

Store version 2

Reference and Help Manual

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InfoTouch Corporation
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On-Line Guide

Reference and Help Manual

Main Menu

Main Menu

Use the Main Menu to launch all of the InfoTouch Store Keeper POS modules:

- [Register](#) - perform sales, refunds, payments, and other transactions
- [Transaction Manager](#) - closeouts, transaction reports, gift certificates
- Inventory - maintain item, serial, and vendor records, reports, adjustments
- [Replenishment](#) - order and receive inventory from vendors manually or automatically. Also create, import, and recall transfers.
- Customers - maintain customer records, reports, accounts receivable
- [Setup](#) - configure the system for your store
- Employees - maintain employee records, compensation, scheduling
- [Time Clock](#) - clock employees or visitors in and out
- [Utility](#) - "housekeeping" functions
- Backup - save your data in case of hardware failure

The Main Menu will show your business name as defined in Setup - General - Business Customization in the title bar. A status bar displays at the bottom of the screen with helpful prompts as well as the register number and the date.

Choose one of the following options:

- Security
- Scheduled Updates
- Training Mode
- Offline Mode
- Licensing and Registration
- Help
- Display Settings



Optional Equipment

The following items can be added to your InfoTouch Store Keeper POS system.

- Touch monitor - any model with Windows drivers. There are various types of touch monitors available. Major manufacturers include EloTouch TouchSystems and MicroTouch. The Register module is optimized for use with a touch monitor. You can also use a mouse or other pointing device. The other modules are optimized for use with a mouse and keyboard. Refer to your touch monitor supplier for installation procedures including calibration and setup options.
- Receipt printer - Star, Epson, and Ithaca Model 50/60, or compatible printers. Both serial and parallel versions are supported although not all functions are available on all models. You may also use a standard laser or inkjet printer attached to your computers LPT1 port.
- Report printer - any standard printer with Windows drivers.
- Cash drawer - a serial or parallel cash drawer compatible with the selected receipt printer. If you use a serial printer for your receipt printer, you must use a serial cash drawer. There will be a cable to connect the cash drawer to the receipt printer. Depending on the printer and cash drawer, the connection may be a telephone jack, 25-pin connector, or a 3-pin connector. Refer to your manuals regarding the setup and connections. If you use a parallel printer for your receipts, you must use a parallel cash drawer. The printer has to be on for the cash drawer to operate. Most parallel cash drawers have a built-in "Y"

parallel cable. This cable has two 25-pin DB25 type connectors (one male and one female) attached. The male 25-pin end connects to the parallel port of your computer. The female 25-pin end connects to the printer cable. The parallel cash drawer has a 120V power cord. Most parallel cash drawers have two sets of DIP switches. These DIP switches are accessible through the opening under the cash drawer. Refer to your manual regarding the switch settings for your cash drawer. The drawer should open on an ASCII 0 (ZERO). Finally, InfoTouch Store Keeper POS support two cash drawers on a single register. To use dual cash drawers, you must either have a printer capable of sending signals to both drawers or a "smart" drawer system. The "smart" drawer system has interfaces built into the cash drawers themselves.

- Bar code scanner - use a model with either a keyboard wedge or OPOS interface
- Magnetic stripe reader - use a model with either a keyboard wedge or OPOS interface
- Customer display - use a model with either a serial, parallel, or OPOS interface

Payment Application Best Practices

Important – Please Read: The rising incidence of cardholder data theft remains a concern for the payment industry. Such compromises negatively impact the cardholder, victimized merchant, Visa Members and goodwill and integrity of the payment industry. This is why Visa USA instituted the Cardholder Information Security Program (CISP). Mandated since June 2001, the program is intended to protect Visa cardholder data- wherever it resides-ensuring that Members, merchants, and service providers maintain the highest information security standard. If a Member, merchant or service provider does not comply with the security requirements or fails to rectify a security issue, Visa will:

- Fine the responsible Visa Member
- Impose restrictions on the merchant or its agent

How can you secure cardholder data properly and avoid these fines? You've already taken the first step by using Point-Of-Sale (POS) software that has been validated with Visa's Payment Application Best Practices (PABP). In fact, this software exceeds those requirements by encrypting all credit card account information using 192-bit code strength. The other steps are dependent on how you have the computer systems set up that are running your POS and any other software that deals with credit card information. Look at the list below. For any items that are relevant to your setup, please follow the associated guidelines.

Use Windows Accounts Properly: Do not use an Administrator account except for installation of software (after installing the POS software, you must run any report once to complete the installation). For everyday usage of the system use a User account with only Read, Modify and Delete privileges. Do not use blank or default passwords for the Administrator account or the User account. Observe the following guidelines regarding passwords:

- Do not use group, shared, or generic accounts and passwords. Assign *strong passwords* to default accounts and then disable them.
- Assign unique usernames and *strong passwords* to all users with access to any PCs or Servers that have access to the POS software or cardholder data.
- Change user passwords at least every 90 days.

- Require a minimum password length of at least seven characters and containing both numeric and alphabetic characters. These are called *strong passwords*.
- Do not allow an individual to submit a new password that is the same as any of the last four passwords he or she has used.
- Limit repeated access attempts by locking out the user ID after not more than six attempts
- Set the lockout duration to thirty minutes or until the administrator enables the user ID.
- If a session has been idle for more than 15 minutes, require the user to re-enter the password to re-activate the terminal.

Keep Your System Software Up to Date: Microsoft releases security updates frequently. If your computer is attached to the Internet in any way then keep it patched to avoid security holes.

Install the Software or Data Only on Supported Operating Systems: You should only run the software on PCs running Windows XP or Windows Embedded POS (WEPOS) or later. If you are running a dedicated data server, you may install the data on a server running Windows 2003 Server or later.

Use a Firewall and Anti-Virus Software: If your computer or computer network is attached to the Internet then use a firewall. Most routers come with a built-in hardware firewall. Configure it to run as securely as possible. Do not configure the firewall to block traffic within the LAN; just between the LAN and the Internet. Also, obtain Anti-Virus software with Internet Worm Protection and keep it updated with the latest virus definitions.

Restrict Access to Credit Card Data: If you back up your data to removable media then keep that removable media in a secure location such as a vault. Keep merchant copies of credit card receipts in a secure location as well if they contain full credit card accounts. All of the reports in the POS software mask the credit card account number. However, if you are using the feature that allows you to store a customer's credit card account number then you must restrict access to the Modify Customers and View Customers functions. Assign *strong passwords* to your employees that have this access, change those passwords regularly and restrict access to the Modify Customers and View Customers functions to only those trusted employees who need it by using System Security, which creates logs you can use to determine who has been accessing or attempting to access this function.

Set Up Logging Through System Security: In order to detect unauthorized access attempts to sensitive data and provide good forensic evidence in the case of a breach, it is necessary for you to restrict access to certain functions and log all attempts to use them. System Security can do both for you when you use the "Plan-Based Security" option to set up Security Plans to set "Record-Level" or "Password-Level" security to these sensitive areas for only those trusted employees who need it. Assign *strong passwords* to your employees that have this access, and change those passwords regularly. Security Plans for all other employees should set access to "Override Required" for these same areas so that they are not granted access. Access to the Setup Module and any System Security settings (including those in the Setup Module), creation, modification or deletion of Employee records in the Employee Module or access to the Security Logs in the Utility Module must be restricted. Attempted access to any function that is not set to "Unrestricted" will cause entries in the Security Logs with full details of the access attempt. These logs are maintained indefinitely until purged by someone with proper access. For all Security Plans, put at least "Record-Level" security on all of the buttons in the Main Menu. This will force

any employee to log in before they can do anything and will record successful access to those buttons as well as unsuccessful login attempts.

Restrict Internet Access: If you are running a web server, FTP server or some other Internet protocol that gives users access to information on your systems, keep those systems physically separate from the computers that have access to credit card data. That is, your POS Network should not be connected to an Internet host. Even on multi-register networks which have no Internet hosting, we strongly recommend that you use a dedicated server to store your data. You can tell the installer to do this by entering *Register 0* as the first PC to install to.

Use of a Wireless LAN: If you have wireless computer connections on your LAN for your POS, you must activate security and use the strongest encryption available for those wireless connections. Set your router and wireless device to use WPA or WPA2 technology for encryption and authentication (never rely on WEP for protection). Use *strong passwords* rather than defaults or blank ones. Change passwords regularly, preferably once every 90 days. Disable SSID broadcasts. If your router supports restricting access of wireless devices to those in a list of authorized MAC addresses, use it according to the manufacturer's instructions.

Use of LogMeIn and PhoneFactor for Remote Support: Those users that are using LogMeIn (www.logmein.com) for remote support must configure it to run securely. Erase any default accounts. Set up an account for remote support and make sure that you use a unique user id and *strong password* for authentication for each person with access. Only run LogMeIn when you have invited a support rep to connect to your system. Configure LogMeIn to Cancel the host mode (cause the software to not accept any connections) after a connection is terminated. Set it up to limit unsuccessful logins to no more than 3 attempts before blocking the remote IP address for 30 minutes. Set it up to use SSL encryption. Enable event logging to track illegal login attempts. Set up the software to allow connections only from specific (known) IP addresses. PCI requires you to use two-factor authentication for remote access. The username and password are the first factor. LogMeIn supports multiple mechanisms for a second factor. One such mechanism is use of a 3rd-party program which integrates with LogMeIn called Phone Factor (www.phonefactor.com/solutions/logmein). You must download the application, set up your Phone Factor account with the phone number your POS Support Representative will give you for authentication and tell LogMeIn to use Phone Factor. When you do this, someone successfully connecting to your system with LogMeIn will trigger a phone call from Phone Factor's servers to your POS Support Representative's phone number to authenticate that they are the ones who initiated the connection. If they didn't initiate the connection then Phone Factor will tell LogMeIn to reject it. If you are using an alternative to LogMeIn for remote support you must still follow the same guidelines to prevent unauthorized access to your system.

Using the Software via Remote Access: If you use software that permits users to access a computer on your network in order to use the software remotely (over the Internet), you can expose all of your data and programs to theft and attacks from people anywhere on the Internet. For that reason, such access must be secured using a two-factor authentication mechanism such as a Virtual Private Network (VPN) with tokens or a certificate.

Use of FTP site for passing data to Tech Support: If you use our FTP site to pass requested files to Tech Support, you must ZIP those files using at least 128-bit encryption. Discuss a *strong password* with our support rep and give it to them over the phone, rather than via email.

Use of a Magnetic Stripe Reader (MSR): MSRs are available through either a keyboard wedge or an OPOS connection. It is preferable to use one that does not route swipes through the keyboard.

Use of 3rd-Party Credit Card Processing Software: In Store Manager, you may choose the option to use 3rd-Party software such as PC-Charge or IC-Verify to handle your credit card processing. In these cases, you purchase this software independently and set up the POS software to interface to it. When purchasing this 3rd-Party software, you must be sure to get a version that is CISP-compliant and use it in a compliant way, according to the manufacturer's instructions.

Resellers: Securely Delete Data Received from Customers for Troubleshooting: The POS software stores credit card information in REF.DB until it is settled for the day. Also, if your customers use the option to store their customers' credit card accounts on file then that is stored in CUS.DB. This information is stored using strong encryption to protect that data. However you should only collect copies of these files from your customers when it is necessary for troubleshooting. You must store these files only in specific locations with limited access and you must securely delete these files immediately after use.

Things This Software Does Not Do: There are many things that are discussed in the PCI standards that are not supported directly by this software. Some of them include:

- PCI 10.1: We do not deliver software or updates via remote access to your networks. Users or resellers must obtain those updates and install them directly.
- PCI 12.1: Except for transmission of electronic payment processing and settlement, which is handled by PCI-compliant 3rd-party interfaces, this software can not transmit data over the internet.
- PCI 12.2b: The software has no ability to send cardholder Primary Account Numbers (PANs) by email.
- PCI 13.1: The software does not support non-console administration.

Payroll Log

Whenever Employees - Compensate Employees - Record Compensation is used, the figures for each employee are recorded as compensation to the employee. These figures are established by Employees - Compensate Employees - Calculate Compensation and Employees - Track Employees. Both the historical compensation records and each employee's year-to-date compensation figures are updated. In addition, the information is captured in an ASCII log file for future review. In particular, this file is used by all external payroll interfaces. The name of the log file is P<MM><YY>.LOG. <MM> is the month at the time of Record Compensation and <YY> is the year.

Field Names and Column Positions (column 1 is the start of the line)

Field Name	Column
Date	1
Employee Name	10
Employee Number	37
Salary	43
Overtime	55
Commission	67

Bonus	79
Sales Contest	91
Premium (Spiff)	103
Draw	115
Posted Flag	127

The Posted Flag initially is set to "N". After successfully transferring information to an external payroll, change the posted column to "Y". This will help avoid multiple transfers.

Picture Filenames

There are a number of places in the [Register](#), [Replenishment](#), and [Time Clock](#) modules that pictures can be displayed, including pictures of inventory items, customers, employees, and vendors. There are no fields in the corresponding records for the name of the picture file. Instead, InfoTouch Store Keeper POS relies on the following rules to see if a picture is available:

- Employees - a file with the name E<employee #>.JPG is needed. For example, for employee number 7, the file that is looked for is E7.JPG.
- Customers - a file with the name C<customer #>.JPG is needed. For example, for customer number ATL3-000005, the file that is looked for is CATL3-000005.JPG.
- Vendors - a file with the name V<vendor #>.JPG is needed. For example, for vendor number 3, the file that is looked for is V3.JPG.
- Inventory items - this is somewhat more complex. In many cases, it is desirable for many items to use the same picture. In an apparel store for example, it is typically not necessary to have a picture for each length and inseam combination for a pair on men's pants. InfoTouch Store Keeper POS will look for several different files. First, it will look for I<item#>.JPG. If this is not found, the software will also look for JPG files that correspond to the inventory description. As an example, let's take an apparel item in a gift store called Apparel T-shirts Louisiana Small with indices of Type, Style, and Size. InfoTouch Store Keeper POS will look for the following picture files (in this order):
 - Apparel T-shirts Louisiana Small.JPG [the item]
 - Apparel T-shirts Louisiana.JPG [for any item with the same department, type, and style]
 - Apparel T-shirts.JPG [for any item with the same department and type]
 - Apparel.JPG [for any item in the department]

Register - Accept tender

Many transactions, such as sales, layaways, and customer payments, require tender to conclude. InfoTouch Store Keeper POS supports the following tender types:

- [Cash](#)
- [Checks](#) - can be verified online or the customer's license can be checked against a bad check file.
- [Customer Charge](#) - the transaction must be [linked to a customer account](#). Various security options are available to control the use of this tender.
- Optional Tenders - all other tender types are optional. You can have up to ten optional tenders as defined in [Setup - General - Optional Tenders](#). The most common are:
 - [Credit Cards/Debit Cards](#) - can be verified online. Debit cards must be verified online.

- [Gift Cards/Certificates](#) - Gift certificates can be issued, reloaded, and redeemed and optionally checked against a gift certificate database. Gift cards are verified online.
- [EBT](#) - SNAP (Food Stamps) can only be applied to special items. EBT Cash can be used with any item. These tenders are typically verified online and use a pinpad, similar to debit cards.
- [Other tenders](#) - including store credit.

Generally, a transaction will conclude and a receipt will print as soon as enough tender is accepted. You can override this by a special [registry/environment setting](#), in which case you conclude transactions by touching **Finish Transaction** (also commonly labeled **Print Receipt**). How much tender is "enough" depends upon the transaction - the total amount due for a sale, the [minimum deposit amount](#) for a layaway, or any amount for a customer payment. You can use several different tenders in a transaction by tendering less than the minimum amount and then selecting a different tender. This is also referred to as a "split sale." You can use, if you want, all 13 possible tender types in a single transaction. If tender has been accepted but the transaction has not been concluded, you can cancel all tenders by touching **Cancel** in the [Function section](#). However, it is not possible to cancel tenders if a debit card has been verified.

If "Force all sales to be linked to a customer" in [Setup - Customers - Miscellaneous](#) is set to "All", then if you touch a tender button and have not selected a customer, you will be prompted to select one unless you have setup a default customer to use in this case. The default customer may be selected automatically or you may be prompted to use the default customer, based on additional setup options. If you do not select a customer or if the default customer is not selected, the tender will be canceled. You must also select a customer prior to tendering a [Return Sale](#) if the option is set to "Return Sales". If "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) is checked, then you cannot accept any tender if there are unconfirmed line items. Use [Confirm Line](#) or [Void Line](#) to continue with accepting tender.

If "Pay past due amount at sale" in [Setup - Customers - Miscellaneous](#) is set to "Prompt" and the sale is linked to a customer with a past due balance (as defined by the "Past due balance period"), then if you touch a tender button, you will be prompted to pay off the past due balance amount. You can override the amount and pay a smaller amount, including none, if desired. The past due amount is added to the tender owed to complete the transaction. If the option is set to "Force", then the past due amount must be paid to complete the transaction.

If "Prompt for tips" in [Setup - General - Miscellaneous 1](#) is not set to "No", then when accept enough tender for a transaction, you will be prompted to see if you wish to add a tip. If you do, you can add an additional amount to the last tender. This will be treated by the system as cash change regardless of your settings for allowing cash change by tender in [Setup - General - Miscellaneous 3](#). If "Print tip receipt" in [Setup - General - Miscellaneous 1](#) is not set to "No", a short receipt will print after the standard receipt indicating the tip amount and the employee that it is intended for.

If you have the optional [Appointment Book](#) add on and the transaction is linked to a customer that has a future appointment, the date and time of the next appointment is shown.

If you have set up any foreign currencies in [Setup - General - Foreign Currencies](#), then you should have a **Foreign Currency** button in your vertical. Touch it to select a type of currency to use. If you select any currency besides "Domestic", then the subtotal, tax, sale discount amount, total, tenders, and balance/change due lines will display the amounts in both the domestic and the selected foreign currency. When you enter tenders or [Sale \\$ Discounts](#), you will enter them as foreign currency. The amount will be converted to the domestic currency. Foreign currency can be tracked, reported, and reconciled if you setup an Optional Tender with the same name. To accept domestic and foreign currency in the same sale, you must have an Optional Tender setup with the Foreign Currency name and you must use the Domestic tender first.

Main Menu - Display Settings

InfoTouch Store Keeper POS runs best at certain display settings. These settings can be changed in your Control Panel - Display function. The Main Menu will warn you if your system does not meet certain minimum requirements:

- Screen area - InfoTouch Store Keeper POS runs best at a resolution of 800 x 600. It is ok to run at a higher resolution if you wish. InfoTouch Store Keeper POS will prompt you to see if you wish to have the Register, Replenishment, and Time Clock modules resized to fit the higher resolutions. It is generally a good idea to do this.
- Colors - InfoTouch Store Keeper POS runs best with at least the High Color (16 bit) setting. More colors makes the buttons look better.
- Smooth edges - InfoTouch Store Keeper POS looks much nicer if you click the option to Smooth edges of screen fonts.

Main Menu - Help

The menu has a Help section with these options:

- InfoTouch Help - complete online system help.
- InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
- Display End User License Agreement - displays the End User License Agreement.
- About InfoTouch - version, vertical, system, and legal information.

Main Menu - Training Mode

InfoTouch Store Keeper POS supports a way for your employees to practice using the system without actually effecting the live data your store relies upon. This is referred to as Training Mode. Training Mode is accessed by clicking the Training menu option.

- If you have never run Training Mode before, the only option available is to Create Training Subdirectory. This function makes duplicates of your major data files for you to practice on. If you have run Training Mode before, the option will read Update Training Subdirectory which is used to keep your training files in synch with your live data.
- Once a training subdirectory has been created, you will have access to a second option under the Training menu - Start Training Mode. Click on this option and enter your password - the assistant manager password or higher is required. The system will then acknowledge this with the message "InfoTouch Store Keeper POS is running in training mode".
- All modules require a password (the higher of assistant manager level or the level you set up in the live system) to be entered in Training Mode. All modules will acknowledge that you are running in Training Mode when you first enter. The Register module will have a banner at the top indicating "Training Mode" while most other modules will indicate this on the status bar.
- You cannot perform credit card or check verification in Training Mode. All receipts printed indicate that they were printed while in Training Mode.
- To exit Training Mode, close down all modules. From the Main Menu, click Training | Exit Training Mode. The message "Training mode ended." will display.

Main Menu - Security

If you use plan-based security, access to the modules is controlled by each employee's security plan. You can either use the Log Employee-Login menu option to log in to the system or you will be automatically prompted to log in by selecting any module. If you do not use plan-based security, you can assign the security levels associated with each module. To set security on any of the modules in InfoTouch Store Keeper POS, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any module's button. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other module's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Main Menu - Scheduled Updates

With the Touch Data Link add-on package, InfoTouch Store Keeper POS can implement timed or scheduled updates to a store's information as determined by a central or headquarters system such as InfoTouch Enterprise Manager. By default, the Main Menu will check once per minute to see if any scheduled updates need to be processed. By clicking File | Scheduled Updates, you can force the system to check for updates at any time.

Main Menu - Offline Mode

InfoTouch Store Keeper POS supports up to 60 registers per store. These registers are linked together using standard Windows networking procedures. The data that Store Keeper POS uses resides on a single machine in what is called the "online folder". If a register is unable to access the machine where the data is stored, the register can operate in Offline Mode. In Offline Mode, the register operates off of a backup copy of the data that is stored on the local hard drive in an "offline folder". A register might operate in Offline Mode for one of two reasons:

- Network or hardware problems prevent access to the online folder.
- It may be desirable to disconnect a register voluntarily to run a "sidewalk sale", or to make sales at an external event, such as a trade show.

In either case, there are major limitations on the functionality of Store Keeper POS when running in Offline Mode. Generally speaking, you are restricted to performing transactions, running reports, and making a limited set of modifications to items, customers, or employees. It is not possible to change the security settings in any module in Offline Mode. The following Main Menu functions are not available in Offline Mode:

- Setup
- Purchase Orders
- Utility
- Backup
- Training Mode

If you are operating in Offline Mode, when the online folder becomes available, e.g., you fix your network problem, Store Keeper POS will detect this and prompt you to exit Offline Mode. You must first close any modules that are running. When you exit Offline Mode, all transactions made when operating offline are automatically sent back to the online folder. Appropriate updates to inventory quantities, customer balances, and other information is handled automatically.

The following options are available under the Offline menu option, if offline operation is enabled:

- Backup Online Folder - Windows prevents the online folder from being copied while any register is running. In order to provide a place where registers can freely copy from, a backup folder is created and updated beneath the online folder. This folder can be automatically updated on a daily basis. Use this function to manually make a backup copy of the online folder.
- Update Offline Folder - Use this function to update the contents of the offline folder from the backup of the online folder. This folder can be automatically updated on a daily basis. Not allowed on register #1 unless the online folder is stored on a dedicated server.
- Start/Exit Offline Mode - if operating online, use this function to start Offline Mode, if allowed by setup options. If operating offline, use this function to exit offline mode and send all transactions made to the online folder.

Main Menu - Licensing and Registration

You must accept the InfoTouch Store Keeper POS End User License Agreement in order to run the software. The agreement is displayed when a system is initialized, upgraded to version 9.10 or later, and whenever registering the software (see below).

You must register the software by entering a Verification Code in order to run InfoTouch Store Keeper POS on each register. The Verification Code is a code supplied by your InfoTouch representative and is based on the computer system hardware the software is running on. You will be prompted to obtain a Verification Code for the first 30 days after the system is initialized or upgraded to version 9.10 or later. You do not have to enter the Verification Code for the first 30 days. After the 30 day grace period ends, you will not be able to run the software until a Verification Code is entered. You will also have to enter a Verification Code in order to run certain optional add-on packages. There is no grace period for optional add-on packages -- you must enter a Verification Code in order to use them.

In order to obtain a Verification Code, select **Yes** when prompted to register your software. If you are registering InfoTouch Store Keeper POS, you **must** accept the End User License Agreement, even if you have previously done so. The Software Registration screen will display with a Machine Key and Verification Code. The latter will initially be blank. Give the Machine Key to your InfoTouch representative. A button is provided to easily copy the Machine Key to the Windows clipboard if you would like to email, fax, or copy the Machine Key to any Windows application. Your InfoTouch representative will provide you with the Verification Code associated with your Machine Key which you can then type into the field provided. Select **OK** to complete the registration process.

If your computer hardware changes, you may need to obtain a replacement Verification Code.

Main Menu

Use the Main Menu to launch all of the InfoTouch Store Keeper POS modules:

- [Register](#) - perform sales, refunds, payments, and other transactions
- [Transaction Manager](#) - closeouts, transaction reports, gift certificates
- Inventory - maintain item, serial, and vendor records, reports, adjustments
- [Replenishment](#) - order and receive inventory from vendors manually or automatically. Also create, import, and recall transfers.
- Customers - maintain customer records, reports, accounts receivable
- [Setup](#) - configure the system for your store
- Employees - maintain employee records, compensation, scheduling
- [Time Clock](#) - clock employees or visitors in and out
- [Utility](#) - "housekeeping" functions
- Backup - save your data in case of hardware failure

The Main Menu will show your business name as defined in Setup - General - Business Customization in the title bar. A status bar displays at the bottom of the screen with helpful prompts as well as the register number and the date.

Choose one of the following options:

- Security
- Scheduled Updates
- Training Mode
- Offline Mode
- Licensing and Registration
- Help
- Display Settings



Customer Module - Accounts Receivable Functions

Customers - Accounts Receivable Functions

Choose from one of the following options:

- [Age Customers](#)
- [Service Charges](#)
- [Modify Receivable Application](#)

Age Customers

Use Age Customers to update balances in customer records. All customer charges are initially in the current period. Balance periods are defined in [Setup - Customers - Balance Periods](#). Age Customers analyzes your customer invoices, payments, and adjustments. The dates are compared with the current date, and balances are distributed to their respective periods. If you change the balance periods, you need to run Age Customers to update the account balances. Customer accounts should be aged before applying service charges.

When you select Age Customers, the following message displays:

Age customer balances as of [present date]?

Click **Yes** to continue, **No** to enter a different date, or **Cancel** to exit without aging. You may stop the ageing process by clicking **Abort**. If you do so, some customer accounts will not be aged.

Service Charges

Use Service Charge to apply service charges to customer accounts. Service charges will analyze Customer Balances and then apply the Service Charge. Service Charges are calculated by the following formula:

$(\text{Sum of not current Balance periods}) \times (\text{Interest Rate}) \times (<\# \text{ of days in first balance period}>/365)$

The interest rate is [set in the customer record](#). It is an annual percentage rate. If the Service Charge percentage in the record is zero, no service charge is applied for the customer. A service charge is not generated if one has already been generated for the current period. You should run the [Age Customers](#) function before you apply service charges.

When you select Service Charges, the following message displays:

Apply service charges as of [present date]?

Click **Yes** to continue, **No** to enter a different date, or **Cancel** to exit without applying service charges. You may stop the process by clicking **Abort**. If you do so, some customer accounts who should receive service charges will not. You can finish up the process by running the function again and customers who were processed in the first round will be skipped since service charges are not generated more than once per balance period.

Modify Receivable Application

Modify Receivable Application allows the application of customer payments, adjustments, and customer charge return sales to invoices. It is only available if "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Invoice or Account".

To modify receivable application:

- [Find a customer](#).

- Using the drop down box, select a transaction number of a payment, adjustment, or return sale to apply. Only transactions with amounts that have not previously been applied will show in the box. The date of the transaction and the amount unapplied will display.
- Using the drop down box, select an invoice number to apply the previously selected transaction to. Invoices that have been completely paid off are not available unless a negative adjustment is selected as the transaction. Normally, adjustments are used as credits towards an invoice. However, it is possible to enter a negative adjustment, which acts as a debit. These debits can be applied to paid off invoices to give them a balance again. This is primarily done to correct mistakes, such as when a payment is applied to the wrong invoice. After selecting the invoice, the remaining balance on the invoice, the invoice date, and original balance display.
- Enter the amount to apply to the invoice. The system will default to the remaining balance on the invoice or the amount unapplied from the transaction, whichever is smaller. Click **Apply**. If the amount applied does not use up the transaction balance, the transaction is left displayed so that it can be applied to another invoice. Otherwise, you can select a different transaction to apply to other invoices.

Customers - Menu

The Customer module has a standard Windows menu below the title bar. Some of the options may be grayed out, which means that they are disabled. The menu includes:

- File
 - Save and Close - saves what is currently being edited and returns to the main screen.
 - Reset and Close - discards changes to what is currently being edited and returns to the main screen.
 - Close All - closes all editing sessions and returns to the main screen.
 - Security - set security on main screen functions.
 - Exit - close Transaction Manager module.
- Edit
 - Undo - discard most recent change.
 - Cut - copy and delete highlighted text to the Windows clipboard.
 - Copy - copy highlighted text to the Windows clipboard.
 - Paste - paste text from the Windows clipboard.
 - Find - find a customer record for maintenance or reports.
- View
 - Show toolbar - if checked, the toolbar is displayed when available.
 - Show status bar - if checked, the status bar at the bottom of the screen is displayed when available.
- Actions - a complete list of all function on the Customer main screen.
- Reports - a complete list of all of the Customer reports.
- Window
 - Tile Reports - used to display multiple reports at the same time.
 - Horizontally
 - Vertically
 - Cascade
 - Window List - a list of currently open windows. Select any window in the list to make it visible.
- Help
 - Customer Help - help on this module.
 - InfoTouch Help - complete online system help.
 - InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
 - About InfoTouch - version, vertical, system, and legal information.

Customer Module

The InfoTouch Store Keeper POS Customer Module is used to maintain and report on customer records. It is also used for accounts receivable functions and to maintain a bad check database. The user interface is designed for a mouse and keyboard.

The Customer module has the following functions:

- View Customers - find records without the capability of making changes.
- Modify Customers - find records and make changes.
- Create Customers - make new customer records.
- Delete Customers - find records and remove from the system.
- Report Customers - select from 17 available reports.
- Accounts Receivable Functions - Age customers, apply service charges, and apply payments and adjustments to invoices.
- Bad Check Maintenance - maintain a list of customers that have problems with payment by check.

You can configure the Customer module to require a password for any of these functions.

The Customer module has a menu and toolbar.

Delete Customers is not available if you use InfoTouch Enterprise Manager. This function must be performed at headquarters.

Create Customers, Delete Customers, and Accounts Receivable Functions are not available in Offline Mode.



Customer Main Screen

Customer Module - Create Customers

Customers - Create Customers

Use Create Customers to add new customers to your system. There is no practical limit to the number of customers you can create.

To create a customer record:

- Enter the top fields (key fields):
 - Name - enter last/business name for all customers. Enter a first name for individual customers. The total number of characters in the last/business and first name can be no more than 25. Customer names do not have to be unique - for example, you can have several customers named John Smith.
 - Number - a unique number is required for all customers. Depending upon your selection during [Initialization - Database Parameters](#) (which you see in [Utility - Information](#)), your customer numbers will either be:
 - Automatic - InfoTouch Store Keeper POS assigns numbers for you. Automatic numbers are numeric, with a maximum of 10 characters. InfoTouch Store Keeper POS automatically assigns the next available number in ascending sequence as you enter new customers. You can override the automatic number and assign any number, ten digits or less, that has not been assigned already.
 - Manual - the customer number is between 5 and 21 alphanumeric characters. If "Suggest Customer Numbers" in [Setup - General - Miscellaneous 2](#) is checked, then InfoTouch Store Keeper POS will assign a number based on the store's "Branch ID" field in [Setup - General - Business Customization](#) and the next available sequential number. This is ideal for retail chains with multiple stores since it allows a customer record created at one store to be valid for all of the other stores. For example, if the "Branch ID" field is set to NYC5, the first two customer numbers assigned will be NYC5-000001 and NYC5-000002. You can override the number assigned.
 - Telephone - optional.
- [Examine and change the fields in the record](#)

Customer Module - Customer Record Fields

Customers - Customer Record Fields

The customer record has a large number of fields that are accessed through a tabbed dialog box with the following tabs:

- [Address](#)
- [Account](#)
- [Special Pricing](#)
- [Taxes](#)
- [Categories](#)
- [Notes](#)
- [Other](#)
- [Picture](#)

When you are finished making changes, you can save or discard them using the [control buttons](#) below the bottom right hand corner of the tabbed dialog box.

Address

- **Bill To Address** - Enter the customer's bill to address. Two lines of 30 characters are available for the street address, suite, and/or box number. If "Make Customer Address fields required fields" in [Setup - Customers - Miscellaneous](#) is checked, then you must enter something in this field.
 - **Bill To City, State, Zip** - Enter the customer's bill to city, state (two characters), and zip code. Zip Code will accommodate ZIP +4. If "Make Customer Address fields required fields" in [Setup - Customers - Miscellaneous](#) is checked, then you must enter something in each of these fields.
 - **Ship To Address** - Enter the customer's ship to address. Two lines of 30 characters are available for the street address, suite, and/or box number.
 - **Ship To City, State, Zip** - Enter the customer's ship to city, state (two characters), and zip code. Zip Code will accommodate ZIP +4.
 - **Fax** - Enter the customer's fax number.
 - **Mobile** - Enter the customer's mobile phone number.
 - **E-mail** - Enter the customer's e-mail address.
-

Account

- **Credit Limit** - Enter the customer's Credit Limit in dollars. A warning message displays in the Register module if a transaction exceeds the available credit, which is the credit limit entered here minus their outstanding balance. There are security options available for this feature. These are explained in [Setup - Customers - Miscellaneous](#).
 - **PO Required** - If checked, the system will prompt for a PO number in the Register Module when the customer charge tender is used. The PO number is saved and can be printed on invoices and on [Customer Statements](#).
-

- **Linked Account:** - If checked, you enter the customer number to which [charges](#) and [payments](#) on account are posted. The customer number entered cannot be linked to another account. Sales history is still tracked to this customer account.
 - **Sales Rep.:** - The Sales Rep. field is blank by default. An employee number can be entered in the field. This employee will get commission credit for all sales linked to the customer.
 - **Check Processing:** - This field is only available when the "Check Verification" field is checked in [Setup - General - Optional Tenders](#). The selections here will override the setting in [Setup - General - Optional Tenders](#). The choices are:
 - **Default:** - Use the Check Transaction defined in [Setup - General - Optional Tenders](#).
 - **Driver's License:** - Use the Driver's License transaction type. This requires entering the Driver's License number and State Code. The license number is entered automatically from the customer record.
 - **MICR:** - Use the MICR (Magnetic Ink Character Reader) transaction type. This requires entering the ABA Bank Number and the Checking Account number.
 - **Other:** - Use another transaction type.
 - **Never:** - Do not verify checks from this customer. This allows the check to be accepted with no verification performed.
 - **Totals and Balances:** - These fields cannot be changed and are updated by the system when a transaction is charged on account or when [customer accounts are aged](#). They include Total Balance, Current Balance, and amounts for the three Balance Periods defined in [Setup - Customers - Balance Periods](#).
 - If the Loyalty Points Program function is enabled in [Setup - General - Miscellaneous 7](#), the following fields, which are updated by the system, display:
 - Total Points Earned
 - Total Points Redeemed
 - **The Total Sales (dollars spent by customer) and Total Cost (cost of goods sold to the customer) figures** are updated automatically by the Register Module.
 - **Discount Class:** - Select the Discount Classes for this customer from the drop down box. Discount classes are defined in [Setup - Customers - Discount Classes](#). The Register Module will apply the discount associated with the selected category automatically when a sale is linked to the customer account.
 - **Service Charge:** - Enter the interest rate charged on a customer's outstanding past due balance as a whole number (0.00). Be sure to use a percentage and not a fraction. The system calculates [service charges](#) as an annual percentage rate.
 - **Price Level:** - Select the Price Level for this customer from the drop down box. The first Price Level is always "Retail". Price Levels are defined in [Setup - General - Price Levels](#). The Register Module will use this Price Level when a transaction is linked to this customer.
 - **Special Pricing:** - If checked, a new tab, [Special Pricing](#), will be available. This option allows you to set up prices for specific inventory items to the customer. Note that this field cannot be changed if you use InfoTouch Enterprise Manager. It must be set at headquarters.
-

Special Pricing

This tab is only available if the Special Pricing box is checked in the [Account](#) tab. You may enter up to 160 items and prices for each customer. The customer will always get the indicated prices for the items specified. Note that this feature overrides the Price Level and Quantity Price breaks in the Inventory record. The following functions are available:

- **Add Item** - enter the item number and price and click **Save**.
 - **Modify Item** - select any item in the list and click this button to modify either the item number or price.
 - **Remove Item** - select any item in the list and click this button to remove it from the list.
 - **Clear All** - deletes all items in the list.
-

Taxes

When a sale is linked to a customer, the settings in this tab are used to override standard tax calculations.

- Select how to override taxes:
 - Allow Only - allow only the checked Tax Categories to be applied to a sale.
 - Change To - change any tax assigned to items in a sale to the Tax Categories checked on this screen. However, tax exempt items are not effected.
- Check the Tax Categories you want to be on for the customer and uncheck the categories that you want to turn off.

The default for new customers is Allow Only with all categories turned on. This is also the default setting for sales that are not linked to customers - i.e., by default a customer gets no special tax treatment. To make a customer tax exempt:

- Uncheck all the tax categories. It does not matter whether the customer is set to Allow Only or Change To.
 - It is a very good idea to enter a tax exempt number in the Tax Exempt field in the [General](#) tab.
-

Categories

This tab contains the list of Customer Categories defined in [Setup - Customers - Categories](#). Use this screen to turn categories "on" for a customer, that is, to link the category to the customer. A category that is checked is "on", not checked is "off".

Categories are used when you [generate your reports](#) to include customers with particular categories assigned them.

Notes

Enter free form text about your customers. You have between one and four different types of notes as defined in [Setup - Customers - Notes Fields](#). Use the option buttons to select the type of Notes you wish to enter. Each type allows entry of approximately 1000 characters. Notes will be displayed in the Register when a sale is linked to a customer if "Display history when sale is linked to customer" in [Setup - Customers - Miscellaneous](#) is set to "Yes" or "Prompt". Notes can also be included in the Work Ticket report in the Transaction Manager.

Other

- Descriptions fields - Enter customer descriptions. Three separate lines are available. Each line can be up to 21 alphanumeric characters including spaces. The names of these fields will default to Description 1, Description 2, and Description 3 but can be changed using [Setup - Customers - Description](#)
-

Names. Use the descriptions fields to describe specific aspects of your customer. All [customer reports](#) can be sorted by any of the customer description fields.

- **Birth Date** - Enter the customer's birth date. All [customer reports](#) can be sorted by the Birth Date field.
- **Credit Card** - Select if you wish to keep a customer credit card number on file. If you do, then select the type of credit card.
 - **Card Number** - Enter the customer credit card number. The number will only display while editing the field.
 - **Expiration Date** - Enter the month and year of the credit card expiration date.
- **Key Contact** - Enter the name of the primary contact if the customer record is for a company.
- **License No.** - Enter the driver's license number (optional). There are 21 characters available in this space. This field is used by the system if the sale is linked to a customer and "Perform Bad Check search on Check Sales" in [Setup - Customers - Miscellaneous](#) is checked or if the "Check Verification" field is checked in [Setup - General - Optional Tenders](#).
- **Tax Exempt** - Enter the customer's tax exempt number if applicable.
- **Message** - Enter up to 42 characters for this field. The message entered here displays in the Register module when a customer is linked to a transaction.
- **Disable Account** - if checked, transactions cannot be linked to this customer in the Register module.

Picture

Use this tab to set or clear the picture of the customer. The picture is displayed in the Register module whenever [a transaction is linked to the customer](#). This can be a useful means of verifying the customer's identity. Customer pictures must be in Joint Photographic Experts Group (JPEG) format.

Control Buttons

Some combination of the following control buttons will display below the right hand side of the tabbed dialog with the customer record fields. Which buttons will display depends upon the record maintenance function ([View](#), [Modify](#), [Create](#), or [Delete](#)) and whether you have made any changes to a record.

- **Close** - exit the record maintenance function.
- **Reset** ([Modify](#) and [Create](#) only) - if you have made any changes to the record and have not saved them, this button will display allowing you to discard your changes.
- **Save <Alt-S>** ([Modify](#) and [Create](#) only) - if you have made any changes to the record, this button or the Alt-S key will save the changes.
- **Delete** ([Delete](#) only) - delete the record.
- **Top Fields** ([Modify](#) and [Create](#) only) - allows you to change the customer's name, number, and telephone number. These fields cannot otherwise be accessed to prevent accidental changes to the major keys in the customer record. Note that the customer number cannot be changed if you use InfoTouch Enterprise Manager.
- **Finish** ([Modify](#) and [Create](#) only) - used to accept the changes made after using **Top Fields**.

Customers - Delete Customers

Use Delete Customers only when you want to permanently delete a customer from your records. You cannot delete a customer with a balance, outstanding layaways, quotes, or CWO's. If the account balance is not zero, make an **Account Adjustment** for the balance due. If the customer has a layaway, quote, or CWO, you must clear them before you can delete the customer record.

To delete a customer record:

- Find the record
- Click **Delete**

Customer Module - Finding Customer Records

Customers - Finding Customer Records

- Lookup by name, number, or telephone - when you first select a customer record maintenance function, you can find a record by:
 - Click on the name, number, or telephone field. Enter all or part of the key and press the **Tab** key.
 - If only one customer matches your entry, the record is selected.
 - If more than one record matches, the key information for all of the matching records displays in a drop down list. Select the desired record.
 - If no records match, an error message is displayed.
 - Once you have selected a record, you can find another record using this method by selecting the **Find** button on the [toolbar](#).
- Navigate between records - once a record has been selected, you can move to other records by selecting:
 - **⏪** - go to the first record in the current sort order.
 - **⏴** - go to the previous record in the current sort order.
 - **⏵** - go to the next record in the current sort order.
 - **⏩** - go to the last record in the current sort order.
 - **🔍** - go directly to [Create Customers](#).
 - Sort order - the sort order is initially defined by whatever field you used in the lookup step (above) to find the record. The sort order can be changed at any time by selecting the **Name**, **Number**, or **Phone** buttons on the [toolbar](#). The value of the sort order field for the record being displayed is shown on the navigation bar.

A smaller, but otherwise identical version of this screen allows you to find customer records for [report preferences](#), and the [Modify Receivable Application](#) and Bad Check Maintenance functions. Once you have found the desired record, click **Select**.

Customers - Modify Customers

Modify Customers allows you to look at and change the fields in customer records. If you do not need to change the fields in a record, use View Customers.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record at the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has a customer record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Customers allows any user to look at a record without locking that record to other users. Modify Customers invokes record locking.

To modify a customer record:

- Find the record
- Examine and change the fields in the record

Customer Module - Report Customers

Customers - Report Customers

The Customer module provides a wealth of reporting options to analyze your customers sales history, generate mailing and barcode labels, etc. Find out more about [common procedures for running reports](#) or select one of the following reports:

- [Contact List](#)
- [Mailing Labels](#)
- [Balances](#)
- [Master List](#)
- [Statements](#)
- [Layaways](#)

- [Serial Numbers](#)
- [Sales History](#)
- [Payments/Adjustments](#)

- [Rank by Sales](#)
- [Notes](#)
- [Bad Checks](#)

- [New Customers](#)
- [Past Due Mailing Labels](#)
- [Special Pricing](#)

- [Monthly Sales](#)
- [Barcode Labels](#)
- [Credit Cards](#)

- [Email Campaign](#)

Common procedures for running reports

- Select a report from either the Report Customers list or the Reports menu item (between Action and Window). Note: You must have at least one Windows printer defined to access any report.
- Enter the preferences for the report. The preference are presented as a tabbed dialog and vary by the report selected. The **Next** and **Back** buttons provide an additional mechanism to move between the tabs in the dialog. You may also check the box entitled "List Preferences on Last Page." The following preferences are common to all customer reports except for the [Bad Checks](#) report:
 - Order/Filter tab
 - Order report by - select from Name, Number, Telephone, Birth Date, or one of the Description fields. Customers in reports are listed in the order of the value of the selected field.
 - From - start of the range of customers to report on, based on the Order report by selection above. If left blank, the report will start at the first customer.
 - To - end of the range of customers to report on, based on the Order report by selection above. If left blank, the report will end at the last customer.
 - Categories tab - the category report filter uses "or" logic. This means that if you have two categories turned on for the report search, any customer that matches either one or both of the two categories will appear in the report. Customers with neither category will be skipped. Turn the categories "on" for customers you want to include in the report. The default is all categories "on".

In this special case, all Customers will be reported, whether any categories are on in the record or not.

- The **Advanced** button allows you to select some special options when viewing the report as well as an alternate report to disk style when exporting the report to disk. By default, the export format will be what is specified in [Setup - General - Miscellaneous 2](#).
- Select a destination for the report:
 - Preview to screen - view the report with the ability to navigate between pages, scroll and zoom the display, and print the report.
 - Print - send to any Windows printer.
 - Export to Disk - send to a file for use by other software packages
- Select **Finish** to generate the report.

Contact List

For each selected customer, the report prints:

- Customer Name
- Customer Number
- Contact Name
- Telephone Number
- Mobile Phone
- Fax

Mailing Labels

This report produces mailing labels for your customers. It has two additional preferences tabs:

- Dates/Items - optionally filter customers by their sales history. You can either:
 - Include customers who BOUGHT items in the specified range.
 - Include customers who DID NOT buy items in the specified range.
 - Do not filter by Sales History
 - If you did not choose "Do not filter by Sales History", additional filters include:
 - From/To Invoice Date range - used to select customers who did/did not buy something at the store.
 - From/To Item Number range - used to select customers who did/did not buy a specific range of inventory at the store.
 - Use Ship To Address - if checked, the Ship To address is used instead of the Bill To. However, if the Ship To address is blank, the Bill To address will print.
- Labels - InfoTouch Store Keeper POS supports a range of Avery® and compatible labels. Select:
 - Type of label
 - Show Page Margins - displays the page margins to be used. If you click on **Modify Margins**, you can change and **Save** the margins used. Saved modifications are remembered the next time a label report is run.
 - Compressed print - check to print labels with a smaller font size.

For each selected customer, the report prints:

- If not blank, the key contact. "ATTN:" will precede the contact name.

- Customer Name
- Street Address
- City
- State
- Zip Code

Balances

This report shows the outstanding accounts receivable balance, by aging period, for your customers. It has an additional preference tab:

- Aging - you can select whether to age account balances "on the fly" or use the values in the customer record. If you select to age "on the fly", the values in the customer record are not updated.
- Show store credit balance - only available if [Customer Store Credit Certificates](#) is enabled.

For each selected customer with a non-zero balance, the report prints:

- Customer Number
- Customer Name
- Total balance due
- Amount due for each period
- Store credit balance if selected

The totals for each period are shown at the end of the report. The percentage of the total that each balance period represents is shown.

Master List

For each selected customer, the report prints:

- Customer Name
- Address (Bill to)
- Contact Name
- Telephone
- Fax number
- License Number
- Customer Number
- Customer Descriptions
- E-mail Address
- Customer Message
- Birth Date
- Tax Exempt ID
- Credit Limit
- Total Cost & Sales
- Customer Balance for all balance periods

Statements

InfoTouch Store

This report prints a statement, based on accounts receivable activities, for customers with a balance or who paid off their balance in the current period. It has an additional preference tab:

- Date/Message/Detail:
 - Date - select the effective date for the report (defaults to today)
 - Format - select Transaction detail, Line item detail, or Summary
 - Customer address on right side - if checked, the customer address will appear on the right side and the business address on the left side.
 - Message - an optional message to print at the bottom of each statement. The message is saved for the next time you run the report.

For each selected customer with a balance or who paid off their balance in the current period, the report prints:

- Effective Date
- Customer Name
- Customer Address
- Your Store Name
- Your Store Address
- Customer Number
- Balance Forward - if "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Account Only", a summary of the net effect of all charges, charged return sales, payments, adjustments, and service charges before the current period is printed.
- If the Line item or Transaction detail format was selected, a line will print for each active charge, charged return sale, payment, adjustment, and service charge. If "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Account Only", an active transaction is one in the current balance period. If set to "Invoice or Account", an active transaction is one with a balance or whose balance was eliminated in the current balance period. For each active transaction:
 - Reference Number
 - Date
 - Description
 - Debits
 - Credits
 - Balance
 - If Line item detail format was selected, the report prints the tax collected and for each line item:
 - Description
 - Quantity
 - Extended Price
 - Extended Discount
 - Extended Amount
- Totals by balance period
- Amount due
- Message [optional]

Layaways

This report shows the status of all open layaways, by customer. It has an additional preference tab:

- Date/Message - select the effective date for the report (defaults to today) and an optional message to print at the bottom of each statement. The message is saved for the next time you run the report.
- Customer address on right side - if checked, the customer address will appear on the right side and the business address on the left side.

For each selected customer with an open layaway, the report prints:

- Effective Date
- Customer Name
- Customer Address
- Your Store Name
- Your Store Address
- Customer Number
- For each open layaway:
 - Reference Number
 - Date
 - Amount
 - Credits
 - Balance
 - Amount Due - based on [Setup - Customers - Layaways](#) at the time the layaway was made.
- Total Amount Due
- Message [optional]

Serial Numbers

This report shows serial records sold or rented by customer. It has an additional preference tab if your vertical has any rental departments:

- Cut-off - select all serials or overdue rental items. If the latter is selected, you select the cut-off date for overdue rentals.

For each selected customer who has bought a serialized item or has an overdue rental item, the report prints:

- Customer Name
- Customer Number
- Telephone
- For each serial record:
 - Item Description
 - Serial Number
 - Date Due - rental items only.
 - Late Fee - rental items only.

Sales History

This report shows what customers have purchased. It has an additional preference tab:

InfoTouch Store

- Dates/Items:
 - Invoice Date range - select dates to report on. The default is year-to-date.
 - Item Number range - use to filter the sales history. Only items in the item number range are shown. The default is to leave the range blank and report on all items.
 - Departments - select "All" or a specific department. If a specific department is selected, only items in the department are shown. The default department range is "All".
 - Format - select Line item detail or summary report
 - Only Sales of Items which use Loyalty Points - only visible if the Loyalty Points Program is enabled in [Setup - General - Miscellaneous 7](#). If checked, then only line items that resulted in the accumulation or redemption of loyalty points will display.
 - Late Fees Only - if your vertical has rental departments, this check box will display. If checked, only late fees will print.

For each selected customer with sales in the date and item number range, the report prints:

- Customer Name
- Customer Number
- Telephone
- Email Address
- For each sale, if you selected the Line item detail format:
 - Invoice Number
 - Invoice Date
 - Description
 - Quantity
 - Price
 - Discount
 - Amount
 - If the Loyalty Points options is selected, the points earned and redeemed print.
- Totals:
 - Quantity
 - Price
 - Discount
 - Amount
 - If the Loyalty Points options is selected, the total points earned and redeemed print.

A Grand Total line is also printed, using the same format as the Totals line. If the Loyalty Points options is selected, the grand total of points earned and redeemed print.

Payments/Adjustments

This report shows payments and adjustments to customer accounts. It has an additional preference tab:

- Dates - select a date range to report on. The default is year-to-date.

For each selected customer with a payment or adjustment in the date range, the report prints:

- Customer Name
- Customer Number

- Telephone
- For each payment or adjustment:
 - Invoice Number\
 - Type - payment or adjustment
 - Date
 - Amount
 - Check Number - for payments only, if paid for by check and [check numbers are recorded](#), then the check number will display.
 - If "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Invoice or Account", the [application history](#), is printed. This includes the above information for each of the invoices the payment or adjustment was applied to. The balance remaining on the payment or adjustment is also printed.

A total of the amounts of the payments and adjustments for each customer as well as a grand total is printed. If "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Invoice or Account", the total balance of the payments and adjustments is printed, as well as a grand total balance.

Rank by Sales

This report ranks your customers by the sales they have made. It has an additional preference tab:

- Ranking Basis:
 - Date range - select a date range to report on. The default is year-to-date.
 - Number/Percentage of Customers to select - enter a number and select either the percent or absolute number option. Use 100% to report on all customers except those with no sales in the date range.
 - Basis for calculation [Dollar Volume, Unit Volume, Dollar Profit, Percent Profit] - select which field you would like to use to rank the customers selected.

For each selected customer with sales in the date range, the report prints:

- Customer Name
- Customer Number
- Ranking Basis

A total line shows the total of all the ranking bases, unless the basis was Percent Profit. In this case, an average of the customers profitability will be printed.

Notes

This report shows customer notes fields. It has an additional preference tab:

- Notes - select all types or a specific type of notes. Notes types are defined in [Setup - Customers - Notes](#).

For each selected customer with something in one of the selected customer notes fields , the report prints

- Customer Name
- Customer Number
- Telephone
- Notes

Bad Checks

This report shows license numbers in the bad check file. It does not use the standard preference tabs but has one of its own:

- Filter - select a range of license numbers.

For each license number in the range , the report prints:

- License number
- Date entered
- Customer Number, if linked to a customer
- Name, if linked to a customer

New Customers

This report shows when customer records were created. It has an additional preference tab:

- Date - select a date range for when the customers were created. The default is year-to-date.

For each selected customer created in the date range, the report prints:

- Date created
- Customer Name
- Customer Number
- Telephone

Past Due Mailing Labels

This report allows mailing labels to be generated for customers who have a past due balance. An additional preference tab allows you to define what "past due" means and another to select the label format:

- Balance:
 - Enter a Minimum Account Balance and Balance Period. The total of the selected balance period and all later ones are added and compared to the minimum account balance.
 - Aging - you can select whether to age account balances "on the fly" or use the values in the customer record. If you select to age "on the fly", the values in the customer record are not updated.
- Labels - define label format. Identical to the [Mailing Labels](#) report.

For each selected customer with a past due balance, the report will print a mailing label in the same format as the [Mailing Labels](#) report.

Special Pricing

For each selected customer with the [Special Pricing flag](#) checked, the report prints:

- Customer Name
- Customer Number
- Telephone
- For each item the customer has special pricing for, the following information prints:
 - Item Description
 - Item Number
 - Price

Monthly Sales

For each selected customer who has had any sales in the store since the start of the previous year, the following fields are shown:

- Customer Name
- Customer Number
- Month-to-date sales
- Sales for each of the five preceding months
- Year-to-date sales
- Sales for all of last year

Barcode Labels

This report produces barcode labels for your customers. These labels, which are printed using the Code 39 symbology, may then be scanned to select a customer in the Register module. It has an additional preferences tab:

- Labels:
 - Barcodes - if you have defined a dedicated barcode label printer in [Setup - General - Miscellaneous 5](#), then you have an option to select the barcode printer or your report printer. Otherwise, the report printer is assumed. This gives you additional options:
 - Barcode label - check to make the customer number print as a Code 39 barcode.
 - Style [Narrow, Medium, Wide, High Density Narrow, High Density Medium, High Density Wide] - select the printing style of the barcode.
 - Size - select the font size for the barcode label.
 - Define label format - identical to the [Mailing Labels](#) report.

For each selected customer, the report prints:

- Customer Number as a barcode
- Customer Number
- Customer Name

Credit Cards

This report produces information about customers with credit card numbers on file. It has an additional preferences tab:

- Dates - optionally filter customers by the expiration date of the card. You can either:
 - Include all credit cards.
 - Select expiration date range.
 - From/To Expiration Date range

For each selected customer, the report prints:

- Customer Name
- Customer Number
- Card Type
- Card Number - only the last 4 digits are shown.
- Expiration Date

Email Campaign

Use this "report" to send emails to your customers, based optionally on their buying habits and address. It has two additional preferences tabs:

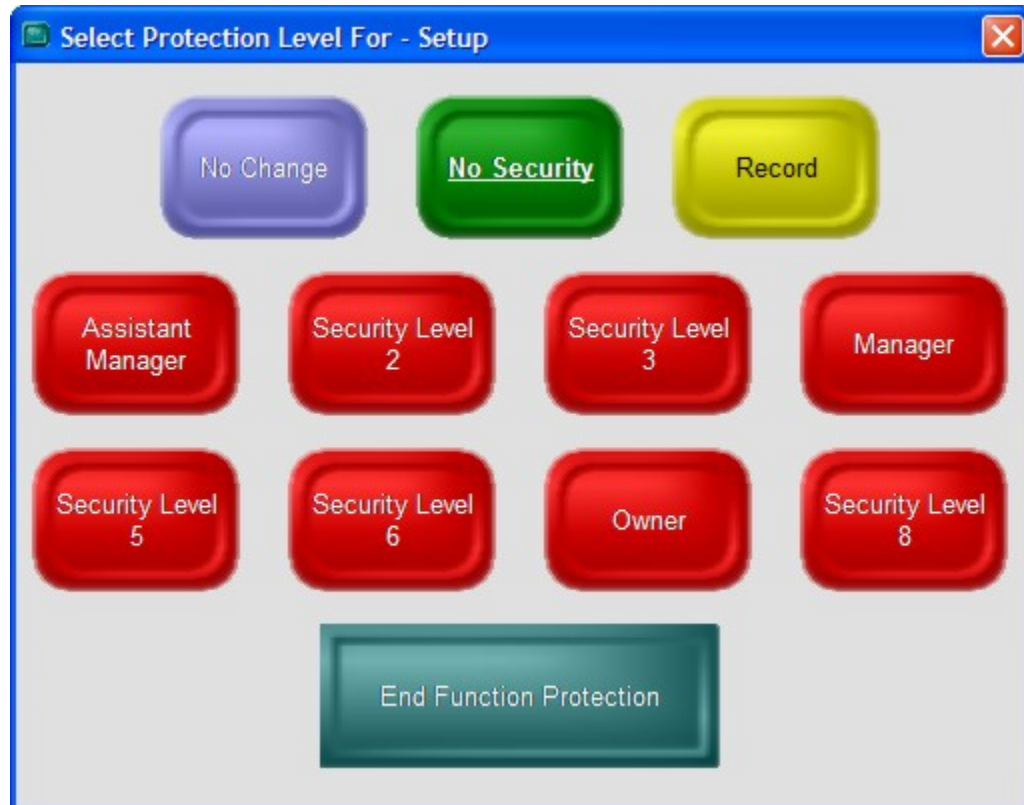
- Dates/Items - optionally filter customers by their sales history. You can either:
 - Include customers who BOUGHT items in the specified range.
 - Include customers who DID NOT buy items in the specified range.
 - Do not filter by Sales History
 - If you did not choose "Do not filter by Sales History", additional filters include:
 - From/To Invoice Date range - used to select customers who did/did not buy something at the store.
 - From/To Item Number range - used to select customers who did/did not buy a specific range of inventory at the store.
- Address Range - Select:
 - All addresses.
 - By City and State - only customers in the city and state entered will receive an email.
 - By Zip Code Range - enter a from/to zip code range. Only customers in the range will receive an email.

Once you have entered your preferences and selected **Finish**, you will be presented with a list of those customers that meet your preferences and who have email addresses entered in the customer record. You can select customers in the list and select **Delete** to remove them from the list. Select **Continue**. The Email Campaign works best with Microsoft® Outlook Express. You may receive various security warnings and prompts based on the email package you are using. An email will then be created, addressed to the "To Account" you setup in [Setup - Customers - Email Campaign](#). The email will be blind-copied to all of the customers in your selected list. It will appear to each customer as if the email was sent just to them. You then use the tools of your email package to compose your message, including attachments, pictures, etc., and then send it.

Customers - Security

If you use plan-based security, access to the module's functions is controlled by each employee's security plan. If you do not use plan-based security, you can assign the security levels associated with each function. To set security on any of the functions on the Customer main screen, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any function's button. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other function's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Customers - Toolbar

The Customer module has a standard Windows toolbar below the menu. Some of the options may not be visible, which means that they are disabled. The toolbar includes:

- Menu - returns you to the main screen.
- Undo - discard most recent change.
- Cut - copy and delete highlighted text to the Windows clipboard.
- Copy - copy highlighted text to the Windows clipboard.
- Paste - paste text from the Windows clipboard.
- Find - find a customer record for maintenance or reports.
- Name - switch the sort order to the customer name field.
- Number - switch the sort order to the customer number field.
- Phone - switch the sort order to the customer telephone field.
- Preview - send report to screen.
- Print - send report to printer.
- Export - send report to disk file.

Customers - View Customers

View Customers allows you to look at customer records. You cannot modify or delete any information in the Customer Record when using View Customers.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has a customer record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Customers allows any user to look at a record without locking that record to other users. Modify Customers invokes record locking.

To view a customer record:

- Find the record
- Examine the fields in the record

Accounts Payable Log

Whenever a Purchase Order is received, returned, or a receive or return is canceled, an entry is made into two accounts payable log files. These ASCII log files are used to interface to external accounts payable systems. There is a summary log file, A<MM><YY>.LOG, as well as a detail log file, D<MM><YY>.LOG. <MM> is the month at the time of event and <YY> is the year.

Field Names and Column Positions (column 1 is the start of the line)

Summary file (for each PO):

Field Name	Column
Date	1
Vendor Name	10
Vendor Number	51
PO Number	62
Subtotal (no discounts)	73
Discounts	84
Tax	95
Total	106
Status	117
Posted Flag	133
Freight	135
Reference Number	146

Detail file (for each line in each PO):

Field Name	Column
Date	1
Vendor Name	10
Vendor Number	51
PO Number	62
Item Number	73
Quantity	83
Amount	98
Posted Flag	117

The Posted Flag initially is set to "N". After successfully transferring information to an external payroll, change the posted column to "Y". This will help avoid multiple transfers.

Appointment Book

Appointment Book - Overview

Appointment Book is an optional add on package that allows you to schedule selected employees to perform services for your customers. Appointment Book seamlessly integrates with a number of InfoTouch Store Keeper POS modules. The Appointment Book requires that Link Employees to Transaction Lines in [Setup-General-Miscellaneous 4](#) be set to "Yes" or "Force". Only those employees with the [Appointment Book option](#) checked in the Employee module can be scheduled. Only those items or services that you designate in the [Special Features tab](#) of the item record in the Inventory module are selectable for use with the Appointment Book. The length of time to allot for each item is also indicated in the item record. A calendar allows you to select any date for scheduling. You are presented with a colorful view of the appointments for that day. Each appointment has a status which you set and is displayed in a different color:

- Standard - a normal appointment.
- Confirmed - the customer has called in to confirm the appointment.
- Cancelled - the customer has notified you that he or she will not be coming in.
- Arrived - the customer has entered your location.
- Paid - the customer has completed the services scheduled and has paid for them. The system automatically updates appointments after they have been tendered.
- No Show - the customer was scheduled to come in, did not call to cancel, and never showed up. The system automatically sets this status on appointments that were not set to Cancelled, Arrived, or Paid as part of the daily closeout process.

Each appointment also has a type field that you select. Each type has an optional abbreviation that is displayed next to the customer name in the Appointment Book. The default choices, which can be changed in the [Transaction Manager](#), are:

- Repeat customer
- New customer
- Call to confirm
- Consultation
- Other

The Transaction Manager module has an [Appointments report](#) that allows you to report on these events. You can filter appointments by any combination of the status and type. For example, you can run a report in the morning of all "Standard" status appointments with a type of "Call to confirm" to get a list of those customers who need to be called. The report has versions designed to hand to each scheduled employee on a separate page - a work ticket. Work tickets for the next day can be [automatically printed](#) at each daily closeout. A value of future appointments over a date range is easily obtained. The [Delete Suspended Transactions](#) function of the Transaction Manager allows you to delete old appointment records over a date range.

The Appointment Book displays a column for each selected employee. If an employee is assigned to a [shift plan](#), the hours that the employee is scheduled for displays in a different color than hours not scheduled. Vacation and holiday time [scheduled in advance](#) is also noted on the screen by color. There is also always a column for an "Open" employee, meaning an employee who has not been chosen yet. There are rows representing all 24 hours of the day. You can control the number of minutes per row:

- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes

InfoTouch Store

You also have three choices for how high each row is or how many hours are displayed at a time. The choices for number of hours depends upon how many minutes are assigned to each row. The Appointment Book will remember whatever you selected previously for both the number of minutes per row and number of hours to display.

The Appointment Book is launched by touching a corresponding button in the Register module and is most directly integrated with that module. You use the standard mechanisms of the Register to [select customers](#) and [services](#) for an appointment. You can complete an appointment and turn it directly into a sale from either the Appointment Book or the [Suspend/Recall function](#).

Time	Sally Freeman	Morris Kim	Rachel Goldman	Q
11:15 AM				
11:30 AM				
11:45 AM		Darlene Nelson		
12:00 PM		Blonde Coloring		
12:15 PM				
12:30 PM				
12:45 PM			Fred Thompson	
1:00 PM	Mary Franklin		Designer Hair Cut	
1:15 PM	Master Hair Cut			
1:30 PM	Perm Rod Long			
1:45 PM				
2:00 PM				
2:15 PM				
2:30 PM		Mary Franklin		
2:45 PM		Pedicure		
3:00 PM	Brenda Mallory			
3:15 PM	Protein Treatment			
3:30 PM			Orlando Alvarez	
3:45 PM			Designer Hair Cut	
4:00 PM	Master Hair Cut			
4:15 PM				
4:30 PM				
4:45 PM				
5:00 PM				
5:15 PM				
5:30 PM				

June 2002

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

Today: 6/20/2002

Current Time: 2:11 PM

Number of hours: 6 hours

Number of minutes: 15 minutes

Appointment Status Legend

Standard	Confirmed
Arrived	Paid
Cancelled	No Show
Unscheduled	Closed

Find Close

Appointment Book Screen

Appointment Book - Schedule Conflicts

While the Appointment Book screen makes it easy to see the scheduled times for each employee, it is possible to have a scheduling conflict. For example, you could start a new appointment at a free time but then edit the start time or the employee associated with the line items and wind up with a scheduling conflict. Whenever you make a new appointment or edit an existing appointment in a way that results in a conflict, the Appointment Book will alert you to the problem. How frequently you are alerted is based on the option you define in the [Transaction Manager](#). This also happens whenever you select a date on the calendar where there is a conflict. Conflicts are displayed by showing the same employee in multiple columns. These columns are always next to each other and the header row for conflicting columns is displayed in red. To correct a scheduling conflict, you can either [delete](#) the conflicting appointment, [move](#) the appointment, or [edit](#) the time or employee that caused the conflict.

The screenshot displays the 'Appointment Book' interface. The main table shows a grid of time slots (from 8:50 AM to 1:00 PM) and employee columns (Sally Freeman, Mary Franklin, Morris Kim, Rachel). A conflict is highlighted at 9:00 AM, where Sally Freeman and Mary Franklin are listed in adjacent columns. The header row for these columns is red. To the right, a calendar for July 2002 shows the current date as 7/24/2002. Below the calendar, there are controls for 'Current Time' (8:13 AM), 'Number of hours' (4 hours), and 'Number of minutes' (10 minutes). An 'Appointment Status Legend' is also visible, with buttons for Standard, Confirmed, Arrived, Paid, Cancelled, No Show, Unscheduled, and Closed. At the bottom right, there are 'Find' and 'Close' buttons.

Appointment Book Conflict

Appointment Book - Checking Out Customers

There are two ways to conclude an appointment and have the customer pay for it:

- Using the Appointment Book, [edit the appointment](#), touch **Checkout**, and [accept tender](#).
- Using the standard Register screen (not the Appointment Book), touch **Suspend/Recall**, [select the appointment](#), and [accept tender](#).

Once an appointment is paid for, the status will be automatically updated to "Paid".

Appointment Book - Edit Appointments

Appointment Book - Edit Appointments

To edit an existing appointment, follow these steps:

- Using the calendar, select the desired day.
- Find the appointment, using the scroll bars if necessary. Click anywhere in the colored area corresponding to the appointment.
- The Edit Appointment screen displays with information including the date of the appointment, the start, end, and description of the service you clicked on, the start and end of the entire appointment, the appointment number, status and type. Also shown is information about the customer and employee, including optional pictures. The following functions are available:
 - **Close** - return to the main Appointment Book screen.
 - **Save** - use after changing the status or type. If you have selected a recurring appointment, you will have the option of modifying this appointment or this appointment and all later occurrences of the appointment.
 - **Delete** - use to delete the appointment. If you have selected a recurring appointment, you will have the option of deleting this appointment or this appointment and all later occurrences of the appointment.
 - **Move** - use to select a new starting date and time for the appointment. If you have selected a recurring appointment, you will have the option of modifying this appointment or this appointment and all later occurrences of the appointment.
 - **Recur** - use to set up a recurring appointment. The following choices are available:
 - **Weekly** - select how many weeks apart the appointments should be and on which day of the week they occur. For example, you can schedule the appointment to recur every two weeks on a Monday.
 - **Monthly** - select a specific day of the month or an ordinal day of the week. For example, you can specify either the 15th of the month or the second Tuesday of each month.
 - **End Date** - for either Weekly or Monthly choices, you must specify when to stop the appointment from continuing.
 - **Edit** - use to edit the appointment line items or add new line items. If you have selected a recurring appointment, you will have the option of modifying this appointment or this appointment and all later occurrences of the appointment. The appointment appears in the normal Register screen. Use standard methods to add, edit, or remove line items. To save the changes, touch **Appointment Book** or **Suspend/Recall**. To abandon the changes to the appointment at any time, touch **Clear Sale**. In all cases, you return to the main appointment book screen.
 - **Checkout** - use to complete and pay for the appointment. The appointment appears in the normal Register screen. Use standard methods to add, edit, or remove line items. The Checkout function allows you to add items that cannot be scheduled. Because of this, you cannot save changes to an appointment using this function. To abandon the changes to the appointment, touch **Clear Sale**. To conclude the appointment and pay for it, [accept tender](#). The appointment's status is changed to "Paid". You return to the main appointment book screen.
 - **Show History** - display the [Customer History screen](#) with important information and recent transactions.

Appointment Information

Date: 06/20/2002 Status: Standard


Start: 1:00 PM First: 1:00 PM

End: 1:30 PM Last: 3:00 PM

Number: 13 Description: Master Hair Cut Type: Repeat customer

Customer


Name: Mary Franklin
Phone: (404) 333-2982



Show History

Employee

Name: Sally Freeman
Phone: (111) 111-1111



Edit Appointment Screen

Appointment Book - New Appointments

Appointment Book - New Appointments

To make a new appointment, follow these steps:

- Using the calendar, select the desired day.
- Find the employee to do the work and the time of day, using the scroll bars if necessary. If the time is not already scheduled, the background of the cell for the employee/time will display in white if the employee is supposed to be working according to the assigned shift plan. Employee's not assigned to a shift plan are considered always available. If the employee is not scheduled to work or is scheduled for holiday, vacation or other leave time, the cell will display in a light gray. If the employee is assigned to perform a service at that time, the background of the cell will be one of several different colors and generally may not be selected for a new appointment. If the location is not open, as defined in the [Transaction Manager](#), the background will be a dark gray and cannot be selected. Click a cell with a white or light gray background. If the cell is light gray (employee is not supposed to be working), you will receive a prompt asking you if you are sure you wish to use the selected time. Touch **OK** to continue.
- If you do not see an opening for the employee, date, and time you are looking for, you can find the first available opening by touching **Find**. You will be prompted to enter:
 - Date - will default to the date selected on the calendar.
 - Time - will default to the last time selected on the Appointment Book screen.
 - Employee - will default to the last employee selected on the Appointment Book screen. Note that if the "Open" employee is selected, the Find function will look for available openings for all employees.
 - Duration [15 minutes, 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours] - use this field to determine the amount of time the selected employee must be available for. This will default to the last selection for this field.
- The New Appointment screen displays with information including the date and time selected, the employee's name, phone, and optional picture. A default status of "Standard" and the [first defined type](#) will be shown as well. These can be modified using drop down boxes. Touch **Edit or Checkout** to continue. The normal Register screen displays as if you were ringing up a sale. The transaction window displays in the top left with the text "Appoint Book <date>" where <date> is the date you selected for the appointment.
- You will be immediately prompted to [select a customer](#). You can use any of the standard methods for choosing a customer including creating a new account. Appointments must be linked to customers - if you do not select a customer, the appointment is discarded and you return to the main Appointment Book screen. If the customer has had a previous appointment, you will be given the option to recall the last appointment and repeat it.
- [Choose the items/services](#) for the customer. You can use any of the methods for selecting items including ringing up items by description, bar code scanning, and inventory lookup. As items are rung up, the display will show the time for the start of each item rather than the quantity. The first line will start at the time you selected for the appointment and each subsequent line's start time is calculated based on the duration indicated in the previous line's item record. All line items will by default assigned to be performed by the employee you selected.
- You can [edit line items](#) just as if you were ringing up a sale. In addition to all the standard options, you can also edit the starting time and duration for the line. Changing the starting time will adjust all subsequent lines. The duration can be changed to schedule breaks or otherwise modify the length of time associated with the line. You cannot adjust the duration to extend past the starting time of the next line. You can also change the employee for any line item using **Edit Employee**.
- To save the appointment, touch **Appointment Book** or **Suspend/Recall**. You return to the main appointment book screen. The new appointment is displayed. Note that if any of the items in the

appointment have a [short description](#), that will display rather than the full description. To abandon the appointment at any time, touch **Clear Sale**. You return to the main appointment book screen.

- There are a couple of exceptions to the rule about the need to click on a white or light gray cell to make a new appointment. If you click on a appointment with a status of "Cancelled", you will be prompted as to whether you wish to edit the cancelled appointment or make a new one. The is also the case if you click on an appointment assigned to the "Open" employee. This allows you to schedule multiple appointments at the same time that are not currently assigned to an employee.

Appointment Information

Date: 07/23/2002 Status: Standard

Start: 2:30 PM Type: Repeat customer

End:

Number: New Description:

Customer

Name:

Phone:

Employee

Name: Sally Freeman

Phone: (111) 111-1111

Edit Close

New Appointment Screen

Welcome to InfoTouch® Store Keeper POS™ Help.



Use online Help to learn more about your InfoTouch Store Keeper POS software.

We recommend that you look first at information on Payment Application Best Practices.

Data File Descriptions

Large collections of records are stored in databases. These are key indexed, binary files with an extension of DB. InfoTouch Store Keeper POS uses Pervasive.SQL Workgroup database, formerly known as Btrieve. The software also uses other types of data files for storing limited amounts of information, such as setup options. These most commonly utilize an extension of DAT.

Databases

POS.DB	Inventory records.
INV.DB	Sales, Invoices, Payments, Adjustments, and Service Charges.
XACT.DB	Audit trails records including Inventory Received, Transferred, Paid Ins, Paid Outs, Post Voids, No Sales, and Lost Sales. Also includes key information for alternate keys, commission plans, and gift certificates.
HOLD.DB	Hold Sales, Layaways, Customer Waiting Orders, Quotes, and Transfers.
SER.DB	Serial Records for serialized inventory items.
REF.DB	Substitutions, Parts Explosion formulas, multiple Price Level and/or Rental Periods, Late Fees, Employee hours, Unit of Measure information, and Non Inventory Descriptions for Invoice and Hold Sales.
CUS.DB	Customer records.
LOG.DB	Register tracking, manages network operations.
SAL.DB	Employee records.
SRC.DB	Links inventory items to vendors.
VEND.DB	Vendor records.
PUR.DB	Purchase Order records.
PONI.DB	Optional Purchase Order information.
TAX.DB	Tax tables.

Each time the system writes to a database, it first creates a file that is a copy of the page that is to be changed. The pre-image file has the extension of PRE. This file is saved until the change to the database is completed. **Do not ever** delete PRE files.

Other Data Files

SITE.DAT	Site setup options, passwords, and software version.
SALES.DAT	Week-to-Date, Month-to-Date and Year-to-Date Sales history.
<VERT>.DAT	<VERT> is the vertical name. Contains inventory department layouts.
<VERT>2.DAT	<VERT> is the vertical name. Contains information about departments added by the user..

<VERT>.CAW	<VERT> is the vertical name. Contains register button information.
<VERT>1.CAW	<VERT> is the vertical name. Contains additional register button information.
<VERT>2.CAW	<VERT> is the vertical name. Contains additional register button information.
SLM.DAT	Employee setup options.
INV_PDFT.DAT	Default format for 80 column invoice.
INV_RDFT.DAT	Default format for standard receipt.
INV_FDFT.DAT	Default format for fast receipt.
INV_FLDS.DAT	Internal data for Invoice Formatter.
EDC.DAT	Timing Parameters for Credit Card communications. DO NOT EDIT THIS FILE!
COUNTRY.DAT	Country specific information.
LED.DAT	Information for the customer display.
VEND.DAT	Contains User-Defined fields, Open-to-Buy and Checkpoints for vendors.
FRMT.DAT	Default Invoice format for each Register.
CLOSE.DAT	Contains the list of reports to be run at Daily, Weekly, Monthly, and Yearly Closeouts. This file is not required.

Database Parameters Screen

Database Parameters Screen

Select options for each field on the **Database Parameter Screen** to define your databases.

The screenshot shows a dialog box titled "InfoTouch Store Keeper POS Database Parameters". It is divided into three sections:

- Item Numbers:** Two radio buttons. "Use automatic numbers (numeric values only)" is selected.
- Customer Numbers:** Two radio buttons. "Use manual numbers (alphanumeric values allowed)" is selected. Below them is a "Length:" label, a text input field with "21", and a slider bar.
- Serial Numbers:** Two radio buttons. "Use automatic numbers (numeric values only)" is selected.

At the bottom of the dialog are "OK" and "Cancel" buttons.

Item Numbers: If you select "Use automatic numbers", InfoTouch Store Keeper POS will create Item Numbers in sequence when you add an Inventory Item. Automatic numbers reserve 10 numeric digits. Automatic numbers consume less hard disk space than manual numbers. If you select "Use manual numbers", you may enter a unique Item Number of your own for each item. Use the slider bar to specify the maximum length of your Item Numbers. The length can be between 5 and 21 alphanumeric characters. Stores with pre-existing SKU numbers will probably want to use manual numbers.

Customer numbers: If you select "Use automatic numbers", Customer Numbers will be assigned to each Customer Account as you create it through the Customer Module or Register Module. Automatic numbers are up to 10 digits, numeric only. Automatic numbering consumes less hard disk space than manual numbering. If you select "Use manual numbers", use the slider bar to specify the maximum length of your Customer Numbers. The length can be between 5 and 21 alphanumeric characters. With manual numbering, chains can take advantage of a setup option that automatically prefixes the customer number with the store's branch id. This makes it easier to maintain a single customer database for a chain of stores.

Serial numbers: If you select "Use automatic numbers", serial numbers will be created for an Inventory item when it is received. Automatic numbers are up to 10 digits, numeric only. Automatic numbering consumes less hard disk space than manual numbering. If you select "Use manual numbers", use the slider bar to specify the maximum length of your serial numbers. The length can be between 5 and 21 alphanumeric characters.

Manual Item Numbering And Inventory

If you choose to use manual Item Numbers, InfoTouch Store Keeper POS will sort them alphabetically. To be able to sort manual numbers numerically, follow these steps when you enter item records into Inventory:

- Note the maximum number of characters you entered on the Database Setup screen for Inventory Item Numbers (you can also use **Utility / Information** to find this out).
- When you enter numbers for an item in the Inventory Records, place enough zeros in front of your Item Number to fill the maximum field length.

For example, if your maximum field length is 5 digits, you would need to enter Item Number "1" as "00001". If you do not, the system will sort items 1 through 10 in the following manner:

1, 10, 2, 3, 4, 5, 6, 7, 8, 9

You can use Alpha characters in your manual Item Number. Numbers are sorted before characters, so if you have Item Numbers 1 through 5 and A1 through A5, the sort order will be:

1, 2, 3, 4, 5, A1, A2, A3, A4, A5

Numbering Systems To Track Inventory

If you will want to track Inventory other than by Index Descriptions, consider using a systematic numbering scheme, such as SKU (smallest known unit or stock keeping unit) numbering.

SKU numbers are organized into groups of digits representing the different aspects of an Inventory Item. For example:

	Dept	Vendor	Style	Color	Size
SKU #	01	23	45	67	89

The SKU Item Number for this item would be 0123456789. When you generate Inventory Reports, you can select an Item Number range to filter items by Department, Vendor, Style, Color, and Size.

For example, to report on all items in Dept. 01 by vendor number 23, enter the beginning and end of your range as follows:

From Item Number 0123000000
To Item Number 0123999999

Regardless of the number of fields you code into your SKU Item Numbers, you can only search by one characteristic at a time. All fields that precede the one you are searching by must remain constant. Index Descriptions do not have this limitation - you can search for items by any combination of aspects of the Item Description. In the SKU example above, you could select any Vendor range, but the department number preceding the Vendor Number could not be changed.

A similar result may be achieved by using alpha prefixes in manual numbers. For example, you can prefix all widget Item Numbers with the letters "WID" to create Item Numbers WID-001, WID-002, WID-003, WID-004, and WID-005.

To generate an Inventory Report on just WIDGET items, you would enter the beginning and end of the range:

From Item Number : WID
To Item Number : WID-999

Simplicity and ease of use should be the primary consideration, whatever item identification method you use.

Once the Database Parameters have been set, InfoTouch Store Keeper POS will start. The Setup Module will run to finish configuring your store.

Employee Module

Employee Module

The InfoTouch Store Keeper POS Employee Module is used to maintain and report on employee records. It is also used to calculate and record compensation for employees, setup commission plans, and schedule employees. The user interface is designed for a mouse and keyboard.

The Employee module has the following functions:

- View Employees - find records without the capability of making changes.
- Modify Employees - find records and make changes.
- Create Employees - make new employee records.
- Terminate Employees - find records and terminate or reinstate employee.
- Report Employees - select from 14 available reports.
- Track Employees - review and override time and attendance records, compensation, and historical performance.
- Compensate Employees - calculate and record compensation for employees.
- Schedule Employees - schedule holidays, vacation, and sick leave.
- Commission Plans - maintain an unlimited number of commission plans.

You can configure the Employee module to require a password for any of these functions. In addition, you can also require a password for any function in the Compensate Employees menu.

The Employee module has a menu and toolbar.

Modify Employees, Create Employees, and Terminate Employees are not available if you use InfoTouch Enterprise Manager. These functions must be performed at headquarters.

Create Employees, Terminate Employees, Track Employees, Compensate Employees, Schedule Employees, and Commission Plans are not available in Offline Mode.



Employee Main Screen

Employees - Commission Plans

Choose from one of the following options:

- Create Plan
 - Enter the name of a new commission plan.
 - Enter the [commission plan structure](#).
- Modify Plan
 - Select the name of an existing commission plan.
 - Examine or modify the [commission plan structure](#).
- Delete Plan
 - Select the name of an existing commission plan.
 - Click **Delete**.

To see information about all of your commission plans, run the [Commission Plans report](#).

Commission Plan Structure

InfoTouch Store Keeper POS commission plans have the following structure:

- Range Basis [Sales / Profit] - select whether to base commissions on sales or profits by the employee. Non Inventory sales are not included in sales/profit calculations for commissions.
- Rate Type:
 - Total - use the sales/profit amount to find the highest Dollar Range and calculate the commission based upon the Percent setting for that range.
 - Marginal - use each Dollar Range, up to the sales/profit amount, to accumulate commission amounts based on the Percent setting for each amount in the range.
 - Total-Group - like Total except that the sales/profit amounts for all departments in each department group are added together. The setting for each department in a group should always be identically set when using this option. Not available for "Custom" commission plans.
 - Marginal-Group - like Marginal except that the sales/profit amounts for all departments in each department group are added together. The setting for each department in a group should always be identically set when using this option. Not available for "Custom" commission plans.
- Pay Period [Weekly / Biweekly / Monthly / Semimonthly] - set this field to the pay period you want the commission paid.
- Department Name - for predefined commission plans, select any department to look at or change the Dollar Range/Percent settings. Use the **Copy to All** button to set the plan for all departments to the same settings as the current one. For "Custom" commission plans, this field is set to "All Departments" and cannot be changed. If Rate Type is either "Total-Group" or "Marginal-Group", this field changes to a Department Group list.
- Dollar Range/Percent - Define up to five ranges with different commission rates. The employee will get commission based on the sales/profit amount during the selected period and the Rate Type setting. Use the **Insert Range** and **Delete Range** buttons to add/subtract ranges. See the [example below](#).

- **Rename** - Use this button to rename an existing commission plan. Only available when using Modify Plan for predefined (not "Custom") plans. All employees linked to the plan will have their records updated.

Commission Plan Example

To see the difference between the Total and Marginal Rate Types, let's look at an example. Assume an employee is assigned to the Assistant Manager commission plan as detailed in the Commission Plan screen below. If the employee had \$1200 in sales in the MEN department during the current pay period, and the Rate Type was set to Total, then the commission earned would be:

$$\$1200 * 3\% = \$36$$

If on the other hand the Rate Type was set to Marginal, the commission earned would be calculated like this:

$$\$300 * 0\% + (\$1000 - \$300) * 2\% + (\$1200 - \$1000) * 3\% = \$20$$

Commission Plan - Modify Plan

Select Plan Name: **ASSISTANT MANAGER**

Range Basis:
 Sales
 Profit

Rate Type: **Marginal** Payroll Period: **Weekly**

Department Name: **MEN** **Copy to All**

Dollar Range		
Above:	To:	Percent:
0.00	300.00	0.00
300.00	1000.00	2.00
1000.00	1500.00	3.00
1500.00	2000.00	4.00
2000.00	and above	5.00

Insert Range
Delete Range

Rename **Save** **Cancel**

Commission Plan screen

Employee - Compensate Employees

Employees - Compensate Employees

Choose from one of the following options:

- [Calculate Compensation](#)
- [Record Compensation](#)
- [Next Year](#)
- [General Compensation Procedures](#)

Calculate Compensation

Use Calculate Compensation when you want to:

- Calculate pay due at the end of a pay period.
- Calculate commissions, bonus, or contest amounts based on sales to date.
- Perform a trial Current Compensation report to review or verify employee pay for each payment type.
- Re-calculate pay for an Employee after adjustments made in the [Compensation Override screen](#).

Always run this function before you review or change pay amounts on the [Current Compensation screen](#) and before you run the [Current Compensation report](#). If you edit employee hours worked on the [Employee Hours screen](#) or if you override commission or bonus amounts on the [Compensation Override screen](#), you must run Calculate Compensation again to update compensation due. Do **not** run Calculate Compensation again if you change total amounts due on the [Current Compensation screen](#) for an employee as the overrides will be discarded.

To run Calculate Compensation, you must select a date to use for the calculation. This date is used to see which payroll periods are complete. InfoTouch Store Keeper POS allows you to define weekly, biweekly, monthly, and semimonthly periods in [Setup - Employees - Company Background](#). The default date supplied will be the end of the payroll period that is going to end first. If you use only one payroll period, this will be the date of the end of that period.

Calculate Compensation calculates the following types of compensation for each employee:

- Salary
- Overtime
- Commission
- Bonus
- Contest
- Draw Due
- Draw Advanced

Note that the Sales Premium form of compensation is adjusted at the time an employee makes a sale of an item with an amount in the Sales Premium field of the Inventory record. It is the only form of compensation that Calculate Compensation does not effect.

Record Compensation

Use Record Compensation to save or "post" the current compensation figures to Employee Compensation History. This closes out current compensation for the periods you select. Record Compensation uses the date at the end of the payroll period for historical purposes. Each payroll period that is closed is moved forward to the next period as defined in [Setup - Employees - Company Background](#).

You must run [Calculate Compensation](#) at least once during the selected payroll periods before you can run Record Compensation. You may print and review the [Current Compensation report](#), which will show you the amounts that will be recorded, before you perform Record Compensation. Note that you must perform the [Next Year](#) function before the start of the second quarter of a new year. In other words, InfoTouch Store Keeper POS stores a maximum of five quarters of payroll information about your employees.

To run Record Compensation, you select which payroll periods to include. Each of the four possible payroll periods, weekly, biweekly, monthly, and semimonthly, will have a check box. Only payroll periods that were completed as of the date supplied when [Calculate Compensation](#) was run will be enabled. The enabled periods will also show a status for the period - whether it is Open or Closed. The former is possible if you supplied a future date when you ran [Calculate Compensation](#). There is also a check box for Sales Contests, which may end on arbitrary dates, that will always be available. Select the periods you wish to close out and record compensation for.

Whenever Record Compensation is run, entries are made into an ASCII payroll log file. Refer to [File Formats and Descriptions - Payroll Log](#) for more information.

Next Year

Use Next Year when you are ready to close out the payroll records for a year. When you perform Next Year, the quarterly wage data for the previous year of current employees is purged from the system, along with the compensation and employee records of employees terminated during the previous year.

You have until the end of the first quarter of the New Year to perform the Next Year closeout function. After the first quarter, you will not be able to Record Compensation until you run Next Year. Compensation data is maintained separately for the previous and the New Year. At the end of the first quarter of the New Year, a Next Year closeout must be performed before you can run Record Compensation in the second quarter.

When you run Next Year, the Current Year displayed in [Setup - Employees - Company Background](#) is advanced to the next year.

General Compensation Procedures

The following procedures should be followed to maintain accurate records on employee compensation:

- Run [Calculate Compensation](#).
- Run the [Current Compensation](#) report for the pay periods you want to conclude.
- If there are problems with hourly wage or overtime, make the necessary corrections using the [Punch Detail screen of Employee Hours](#). Go back to the first step.
- If there are any forms of compensation you wish to manually override, enter the changes in the [Current Compensation screen](#).
- Perform [Record Compensation](#). This sends all compensation amounts to the employees' history file and clears the current compensation fields for any form of compensation that was paid.

If the system does not seem to be properly calculating compensation, check the following:

- Make sure the payroll period dates are properly entered in [Setup - Employees - Company Background](#).
- Make sure the state code is properly entered in [Setup - General - Business Customization](#) for correct overtime calculations.
- Make sure each employee is assigned the correct [salary rate, payroll period, commission, bonus, and sales contest plans](#).

Employees - Create Employees

Use Create Employees to add new employees to your system. There is no practical limit to the number of employees you can create.

To create a employee record:

- Enter the top fields (key fields):
 - Name - enter a last and first name for all employees. The total number of characters in the two name fields can be no more than 25. Duplicate employee names are allowed.
 - Number - a unique number is required for all employees. Employee numbers are numeric, with a maximum of 4 characters. InfoTouch Store Keeper POS automatically assigns the next available number in ascending sequence as you enter new employees. You can override the automatic number and assign any number that has not been assigned already.
- Examine and change the fields in the record

Employee Module - Employee Record Fields

Employees - Employee Record Fields

The employee record has a large number of fields that are accessed through a tabbed dialog box with the following tabs:

- [Basic](#)
- [Personal](#)
- [Compensation](#)
- [Categories](#)
- [Picture](#)

When you are finished making changes, you can save or discard them using the [control buttons](#) below the bottom right hand corner of the tabbed dialog box.

Basic

- Address - Enter the employee's address. Two lines of 30 characters are available for the street address, suite, and/or box number.
- City, State, Zip - Enter the employee's city, state (two characters), and zip code. Zip Code will accommodate ZIP +4.
- Telephone - Enter the employee's telephone number.
- Descriptions fields - Enter Employee Descriptions. Three separate lines are available. Each line can be up to 21 alphanumeric characters including spaces. The names of these fields will default to Description 1, Description 2, and Description 3 but can be changed using [Setup - Employees - Description Names](#). Use the Descriptions fields to describe specific aspects of your employee. All [employee reports](#) can be sorted by any of the Employee Description fields.
- Message - Enter up to 42 characters for this field. The message entered here displays in the Register module and Time Clock module when an employee clocks in or out.

Personal

- Social Security No. - enter the employee's Social Security number.
- Birth Date - enter the employee's birth date.
- Start Date - enter the date of hire for the employee.
- Work Status [Working / Paid Leave / Unpaid Leave] - select the current employee status. No compensation activity occurs for employees with a work status of "Unpaid Leave". Employees with Work Status of "Paid" or "Unpaid Leave" can not use the Time Clock.
- Security Plan - only available if you use [plan-based security](#). Select the security plan for the employee.
- Marital Status [Single / Married] - select the appropriate marital status.
- Shift - select the shift plan the employee is on. The default shift is "None". You can also select "Personalized" to define an individual shift plan or any of the shift plans entered in [Setup - Employees - Shift Plan Names](#). If you select a plan besides "None", a **Show Detail** button will appear. This allows you to see, and in the case of "Personalized" plans modify, the shift plan.
- Appointment Book - only available if you have the optional [Appointment Book](#) add on package. If checked, the employee can be scheduled for performing services using the Appointment Book.

- Ten Hour Shift - depending upon your state's overtime rules, you may see this field. If checked, employees can work for up to 10 hours in a day without getting overtime.
- Password- Enter the password the employee will use to log in and out on the time clock. The characters you type display until you leave the field, and then the field is masked by asterisks. This field is always masked in [View Employees](#) and can only be changed by someone with clearance to use [Modify Employees](#).

Compensation

- Salary Type [Hourly / Salaried] - select the appropriate employee pay type. Salaried employees do not receive overtime pay.
- Salary Rate 1 - enter the hourly rate or salary amount for the employee.
- Salary Rate 2 - if Salary Type is set to "Hourly", enter an alternate hourly rate for the employee.
- Salary Rate 3 - if Salary Type is set to "Hourly", enter an alternate hourly rate for the employee.
- Default Rate - if Salary Type is set to "Hourly", select which of the three salary rates is the default for the employee.
- Salary Unit - [Per Hour / Per Week / Per Month / Per Year] if Salary Type is set to "Salaried" select the appropriate basis for the employee's salary rate. For hourly employees, the basis will be set to "Per Hour" and cannot be changed.
- Pay Period - [Weekly / Biweekly / Monthly / Semimonthly] select the payroll period used for this employee's salary.
- Payroll Number - enter up to 6 characters for the employee's number in an external payroll system. This field appears in several [employee reports](#) as well as the payroll log audit trail.
- Commission Type [None / Custom / Predefined] - select the commission plan type you want to assign the employee. The default type is "None". You can also select "Custom" to define an individual commission plan or any of the shift plans entered in [Commission Plans](#). If you select a plan besides "None", a **Show Detail** button will appear. This allows you to see, and in the case of "Custom" plans modify, the commission plan.
- Commission Plan - if Commission Type is set to "Predefined", select the plan, as defined in [Commission Plans](#), to assign to the employee.
- Bonus Plan - select the plan you want to assign the employee. The default is "None". You can also choose any plan defined in [Setup - Employees - Bonus Plan Names](#).
- Contest Plan - select the plan you want to assign the employee. The default is "None". You can also choose any plan defined in [Setup - Employees - Contest Plan Names](#).
- Draw - if Commission Type is not "None", enter the amount the employee will draw against commission each commission payroll period. A draw is treated as an advance on commissions and draw payments are issued in the same pay period as commissions. If an employee's commission for a period is less than the draw amount, the difference is advanced as a draw and carried over to the next commission pay period. If the commission equals or exceeds the draw amount, no draw is calculated. Commissions are first applied against any outstanding draw advanced.
- Draw Unit [Per Week/Per Month/Per Year] - if Commission Type is not "None", select the basis for the Draw amount.

Categories

This tab contains the list of Employee Categories defined in [Setup - Employees - Categories](#). Use this screen to turn categories "on" for an employee, that is, to link the category to the employee. A category that is checked is "on", not checked is "off".

Categories are used when you [generate your reports](#) to include employees with particular categories assigned them.

Picture

Use this tab to set or clear the picture of the employee. The picture is displayed in the Register and Time Clock modules whenever [the employee punches the clock](#). Employee pictures must be in Joint Photographic Experts Group (JPEG) format.

Control Buttons

Some combination of the following control buttons will display below the right hand side of the tabbed dialog with the employee record fields. Which buttons will display depends upon the record maintenance function ([View](#), [Modify](#), [Create](#), [Terminate](#), or [Track](#)) and whether you have made any changes to a record.

- **Close** - exit the record maintenance function.
- **Reset** ([Modify](#), [Create](#), and [Track](#) only) - if you have made any changes to the record and have not saved them, this button will display allowing you to discard your changes.
- **Save <Alt-S>** ([Modify](#), [Create](#), and [Track](#) only) - if you have made any changes to the record, this button or the Alt-S keys will save the changes.
- **Terminate** ([Terminate](#) only) - prohibit access by employee to the Register and Time Clock.
- **Reinstate** ([Terminate](#) only) - allow access by employee to the Register and Time Clock.
- **Top Fields** ([Modify](#) and [Create](#) only) - allows you to change the employee's name, number, and telephone number. These fields cannot otherwise be accessed to prevent accidental changes to the major keys in the employee record.
- **Finish** ([Modify](#) and [Create](#) only) - used to accept the changes made after using **Top Fields**.

Employee Module - Finding Employee Records

Employees - Finding Employee Records

- Lookup by name or number - when you first select a employee record maintenance function, you can find a record by:
 - Click on the name or number field. Enter all or part of the key and press the **Tab** key.
 - If only one employee matches your entry, the record is selected.
 - If more than one record matches, the key information for all of the matching records displays in a drop down list. Select the desired record.
 - If no records match, an error message is displayed.
 - Once you have selected a record, you can find another record using this method by selecting the **Find** button on the [toolbar](#).
- Navigate between records - once a record has been selected, you can move to other records by selecting:
 - **⏪** - go to the first record in the current sort order.
 - **◀** - go to the previous record in the current sort order.
 - **▶** - go to the next record in the current sort order.
 - **⏩** - go to the last record in the current sort order.
 - **🔍** - go directly to [Create Employees](#).
 - Sort order - the sort order is initially defined by whatever field you used in the lookup step (above) to find the record. The sort order can be changed at any time by selecting the **Name** or **Number** buttons on the [toolbar](#). The value of the sort order field for the record being displayed is shown on the navigation bar.

Employees - Menu

The Employee module has a standard Windows menu below the title bar. Some of the options may be grayed out, which means that they are disabled. The menu includes:

- File
 - Save and Close - saves what is currently being edited and returns to the main screen.
 - Reset and Close - discards changes to what is currently being edited and returns to the main screen.
 - Close All - closes all editing sessions and returns to the main screen.
 - Security - set security on main screen functions.
 - Exit - close Transaction Manager module.
- Edit
 - Undo - discard most recent change.
 - Cut - copy and delete highlighted text to the Windows clipboard.
 - Copy - copy highlighted text to the Windows clipboard.
 - Paste - paste text from the Windows clipboard.
 - Find - find a employee record for maintenance or reports.
- View
 - Show toolbar - if checked, the toolbar is displayed when available.
 - Show status bar - if checked, the status bar at the bottom of the screen is displayed when available.
- Actions - a complete list of all function on the Employee main screen.
- Reports - a complete list of all of the Employee reports.
- Window
 - Tile Reports - used to display multiple reports at the same time.
 - Horizontally
 - Vertically
 - Cascade
 - Window List - a list of currently open windows. Select any window in the list to make it visible.
- Help
 - Employee Help - help on this module.
 - InfoTouch Help - complete online system help.
 - InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
 - About InfoTouch - version, vertical, system, and legal information.

Employees - Modify Employees

Modify Employees allows you to look at and change the fields in employee records. If you do not need to change the fields in a record, use View Employees.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has a employee record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Employees allows any user to look at a record without locking that record to other users. Modify Employees invokes record locking.

To modify a employee record:

- Find the record
- Examine and change the fields in the record

Employee Module - Report Employees

Employees - Report Employees

The Employee module provides a wealth of reporting options to analyze your employees sales history, generate mailing and barcode labels, etc. Find out more about [common procedures for running reports](#) or select one of the following reports:

- [Hours Summary](#)
- [Attendance](#)
- [Profit](#)
- [Compensation History](#)
- [Commission Plans](#)
- [Tips](#)
- [Hours Detail](#)
- [Address](#)
- [Sales History](#)
- [Quarterly Compensation](#)
- [Sales by Department Group](#)
- [Shift Plans](#)
- [Time Clock](#)
- [Master](#)
- [Current Compensation](#)
- [Sales by Department](#)
- [Average Sales](#)

Common procedures for running reports

- Select a report from either the Report Employees list or the Reports menu item (between Actions and Window). Note: You must have at least one Windows printer defined to access any report.
- Enter the preferences for the report. The preference are presented as a tabbed dialog and vary by the report selected. The **Next** and **Back** buttons provide an additional mechanism to move between the tabs in the dialog. You may also check the box entitled "List Preferences on Last Page." The following preferences are common to all employee reports except for the [Commission Plans](#) report:
 - Order/Filter tab
 - Order report by - select from Name, Number, or one of the Description fields. Employees in reports are listed in the order of the value of the selected field.
 - From - start of the range of employees to report on, based on the Order report by selection above. If left blank, the report will start at the first employee.
 - To - end of the range of employees to report on, based on the Order report by selection above. If left blank, the report will end at the last employee.
 - Categories tab - the category report filter uses "or" logic. This means that if you have two categories turned on for the report search, any employee that matches either one or both of the two categories will appear in the report. Employees with neither category will be skipped. Turn the categories "on" for employees you want to include in the report. The default is all categories "on". In this special case, all employees will be reported, whether any categories are on in the record or not. In addition there is a check box to Show Terminated Employees. If checked, employees who have been terminated but not yet purged from the system will be included in the report.

- The **Advanced** button allows you to select some special options when viewing the report as well as an alternate report to disk style when exporting the report to disk. By default, the export format will be what is specified in [Setup - General - Miscellaneous 2](#).
- Select a destination for the report:
 - Preview to screen - view the report with the ability to navigate between pages, scroll and zoom the display, and print the report.
 - Print - send to any Windows printer.
 - Export to Disk - send to a file for use by other software packages
- Select **Finish** to generate the report.

Hours Summary

This report shows a summary of hours worked by employee. It has an additional preference tab:

- Select whether to summarize hours over the last 12 weeks or last 12 months.

For each selected employee, the report prints:

- Employee Name
- Hours for each 12 week or 12 month period
- Total Hours

Total hours per period and a grand total for all employees print at the bottom of the report.

Hours Detail

This report shows the hours worked each day by employee. It has an additional preference tab:

- Dates - select a range of dates to report on. Default is month-to-date.

For each selected employee, the report prints:

- Employee Name
- Employee Number

For each date in the range selected that the employee worked, the report prints:

- Date
- Hours Worked

Each employee's hours are totaled. A grand total of all employees selected prints at the bottom of the report.

Time Clock

This report shows detail Time Clock events by employee. It has two additional preference tabs:

- Dates - select a range of dates to report on. Default is month-to-date.
- Select whether to report on all Time Clock events or override events only. Override events occur when a manager overrides the time and attendance records in [Track Employees](#) or when an employee enters the time for a missed punch. The latter is only possible if "Allow Entry of Bad Punch by Employee" in [Setup - General - Miscellaneous 5](#) is checked.

For each selected employee, the report prints:

- Employee Name
- Employee Number

- Payroll Number

For each date in the range selected that the employee punched the clock, the report prints:

- Date
- Time In
- Override status - Time In
- Time Out
- Override status - Time Out
- Total Hours
- Rate Code
- Status

Each employee's total hours are printed. A grand total of hours for all employees selected prints at the bottom of the report.

Attendance

This report allows you to analyze your employees' attendance patterns. This report uses the daily attendance records generated by the Time Clock and shown in [Employee Hours](#). It has an additional preference tab:

- Dates/Filters:
 - Date range - select dates to report on. The default is month-to-date.
 - Attendance record filters - select attributes of the attendance record that you wish to report on:
 - Hours +- [- / + / All] - select whether to report on employees who worked less than the scheduled hours, more than the scheduled hours, or to not use the setting of Hours +- as a filter.
 - Arrival [- / + / All] - select whether to report on employees who worked arrived early, arrived late, or to not use the setting of Arrival as a filter.
 - Departure [- / + / All] - select whether to report on employees who worked departed early, departed late, or to not use the setting of Departure as a filter.
 - Status [<blank> / Vacation / Medical / Holiday / Personal / Other / Unexcused / Bad Punch / Clock Out / All] - select a specific status type to report on or do not filter by Status.
 - Comment [Not Blank / Blank / All] - select whether to report on days with a comment, without a comment, or to not use the Comment field as a filter.

For each selected employee, the report prints:

- Employee Name
- Employee Number

For each date in the range with an attendance record that meets the filter criteria, the report prints:

- Date
- Hours Worked
- Hours +-
- Arrival

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- Departure
- Status
- Comment

The total Hours Worked and Hours +- for each employee is printed. A grand total of Hours Worked and Hours +- prints at the bottom of the report.

Address

For each selected employee, the report prints:

- Employee Name
- Employee Number
- Address
- Social Security Number
- City
- State
- Zip
- Telephone

Master

For each selected employee, the report prints:

- Employee Name
- Employee Number
- Payroll Number
- Address
- Phone
- Status
- Start Date
- Birth Date
- Description 1
- Description 2
- Description 3
- Message
- Salary rates
- Default rate
- Draw
- Commission Plan
- Bonus Plan
- Contest Plan
- Shift Plan

Profit

For each selected employee, the report prints:

- Employee Name
- Employee Number

For the week-to-date, month-to-date, and year-to-date periods, the report prints:

- Sales
- Cost
- Profit Margin

Totals for all employees for all periods are printed at the end of the report.

Sales History

This report shows what employees have sold. It has an additional preference tab:

- Dates/Items:
 - Invoice Date/Time range - select dates/times to report on. The default is month-to-date.
 - Item Number range - use to filter the sales history. Only items in the item number range are shown. The default is to leave the range blank and report on all items.
 - Non Inventory Only - if checked, only Non Inventory items sold in the date range are shown and the Item Number range fields are disabled.
 - Format - select Line item detail or summary report

For each selected employee with sales in the date and item number range, the report prints:

- Employee Name
- Employee Number
- For each sale, if you selected the Line item detail format:
 - Invoice Number
 - Invoice Date
 - Description
 - Quantity
 - Price
 - Discount
 - Amount
- Totals:
 - Quantity
 - Price
 - Discount
 - Amount

A Grand Total line is also printed, using the same format as the Totals line.

Current Compensation

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This report shows what employees compensation is owed based on the last time that [Calculate Compensation](#) was run and any manual changes entered on the [Current Compensation screen](#). It has an additional preference tab:

- Payroll Periods - each of the four possible payroll periods, weekly, biweekly, monthly, and semimonthly, will have a check box. Only payroll periods that were completed as of the date supplied when [Calculate Compensation](#) was run will be enabled. The enabled periods will also show a status for the period - whether it is Open or Closed. The former is possible if you supplied a future date when you ran [Calculate Compensation](#). There is also a check box for Sales Contests, which may end on arbitrary dates, that will always be available. Select the periods you wish to be printed on the report.

For each selected employee with some form of compensation due, the report prints:

- Employee Name
- Employee Number

For each form of compensation for the employee, the report prints:

- Payment Type
- Plan Name for commission, bonus, and contest compensation
- Amount Due

The Gross Due for each employee is printed. At the end of the report, the Total Gross Payments and payroll periods processed are printed.

Compensation History

This report shows what compensation has been given to employees as determined by [Record Compensation](#). It has an additional preference tab:

- Dates - enter the date range to report on.
- Skip if No Compensation - if checked, employees with no compensation recorded in the date range are not reported on.

For each selected employee, the report prints:

- Employee Name
- Employee Number

For each time that compensation was recorded, the report prints:

- Date
- Salary
- Overtime
- Commission
- Bonus
- Contest
- Premium
- Draw
- Total

Grand Totals are printed at the end of the report.

Quarterly Compensation

For each selected employee, the report prints:

- Employee Name
- Employee Number

For each quarter of the current compensation year, the report prints:

- Wages - includes overtime
- Commission - includes draw
- Bonuses - includes premiums
- Contests
- Annual Totals

Grand totals for each quarter print at the bottom of the report.

Sales by Department

This report shows what employees have sold by department. It has an additional preference tab:

- Dates/Items:
 - Invoice Date/Time range - select dates/times to report on. The default is month-to-date.
 - Skip if No Sales - if checked, employees with no sales are not shown.

For each selected employee:

- Employee Name
- Employee Number
- For each department:
 - Total Units Sold
 - Dollar Sales
 - Cost
 - Profit
 - Profit by Percentage for each selected Employee

Totals for each employee are printed. Grand totals for each department print at the bottom of the report.

Commission Plans

This report shows information about the plans defined in [Commission Plans](#). It does not use the standard preference tabs but you can select whether to print a detail or summary format.

For each commission plan, the report prints

- Plan Name
- Last Modified
- Payroll Period
- If the detail format is selected, the report also prints for each department:
 - Department Name
 - Dollar range - up to 5 ranges
 - Rate - up to 5 rates
 - Range Basis - Sales or Profit
 - Rate Type - Total, Marginal, Total-Group, or Marginal-Group

Sales by Department Group

This report shows what employees have sold by department group. It has an additional preference tab:

- Dates/Items:
 - Invoice Date/Time range - select dates/times to report on. The default is month-to-date.
 - Skip if No Sales - if checked, employees with no sales are not shown.

For each selected employee:

- Employee Name
- Employee Number
- For each department group:
 - Total Units Sold
 - Dollar Sales
 - Cost
 - Profit
 - Profit by Percentage for each selected Employee

Totals for each employee are printed. Grand totals for each department group print at the bottom of the report.

Average Sales

This report shows how much employees have sold in both dollars and units, as well as average dollar and unit sales. It has an additional preference tab:

- Dates:
 - Invoice Date range - select dates to report on. The default is month-to-date.

For each selected employee:

- Employee Name
- Employee Number
- Number of Sales
- Total Sales
- Average Sales - Total Sales divided by Number of Sales
- Total Units
- Average Units - Total Units divided by Number of Units

A grand total is printed at the bottom of the report.

Tips

This report shows what tips employees have earned. It has an additional preference tab:

- Dates/Items:
 - Invoice Date/Time range - select dates/times to report on. The default is month-to-date.

For each selected employee,, the report prints:

- Employee Name
-

- Employee Number
- For each tip:
 - Register Number
 - Invoice Date / Time
 - Invoice Number
 - Amount
- Totals:
 - Quantity
 - Amount

A Grand Total line is also printed, using the same format as the Totals line.

Shift Plans

This report shows the shift plan information for employees assigned to a shift plan.

For each selected employee, the report prints:

- Employee Name
- Employee Number
- Shift Plan Name
- Day Boundary
- Automatic Clock Out
- Track Arrivals/Departures
- Grace Period
- For each day of the week that the shift plan is scheduled:
 - Day
 - Clock In
 - Clock Out
 - Work Hours

Employees - Schedule Employees

Use Schedule Employees to set the schedule for a group or shift of employees, such as for holidays or shutdown periods, or to enter the vacation periods for individual employees. Schedule Employees records the schedule exception and prevents the Time Clock from setting the status to Unexcused for an employee on one of these types of leave. You can use this feature to insert comments in employee files or to change status for a range of employees or dates.

You can select the employees to be scheduled using the same mechanism as you use for selecting employees for reports, except that the category filters are not available. There is an additional tab where you enter the information about the event you are scheduling:

- From Date - enter the date when the changes made to this schedule will start.
- To Date - enter the date when the changes made to this schedule will stop.
- Employee Shift - filters the employees by the shift they are assigned to. "None" applies the schedule change to all employees not assigned any other shift plan. "All" updates employee records regardless of the shift they are assigned to. Alternatively, you can select a specific shift plan.
- Skip Unscheduled Days - if checked, attendance records for days that the employee is not scheduled for will be skipped. If the Employee Shift selected is "None", this field is unchecked and disabled since these employees have no scheduled days.
- Schedule Time/Status - if checked, enter the following fields to update employee attendance records:
 - Time - enter the number of hours and minutes to credit the employee for.
 - Start Time - if checked, enter the starting time of day. The optional Appointment Book package will use this for determining partial days off. Does not affect compensation calculations.
 - Status - select the status associated with the time credited. The options are blank (default), Vacation, Medical, Holiday, Personal, Other, or Unexcused.
- Record Comment - check this field to add a comment associated with the scheduled event. You can enter up to 21 alphanumeric characters.

Click **Schedule** after entering the detailed event information to add the event to the selected employees' attendance records.

Employees - Security

If you use plan-based security, access to the module's functions is controlled by each employee's security plan. If you do not use plan-based security, you can assign the security levels associated with each function. To set security on any of the functions on the Employee main screen, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any function's button. If you select Compensate Employees, you will receive an option to set security on that button or on any of the buttons in the Compensate Employees menu. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other function's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Employees - Terminate Employees

Use Terminate Employees

To terminate an active employee:

- Find the record
- Click **Terminate**

To reinstate a terminated employee:

- Find the record. A red "Terminated" window will display above the employee number.
- Click **Reinstate**

Employees - Toolbar

The Employee module has a standard Windows toolbar below the menu. Some of the options may not be visible, which means that they are disabled. The toolbar includes:

- Menu - returns you to the main screen.
- Undo - discard most recent change.
- Cut - copy and delete highlighted text to the Windows clipboard.
- Copy - copy highlighted text to the Windows clipboard.
- Paste - paste text from the Windows clipboard.
- Find - find a employee record for maintenance or reports.
- Name - switch the sort order to the employee name field.
- Number - switch the sort order to the employee number field.
- Preview - send report to screen.
- Print - send report to printer.
- Export - send report to disk file.

Employee Module - Track Employees

Employees - Track Employees

Track Employees allows you to look at and change time and attendance records, override compensation settings, and view employee historical performance.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has an employee record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. Track Employees invokes record locking.

To use Track Employees:

- [Find the record](#)
- Examine and change the fields in one of the following tabs:
 - [Employee Hours](#)
 - [Current Compensation](#)
 - [Compensation Overrides](#)
 - [Historical Performance](#)
 - When you are finished making changes, you can save or discard them using the [control buttons](#) below the bottom right hand corner of the tabbed dialog box.

Employee Hours

The Time Clock maintains detailed punch records as well as daily summarized attendance records. These records are updated by punching the clock, shift tracking, and are effected by the shift plan the employee is assigned to. The following fields and buttons are displayed:

- Week starting - initially set to the start of the current week as defined in [Setup - Employees - Company Background](#). Changed by using the **Previous Week** and **Next Week** buttons.
- Date - a drop down box containing the days of the week for the previous field.
- Hours Worked - the hours worked for the date specified. This field cannot be directly modified. Its value is determined by the detail punch records for the day. To change the hours worked, select **Punch Detail**.
- Hours +/- - if the employee is assigned to a shift plan that tracks the hours worked by day, then this field is automatically filled in based on the expected hours and the time worked as determined by the detail punch records.
- Over/Short - determines whether the time specified in Hours +/- is more or less than expected.
- Arrival [<blank> / On Time / Early / Late] - if the employee is assigned to a shift plan that tracks clock in times, then the system will automatically set this field.
- Departure [<blank> / On Time / Early / Late] - if the employee is assigned to a shift plan that tracks clock out times, then the system will automatically set this field.
- Status [<blank> / Vacation / Medical / Holiday / Personal / Other / Unexcused / Bad Punch / Clock Out] - the overall attendance status for the day. This field may be set by using [Employees - Schedule Employees](#). The following status options are set automatically by the system:
 - Unexcused - if the employee is assigned to a shift plan and does not punch the clock on a day that he or she is scheduled to work, the system will set the status to Unexcused when the Day Boundary for the shift occurs.

- Bad Punch - if an employee punches in or punches out twice in succession, then the system will set the status to Bad Punch. No time is credited to the employee when a Bad Punch occurs. Use the **Punch Detail** button to correct the attendance records.
- Clock Out - if an employee punches in and fails to punch out before the Day Boundary, the system will assume the employee forgot to punch out and sets the status to Clock Out. However, if the employee is assigned to a shift which has the Automatic Clock Out option set to "No", then this will not occur. Use the **Punch Detail** button to correct the attendance records for days with the Clock Out status.
- **Comment** - an optional comment attached to the daily attendance record. This field may be set by using [Employees - Schedule Employees](#).
- **Previous Week** - click this button to move the attendance records back one week in time.
- **Next Week** - click this button to move the attendance records forward one week in time.
- **Punch Detail** - click this button to examine and change the detail punch records for the current date. You can have up to 20 punch in/punch out pairs of information:
 - Time In - normally set by the Time Clock but can be manually entered.
 - Time Out - normally set by the Time Clock but can be manually entered.
 - Time In/Out Override - If set by using this screen, an "M" will display to the right of the time, indicating it was overridden by a Manager. If set by an employee entering a missing punch, an "E" will display to the right of the time, indicating it was overridden by an employee. This is only possible if "Allow Entry of Bad Punch by Employee" in [Setup - General - Miscellaneous 5](#) is checked. If a Bad Punch or Clock Out occurs, an "S" (system) will display to the right of the time. Finally, InfoTouch Store Keeper POS does not allow a punch detail record to cross midnight. If an employee clocks in before midnight and clocks out after midnight, the system will automatically create two punch detail records. The first, associated with the starting date, will end at midnight and will have a "D" (daybreak) override on the time out. The second, associated with the ending date, will start at midnight and will have a "D" (daybreak) override on the time in.
 - Total Hours - calculated by the system but can be manually entered.
 - Rate - hourly employees have up to [three salary rates and a default rate time field](#). The default rate is automatically used for this field but can be overridden.
 - Status [<blank> / Vacation / Medical / Holiday / Personal / Other / Unexcused / Bad Punch / Clock Out] - normally set by the Time Clock. This field may also be set by using [Employees - Schedule Employees](#). The options are the same as the [status field in the attendance record](#).
 - Payroll Number - displays the [payroll number field in the employee record](#). The field cannot be altered.
 - Date - the day being examined. It can be changed by using the **Previous Day** and **Next Day** buttons.
 - **Previous Day** - click this button to move the punch detail record being examined back one day in time.
 - **Next Day** - click this button to move the punch detail record being examined forward one day in time.
 - **OK** - accept changes and close punch detail screen.
 - **Cancel** - discard changes and close punch detail screen.

Current Compensation

The following types of compensation are displayed:

- Salary
- Overtime

- Commission
- Bonus
- Contest
- Sales Premium
- Draw Due
- Draw Advanced

A total of these amounts is also displayed. These amounts are calculated by using [Calculate Compensation](#). You can override the amounts that the system calculates by changing these fields. Note that if you re-run [Calculate Compensation](#), then your overrides will be discarded. You should therefore only override these amounts prior to running [Record Compensation](#).

Compensation Overrides

You can override the amounts used by [Calculate Compensation](#) for commission and bonus calculations using this tab:

- Override commission:
 - No - use standard commission calculation.
 - Amount - enter the amount of the commission to be paid. You can enter commission amounts even for employees that are not assigned to a commission plan.
 - Sales / Cost - only available for employees assigned to a "Custom" commission plan. You can enter the sales and cost (for profit based plans) amounts to be used in the "Custom" commission calculation.
- Override bonus:
 - No - use standard bonus calculation.
 - Amount - enter the amount of the bonus to be paid. You can enter bonus amounts even for employees that are not assigned to a bonus plan.
 - Sales / Cost - only available for employees assigned to a bonus plan. You can enter the sales and cost (for profit based plans) amounts to be used in the bonus calculation.

These fields are reset after running [Record Compensation](#).

Historical Performance

The following information is displayed and cannot be altered:

- WTD Sales
- MTD Sales
- YTD Sales
- WTD Cost
- MTD Cost
- YTD Cost
- Last Salary - the last date that salary was paid
- Last Commission - the last date that commission was paid
- Last Bonus - the last date that a bonus was paid
- Last Draw - the last date that draw against commission was paid

The sales and cost figures are updated by the Register after each sale. By performing a Weekly, Monthly, or Yearly closeout using [Transaction Manager - Closeouts](#), the corresponding period information is cleared. The date fields are updated by running [Record Compensation](#).

Employees - View Employees

View Employees allows you to look at employee records. You cannot modify or delete any information in the Employee Record when using View Employees.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has an employee record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Employees allows any user to look at a record without locking that record to other users. Modify Employees and Track Employees invoke record locking.

To view an employee record:

- Find the record
- Examine the fields in the record

Employees - How to Clock In/Out

- Touch Time Clock on the InfoTouch Store Keeper POS Main Menu. The Time Clock screen displays the current time.
- Touch the time display area.
- The Employee List displays. It will be sorted in alphabetical order. Use the scroll bar to display more employee names if there is more than one screen of Employees.
- Touch the Employee Name on the list.
- If a password is required, the alphanumeric keyboard displays for you to enter the password. Enter the password and touch the <ENTER> key on the screen. You may use the keyboard for this entry. When the password is entered correctly, the Employee's "Time Card" will display.

If you enter an incorrect password, the system will display the message Invalid Employee ID. If the password is entered incorrectly three times in a row, the event is recorded as an Incorrect ID in the InfoTouch Store Keeper POS security log. The Employee's time card disappears.

- The "Time Card" contains the Employee Name, Number, and Time Clock function fields. The Time Card will also display any message for the Employee. Enter messages in the Employee Record using Employees/Modify Employees
- When the selected employee's time card is displayed, the appropriate action (Sign In or Sign Out) will have a check next to it. Touch OK. The employee is clocked in/out at the time displayed. You can select Change Action to change your choice. The Time Clock tracks time to the minute.
- To leave the Time Clock screen and return to the InfoTouch Store Keeper POS Main Menu, touch EXIT

Payroll Log

Whenever Employees - Compensate Employees - Record Compensation is used, the figures for each employee are recorded as compensation to the employee. These figures are established by Employees - Compensate Employees - Calculate Compensation and Employees - Track Employees. Both the historical compensation records and each employee's year-to-date compensation figures are updated. In addition, the information is captured in an ASCII log file for future review. In particular, this file is used by all external payroll interfaces. The name of the log file is P<MM><YY>.LOG. <MM> is the month at the time of Record Compensation and <YY> is the year.

Field Names and Column Positions (column 1 is the start of the line)

Field Name	Column
Date	1
Employee Name	10
Employee Number	37
Salary	43
Overtime	55
Commission	67
Bonus	79
Sales Contest	91
Premium (Spiff)	103
Draw	115
Posted Flag	127

The Posted Flag initially is set to "N". After successfully transferring information to an external payroll, change the posted column to "Y". This will help avoid multiple transfers.

General Ledger Log

General Ledger Log

InfoTouch Store Keeper POS provides users with the ability to report on the effects the POS has on the general ledger. The General Ledger report is always run at the Daily Closeout. This is true whether the report is printed or not. At the same time, the information in the report is captured in a log file for future review. In particular, this file is used by all external GL interfaces. The log file has the name G<MM><YY>.LOG where <MM> is the month of the closeout and <YY> is the year. The file is in an ASCII format.

The report summarizes many kinds of InfoTouch Store Keeper POS activities into various groups or accounts. The activities include all of the day's invoices, payments, service charges, receiving, layaways, CWO's, and cash drawer functions (Paid Outs and Paid Ins). The accounts include receipts by tender type, receivables, taxes, layaways/CWO's, sales, returns, discounts, cost of sales, inventory, and accounts payable. Accounts are displayed in standard T-format with an amount in either a debit or credit column.

The fundamental accounting equation is:

$$\text{Assets} = \text{Liabilities} + \text{Equity}$$

Standard double entry accounting demands that any account changes add up to zero. For example, if an Asset account is increased, then either another Asset account is decreased or a Liability or Equity account must be increased (or some combination of these). In any case, the sum of the changes to the equation add up to zero. Accounts on the Asset side of the equation normally have a "debit balance", i.e., increases to the account show up as a positive number in the debit column - decreases as a positive number in the credit column. Conversely, Liability and Equity accounts normally have a "credit balance", i.e., increases to the account show up as a positive number in the credit column - decreases as a positive number in the debit column. All InfoTouch Store Keeper POS Equity accounts are in a subset call Profit and Loss.

Explanation of Accounts

The following summarizes the way activities are broken into accounts (A for Asset, L for Liability, P for Profit and Loss).

- Invoices
 - Receipts by tender (A) = Sales (P)/Returns (P) - Discounts (P) + Taxes (L)
 - Receivables (A) = Sales (P)/Returns (P) - Discounts (P) + Taxes (L)
{ optional - cash change (A) }
- Inventory (A) = Cost of Sales (P)
- Payments on Account :
 - Receipts by tender (A) = Receivables (A)
- Service Charges :
 - Receivables (A) = Service Charges (P)
- Receiving (except for Part Exploded items) :
 - Inventory (A) = Accounts Payable (L)
- CWO/Layaways :
 - Receipts by tender (A) = CWO/Layaway (L)
- Cash Drawer functions :
 - Receipts - Cash (A) = Cash Ins/Paid Outs/Deposits (A)

Sales, Returns, Discounts, Cost of Sales, Inventory, and Accounts Payable are broken down by Inventory Department.

Field Names and Column Positions (column 1 is the start of the line)

Field Name	Column
Date	2
Description	15
Internal Code	63
Posted	79
Debit Amount	91
Credit Amount	110

External general ledger interfaces may ignore the description field and instead use the internal code to decipher which account to apply the debit/credit amount to. This is preferable because the name of a tax category or credit card, for example, may change. The internal code, however, would remain the same. After successfully transferring information from the general ledger log file to an external general ledger, the posted column should be changed from "N" to "Y" to avoid multiple transfers.

Internal Codes

Description	Internal Code
RECEIPTS-CASH	1000
CASH CHANGE	1000
PAID OUTS/INS	1003
RECEIPTS-CHECK	1010
DEPOSITS APPLIED	1020
OVER/SHORT-CASH	1050
OVER/SHORT-CHECK	1060
RECEIPTS-<CREDIT CARDS>	1100+CreditCard#
OVER/SHORT-<CREDIT CARDS>	1150+CreditCard#
ON ACCOUNT-SALES	1200
ON ACCOUNT-PAYMENTS	1200
SERVICE CHARGES	1201
ON ACCOUNT-ADJUSTMENTS	1250
CWO-DEPOSITS	1300
CWO-REFUNDS	1300
LAYAWAYS-DEPOSITS	1301
LAYAWAYS-REFUNDS	1301
TAX COLLECTED-<Tax Name>	1400+taxcategory#
SALES-<Department Name>	2000+(10*dept#)
RETURNS-<Department Name>	2001+(10*dept#)
DISCOUNTS-<Department Name>	2002+(10*dept#)
COST OF SALES-<Department Name>	2003+(10*dept#)>
INVENTORY-<Department Name>	2004+(10*dept#)

RECEIVE-<Department Name>	2005+(10*dept#)
TRANSFER-<Department Name>	2006+(10*dept#)
ADJUST/PHYSICAL-<Department Name>	2007+(10*dept#)

General Ledger Interfaces

InfoTouch Store Keeper POS handles a wide variety of tasks for the retailer. However, the system was not designed to be a complete accounting solution and, as such, has no general ledger package. InfoTouch Store Keeper POS does provide a [general ledger log file](#) in standard ASCII text that can be used to link with third party accounting packages including QuickBooks and Peachtree Complete. This log file is produced automatically as part of a daily closeout and contains a summary of all the accounts that were affected since the last daily closeout.

The general ledger interface allows you to relate [InfoTouch Store Keeper POS accounts](#) (e.g., cash receipts, cost of sales) to your general ledger account numbers. This allows you to transfer information from the general ledger log to your general ledger package. The interface will take as input the general ledger log file, which uses InfoTouch Store Keeper POS internal account numbers, and will produce as output, an ASCII file that contains entries in the format expected by either QuickBooks or Peachtree Complete. This file can then be imported by the general ledger system.

To prepare for this link, you must give the interface the general ledger account numbers it needs (e.g., inventory accounts, cash accounts, bank accounts, cost of goods sold accounts, sales accounts, etc.). In addition, you can specify a description to be included with your imported data as well as a directory location to write the file to. Once your initial setup is complete, all you have to do is to specify the date or date range of the data to transfer from InfoTouch to QuickBooks or Peachtree Complete.

Accounts

The interface breaks down your InfoTouch Store Keeper POS activities into four separate groupings. These are Basic Tenders, Optional Tenders, Inventory Departments, and Tax Categories.

Basic Tenders include the following:

- Cash Receipts
- Cash Over/Short
- Paid Outs/Ins
- Check Receipts
- Check Over/Short
- Receivables
- Receivables Adjustments
- Service Charges
- Deposits Taken
- Deposits Applied

Inventory Departments include the following for each of your InfoTouch Store Keeper POS departments:

- Sales
- Returns
- Discounts
- Cost of Sales
- Inventory
- Receive
- Transfer
- Adjust/Physical

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The Receive and Transfer account numbers should be a clearing account rather than an accounts payable account.

Optional Tenders will prompt you for an account number for each credit card or other tender you have setup in InfoTouch Store Keeper POS. You will also be prompted for an associated Over/Short Account. Note that if you use [restaurant-style gratuities](#), tips are tied to the Over/Short Account for each credit card.

Tax Categories will prompt you for an account number for each InfoTouch Store Keeper POS tax category.

It is perfectly legitimate, if desired, to enter the same account number for different activities. For example, if you only have one general ledger account number for credit card transactions, enter the same account number for all credit cards. The flexibility is there so that you may be as general or as specific as you desire.

Miscellaneous

There are two Miscellaneous fields. The Description field, together with the InfoTouch Store Keeper POS internal account codes, will be placed in the Memo field (QuickBooks) or the Description field (Peachtree Complete) of each record that will be exported.

The Directory field tells InfoTouch Store Keeper POS the destination of the data file for the general ledger package to import. The name of this data file is GLBATCH.IIF for QuickBooks and GLBATCH.CSV for Peachtree and cannot be changed.

Once you have defined your account numbers and miscellaneous parameters, you can proceed to the transfer function. You do not have to modify your setup unless you wish to change something. Note that any time you add a new tax category or optional tender, the interface will automatically detect this and require you to enter a new account number before using the transfer function.

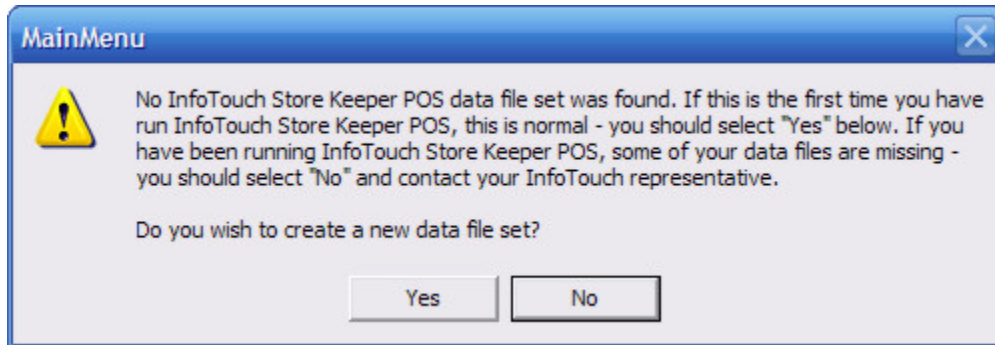
Transferring Information

Select a date range to transfer information from InfoTouch Store Keeper POS to your general ledger package. The dates must be in the same month. If you do not have any information to transfer, or if the information has previously been transferred, you will receive an error message. Otherwise, you will be notified that the general ledger transfer file has been prepared along with the file name. You should then import the file into your general ledger system. When you are finished importing the file, switch back to the InfoTouch Store Keeper POS General Ledger interface and select **OK**. You will then be asked if the import was successful. Select the appropriate choice -- either **Yes** or **No**. If you select **Yes**, the general ledger log file is updated so that you cannot import the same information again. In either case, the general ledger transfer file is deleted so that it cannot be used again.

Initialize Your InfoTouch Store Keeper POS System

After installation, the next step is to configure InfoTouch Store Keeper POS. This will define the way InfoTouch Store Keeper POS works for you.

If you are setting up InfoTouch Store Keeper POS for the first time, the following screen will appear.



Select **Yes** to [enter your database parameters](#).

Installation

Installing InfoTouch Store Keeper POS is quick and easy. You start by [installing the software on you "main" system](#), which is usually called "Register 1".

Once you have finished with Register 1, proceed to [install the software on your other registers](#) - 2, 3, etc. InfoTouch Store Keeper POS supports up to 60 registers per store.

Installation on Register 1

1. Insert the InfoTouch Store Keeper POS CD in the CD drive. It should automatically start itself. In some cases, your version of Windows may require that additional ODBC drivers be installed. If so, these will automatically install, and afterward, require that you restart the computer before continuing.
2. Click "NEXT" to continue, then "NEXT" at the InfoTouch Store Keeper POS Setup Wizard screen.
3. At the Customer Information screen, type your "ownership" name. The default displayed is the same as whatever your Windows registration is, but you can change the InfoTouch Store Keeper POS setting to what you want it to be. Suggestion: Use the same name that your InfoTouch Store Keeper POS system is registered to instead of what your version of Windows displays. Fill in the organization line if you wish.
4. In the small box at the lower left of the screen, type the register number for this register. If it's the main register, this is 01. Be sure to type both digits, the 0 and the 1 instead of just the 1 alone. (Note: You must install the software on EACH workstation register on your network. Each time you must assign a different register number, as in 01, 02, 03, 04, etc. according to how many register licenses you have purchased. For now, since you must install the main register first, just type 01.) When done, click "NEXT".

Special Note: If installing on a dedicated server that will host the data but not be used to run any of the InfoTouch Store Keeper POS modules, use Register # 00. This will install some essential software but not install various utilities that are necessary to run the software as if it were a workstation.

5. At the Select Installation Folder screen, keep the default ITSM folder, but if you have more than one hard disk installed in your system, you may change it to one of them. Then click 'NEXT'.
6. At the Select Database Folder screen, keep the default \ITSM\VERTICAL folder, but if you selected a different drive (in step #5) than the default drive, change the drive letter to be consistent with what you used in step #5. Then click 'NEXT'. (Experienced computer users please take note: You may desire to specify different directory locations than what the InfoTouch Store Keeper POS software defaults suggest. We recommend you use the defaults.)
7. The system will then begin copying files from the CD, building a program group on your Start menu, and placing a startup icon on your desktop. When done, you will be prompted to restart the computer. It's a good idea to remove the CD before you restart so that you won't get confused if your system tries to install InfoTouch Store Keeper POS again when it restarts.
8. If you have a networked system with more than one register, you must share the InfoTouch Store Keeper POS data area to the network so that other computers can access it. (It is assumed that your version of Windows has File and Print Sharing functions installed into the networking component. Adding File and Print Sharing if you don't already have it installed is beyond the scope of this document. Consult HELP in your version of Windows.)
 - Open My Computer, then open the hard disk onto which InfoTouch Store Keeper POS was installed.
 - Find the ITSM folder and open it. You should see a folder named VERTICAL.
 - Right-click on the VERTICAL folder, select SHARING, and click on the SHARED AS button.
 - It's a good idea to keep the default share name, "VERTICAL" but you can certainly add a comment in the comment box. We suggest using "InfoTouch Store Keeper POS Data Area."
 - Be sure to click on the button to allow FULL ACCESS (if this button exists - not all versions of Windows show this button.) If using Windows NT, Windows 2000 or Windows XP, be sure to set the permissions to allow full control to this folder.
 - Click APPLY, then click OK to finalize the settings.

Installation on Register 2 and higher

Installing workstation registers is very similar to the main register. However, there are some critical differences. Use this procedure for EACH of the registers.

1. On the workstation you wish to install InfoTouch Store Keeper POS as register # 2 or greater, open the Network Neighborhood (or My Network Places) and find the computer that is hosting the InfoTouch Store Keeper POS data area. When you find it, double-click on it to view the resources it is sharing to the network. You should see a folder resource called "VERTICAL."
2. Right-click on the folder named VERTICAL, then select MAP NETWORK DRIVE from the list of options.
3. Select drive I (we suggest using drive I for "InfoTouch Store Keeper POS" but you can use any drive letter you desire. If you choose to use a different drive letter, try to use one that is unused by any of the other workstations on your network so that you can be consistent from computer to computer.) Be sure to check the "Reconnect at logon" box, and then click OK. When the mapping is successful, you should see a new window open on the screen that shows the contents of the newly-mapped drive. Just close the window. Now you can proceed with the rest of the installation, which will look familiar to you.
4. Insert the InfoTouch Store Keeper POS CD in the CD drive. It should automatically start itself. In some cases, your version of Windows may require that additional ODBC drivers be installed. If so, these will automatically install, and afterward, require that you restart the computer before continuing.
5. Click "NEXT" to continue, then "NEXT" at the InfoTouch Store Keeper POS Setup Wizard screen.
6. At the Customer Information screen, type your "ownership" name. The default displayed is the same as whatever your Windows registration is, but you can change the InfoTouch Store Keeper POS setting to what you want it to be. Suggestion: Use the same name that your InfoTouch Store Keeper POS system is registered to instead of what your version of Windows displays. Fill in the organization line if you wish, although most users leave this blank.
7. In the small box at the lower left of the screen, type the register number for this register. It cannot be 01. Let's assume that this is register #2, so you'd type 02. Be sure to type both digits, the 0 and the 2 instead of just the 2 alone. (Note: You must install the software on EACH workstation register on your network. Each time you must assign a different register number, as in 01, 02, 03, 04, etc. according to how many register licenses you have purchased.) When done, click "NEXT".
8. At the Select Installation Folder screen, we recommend that you keep the default ITSM folder. Feel free to select an alternate drive if you have more than one hard disk installed in your system. Then click "NEXT".
9. At the Select Database Folder screen, DO NOT keep the default folder. Instead, click the BROWSE button and find the newly mapped I: drive. Alternately, you can just type I:\ into the box. (If you mapped a different drive letter than I, change the drive letter to be consistent with what you used in step #3. Then click "NEXT".
10. The system will then begin copying files from the CD, building a program group on your Start menu, and placing a startup icon on your desktop. When done, you will be prompted to restart the computer. It's a good idea to remove the CD before you restart so that you won't get confused if your system tries to install InfoTouch Store Keeper POS again when it restarts.

Inventory

Inventory Module

The InfoTouch Store Keeper POS Inventory Module is used to maintain and report on Inventory records. It is also used to receive inventory, perform physical inventories, and maintain vendor records. The user interface is designed for a mouse and keyboard.

The Inventory module has the following functions:

- View Inventory - find records without the capability of making changes.
- Modify Inventory - find records and make changes.
- Create Inventory - make new item records.
- Delete Inventory - find and delete records.
- Report Inventory - select from 42 available reports.
- Adjust Inventory - receive, perform physicals, adjust quantities, and markdowns.
- Group Inventory - move items from one department to another.
- Transform Inventory - make changes to ranges of items.
- Vendors - maintain vendor records.

You can configure the Inventory module to require a password for any of these functions.

The Inventory module has a menu and toolbar.

Modify Inventory, Create Inventory, and Transform Inventory may not be available if you use InfoTouch Enterprise Manager. Delete Inventory and Group Inventory are not available if you use InfoTouch Enterprise Manager. These functions must be performed at headquarters.

Create Inventory, Delete Inventory, Adjust Inventory, Group Inventory, Transform Inventory, and Vendors are not available in Offline Mode.



Inventory Main Screen

Inventory - Report Inventory - Analysis Reports

These reports allow you to analyze your inventory based on the store's sales history. Choose from one of the following reports:

- [Movement](#)
 - [Merchandise Planning](#)
 - [Quantities Sold](#)
 - [Monthly Unit Sales](#)
 - [Vendor Analysis](#)
-

Movement

This report shows a store's best and worst selling items. It has an additional preference tab:

- Ranking Basis:
 - Top or Bottom ranking - select Top for best selling items, Bottom for worst selling items.
 - Number/Percentage of items to select - enter the number or percentage to report on. Select either "As a percentage" or "As an absolute number". To report on all items, enter 100%.
 - Report Detail Level [Item / Department / First Index / Matrix] - select a detail level. "Item" reports at the item record level. "Department" summarizes all items in a department and reports them on a single line. "First index" summarizes items at the first index after the department, if there are more than two indices for the department. "Matrix" summarizes items at the same index level as the [Matrix Modify](#) function allows items to be changed -- two indices from the last. For example, if your men's shoes are broken down by brand, style, size, and width, the "Matrix" option will summarize items at the style index.
 - Period for Calculation [Week to Date / Month to Date / Year to Date / Today's Sales / Date Range] - select one of the period options. If Date Range is selected, enter a From/To Date and Time.
 - If the Period for Calculation is set to either Today's Sales or Date Range, a From/To Register filter is available.
 - Basis for Calculation [Dollar Volume / Unit Volume / Percent Profit / Dollar Profit / Cost of Goods Sold / Inventory Value / Quantity on Hand] - select what is number is being used to rank the items in the report.
 - Second Column [None / Dollar Volume / Unit Volume / Percent Profit / Dollar Profit / Cost of Goods Sold / Inventory Value / Quantity on Hand] - select an optional additional column to print on the report.
 - Third Column [None / Dollar Volume / Unit Volume / Percent Profit / Dollar Profit / Cost of Goods Sold / Inventory Value / Quantity on Hand] - select an optional additional column to print on the report.
 - Fourth Column [None / Dollar Volume / Unit Volume / Percent Profit / Dollar Profit / Cost of Goods Sold / Inventory Value / Quantity on Hand] - select an optional additional column to print on the report.

For each selected item that falls within the "Number/Percentage of items to select", the report prints:

- Description

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- Item Number
- Basis for Calculation
- Extra Column (optional)

The report is sorted by the Basis for Calculation. Totals for Basis for Calculation and Extra Column (optional) print at the bottom of the report.

Merchandise Planning

This report gives suggested orders for merchandise replenishment based on historical sales patterns. The Options tab has some additional fields:

- Growth rate target - enter the expected rate of growth over the sales history in the Date Range.
- Include overstocked items - if checked, the report will also include items that are overstocked.
- Date Range - enter a From/To Date to use as the basis for projecting sales history.

For each selected item with sales in the Date Range, the report prints:

- Item Description
 - Item Number
 - UPC
 - Adjusted Quantity Sold - actual quantity sold over the date range multiplied by the growth rate
 - Quantity On Hand
 - Quantity On Order
 - Quantity Allocated
 - Understocked - Adjusted Quantity Sold - (Quantity On Hand + Quantity On Order - Quantity Allocated)
 - Reorder Quantity
 - Suggested Order - Understocked quantity in multiples of Reorder Quantity
 - Actual Order - a dotted line to be filled in
-

Quantities Sold

For each selected item, the report prints:

- Description
 - Item Number
 - UPC
 - Quantity sold this year*
 - Quantity sold this month*
 - Quantity sold for each of the five preceding months*
 - Quantity sold this month last year*
 - Quantity sold all of last year*
 - Quantity on hand
-

* Note that these fields are all based on the calendar month or year.

Monthly Unit Sales

For each selected item, the report prints:

- Description
- Item Number
- UPC
- Short Description
- Quantity on hand
- Quantity sold this month*
- Quantity sold for each of the thirteen preceding months*
- Total quantity over the last fourteen months*

* Note that these fields are all based on the calendar month.

Vendor Analysis

This report shows the units sold over a period of time and units currently on hand along with vendor information. It has an additional preference tab:

- Ranking Basis:
 - Sort by - select Description or Vendor.
 - Report on items with sales activity only - if checked, items with no activity during the period are excluded.
 - Period for Calculation [Week to Date / Month to Date / Year to Date / Today's Sales / Date Range] - select one of the period options. If Date Range is selected, enter a From/To Date and Time.
 - Select Vendor Criteria [Preferred / Lowest cost / Fastest ship time] - select which vendor's information to include.

For each selected item, the report prints:

- Description
- Item Number
- Units Sold
- Units On Hand
- Vendor Name (if the item has at least one source)
- Vendor Item Number (if the item has at least one source)

If the report is sorted by description, a sub-total of units sold and on hand is printed by department. If sorted by vendor, a sub-total of units sold and on hand is printed by vendor. A grand total of units sold and on hand prints at the bottom of the report.

Inventory - Report Inventory - Audit Trail Reports

Inventory - Report Inventory - Audit Trail Reports

These reports provide detailed information about events that effect inventory item quantities and markdowns, as well as the creation of new items. The source of these events are [Adjust Inventory](#), [Create Inventory](#), **Register - Inventory Transactions - Transfer In/Out**, and [Replenishment - Receive/Return Order](#). You select a date and time range in the Options tab for these reports. Choose from one of the following reports:

- [Received Audit](#)
- [Physical Audit](#)
- [Transfers Audit](#)
- [Adjustment Audit](#)
- [Markdown Audit](#)
- [New Items](#)
- [Price Change Audit](#)

Received Audit

This report shows information about the cost and quantity of items received into inventory using either [Receive Inventory](#), [Replenishment - Receive/Return Order](#), or **Register - Inventory Transactions - Receive/Return Inventory**. For each selected item that was received or returned in the date range, the report prints:

- Item Number
- Description
- Date and Time Received
- Quantity Received
- Cost of Goods
- Shipment Value
- Purchase Order or Vendor number (if applicable). Vendor numbers are indicated by a "(V)" after the number.

Totals for Quantity Received and Shipment Value print at the bottom of the report. You can print barcode labels for these items using the [Received Price Labels](#) report.

Physical Audit

This report shows information about the difference between what was expected and what was counted while performing a [Physical Inventory](#). It has an extra field on the Options tab:

- Exclude items with no discrepancy - if checked, audit trail records where the Quantity Counted equals the Quantity Expected are not printed.

For each selected item that was updated by the [Physical Inventory](#) process in the date range, the report prints:

- Description
- Item Number
- UPC
- Date and Time Counted
- Quantity Counted

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- Quantity Expected
- Difference (Quantity Counted - Quantity Expected)
- Average Cost (at the time of the Physical)
- Extended Average Cost (Difference * Average Cost)

Totals for Quantity Counted, Quantity Expected, Difference, and Extended Average Cost print at the bottom of the report.

Transfers Audit

This report shows information about the inventory transfers using the **Register - Inventory Transactions - Transfer In/Out** functions. For each selected item that was transferred in the date range, the report prints:

- Item Number
- Description
- Date and Time Transferred
- Quantity - a positive number for Transfer Outs and negative for Transfer Ins
- Direction - In or Out
- Source/Destination
- Transfer Number

The Total Quantity prints at the bottom of the report.

Adjustment Audit

This report shows information about adjustments made to inventory quantities using [Adjust Inventory](#). For each selected item that was updated by [Adjust Inventory](#) in the date range, the report prints:

- Description
- Item Number
- Date and Time Adjusted
- Quantity Adjusted
- Average Cost (at the time of the Adjustment)
- Adjustment Value (Quantity Adjusted * Average Cost)
- Adjustment Reason

Totals for Quantity Adjusted and Adjustment Value print at the bottom of the report.

Markdown Audit

This report shows information about markdowns made to inventory prices using [Markdown Inventory](#) or [Transform Inventory](#). For each selected item that was marked down in the date range, the report prints:

- Description
- Item Number
- Date and Time of Markdown
- Markdown Quantity
- Markdown Amount
- Markdown Value (Markdown Quantity * Markdown Amount)
- Markdown Reason

Totals for Markdown Quantity and Markdown Value print at the bottom of the report.

New Items

This report shows what items were created using [Create Inventory](#). For each selected item that was created in the date range, the report prints:

- Date Created
 - Item Number
 - Description
 - UPC
-

Price Change Audit

This report shows items that had their retail price or sale price changed. It has extra fields on the Options tab:

- Retail Price
- Sale Price

These changes are recorded when using [Create Inventory](#), [Modify Inventory](#), [Adjust Inventory - Markdown Inventory](#), [Transform Inventory](#), [Touch In-Touch Out](#), or [Touch Data Link](#). For each selected item whose retail price was changed in the date range, the report prints:

- Date Changed
- Item Number
- Description
- UPC
- Retail Price or Sale Price
 - For Sale Price changes, the Sale End Date is also printed.
- Quantity On Hand

Inventory - Report Inventory - General Reports

Inventory - Report Inventory - General Reports

Choose from one of the following reports:

- [Item List](#)
- [Location](#)
- [Value](#)
- [Physical](#)
- [Description](#)
- [Order Status](#)
- [Master List](#)
- [Price Levels](#)
- [Late Fees](#)

Item List

For each selected item, the report prints:

- Item Description
- Item Number
- UPC
- Sale Price (if on sale)
- Quantity on Hand
- Quantity Allocated
- Retail Price

Sub-totals and grand totals are printed for the Quantity on Hand and Quantity Allocated.

Location

For each selected item, the report prints:

- Item Description
- Item Number
- UPC
- Location
- Quantity on Hand

Sub-totals and grand totals are printed for the Quantity on Hand.

Value

The Value report shows the dollar value of your inventory. In the Options Tab, you can select either Line Item Detail or Summary format. You can also select to report on the current value of inventory or the value as of a previous monthly closeout. If you select monthly closeout, you also select the closeout date and time from a drop down list. Note that there will be no monthly closeout inventory value records prior to upgrading to InfoTouch Store Keeper POS version 9. For each selected item, the Line Item Detail format of the report prints:

- Item Description
- Quantity on Hand
- Current Cost
- Average Cost
- Retail Price
- Extended Average Cost
- Extended Retail Price

Sub-totals and grand totals print for Quantity On Hand, Extended Average Cost, and Extended Retail. These are the only things that print on the Summary report.

Physical

You can use this report to print out a form to aid when taking a Physical Inventory. The Options Tab displays the following field:

- Additional fields [None / Quantity on hand / All] - if set to Quantity on Hand, that field will print for comparison with a physical count. If set to All, the Quantity on Hand as well as the Cost, Price, Tax Status, and Minimum Quantity will print.

For each selected item, the report prints:

- Item Description
- Item Number
- UPC
- Location
- On Hand (optional)
- Physical Count (a blank line to record the count)

For "All" Additional fields, a second line for each item will print with:

- Cost
- Taxable
- Price
- Minimum Quantity

Description

For each selected item, the report prints:

- Item Description
- Item Number
- UPC
- Short Description
- Alternate Keys (if applicable)

Order Status

The Order Status report shows under and over stocked items. The Options tab has an additional field:

- Min/Max
 - Include overstocked items - if checked, the report will also include items that are overstocked.
- 12 Month Sales

For Min/Max, the following calculations are used to determine whether to include an item on this report:

Available Quantity = (Quantity On Hand + Quantity On Order + Quantity In Transit - Quantity Allocated)

For items with the [Group Replenishment flag](#) checked, the Available Quantity is determined from the sum of the component items.

Under stocked items:

Available Quantity < Minimum Quantity

Over stocked items:

Available Quantity > Maximum Quantity

Suggested Order Quantity:

Floor((Maximum Quantity - Available Quantity) / Reorder Quantity) * Reorder Quantity

In other words, Suggested Order Quantity will be a multiple of the Reorder Quantity that will not allow the Quantity on Hand to exceed the Maximum Quantity. Note that if the Reorder Quantity is not set (zero), it is treated as if set to one.

The Suggested Order Quantity for under stocked items is also used when [automatically generating Purchase Orders](#).

For each selected item, the report prints:

- Item Description
- Item Number
- WTD quantity sold
- MTD quantity sold
- YTD quantity sold
- Quantity on Hand
- Quantity on Order
- Quantity Allocated
- Minimum Level
- Maximum Level
- Understocked
- Reorder Quantity
- Suggested Order Quantity
- Column for actual orders

If the 12 Month Sales option is chosen, for each selected item, the report prints:

- Item Description
- Item Number
- UPC
- Short Description
- Quantity Sold Last 12 Months
- Quantity on Hand
- Cost
- Retail Price
- Date Last Received

Master List

For each selected item, the report prints:

- Description
- Item Number/UPC
- Quantity on Hand
- Quantity On Order
- Quantity Allocated
- Minimum Level
- Reorder Quantity
- Maximum Level
- Cost
- Retail Price
- Average Cost
- Percentage Markup
- VAT Category
- VAT Amount
- Selling Price
- Sale Price/Sale End Date (if on sale)

The report prints Week-to-Date, Month-to-Date, and Year-to-Date totals for each item and grand totals for:

- Unit Sales
- Sales Cost
- Retail Sales
- Mark Downs
- Percent Mark Up
- Profit

Price Levels

For each selected item, the report prints:

- Description
- Item Number
- UPC
- Short Description

For each Price Level, including Retail, the report prints:

- Level Name
- Price for each Price Level
- Sale Price (for Retail only, if on sale)

Late Fees

Late Fees report shows the Late Fees for each Rental Period for rental items only. For each selected rental item, the report prints:

- Description
- Item Number
- UPC
- Short Description

For each Rental Period, the report prints:

- Period Name
- Late Fee

Inventory - Report Inventory - Label Reports

Inventory - Report Inventory - Label Reports

These reports allow you to produce labels for your items, serial records, and vendors. Each has an additional Labels preference tab:

- Select Label Type - select from a list of Avery® and compatible labels in a variety of sizes.
- Show Page Margins - allows you to set the top, bottom, left, and right margins for the page of labels. Defaults are supplied from Avery. If you make changes and save them, your new settings will be remembered the next time you run a label report.
- Compressed Print - if checked, a smaller font size is used for the labels.

Choose from one of the following reports:

- [Location/Notes Labels](#)
- [Received Price Labels](#)
- [Price Labels](#)
- [Serialized Price Labels](#)
- [Vendor Mailing Labels](#)

Location/Notes Labels

This report prints either location labels or notes labels. It has extra fields on the Options tab:

- Location Labels
- Notes Labels
- Include Price - if checked, the price of each item is printed on the same line as the Item Number/UPC.
 - Unit of measure - select the price of either the stocked unit or the default selling unit.
- Number field
 - Print UPC if not blank - will print the item's UPC code if it is not blank, otherwise the item number will print.
 - Print Item Number - the item number will always print.
 - Skip if UPC not blank - items with a UPC code will be skipped.

If Location Labels are printed, for each selected item, the report prints:

- Item Number/UPC
- Item Description
- Location

If Notes Labels are printed, for each selected item, the report prints:

- Item Number/UPC
- Item Description
- Notes - Line 1
- Notes - Line 2
- Notes - Line 3

Received Price Labels

This report allows you to print out text or barcode labels for the items you received into inventory items using either [Receive Inventory](#), [Replenishment - Receive/Return Order](#), or **Register - Inventory Transactions - Receive/Return Inventory**. It has extra fields on the Options tab:

- Select whether to print out a specific number of labels for each item or one for each unit received. If you select a specific number of labels, you can specify the unit of measure:
 - Stocked
 - Default Selling
 - All Units - one for each unit of measure defined.
- Use Sale Prices for Items on Sale - if checked, will use the Sale Price instead of the Retail Price for items on sale.
- Number field
 - Print UPC if not blank - will print the item's UPC code if it is not blank, otherwise the item number will print.
 - Print Item Number - the item number will always print.
 - Skip if UPC not blank - items with a UPC code will be skipped.
- Date and time range - use to select the items by when they were received.
- PO Filter - if checked, you specify a PO number. Only items received from that Purchase Order will print.
- Extra Price Level - allows you to print another price in addition to the retail price of the item on the label. If you select an extra price level, you can specify that it print in standard currency format or in a straight numeric format. If "Use Sale Prices for Items on Sale" is checked, the Retail Price is added to the list of extra price levels you can print.
- Use short description - if checked, the item's short description, if entered, will be used instead of the full description.
- Price Format
 - Standard - the price will print with a standard font size.
 - Large - uses a much larger font for the price and restructures the layout of the label. This can only be used with the Avery® 5160 label type and cannot be used with an extra price level. In addition, part of the first two [notes lines](#) will print at the bottom of each label.
 - None - a label similar in format to the Standard label will print but no price will be printed.
 - None-Include Zero - similar to the None option except that items with a price of 0.00 will also print.

It also has extra fields on the Labels tab:

- If "Barcode Printer Type" in [Setup - General - Miscellaneous 5](#) is not set to "None", you can select whether to send the labels to the barcode printer or a standard report printer. Otherwise, the report printer is assumed.
- If you are using the report printer, you can specify:
 - With barcode labels - check this box to print barcodes directly on the label.
 - If With barcode labels is checked, you can specify the size and style of the barcodes.

If the barcode printer type is "Barcode Blaster" or "Zebra", a Browse for label format button will display to change the label format being printed.

If the barcode printer type is "BarTender®", then you design your own labels using the BarTender package, including the choice of barcode symbology. Otherwise, if you are printing barcode labels to a report printer, the barcode symbology used is Code 39. If you are printing to the barcode printer, the symbology used is defined by "Default Barcode Type" in [Setup - General - Miscellaneous 5](#).

The report prints on each label:

- Item Number/UPC - if barcodes are printed, this field will appear both as a barcode and text.
- Item Description
- Retail Price
- Extra Price Level (optional) or part of Notes line 1 and Notes line 2 (large price format).

Price Labels

This report allows you to print out text or barcode labels for your items. It has extra fields on the Options tab:

- Select whether to print out a specific number of labels for each item or one for each unit on hand. If you select a specific number of labels, you can specify the unit of measure:
 - Stocked
 - Default Selling
 - All Units - one for each unit of measure defined.
- Use Sale Prices for Items on Sale - if checked, will use the Sale Price instead of the Retail Price for items on sale.
- Number field
 - Print UPC if not blank - will print the item's UPC code if it is not blank, otherwise the item number will print.
 - Print Item Number - the item number will always print.
 - Skip if UPC not blank - items with a UPC code will be skipped.
- Extra Price Level - allows you to print another price in addition to the retail price of the item on the label. If you select an extra price level, you can specify that it print in standard currency format or in a straight numeric format. If "Use Sale Prices for Items on Sale" is checked, the Retail Price is added to the list of extra price levels you can print.
- Use short description - if checked, the item's short description, if entered, will be used instead of the full description.
- Price Format
 - Standard - the price will print with a standard font size.
 - Large - uses a much larger font for the price and restructures the layout of the label. This can only be used with the Avery® 5160 label type and cannot be used with an extra price level. In addition, part of the first two [notes lines](#) will print at the bottom of each label.
 - None - a label similar in format to the Standard label will print but no price will be printed.
 - None-Include Zero - similar to the None option except that items with a price of 0.00 will also print.
- Price Change Filter - check to limit labels generated to those items whose price changed in a date and time range. Information about these items are displayed in the [Price Change Audit report](#).
- Handheld Filter - only visible if you have the optional [Handheld add-on package](#). Check the box to select labels to generate based on the output from a handheld device.

It also has extra fields on the Labels tab:

- If "Barcode Printer Type" in [Setup - General - Miscellaneous 5](#) is not set to "None", you can select whether to send the labels to the barcode printer or a standard report printer. Otherwise, the report printer is assumed.
- If you are using the report printer, you can specify:

- With barcode labels - check this box to print barcodes directly on the label.
 - If With barcode labels is checked, you can specify the size and style of the barcodes.

If the barcode printer type is "Barcode Blaster" or "Zebra", a Browse for label format button will display to change the label format being printed.

If the barcode printer type is "BarTender®", then you design your own labels using the BarTender package, including the choice of barcode symbology. Otherwise, if you are printing barcode labels to a report printer, the barcode symbology used is Code 39. If you are printing to the barcode printer, the symbology used is defined by "Default Barcode Type" in [Setup - General - Miscellaneous 5](#).

The report prints on each label:

- Item Number/UPC - if barcodes are printed, this field will appear both as a barcode and text.
- Item Description
- Retail Price
- Extra Price Level (optional) or part of Notes line 1 and Notes line 2 (large price format).

Serialized Price Labels

This report has extra fields on the Options tab:

- Extra Price Level - allows you to print another price in addition to the retail price of the item on the label. If you select an extra price level, you can specify that it print in standard currency format or in a straight numeric format.
- Number field
 - Print UPC if not blank - will print the item's UPC code if it is not blank, otherwise the item number will print.
 - Print Item Number - the item number will always print.
 - Skip if UPC not blank - items with a UPC code will be skipped.

For all serial records of each selected item, the report prints:

- Item Number/UPC
- Serial Number
- Item Description
- Retail Price
- Extra Price Level (optional)

Vendor Mailing Labels

See [Vendor Reports](#).

Inventory - Report Inventory - Replenishment Reports

Inventory - Report Inventory - Replenishment Reports

These reports print information about your current purchase orders and purchase orders that would be automatically generated, as well as open to buy and accounts payable information. There is also a report for transfers.

Replenishment reports do not use the standard inventory report preference tabs. Choose from one of the following reports:

- [PO Listing](#)
- [PO Expected Shipments](#)
- [PO Checkpoints](#)
- [PO AP Log](#)
- [PO Auto Generation](#)
- [PO Open to Buy](#)
- [Transfers](#)

PO Listing

This report has two preference tabs:

- Order/Filters - select whether to order the report by date, order number, or vendor number. You can filter this report by a combination of date range, order number range, and vendor number range, regardless of the order you select. You can use the **Look up Vendor** button to [find a vendor record](#) to use in the filter range.
- Options:
 - Select Line item detail or summary format.
 - Use Vendor Item Number - if checked, the report uses the Vendor Item Number rather than the Inventory Item Number
 - Include UPC and Price - if checked, the report will print an extra line for each item with the item's UPC and Price.
 - Select one or more order status flags to filter the report by:
 - Open
 - Backorder
 - Received
 - Returned

For each selected purchase order, the report prints:

- | | |
|--------------------|----------------|
| • Order Date | • Order Time |
| • Vendor Number | • Order Number |
| • Reference Number | • Total |
| • Discount | • Tax |
| • Freight | • Amount |
| • Status | |

The detail version also prints:

- Vendor Name
- Expected Arrival Date
- Status

- Last updated
- For each line item:
 - Quantity
 - Item Number or Vendor Item Number
 - Description
 - Cost
 - Discount
 - Amount

Totals by Status are printed for:

- Total
- Discount
- Tax
- Amount

PO Expected Shipments

This report has one preference tab:

- Order/Filters - select a date range.

The report prints a detailed [PO Listing](#) for each purchase order that is expected to arrive in the selected date range.

PO Checkpoints

This report has three preference tabs:

- Order/Filters - select whether to order the report by date, order number, or vendor number. You can filter this report by a combination of date range, order number range, and vendor number range, regardless of the order you select. You can use the **Look up Vendor** button to [find a vendor record](#) to use in the filter range.
- Options:
 - Select Line item detail or summary format.
 - Use Vendor Item Number - if checked the report uses the Vendor Item Number rather than the Inventory Item Number
 - Include UPC and Price - if checked, the report will print an extra line for each item with the item's UPC and Price.
 - Select one or more order status flags to filter the report by:
 - Open
 - Backorder
 - Received
 - Returned
- Checkpoints - each of the fourteen checkpoints, Received, Returned, and the 12 checkpoints defined in [Setup - Inventory - User-Defined Checkpoints](#), has an option to:
 - Ignore - the report is not filtered based on the setting of the checkpoint.
 - Include if Set - a PO is printed only if the checkpoint is set.
 - Include if Not Set - a PO is printed only if the checkpoint is not set.

At least one checkpoint must be set to something other than Ignore. For each selected purchase order that meets the checkpoint criteria, the report prints a report in the same format as the [PO Listing](#) report. A summary of the checkpoint criteria is printed at the end of the report.

PO AP Log

Every time a PO is received, returned, or a receive or return is canceled, an entry is made into the Accounts Payable (AP) log file with summary information. This report prints the contents of the AP log file and has one preference tab:

- Order/Filters - select a date range.

For each AP log file entry in the date range, the report prints:

- Date
 - Vendor Name
 - Vendor Number
 - Order number
 - Total
 - Discount
 - Tax
 - Amount
 - Status
-

PO Auto Generation

This report allows you to preview what [Replenishment - Automatic PO Generation](#) would produce. However, only items with at least one source (vendor link) are included in the report. The report has one preference tab:

- Select criteria - if an item has multiple sources, choose the method of determining which vendor to use:
 - By preferred vendor - the first vendor listed in the [Vendors tab](#) of the item record.
 - By lowest cost
 - By fastest ship time
 - Specific vendor - select a vendor number from the drop down list or use the **Look up Vendor** button to [find a vendor record](#).
- Sort by - select whether to sort the items in the report by item number or description.
- Calculate on - select how to determine the number of units to order:
 - Min/Max - items that need to be ordered are determined by the same under-stocked calculation that the [Order Status report](#) uses.
 - Sales History - items that need to be ordered are determined by the same calculation used by the [Merchandise Planning report](#). You also enter:
 - From date
 - To date
 - Growth rate target

For each item that needs to be restocked, the report prints:

- Vendor Name
 - Vendor Number
 - Description
 - Item Number
 - Quantity to order
-
-

PO Open to Buy

The Open to Buy period and expected purchase amounts are defined in [Setup - Inventory - Open to Buy](#). This report examines the purchase orders during the period and compares the amounts to the Open to Buy budget. There are no preferences for this report.

For each department, the report prints:

- Department
- Measure - Dollars or Units
- Allocated (budgeted)
- Ordered
- Percentage of budget used

Transfers

Prints information about transfers. This report has two preference tabs:

- Order/Filters - select whether to order the report by date or order number. You can filter this report by a combination of date range or order number range, regardless of the order you select.
- Options:
 - Select Line item detail or summary format.
 - Select one or more order status flags to filter the report by:
 - Open
 - Backorder
 - Received
 - Returned
 - Select one or more transaction types to report on:
 - Transfers In
 - Transfers Out

For each selected order, the report prints:

- | | |
|--------------------|----------------|
| • Order Date | • Order Time |
| • Vendor Number | • Order Number |
| • Reference Number | • Total |
| • Discount | • Tax |
| • Freight | • Amount |
| • Status | |

The detail version also prints:

- Order type
- Expected Arrival Date
- Status
- Last updated
- For each line item:
 - Quantity
 - Item Number
 - Description
 - Cost

- Discount
- Amount

Totals by Status are printed for:

- Total
- Discount
- Tax
- Amount

Inventory - Report Inventory - Special Feature Reports

Inventory - Report Inventory - Special Feature Reports

These reports are concerned with items that have special features enabled. These are set in either the [Special Features](#) or [Discount/Price Levels](#) screens. Choose from one of the following reports:

- [Parts Explosion](#)
- [Substitutions](#)
- [Serialized Items](#)
- [Serial Value](#)
- [Serialized/Overdue](#)
- [Units of Measure](#)
- [Quantity Pricing](#)
- [UOM Sales](#)

Parts Explosion

For each selected item with the "Explosion Item" flag checked on the [Special Features](#) screen, the report prints:

- Item Description
- Retail Price
- Cost
- Quantity on Hand
- For each component item, this report prints:
 - Item Description
 - Quantity Needed
 - Cost
 - Quantity on Hand

Substitutions

For each selected item with the "Substitution" flag checked on the [Special Features](#) screen, the report prints:

- Item Description
- Quantity on Hand
- Cost
- Retail Price
- For each substitution item, this report prints:
 - Item Description
 - Quantity on Hand
 - Cost
 - Retail Price

Serialized Items

For each selected item with the "Serial" flag checked on the [Special Features](#) screen, the report prints:

InfoTouch Store

- Item Description
- Quantity on Hand
- Retail Price
- Total Quantity of serial records
- For each serial record, the report prints:
 - Serial Number
 - Description
 - Date received
 - Date Sold

Serial Value

This report shows the cost, price, and days in stock for serial records. The Options tab has an additional choice:

- Select whether to report on sold or unsold serial records.

For each selected item with the "Serial" flag checked on the [Special Features](#) screen, the report prints:

- Item Description
- For each serial record that matches the sold/unsold selection, the report prints:
 - Serial Number
 - Cost
 - Retail Price
 - Days in Stock - the number of days between either today's date (unsold option) or the date sold (sold option) and the date received.
- Total quantity, cost, and price for the serial records printed.

Serialized/Overdue

This report shows serialized rental records that are overdue. The Options tab has additional choices:

- Include all rental items - if not checked, you select a cut-off date for determining which items are overdue.

For each overdue serialized rental record, the report prints:

- Item Description
- Serial Number
- Customer Number
- Customer Name
- Telephone
- Date Due

Units of Measure

For each selected item with the "Multiple Units" flag checked on the [Special Features](#) screen, the report prints:

- Description
- Item Number
- UPC
- Short Description

- Name of Unit Stocked
- Quantity on Hand
- For each additional unit of measure, this report prints:
 - Name of Unit
 - Conversion Rate
 - Quantity on Hand (for the unit of measure)
 - Retail Price and other Price Levels

Quantity Pricing

For each selected item with the "Quantity Price Breaks" field not set to "None" on the [Discount/Price Levels](#) screen, the report prints:

- Description
- Item Number
- UPC
- Short Description
- Group Item Number
- Across Lines
- Quantity Price Break:
 - If Quantity Price Break is set to "Threshold-Retail" or "Threshold-All", the report prints:
 - Threshold Quantity
 - Threshold Multiplier
 - Threshold Unit of Measure
 - Retroactive
 - Maximum Quantity
 - Threshold Discount
 - If Quantity Price Break is set to "Quantity Unit Pricing", the report prints for each quantity range for each Price Level:
 - From Quantity
 - To Quantity
 - Price

UOM Sales

This report has extra fields on the Options tab:

- Date range - report on sales within a date range.

For each selected item with the "Multiple Units" flag checked on the [Special Features](#) screen, the report prints:

- Description
- Item Number
- UPC
- Short Description
- For each unit of measure:

InfoTouch Store

- Unit name
- Alternate key - the first alternate key directly linked to the unit of measure if there is one.
- Conversion ratio
- Cost
- Retail price
- Profit margin
- Quantity sold in the date range
- Sales in the date range

Inventory - Report Inventory - Vendor Reports

Inventory - Report Inventory - Vendor Reports

These reports print information about your vendors and sources. The latter four reports allow you to filter your reports by Vendor Name, Number, Ship Time, or any one of the six User-Defined Fields. You can use the **Look up Vendor** button to [find a vendor record](#) to use in the filter range. Choose from one of the following reports:

- [Sources](#)
- [On Order](#)
- [Vendor Contact List](#)
- [Vendor Master List](#)
- [Vendor Mailing Labels](#)
- [Vendor GL Numbers](#)

Sources

For each selected item that has one or more vendor sources, the report prints:

- Item Description
- Item Number
- UPC
- Current Cost
- For each vendor source:
 - Vendor Name
 - Vendor Number
 - Vendor Item Number
 - Vendor Cost
 - Discount Level - Dollars or Units
 - Discount Amount - Dollars or Percentage

On Order

For each selected item that has one or more vendor sources, the report prints:

- Item Description
- Item Number
- UPC
- Current Cost
- On Order - total quantity from all vendors
- Value - the total value of the on order units
- For each vendor source:
 - Vendor Name
 - Vendor Number
 - Vendor Item Number
 - Vendor Cost

InfoTouch Store

- On Order - from this vendor
- Value - the value of the on order units from this vendor

Totals for On Order and Value print at the end of the report.

Vendor Contact List

For each selected vendor, the report prints:

- Vendor Name
- Vendor Number
- Key Contact Name
- 2nd Contact Name
- Telephone

Vendor Master List

This report has an additional preference tab:

- Options - you can check "Include the user-defined fields" to print the six user-defined fields on the report.

For each selected vendor, the report prints:

- | | |
|--------------------------------|----------------------------------|
| • Vendor Name | • Purchase Line Discounts |
| • Main and Alternate Addresses | • Line and Total Discounts |
| • Vendor Number | • Last Purchase |
| • Telephone | • MTD & YTD Sales |
| • Contacts | • MTD & YTD Discounts |
| • Fax | • MTD & YTD Returns |
| • Ship Time | • Message |
| • Status | • User-defined fields (optional) |

Vendor Mailing Labels

Use this report to print mailing labels for your vendors. It has two additional preference tabs:

- Options - you can check "Use alternate address if not blank" if desired.
- Labels - the standard Label tab described in [Label Reports](#).

For each selected vendor, the report prints:

- ATTN: <Key Contact>, if you have a Key Contact entered
- Vendor Name
- Address
- City
- State
- Zip Code

Vendor GL Numbers

For each selected vendor, the report prints:

- Vendor Number
- Vendor Name

- GL Account #1
- GL Account #2

Inventory Module - Adjust Inventory

Inventory - Adjust Inventory

Adjust Inventory allows you to change important item record fields, such as the cost, price, and quantity on hand, while maintaining a full audit trail of the effects. Choose from one of the following options:

- [Receive](#)
- [Physical](#)
- [Quantity Adjustment](#)
- [Markdown](#)
- [Handheld Inventory](#) [optional add on package]

Receive

Use this function to receive items into inventory without using a purchase order. The Receive inventory function maintains an audit trail of activities, which you can report on using the [Received Audit](#) report. You can print price and barcode labels for the items received using the [Received Price Labels](#) report. The quantity on hand, cost, average cost, and retail price fields are updated. If a vendor is selected, the cost in the [source record](#) is also updated. To receive items:

- [Find the item.](#)
- Enter the quantity to receive. The cost and retail price defaults to the current cost and retail price but can be changed. You can also optionally specify a vendor that the item is sourced from. If the item has at least one source, the default vendor will be the preferred (first) source but any source, including "None" can be selected. Click **Save**.

If the item has the "Serial" flag checked in the [Special Features](#) screen, then serial records will be created. If you use automatic serial numbers (see [Utility - Information](#)), the serial numbers will be generated automatically. Otherwise, you must enter a serial number for each unit received.

If the item has the "Explosion" flag checked in the [Special Features](#) screen and the item's department has the "Parts Explosion Type" in [Setup - General - Departments](#) set to "Receive", then the item is assembled from its component parts when received. Component parts are deducted from inventory.

If you have the optional Handheld Inventory add on package, you can receive any number of items via the handheld interface. When you first select the Receive function, InfoTouch Store Keeper POS will ask you whether you wish to "Receive from handheld / file?". If you select **No**, then the standard Receive function is performed. If you select **Yes**, you will then be prompted to find the file using the standard Windows file open dialog. Once a file is selected, you must then specify the [Handheld Inventory file format](#). The file is then processed and the items and quantities specified are received. Note that you cannot change the cost or retail price of the items received using the Handheld Inventory interface.

Physical

Use this function to enter a physical inventory count and record the difference in quantity and inventory value from what InfoTouch Store Keeper POS expected. You can report on these actions by using the [Physical Audit](#) report. The quantity on hand field is updated. To record a physical count:

- [Find the item.](#)
- The current quantity displays. Enter the quantity counted. Click **Save**.
 - If the item you count is serialized and you reduce the quantity on hand, you will be prompted for serial records to delete.

If you have the optional Handheld Inventory add on package, you can download physical inventory information via the handheld interface. When you first select the Physical function, InfoTouch Store Keeper POS will ask you

whether you wish to "Process physical from handheld / file?". If you select **No**, then the standard Physical function is performed. If you select **Yes**, the Physical Inventory Process screen displays.



Physical Inventory Process Screen

Select one of the following options:

- Start - start a new physical inventory procedure. If you have started a physical inventory and not completed it, the information you have collected is discarded.
- Process - select a file, using the standard Windows file open dialog. Once a file is selected, you must then specify the [Handheld Inventory file format](#). The file is then processed and the items and quantities specified are stored in a special physical inventory database.
- Report - select whether to report on all items, only items counted, or all items in a location or department. The report shows the item number, description, and quantity of all items counted since the start of the process as well as those items that were not counted, based on the selection. You can optionally specify to only print out items where the count did not match the quantity on hand or only items that were not counted. You can print the list, if desired.
- Complete - select whether to update all inventory, just the items counted, or all items in a location or department. The first is used for complete physicals while the others are useful for cycle counts. Click **Complete** to update inventory and finish the process. The physical inventory database is deleted and you are ready to begin the next physical inventory process.

Quantity Adjustment

Use this function to update inventory quantities on hand, while maintaining an audit trail, which you can report on using the [Adjustment Audit](#) report. The quantity on hand field is updated. To adjust item quantities:

- [Find the item](#).

- Enter the quantity to adjust. A positive number adds to the quantity on hand while a negative number subtracts. You must also enter a reason for the adjustment. You can select one of the reasons defined in [Setup - Inventory - Adjustment Reason Codes](#) or enter a free form reason. Click **Save**.
 - If the item you adjust is serialized and you reduce the quantity on hand, you will be prompted for serial records to delete.

Markdown

Use this function to markdown inventory and record the reduction in the value of inventory, which you can report on using the [Markdown Audit](#) report. The retail price and week, month, and year to date markdown fields are updated. To markdown inventory:

- [Find the item](#).
- The retail price and quantity on hand display. Enter:
 - Markdown Type [Absolute Dollar / Relative Percent / Relative Dollar] - determines how the Markdown Amount is used.
 - Markdown Amount - enter an amount to adjust the retail price by as determined by the Markdown Type.
 - Markdown Reason - enter up to 10 characters to describe why you are marking down the item.
 - Click **Save**.

Handheld Inventory

The Handheld Inventory program is an optional add on package that allows you to utilize a handheld inventory device as the source for both the [Receive](#) and [Physical](#) inventory functions. Handheld Inventory can also be used to generate [Price Labels](#). More precisely, this program allows you to use an ASCII file for the source of these functions. Handheld devices typically output the information collected in ASCII format. You can also use other sources of ASCII files with the program, including a bar code scanner attached to a workstation in conjunction with a text editor such as Notepad.

The Handheld Inventory program accepts files in a wide variety of ASCII formats. When you select a file for use with the program, you must tell the system what format the file is in. The program will remember the last format you specified. The following formatting options are available:

- Delimited - if checked, the fields in the file are separated by commas. If not checked, the fields in the file are in fixed column positions.
- Quantity included - if checked, a quantity field is present on each line. If not, a quantity of one is assumed for each line.
- Unit of measure included - if checked, a unit of measure field, as a number from 0 - 6, is present on each line. If not, the default stocking unit is assumed for each line.
- Cost included - only shown for Receive inventory. Only available for Delimited formats in which case it must be the last field on the line. Used to update the current and average cost.
- Number position - if Delimited is not checked, then you must specify the start of the Number field (item number, UPC, or alternate key) on each line.
- Number length - if Delimited is not checked, then you must specify the length of the Number field (item number, UPC, or alternate key) on each line.

- Quantity position - if Delimited is not checked and Quantity included is checked, then you must specify the start of the Quantity field on each line.
- Quantity length - if Delimited is not checked and Quantity included is checked, then you must specify the length of the Quantity field on each line.
- Unit of measure position - if Delimited is not checked and Unit of measure included is checked, then you must specify the single position for the Unit of measure field on each line.
- Quantity first - if Delimited is checked, determines whether the quantity is before or after the Number field. Note that if Delimited and Unit of measure are both checked, the Unit of Measure fields must be the last field on the line.
- Test mode - if checked, then the file is examined but not processed. This can be useful to determine if you have specified the correct format for processing lines in the file. The program will tell you:
 - Number of lines processed
 - Number of lines rejected - these lines did not meet the format specified.
 - Hit ratio - the percentage of lines accepted to the total number of lines.

Handheld Inventory also provides you with the ability to do Price Verification. Use the handheld device to enter item number/UPC/alternate key and the prices of items. If the price entered is not the same as the price in the item record, the price is updated and an audit trail record is created. The following formatting options are available:

- Delimited - if checked, the fields in the file are separated by commas. If not checked, the fields in the file are in fixed column positions.
- Price first - if Delimited is checked, determines whether the Price is before or after the Number field. Note that if Delimited and Unit of measure are both checked, the Unit of Measure fields must be the last field on the line.
- Unit of measure included - if checked, a unit of measure field, as a number from 0 - 6, is present on each line. If not, the default stocking unit is assumed for each line.
- Number position - if Delimited is not checked, then you must specify the start of the Number field (item number, UPC, or alternate key) on each line.
- Number length - if Delimited is not checked, then you must specify the length of the Number field (item number, UPC, or alternate key) on each line.
- Price position - if Delimited is not checked, then you must specify the start of the Price field on each line.
- Price length - if Delimited is not checked, then you must specify the length of the Price field on each line.
- Unit of measure position - if Delimited is not checked and Unit of measure included is checked, then you must specify the single position for the Unit of measure field on each line.
- Test mode - if checked, then the file is examined but not processed (see description in previous section).

Inventory - Create Inventory

Use Create Inventory to add new items to your system. There is no practical limit to the number of items you can create.

If you use Enterprise Manager, this function may be disabled. If it is enabled, the items you create must be validated with Enterprise Manager before they can be accepted.

To create an item record:

- Enter the top fields (key fields):
 - Description - almost all items will have up to a 40 character description. First select the department and then fill in the remaining index fields, which will change based on the department selected. Something must be entered in every index field. Item descriptions must be unique, if entered. You can bypass the description field and just enter an item number. These items are typically used for miscellaneous sales functions and are said to be in the "Item Number only" department.
 - Item Number - a unique number is required for all items. Depending upon your selection during [Initialization - Database Parameters](#) (which you see in Utility - Information), your item numbers will either be:
 - Automatic - InfoTouch Store Keeper POS assigns numbers for you. Automatic numbers are numeric, with a maximum of 10 characters. InfoTouch Store Keeper POS automatically assigns the next available number in ascending sequence as you enter new items. You can override the automatic number and assign any number, ten digits or less, that has not been assigned already.
 - Manual - the item number is between 5 and 21 alphanumeric characters. InfoTouch Store Keeper POS will not suggest an item number.
 - UPC - an optional field that can be used to ring up (scan) items in the Register module. The UPC field can be up to 15 alphanumeric characters and, if entered, must be unique.
- Examine and change the fields in the record

Inventory - Delete Inventory

Use Delete Inventory only when you want to permanently delete an item from your records. You cannot delete an item with quantities on hand or on order or with associated serial records.

To delete an item record:

- Find the record
- Click **Delete**

Inventory Module - Finding Inventory Records

Inventory - Finding Inventory Records

- Lookup by description - select the department from the drop down box and then select each succeeding index, in order, from the drop down boxes. When the last index is chosen, the item record is selected. Once you have selected a record, you can find another record using this method by selecting the **Find** button on the [toolbar](#).
- Lookup by item number or UPC:
 - Click on the item number or UPC field. Enter all or part of the key and press the **Tab** key.
 - If only one item matches your entry, the record is selected.
 - If more than one record matches, the key information for all of the matching records displays in a drop down list. Select the desired record.
 - If no records match, an error message is displayed.
 - Once you have selected a record, you can find another record using this method by selecting the **Find** button on the [toolbar](#).
- Lookup by other methods. Click on the more options binocular button to the right of the UPC field. You have the following additional ways to find an item (note that these searches may be slow):
 - By alternate key
 - By vendor item number
 - Wildcard search - enter text and any item description that contains the text will be found.
- Navigate between records - once a record has been selected, you can move to other records by selecting:
 - ⏪ - go to the first record in the current sort order.
 - ◀ - go to the previous record in the current sort order.
 - ▶ - go to the next record in the current sort order.
 - ⏩ - go to the last record in the current sort order.
 - 🏠 - go directly to [Create Inventory](#).
 - Sort order - the sort order is initially defined by whatever field you used in the lookup step (above) to find the record. The sort order can be changed at any time by selecting the **Desc**, **Item #**, or **UPC** buttons on the [toolbar](#). The value of the sort order field for the record being displayed is shown on the navigation bar.

A smaller, but otherwise identical version of this screen allows you to find item records for [report preferences](#), and the [Adjust Inventory](#), [Group Inventory](#), and [Transform Inventory](#) functions. Once you have found the desired record, click **Select**.

Inventory - Group Inventory

Use Group Inventory to move an item record from one department to another:

- Find the record
- Select whether to move the item to:
 - Descriptive department - select the department and then enter each of the index fields. The resulting description must be unique.
 - Non-Descriptive ("Item Number only") department - items in the "Item Number only" department do not have a description.
- Click **Save** to move the item , **Reset** to discard any changes and try again, or **Close** to abandon the Group Inventory function for the selected item.

Inventory Module - Inventory Record Fields

Inventory - Inventory Record Fields

The item record has a large number of fields that are accessed through a tabbed dialog box with the following tabs:

- [Price/Quantities](#)
- [Taxes](#)
- [Special Features](#)
- [Discount/Price Levels](#)
- [Late Fees](#)
- [Vendors](#)
- [Performance](#)
- [Picture](#)

When you are finished making changes, you can save or discard them using the [control buttons](#) below the bottom right hand corner of the tabbed dialog box.

Price/Quantities

The maximum allowable value for the Cost, Retail Price, or any Quantity field is 214,748.3648. Quantity fields can support up to 4 decimal digits of precision. Cost and Retail Price fields support from 2 to 4 digits of precision, based on the setting of "Decimal digits in price" in [Setup - General - Departments](#) for the item's department.

- Cost - enter the current cost of the item in this field. You should only enter the cost when you create the item. This field updates when you use [Receive Inventory](#) or [Replenishment - Receive Order](#).
- Profit Type:
 - Calculated - calculates the Gross Profit based on the Cost and Retail price (default).
 - Fixed-percentage - calculates the Retail Price based on the Cost and Gross Profit Percentage entered.
 - Fixed-dollar - calculates the Retail Price based on the Cost and Gross Profit Dollar amount entered.
- Gross Profit - if Profit Type is not "Calculated", enter the Gross Profit Margin you want. Items with the "Calculated" type compute the Gross Profit from the Cost and Retail Price.
- Retail Price - if your Profit Type is "Calculated", enter the Retail Price in this field. The system calculates the price for you if you choose any of the other profit types.
- Selling Price - for items with VAT, InfoTouch Store Keeper POS calculates and displays the selling price by adding the price of the item and the VAT amount.
- Sale End Date - check the box and enter a date to enable the use of the Sale Price until the Sale End Date.
 - Sale Price - enter the price you will charge retail price level customers until the Sale End Date.
 - Selling Price - for items with VAT, InfoTouch Store Keeper POS calculates and displays the selling price by adding the sale price of the item and the VAT amount.
- Average Cost - this field displays a weighted average cost for the item, based on the cost and quantities entered using [Receive Inventory](#) or [Replenishment - Receive Order](#).
- Sales Premium - enter the amount a salesperson is paid each time they sell an item.
- Location - use to describe the location of the item. This field displays when you use [Inventory Lookup](#) in the Register module.

- Short Description - use to print a shorter description (up to 17 characters) on receipts. If left blank, the full description will print on receipts.
- Weight - enter the weight of the item. This is used to distribute the cost of freight when [receiving a Purchase Order](#) if Spread PO Freight Cost in [Setup - General - Miscellaneous 2](#) is set to "By weight". It can also be used to indicate the Tare Weight of an item based on a [registry setting](#).
- Quantity on Hand - displays the number of items currently in stock. You can enter this field directly when creating items. Use [Adjust Inventory](#) or [Replenishment - Receive Order](#) to change this field while maintaining an audit trail of your inventory stock and costs.
- Quantity on Order - displays the number of items on order. The Replenishment module updates this number as items are placed on order and received.
- Quantity Allocated - displays the number of items allocated. The Hold Sale, Layaway, Quote, and Customer Waiting Order transactions in the Register module will automatically maintain this field.
- Quantity In Transit - displays the number of items in transit, based on [Replenishment](#) Transfers In and Transfers Out.
- Minimum Quantity - enter the minimum number of items to stock. The [Order Status](#) and [PO Auto Generation](#) reports use this number to determine if an item needs to be ordered.
- Maximum Quantity - enter the number of items you want in stock after you order. The [Order Status](#) and [PO Auto Generation](#) reports use this number to help determine a suggested order.
- Reorder Quantity - enter the recommended quantities (economic order quantity) to order each time you need to order. The [Order Status](#) and [PO Auto Generation](#) reports use this number to help determine the best quantity to order.

Taxes

This screen displays all of the tax categories you defined using [Setup - General - Tax Categories](#). You can check any combination of categories, which are used to calculate tax when the item is sold. The default for newly created items is for the first category to be checked while all others not checked. An item with no categories checked is not taxed. Also, select the tax category to use as a Value Added Tax (VAT). The VAT combines with the price of the item transparently to produce the "Selling Price". The "Selling Price" displays when you ring up the item in the Register Module. Set this field to "None", the default, if you do not use Value Added Taxes.

Special Features

This screen allows you to specify a number of sophisticated inventory control features. **Show detail** buttons display next to a number of the features that require additional information.

- Explosion Item - if checked, the item is either made up of other items or is automatically sold with other items. You specify the quantity and item number of the associated items, up to a maximum of approximately 160. You cannot enter the cost of these items - it is automatically determined from the components. Use [Utility - Recalculate Parts Explosion Cost](#) to recalculate the cost of all exploded items. How the system treats the associated items is determined by the setting of "Parts Explosion Type" for the item's department in [Setup - General - Departments](#):
 - "Receive" - component items are depleted when the assembled item is received using [Receive Inventory](#) or [Replenishment - Receive Order](#). InfoTouch Store Keeper POS supports nested explosion items, meaning that the component items may themselves have the Explosion flag set. Example - a computer system is made up of a system unit, monitor, and keyboard. The system unit is made up of a case, motherboard, hard drive, etc.
 - "At Sale" - the components display on the screen and print on receipts without a price which is determined by the explosion item. Example - a shaving kit, containing shaving cream, a razor, and razor blades for one price.

- "Deposit/Tax" - similar to "At Sale" except that the component prices are displayed and printed. Only this setting allows costs for these items to be entered. Example - in states with bottle deposits, enter a single associated item with a price equal to the deposit amount. The deposit will ring up with the explosion item and cannot be edited. If the explosion item has multiple units, then the price of the deposit item should be set to the deposit amount for the default selling unit. The quantity of the deposit line will be automatically adjusted if a different unit of measure is used.
- "Closeout" - the components are depleted during the Daily Closeout of the day the assembled item sold. This setting is used when you do not put the explosion item into inventory in advance of selling it. Example - a fast food restaurant sells sandwiches. The component items (bread, lettuce, cheese, etc.) are subtracted from inventory at the end of the day based on the day's sales.
- Group Replenishment - only available for Explosion items in departments where the "Parts Explosion Type" is set to "At Sale". If checked, the item uses the sum of the quantity on hand, on order, and allocated fields from its components when [determining if an item needs to be reordered](#). The minimum, maximum, and reorder quantities from the parent record (this record) are used in the calculations. Checking this field allows you to order related items from your vendors only when the minimum quantity of all the items combined is below a specific value.
- Non Discountable - if checked, line item discounts cannot be applied in the Register. Sale level discounts will ignore the item.
- Substitution - if checked, you can enter a list of item numbers that can be sold instead of this item, up to a maximum of approximately 190. Substitutes for an item can be found using **Register - Inventory Lookup**.
- Alternate Keys - if checked, you can enter up to approximately 160 unique, 24 character alphanumeric keys that can be used to find the item in addition to the standard item number, UPC, and description methods. Each alternate key has a unit of measure option that governs its use in the [Register module](#) and the optional [Handheld Inventory program](#). In the Register, the "None" alternate key unit of measure setting will either prompt for the unit of measure or select the default selling unit, based on the setting of "Select Unit of Measure when Sold" in [Setup - General - Miscellaneous 5](#). In the Handheld Inventory program, the "None" alternate key unit of measure setting will indicate the stocking unit. The other values that the alternate key unit of measure setting can have indicate an explicit unit of measure in both the Register and Handheld Inventory programs.
- Notes - if checked, you can enter three 40 character lines that can print on receipts and [Location/Notes labels](#).
- Serial - if checked, enables the ability to track individual units of an item. Each is identified by a serial number. You can have an unlimited number of serial records per item. The rental features of InfoTouch Store Keeper POS are best utilized by selling serialized rental items. Serialized inventory is also useful for tracking items with warranties. Most fields in the serial record are maintained by the system except for the serial number and description fields. The fields in the serial record are:
 - Serial Number - a unique number for each unit is required. Depending upon your selection during [Initialization - Database Parameters](#) (which you see in [Utility - Information](#)), your serial numbers will either be:
 - Automatic - InfoTouch Store Keeper POS assigns numbers for you. Automatic numbers are numeric, with a maximum of 10 characters. InfoTouch Store Keeper POS automatically assigns the next available number in ascending sequence as you enter new serial records. You can override the automatic number and assign any number, ten digits or less, that has not been assigned already.
 - Manual - the serial number is between 5 and 21 alphanumeric characters. InfoTouch Store Keeper POS will not suggest a serial number.
 - Description - an optional text field of up to 20 characters that displays in the Register when you lookup serial records.

- Customer Number - the customer the serial record was sold to or last rented to.
- Selling Price - if left at the default of zero, the serial record's price is determined by the item record. If set to something besides zero, the serial record will sell or rent for the price indicated in this field.
- Cost - the current cost at the time the serial record was created.
- Sales - the amount of sales or rentals associated with the serial record.
- Volume - the number of times the serial record was sold or rented.
- Date Received - the date the record was created.
- Date Allocated - the date the record was entered in a Hold Sale, Customer Waiting Order, Quote, or Layaway.
- Date Sold - the date sold or last rented. Only serial records with a blank Date Sold field can be sold or rented and only records with a non-blank Date Sold can be returned.
- Date Due - for rental items, the date the serial record is supposed to be returned. For non-rental items, this field can be used for the end of any warranty period.
- Suggestive Sell - if checked, you enter a text message of up to 150 characters that is displayed when the item is sold.
- Price Override - if checked, you can edit the item's price in the Register. By default, this field is not checked and the price cannot be changed. This helps to force the proper tracking of discounts.
- Multiple Units - if not checked, you can enter the stock unit name. If checked, allows you to buy in one unit and sell in several different units. You can have a maximum of seven units of measure. The stocking unit is typically the unit that is received and, when sold, uses the [Retail Price](#) and other [Price Levels](#). You define the unit conversion ratio and the prices (Retail and other Price Levels) for each of the additional (non-stocking) units. One of the units must be designated the default selling unit. This unit is used, by default, when selling the item in the Register. Example - a liquor store buys beer by the case but sells it by the case, six pack, and single. The six pack would typically be designated the default selling unit and the case is the stocking unit.
- Prompt for Weight - if checked, the Register will automatically prompt for the item's quantity after it is rung up. If Scale Interface in [Setup - General - Miscellaneous 4](#) is checked, an attempt to read the scale to determine the item's weight will happen automatically as well.
- Unit Conversion - the ratio between the units you buy and sell in. This field defaults to "1" but can be changed if you buy in one quantity and sell in another. Note that if you buy in one quantity and sell in more than one quantity, you should use the Multiple Units feature instead of Unit Conversion.
- SNAP - if checked, the SNAP (s) tender type can be applied to this item during a sale.
- Status:
 - Available [default] - the item can be sold, is shown on [Inventory Reports](#) and is displayed during **Register - Inventory Lookup**.
 - Concealed - the item can be sold but is not shown on [Inventory Reports](#) and/or is not displayed during **Register - Inventory Lookup**. Which of the latter two is effected is determined by the setting of "Conceal Item Modules" in [Setup - General - Miscellaneous 2](#). This feature is generally used by chains that wish to maintain a single inventory database but do not sell all items at all stores.
 - Do not sell - the item cannot be sold and is also treated as Concealed. Most often used for component items or kit items that are ordered from vendors but not sold.
- Appointment Book - only available if you have the optional [Appointment Book](#) add on package:
 - Allow to be scheduled - if checked, the item can be rung up while editing an appointment.

- Duration - the length of time to allow for performing this item (service). However, if the item has the [Explosion flag](#) checked, and "Parts Explosion Type" for the department in [Setup - General - Departments](#) is set to "At Sale", then the item is treated as a kit and the duration cannot be specified. Instead, the duration time is calculated from the component items each of which must have the "Allow to be scheduled" flag checked.

Discount/Price Levels

- Group Discount Item - enter an optional item number to assign this item to a mix-and-match discount group. The item's Quantity Price Breaks setting will be inherited from the Group Discount Item.
- Quantity Price Breaks:
 - None - the item's price and discount is not effected by the quantity sold.
 - Threshold Retail - items sold at the Retail price level will receive a discount based on the quantity sold. The following fields display:
 - Discount Type - select either % or \$ discount.
 - Threshold Quantity - the minimum quantity to sell to receive a discount. Must be at least one.
 - Maximum Quantity - optional quantity after which the discount is no longer applied. Used to implement BOGO ("buy one, get one") style discounts. See [examples](#).
 - Threshold Discount - depending on the Discount Type, either the percentage or dollar discount for items to receive once the Threshold Quantity is reached.
 - Retroactive - if checked, all items receive the Threshold Discount, once the Threshold Quantity is reached. In this case, the Maximum Quantity field is disabled. If not checked, quantities below the Threshold Quantity do not receive a discount.
 - Across Lines - if checked, all line items in a transaction are combined to determine the Threshold Quantity and the Threshold Discount is applied to all lines that qualify. If the Group Discount Item number is set, all lines in the group are combined to determine the discounts to apply. For most types of stores, this field should be checked for all items with Quantity Price Breaks
 - Unit of Measure - only visible for items with multiple units of measure and Across Lines checked. Select whether the threshold discount should apply to all units of measure or a specific unit.
 - Threshold Multiplier - only visible for items with Retroactive and Across Lines checked. Multiplies the quantity for this item by the multiplier in calculating whether the Threshold Quantity has been reached. Allows the mix-and-match of case discounts where the number of units in different cases is not the same.
 - Threshold All - same as Threshold Retail, except that the discounts are applied regardless of the Price Level in effect during the transaction.
 - Quantity Unit Pricing - the price of the items sold are determined by a quantity table. There is a separate table for every Price Level. Enter up to 12 from/to quantity ranges and prices for each Price Level. Once entered, the table can be modified by clicking the **Show detail** button.
 - Across Lines - if checked, all line items in a transaction are combined to determine the quantity to use in the quantity table.

Threshold Discount examples:

- Buy 2, get 1 at half price - set Quantity Price Breaks to Threshold Retail (or All), Threshold Quantity to 2, Maximum Quantity to 3, Threshold Discount to 50%, check Across Lines.

InfoTouch Store

- Get 10% off when you buy a case of 12 or more - set Quantity Price Breaks to Threshold Retail (or All), Threshold Quantity to 12, Threshold Discount to 10%, check Retroactive, check Across Lines.
 - Half off after 100 copies per original in Copy Centers - set Quantity Price Breaks to Threshold Retail (or All), Threshold Quantity to 100, Threshold Discount to 50%, leave Maximum Quantity blank, uncheck Across Lines.
 - Price Levels - for each Price Level besides Retail, enter the price for the item to be sold at that Price Level.
-

Late Fees

This tab is only displayed for rental items. These are items in specifically designated rental departments whose Rent/Sell index is set to "R". For all Price Levels/Rental Periods, enter the late fee for the item at that Price Level/Rental Period. These fees will automatically be added when serialized rental items are returned after the specified due date.

Vendors

Use this tab to establish the vendors that you purchase this item from, also referred to as sources. You can enter up to 10 different sources for the item. The same vendor can be entered more than once in order to establish different discount levels. You must enter at least one vendor for the item if you wish to use the [Replenishment - Automatic PO Generation](#) function or for the item to show up on the [PO Auto Generation report](#). For each source, enter the following fields:

- Vendor Number - select a vendor by number from the drop down list.
 - Vendor Name - select a vendor by name from the drop down list.
 - Item Cost - enter the cost of the item from the vendor. Defaults to the current cost of the item.
 - Ordered - quantity of the item on order from the vendor. This field is maintained by the Replenishment module and cannot be modified.
 - Vendor Item Number - defaults to the store's item number. Enter a different value if necessary. The Vendor Item Number prints on Purchase Orders.
 - Ordering Unit:
 - Name - defaults to blank. Enter a name if you order this item in a specific unit of measure from the vendor.
 - Quantity - defaults to 1. Enter a different quantity if you order this item in a specific unit of measure from the vendor.
 - Discount Type:
 - No Discount
 - Dollar/Dollar - enter a Threshold dollar amount for the item in a Purchase Order, at which the entered dollar Discount is treated as a per unit discount.
 - Dollar/Percent - enter a Threshold dollar amount for the item in a Purchase Order, at which the entered percentage Discount is applied to the items.
 - Volume/Dollar - enter a Threshold quantity for the item in a Purchase Order, at which the entered dollar Discount is treated as a per unit discount.
 - Volume/Percent - enter a Threshold quantity for the item in a Purchase Order, at which the entered percentage Discount is applied to the items.
-

Performance

This screen displays week, month, and year to date transaction data for the item. These fields are automatically maintained by the system. The following fields display:

- WTD Sales
- MTD Sales
- YTD Sales
- WTD Cost of Sales
- MTD Cost of Sales
- YTD Cost of Sales
- WTD Quantity Sold
- MTD Quantity Sold
- YTD Quantity Sold
- WTD Markdowns
- MTD Markdowns
- YTD Markdowns

If the Loyalty Points Program function is enabled in [Setup - General - Miscellaneous 7](#), the following fields display:

- Points Earned - enter the number of loyalty points earned with the purchase of each unit of this item.
- Can Be Bought with Points - if checked, enter the Points to Buy field. In the Register, if a sale is linked to a customer whose Total Points Earned exceeds the Total Points Redeemed by at least the value of the Points to Buy field, then the customer may be able to use loyalty points to purchase the item. If this field is not checked, the item cannot be purchased with loyalty points.

Picture

Use this tab to set or clear the picture of the item. The picture is displayed in the Register when you [look up inventory](#) or choose to [show information about a line item](#). Item pictures must be in Joint Photographic Experts Group (JPEG) format unless overridden with the [ItemPictureExtension](#) registry setting.

Control Buttons

Some combination of the following control buttons will display below the right hand side of the tabbed dialog with the item record fields. Which buttons will display depends upon the record maintenance function ([View](#), [Modify](#), [Create](#), or [Delete](#)) and whether you have made any changes to a record.

- **Close** - exit the record maintenance function.
- **Reset** ([Modify](#) and [Create](#) only) - if you have made any changes to the record and have not saved them, this button will display allowing you to discard your changes.
- **Save <Alt-S>** ([Modify](#) and [Create](#) only) - if you have made any changes to the record, this button or the Alt-S key will save the changes.
- **Delete** ([Delete](#) only) - permanently delete the record.
- **Top Fields** ([Modify](#) and [Create](#) only) - allows you to change the item's description, item number, and UPC. These fields cannot otherwise be accessed to prevent accidental changes to the major keys in the item record.
- **Finish** ([Modify](#) and [Create](#) only) - used to accept the changes made after using **Top Fields**.

Inventory - Menu

The Employee module has a standard Windows menu below the title bar. Some of the options may be grayed out, which means that they are disabled. The menu includes:

- File
 - Save and Close - saves what is currently being edited and returns to the main screen.
 - Reset and Close - discards changes to what is currently being edited and returns to the main screen.
 - Close All - closes all editing sessions and returns to the main screen.
 - Security - set security on main screen functions.
 - Exit - close Transaction Manager module.
- Edit
 - Undo - discard most recent change.
 - Cut - copy and delete highlighted text to the Windows clipboard.
 - Copy - copy highlighted text to the Windows clipboard.
 - Paste - paste text from the Windows clipboard.
 - Find - find an item record for maintenance or reports.
- View
 - Show toolbar - if checked, the toolbar is displayed when available.
 - Show status bar - if checked, the status bar at the bottom of the screen is displayed when available.
- Actions - a complete list of all function on the Inventory main screen.
- Reports - a complete list of all of the Inventory reports. The reports are grouped into different categories for easy access.
- Window
 - Tile Reports - used to display multiple reports at the same time.
 - Horizontally
 - Vertically
 - Cascade
 - Window List - a list of currently open windows. Select any window in the list to make it visible.
- Help
 - Inventory Help - help on this module.
 - InfoTouch Help - complete online system help.
 - InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
 - About InfoTouch - version, vertical, system, and legal information.

Inventory - Modify Inventory

Modify Inventory allows you to look at and change the fields in item records. If you do not need to change the fields in a record, use View Inventory.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has an item record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Inventory allows any user to look at a record without locking that record to other users. Modify Employees invokes record locking.

If you use Enterprise Manager, this function may be disabled. If it is enabled, you will only be able to modify store-specific fields. These are fields that can have a different value for each store, e.g., retail price and quantity price breaks. Common inventory fields, like UPC and short description, which must be the same for all stores, cannot be modified. Also, based on settings in Enterprise Manager, you may not be able to access the Vendors tab.

To modify an item record:

- Find the record
- Examine and change the fields in the record

Inventory Module - Report Inventory

Inventory - Report Inventory

The Inventory module provides a wealth of reporting options to analyze your inventory value, movement, special features, print barcode labels, etc. Reports on Vendors and Purchase Orders are also here. Find out more about [common procedures for running reports](#) or select one of the following report categories:

- [General](#)
- [Analysis](#)
- [Special Features](#)
- [Audit Trail](#)
- [Labels](#)
- [Vendors](#)
- [Purchase Orders](#)

Common procedures for running reports

- Select a report from either the Report Inventory list or the Reports menu item (between Actions and Window). Note: You must have at least one Windows printer defined to access any report.
- Enter the preferences for the report. The preference are presented as a tabbed dialog and vary by the report selected. The **Next**> and <**Back** buttons provide an additional mechanism to move between the tabs in the dialog. You may also check the box entitled "List Preferences on Last Page." The following preferences are common to all inventory reports except for the Vendor and Purchase Order reports:
 - Order/Filter tab - select one of the following Order By options:
 - Department - select a department from the drop down list. You can optionally enter a From and To value for each of the indices for that department or you can use the **Look up Item** buttons to [find an item record](#). Only items in the department, each of whose indices is in the From/To range are reported on. Reports that sub-total will look at whether you filled in values for the indices and will give sub-totals for each index that was not left blank.
 - Department Group - select a group from the drop down list. Only items in the selected group are reported on.
 - Department Range - select a From and To Department from the drop down list. Items in any department alphabetically between the From and To are reported on. If one or more departments are set to [Memo departments](#), a department filter displays allowing you to report on All Departments, Standard Departments, or Memo Departments.
 - Item Number - enter a From and To Item Number or use the **Look up Item** buttons to [find an item record](#). Items whose number is in the From/To range are reported on.
 - UPC - enter a From and To UPC or use the **Look up Item** buttons to [find an item record](#). Items whose UPC is in the From/To range are reported on. Note that items with a blank UPC field are not reported on when using this option.
 - Options tab - specify an optional vendor filter and/or location filter. If checked, specify the vendor number from the drop down list or use the **Look up Vendor** button to [find a vendor record](#) or just enter a location.
- The **Advanced** button allows you to select some special options when viewing the report as well as an alternate report to disk style when exporting the report to disk. By default, the export format will be what is specified in [Setup - General - Miscellaneous 2](#).
- Select a destination for the report:
 - Preview to screen - view the report with the ability to navigate between pages, scroll and zoom the display, and print the report.

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- Print - send to any Windows printer.
 - Export to Disk - send to a file for use by other software packages
- Select **Finish** to generate the report.

Inventory - Security

If you use plan-based security, access to the module's functions is controlled by each employee's security plan. If you do not use plan-based security, you can assign the security levels associated with each function. To set security on any of the functions on the Inventory main screen, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any function's button. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other function's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Inventory - Toolbar

The Inventory module has a standard Windows toolbar below the menu. Some of the options may not be visible, which means that they are disabled. The toolbar includes:

- Menu - returns you to the main screen.
- Undo - discard most recent change.
- Cut - copy and delete highlighted text to the Windows clipboard.
- Copy - copy highlighted text to the Windows clipboard.
- Paste - paste text from the Windows clipboard.
- Find - find an item record or find a vendor record for maintenance or reports.
- Desc - switch the item sort order to the item description field.
- Item # - switch the item sort order to the item number field.
- UPC - switch the item sort order to the UPC field.
- Name - switch the vendor sort order to the vendor name field.
- Vendor # - switch the vendor sort order to the vendor number field.
- Preview - send report to screen.
- Print - send report to printer.
- Export - send report to disk file.

Inventory Module - Transform Inventory

Inventory - Transform Inventory

The Transform Inventory function allows you to make changes to related groups of items.

If you use Enterprise Manager, this entire function may be disabled or some of the fields, including Sources and Matrix Create may be disabled. Weight will always be disabled. You cannot modify the UPC field with Matrix Modify.

Find out more about [common procedures for transforming inventory](#) or select one of the following inventory record fields to change:

- [Cost](#)
- [Price Levels](#)
- [Minimum Quantity](#)
- [Group Discount](#)
- [Weight](#)
- [Matrix Create](#)
- [Profit Type](#)
- [Tax Category](#)
- [Maximum Quantity](#)
- [Non-discountable](#)
- [Loyalty Points Earned](#)
- [Matrix Modify](#)
- [Profit Margin](#)
- [Sources](#)
- [Reorder Quantity](#)
- [Feature Flags](#)
- [Loyalty Points to Redeem](#)

Common procedures for transforming inventory

- Select a field to transform.
- Enter the range of items to change and the details of the changes you wish to make. This is presented as a tabbed dialog with an Order/Filter tab and a Details tab. The **Next**> and <**Back** buttons provide an additional mechanism to move between the tabs in the dialog.
 - Order/Filter tab - use this tab to select the range of items. It is identical to the [Order/Filter tab used by Inventory - Report Inventory](#).
 - Details tab - use this tab to specify how you wish to change the items selected. Varies by the field selected.
- Select **Transform** to implement the changes. Once started, the Transform process cannot be interrupted.

Cost

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Dollar, or Absolute Dollar. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the current cost is changed based on the choices entered in the Details tab.

Profit Type

The Details tab has the following options:

- Transform Type - Calculated, Fixed Percentage, Fixed Dollar, or Absolute Dollar.

For each selected item, the profit type field is set to the Transform Type entered in the Details tab.

Profit Margin

The Details tab has the following options:

- Transform Type - Absolute Percent, Relative Percent, Relative Dollar, or Absolute Dollar. Determines how the Transform Amount is used.
- Transform Amount
- Markdowns - if checked, markdowns will be recorded only if the change to the profit margin results in a lower retail price.
 - Markdown reason - recorded along with the markdown amount in the [markdown audit trail](#).

For each selected item, the profit margin and retail price are changed based on the choices entered in the Details tab. Markdowns are recorded where appropriate.

Price Levels

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Dollar, Absolute Dollar, Set to Retail, Set to Cost, or Set to Average Cost. The first three choices determine how the Transform Amount is used.
- Transform Amount - not available for Set to Retail, Set to Cost, or Set to Average Cost.
- Price Level - select Retail Price or one of the other Price Levels to change.
- Unit of Measure - select the Stocked unit or one of the six other units of measure. If you select a unit besides Stocked and the item does not support that unit of measure, it will not be changed.
- Schedules and Promotions - if you have the [Touch Data Link](#) add-on, price changes can be scheduled for future dates. Sale and promotional prices can be scheduled to end on a given date and the original prices automatically restored:
 - Schedule - check to specify the start date for the price change.
 - Change:
 - Permanent - the change to the price is permanent.
 - Promotional - the change to the price ends on a date that is specified.
 - Sale Price - only available for changes to the Retail Price, Stocked Unit of Measure. The change to the price is stored in the [Sale Price](#) and the end date specified is stored in the [Sale End Date](#).
 - Disable Discounts - for Promotional/Sale Price changes. If checked, items are treated as non-discountable.
 - Disable Price Breaks - for Promotional/Sale Price changes. If checked, Quantity Price breaks are not allowed for the selected items.
- Markdowns - only available if the Price Level is set to Retail Price. If checked, markdowns will be recorded only if the change results in a lower retail price.
 - Markdown reason - recorded along with the markdown amount in the [markdown audit trail](#).
- Round To - No, Nearest, Next Higher, Next Lower
 - 2 Digits - if checked, will round to a two-digit value (for example, next higher 99). If not checked, will round to a single digit (for example, the nearest 9)
 - Value - the value to round to.

For each selected item, the selected price level is changed based on the choices entered in the Details tab. Markdowns are recorded where appropriate.

Tax Category

The Details tab has the following options:

- Transform Type:
 - Tax Categories - select any combination of tax categories to assign to the selected items.
 - VAT Category - select "None" or any one of the tax categories to assign to the VAT category for the selected items.

For each selected item, the tax categories or VAT category is set based on the choices entered in the Details tab.

Sources

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Dollar, Absolute Dollar, or Set to Cost. The first three choices determine how the Transform Amount is used.
- Transform Amount - not available for Set to Cost.
- Select Vendor - select a vendor number from the drop down list or use the **Look up Vendor** button to [find a vendor record](#).
- Create New Source - if checked, a new source records will be created if the vendor is not already a source for the item. If not checked and if the the vendor is not a source for the item, the item will be skipped.

For each selected item, the source record for the selected vendor is changed based on the choices entered in the Details tab.

Minimum Quantity

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the minimum quantity is changed based on the choices entered in the Details tab.

Maximum Quantity

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the maximum quantity is changed based on the choices entered in the Details tab.

Reorder Quantity

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

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For each selected item, the reorder quantity is changed based on the choices entered in the Details tab.

Group Discount

The Details tab has the following options:

- Group Discount Item Number - enter an item number or use the **Look up Item** button to [find an item record](#).

For each selected item, the Group Discount Item Number is set based on the choice entered in the Details tab.

Non-discountable

The Details tab has the following options:

- Allow discounts
- Non-discountable

For each selected item, the non-discountable flag is changed based on the choice entered in the Details tab.

Feature Flags

The Details tab has the following options:

- Price Overrides
- Prompt for Weight
- SNAP (Food Stamps)
- Turn Flag On

For each selected item, the selected feature flag is enabled if Turn Flag On is checked or disabled if Turn Flag On is not checked.

Weight

The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the weight is changed based on the choices entered in the Details tab.

Loyalty Points Earned

This function is only available if the Loyalty Points Program is enabled in [Setup - General - Miscellaneous 7](#). The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the Points Earned field is changed based on the choices entered in the Details tab.

Loyalty Points to Redeem

This function is only available if the Loyalty Points Program is enabled in [Setup - General - Miscellaneous 7](#). The Details tab has the following options:

- Transform Type - Relative Percent, Relative Quantity, or Absolute Quantity. Determines how the Transform Amount is used.
- Transform Amount

For each selected item, the Points to Buy field is changed based on the choices entered in the Details tab. Note that setting Points to Buy to zero is equivalent to not checking the Can be Bought with Points field.

Matrix Create

The Matrix add-on package allows you to create (as well as modify and order) a group of related items very easily. It is most commonly used by apparel and shoe stores but can be used in a wide variety of markets. The function is most easily illustrated by an example. Let's say that you wish to create item records for an array of a particular style of a particular brand of women's shoes in various sizes and widths. All of the items have the same values for many of the fields in the item record including cost, price, minimum, maximum, and reorder quantities. You can use the Matrix Create function to create all of the items quite quickly:

- Create a "base" record using [Create Inventory](#). The "base" record is simply one of the many combinations of the records you wish to create. In our example, it might be shoe in a size 6, width B. Enter all of the important information about the item such as cost, price, etc.
- Use the Matrix Create function. The first step is to select the "base" record. In our example, find the record that you just created either by item number, description, or UPC. Note that the "base" record must be in a department with at least three indices - that is, it must have two extra pieces in the description, such as size and width, in addition to the department.
- If the selected department has five or more indices, you can select whether to enter 2, 3, or 4 indices. If the selected department has four indices, you can select whether to enter 2 or 3 indices. If the selected department has three indices, you can only enter the last 2 indices.
- If you have selected 3 or 4 indices, enter various combinations for those indices, such as brand or style. If you use [manual item numbers](#), you will also enter a single character for each entry so that InfoTouch Store Keeper POS can construct a unique item number for each of the items to be created. You can select **Import** to retrieve previously saved entries.
- In all cases, you will enter the various combinations for the next to last index, such as size. If you use [manual item numbers](#), you will also enter a single character for each entry so that InfoTouch Store Keeper POS can construct a unique item number for each of the items to be created. You can select **Import** to retrieve previously saved entries.
- Lastly, enter the various combinations for the last index, such as width. If you use [manual item numbers](#), you will also enter a single character for each entry so that InfoTouch Store Keeper POS can construct a unique item number for each of the items to be created. You can select **Import** to retrieve previously saved entries.

- Select **Finish**. All possible combinations of the various indices you entered will be created, using the "base" records information as a template. Note that some information, like the quantity on hand and the historical performance fields are not copied to the new records. If you use [manual item numbers](#), the last characters of the "base" record's item number will be replaced with the values you entered in the previous steps. If you do not use manual item numbers (automatic numbers), then the next available number will be used when creating the records.
-

Matrix Modify

The Matrix add-on package allows you to easily modify a number of fields in a group of related items very easily. It is most commonly used by apparel and shoe stores but can be used in a wide variety of markets. The function is most easily illustrated by an example. Let's say that you wish to examine and modify item records for an array of a particular style of women's shoes in various sizes and widths:

- The first step is to select the "base" record. In our example, find any record in the desired style of shoe. Note that you do **not** have to have used the [Matrix Create](#) function when you created the items in order to use the Matrix Modify function. The "base" record must be in a department with at least three indices - that is, it must have two extra pieces in the description, such as size and width, in addition to the department.
- A grid, similar to a spreadsheet, will display. The column headings will be the values of the next to last index while the row headings will be the values of the last index. In our example, the column headings would be shoe sizes (5, 6, 7, 8) while the row headings would be widths (A, B, C). You can use the drop down "Select field" box to display any of the following fields:
 - Minimum Quantity
 - Maximum Quantity
 - Reorder Quantity
 - UPC
 - Cost
 - Retail Price
 - Each additional Price Level
- You can use the arrow keys on the keyboard or your mouse to move around the grid. The current cell is highlighted in blue. To modify the current cell, select **Modify** and enter a new value. You can also copy the values of a cell to other cells in its row, column, or all cells using **Copy To**. If the contents of the cell are "N/A", this means that combination of indices does not exist -- **Modify** and **Copy To** will not be available. Select **Save** to accept all of the changes you have made.

Inventory Module - Vendors

Inventory - Vendors

Vendors is used to maintain vendor records.

If you use Enterprise Manager, Modify Vendors and Create Vendors may not be available. Delete Vendors is never available.

Choose from one of the following options:

- [View Vendors](#)
- [Modify Vendors](#)
- [Create Vendors](#)
- [Delete Vendors](#)
- [Finding Vendor Records](#)
- [Vendor Record Fields](#)

View Vendors

View Vendors allows you to look at vendor records. You cannot modify or delete any information in the item record when using View Vendors. To view a vendor record:

- [Find the record](#)
- [Examine the fields in the record](#)

Modify Vendors

Modify Vendors allows you to look at and change the fields in vendor records. If you do not need to change the fields in a record, use [View Vendors](#).

If you use Enterprise Manager, you will only be able to change vendor records which have a Status of "This Store Only". The status field cannot be changed if you Enterprise Manager.

To modify a vendor record:

- [Find the record](#)
- [Examine and change the fields in the record](#)

Create Vendors

Use Create Vendor to add new vendors to your system. There is no practical limit to the number of vendors you can create.

If you use Enterprise Manager, you will only be able to create vendor records with a Status of "This Store Only". The vendors you create must be validated with Enterprise Manager before they can be accepted.

To create a vendor record:

- Enter the top fields (key fields):
 - Vendor Name - enter a unique, 39 character name.
 - Vendor Number - enter a unique number. Vendor numbers are numeric, with a maximum of 10 characters. InfoTouch Store Keeper POS automatically assigns the next available number in ascending sequence as you enter new vendors. You can override the number and assign any number, ten digits or less, that has not been assigned already.
- [Examine and change the fields in the record](#)

Delete Vendors

Use Delete Vendors only when you want to permanently delete a vendor from your records. You cannot delete a vendor with an open Purchase Order. To delete a vendor record:

- [Find the record](#)
- Click **Delete**

Finding Vendor Records

- Lookup by name or number - when you first select a vendor record maintenance function, you can find a record by:
 - The name and number fields have drop down lists of all vendors. Select one from either list. You can type in the list to find a specific vendor.
 - Once you have selected a record, you can find another record using this method by selecting the **Find** button on the [toolbar](#).
- Navigate between records - once a record has been selected, you can move to other records by selecting:
 - ⏪ - go to the first record in the current sort order.
 - ◀ - go to the previous record in the current sort order.
 - ▶ - go to the next record in the current sort order.
 - ⏩ - go to the last record in the current sort order.
 - ☒ - go directly to [Create Vendors](#).
 - Sort order - the sort order is initially defined by whatever field you used in the lookup step (above) to find the record. The sort order can be changed at any time by selecting the **Name** or **Vendor #** buttons on the [toolbar](#). The value of the sort order field for the record being displayed is shown on the navigation bar.

Vendor Record Fields

The item record has a large number of fields that are accessed through a tabbed dialog box with the following tabs:

- [Contact Information](#)
- [Transaction Totals](#)
- [Discounts/Message](#)
- [Other Information](#)

When you are finished making changes, you can save or discard them using the [control buttons](#) below the bottom right hand corner of the tabbed dialog box.

Contact Information

- Address - Enter the vendor's main address. There are two lines available for the street address. InfoTouch Store Keeper POS will use this address for all purchase orders and reports. Each line can be up to 30 characters.
- Alternate Address - Enter an alternate address for the vendor if needed. The alternate address is used for reference. It does not appear on any printouts. Each line can be up to 30 characters.
- City, State, Zip - Enter the vendor's main and alternate city, state (up to four characters), and zip code.
- Telephone - Enter the vendor's telephone number.
- Fax - Enter the vendor's fax number.
- Ship Time - When you create a new vendor, enter the typical number of days for a normal order to arrive from the vendor. You must enter a Ship Time and it must be greater than zero. InfoTouch Store Keeper

POS updates this field. Your original entry is averaged against the ship time for received orders from the vendor. The default is seven days.

- Status - with Enterprise Manager, this field can only be set from Enterprise Manager. Options are:
 - All Locations - purchase orders for this vendor can be created from both store and headquarters.
 - Enterprise Only - purchase orders for this vendor can be created only from headquarters. The store can still receive purchase orders that headquarters has made for direct delivery to the store.
 - This Store Only - this vendor is only used by this store. Headquarters cannot create purchase orders for this vendor.
 - Disabled - no new purchase orders for this vendor can be created. Existing purchase orders can still be received.

If you do not have Enterprise Manager, the options for the Status field are:

- Enabled - purchase orders can be created for this vendor.
- Disabled - no new purchase orders for this vendor can be created. Existing purchase orders can still be received.
- Key Contact - Enter the primary contact person at the vendor. The name in this field is used in several reports. The Vendor Mailing List addresses the label to the attention of the name in this field. This can be up to 21 characters.
- 2nd Contact - Enter the next best person to contact. This can be up to 21 characters.

Transaction Totals

These fields are generally updated by the system.

- MTD and YTD Purchases - the MTD field shows Purchases since the last monthly closeout. YTD Purchases shows amounts since the last yearly closeout.
- MTD and YTD Discounts - the MTD shows Discounts received since the last monthly closeout. YTD Discounts show Discounts since the last yearly closeout.
- MTD and YTD Returns - The MTD fields shows Returns made since the last monthly closeout. YTD Returns shows amounts since the last yearly closeout.
- Date of Last Purchase - shows the date of the last order placed with this vendor.

Discounts/Message

This screen contains the discount rates given by the vendor as well as message and general ledger fields. The discounts can be per line item as well as for total purchases.

- Purchase Line Discount Level - enter the minimum dollar amount that you must buy to receive a line item discount from the vendor.
- Purchase Line Discount Amount - enter a percentage or dollar amount of the discount when you reach the Purchase Line Discount Level.
- Total Discount Level - enter the minimum dollar amount of purchase per total order required to qualify for a discount.
- Total Discount Amount - enter the percentage of discount received for total purchases that meet the Total Discount Level.
- General Ledger Account #1 & #2 - the numbers in these fields appear on the [Vendor GL Numbers report](#). These can be up to nine characters.
- Message - enter any message to display on the Purchase Order screen when you select this vendor. You can enter two separate lines of text, up to 21 characters each, in this field.

Other Information

Enter any of the six user-defined fields. Each can be up to 39 characters. The names of these fields are defined in [Setup - Inventory - User-Defined Fields](#). Each of these fields can be used to sort any [vendor report](#).

Control Buttons

Some combination of the following control buttons will display below the right hand side of the tabbed dialog with the item record fields. Which buttons will display depends upon the record maintenance function ([View](#), [Modify](#), [Create](#), or [Delete](#)) and whether you have made any changes to a record.

- **Close** - exit the record maintenance function.
- **Reset** ([Modify](#) and [Create](#) only) - if you have made any changes to the record and have not saved them, this button will display allowing you to discard your changes.
- **Save <Alt-S>** ([Modify](#) and [Create](#) only) - if you have made any changes to the record, this button or the Alt-S key will save the changes.
- **Delete** ([Delete](#) only) - permanently delete the record.
- **Top Fields** ([Modify](#) and [Create](#) only) - allows you to change the vendor's name or number . These fields cannot otherwise be accessed to prevent accidental changes to the major keys in the vendor record.
- **Finish** ([Modify](#) and [Create](#) only) - used to accept the changes made after using **Top Fields**.

Inventory - View Inventory

View Inventory allows you to look at item records. You cannot modify or delete any information in the item record when using View Inventory.

Record Locking is a technique used to handle contention between two or more stations on a network. InfoTouch Store Keeper POS uses Record Locking to prevent two users from changing the same record the same time. If a user tries to modify a record opened by another user, the second user cannot open that record. If your station has an item record locked, the Register cannot make the necessary updates to the record if it is used in a transaction until the lock is released. In this case, the Register will be forced to wait until the record is released. View Inventory allows any user to look at a record without locking that record to other users. Modify Inventory invoke record locking.

To view an item record:

- Find the record
- Examine the fields in the record

Optional Equipment

The following items can be added to your InfoTouch Store Keeper POS system.

- Touch monitor - any model with Windows drivers. There are various types of touch monitors available. Major manufacturers include EloTouch TouchSystems and MicroTouch. The Register module is optimized for use with a touch monitor. You can also use a mouse or other pointing device. The other modules are optimized for use with a mouse and keyboard. Refer to your touch monitor supplier for installation procedures including calibration and setup options.
- Receipt printer - Star, Epson, and Ithaca Model 50/60, or compatible printers. Both serial and parallel versions are supported although not all functions are available on all models. You may also use a standard laser or inkjet printer attached to your computers LPT1 port.
- Report printer - any standard printer with Windows drivers.
- Cash drawer - a serial or parallel cash drawer compatible with the selected receipt printer. If you use a serial printer for your receipt printer, you must use a serial cash drawer. There will be a cable to connect the cash drawer to the receipt printer. Depending on the printer and cash drawer, the connection may be a telephone jack, 25-pin connector, or a 3-pin connector. Refer to your manuals regarding the setup and connections. If you use a parallel printer for your receipts, you must use a parallel cash drawer. The printer has to be on for the cash drawer to operate. Most parallel cash drawers have a built-in "Y" parallel cable. This cable has two 25-pin DB25 type connectors (one male and one female) attached. The male 25-pin end connects to the parallel port of your computer. The female 25-pin end connects to the printer cable. The parallel cash drawer has a 120V power cord. Most parallel cash drawers have two sets of DIP switches. These DIP switches are accessible through the opening under the cash drawer. Refer to your manual regarding the switch settings for your cash drawer. The drawer should open on an ASCII 0 (ZERO). Finally, InfoTouch Store Keeper POS support two cash drawers on a single register. To use dual cash drawers, you must either have a printer capable of sending signals to both drawers or a "smart" drawer system. The "smart" drawer system has interfaces built into the cash drawers themselves.
- Bar code scanner - use a model with either a keyboard wedge or OPOS interface
- Magnetic stripe reader - use a model with either a keyboard wedge or OPOS interface
- Customer display - use a model with either a serial, parallel, or OPOS interface

Payment Application Best Practices

Important – Please Read: The rising incidence of cardholder data theft remains a concern for the payment industry. Such compromises negatively impact the cardholder, victimized merchant, Visa Members and goodwill and integrity of the payment industry. This is why Visa USA instituted the Cardholder Information Security Program (CISP). Mandated since June 2001, the program is intended to protect Visa cardholder data- wherever it resides-ensuring that Members, merchants, and service providers maintain the highest information security standard. If a Member, merchant or service provider does not comply with the security requirements or fails to rectify a security issue, Visa will:

- Fine the responsible Visa Member
- Impose restrictions on the merchant or its agent

How can you secure cardholder data properly and avoid these fines? You've already taken the first step by using Point-Of-Sale (POS) software that has been validated with Visa's Payment Application Best Practices (PABP). In fact, this software exceeds those requirements by encrypting all credit card account information using 192-bit code strength. The other steps are dependent on how you have the computer systems set up that are running your POS and any other software that deals with credit card information. Look at the list below. For any items that are relevant to your setup, please follow the associated guidelines.

Use Windows Accounts Properly: Do not use an Administrator account except for installation of software (after installing the POS software, you must run any report once to complete the installation). For everyday usage of the system use a User account with only Read, Modify and Delete privileges. Do not use blank or default passwords for the Administrator account or the User account. Observe the following guidelines regarding passwords:

- Do not use group, shared, or generic accounts and passwords. Assign *strong passwords* to default accounts and then disable them.
- Assign unique usernames and *strong passwords* to all users with access to any PCs or Servers that have access to the POS software or cardholder data.
- Change user passwords at least every 90 days.
- Require a minimum password length of at least seven characters and containing both numeric and alphabetic characters. These are called *strong passwords*.
- Do not allow an individual to submit a new password that is the same as any of the last four passwords he or she has used.
- Limit repeated access attempts by locking out the user ID after not more than six attempts
- Set the lockout duration to thirty minutes or until the administrator enables the user ID.
- If a session has been idle for more than 15 minutes, require the user to re-enter the password to re-activate the terminal.

Keep Your System Software Up to Date: Microsoft releases security updates frequently. If your computer is attached to the Internet in any way then keep it patched to avoid security holes.

Install the Software or Data Only on Supported Operating Systems: You should only run the software on PCs running Windows XP or Windows Embedded POS (WEPOS) or later. If you are running a dedicated data server, you may install the data on a server running Windows 2003 Server or later.

Use a Firewall and Anti-Virus Software: If your computer or computer network is attached to the Internet then use a firewall. Most routers come with a built-in hardware firewall. Configure it to run as securely as possible. Do not configure the firewall to block traffic within the LAN; just between the LAN and the Internet. Also, obtain Anti-Virus software with Internet Worm Protection and keep it updated with the latest virus definitions.

Restrict Access to Credit Card Data: If you back up your data to removable media then keep that removable media in a secure location such as a vault. Keep merchant copies of credit card receipts in a secure location as well if they contain full credit card accounts. All of the reports in the POS software mask the credit card account number. However, if you are using the feature that allows you to store a customer's credit card account number then you must restrict access to the Modify Customers and View Customers functions. Assign *strong passwords* to your employees that have this access, change those passwords regularly and restrict access to the Modify Customers and View Customers functions to only those trusted employees who need it by using System Security, which creates logs you can use to determine who has been accessing or attempting to access this function.

Set Up Logging Through System Security: In order to detect unauthorized access attempts to sensitive data and provide good forensic evidence in the case of a breach, it is necessary for you to restrict access to certain functions and log all attempts to use them. System Security can do both for you when you use the "Plan-Based Security" option to set up Security Plans to set "Record-Level" or "Password-Level" security to these sensitive areas for only those trusted employees who need it. Assign *strong passwords* to your employees that have this access, and change those passwords regularly. Security Plans for all other employees should set access to "Override Required" for these same areas so that they are not granted access. Access to the Setup Module and any System Security settings (including those in the Setup Module), creation, modification or deletion of Employee records in the Employee Module or access to the Security Logs in the Utility Module must be restricted. Attempted access to any function that is not set to "Unrestricted" will cause entries in the Security Logs with full details of the access attempt. These logs are maintained indefinitely until purged by someone with proper access. For all Security Plans, put at least "Record-Level" security on all of the buttons in the Main Menu. This will force any employee to log in before they can do anything and will record successful access to those buttons as well as unsuccessful login attempts.

Restrict Internet Access: If you are running a web server, FTP server or some other Internet protocol that gives users access to information on your systems, keep those systems physically separate from the computers that have access to credit card data. That is, your POS Network should not be connected to an Internet host. Even on multi-register networks which have no Internet hosting, we strongly recommend that you use a dedicated server to store your data. You can tell the installer to do this by entering *Register 0* as the first PC to install to.

Use of a Wireless LAN: If you have wireless computer connections on your LAN for your POS, you must activate security and use the strongest encryption available for those wireless connections. Set your router and wireless device to use WPA or WPA2 technology for encryption and authentication (never rely on WEP for protection). Use *strong passwords* rather than defaults or blank ones. Change passwords regularly, preferably once every 90

days. Disable SSID broadcasts. If your router supports restricting access of wireless devices to those in a list of authorized MAC addresses, use it according to the manufacturer's instructions.

Use of LogMeIn and PhoneFactor for Remote Support: Those users that are using LogMeIn (www.logmein.com) for remote support must configure it to run securely. Erase any default accounts. Set up an account for remote support and make sure that you use a unique user id and *strong password* for authentication for each person with access. Only run LogMeIn when you have invited a support rep to connect to your system. Configure LogMeIn to Cancel the host mode (cause the software to not accept any connections) after a connection is terminated. Set it up to limit unsuccessful logins to no more than 3 attempts before blocking the remote IP address for 30 minutes. Set it up to use SSL encryption. Enable event logging to track illegal login attempts. Set up the software to allow connections only from specific (known) IP addresses. PCI requires you to use two-factor authentication for remote access. The username and password are the first factor. LogMeIn supports multiple mechanisms for a second factor. One such mechanism is use of a 3rd-party program which integrates with LogMeIn called Phone Factor (www.phonefactor.com/solutions/logmein). You must download the application, set up your Phone Factor account with the phone number your POS Support Representative will give you for authentication and tell LogMeIn to use Phone Factor. When you do this, someone successfully connecting to your system with LogMeIn will trigger a phone call from Phone Factor's servers to your POS Support Representative's phone number to authenticate that they are the ones who initiated the connection. If they didn't initiate the connection then Phone Factor will tell LogMeIn to reject it. If you are using an alternative to LogMeIn for remote support you must still follow the same guidelines to prevent unauthorized access to your system.

Using the Software via Remote Access: If you use software that permits users to access a computer on your network in order to use the software remotely (over the Internet), you can expose all of your data and programs to theft and attacks from people anywhere on the Internet. For that reason, such access must be secured using a two-factor authentication mechanism such as a Virtual Private Network (VPN) with tokens or a certificate.

Use of FTP site for passing data to Tech Support: If you use our FTP site to pass requested files to Tech Support, you must ZIP those files using at least 128-bit encryption. Discuss a *strong password* with our support rep and give it to them over the phone, rather than via email.

Use of a Magnetic Stripe Reader (MSR): MSRs are available through either a keyboard wedge or an OPOS connection. It is preferable to use one that does not route swipes through the keyboard.

Use of 3rd-Party Credit Card Processing Software: In Store Manager, you may choose the option to use 3rd-Party software such as PC-Charge or IC-Verify to handle your credit card processing. In these cases, you purchase this software independently and set up the POS software to interface to it. When purchasing this 3rd-Party software, you must be sure to get a version that is CISP-compliant and use it in a compliant way, according to the manufacturer's instructions.

Resellers: Securely Delete Data Received from Customers for Troubleshooting: The POS software stores credit card information in REF.DB until it is settled for the day. Also, if your customers use the option to store their customers' credit card accounts on file then that is stored in CUS.DB. This information is stored using strong encryption to protect that data. However you should only collect copies of these files from your customers when it is

necessary for troubleshooting. You must store these files only in specific locations with limited access and you must securely delete these files immediately after use.

Things This Software Does Not Do: There are many things that are discussed in the PCI standards that are not supported directly by this software. Some of them include:

- PCI 10.1: We do not deliver software or updates via remote access to your networks. Users or resellers must obtain those updates and install them directly.
- PCI 12.1: Except for transmission of electronic payment processing and settlement, which is handled by PCI-compliant 3rd-party interfaces, this software can not transmit data over the internet.
- PCI 12.2b: The software has no ability to send cardholder Primary Account Numbers (PANs) by email.
- PCI 13.1: The software does not support non-console administration.

Picture Filenames

There are a number of places in the [Register](#), [Replenishment](#), and [Time Clock](#) modules that pictures can be displayed, including pictures of inventory items, customers, employees, and vendors. There are no fields in the corresponding records for the name of the picture file. Instead, InfoTouch Store Keeper POS relies on the following rules to see if a picture is available:

- Employees - a file with the name E<employee #>.JPG is needed. For example, for employee number 7, the file that is looked for is E7.JPG.
- Customers - a file with the name C<customer #>.JPG is needed. For example, for customer number ATL3-000005, the file that is looked for is CATL3-000005.JPG.
- Vendors - a file with the name V<vendor #>.JPG is needed. For example, for vendor number 3, the file that is looked for is V3.JPG.
- Inventory items - this is somewhat more complex. In many cases, it is desirable for many items to use the same picture. In an apparel store for example, it is typically not necessary to have a picture for each length and inseam combination for a pair on men's pants. InfoTouch Store Keeper POS will look for several different files. First, it will look for I<item#>.JPG. If this is not found, the software will also look for JPG files that correspond to the inventory description. As an example, let's take an apparel item in a gift store called Apparel T-shirts Louisiana Small with indices of Type, Style, and Size. InfoTouch Store Keeper POS will look for the following picture files (in this order):
 - Apparel T-shirts Louisiana Small.JPG [the item]
 - Apparel T-shirts Louisiana.JPG [for any item with the same department, type, and style]
 - Apparel T-shirts.JPG [for any item with the same department and type]
 - Apparel.JPG [for any item in the department]

Register - Accept tender

Many transactions, such as sales, layaways, and customer payments, require tender to conclude. InfoTouch Store Keeper POS supports the following tender types:

- [Cash](#)
- [Checks](#) - can be verified online or the customer's license can be checked against a bad check file.
- [Customer Charge](#) - the transaction must be [linked to a customer account](#). Various security options are available to control the use of this tender.
- Optional Tenders - all other tender types are optional. You can have up to ten optional tenders as defined in [Setup - General - Optional Tenders](#). The most common are:
 - [Credit Cards/Debit Cards](#) - can be verified online. Debit cards must be verified online.
 - [Gift Cards/Certificates](#) - Gift certificates can be issued, reloaded, and redeemed and optionally checked against a gift certificate database. Gift cards are verified online.
 - [EBT](#) - SNAP (Food Stamps) can only be applied to special items. EBT Cash can be used with any item. These tenders are typically verified online and use a pinpad, similar to debit cards.
 - [Other tenders](#) - including store credit.

Generally, a transaction will conclude and a receipt will print as soon as enough tender is accepted. You can override this by a special [registry/environment setting](#), in which case you conclude transactions by touching **Finish Transaction** (also commonly labeled **Print Receipt**). How much tender is "enough" depends upon the transaction - the total amount due for a sale, the [minimum deposit amount](#) for a layaway, or any amount for a customer payment. You can use several different tenders in a transaction by tendering less than the minimum amount and then selecting a different tender. This is also referred to as a "split sale." You can use, if you want, all 13 possible tender types in a single transaction. If tender has been accepted but the transaction has not been concluded, you can cancel all tenders by touching **Cancel** in the [Function section](#). However, it is not possible to cancel tenders if a debit card has been verified.

If "Force all sales to be linked to a customer" in [Setup - Customers - Miscellaneous](#) is set to "All", then if you touch a tender button and have not selected a customer, you will be prompted to select one unless you have setup a default customer to use in this case. The default customer may be selected automatically or you may be prompted to use the default customer, based on additional setup options. If you do not select a customer or if the default customer is not selected, the tender will be canceled. You must also select a customer prior to tendering a [Return Sale](#) if the option is set to "Return Sales". If "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) is checked, then you cannot accept any tender if there are unconfirmed line items. Use [Confirm Line](#) or [Void Line](#) to continue with accepting tender.

If "Pay past due amount at sale" in [Setup - Customers - Miscellaneous](#) is set to "Prompt" and the sale is linked to a customer with a past due balance (as defined by the "Past due balance period"), then if you touch a tender button, you will be prompted to pay off the past due balance amount. You can override the amount and pay a smaller amount, including none, if desired. The past due amount is added to the tender owed to complete the transaction. If the option is set to "Force", then the past due amount must be paid to complete the transaction.

If "Prompt for tips" in [Setup - General - Miscellaneous 1](#) is not set to "No", then when accept enough tender for a transaction, you will be prompted to see if you wish to add a tip. If you do, you can add an additional amount to the last tender. This will be treated by the system as cash change regardless of your settings for allowing cash change by tender in [Setup - General - Miscellaneous 3](#). If "Print tip receipt" in [Setup - General - Miscellaneous 1](#) is not set to "No", a short receipt will print after the standard receipt indicating the tip amount and the employee that it is intended for.

If you have the optional [Appointment Book](#) add on and the transaction is linked to a customer that has a future appointment, the date and time of the next appointment is shown.

If you have set up any foreign currencies in [Setup - General - Foreign Currencies](#), then you should have a **Foreign Currency** button in your vertical. Touch it to select a type of currency to use. If you select any currency besides "Domestic", then the subtotal, tax, sale discount amount, total, tenders, and balance/change due lines will display the amounts in both the domestic and the selected foreign currency. When you enter tenders or [Sale \\$ Discounts](#), you

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will enter them as foreign currency. The amount will be converted to the domestic currency. Foreign currency can be tracked, reported, and reconciled if you setup an Optional Tender with the same name. To accept domestic and foreign currency in the same sale, you must have an Optional Tender setup with the Foreign Currency name and you must use the Domestic tender first.

Register Module

Register Module Overview

The Register module is the heart of InfoTouch Store Keeper POS. A comprehensive set of retail transactions are performed using this module. Most of the other modules in the product serve as input for the Register. [Inventory](#), [purchased](#) from [vendors](#), is sold by [employees](#) to [customers](#). [Transaction Manager](#) performs closeouts and reports on the transactions completed here. A large number of options in [Setup - General](#), including tenders, taxes, and receipt formats, effect the Register module.

The Register module was designed for use with a touch screen from the ground up. This helps to make the Register extremely easy to use. A keyboard is never necessary in this module. Numeric keypads and full alphanumeric keyboards pop up on the touch screen as needed. Note that if you have an attached keyboard and like to use it, you can whenever these screens display. Also note that, by default, whenever you use a numeric keypad to enter a dollar amount, InfoTouch Store Keeper POS assumes dollars, not cents -- for example, entering an amount of 5 followed by **OK**, will result in an amount of \$5, not 5 cents. However, if Tender Entry at Register in [Setup - General - Miscellaneous 2](#) is set to "Cents", then entering an amount of 5 followed by **OK**, will result in 5 cents. Entering an amount of 5 and then the decimal point (".") followed by **OK**, will always result in an amount of \$5. The alphanumeric keyboard includes a button for updating the case of what is typed without using a shift key. The default case override is taken from the Keyboard Case option in [Setup - General - Miscellaneous 2](#) but can be toggled to any of the four settings -- Mixed Case, UPPER CASE, lower case, or No case override. The last is automatically set whenever a password is typed.

The screens that display in the Register module are highly customizable. InfoTouch Store Keeper POS is used in a wide variety of retail markets and the buttons that display, including register functions and inventory departments, are tailored to the targeted market. The combination of the inventory department structure and Register screen layout is referred to as a "vertical." There is no such thing as an "off-the-shelf" version of InfoTouch Store Keeper POS -- the product is always shipped with a specific vertical. Your vertical name is displayed in [Utility - Information](#). Several sample screen shots from a few verticals are shown below.

The Register module screens have several different sections:

- Function section - the top section of the screen with standard functions including **Cancel**, **Exit**, and **Help**.
- Display section - just below the Function section, the Display section shows the current transaction. It is also used to lookup inventory, customers, suspended sales, employees, and serial records.
- Vertical section - this section, which occupies the bottom half of the screen, is the part of the Register that is tailored to your store's requirements. It is typically divided into three subsets:
 - Main Sale buttons - the right hand side of the Vertical section usually contains tender buttons and commonly used editing and transaction buttons.
 - Department Buttons - the left hand side of the Vertical section usually contains buttons that correspond to your inventory departments, allowing you to sell or look up items by their description. Touching a Department button usually brings up additional screens with Index buttons that correspond to the way you categorize items in the department - for example, brand, style, size, etc. You may have more than one Department Buttons window if your vertical has many departments.
 - Register Buttons - typically accessed using a button in the Main Sale window, this screen overlays the Department Buttons window on the left side of the vertical section. It will generally contain editing and transaction buttons that are used less frequently than the ones in the Main Sale window.
- Manager Menu - this section provides access to all InfoTouch Store Keeper POS transactions, regardless of what may appear in the Vertical section. It also allows you to perform Shift Closeouts, to change the appearance of the buttons in the Vertical section, and to setup the security levels associated with all Register module functions.

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Touch the big **InfoTouch Store Keeper POSRegister** button in the top center part of your screen to get help on any of the buttons in the Register module. Note that any button in the Vertical section can be renamed using the Setup Buttons function. The help system will tell you what the function of the button is regardless of what text, if any, appears on it.



When you are finished using the Register module, touch the **Exit** button.

Find out more about the Register module:

- [Function section buttons](#)
- [How to log in and clock in/out](#)
- [How to make a sale](#)
- [Add line items](#)
- [Change lines](#)
- [Navigation buttons](#)
- [Change global properties](#)
- [Accept tender](#)
- [Print and reprint receipts](#)
- [Transaction types](#)
- [Manager Menu functions](#)

Quantity	Description	Price	Discount	Amount
1	WINE CABERNET MONDAVI 750 ML	6.99	0.00	6.99
1	BEER SAMUEL ADAMS LAGER 6 PACK	6.00	0.00	6.00
	Sub-Total			12.99
	Tax			0.65
2	Total			13.64

Liquor Store


Copies, Etc.







Quantity	Description	Price	Discount	Amount
3	FAX SEND LONG DISTANCE PER PAGE	1.75	0.00	5.25
1	SERVICES LAMINATE 8.5 X 11	1.75	0.00	1.75
200	COPIES B&W DISCOUNT SIN 8.5 X 11 WHIT	0.08	0.00	16.00
400	COPIES B&W DISCOUNT SIN 8.5 X 11 WHIT	0.08	0.04	16.00
Sub-Total				42.50
Tax				2.55
605	Total			45.05
Franklin, Mary			Cust #	1















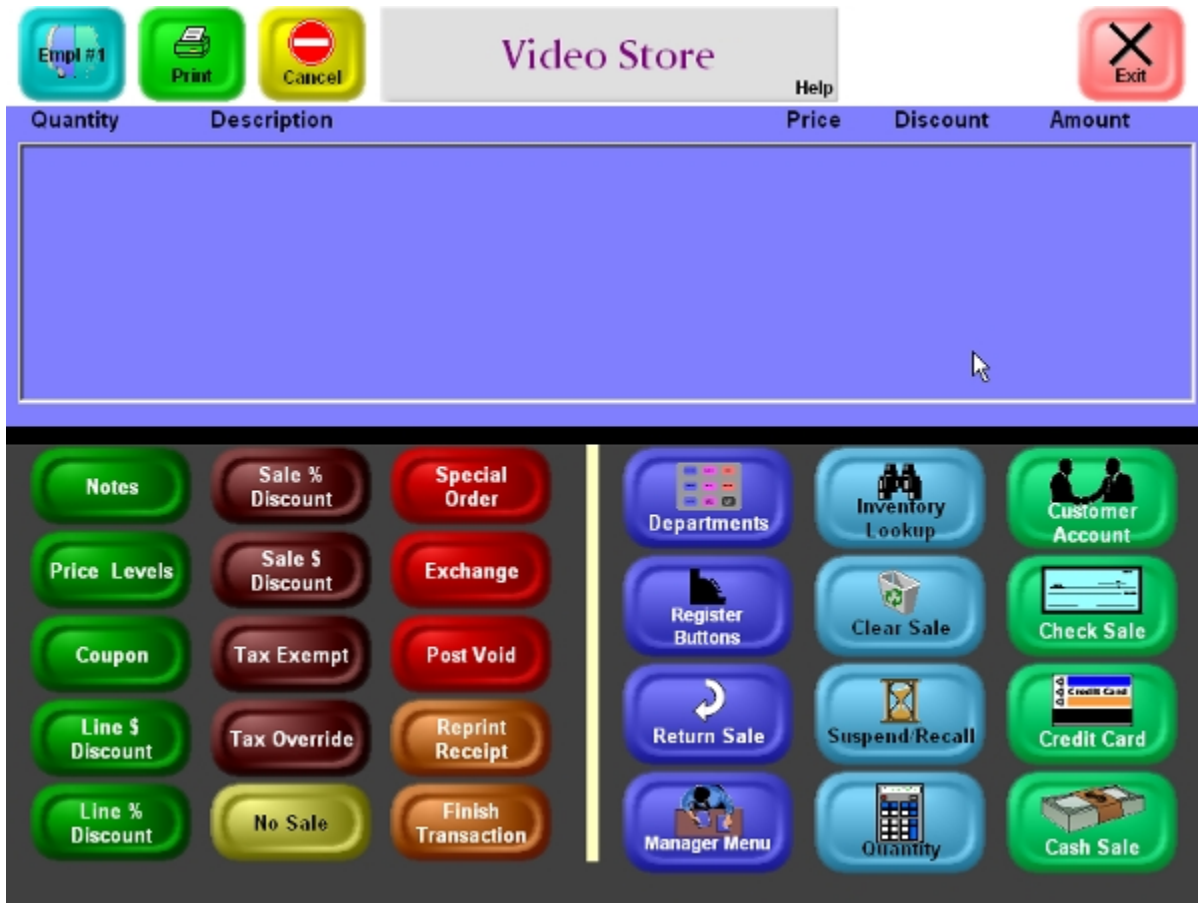







Copy Center



Register Buttons

Register - Add line items

Register - Add line items

InfoTouch Store Keeper POS provides you with a number of different ways of adding lines to a transaction. The price for the item is effected by the currently selected [Price Level](#). What happens when you add a line to a transaction also depends upon a number of [Setup](#) options as well as the [fields in the item record](#). Note that you cannot add lines to a transaction when it has been partially tendered. However, you can touch **Cancel** in this case, which cancels the partial tender. Choose from one of the following options:

- [Bar code scan](#)
- [Manually enter an item number, UPC, or Alternate Key](#)
- [Ring up an item by its description](#)
- [Lookup an item based on part of its description](#)
- [Non inventory and Notes](#)
- [Create an item "on the fly"](#)
- [Setup options](#)
- [Item record fields](#)

Bar code scan

If "Automatic Bar Code Detection" in [Setup - General - Miscellaneous 5](#) is set to anything except "Off", you can scan an item at any time before tender has been accepted to add it to a transaction. It is not necessary to select any buttons on the screen -- simply start scanning. InfoTouch Store Keeper POS will find the item if the bar code scanned is entered as either an item number, UPC, or [Alternate Key](#).

Manually enter an item number, UPC, or Alternate Key

If you cannot scan an item and know its item number, UPC, or [Alternate Key](#), you can select **Item Number/UPC** and enter it on the touch keypad. After the item is added to the transaction, you will be prompted for the next item. You can continue to enter more items until finished. Touch **OK** or **Cancel** to stop manually entering items.

Ring up an item by its description

The Item Description Method allows you to sell by touching a series of buttons. Each button enters part of the description of the item. This is one of the most outstanding features of the InfoTouch Store Keeper POS system. It gives you the easiest, most logical and most flexible way to get to your inventory in the Register module.

Each inventory item has a description, except for those in the Item Number department. The description is broken down into partial descriptions or indexes (indices). An index is the part of the description, which distinguishes one item from another in the department. The indices for a Department are organized into groups of buttons. Each button in an index group is one of the possible choices for that index.

For example, to sell a pair of Brand X tennis shoes, size 10 Wide in a Shoe Department, you would touch:

- Department button "Shoes"
- Type Index button "Tennis"
- Brand Index button "X"
- Size Index button "10"
- Width Index button "Wide"

The Department button is the first button you touch - "Shoes" in the example above. It determines which other groups of index buttons display. You can touch the remaining indices in any order. You can change your index selections at any time until you touch the index that completes the description. Once you select the entire description, the item, if found, is added to the sale. You must enter the entire description to add an item to a sale using the Item Description method.

Lookup an item based on part of its description

This is one of the most powerful features of InfoTouch Store Keeper POS. It allows you to look up inventory items by partial description or item number. Inventory Lookup displays the description, quantity on hand, location, and price of each item. It is a handy way to locate items or check prices. You can look up an item and add it to the sale, without leaving the sale process.

Use the following general procedures for Inventory Lookup:

- Touch **Inventory Lookup**.
- To look up an item by description, select the department. Select any index buttons you want to use to search for the item. To lookup an item by its item number, touch **Item Number/UPC** and enter an item number. To look up an item in any department that contains some text, touch **Wildcard** and enter the desired text. To look up an item by its UPC code, touch **UPC** and enter the code. To look up an item by an alternate key, touch **Alternate Key** and enter the key. To look up an item in any department based on the item's notes, touch **Notes** and enter the desired text. To look up an item by its location, touch **Location** and enter the location.
- Touch **OK** when you have entered your search criteria. A list of the matching items displays. When you look up items by description, the system displays items that match the indices entered. The items display in alphabetic order. When you lookup by Item Number, all numbers that are equal to or greater than the number entered display. When you lookup using the Wildcard option, all items are searched in Item Number order. Items whose [Status field](#) is set to "Conceal" will not display if "Conceal Item Modules" in [Setup - General - Miscellaneous 2](#) is set to either "Register" or "Both". Items whose [Status field](#) is set to "Do not sell" will never display.
- The list includes the description, quantities on hand, location, unit price, and on sale indicator (*) of matching items. If the item does not appear on the screen, you can use **Up** and **Down** to find a match.
- To add an item from the list to the transaction, touch the item line. The confirmation window displays. The description, quantity on hand, stock unit name, location, unit price, and, optionally, a picture of the item display. If the item is [on sale](#), the sale end date and retail price display. If the item has the [Substitution flag](#) checked, a button labeled **Substitutes** will appear. If an item with substitutes is selected and the item is out of stock, you will automatically receive a prompt to lookup the item's substitutes. Touch it to look up and optionally sell those items that can be substituted for the lookup item. If the item has the [Multiple Units flag](#) checked, a button labeled **Other Units** will appear. Touch it to see the quantity on hand for each unit of measure. If you have Enterprise Manager and "Allow queries" is checked in [Setup - Enterprise Manager](#), then you may touch **Other Stores** to see stock levels for this item at other stores (not available in [Offline Mode](#)). To select that item, touch **OK**. Touch **CANCEL** if you do not want to add the lookup item to the transaction.

The Price Level in effect when you begin the lookup determines the price that displays for the item. Be sure that the Price Level is the one you want before you touch **Inventory Lookup**.

Non Inventory and Notes

Use **Non Inventory** or **Notes** to ring up items not recorded in inventory. Use it to sell occasional items. You can use this button to add text to a transaction. Sales made using this button do not update sales/cost fields in the customer or employee records.

- Touch **Non Inventory** or **Notes**
- Enter a message or description.
- If "Allow price to be zero" for the Non Inventory or Notes department in [Setup - General - Departments](#) is not checked, you use this department to sell items not in inventory. You must enter a price. The item will be considered to belong to the first tax category set up in [Setup - General - Tax Categories](#). You can [change](#) the tax categories the non inventory item is linked to. If "Allow price to be zero" is checked, then you will not be prompted for a price - you use this department solely to add notes to a transaction.

- If "Quantity Options" for the Non Inventory or Notes department in [Setup - General - Departments](#) is set to "Automatic Repeat", you will be prompted automatically to enter another description. Touch **Cancel** when finished.

Create an item "on the fly"

If you enter a number, either through [bar code scanning](#) or by [manual entry](#), and the system cannot find the item, then you may, based on your [Setup options](#), be able to create the associated item "on the fly". You will also have the opportunity to create items "on the fly" if you ring up an item [by its description](#) and it is not found. If your [Setup options](#) do not allow you to create a new item during the transaction, then you should enter the item as [Non Inventory](#).

If the option to enable creation of items in the Register is enabled and you have the security authorization to use it, then when an item is rung up and is not found, you will be prompted to see if you wish create the item. If you choose to do so, you will need to fill in the item description and item number. You may also fill in other fields including UPC (defaults to blank), Price (defaults to 0.00), and Tax Categories (defaults to first tax category selected, all others off). If you rang up the item by description, the item number will be filled in automatically if you use [automatic item numbers](#) but can be overridden. If you use [manual item numbers](#), you must fill in a unique item number. If you rang up the item by number, the number will be treated as either a UPC or an item number based on the setting of "Numbers Scanned or Keyed are Usually" in [Setup - General - Miscellaneous 7](#). If set to UPC, the item number will filled in automatically or not, as indicated earlier for items rung up by description. If you rang up the item by number, you must also specify a full description for the item by first selecting a department button and then the corresponding index buttons. Note that if you do not see a corresponding index button, you can touch **Use Keyboard** and then touch any index button. You will then be prompted to enter that index using the on-screen keyboard. When all indices are entered, touch **Create Item**. Items created using this function are printed in a special section of the [Register Detail report](#).

Setup options

A number of Setup options effect the way items are added to a transaction:

- When you touch a department button, if "Quantity Options" for the department in [Setup - General - Departments](#) is set to:
 - Automatic Lookup - you will go directly into lookup mode (the system will act as if you touched **Inventory Lookup** before the department button)
 - Prompt - you will be prompted to enter a quantity before continuing on with touching index buttons or entering an item number.
- If the item you select has a price of zero and "Allow price price to be zero" for the department in [Setup - General - Departments](#) is not checked, then you will be prompted to enter a price. The number of decimal digits you can enter is determined by the setting of "Decimal digits in price" for the department -- either 2, 3, or 4.
- If "Link Employees to Transaction Lines" in [Setup - General - Miscellaneous 4](#) is set to "Force", then after an item is rung up, you will be prompted to select the employee to link the line to for commission tracking purposes. If this option is set to "Yes", the current employee's name is displayed.
- If "Detect UPC Prefix 2" in [Setup - General - Miscellaneous 5](#) is not set to "No", then when an item number/UPC is entered that is exactly 12 digits and begins with a "2" or exactly 13 characters long and begins with "02", then the number will be assumed to be a UPC code 2 bar code. These bar codes include both the item number (in digits 2 through 6) and the price (in digits 7/8 through 11) for the item. If set to "Use Barcode Price", the item will ring up with a quantity of 1 and the price from the barcode. If set to "Use Item Price", the quantity will be calculated by dividing the barcode price by the item price and the item's price will be used.
- If "Detect UPC Prefix 5" in [Setup - General - Miscellaneous 5](#) is checked, then when an item number/UPC is entered that is exactly 12 digits and begins with a '5', then the number will be assumed to be a UPC code 5 coupon. The manufacturer id in the coupon (the 2nd through 6th digits) must match the manufacturer id in the UPC of a previously rung up item. If the item has a UPC E code, the UPC E code is converted to a

UPC A and then checked. The coupon also indicates the amount and type of discount. Coupons that are accepted during the day will be displayed in the [Register Detail report](#).

- If "Security Level to Create Inventory Items in the Register Module" in [Setup - General - Miscellaneous 7](#) is not "Never Allow", then you may be able to [create items](#) not found by the system as they are rung up "on the fly".

Item record fields

The setting of a variety of [fields in the item record](#) can impact what happens when an item is added to a transaction:

- If the [Serial flag](#) is checked, then you must specify a serial number for the line. For most transactions, including sales, only serial records that have not been sold can be selected. For [return sales](#) however, only serial records that have been sold can be specified. If "Serial number selection" in [Setup - General - Miscellaneous 4](#) is set to "Touch", a list of available serial records will display. Touch one from the list to add it to the transaction. If "Serial number selection" is set to "Type/Barcode", you will be prompted to directly enter the serial number. You can scan a serial number label for this type of entry.
- If the [Explosion flag](#) is checked, and "Parts Explosion Type" for the department in [Setup - General - Departments](#) is set to "At Sale" or "Deposit/Tax", then the item is treated as a kit. The component items will automatically be added to the transaction directly below the kit. However, no price, discount or amount will display with the components.
- If the [Suggestive Sell flag](#) is checked, the suggestive sell message will display. Touch **OK** to continue.
- If the [Multiple Units flag](#) is checked, then the item is sold in different units of measure. If "Select Unit of Measure when Sold" in [Setup - General - Miscellaneous 5](#) is checked, then you will be prompted to select the unit of measure to sell. The default selling unit, as defined in the item record, will be highlighted. If the setup option is not checked, the default selling unit will be automatically selected.
- If the [Quantity Price Breaks field](#) is set to:
 - Threshold Retail - if the current [Price Level](#) is set to Retail, then a discount may be automatically applied to the line item and other related line items. The discount is always applied to the lowest priced items.
 - Threshold All - a discount may be automatically applied to the line item and other related line items. The discount is always applied to the lowest priced items.
 - Quantity Unit Pricing - the price of the line item and other related line items will be determined from the quantity/price table.
- If the [Status field](#) is set to "Do not sell", you cannot add the item to a transaction. If you attempt to, a warning message will display.

Register - Change global properties

Register - Change global properties

There are a number of buttons that affect a transaction as a whole. These include:

- [Clear Sale](#)
- [Customer Account](#)
- [Price Levels](#)
- [Rent / Sell](#)
- [Sale Discount buttons](#)
- [Tax buttons](#)
- [Gift Receipt](#)

Clear Sale

This button clears all line items, resets all global properties, and clears any [transaction type](#) selected. You will receive a warning with a chance to touch **OK** or **Cancel**. If you have recalled a [Hold Sale](#), this button deletes the transaction and the warning message will indicate this. If you have partially tendered a transaction and received online credit card verification, the credit card approvals will be voided. Again, the warning message will indicate this. When a Clear Sale is performed, information including the employee, date, time, register, and amount of the transaction cleared is recorded. This information is reported on in the [Register Detail report](#).

Customer Account

Most transactions in InfoTouch Store Keeper POS can be linked to a customer account. Some transactions, such as customer payments or layaways, must be linked to a customer account. To use the customer charge tender, you must first link the sale to a customer account. The **Customer Account** button is used for two purposes -- to link a sale to an account and to use the customer charge tender. However, you can use any available tender once a transaction has been linked to an account. Linking transactions to customer accounts provides many benefits, regardless of the tender used:

- Track buying habits - you can report on customer buying habits in a variety of reports including the [Electronic Journal](#), [Customer Sales History](#), and [Customer Rank by Sales](#). You can generate [Customer Mailing Labels](#) based on customer buying patterns.
- Inform employees about customers - the customer message field will always display when a customer is selected. The customer's balance will display if not zero. The [Customer History window](#) with recent customer sales, general customer sales information, and customer notes can either optionally or automatically display, based on the setting of "Display history when sale is linked to customer" in [Setup - Customers - Miscellaneous](#), when a customer is selected.
- Price level - the [price level](#) in the customer record is automatically selected along with the account. Use for frequent shopper, senior citizen, and many other programs. In addition, InfoTouch will sell the customer any [special price items](#) at the price specified.
- Sale Discount - the [discount](#) in the customer record is automatically put into effect when the account is selected.
- Tax Overrides - the [tax setting](#) in the customer record is automatically put into effect when the account is selected. Primarily used for tax exempt customers.
- Loyalty Program - If the Loyalty Points Program function is enabled in [Setup - General - Miscellaneous 7](#), then customers accumulate loyalty points by purchasing any item with a non-zero value for the [Points Earned field](#). If the customer has accumulated enough loyalty points to purchase an item based on its [Points to Buy field](#), then the customer will either be prompted to use the points to purchase the item or will automatically utilize points to purchase the item based on the setting of "Redeem Points When Possible" in [Setup - General - Miscellaneous 7](#). Utilization of points is also potentially restricted by the value of "Minimum Points Required for Redemption" in [Setup - General - Miscellaneous 7](#). An item purchased with points will be given a line item discount equal to the unit price of the item. Note that items already

discounted because of an automatically applied [threshold discount](#) cannot be purchased with loyalty points. If the Loyalty Funds function is enabled in [Setup - General - Miscellaneous 7](#), then customers accumulate funds in the customer store credit certificate based on the sale of all items (excluding tax).

Note that you cannot use **Customer Account** when a transaction has been partially tendered. However, you can touch **Cancel** in this case, which cancels the partial tender. To link a transaction to a customer, touch **Customer Account**. You can either:

- Find an existing customer - use one of six methods to lookup matching customers. A list will display with the matches. In only one customer account matches the criteria entered, it will be automatically selected. Otherwise, touch the line with the desired account. Use the [Up and Down buttons](#) if necessary. A customer with the [Disable Account flag](#) checked in the customer record cannot be selected. The Customer Information window will display with the customer's name, number, telephone, address, message, credit limit, balance, store credit, and optional picture. If the customer has serialized rental records that are overdue, a special warning message displays. Touch **OK** to select the account or **Cancel** to try another. If you scan a [customer barcode label](#), magnetic stripe card, or start typing before selecting a method, the Number method will be used automatically. To find an existing customer by:
 - Name - enter all or part of the last/business name. All customers whose last/business name starts with the characters you enter will match.
 - Number - enter the customer number. If the number entered is for an existing account, it will be selected. Otherwise, all numbers greater than the number entered will match.
 - Telephone - enter all or part of the telephone number. All customers whose telephone numbers are greater than or equal to the number entered will match. If left blank, all customers will match.
 - Description 1, Description 2, Description 3 - use any of the [three customer description fields](#) to find a customer. The name of these fields can be changed using [Setup - Customers - Description Names](#). All customers with a description field that starts with the characters you enter will match. The corresponding description field, rather than the customer telephone, displays in the matching list.
- Create a new customer account - enter the following fields by touching the corresponding button and touch **OK** to create a new account right in the middle of a transaction:
 - Name - a name is required but does not have to be unique. You can have two customers, both named John Smith, for example.
 - Number - a unique number is required. If you use [automatic customer numbers](#) or if "Suggest Customer Numbers" in [Setup - General - Miscellaneous 2](#) is checked, then a number will be supplied but may be overridden.
 - Telephone
 - Address - required if "Make Customer Address fields required fields" in [Setup - Customers - Miscellaneous](#) is checked. By default, you will edit the bill to address. Touch **Switch to Ship To** to edit the ship to address.
 - City, State, Zip - required if "Make Customer Address fields required fields" in [Setup - Customers - Miscellaneous](#) is checked.
 - Email address
 - Contact
 - License
 - Tax Exempt - if "Force tax overrides to be linked to a customer" in [Setup - Customers - Miscellaneous](#) is checked and you enter something in this field, then the customer will have a tax exempt status. This is the only way to affect tax override fields in the Register module. Use the [Taxes](#) tab in the Customer module to make any other type of tax override.
 - Message - displays when you select the customer.

- Description 1, 2, 3 - free form information about the customer that can be used to sort any [customer report](#). These fields can be assigned a different name, which will display on the button, using [Setup - Customers - Description Names](#).
- Email Address
- Categories - use to bring up a window with the 16 different customer categories, whose names you assign using [Setup - Customers - Categories](#). Categories that the customer is assigned to will have a green check mark next to the corresponding category name button. Touch a category name button to turn it on or off. Touch **OK** to accept the new category assignments.
- Customer Notes - between one and four different buttons, with the names of the types of customer notes you assign using [Setup - Customers - Notes Fields](#), will display. Touch the corresponding customer note button to change that type of notes. You can change any of the 12 lines in the notes field. Touch **OK** to accept the changes.

Price Levels

Price Levels is used to change the price level being used in a transaction. Price levels are defined in [Setup - General - Price Levels](#) and entered for each item in the [Discount/Price Levels](#) tab. Price levels are used to give customers special pricing -- for example, for frequent shopper programs or senior citizen discounts. For verticals with rental departments, **Price Levels** can also be used to select rental periods. The price level in effect at the start of each transaction is defined by "Default Price level" in [Setup - General - Miscellaneous 1](#). Note that you cannot use **Price Levels** when a transaction has been partially tendered. However, you can touch **Cancel** in this case, which cancels the partial tender. Use of **Price Levels** after a transaction has been linked to a [Customer Account](#) overrides any [price level](#) in the customer record. Touch **Cancel** after using **Price Levels** to reset the price level in effect. To use **Price Levels**:

- Touch **Price Levels**
- The current price level is highlighted in green. Select a new price level.
- If "Recalculate after Price Levels" in [Setup - General - Miscellaneous 1](#) is checked, all line items previously rung up will have their price adjusted to reflect the new price level in effect.
- All subsequent line items will use the new price level until the transaction is completed or a different price level is selected.

Rent / Sell

If your vertical has rental departments, then this button may be present. It controls whether you will find rental or sales items when [ringing up](#) or [looking up](#) items in a rental department by description. Initially, the button will have the text "Rent" on it. Touch it to switch to "Sell" and touch it again to toggle back to "Rent". If you do not sell items in your rental departments, it is not necessary to use this button.

Sale Discount buttons

Sale Discount buttons are used to discount all line items in a transaction. However, Sale Discounts do not apply to lines that have the [Non Discountable flag](#) checked in the item record. Note that you cannot use Sale Discount buttons when a transaction has been partially tendered. However, you can touch **Cancel** in this case, which cancels the partial tender. Use of a Sale Discount button after a transaction has been linked to a [Customer Account](#) overrides any [discount](#) in the customer record. Touch **Cancel** after using a Sale Discount button to reset the discount. Sale Discounts divide evenly against all discountable line items in a transaction for historical performance. If "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Not below cost", then if the discount causes any line item's price to fall below the item's average cost, the line is made non-discountable. There are two types of Sale Discount buttons:

- **Sale % Discount** - use to enter a percentage discount, up 100%, which you enter as "100". These buttons typically prompt for a percentage discount but can be pre-programmed to give a fixed discount.
- **Sale \$ Discount** - use to enter a dollar discount amount up to the discountable subtotal (same as the subtotal unless there are non-discountable items). Note that the dollar discount is translated and stored as a percent discount -- this button is used when it is more convenient to express the discount as a dollar amount. It is unlikely, but possible, that the dollar discount cannot be expressed exactly as a percent (the

maximum precision is to one hundredth of 1% or 0.0001) and that conversion to a percentage discount changes the dollar amount by a penny or two.

Tax buttons

Tax buttons are used to change the taxes in effect for a transaction. If "Force tax overrides to be linked to a customer" in [Setup - Customers - Miscellaneous](#) is checked, then you cannot use a Tax button unless the transaction is linked to a customer with a [tax exempt id](#). Note that you cannot use Tax buttons when a transaction has been partially tendered. However, you can touch **Cancel** in this case, which cancels the partial tender. Use of a Tax button after a transaction has been linked to a [Customer Account](#) overrides the [tax setting](#) in the customer record. Touch **Cancel** after using a Tax button to reset the taxes in effect. There are two types of Tax buttons:

- **Tax Override** - allows you to completely define what tax categories are in effect for the transaction. To use:
 - Select the type of tax override:
 - **Allow Only** - allows you to turn "off" specific tax categories. The default is all "on". If all the tax categories are "on", the default tax category in each of the line item records is used.
 - **Change To** - allows you to turn "on" one or more tax categories. You can turn "off" all others. All items on the Invoice are taxed with the same tax or group of Tax Categories. The default is all "off" meaning no taxes are applied (tax exempt). If you do turn "on" one or more categories, items that are tax exempt are bypassed
 - Select the tax categories to use. Categories that are in a light gray are "off" while those in blue-green are "on". There are one touch buttons for **All On** and **All Off**. Touch **OK** to implement the tax change
- Predefined Tax buttons - any type of tax override can be incorporated into a one touch Tax button. The most common type is the **Tax Exempt** button, which is the same as a tax override type of "Change To" with all categories turned off.

Gift Receipt

This optional button allows you to toggle whether to print an extra gift receipt in addition to the other [receipts that print at the end of a transaction](#). A gift receipt is a receipt that has all of the prices, discounts, amounts, and tenders blanked out, i.e., it is suitable for gift giving. At the start of any transaction, the Gift Receipt button will be set to off - e.g., "Gift Receipt - No" - and the text will be in black. Touch the button to toggle the text - e.g., "Gift Receipt - Yes" - and to set the text color to white. Touching the button again will turn the gift receipt function off. The gift receipt button is always set to off at the start of each transaction.

Register - Change line items

Register - Change lines

After you have [added lines](#) to a transaction or [linked it to a customer](#), you may wish to make changes. InfoTouch Store Keeper POS provides a number of ways for you to do this:

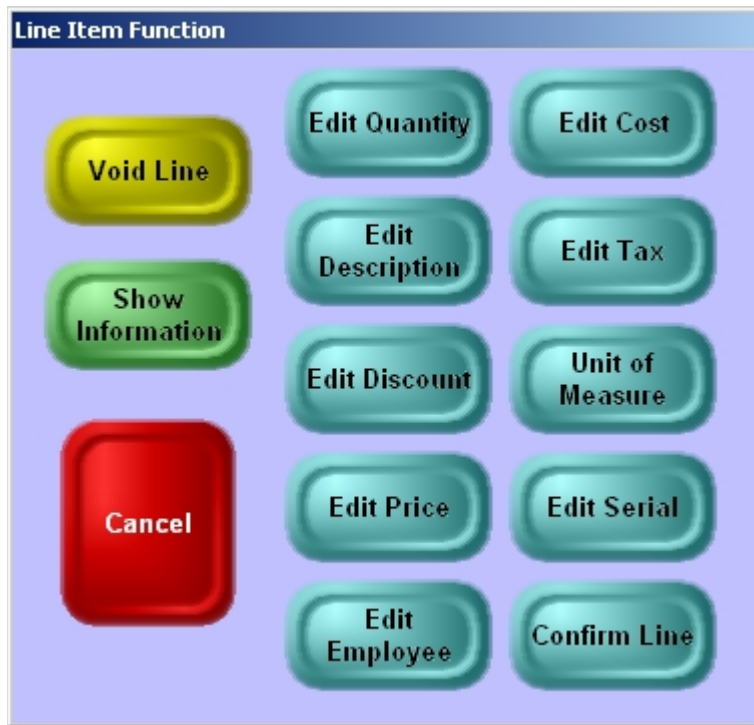
- [Touch a line item](#)
- [Line edit buttons](#)
- [Touch the line with the customer name and number](#)

Touch a line item

This gives you the option to make any allowable change to the line. The Line Item Function window (see below), will display. Options that are not allowed based on your [Setup](#) choices will be hidden. These include **Edit Cost**, **Edit Employee**, and **Confirm Line**. Options that are not allowed because they are not available for the specific line item you selected are displayed but are disabled. For example, you cannot edit the serial record for a line item that is not serialized. Note that the only changes you can make to a line item when a transaction has been partially tendered are **Edit Employee** and **Confirm Line**. However, you can touch **Cancel**, which cancels the partial tender. The line item function choices include:

- **Void Line** - usually removes the line item from the transaction. However, if "Show Void Line Items on Electronic Journal" in [Setup - General - Miscellaneous 4](#) is checked, then the line will not be removed -- instead, the quantity field will display "VOID" and no further changes will be allowed to the line. If the item has the [Explosion flag](#) checked, and "Parts Explosion Type" for the department in [Setup - General - Departments](#) is set to "At Sale" or "Deposit/Tax", then the item is treated as a kit. The component items, which appear just below the kit, will automatically be removed or receive a "VOID" quantity, based on the previously mentioned setup option.
- **Show Information** - the description, quantity on hand, on order, in transit, allocated, stock unit name, location, unit price, and, optionally, a picture of the item display. If the item is [on sale](#), the sale end date and retail price display. If the item has the [Multiple Units flag](#) checked, a button labeled **Other Units** will appear. Touch it to see the quantity on hand and price for each unit of measure. If you have Enterprise Manager and "Allow queries" is checked in [Setup - Enterprise Manager](#), then you may touch **Other Stores** to see stock levels for this item at other stores (not available in [Offline Mode](#)). Touch **OK** to continue. Not allowed for Non Inventory/Notes lines.
- **Edit Quantity** - use to change the quantity of the line item. The line amount, subtotal, and total are updated. Not allowed for serialized items unless they are rental items.
- **Edit Description** - use to change the item to a different item in the same department. The index buttons used to find the item by description will display. Select alternate indices and touch **OK** when finished. If the new description corresponds to an inventory item, the new item along with its price will replace the original. Not allowed for kit items.
- **Edit Discount** - use to enter a line item discount. Not available for lines with the [non-discountable flag](#) checked, components of a kit, or lines that have received a threshold discount. The line item discount is a per unit amount. Select a dollar or percent discount. You can always apply the amount to reduce the price. However, if "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Not below cost", then the discount cannot cause the resulting price to fall below the item's average cost. Under some circumstances, you can also apply the amount entered to come up with a discount above the item's cost -- for example, to sell the item for 10% above its cost. In this case, InfoTouch Store Keeper POS will determine the average cost, add the dollar or percent entered, and use the number calculated to determine what the discount should be off of the price. You can use Above Cost discounts only when all of the following conditions are true:
 - "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Yes" or "Not below cost".
 - The average cost of the item is entered (not zero).

- The average cost of the item is less than the unit price.
- **Edit Price** - use to change the price associated with a line item. You normally cannot change the price of a line -- instead, enter any reductions to the price as a discount to properly track these activities. However, if one of the following conditions is true, you can change the line item price:
 - The [Price Override flag](#) in the item record is checked.
 - The item has a price of zero (you enter the price when it is rung up).
 - The line is a Non Inventory line.
 - You are in a [Quote transaction](#).
- **Edit Employee** - use to change the line item employee for commission tracking. Only possible if "Link Employees to Transaction Lines" in [Setup - General - Miscellaneous 4](#) is set to "Yes" or "Force".
- **Edit Cost** - use to change the cost associated with a line item. By default, this will come from the average cost field in the item's record. Only possible if "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is checked.
- **Edit Tax** - use to change the tax categories associated with the line item. By default, the tax categories are copied from the item's record. Non Inventory lines are, by default, associated with the first tax category only. Select the tax categories you wish and touch **OK**.
- **Unit of Measure** - use to change the unit of measure associated with the line. Only available for items with the [Multiple Units flag](#) checked.
- **Edit Serial** - use to change the serial number associated with the line. Only available for items with the [Serial flag](#) checked. If "Serial number selection" in [Setup - General - Miscellaneous 4](#) is set to "Touch", a list of available serial records will display. If "Serial number selection" is set to "Type/Barcode", you will be prompted to directly enter the serial number. You can scan a serial number label for this type of entry. If "Prompt to convert serialized rental to sale items" in [Setup - General - Miscellaneous 4](#) is checked and the item is a rental item, then you will be asked if you wish to convert the record to a sale record. If you select **Yes**, then the serial record is detached from the rental inventory item and linked to the associated sale item. The line item is also re-priced to reflect the price of the sale item record. If the item is a sale item in a rental department, you will be prompted to convert the sale item to a rental.
- **Confirm Line** - only available if "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) is checked. When a line item is placed into a [suspended transaction](#) and recalled, the line item has a status of "Unconfirmed", which is indicated by a 'U' after the quantity. Use this button to change the status to confirmed, indicated by a 'C' after the quantity. You cannot complete a sale if there are any unconfirmed line items. If you have recalled an appointment using the optional [Appointment Book](#) add on, the appointment's status will be set to "Arrived".
- **Edit Start Time** - only available when using the optional [Appointment Book](#) add on. Used to [edit the starting time](#) for a scheduled service.
- **Edit Duration** - only available when using the optional [Appointment Book](#) add on. Used to [edit the length of time](#) for a scheduled service.



Line Item Function window

Line edit buttons

A number of buttons, typically found in the Main Sale or Register Buttons sections of the vertical area, affect line items. You may have any combination of these buttons in your vertical:

- **Line % Discount** - used to give the last line item a discount as a percent off of the price. Not available for lines with the [non-discountable flag](#) checked or lines that have received a threshold discount. If the last lines in a transaction are rung up as components of a kit, the discount will be for the kit, not the components. If "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Not below cost", then the discount cannot cause the resulting price to fall below the item's average cost. These buttons typically prompt for a percentage discount but can be pre-programmed to give a fixed discount.
- **Line \$ Discount** - used to give the last line item a discount as a dollar amount off of the price. The line item discount is a per unit amount. Not available for lines with the [non-discountable flag](#) checked or lines that have received a threshold discount. If the last lines in a transaction are rung up as components of a kit, the discount will be for the kit, not the components. If "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Not below cost", then the discount cannot cause the resulting price to fall below the item's average cost.
- **Coupon** - used to enter the per unit selling price desired and have the system calculate the equivalent line item discount. For example, let's say an item is normally \$5 and the customer has a coupon stating the item price to be \$4 with the coupon. The employee touches **Coupon** and enters \$4. This will result in a \$1 discount. Not available for lines with the [non-discountable flag](#) checked or lines that have received a threshold discount. If the last lines in a transaction are rung up as components of a kit, the discount will be for the kit, not the components. If "Allow Discounts Relative to an Item's Cost" in [Setup - General - Miscellaneous 5](#) is set to "Not below cost", then the discount cannot cause the resulting price to fall below the item's average cost.
- **Quantity** - starts out a new line with the quantity you enter. You can then proceed to [ring up the item](#) in any way you choose.

- **Exchange** - allows you to return an item in the course of a normal sale. Starts out a new line with a quantity of minus one (-1), indicating a return of one unit. You can then proceed to [ring up the item](#) in any way you choose. To change the quantity, use [Edit Quantity](#). You will enter a positive quantity and InfoTouch Store Keeper POS will automatically supply the minus sign.

Touch the line with the customer name and number

Once you have linked a sale to a customer account, the following options are displayed when you touch the line with the customer name and number:

- **Void Customer** - use to unlink the sale to the customer account. The price level, discount, and tax settings for the transaction will revert to the default settings. Not possible if the current [transaction](#) requires a customer record, such as a Customer Payment, Account Adjustment, Layaway, Quote, or Customer Waiting Order.
- **Show Information** - the Customer Information window will display with the customer's name, number, telephone, message, and optional picture. Touch **OK** to continue.
- **Show History** - use to see the Customer History window with the following information and options:
 - Customer Name
 - Customer Number
 - First Sale
 - Year To Date Sales (not displayed for [default cash customer](#))
 - Total Sales (not displayed for [default cash customer](#))
 - Customer Bill To Address
 - Customer Telephone
 - If you have the optional [Appointment Book](#) add on and the customer has a future appointment, the date and time of the next appointment is shown.
 - Customer Notes
 - Complete details about the last two transactions
 - **OK** - close the window
 - **Print** - print to the default Windows printer and close the window
 - **Show Previous** - add the two previous transactions to the window
 - **Other Stores** - if you have Enterprise Manager and "Allow queries" is checked in [Setup - Enterprise Manager](#), then you may touch this button to see sales history for this customer at other stores (not available in [Offline Mode](#)).
- **Edit Customer** - same as [creating a new customer account](#) except that you cannot edit the name or number.

Register - Function section buttons

The function section is the top section of the screen. It contains the following buttons:

- **Employee** - change the current employee, drawer, and to clock in/out.
- **Print** - controls whether receipts print and the cash drawer is opened. It toggles between the following settings:
 - Print - a receipt is printed at the end of the transaction and the cash drawer is opened based on the tender types used and the settings in Setup - General - Miscellaneous 3.
 - No Print - receipts are not printed and the cash drawer is not opened.
 - Open Drawer - receipts are not printed. The cash drawer is opened based on the tender types used and the settings in Setup - General - Miscellaneous 3.
- **Cancel** - use to undo the function of the last button touched. You return to the previous screen.
- **Help** - get "what's this" style help on any Register button. Also displays the register number in the lower left corner.
- **Up and Down** - scroll the display section. These buttons only appear when there are more lines in the display section than can be shown at a time. Used to scroll line items in a transaction, inventory lookup items, customers, employees, suspended sales, and serial numbers.
- **Exit** - use to exit the Register module. Commonly password protected to prevent employees from leaving the Register module. Also used to Setup Buttons function.
- **Return** - use to return to the standard vertical area screens after you have touched a "stay in" department.

Register - How to log in and clock in/out

Use the Log In window to become the current employee (log in) and to punch the time clock. When you enter the Register module the first time each day, the Log In window will display. If "New employee for each invoice" in Setup - General - Miscellaneous 1 is set to "Yes", the Log In window displays for each new transaction. You can also touch the **Employee** button in the Function section between transactions to display the Log In window.

To become the current employee and/or clock in:

- If "Drawers per Register" in Setup - General - Registers is set to "Two", buttons for **Primary Drawer** and **Alternate Drawer** display. The drawer buttons highlight when touched. You may select either drawer. If this is your first Log In of the Shift, you must select one of the drawers.
- Enter your employee number.
- If you have an employee ID, a keyboard displays. Enter your employee ID.
- If you have not clocked in, the Employee Information window will display. It shows the employee name, employee number, and any messages entered in the employee record. An optional picture can also display. Touch **OK**.
- The Log In window disappears. You are now the current employee. Based upon the setting of "Show on Employee Button" in Setup - General - Miscellaneous 2, either the employee number, first name, last name or full name displays in the upper left corner of the screen on the **Employee** button. Note that an "A" will appear after the employee number if the employee has selected the **Alternate Drawer**. This only occurs if "Show on Employee Button" is set to "Number".

To clock out:

- Touch **Clock Out** before entering your employee number and ID. The Employee Information window will display. Touch **OK**.

If "Logout inactive employee" in Setup - General - Miscellaneous 6 is checked, the current employee is logged out (but not clocked out) after the indicated minutes of inactivity. This log out function will not occur in the middle of a transaction.

If "New employee for each invoice" in Setup - General - Miscellaneous 1 is set to "Lock", only one employee can use a drawer in any shift. Once you have logged in to the drawer, after each transaction, only the employee ID is prompted for. This continues until a Shift Closeout is performed.

When punching the clock, the system assumes that if you are clocked in you want to clock out and vice-versa. If you forgot to clock in or out, you can touch the **Change Action** button in the Employee Information window. This will result in a Bad Punch record being recorded. If "Allow Entry of Bad Punch by Employee" in Setup - General - Miscellaneous 5 is checked, the employee can enter the time of the missed punch. The punch record will be flagged in the Employee Hours screen with an employee override flag.

There is no distinction between using the [Time Clock](#) or punching the clock in the Register module.

Numeric Keypad

Enter employee number:

7	8	9	Cancel
4	5	6	Backspace
1	2	3	Clear
0	-	.	OK

Clock Out	Primary Drawer	Alternate Drawer
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Log In Window

Register - How to make a sale

Sales are the most commonly performed transaction. For this reason, InfoTouch Store Keeper POS always assumes at the start of a new transaction (when you first enter the Register, complete a transaction, or use Clear Sale) that you will be making a sale. You must touch one or more buttons to perform a different type of transaction. To make a sale:

- Add line items - ring up items by scanning, entering an item number/UPC, entering the item's description using department and index buttons, or by using inventory lookup.
- Change lines - change line items by touching the line or using line edit buttons.
- Change global properties - link sales to customers, select price levels, override taxes, and give sale discounts.
- Accept tender - accept one or more tenders including cash, check, customer charge, credit cards, and gift certificates. Support is available for credit card and check verification, bad check files, credit limit enforcement, and gift certificate tracking. Foreign currency can be accepted.
- Print receipt - generally, a receipt will print and the sale concludes as soon as enough tender is accepted. It is also possible to set up the system to finalize the sale only when a specific button (**Print Receipt** or **Finish Transaction**) is touched.

Register - Manager Menu functions

Register - Manager Menu functions

The Manager Menu contains a variety of functions that are typically used by a store's manager or assistant manager. For this reason, it is frequently password protected. All non-sale transactions can be initiated in the Manager Menu. In addition, the Manager Menu allows you to assign security, change the appearance of vertical area buttons, and perform shift closeouts. You cannot enter the Manager Menu in the middle of a transaction. When you are finished with any function in the Manager Menu, you will automatically exit and return to your vertical area screens. Choose from the following functions:

- **Setup Buttons** - use to [change the appearance of any vertical area button](#).
- **Customer Transactions** - select from [Customer Waiting Orders, Quotes, Layaways, Customer Payments, and Account Adjustments](#).
- **Cash Transactions** - select from [Paid Outs, Paid Ins, Drops, and Cash Ins](#).
- **Reprint Receipt** - use to [reprint receipts](#).
- **Return Sale** - use to [return items and process refunds](#).
- **Security** - use to [set the security on any button](#).
- **Inventory Transactions** - select from [Transfer In, Transfer Out, Receive Inventory, or Return Inventory](#).
- **Shift Closeout** - use to [end a shift and reconcile the cash drawer](#).
- **Lost Sale** - use to [note when you lose a sale or record other information](#).
- **Post Void** - use to [cancel a sale](#).

If you use InfoTouch Enterprise Manager, you should make Setup Buttons and Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Setup Buttons, Security, and Inventory Transactions are not available in [Offline Mode](#).



Manager Menu

Setup Buttons

Use Setup Buttons to change the appearance of any vertical area button. When you touch **Setup Buttons**, you return to the vertical area and a yellow box labeled "Setup Buttons" displays on the left side of the [Function section](#), covering up the **Empl #** button. To change a button, touch it. If the button is used to bring up additional windows, you will receive a choice as to whether you wish to edit the selected button or a button in the windows that it brings up. Touch **Yes** to edit the button. Note that you can also change the big InfoTouch Store Keeper POS Register button in the top center of your screen as well, even though it is not in the vertical area. Touch **Exit** to end the Setup Buttons function. You can edit the following about any button:

- Text - optional. For [index buttons](#), there is a **Lookup** button that can be selected to bring up a list of the matching indices in the inventory database. If text is entered before selecting the **Lookup** button, it will be used to filter items whose indices match the entered text. For example, assume you have a department with a Color index and there are inventory items in the database with colors of Blue, Black, Brown, Red, and Green. If you enter a "B" before selecting the **Lookup** button for the color index, you will get a list with Blue, Black, and Brown but not Red or Green. If you enter "BL" before selecting the **Lookup** button for a color index, you will get a list with Blue and Black but not Brown, Red, or Green.
- Text color - select any color your system can display for the text on the button.
- Text offset - a value of 0 will center the text in the button. Positive values push the text down while negative values move it up.
- Font - the font to display the text in. You can select any font in your Windows Font folder.

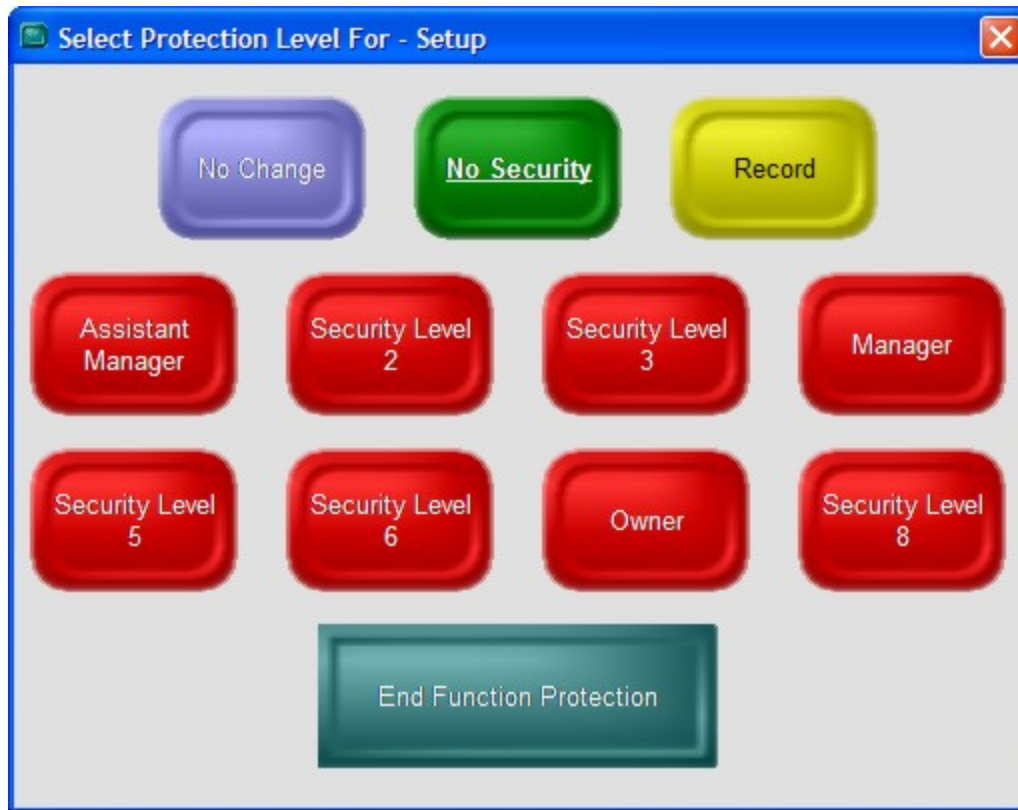
- Picture - optional. If specified, only files in BMP format can be used.
- Picture offset - a value of 0 will center the picture in the button. Positive values push the picture down while negative values move it up.
- Button color - select any color your system can display for the background of the button.

Based on a [registry setting](#), you may have access to additional options by selecting the **More Options** button:

- Standard Color - changes the way the background color is rendered.
- Transparent Picture - does the top left pixel of the picture displayed get painted with the background color of the button.
- Round Corners - if checked, the corners of the button are rounded, otherwise the button has a rectangular shape.
- Stay In Menu - for department buttons, allows you to easily repeat ringing up items in the department.
- Read Button - for non-inventory/notes buttons, is the text on the button automatically read for the description used.
- Function - for department buttons, select the department. For "Item #/Hot Button" department buttons, enter the item number in the Special field to turn this button into a Hot Button that rings up the item when touched. For register buttons, select the register button function.
 - Special - for some register buttons you can specify additional properties:
 - Credit Cards - if not blank, can be set to indicate a specific tender type. V=Visa, M=MasterCard, A=Amex, D=Discover, N=Diners Club, C=Carte Blanche, J=JCB, G=Gift Certificate ,I=Issue Gift Certificate , R=Redeem Gift Certificate, F=SNAP (Food Stamps)
 - Price Levels, if not blank, can be set to indicate a specific price level. Enter 0 for retail, 1 for the first price level, 2 for the second price level, etc.
 - Line and Percent Discount - if not blank, enter the pre-defined discount (1-99).
 - Hot Buttons - enter the item number of the inventory item you want this button to ring up when touched.

Security

If you use [plan-based security](#), access to the [Function section buttons](#) and [Manager Menu buttons](#) are controlled by each employee's [security plan](#). If you do not use plan-based security, you can assign the security levels associated with these buttons. Whether you use [plan-based security](#) or not, use Security to change the security level associated with all of your [vertical's custom buttons](#) in the Register module. To use this function, you must enter the level 7 (Owner) or level 8 password. You stay in the Manager Menu to initially set security on its buttons unless you use [plan-based security](#). Touch **Cancel** to return to the vertical area to and change additional buttons. To change a button, touch it. If the button is used to bring up additional windows, you will receive a choice as to whether you wish to edit the selected button or a button in the windows that it brings up. Touch **Yes** to edit the button. Note that a special button, **Change Line Item Security** is shown in the display area. Touch it to set the security level for any button in the [Line Item Function](#) window. When you touch a button, the Protection Level window displays. Select from any of the levels. Touch **End Function Protection** to end the Security function.



Shift Closeout

Use **Shift Closeout** to end your shift and optionally reconcile your cash drawer. The [Shift Closeout report](#) will be sent to your default Windows printer. If you reconcile drawers, over/short amounts will display on the report. How shift closeouts are performed depends upon the setting of "Reconcile Cash Drawer" in [Setup - General - Miscellaneous 3](#):

- If set to "No", no reconciliation is performed.
- If set to "Yes" or "Force":
 - Touch **Shift Closeout**. A confirmation windows displays. Touch **OK**.
 - The cash drawer opens. The [Reconcile Drawer](#) window will display.
- If set to "At Server", you mark the end of shift at the Register, then reconcile the drawer at the server:
 - Touch **Shift Closeout**. A confirmation windows displays. Touch **OK**.
 - The cash drawer opens. Take out the till. The next shift may begin immediately. Put in a new till and sign in the employee for the next shift. To reconcile your till, take it back to the manager's workstation (register #1).
 - At the manager's workstation, enter the Register module and touch **Manager Menu** and **Shift Closeout**.
 - You will be prompted to "Finish Closeout for Which Register?" Enter the register number where you marked the shift closeout. The [Reconcile Drawer](#) window will display.

Reconcile Drawer

If "Reconcile Drawer" in [Setup - General - Miscellaneous 3](#) is set to "At Server" or "Force", you cannot cancel out of the Reconcile Drawer window. You must reconcile the drawer and you must enter something, even if it is zero, for all tender types except for Customer Charge and Optional Tenders when the Reconcile Style in [Setup - General - Miscellaneous 3](#) is set to something besides "Blind". The number of each tender type accepted except Cash is displayed in parenthesis after the tender name.

- To enter the amount of cash in the drawer, touch the **Cash** line. The Cash Count screen will display. Touch a line for each of the types of bills, coins, and rolls of coins you have. Enter the number (not amount) of each. The total is calculated. Touch **OK** when finished.
- Touch **Check**. Enter the amount of each of the checks in the drawer. InfoTouch Store Keeper POS will give you a running total on the numeric keypad. When finished, just touch **OK**.
- Touch **Customer Charge** if the reconcile style in [Setup - General - Miscellaneous 3](#) is not set to "Display only". Enter the amount of each of the customer charge receipts in the drawer. InfoTouch Store Keeper POS will give you a running total on the numeric keypad. When finished, just touch **OK**.
- Touch each of the optional tenders except for those whose reconcile style in [Setup - General - Miscellaneous 3](#) is set to "Display only". Enter the amount on each of the receipts for that tender type in the drawer. InfoTouch Store Keeper POS will give you a running total on the numeric keypad. When finished, just touch **OK**.
- If you are using [Foreign Currency](#) and there is some in the drawer, touch the type of currency. Enter the amount. Touch **OK** when finished.
- You can change the closing keep amount kept in the drawer from one shift to the next by touching **Closing Keep**. A Cash Count screen displays, similar to the Cash entry screen. This function may require a password or be disabled based on the setting of Closing Keep Security in [Setup - General - Miscellaneous 3](#).
- Touch **OK** when finished.
- If "Over/Short Warning" in [Setup - General - Miscellaneous 3](#) is set to "Yes" or "Blind" and you are out of balance by more than the "Over/Short Limit", a window displays asking if you wish to "Continue to Reconcile?". The amount out of balance is shown if the option is set to "Yes" while the message "Out of balance" displays if the option is set to "Blind". If you wish to correct any of the tender amounts entered, touch **Yes**. You may then touch any of the tenders and make corrections.
- When you are in balance or no longer wish to make any more corrections, touch **No**. The shift closeout is complete. The Register Shift Report prints. If "Shift Closeout report to receipt printer" in [Setup - General - Miscellaneous 5](#) is checked, the report is sent to the receipt printer. Otherwise, it is sent to the default Windows printer for the register.

Lost Sale

Use Lost Sales to note when you lose a sale because you do not carry a particular item. Information on Lost Sales can then be compiled and reported for your planning reference. Use the [Lost Sales report](#) to analyze what items your customers regularly request. You can also use Lost Sales as a notepad or comments file. When you touch **Lost Sale**, you will be prompted to enter a description, up to 38 characters in length. Use [Utility - Purge](#) to remove old Lost Sale information.

Register - Navigation buttons

The following buttons change the windows that display but do not otherwise effect the current transaction:

- **Register Buttons** - when touched, the Register Buttons window overlays the Department Buttons on the left side of the vertical section. The Register Buttons window generally contain editing and transaction buttons that are used less frequently than the ones in the Main Sale window.
- **Current Departments** - use this button to restore the last Department Buttons window when the Register Buttons window is displayed. If a Department Buttons window is being displayed, acts the same as **More Departments**.
- **More Departments** - if you have more than one Department Buttons window, this button takes you from one window to the next. When the last Department Buttons window is displayed, the button will return you to the first window.
- **Manager Menu** - brings up the Manager Menu which is the same for all verticals. You cannot touch this button in the middle of a transaction.
- **Run Outside Application** - this type of button launches a third party application.

Register - Print and reprint receipts

Register - Print and reprint receipts

When a transaction is concluded, InfoTouch Store Keeper POS will generally print a receipt on the receipt printer for the register, as defined in [Setup - General - Registers](#). The cash drawer will open if either the [Cash tender](#) is used, cash change is required, or if a tender with the "Open Cash Drawer" option in [Setup - General - Miscellaneous 3](#) is used. What happens is also controlled by the setting of the **Print** button in the [Function section](#). The possible settings are:

- Print - receipts print and the cash drawer opens, if necessary.
- No Print - receipts do not print and the cash drawer does not open.
- Open Drawer - receipts do not print but the cash drawer opens, if necessary.

If a receipt is printed, InfoTouch Store Keeper POS will use one of the up to ten different formats that can be defined using the [Invoice Formatter](#). Which of the formats is used is determined by:

- If you have specified a [format for a specific tender or transaction type](#) and the transaction used one of those tenders or was of that type, then the specified format will be used. If you used several different tenders, each of which has a specified format, then the format associated with the tender with the highest priority, as specified in [Setup - General - Default Format by Tender & Transaction](#), will be used. If you have specified both a format for a tender that was used and for the transaction type, then the priority will be decided by the setting of the "Transaction has priority over Tender" check box in [Setup - General - Default Format by Tender & Transaction](#).
- If a specific tender or transaction type format is not used, then the format will be determined by the setting of [Setup - General - Default Format by Register](#) for the register.
- The format selected can optionally specify that the receipt should be sent to a different printer, including printers that are available on the network, as defined in [Setup - General - Default Format by Type](#).

If you have a [Gift Receipt button](#) and it is turned on, an extra gift receipt is printed. A gift receipt is a receipt that has all of the prices, discounts, amounts, and tenders blanked out.

If you have sold items in a [department with ticket printing enabled](#), then after all other receipts are printed, you will get a receipt for each unit of each item in the ticket departments. The receipt format for the ticket is determined in [Setup - General - Default Format by Tender & Transaction](#) and that format can optionally cause the tickets to be printed on a separate printer, as defined in [Setup - General - Default Format by Type](#).

In [Setup - General - Miscellaneous 3](#), you can specify that you want duplicate receipts for certain tenders and transaction types. You can set the value of the duplicate field for each tender/transaction to either "Yes" or "Pause". The former prints two copies of the receipt without stopping and is well suited to printers that have a built-in cutter. The "Pause" option prints the first copy and then waits for you to tear it off and continue by touching **OK**. The following tenders and transaction types are available for duplicate receipt printing:

- Optional Tenders - Note that the setting can be overridden for each individual optional tender.
- Customer charges
- Orders/Payments - includes [Customer Waiting Orders, Quotes, Layaways](#), and [Customer Payments](#)

The [Post Void, Paid Out, and Paid In](#) transactions print a "mini" receipt. The format of this receipt is not configurable.

Reprint Receipts

The Reprint Receipt function can always be found on the [Manager Menu](#) and may also be found in your vertical area. The function is only allowed if "Allow Reprinting of Receipts" in [Setup - General - Miscellaneous 5](#) is checked. In addition, the **Print** button in the [Function section](#) must be set to "Print". To use **Reprint Receipts**:

- For security purposes, you must enter your employee number and ID. A yellow box labeled "Reprint Receipt" displays on the left side of the [Function section](#), covering up the **Empl #** button.

InfoTouch Store

- Enter the invoice number of the sale. If you touch **OK** without entering a number, the last sale on that register will be selected. If the invoice number entered is not valid, a reason will display:
 - Invoice not found
 - Invoice has been voided
- If you enter a valid invoice number, the sale will display.
- Touch **OK** to reprint the receipt for that sale. Touch **Gift Receipt** to reprint a receipt without prices, discounts, and tender amounts.

Register - Tenders - Cash

When you touch **Cash Sale**, a keypad displays with some additional buttons for common types of bills. You may either:

- Enter the amount of cash on the keypad and touch **OK**.
- Select one of the "one touch" buttons. These buttons will change, based on the balance, to the most likely bill combinations.
- For exact change, just touch **OK** without entering an amount.

If you have a cash drawer, it will open when the transaction is concluded. If the amount of cash in the drawer exceeds the limit established in [Setup - General - Miscellaneous 1](#), then you will be prompted to remove the excess cash by performing a [Drop](#). If "Force OPOS cash drawer to close before starting next transaction" in [Setup - General - Miscellaneous 6](#) is checked, then the cash drawer must be closed before starting the next transaction. This option only works on OPOS cash drawers that have the capability of detecting whether the cash drawer is open.

Register - Tenders - Checks

Touch **Check Sale** to enter the amount of a check received. The numeric keypad displays on the screen and the amount due displays. Touch **OK** if the check is for the exact amount due. Otherwise, enter the amount of the check. There are a number of setup options that affect this tender:

- If "Allow Cash Change for Checks" in [Setup - General - Miscellaneous 3](#) is not checked, you cannot enter an amount greater than the amount due. If it is checked, you cannot enter an amount more than \$1000 more than the amount due.
- If "Track Check Numbers" in [Setup - General - Miscellaneous 5](#) is checked, you will be prompted to enter a check number for each check. The check number must be at least 2 digits. These numbers are reported on in the [Check Sales report](#).
- If "Check Verification" in [Setup - General - Optional Tenders](#) is checked, you will be prompted for the required check verification fields. These fields are defined in the Check Verification tab of [Setup - General - Optional Tenders](#). If the sale is linked to a customer, the customer name, state, and driver's license are filled in from the customer record. The type of check verification performed will normally be indicated by the "Transaction Type" field in the Check Verification tab of [Setup - General - Optional Tenders](#) but may be overridden by the [Check Processing field](#) in the customer record. If the type of check verification is MICR and "MICR interface" is checked in [Setup - General - Optional Tenders](#), you will be prompted to insert the check into the MICR device and the check verification parameters will be read directly off of the check. If the check is not approved, the message from the processor will display. You can choose to **Accept Check**, **Retry Check**, or **Cancel Check**. If you decide to accept a check without verification, a password may be required to accept the check. This is determined by the setting of "Security level to Accept a Check without Approval" in the Check Verification tab of [Setup - General - Optional Tenders](#). A listing of checks along with the approval codes can be found in the [Check Sales report](#).
- If "Perform Bad Check search on Check Sales" in [Setup - Customers - Miscellaneous](#) is checked, InfoTouch Store Keeper POS prompts for the driver's license number when a check is tendered. If the sale is linked to a customer, the driver's license is filled in from the customer record. If the license number is in the Bad Check file, the setting of "Security Level to accept a Bad Check" in [Setup - Customers - Miscellaneous](#) determines if the tender is accepted or requires a password. Bad Check processing can be combined with Check Verification. In this case, the Bad Check processing happens first. Using the Bad Check file along with check verification will help control your cost for verification. If a number is already in your Bad Check file, InfoTouch Store Keeper POS will not dial out for verification.
- If "Endorse Checks" in [Setup - General - Miscellaneous 4](#) is checked and you use a [serial receipt printer](#) at the register, you will be prompted to insert the check for endorsement or validation. Three lines will be printed on the back of the check:
 - [Branch Id](#), "For Deposit Only", and the amount of the check.
 - [Bank Name](#)
 - [Bank Account](#)
- If you have a cash drawer and "Open Cash Drawer for Checks" in [Setup - General - Miscellaneous 3](#) is checked, then the drawer will open when the transaction is concluded.

If you use check verification or track check numbers, then you can enter a maximum of three checks per transaction.

Register - Tenders - Credit Cards/Debit Cards

Credit cards and debit cards are the most common form of optional tender. InfoTouch Store Keeper POS supports online credit card verification directly with three processors, Mercury Payment Systems, Sterling Payment Technologies, and supports virtually every other credit card processor through interfaces with two third party software packages -- ICVerify® and PCCharge® Pro. Almost every vertical includes a **Credit Card** button, which gives you access to **all** optional tenders, not just credit cards/debit cards. Some verticals include dedicated buttons for specific optional tenders. What happens when you touch **Credit Card** is affected by the setting of "Auto-Determine Card Type" in Setup - General - Optional Tenders. If it is not checked, InfoTouch Store Keeper POS will prompt you for the type of optional tender first and then for the amount. If it is checked, no prompt is given for the type of tender -- instead, it will be determined directly from the credit card swipe. Checking "Auto-Determine Card Type" is most helpful when you rarely or never accept optional tenders other than credit cards/debit cards (gift certificates or other tenders). However, if you accept other optional tenders frequently, you must go through an extra step to select the tender type -- you must touch **Choose Tender Type**, after entering the amount. This is done automatically first when "Auto-Determine Card Type" is not checked. If you do frequently accept non credit card optional tenders, the "best of both worlds" approach is to check "Auto-Determine Card Type" and to have predefined buttons for your gift certificates and other tenders.

Follow these steps to use **Credit Cards/Debit Cards**:

- If "Auto-Determine Card Type" is not checked, select the type of tender.
- The numeric keypad displays on the screen and the amount due displays. Touch **OK** to charge the exact amount due. Otherwise, enter the amount to charge. If "Allow Cash Change for Optional Tenders" in Setup - General - Miscellaneous 3 is not checked, you cannot enter an amount greater than the amount due. If it is checked, you cannot enter an amount more than \$1000 more than the amount due. Note that the setting can be overridden for each individual credit card.
- If "Auto-Determine Card Type" is checked or if the tender you selected in the first step has an Authorization setting of "Authorization Required", "Authorization and Debit", or "Only Record Number", then the Tender Verification window will display with the message "Scan Credit Card Now". Choose one of the following options:
 - Scan the credit card using the magnetic stripe reader (MSR) attached to your station. If "Auto-Determine Card Type" is checked, the credit card type will be determined from the card. If it is not checked, the card you swipe must match the tender selected. If the Authorization setting is "Authorization and Debit", you will then be prompted to see if the card is a credit or debit card. If debit is selected, you may then be prompted for cash back, based on the settings in Setup - General - Optional Tenders. You will then be prompted to have the customer enter their PIN on the pinpad.
 - **Manually enter number** - if the card won't scan or you do not have an MSR, touch this button. You will be prompted to enter the card number and then an expiration date. If "Manual Card Entry Prompt" in Setup - General - Optional Tenders is checked, the Cashier Prompt is displayed and a response of **OK** must be selected to continue. If "Auto-Determine Card Type" is checked, the credit card type will be determined from the card number. If it is not checked, the card number you enter must match the tender selected. If "Address Verification" in Setup - General - Optional Tenders is checked, then you will be prompted for the customer's zip code. If the sale is linked to a customer, the zip code will default to the setting in the customer record but can be changed. Note that it is not possible to use PIN-based debit cards with manual entry of the card number -- the card must be swiped to receive the prompts for debit cards.
 - **Use number on file** - this button is disabled unless the transaction is linked to a customer with a credit card number on file. Touch it to use the card number on file for the transaction.
 - **Choose tender type** - use to select the optional tender from a list of all available types.
 - **Cancel tender** - use to select another tender type.

- Once you have entered a credit card number, either by using the MSR or manual entry, InfoTouch Store Keeper POS will try to get an approval code from the credit card processor. Note: if the Authorization type for the credit card is set to "Only Record Number", then you will be prompted to manually enter an approval code. This setting is used if you have a separate credit card terminal and for demonstrations. If the Authorization type is set to "Authorization Required" or "Authorization and Debit", the message "Verification in Progress. Please Wait" will display along with an indication of the what is happening in the verification process. If the credit card is approved, then the tender will be accepted. If there are any problems, a message from the processor and the following options display:
 - **Manually enter approval code** - use to enter an approval code you receive from the processor over the phone. In some cases, you can call the processor to receive an approval code - for example, if the processor's system is down. Do not enter manually enter an approval code without first receiving the code from the processor. This will generally not occur if the message is "Declined" or "Hold Card". This button may be disabled or require a password based on the setting of "Security level to manually enter an approval code" in Setup - General - Optional Tenders. It is also not possible to manually enter an approval code for PIN-based debit cards.
 - **Accept tender** - if "Automatically Accept Approved Transactions" in Setup - General - Optional Tenders is not checked, then you can use this button to continue the transaction after an approval is received. Not normally used.
 - **Retry tender** - if there is a problem, retrying can often fix it.
 - **Cancel tender** - use to select another tender type.
 - **Force duplicate** - with some types of credit card processors, using the same card number for the same amount within a short period of time is considered to be an error. In this case, the message "Duplicate Trans" will be returned. If you really do need to use the same card number twice for the same amount, then touch this button. The transaction will be "forced" and an approval code will be returned.
- If you have a cash drawer and "Open Cash Drawer for Optional Tenders" in Setup - General - Miscellaneous 3 is checked, then the drawer will open when the transaction is concluded. Note that the setting can be overridden for each individual credit card.

InfoTouch Store Keeper POS also support restaurant-style tipping or gratuities for a limited number of service providers. To add a tip to a sale that was paid for with a credit card, follow these steps:

- Before any line items are rung up, touch **Credit Cards/Debit Cards**. You will be prompted to see if you want to "Add a Gratuity to a Credit Card Sale." Touch **Yes**.
- Enter the invoice number of the transaction that the tip should be added to.
- Enter the amount of the tip.

Gratuities will show up in the following reports:

- Register Shift - summary of the number and amount of gratuities collected during the shift.
- Register Daily - summary of the number and amount of gratuities collected during the day.
- Register Detail - detail listing of individual gratuities .
- Daily General Ledger - the gratuity amounts will be added to both the amount collected for each credit card and to the associated over/short account.

Register - Tenders - Customer Charge

Once a transaction has been [linked to a customer account](#), touch **Customer Account** again to use the customer charge tender. The numeric keypad displays on the screen and the amount due displays. Touch **OK** to charge the exact amount due. Otherwise, enter the amount to charge. There are a number of setup options and [customer record fields](#) that affect this tender:

- If "Allow Customer with no credit limit to charge" in [Setup - Customers - Miscellaneous](#) is not checked and the customer's credit limit is zero, you cannot use the customer charge tender.
- If "Security Level to accept charges above credit limit" in [Setup - Customers - Miscellaneous](#) is set to something other than "None", then you will either have to enter the appropriate password or will not be able to charge an amount over the credit available. The credit available is the credit limit minus the total balance amount.
- If "Overdue charge security warning level" in [Setup - Customers - Miscellaneous](#) is set to something other than "None" and the account is overdue as defined by the Overdue Balance Period and Minimum Overdue Amount fields, then you will either have to enter the appropriate password or will not be able to use the customer charge tender. If a customer is subject to both this and the "Security Level to accept charges above credit limit" settings, the more stringent security setting will be used.
- If "Allow Cash Change for Customer Charge" in [Setup - General - Miscellaneous 3](#) is not checked, you cannot enter an amount greater than the amount due. If it is checked, you cannot enter an amount more than \$1000 more than the amount due.
- If you have a cash drawer and "Open Cash Drawer for Customer Charges" in [Setup - General - Miscellaneous 3](#) is checked, then the drawer will open when the transaction is concluded.

You cannot use the customer charge tender in a [customer payment](#), [customer waiting order](#), or [layaway](#) transaction. You can use the customer charge tender to pay for an appointment. Customer charge is the only allowable tender for an [account adjustment](#).

Register - Tenders - EBT

EBT (Electronic Benefits Transfer) is used for SNAP (Food Stamps) and other government benefit programs. These tenders are typically verified online and utilize both a card that is swiped (but can be manually entered) and require a pinpad entry, similar to debit cards. Supported processors are [Mercury Payment Systems](#) and [Sterling Payment Technologies](#). EBT transactions cannot be [post-voided](#) or canceled once authorized.

The SNAP (Food Stamp) tender type can only be applied to items with the [SNAP feature](#) checked in the item record. SNAP has a separate cash change option and cash change limit that are defined in [Setup - General - Miscellaneous 3](#). Items that have the SNAP tender applied to them in a sale are treated as tax exempt. The use of SNAP in a transaction will always open the cash drawer. SNAP does provide for voice authorization if the authorization cannot be obtained online. You will have to enter a Voucher Number off of a pad of SNAP Vouchers in addition to the approval code.

The EBT Cash is a tender type can be applied to all items. [Return Sales](#) (refunds) are not supported nor are manually entered approval codes. EBT Cash transaction must be verified. Cash back is allowed for EBT Cash based on the setting in the [EBT section](#) of Setup - General - Optional Tenders.

Register - Tenders - SNAP (Food Stamps)

The SNAP (Food Stamp) tender type can only be applied to items with the [SNAP feature](#) checked in the item record. SNAP has a separate cash change option and cash change limit that are defined in [Setup - General - Miscellaneous 3](#). Items that have the SNAP tender applied to them in a sale are treated as tax exempt. The use of SNAP in a transaction will always open the cash drawer.

Register - Tenders - Gift Cards/Certificates

InfoTouch Store Keeper POS allows you to handle the issuing and redeeming of gift certificates in one of two ways. You may have either a single tender that is used for both issuing and redeeming or you may choose to use two separate tenders. In the former case, the Tender Type Validation in [Setup - General - Optional Tenders](#) for the single tender should be set to "Gift Certificate". In the latter case, one tender should have a validation type of "Issue Gift Cert" and the other a validation type of "Redeem Gift Cert". In either case, issuing a gift certificate is handled as a "negative" tender and increases the amount owed by a customer in any transaction. If you use a single tender, then reports such as the [Register Daily](#) and [Sales by Tender](#) report will show the net gift certificate activity. The tenders are broken out separately in these reports if you use two tenders. Another difference when using two tenders is that the screen display and receipts will show the issue amount as a positive number even though it internally is treated as negative. Some customers find the negative amount on the receipt peculiar. You can choose which way you wish to use this important retail function. In either case, issuing gift certificates does not increase your sales -- it is treated as a tender exchange.

If a customer wants to find out the balance on an existing gift certificate:

- In most verticals, touch **Credit Card** or **Other Tenders**. The prompt "Gift Certificate Function" displays. Select **Balance**.
- Enter the certificate number. The balance is displayed.

If a customer wants to buy a gift certificate, follow these steps.

- If there are no line items, select Non Inventory/Notes. Enter a description such as "Gift Certificate". Enter zero for the price, if prompted. Alternatively, you can touch a tender button that is connected to Gift Certificates (see next bullet) before any line items are entered and you will be prompted to see if you want to perform a gift certificate function. Select **Issue/Reload** to have the system generate a descriptive Non Inventory/Notes line.
- In most verticals, touch **Credit Card** or **Other Tenders**. If you have one Gift Certificate tender, select **Gift Certificate** and then **Issue/Reload**. Otherwise, select **Issue Gift Certificate**. Alternatively, you may have a predefined **Gift Certificate** button.
- The numeric keypad will display. Enter the amount of the gift certificate.
- Enter a number for the certificate, if prompted. If "Gift Certificate - Endorse" in [Setup - General - Optional Tenders](#) is checked and you use a [serial receipt printer](#) at the register, you will be prompted to endorse the gift certificate.
- Select the type of tender to pay for the gift certificate.

To redeem a gift certificate:

- Ring up the sale as usual.
- In most verticals, touch **Credit Card**. If you have one Gift Certificate tender, select **Gift Certificate** and then **Redeem**. Otherwise, select **Redeem Gift Certificate**. Alternatively, you may have a predefined **Gift Certificate** button.
- The numeric keypad will display. Enter the amount of the Gift Certificate. If "Cash Change" in [Setup - General - Optional Tenders](#) in the Gift Card/Certificate tab is not checked, you cannot enter an amount greater than the amount due. If it is checked, you cannot enter an amount more than \$1000 more than the amount due. The cash back amount can be further limited, based on the "Limit" setting in [Setup - General - Optional Tenders](#) in the Gift Card/Certificate tab. Alternatively, you can partially redeem the Gift Certificate and enter a smaller amount.
- Enter a number for the certificate, if prompted. If the certificate has some value, but not enough to finish the transaction, the balance of the certificate will be used up, the tender amount will be updated, and some other tender will have to be used to complete the transaction. If "Gift Certificate - Endorse" in [Setup - General - Optional Tenders](#) is checked and you use a [serial receipt printer](#) at the register, you will be prompted to endorse the gift certificate.

- If necessary, continue to select tenders to finish the transaction.

If the Authorization Type for the gift certificate tender in [Setup - General - Optional Tenders](#) is not "None", the system allows the entry of the gift certificate number. If the Authorization Type is set to "Authorization Required", then the gift certificate number must be in the gift certificate database. The gift certificate number must be entered through [Gift Certificate](#) function of the Transaction Manager module. If Issue Control in [Setup - General - Optional Tenders](#) is checked, the gift certificate must be issued before it can be redeemed.

If Customer Store Credit Certificates in [Setup - General - Optional Tenders](#) is not "No", then when a transaction is [linked to a customer account](#), you can use a special Customer Store Credit Certificate. These certificates use the customer number as the certificate number. They have special properties in that they are always stored in the gift certificate database (even if other certificates are not), do not have to be created in advance of the transaction (they are created on the fly if necessary), and can be issued multiple times. They are typically used to track refunds given to the customer. If the option in [Setup - General - Optional Tenders](#) is set to "Prompt", you will be prompted, when you select a gift certificate tender and the transaction is linked to a customer, to see if you want to use the special Customer Store Credit Certificate. If the setup option is set to "Force", you will be forced to use this certificate.

Gift certificates must be endorsed if "Gift Certificate - Endorse" in [Setup - General - Optional Tenders](#) is checked and you use a [serial receipt printer](#) at the register. If a Gift Certificate is endorsed, canceling the tender may be disallowed or require a password as determined by "Security level-Cancel Issued and Endorsed Certificate". The gift certificate number is printed on the receipt if the credit card number field is used in the selected invoice format.

Gift cards are, in many ways, similar to gift certificates but they are verified online through a gift card processor. Gift cards (stored value cards) may also be verified online through InfoTouch Enterprise Manager. Gift cards are typically swiped like a credit card, although some types have bar codes on them, and you can also manually enter the number. Gift cards and gift certificates share the same options for cash change. Gift cards have the following functions:

- Activate - use the first time to put value on a card. Similar to issuing a gift certificate.
- Reload - use to add value to a card after it has been activated.
- Redeem - uses up the value that has been placed on a card. Note that if the card has some value, but not enough to finish the transaction, the balance of the card will be used up, the tender amount will be updated, and some other tender will have to be used to complete the transaction.
- Balance - shows the value remaining on the card.

Register - Tenders - Other Tenders

Tenders defined in Setup - General - Optional Tenders with a validation type of "No Validation" are not verified in any way. A popup list with these tenders is displayed whenever the **Miscellaneous Tender** button, if present, is touched. The numeric keypad displays on the screen and the amount due displays. Touch **OK** to use the exact amount due. Otherwise, enter the amount to use. There are a couple of setup options that affect these tenders:

- If "Allow Cash Change for Optional Tenders" in Setup - General - Miscellaneous 3 is not checked, you cannot enter an amount greater than the amount due. If it is checked, you cannot enter an amount more than \$1000 more than the amount due.. Note that the setting can be overridden for each individual optional tender.
- If you have a cash drawer and "Open Cash Drawer for Optional Tenders" in Setup - General - Miscellaneous 3 is checked, then the drawer will open when the transaction is concluded. Note that the setting can be overridden for each individual optional tender.

Store Credit is a typical use for this type of tender.

Register - Transaction types

Register - Transaction types

InfoTouch Store Keeper POS supports a complete set of retail transactions. When you start a new transaction, it will be assumed that you are making a sale, the most common type of transaction. Generally, if you wish to perform a different type of transaction, you must select it before [adding line items](#). However, it is possible to convert a sale into a [suspended transaction](#) even after line items are added. To select a transaction type, touch the corresponding button in your vertical area or use the [Manager Menu](#). The Manager Menu provides access to all possible transaction types, regardless of the buttons in your vertical area. If you have selected a transaction and decide to abandon it, use [Clear Sale](#). Select from one of the following transaction types:

- [Suspended transactions](#)
- [No Sales](#)
- [Return Sales](#)
- [Post Voids](#)
- [Accounts Receivable transactions](#)
- [Inventory transactions](#)
- [Cash transactions](#)

Suspended transactions

InfoTouch Store Keeper POS supports four different types of suspended transactions:

- Hold Sales - used for various purposes including saving a transaction temporarily to process additional customers, quotes, and service appointments. Hold Sales can optionally be [linked to a customer](#) but no deposit tender is allowed.
- Layaways - used to reserve items for a customer. A fixed [payment plan](#), including initial deposit and payment schedule is associated with the layaway. Layaways must be [linked to a customer](#) and a deposit is usually required. You cannot use the customer charge tender for deposits but you can use it when completing the suspended sale.
- Customer Waiting Orders (CWOs, also called Special Orders) - used to reserve items for a customer. Similar to a layaway except that there is no payment plan. CWOs must be [linked to a customer](#) and a deposit is optional. You cannot use the customer charge tender for deposits but you can use it when completing the suspended sale.
- Quotes - used to reserve items for a customer at a specific price. Similar to a CWO except that you must enter an expiration date for the pricing. Quotes must be [linked to a customer](#) and deposits are allowed. Quotes do not impact the item quantity allocated fields unlike other suspended transaction types. You cannot use the customer charge tender for deposits but you can use it when completing the suspended sale.
- Appointments - used to schedule services for customers in advance. Appointments must be [linked to a customer](#) and deposits are allowed. You cannot use the customer charge tender for deposits but you can use it when completing the suspended sale.
- Work Orders - Similar to a CWO except that you must enter a due date for the expected completion or delivery of the order. Work Orders must be [linked to a customer](#) and deposits are allowed. You cannot use the customer charge tender for deposits but you can use it when completing the suspended sale.

Line item quantities in a suspended transaction are tracked using the [quantity allocated](#), rather than the [quantity on hand](#) field. These items have not been sold and it is possible that the suspended transaction will never be completed. However, there is a good possibility that the transaction will be completed. Therefore, the quantity allocated field is taken into account when determining an item's [order status](#), as well as for [automatic purchase order generation](#).

A number of setup options affect suspended transactions including:

- "Restart Hold Sale Numbers" in [Setup - General - Miscellaneous 1](#) - all suspended transactions share from the same "pool" of numbers, which are separate from sale or invoice numbers. This option determines when hold sale numbers are reused, if ever.
- "Use original Hold Sale date" in [Setup - General - Miscellaneous 1](#) - determines if the date of the transaction is updated when it is recalled and suspended again.
- "Retain Hold Sale Employee" in [Setup - General - Miscellaneous 1](#) - determines if the original employee that suspended the transaction or the one converting the transaction into a sale gets commission credit for the sale.
- "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) - if checked, line items that are suspended are tracked with a status of unconfirmed. The transaction cannot be converted into a sale until all unconfirmed line items are [confirmed](#) or [removed](#).

The **Suspend/Recall** button is used for two different functions with suspended transactions. As you might expect from the name, it is used to suspend transactions as well as recall them. If there are line items in the display area, the button suspends the transaction. If there are no line items, the button is used to recall a suspended transaction. Note that a transaction suspended on any register can be recalled at any other. The following operations are available for suspended transactions:

- Make a new suspended transaction:
 - Hold Sales - [ring up lines](#) as if for a normal sale. Touch **Suspend/Recall**. If the transaction has not been [linked to a customer](#), you will be prompted to enter an ID (up to 10 characters) for the customer.
 - CWOs, Quotes, and Layaways - you can either touch a button in your vertical area (note that the CWO button is often labeled **Special Order**) or you can use [Manager Menu - Customer Transactions](#). The transaction must be immediately [linked to a customer](#). [Ring up lines](#), [accept a deposit](#), and touch **Suspend/Recall**.
 - Appointments - use the Appointment Book to [make a new appointment](#).
- Recall a suspended transaction - touch **Suspend/Recall** before ringing up line items. Find transactions by one of several methods. Use the [Up and Down buttons](#), if necessary, to look at the desired transaction. CWO transactions will have a 'C' after the hold sale number, Quotes will have a 'Q', layaways will have an 'L', and appointments an 'A'. Touch the line with the transaction in the display area to view it. Touch **OK** to recall it or **Cancel** to select another transaction. If you recall a CWO, Quote, or Layaway, you will receive the option to **Recall**, make a **Payment**, or **Delete** the transaction. Touch **Recall**. Once recalled, you make any changes you wish to the transaction and either suspend it again or convert it into a sale. If you recall a quote and the expiration date has passed, the items in the quote will generally be re-priced. It is possible to retain the original pricing although this may require a password as determined by the setting of "Security Level - retain quote pricing after expiration" in [Setup - Customers - Miscellaneous](#). To convert a suspended transaction into a sale, recall it and then make sure that it is [fully tendered](#). You can recall suspended transactions by:
 - Date - any suspended transaction on or after the date will match.
 - Number - if the entered number correspond to a suspend transaction, it is recalled. Otherwise, any suspended transaction whose number is greater than the number entered will match.
 - ID - use to find Hold Sales that are not linked to a customer.
 - Employee Number - use to find all suspended transactions linked to an employee.
 - Customer Number - use to find all suspended transactions linked to a customer by the customer's number.
 - Customer Name - use to find all suspended transactions linked to a customer by the customer's name.
 - Date and Customer Name - use to find all suspended transactions linked to a customer on after a specified date by the customer's name.s

- Make a payment on a suspended transaction:
 - Hold Sales and Appointments - not allowed.
 - CWOs and Layaways - [recall the transaction](#) and touch **Payment**. [Select a tender](#) for the payment.
- Delete a suspended transaction:
 - Hold Sales - [recall the Hold Sale](#). Touch [Clear Sale](#).
 - CWOs, Quotes, and Layaways - [recall the transaction](#) and touch **Delete**. [Select a tender](#) to refund any deposit taken.
 - Appointments - [edit the appointment](#) and touch **Delete**.

No Sales

A No Sale transaction opens the cash drawer. The **Print** button in the [Function section](#) must not read "No Print" for this to happen. No Sales are reported on in the [Register Detail report](#).

- Touch **No Sale**
- Select a reason code. Reason codes are defined in the [Transaction Manager](#) module.
- The cash drawer opens.

Return Sales

Return Sales are used to handle returned merchandise, refunds, and rental returns. Many things are "backwards" in a return sale:

- Items ring up with a negative price.
- Tender is given back to the customer.
- Items are added back in to inventory.
- The inventory, customer, and employee sales history figures are reduced.

Return Sales are reported on in the [Register Detail report](#). To process a Return Sale:

- Touch **Return Sale**
- Select a reason code. Reason codes are defined in the [Transaction Manager](#) module. If "Prompt for original sale" in [Setup - General - Miscellaneous 6](#) is not "No", you will then be prompted to enter the original transaction number. The option to bypass entering this transaction number is determined by the setting of "Security - find original sale" in [Setup - General - Miscellaneous 6](#). If a transaction is recalled, the line items in the sale will automatically be placed into the return sale.
- "A yellow box labeled "Return Sale" displays on the left side of the [Function section](#), covering up the **Empl #** button.
- [Add line items](#), [change line items](#), and [change global properties](#) as you would for a normal transaction. When entering in prices, discounts, and other amounts on the numeric keypad, do not use the minus sign (-) -- InfoTouch Store Keeper POS will automatically supply it. However, if "Prompt for original sale" in [Setup - General - Miscellaneous 6](#) is set to "Restrict", you cannot add any line items to the return sale and you can only reduce, not increase, the quantity of the line items in the return sale.
- Select the tenders for the transaction. You cannot exceed the total amount, regardless of the Cash Change settings in [Setup - General - Miscellaneous 3](#). Cash Change is never allowed with Return Sales. If "Prompt for return to original card" in [Setup - General - Miscellaneous 6](#) is checked and the original sale was recalled and paid for with a credit card, you will be prompted to see if they want to use the same card for the return sale. Otherwise, if "Security - force tender" in [Setup - General - Miscellaneous 6](#) is set to some tender besides none and the return sale amount exceeds the "Security limit amount" in [Setup - General - Miscellaneous 6](#), then you will be forced to use the specified tender.

While returns are hopefully an unusual transaction in most retail environments, they are quite commonplace when your store handles rentals. If your vertical has rental departments, follow these steps to handle rental returns:

- Touch **Return Sale**

- Select a reason code. Reason codes are defined in the [Transaction Manager](#) module. A yellow box labeled "Return Sale" displays on the left side of the [Function section](#), covering up the **Empl #** button.
- It is highly recommended that you link any rental transaction to a [customer account](#). If "Return all automatically" in [Setup - General - Miscellaneous 1](#) is checked, then as soon as you do either of the following, all rental items rented by the customer will be added to the return sale (use [Void Line](#) if some of the items have not been returned):
 - Link the return sale to a [customer account](#).
 - Ring up any rental item rented by the customer.
- If "Charge when rented" in [Setup - General - Miscellaneous 1](#) is checked, then the customer has already paid for the rental items. If the option is not checked, the amounts for the rental items will be added to the transaction.
- If any of the rental items is overdue, a [late fee](#) will be automatically applied. The late fee is multiplied by the number of rental periods the item is overdue by. Late fees are handled as a negative discount to the line item. If "Return cutoff time" in [Setup - General - Miscellaneous 1](#) is checked, then the item must be returned before the "Return before" time of the date due to avoid late fees.
- If "Automatically tender" in [Setup - General - Miscellaneous 1](#) is checked, then any fees due will be automatically charged to the customer account. A receipt does not print. This is used when rental items can be returned without the customer's presence - for example, when videos can be dropped of in an outside box. If "Automatically tender" is not checked, select the tenders for the transaction. Typically, the customer will either owe nothing or owe the store money, unlike the standard type of return sale. If the customer owes nothing, you can complete the transaction by touching **Cash Sale**. Do not enter any amount -- just touch **OK**.
- If "Return all automatically" in [Setup - General - Miscellaneous 1](#) is not checked, then after you finish a return sale, the system will continue to process additional return sales without having touch **Return Sale** again. The original reason code is remembered for each subsequent return sale. To resume normal sales processing, touch **Exit**.

Post Voids

Once a sale has been completed, it is not possible in InfoTouch Store Keeper POS to change it. It is possible to cancel the transaction. This is referred to as a "Post Void". Post Voids are useful when a customer changes his mind about a sale and wants his money back or when an employee realizes that the wrong tender type was used. A sale can only be post voided if it has not been closed out -- that is, if neither a shift or daily closeout has been performed after the sale. Once these closeouts are performed, the tender accepted with the sale is accounted for. Use [Return Sale](#) to cancel a sale that has been closed out. You also cannot Post Void a sale that accepted either a debit card or a gift certificate that was recorded in the in-store gift certificate database. Post Voids are reported on in the [Register Detail report](#).

- Touch **Post Void**
- Select a reason code. Reason codes are defined in the [Transaction Manager](#) module.
- For security purposes, you must enter your employee number and ID. A yellow box labeled "Post Void" displays on the left side of the [Function section](#), covering up the **Empl #** button.
- Enter the invoice number of the sale. You must know the invoice number -- for security purposes, no help is given in finding the number. You can get the invoice number from the sale's receipt or use the [Electronic Journal report](#). If the invoice number entered is not valid, a reason will display:
 - Invoice not found
 - Invoice has been closed out
 - Invoice has been voided
 - Cannot void invoice with A/R application history
 - Cannot void invoice with debit card tender
 - Cannot void invoice with gift certificate in database

- Cannot void invoice with gift card activate/reload
- If you enter a valid invoice number, the sale will display.
- Touch **OK** to void the sale. A receipt prints with the invoice number, amount, description, register number, branch ID, date, time, and employee number. Verified credit cards and gift card redemptions are voided online.

Accounts Receivable transactions

If your store allows customers to charge on account, then you will typically want to accept customer payments. If mistakes are made in handling receivables transactions, you may need to make account adjustments. Payments and adjustments are reported on in the [Register Daily](#), [Register Detail](#), and [Daily A/R Activity](#) reports in the Transaction Manager as well as the [Payments/Adjustments](#) and [Statements](#) reports in the Customer module. To process a payment or adjustment:

- Select the type of transaction.
- [Link the transaction to a customer account](#). The customer's balance displays. A yellow box with the transaction name displays on the left side of the [Function section](#), covering up the **Empl #** button.
- [Select the tender to use](#). For payments, the customer charge tender is not allowed. For adjustments, the customer charge tender is the only type allowed.
- If "Apply customer payments to" in [Setup - Customers - Miscellaneous](#) is set to "Invoice or Account", you can apply the payment or adjustment to one or more invoices. Note that you can also do this, in a somewhat easier way, by using the [Modify Receivable Application](#) function in the Customer module.
 - Enter the invoice number to apply all or part of the transaction to.
 - If you do not know what invoice to apply the transaction to or wish to use the [Modify Receivable Application](#) function, touch **OK** without entering an invoice number. You will receive a prompt to "Apply to Account?". Touch **OK**. The transaction concludes and a receipt prints. The customer's balance is updated.
 - Enter the amount to apply.
 - Repeat the previous two steps until there is nothing left to apply or you do not know what invoice to apply the transaction to. The transaction concludes and a receipt prints. The customer's balance is updated.

Inventory transactions

Use inventory transactions to add to or subtract from your quantities on hand without accepting tender. There are four types of inventory transactions:

- Transfer In - used to receive merchandise from another store or warehouse in your retail chain.
- Transfer Out - used to send merchandise to another store or warehouse in your retail chain.
- Receive Inventory - used to receive merchandise from an outside source, such as a vendor. Generally, the [Inventory](#) or [Replenishment](#) module is used for this function.
- Return Inventory - used to return merchandise to an outside source, such as a vendor. Generally, the [Inventory](#) or [Replenishment](#) module is used for this function.

Transfers are reported on using the [Transfers report](#) in the Transaction Manager and the [Transfers Audit report](#) in the Inventory module. Receives>Returns are reported on using the [Receive/Return report](#) in the Transaction Manager and the [Received Audit report](#) in the Inventory module. To perform an inventory transaction:

- Select the type of transaction. A yellow box with the transaction name displays on the left side of the [Function section](#), covering up the **Empl #** button.
- [Add lines](#) to the transaction. No prices, discounts, or amounts will display.
- To conclude the transaction, touch **Finish Transaction** (or **Print Receipt**). For Transfers In and Receives, you will be prompted for a source. For Transfers Out and Returns, you will be prompted for a destination. Enter the source or destination. The transaction is completed and a receipt prints.

Cash transactions

Use cash transactions to take money out of or put money into the cash drawer. There are four types of cash transactions:

- Paid Outs - used to take money out of the drawer for some external purpose, such as paying for supplies. Paid Outs reduce the amount of money that will be deposited at the end of the day.
 - Select a reason code. Reason codes are defined in the [Transaction Manager](#) module.
 - Enter the amount of money to take out. The amount cannot exceed the money in the drawer.
 - The cash drawer opens. A short receipt prints.
- Paid Ins - used to put money into the drawer for some external purpose, such as collecting a returned check fee. Paid Ins increase the amount of money that will be deposited at the end of the day.
 - Select a reason code. Reason codes are defined in the [Transaction Manager](#) module.
 - Enter the amount of money to put in.
 - The cash drawer opens. A short receipt prints.
- Drops - used to take money out of the drawer to put into the store safe, typically when there is too much money in the drawer. Drops do not affect the amount of money that will be deposited at the end of the day.
 - Enter the amount of money to take out. The amount cannot exceed the money in the drawer.
 - The cash drawer opens.
- Cash In - used to put money into the drawer from the store safe, typically when there is not enough money in the drawer. Cash Ins do not affect the amount of money that will be deposited at the end of the day.
 - Enter the amount of money to put in.
 - The cash drawer opens.

Registry and environment settings

Registry and Environment Settings

It is possible to override a number of [Setup](#) options at a station by making changes to the computer's registry and/or environment variables. **These changes should only be attempted by an experienced computer technician. Do not make any changes to any other InfoTouch Store Keeper POS registry settings besides the ones indicated here -- if you do, you will most likely no longer be able to use InfoTouch Store Keeper POS at that station.**

The registry section for InfoTouch Store Keeper POS can be found under HKEY_LOCAL_MACHINE\SOFTWARE\InfoTouch Corporation\InfoTouch. InfoTouch Store Keeper POS will recognize a number of optional string values, which you can add. In addition, the system will also check your system for environment variables with the same names. In general, Microsoft encourages you to use the registry rather than environment variables. If you have a setting in both the registry and the environment, the environment variable will take precedence. Here is a list of the optional registry settings InfoTouch Store Keeper POS will recognize:

- AdjustCashCheck - if set to "Y", all tenders except for Cash and Check will be filled in when entering tenders in the [Reconcile Deposit](#) screen during a Daily Closeout.
- AgePositiveAdjustmentsLikePayments - if set to "Y", then positive (credit) adjustments will be aged like payments (applied to the oldest invoices first), rather than like return sales (aged in the balance period they occurred).
- AllowRegisterButtonChanges - if set to "Y", enables the editing of additional [button functions](#) in the Register module.
- AutoStayInDept - if set to a department number (first department is "0"), the Register will always open that department's index button windows at the start of each transaction.
- BarcodePrinterType - overrides the barcode printer type. Valid options are 3 for DH Technology and 4 for Zebra.
- BarTenderPrinter - if not blank, contains the name of a printer for BarTender to use instead of the printer saved in the BarTender label file. The spelling must match exactly the spelling of a printer that appears in the list of printers on the Windows Control Panel.
- BarTenderPromptForFormat - if set to "Y", allows the user to select any BarTender format file when printing [Price Labels](#) or [Received Price Labels](#) using BarTender.
- BarTenderUsePrintDialog - if not blank, will cause the BarTender Printer dialog box to appear each time a label is printed with BarTender. This will allow the user to select the barcode printer from the list of available printers. If BarTenderPrinter is also set, the printer specified will be the default printer for this dialog box (rather than the Windows default printer).
- CashTransactionsReceipt - if set to "Y", will print out a mini-receipt for [Cash In and Drops transactions](#). If set to "D", will print out duplicate mini-receipts for [all cash transactions](#) (Cash In, Drops, Paid Outs, and Paid Ins).
- ClearSaleReceipt - if set to "Y", a mini-receipt will print after a [Clear Sale](#) is performed. If set to "F", a full receipt will print after a [Clear Sale](#) is performed.
- CmdLine, CmdLine1, ... CmdLine99 - the full path of a third party application to run when a [Run Outside Application button](#) is touched.
- CommServerRegister - overrides the register that is used to communicate with Enterprise Manager (defaults to register #1).
- ContinuousMode - if set to "N", disables the option to allow [backups](#) to occur while other users are in the system.
- CustomerDisplayPort - overrides the serial or parallel port that a customer display is attached to.

- CustomerStatementSwitchAddress - if set to "Y", the customer address on customer statements prints on the right side rather than the left.
- DeliveryTicketFormat - if set to "Y", will change the way [ticket printing](#) will work from printing an individual unit ticket for each item in a sale to printing a single receipt for all of the items in all [ticket printing departments](#). Used to print a receipt for items that have to be picked up at another location - e.g., picking up lumber in a home supply store or picking up straw at a garden center. If set to "S", will print a single receipt for all of the items in all [ticket printing departments](#) for suspended sales only. If set to "A", will print a single receipt for all of the items in all [ticket printing departments](#) for sales and suspended sales.
- DepartmentGroupSubtotal - if set to the name of a Department Group, a running sub-total of items sold in the group will display in the Register if any items in the group are rung up. If an Optional Tender is set to the name of the specified Department Group, it will default to the sub-total for the group.
- DeptSalesOnCloseoutReport - if set to "S" or "B", will print out department sales totals for the shift on the [Shift Closeout Report](#). If set to "D" or "B", will print out department sales totals for the day on the [Register Daily Report](#).
- DisableManualCardEntry - if set to "Y", prevents the manual entry of credit and gift card numbers in the Register.
- DUP_SLIP_TAPE - if set, a duplicate receipt will be printed on all transactions, regardless of tender type or setup options. If set to "P", the system will pause and prompt to continue after printing the first receipt.
- ExportQOHDailyClose - if set to "Y", will force Touch Data Link to automatically export the quantity on hand for all items at the Daily Closeout.
- EZPAY_DEPOSIT- overrides the default folder for files to be received from SPS Ezpay
- EZPAY_PICKUP - overrides the default folder for files to be sent to SPS Ezpay.
- ForceCreditCardReceipt - if set to "Y", will force the printing of receipts for credit card transactions even if the [Print button](#) in the Register module is set to "No Print".
- ForceEmployeeList - if set to "Y", will force the Register to display a scrollable list of employees when using [Edit Employee](#).
- HideCustomerBalance - if set to "Y", will prevent the display of the customer credit limit and balance fields in the [Customer Information window](#) in the Register module.
- InitPrinterPort - if set to "19200", will initialize a [direct interface serial receipt printer](#) to a baud rate of 19200 instead of 9600.
- InStockLookup - if set to "Y", then when using [Inventory Lookup](#) in the Register module, matching items with quantities on hand greater than zero (i.e., in stock) will be displayed before items that are out of stock.
- InventoryCreateTaxCateg - by default, when [inventory items are created](#), the first tax category is selected and any others are not. You can override this approach by setting this entry to the [value of the combination of tax categories](#) you wish to be the default. This setting is also used when selling Non Inventory items in the Register.
- ITEM_KEYBOARD - if set to "Numeric", then the Register will use the numeric keypad rather than the full alphanumeric keyboard when ringing up items. This option is only relevant if you use [manual item numbers](#). If set to "Alpha", then the Register will use the full alphanumeric keyboard rather than the numeric keypad when ringing up items. This option is only relevant if you use [manual item numbers](#).
- ItemPictureExtension - overrides the default file format for [item pictures](#) (JPG) - for example, BMP.
- LeftJustifyCustomerNumber - if set to "Y", will print the customer number on receipts in the Register module left-justified rather than the default right-justified.
- LineTaxEdit - if set to "N", line items in the Register will not allow the tax setting to be edited.

- LiquorBaseDept - if set to a department name, restricts the export of sales information to the Ohio state liquor control board to that department. MaskCreditCard - if set to "Y", the first copy of credit card receipts will have the card number and expiration date masked. This normally only occurs on the duplicate receipt.
- MaxDriversLicenseLen - use to limit the length of the driver's license in the Register module for check verification.
- NCR2ST - will print the contents of the file indicated by the setting on the back side of receipts on printers that support NCR's two-sided thermal printing technology.
- NO_AUTOLOAD - if set, the option to automatically load the Register module upon system entry is disabled.
- NoCashTips - if set, no prompt for a tip will be given when the sale is tendered with cash.
- NoLimitCashChange - if set, disables the \$1000 limit on cash change in the Register module.
- NoSaleReceipt - if set to "Y", a mini-receipt will print after a [No Sale](#) is performed.
- OnlineBackupRegister - set to the register number that performs the [automated backup of the online folder](#). By default, this will be performed on register #1.
- OPOS_CASH - use to override the name of the OPOS cash drawer device. If set to something besides a blank value, OPOS cash drawer support is enabled. If set to a blank value, OPOS cash drawer support is disabled.
- OPOS_CASH2 - use to override the name of the second OPOS cash drawer device.
- OPOS_LINE_DISPLAY - use to override the name of the OPOS line display (customer display) device. If set to something besides a blank value, OPOS line display support is enabled. If set to a blank value, OPOS line display support is disabled.
- OPOS_MSR - use to override the name of the OPOS magnetic stripe reader (MSR) device. If set to something besides a blank value, OPOS MSR support is enabled. If set to a blank value, OPOS MSR support is disabled.
- OPOS_RECEIPT - overrides the default OPOS device name for printing receipts.
- OPOS_SCALE - use to override the name of the OPOS scale device. If set to something besides a blank value, OPOS scale support is enabled. If set to a blank value, OPOS scale support is disabled.
- OPOS_SCAN - use to override the name of the OPOS bar code scanner device. If set to something besides a blank value, OPOS bar code scanning is enabled. If set to a blank value, OPOS bar code scanning is disabled.
- PCCWUser - use to override the default user name ("PCREG") for PCCharge. Some versions of PCCharge are easier to integrate with if you set the user name to "User".
- POAutoGenPath - if set to "Description", then items selected for [automatic purchase order generation](#) will be sorted by description, rather than by item number. Note that if sorted by Description, items in the "Item Number Only" department (those without a description) will never be included in Automatic PO generation.
- PriceLevelLabels - outputs the Price Level Name on barcode labels.
- PrintCustomerNotes - prints customer notes on the Appointment Book and Quotes/Work Order reports during the Daily Closeout. If set to 1, all notes types will print. If set to 2, General Notes will print. If set to 3-5, customer notes types 2-4 will print.
- PrintNoSigRcpt - if set to "N", then and a credit card sale that is less than or equal to the signature limit will not print a duplicate receipt.
- PRINT_BUTTON - if set to "N", then receipt printing is disabled at the station. If set to "O", the [Print button](#) in the Register module will initially display with the "Open Drawer" setting but may be changed.

- PRINT_RECEIPT- if set to "N", then sales are not concluded when enough tender is accepted. You must touch a **Print Receipt** or **Finish Transaction** button to complete the sale.
- PrintVoidLines - if set to "Y", then retained void line items will print on the receipt.
- PromptForFloatingCashier - if set to "Y", the Register will prompt for the employee number after each transaction when using the Floating Cashier option.
- RealtimeTDLRegister - use to override the register that will perform real-time Touch Data Link processing (defaults to register #1).
- RECEIPT - use to override the type of receipt printer for the station. Options include:
 - "S" - Star
 - "E" - Epson
 - "5" - Ithaca 50
 - "6" - Ithaca 60
- ReceiptBarcodeSize - used to override the default bar code font size when printing Windows receipts in the Register module. The default bar code font size is 36.
- ReceiptFontSize - used to override the default font size when printing Windows receipts in the Register module. The default font size is 11.
- ReceiptPrinterPort - overrides the serial port that the receipt printer is attached to.
- RECEIPT_INTERFACE - overrides the setup option to specify the way the register interfaces with receipt printers. Set to:
 - 0 - Direct interface
 - 1 - OPOS interface
 - 2 - Windows interface
- RegisterNewCustomer - if set to "N", then new customers cannot be created in the Register module.
- RegReptCogs - if set, the cost of goods sold will appear on both the [Register Shift](#) and [Register Daily](#) reports.
- RegReptSKU - if set to an item number, the sales of that item will appear on both the [Register Shift](#) and [Register Daily](#) reports.
- RegReptSKU2 - if set to an item number, the sales of that item will appear on both the [Register Shift](#) and [Register Daily](#) reports.
- RentSellButton - if set to "Sell", the Register will default the [Rent/Sell button](#) to Sell rather than Rent.
- REPRINT_BROWSE - if set, enables a button in the Reprint Reports function of the Transaction Manager that allows you to browse for report files to print.
- ResizeToResolution - if set to "Y", the Register, Replenishment, and Time Clock modules will be resized to fit a resolution greater than 800x600. If set to "N", the modules will display at 800x600 resolution, regardless of the display resolution.
- RoundToExtendedLineAmount - if set to "Y", will round line items with fractional cents to the amount of the unit price times the line item quantity. Otherwise, the unit price is rounded and then multiplied by the line item quantity.SALE_HYPERLINK - set to a URL that will be displayed in your computer's default browser after each transaction.
- SALE_SCREEN - use to control the department button window that initially appears. The first window is actually designated by setting the variable to "0", the second to "1", etc. If you put a minus sign (-) before the window number, the employee will not be able to change department button windows.

- SaveCustomerRecord - if set to "Always", you will always receive a "record saved" message when saving customer records. If set to "Never", you will never receive the "record saved" message" when saving customer records.
- SaveEmployeeRecord - if set to "Always", you will always receive a "record saved" message when saving employee records. If set to "Never", you will never receive the "record saved" message" when saving employee records.
- SaveInventoryRecord - if set to "Always", you will always receive a "record saved" message when saving inventory records. If set to "Never", you will never receive the "record saved" message" when saving inventory records.
- SaveVendorRecord - if set to "Always", you will always receive a "record saved" message when saving vendor records. If set to "Never", you will never receive the "record saved" message" when saving vendor records.
- ScaleMultipleOverride - if set, multiplies any weights read from a scale by the amount entered. Used to convert one unit of measure to another - for example, if set to 16, scales that weigh in pounds will be read in as ounces.
- ShowLineNumber - if set to "Y", the Register will display the item number and as much of the description as will fit, instead of the full description. This setting has no effect on the format of receipts.
- SpecialCustomerOptions - if set to "N", will skip the skip the Special Customer Options section of the [Register Shift](#) and [Register Daily](#) reports.
- STATEMENT_HEADER - use to move the header lines for [Customer Statements](#) and [Layaway Statements](#) on the second and subsequent pages down. Set to the number of inches to move the header lines down.
- STT_FRMT - use to override the receipt format type for the register. The variable should be set to the name of the receipt format file to use.
- SuppressDepartmentNameOnLabels - if set to "Y", the department name will not print on [Price Labels](#).
- TareWeight - if set to "Y", the [weight field](#) will be used as a tare weight. Must be used in conjunction with the [Prompt for Weight flag](#).
- ThresholdDollarDiscountsNoLimit - if set to "Y", enables threshold discounting of line items in the Register to exceed the line item price, resulting in a reduction of the sale total.
- ToGoRegister - overrides the register that is used to startup the MobileServer program to communicate with InfoTouch To-Go Mobile Registers.
- UPCE_Length - overrides the expected length of a UPC E barcode from the default of 8. Valid options are 6 and 7.
- UPC_Manufacturer_Offset - overrides the standard offset position in a UPC bar code for the manufacturer (normally starts at the second character).
- UPC5_Coupon_Length - use to override the length required for a bar code scan to be treated as a UPC 5 coupon. Normally, this will occur on a 12-digit number. The minimum valid length is 11. This setting can be used if bar code scanners are programmed to drop the last (check digit) when scanning. Also used for overriding the length required for a bar code to be treated as a UPC 2 price-embedded bar code.
- UseItemNumberOnLabels - if set to "Y", the [Inventory Label reports](#) will default to printing the item number, even if the item has a UPC.
- UseShortDescription - when printing [Price Labels](#) or [Received Price Labels](#), the software will normally print the item's full description. When printing on very small labels, for example, those used by jewelry stores, there may not be room for the full description. If UseShortDescription is set, the "Use short description" check box will be default to checked rather than not checked.
- WildcardIncludesItemNumber - if set to "Y", forces the wildcard inventory lookup in the Register to display the item number along with the description.

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- `WindowsPrintFont` - if used to override the default font, Courier New, used to print Windows receipts and other print outs (e.g., the Customer Sales History listing) in the Register module. A mono-spaced font should be used or alignment issues in printing are likely.
- `WINDOWS_RECEIPT` - overrides the default Windows device name to be used for printing receipts.

Replenishment Module

Use the Replenishment module to order inventory from your vendors, receive items that have been ordered, and return items to your vendors. Purchase Orders can be generated either manually, automatically, or downloaded from InfoTouch Enterprise Manager. Also use Replenishment to create Transfers either manually or downloaded from InfoTouch Enterprise Manager. Orders can be recalled and modified at any time prior to receiving the order. Items can be backordered when received and the system will generate a separate order to handle the backordered items.

The Replenishment module utilizes the department and index buttons used in the Register module to ring up items. The module allows you to order items from your vendors or create transfers using these buttons. You can also select the items by scanning in or typing an item number, UPC, or alternate key. The current order is displayed in the blue-green just below the **Print**, **Cancel**, and **Exit** buttons. To the right of the department and index buttons is a window of order functions. The top left button is **More Functions**. Selecting this button brings up a second window of function buttons and the top left one changes to **Main Functions**, which returns you to the first window.

Select the big **InfoTouch Store Keeper POS Replenishment** button in the top center part of your screen to get help on using this module. Use the F1 key on your keyboard to bring up help for all of InfoTouch Store Keeper POS. When you are finished using the Replenishment module, select the **Exit** button.

The Replenishment module allows you to:

- Create a new order
- Modify an existing order
- Receive an order
- Return an order
- Delete orders
- Automatically generate orders



Replenishment - Main Functions (Gift Store)



Replenishment - More Functions (Gift Store)

Replenishment - Create Purchase Order

To create a new order, the display area must be blank.

- To create a PO:
 - Select a vendor. You cannot create a PO for a vendor with a Status of "Disabled". If you use Enterprise Manager, you cannot create a PO for a vendor with a Status of "Enterprise Only":
 - Select **Lookup Vendor**. Find the vendor by:
 - Name
 - Number
 - Ship Time
 - Use **Inventory Lookup** to find an item and its vendor source. Selecting the item/source selects the vendor. Note that before a vendor is chosen, selecting any department or item number button will automatically invoke the lookup function. All sources will display for each of the items that match the lookup criteria.
- To create a Transfer In or Transfer Out:
 - Select **Transfers**
 - Transfer In - enter the source branch ID
 - Transfer Out - enter the destination branch ID
- Add or change line items.
- Change global order properties.
- Select **Save Order**. If the **Print** button reads "Print", you will be prompted for a printer to send the order to. You may select any printer set up in your Windows Printer folder.

Replenishment - Delete Orders

You can delete either an individual order or a range of orders. To delete an individual order:

- Find the order.
- Select **Delete Order**.

To delete a range of orders:

- Select **Delete Range** before a vendor has been selected (display area is blank).
- Enter a date range. You can check whether to delete Received and/or Returned orders in the date range. You cannot delete Open / Backorder orders using this function. Click **OK**.

Replenishment - Finding Orders

Replenishment - Finding Orders

To find an existing order:

- Select **Lookup Order** before a vendor has been selected (display area is blank).
- If needed, select the **Order Filter** button to limit your search to certain types of orders. The options are:
 - All - display all orders regardless of status.
 - Open / Backorder [default] - only display orders that have not been [received](#) or [returned](#).
 - Receive / Return - only display orders that have been [received](#) or [returned](#).
- Select the method to find orders by:
 - Vendor Number - retrieves purchase orders placed to a specific vendor.
 - Transfers - retrieves transfers, filtered by an optional branch ID.
 - Order Number - retrieves orders based on the system assigned order number.
 - Reference Number - retrieves orders based on the user assigned reference number.
- The orders that match the criteria specified are shown in the display area. If more than eight orders match, the **Up** and **Down** buttons display to aid in scrolling. For each matching order, the following information is shown:
 - Order Number
 - Source / Destination - displays Vendor Name for a PO, source or destination branch ID for a transfer.
 - Date
 - Status
- Select the order you wish to recall. Confirm the choice by selecting **OK**.
- If you Enterprise Manager and have recalled an open transfer or purchase order downloaded from Enterprise Manager, you will not be able to modify the order. Instead, you must [receive by exception](#).

Replenishment - Generate Orders

When inventory needs to be replenished, you can [create an order](#) to fulfill your inventory requirements. If your store has a lot of inventory items, figuring out what needs to be reordered can be quite time consuming. If you set up your inventory records with minimum, maximum, and (optionally) reorder quantities, InfoTouch Store Keeper POS can automatically generate purchase orders for you. Alternatively, you can automatically generate purchase orders based on sales history. The following calculations are used to determine whether an item needs to be reordered:

$$\text{Available Quantity} = (\text{Quantity On Hand} + \text{Quantity On Order} + \text{Quantity In Transit} - \text{Quantity Allocated})$$

For items with the [Group Replenishment flag](#) checked, the Available Quantity is determined from the sum of the component items.

For Min/Max generation:

Under stocked items:

$$\text{Available Quantity} < \text{Minimum Quantity}$$

Suggested Order Quantity:

$$\text{Floor}((\text{Maximum Quantity} - \text{Available Quantity}) / \text{Reorder Quantity}) * \text{Reorder Quantity}$$

For Sales History generation:

Under stocked items:

$$\text{Available Quantity} < \text{Adjusted Quantity Sold} (\text{Quantity sold over date range} * (1 + \text{Growth Target}))$$

Suggested Order Quantity:

$$\text{Floor}((\text{Adjusted Quantity Sold} - \text{Available Quantity}) / \text{Reorder Quantity}) * \text{Reorder Quantity}$$

Suggested Order Quantity will be a multiple of the Reorder Quantity that will not allow the Quantity on Hand to exceed the Maximum Quantity/Adjusted Quantity Sold. Note that if the Reorder Quantity is not set (zero), it is treated as if set to one. Also note that if the item is sourced from a vendor with an [Ordering Quantity](#) set to something besides one, the Ordering Quantity for the vendor is used instead of the Reorder Quantity in the item record.

To automatically generate orders, select the **Automatic PO Generation** button. A dialog box will display with the following options:

- Select Department - from the drop down list, choose "All" for all items or select one of your inventory departments.
- Select Sort By - choose whether to sort the items by item number or description.
- Select Vendor By:
 - By preferred vendor - the first vendor/source listed in the item record.
 - By lowest cost.
 - By fastest ship time.
 - Specific vendor - enter a vendor number.
- Calculate on - select how to determine the number of units to order:
 - Min/Max
 - Sales History
 - From date

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- To date
- Growth rate target
- Select **Generate**.

InfoTouch Store Keeper POS will then generate as many orders as required to fulfill your inventory needs. A dialog box will display with the PO numbers of the generated orders. You can print the list. The orders can be recalled, printed, and modified as desired. You can preview the results of Automatic PO Generation with the [PO Auto Generation](#) report in [Inventory - Report Inventory](#)

Replenishment - Global Properties

Replenishment - Global Properties

Buttons that effect the current order include:

- **Clear Order** - clears the display area and the current order. Any changes made to the order are discarded.
- **Save Order** - saves the current order including any changes made. If the **Print** button reads "Print", you will be prompted for a printer to send the order to. You may select any printer set up in your Windows Printer folder.
- **Print** - select this button to change between "Print" and "No Print" settings.
- **Expected Arrival Date** - the date is initially calculated based on the date the order was placed and the average ship time field in the vendor record for purchase orders. You can override the expected arrival date at any time before the order is received by using this button. The [PO Expected Shipments](#) report in [Inventory - Report Inventory](#) shows you the orders that are scheduled to arrive for a date range.
- **Tax Override** - typically, orders are not subject to tax. If necessary, you can use this button to set the taxable status for the order. Not allowed for transfers.
- **Checkpoints** - use this button to set the user-defined checkpoints associated with the order. These checkpoints are set using [Setup - Inventory - User-Defined Checkpoints](#). These checkpoints can be used to help organize the process of ordering and receiving inventory. Select any user-defined checkpoint to turn it on (blue-green) or off (gray). Note that two of the checkpoints, "Received" and "Returned", are defined by the system and cannot be modified. Once an order has been received, user-defined checkpoints are the only property of an order that can be changed. The [PO Checkpoints](#) report in [Inventory - Report Inventory](#) allows you to report on your orders based on the user-defined checkpoints associated with each.
- **Order Discount** - use to enter a percentage or dollar discount for all line items in the order. Not allowed for transfers.
- **Reference Number** - use to assign your own identifier to an order, up to 39 alphanumeric characters. InfoTouch Store Keeper POS automatically assigns a unique order number to each order. The **Lookup Order** button allows you to find orders by the Reference Number you assign using this function. If you assign a Reference Number, it will print instead of the system assigned order number.
- **Freight** - enter the freight amount associated with this order. This amount can be spread across the items in the order, based on the setting of Spread PO Freight Cost in [Setup - General - Miscellaneous 2](#).

Replenishment - Line Items

Replenishment - Line Items

There are several ways to add line items to orders:

- Scan a bar code label.
- Select **Item Number / UPC** and type in or scan an item number, UPC, or alternate key.
- Select **Inventory Lookup**. You can use department and index buttons, wildcard search, UPC, or vendor item number (purchase orders only) to find an item. For purchase orders, prior to selecting a vendor, all vendor sources for all matching items will display. Selecting an item will then also select the vendor. Once a vendor has been selected, inventory lookup will only show matching items which the selected vendor sources. Transfers search for inventory items and do not use vendor sources.
- For purchase orders, once a vendor has been selected, use the department and index buttons to directly ring up an item. If the item is not sourced by the vendor, you will receive a dialog allowing you to establish the vendor as a source for the item "on the fly". You can add any item to a transfer.
- Select **Non Inventory** to add notes and other miscellaneous lines to the order.

If a vendor has not been selected and you ring up an item by department button or by number, the system will go into lookup mode - that is, it will act as if you had touched **Inventory Lookup** first. You will always be prompted for a quantity for each new line item except in the case of lookup mode, where the quantity will default to one.

To change a line in an order, select it from the display area. If there are more than eight line items in the order, the **Up** and **Down** buttons display to aid in scrolling. Once you select a line, a menu will appear with the following options:

- **Void Line** - remove the line from the order. Not allowed when [receiving by exception](#).
- **Show Information** - shows the following information about the item:
 - Item Description
 - Cost
 - Quantity on hand, on order, in transit, allocated
 - Vendor (purchase orders only)
 - Ship Time (purchase orders only)
 - Picture (optional)
- **Show History** - shows the previous 14 months of sales history, total sold, as well as the quantity on hand for the selected item.
- **Edit Quantity** - change the line item quantity. Not allowed when [receiving by exception](#).
- **Edit Description** - use department and index buttons to change the item selected to another item in the same department.
- **Edit Discount** - change the line item discount in a purchase order by:
 - **Percent** - enter a percentage to take off the line.
 - **Dollar** - enter a per unit dollar discount to take off the line.
 - **Automatic** - calculate the discount based on settings entered into the source and vendor records.
- **Edit Cost** - change the line item's unit cost. You will be prompted to see if you want to save the change in the source or item record.
- **Edit Tax** - enter the taxable status for the line in a purchase order.

Backorder Line - indicate that some quantity of what was ordered did not arrive but will arrive in the future. You will be prompted for the quantity that did not arrive. A new line on the order will be created

for the backordered quantity. This is indicated by the letter "B" after the quantity. For purchase orders, when the order is [received](#), a new order is created with the same PO number with only the backordered items.

- **Undo Backorder** - if a line is backordered, the only change that can be made is to undo the backorder status.
- **Undo Excess** - if you are [receiving by exception](#) and you received more than was ordered, the extra amount will be split onto a separate line with the letter "E" after the quantity denoting "Excess". This button resets the Excess indicator.
- **Edit Price** - change the line item's retail price.
- **Edit UPC** - change the line item's UPC code.

Three of the buttons in the **More Functions** menu are applicable to line items in an order:

- **Backorder All** - backorders all line items.
- **Receive by Exception** - if a large quantity of various items are ordered, it can be quite time consuming to figure out what items did **not** arrive. The **Receive by Exception** function (**Send by Exception** for Transfers Out) allows you to scan or otherwise ring up items and have them count against the items in an order. Typically, start by using the **Backorder All** button to backorder all lines. Then, select **Receive by Exception**. Note that if no lines are backordered when you select **Receive by Exception**, you will be prompted to see if you want to backorder all lines. The top left portion of the screen will indicate that you are now "Receiving by Exception." Now scan or ring up the inventory you received. As items that are in the order are rung up, they are transferred from backordered lines into "regular" lines. When you have finished ringing up everything you have received, only those items that did not come in will be backordered. If you ring up an item that was not in the original order, it will be added to the order with an indication that it is an "Excess" item. To exit "Receiving by Exception", touch the button again. The system returns to normal operation. If you have purchased the optional Handheld Inventory add on package, you can use the output of a handheld inventory device to scan what you have received. Selecting **Receive by Exception** will then prompt you to see if you want to use the file produced by the handheld. For more information on the [Handheld Inventory add on](#), refer to [Inventory - Adjust Inventory](#). The procedure is the same one used to receive items in the Inventory module
- **Matrix** - with the Matrix feature, you can easily order groups of related items using a spreadsheet-style interface. It is most commonly used by apparel and shoe stores but can be used in a wide variety of markets. The function is most easily illustrated by an example. Let's say that you wish to order a variety of sizes and widths of a particular style of women's shoes:
 - The first step is to select a vendor and ring up one item from the group you wish to order (a particular size and width). Then select the **Matrix** function. The Matrix function always applies to the last item in the current order, which must be in a department with at least three indices - that is, it must have two extra pieces in the description, such as size and width, in addition to the department.
 - A grid, similar to a spreadsheet, will display. The column headings will be the values of the next to last index while the row headings will be the values of the last index. In our example, the column headings would be shoe sizes (5, 6, 7, 8) while the row headings would be widths (A, B, C). You can use the drop down "Select field" box to display any of the following:
 - Actual Order - the items to add to the order. Initially copied from the Suggested Order grid.
 - Suggested Order - uses the same logic used to [Generate Orders](#) to determine the quantity that needs to be ordered for purchase orders. For transfers, there is no suggested order quantity.
 - On Hand
 - On Order
 - Allocated

- Minimum Quantity
- Maximum Quantity
- Reorder Quantity
- You can use the arrow keys on the keyboard or your mouse to move around the grid. The current cell is highlighted in blue. To modify the current cell, select **Modify** and enter a new value. Only cells in the Actual Order grid may be modified. You can also copy the values of a cell to other cells in its row, column, or all cells using **Copy To**. If the contents of the cell are "N/A", this means that combination of indices does not exist -- **Modify** and **Copy To** will not be available. Select **Save** to add the quantities in the Actual Order grid to the purchase order.

Touch the line with the vendor name and number

If you touch the line with the vendor name and number, a menu will appear with the following options:

- **Show Information** - shows the vendor's name, number, and ship time.
- **Show History** - shows the previous 14 months of sales history, total sold, as well as the quantity on hand for each item that the vendor supplies.

Replenishment - Modify Order

Orders can be recalled and modified at any time until they are received. To modify an order:

- Find the order.
- Add or change line items.
- Change global order properties.
- Select **Save Order**. If the **Print** button reads "Print", you will be prompted for a printer to send the order to. You may select any printer set up in your Windows Printer folder.

Replenishment - Receive Order

Use the **Receive Order** button to receive the current order in the display area. Typically, you will [find and recall an existing order](#) when the shipment from the vendor arrives or a transfer is received. Note that for Transfers Out, the button reads **Send Order**. It is possible to directly receive or send an order - that is, you can enter a new order in and select **Receive Order** (or **Send Order**) before saving it off. For purchase orders, the quantity on hand for each line in the order will be increased while the quantity on order will be decreased. A Received Inventory Audit Trail record will be produced for each line. You can report on what has been received using the [Received Audit](#) report in [Inventory - Report Inventory](#). You can produce bar code labels for what was received using the Received Price Labels report. The received order's status is changed to "Received". For transfers in, the quantity on hand for each line in the order will be increased while the quantity in transit will be decreased. A Transfer Inventory Audit Trail record will be produced for each line. You can report on what has been received using the [Transfer Audit](#) report in [Inventory - Report Inventory](#). The received order's status is changed to "Received". For transfers out, the quantity on hand for each line in the order will be decreased while the quantity in transit will be increased. A Transfer Inventory Audit Trail record will be produced for each line. You can report on what has been sent using the [Transfer Audit](#) report in [Inventory - Report Inventory](#). The sent order's status is changed to "Sent".

For purchase orders, if there are any [backordered lines](#) in the order (indicated by a "B" after the quantity) when you receive the order, a new purchase order with the same PO number is created with the backordered lines. The original order is saved without the backordered lines and the original order's status is changed to "Received". The new order's status is set to "Open" and the backorder flag on each of the line items is cleared, pending the receipt of another shipment from the vendor. There is no splitting apart of backordered lines from the original order with transfers.

Freight costs in an order can be spread across the items in the order based on the setting of Spread PO Freight Cost in [Setup - General - Miscellaneous 2](#). If set to "No", freight does not affect item cost. If set to "By quantity", the freight cost is distributed equally across all of the units in the PO. If set to "By weight", the cost factors in the weight of the items in the PO.

If any items in the order that have the [Explosion Item flag](#) checked and the "Parts Explosion Type" for the item's department in [Setup - General - Departments](#) is set to "At Sale", then you have ordered a kit item. Receiving the item will update the quantity on hand of the component items, rather than the item itself.

If any items in the order that have the [Serial flag](#) checked, then serial records will be created. If you use automatic serial numbers (see [Utility - Information](#)), the serial numbers will be generated automatically. Otherwise, you will be prompted to enter a serial number for each unit received.

The [Receive by Exception](#) button can be very helpful when receiving large orders by letting you scan or otherwise ring up what was received and letting the system figure out what did not arrive. If you have purchased the Handheld Inventory add on program, you can use a handheld inventory device to scan the shipment when receiving by exception.

Once an order has been received, you can recall it but you cannot modify any aspect of the order except for the [user-defined checkpoints](#). If you have mistakenly received an order, you can recall it and select the **Cancel Receive** button (**Cancel Send** for transfers out). The order's status will be reset to "Open" and the items in the order will be moved from on hand back to on order (purchase orders) or in transit (transfers).

Whenever a purchase order is received or when you use **Cancel Receive**, an entry is made in the Accounts Payable log files. You can report on these activities using the [PO AP Log](#) report in [Inventory - Report Inventory](#). The file format of the log files is shown in [File Formats and Descriptions](#).

Replenishment - Return Order

Use the **Return Order** button to return the items in a purchase order to your vendor or to return a transfer in to its source. Typically, you will [find and recall an existing order](#) that has been received. You can use the [Order Filter](#) button to limit the orders you are looking for to those with a status of "Received" or "Returned". It is also possible to directly return an order - that is, you can enter a new order in and select **Return Order** before saving it off. This is most commonly used to partially return an order. The quantity on hand for each line in the order will be decreased. A Received Inventory Audit Trail record will be produced for each line in a returned PO while a Transfer Inventory Audit Trail record will be produced for each line in a returned transfer. You can report on what has been returned using the [Received Audit](#) report and [Transfer Audit](#) report in [Inventory - Report Inventory](#). The returned order's status is set to "Returned".

Once an order has been returned, you can recall it but you cannot modify any aspect of the order except for the [user-defined checkpoints](#). If you have mistakenly returned an order, you can recall it and select the **Cancel Return** button. The order's status will be reset to "Received" and the quantity on hand field for the items in the order will be increased.

Whenever a purchase order is returned or when you use **Cancel Return**, an entry is made in the Accounts Payable log files. You can report on these activities using the [PO AP Log](#) report in [Inventory - Report Inventory](#). The file format of the log files is shown in [File Formats and Descriptions](#).

Setup - Customers

Choose one of the following options:

- Categories - Name types of customers for use with Customer reports
- Discount Classes - Automatic percentage discount categories
- Balance Periods - Define aging cycle for accounts receivable processing.
- Layaways - Define layaway payment plans.
- Miscellaneous - Various other customer options.
- Notes Fields - Define up to four types of notes to associate with customers.
- Description Names - Name the three description fields.
- Email Campaign - Setup parameters for customer email campaigns.
-

Setup - Customers - Balance Periods

You will use Balance Periods to change the default balance periods of 30, 60, and 90 days to age Customer Account balances. InfoTouch Store Keeper POS enables you to keep track of Customer Charges in four different periods. Use Customers - Accounts Receivable - Age Customers as necessary to update the period balances.

Setup - Customers - Categories

You can use Customer Categories to describe up to 16 different customer types. After you have created the categories, you may then assign the different categories to customers when you create or modify the customer record. Customers can be assigned to any combination of categories. You can generate reports using Customer Categories as filters to select customers for the report.

The default category names are "Category 1" through "Category 16". Category Names can be any description of customers by which you want to select your customers for reports. You can use demographic categories, as well as descriptive categories such as Good Customer or Frequent Buyer. Here is an example:

- A store has a customer base consisting of dealers and end-users. The owner wants to send a direct mail piece to all dealers, but not to end-users. Customer Categories are used to generate a selective set of mailing labels. The owner creates one Customer Category called "Dealer" and one called "End-User" in Customers/Setup Customers/Custom Categories.
- As the owner creates Customer Records, he turns on the "Dealer" category for Customers who are dealers and the "End-User" category for end-users. The owner then runs the Mailing Labels report. The Categories window displays for him to select the categories of Customers to include in the report. He turns on the Dealer category and turns off all other Customer Categories. The Mailing Labels report produces mailing labels for all Customers with the category "Dealer".

Setup - Customers - Description Names

The Description Names function allows the user to define the names of the three Customer Description fields (by default called Description 1, Description 2, and Description 3). The descriptions entered will appear in all places in the system that utilizes them including reports and data entry screens.

Setup - Customers - Discount Classes

Use Discount Classes to define automatic percentage discounts for groups of customers. The discounts you create and assign are applied when you link a sale to a customer. You may have between one and ten discount classes. Note that when customer records are created in the Register module, they are automatically assigned to the first class. Therefore, the default for the first class is None (0%). Choose from one of the following:

- Add - Enter the Class Name and discount percentage rate and click **Add**.
- Modify - Double-click the Class Name you wish to edit. Change the name or rate and click **Modify**.
- Delete - Double-click the Class Name you wish to delete. Click **Delete**.

Click **OK** when finished or **Cancel** to discard your changes.

Setup - Customers - Email Campaign

Use the Email Campaign section to set up information about your email account for running the Customer Email Campaign function. You enter the following information:

- "To" Account (Generic Customer) - a dummy email address that is setup to facilitate the sending of emails to many customers. The display name for the address is what will appear in the to address field of emails the received by customers. This address must exist in the address book of the email package you use for the campaign.
- "From" Account - the from address that is shown in the emails sent. This address must exist in the address book of the email package you use for the campaign.
- Password - the password for the "From" Account.

Setup - Customers - Layaways

Use this function to establish the following Layaway options:

- Deposit Type - Percentage or dollar
- Deposit Amount - Minimum required deposit
- Payment Period - Time between billing periods
- Payment Type - Percentage or dollar for intermediate payments
- Payment Amount - Minimum required deposit for intermediate payments
- Total Time - Amount of time after which the layaway must be completely paid for

Note that any changes you make to these Layaway options do not effect existing Layaway transactions. The current status of all existing layaways can be found using the Layaway Statement report in the Customer module.

Setup - Customers - Miscellaneous

Use Miscellaneous to select the features for sales linked to Customers. The options are:

- Force all sales to be linked to a customer: [No/All/Return Sales] If set to "All", you cannot complete any transaction without identifying the customer. If set to "Return Sales", you cannot complete a [Return Sale](#) without identifying the customer. If set to either "All" or "Return Sales", the following additional options are available:
 - Default customer: [No/Yes/Prompt] If set to "Yes" or "Prompt", you will identify a customer number to be used by default in transactions that have not been linked to a customer at the time of tendering. If set to "Yes", the transaction will automatically then be linked to the default customer. If set to "Prompt", you will be asked if you wish to link the transaction to the default customer. If you do not link the transaction to the default customer, you will have to link it to some other customer to conclude the transaction.
 - Customer number: Enter the default customer number. Note: to avoid slowdowns at the Register, sales made to this customer will not update the customer record [Total Sales and Total Cost fields](#).
- Make Customer Address fields required fields: If checked, the Customer record must have the address fields filled.
- Allow Customer with no credit limit to charge: If checked, this allows customers to charge without having any credit limit established. If not checked, only customers with an entry above 0.00 in the Credit Limit will be allowed to charge on account.
- Security Level to accept charges above credit limit: [None/Record/Security Level 1...Security Level 8/Never Allow] Sets a Security Level for allowing a customer to charge something above their available credit.
- Force tax overrides to be linked to a customer: If checked, tax overrides are allowed only when the sale is linked to a customer with a tax-exempt id.
- Overdue charge security warning level: [None/Record/Security Level 1...Security Level 8/Never Allow] Sets a Security Level for allowing a customer to charge when their account is overdue as defined by the Overdue balance period and Minimum overdue amount fields.
 - Overdue balance period: [30/60/90] Sets the Balance Periods to be used in conjunction with the Overdue charge security level. This applies to all Balance periods after the period selected. You must periodically run Age Customers for this option to work properly.
 - Minimum overdue amount: The minimum amount to be used in conjunction with the Overdue charge warning security level. The warning will not appear unless the balance owed in the overdue balance period or later is above this level.
- Apply customer payments to: [Account Only/Invoice or Account] Determines how payments will be applied. If set to "Invoice or Account", you can apply payments, adjustments and return sales to specific invoices. You can apply payments in the Register module when you accept the payment or in Customer/Accounts Receivable/Modify Receivable Application. This option effects Age Customer functions. It also affects the following reports:
 - Customer Balance
 - Customer Statements
 - Customer Payments and Adjustments
- Display history when sale is linked to customer: [No/Yes/Prompt] If set to "Yes" or "Prompt", the key customer information fields, any notes about the Customer, and the last two

purchases will be displayed. If set to "Prompt", a window asking if you want to Display Customer History will appear when you link a sale to a Customer. If set to "Yes", the display is automatic.

- Perform Bad Check search on Check Sales: If checked, InfoTouch Store Keeper POS prompts for license number at the Register when a Check is tendered. If the license number is present in the Bad Check file, the following option controls the security level required to continue.
 - Security Level to accept a Bad Check: [None/Record/Security Level 1...Security Level 8/Never Allow] This option requires a password or disables the ability to process a Check tender when the license number entered is in the Bad Check file.
- Security Level - retain quote pricing after expiration: [None/Record/Security Level 1...Security Level 8/Never Allow]
- Use Default Price Level if record set to Retail: If checked and the default price level in [Setup - General - Miscellaneous 1](#) is set to anything other than Retail, the default price level will be used. If not checked, the Price Level will be reset to Retail.
- Pay past due amount at sale: [No/Prompt/Force] If not set to "No", have the option of making a payment with a sale. "Prompt" defaults to making a payment of the Past due balance amount (as defined by the Past due balance period below) with any sale while "Force" requires the amount to be paid with any sale. If the option is set to "Prompt" or "Force", in the Register, when a customer account is selected, the past due amount will displayed along with the name, number, phone, and balance information.
 - Past due balance period: [Current/30/60/90] Sets the Balance Periods to be used in conjunction with the Pay past due amount at sale. This applies to all Balance periods after the period selected. You must periodically run Age Customers for this option to work properly.
 - Past due payment name: The past due payment is saved as a negative Customer Charge tender. The description of this tender on the screen and receipts can be changed using this field. The default name is "Past Due". In video rental environments, one would typically set the balance period to "Current" and the Past due payment name to "Late Fees".
- Use customer birth date for age verification: [No/Yes/Prompt for ID] - if set to something besides "No", when a transaction is linked to a customer and an item is rung up that requires age verification, then the system will use the date on file, if entered, in the customer record. If the option is set to "Prompt for ID", the system will prompt to make sure you verify the customer's ID before continuing.

Setup - Customers - Notes Fields

The Notes Fields function allows the user to define from one to four separate types of Customer Notes and to give names to all but the first, which is called "General Notes".

Setup - Employees

Choose one of the following options:

- Company Background - Various information about the company's payroll and work week options;
- Categories - Name types of customers for use with Customer reports.
- Shift Plans - Enter names and schedules for employee shifts.
- Bonus Plans - Enter names and schedules for employee bonus plans.
- Contest Plans - Enter names and schedules for employee bonus plans.
- Description Names - Name the three description fields.

Setup - Employees - Bonus Plans

Use Bonus Plans to define up to 10 Bonus Plans. You can use these plans to reward Employees for meeting profit or sales goals within a pay period. Assign Bonus Plans to Employees when you create or modify employee records.

There are two major functions:

- Names - Used to Add, Modify, or Delete Bonus Plan Names. The first plan name is called "None" and cannot be changed.
- Schedules:
 - Plan Name - Select the plan you wish to modify.
 - Range Basis [Sales/Profit] - Set this field to base bonuses on total sales or total profits by the Employee. Non Inventory sales are not included in sales/profit calculations for bonuses.
 - Pay Period [Weekly/BiWeekly/Monthly/SemiMonthly] - Set this field to the pay period you want the bonus paid.
 - Dollar Range/Amount - Define up to five ranges with different bonus amounts. The employee will get the highest bonus range based on the sales/profit amount during the selected period. Use the **Insert Range** and **Delete Range** buttons to add/subtract ranges.

Setup - Employees - Categories

You can use Employee Categories to describe up to 16 different employee types. After you have created the categories, you may then assign the different categories to employees when you create or modify the employees record. Employees can be assigned to any combination of categories. You can generate reports using Employees Categories as filters to select employees for the report. The default category names are "Category 1" through "Category 16".

Setup - Employees - Company Background

Company Background stores payroll and work week information about your company.

- Employer ID Number - Federal Employer ID number
- Overtime - Various overtime parameters determined by state code in Setup - General - Business Customization. These fields cannot be changed.
- Minimum Wage - Enter the current minimum wage here.
- Start of Work Week - Select the first day of the work week, Monday through Sunday.
- Start of This Week - The beginning date of the current week displays here. This date is based on your entry in the previous field.
- Current Year - The year for which Employee and compensation data are kept. This is entered automatically based on the last year closed out using the Employees - Compensate Employees - Next Year function. For the first time setup of Employee, this field contains the current year.
- Automatic Clock Out Time - If checked, enter a time at which the business is normally closed or inactive. The default Clock Out time is 4 AM. If an employee is not on a defined shift plan and is not clocked out by this time, the employee will be automatically clocked out. Any Employee who fails to Clock Out is flagged with a status of Clock Out. No credit is given for any hours worked since the last Clock In was recorded. The manager must enter any hours to be credited through the Employee Hours screen of Employees - Track Employees.
- Pay Periods - Check the field and enter the next starting date for each type of Pay Period you want to use. The date of the last previous Pay Period for each type is automatically entered fields left empty. Dates calculated by the system can be overridden by entering the substitute date. No compensation is calculated for any Pay Period unless there is a date in this field. The pay periods are:
 - Weekly
 - Biweekly
 - Monthly
 - Semimonthly

Setup - Employees - Contest Plans

Use Contest Plans to define up to 10 Contest Plans. You can use these plans to reward Employees for meeting profit or sales goals within a user-defined period. Assign Contest Plans to Employees when you create or modify employee records.

There are two major functions:

- Names - Used to Add, Modify, or Delete Contest Plan Names. The first plan name is called "None" and cannot be changed.
- Schedules:
 - Plan Name - Select the plan you wish to modify.
 - Range Basis [Sales/Profit] - Set this field to base Contestes on total sales or total profits by the Employee. Non Inventory sales are not included in sales/profit calculations for Contestes.
 - Start Date - Enter the beginning of the contest period.
 - End Date - Enter the end of the contest period.
 - Dollar Range/Amount - Define up to five ranges with different Contest amounts. The employee will get the highest Contest range based on the sales/profit amount during the selected period. Use the **Insert Range** and **Delete Range** buttons to add/subtract ranges.

Setup - Employees - Description Names

The Description Names function allows the user to define the names of the three Employee Description fields (by default called Description 1, Description 2, and Description 3). The descriptions entered will appear in all places in the system that utilizes them including reports and data entry screens.

Special Note: If the first description name is set to "Merchant ID", then when a sale is linked to an employee with this field filled in, the employee's Merchant ID will be utilized instead of the store's Merchant ID. This allows independent contractors to be directly paid without going through the store's bank account.

Setup - Employees - Security Plans

Use Security Plans to define up to 256 Security Plans. You can use these plans to control access to which functions your Employees can use. Assign Security Plans to Employees when you create or modify employee records.

There are two major functions:

- Names - Used to Add, Modify, or Delete Security Plan Names. The first plan name is called "Default Plan" and the name cannot be changed. The initial version of the Default Plan allows access to standard Register features only but this can be modified using the Schedules function. This plan is assigned by default to new employees. The second plan name is called the "Full Access" plan and the name cannot be changed. The Full Access plan allows unrestricted access to all system functions and cannot be modified using the Schedules function. It is extremely important to always have at least one employee assigned to a plan that allows access to the security system features or you will never be able to change them. It is highly recommended that at least one employee be assigned to the Full Access plan. All other plans can be freely created, modified, and deleted (as long as no employees are assigned to them).
- Schedules - use to assign the access mode for each module and major functions within most modules for employees assigned to the selected plan. There are four access modes:
 - Unrestricted - allows access to the function and does not record the event in the security log.
 - Record - allows access to the function and records the event in the security log.
 - Password - in the Register module, you will be prompted to enter your employee password. Outside of the Register module, you will be prompted to enter both your employee number and employee password. The event is recorded in the security log.
 - Override - does not allow access to the function. If selected, you will be told you are not authorized to use the feature and prompted to see if you wish to override. If you do wish to override, you will need to enter the employee number and password of an employee who is authorized to use the feature. The event is recorded in the security log.

To modify a Security Plan, select the plan you wish to modify in the Plan Name field. You will see a button for each module as well as the access mode assigned to entering that module from the Main Menu. In addition, you will see a setting for the Password Level associated with the plan. This Password Level is one of the eight password levels associated with the hierarchical security system. This setting is used to determine whether you have access to functions that are not defined in the Security Plan. These include the security associated with customized Register buttons as well as event-driven security associated with various setup options (for example, Security Level to accept charges above credit limit in Setup - Customer - Miscellaneous). Make changes to these options and select Save Plan when finished. The functions you can protect by module are:

- Register
 - Employee, Print, Exit
 - Manager Menu - Setup Buttons, Customer Transactions, Cash Transactions, Reprint Receipt, Return Sale, Inventory Transactions, Shift Closeout, Lost Sale, Post Void
- Inventory - View, Modify, Create, Delete, Report, Adjust, Group, Transform, Vendors
- Customers - View, Modify, Create, Delete, Report, Accounts Receivable Functions, Bad Check Maintenance
- Employees
 - View, Modify, Create, Terminate, Report, Track, Compensate, Schedule, Commission Plans
 - Compensate Functions - Calculate, Record, Next Year
- Utility - Information, Purge, Backup, Restore, Error Handler, Security Log, System Recovery, Recalculate Parts Explosion Costs, Modify Vertical, Touch In/Touch Out

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- Transaction Manager
 - Gift Certificates, Reason Codes, Closeouts, Setup Closeout Reports, Transaction Reports, Delete Suspended Transactions, Cash Drawers, Appointment Book, GL Interface, Touch Data Link
 - Closeout Functions - Daily, Weekly, Monthly, Yearly, Resume, Reprint Reports

Setup - Employees - Shift Plans

Use Shift Plans to define up to 10 Shift Plans. You can use these plans to your Employees' schedules including expected arrival and departure time as well as hours to be worked by day. Assign Shift Plans to Employees when you create or modify employee records.

There are two major functions:

- Names - Used to Add, Modify, or Delete Shift Plan Names. The first plan name is called "Personalized" and cannot be changed.
- Schedules:
 - Plan Name - Select the plan you wish to modify.
 - Day Boundary - Enter a time. End of day processing occurs at this time.
 - Automatic Clock Out - Set this field to "Yes" to clock out Employees assigned this shift at the Day Boundary time if they fail to Clock Out. No hours are credited to Employees who are automatically clocked out and their status is set to Clock Out. Clock Out status can be easily identified on the Employee Attendance report. Credit for hours in a shift where an Employee has been automatically clocked out must be entered on the Employee Hours screen by the Manager using Employees - Track Employees. If this field is set to "No", Employees who have not clocked out for the day are not clocked out at the Day Boundary.
 - Clock In/ Clock Out - There are two options concerning
 - Track - Set to "Yes" to track early, late, or on time arrivals or departures for this shift.
 - Grace - Enter the number of minutes grace an Employee has to Clock In and/or Clock Out. A Clock In or Clock Out by an Employee within the grace is tracked as On Time. A Clock In/Clock Out outside the grace period is logged as Early or Late.
 - Day of Week - Set this field to display the day of the week you want to schedule.
 - Scheduled - Set this field to "Yes" to have the day tracked as a scheduled work day for Employees and display the hours fields. If you set this field to "No", you cannot access the Clock In, Clock Out, and Work Hours fields. The Employee Shift Plan screen displays an updated graphical representation of the shift as you change these settings.
 - Clock In - Enter the time of day that Employees are expected to Clock In. Grace periods reference this time.
 - Clock Out - Enter the time of day that Employees are expected to Clock Out. Grace periods reference this time.
 - Work Hours: Enter the number of hours employees on this shift are expected to work for this day. The time (over or short) is shown as Hours +/- in Employees - Track Employees. Enter zero if you do not want to track over or short time. If Work Hours is less than Clock In to Clock Out hours, you are allowing for breaks and lunches.
 - Error Conditions - The following are not allowed in a shift plan:
 - A shift can not straddle the Day Boundary.
 - Work hours can not be greater than the time between Clock In and Clock Out times.
 - The Clock In time for one day and Clock Out time for an adjacent day can not overlap within a plan.

Shift Plan - Modify Plan

Select Plan Name: **Day**

Day Boundary: **04:00 AM**

Automatic Clock Out
Yes
No

Track Arrivals/Departures
Yes Grace Period **10**
No

Day of Week: **Monday**

Scheduled
Yes
No

Clock In: **10:00 AM**

Clock Out: **06:00 PM**

Work Hours: **07:00**

	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
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Save **Cancel**

Setup - Enterprise Manager

Setup - Enterprise Manager

Choose one of the following options:

- [Schedule](#) - Define the timing for communicating with Enterprise Manager.
- [Queries](#) - Define parameters for finding out information, like stock quantities at other stores, by communicating with Enterprise Manager.
- [Communications](#) - Define how the store communicates with Enterprise Manager for queries, sending transaction logs, and receiving updates from headquarters.

Schedule

- Transmit Immediately - if checked, transaction log information is prepared as soon as the daily closeout is completed. If unchecked, the preparation is delayed until the Transmit Time.
 - Transmit Time - The time, in military (24 hour) format, that the transaction log information is packaged up for communication with Enterprise Manager.
- Transmit Closeout Reports - if checked, includes the report file produced by the daily closeout along with the transaction log when communicating with Enterprise Manager.

Queries

- Stock query - check to enable the Register to allow you to see stock levels for an item at other stores.
- Query cycle - enter the number of milliseconds the Query Server waits between checking for stock query requests. The default is 500 (1/2 second).
- Query timeout - enter the number of seconds to wait before giving up on a response from the Query Server for stock requests. The default is 30 seconds.

Communications

Communications to Enterprise Manager can be handled using Internet-based FTP (file transfer protocol), by LAN (local area network), or by dialing up using a modem and phone line.

- FTP options:
 - Server name - enter the FTP server name.
 - User name - enter the FTP user name.
 - Password - enter the password to access the FTP site.
 - Passive syntax - check to support passive FTP connections.
 - Use proxy server - check if you access the Internet using a proxy server.
 - Proxy name - enter the name of the proxy server.
 - Log Off Timeout - enter the time, in seconds, that the FTP site will log off users after periods of no activity.
- Dial up options:
 - Phone number - enter the telephone number to dial to connect to Enterprise Manager.
 - Comm port [COM1, COM2, COM3, COM4] - enter the port the modem is attached to.
 - Baud rate [Maximum, 1200, 2400, 4800, 7200, 9600, 12000, 14400] - select the baud rate for communicating with the Enterprise modem. Maximum will negotiate the fastest possible rate based on the modems and phone lines available.
 - Modem speaker on - if checked, the modem speaker will be enabled during communication sessions with Enterprise Manager.
- LAN options:

InfoTouch Store

- Enterprise Out Path - enter the full path of the directory in which Enterprise Manager prepares files for transmission to the stores.
- Enterprise In Path - enter the full path of the directory in which Enterprise Manager expects to receive files from the stores.

Setup - General - Business Customization

Enter the company name, address, and telephone number that you want to appear on receipts and statements as well as other company/store information. The fields to enter are:

- Business Name: Enter your company name. Maximum size is 25 characters.
- Branch: Branch location, if there is more than one branch. Maximum size is 25 characters.
- Address: Enter the street address of this location. Two lines with 30 characters per line available.
- City: City listed on mailing address. Maximum size is 15 characters.
- State: Two letter state abbreviations.
- Zip Code: Zip Code that can include ZIP + 4 number.
- Phone Numbers: Enter up to three separate telephone numbers.
- Branch Fax Number
- Branch ID: Unique number used to distinguish branches. Maximum size is 8 characters.
- Branch Email
- Branch Website
- Branch Contact: Responsible person to contact at the branch. Maximum size is 25 characters.
- Branch Message 1: You may add this message to your Invoices using the Invoice Formatter. Using the Branch Messages on your Invoices allows you to easily change any seasonal messages or sale information.
- Branch Message 2: You may add this message to your Invoices using the Invoice Formatter. This message can be a maximum of 40 characters.

Setup - General - Corporate Customization

For multiple store retailers, enter information about the corporate headquarters here:

- Bill To
 - Name
 - Address
 - City
 - State
 - Zip code
- Ship To
 - Name
 - Address
 - City
 - State
 - Zip code
- Contact information
 - Phone number
 - Fax number
 - Website
 - Email

Setup - General - Customer Display

In the Register modules, the Customer Display will show the following during transactions:

- Item Description
- Price
- Tender Type
- Amount Tendered
- Transaction Total
- Change Due

The Customer Display setup screen has the following options listed:

- Display Time: Checked displays the time between sales. Since not all Customer Displays support this option, this field may not be available.
- Customer Display Port: [COM1/COM2/LPT1/COM3/COM4/LPT2/OPOS/Dual Monitor] Connection used by the Customer Display. **Note that Parallel Ports (LPT1 or LPT2) are not recommended.** If set to OPOS, you must enter the OPOS device name. If set to Dual Monitor, you also select:
 - Resolution: [320x240/640x480/800x600] Select the resolution of the monitor.
 - Format: [Scrolling Receipt/Show Item Picture] Determine whether the full receipt is displayed or each item's information and picture display.
 - Display Ad Between Sales: If checked, overrides the option to display a message between sales. Select an ad, in AVI format, that will display between sales.
- Message to Display between Sales: A promotional message displayed between sales. Since not all Customer Displays support this option, this field may not be available.
- Customer Display Type: Default is UTC PD220XL. The type is determined by your driver file (LED.DAT) and may be changed by selecting the binoculars button to the right of the name - all available supported types will be displayed and any one can be selected.

Click **OK** when finished or **Cancel** to discard your changes.

Setup - General - Default Format by Register

There are ten predefined receipt types, called Invoice, Receipt 1, Receipt 2, ... Receipt 9. This function allows you to define which one you use by default at each of your registers. You can still override which format is used by either tender or transaction type.

Setup - General - Default Format by Tender and Transaction

By default, each register will use the format specified in [Default Format by Register](#). This function allows you to select different receipt formats for each type of transaction or tender.

The left half of the screen allows you to select the Invoice/Receipt type by the Tender Used. The tenders available are Cash, Check, Customer Charge, and the Optional Tenders listed in [Optional Tenders Setup](#). The Special Format options are Default, Invoice, and Receipts 1 through 9. If set to Default, the use of that tender does not trigger the use of a special format. However, if another format is selected, the receipt format selected will be used whenever that tender is a part of the sale. The Priority level sets the format to use in a split tender sale. The lower Priority number will take precedence over the higher number as to which format to use on the sale.

If any [department has ticket printing enabled](#), you will have the option of specifying which of the ten available invoice/receipt formats you wish to use for printing tickets. The default format is Receipt9.

The right half of the screen is primarily devoted to allowing you to select a special format for various types of transactions. The transaction types are:

- Return Sale
- Hold Sale
- CWO
- Layaway
- Quote
- Customer Payment
- Account Adjustment
- Transfer In/Receive
- Transfer Out/Return

There is also a check box to determine whether the Transaction type overrides the Tender type. For example, suppose you have a special format for the Customer Charge tender and another format for the Return Sale transaction. When a Return Sale is processed using the Customer Charge tender, InfoTouch Store Keeper POS must decide which format to use. The default for this setting is not checked. If checked, the Transaction type format is used instead of the format for that particular tender. This option allows you to have special formats for each type of transaction regardless of the type of tender used. This is important because while you can have multiple tenders for a transaction, it is still only one transaction.

There are three additional options:

- Suppress inventory lines in quotes - if checked, then only Non Inventory/Notes lines will print out on a Quote receipt. This option allows you to remove the detailed inventory line items in the quote.
- Preprint business logo - if checked, the business logo will be printed after the end of each receipt. This reduces the time the customer has to wait for a receipt to print.
- Unit-of-measure as separate field [No/Receipt/Receipt-Display] - if not "No", then items with [multiple units of measure or a stock unit name](#) will not indicate the unit name at the end of the item description. This option is used in conjunction with using the unit name field on the receipt, allowing the entire item description to print. If set to "Receipt/Display", the unit name will not display in the Register when items are rung up.

Setup - General - Default Format by Type

Use this tab to select the default format to use for each of the Invoice/Receipt types. There are ten predefined types, called Invoice, Receipt 1, Receipt 2, ... Receipt 9. How you these types is entirely up to you. Select a default format to be used as the default for each type of Invoice/Receipt format.

The three predefined formats are:

- Invoice 80 Column - This type is typically used for Invoices printed to an 80 or 132 column parallel (standard PC) printer.
- Standard 40 Column - This type is typically the most commonly used format. It is targeted at 40 column receipt printers and includes detailed item description, item number, and business information.
- Fast 40 Column - This type is typically used for receipts where speed is important. Only the minimum amount of information is included by default. This receipt prints faster than the Standard 40 Column format.

For each of the ten formats, you can specify whether the invoice/receipt should be sent to the default receipt printer, as defined in Setup - General - Registers, or whether to override the default setting and always send this type of invoice/receipt to another printer. If you override the default, you can specify whether the printer's interface is either an OPOS or Windows connection and the device name associated with the printer.

Setup - General - Departments

Setup - General - Departments

From the Setup Menu, select Departments. The cursor rests in the Department Name field.

- Select from the dropdown box the Department Name you want to setup or change. The current setup for the Department displays.
- When you select Item Number/UPC as the Department, you can enter information for items inventoried by Item Number only (no description). When you select NON INVENTORY as the Department, you set up information for all Non Inventory items. Non Inventory items are not bought or kept in Inventory as individual items.

The following fields are available to add or change for the selected Department:

- Allow fractional quantities - checked enables selling items in fractional quantities at the Register. If not checked the fractional quantities truncate to the next lower whole number.
- Quantity options [Use Default/Prompt/Automatic Lookup/Lookup-Prompt] - select Use Default displays the set default quantity when an item is sold. Using Edit Item or Quantity overrides the Default Quantity. This is usually set to one. Select Prompt and InfoTouch Store Keeper POS prompts for Quantity every time. Select Automatic Lookup and the [Inventory Lookup](#) screen displays. Lookup-Prompt does an Automatic Lookup and then prompts for the Quantity.
- Default quantity - enter the standard quantity sold of items in the Department. The default quantity is 1.
- Stock options [None/Warn/Ignore/Memo/Hide] - if set to "Warn", a warning displays if the quantity entered is more than what is available in stock. If set to "Ignore" or "Memo", InfoTouch Store Keeper POS allows sales without updating quantities on hand or allocated. "Memo" departments (also known as "Hash" departments) are listed and totaled separately on a variety of reports in the Transaction Manager and Inventory modules. In addition, items with a price of zero in these departments allow the entry of negative prices in the Register. If set to "None" or "Warn", quantities on hand and allocated are updated when a sale is made. If set to "Hide", the department will not show up on any department based reports and the associated department button in the Register will not display.
- Decimal digits in price - select the maximum number of decimal digits allowed for items in this Department.
- Allow price to be zero [Prompt for Price/Allow to be Zero/Prompt and Save] - if set to "Allow to be Zero", a line item can have a price of zero. Otherwise, the numeric keypad displays and the price in the Inventory Record is zero. This gives the employee an opportunity to enter the price. If set to "Prompt and Save", after entry of the price, the employee will have the option to update the item record with the entered price, subject to [optional security restrictions](#). If set to "Allow to be Zero" for the NON INVENTORY department, you will not have to enter a price but will be prompted for a description.
- Parts Explosion Type:
 - "Receive" removes items that are sold as parts of another item (component items) from Inventory when the assembled item is received into Inventory.
 - "At Sale" subtracts the component items from Inventory when the assembled item is sold. The components display on the screen and print on receipts without a price.
 - "Deposit/Tax" is similar to "At Sale" except that the component prices are displayed and printed.
 - "Closeout" removes the components from Inventory during the Daily Closeout of the day the assembled item sold.
- Check Age for Purchase - if checked prompts you to check the customers age for legal purchase.

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- Ticket Printing - if checked, items that are sold in this department will also generate a [special ticket receipt](#) for each unit sold.

Rentals are not available on all systems. If your system includes rentals for the Department selected, you will see this option:

- Default rental period - enter the number of days for the standard rental period. You can override this period at the Register.

Department Groups can be added, modified, or deleted using the list box. Modifying a department group is the same as renaming the group. The number of Department Groups must be at least 1 and at most 45.

Setup - General - Foreign Currencies

InfoTouch Store Keeper POS can accept currencies other than your domestic currency. You may have a total of ten currencies, including your Domestic currency which you cannot edit. You may perform the following functions while setting up Foreign Currencies:

- Add - Enter the Currency Name and Conversion Rate and click **Add**.
- Modify - Double-click the currency you wish to edit. Change either the Currency Name or Conversion Rate and click **Modify**.
- Delete - Double-click the currency you wish to delete. Click **Delete**.

You can also select whether cash change is given in the Domestic currency, Foreign Currency, or to prompt for which one to use.

If you want to report and reconcile cash taken in a Foreign Currency, you must setup an Optional Tender with the exact same name.

Click **OK** when finished or **Cancel** to discard your changes.

Setup - General - Invoice/Receipt Formats

Invoice/Receipt Formats allows you to customize the layout of Receipts and Invoices. InfoTouch Store Keeper POS comes with three predefined formats. This allows you to print Invoices and Receipts on your system immediately. You do not have to design them yourself. To modify the standards, for use on standard paper or preprinted forms, you will use the Invoice Formatter.

"Receipts" refers to what is printed after a transaction in the Register module when it comes out on a 40-column receipt printer. "Invoices" refers to receipts printed on standard PC parallel printers, which can be either 80 or 132 columns wide. When referring to both, "Invoice" is used.

Choose one of the following functions:

- Default Format by Type
- Default Format by Register
- Format by Transaction and Tenders
- Invoice Formatter

Setup - General - Invoice Formatter

The Invoice Formatter can reasonably be considered a module in its own right. It is a complex program that allows you to finely control the layout of each of the ten possible invoice/receipt formats that InfoTouch Store Keeper POS can store.

There are two screens and two menu windows used in the Invoice Formatter. The screens are the Invoice Options screen and the Invoice Layout screen. The menus are the Invoice Functions Menu and the Invoice Editing Menu.

Invoice Options

The Invoice Options screen displays when you enter the Invoice Formatter.

Select the Invoice/Receipt that was defined in Default Format by Type. The choices are:

- Invoice
- Receipt 1
- Receipt 2
- Receipt 3
- Receipt 4
- Receipt 5
- Receipt 6
- Receipt 7
- Receipt 8
- Receipt 9

Page Width

When you have selected which Invoice/Receipt to format, you will need to select the Page Width. Your choices are:

- 40 Columns - Select this option to format a 40 column Invoice/Receipt. If you selected Standard 40 column or Fast 40 column, the 40 Column page width option is automatically selected. These Receipts are always 40 columns wide.
- 80 Columns - Select this option to format an Invoice that is 80 column wide.
- 132 Columns - Select this option to format an Invoice that is 132 column wide.

The 80 and 132 column options are only available for the Parallel Invoice type.

Leave Space for Conditional Fields

Use this option to insure consistent spacing on pre-printed forms.

Conditional fields contain information not used in every transaction.

"Serial Number" is a conditional field. The fields "Serial Number" and the serial number do not print if the sale does not include a serialized item. Examples of these fields are Serial Number, Credit Card Approval Codes, or Customer Number.

You must reserve space for conditional fields if you want to use preprinted forms. If the conditional field is not used, the reserved space is blank on the Invoices.

Select "No" if you do not need to customize the Invoice to fit a pre-printed form. Lines containing unused conditional fields are skipped. This minimizes the number of lines that will print. Skipped lines in the Top, Header, and Main sections compress upwards. Skipped lines in the Footer and Bottom sections compress downwards.

The Invoice Format allocates space for any conditional fields if you Leave Space for Conditional Fields. If a transaction does not have a conditional field, the space on the printed Invoice is blank. This guarantees that each field appears in the same location on each printed Invoice.

Slip Format

This option allows use of the slip print function that is available on some printers. For some transactions, you may want to use a preprinted invoice rather than the standard receipt from your 40-column printer. Slip printing is supported on Epson printers and the Ithaca Model 60.

- Touch <ACCEPT> when you have made a selection in each of the rows on the Invoice Options screen.
- Select the type of Invoice from the Options screen. The Invoice Layout screen displays.
- The Invoice Functions Menu displays as a window on the Invoice Layout screen. Select the section of the Invoice you want to work on from the Functions Menu.

The options on the Invoice Functions Menu allow you to:

- Save the edited Invoice
- Load the previous Invoice
- Load the Default Invoice
- Clear the Layout screen
- Exit the Layout screen to the Options screen

Use the scroll buttons to scroll the layout and use the <ACCEPT> and CANCEL<ESC> buttons to execute or abort functions.

When you select a section of the Invoice layout, the Invoice Editing Menu displays over the Layout screen. Use the Editing Menu to add, erase, center, or move preset fields on the Invoice layout. You can also edit or add text.

You can change the boundaries of the section using <End of Section> on the Editing Menu.

Preset And Conditional Fields

There are preset fields such as Invoice Number, Tender Type, or Register Number. You can arrange these fields on the Invoice. You can insert text and edit existing text that you want to print on each Invoice.

You can arrange the fields and text on the Invoice to fit on preprinted forms. Preset fields print on every Invoice. Conditional fields contain information not used in every transaction. There is a list of preset and conditional fields at the end of this section.

You control what information and how much will display in each area of the Invoice. The content and dimensions of each section can vary. You can remove a section, but the sections print in the same order on all types of Invoices. Perform these functions with the Editing Menu.

How To Use The Invoice Formatter

Detailed Instructions for using the options on each screen and menu of the Invoice Formatter are in this section. Included are descriptions of how to:

- Load a previous customized Invoice
- Reload an old Invoice
- Save an edited Invoice
- Design a new Invoice

Invoice Layout Screen

Rulers at the top and on the left side define the Invoice Layout Screen. This will help you position fields on the Invoice. The top ruler is divided into columns. The side ruler is divided into rows. The last row on the Layout screen is line 99.

However, Line 66 corresponds to the length of a standard 11-inch page.

Invoice Sections

InfoTouch Store Keeper POSReceipts and Invoices consist of up to five sections:

- Invoice Top
- Invoice Header
- Invoice Main
- Invoice Footer
- Invoice Bottom

You can not change the order of these five sections. You can remove one or more of the sections from your Invoice or Receipt format. The first letter of the section name displays in the left ruler margin of the Layout screen. The letters display at the beginning and end of each defined section.

Printing Order of Invoice Sections

The sections of the Invoice follow a specific sequence when the Invoice prints.

If you use the Top Section, it prints at the beginning of the first page. The Header prints next, followed by the Main section. The Main section repeats for each line item in the sale until there are no more sales lines. The Footer prints at the bottom of each page.

The Header, Main, and Footer sections print for each page until all sale lines print.

The Bottom section prints at the bottom of the last page.

Pagination of Invoices

Normally the Receipt (Standard 40 column or Fast 40 column) is one continuous page. The receipt varies in length according to the number of items sold.

However, you can cause Receipts to print pages by including a Bottom section in the Receipt format. The last line of the Bottom (or last) section defines the length of the page (page break). In this case, your Receipts will print on fixed-length pages just like your Invoices. You will find Receipt pagination useful for some specialized applications, such as formatting 40 column tickets. To print one continuous page for each Receipt, leave the Bottom section out of your customized format.

All parallel Invoice formats paginate according to page size. The last line of the Bottom (last) section defines the page size.

The Layout screen always contains one of two menu windows:

- Invoice Functions Menu
- Invoice Editing Menu

The scroll buttons display to the right of either Menu. Use them to move around on the Layout screen. The <ACCEPT> and CANCEL<ESC> buttons display to the right of the scroll buttons. Use them to execute or abandon a function.

Invoice Functions Menu

You can use the Invoice Functions Menu to:

Select the section of the Invoice to edit.

- Load the previous customized Invoice format.

- Load the default Invoice.
- Clear the Invoice Layout screen and design the Invoice from scratch.
- Save the edited Invoice.
- Exit to the Options screen when finished.

Options on the Functions Menu

- **Save Invoice** - Records your changes to the Invoice format for the session. Until you touch Save Invoice, the changes made to your Invoice or Receipt format are not saved. The format is saved as your current Invoice. The current Invoice format prints when you make a sale in the Register Module.
- **Reload Invoice** - Recalls the previously saved Current Invoice format. Use Reload Invoice if you make changes you do not want to keep. This allows you to start again from the last saved Invoice.
- **Clear Invoice** - Clears the Invoice layout screen of all fields. This feature does not affect the saved Current Invoice unless you touch Save Invoice with the screen cleared. Until then, you can still Reload the previously saved current Invoice or always load the Default Invoice.
- **Load Default** - Loads the default Invoice. The Default Invoice is the standard Invoice format for each Invoice type that comes with your InfoTouch Store Keeper POS system. You can use the Default Invoice as the starting point for designing your Invoices. You can not edit or delete the Default Invoice. You can load the default Invoice, modify it, and then save the revised Invoice as the current Invoice. The default Invoices are: Invoice, Standard 40 column, and Fast 40 column.
- **<Finished>** - Allows you to exit to the Options screen after you save your changes. You can abandon your changes by touching CANCEL<ESC>. Save any changes made to the Invoice using Save Invoice before you touch <Finished> to return to the Options screen. If you do not save your changes and you touch <Finished>, you are prompted to touch <ACCEPT>. This displays the Functions Menu. Touch Save Invoice. You can touch CANCEL<ESC> to abandon any changes made since the last save and return to the Invoice Options screen.

Invoice Editing Menu

When you select the section to work on from the Functions Menu, the Invoice Editing Menu displays. The Layout screen remains displayed. The Editing Menu contains all the functions you need to edit and move fields or text on the Invoice.

You can experiment on one of the Default Invoices using any of the options on the Invoice Editing Menu. The Default Invoice always remains intact. You can reload the Default at any time.

You can practice using the editing commands of the Invoice Formatter. This allows you to get a feel for how they work without worrying about losing your basic Invoice design.

Options on the Editing Menu

- **ADD NEW FIELD** - Add and position new fields in an Invoice section.
 - Touch Add New Field.
 - The list of available Invoice fields displays. Fields already used on the Invoice display in light text. Fields that are not on the Invoice display in bold text. Conditional Fields are marked with a bullet.
 - Touch the field that you want to add. The layout area displays with a movable "rubber band box". This box represents the new field until you position it on the layout.
 - Position the rubber band box with your finger on the Invoice layout. As you move your finger on the screen, the rubber band box follows. You can use the touch cursor keys on the

screen to scroll to any section. You can not place one field over another. You can not split a multi-line field, such as Tender Types, across a section marker.

- Touch <ACCEPT> to add the new field to the Invoice in the specified location. Touch CANCEL<ESC> to abandon the new field.
- MOVE FIELD - Move fields on your Invoice within or between sections.
 - Touch Move Field.
 - Touch the field you want to move, then remove your finger from the touch screen. The field will display as a "rubber band box" that you can move with your finger.
 - Touch the point on the screen where you want the field to be. The "rubber band box" follows your finger. Use the arrow keys to scroll the Invoice layout area as needed.
 - To leave the field in its original location, touch CANCEL<ESC>.
 - Touch <ACCEPT> to confirm the new field location. You can not place one field over another. You can not split a multi-line field such as Tender Types across a section marker.
- ERASE FIELD - Delete a field from your Invoice layout.
 - Touch the Erase Field.
 - Scroll the Invoice layout area as needed. Touch the field that you want to erase. Remove your finger from the screen. The field remains highlighted.
 - Touch <ACCEPT> to confirm you want to erase the field. To keep the field in the Invoice format, touch CANCEL<ESC>.
- ADD NEW TEXT - Add text such as titles, headings and messages anywhere on your Invoice. You must have a keyboard to use this function.
 - Touch Add New Text.
 - Touch the point where you want the text to begin. Use the scroll keys in the lower right hand corner to display other sections of the Invoice layout area. Touch <ACCEPT> to confirm the starting location for the text. If you decide not to Add New text, touch CANCEL<ESC>.
 - Type in the text on your keyboard. You can use the cursor arrow keys on your keyboard. You may also use the Home, End, and Backspace keys. Text added can not overlap other fields or go off the edge of the screen. When you finish, touch <ACCEPT> or press <ENTER>. If you decide not to accept the text, touch CANCEL<ESC>.
- EDIT TEXT - Edit the contents of a Text field. You must have a keyboard to use this function.
 - Touch Edit Text.
 - Touch the Text field you wish to edit and remove your finger from the touch screen. The whole field highlights. The cursor displays in the layout area for you to make your changes.
 - Edit the text field using the keyboard. You can use the left and right cursor keys. You may also use the Home, End, and Backspace keys.
 - When you finish, touch <ACCEPT> or press <ENTER>. Touch CANCEL<ESC> to leave the text unchanged.
- <Underscore> - Create lines across the width of your Invoice area. This allows you to without having to use Add New Text. Unlike text fields, if you change the Invoice width, underscores are automatically sized to fit the Invoice.
 - Touch <Underscore>. The underscore displays in the Invoice layout area and you can position it with your finger.
 - Touch the row on the screen where you want the underscore. The underscore follows your finger.
 - Touch <ACCEPT> to position the underscore. Touch CANCEL<ESC> to abandon.

- **FIELD FUNCTIONS** - This allows the easy movement of the selected field. You can still move a field using the "rubber band box". However, this option allows more flexibility in changing your Invoice format. InfoTouch Store Keeper POS will not allow you to place a field over an existing field or outside the borders of your Invoice. The system will beep. A message displays at the bottom of the Editing Menu. This message shows why you cannot move the field to the position you selected. If you have selected any of the Move All commands, the action affects every field in the selected section. The selections are:
 - Align Left
 - Center Field
 - Align Right
 - Move All Up
 - Move All Down
 - Move All Right
 - Move All Left
- **<END OF SECTION>** - When you have completed editing the section. Use <End of Section> to move the beginning and ending boundaries of a section. You can also use <End of Section> to delete a section. You must use <End of Section> before you can exit the Invoice Editing Menu and edit another section.
- **SECTION MARKERS** define the boundaries of sections. Markers along the left side of the Invoice layout area indicate the top and bottom boundaries. The boundary marker is the first letter of each section name:
 - "T" stands for the TOP section.
 - "H" stands for the Header section.
 - "M" stands for the Main section.
 - "F" stands for the Footer section.
 - "B" stands for the Bottom section.

An arrow shows the position of each marker. One arrow points upward, the other points downward. These arrows indicate which lines are in the section. The section includes all information on or below the line with the down arrow and on or above the line with the up arrow. A section beginning and ending on the same line display a marker with an arrow facing right. You can not lay out the Invoice sections in a different order and no sections can overlap. You can have a single-line section. You cannot split a multi-line field such as Tender Types across a section boundary.

Defining Sections

- Touch <End of Section> on the Invoice Editing Menu. The lower section marker changes to a movable pointer (>>). InfoTouch Store Keeper POS prompts you to touch the last line of the section.
- If the line is positioned properly, touch <ACCEPT>. If not, touch the marker and move the line to where you want the lower boundary of the section. The marker follows your finger. You can scroll the screen to other area of the Invoice.
- Touch <ACCEPT> to confirm the location of the last line in the section. The section marker displays at the side ruler. InfoTouch Store Keeper POS prompts you to touch the first line of the section.
- Touch <ACCEPT> if the first line is correctly placed. If not, touch the marker and move the line to where you want the upper boundary of the section. The marker follows your finger.
- Touch <ACCEPT> to confirm the upper section boundary. The Invoice Functions Menu displays.
- Touching CANCEL<ESC> just after touching <End of Section> removes the section markers and the section. Fields in the section remain in the Invoice layout, but must be placed within section boundaries. You can move the fields to another section, or place new boundaries for the section removed. To replace the section markers, edit the section. Use <End of Section> to identify the new section boundaries.

- The Main section prints once for each sale line item. The Main section is usually just one or two lines. Any blank lines you include in the Main section will print between each item.

You do not have to define all section boundaries before you finish each section. It is easier to do so though. When you save your Invoice, however, all fields must be within section boundaries.

Changing to a Larger Page Width

If you want to change the Invoice from a smaller page width to a larger page width, follow these steps:

- Touch the 80 or 132 column button on the Options screen. Touch <ACCEPT>.
- The Layout screen displays, with this message at the bottom of the screen:
Resized page width of saved Invoice.
- The current Invoice displays on the Invoice Layout screen with the larger page size. All fields display in their original position. Any underscore fields expand to the new page width.
- Move the fields and add new fields as needed. Touch Save Invoice to make your changes and the new page size permanent.

Changing to a Smaller Page Width

If you want to change the Invoice from a larger page width to a smaller page width, follow these steps:

- Select the current Invoice at the current width. Touch <ACCEPT> to display the Invoice Layout screen.
- Organize the fields on the current Invoice so that all fields are within the smaller column width. You cannot reduce the page size until the fields are all within the new page size. Otherwise, the following message displays:
Saved Invoice has fields that do not fit on this size page.
- If you are changing from 132 to 80 columns, use the Move and the Erase functions. Move or delete any fields that are to the right of the 80-column marker on the Layout screen.
- If you are going from 132 or 80 to 40 columns, use the Move and the Erase functions. All fields should fall within the 40 column margins.
- Touch <End of Section> and identify each section boundary and touch <ACCEPT>.
- The Function Menu displays. Touch Save Invoice, then touch <Finished> to exit to the Invoice Options screen.
- Select the new page width on the Invoice Options screen. Touch <ACCEPT>. When the Invoice Functions Menu displays, touch Save Invoice to save the Invoice format with the new page width.
- Touch <Finished> to exit to the Invoice Options screen.
- Touch CANCEL<ESC> to exit the Invoice Formatter to the Setup Menu.

Fields used on the Invoice

The last part of this section contains a list and description of each field available for your Invoice or Receipt. You can select the fields described in this section from the Invoice Fields list. This list displays when you touch Add a Field from the Invoice Editing Menu.

For more clarity in these field descriptions, we have grouped the fields according to their function on the Invoice:

- Business Information fields

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- Customer Information fields
- Sale Line fields
- Serial fields

Fields marked with a "o" are Conditional fields. Conditional fields are explained earlier in this chapter.

Business Information Fields

The information entered on Setup - General - Business Customization and Setup - General - Corporate Customization can print on Invoices. The fields are:

- Business Name - Your company name.
- Branch Name - Branch location, if more than one location.
- Bus-Address 1 - First line of the street address of your business.
- Bus-Address 2 - Second line of the street address of your business.
- Bus-City - City where you are located.
- Bus-State - Two letter state abbreviation.
- Bus-Zip - Allows Zip + 4.
- Phone Number - Phone number at your business.
- Branch Fax
- Branch Email address
- Branch Website
- Branch Id - Branch identification, if more than one location.
- Branch Contact - Person to contact at this branch.
- Business Logo - Prints the file logo.bmp in the vertical folder.
- Corporate Bill To Address:
 - Name
 - Address
 - City
 - State
 - Zip code
- Corporate Ship To Address:
 - Name
 - Address
 - City
 - State
 - Zip code
- Corporate Contact information:
 - Phone number
 - Fax number
 - Website
 - Email

Each of the following fields prints information related to the whole Invoice. This information differs from information for individual sale lines on the Invoice. Do not use these fields in the Main section.

- Page Number - Prints the Invoice page number.
- Invoice Title - Prints one of the following Invoice titles, as appropriate:

- Hold Sale ID - Prints the Hold Sale ID.
- Hold ID Title - Customer ID or Source/Destination for Transfers.
- Invoice Date - Prints the Invoice date based on the computer clock-calendar.
- Invoice Time - Prints the Invoice time based on the computer clock-calendar.
- Empl. Number - Prints the employee number of the person who made the sale.
- Empl. Name - Prints the name of the employee making the sale.
- Empl. First Name - Prints the first name of the employee making the sale.
- Line Empl. Number - Prints the line item's employee number. If the line is not linked to an employee, the employee number for the sale is used.
- Line Empl. Name - Prints the line item's employee name. If the line is not linked to an employee, the employee name for the sale is used.
- Line Empl. First Name - Prints the line item's employee first name. If the line is not linked to an employee, the employee first name for the sale is used.
- VAT Total - Prints the total amount of the Value Added Tax for the Invoice.
- VAT Category - Prints the VAT category used for the entire Invoice.
- Invoice Number - Prints the Invoice Number or Hold Sale Number assigned by the system.
- Number Title - Prints the text "Invoice Number:" or "Hold Sale Number:" on the Invoice.
- Register Number - In a network environment, prints the Register number. For single-user systems, this number is always one.
- Sub-Total - Prints the Invoice sub-total.
- Tax Category - Prints the Tax Category applied to the entire Invoice. The non-conditional field Tax Category prints the Tax Category applied to the line item.
- Tax Amount - Prints the Invoice tax amount.
- Discount Percent - Prints the discount percentage, if any, for the entire Invoice.
- Discount Amount - Prints the discount dollar amount, if any, for the entire Invoice.
- Taxable Total - Prints the Subtotal minus the Discount Amount.
- Total - Prints the Invoice total (the subtotal minus any discount, plus tax).
- Tender Types - Prints the amount of payment allocated to each available tender type. This is a conditional field and only the tender types used will print on the Invoice.
- Tender Titles - Prints the name of the tender types used: Cash, Check, Customer Sale, or the name of the Credit Card. This is a conditional field and shows only tender titles used.
- Change - Prints the amount of change due from the transaction.
- Change Title - Prints the text "Change" or "Balance" for use with the Change field.
- Payment Info - Offers two lines of text showing Received on Account, Customer Waiting Order, Quote and Layaway payment information. The message prints the text, "Payment", the payment type (such as Received On Account, Customer Waiting Order, or Layaway) and the CWO or Layaway Number.
- First 5 Tax Categories - Will list up to the first 5 Tax Categories.
- First 5 Tax Amounts - Lists the Tax Amounts for up to the first 5 Tax Categories.
- First Tax Amount Only - Lists first Tax Category and Amount.
- Second Tax Amount Only - Lists second Tax Category and Amount.

- Total Other Taxes - Total of taxes other than First or Second Tax Amount.
- 1st 3 Tender Types - This field is similar to the tender types but only prints the first three tenders used. This would be used on paged or slip formats that do not have room for the maximum of thirteen tenders.
- 1st 3 Tender Titles - This field is similar to the tender titles but only prints the first three tenders used. This would be used on paged or slip formats that do not have room for the maximum of thirteen tenders.
- 1st 3 Credit Account # - This field is similar to the Credit Account # field but only prints the first three Credit Cards used. This would be used on paged or slip formats that do not have room for the maximum of ten credit cards.
- 1st 3 Credit Approval - This field is similar to the Credit Approval field but only prints the first three Credit Approval codes. This would be used on paged or slip formats that do not have room for the maximum of ten credit cards.
- 1st 3 Credit Exp. Date - This field is similar to the Credit Exp. Date field but only prints the first three Credit Cards used. This would be used on paged or slip formats that do not have room for the maximum of ten credit cards.
- Balance remaining on EBT- The balance remaining on an EBT card (SNAP or Cash).
- Total Loyalty Earned - prints the total number of loyalty points or dollars earned for the invoice.
- Total Loyalty Redeemed - prints the total number of loyalty points or dollars redeemed for the invoice.

Customer Information Fields

Information in these fields comes from the customer records. These fields print only if a customer is linked to the sale. For more detail on these fields, refer to the Customer Module.

- Customer Name
- Customer Contact - If Customer is a business, who to contact.
- Cus-Address 1 - Prints the first line of the Customer Address from the Customer Record.
- Cus-Address 2 - Prints the second line of the Customer Address from the Customer Record.
- Cus-City - Prints the city recorded in the Customer Record.
- Cus-State - Prints the state recorded in the Customer Record.
- Cus-Zip - Prints the Zip Code recorded in the Customer Record.
- Customer Phone - Prints the telephone number recorded in the Customer Record.
- Description 1 - Prints what is entered in Description 1 of the Customer Record.
- Description 2 - Prints what is entered in Description 2 of the Customer Record.
- Description 3 - Prints what is entered in Description 3 of the Customer Record.
- Discount Category - If a discount is given, prints the Discount Category assigned.
- Tax Exempt Number - If a Customer is tax-exempt, prints their Tax Exempt number from the Customer Record.
- Customer Number - Prints the Customer Number from the Customer Record.
- Price Level - Price Level that is assigned to this Customer.
- Cus-License - Customers Drivers License number, if recorded.
- Cus-Message 1 - Print first line of the Customer Message field.

- Cus-Message 2 - Print the second line of the Customer Message field.
- Credit Limit - Prints the Credit Limit from the Customer Record.
- Current Balance - Prints the Amount Due from the Customer Records.
- Avail Credit - (available credit) Prints Customer's Credit Limit minus current balance.
- Next Appointment - date and time of next appointment, if available. Requires the optional Appointment Book add on.
- Customer Total Loyalty Earned - prints the total number of loyalty points or dollars earned by the customer.
- Customer Total Loyalty Redeemed - prints the total number of loyalty points or dollars redeemed by the customer.
- Customer Loyalty Balance - prints the balance of the customer's loyalty points or dollars.

Invoice Information Fields

- Credit Account# - Prints the Credit Card Account Number used for the transaction if Credit Card verification is used. For gift certificates, prints the gift certificate number.
- Credit Approval - Prints the Credit Card Authorization Number received from your Electronic Payment Authorization service. For gift certificates tracked in the gift certificate database, prints the balance left.
- Credit Exp. Date - Prints the expiration date of the Credit Card used.
- Credit Card Manual Swipe Flag - prints an "M" if a credit card was manually entered.
- Credit Signature - Provides the customer with a line to sign the Credit Card sales receipt.
- Big Signature Block - Provides the customer with a larger space to sign the Credit Card sales receipt.
- Credit Card Signature Top - prints the top part of the credit card signature block.
- Credit Card Signature Bottom - prints the bottom part of the credit card signature block.
- Credit Card Signature Bitmap - prints the credit card signature captured by a signature capture device.
 - Merchant Copy Flag - Allows text to be printed on the store's copy of a Credit Card sales receipt.
 - Customer Copy Flag - Allows text to be printed on the customer's copy of a Credit Card sales receipt.
- Credit Card Customer Name - name of customer from credit card swipe.
- Branch Message 1 - Prints the Branch message entered in Business Customization.
- Branch Message 2 - Prints the Branch message entered in Business Customization.
- Hold Sale Flag - Allows text to be printed only with a Hold Sale.
- Previous Page Flag - Shows there is a page before this one on this Invoice.
- Next Page Flag - Shows that there are more pages to the Invoice.
- Return Sale Reason - Prints the reason entered for a refund.
- Foreign Name - Name of the Foreign Currency selected.
- Foreign Exchange - Exchange Rate for the Foreign Currency to Domestic.

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- Foreign Subt - Subtotal in Foreign Currency.
- Foreign Tax - Tax Amount in Foreign Currency.
- Foreign Disc - Discount in Foreign Currency.
- Foreign Total - Total in Foreign Currency.
- Foreign Tenders - Names of Foreign Currencies available.
- Foreign Change - Change amount in Foreign Currency.
- Quote Expiration Date - The expiration date entered for a quote transaction.
- Quote Expiration Date Title - Prints "Expiration Date:" for quote transactions.
- Barcode of Invoice Number - Prints a Code 39 Bar Code of the Invoice Number. Can only be used with OPOS or Windows drivers.

Fields For Individual Sale Lines

These fields are normally used in the Main section only. They pertain to information for each sale line on the Invoice. There are three types of Sale Line fields:

- Monetary
- Inventory
- Serial

Monetary Sale Line Fields

These fields print information for each Line Item on the Invoice.

- Quantity Sold
- Line Cost - Cost of the Inventory Item sold.
- Line Price - Per unit price for the Inventory Item.
- Line Discount - Dollar discount amount per unit item. This is the amount entered at the Register when you edit the discount field of a line item.
- Line Amount - Total sale price for the line: [Qty. X (line price - line discount)].
- Net Price - Per unit net price (price - discount) for the Inventory Item.
- Tax Category - Tax Category assigned to the item. Each item in Inventory has Tax Categories assigned to it.. You can override the Tax Categories with the OVERRIDE TAXES function. The first Tax Category assigned the item by either method is the one that prints for this field.
- Canadian Tax Code - If setup, the line shows G for GST, P for PST, B for Both, or N for Neither.
- Coupon UPC - if a scanned coupon gave the line a discount (requires "Detect UPC Prefix 5" to be checked in Setup - General - Miscellaneous 5), the UPC of the coupon.
- Coupon Discount - if a scanned coupon gave the line a discount (requires "Detect UPC Prefix 5" to be checked in Setup - General - Miscellaneous 5), the discount amount.
- Coupon Flag - if a scanned coupon gave the line a discount (requires "Detect UPC Prefix 5" to be checked in Setup - General - Miscellaneous 5), allows text fields to print.
- Loyalty Redemption Flag - allows text fields to print for items that were purchased with loyalty points.

Inventory Sale Line Fields

These fields print information from the Inventory Records.

- Description - Inventory Description of the item sold.
- Compressed Descr - Inventory Item Description with all extra spaces removed and limited to 25 characters.
- Short Description - The Short Description from the Inventory record.
- Short Quantity - The line item quantity but the field is limited to 3 characters.
- Long Quantity - The line item quantity with a maximum of 8 characters.
- Item Number - Item Number of the Inventory item sold.
- Item Number Title - Prints the words "Item Number" on your Invoice. This is a conditional field. The Item Number field is also conditional.

For example, a sale of a Non Inventory item will not print either the Item Number or the Item Number Title. The reason for this is that NON INVENTORY items do not have Item Numbers. However, if you use Add Text to create an "Item Number:" text field, the text prints on each line if there is an Item Number or not.

- Item Location - Location of item in the store.
- Item Notes - 3 lines of Notes for the item.
- UPC - UPC of the Inventory item sold, if entered in the item record.
- Unit of measure - the name of the unit of measure, if available.

Serial Sale Line Fields

These fields contain the information from the serial records for each serialized item in the sale line.

- Serial Number - Serial number of the serialized item sold.
- Serial Number Title - Prints the level "Serial Number:" on your Invoice. This is a conditional field. The Serial Number field is also conditional.

For example, if you ring up an item that does not have a Serial Number, neither the Serial Number nor Serial Number Title prints. However, if you use Add Text to create a "Serial Number:" text field, the Text will print on each line.

- Total Sales
- Total Volume
- Date Received - Date item was received into Inventory.
- Date Due - Used with rental items. Each rental item can have a different due date.
- Serial Description - Description entered

Setup - General - Miscellaneous

InfoTouch Store Keeper POS has a large number of setup options that customize the way your system works. Many of them are entered in the following sections:

- Miscellaneous 1
- Miscellaneous 2
- Miscellaneous 3
- Miscellaneous 4
- Miscellaneous 5
- Miscellaneous 6
- Miscellaneous 7

Setup - General - Miscellaneous 1

- **Default Price level:** [Retail/Other levels you create] Select the default Price Level. You may select any of the Price Levels set up in Price Level Setup. The default Price Level is "Retail". You can override the default by using the Price Levels button on the Register screen.
- **Recalculate after Price Levels:** Selects whether to recalculate the line item prices in effect during a sale if the price level is changed.
- **Prompt to remove excess cash:** If checked, you get the following additional options:
 - **Cash limit:** Enter the maximum amount to keep in cash drawers.
 - **Security level - retain excess cash:** [None/Record/Security Level 1...Security Level 8/Never Allow] Set a Security Level needed to postpone performing a [Drop](#) to remove cash above the Cash Limit.
- **Maximum line amount:** [Under \$100,000/Under \$1,000,000/Under \$10,000,000] Specify the maximum dollar amount allowed for a line item. "Under 10,000,000" is the absolute maximum allowed. The default is Under 100,000. Be conservative with this selection. Higher line amounts sacrifice room to display the full description of the item.
- **Maximum quantity length:** [6/7/8] Specify the maximum number of characters, including the decimal point, you can enter for the quantity of a line item. The default is 6.
- **Prompt for tips:** [No/At Sale/Gratuity] If set to "At Sale", you will be prompted to see if you wish to add a tip when the tender offered is sufficient to pay for the sale. If set to "Gratuity", you can add a tip after the sale is rung up (credit cards only).
 - **Print tip receipt:** if Prompt for tips is not set to "No", you can select whether a short receipt should print after the standard receipt with the tip information on it.
- **Department order receipts:** If checked, items print in Department order on the receipt. When not checked, items on your Receipt or Invoice print in the order entered at the Register.
- **Combine identical items on receipts:** If checked, then line items with the same item number, price, and discount will be combined into one line on the printed receipt to save paper. Note that non inventory items, exchanged items, serial items, and items with UPC coupons are never combined on receipts.
- **New employee for each invoice:** [No/Yes/Lock/Floating] When set to "Yes", employees must enter their Employee Number before each transaction. "Lock" will limit the drawer to one Employee until Shift Closeout or the Employee clocks out. The "Floating" setting allows an employee to move from one register to another, taking their till, and reconcile the drawer across registers for their shift.

- Restart Hold Sale Numbers: [Never/Daily/Always] This field determines when to reset Hold Sale numbering. Layaway, Quote, Hold Sale, and Customer Waiting Order numbers are from the same "pool" of numbers. If your business uses Layaways or CWOs, numbers assigned are not released for use until those orders are cleared. Refer to the Register Chapter for more about Layaways and Customer Waiting Orders.
 - Never - Hold Sale numbering does not reset. Even if all hold sales are recalled and sold or cleared, numbering continues from the last number used. Use this option if you want hold sale numbers to increment indefinitely. This is the default.
 - Daily - The number of each Hold Sale will be unique until the Daily Closeout. No numbers are used twice. Even when Hold Sales are cleared during the day, the next number will be unique. At the Daily Closeout, all cleared Hold Sale numbers are released. Numbering for the next day will start after the highest number not cleared. Use this option if you expect to clear all your Hold Sales each day. All your Hold Sale numbers will be reset at Closeout and will start over the next day. Stores that use this option typically do not use Layaways or Customer Waiting Orders.
 - Always - When the last Hold Sale is recalled and cleared, the next Hold Sale is assigned the lowest number cleared. If you had hold sales 14, 15, 16 and 17, then you recalled and cleared sales 16 and 17. The next hold sale is 16, the next 17, and so on. If you cleared only 15, leaving 16 and 17 still on hold, the next Hold Sale would be number 18. This function does not go back to fill in between Hold Sale numbers. It simply releases the last ones cleared.
- Use original Hold Sale date: Use original date (default) or current date when Hold Sale is recalled then placed back on Hold.
- Retain Hold Sale Employee: Retain original Employee number when Hold Sale recalled. If set to unchecked (default), the employee recalling the sale receives credit for the sale.
- Include Branch ID on receipt barcode: If checked, then when a barcode of the receipt number (invoice number) is printed on a receipt, the Branch ID of the store is appended.

The following options are only available on systems that have a rental department.

- Charge when rented: If checked, rental payments are required when the item is rented. If not checked, will prompt for payment when the item is returned to the store.
- Confirm rental due date: If checked and you select a serialized rental item, the expected due date (based on the Rental Period, Inventory, and Department setup) displays. The employee must confirm the rental due date. You can change the due date. If not checked, the system assumes the date is correct.
- Return cutoff time: If checked, you enter the time of day (Return before) by which rental items must be returned in order to meet the date due deadline. If not checked, rental items may be returned at any time of the day on the date due and not generate late fees.
- Return all automatically: If checked, all serialized rental items are added to a return sale as soon as the transaction is linked to a customer or when any of the serialized rental items is selected. If not checked, serialized rental items must be individually added to the return sale.
 - Automatically tender: Only available if "Return all automatically" is not checked. If checked, when a serialized rental item is returned, a transaction is completed immediately. If any late fees or rental payments are due, the amount is charged to the customer's account.

Setup - General - Miscellaneous 2

- **Report to Disk style:** [Fields delimited/Fields in columns] Select either a delimited or a columnar ASCII output for your default style when printing reports to disk. You can override this setting when you run the report using the **Advanced** button. You can transfer reports to disk into other applications such as spreadsheets, word processors, or databases. Chosen characters separate fields in Fields delimited. Spaces separate fields in columnar reports.
- **Between Field Delimiter:** Enter the character to use as the between field delimiter (boundary) in reports printed to disk. Consult the documentation of the application you are using to find out what delimiter to use. This field does not display if you choose columns for the report to disk style. The default is a comma (,).
- **Around Field Delimiters:** Select the delimiters you want to use around fields in reports to disk. Consult the documentation of the application you are using to find out what delimiters to use. This field does not display if you choose columns for the report to disk style. The default is quotation marks ("").
- **Business Name on Reports:** The Business Name, Branch Name, and Branch ID will print on all Reports if checked. Enter these fields in the [Setup - General - Business Customization](#) screen.
- **Profit Margin basis:** [Cost/Price] Choose the basis for calculating your profit margin. When you select Cost, an item whose price is \$15.00 and cost is \$10.00 has a profit of $(15 - 10)/10$ or 50%. When you select Price, an item whose price is \$15.00 and cost is \$10.00 has a profit of $(15 - 10)/15$ or 33%. Your selection affects the Gross Profit and Retail Price fields in the Inventory Record. This also affects the Percentage Gross Profit or Markup reports. Standard practice is to use Price.
- **Backup Drive:** Zips up the vertical folder and subfolders to a drive letter you specify.
- **Show on Employee Button:** [Number/First Name/Last Name/Full Name] Select what to show on the button in the top left corner of the Register after an employee signs in.
- **Spread PO Freight Cost:** [No/By quantity/By weight] Use to determine whether freight in a PO should be distributed across the items in the PO to increase the cost. If set to "No", freight does not affect item cost. If set to "By quantity", the freight cost is distributed equally across all of the units in the PO. If set to "By weight", the cost factors in the weight of the items in the PO.
- **Employee Keypad Entry:** Allow Employees to Touch In their ID number. The alternative is to use a bar code or magnetic stripe tag to enter Employee ID.
- **Suggest Customer Numbers:** This option appears only if you are using manual numbers for your Customer Numbers. You should have an entry in the Branch ID field of [Setup - General - Business Customization](#). If you do not, all entries will begin with a dash (-).
- **Nonstop Operation:** This will allow 24-hour operation. With 24-Hour operation, sales can continue while you perform the Daily Closeout.
- **Skip Weekly Closeout When Performing Monthly:** If checked, then a [weekly closeout](#) will not automatically be performed when doing a [monthly closeout](#).
- **Conceal Item Modules:** [None/Both/Inventory/Register] Select the Modules which are effected if the conceal item flag of the Inventory record is set. If you choose "Inventory", concealed items will not show in Inventory reports. If you choose "Register", concealed items will not show when you do [Inventory Lookups](#) in the Register module. "Both" effects Inventory reports and Register lookups.
- **Automatically Load Register:** Loads Register Module when InfoTouch Store Keeper POS begins.
- **Tender Entry at Register:** [Dollars/Cents] Determines whether a tender amount entered without a decimal point in the Register module is assumed to be a number of dollars or cents.
- **Keyboard Layout:** [QWERTY/Alphabetic] Allows selection of the standard QWERTY keyboard (default) or a keyboard with the letters in alphabetic order. This keyboard will display in the Register, Time Clock, and Replenishment modules.

InfoTouch Store

- Keyboard Case: [Mixed Case, UPPER CASE, lower case, No case override] - Select whether the on-screen keyboard in the Register, Time Clock, and Replenishment modules will override the case of what is typed. The default setting is "Mixed Case".

Setup - General - Miscellaneous 3

- Open Cash Drawer for:
 - Check Sales: If checked, allow Cash Drawer to open for a Check Sale. Some Cash Drawers have Media Slots to insert Checks or Charge Slips. These drawers do not have to open for these type sales.
 - Optional Tenders: If checked, allow Cash Drawer to open for Optional Tenders.
 - Overrides - select this button to override the Cash Drawer setting for each individual Optional Tender.
 - Customer Charges: If checked, allow Cash Drawer to open for a Customer Charge Sale.
 - Transfers: If checked, allow Cash Drawer to open for a Transfers and Hold Sales.
- Allow Cash Change for:
 - Check Sales: If checked, allow Cash Back from a Check sale.
 - Optional Tenders: If checked, allow Cash Back from an Optional Tender sale.
 - Overrides - select this button to override the Cash Change setting for each individual Optional Tender. Note that Gift Certificates and SNAP (Food Stamps) have separate places to set this option.
 - Customer Charges: If checked, allow Cash Back from a Customer Charge sale.
 - SNAP: If checked, allow Cash Back from a SNAP sale. This also enables additional option:
 - SNAP Limit: If checked, limits the amount of Cash Back that can be given for SNAP. You enter the Cash Back limit.
- Receipt Options (Duplicate/Disable):
 - Optional Tenders: [No/Yes/Pause/Disable] Print duplicate receipts for Optional Tender sales. If you do not have two-ply paper, this allows you to have an audit copy and a Customer copy. Selecting Pause suspends the printing of the duplicate receipt until you touch the **OK** button on the screen. Selecting Disable stops receipts from printing that only use the Optional Tenders. Note: you cannot select No if "Mask card number on FIRST copy" is not checked even if you print on two-ply paper - the customer copy of the receipt **must** have the card number masked.
 - Overrides - select this button to override the Duplicate Receipt setting for each individual Optional Tender.
 - Line items on optional tender receipts:
 - First copy: If checked, the first copy will have all line items printed. If not checked, line items will not appear on the first copy.
 - Duplicate copy: If checked, the duplicate copy will have all line items printed. If not checked, line items will not appear on the duplicate copy.
 - Mask card number on FIRST copy: If checked, the credit card account number will be masked on the first copy that the store keeps. The credit card account number is always masked on any duplicate copies. The full account number may be required to deal with settlement issues, charge-backs or other problems.
 - Customer Charges: [No/Yes/Pause/Disable] Print duplicate receipts for Customer Charge sales. If you do not have two-ply paper, this allows you to have an audit copy and a Customer copy. Selecting Disable stops receipts from printing that only use the Customer Charge tender.

- Cash: [No/Yes/Pause/Disable] Print duplicate receipts for Cash sales. Selecting Disable stops receipts from printing that only use the Cash tender.
- Orders/Payments: [No/Yes/Pause] Print duplicate receipts for CWO/Quotes/Layaways and payments on Customer Accounts. If you do not have two-ply paper, this allows you to have an audit copy and a Customer copy.
- Default Optional Tender Amount: - if checked, when an Optional Tender is selected, the amount will default to the balance of the sale. Typically, this option is checked.
 - Overrides - select this button to override the Default Amount setting for each individual Optional Tender. Note that Gift Certificate tenders have a separate place to set this option.
- Adjust Daily Deposit: If checked, allows you to reconcile the store's bank deposit during the closeout.
- Reconcile Cash Drawer: [No/Yes/Force/At Server] If set to "Yes" or Force, you will balance your drawers at Shift Closeout. If set to "Force", each tender must have an entry. In addition, "Force" will not allow you to CANCEL out of the reconciliation screen. If set to "At Server", you must reconcile the cash drawers at the server. Additional options will display if you choose "Yes", "Force", or "At Server".
 - Over/Short Warning: [No/Yes/Blind] Warns if Over/Short Amount is greater than Limit. If set to "Blind", the warning will appear but it will not show the amount Over/Short. This option allows for greater controls on closing procedures.
 - Over/Short Limit: If Over/Short Warning is "Yes" or "Blind", enter the dollar amount for Over/Short Warning. If the reconcile of all tenders is within this limit, there is no warning given.
 - Closing Keep Security: [None/Record/Security Level 1...Security Level 8/Never Allow] Set the security level necessary to change the closing keep during a shift closeout.
 - Customer Charge Style: [Blind/Display and modify/Display only] Determines how the Customer Charge tender is handled during a shift closeout. "Blind" does not default the tender amount when reconciling and requires you to enter something. "Display and modify" defaults the tender amount but allows you to change the amount. "Display only" defaults the tender amount and does not allow you to change the amount. The default setting is "Display only".
 - Optional Tender Style: [Blind/Display and modify/Display only] Determines how Optional Tenders are handled during a shift closeout. "Blind" does not default the tender amount when reconciling and requires you to enter something. "Display and modify" defaults the tender amount but allows you to change the amount. "Display only" defaults the tender amount and does not allow you to change the amount. The default setting is "Blind".
 - Overrides - select this button to override the Optional Tender Style setting for each individual Optional Tender.

Setup - General - Miscellaneous 4

- Days to Keep Shift Closeout Reports on disk: Enter the number of days to hold Shift Closeout Reports on disk. These reports are available for reprinting in Transaction Manager - Closeouts - Reprint Reports. The default is 30. The maximum is 360.
- Days to Keep Other Closeout Reports on disk: Enter the number of days to hold other Closeout Reports on disk. These reports are available for reprinting in Transaction Manager - Closeouts - Reprint Reports. The default is 360. The maximum is 360.
- Endorse Checks: Check the box to endorse checks on serial receipt printers (does not work on parallel receipt printers). This prints your bank name and account number on the back of a check. The amounts of the sale and "For Deposit Only" print. If checked, two additional options display. These are:
 - Bank Name
 - Bank Account
- Show Reductions in Line Item Quantity in Electronic Journal: If set to "Show Voids" or "Show All", Void Line does not remove the item from the display. VOID is displayed in the Quantity field. Void Line items do not print on receipts. These lines will print on the Electronic Journal, Customer Sales History, and Employee Sales History reports. If set to "Show All", any reduction in line item quantities will display the original higher quantity on the Electronic Journal.
- Scale Interface: If checked, the Register will display buttons when prompting for quantities to read a scale using the OPOS interface standard:
 - OPOS Device Name: Enter the name of OPOS scale device.
 - Scale Timeout: Enter the time, in seconds, to wait for the scale to read the weight.
 - Confirm Weight: If checked, the scale will be read but the weight not automatically entered until the **Confirm Weight** button is touched.
- Show Line Item Tax Status: If checked, a "T" will display next to the line item quantity in the Register module for all line items that have some tax category set. This option is mutually exclusive with Force Confirmation of Hold Sale Lines.
- Force Confirmation of Hold Sale lines: When checked, InfoTouch Store Keeper POS will consider all lines placed into a Hold Sale, CWO, Quote, or Layaway to be unconfirmed. When recalled, the lines will display with a "U" (unconfirmed) next to the quantity. Lines can be confirmed by touching the line and then **Confirm Line**, which will change the "U" to a "C". Sales with lines that are not confirmed will display a warning message if a tender button is touched. The transaction cannot be finished without first confirming or voiding each line. Confirmed Lines placed back on hold do not need to be confirmed again. Lines added after recalling the sale and immediately before tendering do not need to be confirmed.
- Link Employees to Transaction Lines: [No/Yes/Force] "Yes" and "Force" allow individual line items in a sale to be linked to a specific employee. "Force" requires the operator to select an employee before finishing ringing up each line. "Yes" and "Force" also allow the employee linked to each line to be edited by touching the line and then touching **Edit Employee**. This option affects a number of reports, including Electronic Journal and Employee Sales History. Commission, bonus, and sales contest calculations are also affected. There is an Invoice Formatter field that allows the line item employee be printed.
- Prompt for quantity after item is rung up: If Quantity Options for a department in [Setup - General - Departments](#) is set to "Prompt", then InfoTouch Store Keeper POS will automatically prompt for the item's quantity. If this option is not checked, then the quantity prompt will occur as soon as the corresponding department button is touched. If this option is checked, the prompt will occur after the item has been rung up.

- **Serial Number Selection:** [Touch/Type-Bar Code] Select the method for entering serial numbers in the Register Module. Select "Touch" to display a list of the available serialized items when you sell a serialized item. You then simply touch a serial number in the list to add the serial number and description to the Invoice. You can scroll through the list if there are more than the nine items displayed on the screen. Select "Type/Bar Code" to type in or scan the serial number with bar code scanner.
- **Prompt to convert serialized rental to sale items:** Only available on systems that have a rental department. If checked, then the [Edit Serial](#) function in the Register module, will prompt you to see if you wish to convert the rental record to a sale record.

Setup - General - Miscellaneous 5

- **Print Register Daily Reports at Daily Closeout [Registers with transactions/All registers/Store only]:** If set to Registers with transactions, the Register Daily report will not print for registers that did not perform any transactions that day. If set to All registers, the Register Daily report will print for all Registers. If set to Store only, no register-specific reports will print.
- **Shift Closeout report to receipt printer:** If checked, the [Shift Closeout](#) report is sent to the receipt printer. Otherwise, it is sent to the default Windows printer for the register.
- **Allow Discounts Relative to an Item's Cost: [No/Yes/Not below cost]** If set to "Yes" or "Not below cost", the Register will allow discounts for a line item to be specified relative to its cost. If set to "Not below cost", discounts cannot be taken that would make the price fall below the item's average cost.
- **Automatic Bar Code Detection: [Off/Numeric/All/OPOS]** If an item is scanned without first touching the Bar Code Scan button, this option determines how the system will handle it. If set to "Off", the scan is discarded. If set to "Numeric" (default), the scan is accepted if it begins with numeric characters. If set to "All" or "OPOS", the scan is always accepted. If set to "OPOS", an OPOS device name must be entered for the scanner.
 - **OPOS Device Name:** Enter the name of OPOS scanner device.
- **Allow Reprinting of Receipts:** If checked, the Reprint Receipt function is enabled in the Register module.
- **Track Check Numbers:** If checked, the Register will prompt for a check number whenever a check is tendered. The check numbers entered will print out on the Check Sales report.
- **Allow Entry of Bad Punch by Employee:** If checked, an employee can enter the time of the missed clock in or clock out when a Bad Punch (two successive clock in or clock out punches) occurs.
- **Barcode Printer Type: [None/Reserved/Barcode Blaster/Zebra/BarTender]** The name of the brand of dedicated bar code printer for use by the system in printing bar code labels in both the Inventory and Customer modules. If not "None" or "BarTender", the following options also appear:
 - **Browse for label format button:** Select this button to change the default barcode label format.
 - **Barcode Printer Port: [COM1/COM2/COM3/COM4/LPT1/LPT2]** The serial or parallel port the dedicated bar code printer is attached to.
 - **Default Barcode Type: [Code 39/UPC A]** The default bar code symbology used when printing bar code labels.
- **Select Unit of Measure when Sold:** If checked, when an item with multiple units of measure is sold, the system will prompt for the unit to sell. If not checked, the system will automatically sell the default selling unit.
- **Detect UPC Prefix 2: [No/Use Barcode Price/Use Item Price/Use 5-digit Item Price]** If set to "Use Barcode Price", when an item number/UPC is entered at the Register that is exactly 12 characters long and begins with a "2" or exactly 13 characters long and begins with "02", then the number will be assumed to be a UPC code 2 bar code. These bar codes include both the item number and the price for the item. The item will ring up with a quantity of 1 and the price from the barcode. If set to "Use Item Price" or "Use 5-digit Item Price", the quantity will be calculated by dividing the barcode price by the item price and the item's price will be used. If "Use 5-digit Item Price" is selected, then the the 7th digit of the UPC will be considered part of the price (necessary for prices over \$99.99)
- **Detect UPC Prefix 5:** If checked, when an item number/UPC is entered at the Register that is exactly 12 characters long and begins with a '5', then the number will be assumed to be a UPC code 5 coupon. The manufacturer id in the coupon (the 2nd through 6th digits) must match the manufacturer id in the UPC of a previously rung up item. If the item has a UPC E code, the UPC E code is converted to a UPC A and then checked. The coupon also indicates the amount and type of discount.

Setup - General - Miscellaneous 6

- Return Sales
 - Security - limit by amount: [None/Record/Security Level 1...Security Level 8/Never Allow] Set a Security Level for Returns above a specified amount.
 - Security limit amount: Enter the Dollar amount at which you want the Security Level for Return Sales to begin. Any return above this amount will require a password to complete the transaction.
 - Security - force tender: [No/Cash/Check/Customer Charge/Optional Tenders] - Select a tender, if desired, that Return Sales above the security limit are required to use.
 - Prompt for original sale: [No/Yes/Restrict] - select if processing Return Sales should prompt for entering the original invoice number. If set to "Restrict", only items in the original sale can be returned.
 - Security - find original sale: [None/Record/Security Level 1...Security Level 8/Never Allow] Set the Security Level required to avoid recalling the original sale.
 - Prompt for return to original card: If checked, then if the original sale was paid for with a credit card, the user will be prompted to try and use the original credit card type. This option is enabled regardless of the setting of Security - force tender (above).
- Update kit price after editing component: If checked (default), kit prices are updated when editing a component by the difference in the price of the components.
- Select the better of retail price or price level: If checked, a customer will be given the lower of the price level they normally receive or the retail price. Primarily useful for when items go on sale.
- Logout inactive employees: If checked, enter the number of minutes after which employees are automatically logged out in the Register if not in the middle of a transaction.
- Show period-to-date information on closeout reports: Many Transaction Manager reports show week-to-date, month-to-date, and year-to-date information. This information shows when the reports are run manually. If the reports are run automatically during a daily, weekly, monthly, or yearly closeout, the period-to-date information will display if the option is checked (default).
- Force OPOS cash drawer to close before starting next transaction: If checked, the cash drawer must be closed after each transaction before starting the next one. This option only works on OPOS cash drawers that have the capability of detecting whether the cash drawer is open.
- Security - Save Entered Prices in Register: [None/Record/Security Level 1...Security Level 8/Never Allow] Set a Security Level to allow the entry of the price for items with zero price to update the item record. Only applies to items where the associated department's Allow Price to Be Zero option is set to "Prompt and Save",
- Suppress Department Name On: if checked, removes the department name from the item description when printing/displaying:
 - Receipts
 - Customer Display
 - Bar Code Labels

Setup - General - Miscellaneous 7

- Use Driver's License Reader: [None/TriCom ID-e/Honeywell EasyDL]
 - TriCom ID-e: this scanner can automatically determine a customer's birth date by reading either the magnetic stripe or barcode on the customer's driver's license. If selected, you must also enter:
 - COM Port used by TriCom Driver's License Scanner: enter the COM port (1 - 255).
 - Security Level to Manually Enter Driver's License Birth date: [None/Record/Security Level 1...Security Level 8/Never Allow] Set the Security Level required to manually enter the customer's birth date when the scanner cannot read the license.
 - Honeywell EasyDL: this scanner, which can also be used to ring up items, determines a customer's birth date by reading the 2D barcode on the license. It can also be used to create a customer record by reading the name, address, and license number from the 2D barcode. It can also be used to read the license number for check verification. If selected, you can also enter:
 - Security Level to Manually Enter Driver's License Birth date: [None/Record/Security Level 1...Security Level 8/Never Allow] Set the Security Level required to manually enter the customer's birth date when the scanner cannot read the license.
- No Sale receipt - if checked, a mini-receipt will print after a [No Sale](#) is performed.
- Clear Sale receipt - if checked, a mini-receipt will print after a [Clear Sale](#) is performed.
- Backup at Closeout: if checked, a backup is performed just prior to the daily closeout. Note that either:
 - The station performing the Backup is the gateway station for the system (the databases are residing on a local drive on this machine).
 - The gateway station is running the BackupHelper utility. Contact InfoTouch technical support for further help with this scenario.
- Create Inventory Items in the Register Module: When a number is entered in the Register that does not correspond to an item number, UPC, or alternate key in the system or, alternatively, when a full item description is entered and cannot be found, you can create an item "on the fly" in the middle of a transaction. This allows items being sold that are not yet entered into the system to be more accurately accounted for compared to entering these items as Non Inventory.
 - Security Level to Create Inventory Items in the Register Module: [None/Record/Security Level 1...Security Level 8/Never Allow] Set the security level required to create items "on the fly" in the Register module when an item is not found.
 - Numbers Scanned or Keyed are Usually: [UPCs/Item Numbers] When a number is entered, not found and item is created for it, choose whether by default the number will be placed into the UPC or Item Number field.
- Loyalty Program: can be set to utilize a Points program or a Funds program.
 - Loyalty Points:
 - The [inventory record](#) and [customer record](#) display additional fields to support the ability to accumulate loyalty points and use the points to purchase items.
 - Redeem Points When Possible? Select "Prompt for Redemption" to allow the customer to choose whether to use loyalty points if available to redeem items as they are rung up. Select "Force Redemption" to automatically utilize loyalty points to purchase items if possible.

- Minimum Points Required for Redemption: If desired, set this field to the minimum points a customer must accumulate before being able to use them. The default is zero - points are available to be used as soon as they are accumulated.
- Retail Price Only - if checked, loyalty points are earned and redeemed for the Retail Price level only.
- Loyalty Funds - to utilize this option, the [Customer Store Credit Certificate](#) option must be set to "Prompt" or "Force":
 - Funds available per 100.00 in sales: enter the amount per 100.00 in sales for all items (excluding tax) that will accumulate in the customer store credit certificate if the sale is linked to a customer.
 - Retail Price Only - if checked, loyalty points are earned and redeemed for the Retail Price level only.

Legal Considerations for Rewards Programs

Legal requirements for a rewards program may vary depending on where and how you do business. It is your responsibility:

- To know and abide by any local, state, or federal laws regarding reward and coupon issuance applicable to your situation.
- To draft rewards program Terms and Conditions and/or other limitations and communicate those terms and conditions to customers as required by applicable laws.
- To include (or exclude) on the printed sales documents given to customers, information regarding your rewards program or individual rewards as required by applicable laws and your own program terms and conditions.

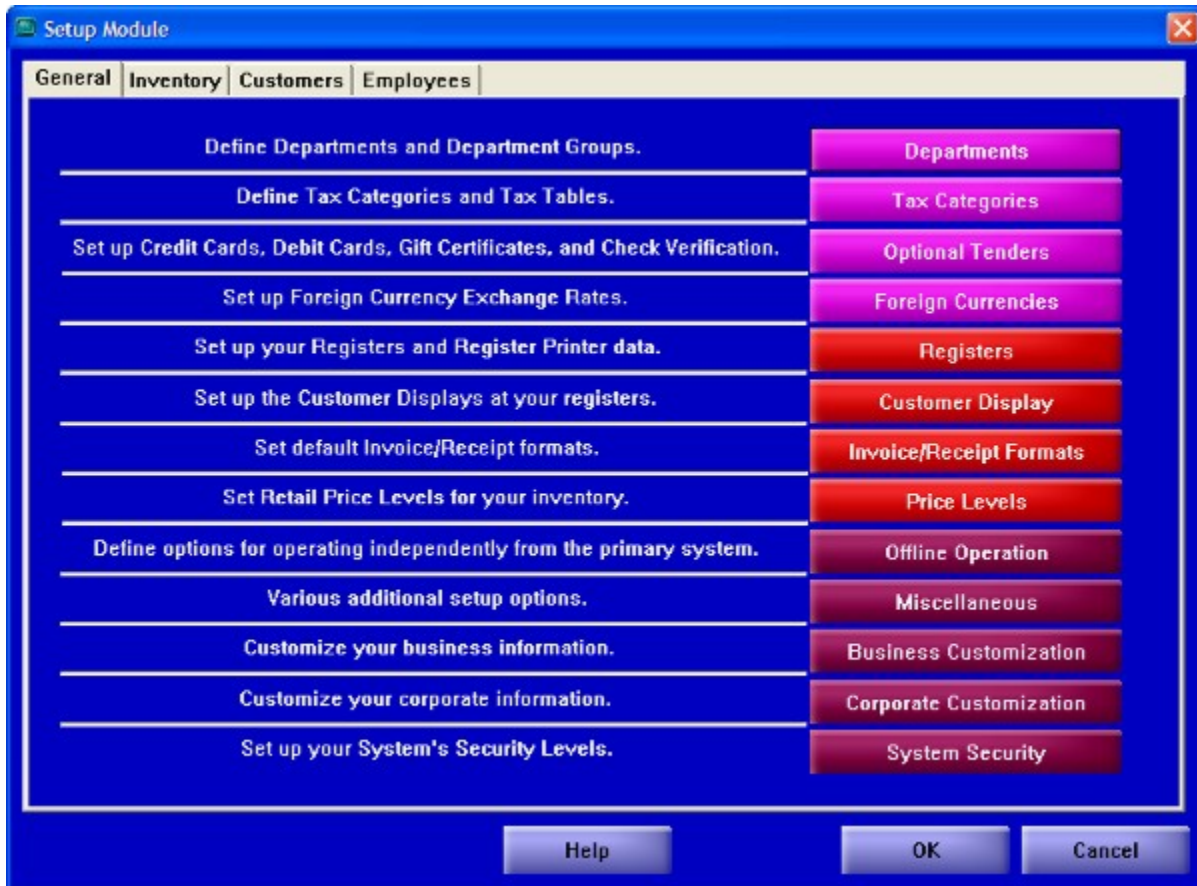
Setup Module

The InfoTouch Store Keeper POS Setup Module configures the software for your store's operations. Everything from the credit cards you accept to the ways you categorize your customers to your open-to-buy plans are entered using the Setup Module. Because the Setup Module has such a major impact on the way the system functions, only one station at a time can enter the Setup Module. Changes made by that station cannot be saved off until all other stations exit the system and all other modules besides Setup are closed at the station making the changes.

If you use InfoTouch Enterprise Manager, you should make these changes at headquarters. Setup changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Setup is divided into five broad categories:

- General
- Inventory
- Customers
- Employees
- Enterprise Manager - only available if you have the optional Enterprise Manager package to manage store operations from a headquarters location.



Choose one of the following options:

- Departments - Defines how each department sells items.

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- Tax Categories - Define or change the structure of up to fifteen (15) Tax Categories. Note that you cannot change Tax Categories if there have been sales made since the last daily closeout.
- Optional Tenders - Identify up to 10 Optional Tenders to accept as tender. Enter information for Optional Tender verification. Credit card and Gift Certificate Options are setup in Optional Tenders.
- Foreign Currency - Accept foreign currency as a tender.
- Registers - Enter the number of Registers on your system. You can have up to 60 registers. You also define what type of receipt printer, serial or parallel, each Register uses.
- Customer Display - Define which Registers have a Customer Display and specify the port for the Customer Display.
- Invoice Formatter - Modify or create Receipt and Invoice layouts. Design your own Receipts or modify the existing Receipts to fit pre-printed forms.
- Price Levels - Identify up to 10 Price Levels per Inventory Item.
- Offline Operation - Enable the ability for a register to run independently, automate backup procedures, define electronic verification functions when operating offline.
- Miscellaneous - Specify various options in InfoTouch Store Keeper POS.
- Business Customization - Enter your Business Name, address, and telephone number. This information can print on your Invoices and Receipts.
- Corporate Customization - Enter corporate headquarters information.
- System Security - Set up Security Levels and Passwords. Select InfoTouch Store Keeper POS functions to record usage or to secure.

Setup - General - Offline Operation

Use Offline Operations to enable each register to [operate independently](#), even in the event of a network failure or hardware failure on the server. You can enter the following options:

- Enable offline operation: Check this option to enable registers to operate offline. By default, this option is not checked.
 - Primary data files on dedicated server: Check this option if the primary data files that are used in normal circumstances (online folder) are stored on a dedicated server that does not actually run Store Keeper POS. In this case, register #1, where the online folder is typically located, can operate offline. Otherwise, the primary data files are stored on register #1.
 - Automated replication of primary data files: Check this option to have Store Keeper POS automatically replicate the online folder at a predetermined time. Each register uses this folder to make an offline folder that it can use on its local hard drive. Windows will not allow the online folder to be copied while any register is in the system. The replicated copy of the online folder provides a place that each register can freely copy from in order to update its offline folder. You cannot use this option if your store operates 24 hours a day ([non-stop operation](#)).
 - Time of day to replicate primary data files: Enter the time of day to replicate the primary data files. This should be some time when the store is not open for business.
 - Automatically update register copy of date files: Check this option to have each register make a copy of the backup folder to its local hard drive. This will happen once a day, the first time Store Keeper POS is run on the register.
 - Security to run offline when primary data files are available: [None /Record/Security Level 1...Security Level 8/ Never Allow] Select the security level needed to go into Offline Mode when the primary data files are available. In other words, select the security needed to voluntarily let a register run in Offline Mode even when it does not have to. If your store does not operate sidewalk sales, sell at trade shows, etc., then you should set this option to Never Allow, which is the default.
 - Credit card verification: [Disable / Manually enter / Verify] Select how registers should handle credit cards that normally require [electronic verification](#) when operating offline. Electronic verification frequently requires access to the server in order to function. Select "Disable" to not allow the use of credit cards in Offline Mode. Select "Manually enter" if you wish to use a telephone to get a voice approval to enter in. These transactions will be "forced" during the credit card settlement process. Finally, it is possible to continue to get electronic authorizations in Offline Mode by selecting "Verify". If you use third party interfaces, such as PCCharge or ICVerify, you can install an extra copy of the software on a register to use in Offline Mode. This requires purchasing extra copies of the third party software and getting additional merchant IDs. Note that if you use a third party interface to obtain approvals when operating in Offline Mode, then you **must** perform credit card settlements for offline transactions in the third party package. The default setting is "Disable".
 - Check verification: [Allow / Disable / Verify] Select how registers should handle checks that normally require [electronic verification](#) when operating offline. Electronic verification frequently requires access to the server in order to function. Select "Allow" to accept checks without obtaining electronic authorization. Select "Disable" to not allow the use of checks in Offline Mode. It is possible to continue to get electronic authorizations in Offline Mode by selecting "Verify", if you use a third party interface, such as PCCharge or ICVerify. You can install an extra copy of the software on a register to use in Offline Mode. This requires purchasing extra copies of the third party software and getting additional merchant IDs. The default setting is "Allow".
 - Alternate data file directory: Only available if either Credit card verification or Check verification is set to "Verify" and you use a third party interface such as PCCharge or ICVerify. In this case, you need to specify what folder to write out request files to when operating offline.

Setup - General - Optional Tenders

Setup - General - Optional Tenders

Select Optional Tenders to define or change information on up to ten different Optional Tenders. Optional Tender names display when you process a Credit Card/Debit Card/Gift Card/EBT (Electronic Benefits Transfer) purchase. Register Reports can track Credit Card/Debit Card/Gift Card/EBT sales. You can create an Optional Tender category to track non-cash sales. Optional Tenders is used to setup the options for your Gift Cards/Certificates.

The Optional Tender Setup Screen 1 displays. For each tender, this screen shows:

- Tender Type Validation
- Tender Name
- Authorization Level

Also shown are for all processor choices besides T-Gate:

- Auto-Determine Card Type - if checked, the system will determine the credit card type from the account number automatically.
- Use OPOS MSR device - if checked, uses the OPOS standard to interface with magnetic stripe readers to read credit cards. An OPOS device name must be entered.
- Manual Card Entry Prompt - if checked, enter a Cashier Prompt. This prompt is given when a cashier selects the option to [manually enter a card number](#).
- Service Provider

For T-Gate:

- Check verification box
- Verifone MX860 - if checked, customer-facing processing is enabled.
 - Signature Capture - the signature is captured from the MX860 and can be printed or reprinted on receipts.

Tender Type Validation choices are:

- | | |
|----------------------|--|
| • Visa | • Carte Blanche |
| • MasterCard | • JCB |
| • American Express | • Gift Card/Certificate |
| • Discover Card | • Issue GC |
| • Diners Club | • Redeem GC |
| • SNAP (Food Stamps) | • EBT Cash (Mercury Payment Systems, Sterling Payment Technologies, and T-Gate only) |

Use tender type validations for credit cards, SNAP (food stamps), and Gift Cards/Certificates. The type of validation tells the system how to check the number entered. The Tender Name is the actual name of the card. These names will appear on reports. You can enter any name that you want to use. The default is the name of the validation type.

The Authorization Levels are:

- Authorization Required - System calls for Authorization. For SNAP, this option can only be used with Mercury Payment Systems, Sterling Payment Technologies, and T-Gate.
- Authorization and Debit - Only applicable for credit card validation types if the service provider is set to Mercury Payment Systems, Sterling Payment Technologies, T-Gate or PCCharge. System will

prompt for credit or debit tender type in the Register module and PIN entry if debit is selected. [Additional debit information must be entered.](#)

- Authorization-Local (Gift Card/Certificate only) - Gift Certificates are checked against the Gift Certificate database.
- Reserved for future use
- Authorization-Gift Card (Gift Card/Certificate only) - requires Mercury Payment Systems, Sterling Payment Technologies, T-Gate, or PCCharge. The card is authorized by a gift card processor. Currently, the only supported gift processors are Mercury Payment Systems, Sterling Payment Technologies, T-Gate and ValueLink®. [Additional gift card information must be entered.](#)
- Only Record Card Number - No Electronic Authorization, Manually enter Authorization Numbers. You can enter Gift Certificate Numbers with no validation against the file.
- None - No Number required at all.

Service Provider

This allows you to select an Authorization Service. InfoTouch Store Keeper POS supports Mercury Payment Systems, Sterling Payment Technologies, T-Gate, ICVerify®, and PCCharge®. Mercury Payment Systems is the recommended service provider. ICVerify and PCCharge have separate options for Terminal and Host based processors. Contact your Bank Representative for advice about Electronic Credit Authorization.

Electronic Credit Authorization Information

Optional Tender Setup Tab 2 is the Electronic Credit Authorization Information. When you have entered the Optional Tender names, select the Electronic Credit tab. Enter the information as needed.

The recommended service provider is Mercury Payment Systems (Mercury). Note that Mercury requires that you have 128-bit Cipher Strength for Internet Explorer. If you have selected Mercury, the options are:

- Check Verification: If checked, personal checks are verified. Mercury does not verify business checks. On the third Optional Tenders tab are the options required for check approval:
 - Transaction Type: [Driver's License/ MICR]
 - Customer Name
 - Driver's License Number
 - State Code
 - Date of Birth
 - Check Number
 - ABA Number
 - Account Number
 - Security level to ACCEPT a Check without Approval: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee needs to ACCEPT a Check without an approval code.
 - MICR interface (required for MICR Transaction Type) - Uses the OPOS standard to interface with magnetic ink character recognition (MICR) devices to read the Check number, ABA number, and Account number directly off of the check. An OPOS device name and timeout value must be entered.
- Timeout Limit: Number of seconds the system waits for a response. Default is 90, minimum is 5. Mercury recommends a setting of not less than 90.
- Settle at Closeout: If checked, the system will try to settle the batch during the Daily Closeout.

- Address Verification : If checked, will prompt for the customer's zip code when a credit card number is manually entered. This generally results in lower fees from the credit card processor.
- CVV Verification : If checked, will prompt for the CVV code when a credit card number is manually entered. This generally results in superior chargeback protection and may also provide lower fees from the credit card processor.
- Corporate Card Support: If checked, will supply additional information to the credit card processor, generally resulting in lower fees.
- Use Dial Backup: If checked, will automatically attempt to utilize standard telephone lines for processing when the Internet connection is not available. **Requires special hardware and software from the processor.**
- Merchant ID : Enter the appropriate ID field from your Mercury setup information.
- Automatically accept approvals: Check to automatically accept approvals.
- Security level to manually enter an approval code: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee must have to manually enter an approval code.
- Signature limit: If checked, enter an amount at or below which a signature is not required for a credit card sale.

If you have selected Sterling Payment Technologies, the options are:

- Check Verification: If checked, on the third Optional Tenders tab are the options required for check approval:
 - Transaction Type: [MICR]
 - Customer Name
 - Driver's License Number
 - State Code
 - Date of Birth
 - Check Number
 - ABA Number
 - Account Number
 - Security level to ACCEPT a Check without Approval: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee needs to ACCEPT a Check without an approval code.
 - MICR interface - Uses the OPOS standard to interface with magnetic ink character recognition (MICR) devices to read the Check number, ABA number, and Account number directly off of the check. An OPOS device name and timeout value must be entered.
- Timeout Limit: Number of seconds the system waits for a response. Default is 90, minimum is 5.
- Settle at Closeout: If checked, the system will try to settle the batch during the Daily Closeout.
- Address Verification : If checked, will prompt for the customer's zip code when a credit card number is manually entered. This generally results in lower fees from the credit card processor.
- CVV Verification : If checked, will prompt for the CVV code when a credit card number is manually entered. This generally results in superior chargeback protection and may also provide lower fees from the credit card processor.
- Corporate Card Support: If checked, will supply additional information to the credit card processor, generally resulting in lower fees.
- Merchant ID : Enter the appropriate ID field from your Sterling Payment Technologies setup information.

- Automatically accept approvals: Check to automatically accept approvals.
- Security level to manually enter an approval code: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee must have to manually enter an approval code.
- Signature limit: If checked, enter an amount at or below which a signature is not required for a credit card sale.

If you have selected T-Gate, the Electronic Credit tab is not available.

If you have selected ICVerify or PCCharge, the options are:

- Data Directory: Directory where terminals write REQ (request) files for ICVerify or INP (input) files for PCCharge. The default is \ICREQ. For PCCharge, this field is not displayed and not used if [Use TCP method](#) is checked.
- Check Verification: If checked, ICVerify or PCCharge verifies checks through your authorization service. On the third Optional Tenders tab are the options required for check approval:
 - Transaction Type: [Driver's License/ MICR]
 - Customer Name
 - Driver's License Number
 - State Code
 - Date of Birth
 - Check Number
 - ABA Number
 - Account Number
 - Security level to ACCEPT a Check without Approval: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee needs to ACCEPT a Check without an approval code.
 - MICR interface (PCCharge only) - If checked, uses the OPOS standard to interface with magnetic ink character recognition (MICR) devices to read the Check number, ABA number, and Account number directly off of the check. An OPOS device name and timeout value must be entered.
- Timeout Limit: Number of seconds the system waits for a response from ICVerify to a request. Default is 90, minimum is 5.
- Settle at Closeout: If checked, the system will try to settle the batch during the Daily Closeout.
- Address Verification (PCCharge only): If checked, will prompt for the customer's zip code when a credit card number is manually entered. This generally results in lower fees from the credit card processor.
- CVV Verification (PCCharge only): If checked, will prompt for the CVV code when a credit card number is manually entered. This generally results in superior chargeback protection and may also provide lower fees from the credit card processor.
- Corporate Card Support (PCCharge only): If checked, will supply additional information to the credit card processor, generally resulting in lower fees.
- Use TCP method (PCCharge only): If checked, communications with PCCharge is handled using the TCP method. This options is recommended and required for [restaurant-style gratuities](#):
 - Server name: Enter the computer name (recommended) or IP address of the computer running PCCharge.
 - Port number: Enter the port number PCCharge is using for TCP communication. This defaults to 31419, the default in PCCharge.

- Merchant ID and Processor ID (PCCharge only): Enter the appropriate ID fields from your PCCharge setup information.
- Automatically accept approvals: Checked will Automatically accept approvals.
- Security level to manually enter an approval code: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee must have to manually enter an approval code.
- Security level to NOT FORCE a Duplicate Transaction: [None, Security level 1...Security level 8, Never Allow] Select the security level the employee must have to manually accept a Duplicate Transaction. This option works with ICVerify Host and PCCharge Host only.
- Signature limit: If checked, enter an amount at or below which a signature is not required for a credit card sale.

Debit

If one or more tenders have "Authorization and Debit" as the selected authorization level, then the following additional information must be entered in the Debit tab:

- Prompt for Cash Back: If checked, the system will ask for cash back when a debit card is used:
 - Limit Cash Back: If checked, enter the maximum cash back amount

For all processor choices besides T-Gate:

- Enter the following parameters for communicating with the pinpad:
 - COM Port: [COM1, COM2, COM3, COM4]
 - Baud Rate: [300, 600, 1200, 2400, 4800, 9600, 19200]
 - Parity: [Even, Odd, None]
 - Data Bits: [7, 8]
- For PCCharge, the following additional information must be entered:
 - Debit Merchant ID and Processor ID: Enter the appropriate ID fields from your PCCharge setup information.
 - Pinpad Management System: [Master-Session, DUKPT] - Select the desired pinpad management system. The default is DUKPT. For Master-Session, enter the following additional information, supplied by the processor:
 - Working Key
 - Master Key
 - Pinpad Device: [Verifone 101/1000, Verifone 2000, Ingenico 2100] Select the pinpad device to be used for PIN entry.

Note that for Mercury Payment Systems and Sterling Payment Technologies Verifone 1000 and compatible pinpads are supported and the only pinpad management system supported is DUKPT.

EBT

EBT is used for both SNAP (Food Stamps) programs and other government benefits that are not limited to specific inventory items. If one or more tenders have either "EBT Cash" as the selected validation type or "SNAP" as the selected validation type and "Authorization Required" as the authorization type, then the following additional information must be entered in the EBT tab:

- Prompt for EBT Cash Back: If checked, the system will ask for cash back when EBT Cash is used:
 - Limit EBT Cash Back: If checked, enter the maximum cash back amount.

For all processor choices besides T-Gate:

- Enter the following parameters for communicating with the pinpad:

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- COM Port: [COM1, COM2, COM3, COM4]
- Baud Rate: [300, 600, 1200, 2400, 4800, 9600, 19200]
- Parity: [Even, Odd, None]
- Data Bits: [7, 8]

Note that only Verifone 1000 and compatible pinpads are supported. If the store also accepts debit cards, the communications parameters should be the same the parameters entered in the [Debit](#) section.

Removing Or Editing Optional Tenders

You can delete the last Optional Tender on the list. You can not change the order in which the Optional Tenders display. If you replace a previous tender, the data mixes with the historical data for the prior tender.

Gift Card/Certificate Validation

The Validation types available for Gift Cards/Certificates are:

- Gift Card/Certificate
- Redeem GC
- Issue GC

Using Gift Certificates allows you to issue (sell) a Gift Certificate in a way that does not effect sales. The transaction is properly categorized as a tender exchange. Tenders assigned the "Issue GC" or "Redeem GC" settings can only be used for the corresponding function. The tender associated with the "Issue GC" validation option is displayed, printed on receipts, and reconciled as a positive number although it is tracked and reported on as negative.

If you select Gift Certificate, a window to ISSUE or REDEEM displays when you select Gift Certificate as the tender. This tender type works the same as Issue GC and Redeem GC However, the amounts when you issue a Gift Certificate will display and print as negative amounts.

If the Authorization type is "Only Record Number", the system allows the entry of the Gift Certificate number. If the Authorization type is set to "Authorization-Local", then the Gift Certificate number must be in the Gift Certificate database. The Gift Certificate numbers must be entered through Transaction Manager/Gift Certificate/Create Gift Certificates. If Issue Control is checked, the gift certificate must be issued before it can be redeemed

Gift Cards are similar in the way the tender is handled to Gift Certificates. However, they are authorized externally by a gift card processor such as Mercury Payment Systems, Sterling Payment Technologies, or ValueLink. Gift cards (stored value cards) can also be authorized by InfoTouch Enterprise Manager. Gift cards have two different ways of adding value to them, instead of just being issued. Activate is required the initial time a card is used. After that, additional value is added using the Reload function. Gift cards are used up by Redeeming them and the balance on a gift card can be found at any time using the Balance function.

Gift Card/Certificate Options

The following options are used by both Gift Cards and Gift Certificates:

- Cash Change: This setting overrides the setting linked to all other Optional Tenders.
 - Limit: Check to enter a maximum cash change amount.
- Default Amount: This setting overrides the setting linked to all other Optional Tenders.

The following options are used by Gift Certificates:

- Endorse: If Endorse is checked, the date, time, and if the Gift Certificate was Issued or Redeemed prints on the certificate when tendered. It will also print the amount on redemption only.

- Security level-Cancel Issued and Endorsed Certificate: [None/Security level 1...Security level 8/Never Allow] Select the security level the employee needs to cancel a transaction once a gift certificate has been issued and endorsed.
- Issue Control: If checked, a gift certificate cannot be redeemed unless the issuance of that certificate has been recorded.
- Customer Store Credit Certificates : [No, Prompt, Force] unlike normal gift certificates, customer store credit certificates can be issued over and over again. They are typically used to track refunds to customers given during return sales. The number for this type of certificate is the customer number. Customer store credit certificates are created, if necessary, on the fly during a transaction. If the option is set to either "Prompt" or "Force", when a customer account is selected, the customer store credit certificate balance will displayed along with the name, number, phone, and balance information. If this option is set to "Prompt", you will be prompted to use the customer store credit certificate whenever you select a gift certificate tender and the transaction is linked to a customer. If set to "Force", the customer store credit certificate will always be used whenever you select a gift certificate tender and the transaction is linked to a customer.

The following options are used by Gift Cards with PCCharge:

- Gift Merchant ID and Processor ID: Enter the appropriate ID fields from your PCCharge setup information.

SNAP (Food Stamps)

The SNAP Validation type defines a tender that can only be applied to items with the [SNAP feature](#) checked in the item record. SNAP has a separate cash change option and cash change limit that are defined in [Setup - General - Miscellaneous 3](#). Authorization types of "None" and "Authorization Required" are allowed for SNAP. Items that have the SNAP tender applied to them in a sale are treated as tax exempt.

Setup - General - Price Levels

The Price Levels screen defines up to 9 alternate Price Levels. Apply these Price Levels to Inventory items or rental periods. Rental periods display if your vertical provides for rentals. Price Levels and Rental Periods named here can apply to any item you sell or rent.

The Price Levels Screen of each item's Inventory Record defines the price at each Price Level. This defines the rate for each Rental Period also. Until you define the price in the Inventory Record, it is zero.

The first Price Level is Retail. The Retail price is the amount in the price field of the Inventory Record. Use the other Price Levels to create unique categories such as Wholesale, Distributor, or Preferred Customer.

You can change the Price Level at the Register. When you sell or rent an item, you can select an alternate Price Level or Rental Period. Refer to the Price Levels section of the Register Chapter.

You can use the Price Level fields to create Rental Periods. You can offer unique pricing for a specific rental period, such as "Weekend", "Weekly", or "Monthly." When you create a Rental Period, enter the period in days next to the name. For more information on the rental feature, refer to the Rent/Sell section of the Register Module. You can also refer to the Rental Items section of the Inventory Module.

Setup - General - Registers

Use Registers to change the number of Registers on your system and/or the type of printer used at each. You can have up to 60 Registers on your InfoTouch Store Keeper POS system. You define the number of cash drawers per Register. You also select the type of receipt printer to use.

- Registers on your system. Enter 1 if you are running a single user system. Enter the number of Registers, from 2 and 60, if you have a network.
- Drawers per Register: Select either one or two drawers.
- Receipt Printer: The choices are Star, Epson, Ithaca 50, or Ithaca 60.
- Receipt Interface: [Direct/OPOS/Windows] Select how receipt printers are connected to registers by default:
 - Direct - Select COM1, COM2, COM3, or COM4
 - OPOS - Enter the OPOS device name for the receipt printer and cash drawer(s).
 - Windows - Enter the Windows device name for the receipt printer. A list of Windows printer devices can be selected by using the Find (binoculars) button. You can optionally enter the OPOS device name for the cash drawer(s).
- Printer Types: Select the type of receipt printer in use on each Register. **TNote that Parallel Port Printers are not recommended.** The choices are:
 - 80 Column Parallel - An 80-column HP or IBM compatible parallel printer. Must be attached to LPT1.
 - 132 Column Parallel - A 132-column HP or IBM compatible parallel printer. Must be attached to LPT1.
 - 40 Column or 40 Column Serial - If the receipt interface is set to "Direct", the setting will indicate "40 Column Serial" and the receipt printer is connected to a serial port. Otherwise, the setting will indicate "40 Column" and the connection is determined by the OPOS or Windows device name.
 - 40 Column Parallel - A receipt printer attached to LPT1.

Up to 30 registers are shown on a screen. If you have more than 30 registers, a button will be visible to take you between the settings for registers **1-30** and **31-60**. Click **OK** when finished or **Cancel** to discard your changes.

Setup - General - System Security

Setup - General - System Security

InfoTouch Store Keeper POS supports two different types of security systems - plan-based security and hierarchical security. The default system is hierarchical security. Plan-based security is described below.

If you use hierarchical security, you use System Security to establish the passwords to be used on your InfoTouch Store Keeper POS system. Many functions in InfoTouch Store Keeper POS can be password protected to prevent them from being used by unauthorized personnel. There are eight levels of password protection. Three are assigned default names - Owner (level 7), Manager (level 4), and Assistant Manager (level 1, the lowest level). The others levels are initially labeled "Security Level 2", "Security Level 3", ... "Security Level 8", the last being the highest level of security. The names for any of these eight levels can be modified by selecting **Change Names**.

In addition, there is also a security level called "Record Only". When you assign this security level to a function, the use of the function is automatically recorded but no password is required.

System Security is always set to require the Owner level (level 7) or level 8 (highest) password. You must also enter your employee number and optional employee ID to access this function. You must enter each of the passwords twice since the actual password is not displayed. The two passwords for each level must match. You may leave any password blank, although this is not recommended.

Plan-based security

Plan-based security allows you to define plans that control what system features your employees can access. It eliminates the need for system-wide passwords and relies on the employee number and password to determine what functions are available. Up to 256 security plans can be defined in [Setup-Employees-Security Plans](#). These plans are then linked to the employee in the [employee record](#). InfoTouch Store Keeper POS comes with two predefined security plans - Full Access and the Default Plan. The former allows access to all system functions and cannot be modified. The Default Plan allows access to standard Register features only but can be modified. To enable plan-based security, check "Use Plan-Based Security". You will then be prompted to select an employee to assign to the Full Access plan. Once plan-based security is enabled, it is extremely important to always have an employee assigned to a plan that allows access to the security system features or you will never be able to change them. All other employees will be assigned to the Default Plan. For more information on plan-based security, see [Setup-Employees-Security Plans](#).

Setup - General - Tax Categories

Use Tax Categories to define or change up to 15 Tax Categories. These Tax Categories compute taxes at the Register. Tax Categories link with items in Inventory or with Customer Accounts in the Customer Module. The first Tax Category listed should be the most frequently used. When you create an item, that item defaults to the first Tax Category listed.

Tax Categories can be viewed but not changed once a sale has been made after the last Daily Closeout. Change Tax Categories after the Daily Closeout and before the start of business the next day.

Tax Categories has two screens, Tax Category Setup and Tax Tables. You can review and change the Rounding figure, Tax Category names, Tax Types, and Tax Rates.

On the Tax Category Setup Screen, you will see:

- Round taxes to nearest: This field allows rounding to the nearest monetary unit. The minimum is .01.
- Tax on Tax: Any Tax Category added to the Subtotal before other taxes. Other taxes use the Subtotal plus this tax when calculated.
- Round taxes up: If checked, the tax calculated will always be rounded up to the next unit, rather than rounded to the nearest unit. For example, if taxes are rounded to the nearest penny (.01), and the tax calculated is 1.2 cents (.012), then normally the software will round to the nearest penny and calculate a tax of one cent (.01). If Round taxes up is checked, the software will round up and charge two cents (.02).
- Exclude UPC coupons: Normally, tax is calculated on the amount, including discounts, that the customer pays. If this option is checked and a manufacturers' coupon (UPC code 5) is used, the coupon discount is ignored when calculating tax.

The categories are below this line. The display will show:

- Tax Category: Define the name of the Tax category.
- Tax Type: [Percentage/Per Unit] Toggle to indicate if tax is some of price or a set amount per unit. Graduated Taxes must be a percentage type tax.
- Tax Rate: Enter the percentage rate or dollar amount for the Tax Category.

Percentage Type Tax Categories can use Tax Tables. You can enter minimum and maximum taxable amounts. Tax Tables are used for amounts below a cutoff amount (usually \$1.00) on the Tax Tables screen. To setup Tax Tables, press TAX TABLE on the Tax Category screen. The screen will display:

- Tax Category: The Tax for which you want to build a table.
- Tax Rate: Amount of tax from Tax Category Setup.
- Table Lookup Cutoff Amount: [0/1.00/10.00/100.00/1,000.00/10,000.00] Lowest amount the Tax Category applies to without using the Tax Table.
- Minimum Price: If checked, a block displays to enter the minimum price below which the Tax Category does not apply. The Graduated Tables window will also appear.
- Maximum Price: If checked, enter a maximum above which the Tax Category does not apply.
- From/To Amount: Enter the amount of tax for each price range. The system calculates the "To" amount when you enter a "From" amount.

Tax Category Types

The two Tax Category types are Percentage and Per Unit. Along with these types of taxes, there can be a Value Added Tax (VAT) from the Inventory Module. Use a Percentage type tax to set the tax rate to be a percentage of the price of an item. Use the Tax Table screen to create a tax table. Use Tax Tables to calculate amounts below a

particular figure, such as for Sales Tax below a dollar. You can use the Tax Table screen to set a Minimum or Maximum Price. Amounts below the minimum or above the maximum are exempt from the tax. You can also create Graduated Tables. These tables subtract the Minimum Price amount, then apply the Percentage tax to the remaining amount.

A Per Unit type tax applies the amount of the tax to each unit of an item sold. Examples of per unit tax are per gallon tax on gasoline, or excise tax on tires. A Per Unit Type Tax can not have a tax table.

Once you create a Tax Category, you cannot delete that category. If you use the **Deactivate** button, the system will show the Tax Category as "Deactivated". You cannot deactivate the first tax category.

To track sales of Tax Exempt sales, you should create a "No Tax" category. For tax exempt customers, set the tax type to "Change to" using the "No Tax" category. This allows the Sales by Taxes report to show all sales activity including Tax Exempt sales.

Setup - Inventory

Choose one of the following options:

- Adjustment Reason Codes - Predefined reasons for adjusting inventory quantities.
- User-Defined Fields - Names of the user-defined fields in the vendor record.
- User-Defined Checkpoints - Names of the user-defined checkpoints that are attached to Purchase Orders.
- Open to Buy - Define a purchasing schedule by department for a period you wish to track purchases over.

Setup - Inventory - Adjustment Reason Codes

This function allows you to setup predefined reasons for Inventory Quantity Adjustments. You may have between one and twenty reason codes. The first Reason Code is called Free Form. You cannot change this code.

- Add - Enter the Reason Code and click **Add**.
- Modify - Double-click the Reason Code you wish to edit. Change the description and click **Modify**.
- Delete - Double-click the Reason Code you wish to delete. Click **Delete**.

Click **OK** when finished or **Cancel** to discard your changes.

Setup - Inventory - Open To Buy

The Open To Buy process helps you to plan your inventory buying patterns for a period of time you determine. To use the Open To Buy feature:

- Set the period start and end dates.
- Double-click any department in the list and specify a budget for the period in either dollars or units.

Click **OK** when finished or **Cancel** to discard your changes. The Open To Buy report in the Inventory module will show you what you have purchased by department for the period and what you have remaining in your Open To Buy budget.

Setup - Inventory - User-Defined Checkpoints

Use Checkpoints to list and monitor the steps your staff must perform in your handling of purchase orders. The first two Checkpoint names, "Received" and "Returned", are standard checkpoints included in the system. You can not change or delete these two checkpoints. You can enter up to 20 character names for the other twelve checkpoints.

- For example, if you unpack and then check a shipment when you receive an order, create checkpoints "Unpack" and "Check". This list of Checkpoints displays at the Purchase Orders screen for use by your staff. When you complete each step, the checkpoint for that step is "turned on".
- You can run a PO Checkpoints report in the Inventory module to determine what Purchase Orders meet or do not meet any combination of Checkpoint criteria.

Setup - Inventory - User-Defined Fields

Use this screen to enter a name for each field used to categorize your vendors. You can enter names for up to six fields. Each field can be up to twenty alphanumeric characters. You can use the user-defined fields to sort or select vendors for any Vendor report in the Inventory module.

When you create vendor records, the user-defined names display in the vendor record. You then enter the information for each name in the Vendor record.

- For example, assume you name one of the user-defined fields Specialty. This field will display in each vendor record. Indicate the vendor's specialty. Retrieve the vendor record for Vendor #1 and in the Specialty field enter Sports Shoes. You enter the appropriate specialties in the Specialty field of other vendors' records.
- You can then run a Vendor Contact List report for vendors with the Specialty field of Sports Shoes. The report prints the contact information for Vendor #1 and any other vendor whose Specialty field contains Sports Shoes.

Shift Tracking and System Maintained Status

You may see a window with the message "Shift Tracking". This indicates that the system is performing end-of-day processing for one or more shifts.

When the Shift Tracking message displays, the end-of-day processing sets the Clock Out status for any Employees who clocked in for the shift but who failed to clock out before the Automatic Clock Out time. Also, when the shift plan tracks clock in and clock out, the status of any Employee who has not clocked in for a scheduled shift is set to Unexcused by this processing.

Bad Punch

An Employee who punches the clock out of sequence (two consecutive clock punches of the same type) can toggle the status field to change the activity to the correct one. The system records this change on the hours screen of the employee record as a "Bad Punch". If a bad punch is detected, the employee will not be credited with any hours worked since the last correct punch. The manager must reconcile a Bad Punch status with any employee hours worked through Employees - Track Employees.

When an Employee fails to Clock In or Clock Out, records of time worked will be inaccurate. The Employee Module identifies these discrepancies through the Time Clock. A full report of clock transactions can be reviewed using the Employee Reports. Records of employee hours can be reviewed, corrected and comments made regarding hours on the Track Employees screens.

A complete explanation of the effects of Time Clock operations on Employee Status is found in the Track Employees and the Reports sections of the Employee Module.

Unexcused Status

The status for an Employee will be set to Unexcused if an Employee is assigned a Shift Plan and during a day that they are scheduled to work, there is no Clock In recorded. The status will be set when the Day Boundary is reached. The system will track the Unexcused status even if the Arrival/Departure Tracking is not active.

System Requirements

The minimum requirements for an InfoTouch Store Keeper POS system are:

- A 700MHZ Pentium processor or faster
- A fixed hard disk with at least 20 GB of available storage space
- Windows XP or WEPOS (Windows Embedded for Point of Service)
- 256 MB of RAM
- An 8 MB color video card (16MB or better recommended)

Time Clock Overview

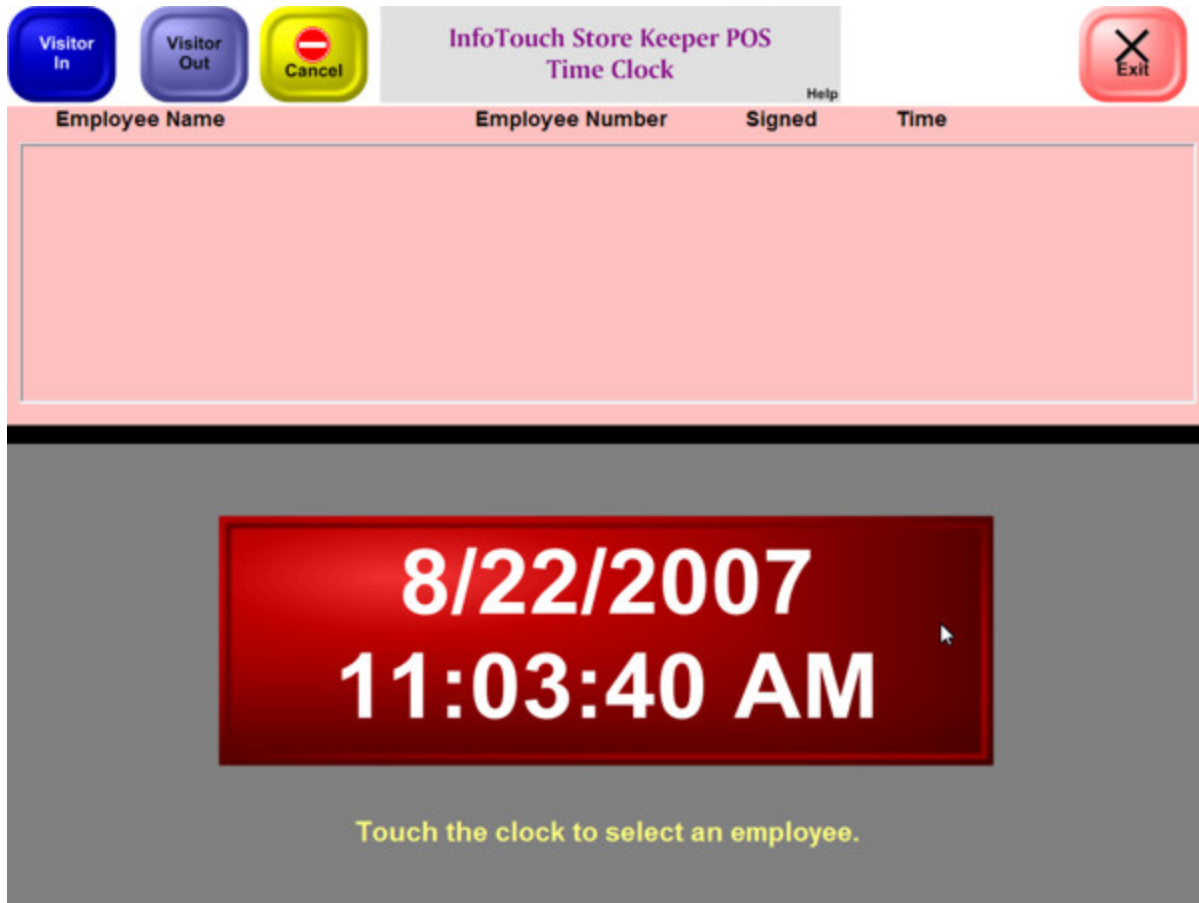
Use the Time Clock Module to monitor the hours worked by each Employee. The Time Clock Module sends information to the Employee Module for use in reporting and calculating compensation for employees. The Time Clock is set from your computer's time. The Time Clock Module allows Employees and Visitors to clock in when they arrive and clock out when they leave. In addition to this, Employees can clock in and out for breaks or lunch. Each employee is identified by Name, a unique Employee Number, and an optional password. The Employee Number can be any number up to 9999. You can use existing Employee Numbers from your business to simplify record keeping. Employees can be assigned a password that is required whenever the Employee clocks in or out. This helps to guard against fraudulent clocking. Depending upon the employee's record, the Time Clock can automatically determine when an employee arrives late, leaves early, or does not work as many hours as scheduled.

How InfoTouch Store Keeper POS Uses the Time Clock

InfoTouch Store Keeper POS combines the scheduling and shift plan information you set up with the Clock In and Clock Out functions of the Time Clock. This allows you to track and evaluate your Employee Attendance. This section explains how to use the Time Clock screen and the Time Clock functions.

You may want to read the Employees section to see how the Time Clock and the Employee Modules work. When your staff uses the Time Clock consistently, you collect complete detail on Employee attendance. This detail includes:

- Early and late arrivals
- Early and late departures
- Hours worked
- Hours missed
- Unexcused absences
- Other employee time-related activity, such as breaks and lunch/dinner periods



Time Clock Screen

Touch Data Link

Touch Data Link

When InfoTouch Store Keeper POS is run at a store that is part of a retail chain, it must communicate information to and receive updates from the system running at headquarters (host system), such as InfoTouch Enterprise Manager. InfoTouch Store Keeper POS produces an ASCII transaction log at the end of the day as part of the [Daily Closeout](#). The file is sent, either over dial-up communications lines or the Internet, to the host system. The host system in turn sends commands back to the store. These commands include instructions to the store to create a new inventory item, change the price of an item, the address of a customer, etc. Like the transaction log, the commands are typically sent in an ASCII file. A common additional requirement for these commands is for them to be sent in advance with a date/time when they should be invoked. An example of this is for the host to send information about a "sale" - namely, that an item's price should be reduced on a certain date and revert back to the original price at a later date.

Touch Data Link (TDL) adds these capabilities to InfoTouch Store Keeper POS. In particular, TDL generates an ASCII transaction log automatically after the daily closeout, invokes the communications package of your choice to send the log file to a host system, and receives and process commands from the host system. The commands are placed into a scheduler database. The Main Menu of InfoTouch Store Keeper POS checks the scheduler database once a minute, and implements and commands at the appropriate date and time.

In addition to the automated processing just described, each of the functions of TDL can be manually invoked by selecting **Touch Data Link** from the Transaction Manager menu. The following options are available:

- Communicate - performs the TDL process of preparing the transaction log, communicating with headquarters, and processing any scheduled updates.
- Export - select from one of the following options and then select **Export**:
 - Prepare transaction log - prepares file to send to headquarters.
 - Send quantities on hand - signals that the next daily closeout will send quantities on hand for all items back to headquarters.
 - Resend daily transaction log - select a date to resend a previously prepared transaction log.
 - Filter transaction records - by default, all possible kinds of information are sent to headquarters. You can select which types of records to exclude with this option.
- Import - select from one of the following options and then select **Import**:
 - Receive scheduled updates - process updates sent from headquarters.
 - Clear scheduled updates - clear out the entire database or a specific update from headquarters. The Manager level password is required to access this function. To clear out a specific update, you will need the update number which can be found in the Transaction Manager TDL Import report.
- Options - configure the how TDL operates. If you use InfoTouch Enterprise Manager, you should make TDL Options changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.
 - Purge transaction log files - check to specify the number of days to retain transaction log and update files.
 - Retention period - enter the number of days to retain transaction log files. Default is 14 days.
 - Delete TITO files - if TITO functions are used (see [Utility - Touch In-Touch Out](#)), check to delete the file after it is processed, which is the default.
 - Employee Handle [Name/Number/Social Security #] - the field used to indicate an employee in all records. Default is Number. If you use InfoTouch Enterprise Manager, Number is the only allowed choice.

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- Employee Hours Sent [Daily/Weekly/Monthly/Never] - when employee hours as collected by the [Time Clock](#) module should be sent. The default is daily.
- Real Time Processing - if checked, the sales and inventory transactions will be exported in real time and the Main Menu will check for Import files in real time. By default, register #1 will perform all real time processing and will implement all scheduled events. The register that will perform these tasks can be overridden in the [registry](#).

Detailed file format information can be found in the following sections:

- [Export Data File Format](#)
- [Export Operation Codes](#)
- [Export Data Field Definitions](#)
- [Import Data File Format](#)
- [Import Operation Codes](#)
- [Import Data Field Definitions](#)
- [Field Types](#)

Touch Data Link- Export Data Field Definitions

FIELD NAME	FIELD DESCRIPTION		
FIELD TYPE			
<action>	See import data file format		
<acct_adjusts>	Account adjustments	D	
<adjust_reason>	Reason for inventory adjustment A10		
<average_cost>	Current inventory item average cost		D
<batch_number>	Credit card batch number A6		
<branch_adr1>	Branch address - 1st line A30		
<branch_adr2>	Branch address - 2nd line A30		
<branch_city>	Branch city A16		
<branch_contact>	Branch contact name	A25	
<branch_id>	Branch id A8		
<branch_id>	Branch identifier A8		
<branch_name>	Branch name A25		
<branch_phone1>	Branch phone - 1st number A14		
<branch_phone2>	Branch phone - 2nd number A14		
<branch_phone3>	Branch phone - 3rd number A14		
<branch_state>	Branch state A2		
<branch_zip>	Branch zip code A10		
<card#>	Credit card tender number		N (Note A)
<card_adjust>	Credit card adjustments by card/register	D	
<card_collected>	Credit card sales by card by store	D	
<card_flags>	Credit card flags (Note B)		N
<card_name>	Credit card name A17		
<card_number>	Credit card number		N (Note O)
<card_sales_amt>	Credit cards sales by card by register	D	
<card_sales_qty>	Number of credit card sales by card/register	N	
<cash_adjust>	Cash adjustments by register		D

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<cash_chg_amt>	Cash change by register		D
<cash_chg_qty>	Number of cash change's by register		N
<cash_collected>	Cash collected by store		D
<cash_po_amt>	Cash paid out/in by register		D
<cash_po_qty>	Number of paid out's/in's by register		N
<cash_sales_amt>	Cash received by register		D
<cash_sales_qty>	Number of cash sales by register		N
<check_adjust>	Check adjustments by register		D
<check_sales_amt>	Checks received by register		D
<check_sales_qty>	Number of checks received by register		N
<checks_collected>	Checks collected by store		D
<corp_name> A25	Company name		
<cus_payments>	Customer payments	D	
<cus#> key#	Customer number		
<cwo_deposits>	CWO deposits	D	
<cwo_refunds>	CWO refunds	D	
<deposit_applied>	Deposit applied	D	
<deposits_applied>	Daily deposits applied	D	
<dept_adjust_phys>	Inventory department adjustment/physical		D
<dept_cost_sales>	Inventory department cost of sales		D
<dept_discounts>	Inventory department discounts		D
<dept_inventory>	Inventory department value change		D
<dept_name> A22	Inventory department name		
<dept_number>	Inventory department number	N	
<dept_sales>	Inventory department sales		D
<dept_receive>	Inventory department received value		D
<dept_returns>	Inventory department returns		D
<dept_transfer>	Inventory department transfer value		D
<dest_branch>	Branch ID, destination of transfer	A8	
<email_lines> (Note C)	Number of email_text lines		N
<email_text> A40 (Note C)	Lines of electronic mail		
<emp_handle>	Employee number/name/social security number		(N
	ote D)		
<exception_code> A12	Exception problem identifier		
<exception_problem>	Description of exception problem		
	A128		

Touch Data Link - Export Data Field Definitions

<expiration> A4 (Note E)	Expiration date		
<hold#>	Hold Sale number		N
<hold_sale_flag> (Note F)	Hold sale indicator		N
<inv_disc_dollar> (Note G)	Invoice discount dollar		D
<inv_disc_percent>	Invoice discount percentage		F
<inv_lines>	Number of invoice lines		N
<inv_tax>	Invoice total tax collected		D
<inv_tax_override> (Note H)	Invoice tax override		N
<inv_total>	Invoice total		D
<invoice#>	Invoice number		N
<item#> key#	Inventory item number		
<item_description>	Item or non-inventory description	A40	
<lay_deposits>	Layaway deposits	D	
<lay_refunds>	Layaway refunds	D	
<line_cost>	Line item average cost		P
<line_discount>	Line item discounts (manual)		P
<line_emp_handle>	Line item employee number/name/social		(N
	ote D)		
<line_feature_block> (Note I)	Line item feature block		N
<line_flag> (Note I)	Line item flags		N
<line_price>	Line item unit price		P
<line_qty>	Line item quantity		F
<line_tax_cat> (Note J)	Line item tax categories		N
<line_unit_conver>	Line item unit conversion		F
<line_vat_amount>	Line item VAT amount		D
<line_vat_cat>	Line item VAT category		N
<list_of_depts>	List of department names	A	
<list_of_taxes>	List of tax categories	A	
<list_of_tenders>	List of optional tender names	A	
<lost_text> A38	Lost sales description		
<markdown_reason> A10	Reason for markdown		
<number_nosales>	Number of no sales		N
<number_returns>	Number of returns		N

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<number_sales>	Number of sales		N
<number_voids>	Number of voids		N
<order_status>	Transaction status, transfer	N (Note P)	
<order_type>	Transaction type, transfer	N (Note Q)	
<paidout_category>	Paid out/in category number		N
<paidout_text>	Paid out/in description		
A37			
<postvoid_category>	Post transaction void category number		N
<postvoid_text>	Post transaction void description		
A37			
<price_reduction>	Markdown price reduction		D
<qty_adjusted>	Quantity for inventory adjustment		F
<qty_allocated>	Quantity allocated		F
<qty_alloc_change>	Change to quantity allocated		F
<qty_counted>	Quantity counted for physical inventory		F
<qty_expected>	Quantity expected for physical inventory		F
<qty_in_transit>	Quantity in transit	F	
<qty_onhand>	Quantity on hand		F
<qty_status>	Line quantity status, transfer	A1 (Note R)	
<reference#>	Reference number of transfer	A39	
<reg#>	Register number		N
<roa_adjust>	Customer charges adjustments by register		D
<roa_collected>	Customer charges by store		D
<roa_sales_amt>	Customer charges by register		D
<roa_sales_qty>	Number of customer charges by register		N
<serial#>	Serial number		
key#			
<source_branch>	Branch ID, source of transfer	A8	
<tax_by_type>	Invoice tax array		(Note L)
<tax_collected>	Tax collected for category		D
<tax_name>	Tax category name		A
<tax_number>	Tax category number		N
<tender#>	Tender number		N
(Note M)			
<tender_by_type>	Invoice tender array		(Note N)
<total_end_cash>	Total ending cash		D
<total_returns>	Total dollar value of returns		D
<total_sales>	Total dollar value of sales		D
<total_start_cash>	Total starting cash		D
<total_voids>	Total dollar value of voids		D

Touch Data Link - Export Data Field Definitions

<trans#> (Note F)	Invoice or hold sale number	N
<transaction#>	Internal inventory transaction number	N
<transaction_flag> A2 (Note K)	Transaction indicator	
<transfer#>	Transfer number	N
<transfer_branch> A22	Branch id receiving transfer	
<transfer_lines>	Number of transfer lines	N
<version_number>	Version number	F

NOTES

A This comes from the order of the credit cards as entered in the Setup module. The first credit card tender is 0, the second is 1, etc.

B Credit card flags is a bit encoded integer. The bits (from least to most significant) indicate:

0x0001	Card manually entered
0x0002	Transaction approved
0x0004	Transaction captured
0x0008	Duplicate transaction
0x0010	Manual approval entered
0x0020	Transaction needs post authorization
0x0040	Captured transaction voided
0x0080	Capture forced (for duplicate transaction)
0x0100	No verification required
0x0200	Account number read
0x0400	Host responded
0x0800	Transaction needing post authorization voided
0x1000	Transaction removed during batch settlement

C <email_text> will consist of <email_lines> number of 40 character fields. The default value of <email_lines> is 10. This will produce 10 40 character fields of text for a maximum of 400 characters per message. There is no limit to the number of electronic mail messages the system can store.

D There is a setup option on whether TDL will transmit the employee name, number, or social security number. Field types are as follows:

Name	A25
Number	N
Social Security Number	All

E Format of expiration date is MMY.

F If <hold_sale_flag> is an 'H' then the <trans#> is a hold sale number from a CWO or layaway transaction. Otherwise, <hold_sale_flag> is an 'I' and the <trans#> is an invoice number.

G Sum of all line item and sale discounts.

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H Invoice tax override flag is a bit encoded integer. The low order 15 bits correspond to the 15 possible tax categories. The high order bit indicates whether the tax override is a "Allow only" (high order bit set) or "Change to" (high order bit reset). The default value is -1 (0xffff), i.e., allow all tax categories or no override.

I Line item flags. Low order bit (0x01) indicates serialized inventory. Next bit (0x02) indicates parts exploded item. Next bit (0x04) indicates an "immediate child" item. Next bit (0x08) indicates that the feature block contains additional flags. Low order bit of the feature block (0x01) means the line item is not discountable. Next bit (0x02) indicates that the line item price was overridden. Next bit (0x04) indicates the line received a threshold discount. Next bit (0x08) indicates the item could receive quantity price breaks in conjunction with other lines. Next three bits (0x70) indicates a non-stock unit of measure selected. Next bit (0x80) indicates the line is a deposit/tax parts explosion component. Next line (0x100) indicates the line received a discount via a scanned (UPC code 5) coupon.

J Line item tax categories. One bit for each of the fifteen possible tax categories. Copied from inventory record.

K The transaction flag is a one or two character field. A value of 'R' indicates that this invoice was a return sale. A value of 'P' indicates the sale was voided (post transaction void). A value of 'PR' indicates a return sale that was voided.

L Invoice tax array. Fifteen dollars representing all possible tax categories.

M Tender numbers for CWO/layaway transactions. The number corresponding to each tender is:

<cash>	0
<customer_charge>	1
<deposit_applied>	2
<check>	3
<credit_card_1>	4
<credit_card_2>	5
.	
.	
<credit_card_10>	13

N Invoice tender array. The number of tenders used in the sale and, for each one used:

```
"<tender_index_number>","<amount>","<validation_type>","<verification_type>","<debit_flag>"
```

O Credit card number. The first optional tender defined in Setup is number 0, the second is number 1, etc.

P Order status (transfer) - 0 = Open, 1 = Received, 2 = Returned

Q Order type (transfer) - 2 = Transfer In, 3 = Transfer Out

R Line quantity status (transfer) - "" = expected, "B" = not received, "E" = excess quantity

Touch Data Link- Export Data File Format

<branch_id>.log format:

```
"BEGIN"  
"BID", "<branch_id>"  
    <yymmdd.exp>           Optional Closeout Information  
    .  
    .  
    <yymmdd.exp>  
"END"
```

<yymmdd.exp> format :

```
"BTL", "yymmdd"  
<export_data>  
<exceptions>  
"ETL"
```

Record types:

Create/Modify/Delete of records (inventory, customers, employees)

```
"RIC", <inventory_tito_format>  
"RIM", <inventory_tito_format>  
"RID", "<item#>"
```

```
"RCC", <customer_tito_format>  
"RCM", <customer_tito_format>  
"RCD", "<cus#>"
```

```
"REC", <employee_tito_format>  
"REM", <employee_tito_format>  
"RED", "<emp_handle>"
```

```
"RVC", <vendor_tito_format>  
"RVM", <vendor_tito_format>  
"RVD", "<vendor#>"
```

Inventory received

```
"RIR", "<item#>", "<transaction#>", "<date_received>", "<time_received>", "<qty_re  
ceived>", "<cost_received>"
```

Inventory transferred - out (Register module)

```
"RTOH", "<transfer#>", "<date>", "<time>", "<transfer_branch>", "<transfer_lines>"  
"RTOD", "<transfer#>", "<line_qty>", "<line_flag>", "<item#>", "<serial#>"
```

Inventory transferred - in (Register module)

```
"RTIH", "<transfer#>", "<date>", "<time>", "<transfer_branch>", "<transfer_lines>"  
"RTID", "<transfer#>", "<line_qty>", "<line_flag>", "<item#>", "<serial#>"
```

Transfers (Replenishment module)

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"RXH", "<order_type>", "<reference#>", "<source_branch>", "<dest_branch>", "<date>", "<time>", "<date_updated>", "<time_updated>", "<order_status>", "<transfer_lines>"

"RXD", "<order_type>", "<reference#>", "<item#>", "<line_qty>", "<qty_status>", "<line_cost>"

Physical inventory

"RIP", "<item#>", "<transaction#>", "<date>", "<time>", "<qty_counted>", "<qty_expected>", "<average_cost>"

Adjust inventory quantity

"RIAD", "<item#>", "<transaction#>", "<date>", "<time>", "<qty_adjusted>", "<average_cost>", "<adjust_reason>"

Adjust quantity allocated

"RIAL", "<transaction#>", "<date>", "<time>", "<reg#>", "<item#>", "<qty_alloc_change>"

Inventory stock level

"RIS", "<item#>", "<qty_onhand>", "<qty_allocated>", "<qty_in_transit>"

Markdown inventory

"MKDN", "<item#>", "<date>", "<time>", "<qty_onhand>", "<price_reduction>", "<markdown_reason>"

Modification of branch information

"DBI", "<corp_name>", "<branch_name>", "<branch_id>", "<branch_contact>", "<branch_adr1>", "<branch_adr2>", "<branch_city>", "<branch_state>", "<branch_zip>", "<branch_phone1>", "<branch_phone2>", "<branch_phone3>"

Cash Register Functions

"CPO", "<date>", "<time>", "<reg#>", "<amount>", "<paidout_text>", "<paidout_category>"

"CDP", "<date>", "<time>", "<reg#>", "<amount>"

"CCI", "<date>", "<time>", "<reg#>", "<amount>"

Register Summary

"CRSCA", "<date>", "<reg#>", "<cash_sales_amt>", "<cash_sales_qty>", "<cash_po_amt>", "<cash_po_qty>", "<cash_chg_amt>", "<cash_chg_qty>", "<cash_adjust>"

"CRSCH", "<date>", "<reg#>", "<check_sales_amt>", "<check_sales_qty>", "<check_adjust>"

"CRSRA", "<date>", "<reg#>", "<roa_sales_amt>", "<roa_sales_qty>", "<roa_adjust>"

"CRSCC", "<date>", "<reg#>", "<card_name>", "<card_sales_amt>", "<card_sales_qty>", "<card_adjust>"

.

"CRSCC", "<date>", "<reg#>", "<card_number>", "<card_name>", "<card_sales_amt>", "<card_sales_qty>", "<card_adjust>"

Store Summary

"STSCA", "<date>", "<cash_collected>"

"STSCH", "<date>", "<checks_collected>"

"STSRA", "<date>", "<roa_collected>"

"STSCC", "<date>", "<card_name>", "<card_collected>"
 .
 .
 "STSCC", "<date>", "<card_name>", "<card_collected>"
 "STSSA", "<date>", "<number_sales>", "<total_sales>"
 "STSRE", "<date>", "<number_returns>", "<total_returns>"
 "STSVO", "<date>", "<number_voids>", "<total_voids>"
 "STSNO", "<date>", "<number_nosales>"
 "STSCB", "<date>", "<total_start_cash>"
 "STSCE", "<date>", "<total_end_cash>"
 "STSDP", "<date>", "<cwo_deposits>", "<cwo_refunds>", "<lay_deposits>", "<lay_refu
 nds>", "<deposits_applied>"
 "STSPA", "<date>", "<cus_payments>", "<acct_adjus>"

Department Sales Summary

"DSS1", "<date>", "<time>", "<dept_name>", "<dept_number>", "<dept_sales>",
 "<dept_returns>", "<dept_discounts>", "<dept_cost_sales>", "<dept_inventory>",
 "<dept_receive>", "<dept_transfer>", "<dept_adjust_phys>"

Tax Collected Summary

"TCS1", "<date>", "<time>", "<tax_name>", "<tax_number>", "<tax_collected>"

Department Name List

"DEPTLIST", "<list_of_depts>"

Tax Category List

"TAXLIST", "<list_of_taxes>"

Optional Tender Name List

"TENDLIST", "<list_of_tenders>"

Invoices

"RSH", "<invoice#>", "<date>", "<time>", "<transaction_flag>", "<cus#>",
 "<reg#>", "<emp_handle>", "<inv_total>", "<inv_disc_percent>",
 "<inv_disc_dollar>", "<inv_tax_override>", "<inv_lines>",
 "<tender_by_type>", "<inv_tax>", "<tax_by_type>", "<deposit_applied>"
 "RSD", "<invoice#>", "<line_qty>", "<line_cost>", "<line_price>",
 "<line_discount>", "<line_feature_block>", "<line_tax_categ>",
 "<line_vat_amount>", "<line_vat_categ>", "<line_unit_conver>",
 "<line_flag>", "<item#>", "<serial#>", "<line_emp_handle>", "<item_description>"

Payments and Adjustments

"RCP", "<cus#>", "<payment#>", "<date>", "<time>", "<amount>", "<tender_by_type>"

Post Transaction Void

"VOID", "<date>", "<time>", "<reg#>", "<invoice#>", "<postvoid_text>",
 "<postvoid_category>"

Customer Waiting Order Tender

"CWO", "<date>", "<time>", "<reg#>", "<amount>", "<cus#>", "<hold#>", "<tender#>"

Layaway Tender

"LAY", "<date>", "<time>", "<reg#>", "<amount>", "<cus#>", "<hold#>", "<tender#>"

Credit Card Batch Number

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"BATCH", "<batch_number>"

Lost Sales

"LOST", "<date>", "<time>", "<reg#>", "<lost_text>"

Version

"VERSION", "<version_number>"

Exceptions

"EXCP", "<date>", "<exception_problem>", "<exception_code>"

"EXCL", '<action>'

Touch Data Link- Export Operation Codes

Operation code	Description
BATCH	Credit card batch number
CCI	Register cash in
CDP	Register deposit
CPO	Register paid out/in
CRED	Credit card verifications
CRSCA	Register cash summary
CRSCC	Register credit card summary
CRSCH	Register check summary
CRSRA	Register customer charge summary
CWO	Customer waiting order tender
DBI	Branch information modified
DEPTLIST	Department name list
DSS1	Department sales summary
EMAIL	Send electronic mail
EXCL	Action that caused exception
EXCP	Exception diagnosis
LAY	Layaway tender
LOST	Lost sales
MKDN	Markdown inventory
RCC	Customer record created
RCD	Customer record deleted
RCM	Customer record modified
RCP	Customer payment information
REC	Employee record created
RED	Employee record terminated
REH	Employee hours worked
REM	Employee record modified
REO	Employee hours worked override
RIAD	Inventory adjustment
RIAL	Inventory quantity allocated adjustment
RIC	Inventory record created
RID	Inventory record deleted
RIM	Inventory record modified
RIP	Physical inventory
RIR	Inventory received
RIS	Inventory stock level
RSD	Invoice line item information

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RSH	Invoice header information
RTID	Transfer in (Register module) line item information
RTIH	Transfer in (Register module) header information
RTOD	Transfer out (Register module) line item information
RTOH	Transfer out (Register module) header information
RVC	Vendor record created
RVD	Vendor record deleted
RVM	Vendor record modified
RXD	Transfer (Replenishment module) line item information
RXH	Transfer (Replenishment module) header information
STSCA	Store cash summary
STSCB	Store starting cash summary
STSCC	Store credit card summary
STSCD	Store ending cash summary
STSCH	Store check summary
STSDP	Store deposits summary
STSNO	Store no sales summary
STSPA	Store payments and adjustments summary
STSRA	Store customer charge summary
STSRE	Store returns summary
STSSA	Store sales summary
STSVO	Store voids summary
TAXLIST	Tax category list
TCS1	Tax collected summary
TENDLIST	Optional tender name list
VERSION	Version number
VOID	Post transaction void

Touch Data Link- Field Types

<u>TYPE</u>	<u>DESCRIPTION</u>
A#	Alphanumeric - # characters long
N	Numeric - whole numbers
B	Numeric - 0 or 1
F	Numeric with decimals
D	Dollar - 2 decimal places
P	Price - 2, 3, or 4 decimal places depending on setup options
Date	mm/dd/yy or "NOW"
Time	hh:mm (24 hour format), hh:mm:ss (24 hour format), or ""
key#	Depending on setup options either numeric or alphanumeric (5-21 characters)

Touch Data Link- Import Data Field Definitions

<action> Fields:

<u>FIELD NAME</u>	<u>FIELD DESCRIPTION</u>	<u>FIELD TYPE</u>
<additional_attribute>	Special processing field	A2
<bad_check_tito_filename> A41(Note C)	Filename for multiple creates	
<branch_id> A8	Branch identifier	
<change_type> A2	Type of change to make to field	
<change_value> (Note A)	Value of field change	
<command_line> A41	Program arguments	
<customer_receive_filename> A41 (Note B)	Filename for multiple changes	
<customer_ref_tito_filename> A41(Note C)	Filename for multiple creates	
<customer_tito_filename> A41 (Note C)	Filename for multiple creates	
<data_file_number>	Data file to be changed	N
<employee_tito_filename> A41(Note C)	Filename for multiple creates	
<field_number>	Field to be changed	N
<filename> A41	Filename	
<from_key> (Note D)	Start of range of records	
<hold_sale_tito_filename> A41(Note C)	Filename for multiple creates	
<inventory_receive_filename> A41(Note B)	Filename for multiple changes	
<inventory_tito_filename> A41(Note C)	Filename for multiple creates	
<key> (Note D)	Key to find record to be changed	
<key_number>	Key number to search for changes	N
<program_name> A41	Program	
<ref_tito_filename> A41(Note C)	Filename for multiple creates	
<serial_tito_filename> A41(Note C)	Filename for multiple creates	
<source_tito_filename> A41(Note C)	Filename for multiple creates	

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<tax_tito_filename> Filename for multiple creates
A41(Note C)

<to_key> End of range of records
(Note D)

<transfer_tito_filename> Filename for multiple creates
A41(Note C)

<vendor_tito_filename> Filename for multiple creates
A41(Note C)

Notes

A Change value indicates what happens to the field. Depends upon change type and the field to be changed. The following are the change value field types:

Change type Change value type

RP	F
RA	Field type (invalid for Alphanumerics)
AF	Field type (all types valid)
SB	N (only valid for bitmapped fields)
CB	N (only valid for bitmapped fields)
SC	N/A (only valid for retail price and price levels)
SA	N/A (only valid for retail price and price levels)
SR	N/A (only valid for price levels)

B Collection of inventory or customer TITO records with receive header.

C Collection of TITO records of the appropriate type.

D Type is the field type of the key being used.

Touch Data Link- Import Data File Format

<branch_id>.upd format:

```
"BEGIN"
  "DRC", "yymmdd"      Optional Received Confirmations
  .      (date is from <yymmdd.exp> -
  .      see Export data file format)
  "DRC", "yymmdd"

  "DXR", "yymmdd"      Optional Retransmit Requests
  .      (date is from <yymmdd.exp> -
  .      see Export data file format)
  "DXR", "yymmdd"

  "DSR", "yymmdd"      Optional Inventory Stock Level Request
  .      (date is from <yymmdd.exp> -

  <action>      Optional Action List
  .
  .
  <action>

"END"
```

<action> format :

Data File Changes:

Temporary Changes

```
"DCT", "<start_date>", "<start_time>", "<end_date>", "<end_time>",
"<data_file_number>", "<field_number>", "<key_number>", "<key>", "<change_type>",
"<additional_attribute>", "<change_value>"
```

```
"DCTR", "<start_date>", "<start_time>", "<end_date>", "<end_time>",
"<data_file_number>",
"<field_number>", "<key_number>", "<from_key>", "<to_key>",
"<change_type>", "<additional_attribute>", "<change_value>"
```

Permanent Changes

```
"DCP", "<change_date>", "<change_time>", "<data_file_number>", "<field_number>",
"<key_number>", "<key>", "<change_type>", "<additional_attribute>",
"<change_value>"
```

```
"DCPR", "<change_date>", "<change_time>", "<data_file_number>", "<field_number>",
"<key_number>", "<from_key>", "<to_key>", "<change_type>",
"<additional_attribute>", "<change_value>"
```

Deletion of Records

```
"DD", "<delete_date>", "<delete_time>", "<data_file_number>", "<key_number>", "<key>"
```

```
"DDR", "<delete_date>", "<delete_time>", "<data_file_number>", "<key_number>",
"<from_key>", "<to_key>"
```

<data_file_number> :

```
Inventory:    0
Customers:    6
```

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Employees: 8
Orders: 12

<key_number> :

Inventory:

Item Description 0
Item Number 1
UPC 2

Customers:

Customer Name 0
Customer Number 1
Telephone 2

Employees:

Employee Name 0
Employee Number 1

Orders:

Reference Number2

<field_number> :

Inventory:

Retail Price 0
Price Level 1 1
Price Level 2 2
Price Level 3 3
Price Level 4 4
Price Level 5 5
Price Level 6 6
Price Level 7 7
Price Level 8 8
Price Level 9 9
All Prices 10
Unit Conversion 11
Cost 12
Average Cost 13
Description 14
VAT Category 15
Tax Categories 16
Quantity On Hand 17
Quantity On Order 18
Quantity Allocated 19
Minimum Quantity 20
Maximum Quantity 21
Sales Premium 22
Conceal Item 23
Location 24
UPC 27
Volume Discount Type 28
Volume Threshold 29
Volume Discount Percent 30
Reorder Quantity 31
Flag 32
Short Description 33
Maximum Threshold 34

Across Lines Flag	35
Group Discount Item Number	36
Profit Type	37
Profit Margin	38
Appointment Duration	39
Unit of Measure Prices	40-99
Weight	100
Threshold Multiplier	101
Threshold Unit of Measure	102
Quantity In Transit	103
Sale Price	104
Stock Unit Name	105
Sale End Date	106
Points to Buy	107
Points Earned	108

Customers:

Phone Number	0
Message	1
Description 1	2
Description 2	3
Description 3	4
Categories	5
Name	6
Address Line 1	7
Address Line 2	8
City	9
State	10
Zip Code	11
Contact	12
Credit Limit	13
Service Charge	14
Discount Category	15
Tax Override	16
Price Level	17
Last/Business Name	18
First Name	19
Tax Exempt ID	20
License	21
Check Processing	22
PO Required	23
Flag	24
Sales Rep.	25
Linked Account	26
Fax number	27
Mobile phone number	28
Ship to Address Line 1	29
Ship to Address Line 2	30
Ship to City	31
Ship to State	32
Ship to Zip Code	33
Credit Card Expiration	36
Birth Date	37
E-mail address	38
Loyalty Points Earned	39
Loyalty Points Redeemed	40

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Employees:

Phone Number	0	
Message		1
Description 1		2
Description 2		3
Description 3		4
Categories	5	
Name	6	
Address Line 1		7
Address Line 2		8
City	9	
State	10	
Zip Code		11
Social Security Number		12
Marital Status		13
Birth Date		14
Start Date		15
Work Status		16
Shift Plan		17
Appointment Book		18
Password		19
Salaried		20
Salary 1		21
Salary 2		22
Salary 3		23
Default Salary		24
Salary Units		25
Payroll Period		26
Payroll ID		27
Commission Type		28
Commission Name		29
Bonus Plan		30
Contest Plan		31
Draw		32
Draw Units		33
Ten Hour Shift		34
Terminated		35
Security Plan		37

<change_type> :

RP	relative percent
RA	relative amount
AF	absolute field
SB	set bit
CB	clear bit
SC	set to cost
SA	set to average cost
SR	set to retail price

<additional_attribute> :

NM	none
RI	receive inventory (relative changes to Inventory Quantity On Hand only)
TI	transfer inventory (relative changes to Inventory Quantity On Hand only)

Create/Modify multiple records

```

"ENDTEXT"
"TIC", "<change_date>", "<change_time>", "<inventory_tito_filename>"
"TICF", "<change_date>", "<change_time>", "<inventory_tito_filename>"
"TCC", "<change_date>", "<change_time>", "<customer_tito_filename>"
"TCCF", "<change_date>", "<change_time>", "<customer_tito_filename>"
"TSC", "<change_date>", "<change_time>", "<serial_tito_filename>"
"TSCF", "<change_date>", "<change_time>", "<serial_tito_filename>"
"TEC", "<change_date>", "<change_time>", "<employee_tito_filename>"
"TECF", "<change_date>", "<change_time>", "<employee_tito_filename>"
"TVC", "<change_date>", "<change_time>", "<vendor_tito_filename>"
"TVCF", "<change_date>", "<change_time>", "<vendor_tito_filename>"
"TOC", "<change_date>", "<change_time>", "<source_tito_filename>"
"TOCF", "<change_date>", "<change_time>", "<source_tito_filename>"
"TRC", "<change_date>", "<change_time>", "<ref_tito_filename>"
"TRCF", "<change_date>", "<change_time>", "<ref_tito_filename>"
"THC", "<change_date>", "<change_time>", "<customer_ref_tito_filename>"
"THCF", "<change_date>", "<change_time>", "<customer_ref_tito_filename>"
"TTC", "<change_date>", "<change_time>", "<tax_tito_filename>"
"TTCF", "<change_date>", "<change_time>", "<tax_tito_filename>"
"TNC", "<change_date>", "<change_time>", "<bad_check_tito_filename>"
"TNCF", "<change_date>", "<change_time>", "<bad_check_tito_filename>"
"TAC", "<change_date>", "<change_time>", "<adjustment_tito_filename>"
"TACF", "<change_date>", "<change_time>", "<adjustment_tito_filename>"
"TUC", "<change_date>", "<change_time>", "<hold_tito_filename>"
"ТУCF", "<change_date>", "<change_time>", "<hold_sale_tito_filename>"
"TIR", "<change_date>", "<change_time>", "<inventory_tito_filename>"
"TIRF", "<change_date>", "<change_time>", "<inventory_tito_filename>"
"TCR", "<change_date>", "<change_time>", "<customer_tito_filename>"
"TCRF", "<change_date>", "<change_time>", "<customer_tito_filename>"
"TSR", "<change_date>", "<change_time>", "<serial_tito_filename>"
"TSRF", "<change_date>", "<change_time>", "<serial_tito_filename>"
"TER", "<change_date>", "<change_time>", "<employee_tito_filename>"
"TERF", "<change_date>", "<change_time>", "<employee_tito_filename>"
"TVR", "<change_date>", "<change_time>", "<vendor_tito_filename>"
"TVRF", "<change_date>", "<change_time>", "<vendor_tito_filename>"
"TOR", "<change_date>", "<change_time>", "<source_tito_filename>"
"TORF", "<change_date>", "<change_time>", "<source_tito_filename>"
"TXR", "<change_date>", "<change_time>", "<transfer_tito_filename>"
"TXRF", "<change_date>", "<change_time>", "<transfer_tito_filename>"
"TIM", "<change_date>", "<change_time>", "<inventory_receive_filename>"
"TIMF", "<change_date>", "<change_time>", "<inventory_receive_filename>"

```

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"TCM", "<change_date>", "<change_time>", "<customer_receive_filename>"

"TCMF", "<change_date>", "<change_time>", "<customer_receive_filename>"

Print E-Mail

"EMAIL", "<change_date>", "<change_time>", "<filename>"

"EMAILF", "<change_date>", "<change_time>", "<filename>"

Transfer Arbitrary files

"XFILE", "<change_date>", "<change_time>", "<filename>"

Delete Arbitrary files

"DFILE", "<change_date>", "<change_time>", "<filename>"

Invoke program

"FORK", "<change_date>", "<change_time>", "<program_name>", "<command_line>"

Touch Data Link- Import Operation Codes

Operation code	Description
DCP	Permanent data file change - one record
DCPR	Permanent data file change - range of records
DCT	Temporary data file change - one record
DCTR	Temporary data file change - range of records
DD	Data file deletion - one record
DDR	Data file deletion - range of records
EMAIL	Print E-mail
EMAILF	EMAIL with in line file text (See Note A)
ENDTEXT	End of in-line file text (See Note A)
FORK	Invoke program
TAC	Create adjustment records
TACF	TAC with in line file text (See Note A)
TCC	Create customer records
TCCF	TCC with in line file text (See Note A)
TCM	Permanently change multiple customer records
TCMF	TCM with in line file text (See Note A)
TCR	Create/replace customer records
TCRF	TCR with in line file text (See Note A)
TEC	Create employee records
TECF	TEC with in line file text (See Note A)
TER	Create/replace employee records
TERF	TER with in line file text (See Note A)
THC	Create customer reference records
THCF	THC with in line file text (See Note A)
TIC	Create inventory records
TICF	TIC with in line file text (See Note A)
TIM	Permanently change multiple inventory records
TIMF	TIM with in line file text (See Note A)
TIR	Create/replace inventory records
TIRF	TIR with in line file text (See Note A)
TOC	Create source records
TOCF	TOC with in line file text (See Note A)
TOR	Create/replace source records
TORF	TOR with in line file text (See Note A)
TRC	Create inventory reference records
TRCF	TRC with in line file text (See Note A)

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TSC	Create serial records	
TSCF	TSC with in line file text	(See Note A)
TSR	Create/replace serial records	
TSRF	TSR with in line file text	(See Note A)
TTC	Create tax table records	
TTCF	TTC with in line file text	(See Note A)
TUC	Create/replace suspended sales	
TUCF	TUC with in line file text	(See Note A)
TVC	Create vendor records	
TVCF	TVC with in line file text	(See Note A)
TVR	Create/replace vendor records	
TVRF	TVR with in line file text	(See Note A)
TXR	Create/replace transfer records	
TXRF	TXR with in line file text	(See Note A)
XFILE	Move file to vertical directory	
DFILE	Delete file from vertical directory	

Notes

A Operation codes with an ending letter of F use in-line file text. Each of these functions (EMAIL, TCC, etc.) requires a separate text file (<filename>) to perform its task. The in-line file version of each of these functions specifies that the content of this text file is created from all lines in the import file starting after the current line until an ENDTEXT line is found. Operation codes with the third letter of R will create new records if not there and update existing records according to the rules of the TITO replace function.

Touch In – Touch Out (TITO)

Touch In - Touch Out

Touch In - Touch Out (TITO for short) is an optional add-on package that allows the import and export of InfoTouch Store Keeper POS data files in either ASCII or Microsoft Excel® format.

You can export, or Touch Out, the following databases:

- Inventory
- Customer
- Employee
- Vendor
- Purchase Order
- Serial
- Invoice
- Reference
- Source
- Transfers

You can import (create records), or Touch In, data to the following databases:

- Inventory
- Customer
- Employee
- Vendor
- Purchase Orders (ASCII only)
- Serial
- Reference (ASCII only)
- Source
- Holds (ASCII only)
- Transfers (ASCII only)

You can update (modify records), data to the following databases (Excel only):

- Inventory
- Customer
- Employee
- Serial
- Vendor
- Source

To use TITO:

- Select the function using the option or radio buttons - Import (Touch In), Export (Touch Out), or Update.
- Select the desired database. If the Inventory database is selected, you can select All departments or a specific department (except for Update).
- Select the desired format - ASCII or Excel. Note that to use Excel format, you must have Microsoft Excel installed on the machine. For ASCII format:
 - Enter the between field delimiter is a single character - the default is a comma (,).
 - Select the around field delimiters - the default is two quotes (").
- For the Import function, you have up to three choices on what to do with duplicate records (records that already exist in the database):
 - Reject - the records are not added to the database and are either added to a reject file (ASCII) or a reject worksheet (Excel).
 - Replace - the information in the database is updated with the exception of certain fields:
 - Inventory - description, quantity on hand, quantity allocated, quantity on order, quantity in transit, and period-to-date sales, cost of sales, quantity sold, and markdown fields.
 - Customer - total sales and cost and balance fields.
 - Employee - period-to-date sales and cost of sales, payroll period sales and cost of sales, quarterly compensation totals, and sales premium.

- Serial - volume, sales, date received, date allocated, date sold, and date due.
- Vendor - period-to-date sales, discounts, and returns and date of last purchase.
- Source - quantity on order fields.
- Renumber - if you use automatic numbers for the database, there will be an option to renumber duplicates. If selected, a record with a duplicate primary key (for example, item number for inventory) will be renumbered to use the next available number instead.
- Click **Select File**. The standard Windows file dialog is displayed. Once you have chosen a file name (typically a new one for Export, an existing file for Import), the TITO function is processed. The system will provide some feedback, including a progress bar, and the process may be interrupted by clicking the **Abort** button. Click **Cancel** when finished. You return to the Utility menu.

TITO File Formats and Field Definitions

All TITO ASCII files are a collection of records of a specific type (Inventory, Customers, etc.). Each record must contain all of the fields detailed in the field description section. Each field should be surrounded by quotes and separated from the next field by a comma. If <field 1> represents the first field and <field n> represents the last then a TITO record is represented by:

"<field 1>","<field 2>","<field 3>","<field 4>","...","<field n-1>","<field n>"

You may choose delimiters others than quotes and commas when using Touch In - Touch Out. The defaults are quotes and commas because many database products use the same delimiters.

When TITO exports a database to an Excel spreadsheet, the first row will usually be the name of each of the fields. This is done for all databases that have a fixed format -- the exceptions are Invoice, Reference, and Purchase Orders. Importing records from an Excel spreadsheet is generally much simpler than using ASCII. The first row must contain the names of the fields and must be spelled exactly the same as the first row in an exported spreadsheet. Unlike ASCII, you do not have to have all of the fields in the spreadsheet and the order of the columns is completely up to you since the first row indicates what field is in what column. Fields that are not present in the spreadsheet will be assigned a default value. There are a few required fields for each of the databases:

- Inventory - item number, description, cost, average cost, price, and tax categories.
- Serial - item number and serial number.
- Customer - customer number and customer name.
- Employee - employee number and employee name.
- Vendor - vendor number and vendor name.

Updating records (Excel spreadsheet only) is similar to importing. The first row must contain the names of the fields and must be spelled exactly the same as the first row in an exported spreadsheet. The first column (first two for serial) must be a specific field - generally, the primary key field for the database. All other fields can be specified after that and these will be updated once a corresponding record is retrieved using the key field. Here are the required fields for each of the databases:

- Inventory - the first field must be either item number or UPC.
- Serial - the first field must be item number and the second must be serial number.
- Customer - the first field must be customer number.
- Employee - the first field must be employee number.
- Vendor - the first field must be vendor number.

Inventory

FIELD DESCRIPTION	FIELD TYPE	
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Item number	key#	
Cost	P	
Profit type	N	(Note A)
Profit margin		(Note A)
Retail price	P	
Average cost	P	
VAT category	N	
Location	A8	
Conceal item	B	
Quantity on hand	F	
Quantity on order	F	
Quantity allocated	F	
Minimum quantity	F	
Maximum quantity	F	
Reorder quantity	F	
Week to date sales	D	
Month to date sales	D	
Year to date sales	D	
Week to date cost of sales	D	
Month to date cost of sales	D	
Year to date cost of sales	D	
Week to date quantity sold	D	
Month to date quantity sold	D	
Year to date quantity sold	D	
Week to date markdowns	D	
Month to date markdowns	D	
Year to date markdowns	D	
Unit conversion	F	
Inventory flags	N	(Note B)
Sales premium	D	
Tax categories	N	(Note C)
Description	A40	(Note X)
UPC	A15	
Volume Discount Type	N	(Note AC)
Volume Discount Threshold	F	
Volume Discount Percent	F	
Short Description	A17	
Maximum Threshold	F	

Quantity Breaks Across Lines	B	
Group Item Number	key#	
Duration	N	
Weight	F	
Threshold multiplier	N	
Threshold unit of measure	N	
Quantity in transit	F	
Sale Price	P	
Sale end date	Date	
Stock unit name	A6	
Loyalty Points To Buy	N	
Loyalty Points Earned	N	
Number of price levels	N	(Note D)
Price level 1	P	
Price level 2	P	
Price level 3	P	
Price level 4	P	
Price level 5	P	
Price level 6	P	
Price level 7	P	
Price level 8	P	
Price level 9	P	

Customers

FIELD DESCRIPTION	FIELD TYPE	
Customer number	key#	
Customer last/business name	A25	(Note E)
Customer first name		(Note E)
Telephone	A14	
Address line 1	A30	
Address line 2	A30	
City	A16	
State	A2	
Zip code	A10	
Description	A63	
License	A21	(Note AT)
Message	A42	
Contact	A21	

Tax exempt number	A21	
Credit limit	D	
Total cost of sales	D	
Total sales	D	
Discount category	N	
Service charge	F	
Tax override	N	(Note F)
Customer categories	N	(Note G)
Current balance	D	
30 day balance	D	
60 day balance	D	
90 day balance	D	
Price level	N	
Check processing	N	
PO required	B	
Flags	N	(Note Y)
Sales representative	N	
Fax number	A14	
Mobile phone number	A14	
Ship To Address line 1	A30	
Ship To Address line 2	A30	
Ship To City	A16	
Ship To State	A2	
Ship To Zip code	A10	
Credit card type	N	(Note AD)
Credit card number	A16	(Note AD)
Credit card expiration date	Date	
Birth Date	Date	
E-mail Address	A64	
Notes 1	A1027	
Notes 2	A1027	
Notes 3	A1027	
Notes 4	A1027	
Linked Account Number	key#	
Loyalty Points Earned	N	
Loyalty Points Redeemed	N	

Serials

FIELD DESCRIPTION	FIELD TYPE
Item number	key#
Serial number	key#
Customer number	key#
Special price	P
Cost	P
Sales	D
Volume	N
Date received	Date
Date sold	Date
Date allocated	Date
Date due	Date
Description	A20

Employees

FIELD DESCRIPTION	FIELD TYPE	
Employee number	N	
Employee name	A25	
Telephone	A14	
Address line 1	A30	
Address line 2	A30	
City	A16	
State	A4	
Zip code	A10	
Description	A63	
Message	A42	
Birth date	Date	4 digit year
Social security number	A11	(Note AT)
Password	A7	(Note AS)
Employee categories	N	(Note H)
Start date	Date	4 digit year
Marital status	B	
Last login time	Time	
Tied to drawer	B	
Drawer	N	
Salary rate 1	D	
Salary units	N	(Note I)
Salary payroll period	N	(Note J)

End of last salary payroll period	Date	
Salary due	D	
Draw rate	D	
Total draw collected	D	
Draw units	N	(Note K)
End of last draw payroll period	Date	
Week to date sales	D	
Month to date sales	D	
Year to date sales	D	
Week to date cost of sales	D	
Month to date cost of sales	D	
Year to date cost of sales	D	
Weekly (payroll period) sales	D	
Biweekly (payroll period) sales	D	
Monthly (payroll period) sales	D	
Semimonthly (payroll period) sales	D	
Weekly (payroll period) cost of sales	D	
Biweekly (payroll period) cost of sales	D	
Monthly (payroll period) cost of sales	D	
Semimonthly (payroll) cost of sales	D	
Commission plan	N	(Note L)
Commission due	D	
Commission override	B	
Commission override - sales	D	
Commission override - cost of sales	D	
Commission override - amount	D	
End of last commission payroll period	Date	
Bonus due	D	
Bonus plan	N	(Note M)
Bonus override	B	
Bonus override - sales	D	
Bonus override - cost of sales	D	
Bonus override - amount	D	
End of last bonus payroll period	Date	
Sales contest due	D	
Sales contest plan	N	(Note M)
First quarter salary paid	D	
Second quarter salary paid	D	

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Third quarter salary paid	D	
Fourth quarter salary paid	D	
Fifth quarter salary paid	D	
First quarter commission paid	D	
Second quarter commission paid	D	
Third quarter commission paid	D	
Fourth quarter commission paid	D	
Fifth quarter commission paid	D	
First quarter bonus paid	D	
Second quarter bonus paid	D	
Third quarter bonus paid	D	
Fourth quarter bonus paid	D	
Fifth quarter bonus paid	D	
First quarter sales contest paid	D	
Second quarter sales contest paid	D	
Third quarter sales contest paid	D	
Fourth quarter sales contest paid	D	
Fifth quarter sales contest paid	D	
Sales premium owed	D	
Terminated flag	B	
Work status	N	(Note N)
Draw due	D	
Salaried employee	B	
FILL	N	
Overtime due	D	
Shift plan	N	(Note M)
Commission plan name	A19	
Salary rate 2	D	
Salary rate 3	D	
Default salary rate	N	
Payroll number	A6	
FILL	D	
Ten hour shift	B	
Appointment Book	B	
Security Plan	N	(Note AS)

Vendors

FIELD DESCRIPTION	FIELD TYPE	
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Vendor number	N	
Vendor name	A39	
Ship time (days)	N	
User defined field 1	A39	
User defined field 2	A39	
User defined field 3	A39	
User defined field 4	A39	
User defined field 5	A39	
User defined field 6	A39	
Telephone	A14	
Address line 1	A30	
Address line 2	A30	
City	A16	
State	A4	
Zip code	A10	
Alternate address line 1	A30	
Alternate address line 2	A30	
Alternate city	A16	
Alternate state	A4	
Alternate zip code	A10	
Message	A42	
Key contact	A21	
Second contact	A21	
Current purchases	D	
Total purchases	D	
Current discounts	D	
Total discounts	D	
Current returns	D	
Total returns	D	
Line item discount threshold	D	
Line item discount type	B	(Note O)
Line item discount		(Note O)
Purchase order discount threshold	D	
Purchase order discount percent	F	
Last purchase	Date	
General Ledger Account #1	A9	
General Ledger Account #2	A9	
Fax	A14	

Status	N	
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Sources

FIELD DESCRIPTION	FIELD TYPE	
Item number	key#	
Number of sources	N	(Note Q)
Vendor number	N	
Cost	D	
Quantity on order	F	
Discount type	N	(Note R)
Discount threshold		(Note R)
Discount amount		(Note R)
Vendor item number	A21	
Ordering name	A6	
Ordering quantity	F	

Reference

FIELD DESCRIPTION	FIELD TYPE	
Type	N	(Note S)
Item number	key#	
Number of references	N	(Note T)
Reference		(Note U)

Invoices (Touch Out only)

FIELD DESCRIPTION	FIELD TYPE	
Customer number	key#	
Date sold	Date	
Time sold	Time	
Invoice number	N	
Register/drawer	A3	
Employee	N	
Sale type	N	
Closeout	N	
Tax override	N	(Note F)
Sale discount	F	
Total	D	
Number of line items	N	

Line item quantity	F	(Note V)
Line item cost	P	(Note V)
Line item price	P	(Note V)
Line item discount	P	(Note V)
Line item tax category	N	(Note V)
Line item VAT amount	P	(Note V)
Line item unit conversion	F	(Note V)
Line item flags	N	(Note V)
Line item VAT category	N	(Note V)
Line item feature block	N	(Note V)
Line item employee	N	(Note V)
Line item item number	key#	(Note V)
Line item serial number	key#	(Note W)

Purchase Orders (Touch In)

FIELD DESCRIPTION	FIELD TYPE	
Transaction type	N	(Note AR)
Reference Number	A39	(Note AF)
Vendor Number	N	
Date	Date	
Time	Time	
Tax override	N	(Note F)
Sale discount	F	
Checkpoints	N	(Note Z)
Expected arrival date	Date	
Total	D	
Freight	D	
Number of line items	N	
Line item number	key#	(Note AB)
Line item quantity	F	(Note AB)
Line item cost	D	(Note AB)
Line item discount	D	(Note AB)
Line item tax override	N	(Note AB)
Line item ordering name	A6	(Note AB)
Line item ordering quantity	F	(Note AB)

Purchase Orders (Touch Out)

FIELD DESCRIPTION	FIELD TYPE	
Transaction type	N	(Note AR)
Reference Number	A39	(Note AF)
Vendor Number	N	
Branch	A8	
Date	Date	
Time	Time	
Sale discount	F	
Freight	D	
Total	D	
Date last updated	Date	
Time last updated	Time	
Status	N	(Note AA)
Number of line items	N	
Line item number	key#	(Note AB)
Line item quantity	F	(Note AB)
Line backorder flag	N	(Note AB)
Line item cost	D	(Note AB)
Line item discount	D	(Note AB)
Line item ordering name	A6	(Note AB)
Line item ordering quantity	F	(Note AB)

Transfers (Touch In)

FIELD DESCRIPTION	FIELD TYPE	
Transaction type	N	(Note AE)
Reference Number	A39	(Note AF)
Source Branch	A8	
Destination Branch	A8	
Date	Date	
Time	Time	
Expected arrival	Date	
Number of line items	N	
Line item number	key#	(Note AG)
Line item quantity	F	(Note AG)
Line item cost	D	(Note AG)

Transfers (Touch Out)

FIELD DESCRIPTION	FIELD TYPE	
Transaction type	N	(Note AE)
Reference Number	A39	(Note AF)
Source Branch	A8	
Destination Branch	A8	
Date	Date	
Time	Time	
Date updated	Date	
Time updated	Time	
Order status	N	(Note AH)
Number of line items	N	
Line item number	key#	(Note AG)
Line item quantity	F	(Note AG)
Line item quantity status	A1	(Note AG, AI)
Line item cost	D	(Note AG)

Hold (Touch In Only)

FIELD DESCRIPTION	FIELD TYPE	
Date	Date	
Time	Time	
Number	N	(Note AJ)
Transaction type	N	(Note AK)
Linked to customer	B	(Note AL)
Customer ID	key#	(Note AM)
Employee number	N	
Tax override	N	(Note F)
Sale discount	F	
Deposit	D	(Note AN)
Number of line items	N	
Line item quantity	F	(Note AO)
Line item ID	key#	(Note AP)
Line item serial number	key#	(Note AQ)

Notes

A Profit type is a numeric field whose value determines the field type of the profit margin. The possible values are:

Profit Type	Description	Profit Margin Type

0	Calculated	F
1	Fixed Percentage	F
2	Fixed Dollar	D

B Inventory flags is a bit mapped field that indicates special attributes for an inventory item. The bits are defined as follows:

Value	Attribute
0x8000	Serialized inventory
0x4000	Substitutions exist
0x2000	Parts Exploded item
0x1000	Non-discountable
0x0800	Suggestive sell
0x0400	Alternate keys
0x0200	Price override allowed
0x0100	Multiple units of measure allowed
0x0020 - 0x0080	Default unit of measure
0x0010	Group replenishment
0x0008	Prompt for weight
0x0004	Item notes
0x0002	SNAP (Food stamps) allowed

C Inventory tax categories is a bit mapped field that indicates the tax categories (none through all 15 possible categories) that the inventory item is linked to. The low order bit corresponds to the first tax category, the next bit to the second tax category, etc.

D Number of price levels field is optional. If used, it should be between two and ten. There should be a price level field for the number of price levels minus one (the first price level is always the Retail price).

E Customer last/business name and customer first name can occupy a total of 25 characters between them.

F Tax override is a bit-mapped field that indicates the type of tax override to be automatically performed for the customer at the point of sale. The low order 15 bits correspond to the 15 possible tax categories. The high order bit indicates whether the tax override is a "Allow only" (high order bit set) or "Change to" (high order bit reset). The default value is -1 (0xffff), i.e., allow all tax categories or no override.

G Customer categories is a bit mapped field that indicates which of the 16 possible customer categories a particular customer is linked to.

H Employee categories is a bit mapped field that indicates which of the 16 possible employee categories a particular employee is linked to.

I Salary units is a numeric field that determines the time period which the salary rate is for (\$10 per hour, \$1000 per week). Possible values are:

Value	Time Period
0	Per Hour
1	Per Week
2	Per Month
3	Per Year

J Salary payroll period is a numeric field that determines how frequently the employee is paid. Possible values are:

Value	Payroll Period
-------	----------------

0	Weekly
1	Biweekly
2	Monthly
3	Semimonthly

K Draw units is a numeric field that determines the time period which the draw rate is for (\$100 per week, \$1000 per month). Possible values are:

Value	Time Period
0	Per Week
1	Per Month
2	Per Year

L Commission plan is a numeric field that indicates which if any of the optional plans the employee is linked to. A value of 0 indicates the employee does not receive commission; a value of 1 indicates the employee has his or her own custom commission plan. Any value from 2 to 10 indicates the employee is linked to a store setup commission plan.

M Bonus plan, sales contest plan, and shift plan are numeric fields that indicate which if any of the optional plans the employee is linked to. A value of 0 indicates the employee is not linked to any plan. The maximum allowed value is 9.

N Work status is a numeric field that indicates one of the following:

Value	Work Status
0	Unpaid Leave
1	Working
2	Paid Leave

Any employee whose status is not Working will not be eligible to use the time clock.

O Line item discount type is a numeric field whose value determines the the field type of the line item discount. The possible values are:

Value	Line item discount field type
0	F
1	D

Q Each of the fields indented (Vendor number, Cost, Quantity on order, Discount type, Discount threshold, Discount amount, and Vendor number) is repeated for each source as indicated by Number of sources.

R Discount type is a numeric field whose value determines the field type of both the Discount threshold and Discount amount. The possible values are:

Value	Description	Discount threshold	Discount Amount
0	No Discount	D (N/A)	D (N/A)
1	Dollar-Dollar	D	D
2	Dollar-Percent	D	F
3	Volume Dollar	F	D
4	Volume-Percent	F	F

S Inventory reference type is a numeric field. See note U for possible values.

T Indicates either the number of reference components to follow. See note U for reference component options.

U Possible references are:

Type	Reference
0 (Parts Explosion)	"<quantity>","<item#>"
1 (Substitution)	"<item#>"
25 (Suggestive Selling)	"<message>"
26 (Alternate Keys)	"<key>","<unit of measure>"
27 (Quantity Unit Price)	"<quantity>","<price>"
37 (Notes)	"<notes1>","<notes2>","<notes3>"

V These fields are repeated for each line item in the invoice.

W Line item serial number field only appears if applicable.

X The Description field is a single field if All departments are selected for export or import. If you select a single department, there will be a separate field for the department and each index.

Y Customer flags is a bit mapped field that indicates special attributes for a customer. The bits are defined as follows:

Value	Attribute
0x8000	Special Pricing
0x4000	Linked Account
0x2000	Disable Account

Z Purchase Order checkpoints is a bit mapped field that indicates which of the possible user-defined checkpoints a PO is linked to.

AA Purchase Order return/receive flag is set to 0 for an open PO, 1 for a PO that has been received, 2 for a PO that has been returned without being received.

AB Purchase Order line item fields are repeated for each line in the PO.

AC Volume Discount Type values are:

Value	Volume discount type
0	None
1	Threshold retail - percentage
2	Threshold all - percentage
3	Quantity unit pricing
4	Not used
5	Threshold retail - dollar
6	Threshold all - dollar

ADWhen importing a new customer record, the credit card type field is determined from the credit card number field.The credit card number field, if not blank, must be a valid credit card number.When updating an existing customer record, the credit card type and number fields are ignored.When exporting a customer record, the credit card number field is truncated (all but the first 6 and last 4 numbers are replaced with an 'X') in accordance with the [Payment Card Industry's Payment Application Best Practices](#) . Credit card type values are:

Value	Credit card type
0	None
1	Visa
2	MasterCard
3	American Express
4	Discover Card
5	Diners Club

6	Carte Blanche
7	JCB

AE Transaction types for transfers:

Value	Transaction type
2	Transfer In
3	Transfer Out

AF Reference number is optional for transfers.

AG Line item fields are repeated for each line in the transfer.

AH Order status for transfers:

Value	Order status
0	Open
1	Received
2	Returned

AI Line item quantity status for transfers:

Value	Order status
	Expected amount
B	Reduced amount
E	Excess amount

AJ If Hold Sale Number is left blank or set to 0, the next available hold sale number will be assigned.

AK Hold Sale Transaction Type:

Value	Transaction type
0	Standard Hold Sale
1	Customer Waiting Order

AL Hold Sale Linked to customer - set to 1 to link a standard hold sale to a customer record. Ignored for Customer Waiting Orders which must be linked to a customer record.

AM Hold Sale Customer ID - for standard hold sales linked to a customer and for Customer Waiting Orders, use the customer number. For standard hold sales not linked to a customer, enter some way to identify the customer (first name, for example).

AN Hold Sale Deposit - optional deposit amount for Customer Waiting Orders only.

AO Hold Sale Number Line Item Quantity - repeated for each line in the hold sale .

AP Hold Sale Number Line Item ID - repeated for each line in the hold sale .Can be an item number, UPC, or alternate key.

AQ Hold Sale Number Line Item Serial Number - repeated for each line in the hold sale .Leave blank for non-serialized items.

AR Transaction types for purchase orders:

Value	Transaction type
0	Manually entered PO
1	Imported PO

AS The Employee Password and Security Plan fields are encrypted using a proprietary format. When creating a new employee, these fields should be left blank and the new employee will have no Password and be assigned to the [Default Security Plan](#). The Password and Security Plan can then be set using [Modify Employee](#). These fields should also be left blank when updating existing employee records and the existing Password and Security Plan will be retained. The restriction to accessing the Password and Security Plan fields are in accordance with the [Payment Card Industry's Payment Application Best Practices](#).

AT The Employee Social Security Number and Customer Drivers License fields are encrypted using a proprietary format.

Field Types

TYPE	DESCRIPTION
A#	Alphanumeric - # characters long
N	Numeric - whole numbers
B	Numeric - 0 or 1
F	Numeric with decimals
D	Dollar - 2 decimal places
P	Price – 2, 3, or 4 decimal places depending on setup options
Date	mm/dd/yy or "NOW"
Time	hh:mm (24 hour format), hh:mm:ss (24 hour format), or ""
Key#	Depending on setup options, either numeric or alphanumeric (5 - 21 characters)

Transaction Manager Module

The InfoTouch Store Keeper POS Transaction Manager Module is used to perform the back-office tasks related to processing transactions. Unlike the Register module, whose transactions this module manages, the user interface is designed for a mouse and keyboard, rather than a touch screen.

The Transaction Manager module has the following functions:

- Gift Certificates - create and manage Gift Certificates.
- Reason Codes - add, change, or remove the text on your Paid In, Paid Out, Return Sale, Post Void, or No Sale buttons.
- Closeouts - perform Closeouts for the Day, Week, Month, and Year. You can reprint previous Closeout Reports by date.
- Setup Closeout Reports - select the reports that will be printed during the various closeouts.
- Transaction Reports - select from 24 available reports.
- Delete Suspended Transactions - clear old Hold Sales and CWOs by date range.
- Cash Drawers - amount of cash to leave in the drawer for each register at the start of a shift.
- Touch Data Link [optional] - add on package to facilitate two-way communications with headquarters software for a chain of stores, such as InfoTouch Enterprise Manager.
- [General Ledger Interfaces](#) [optional] - send general ledger information from InfoTouch Store Keeper POS to QuickBooks® or Peachtree Complete®.
- Appointment Book [optional] - setup options for use with the Appointment Book.

You can configure the Transaction Manager to require a password for any of these functions.

The Transaction Manager module has a menu and toolbar.

Only Transaction Reports is available in Offline Mode.



Transaction Manager Main Screen

Transaction Manager - Appointment Book

You can change the following options which affect the way the Appointment Book works:

- Schedule Conflict prompt [Always / Once per day / Never] - determines how frequently to prompt the user when a date with a schedule conflict is selected.
- Email Reminders (Never / Previous Day) - if set to Previous Day and the Appointment Book report is set to run at the Daily Closeout, then customers with an appointment for the next will be sent an email reminder. Require set up of Email Account Campaign parameters and an email address in the customer record.
- Text Reminders (Never / Previous Day) - if set to Previous Day and the Appointment Book report is set to run at the Daily Closeout, then customers with an appointment for the next will be sent a text message reminder. Requires set up of Email Account Campaign parameters, email address in the customer record, and cell phone text message email address (e.g., vtext.com for Verizon) in Customer Description Field #3.
- Hours - set the location's opening and closing hours. You cannot schedule a new appointment during a time the location is not open.
- Appointment Types - enter between one and ten appointment types, each with an optional abbreviation. You assign the type when you make a new appointment or edit an existing appointment. You can filter the Appointment Book report by any of the types. The default types are:
 - Repeat customer
 - New customer
 - Call to confirm
 - Consultation
 - Other

Select **Save** when finished.

Transaction Manager - Cash Drawers

This function establishes the required "cash in drawer" at the beginning of the day or shift for each register/drawer. The amount entered becomes the default for each shift. The system assumes the cash drawer will balance at the end of the current shift to match this amount. If you change the amount required in a drawer, the new amount will not take effect until after the next Shift Closeout.

Up to 30 registers are shown on a screen. If you have more than 30 registers, a button will be visible to take you between the settings for registers **1-30** and **31-60**. If you have two drawers per register, a **Change Drawers** button will display to switch between the primary and alternate drawers. Select **Save** when finished.

Transaction Manager - Closeouts - Daily Closeout

The Daily Closeout is a key part of the operations of a store that uses InfoTouch Store Keeper POS. Daily Closeouts perform many tasks:

- If you use the system for credit card verifications, a credit card settlement will most likely be performed. With most credit card processors, you must perform a settlement in order to receive your credit card funds.
- If "Adjust Daily Deposit" in Setup - General - Miscellaneous 3 is checked, the Reconcile Deposit screen will display. Enter the amount you will be depositing for each tender except Customer Charge. Any discrepancies to your deposit from the system calculated amounts will be shown in the Over/Short figures in the Register Daily Report for Register #1.
- The reports specified in Setup Closeout Reports are printed if a printer was selected at the start of the process.
- The system totals are updated and a new day is begun.
- If you have the Touch Data Link option, a transaction log is prepared, sent to headquarters, and any updates from headquarters are processed.
- At the end of the closeout, the Transaction Manager will automatically shut down.

Note that if "Nonstop Operation" is checked in Setup - General - Miscellaneous 2, the end of the day is just marked and must be resumed to be completed. See the Resume Closeout section for more information.

Transaction Manager - Closeouts - Reprint Reports

InfoTouch Store Keeper POS saves closeout reports automatically to a file so that they can be reprinted. Daily, Weekly, Monthly, and Yearly Closeout reports are stored by date. Shift Closeout reports are stored by date and employee number. Use the option buttons to select which type of report you wish to reprint. For either type, use the date picker to select a date. For Shift Closeout reports, you must also enter an employee number. Select **Print**. If a corresponding closeout report file is not found, you will receive an error message. Note that these files are retained for the length of time designated in Setup - General - Miscellaneous 4. Otherwise, the printer dialog box will display. Select the desired printer for reprinting the reports. Select **Close** when done.

Transaction Manager - Closeouts - Resume Closeout

In InfoTouch Store Keeper POS, performing a Daily Closeout completes each day's operations. Credit card batches are settled, deposit reconciliation is performed, reports are printed, and various activities are summarized. These actions are complicated by the operations of a 24-hour a day store ("Nonstop Operation" is checked in Setup - General - Miscellaneous 2). All activities must be performed while simultaneously allowing tomorrow's sales to continue. You must follow a strict procedure for the closeout to be properly handled.

Perform the following steps to closeout the day when you use Nonstop Operation:

- Mark the end of the shifts at all registers that at which you reconcile the drawers. Note that you **must** have "Reconcile Cash Drawer" in Setup - General - Miscellaneous 3 set to "At Server" when you use Nonstop Operation. You do not need to finish the Shift Closeouts immediately. **You must mark the end of day before making more sales on these registers.**
- Mark the end of day by selecting the **Daily Closeout** button. However, if this is the end of your week, month, or year, select the corresponding closeout button. A daily closeout will automatically be performed when the closeout is resumed. Marking the end of day establishes a boundary in time between one day and the next. All transactions before the day boundary are included in the daily closeout processing. Transactions after the boundary are ignored and left for the next day. **Once the end of day has been marked, sales can be made again at all registers.**
- Finish reconciling the outstanding Shift Closeouts.
- Resume the closeout by selecting **Resume Closeout**. The steps outlined in Daily Closeout and Weekly, Monthly, and Yearly Closeouts will be performed as appropriate.
- If you selected the wrong closeout, you can change the type of closeout before you select **Resume Closeout**. For example, assume that you have marked the end of day, then realize that today is the last day of the month. To change the Daily Closeout to a Monthly Closeout:
 - From the Transaction Manager main screen, touch **Closeout**.
 - Touch **Monthly Closeout**. Touch **Yes** to confirm the Monthly Closeout.
 - Touch **Yes** again to confirm the change from the existing Daily Closeout.
 - When you resume the closeout, a Monthly Closeout will be performed.

Transaction Manager - Closeouts - Weekly, Monthly, and Yearly Closeouts

The Weekly, Monthly, and Yearly Closeouts are used to keep the corresponding period information up-to-date. Unless there have been no transactions performed since the last Daily Closeout, a Daily Closeout will automatically be performed. The reports specified in Setup Closeout Reports for the period are printed if a printer was selected. A Monthly Closeout will record the inventory value and quantity for each item. This can be reported on in the Inventory Value report.

Note that if "Nonstop Operation" is checked in Setup - General - Miscellaneous 2, the end of the period is just marked and must be resumed to be completed. See the Resume Closeout section for more information.

Transaction Manager - Closeouts

Perform closeouts to keep the Daily, Week-to-Date, Month-to-Date, and Year-to-Date figures current. The most important closeout is the Daily Closeout, which is also responsible for settling credit card batches, adjusting the daily deposit, generating General Ledger log files, and preparing transaction logs (if you have the Touch Data Link option). Each closeout sets file markers that determine what is in the report. The figures in reports produced by a closeout are taken from the time between closeouts, not actual time periods. For example, Month-to-Date figures reflect everything since the last Monthly Closeout regardless of dates.

Never terminate a closeout prematurely. Do not re-boot or power down the system during a closeout.

The system enforces a logical sequence of closeouts and automatically perform skipped closeouts. For example, if you select a Weekly Closeout without doing a Daily Closeout first, the system will run the Daily, then the Weekly. However, if you are doing a Monthly or Yearly Closeout and "Skip Weekly Closeout When Performing Monthly" is checked in Setup - General - Miscellaneous 2, then a Weekly Closeout will not be performed.

If you have more than one station or register, only one is allowed into the Closeout menu. In addition, no station can be in the Register Module when you select the Closeout function, unless you have checked the "Nonstop Operation" option in Setup - General - Miscellaneous 2. In this case, you will have access to the Resume Closeout feature.

The set of reports defined in Setup Closeout Reports is automatically run at the closeout. You will be prompted to select a printer to send the reports to at the start of a closeout. If you select **Cancel**, no reports will print. You may reprint the reports, which will still be generated and sent to a file.

Closeout functions are not available in Offline Mode.

Choose from one of the following options:

- Reprint Reports
- Daily Closeout
- Weekly, Monthly, and Yearly Closeouts
- Resume Closeout [depending upon setup option]

Transaction Manager - Delete Suspended Transactions

This function allows you to remove old Hold Sales, CWOs, Quotes, and Appointments from the system.

- Select the From and To dates from the drop down boxes.
- You can choose to delete Hold sales, CWOs, Quotes, and/or Appointments. The default setting is Hold sales checked and all others not checked. If you check the CWO box, all CWOs without deposits for the selected dates will be deleted. If you check the quote box, all quotes for the selected dates will be deleted. If you have the optional Appointment Book add on package, you can also choose to delete Appointments.
- Select **OK**.
- The following message will display:
"Are you sure you want to permanently delete these transactions?"
- Select **OK**.
- The transactions are deleted. The number of transactions deleted will display when the process completes.

Transaction Manager - Gift Certificates

Transaction Manager - Gift Certificates

Choose from one of the following options:

- [Create Gift Certificates](#)
- [Delete Gift Certificates](#)

Create Gift Certificates

- To create individual Gift Certificates:
 - Select **Create Gift Certificates**.
 - Select Individual.
 - Enter the Gift Certificate Number. The initial amount of the Gift Certificate will be determined when Issued. Once Issued, Gift Certificates can be reloaded.
 - Select **Save**.
 - Repeat until you have created all the Gift Certificates that you want to create.
- To create a range of Gift Certificates:
 - Select **Create Gift Certificates**.
 - Select Range.
 - The screen will display Prefix, From Number, To Number, and Amount.
 - Enter the Prefix. You do not have to enter a prefix but it will help sort the certificates.
 - Enter the Beginning Number and the Ending Number. The numbers will be six digits and zero filled from the left.

For example if you enter 1 through 10, the numbers will be 000001, 000002, 000003, 000004, 000005, 000006, 000007, 000008, 000009, and 000010.
 - The initial amount of the Gift Certificate will be determined when Issued. Once Issued, Gift Certificates can be reloaded.
 - Select **Save**. A message showing that the Gift Certificates were created will display.

Delete Gift Certificates

- To delete individual Gift Certificates:
 - Select **Delete Gift Certificates**.
 - Select Individual.
 - Select the Gift Certificate from the drop down box.
 - Select **Delete**.
 - Repeat until you have deleted all the Gift Certificates that you want to delete.
- To delete a range of Gift Certificates:
 - Select **Delete Gift Certificates**.
 - Select Range.
 - Select the Beginning Number from the drop down box.
 - Select the Ending Number from the drop down box.
 - Select **Delete**.

Transaction Manager - Menu

The Transaction Manager has a standard Windows menu below the title bar. Some of the options may be grayed out, which means that they are disabled. The menu includes:

- File
 - Save and Close - saves what is currently being edited and returns to the main screen.
 - Reset and Close - discards changes to what is currently being edited and returns to the main screen.
 - Close All - closes all editing sessions and returns to the main screen.
 - Security - set security on main screen functions.
 - Exit - close Transaction Manager module.
- Edit
 - Undo - discard most recent change.
 - Cut - copy and delete highlighted text to the Windows clipboard.
 - Copy - copy highlighted text to the Windows clipboard.
 - Paste - paste text from the Windows clipboard.
- View
 - Show toolbar - if checked, the toolbar is displayed when available.
 - Show status bar - if checked, the status bar at the bottom of the screen is displayed when available.
- Reports - a complete list of all of the Transaction Manager reports.
- Window
 - Tile Reports - used to display multiple reports at the same time.
 - Horizontally
 - Vertically
 - Cascade
 - Window List - a list of currently open windows. Select any window in the list to make it visible.
- Help
 - Transaction Manager Help - help on this module.
 - InfoTouch Help - complete online system help.
 - InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
 - About InfoTouch - version, vertical, system, and legal information.

Transaction Manager - Reason Codes

You can define up to nine different pre-defined Reason Codes for:

- Paid Outs - examples include Postage, Courier, Meals, Employee Loan, or Store Supplies.
- Paid Ins - examples include Store Supplies Change, Returned Check Fee, or Postage Sold.
- No Sales - examples include Change, Remove Checks, Remove Credit Cards Slips, or Get Stockroom Keys.
- Return Sales - examples include Wrong Item Selected, Changed Mind, Wrong Size, Gift, or Defective Product.
- Post Voids - examples include Wrong Tender, Wrong Item Selected, or Changed Mind.

The last option for all types is for a free form reason which allows the employee to use the keyboard to enter a reason. The default name for the last option is "Keyboard" although you can name it whatever you wish.

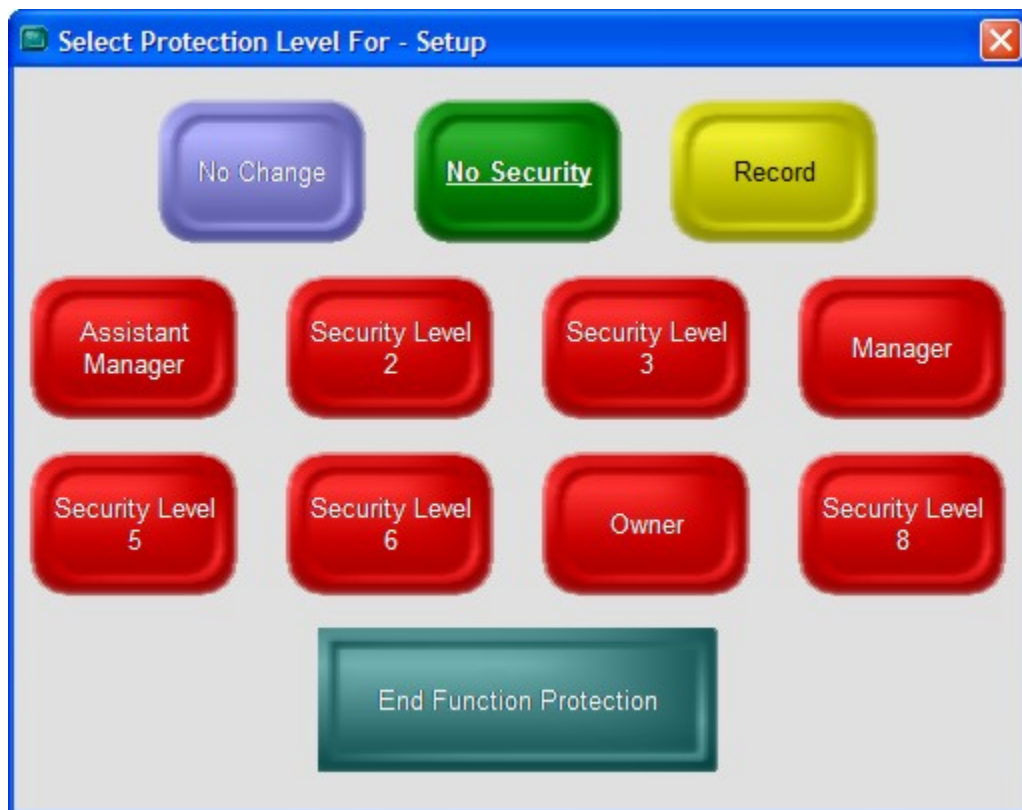
If a Reason Code is left blank, the corresponding button will not display in the Register.

Select **Save** when finished.

Transaction Manager - Security

If you use plan-based security, access to the module's functions is controlled by each employee's security plan. If you do not use plan-based security, you can assign the security levels associated with each function. To set security on any of the function on the Transaction Manager main screen, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any function's button. If you select Closeouts, you will receive an option to set security on that button or on any of the buttons in the Closeouts menu. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other function's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Transaction Manager - Setup Closeouts Reports

You can select most Transaction Manager reports to run automatically from a Daily, Weekly, Monthly, or Yearly Closeout. You cannot select reports that are grayed out. Reports that are set to either "Print" or "Save" will be run for the selected closeout. Reports that are set to "Save" will not print but will be saved to disk for polling to headquarters or reprinting. Use the option buttons to select the type of closeout.

If you use InfoTouch Enterprise Manager, you should make Setup Closeout Reports changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

If selected for a closeout, the Electronic Journal report will print the detail version of today's sales. The Hold Sales, CWO, Quote, and Layaway Reports will also print the detail version. The Order Duration, Commission, and Department Discount reports print the version for today's transactions. The Appointment Book Report and Quotes / Work Orders Report will print the tomorrow's version. The Register Daily report prints one report for the entire store and a report for each register. However, registers with no transactions will be skipped if you have unchecked the "Print Register Daily Reports during the Daily Closeout for registers with no transactions" option in Setup - General - Miscellaneous 5.

You can restore the default closeout report settings by selecting **Restore Defaults**. The default reports for the Daily Closeout are:

- Register Daily
- Register Detail
- Sales by Tender
- Department Sales
- Taxable Sales
- Daily General Ledger
- Verified Credit Cards

The Default Reports for the Weekly, Monthly, and Yearly Closeouts are:

- Department Sales
- Sales by Taxes

Select **Save** when finished.

Transaction Manager - Toolbar

The Transaction Manager has a standard Windows toolbar below the menu. Some of the options may not be visible, which means that they are disabled. The toolbar includes:

- Menu - returns you to the main screen.
- Undo - discard most recent change.
- Cut - copy and delete highlighted text to the Windows clipboard.
- Copy - copy highlighted text to the Windows clipboard.
- Paste - paste text from the Windows clipboard.
- Preview - send report to screen.
- Print - send report to printer.
- Export - send report to disk file.

Transaction Manager - Transaction Reports

Transaction Manager - Transaction Reports

The Transaction Manager module provides a wealth of reporting options to analyze your stores sales, tender activity, transfers, etc. Find out more about [common procedures for running reports](#) or select one of the following reports:

- [Register Shift](#)
- [Hourly Sales](#)
- [Department Profit](#)
- [Taxable Sales](#)
- [Check Sales](#)
- [Hold Sales](#)
- [Quotes / Work Orders](#)
- [Order Duration](#)
- [Gift Certificates](#)
- [Hourly Sales by Department](#)
- [TDL Export](#)
- [Register Daily](#)
- [Average Unit Sales](#)
- [Department Group](#)
- [Sales by Tender](#)
- [Daily A/R Activity](#)
- [Customer Waiting Order](#)
- [Transfers](#)
- [Lost Sales](#)
- [Daily General Ledger](#)
- [Department Discount](#)
- [TDL Import](#)
- [Register Detail](#)
- [Department Sales](#)
- [Inventory Movement](#)
- [Verified Credit Cards](#)
- [Electronic Journal](#)
- [Layaways](#)
- [Inventory Transactions](#)
- [Commission Sales](#)
- [Appointments](#)
- [Sales by Day](#)

Common procedures for running reports

- Select a report from either the Transaction Reports list or the Reports menu item (between View and Window). Note: You must have at least one Windows printer defined to access any report.
- Enter the preferences for the report. These vary by report. Note that some reports have no preferences available. If preferences are available, you may also check the box entitled "List Preferences on Last Page."
- The **Advanced** button allows you to select some special options when viewing the report as well as an alternate report to disk style when exporting the report to disk. By default, the export format will be what is specified in [Setup - General - Miscellaneous 2](#).
- Select a destination for the report:
 - Preview to screen - view the report with the ability to navigate between pages, scroll and zoom the display, and print the report.
 - Print - send to any Windows printer.
 - Export to Disk - send to a file for use by other software packages
- Select **Finish** to generate the report.

Register Shift Report

The Register Shift Report runs from Shift Closeout to Shift Closeout regardless of actual time elapsed. It reports on transactions on the station it is run on (this register) only. If "Drawers per Register" in [Setup - General - Registers](#) is

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set to "Two", then you can select either the Primary or Alternate drawer. You can also select whether to print a summary of sales by department. The report prints the number of transactions (quantity) and total amount for:

- Beginning Cash
- Cash Sales
- Cash In
- Store Deposits
- Paid Outs
- Paid Ins
- Cash Change
- Current Cash
- Closing Keep Cash
- Cash Deposit
- Check Sales
- Other Tenders
- Customer Charges
- Deposits Applied

Actual and Over/Short have blank lines to compare each computed line to the actual cash drawer and hard copy records. These lines are filled in if you are doing a Shift Closeout and Reconcile Drawers. The Employee Name and Number also print when you the report is generated from a Shift Closeout.

The next section prints the Quantity and Amounts for:

- Gratuities collected - if Prompt for tips in [Setup-General-Miscellaneous 1](#) is set to "Gratuity".
- Sales
- Return Sales
- Net Sales
- Coupons - if Detect UPC Prefix 5 in [Setup-General-Miscellaneous 5](#) is checked
- Posted Voids
- No Sales

Two separate sections print total amounts of Sales/Payments and Refunds/Adjustments for:

- Received on Account / Account Adjustments
- Customer Waiting Orders (CWO) / Quotes
- Layaways

If Include Department Sales is checked, then you get a list of departments with the quantity and dollar amount sold during the shift.

Register Daily Report

The Register Daily Report runs from Daily Closeout to Daily Closeout regardless of actual time elapsed. You can select whether to report on transactions for all registers or this register only. You can also select whether to print a summary of sales by department. The report prints the number of transactions (quantity) and total amount for:

- Beginning Cash
- Cash Sales
- Paid Outs
- Paid Ins
- Cash Change
- Total Cash
- Closing Keep
- Net Cash
- Check Sales
- Bank Deposits (Cash and Check Amounts)
- Other Tenders
- Total Funds (Bank Deposit plus other Tenders)
- Customer Charges
- Deposits Applied

Actual and Over/Short have blank lines to compare each computed line to the actual cash drawer and hard copy records.

The next section prints the Quantity and Amounts for:

- Gratuities collected - if Prompt for tips in [Setup-General-Miscellaneous 1](#) is set to "Gratuity".
- Sales
- Return Sales
- Net Sales
- Gross sales (tax excluded)
- Discounts
- Coupons - if Detect UPC Prefix 5 in [Setup-General-Miscellaneous 5](#) is checked
- Memo Sales (only shown if one or more departments are set to [Memo departments](#))
- Sales (tax and memo excluded - only shown if one or more departments are set to [Memo departments](#))
- Taxable Sales (Amounts only)
- Non Taxable Sales (Amounts only)
- Tax Collected (Amounts only)
- Posted Voids
- No Sales

Separate sections print total Amounts of Sales/Payments and Refunds/Adjustments for:

- Received on Account / Account Adjustments
- Customer Waiting Orders (CWO) / Quotes
- Layaways

If Include Department Sales is checked, then you get a list of departments with the quantity and dollar amount sold during the day.

Register Detail Report

The Register Detail Report prints out information about selected transactions that took place today or over a date range. These include:

- Paid Outs
- Paid Ins
- Post Voids
- Return Sales
- Special Customer Options
- No Sales
- Clear Sales
- Price Overrides
- Order Deletions
- Reprinted Receipts
- Tips
- Coupons
- Cash Change
- Inventory Created in Register

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Note that If a date range is selected, the daily closeout function removes most of these kinds of records. Only Post Void, Return Sale, Special Customer Options, and Price Override information is retained past the end of day. You can select whether to report on transactions for all registers or this register only.

The Paid Outs, Paid Ins, Post Voids, Return Sales, Clear Sales, Tips, Reprinted Receipts, Cash Change, and Order Deletions print:

The total for each type of transaction prints at the bottom of that section.

- Register Number
- Date
- Time
- Transaction Number (except for Clear Sales)
- Amount
- Description (except for Clear Sales, Cash Change and Tips)
- Employee Number

The detail for No Sales prints:

- Register Number
- Date
- Time
- Employee Number

The Total number of No Sales prints at the bottom of this section.

If any Price Overrides occurred during the day, the following information prints for each:

- Register Number
- Date
- Time
- Invoice or Hold Sale number
- Item Description
- Price Entered
- Original Price
- Difference
- Employee Name
- Customer Name

The detail for Special Customer Options prints:

- Register Number
- Date
- Time
- Customer Number
- Option - CWO, Quote, Layaway, Customer Payment, or Account Adjustment
- Type - Sale, Recall, Payment, Debit, or Credit
- Invoice or Hold Sale number
- Tender
- Amount

The detail for Coupons prints:

- Register Number
- Date
- Time
- Invoice number
- Coupon amount
- Product UPC
- Coupon UPC

The Total amount of Coupons prints at the bottom of this section.

The Inventory Created in Register section prints:

- Register Number
- Date
- Time
- Item Number
- Item Description
- Employee Number

Hourly Sales Report

There are two versions of the Hourly Sales Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the Hourly Sales Report prints the sales and percentage of total sales for each Register, each hourly period starting at 12 AM.

The following periods are reported on:

- This Register Today's Sales
- All Registers Today's Sales
- WTD Sales
- MTD Sales
- YTD Sales

A Total line prints at the end of the report.

The Select Range version prints the same detail but only a total for the date range is printed.

Average Unit Sales Report

There are two versions of the Average Unit Sales Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the Average Unit Report prints the amount of the average sale and the number of sales for each hourly period. The following periods are reported on:

- This Register Today
- All Registers Today
- WTD
- MTD
- YTD

A Total line prints at the end of the report.

The Select Range version prints the same detail but only a total for the date range is printed.

Department Sales Report

There are two versions of the Department Sales Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the Department Sales Report prints the total sales and percentage of total sales for each Department. The following periods are reported on:

- This Register Today

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- All Registers Today
- WTD
- MTD
- YTD

If one or more departments are set to [Memo departments](#), sub-totals are printed for standard and memo departments. A Total line prints at the end of the report.

The Select Range version prints, for each department for all sales in the selected range:

- Department Name
- Units Sold
- Gross Sales - before all discounts
- Discount - an extended amount including line item and sale discounts
- Net Sales

Department Profit Report

There are two versions of the Department Profit Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the theDepartment Profit Report prints the Gross Profit for each Department. The following periods are reported on:

- Today
- WTD
- MTD
- YTD

The detail of the report prints:

- Unit Sales
- Sales
- Cost of Sales
- Profit Amount
- Profit Margin

Totals for all Departments print at the bottom of the report.

The Select Range version prints the same detail but only a total for the date range is printed.

Department Group Report

There are two versions of the Department Group Profit Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the Department Group Profit Report prints the Gross Profit for each Department Group. The following periods are reported on:

- Today
- WTD
- MTD
- YTD

The detail of the report prints:

- Unit Sales
- Sales
- Cost of Sales
- Profit Amount
- Profit Margin

Totals for all Departments Groups print at the bottom of the report.

The Select Range version prints the same detail but only a total for the date range is printed.

Inventory Movement Report

The Daily Inventory Movement Report prints the following about all items sold.

- | | |
|---------------|-----------------|
| • Description | • Cost |
| • Item Number | • Profit Amount |
| • Units | • Profit Margin |
| • Sales | |

The items are listed alphabetically. A Total line prints at the bottom of the report.

Taxable Sales Report

The Taxable Sales Report prints the sales amount and taxes collected for each tax category. The following periods are reported:

- This Register Today
- All Registers Today
- WTD
- MTD
- YTD

A total line for all taxes collected for each period prints at the bottom of the report.

Sales by Tender Report

There are two versions of the Sales by Tender Report.

- Today's
- Select Range

Today's analyzes all sales since the last daily closeout. Select Range allows entry of a From/To date range.

The Today's version of the Sales by Tender Report prints the sales and percentage of total sales for each Tender. The following periods are reported on:

- This Register Today's Sales
- All Registers Today's Sales

- WTD Sales
- MTD Sales
- YTD Sales

The Total Tenders print at the bottom of the report.

The Select Range version prints the same detail but only a total for the date range is printed.

Verified Credit Cards Report

The Verified Credit Cards Report prints a variety of information about the day's credit, debit, and gift card transactions. This report can have up to four sections:

- Approved/Captured Transactions
- Other Transactions
- Summary of Transactions
- Recap of Transactions needing Voids or Post Authorizations

The Approved/Captured Transactions section is the first section to print. It prints if any Card transactions were Captured or Approved (without being captured). This section will include all or almost all the transactions for the day. For each transaction, the following information prints:

- Time
- The Invoice or Hold Sale Number assigned by the system. This is the Number on the receipts and the Invoice Report. In the case of CWOs or Layaways, this is a Hold Sale Number. There will be an "H" after the number. Captured Cards that were canceled do not have an Invoice Number because there was no sale completed with them. These have a dash for the number.
- Amount Charged (or credited) to the card
- Credit Card Name - if the card was actually a debit card, with PIN entry, then "(Debit)" will be appended to the card name.
- Credit Card Account Number - the first 6 digits and last 4 digits display. An "X" replaces the other digits for security reasons.
- Credit Card Expiration Date - MM/YY
- The Authorization Number is the "CAPTURE" or "AUTH" or other approval message.
- The Reference Number is the sequential number assigned by the bank to this transaction. Use this number when communicating with the bank concerning changes to the batch (including Voids).
- The Running Total. The bank sends this figure every time a transaction is captured. It shows the system total for all Sales and Credits. It does not include sales that have only been approved but not captured (needing Post-Authorization). It has not subtracted any transactions that still need to be voided.
- The Notes may include combinations of the following letters:
 - P - Transaction approved but not captured. The system might not have been able to capture it at the time of the sale. This may be a telephone approval. This transaction needs to be Post Authorized to complete the capture of the sale.
 - V - This transaction was Captured and then cleared either by Canceling the Cards or by Clearing the Sale. You need to inform the bank that this card should no longer be charged.
 - F - This transaction was initially displayed as a Duplicate Transaction by the bank. The operator decided that it was a distinct sale from the one displayed by the bank and forced the Sale.

- D - This transaction was initially displayed as a Duplicate Transaction by the bank. The operator decided that this was really the first time that this transaction was processed and accepted the Credit Card.
- M - This transaction had its Approval Code Manually Entered. The bank sent a message such as "CALL CENTER". The employee telephoned in the card and got an approval code.
- ! - This transaction needs attention. The system was unable to complete processing for a Credit Card or Gift Card that needed Post Authorization or Voiding.
- E - EBT transaction.

The Other Transactions Section is the second section to print. This section is not used if you never accept cards without approval and no cards are set up for "Record Only". For each transaction that was accepted without approval or is "Record Only", the following information prints:

- Transaction Date and Time
- The Invoice or Hold Sale Number assigned by the system. This is the same Invoice Number that appears on the receipts and on the Invoice Report. In the case of CWOs or Layaways, this is a Hold Sale Number. Captured Cards that were canceled do not have an Invoice Number because there was no sale completed with them. These have a dash for the number.
- Amount Charged or credited to the card
- Credit Card Name
- Credit Card Account Number
- Credit Card Expiration Date - MM/YY
- If the card is set to "Record Only", an approval code without calling out to the bank.
- The Host Response is the first two lines the bank or the system generated when this card was used.

The Summary of Transactions Section is the third section to print and is on every report. It lists, for each Card type in the system, the following information:

- Captured is the total amount of sales captured for this type of Card. Note that this does not include sales that have only been approved needing Post-Authorization. It has not subtracted any transactions that still need to be voided. This represents the batch total for this Card before processing any Post Authorizations or Voids.
- Post Authorized is the total amount of sales approved but not captured for this type of Card. To complete the capture of these sales, these transactions need to be Post Authorized.
- Voids are the total amount of sales that were captured and then cleared. The sales were cleared by Canceling the Cards, Clearing the Sale before the sale was completed, or by Post Void after the sale. You need to inform the bank that these transactions should no longer be charged.
- Deposit Total is the amount Captured plus the Post-Authorized amounts minus Voids for this type of card. It represents the amount of the actual deposit after processing any pending Post Authorizations or Voids.
- Total Accepted is the total known to the system for this type of card. It is the Deposit Total; in addition, any amounts accepted that appear under the Other Transactions section. Since Other Transactions are not known to the bank but are known to the system, this total is shown separately.

The Recap of Transactions needing Voids or Post-Authorizations section is the last section to print. It prints only if there are any transactions that need to be Voided or Post Authorized. This serves as a checklist of transactions that need to be processed to finish out the batch for the day. It contains a list of transactions in the Approved/Captured Transactions that have a P or a V in the notes. The information printed for each transaction is the same as in that section.

A summary at the end of the report prints the Total by Card name, then the grand total of verified Card charges. A debit card net amount (included in the totals) is then printed.

Check Sales Report

The Check Sales Report prints all today's sales paid by check. You can select either a Summary or Detail report. You can also select whether to report on transactions for all registers or this register only.

The Summary report prints:

- Register Number
- Date
- Time
- Transaction Number
- Employee Number
- Total
- Discount
- Tax
- Amount

For each line item, the Detail Report prints:

- Quantity
- Price
- Item Number
- Discount
- Description
- Amount

For each transaction, the detail report prints:

- Check Amount
- Customer Name, if applicable
- Customer Number, if applicable

A total line prints at the bottom of the report.

If you use Check Verification, the Check Sales Report has an additional section. In this section, all checks verified for the day are printed. The following information prints:

- Register Number
- Transaction Number
- Date
- Amount
- Time
- Approval Code

If "Track Check Numbers" in [Setup - General - Miscellaneous 5](#) is checked, the Check Sales Report has an additional section. In this section, for all transactions paid by check, the following information prints:

- Register Number
 - Date
 - Time
 - Invoice Number
 - Check Number
 - Amount
 - Employee Number
-

Daily A/R Activity Report

The Daily A/R Activity Report prints all transactions for the day that affect Accounts Receivable. These transactions include:

- Customer Charge sales
- Customer Charge return sales
- Customer Payments
- Account Adjustments

You can select whether to report on transactions for all registers or this register only. The report prints:

- | | |
|-------------------|--------------------------|
| • Register Number | • Customer Number |
| • Date | • Transaction Type |
| • Time | • Invoice Number |
| • Employee Number | • Credit or Debit Amount |

A total Credit and Debit Amount print along with the Net Balance effect on Receivables.

Electronic Journal Report

Electronic Journal reports on all sales transactions. It has the following options:

- All registers or This register only
- Summary or Detail
 - Today's, Last Ten, or Select Range

If you choose Select Range, additional options will appear and you can select:

- Date range
- Time range
- Invoice Number range
- Customer Number range
- Filters - this function allows for these additional selection criteria:
 - Transaction Filter:
 - Standard - This is the default setting. All sales are printed.
 - Tax Exempt - Only tax-exempt transactions are printed. The report includes the customer tax-exempt ID.
 - Post Void - Only post-voided transactions are printed.
 - Tender Filter - if checked, select a specific tender to report on. Only transactions that used the tender selected will print.
 - Amount Range
 - Register Number - if checked, you can enter a specific register number to report on
 - Select Employee - if checked, you can enter a specific employee number to report on.

For each Invoice, the Summary Report prints:

- | | |
|-------------------|----------------------------------|
| • Date | • Pre-tax and pre-discount Total |
| • Time | • Discount |
| • Invoice Number | • Tax |
| • Employee Number | • Total Amount of each Invoice |

For each line item, the detailed version of this report prints:

InfoTouch Store

- Quantity
- Item Number
- Item Description
- Price
- Discount
- Extended amount for each item
- Serial number of the item (if applicable)
- Coupon UPC (if applicable)

This detailed version prints the following for each Invoice:

- Customer Name
- Customer Number
- Tender names and amounts
- If the sale was converted from a suspended transaction (hold sale, CWO, layaway, quote, or appointment), the hold sale number prints.

If "Link Employees to Transaction Lines" in [Setup - General - Miscellaneous 4](#) is "Yes" or "Force", the Detail version prints the employee number for each line item.

If a birth date was entered to satisfy age verification requirements, the birth date prints.

At the bottom of the report, totals are printed for the following:

- Pre-tax and pre-discount Total
- Discount
- Tax
- Amount

Hold Sales Report

Hold Sales will generate either Summary or Detailed reports. The Hold Sales report allows entry of a From/To date range. The default range is to show year-to-date transactions.

The summary report prints:

- Register Number
- Date
- Time
- Hold Sale Number
- Employee Number
- Customer ID
- Pre-tax And Pre-discount Total
- Discount
- Tax amount
- Total Amount for each Hold Sale

The detailed version of this report prints the Hold Sale line item detail, including:

- Quantity
- Item Number
- Description
- Price
- Line item Discount
- Extended Amount for each Item

If the sale is linked to a Customer, the Customer Name prints in the Detail Version.

If "Link Employees to Transaction Lines" in [Setup - General - Miscellaneous 4](#) is "Yes" or "Force", the Detail version prints the employee number for each line item. If "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) is checked, the line item detail prints whether the line is confirmed or unconfirmed by placing a 'C' or 'U' after the line item quantity.

At the bottom of the report, totals are printed for the following:

- Pre-tax and pre-discount Total
- Discount
- Tax

- Amount

Customer Waiting Order Report

The Customer Waiting Orders Report can be either a Summary or Detailed Report. You can enter a From/To date range. The default range is to show year-to-date transactions. For each transaction, the CWO report prints:

- | | |
|----------------------|-------------------|
| • Register Number | • Customer Number |
| • Date | • Total |
| • Time | • Amount |
| • Transaction Number | • Deposit |
| • Employee Number | • Balance |

For each line item, the detail report prints:

- | | |
|---------------|------------|
| • Quantity | • Price |
| • Item Number | • Discount |
| • Description | • Amount |

The detail report also prints:

- Tender Names and Amounts
- Customer Name

If "Link Employees to Transaction Lines" in [Setup - General - Miscellaneous 4](#) is "Yes" or "Force", the Detail version prints the employee number for each line item. If "Force Confirmation of Hold Sale lines" in [Setup - General - Miscellaneous 4](#) is checked, the line item detail prints whether the line is confirmed or unconfirmed by placing a 'C' or 'U' after the line item quantity.

This report does not show any tax information. Taxes are included in the figure in the Amount column, but are not broken out in the report.

Total lines prints at the bottom of the report show:

- Total
- Amount
- Deposit
- Balance

Layaways Report

The Layaway Report can be either a Summary or Detailed Report. You can enter a From/To date range. The default range is to show year-to-date transactions. The format of this report is identical to the [Customer Waiting Order Report](#).

Quotes / Work Orders Report

There are three versions of the Quotes / Work Orders report:

- Today's
- Tomorrow's
- Select Range

Today's and Tomorrow's show transactions for the selected day bases on expiration or due date. You may also choose whether to print the Notes fields for the customers linked to the transactions. The Select Range version allows you to specify a date range, and does not allow printing of customer notes.

The format of this report is identical to the [Customer Waiting Order Report](#) except that the quote expiration date prints after the customer name in the detail version and the due date prints for Work Orders. Customer notes print if selected. Another line prints to indicate the transaction type..

Transfers Report

For each transfer that occurred today, the Inventory Transfer Report prints:

- Register Number
- Date
- Time
- Transaction Number
- Employee Number
- Source/Destination
- Total Quantity

For each line item, the report prints:

- Quantity - In or Out
- Item Number
- Item Description

The Total Quantity In and Total Quantity Out print at the end of the Report.

Inventory Transactions Report

The Inventory Transactions Report prints all inventory transactions that affect quantities on hand today or over a date range. The transactions reported on include:

- Inventory Received - the format is the same as [Inventory - Reports - Received Audit](#).
- Inventory Transferred - the format is the same as [Inventory - Reports - Transfers Audit](#).
- Inventory Adjusted - the format is the same as [Inventory - Reports - Adjustment Audit](#).
- Physical Inventory - the format is the same as [Inventory - Reports - Physical Audit](#).

Grand totals are shown for the net quantity change and net value change.

Order Duration Report

The Order Duration Report prints the time a transaction was on Hold, CWO, or Layaway. When you turn a Hold Sale, CWO, or Layaway into a sale, InfoTouch Store Keeper POS writes a record that includes:

- Invoice Number
- Customer Name and Number
- Employee Number
- Date and Time the order was begun
- Date and Time the order was turned into a sale

If "Use Original Hold Sale Date" in [Setup - General - Miscellaneous 1](#) is not checked, the date and time for the start of the order is the date and time of the last recall before turning the order into a sale. At the Daily Closeout, the orders completed today are summarized into a single record for the day.

The Order Duration Report has two formats. The Today's version contains two sections. First, a Today's Same Day section prints all orders started and completed today. This report prints:

- Register
- Employee Number
- Customer Number
- Starting Date and Time
- Ending Date and Time
- Total Time in hours and minutes
- Transaction Type

A total line prints the total number of orders started and completed today. This line also prints the average duration of those orders in hours and minutes. Following the Today's Same Day section, a second section will display Today's Multiple Day orders. All orders that were started before today but completed today print in this section. The information shown is the same as in the Same Day section. However, the Total Time and the average time are in days rather than hours.

The other version of this report is Select Range. This prompts for a From/To Date range and an optional day of the week filter. The default day filter is All, which reports on all days in the date range. This report uses the Order Duration summary records generated at the Daily Closeout.

The report prints the following information for each day reported on:

- Date
- Same Day Orders Number - The number of orders started and completed that day.
- Same Day Order Duration - The average completion time for the same day orders in hours and minutes.
- Multiple Day Hold Sales Number - The number of Hold Sales started before the day and completed that day.
- Multiple Day Hold Sales Duration - The average completion time for those Hold Sales in days.
- Multiple Day CWOs Number - The number of CWOs started before the day and completed that day.
- Multiple Day CWOs Duration - The average completion time for those CWOs in days.
- Multiple Day Layaways Number - The number of Layaways started before the day and completed that day.
- Multiple Day Layaways Duration - The average completion time for those Layaways in days.

A total line is generated for each of the columns. These lines show the total number of sales and average duration over the date range specified.

You can select the Order Duration report to print at the Daily Closeout. If you do so, Today's version of the report will print.

Lost Sales Report

The Lost Sales Report prints:

- Date
- Time
- Register Number
- Description of Lost Sale

You can use this report to plan Inventory additions or changes.

Commission Sales Report

There are two versions of the Commission Sales Report.

- Today's
- Select Range

Today's prints today's sales for all employees. Select Range allows entry of a From/To date range and an optional employee number. If the employee number is not entered, the report is run for all employees.

The report generates a section for each of the selected employees. The line items are reported as commission sales or non-commission sales, based on the employee's commission plan structure. The following information prints for each sale:

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- Register
- Invoice Number
- Date
- Customer Name, if applicable
- Time
- Customer Number, if applicable

For each line item, the following information prints:

- Quantity
- Item Number
- Description
- Extended Price without sale or line item discounts
- Extended Discount includes both sale and line item discounts
- Extended Cost for lines linked to a profit based commission plan
- Extended Amount, which is the Price minus Discount. The cost is subtracted for profit based plans.

For each employee, totals print for Commission, Non Commission, and All Sales. A grand total prints for all employees reported on.

Gift Certificates Report

There are two versions of the Gift Certificates Report.

- Today's
- Select Range

Today's shows each Gift Certificate issued or redeemed during the day. The Select Range version allows you to select and report on a range of Gift Certificate Numbers. The Today's version prints:

- Register
- Amount
- Date
- Issued/Redeemed
- Time
- Gift Certificate Number
- Transaction Number

The report prints totals for the Gift Certificates Issued, Redeemed, and Net Balance of Gift Certificate activity for the day.

The Select Range version prints:

- Gift Certificate Number
- Date Created
- Date Issued / Redeemed
- Amount Issued / Redeemed
- Date Redeemed
- Amount Redeemed

- Balance

The report prints totals for the Amount Issued, Amount Redeemed, and Balance columns.

General Ledger Report

The Daily General Ledger Report produces the General Ledger Audit Trail report. This report summarizes InfoTouch Store Keeper POS activities into general ledger accounts in standard T format.

The resulting accounts include:

- | | |
|-------------------------------|------------------------------|
| • Receipts by tender type | • Layaway/CWO deposits |
| • Sales by Department | • Returns by Department |
| • Cost of Sales by Department | • Tax Collected |
| • Inventory by Department | • Receivables |
| • Discounts by Department | • Receive/Transfer Inventory |

For each account with some activity, the report prints:

- Date
- Description
- Internal Code - This code is used to match the account activity to general ledger accounts in an accounting package.
- Posted - N
- Debit Amount or Credit Amount

An Internal Code prints for each area of activity reported. This code matches account activity to general ledger accounts when the report is sent to an accounting package. The information in the GL Audit Trail report is in ASCII format. This is placed in the General Ledger Log file. This file is always produced at the Daily Closeout.

Appointment Book Report

The Appointment Book report is only accessible if you have the optional [Appointment Book](#) add on package. There are three versions:

- Today's
- Tomorrow's
- Select Range

Today's and Tomorrow's show appointments for the selected day, sorted by the employee scheduled to do the work. This report allows you to show appointments for a single employee or all employees as well as for a single customer or for all customers. You can filter appointments by the status and type of appointment. You may also choose whether to print the Notes fields for the customers linked to the appointments. There is a page break after each employee reported on. The Select Range version allows you to specify a date range, is sorted by date and time, and does not allow printing of customer notes.

For the Today's and Tomorrow's version, for each selected employee, the following information is shown at the top of the page:

- Employee Name
- Employee Number

For each appointment line item, the following information is shown:

- Employee Number
- Start Time
- Item Number

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- Description
- Price
- Discount
- Amount

For each appointment, the following information is shown:

- Date
- End Time
- Status
- Type
- Customer Name
- Customer Number
- Hold Sale Number
- Total
- Customer Notes (if selected)

A grand total is printed for each employee (Today's or Tomorrow's) or for the date range (Select Range).

Hourly Sales by Department Report

The Hourly Sales by Department report prompts for a date and time range. All sales within the range are analyzed. A page is then printed for each department showing the following information:

- Period (one for each hour of the day)
- Sales Amount
- Items Sold
- Average Sale
- Percentage of Sales within the department
- Percentage of Sales for all departments

A final page is printed with the totals for all departments.

Department Discount Report

There are two versions of the Department Discount Report.

- Today's
- Select Range

Today's analyzes discounts given in all sales since the last daily closeout. Select Range allows entry of a From/To date range. For each department for all sales in the selected range, the report prints:

- Department Name
- Units Sold
- Gross Sales - before all discounts
- Discount - an extended amount including line item and sale discounts
- Net Sales

If one or more departments are set to [Memo departments](#), sub-totals are printed for standard and memo departments. A total line is printed for all departments.

Sales by Day Report

Enter a From/To date range. All sales are summarized by day. The report prints:

- Date
- Units Sold
- Gross Sales - before all discounts
- Discount - an extended amount including line item and sale discounts
- Net Sales
- Taxes
- Total

A total line prints for the date range selected.

TDLExport Report

This report is only shown if you have the [Touch Data Link](#) add-on package. The TDL Export Report shows the following about the transaction logs that are prepared and sent to headquarters:

- Status - To Be Exported, To Be Retransmitted, Prepared for Sending, Receipt Confirmed, Archive Deleted
- Closeout Date
- Prepared - Date TDL prepared the log file
- Confirmed Date
- Retransmitted Date

TDLImport Report

This report is only shown if you have the [Touch Data Link](#) add-on package. The TDL Import Report shows information about scheduled updates sent by headquarters:

- Record Number - use this number to delete a single scheduled update using the [TDL Import function](#).
- Function Begins - the date and time for the scheduled update to be processed.
- Function Ends - for temporary changes, the date the scheduled update will revert back to original settings.
- Data File - the database that will be effected by the update.
- Key - for field updates, the key number to use to find the record in the database.
- Operation - type of function including field changes and TITO operations.
- From Key - for field updates, the key to use to find the record in the database.
- To Key - for field updates over a range, the last key in the range of records to update.
- Scope - for field updates, either single or range of records.
- Duration - for field updates, either permanent or temporary.

Utility Module

The InfoTouch Store Keeper POS Utility Module contains the "housekeeping" and support tools of InfoTouch Store Keeper POS. A skilled person should perform most of these tasks. The user interface is designed for a mouse and keyboard.

The Utility Module has the following functions:

- Information - Review information about your Software Version, Data File Set, Number of Records, and sizes of the Data Files. You can print out this information, if necessary.
- Backup - Backup your files to protect your data.
- Purge - Eliminate old data records that are no longer needed. Free disk space. Improve processing time.
- Error Handler - Display Error Messages and suggested actions.
- Security Log - Report on Secured Functions. Purge the Security Log.
- System Recovery - Restore records that were in process when an improper system shutdown occurred.
- Recalculate Parts Explosion Cost - Recalculate the costs of assembled items when the costs of their component items change.
- Modify Vertical - Allows you to rename departments.
- Touch In-Touch Out [optional] - add-on package that converts InfoTouch Store Keeper POS databases into ASCII files and creates records from ASCII files.

You can configure the Utility Module to require a password for any of these functions.

The Utility module has a menu and toolbar.

Modify Vertical is not available if you use InfoTouch Enterprise Manager. This function must be performed at headquarters.



Utility Main Screen

Utility - Backup

We strongly recommend using the Backup function daily.

This function is also available on the Main Menu. Backup functions the same whether invoked from the Main Menu or the Utility module.

Computer systems have hardware components, such as hard drives, that can fail with usage over time. It is therefore vitally important that you backup your data files in case of hardware failure. InfoTouch Store Keeper POS provides two places for this function - on the Main Menu and in the Utility module. The same procedure is followed in either case. If you are using a network, one of the three following circumstance must be true for the Backup to be performed:

- The station performing the Backup must be the only station logged into the system. No modules other than Backup may be running.
- The station performing the Backup is the gateway station for the system (the databases are residing on a local drive on this machine).
- The gateway station is running the BackupHelper utility. Contact InfoTouch technical support for further help with this scenario.

Note that with the second and third scenarios, it is possible to backup the data files while the system is in use.

No other station can enter the system when a Backup is in progress. Depending upon the setting of "Backup/Restore method" in Setup - General - Miscellaneous 2, you will either perform a standard or alternate restore. The standard method uses PKZIP® software to compress the data files onto the drive specified by "Standard Backup Drive" in Setup - General - Miscellaneous 2. The alternate method allows you to define the type of process to use for backing up and restoring your data files.

The standard method Backup backs up all files in the vertical folder and subfolders.

If you use the alternate method, you should ensure that, at a minimum, all files with these extensions are backed up:

- DB
- DAT
- CAT
- CAW
- MDB

Utility - Error Handler

The Error Handler keeps a record of all system errors. These records contain the Register Number, Date, Time, Error Number and Message. There may be a list possible solutions. To view the Error Messages:

- Click **Error Handler** on the Utility main screen.
- The InfoTouch Store Keeper POS Error Screen displays. Select either System or Register.
 - If you selected Register, select the Register Number.
- Click **Refresh List**.
- The error messages will display. If there are no errors, the message box will be blank.
- To return to the Utility Menu, click **Close**.

Utility Module - Information

The Information Screen displays the current software configuration. The InfoTouch Store Keeper POS Version Number, Vertical Name, Data File Location, Register Number, Number of Registers, and Drawers per Register will be displayed.

Information also shows if the Customer, Item, and Serial Number fields are using Automatic or Manual numbering. The lengths of each field are shown. The number of records in the Inventory, Serial, Customer, Invoice, Hold Sale, Purchase Orders, and Employee databases is shown. The size of each database in bytes is also shown.

This information may be needed when calling for technical support.

Utility - Menu

The Utility module has a standard Windows menu below the title bar. Some of the options may be grayed out, which means that they are disabled. The menu includes:

- File
 - Save and Close - saves what is currently being edited and returns to the main screen.
 - Reset and Close - discards changes to what is currently being edited and returns to the main screen.
 - Close All - closes all editing sessions and returns to the main screen.
 - Security - set security on main screen functions.
 - Exit - close Transaction Manager module.
- View
 - Show status bar - if checked, the status bar at the bottom of the screen is displayed when available.
- Actions - a complete list of all function on the [Utility main screen](#).
- Window
 - Tile Reports - used to display multiple reports at the same time.
 - Horizontally
 - Vertically
 - Cascade
 - Window List - a list of currently open windows. Select any window in the list to make it visible.
- Help
 - Utility Help - help on this module.
 - InfoTouch Help - complete online system help.
 - InfoTouch on the Web - launches your browser and takes you to the [home page of the company](#).
 - About InfoTouch - version, vertical, system, and legal information.

Utility - Modify Vertical

The Modify Vertical function allows users to rename the departments in their verticals. It optionally allows a new department to be added. The Modify Vertical button always requires the level 7 (Owner) or level 8 security password to access the function. No other registers may be in the system in order to access the Modify Vertical function nor may any other register enter the system while the function is being used.

Because of the fundamental changes you can make to your system, it is extremely important to have a system backup before utilizing this function.

If you have the option to add a department, you will first be prompted to see if you wish to rename or add a department. To change a department name:

- Select the desired department name to change.
- Enter a new department name. The new name may be equal to or shorter in length than the original name.
- Select **Modify Vertical**. All inventory items in the selected department will be renamed and the vertical definition will be updated to reflect the new name.

Departments that are added are always "two index" departments - that is, they have one additional index besides the department name. To add a department:

- Enter the new department name.
- Enter the name of the second index.
- Select foreground and background colors for the department and index buttons in the Register.
- Select **Modify Vertical**. The new department is added to the vertical definition, setup options for the department are defaulted, historical sales information for the department is initialized, and department and index buttons are added to the Register. The department button may be placed on a new department button window and accessed using the Current/More Departments button. There will always be 48 index buttons, including a "Keyboard" button, for the new department on two screens. Once these buttons are generated, you exit the Utility module.

Utility - Purge

Utility - Purge

Use Purge to delete historical data. Otherwise, the data is kept indefinitely by the system. To run Purge on a network you must be the only station using InfoTouch Store Keeper POS at the time.

Due to the speed and capacity of modern computers, we recommend that you NOT use the Purge function. The information deleted may be valuable and is permanently lost.

When you select Purge from the Utility main screen, you may choose:

- [General Ledger Logs](#)
- [Payroll Logs](#)
- [Accounts Payable Logs](#)

General Ledger Logs

General Ledger Log files are created whenever a Daily Closeout is performed. These files can be imported into an accounting package for bookkeeping purposes. The Purge General Ledger Logs option will bring up a screen and allow you to enter the year to purge. You cannot purge General Ledger files from the current year. If you use the General Ledger files for accounting, backup these files before you run a Purge.

Payroll Logs

Payroll Log files are created whenever a [Employee - Compensation - Record Compensation](#) is performed. These files can be imported into an accounting package for bookkeeping purposes. The Purge Payroll Logs option will bring up a screen and allow you to enter the year to purge. You cannot purge Payroll Log files from the current year. If you use the Payroll Log files for accounting, backup these files before you run a Purge.

Accounts Payable Logs

Accounts Payable Log files are created whenever a Purchase Order is received or returned. These files can be imported into an accounting package for bookkeeping purposes. The Purge Accounts Payable Logs option will bring up a screen and allow you to enter the year to purge. You cannot purge Accounts Payable files from the current year. If you use the Accounts Payable files for accounting, backup these files before you run a Purge.

Utility - Recalculate Parts Explosion Cost

Use the Recalculate Parts Explosion Costs Utility after you have created, modified, added or received Inventory if you use parts explosion in your system. Some of the new or changed items may be components of exploded (assembled) items.

The cost of an exploded item is based on the cost recorded in Inventory of the component items.

A change in the cost of a component of a component item (nested part explosion) will affect the cost of the exploded item.

Disregard this feature if you use no exploded items, items assembled from component items you keep in Inventory.

If part explosion is set to "At Sale", the cost of the assembled item is calculated when the item is sold.

The cost of assembled items that are exploded "At Closeout" or "Receive" will be affected by changes to the components' costs.

The cost of assembled items that are exploded with the "Deposit/Tax" setting is determined by the parent rather than the component items. "Deposit/Tax" explosion items are not effected by this function.

To be sure, your costs for assembled items are correct and up-to-date, use Recalculate Parts Explosion Costs after you do anything that affects the cost of component items.

To Recalculate Parts Explosion Costs

- Click Recalculate Parts Explosion Costs on the Utility main screen.
- Click **Recalculate** to recalculate the costs of assembled items in Inventory. This process may take some time to complete. The amount of time depends on the size of your Inventory and how many items use parts explosion. When complete, the screen will display the message "Finished Successfully".

If an improper shutdown of your system occurs during this process, you must run the recalculation when you start the system again. If you do not allow the procedure to finish properly, the cost of parts exploded items will be wrong.

Utility - Restore

This utility is no longer relevant and has been replaced by various other backup and restore means. Please do not use this button if it appears on your installed version of the software.

Utility - Security Log

Utility - Security Log

The Security Log utility includes two functions:

- [Report Security Log](#)
- [Purge Security Log](#)

Report Security Log displays or prints the contents of the Security Log. This report includes:

- Employee
- Button Touched
- Time
- Date
- Level of Security Protection
- Action Taken

Purge Security Log allows you to save disk space by eliminating Security Log entries.

Report Security Log

- Enter the number of the Register you want to report on.
- Enter the minimum security level to be reported.
- Enter the date to begin the report.
- Select the report destination - Preview to Screen, Printer, or Export to Disk
- Click **Finish**

Purge Security Log

If you have many functions protected, the Security Log will grow large as the system is used. If you do not want to keep older entries or entries below a particular security level, use Purge Security Log. This will reduce the size of the log. The purged Security Log will contain only the entries for specific security levels after the date you select.

- Enter the number of the Register whose log you want to purge.
- Select the minimum security level field to be retained:
- Enter the date before which you want entries removed.
- Touch **Begin Purge** to purge the Security Log for the designated Register.

Utility - Security

If you use plan-based security, access to the module's functions is controlled by each employee's security plan. If you do not use plan-based security, you can assign the security levels associated with each function. To set security on any of the functions on the Utility main screen, follow these steps:

- Click File | Security.
- Enter your Employee Number, Employee ID, and the level 7 (Owner) or level 8 password. Click **OK**
- Click on any function's button. The following screen will display with the current password level indicated by bold and underlined text:



- Select a new password protection level.
- Make changes to any other function's setting.
- When finished, either:
 - Click End Function Protection, or
 - Click File | Security

If you use InfoTouch Enterprise Manager, you should make Security changes at headquarters. These changes are allowed if you use Enterprise Manager, but will be overwritten the next time any changes are made at headquarters.

Utility - System Recovery

System Recovery is used to recover Hold Sale records and Serial records that were being processed when the system shutdown improperly.

- Select **System Recovery**.
- Select **Do Recovery**.
- Depending on the status of Hold Sale and Serial records in your system, **various** messages may flash briefly or stay on the screen for some time. When finished, the Progress window will display the message "Finished Successfully".

Utility - Toolbar

The Utility module has a standard Windows toolbar below the menu. Some of the options may not be visible, which means that they are disabled. The toolbar includes:

- Menu - returns you to the main screen.
- Undo - discard most recent change.
- Cut - copy and delete highlighted text to the Windows clipboard.
- Copy - copy highlighted text to the Windows clipboard.
- Paste - paste text from the Windows clipboard.
- Preview - send report to screen.
- Print - send report to printer.
- Export - send report to disk file.

Visitor Clock In and Clock Out

Guests that visit the store can sign in using the **VISITOR IN** and **VISITOR OUT** buttons of the Time Clock. The clock in and clock out status field on the Time Card is not active for Visitors and no time data is logged.

Visitor Clock In

- Touch **VISITOR IN** located in the upper left-hand corner of the screen.
- An alphanumeric keyboard displays. Type in the Visitor's name and touch <ENTER> to accept. You may use the keyboard to type in the name if you want.
- A Visitor card displays with the message "WELCOME!"
- Touch the Time Clock again to complete the punch.

Visitor Clock Out

- Touch **VISITOR OUT** in the upper left-hand corner of the screen. The list of visitors displays, sorted by the time they clocked in.
- Touch the Visitor's name on the list.
- The Time Clock screen displays the card for the selected Visitor. The card will display the message "GOODBYE".
- Touch the Time Clock to clock out the visitor.

Additional Module Installation and Configuration

Quickbooks Interface

PURPOSE

InfoTouch handles a wide variety of tasks for the retailer. Among these tasks are Point of Sale operations, inventory management, accounts receivable, purchase orders, and employee management. However, InfoTouch was not designed to be a complete accounting solution and, as such, has no general ledger package. But InfoTouch does provide a general ledger log file in standard ASCII text that can be used to link with third party accounting packages such as QuickBooks. This log file is produced automatically as part of a daily closeout and contains a summary of all the accounts that were affected since the last daily closeout.

The purpose of the QuickBooks general ledger interface (hereafter referred to as the interface) is to relate InfoTouch accounts (e.g., cash receipts, cost of sales) to QuickBooks general ledger account numbers. This allows you to transfer information from the general ledger log of InfoTouch to your QuickBooks general ledger. The interface will take as input InfoTouch's general ledger log file, which uses InfoTouch's internal account number, and will produce as output a comma delimited ASCII text file that contains entries with QuickBooks' account numbers. This output file can then be imported by QuickBooks.

To prepare for this link, you must give the interface the QuickBooks account numbers it needs (e.g., inventory accounts, cash accounts, bank accounts, cost of goods sold accounts, sales accounts, etc.). In addition, you can specify certain specific parameters to be included in your transfers (description). Once your initial setup is complete, all you have to do is to specify the date or date range of the data to transfer from InfoTouch to QuickBooks.

There is one restriction of QuickBooks to note. QuickBooks will view the imported data of a given day as one transaction with many lines of distribution. QuickBooks puts a restriction on transactions that are imported. This restriction limits the number of accounts receivable or accounts payable involved in a transaction to **at most one**. This means that there must not be two lines of distribution that refer to receivables or payable accounts, even if the two lines of distribution refer to the same account. The consequence of this restriction is that the Receive/Transfer account number of a department must not be assigned to an accounts payable type account but must be assigned to a Clearing Account which can have a type of Other Current Liability.

SETUP

The software will detect that you have not run the interface before and will require you to enter a QuickBooks account number for each InfoTouch activity. The required account numbers are mandatory and cannot be left blank (or 0). Only when all the account numbers have been entered may you proceed to transfer general ledger data from InfoTouch to QuickBooks.

The interface breaks down your InfoTouch activities into four separate groupings. These are Basic Accounts, Credit Card Accounts, Department Accounts, and Tax Accounts.

Basic Accounts include the following:

- Cash Receipts Account Number
- Cash Over/Short Account Number
- Paid Outs Account Number
- Check Receipts Account Number
- Check Over/Short Account Number
- Receivables Account Number
- Deposits Taken Account Number
- Deposits Applied Account Number

Department Accounts include the following, which apply to all of your InfoTouch departments:

- Sales
- Returns
- Discounts
- Cost of Sales
- Inventory
- Receive/Transfer

The Receive/Transfer account number should not be an accounts payable account. It should be a Clearing Account.

Other Tender Accounts will prompt you for an account number for each credit card or other tender you have setup in InfoTouch. You will also be prompted for an associated Over/Short Account. The credit card accounts and the credit card over/short accounts **must not** be accounts receivable accounts.

Tax Accounts will do the same for each InfoTouch tax category.

InfoTouch Store

It is perfectly legitimate, if desired, to enter the same account number for different activities. For example, if you only have one account number for credit card transactions, enter the same account number for all credit cards. The flexibility is there so that you may be as general or as specific as you desire.

QuickBooks can work with or without using account numbers, but the InfoTouch interface was designed to use account numbers. Account numbers can be composed of up to 15 numeric characters.

In addition to entering account numbers, the interface requires you to specify certain QuickBooks parameters (under the Miscellaneous menu option). These parameters are listed below with the system defaults:

Description:	InfoTouch
Directory:	\IT_StoreMgr\Vertical

The Description field is an optional field. The text in the field, together with the internal account codes InfoTouch uses, will be placed in the MEMO field of each record that will be exported to QuickBooks.

The Directory field will tell InfoTouch the destination of the data file for QuickBooks to import. The name of this data file is **GLBATCH.IIF** and cannot be changed. QuickBooks can be told the location of a file to be imported.

Once you have defined your account numbers and QuickBooks parameters, you can proceed to the transfer function. You do not have to modify your setup unless you wish to change something.

Some final notes:

1. Anytime you add a new tax category or credit card in InfoTouch, the interface will automatically detect this and require you to enter a new account number before using the transfer function.
2. Record the QuickBooks Account numbers that were entered for your records.

OPERATION

Running the interface

To transfer information from InfoTouch to QuickBooks:

1. Touch the “GL Interface” button to invoke the interface.
2. Select Transfer. A window displays allowing you to select the dates to transfer.
3. The current date will serve as the default. You can transfer one day’s data at a time or several consecutive days in the same month. The interface will check the data and prompt if errors are detected.
4. At this point, the interface will produce GLBATCH.IIF, the data file to be imported by QuickBooks.

Running QuickBooks’ Import Operation

1. Start Windows.
2. Start QuickBooks and select the proper company to work with.
3. From the menu bar select **File**.
4. From the drop down menu, select **Import**.
5. Use the **Browse** option to look for the import file, **GLBATCH.IIF**
6. Once the file has been selected, click **OK** to start the import operation.
7. QuickBooks will display an error message if necessary and will not import the data even if the last message displayed is “Your data has been imported.”

Handheld Inventory Interface

Overview

The Handheld Inventory Interface program is an optional add-on package that allows you to use a handheld device to perform the following functions:

- Receiving Inventory
- Performing Physical Inventory
- Using the optional Price Verification functions

Setup and Installation

Installation

The Handheld Inventory Interface program is activated by the presence of a file located in the data directory. The program will automatically be installed with a new installation of Store Manager ES. If ordered separately, you will receive a file that must be placed in the directory with the Store Manager ES executables.

This is an integrated add-on program to Store Manager ES. There is not a separate executable to access the Handheld Inventory Interface program. In other words, to use your handheld interface with Store Manager ES:

1. Load the InfoTouch handheld interface file
2. Install the hardware and software associated with your handheld device.
3. Import a file (such as a simple csv text file) that has been output device.

Data Format

More precisely, the Store Manager ES Handheld Interface allows you to use an ASCII file for the source of these functions. Handheld devices typically output the information collected in ASCII format. You can also use other sources of ASCII files with the program, including a bar code scanner attached to a workstation in conjunction with a text editor such as Notepad.

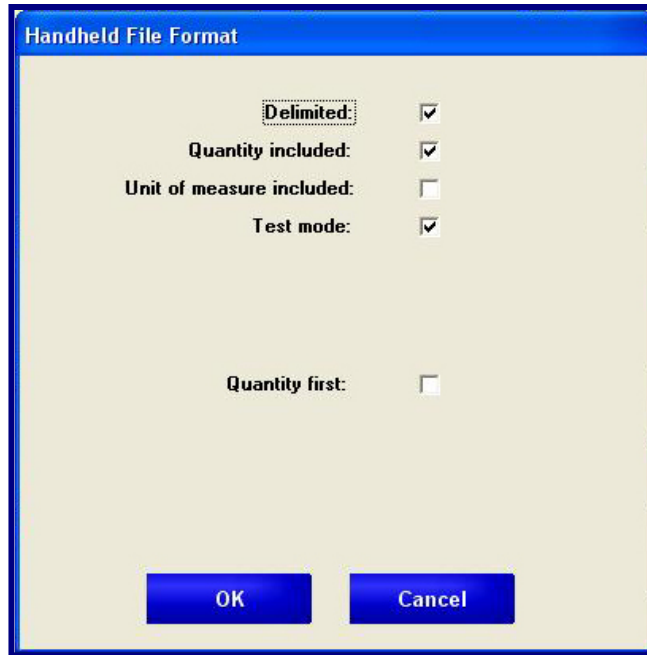
The Handheld Interface program accepts files in a wide variety of ASCII formats. When you select a file for use with the program, you must tell the system what format the file is in. The program will remember the last format you specified.

The following formatting options are available:

- ✓ Delimited - if checked, the fields in the file are separated by commas. If not checked, the fields in the file are in fixed column positions.
- ✓ When you have selected to process a file, you can select if the file is delimited or fixed length. Fixed length means that all the fields are in the same position on each line. *Delimited* means that the fields are separated by a delimiter, usually a comma.

- ✓ Quantity included - if checked, a quantity field is present on each line. If not, a quantity of one is assumed for each line.
- ✓ Unit of measure included - if checked, a unit of measure field, as a number from 0 - 6, is present on each line. If not, the default stocking unit is assumed for each line.
- ✓ Number position - if Delimited is not checked, then you must specify the start of the Number field (item number, UPC, or alternate key) on each line.
- ✓ Number length - if Delimited is not checked, then you must specify the length of the Number field (item number, UPC, or alternate key) on each line.
- ✓ Quantity position - if Delimited is not checked and Quantity included is checked, then you must specify the start of the Quantity field on each line.
- ✓ Quantity length - if Delimited is not checked and Quantity included is checked, then you must specify the length of the Quantity field on each line.
- ✓ Unit of measure position - if Delimited is not checked and Unit of measure included is checked, then you must specify the single position for the Unit of measure field on each line.
- ✓ Quantity first - if Delimited is checked, determines whether the quantity is before or after the Number field. Note that if Delimited and Unit of measure are both checked, the Unit of Measure fields must be the last field on the line.
- ✓ Test mode - if checked, then the file is examined but not processed. This can be useful to determine if you have specified the correct format for processing lines in the file. The program will tell you the:
 - Number of lines processed
 - Number of lines rejected - these lines did not meet the format specified.
 - Hit ratio - the percentage of lines accepted to the total number of lines.

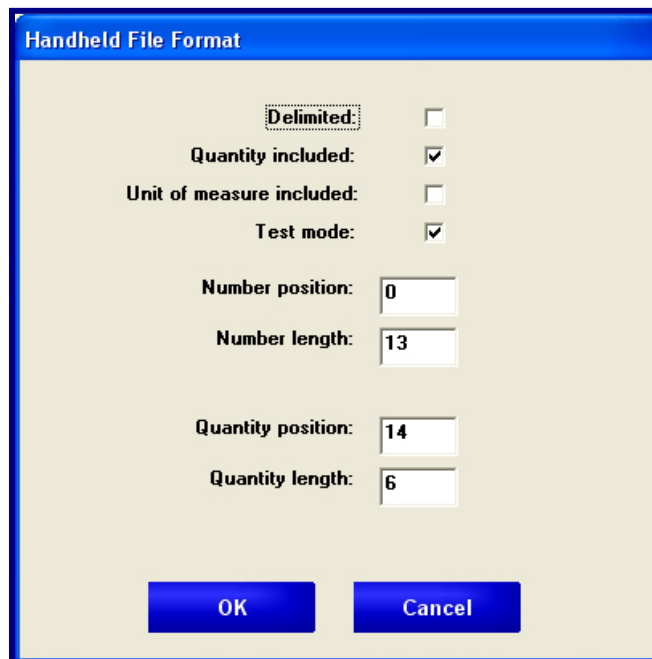
The following are sample screens, showing both the delimited and then other options for physical inventory (the Receive Inventory functions also have a Cost field):



The image shows a dialog box titled "Handheld File Format" with a blue header. It contains five options, each with a checkbox: "Delimited:" (checked), "Quantity included:" (checked), "Unit of measure included:" (unchecked), "Test mode:" (checked), and "Quantity first:" (unchecked). At the bottom, there are two blue buttons labeled "OK" and "Cancel".

Sample Screen for Delimited Files

If you uncheck Delimited, the interface screen will display additional fields, as shown in the following possible sample screen:



The image shows a dialog box titled "Handheld File Format" with a blue header. It contains five options with checkboxes: "Delimited:" (unchecked), "Quantity included:" (checked), "Unit of measure included:" (unchecked), "Test mode:" (checked), and "Quantity first:" (unchecked). Below these are four text input fields: "Number position:" (0), "Number length:" (13), "Quantity position:" (14), and "Quantity length:" (6). At the bottom, there are two blue buttons labeled "OK" and "Cancel".

Sample Screen for Non-Delimited Files

Receiving Inventory

Use this function to receive items into inventory without using a purchase order. The Receive inventory function maintains an audit trail of activities, which you can track using the Received Audit report. You can print price and barcode labels for the items received using the Received Price Labels report. The system will update the quantity on hand, cost, and average cost fields.

Besides using the online Replenishment module, you can use the Handheld Interface to receive items using the following:

- The Replenishment/Purchase Order function.
- The Receive function located on the Inventory → Adjust Inventory menu. You would use this option when you are not receiving against a purchase order.

Using the Handheld Inventory Interface and Replenishment Function

The **Receive by Exception** button can be very helpful when receiving large orders by letting you scan or otherwise ring up what was received and letting the system figure out what did not arrive. If you have purchased the Handheld Inventory Interface add-on program, you can use a handheld inventory device to scan the shipment when receiving by exception.

You must first define the format of the ASCII files that will be used to transmit information from the handheld devices to Store Manager ES as previously described.

You can receive any number of items via the handheld interface. The specific steps may vary, depending on the device you choose:

1. After you set up the file transfer form, the basic procedure requires that you receive the items using the handheld device by scanning the bar codes and entering the quantities (per the format you chose as described in the Installation → Data Format). Note that you cannot change the retail price of the items received using the Handheld Inventory Interface.
2. When you reconnect to the back office terminal, save the file.
3. Access the online Replenishment Module and find the purchase order.
4. Locate the purchase order that you just scanned.
5. Select the **Receive by Exception** button (Purchase Order Module → More Functions).
6. Select **Yes** when prompted to receive from handheld file.
7. Locate the file using the file explorer displayed. The system will then display the parameters set to read the file from the handheld device as shown previously.
8. (Optional) You can select the **Test Mode** checkbox to ensure that the system is able to import all the items. It will display an error message if there is a problem, you can find the items that were rejected in the reject.rcv file in the vertical directory after you select OK.

Make any corrections and re-run the test mode.
9. After the system displays a message that all records were received (Hit ratio = 100%), you can select OK to receive the items. (If you had selected **Test Mode**, you will need to deselect it first.)
10. The system will now update the receipt online for the purchase order displayed.
11. If necessary, select Receive Order to confirm the receipt of the lines you have received.

Using the Handheld Interface and Inventory Adjustment (Receiving) Function

Use this function when you are not receiving against a purchase order. It works basically the same way as the Handheld Interface with the Replenishment Module:

1. After you set up the file transfer form, the basic procedure requires that you receive the items using the handheld device by scanning the bar codes and entering the. When you reconnect to the back office terminal, save the file.
2. Access the Receive function (access the Inventory module → Receive).
3. Select **Yes** when prompted to receive from handheld file.
4. Locate the file using the file explorer displayed. The system will then display the parameters set to read the file from the handheld device as shown previously.
5. (Optional) You can select the **Test Mode** checkbox to ensure that the system is able to import all the items. It will display an error message if there is a problem, you can find the items that were rejected in the reject.rcv file in the vertical directory after you select OK.

Make any corrections and re-run the test mode.

6. After the system displays a message that all records were received (Hit ratio = 100%), you can select OK to receive the items. (If you had selected **Test Mode**, you will need to deselect it first.)
7. The system will now update the receipt online for the purchase order displayed.

Physical Inventory

Use this function to perform a physical inventory count and record the difference in quantity and inventory value from what is currently in the system. You can track these actions by using the Physical Audit report.

There are two ways to record a physical count:

- Counting Inventory without Hand-Held Devices
- Counting Inventory with Hand-Held Devices

If you have the optional Handheld Inventory Interface add on package, you can download physical inventory information via the handheld interface and use the following procedure:

1. Create an ASCII file, with the parameters that are in sync with the handheld device as described previously in *Installation → Data Format*.
2. Scan the items you are counting.
3. Access the Physical function from Inventory → Adjust Inventory menu, and Store Manager ES will ask you whether you wish to "Process physical from handheld / file?" Select **Yes**, to display the Physical Inventory Process window.
4. Select one of the following options:
 - a. **Process** - select a file, using the standard Windows file open dialog. Once a file is selected, you must then specify the Handheld Inventory file format.

- b. The file is then processed and the items and quantities specified are stored in a special physical inventory database. If there are any rejected files, the system will message, saying that they are reject.phy file in the vertical directory. Open the file using Windows Notepad or some application that can read an ASCII file to determine and fix the problem.



Physical Inventory Process Window

- c. **Report** - shows the item number and quantity of all items counted since the start of the process. You can print the list, if desired.
- d. **Complete** - select whether to update all inventory or just the items counted. The former is used for complete physicals while the latter is useful for cycle counts. Select **Complete** to update inventory and finish the process. The physical inventory database is deleted and you are ready to begin the next physical inventory process.
5. After you have selected "Complete," the system will delete the file.

Price Verification

The optional Price Verification option, located on the Inventory menu allows you to ensure that the price labels on the shelf and items are the same.

Price Verification follows the same procedures as the Receiving and Physical Inventory processes:

1. Create an ASCII file in sync with the handheld device you are using as described in with the parameters as described previously in *Installation → Data Format*.
2. Scan the bar code of the items.
3. Connect the handheld device to the terminal.
4. Locate the file with the pricing data.
5. The system will display the expected file format.

6. Select OK if the format is correct. Any rejects will be in the vertical directory in file "reject.pri."
7. After you have made any corrections, the system will have updated the price labels. If necessary, print any labels that were incorrect.

BarTender Barcode Print Integration

Using BarTender with Store Manager ES to Print Labels

InfoTouch Store Manager ES offers an optional interface with Seagull Scientific's BarTender program. This option adds flexibility to Store Manager ES' ability to print labels for any barcode printer supported by BarTender. You have the ability to set up specially formatted labels for each type of barcode printer. For example, you can use BarTender to customize and print the Inventory Received Price Labels, Inventory Price Labels, and Customer Barcodes.

Although you can still print these reports using the standard report printer feature, the BarTender interface has the following advantages:

- It can communicate with every barcode printer.
- It prints labels very quickly with the Seagull Scientific drivers.
- It gives you more control over the label, allowing you to design your own labels that will print on a barcode or label printer.

Store Manager ES Setup

The BarTender barcode labels are specific to each printer. Therefore, you need to install printer drivers for the barcode printer before setting up the labels. In addition, you need to do up the following in SETUP:

1. Select Miscellaneous
2. Select Miscellaneous 5
3. Select BarTender in the BarCode Printer Type field.

A file named `INVEN_BT.OUT` is located in the vertical folder. This file contains a header record that shows:

- **The UPC or item number**
- **Item description**
- **Price**
- **One alternate price associated with the item.**

An additional file, `INVEN_NOTES_BT.OUT` located in the vertical folder when using the "Large Price Format" option. This file contains a header record that shows:

- **The UPC or item number**
- **Item description**
- **Price**

➤ **One alternate price associated with the item.**

➤ **Inventory Notes 1**

➤ **Inventory Notes 2**

A file, CUST_BT.OUT, located in the vertical folder, to print customer barcode labels using the BarTender program and the Store Manager ES Customer Barcode Report. This file contains a header record that shows:

➤ **Name**

➤ **Customer number**

➤ **Contact**

BarTender Setup – An Example

You can use BarTender to design how you want these fields to appear on the “report.” We recommend that you use the instructions included with BarTender to set up your labels, but a general synopsis of creating a Price label would be as follows. If you have any questions related to BarTender, contact Seagull Scientific.

1. Access the BarTender program.
2. Select the Blank Label radio button on the New Format Label Wizard window and select Next.
3. Select the printer that will be printing the barcodes, as BarTender will incorporate the printer driver of the printer you select (the barcode label is specific to the printer). Select Next to display the Stock Selection.
4. Select either the Specify Stock Settings or Use a Predefined Stock radio button. This example shows how to use customized labels. Select Next to display the Paper Size window. (If you chose Predefined labels, you would choose the manufacturer from the Category dropdown and the type of label from the Stock Name dropdown. You will then skip to step 10.)
5. Choose the paper size and orientation (portrait or landscape) for the label and press Next.
6. Select the shape of the label by selecting one of the options from the radio buttons listed (Rectangle, Rounded Rectangle, Ellipse, etc). We chose Rounded Rectangle and selected Next.
7. Specify the margins. We left the defaults and selected Next.
8. Choose the number of rows and columns and label size. We used 5 rows and 2 columns, although there are countless options available. Select Next.
9. Define the starting corner and printing direction (we chose top left and a horizontal printing direction). Select Next and the system will summarize the selections you made.
10. Select Finish displaying the label and type of barcodes available.

11. The system will now display a Toolbox on the left side of the screen and a large label in the middle. Go to File → Database Connection Setup and select Next.
12. On the window entitled “Select the type of database to use,” select the Text File radio button. Select Next.
13. On “Select the text file to read from” window, use the Select File option to find the INVEN_BT.OUT or INVEN_BT_NOTES.OUT file (it should be your Store Manager ES vertical directory).
14. Select Next and then select the default (Mixed Quote and Comma) on the Specify field definitions window. Select Next.
15. Select Yes when asked if this is the First Record. Select Finish. BarTender will display a hierarchy of databases with INVEN_BT or INVEN_BT_NOTES.

If you click on the plus sign to open the folder:

you will see the following under All Databases → Text File 1 → INVEN_BT

- Item Number
- Description
- Price
- Alternate Price

Or under All Databases → Text File 1 → INVEN_NOTES_BT

Item Number

Description

Price

Alternate Price

Notes 1

Notes 2

16. Select OK to return to the screen with the toolbox on the left and large barcode in the middle of the screen.
17. When it displays the label and bar codes, select the barcode you want to use.
18. You can now double click on the bar code or select the barcode symbol from the toolbar. The system will then display the bar code with numbers under it. This is the item or UPC number.
19. Select the symbol for text from the tool bar and drag it to the label. Repeat this two more times until you have three text boxes that say “Sample Text.”
20. Double click on the barcode on the label. When the system displays the Data Source tab of the Modify Selected Barcode Object window:
 - a. Select Database field.
 - b. Select the Item Number field name.
 - c. Enter the text to appear on the label in the Sample Data field.

- d. Select OK.
21. The system will redisplay the label, where you should double click on the Sample Text field. When the system displays the Data Source tab of the Modify Selected Barcode Object window:
 - a. Select Database field.
 - b. Select Description, Price, or Alternate Price from the Field Name dropdown.
 - c. Enter the data to appear on the label. For example to set up the price, the system will display "Field: INVEN_BT.Price". We modified the text to say "Price."
 - d. Select OK.
22. When you have modified the text to be printed on the label, save the file in the Store Manager ES vertical folder and entitle it INVEN_BT.DAT or INVEN_NOTES_BT.DAT (for the format to use with the "Large Price Format" option).

Printing Received Price and Price Labels with Store Manager

The Receiving Price Labels and Price Labels reports let you print barcodes as well as other information on a label. While you can also print labels using the Avery labels associated with a Report Printer, this procedure describes how to use the Barcode Printer associated with BarTender.

After you access Inventory → Inventory Reports, use the following steps:

1. Complete the Order/Filter. Select the list or range of labels you want to print. You can choose a department and range of items within a department, a department group, or a specific label using the item number.
2. Select Next to display the Options tabs, which consist of the following fields that you may or may not need to complete:
 - A vendor filter
 - Price change filter
 - Number of labels to print for each item (if you have seven sweat shirts, then you can print a label for each of them)
 - A specific price level (a retail price label and any other price level established for the item). This is the "alternate price label" field established in BarTender.

Number of labels to print for each item (if you have seven sweat shirts, then you can print a label for each of them)
3. Select Next to display the Labels tab, where you will select the "Use Bar Code Printer" radio button. BarTender will select the format of the fields to be printed on the label.

4. Select the Send to Printer button at the bottom of the window. You will not be able to print the BarTender labels to screen, but you will be able to print them to the printer you established for printing barcode labels.
5. Select **Finish** to print the barcode labels.

For more information on setting up and modifying bar codes, refer to the documentation with the Seagull Scientific BarTender program.

BarTender Setup for Customer Barcode Labels

You can also print the Customer Barcode labels with the following information:

- **Customer Name**
- **Customer Number**
- **Contact Name**

You must use the setting and files described in “Store Manager ES Setup” at the beginning of this document if you have purchased the BarTender interface.

Use BarTender to format the label from the file, CUST_BT.OUT, located in the vertical folder to print customer labels. This file contains:

- **Name**
- **Customer number**
- **Contact**

You can then follow the example showed for setting up Received Price and Price labels described in “BarTender Setup – An Example,” only you will be selecting the CUST_BT file and formatting the Customer Number, Customer Name, and Contact fields.

When you have modified the text to be printed on the label, save the file in the Store Manager ES vertical folder and naming it CUST_BT.DAT.

Printing Customer Barcode Labels with Store Manager ES

After you have set up the labels using BarTender, use the following procedure to print them:

1. Access the Customer Barcode Labels report by selecting Main Menu → Customers→ Customer Reports.
2. Enter the preferences for the report.
3. Select the Use Barcode Printer radio button. The system will ignore any other fields on the tab and use the format you created using BarTender.
4. Select the “Send to Printer” button at the bottom of the screen. If you try to print to screen, the results will be blank because they are being controlled by a third party program, BarTender.
5. Select **Finish** to generate the report.

Utilities and Additional Peripheral Integrations

Utilities and Configuration Options

Reference and Help Manual

CAS PD II Scale with InfoTouch

1. Extract the CAS OPOS driver to a folder on your hard drive and run SETUP.EXE to install.
2. Open CAS OPOS Administrator. (See Figure 1)
3. Select Properties and put in a scale instance. (PD II – See Figure 2)
4. Click Apply and then OK. Exit the CAS Administrator.
5. Make sure the type setting in the PD II scale is set for Type 5. (See changing ECR Type Setting of PD II)
6. Open CAS OPOS Tester. From the drop down menu select the scale instance that was used in the CAS OPOS Administrator. Click on Test Scale and the weight should display. (See Figure 3)
7. Next extract the CAS Break Point OPOS Utility to a folder on your hard drive and run SETUP.EXE to install.
8. Open the Break Point OPOS Utility and click on the Scale button in the left side menu. In the menu bar, select File and then New in the drop down menu. (See Figure 4)
9. In the box that opens, fill in the parameters. In this case “cas” was used as the LDN. This is the scale name used in InfoTouch Setup.
10. Now change the PD II to a Type 0. (See changing ECR Type Setting of PD II)
11. Open InfoTouch Setup Misc 4 and check the box for Scale Interface and use the LDN from step 9.

Changing ECR Type Setting of PD II

- A. Turn off the PDII. While pressing the "#" key, turn on the power. "EcrSET" is shown on the display, and then the current ECR type(eg. "tYPE-2").
- B. Press the "*" key until the display shows "tYPE-6".
- C. Save the type setting by pressing the Zero Key.

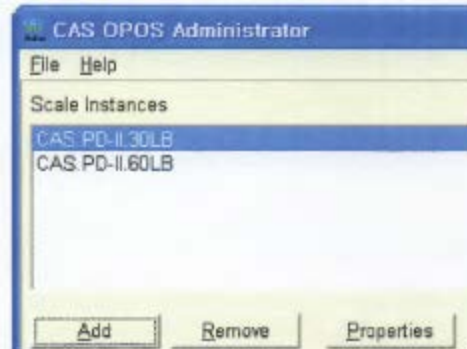


Figure 1



Figure 2

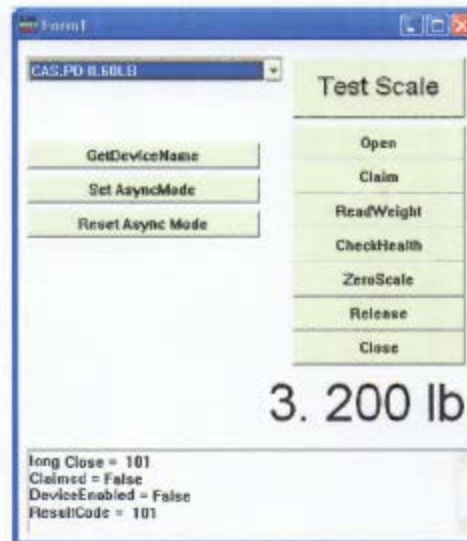


Figure 3

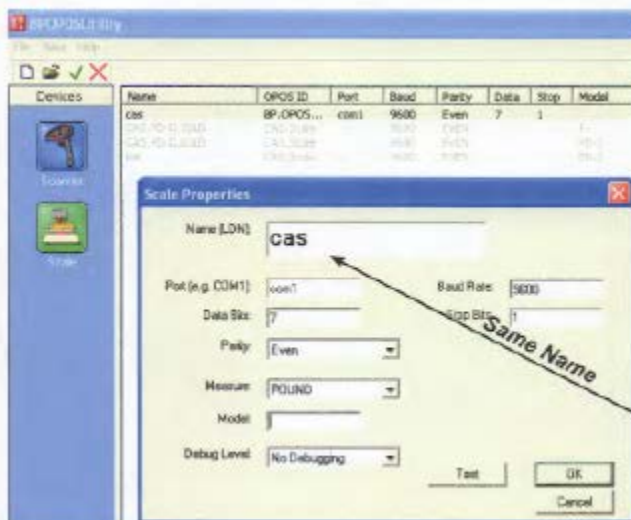


Figure 4

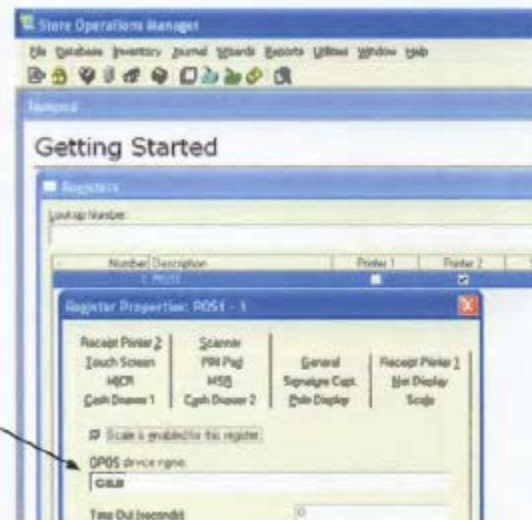


Figure 5

Cost Field Setup

Store has a number of cost fields:

- Current cost - the cost the last time the item was received. It can also be entered manually using Modify Inventory.
- Vendor cost – each item can be sourced from 0-10 different vendors. If you do use vendors, each can have a separate cost. When received, whether directly or via a purchase order, the current cost is updated as well as the Average Cost (see next point). These costs can be changed using Modify Inventory.
- Average cost – any time an item is received, whether directly or via a purchase order, the system maintains a weighted average cost. This cost is what is recorded with each sale and is what I think you want to update but it cannot be directly edited. Average cost is calculated using this formula:

$$\text{New average cost} = ((\text{qty on hand} * \text{current average cost}) + (\text{qty received} * \text{new cost})) / (\text{qty on hand} + \text{qty received})$$

In other words, it takes the current value, adds the new received value and divides by the new total qty.

If the quantity on hand (QOH) is zero or less, any receive will set the average cost to the new cost. You can use this to update the average cost. In Adjust Inventory, select Quantity Adjustment. For each item you are interested in changing the average cost on, reduce the QOH to zero (if not already less than or equal to zero).

You will want to enter a negative number equal to the QOH. You will also need to enter a “reason code”. You can use Setup-Inventory-Set up Adjustment Reason Codes to pre-define up to 20 codes.

You can always use the “Free form” option to simply enter some text. The adjustment to inventory along with the reason will be recorded and can be reported using the Inventory Adjustment Audit Trail Report.

Once the items’ QOH is 0, receive the QOH at the correct cost. This will set the Average Cost to the Current Cost and leave you with the correct QOH.

Alternatively, you can run the SETAVGCO utility program (contact support) which will set **every** item’s average cost to the current cost.

There is no way to adjust the sales history – once recorded the only thing that can be done to a sale is to post void it (during the shift it happened). It is not possible to update the costs associated with sales that have already occurred.

Easy DL Scanner Option Settings

The scanner for driver's licenses must be a Honeywell model that supports EasyDL.

Their documentation lists these models:

- MS1633 FocusBT
- MS1690 Focus
- MS4980 Vuquest
- Genesis 7580X
- IS4920
- Xenon 1900
- Xenon 1902

You should get the scanner with a USB interface, not serial.

Note that EasyDL firmware is an option for the listed scanners and should be ordered with the scanner.

You can also program the scanner using the barcodes in the EasyDL PDF file.

We are looking for the following fields:

- First Name
- Last Name
- Street
- Street2
- City
- State
- Postal Code
- ID Number
- Date of Birth
-

The date of birth format is mm/dd/yyyy and the separator field is a comma.

Also note that the scanner needs to be programmed to append a carriage return at the end – this is not part of the EasyDL configuration but a standard scanner option.

PSQL Off-Line Mode Settings

Use Offline Operations to enable each register to operate independently, even in the event of a network / hardware failure server (Reg 01). Note that this mode should be used temporarily only to ring sales until the network connection /server is back on line. Offline mode can also be used voluntarily for limited independent remote register operation such as “sidewalk sales”.

Store closeouts should not be performed while registers are in offline mode.

Pervasive PSQL Installation

- To use Offline mode on Reg 02 and above, additional Pervasive PSQL licenses must be purchased for each register that you want to enable Offline capability.
- Instead of installing the PSQL **client** on Reg 02 and above, each register that you wish to enable Offline capability on should have the PSQL **workgroup** engine installed. This is the same PSQL install used on Reg 01. If the client is already installed on the Reg 02 and above, simply uninstall it on that register and install the workgroup engine.
- On each of the Offline capable registers you will apply a 1 user PSQL license locally in addition to the Reg 01 licenses. Note that Pervasive license codes are tied to hardware and once authorized and must be deauthorized to use on another register.

InfoTouch Setup

- **Offline Operation is enabled in the Setup Module ... please refer to the HELP documentation for options.**
- **For voluntary offline operation it is highly recommended to manually update the online backup and offline folders before putting the register into offline mode and disconnecting from the network.**

Additional License Required Note: You must procure an additional Workgroup license for the off-line backup database host. Please contact your dealer to initiate this order; without the additional PSQL license, you will not have the additional “off line” database copy in a Workgroup configuration you may use in the absence of REG01.

Optional Registry Settings

It is possible to override a number of Setup options or enable special features at a station by making changes to the computer's registry and/or environment variables. The registry section for InfoTouch Store Manager ES can be found under: HKEY_LOCAL_MACHINE\SOFTWARE\InfoTouch Corporation\InfoTouch.

- AdjustCashCheck - if set to "Y", all tenders except for Cash and Check will be filled in when entering tenders in the Reconcile Deposit screen during a Daily Closeout.
- AdjustLoyaltyPointsEarned - if set to "Y", Modify Customer will allow you to change the Loyalty points earned (not redeemed). Will write a record for the Customer Sales History report.
- AgePositiveAdjustmentsLikePayments - if set to "Y", then positive (credit) adjustments will be aged like payments (applied to the oldest invoices first), rather than like return sales (aged in the balance period they occurred).
- AllowRegisterButtonChanges - if set to "Y", enables the editing of additional button functions in the Register module.
- AutoStayInDept - if set to a department number (first department is "0"), the Register will always open that department's index button windows at the start of each transaction.
- BarcodePrinterType - Set to 0 for None, 2 for Zebra, 3 for Barcode Blaster, 4 for BarTender. If you use the registry override, you will want to do so at all registers – if any register with the override goes into setup and makes a change, the setup option for the store will be set to the override.
- BarTenderPrinter - if not blank, contains the name of a printer for BarTender to use instead of the printer saved in the BarTender label file. The spelling must match exactly the spelling of a printer that appears in the list of printers on the Windows Control Panel.
- BarTenderPromptForFormat - if set to "Y", allows the user to select any BarTender format file when printing Price Labels or Received Price Labels using BarTender.
- BarTenderUsePrintDialog - if not blank, will cause the BarTender Printer dialog box to appear each time a label is printed with BarTender. This will allow the user to select the barcode printer from the list of available printers. If BarTenderPrinter is also set, the printer specified will be the default printer for this dialog box (rather than the Windows default printer).
- CashTransactionsReceipt - if set to "Y", will print out a mini-receipt for Cash In and Drops transactions. If set to "D", will print out duplicate mini-receipts for all cash transactions (Cash In, Drops, Paid Outs, and Paid Ins).
- ClearSaleReceipt - if set to "Y", a mini-receipt will print after a Clear Sale is performed. If set to "F", a full receipt will print after a Clear Sale is performed.

- CmdLine - the full path of a third party application to run when a Run Outside Application button is touched.
- CommServerRegister - overrides the register that is used to communicate with Enterprise Manager (defaults to register #1).
- ContinuousMode - if set to "N", disables the option to allow backups to occur while other users are in the system.
- CustomerDisplayPort - overrides the serial or parallel port that a customer display is attached to.
- CustomerStatementSwitchAddress - If set to Y, the business address information will be on the left and the customer address information on the right.
- DeliveryTicketFormat - if set to "Y", will change the way ticket printing will work from printing an individual unit ticket for each item in a sale to printing a single receipt for all of the items in all ticket printing departments. Used to print a receipt for items that have to be picked up at another location - e.g., picking up lumber in a home supply store or picking up straw at a garden center. If set to "S", will print a single receipt for all of the items in all ticket printing departments for suspended sales only. If set to "A", will print a single receipt for all of the items in all ticket printing departments for sales and suspended sales.
- DeptSalesOnCloseoutReport - if set to "S" or "B", will print out department sales totals for the shift on the Shift Closeout Report. If set to "D" or "B", will print out department sales totals for the day on the Register Daily Report.
- DepartmentGroupSubtotal - set it to the name of the department group you wish to see subtotals on. To use, make sure the name of your optional tender is the same as the name as the department groups. That tender will default to the department group subtotal rather than the balance.
- DisableManualCardEntry – Set to "Y", will disable manual entry of credit cards
- DoNotFilterSentinels – Set to "Y", will not filter sentinel characters in the Register gift card number prompt
- DUP_SLIP_TAPE - if set, a duplicate receipt will be printed on all transactions, regardless of tender type or setup options. If set to "P", the system will pause and prompt to continue after printing the first receipt.
- ExportQOH_DailyClose - Set to "Y", will allow you to automatically export the quantities on hand at the daily and monthly closeout
- ForceCreditCardReceipt - if set to "Y", will force the printing of receipts for credit card transactions even if the Print button in the Register module is set to "No Print".
- ForceEmployeeList – Set to "Y", If all active employees cannot fit on two pages on a scrollable list, we

switch to prompting via the numeric keypad or force the use of the numeric keypad if set to "N".

- HideCustomerBalance - if set to "Y", will prevent the display of the customer credit limit and balance fields in the Customer Information window in the Register module.
- InitPrinterPort - if set to "19200", will initialize a direct interface serial receipt printer to a baud rate of 19200 instead of 9600.
- InStockLookup - if set to "Y", then when using Inventory Lookup in the Register module, matching items with quantities on hand greater than zero (i.e., in stock) will be displayed before items that are out of stock.
- InventoryCreateTaxCateg - by default, when inventory items are created, the first tax category is selected and any others are not. You can override this approach by setting this entry to the value of the combination of tax categories you wish to be the default (1 = 1st category, 2 = 2nd category, 4 = 3rd category, 8 = 4th category)
- InventoryQtyEntry – if set, allows direct editing of quantities in the inventory record of an item
- ITEM_KEYBOARD - if set to "Numeric", then the Register will use the numeric keypad rather than the full alphanumeric keyboard when ringing up items. This option is only relevant if you use manual item numbers. If set to "Alpha", then the Register will use the full alphanumeric keyboard rather than the numeric keypad when ringing up items. This option is only relevant if you use manual item numbers.
- ItemPictureExtension – Set to desired extension for item pictures
- LeftJustifyItemNumber – Set to "y", will force the item number on receipts to be left justified instead of the default right justified setting
- LiquorBaseDept – set to the name of the department
- LeftJustifyCustomerNumber - if set to "Y", will print the customer number on receipts in the Register module left-justified rather than the default right-justified.
- MaskCreditCard - if set to "Y", the first copy of credit card receipts will have the card number and expiration date masked. This normally only occurs on the duplicate receipt.
- MatchExactCustomerNumber – If set to "Y" will restrict a customer number search in the Register module
- MaxDriversLicenseLen - use to limit the length of the driver's license in the Register module for check verification.
- NAR2DBadge – if set to "Y", will allow scanning of National Assoc. of Realtors 2D bar code tag
- NO_AUTOLOAD - if set, the option to automatically load the Register module upon system entry is disabled.

- NoCashTips – if set, disables the prompt for tip on cash transactions
- NoLimitCashChange - if set, disables the \$1000 limit on cash change in the Register module.
- NoSaleReceipt - if set to "Y", a mini-receipt will print after a No Sale is performed.
- OnlineBackupRegister - set to the register number that performs the automated backup of the online folder. By default, this will be performed on register #1.
- OPOS_CASH - use to override the name of the OPOS cash drawer device. If set to something besides a blank value, OPOS cash drawer support is enabled. If set to a blank value, OPOS cash drawer support is disabled.
- OPOS_CASH2 - use to override the name of the second OPOS cash drawer device.
- OPOS_LINE_DISPLAY - use to override the name of the OPOS line display (customer display) device. If set to something besides a blank value, OPOS line display support is enabled. If set to a blank value, OPOS line display support is disabled.
- OPOS_MSR - use to override the name of the OPOS magnetic stripe reader (MSR) device. If set to something besides a blank value, OPOS MSR support is enabled. If set to a blank value, OPOS MSR support is disabled.
- OPOS_RECEIPT - overrides the default OPOS device name for printing receipts.
- OPOS_SCALE - use to override the name of the OPOS scale device. If set to something besides a blank value, OPOS scale support is enabled. If set to a blank value, OPOS scale support is disabled.
- OPOS_SCAN - use to override the name of the OPOS bar code scanner device. If set to something besides a blank value, OPOS bar code scanning is enabled. If set to a blank value, OPOS bar code scanning is disabled.
- PCCWUser - use to override the default user name ("PCREG") for PCCharge. Some versions of PCCharge are easier to integrate with if you set the user name to "User".
- POAutoGenPath - if set to "Description", then items selected for automatic purchase order generation will be sorted by description, rather than by item number. Note that if sorted by Description, items in the "Item Number Only" department (those without a description) will never be included in Automatic PO generation.
- PriceLevelLabels - If it is set to Y, then we will print the price level name and a space before the price on price labels.
- PRINT_BUTTON - if set to "N", then receipt printing is disabled at the station. If set to "O", the Print button in the Register module will initially display with the "Open Drawer" setting but may be changed.

- PRINT_RECEIPT- if set to "N", then sales are not concluded when enough tender is accepted. You must touch a Print Receipt or Finish Transaction button to complete the sale.
- PrintAppointmentCustomerNotes – set to 1 to print all notes, 2 to print general notes only, 3 to print the first optional notes category, etc. If not there or set to 0, customer notes will not print.
- PrintCustomerNotes will work for both Quotes/Work Orders and Appointments – set to **Y**. The closeout report for both is always for the Tomorrow version.
- PrintVoidLines - if set to "Y", then retained void line items will print on the receipt.
- PromptForFloatingCashier – if set to "Y", will prompt for a new employee for each invoice when the floating cashier option is set
- RealtimeTDLRegister - use to override the register that will perform real-time Touch Data Link processing (defaults to register #1).
- RECEIPT - use to override the type of receipt printer for the station. Options include:
 - "S" - Star
 - "E" - Epson
 - "5" - Ithaca 50
 - "6" - Ithaca 60
- ReceiptBarcodeSize - used to override the default bar code font size when printing Windows receipts in the Register module. The default bar code font size is 36.
- ReceiptFontSize - used to override the default font size when printing Windows receipts in the Register module. The default font size is 11.
- ReceiptPrinterPort - overrides the serial port that the receipt printer is attached to.
- RECEIPT_INTERFACE - overrides the setup option to specify the way the register interfaces with receipt printers. Set to:
 - 0 - Direct interface
 - 1 - OPOS interface
 - 2 - Windows interface
- RegisterNewCustomer - if set to "N", then new customers cannot be created in the Register module.
- RegReptCogs - if set, the cost of goods sold will appear on both the Register Shift and Register Daily reports.
- RegReptSKU - if set to an item number, the sales of that item will appear on both the Register Shift and Register Daily reports.

- RegReptSKU2 - if set to an item number, the sales of that item will appear on both the Register Shift and Register Daily reports.
- ReloadAfterSiteChange - If this is set to N, the software will not exit even if it thinks there is a change to setup that would normally cause the program to reload
- RentSellButton - if set to "Sell", the Register will default the Rent/Sell button to Sell rather than Rent.
- REPRINT_BROWSE - if set, enables a button in the Reprint Reports function of the Transaction Manager that allows you to browse for report files to print.
- ResizeToResolution - if set to "Y", the Register, Replenishment, and Time Clock modules will be resized to fit a resolution greater than 800x600. If set to "N", the modules will display at 800x600 resolution, regardless of the display resolution.
- RoundToExtendedLineAmount – if set to "Y", will change price rounding to line item level from default of unit quantity.
- SALE_HYPERLINK - set to a URL that will be displayed in your computer's default browser after each transaction.
- SALE_SCREEN - use to control the department button window that initially appears. The first window is actually designated by setting the variable to "0", the second to "1", etc. If you put a minus sign (-) before the window number, the employee will not be able to change department button windows.
- SaveCustomerRecord - if set to "Always", you will always receive a "record saved" message when saving customer records. If set to "Never", you will never receive the "record saved" message" when saving customer records.
- SaveEmployeeRecord - if set to "Always", you will always receive a "record saved" message when saving employee records. If set to "Never", you will never receive the "record saved" message" when saving employee records.
- SaveInventoryRecord - if set to "Always", you will always receive a "record saved" message when saving inventory records. If set to "Never", you will never receive the "record saved" message" when saving inventory records.
- SaveVendorRecord - if set to "Always", you will always receive a "record saved" message when saving vendor records. If set to "Never", you will never receive the "record saved" message" when saving vendor records.
- ScaleMultipleOverride - set to 16, will allow a scale that only weighs in pounds to report as ounces
- ShowLineItemNumber - if set to "Y", the Register will display the item number and as much of the description as will fit, instead of the full description. This setting has no effect on the format of receipts.
- SpecialCustomerOptions - if set to "N", will eliminate 10 lines from the Register Daily report (the two Special Customer Options sections) and reduce the report to 1 page.

- STATEMENT_HEADER - use to move the header lines for Customer Statements and Layaway Statements on the second and subsequent pages down. Set to the number of inches to move the header lines down.
- STT_FRMT - use to override the receipt format type for the register. The variable should be set to the name of the receipt format file to use.
- STT_LICENSE – if set, will display license info and allow a verification code change
- SuppressDepartmentNameOnLabels – if set to “Y”, will suppress the department name in the description when printing labels.
- TareWeight - if set to "Y", the weight field will be used as a tare weight. Must be used in conjunction with the Prompt for Weight flag.
- TitoRefType – If set to a ref type will output only that type when using TITO export
- ToGoRegister - overrides the register that is used to startup the MobileServer program to communicate with InfoTouch To-Go Mobile Registers.
- ThresholdDollarDiscountsNoLimit – set it to Y, the discount is not reduced to the price, even if the amount goes negative.
- UPC5_Coupon_Length - use to override the length required for a bar code scan to be treated as a UPC 5 coupon. Normally, this will occur on a 12-digit number. The minimum valid length is 11. This setting can be used if bar code scanners are programmed to drop the last (check digit) when scanning. Also used for overriding the length required for a bar code to be treated as a UPC 2 price-embedded bar code.
- UPC_Manufacturer_Offset – Set to “0”, will tell the software that the manufacturer’s code, which much match the coupon’s manufacturer code, starts at the first character rather than the second.
- UPCE_Length - This must be at least 6. If not there, the software will assume a length of 8 for UPC E codes.
- UseItemNumberOnLabels - if set to "Y", the Inventory Label reports will default to printing the item number, even if the item has a UPC.
- UseShortDescription - when printing Price Labels or Received Price Labels, the software will normally print the item's full description. When printing on very small labels, for example, those used by jewelry stores, there may not be room for the full description. If UseShortDescription is set, the "Use short description" check box will be default to checked rather than not checked.
- WebCCTV – if set to “Y”, will enable the Quadrox video replay option when reprinting a receipt
- WildcardIncludesItemNumber – if set to Y, the item number displays before the item description at the start of the line.
- WindowsPrintFont - if used to override the default font, Courier New, used to print Windows receipts and other print outs (e.g., the Customer Sales History

listing) in the Register module. A mono-spaced font should be used or alignment issues in printing are likely.

- `WINDOWS_RECEIPT` - overrides the default Windows device name to be used for printing receipts.

PC Charge Installation Tips and Configuration Options

1. Install PC Charge Payment Server normally. **Please note that InfoTouch will not integrate with PC Charge version 5.10 and above. Only version 5.9.3 SP8 and earlier are supported.**
2. Create a shortcut in the startup folder of the server to start PC Charge at server boot. Set the shortcut to start the program minimized. You must sign in to the server as PC Charge does not run as a service.
3. Activate and configure the PC Charge software with the proper Processor and Merchant information.
4. In the PC Charge software under Setup, Configure System, Advanced check the box for TCP communications. Port should not need changing.
5. PC Charge requires user licenses for all registers that will process credit cards. This includes Reg01 even if it is only used to settle the batch at closeout (if processor is terminal based). One license is included with the software; additional licenses must be purchased separately. Let Verifone know that you are using software that requires a different username convention and that you need an additional user license at no cost as you cannot rename the standard "User1" (alternately you can put in the registry setting, "PCCWUser" and set to "User" to use the username User1). InfoTouch requires that the usernames be in the form PCREG0xx where xx is the register number. In other words, the username in PC Charge for Reg01 is PCREG001, Reg02 is PCREG002, etc.
6. If you are using a modem for communications use a quality controller based modem. Go Software did all their testing with US Robotics modems and have a WH1 selection in the modem initialization setup that works well.
7. PC Charge client software is NOT needed on the other registers.
8. Run a test transaction in PC Charge to confirm that it is set up properly.
9. After PC Charge setup is complete and tested make sure to make or update the configuration disk. This is a backup of your setup. Store it with the PC Charge installation disk.
10. Store Manager Setup - Optional Tenders:
 - a. Setup the credit card tender types accepted with proper authorization.
 - b. Select PC Charge Host or PC Charge Terminal whichever is applicable to the processor used.
11. Store Manager Setup - Optional Tenders, Electronic Credit:
 - a. Timeout limit should be set to 90 seconds

- b. Terminal based processors need to have "Settle at Closeout" checked. Host based processors do not have to settle at daily closeout and the option should NOT be checked.
- c. Address verification will prompt for a zip code if manually entered
- d. Corporate Card Support will send a purchase order number as PO1
- e. Use TCP method should be checked and put the machine name of the computer hosting PC Charge. Port is the default and should not be changed unless necessary.
- f. Merchant Id field needs to be the same as the credit card Merchant Id number setup in PC Charge.
- g. Processor Id field needs to be the processor code as defined in credit card setup in the PC Charge software (ECHO, NOVA, VISA, etc.).

Error Response Messages:

"PC CHARGE NOT RESPONDING" – PC Charge is not running or the directory path in InfoTouch Setup is not correct.

"CANNOT OPEN REQUEST FILE" – InfoTouch cannot find the path to PC Charge as defined in Setup. Possibly the drive is not mapped correctly.

"NOT CAPTURED, Invalid Data" – Merchant Id set up in InfoTouch does not match what is set up in PC Charge.

"NOT CAPTURED, Invalid User" – User not setup in PC Charge with the proper format for the register doing the transaction.

"ERROR OCCURRED DURING BATCH SETTLEMENT" – Option to "Settle at Closeout" is checked and the processor is host based or bad authorization data such as a manually entered non numeric authorization number. One of the above errors occurred.

"TCP Forcefully rejected" – TCP integration is not turned on in PC Charge or the machine name of the PC is incorrect in InfoTouch setup.

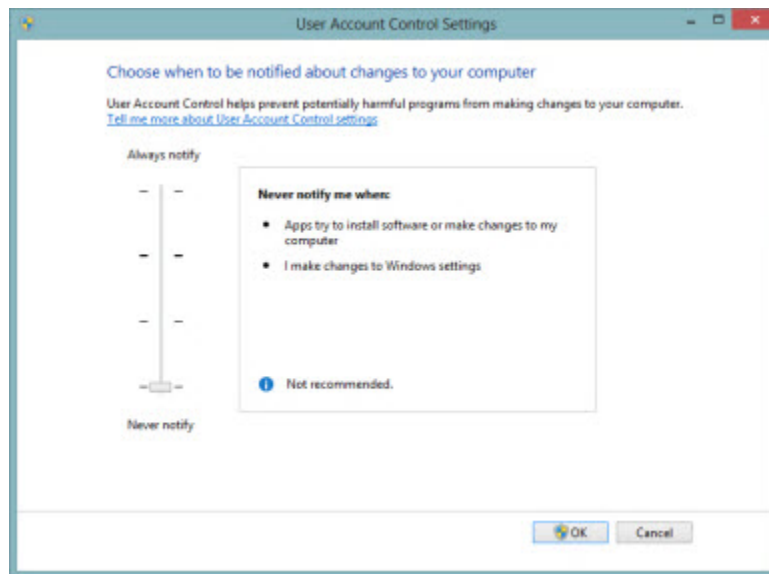
PC Charge time out – current versions of PC Charge will time out after the password to the PC Charge GUI is entered and a set period of no activity occurs. PC Charge Payment Server when initially launched will not load the GUI and resides in the Windows tray to allow software integration. If the GUI is accessed the timer will start, exit PC Charge completely and then start PC Charge and it will launch back to the tray.

Multiple Merchant ID Configuration

- The multiple merchant ID feature works with Mercury, Sterling or PC Charge.
- To enable it, go to Setup-Employees-Description Names and set the first name to “Merchant ID”.
- All merchant accounts must be set to “auto-initiate” – i.e., we are not going to settle the batches by account at night. This is normal for most Mercury customers.
- If an employee making the sale does not have the Merchant ID field set, we will use the Merchant ID for the store.
- The Verified Credit Cards report in Transaction Manager has not been changed. To see what transactions are linked to each employee, run the Electronic Journal report and filter by employee.
- We do not support multiple employees per transaction with different Merchant ID’s (we do for sales and commission purposes). If there are multiple contractors working on the same customer, a different transaction will be required for each for automatic credit card settlement.

Windows 8 User Account Control (UAC) Management

Disabling User Account Control – Windows 8



In Windows 7 when the setting is set to *Never notify*, UAC is actually disabled. The same setting is available in Windows 8; however, the changes made to the system are very different from those made in Windows 7. **With Windows 8, the *Never notify* setting does NOT disable UAC but instead removes any prompts to the user, so when an application makes a request for privilege elevation it will just happen automatically.**

UAC is a key part of Windows 8 and required for WinRT-based applications (Windows Store/modern apps) to run. The key point here is when an application asks for elevation, it will automatically be approved; the application still has to be UAC aware and request elevation.

If the application just assumes it has administrator privileges and doesn't ask for elevation, it will fail. It is therefore important to ensure processes such as application installs use a true software deployment system that ensures the correct privileges are available for deployment.

To really disable UAC in Windows 8 you would have to modify the registry at:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System

Set the key "EnableLUA" to a value of "0" and reboot

Please note that this will block the WinRT-based applications (Windows Store/modern apps)

T-Gate Processing Options and Configurations

T-Gate is an optional interface for Store Manager ES that uses a third party application called Paylink that allows credit card, debit, EBT and gift card processing with T-Gate certified processors. Note that the tenders supported are dependent on the processor used.

Prerequisites:

- Must be running Store Manager ES 2.60 Release 4 or later.
- The Windows operating system must be current on service packs and updates.
- Must have purchased the interface from InfoTouch and placed the vertical specific file named “paylink.cm” in the installed “vertical” folder.

The InfoTouch reseller will need to be boarded as an Agent for T-Gate. To do this you must contact InfoTouch Sales to be boarded. Once boarded as an agent you will be given access to the T-Gate portal to allow you to set up your customers.

Upgrading to Store (Manager or Keeper) version 2.60

Eligibility

- ✓ **End Users must currently be running Store (Keeper or Manager) version 2.60 R5, R4, R3, R2, R1 or 2.50 R1**
- ✓ **This is a no charge upgrade**

Preparation

Download the following files from the InfoTouch Partner FTP site located in the Software Updates folder:

- "Store Keeper POS 260 R6 Update.zip" – SK 260 R6 Program and Help files
- "Vertical 260 Update.zip" - Upgraded Utilities and format files

Installation

1. Have all computers exit Store Keeper POS and clear the log database (logclr.bat).
2. Back up the working data folder (vertical folder) to another folder.
3. On Reg 01 extract the file "Vertical 260 Update.zip" to the \Store Keeper**Vertical** folder.
4. On Reg 01 extract the file "Store Keeper POS 260 R6 Update.zip" to the **StoreKeeper** or **IT_StoreMgr** folder (however installed).
5. Start Store Keeper POS on Reg 01 and the data will upgrade.
6. **Repeat #4 on all other computers (Reg 02 etc.) running Store Keeper POS.**

Possible Error Messages:

- ✓ "Vertical Error" starting register module - copy "DEVICE.OCX" found in the update zip file to C:\Windows\System32

**Support Hours: Monday – Friday 9 AM – 6 PM EST
business hours**

Codes are available during normal

Store Manager ES Email Campaign

Introduction

In addition to the standard reporting functions, Store Manager ES also allows you to use the data in your system to send email to many customers. This is especially useful if you want to notify customers about a promotion based on selection criteria such as where they live and their sales history. You can use Outlook Express in Windows XP or with Windows 7 or POS Ready 2009 you can download and use Windows Live Mail.

If using Windows 7 you must install a hotfix available from Microsoft:

<http://support.microsoft.com/kb/980681>

Setting Up an Email Account

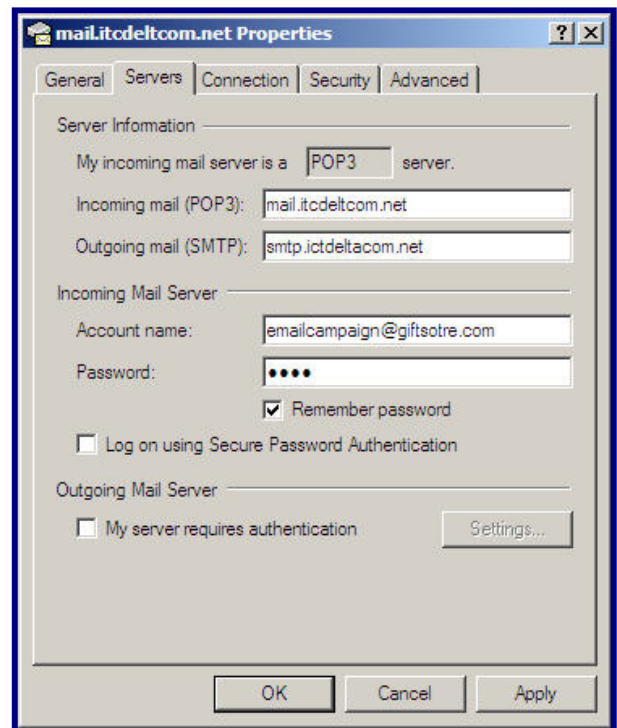
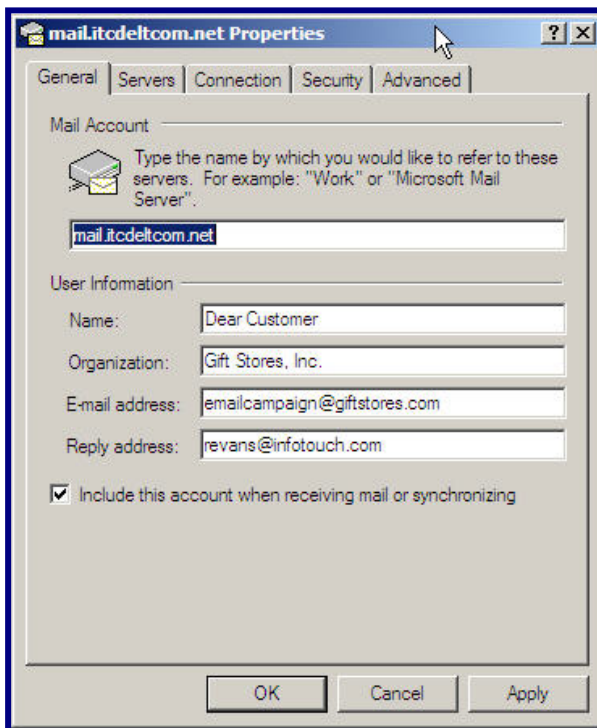
Use the following steps to set up a dummy email account to use for your Store Manager ES email campaign:

1. Contact your ISP or email service to set up a new account. The new account will have a new email logon address and password. The user name in the account shown in the following example is emailcampaign@infotouch.com with a password (shown as asterisks in the Password field) as the password.
2. Set up a dummy customer account using your current email application and instructions associated with that application.

For example, if you are using Outlook Express, you would add an account using Tools → Email Accounts. Select the Add E-mail Accounts radio button and then select the type of server you are using (the example shows POP3). The system will then display the E-mail Accounts window, where you will enter data similar to the following, using your email account information from your ISP.

- Enter the name or nickname of the server processing the mass emails.
- In the Name: field, enter the greeting you want to appear on the email for your generic customers. In this case, we begin the email with *Dear Customer*.
- Organization (optional): Enter your company name.
- Enter the new email address you will be using in the E-mail Address field. In the example, InfoTouch set up emailcampaign@giftstore.com with the ISP.
- Enter the email address to which you want replies directed.
- Enter your server information, which should be identical to the existing email account for the ISP.

- In Logon Information, enter the user name you set up with the ISP; in the example InfoTouch set up emailcampaign@giftstore.com. We also set up a password for the account, which we entered in the Password field.



3. On the Servers tab, enter the information required for sending and receiving email via the server. You would have received this information from your ISP.
4. Test your account settings by sending a test email. If you have problems, contact your ISP or your data administrator.

Setting Up the Store Manager ES Email Campaign

After you have set up the information so that you have an email account and password you can use with your email application and ISP, then use the following steps to set up the email campaign.

1. Access the Email Campaign window from the main menu by selecting Setup → Customers tab → Email Campaign.
2. In the "From" Account field, enter the email address of the person who will be conducting the email campaign, along with the password.
3. Select the OK button.

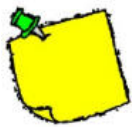
Email Campaign Setup

- Ensure that you have email addresses assigned for every customer who may be eligible to receive email. (Access Customer → Create or Modify and enter the Email address in the last field on the General tab.)
- Ensure that you have the categories and other information completed so that the customer can be selected when qualified for an email campaign.

You can now access the Customer Reports function (Customer → Customer Reports → Email Campaign) and use Outlook Express to distribute mass emails.

Running the Email Campaign

The email campaign is really a report that runs like many other reports. It has options and selections and will be printed to screen for verification before executing the email.

	<p>Your email program that you use must be set as the Windows default program for emails.</p> <p>You will need to open Outlook Express and access Tools→ Options. Go to the Security tab and un-check the option that says "Warn me when other applications try to send mail as me."</p>
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1. Access Customers → Report Customers → Email Campaign from the main menu.

2. Select the options for the email campaign, such as how you want to:
 - Sequence the report (by last name, phone number, etc) and customer range to be included in the email.
 - Select the categories of customers for the campaign.
 - Select whether you want to use invoice dates, item numbers, or sales history.
 - Select all addresses, a particular city and state, or customer zip codes for the campaign.
3. Select the Finish button and the system will display a list of all customers who meet your qualifications. You can now delete one or more customers and/or select the Finish button to generate the email list.
4. You may receive a Windows message that the profile name is not valid. Select OK and ignore this message.
5. Select OK when the system displays the Select Profile window.
6. Select the Yes button to allow Store Manager ES to access your email application.
7. The system will now put all the email address you selected in the Bcc (blind carbon copy) field, where only the addressee will see his or her email address.
8. Enter the information for your email campaign.
9. Send the message when you have completed your email.

Each recipient should now receive the information you sent via your email.

Quick Start Guide

1. **Install Reg 01 by running SETUP.EXE from the installation CD image**
 - Smart Tip: Create a folder named "Install" on the local hard drive to store drivers and install image, install from this folder. Share this folder for multiple register installs
 - Use "01" as the register number and defaults for executable and data paths
2. **Connect Receipt Printer and Cash Drawer**
 - Easy Tip: Use an Epson compatible serial printer
 - ⇒ direct connect to port (no drivers) and printer dip switches set to 96, n, 8, 1
 - ⇒ In Setup module, Registers ... select serial port used
 - Connect Cash Drawer to back of receipt printer
3. **Install Report Printer**
 - Any Windows printer using a Windows printer driver
4. **Connect product Scanner**
 - Easy Tip: Use a usb scanner that emulates keyboard input
 - Program scanner to send a return after scan
5. **Connect Card Swipe Reader**
 - Easy Tip: Use a usb reader that emulates keyboard input
 - Program reader to send a return only after all tracks are read (not between tracks)
6. **Connect Customer Display**
 - Easy Tip: Use a serial Epson compatible display
 - ⇒ In Setup, Customer display ... select serial port used and check the box for Reg 01
 - Put in your message desired to display between sales
7. **Configure minimal Setup options:**
 - Change default tax to the proper tax rate
 - Add Optional Tenders (Visa, MasterCard, AMEX) with proper authorization
 - Select provider if using Store Manager (Store Keeper POS is set for Mercury or Sterling)
 - Optional Tenders, Electronic Credit Tab ... input the Merchant ID for Mercury/Sterling or set up PC Charge information.
8. **Input Inventory & Employee information**
 - Create inventory in the Inventory module
 - Create employees in the Employee module
9. **Setup Register button text to associate inventory items**
 - Register module. Manager Menu ... Setup buttons

This document is meant to help get the software up and running in the simplest way. Other options are available such as connecting peripherals using OPOS and fine tuning setup parameters.

Additional Resources:

1. InfoTouch HELP file ...
2. InfoTouch Common Questions & InfoTouch Common Errors documents
3. Various documents found in a "docs" folder in the install image or the Partner site
4. Downloadable Webinars posted on the Partner site

Common Questions

Will Store Manager and Store Keeper POS run on Microsoft Vista, Windows 7 & Windows 8?

Both products run fine on these systems, but 'User Account Control' must be disabled.

How do I get the cutter to work on the receipt printer?

Epson compatible ... In the data folder (vertical), rename the file CUTRCPT.DA\$ to CUTRCPT.DAT

Star compatible ... In the data folder (vertical), rename the file CUTRCPT.STAR to CUTRCPT.DAT

How do I clear the test data to get ready to go live?

Run the BLANKFS utility in the data (vertical) directory. BLANKFS will blank out all transaction related information and optionally customer and employee databases. Inventory, Vendors, and Sources will be retained but Inventory stock levels will reset to zero.

1. Backup vertical folder data to another temporary folder
2. From the data folder (vertical), double click on BLANKFS.EXE
3. You will be prompted as to retaining the customers, employees, and tax tables
4. Copy from the data backup back to the data directory
 - a. SITE.DAT – Setup Information
 - b. POS.DB – Inventory (if you do not want the stock levels reset)

This will clear any license codes entered and reset the 30 day grace period for getting codes

How do I reinitialize the databases if needed?

Databases need to be reinitialized if you change any department structure of the vertical or need to change any initialization parameters such as item, customer or serial numbering. ***This procedure will blank out all databases and setup parameters. Be sure that this is what you want to do ...***

Delete the file SITE.DAT in the data (vertical) folder.

Where in the registry can I find InfoTouch settings?

\HKEY_LOCAL_MACHINE\SOFTWARE\InfoTouch Corporation\InfoTouch

How do I create a new registry setting?

Right click and select NEW, STRING VALUE. Type in the value then Enter.

Right click on the new value and select MODIFY. Type in the data, then Enter.

How do I create a blank inventory database to use with TITO?

From the Command Prompt in the data (vertical) directory,

1. Type: BUTIL –CLONE POS.NEW POS.DB
2. Then rename the POS.DB to POS.OLD and the POS.NEW to POS.DB

How do I rebuild a database?

From the Command Prompt in the data folder (vertical) ***with every register out of Store Manager:***

1. Make a backup of the DB files
2. Type: LOGCLR and make sure it responds "1 file copied"
3. Type: REBUILD <database> (ie REBUILD INV) and follow prompts

(Note: Win2000 may require using FDREBUILD, suggest rebuilding INV, REF and XACT together)

Common Errors

System reports modules open when they are not (when saving setup, performing closeout, etc):

Copy LOGCLR.DB to LOG.DB (LOGCLR.BAT)

“Maintenance Error” - Error message received when attempting to start the main menu

POS2.CM is missing or incorrect – Contact Support

“Installation Error” - Error message received when attempting to start the main menu

Data path is not correct in the registry, lost drive mapping or other network problem

Data File Error 11 - Sched.db

While running an InfoTouch utility program – Rename TDL1.CM temporarily

Starting up InfoTouch – TDL directory under vertical directory (sched.db & export.db) missing

Shift or Daily Closeout does not complete and needs to be restarted.

Use the utility CLMARKS with the /d switch to delete all the closeout markers. (CLOSECLR.BAT)

Cannot Recall a Hold Sale or message “recalled by another user”:

Run System Recovery from the Utility Module

“Vertical Error” starting Register Module or Transaction Manager module fails to load

Extract latest executable updates and run the batch file “RegWin.bat”

Copy latest “DEVICE.OCX” from latest updates to the \Windows\System32 folder

XACT.DB error performing a closeout

Corrupt data – rebuild the xact, ref and inv databases

Data File Error 5

Module is already loaded in memory and you are trying to load again

Data File Error 12

Indicates a file not found. Check network connectivity or directory for the file.

Data File Error 20

Btrieve (Pervasive) is not loaded.

Data File Error: 84

Record is locked; another register is accessing the record or the database file is read only

Data File Error: 116

Windows or another firewall is blocking Pervasive connectivity. Pervasive gateway file (~psvw~.loc) is not set properly to the data computer name. Vertical folder is not shared with full permissions.

Data File Error: 161

Pervasive is not running at gateway (reboot) or Pervasive User Count is incorrect.

Pervasive is corrupt, repair installation from InfoTouch install image or CD

Data File Error: 3111 or 3112

Pervasive network connectivity error – Retry the operation (may need to reboot if retry fails)

Enhancements by Version

Reference and Help Manual

Product Enhancement List (chronological) July 2013

Store Manager ES & Store Keeper POS 2.60 Revision G, Release 6

- Register: Customer Notes – Customer History Module is able to display multiple lines of notes.
- Register: Customer notes (up to 12 lines by 40 characters) are now printing correctly on a receipt.
- Transaction Manager: Performance on closeouts and transaction modules has been improved.
- Auto Clock out feature has been disabled.
- Post Voids are now removed from reports.
- Report Inventory: Options to filter by (date) and (date sold) for serialized items have been improved.

Store Manager ES & Store Keeper POS 2.60, Release 6

- Inventory Movement report – options to report/sort on current cost, retail price.
- If the from/to UPC number range is selected, then the Inventory Movement report will display the UPC instead of the item number.
- The Inventory Serial Value report (sold items filter) shows the customer number who purchased it.
- Customer sales history and serialized reports provide an option to filter by serial number.
- Inventory Serialized Items has a filter by date range for either the date received or sold.
- Serialized Price Labels can print barcodes (Zebra only).
- Changed “description” label to “description / log #” in both the Inventory Serialized Items report and serial data entry screen.
- Transform Inventory supports changing the status field.
- Linked accounts now inherit special pricing, price level, discount class, and tax override from the parent record.
- Lookup inventory by vendor item number in the Register.
- Customer notes (up to 12 lines by 40 characters) can be printed on a receipt.
- Support for OAB has been included in TDL.

Store Manager ES & Store Keeper POS 2.60, Release 5

- T-Gate PayLink is supported for Verifone MX-860 customer facing terminals (credit, debit, gift, and EBT)
- There is an option to limit the dollar amount of a credit card sale that requires a signature
- Receipt printing can be disabled by tender type
- When looking up an item, if none is in stock and substitutions are available, the system will automatically prompt to use the substitutes

- Any department button can be changed into a “hot key”
- Reason codes can be set to blank in Transaction Manager and the associated button will not display in the Register
- The Food stamps tender has been renamed to SNAP (official new government name)
- The bar code label format for Zebra and Barcode Blaster printers can be selected in Setup
- Customer payments allow cash change that is not applied to the account
- Customer statements have an option to switch the side the customer and business addresses are printed on to make it easier to find suitable envelopes
- The maximum number of department groups has been increased from 10 to 45
- A report has been added to print employee shift plans
- All employee reports allow the option to select whether to print terminated employees

Store Manager ES & Store Keeper POS 2.60, Release 4

- T-Gate PayLink is supported for credit, debit, gift card, EBT, and check verification.
- Demo Palette expanded to include 6 more buttons.
- Customer loyalty balance field added to the invoice formatter.

Store Manager ES & Store Keeper POS 2.60, Release 3

- Foreign currency
 - Accept both domestic and foreign cash currency in the same transaction.
 1. Print all cash currencies used on receipt.
 2. Record foreign cash currency accepted in the Electronic Journal. Report on it in the Register Shift/Daily reports.
 - Change given when a transaction can be tendered using either domestic or foreign currency.
 - Reconcile drawer – each foreign currency can be reconciled against the specific currency amounts accepted and change given.
- Work Order suspended transaction added. Prompts for due date and reports based on the due date. Work Orders can be recalled by the due date.
- Date range option added to the Department Sales, Department Profit, Department Group, Hourly Sales, Average Unit Sale, and Sales by Tender reports in the Transaction Manager module.
- The birth date recorded when an item in a department with Age Verification has been rung up is recorded and reported on in the Electronic Journal report.
- The department name can be suppressed via Setup options from showing on:
 - Receipts
 - Customer Display
 - Bar code labels
- Stock options in Setup-General-Departments can be set to “Hide”. The associated department will not show on reports and the department button in the Register is not displayed.
- Override bar code printer type by register.
- Option to disable manual entry of credit card number.

- Option to print the customer name address on the right side of customer statement to better fit standard envelopes.
- Option to automatically sub-total and display in the Register items in a specified Department Group.
- Support has been added for using UPC 5 coupons with items that have a UPC E bar code.
- Option to restrict loyalty points/funds to the Retail price level.
- Floating cashier option no longer prompts for the employee number at each sale but does optionally allow this.
- Order dollar discount option added for Purchase Orders.
- Replenishment module supports items with a negative cost for credits.
- Show Information for line items in the Register now shows quantity allocated, on order, and in transit. For items with multiple units of measure, the price for all units is displayed.
- Customer deposits and payments are retained and can be reported on over a date range in the Register Detail report in the Transaction Manager.
- If a customer makes a payment on account that exceeds their balance, a warning is given.
- Deposits are allowed on appointments, quotes, and work orders.
- Transform Inventory supports setting or resetting the Prompt for Weight and Food Stamps flags for a range of items
- Inventory Buying Report added
- Warnings about masking the credit card number on the store copy of the receipt have been removed
- Default setting changes
 - *Register Daily reports at daily closeout* is "Store Only"
 - *Detect UPC Prefix 2* is "Use item price"
 - *Days to keep Shift Closeout reports* is "30"
 - *Days to keep Shift Closeout reports* is "360"

Store Manager ES & Store Keeper POS 2.60, Release 2

- New optional modules
 - Honeywell EasyDL interface supports using a standard bar code scanner for age verification, for populating fields when creating a customer record, and for check verification.
 - SPS EZpay interface – SPS EZpay is a national payment service for school lunch programs, bookstores, and other activities. SPS EZpay gives administrators improved auditing capabilities, allows school staff to stay on task, provides parents access and control, and frees students from the responsibility of handling money. The service is designed to work with schools and districts of all sizes and provides an on-line option for parents to pay for meals, fees and activities using a credit or debit card. Parents can also monitor student usage online.
- Salons
 - Multiple merchant ID support
 - Email and text reminders for appointments
 - Employee Tips report
 - Print mini-receipt for credit card gratuities
- Markets
 - Support for fractional quantities with Quantity Unit Pricing
 - Option to confirm weight from a scale with ability to adjust before an item is rung up.
 - Support for 5 digit (>\$99.99) prices when reading a UPC code 2 (random price) bar code
 - Support for EAN random price bar codes (13 digits starting with “02”)
 - Shift closeout support for “floating” cashiers where a clerk takes a drawer from one register to another on the same shift.
 - Tare weight will work without a scale
 - Option to convert weight read in one unit to another (for example, read pounds and display/record ounces)
- In-store gift certificates
 - Ability to reload
 - If tendered for more than the balance, the software will automatically reduce to the balance and notify the employee
- Foreign currency
 - Record foreign cash currency accepted in the Electronic Journal and Register Shift/Daily reports.
 - Accept both domestic and foreign cash currency in the same transaction.
 - New setup option in Setup-General-Foreign Currencies to determine if change given is always in Domestic currency, Foreign currency, or to prompt for a choice at the time of the transaction.
 - Reconcile drawer – foreign currencies counted are compared to amounts taken and given back (change). Over/short by foreign currency reported. Adjust Daily Deposit compares foreign currency taken vs. counted for the store for the day.
- Payment processing
 - Support for Canadian debit cards (Interac) in the US
 - CVV support for PCCharge
- Support for approximately 4 times the number of line items in both sales and purchase orders with Pervasive v10 or later.

- Customer sales history report – added department filter, also now prints out the customer email address
- Age Customers and Service Charges gives you the option to set the date used
- Customer information screen in the Register now shows the email address
- Register filter for the Inventory Movement report
- Ability to select any driver for customer displays in Setup
- Quote transactions no longer impact the quantity allocated (and automatic PO generation)
- Option to use other file formats besides JPG for item pictures (e.g., BMP)
- Option to exclude the Special Customer Options section on the Register Shift/Daily reports
- Option to exclude all register-specific sections of the Register Daily report at the Daily Closeout
- Option to not print the department name on Price Labels, Receipts, and the Customer Display
- Option to exclude the prompt for a tip on a cash sale
- The option to skip line items on a receipt for Optional Tenders now works for gift cards/certificates and EBT tenders as well as credit and debit cards
- Support for up to 100 command buttons to run external applications
- Option to display a running sub-total of items rung up in a department group
- Support for using UPC coupons with UPC E bar coded products
- Support for department stock option to hide department buttons and the department from many Transaction Manager reports.
- Transform Inventory supports setting or resetting the Price Override flag for a range of items

Store Manager ES & Store Keeper POS 2.60, Release 1

- Certified PCI-compliant by Visa (second time).
- Support for Sterling Payment Technologies for credit, debit, gift, check verification, and EBT in both product lines. With Store Keeper POS, when you order you will need to specify either Mercury or Sterling. For Store Manager, the last service provider used to be Paymentech. To use Paymentech, you had to purchase and install Datacap's NETePay software on the in-store server. The Paymentech option has been changed to Sterling (which processes through Paymentech the way Mercury uses Global). Sterling hosts NETePay on its servers just like Mercury does, so there is no need to buy any additional software. Dial backup is supported. Sterling also has a residual revenue program based on the profitability of the merchant.
- Setup Button Improvements
 - Register-Setup Buttons / Security can be done on a resized display – you do not have to reload the Register.
 - Register-Setup Buttons / Security can be done with other users in the Register module – you get a warning but are allowed to continue.
- Setup Button Improvements (More Options) - You can change any register, department, or index button using the Register-Setup Buttons function. To enable this feature, you must create a new registry string value, AllowRegisterButtonChanges, and set it to "Y". The reason is to prevent the typical end user from making unwanted changes. With the setting, you will see a More Options button in the Setup Buttons screen. Touch this to:
 - Change any register button into another type of register button. Support is included for special features like pre-defined line and sale discount buttons.

- Change any department button into any other department button. Support is included for the “Stay In” option that allows you to ring up multiple items in the same department without returning to the main register screen.
- Change the “Round Corners”, “Standard Color”, and “Transparent Picture” options for any register, department, or index button. The “Round Corners” option changes a button from having rounded corners to a rectangular shape. “Standard Color” changes the way the background color is rendered – for most colors, having the “Standard Color” checked is desirable but you can experiment with the way the button looks. In particular, yellow buttons usually look better with “Standard Color” not checked. Finally, “Transparent Picture” sets whether the color at the top left corner of the picture on a button should display with the background color of the button or not. Some pictures look better with the option checked, others do not. For example, the standard Register Buttons picture looks much better with the option not checked. The standard Manager Menu picture looks better with the option checked.
- Transform-Price Levels now offers a rounding option (round to the nearest 9 or round up to 95, for example).
- Department sales summary can be added to either the register shift or register daily report as well as the shift report at closeout
- Threshold discounts are now automatically applied to the lowest price items.
- The large price format of the Inventory-Price Labels will now print the full description (it used to truncate after 29 characters)
- UPC Code 2 support – the setup option has been changed from a check box to a combo box. There is a new option – “Use Item Price”. The former check box, when checked, will now show up as “Use Barcode Price”. With “Use Barcode Price”, items ring up at quantity one with the price on the barcode. With “Use Item Price”, the quantity is deduced by dividing the barcode price by the price in the inventory item record. This provides for better inventory control.
- Loyalty funds option – this new option allows a customer to accumulate funds (money) in the customer store credit certificate based on sales. You will enter an amount the customer earns per 100.00 in sales. For example, if the amount earned per 100.00 is set to 1.00 and the customer buys 500.00, the customer will earn a credit of 5.00 towards any future sales. The items purchased are irrelevant – only the total amount sold (before taxes) matters. “Customer Store Credit Certificates” in Setup-General-Optional Tenders-Gift Card/Certificate must be set to “Prompt” or “Force” to utilize this feature.

Store Manager ES 2.50, Release 3

- Loyalty Program based on points
- Ability to add or rename multiple departments using Modify Vertical
- Invoice Formatter: A total quantity field has been added. Also, as changes are made to a particular format, a backup is saved to retain the previous format. There is a File menu option to restore the backup. This allows a customer that made a mistake when changing the format to easily revert to the previous version.
- There is a new setup option to enable the price entry for a zero-price item to update the inventory record. This can be setup by department with, optionally, appropriate security. The idea is to initialize prices on install to zero and, when clerks enter the price at the Register, it will update the item record saving time to get the store up and running.
- Option to use item weight as a tare weight
- Bar code labels

- Option to suppress price
- Option to skip items with a UPC
- Option to always print item number

Store Manager ES 2.50, Release 2

- Paymentech support – credit, debit, check, gift, EBT, Includes CVV verification support.
- Mercury Payment Systems
 - Support for EBT
 - Dial back up option
 - CVV verification support
- Debit card reporting
 - Debit card tenders on indicated in the detail version of the Electronic Journal
 - Debit card totals are reported on in the Credit Card Verification Report
- Register
 - Create inventory on the fly
 - Inventory lookup by location
- New Register buttons
 - Faster display
 - Greater numbers allowed
 - Hot buttons
 - Pre-defined line and sale % discount buttons
 - Quotes allowed as text on buttons
 - Lookup text for index buttons from inventory
- Includes newer version of Crystal reports with support for exporting reports
- Supports multiple BarTender formats when printing price labels

Store Manager ES 2.50, Release 1

- Mercury Payment Systems support for credit, debit, check, and gift cards.
- Transaction Manager - Sales by Day report
- Inventory reports
 - From/to time available for Movement, Vendor Analysis
 - Option to include UPC and Price on PO Listing, PO Checkpoints report
- Handheld Inventory – print labels from scanned items
- DeliveryTicketFormat now can print for suspended sales

Store Manager ES 2.50

- Certified PCI-compliant by Visa
- To-Go (Wireless CE support) for line busting and price verification
- Improved PCCharge interface (speeds up approval time, eliminates need for Queue Tool)
- Restaurant style tip support (requires PCCharge and the improved interface)

InfoTouch Store

- Continuous operation backup option (backup while system is being used, schedule a backup before the daily closeout)
- Gift certificate balance inquiry (easy to get to from within the Register)

Store Manager 9.22

- Support for downloading Purchase Orders from Enterprise Manager
 - Receive in store, including support for handheld receiving
 - Discrepancies recorded and sent back to Enterprise Manager
- Support for ordering unit of measure linked to vendors (source record)
- Logo printing
 - Direct interface support (Epson, Star)
 - Preprint logo option to speed up printing
- Mini-receipt option for:
 - Clear Sale (also full receipt)
 - No Sale
- Shift closeout report includes total of other tenders, coupon summary information
- On-screen keyboard available for password, license code entry
- Reports
 - UOM Sales report
 - Original hold sale number indicated on Electronic Journal
- Registry options
 - HideCustomerBalance
 - DeliveryTicketFormat
 - UPC override length now works for UPC Code 2 as well as Code 5

Store Manager 9.21

- Credit card enhancements
 - FDMS
 - Address verification
 - Updated certification
 - Improved settlement error handling (FDMS, PCCharge, ICVerify)
- Support for reading drivers licenses using the Tricom ID-e reader to automatically determine age. Works in all US states except Georgia and North Carolina and all Canadian provinces.
- OPOS receipt printing speed improved substantially
- Setup font changes (improves user interface when running WEPOS)
- Add-ons
 - Encapsulon security camera interface
 - Updates to ChoiceMaster interface

Store Manager 9.20

- The Purchase Orders module is now called Replenishment. It supports three new transaction types – Transfers In, Transfers Out, Requisitions
 - Can be manually entered or downloaded from Enterprise Manager
 - Uses fields in the item record – not vendors or sources
 - Transfers update cost, average cost, quantity on hand, quantity in transit (new field)
 - Requisitions are a request to Enterprise Manager to transfer inventory
 - You can Receive by Exception for Transfers In, Send by Exception for Transfers Out. Difference between what was expected and what was transferred is reported on and sent to Enterprise Manager
 - Purchase Orders can be downloaded from Enterprise Manager and received, with discrepancies reported back to Enterprise Manager.
 - Support for OPOS scanners added
 - Show information/inventory lookup displays the quantity on hand, on order, in transit, and allocated
- Decentralization support with Enterprise
 - Enterprise can allow stores to modify or modify/create items. Modifications can only be made to store-specific fields. New items must be authorized by Enterprise (real time).
 - Enterprise can allow stores to change source information
 - Enterprise can allow stores to modify/create vendors. Modifications can only be made to “This Store Only” vendors. New vendors must be authorized by Enterprise (real time).
- Credit card security
 - Credit card numbers are now always masked on closeout reports
 - Upgrade to 9.20 will mask credit card numbers on archived closeout reports (QD files)
 - Do not allow single credit card receipt if first copy is not masked (two receipts required)
 - Added warning if first copy is masked (can lead to settlement/charge-back problems)
- Inventory
 - New item record fields:
 - Sale price, sale end date
 - Stock unit name (for items with a single unit of measure)
 - New threshold discount options
 - Threshold multiplier – allows mix-and-match among items with different case sizes
 - Threshold unit of measure – allows you to optionally restrict threshold discounts to a single unit of measure
 - Quantity in transit – used by Replenishment-Transfers and in order status/automatic PO generation calculations
 - New vendor record fields:
 - Status
 - With Enterprise, values are “All locations”, “Enterprise Only”, “This Store Only”, and “Disabled”.
 - Without Enterprise, values are “Enabled” and “Disabled”.
 - New PO’s cannot be made for vendors set to “Disabled” or “Enterprise Only”
 - Fax number
 - Reports

- Item List, Item Master, Price Levels show sale price if applicable. Price Labels report has option to print sale price instead of retail price.
 - Price change audit has option report on sale price changes
 - Unit of measure report shows quantity on hand for all units of measure
 - Transfers / Requisitions report
 - Transform – Price Levels can be used to set the sale price/sale end date
- Enhanced security system
 - Number of standard security levels bumped to 10 from 4, including a dedicated record only security level and eight password levels. Password levels can be named.
 - Plan based security – employee record field
 - An alternative, profile-oriented security system that must be turned on to use.
 - A plan defines the security associated with access to each module and its major functions. Choices are unrestricted, record, employee password required, or override required.
 - Vertically specific buttons in Register module will still use the hierarchical security system (the older style). There is a default security level associated with each plan.
 - There are two predefined plans – Full Access (access to all functions) and the Default Plan (unrestricted access to the Register module only). Up to 255 plans can be defined.
- Memo departments (hash departments)
 - For any department, you can set the Stock Option to “Memo”. Like “Ignore”, both the quantity on hand and quantity allocated are not updated by transactions.
 - Separate sub-totals for memo and standard departments in Transaction Manager reports – Register Daily, Department Sales, Department Discount
 - Inventory reports by department range provide a filter to report on all, standard, or memo departments
 - When prompted to enter a price in the Register (items with price of 0.00), you can enter a negative price for items in memo departments.
- Register
 - Inventory lookup – see if item on sale
 - Show information screen shows
 - Stock unit name
 - Sale price/end date
 - Quantity on hand for all units of measure
 - Create/edit customer – enter email address
 - Show customer sales history across chain with Enterprise
 - Appointment Book
 - Recurring appointments can be edited/moved/deleted as a group and can be made for up to 3 years (formerly 1 year)
 - Appointment book screen resizes on larger displays
- Setup
 - Option to not print line item detail on first copy of credit card sale
 - Option to prompt clerk with a question if credit card is not swiped
 - Option to give customer the better of the standard price (retail or sale price) and the customer price level
 - Option to log clerk off after period of inactivity
 - Option to show reductions in line item quantities on the Electronic Journal

- Option to not allow transactions to continue while the cash drawer is open (OPOS only)
- OPOS cash drawer selection is now available with Windows receipt printers
- Option to not print WTD, MTD, YTD figures on closeout reports
- Option to not update kit pricing when editing components
- Option to print unit of measure name in separate field on receipts (using new Invoice Formatter field) rather than putting the unit of measure in the item description. Also option to not display unit of measure name in the Register.
- New Branch Customization fields – fax number, web site, email address
- Corporate Customization section added
- Time Clock – employee list shows punch status, time punched in
- Transaction Manager – Register Shift/Daily reports show UPC 5 coupons, number and dollar amount taken
- Handheld Inventory - cost option added for receiving
 - Inventory
 - Replenishment – also option to update sources for PO's
- Invoice Formatter – new fields
 - Customer name from credit card
 - Manual credit card entry flag
 - Unit of measure name
 - Long quantity field
 - Branch fax, email, website
 - Corporate customization fields
- TDL/TITO
 - Import transfers and PO's
 - Import hold sales/CWO's
 - Import account adjustments
 - Delete orders (transfers and PO's)
 - Support for directly modifying new inventory fields

Store Manager 9.17

- Find items in inventory by:
 - Alternate key
 - Vendor item number
 - Wildcard search
- Link received inventory to vendors
- Transaction Manager – Register Detail report includes cash change section

Store Manager 9.16

- Email campaign
- Full screen customer display support
- Stored value card support through Enterprise Manager
- VMS – drag and drop

InfoTouch Store

- Handheld physical inventory report – options to show uncounted items only and discrepancies only
- Reprint receipt – can now recall and reprint customer payments
- Option to increase register quantity entry to up to 8 characters

Store Manager 9.15

- Gift card support – requires PCCharge and ValueLink
- Cash back limit for gift cards/certificates
- Reports
 - Inventory
 - Location filter for most item reports
 - PO number added to Received Audit Trail
 - Transaction Manager
 - Inventory Received converted to Inventory Transactions, shows all receives, adjustments, physicals, and transfers for today or over a date range
- Handheld Inventory (Physical)
 - Support for cycle counts by location and department
 - Report shows items not counted, includes item description
- Option for duplicate receipts for cash sales
- Department option to allow combination of automatic lookup and prompt for quantity
- Show customer address in customer acceptance screen
- Keyboard case overrides – allows mixed (default), upper, lower, none
- Enterprise communications interface enhanced

Store Manager 9.12

- Moneris debit
- Receipt printing enhancements
 - Print logo (OPOS or Windows only)
 - Print barcode of invoice number (OPOS or Windows only)
 - Special format (formerly red ink) will print bold in Windows. For OPOS, will print (based on what the printer supports) second color (usually red), bold, or double wide in that order
- Return sale enhancements
 - Option to restrict return sales over limit to a specific tender
 - Recall original sale to return it
 - Require security to do ad hoc returns (without recalling original sale)
 - Option to restrict return sale to items in original sale
 - Prompt to use original credit card (if applicable, overrides specific tender restriction, above, if used)
- Label printing improvements
 - BarTender interface for any bar code report – works with virtually any bar code printer and allows you to design your own labels
 - Avery labels
 - 8167 (small label) support

- Specify starting row and column
- Backup improvements
 - Standard
 - Windows interface with progress bar
 - Option to specify drive to back up to
 - Alternate – specify backup and restore methods via Windows browse (binocular button)
- Improved vendor find – you can type the name or number
- Rentals
 - Selecting customer gives notice if they have overdue rentals
 - Rent/sell registry override (allows system to default to sell)
- Customizable demo palette

Store Manager 9.00 – 9.10

General

- InfoTouch 2000 -> InfoTouch Store Manager or just InfoTouch
- Offline operations
 - Ability to run off a local copy of the data when a register is disconnected from the server, either voluntarily or not.
 - Transactions made on the register are automatically sent back to the server when you exit “Offline Mode”, updating the appropriate inventory, customer, employee, etc. records.
 - Options to automate the backup of data to each register.
- Credit card encryption
 - All stored credit card information is encrypted
 - Setup option to mask credit card numbers on Verified Credit Cards report
 - TDL will no longer export credit card information
- Pinpad debit support
- Invoice Formatter has been converted to Windows, supports drag-and-drop of fields.
- Support for higher resolution displays – the Register, Time Clock, and PO modules will now run at resolutions up to 1280x960.
- Moneris interface
- Easy to touch minimize and exit buttons are now built into the InfoTouch picture
- Much greater availability of keyboard shortcuts to activate menu items, save records and transactions, run reports, etc.
- Upgrades now automatically make a backup of data files before restructuring them.
- All address fields (customer, employee, vendor, setup) have been increased to two 30-character lines (from two 21-character lines).
- TITO is now included at no extra charge with Store Manager.
- Licensing changes
 - Acceptance of End User License Agreement (EULA) is part of the software (shrink-wrap). A signed EULA is no longer required.
 - Usage of software requires entry of a verification code that is tied to the computer’s hardware. You have 30 days after the installation of the software to enter the code. A code will be required for each register to run Store Manager. One code will be required per store for licensed add-ons (GL interface, handheld inventory).

InfoTouch Store

Register

- Cash hot buttons changed on fly
- Ability to issue a gift certificate without ringing up a line item
- Inventory lookup – use UPC, alternate key, or item notes
- Customer enhancements
 - Ability to use credit card number on file for customer
 - Ability to edit the customer ship to address
 - Show history displays customer address and telephone
- Reconcile drawer
 - Options for reconciling customer charge, optional tenders
 - Display quantity of non-cash tenders
 - Security option to change closing keep
- Ability to convert serial rental item into one that is sold
- Lookup suspended transactions by employee number
- Force drop when cash in drawer exceeds limit
- Quote transaction
 - New hold sale type, prompts for expiration date
 - Recall will retain price until date, then prompt to re-price
 - Option to require security to avoid re-pricing
 - Option to use separate invoice format
 - Quote expiration date fields on the invoice
 - Option to only print non-inventory lines in main section
 - Quote – new type of register button
 - Quotes allow price overrides on all items
- Gift Receipts
 - New register button type, toggles text and color to indicate gift receipt needed
 - New option when reprinting a receipt
- Shift Closeouts on receipt printers
 - New register button sends the current shift report to the receipt printer
 - Setup option tells the system to always print shift closeout reports on the receipt printer
- Receipt printing improvements
 - OPOS and Windows receipt printer support
 - Ticket printing
 - Support for up to 10 different receipt printers per register, including network printers
 - Option to combine identical items into one line on a receipt
 - Gift certificate balance displays on receipt
- Customer Information screen shows aged balances, credit limit
- Cash change displays in large print
- Register number displays on left side of help button
- Customer display can be attached to additional serial and parallel ports

Inventory

- Disable changes to quantity on order/allocated, performance
- Disable changes to quantity on hand when modifying an item
- Threshold discounts

- Can be specified as a dollar amount or percent
- Allow for discounts greater than the retail price
- Set picture
- Auto generation report – by description, calculate on sales history
- Inventory movement – up to four columns, cost of goods sold and inventory value fields
- New fields - weight, UPC is 15 characters
- Prompt to remove serial records when adjusting/physical qty's down for serialized items
- New transform fields – weight, non-discountable
- Receiving allows the retail price to be changed

Customers

- New fields - ship to address, email, fax, mobile, birth date, credit card/expiration date
- Set picture
- Reports
 - New sort key - birth date
 - New report – credit card report with expiration date range selection
 - Master report – adds email, fax, birth date
 - Mailing labels – option to use ship to address
 - Contact list – adds fax, mobile
 - Payments and adjustments report – payments made with a check will include the check number if recorded
 - Balance report – option to show store credits
- Customer payments can be applied to linked account invoices

Employees

- Duplicate employee names allowed
- Set picture

Purchase Orders

- Auto generation by description, calculate on sales history
- Wildcard, UPC, and vendor item # lookup
- Freight, option to spread freight across items in PO (by qty or weight)

Setup

- Force customer link - no, all, returns
 - Option to default to a “cash” customer if none selected
- Default tender amount – optional tenders, gift certificates
- Overrides by tender - open drawer, cash change, duplicate receipt, default amount
- Option to use customer birth date for age verification
- Option to not print credit card number on first copy of receipt
- Option to enter cents instead of dollars in register
- Option to display line item tax status
- Option to skip weekly closeout when performing a monthly closeout

Transaction Manager

- Set security for closeout menu

InfoTouch Store

- Adjust deposit
 - Options for reconciling customer charge, optional tenders
 - Display quantity of non-cash tenders
- Quote report
- Ability to delete quotes using Delete Suspended Transaction function
- Closeouts retain price overrides and return sales detail information
- Register Detail report – can now be run over a date range for price overrides, post voids, return sales

Touch Data Link

- Real time processing
- Replace option allows records to be created if not there or updated if there

Touch In-Touch Out

- Replace option allows records to be created if not there or updated if there
- Ability to use Excel spreadsheet when importing/updating sources
- Progress bar shows import/export status

VMS

- New default sale window layout includes Other Tenders button
- Ability to save off and load different sale and register button window layouts
- New register button types – Quote, Gift Receipt
- Ability to save VMW files in any folder

Register Pocket Guide

Register Pocket Guide

Reference and Help Manual

Foreword

This book is a pocket guide for using the Register module for the InfoTouch Store Manager. It outlines the basic steps and procedures for processing sales, from the beginning to the end of a day.

It is divided into two sections, outlining the daily transactions performed by:

- Sales Associates
- Managers

Depending on your business requirements, you may find some that sales associates perform some of the transactions described under the Managers section and that only managers can access and can perform transactions described in the Sales Associates section. Refer to the table of contents to locate the transaction you want to perform.

This pocket guide supplements the online help but does not replace it. Therefore, if you need more information on a transaction, module, function, or field, access the online help, which is quite comprehensive.

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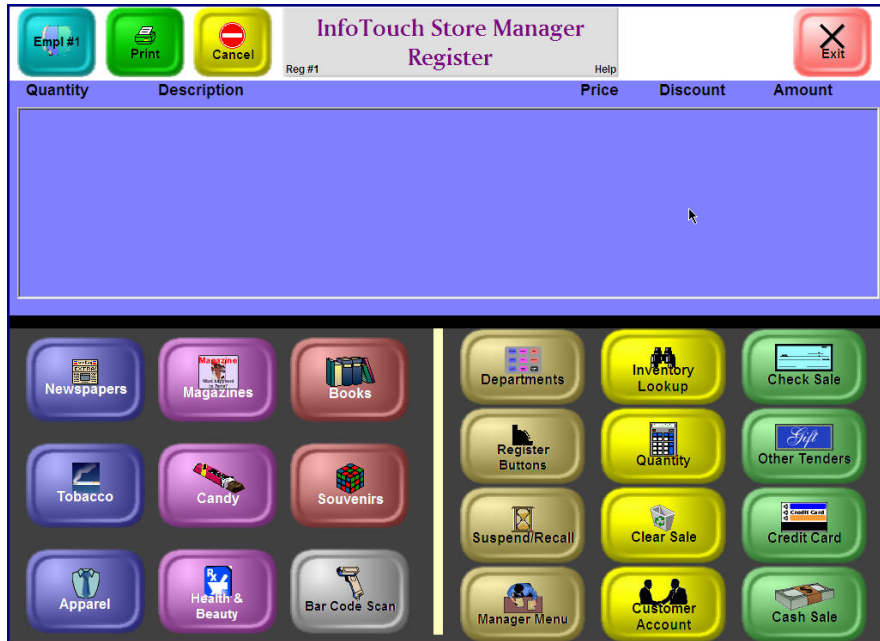
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Section 1: Pocket Guide for Sales Associates

Use this section of the InfoTouch Pocket Guide to perform common functions usually assigned to a Sales Associates.

Since your system security may be set up differently, you may have some overlap between the Sales Associates and Managers functions. In addition, you may find some of these transactions on both the Manager Menu and on the Register Buttons menu. If you need to perform some functions that are not available to you, consult your Manager, Store Owner, or whoever sets the system and security standards for your business.



InfoTouch Store Manager Register Module

Signing In

Make sure you are in the Register Module as shown below.

1. If the numeric keypad is not visible on the register screen, touch the "Empl. #" button in the upper left hand corner.
2. Using the numeric keypad, touch in your employee number and touch OK. The system will display the numeric keyboard.
3. If you have a personal employee password or PIN, use the Keyboard to touch it in and then touch OK.

If you have already clocked in today, you are ready to begin sales.

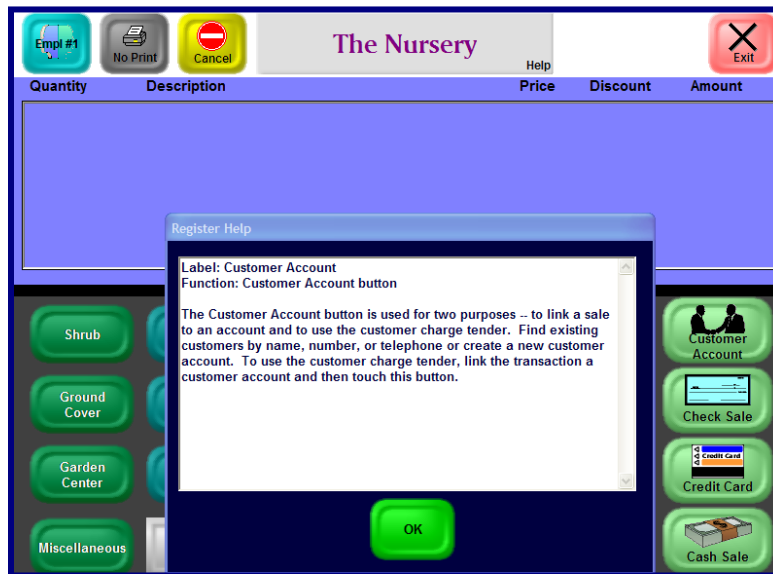
If you have not already clocked in, the screen will show your employee name, the current time, your employee number, and any messages at this time. Touch OK and you will be clocked in and ready to begin sales.



Sign In Screen

Using Online Help

If you need help during a transaction, use the Help button at the top middle of the screen. Simply touch the Help area and follow the instructions to touch a button where you need help. The following example shows the results of requesting help on the Customer Account button (touching Help -> Customer Account).

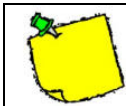


Online Help

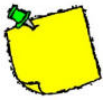
Completing a Sale: An Overview

To complete a sale after signing in:

1. Select the item by:
 - Scanning it.
 - Touching the department and index buttons until you locate the item.
 - Using Inventory Lookup.



If you have problems scanning a bar code, you can also touch the Bar Code button and enter the bar code via the on-screen keyboard.



Depending on your business procedures, you may have to enter your employee ID each time the system you begin a new transaction on the register.

2. (Optional) Enter the quantity. (You may not be asked for the quantity.) If you must enter a quantity, the system displays an online keypad.



Numeric Online Keypad

3. Repeat steps 1 and 2 until you have entered all the line items.
4. (Optional) Make any adjustments by touching the line in the Register display area (change the quantity, show more information about the item, change the description, etc).
5. Finish the sale by using the *Cash*, *Credit Card*, *Check*, or other tender buttons.



Result of Entering Line Information Before Entering Tender Information

6. After you enter the tender information, the system prints a receipt and displays the invoice in the Receipt Display area.

Ringing Up a Line Item

There are various ways to ring up an item:

- Scan the item
- Touch the Department and index buttons
- Use Inventory Lookup to find the item

Using Scanners or Department Buttons

To ring up an item in inventory and add text to the receipt:

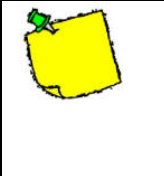
1. If you are scanning items, simply scan the bar code. Proceed to step 5. If you have problems with scanning an item, touch the Bar Code button and manually enter the bar code or item number. Also, the system may require that you enter a quantity of item you are selling (optional).

If you are using the Department buttons, touch the Department you want to access.

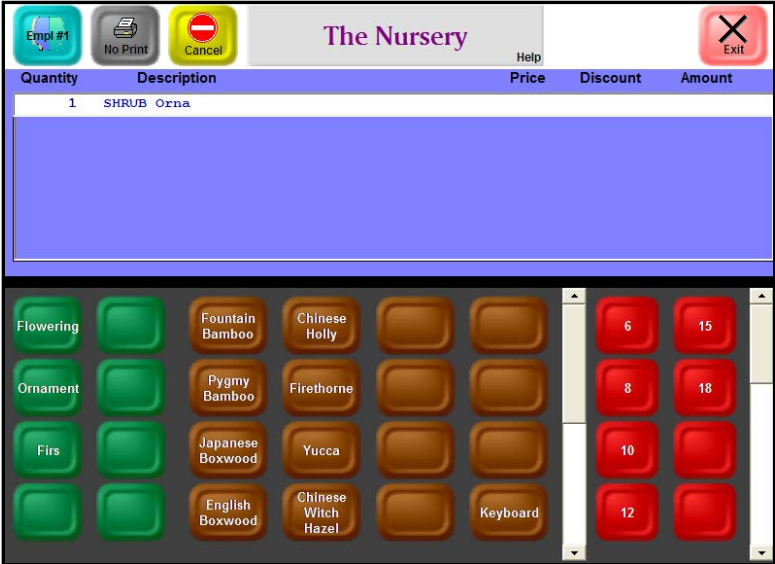


Register Module Main Screen

- 2. (Optional) Touch in the quantity to be sold via the Numeric Keypad and then touch OK. (You may not be asked to enter a quantity.)
- 3. Touch the button with the description of the item you are selling. See the following Index and Item Description figure.



For some departments, you will see a list of additional choices. Touch the appropriate button to see associated items.



Index or Item Description Buttons

4. If the item is not displayed and you see a scroll bar on the right, you can touch the down arrow to see additional choices. Also, many departments have a **Keyboard** button, which allows you to enter the item description.
5. Most items will ring up with the correct price and an extended line amount. Items that do not have predefined prices, for example, Non Inventory items, will prompt you to enter the price. Enter the price in dollars not cents. For example, to enter \$12.00, touch 12 and then OK. To enter \$.12 cents, touch .12 and OK.
6. (Optional) To enter additional description to be placed on the receipt:
 - Touch Register Buttons on the main sale screen.
 - Select the Non Inventory button.
 - Enter additional information and touch OK.
 - If you are asked for the price, enter it; if you are adding a note, leave the price blank and touch OK.

Looking Up an Item

To find an item, find the price, or need more information before about an item, use Inventory Lookup.

1. Touch the Inventory Lookup button on the Main Sale screen. It will display the following options:



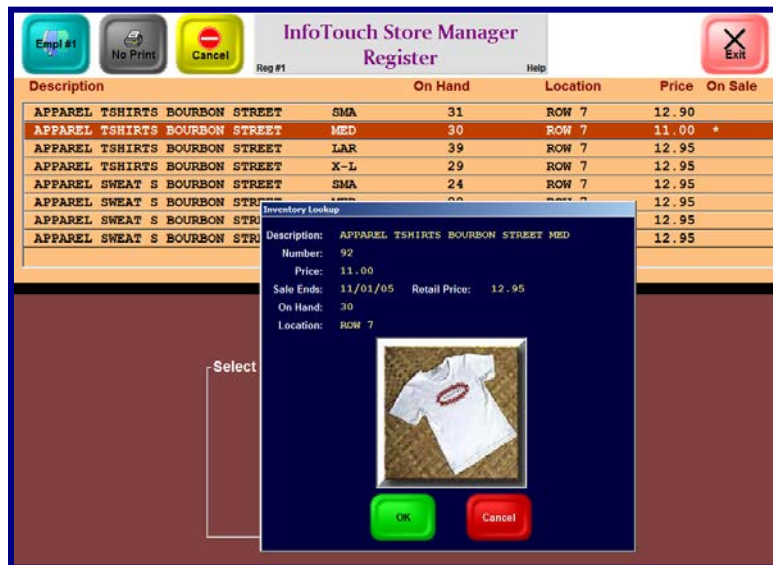
If you are quoting a price for a customer, link that customer to the sale as described in Linking a Sale to a Customer Account.

2. The system will prompt you to touch the department buttons until you find the item. However, you can also touch the following buttons and enter information using the online keyboard:

- Wildcard - Use the online keyboard, enter as much as you know about the item.
 - UPC - Use the online numeric keypad to enter the UPC of an item
 - Alternate Key - Use the numeric keypad to enter the alternate key for an item. An *alternate key* is similar to a UPC - it is a code in the inventory record that is an additional way to identify an item. For example, if a vendor changes UPCs on an item you have in stock, you would want to use the old UPC and the new one.
 - Notes - Use notes when you want to identify an item based on special characteristics or notes you may have added. This is useful in a garden center, for example, if a customer wants a plant that requires full sun.
3. If you are using the Description fields, touch a department. When the system displays more buttons with descriptions, touch the buttons with the correct descriptions. You can touch one button or press OK at any time.
 4. When you touch OK, you will see a list of every item in the department or every item that matches the description you

entered. Any item that is on sale will have an asterisk on the far right, under the heading "On Sale."

5. When you find the item, touch OK to add the item to the receipt or touch Cancel. The system will display the main Register screen.



List of Inventory Items that Match Your Search

Linking a Sale to a Customer Account

Linking a sale to a customer account does not imply the sale must be charged to the account - all tender types are still available to be used. You can:

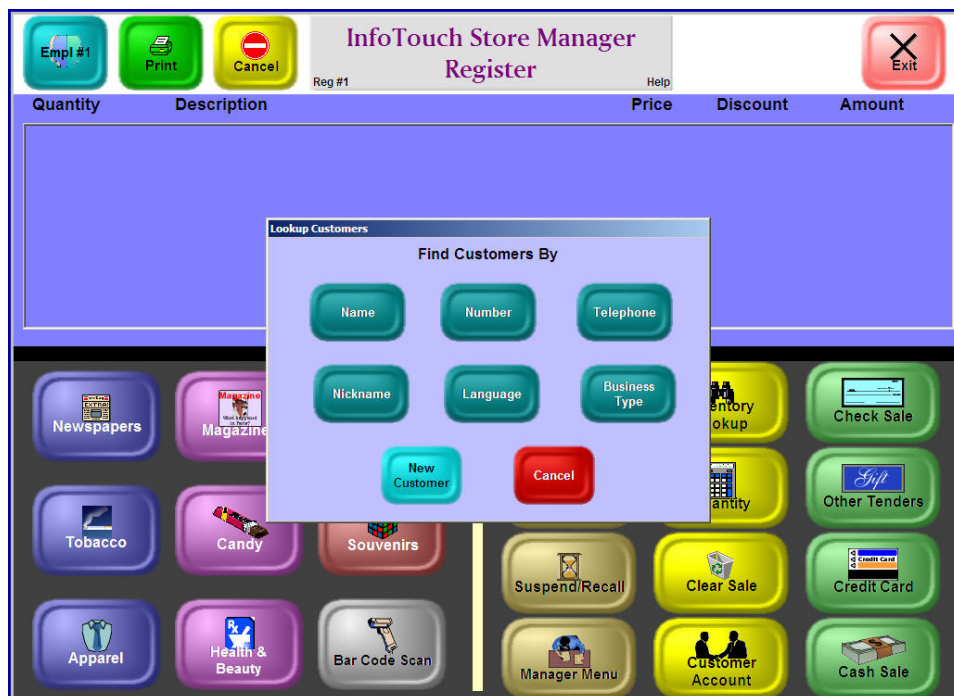
- Link a sale to an existing customer.

- Create a new customer and link the sale.
- Unlink a sale to a customer.
- Edit the customer information.

Existing Customer

To link a sale to an existing customer account:

1. Touch the Customer Account button in the Main Sale area of the main Register screen.
2. Select the method (Name, Number, Telephone, or other description) to search for the account.



Customer Account Lookup

3. Enter all or part of the information and touch OK.
4. A list of matching customers displays. If the customer you are looking for is not shown, use the scroll bars in the top right portion of the screen. If you still do not see the customer, touch New Customer and go to the following procedure.
5. Touch the line for the desired customer and touch OK. The sale is linked to the customer account and the customer name and number are displayed.

New Customer:

To link a sale to a new customer account:

1. Touch Customer Account.
2. Touch New Customer.
3. Enter the Customer Name (last name first for individuals), telephone, and other pertinent information. You may or may not have to enter the customer number, as it may be generated by the system (the system will prompt you for a

number if necessary). To enter information in a desired field, touch it.

4. Touch OK. The customer account is created and the sale is linked to the new account. The system now displays the customer name and number.

Unlinking a Sale

There are two options to unlink a sale to a customer account (if the wrong account was selected) either:

- Change the customer name (switch customers)
- Clear the entire sale

Changing/Switching the Customer Name

1. Touch the customer name on the register receipt.
2. Touch Void Line and touch OK.

Clearing the Entire Sale

1. Touch Clear Sale.
2. When asked if you are sure, touch OK.

Editing Information

To edit a customer account record (for example, if the telephone number has changed):

1. Touch the Customer Name.
2. Touch Edit Customer.
3. Modify the desired fields by touching them and entering in the changes and touch OK.



The screenshot displays a 'Customer Information' screen with a dark blue background and light blue text. The screen is organized into several sections:

- Name:** Smith, Penny
- Number:** 28
- Telephone:** () -
- Bill To Address:**
- City, State, Zip:**
- Contact:**
- License:**
- Tax Exempt:**
- Message:**
- Nickname:**
- Language:**
- Type of Bus:**
- Email Address:**
- Categories...**
- General Notes...**
- Children Names...**
- Birthdates...**
- Switch to Ship To** (light blue button)
- OK** (green button)
- Cancel** (red button)

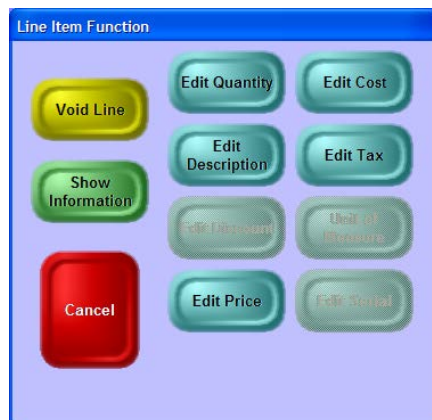
Customer Entry Screen

Changing Line Items

After you have rung up a line item, you may need to change it. To change an individual line item, touch the line item on the Main Register screen. The system displays the Line Item Function dialog box.

If the functions are not authorized or if they are not applicable, they will be grayed out.

If the functions are not authorized or if they are not applicable, they will be grayed out. The following are two examples (voiding lines and changing the order quantity).



Line Item Function

Voiding a Line Item

1. Touch the line to be voided.

2. Touch the Void Line button.
3. Touch the OK button to remove the item from the sales area.

Changing the Quantity of a Line Item

1. Touch the line with the quantity to be changed.
2. Touch the Edit Line button.
3. Touch in the new quantity and touch OK.
4. The system will update the display.

Tendering a Sale

There are several options for tendering a sale:

- Cash Sale
- Check Sale
- Credit Card Sale
- Customer Charge
- Split Tenders

Cash Sale

To complete a sale when the customer is paying in cash:

1. Touch Cash Sale. The system displays the Numeric Keypad.
2. You now have several options:
 - If you are given one of the predefined bills (\$1, \$5, \$10, or \$20), touch the appropriate button at the bottom of the Number Keypad.
 - If you are given exact change, just touch OK.
 - Enter the amount in dollars on the number keypad and touch OK.



Cash Sale Screen

The sale is recorded, the cash drawer opens, a receipt prints, and the receipt information displays at the top of the Register screen.

Check Sale

To complete a sale using a check for the tender:

1. Touch *Check Sale* and touch *OK*. InfoTouch will default to the amount of the sale.
2. (Optional) Enter any other required information (such as drivers license).

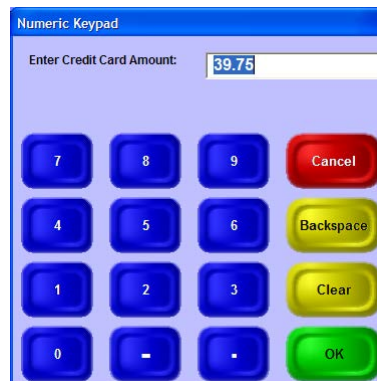
The sale is recorded, the cash drawer opens, a receipt prints, and the receipt information displays at the top of the Register screen.

Credit Card

To complete a sale using a credit card for the tender:

1. Touch *Credit Card*.
2. (Optional) Select the type of credit card and touch *OK*. InfoTouch will default to the amount of the sale. (This step is only necessary if your system does not automatically recognize the credit card type or if you have to manually enter the credit card number.)

3. Run the credit card through the magnetic stripe reader. If the card cannot be read, touch *Manually Enter Number*. The *Numeric Keypad* will prompt you for the credit card number and expiration date. Enter the card number and the expiration date (MM/YY).
4. InfoTouch will access the service provider (or bank) for approval. If the card is not approved, you must select another tender. If it is approved, the sale is recorded and two receipts are printed. The customer should sign the first one or the top copy if using carbons. If necessary, tear off the first receipt when it is complete and touch *OK* to begin printing the second receipt, which is for the customer.

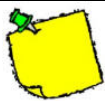


Credit Card Sale Screen

Customer Charge

To complete a sale using customer charge (A/R) for the tender:

1. Make sure the customer account is linked to the sale as described in "Linking a Sale to a Customer Account."
2. Touch Customer Account again.



If the amount of the sale exceeds the customer's credit limit, you will receive a warning indicating the amount of credit remaining. To continue using the customer charge tender, touch OK and enter any passwords (such as a manager) to approve the sale.

3. Since InfoTouch defaults to the amount of the sale, touch OK.
4. The sale is recorded and two receipts are printed. Tear off the first receipt when it is complete and touch OK to begin printing the second receipt.

Split Tenders:

To complete a sale using more than one tender:

1. Enter the first tender. If it is not cash, touch Clear before entering the amount.
2. Enter the next tender. If it is not the last, touch CLEAR before entering the amount. Continue until all tenders are entered.
3. After the last tender, the sale is recorded. Based on the tenders used, you may get one or two receipts and the cash drawer may or may not open.

Updating a Sale - The Register Buttons

Before or after you complete a sale, you might want to make a change such as applying a discount to the entire sale or process a return or exchange (if you have authorization). The Register Buttons are designed to perform less common sales-related functions. You will find that some of the functions on the Register Buttons may also be on the Line Item Function buttons and on the Manager Menu.

This pocket guide describes most of these functions; for additional information, use the online help for the Register (touch Help and then the button that you want described). For example, when you touch Register Buttons, touch Help, and then the Non Inventory or Price Levels buttons you receive the following information:

➤ Non Inventory

Use to ring up items not recorded in inventory. You can also use this button to add text or notes to a transaction.

➤ Price Levels

Use to change the price level being used in a transaction. Price levels are used to give customers special pricing -- for example, for frequent shopper programs or senior citizen discounts. For businesses with rental departments, you can use Price Levels to select rental periods.

➤ Tax Exempt

Use to make the entire sale tax exempt.

➤ Tax Override

Allows you to completely define what tax categories are in effect for the transaction.



Functions Accessed from the Register Buttons

Applying Line Item Discounts

(This may be defined as a Managers function in your system, so you may need a Manager's password to enter line item discounts.)

InfoTouch provides three different methods of giving line item discounts. In each case, the end result is to give a dollar amount off of each item in the line - that is, a unit discount. The three buttons provide convenient ways to calculate the unit discount.

Dollar Amount Discount

To give a set **dollar amount** off of a selected item or the last item in a sale:

1. Ring up the line item.
2. Touch Register Buttons.
3. Touch Line \$ Discount.
4. Enter the unit discount in dollars. The amount cannot exceed the unit price.

Percentage Amount Discount

To give a **percentage amount** off of a selected item or the last item in a sale:

1. Ring up the line item.
2. Touch Register Buttons.
3. Touch Line % Discount.
4. Enter the percentage discount. To give a 10% discount, touch in 10 and the OK. The percentage cannot exceed 100. The corresponding unit discount is calculated.

Coupon

There are multiple types of coupons:

- A coupon that states the exact price for an item. To use this coupon, scan the item, touch the Register button, and then touch the Coupon button. Enter the price on the coupon.
- A vendor coupon (also known as a UPC5 coupon) that specifies a specific discount. To use this coupon, simply scan it after scanning the item.

Applying Sale Discounts

(This may be defined as a Managers function in your system, so you may need another password, such as a Manager's password, depending on how you set up your security) to enter line item discounts.)

InfoTouch provides two mechanisms for giving sale discounts - percent and dollar. Like the different line item discount methods, these are two ways to arrive at the same point. InfoTouch stores all sale discounts as a percentage. However, it is sometimes more convenient to enter a dollar amount and let the system convert the amount to a percent discount. Sale discounts are evenly allocated, for historical reporting, across all line items in the sale.

Percentage Discount

To give a sale **percentage discount** off of an entire sale:

1. Ring up at least one line item.
2. Touch Register Buttons.
3. Touch Sale % Discount.

4. Enter the percentage discount. To give a 10% discount touch in 10 and the OK. The percentage cannot exceed 100. The corresponding dollar amount is calculated and subtracted from the Sub-Total.

Dollar Amount Discount

To give a **dollar amount discount** off of an entire sale:

1. Ring up at least one line item.
2. Touch Register Buttons.
3. Touch Sale \$ Discount.
4. Enter the dollar discount. The amount cannot exceed the Sub-Total. The corresponding percentage is calculated.

To cancel the sale discount before the sale is tendered, touch Cancel.

Opening the Drawer (No Sales)

To open the cash drawer without making a sale (for example, in order to give a customer change):

1. Touch No Sale.
2. Touch the reason you need to get into the drawer. The cash drawer opens.

Placing/Recalling a Sale on Hold

Hold Sales are for various purposes, including saving a transaction temporarily to process additional customers, quotes, and service appointments. Hold sales can optionally be linked to a customer but does not require a deposit tender.

Placing a Sale on Hold

To place a sale on hold (if the customer forgot their check book, is looking for a quote, etc.):

1. Ring up all line items.
2. Touch Hold Sale.
3. If the sale has been linked to a customer account, go to the next step. If the sale has not been linked to a customer account, enter a way to identify the sale. Asking the customer for their first name and entering it is a standard practice.

4. Enter any other information requested by the system. (Some businesses require an employee ID and other data.)
5. Touch OK and the sale is placed on hold and a receipt is printed.

Recalling a Sale on Hold

1. Touch Hold Sale before ringing up any line items.
2. Touch the way you wish to find the hold sale - by Date, Number, ID, Customer Number, Customer Name, or by Date and Customer Name. Use ID if the customer does not have a receipt.
3. Enter the date or number from the hold sale receipt. If using ID, either enter the customer's first name or enter their account number.
4. Select from the list of hold sales displayed. Use the scroll buttons to if necessary. If the hold sale is not the correct one, touch Cancel and select another.
5. Touch OK and the system recalls the hold sale. You may now modify it, add new lines, or void it.

6. You may now modify it, add new lines, tender it, or void it:
- Convert the hold sale to an actual sale by selecting the desired tenders.
 - Add line items to the sale.
 - Modify the line items by touching them.
 - Delete the sale by touching *Clear Sale*.

Processing Layaways

There are two parts to this transaction: Ringing up the layaway and recalling it later when the customer makes payments.

Ringing Up Layaways

1. Touch Register Buttons.
2. Touch Layaway. The system will ask if you want to make this transaction a layaway. Touch OK.
3. Since layaways are always for a specific customer, the system will ask you to identify the customer by displaying Lookup

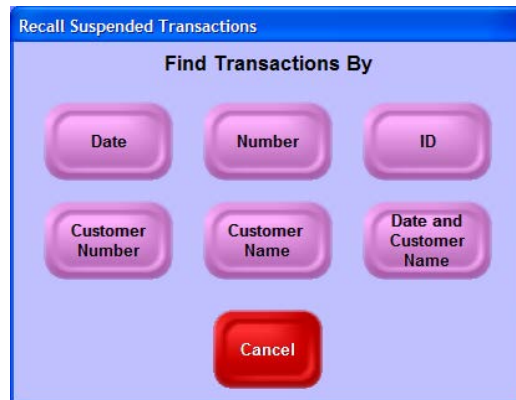
Customers, so you can enter the customer's name, number, or telephone number. If this is a new customer, the system will prompt you for that information. (See "Linking a Sale to a Customer Account.")

4. When have selected the customer or entered the information, the customer name displays in the Register Display area.
5. Press the Departments button to display the Departments. Proceed with ringing up the items to be placed on layaway by scanning them, touching the Department and description buttons, or doing an Inventory Lookup.
6. When you have entered all the line items, select one of the tender buttons (cash, credit card, check, etc). The system will display the Numeric Keypad with an amount. This is the minimum amount required for a layaway. You can enter a larger amount, but you cannot decrease this amount.
7. When you have completed the transaction, the system will display the receipt information in the Register Display area.

Recalling Layaways

When the customer returns to apply payment to layaway:

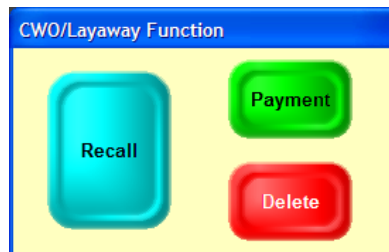
1. Touch the *Select/Recall* button in the *Main Sale* area.
2. When the system displays the *Recall Suspended Transactions* screen, select one of the options to locate the transaction, using either the date, customer number, customer name, etc.



Recall Suspended Transactions

3. When you have entered the information required by the button you touched (such as the date or customer name), the system will either:
 - Display a list of transactions that match the date or customer you entered. Select the layaway transaction.
 - Display the transaction, if there is only one that matches the information you entered.

4. If this is the correct transaction, touch *Yes* when the system prompts "Accept Suspended Transaction?" If this is not the correct transaction, then touch *Cancel* and repeat step 1 again.
5. When you have selected the layaway and it is displaying in the Register Display area, the system displays the *CWO/Layaway Function* screen.



CWO/Layaway Function

You can now:

- Choose *Recall* to display the details of the layaway. The system displays *Layaway Recall* in the upper left corner of the screen. You can now touch the tender corresponding to the payment method if the customer is making a payment. You can see previous payments in the Register Display area, after the customer number, listed as "Cash Sale."

- Delete the layaway transaction. The amount that the customer has previously paid is shown in the Register Display area as a negative amount. Refund the amount paid by using the appropriate tender buttons.

If you have deleted the transaction or if the customer has given you the full amount, the layaway has been completed.

- Choose Payment and the system displays "Layaway Payment" in the top left of the screen and payment information. Touch the tender corresponding to the payment method.

If the customer has not paid you the full balance, the system will ask if you are accepting another tender for the outstanding balance. If so, select the tender and enter the amount; if not, touch Suspend/Recall and the system displays the transaction information in the Receipt Display area.

6. Repeat these steps until the customer has paid the full amount for the layaway.

Processing Special Orders

Special orders, also called Customer Waiting Orders (CWOs) reserve items for a customer. They are similar to a layaway except that there is no payment plan. CWOs must be linked to a customer and a deposit is optional.

Therefore, follow the steps in "Processing Layaways," but you will not be required to enter a deposit. There will be two parts to the sale - creating it and then recalling it as described in the Layaway section.

Exchanging Inventory Items

You can return and sell items in the same transaction by using the Exchange button. This might occur, for example, if someone bought small paper clips but meant to buy large ones. To exchange (return) items in the course of a standard sale:

1. Touch Register Buttons to display the additional register buttons.
2. Touch Exchange.
3. Ring up the item being exchanged. The Register display will show a negative value next to the quantity.
4. Ring up the item being substituted. The Register display will show a positive value next to the quantity and give a subtotal of the difference.

5. Continue to ring up items or complete the sale by using one of the tender buttons.

Processing Returns

Use Return Sales to handle returned merchandise, refunds, and rental returns. Many things are "backwards" in a return sale:

- Items ring up with a negative price
- Tender is given back to the customer
- Items are added back in to inventory
- The inventory, customer, and employee sales history figures are reduced.

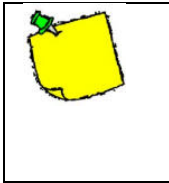
Return sales are reported in the Register Detail report.

The following procedure applies if your primary business is not for rentals, such as renting videos and games. For information on processing Rental Sales and Rental Returns, see Processing Rental Sales and Rental Returns.

Your company may require that the original receipt or have special options for processing returns.

To process a return that does not require scanning a receipt:

1. Touch Register Buttons.



The Return Sales button may be part of the Register Buttons or part of the Main Sale buttons.

2. Touch Return Sale or Exchange.
3. Select a reason code for the return. The system displays a yellow box labeled "Return Sale" on the top left side of the Function section, covering up the Empl # button.
4. Add line items, change line items, and change global properties as you would for a normal transaction. When entering prices, discounts, and other amounts on the numeric keypad, do not use the minus sign (-) -Store Manager will automatically supply it.
5. Select the tenders for the transaction; your company may have defined a specific tender for returns. You cannot exceed the total amount, regardless of the Cash Change. Cash Change is never allowed with Return Sales. It is also possible to issue a store credit for the amount of the return as explained in "Processing Store Credits."



If you wish to cancel the return sale without completing it, touch *Clear Sale* and then *OK*.

Processing Gift Certificates

Gift cards and certificates are considered tenders, and the system allows you to issue and redeem them in various ways. Store Manager differentiates between gift certificates and gift cards as follows:

- Use gift **certificates** if you want validate a credit within a store; this does not require outside processing but can be handled in-house. You can create gift certificates using *Transaction Manager* → *Gift Certificates* → *Create Gift Certificate*.
- Use gift **cards** when you have an outside service authorize and maintain the gift card remaining balance. You can activate, redeem, reload (add to the value of the card), or display the remaining balance. The gift card option requires *PC Charge* and an account already set up with a gift card processor, such as *ValueLINK* or *Givex*.
- Use *Stored Value Cards* to activate and validate credit that applies to an entire chain with *Enterprise Manager*. Someone creates the stored value cards using the *Stored Value Cards* function. You can then activate, redeem, reload, or display the

remaining balance using Enterprise Manager and bypass the processing fee.

- Use Customer Store Credit Certificates for specific transactions, such as returns, where the customer receives store credit. You can also turn credits that were issued outside of Store Manager into Store Credits and assign them to a customer.

Your company may have set up the option of allowing cash back when redeeming both gift certificates and cards and displaying the remaining amount on certificate or card.

Issuing Gift Certificates

If a customer wants to buy a gift certificate, follow these steps.

1. If there are no line items, select Non Inventory/Notes. Enter a description such as "Gift Certificate." Enter zero for the price, if prompted.
2. In most Registers, touch Credit Card. If you have one Gift Certificate tender, select Gift Certificate and then Issue. Otherwise, select Issue Gift Certificate. Alternatively, you may have a predefined Gift Certificate button.

3. The numeric keypad will display. Enter the amount of the gift certificate.
4. Enter a number for the certificate, if prompted. If "Gift Certificate - Endorse" in Setup - General - Optional Tenders is checked and you use a serial receipt printer at the register, you will be prompted to endorse the gift certificate.
5. Select the type of tender to pay for the gift certificate.

Redeeming Gift Certificates

To redeem a gift certificate:

1. Ring up the sale as usual.
2. In most Registers, touch **Credit Card**. If you have one Gift Certificate tender, select Gift Certificate and then Redeem. Otherwise, select Redeem Gift Certificate. Alternatively, you may have a predefined Gift Certificate button.
3. The numeric keypad will display. Enter the amount of the Gift Certificate. If your company permits it, you may be able to give cash back for gift certificates. Alternatively, you can partially redeem the Gift Certificate and enter a smaller amount.

4. Enter a number for the certificate, if prompted. If "Gift Certificate - Endorse" in Setup - General - Optional Tenders is checked and you use a serial receipt printer at the register, you will be prompted to endorse the gift certificate.
5. If necessary, continue to select tenders to finish the transaction.

Processing Gift Cards

Gift cards are authorized by an external service that is authorized by using PC Charge. You have the following options when processing gift cards:

Issuing Gift Cards

To issue a gift card:

1. Touch the Other Tenders or Credit Card button.
2. The system will display a window with the following options:
 - Activate
 - Reload
 - Redeem
 - Balance
3. Select Activate to initialize the card.
4. Enter the amount of the gift card or scan it.

The system will now authorize the gift card. For example, it will contact one of the Gift Card service providers for PCCharge, such as ValueLINK to activate the gift card.

5. Tender the sale using cash, check, credit card, or customer account.



After you activated a gift card, you cannot void it after you have authorized it with the gift card authorization service. You can void the transaction by contacting the gift card service. You can, however, void the card before authorization by clearing the sale before tendering it.

Redeeming Gift Cards

To purchase items using gift cards:

1. Touch the Optional Tenders or Credit Card button.
2. When the system displays the list of choices for a gift card, select Redeem and scan the card.

The system contacts the gift card service provider to authorize the gift card amount. The system will display the

remaining value of the gift card. If the sale requires more than what is currently on the card, some gift card providers will let you use the remainder of cash on the gift card and complete the sale with another tender.

Displaying the Balance and Adding to It

There are two other options that display when you select gift cards (besides issue and redeem):

- **Balance:** Displays the amount remaining on the gift card. Select Balance, swipe the card, and the system will contact the outside service to display the amount remaining.
- **Reload:** Allows you to add money to the gift card. Simply choose a gift card tender, select Reload, swipe the gift card, and enter the amount being added to it. The system will authorize the additional amount through the authorizing service. Then select a tender to ring up the amount just added to the card.

Processing Stored Value Cards

A stored value card is very similar to a gift card and has the same options. However, a stored value card is issued by and approved by headquarters for stores that are using Enterprise Manager.

To process a stored value card:

1. Touch the Other Tenders or Credit Card button and select Store Value Card (or whatever name your company gives to this type of tender).
2. The system will display a window with the following options:
 - Activate
 - Reload
 - Redeem
 - Balance
3. Select Activate to initialize the card.
4. Enter the amount of the card being activated.
5. Scan or enter the card number, and the system will contact Enterprise Manager. When the card is approved, the system will return a message, such as "Balance on Stored Value Card is \$50."

You can use the Reload, Redeem, and Balance functions, the same way you would if you were using the gift card tender. However, rather than contacting a service provider where you would pay a fee, the system contacts your headquarters system (Enterprise Manager) to process the information.

Processing Store Credits

Store credits are very similar to gift certificates. Some gift certificates could be considered store credits if they are assigned to a customer. For example, if a customer returns an item, you might want to issue a store credit as follows:

1. Process the Return as previously described.
2. Assign the sale to a customer (touch the Customer Account button and find the customer).
3. Touch the Credit Card button and select the Gift Certificate button (you may also use Store Credit if it is available).
4. When the system displays the numeric keypad, enter the amount of the return or of the store credit.
5. The system will then prompt you or force you to assign a store credit. The store credit will be attached to that customer and will be assigned the customer number. The next time the customer comes into your store, the system may tell you that the customer has a store credit when it displays the customer information.

6. Enter the amount being redeemed from the store credit. If the amount of the purchase exceeds the amount on the store credit, the system will display a message of what remains on the store credit (if your company is tracking store credits).
7. Enter the amount of the store credit for this sale. If necessary, you may have to select another tender if there was not a sufficient amount left on the store credit.

Processing Rental Sales and Rental Returns

The following procedure applies to companies who do a large rental business, such as video stores.

To begin with, the Register display may be designed slightly differently than previously described. For example, the Return Sale button will probably be part of the Main Sale area, since it is used quite often.


There are also different options associated within the rental business, such as whether you require a deposit for the rental or whether you charge the customer for the rental when it is checked out or tendered as a "rental sale."

Processing Rental Sales

The following procedure assumes that you charge customers for the rentals when they pick them up or first check them out.

The following example demonstrates a rental sale at a video store.

1. Touch the type of rental.

	<p>You will be required to attach a customer to this transaction. If the customer has a card, you can scan or enter it any time in the transaction. If you have not entered the customer by the time you tender the sale, the system will prompt you for the customer information.</p>
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2. Ring up the item (scan it, touch the item description, or use Inventory Lookup).

If you have many titles, your system may be set up to use Inventory Lookup when you cannot scan an item. In this case, you will be asked for the serial number of the item, if you have more than one.

3. Continue to ring up items.

4. Tender the sale. If you have not already associated a customer with the rental, the system will prompt you for that information before you use the tender buttons.

Rental Returns

Follow these steps to handle rental returns:

1. Touch Return Sale, usually in the Main Sale area.
2. Select a reason code for the return. The system displays a yellow box labeled "Return Sale" on the left side of the Function section, covering up the Empl # button.
3. Your company may be using one of the following options:
 - If your company is using the "Return all automatically" option, each item rented by the customer you enter will be added to the return sale; use Void Line to remove any items that were not returned.
 - If you haven't already charged the customer for the rental, the amounts for the rental items will be added to the transaction and the customer's account.

- The system may automatically apply late fees, depending on how you run your business. You can also manually add the late fees. The late fee is multiplied by the number of rental periods the item is overdue by. Late fees are displayed as a negative discount to the line item. If you are using a return cutoff time, then the item must be returned before the "Return before" time of the date due to avoid late fees.
- Typically, the customer will not owe money. You can complete the sale by touching Cash Sale. Do not enter any amount - just touch OK.
- If your company is using the Auto Tender option, you can process return rentals without the customer being present - for example, when videos can be returned in an outside box. Any outstanding fees or charges will be applied to the customer account.
- In addition, after you finish a return sale, the system will continue to process additional return sales without having touch Return Sale again. The original reason code is remembered for each subsequent return sale. To resume normal sales processing, touch Exit.

End of Day Procedures - Closing Out a Register or Shift

When you are finished making sales for the shift or at the end of the business day, you will have the following options, depending on your company's business policies and procedures.

- You can clock out.
- You can end your shift by popping the drawer and taking the contents to the back office. Depending on your business requirements, someone may have to reconcile the contents of the drawer.
- You can close out your shift by popping the drawer and reconciling its contents.

The following procedure describes how to end a shift and reconcile the till. For information on clocking out, go to *Clocking Out*



If your business is set for 24-hour operation, your manager will need to let you know when you need to close out your register.

Closing Out the Register

To close out the shift at the register:

1. Touch the Manager Menu button.
2. Touch Shift Closeout and touch OK when asked if you are sure you want to perform a shift closeout. You may also be asked if it is OK to open the drawer.



If your business is set up to reconcile the shift at the server, the Shift Closeout button will display Reconcile Shift.

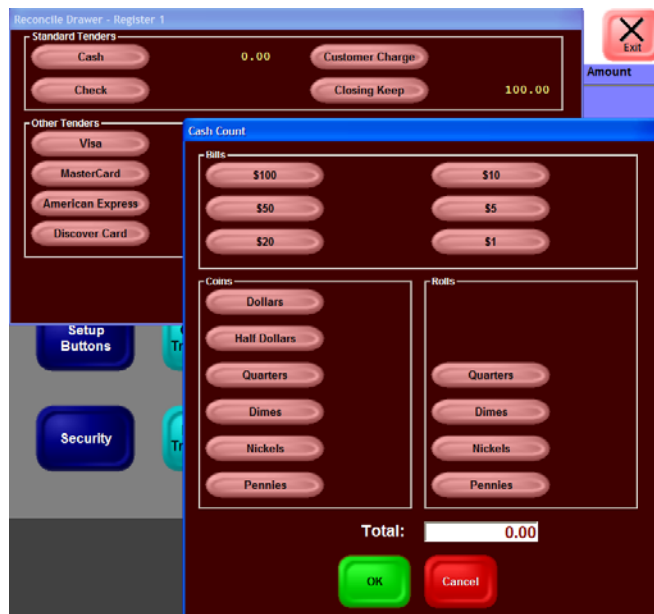
3. The cash drawer opens and the end of the shift is marked. Take out the drawer. You now have the following options, depending on your business policies and procedures:
 - You can take the drawer to the back office where its contents will be processed.
 - If it is the end of the day for your business, you can reconcile the drawer or clock out. If your business is set up to reconcile the till, the system will display Reconcile Drawer popup for your register.
 - If there is another shift, then put in another drawer and take the first drawer to the back office.

Reconciling the Drawer

If you are reconciling the drawer at your register and the system is displaying the Reconcile Drawer popup, go to step 3.

1. Access the Manager Menu on the Register.
2. Enter the register number. If there has been no shift closeout marked for the register (if you entered the wrong register number), the system displays an error message. Otherwise, it will display a screen so you can enter the different tenders collected during the shift.
3. To enter the amount of cash in the drawer, touch Cash to display the Cash Count screen. Touch a line for each of the types of bills, coins, and rolls of coins you have. Enter the number of each (not the amount), as the system automatically calculates the total. Touch OK when finished.
4. Touch CHECK. Enter the amount on each of the checks in the drawer. InfoTouch will give you a running total in the upper left corner of the screen. When finished, just touch OK.
5. Touch each of the other tenders. Enter the amounts in the same manner you entered checks. You must enter something

for each of the tenders. If you did not receive any of a particular tender type, just enter 0.



Cash Count Screen

6. Touch OK when finished. The system will notify you that closeout is in progress. If you did not correctly balance your drawer, you may receive a message indicating you are "Over/Short - Continue to Reconcile?". If you wish to correct any of the tender amounts, touch YES. You may then touch any of the tenders and make corrections.
7. When you are in balance or no longer wish to make any further corrections (by touching NO), the shift closeout is

completed. The Register Shift report will print indicating the amount of sales and the over/short amounts for each tender.

Clocking Out

To clock out when you are ready to leave:

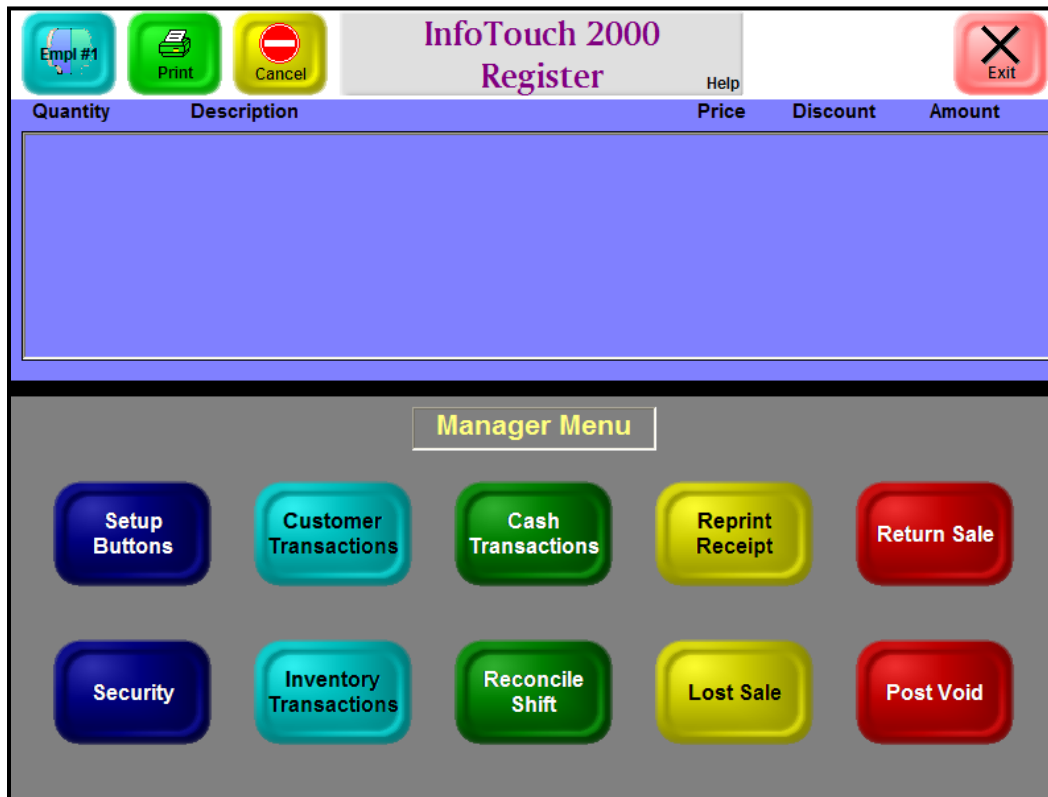
1. If the numeric keypad is not visible on the register screen touch the "Empl. #" button in the upper left hand corner.
2. Touch Time Clock - it will remain highlighted. Touch in your employee number, then touch OK. If you have a personal employee password or PIN, touch it in and then touch OK.
3. The screen will show your Employee Name, the current time, and your Employee Number. Any messages for you will also display at this time. Touch OK. You are now clocked out.

Section 2: Pocket Guide for Managers

Use this section of the InfoTouch Pocket Guide to perform functions usually assigned to a manager.

There are some functions that are located on both the Register Buttons and Manager Menu. Depending on how your business is set up and your security authorizations, you may be able to access and perform these functions in either place. Therefore, there may be some overlap between the Sales Associates and Managers functions. In addition, you may find some of these transactions on both the Manager Menu, the Main Sale, and on the Register Buttons menu. For previous DOS users, you will find other transactions relocated to the Transaction Manager module.

It is assumed that you will need a manager's password to access those transactions only listed on the Manager Menu.



Manager Menu Accessed via the Register Module



Transaction Manager Menu

Post Voiding a Sale

Once a sale has been tendered, it cannot be modified. However, the entire sale can be "canceled" in a single operation. This is referred to as post voiding a sale. You can only post void sales in the current shift, however.

You need the invoice number to post void the sale; you can locate it on the printed receipt or on the Electronic Journal report. Once you have the invoice number of a sale, to post void it:

1. Touch Manager Menu.
2. Touch Post Void.
3. Touch the employee number and touch OK.
4. A yellow Post Void window button displays next to the Print and Cancel buttons in the upper left.
5. Enter the invoice number. If the sale is not eligible to be post voided, InfoTouch will beep and prompt you to enter another invoice number. If the invoice number is acceptable, the sale will display. You may use the scroll buttons to review

the sale. If the sale is not the correct one, touch Cancel and try another invoice number.

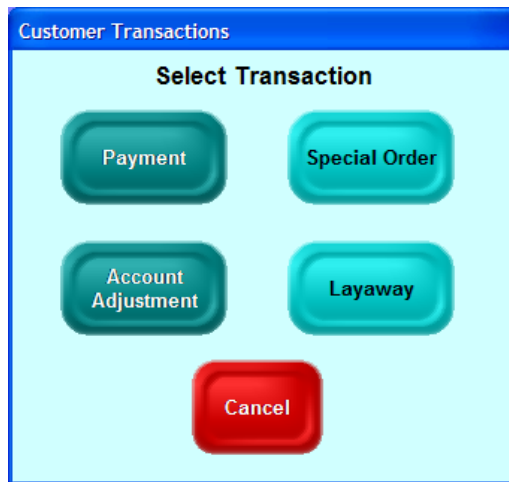
6. Touch OK. The sale is post voided and a post void receipt prints.

Processing Customer Adjustments

You may need to make account adjustments to correct mistakes made in handling receivables transactions. Payments and adjustments are reported on in the Register Daily, Register Detail, and Daily A/R Activity reports in the Transaction Manager as well as the Payments/Adjustments and Statements reports in the Customer module.

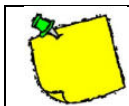
To process a payment or adjustment:

1. Touch Manager Menu on the Main Register.
2. Touch Customer Transactions.



Customer Transaction Options

3. Select the type of transaction.



You can also apply payments to the customer account by touching Register Buttons > Customer Payment. After you identify the customer, apply the payment.

4. Link the transaction to a customer account as described in section Linking a Sale to a Customer Account. The customer's balance displays. A yellow box with the transaction name displays on the left side of the Function section, covering up the Empl # button.

5. Select the tender to use. For payments, the customer charge tender is not allowed. For adjustments, the customer charge tender is the only type allowed.
6. Enter the amount to apply. If it is a negative adjustment (the customer owes you more money), enter a minus sign before the amount.



If you match invoices using the Customer Module, you can apply the payment or adjustment to one or more invoices. From the Manager Menu, you will only be able to apply the payment to the account. The system will ask you to enter an invoice number, but press OK to match the payments and invoices later.

7. The system will receive a prompt to "Apply to Account?" Touch OK. The transaction concludes and a receipt prints. The customer's balance is updated.
8. Repeat the previous two steps until there is nothing left to apply or you do not know what invoice to apply the transaction to. The transaction concludes and a receipt prints. The customer's balance is updated.

Matching Customer Transactions and Invoices

Use the Modify Receivable Application to apply customer payments, adjustments, and customer charge return sales to invoices. The Modify Receivable Application is not on the Manager Menu but is included since it may be considered a manager's function in your business.

1. Access the Modify Receivable Application (Main Menu -> Customer -> Modify Receivable Application).
2. Find the customer by entering the Customer Number, Last/Business Name, or Telephone number. Then select Find.
3. When you select Find, the system displays Find Again and Select.

Find/View Customer

Last/Business Name: Smith Customer Number: 5

First Name: Wallace Telephone: (504) 756-2322

General Account Taxes Categories Notes

Address: 987 Linden Court Age:

City: Marietta Description 2:

State: GA Zip code: 30998 Number/cars:

Key contact: License No.:

Message:

Tax Exempt ID:

Find Again Select X

Find View Customer

4. If this is the correct customer, choose Select; if this is not the correct customer, choose Find Again.
5. When the system displays the customer information, select the Transaction Number drop-down box. Using the drop down box, select a transaction number of a payment, adjustment, or return sale to apply. Only transactions with amounts that have not previously been applied will show in the box. The date of the transaction and the amount unapplied will display.
6. Using the drop-down box, select an invoice number to apply the previously selected transaction to. Invoices that have been completely paid off are not available unless a negative adjustment is selected as the transaction.

InfoTouch 2000 - Customer Module - [Modify Receivables Application]

InfoTouch 2000 Customer Module **Modify Receivable Application**

Customer

Last/Business Name: Smith
First Name: Wallace
Customer Number: 5
Telephone: (504) 756-2922 **Look up**

Transaction Balance

Transaction Number: 233 Date of Transaction: 08/14/03 Amount of Transaction unapplied: 10.00 Apply to Invoice Number: []

Details

Remainder on Account to Apply: [] Invoice Date: [] **Apply**
Remaining Balance on Invoice: [] Original Balance: [] **Cancel**

Close

Enter the customer number. 08/14/2003

Modify Receivable Application

Normally, adjustments are used as credits towards an invoice. However, it is possible to enter a negative adjustment, which acts as a debit. These debits can be applied to paid-off invoices to give them a balance again. This is primarily done to correct mistakes, such as when a payment is applied to the wrong invoice. After selecting the invoice, the remaining balance on the invoice, the invoice date, and original balance display.

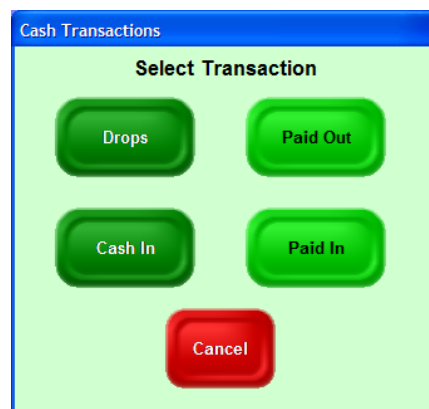
7. Enter the amount to apply to the invoice. The system will default to the remaining balance on the invoice or the amount unapplied from the transaction, whichever is smaller.
8. Click Apply. If the amount applied does not use up the transaction balance, the transaction is left displayed so that it can be applied to another invoice. Otherwise, you can select a different transaction to apply to other invoices.

Making Cash Transactions Not Related to Sales

The Cash Transactions button lets you adjust money in the registers and in the store.

To move money from one register to another:

1. Select the Cash Transactions button on the Managers Menu.
2. Select one of the options:
 - Select Drops to take money out of a drawer.
 - Select Cash in to put money into a drawer.
 - Select Paid Out to take money out of the store.
 - Select Paid In to put money back in the store.



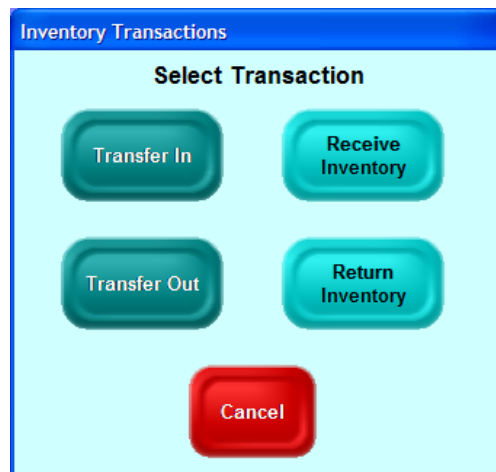
Cash Transaction Options

3. Enter the amount of money using the numeric keypad.
4. Press OK.

Processing Inventory Transactions

Use inventory transactions to add to or subtract from your quantities on hand without accepting tender. There are four types of inventory transactions:

- Transfer In - used to receive merchandise from another store or warehouse in your retail chain.
- Transfer Out - used to send merchandise to another store or warehouse in your retail chain.
- Receive Inventory - used to receive merchandise from an outside source, such as a vendor. Generally, the Inventory or Purchase Order module is used for this function.
- Return Inventory - used to return merchandise to an outside source, such as a vendor. Generally, the Inventory or Purchase Order module is used for this function.



Inventory Transaction Options

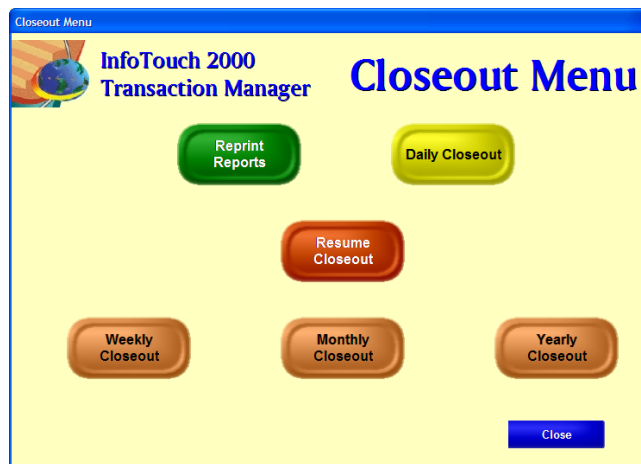
Transfers are reported on using the Transfers report in the Transaction Manager and the Transfers Audit report in the Inventory module. Receives>Returns are reported on using the Receive/Return report in the Transaction Manager and the Received Audit report in the Inventory module.

To perform an inventory transaction:

1. Select the type of transaction. A yellow box with the transaction name displays on the left side of the Function section, covering up the **Empl #** button.
2. Add lines to the transaction. No prices, discounts, or amounts will display.
3. To conclude the transaction, touch **Finish Transaction** (or **Print Receipt**). For Transfers In and Receives, you will be prompted for a source. For Transfers Out and Returns, you will be prompted for a destination. Enter the source or destination. The transaction is completed and a receipt prints.

Closing Out the Day

Perform closeouts to keep the shift, daily, week-to-date, month-to-date, and year-to-date figures current. In InfoTouch, daily operations are completed by performing a daily closeout. Credit card batches are settled, deposit reconciliation is performed, reports are printed, and various activities are summarized. Access most of the closeout activities from the Closeout option on the Transaction Manager menu.



Closeout Options in the Transaction Manager Module

These actions are complicated by the operations of a 24-hour-a-day store, since all activities must be performed while simultaneously allowing "tomorrow's" sales to continue. For that reason, see *24-Hour Operation Closeout* if your business is non-stop or runs 24 hours.

Closing Out the Day

Use the following procedure to perform a daily closeout if your business does not run 24 hours a day. If your business runs 24 hours a day, see the 24-Hour Operation Closeout.

1. Close out the shift on the manager's workstation, as described in End of Day Procedures - Closing Out a Register or Shift.
2. Back up your system by using the Backup function on the Store Manager Main Menu.
3. Select Daily Closeout on the Closeout Menu in the Transaction Manager Module.
4. Depending on your credit card setup, the system may perform a credit card settlement. It will dial out to your credit card service and settle any outstanding charges or credits.



If your credit card processor settles at the end of the day, you must perform a daily closeout to receive your funds.

5. Also, depending on your business requirements, the system may display the Deposit Reconciliation screen. This requires you to enter the tenders collected during the day. The screen is similar to the Shift Reconciliation screen but functions somewhat differently. Simply put the totals in for each of the tenders - you do not need to perform any calculations. If the total deposit does not equal the system calculated totals, an "Over/Short" warning may appear. Touch OK to continue reconciliation to correct any of the tenders or Cancel to conclude the deposit reconciliation.
6. When closeout is complete, the system updates the totals and prints the reports for each register.

24-Hour Operation Closeout

Daily closeouts are complicated by the operations of a 24-hour-a-day store. All activities must be performed while simultaneously allowing "tomorrow's" sales to continue. You must follow a strict procedure for this to occur properly.

The key event is called "marking the end of day," which occurs when you touch the Daily Closeout button and is analogous to marking the end of the shift as described in section End of Day Procedures - Closing Out a Register or Shift.

Perform the following steps to close out the day:

1. Perform shift closeout on the registers. If you are not using Register 1 for sales, then you do not need to perform a shift closeout on Register 1.
 - a. Touch the Manager Menu from the Register.
 - b. Touch Reconcile Shift. If you are using Register 1 for sales, then begin shift closeout at Register 1. If you are not using Register 1 for sales, begin with Register 2. You do not need to finish the Closeouts immediately.
2. Mark the end of day by selecting the Closeout on the Transaction Manager menu. Then select Daily, Weekly, Monthly, or Yearly closeout. Sales can now be made at the registers.

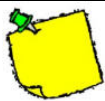


You must mark the end of day before making more sales on these registers.

3. Finish reconciling the outstanding shift closeouts.
4. On the Closeout menu in the Transaction Manager, select Resume Closeout. If there are shift closeouts outstanding or

no daily closeout has been marked, the system will display an error message. Otherwise, the daily closeout will continue.

5. Depending on your credit card setup, the system will perform a credit card settlement. It will dial out to your credit card service and settle any outstanding charges or credits.



If your credit card processor settles at the end of the day, you must perform a daily closeout to receive your funds.

Also, depending on your business requirements, the system will display the Deposit Reconciliation screen. This requires you to enter the tenders collected during the day. The screen is similar to the shift reconciliation screen but functions somewhat differently. Simply put the totals in for each of the tenders - you do not need to perform any calculations. If the total deposit does not equal the system calculated totals, an "Over/Short" warning will appear. Touch OK to continue reconciliation to correct any of the tenders or Cancel to conclude the deposit reconciliation.

6. The closeout will now conclude without further interaction. Various reports will print and system totals updated. This might take some time. Be patient.



Never interrupt a daily closeout by "booting" or turning off the computer.

Performing Weekly, Monthly, and Yearly Closeouts

InfoTouch also allows you to close out weekly, monthly, and yearly periods. In general, InfoTouch will automatically detect when you do one of these closeouts, whether the preceding period must also be updated. If the preceding period must be closed out, InfoTouch will perform it for you automatically. For example, if you perform a weekly closeout and have not done a daily, the system will do the daily for you as well as the weekly. You cannot perform more than one daily, weekly, monthly, or yearly closeout at a time. Therefore, on the last day of your month, for example, you should do a monthly closeout. This is done by simply selecting Monthly Closeout instead of Daily Closeout in the Closeout menu.

If you selected the wrong closeout type from the closeout menu, it is possible to change the closeout type before you select Resume Closeout. Let's assume that you have marked the end of day and then realized that today is the last day of the month. To change the daily closeout to a monthly:

1. Touch Transaction Manager menu.
2. Touch Closeout.
3. Touch Monthly Closeout.
4. Touch OK to confirm the monthly closeout and then touch OK again to confirm the change from the existing daily close.

Reporting

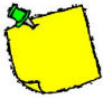
This section of the *Manager's Guide* describes general reporting features.

General Information

Store Manager has over 100 reports. Most of the modules contain an associated Reporting function. This includes the:

- Customer module (15 reports, including mailing lists, A/R information, and statements)
- Inventory module (over 50 reports, including master lists, audit reports, and bar code labels)
- Employee module (about 15 reports, including attendance, master list, and compensation reports)

- Transaction Manager (about 50 reports, including the electronic journal, closeout reports, hourly sales, register shift/daily detail, department profit, and daily ledger reports).

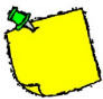


Set up the closeout reports using the Setup Closeout Reports button in Transaction Manager. Here you select the types of reports and when you want them to run; then, whenever you perform a closeout, the system automatically prints the reports.

Common Procedures for Running Reports

Use the following procedure to access and run most reports:

1. Select the Reports button on the main module menu or select Reports the Reports option on the main module menu or within a transaction (between View and Window).



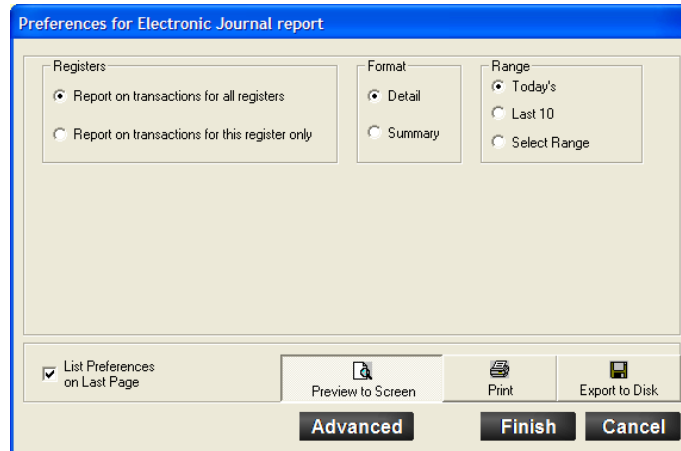
You must have at least one Windows printer defined to access any report.



Transaction Manager Report Screen

2. Enter the preferences for the report. These vary by report. Note that some reports have no preferences available. If preferences are available, you may also check the box entitled "List Preferences on Last Page."
3. The Advanced button allows you to select some special options when viewing the report as well as an alternate report to disk style when exporting the report to disk.
4. Select a destination for the report:
 - a. Preview to screen - you can view the report with the ability to navigate between pages, scroll and zoom the display, and print the report.

- b. Print - send to any Windows printer.
- c. Export to Disk - send to a file for use by other software packages



Preferences for the Electronic Journal

- 5. Select Finish to generate the report. See the following report generated for the Electronic Journal.

InfoTouch 2000 - Transaction Manager - [Viewing 'Electronic Journal' report]									
File View Reports Window Help									
100% 1 of 5									
BRANCH : AP Presentations			AP Digital				ID : 11		
ELECTRONIC JOURNAL									
Register	Date	Time	Number	Employee	Total	Discount	Tax	Amount	
Number				Number					
	Quantity		Item Number		Description		Price	Discount	Amount
	250		11161		FULL DOUBLE SIDED L/L 70#/28#		0.15	0.00	37.50
1	07/28/03	10:11 AM	152507	1	37.50	0.00	2.25	39.75	
	39.75 Paid by Cash Sale								
	Quantity		Item Number		Description		Price	Discount	Amount
	199		11161		FULL DOUBLE SIDED L/L 70#/28#		0.15	0.00	29.85
1	07/24/03	5:04 PM	152504V	1	29.85	0.00	1.79	31.64	
	31.64 Paid by Cash Sale								
	Quantity		Item Number		Description		Price	Discount	Amount
	250		2000		SELF SERVE ADD VALUE COFYCARD		30.00	0.00	7500.00
1	07/24/03	12:01 PM	152503	1	7500.00	0.00	450.00	7950.00	
	7950.00 Paid by Cash Sale								
	Quantity		Item Number		Description		Price	Discount	Amount
	200		2002		SELF SERVE LETTER		0.07	0.00	14.00
1	07/23/03	4:17 PM	152502	1	14.00	0.00	0.84	14.84	
	14.84 Paid by Customer Charge Customer Name: Smith Hosiery, Customer Number: 11-303								
	Quantity		Item Number		Description		Price	Discount	Amount
	250		11161		FULL DOUBLE SIDED L/L 70#/28#		0.15	0.00	37.50

Sample Electronic Journal Printed to Screen