GETTING STARTED

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The Setup Process

Overview

There are seven steps to entering the startup data into a system. After logging on with the user's password, type **SETUP** or **BFG** to move to the SETUP Retail Controller Menu screen. The following sections cover creating the information database from which the inventory management system will determine its reports and capabilities.

Setup Retail Controller Menu, BFG or SETUP

Note: While the user may commence inputting inventory data after only creating the Department and Supplier databases, selling cannot commence until the Clerk and Customer databases are also created. Most new system users adopt the following process to familiarize staff with the system as a result of the repetitive exercises of data input. These steps create:

1. **Clerks**
2. **Departments**
3. **Line Codes**
4. **Suppliers**
5. **Customers**
6. **Inventory**

As each step is complete, a report of the startup data may be generated as follows:

- **Clerk Numbers/Name Listing**: Option BFGL
- **Clerk Authorization Report:** Option BCB, enter passcode and clerk # then press F8. Select “F” for Report Type and either “P” for POS Flags, “S” for Security Flags, “T” for Transaction Flags, or "A" for all flags.
- **Department Code Names/Listing**: Option BFGN
- **Line Code Names/Listing**: Option BFGO
- **Supplier Code Names/Listing**: Option BFGP
- **Customer Addresses with Credit Limit**: Option BFGR
- **Inventory Report by Department**: Option BFGQ.

Note: The user will be prompted to choose each Department code to obtain a printout of that Department’s startup inventory.

Assigning Clerk Numbers

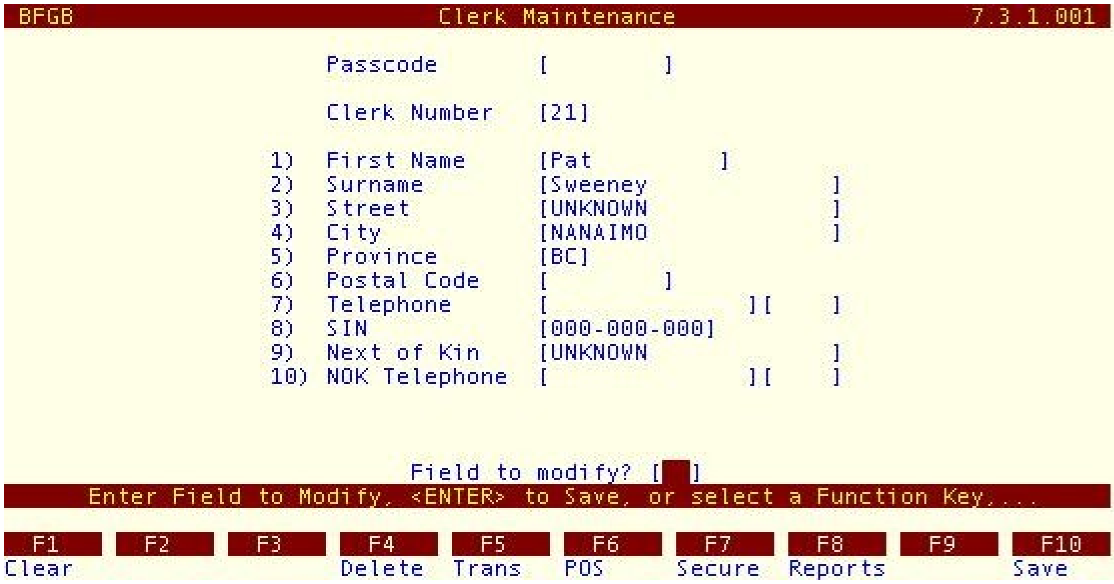
Staff Maintenance Screen

The Controller Series identifies every staff member who uses the systems by an assigned clerk number. This number is used at the point of sale, for back office accounting functions, or for producing various management reports. The clerk numbers used at the point-of-sale must be entered before activating the Point-of-Sale programs. To access the Clerk Entry table, use option BFGB or type CLERK. Input each person’s double-digit number, name, address and telephone number. The social insurance number, next-of-kin and phone number are optional.

When the program begins, the user is asked for a passcode, and then the clerk number to setup or modify. A sample screen is shown on the next page.

Passcode: This is a security feature to prevent anyone from going in and changing clerk information. Enter a valid passcode. The System Manager should determine their clerk number and passcode first. To access this screen thereafter, the System Manager would use their passcode to access the system. If their clerk number is 33 and their password is RED, then the passcode will be 33RED .

Clerk Number: This is the key field for creating each employee number and is a two-character (digits or letters) field. Enter the number 2 as 02. If the data entry is a new clerk record the system will confirm the entry as a new employee number.



Staff Maintenance Screen, BFGB or CLERK

1) First Name:	Enter the name by which the employee prefers to be addressed. This is the name that will print on sales receipts at Point-of-Sale.
2) Surname:	Enter the employee's last name.
3) Street::	Enter the employee's street address.
4) City:	Enter the city in which the employee resides. Flag #228 sets the default area code, city and province name for the system.
5) Prov:	Enter the two-character province in which the employee resides. A lookup is provided. Flag #228 gives the default value for this field.
6) Postal Code:	<u>Canadian</u>: Enter the corresponding 6-digit alpha/numeric postal code, separating its two halves by a space. <u>US</u>: enter the 5- or 9-digit ZIP code.
7) Telephone:	Enter the employee's 7-digit phone number. Flag #228 gives the default area code for this field.
8) SIN:	Enter the employee's social insurance (in Canada) or social security (in the USA) number. The default is 000-000-000.
9) Next of Kin:	Enter the employee's next of kin. The default is UNKNOWN.
10) NOK Phone:	Enter the next of kin's telephone number.

Assigning Clerk Authorization Levels

Function keys F5, F6 and F7 set the authorization levels for each clerk number. F5 allows you to select the types of transactions the employee will be able to perform. F6 allows you to select the features available to the employee at the Point of Sale. F7 allows you to select from a list of other secure features that you want available to the employee. For more information on these functions, please refer to the Clerk Management section.

It is recommended that the user print each Authorization as it is created and maintain the copies in a binder for reference (BCD). As a new employee becomes more familiar with inventory and pricing, the manager may wish to delegate more authority. Authority levels are increased by changing a N to Y. It is recommended that new staff should be limited to Fast Sell in the POS until they are familiar with internal procedures. This option is under **F6** at field **f.**

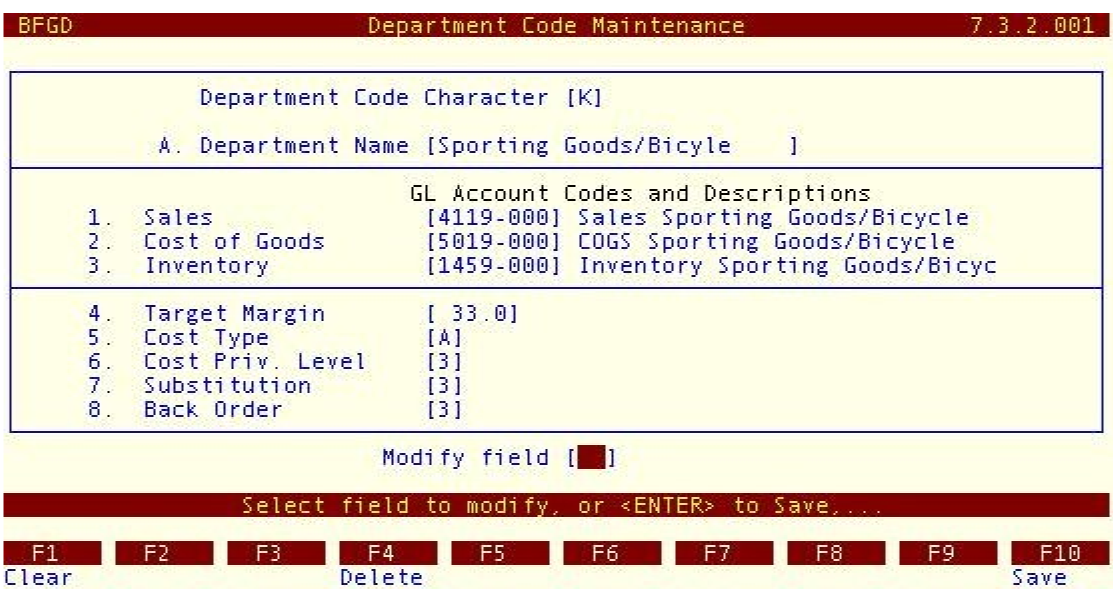
Note: More than one person should be assigned Y at **F7** field **h** Access Employee Data, to avoid a lockout if the senior manager is away from the business or on holidays.

Note: Field b under F7 is the only field that contains a number. The acceptable values are 0-4 where 4 is the highest authorization available and is normally assigned to the System Manager, business owner and Floor Managers. These are the levels allowable for overriding a credit denial and for allowing a particular customer to charge a purchase to an account.

Department and Line Code Setup

Creating Departments

Departments must be identified and coded before commencing entry of items into Inventory. ***The Controller Series*** accepts department codes between 0 and 9 and A through Z for a total of 36 departments. Most retailers, having between 10,000 and 15,000 inventory items, create about 20 departments. To begin creating departments press F4 from the setup menu.



Department Code Maintenance, BFGD, BBIB, or DEPT

Department Code Character:	36 department letters and numbers may be used (A to Z and 0 to 9).
A. Department Name:	This alphanumeric field is 25 characters long and is used to describe the name of the department. This is the name that appears on all reports and displays.
1. Sales:	This is the GL (General Ledger) code for this department's sales. GL codes may be the same as those codes assigned by a parallel accounting system (i.e. ACCPAC, Simply Accounting, etc).
2. Cost of Goods:	This is the GL (General Ledger) code for this department's cost of goods.
3. Inventory:	This is the GL (General Ledger) code for this department's inventory.
4. Target Margin:	This is the target margin used for any miscellaneous items sold from this department. It is used to back-calculate the cost of miscellaneous items. This margin also serves as a base to compare actual margins.
5. Cost Type:	May be A-Average, S-Standard, or L-Last Cost. This is the cost that will be used to calculate retail prices through the user's expected margin. *Average* is the average cost of goods received commencing when quantity on hand (QOH) was zero. *Last* cost is the cost of the goods when they were last received. *Standard* is used very infrequently and is a fixed or standard item cost. This cost may only be changed manually.
6. Cost Priv. Level:	This establishes a clerk's access or privilege level required to view the costs of items and inventory pricing from the point of sale screen.
7. Substitution:	Used by Federal Co-Op
8. Back Order:	Used by Federal Co-Op

Important note about deleting departments: Inventory remaining in a deleted department code will remain in the system but will not be included in any subsequent Department reports. A department code should be deleted only after any inventory is re-assigned to another department code.

To obtain a report of Department names and codes type BFGN. The user will be prompted to choose GL Codes by typing a Y or N. The report may be viewed on the console or printed out.

Line Codes

Overview of Line Codes

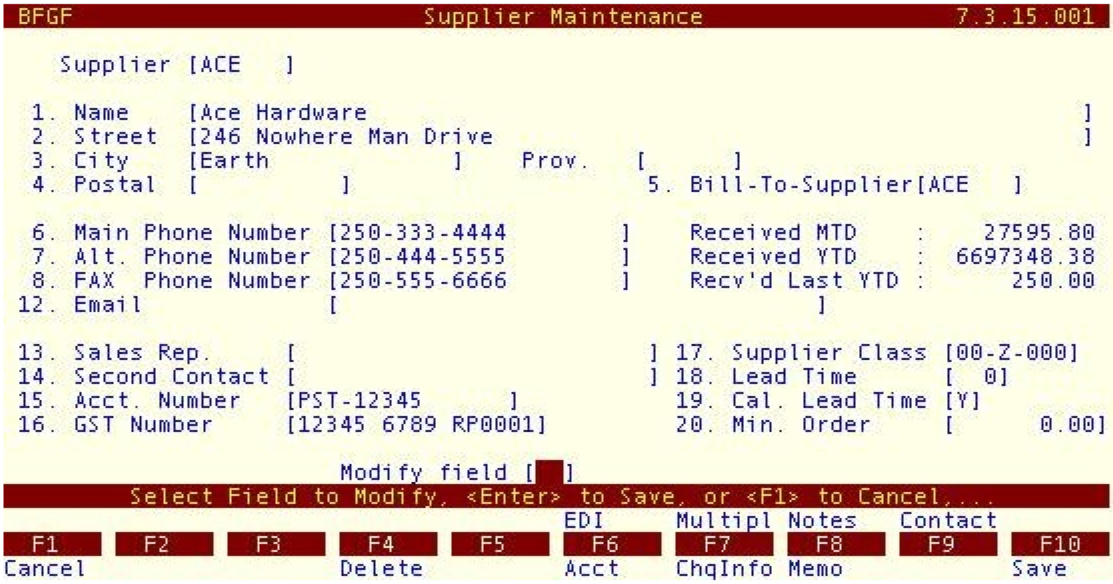
Line codes are generally used to break a department into sub-departments, identifying similar groups of items within a Department which may be grouped in various ways (i.e., by different brands of the same product or by different products of the same manufacturer). The first character of a line code is generally the department code, followed by a numeric or alpha digit identifying the line code. **Line codes should be established after the user has become familiar with the system database, most often not less than a year**. They should be set so as to break a department into roughly equal portions (i.e., in terms of size, shelf space or dollar-value). When assigning Line codes to inventory, do not create too many codes or the process of fine-tuning the system will be compounded by the volume of work required to re-assign codes. Review the Index section of Supplier Product catalogues. This will assist to determine the type of Line codes that will best suit a business' particular needs.

Creating Line Codes

Line codes are created using option BFGE, BBE, or LINE on the menu in a similar fashion to department creation described above. Line codes are assigned at the Inventory Master screen (option BBBB or type MAININ) or at the Short Inventory screen (option BBBE or type SHORT). As the user commences comparison of business performance in terms of gross sales, profits and sales margins, they may wish to move inventory from one Line code to another, using a Global Line Code Change function from the Line Management Menu (LINE). In addition, they may wish to assign GL (General Ledger) Codes to the Line code for further detailed sales analysis.

Adding Suppliers

This option adds, deletes, changes or allows inquires regarding suppliers. Supplier information is used throughout the system when the supplier code is requested. From the SETUP Menu, press F6 – Supplier Code Maintenance. The following screen is displayed.



```
BFGF                        Supplier Maintenance                        7.3.15.001

   Supplier [ACE   ]

  1. Name     [Ace Hardware                                                      ]
  2. Street   [246 Nowhere Man Drive                                             ]
  3. City     [Earth               ]    Prov.   [      ]
  4. Postal   [          ]                       5. Bill-To-Supplier[ACE   ]

  6. Main Phone Number [250-333-4444        ]     Received MTD    :    27595.80
  7. Alt. Phone Number [250-444-5555        ]     Received YTD    :  6697348.38
  8. FAX  Phone Number [250-555-6666        ]     Recv'd Last YTD :      250.00
 12. Email             [                                   ]

 13. Sales Rep.     [                         ] 17. Supplier Class [00-Z-000]
 14. Second Contact [                         ] 18. Lead Time      [  0]
 15. Acct. Number   [PST-12345       ]          19. Cal. Lead Time [Y]
 16. GST Number     [12345 6789 RP0001]         20. Min. Order     [      0.00]

                         Modify field [  ]
      Select Field to Modify, <Enter> to Save, or <F1> to Cancel,...
                                        EDI     Multipl Notes     Contact
  F1      F2      F3      F4      F5      F6      F7      F8      F9      F10
Cancel                  Delete          Acct    ChqInfo Memo            Save
```

Supplier Maintenance Screen, BFGF or SUPP

Enter the Supplier code. If the supplier currently exists in the system, the supplier's information is displayed. If the supplier does not exist in the system, a unique code must be assigned. This code can be a combination of letters and/or numbers, up to a maximum of six characters. It is recommended that logical Supplier codes be created (i.e., Jones Industrial Supply may be coded JONES). Complete the remaining fields as prompted:

1. Name: Enter the supplier’s business name to a maximum of 63 characters.

2. Street: Enter the street address to a maximum of 63 characters.

3. City: Enter the supplier’s city and province to a maximum of 30 characters. If left blank, the field is set to the default value. Flag #228 sets the default values for city, province, and area code.

4. Postal: Enter the supplier’s postal or zip code to a maximum of 10 characters.

6-8. Phone Numbers: Enter the supplier's telephone numbers. If a 7-digit number is entered the system precedes it with the default area code from Flag #228. If 10 digits are entered, the first 3 are treated as the area code. International (outside North America) numbers are entered starting with 011.

9. Received MTD: Updates when a receiving is done. Enter the total amount received for the current month. A default of zero is used when no numeric input is made. Entry in this field is only allowed when setting up a new account. As more items are received from this supplier in the current month the value is added to this field. The field is set to zero when a period end (EOM) routine is run.

10. Received YTD: System updates with end-of-month figure. Enter the total amount received for the current year. A default of zero is used when no numeric input is made. Entries in this field are allowed only when setting up a new account. As more items are received from this supplier in the current year, the value is added to this field. The field is set to zero when a year-end routine is run.

11. Rec'd Last Year: Provides a system end-of-year figure. Enter the total amount received for the previous year. A default of zero is used when no numeric input is made. Entry in this field is only allowed when setting up a new account. The field is set to the closing year total when a year end routine is run.

12. E-Mail: Enter the e-mail to use for this supplier.

13. Sales Rep: Enter the name of the supplier's representative.

14. Secondary Contact: Enter the name of a supplier's optional contact.

15. Acct Number: Enter an account number if one is assigned by the supplier's own system.

16. GST Number: Enter the supplier's GST registration number.

17. Supplier Class: Enter the supplier's class code in the form '##-A-###' where '#' is any digit and 'A' is any letter. The system default of 00-Z-000 is used when no input data is entered. Only in exceptional circumstances is anything besides the system default used.

18. Lead Time: Enter the number of days that the supplier requires to deliver an order. The system default is 0. If left at zero, goods from this supplier will never appear on under-stock reports.

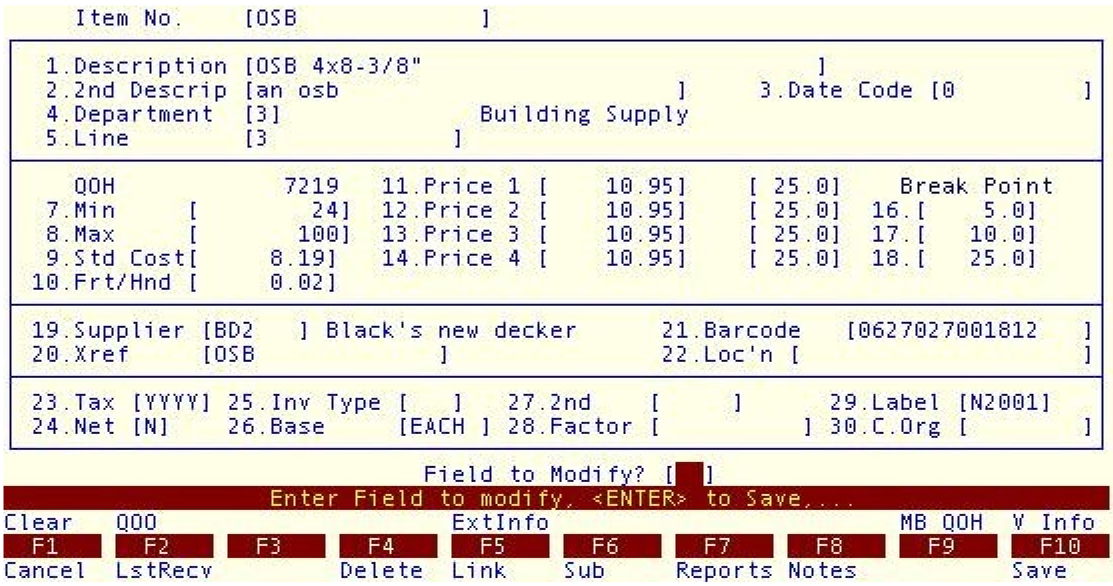
19. Calc Lead Time: A Yes or No flag. If there is a discrepancy between the lead-time and the actual time between ordering and receiving, the lead-time will be automatically recalculated if Y is chosen. N will keep the lead-time constant regardless of changes.

20. Min Order: Enter the minimum dollar amount for orders from this supplier (if applicable).

When completed, a window will open collecting extra information for the supplier. Enter as prompted. More detail on these inputs can be found under BJDB in the Accounts Payable section in the manual.

Entering Items into Inventory

The quickest way to enter inventory items is to use the SHORT inventory screen, F7 from the setup screen. The short inventory screen is also located at plate letters **BFGG**, **BBBE,** or using vocabulary reference **SHORT**. The screen speeds up the data entry process by prompting for just the essential fields needed for inventory data entry. (Use the Main Inventory Screen once you become familiar with the system. To access the Inventory Master screen, type **BBBB** or the vocabulary reference **MAININ**.)



```
   Item No.     [OSB              ]

  1.Description [OSB 4x8-3/8"                        ]
  2.2nd Descrip [an osb                        ]     3.Date Code [0          ]
  4.Department  [3]               Building Supply
  5.Line        [3             ]

   QOH             7219   11.Price 1 [     10.95]    [ 25.0]     Break Point
  7.Min      [        24]  12.Price 2 [     10.95]    [ 25.0]  16.[    5.0]
  8.Max      [       100]  13.Price 3 [     10.95]    [ 25.0]  17.[   10.0]
  9.Std Cost[      8.19]  14.Price 4 [     10.95]    [ 25.0]  18.[   25.0]
 10.Frt/Hnd [      0.02]

 19.Supplier [BD2    ] Black's new decker       21.Barcode    [0627027001812    ]
 20.Xref      [OSB               ]               22.Loc'n [                      ]

 23.Tax [YYYY] 25.Inv Type [    ]   27.2nd     [      ]       29.Label [N2001]
 24.Net [N]     26.Base      [EACH ] 28.Factor [           ] 30.C.Org [          ]

                              Field to Modify? [  ]
                     Enter Field to modify, <ENTER> to Save...
Clear    QOO                    ExtInfo                            MB QOH   V Info
  F1      F2      F3      F4      F5      F6      F7      F8      F9      F10
Cancel   LstRecv         Delete  Link    Sub     Reports Notes            Save
```

Short Inventory Screen, BBBE or BFGG or SHORT

Item Number: This is a unique number (alpha/numeric) assigned by the user's business to identify one of the user's stock keeping units (SKUs) or item numbers. ***The Controller Series*** accepts all alpha, numeric, or a mix of alpha and numeric characters and a numbering system may be created to best suit the user's needs. The maximum number of characters accepted is 16 and the minimum is 1. It is important to remember that staff must enter the item number during the sales process, unless they are using scanners. Therefore, the item-entry speed at the front counter is directly affected by the numbering system and number-length selected.

The following are two examples of inventory numbering systems:

- **Numeric**: This numbering system is the quickest and the easiest for clerks at the point-of-sale. It requires use of only the number keypad and frees one hand for handling the item. It is the responsibility of the shelf stockers to ensure the item is correctly and clearly ticketed for efficient processing.

- **Identity**: This system relies on a combination of logic and naming conventions and is most applicable to bulk items that are either too small or too large to be ticketed. One example is a 2x4 8-foot piece of fir identified as Item # 248F. Another example is a lag bolt with dimensions of 1 3/4" x 1/4" identified as Item # LB13414. Before adopting a numbering system for the user's inventory, discuss the proposed numbering system with those staff members who will be handling the majority of the counter sales.

  It is recommended that the item number be limited to letters, numbers, and the following characters: - / # . Certain characters are expressly forbidden: spaces, comma, asterisk, and quotes.

In addition, ***The Controller Series*** tracks an item in many different ways. It can use standard UPC/EAN barcodes, a supplier's item number, or other defined shortcuts. The numbering convention selected has no impact on the use of barcodes. After entering a new Item #, the message *New Record* appears in the lower left corner and the cursor moves to the first line of the item description.

1. Description: The first line of description appears after the Item # is entered at the point-of-sale. An item lookup is carried out by entering all or part of an item's description, so it is important that descriptions are consistent. Following is an example of a good description convention: Paint–CIL Semi Gloss. This would make it easy to display all of the paints and their associated numbers in one grouping. Also, the type of search can be customized. The user may set the system to search for the occurrence as the first word of the description, or anywhere in the description (hyper search). Up to 40 characters may be used.

2. 2nd Description: The second line of description may be set to print on the invoices created at the point-of-sale. It may also be used as an UPSELL PROMPT that displays in the upper right corner of the point-of-sale screen. For example, if the item being sold is a can of paint, the second line could be used to display: Paint brushes, rollers, etc., to remind clerks to up sell these other related products. Up to 30 characters may be used.

4. Department: Enter one of the existing department codes. Press F9 to open the department lookup window, allowing for the selection of the correct department for the inventory item. The window will display all department names and associated codes. The department code loads automatically into the department field when the user selects the applicable code.

5. Line: Enter one of the existing line codes. The line code serves to break the departments into sub-departments. Press F9 to open the line code lookup window, allowing for the selection of the correct line for the inventory item. The window will display all line names and associated codes. The line code loads automatically into the line field when the user selects the applicable code.

6. Qty On Hand: This field remains blank until an inventory count determines the Quantity on Hand. This field will receive data as point-of-sale and receiving are activated.

7. Minimum: This is the minimum quantity to have on hand. It is an optional field at SETUP.

8. Maximum: This is the maximum quantity to have on hand. This is an optional field at SETUP.

Note: Minimum and maximum values can also be set for various times of the year. Refer to the chapter on Inventory Management for details.

Note: The minimum and maximum quantities may be determined automatically by the system which uses a supplier's lead time, selling days in any given month and historical sales data to generate the values for the user. Please refer to the INVENTORY Chapter on Understock Management (type UNDER or option BJC).

9. Avg. Cost: This field is updated by the system each time an item is received from the supplier. Enter the cost of the item in the largest unit of measure. The user's cost for this item will default to $0.00 if an amount is not entered. Cost (from Receiving) is entered at the base dollar-value if the field is (initially) left blank and upon inputting a price, the cost will be back calculated based on the target margin.

10. Freight: Enter the freight amount for the largest unit of measure.

Fields 11 – 14: ***The Controller Series*** supports four price levels. There are different ways that these price levels may be offered at the point-of-sale. Price 1 is the user's regular retail price; Price 4 is the user's best price, for instance, the price extended to contractors. Actual margin percentages are shown in the fields at right of Price Levels 1 and 4. These margins may be revised at the Price Management screen (plate letters **BBBC**) and most often commence use when the system has been in use several months, and after the user determines that greater pricing flexibility is warranted.

19. Supplier: Enter an existing Supplier code. The system will display the full name of the supplier. Press F9 to open the supplier lookup window. The system will prompt the user to 'Enter search starting characters' and refers to the first word of the Supplier's name as entered in the Supplier screen at **BFGG**. Select a supplier, or press F1 to exit from this window.

20. Xref No: This field allows a Supplier's own Item number to be linked to the user's item number. Press Enter to input the user's number if a Supplier item reference is not available.

Note: If the user enters an Item # that already exists, the system provides the message Item # USED. Similarly, if a previously used barcode number or previously used supplier number is entered, the system returns the appropriate error message.

21. Barcode: Used for tracking the barcode number. This number may be used in Purchasing, Receiving and at Point-of-Sale. Using a barcode scanner, an item may be sold at the Point-of-Sale screen using this number instead of an inventory item #. Barcodes must be a valid 11/12-digit UPC or 12/13 digit EAN number. Scanners are the most efficient and accurate method of entering items at the point-of-sale. Flag #30 may be set at Y to activate an automatic barcode numbering function.

At SETUP, scanners may also be used to enter the initial barcode numbers, thus ensuring no keyboard input error. Scanning may be done at Receiving or by physically scanning inventory on the floor.

22. Location: Used for entering the location code of the Item # (such as Aisle1, Row1, Yard, Bin34, etc.). Existing locations can be selecting using F9 Lookup.

23. Tax: Used to specify how the item is to be taxed when sold. Rates can be specified for duty, GST/PST (Tax1/Tax2 in the USA), and an environmental fee. The default setting is YYYY, which may also be set with flag #279. Flags #22 and #23 set the default GST/PST-Tax1/Tax2 tax values used in Point-of-Sale.

24. Net: A clerk who has the proper authorization can override Price Level 1 at Point-of-sale. Most often an 'N' (**no, not restricted** from discounting) is entered, as this field controls whether the item is discountable at the Point-of-Sale screen. When the field is set to 'Y' (**yes, restricted** from discounting), the item is locked from most discount schemes, including general discount, price level discounts, break discounts, and all other customer discount tables. The only exception occurs when a customer is given a special price for that specific item. Flag #204 may be set to 'Y' to allow the user to assign price breaks to net-priced inventory based on the quantity purchased. Price breaks and discounts are assigned at the main Price Management screen, option BBBC or by typing PRICEIN. Customer special pricing is set at option BDIEB.

25. Inven Type: Used for defining unique inventory types such as tracking of serialized items (for warranty purposes) at Point-of-Sale. Flag #263 lists the inventory types that DO NOT update quantity on hand (i.e., rental fees, moorage space, labour, support service rates, etc). Many different inventory types are predefined - if none apply, select None from the pop-up selection window.

Note for fields 26 – 28: Each item may be tracked (sold and purchased) in any of four units of measure (UOM). For example, an item may be tracked by the carton, box, kilogram, or individual unit.

26. Base: In order to use this feature of the system, **the base unit of measure must be the largest unit of measure**. Thus, you cannot enter a 2nd, 3rd or 4th unit of measure factor that is greater than 1.

27. 2nd: Is the second unit of measure (i.e., CASE is the base measure, EACH is the second unit of measure).

28. Factor: Describes the relationship of the second unit of measure to the first. If the BASE unit of measure is CARTON and there are 10 EACH in the carton, the factor will be 0.10. This feature allows the user to sell EACH and CARTON and stay current with available inventory whether by EACH or by CARTON. The user can also enter the quantity of the second UOM contained by the first UOM to simplify calculation. For example, if there are 13.4 square feet of tile in a box, the user can enter Q13.4 . The software will correctly calculate and display the UOM factor.

29. Label: Enter the label code. The default is Y2001. Type 'N' if you do not want to print labels for this item.

30. C.Org: Enter the country of origin. This is a reference field only and is used for exporting purposes.

There are hundreds of different inventory reports as part of ***The Retail Controller***. One example is the department inventory report. Type **BBIK**, enter the department code or 'ALL' for all departments.

For a selected department inventory, use plate letters **BBIH** 'Selected Department Report'. Enter the department code at the first prompt and press 'enter' twice to list ALL inventory in the department report. The next prompt allows the user to determine if the report should include costs, which cost-type to display, and whether to show items having zero or negative quantity on hand.

Adding Charge Customers

Steps for Initial Setup

1. Set up the Customer Default values from the Customer Default Profile located at plate letters **BFNDB** and press **F10** to access the entry screen.
2. Create all of the new customers as explained below in the Customer Master Screen.
3. Enter new customer balances in the program located at plate letters **BFNDB** and press **sF1** to access the entry screen. The balances entered will be taken from an Aging Report from the previous system that lists all customers with their Current, 30, 60 and 90 values. Enter these as displayed on the report. If the report has a 120 column, you will have to add the 90 and 120 values together and enter them into the 90-day value. Ensure that the dates associated with the aging balances are correct (should be end of the aging period).

To confirm that all customer balances have been entered correctly, print the AR Aging report from the **BIGH** menu and press **F2**. If any corrections have to be made, return to **BFNDB** and

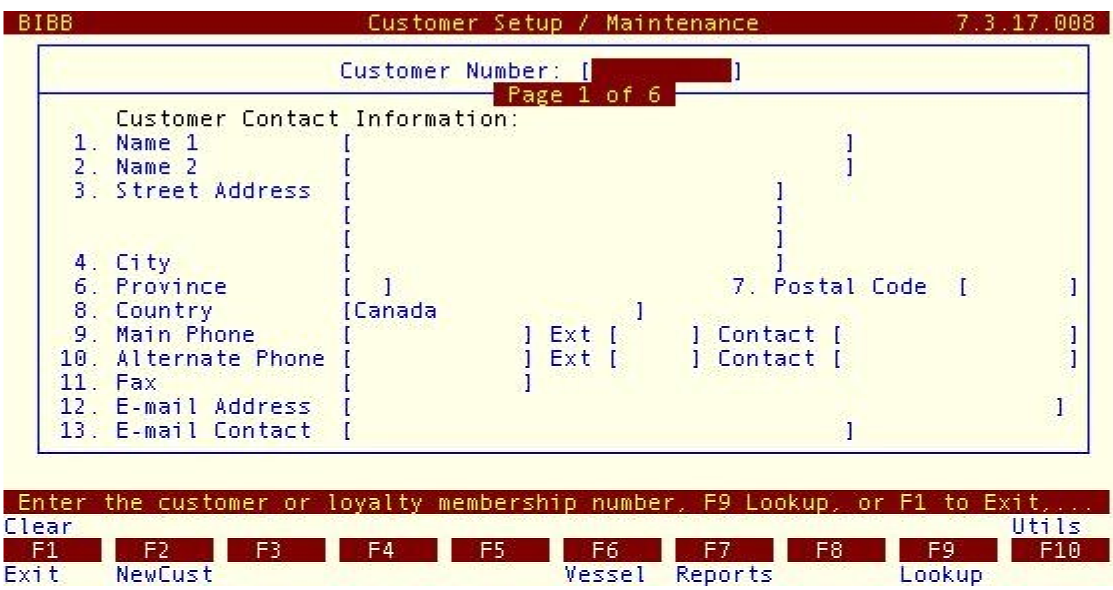
sF1. Recall the customer and make the corrections. If the customer is set up as a Balance Forward customer with a credit balance, then the credit will remain in CURRENT.

Once this process has been completed, any further changes should be made via the AR Adjustments.

Entering Customers

The Customer Master screen may be accessed from the SETUP Menu at **BFGH** or from the Customer MASTER Menu, option **BIBB**. It consists of 6 pages of screens, accessed one after the other, or by using the Page Up or Page Down keys. When creating new customers, only the first page must be filled in - the other pages have reasonable default values and can be bypassed in the initial setup. To do so, press F10 Process when the function key becomes available. Note: depending on the clerk access levels defined in the clerk setup (above), many parts of the customer's information may not be displayed, or if displayed, may not be editable. This is to allow reasonable access to customer information while at the same time providing controls for privacy and security concerns. For complete details of this routine, see Bulletin 2 - Customer Setup and Maintenance or the chapter on Accounts Receivable.

A number of fields in this file interact with other parts of system and accurate entry should be ensured when entering ACCOUNT **#**, LOOKUP NAME, PST # and CLASS TYPE.



Customer Master Screen, BFGH or CUSMAS, Page 1 of 6

Account #: This field is the key to the AR database. It establishes the code by which the system identifies each customer. Sales, account inquiries and reports access the customer's account number. This field accepts up to seven characters, which may be alpha, numeric or a combination of both digit-types. For example, the name David Jameson may use the first three characters of the surname, followed by three characters of the first name: JAMDAV. The seventh character may be used to identify customers who have the same or similar last name. By selecting F2 NewCust, a numerical customer account number is automatically generated.

1) Name 1: This is the name that will print on the invoice and statement. For example, enter MR. DAVID JAMESON in this field. If the customer is a business, enter the business name in this field.

2) Name 2: This is an extension of Name 1 above. While it has many possible uses, it is recommended that if the Name 1 line contains a business name, the Name 2 line be the contact person at the business. The use of this field determines how the customer Lookup Name is generated using Flag #376.

3) Street Address: Three free-form lines for the user to enter the customer's address as needed.

4) City: The customer's city. This is a required field.

6) Province/State: The 2-character abbreviation for the province or state in North America. The routine will identify the country from the entered value. If outside North America, leave this field blank.

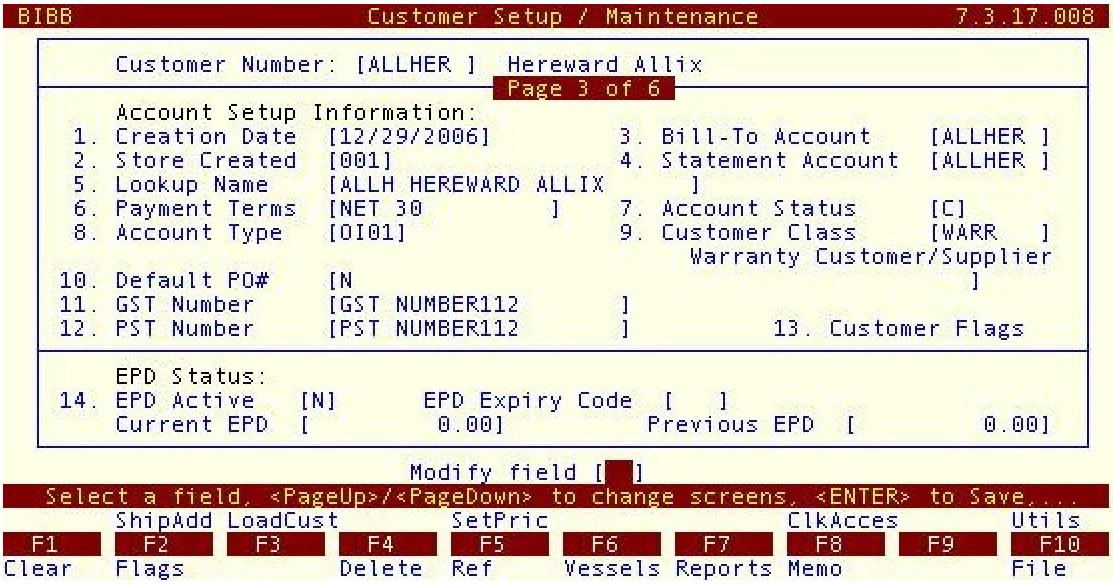
7) Postal/Zip Code: The postal code or zip code of the customer.

8) Country: The customer's country. This will already be filled in with the entry of the province or state.

9 - 11) Phones: Customer's telephone numbers; entering a hyphen is optional. The default area code is controlled by flag #228, in addition to the default province and city names. User can include an extension and a contact name.

12-13) Email: Enter the customer’s email address and contact at that e-mail.

When creating new customers, only the first page of information is manually entered. As soon as the second page is reached, F10 Save appears and can be used to quickly save the customer using reasonable defaults. If the default settings are inadequate, then continuing on with the data entry is required. In particular, pages 3 and 5 of the customer setup contain useful credit information. A short overview of these two pages is given below. Complete information on all pages and functionality of the Customer Setup/Maintenance Screen is available in the Accounts Receivable chapter.



Customer Master Screen, BFGH or CUSMAS, Page 3 of 6

3) Bill-to-Account: The account number to which invoices by this customer will be charged. By default, this is the same as the customer number.

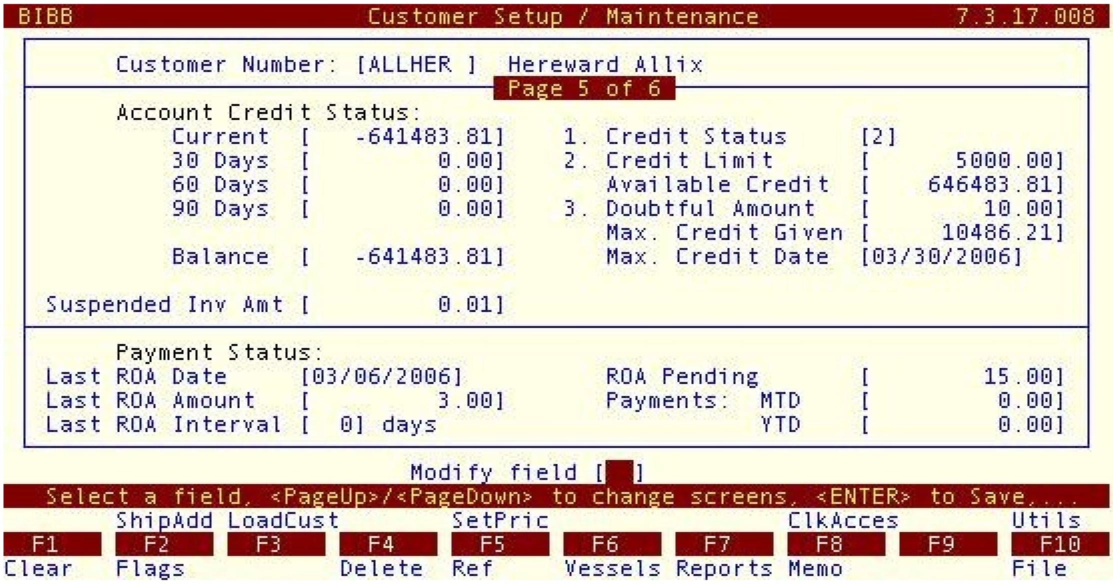
5) Lookup Name: The lookup name is one method used to search for a customer account number. This lookup feature is used throughout the system. A logical search string directly relates to the customer's account number. If this field is left blank, a default lookup name will be generated based on the the values of Flag #376 (see Bulletin 23 - Customer Searches and Lookup Names).

8) Account Type: There are two supported Account Types - Open Item and Balance Forward. They differ in the following manner. On an Open Item customer's statement, payments are applied to specific invoices, and all unpaid invoices are shown, regardless of the invoice date. For the Balance Forward customer, payments and credits are only listed, and no transactions from previous months will appear. Select the form that you wish to use.

10) Default PO#: If the customer requires a PO for all purchases, this can be entered here. Government organizations often have this requirement.

11-12) PST/GST #: If the customer has a PST or GST number, it can be recorded here. Having a tax number has implications for the taxes charged on sales.

13) Customer Flags: Settings for a variety of customer features. The default settings can be set using the **BFNDBJ** screen.



Customer Master Screen, BFGH or CUSMAS, Page 5 of 6

1. Credit Status: 1 - Charging permitted
2 - Charging permitted, but over Credit Limit
3 - Cash, Cheques, Credit, and Debit Cards
4 - Cash Only

2. Credit Limit: Amount of credit given this customer. The default value is set in the **BFNDBJ** screen.

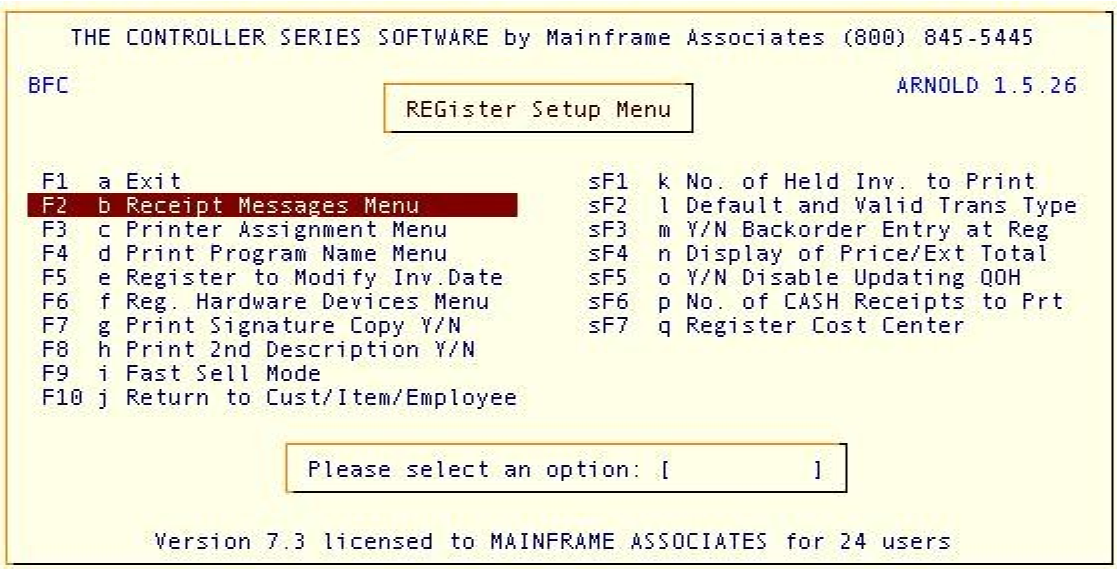
Flag Settings Menu

There are more than 500 flags that may be set to 'tune' the system to a business' particular needs. A report listing flag options by system section (on-screen or via print out) may be generated from the Controller Utilities Menu (plate letters **BF** or type **UTIL**). Choose **F4** - FLAG GROUP' Settings (type **FLAGGROUP**). The system prompts the user to choose from the following system sections; Accounts Receivable, Open Item, Purchasing, Receiving, Point-of-Sale, General, End of Day/End of Month, Multi-store, Inventory and Other. The user may also review all current settings from the FLAG Settings Menu (plate letters **BFB** or type **FLAG**).

Register Setup Menu

The Register Setup Menu (plate letters **BFC** or type **REG**) allows the user to activate the system based on hardware available (i.e., printers, display poles, scales, card swiper). To print a message on receipts (i.e. "*Thank you for shopping at...*"), choose **F2** – 'Receipt Messages Menu' (plate letters **BFCB**). This is useful where the user wishes to notify customers of upcoming sale dates or particular inventory clearances. In general, the configuration of the

Point-of-Sale system and its operation changes depending on the physical location within the store.



Register Setup Menu, BFC or REG

Standard Features

There are common features that exist throughout the software. These include general data entry, searching for customers, searching for items, and output options.

Data Entry and Keystrokes

Non-numeric Input

When editing a data field, the entry field is highlighted. This positions the user's eye on the screen, as well as showing the user the maximum possible length that can be input. If the data field is filled, the entire field can be erased with a single keystroke, by pressing Delete - but only if it is the first key pressed. By default, entry is in overwrite mode. However, insertion mode can be toggled by pressing the Insert key.

All function keys are active when editing information. This includes F1 to F12, and sF1 to sF12 (sF1 = Shift-F1), Home, End, Tab, Cursor Left/Right, Cursor Up/Down, and Page Up/Down. The Esc key is in almost all cases equivalent to pressing F1.

Numeric Input

Numeric input differs from non-numeric in that the input field starts at the far right of the field and pushes numbers to the left. The only acceptable input in this case are the digits 0 to 9, as well as plus, minus, and the decimal.

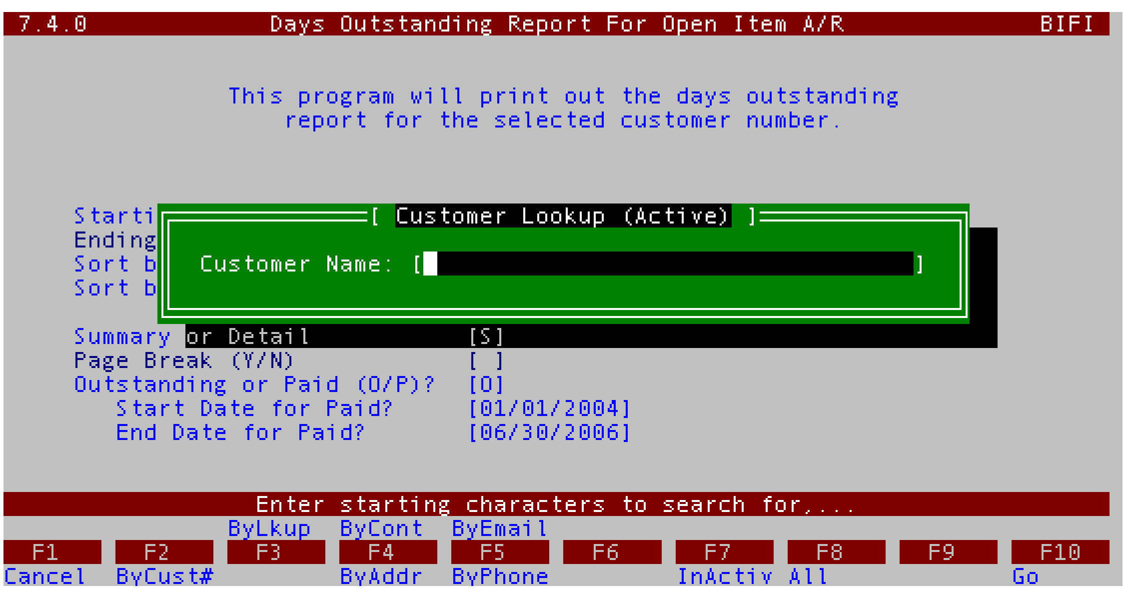
Some numeric fields require 1, 2, or 3 decimal places (ex, margins, prices, and costs), while others allow decimals if the user wishes to use them. The quantity input in Point-of-Sale is an example of the latter.

Lookups

Lookups are available throughout the software. All are located as F9 Lookup, and will be found for customers, items, suppliers, departments, line codes, locations, GL accounts, and many other forms of data. Often the user can enter some starting characters before pressing F9 to limit the search within the database.

Customer Search

If a customer account number is requested, the customer lookup will generally be available. The customer lookup is common throughout the software, and will search on any word in the customer's name, their e-mail, address, phone number, contact name, etc. A sample is shown below.



Standard Customer Lookup

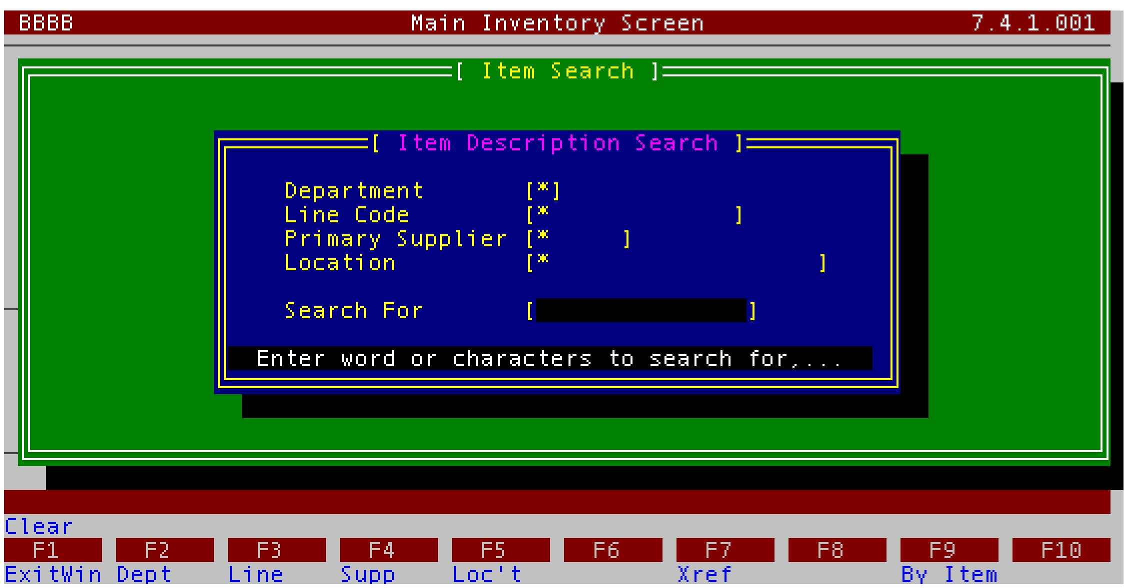
In Point-of-Sale, the customer search has extra features. This includes entering the customer's 7-digit phone number or 10-loyalty membership number (if Flag #78 is set to Y). If entering a phone number, all phone numbers within the database are searched for matches, regardless of area code. If multiple matches are found, a pop-up window will appear displaying all of the matches and allowing the user to select the correct customer.

Supplier Search

The supplier lookup has all of the same features as the customer lookup.

Inventory Search

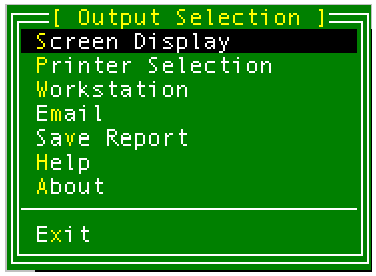
Inventory items can be found via the item number, the barcode, a supplier reference, or in a supplier price book. Barcodes can be typed in, or scanned with an attached barcode scanner. The lookup can search by item number, description, department, line code, supplier, etc. If the item is found in a price book, the item can be automatically added to the user's inventory. A sample lookup is shown below.



Standard Inventory Lookup

Output Options

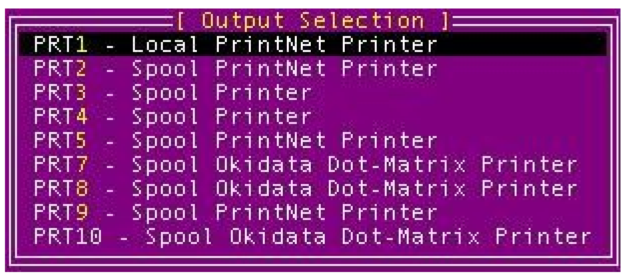
All reports in ***The Retail Controller*** have the option of being viewed on screen, being printed, exported to a workstation (if attached), e-mailed (if THEO_MAIL has been set up), or have the report saved to disk for future re-viewing. The user will see a screen similar to that shown below.



Report Output Selection Window

If Screen Display is chosen, a full screen report will be displayed. This report may be wider than the size of the window, requiring scrolling to view the entire report. The standard report viewer is detailed in the next section.

If Printer Selection is chosen, a second window open allowing the user to select one of the attached printers to user. An example is shown here.



Output Printer Selection

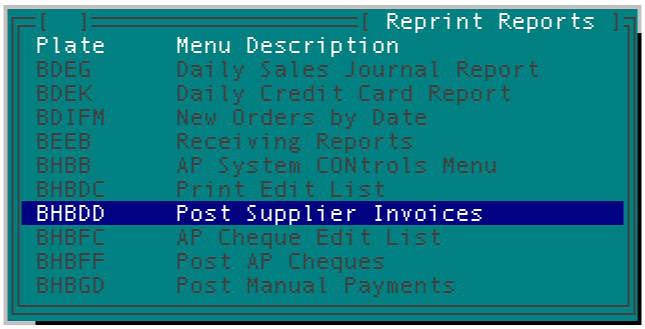
As the report is often wider than the user's window, an alternative viewing method is to export the report as a text file to the user's workstation. When the Windows PC is set up correctly, selection of this option will automatically open the report in an appropriate text editing program such as NotePad. This allows the user to view the report, continue working in ***The Retail Controller***, as well as using Windows software to format and manipulate the report as desired.

Finally, the report can be saved for future viewing. This has the advantage that reports need no longer be printed, but a history is maintained. When saving a report, the user is asked for a reference for this report. There is no need to include the date or plate of the report in this reference, since these are saved with the report.

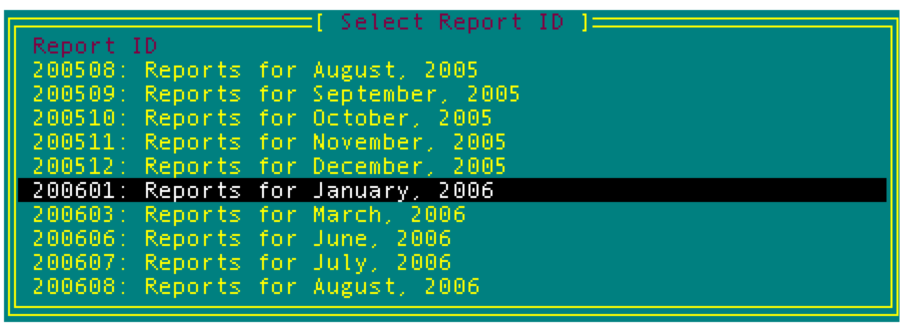
As of TRC Version 7.4, all EOD and posting reports fall into this category – the report is automatically saved to disk as well as being printed or whatever other output option is selected.

Re-Viewing of Reports

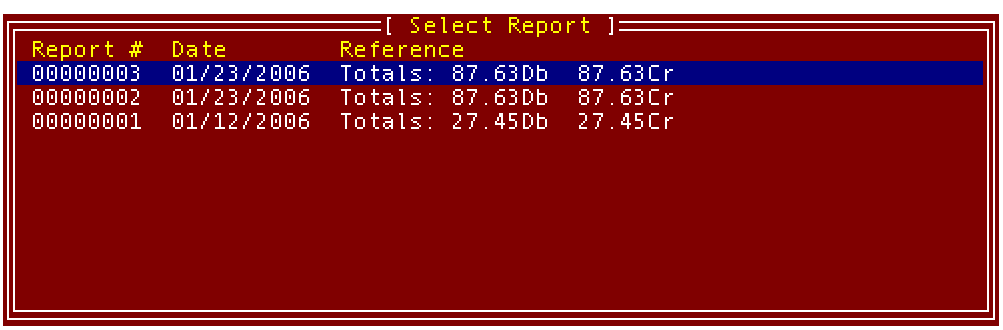
To redisplay or reprint any previously saved report, type **REPORTS** on the menu. Select the plate of the report you wish to reload – or EOD for an EOD report. Then select the month of the report, and finally the report to view. See below.



Select Plate of Report



Select Month of Report

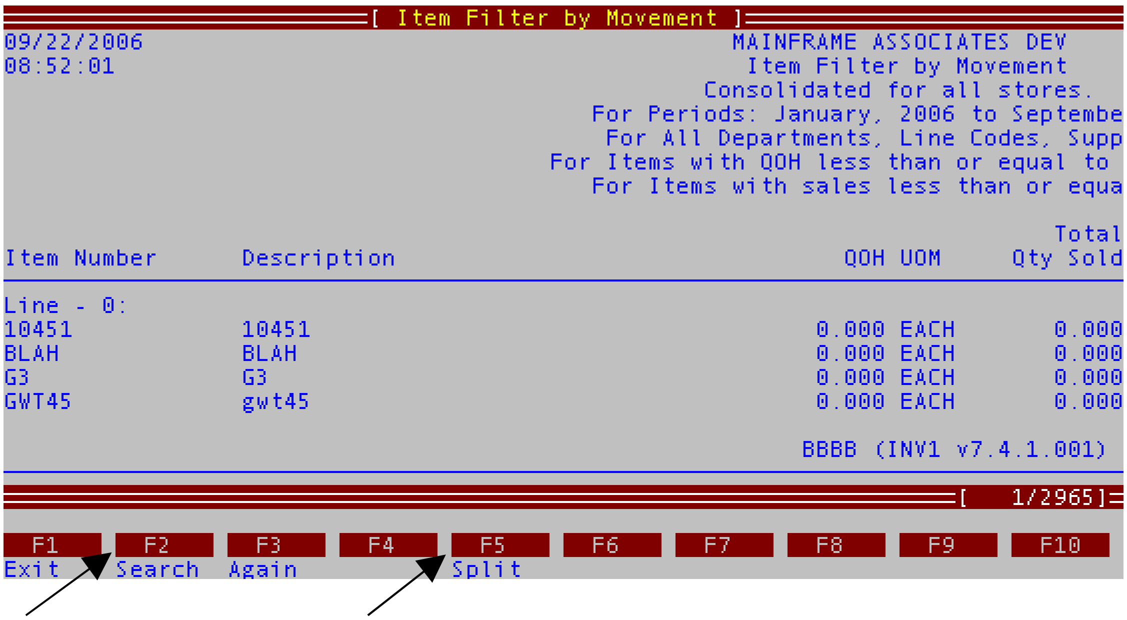


Select Report to View

On-Screen Report Viewer

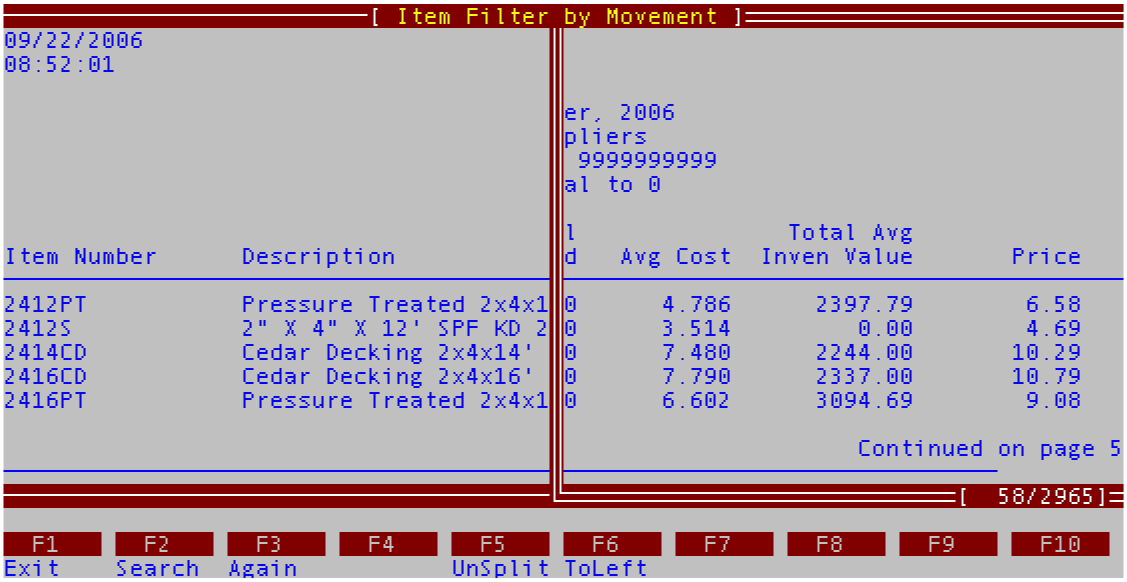
Under TRC 7.3, the option for viewing a report on-screen appeared for almost all reports in the system. Under TRC 7.4, the on-screen report viewer has been substantially enhanced, introducing split-screen capabilities (to view both the far left and far right of a report at the same time), text search functionality, and standardized function key control.

A report starts with a view similar to that below.



Page Up/Down will allow the report display to change by a full page at a time, with the lower right hand corner showing the user how far they are through the report. Home/End will allow the user to quickly go to the beginning or end of the report. Cursor Right/Left moves the window 8 characters to the left or right, while Cursor Up/Down moves it one line up or down.

F5 Split starts the split screen view, as shown below. Then F6 ToLeft/ToRight changes the active window to the left or right side of the screen. While the display rows shown are always the same between the left and right sides, the columns displayed can be changed, so that the far right and the far left can be viewed at the same time, as shown below. F5 UnSplit returns the screen to its single view mode.



Press F2 Search to begin the text search process. By default, the entered text is case insensitive, but by pressing F7 CaseSns/NOCASE, the sensitivity to case can be toggled on and off. The search direction is forward by default, but can also be reversed by pressing F8 Bckward/Forward. In either situation, the search starts from the current page of the report, unless F2 FromTop is selected. The search will then commence from the beginning of the report. If the search text is found, it will be centered on the screen and highlighted, as shown below.

When the report is complete, press F1 Exit to return to the standard output selection window.