ENTERPRISE SERVER

RETAIL - SYSTEM SETUP AND CONTROLS

Introduction

The purpose of this Document is to introduce the Retail Setup and Control Options. These options can be reached from the Menu as well (or How Do I, or Companion), but in this Document we show the options as they are executed from the Retail Wizard.

When 'System Control Options' is selected from the Retail Wizard, it produces the options as shown -
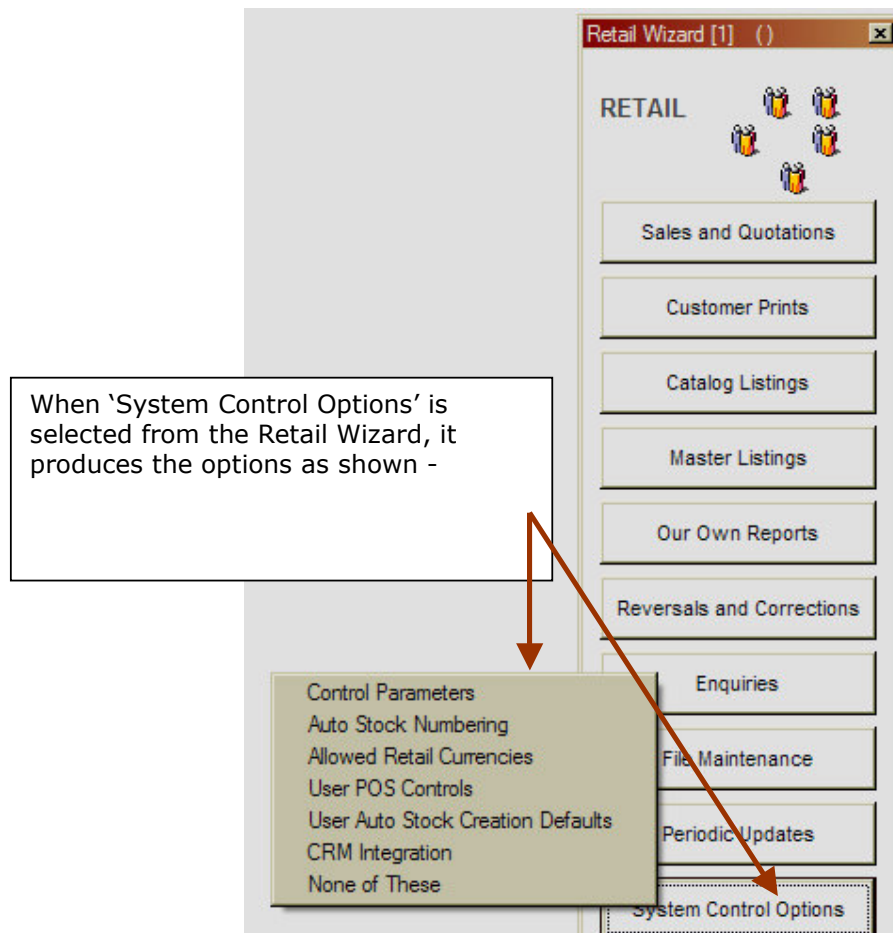
Control Parameters

The Control Parameters (for Retail) Screen includes definition of the following: -

- Tax Types used with Direct Items
- Gift Certificate Catalog Codes
- Tender Types accepted in your system
- Various other Controls

We present a view of the Screen first, and then cover each of the four sections in turn.

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The Tax Types that you will allow for Direct Items need to be specified here, because Direct Items do not appear in the Catalog (where each Item exhibits a standard Tax Parameter). When the Operator 'sells' a Direct Item, one of these Tax Types may be selected for application with the Direct Item.

Gift Certificates are optional, but if you use them, then you should list all Retail Catalog Codes that are Gift Certificates, here, with the Nominal Value for Each.

These Items should also be indicated as Serial Number controlled on the Retail Catalog. Regardless of the Value the items are sold for, they will have a redeemable Value as indicated. In other words, you may have 'specials' from time to time when Gift Certificates are sold at a Discount, yet will have the normal Redeemable Value when offered as Tender.

Gift Certificates are NEVER Stock Items, only Retail Catalog Items. When they are sold, the Value is processed through the GC Control Account.

3) ALLOWED TENDER TYPES

	Tender Type	Runtime Descr	Card Type
1	On Account	On Account	*
2	Cash	Cash	*
3	Gift Certificate	Gift Certifica	*
4	CR Voucher	CR Voucher	*
5	T / Cheques	T / Cheques	*
6	Forex Notes	Forex Notes	*
7	Debit Card	Debit Card	*
8	Cheque	Cheque	*
9	Credit Card	Credit Card	*
10	Credit Card	Amex	ax

In the clip above, we picture how the Tender Types that you accept in your system are indicated. This list is only the 'global' list of Tender Types that form the basis of the Tender Types that may be listed on a User Retail Profile (shown lower down).

4) CONTROLS

CRV Control Account	10000055 GC CONTROL
GC Control Account	10000054 CRV CONTROL
Negative Stock Controls	Warn
Stock Update Method	Direct
Refund ex Account Charge	Account Only
Refund ex Credit Card Charge	Credit Card Refund
Refund ex Trade-In	Credit Voucher
CRV Reduction Limit	50.00

☑ Process Discount Allowed ?
☐ Invoices on pre-Printed Stationery ?

The remainder of the controls (as shown above), deal with various control issues. Each of these Fields is explained on-line when you define the parameters for your system. Briefly, this is what they are about: -

Gift Certificates and Credit Vouchers are managed in Ledger Control Accounts that reflect the total balance of outstanding Value for each, and you need to advise the system which Accounts to use.

Negative Stock Controls can be set to Ignore, Enforce or Warn. When set to Enforce, an Item cannot be sold if the Inventory indicates a Zero Available Value.

The Stock Update method is an option that determines whether your Stock Transactions are done line by line, or en masse. It is explained as follows –

DIRECT method

This method will update Inventory Stock and other Catalog Income Accounts directly with a Transaction on each Line Item Sale, and the larger the Sales Volumes, the more Transactions it will produce per Stock Item. The benefit of this method would be that each Stock Transaction can be directly linked to the originating Invoice. The disadvantage is the increase in Transaction numbers in the system.

BATCH method

This method will post each line Item to Retail Suspense Accounts, from where a Daily (or more frequent) Batch Update will post the totals to Stock Items and Catalog Income Accounts. This method is more efficient in terms of Processing and System Data management, but does not perform actual Transactions to Inventory and Income Ledgers until a Batch Posting routine is performed. As such, Customer Accounts and Direct Item Sales are fully processed initially, but Transactions affecting Inventory (and the other side of the Entries) are only performed in bulk.

RECOMMENDATION

Both Methods are suitable, and both support proper Negative Stock Controls. The Batch Update can be set to be performed automatically by the System, i.e. by Alerter. Therefore, your choice in this matter must be determined by whether you wish to have Transaction Detail on Stock Items for each Line Item Sale, and live with the increased Transaction Volumes, or whether you prefer the efficiencies of the Batch method.

Another factor in making this decision is whether the average Retail Sale / Order includes few or many Line Items. The more Line Items per Deal, the More Transaction Volume saving is effected with the Batch Method. If the Average Sale includes less than 5 Line Items, then the Direct Method may be a Better choice.

We incline to recommend the DIRECT Method for systems where Retail is a Small part of the Business, and the BATCH method where Retail is a major part of your Business, i.e. Retail Volumes are high.

The next 3 controls deal with Refunds, and you specify the Rules here as to how they are dealt with, i.e. if goods were paid for by Credit Card, then must the Refund be to Credit Card (?) or can Cash be refunded, etc.

The CRV reduction Limit sets the lower limit for automatic issuing of CRV's (Credit Vouchers). When the Return Value for a CRV falls below the limit specified, the system offers Cash rather than a CRV.

There is also a choice whether Discount Allowed is processed through separate Transactions or not, and whether pre-printed stationery is used for Invoices, or not.

Auto Stock Numbering
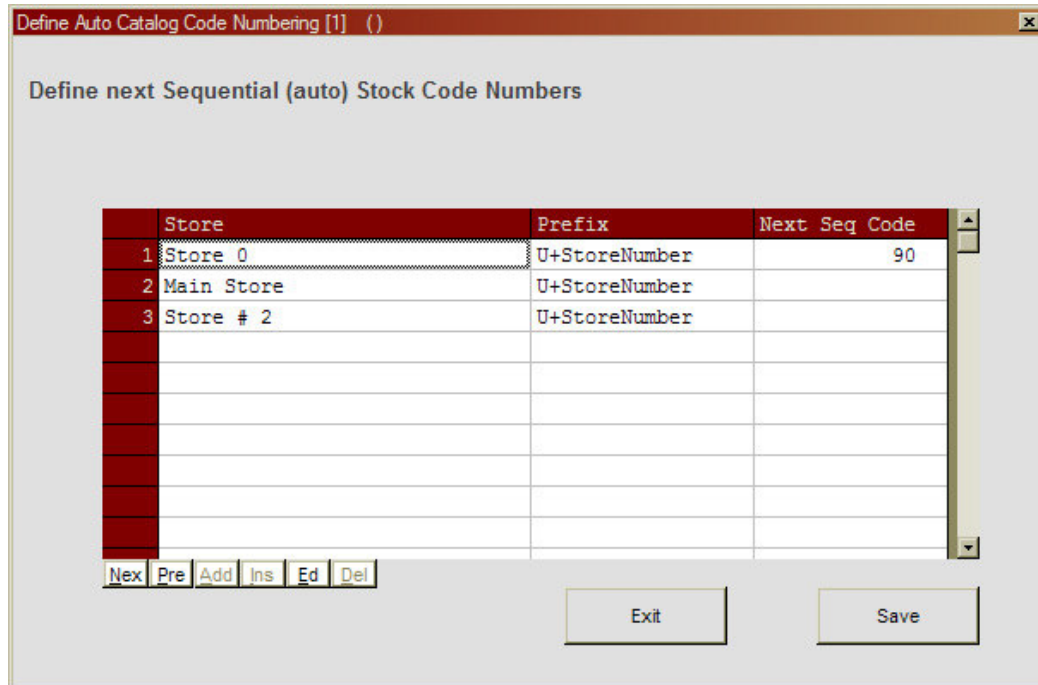
This function is used to indicate the next sequential Number to use for automated Stock Item Coding when your system accepts Trade-Ins on Retail Screens, and where such Items may automatically go into Stock for immediate Re-sale availability.

When the system issues a new number based on the parameters specified here, it will 1st check that such a Code does not yet exist. If it does, it increments the number by 1 and checks again.

If no 'Next Number' is specified for the Store for which a Code needs to be issued, the system starts at 0 and increments by 1.

Allowed Retail Currencies

Base Currencies for Retail Invoices:

The Currencies listed here may be used as Deal Currencies, i.e. Retail Screens (Sales, Orders, Quotations) may be based upon such Currencies, and the Retail Catalog will automatically reflect the Currencies listed here.

If no Currencies are listed, the Retail is done only in the base Currency of the system. However, this does not preclude Retail from accepting other Currencies as Tender for payment, only that the Deals and Invoices will be strictly in the base Currency. (Hint: Do NOT list the Base Currency itself. That is always implied.)
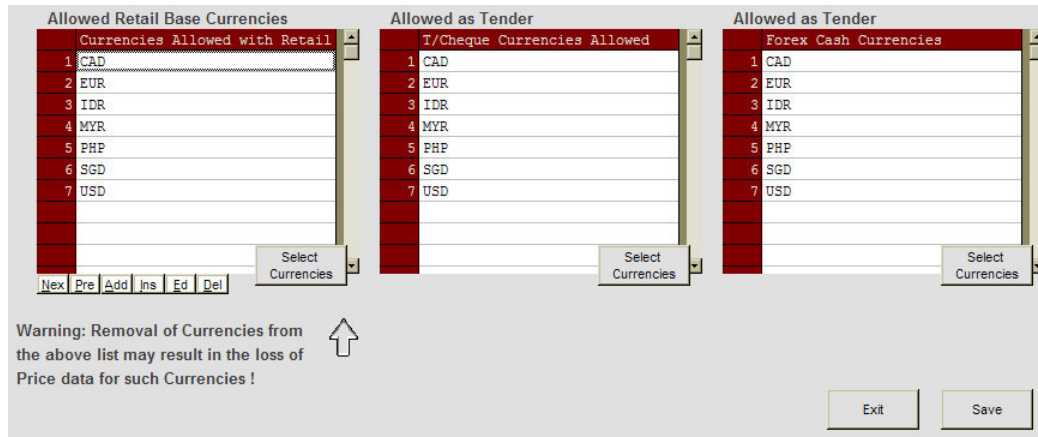
Currencies allowed as Traveller's Cheques Tender:

If Forex in Travellers Cheques are acceptable Tender, then list the Currencies in which it is acceptable. To disallow, do not list any Currencies.

Currencies allowed as Forex Notes Tender:

To allow Forex Cash Currencies, please list the Currencies that are acceptable as Tender. To disallow, do not list any Currencies.

User POS Controls

Any User / Operator who performs Retail deals MUST have a personal Retail Processing Profile. This Profile is also called a Secondary Profile, i.e. in addition to the normal Access Profile that determines which options are available to a User.

The Retail Processing Profile describes which Cash Account the User operates from, i.e. for Receiving and dispensing Cash, Cash Up, etc., as well as some other required Accounts. It then describes the Tender Types the User may work with, and in which order these appear on the Tender Screen.

Each User also operates from a Default Store, i.e. when capturing Sales or Orders, the Default Store is the Store from which Stock Items are issued.

Also described on this profile are Markdown Privileges, whether or not the User may perform Reversals and Cancellations, etc., and all the Tender Steps the that the User must perform in various situations are listed, i.e. whether required or not.

It is important to get a good grasp on this Profile when defining it, by using the on-line help, as it is paramount in applying proper Controls for managing your Retail Business Rules.

Auto Stock Creation Defaults

Auto Stock Creation defaults are defined by User, but these are only used if you accept Trade Ins that are automatically put into Stock. At processing time, the User may change any of the Defaults, if required.

Profiles for auto creation of Catalog Items

CRM Integration

RETAIL to CRM Integration

New Order Event	001
New Sale Event	002 New Sale
Trade In	004 Trade In
Repair	005 Repair
Goods Return	006 Goods Return
Delivery Note	008 Reverse Invoice
Invoice Reversal	009 Cancel Item Lines
Item Cancellation	007 Cancel Delivery Note
Delivery Note Cancelled	003 Delivery Note

INFOLAB will automatically integrate Retail Events to Customer Relationship records for the Event Types listed above, provided that you specify suitable CRM Events Codes and list them here. Any of the above options, when not specified, will simply be ignored and not integrated to CRM.

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