

RETAIL POINT OF SALE

PROGRAM NAME: PSENTRY
MENU OPTION TITLE: Retail Point Of Sale
MAIN MODULE: SALES/SHIPPING
HELP KEY ACTIVE: YES

PROGRAM OVERVIEW

The Point of Sale System is used to process "over the counter" sales orders. Upon completion of processing the order this program will deduct the sold quantities from inventory, update the customer year to date sales information, charge sales tax based on your state sales tax, parts and services, and print a detailed sales receipt. You may edit notes that appear on the order. This program will also allow payment processing during and after every transaction, and store the last sale date of a part in its parts data file. The order will display not only the list price of a part but also calculate and display the discount dollars if different from the selling price of the part being processed. Further, at the bottom of the order detail area, a total of discount dollars will display.

You can process layaways to reserve merchandise and release it at a later date, accepting payments as they come. Also, trades are allowed either pre or post tax, along with cash, check, and credit card payment methods for any customer type. The system has been designed to accept a cash sale with a trade and post all activity to the order immediately.

NOTE: You will need to receive the trade item into your inventory through the receiving system to complete any trade-in activity.

This program offers one of the most complete options menus within the software package. By pressing the F7 key, a window pops up with multiple options available. This allows the order processor to jump into other programs without having to escape the orders program.

PROGRAM OPERATION

ENTER COMPANY # TO USE FOR THIS SALE: < >: You may enter the exact company number if you know it or you can use <IFF>. The company name will display when you enter in a valid number. If you enter an invalid company number, the system will alert you with an error message **PLEASE ENTER A VALID RECORD ID**.

YARD CODE: < >: You may type in the exact code if you know it or you can use <IFF>. If you enter an invalid yard code, the system will alert you with an error message **THAT IS NOT A VALID AD CODE *PRESS <RETURN TO CONT**. You will not be able to proceed further until you enter a valid yard code.

ORDER DATE: This field will load the current date and can be changed.

NOTE: This date should only be changed under direction from a manager or supervisor.

DATE WANTED: This field will also load the current date. This date can be changed to a future date as many days ahead as is defined in {SYSINFO}, the system setup file. This is a necessity when processing a layaway for future delivery. A report in the BACKORDER RETRIEVAL menu called {REVIEW ORDERS FOR DATE WANTED}, program name {OEDTEWNT} will list all orders for a specific date wanted. A purchasing agent could use this report to assist in making buying decisions about inventory needs.

ORDER#: The order number field will load automatically. The system will use the next available number, from {SYSINFO} and assign it to the order you are processing.

SOLD TO ID: < >: Enter the customer ID for the customer you want to process an order for. You can find any customer in your system by typing in their CUSTID or using <IFF>, and press <ENTER> to accept the highlighted selection. The cursor moves to the NAME field to allow you to retype any information, on that line only, if needed. Note: This is only a temporary entry and does not remain in {CUSTINFO}.

If your customer is not on file, press <F7> to bring up the options menu, which will allow you entry into other programs without exiting the existing program. You may be able to create this customer as you process the order.

Once you have successfully created the new customer, you can type in their ID to bring them on screen. NOTE: If you find that you are creating new customers on a regular basis, it would be a good idea to get familiar with creation of new customers to make the process quick and smooth.

NAME: If you have entered in a valid SOLD TO ID, the customer header, which includes Name and complete address, will be displayed automatically. You may also search for customers in this field by using <IFF>. Any changes made to the name while in the name field are only temporary and will not be saved in the permanent customer record file {CMMMAINT}. You will not, however, have access to the ADDRESS, CITY, STATE, and ZIP fields. In order to make the change for future orders, use <F7> to bring up the options menu where you can select {ENTER/EDIT CUSTOMERS}.

SALES TAX: You are now prompted with a window "**ENTER SALES TAX ID TO CHARGE:**". If the customer does not have a sales tax number, then the program will charge the rate as set up in the company file for default. This should be the state tax rate of the state you are selling in. If the customer has a sales tax number on file, then the program will load "0". It does not matter which state the customer is in!

You can override the tax loaded up by clearing the field and typing in the different rate. Be advised that this should be an automatically calculated amount in all instances and, if not, you should review your setup to make it automatically calculated. You should not override the pre-loaded tax unless there is an exception like a tax exemption sale to a usually non-tax exempt customer.

ACCRUAL DISCOUNT: If the customer has an accrual discount set up in the customer master file, then you will be prompted to apply it or change it. This discount will apply on top of all unit pricing chosen as you process each item.

LICENSE CHECK: The system now will check to see if the customer has a license number and, if so, if the expiration date has expired or not. If the license has expired including the grace period days you can set up in the system setup file, then you will not be allowed to process any orders for any goods that require a serial number.

CREDIT LIMIT CHECK: Next, the system will run through a credit limit check and either allow you to continue or pop up a current condition that will not allow you to process an order for this customer. At this point you can enter in a password override that has been set up in the system setup file. The calculation includes the percentage of over the limit allowed as set up in the system set up file.

PAST DUE ORDERS CHECK: Now the system checks on any past due orders for this customer. It includes in the calculation the number of grace days you have allowed for as set up in the system set up file. You can override this condition by answering the password as set up in the system set up file.

SHIP-TO CUSTOMER NOTES: After all the above checking, you will be prompted with the customer notes stored in <CMMAINT>. Later in the program these same notes will load up and be made available to edit or accept on the order. Also, the notes entered in this order can be edited in the Order Modification program "CUSTSERV".

CREDIT LIMIT: This field will display the dollar amount the customer has available for purchases, if the account is open with net terms. If there is no credit limit, 0.00 will be displayed. This means the customer is paying for items ordered and shippable immediately, unless other terms have been agreed upon. Notice the cursor is flashing in the field **P.O #:**.

LICENSE #: This field loads automatically with information from {CMMAINT}.

TAX EXEMPT#: If the customer is tax exempt, he must have a tax exempt number on file. This field will display his tax exemption number. This information also comes from <CMMAINT>.

If no information exists for these last three fields, they will be left blank. After the system has confirmed any credit terms, a pop up window will display the customer notes. We offer this option in case there are special instructions that the order processor needs to know before processing the order. These notes also print on the invoice, so here is your first chance to view them. Press <ENTER> to proceed.

P.O. #: Enter a customer's purchase order number. You might want to type in something such as "verbal" and the person's name who gave you the order, if no purchase order number was given, to show that you didn't ignore this field. You may leave this field blank.

ENTERING ITEMS ON THE ORDER

Once you enter past the P.O. number field, the system will create and highlight line number "1" as ready for you to enter the first line item for this order. If you know the part number of the item, you may go ahead and type in the number and press <ENTER>. If you do not know the number, you can use <IFF>. Notice that two fields at the bottom of this screen. The field **AVAILABLE:** displays the shippable quantity. This number is based on the **FIN** less the **ASSIGNED** fields in {INPRTGUT}. The field directly above this field will display any specific notes about that part you may need to know. This might include future delivery dates or other important information.

Once you have found the part number you want to process, press <ENTER>. The cursor will move to the description field. You have the ability to edit the description on this order, but this will not be saved in the parts file. The order will be processed with the changes you made but will not save the changes permanently to the part number description. You can now enter the quantity ordered. If the quantity you entered will take the stock level below minimum, the system will alert you with a pop-up window showing amounts for **ON HAND:**, **ASSIGNED:**, **AVAILABLE:**, **ON ORDER:**, **MIN LEVEL:**, **FULL LEVEL:** and a message will appear at the bottom of the screen: **ORDER TAKES STOCK LEVEL FOR THIS PART BELOW MINIMUM!**. This is used strictly to inform you that your stock level needs to be replenished. Once you've entered the quantity, the system will display the PRICE SELECTION screen.

CUSTOM ITEM PROCESSING: You can use a master inventory item that has been flagged as a custom part item, and use this item during retail point of sale, to custom configure with options. These options can be either text items or actual valid inventory items. Here is an example!

Let us say you are in the business of selling cabinets. Now, you have certain cabinets you make to stock and sell from that stock. You also offer those same cabinets with different features, such as color; special carvings; casters; handles; etc., that you charge separately for. The customer can really order a cabinet that is totally different from your normal stock shelf items. You can set up an inventory master item that is flagged as a custom part. You can then set up valid part numbers that represent inventory items that are both sold separately as an accessory item or as part of a custom item. You may also have a text type part number that represents a certain service that you charge for such as special painting or engraving charges. These parts are not flagged as custom, only the master part you will add to.

Now, during retail point of sale when you process an order for an inventory item that is a custom flagged part, the system will allow you to build that part with other inventory items as described above. A separate screen will pop up after you enter past the unit price of the custom item. You will be allowed to modify the individual list and unit price of the custom item, along with any of the parts added to it. The system will add up the list price and the unit price of the custom item and all the parts added to it, and store the price in the unit price of the custom item. A line of text will be automatically created below the custom item that shows it's individual list and unit price. A line of text will also be created under each part added on to the custom part, with the part list and unit price.

This scenario allows you to contain all the revenues of the custom item under the part number of the custom item. Now, if you are using the IBS manufacturing system then you can modify the bill of materials and routing as needed to make the custom item, and contain all cost to the custom item part number. Cost and Revenues will match up so line item cost analysis is maintained!

SALES PACKAGES

The IBS Retail Point of Sale allows use of a pre-defined merchandise package intelligence that allows grouping of items to be sold together as a group, possibly at a discount from purchased separately. You can set up the package and then only have to type in one part number and all the items defined in the package at wholesale, dealer, and retail price will pull up automatically. This provides speed processing and eliminates forgetting items to be grouped together. You can set up permanent packages and/or use for sales and marketing programs that use special product grouping.

PRICE SELECTION

In this screen, there is a list of pricing for that particular part. It displays the price based on the status of the customer, such as retail, dealer, or wholesale. It also shows discounts, if any exist, such as, customer discount and quantity discount. The system will highlight the best price for that particular part based on these categories. Choose which pricing option you would like to use. If none of the prices meet your requirements, read further on for an explanation of price adjustment procedures.

To change the price to something other than the selections given, one of two conditions must exist. The part must be flagged <Y> in {INPRTGUT} to edit the price. If the part is flagged as editable, you can enter into the UPRICE field and tap the <BACKSPACE> key to clear the existing price. Then, type the price desired and <ENTER> through. The system will enter that price in the {UPRICE} field, and total it in the {TPRICE} field. The second condition is that you will need a supervisor to "OK" the different price by overriding the system with a password. You can press <F8> to prompt the system to allow entry of a supervisor password that is set up in the System Setup file {SYSGUT}.

The system will now ask you to confirm this line item. If everything looks Ok, go ahead and press <ENTER>. You may now enter your next line item for this order, or you may type in the letter 'Q' in the {PART#} field to quit entering line items. If you enter 'Q' in the {PART#} field, the system will prompt you with an options line at the bottom of the screen. You must enter a function letter from this line. They are...

(A)dd, Press "A" and <ENTER>. A new line number is created and you can continue entering in another line item.

(C)hange, This function allows you to change which ever line is highlighted at the time. Or highlight the line you want to change, type in the letter 'C' and press <ENTER>. The cursor will now be in the description field. You may change the description, quantity ordered and/or price.

(D), This option will allow you to delete a particular line item. Highlight the line you want to delete, type a 'D' and press <ENTER>. The system will respond with a confirmation request **DELETE THIS LINE (Y/N)? N**. If you wish to continue, type a 'Y' and press <ENTER>. If you DO type a 'Y', you will be required to confirm the deletion one final time. A message will display **ARE YOU SURE (Y/N)? N**. If you are sure you want to delete this line, type in the letter 'Y' and press <ENTER>. If you do not wish to delete this line or are not sure, press <ENTER>.

(S)ee more, If your order has more than 3 line items and you need to see the rest of them, use this option. This option will display the NEXT line items starting with the last line item from the previous screen. When it comes to the end of the order, you will come back to the first page.

(Q), You must use this option once you have finished entering line items for the order. Once you type in the letter 'Q' and press <ENTER>, a new pop-up window will display with the header ENTER PAYMENT INFORMATION.

ENTER PAYMENT INFORMATION

The system will total, and display the following...

Do you want to give an additional dollar discount for this order? You must type <Y> or <N>. If you answer yes, you will see **Enter dollar discount amount**. You must type in the dollar amount you are discounting from the order and include the decimal and any cents. Notice that after you press <ENTER> the totals at the left change. Also, the discount amount comes off the net total and not the order total.

ORDERED TOTAL: This is the total of the ordered items including any tax. This total includes all items, whether shippable or not and includes sales tax. NOTE: You will not be allowed to enter in a payment amount greater than this figure. If you do, the system will assume you are giving change for the difference and it will display on the screen.

SHIPPABLE TOTL: This is the total of only items that are shippable on the order. This DOES NOT include any item that is backordered or tax or shipping charges unless shipping charges are added to an order via a part number. The reason for this is to give the seller the ability to take money against just the items that can be given to the customer at the time the order is processed and paid for.

SALES TAX: (If applicable), this is the total tax regardless of the shippable condition of the order.

Let's talk about tax for a minute. First, the entire tax system in the Point of Sale is made operational by setting the flag in the system setup file {SYSINFO}. This flag must be set to <Y> in order for tax to calculate.

Second, if the customer is tax exempt, there needs to be a tax number in their file {CMMANT}. This number should have appeared in the TAX EXEMPT #: field in the order header. In this situation, no tax will calculate on their orders unless you typed in an amount when the program loaded "0" in the front end of the program.

Third, in the program {INPRTGUT} there is a field CHARGE SALES TAX. If flagged as <Y>, that part will have had the tax rate calculated against it. You can define each part as to whether it is taxable or not in the inventory master file. (See the document INPRTGUT for complete information.)

ORDER TOTAL: This field gives you the shippable total including sales tax. You will normally charge the customer for this balance unless it is your policy to take the full balance including any unshipped items or backordered items.

AMOUNT TENDERED: Type in the amount of money received or the value of the merchandise you are allowing for trade. At this point you will have the following choices for payment method.

BALANCE DUE: This field will display the amount left after any deposits are applied to the order total. If you over pay the order you will be prompted to give change instead.

* * YOU CANNOT ENTER IN AN AMOUNT GREATER THAN THE ORDERED TOTAL. IF YOU DO, THE SYSTEM WILL SHOW YOU TO MAKE CHANGE AND WILL AUTOMATICALLY REDUCE THE PAYMENT YOU TYPED IN TO MATCH THE ORDERED TOTAL. THIS CORRECTED TOTAL IS WHAT STORES IN THE PAYMENT RECORD.

HOWEVER, IF A CUSTOMER WISHES TO PAY YOU MORE THAN THE ORDERED TOTAL FOR THE POINT OF SALE ORDER YOU ARE CURRENTLY PROCESSING, THEN YOU SHOULD IGNORE THE PAYMENT SECTION AND WAIT UNTIL YOU HAVE CONFIRMED THE ORDER. IT WILL ASK YOU TO MAKE AN ADDITIONAL PAYMENT, WHICH IS WHERE YOU CAN ENTER IN THE ENTIRE AMOUNT THE CUSTOMER WISHES TO PAY. YOU CAN CARRY THE OVERPAYMENT AS A CREDIT IN THE CUSTOMER PAYMENTS (AGAINST THIS ORDER). YOU CAN THEN USE THE ORDER MODIFICATION PROGRAM TO TRANSFER THE OVERPAYMENT IN PARTS OR IN FULL AGAINST OTHER ORDERS. THE ORIGINAL ORDER WILL REFLECT THE OVERPAYMENT UNTIL FULLY USED.

NOTE: You may be locked out of this part of the program, while the accounts receivable system is in use to balance any money already in the system. In order for the A/R system to be accurate, a cutoff point for processing new monies must exist. Once the A/R deposit system has been balanced and finals processed, monies can be applied to any existing orders. You should be aware of this fact by your accounting system should the situation arise. This provides for a clean window of time to get a balanced deposit slip every day. REMEMBER: The Accounts Receivable deposit slip system and payment updating system requires everything to be in balance.

1. Cash Press <1> and <ENTER>. This key is also used if you need to enter past any form of payment in the event you are not taking any money at this time against this order.

2. Check Press <2> and <ENTER>. The right half of the payment box will refresh and ask for different types of checks.

1. Personal
2. Money Order
3. Cashier's Check

CHECK TYPE: _ Select the appropriate number and press <ENTER>.
CHECK # : _____ Type in the number on the check and press <ENTER>.
CHECK DATE: _____ Type in the date the check was issued and press
<ENTER>.

If all the information is correct, press <ENTER> to accept. If not, tap the <N> key and press <ENTER>. If you answered no, you will be able to reenter all payment information.

3. Trade If you are receiving a trade-in, this must be indicated before you take in any money. This will prompt you with a message, **Calc Tax on NET Sales (Y/N)? N**. If you answer <N>, the tax will be based on the ORDER SUBTOTAL. If you answer <Y>, the tax will be based on the ORDER SUBTOTAL minus the TRADE, which again is the AMT TENDERED you typed in. This is called NET Sales. Notice the calculated tax change to reflect this deduction. Again, you are asked to confirm payment information.

SPECIAL NOTE ABOUT TRADE: In any case, you will make the trade as the first payment and all other payments next. The programs will walk you through this procedure immediately after you confirm the order, prior to the printing of the sales receipt. See the end of this document for further instructions on this process.

4.5.6. Mastercard/Visa/Discover Selecting any of these payment methods will display the card type and a line that allows you to enter the card number and the expiration date of the card. The card number should be entered as four groups of numbers as they appear on the card and you do not have to press <ENTER> key after each group of four. (EXAMPLE: 1234 5678 9012 3456) NOTE: These types of transactions mean that you have actually received the approval of the funds and electronically transferred funds to your bank account.

CONFIRM PAYMENT INFO <Y/N>? Except for cash, you will be asked to CONFIRM PAYMENT INFORMATION. If you answer <N>, you will be taken back to HOW WAS PAYMENT MADE. If payment information is correct you will want to answer <Y> to confirm payment.

NOTE: Keep in mind you can process payments in any combination of the above. You must process the trade-in first, in any situation, and the balance can be handled in any money related way available through the system.

ORDER FORM NOTES <Y/N>? You now have the opportunity to enter or edit any of the order form notes. The system will automatically pull up THANK YOU FOR YOUR ORDER and any notes that were entered in the CUSTOMER FILE MAINTENANCE: CMASGUT. You have five lines to work with.

NOTE: The five lines include any notes that pull up, so if one line says THANK YOU FOR YOUR ORDER, then you have four lines left. YOU DON'T HAVE TO ENTER

ORDER FORM NOTES. You can enter through. Once you have finished entering the notes or entering through, you will be required to confirm them also.

EXCISE TAX ON THIS ORDER <Y/N>: Decide whether or not EXCISE TAX or VALUE ADDED TAX is to be charged on this order. If so, type <Y>. If not, go ahead and press <ENTER>.

NOTE: If the customer has the excise flag set to "Y" in their customer file, then this question will not be asked and the order header database "CUSTINFO" will have a flag set to "Y" indicating that the optional excise tax program is operated, and will pick up this order as a liability. To read more about this feature see the IBS Value Added Tax Manual.

IS THIS A CUSTOMER (T)AKE OR (H)OLD? T: First, let's define take or hold. A take order is when you are shipping the items at the time the order is processed. A hold order is when you are reserving "in stock goods" for a customer but they are not taking any of the items now. A third situation might be when you process an order and attempt to ship it and the goods are not in stock. This would be considered a back order. Do not use "T" if the order happens to be in a backorder status or you cannot release from this order any of the items you intend to ship at a later date. You would need to use the backorder release program <OESHIP>.

Respond by typing in the appropriate letter. If the customer is taking the purchase with them, type in the letter 'T', and if the order is to be held, type in the letter 'H'. Let's say that there are two items on the order and only one item is shippable. You can select "TAKE" to ship the in stock item. This will mark a ship date in {CUSTINFO} on the ORIGINAL order number. To ship the second item you will need to use the Backorder Retrieval program to release a back ordered item. If you place an order on hold, you will later need to release it using the program <OESHIP> and <OESHIPUD> to release and update these orders. NOTE: If you answered take, a message will appear under the money information, **IS THIS CORRECT (Y/N)? N**. At the bottom of the screen **AMOUNT TENDERED IS LESS THAN ORDER TOTAL** will appear. This is because there is still a balance to take care of.

*****SPECIAL NOTE ON TRADE PAYMENT WITH CASH ONLY CUSTOMERS*****

Once you answer the question of <T>AKE or <H>OLD, you immediately hear a beep and the bottom of the screen displays the message:

AMOUNT TENDERED IS LESS THAN ORDER TOTAL <<STATUS 300>> #922 This is making you confirm the underpayment on a cash only customer. Remember, you entered in a trade that was only a partial payment against the whole order.

IS THIS CORRECT <Y/N>?

CONFIRM THIS ORDER <Y/N>? Answer <N> and you will be asked again to confirm. If you answer <N> the second time the entire order will be ignored. If, in the above function, you typed in the letter 'T', when the system prints out the SALES RECEIPT, you will notice, it is called an ORDER. If you entered the letter 'H', you will notice that the receipt is called a LAYAWAY. If you had only taken partial payment or

trade-in against the order, you will see **ENTER ADDITIONAL PAYMENT (Y/N)? N**. If you answer yes, the system will bring up the payment processing program <ARECEIVE> and you can finish applying payments to the order. If you answered no, the system will print the SALES RECEIPT, and you are done processing the order! However, if you are making a sale to a CASH ONLY customer who is making a trade-in, they need to finish paying off the balance of the order. The order has now been updated, along with the customer information, accounts receivable, deposit slip, and inventory database. The screen will now prompt you:

UPDATING SALES JOURNALS, PLEASE WAIT

ENTER ADDITIONAL PAYMENTS <Y/N>? Answer <N> if you are finished with the payment. You must answer <Y> here to enter additional payments. You will now be taken to the program {ARECEIVE}, which is the Accounts Receivable payment processing system. You will need to refer to that program document for further details on how to process an additional payment. When you finish making the payment, tap the <ESC> key to return to the Point of Sale program and you will see the message:

NOTE: This is where you can make the payment against the order if you did not during the regular order processing. Or, you can make the overpayment at this time also. You will need to reprint the original order if the customer wants an undated invoice showing the payment receipt if you use this method.

PRINTING RECEIPT, PLEASE WAIT