result in any net change in your company inventory value. However, if freight charges are entered on the slip or if you have elected to track stores by class in QuickBooks, transfer slips create a general journal transaction to update accounts accordingly. Refer to Chapter 27 for information about class tracking of stores. Freight charges are posted to the Freight and Shipping Costs, and, if tracking stores by class, the Inventory Asset accounts for each store class are updated.

# Default Account and Payment Type Mappings

When integrated with QuickBooks Financial software, Point of Sale gives you control over how the two programs "talk" to each other. You use what Point of Sale calls *mappings* to tell Point of Sale how you want transactions to appear in the financial program.

## Default Item Account Mappings

The default item accounts, shown in Table 25-1, dictate where Point of Sale will transfer your Point of Sale item sales (Income), cost (COGS), and inventory value (Asset) amounts when the various item types are sold. If needed, you can change the default accounts for each item type at Preferences | Company | Financial | Accounts or you can assign accounts on an item-by-item basis on the item record in inventory. Mapping individual item accounts in inventory is covered in detail in Chapter 26.

Point of Sale also allows for mapping to QuickBooks subaccounts based upon department or store. This topic is also covered in more detail in Chapter 26.

## Default Account Mappings

The default QuickBooks accounts, shown in Table 25-2, are where Point of Sale will post transaction amounts. If needed, you can change these account mappings via Preferences | Company | Financial | Accounts. Changes go into effect with the next Financial Exchange.

## Default Payment Type Mappings

Payment type mappings, shown in Table 25-3, cannot be changed in Point of Sale, but they can be mapped to different QuickBooks payment types. They can be changed by adjusting your payment methods/types in your financial software.

**$** **N O T E :** If using the QuickBooks POS Merchant Service Reconciliation feature with QuickBooks 2008 and above, these default payment type mappings are required.

| POS Item Type | Income Account | COGS Account | Asset Account |
|---|---|---|---|
| Inventory | Merchandise Sales | Cost of Goods Sold | Inventory Asset |
| Assembly | Merchandise Sales | Cost of Goods Sold | Inventory Asset |
| Special Order | Merchandise Sales | Cost of Goods Sold | Inventory Asset |
| Non-Inventory | Merchandise Sales | Purchases: Resale Items | Purchases: Resale Items |
| Service | Service Sales | Subcontracted Services | Subcontracted Services |
| Group | Not applicable | Not applicable | Not applicable |

**TABLE 25-1**  Default Item Accounts

| Point of Sale Field | QuickBooks Account |
|---|---|
| Cash in Drawer | Cash in Drawer |
| Check | Undeposited Funds |
| Credit Card | Undeposited Funds |
| Debit Card | Undeposited Funds |
| Gift Certificate | Gift Certificates Outstanding |
| Gift Cards | Gift Cards Outstanding |
| Accounts Receivable | Accounts Receivable |
| Sales Tax | Sales Tax Payable |
| Lay/SO Deposit Taken | Unearned Revenue |
| Customer Order Deposit Taken | Customer Deposits |
| Purchase Clearing | Unbilled Purchases |
| Voucher Adjustment | Purchase Discounts |
| Freight In | Freight and Shipping Costs |
| Voucher Fee | Freight and Shipping Costs |
| Accounts Payable | Accounts Payable |
| Inventory Adjustments | POS Inventory Adjustment |
| Shipping | Shipping and Delivery Income |
| Pay Out Expense | Cash Drawer Payouts |
| Tips | Employee Tips Payable |
| POS Balancing Adjustments | Balancing Adjustments |
| PayPal Payments | Undeposited Funds |
| Web Store Credit | Web Store Credit |

**TABLE 25-2**   Default QuickBooks Financial Accounts

| Point of Sale Payment Type | QuickBooks Payment Method | QuickBooks Payment Type |
|---|---|---|
| Cash | Cash | Chas |
| Check | Check | Check |
| Gift Card | Gift Card | Gift Card |
| Debit Card | Debit Card | Debit Card |
| Credit Card: American Express | American Express | American Express |
| Credit Card: MasterCard | MasterCard | MasterCard |
| Credit Card: Visa | Visa | Visa |
| Credit Card: Discover | Discover | Discover |
| Credit Card: Diners Club | Diners Club | Other Credit Card |
| Credit Card: JCB | JCB | Other Credit Card |

**TABLE 25-3**   Default Payment Type Mappings

# The Recover QuickBooks Option

If your QuickBooks data file is damaged or lost, you can try to restore it from recent backups. However, performing a backup from an outdated file could cause you to lose the sales data that you have been regularly sending from Point of Sale to your financial software. The Recover QuickBooks option allows you to resend your Point of Sale data to QuickBooks. This feature should be used in only two situations:

- Your financial software data is corrupted and you have no backup or an outdated backup.
- You start a new QuickBooks company file and want to populate it with Point of Sale data. The Recover QuickBooks option provides a way to specify a date range and send all data from this range, whether or not previously sent, to QuickBooks. If you use this feature for any purpose other than specified here, you may overwrite important information or create duplicate entries in your company file. The Recover QuickBooks option is only available from your Point of Sale server workstation. Try to restore your QuickBooks data from your backups before using the recover procedure.

Depending on the size of your database, the date range you specify and your computer speed, the data recovery process may take a considerable amount of time to complete. Once started, the process must be allowed to complete.

## Recovering from a Total QuickBooks Data Loss (No Backup)

Follow these steps if you have been unable to restore your financial software data and/or have started a new company file. All vendors, customers, and transactional data within the specified date range will be sent.

**To restore your financial software data:**

1. Prepare the new company for a Financial Exchange before selecting Recover QuickBooks.
2. From the Financial menu in Point of Sale, select Recover QuickBooks.
3. Read the Recovery warning, and then select Continue.
4. Select a date range as far back as you would like to resend Point of Sale data to your new company file (typically, the date when you first started using Point of Sale).
5. Type Yes to confirm the recovery.
6. Select Continue to start the exchange.

## Recovering If Your QuickBooks Backup Is Out of Date

This situation means that you have an intact QuickBooks company file but your recent sales activity has been lost due to the backup being outdated. Restore from the QuickBooks backup first, then use the Recover QuickBooks option in Point of Sale to send only the data and transactions from the first day after the date of your QuickBooks backup file through the current date. For example, it is March 1. Your company file is damaged, and the most recent QuickBooks backup you have is from February 27.

**To use Recover QuickBooks to recover sales activity:**

1. Restore QuickBooks from the February 27 backup.
2. From the Financial menu in Point of Sale, select Recover QuickBooks.
3. Read the Recovery warning, and then select Continue.
4. Specify a beginning date of February 28 and an ending date of March 1.
5. Type Yes to confirm the recovery.
6. Select Continue to send the data within the specified dates to QuickBooks.

Resume routine End of Day Financial Exchange procedures.

➠ **FYI**

## If You Need Help Restoring Your Financial Software Data File

If you are unsuccessful restoring your financial software data file, you should contact Intuit technical support for data recovery assistance. There may be a fee for this service.

# Customizing Financial Exchanges

The ability to share information with QuickBooks Financial software is one of the most useful features in Point of Sale. There are many choices you have in how your data is sent to your QuickBooks Financial company file. You can choose to

- Send detailed or summary item information on sales and receiving documents and/or account changes
- Map (link) Point of Sale transactions to the general ledger accounts of your choosing
- Map individual item transactions to Income, Cost of Goods Sold, and Inventory Asset accounts and, optionally, to departments and store subaccounts of your choosing
- Enter vendor billing information in Point of Sale or in the financial software
- Customize how sales tax is tracked in Point of Sale and the financial software
- Change the order in which customer names are sent to your financial software

# Switching to Detailed Document Posting (Item Information)

By default, sales and receiving documents are sent to QuickBooks Financial software in a summarized format. This streamlines the Financial Exchange and presents data in a concise format. In most cases, sending summarized data is the most efficient way to transfer data. If you prefer, you can send sales and receiving documents with item descriptions for only those sales charged to customer accounts, or send all receipts and vouchers. Detailed document posting provides

- The ability to print reports or statements in your financial software, showing item and customer information (such as the specific items sold or received)
- The ability to see individual sales documents in your financial software instead of consolidated documents
- The ability to run reports or do customer mailings with customer information from receipts

Detailed document posting does not mean that inventory information (item quantities, costs, and so forth) is sent to your financial software.

**To switch to detailed posting of receipts and vouchers:**

**1** From the Point of Sale Edit menu, select Preferences | Company.
**2** On the Financial Preferences page, select whether to send detailed information for sales charged to customer accounts only or to send detailed information for all receipts and vouchers.
**3** Select Save.

# What You Should Know about the Three Posting Methods

Point of Sale data is sent to QuickBooks Financial software via three posting methods:

- Sending with summarized item totals (default)
- Sending with detailed item descriptions
- Sending detailed item descriptions for documents using account payment method

How the three posting methods differ is described in the following sections.

## Sending with Summarized Item Totals (Default)

- Certain documents are consolidated by day. For example, all receipts paid by cash, credit/debit/gift card, and gift certificates for a particular day are consolidated and sent to your financial software as a single receipt for the total amount of sales in each type.
- Sales documents do not list individual items. Instead, items are consolidated by tax code. For example, if you have a tax code called "Tax," the total amount of all items sold on a document that belong to that tax code is listed under an item called "POS Tax Sales."
- Bills/credits created from vouchers do not list individual items.
- Customer information is not included on consolidated receipts (but is included on an invoice if the sale was paid by account charge).

## Sending with Detailed Item Descriptions

- Receipts are never consolidated.
- Sales receipts and documents created from vouchers (bills, credits, item receipts) list individual items, including serial numbers, if recorded.
- Receipts include customer information if the Use With QuickBooks flag is selected in the customer record, regardless of the payment method.

➡ **FYI**

## Detailed Information Applies to Certain Sales and Receiving Documents Only

Detailed posting applies only to receipts and to bills/credits created from vouchers. If you choose to send in the detailed format, other documents such as adjustment memos are still sent in a consolidated format. Likewise, general journal transactions created for receiving vouchers will not show individual items.

## Sending Detailed Item Descriptions for Documents Using Account Payment Method

- Receipts from customer charge account transactions include customer information.
- All documents that do not involve a charge to a customer account are sent in summarized format.

**Example**    A sales receipt sent to your financial software in summarized format is shown next. With summarized exchanges, sales amounts for sold items are consolidated into a single item described by tax code. If additional receipts were created in Point of Sale, then, depending on the payment type of the receipts, the items on those receipts might also be summarized as in the document displayed here.

**Daily Sales Summary**

Date 07/08/2010

| Item | Sales, Sales Tax, and Payment Items | CLASS | Amount | Tax |
|---|---|---|---|---|
| POS Tax Sales | | | 107.99 | Tax |
| POS Tax Sales | | | -18.01 | Tax |
| POS Tax Sales | | | 71.99 | Tax |
| POS Tax Sales | | | -11.99 | Tax |
| POS Subtotal | | | 149.98 | |
| 7.50%Tax | 7.50% Tax for POS Tax Agency | | 11.25 | |
| POS Visa Credit Card | Visa | | -161.23 | |

Following is the same receipt seen in your financial software, but this time it's in detailed format. The individual items on the receipt are shown.

Customer:Job — Counter Sales     Class     Template — Daily Sales Summary     Print Preview

**Daily Sales Summary**

Date 07/08/2010

| Item | Sales, Sales Tax, and Payment Items | CLASS | Amount | Tax |
|---|---|---|---|---|
| Adult Baseball Glov… | Adult Baseball Glove Left 11 1/4 PRSC48-1125 | | 107.99 | Tax |
| Adult Baseball Glov… | Discount | | -18.01 | Tax |
| Hockey Stick Wood … | Hockey Stick Wood Child Professional 2525IC | | 71.99 | Tax |
| Hockey Stick Wood … | Discount | | -11.99 | Tax |
| POS Subtotal | | | 149.98 | |
| 7.50%Tax | 7.50% Tax for POS Tax Agency | | 11.25 | |
| POS Visa Credit Card | Visa | | -161.23 | |

Tax POS Sales Tax (0.0%)     0.00

Total     0.00

To be printed     To be e-mailed     Customer Tax Code Tax

Memo POS Receipt# 384

Add Time/Costs…

Process credit card payment when saving

Save & Close     Save & New     Revert

## Inactive Items Created in QuickBooks Financial Software for Detailed Exchanges

Before choosing to send data to your financial software in detailed format, consider the following information. When using detailed item posting, Point of Sale creates an inactive, non-inventory item in your financial software for each item sold or received on Point of Sale documents sent to your financial software. It is these inactive items that are listed on the financial software documents created during Financial Exchanges. An item is created only once. Subsequent appearances of the item on sent documents do not create another inactive financial software item. These items are made inactive, non-inventory items so that they don't show up in your default financial software item list view. This is because they are tracked in Point of Sale, not in your financial software, and you should not use them in your financial software for other purposes or edit them. These items are meant to be used solely for the purpose of detailed Financial Exchanges.

## Item List Limit in QuickBooks Financial Software

QuickBooks Financial software has an item list limit, whereas Point of Sale does not. If you have a large inventory and you use detailed posting, there is a risk of reaching the maximum number of inventory items allowed in your financial software because of the inactive items created. If you reach the maximum, any new items (items that do not already have an inactive item created for them in your financial software) are listed on documents in the default, summarized format. To free space in your financial software item list, you can delete old or unused items. Refer to your QuickBooks Financial software documentation for more information. Alternatively, Pro and Premier Edition users may wish to consider upgrading to the Enterprise Solutions version, which approximately doubles the item list limit.

# Custom Mapping of Accounts

This feature, also found in company preferences, allows you to map (link) Point of Sale transactions to custom QuickBooks Financial software general ledger accounts. You can select the accounts to which Point of Sale information is posted. Only the accounts and payment types already defined in your financial software chart of accounts are available for selection here. If necessary, add the accounts and payment types you want to use in your financial software before continuing.

**To map to custom QuickBooks Financial software accounts:**

**1** From the Edit menu, select Preferences | Company.

**2** In the left side of the window, under Financial, select Accounts.

**3** On the Basics tab, select an Income, Cost Of Goods Sold (COGS), and Asset Account for each item type.

④ Click in a field and then select an account from the drop-down list. All of your financial software accounts are available for selection in each field. The accounts you select are assigned to new items added to inventory.

You can change the accounts for individual items in inventory as needed. See the following section for more information on how this is done.

You can specify subaccounts for department and store information. Refer to the section "Mapping QuickBooks Accounts by Department or Store" later in this chapter for more information.

Your changes only affect items added to inventory after the changes are made.

**To apply your changes to existing inventory items:**

① Select Apply Accounts To Existing Items. This option globally resets the mapped accounts for all existing items in Point of Sale.

② On the Advanced tab for each Point of Sale field on the left, select an account from the drop-down list in the QB Account column. Scroll through each list to view all of the mapping choices. All of your financial software accounts are available from the drop-down selection lists. To reset your account mappings to the default settings, select Reset To Defaults on this tab.

③ Select Save to record your changes and exit Preferences.

💲 **T I P :**  If you have changed the account mappings in Point of Sale after inactive items have been created in your financial software, note that the inactive items cannot be edited by Point of Sale to reflect your new account mappings. However, new Point of Sale data will be posted to the new accounts. This is due to a limitation of the exchange process that does not allow editing of the account field of a financial software item after the item has been initially defined.

---

**➥ FYI**

## Account Selection Limitations

Generally, Point of Sale does not place limitations on the QuickBooks Financial software account types you can map for item Income, COGS (costs), and Asset amounts, with exceptions as listed next. You have the same freedom in account usage as you have in your financial software.

Exceptions: You cannot map item income to Sales Tax Payable, Accounts Payable, Accounts Receivable, Undeposited Funds, or Non-Posting account types.
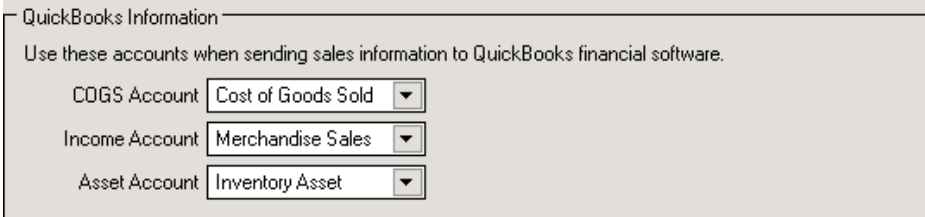
Mapping to accounts other than Income, COGS, and Asset types may produce unusual results but can be beneficial. For example, you may want to map costs associated with Point of Sale service and non-inventory items to an expense account if you pay an outside vendor for those services.

# Mapping Individual Item Accounts in Inventory

The item account mapping preferences set previously are assigned to new items as they are added to inventory. This increases the efficiency with which you can add a new item. However, there may be circumstances under which you want sales and costs for individual items to be posted to accounts other than the defaults. Use the following procedure to assign different Income, Cost of Goods Sold, and Asset accounts on an item-by-item basis.

**To map an individual item to different QuickBooks Financial software accounts:**

**1** From your Point of Sale item list, highlight the item you are changing and then select Edit Item from the window toolbar.

**2** Select the Additional Info tab on the item form.

**3** In the QuickBooks Information section, select the new accounts you want to map to from the drop-down lists, as shown here.



**4** Select Save. Your new account mappings go into effect with the next conducted Financial Exchange.

# Mapping QuickBooks Accounts by Department or Store

If desired, you can map to QuickBooks Financial software subaccounts according to department. This is a preference that is set in Company Preferences under Financial | Accounts. On the Basic tab of the Accounts page, select the option Automatically Create Sub-Accounts Based On (see Figure 26-1).

When this option is checked, default item accounts are appended with subaccounts. For example, a service item might normally default to the "Service Sales" income account based upon its type, but when assigned to the Clothing department, it would be defaulted to "Service Sales: Clothing."
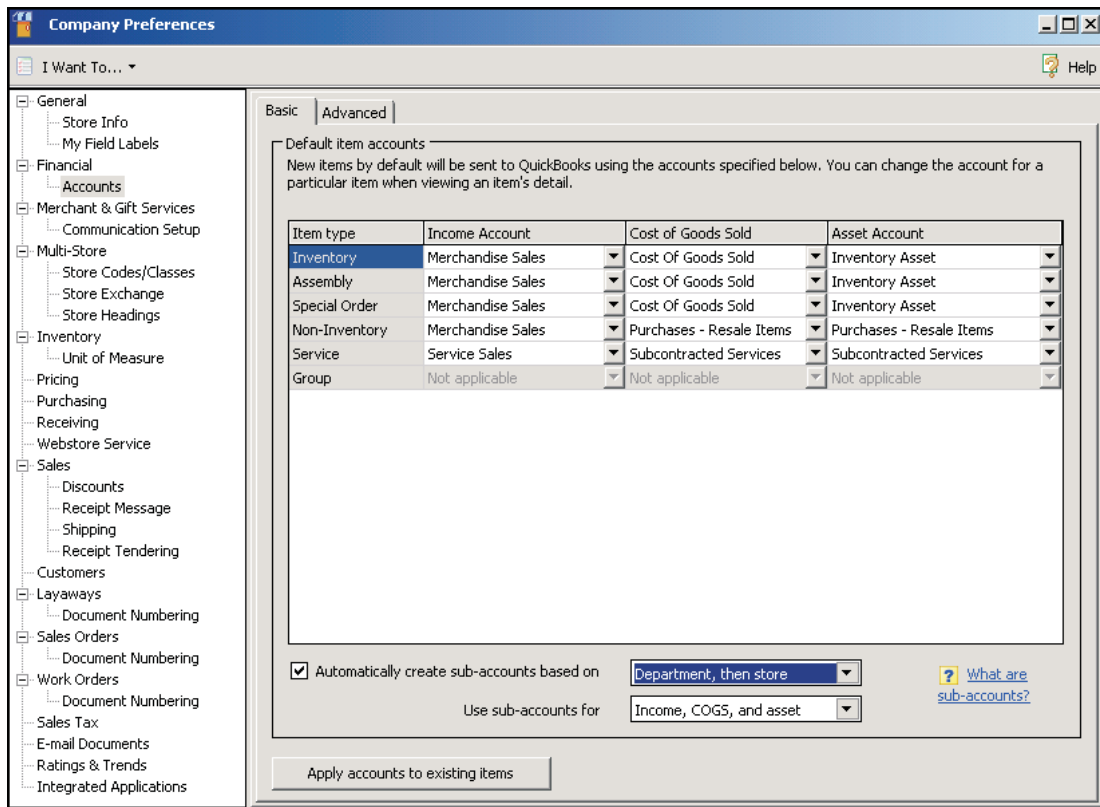
**FIGURE 26-1**    Mapping to QuickBooks subaccounts for department or store tracking

In the first drop-down, specify what subaccounts are based on:

- Department (default)
- Store, then department (Pro Multi-Store only)
- Department, then store (Pro Multi-Store only). When store and department are used, they are each a level of hierarchy (stores under departments or departments under stores)

In the second drop-down, specify which item accounts to create subaccounts for:

- Income, Cost of Goods Sold, and Asset
- Income accounts only (default). These determine whether the subaccounts will be created for all accounts (Income, Cost of Goods Sold, and Asset) or just for income accounts

# Changing How Vendor Billing Information Is Handled

You can enter vendor billing information for merchandise purchases in QuickBooks Financial software or on receiving vouchers in Point of Sale. With either option, you actually pay the vendor bills in your financial software. This setting controls how the vouchers created in Point of Sale become bills in your financial software Accounts Payable account.

**To change where vendor billing information is entered:**

**1** From the Point of Sale Edit menu, select Preferences | Company | Receiving.

**2** Select the check box to Enter Vendor Billing Information In Point Of Sale or clear the check box if you want to enter billing information in QuickBooks Financial software.

**3** Select Save.

## Entering Vendor Billing Information in QuickBooks Financial Software

Use this option if you prefer to handle all vendor billing tasks in your financial software. (This is the default setting for new Point of Sale users.) Note the following:

- The vendor billing fields (payee, terms, bill date, invoice/reference #) are not available on the voucher form in Point of Sale.
- All vouchers are sent to your financial software as item receipts during the next Financial Exchange.

➡ **FYI**

### Entering Vendor Bills in QuickBooks Financial Software May Cause Discrepancies with Point of Sale

If the vendor billing information received and entered in your financial software includes charges or adjustments not entered on the original voucher in Point of Sale, such as freight charges, discounts, or fees, there will be a difference between the documents in the two programs. This is normal, but you should keep this in mind if you're comparing purchasing reports.

- When the billing information is received from the vendor, enter it in your financial software, and the item receipt is converted to a bill in Accounts Payable.

## Entering Vendor Billing Information in Point of Sale

- The vendor billing fields (payee, terms, bill date, invoice/reference #) are added to the bottom of the receiving voucher form in Point of Sale.
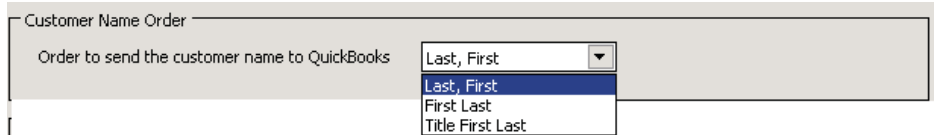


- When the billing information is received from the vendor, edit the receiving voucher to enter the billing information along with any freight charges or fees.
- Depending on whether billing information (shown as Invoice/Ref# on a receiving voucher) has been entered:
  - If billing information is received and entered when the receiving voucher is created, the voucher is sent directly to Accounts Payable as a bill.
  - If billing information has not been entered, the voucher is sent to the Unbilled Purchases liability account. When billing information is entered later in Point of Sale, the voucher is sent a second time as a bill to Accounts Payable and removed from the Unbilled Purchases account.
  - If the Already Paid check box is selected, whether billing information is entered or not, the receiving voucher is sent as an item receipt. This option can be used, for example, if the merchandise has been prepaid for with a credit card or cash.

## Changing the Order of Customer Names

If you have edited the Customer Full Name field in your financial software to be in a different order than the default, you can change this setting in Point of Sale so that names are sent in the same order.

**To change the customer name order:**

❶ From the Point of Sale Edit menu, select Preferences| Company | Financial.

❷ Select one of the three name order options.

```
┌─ Customer Name Order ─────────────────────────────────────────────────────────┐
│                                                                                 │
│     Order to send the customer name to QuickBooks    Last, First         ▼      │
│                                                      ┌──────────────────────┐   │
│                                                      │ Last, First          │   │
│                                                      │ First Last           │   │
│                                                      │ Title First Last     │   │
│                                                      └──────────────────────┘   │
└─────────────────────────────────────────────────────────────────────────────────┘
```

❸ Select Save.

# Point of Sale for Multiple Stores

# Multi-Store Basics

Pro Multi-Store users have access to all the features in Point of Sale Basic and Pro, although activities may be restricted or work slightly differently, depending on whether you are the Headquarters or a remote store. Pro Multi-Store users have additional capabilities, such as transfers of merchandise between stores, the exchange of information between stores, and company reporting. In this chapter you'll learn the features unique to the multi-store level of Point of Sale. At the end of the chapter there's a table that lists what activities are allowed at each store type.

With Point of Sale Pro Multi-Store, you can manage the retail operations of up to 20 stores with centralized inventory control and purchasing as well as company-wide reporting. At a glance, one store can view the quantities available at all other stores, which can help minimize lost sales due to out-of-stock situations.

# Multi-Store Configuration

In a multi-store configuration, one store is designated as the Headquarters (also named Store 1). Headquarters maintains central control over inventory, creates purchase orders, defines company-wide program preferences, exchanges data with QuickBooks, and runs reports that include the activities at all stores. Headquarters also carries on normal store activities, such as receiving merchandise, capturing customer information, and making sales. Stores 2–20 (called remote stores) receive and sell merchandise, capture customer information, transfer items as necessary to other stores, and run local store reports. A typical two-store configuration is shown in Figure 27-1.

The following table shows which activities (in addition to typical store activities—such as processing sales) are conducted at Headquarters and remote stores.

| Headquarters Store (Store 1) | Remote Stores (Stores 2–20) |
|---|---|
| Performs typical store activities, plus manages: | Performs typical store activities to: |
| Inventory and related information | Receive and sell merchandise |
| Purchasing | Capture customer information |
| Company-wide program references | Transfer items to other stores |
| Company reporting and financial records | Define employees and security |

At the end of the business day, each remote store runs its normal End of Day procedure, including settling its own credit card transactions. Included in the End of Day process is a Store Exchange by which remote stores send their daily information to Headquarters. Headquarters processes the exchange files it receives from the remote stores, updates inventory and related records with the day's activities, exchanges data with QuickBooks, and then sends updated company information back to the remote stores.

**FIGURE 27-1** A typical two-store configuration

## Choosing a Headquarters Store

The choice of a Headquarters store is important because, in addition to performing all of the activities of a typical store, only Headquarters can

- Add, edit, or delete inventory items and related information, such as departments and vendors; all stores share one item list
- Create purchase orders (with the exception of special order items, which can be created at and ordered by a remote store)
- Consolidate data for the entire company and run company reports; remote stores can run and view local reports only
- Exchange information with QuickBooks Financial software
- Create documents on behalf of other stores, allowing Headquarters—where management and finance personnel are typically located—to correct or adjust transactions on behalf of remote stores

# Company Preferences

Shared company preferences that affect all stores are defined at Headquarters only. At remote stores, these shared preferences are not available for editing in the Setup Interview or on the company preferences pages. Shared preferences include price levels, sales tax codes and locations, deposit requirements for customer orders, store codes and headings, and miscellaneous other controls. You will want to explore the Multi-Store preference pages and make the needed adjustments to set them up to fit your specific needs. Store-specific company preferences, such

as receipt and customer messages, can be set at each store independently, as can the default tax location, price, and payment type used for sales. Workstation preferences can be set independently by each workstation in each store. The exchange of company preferences is one way, from Headquarters to remote stores, and includes only the shared preferences. The shared company preferences at a remote store are overwritten by the Headquarters file with every exchange.

## Employees and Security

Employee records and security rights are added independently at each store and are not exchanged. Headquarters can run reports on commissions, employee hours, and non-cash tips based on information in remote store transaction documents and time clock entries. If identical employee names are found between different stores, it is assumed that these are the same people and the information will be combined. If two different employees have the same first and last names, you should make a change to one of the employees so that the names are not identical. For example, you may include the middle initial in the first name of one of the entries. This is especially important if you are tracking hours worked and sending them to your QuickBooks Financial software for payroll purposes.

## Working with Customers

Customers can be added, edited, or deleted at any store, with the resulting changes sent to all stores with the next fully completed Store Exchange with Headquarters. Headquarters maintains the master customer list, which is updated with data received from the remote stores, and this updated list is sent to all stores during each Store Exchange. The following general guidelines pertain to customers:

- Any store can add, edit, or delete a customer, but the customer record is not revised in the master file at Headquarters until certain synchronization checks are completed during the next Store Exchange cycle (Point of Sale does these checks automatically, so there is no extra built-in step for you).
- Adding, editing, or deleting a customer "flags" the customer record with the action taken and adds a date/time stamp at the originating store. This date/time stamp is used in synchronization checks to ensure proper handling of customer records in the event that the same customer record is edited at multiple stores on a given day.
- If a customer is a charge account customer with an account balance, deletion is not allowed.
- If a store makes a charge account sale or accepts a payment on a customer account, Headquarters sends that information to QuickBooks after receiving it from the remote store (only Headquarters exchanges data with QuickBooks).

# Recording Sales

All sales and return receipt features are available at all stores. In addition, Headquarters can create receipts for any other store. Remote stores can create receipts only for their own store.

The Store field is added to the receipt form for multi-store operations. Headquarters creates receipts to sell or return merchandise for other stores by changing the store code in this field. Receipts made by Headquarters on behalf of another store update that store's item quantities, but the receipt is not sent to the remote store; therefore, the sale is not reflected in the remote store's sales history. Each store (Headquarters and remote) can set up, process, and settle credit, debit/ATM, and gift card transactions locally, but each must have its own account with the QuickBooks POS Merchant and/or Gift Card Services. Store-specific company preferences related to sales, such as allowed credit card types, default payment method, default sales tax location, and printed receipt comments, can be selected at each store from the options defined by Headquarters.

# Sales History

Each store maintains its own sales history for receipts made at that store. Headquarters also has the receipts made at all stores in its sales history, allowing it to run company sales reports and view a customer's history with the entire company.

## Reversing Receipts

Headquarters can reverse receipts made at any store. Remote stores can reverse a receipt only up until the time it is sent to Headquarters via Store Exchange. Once sent, a receipt can only be reversed at Headquarters. Remote stores, however, have two options for correcting a receipt after it has been sent to Headquarters. You should perform only one of the following actions:

- At the remote store, create a return receipt listing the same customer, items, prices, quantities, and so forth, as the original. The new return receipt will cancel the effect of the original and update both the sales history and inventory at both Headquarters and the remote store. A new sales receipt can then be made with the correct information, if necessary, to record the merchandise that was actually sold.
- Contact Headquarters and have them reverse the receipt there. This will correct inventory at all stores and sales history at Headquarters, but will not correct the local sales history at the remote store. A new, corrected receipt can then be made at either store.

## Using the Merchant and Gift Card Services in a Multi-Store Environment

With multiple physical locations under the same ownership, you can add additional Merchant and Gift Card Service accounts under a single Master Merchant account of each type. Each store would process transactions independently but with linked accounts, allowing the master account to receive consolidated reporting and account statements. If exchanging data with QuickBooks Financial software 2008 and higher, your credit and debit card transactions are grouped on the Payments to Deposit window by merchant number (store) and settlement batch, helping you more easily reconcile the transactions with your bank deposits.

## Customer Orders

Layaways, sales orders, and work orders can be created and maintained at all stores, but they are not exchanged between Headquarters and remote stores. However, Headquarters does receive the information from remote stores for calculation of company-wide available quantities. The available quantity information is sent back to the remote stores. Each store maintains its own customer orders and creates deposit and sales receipts to fill them. The receipts created when taking deposits and selling customer order items are sent to Headquarters during routine Store Exchanges. Each store can define its own printed customer order messages in company preferences. However, Headquarters defines any required initial deposit amounts.

# Multi-Store Reporting

Headquarters can run reports for a single store, a selected group of stores, or the entire company, while remote stores can only run reports for the activities at that store.

When running reports at Headquarters, simply use the Modify A Report | Filter Data option to specify the store(s) to be included in the report. Drawer Count reports (Z-Out) are the only reports sent from remote stores to Headquarters. The following sections list and describe the reports specific to Point of Sale Pro Multi-Store.

## Transfer Reports

Transfer reports detail the movement of merchandise between stores. These reports are available at both Headquarters and remote stores and are located under the Items report category in the Report Center.

## Store Inventory Summary

Located under the Items reports category, this report can provide on-hand merchandise information for your stores. This report is available at all stores.

## Store Sales Reports

Located under the Sales report category, these reports can include summary or item sales information for all stores and provide store comparisons. These multi-store reports are available only at Headquarters (remote stores have access to all other sales reports for their store).

## Drawer Count Reports (Z-Out)

Drawer Count reports are included in the mailbag sent from remote stores to Headquarters. Headquarters can view these reports by selecting View Drawer Count History from the Reports menu.

## Employee Reports

Reports for tips and commissions are taken from transaction documents, and reports for employee hours are taken from time clock entries.

**N O T E :** When Headquarters creates a document on behalf of a remote store, that document is never sent to the remote store (although the change in store inventory is sent). Because the document is not added to the remote store's document history file, any reports run at the remote store that draw from those history files will not include the document. Reports run at a remote store that draw their information from inventory are not affected. All transactional documents are recorded at Headquarters, no matter where they were made, so reports run at Headquarters will include all company transactions (current as of the last Store Exchange).

## Store Tracking and Profit/Loss Reporting by Class

Pro Multi-Store users who also use QuickBooks can run P&L (Profit & Loss) reports for each store as well as the entire company in QuickBooks by assigning a QuickBooks class to each store. To use this store-tracking feature, you must enable the class tracking preference in both Point of Sale and QuickBooks. Point of Sale will automatically create, link, and send store information using classes named Store 1, Store 2, and so forth.

**To enable tracking by class in QuickBooks:**

**1** From the Edit menu, select Preferences.

**2** Select Accounting and then Company Preferences in the Preferences window.

**3** Select the check box for Use Class Tracking.

**4** Select OK.

During the next Financial Exchange, the classes you assigned to stores in Point of Sale are added to your class list in QuickBooks. As transactions are posted to QuickBooks at Headquarters, QuickBooks categorizes them according to the assigned class. You can run a report in QuickBooks Financial software by class to see the Profit/Loss for any store by filtering the report by class. To see the Profit/Loss for all stores at once, run an Unclassified report.

# Multi-Store Financial Exchange

Only Headquarters exchanges data with the QuickBooks Financial program. Typically, this is done after Headquarters has received and processed all mailbags from remote stores for the day. The basic procedure for conducting Financial Exchanges in a multi-store configuration is the same as for a single store and is covered in Chapter 24.

# Allowed Activities by Store Type

Table 27-1 is not intended to be an all-inclusive list of Point of Sale features. Rather, it is intended primarily to point out where differences exist between allowed activities at remote stores and Headquarters. You may want to bookmark this page for future reference.

| Area/Function | Store 1–HQ | Remote Stores |
|---|---|---|
| Inventory | | |
| View Item On-hand Quantities and Information | X | X |
| View Item History | X | |
| Create/Edit/Copy/Delete Items and Styles | X | |
| Create Special Order Items | X | X |
| Convert Special Order Items to Inventory Items | X | |
| Enter/Edit Costs, Prices, Tax Codes, and other Item Information | X | |
| Define Assembly Item Components | X | |

**TABLE 27-1**    Allowed Activities by Store Type

| Area/Function | Store 1–HQ | Remote Stores |
|---|---|---|
| Build/Break Assemblies | X | X |
| Define Group Items | X | |
| Sell Group Items | X | X |
| View Inventory Reminders: New Items, Price Changes | X | X |
| View Inventory Reminders: Reorder Items, Duplicate Items | X | |
| View Department Information | X | X |
| Create/Edit/Copy/Delete Departments | X | |
| View Vendor Information | X | X |
| Create/Edit/Copy/Delete Vendors | X | |
| Merge Vendors | X | |
| Define Multi-Vendors for Items | X | |
| Perform and Update Physical Inventory for Local Store | X | X |
| Perform and Update Physical Inventory for Other Stores | X | |
| Print Tags | X | X |
| Use Price Manager | X | X |
| Manually Create Quantity Adjustment Memos | X | X |
| Manually Create Cost Adjustment Memos | X | |
| Put Adjustment Memo on Hold | X | X |
| View/Copy/Reverse Memos | X | X |
| Create Transfer Slips (remote restricted to transfers out of store) | X | X |
| Create Transfer Slips for Other Stores | X | |
| Put Transfer Slip on Hold | X | X |
| View/Copy/Reverse Transfer Slips | X | X |
| Purchasing and Receiving | | |
| Create Purchase Orders (for all stores) | X | |
| Generate POs for Special Order Items | X | X |
| View Purchase Orders for Local Store | X | X |
| View Purchase Orders for Other Stores | X | |
| Delete Filled Purchase Orders | X | Special order POs only |
| E-mail Purchase Orders to Vendor | X | Special order POs only |
| Create Receiving Voucher for Local Store | X | X |
| Create Receiving Voucher by Referencing Purchase Order | X | X |
| Create Receiving Voucher for Other Stores | X | |

**TABLE 27-1** Allowed Activities by Store Type *(continued)*

| Area/Function | Store 1–HQ | Remote Stores |
|---|---|---|
| Put Receiving Voucher on Hold | X | X |
| View/Copy/Reverse Vouchers | X | X |
| Sales | | |
| Create Sales and Return Receipts for Local Store | X | X |
| Create Sales and Return Receipts for Other Stores | X | |
| Put Receipts on Hold | X | X |
| Accept All Payment Methods | X | X |
| Authorize and Settle All Credit Card Transactions | X | X |
| Authorize Debit/ATM Transactions | X | X |
| Sell/Redeem Gift Cards | X | X |
| Track Employee Sales Commissions | X | X |
| View/Copy/Reverse Receipts | X | X |
| Print Gift Receipts | X | X |
| Print Store Logo on Sales Documents | X | X |
| Customer Orders | | |
| Create Customer Orders for Local Store | X | X |
| Create Special Order Items from Customer Orders | X | X |
| Define Initial Deposit Requirements | X | |
| Sell Customer Order Items for Local Store | X | X |
| Delete Filled Customer Orders | X | X |
| Customers | | |
| Add/Edit/Delete Customers | X | X |
| Offer Customer Charge Accounts (Use with QuickBooks) | X | X |
| Track/Use Shipping Information | X | X |
| View Customer History | X | Local Sales only |
| Merge Customers | X | |
| Define Company Preferences for: | | |
|    Financial | X | |
|    Merchant Service | X | X |
|    General | X | X |
|    Multi-Store (change store type) | X | X |
|    Store Exchange | X | Local settings only |
|    Store Headings | X | Local settings only |
|    Price Levels | X | Default price only |
|    Purchase & Receiving | X | X |
|    Sales Receipts | X | Limited |

**TABLE 27-1**   Allowed Activities by Store Type *(continued)*

| Area/Function | Store 1–HQ | Remote Stores |
|---|---|---|
| Customers | X | |
| Customer Orders | X | Limited |
| Sales Tax Locations/Codes | X | Default tax location only |
| Select Local Default Tax Location | X | X |
| Scales | X | |
| Auto Update | X | X |
| Define Workstation Preferences for: | | |
| All Local W/S Settings | X | X |
| Miscellaneous | | |
| Serial Number Tracking | X | X |
| Define/Edit Security Groups and Rights for Local Store | X | X |
| Add Employees for Local Store Only | X | X |
| Run Reports and Sales Charts for Other/All Stores | X | |
| View/Print/Export Z-Outs from All Stores | X | |
| Get Program Updates | X | X |
| Run Local Reports | X | X |
| Conduct Payouts | X | X |
| Customize List Columns | X | X |
| Remove Unused Features | X | X |

**TABLE 27-1**  Allowed Activities by Store Type *(continued)*

# Managing a Multi-Store Inventory

Inventory items and related records (departments, vendors, costs, prices, etc.) can only be added or edited at Headquarters, with the exception of special order items (discussed later in this chapter). Remote stores can view this information and use it to create documents but cannot make changes. The combined item quantities at all stores compose a single inventory, with Headquarters having central control over that inventory. Point of Sale tracks the quantities located at each store within that inventory. Inventory reorder points can be set on a store-by-store basis, and the program can be set to automatically generate purchase orders based on these reorder points. Both of these activities happen only at the Headquarters location.

# Entering Store Quantities

When initially setting up inventory, Headquarters enters existing item quantities for itself and for remote stores.

### To enter existing item quantities for each store:

**1** Select New Item from the Inventory menu to add the item (or select an existing item to edit).

**2** Click the Available button in the Quantity section of the item form to open the Available Quantities window.

**❸** Select On Hand in the Show drop-down list in the Store Quantities area.

**❹** Enter the starting (on-hand) quantity for each of your stores.

**❺** Click Close.

**❻** Make other changes within the item record as needed and select Save.

The Available Quantities window can be used in the future to view all quantity information about an item: on-hand, on-order, or committed to customer orders, as well as a listing of all pending documents affecting the item, for any store. You can initiate the creation of documents to order, transfer, receive, or sell the item from the I Want To menu on this window. This window is useful for determining whether an item is in stock at any other store when you run out and if the item is on order.

## Entering Store Reorder Points

At any time, the Headquarters store can set or edit the reorder points for each of the remote store locations. Changes made update the affected item(s) during the next Store Exchange. In addition, this reorder point can optionally be used to generate suggested purchase orders for items at both the Headquarters and remote locations.

**To enter or update store reorder points:**

**❶** Select New Item from the Inventory menu to add the item (or select an existing item to edit).

**❷** Click the Reorder Point By Store button.

3 In the Reorder Point dialog box enter the desired reorder points for each remote location. The reorder point can be set on a company level or on a store-by-store level.

The reorder points you've set can then be used to automatically suggest and generate purchase orders, at Headquarters, for items that reach their reorder point, or a quantity above the specified reorder point. Alternatively, you can also have Point of Sale suggest and generate a PO based on projected sales (see Figure 28-1). You find and set the Suggest POs option directly from the Purchasing menu.

## Entering Style Item Quantities

If you use item styles, you can enter existing quantities for all items in a style at one time by viewing the style, changing the store in the Quantities For Store drop-down list, and then entering quantities for each style item for the selected store. Repeat for each store.

## Importing Item Quantities

If you have or can get your existing inventory items into an Excel spreadsheet or comma-delimited text file, the Data Import Wizard can be used not only to add those items to inventory but also to enter the existing quantities at each store. Point of Sale includes a predefined data import Excel template you can use if you don't have your own. Refer to Chapter 3 for more information about this tool.



**FIGURE 28-1** Setting the Suggest PO parameters for a remote location

# Handling Item Costs and Prices

Item costs are averaged as receiving vouchers are updated/received at Headquarters. Headquarters defines item prices and markdown price levels. Remote stores cannot enter or edit costs or prices; therefore, cost adjustment memos are only available at Headquarters. (The exception to this is when a remote store builds or breaks an assembly item—in this instance, cost memos are automatically created at the remote store and sent to Headquarters during the next Store Exchange.) Remote stores can, however, choose the default price used on receipts and customer orders.

## Communicating Price Changes to Remote Stores

Price changes are implemented at Headquarters and communicated to remote stores using the Reminders feature. Remote stores can display the price changes made at Headquarters and print updated tags directly from the Reminders window.

**To view the price changes list:**

**1** From the Inventory menu, select Reminders.

**2** Select the Price Changes tab.

**To print updated price tags:**

**1** Select the item for which you want to print tags. If you want to print tags for more than one of the displayed items, you can use the multi-select feature to select multiple items by holding down the CTRL key while selecting the items.

**2** From the Print menu, select Print Tags. Follow the on-screen prompts to specify tag printing options and send the tags to your printer.

## Price Manager at a Remote Store

If Price Manager is used to change prices, set up price discounting, or create store coupons, remote stores can view the Price Manager records and print markdown or discount price tags or store coupons but cannot create or edit these records.

# Communicating New Items to Remote Stores

When Headquarters adds new items to inventory, they show up on the New Items Reminders screen at remote stores after the next completed Store Exchange. This feature alerts remote stores to prepare for the arrival of these items. The new items list and price tags can be printed, and the sales staff can better serve customers by letting them know what new merchandise is coming soon. The items on this list should be removed as they arrive at the store so that the list remains current and useful.

**To view new item reminders:**

❶ From the Inventory menu, select Reminders.
❷ Select the New Items tab in the Reminders window.

**To remove an item from the reminders list:**

❶ From the Inventory menu, select Reminders.
❷ Select the New Items tab in the Reminders window.
❸ Highlight the item or items you want to remove from the list.
❹ From the I Want To menu, select Remove Selected Item(s).

# Working with Assembly and Group Items

Only Headquarters can define assembly and group items, but remote stores can build and break assemblies as necessary to meet local sales demand (building is limited to the quantities of the component items on hand at the remote store). When a remote store builds or breaks an assembly item, quantity and cost adjustment memos are automatically created and sent to Headquarters during the next Store Exchange. Refer to Chapter 6 for more information about working with assembly and group items.

# Handling Special Order Items

Both Headquarters and remote stores can create special order items directly from sales documents, generate purchase orders to obtain them from vendors, receive them on vouchers, and sell them on receipts.

When a remote store creates a special order item on a sales document, it is sent to Headquarters. Headquarters can review special order items and convert them to regular inventory items if needed. The new inventory items are then sent to all remote stores during the next Store Exchange, making them available for normal retail transactions. When creating the special order item, the remote store can temporarily define all the item fields for use on local documents. However, when the special order item is received at Headquarters during a Store Exchange, the following fields are not populated with information from the remote but must be redefined by Headquarters:

- MSRP
- Reorder Point
- Prices at All Price Levels
- Tax Code
- Order Cost
- Un-orderable Flag

On the next Store Exchange, any new values entered at Headquarters will overwrite the item information at the remote store that created the item, and the item is then made available at all other stores.

# Resolving Duplicate Items

Duplicate items may occur for several different reasons. The Duplicate Items tab on the Reminders window can help you to identify duplicates and resolve them to keep your inventory accurate. This Reminder window is available only at Headquarters.

Duplicate items are grouped and color-banded, with the duplicate information in bold to help you identify them.

**To view the duplicate items list:**

**1** From the Inventory menu, select Reminders.

**2** Select the Duplicate Items tab.

## Editing Duplicate Inventory Items

If the items shown as duplicates are actually separate and distinct items, you need to edit at least one of the items to correct the duplicate values.

**To edit duplicate items:**

**1** From the Duplicate Items Reminder screen, double-click the item you wish to edit.

**2** Use normal editing procedures to correct the duplicate values and then save your changes. After Headquarters resolves the duplicates, updated item information is sent to remote stores with the next Store Exchange.

**To merge duplicate items:**    If the items shown as duplicates are actually separate entries for the same item and item type, you can merge them by following these steps:

**1** From the Duplicate Items tab in the Reminders window, select the items to merge.

**2** Select Merge Inventory Items from the I Want To menu.
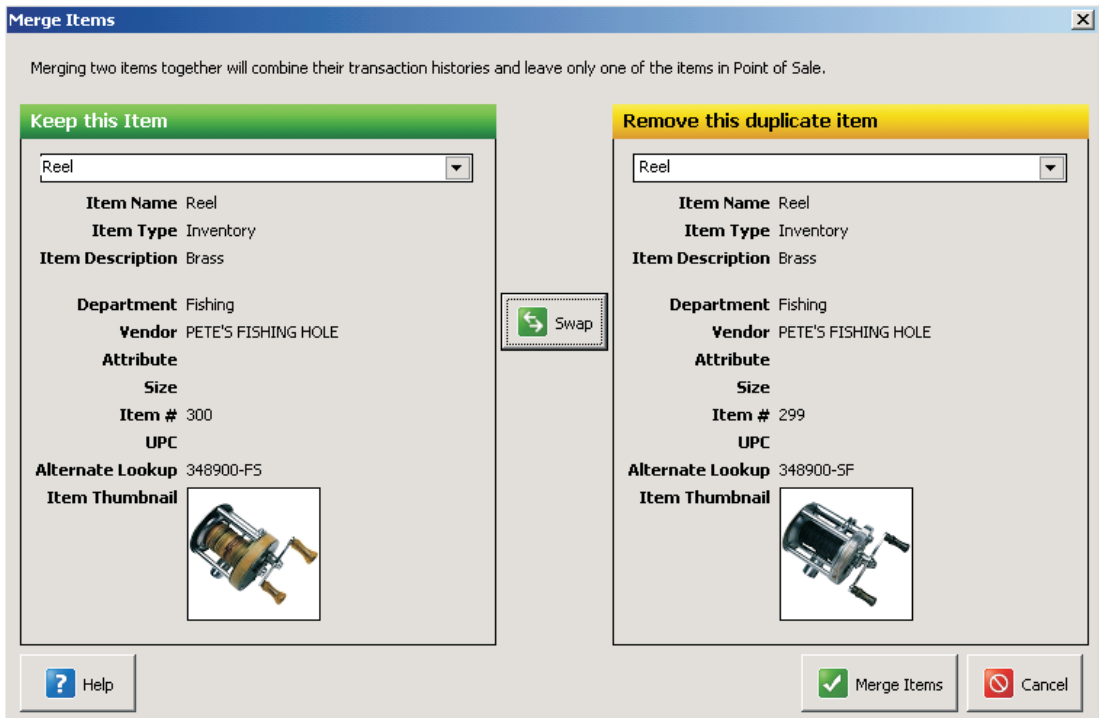
**FIGURE 28-2** The Merge Items window

3 Ensure that the items displayed in the Merge Items dialog are the correct items. You can use the Swap button to change the item record you want to keep. You can also use the drop-down list to navigate to other items if one or more of the displayed items are not correct (see Figure 28-2).

4 Select Merge Items. A confirmation dialog is displayed showing the various documents and records that will be affected by the merge.

**Merge Items**                                                        ✕

(i)  The documents listed below contain references to the duplicate item being removed.
     Merging items will cause these documents to instead refer to the item you have selected
     to keep.

**Documents affected**
6 Sales Receipts in Sales History
4 Receiving Vouchers in Receiving History
1 Open or Pending Customer Order
1 Open or Pending Purchase Order
4 Closed Purchase Orders

[? Help]                          [✓ Merge Items]        [⊘ Cancel]
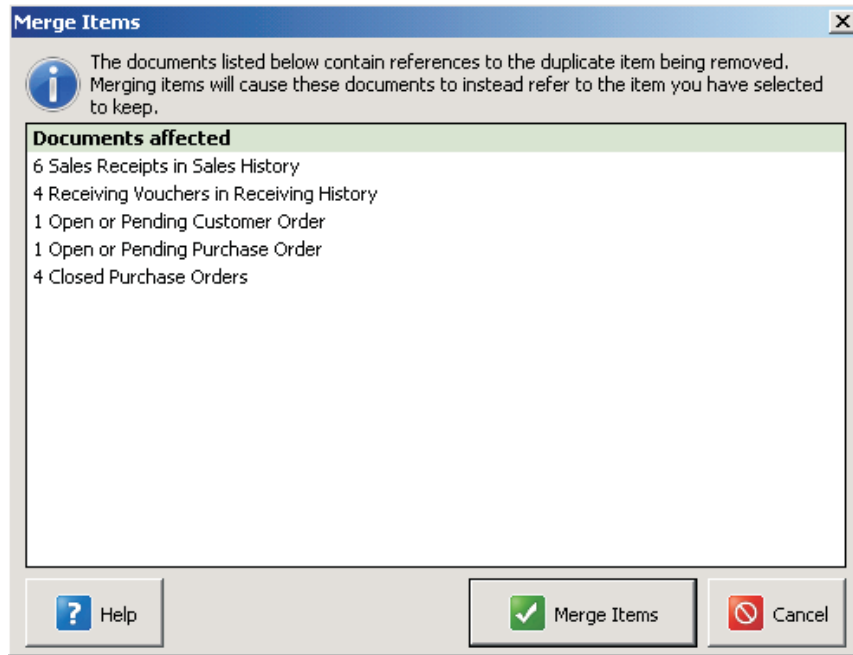
**TIP:**  You can also merge items from the item list by selecting Merge Inventory Items from the I Want To menu.

# Viewing Item Quantities at Other Stores

Each store can view item quantities at other stores. The quantity information is accurate as of the last successful Store Exchange by all remote stores with Headquarters.

**TIP:**  Each store can also quickly see the quantities on hand at other stores while creating a document. To do this, list the item on the document and then select Edit Item (F5). The Item Information window includes quantities at each store.

If one store (the first store) runs out of an item, a cashier can quickly look to see if another store (the second store) has the item in stock and see the on-hand quantity, on-order quantity, and available quantity of the item. It is a good idea for the first store to make a follow-up phone call to the second store to confirm the item's availability and to have the item set aside. At this point, the first store can either send the customer to the second store or arrange for the second store to transfer the item, in which case the customer can purchase it when it arrives. Either the second store or Headquarters can create a transfer slip to move the item.

## ➠ FYI

## The Importance of Store Exchange Sequencing to Viewing Store Quantities

The item quantities viewed for other stores are only as current as the last completed Store Exchange between remote stores and Headquarters. To ensure that current quantities are displayed for other stores, it is recommended that each remote store sends a mailbag to Headquarters as part of its End of Day procedure so that Headquarters can return updated inventory information back to the remotes before the start of the next business day. Following this recommended sequence ensures that each store begins the day with updated inventory information.

## About Quantity Adjustments

Item quantities can be adjusted at either Headquarters or remote stores using adjustment memos. Headquarters can adjust quantities for any store, whereas remote stores can adjust only their own quantities.

If a remote store creates new transactional documents (such as receipts, vouchers, adjustment memos, or transfer slips) between sending a Store Exchange file to Headquarters and getting one back, Point of Sale adjusts the inventory quantities received back from Headquarters to reflect those new documents. In this way, the remote store always has the most current item quantities.

For example, at the time an exchange mailbag is sent to Headquarters the on-hand quantity of Item #25 is nine (9). Before getting back a mailbag from Headquarters, the remote store sells two more of the item, reducing the on-hand quantity to seven (7). When the Headquarters mailbag arrives and is processed, the inventory quantity is overwritten with the Headquarters information, i.e., back to nine (9). At the remote store Point of Sale will then automatically readjust inventory for the transactions made in the interim, setting its on-hand quantity for the item back to seven (7).

## Performing a Physical Inventory

Remote stores can do local physical inventories. When they update their physical counts, quantity adjustment memos are automatically created and sent to Headquarters during the next Store Exchange. Headquarters can create and update a physical count for any store.

# Purchasing and Receiving

Typically, all purchase orders (POs) are created at Headquarters. The exception to this is that a remote store can generate a purchase order for a special order item when it's listed on a sales order. When a remote store receives a Store Exchange mailbag from Headquarters, only the purchase orders destined for that store are copied to the remote store's purchase order list. Each store can then reference its own purchase orders as it creates receiving vouchers to receive the ordered merchandise into inventory. A receiving voucher updates the fill status of the purchase order both at the local store and at Headquarters during the next Store Exchange. Remote stores cannot edit or delete purchase orders except for any special order purchase orders they create themselves. Once a purchase order that was created by Headquarters is filled, Headquarters can delete it, in which case it will be removed from the active purchase order list at the remote store during the next Store Exchange. The purchase orders from Headquarters overwrite the remote store's purchase orders, so a filled purchase order will automatically be removed at the remote store. Likewise, any modifications to a purchase order at Headquarters automatically causes the purchase order to be re-sent to the remote store.

### To create a purchase order at Headquarters:

1 From the Purchasing menu, select New Purchase Order.
2 You can accept the suggested PO# or enter a unique alphanumeric number.
3 Enter a vendor in the Vendor field.
4 Specify the Ship To (where the vendor will ship the items) and Bill To (where the vendor will send the invoice) stores in the appropriate fields.
5 Enter or edit the Order, Ship, and Cancel dates.
6 List the items you want to order for the remote store designated in Step 4.
7 Enter any instructions, discounts, and/or fees that will apply to the order.
8 Select Save.

The purchase order is saved to your purchase order list. When you run the next Store Exchange, the specified store is sent this purchase order, making it available for referencing as receiving vouchers are created at the remote store. A purchase order can indicate only one Ship To store but can request billing to a different store (such as to Headquarters). If you want to order quantities for all stores, you must either make a separate purchase order for each store or make one purchase order for the entire quantity, receive that entire quantity at one store, and then transfer the merchandise to the other stores as needed. A good practice at Headquarters is to regularly review your purchase order list and delete the purchase orders that have been filled (status of Closed), thereby keeping these lists as compact as possible. Deleting a purchase order at Headquarters not only removes the purchase order from the list at Headquarters, but also at remote stores during the next Store

Exchange. Your receiving vouchers provide a permanent record of merchandise received.

**TIP:** Remote stores should always reference purchase order numbers when creating receiving vouchers whenever the received merchandise was ordered on a purchase order. This not only speeds the process of creating the voucher, it also ensures that the purchase order fill status is properly updated at Headquarters and that the proper order cost is carried to the receiving voucher. This facilitates the accurate and timely updating of your inventory cost and tracking of purchased merchandise.

## Editing and Reversing Receiving Vouchers

Remote stores cannot edit receiving vouchers after saving and can only reverse a voucher before it has been sent to Headquarters. Headquarters can edit vendor billing information, freight, fee, and discount fields only, and can reverse a voucher without restrictions.

Remote stores have two options for correcting a voucher after it has been sent to Headquarters. You should take only one of these actions.

- Contact Headquarters and have them reverse the voucher there. This will correct inventory but will not correct the local receiving history at the remote store.
- At the remote store, create a return voucher listing the same vendor, items, costs, quantities, etc., as the original receiving voucher. The return voucher cancels the effect of the original receiving voucher and updates receiving history and inventory at both Headquarters and the remote store. A new receiving voucher can then be made with the correct information to record the merchandise that was actually received.

**To quickly make a return voucher with the same information as the original:**

**1** Locate the original voucher in your receiving history.
**2** Select Copy Voucher.
**3** From the I Want To menu, select Change To Return Voucher.
**4** Select Save Only.

## Transferring Merchandise Between Stores Using Transfer Slips

The transfer of merchandise from one store to another is recorded on a transfer slip. A *transfer slip* is a transactional document that deducts the transferred merchandise from the "from" (sending) store's on-hand quantities and adds it to the "to" (receiving)

store's on-hand quantities. Headquarters can make transfer slips to move merchandise from any store (the "from" store) to any other store (the "to" store). Remote stores are limited to making slips that transfer merchandise out of their store to another store. Transfers slips can be made at Headquarters to reallocate fast- or slow-selling merchandise among stores. Headquarters has ultimate inventory control, does the purchasing, and has the ability to run company reports, so they are in the ideal position to assess when merchandise transfers of this nature are beneficial. Keep the following in mind as you work with transfer slips:

- Transfer slips update both the sending and receiving stores. The receiving store should not record transferred merchandise on receiving vouchers. Doing so would add the transferred item quantity to the receiving store's quantities a second time.

- Transfer slips are not sent from Headquarters to remote stores or between remote stores; they are simply the mechanism that updates store quantities for the movement. But they are sent from the remote store(s) involved in the transfer to Headquarters (because the Headquarters store is responsible for keeping track of the overall inventory) during the next Store Exchange. You might find it helpful to print a copy of a transfer slip and use it as a packing slip to accompany the merchandise. If creating a slip at Headquarters for other stores, you could fax it to the store(s) involved to assist with arrangement for the physical movement of the merchandise.

- If preferred, transfer slips can be created and then put on hold, rather than immediately updated. The held slip can be printed and included with the items to facilitate the physical movement. Once the transfer is completed, the slip can easily be un-held and updated to record the changes in inventory location.

- A transfer slip does not result in any net change in the company total inventory quantity or valuation; it only records the change in location of that inventory. Transfer slips are sent to QuickBooks to record any freight charges that apply and, if you use QuickBooks classes to report by store, to record the transfer between the stores.

### To create a transfer slip:

**1** From the Inventory menu, select New Transfer Slip.

**2** Specify the From Store (source of merchandise) and the To Store (destination of merchandise), as shown in Figure 28-3. Remote stores cannot change the From Store because remote stores can only initiate sending a transfer to other stores.

**3** Enter the items and quantities being transferred.

**4** Optionally, enter an estimated date of arrival (ETA), Carrier name, Comment, and Freight charges.

**5** Select Save & Print to record the slip and print a copy or Save Only to record the slip without printing. When the transfer slip is saved, the quantities for both stores are updated immediately at the store creating the slip. The change is not visible at other stores until after the next completed Store Exchange cycle.
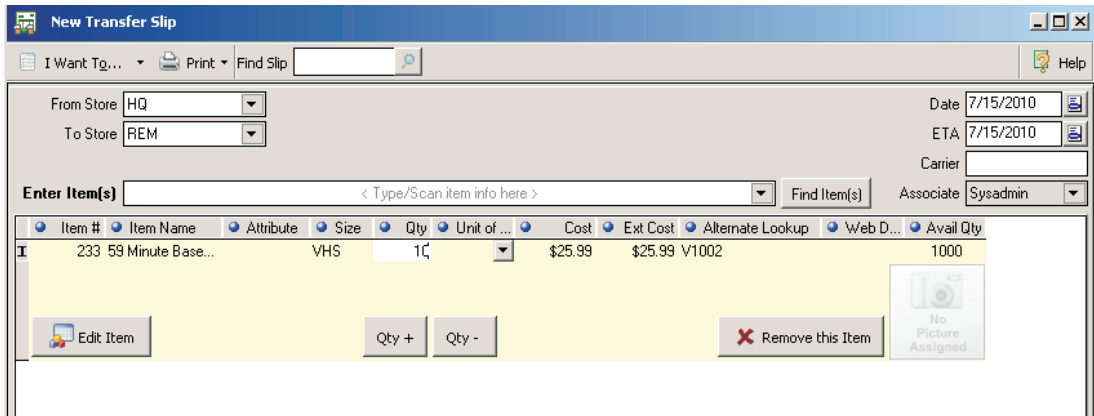
**FIGURE 28-3** Transferring merchandise from HQ to a remote store

## Holding/Un-holding a Transfer Slip

A slip can be put on hold to allow you to carry out other activities or if you just choose to hold slips for updating until after a transfer has been physically completed. For example, you might temporarily hold a slip in progress while you make a sale, then un-hold and complete it after the sale is completed.

Putting a slip on hold adds it to the list of held slips. A slip can be viewed, printed, or deleted while on hold. A held slip is not sent to Headquarters (if made at a remote store) and does not update store quantities until it has been un-held and saved.

**T I P :** In a multiworkstation environment, a held slip can be accessed and un-held from any networked workstation within the same store.

## Working with Transfer History

Once saved, transfer slips are stored in the Transfer History list. Slips provide a permanent record of transfers made (remote stores see only slips made at their store; Headquarters sees slips made at all stores). Your transfer history is drawn upon to create transfer reports. A transfer slip can also be copied to quickly create a new slip. From the Inventory menu, select Transfer History to display your transfer history.

**To copy a transfer slip to quickly create a new one:**

1 From the Inventory menu, select Transfer History and locate the transfer slip that you want to copy.

②  From the main toolbar, select Copy Slip. A new slip is created with the same information as the original.

③  Make any necessary changes to the new slip.

④  Select Save & Print.

## Reversing a Transfer Slip

Transfer slips cannot be edited. If an error is discovered on a transfer slip, you have to reverse the slip and create a new, corrected one to correct your transfer history and store quantities. When completed, the original slip is marked as Reversed in the Status field and the new slip is marked as Reversing. The Status field is only displayed in the transfer history list. Reversing a slip undoes the effect the original slip had on store quantities, e.g., if the original slip transferred an item quantity of three from Store 1 to Store 2, the reversing slip records three units transferred back from Store 2 to Store 1. A Reverse, Copy, and Correct approach can be used to undo the effects of the original slip and make a new, corrected slip. First, reverse the original, incorrect slip. Then, begin a new slip by copying the original one. Finally, make corrections to the copy and save as usual.

### ➥ FYI

### Reversing Transfer Slips at Remote Stores

At a remote store a transfer slip cannot be reversed once it has been sent to Headquarters via Store Exchange; at that point the transfer slip can only be reversed at Headquarters.

**To reverse a transfer slip:**

①  Highlight or display the transfer slip to be reversed.

②  From the I Want To menu, select Reverse Slip.

③  The Reversing Document dialog displays. (If you are not using security, you will need to select your name from the Associate field.)

④  Select OK.

A reversing slip is automatically created and added to the transfer history list. If necessary, a corrected slip can then made as described next.

## Copying and Correcting a Transfer Slip

Copying and correcting a reversed slip allows you to create a new slip, keeping parts of the original slip while correcting any errors.

**To copy and correct a transfer slip:**

❶ Reverse the original slip as described in the preceding steps.

❷ Highlight or display the original slip again (marked Reversed in the Status field).

❸ Select Copy Slip. A new slip is created with the same information as the original.

❹ Make the necessary corrections to the information on the new slip.

❺ Select Save & Print.

**N O T E :** You will have three slips in your transfer history after completing this procedure: the original slip (status: Reversed); the second slip that reversed the original (status: Reversing); and the new, corrected slip (status: Regular).

# Exchanging Store Information

In Point of Sale, the term *Store Exchange* refers to the process of transferring information between Headquarters and remote stores. Most retailers perform this task on a daily basis—usually at the end of the business day. How frequently you perform a Store Exchange really depends on each store's need (including Headquarters) for up-to-date information across all stores. Data is sent between stores in a compressed file called a *mailbag* (compressed to reduce transmission file size and time). Store Exchange has two components: Send Files to compress and send mailbags, and Receive Files to process mailbags received. After Point of Sale is first installed, Headquarters sends and remote stores receive an exchange file to "initialize" each remote store with inventory information and other company data. All stores then routinely exchange information in both directions to keep both Headquarters and remote stores up-to-date with the most current information. Only the server workstation at each store can run a Store Exchange.

## What Is Sent in a Store Exchange?

Data sent from Headquarters to remote stores includes the following:

- Headquarters has central control over inventory, purchasing, and most company preferences, so the exchange file sent from Headquarters includes this information in its entirety
- Inventory, including all related information: item list, departments, vendors, quantities, costs, and prices
- All new or changed purchase orders, designated by store
- Shared company preferences
- Customers and all customer information added, edited, or deleted since the last exchange (if using multiple shipping addresses, only the default shipping address will be sent)
- Customer Rewards activity
- If you are using item pictures, you can create a special mailbag to send the pictures to your remote stores (refer to the section "Sending Item Pictures" later in this chapter for more information)

   Data not sent to remote stores includes the following:

- Transactional documents created at Headquarters
- Customer order information from other store locations
- Employees and security settings
- Store-specific company preferences and workstation preferences

Remote stores send the following data to Headquarters:

- Transactional documents, including documents created for receiving, sales, inventory adjustments, and transfers (like receiving vouchers, sales receipts, transfer slips, and adjustment memos). Adjustment memos automatically created as a result of a physical inventory at the store or the building/breaking of assembly items are also sent
- Customers and all customer information added, edited, or deleted since the last exchange (if using multiple shipping addresses, only the default shipping address is sent)
- Customer Rewards activity
- Time clock records
- Customer orders (for calculation of available quantities only)

## ➡ FYI

# Mailbox Files Sent from Headquarters

Mailbag files sent from Headquarters are in the format **hq00001.qbt**, where

- **hq**   stands for headquarters
- **00001**   is a sequential number for the mailbag files created at Headquarters, incrementing by one for each mailbag created. So, for example, the second mailbag file created would be named **hq0002.qbt**
- **.qbt**   is the file extension used on all Store Exchange mailbags

Remote stores do not send the following data to Headquarters:

- Inventory and related records
- Customer orders (except for calculation of available quantities)
- Store-specific company preferences and workstation preferences
- Employee records (except time clock records) and security settings

## The Exchange File (Mailbag) Sent to Headquarters from Remote Stores

The exchange file (mailbag) sent to Headquarters from remote stores is in the format **so200001.qbt**, where

- **s02**   is the store number, e.g., Store 02
- **00001**   is a sequential number for the mailbag files created at the store, incrementing by one for each mailbag created, e.g., the second mailbag file created at Store 2 (s02) would be named **s0200002.qbt**
- **.qbt**   is the file extension used on all Store Exchange mailbags

# Store Exchange Password Security

To ensure that your information is secure, passwords are required to send or receive Store Exchange mailbags. Passwords are case-sensitive and must be entered exactly the same in the Store Exchange preferences of each store. For security reasons, you should consider changing the password every 90 days.

**To set up a Store Exchange password:**

**1** From the Edit menu, select Preferences | Company.
**2** Select Multi-Store | Store Exchange from the preferences list on the left.
**3** On the Options tab, select Change Password.
**4** Enter a password, enter it a second time to confirm, and then click OK.
**5** Select Save.

# Store Exchange Communication Methods

There are five communication methods supported for Store Exchange. The same method does not have to be used for each remote store. For example, one remote could exchange with Headquarters via e-mail, while another uses removable media. If not done during the setup interview, Store Exchange methods can be defined or modified in the Store Exchange settings in Company Preferences. The five Store Exchange communication methods that are available are

- Desktop E-Mail Client
- Web-Based E-Mail
- Removable Media

- Network File Transfer
- Intuit Service



## Desktop E-Mail Client

Files are sent as an attachment to an e-mail automatically created and sent via your Windows e-mail program (Outlook, for example), as configured in Internet Explorer. This is the e-mail program that automatically launches when you select to send an e-mail from within a Windows application.

**T I P :** To see which program is your desktop e-mail client, open Internet Explorer and select Tools | Internet Options. Select Programs from the tabbed panes and note the entry in the E-Mail field.

## Web-Based E-Mail

With this method you send the file as an attachment to an e-mail you create and send via an e-mail service (like Yahoo mail) you access on the Internet.

## Removable Media

This is the removable storage medium that is physically transported to other stores. Examples include USB memory sticks, CDs, Zip drives, and floppy disks.

## Network File Transfer

This is a direct file transfer to and retrieval by other computers via a network, phone line, or Internet connection using mapped drives or UNC (Universal Naming Convention) locations. Examples include LAN (local area network), WAN (wide area network), or VPN (virtual private network).

## Intuit Service

This is a free, Internet-based exchange service provided by Intuit that requires an Internet connection. Your Store Exchange files are protected by the Store Exchange password. If you are using more than one Point of Sale company file, you need to use a different password for each company to ensure the correct file is updated during a Store Exchange.

# The Store Exchange Center

The Store Exchange Center, shown in Figure 29-1, provides a central point from which to configure Store Exchange settings, send and receive files, access the Store Exchange Log, and perform other Store Exchange–related activities.

- **Actions panel**    Provides one-click launch for common actions such as sending and receiving files, configuring preferences, and viewing the activity log.
- **Frequently Asked Questions panel**    Provides access to a list of the most commonly asked questions regarding Store Exchange.
- **Status panel**    Displays the status of each store's configuration as well as the status of the last communication with each store. It also identifies any problems that might have occurred during a Store Exchange.
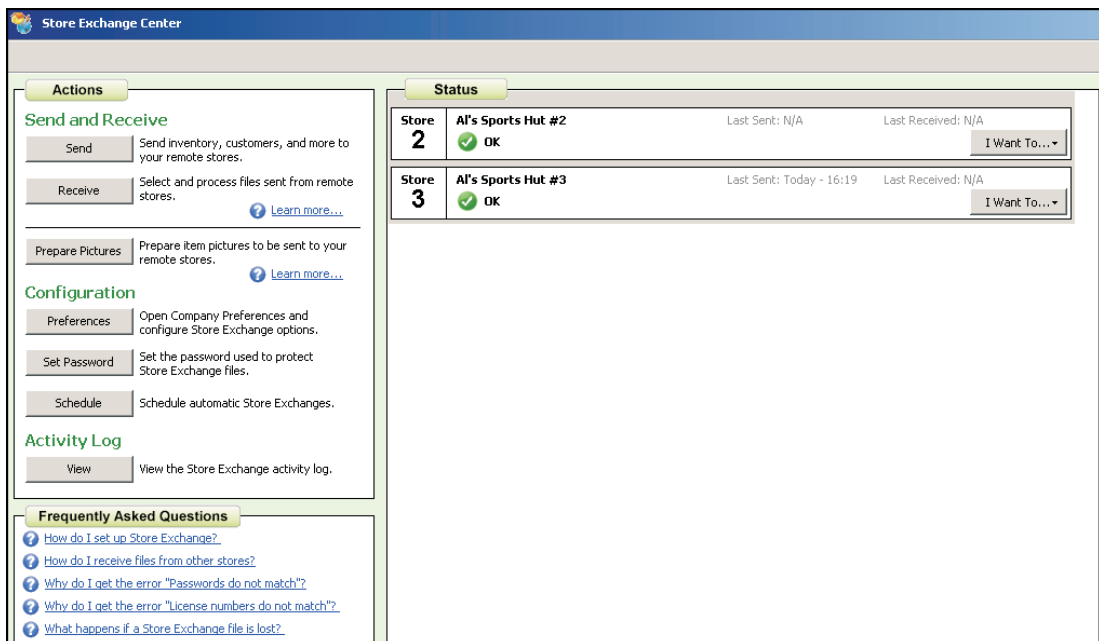


**FIGURE 29-1**    The Store Exchange Center

**To access the Store Exchange Center:**

You can do this in either of two ways:

- Select Store Exchange Center from the Stores menu (on the text menu toolbar).
- Select the Store Exchange Center icon in the Other Tasks section of the Navigator.

**TIP:** You can be alerted in the Store Exchange Center if a specified period of time has passed without a Store Exchange with another store. You can specify how many days you wish to use as an interval, and an alert is displayed in the Status panel if that time period has passed without a Store Exchange occurring. To set this preference, select Edit | Preferences | Company | Multi-Store | Store Exchange. Check the option "Alert me in Store Exchange Center when" and then enter the number of days after which you would like to receive a notification if files have not been sent or received in the Store Exchange Notification area at the bottom of the window.

# Recommended Store Exchange Sequences

In addition to performing their own regular end-of-day procedures (running Z-out and Cash Drawer reports), a remote store also has the added task of ensuring that their day's activities are properly exchanged with the Headquarters store.

## Remote Stores—What to Do at End of Day

At the end of each sales day, each workstation in the store should run a Drawer Count report (where you count and reconcile the cash drawer) to "close" for the day. Then perform the following activities on the server workstation:

- Run a General Z-Out Store Close report (which includes the totals from all workstations).
- Settle credit and debit card transactions if using the QuickBooks POS Merchant Service.
- Perform a backup of your Point of Sale data.
- Send a Store Exchange mailbag with the day's information to Headquarters.

**TIP:** You can make any or all of these activities automatically part of the End of Day process for remote stores by selecting these options in the End Of Day options window accessed by clicking the End Of Day icon located in the Point of Sale area on the Navigator.

## Remote Stores—What to Do Prior to Opening

Before opening for the next day, remote stores should receive and process a Store Exchange mailbag from Headquarters on the server workstation. It is recommended that no other workstation be working in Point of Sale during this process, as the procedure will automatically close all open windows, if necessary, to update files.

## Headquarters Store Responsibilities

Headquarters has two distinct End of Day responsibilities—regular store activities and Headquarters activities—and you may find it helpful to keep the activities related to each separate.

Regular store activities include

- Running a Drawer Count report at each workstation
- Running a Store Close report at the server workstation
- Settling credit card transactions with the QuickBooks POS Merchant Service if applicable

Headquarters activities include

- Processing in the Store Exchange mailbags received from remote stores, thus updating inventory and related records with the day's activities
- Exchanging information with QuickBooks
- Backing up the company data
- Sending updated information back to the remote stores before the next business day begins

In regard to this last point, it is recommended that you run the normal automated End of Day procedure to handle the store activities, but that you do the Headquarters activities manually after the store close is completed and you have processed in the Store Exchange mailbags from remote stores (or run End of Day a second time, with just the Exchange Data With QuickBooks and Send Data To Remote Stores options selected). There are several reasons for this:

- It keeps the two procedures separate, making it easier to understand and follow the correct procedure for each.
- It may take some time for remote stores to get their Store Exchange mailbags to Headquarters, especially if using removable media or relying on e-mail delivery, and having two separate processes allows you to complete your normal store close activities while waiting for the mailbags. If necessary, you could even put off Headquarters activities until the following morning.
- If your goal is to maintain the most accurate information possible at all stores, it is important that Headquarters receive and process in a mailbag from every remote store before updating inventory and QuickBooks and sending information back.

## Variations on the Recommended Sequence

Depending on operational requirements and management's need for updated information, the Store Exchange process can be run more or less frequently. Here are some variations:

- Remote stores could be required to run Send Files several times a day. Headquarters could then process in those files and have an up-to-the minute snapshot of company activity. With information flowing to Headquarters throughout the day, it would be less critical that every remote store's final mailbag of the day be received before Headquarters proceeds to close out the day. Any transactions not making it in one day would automatically be updated during the first exchange the next day.
- If the need for updated information is not critical, Store Exchange can be run less frequently—say, once every few days or once a week.
- If using the Intuit Service or Network File Transfer methods, you can schedule Store Exchanges to occur once per day at any time of the day or night. Be advised, however, that the exchange of information with QuickBooks Financial software should not be scheduled to occur between Headquarters processing in mailbags from remotes and sending updated information back.

With experience, you will find the sequence and frequency that works best for your circumstances. It is not required that the recommended sequence be followed, but by adhering to it you ensure that all stores have the most current information for each business day.

**To send Store Exchange mailbags:**

You can initiate the process in any of the following ways:

- From the Stores menu, select Send Files.
- From the Store Exchange Center, click the Send button.
- Include the Store Exchange option in your End of Day procedure.
- If using the Intuit Service or Network File Transfer methods, and if you have scheduled Store Exchanges, the exchanges occur automatically. Refer to the section "Scheduling Store Exchanges" later in this chapter for more information on this option. Before you send files, it is a good practice to check for and process any mailbags that you may have received and not yet processed. Receiving a mailbag is covered a bit later in this chapter.

**To prepare and send a mailbag:**

1 Initiate sending a file in any of the manners just described. The Store Exchange dialog is displayed. At Headquarters, this dialog has a list of all of your remote stores with the exchange method and the e-mail address/file path for each, as specified in company preferences. (Figure 29-2 shows the Store Exchange
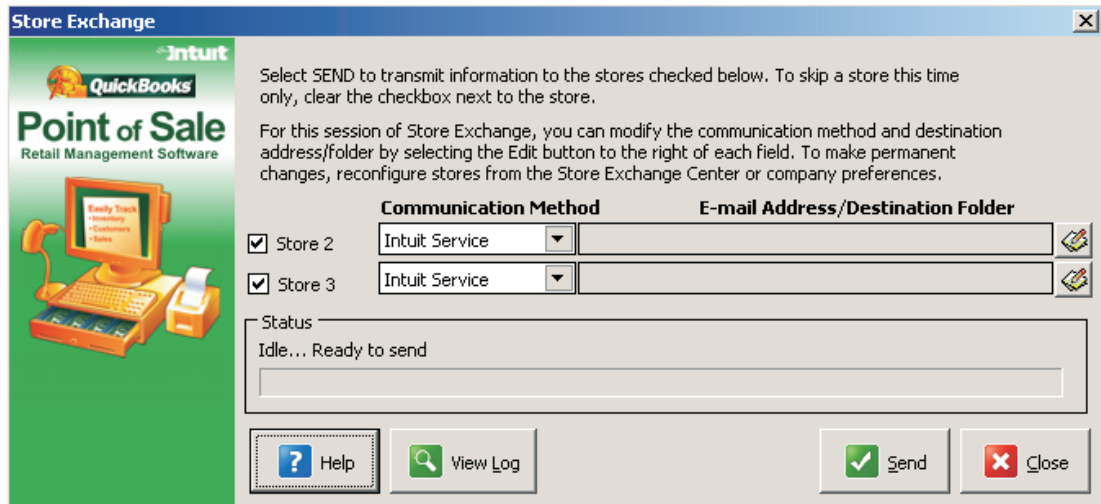
**FIGURE 29-2**    Store Exchange from Headquarters using Intuit Service exchange method

dialog from a Headquarters store.) At a remote store, only the Headquarters location is listed.

You have these options in the Store Exchange dialog:

- Change the Store Exchange method for communication with other store(s).
- Change the e-mail address or destination folder for each store (click the Edit icon to the right of the Store line).
- Select View Log to read the entries in the Store Exchange Log. This is helpful in troubleshooting any errors that occur during the preparations/sending of a mailbag.
- Headquarters only: Select or clear store check boxes. The mailbag will be prepared and sent only to the selected stores.
- Changes in communication method made on this dialog affect only the current Store Exchange. To make permanent changes, select Configure Store Exchange from the Stores menu. This takes you to the Store Exchange page of company preferences.

**2** Select Send to initiate the mailbag creation, then follow the appropriate instructions given next. When creation/sending of the mailbag is complete, a confirmation message is displayed.

**To send via Intuit service:**    The mailbag file is created and automatically sent via your Internet connection to a secure online database, where it is retrieved by the other store(s). This is likely the easiest send method available.

**To send via desktop e-mail client:**

**1** Your Windows e-mail client is launched and a single e-mail is created with the mailbag file attached. The e-mail is automatically addressed to the store(s) specified, and, if you are online, automatically sent. A default message instructs the receiving store(s) how to process the attachment. If you are not online when you select Send, the e-mail is placed in your e-mail outbox ready for you to manually send later. When ready to send, connect to your Internet service provider, access your e-mail client, and initiate a Send of the e-mail(s) in your outbox.

**2** Answer Yes if you receive a message asking if you want to allow a program to automatically send an e-mail. (This may or may not happen depending on your desktop e-mail client and security settings.)

### ➠ FYI

## Using Outlook and Microsoft Exchange Server

If you use Outlook as your desktop e-mail client and use Exchange Server, you must be connected to Exchange Server when you select Send. Otherwise, the e-mail will fail and it will not be placed in your e-mail outbox. In this case, you will have to resend after your connection to Exchange Server is restored.

Some e-mail programs or spam filters may flag a Store Exchange file attached to an e-mail as unrecognizable or as junk e-mail when received. You will be given the option on how to handle the attachment—select the option to open it with the default program (Point of Sale), and it will be processed normally.

Internet browsers (such as Internet Explorer), e-mail applications, and virus detection software programs often have user-definable security options related to handling e-mail attachments. Depending on your applications and settings, it is possible that Store Exchange mailbag files (**.qbt** file extension) will be blocked from being opened or downloaded. If this is the case, changing your settings to identify the **.qbt** files as "safe" or removing them from the application's "unsafe file" list should solve the problem. Some programs also allow you to designate "safe" e-mail sources, from which file attachments are allowed. Consult the documentation or help files of the applications you use to determine what your choices are if this pertains to you.

**To send via web-based e-mail:**

**1** The mailbag is created and placed in the destination folder specified. A Windows Explorer window opens to the defined location.

**②** Access the Internet and your e-mail service and follow their instructions to create the e-mail, enter e-mail address(es), add a message/instructions, browse to and attach the mailbag file, and then send the e-mail.

**To send via network file transfer:**    The mailbag file is created and then copied to the destination folder specified for the other store(s) (e.g., their "in folder").

**To send via removable media:**

**①** You will be prompted to enter the medium (floppy disk, memory stick, etc.) in the appropriate drive or USB port. The mailbag file will be copied to the medium.

**②** Headquarters only: If sending to multiple stores, you will be prompted to enter separate media for each store. Separate media must be used for each store.

**③** Transport the media to the other store(s).

## Sending Item Pictures

If you assign pictures to your inventory items at Headquarters, you can send the pictures to remote stores where, upon receipt, they will automatically be displayed for items. Due to the potentially large file sizes, item pictures are not included in the normal Store Exchange process; a separate and distinct procedure is required. You may want to periodically send item pictures so that additions or edits made at Headquarters are reflected at your remote stores. Pictures can only be sent to remote stores by using removable media, such as a CD, USB flash drive, external hard-drive, and so forth.

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### ➠ FYI

## Using CDs for Store Exchange

Point of Sale does not write directly to CD drives. You must have a CD-writing application installed to use these media, and the process will vary depending on the application's capabilities and the type of CD you use.

For best results using CDs, it is recommended that you use formatted CD-RW discs and a compatible drive and software. These discs allow you to reuse the disc, copying and deleting mailbag files as needed.

If you have problems saving mailbag files to a CD drive, it is recommended that you choose web-based e-mail as your Store Exchange method. This method sends a single mailbag file to a folder of your choice on your hard drive. You can then use your CD-writing software to write the copy to as many CDs as you need for your other stores.

**To send your item pictures:**

**1** From the Store Exchange Center, select Prepare Pictures.
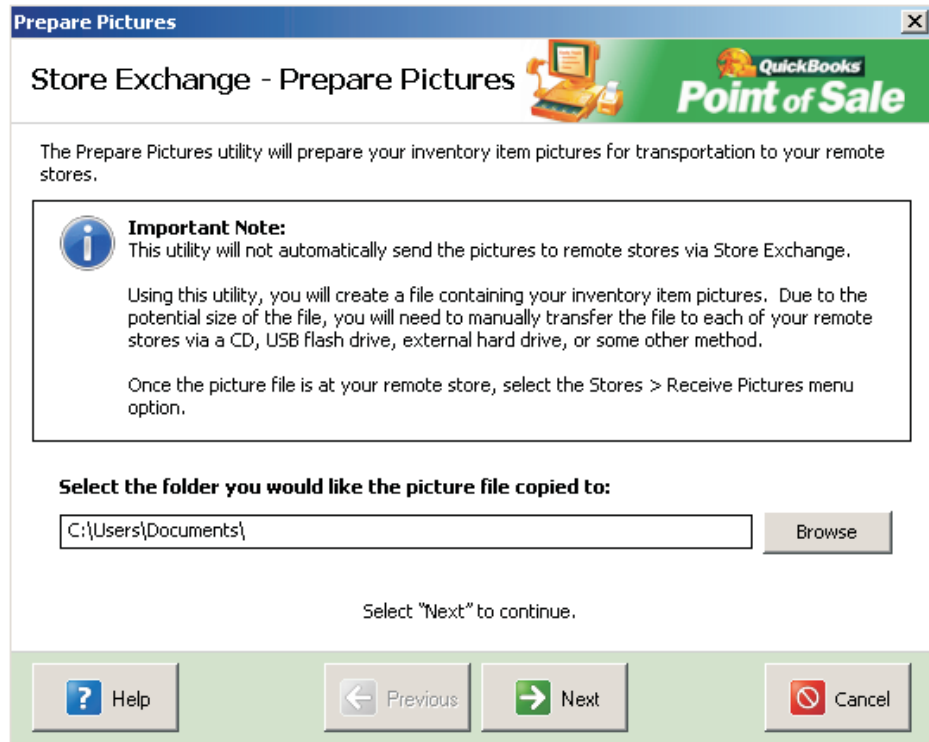


**2** In the Prepare Pictures window, browse to the location or drive to which you wish the mailbag to be saved and select the Send All Pictures option.

**3** Select Next to continue.

**4** Select Export.

**5** Select Close to exit once the process is complete.

**6** If you did not specify for the file to be created on removable media, you need to copy the file to your removable medium in order to physically transport it to your remote store(s).

## Receiving a Mailbag

Receiving Store Exchange mailbags can be initiated in any of the following ways:

- From the Stores menu or the Store Exchange Center, select the option to receive files. This option checks for and processes any received mailbags

waiting in your Store Exchange "in folder," from the online Intuit Service, or from a location to which you browse.

- Open or double-click a received file or an e-mail attachment with the **.qbt** extension (after downloading to your "in folder," if using web-based e-mail).

- If using the Intuit Service or Network File Transfer methods and you have scheduled Store Exchanges, the exchanges occur automatically. Refer to the section "Scheduling Store Exchanges" later in this chapter for more information on this option.

- To receive an item picture mailbag, place or attach the medium in the appropriate drive and then select Receive Pictures from the Stores menu.

### ➡ FYI

## Setting a Default "In Folder"

If you always use the same folder to receive files or, for removable media, the same drive/port, specify this location or drive as your default "in folder" at Preferences | Company | Multi-Store | Store Exchange Options. When you select Process In on the Store Exchange dialog, Point of Sale automatically processes any files located in the folder. Specifying an "in folder" is not necessary if using the Intuit Service as your Store Exchange method.

**T I P :** Anytime mailbags are waiting in your "in folder" when you launch Point of Sale, with all store exchange methods with the exception of Network File Transfer, you will be alerted and given the option to process them immediately. The Store Exchange Files Waiting icon is also displayed in the status bar at the bottom of the Store Exchange Center window until the mailbag(s) are processed. Processing of files can be initiated by clicking the icon.

**To receive a mailbag via the Intuit Service:**    This method is by far the most straightforward of all the exchange options. You'll need to ensure that you have an Internet connection. Simply initiate the receiving process using any one of the methods just listed. There is no additional action needed on your part. A status bar updates you on the status of the file receipt.

**To receive via desktop e-mail client:**

**1** Launch your desktop e-mail client application.

**2** Locate and display the e-mail from the sending store and double-click the **.qbt** file attachment to process it immediately. Alternatively, you can save the file to your Store Exchange "in folder" (not the e-mail client's inbox), where you can

access and process it by selecting Receive Files from the Stores menu or Store Exchange Center, then Process In on the Store Exchange dialog.

**To receive via web-based e-mail:**

❶ Access your e-mail application on the Internet and display the Store Exchange e-mail from the sending store.

❷ Follow the e-mail application's instructions to download and save the attached **.qbt** file to your Store Exchange "in folder."

❸ Headquarters only: Repeat with e-mails received from other remote stores.

❹ Close the e-mail application.

❺ From the Stores menu or Store Exchange Center, select Receive Files and then Process In on the Store Exchange dialog to process the file(s) in your "in folder."

**To receive via network file transfer:**

❶ From the Stores menu, select Receive Files or Receive from the Store Exchange Center.

❷ Click Receive, then Process In on the Store Exchange dialog to process the file(s) in your "in folder."

**To receive by removable media:**

❶ Insert the received disk or other type of media in the appropriate drive or USB port.

❷ From the Stores menu, select Receive Files or from the Store Exchange Center, click Receive.

❸ If you have identified the drive/port as your default "in folder" location, you can immediately select Process In to process the mailbag on the medium. Otherwise, choose Browse and navigate to the mailbag file at the drive/port being used and then select Process In.

❹ Headquarters only: Repeat with the media received from other stores. A confirmation message is displayed when processing is completed. If the message indicates that errors have occurred, select View Log to review the Store Exchange Log entries for clues to the problem. The next section describes the Store Exchange Log.

## Store Exchange Activity Log

All activities that occur during Store Exchange are recorded in the Store Exchange Log file. A separate log is maintained at each store. If an error is encountered, the first step is to check the log entries for messages that might help identify the problem.

### To access the Store Exchange Log:

**1** Select View Log from the Store Exchange dialog. Alternatively, you can select View from the Store Exchange Center or select View Activity Log from the Stores menu.
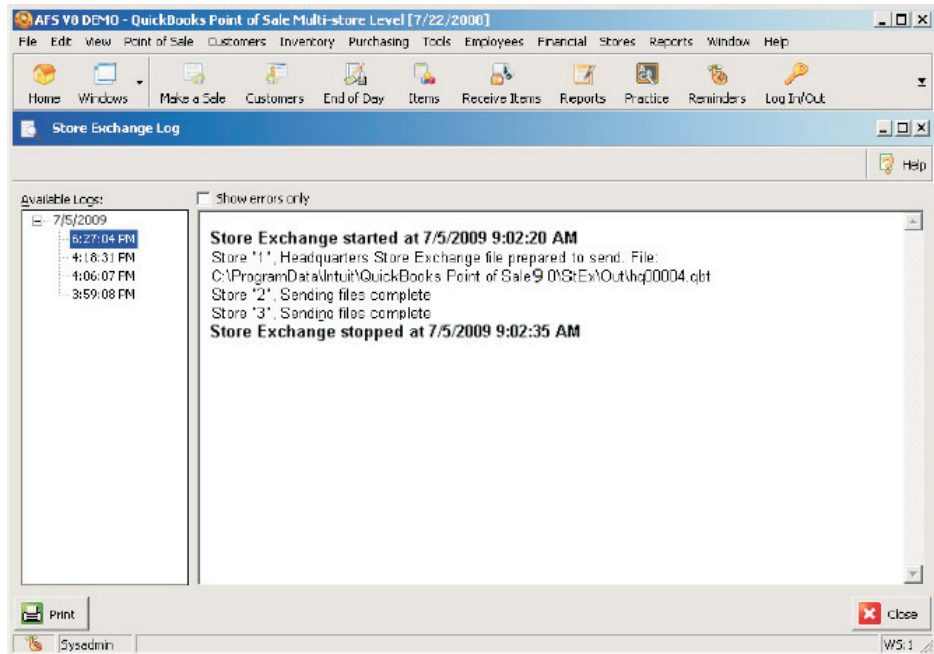


**2** Select a date and time from the Available logs list on the left. One log entry is created each time Store Exchange is run.

**3** Select the Show Errors Only check box to remove routine entries and make identification of errors easier.

**4** Once an error has been located, select Print to send a copy of the displayed entries to your printer. Select Help to access a list of error codes and possible causes and corrections.

## Automatic Recovery

The Store Exchange process has a built-in recovery mechanism that automatically resends and synchronizes data between stores in the event that a mailbag is late, lost, or received out of order, or if it arrives with corrupted data. If you do not receive a mailbag from a remote store, or from Headquarters if you are at a remote store, it is not necessary to suspend normal activities. Mailbags will automatically be re-sent and data synchronized on the next Store Exchange.

($) **T I P :** Automatic recovery does not replace the need for regular data backups. Although the automatic data protection and recovery features can fix many instances of missed or lost exchange mailbags, it is still vitally important that you implement and follow a regular program of data backups, especially at Headquarters, where your master inventory and related records are maintained. Refer to Chapter 22 for more information about implementing a regular data backup routine.

## Scheduling Store Exchanges

If you use the Intuit Service or Network File Transfer methods of Store Exchange, you can schedule a daily Store Exchange to occur automatically. At Headquarters, at the scheduled time, Point of Sale checks for received mailbags in your network "in folder" or at the Intuit Service online database, processes all waiting files, and sends updated files back out to your remote stores. At remote stores, separate send and receive schedules can be set. This allows you to synchronize actions by scheduling to send out information, allow adequate time for Headquarters to process files and send files back out, and then receive in files at the remote stores before the beginning of the next business day. There are some things that you should consider when implementing an automated schedule for Store Exchange:

- Point of Sale must be running and a user with adequate security rights logged in (do not have automatic logouts turned on in preferences) for the Store Exchange to take place at the scheduled time. If you schedule your Store Exchanges to occur in the middle of the night when the store is closed, you need to leave your computer running overnight.

### ➡ FYI

## Important: Lock Your Workstation

It is strongly recommended that you lock your Windows workstation if you will need to leave your computer unattended for the scheduled Store Exchange. Locking the workstation prevents unauthorized access while still allowing programs to run. Most Windows computers can be locked by pressing the Windows Logo key and L on your keyboard at the same time. Refer to your Windows Help for instructions on locking your workstation. Be sure that the procedure you choose will not close any running programs.

- Financial Exchange is not automated. If you are using QuickBooks Financial software and schedule your Store Exchanges, Headquarters does not exchange information with QuickBooks before sending files back to remote stores.

Scheduling Store Exchange may not be the best choice if you use customer charge accounts or for some other reason need updated information from QuickBooks available at remote stores at the beginning of each day.

- The schedule for Store Exchange runs once per day; if you prefer to have up-to-the-hour data at all stores, you can supplement a schedule with manual exchanges during the day.

- Store Exchange schedules are defined in company preference by selecting Preferences | Company | Multi-Store | Store Exchange. Select the Options tab. In the Scheduled Store Exchange section of this window, select the check box and set a time for daily Store Exchanges to be run. If Point of Sale is not running when an exchange is scheduled to occur, you are notified on the next startup and can choose to run the Store Exchange at that time.

## Resending Documents Between Stores

If documents need to be re-sent to or from Headquarters, such as when the Point of Sale company data has been restored from an earlier point, this can be initiated from the File menu. The following information is re-sent when using this option.

From remote stores to Headquarters:

- Transactional documents (receipts, vouchers, memos, and transfer slips based on document date)
- Drawer Count reports (Z-Outs) based on last edit date. Resending documents to Headquarters updates inventory and adds the documents to the sales history

From Headquarters to remote stores:

- Open purchase orders

### To resend documents from Headquarters:

**1** At the server workstation, select File | Utilities | Resend Files.

**2** If you're the Headquarters store: Select the store(s) to which you are sending and the communication method.

### To resend documents from a remote store:

**1** At the server workstation, select File | Utilities | Resend Files.

**2** Indicate a resend date. All documents made on or after the specified date will be re-sent to Headquarters.

**3** Click Resend.

# Customizing
# Point of Sale

# Customizing the Program

Point of Sale provides you with many ways to customize how you work with the program. Every business has its own unique needs, so it is important that you are able to match Point of Sale with your own business processes as closely as possible. This chapter provides information on the various ways you can customize Point of Sale for your company, your store(s), and your workstations. Keep in mind that the ability to customize various aspects of Point of Sale is dictated by the security rights of the currently logged-in user.

# Preferences in Point of Sale

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

- **Company Preferences**   Those affecting the entire application and all workstations
- **Workstation Preferences**   For configuring individual workstations and their attached equipment

This arrangement allows you to maintain central control over critical program features through the Company Preference settings, while also allowing individual workstation setups to be optimized for a particular purpose or for specific hardware. You initially configure many preferences during the Setup Interview, but you can directly edit them at any time by selecting Preference and then either Company or Workstation from the Edit menu.

In a multi-store configuration, most company preferences can be defined only at Headquarters. Refer to Chapter 27 for more information.

A complete review of all program preferences can be found in Chapter 31.

## Security Rights Affecting Program Options

When implemented, the security rights assigned to users will affect the program options available to them when they are logged in. For more information on security groups and settings, refer to Chapter 34.

**TIP:** If you notice that a feature is not available to you, check the list of possible reasons in the section "Why Are Some Features Not Available to Me?" at the end of this chapter.

## Font Size and Screen Resolution

The fonts in Point of Sale can be adjusted using the Windows display settings. When you adjust these settings, the Point of Sale display will be scaled accordingly. Refer to your Windows documentation for instructions on adjusting your display settings.

Although a minimum of 800 × 600 resolution is required for Point of Sale, this resolution may hide some of the Navigator functionality. A screen resolution of 1024 × 768 is recommended.

# Customizing the Toolbars

You can turn on/off the display of the main toolbar, and you can add, delete, or rearrange the task icons appearing on the main toolbar. Customizing the toolbar with the task icons you use most often can help make your workflow more efficient.

### To turn on/off the display of the main toolbar:

**1** From the View menu, select Customize.

**2** Select Show Tool Bar to remove the check mark.

### To add, delete, or arrange icons on the toolbar:

**1** From the View menu, select Customize.

**2** Select Customize Tool Bar. You see the Customize Tool Bar window.
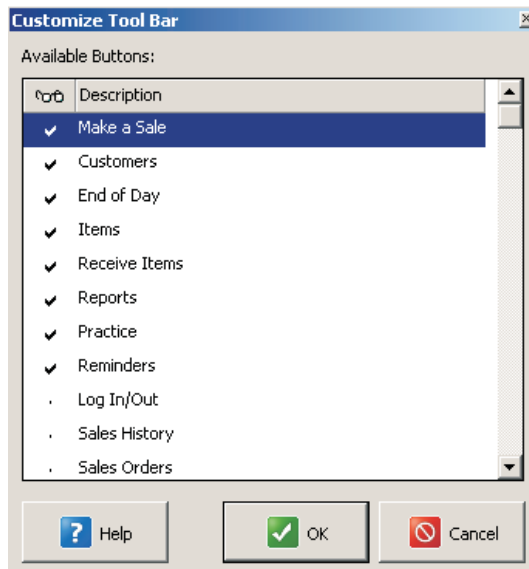


**3** Select or clear the check marks for the available task icons. Tasks with a check mark are displayed on the toolbar.

**4** To rearrange tasks on the toolbar:

    **a.** Mouse or touchscreen users: Select a task, and then drag and drop it into the preferred position.

    **b.** Keyboard users: Highlight a task and then hold down CTRL while using your UP ARROW/DOWN ARROW keys to move the task to the preferred position.

**5** Select OK.

# Customizing Columns in Lists

Point of Sale is designed to accommodate a wide variety of retail businesses and business models. Not all of the data available in a particular list may be applicable to your business. For this reason, lists include the ability to add, remove, and rearrange columns so that your view is clutter-free and only shows information fields that you actually use.

The columns displayed in a list can be customized in much the same manner as the columns in most spreadsheet programs. These customizations only affect the workstation on which they are implemented. You can have each workstation display lists differently, or you can set each workstation to view them in the same manner. The following instructions will provide you with details for adjusting the layout of your lists to best suit your workflow needs.

**T I P :**   If you have modified your layouts, upgrading to new Point of Sale versions that include changes to default layouts will not remove your customizations. In such cases, if new fields have become available, they will not appear in your previously modified layouts unless you add them yourself. If you have upgraded from a previous version and were using customized layouts, you may wish to review your layouts to determine whether you wish to add any new fields that may now be available.

## Adding/Removing/Arranging Columns

The following example shows how to add or remove columns from the customer list. The same procedure would be used for other lists in Point of Sale.

**To add, remove, or arrange columns:**

**1** From within a list, such as the customer list, select View | Customize | Customize Columns to display the Customize Columns dialog box. You can also right-click a column header and select Customize Columns from the shortcut menu that appears.
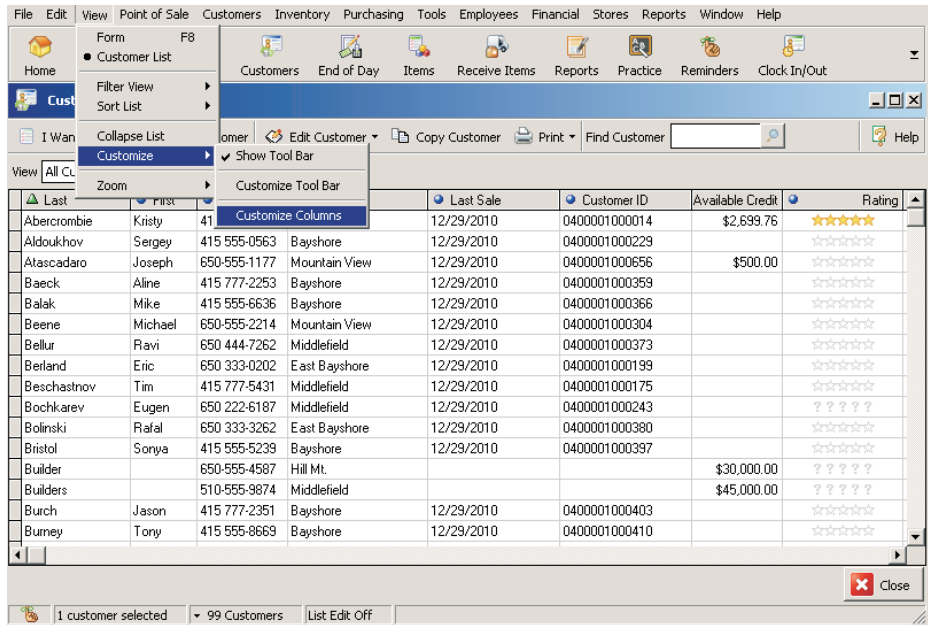
2 Using the Add, Remove, Move Up, and Move Down buttons as shown in Figure 30-1, arrange the column names into the sequence you would like them to be displayed in the list. Selections appearing under Chosen Columns will appear in the list display.
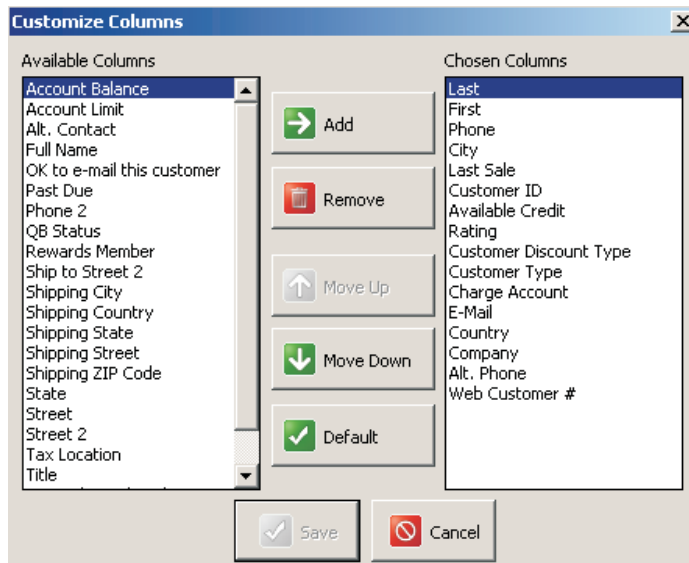


**FIGURE 30-1** Customizing the columns in the customer list view

**3** Select Save to save your choices. Select Default to return the list columns to the program default.

**($) T I P :**  When viewing a list in a collapsed view, three columns can be selected to display at the right of the Information panel. With the Information panel displayed, you can edit the columns shown on the right using the method described here.

## Removing Columns

Removing columns from a list does not affect the data in your company data file nor does it automatically affect the information displayed on printed documents. Only the list display is affected.

## Rearranging Columns

To rearrange the column order while in a list, you can simply drag and drop the column headers to arrange the columns into the order you prefer. The order you set will remain in effect until you change it again.

## Resizing Column Width

Drag and drop the header separators to change column width. To adjust all columns to the width of their largest entry, right-click in the header and select Adjust Column Widths from the pop-up menu.

## Reverting Lists to Default Layouts

Use the reset feature if you want to view the list in the original program default view.

**To use the reset feature:**

**1** Close all windows
**2** From the Edit menu, select Preferences | Workstation.
**3** Select General from the list on the left.
**4** Click the Reset Now button.
**5** Select Save.

**($) C A U T I O N :**  Reverting to the default layouts will affect columns displayed as well as the sequence and width for all lists. All customizations done to lists will be lost.

# Custom Labels and Custom Fields

Different business practices require the use of different types of information. In order to help you get the most from the program based on the way your store operates, some of the labels for fields in Point of Sale can be edited according to your specific needs. (Pro) You can also add and use custom fields to track additional information about items, customers, vendors, and employees. These fields can be named however you want and added to your lists and printed documents, and they can be used to filter Point of Sale reports.

## Custom Labels

Point of Sale allows you to change the text label for four of your item description fields. These changes will flow through to your program displays as well as your printed documents when applicable. The inventory field labels you can rename are

- Attribute
- Size
- Item Name
- Item Description

### To define item field labels:

**1** From the Edit menu, select Preferences | Company.

**2** Select General | My Field Labels from the list on the left.
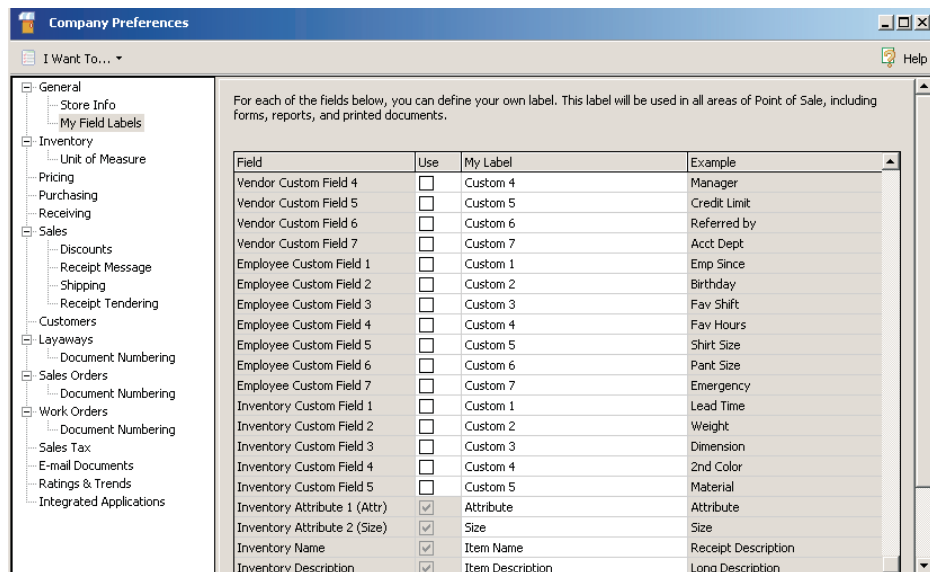


**3** Edit the text in the My Label column as needed.

**4** Select Save.

# Custom Fields (Pro)

You can add and use custom fields to track additional information about items, customers, vendors, and employees.

For example, you may wish to add fields in the customer record for spouse name, birthdays, or customer sizes, or else to keep track of a particular piece of art for which a customer is searching. Or, maybe your vendors require you to include some specific item information on purchase orders that the basic item fields won't accommodate.
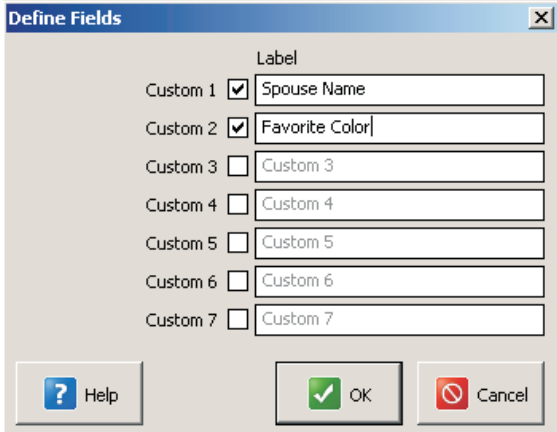
Custom fields can be named however you want and added to your list display and printed documents, as well as being used to filter your lists and many Point of Sale reports.

There are two ways you can add custom fields in Point of Sale. You can define the custom labels from a record form in the area of Point of Sale in which they appear. This allows you to add and define your custom fields on the fly as the need arises.

You can also define them in Company Preferences as described in the preceding procedure, activating the custom fields with check boxes and entering a custom name. Defining fields in Company Preferences allows you to add and define all custom fields in Point of Sale in one place.

### To define custom fields on a record form:

**1** Display any record form in the area you wish to define field labels by selecting New or Edit from the window toolbar. In our example we're adding a custom field to an existing customer record.

**2** Select the Notes & Custom tab (in item, employee, and vendor records this tab is labeled "Custom"; see Figure 30-2).

**3** Select Define Fields.

**4** Select the check boxes to activate needed fields, and edit the field labels as needed.



**5** Select OK.
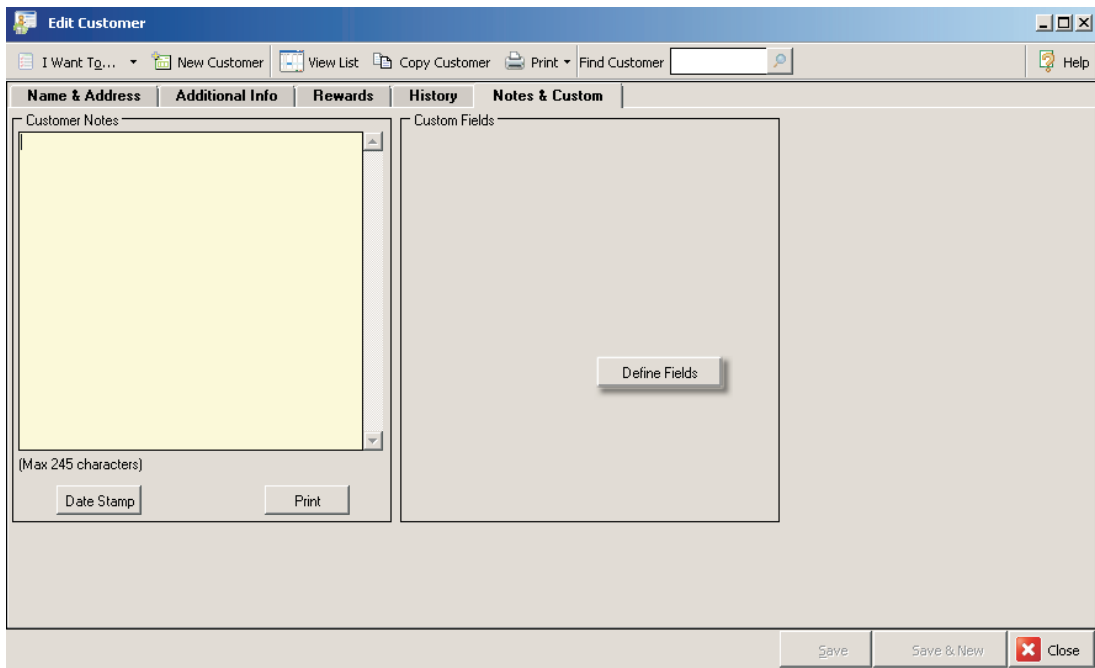
**FIGURE 30-2** Defining custom fields for customers

# Adding Your Logo to Printed Documents

You can add your store logo to printed sales documents by specifying the logo in company preferences (see the FYI box that follows). If a logo is specified, it will automatically be printed on receipts and gift receipts. For Pro-level users, the logo is also printed on customer orders and packing slips and can be added to other documents using the Print Designer.

## Guidelines for Logos

You should be aware of the following guidelines for logos:

- The graphic formats supported are **.bmp**, **.jpg**, and **.gif**.
- It is recommended you keep your graphic files to 100KB or less in size; larger file sizes may slow printing. The maximum allowed size is 1.5MB.
- Point of Sale will scale your logo, if necessary, to fit in the allotted space on your selected document template.
- Some loss in quality may be experienced when scaling graphics, so it is best to resize your logo in a graphics application to these sizes before using in Point of Sale:

- 40-column documents: 248 pixel maximum width
- Letter-size documents: 381 pixel maximum width

($) **T I P :**   (Pro) You can customize logo size and location for each printed document in Print Designer. Refer to Chapter 32 for more information. (Pro and Pro Multi-Store) Each store can define its own logo.

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### ➡ FYI

## Setting the Preferences to Print a Logo on Documents

You can customize many of your printed documents by adding your company's logo.

- From the Edit menu, select Preferences | Company | General | Store Info.
- Select the Use Image As Default Logo setting and then select Specify to open the Images Collection window.
- Click Add to add images to use as logos.
- Choose the Select button to indicate which image you wish to be used as the default logo on printed documents.
- A preview of your selected graphic is displayed. Pro users can customize their printed documents to use different logos on each document.

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# Why Are Some Features Not Available to Me?

There are a number of reasons that a feature may not be available to you in Point of Sale:

- You do not have security rights to access that feature. Refer to the section "Working with Security Groups" in Chapter 34 for more information.
- The feature has been turned off in Company Preferences. Refer to Chapter 1 for more information on turning Point of Sale features on and off.
- An interdependent feature has been turned off or not set up (for example, to use customer orders requires tracking customers turned on, and so forth). Refer to Chapter 1 for more information on turning Point of Sale features on and off.
- The level of Point of Sale you are licensed for (Basic, Pro, or Pro Multi-Store) does not include that feature.
- You are on a client workstation and the feature is limited to the server workstation. Refer to Chapter 1 for more information about the roles of the server and client workstations in Point of Sale.

- You are in Practice mode, where certain features such as Point of Sale Merchant Service, Financial Exchange, and Store Exchange are not available.
- You are trying to use a Financial Exchange feature, but your connection with QuickBooks has not been set up. Refer to Chapter 23 for more information.
- You are at a remote store in a multi-store configuration and the feature is not available to remote stores. Refer to Table 27-1 in Chapter 27 for more information.
- You upgraded from a previous version and had customized lists, reports, or documents in the prior version. Point of Sale does not automatically reset your custom layouts to the new defaults, so the fields, columns, or report options related to new features may not be available until you further customize your layouts or, in the case of reports, select Revert on the Modify Report window and then rememorize.

# Understanding Point of Sale Preferences

Preference settings are used to configure Point of Sale to work with your hardware and to customize many Point of Sale features to best suit the needs of your retail business. Many of the basic preference settings are initially configured as you complete the Setup Interview process, but can also be directly edited anytime via Preferences.

There are two types of preferences in Point of Sale: Company and Workstation. With Company Preferences, you can configure the settings and define the options that are shared by all Point of Sale workstations on a network. Workstation Preferences define workstation-specific settings and options, including hardware setup and printing configurations.

These two preference types give you the ability to maintain central control over critical program features (through the Company Preference settings), while also allowing individual workstation setups to be optimized for a particular purpose or for specific hardware (through Workstation Preference settings). Although you initially configure many preferences during the Setup Interview, you have the ability to directly edit them at any time by selecting Preferences and then either Company or Workstation from the Edit menu.

In this chapter, all of the Company and Workstation Preferences options are listed along with a brief description of how each setting affects program functionality.

# Company Preferences

All Company Preference settings are accessed from the Edit menu. Select Edit | Preferences | Company. The Company Preferences page opens, which includes a list of the preference areas you want to edit.

## General Preferences

In addition to several feature choices on the General tab, the General Preferences area includes two subcategories: Store Info and My Field Labels. Let's start with the General Preferences page, shown in Figure 31-1.

### Options

- **Require Users To Log In**   Select this feature to require employees to use their login names and passwords *(selecting this feature also turns on all security features in Point of Sale)*. Once turned on, employee access to program features and data is restricted by the rights of their assigned security group. When turning this requirement on, you are prompted to enter a System Administrator (SysAdmin) password. Only the Sys Admin user will be able to change this setting in the future. If logins are not required, all employees have total access to all Point of Sale features.
- **Automatically Log Out User After Each Sale**   Select to automatically log out the currently logged-in employee upon saving a sales receipt. This can be an important
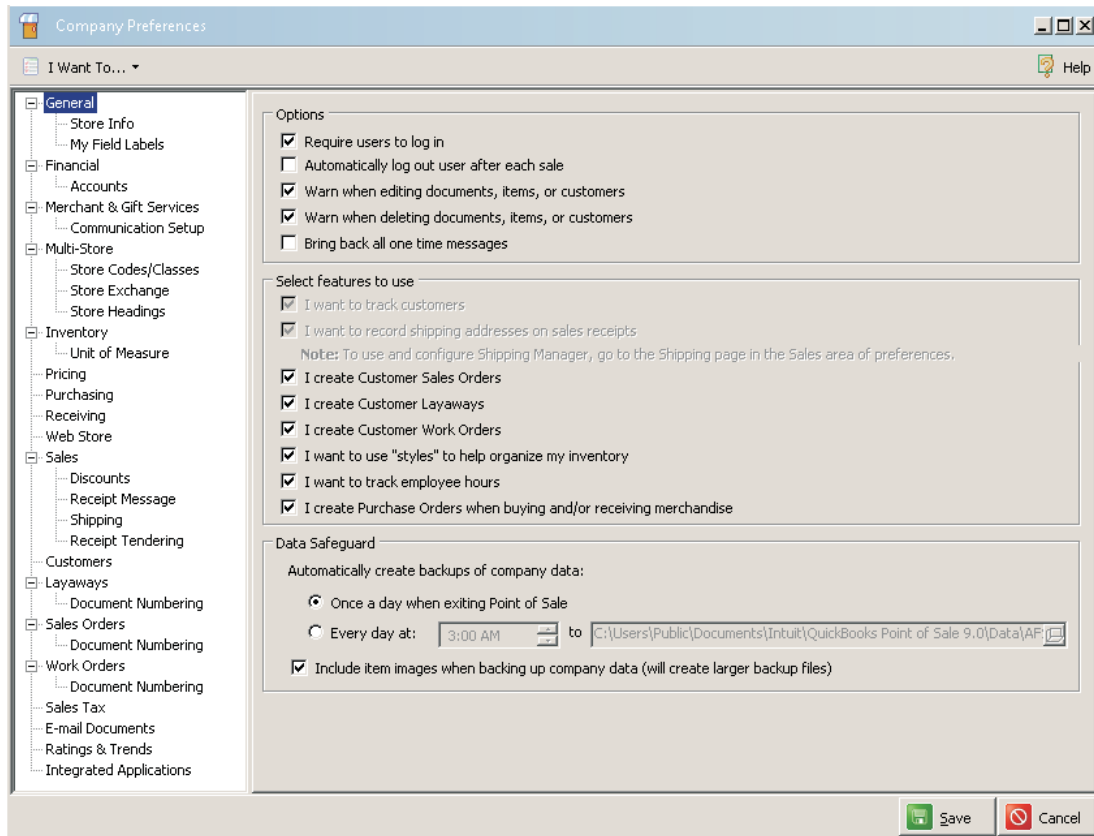
**FIGURE 31-1** Configuring General Company Preferences

feature to use on workstations that are shared by multiple cashiers. This option is only available if the preference has been set for employees to log in.

- **Warn When Editing Documents, Items, Or Customers** Selecting this option confirms edits to documents, items, or customers if you attempt to leave an activity without saving.
- **Warn When Deleting Documents, Items, Or Customers** When you select this option, Point of Sale gives you a confirmation message before you finalize the action.
- **Bring Back All One Time Messages** Selecting this preference will bring back all such messages for which you've previously selected "Do Not Show Me Again" from a message dialog.

## Select Features to Use

- **I Want To Track Customers**    Disabling (unchecking) this option removes the customer tracking options and fields from program areas and menus. Disabling this option also removes the availability of Sales Orders, Work Orders, and Layaways.

- **I Want To Record Shipping Addresses On Sales Receipts**    Disabling this option will remove shipping address and related fields from customer records and sales forms.

- **I Create Customer Sales Orders (Pro and Pro Multi-Store)**    Disabling this option removes the availability of sales orders and the related unused features from affected program areas and menus. Keep in mind that the sales order form can also be used to generate an estimate for a customer.

- **I Create Customer Layaways (Pro and Pro Multi-Store)**    Disabling this option removes the availability of layaways and the related unused features from affected program areas and menus.

- **I Create Customer Work Orders (Pro and Pro Multi-Store)**    Disabling this option removes the availability of work orders and the related unused features from affected program areas and menus. Keep in mind that the work order form can also be used to generate an estimate for a customer for proposed service work.

- **I Want To Use "Styles" To Help Organize My Inventory (Pro and Pro Multi-Store)**    In Point of Sale a style is the way the program groups together inventory items that share the same basic item information but differ in one or two item traits, such as size and color. Disabling this option will remove item style availability in inventory and remove the unused features from affected program areas and menus.

- **I Want To Track Employee Hours (Pro and Pro Multi-Store)**    When this feature is enabled, you and your employees will be able to clock in and out of Point of Sale using a built-in time clock feature.

- **I Create Purchase Orders When Buying And/Or Receiving Merchandise**    Purchase orders are the way you can record and keep track the planned purchase of items for your inventory. Disabling this feature removes the ability to generate (and receive items on) a purchase order and removes the feature from the program and menus.

## Data Safeguard

- **Automatically Create Backups Of Company Data**    With this option, you can configure Point of Sale to automatically back up your data every day and to the location that you specify. For this automatic setting to work, you'll need to be sure that you leave the POS server machine running and that you've closed out the program for the day. (By default, a backup of your company data is made to a default location when you exit from the program.)

# General Preferences: Store Info

- **Store Headings**   The information that you enter here appears across the top of printed documents. Note that there are three miscellaneous lines that you can use to enter information such as your company web site, your phone number, your hours of operation, or even your company slogan.
- **Use Image As Default Logo**   Use this preference area to upload a logo of your choice. Select the check box and then Specify to browse for graphic files to use as your logo on printed documents. You can add several and switch between them to be printed on documents. Graphic formats supported are **.bmp**, **.gif**, and **.jpg**. The logo will be scaled, if necessary, to fit the type of document and the location of the logo on that document.

You can use the Print Designer (Pro and Pro Multi-Store), which you access from the Tools menu, to resize and place logos or to use different logos on each printed document.

## General: My Field Labels

In this preference area you can create and add custom fields to customers, vendors, items, and employee records as well as rename certain item fields (item name, item description, attributes 1 and 2—see Figure 31-2). The defined custom field is then displayed in the related areas throughout the program. In addition, if your Point of Sale is integrated with QuickBooks Financial software, the information in these custom fields is shared, provided they are named exactly the same in both programs.

- **Restore To Defaults**   Clicking this button at the bottom of the Field Labels page (Figure 32-2) resets all fields visible in this window to their original values.

# Financial

The Financial Preferences area is only relevant to you if you want to exchange information between your Point of Sale company file and your QuickBooks Financial company file.

- **Use With QuickBooks Financial Software**   Select this to allow the exchange of data between Point of Sale and the QuickBooks Financial data file of your choice. When this option is selected for the first time, the QuickBooks Connection Wizard is launched. In order for the wizard to successfully make the connection for you, be sure that the QuickBooks company file that you intend to share with Point of Sale is open.

  Once your connection to your intended QuickBooks Financial file is established, Point of Sale fills in the "QuickBooks Company file" field and path.
- **Send Receipts And Vouchers With**   Here you can choose to send item and customer detail on all receipts and vouchers to the financial software, or send
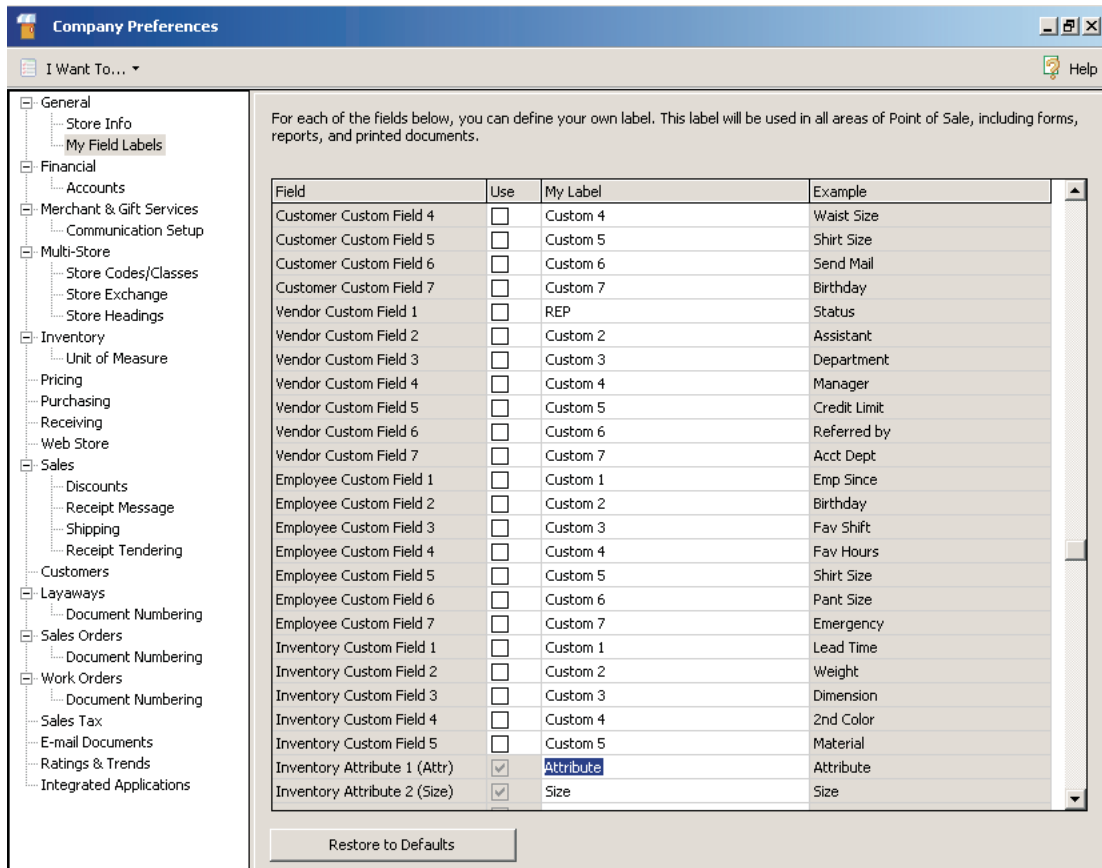
**FIGURE 31-2**   Defining custom fields and renaming certain item fields

detailed information for customer charge account transactions only. I recommend sending summary information to QuickBooks Financial unless there is a need to send detailed information; for example, if you offer in-store charge accounts and want to send out monthly statements from the financial software. Limiting the exchange of information to a summarized level helps prevent your financial data file from growing too quickly.

- **Send Discounted Items With**   By default, discounts are not sent and are not accounted for separately in QuickBooks. This means that when you run a Profit and Loss statement in the financial program, your gross sales figures will already be reduced by the total discounts given at the time of sale. I recommend turning this option on so that the financial program can keep track of both gross sales and discounts given on those sales.

- **Customer Name Order**   Use this option to match the Point of Sale customer name order to the way you want to display names in QuickBooks Financial.

- **Employee Hours (Pro and Pro Multi-Store)**    Note that to use this option you must be using QuickBooks Financial software version 2008 and above (or Enterprise version 8.0 or above). If you're using the time clock feature in Point of Sale to record employee hours worked, select this option to send the time recorded and specify the hourly payroll item to be used for the time entries created in QuickBooks. Only payroll items previously created in QuickBooks are available for selection here. In addition, this option is only available if time tracking is turned on in both Point of Sale and the financial program.

## Financial Accounts: Basic Tab

- **Default Item Accounts**    Point of Sale automatically designates the accounts that will be affected in the financial program during a Financial Exchange. Specifically, the accounts specified here are assigned to each item added to inventory and affect how item transactions are posted to QuickBooks. You can also manually assign different accounts to individual items via the item record if necessary.

  Changes made in this preference area affect items added to your item list from that point forward. Alternatively, you can click the Apply Accounts To Existing Items button at the bottom of the page to implement account changes on all existing items. Use this option with caution, however, because all existing items will be set to these accounts, overriding any manual changes you have made.
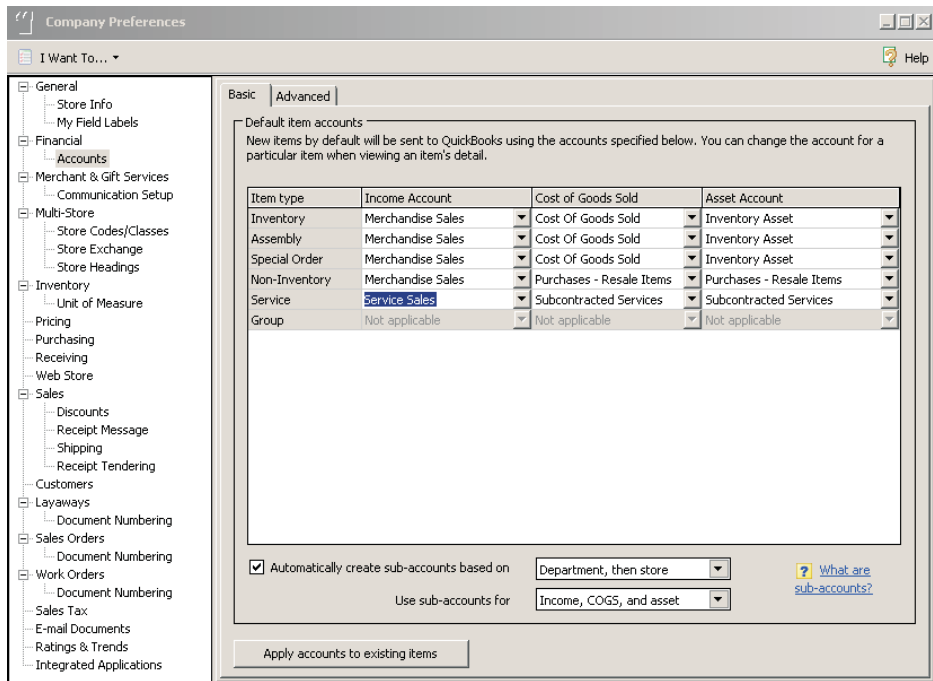
- **Automatically Create Sub-Accounts Based On**   With this preference, you can map transactions to QuickBooks Financial subaccounts according to departments. When this option is set, default item accounts will be appended with subaccounts. For example, a service item might normally default to the "Service Sales" income account based upon its type, but when assigned to the Clothing department, it would be defaulted to "Service Sales: Clothing."

## Financial Accounts: Advanced Tab

- **Account Mapping**   Each account and field in Point of Sale must have a specified corresponding account in QuickBooks to which data is transferred. You can accept the default mappings or define your own mapping structure by choosing from each of the lists in the QB Account column (only accounts previously defined in your financial software are available for selection).

Click Reset To Defaults if you have customized the mappings but want to return to the default setting.

# Merchant & Gift Services

The options in this preference area are only relevant if you are using the QuickBooks Point of Sale Merchant Service.

- **Merchant Number**   Enter the QuickBooks POS Merchant Number you received via e-mail. Do not enter an account number here if you are using a different merchant service. You can also select to disallow manual credit card transactions when the address or card verification code does not match bank records.
- **Accept Debit/ATM Card Payments**   Select to allow customer payments by debit/ATM card. You can also specify whether you allow cash back on ATM transactions and the maximum amount allowed.
- **Gift Card Service**   This is a service provided by the QuickBooks Point of Sale Gift Card Service. Enter the Gift Card account number you receive via e-mail. Automatically print and save receipt upon credit, debit, or gift card approval to have receipts automatically print as soon as transaction approval is received. This allows you to return to servicing the customer while approval is pending.

# Merchant & Gift Services: Communication Setup

All card transactions are processed through one workstation (if you are using the QuickBooks Point of Sale Merchant Service). To enable this function on this computer, select the check box "Use this computer to connect for all credit, debit and gift card transactions." The selected computer must be equipped with a modem or an Internet connection. If the box is checked and grayed out, then this computer is already assigned for these transactions. The server workstation is set as the default processing workstation.

- **Communication Setup**   Select an option for communication with QuickBooks POS Merchant and/or QuickBooks Gift Card Service. Secure Internet Connection

provides an IP-based connection through your Internet service provider (ISP). A persistent (always on) Internet connection is recommended for this option. Select Internet Connection Setup for assistance in configuring an IP connection. The Direct-Dial option supports high-speed and advanced modem technologies using most modems' default settings.

## Multi-Store

Multi-Store preferences enable you to establish program settings such as the number of stores you want to manage with Point of Sale as well as the method(s) you want to use to communicate among locations.

This Multi-Store opening preference page summarizes your store type information. You can also use the options on this page to change a store from a Headquarters to a remote location. Changing a store type should not be a casual decision. Be sure to read the information on this page carefully, as changing store types at any time other than during the initial installation requires additional steps to protect your data.

- **Store Codes/Classes**   This preference setting is available at Headquarters only. Enter your total number of stores and then assign a unique alphanumeric code to each of them. This code is displayed throughout the program on multi-store reports. If you plan on changing your number of stores, all inventory-related document windows should be closed before saving. Optionally, you can assign a QuickBooks class to each store to allow Profit & Loss reporting by store in your financial software. You must have configured QuickBooks to use classes to use this option in POS.
- **Store Exchange**   On the Configuration tab specify a communication method for exchanges with other stores; then select Configure to enter each store's license number and e-mail address or transfer path. So, for example, at Headquarters you'll enter the license numbers of each of the remote stores. On the Options tab you can change the password that you use to secure the transfer of store exchange files, change the location (folder) into which you receive store exchange files (you can also reset the process-in folder to the default setting: **C:\ProgramData\Intuit\QuickBooks Point of Sale 8.0\StEx\In\**), and schedule a Store Exchange. Using this feature will automatically process in any available data from remote stores and then send back out an updated file.
- **Store Headings**   Available at the Headquarters location only, here is where you'll enter the name, address, and miscellaneous information for each store. You can use the miscellaneous lines to enter information like company web site, phone number, hours of operation, or even your company slogan.

## Inventory

Use Inventory preferences to add an image field to item records if you'd like pictures of your items to appear when creating sales receipts or other inventory-

related documents in Point of Sale. This preference also controls settings like item number sequencing, reorder point calculation, and unit of measure definitions.

- **I Want To Associate Pictures With My Inventory Items (Pro and Pro Multi-Store)**   Select this option to add image fields to the inventory item record and make these images available in other areas of the program. The default setting is off.
- **Reset Automatic Item Number Sequencing When An Item Number Is Edited**   When this option is selected, editing an item number will reset the automatic numbering sequence to start with the next available number after the edited number. The default setting is to not reset the numbering sequence.
- **Create Reorder Reminders Based On (Pro and Pro Multi-Store)**   Here you specify how reorder point reminders are calculated. You can have the reminders generated only when the on-hand quantity of that item reaches the reorder point, or you can have Point of Sale generate a reminder that includes available quantities in the calculation. Using available quantities means that quantities committed to open customer orders are taken into consideration when calculating the reminders. The default setting is based on available quantity.
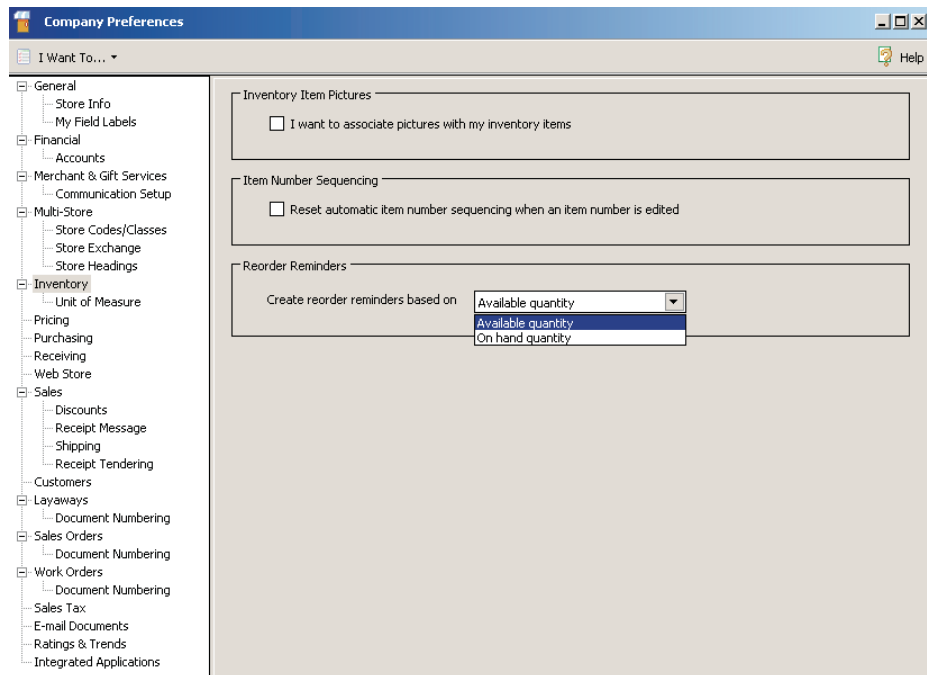


## Unit of Measure

With this preference setting you define and manage the units of measurement by which your items are purchased and sold, such as gallon, case, pint, and can. Once

units are defined here, you can specify a unit for individual items in inventory as well as the default unit to be assigned to new items.

- **I Want To Set Up Multiple Units Of Measure For Inventory, Non-Inventory, And Service Items**   Select this option to turn on the Unit Of Measure feature in Point of Sale. The default setting for this preference is off.
- **Print Unit Of Measure Information Within The Quantity Field On All Documents**   Select this option to insert the unit of measure information in the quantity field on printed documents. The default setting for this preference is off.
- **Displaying Unit Of Measure**   The default setting for this preference is to Always Display A Unit Of Measure Column In Documents And Lists. If you want to add this column yourself, select Let Me Manually Add A Unit Of Measure Column To Documents And Lists.

## Pricing

The Pricing preference includes the settings that allow you to set five pricing levels (including your regular selling price).

- **Default Price**   Select a default price level from the drop-down list. This will be the price level suggested on sales documents at this store. Point of Sale automatically assigns Regular Price as the default price.

- **Price Levels**   Here you can name up to four (4) optional markdown price levels and a markdown % (0–99) for each. The price for the additional price levels is calculated from the regular price. For example, if you enter a markdown of 20% for a price level, the price at that price level will be a 20% markdown compared to your regular price.
- **Price Tag Code**   Here you can enter a code (only known to you and/or your staff) to replace each number (0–9) for printing cost and received date in code on price tags. To use this feature, you must select a tag template that includes the cost fields in Workstation Preferences (Edit | Preferences | Workstation | Documents & Printers). Templates that include the necessary cost fields have "+cost" included in the template name.

## Purchasing

Use this preference setting to define the numbering sequence and statuses of purchase orders.

- **Purchase Order Numbering**   Use these options in the Select A PO Numbering Method drop-down list to define the numbering scheme for your purchase orders. For example, you can choose to include the name of the vendor, or the associate's name in the PO number field. Alternatively, you can create a custom numbering scheme using a set of available fields. You can also select the option to automatically reset PO number sequencing when you manually edit a PO number.
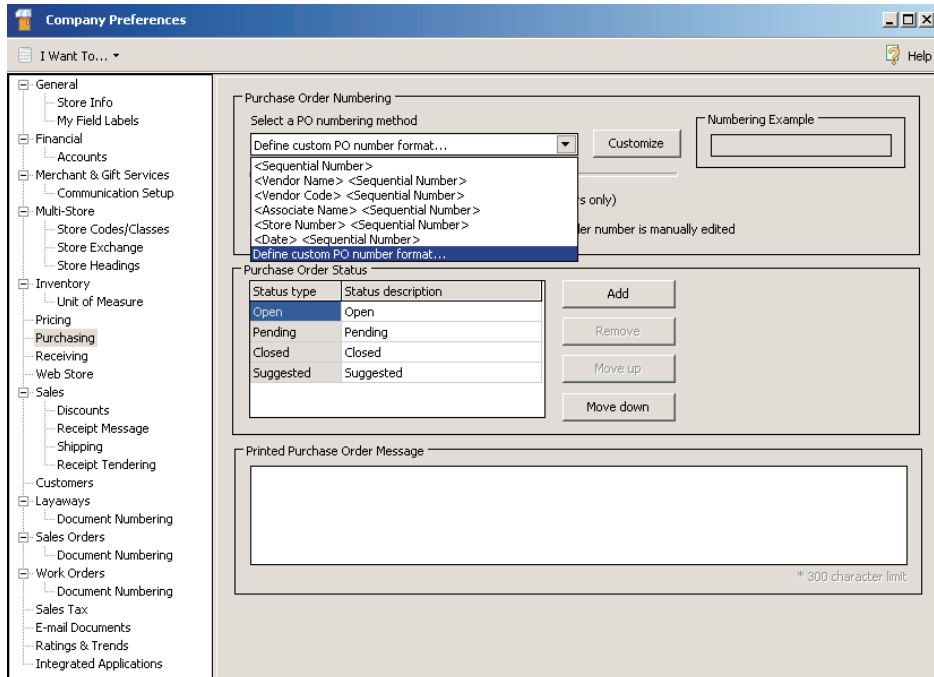
- **Purchase Order Status** Add, delete, rename, and reposition the status options available in the Status field on purchase orders. New POs are automatically assigned the Open status. The PO status field can be used to facilitate filtering for viewing or reporting purposes.
- **Printed Purchase Order Message** Enter optional instructions (up to 300 characters) to print on POs.

## Receiving

Use these preference settings to customize how receiving chores are coordinated with the Financial software:

- **Warn When Receiving Against A Purchase Order Past Its Cancel Date** Use this preference setting to have Point of Sale issue a warning in this circumstance. If not selected, the cancel date on the PO is ignored. The default setting for this preference is to generate a warning.
- **Enter Vendor Billing Information In Point Of Sale** This choice affects how receiving vouchers are sent to QuickBooks Financial software. By default, vendor billing fields (like their bill number, bill date, and bill due date) are not displayed on the Point of Sale receiving voucher form. This is because most POS users that integrate with the financial software handle vendor billing tasks in their QuickBooks Financial program.
  If you don't use QuickBooks, or prefer to enter billing information in Point of Sale, select this check box to add the billing fields to the voucher form.
- **Printed Voucher Message** Enter optional comments to print on all vouchers. Voucher comments are not displayed on your screen.

## Web Store

If you have signed up for the Intuit Storefront for QuickBooks Point of Sale, this preference area (shown next) allows you to control the connection between your Point of Sale company file and your storefront.
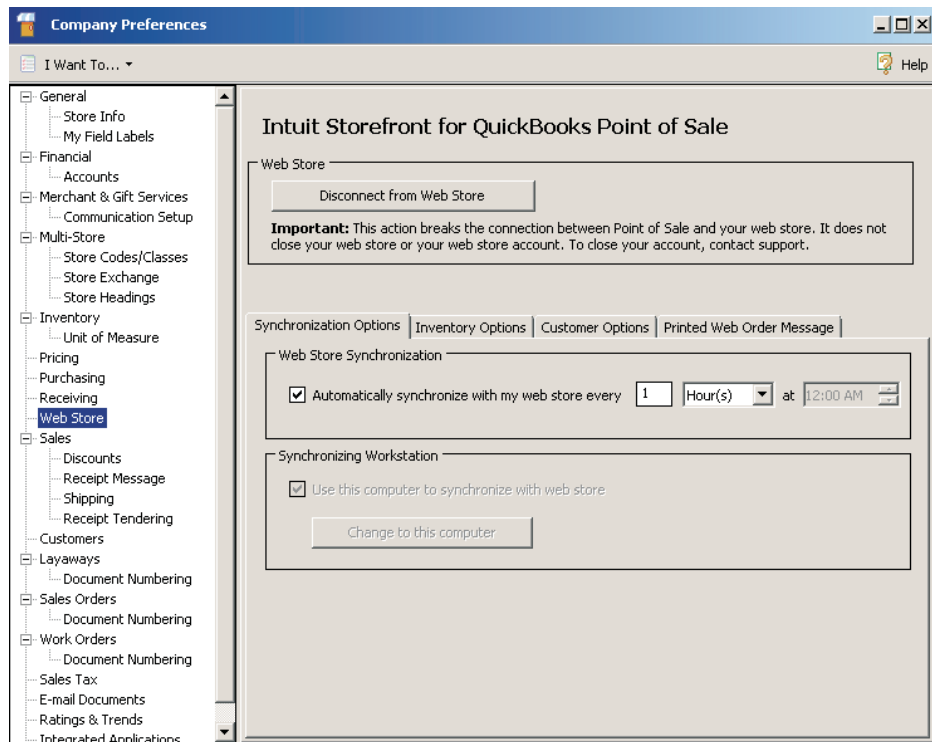
- **Synchronization Options tab**    The settings on this tab allow you to control the frequency of synchronization between your storefront and the Point of Sale (the least amount of time between updates is one hour). In a multi-store setup, synchronization can only be done at Headquarters, but it can be done by any Point of Sale workstation at the Headquarters location. There is a "POS Webstore synch service" running on one workstation at the Headquarters location, and it should be running on a workstation that has Internet access. Click Change To This Computer to choose another POS workstation that has Internet access to synchronize with your web store.
- **Inventory Options**    Use the options on this page to specify how the Point of Sale item description and price information are shared with your storefront. The two POS description fields that are available to map to the web store are Description and Brief Description. All POS price levels are available to map to the web store Sell Price and Retail Price. If you unselect the Update check box, POS will not send the information for that field.
- **Customer Options**    Select which fields from Point of Sale customer records will be mapped to customer record fields in your web store. If you don't want a web store field updated, unselect the Update check box.

- **Printed Web Order Message**   Enter the standard message that you would like to appear on every printed web customer order.

## Sales

With the settings in the General Options area, you can control how customer names are displayed on printed receipts and customer orders. You can also choose to print the item details on receipts or orders. With the option selected to require associates to enter a promotional code on sales receipts and customer orders, a dialog box will appear reminding the sales associate/cashier that an entry must be made in the Promo Code field. They will not be able to complete the sale unless one is provided.

   If the option to require a manual media count is selected, associates/cashiers will be required to manually count each denomination of currency when they run a Drawer Count report at the end of a shift or at the end of a day.

- **Open Cash Drawer**   Select which payment tender types should open your cash drawer at the end of a sale. Note that this feature requires a compatible cash drawer properly installed through a 40-column receipt printer.
- **Discounts**   Here you can require that a discount reason be entered when a line item discount (using the Edit Item button for item listed) is manually applied during a sale. The default setting is to not require a discount reason.
- **Print Coupons On Receipts**   Select a coupon (that is created in the Price Manager) to print when printing a sales receipt.
- **Receipt Message**   Define the text you would like to appear in the message area of printed receipts you give your customers. For example, you might want to include your return/exchange policy, store hours, or news about an upcoming event on receipts. These comments do not appear onscreen.
- **Shipping (Pro and Pro Multi-Store)**   Select to add the Shipping Manager options to arrange shipments with UPS and transfer the costs to sales receipts (the default is off). If you want to use Shipping Manager to make the shipments, but not transfer the cost to the receipt, check the I Do Not Charge My Customers For Shipping check box. Note that you must have the I Want To Record Shipping Addresses On Sales Receipts option selected on the General preferences page for this option to be available.
- **Shipping Providers**   Define the shipping provider(s) you will be using. Once defined here, they can be selected when adding shipping information to sales receipts and customer orders.

**$ C A U T I O N :**  Do not include "UPS" in the name of a provider you are adding manually. This string of characters will result in errors when shipping via Shipping Manager. If adding a legitimate UPS service, select it from the predefined drop-down list in the Add A New Shipping Provider dialog.

- **Receipt Tendering**   In the Payment methods area, select which payment methods you wish to be available on the Receipt Payment window. You can also designate the one payment method most frequently used at this store. The Receipt Payment window will then display this payment method as the suggested payment method. The default payment method is cash.
- **Card Types**   If you accept credit cards, specify the card types you will take (may be restricted by your merchant service agreement). Select a card type to make it available or clear the check box to not allow it. Default cards types include Visa, MasterCard, and Diners Club.

**$ T I P :**  Specify if you wish to be prompted to include a tip when accepting a credit card, account charge, and gift cards as payment tender types.

- **Block Additional Account Charges When Past Due More Than**   If you select this option, additional charges are blocked and a warning displayed if the account is past due more than the specified number of days (the block can be overridden by an employee with the appropriate security rights). Past due information comes from your financial software. Note that this feature requires that you be integrated with QuickBooks Financial software.

## Customers

If you integrate with QuickBooks, you can choose to share customer information with the financial program.

- **Use With QuickBooks**   This option sets the default for new customers. Select Yes to exchange customer information with QuickBooks or No if you do not want customer information automatically sent. This setting can be modified on individual customer records.
- **Require A Customer Entry On All Receipts**   If selected, receipts cannot be saved until a customer is listed. Associating a customer with a sale helps facilitate tracking and reporting of customer purchases.
- **E-Mail Marketing**   Enter your Constant Contact login and password information to generate e-mail campaigns using Constant Contact.
- **Customer Type**   You can create categories of customer types for your business. You can then assign these types on customers' records and filter reports or create mailing lists and labels based on customer type.

- **Customer Orders—Layaways, Sales Orders, and Work Orders (Pro and Pro Multi-Store)**   Note that each order type in this preference area has its own page and that the preference options available (as outlined here) are the same for each order type.
- **Initial Deposit**   Select how you want to handle the initial deposit on new customer orders. If suggesting or requiring an initial deposit, enter a percentage of the total amount due to be suggested or required. This setting only applies to the initial deposit; subsequent deposits can be for any amount.
- **Order Status**   Add, delete, rename, and reposition the status options available in the Status filed on customer orders. New orders are automatically assigned a status of Open; filled orders are assigned the status of Closed. Use of the status field facilitates filtering for viewing or reporting purposes. Default status settings are Open, Closed, Pending.
- **Printed Message**   Enter an optional text message to print on each customer order, such as your order cancellation or refund policy.
- **Document Numbering**   Choose a numbering scheme for your order documents. Your choices include using the customer's last name, the date, or store the number (in a multi-store configuration). You can also define a custom numbering format for your order documents.

## Sales Tax

Define sales tax locations, sales tax codes, and other tax options. Specify a default tax location for this store and a default department tax code for new departments. Setting up sales tax in Point of Sale is covered in detail in Chapter 9.

## E-Mail Documents (Pro and Pro Multi-Store)

Use these preferences to create a template for Point of Sale documents that you send vie email:

- **Default Message Text**   Select a document type from the drop-down list at the top of the window and then complete the settings and default message to use when e-mailing that document type. Repeat this process for each document type you will be e-mailing.

  Point of Sale writes this information to each e-mail it creates, but you can edit individual e-mails before sending. In addition, you can add Point of Sale data fields (shown in <brackets> at the bottom of the window) to your subject line or message, in which case the information from the matching fields on the document being sent is auto-populated when the message is created. Enter the field name and brackets just as shown at the bottom of this screen.
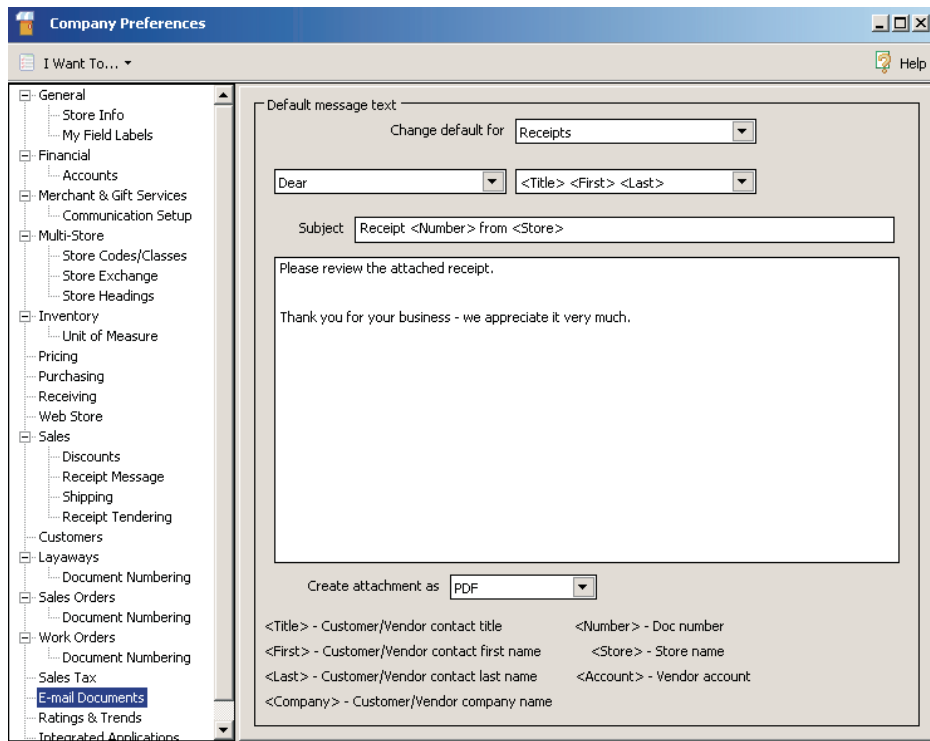
- **Create Attachment As**   Select one of the four attachment formats:
  - **PDF**   Recipient must have Adobe Acrobat Reader installed to view.
  - **Excel**   Recipient must have Microsoft Excel 2000, 2002, 2003, or 2007 installed to view.
  - **HTML**   Recipients can view it in their web browsers.
  - **Text**   Plain text format, recipients can view it in most text editors or word processing applications.

## Ratings & Trends

These preferences can be set only by the server workstation.

- **Show Ratings And Trends For Items**   Select to turn on and then indicate the basis and time period for calculating ratings and trends for items. Note that returns are subtracted from sales to calculate new sales for this feature, and the default setting is on.
- **Based On**   Ratings can be based on net profit, quantity sold, total sales (dollars), or turn.

- **For The Last**  Choose the number of days in the sales history that should be used for calculations. The maximum is 999; to see trends, I recommend a maximum of 499 days.
- **Show Ratings For Customer**  Select to turn on and then indicate the basis and time period for calculating ratings for customers.
- **Based On**  Ratings can be based on net profit or total sales (dollars).
- **For The Last**  Choose the number of days in the sales history that should be used for calculations. The maximum is 999.

## Integrated Applications

This page lists third-party applications that have previously been granted access to your Point of Sale company data. To remove an application (and thus deny further access), highlight it in the list and then click Remove.

# Workstation Preferences

To configure Workstation Preferences, you should close all open Point of Sale windows on your workstation, except the main screen (POS Navigator). You can view, switch to, or close currently open windows by selecting them from the Windows menu at the top of your screen.

**To view Workstation Preferences:**

1. From the Edit menu, select Preferences | Workstation.
2. From the list on the left choose the preference area or hardware settings you want to edit. Refer to the following sections for specific information about each of the Workstation Preferences.
3. Make changes as needed.
4. Select Save.

## General

- **Workstation Number**  Enter a workstation number from 1 to 20. Each workstation in a store must have a unique number.
- **Security: Automatic Logout**  This option is applicable only if requiring security logins. You enable security logins in Company Preferences. If selected, it automatically logs out a user after the specified period of time has passed. The default logout time is 15 minutes.
- **Appearance**  Select Reset Now to reset Point of Sale screen layouts to the default appearance. This will result in the loss of all customizations made to list columns: order, size, etc.

## Software Updates

The Updater Preferences button on this page provides access to a separate update utility where you can specify how you want to be notified of Point of Sale updates.

Additional information and assistance are available in the Updater Preferences window, shown here.
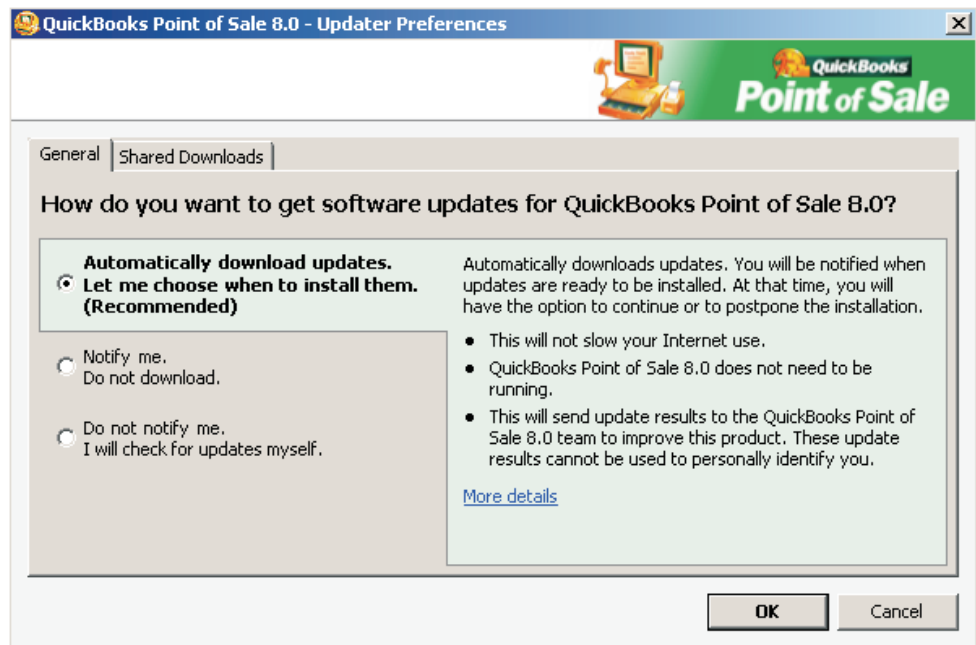


## Hardware

Refer to Appendix B for a list of hardware compatible with Point of Sale 8.0.

## Cash Drawer

A cash drawer must be connected through a receipt printer. From the first drop-down list, select the receipt printer you have installed. In the second drop-down list, select the cash drawer connection that matches your printer model.

Note that the printer driver name installed in Windows may vary from the model number on the actual printer. If your receipt printer is not listed, use the printer instructions to add it to the Windows printer list.

- Click Hardware Setup Wizard to install this device.
- Click Open Cash Drawer to test the operation of the cash drawer.

## Modem

Select the modem to be used to process credit, debit, and gift card transactions with the QuickBooks POS Merchant or Gift Card Services. You must also select the direct dial communication option in the Merchant & Gift Service | Communication Setup preferences (in Company Preferences). Select Add Modem if your modem is not listed. You must restart your computer after adding a new modem.

## Bar Code Scanner

Select the check box if you have a bar code scanner attached to this workstation.

- Click Hardware Setup Wizard if you need to install this device.
- Click Test Bar Code Scanner to verify it is functioning properly.

## Card Reader (MSR)

Select your installed MSR card reader from the drop-down list.

- Click Hardware Setup Wizard if you need to install this device.
- Click Test Card Reader to verify it is functioning properly.

## Customer Pole Display

Select your pole display model from the drop-down list. Click Hardware Setup Wizard if you need to install this device.

- **Connected To**   Select the port the pole display is connected to (a serial port, which is also called a COM port, or a USB port).
- **Message Displayed Between Sales And Message Alignment**   Enter a message to display any time a receipt or customer order is not actively being made. Use the options in the Alignment drop-down menu to specify how you want the message aligned on the display. Selecting Scroll in the Alignment field allows additional characters to be displayed (50 versus 20 in fixed alignment).
- **Message Displayed During Sales**   Select a message to display while making a receipt or customer order. An example is displayed. Click Test Pole Display to verify it is functioning properly.
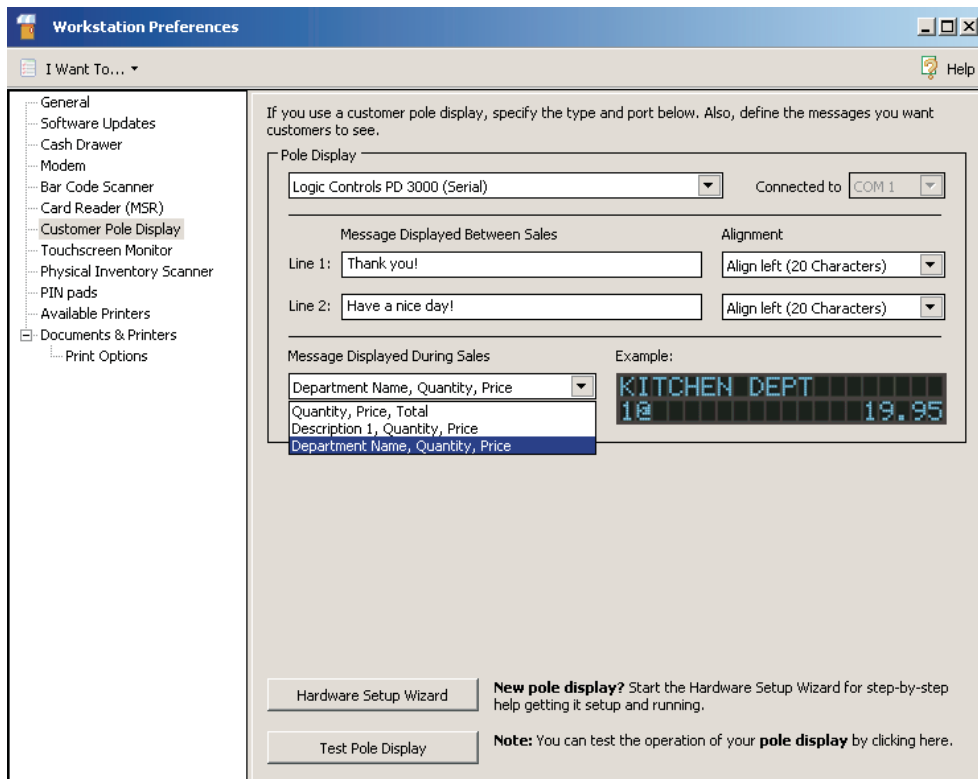
## Touchscreen Monitor

Select to use touchscreen capabilities in Point of Sale. When selected, the specifically configured touchscreen navigation and data entry aids are displayed in Point of Sale areas of the program and in the Simple Sales receipt view. Click Hardware Setup Wizard if you need to install this device.

## Physical Inventory Scanner

Select your physical inventory scanner model from the drop-down list. Specify the virtual COM port to which the device is attached. It may be necessary to use the Windows Device Manager to identify your hardware and assign the COM port. Search Windows help for additional information about accessing and using Device Manager.

Click Hardware Setup Wizard if you need to install this device.

## PIN Pads

Select your PIN pad model from the drop-down list.

- Click Hardware Setup Wizard if you need to install this device.
- Click Test PIN Pad to verify it is functioning properly.

## Available Printers

This page confirms the printers that you have installed and available to use with Point of Sale. If a printer you want to use isn't on this list, click Hardware Setup Wizard to install it.

## Documents & Printers

Specify the following for each document type listed:
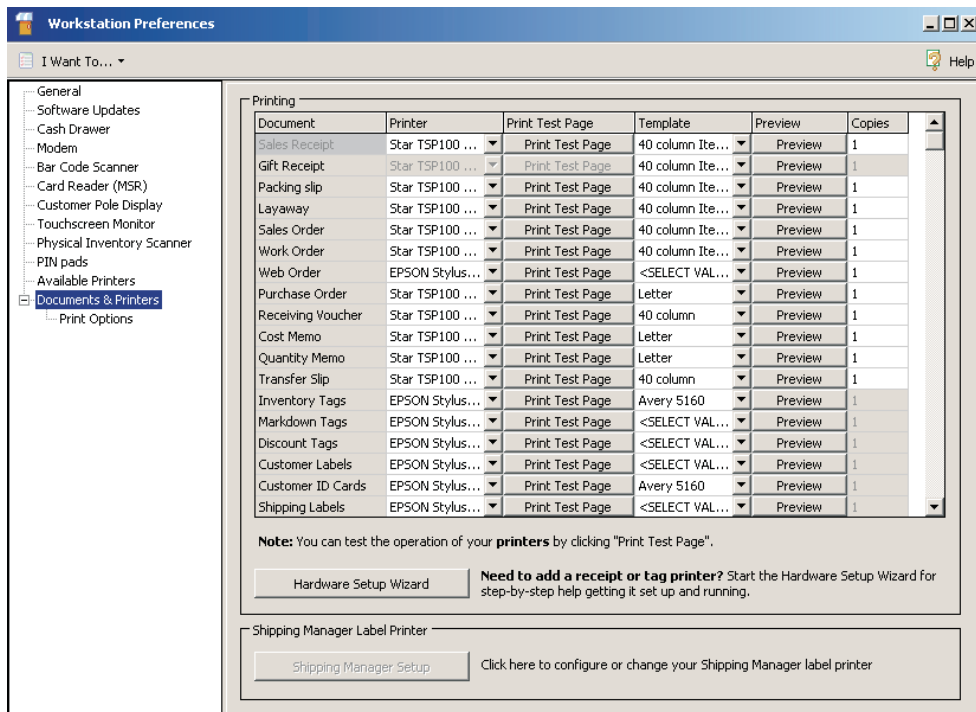


- **Printer** Select from the drop-down list of your installed printers.
- **Template** Select a document template to be used. Select Preview to see what each available template looks like or Print Test Page to verify your template selection and the printer are working together.

- **Copies**  Indicate the default number of copies to be printed.

**N O T E :**  These settings can be changed at the time of printing, based on your print options selected (see the next section, "Print Options"). If you need to install a printer, click Hardware Setup Wizard.
Shipping Manager Label (Pro and Pro Multi-Store): If you use Shipping Manager, click Shipping Manager Setup to open this application and set up a printer for your shipping labels.

## Print Options

With this preference, you can control printer settings and options throughout the program.

In the General area, you can choose to have Point of Sale Prompt For Gift Receipt With Each Sale as well as prompt to e-mail a receipt with each sale. Select this option to print a gift receipt with item, price, and payment detail excluded. The default setting is off.

- **Pause Between Pages To Allow Tear Off When Printing To A 40-Column Printer**  When this option is selected, a 40-column printer pauses briefly after the first receipt is printed, allowing time to tear it off before the second copy is printed. This is for users with printers that do not cut each receipt automatically. The default setting is on.
- **Print Multiple Copies**  Automatically print two copies of all sales receipts that are paid for either by credit card or by charge to customer account. If you are using two-ply receipt paper, you may wish to disable this option. The default setting is on.
- **Print dialog**  Select to display the Print Options dialog and allow changes to the printer, template, and number of copies when printing. Select the specific documents for which you want this option enabled. Note that on some document types, the Print Option dialog is always displayed when printing. The default setting is on.

# Customizing Printed Documents (Pro/Pro Multi-Store)

If you are a Point of Sale Pro or Pro Multi-Store user, you have the ability to customize the following printed documents using a tool called the Print Designer:

- Sales receipts
- Gift receipts
- Price tags
- Sales orders
- Layaways
- Work orders
- Customer ID cards
- Purchase orders
- Receiving vouchers
- Transfer slips
- Packing slips
- Labels
- Adjustment memos

Point of Sale comes with default templates for each document and tag type. You can directly edit the default templates or copy them and then modify the copy to create and save new templates. Once modified, templates can be exported and imported to share them with other workstations or stores. With Print Designer (which you access from the Tools menu), you can

- Add, remove, size, and position data fields, static text, and logos.
- Add borders and graphic lines.
- Change the printed labels on fields.
- Change the fonts used for printing.
- Control certain printing characteristics, such as the behavior of document headers and footers. Note that not all options are available on every template.

## Document Templates

Most document design templates (e.g., receipts, purchase orders, etc.) are divided into five logical sections, each containing certain types of information. Specific data fields included will vary, depending on the document type the template will affect. Some document templates, such as tags, labels, and 40-column templates, will not have all five sections. The template sections are identified along the narrow border on the left side of the template (Figure 32-1). Click a section name to make that section active (white color) and work with it. The following descriptions will provide a general understanding of how the template sections are used and how each section behaves. Refer to Figure 32-1 as you review the five template sections discussed in detail in the sections that follow.

**FIGURE 32-1**    The five template sections that make up a purchase order document

## Repeating Header

This section prints at the top of each page of the printed document. Information in this section may include such things as the date, page number, document/transaction number, and associate/cashier name.

## Body Header

This section prints only on the first page of a document. Information in this section may typically include your store name and address as well as the customer/vendor's billing and shipping addresses, as applicable.

## Body

This section contains the item detail. The body section automatically sizes itself to accommodate the number of items included in the transaction and can span multiple printed pages.

## Body Footer

This section prints once, following the body section. The information in this section normally includes such things as document totals, balances, savings, payment type, messages, and comments.

## Repeating Footer

This section prints at the bottom of each page of the document. The same type of information can be placed in this section as in the Repeating Header section, depending on whether you wish this information to be displayed at the top or bottom of each page.

## Template Spacing and Display

The sections of a document template cannot be rearranged or deleted. You can, however, add or remove "white space" at the top and bottom of each section by dragging and dropping the top or bottom section dividers. Adding some space gives you room to manipulate elements within the section. Removing space when your design is complete helps prevent wasting paper when printing.

When in Print Designer, keep in mind that the display is not an accurate representation of how the printed document will appear. For example, if a receipt template includes the customer address fields, but you do not list a customer when creating the receipt, the address fields and the vertical space they normally occupy will be omitted from the printed document, and everything below the address field will be moved up to fill the void.

## The End of the Document or Section

Sections in the template, and particularly at the end of the document, will vary, depending upon the particular type of document and the printer being used. It is recommended that you build each section from the top down and then set the placement for the end of each section and the end of the document according to the lowest field placed in that section. The next image shows the divider at the end of the document moved to just below the end of the last field. This ensures that no wasted space is added to the printed documents. If more space is needed, the divider can be moved down.

## Template Elements

Objects and fields that are placed in the different sections of a template are referred to here as elements. The types of elements are

- Data Field or Group of Fields
- Text Label
- Store Logo
- Graphic Line

## Data Field or Group of Fields

Data fields are populated from information in your company data file. This could be store information, customer information, item information, and so forth.

A data field represents one piece of information from the record, such as the city for the billing address.

A group of fields represents a set of data fields. Each section of a template has predefined groupings of individual elements. For example, a Ship To group element would have available all information pertinent to the shipping location. The most common information will be preselected for this group. However, item information would not be available for this group element. In most cases, the group element should meet your needs. However, should you need a more specific design, you can add individual field elements and place them accordingly. In most cases, you will not be able to have the same information field appearing in multiple locations in the template.

### Text Label

This is any unchanging text that you want to appear on the printed document.

### Store Logo

By default, this is the graphic assigned as the logo in Company Preferences. However, you can specify a different image in each template, or even multiple images, if you wish.

### Graphic Line

This is a horizontal line, which can be placed as a separator on the page. It is different than using borders, which are explained in the section "Changing Fonts, Field Labels, and Other Attributes" later in this chapter.

## Default Templates

Point of Sale provides predefined templates for each document type. These default templates can be modified, or you can make a copy to use as a starting point to create a new template.

**($) N O T E :**   Default templates cannot be deleted.

If you modify a default template, you will always have the option to revert this template to the default design. If you create or edit a template, Point of Sale will prompt you to assign the template as the default for printing that document type. To make changes to default template assignments directly, you can make changes on the Documents & Printers page of workstation preferences.

**($) N O T E :**   When new Point of Sale versions are released that include changes to default templates, if you have modified the default templates, the upgrade process will not alter your modified designs. In such cases, if new fields have become available they will not appear in your previously modified templates unless you add them yourself using Print Designer. If you have upgraded from a previous version and were using modified templates, you may wish to review your templates to determine whether you wish to add any new fields that may now be available.

➡ **FYI**

## Setting the Preference to Select Templates for Printed Documents

From the Edit menu, select Preferences | Workstation | Documents & Printers. For each document type, specify the template to use when printing (make sure it matches your printer; for instance, don't choose a letter-sized template to print on a 40-column printer). Other print options, such as the printer to use, number of copies to print, whether you want to display the Print Dialog the time of printing, etc., can be specified as well.

**To modify or create a new template:**

**1** From the Tools menu, select Print Designer.

**2** Select the document category you wish to modify from the Select A Document Type drop-down list.

**3** Select the specific template you wish to open from the Available Templates list.

**4** To copy a default template as a starting point for a creating new one, choose Copy Selected from the Options menu (you can only create a new template by making a copy of an existing one). Or, to edit an existing template, select Modify at the bottom of the window.

**5** Customize the template as needed. Refer to the following sections for detailed instructions.

**6** If you are modifying an existing template, you'll be prompted to save the changes to the existing template when done. If you've made changes to a copy of an existing template to create a new one, you'll be prompted to enter a unique name for the template.

## Displaying Sample Data or Labels

When you view a template in Print Designer, the information fields can be populated either with example information or with labels identifying the type of information that will appear in the printed document. You can select either view and switch between them as needed while working on customizing a template.

**To turn on/off example text:**

**1** With a template displayed, click the Preferences button in the lower-left corner of the window. The Template Properties window appears.
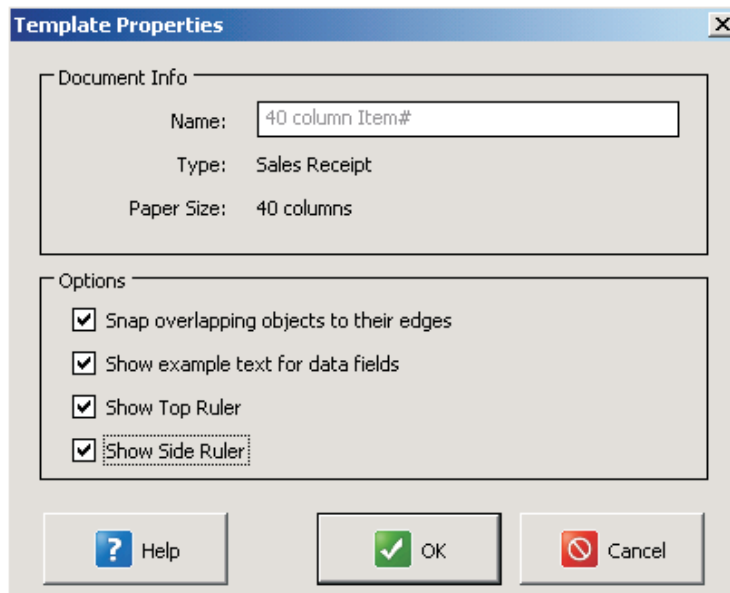
**2** Select or clear the Show Example Text For Data Fields check box as needed.

**3** Select OK.

## Recommended Design Sequence

There are no hard and fast rules for the order in which you must modify templates. But you may find this recommended sequence helpful in accomplishing your goals in an efficient manner while working in the Print Designer view.

**1** Click anywhere in the section with which you want to work to make it active.

**2** Remove elements from the template that you do not wish included on the printed document. This helps create space for adding other fields or moving fields around.

- Use the Zoom controls to make selecting and working with individual elements easier.
- If additional space is needed while working in a section, drag the bottom section divider downward.

**3** Add all new elements as needed, placing them in their approximate location by dragging and dropping.

**4** Resize elements and make any necessary changes to element properties. Use the Preview feature to see how your changes will look as you progress.

**5** Use the alignment tools to precisely place elements in their final position, working from the top of a section downward.

6  Remove any extra white space at the bottom of the section by dragging the bottom divider upward.

7  Do a final preview and save your template.

## Adding and Removing Elements

It can be helpful to remove unwanted elements before adding new elements to a section. This will provide more space in the template to position the new element.

**To remove elements:**

1  Select the element in the template you wish to remove.

2  From the toolbar, select Remove. Or press DEL on your keyboard.
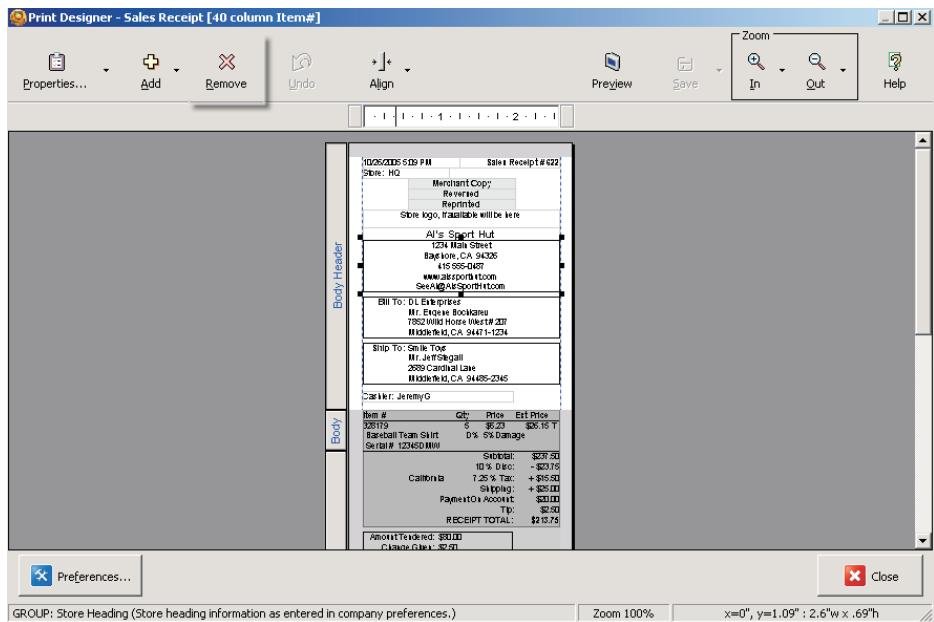


**N O T E :** Some elements are required for the document. Required fields may be moved, but they cannot be deleted. These elements are displayed in gray.

**➭ FYI**

## Selecting Multiple Elements

To select and move multiple elements, hold down the SHIFT key and click on each, or simply drag your mouse to encompass elements to select them. You can now move the elements together.

## To add a data field or group of fields:

**1** Select the section of the template to which you are adding the field(s).

**2** From the toolbar, select Add | Data Field Or Group Of Fields.
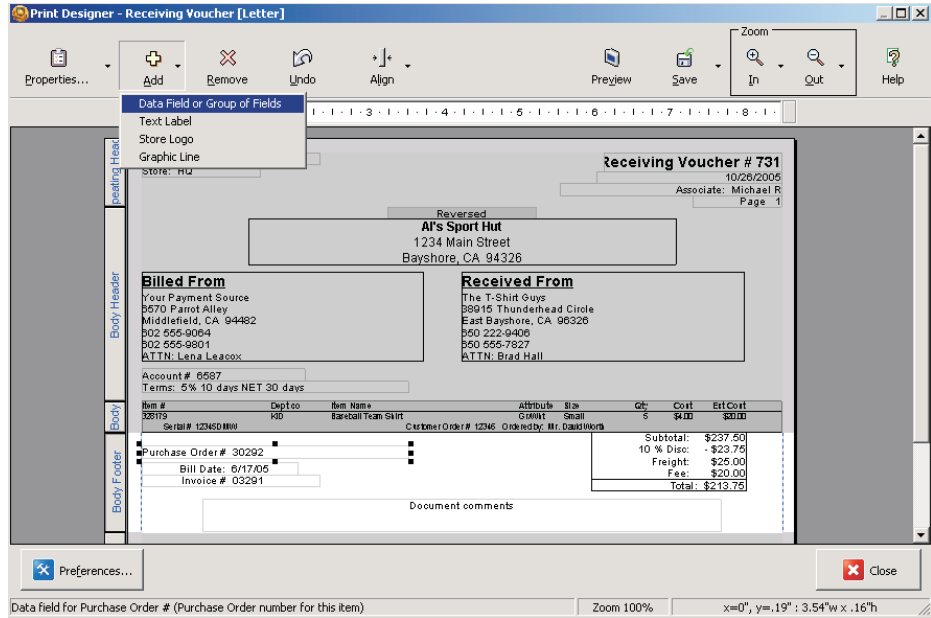


**3** Select the individual data field element or group element you wish to add.

**4** Select OK. The element is placed in the active section.

**5** Drag the field or group into the preferred position in the section.

**6** Resize the width as needed.

**NOTE:** The elements available to add vary by section. Some elements can be added to more than one section, whereas others can be placed on the template only once. It may be necessary to remove the element from one section before it can be added to another section.

## To add a text field:

**1** Select the section of the template to which you are adding the text.

**2** From the toolbar, select Add | Text Label.

**3** Type the desired text in the text field.

**4** Select Left, Center, or Right for the text justification.

**5** Change the font if you wish.

**6** Apply borders from the Border tab if wanted.

**7** Select OK.

**8** Drag the text field into the preferred position in the section.

**9** Resize width as needed.

### To add your store logo:

**1** First, you should specify a logo in company preferences before this option is available. Refer to Chapter 30 for more information.

**2** Select the section of the template to which you are adding the logo.

**3** From the toolbar, select Add | Store Logo.

**4** Select OK.

**5** Drag the logo into the preferred position in the template.

**6** Resize the logo as needed.

### To use an alternate logo image:

**1** Make sure you have specified more than one image in company preferences to use for logos.

**2** Add the logo to the template as described in the preceding steps.

**3** With the image selected, click the Properties icon on the toolbar.

**4** Select Use Alternate Image and click Specify.

**5** Choose from the available images (or add another image if needed) and choose Select.

**6** Select OK.

### To add a graphic line:

**1** Select the section of the template to which you are adding the line.

**2** From the toolbar, select Add | Graphic Line.

**3** Drag the line into the preferred position in the template.

**4** Resize width as needed.

## Positioning Elements

To quickly place an element on the template, simply drag and drop it where needed. You can then use additional positioning tools to fine-tune the alignment.

### To use drag-and-drop positioning:

**1** Select the section of the template you wish to modify.

**2** Select an element within the section.

**3** Drag and drop the element to the preferred position.

You can also use the arrow keys on your keyboard to move the element to the preferred position. In addition, if you use the CTRL key with the arrow keys, you can move the object farther with each keystroke.

## X/Y Position Guides

You can also use the X/Y position guides in the lower-right corner (see Figure 32-2) to assist in positioning elements. With an element selected, you can use your arrow keys to move the element. Holding CTRL while using the arrow keys moves the element at ten times the distance.

- **X**    Horizontal position on the page of the left-hand edge of the element
- **Y**    Vertical position on the page of the top edge of the element
- **W**    Element width
- **H**    Element height

## Side and Top Rulers

Turn on the display of the side and top rulers by selecting Preferences in the lower-left corner of the template window and checking the respective check boxes. As you drag an element, an indicator line corresponding to the cursor position is displayed on the rulers.
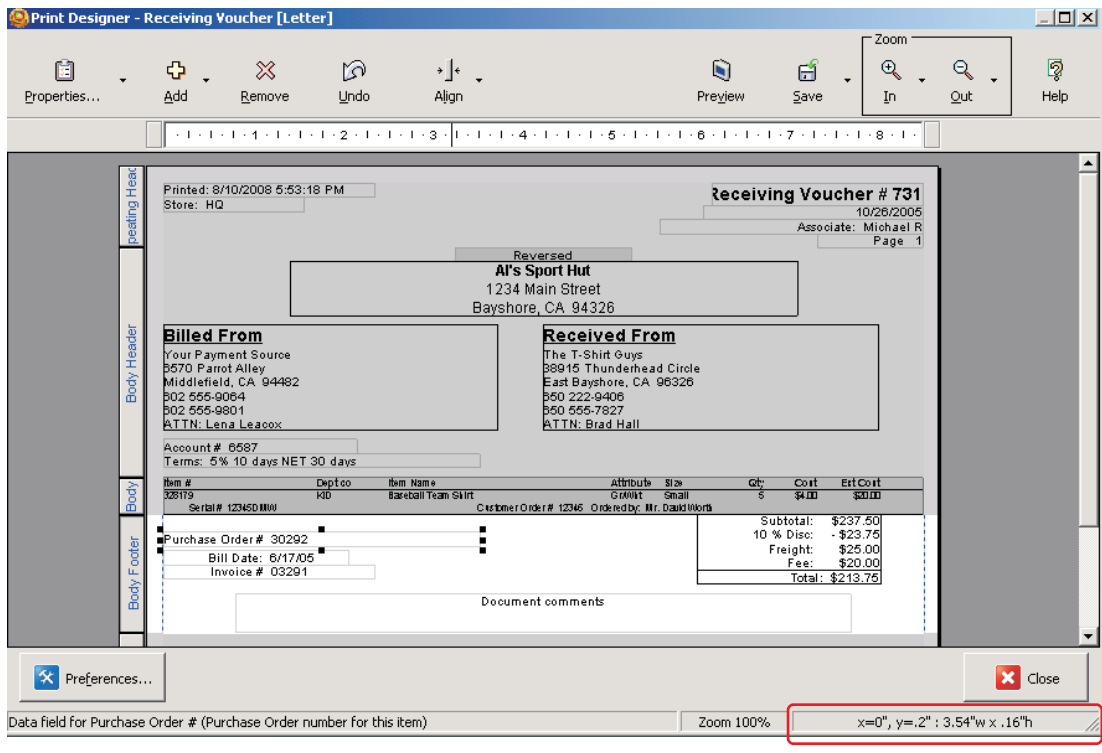
**FIGURE 32-2**   Print Designer position guides

**N O T E :**   The side ruler does not indicate absolute vertical position in the printed document, as sections expand and collapse when printed to accommodate the actual data printed.

## Snap and Alignment Tools

The Snap and Alignment tools help you to precisely align elements relative to each other or to the section dividers. Typically, this precise alignment is the last step in completing your template modifications. Refer to the section "Aligning Elements Using 'Snap' and the Toolbar" later in this chapter for more information.

# Sizing Elements

To quickly size an element, drag the side border handles as needed. You can then use additional sizing/aligning tools to fine-tune the size and position relative to other elements.

**To use drag-and-drop sizing:**

**1** Select the element you wish to resize.

**2** Select one of the handles on either side of the element and drag it in or out until the element reaches the needed size.



Use the X-Y position guides and top ruler to help you size the element in the same manner used when positioning it.

The alignment tools can also help with final, precise sizing of an element relative to other elements or to the width of the section. Refer to section "Aligning Elements Using 'Snap' and the Toolbar," later in this chapter, for more information.

# Changing Fonts, Field Labels, and Other Attributes

To change the attributes of an element, you must access the properties dialog window for that element.

**To access Properties:**

**1** Select the element you wish to modify (for example, the Store Information element at the top of a sales receipt).

**2** From the toolbar, select Properties. Or, double-click the element.

**3** From the Properties window, you can change fonts, add borders to an element, select what fields appear in a group element, turn on or off displaying a group label, and change a group label.

**4** When done making changes, select OK.

($) **C A U T I O N :**  Forty-column documents may not support larger font sizes of non-standard fonts. Be sure to preview and/or test the new design. Not all font attributes are supported when printing tags and non-Avery labels. Be sure to test-print your template changes to ensure they are printing to your satisfaction.

➡ **FYI**

## Field Labels and Group Labels

When set to be displayed, the Field/Group Label will be printed on the document. This helps to identify what type of information is being displayed. For example, if an address is being displayed, it might be helpful to identify whether it is a billing or shipping address.

# Customizing an Item List or Style Grid

The group of fields for listing items on documents is slightly different from other field groups. As shown in Figure 32-3, there are three lines of information that can be displayed for an item. Each of these lines has different options for available data fields. Multiple lines can be helpful, especially if you are using a 40-column printer. You can add, remove, and arrange the fields on each line, change fonts, and revise heading and field labels in the same manner as you assign and arrange fields in other groups.

➡ **FYI**

## Field Labels

When selected to be displayed, labels for the first row of information are placed as a "heading" above the associated field. Labels for information fields appearing in the second and third lines are displayed within the same field as the actual information, such as Department: Baseball. These labels can be revised or not displayed at all as you prefer.
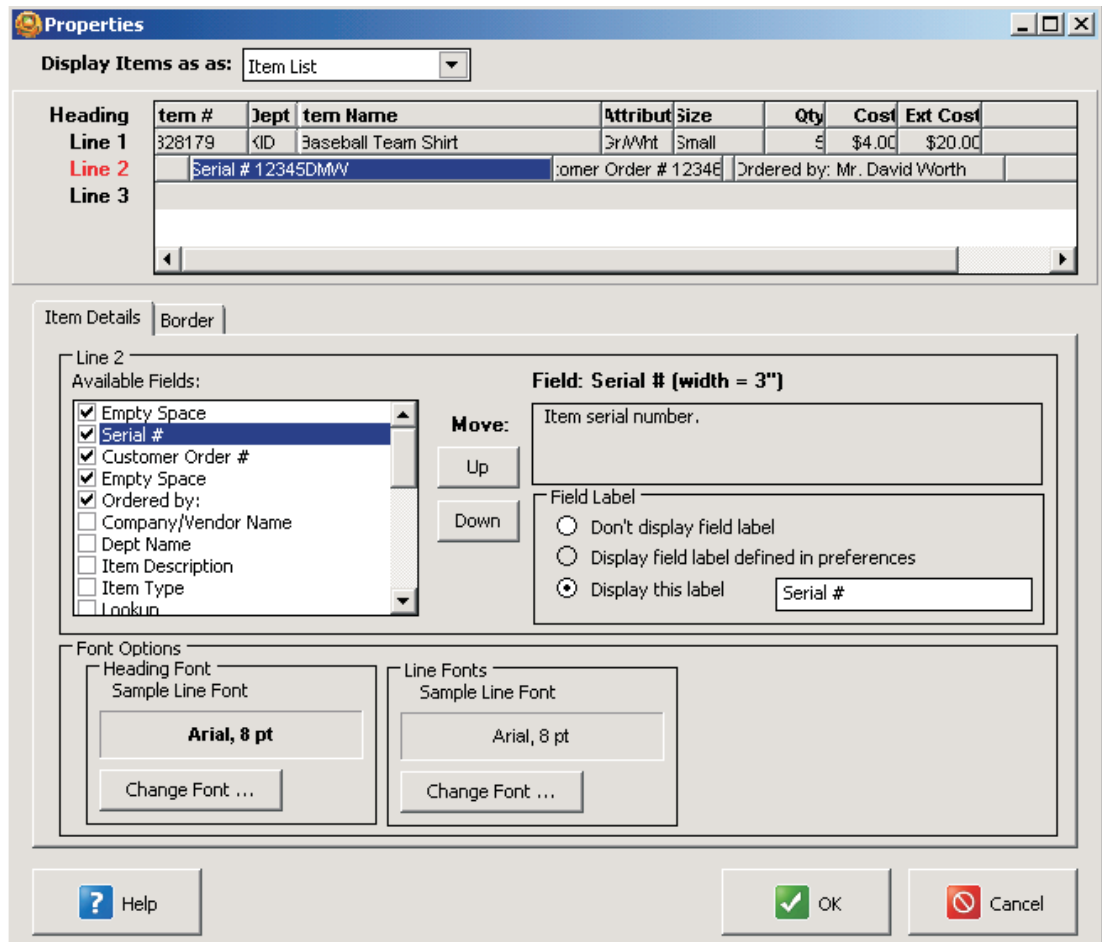
**FIGURE 32-3**    Three lines of information can be displayed for an item

The columns of information can be rearranged by simply dragging a column heading or data field to the preferred position. Field widths can be adjusted by dragging the field dividers.

Using a style grid instead of a standard item list can be a great space saver on a printed document. To use a style grid, simply select it from the drop-down list at the top of the Properties window.
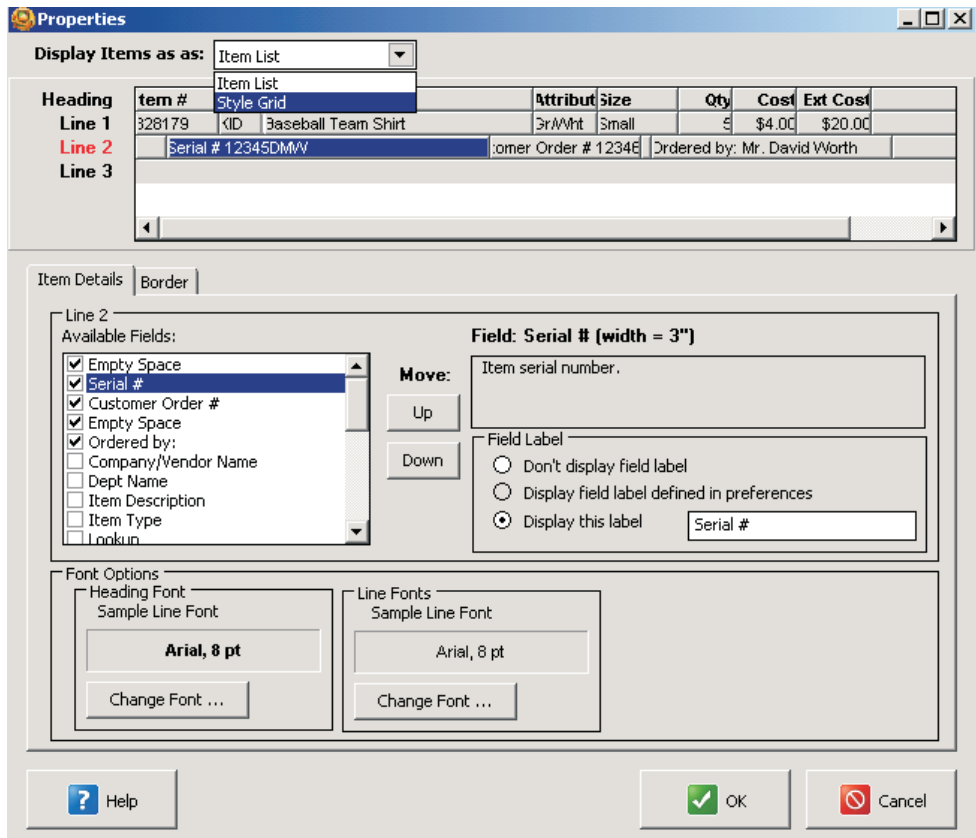
Fields are selected for the style grid in the same manner as for the item list. To change the axis for the grid, select the Style Grid Details tab, shown next.
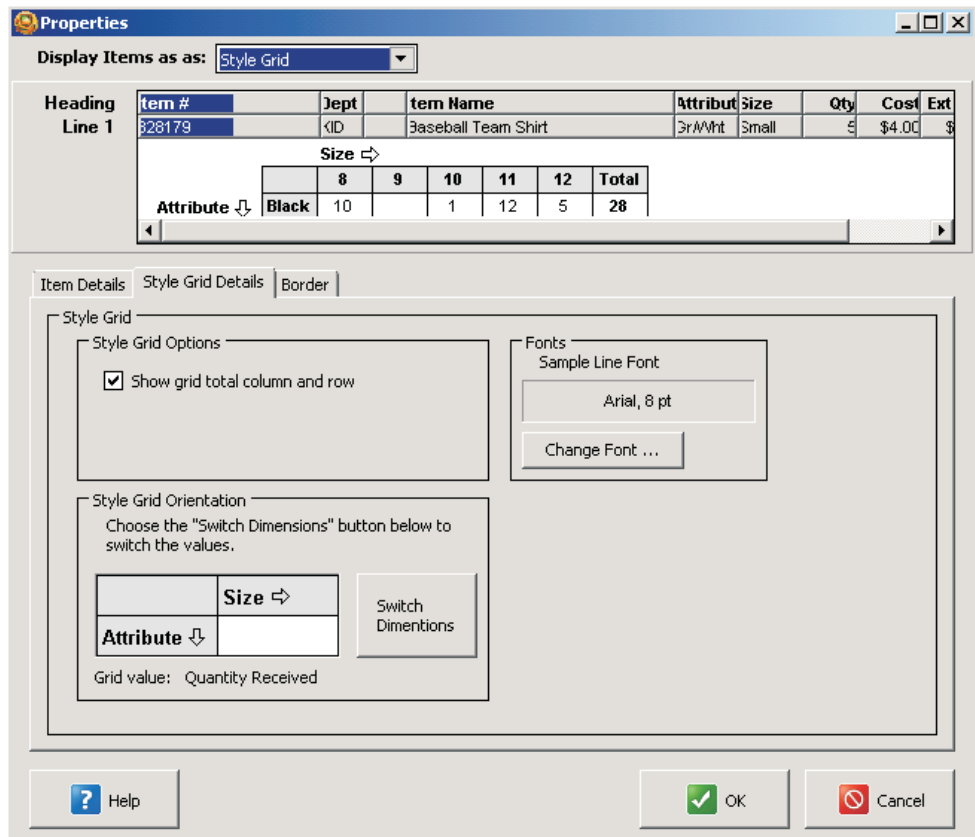
## Aligning Elements Using "Snap" and the Toolbar

Snap alignment allows you to perfectly align the edges of two or more elements. When Snap is selected and two elements are placed with their borders overlapping, the edge of the second element will automatically align with the edge of the element it is placed near. Although using the Snap option will align elements to each other, the display is not an accurate representation of how the printed document will appear. It is recommended that you test your modified templates before implementing them for general use.

### To turn on/off snap alignment:

1. With a template displayed, click the Preferences button in the lower-left corner.
2. Select or clear the Snap Overlapping Objects To Their Edges check box.
3. Select OK.

# Alignment Tools

Alignment tools can be used on individual elements, or they can be used on multiple elements at the same time. When used on multiple elements, the first element selected is referred to as the "anchor element." Other selected elements will be oriented to the position of the anchor element according to the alignment command selected. You can also align selected elements to the top, right, left, bottom, or center of the section in which it appears.

**TIP:** Actual alignment on the printed documents may vary according to the printable area and margin settings for your printer. It is always recommended to test your template by printing sample documents before putting a template into general use.

### To use the alignment tools:

**1** Select the element or elements you wish to align. To select multiple elements, hold down the SHIFT key while clicking each one.
When selecting multiple elements, remember that the first element selected is the anchor element. Other elements will be adjusted relative to it.

**2** Click Align.

**3** From the drop-down menu displayed, select the alignment function to perform.

You can also select Show Align Toolbar to add the tools to the toolbar.

The following table gives explanations of how the different alignment tools operate.

| Align Left | Align the left edges of all selected elements with the left edge of the anchor element, or the left edge of the selected elements with the left edge of the section. |
|---|---|
| Align Top | Align the top edges of all selected elements with the top edge of the anchor element, or align the top edge of the selected elements with the top edge of the section. |
| Align Right | Align the right edges of all selected elements with the right edge of the anchor element, or align the right edge of the selected elements with the right edge of the section. |
| Align Bottom | Align the bottom edges of all selected elements with the bottom edge of the anchor element, or align the bottom edge of the selected elements with the bottom of the section. |
| Align Vertical Center | Align the center of all selected elements with the vertical center of the anchor element, or align the center of the selected elements with the vertical center of the section. |
| Align Horizontal Center | Align the center of all selected elements with the horizontal center of the anchor element, or align the center of the selected elements with the horizontal center of the section. |
| Make Same Width | Adjust the width of all selected elements to match the width of the anchor element or to make the width of the selected elements match the width of the section. |

# Print Designer Tips

The following list of print designer tips can help you make the most of the many features covered in this chapter.

## Undoing Changes

The easiest way to correct a mistake is to select the Undo button from the toolbar. This feature allows you to go back through changes made to the template design up to the last time the template was saved.

## Saving Modifications

Save often as you work. However, keep in mind that saving clears the "Undo" memory; once you have saved, you will not be able to "undo" to a previous state. A good practice is to change something, preview it (see next) to be sure it looks as you intended, and then save. Use Save As to save the template with a different name, thus preserving the original template unchanged.

## Previewing Templates

You can more accurately view an example of the printed output by selecting Preview to display your document design in the previewer. Features available in the previewer include the ability to navigate, view, or print your document design.

## Zooming Your View

You can adjust the viewing magnification in the designer window by zooming out to see more of the page, or by zooming in to see an area more clearly. Use the In and Out buttons to zoom in or out, or select a magnification from the drop-down menus.

## Printing Tags and Labels

Due to printer specifications, there is very little room for error in template designs for tags and non-Avery labels. Neither the design view nor the print preview is able to completely predict how the design will print on the actual label or tag.

To ensure your modifications to these templates will function properly, be sure to test these from the area of the program from which they are normally accessed. For example, if you modify the tag template, go to inventory and print some sample tags and test bar codes to make sure they scan properly. If you are printing tags on a Zebra printer (which allows you to print very small inventory tags), a Calibrate button is added in Print Designer.

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

## Working with Bar Codes

Print Designer provides three bar code fields for you to use on tag templates: Item #, UPC, and Lookup (alternate lookup field in inventory). In addition, there is also the Member ID # barcode available for ID cards and the Receipt # barcode available in gift receipts and packing slips. Two barcode formats (standard and compact) are available and can be selected from the barcode element properties dialog (which is accessed by highlighting the bar code when in the Print Designer window and selecting the Properties button). This dialog also provides descriptions of the barcode format usage. The default tag templates use the item number bar code field. Using the item number for bar codes has several advantages:

- You can print bar-coded tags for any item in inventory, even if you do not have a vendor-provided UPC code.
- The smaller bar codes created from item numbers fit better on smaller tag sizes.

- If a tag bar code is unscannable due to damage, it is quicker to manually enter an item number (also printed on the tags) than the longer UPC or alternate lookup.

If preferred, you can change the bar code field on tags printed in Point of Sale to use the UPC or Lookup values instead. If you do so, also change the alphanumeric field under the bar code to match your choice; for instance, if printing a UPC bar code, change the Item # field under the bar code to the UPC field. If you resize a bar code field after adding it to your template, especially if making it smaller, be sure to test a printed tag to be sure your scanner will accurately read it.

# Importing and Exporting Templates

The Import & Export feature allows you to easily export your modified templates so that you can import them into a new company data file or to other store locations. The export process places copies of all modified templates into a single XML file.

### To export modified templates:

**1** From the Print Designer template selection window, click the Import & Export button.
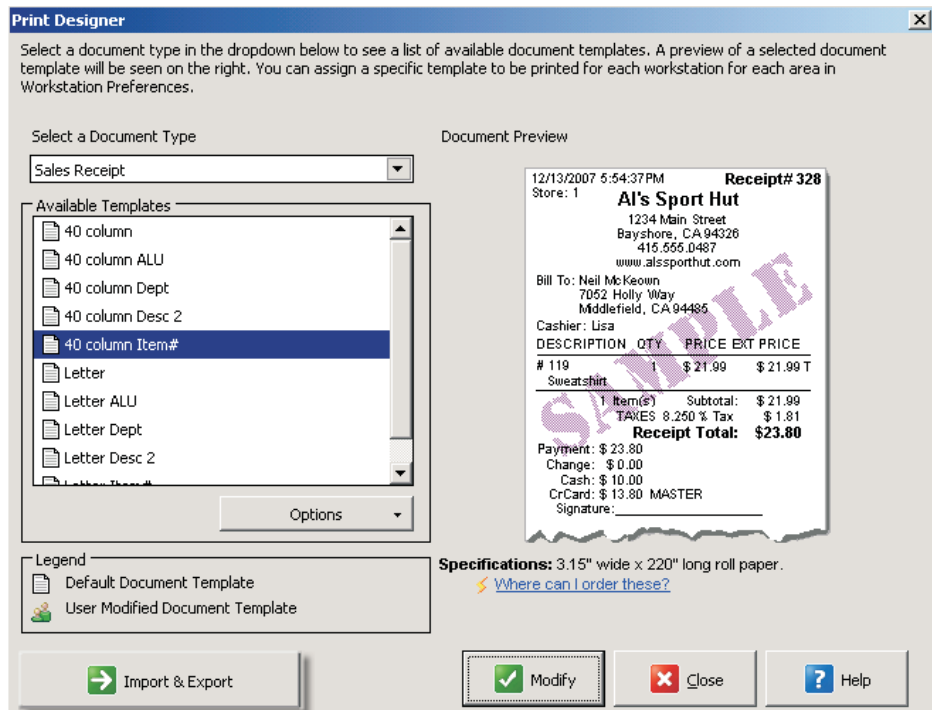
**2** Select Export Document Templates and then Next.

**3** Select Export The Selected Document Or Tag or Export All Documents And Tags and click Next.

**4** Select the destination location for the template file and click Save.

**5** Select Close.

Your modified templates are now in an XML file and are ready to be copied to another workstation for import.

### To import modified templates:

**1** From the Print Designer selection window, click Import & Export.

**2** Click Import Document Templates and then Next.

**3** Browse to the XML file containing the template information and select it.

**4** Select Open and then click Close.

**T I P :** You can also import print templates by selecting Utilities | Import Print Templates from the File menu.

# Part IX

# Employees and Security Groups

# Managing Employees and Security

In the Employees window in Point of Sale (accessed from the Employees menu), you can maintain employee contact information and, for Pro users, set up employee commissions and track your employees' time.

If you require employees to log in to use Point of Sale (which is highly recommended), you also designate the employee login name, password, and security group on the employee record.

The security features of Point of Sale are discussed further in Chapter 34. They are so integral to working with employee records, the assumption is that security is being enforced as you go through this chapter.

Point of Sale employee and security features allow you to

- Record and maintain detailed employee contact information.
- Limit employee access rights to program features and data by assigning user names, passwords, and security rights.
- Customize security rights by group to meet your changing security requirements.
- Allow employees to change their own passwords, without their viewing their entire record.
- (Pro) Track employee sales commissions, with individualized commission rates.
- (Pro) Track hours worked and then send time records to your QuickBooks Financial software to assist with payroll.

There are a number of specialized employee reports in the Report Center. Available reports vary depending upon the level of Point of Sale you have purchased and the features you choose to use. See Chapter 20 for more information on reports in Point of Sale.

## Working with Employee Records

There is one default user called Security System Administrator (with a login name of Sysadmin) that is automatically defined in Point of Sale. This user has full rights to all program features and cannot be renamed or deleted.

If you have turned on the security features in Point of Sale, only the Security System Administrator has the right to add and delete employees, assign or change passwords for other employees (though each user can change his or her own), turn on/off the requirement to log in to use Point of Sale, and complete other data maintenance tasks.

If security logins are set up, access to the employee list is restricted by the security rights granted.

**To access the employee list:**    From the Employees menu, select Employee List. Your employee list is displayed.

The employee list can be sorted by any of the included columns/fields. To sort the list, click any column header. Click the same header again to sort in the opposite order (ascending or descending).

Once the list is sorted, you can locate an employee by scrolling through the sorted list. Double-click an entry to open the individual employee record for viewing or editing.

You can add, remove, and/or rearrange the columns and adjust their widths to suit your needs. Refer to Chapter 30 for more information about customizing list columns.

➡ **FYI**

## Associate/Cashier Names Derived from the Employee List

Employee names defined here are made available for selection in the Associate and Cashier fields on documents within Point of Sale. If you require employees to log in, either the Cashier or Associate fields (depending on area) are auto-filled with the logged-in user name and cannot be changed. If you do not require logins, you can select a name from the drop-down list in these fields. This gives you the ability to run reports for your employees.

## Adding a New Employee

If employee logins are required, only the System Administrator can add new employees.

**To add a new employee:**

**1** With the employee list displayed, select New Employee from the window toolbar.

**2** Enter employee information in the various fields, as shown in Figure 33-1.

- **Login Name**  Assign a unique alphanumeric employee login name (spaces and special characters cannot be included). This name will be used only for logging in. Once saved, it cannot be changed.
- **Employee Name and Contact Information**  Enter the employee's first and last name, address, phone, and e-mail address as appropriate.
- **Create Password**  If a password is entered into the employee record and logins are required to use the program, then the employee must enter this password upon logging in. Enter a password and enter it a second time for confirmation.
- **Security Group**  Displays the available security groups that can be assigned to the employee. Select from the drop-down list to assign a security group. To view the rights assigned to each security group, select View/Edit Security Rights from the I Want To menu.
- **Commission % (Pro)**  If you pay your employees a commission on sales, enter the employee's commission percentage. Refer to the section "Tracking Employee Commissions (Pro)" later in this chapter for more information.
- **Hourly (Pro)**  If the Time Clock feature is being used, check this box to track time for the employee. Refer to the section "Employee Time Clock (Pro)" later in this chapter for more information.
- **Employee Notes**  Select the Custom tab to enter optional notes concerning schedules, vacations, etc, or to create custom fields.

**3** Select Save.

## Custom Fields (Pro)

You can add up to seven custom fields to record additional employee information important to your business. You can access these fields on the Custom tab of the employee record. Custom fields can be used as filters for certain reports. Refer to Chapter 30 for more information on custom fields.

## Copying Employee Records

You can quickly add a new employee by copying information from an existing employee's record. Copying opens a new employee record with most of the same information as the original. Simply edit as needed and save.

**FIGURE 33-1** Adding a new employee record

($) **C A U T I O N :** Only the System Administrator can use this feature.

### To copy an employee record:

**1** Display your employee list by selecting Employee List from the Employees menu.

**2** Highlight or display the employee whose record you want to copy.

**3** From the window toolbar, select Copy Employee. All information except the login name and password is copied to a new record.

**4** Enter or edit the new employee's login name, personal information, security group assignments, password, and so on.

**5** Select Save.

## Viewing or Editing Employee Records

The default Owner, Manager, and Assistant Manager security groups can access employee records to change contact information and other non-critical settings. Only the Owner group and the System Administrator can change the security rights granted to the employees.

### To view or edit employee records:

**1** Display your employee list.

**2** Select the employee whose record you want to view or edit and select Edit Employee from the window toolbar, or double-click the record in the list. The employee's record is displayed.

**3** Edit the employee's record as needed.

**4** Select Save.

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**➡ FYI**

## Using List Edit Mode to Quickly Edit Several Employee Records

With List Edit mode turned on, you can simply move down through a column, making changes as you would when working in a spreadsheet. Display your list and then select Edit | Turn List Edit On. Make changes as needed and then select Edit | Turn List Edit Off. This is a quick way to reassign security groups, change a ZIP code, or make other wholesale changes.

---

## Deleting Employees

As with copying employee records, only the System Administrator can delete employees.

**To delete an employee record:**

**1** Display your employee list.

**2** Select the employee record(s) you want to delete.

**3** From the I Want To menu, select Delete Employee(s). A confirmation window is displayed.

**4** Select Delete to delete the employee record(s).

**($) T I P :**  When an employee leaves your company, it is recommended that you delete his or her record or, if you want to keep the record for other purposes, immediately assign a new password unknown to the employee and assign a security group with no rights.

## Printing and Exporting Employee Lists and Reports

You can print your employee list, and you can run a number of employee reports, including an Employee List report. This report gives you more flexibility in formatting and filtering the printout.

**Printing your employee list:**

**1** Display your employee list.
If you want to print just part of the list, filter it to display only the records you want to print or multi-select records directly in the list. (See Chapter 21 for

more information on using filters.) To print the entire list, make sure the list filter is set to display all records.

**2** Select Print.

**3** Choose to print the selected records or all displayed records to your screen. Select Print again to send the list to your printer.

### Printing your employee list as a report:

**1** From the Reports menu or the Report Center, select Employees | List – Employee List. If prompted, make modifications to the report using the Report Options window. The employee list report is displayed.

**2** Optionally, select Modify to change report criteria, filters, and display options as needed.

**3** Select Run. The report will regenerate with your settings and be displayed on the screen.

**4** Select Show Print Preview from the I Want To menu, or click the Print or Excel button at the bottom of the screen to view, print, or export the report.

Other employee reports include Employee Sales (report or graph), Tips, and, for Pro-level users, Employee Commissions and Time reports. Refer to Chapter 20 for more information on running reports.

**To export your employee list:**    You can export your employee list via a report as described in the preceding steps, or you can export directly from the Employee list itself. With the list open, select Export To Excel from the I Want To menu.

# Tracking Employee Commissions (Pro)

If you pay your employees sales commissions, Point of Sale can calculate and report the commissions for you. Each employee can be assigned a commission rate, and items can be marked in inventory as eligible or not for commission.

### To assign or change employee commission rates:

**1** Highlight an employee record in your Employee list and select Edit Employee.

**2** Enter a commission percentage in the Commission % field. Acceptable entries are 0.00 to 99.99.

❸ Select Save.

### To assign a commission status to an item:

❶ In inventory, display an item record (while adding or editing).
❷ On the Additional Info tab, select the check box labeled Eligible For Commission.



- If the box is checked, commissions are calculated on sales of the item. If no commission is to be paid on the item, be sure the check box is cleared.

- If you use styles, you can change this setting for all style items at once on the Style window.

**3** Select Save.

## Calculating Commissions on Sales

The commission calculation is based on the employee name in the Associate field on the sales receipt and the employee's assigned commission rate. If security is being used, the logged-in employee is the suggested value for the Associate field, but it can be edited (if, for example, you have floor salespeople but a cashier is the logged-in user).

The Associate field can be edited on a sales receipt either at a document level or on an item-by-item basis. In the example shown in the following illustration, Brian is the receipt associate, but April will collect the commission on the second item sold. This allows you to pay commissions to multiple employees on a single sales receipt. You can report on employee sales and commissions by running an Employee Commission report. Commission information is not sent to QuickBooks Financial software.
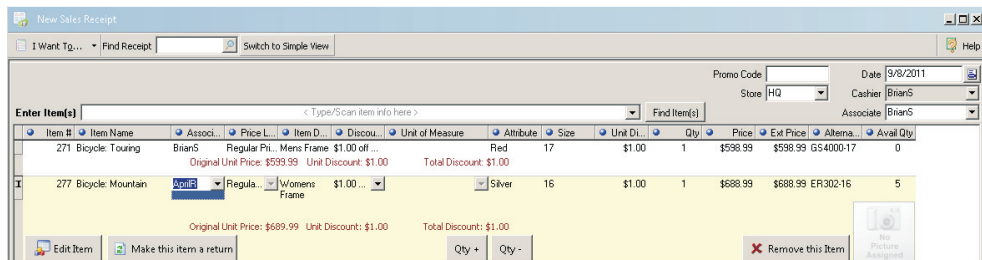


Refer to Chapter 20 for instructions on running reports.

## Employee Time Clock (Pro)

You can use the Time Clock feature in Point of Sale to track employee hours worked. Employees clock in and out at the beginning and end of their shifts. Managerial tools are available for when adjustments are needed, and Time Clock reports can help you with your payroll. In a multi-store environment, time clock information is sent to Headquarters from remote stores.

To utilize this feature, you must turn on time tracking in Point of Sale and specify which employees' hours you wish to track. Security logins are not required for this feature.

If your Point of Sale is integrated with QuickBooks Financial software 2008 and higher, time records can also be sent to your financial software for payroll purposes.

Refer to Chapter 25 for more information on how to send time information to the financial program.

### To turn on employee time tracking:

❶ Go to Edit | Preferences | Company | General.

❷ In the Select Features To Use section, select I Want To Track Employee Hours.

❸ Select Save.

❹ Access the Employee List from the Employees menu.

❺ Open the record for the employee whose hours you wish to track.



❻ Select the Hourly check box to begin tracking hours worked for this employee.

❼ Select Save.

❽ Repeat Steps 4 and 5 for additional employees as needed.

## Using the Time Clock to Clock In and Out

Once you've turned on the Time Clock feature as described above, your employees can use it to track their time.

### To use the time clock to clock in and out:

❶ From the Employees menu, select Clock In/Out or click the Clock In/Out button on the main toolbar.

2 Select a user name from the drop-down list.

3 Enter a password (if a password has been assigned).

4 Select Clock In or Clock Out as appropriate.

($) **N O T E :**  It is not necessary for the user who is clocking in/out to be logged in to complete this task.

## Managing Time Entries

The following management features for time clock are available from the Employees menu. You should consider setting security rights to restrict access to these features to prevent unauthorized changes to an employee's time. Setting security rights is covered in more detail in Chapter 34.

**To make a new time clock entry for an employee:**

1 From the Employee menu, select New Employee Time Entry.

2 Select the employee's login name from the drop-down list.

3 Select the correct date and time the employee should have clocked in.

4 If the employee isn't still working, select the date and time the employee should have clocked out.

Or

In the Elapsed Time field, enter the number of hours the employee worked in the hh:mm format (4:00, 6:30, etc.) and then select ENTER. The Time Out field will be automatically populated with the correct clock-out time.

5 Select Save.

**Viewing Time Clock History**    To open the Time Clock History window, select Employees | Time Clock History. From the Time Clock History window, you can review, edit, copy, or delete time records or select a Time Clock report from the I Want To menu. If you send time entries to QuickBooks, you cannot edit a time record in Point of Sale after it has been sent to QuickBooks.

**Managing Clocked-In Employees**    Go to Employees | Manage Clocked-in Employees to display a list of employees who are currently clocked in. You can clock employees out from this panel, if necessary.

## Time Clock Reports

Time Clock Reports can be accessed either from the Report Center or from the I Want To menu in the Time Clock History window. The available reports are

- **Time**   Weekly Time Sheet; hours worked by day and totaled for the week by employee (same format as used by QuickBooks Financial software)
- **Time**   Time Clock Detail; a listing of individual time entries
- **Time**   Time Clock Summary; totals the time worked by employee

# Data and Program Security

For any small business, the data you accumulate and the investment you make in your inventory, your employees, and your computer system are very valuable and at the same time very vulnerable if you don't take steps to protect this information. A careful review of each of these key aspects of your business will help ensure that you have an adequate level of protection at each point.

Many areas in Point of Sale can be restricted at a user level—from holding a receipt, to giving a discount, to viewing critical financial information about your company operations such as item costs or your vendor contacts. Taking advantage of Point of Sale security features to safeguard this information only makes sense.

**CAUTION:** If you don't require logins, every employee has access to all features, areas, and data in Point of Sale. I strongly encourage you to require employee logins and assign security rights to control access.

Restricting access to your company data and Point of Sale features requires that you assign each employee a user name, password, and security group assignment, and then require that employee to log in to use Point of Sale. Only the features you specify will be available to that user, based on the logged-in user's assigned security group. Another benefit of requiring employees to log in is that the employee name is then automatically added to all documents created, giving you the ability to run sales reports, track sales performance, and maintain accountability by employee. Securing your business also includes such things as using a firewall and antivirus software, not leaving workstations unattended when a employee is logged in (especially the Administrator account), making backups of your data, and physically securing the systems that are the lifeblood of your business.

## About the System Administrator

There is one default user, called the Security System Administrator (Sysadmin or Administrator), that is automatically defined in Point of Sale. This user has full rights to all program features and data and cannot be renamed or deleted. Once security is initially turned on, only the SysAdmin has the right to turn on/off the requirement to log in to use Point of Sale, to add and delete employees and assign passwords (though each user can change her own), and to complete certain sensitive data-related tasks. After the administrator has added employees and turned on the requirement to log in, each employee must use his designated login name and password to access the program. The rights assigned to the logged-in user are then enforced.

## Setting and Using Passwords

The Sysadmin should initially set employee passwords to a unique value and then require each individual to change it upon first login. If you allow vendors or advisors to access your data, it is recommended that you provide them with user accounts and passwords, but only for the duration of time required for them to perform their services. Do not use group, shared, or generic accounts or passwords. If you write your password down, store it in a physically secure place. Never leave written passwords in the physical vicinity of your workstations. In Point of Sale, it is recommended that you use "complex" (see the next section) passwords for all users and all processes. This is especially important for the SysAdmin, who has access to virtually all data and features.

**TIP:**   It is strongly recommended that the SysAdmin log in only when required to configure system settings, define employees and passwords, or complete data tasks that require it. At all other times you should log in as a user with only the security rights needed to complete your routine activities.

The definition of a complex password may vary in other programs, but for the purposes of Point of Sale, a complex password meets these rules:

- It is at least seven characters long.
- It includes at least one each of numerals, lowercase letters (a,b,c, . . .), uppercase letters (A, B, C, . . .), and special symbols (any other keys).
- It is changed at least every 90 days.

**TIP:**   When an employee leaves your company, you should delete that person's employee record or, if you want to keep the record for other purposes, immediately assign a different password and security group. Ideally, you should set up a security group with no rights and assign former employees to this group if keeping the record intact.

## Requiring Employee Logins

The requirement to log in, which turns on the security controls in Point of Sale, as well as automatic logout options, is set in preferences. Once it is enabled, only the SysAdmin can change this setting. The specific preferences that relate to employee logins are listed for you in the following sections.

### Setting the Preference Requiring Employees to Log Into POS

Select Edit | Preferences | Company | General, and then select Require Users To Log In. This setting turns on certain security features (described later in this chapter)

that would otherwise not be available. If you've checked the option, you will be prompted to enter a password for the System Administrator (SysAdmin) before saving this preference. Setting a SysAdmin password is not required, but it is strongly recommended.

### Setting the Preference to Automatically Log Out of POS After Each Sale

Select Edit | Preferences | Company | General, and then select Automatically Log Out User After Each Sale. When this option is selected, Point of Sale immediately and automatically logs out after each sale is completed. An employee must then log in to continue working in the program. This setting applies to all workstations on your network. This preference is often used when several employees are sharing a workstation and you want to ensure the employees are properly tracked on sales transactions.

### Setting the Preference to Automatically Log Out of POS after a Period of Inactivity

Select Edit | Preferences | Workstation | General, and then select Automatically Log Out. This option logs out the current user after the defined period of inactivity on this workstation. You can specify a time period between 1 to 999 minutes.

**C A U T I O N :**  If you don't want to restrict program access by requiring logins, you may still want to add your employees to the POS employee list so that you can track sales and run reports that can be sorted by employee. In addition, once employees have been added to the employee list, they will be available for selection on any document that contains the Associate or Cashier field. Many reports can then be filtered by these fields. Keep in mind, however, that by not requiring employees to log in, you give them access to all features of Point of Sale, effectively making your system and your information open to anyone with access to that workstation.

## Logging In and Out of Point of Sale

When using security, users can easily log in and out of the program, and the security rights assigned to the logged-in user will control the features that are available. The log in/out procedure that follows assumes that login names, passwords (optional), and security rights have been assigned to your employees.

**To log in to Point of Sale:**

1 Point of Sale will prompt you to log in when the program is launched. To manually log in and out of the program while in use, select Log In/Out from the File menu.

② Enter your user name and password. Note that passwords are case sensitive.
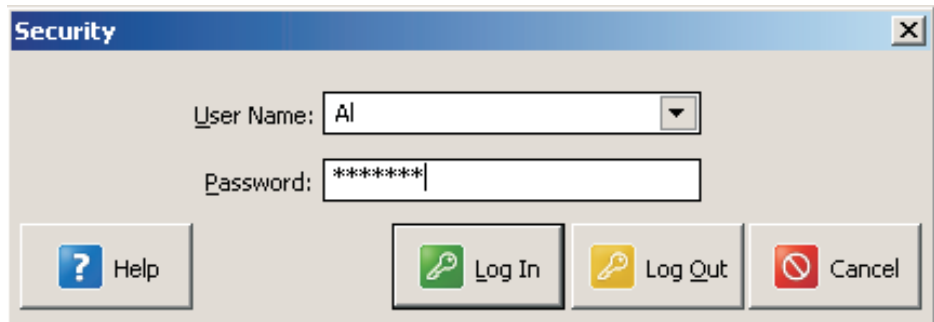


③ Select Log In. The login window identifies the company data in use and the current date. The date displayed here will be suggested on all receipts and other documents created, but it can be changed (security rights permitting).

If you change the login requirements or modify security groups, rights, and so forth at one workstation while other workstations are working in the program, your changes do not go into effect at the other workstations until they either save a record or log out and then log back in.

The name of the logged-in user is displayed on the status bar at the bottom of the Point of Sale screen.
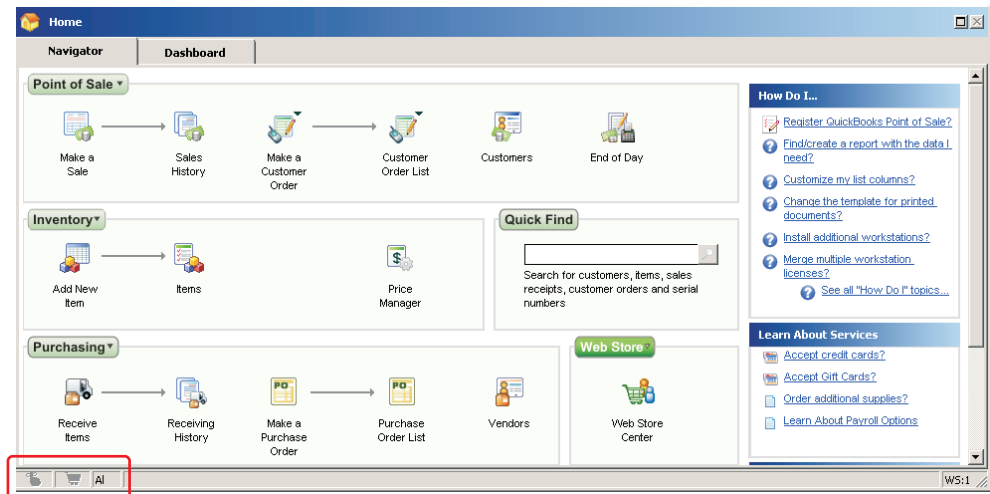
**To log out of Point of Sale:**

❶ Select Log In/Out from the File menu.
❷ In the Security dialog box, select a user name and enter a password (if applicable).
❸ Select Log Out.

# Manager Override

Many tasks can only be accessed or accomplished by users with sufficient security rights to perform them. The Manager Override function provides an option for those times when it may be necessary to accomplish a sales task for which the current user does not have sufficient rights. For example, suppose a customer's file is flagged to not accept a check (this option is found on the Additional Info tab in the customer record). A cashier in the Associate user group does not have the security right to accept payment by check in this case. However, a manager or owner with security rights to do so can override the security limitations of the cashier and accept the check to complete the sale. The manager's security rights are only in effect for the specific action. Only certain sales-related activities provide the Manager Override feature, such as the preceding example, or for exceeding a customer's account limit, or for applying a discount to a sale. When a user attempts to perform an action for which he or she does not have sufficient rights, a message alerts the user. This notification will vary, depending on the particular action; however, the notification will provide an Override button as shown in Figure 34-1.

When the Override button is clicked, another user with appropriate security rights for the task can enter her user name and password in the Manager Override window to authorize the task. The program is immediately returned to the previous user's rights on task completion.
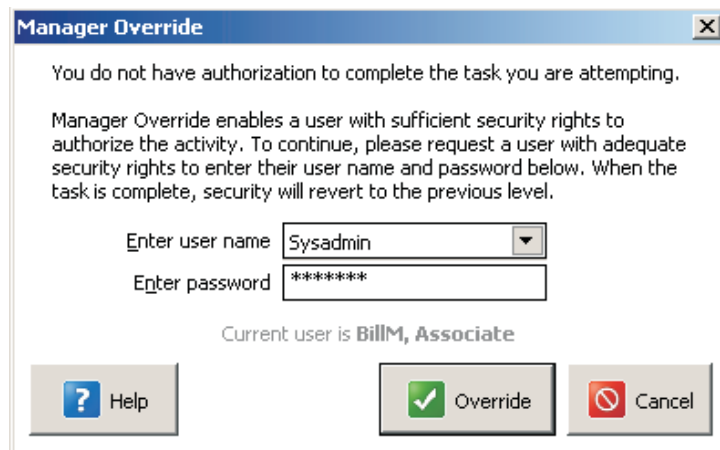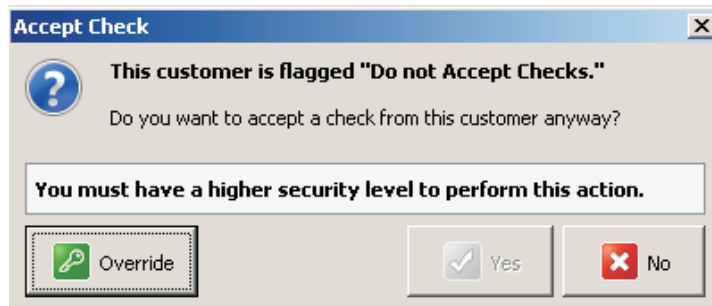
**FIGURE 34-1** Override button used to accept a check for a customer for which the "Accept check payment from this customer" option has not been selected in their customer record

## Employees Can Change Their Own Passwords

All employees can change their own password when they are logged in to Point of Sale. The employee does not have access to their full record during this procedure. Employees should be encouraged to change their passwords at least every 90 days.

### To change your own password:

**1** From the Employees menu, select Change Employee Password. The Change Employee Password window is displayed.

**2** Enter your old password.

**3** Enter a new password. Confirm the new password by entering it a second time.

**4** Select OK. You must use the new password the next time you log in to Point of Sale.

# Working with Security Groups

By designating security groups for your employees, you can limit access to sensitive financial information and reports and manage access to most Point of Sale features. Security groups specify the access rights for all employees assigned to that group. Four predefined security groups are included in Point of Sale:

- Owner (all rights, except those restricted to the SysAdmin)
- Manager
- Assistant Manager
- Associate (fewest rights)

Individual employees can be assigned to specific groups, depending on the program access they require. You can modify these groups, granting access rights of your choosing, or create custom groups if needed. The Point of Sale menus and toolbar buttons for features controlled by security rights are disabled if the logged-in employee does not have rights to access them.

## Viewing and Editing Security Groups

Using the predefined security groups, users can edit the rights of security groups and an employee's group assignment as follows:

- **Owner**    The owner can edit the rights within a security group and change an employee's group assignment.
- **Manager, Assistant Manager**    A member of this group can view the security rights by group and view the employee's group assignment, but cannot edit either (can edit other employee information).
- **Associate**    A member of this group cannot access employee or security records.

**To view and edit a group:**

**1** Log in as the Sysadmin user.

**2** Select Security from the Employees menu. The Security window is displayed.

**3** From the View drop-down list in the Security window, select the Point of Sale area for which you want to assign rights.
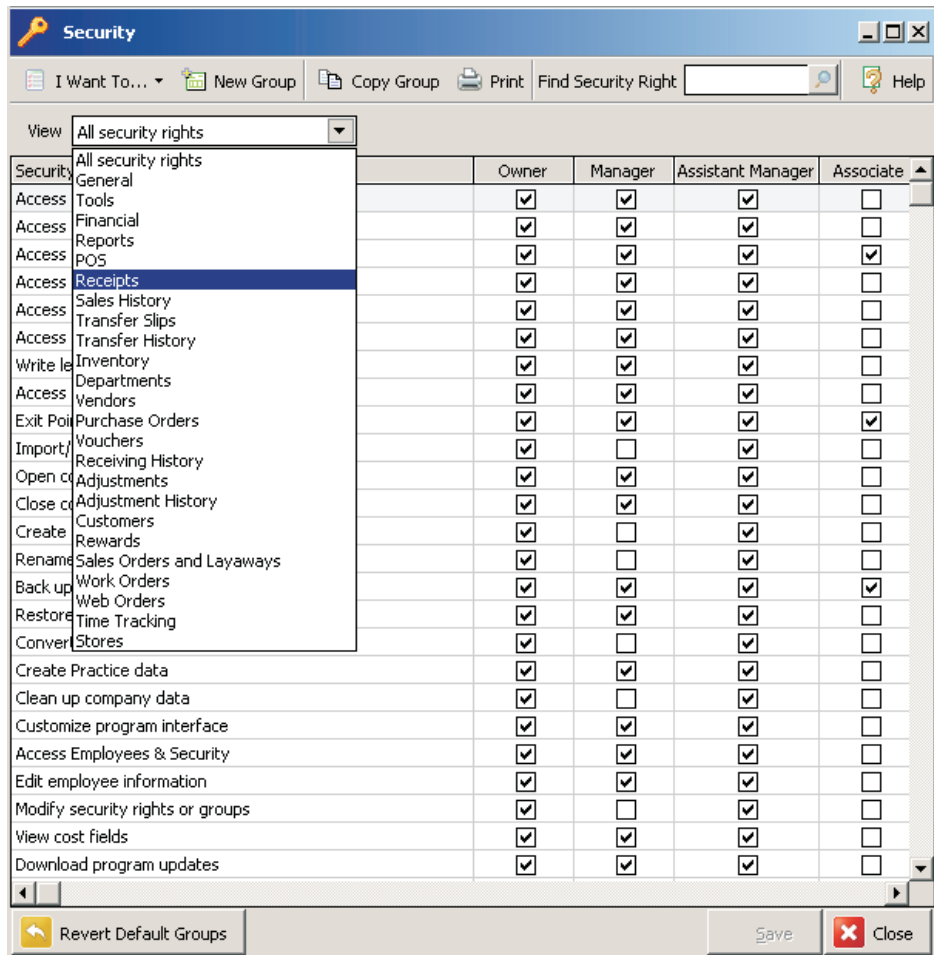
**4** Select the check boxes to grant specific security rights, or clear the check boxes to remove rights for each group.

**$** **TIP:**   Use the Find field at the top of the list to locate specific rights by keyword. Searches are done only in the area currently selected in the View drop-down. Change the view to All Security Rights first, if necessary.

**5** Repeat for all Point of Sale areas.
**6** Select Save.

➦ **FYI**

## Restoring Default Security Settings

To return the default security groups to their default state, select Revert Default Groups at the bottom of the Security window, and then Revert To Defaults in the confirmation window. Custom security groups will not be affected.

## Assigning an Employee to a Security Group

Once you've confirmed and/or edited a security group to your specifications, you can assign an employee to that group.

### To assign an employee to a security group:

**1** Display your employee list.

**2** Select the employee you want to assign to a group and select Edit Employee from the toolbar or double-click the record in the list. The employee record opens.

**3** Assign employees to groups as necessary using the Security Group drop-down field on the employee records.

## Adding Custom Security Groups

There are two ways to add a custom security group. You can copy an existing group and then edit the rights to create a new group with similar rights, or you can create a new group from scratch. In the latter case, the new group starts with no rights at all, and you can build the group as necessary; this is a good choice for granting a user access to a very limited set of rights. Assign employees to the new group as necessary using the Security Group drop-down field on the employee records.

### Copying a Group

Employees assigned to the original group are not copied to the new group; you must manually assign them to the new group. You can copy the predefined groups or your custom groups to create a new custom group.

**To copy a group to create a new group:**

1. From the window toolbar in the Security window, select Copy Group.
2. Select which group to copy and provide a name for the new security group.
3. Select Copy Group. A new security group is created with the same security rights as the original.
4. Change the assigned security rights, as needed.
5. Select Save.

**To add a new security group:**

1. From the window toolbar of the Security window, select New Group.
2. Assign a unique group name and select OK. A column for the new security group is added to the Security window. No rights have been assigned.
3. Select the check boxes for the rights you wish to grant the group.
4. Select Save.
5. Assign employees to groups as necessary using the Security Group drop-down field on the employee records.

## Deleting Groups

Only your custom groups can be deleted.

**To delete a custom group:**

1. From the Employees menu, select Security. The Security window opens.
2. In the Security window, select Delete Group from the I Want To menu.
3. Select the group you want to delete.
4. Select which group you want to reassign the employees to.
5. Select Delete Group.
6. Reassign employees on an individual basis, if necessary.

# Protecting Your Data

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

- By requiring password logins and assigning security rights, you can limit access to your data and program features.
- If using security, changes that affect your inventory value (costs and quantities) are automatically tracked on transactional documents, leaving a paper audit "trail."
- Your data files are automatically backed up once a day when the server workstation exits the software or according to your defined schedule, and you can create backups each time you run the End of Day process. You should also seriously consider implementing a separate comprehensive manual backup procedure in addition to this automatic protection.
- Your data files are automatically checked for integrity as backups are made. This procedure is automatic, and no user action is necessary.
- The security encryption keys used to protect cardholder data when processing payment card transactions in Point of Sale are automatically regenerated at least once per year. In addition, you have the ability to regenerate these keys manually at any time should you suspect a security breach. Read the accompanying note about the Payment Card Industry Data Security Standards and how to get further information about requirements to protect cardholder data if you use the QuickBooks POS Merchant Service to process card payments.

➡ **FYI**

## Complying with the Payment Card Industry Data Security Standard (PCI DSS)

If you use the QuickBooks POS Merchant Service to authorize and settle credit and/or debit card transactions, you have a responsibility to comply with PCI DSS requirements. This industry standard sets requirements for the configuration, operation, and security related to processing, transmitting, and storing cardholder data. Refer to Chapter 11 for more information on protecting your customers' card data.

# General System and Network Protection

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

- **Use Windows User Accounts and Windows Update**   Assign Windows-level user names and passwords and require they be used to log in to Windows. Keep your operating system up to date with the latest security enhancements. Find out more about Windows security and Windows Update services from Microsoft: www.microsoft.com/security/.
- **Restrict operating system security rights**   Define your Windows security rights so that they are appropriate for your business and meet your needs for allowing your employees to access specific features and data. Pay particular attention to activities that might present a risk to your system such as Internet or wireless connections and remote access.
- **Lock workstations when unattended**   When your computer is unattended, the workstation should be locked. This is especially important if you have scheduled tasks to occur overnight. You can quickly lock your computer by pressing the Windows Logo key on your keyboard and L simultaneously. Unlock the computer using your Windows user name and password.
- **Back up your data frequently**   Keep backups of your data file in a safe location—in a fireproof safe or at a business records management facility.
- **Install a UPS**   A UPS (uninterruptible power supply) helps ensure data integrity in the event of a sudden power loss. Without a UPS, transactions in progress are usually lost, and, as with any software, the data file can become corrupt if disk write operations are in progress when the power is lost. I recommend that you install a UPS on each Point of Sale workstation, but most importantly, on the server workstation that stores your data.
- **Install antivirus software**   And keep it up to date!
- **Install a network-based or PC-based firewall**   If you install a firewall on your Internet connection, you can reduce the likelihood that uninvited persons will use the Internet to access systems on your network. Firewall products will help you to ensure that your computers conduct only the traffic you allow. Most major brands of antivirus software also offer firewalls.

**C A U T I O N :**   Firewalls may have to be configured to allow Point of Sale to communicate between workstations on a network. Any time you perform an update on Point of Sale, it is important to update your firewall software: the updated firewall software will recognize any changes in Point of Sale. If you do not update the firewall software, it may attempt to block some activities in Point of Sale.

## Backing Up Your Data

The data that retailers accumulate during day-to-day business operations must be saved and protected for strong business continuity. Power failures, media defects, or hardware problems can quickly wipe out critical data and other important company records. Regularly backing up your data enables you to recover from such events with minimal business impact. Failure to do so can put your entire business at risk. Once per day, when the server workstation exits the program, files are automatically backed up, or you can schedule a backup to be completed at a certain time each day. This is in addition to any other backups made and requires no action on your part. Your data is backed up to the default location on the local hard drive, with a date/time stamp. Point of Sale maintains the ten most recent backup files. It is important to note that Point of Sale only backs up your Point of Sale company data. Therefore, it should serve as only one component of a comprehensive data protection strategy.

You need to take separate action to back up other important information for your business (e.g., financial records). If a backup is created while other workstations are still working in Point of Sale, only those transactions that have been updated (saved) are included in the backup file. (Pro) If you are using item pictures, you have the option of including these pictures in your backup. This may have the effect of increasing the size of the backup file and the time involved in the process.

### ➡ FYI

## Backing Up in End of Day Procedures

This is an option you can select as part of your End of Day procedure. By default, the backup is saved to a folder on your local hard disk. However, for maximum data protection, you should consider making regular backups to a separate location. This may mean saving the data to floppy disks or CDs and storing those disks off-site.

## Types of Backups

There are a number of different types of backup in Point of Sale:

- **Routine/scheduled backups**    This includes backups created automatically upon program shutdown, backups created during the End of Day procedure, manual backups made to the default location, and scheduled backups.
- **Data cleanup backups**    Created automatically in the default location at the beginning of a data cleanup process.
- **Program update backups**    Created automatically in the default location before applying a program update.
- **Data import backups**    Optionally created in the default location before importing.
- **(Pro Multi-Store) Multi-store configuration change backups**    Created in the default location when changing the store type.

# Backup Locations

Point of Sale has two backup location options: the default location and an alternate (user-defined) location. Both are discussed in detail next.

## Backing Up to the Default Location

With this option, your data is backed up to the hard drive on the server workstation in a compressed file format. Although backing up to the default location affords a degree of protection in the event your working data becomes damaged, there are some important limitations to this protection. For example, your working data and backup file are on the same hard drive, so both could be lost in the event of a major disk problem, natural disaster, or even theft.

The default backup location and filenames follow:

**Windows XP**

c:\Documents and Settings\All Users\Shared Documents\Intuit\Quickbooks Point of Sale 9.0\Data\<Your Company Name>\Backup

**Windows Vista**

c:\Users\Public\Public Documents\ Intuit\Quickbooks Point of Sale 9.0\Data\<Your Company File Name>\Backup

Filename: *yyyymmdd*0001.qbp, where *yyyymmdd* is the date, and 00001 is a sequential backup number

Example: **200908300001.qpb** for first backup on August 30, 2009

### To manually back up to the default location:

**1** From the File menu, select Back Up Data.

**2** In the Backup Data window, select Back Up To Default Location. Optionally, check the option to include inventory pictures as part of the backup process.
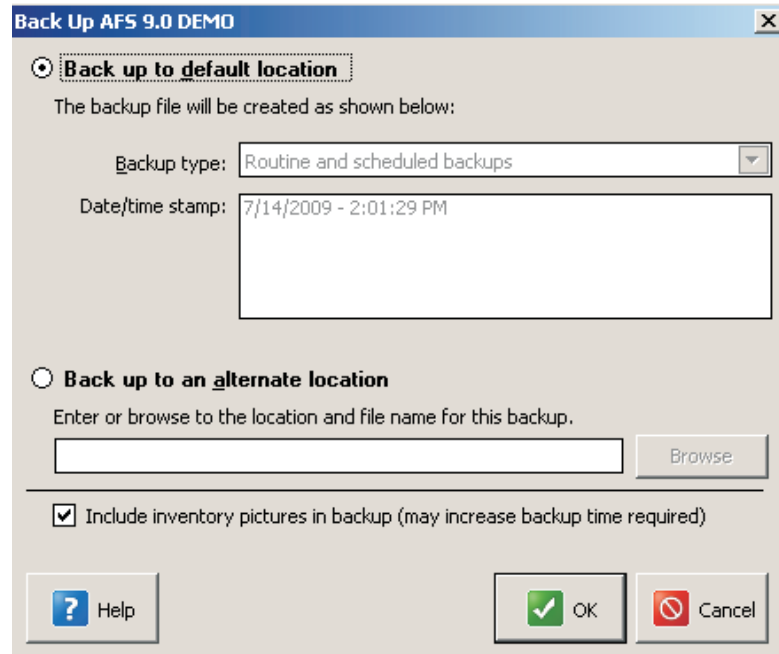


**3** Select OK.

Alternatively, you can select Back Up Your Company Data and Default Location, as shown in the following illustration, when running your End of Day procedure.

## Backing Up to an Alternate Location

Making backups to an alternate location affords a greater level of security because you can back up to removable media or a network drive (on a different computer) and you can rotate your backup media so that you always have two or more generations of backups.

Making backups to a network drive provides additional protection because the data can be stored on a different hard drive, but it still leaves the data vulnerable to hazards that could affect both computers if they are located in the same building. Backing up data to removable media protects your data in the event of a computer system malfunction. Storing the backup media off-site affords even greater data protection from catastrophic events, such as fire or flood.

➠ **FYI**

## Backing Up to Multiple Disks or CDs

Even though backup files are compressed, your data files may require multiple disks to successfully complete a backup, especially if backing up to 3.5" floppy disks. It is recommended that you have several blank, formatted disks available before starting the backup procedure. Point of Sale does not write directly to a CD. If you wish to store your backup files on CD, you will need to create the backup onto your hard drive and then write the file to the CD using appropriate CD-writing software.

### To make backups to an alternate location:

1. If backing up to removable media, insert the first disk (or other medium) into the appropriate drive.
2. Select Back Up Data from the File menu.
3. Select Back Up To An Alternate Location in the Back Up dialog displayed and enter the path or browse to the alternate backup location. Optionally, you can check the option to include inventory pictures as part of the backup process.
4. Enter a filename for the backup file.
5. Select OK. Point of Sale will perform the backup to the designated location.

## Scheduling Backups

Instead of using the daily automatic backup feature, you can set a schedule for daily backups to be run. However, for a scheduled backup to work, the computer must be on with Point of Sale running on the server workstation. In addition, if user logins are required, a user with adequate security rights must be logged in at the time.

### To schedule backups:

1. From the Edit menu, select Edit | Preferences | Company | General.
2. On the General page, set the time for the backup and specify a location in the Data Safeguard area on the right.
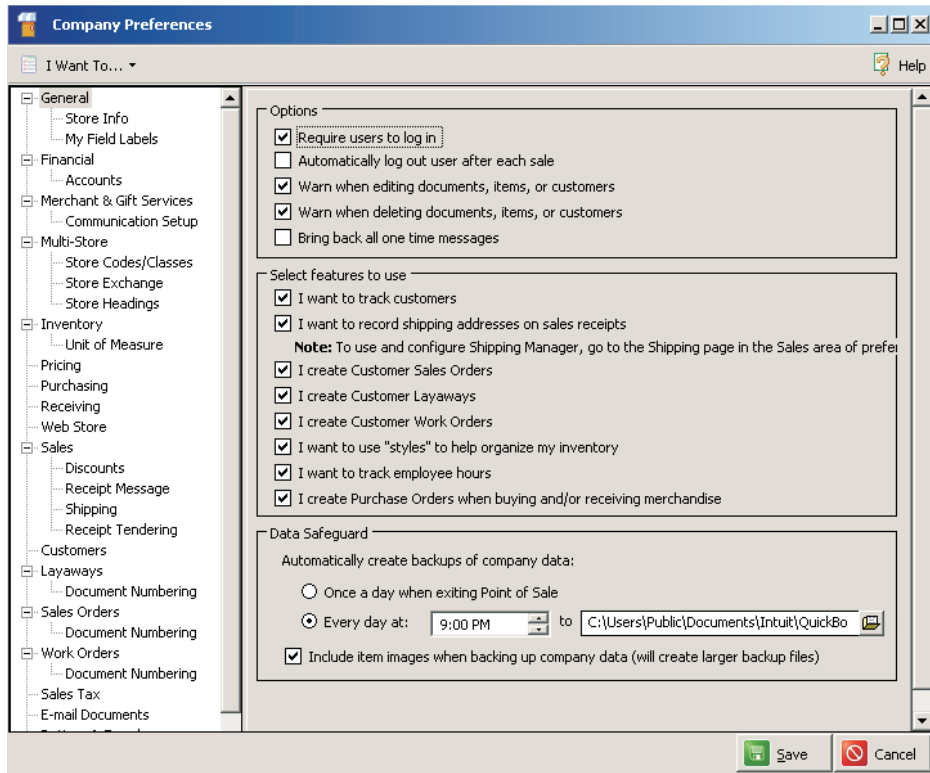
**③** (Pro) If you are using item pictures, select or clear the check box to indicate whether you wish the pictures to be included in the daily scheduled backup.

**④** Select Save.

It is strongly recommended that you lock your Windows workstation if you will be leaving your computer unattended for the scheduled backup. Most Windows computers can be locked by pressing the Windows Logo key and L on your keyboard at the same time. Refer to your Windows Help for instructions on locking your workstation. Be sure that the procedure you choose will not close any running programs.

**($)** **C A U T I O N :** Point of Sale must be running with a user logged in who has adequate rights to back up data. If an automatic logout option (explained earlier in this chapter) logs out that user, the scheduled backup will not take place.

## Rotating Backups

You should back up your data frequently. The data you can restore in an emergency is only as current as your most recent backup. Daily backups are recommended, and it is best to use a different set of media (diskettes, tapes, and so forth) for each day of the week. By using a different set of media every day, you have multiple backups from which you can restore. This is important because file or media damage may go undetected for several days. If you use only one set of backup media, by the time you realize you have damaged data or media you may find yourself in a situation where your only backup also has the damage. If you use a separate media set for each day of the week, it is likely that you will still have a backup containing a good data file that can get your business back up and running.

## Restoring Your Data from Backups

If it becomes necessary to recover from data loss, your files can be easily restored from your backups. This is when you will be very glad you have consistently followed your backup routine!

**To restore your data:**

**1** From the File menu, select Restore Backup File. The last backup is automatically suggested, as shown in Figure 34-2. However, you should restore from the most recent backup you have made.
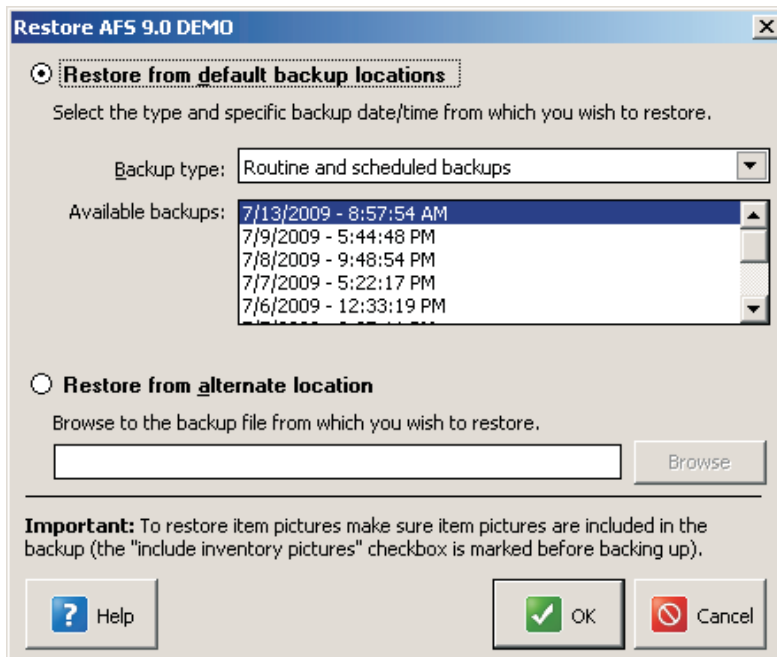


**FIGURE 34-2**　The last backup is automatically suggested.

**2** If you are restoring from a backup made to a default location, make the appropriate selection from the Backup Type drop-down list and choose the needed backup file from the Available Backups list. Or, if you are choosing the Restore From Alternate Location option, browse to the backup file you wish to use (see Figure 34-2).

**3** If restoring from removable media, you will need to have the first disk (or other medium) in the drive.

**4** Select OK. Point of Sale will decompress and copy the backup files back into your working directory. You will be prompted to insert sequential restore disks if required.

**5** Type Yes to confirm and select OK.

# Part X

# Appendixes

# Information Fields

Point of Sale documents and records contain a number of information fields. Some of these fields appear only in the document or record; other fields are shared between various areas in Point of Sale. This appendix provides the fields with their descriptions and uses.

# Conventions

If a list field included in this table isn't visible on your screen, you can customize your list columns to include it. Refer to Chapter 30 for more information.

Although fields in each table are in alphabetical order, those fields unique to Pro and Pro Multi-Store levels appear at the end of each section. Related fields are grouped where possible.

## ➡ FYI

### System Configuration

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

### Field Label Symbols

| Symbol | Description |
|--------|-------------|
| [ ] | Fields shown in brackets are automatically populated with suggested or read-only data by the program. If read-only, these fields cannot be directly edited. |
| * | Field label can be customized to meet your needs. |

# Document and Record Information Fields

This table lists the name and use of common fields in Point of Sale documents and records.

| Field | Usage |
|---|---|
| Address Fields<br>Street<br>Street 2<br>City,<br>State.<br>Zip | Address fields used for billing and shipping. |
| Address Name | This is a label assigned to individual shipping addresses when you are using multiple shipping addresses. This provides easier identification for addresses. |
| [Associate]<br>Associate | The currently logged-in user. The user who created any document except receipts and sales orders in Point of Sale. Populated with the logged-in user if security is used. If security is not used, select a name from the drop-down list of defined employees.<br>Used to identify the employee to be paid a commission on the sales. At the top of the form: Suggested as the logged-in user (if security is used) but can be edited to identify the sales associated for the receipt. If you change the associate after listing items, you are asked if you want to assign this associate to the items already listed.<br>In the item list: Suggested as the same employee listed at the top of the form, but editable item by item. This allows commissions to be paid to more than one employee on a single receipt.<br>Refer to Chapter 33 for more information. |
| Comment | Option field to record a comment for the document |
| [Date]<br>Date | The date the document was created. Defaults to the current date for new documents.<br>You can change the date as necessary on the receipt form. Never change your computer's system date for this purpose; doing so could result in lost data!<br>If you use employee security groups, you can determine who is allowed to change this date. |
| Email | Contact e-mail address. Entering an e-mail address allows you to e-mail the contact from her record and to e-mail documents or letters from within Point of Sale (Internet connection required). |
| Name Fields<br>Title<br>First<br>Last<br>Alt Contact | Name fields for vendor contact<br>Contact person's title, e.g., Mr., Mrs.<br>Contact person's first name<br>Contact person's last name<br>Alternate contact name |
| Phone/Fax | Three telephone/FAX numbers can be entered in the Phone, Alt Phone, and Phone 2 fields. |

| Field | Usage |
|---|---|
| [QB Status]<br>QB Status | If integrated with QuickBooks Financial software, displays the exchange status of the record or document with your financial software.<br>Not Posted: If the information has not yet been sent to your financial software or if the record is marked as inactive.<br>Completed: If the information has been sent.<br>Unbilled Purchases: Merchandise has been received on a voucher but has yet to be billed.<br>Error: Attempting to send resulted in an error.<br>Refer to in Chapter 24 for more information. |
| [Time] | (Document History list) The time the document was created. |
| **Pro Fields** | |
| Custom Fields | Define and use custom fields to record other information important to your business. These fields can be added to your lists, used to filter the list and certain reports, or added to printed document templates. This information will be shared with your financial software. However, the custom fields in both programs must be named exactly the same for information to be exchanged.<br>Refer to Chapter 30 for more information. |

## Item Information Fields

| Basic Field | Usage |
|---|---|
| Alternate Lookup | A user-defined item identifier that can be used to list items on documents and to filter your item list. This field can contain text descriptions, catalog numbers, etc. Alternate Lookups must be unique and should not duplicate an item number or UPC code, as this would result in inefficiency when using these identifiers to list items on documents.<br>(Pro and Pro Multi-Store) If multiple vendors are being used for an item, each can be assigned a unique alternate lookup. |
| Attribute* | A field used to describe an item characteristic, typically color, material, pattern, a second size, etc. 1 to 12 characters. |
| [Available Quantity] | The quantity available for immediate sales. Calculated by subtracting the quantity committed on active customer orders from the on-hand quantity. |
| [Average Unit Cost] | The average cost of the currently on-hand units of the item. The average unit cost is updated by receiving vouchers, by cost adjustment memos, or manually. If this field is manually edited, Point of Sale creates an adjustment memo to send to QuickBooks Financial software. Refer to Chapter 5 for more information. |

| Basic Field | Usage |
|---|---|
| Dept Name | The department to which the item belongs. Required. Departments serve to categorize merchandise for efficient viewing, reporting, and purchasing. |
| Item Name* | The principal description of the item. Required field. Printed on receipts and most reports.<br>(Pro) Also used as the style description. As such, it must be the same for all items in a style. |
| Item Description* | A secondary description field used for recording additional information for an item, such as a vendor's catalog number. Also can be used to record additional information while making a sale. |
| Doc Qty | Document Quantity: Used to enter the quantity of an item to be listed on a document. Displayed only when accessing inventory from a document to select items.<br>(Pro) You can also switch to the Style window and enter document quantities in the style grid cells when coming to inventory from a document. |
| [Item #] | Item Number: The row number that identifies each item. Assigned by Point of Sale but can be edited. Used to look up or scan items when listing on documents. Printed in bar code on merchandise price tags printed from within Point of Sale. |
| [Item Type] | Used to designate the type of inventory item. Default is Inventory. |
| [Margin %] | The profit expressed as a percentage of the price. If defined in a department record, the margin is auto-filled for the new items assigned to that department. Updated when costs change on a receiving voucher. Editable.<br>Manually editing the margin in inventory automatically causes your price(s) and your markup to be recalculated.<br><br>Margin % = ((price-cost) / price) × 100<br>Refer to Chapter 5 for more information. |
| [Markup %] | The item profit expressed as a percentage markup over the cost. Works in the same manner as Margin %. Editable.<br>Manually editing the markup in inventory results in the margin and your price(s) being recalculated by Point of Sale.<br>Refer to Chapter 5 for more information. |
| MSRP | Manufacturer's suggested retail price. Enter an MSRP manually if you want this reference price to be printed on tags to demonstrate savings to customers.<br>Refer to Chapter 32 for more information. |

| Basic Field | Usage |
|---|---|
| [On-Hand Quantity] | The quantity of the item currently on hand at this store. Automatically updated each time an item is received, sold, transferred or when adjusted on a memo. A manual entry in this field results in the creating of a quantity adjustment memo by Point of Sale. |
| [On Order] | Quantity of the item listed on open purchase orders yet to be received. Displayed in the item list.<br>(Pro) This value can also be viewed along with a list of open POs by selecting on order from the Quantities area of the item form. |
| [Order Cost] | The current order cost of an item. The order cost is suggested on purchase orders and vouchers and is automatically updated when a voucher is updated with a new item cost.<br>(Pro) If multiple vendors are being used for an item, each can be assigned a unique order cost. |
| [Price Levels] | Optional item price levels, each a markdown price from your regular price. Used to offer different prices to different customer groups (employee, wholesale, etc.) or for other purposes such as promotional sales.<br>You define price level names and markdown percentages in company preferences, and they are automatically calculated from your regular price and recalculated when the regular price is changed. All price levels can be manually edited for individual items.<br>Refer to Chapter 5 for more information. |
| Print Tags | This field specifies that you want to print price tags for the item. Clear the check box if you do not want tags printed for the item. Default is selected. |
| QuickBooks Accounts [COGS] [Income] [Asset] | Item mappings to QuickBooks Financial software cost of goods sold, income, and asset accounts. Default to the item accounts specified in company preferences for each item type but can be edited for individual items by selecting a different account from the drop-down list.<br>Refer to Chapter 4 for more information. |
| Reorder Point | User-specified quantity at which an item should be reordered at each store (or rebuilt in the case of assembly items). When the sum of the on-hand quantity and on-order quantity, or the availability of an item falls to or below this point, the item is listed on the Reorder Reminder screen and Reorder/Build reports.<br>Refer to Chapter 5 for more information.<br>(Pro and Pro Multi-Store) The reorder point is set for each store location. |
| Size* | The size of an item. 1 to 12 characters. This field can also be used to describe a second item attribute other than size, if needed. |

| Basic Field | Usage |
|---|---|
| [Tax Code] | Tax Code Name: A drop-down list containing each of the tax code names defined in company preferences. By default, each new item is assigned a default tax code as specified in the associated department. Edit by selecting a different tax code as necessary. |
| Un-Orderable | This field is used to indicate that you no longer want to order this item. Its reorder point is ignored, and the item is not added to reorder reminders. If selected and you try to list the item on a PO, you will be alerted but can still order the item at your discretion. Typically used to remove seasonal items from the reorder reminders list. |
| Unit of Measure | This can be used to indicate the measurement or quantity by which the item is sold, such as each, inch, yard, gallon, case, gross, etc. Select a unit that has been defined in company preferences or Add New from the drop-down list. Once defined, can be used to filter the item list or reports.<br>(Pro) Units of measure can be added to your printed documents and tags using the Print Designer. Refer to Chapter 5 for more information. |
| UPC | Universal Product Code: The item's unique UPC/EAN/ISBN identifier. This field must be 13 characters. If a shorter number is entered, the program will apply an algorithm to fill the 13-character field. If a longer number is entered, it is truncated to 13 characters. Entering a UPC allows you to list items on documents by scanning or typing the code from a manufacturer-supplied tag.<br>(Pro) If using multiple vendors or multiple units of measure for an item, each can have a unique UPC. |
| Vendor | The vendor from whom you purchased the item. |

| Pro Field | Usage |
|---|---|
| Available Quantity | Point of Sale will calculate from on-hand quantities, quantities on layaways and work orders, and quantities on purchase orders to show you what your actual available quantities are. Refer to Chapter 5 for more information. |
| Base Unit | When using multiple units of measure, this is the smallest unit quantity by which an item is stocked or sold. |
| Custom Fields 1–5 | Custom item fields can be used to enter any other item information you need to track. Once defined, the fields can be used to filter lists and reports and can be added to your printed documents using Print Designer.<br>Refer to Chapter 30 for more information on using these fields. |

| Pro Field | Usage |
|---|---|
| Eligible for Commission | Identifies the item as qualifying for commission earnings on sales. Default is checked (eligible). Clear the check box if associates are not to be paid a commission on sales of this item. For commission to be calculated on sales, employees must have a commission rate assigned in their employee record.<br>Refer to Chapter 33 for more information about employees and commission tracking. |
| Open Purchase Orders for this Item | List of open purchase orders for the item and the total quantity on order. Select Available from the Quantities area of the item form.<br>(Pro and Pro Multi-Store) The open PO list is combined with the Store Quantities dialog accessible from selecting Available from the Quantities area of the form. |
| Order By | When using multiple units of measure, the quantity by which items are usually ordered. |
| Picture Name | The name(s) assigned to item picture(s). |
| Qty in Assembly Qty in Group | (In Assembly/Group grid) Used to enter the quantity of a component item included in an assembly group or item.<br>Refer to Chapter 6 for more information. |
| Select a Style Template | Used to assign a predefined attribute/size template to a style grid. Select a template from the drop-down list or select New to create a new template. |
| Sell By | When using multiple units of measure, the quantity by which items are usually sold to customers. |
| Serial # Tracking | Specify if you want to be prompted to enter a serial number when the item is listed on documents. Select Prompt to be prompted to enter a serial number. Select Optional and you are not prompted, but you can still enter a serial number on the document at your discretion. |
| Vendors: Alternate 2–5 | (Additional Info tab) Fields for entering one preferred and up to four alternate vendors for an item, each with a unique UPC, Alternate Lookup, and order cost. |

| Pro and Pro Multi-Store Fields | Usage |
|---|---|
| [Cmp Qty] | Total on-hand quantity of an item for the company (all stores). Select View All in the Quantity area of the item form to view. Called Cmp Qty in item list. |
| Quantities for Store # \<n\> | *(From within the Style Window)* Drop-down list of all store locations. Select a store or All Locations to view quantities at the store or for the company of each style item. |
| [Store On-Hand Quantities] | On-hand quantity at each store. Select View All from the Quantities area of the form to view. |

| Web Store Fields | Usage |
|---|---|
| I Sell This Item On My Web Store | Check this box if you want to sell the item through your Homestead web store. The default is unchecked. |
| Web Description | A description field used/visible for items that are sold on the web. |
| Web Store Sale Price | The selling price of the item on the web. |
| Web SKU | The SKU of the item on the web. |
| Manufacturer | Assign the item to a manufacturer for searching on the web. This field may be the same as the item vendor field. |
| Shipping Weight | Used to determine shipping costs. |
| Shipping Dimensions | Used to determine shipping and packaging requirements for the item. |
| Search Keywords | Enter keywords that allow users to search for items in your web store. These keywords are not used in search engines. |
| Web Store Categories | Defines the categories that control the order in which your items appear on your web store. |

## Department Information Fields

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

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

# Adjustment Memo Information Fields

The following tables list the fields that are available on memo forms and in the adjustment history lists. The three tables discuss the fields on quantity memos, on cost memos, and finally common fields shared by both memo types.

## Quantity Adjustment Memo Fields

| Field | Usage |
|---|---|
| **Fields in Item List** | |
| [Old Qty] | Item quantity on hand prior to the adjustment. From inventory. |
| New Qty | Enter the adjusted quantity. This will be the quantity on hand for this item after saving the memo. |
| [Diff Qty] | Difference in quantity for the item: New Qty – Old Qty. |
| **Fields in Totals Area and Adjustment History List** | |
| [Old Qty] | Total quantity on hand for all items listed on the memo before adjusting. |
| [New Qty] | Total quantity on hand for all items listed on the memo after adjusting. |
| [Qty Change] | Total difference in quantity for all items on the memo: New Qty – Old Qty. |
| [Value Change] | Total difference in inventory value due to the changes recorded on the memo. Calculated using the cost of items listed on the memo and their change in quantity. For example, if an item costs $5.00, and the quantity changes from 5 to 4, the value change is –$5.00. If the quantity changes from 5 to 7, the value change is $10.00. |
| **Pro Fields** | |
| Serial # | Optional. Used to record serial number(s) for the adjusted quantities. Read more about serial number tracking in Chapter 7. |
| **Pro and Pro Multi-Store Fields** | |
| [Store] | Headquarters only. Select the store for which you are making the adjustment memo. Default is Headquarters store. Editable. |

## Cost Adjustment Memo Fields

| Field | Usage |
|---|---|
| **Fields in Item List** | |
| [Old Cost] | Average unit cost of item prior to adjustment. |
| New Cost | Enter the adjusted average unit cost. This entry will be the average unit cost for this item after saving the memo. Decimal cost entries are allowed. |
| [Diff Cost] | Difference in cost for the item: New Cost – Old Cost. |
| [Current Qty] | This dynamic field shows the current item quantity in inventory, even when viewing former cost memos (i.e., not the quantity at the time the memo was created). |

| Field | Usage |
|---|---|
| **Fields in Totals Area and Adjustment History List** | |
| [Old Value] | The total value (cost) of all items listed on the memo prior to the adjustment. Item On-hand Qty × Old Cost, summed for all items. |
| [New Value] | The total value (cost) of all items listed on the memo after the adjustment. Item On-hand Qty × New Cost, summed for all items. |
| [Value Change] | Total difference in value (cost) of all items listed on the memo after the adjustment. Item On-hand Qty × New Cost, summed for all items. |
| [Qty On Hand] | Total combined quantity on hand for all items listed on the memo. |

## Common Adjustment Memo Fields

The following table alphabetically lists the general fields on memos.

| Field | Usage |
|---|---|
| [Memo #] | (Adjustment History list) Sequential number from 1 to 99,999 assigned by Point of Sale. |
| Reason | (Required field) The reason for the adjustment. Enter a reason or select one from the drop-down list. Refer to the section "Actions That Generate Adjustment Memos" in Chapter 19 for examples. |
| [Source] | The action or module that created the memo: manually created memo (Manual), reversed memo (Reverse), physical inventory (Physical Inventory), inventory adjustment (Inventory), assembly item (Assembly). |
| [Status] | Shows the memo status: Regular, Reversing, or Reversed. Refer to Chapter 19 for more information on the reversing entries. |
| [Type] | The memo type and inventory value being adjusted: Quantity or Cost. |

## Vendor Information Fields

| Field | Usage |
|---|---|
| Account # | Your account number with the vendor. |
| Company | Vendor company name. |
| Inactive | Select this check box to hide unused vendors from the active vendor list and to stop exchanging the vendor's information with QuickBooks Financial software. Refer to Chapter 16 for more information. |
| [Terms] | Terms of Payment: Default payment terms for the vendor. These terms are suggested on POs and receiving vouchers made for the vendor. Refer to Chapter 16 for more information. |
| Vendor Code | Optional, alphanumeric code, up to three characters, identifying each vendor. Can be used to display the vendor on reports and lists. |

| Field | Usage |
|---|---|
| Vendor Notes | Optional notes, such as shipping lead time, FOB shipping point. |
| Vendor Web Site | Record the vendor's web address. Select Go To Web to visit the vendor's web site from the record (Internet connection required). |
| Custom Fields 1–7 | Custom item fields can be used to enter any other vendor information you need to track. Once defined, the fields can be used to filter lists and reports and can be added to your printed documents using Print Designer. |

## Purchase Order Information Fields

Item fields whose purpose is explained in Item Information Fields table have been omitted from this table.

| Field | Usage |
|---|---|
| Addresses | The billing and shipping addresses you wish the vendor to use for the order. |
| [Cost] | The cost at which an item is being ordered on the purchase order. Suggested as the Order Cost from inventory, but can be edited. Two decimal places are displayed; up to five decimal places can be entered and are stored. |
| Date Fields [Order Date] [Ship Date] [Cancel Date] [Payment Due Date] | Order Date and Ship Date are suggested as the current date. All dates are editable. Cancel Date: Optional date after which delivery is to be refused. You can set the preference that follows to be alerted when receiving against a purchase order whose cancel date has passed. You can still receive the merchandise at your discretion. Preferences \| Company \| Receiving: Warn when receiving against PO past its cancel date. Payment Due Date: Tentative due date calculated by adding the net due days specified in the vendor's terms to the Ship Date. If the vendor terms or Ship Date are edited on the purchase order, the payment due date is adjusted accordingly. Used for reporting and planning purposes only. |
| Discount Disc % | Discount: The dollar amount of a discount, applied to the PO subtotal. Disc %: Percentage discount applied to the purchase order subtotal. Entering a value in either field causes the other to be calculated and displayed. |

| Field | Usage |
|---|---|
| [Ext Cost] | Extended Cost: For an ordered item, quantity ordered multiplied by the cost for that item. If ordering items with fractional cent costs, you can enter the quantity and extended cost, and Point of Sale will calculate and display the unit cost. Two decimals displayed; up to five decimal places can be entered and are stored. |
| Fee | A fee applied to the purchase order. For example, a special handling fee might be applied to an order. Enter the amount. |
| Instructions [Printed PO Instructions] | Instructions (on PO form): Free-form text entry field allowing you to record miscellaneous information regarding the purchase order. Select the icon adjacent to the field to enter longer comments. Printed PO Instructions (not displayed on form). One or two lines of instructions that appear on the printed PO only. Defined in Preferences \| Company \| Purchasing \| PO Instructions. |
| [No of Items] | In the PO List: The total number of different items (not units) ordered on the PO. |
| [PO #] | Default sequential number assigned by the program Editable and customizable via Company Preferences \| Purchasing. (Pro) If you generate POs from a customer order, the PO number is created from the customer order number and a prefix, e.g., SO121. |
| On Order | In the PO item list: Quantity of the item currently on order. Updated with this POs order quantity upon saving. |
| Ordered | Order Quantity: In the purchase order item list. The ordered quantity of an item. Suggested as one (1) or the Doc Qty transferred from inventory. Editable. |
| [Payment Due Date] | Calculated date field. Ship Date + Net Due Days from terms. Included for planning and reporting purposes. Example: If the ship date is 9/10/10 and terms include net due in 20 days, the calculated payment due date is 9/21/10. |
| [Due] [Qty Due] | In the PO item list: The item quantity remaining to be received. In the PO Totals area: The total purchase order quantity (all items) remaining to be received. Updated by receiving vouchers that reference the purchase order. Qty Due = Qty Ordered – Qty Received |
| [Qty Ordered] | In the PO totals area: The total PO quantity (units, all items) ordered. |
| [Qty Received] | In the PO item list: The item quantity already received. In the PO Totals area: The total purchase order quantity (units, all items) already received. Updated by receiving vouchers that reference the purchase order. |

| Field | Usage |
|---|---|
| Status | The current status of the purchase order. Automatically set to Open on new POs and Closed on filled purchase orders. You can also set the status to Pending. Used to track your purchase orders and filter the PO list and reports. Editable. You can define your own status entries and use them to track purchase order progress. |
| [SubTotal] | The sum of item extended costs on the PO before applying any discounts or fee. |
| [Terms] | Vendor's payment terms for the purchase. Suggested as the default terms from the vendor's record. Editable. |
| [Total] | The total purchase order amount after discounts and fees are applied to the subtotal. Total = Subtotal – Discount + Fee |
| [Unfilled %] | In the PO Totals area: The percentage of the total PO quantity (all items) that has not yet been received. Updated by receiving vouchers that reference the PO. Unfilled % = (Qty Due / Qty Ordered) × 100 |
| Vendor | Enter the vendor from whom you are purchasing the merchandise. Required. |
| **Pro and Pro Multi-Store Fields** | |
| Address | The addresses you wish the vendor to use for billing and for shipping on the order. Select the addresses from the drop-down lists. The Ship To address is normally the store for which the order is being made; during Store Exchange the purchase order will be sent to that store. |
| Customer | If applicable, the customer from the associated customer order. |
| Customer Order # | If applicable, the associated customer order from which the PO was generated. Refer to Chapter 14 for more information. |

# Voucher Information Fields

Fields that have an obvious purpose or item fields whose purpose is explained in Item Information Fields table have been omitted from this table.

| Field | Usage |
|---|---|
| [Message, Printed] Printed, not displayed on-screen | One or two lines of optional message text that print on all vouchers (not displayed on-screen). Printed voucher messages are defined in company preferences: Preferences | Company | Receiving | Voucher Default Message. |

| Field | Usage |
|---|---|
| Cost Fields<br>[Voucher Cost]<br>[Ext Cost] | Voucher Cost: The cost at which an item is being received. Suggested as the Order Cost from inventory or, if applicable, the PO Cost from a referenced PO. Editable.<br>Extended Cost: The quantity received multiplied by the Voucher Cost for an item. Editable.<br>If you receive items with decimal costs, you can enter the quantity received and extended cost and Point of Sale will calculate and display the unit cost (only two decimals displayed, but five stored). |
| Billing Fields<br>[Payee Name]<br>Already Paid<br>Terms<br>Bill Date<br>Invoice Due<br>Invoice/Ref# | Optional fields that affect the way in which vouchers are sent to QuickBooks Financial software. Refer to Chapter 18 for more information on these fields.<br>Payee Name: Who is to be paid for the merchandise. Defaults to the vendor listed at the top of the voucher, but can be edited.<br>Already Paid: Select this check box if you have already prepaid for the items, such as with a credit card.<br>Terms: Terms of payment. From the payee's record or, if applicable, from a referenced PO. Can be changed on individual vouchers.<br>Bill Date: Enter the billing date from the vendor's invoice. Based on the billing date and terms, the Invoice Due date is calculated and displayed.<br>Invoice/Ref#: The invoice or reference number from the vendor's bill. |
| Discount Fields<br>Discount<br>Discount % | Discount: Enter a discount amount to be subtracted from the voucher subtotal. If you enter a discount amount, Point of Sale calculates and displays the discount percentage. Discounts entered on a referenced PO are proportionally brought to a voucher.<br>Discount %: Enter a discount percentage to be applied to the voucher subtotal. If you enter a discount percentage, Point of Sale calculates and displays the discount amount. Discounts entered on a referenced PO are proportionally brought to a voucher. |
| Fee | Enter any fee amount related to the voucher, such as an order fee. When the voucher references a PO with a fee entered, you are alerted and can transfer the fee to the voucher at your discretion. |
| Freight | Enter any freight charges applicable to the voucher. |
| Invoice/Ref # | See Billing Fields. |
| Order Qty Difference | The difference between the original order quantity and the received quantity. |
| [Original Order Qty] | The quantity that was ordered for the item. |
| PO # | The number of the PO that the voucher is referencing for each item. Entering a PO # brings information from the PO to the voucher and allows you to select items from the PO to receive. |

| Field | Usage |
|---|---|
| [Qty] | The quantity of an item received (or returned) on a voucher. Suggested as one (1), or, if applicable, the quantity brought from a references PO. Editable. |
| [Status] | Receiving History list: Indicates the status of voucher as Regular, Reversed, or Reversing. Refer to Chapter 18 for more information. |
| [SubTotal] | The sum of all extended item costs before discounts, fees, and freight charges are applied. |
| [Total] | The voucher total cost after discounts, fees, and freight charges are applied. |
| [Type] | Receiving History list: Type of voucher: Receiving or Return. |
| Vendor | Required field. The vendor from whom the merchandise is being received. If referencing a PO, brought from the PO. |
| [Voucher #] | Receiving History list: Sequential document number, assigned by Point of Sale. |
| Voucher Cost | See Cost Fields. |
| **Pro and Pro Multi-Store Fields** | |
| Cust. Order # | When receiving against purchase orders that were generated from customer orders, the associated customer order number for which the item was ordered. |
| Custom Fields 1–5 | Custom item fields can be used to enter any other customer information you need to track. Once defined, the fields can be used to filter lists and reports and can be added to your printed documents using Print Designer. |
| Customer | When receiving against purchase orders that were generated from customer orders, the name of the customer for the associated customer order. |
| Serial # | This field is used to record serial numbers of received items. Items can be designated as requiring a serial number entry in inventory (by selecting the Prompt option in the Serial # Tracking field), in which case you will be prompted to enter a serial number for each unit of the item received. |
| [Store] | The store receiving or returning merchandise. At Headquarters, can be changed to create a voucher for any store. At remote stores, this field defaults to the local store. |

# Customer Information Fields

| Field | Usage |
| --- | --- |
| Track as Company | Select this check box to add a Customer PO field to sales receipts and customer orders. |
| Accept Checks? | Clear the check box if you want to be alerted when taking payment by check from this customer. If requiring employee logins, an employee with sufficient security rights (Owner, Manager, Asst. Manager) can still accept the check, at his or her discretion, but an Associate-level employee can not. If not requiring logins, any employee can accept the check. Default: Selected (accept checks). |
| Account Fields [Account Limit] [Account Balance] [Available Credit] Charge Account [Past Due] | Customer's current charge account limit, balance, and remaining credit available. Account limit and balance. |
| Charge Account | Select the check box if you wish to provide an in-house customer charge account. |
| Customer Type | Create categories of customer types in company preferences or by selecting Add New form the Customer Type field drop-down list. Assign the types to individual customers. You can then filter reports or create mailing lists/labels based on customer type, as well as share this information with your financial software. |
| Customer Discounts | To have Point of Sale automatically suggest a discount on all sales to this customer, select Apply A Fixed Percentage Discount To All Items and enter a discount percentage or Use A Discounted Price Level For This Customer and select one of your predefined price levels from the drop-down list. The discount can be applied to each sale, at your discretion. Default: No Discount. |
| Customer ID | Automatically assigned to new customers, can be generated for pre-existing customers, and can be used to print scannable ID cards. This format is 13 digits long with a two-digit system digit (04), a five-digit store number, a five-digit customer number, and a check-digit. For example, the first customer ID number generated in your store (or store 1 if Pro Multi-Store) would be 04 00001 00001 4. |

| Field | Usage |
|-------|-------|
| Name & Contact Info | Enter first and last names, title, company, phone numbers, and e-mail address as appropriate.<br>Last name is a required field.<br>The customer's name displayed on the bottom of sales receipts and printed on documents consists of first name, last name, and title in the order specified in Company Preferences \| Sales \| On Receipts And Customer Orders, Display The Full Customer Name In The Following Order.<br>Recording an e-mail address allows you to e-mail customer orders as attachments to your customers. |
| Notes | Use to record optional customer information, such as birth date, requested items, sizes, etc. Customer notes are not exchanged with QuickBooks Financial software. |
| OK To Email This Customer | (Check box) Indicates you can send e-mails to this customer when confirming a web store order. The default is unchecked. |
| Sales Tax Information | If this customer qualifies for special sales tax handling, specify either<br>Use This Tax Location When Selling To This Customer<br>and select one of your pre-defined tax locations from the drop-down list<br>Or<br>Tax-Exempt and select the check box if no sales tax should be collected on normally taxable sales.<br>With the first choice, Point of Sale will prompt you to change the tax location on sales to this customer. If the customer is flagged as tax-exempt, Point of Sale will automatically change the tax rate on the sale to 0%. |
| QuickBooks Information [Use with QuickBooks] QB Status | (Display and use of these fields requires that you also use QuickBooks Financial software.)<br>Use with QuickBooks: Set this if you want to exchange the customer's information with QuickBooks Financial software. If you do not want to, clear the check box.<br>In the Customer List: Displays the exchange status of the record with QuickBooks Financial software. Refer to the section "Verifying the Exchange of Individual Transactions" in Chapter 24 for more information. |
| Web Customer # | Customer number assigned by Point of Sale for customers created via your web store. |
| Rewards Fields (Pro) Track Rewards [Issued] | Customer fields associated with the Customer Rewards program.<br>Refer to Chapter 13 for more information. |

## Receipt Information Fields

Note that item-specific fields are only available in the receipt item list (on the receipt form) and are included only if they differ from the inventory Item Information Fields table. Fields whose purpose is obvious or common to all modules have been omitted from this table.

| Field | Usage |
|---|---|
| [Cashier] | If security is used, the Cashier field is auto-filled with the name of the logged-in user and cannot be changed. If not using security, select a name from the drop-down list of defined employees. |
| Customer Information: [Name] [Address] Extended customer information shown | (Optional fields used when tracking customers) Customer name. You can specify the combination and order for the first name, last name, and title to be displayed in the Customer Information area of the receipt screen and on printed receipts. Company Preferences | Sales | On Receipts And Customer Orders, Display The Full Customer Name In The Following Order: Specify the order and, optionally, title to display full name on receipts. Once a customer is listed, additional information, such as the accept checks status, account balance/limit, assigned discounts or price level, and purchase history is accessible from the I Want To menu. |
| Customer PO# | This field is displayed only when the customer listed on the receipt is being tracked as a business (the option is selected in the customer record). |
| Cost Fields [Cost] [Receipt Cost] | Cost = The average unit cost of the item as recorded in inventory. Receipt cost = Extended cost by receipt item (Qty × Cost). Display fields only; not editable. |
| Discount Fields: Discount % Discount Unit Discount Ext Discount Discount Reason | Used to record item discounts (in the item list) or global discounts (in the receipt totals area). A global discount is taken from the receipt subtotal and is not spread across the listed. Disc %: Item or global discount. Discount: (amount) Global discount only. Unit Discount: Item discount only, discount amount per unit sold. Ext Discount: Item discount only (Qty × Unit Discount). Discount Reason: Item discount, select type from drop-down list. |
| [Message, Printed] Printed, not displayed on screen | User-definable message(s) that is/are printed on the copy of the receipt given to your customers. For example, you could print your return policy on every receipt. Preferences | Company | Sale | Receipt Message | Printed Receipt Customer Message defines the message to be printed on each receipt. |

| Field | Usage |
|-------|-------|
| [Payment] | Displayed in sales history list. The payment type used for the receipt. If more than one payment type was used, Split is displayed. |
| Price Fields<br>[Price]<br>[Ext Price]<br>[Customer Price Levels]<br>[Price Level]<br>[Original Price] | Receipt item list<br>Price = the unit price at which an item is being sold after any line-item discount or price level changes.<br>Ext Price = Qty × Price<br>Custom Price Levels (your custom names displayed) = the item price at each of your markdown price levels.<br>Original Price at active price level for references; does not change if discounts given.<br><br>Totals area:<br>Price Level indicates the active price for the receipt (Regular Price or one of your markdown price levels). Suggested as the default price specified in company preferences. Select a different price level from the drop-down list to change the active price for the receipt.<br>Price, Extended Price, and Price Level fields can be edited to give the customer a different price or discount. If you enter an item quantity and extended price, Point of Sale will calculate a new unit price for you. |
| Promo Code | Used to record a miscellaneous code on a receipt, such as the advertisement the customer saw your merchandise in. For example, if you are having a big mail promotion to celebrate your business anniversary, you could record an entry of Anniv for all sales made during the promotion. Later, you could run a sales report, filtered on the Promo Code field, to evaluate the effectiveness of the promotion. An entry in the Promo Code field can be required. |
| [Receipt #] | Sales history list only. Sequential number assigned to receipts as they are created. |
| [Receipt Type] | Sales history list only. Indicates type of receipt: Sale, Return, Payout, or Deposit. |
| [Status] | Sales history list only. Indicates the status of receipt: Regular, Reversed, or Reversing. |
| [Subtotal] | Totals area: The sum of the Extended Prices for all items listed on the receipt. |

| Field | Usage |
|---|---|
| Tax Fields: [Tax Location] [Tax Code] [Tax %] [Tax] [Ext Tax] [Tax] | Tax Location: Tax location used for sale; displayed in the status bar at the bottom of the window. Suggested as the default tax location specified in company preferences. Can be changed by choosing Select Tax Location from the I Want To menu. Receipt item list: Tax Code = the item tax code as specified in the inventory. Can be changed at time of sale. Tax % = the tax rate applied to item. Tax = the tax amount collected per item unit. Ext Tax = the total tax amount for the item (Qty × Tax). Totals area: Tax % = Sales tax percentage applied to the entire receipt. If sold items are being taxed at different rates, this field is blank and disabled. Tax = Total sales tax collected on the sale. Refer to Chapter 9 for more information. |
| [Total] | The receipt total (i.e., the subtotal less global discounts, plus taxes and shipping). Calculated field, not editable. |

| Pro and Pro Multi-Store Fields | |
|---|---|
| Field | Usage |
| Commission Fields [Commission %] [Commission] [Eligible for Commission] | Receipt item list: Commission % = Percent commission specified on associate's employee record. Commission = Amount of commission payable to the associate on the item sale. Eligible for Commission = check box indicates if item sale is eligible for payment of commission. From item record in inventory. Refer to Chapter 33 for more information. |
| Serial # | Field used to record the serial numbers of sold items. Items can be designated as requiring a serial number entry in inventory (by selecting the Prompt option in the Serial # Tracking field on the item record), in which case you will be prompted to enter a serial number for reach unit of the item sold. |

| Pro and Pro Multi-Store Fields | |
|---|---|
| Field | Usage |
| Shipping Information Ship Date Shipping/Ship $ Ship By Tracking # Shipping Address | Totals area: Enter Ship Date and Shipping amount for the sale. Shipping Information window: Select Ship These Items from the Shipping Information section to enter additional information, such as the provider (Ship By), Tracking #, and Shipping Address. You can also print a packing slip and shipping label from the Shipping Information window. Preferences \| Company \| Sales \| Shipping: Defines shipping providers and specifies one as the default, which is suggested on receipts. The list of providers is available for selection on the Shipping Information window when making a sale. |
| Store (Pro and Pro Multi-Store) | The store from whose inventory the merchandise is being sold/returned. At Headquarters, can be changed to create a receipt for any store. At remote stores, this field defaults to the local store and cannot be changed. |

| Web Store Receipt | |
|---|---|
| Field | Description |
| Customer Web # | Customer number assigned when item(s) is/are purchased through web store. |
| Total Weight | Total weight of order when purchased through web store. |

## Customer Order Information Fields

| Field | Usage |
|---|---|
| Assigned | Work Order: Select the employee to whom the service job is assigned. Suggested as the logged-in employee. As the work progresses, this field can be edited as necessary. This field can be used to filter work order reports. |
| [Balance Due] | The balance remaining on the order. Balance Due = Total – Deposit Balance. |
| Customer | Required on all customer orders. Once deposits have been taken, the customer on an order cannot be changed. |
| Customer PO# | This field is displayed only when the customer listed on the receipt is being tracked as a business (the option is selected in the customer record). |

| Field | Usage |
|---|---|
| Date Fields [Order Date] [Due Date] | Most dates are suggested as today's date, but can be edited. Select the icon next to a date field to access a selection calendar. Order Date = Date order was placed. Due Date is used on work orders to record the expected completion date. |
| [Deposit Balance] | The sum of all deposits received, less any deposits already applied as payment on a receipt or refunded. Select Payment History from the I Want To menu to open the Deposits window and view the list of deposits taken/used. |
| [Dep Receipt #] | Deposit Receipt Number, on Deposits window. The sequential number assigned to the receipt used to record a deposit. |
| Description of problem. . . | Work orders. This field is used to record information related to the services to be performed and any special instructions. Select the Edit Instructions icon if more space is needed to record instructions. |
| Instructions | Layaways, Sales Orders: Free-form text entry field allowing you to record miscellaneous information regarding the purchase order. Select the icon adjacent to the field to enter longer comments. |
| Message (Printed) | Printed order message (not displayed on-screen). Messages can be different for each order type. Examples: "Have a great day!", "Thanks for your business!", "All custom orders are non-refundable." |
| No of Items | In the customer order lists: Number of items (not units) on the order, e.g., if customer ordered two sweaters and one pair of jeans, the number of items is two (not three, which is the Total Ordered quantity). |
| [Order #] | Layaway #, SO #, or WO #. Auto-filled by Point of Sale in sequential order using a separate sequence for each order type. |
| [Payment] | Deposit window (Payment History): The payment method (cash, credit card, check, etc.) used to make a deposit. |
| Promo Code | The promotional code to identify the source of the customer or order. |
| Qty Fields – Item List Ordered [Sold] [Due] [On Order] | On the order form item list: Ordered = Enter the quantity ordered by the customer. Suggested as one (1) or the Doc Qty transferred from inventory. Sold = The quantity that has been sold on a sales receipt. Due = Quantity remaining to be sold to customer. Ordered – Sold = Due. On Order = Reference field from inventory; lets you know if there are pending POs for the item and the quantity on order. |
| Qty Fields – Order Lists [Total Ordered] [Total Due] | In the customer order lists: Total Ordered = Total order quantity (all items). Total Due = Total quantity remaining to be sold to customer. |
| [Reverse] | Payment History screen. If a receipt used to take a deposit has been reversed, Reversed is displayed in this field. Receipts that reverse a deposit receipt are also shown and display Reversing in this field. |
| Shipping | Sales and work orders: Enter an amount for shipping charges, if applicable. You can select Shipping Information from the I Want To menu to enter other shipping information, such as a provider (list of providers can be defined in company preferences) and shipping address. |

| Field | Usage |
|---|---|
| Status | The current status of the customer order. Automatically set to Open on new orders and Closed on filled orders. Used to track your orders and filter the order list and reports.<br>(Pro) If you use orders to provide quotes, you can assign the status of Pending so that your on-hand and available quantities are not affected. |
| Unfilled % | Order lists: Percentage of order not yet sold to customer, based on total order quantities. Unfilled % = Total Sold / Total Ordered × 100. |

| Web Store Order Customer Orders | |
|---|---|
| Field | Description |
| Tender Info | Records payment information for orders placed through your web store. |
| Total Weight | The total weight of the order placed through your web store. |
| Customer Web # | The number assigned to a customer when purchasing items through your web store. |
| Customer e-mail | The e-mail used to send a web order confirmation to the customer. |

## Transfer Slip Information Fields

The following table alphabetically lists the fields that are available on transfer slips or in the transfer history list. Item fields whose purpose is explained in Item Information Fields table have been omitted from this table.

| Field | Usage |
|---|---|
| Carrier | Used to record the carrier name that transported the merchandise. |
| [Cost]<br>[Ext Cost] | Slip item list: Auto-filled as the current item cost from inventory and extended cost for the slip (Qty × Cost). Not editable. |
| [ETA] | Estimated Time of Arrival. Optional field used to convey an estimate of when the transferred merchandise will arrive at the destination store. Defaults to today's date. |
| Freight | Used to record freight charges related to the transfer. This provides a record of these charges to compare to a freight bill later. |
| [From Store] | Source store of merchandise being transferred. By default, the store number/code for the store making the slip. Headquarters can select a different store from the drop-down list to create a slip for that store. |
| [No of Items] | Transfer history list: Number of different items transferred (not unit quantity). |
| Qty | Slip item list: The item quantity being transferred. |

| Field | Usage |
|---|---|
| Serial # | Slip item list: For recording item-specific serial numbers, if serial number tracking is being used. |
| [Slip #] | Transfer history list: Sequential number of transfer slips made. Each store has a separate numbering sequence. Not editable. |
| [Status] | Transfer history list: Status of the slip: Regular, Reversed, or Reversing. |
| To Store | Destination store for the transferred merchandise. Select a store number/code from the drop-down list. Must be different than the From Store. |
| [Total Cost] | The total extended cost of all items listed on the slip. |
| [Total Qty Transferred] | Transfer history list: Total unit quantity, all items, transferred by slip. |

# Compatible Hardware

QuickBooks Point of Sale 9.0 has been designed to work seamlessly with select industry-leading retail hardware. Although the program may operate with various other hardware peripherals, Intuit does not provide hardware support for equipment not sold by Intuit. This table of compatible equipment is provided as a guideline only. Although all hardware devices sold by Intuit are guaranteed to work together, you should check with individual manufacturers to determine inter-compatibility for devices not sold by Intuit.

# Barcode Scanner

| Type/Model | Comments |
|---|---|
| HHP ImageTeam 3800LR USB | Configure using setup barcode instructions included with Symbol documentation. Scanner is "keyboard wedge," type "IBM AT." Configure carriage return "<CR>" to end of all scans. |
| Metrologic Voyager BT MS9535 Bluetooth Wireless | |
| Metrologic QuantumT MS3580 Omni-directional Scanner USB | |
| HHP 3820 Cordless Linear Imager | |
| HHP 3800g Linear Imager | |
| Honeywell 3800g | |
| HP Bar Code Scanner – USB | |
| Metrologic MS5502 | Physical Inventory Scanner (PDT) |

# Cash Drawers

Use of a cash drawer requires a receipt printer through which it connects to the computer. Not all cash drawers are compatible with all receipt printers.

| Type/Model | Comments |
|---|---|
| MMF VAL-u Line A0013706 | |
| APG Series | For use with Dell Bundle |
| HP Cash Drawer | For use with HP Bundle |

# Card Readers (MSR: Used for credit, debit, and gift cards)

| Type/Model | Comments |
|---|---|
| Magtek 21040110 | |
| Cherry Keyboard MSR - G81-7920LUBUS-2 | May require additional configuration to work with Point of Sale. |
| Cherry Keyboard Small G86-62410EUAGSA | May require additional configuration to work with Point of Sale. |
| ID Tech Mini Mag USB DEL3331-33UB | May require additional configuration to work with Point of Sale. |

# Touchscreens

| Type/Model | Comments |
|---|---|
| ELO Touchscreen 1522 | For use with Dell Bundle |
| Dell Touchscreen E157FPT | For use with Dell Bundle |
| HP L5006tm | For use with HP Bundle |

# PIN Pads

| Type/Model | Comments |
|---|---|
| Ingenico i3070 Integrated PIN Pad | USB connection adapter included. Install driver per instructions included with device. |
| Ingenico eNcrypt i3070 | |
| Ingenico 3010 w/o swipe | |
| Ingenico 6580 Signature Payment Terminal | |

# Pole (Shopper) Displays

| Type/Model | Comments |
|---|---|
| Logic Controls LD 9900 USB | |

# Receipt Printers

| Type/Model | Comments |
|---|---|
| Citizen CT-S300 | |
| Citizen CT-S310 | |
| TPG A799 | For use with HP Bundle |
| Star TSP 100 series USB | |
| Epson TM88IV USB | |

# Tag Printers

| Type/Model | Comments |
|---|---|
| Zebra Tag Printer LP2824 USB | For all tag printers: Recalibrate printer before large print jobs to avoid tag waste.<br><br>• Use Windows NT/2000 driver with XP (as of this document date, no XP driver was available).<br><br>• Changing tag stock size causes calibration variation; recommend sticking to one size or recalibrating before each print job.<br><br>• Unplug power to printer for several seconds to reset if calibration is ineffective. |
| Zebra Tag Printer LP2844 USB | |

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