

**POS-2200**  
**MMCC's Retail Sales System**

User's Guide  
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**Mid-Michigan Computer Consultants, Inc.**

**RETAIL SALES SYSTEM**

**"POS-2200"**

## **Preface:**

### **A word from the designer**

The design of POS-2200 is based on over thirty years of software design experience, much of which was spent building inventory systems.

In the 70's and 80's, inventory software systems were only available to large corporations that could afford the high cost large mainframe computers and very expensive software and IT staffs. As the PC took over the world of computers, everyone moved that direction and high powered software became affordable to even the smallest businesses.

MMCC's mainframe inventory systems were moved to PC's in the 1980's. The software was still a large application targeted for larger businesses. The POS-2200 system was originally built as a subset of the "big" inventory system. It was designed to bring comprehensive software to smaller businesses and retail stores. Over the years POS-2200 has evolved into a full featured

POS-2200 started life as a DOS application for PC's. In the late 1990's all MMCC software was moved into the Windows arena. The development tools that MMCC uses allows programs to retain the look and feel of character based DOS programs. Most programs have been converted to the Windows GUI format and need a mouse to be effectively used. Some programs, however, were left as DOS style, character based screens so they could be used with a keyboard only. That's important for a POS system where there's little time or space for mouse operations.

**POS-2200** is been designed to be customized. Most clients have some special needs that are provided with custom programs. The software also includes a number of alternate programs for similar operations. The actual point of sale operation, for example, has a GUI program, a DOS program, a touch screen program, and several client specific programs. You can choose the program that works best for your environment or MMCC can write a special program just for your use.

Despite the variety of programs, the underlying database tables are the same for everyone. This allows you to switch from one optional program to another at just about any time.

## OVERVIEW

Mid-Michigan Computer Consultant's (MMCC) "**Retail Point Of Sales System**" (**POS-2200**) is an integrated set of computer programs that manage the day-to-day operations of a small to medium sized retail stores and shops.

As with any comprehensive computer system, **POS-2200** may be used in many ways. Different shops find different things are important. Individual computer skills vary. Store size, inventory preferences, selling and buying habits differ all differ from store to store. **POS-2200** was written with this in mind and is easily tailored to meet each shop's priorities.

## CONCEPTS and CHARACTERISTICS

The **POS-2200** system incorporates several related functions. These include:

**Custom features:** Above all else, POS-2200 is a customizable system. The majority of clients have requested at least a few special features.

Few installations of POS-2200 are identical. Many look like entirely different packages although the underlying files are common to all users.

**Name and Address lists:** This is a comprehensive address list system to keep track of customers, prospects and vendors.

**Inventory:** The inventory module lists all of the items you stock. It keeps track of quantities, descriptions, prices and many other items.

**Transaction Codes:** This is a list of payment types such as CASH, CHECK, VISA, etc. You can define hundreds of these codes to meet your specific needs. The software provides a number of screen views and reports to analyze this information.

**Point of Sales processing:** The primary use of the system is at the point of sale. A complete cash register processing module allows sales to be entered, payments taken and receipts printed.

The system includes numerous extensions such as discounts, gift certificates, lay way sales, credit memos, and other related items.

Point of Sale is the most customized feature of the system. Variations are available for character based entry, GUI entry, Touch Screens, and special client requirements.

**Purchasing:** The system includes a complete purchasing sub-system that incorporates both manual and automated purchasing. A related system is used for tracking consignment inventory delivery.

**Consignment:** The system was designed for a consignment store. The software incorporates many features specifically for this type of operation.

**Sales analysis:** The software keeps extensive history of all activity. Numerous reports and procedures are available for tracking sales history, demand, customer performance and other historic elements.

## USING THE SYSTEM

For a new user there's a somewhat logical sequence of things to do after installing the software. These steps will be outlined here then other sections of the manual will provide more specific instructions for the detailed steps.

The majority of MMCC clients work directly with MMCC technicians to install and learn their software. The notes shown here provide an outline of the steps we usually take.

**Installation:** The first step is installation. This is essentially a matter of making a folder on your hard disk and copying the programs into that folder. Once the programs are on disk you make a desktop shortcut to the first program and that's it. An actual Windows installation program rarely used.

**"Look around":** Once the system is installed you should run it and just "look around". There won't be any data yet so you can safely play around without hurting anything. You'll notice that the system is relatively easy to use and has uncluttered screens. Another section of this manual describes the screen organization in detail but for now just note that there are both GUI (Windows) screens requiring a mouse to navigate and there are character based (DOS style) screens which are intended for use without a mouse.

**Load your vendor list:** The first real thing you should do is to load your vendor list. That's easy to do and gives you a feel for what's going on. You do vendors first because you can't load inventory without vendors and you can't make sales without inventory.

Vendors are generally the people you purchase products from. For consignment stores they could be consignors. Vendors may also be used to simply organize the inventory. A restaurant, for example, might use the "vendor" concept to group pizzas, sandwiches, drinks, deserts, etc.

**Load some inventory items:** Once you have your vendors entered you can begin loading inventory. This gives you a good feel for what you can do with inventory. Besides, you must have an inventory before you can sell anything.

It is not necessary to load your entire inventory before making sales. The point of sales screens provide "quick add" features to allow missing inventory items to be added to the system right in the middle of a sale. Many users add all their inventory this way.

**Check the transaction codes:** The system is delivered with the four most common transaction codes in place (CASH, CHECK, VISA and MasterCard). If you have any others you could enter them before going too far.

**Start selling!** With a few items loaded to inventory you're ready to start entering sales. Have fun!

Before you go on, now's a good time to at least skim through the rest of the manual. Many people find that it's easier to just play with a program to figure it out but this manual is short and you'll find reading it helps as you explore the system.

### **SYSTEM LIMITATIONS:**

All computer software has built-in limits. If nothing else, the systems are limited by the physical storage capacity of the computer.

Some software imposes artificial limits that are not helped by having more hardware. Programmers write those systems to allow a fixed number of vendors or items or order other items. Another type of limitation occurs when programs are written to accept very specific codes for common actions. For instance, a programmer might specify in advance which type of payments can be taken, like CASH, CHECK and CHARGE.

**POS-2200** is a highly configurable system. Very few assumptions are "hard coded" into the programs. Where some systems would use pre-defined codes, **POS-2200** allows you to make up your own.

**POS-2200** has few artificial limits. There is no limit to the size of data files. Files are allowed to grow naturally without special action, as long as there is space on the disk. The limits that do exist are so large as to make it is unlikely they will be exceeded.

**POS-2200** is licensed software and the license fee is graduated based on the size of the client. The license is activated by installation of an encrypted license key. The key defines the number of stores, ports, vendors, customers and items that the system will accept, and optionally the length of time the system may be used. The limits can be increased by the installation of a new liense.

# GENERAL OPERATING INSTRUCTIONS

## Computer Concepts:

POS-2200 is designed so that the average user doesn't have to know much about the computer's operating system. Despite that fact, it is helpful if you understand a few fundamental concepts.

**POS-2200** is a full 32 bit Windows software application. The software was originally designed for DOS computers. It was written to be very efficient and to require the minimum of resources. That means that you can run **POS-2200** on a very modest computer!

It's not within the scope of this manual to teach WINDOWS concepts. Entire books are devoted to this topic and are readily available at popular bookstores. What we will do is to list some topics that deserve further study.

**DOS Commands:** There is no need to use DOS style commands. On the other hand, Windows continues to provide a "command prompt" which allows many of the old DOS commands to be used. There are times when this is the quickest and most efficient way to do things. If you're comfortable with the command prompt, by all means take advantage of it.

On a more general level, there is little need to use any Windows utility functions after the software has been installed. On network systems someone may need to map drive letters and set up shortcuts, but those are one-time operations.

**Disk Drive Identifiers:** **POS-2200** requires a computer to have a hard disk drive. That disk is identified by a *drive letter with the primary disk being C:*. Diskette drives are also identified by letter but are limited to A: and B:

CD ROM's are usually drive D:. You can have other hard disks on your computer and that may move your CD ROM to another drive letter. Other devices, like ZIP disks, "thumb drives", and media cards can have other drive letters.

POS-2200 should be run from a permanently mapped drive letter if you're on a network. Windows allows for network drives to be addressed by a name, but that can cause problems. Just map a drive and run from that.

**Sub-directories or folders:** Data stored on the hard disk is organized into *directories and sub-directories*. WINDOWS uses the term "folders" rather than directories but they're the same thing.

The directory/folder concept is important because it allows you to group your data files by system. You should understand the directory/folder concept and know how to find files in the directories.

As a general rule, POS-2200 is installed at the root level of a drive. Everything goes in that one folder. This makes it easy to backup the entire system and makes it easy to move it from one computer to another. On networked systems, a common drive letter can be mapped to that folder on the "server" and everything runs from that drive letter.

**Data files:** POS-2200 data is stored in standard WINDOWS data files. You should understand how files are named, and how to find them with the DOS DIR command, the WINDOWS file manager, or the Windows 95/98 Explorer. Although you'll probably never have to do it, you should know how to move files from one place to another.

**Backups!** It's important that you understand the concepts of backups. There are many ways to accomplish backups but they all do the same thing: they allow you to make a COPY of your data. You can, and should, make more than one copy of your data. Should anything happen to your computer, you can recover the data from your most recent backup.

POS-2200 is typically backed up to CD's. Just drag the entire POS-2200 folder to the CD and drop it there. Or use the CD burning software that came with your computer or your CD drive. Remember that everything is designed to be in a single folder, so it's easy to do a backup.

MMCC recommends that you use write-once CD's. They are very inexpensive so there's little reason to use re-writable CDs. There's also no reason to use the more expensive DVD's. POS-2200 files are very efficient and few, if any, users have more data than will fit on one CD.

CD's also have the advantage of being actual copies of the original data. There is no compression or other manipulation of the data. The data on the CD can be inspected, read and copied without any special processing.

## Single-User vs. Network Systems

**POS-2200** will operate on a single, stand-alone PC or on a group of PC's connected to a Local Area Network. **POS-2200** is licensed in either a single-user or multi-user format. You can use the single-user system on a network but only one workstation at a time can reference the data files.

On networked systems, each port must be identified in a unique INI file, which is named in the shortcut that starts the system. Typically you'd have PLBPOS01.ini, PLBPOS02.ini, PLBPOS03.ini, etc. The shortcuts on each desktop would be almost the same but would name the port's own INI file.

## SYSTEM STARTUP:

### Starting POS-2200:

**POS-2200** should be started using a Windows shortcut. This is a tiny file that identifies the starting conditions for the program.

The easy way to create a shortcut is to "browse" to the POS-2200 folder from windows and then "right button" drag the PLBWIN program to the desktop. When you drop it, you'll get a small menu of options including "make a shortcut here". When you make the shortcut you'll get just about everything that you need.

When the shortcut is made, the "target" will be something like:

```
C:\POS-2200\PLBWIN.EXE
```

You need to right click on the shortcut and go to the properties item. Look at the "target" and change it to read:

```
C:\POS-2200\PLBWIN.EXE -I PLBPOSnn.INI ANSWER
```

The name of the INI file should have the port number where we show "nn". You'll can copy and edit the sample INI file provided with your software to make a new one for your port. The Windows NOTEPAD works fine for this job.

This same procedure works on networks. You should have a pre-mapped drive letter on the workstation. Browse to that drive letter and right button drag the PLBWIN.exe to the desktop to make the shortcut. (NOTE: The INI file for all ports should be in the PLB-2200 folder, not on the workstation's disk.)

### POS-2200 logon:

POS-2200 begins by performing some simple startup operations then presents a windows screen that asks for a "DATABASE ID", a USERID, and a PASSWORD.

The DATABASE ID is a three character ID that uniquely identifies your data. The name of every file for your system will start with that ID. This means that you can have multiple systems running in the same folder.

The USERID and PASSWORD are optional. The overall security system can be turned on or off. If it's off you won't even see USERID and PASSWORD. If you're using it,

individual users may or may not have a password. If they don't, they won't get the PASSWORD option.

If you enter the WRONG database ID the system will tell you that and ask if you want to try again. Say yes if you just entered the letters wrong.

Note that the DATABASE ID can be stored in the INI file. If you do that, it will become the default on the login screen. You can type over the default to use a different database.

**MAIN MENU:**

If the logon is successful, the software will go to the main menu. Operations from that point are described in the next section of the manual.

## SYSTEM STANDARD OPERATIONS

This section is called "SYSTEM STANDARD OPERATIONS" because **POS-2200** was designed to work in a very consistent and predictable way. If you learn to do something in one area you'll find that it's done the same way in other areas.

The thing that makes software easy to use is designing it around a set of standards. This chapter explains the standards and the assumptions used when writing **POS-2200**. Reading this will give you the road map you need to work through the rest of the system.

Since moving from DOS to Windows, many of the standards have been change to follow Window's own standards. If you can use one Windows software package you should be able to use most others as well.

Even when they follow the general Windows standards, each software package has some unique characteristics. These usually deal with the way data is handled more than with how the screens work.

### Keyboard and Screen Standards:

**POS-2200** has its roots in a DOS style program. In that environment the programs were very consistent in the way it uses the keyboard and screen. As a rule, when you learned to use one screen you were able to use any other screen. Where there are differences, they will be clearly indicated with "prompts" on the bottom line of the screen.

Some DOS style screens remain. The following notes apply to those few screens:

### General Screen Organization:

The **DOS** screens are thought of in three *zones*. The top two or three lines identify the program you're using. The middle of the screen is where the work is done. The bottom few lines are used for *prompts*.

Windows screens contain the same components as the DOS screen but they may be in different places. The "top zone" is the Windows title bar. The middle zone is the screen form itself. The bottom few lines are replaced by text boxes that contain instructions and notes. "Tool tips" supplement the note boxes. You get a tool tip by "hovering" the mouse pointer over a field. If there is a tool tip for that field it will appear as a small "fly out" box. The tool tip disappears after a moment so it's not in your way.

### Top zone or Windows title bar:

**PROGRAM NAME:** The program is identified in the upper left corner of the screen. This doesn't matter much to you unless you need telephone support. Then it helps to identify which screen you're working in. Program names are 8 characters long and usually look something like **SHOP5010**.

**DATE and TIME:** Most, but not all, DOS programs show the date in the upper right corner of the screen. The time is updated only with certain keystrokes so don't count on it for an accurate time. For Windows systems, you always have the current clock in the lower right corner of your desktop.

**TITLE:** The name of the system and the specific program are shown in the center of the zone. This is shown as a text box near the top of Windows screens.

**REVISION:** Almost all programs will display the *REV* date in the right corner of the top zone. This is usually colored black on red. The revision is the date and time when the particular program was last changed. For Windows, the "Rev" is right after the program name on the title bar.

**OPTIONS:** Some programs have options which control their overall operations. Sometimes those programs will display a summary of important option settings on the left end of the second and third lines. Windows programs show these in the title bar.

### **Middle Zone:**

The middle of the screen is where the work is done. For Windows this is the main window. The details are different for each program but the concepts are the same.

Both DOS and Windows programs use a *fill in the blank* approach. The screen is divided into *fields* that are made up of a *description* and a *blank* to be filled in.

Windows forms are navigated with the mouse. You can get to any field by clicking on it. If you tap the TAB key, Windows will move to the next field based on a TAB-ID number defined by the program.

DOS screens use the arrow keys to move around the screen. Generally you can move up, down, left, and right. The HOME key moves to the first field. The END key goes to the last field.

With DOS, the ENTER key generally goes to the next field. POS-2200 uses the F10 KEY to indicate that all data has been entered.

With WINDOWS, the ENTER key may go to the next field like a TAB, OR it might act like a mouse click on a button if the program has defined a button as the "default". Some care

and experience is required where the ENTER key is used. Most POS-2200 Windows screens will have SAVE and CANCEL buttons. Generally no button is designated as a default so ENTER is relatively safe.

### **Prompt Zone:**

The bottom two or three lines of DOS screens are reserved for *prompts*. The information on these lines always describes exactly what you're expected to enter at the point where the cursor is flashing. As you move from field to field on a screen the prompts will continuously change to keep you informed of what you can or should do.

When you have several options, the prompt informs you of the correct action by highlighting the letter or number that goes with the option. For example you might see: **R**evise That bolded "R" indicates you should type "R" to enter "revise" mode.

Windows screens use "tool tips" to provide prompts. You "hover" the mouse pointer over a field to see the tool tip fly out. Sometimes Windows is not consistent and the tips refuse to show. Moving to another field sometimes reminds Windows to let you see the tool tip again.

### **Auto-Enter Fields:**

On DOS screens, most data entry fields do NOT require that you press the ENTER key to have the data entered... provided you completely fill the field. For single character entries like Y/N answers, you just press the letter and go on. For longer fields like names, you probably will not fill the field entirely and must press the ENTER key to tell the program that you're done.

Windows does not generally have this feature. When you have filled in a field you must use the mouse, or the tab, or the ENTER key to move to the next field.

### **Edited Fields:**

Alpha fields like descriptions, names and comments are usually *EDITED*. This means that you can move left and right within the field with the arrow keys. You can also backspace, delete and insert characters.

In Windows, "edited" fields is the norm. For DOS screens it's an option of the program. Edited DOS fields let you move within the field using the arrow keys. Non-edited fields let you move from field to field with the arrow keys.

### **Numeric Fields:**

Numeric values are entered left to right on DOS screens. Once you've entered the value and tapped RETURN (or filled the field), **POS-2200** will re-display the contents of the field and

shift the numbers to the right.

Windows controls the entry of numeric fields on it's own. In most cases the field will be edited and redisplayed after you move to the next field.

For numbers that include decimals, you do NOT have to enter the decimal point if the decimal part is ZERO. If you don't enter the point (period) then the system assumes that you are entering a whole number and it will put in the decimal points. For example:

If you enter:	The system displays:
123	123.00
.5	.50
52.3	52.30

You might note that on DOS screens, when you're entering a number in a field that already shows an older number, you type over the top of the old number. The system does not erase the old number when you start typing. Once you tap RETURN, the number you typed replaces what was on the screen.

### Shift Inverted Fields:

*Shift inversion* means that the system changes the state of your CAPS LOCK key without requiring that you do anything. Both Windows and DOS screens have this capability.

In general, everything you type will be in UPPER CASE. That's the way old computers like to see data and it's why most computer printouts were all in capital letters. To get lower case when the computer usually wants upper, you have to press the shift key.

When you're typing things like names and addresses or descriptions, the system assumes that you'd like those to be in upper and lower case and automatically puts you in that mode for the field in question.

### Pop-up Windows:

Both Windows and DOS screens use of *pop-up windows* for special lookups and warning messages. These windows appear directly on top of whatever is on the screen.

### Call For Help!

**POS-2200** goes to great lengths to watch for unusual events. Many software packages just ignore the unlikely things and hope they don't occur. **POS-2200** looks for almost everything!

When **POS-2200** finds something unusual it will issue an alert message in the middle of the

screen. Pay attention to these warnings. They mean something.

Windows screens will use buttons to release the alert. DOS screens usually require you to key a *SHIFT "X"* (which results in a lower case x). In some cases there will be other release characters and those will be described in the bottom line of the alert box.

### Special DOS keys:

DOS Programs are character and keyboard based. They don't use the mouse. When you're using a DOS screen, POS-2200 has defined some standard uses for certain keys:

Some Windows program will expose the "main window", which is a DOS style screen that runs behind the Windows screens. POS-2200's diagnostic mode uses that screen to track activity taking place on the Windows screen. When you see the main window, you may be able to use some of the F-keys described below.

**F1: Stop an action.** F1 is most often used when you're in a scan window or printing a report and you want to stop.

**F2:** The F2 key has several uses. The most common are the following. (If F2 has another use at any given time, there will be an on-screen prompt explaining that use.)

- a. **Pauses** an action asks for TAP ANY KEY to continue. This usually works in scans and reports or anything that rolls the screen very fast.

Some screens include a GOSLOW routine. In this case, F2 will pause the activity in progress but will also allow you to set a speed from 0 (no stops) to 9 (very slow). This way you can watch what's happening.

- b. **Calls for a POPUP window.** F2 will sometimes appear in your prompts as a SCAN option. It may also be offered as in INFORMATION block. You can press F2 to see what it offers.

SCAN routines normally allow you to enter a few characters of the information you're searching for prior to pressing F2. For example if you're looking for a customer, and you're offered the F2 option, you could enter a few letters of the last name in the field you're focused on then press F2. The scan will come as close as it can to that name and start the scan. You can then move forward or backwards through the list of names with the up and down arrow keys.

**INS: Insert character:** Used in an EDITED field to turn insert mode on and off.

**Insert record:** In some programs the INS key may be used to indicate that you want to add

a new record. If this is the case it will be noted in the prompt.

**DEL: Delete character:** Used in an EDITED field to delete the character to the right of the cursor.

**Delete record:** In some programs the DEL key may be used to indicate that you want to delete a record. If this is the case it will be noted in the prompt.

**F10: END and SAVE.** F10 is the standard SAVE key. It's used to end the screen (or sub-screen) you're working in and save the data.

Once you begin working in most screens, the cursor will stay within the body of the screen until you either F10 to save or ESC to cancel the entry. If you work your way all the way to the last field on the screen then tap ENTER one more time, the program will loop back to the top of the screen. The only way out is F10 or ESC.

Windows screens will have a SAVE button.

**ESC: Abort action.** ESC should get you out of any action you're doing. Generally it will pop a red and yellow box on the screen and say action canceled.

**Exit program.** ESC is also used to exit a program and return to the previous menu. At the main menu bar, the ESC key will eventually focus you on the "DOS" option under the QUIT group. You must tap ENTER on the DOS option to actually exit **POS-2200**. (Most people take advantage of this feature to exit a sub-screen by hitting the ESC key many times quickly. The programs will back out to the main menu then will "stick" on the DOS option.)

Windows programs have a QUIT or MENU button.

**HOME: Home the cursor.** This generally takes you back to the first field on the screen. In an EDITED field it will take you back to the first character of the field.

**END: End of action.** When you're working in a screen, the END key will often act the same as the F10 key to exit and save data. In an edited field the END key will move the cursor to the last character of the line (which may be a space if you've keyed one there.)

**CURSOR KEYS:** The arrow keys, more properly called the *cursor keys*, are used to navigate within the fields of the screen. This was noted above. The only exception is the left and right arrow when working in an EDITED field.

**TAB: Tab left and right:** The TAB key is treated the same as the RIGHT ARROW. SHIFT/TAB is the same as the LEFT ARROW. These keys work even within an EDITED field.

Tab keys also work in Windows.

## DATA ENTRY CONCEPTS and STANDARDS

**WHAT:** Data entry is the process of keeping your data current and correct. It includes such things as entering or removing customers, changing vendor information and updating inventory records.

**HOW:** Maintenance is usually done from a standard Windows list object. The list appears on the top of the screen and data fields for one item appear in the lower half of the window. You move the up and down through the list and click on any line to view the data associated with that item.

Generally you double click on an item to enter maintenance mode. Some screens just allow you to make changes as long as the item is highlighted. When you are satisfied with your changes you click a SAVE button to commit the changes to disk.

To add a new item to a file, look for an ADD button. When you click that button you'll get a small screen asking for the minimum information needed to add the line. Enter that data and click ADD.

### DATA FIELDS:

**Key Fields:** It is very important to understand the concept of the *key field* and how it relates to data entry programs.

Each **POS-2200** database table is organized with an indexing technique. That means that a specific set of data fields uniquely identifies each record in the file. In the inventory file the key fields are the VENDOR and the ITEM ID. The program must know both of these to find any particular inventory item and you cannot have two items with the same VENDOR and ITEM ID.

Key fields are special because once the item has been entered those fields *cannot be changed!* That means that once you put an item in the inventory with a specific VENDOR and ITEM ID it keeps that number forever. The only way to change the key is to completely delete the item then put it back into the system with a new ID.

**Data Fields:** Unlike the key fields, data fields are just general information. You can change any data at any time.

**POS-2200** controls your use of data fields in several ways. First, fields may be restricted to numbers or letters or allow both. They may automatically shift into upper case only or they may automatically *invert* the keyboard so that you key upper and lower case like you would on a typewriter. Fields may also be restricted to certain values. YES/NO fields will typically allow only a Y or an N to be entered.

The programs have many "editing" rules built in. They warn you of improper data and won't let you use it.

## **MAINTENANCE OPERATIONS:**

### **FINDING A RECORD:**

Before you can work on a record you must identify it and let **POS-2200** put it on the screen. That's done by filling in the *key field* data or pointing to the item on in a list box.

### **CHANGING A RECORD:**

Once you identify a record to be changed **POS-2200** load the data into a work area and present it to you on the screen. In some cases you must double click to put the programs in maintenance mode. In other cases you just get the item by clicking on it in the list then make changes. When you have completed the changes you must click the SAVE button.

### **DELETING A RECORD:**

You delete a record much as you would change one. Once you identify a record by key field or by pointing to it in a list. **POS-2200** looks to see if that record is on file. If it is then the data is filled in on the screen and you are shown a DELETE button.

**POS-2200** does not take deleting data lightly. In most cases you're asked if you're sure you want to delete the record. In some cases you're asked TWICE. There should be no excuse for accidentally deleting data.

Once data has been deleted you can't get it back. Be certain of your intent when you delete data.

### **ADDING A NEW RECORD:**

Adding a record starts much like a REVISE or DELETE. The difference is that you enter a new key field value for the item. The system will check to insure that the item is NOT already on file using that key..

When you add a record you are usually given a blank screen to work with. In some cases (like inventory items) the system will leave the information from the previous item in the fields. When that happens you can just change the things that are different. It's a short cut. The screens that do this do it because it's proved useful to someone at some time.

## NAVIGATING THE SCREEN:

Screen *navigation* refers to how you move around a screen. On DOS style screens you use the arrow keys to move up, down, left and right. On Windows screens you use the mouse.

## COLORS:

The DOS version of **POS-2200** made extensive use of colors. Each zone was assigned a color and many special functions are assigned colors using a standard color map. You could re-map colors if that seemed useful.

The Windows version of the software uses typical Windows colors for the screens. That means not much color. Important items are colored to bring them to your attention.

## HARDCOPY SCREEN PRINTS:

Every PC keyboard has a PRINT SCREEN key. In DOS that key always worked. In the Windows world the key may and may not work. Most POS-2200 screens include PRTSCRN button that can be used to print the screen to any printer.

## INVENTORY CONTROL

**POS-2200** keeps track of many data items associated with your inventory. The obvious things are the cost, selling price, and quantity on hand. Other items include sales history summaries, dates and special options.

There are several alternative and optional programs for inventory maintenance. Most have you select a Vendor then the program gives you a list of all the items for that vendor. You can add, delete and maintain the items for that vendor.

### **ADDING ITEMS TO INVENTORY:**

There are two methods for adding an item to inventory. One is by using the inventory maintenance program. You'll find an ADD button that makes the process simple.

The second method for adding items is called "auto add". This function is available in the CONSIGNMENT RECEIPT and ORDER ENTRY programs. If you try to enter an item in these programs, and that item is not in file, the program offers to do an "auto add" for you. If you elect to do that, the program asks for just the very minimum information about that item and adds it to the system.

"Auto add" is useful when someone comes to the check out counter with an item that you never added to the database. Right in the middle of an order you can enter the vendor and the item and the system will ask if you want it auto added. If you do the item is immediately added to inventory and you can complete the order.

"Auto add" is important in consignment receipt because a consignor can show up at the door with a pile of items and you've never seen and you need to enter them into inventory. Auto adding allows you to enter the items quickly and easily.

Since "auto add" items do not contain all the potentially important data, they are marked as "quarantined" in the inventory screen. To turn off the quarantine flag you simply go into maintenance for the item and, even if you don't change a thing, when you save the item the flag will be turned off. The program assumes that since you've gone into full maintenance mode you've also cleaned up anything that may need to be changed.

There are filters which allow you to view all quarantined items.

### **MAINTENANCE FUNCTIONS:**

The several maintenance screens provides the major maintenance function for items. Maintenance simply means that you can make changes to the data.

**HC TABLES:** You'll see references to "HC TABLES" in various parts of the software. These are list of values that you build and maintain yourself. The objective is to assign a known code to certain things and give the code a description and other information. When you want to refer to the code you can just enter the code itself. The system can later retrieve the description if it's needed. The table also insures that everyone used the same codes rather than just making something up as they need it.

Examples of HC codes include states. In the various programs you would enter MI for Michigan. The HC table for states includes MI as a code and Michigan as a description. Units of measure are another example. The inventory program provides a two-character field. In the "selling unit of measure" HC table you might enter BX for Box, CT for carton. Anytime the software needs to print the description for one of the codes it will go to the HC table and get the description you've entered.

**INVENTORY FIELDS:** There is a great deal of information stored in the inventory file. Some of the more important fields include:

- Vendor: This is required. Once you've entered an item you can't change the vendor. It's part of the unique that identifies the item record.
- Item: This is required. It is the actual item number. Once you've entered an item you can't change the item number. It's part of the unique that identifies the item record.
- Source: You can't change this field. It is a code telling the program how the item was originally entered. It could be by a manual entry, an "auto add" from an order or from other places.
- Order as: If the company that you purchase this item from uses a different item number, you can put that number here. If you're using the purchase order sub-system, this number will be printed on a printed PO along with your number.
- Cat: This is just a short note you can use to indicate a catalog number or page or other information to remind you where you found this item. We all sometimes forget where we got something!
- Description: The description can be anything that you want. Make it meaningful so that you can spot items in sales history and other places later on. Don't be tempted to just say "doll"... instead say something like "Small Andy doll". When you're searching for something specific in the inventory, it doesn't help to find 50 different items which all say just "doll".

**Prod:** The "product code" allows you to categorize products into groups. For example you could have a product "AAAD" for Ann and Andy dolls and another called "AAAP" for Ann and Andy pictures, etc. There are places in the system where you can get reports based on product code groups. NOTE: this is an F2 table.

**Cost:** This is your cost for purchasing the item from your supplier. If you leave this ZERO and then enter a PRICE, the cost will be calculated based on the margin percent for the vendor. (The system can store up to six cost figures for any item.)

**Price:** This is your SELLING PRICE. If you leave this ZERO but enter a COST, the selling price will be calculated based on the margin percent for the vendor.

NOTE: You can force the system to calculate either a price or a cost by simply entering a zero in that field. If the opposite piece of data is non-zero, the new value will be calculated based on margin. You can always override any calculated value by simply keying the amount that you want.

**Margin:** The margin is whatever is shown in the vendor's data. It allows the system to calculate your price or cost using the percentage.

**Price-per:** The "price per" allows you to put in special quantity prices yet sell at the "onesie" price. For example, candles could be priced at \$25.50 per dozen. If you make the selling price \$25.50 "per 12", when you sell just one candle the order entry software will calculate the price of one candle as \$25.50 divided by 12 or \$2.13 each.

**Price Opt:** This allows you to mark an item as allowing NO CHARGE. Otherwise the system will insist on a price at sales entry time.

**Discount:** Do you allow this item to be discounted?

**Collect:** Do you want to collect special information at sales entry time for this item. If you say "Y" (yes) then the system will allow you to enter a "prompt". When you sell the item the prompt will be displayed and the clerk will be required to enter a comment for the item.

**Qty:** This is the quantity CODE. It tells the system if the part is to be kept in quantities or in single units.

**Tax:** Is the item taxable. This normally follows the vendor's tax flag. That is, you can set the vendor up as taxable then mark individual items as NON-TAXABLE. Or the other way, set the vendor as non-taxed and selected items as taxed.

- Sticker:** This is a special field to say that price stickers can be printed for this item. NOTE: the price sticker program was designed for a specific client and is not generally supported.
- D-print:** Should every sale of this item be printed during the daily close out procedure? If you elect to have all of your items printed you could get a really long report. Normally you ask for print only on very special items that you need to check at the end of day.
- CON/WHL:** The system normally marks the item to match the vendor's setting for consignment or wholesale. You can override this for sales history purposes. There's little reason to do this in real life.
- LOG DMD:** Should demand history be logged. Demand is just the total quantity of sales for any calendar month. You'd usually say yes to this.

#### **QUANTITIES:**

- on hand:** This is the quantity that you have on hand. The system will keep this updated and current but you may change it if necessary.
- On order:** The quantity on-order is controlled by the purchasing sub-system. It's the total quantity of this item that's on open purchase orders. When you receive an order and check it in, the system subtracts from the ON-ORDER quantity and adds to the ON-HAND quantity.
- If you are not using the purchasing system you can use the number for other things.
- Received:** This is the working quantity received, which is used by the sticker printing system. When you receive stock and post it to inventory, the quantity is added to the received quantity. When you print stickers the system will print enough stickers for each item to equal the quantity received. After printing stickers the quantity is set back to zero.
- Min Stock:** The minimum stock is used by the purchasing system. If your quantity on hand goes below this quantity the purchase order system can suggest that you buy more of the item.
- If you're not using the PO system, this number is for reference only.
- Max Stock:** The maximum stock is also used by the PO system. It tells the system now many items to buy.

If you're not using the PO system, this number is for reference only.

- 1st order: This is the date that the first order is placed. It's updated by the PO system.
- 1st sale: This is the date of the first sale and is updated by the sales order entry program.
- Last sale: This is the date of the most recent sale and is updated by the sales order entry program each time you sell the item.
- MTD The quantity of the item sold month to date. This value is reset during month-end processing.
- YTD The quantity of the item sold year to date. This value is reset during year-end processing.
- UID: This is the item's UNIQUE ID. This ID is assigned by the software and cannot be changed. It provided a "single level addressing" serial number for every data item in the system.
- LOG DMD: Do you want demand history logged for this item. Demand is the quantity sold each month. The system maintains a yearly table of these values.
- If you leave this blank the system will log demand unless the vendor is set to NOT log demand.
- LOG-SALES: Do you want detail sales history logged for this item. Sales history is a record of every sale of the item.
- If you leave this blank the system will log demand unless the vendor is set to NOT log sales.
- CUST: Do you want customer sales logged for this item.
- Leave this blank the system will log demand unless the vendor is set to NOT log demand. That's the best choice.
- VEND: Do you want vendor sales logged in the summary files for this item.
- Leave this blank the system will log demand unless the vendor is set to NOT log demand. That's the best choice.
- ACCT: This is a sales analysis account. It's similar to the product code and is just a

classification of the item. Some reports have the ability to summarize sales by account number.

## SALES ORDER ENTRY INSTRUCTIONS

### Concepts:

Sales order entry is the act of entering a sale, collecting payment and printing a receipt. **POS-2200** makes this a very simple and accurate process. Several optional and alternative programs are available to match your way of working. These include the DOS style screen that many clients prefer to use. There is a GUI Windows screen that works almost the same as the DOS screen and uses the same function keys. There is a touch screen program which is very simple. Other programs have been written for specific client requirements.

Regardless of the program that is used, there are fundamental and common procedures.

Every order starts by identifying the customer. Most customers simply represent "cash sales". That is, you don't really care WHO the customer is, just that they pay their bills. In other cases the customer may be significant to you either as a mailing list prospect or as a valued repeat customer. Whoever the customer is, you begin an order by putting in the customer ID.

For cash sales POS-2200 offers the F1 key to make it simple. This automatically inserts the customer 01.CASH.

For tax-exempt sales to cash customers you can press the F9 key. This automatically inserts the customer 01.NOTAX.

For other customers you must enter the customer's ID code. That code is assigned in the customers maintenance program and can be just about anything that you want to use.

If you want to identify customers and don't know their number, you can use the F2 key to search for by name. Other function keys allow you to search by account ID, phone, etc. For any of these keys, you enter a few characters of the name or phone that you want before pressing the F-key. The query shown on screen will start as close as possible to the data you entered.

You can also add a new customer to your system right in the sales order entry program. To do this you press the INS (insert) key. The system asks you to select a class code for the customer and then asks for a customer ID.

Customer ID's can be assigned automatically. You're offered the F9 key to do this. The software will simply try each number in sequence until the first unused number is found. If you know approximately what your last number is, you can enter that number prior to pressing F9 and the program will start there and search forward.

After identifying the customer, or entering a new customer, you proceed with the same by entering each item purchased. The computer shows you the first order line on the screen and you enter the vendor, item number, quantity and (optionally) the price.

Generally the system knows the price and shows you. In that case you just tap the ENTER key to accept the price as shown. Items can be setup as hand priced and you can also hand change a price if you want.

When all of the items have been entered you enter any payments. You press the F6 key (which is shown in the prompts) and then enter the payment type (cash, check, Visa, etc.) then an optional "memo" (check number or visa authorization, etc.) then the amount of the payment.

After the payments are entered you press F10 (prompted on the screen) to close the order, open the cash drawer and print the receipt.

All during the order the system displays a running balance, tax and other details on the screen. Everything you need is always right in front of you.

You can enter payments at any time during the order entry process. Perhaps the customer brings two items to the counter, then makes payment, then their kid ask for a candy bar. You can add the candy bar after the first payment and then add an additional payment on the next line.

You can also enter any number of payments on any one order. As an extreme example, the customer might give you some cash, a gift certificate, a discount coupon, a check and then finish up by paying the balance with a credit card. You can do that.

You must enter enough payments to cover the total amount of purchases before the system will let you close the order. If you enter more than enough to cover the order, the system will compute the change due to the customer.

## DETAIL LINES

### Entering the item number:

Detail sales lines represent what is purchased. Each item should have a price sticker that shows the item's identity (vendor and item number), the price and the description. You simply enter the vendor and the item number and the program shows you the rest so you can confirm that it's the correct item.

Some items don't have price stickers. The items are too small or won't take a sticky label or something else. There should be a list of those items near the register and you should become familiar with which items are on that list. In these cases you get the vendor and item number from the list rather than from the sticker.

### Entering the quantity:

After the item is identified you are asked for the quantity purchased. You **MUST** enter some quantity. The program will extend the price based on this quantity.

Some items are only sold in quantity ONE. Those items can be flagged in the inventory system and will then only allow quantity one to be entered.

The system has the ability to sell items that are priced on weight or yardage.

### Entering the price:

The system knows what the official selling price of an item is. After you enter the quantity it shows you this but it will let you change the price. If the price is correct just tap ENTER. If you want to change it you may.

Items that have a ZERO price in the inventory file are assumed to be hand priced items. In those cases the system will insist that you enter a price at sale time.

### Deleting a line

Any line in the order can be deleted. You use the cursor (arrow) keys to move to the line you want to delete then press the DEL (delete) key.

### No charge items

You may sell items for no cost only if the item is marked to allow this. Normally the system requires a price for all items.

## PAYMENTS

### Simple Payment

You can enter a payment at any point in the order. That is, you could enter some items

purchased, then enter a payment, then have the customer want to add something else to the order. Just add that item to the end of the order and later add some more payments.

### **Multiple payments:**

You can also enter any number of payments and you can use different type of payments on the same order. For example, the customer could give you a gift certificate for part of the payment then cash for the rest.

The system doesn't care how many payments are entered on the order. You could go so far as to enter dozens of pieces of the payment: some cash, a check, a charge, a gift certificate, some more cash, even live chickens if you happen to take them as payment.

### **Making change**

Once enough money has been tendered to pay for the order the software will allow you to close the order and print a receipt. If MORE payment has been entered than the total order the system will calculate and show you the change due the customer.

### **Transaction codes**

Every payment must be accompanied by a transaction code. These codes identify the type of payment such as cash, check, credit card, etc.

You can make up all the transaction code that you want. Each is a two-digit code and they're put into the system in the TRANSACTION CODE maintenance screen. When your system is installed it will include a group of the most popular transactions codes.

Transaction codes are supported by an F2 scan procedure. If you can't remember which code to use, just press F2 and select the code from the list.

### **Returned Merchandise:**

You can accept a merchandise return if you wish. When asked for the quantity you simply enter a NEGATIVE NUMBER for the quantity returned.

Note that the program will notice that you entered a negative quantity and will assume that this is a return. You'll be asked to enter the reason for the return. You don't have to do this but it's a good idea.

There are two ways to refund the customer's payment when an item is returned. One is to give cash. To do this you would run a regular order but put the item in as a negative number. You'd then post a payment using the CASH transaction code and enter a NEGATIVE payment amount to reflect the money that you're taking out of the register.

You may also issue a CREDIT MEMO to the customer by using a TRANSACTION CODE

that's marked as a credit memo code. The system is installed with a "cm" transaction code that's called a "Credit memo issued". When you use this code the order will be logged as a pending credit and the customer's receipt will show that it's a credit-due bill.

A credit due bill (credit memo) can be used later as payment for a sale. The customer should be required to return with that receipt to redeem it. To do this you post a payment using the special transaction code "CD" called "Credit Due Bill". You'll be asked for an offsetting credit memo number. The system keeps track of the credit memos and wants the number to know which one is being used.

When you take a credit memo in payment, the system will keep track of how much of the credit is being redeemed. You can't use more than the credit memo was issued for.

### **CANCELING AN ORDER**

You can cancel an order at any time. Simply press the ESC (escape) key. The system will ask you to confirm that you want to cancel before actually doing it. Cancelled orders are logged to the daily transaction file and reported during the daily closeout.

### **SALES TAX:**

Sales tax is automatically calculated for every order. The tax percent is part of the system configuration and can be set in the configuration program.

There are a number of ways to NOT charge sales tax on an order. The system looks at the following things in this order:

- Customer rules first
- Then comes VENDOR code
- Then comes item

If the customer is marked as non-taxable then the entire order is not taxed.

If a VENDOR is non-taxable then any items for that vendor in the order is marked as non-taxed.

Finally, if the customer and the vendor ARE taxable, the program looks at the individual item to see if it is non-taxable.

### **DISCOUNTS:**

Discounts may be offered in two ways: by individual items or on the entire order.

Any line item can be discounted either by changing the price by hand or by asking the program to compute a percent discount. When you get to the price field for a line on the order, you'll see an F7 discount prompt. If you press F7 the program will ask for a discount percent. The discount will be calculated and you'll be asked to approve or cancel it.

At the end of the entire order you can enter a discount on the total order. This is done with a discount transaction code. These transaction codes have the discount percent in their data and the discount is automatically calculated on the entire order.

There are a few special notes on discounts. First, you can mark specific items to NOT allow discounts. If you sell any of those items, the system will prevent you from entering a line discount for the item. These items will also be excluded from the order total eligible for discount. If you do an end-of-order discount it will be calculated only on the total items that allow discounts.

A second consideration is how the discount is recorded. Line item discounts are recorded with the sales history for the specific item. If you're selling on consignment, the consignment payment is calculated on the recorded sales price. Line item discounts are shared with the consignor since the discounted price is recorded.

End of order discounts are taken by the store only. Each line is recorded at full sales price. The discount is allowed at the end of the order and is actually treated as a type of payment.

## **TAX EXEMPT SALES**

**NON-TAXABLE ITEMS:** These are the simplest non-taxable situations. When you put an item into inventory you can mark it as non-taxable. When you do this it just won't be taxed in the order.

**TAX-EXEMPT CUSTOMER:** If you have regular customers that are tax exempt you can put them into your customer file and mark them as tax exempt. When you do that you should also store their tax exemption number. Sales to these customers will not be taxed.

**TAX-EXEMPT WALK-IN's** By "walk-ins" we mean customers who show up and indicate, with proof, that they are tax exempt. You could enter them into your customer file but you may also process a standard cash sale for them **WITH THIS PROVISION:**

To do a tax exempt walk-in you must have a special customer record on file in class "01" with the specific ID "NOTAX".

If you have the NOTAX customer on file you may use the F9 key when you start the sale and the system will pre-load that customer for you. You will then be given the chance to enter the customer's name, address and other information and that information will be stored with the order and printed on all documents.

## DISCOUNTS:

**LINE ITEM DISCOUNTS:** Any item can be discounted at the time it is sold within the order.

At the point where you'd enter the price you are prompted to use F7 to discount the item. If you press the F7 you get a box on the screen in which you can enter the discount. Enter the discount percent and the program will show you the discount amount and the final price and ask for F10 to accept or ESC to cancel.

Line level discounted sales are recorded in the detail order and sales history with the discounted price. The system keeps a record of the original price and the discount amount but only in the background. For consignment sales, the discounted price is reported to the consignee therefore, both the store and the consignee share in the discount given to the customer.

One rule... the item must be marked as discountable.

Items discounted on the individual line are NOT eligible for the order level discount.

**ORDER LEVEL DISCOUNT:** These discounts are usually given at the END of the order. They are done just like a payment and are triggered by a transaction code.

The transaction codes (cash, check, credit card, etc.) are set up separately. You can classify a transaction code as a discount and give it a discount percent. When you use that transaction code for a payment, it will compute the discount based on the amount that qualifies for a discount and put it in the order for you.

You can change the final discount amount after it is computed.

Note that you could do a discount of this type ANYWHERE in the order. If you do, however, you only discount the order up to that point. If you add more items after giving the discount, the discount does not change.

Order level discounts are NOT recorded in the sales history or the consignment reports. That means that for consignment sales, the shop takes the full hit for the discount. The consignee's sales are reported at the full price.

**AUTOMATIC CUSTOMER DISCOUNTS:** Individual customer accounts can be coded to get *automatic discounts*. These discounts can be coded to work at either the line or the order level.

When you use them they operate continuously and automatically. There is only one discount percent for the customer and it is used for everything.

Customer discounts have three components. First is the type of discount. Does it work on wholesale, consignment or both types of items. Does it work at the line level or the order level.

Second, is the actual discount percent.

The third component is the monthly maximum discount allowed. This allows you to offer a customer discount up to a certain amount each month. The objective is to prevent a customer from purchasing large volumes of items at their discount and, potentially, reselling those items at a profit.

Having a monthly discount maximum implies that the system keeps track of the monthly sales and discounts for customers. In fact it does. For this to work, however, it is essential that the month-end processing runs be made to cycle the counters.

The only way to use an automatic customer discount is to make the sale to a specific account number. You could have a blanket account for types of discounts but it would be better to give specific customers their own account number.

#### **CUSTOMER CREDITS:**

The system supports several types of credit processing. A credit is necessary if a customer returns an item previously purchased. In exchange for the returned item you can let the customer have a different item, you can offer a cash refund or you can offer a **CREDIT MEMO**.

Regardless of what you're going to give the customer back, the return is entered by keying the specific item with a **NEGATIVE** quantity. That defines a return and will calculate a **NEGATIVE** sale.

**EXCHANGING** an item is as simple as putting in the returned item as a negative quantity and then entering the new item as a normal quantity. At the end of the sale you either have a total due amount which the customer must pay **OR** you have a credit balance where you owe the customer some money.

**RETURNS** are where the customer only returns merchandise. In this case you enter the item number and a **NEGATIVE** quantity. There are no offsetting sales so at the end of the order you have a credit balance and you owe the customer some money.

**RETURN REASON** is a required comment that the system will ask for anytime the quantity sold is less than one. This comment allows you to record why the customer was returning the item. You don't have to enter anything but it is a good idea.

**REFUNDING CASH** when there's a credit balance is done as a reverse payment. In this case you would start just like a normal payment using the appropriate transaction code but the amount would be **NEGATIVE**. In effect your taking money out of the til rather than putting it in.

**CREDIT MEMOS** offer a better way to give the customer a credit. A **CREDIT MEMO** is a promise to pay the customer in the future. The system supports an automatic credit memo that prints a special receipt that the customer is responsible for holding onto then redeeming it for merchandise at a future time.

The idea of redeeming for merchandise is a matter of policy. If you're issuing a credit memo it's a way of treating sales as final. The customer gave you money and took the merchandise. They returned the merchandise but didn't exchange it for anything. You do NOT give them a refund, instead you give them a piece of paper which they can redeem later for other merchandise.

Credit Memo's are entered in an order via the SHIFT F6 key. When you do this the system builds a special item to be sold and that item represents the credit memo. You can only enter the amount of the credit. The system will prompt you with the total amount of the credit that's possible but you can change the amount if you want.

After the credit memo is completed the system will print TWO receipts. The first is a normal sales receipt. The second is a special CREDIT MEMO receipt. The customer is responsible for holding onto this receipt and returning it when they want to redeem it for merchandise.

The system will log credit memos into a special file and you can look them up at any time.

**REDEEMING A CREDIT MEMO** is also an automatic operation. The only requirement is that you have a transaction code already on file for use when redeeming credit memos. The transaction code "type" should be specifically set to "C" which is called a "store credit".

When you enter the payment transaction code that is marked as a store credit, the program will ask you for an "off-setting credit memo number". The customer should have returned their credit memo slip. You would keep this paper, enter its number as the "off-setting number" and then treat it just like cash or a check or a gift certificate.

If a credit memo is for MORE than the amount of the current purchase you can do several things. First, you can give change just like you would with cash. The system will show you that change is due. On the other hand, you could issue yet another credit memo for the remaining balance. The customer will get a new credit memo receipt and **you keep the original**. This prevents them from using it a second time.

Remember that the system keeps a log of credit memos. It shows the amount of the original credit, the amount that's been used and the balance available.

#### **SPECIAL REQUIREMENTS FOR CREDITS:**

The system requires a couple of things for credits to properly work.

- 1: First you need a vendor called "\*HOU". This is the house special vendor and is used for a variety of internal records. There are several special items which go under vendor \*HOU but the system will set them up automatically. You just have to enter the \*HOU vendor.
- 2: You need a transaction code for processing credit memos. You can call it anything you want and you can have more than one code. Just be sure that the "TYPE" is set to "C" which is for store credit memos.

### **LAY AWAY SALES:**

Layaway sales are cases where the customer gives you cash to hold an item for them. They periodically make payments until the full purchase amount has been paid. At that point you give them the item and keep the money which has been paid over time.

### **The Lay Away Inventory "ITEM":**

To sell on Layaway there should be an item in inventory specifically for that purpose. The "item" doesn't represent real merchandise. Instead it represents an action or even a piece of paper.

The system will automatically setup a special layaway item as vendor \*HOU (house) and item **LAYWAY** (which fits the 6 character limit imposed by the system.) The item should be **non-taxable** and **non-quantity** and should have a **price and cost of ZERO**. The item should also be marked to collect information and the prompt should be something like "Enter name, address and phone number".

### **Collecting a lay away payment:**

When a lay away payment is made it should be the only thing on the sales ticket. You simply "sell" the item \*HOU / LAYWAY. Because the item is priced at zero you should put in the price as the amount that the customer wants to pay. The item is non-taxed so the total amount due will be exactly what you keyed as the price.

Because the item is marked to "collect information", it should prompt you to enter the name, address and phone number for the customer. Be sure to do that! Alternatively, you may have the customer on file with his/her own account. You will still be prompted to collect information but the name and address will already be on file with the customer.

After entering the single item for the sale, post the payment as you normally would. Any normal payment transaction code can be used so you would select the one matching the payment method (cash, check, charge card, etc.)

After the regular receipt is printed the program will print TWO copies of a special lay away receipt. Give the customer the regular receipt plus copy of the lay away receipt. Keep the second copy of the layaway receipt with the item itself or with your own records of the layaway.

Some shops also keep a manual record of the layaway sales. For example, you might have a note card box in which you put a card for every lay away. You would write up a new card and each time a payment is made you can note it on the card. In this case you might take the copy of the printed receipt and paperclip or staple it to the note card as well.

To summarize collecting a payment:

- Start a normal sale.

- Sell the special item HOU / LAYWAY.

- Hand enter the price as the amount to be paid.

- Enter the name, address and phone when prompted.

- Post a payment as usual.

- Give the customer the receipt copy.

- Print an extra copy (or two) for your records.

### **Redeeming the lay away when completely paid out:**

Once the customer has paid the full amount of the item, they can redeem their lay away receipts and take the item out of the store.

This process is a bit special different.

In this case you're going to sell the **actual item**. You'd start a sale as usual and enter the code for the actual item being purchased. This time the system will calculate the sales tax if appropriate. Now all you have to is to have the customer pay for the sale... and that's the special part.

### **Layway redemption transaction code:**

When the customer pays for their item they do it with their **lay away receipts**. All this time you've been collecting their money and only giving them pieces of paper in exchange. Now they have enough of those pieces of paper to represent the amount of the purchase.

To accept these receipts as a payment you must have a transaction code (like cash, check, Visa) to represent them. There's nothing special about the transaction code, you simply need to have one on file. Trans codes are entered from the TRANS CODE line in the MAINTENANCE column on the main menu.

### **Redeeming and making last payment together:**

In most cases the customer will make their final lay away payment at the time they pick up their merchandise. In this case the redemption has TWO payments to be posted. The first will represent the previously paid amount and the second will be the final payment made with cash, check, credit card, etc.

To summarize redeeming a lay away:

- You start a normal sale
- Enter the actual item being purchased  
(the one you've been holding)
- Post a payment representing the layway payments  
This uses the special transaction code.  
(You must add up the total amount they've paid)
- Post a second payment representing the final payment.  
Use a normal cash, check, Visa trans code here.
- Close the sale and print final receipt.

Be sure at this point to **KEEP THE CUSTOMER'S LAYAWAY RECEIPTS**. You don't want them to return when another clerk is on duty and try to redeem the receipts a second time.

Mark any records you've been keeping to show that the customer has redeemed the lay away.

Most stores would make it a policy that the customer **MUST PRESENT THEIR RECEIPTS** to redeem the lay away. This keeps everyone honest.

## CONFIGURING POS-2200:

Once you have installed **POS-2200** on your computer you should set any special options for your shop. This is accomplished from the CONFIGURE option in the SETUP group's drop-down menu.

The CONFIGURE option presents a variety of items you can change on your system.

POS-2200 uses standard Windows printers for almost all reports. The exception is the receipt printer, which allows you to use a parallel printer attached to the computer's LPT1 printer port. If you are using one of these printers you'll have to tell the software about that. We recommend that you call MMCC for assistance since few people remember how to do this type of printer in today's Windows world.

## HARDWARE REQUIREMENTS

**POS-2200** was originally written in the ANSI standard PL/B programming language for DOS. Some years ago the software was ported to Visual PL/B for Windows. This is a very compact, efficient and fast system for PC software development. PL/B enables **POS-2200** to run well on a very modest computer. If the computer can run Windows and has some disk space free, it will probably run POS-2200.

**POS-2200** is licensed to operate as a single user or networked system.

## TECHNICAL NOTES

### POS-2200 Data files:

Many people want to know how their data is stored. This section gives you a quick overview.

The **POS-2200** database tables are stored in standard ASCII text files (extension TXT). These contain ASCII data that is organized into fixed length records containing your data in specific locations.

The data in the text files is stored in random order. That is, it's all jumbled up. To find the records you're interested in **POS-2200** uses an INDEXING technique to create database tables. The indexes are maintained in separate files (extension ISI).

As a general rule, each time you change a record the data is immediately flushed to the disk. This makes POS-2200 extremely reliable.

Because the data tables are in a standard format files, many types of programs can read them. **BE WARNED: DO NOT** change any data with any program other than those in the **POS-2200** system! The data will become unreadable.

### File name conventions:

Computer files are all given unique names so they can be found. The same name cannot be used twice in the same directory. Each name has two parts, a name and an extension, which are separated by a period. Because POS-2200 was originally written for DOS computers, all file names conform to the old eight by three naming convention. That is, the name is no more than eight characters long and the extension is three characters

**POS-2200** generally expects all its data and programs to be in one directory. The programs all have a .PLC name extension. All data files have a .TXT extension and *index* files have an .ISI extension.

The **POS-2200** programs also have eight by three names. Most of the program names are made up of "SHOP" followed by a serial number. Some programs are prefixed with "ADDR". There are a few exceptions to both of those standards. All programs have an extension of ".PLC".

Almost all **POS-2200** database tables have at least two files in your disk folder. One files has the extension .TXT (the text file) and the other has the extension .ISI (the index file). A few files do not have an associated index file. Some indexed files have more than one associated ISI.

All of the primary data files start with the three-character identifier for your system. These are the same letters that you use to log onto the system. Usually the three letters are the abbreviation for your store's name.

Note that you can have multiple sets of data in the same folder based on this system identifier code. MMCC typically installs both a live system with the store's initials as well as a second copy of the data with TST as the ID. This second copy is called the TEST system. You can "play" with it without concern that you may harm your real, live data.

Most file names are composed of three parts. The first is the system prefix as mentioned above. The second part is the system identifier. Most POS-2200 files are in the ADR system. The final part is the specific file ID. For example, the customer order file for Homespun Peddler is HSPADRCO. We typically refer to the file by the last two characters only. The customer order example is called the "CO" file.

There are several exceptions to the naming convention. Most notably are the dated controlled files such as the xxxSyymm monthly sales detail history file. In this case the "yymm" is the year and month of the data. For example at the end of May 1999 the system will produce a file named xxxS9905.

Some of the more interesting data files are:

**xxxADRCF** - Configuration file

This file contains the name of your store and other configuration data. Note that the name of the store is encrypted. The **POS-2200** system is not copy protected but it is keyed to data in the configuration file. If any of the license data is changed the programs will refuse to work until the files are restored to their original condition!

**xxxADRBR** - Bank Reconciliation file

This file may be required but not used at this time.

**xxxADRCH** - Order header file

**xxxADRCO** - Order detail file

The order header file contains a summary record for every sale that you process through the system. The detail file contains each detail line for each order. These detail lines include both the items that you sell as well as payments, comments and other detail information.

Part of the month end process purges the order information. All data is written into a monthly detail history file which is used for various reports.

The order files are keyed to invoice number (sometimes called order number). The software automatically generates invoice numbers. They are 8 characters where the first four are the two-digit year and two-digit month. The next four digits are a sequential order

number. For example, the first order in January 1999 would be numbered 99010001. The 50th order in March would be 99030050.

The order number is not explicitly Y2K aware. At the same time, the number is not used in a date sense. The year and month are only a convenience. The first order in the year 2000 will be 00010001.

**xxxADRCP** - Consignment payment summary

For stores that do consignment sales, this file is a summary of the sales, fees, commissions and payments on a monthly basis. The file is perpetual by year with one record for each month for each consignor.

**xxxADDRDH** - Demand History

Demand history is kept for every item. There is a record for each year and that record contains 12 monthly counters for price, cost and quantity. The file is used to analyze the periodic demand for items.

**xxxADRDT** - Daily transactions

This file is a log of all activity between day-end closing processes. If you close out each day then this file will start over each day. If you close out once a week the file will contain a week's worth of information.

The daily closeout procedure automatically makes several backups of this file. The backups are named BK1, BK2, etc. Several sorted versions of this file will be found as well. Those are used for daily reports and are considered temporary files.

**xxxADRHC** - General codes

This file contains numerous "lists" of codes that you can maintain yourself. These are generally referred to as "HC lists". Sometimes they're called "F2 lists" because in the places where you use the lists, the F2 key is used to call the list up.

**xxxADRRLC** - Log Consignment Check-in

This file is used to record items being delivered by consignors. Some stores use this procedure for checking in regular wholesale purchases as well. The file is purged monthly.

**xxxADRML** - Customer, Vendor master file

Each customer or vendor or consignor has a record in each of this file. The data includes name and address, phones, and contact information. For vendors the file also includes margin and pricing information.

**xxxADRNF** - General Notes file

The system includes a general note system that allows you to store personal notes with many types of information. Those notes are stored in this file.

**xxxADRPO** - Purchase Orders

If the purchasing system is used the PO's are stored in this file. These orders will be purged once completed so the file size changes over time.

**xxxADRSRSH** - Sales history

General sales history based on customers, vendors and items is stored in this file. There are numerous options controlling what history you want to keep so the contents of this file vary from user to user.

**xxxADRISI** - Sales Inventory

This is the main inventory file. It is the heart of the system. Every item that you sell will be found in this file.

**xxxADRTC** - Transaction codes

Transaction codes are used to identify all credits and payments. For example you could have a code for CASH, VISA, MasterCard, GIFT CERTIFICATE, STORE CREDIT, SENIOR CITIZEN DISCOUNT, etc. You can make up any code that you want.

Some codes are required by the system and will be automatically loaded to the file. Typically your codes will be upper case letters and system codes will be lower case.

**xxxADRTI** - Take Inventory

This file contains information used during inventory counting procedures.

**xxxADRTT** - Transaction Code Totals.

This file contains the month-end totals for each transaction code. It can be used to track the long term trends for various types of payment methods. For example, are credit cards used more frequently than cash in the summer or winter.

**xxxADRXC** - System information

The "XC" file contains error messages, notes, user defined codes, screen color information and other related general information.

**xxxDyymm** - Daily transaction history

As part of each daily closeout, the DT file is appended to a file for the year and month. The file xxxD9904 is April 1999. This file is not used for any specific functions but serves as a repository of what's happened. Should it be necessary the information could be analyzed to find who did what to who.

These files accumulate like nuclear waste. You can delete them or put them away on diskettes or whatever you want. We generally suggest that you keep the most current four months just for peace of mind.

**xxxDPHnn** - Port History.

Each "port" or workstation is identified by number. Most users have a single user copy of the system so they only have port 01. Each port is assigned a PORT HISTORY file by number. xxxDPH01 is for port 01, xxxDPH02 is for port 02.

The port history file contains a time-stamped record of just about anything that happens. This is a very useful file to examine if "strange things" happen. Usually the problems can be traced to something that a user did and often it will be noted in the port history file.

**xxxMyymm** - Monthly purged record history file

A number of records are purged during the month-end process. Unlike most software, POS-2200 does not simply delete purged records. Instead, each record is first logged to the purged record history file.

Older xxxMyymm history files can be deleted but if they are then you cannot reprint certain reports from those months. If you want to drop any of these files then a good practice is to first copy them into a separate folder or onto diskette.

**xxxS3070** - Temporary work file from SHOP3070 program.

**xxxSyymm** - Monthly detail sales history file

This file is created during the month end process. There will be a separate file for every month of each year. The file contains an entry for every line of every sales. The file is used for a variety of sales reports.

Older sales detail files can be deleted but if they are then you cannot reprint reports from those months. If you want to clean out these files a good practice is to put the old files away in a separate folder or on diskette.

**Zxxxxx** - Work files

There are times when the **POS-2200** system must use working files for temporary storage. We call these "Z" files because their names all begin with the letter "Z". As a general rule you can delete "Z" files at any time and you don't have to include them in your backup.

**File Indexing:**

It has been noted that **POS-2200** data is stored in text files and that most of these have an associated INDEX file. The index files are dynamically maintained so that you don't have to do anything to keep them updated.

Under certain unusual circumstances the index files could become corrupted. In that rare

circumstance, you may have to re-index the file.

## Backup Procedures:

**WHAT:** Backup procedures are steps you take to make copies of your data on some other media. You can keep these copies in a safe place. Should you have a problem with your "live" data, you can "recover" by copying data from the backup.

In truth, it is unlikely that you'll ever need your backups. **POS-2200** is a very safe and forgiving system. The primary reason you might need the backup would be for disaster recovery if the hardware malfunctions (disk drives do die) or there's a fire, flood or other disaster with the office.

In the case of physical disasters in the office, your backups do no good if they're all in the store. It is recommended that you frequently take a backup set off site. Store it at home or at the bank. Set a schedule and stick to it.

**WHEN:** The more frequently you make backups, the safer you are. When you must "recover" from a backup, anything that you have done since the time the backup copy was made is LOST!

Each site makes their own decision about when and how often to backup their data. The most important time is after you've entered a lot of changes or new information. Many people find that it's useful to set a routine schedule and stick to it.

Because the **POS-2200** system is small, compact and efficient, backups are usually very fast. There's no excuse for not making backups.

**HOW:** There are many ways to make backups. DOS provides the COPY command to copy individual files and the BACKUP command for saving large volumes of data. Windows lets you drag and drop files or entire folders on external drives, CD, and other media. There are also commercial programs as well as special hardware such as tape drives for backup.

Again because the **POS-2200** system is small, compact and efficient, just about any backup procedure is acceptable.

It is not necessary to backup *everything* each time a backup is made. MMCC recommends that at a minimum all of the .TXT and .ISI files be backed up. The .EXE files never change (except when you receive an update from MMCC) so having the original diskettes is sufficient backup for those items. HOWEVER... most current backup options can easily store everything so we recommend that you do backup the entire system.

The most convenient backup for Windows users is probably burning a CD of the entire

POS-2200 folder. That covers everything and it should be very fast. Make backups frequently and save the old ones for posterity!

**Recovery:** The technique used to recover data from backup depends on how you did the backup in the first place. It's also controlled by what you did or what happened to make you need the backup.

We won't attempt to guess at the reasons you would need to recover. In truth, recovery is almost never needed with **POS-2200** unless there's been a physical disaster.

If you are backing up to CD's, most likely you can just copy the folder from CD back to your computer, or to a new computer and you're good to go!

### **Backup Philosophy:**

Backups take time, they're boring, and they may seem to be a waste of time. If you've never had a problem, you may be tempted to just not do backups. **DON'T EVEN CONSIDER IT!**

Backups are essential if you're going to use a computer. Although major problems are infrequent there really are cases where you "lose it all". When disaster strikes, your backup is the insurance policy that saves your bacon.

The only things that can't be recovered from backup are the things you have added to the system **SINCE THE LAST BACKUP WAS MADE**. Those items will have to be reentered by hand.

**DO NOT** become lazy and skip backups. Sure as you do, Murphy will drop by and everything that can go wrong will go wrong.

### **Backup Cycles:**

There are many ways to control backups. If you're using CD's, you start with a new CD every time you make a backup. After a few months or years you'll have a large pile of backups which can work like a time machine.

If you're using some other media, like ZIP disks, tapes, or thumb drives, you'll want to re-use the media since they're more expensive. MMCC recommends that you "cycle" your backups over a number of "media". This means that each time you make a backup you use a new set of media. After you've used some number of sets, you "cycle" back and re-use the first set again. For instance you might have a set of ZIP disks for each day of the week. Each Monday you start over with the Monday set.

The use of backup cycles protects you against the "double whammy": disaster striking *during* your backup run. When that happens, not only might you lose your main disk, you lose the

backup you're working on too! If you have backup cycles you can use the set from the time before.

### **Monthly Backups:**

If you're not using CD's and keeping a long series of backups, you should at least make monthly backups outside of your normal cycle. These backups can be locked away forever. Even if you don't need them, it's very comforting to know that you can go back to the way things were at the end of any month and use the system.

### **Backup Labeling:**

Backups are almost no good if you don't know where they are or which set is most current or exactly when you made the backup. You **MUST** be certain to **clearly** and **faithfully** label your backups.

### **Backup Storage:**

Backup sets are useful **ONLY IF YOU HAVE THEM**. Keep your backups locked in a fire safe or, even better, take them home. Having an off-site backup is **REAL** fire insurance.

### **On-Line Backup:**

For clients with high-speed Internet access, MMCC offers a remote backup service. POS-2200 will pack up all data files and send them to MMCC's secure server.

### **REMEMBER:**

Know who has the backups.

Label, date and time stamp each diskette.

Faithfully follow the cycle procedure.

## ABOUT POS-2200

**POS-2200** is written in the ANSI standard PL/B programming language. PL/B, formerly known as DATABUS, was developed by Datapoint Corp. in 1972 for their family of multi-user mini-computers. The language was first ported to the PC environment in 1983 and is currently offered by several language vendors for Datapoint, PC, PC/LAN, MS/DOS, WINDOWS, and UNIX systems. **MMCC** uses the PL/B language from **Sunbelt Computer Systems, Inc.** in Tyler, Texas.