

Getting Started

Before you can start using WinSTORE, there are a number of things that need to be decided upon and set up. Listed below, and throughout this section are the things you need to cover BEFORE you start trading on WinSTORE.

These things are listed in the order that they need to be addressed, from installing your hardware through to getting your stock and existing orders etc. onto the system.

We strongly recommend that you read at this section in its entirety before commencing anything.

Installing your Hardware and Network

WinSTORE is designed for use in a single user environment (one PC) or on a Windows peer to peer network. When running WinSTORE on a peer to peer network, our testing has proved the most stable environments are using Windows XP on all computers.

Due to the nature of WinSTORE being 'real time' live updating of all files, it is relatively network intensive, far more so than other applications that only save data periodically.

Resense does not offer support on hardware or networking, refer to your Hardware/ Network support for further information.

Connecting the peripherals.

Printers

WinSTORE prints docket 'direct to port', it does not require the installation of Windows printer drivers unless it is required to print a docket across the network, refer to following examples.

Single User. In a single user operation, (one PC only), the PC would require installation of a second parallel port to enable connection of both a docket printer and a report printer. Install only the Windows driver required for the report printer, no Windows driver is required for the docket printer.

Two User. In a typical two user operation, one PC would have the docket printer attached to the single parallel port, the other PC would have the report printer attached. Install the required Windows drivers for the report printer onto both PC's and also install a 'Generic/ Text Only' driver on both PC's to enable docket printing from either PC. When installing the Generic driver onto the PC that does not have the docket printer attached, ensure that you check the option to 'Print from MS-DOS based programs'. This will then give you an option to 'Capture' a printer port, e.g. LPT2.

Three or more User. As in the two user environment, a generic driver, with a captured LPT port, needs to be installed on all PC's that do not have a docket printer physically attached but do require docket printing. A generic driver also needs to be installed (without capturing the port) on one PC where a docket printer is physically attached.

Cash Drawer.

The cash drawers are connected directly to the docket printer. No software or driver installation is required.

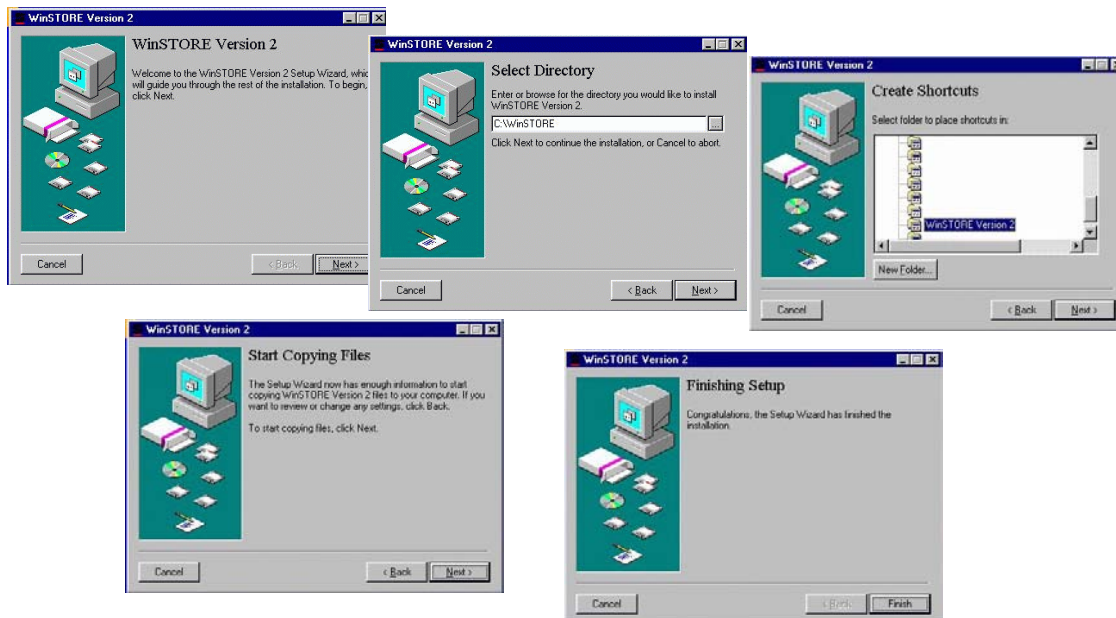
Barcode Scanners.

Scanners are connected via the keyboard. The scanner cable terminates at two ends, one male, one female. Disconnect the keyboard from the computer, plug the keyboard cable into the female end of the scanner cable then plug the male end of the scanner cable into the keyboard port on the computer. In some cases the scanner will also require a separate power supply. Please consult the reference manuals supplied with your scanner.

N.B. Always shut down and power off your computer before connecting or disconnecting cables or peripheral equipment.

Installing WinSTORE on the File Server

Turn on the PC (file server) and insert the WinSTORE Installation CD. If Windows Autoplay is enabled the install will automatically start, if not select Run from the Start menu and type D:\setup. (where D is the drive letter for your CD-ROM). Follow the prompts, no changes to defaults should be necessary or are advised.



Running 'Station Setup' on Workstations

N.B. Do Not install WinSTORE onto the workstations from the WinSTORE Installation Disc.

After installing WinSTORE on the file server, each workstation needs to have a mapped drive to the C: drive on the server.

1. Turn on the workstation PC and open Windows Explorer, (Start, Programs, Windows Explorer).
2. In the left window, click on the mapped network drive.
3. In the right window, double click on the WinSTORE folder.
4. In the right window, double click on STNSETUP.EXE.
5. Click on Next to continue.



7. Input the correct path to WinSTORE or click on the Browse Button (“...” next to the input area) to find the path, e.g. F:\WinSTORE where F: is the mapped drive..

8. Click on Next to continue.

9. Input the next available station number. The server is always 1, if this is the first workstation it will be 2, the next station will be 3 etc. You can only install the number of stations that you have purchased licences for..

10. Click on Next through the next two screens then click on Finish.



Reviewing and planning System and Reporting Options

Before steaming ahead, review your store and plan how you are going to proceed. Decide if you are going to use optional 'Departments', 'Purchase Types' and/ or 'Genres' to categorise your stock for later reporting. It is far easier to get it right the first time rather than going back through thousands of stock items at a later date. Also check that you have all required Stock Categories and Suppliers in the appropriate areas on WinSTORE.

Departments are an upper level reporting area which you would probably use only if your store has easily distinguishable departments. Some examples might be Musical Instruments, Pre Recorded Music and Hi Fi, or alternately if your store is on different levels you might have Upstairs and Basement as your departments.

Purchase types can be used for a number of things but the most obvious would be to mark product as SOR or SOE. You might also have a Purchase Type of BSR - Basic Stock Range for catalogue product that you continually stock or maybe BUD - Budget for low price stock that you order only occasionally as a bulk buy. In conjunction with Purchase Types you could also use the Alarm Date field to input a date for when an item is due for return. A weekly report could then be run based on Alarm Dates to indicate SOR product due for return.

Genre codes can be very useful for reporting purposes but there is no need to get too carried away, you only need to have the Genre Codes that are important to you. You could argue for months as to whether a particular CD is Alternative or Popular or whatever, just decide on what is important to you. If you decide to use Genre Codes, make sure you have genres to cover all your stock, e.g. Accessories - Storage, Cleaning etc., Sell through Video - Sport, Drama etc., DVD - Music, Movies etc.

📖 Once you have decided on using Department, Purchase Types and Genres and added your requirements for these into WinSTORE, go into Admin, (System Settings, Details 1) and tick the options you have decided upon. Once these are active, every stock item created must be allocated those fields. In other words, if you decide to use Purchase Types then a Purchase Type must be selected for every stock item, likewise with Genres and Departments.

Stock Categories. Check the stock categories that you physically have and ensure you have any you may need entered into WinSTORE. The basic requirements, e.g., CD - Compact Discs, DS - Disc Singles, CA - Cassettes etc., will already be there but you may need to add extras such as MI - Musical Instruments or SM - Sheet Music etc.

📖 Don't drill down too far with Categories as this may, in the long term, become confusing, use the category code for major product groups only. Although there is no limit as to how many categories you have it can get confusing if you have too many, it is better to use one major category and then break down by genre code. As an example you might use AC - Accessories for things like CD cases, storage towers, headphones, guitar strings, picks, straps etc. and then use the Genre codes of Storage, Headphones, Cleaning, Guitar Accessories etc., to further break down AC's for reporting purposes.

Suppliers. Finally, check the Supplier listing to ensure all required suppliers are there. It is a good idea to add your own store as a supplier as this can be used for things like Postage Fees, Labour Charges or Petty Cash pay outs if required.

More Departments, Purchase Types, Genres, Categories and Suppliers can be added as time goes on, but by doing some planning first it will speed up the entire process and reduce the need to go back and forth to different areas within WinSTORE while creating your database.

Creating Your Stock Database

Creating your stock database is a relatively slow process, but fortunately something you should only have to do once. Depending on the number of different products you have in your store, this process could take a couple of weeks or more. For this reason you can't input the stock on hand quantities at the same time as these will obviously change over this period of time.

📖 Music product from the major suppliers will be the easiest and quickest product to add due to the integration with the SourceIT database.

When you first scan a product, WinSTORE will automatically search through the existing catalogue information to identify the product. If the product is found, it will draw the Category (CD, CA etc.), Title, Artist, Supplier, Barcode number, catalogue number and cost price. Be wary of all information drawn from the catalogue. Keep in mind that you are creating YOUR database and the information should therefore reflect what you want.

- ◆ Using the Tab key, tab through each field on the stock item and input or change each field to your requirements. Any information drawn across from the catalogue can be over-typed.
- ◆ You must input a valid Supplier and Catalogue number for every item.
- ◆ Any other field may be left blank if you wish (except Purchase Type, Department or Genre if you have chosen to use them).
- ◆ Pay particular attention to prices. Cost prices drawn from the catalogue can frequently be out of date or incorrect due to special deals or general price reductions or increases.
- ◆ The cost price in your database should reflect, as close as possible, what you paid for the item, excluding GST and not necessarily what the catalogue says.
- ◆ Likewise with retail price, the retail should be the price that you will normally sell the item for, including GST.

You might find it next to impossible to be accurate on cost prices initially, don't worry too much at this time, it is more important to get the retail prices right initially, as the cost prices will update automatically as new stock is received once you start trading. There is also a 'Mass Update' facility that can be run once you have entered all your stock. This will allow you to set all cost prices as a percentage of retail, this at least will give you a reasonably accurate starting point.

- ◆ Accessories, blank tapes, Sheet Music, Musical Instruments etc., are possibly the slowest part to get through. As there is no electronic catalogue database to draw information from, you will need to type in all required information.
- ◆ Decide on a standard format for inputting the information and stick with it for all this type of product. As an example, for adding blank tapes, you might use BT as the category, then for Title enter D90 3 pack, Artist as TDK, Genre as Blank Media and catalogue number as D903PK, then keep this format for the whole range, ie., Category - BT, Title - D90 Single, Artist - TDK, Genre - Blank Media, Cat. Number - D90, or for a CD Case, Category - AC, Title - CD24 CD Wallet, Artist - Musicway, Genre - Storage, Cat. Number - CDW24.
- ◆ Whatever format you decide on needs to be meaningful to you. This will enable you to search for, or print a report on items in your stock file. Whatever catalogue number you input should be something clearly visible on the product itself.

There are a few shortcuts that can be used in relation to budget product or small fiddly things like guitar picks etc. In some cases you don't necessarily require full stock control by title.

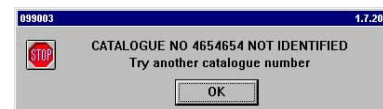
For instance, you might stock Janda cassettes at \$4.95 on vendor refill, in this situation you could create one stock item as;

Category	CA
Title	\$4.95 Cassettes
Artist	Janda
Genre	Budget
Cat. Number	JC495

This product is then handled as if it is one title. When selling, rather than scanning you simply type the cat. number (JC495). This method is only useful if all the product is at one retail price point. If you also stocked Janda \$6.95 Cassettes you would need to create another stock item as JC695.

Adding items

- 1) Log on to WinSTORE, (POS, POS) and input your Operator ID
- 2) Select Stock (Alt S) from the Main Menu.
- 3) Select F2 for Browse Stock
- 4) Select Add (Alt A) to add a new stock item.
 ➔ A Category window will open to enable the selection of a category for the item to be input.
- 5) Press the down arrow and select the category for the stock item you are adding. Select OK.
 ➔ The Extract Item box will open.
- 6) Scan the barcode or press Alt 3 to change the input method to enter the catalogue number. (To go back to scanning the barcode press Alt1.)
- 7) A search for the barcode or catalogue number is performed on the catalogue.
 ➔ If the item is found the Title, Artist, Supplier, Catalogue Number and Cost price is brought through and a retail price is calculated from your preset defaults.
- 8) Check all information, add or change any field and click on OK to save.
 ➔ For now, leave the SOH at zero.
- 9) If an item is not found within the catalogue a dialogue box will open. The item will then need to be manually entered..
- 10) Select OK to close the box.
 ➔ This will return you to a blank "Extract Item" window
- 11) Press OK at the blank Extract Item box and a blank stock item screen opens allowing manual input of all detail.



Using the Tab key, tab through each field on the stock item and input or change each field to your requirements. Any information drawn across from the catalogue can be over-typed.

Artist 1 & Artist 2

In these first three fields, input the description of the product. The Artist 2 field can be particularly handy for classical product where you might have a composer in Artist 1 and the orchestra or conductor in Artist 2. When later searching for a customer enquiry both fields are active and could then give you a more comprehensive search result.

Supplier

For every item you must select a valid supplier. Arrow down to select from the alphabetical list or simply type the three digit supplier code. You should already have added all suppliers that you may require, if not you will need to escape out of this area, go back to Admin and add the supplier required.

Genre, Department & Purchase Type

As previously mentioned, either select these from the alphabetical lists or leave blank.

Section & Refill Code

Leave blank at this stage. Refer to System Administration for an explanation of the use of these fields.

Message

Probably best left blank at this stage. Any text typed in here will appear on screen when this item is sold. As an example you might have a 'free poster giveaway', enter this here and when the item is scanned at point of sale the operator will be prompted with this message.

Retail 2

Any item may have two different retail prices. You may for instance have a bulk quantity of an item and you have kept one on the rack at full price and put the rest out the front at a reduced price. Check this box and this item will always scan at point of sale at the Retail 2 price, leave this box unchecked and the operator will select from Retail 1 or Retail 2 when scanned at point of sale.

Value Only

Leave unchecked for all actual products. This will be used later when setting up for Petty Cash, Labour Charges, Postage Fees and other things where you charge a customer or take money out but there is no physical movement of stock.

Pre Order

Leave unchecked for all existing stock items. This may be used later in conjunction with taking customer orders for unreleased product that you have pre-ordered.

Stock Method

These options set how the GST will be handled when this item is received or sold.

- | | |
|-------------|--|
| Owned | Normal product , this will calculate GST in the standard manner of one eleventh of the retail price and/ or ten percent of the cost price. |
| Consignment | The GST collected and posted to your GST summary will be one eleventh of your <u>profit</u> dollars, not the full retail. If a product is on consignment <u>you also input the cost price into the 'Tax Free' field.</u> |
| Agency | Any item that you want to exclude from any GST calculation, eg, petty cash pay outs or maybe ticket sales where you have another computer system tracking the GST component for these sales. |

Retail

Your normal retail selling price, including GST. If you have two retail prices for one item this should be the higher of the two prices.

Pre Tax, GST & Avg GP

These three fields will calculate automatically.

Item Cost, Avg. Cost & Last Cost

Initially these three costs should be identical. Input your actual cost price into the first field and the next two will be automatically input. As previously mentioned, close enough is good enough at this point, getting the retail pricing accurate is more important.

Tax Free

Leave blank for all but consignment stock. For consignment stock, this should be the same as your cost price.

Retail 2

Leave blank if you only have one retail price or input the lower retail price if you have two prices.

Date Cutoff & Qty Cutoff

Not relevant at this stage, leave both blank. Refer to the System Operation Guide for a further explanation.

Alarm Date

If a product is SOR or SOE you could enter a date that the product is due for return, otherwise leave blank.

Quantity Fields - SOH, SOO, Min, Max, Cust. Orders, Layby.

Tab through these fields and leave them as they stand.

Acquired

This will automatically input today's date.

Deleted

If the item you are adding is detected from the catalogue that it is a deleted item, it will insert the date that it was deleted. You may clear this field or input a date if you believe it is relevant.

Points %

This is relevant only if you are going to run a loyalty club. These can be easily updated later using a mass update facility.

Cat. No

The catalogue number or model number of the item. When typing catalogue numbers leave out any dots, dashes or spaces, use letters and numbers only. This field is mandatory, every item must have a catalogue number.

Barcode

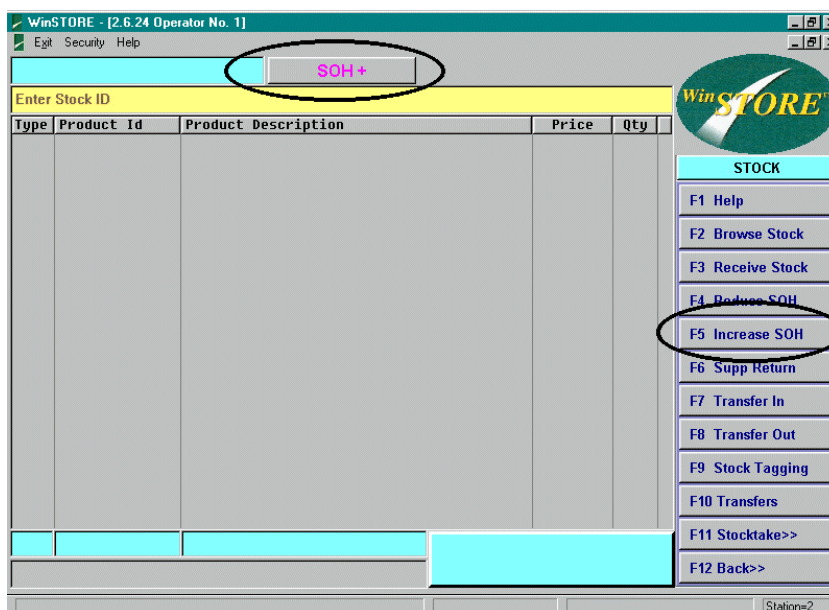
The barcode number of the item. This field may be left blank if the item does not have a barcode on it. Scanning a barcode or pressing enter at this field will save this item and return you to selecting the category for the next item to add.

Initial Stocktake - Inputting all Stock On Hand Quantities.

Once you have completed creating your database of all existing product, you can start adding SOH quantities. These quantities are input by accessing the Stock Menu and selecting the F5 Increase Stock option.

* If any product is sold during this process and that product has already been counted you will need to reduce the count by selecting Alt S for Stock from the main menu, then F4 to Reduce Stock.

- 1) Log on to WinSTORE and enter your Operator ID .
- 2) Select Stock (Alt S) from the Main Menu
- 3) Select F5 for Increase Stock
- 4) Start scanning product, after 30 or so products press the + key to process that batch. If a product does not have a barcode press Alt 3 and input the catalogue number, or Alt 4 and input the title, or Alt 5 and input the artist.
- 5) Repeat steps 2 to 5 until all stock is entered



NOTE: Do not scan Received Customer Orders or Laybys as yet!!!

Input Existing Orders, Laybys & Gift Vouchers

There are certain 'legacy' things that you will need to address as quickly as possible. You will more than likely have existing Customer Orders and laybys, or stock put away for customers. You would also have stock orders placed that have not yet arrived and stock already sold that needs to be ordered. There may also be Gift Vouchers that you have sold that have not yet been redeemed or you may have some sort of loyalty program or CD Club in place. Read through this section so you have a clear idea of what you are going to do before you start to input your existing orders, laybys and vouchers.

Empty Everything that is currently in "Place Orders"

Before you start inputting these 'legacy' items you will need clear the 'Place Orders' section of any items. As you were creating your stock database, WinSTORE was automatically placing every created item in Place Orders to be ordered. This is a normal function for ongoing operation but initially you need to clear them out.

- 1) Log on to WinSTORE and Input your Operator ID
- 2) Select Alt O Orders from the Main Menu
- 3) Select F2 Place Orders
- 4) Select the Alt E Empty to empty the order file
 - ➡ A confirmation box will open
- 5) Select Yes to empty the Place Orders file.

Input Customer orders that have been placed and received.

Received Customer orders that are in-store waiting for the customer to collect them will need to be addressed in two steps. First, the order will need to be created and secondly, that order will then need to be 'edited' to mark it as received.

1. Find the item to be ordered

- 1) Input Operator ID
- 2) Select F9 Cat. Search from the Main Menu
- 3) Select Alt S Search
- 4) Enter the catalogue number of the product, press F5 for Cat. Number then press enter.



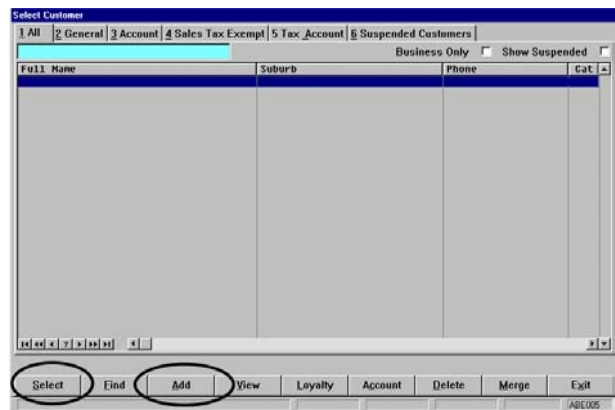
Step 2. Select F9

2. Order the item for the customer

- 1) If the product is found, highlight the correct line (Cd, Cassette, etc.) Then select Alt O Order.
 - If the item is not found in the search, select any item and then select Alt O Order. When the order item box opens select Alt M Manual to clear the current information. Type in the correct information.
- 2) Check that all the details are correct, ie. the supplier is who you ordered it from, that the retail price is correct etc.
- 3) Select the Alt C Customer
 - This will open the Customer List

3. Add the customer (or just select if the customer is already added)

1. Initially this screen will be blank as you do not yet have any customers in the system. Each customer only needs to be 'Added' once and from then on if that customer places any orders or laybys you will simply 'select' that customer from the list.



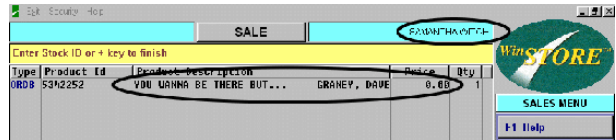
2. Select the Add Action Button (Alt A)
 - This opens a blank Customer Details Screen. Type in the details of the customer. The two name fields are mandatory, you must input something into both fields. All other fields may be left blank or at the default setting. Press enter to save the details

3. Select Alt S to Select.
 - This opens the order confirmation box where you input any deposit the customer may have made.

4. Input the deposit amount using the tender type Miscellaneous and finalise the customer order

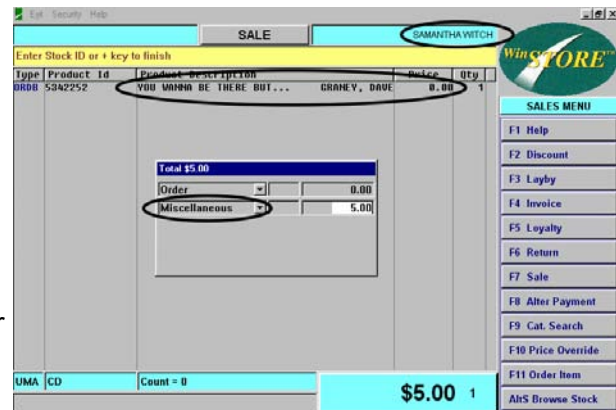
- 1) Input the deposit that the customer has left or input 0.00 if no deposit was left, then press enter.

➡ You will now arrive back at the sales screen, with the name of the customer in the blue box at the top right of the screen, and the item ordered on the sales screen.



- 2) Press the '+' key on the far right of the keyboard, and the tender screen pops up.

- 3) To maintain the balance in the cash drawer while recording deposits use the tender type of "Miscellaneous". Press the M key to change the tender type from 'Cash' to 'Miscellaneous'. Press enter twice to finalise the order.



- 4) Repeat the above process for each customer order that you have received.

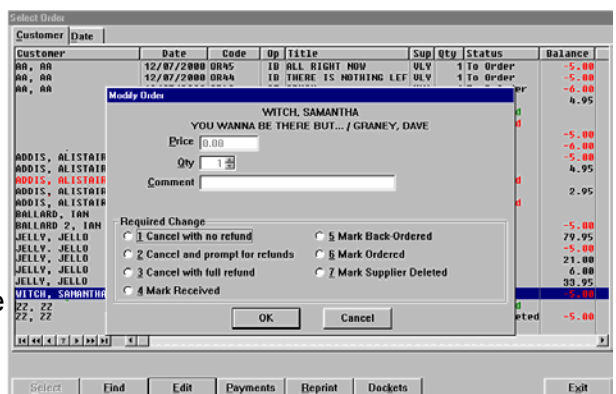
Edit the Orders to mark as "Received"

1. Access the orders

- 1) Input your Operator ID
- 2) At the Main menu, type OR then press enter to select all current Customer orders
 - ➡ This will list all the customer orders that you have just entered, although they will all have a 'Status' of 'To Order'

2. Mark as Received

- 1) Highlight the first order
- 2) Select the Alt E Edit
- 3) Select the "Mark Received" option and press enter.
 - ➡ A box will open asking to remove the item from order placement
- 4) Select Yes. The item will now be marked as "Received"
 - ➡ You might also, if you wish, print a received docket for each item to attach to the product. Select Alt R to Reprint on each line.
- 5) Repeat for every customer order you have just entered.



Input Customer and stock orders that you have already placed with your suppliers but you have not yet received.

Firstly key the customer orders as described in the previous section but without editing to be received.

1. Find the item to be ordered

- 1) Input Operator ID
- 2) Select F9 Cat. Search from the Main Menu
- 3) Select Alt S Search
- 4) Enter the catalogue number of the product, select F5 Cat. Number then press enter.

2. Order the item for the customer

- 1) If the product is found, highlight the correct line (Cd, Cassette, etc.) Then select Alt O Order.
☛ If the item is not found, select any item and then select Alt O Order. When the order item box opens select Alt M Manual to clear the current information. Type in the correct information.
- 2) Check that all the details are correct, ie. the supplier is who you ordered it from, that the retail price is correct etc.
- 3) Select Alt C Customer
☛ This will open the Customer List

3. Add the customer (or just select if the customer is already added)

- 1) Initially this screen will be blank as you do not yet have any customers in the system. Each customer only needs to be 'Added' once and from then on if that customer places any orders or laybys you will simply 'select' that customer from the list.
- 2) Select Alt A Add
- 3) Type in the details of the customer. The two name fields are mandatory, you must input something into both fields. All other fields may be left blank or at the default setting. Press enter to save the details.
- 4) Select Alt S to Select.
☛ This opens the order confirmation box where you input any deposit the customer may have made.

4. Input the deposit amount using the tender type Miscellaneous and finalise the customer order

- 1) Input the deposit that the customer has left or input 0.00 if no deposit was left, then press enter.
☛ You will now arrive back at the sales screen, with the name of the customer in the blue box at the top right of the screen, and the item ordered on the sales screen.
- 2) Press the '+' key on the far right of the keyboard, and the tender screen pops up.
- 3) To maintain the balance in the cash drawer while recording deposits use the tender type of "Miscellaneous". Press the M key to change the tender type from 'Cash' to 'Miscellaneous'. Press enter twice to finalise the order.
- 4) Repeat the above process for each customer order that you have ordered but not yet received into store.

Next, enter any stock orders that have been ordered but not yet received.

1. Find the item to be ordered

- 1) Input Operator ID
- 2) Select F9 Cat. Search from the Main Menu
- 3) Select Alt S Search
- 4) Enter the catalogue number of the product, press F5 for Cat. Number Search then press enter.

2. Order the item for stock

- 1) If the product is found, highlight the correct line (Cd, Cassette, etc.) Then select Alt O Order.
 - ☛ If the item is not found in the search then select any item and then select the Order Action Button. When the order item box opens select Alt M Manual to clear the current information. Type in the correct information
- 2) Check that all the details are correct, ie. the supplier is who you ordered it from, that the retail price is correct if you know it, leave it blank if you don't.
- 3) Input the quantity ordered then select Alt S Stock.
- 4) Repeat for each stock item ordered.

Now all the customer and stock orders have been input, they need to be compiled into Supplier Orders and generated as if they are going to be actually ordered from the supplier.

To compile the orders;

1. Access Place Orders

- 1) Input Operator ID
- 2) Select Alt O Orders from the Main Menu
- 3) Select F2 Place Orders
- 4) Enter to load All Supplier

2. Compile the orders

- 1) You will see all the customer orders (blue lines) and stock orders (black lines) that you have just entered, sorted by supplier. Page through and confirm that all items and quantities are correct. If any lines are here that have **NOT** yet been ordered you need to 'hold' them out by highlighting each line and selecting Alt H to Hold.
- 2) Select the Totals Action Button (Alt T) to Total the orders.

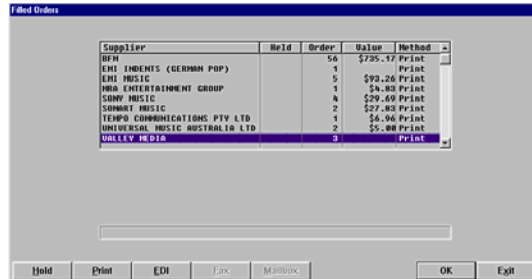
Sup	Title	ID	Product No.	M+B	SOB	SOB	SIT	SOG	ORD
MRB	RADIO DAYS - THE HIT	CD	GF5MA						1
MRB	ELECTRIC SOUP	CD	MR5R22182						1
MRB	PLAY	CD	MR5R22262						1
MRB	EGG IS HOT A DIRTY M	CD	MR5R23152						1
MRB	MIDWINTER	CD	MR5R23262						1
MRB	ROUSSEAU THE RED NOSE	CD	MR5R23262						1
MRB	OFFSPRING	CD	EB66682						1
MRB	2-PACK VHS NOW	CD	0518422						1
MRB	DEAR HANNA	DS	0550112						1
MRB	BUY YOU KNOCK ME OUT	DS	6669212						1
MRB	NECK AND NECK	CD	6670052						1
MRB	BILLYECONSTER	DS	6663895						1
MRB	SOUL PROVIDER	CD	6663462						1
MRB	BUTTERFLY	DS	6651282						1
MRB	I AM I HOPE	CD	6758038						1
MRB	HIND HONESTIES	CD	6712632						1
MRB	WHAT'S YOUR SIGN	DS	6667882						1
MRB	GREATEST HITS LIVE	DS	CD040812						1

Sup SMA QTY 4943642 Retail 113.95 Cost 114.46 Min 0

Sales Grid: Add, Delete, Hold, View, Report, Totals, Comment, Exit

3. Generate the orders without actually sending them to the suppliers

- 1) Select Alt P Print on each of the Suppliers that you have already placed orders with
- 2) Press enter to process those orders. This will place those orders into the 'Receive Orders' area for when they arrive.



Supplier	Hold	Order	Value	Method
BFB		56	\$735.17	Print
EMI INDEWIS (GERMAN POP)		1		Print
EMI MUSIC		5	\$90.26	Print
PARA ENTERTAINMENT GROUP		1	\$6.80	Print
SONY MUSIC		4	\$29.69	Print
SUMMIT MUSIC		2	\$27.83	Print
TEMPO COMMUNICATIONS PTY LTD		1	\$6.96	Print
UNIVERSAL MUSIC AUSTRALIA LTD		2	\$5.88	Print
VALLEY MEDIA		3		Print

Input orders that have been requested by customers that you have not yet placed with your suppliers.

These items are now entered in the same manner as the last set of orders but without compiling the orders at the end.

1. Find the item to be ordered

- 1) Input Operator ID
- 2) Select F9 Cat. Search from the Main Menu
- 3) Select Alt S Search
- 4) Enter the catalogue number of the product, press F5 Cat. Number then press enter

2. Order the item for the customer

- 1) If the product is found, highlight the correct line (Cd, Cassette, etc.) Then select Alt O Order
 - ➡ If the item is not found in the search then select any item and then select Alt O Order. When the order item box opens select Alt M Manual to clear the current information. Type in the correct information.
- 2) Check that all the details are correct, ie. the supplier is who you ordered it from, that the retail price is correct etc.
- 3) Select Alt C Customer
 - ➡ This will open the Customer List

3. Add the customer (or just select if the customer is already added)

If the customer is already listed, highlight the customer name and use Alt S Select to select the customer.

- 1) If the customer doesn't already exist add the new customer by selecting Alt A Add
- 2) Type in the details of the customer. The two name fields are mandatory, you must input something into both fields. All other fields may be left blank or at the default setting. Press enter to save the details then Alt S to Select the Customer
 - ➡ This opens the order confirmation box where you input any deposit the customer may have made.

4. Input the deposit amount using the tender type Miscellaneous and finalise the customer order

- 1) Input the deposit that the customer has left or input 0.00 if no deposit was left, then press enter.
☛ You will now arrive back at the sales screen, with the name of the customer in the blue box at the top right of the screen, and the item ordered on the sales screen.
- 2) Press the '+' key on the far right of the keyboard, and the tender screen pops up.
- 3) To maintain the balance in the cash drawer while recording deposits use the tender type of "Miscellaneous". Press the M key to change the tender type from 'Cash' to 'Miscellaneous'. Press enter twice to finalise the order.
- 4) Repeat the above process for each customer order that you have yet to order.

Input your replacement stock that you have not yet ordered.

Next, enter any stock that has been sold and that you need to restock, but not yet ordered.

1. Find the item to be ordered

- 1) Input Operator ID
- 2) Select F9 Cat. Search from the Main Menu
- 3) Select Alt S Search
- 4) Enter the catalogue number of the product, press F5 for Cat. Number then press enter

2. Order the item for stock

- 1) If the product is found, highlight the correct line (Cd, Cassette, etc.) Then select Alt O Order
☛ If the item is not found in the search then select any item and then select Alt O Order. When the order item box opens select Alt M Manual to clear the current information. Type in the correct information
- 2) Check that all the details are correct, ie. the supplier is who you ordered it from, that the retail price is correct etc.
- 3) Input the quantity to be ordered then select Alt S Stock
☛ This will place the item in the "Place Orders" area as a stock order waiting to be compiled.
- 4) Repeat for each stock item to be ordered.

Place existing laybys in your system

Here you have two options, either leave the existing laybys off the system and receive payments for them as non stock items, or, place them all on the system. The downside of leaving them off the system is that you will have two different procedures for laybys, depending whether they are on or off the system.

There are two steps to getting your laybys on the system.

1. Firstly putting the items into stock (by “receiving” them) and
2. Secondly placing them on layby ensuring to note any money that the customer has already paid.

To Receive the items;

- 1) Input Operator ID
- 2) Select Stock (Alt S) from the Main Menu buttons
- 3) Select F5 for Increase SOH
- 4) Scan each item
- 5) Press the “+” key to process the items

To Create the laybys;

For the first item to be placed as a layby

- 1) Input Operator ID
- 2) At the Main Menu, scan the item. Check that the retail price is the price that the item was sold for, if incorrect press F10 for Price Change and input the correct price.
- 3) Select F3 to Layby
- 4) Select or add the customer in the same manner as customer orders.
- 5) Once the customer is ‘selected’ input into the deposit field the entire amount that they have so far paid and press enter.
- 6) Press the ‘+’ key to bring up the tender screen, type ‘M’ to change from ‘Cash’ to ‘Miscellaneous’
- 7) Press Enter twice to complete.
- 8) Repeat for each item to be placed as a layby

Decide how to deal with any existing loyalty club you may have.

It is probably simpler to allow customers to finish their next entitlement under an existing loyalty club before bringing them on to the WinSTORE loyalty club, as editing loyalty club points is a risky exercise.