

Finestra Health Centre Point of Sale Reference Manual Version: 1.0

*Please contact POSitec Customer Support regarding training,
customer support and all POS related issues.*



finestra
HEALTH CENTRE



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ICON DEFINITIONS



Information



Warning



Critical



Reference



Shortcut

Common Shortcuts

Select a Range of Items

Select the first item to be included in the range, hold down the **[SHIFT]** key, then select the last item to be included in the range.

Random Select Items Within a List

Select the first item, hold down the **[CTRL]** key, then select each of the required items.

Unselect All Items

When all or a range of items have been selected, click on any item within the list to clear the existing selection and select only the item that was clicked on.

Unselect Specific Items

When all or a range of items have been selected and you wish to unselect a specific item, **[Right Click]** that item to remove it from the selected products.

Chapter 1 – Store Setup and Defaults

Overview

The store profile and POS defaults may be modified by the User.



Company Setup

The Store Setup information will be configured with the initial system setup, and may be modified at any time thereafter.

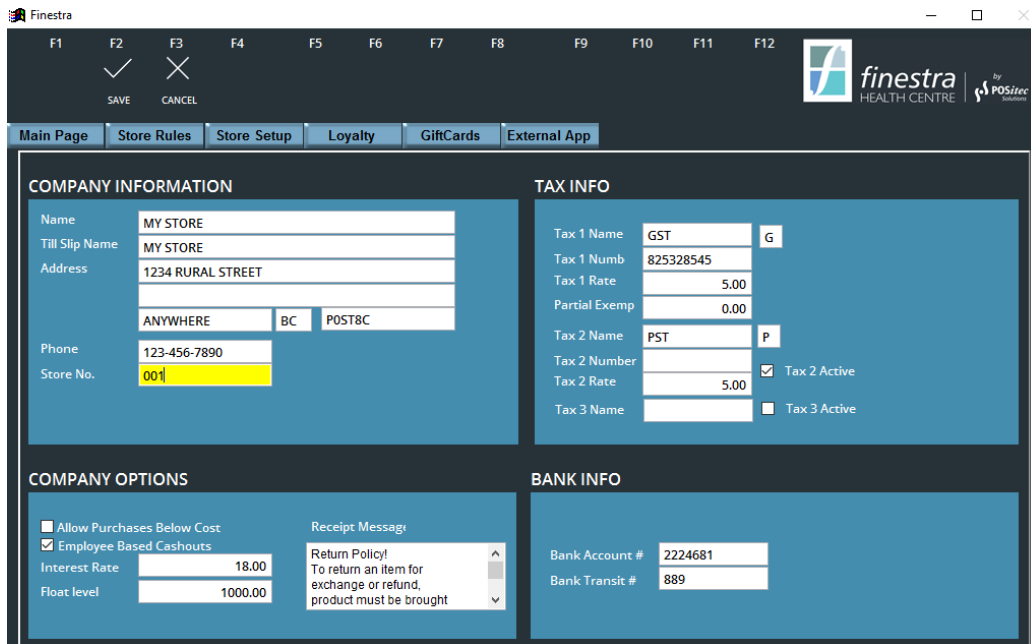


Figure 1 - Company Information Screen

Editing Company Information

1. Select **SETUP**
2. From Main Page, select **EDIT**
3. Select required fields and make changes.
4. Select **[F2]- Save**, or **[F3] – Cancel** to disregard changes

Main Page Tab

Company Information

Store Name	Enter the Store Name, as it should be displayed on system reports.
Till Slip Name	Enter the Store Name, as it should be printed on the till slip header.
Address	Enter the Store Address, as it should be printed on the till slip header.
Phone Number	Enter the Store Phone Number, as it should appear on the till slip header.
Store No.	This field is used to identify the store during communication processes.

Company Options

Allow Purchases Below Cost	If selected, discountable items may be sold below cost. If not selected, a warning will appear when attempting to sell items below cost. Override option is available.
Interest Rate	Enter the Interest Rate that should be used when interest is applied (<i>optional</i>) to AR Customers.
Float Level	Enter the value at which a 'skim' reminder message should be triggered at the cash register. Note: this value is in excess of the starting float level.

Tax Information

Tax Name Tax Number Tax Rate	Enter the appropriate Tax information to be applied to products, based on the province the store is in. Note: this will be configured by POSitec at setup.
Partial Exempt	For provinces where Partial Tax Exemptions apply, enter the exemption rate here.

Bank Information

Bank Account #	Enter Bank Account Number, as it should appear on the Deposit Report.
Bank Transit #	Enter Transit Number, as it should appear on the Deposit Report.

Receipt Message

This message will print on the bottom of each customer receipt. You may modify this message at any time. Changes will take effect the next time Finestra HC is restarted on each workstation.

Store Rules Tab

Paid Out Limit

Maximum value allowed on a Paid Out transaction, without manager override.

Cash Back Limit

Maximum value allowed on a Cashback transaction, without manager override.

Lotto Redemption Limit

Maximum amount a cashier can redeem to a customer for a winning ticket.



This is usually defined by the Lottery Corporation.

Lotto Age Limit

Minimum age a customer must be for purchasing lottery tickets. If configured, a reminder will be displayed for the cashier, indicating the date of birth required to achieve this age.

Loyalty Tab

This area is used to configure the Finestra HC Customer Loyalty module. Please see Finestra HC Customer Loyalty user documentation for details.

Receiving Module Setup

These settings determine whether a Receiving Document and GL Report are printed each time a receiving is posted, and whether the operating cost is to be used for the suggested retail.



Figure 2 - Receiving Module Setup Screen

Editing Receiving Module Setup

1. Select **SETUP – Company Setup, [F5] – Receiving Setup**
2. Make required changes



Changes will save automatically.

US Exchange Rate Management

Use this option to set the US Exchange Rate for your store. Changes to this field will take effect immediately at the cash register.

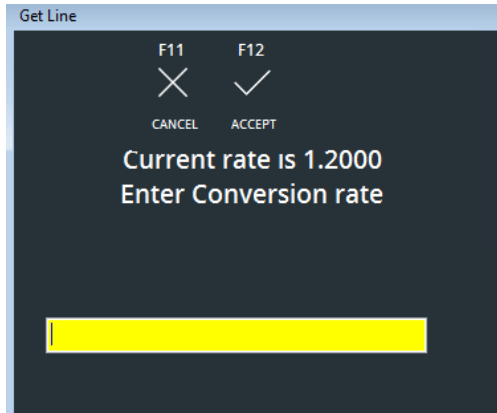


Figure 3 - US Exchange Entry Screen

Editing US Exchange Rate

1. Select **SETUP**, from **MAIN PAGE** choose **[F6] – US Rate**
2. Enter the **[Conversion Rate]**, then choose **[F12] – Accept**, or **[F11] – Cancel** to disregard changes

Senior Discount Management

Use this option to select which day(s) of the week you would like the Seniors Discount to be in effect, and the discount value. The Seniors Discount will be applied to the Senior demographic buttons within Invoicing, and to any known customer identified as a Senior in the Customer Profile.

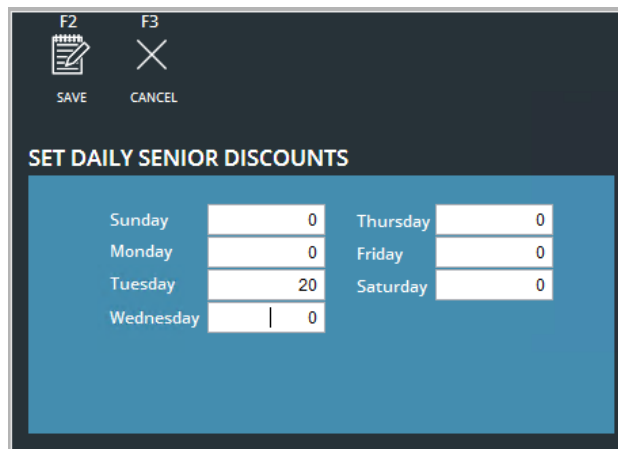


Figure 4 - Senior Discounts Screen

Editing Senior Discount Settings

1. Select **SETUP**, from **MAIN PAGE** choose **[F7] – Seniors Discount**
2. Select **[F2] – Edit**
3. Enter the required discount beside each applicable day of the week
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Chapter 2 – Category/Fineline Management

Overview

Product hierarchy is segmented by Section, Department, Category and Fineline. Each store will receive a starting data hierarchy structure, and may modify that structure as required.

NOTE: some Banners provide an approved data hierarchy structure. In this case, any changes to this structure should be reviewed with a Regional Operations Coordinator.

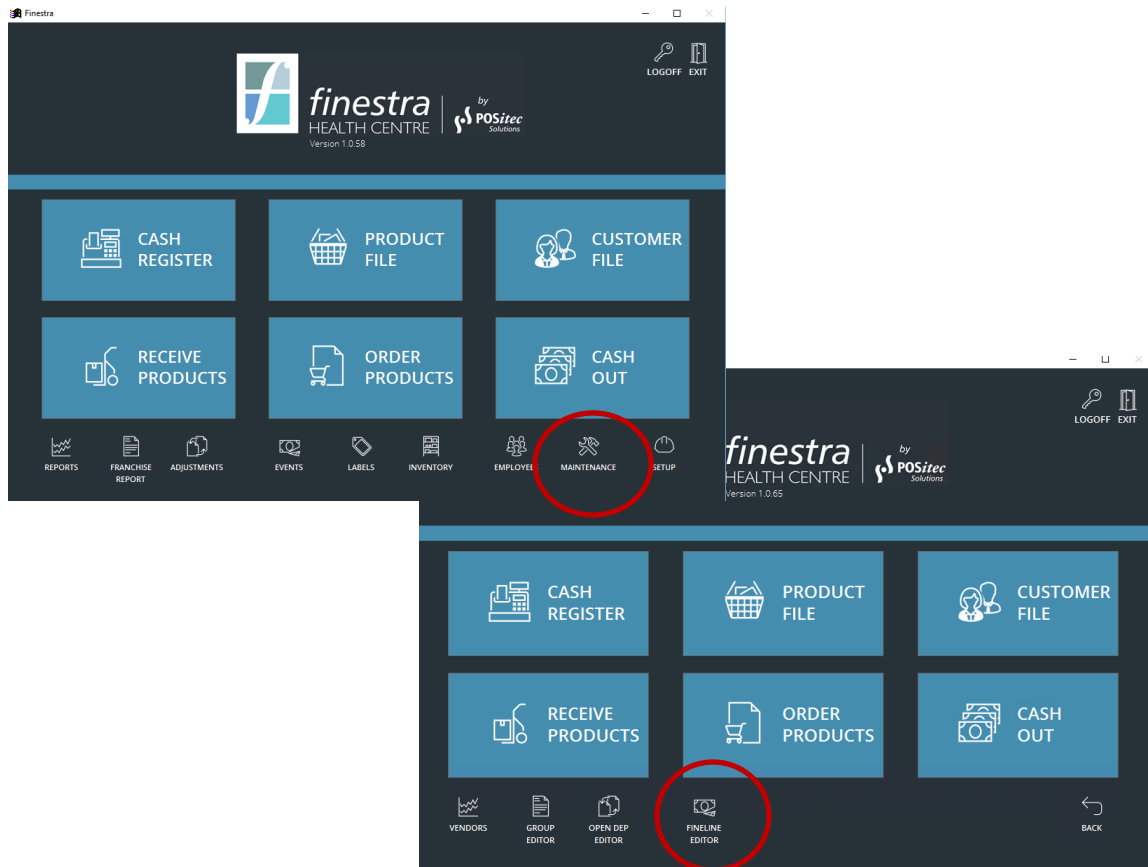


Figure 5 - Fineline/Category Editor Function

Categories

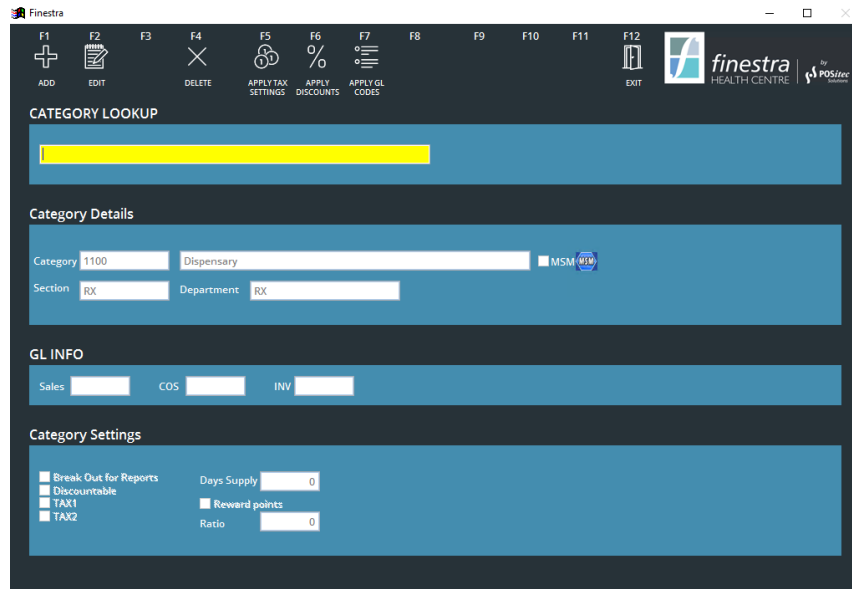


Figure 6 - Category Maintenance Screen

Category Field Definitions

Category Details

Category Number	This 4 digit number defines the Categories placement in the data hierarchy.
Category Name	Use this field to describe the Category.
MSM	Use to identify Multi Store Categories. Note: see Multi Store user documentation for details.
Section	Assign the Section that items in this Department will report to.
Department	Assign the Department that items in this Category will report to.

GL Info

Sales GL	Assign the GL code that will be used when items in this Category are sold.
COS GL	Assign the Cost GL code that will be used when items in this Category are sold or received.
INV GL	Assign the Inventory GL code that will be used when items in this Category are sold or received.

Category Settings

Break out for Reports	Select this option if this Category should be summarized separately on Reports.
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Discountable	Select this option if items in this Category are usually Discountable. Note: this can be adjusted at item level if required.
Tax1/Tax2	Enter the default Tax Settings for items in this Category.
Days Supply	Enter the default Days Supply setting used by Suggested Ordering for items in this Category. Note: if left blank, the system default of 10 days will be used.
Reward Points	See Finestra Customer Loyalty user documentation for details.
Ratio	See Finestra Customer Loyalty user documentation for details.

Add a New Category

1. Select **MAINTENANCE**, choose **FINELINE EDITOR, [F9] – Category Maintenance**
2. Select **[F1] – Add**, then complete form
3. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Category



If required, please consult with your Regional Operations Coordinator before you begin to create any new Categories.

Edit an Existing Category

1. Select **MAINTENANCE**, choose **FINELINE EDITOR, [F9] – Category Maintenance**
2. Select the Category you wish to edit
3. Select **[F2] – Edit**, then make required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Delete a Category

1. Select **MAINTENANCE**, choose **FINELINE EDITOR, [F9] – Category Maintenance**
2. Select the Category you wish to delete
3. Select **[F4] – Delete**, then **[F12] – Yes** to verify deletion, or **[F11] – No** to cancel deletion

Apply Taxes/Discounts/GL Codes (Override Existing)

You may batch update the items within a selected Category to apply Tax Settings, Discount Options, or GL Code settings.

1. Select **MAINTENANCE**, choose **FINELINE EDITOR, [F9] – Category Maintenance**
2. Select Category you wish to apply changes for

3. Choose appropriate action:
 - **[F5] – Apply Tax Settings**
 - **[F6] – Apply Discounts**
 - **[F7] – Apply GL Codes**

4. Select **[F12] – Yes** to verify, or **[F11] – No** to disregard changes

Finelines

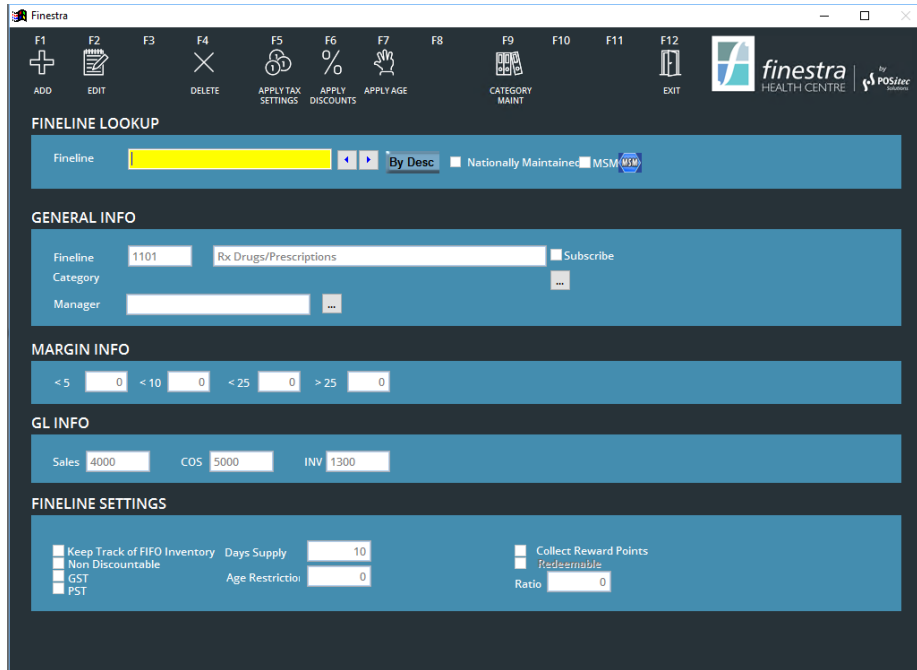


Figure 7 - Fineline Maintenance Screen

Fineline Field Definitions

Fineline Lookup Info

By Desc/By ID	Use to lookup a Fineline by Description or by Fineline ID.
Nationally Maintained	For stores with National data maintenance, used to identify Nationally maintained Finelines. Note: Used with Head Office Integration Module.

General Info

Fineline Number	This 4 digit number defines the Finelines placement in the data hierarchy.
Fineline Name	Use this field to describe the Fineline.
Category	Assign the Category that items in this Fineline will report to.
Manager	<i>Optional – may be used as a reference to identify which individual is responsible for maintaining this Fineline.</i> Note: contact POSitec Customer Support to configure this table.

Margin Info

<5, <10, <25, >25	Define the suggested GM% for items in this Fineline. Note: a varying GM% may be used depending on the item cost.
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GL Info

Sales GL	Assign the GL code that will be used when items in this Fineline are sold.
COS GL	Assign the Cost GL code that will be used when items in this Fineline are sold or received.
INV GL	Assign the Inventory GL code that will be used when items in this Fineline are sold or received.

Fineline Settings

Keep Track of FIFO Inventory	Select this option if you wish to Track Inventory for all items in this Fineline.
Non Discountable	Select this option if items in this Fineline are Not Discountable. Note: this can be adjusted at item level if required.
Tax1/Tax2	Enter the default Tax Settings for items in this Fineline.
Days Supply	Enter the default Days Supply setting used by Suggested Ordering for items in this Fineline. Note: if left blank, the system default of 10 days will be used.
Age Restriction	<i>Optional – enter the minimum Age a customer must be to purchase items in this Fineline. A reminder will be displayed for the cashier, indicating the date of birth required to achieve this age.</i>
Collect Reward Points	See Finestra Customer Loyalty user documentation for details.
Ratio	See Finestra Customer Loyalty user documentation for details.

Add a New Fineline

1. Select **MAINTENANCE**, choose **FINELINE EDITOR**

2. Select **[F1] – Add**, then complete form
3. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Fineline



If required, please consult with your Regional Operations Coordinator before you begin to create any new Categories.

Edit an Existing Fineline

1. Select **MAINTENANCE**, choose **FINELINE EDITOR**
2. Select the Fineline you wish to edit
3. Select **[F2] – Edit**, then make the required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Delete a Fineline

1. Select **MAINTENANCE**, choose **FINELINE EDITOR**
2. Select the Fineline you wish to delete
3. Select **[F4] – Delete**, then **[F12] – Yes** to verify deletion, or **[F11] – No** to cancel deletion

Apply Taxes/Discounts/Age Restrictions (Override Existing)

You may batch update the items within a selected Fineline to apply Tax Settings, Discount Options, or Age Restriction settings.

1. Select **MAINTENANCE**, choose **FINELINE EDITOR**
2. Select Fineline you wish to apply changes for
3. Choose appropriate action:
 - **[F5] – Apply Tax Settings**
 - **[F6] – Apply Discounts**
 - **[F7] – Apply Age**
4. Select **[F12] – Yes** to verify, or **[F11] – No** to disregard changes

Open Department Editor

Open Departments can be configured for non-inventory related services such as collecting a delivery charge, or for the sale of products that do not have a UPC code. The system will have pre-configured Open Departments, which can be modified as required.



Figure 8 - Open Department Maintenance Screen

Open Department Field Definitions

General Settings

Item Name	Enter the name of the Open Department.
Invoice Tag	Enter a brief Description to be used on the Customer Invoice.
Margin	Enter the GM% for this Open Department.
Fineline	Enter the system Fineline this Open Department will report to.
Invoice Item	Select whether this Open Department is available for use in Invoicing. Note: if not selected, the Open Department will only be available within Receiving.
Discount	Select whether this Open Department is Discountable or not. Note: this can be adjusted at the time of sale if required.
Set Default	Select if this Open Department should be the default option in Invoicing.

Tax1/Tax2	Enter the Tax Status for this Open Department. <i>Note: this can be adjusted at the time of sale if required.</i>
Enter Description	Select if a Description must be manually entered in Invoicing. If not selected, the Invoice Tag will be used.
Age	<i>Optional – enter the minimum Age a customer must be to purchase this Open Department. A reminder will be displayed for the cashier, indicating the date of birth required to achieve this age.</i>
Reward Points	See Finestra Customer Loyalty user documentation for details.
Ratio	See Finestra Customer Loyalty user documentation for details.

GL Settings

cglsales	Assign the GL code that will be used when this Open Department is sold.
cglinv	Assign the Inventory GL code that will be used when this Open Department is sold or received.
cglcos	Assign the Cost GL code that will be used when this Open Department is sold or received.

Add a New Open Department

1. Select **MAINTENANCE**, choose **OPEN DEPT EDITOR**
2. Select **[F2] – Add**, then complete form
3. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Open Department

Edit an Existing Open Department

1. Select **MAINTENANCE**, choose **OPEN DEPT EDITOR**
2. Select the Open Department you wish to edit
3. Select **[F2] – Edit**, then make required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Delete an Open Department

1. Select **MAINTENANCE**, choose **OPEN DEPT EDITOR**
2. Select the Open Department you wish to delete
3. Select **[F4] – Delete**, then **[F12] – Yes** to verify deletion, or **[F11] – No** to cancel deletion

Chapter 3 – Employee Management

Overview

The Employee module is used to maintain all store employee information and their corresponding security settings.



Figure 9 - Employees Function

Managing Employees

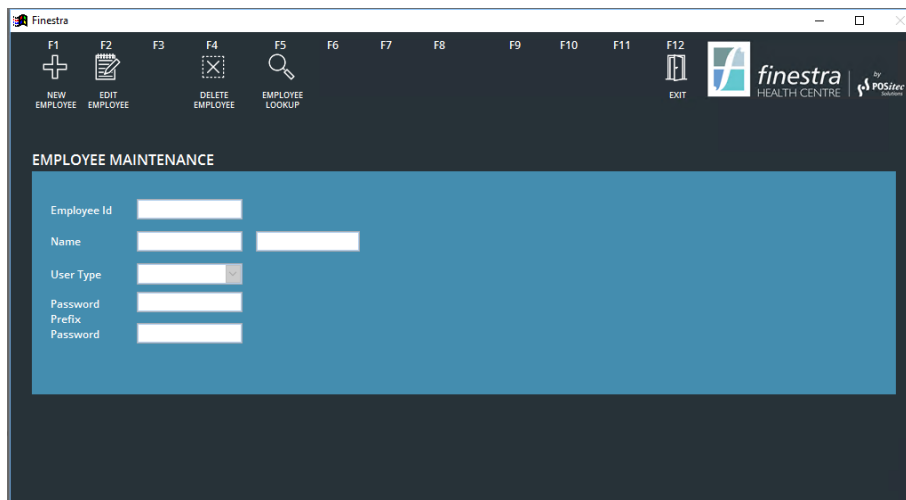


Figure 10 - Employee Maintenance Screen

Employee Field Definitions

Employee ID	This field will populate automatically and cannot be modified. It is used by the system to maintain a unique record for each employee.
Name	Enter the employee's First and Last Name. Only the employee's first name will be displayed in Invoicing.
User Type	Use this drop-down list to select POS User Type for each employee.
Password Prefix	This field will populate automatically with the employee's first and last name initial, and a sequential number. This Password Prefix ensures a unique password for each employee.
Password	Each employee will require a password using the password prefix. It is not necessary for employees to use this password to login to the Finestra HC system as the store may opt to use one USER Password for all users.

Add a New Employee

1. Select **EMPLOYEES**
2. Select **[F1] – New Employee**
3. For User Type – Choose **POS USER**
4. Create Password

NOTE: The system will require that you create a password for each employee, however, you may opt to use one login password for all users.

5. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Employee



*You may use **[F5] – Add Another** when multiple employees are being added at one time.*

Lookup an Existing Employee

1. Select **EMPLOYEES**
2. Select **[F5] – Employee Lookup**, then enter search criteria



*Default search method is by last name. Use **[F1] – Employee Prefix** to toggle.*

3. Highlight correct employee, then select **[F12] – Accept**, or **[F11] – Cancel** to cancel lookup

Edit an Existing Employee

1. Select **EMPLOYEES**
2. Select the Employee you wish to edit
3. Select **[F2] – Edit Employee**, then make the required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes



*You may use **[F5] – Edit Another** when multiple employees are being edited at one time.*

Delete an Employee

1. Select **EMPLOYEES**
2. Select the Employee you wish to delete
3. Select **[F4] – Delete Employee**
4. Select **[F12] – Yes** to confirm deletion, or **[F11] – No** to cancel deletion

Chapter 4 – Customer Management

Overview

Known Customers are set up and maintained in the Customer Management module. Customer specific discounts may be configured here, as well as Customer specific tax exemptions. For those customers who are authorized to have a charge account, balance and account activity can be viewed here and a customer statement may be prepared.



If Store Employees are to receive a discount on purchases, each employee must be added as a customer.



Figure 11 - Customers Function

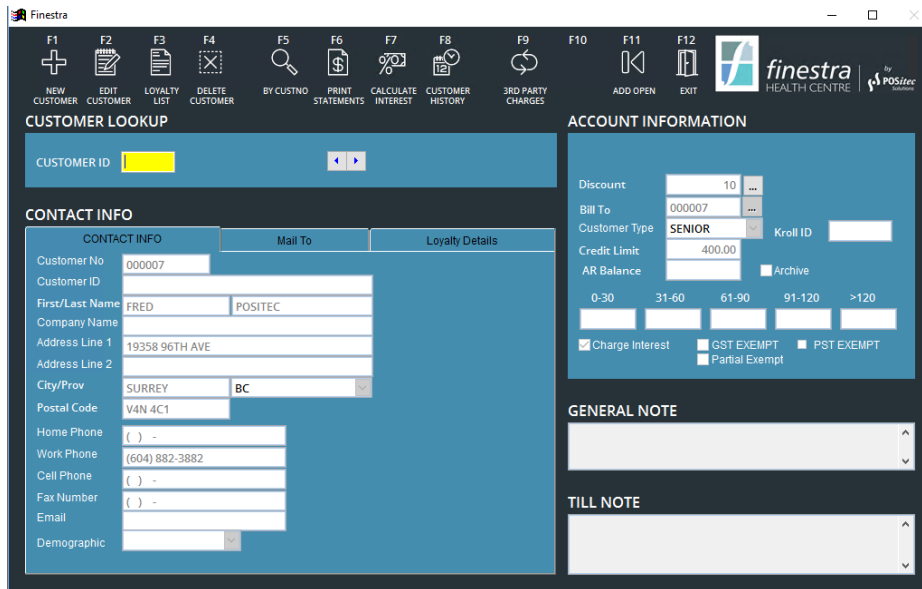


Figure 12 - Customer Maintenance Screen

Customer Profile Field Definitions

Contact Info Tab

Customer No	Use this 6 digit alpha/numeric field to assign a unique account code to each customer. Note: the system may be configured to automatically assign the next available number. Please contact POSitec Customer Support if you wish to utilize this function.
Customer ID	This field may be used to provide a secondary search option for the customer. Often it is set to match the Customer No.
First/Last Name	Enter the customer’s full First and Last Name.
Company Name	<i>Optional – if a Company Name is entered, it will be used in the address information for Customer Statements. The most common use is for charity organizations.</i>
Address Line 1 / 2	Enter mailing Address information for this customer.
City/Prov	Enter mailing Address information for this customer.
Postal Code	Enter mailing Address information for this customer.
Home/Work/Cell Phone	Enter Telephone Contact information for this customer, if available.
Fax Number	Enter Fax information for this customer, if available.
Email	Enter Email contact information for this customer, if available.
Demographic	Select the appropriate demographic for this customer. Note: this field is used for system reporting, and will apply demographic special pricing (ie: Seniors Discount) if applicable.

Discount/Markup	Depending on the Customer Type, this field may be used to enter customer Discounts (retail minus %) or Markups (cost plus %). If no discount is required this field should be left blank. Note: use the '...' to the right of this field to identify exceptions by fineline.
Bill To	If this customer's Statement Details should be included on the account statement of a different customer, use this option to select the alternate customer, this will usually be left blank.
Kroll ID	<i>Optional – if Kroll RX Integration is activated, use this field to identify the Kroll ID for this account.</i> Note: see ScriptLink user documentation for details.
Customer Type	Select the Customer Type from the drop-down list. This field determines the Discount or Markup option, and groups the customer for reporting purposes.
Credit Limit	If this customer has charge account privileges, enter the maximum allowable amount for any outstanding balances.
AR Balance	This reference only field displays the current Outstanding Balance for this customer. The aging fields directly below indicate the length of time the balance has been overdue.
Archive	Select this option if the customer account is no longer in use.
Charge Interest	Select this option if this customer should be charged Interest on overdue balances.
Tax1 / Tax2 / Partial Exempt	Select the appropriate option, if this customer is Tax Exempt.
General Note	Use this field to enter private information you wish to keep on file for this customer.
Till Note	Use this field to enter public information you wish to display to the cashier when this customer is selected. Note: this can be useful when personal items (ie: keys) are forgotten, or when special order items have arrived.

Mail To Tab

Use the fields in this tab to identify an alternate mailing address for Customer Statements for the selected customer.

Loyalty Details Tab

See *Finestra Customer Loyalty user documentation for details.*

Add a New Customer

1. Select **CUSTOMER FILE, [F1] – New Customer**
2. Enter unique Customer No, then complete all store required customer details
3. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Customer



You may use **[F5] – Add Another** if multiple customers are being added at one time.

Lookup an Existing Customer

1. Select **CUSTOMER FILE**
2. Enter Customer ID, or use **[F5] – By Customer ID** to toggle search criteria to *Last Name* or *Phone Number*
3. Highlight correct customer, then press **[Enter]** to select

Edit an Existing Customer

1. Select **CUSTOMER FILE**
2. Select the Customer you wish to edit
3. Select **[F2] – Edit Customer**, then make the required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes



You may use **[F5] – Edit Next** to advance to the next customer while still in Edit mode.

Configure Exceptions to Customer Discount

1. Select **CUSTOMER FILE**
2. Select the Customer you wish to modify
3. Select the **[...]** ellipse button to the right of the Discount/Markup field
4. Select **[F1] – Add Discount**
5. Select the Finline which requires an exception, then enter an alternate discount value for it



If the selected Finline should not receive a discount, enter zero.

6. Select **[F2] – Save**, or **[F3] – Cancel** to disregard entry

View Customer History

1. Select **CUSTOMER FILE**
2. Select the Customer you wish to view
3. Select **[F8] – Customer History**
 - **[F1] – Show All** to review all transactions for this customer.
 - **[F2] – Show Sales** to review all purchases for this customer.
 - **[F3] – Show Payments** to review all payments for this customer.
 - **[F9] – Reprint** to reprint highlighted transaction.
4. Select **[F12] – Back** to exit

Delete a Customer

1. Select **CUSTOMER FILE**
2. Select the Customer you wish to delete
3. Select **[F4] – Delete Customer**
4. Select **[F12] – Yes** to verify deletion, or **[F11] – No** to cancel deletion

Calculate Interest Charges



This step is usually done prior to printing Customer Statements.

1. Select **CUSTOMER FILE, [F7] – Calculate Interest**
2. Use the calendar to select the date interest should be calculated to, then select **[F8] – Calculate**
3. Review proposed interest charges, and select the customers you wish to apply the charges to



*You may use **[F1] – Check All** or **[F2] – Uncheck All** to toggle this list.*

4. Select **[F9] – Apply Interest**

Print Customer Statements

1. Select **REPORTS**
2. Scroll to **SALES & INVENTORY ANALYSIS REPORTS – Customer Statements**
3. Select the required parameters, then select **[Run]**
4. Customer Statements will display on screen. Use the **[Print]** icon to select a printer and complete the printing process

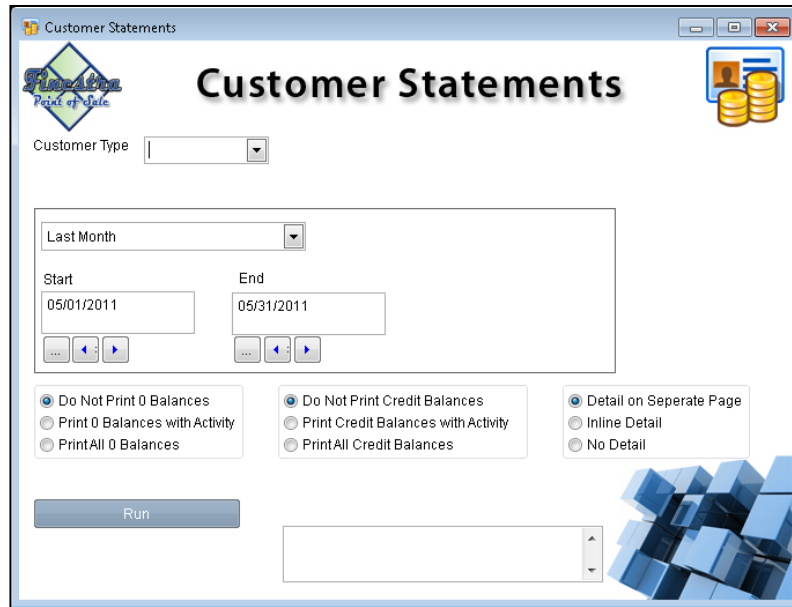


Figure 13 - Customer Statements Function

Customer Statement Selection Parameters

Customer Type	Select a Customer Type from the drop-down list, or leave blank for [All].
Date Picker	Select the Starting and Ending Date for statement details. Date selection is inclusive, and details from both the starting and ending date will be included on the statements.
Zero Balance Options	Select whether you wish to print statements for customers with a Zero Account Balance.
Credit Balance Options	Select whether you wish to print statements for customers with a Credit Account Balance.
Details Options	Select whether you wish to include Item Details on the statements.

Print One Customer Statement

1. Select **CUSTOMER FILE**
2. Select the Customer you wish to print a statement for, then select **[F6] – Print Statements**



By default, Current Customer is already selected. This option must remain on if you wish to print the statement for only the selected customer.

3. Enter the required **[Start]** and **[End]** dates, then select **[F9] – Print**
4. Customer Statement will display on screen. Use the **[Print]** icon to select a printer and complete the printing process

Chapter 5 – Vendor Management

Overview

A Vendor is classified as both a Manufacturer and a Supplier. Each vendor you wish to receive from will require a Vendor Profile and must be added prior to any receiving. A separate profile is required for each vendor.



Figure 14 - Vendors Function

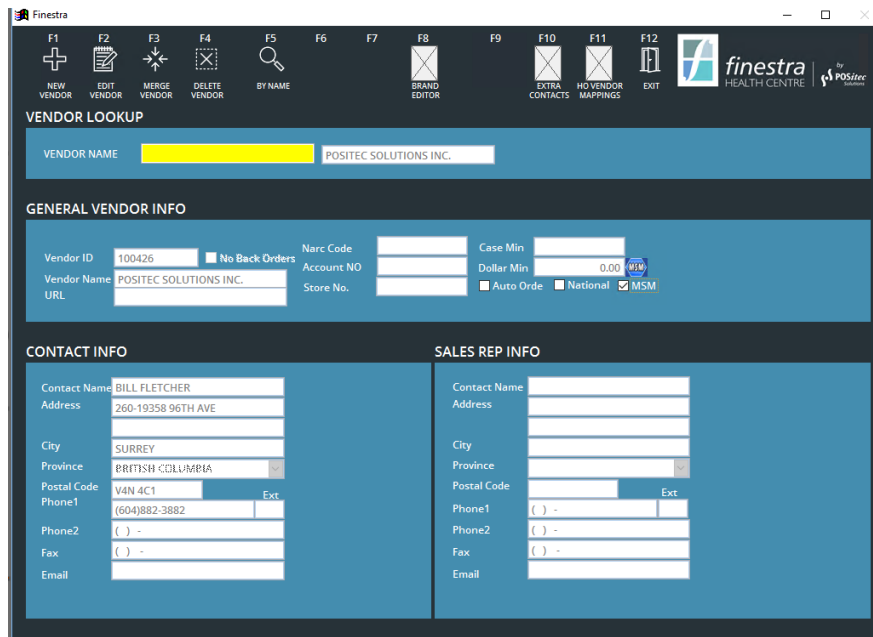


Figure 15 - Vendor Maintenance Screen

Vendor Profile Field Definitions

General Vendor Info

Vendor ID	When a new Vendor is created, the system will assign the next available 6 digit number.
No Backorders	Select this option if this vendor does not ship backorders. When not selected, backorder PO's will remain for all un-received inventory from this vendor.
Vendor Name	Enter the Vendor Name, as indicated on their invoices.
URL	You may use this area to store the URL for the vendor's website.
Narc Code	For vendors who allow narcotic purchasing using electronic ordering, enter Narcotic Code to be used.
Account NO	You may use this area to store your Account Number with this vendor.
Credit Limit	You may use this area to store your Credit Limit with this vendor.
Case Min	You may use this field to store minimum shipping requirements for this vendor.
Dollar Min	You may use this field to store minimum shipping requirements for this vendor.
Auto Order	Select this option if you would like a Purchase Order to be created for this vendor when the Auto PO option is used.

National	For stores with National data maintenance, used to identify Nationally maintained Vendors. Note: Used with Head Office Integration Module.
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Contact Info

Contact Name	Enter the Contact Name for this vendor.
Address Fields	Enter the Address information for this vendor.
Phone1/Phone2	Enter the contact Phone number for this vendor. Note: many stores enter direct contact info in the first phone number field, and use the second phone number field for a more generic phone contact number.
Fax	Enter the Fax number to be used for this contact.
Email	Enter the Email address of this contact.

Sales Rep Info

See **Contact Info** field definitions.

Add a New Vendor

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select **[F1] – New Vendor**, then complete form
3. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Vendor



You may use **[F5] – Add Another** when multiple vendors are being added.

Vendor Lookup

1. Select **MAINTENANCE**, choose **VENDORS**
2. Enter Vendor Name, or use **[F5] – By Name** to toggle search criteria to *By Vendor ID* then enter Vendor ID
3. Highlight correct vendor, then press **[Enter]** to select

Edit an Existing Vendor

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select the Vendor you wish to edit
3. Select **[F2] – Edit Vendor**, then modify the required fields
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Add Extra Contacts

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select the Vendor you wish to modify
3. Select **[F10] – Extra Contacts**, then **[F1] – New Contact**
4. Complete the Contact Details form
5. Select **[F2] – Save**, or **[F12] – Back** to discard new Contact Details

Merge Vendors

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select the Vendor you wish to merge into another vendor
3. Select **[F3] – Merge Vendor**, then select the Vendor you wish to merge into
4. Select **[F2] – Merge**
5. Select **[F12] – Yes** to verify merge, or **[F11] – No** to cancel merge



The Merged Vendor (ie: vendor selected in step 3 above) will be removed from the system. Products will be updated with new vendor information.

Delete a Vendor

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select the Vendor you wish to delete
3. Select **[F4] – Delete Vendor**
4. Select **[Yes]** to verify deletion, or **[No]** to cancel deletion

Brand Editor

Product brands can be assigned to a Manufacturer Vendor, and may then be assigned to items which have the Manufacturer Vendor assigned as their Manufacturer. Brands may be used for reporting purposes, and are an available selection criteria for some system reports.

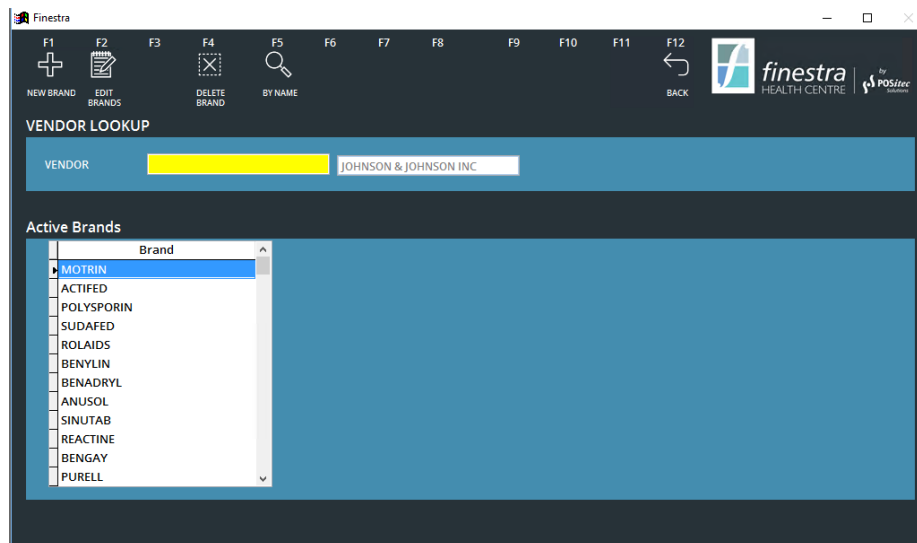


Figure 16 - Brand Editor Screen

Add a New Brand

1. Select **MAINTENACE**, choose **VENDORS**
2. Select the Manufacture Vendor you wish to add a Brand to
3. Select **[F8] – Brand Editor**
4. Select **[F1] – New Brand**
5. Enter the Brand Description
6. Select **[F12] – Accept**, or **[F11] – Cancel** to discard new Brand
7. Select **[F12] – Back** to return to Vendor Maintenance screen

Delete a Brand

1. Select **MAINTENANCE**, choose **VENDORS**
2. Select the Manufacture Vendor you wish to delete a Brand for
3. Select **[F8] – Brand Editor**
4. Highlight the Brand you wish to delete
5. Select **[F4] – Delete Brand**
6. Select **[F12] – Yes** to verify, or **[F11] – No** to cancel deletion
7. Select **[F12] – Back** to return to Vendor Maintenance screen

Chapter 6 – Product Management

Overview

Each item must be created in the Product File to allow it to scan throughout the system and in Invoicing. In some instances, a Vendor Catalogue may be used to aid in the creation of new products. Pricing and other product attributes will be maintained in the Product File, and by using the Advanced Search batch update routines.



Figure 17 - Product File Function

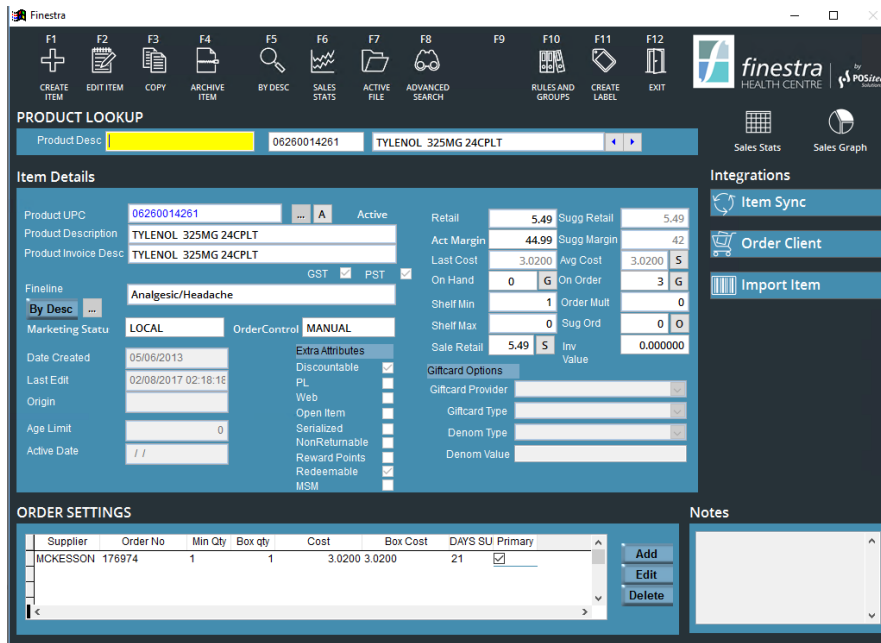


Figure 18 - Product Maintenance Screen

Product Lookup

Search for an Individual Product

1. Select **PRODUCT FILE**
2. Scan or type the product UPC



You may use **[F5] – By UPC** to toggle the search criteria to Description.

3. If typing product UPC or description, highlight the correct product then press **[Enter]** to select

Advanced Search

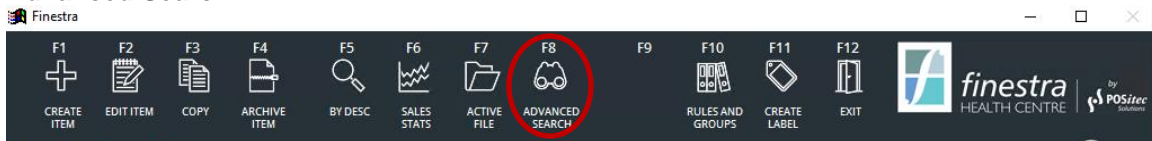


Figure 19 - Advanced Search Function

The Advanced Search functionality is used to find and select a range of products based on one or more criteria. Once the product search has been made, the products within the range can be selected for functions such as exporting to Excel or batch product maintenance.

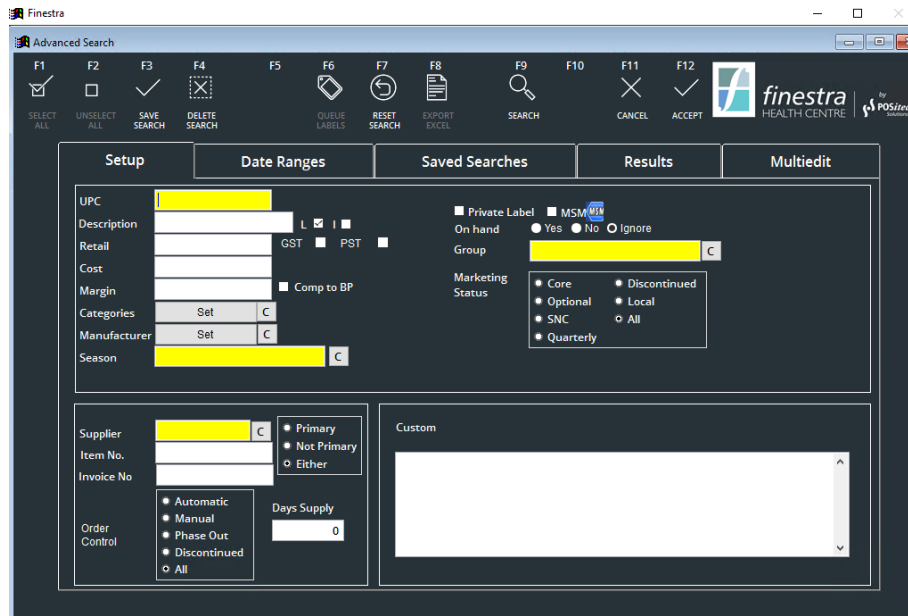


Figure 20 - Advanced Search Query Setup Tab

Advanced Search Setup Tab Field Definitions

UPC	Displays all products that begin with the query criteria. Type all or part of the Product UPC.
Description	Displays all products that contain the query criteria. Type all or part of the Product Description.
Long Description Check Box (L)	Displays only products where the Long Description contains the query criteria.
Invoice Description Check Box (I)	Displays only products where the Invoice Description contains the query criteria.
Retail	Search criteria may be a fixed number or a range. To select a range, use “-“ (i.e. 4.99-5.99 will display all products where the Retail is between 4.99 and 5.99). < (less than) and > (greater than) may also be used, or enter a specific Retail value.
Tax1/Tax2 Check Boxes	Displays only products where the selected Taxes contains the query criteria.
Cost	Search criteria may be a fixed number or a range. To select a range, use “-“ (i.e. 4.99-5.99 will display all products where the Cost is between 4.99 and 5.99). < (less than) and > (greater than) may also be used, or enter a specific Cost value.
Margin	Search criteria may be a fixed number or a range. To select a range, use “-“ (i.e. 35-45 will display all products where the Margin is between 35 and 45 percent). < (less than) and > (greater than) may also be used, or enter a specific Margin value.

Comp to BP Check Box	When selected, query will display products where the actual margin varies either higher or lower than the fineline Best Practice suggested margin (ie: if 10 is entered in the Margin field and this option is selected, all products where the actual margin is 10% higher or lower than the fineline margin will be displayed).
Categories	Displays all products that are assigned the selected Department, Category or Fineline. Select [Set] to make your selection.
Manufacturer	Displays all products that are assigned the selected Manufacturer. Select [Set] to make your selection.
Season	Displays all products that have been assigned the selected Season attribute.
Private Label Check Box	Displays all products where the Private Label flag in the product file has been selected.
MSM	Displays all products where the MSM Flag in the product file has been selected.
On Hand	Yes – displays items that currently have an On Hand value >0. No – displays items that currently have an On Hand value =0. Ignore – displays items regardless of the On Hand value.
Group	Displays all items contained within the selected Group.
Marketing Status	For stores with National data maintenance, used to select a specific Marketing Status, to display items with this status only. Note: Used with Head Office Integration Module.
Supplier	Displays all products assigned the selected Supplier.
Item Number	Displays products based on selected Vendor ID.
Primary/ Not Primary/ Either	Primary – displays items where the selected Supplier is the primary supplier for the item. Not Primary – displays items where the selected Supplier is <i>not</i> the primary supplier for the item. Either – displays items regardless of whether the selected Supplier is primary or not.
Invoice Number	Enter a specific Invoice Number to display items received on the selected invoice.
Order Control Flags	Automatic – displays items where the Order Control is set to Automatic. Manual – displays items where the Order Control is set to Manual. Phase Out – displays items where Order Control is set to Phase Out. Discontinued – displays items where Order Control is set to Discontinued. All – displays items regardless of the Order Control setting.
Days Supply	Displays all products where the Days Supply is equal to the selection.

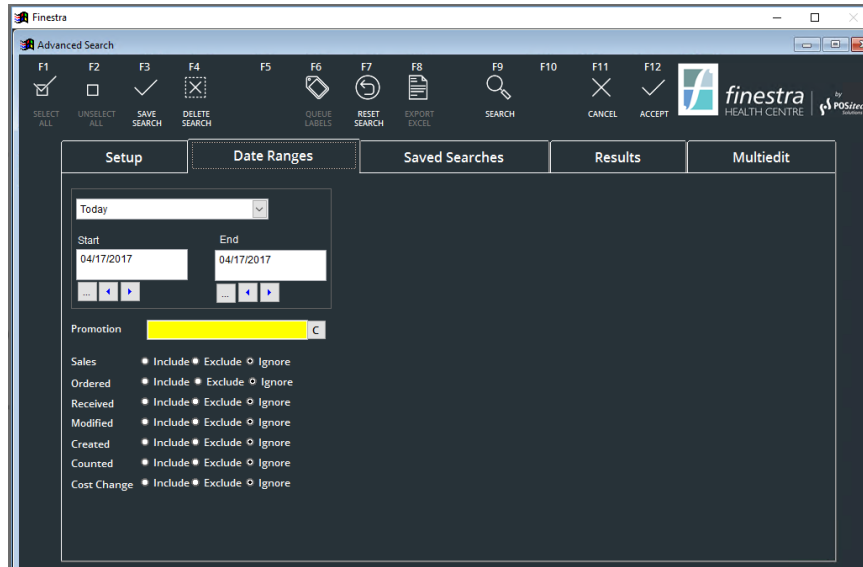


Figure 21 - Advanced Search Query Date Ranges Tab

Advanced Search Date Ranges Tab Field Definitions

Date Range Picker	Select a Date Range to be used by the fields below. Date range may be selected using the drop-down list, or click in the start/end window to select a custom date range.
Sales	Include – displays products that have Sales within range. Exclude – displays products that do not have Sales within range. Ignore – displays products regardless of whether they have Sales within the selected date range. Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.
Ordered	Include – displays products that were Ordered within range. Exclude – displays products that were not Ordered within range. Ignore – displays products regardless of whether they were Ordered within the selected date range. Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.
Received	Include – displays products that were Received within range. Exclude – displays products that were not Received within range. Ignore – displays products regardless of whether they were Received within the selected date range. Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.
Modified	Include – displays products that were Modified within range. Exclude – displays products that were not Modified within range. Ignore – displays products regardless of whether they were Modified within the selected date range. Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.

Created	<p>Include – displays products that were Created within range.</p> <p>Exclude – displays products that were not Created within range.</p> <p>Ignore – displays products regardless of whether they were Created within the selected date range.</p> <p>Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.</p>
Counted	<p>Include – displays products that were Counted within range.</p> <p>Exclude – displays products that were not Counted within range.</p> <p>Ignore – displays products regardless of whether they were Counted within the selected date range.</p> <p>Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.</p>
Cost Change	<p>Include – displays products that had a Cost Change within range.</p> <p>Exclude – displays products that did not have a Cost Change within range.</p> <p>Ignore – displays products regardless of whether they had a Cost Change within the selected date range.</p> <p>Note: if required, the field level date range may be selected, which varies from date picker selection. Value filter may also be utilized.</p>
Promotion	Displays all products contained in the selected Event.

Create Advanced Search Query

- The Advanced Search function can be accessed in the following modules:
 - PRODUCT FILE, [F8] Advanced Search**
 - MAINTENANCE, GROUP EDITOR, [F9] – View Members, [F2] Advanced Search**
 - EVENTS, [F9] – Select, [F1] – New Rule, [F7] Add Advanced**
 - ORDER PRODUCTS, highlight PO, [F9] – Select, [F3] Advanced Search**
- Define search criteria using one or more of the available fields to narrow search results, then select **[F9] – Search** to run query
- Results will display in **[Results]** tab

Append to Search

- Define initial search criteria, then select **[F9] – Search** to run first query
- When **[Results]** tab is displayed, select **[Setup]** tab
- Select **[F7] – Reset Search** to clear fields, then select new criteria
- Hold the **[Ctrl]** key and press the **[F9]** key on your keyboard
- Results will display in **[Results]** tab, combined with the previous query results

Save Search Criteria

Frequently used search criteria can be saved and recalled when required.

- Define required search criteria
- Select **[F3] – Save Search**

3. Enter a meaningful name for the saved search criteria
4. Select **[OK]**, or **[Cancel]** to discard Saved Search criteria

Recall a Saved Search

1. Select **[Saved Searches]** tab
2. Highlight the appropriate saved search, then select **[Setup]** tab
3. Search criteria will populate criteria fields. Add any additional required criteria, then select **[F9] – Search**
4. Results will display in **[Results]** tab

Reset Search Criteria

1. Use **[F7] – Reset Search** to clear search criteria from all fields

Queue Shelf Labels

1. In **[Setup]** tab, select search criteria then select **[F9] – Search**. Results will display in **[Results]** tab
2. Select items that you would like to queue shelf labels for
3. Select **[F6] – Queue Labels**
4. Labels will be queued, and **[Print Shelf Labels]** window will display
5. Select **[Print]** to print labels now, or **[Exit]** to exit **[Print Shelf Labels]** window and return to Advanced Search functions. Labels will remain in the queue until printed

Export to Excel

1. In **[Setup]** tab, select search criteria then select **[F9] – Search**. Results will display in **[Results]** tab
2. Select items that you would like to Export to Excel
3. Select **[F8] – Export Excel**

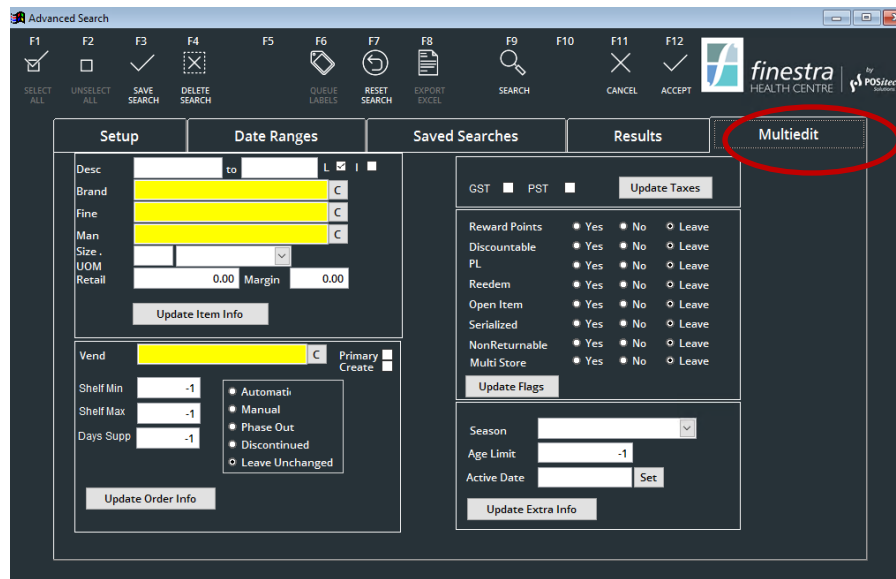


Figure 22 - Advanced Search Query Multi Edit Tab

Multi Edit Products

The Multi Edit function allows you to apply batch maintenance updates to items selected through an Advanced Search query.

1. In **[Setup]** tab, select search criteria then select **[F9] – Search**. Results will display in **[Results]** tab
2. Select items that you would like to update, then select **[Multiedit]** tab
3. Enter the required change onto the form
4. Select appropriate **[Update]** button, located inside the same section of the Multiedit form as your changes
5. Select **[F12] – Yes** to verify and apply changes, or **[F11] – No** to disregard changes
6. Select **[F12] – OK**, when the confirmation message displays that the update is complete

View / Edit Query Results in Product File

1. In **[Setup]** tab, select search criteria then select **[F9] – Search**. Results will display in **[Results]** tab
2. Select items that you would like to view in the product file, then select **[F12] – Accept**
3. Select **[F7] – Active File** to display the **[Temp File]** with the first product from the query selected
4. Use **[F2] – Edit Item** to edit item attributes, or use < > arrow keys to scroll through items
5. Select **[F2] – Save** to save changes, or use **[F5] – Save Multi** to apply the changes to all items in the temp file which will take effect immediately
6. Select **[F7] – Temp File** to return to **[Active File]**

Manage Products

Product File Field Definitions



Figure 23 - Product File Primary Attributes

Primary Attributes

Product UPC	Enter each product UPC separately. For products where more than one UPC is used (ie: bonus item UPC) enter each UPC separately, then link it as an equivalent UPC. Blue Text identifies the Primary Master UPC. Red Text identifies the Secondary Equivalent UPC. 12 digit UPCs – include leading digit, exclude ending check digit. 8 digit UPCs – the system inserts zeros into the middle of this upc to expand it. It is then treated like a standard 12 digit UPC. All other UPCs – enter entire UPC, including all digits.
Product Description	Long Description used for reporting purposes.
Product Invoice Desc	Short Description used on customer receipts.
GST/PST	Use to identify what Tax should be applied.
Fineline	Identifies product placement within database hierarchy.
Marketing Status	For stores with National data maintenance, used to display suggested Marketing Status. Note: Used with Head Office Integration Module.
Order Control	Identifies Product Ordering status. Only items set to Automatic will auto replenish.
Retail	Regular selling price.
Sugg Retail	Calculated based on Primary Vendor Cost and Suggested Margin.
Act Margin	Calculated based on Average Cost and Retail.
Sugg Margin	Displayed based on product Fineline assignment. Suggested Margins can be maintained using the Fineline Editor.
Last Cost	Most recently received cost.
Avg Cost	Calculated based on previously received cost details. Use the [S] to the right of this field to toggle between <i>Average Cost of Sales</i> and <i>Average Cost of Inventory</i> .
On Hand	Sum of On Hand for all equivalent UPC's. Use the [G] to the right of this field to see an On Hand summary by UPC.
On Order	Sum of On Order for all PO's. Use the [G] to the right of this field to see an On Order summary by PO. Double-click any PO to access the PO details.
Shelf Min	Use to identify minimum shelf quantity. Used by Suggested Ordering.
Shelf Max	Use to identify maximum shelf quantity. Used by Suggested Ordering.

Sug Ord	Displays quantity that would be suggested, if a Suggest Order were run. Use the [O] to the right of this field to add this item to a new Purchase Order for the primary supplier.
Sale Retail	Displays current selling price. Rule Price will display if applicable, or Regular Retail if no rule is in effect. Use the [S] to the right of this field to add a sale price for this item. Note: sale rules will be added to the Default Event.
Inv Value	Displays actual dollar value of on hand inventory, using FIFO.

Extra Attributes

Discountable	Select whether the item may be discounted in Invoicing.
PL	Use to identify Private Label products, used in system reporting and advanced search criteria.
Open Item	Use to identify items with a variable retail (ie: variable rate gift cards). Price entry will be required in Invoicing.
Non Returnable	Use to identify whether an item may be returned in Invoicing.
Reward Points	Select whether an item is eligible for Rewards Points. Note: see Finestra Customer Loyalty user documentation for details.
Redeemable	Select whether an item is eligible for Rewards Redemption. Note: see Finestra Customer Loyalty user documentation for details.
Age Limit	Use to identify age restricted products. If an Age Restriction is entered a reminder prompt will display in Invoicing.
Active Date	Use to identify the date this item may begin being sold in Invoicing (ie: book/movie release dates). If no restriction, field should be left blank.
Date Created	Product Creation date will display.
Last Edit	Last Edit date for this item will display.
Origin	For items created using programs other than Finestra (ie: Order Client), the source will display.
Giftcard Options	Refer to InComm documentation if applicable to your store.

Create a New Item

1. Select **PRODUCT FILE, [F1] – Create Item**
2. Scan or enter UPC, or use **[...]** to generate an internal UPC
3. Complete new item primary attributes, then select **[2]** and complete extra attributes
4. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Item

Copy Existing Item to New Item

1. Select **PRODUCT FILE**
2. Lookup item you wish to Copy, then select **[F3] – Copy**
3. Copied item attributes will be presented. Adjust primary and extra attributes as required for new item
4. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Item

Edit an Existing Item

1. Select **PRODUCT FILE**
2. Lookup the item you wish to edit, then select **[F2] – Edit Item**
3. Make required changes
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes



You may use **[F6] – Edit Next** if multiple items require changes.



Batch Maintenance of product information can be done using the Advanced Search.

Right Click Functions

The following functions may be performed by Right Clicking on the selected product UPC, within the Product Lookup display area.

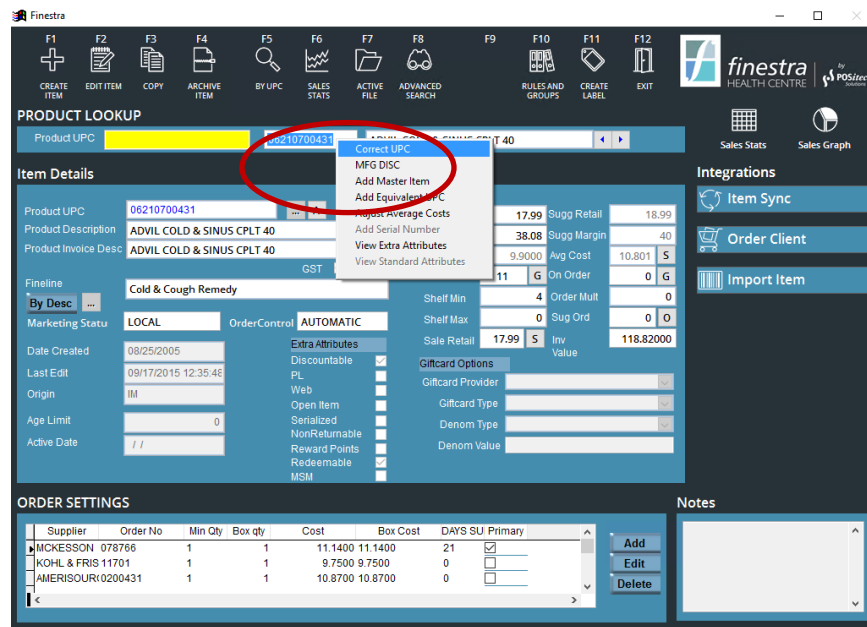


Figure 24 - Product File Right Click Functions

Correct UPC

If a UPC has been entered incorrectly into the system, it may be corrected using this function. All cost and sales information will be transferred to the corrected UPC.

1. Select **PRODUCT FILE**
2. Lookup the product you wish to modify, then **[Right Click]** on the Product UPC, within the Product Lookup display area
3. Select **[Correct UPC]**, then select **[F12] – Yes** to verify, or **[F11] – No** to disregard this selection
4. Enter correct UPC for the product, then select **[F12] – Accept**, or **[F11] – Cancel** to disregard the changes

Assign Manufacturer Discontinued Status

1. Select **PRODUCT FILE**
2. Lookup the product you wish to discontinue, then **[Right Click]** on the Product UPC, within the Product Lookup display area
3. Select **[MFG DISC]**, then select **[F12] – Yes** to verify, or **[F11] – No** to disregard the changes

Add Master Item or Equivalent UPC

Equivalent UPC's are used for products that are the same item but have some different attributes, such as Bonus Size or new product packaging. Each UPC should be added separately, then the products will be linked as Equivalent UPC's. Order Control for equivalent UPC items is managed on the Master UPC. Suggested orders are based on the sum of sales history and on hand details, and will be ordered using the Master UPC only.

1. Select **PRODUCT FILE**
2. Lookup the UPC which identifies the Master (primary) item, then **[Right Click]** on the Product UPC, within the Product Lookup display area
3. Select **[Add Equivalent UPC]**



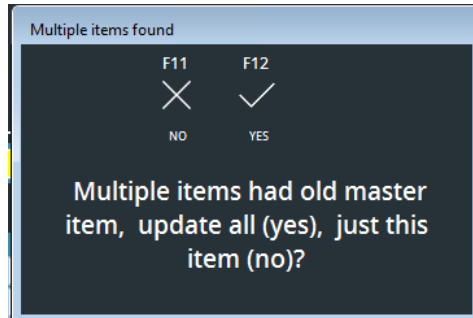
*If Secondary UPC is selected rather than the Master, choose **[Add Master Item]** instead.*

4. Enter UPC of Equivalent item, then select **[F12] – Accept**, or **[F11] – Cancel** to discard the changes

Unlink Equivalent UPC from Master Item

1. Select **PRODUCT FILE**
2. Lookup product you wish to remove from Equivalency, then **[Right Click]** on Product UPC, within the Product Lookup display area
3. Select **[Add Master Item]**

4. Enter the selected product's UPC to make the selected product its own Master UPC, then select **[F12] – Accept** and the following message will display:



5. Select **[F12] – Yes** to switch all UPCs to the new Master UPC, or **[F11] – No** to only update the selected item



Editing any field on an item in an equivalency will affect all equivalent items. When an update is made the system updates all items, with the following field exceptions:

- *Description*
- *Product Size*
- *Unit of Measure*

Adjust Average Cost

The system is constantly working to maintain an accurate *Average Cost* for each item, based on inventory received and sold. You usually don't have to adjust the *Average Cost* of an item, however if you do need to modify this field you may use this option to do so.

This option will change the *Average Cost* field, as well as the *Vendor Cost* for each vendor associated with the selected product. You will also be given an option to update Sales History with the new cost.

1. Select **PRODUCT FILE**
2. Lookup product you wish to modify, then **[Right Click]** on Product UPC, within the Product Lookup display area
3. Select **[Adjust Average Costs]**, then enter the correct Average Cost
4. Select **[F12] – Accept**, or **[F11] – Cancel** to disregard changes

Item Audit Trail

The Item Audit Trail displays all product activity that effect On Hand quantity. You may double click an Item Audit entry to view additional details.

1. Select **PRODUCT FILE**
2. Lookup the product you wish to review
3. Select **[A]** to the right of the Product UPC

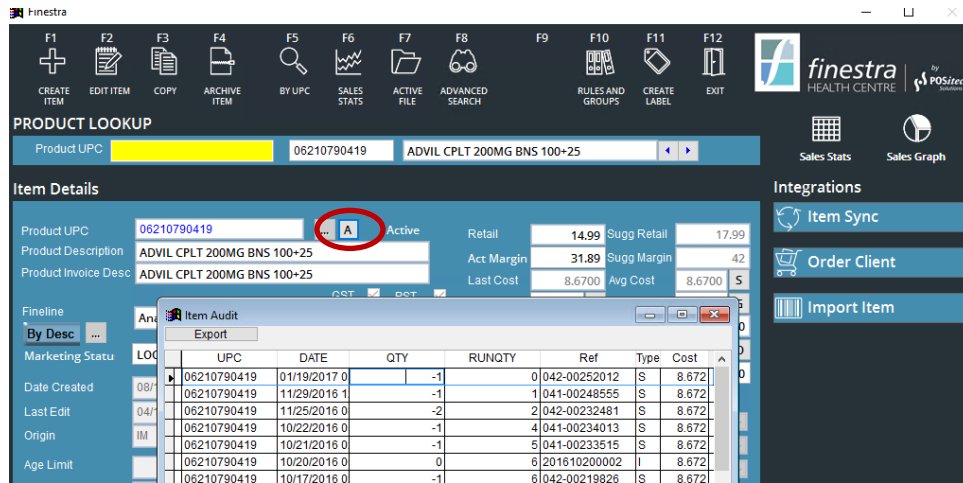


Figure 25 - Item Audit Grid



Use the **[Export]** option to copy the Item Audit details to Excel.

Equivalent UPC On Hand Details

The On-Hand Details Grid displays on hand details by UPC for items in an equivalency. You may select one of the listed UPC's to review that item in the Product File.

1. Select **PRODUCT FILE**
2. Lookup the product you wish to review
3. Select **[G]** to the right of the On-Hand field



Type **M=Master UPC** and **E=Equivalent UPC**.

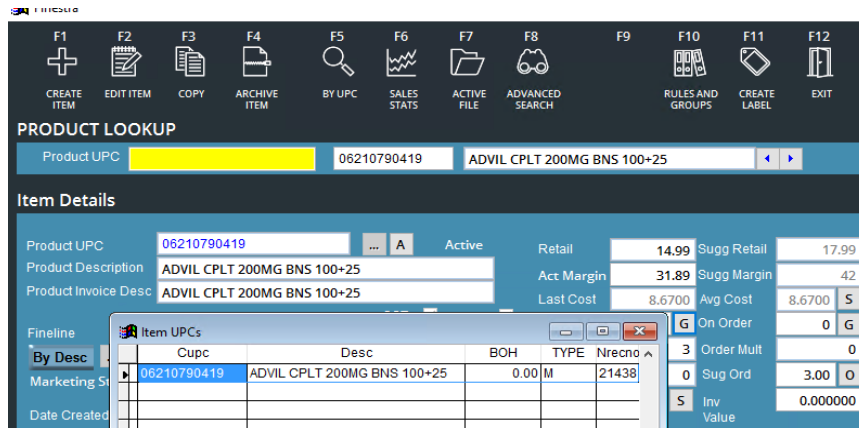


Figure 26 - Equivalent UPC On Hand Details Grid

On Order Details

The On-Order Details Grid displays on order details by Purchase Order, for each PO the selected item is included in. You may double click a PO ID to view PO details.

1. Select **PRODUCT FILE**
2. Lookup the product you wish to review

3. Select **[G]** to the right of the On-Order field

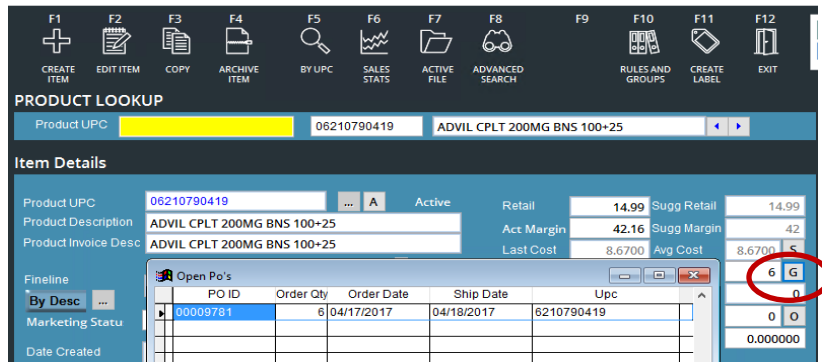


Figure 27 - On Order Details Grid

- **Black text** indicates a current PO, expected to arrive within the next 7 days.
- **Blue text** indicates a future PO, expected to arrive later than the next 7 days.
- **Red text** indicates a Back-Order PO.

Sales Statistics

Monthly Sales History Statistics are available on Master and Equivalent UPC's.

1. Select **PRODUCT FILE**
2. Lookup the product you wish to review
3. Select **[F6] – Sales Stats**

By Text				By Graph			
Next Week	Best Price	Reg Retail	Last Year	Units Sold	Best Price	BOH	OnOrd
	14.99	14.99		1.00	9.99	0.00	6
This Year				Last Year			
Period	Qty Sold	Ave Price	Best Price	Qty Sold	Ave Price	Best Price	
April	0	0.00	0.00	4	10.87	9.99	
March	0	0.00	0.00	5	14.39	13.49	
February	0	0.00	0.00	0	0.00	0.00	
January	1	13.49	13.49	0	0.00	0.00	
December	0	0.00	0.00	0	0.00	0.00	
November	3	9.99	9.99	0	0.00	0.00	
October	4	12.12	9.99	1	9.99	9.99	
September	0	0.00	0.00	0	0.00	0.00	
August	0	0.00	0.00	1	14.99	14.99	
July	0	0.00	0.00	2	14.99	14.99	
June	0	0.00	0.00	3	11.99	11.99	
May	3	14.99	14.99	5	10.79	8.99	

Figure 28 - Sales Statistics Display

Rules & Groups

Product relationships to Groups and Rules can be reviewed and modified using this option.

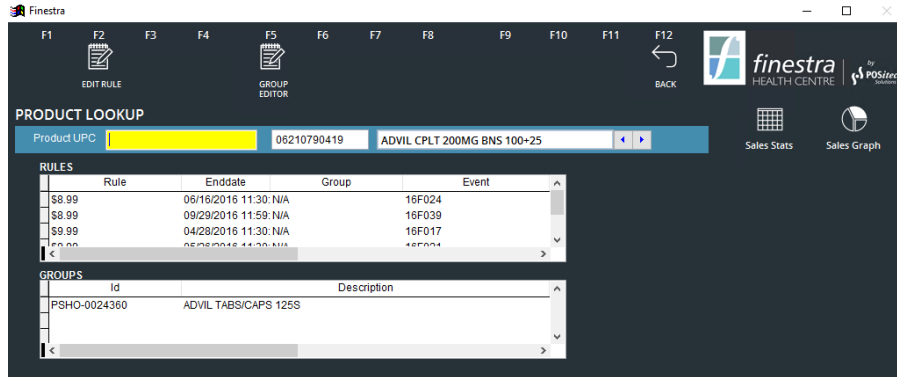


Figure 29 – Rules & Groups Screen

Edit Rule

Please refer to Chapter 12 – Event Management.

Group Editor

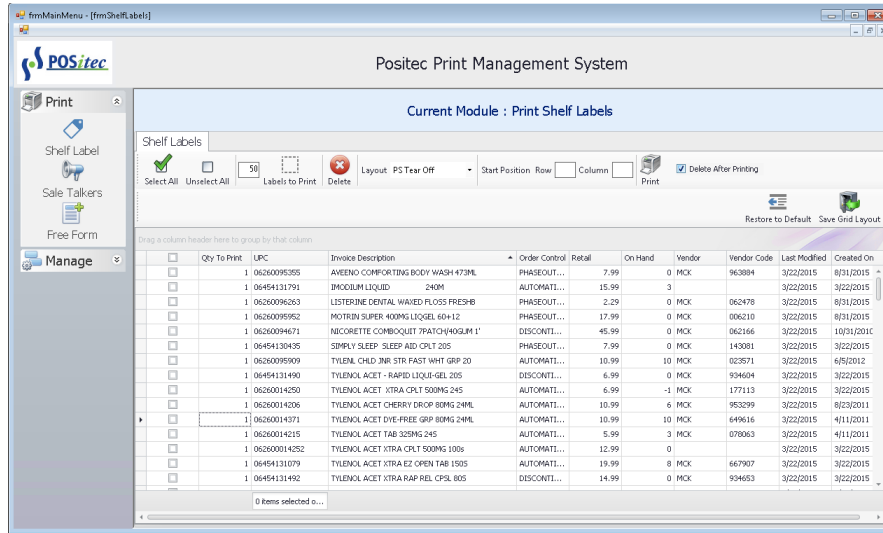
Please refer to Chapter 7 – Group Management.

PRINTING SHELF LABELS

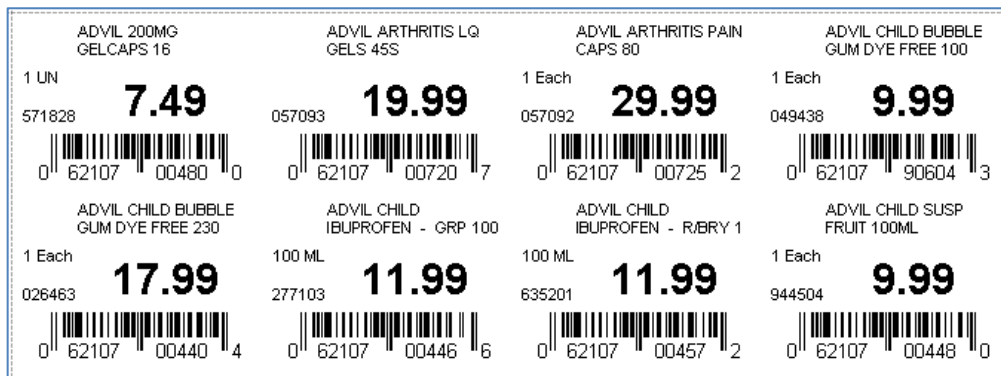
Shelf Labels will be queued from within Finestra POS. A Label may be queued from within the Product File (Create Label), Advanced Search (Queue Label), Receiving (Print Label) and will be automatically queued any time the Retail Price is changed for an item.

To print Shelf Labels from the queue, select **LABELS**. The Print Shelf Labels program will begin. Queued labels will be displayed in the grid.





Use the **[SELECT ALL]** or **[UNSELECT ALL]** buttons, or use standard Windows selection options to choose the labels you wish to print. Select the **FORMAT** you wish to use from the drop-down list, then select **[PRINT]**.



You will see an on-screen preview of your labels. Choose **[PRINT]** to proceed, or **[CLOSE]** if you wish to exit without printing.

Quantity to Print

This field defaults to match the Number of Labels field in the Product File for each item. If you would like to print a different quantity you may modify this field.

Note: modifying this field is a temporary change, which will be reset if you exit the label program prior to printing.

Select Specific Number of Labels to Print

If you prefer to select a specific number of labels to print, enter the quantity into the **Labels to Print** entry window then press the **[LABELS TO PRINT]** button.

Start Printing at Different Position

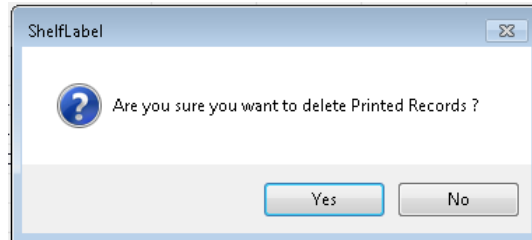
To adjust the start position for your labels, enter the Row and Column Starting Position into the **Row** and **Column** entry windows.

Delete Labels from Label Queue

To remove items from Label Queue without printing, select the items you wish to remove then choose **[DELETE]**.

Delete After Printing

By default the system does will prompt you to delete items from the Label Queue once printing is complete.



Select **YES** to delete printed items from the Label Queue, or **NO** to leave the items in the queue.

Alternately, de-select the **[DELETE AFTER PRINTING]** checkbox prior to pressing **Print**. Once printing is complete, you will be returned to the Label Queue.

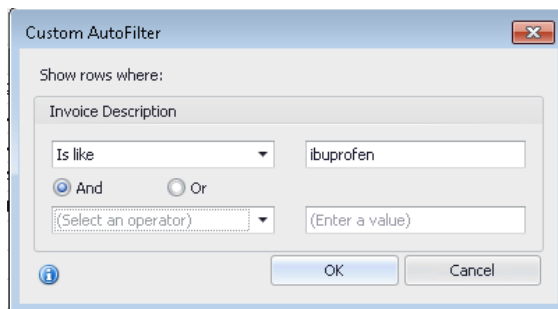
Work File Filter Options

You may use the following options to sort or filter within the work file. **Sort a Column**

Single-Click a column header to sort based on that column. Single-Click again to sort in reverse order.

Filter a Column

Hover over a column header to display a small filter graphic at the right of the field. Click on the filter graphic to display the filter options for this column.

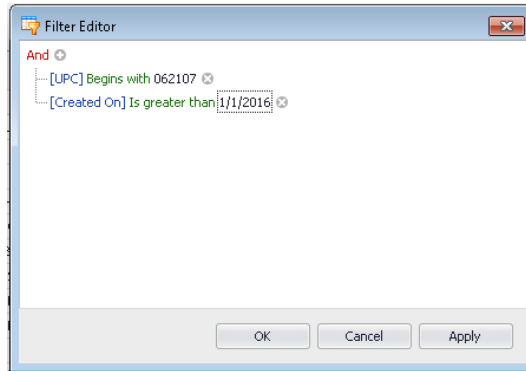


Use the drop-down options and entry windows to create your filter, then select **[OK]** to apply.

*To return to full list, select the filter graphic again, then select **ALL**.*

Filter by Criteria

To create a custom filter using selected criteria, Right-Click on any column header and choose **Filter Editor**.



Click on any coloured field to enter your criteria, then choose **OK** to apply and return to the grid.

To return to full list, Right-Click again, then select **CLEAR FILTER**.

'Group By' Function

To use Group By, Right-Click on the column header you wish to group by, then choose **Group By This Column**. The items will be regrouped based on the value in the selected column.

Order Control									
<input type="checkbox"/>	Qty To Print	UPC	Invoice Description	Retail	Vendor	Vendor Code	Last Modified	Created On	
▶ Order Control: AUTOMATIC									
▶ Order Control: MANUAL									
<input type="checkbox"/>	1	06210700431	ADVIL COLD & SINUS CPLT 40S	15.99	MCK	078766	1/6/2015	3/15/2015	
<input type="checkbox"/>	1	06210700530	ADVIL COLD & SINUS LIQ/GELS 40S	19.99	MCK	085654	4/8/2013	3/15/2015	
<input type="checkbox"/>	1	06210700549	ADVIL COLD&FLU NIGHTTIME CAPS 36	24.99	MCK	043875	8/16/2013	6/5/2013	
<input type="checkbox"/>	1	06210700548	ADVIL COLD/FLU/COUGH NIGHTTIME CAPS	12.99	MCK	043890	8/16/2013	6/5/2013	
<input type="checkbox"/>	1	06210755028	ADVIL IBUPROFEN LIQUI-GELS 200MG 72	19.99			8/21/2015	3/15/2015	
<input type="checkbox"/>	1	84349901375	OLYMPIC PIN MASCOTS SLED	9.99	200004	1375	9/13/2011	3/15/2015	
▶ Order Control: PHASEOUT									

Use the arrow to expand or collapse each group.

To return to full list, Right-Click in the header above the columns, then select **CLEAR GROUPING**.

Grid Layout

You may rearrange the column sequence by drag/drop the columns into the position you prefer. When you're happy with the layout, choose **Save Grid Layout** to keep these settings.

Chapter 7 – Group Management

Overview

Product Groups can be used to aid in product maintenance. There are two types of groups:

- **Equivalent Group** (also referred to as a Regular/Parity Group)
For products that have some of the same attributes and characteristics, cost and retail. Changes made to any product in an Equivalent Group can be applied to all products within the group by selecting the required field to update. An example of an Equivalent Group would be various colours of a selected Hair Colour line.
- **Promotional Group** (also referred to as a UPC/Non-Parity Group)
For products that have some variations in attributes and characteristics, but often go on advertisement together, it can be helpful to create a group to aid in adding the group of items to an Event.

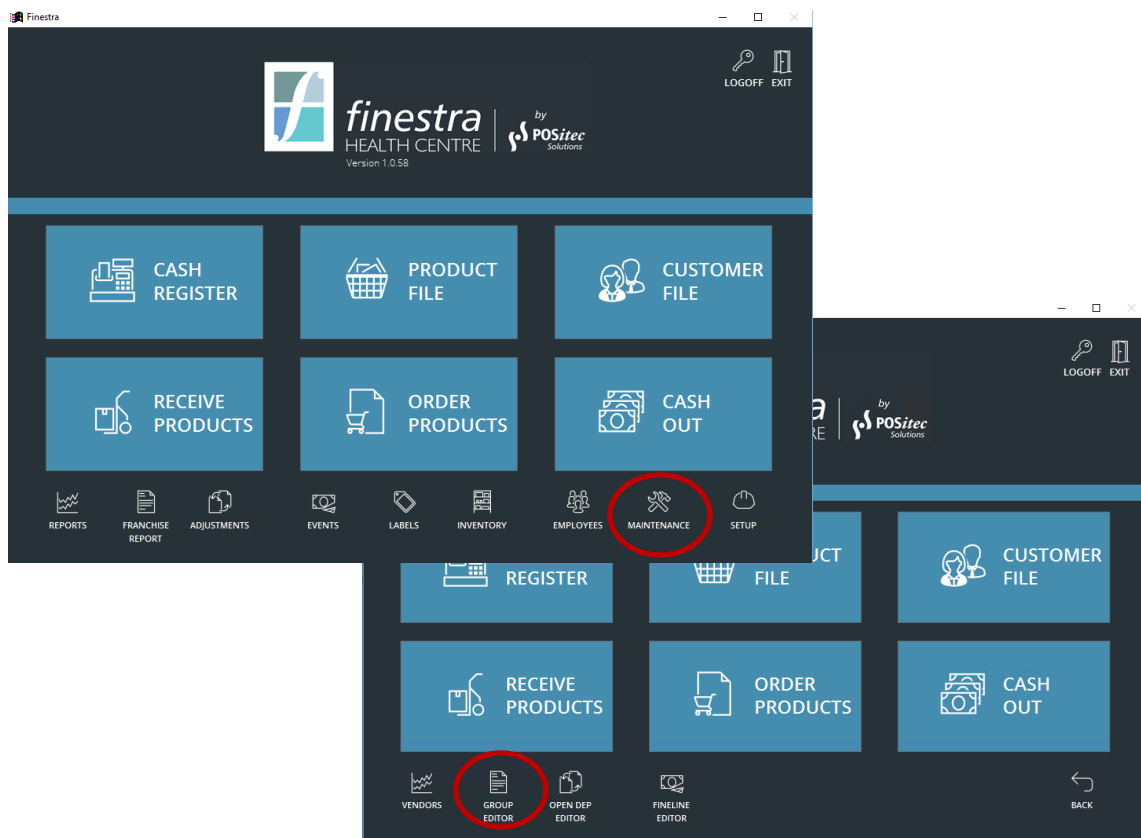


Figure 30 - Group Editor Function

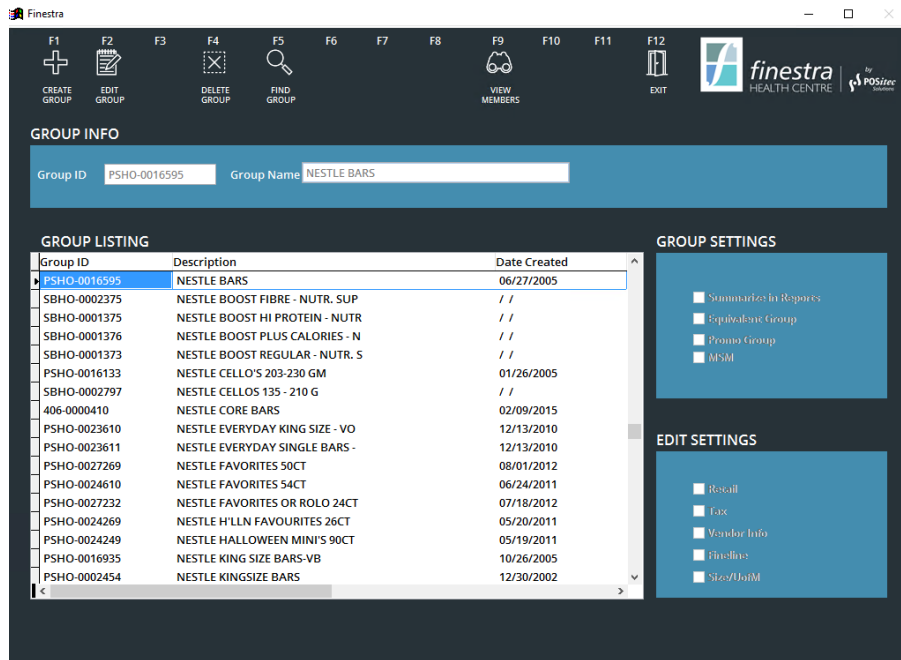


Figure 31 - Group Maintenance Screen

Group Editor

The Group Editor function can be accessed in the following modules:

Module	Available Functions
MAINTENANCE Group Editor	Create, Edit, Add Item, Add Multiple Items, Delete Items
PRODUCT FILE [F10] – Rules and Groups, [F5] – Group Editor	Add Item, Add Multiple Items, Delete Items
EVENTS highlight event, [F9] – Select, [F7] – Group Editor	Add Item, Add Multiple Items, Delete Items

Group Info

Group ID	Displays the Group ID for the highlighted group. When creating a new group, the system will automatically generate the Group ID.
Group Name	Displays the Group Name for the highlighted group. When creating a new group, enter a Group Name that best describes the items within the group.

Group Settings

Summarize in Reports	Use if you would like your Groups to automatically summarize in System Reports.
Equivalent Group	Use to identify groups that have been created for Equivalent Group purposes. Items added to Equivalent Groups should have the same Retail, Taxes, Vendor Info, Fineline and Size/Unit of Measure. <i>Note: this option must be used with at least one Edit Settings option.</i>
Promo Group	Use to identify groups that have been created for Promo use.

Edit Settings

Retail	Use to update the Retail Price for all items within the group when any item in the group is modified.
Tax	Use to update Tax Settings for all items within the group when any item in the group is modified.
Vendor Info	Use to update the Vendor Information for all items within the group when any item in the group is modified.
Fineline	Use to update the Fineline for all items within the group when any item in the group is modified.

Create a New Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Select **[F1] – Create Group**, then enter Group Name
3. Select appropriate **[Group Settings]** and if required, **[Edit Settings]** options



*For each of the **[Edit Settings]** options, all items in the group will be updated when any item in the group is modified. These options should be used with caution to avoid incorrect item settings.*

4. Select **[F2] – Save**, or **[F3] – Cancel** to discard new Group



*You may use **[F5] – Add Another** when multiple groups are being created.*

Find a Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**, **[F5] – Find Group**
2. Enter Group Description, or use **[F1] – By Group ID** to toggle search criteria
3. Highlight the group you wish to view, then press **[Enter]** to select
4. Select **[F12] – Accept**, or **[F11] – Cancel** to discontinue search

Edit an Existing Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to modify, then select **[F2] – Edit Group**
3. Make the required changes, then select **[F2] – Save**, or **[F3] – Cancel** to disregard changes



You may use **[F5] – Edit Another** when multiple groups are being edited.

Delete a Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to delete, then select **[F4] – Delete Group**
3. Select **[F12] – Yes** to verify deletion, or **[F11] – No** to cancel

View Group Members

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to view, then select **[F9] – View Members**
3. Items within the group will be displayed. You may add or remove items from the group, or use **[F12] – Back** to return to the Group Listing

Add Items to Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to add items to, then select **[F9] – View Members**
3. SEARCH by keying in UPC or DESC and press **[Enter]** to add.
4. Select **[F12] – Accept**, or **[F11] – Cancel** to disregard selection

Advanced Search – Add Multiple Items

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to add items to, then select **[F9] – View Members**
3. Select **[F2] – Advanced Search**, then use search criteria to select items



Please refer to Chapter 6 – Product Management – Advanced Search.

4. Select **[F12] – Accept**, or **[F11] – Cancel** to disregard selection

Delete Items from Group

1. Select **MAINTENANCE**, choose **GROUP EDITOR**
2. Lookup the group you wish to remove items from, then select **[F9] – View Members**
3. Highlight the item you wish to delete from the group, then press **[F4] – Delete Item**
4. Use **[F12] – Back** to return to the Group Listing

Chapter 8 – Ordering

Overview

Finestra offers three options for creating orders. A manual PO allows you to enter items one by one. A PO batch may be created using the **Skorpio** Handheld RF Unit then imported into a PO. Or, Suggested Ordering may be used to generate a PO. Once a PO has been created it may be electronically transmitted to integrated vendors, or printed and faxed.

On-Order quantity will display in the Product File for each PO a product is on. The On-Order indication will clear once the product has been received, or the PO has been deleted.



Figure 32 - Purchase Order Function

Purchase Orders

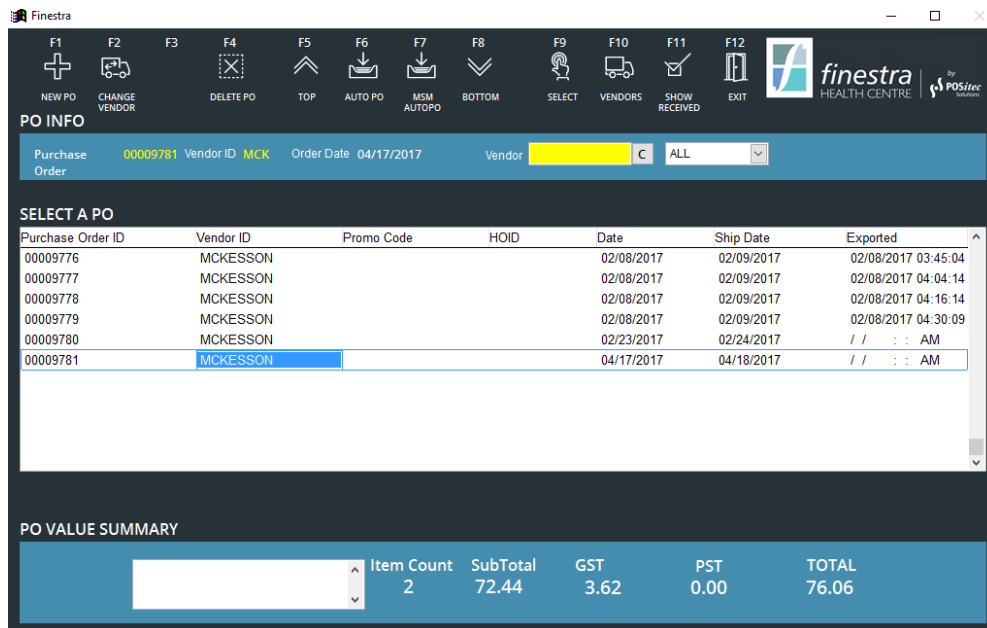


Figure 33 - Purchase Order Maintenance Screen

Create Purchase Orders

Create PO Using Suggest Order

The Suggested Order function creates a PO based on Sales History, On-Hand and On-Order, as well as assigned Shelf Minimum. Because the system is generating an order for you, it is especially important to ensure that the information in the system is correct and accurate prior to using the Suggest Order function.

Before you begin...

- Cycle count regularly, including the stock room, to ensure the On-Hand quantity is correct for items which will be ordered.
- Set the Order Control to Manual or Phase Out for items you do not wish the system to include in the Suggested Order.
- Assign Shelf Minimum and Shelf Maximum quantities, if you wish to buffer your order.
- Ensure that the Supplier Codes are accurately maintained. **(Note: the system will not suggest an item for order if the supplier code is not assigned to that item.)**



A system flag is available to allow Suggested Order to only order for the Primary Vendor. If not configured, the default will be to add items to the Suggested Order for any Vendor listed in the Product File. Please call POSitec Customer Support if you would like this flag configured in your store.



When using the Suggest Order feature to generate a PO, the system will always order the Master UPC and will order according to the Vendor and Order Control settings assigned to that Master UPC. Sales and On Hand values will be considered for equivalent UPC's.

1. Select **ORDER PRODUCTS [F1] – New PO**
2. Select appropriate Vendor, then **[F12] – Accept** or **[F11], – Cancel** to cancel New PO
3. Select **[F7] – Suggest Order**, then verify whether you want to use the previous Category Selection file



This will usually be **[F11] – No**.

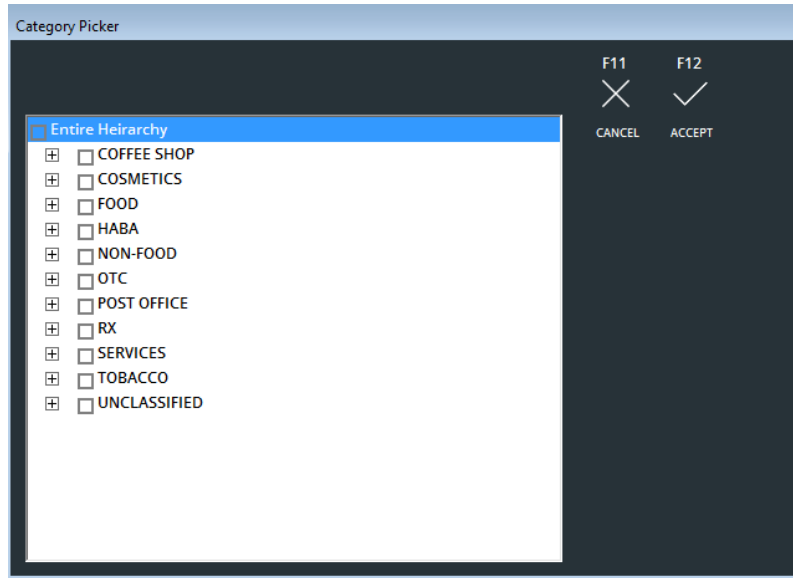


Figure 34 - Suggest Order Category Picker

4. Use the Category Picker to select which Departments or Finelines you wish to order, or choose **[Entire Hierarchy]** to generate a full store order
5. Select **[F12] – Accept** or **[F11] – Cancel** to cancel selection
6. Select **[F12] – Yes** to verify, or **[F11] – No** to cancel selection



Review the Order – No matter how well maintained the system is, or how finely tuned the ordering procedures are, it is always a good idea to review the order once it's been generated. Some things to look for are:

- Are the order quantities reasonable?
- Have any items been suggested which should not be ordered?
- Are there any items missing?

The system should be doing most of the work for you, but it's reasonable to expect to manually adjust a few items per order. If you are adjusting more than 10% of the items on an order, we recommend you review your order parameters to ensure the system is doing more of the work for you.

Create PO Using SKORPIO Handheld RF Unit

1. On the Skorprio, select **[Purchase Order]**
2. Enter **[Item Quantity]**, then **[Scan Item]**; repeat for all wanted items
3. Select **ORDER PRODUCTS, [F1] – New PO**
4. Select appropriate Vendor, then **[F12] – Accept**, or **[F11] – Cancel** to cancel New PO
5. Select **[F10] – Scanner Import**
6. Select the items you wish to import into this PO, or use **[F1] – Select All**
7. Select **[F9] – Update PO** to move selected items into the current PO

Create Manual PO

1. Select **ORDER PRODUCTS, [F1] – New PO**
2. Select appropriate Vendor, then **[F12] – Accept**, or **[F11] – Cancel** to cancel New PO
3. Enter quantity then scan item, or manually key in the UPC and press **[Enter]**, then enter the quantity and press **[Enter]**



You may use **[F5] – Product Lookup** to locate an individual item, or **[F3] – Advanced Search** to add multiple items based on the search criteria.

4. Repeat for all items

View / Edit Purchase Order

1. Select **ORDER PRODUCT**
2. Highlight PO to view or edit, then select **[F9] – Select**

Navigate Purchase Order List

Upon logging into the Purchase Order module the focus will be on the last purchase order that was created. The following navigation options are available for accessing existing purchase orders:

- **Up/Down** arrow keyboard keys for line by line navigation.
- **Page Up/Down** keyboard keys for 12 line at a time navigation.
- **[F5] – Top** moves to the first Purchase Order in the list.
- **[F8] – Bottom** moves to the last Purchase Order in the list.

PO Filter

The filter drop down list can be used to filter by:

- **All** – shows all PO's regardless of status.
- **BO (Back Ordered)** - Back Order PO's are displayed in **Red Text**.
- **Current** - Current PO's are displayed in **Black Text**.
- **Future** - Future dated PO's are displayed in **Blue Text**.

Show Received / Show Current

[F9] – Show Received/Current can be used to toggle between received and non-received (current) PO's.

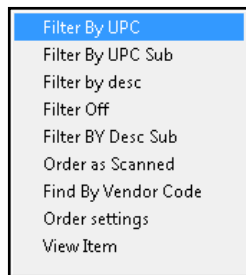
Change Purchase Order Vendor

1. Select **ORDER PRODUCT**
2. Highlight the PO you wish to modify, then select **[F2] – Change Vendor**
3. Select new Vendor, then select **[F11] – Accept**, or **[F11] – Cancel** to disregard changes

View / Edit Purchase Order Details**Navigate Products Within a Purchase Order**

The following functions can be used to narrow the product listing within a Purchase Order, to assist in locating a specific item.

1. Select **ORDER PRODUCT**
2. Highlight PO to view or edit, then select **[F9] – Select**
3. Right click on any UPC in the PO to reveal the filter options



4. Select the required filter option:
 - **By UPC**
This will return all UPC's that begin with the number you enter.
 - **By UPC Sub**
This will return all UPC's that contain the number you enter, anywhere within the UPC.
 - **By Description**
This will return all products that begin with the description you enter.
 - **By Description Sub**
This will return all products that contain the description you enter, anywhere within the description.
 - **Order as Scanned**
This will sort all items into the sequence they were scanned using the Skorpio Handheld RF unit.
 - **Find by Vendor Code**
This will return the item with the Vendor ID you enter.

- **View Item**

This allows you to review or modify the selected item in the Product File.

5. When complete, use the **[Filter Off]** option to return to regular view

Modify Product Order Settings

Product order settings can be modified from within a Purchase Order. Changes made to any of these fields will be reflected in the Product File.

1. Select **ORDER PRODUCT**
2. Highlight PO to view or edit, then select **[F9] – Select**
3. Navigate to the item you wish to modify
4. Right click on the product UPC to display filter options
5. Select **[Order Settings]**
6. Make the required changes, then select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Field	Value
Supplier	MCKESSON
Item No.	096047
Unit Cost	8.6700
Box Cost	10.2100
Min Order Amt	1
Box Qty	1
Days Supply	21
Primary Vend	<input checked="" type="checkbox"/>
Start Date	/ / : : AM
End Date	/ / : : AM

Figure 35 - Product Order Settings

Other PO Functions

These additional functions are available, and may be used as required when creating and editing Purchase Orders.

- **[F2] – Product Edit**
Use this function to access Product Maintenance for the highlighted item.
- **[F4] – Delete Item**
Use this option to remove the highlighted item from this PO.
Note: this does not delete the item from Finestra.
- **[F6] – Sales Stats**
Use this option to view Monthly Sales History for the highlighted item.
- **[F9] – Print**

Use this option to print the selected Purchase Order.

- **[F11] – Add/Search Mode**

Use this option to toggle between Add and Search mode.



You will usually use Add mode, as it contains search and filter functionality.

Electronically Transmit Purchase Order to Wholesale

Depending on the vendor, you may be able to electronically transmit the order directly from your POS system. Alternately, you may print the order and fax it to the vendor.

1. Select **ORDER PRODUCT**
2. Generate a PO using your preferred method
3. Select **[F8] – Create Export**, then select **[F12] – Yes** to send the order to the wholesaler



Products not found in the Vendor Product File will be removed from the Purchase Order. A message will be displayed indicating how many products did not match.

4. Select **[F12] – OK** to verify the number of products sent



Additional steps may be required depending on the wholesaler. If you're unsure of the correct procedures for your store, contact POSitec Customer Support.

5. Select **[F12] – Yes** to verify a successful transmission, or **[F11] – No** if the PO did not successfully send



Contact POSitec Customer Support for a list of vendors who accept electronic orders.

Back Order Purchase Orders

For vendors who ship back ordered items, the use of back order PO's allows you to accurately track outstanding items from each order. A back-order PO should not be generated if back ordered items will not be shipped, or must be reordered.

Set a Vendor to Allow Back Orders

For vendors who ship back ordered items all or most of the time, this setting will ensure that new PO's for this vendor default to allow back orders. This default may be adjusted on an individual PO basis if required.

1. Select **MAINTENANCE, choose VENDORS**
2. Select the vendor you wish to modify
3. Select **[F2] – Edit Vendor**, then de-select **[No Back Orders]** selection box
4. Select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Set a PO to Allow Back Orders

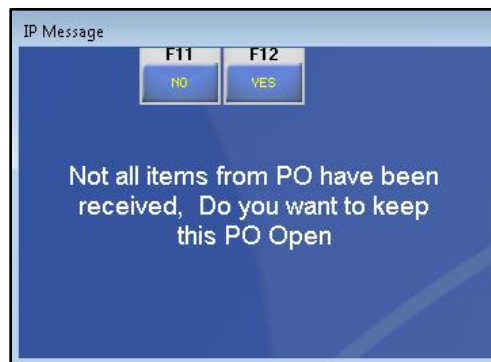
As each PO is created, you may select whether or not back orders will be allowed on the PO. The default is dependent on the vendor configuration.

1. Select **ORDER PRODUCT, [F1] – New PO**

2. Lookup the vendor
3. Adjust the **[Allow Back Order]** selection box as required
4. Select **[F12] – Accept**, or **[F11] – Cancel** to discard New PO

Receiving with Back Orders

1. Select **RECEIVE PRODUCT**, **[F1] – New Receiving**
2. Highlight the PO you wish to receive, then select either **[F9] – Transfer from PO** or **[F10] – Create from PO**
3. Update PO details as required, to match what has been received
4. Select **[F9] – Post**, then **[Yes]** to verify post
5. The following message will display:



6. Select **[F12] – Yes** to keep PO open with back ordered items, or **[F11] – No** to delete Back Order PO



In a Back-Order PO, only remaining on order quantity and totals are displayed.



A Back-Order PO will allow lines to be deleted but the PO may not be otherwise modified, and may not be re-submitted to the wholesaler.

Delete a Purchase Order

1. Select **ORDER PRODUCT**
2. Highlight the PO you wish to delete, then select **[F4] – Delete PO**
3. Select **[F12] – Yes** to confirm deletion, or **[F11] – No** to cancel

Chapter 9 – Receiving

Overview

Receiving is a very important component of the Point of Sale functions in a store, as it is the entry point for inventory into your system, and your first opportunity to do things right. Some of the important things the Receiving process impacts are:

- Alerts you of new items that must be created in the POS system.
- Alerts you of cost changes which may require a retail price change.
- Adjusts Vendor Cost and Average Cost in the Product File.
- Updates On-Hand quantities for items received.
- Produces a Posting Report, which may be used to update the accounting system.

The Skorpio Handheld RF Unit may be utilized to speed up the receiving process. You may choose to Auto Receive for vendors which allow it, and you may find yourself manually receiving for other vendors. You may also choose to receive from a PO, in cases where an original PO is available.

Whichever Receiving methods you utilize in your store, correctly receiving every new item is an important part of a well maintained POS system.

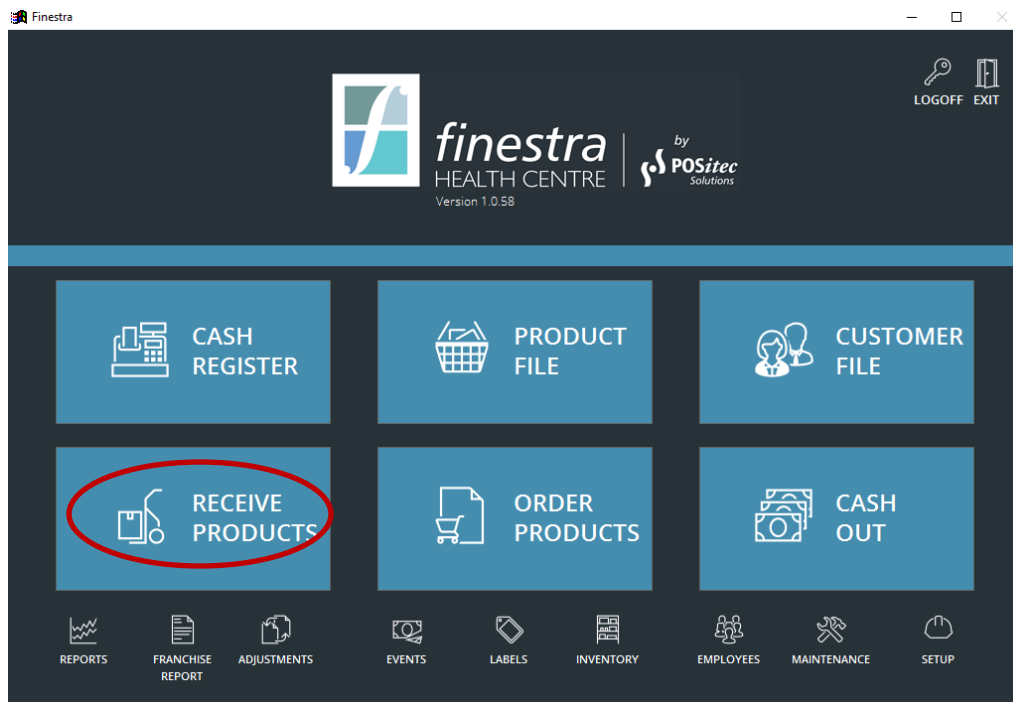


Figure 36 - Receiving Function

Receiving

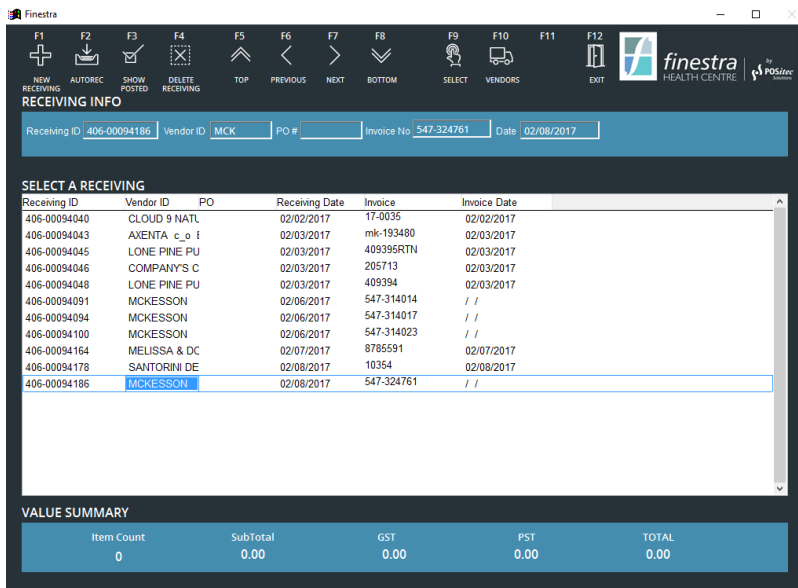


Figure 37 - Receiving Maintenance Screen

Receiving with Electronic Invoices, and (optional) Skorpio Handheld RF Unit

For vendors who provide Electronic Invoices, the invoice files can be downloaded to your POS system and utilized for receiving purposes. You may then choose to do **Trusted Receiving** (ie: order is immediately updated without verifying quantities or items received), or you may choose to verify the order prior to updating it. If you choose to verify the order, you may do this manually or using the Skorpio Handheld RF Unit.

Receiving using an Electronic Invoice will greatly increase the speed and accuracy of your Receiving process.

1. *Optional – use the Skorpio to create a Receiving Batch. Once every item has been scanned, proceed to Step 2*



If you are receiving more than one invoice, all items may be scanned into one Skorpio batch. The Auto Receive program will organize them into the appropriate Receiving Documents.

2. Select **RECEIVE PRODUCT, [F2] – Auto Rec** to initiate Electronic Invoices Download



Additional steps may be required before Step 3 depending on your wholesaler. If you're unsure of the correct procedures for your store, contact POSitec Customer Support.



Once the import is complete, the system will automatically match the Invoices to existing PO's in your system and create the necessary Receiving Documents. An Auto Receive Error screen will be displayed showing the discrepancies.

3. Review/Print the Receiving Discrepancies as needed, then select **[F12] – Close**
4. The Electronic Invoice(s) will now be displayed, highlight the invoice you wish to reconcile and choose **[F9] – Select**

5. Review receiving details and edit as required, ensuring the subtotal matches the pre-tax invoice total
6. Select **[F9] – Post** to complete and if configured, Receiving Document will print
7. Repeat steps 6 and 7 for each Receiving Document



The items in a receiving document are displayed in three different colours depending on the item status:

- **Black text** – Balanced. The upc and quantity of the item you are receiving matches what is listed in the PO.
- **Blue text** – Overage. The quantity of the item you are receiving is more than what the PO has listed or it's not on the PO at all.
- **Red text** – Shortage. The quantity of the item you are receiving is less than what is listed on the PO.

Receiving from a PO

This option may be used when there is an existing Purchase Order in the system, but the vendor does not support Electronic Invoices. Rather than matching automatically to an Invoice file, you will transfer the existing Purchase Order to the receiving document, and then make any required adjustments before posting.

Transfer from PO

This option can be used to import the entire Purchase Order into a receiving document.

1. Select **RECEIVE PRODUCT, [F1] – New Receiving**
2. Highlight the PO you wish to receive, then select **[F9] – Transfer from PO**
3. Enter invoice number, then select **[F12] – Accept**, or **[F11] – Cancel** to discard entry
4. Review receiving details and edit as required, ensuring the subtotal matches the pre-tax invoice total
5. Select **[F9] – Post** to complete and if configured, Receiving Document will print.

Create from PO

This option may be used to scan each item, comparing the received quantity to the Purchase Order. You may use the Skorpio Handheld RF Unit to verify the order.

1. *Optional – use the Skorpio to create a Receiving Batch. Once every item has been scanned, proceed to Step 2*
2. Select **RECEIVE PRODUCT, [F1] – New Receiving**
3. Highlight the PO you wish to receive, then select **[F10] – Create from PO**
4. Enter invoice number, then select **[F12] – Accept**, or **[F11] – Cancel** to discard entry

5. *Optional – if using the Skorpio, select [F10] – Scanner Import, select the items to be received with this PO, then select [F9] – Update Receiving to move the items into the receiving document*
6. If Step 6 is bypassed, enter the quantity, then scan each item to be received. The system will verify each item against the selected PO and notify you of any discrepancies



You may manually enter the UPC or use [F5] – Product Lookup to otherwise locate product to be received.

7. Review receiving details and edit as required, ensuring the subtotal matches the pre-tax invoice total
8. Select **[F9] – Post** to complete and if configured, receiving document will print

Manual Receiving

This option may be used for all other receiving, when there is not an Electronic Invoice and there is not an existing Purchase Order. You may use the Skorpio Handheld RF Unit to manually receive.

1. *Optional – use the Skorpio to create a Receiving Batch. Once every item has been scanned, proceed to Step 2*
2. Select **ORDER PRODUCT, [F1] – New Receiving, [F12] – Create New**
3. Enter invoice number, then select **[F12] – Accept**, or **[F11] – Cancel** to discard entry
4. Select required Vendor, then select **[F12] – Accept**, or **[F11] – Cancel** to discard new Receiving
5. *Optional – if using the Skorpio, select [F10] – Scanner Import, select the items to be received with this PO, then select [F9] – Update Receiving to move the items into the receiving document*
6. If Step 6 is bypassed, enter the quantity, then scan each item to be received



You may manually enter the UPC or use [F5] – Product Lookup to otherwise locate product to be received.

7. Review receiving details and edit as required, ensuring the subtotal matches the pre-tax invoice total
8. Select **[F9] – Post** to complete and if configured, Receiving Document will print

View / Edit Receiving Documents

1. Select **RECEIVE PRODUCT**
2. Highlight the receiving document you wish to view or edit, then select **[F9] – Select**

Navigate Receiving Document List

On logging into the Receiving module the focus will be on the last document that was accessed. The following navigation options are available for accessing existing receiving documents:

- **Up/Down** arrow keyboard keys for line by line navigation.
- **Page Up/Down** keyboard keys for 12 line at a time navigation.
- **[F5] – Top** moves to first receiving document in the list.
- **[F6] – Previous** moves back one receiving document in the list.
- **[F7] – Next** moves to the next receiving document in the list.
- **[F8] – Bottom** moves to last receiving document in the list.

Show Posted

[F3] – Show Posted/Unposted can be used to toggle between posted and unposted Receiving Documents.

Receiving Screen Options

Once inside the Main Receiving screen, the options are the same regardless of how the Receiving Document was generated.

RECEIVING INFO

Receiving ID: 406-00094186 Vendor ID: MCK PO #: Invoice No: 547-324761 Date: 02/08/2017

Figure 38 - Receiving Info Header

VALUE SUMMARY

Item Count	SubTotal	GST	PST	TOTAL
27	3307.16	165.36	0.00	3472.52

Figure 39 - Receiving Info Summary

The *Receiving Info* and *Value Summary* windows at the top and the bottom of the Receiving screen provide you with information specific to this Receiving Document. The *Value Summary* updates in real-time as items are adjusted on the document.

P	QTY	Product	UPC	Product Description	Size	GST	Sug	Mar	Margin	Sug	Retai	Retail	Unit Cost	Avg Cost	On Hand	Tot	Exten
E	48	06120000570	EAS CADBURY EGGS MINI TUB	120 GR	5	35	0.1948	4.49	3.49	2.8100	3.0800	0	134.8800				
E	24	06120022766	EAS EGG CARAMILK MINI 154	154 GR	5	35	0.2222	6.99	5.49	4.2700	3.7682	0	102.4800				

Figure 40 - Receiving Item Information

Receiving Document Field Definitions

Code	Definition
P	Pack Status for each item. E = Each – single item, not part of an assembly. P = Part – item is sub-unit of an assembly. C = Carton/Case – item is main item of an assembly.
Qty	Quantity being received for each item.
Product UPC	The UPC code for the item being received.

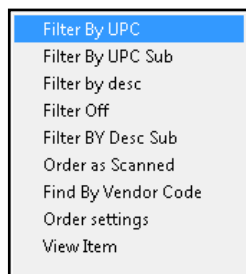
Product Description	Description of the item being received.
Size	Size of the item, as indicated in the size field in the Product File.
Tax1	If the item is Tax1 taxable, the taxable rate will be displayed. If it isn't, 0 will be displayed.
Sugg. Margin	Suggested Margin for this item, from the Fineline Editor.
Margin	The Actual Margin currently being achieved for this item.
Suggested Retail	Retail suggested by the system, based on the Suggested Margin.
Retail	Current Retail price for this item.
Unit Cost	Current Received Cost of this item.
Avg Cost	Item's Average Cost, as displayed in the Product File.
Reg Cost	Regular Cost of this item, from this Vendor.
Tot. Exten	Total Extended Cost for this item, based on Qty and Unit Cost.

View / Edit Receiving Document Details

Navigate Products Within a Receiving Document

The following functions can be used to narrow the product listing within a Receiving Document, to assist in locating a specific item.

1. Select **RECEIVE PRODUCT**
2. Highlight the receiving document you wish to edit, then select **[F9] – Select**
3. Right click on any UPC in the receiving document to reveal the filter options



4. Select the required filter option:
 - **By UPC**
This will return all UPC's that begin with the number you enter.
 - **By UPC Sub**
This will return all UPC's that contain the number you enter, anywhere within the UPC.
 - **By Description**
This will return all products that begin with the description you enter.

- **By Description Sub**
This will return all products that contain the description you enter, anywhere within the description.
 - **Order as Scanned**
This will sort all items into the sequence they were scanned using the Skorpio Handheld RF Unit.
 - **Find by Vendor Code**
This will return the item with the Vendor ID you enter.
 - **View Item**
This allows you to review or modify the selected item in Product File.
5. When complete, use the **[Filter Off]** option to return to regular view

Modify Product Order Settings

Product order settings can be modified from within a Receiving Document. Changes made to any of these fields will be reflected in the Product File.

1. Select **RECEIVE PRODUCT**
2. Highlight the receiving document you wish to edit, then select **[F9] – Select**
3. Navigate to the item you wish to modify
4. Right click on the product UPC to display filter options
5. Select **[Order Settings]**
6. Make the required changes, then select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Setting	Value
Item No.	067894
Unit Cost	2.9400
Box Cost	2.9400
Min Order Amt	1
Box Qty	1
Days Supply	14
Primary Vend	<input checked="" type="checkbox"/>
Start Date	/ / : : AM
End Date	/ / : : AM

Figure 41 - Product Order Settings

Other Receiving Functions

These additional functions are available, and may be used as required when creating and editing Receiving Documents.

- **[F1] – Set Retail**
Use this function to change the current retail to match the Suggested Retail.
- **[F2] – Product Edit**
Use this function to access Product Maintenance for the highlighted item.
- **[F3] – Change Cost**
Use this function to adjust the Received Cost to match the invoice.
- **[F4] – Delete Item**
Use this option to remove the highlighted item from this Receiving Document.
Note: this does not delete the item from Finestra.
- **[F6] – Verify PO**
Use this option to verify received details against the original PO.
- **[F9] – Post**
Use this option to Post the Receiving Document and update product details. If configured, Receiving Document will print.
- **[F11] – Print Label**
Use this option to queue a Shelf Label for the highlighted item, only new items, or for all items in the receiving document.

Post Receiving

Once complete, each Receiving Document must be posted. This final step updates the items, and if configured, prints a receiving document.

1. Select **RECEIVE PRODUCT**
2. Highlight the receiving document you wish to post, then select **[F9] – Select**
3. Select **[F9] – Post**, then **[F12] – Yes** to verify post, or **[F11] – No** to cancel. Items will be updated, and if configured a Receiving Document will print

Re-print Receiving Document

Posted Receiving Documents may be re-printed at any time, using any of the following three options.

Re-print from Receiving

1. Select **RECEIVE PRODUCT, [F3] – Show Posted**
2. Highlight the document you wish to re-print, then select **[F9] – Reprint**

Re-print from Reports

1. Select **REPORTS**, then scroll to choose **PURCHASING REPORTS [Reprint Receiving]** from the menu.
2. Use the **[...]** to access the search grid, then select the document you wish to print.
3. Select **[Run Report]**

Re-print from Product File

1. Select **PRODUCT FILE**, then lookup one item that was on the receiving document you wish to re-print.
2. Select **[A]** to open the Item Audit grid, then double-click on the Receiving ID to re-print the document

Delete a Receiving Document

You may delete an unposted Receiving Document at any time. Products will not be updated, or otherwise affected.

1. Select **RECEIVE PRODUCT**
2. Highlight the receiving document you wish to delete then select **[F4] – Delete Receiving**
3. Select **[F12] – Yes** to verify deletion, or **[F11] – Cancel** to cancel deletion

Chapter 10 – Inventory Management

Overview

The Inventory Module is used to perform batch inventory changes. Either a Full Store Inventory performed by an authorized Inventory Service, or ongoing regular Cycle Counts performed by staff for a selected range of products.

When an individual item needs to be adjusted, the Adjustments program should be utilized.



Regular cycle counting of inventory within a store is essential to maintaining accurate on hand quantities and inventory values.



Figure 42 - Inventory Management Function

Adjust Inventory

This program can be used any time a product's current On Hand Quantity needs to be manually modified. The program requires the entry of an Adjustment Code (or reason), which is recorded. Adjustments may be reviewed at any time using the Inventory Adjustments Report, in the Reports menu.

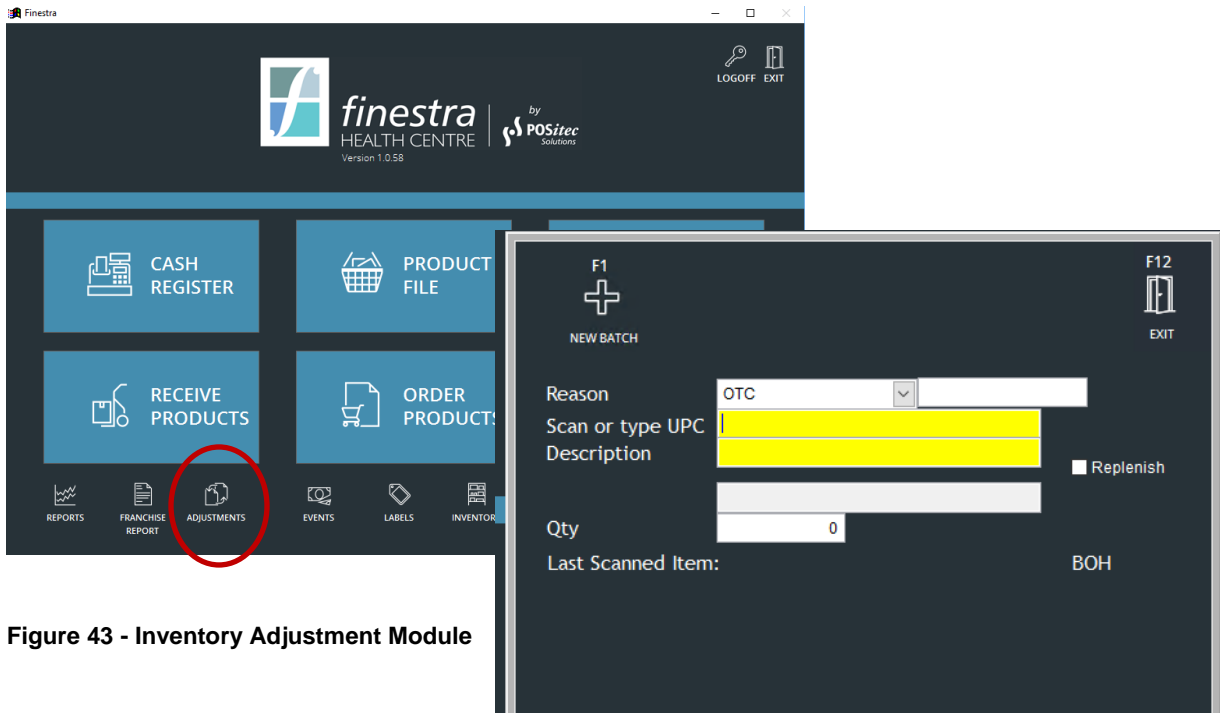


Figure 43 - Inventory Adjustment Module

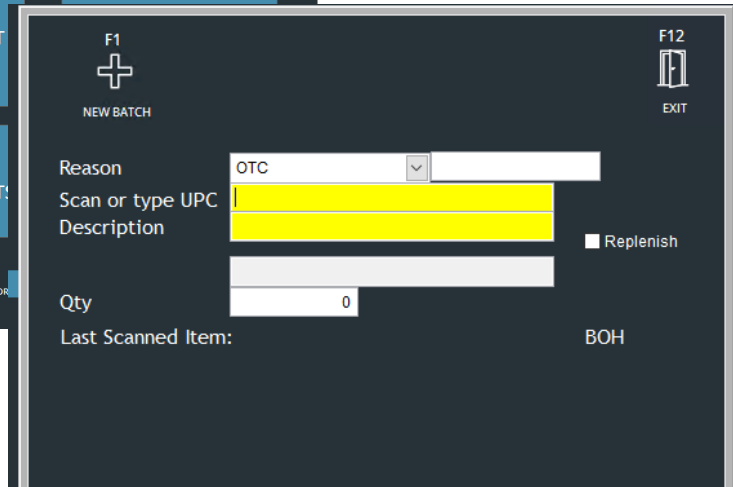


Figure 44 - Inventory Adjustment screen

Deplete Inventory

This option should be used to remove inventory from the system. An example of this may be items taken out of inventory for Store Usage.

1. Select **ADJUSTMENTS**, [F1] New Batch
2. Select the appropriate reason from the drop-down list
3. Scan or type the product UPC



*You may lookup the product by Description using the **[Description]** field, if required.*

4. Enter the quantity to be depleted, then press **[Enter]**

Replenish Inventory

This option should be used to add inventory to the system. An example of this may be items provided as Car Stock.

1. Select **ADJUSTMENTS, [F1] – New Batch**
2. Select the appropriate reason from the drop-down list
3. Scan or type the product UPC



*You may lookup the product by Description using the **[Description]** field, if required.*

4. Select the **[Replenish]** check box, then press **[Tab]** on your keyboard to navigate to the quantity field
5. Enter the quantity to be replenished, then press **[Enter]**

View in Item Audit

Changes made using Adjust Inventory are recorded and may be viewed in the Item Audit grid within the Product File.

1. Select **PRODUCT FILE**
2. Lookup the item you wish to view
3. Select **[A]** to the right of the Product UPC field and the Item Audit grid will be displayed

Inventory Adjustments Report

Changes made using Adjust Inventory are recorded and may be viewed using the Inventory Adjustment Report.

1. Select **REPORTS**, then select **MANAGEMENT AUDIT REPORTS [Inventory Adjustments Report]** from the menu
2. Enter the date range you wish to print for.
3. Use the **[...]** to access the search grid, then select the adjustment type (code) you wish to print
4. Select **[Run Report]**

Performing an Inventory Count

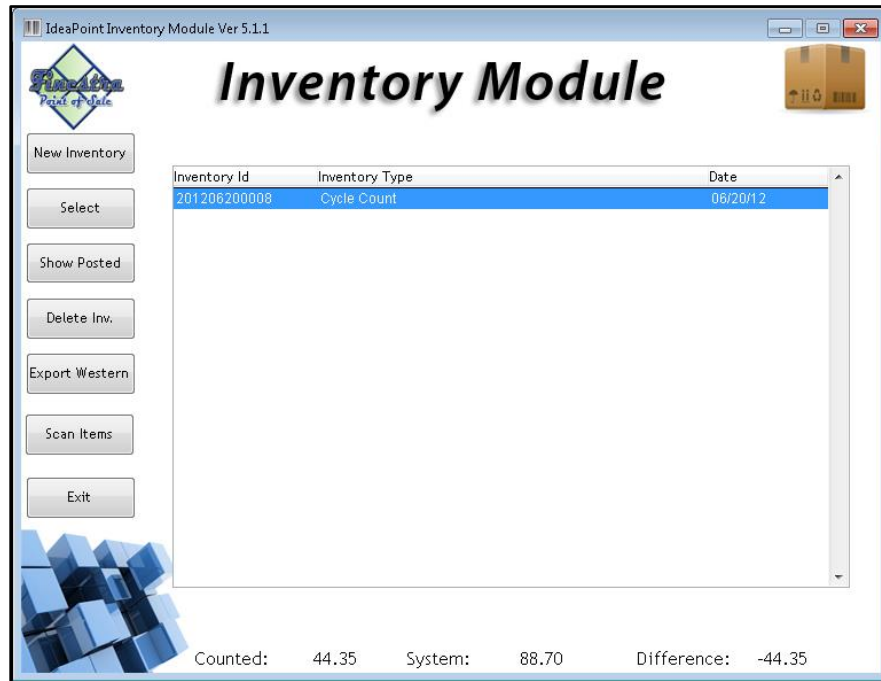


Figure 45 - Inventory Module

A count may be performed using one of the following three methods.

Internal Count

Using Skorpio Handheld RF Unit(s)

This option will be used when the staff at the store will be performing the count using the Skorpio Handheld RF Units. One or more units may be used to scan the items you wish to count, into the Inventory Module on the Skorpio. Once all items have been counted, the work file can be loaded into Finestra and the items updated.



If the same item is counted more than one time or on more than one Skorpio, the counted quantities will be accumulated and the entire counted quantity will be updated.



The Skorpio program records the date and time each item is scanned, so any sales that occur while the count is being done will be correctly accounted for.

1. On the Skorpio, select **[Inventory]**
2. Enter **[Item Quantity]**, then **[Scan Item]**; repeat for all items being counted
3. Select **[F9] – Utilities, [F8] – Inventory**
4. Select **[New Inventory]**, then select the appropriate Inventory Count Type
5. Select **[Import Count]** to import counted items to the display screen

6. Review and apply count as outlined in *Verify and Apply Count* section of this chapter

Workstation Count

This option may be used when the staff at the store will be performing the count but there is not a Skorpio Handheld RF Unit available. Items will be scanned directly into an inventory bucket using a workstation scanner, then imported into a count file to be updated.

1. Select **INVENTORY**
2. Select **[Scan Items]**
3. **[Scan]** product UPC, then enter **[Item Quantity]**; repeat for all items being counted



UPC may be manually keyed into UPC field if required.

4. Select **[X]** to exit Scan Items window and return to the Inventory Module
5. Select **[New Inventory]**, then select the appropriate Inventory Count Type
6. Select **[Import Count]** to import counted items to the display screen
7. Review and apply count as outlined in *Verify and Apply Count* section of this chapter

Inventory Service Count

This option will be used when the count will be performed by an authorized Inventory Service. In this case the entire inventory count will be done by the company and then a file will be provided. This file will be saved to an accessible location, then loaded into Finestra and updated.



If the same item is counted more than one time or on more than one handheld unit, the quantities will be accumulated and the entire counted quantity will be updated.



The count should be processed on a day when the store is closed, or alternately as early in the day as possible. This will help limit the number of items sold between the time they are counted and when the count is updated.

1. Inventory Service performs the count using their handheld units
2. Inventory Service provides data file to store
3. Save data file to any POS workstation, in an accessible location (ie: desktop)
4. Select **INVENTORY**
5. Select **[New Inventory]**, then select the appropriate Inventory Count Type (usually Full Store Inventory)
6. Select **[Import Western]** to import counted items to the display screen



The *Import Western* option may be used, regardless of which authorized Inventory Service you are working with.

7. Review and apply count as outlined in *Verify and Apply Count* section of this chapter

Beginning an Inventory Batch

1. Select **INVENTORY**
2. Select **[New Inventory]**



If required, you may highlight an existing count, then **[Select]** to continue working on it.

3. Using the **[Count Type]** drop down, select the type of count you have performed

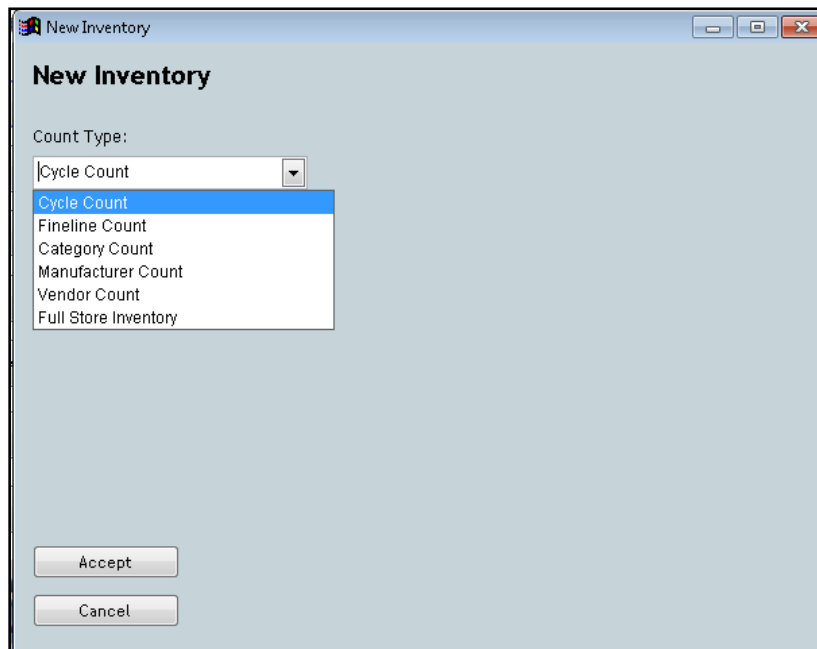


Figure 46 - Inventory Count Types

Inventory Count Types

- **Cycle Count**
This option will only update the on-hand quantities of the items scanned, and will not affect uncounted items.
- **Finline Count**
This option will be used when you wish to update all products within a specified Finline. Uncounted items within the Finline will be adjusted to zero.
- **Category Count**
This option will be used when you wish to update all products within a specified Category. Uncounted items within the Category will be adjusted to zero.

- **Manufacturer Count**
This option will be used when you wish to update all products from a specified Manufacturer. Uncounted items within the Manufacturer will be adjusted to zero.
- **Vendor Count**
This option will be used when you wish to update all products from a specified Vendor. Uncounted items within the Vendor will be adjusted to zero.
- **Full Store Inventory**
This should only be used when you have completed a full count of all products within your system, either with store staff using the Skorpio or Workstation option, or with an Inventory Service. All counted items will be adjusted based on the counted quantity. All uncounted items will be adjusted to zero.



Careful! Remember that a Full Store Inventory Count will zero all the items in your store that have not been counted!

Import Count

Once you select an Inventory Count Type, the items which match your selected criteria will be listed. Select [**Import Count**] to import the count data from the Skorpio Handheld RF Unit, Workstation count, or use [**Import Western**] to import count data from an Inventory Service.

Verify and Apply Count

Once a count has been performed and the data imported into the Inventory Module, it's important to verify the data results prior to applying the change. There are various reports and data review options available for this purpose.

Show Diffs.

This option toggles the display to only show items where the on- hand inventory in the system differs from the counted on-hands. You will also see the difference in dollar amount, listed at the bottom of the screen. This list should be reviewed, and any counting errors adjusted.

Press [**Show Diffs.**] again, to return to the full item list.

Adjust a Counted Quantity

To adjust a counted quantity, right click on the value in the Counted column, then enter the new Total Value.

Delete Item

If you wish to remove an item from the inventory count, highlight the item then select [**Delete Item**].

Print Diffs.

Use this option to print a listing of the items where the on-hand inventory in the system is different from the counted on-hands.



It is recommended that you print this Inventory Variance Report and keep it for your records.

Copy to Excel

Use this option to copy the current view to Excel.

Apply Count

When you are satisfied that your inventory count is ready to be updated, select **[Apply Count]**, then select **[OK]** to verify update, or **[Cancel]** to exit. When you verify the update, the original on hand counts in your system will be replaced by the newly counted quantities.



Once an Inventory Count has been updated it will no longer appear on the active list.

Show Posted Inventory Counts

The **[Show Posted]** option may be used to review Inventory Counts which have already been posted. You cannot re-post an Inventory Count, but you may review it and print the available reports if required.

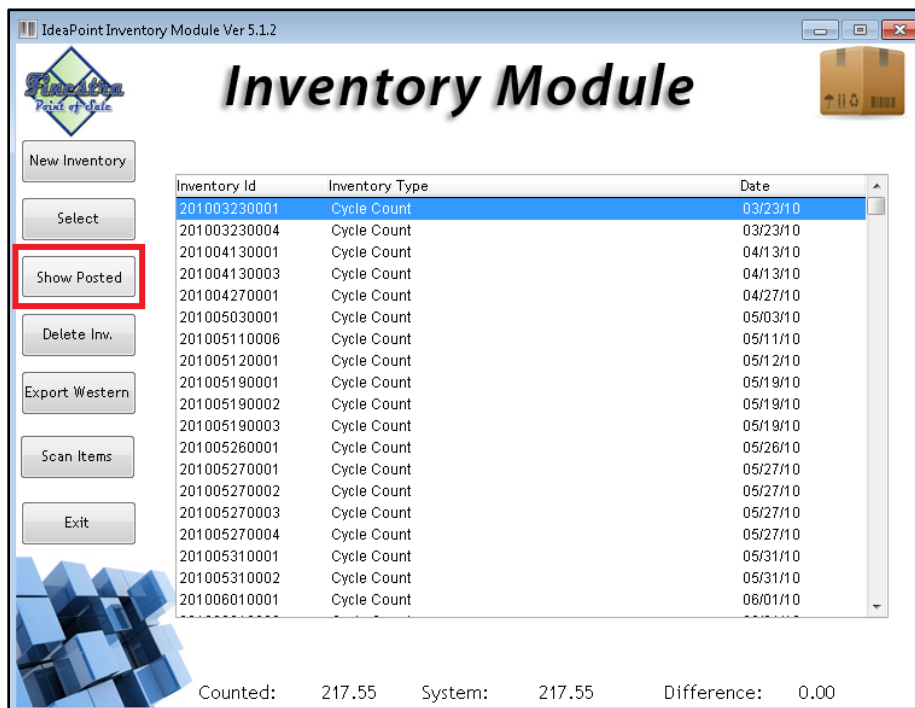


Figure 47 - Show Posted Inventory

Delete an Inventory Count

The **[Delete Inv.]** option may be used if you begin an inventory count but are unable to complete it. If an inventory count is deleted, counted items will not be affected. You may not delete an inventory count which has already been posted.

Chapter 11 – Point of Sale

Overview

The Cash Register functions are where all customer purchases are processed. To access Invoicing, log in with a User ID which has authority to access this menu, and then select **CASH REGISTER**.

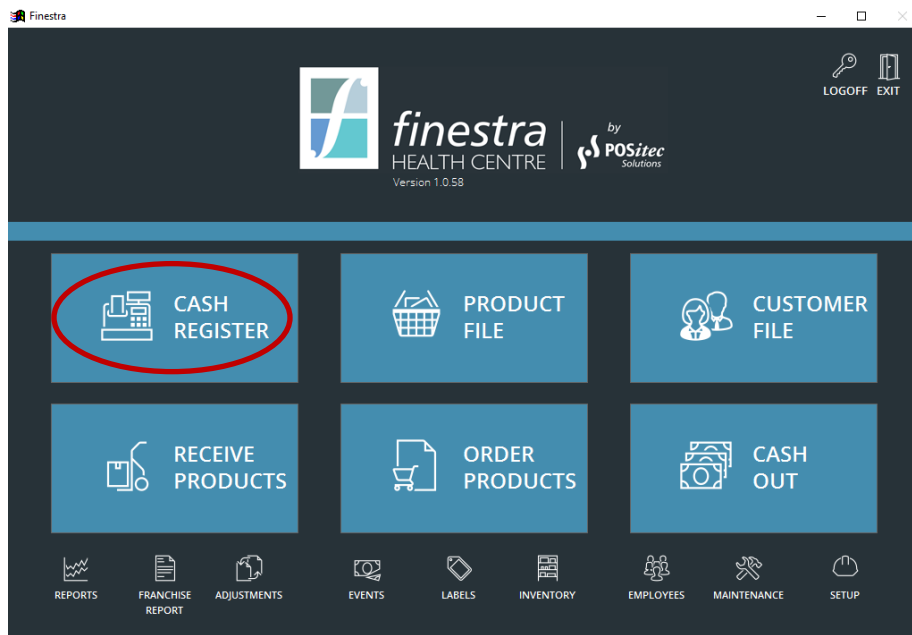


Figure 48 - Invoicing Function

Cash Register Processes

Processing a Basic Transaction

1. Select **CASH REGISTER**
2. Use **[F9] – Customer Lookup** to select a Known Customer, or **[F2] – [F4]**, **[F6] – [F8]** for one of the general Demographic options



If a Known Customer is selected, any assigned customer discounts will automatically apply.

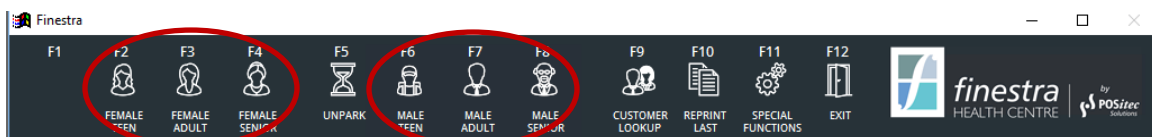


Figure 49 - Demographic & Customer Keys

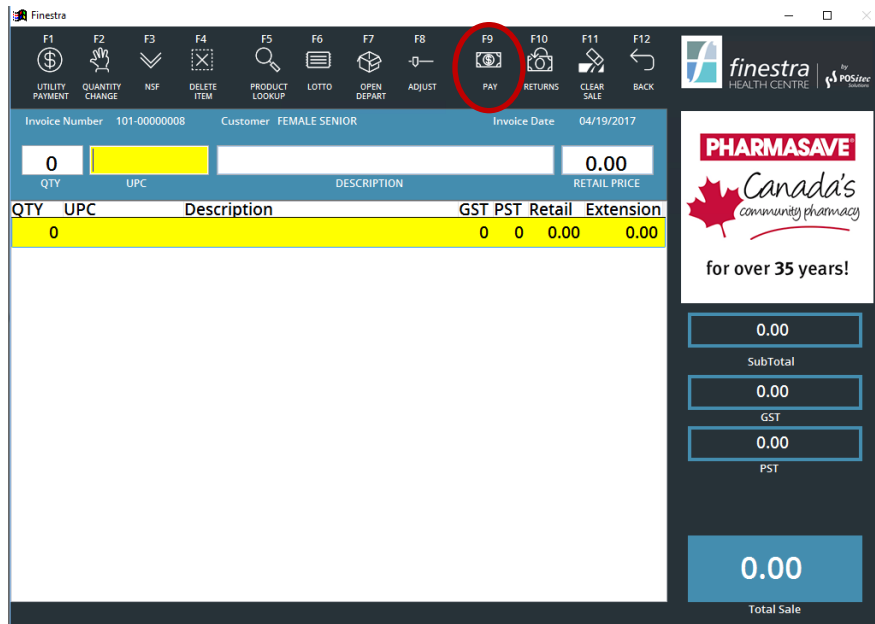


Figure 50 - Invoice Screen

3. **Scan each item**, then select **[F9] – Pay** to proceed to the payment screen



If you have more than one of the same item, you may enter the quantity then scan the item. Multiples of the same item will accumulate on one line.

Tendering a Transaction

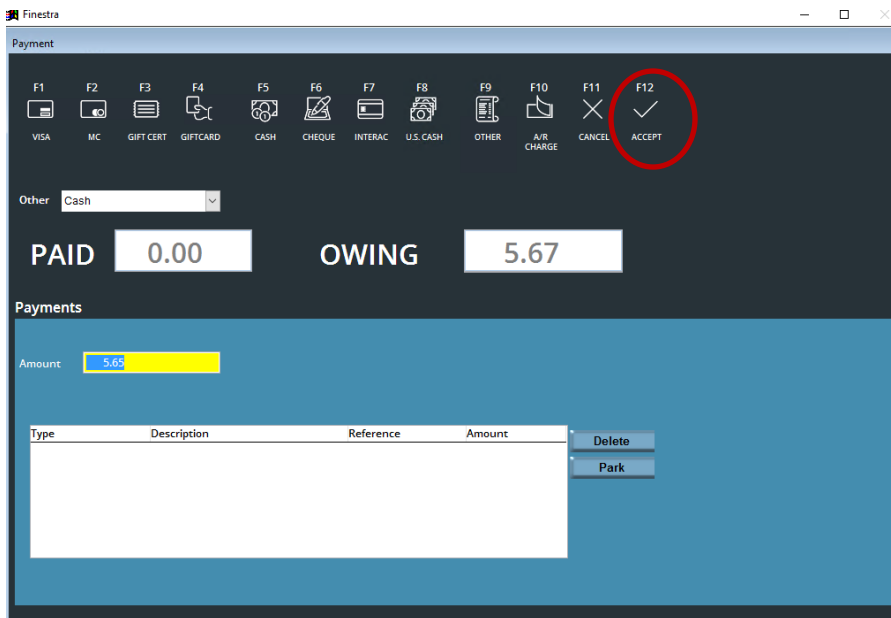


Figure 51 - Payment Screen

1. Select the method of payment using the Quick Keys along the top of the screen, or from the drop-down list



If additional payment types are configured beyond those indicated in the Quick Keys along the top, they may be accessed using the drop-down list.

2. Enter the amount of money being received, and then select **[F12] – ACCEPT** to process the payment and print a customer receipt

Split Tenders

This option will be used when a customer wishes to pay using more than one payment type.

1. Scan all items, then select **[F9] – Pay** to proceed to the payment screen
2. Select the first method of payment using the Quick Keys along the top of the screen, or from the drop-down list
3. Enter the amount of money for this tender, then select **[F12] – Accept**. The payment type will be added to the payment grid, and the balance owing will adjust
4. Repeat steps 2 and 3 for all additional payment types. When the full invoice amount has been achieved, the transaction will complete.

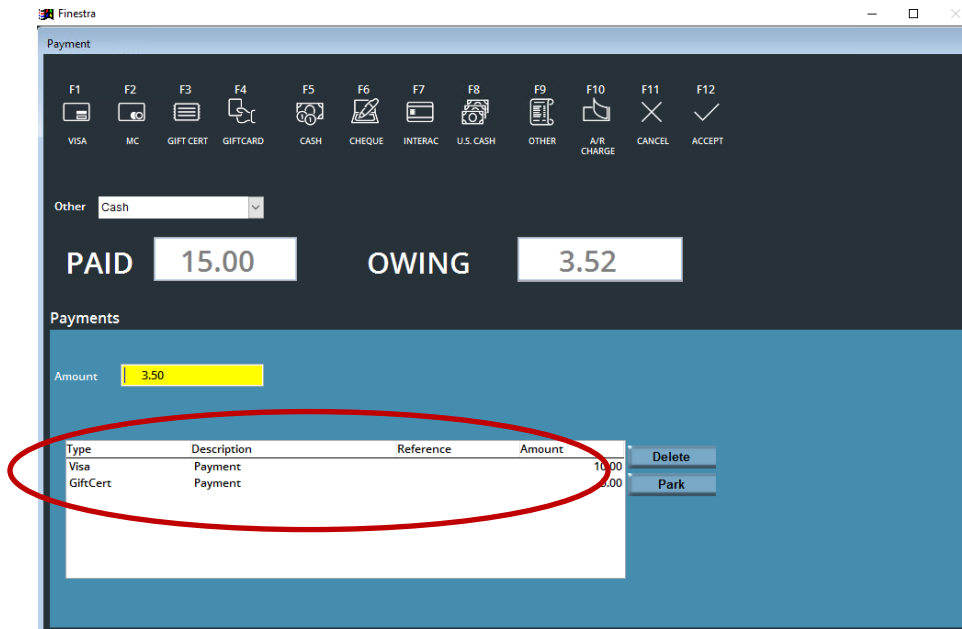


Figure 52 - Split Tendering

Delete a Partial Payment

This option may be used to remove a selected payment type, during a Split Tender payment.

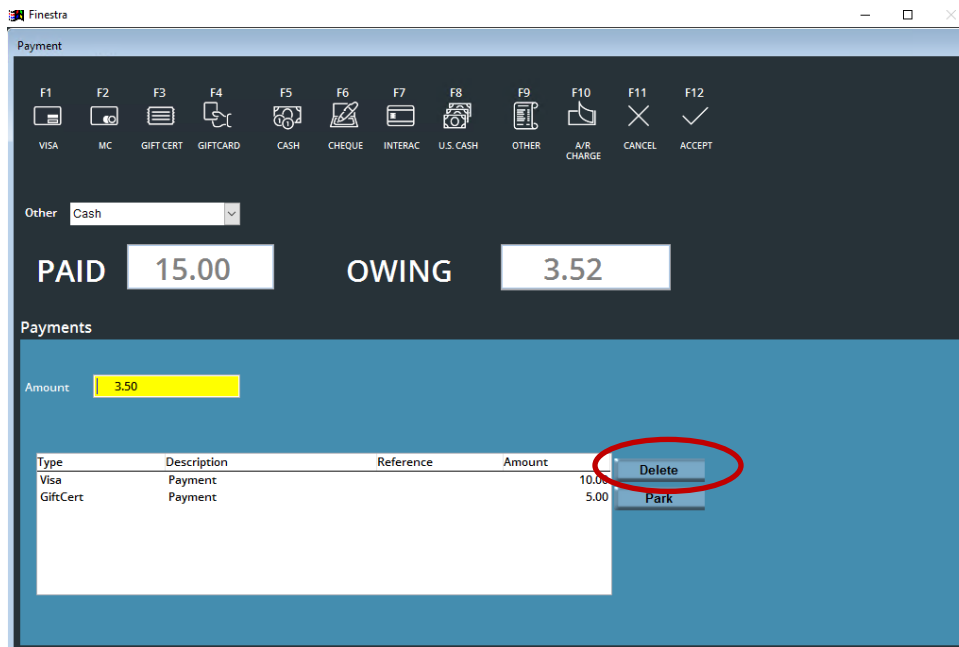


Figure 53 - Delete Partial Payment

1. In the payment window, highlight the payment type to be deleted
2. Select **[Delete]**. The payment will be removed, and the amount owing will adjust



If the payment type being removed was applied using Integrated Debit/Credit (EFT), the system will prompt to reverse the EFT transaction prior to the payment being deleted.

A/R Charge

1. Select **CASH REGISTER, [F9] – Customer Lookup**
2. Select the Known Customer using the available lookup options:
 - **[F1] – Customer Number** to search by Customer Number.
 - **[F2] – Phone Number** to search by customers Phone Number.
 - **[F3] – Last Name** to search by customers Last Name.
 - **[F4] – Customer ID** to search by Customer ID.
3. Select **[F12] – Accept**, or **[F11] – Cancel** to cancel Known Customer lookup and choose a demographic
4. Scan all items, then select **[F9] – Pay** to proceed to the payment screen
5. Select **[A/R Charge]** using the Quick Keys along the top of the screen, or from the drop-down list, then choose **[F12] – Accept**



If you did not select a Known Customer prior to entering the payment screen, you may select one now.

6. A verification box will now appear, answer **[F12] – Yes** to apply the amount to the customer's account, or **[F11] – Cancel** to cancel AR Charge



Duplicate receipts will be printed, with a line for the customer to sign. Keep the signed copy for your AR records.

Processing a Received-On-Account (ROA)

1. Select **CASH, [F9] – Customer Lookup**
2. Select the Known Customer using the available lookup options:
 - **[F1] – Customer Number** to search by Customer Number.
 - **[F2] – Phone Number** to search by customers Phone Number.
 - **[F3] – Last Name** to search by customers Last Name.
 - **[F4] – Customer ID** to search by Customer ID.
3. Select **[F6] – ROA**



By default, the customers full AR Balance will display.

4. Enter the **[\$ Amount]** the customer is paying towards the account, then select **[F12] – Accept**, or **[F11] – Cancel** to discard ROA
5. Complete payment as usual



Duplicate receipts will be printed, with a line for the customer to sign. Keep the signed copy for your AR records.

Other Invoicing Functions

Quantity Change

This option will be used when an incorrect quantity of an item has been scanned within a transaction.

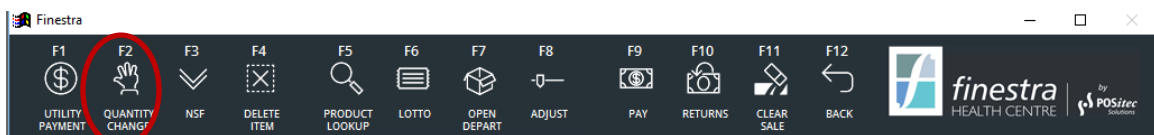


Figure 54 - Quantity Change Key

1. Highlight the item you wish to adjust
2. Select **[F2] – Quantity Change**, then enter new quantity
3. Press **[Enter]** to save changes

NSF

Use this option to process a payment for an NSF cheque which has been returned.

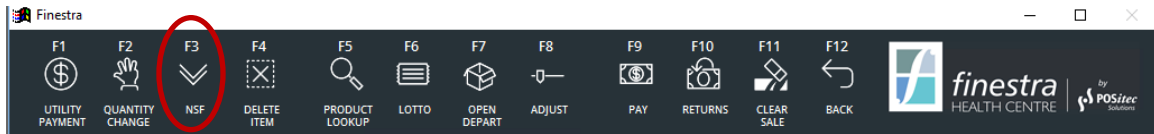


Figure 55 - Not Sufficient Funds Function

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Select **[F3] – NSF**
3. Enter the amount of the cheque and any additional charges you require
4. Select the payment method, or if the funds are deemed non-recoverable you may choose to select a Write Off AR Account or the payment type *Transfer*
5. Select **[F12] – Accept** to complete transaction

Delete an Item

This option can be used if an item has been added to a transaction and must now be removed.

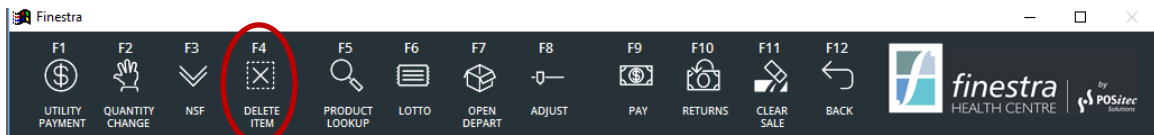


Figure 56 - Delete Item from Invoice Function

1. Highlight the item you wish to remove
2. Select **[F4] – Delete Item**. The item will then be removed from the invoice

Product Lookup

This option may be used if an item is not able to scan and must be added manually to the invoice.

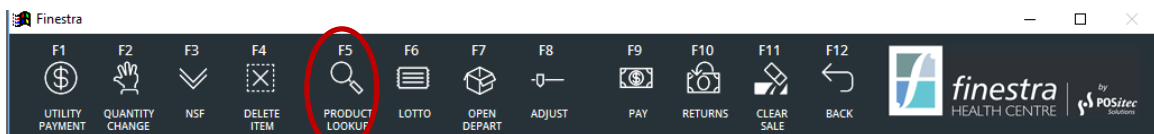


Figure 57 - Product Lookup Function

1. Select **[F5] – Product Lookup**
2. Lookup product using one of the available lookup options:
 - **[F1] – by UPC** to lookup by Product UPC.
 - **[F2] – by Desc** to lookup by Product Description.

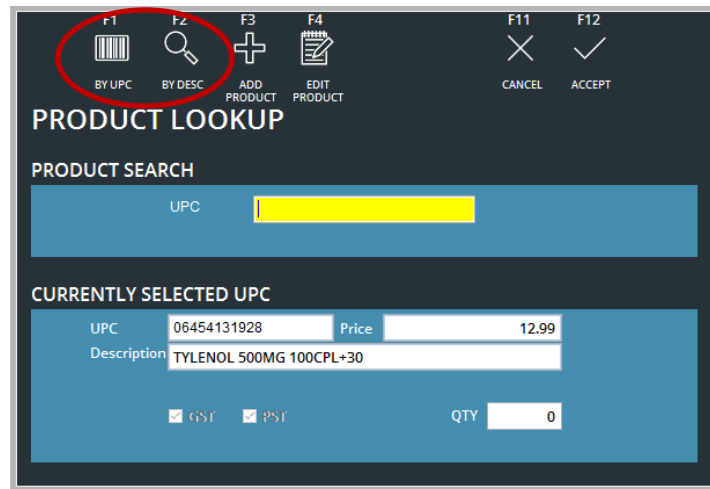


Figure 58 - Product Lookup Screen

3. Enter the quantity you wish to purchase for the selected item
4. Select **[F12] – Accept**, or **[F11] – Cancel** to exit Product Lookup window



If a product is scanned that doesn't exist in the database, the Product Lookup window will be opened automatically.

Create New Product

If the product you are looking up cannot be found, it may be created and added to the transaction from within the Product Lookup window.

1. Select **[F5] – Product Lookup**, **[F3] – Add Product**
2. Complete the quick entry form, then select **[F12] – Save Changes**. New items will be saved to the Product File
3. Enter the quantity you wish to purchase for the new item
4. Select **[F12] – Accept**, or **[F11] – Cancel** to exit Product Lookup window

Edit Product Information

If the selected product is not in the system correctly, it may be modified from within the Product Lookup window.

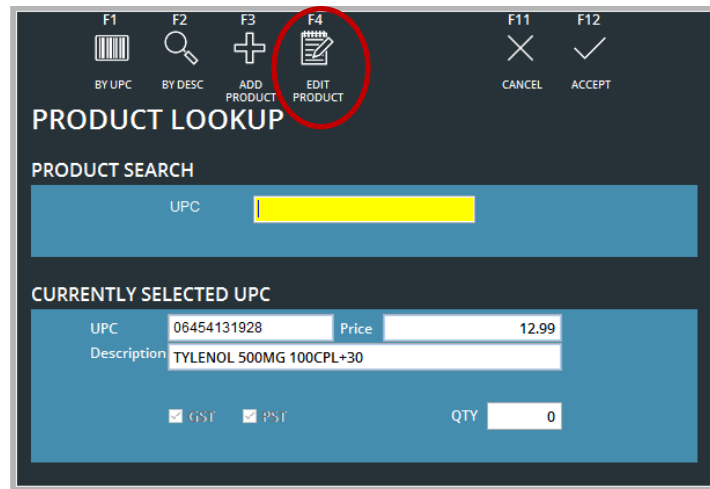


Figure 59 - Edit Product in Invoicing Mode

1. Select **[F5] – Product Lookup**
2. Lookup product using available lookup options, then Select **[F4] – Edit Product**
3. Make the required changes, then select **[F12] – Save Changes**. Changes will be saved to the Product File
4. Enter the quantity you wish to purchase for the selected item
5. Select **[F12] – Accept**, or **[F11] – Cancel** to exit Product Lookup window

Lotto

This option is used for processing both purchases and redemptions for On-Line and Scratch lottery tickets. If configured, a Date of Birth reminder prompt will be displayed.

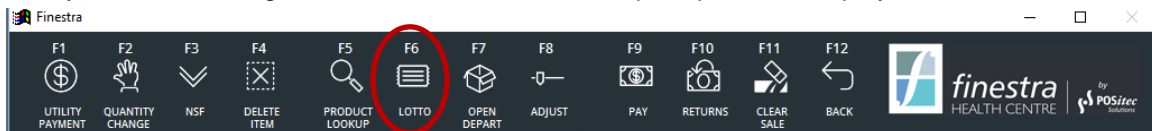


Figure 60 - Lotto Function



*If Scratch lottery tickets are being tracked in inventory, ticket purchases should be scanned rather than entered using the **[F6] – Lotto option**.*

1. Select **[F6] – Lotto**
2. *Optional – if configured, a Date of Birth reminder prompt will be displayed, indicating the Date of Birth is required to purchase lottery. Customer identification should be checked to verify Date of Birth. Select **[F12] – Yes** to proceed, or **[F11] – No** to return to the transaction entry screen*

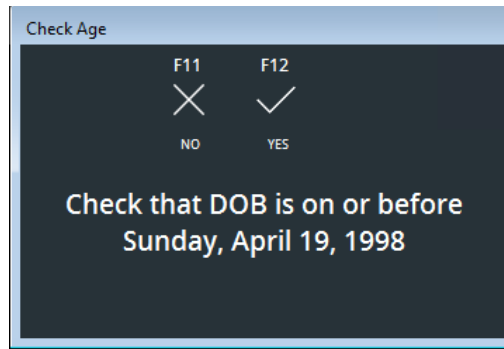


Figure 61 - Date of Birth Verification

3. Select **Redeem** or **Purchase**, then **Scratch** or **Online**. The selected option is displayed in **GREEN**
4. Enter the amount
5. Select **[F12] – Accept**, or **[F11] – Cancel** to discard selection

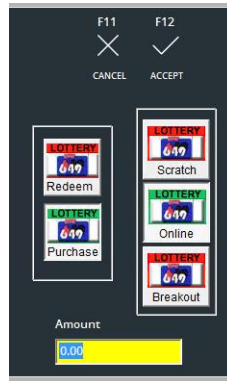


Figure 62 - Lotto Entry Screen

Open Department

Items that cannot be scanned may be entered into a transaction using the **[F7] – Open Department** option. Open Department types may be adjusted to meet store requirements.

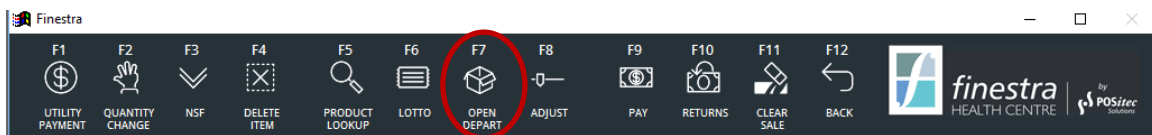


Figure 63 - Open Department Function

1. Select **[F7] – Open Depart**
2. Select the appropriate Open Department from the drop-down list
3. Enter the amount

4. *Optional – make any of the following changes, if required:*
 - **[F2] – Toggle Taxes** to adjust the tax selection for this entry.
 - **[F8] – Discount** to toggle the 'Apply Customer Discount' option.



You may use **[F10] – Add Another** if multiple Open Departments are needed in a transaction.

5. Select **[F12] – Accept**, or **[F11] – Cancel** to discard selection

Figure 64 - Open Department Entry Screen

Apply Manual Adjustments

The Adjust function allows the cashier to manually adjust the pricing of individual products or an entire transaction. Adjustments are logged, and can be viewed using the Special Functions Report.



If configured, a Reason Code must be selected in order to process any Price Adjustment. The reason code will also be logged in the Special Functions Report.

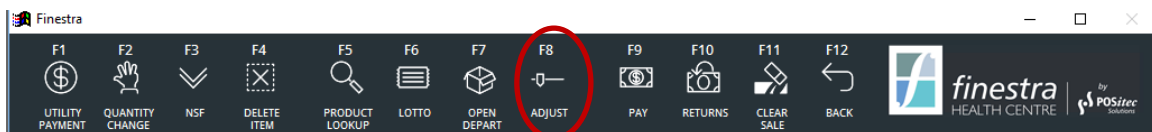


Figure 65 - Invoice Adjustments Function

1. Highlight the item you wish to adjust
2. Select **[F8] – Adjust** to display adjustments menu
3. Select the appropriate action from the options listed below

Price Adjustment Options

- **[F1] – Price Discount**
Use this option to apply either a dollar or percentage discount to the regular price of the item.
- **[F2] – Sale Price**
Use this option to enter a specific price which the item should be sold for. This option will most often be used if the item is on sale in a promotion but is not scanning at the correct sale price.
- **[F3] – Subtotal Discount**
This option may be used to apply a percentage discount to the entire transaction.



Subtotal discount will not apply a discount to non-discountable items.

- **[F4] – Redeemable Coupon or [F5]- Store Coupon**

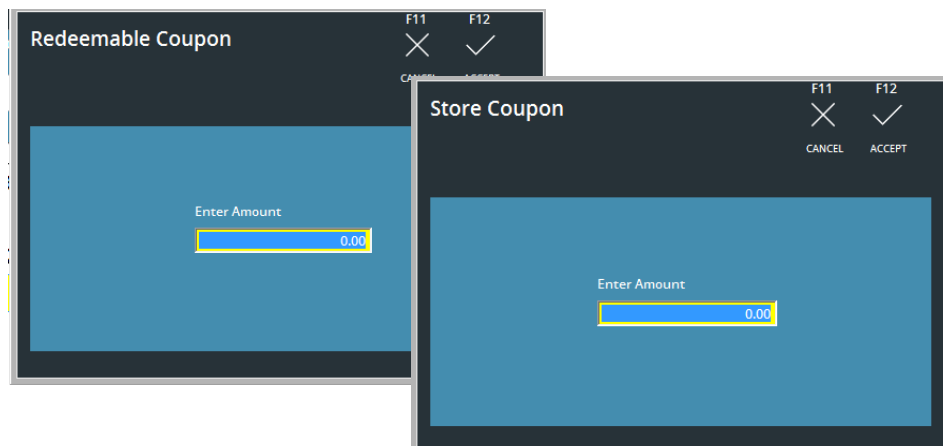
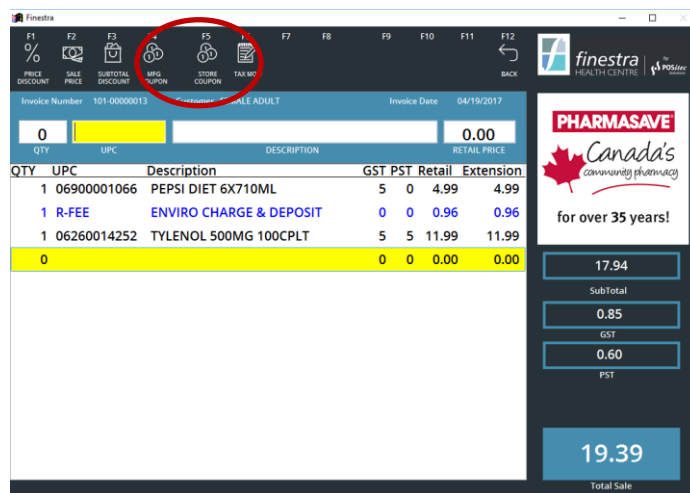


Figure 66 - Coupon Screens

Item Level Coupon

1. Enter the coupon quantity into **Redeemable** or **Store** (non-redeemable).

Item Level BOGO (buy one, get one free)

1. Scan both items and **Store Coupon** the value of the “free” item

[F6] – Tax Mod

This option may be used to modify the tax status on either a single item or on all items within the transaction.

Partial Tax Exemption

In order to apply a Partial Tax Exemption to an item in a transaction, use the tax adjustment option (shown in figure below). Follow these steps:

1. Add items to transaction
2. Select **[F8] – Adjust, [F6] – Tax Mod**
3. Select item using drop down list, or choose **[Apply to All]**
4. Select **[Partial]**
5. Select the appropriate Reason from the drop-down list provided
6. Complete customer information
7. Select **[F12] – Accept, or [F11] – Cancel** to discard this selection



Using the Tax Mod function does not adjust the tax settings of the item in the Product File. It simply adjusts the tax for the transaction in progress.

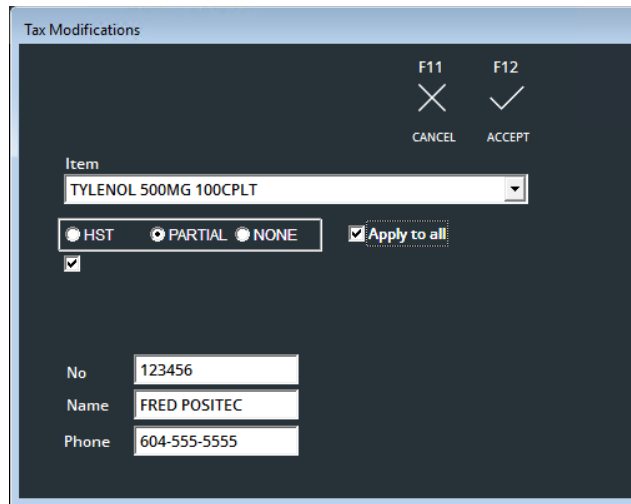


Figure 67 - Invoice Tax Modification

Returns

Use this option to process both Manual returns and returns with an Invoice.



If configured, a Reason Code must be selected in order to process any Return. This reason code will be logged and may be viewed using the Special Functions Report.

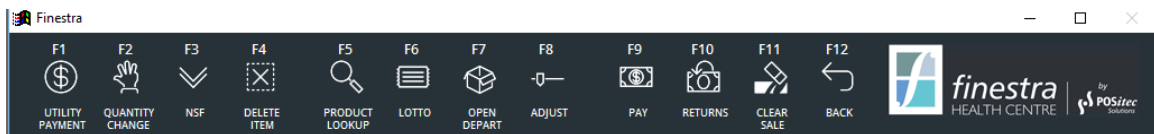


Figure 68 - Returns Function

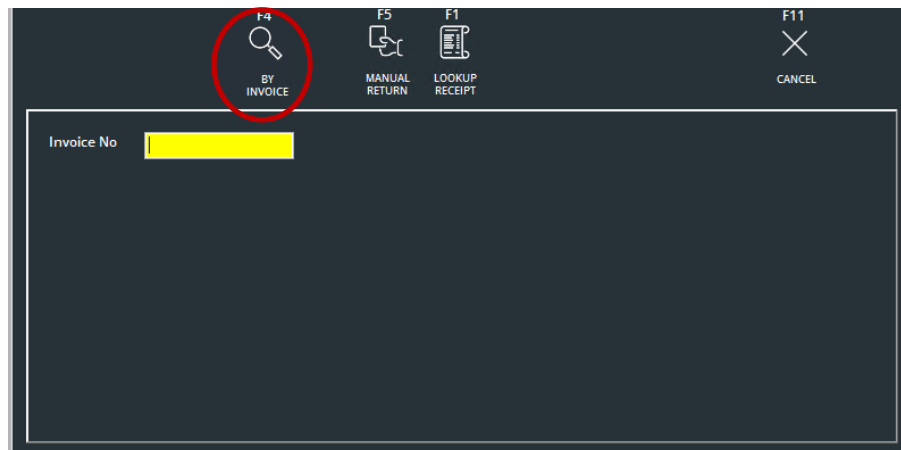


Figure 69 - Return by Invoice Screen

Return by Invoice

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Select **[F10] – Returns**
3. Scan the barcode on the invoice you wish to return, or key in the Invoice Number



*Lookup mode may be changed to By Customer by selecting **[F4] – By Invoice**.*



*You may use **[F1] – Lookup Receipt** to access invoice search functions.*

4. Enter the quantity of each item being returned, or use **[F2] – Return All** if all items are being returned



You may not return more than was purchased on the original invoice when using the Return by Invoice feature.

Select **[F12] – Accept** to complete the return process and return to the Invoicing screen, the *Total Sale* field will display a credit balance, or press **[F11] – Cancel** to cancel Return

5. Additional items may be added to the invoice if required, then select **[F9] – Pay** to complete transaction

Return Options

- **[F1] – New**
Use this option to select a different invoice.
- **[F2] – Return All**
Use this option to set the return quantity for all items.
- **[F3] – Reset**
This option will reset the *Quantity to Return* back to zero for each item on the invoice.
- **[F5] – Manual Return**
Use this option to switch to the *Manual Return* screen

Manual Return

Use this option to process a return where there is not an invoice available

UPC	Description	Return Retail	Return qty

Figure 70 - Manual Return Function

1. Log in as an authorized user
2. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
3. Select **[F10] – Returns, [F5] – Manual Return**
4. Lookup item using the UPC or Description field
5. Adjust the price if required



The price presented for a Manual Return will be the lowest price for this item within the last 60 days. You may adjust it to a different price if required.

6. Use the **[Qty]** field to enter the quantity to be returned
7. *Optional – if configured, select the appropriate Reason for processing this return from the drop-down list*
8. Select **[F12] – Accept** to complete the return process and return to the Invoicing screen, the *Total Sale* field will display a credit balance, or press **[F11] – Cancel** to cancel Return
6. Additional items may be added to the invoice if required, then select **[F9] – Pay** to complete transaction.

Clear Sale

Use this option to remove all items from the current transaction, allowing you to begin over

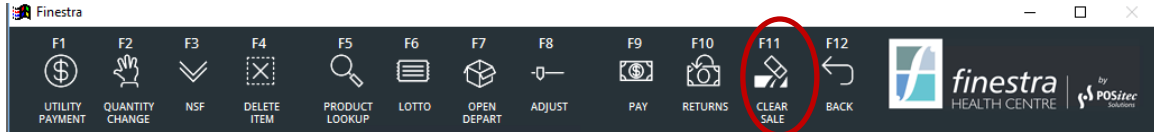


Figure 71 - Clear Sale Function

1. Select **[F11] – Clear Sale**
2. Select **[F12] – Accept**, or **[F11] – Cancel** to discard Clear Sale

Park a Transaction

The Park function allows the cashier to suspend an active transaction and process another transaction. The Parked Transaction can be resumed at any till.

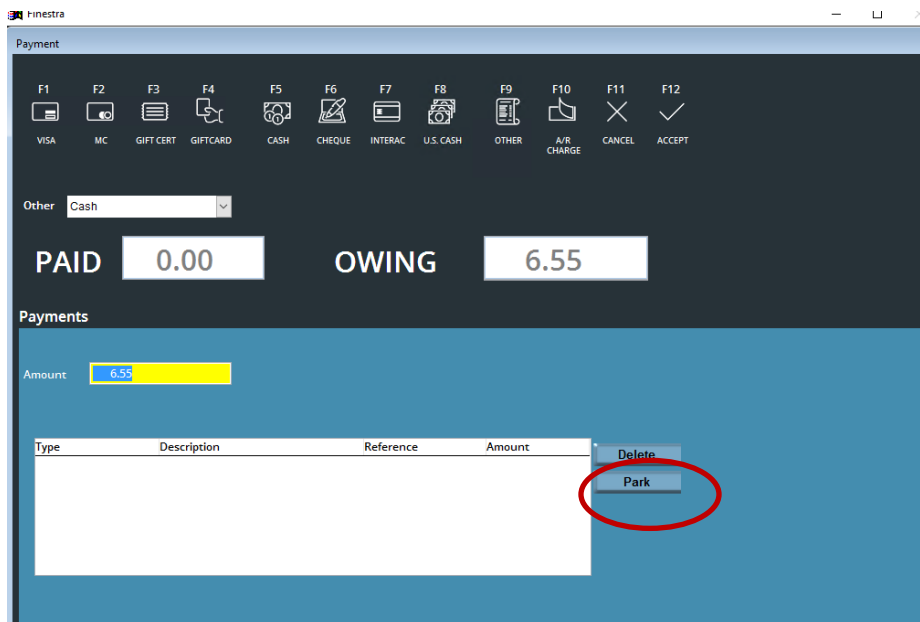
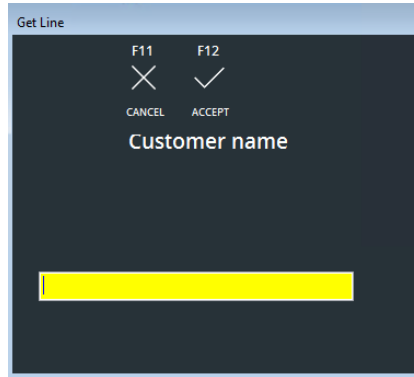


Figure 72 - Park Function

1. At any point in a transaction, select **[F9] – Pay**
2. Select **[Park]** from within the payment screen



3. A customer name may be added, which will help in locating the correct transaction when the customer returns. If you do not wish to enter a customer name, simply leave the field blank
4. Select **[F12] – Accept** to proceed or **[F11] – Cancel** to cancel Park Transaction

Un-Park a Transaction

Use this to restore a transaction which has been parked.

1. Select **CASH REGISTER, [F5] – Un-Park**
2. You may scan the parked transaction receipt in the entry window, or highlight the appropriate transaction from the list then press **[F12] – Accept**. The transaction will be restored to the main item entry screen and may be processed as per usual



A Parked Transaction may be resumed at any till within the store.

Delete a Park Transaction

1. Select **CASH REGISTER, [F5] – Un-Park**
2. Highlight the transaction you wish to delete, then select **[F3] – Delete**



*If all Parked Transactions need to be deleted, you may use **[F4] – Delete All**.*

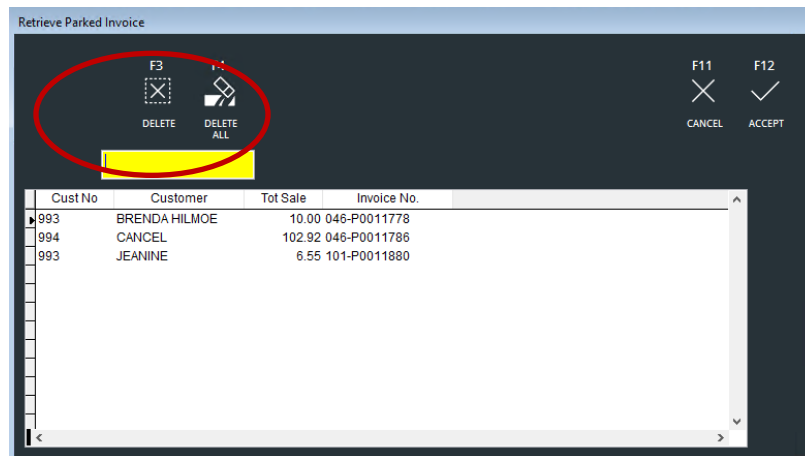


Figure 73 - Delete Parked Transaction

Processing Prescriptions in Invoicing

Process a Prescription with a Barcode

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Scan barcode on Rx Label
3. Additional prescriptions or other items may be added if required
4. Select **[F9] – Pay**, then complete payment as usual



If a previously processed Rx# is re-scanned a message will be displayed to notify the cashier.

Manually Process a Prescription

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Select **[F7] – Open Department**
3. Select **[Prescriptions]** from the drop-down list
4. Enter Rx Amount
5. In the Description field, enter the TX number (ie: TX 123456)
6. Select **[F12] – Accept** or **[F11] – Cancel** to discard this selection
7. Additional prescriptions or other items may be added if required
8. Select **[F9] – Pay**, then complete payment as usual

Process a Prescription, Not Found in System – (Kroll Rx Integration Only)

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Scan barcode on Rx Label, or process Prescription manually
3. Message is displayed: *“Cannot find Kroll record, contact pharmacist”*
4. Select **[F12] – OK**
5. Additional prescriptions or other items may be added if required
6. Select **[F9] – Pay**, then complete payment as usual
7. Select **[F10] – Reprint Last** for a duplicate receipt; put aside for investigation as to why the prescription was not in Finestra



See ScriptLink user documentation for details regarding Kroll Rx Integration.

Remove Rx from Transaction

1. Within a transaction, highlight the Rx to be removed
2. Select **[F4] – Delete Item**

Override Co Pay Amount

1. Select **CASH REGISTER**, then select the appropriate Demographic or Known Customer
2. Scan barcode on Rx Label, or process Prescription manually
3. Highlight Rx you wish to adjust
4. Select **[F8] – Adjust, [F1] – Price Discount**
5. Enter dollar amount or enter the % off value. System will generate an error message "This Item is not discountable" – **Do NOT click "OK"**
6. Select **[F11] – Override** to allow discount on non-discountable item
7. Complete transaction as usual

Reverse Transaction that includes Rx Item(s)



*If reversing a sale transaction that includes an Rx item(s), where the sale has been completed and paid – **DO NOT USE VOID** – the returns process must be used. The Rx item can then be rescanned in a new transaction, if required. When reselling the same prescription again, the system will prompt that the prescription is already on a previous invoice – select **[F11] – Override** to accept.*

Cancelled Rx Transactions – (Kroll Rx Integration Only)



If a prescription that has been paid for by the customer is cancelled by the pharmacy, the system will store a credit transaction which will be applied to the next transaction with a prescription for this customer. Cancelled scripts that have not been paid will be reversed without user intervention.



See ScriptLink user documentation for details regarding Kroll Rx Integration.

Special Functions

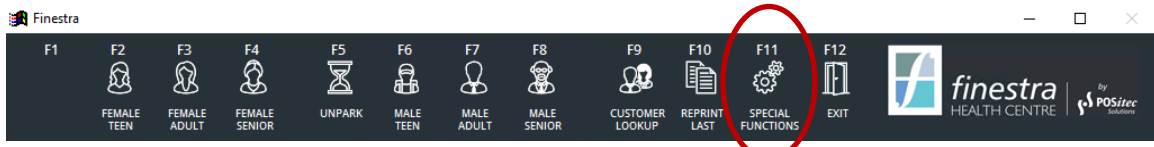


Figure 74 - Special Functions Menu Button

The Special Functions menu has the following sub functions, outlined below.

No Sale

This option allows the cash drawer to be opened without processing a transaction.

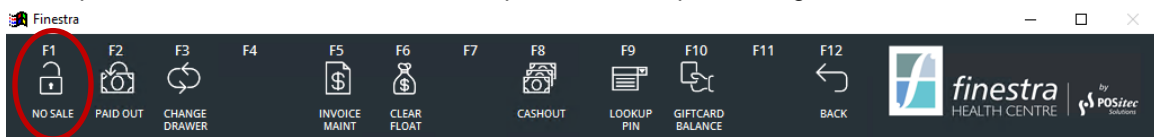


Figure 75 - No Sale Function

1. Select **CASH REGISTER**, [F11] – Special Functions, [F1] – No Sale
2. Select [F12] – Accept, or [F11] – Cancel to cancel No Sale

Paid Out

The Paid-Out function allows you to record monies taken out of the cash drawer to pay other vendors or services.

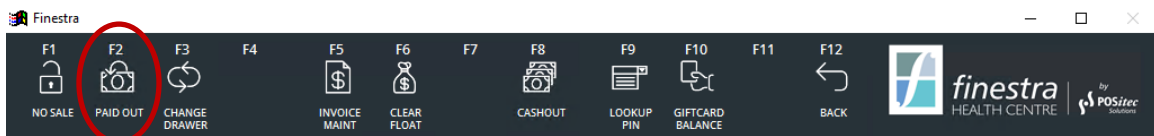


Figure 76 - Paid Out Function

1. Select **CASH REGISTER**, [F11] – Special Functions, [F2] – Paid Out
2. Enter the Paid-Out Amount
3. If required, enter Paid Out Notes into the Notes entry window
4. Select [F12] – Accept, or [F11] – Cancel to cancel Paid Out

Invoice Maintenance

This option allows you to search for, view and re-print individual invoices. It also contains all Integrated Debit/Credit (EFT) functions.

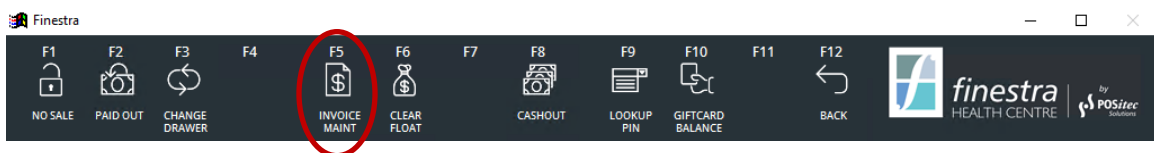


Figure 77 - Invoice Maintenance Function

Integrated Debit/Credit (EFT) Options

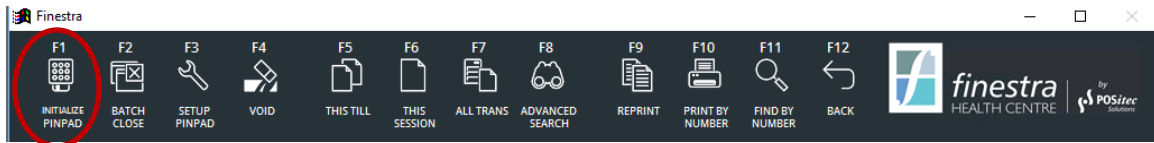


Figure 78 - Integrated Debit/Credit (EFT) Features

Initialize Pinpad (Integrated Debit/Credit EFT Only)

1. Select **CASH REGISTER**, [F11] – Special Functions, [F5] – Invoice Maintenance
2. Select [F1] – Init Pinpad
3. Select [F12] – Yes, or [F11] – No to cancel Pinpad Initialization

Close Debit/Credit Batch (Integrated Debit/Credit EFT Only)

1. Select **CASH REGISTER**, [F11] – Special Functions, [F5] – Invoice Maintenance
2. Select [F2] – Close Batch
3. Select [F12] – Yes to complete Batch Close, or [F11] – No to cancel

View and Re-print Invoice Options

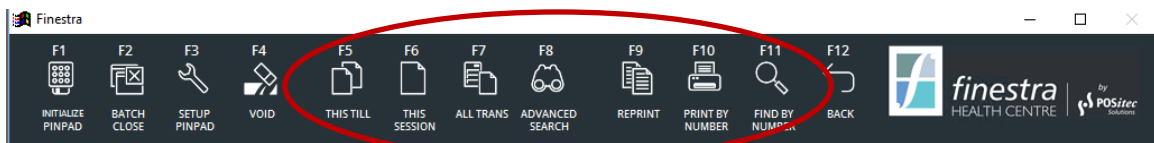


Figure 79 - Invoice Maintenance Screen

Search / View / Re-print Invoices

1. Select **CASH REGISTER**, [F11] – Special Functions, [F5] – Invoice Maintenance
2. Select using the following filtering options:
 - **[F5] – This Till**
Display all transactions from this till.
 - **[F6] – This Session**
Display all transactions done on this till, today. This is the default view for Invoice Maintenance.
 - **[F7] – All Transactions**
Display all transactions from all tills.
 - **[F8] – Advanced Search**
Use this option to search based on selected criteria.

- **[F10] – Print by Number**
Enter invoice number and send directly to print.
 - **[F11] – Find by Number**
Search by invoice number.
3. Select the invoice for reprinting
 4. Select **[F9] – Reprint** to view on screen, then **[Print]** to print



The header information on all reprinted receipts includes **“***REPRINT***”**.

You may also use **[F10] – Reprint Last** to reprint a copy of the last receipt to be processed at the till.

Invoice Maintenance – Advanced Search

The Advanced Search function allows for searching with multiple criteria.

1. Select **CASH REGISTER**, **[F11] – Special Functions**, **[F5] – Invoice Maintenance**
2. Select **[F8] – Advanced Search**
3. Enter required search criteria, then select **[F9] – Find** to search all invoices

Figure 80 - Invoicing Advanced Search Screen

4. To reprint an invoice, highlight the invoice to print, then select **[F10] – Reprint**

Void

This option may be used to reverse a transaction which has been completed. When the Void Transaction option is used, the transaction is removed from the system and will no longer display in the Invoice Maintenance list. All portions of the transaction are reversed.

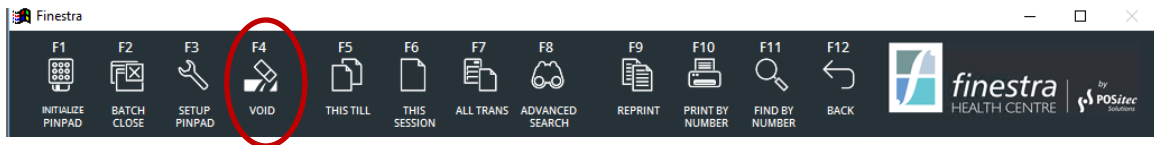


Figure 81 - Void Transaction Function

1. Select **CASH REGISTER**, [F11] – Special Functions, [F5] – Invoice Maintenance
2. Highlight the transaction you wish to void, then select [F4] – Void
3. Select [F12] – Accept, or [F11] – Cancel to cancel Voiding the transaction



If you are using the Integrated Debit/Credit (EFT) system, you MUST return the invoice at the till to reverse the debit/credit payment. You cannot void any debit/credit transactions.



If you are using Kroll Rx Integration, you MUST return the invoice at the till to reverse the sale. You cannot void any transactions with a prescription. Doing this will cause a credit in the system. See ScriptLink user documentation for details.

Clear Float

This option is used to record excess cash being removed from the cash drawer to be stored in a secure location until cashout is processed. This is usually done when the cash in the drawer exceeds a predetermined amount.



If configured in Company Setup, a reminder will alert the cashier that the cash in drawer exceeds the configured amount. The cashier may by-pass the warning if required.

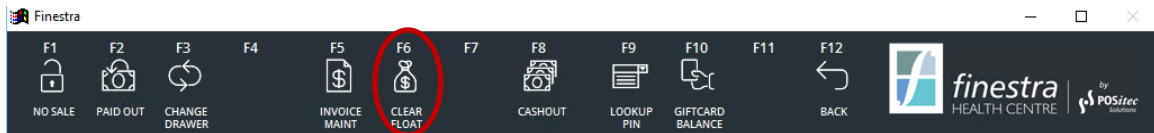


Figure 82 - Clear Float (Skim) Function

1. Select **CASH REGISTER**, [F11] – Special Functions, [F6] – Clear Float
2. At the message prompt, select whether or not you would like to open the cash drawer (this will usually be [Yes])
3. Enter the quantity of each denomination being removed from the drawer, then select [F12] – Accept, or [F11] – Cancel to cancel the Clear Float

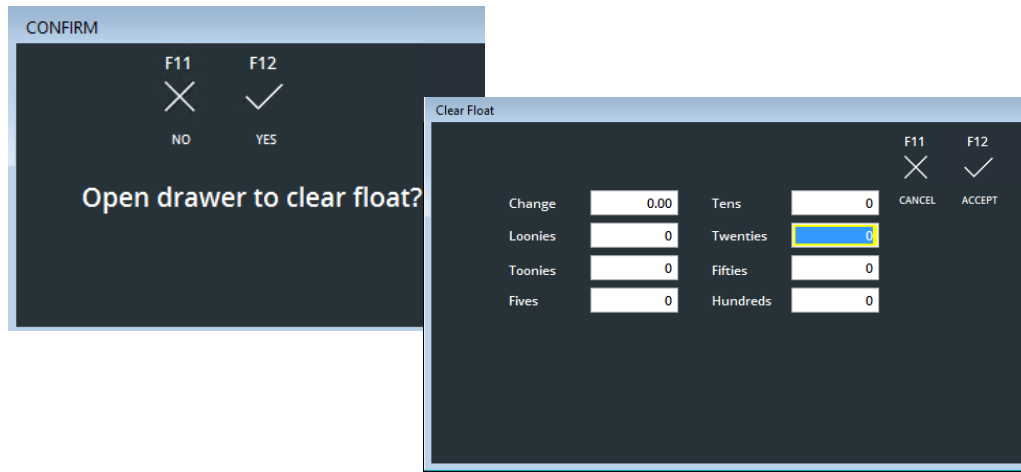


Figure 83 - Clear Float Denomination Input Screen

4. At the confirmation message, select **[F12] – Yes** to verify correct value, or **[F11] – No** to correct entry if an error has been made



Duplicate receipts with signature lines will print. Usually one receipt will stay in the cash drawer and one receipt will be kept with the cash.

Cashout Functions

The Cashout process is used to balance cash register transactions for the day, between the reported methods of payment and the actual proceeds.



Once a Cashout session has been processed, the Till may not begin another session for the same business day. To avoid any confusion, Cashout should not be processed until the following business day, or any day thereafter.

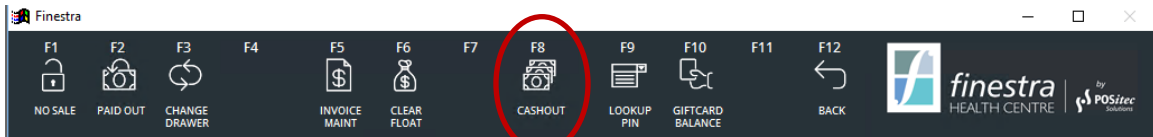


Figure 84 - Cashout Function

Beginning a Cashout Session



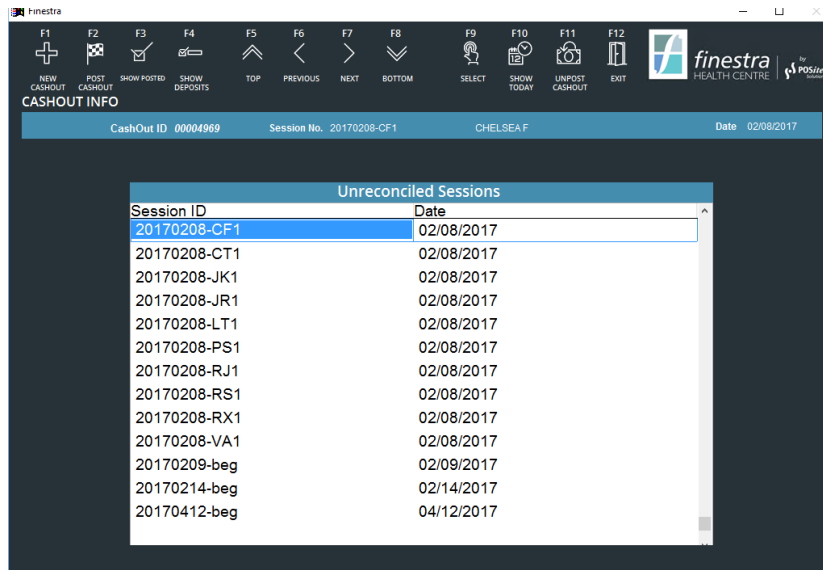


Figure 85 - Unreconciled Cashout Sessions

1. Select **CASHOUT**
2. Highlight the session you wish to reconcile then press **[F9] – Select**



*By default, today's sessions are not displayed. If you wish to reconcile a session on the same calendar day, use **[F10] – Show Today** to display these sessions.*

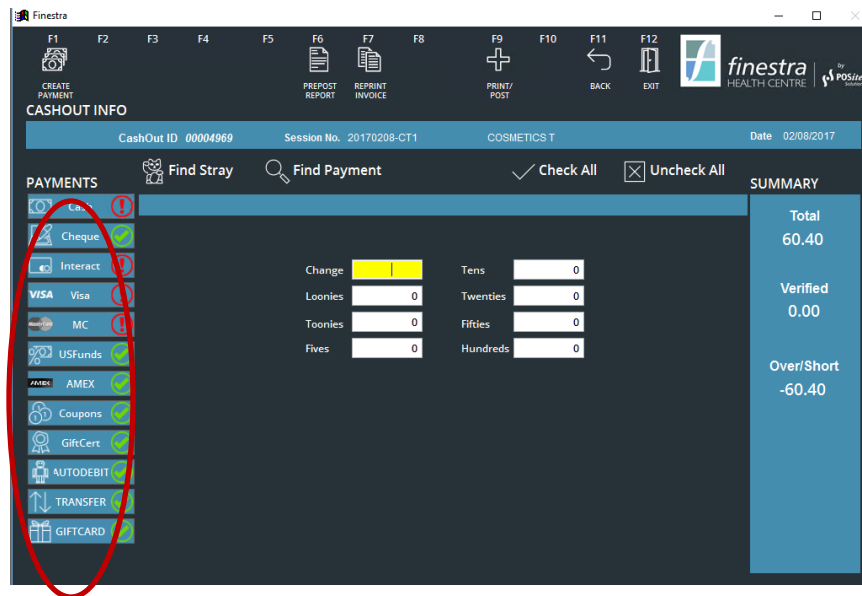


Figure 86 - Cashout Entry Screen

Payment Type Colour Coding

Each available Payment Type is listed down the left side of the Cashout entry screen. The payment types are colour coded, as follows:

Red

If a payment type is listed in Red, this payment type has transactions listed but it has not yet been reconciled.

Yellow

If a payment type is listed in Yellow, it has been reconciled but there is a discrepancy and it does not balance.

Green

If a payment type is listed in Green, it is a balanced payment type. This means either that there were no transactions for this payment type, or that it has been reconciled and it balances.

Verifying Cash Out

Verifying Cash

To verify Cash, reconcile the amount left in the cash drawer after the float has been removed.

1. Select **[Cash]** from the Payment Types list on the left side of the screen
2. Enter the sum of all quarters, dimes, nickels and pennies into the **[Change]** option
3. Enter the quantity of all remaining denominations into the corresponding cash options (ie: if you have 3 \$5 bills, enter a 3 into the *Fives* entry window)



As you enter the different values, the Summary section on the right of the screen will update accordingly.

Verifying US Cash

US Cash is handled differently during the Cashout process.

1. Select **[US Cash]** from the Payment Types list on the left side of the screen
2. Enter the combined face value of all US funds



The system will calculate the corresponding amount in Canadian dollars according to the US Exchange Rate, as configured in Company Setup.

Verifying Other Payment Types

For all other payment types, use the **[VER]** column to verify each transaction individually. If the amount listed is correct, simply check the **[VER]** checkbox. If you do have the transaction but the amount does not match the amount listed, enter the correct amount into the **[Actual AMT]** column and then select the **[VER]** checkbox.

Check All / Un-check All

These two buttons on the bottom left of the screen may be used to either select or de-select all payments listed in the display window. This allows you to verify all transactions without having to individually check each one.



This will usually be used when verifying Integrated Debit/Credit (EFT) transactions.

Completing a Session

Continue processing all payment types within the session, being sure to verify all Cash as well as all other transactions that correctly match. If there are any transactions that can't be correctly verified, we recommend they be left to the end to reconcile.

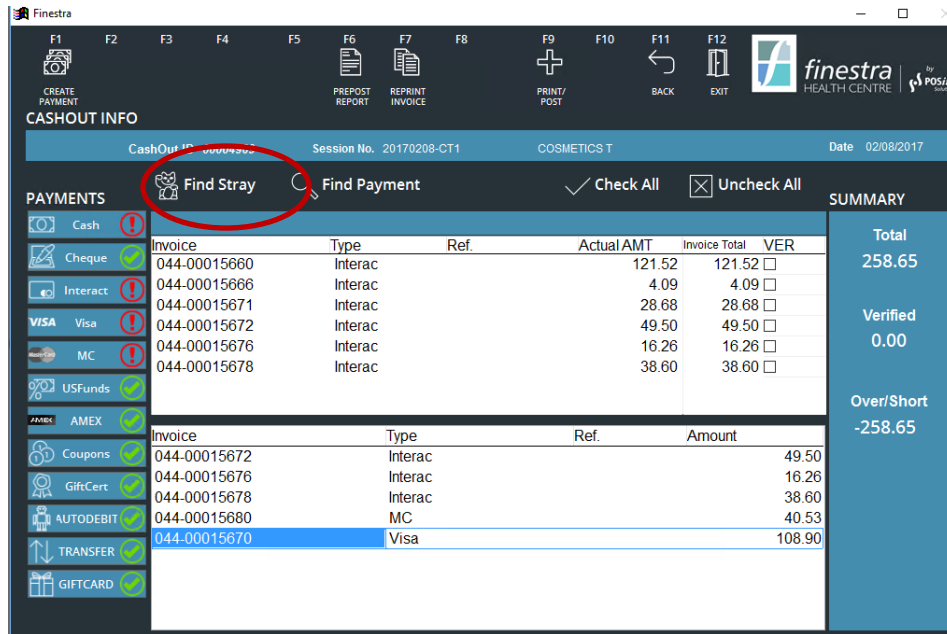


Figure 87 - Verify Stray Transactions

Verifying Stray Transactions

Once all payments have been verified, select each payment type which still has a discrepancy (in our example we have selected Visa), then select **[Show Strays]**. This will produce a list of 'extra' payments which have not yet been reconciled.

Stray transactions are most often transactions which were processed under the wrong payment type (ie: customer paid with Visa, but cashier pressed MasterCard). You may 'drag & drop' stray transactions onto the correct payment type, then verify them as usual.

1. Select the **[Payment Type]** from the list on the left side of the screen
2. Select **[Show Strays]**



*You may also use **[Find Payment]** to find and select the stray transaction.*

3. Search for the transaction you wish to 'drag & drop'
4. Click, hold and drag that transaction over the correct Payment Type box and release

5. A confirmation message will display; Select **[Yes]** to accept or **[No]** to disregard changes
6. Verify transaction as usual

Search by Payment Amount

If you are unable to find a stray transaction which matches a receipt you are trying to verify, select **[Find Payment]**, then enter the value of the transaction to search for. If you find the transaction you are looking for, reconcile it as usual.

Create a Payment

On rare occasions you may end up with a payment receipt which does not have a matching transaction listed in the session. In these cases, the **[Create Payment]** option can be used to create a payment so the transaction will still be verified within Cashout.



This may occur more often for stores who do not use Integrated Debit/Credit (EFT), as a transaction may be processed through the stand-alone machine but get missed in the Finestra POS system.

1. Select the **[Payment Type]** from the list on the left side of the screen
2. Select **[F1] – Create Payment** and enter the payment amount
3. Select **[F12] – Accept** or **[F11] – Cancel** to discard payment

Pre-post Report



Figure 88 - Prepost Report Function

Once all payment types have been verified, each Payment button will be either Green (verified & balanced) or Yellow (verified, with discrepancy). Press **[F6] – Pre-Post Report** to display a summary of the session. Examine this report for any entry errors you may have made. You may return to the entry screen to make any necessary changes.

Print / Post



Figure 89 - Print/Post Function

When you have completed verifying the session, select **[F9] – Print/Post** to complete the Cashout. A confirmation message will be displayed, select **[F12] – Yes** to complete and a Cashout Session report will be printed.

Deposit Report

The system may be used to print a Deposit Report which may be accepted by your bank in lieu of a manual deposit slip. If you wish to use this feature, you may access the Deposit Report in one of two ways.

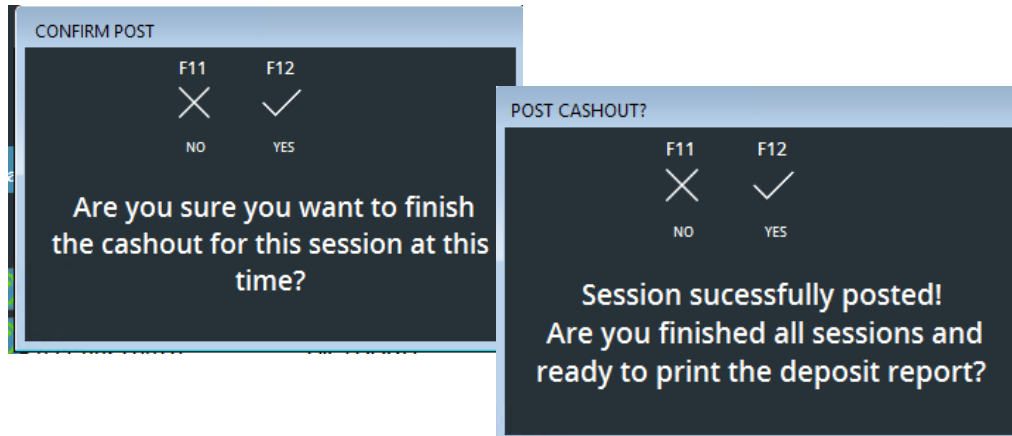


Figure 90 - Deposit Report Message

Option 1

1. After each session is posted you will be given an option to print a Deposit Report. Select **[F11] – No** each time, until you have completed the final session which will make up the deposit
2. When all sessions are complete, select **[F12] – Yes** to print the Deposit Report

Option 2

1. If you don't remember to say Yes to the option listed above, you may use the **[F2] – Post Cashout** option to print a Deposit Report, which will include all sessions that have been posted

Show Posted / Show Deposits

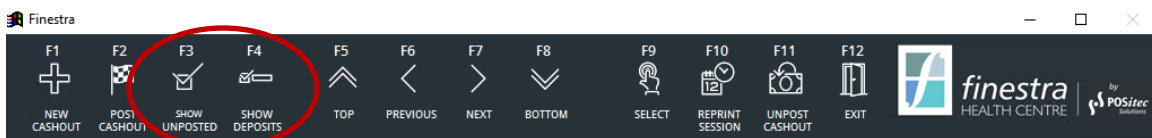


Figure 91 - Show Posted / Show Deposits Functions

These two options may be used to display Cashout Sessions or Deposits which have been previously posted. Each option includes the ability to Re-Print the appropriate report if required.

Chapter 12 – Event Management

Overview

Store promotional events are maintained in the Event Management module. An event may be created well in advance of the start date, and the start and end date/time may be entered, allowing the event to begin and end on its own. Products can be added to the Event individually, or by group.

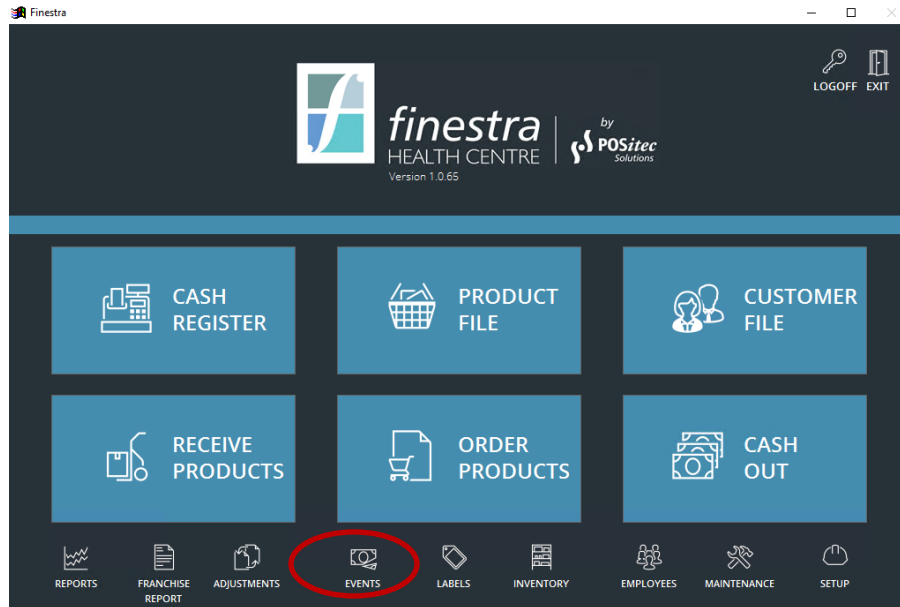


Figure 92 - Event Editor Function

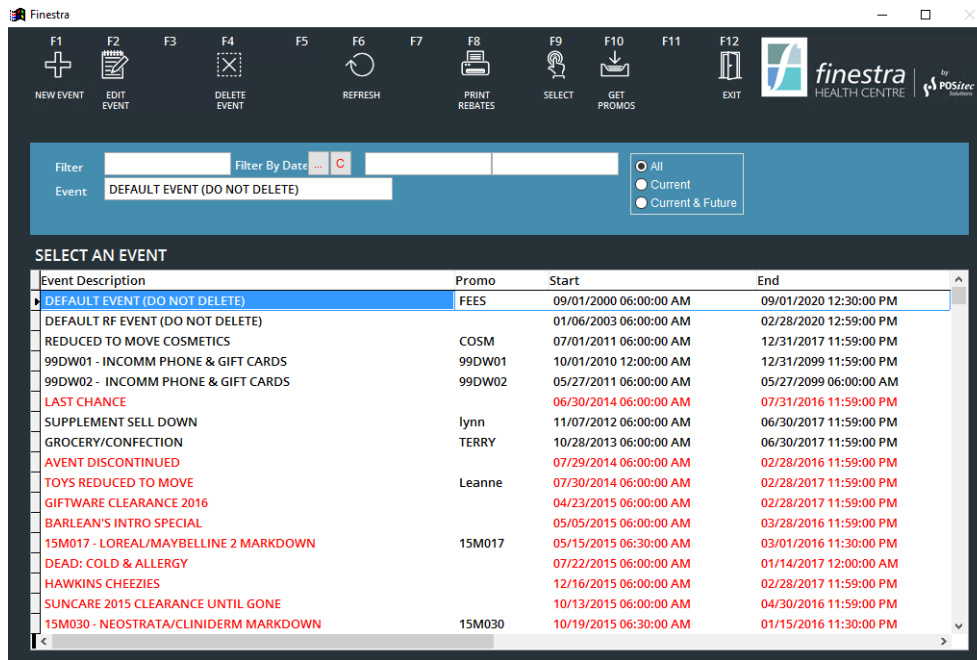


Figure 93 - Event Editor Screen

Event Editor Functions

Event Lookup

1. Select **EVENTS**



By default, the system will display all Events. Select **[All]**, **[Current]** or **[Current & Future]** to help search for an Event. You may also use **[Filter]** to search for an Event by Description or use **[Filter by Date]** to view only the Events that fall within the specified Date Range.



Expired Events will display in **Red Text**.
Active Events will display in **Black Text**.
Future Events will display in **Blue Text**.

3. Highlight the Event you wish to view, then select **[F9] – Select**

Create a New Event

1. Select **EVENTS**, **[F1] – New Event**
2. Complete the new Event form, then select **[F2] – Save**, or **[F3] – Cancel** to discard new Event

Figure 94 - Event Header Screen

Event Header Info

Event	Enter the Event Name you wish to use to describe your new event.
Date/Time	Enter the Starting Date and Time for your new event.
Date/Time	Enter the Ending Date and Time for your new event.

Edit an Existing Event

1. Select **EVENTS**
2. Highlight the event you wish to edit, then select **[F2] – Edit Event**
3. Make the required changes, then select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Downloading a Head Office Event

This function may not be available to all stores. Please contact POSitec Customer Support for further instruction.

Add Rule for Item or Group

A Rule refers to a product and corresponding sale pricing method, related to an Event.

1. Select **EVENTS**
2. Highlight the event you wish to add rules to, then select **[F9] – Select**
3. Select **[F1] – New Rule**
4. Enter the item you wish to add a rule for, using one of the following options:
 - **UPC**
Scan or key in the product UPC.
 - **Description**
Select **[F6] – UPC** to toggle search, then enter Description.
 - **Group**
Select **[F5] – UPC Mode** to toggle search, then enter Group Description.
5. Complete rule form, then select **[F2] – Save**, or **[F3] – Cancel** to discard new Rule

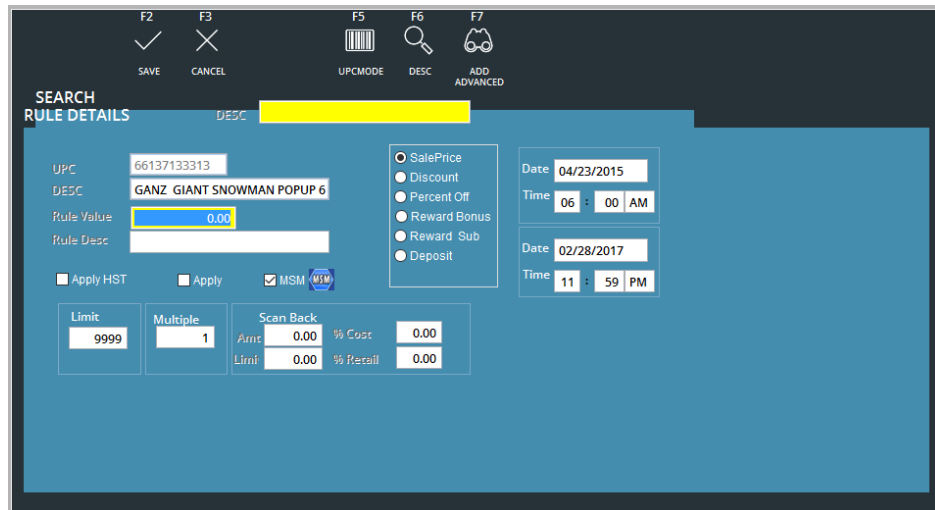


Figure 95 - Rule Editor Screen

Rule Entry Form Field Definitions

Sale Price	Select this option when the rule value will be a set Sale Price. (ie: item on sale for \$5.99)
Discount	Select this option when the rule value will be a Dollar Discount. (ie: save \$1.00)
Percent Off	Select this option when the rule value will be a Percent Discount. (ie: save 10%)
Reward Bonus	See Finestra Customer Loyalty user documentation for details.
Reward Sub	<i>This option is only used with the Air Miles loyalty module.</i>

Deposit	Select this option to identify rules used to manage Deposits Fees, Environmental Fees, Activation Fees and CESA Fees.
Date/Time Selector	By default each rule will start/end according to the Event Header settings. If required, they may be overridden using these options.
Rule Value	Enter the value associated with the selected rule type.
Rule Desc	This field will display on cash register receipts each time this rule is used. The system will set a default Rule Description, however you may modify it if required.
Apply Taxes	Use this option if Taxes should be applied to the Rule.
MSM	Use to identify Multi Store Rules within a Multi Store Event. Note: see Multi Store user documentation for details.
Limit	Use this option to enter a maximum number of times this rule may be used within one transaction.
Multiple	Use this option if the rule value applies to multiple quantities of the same item. If selected, the rule will only apply when the multiple quantity is reached. (ie: 2 for \$5.00)
Scan Back Amt	Enter the Scan Back (or Claim Back) value for applicable items, or use the percentage calculators to the right of this field to calculate this value. When a Scan Back is entered, the cost of sales will be adjusted to reflect the entry.
Scan Back Limit	Enter the maximum value which will be paid on a Scan Back or Claim Back.

Add Multiple Rules Using Advanced Search

You may choose to batch-add items to an Event using the Advanced Search functionality. This is most common during end-of-season clearance events.

1. Select **EVENTS**
2. Highlight the event you wish to add items to, then select **[F9] – Select**
3. Select **[F1] – New Rule, [F7] – Add Advanced**
4. Complete the Advanced Search setup form, then select **[F9] – Search**
5. When the Results tab is displayed, select the items you wish to add then select **[F12] – Accept**
6. Complete rule form as required, then select **[F1] – Save Multi** to apply the rule to all selected products

Edit an Existing Rule

1. Select **EVENTS**

2. Highlight the event that contains the rule you wish to edit, then select **[F9] – Select**
3. Highlight the rule you wish to edit, then select **[F2] – Edit Rule**
4. Make the required changes, then select **[F2] – Save**, or **[F3] – Cancel** to disregard changes

Copy / Move a Rule

To save time, use the Copy function to copy and paste rules from one event to another. Multiple products can be selected at a time. If copying to a new event the event must be setup first.



Event Rules created using the Skorpio Handheld RF Unit will be placed in the Default RF Event and may be moved to a different event using this process.

1. Select **EVENTS**
2. Highlight the event that contains the rule(s) you wish to copy, then select **[F9] – Select**
3. Select the **[Select]** checkbox to the right of the rule(s) you wish to copy, then select **[F3] – Copy**



***[Move]** and **[Paste]** buttons will appear on the right once copy is selected.*

4. Select **[F12] – Back**, then highlight the event you wish to paste the rules in to and select **[F9] – Select**
5. Select **[Paste]** to copy the rule to the new event (item will remain in previous event as well), or **[Move]** to move the rule to the new event (item will be removed from previous event)

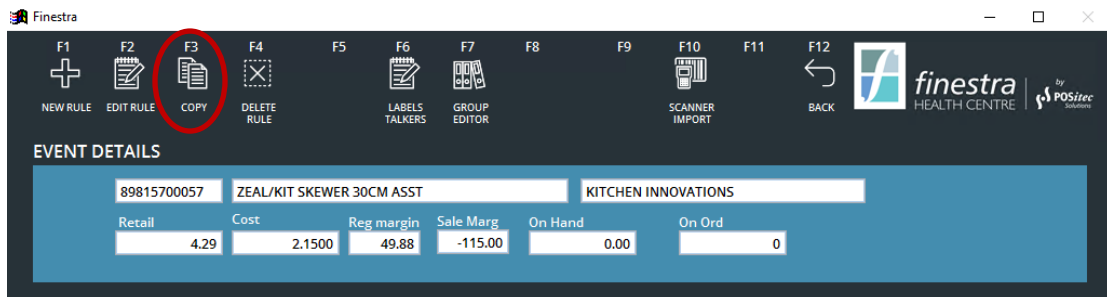


Figure 96 - Paste/Move Function

Delete a Rule

1. Select **EVENTS**
2. Highlight the required event, then select **[F9] – Select**
3. Highlight the rule you wish to delete, then select **[F4] – Delete Rule**

4. Select **[F12] – Yes** to verify, or **[F11] – No** to cancel



If you delete an active rule, the sale price will no longer be in effect.



*You may delete multiple rules by selecting all rules you wish to delete, prior to choosing **[F4] – Delete Rule**.*

Delete an Event

1. Select **EVENTS**
2. Highlight the event you wish to delete, then select **[F4] – Delete Event**
3. Select **[F12] – Yes** to verify, or **[F11] – No** to cancel



If you delete an active event, the sale prices will no longer be in effect.

Default Events – Do Not Delete

Finestra comes with two preset events which should never expire or be deleted.

- **Default Event – Do Not Delete**
Used for temporarily holding rules that have been created using the **[S]** option in the Product File, have a varying expiry date, and for items such as bottle deposits that have no expiry date.
- **Default RF Event – Do Not Delete**
Used when rules are created using the Skorpio Handheld RF Unit. This event should be used as a temporary holding area, and rules should be moved to a new event using the Copy/Move options listed above.

Right-Click Options

Filtering can be applied by right clicking on any UPC/Group ID within the event product grid.

New Rule
Edit Rule
Copy Rules
Move Rules
PasteRules
Delete Rule
FilterBy
FilterOff
OrderByUPC
OrderByDesc
Change Group
Convert to Group
Apply Scan Back

New Rule	Use this option to open the New Rule page.
Edit Rule	Use this option to Edit the selected Rule.
Copy Rules	Use this option to Copy the selected Rule(s).
Move Rules	Use this option to Move the copied Rule(s) to the current event.
Paste Rules	Use this option to Paste the copied Rule(s) to the current event. Rule will remain in both events.
Delete Rule	Use this option to Delete the selected Rule.
Filter By	Use this option to search by Description.
Filter Off	This option will reset the list to default, removing current filter selection.
Order By UPC/Desc	Use these options to toggle between UPC and Description sort sequence.

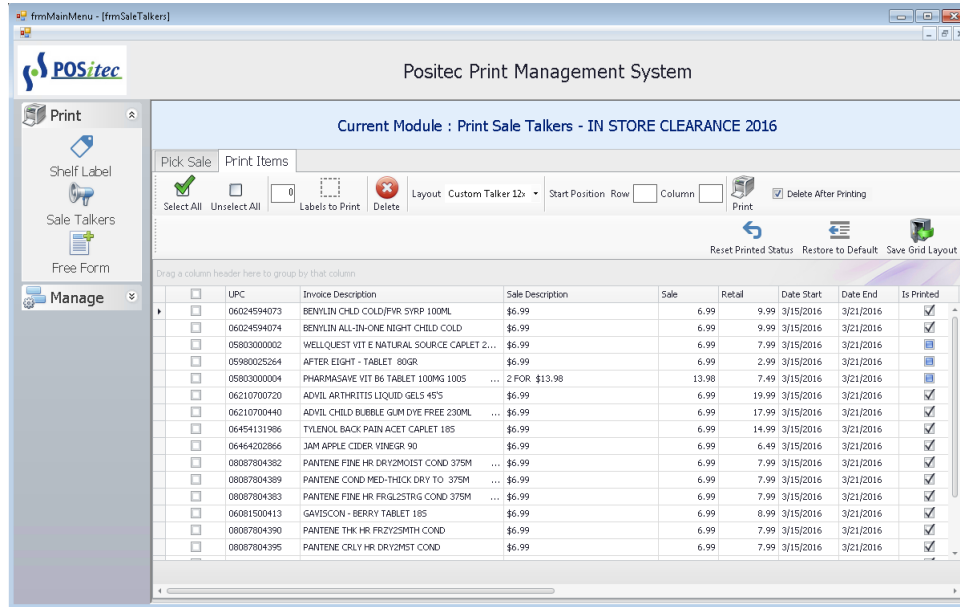
Change Group	Use this option to Merge the selected Group with a new Group.
Convert to Group	Use this option to add the selected product to a group, then insert that group in the selected event.
Apply Scan Back	Use this option to batch apply Scan Backs to selected items.

Printing Sale Talkers

To print Sale Talkers for items in an Event, select **EVENTS**, then highlight the event you would like to print and select **[F9] – SELECT, [F6] – LABELS/TALKERS**. Event items will be displayed in the grid.

Group Rules will be expanded to display each item within the group.





Use the **[SELECT ALL]** or **[UNSELECT ALL]** buttons, or use standard Windows selection options to choose the Sale Talkers you wish to print. Select the **FORMAT** you wish to use from the drop-down list, then select **[PRINT]**.



You will see an on-screen preview of your Sale Talkers. Choose **[PRINT]** to proceed, or **[CLOSE]** if you wish to exit without printing.

Work file sorting and filter options function the same as Shelf Labels, above.

Manage Rebates

Manufacturer rebates given to support retails may be applied to the group/product(s) when setting up the Rules (See Add or Edit Rules in the section). On expiration of the Event the rebate

amounts based on the sell through of the items should be submitted to the appropriate vendor for reimbursement. A daily scheduled task is run by the system that applies the rebates to the applicable items sold, adjusting the cost to reflect the true gross margin.

Print Rebates

1. Select **REPORTS**
2. Select **[Event Sales Report]**, then select the event you wish to print for
3. Select **[Run Report]**. Rebates column will display a list of applied rebates

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