



Store Manager

Register Pocket Guide

InfoTouch
Corporation
"In Touch Since The Beginning"

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.

Table of Contents

SECTION 1: POCKET GUIDE FOR SALES ASSOCIATES	8
Signing In	10
Using Online Help	11
Completing a Sale: An Overview	12
Ringling Up a Line Item	14
Using Scanners or Department Buttons	15
Looking Up an Item	18
Linking a Sale to a Customer Account	20
Existing Customer	21
New Customer:	22
Unlinking a Sale	23
Changing/Switching the Customer Name.....	23
Clearing the Entire Sale	23
Editing Information	24
Changing Line Items	25
Voiding a Line Item	25
Changing the Quantity of a Line Item	26

Tendering a Sale	26
Cash Sale.....	27
Check Sale	28
Credit Card.....	28
Customer Charge.....	30
Split Tenders:.....	31
Updating a Sale - The Register Buttons	31
Applying Line Item Discounts	34
Dollar Amount Discount	34
Percentage Amount Discount.....	35
Coupon.....	35
Applying Sale Discounts	36
Percentage Discount	36
Dollar Amount Discount	37
Opening the Drawer (No Sales)	37
Placing/Recalling a Sale on Hold	38
Placing a Sale on Hold.....	38
Recalling a Sale on Hold	39
Processing Layaways	40
Ringling Up Layaways.....	40
Recalling Layaways.....	41
Processing Special Orders	44
Exchanging Inventory Items	45
Processing Returns	46

Processing Gift Certificates	48
Issuing Gift Certificates.....	49
Redeeming Gift Certificates	50
Processing Gift Cards	51
Issuing Gift Cards	51
Redeeming Gift Cards	52
Displaying the Balance and Adding to It.....	53
Processing Stored Value Cards	53
Processing Store Credits	55
Processing Rental Sales and Rental Returns	56
Processing Rental Sales.....	56
Rental Returns.....	58
End of Day Procedures - Closing Out a Register or Shift	60
Closing Out the Register	60
Reconciling the Drawer	62
Clocking Out	64

SECTION 2: POCKET GUIDE FOR MANAGERS **65**

Post Voiding a Sale	68
Processing Customer Adjustments	69
Matching Customer Transactions and Invoices	72
Making Cash Transactions Not Related to Sales	74
Processing Inventory Transactions	76

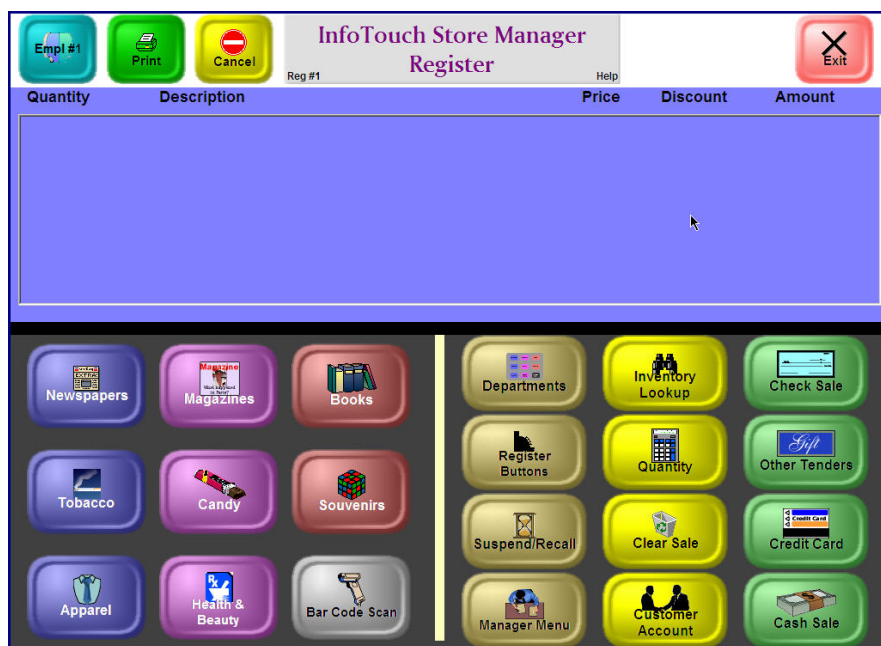
Closing Out the Day	77
Closing Out the Day	79
24-Hour Operation Closeout	80
Performing Weekly, Monthly, and Yearly Closeouts	83
Reporting	84
General Information	84
Common Procedures for Running Reports	85

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.

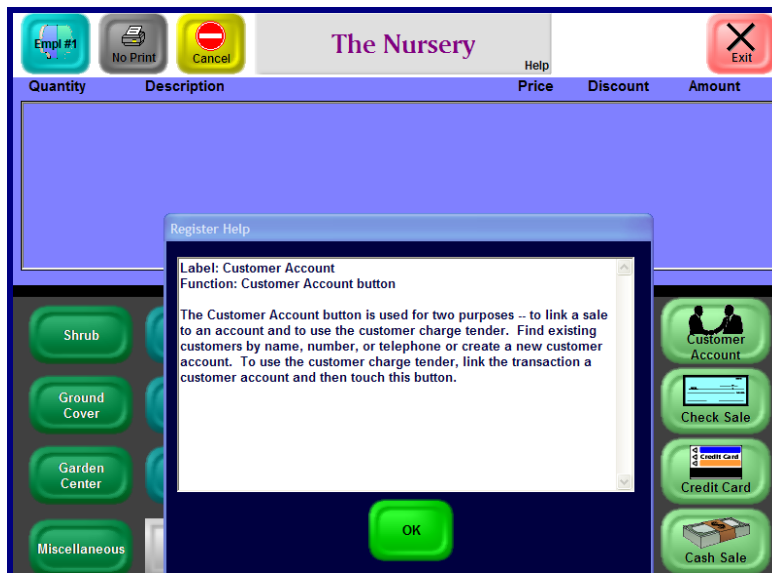
If you have not already clocked in, the screen will show your employee name, the current time, your employee number, and any messages at this time. Touch OK and you will be clocked in and ready to begin sales.



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).

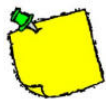


Online Help

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.

Ring 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.



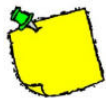
Index or Item Description Buttons

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. At the top, the title 'Customer Information' is visible. Below it, there are several fields for editing customer data, each with a corresponding label and a value:

Name	Number	Telephone
Smith, Penny	28	() -
Bill To Address	City, State, Zip	Contact
License	Tax Exempt	Message
Nickname	Language	Type of Bus
Email Address		

At the bottom of the screen, there are four buttons: 'Switch to Ship To' (light blue), 'OK' (green), 'Cancel' (red), and four other buttons: 'Categories...', 'General Notes...', 'Children Names...', and 'Birthdates...'.

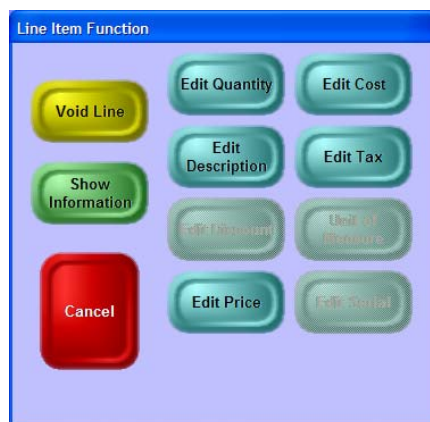
Customer Entry Screen

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).

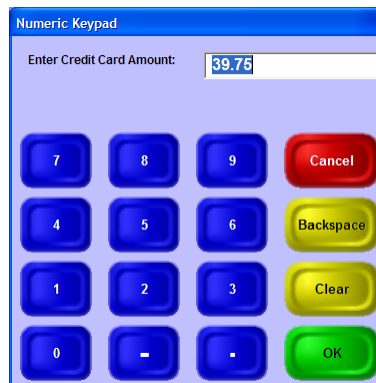
The sale is recorded, the cash drawer opens, a receipt prints, and the receipt information displays at the top of the Register screen.

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.

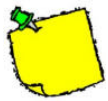


Credit Card Sale Screen

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.

Ringin 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.")

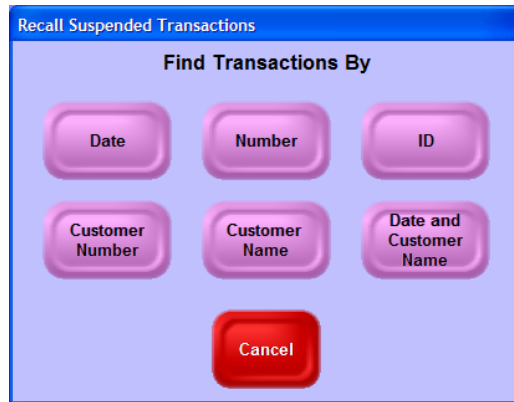
4. When have selected the customer or entered the information, the customer name displays in the Register Display area.
5. Press the Departments button to display the Departments. Proceed with ringing up the items to be placed on layaway by scanning them, touching the Department and description buttons, 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.

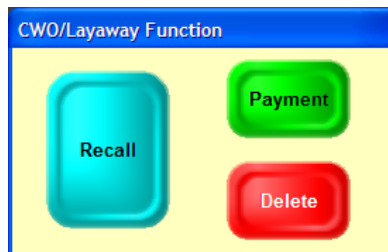


Recall Suspended Transactions

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.

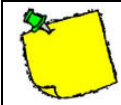
There are also different options associated within the rental business, such as whether you require a deposit for the rental or whether you charge the customer for the rental when it is checked out or tendered as a "rental sale."

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.



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.

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.

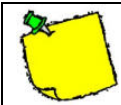
- The system may automatically apply late fees, depending on how you run your business. You can also manually add the late fees. The late fee is multiplied by the number of rental periods the item is overdue by. Late fees are displayed as a negative discount to the line item. If you are using a return 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](#)



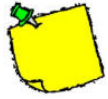
If your business is set for 24-hour operation, your manager will need to let you know when you need to close out your register.

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.

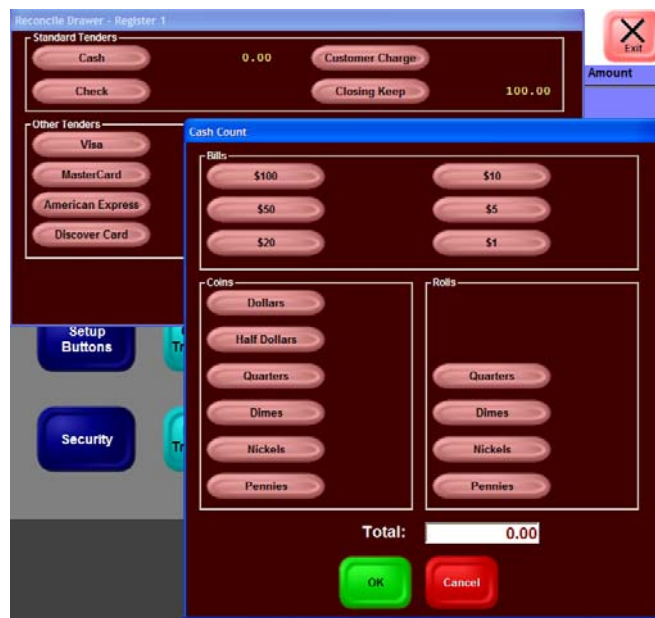
3. The cash drawer opens and the end of the shift is marked. Take out the drawer. You now have the following options, depending on your business policies and procedures:
 - You can take the drawer to the back office where its contents will be processed.
 - If it is the end of the day for your business, 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:

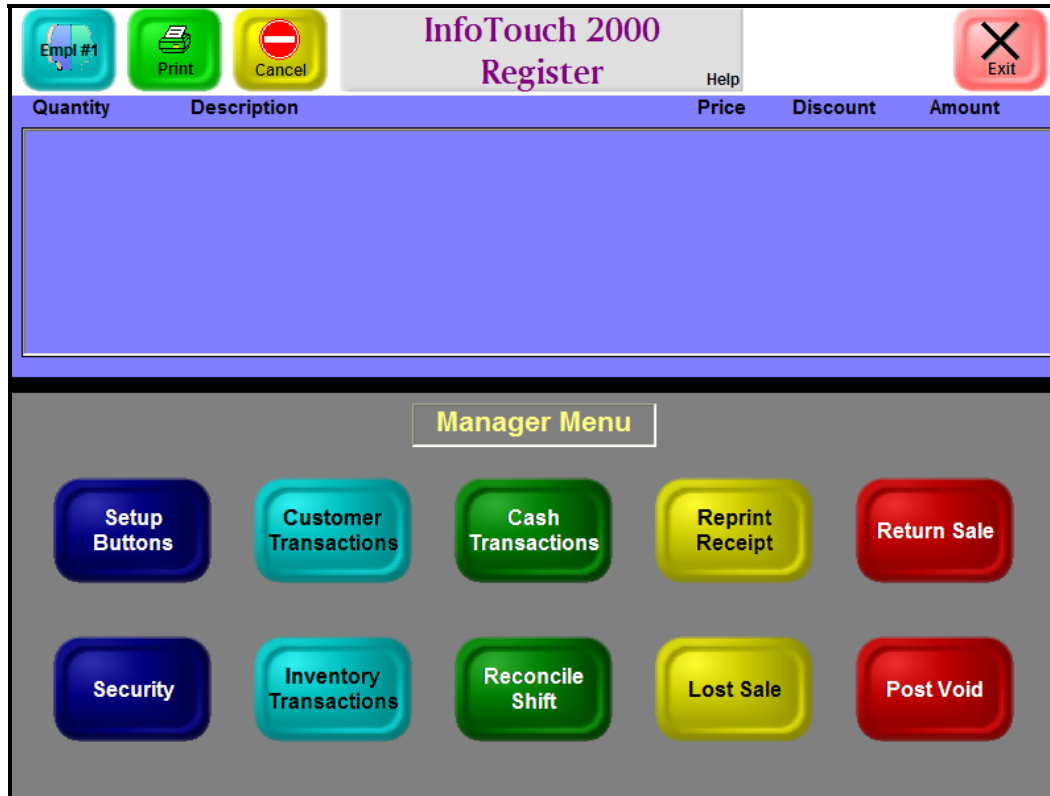
1. If the numeric keypad is not visible on the register screen touch the "Empl. #" button in the upper left hand corner.
2. Touch Time Clock - it will remain highlighted. Touch in your employee number, then touch OK. If you have a personal employee password or PIN, touch it in and then touch OK.
3. The 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.

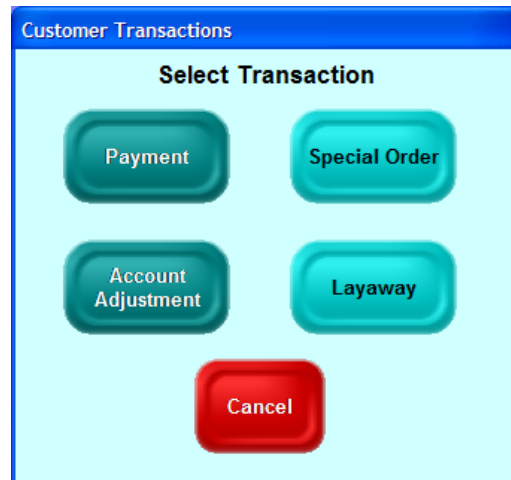
6. Touch **OK**. The sale is post voided and a post void receipt prints.

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.

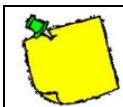
To process a payment or adjustment:

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.



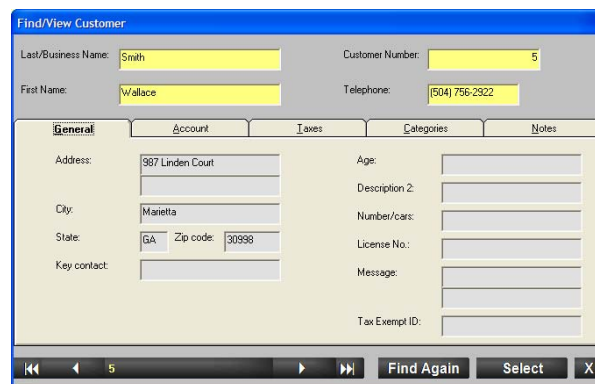
If you match invoices using the *Customer Module*, you can apply the payment or adjustment to one or more invoices. From the *Manager Menu*, you will only be able to apply the payment to the account. The system will ask you to enter an invoice number, but press *OK* to match the payments and invoices 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.



The screenshot shows a software window titled "Find/View Customer". At the top, there are input fields for "Last/Business Name" (containing "Smith"), "Customer Number" (containing "5"), "First Name" (containing "Wallace"), and "Telephone" (containing "(504) 756-2922"). Below these fields is a tabbed interface with tabs for "General", "Account", "Taxes", "Categories", and "Notes". The "General" tab is active and contains several input fields: "Address" (987 Linden Court), "City" (Marietta), "State" (GA), "Zip code" (30998), "Age", "Description 2", "Number/cars", "License No.", "Key contact", "Message", and "Tax Exempt ID". At the bottom of the window, there is a navigation bar with a "Find Again" button and a "Select" button.

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: Invalace
Customer Number: 5
Telephone: 2040 756-2922 **Look up**

Transaction Balance

Transaction Number: 203
Date of Transaction: 06/14/03
Amount of Transaction unapplied: 10.00
Apply to Invoice Number: []

Details

Remainder on Account to Apply: []
Invoice Date: [] **Apply**
Preserving Balance on Invoice: []
Original Balance: [] **Cancel**

Close

Enter the customer number GPT NOR 07/4/2003

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

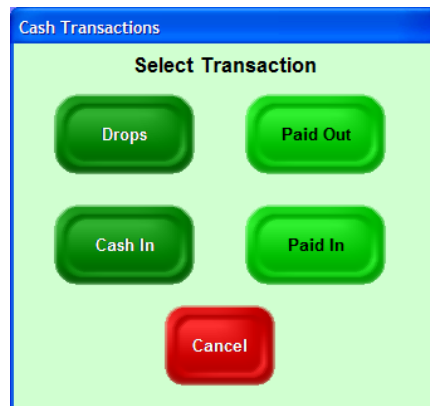
The Cash Transactions button lets you adjust money in the registers and in the store.

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

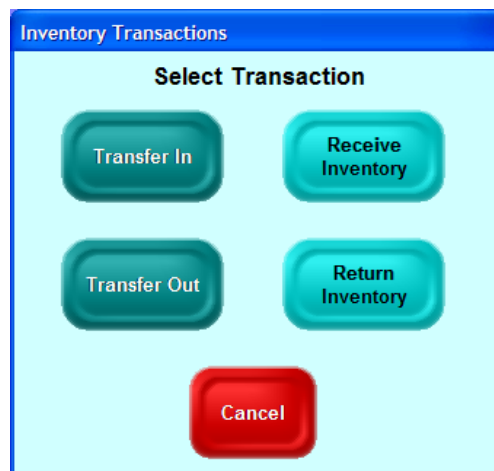
3. Enter the amount of money using the numeric keypad.

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:

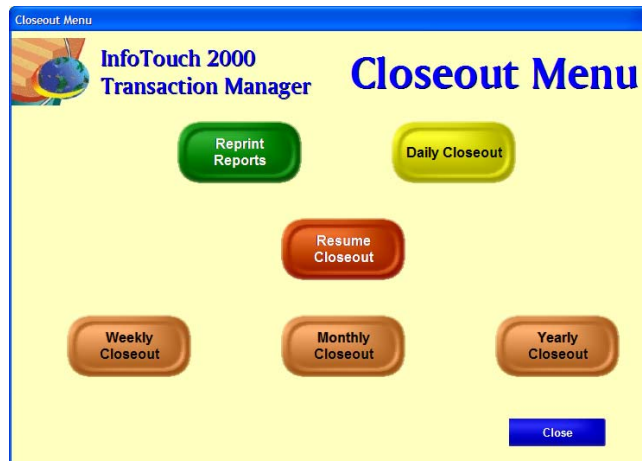
1. Select the type of transaction. A yellow box with the transaction name displays on the left side of the Function section, covering up the **Empl #** button.
2. Add lines to the transaction. No prices, discounts, or amounts will display.
3. To conclude the transaction, touch **Finish Transaction** (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.



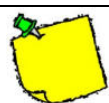
Closeout Options in the Transaction Manager Module

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.

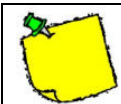
24-Hour Operation Closeout

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).

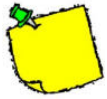


Set up the closeout reports using the Setup Closeout Reports button in Transaction Manager. Here you select the types of reports and when you want them to run; then, whenever you perform a closeout, the system automatically prints the reports.

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).



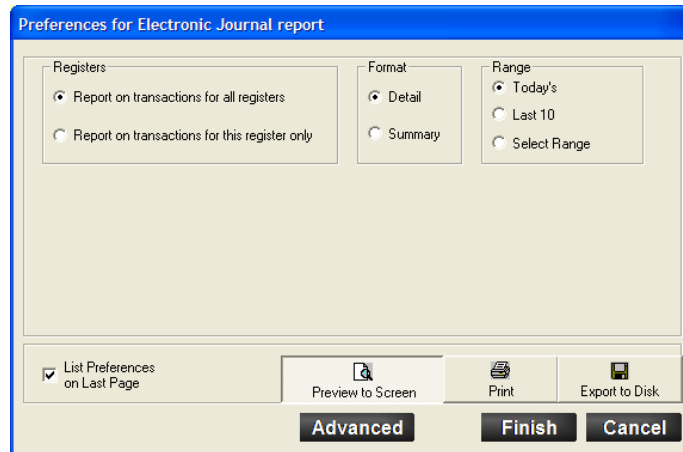
You must have at least one Windows printer defined to access any report.



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 Number	Date	Time	Number	Employee Number	Total	Discount	Tax	Amount	
			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 COPYCARD		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