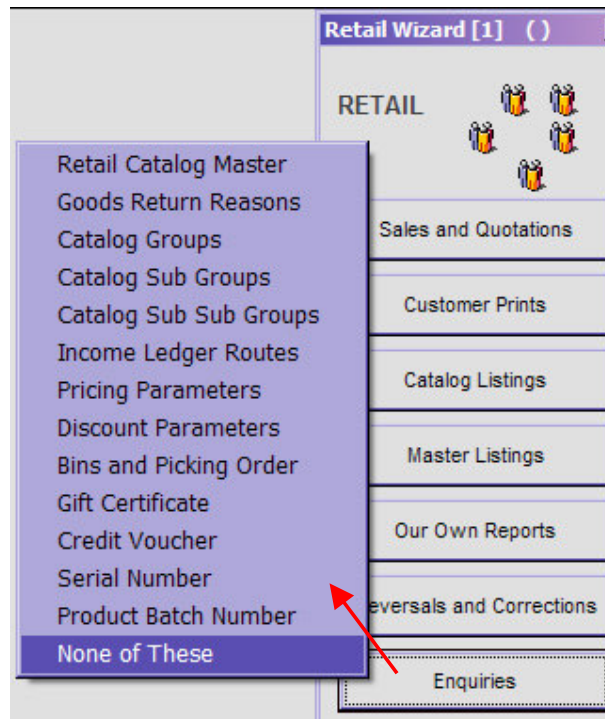


RETAIL - ENQUIRIES

Introduction

The purpose of this Document is to introduce the concept of Enquiries, as used with Retail. Once you have seen the Retail User Manual for Master Files, which include Update options on the Master Files, it is easy to understand that some of the options offered here, at Enquiries, are the same as found with the Master File Updates, the difference being that the Enquiry Options allow Users (who are given access to these options) to 'look' at the same information, but not update or change it.

In addition, there are a few options that are not found with the Master File options, because they are only updated by the system itself, yet you may query (i.e. look at) the information. The options shown here are not exhaustive, and there are additional Queries, Enquiries and Report Enquiries attached to various other functions in Retail, especially the main Deal Screen.



There is no need to repeat Screen shots of what is already explained in the Master Files User Manual, since the options are the same, differing only in the aspect of these being 'look only'. However, we will have a look at the options that are not found with the Master File updates.

Gift Certificate

Below we show an example of a Gift Certificate enquiry, which is accessed by specifying the GC Serial Number.

RETAIL – ENQUIRIES

Gift Certificate Enquiry [2] ()

Serial Number

Gift Certificate Enquiry

Original Value

	Date Used	Invoice Ref	Valued Used
1	04/01/2004	0000011	79.80
2	04/03/2004	0000109	20.20

Nex Pre

Date Sold

Sold on Invoice

Remaining Balance

Type

Exit

Note that the original Value is indicated, as well as the original Invoice Number, and Date sold. The remaining Value (Balance) is equal to the Original Value less usage, as indicated. A GC may be used multiple times, until remaining Value = Zero.

Credit Voucher

Credit Voucher Enquiry [2] ()

Serial Number

Credit Voucher Enquiry

Original Value

	Date Used	Invoice Ref	Valued Used
1	04/03/2004	0000109	11.00

Nex Pre

Date Issued

Issued on Invoice

Remaining Balance

Type

Exit

A Credit Voucher is quite similar to a Gift Certificate, in the sense that it is also Serial Number controlled, and indicates the same Value layout. CRV's differ from GC's in the fact that they are issued automatically by the system when Refunds

RETAIL – ENQUIRIES

or Credits are due to the Customer (dependent on system setup Rules), and also in the fact that they are always 'used' only once. In other words, when a CRV is used (offered as Tender), it is always retained. If any portion remains unused at the time, the system offers either a new CRV for the reduced amount, or another form of refund, e.g. Cash or other.

Serial Number

A Serial number enquiry may result in having to choose between Commodities (also called Catalog Items). In other words, if 2 or more different product types (e.g. different Catalog Codes) happen to have the same Serial number, the system can manage it. If you then enquire on such a Serial Number, the system will offer both Items, for you to select which of the 2 you are enquiring on.

Item Serial Number Enquiry [2] ()

Item Serial Number Enquiry

Catalog Code: 00100001

Description: Desktop PC: Basic

Serial No: 100058823

Action	Action Date	Document #	Customer
1 Sell	26/03/2004	0000177	d00005 ABC Stationery
2 Assembly	26/03/2004	120011	* No Customer Account indicated

Next Pre

Embedded Serials	Description
1 4454552110	SG-71 ABIT MotherBoard
2 3221548201	BX80531P170G128 Celeron 2.0 Ghz Pro
3 9000542221	HDWD200BP W/Digital 80Gb Hard Drive

Exit

In the example above, we note a serial number for a Desktop PC. We can discern that it was assembled 'in-house', and then sold (the most recent activity is always listed at the top). Not all Serial Numbers will have embedded serial numbers also, but some may have, as in this example. Inside this PC, there are 3 other parts that have their own serial numbers. During assembly, these numbers are linked to the serial number for the end product, i.e. the PC. Therefore, it is possible to query any of the serial numbers in this scenario, e.g. the PC, or any of the embedded serials inside.

Product Batch Number

Product Batch Numbers also indicate all activity associated with the batch number, and also support multiple products with the same batch numbers (as for serial numbers). However, in the case of Batches, the concept of Quantity is more relevant (as opposed to Serial Numbers that are always linked to a Quantity = 1).

With Batch tracking, we note the Quantity moved with each event indicated (see below).

RETAIL – ENQUIRIES

Batch Item Enquiry [1] ()

Item Batch Number Enquiry

Commod
 Description
 Batch No

	Action	Action Date	Document	Quantity	Customer
1	Cancel Delivery Note	25/03/2004	27	10.00	d00005 ABC Stationery
2	Delivery Note	25/03/2004	27	-10.00	d00005 ABC Stationery
3	Sell	25/03/2004	0000176	0.00	d00005 ABC Stationery
4	Sell	25/03/2004	0000176	0.00	d00005 ABC Stationery
5	Cancel Delivery Note	25/03/2004	0000175	1.00	d00005 ABC Stationery
6	Delivery Note	25/03/2004	26	-1.00	d00005 ABC Stationery
7	Sell	25/03/2004	0000175	0.00	d00005 ABC Stationery
8	Reverse / Cancel Item	25/03/2004	0000174	0.00	d00005 ABC Stationery
9	Sell	25/03/2004	0000174	0.00	d00005 ABC Stationery
10	Reverse / Cancel Item	25/03/2004	0000173	1.00	d00005 ABC Stationery

Next Pre

Expected On Hand for this Batch #

The Document Number always relates to the Action type. For example, if the Action = Sell, then the Document is an Invoice Number, and if the Action = Delivery Note, then the Document is a Delivery Note Number.

In Conclusion

Probably the most suitable thought to express here is that this Document does no more than introduce some Enquiries found in Retail. In practice you may find many more, but you should have confidence that they are easy to use, and easy to access from your Menu (and other) options.

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