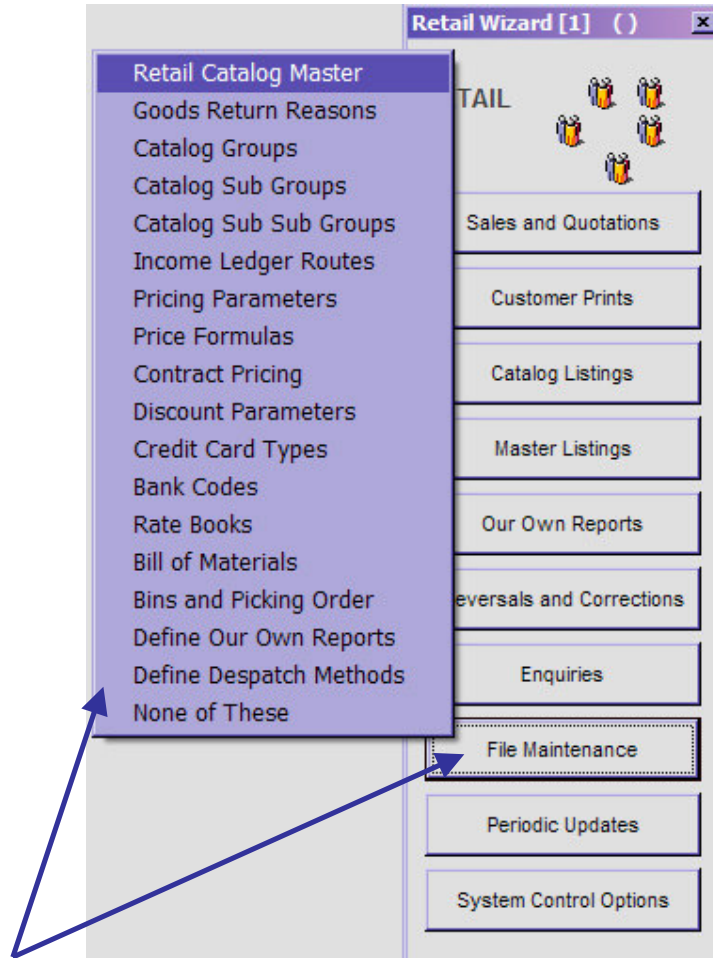


RETAIL MASTER FILES

Introduction

There are many Files that define Retail Data. In this Document we describe the Master File updates that comprise the primary options from the 'File Maintenance' option on the Retail Wizard.



When 'File Maintenance' is chosen, a list of Master File Updates is offered. It is worth noting that –

- 1) A User does not always have access to all the options shown, since access depends on the User Profile. Unlike the Menu system (another way of accessing the Retail options), which show the User only those options that he / she has access to, the Wizard shows all the options for your Implementation.
- 2) The Options pictured above are simply an example of what your list of Options may look like. INFOLAB is a flexible system that can be implemented in many ways, according to your requirements. It is possible that your list of Master File options may exclude some of these options shown, or even include some others.

The Retail Catalog Master

The Retail Catalog is central to the operation of your Retail system, and the best place to start when considering the Master Files. Here is a picture of what the Retail Catalog definition Screen looks like.

Some introductory comments are –

- 1) Visuals for Catalog Items are optional; some may have and others not.
- 2) A simple double-click on the Key Field leads to a Lookup Option, which may also be activated by F7 or clicking the Lookup Icon (this is just a reminder of standard functions on all Screens, and which are described in the User Manual on 'How to Use' the system).

Since the Catalog is so important, we will now look at the different sections of the Screen in more detail, starting with 'Settings'. With the SETTINGS section of a Retail Catalog Item, we find an Item Description, and a current state, which is either OPEN or CLOSED (when 'closed' it cannot be transacted for the time being). Items may be marked as non-Returnable, typically for Items that are made-to-order or Services Items like Shipping Charges and other. An Item that is non-Returnable cannot be RETURNED as Goods on a Retail Screen.

RETAIL – MASTER FILE UPDATES

Catalog Key

RETAIL CATALOG

1 SETTINGS

Description

Open/Closed Non Returnable

Tax Parameter

Accounts Route

Unit Of Sale

BOM Item

Although all the Fields have on-line Help, it is useful to explain some of the information here.

Catalog Coding (construction of the Catalog Code) is flexible, and of variable length, but should never include the '-' character, in order to be compatible with Inventory Management.

The Tax Parameter is discerned from the available Tax Types on the Tax Type Register, and determines whether the Item is usually Taxable, and at what Rate, etc. (Hint: An Item that is usually Taxable may still be exempt when included on a Deal that is Exempt.)

The Accounts Route is discerned from another Register where we define how our 'Sales' and 'Cost of Sales' Accounts flow, and determines the Transaction flow through the Accounting System when the Item is sold.

In the above example, we can see that this particular Item is a 'Bill of Materials' (BOM) Item. When Ordered or Sold, it will be constructed from dependent Items in the Catalog, some of which may themselves be BOM Items again. Most Items, of course, are not BOM Items, in which case the Field is blank.

The next section we wish to look at is 'Commodity Tracking'.

2 COMMODITY TRACKING

Batch Number

Serial Number

Matrix

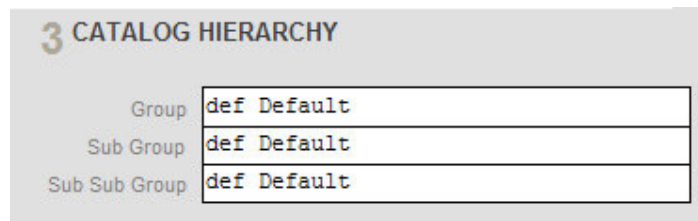
None

Whereas a majority of Items would indicate 'None', a Catalog option may also be Serial, Batch or Matrix tracked. What does this mean?

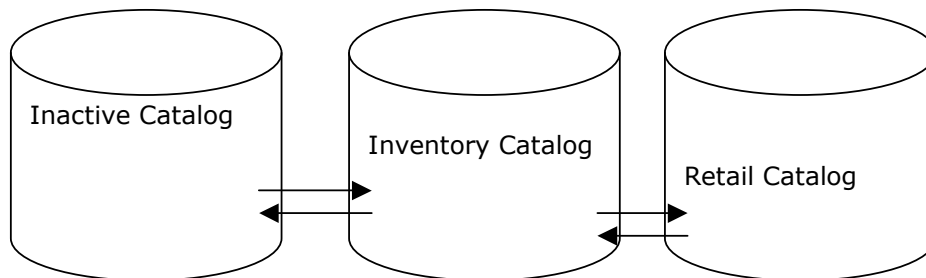
RETAIL – MASTER FILE UPDATES

- Serial Tracking is used for Items that have a Serial Number that we need to track in order to know the whereabouts of the specific Item, whether for warranty or other purposes.
- Batch Tracking is used for ensuring that we know when and to whom Items from a specific Product Batch have been sold. A good example of the use of this facility would be the case of Pharmaceuticals, in case a problem is discovered with a Production Batch, and all sales of it have to be re-called.
- Matrix Tracking is for internal management and measurement of Attribute combinations of Items sold. For example, an Optics shop may want to know how many of a certain type of Spectacles have been sold (or remain in Stock), but wants to know in addition how many of the same model are Blue, Gray or White.

The next section to consider is the Catalog Hierarchy, which is used for Grouping and Analysis. Three distinct levels are discerned in the hierarchy, but it is your choice whether to effectively use 1, 2 or 3 levels.



The Catalog Hierarchy represents your local method of 'organizing' the Catalog, and this can be applied in any number of ways to suit the Enterprise. It is not essential to use all 3 levels of the hierarchy. Some more explanation of INFOLAB Catalogs will be useful here. In fact, there are 3 Catalogs at play as far as Retail is concerned.



In a typical Implementation, we may suggest that the Inactive Catalog has 80 000 Items, the Inventory (Active) Catalog has 20 000, and the Retail Catalog has 21 000. We explain it as follows.

The Inactive Catalog represents Items that we do not currently stock, but may at any time Order or wish to include as part of the Active Catalog (Inventory).

The Inventory Catalog represents Stock Items that are managed in Multiple Ware Houses (also called Stores), and some or all of which may be included in the Retail Catalog (Hint: Companies sometimes have Stock Items for internal use and distribution which are present in Inventory but not in Retail, which deals with Customers).

The Retail Catalog includes all Items that are traded, and over and above Stock Items which are found in Inventory, it also includes non-Stock Items like Services Items, Charge Items (Delivery, Shipping, Other) and any Items for which we do not have a Stock Value in Inventory, but which may be 'sold' or 'charged'. The latter is sometimes understood by people to mean 'Direct Items'. However, in INFOLAB, these Items are normal Catalog Items that have a presence on the Retail Catalog, and have no Value in the Accounts until sold. Direct Items are catered for, in addition, on Retail Screens, and represent once-off Items that are created on demand but are not defined in any Catalog.

The relationship between the Retail and Inventory Catalogs exhibit an awareness of each other. When a new Retail Item is defined, the system looks for the same Code in Inventory, and if it finds it, will automatically populate relevant Fields on the Retail Catalog Item Screen, discerning this to be the same Item. However, it is a choice whether or not the same organizational hierarchy is applied for Inventory and Retail. In other words, if the Group Field for the Item in Inventory is also applied as the Group in Retail, then we understand that the same hierarchy is being applied, but you may also choose to use different hierarchies (and there may be compelling reasons for wanting to do so in certain kinds of Businesses). [The Hierarchy applied for the Retail Catalog has direct influence on the type of Catalog Reports that may be produced on the Catalog.] Also, the fact that an Item is found in 7 different Warehouses in Inventory does not mean that it is available from the same Stores in Retail, where you may decide which Stores may sell the Item.

For Items that are not found in Inventory (i.e. in no Store, not Stocked) the system indicates only '*' in the Stores Field. In the example displayed here, the BOM Item may in fact be stocked, but we indicate that it is not stocked. However, all Services and Non-Stock Items will necessarily indicate '*' for Stores. [Hint: We are still going to look at the section where the Stores detail is displayed.]

Now we move to the 'Pricing and Discount' Section, and we will explain some points here, but a better understanding is realized by also reading the User Manual for 'Retail – Pricing Structures', where some of these concepts are more fully explained.

In the clip shown below, we note the following: -

PREVIOUS PRICE is simply a display field that indicates the most recent price before the CURRENT PRICE was updated. CURRENT PRICE may be updated in a number of ways:-

- a) Direct Capture
- b) Imported Price List
- c) Programmatic (Customized) Updates

PRICE POLICY is a parameter discerned from the Price Policies Register, that define how the Price is managed. Examples are: -

- a) Fixed (Will only change when updated Manually or by using a provided Option for Price Updates)
- b) Synchronized with Inventory Price (e.g. Average Cost, Last Invoice Price, etc.) plus Defined Markup %, and updated ONLY when an Update Run is performed.
- c) Same as (b), except that the Price is updated dynamically each time the Item is sold, i.e. as soon as the Item Code is entered on a Retail Screen,

RETAIL – MASTER FILE UPDATES

the system performs a Price Sync action with Inventory, where the latest Average Cost, Landed Cost, etc. may have changed in the meantime. (This is a very real-time Price Management Instrument).

4 PRICING and DISCOUNT

Prev Price	
Current Price	7,600.00
Price Policy	def no markup
Club Discount	club Club Discount
Volume Discount	def Default
Standing Offer	Take 2
Loyalty %	
Comm %	
Custom Formula	

	Ratebook	Currency	Price
1	Book # 2	EUR	800.00
2	Book # 2	IDR	10,108,000.00
3	Book # 2	SGD	1,900.00
4	Book # 2	USD	1,266.67
5	Book # 2	MYR	4,550.90
6	Book # 2	PHP	65,664.00
7	Book # 2	CAD	1,600.00

Loyalty % is applied when you use a Customer Points Rewards program, in which case you simply specify a % of the Traded Price Volume to translate into Loyalty Points (this may be different from some Items to others). For example, a 1% Loyalty on an Item that is sold for \$100.00 translates to 1 Loyalty Point being added to the Customer's Loyalty Record. Loyalty points do NOT affect pricing. The Loyalty program may be applied in any number of ways, e.g. periodic Discount Vouchers, etc.

CLUB DISCOUNT and VOLUME DISCOUNT work off the same Discount Register, which is also a File Maintenance option, and shown a little later.

Rate Books offer a layer of Multi Currency options, allowing set prices per Currency per Rate Book, and is explained in more detail in the 'Pricing Structures' Manual.

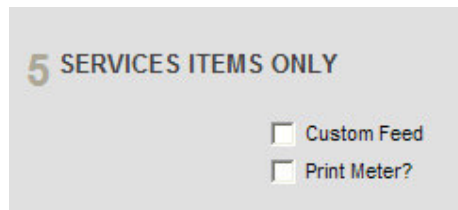
	Ratebook	Currency	Price
1	Book # 2	EUR	800.00
2	Book # 2	IDR	10,108,000.00
3	Book # 2	SGD	1,900.00
4	Book # 2	USD	1,266.67
5	Book # 2	MYR	4,550.90
6	Book # 2	PHP	65,664.00
7	Book # 2	CAD	1,600.00

RETAIL – MASTER FILE UPDATES

Standing Offers are sometimes updated directly onto a Catalog Item, but it is more common to update a range of Catalog Items from the Standing Offers Wizard. Standing Offers include 3 Price mechanisms, e.g. Price Offer, Discount Offer and Take n then get n Free. (See 'Pricing Structures' Manual.)

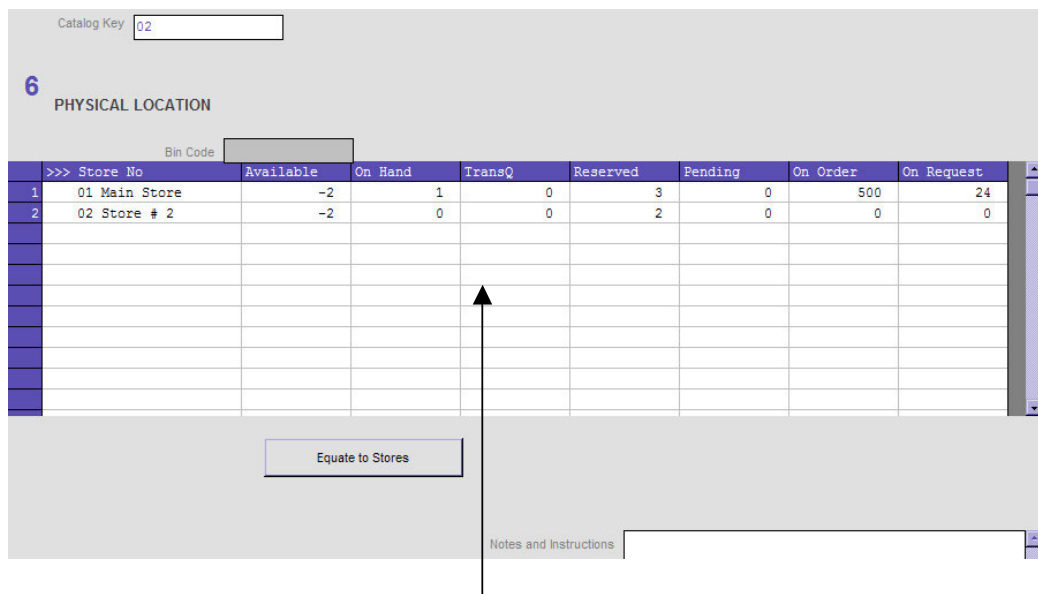
Custom Formula is a more advanced option to deal with complex Price issues, and (you guessed it!) is explained in the 'Pricing Structures' User Manual.

The next section we look at is 'Services Items'. The Retail Catalog is also used by the Services Management Module, which can be applied for Property Management, Sales of Water and Electricity and other Utilities, etc. The 'Services Items' section is concerned with Retail Catalog Items that require specific parameters for Services Management, and is ignored in the case of normal Retail Catalog Items.



As can be clearly seen above, there are 2 Check Box items to indicate to Services Management whether the Item has a 'Custom Feed' procedure, and whether the Item is charged based on Meter readings.

We now move to the 2nd tab or 'page' of this Screen, where the Stores indicators are found.



The Catalog Item pictured above are held in 2 Stores, and the system automatically indicates these Stores and On Hand, Reserved and other indicators for the Item as it is found in each Store when the 'Equate' button is selected. A double-click on a Stores Row results in a drill down into the detail of the Stores Item, and it's Transactions. As previously mentioned, when the Catalog Item is not a Stock Item, then this Grid simply indicates '*'.

RETAIL – MASTER FILE UPDATES

Having had a reasonable look at the definition of a Retail Catalog Item, we can now move on to the other Master File Update options.

Goods Return Reasons

Define Goods Return Reasons [1] ()

Reason Code: 02

Description: Unsatisfactory

Goods Return Reasons

Exit Save

Goods Return Reasons are simple to specify, with a Code and Description. Each time when Goods are returned, the Operator simply selects a Reason Code, and that way it is practical to collect and analyze statistics about Goods Returned.

Catalog Groups, Sub Groups and Sub Sub Groups

Define Catalog Groups [1] ()

Group Code: 003

Description: Chemicals

Retail Catalog Groups

Exit Save

These are the levels of the Catalog Hierarchy, as mentioned before, and the Groups, Sub Groups and Sub Sub Groups all consist simply of a Code and Description.

Income Ledger Routes

Define Catalog Income Ledgers [1] ()

Route Code: 02

Description: Sales Income

Sales / Income: 10000001 SALES INCOME : PRINT CARTRID

Cost Of Sales: 10101002 COS 1

Discount Allowed:

Retail Catalog Income Ledgers

Exit Save

The Ledger Income Route Codes (we have seen them as the 'Accounts Route' field on the Catalog Master definition), are attached to Catalog Items, and when these Items are Sold or Charged, they determine how the system will update the Accounting system. Provision is made for the Sales or Income Account to be Credited, Cost of Sales to be debited, and Discount Allowed where necessary. Of these 3 Accounts, only the Sales / Income Account is mandatory. If either of the other 2 are absent, the system will use the Account specified at Sales / Income when it has to perform an Action on either of the other which is absent.

Pricing Parameters

Define Pricing Parameters [1] ()

Price Policy Code: 02

Descr: Markup 2%

Type: 2 per Inventory + % (Static)

% Markup: 2.00

Explanation: 2% Markup.

Exit Save

Retail Price Policies

The Price Policy Code (seen on the Catalog Definition as 'Price Policy') determines how the system derives the standard or so-called 'system price' for an Item. The system Price for an Item is the one used before applying things like Volume or Club Discount, Price Formulas or other manipulations on the initial Price. Once the initial Standard Price is derived according to the TYPE (as seen in the clip above), a Markup % may optionally be applied on top. This allows for flexible pricing calculation to derive the 1st Price, i.e. Standard Price. The TYPE field has 3 options, which we describe below -

- 1 - Fixed; manual or take-on update only (used for all entries NOT reflected in the Inventory, but may also be used for any entry that is present in the Inventory;) With this Type the Price of the Item will only change when a New Price is installed, whether manually or by using a mass Update Option.
- 2 - Inventory price + % (can be 0%); updated whenever the menu option 'Auto Update Prices' is performed; can ONLY be used when the entry is also reflected on the Inventory module! INFOLAB will check whether the Inventory Price is set to Last Invoice price, Fixed or Average Cost, and ADD the specified % on top ... NB: Price is NOT affected by events in Inventory UNTIL an 'Auto Update Prices' is performed!
- 3 - Inventory price + %; as for 2 above EXCEPT that the latest Inventory Price is always taken, regardless of the last Update Price stated on the Retail Catalog

RETAIL – MASTER FILE UPDATES

Master. With this type the price is NOT dependent on an 'Auto Update Prices' event, i.e. the price on the Retail Catalog Master is merely indicative of what the price MIGHT be, but the Price is re-calculated each time the Item is sold.

Price Formulas

Retail Price Formulas [1] ()

Formula Key: 01

Name: Group Discount 5%

Subroutine Name: retail.formula.sample

Buttons: Exit, Save

Price Formulas are used for complex operations to derive the Price, in situations where none of the other Price mechanisms provided can achieve the desired result with ease. It does not matter how unique your Business is, this option can be programmed to calculate any Price logic that you may wish to specify. More commonly, this option is used in addition to the other Pricing methods, yet selective applied only for certain Customers. (Please see the User Manual for 'Pricing Structures'.)

Contract Pricing

Define Contract Debtor Prices [1] ()

AR / Debtor Code: DH00007 Bower

Catalog Item: 07 Beer Windhoek Light

Currency: [] Unit: LI LI

Previous Price	Current Price	Future Price
[]	[]	25.00
Date From: []	Date From: []	Date From: 18/03/2004
Date To: []	Date To: []	Date To: 18/03/2005
Contract Quantity: []	Contract Quantity: []	Contract Quantity: 0.00

Buttons: delete PREVIOUS, delete CURRENT, delete FUTURE, Quit, Save

Contract Pricing

Contract Pricing is not specified on the Catalog Master Definition, but rather by Customer for each Item where the Contract Price should apply. This is a typical 'Call Off Order' mechanism. Essentially, the Customer may be quoted a special

Price on 1 or more Items, of which they undertake to 'buy' a set volume over a set period of time (be sure to see the on-line Help when using this Screen).

Discount Parameters

Discount Code: vol1

Description: Volume Discount

	Qty >=	Discount %
1	10.00	5.50
2	20.00	10.00

Precision: 2

Buttons: Exit, Save

In this example, the Item attracts 5.5% Discount when 10 or more of the Item is sold on the same Invoice, and 10% Discount when the Quantity is >= 20.

For Club Discount, one may simply specify a Quantity of '1' and the Discount to Apply.

Discount Parameter objects are used with Volume Discount, as well as with Club Discount. The Retail system is able to consolidate Items on the Invoice to determine the applicable discount. In other words, even if 10 Line Items are scanned in, each with a quantity of 1, then the system will sense at the 10th Item that this Item now qualifies for 5.5% Discount (per the example shown above), and will dynamically adjust the Price on all 10 lines. If one such line is deleted, the system will automatically re-adjust the Price back to the pre-Discount level.

There is no limit as to the number of Discount Objects that may be specified, or the number of Catalog Items to which any of them may be applied. And, of course, the indicated Discount Object does not have to give any Discount at all, and it can be dynamically changed on any Catalog Item at any moment in time.

Credit Card Types

Credit Card Types are specified to indicate to the system which Cards you will accept as Tender. (In the User Manual on 'Dealing with Tender', we describe how you may specify or arrange the allowed Card Types in any order, i.e. to have the most frequently used Cards offered as primary choices for Tender.)

Define Credit Card Types [1] ()

Card Type:

Description:

Exit Save

Allowed Card Types

Bank Codes

Define Bank Codes [1] ()

Bank Code:

Description:

Exit Save

Bank Codes

Bank Codes are used with Cash Up Statements, processing of Cheques, etc., and are specified in order to be able to just select a Code rather than specify a Bank Name in each case.

Rate Books

Define Rate Books [1] ()

Ratebook Code:

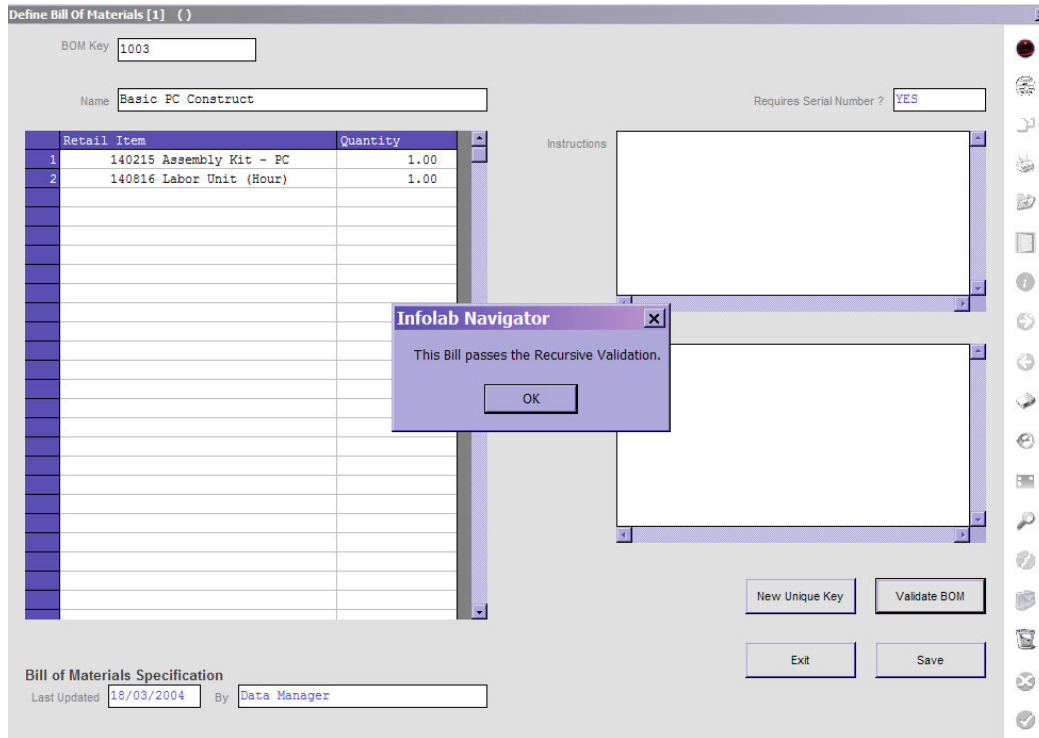
Name:

Notes:

Exit Save

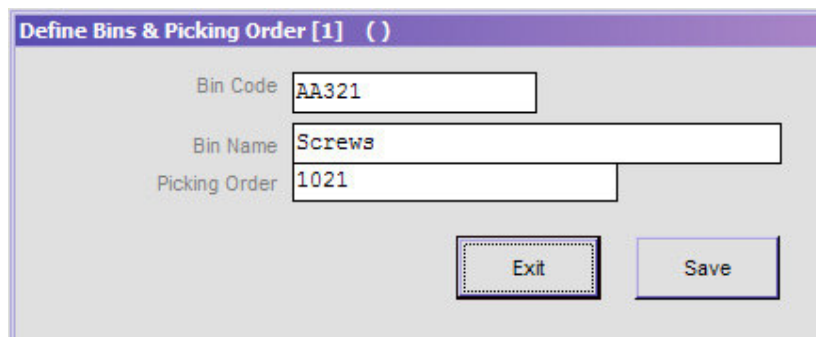
Rate Books are most commonly used for Price Management in selective Currencies, by applying specific rate Books for specific categories of Customers. In order to specify Rate Book prices on Catalog Items, a Rate Book must first be specified on the Rate Book register, with a Code and a Name. (See the 'Pricing Structures' Manual for more.)

Bill of Materials



The Bill of Materials specification is not used exclusively for Retail, but it is visible and present here also for purposes of offering BOM Items in the Catalog. A Bill of Materials will always consist of 1 or more (usually more) other Catalog Items that jointly make-up or are used as input in the production of the end product, again possibly a Catalog Item. A BOM Item may include physical Items (e.g. Stock) as well as Services or Charge Items, e.g. Labor, Delivery, etc. Any of the components of a BOM Item may itself be another BOM Item (as long as it does not call itself recursively), and various layers of Serial Number management may be present. For instance, in the construction of a Desktop Computer, there will be a number of parts that go inside that each have a serial number. In such cases, the end product is forced (automatically) by the system also to need a Serial Number. When such an Item is sold to the Customer, only the 'end product' Serial Number is specified on the Invoice, but by that time the system already has internal records of the other serial numbers 'inside'.

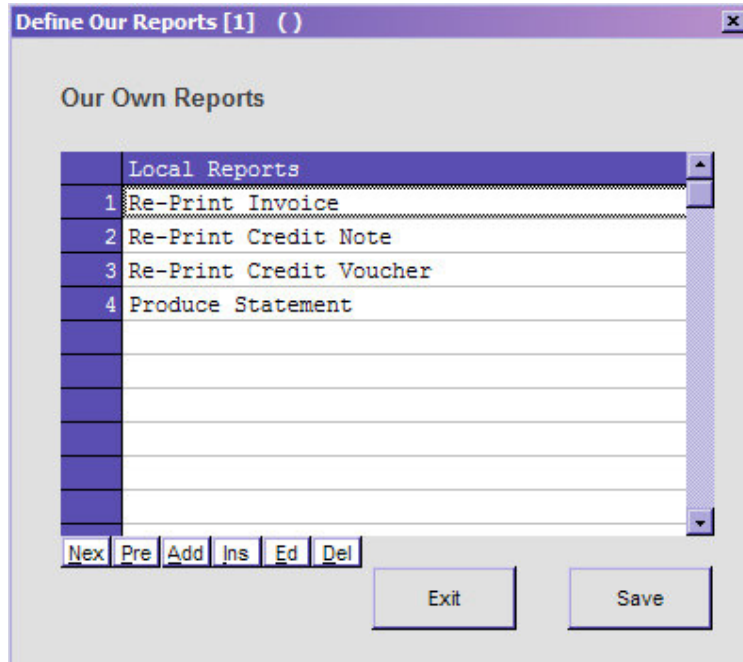
Bins and Picking Order



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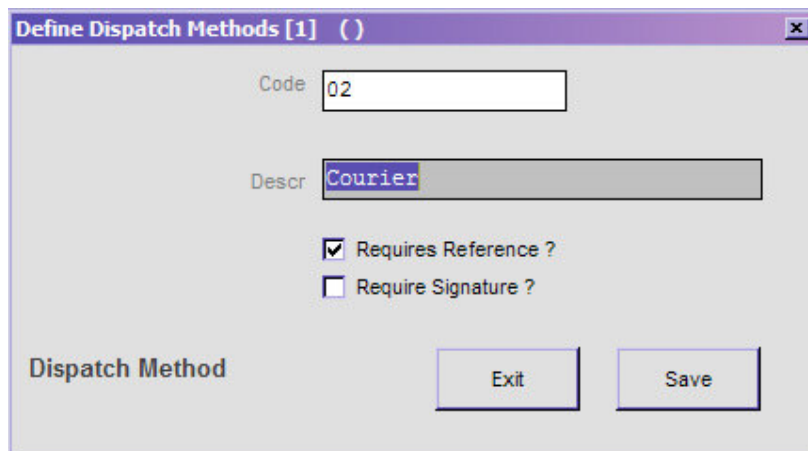
Bins are optional to use, and are common in warehouses where a specific picking layout is applied. When used, the Picking Slips can print the required Items to 'pick' in the most convenient picking order.

Our Own Reports



Given the nature of INFOLAB as a system that is customizable and that provides you also with easy options to define home grown Reports, you are likely to have some 'Own Reports'. These are quite easy to add to the menu system, but to avoid having to go back to the menu system for such Reports each time, the above option is provided to link your custom Reports into the Retail Wizard. Simply specify any such Reports in the above Screen, and then they will be accessible from the Retail Wizard.

Dispatch Methods



RETAIL – MASTER FILE UPDATES

Dispatch Methods are used with Delivery Notes, when Orders are shipped. Check 'Reference' when the method should be accompanied by a Tracking Number or Reference, and check 'Signature' when the method demands that the Customer sign a Receipt on the Delivery Note (as with an over-the-counter Delivery).

Summary

A majority of the Master File updates are so obvious that they require little explanation, bearing in mind that the basic instructions on 'how to use' the system is explained in detail in another User Manual. Nevertheless, the foregoing explanations and detail should be beneficial in understanding the Master File options better. When actually using the options on-line, you will find that there is always further help available from the Menu Help item, the Help Icon on Screen, and function key F1, all of which are separate options to achieve the same thing, i.e. bring up the Help.

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