SCS

SALE CONTROL SYSTEMS LTD.

Training and Reference Manual

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<u>Sale Control Systems Training Regulations</u>

If training has been purchased the following information will explain the regulations in effect for your training day(s)

Your Training has been scheduled for:

The length of your training day will be

Any training time taken above and beyond the above time will be charged an hourly training rate of **$75/ hour**. Training will be scheduled for a specific time frame. If individuals to be trained are late for the training, the training ending time <u>will not</u> be extended. If the trainer is detained for any reason, the training ending time will be extended to accommodate this. In order to cancel a training day, you must give **24 hours notice.** Training days cancelled with less than 24 hours notice are subject to a **$200.00 cancellation charge**. A single training day may not be split into two training days. If a training day is cut short due to the Customer, <u>the remaining training hours will be lost</u>**. If additional training time is desired, it should be requested before the training day.** It is expected that any employee to be trained will be present, and that full attention will be given to the trainer, in order to maximize your training time.

If you have any questions regarding these rules and regulations, please contact your trainer.

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Welcome,

We at Sale Control Systems would like to welcome you as a new customer. We are confident that you will be satisfied with your new purchase. We would like to help you out with a few steps along the way.

Your initial purchase of software at Sale Control Systems comes with **Three Months Free Support from the date of installation**. This includes any technical difficulties that you may encounter while familiarizing yourself with your new system. **Support is given on the telephone and/or through the modem**. This agreement also **includes free updates**, as they become available. Notices of available updates will be faxed or emailed to you. At the end of three months you will be sent a support agreement, which you may choose to enter into. The support agreement also includes free updates, as they become available. If you do not choose to enter into the new support agreement you may still purchase the new updates and support separately.

Your new software from Sale Control Systems is set up to bring the most convenience to you. The software has been designed to ensure that your store will always be able to operate. If your server crashes, your tills with still function normally. All transactions for the day will be stored at the registers and then sent to the Back Office when the connection is reestablished. This also ensures that the day's transactions are not lost during that day. Because of this enhanced feature, it is extremely important that you execute **only one Z report per registers each day**. It is also extremely important that the Tender Summaries and Department summaries for the day are examined for discrepancies. If you find any discrepancies in these two totals you should contact your Sale Control Systems Support Representative **on the next business day, excluding weekends**. The transaction detail is only stored at the register for the time in which 6 Z reports are printed (Usually 6 days). After this time it is impossible to recover the transactions from the Registers.

If you are using Sales Order Entry instead of POSALRW on some terminals, there is no facility to print a Z report on those terminals. All transactions are processed directly on the server. Please be sure that you are doing a back up every day (your system can be set up to do this automatically), and that your tender summaries and department summaries match. If these two reports do not match, please contact your Support Representative on the next baseness day, excluding weekends.

APSW contains context sensitive Online Help. We strongly recommend that you familiarize yourself with APSW's online help. As soon as you enter this program you can execute the main help screen by pressing F1. From this screen you can learn things from how to perform day end procedures to frequently asked questions. At any time while you are in the APSW system you may press F1 or click on the help button to bring up the help for the individual screens. If you are unsure of what data to enter in a box, place the cursor in the box, and press F1. If you have problems, be sure to investigate the frequently asked questions before calling your Sale Control Systems Support Representative. If you have purchased Sales Order Entry, this program also has context sensitive online help.

When executing Stock Receipts be sure that the discrepancy is very minimal before posting your receipt. Posting a receipt with a large discrepancy could result in incorrect data in your inventory. If you have a discrepancy that is too large, and you are unsure of the cause, place your cursor in the discrepancy box, and press F1. This will walk you through possible causes of large discrepancies.

On location training on the system is available on request. Please contact sales@posal.com or your Support Representative for a quote if you require this service.

We also invite you to visit our web site at **www.posal.com**.

We hope that you enjoy your new Sale Control Software. Please feel free to call if you have any questions. *Business hours are Monday to Friday 8 AM to 5 PM. Please reserve any calls outside of these hours for emergencies only*. Your support representative is available after business hours for any emergency that you may have. Please leave a message, and they will get back to you as soon as possible.

Sincerely,

Dennis Leavitt
President
Sale Control Systems Ltd.

Sale Control Systems Ltd. Upgrade and Support Policy

SCS has always been a provider of State of the Art Retail software. We are constantly enhancing our systems to further meet the needs of a rapidly expanding industry. These enhancements are initiated either by SCS or by a customer requesting a customization.

If our Research and Development staff recognizes a need for a new feature, SCS may decide to include it in the system. These added features are usually requested from current and potential customers. It is important that our customers let us know of any enhancements they desire. It is possible that they will simply be included in a future release.

If a customer requests an enhancement, they will be given a quotation for the cost of the customization. This price is based on the amount of time to complete the task with consideration given to the future marketability of the feature. If the request becomes part of our basic system, it is included in the next release of the system.

All customers will receive new releases for a period of three months from the date of purchase. After this time they can purchase the release for the current market price or they can participate in our support program which gives them all releases automatically. The price for a release is flexible and depends on the enhancements included in the release. They will range in price from $295.00 to $495.00. There will be at least 2 releases per calendar year. We may issue some interim releases to correct oversights in the software. Occasionally these interim releases will include enhancements as well. If you purchased the last major release, you will receive the interim releases free.

Occasionally SCS will produce a new product. Normally these products are not included as part of a new release of the software. One such product is the Multi-Store System. You will be notified of upcoming new products and the price for these options.

Regular hours for support are Monday through Friday 8:00 AM to 5:00 PM. Your SCS Support Representative is available outside of these hours for emergencies only. If a call is received outside of these hours, that is not an emergency, it will be returned during regular business hours.

If a customer participates in our support program, all releases are free. Other benefits of our Support program are:

Back up support for your dealer: If you have a critical situation and are not able to contact your dealer, you can call SCS direct to receive help. If your dealer becomes unable to support your software, SCS will provide the support you need.

Express response to software problems: In the rare event that a problem is discovered with SCS software, we can respond to customers on our support program within 24 hours.

Disaster Recovery support: If you experience equipment failure resulting in the loss or corruption of data, SCS will assist in restoring your system to full operation in as timely a manner as possible. This assistance is limited to two events per year.

Pricing for the SCS Support program depends on several factors including: The number of stores covered by the support plan, the number of lanes in each store, the internal support staff that you have in place, etc. You will be quoted a price for support for your organization.

Getting started - The Basics

This manual is designed to be used in conjunction with the On Line Help. To execute the On Line Help press F1 at any time with in the APSW Program. The On Line Help is context sensitive. If you wish for help on a certain entry box, place the cursor in the box and press F1. For general help press F1 when there are no applications are open with in the system.

Master Files

The Salesperson file. Every Employee that will have access to the system needs to be in the Salesperson file. To get to the Salesperson file click on Modules, then System Maintenance, then Browse Salespersons. To enter a new salesperson, click on Insert. The information that is vital to this file is Store, Code, Name, Password, and Security Level. Place the cursor in the respective boxes and press F1 for more information on these required fields. Click on OK when you have entered the information.

The Employee File. Every Employee that will have access to the Enter Stock Counts function must be entered in the Employee File. Also, any Employee that is using the Time and Attendance program must be entered into the Employee File. To get to the Employee file click on Modules, then System Maintenance, then Browse Employees. The information that is vital to this file is code, name , store and job code.

The Vendor File. This file records all of the Vendors that you purchase product from. Vendors must be entered in this file in order to receive stock. To get to the Vendor File click on Modules, Inventory maintenance, then Vendor Maintenance. To enter a new vendor click on Insert. The information that is vital to this file is Number, Name and Flags. The Flags are located on the DEFAULTS tab. They are Tax In, Deposit In, Case Price and Extended price. If these flags are not set properly, then you will not be able to receive stock properly. Click on the Help button to learn more information about these entries.

The Category File. This file records the different main categories that you will organize your inventory by. To get to the Category File click on Modules, then Inventory Maintenance, then Maintain Inventory Categories. To enter a new category click on Insert. The information that is vital to this file is code and description. Place the cursor in the different entries and press F1 to learn more about these entries.

The Customer File. This file contains information about the customers that purchase merchandise from you. This will allow you to give specific discounts to each customer. To get to the Customer File click on Modules, then Customer Control, then Browse Customers. To enter a new customer click on Insert. The information that is vital to this file is Account Number, Discount Code, Store, and Name. The rest of the information is optional. To find out more about these entries, place your cursor in the respective entries and press F1.

Quick Steps:

1. Open the Customer file by clicking Modules, Customer Control, then Browse Customers
2. Click insert to enter a new customer
3. Enter customer number, your Store Number, Customer name, and Discount Code (form DISC__ and COST___).
4. Click OK.

The Inventory Master File. This file contains all of the information with regards to your individual inventory items. To get to the Inventory Master File you may either click on the Inventory icon on the task bar (file folder), or Click on Modules, then Inventory maintenance, then Browse Inventory. To create a new inventory item click on insert. The information that is vital to this file is as follows: Under the General Tab, Item number, description, category, UPC(for scanning purposes), Case quantity, and Bottle Deposit.

To enter pricing information, click on the **Store Info** button. In this field the following information is vital to this file: Retail Price, Unit Cost, Last Ordered Cost, Tax Flags, and Reorder vendor.

All other entries in the Inventory Master File are not necessary for basic operation of your system, however filling in the information will increase the number of functions that you may carry out with the POSAL system. To find our more about the individual entries, place the cursor in any entry box, and press F1.

Quick Steps:

1. Open the inventory file by clicking on the picture of a file folder
2. Click insert to enter a new time
3. Under the general tab enter Item number, description, category, UPC code, Case Quantity, and Bottle Deposit.
4. Click the Store Info Button
5. Enter Retail Price, Unit Cost, Last Ordered Cost, reorder vendor, and set the tax flag to Y, if applicable.

6. Click OK to both screens.

Entering Stock

After you have set up all of your Master Files you will be able to enter your inventory On Hand Values. You do this in Enter Stock Counts. To get to Enter Stock Counts click on Modules, then Inventory maintenance, then Physical Counts, then Enter Stock Counts. To enter your counts click on Insert. The vital fields for this entry are Employee, Item Number and First Count. The employee file must be set up prior to using this feature. Place the cursor in an entry box and press F1 to learn more about it. Click on OK when all of the information has been entered. Click on Insert to enter the next item. To learn more about the buttons on the Enter Stock Counts screen click on the Help button. Print any report that you need before updating your inventory. Once all counts are entered and reports are printed, click on Post Counts to update your inventory.

Quick Steps:

1. Open the Physical Counts file (Modules, Inventory Maintenance, physical counts, enter stock counts)
2. Click INSERT to enter the count for an item
3. Enter Employee number, item number, and count.
4. Click OK
5. Click INSERT to enter next item
6. Once all counts are entered print reports by clicking on their respective buttons. (count report, variance reports)
7. When you are ready to update your inventory click on POST COUNTS.

The Point of Sale

Once you have your Master Files set up and your stock counts entered, then you are ready to begin a regular day of Sales. There are three separate programs where sales can be processed. The programs that you use will depend on which programs you have purchased with your APSW system. The three programs are POSALRW invoice screen, POSALRW touch screen, and Sales Order Entry.

1.**POSALRW Invoice Screen**. To bring up training instructions on this POS go into the APSW system, make sure that nothing is open with in the system, and press F1. Next click on the Training link. From here you may click on POSALRW Invoice Screen. You may print these instructions for your reference by clicking on the print button on the tool bar of the help screen.

2.**POSALRW Touch Screen**. To bring up training instructions on this POS go into the APSW system, make sure that nothing is open with in the system, and press F1. Next click on the Training link. From here you may click on POSALRW Touch Screen. You may print these instructions for your reference by clicking on the print button on the tool bar of the help screen.

3.**Sales Order Entry**. Screen. To bring up training instructions on this POS go into the APSW system, make sure that nothing is open with in the system, and press F1. Next click on the Training link. From here you may click on Sales Order Entry. You may print these instructions for your reference by clicking on the print button on the tool bar of the help screen.

Day End Procedures

Once you have completed a day's transactions you must complete your Day End Procedures. To learn more about these go into your APSW system. Make sure that nothing is open with in the system, and press F1. Click on the Training link and then on Day End Procedures.

Quick Steps:

1. At the conclusion of the day do a Z report on each register
2. In the APSW program click on the dollar sign to cash out each clerk
3. Once clerks are cashed out print the following reports: Tender Summary and Category Summary. (modules, cash register management, reports…)
4. Compare the totals on the two reports. They should match to the penny. If they do not, call support during business hours.)

Purchasing Procedures

In order to move new stock into the store you must be familiar with the Purchasing Procedures. To learn more about the Purchasing Procedures go into your APSW system. Make sure that nothing is open with in the system, and press F1. Click on the Training link and then on Purchasing Procedures.

Quick Steps:

1. Open Stock Receipts and Adjustments by clicking on Modules, Inventory Maintenance, then stock receipts and adjustments.
2. Click on Create New Order
3. Enter the Vendor number that you are ordering from
4. Click on the Details Tab
5. Click insert to begin entering the items on your order
6. Enter the Item number(TAB), Received Quantity (TAB), Invoice Price (TAB), new retail price.
7. Press ENTER on the keyboard
8. When finished entering items click CANCEL
9. Click on the Receiving Information Tab
10. Enter the vendor number and Invoice total.
11. If the discrepancy is not minimal click on the LIST button to find any errors with your order – check Case Quantity, TAX, bottle Deposit, Vendor Number, Invoice Price, Total Cases, and Order Total.
12. Once the discrepancy is minimal, the bottle deposits match, and the Tax is similar, the order is ready to be posted. Click on Post Transaction to Post the order. Follow the on screen questions. When you get the the Question "have the reports printed correctly?" you must say YES to

complete the posting. If you do not, then the order will not be posted and must be posted later.

Update

When you receive an Update from SCS you will be asked to execute an update. The update icon should be set up for you on the desktop of each Point of Sale station, that is not running on the server. To execute an Update, QUIT out of the POS program and double click on the Update icon.

Really Using the System

The POSAL system can be used with only the basics, or you may take advantage of some or all of the features that make this system unique. To really use the system you will need to understand the following information. We will follow the sequence that these functions appear in an unmodified menu.

Inventory Maintenance

Browse Price

This function is used to link specific discounts to specific SKUs. A wide variety of discounts can be created here. Start and Stop times may be entered to minimize work. To learn more about this file, go into in and click the help button. When creating a discount it is very important that you enter a Price Code. This is the Code that will define this sale. The Price Code must be linked to the items that will be subject to this price. You link a price to an item in the Inventory Master File, under the General Tab of the individual Inventory items. The code should be entered under Price Code. Price Codes can be entered using Change by Range. This method will be explained to you next.
The special price must be entered into the corresponding black if you are not using the extended functions tab.
To learn more about the different entries click on the help button.

Change Inventory by Range

This function is used to make many changes to your inventory in a short amount of time. **Please be CAUTIONED, this process is irreversible**!!! Select By defines your method of selecting inventory to change. Field to Change defines what information you are changing. Start At and End At define what specific Inventory items you will be changing based on your selection method. Change To defines what you would like the specified information changed to. Update the Register defines if you will send the information to the registers as well as the server. To learn more about these individual areas, click in the area, and then press F1.

Inventory Reports

These reports will help you to keep better track of your inventory, and assist you in minimizing costs. To learn more about each report, click on the Training link in your Help files, and then click on Inventory Reports

Retail Price Changes

This functions allows you to make several changes to prices all at once, without going into the individual inventory items. The price changes may be entered and then Posted into the inventory. To learn more about this feature go into Retail Price Changes and click on the Help button.

Quick Steps:

1. Open Retail price changes by clicking Modules, Inventory Maintenance, and then Retail Price changes
2. Click Insert to enter a price change,
3. Enter the Store number, CSPC of the item to change, and the new retail price. Click OK
4. Click Insert again to enter the next price change
5. Once all items are entered check the PRINT LABELS check box if you would like labels printed for the new prices
6. Click Post to update the prices
7. Go into Stock Receipts and adjustments. Your new label order will be listed at the top of the list. Open the order and post it in order to print your labels.

Automatic Package Splitting

This function allows you to control your inventory with minimal maintenance. You can use this function when you sell an inventory item both individually and in a package. With this function the system will automatically split packages in the inventory when the On Hand value of the individual items fall below zero. To learn more about this function go into Automatic Package Splitting and click on the Help button.

Set Store Number to Work With

This function is only used if you have purchased the Multi store feature of the system. This will enable you to manage the files of another store by switching to that store number.

Cash Register Maintenance

Cash Register Control

Register Message

This function allows you to send a message to a register from the back office. To learn more about this function go into Register Message and press F1 Register Command is similar to Register Message.

Payment Code File

This file contains the list of payments that will be accepted at the POS. These payments are customized to specify procedures and exchange rates to be executed at the register. The Payments File is usually only maintained by SCS staff and should have a high security level.

Discounts by Category

This files contains information needed to set up different discounts for each category. This file works in conjunction with the Discount Control File. To learn more about this file click on the help key.

Cash Register Management

Cash Balance

This is the file in which all of the Cash Outs are completed. The Dollar Sign Icon on the tool bar may also access this file. When a clerk completes an transaction it is recorded by the clerk number. All of the transactions for a day are organized in this table according to clerk. At the end of a shift, the clerk may cash out, or be cashed out in this file. To view the cash out for a clerk, highlight the line with the clerk and the day you require and click on Do Cash Out. A table will then be shown with all of the tenders collected by that clerk. To enter the counted amount, highlight the tender and click on change. Enter the counted amount that was determined by either a manual count, or a print out from your Credit/Debit Machine. Click on OK. The table will now show the calculated amount (calculated by the system) and the counted amount (entered upon cash out), and will state Y or N to indicate if these totals are matching. Once all totals are entered click on OK. Once you have done this you may print the Cash Out Report by highlighting the clerk again, and clicking on Print. Once the report has been printed and the totals are acceptable you may highlight the clerk again and click on Accept. The next time that you enter the Cash Out Browse, all accepted clerks will be removed from the list. To learn more about Cash outs click on the Help button.

Browse Signed on Clerks

This table will show you a list of the clerks that are presently signed onto any POS terminals that you may have. You may sign a clerk off from here by deleting them from the list. You may sign a clerk on from here by entering them in the list. This method should only be used if you are unable to execute this at the POS. To learn more about this function click on the Help Button.

Reports

These are reports that will include information regarding sales that have been processed. To learn more about these reports click on Cash Register Reports under the Training Manuel Help Screen.

System maintenance

APSW Configuration

This file contains information vital to the operation of your system and **should not be modified unless directed by SCS or your Dealer.**

Define Letters

In this file you may create generic letters for your customers. These letters may later be printed from the Customer File. To learn more about this function click on the Help button.

Label Design

This file contains information vital to the printing of your labels, and **should only be modified if directed by SCS staff.**

Browse Favorites Procedures

This feature will allow you to gain quick access to any menu item. The items selected will be listed under the Favorites on the tool bar. Different favorites may be set up for different users. The favorites file should always have a high security level. Users with access to the Favorites file will be able to add and access any function in their Favorites File, regardless of the security level set to those functions. To learn more about this function click on the Help button.

View Activity Log

This is a log of all of the modifications that have been made to the data in the APSW system. The modifications are recorded with the currently signed on user. It is extremely important that users are limited to using the system under their own security. Activities of user can only be tracked if this is maintained.

Browse Commission

This file will record the Commission earned by Salesperson, if you have purchased this feature. To learn more about this function click on the Help button.

General Ledger

This feature is only used if your system is interfaced with an accounting program. This feature may be purchased at any time.

External Functions

This menu sequence gives access to programs that are separate from the APSW program

APSW Utilities

This feature supplies functions that will alter the database. **CAUTION, only use this program if SCS staff or your Dealer directs you.**

Time and Attendance

This feature is separate from the APSW program and must be purchased. This feature will record the hours worked by each employee. Each employee must sign in and out to be recorded. Hours worked are recorded under Time and Attendance Maintenance. A report of the hours worked may be printed under reports and then Time and Attendance Transactions. The Scheduling aspect of this program is still in development. To learn more about this program go into it, and press F1. You may learn about the individual features by going into them and clicking on help or pressing F1.

Day End Procedures

In order to maximize your systems capabilities the following information **MUST be understood and executed daily.**

Your POSAL system runs with perpetual inventory. This means that your inventory and your sales are constantly being updated throughout the day. This provides you with up to the minute reporting. For this to function your registers must be on line and your processor must be running. If these two requirement are not met, then no data will be transmitted. Data will be collected for the transactions processed while these requirements are not met. Once these two requirements are restored the information will continue to be transmitted. However, each time that you do a Z report all the transactions are moved into a back up file. The processor will not send the transactions from the back up file to the server. If for any reason your transaction were not all processed at the time of your Z report then your transactions must be manually recovered. You will know that all of your transactions have not be sent to the server if your Z report total is greater than the calculated amount on your Register Totals report. In the event that this does occur the system may automatically correct itself during the Night with the Day End Functions, which may be set up in APSW configuration. Most store will have had this set up for them previously. If the Day End Procedures do not correct the data then you MUST contact your support representative on the next business day.

With the great deal of information that is transmitted between the tills and the server, along with the unavoidable flaws in computers, it is possible that a few of the transactions may be transmitted incorrectly to the server. You will know if this has happened if the totals on your Department Summary and your Tender Summary do not match. This may be corrected automatically by the Day End Procedures that night. If the Day End Procedures do not correct it that night, then you MUST contact your Support Representative on the next business day.

Each Register stores 6 Back up Files for transactions. With every Z report that is executed one of those back up files is replaced with the transactions that have been executed since the previous Z report. The way that this is intended to work is with only one Z report being executed per day. This would allow for 6 days of back up files to be stored at each till. However, with every extra Z report that is executed (being above and beyond 1 Z report per day), the number of days we can access back up files for is decreased by one. It is EXTREMELY IMPORTANT that you only execute one Z report per day. In addition, if more than one Z report is executed in the day, then it becomes impossible for the Day End Procedures to automatically restore the sales. If you wish to print intermittent reports during the day please use the X report function.

In the event that you do not print a Z report at the end of the day, the Day End Functions, if set up, will execute the Z report for you.

Summary

At the end of the day you should print 1 Z report. Do not execute Z reports at any other time. If you with intermittent reports use the X report function. Each morning you should examine your Tender Summary and Department summary for the previous day. If there are any discrepancies call you Support Representative on the next business day. Make sure that your Z report totals for each till matches the Register Totals report. If the Z report total is greater then all of the transactions were not sent to the server and you must call your support representative on the next business day. If the Z report total in less than the register total then either some transactions were executed after the Z report or an extra Z report was executed on the previous day. In the first case this will cause your Z report for the current day to not match with the Register Totals. Sale Control Systems will recover your transactions as long as these instructions are followed correctly. Sale Control Systems is not responsible for any data lost due to failure to comply with these requirements.

Ordering Stock

PURCHASING/RECEIVING

This document describes the process to do purchasing and receiving using APSW and optionally Electronic Order Desk from Connect Logistics. You may not use all of the steps outlined below.

Deciding what to Order

APSW can help you considerably in deciding what to order. You can print various reports showing the sales histories of desired items under Inventory Reports. You can view the histories from the Inventory Master File. The best way is to print the Suggested Order Report. Before this function can be used, you must create one or more Order Plans.

Creating an Order Plan

In Order to create an Order Plan, select Inventory Reports from the Inventory menu item. Select Print Re-Order Report. Any existing Order Plans will be displayed. To create a new one, Click Insert. Give the Order Plan a Code to help you remember what it is for. This can be REGULAR, or CHRISTMAS, etc. Enter a more complete description of the order plan. Select one of the displayed Order Methods. Use the One Line Help(F1) key to decide what type of Order plan you wish to create. If you are using Sales History to create your order, then you must also select the Number of Days Supply, Number of Units of History to Use, Calculation Method and Promotion Weight. Again, use the On Line Help(F1) to understand how these fields are used. Normally the Calculation Method should be Average and the Promotion Weight should be 100. If you are using weekly history, we suggest that you use at least three weeks of history. Once you are satisfied with your Order Plan, click OK. You can create any number of order plans. Print a suggested order for each and compare what the computer comes up with.

Orders based on history calculate the average daily usage and multiply this by the Days Supply. The Quantity On Hand and On Order is subtracted. If this is less than the Reorder Point, then the Reorder Point is used as the Order Quantity. If the calculated Order Quantity is greater than the Max. On Hand, then the Max is used as the Order Quantity. The Quantity Dedicated is added. The resultant value is divided by the Conversion Unit of Measure to get the number of cases to order.

Print Re-Order Report.

Once you have created your Order Plans, highlight the one you wish to use by clicking on it or using the up and down arrows. Click the Select Button or type ALT S. Enter the Vendor you wish to order for as the Starting and Ending Vendor. Use the On Line help to decide where to send your suggested order. Normally you would send it to Receive/Price Change.

Review Your Order

Look at the suggested order report. You can print reports using as many order plans as you desire until you find the one that works for you. The final Plan should be sent to Receive/Price Change. Mark any changes you would like to make on
the Suggested Order Report.

Modify/Enter your Order

If you created your order using the Re-Order report and sent it to Receiving/Price change, you would go there to modify it. If you are creating an order manually, then you would also go to this function. You get there by selecting Stock Orders, Receipts & Adjustments from the Inventory Menu. Use the On Line Help(F1) to review how to enter the various fields in this form. Normally all you have to enter is the CSPC(Item Number) and Quantity.

Sending Your Order

If you are using Liquor Connect, then Click Electronic Send from the Price Change/Receiving Browse. This creates an import file for Liquor Connect. Start Liquor Connect. and Import this file. The path name normally is C:\APSW\import.txt. Send and confirm the order according to standard Liquor Connect procedures. Back in Enter Receive Price changes you can electronically confirm the order. Normally this is done just before you are ready to receive it. If you use Liquor Connect you must confirm your order in Enter Receipts/Price Changes in order to get the proper quantities and any price changes.

If you are not using Liquor Connect, then phone or fax in the order as desired. You can print the order to fax, by clicking on Print PO, within the order.

Receiving Your Order

To receive an Order, you must have the order in Receiving/Price change. It can either arrive there from Liquor Connect, Re-Order Report, by manually entering it or a combination these. Check your order for errors in shipping etc. If you need to make any adjustments, then do so. Check that the invoice total matches what you have in the Receiving/Price Change by Clicking Display Batch Totals under the Inventory menu. In order for this total to match, you must have your Vendor flags set correctly.

When you are sure that the order is correct, select Post Receipts/Changes. Use On Line help to decide which functions to check off. APSW will do each function in sequence. You will be told when to put labels in the printer etc. If you say that any printing function did not complete, then the system will not go any further and you will have to redo the function. Once you say that the Receiving report has printed, then the Inventory will be updated. If the system is interrupted during this function, then you can simply redo it. Those items that did not get updated will be left in the file and will be updated when you do it again.

APSW – LIQUOR CONNECT INTERFACE

System Set Up

This Part May Be Preformed by Your Support Representative

To set your POSAL System to Interface with Liquor Connect, click on Modules, then System Maintenance, and then APSW Configuration. In the lower, left-hand side on the screen you will see an entry box marked EDI Provider (Electronic Order Method.) In this box enter **LCONNECT**. This will set up your system to create the necessary file when electronically sending your orders. **If you can not access APSW Configuration, contact your support representative to make the change for you.**

Preparing The Order

Orders must be created in APSW. To create your order, click on **Modules**, then **Inventory Maintenance**, then **Stock Receipts and Adjustments**. Once you are in this field, click on **Create New Order**. Enter the Vendor Number you wish to order for. Click on the **Details** tab. To enter your order click on **Insert**. Enter the Item Number, and quantity that you wish to order, in the appropriate boxes. Click **OK** after each item. When all items are entered, click **CANCEL**. Once the order has been entered click on the **Place On Order (El. Send)** button. Click on **OK** to exit the order.

Importing and Exporting the Order in Liquor Connect

To import the order into Liquor Connect go to the web site http://ab.liquorconnect.com. Click on **Licensee Login**. Enter your user name and password, and click on **Login**. Once you have logged in, click on **Ordering**. When the next window comes up click on **Import**. When you are asked for the file, enter **c:\apsw\import.txt**, and then click on **Open**. Once you have opened the file, click on **Send**. To view you order click on the Order Number listed. Once you are confident that your order is correct, click on **Submit**. Click on the **Refresh** button every few minutes, until your order is marked Confirmed. Once your order is confirmed, click on **Export**. Select the Export option that is labeled "new." Select **Save to Disk**. Rename the file **c:\apsw\export** .The file will be in the 'ord' format. If you do not save the file in this manner then it can not be picked up by the APSW system. When you choose to save the file, it will ask you if you would like to replace the existing file. You must replace the existing file to retrieve your confirmed order. Once you have exported your order, we recommend that you Print the Order.

Confirming the Order

To confirm the order in the APSW System, go into your order, and click on **Electronic Confirm**. You will be asked for the name of the file. The file is called '**Export**'. After Electronically Confirming the Order you must go out of the Order and then back into the order to see the changes. Click on **OK** to exit the order, and then click on **Change** to see the order again.

NOTE: THESE INSTRUCTIONS ARE PROVIDED AS AN EXTRA SERVICE TO YOU. IF YOU HAVE ANY PROBLEMS WITH THE IMPORTING AND EXPORTING OF YOUR ORDER IN LIQUOR CONNECT, PLEASE CONTACT LIQUOR CONNECT. THE UNDERLINED INFORMATION IN BOLD IS ALL THAT YOU NEED TO KNOW ABOUT THE SYSTEM IN ORDER TO IMPORT AND EXPORT YOUR ORDER.

Trouble Shooting:

1. The file **IMPORT.TXT** was not created after I electronically sent my order.

   1.1 To confirm that this file was not created, click on the **START MENU**, then click on **FIND**, then click on **FILES OR FOLDERS**… Type in **IMPORT.TXT** in the blank and click on **FIND NOW**. If the file is found see #2, if the file is not found do the following.:

   1.2 Make sure that you have **LCONNECT** entered into the APSW Configuration. This was described in Part A. **LCONNECT** must be in capitals, and typed exactly. Make sure that there are no spaces, and no other characters. If this is not typed correctly, then you must change it, click **OK**, and then go into your order and Click on **Electronic Send** again.

   1.3 Go into Stock Receipts and Adjustments. Find your order on the list, and look at the STATUS column. The status on the order should be E. If the status is not E, then the order has not been electronically sent. You must Electronically send the order before you can pick it up in Liquor Connect (see part B above). If the order has been electronically sent then go into the order and make sure that there are items entered into the order. If you have not entered items into the order, you must enter them, and then click on **Electronic Send**.

2. I can not Import/Open/Send the order in Liquor Connect.

2.1 Make sure that the file has been created by clicking on **the START MENU**, then on **FIND**, then on **FILES OR FOLDERS**. Type IMPORT.TXT in the blank and click on **FIND NOW**. If the computers can not find this file then see trouble shooting step number 1.

2.2 If the file is found, then call Liquor Connect. Tell them that you are trying to import an order into Liquor Connect and you are having troubles. Tell them the file that you would like is in the APSW Directory and it is called IMPORT.TXT

3. I have my order in Liquor Connect now, but I can not export the order

3.1 To see if the order has been exported correctly click on the **START MENU**, then on **FIND**, then on **FILES OR FOLDERS**. Type in EXPORT.ORD in the blank and click on **FIND NOW**.

3.2 If the computer finds the file, then look under the LOCATED IN column. In the LOCATED IN Column it should say C:\APSW. If this is correct, then RIGHT CLICK on the file, then click on Properties. Look at the file size. The file size should be larger than 0 bytes.

3.3 If the file is there, and is located in C:\APSW and is larger than 0 bytes, then it has been created, and you must now go into your order and click on Electronic Confirm (see part D).

3.4 If the computer does not find the file, or it is not located in C:\APSW, or it is 0 bytes, then call Liquor Connect, and tell them that you are trying to export you order from their program and you would like the file to be saved in the APSW directory, and called EXPORT.ORD

4. I can not Electronic Confirm my order.

4.1 Make sure that the file needed to confirm the order has been created by Liquor Connect. To do this, click on the START MENU, then on FIND, then on FILES OR FOLDERS. Type EXPORT.ORD in the blank, then click on FIND NOW.

4.2 If the file is not found then see Trouble Shooting Number 3.

3.5 If the file is found then make sure that it is located in the APSW directory. To do this look to the right, where it says IN FOLDER. It should say C:\APSW. If this is correct then RIGHT CLICK on the file, then click on properties. . Look at the file size. The file size should be larger than 0 bytes.

4.3 If you can not find this file, or it is not in the right folder, or the file is 0 bytes, call Liquor Connect, and tell them that you are trying to Export your order, and you need it in the APSW Directory, and the file must be called EXPORT.ORD.

4.4 If the file is found, and it is located in C:\APSW, and is larger than 0 bytes, then go into the APSW program and go into stock receipts and adjustments. Find your order on the list. Look at the STATUS column. Your order should have Status C, for Confirmed.

4.5 If your order does have status C, then go into the order, and re-check to make sure that the order is right. You do have to go out of the order and then back into the order after electronically Confirming the order, in order to see the changes.

4.6 If the order does not have status C, then it has not been electronically confirmed. Go into the order, and click on Electronic Confirm. Go out of the order by clicking on OK, and then go back into the order.

5. I confirmed my order, but it did not change or it was blank.

 5.1 See Trouble Shooting Number 4.

6. I cannot print my order in Liquor Connect.

 6.1 Call Liquor Connect for instructions on how to print your order.

How to Use the Create/Print Order Function

1. Enter Create/Print Order by clicking on Modules, Inventory Maintenance, then Create/ Print order
2. If an order has already been set up for you, skip to step 12, if not, go to step 3.
3. Click Insert to create a new ordering method.
4. Enter a code that you will use for this ordering method. This can be any short code
5. Enter the description of this type of order. This will help you to remember what type of order you created.
6. Select an Ordering Method. For a detailed description on how each order is calculated, see AUTOMATED ORDERING, which is attached to this document.
7. Enter the number of days supply that you would like to have on hand. It is suggested that you set this to a number slightly larger than your ordering period. (ie. If you order once a week, set this number to 10.) The larger this number is, the more stock will be ordered.
8. Select the number of units of history to use. If you are not ordering based on history, then place a 1 in this space. This number relates to your ordering method. If you are ordering based on previous days, then this will be the number of days of previous history that you want to take into account when ordering. If you are ordering based on previous weeks, then this will be the number of weeks of previous history that you want to take into account when ordering. Note – You must have sales history for at least the amount of weeks that you specify here.
9. Set the Calculation Method. If you set the calculation method to average, then the order will be based on the average sales of each item, for the specified time period. If you set the calculation method to weighted average, then three times the emphasis will be given to the most recent week/day. This will be shown by the number of units sold for that week/day being tripled.
10. Select the promotion weight. The promotion weight decides how much you want to take into account items that were sold for less than the regular price. This includes any items that are sold at a discount of any kind. We recommend that you set this to 100%
11. Once you have finished your order plan, click OK. If you would like to create another order plan, click Insert once again.
12. Select the order plan that you would like to use from the list by highlighting it. Once the plan is highlighted, click SELECT.
13. Enter the store number that you would like to order for, and click ACCEPT CURRENT STORE

14. Enter the Vendor Order Number that you would like to order from. If you are not sure of the vendor's order number, refer to your Vendor File, under Inventory Maintenance.
15. Select the type of order. Most orders will be ORDER FROM SUPPLIERS. If you have a multi-store system, you may use Transfer from Head Office. **This entry must be filled out, or your order will not work properly.**
16. Select where you would like the order sent to. If you would simply like to view the order, then click on NONE. If you would like to view the order, and then have it sent directly to stock receipts and adjustments, click on PURCHASE ORDER/RECEIVING. **This entry must be filled out, or your order will not work properly.**
17. Once all three entries are filled of click OK.
18. Your order will be shown on the screen. You may look over your order. To print your order, click on the printer in the upper left hand corning. If you do not wish to print your order, click on the red X, in the upper left-hand corner of the screen.
19. If you chose PURCHASE ORDER/RECEIVING, then your order is now in the Stock Receipts and Adjustments file. To get to your order, click on Modules, Inventory Maintenance, Then Stock Receipts and Adjustments. The order you just created should be at the top of the list. To make changes to the order, highlight it, and then click on CHANGE.

Automated Ordering

Currently there are 7 basic methods to order by. Choose the method that best suits your needs. You may want to choose different methods for different vendors.

Below Reorder Up To Maximum

Reorder Points and Maximum on hand amounts are set up in the Store Information area of the inventory master file. This ordering method will pick up any items in which the on hand value is less than the reorder point. These items will be ordered to bring the inventory level up to the maximum on hand value. If the dedicated amount is greater than the maximum on hand value, then the system will order the dedicated amount minus the on hand amount.

Below Maximum

Maximum on hand amounts are set up in the Store Information area of the inventory master file. This ordering method will pick up any items in which the on hand value is less than the maximum on hand. these items will be ordered to bring the inventory level up to(but not exceeding) the maximum on hand value.

Previous Weeks

In order to use orders based on Sales History, a history record must be kept for the items being ordered. History records can be set up in the inventory master file.

This ordering method is based on Sales history. A history week ends on Sunday. This report will not use the current week in the calculation. The number of units of history to use will determine how many weeks worth of Sales that the system is to take into account when ordering. Please note that you must have your system set up to record weekly history for at least as many weeks as you wish to use in your ordering. The maximum number of units of history to use is 8. The system will take the specified units of history and divide them to calculate the average daily sales. The average daily sales are then multiplied with the number of days supply that you require. This will create the suggested inventory level. The actually inventory on hand is then subtracted from the suggested inventory level. The remaining amount is the suggested ordering amount. If the suggested inventory level is less than either the minimum on hand or the dedicated amount(Head Office only), the system will automatically order these items up to the greater of the two. If the suggested ordering amount is less than 1 (ie 0.87), then the system will not order this item. For low sales volume items, we recommend that you enter "1" into the reorder point field. This way the system will insure that you always have at least one of this item on hand. The maximum on hand value will override the suggested order based on sales history, but will not override the amount to be ordered for dedicated. If you do not think that the system is ordering sufficient amounts for an item, based on the sales history, examine your Maximum on hand value and adjust accordingly.

Dedicated Only

This method will create an order for those items that have a dedicated amount that is greater than the on hand amount. This method will order just enough to cover the amount dedicated.

Dedicated Plus Reorder

This method will create an order for those items in which the dedicated amount plus the minimum on hand amount is less than the on hand amount. This method will order enough to cover the dedicated amount, plus leave enough stock in the store to meet your minimum requirements.

Previous Days

In order to use orders based on Sales History, a history record must be kept for the items being ordered. History records can be set up in the inventory master file.

This ordering method is based on Sales history. This report will not use the current day in the calculation. The number of units of history to use will determine how may days worth of sales that the system is to take into account when ordering. Please note that you must have your system set up to record daily history for at least as many days as you wish to use in your ordering. The maximum number of units of history to use is 8. The system will take the specified units of history and divide them to calculate the average daily sales. The average daily sales are then multiplied with the number of days supply that you require. This will create the suggested inventory level. The actually inventory on hand is then subtracted from the suggested inventory level. The remaining amount is the suggested ordering amount. If the suggested inventory level is less than either the minimum on hand or the dedicated amount, the system will automatically order these items up to the greater of the two. If the suggested ordering amount is less than 1 (ie.87), then the system will not order this item. For low sales volume items, we recommend that you enter "1" into the reorder point field. This way the system will insure that you always have at least on of this item on hand.

Last Year Weeks

This ordering method is the same as Previous Weeks, except that the weeks used in the calculation are taken from the previous year in order to predict seasonal sales. For example in the date is Dec 1/01 and you create an order based on last year's weeks, the weeks used to calculate the order would be:
Dec 1/00
Dec 8/00
Dec 15/00
Dec 22/00
Etc..

Last Year Days

This ordering method is the same as Previous Days, except that the days used in the calculation are taken from the previous year in order to predict seasonal sales. For example if the date is Dec 12/01, and you create an order based on last year's days, the days used to calculate the order would be:
Dec 13/00
Dec 14/00
Dec 15/00
Dec 16/00
Dec 17/00
Etc..

Calculation Methods

Promotion Weight

The promotion weight states the percentage of the calculation you wish to use. The system will take the suggested inventory level and multiply it by the promotion percentage before calculating the amount to order. We recommend that you keep the Promotion Weigh at 100%

Calculation Method

Average- this will calculate your orders as stated above

Weighted average- The weighted average, if selected, will take the most recent day/week of history and multiply it by three. In the end this will give more emphasis to the most recent history.

Common Errors in Stock Receiving

You will know if you are having complications with stock receiving if you experience, **negative or unreasonable margins** for some or all categories on your department summary reports, and/or **large discrepancies** under the receiving information tab in your orders. Discrepancies should be very minimal (within a few cents.) If you are experiencing either of these the following should be assessed:

A. When you create an order you enter a vender number in under the General Tab. Each Vendor has specific flags attached to them for inventory receiving purposes. The flags are as follows:

Tax In
Deposit In
Case Price
Extended Price

You can edit the way that these flags are set up in the Vendor File, which is located under Modules, then Inventory Maintenance, and then Vendor Maintenance. To ensure that these flags are set up correctly you need to evaluate how each vendor bills you. Tax In- Does this vendor include taxes in the prices of the individual items? If so, this box must be checked. If the tax is added separately at the end of the invoice, then this box must not be checked. Deposit In- Does this Vendor include deposits in the prices of the individual items? If so, this box must be checked. If the deposits are added separately at the end of the invoice then this box should not be checked. Case Price- Does this Vendor bill you by a different unit then you sell by? For example, do you purchase a flat of this product, and then break the flat up and sell by the 6 pack? If so, then this box must be checked. Also, your conversions must be set up for each item that you purchase from this vendor. These are set up in the Inventory Master File (Inventory Icon), under the Finance tab. If the vendor bills you by the same unit that you sell by, then this box should not be checked. Extended Price- Is the Cost Price stated on the bill the total price for the full quantity of each item? If so, this box must be checked. For example: The cost price for Red Rum (514067) is $20. If you are receiving 4 bottles of Red Rum and the price your invoice states is $80, this vendor lists the Extended Price and this box must be checked. In addition, the Extended Price must be entered in under Invoice Price in the Details area of your order. If you purchase 4 bottles of Red Rum at a cost of $20, and the price on your invoice is $20, then this vendor does not list the Extended Price and this box must not be checked. You only need to enter the invoice price if it has changed since your last receipt. Double check the invoice price to make sure that it is correct.

The new cost is calculated from the invoice price based on the 4 above flags. ie. If the invoice price was an Extended Price, then it is divided by the quantity received to calculate the cost price. If Case Price is checked, then the invoice price is divided by the Conversion Unit of Measure to calculate the cost. If Deposit In is selected, then any bottle deposit is subtracted to calculate the cost price. If Tax In is selected, then the tax is subtracted to calculate the cost price.

To find error with the following, go into your order in Stock Receipts and Adjustments, and click on the List button. Print the List, and exam your order for any of the following errors:

B. **Incorrect data entry**. Check that data that you have entered and make sure that the item numbers, quantities, and invoice prices are correct.

C. **Vendor Number**. If an individual inventory item does not have the correct vendor linked to it in the Inventory Master File, then the flags for that item may come up different then the particular vendor that you are receiving stock from. As you enter the item numbers, watch to make sure that the proper vender number is displayed with each item. Examine the LIST for any items with incorrect Vendor numbers.

D. **Tax Flag**. If the Tax flag is not set right on each individual item that you are receiving your Tax will be calculated incorrectly, and you may have a discrepancy. Examine the LIST for any items with an incorrect tax flag.

E. **Case Quantity**. If the Case Quantity is incorrect on any item, it will cause your margins to be incorrect and may cause a discrepancy when receiving. Examine the LIST for any items that have the wrong case quantity displayed.

F. **Bottle Deposit**. If you are using bottle deposits, an incorrect or missing deposit will cause your deposit total to be wrong and may cause a discrepancy when receiving. Examine the LIST for any items that may have missing or incorrect bottle deposits.

IF YOU COME ACROSS AN ITEM THAT HAS A MISTAKE IN THE INVENTORY FILE, FIRST GO TO THE INVENTORY FILE AND CORRECT THE MISTAKE. NEXT, GO TO THE ORDER. DELETE THE ITEM FROM THE ORDER AND RE-ENTER THE ITEM. MAKE SURE THAT YOU ENTER THE CORRECT ITEM NUMBER, QUANTITY AND INVOICE AMOUNT. ONCE THE CHANGES HAVE BEEN MADE, CHECK YOUR ORDER TO SEE IF THE DISCREPANCY HAS BEEN RESOLVED.

Once you post a receipt the new cost prices are posted as well. The cost price of each inventory item will be adjusted to reflect what you have specified in the

Vendor flags, and the invoice price that was entered. If the inventory items were not received properly, then your margins will be incorrect. This can be changed by manually correcting the cost price on the individual inventory items, or upon your next receipt of the items, if they are received properly.

The consequences of incorrect stock receipts are not only incorrect margins, and cost prices, but also, incorrect Inventory value, and anything that is related to incorrect margins, and cost prices (ie. Cost plus pricing.) There is no way to reverse these consequences of incorrect margins and incorrect total inventory value. You can only correct your receiving procedure, to insure that the mistake does not happen again and correct the cost prices that were posted.

Remember, once you have entered your invoice total under the Financial Tab, your discrepancy should be minimal. If you have followed these instructions to correct your discrepancies, and you have not been able to correct you discrepancy, call a SCS representative and correct the discrepancy before posting your orders.

Maintenance

Putting Your Registers On and Off Line

You may be required to put your registers off line if:

Your system is being updated
Your server has gone down
You need to restart your server (some stores only)

When your registers are off line they will not transmit any data to the server. Transactions are stored at each register until the registers are put back on line, and the processor is running. Once this happens, transactions for that day will be sent to the server.

You must not execute a Z report while the registers are off line. If you do execute a Z report while the registers are off line, it will not print. Also, all of the transaction executed since the last Z report will be sent into a back up file. The processor does not have access to this back up file, until the day end procedures are executed. The day end procedures will recover the transactions in the back up file as long as the registers are back on line, the processor is running, and only one Z report was executed that day. The day end procedures must be set up to run automatically on your system. Most stores already have these set up on their system.

Very rarely a register will go off line by itself. This may be caused by a power surge, a loss of power, or lost communication with the server. If this happens the register must be put back on line in order for the transactions to be processed for that day.

You will know if a register is off line by looking in the bottom left hand corner of the screen. The register will show the word LINE followed by either N or Y. If there is an N there, then the register is off line. If there is a Y there, then the register is on line.

Putting the Registers Off Line

To put a register off line, you must go to the register, and exit out of all programs that are running. This includes QUITting out of the POS program. Once you have exited all programs, click on the Start menu, located in the lower left-hand corner of the screen. Next click on "Log Off______." You will be asked if you are sure that you want to log off. Click on Yes. The register will log off. Next it will ask you for your network password. You must click on CANCEL or your register will go back on line. This register will remain off line until it is restarted or put back on line. You must repeat this procedure on every register that you wish to put off line.

ERRORS: If it tells you that applications are still active then you still have programs that are open, and you must close them before logging off.

Putting the Registers On Line

The easiest way to put the registers on line is to restart the register. You do this by clicking on the start menu in the bottom left hand corner of the screen. Next, click on SHUT DOWN. You will be asked exactly how you would like to shut down the computer. Make sure that RESTART is selected. Once the computer restarts you will be asked for your network password. If you have one enter it and click OK. If you do not have a network password, just click OK.

If you have just had an update to your system, then you will now have to do a MOVE and an UPDATE before your registers will go completely on line. You may have these icons on your desktop or in the UTILITIES folder on the desktop. If you do, double click on each one, and watch to see if any errors occur. Close the windows when you are finished by clicking on the X in the upper right hand corner of the window.

If you do not have these icons available you will have to execute these procedures through DOS. To do this click on the START menu in the lower left hand corner of the screen. Click on RUN. Type COMMAND and click OK. You will be brought to the DOS prompt. Type the following:

CD\POSALR [Enter]   (or CD POSALR)
MOVE [Enter]
UPDATE [Enter]

Once your move and update have been completed, your register should be back on line. If your register is not back on line, repeat the process. If repeating does not help, go into the APSW (back office) program and hit the F1 key. This will bring up the help screens. Click on FREQUENTLY ASKED QUESTIONS. Click on ON LINE. Follow the trouble shooting instructions. If you are still having problems call your support representative.

Business hours are Monday through Friday 8 AM to 5 PM. Please reserve calls outside of these hours for emergencies only.

For future reference these instructions will be including in the Frequently Asked Questions of the help files (complete with graphics), beginning with version 3.05.

Regular Register Maintenance and Trouble Shooting

Regular Register Maintenance

To avoid complications with the your registers the following should be applied to your procedures:

1. Restart your registers every morning. This will reset settings in windows that may have been corrupted. This will also insure that your registers are on line every day. If you are unsure how to restart your registers properly, please request a document on this from your support representative. Do not restart computers by pressing the reset button, or by shutting the power off.
2. After you restart your registers in the morning, do a move before entering the POS program.
3. Restart your server at least once a week.
4. Make sure that every time that you exit the POS program you are using the QUIT key located on the keyboard. **DO NOT exit the program in any other manner.**
5. Make sure that you have a quality surge protector on every computer.
6. Make sure that when computers are shut down that they are shut down properly, using the start menu. **DO NOT shut down computers by unplugging them, turning off the power, or pressing the reset button**. If you are unsure of how to shut down your computer properly, please request a document on this from your support representative.

Trouble Shooting on POS Registers

If your POS Register is not responding try the following before calling your Support Representative:
After Each step try entering the POS program to see if the problem has been fixed.

1. Check to see if your Receipt Printer is out of paper.
2. Restart the register
3. Do a move on the register
4. Turn off the power/unplug all peripherals, and then turn on all peripherals (ie printers, scanners, pole display)
5. Make sure that no clerks are logged onto the register. To do this go to the APSW program (back office), click on Modules, then Cash Register Maintenance, then Browse Signed on Clerks. If there is a clerk signed onto the register, delete the clerk from this file.
6. Do an update on the register
7. Write down any errors that the system is giving you. Write down the exact problem, and note any symptoms. Note exactly what you were doing when

the problem occurred. E-mail or Call your support representatives and relay the information.