Penny Lane Manager *User's Guide*

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Introduction

Congratulations, you have just purchased the most versatile and user-friendly POS system on the market.

Welcome to **Penny Lane Manager**.

It will not take long for you to discover the many time-saving features within **Penny Lane Manager**; they will become apparent as soon as you begin to use the system. One of the reasons that **Penny Lane Manager** is so easy to integrate into your store's routine is that many of its features are designed to be added to *as you go*.

Clerks and cashiers can create customer profiles right at the sales terminal that can then be used for **Accounts Receivable**, or in any one of Penny Lane Manager's **Customer Rewards Programs**.

During stock receipts, any inventory received that is new to the system can be added effortlessly with **Penny Lane Manager's *On The Fly*** receipts feature.

Penny Lane Manager's extensive array of **Reports** make gathering information on any aspect of your business simple. Whether it is for **Sales**, **Inventory**, **Customers** or **Employees**, you can generate a report that will deliver the information in any format you desire.

This manual is designed to give you detailed instruction on the features of **Penny Lane Manager** and how to use them effectively to simplify the day-to-day retail processes. It will also show you ways in which you can customize the system to meet the specific needs of your store. You will find that the text in this document follows the same basic layout of the program itself.

Whether you use this POS system for only its basic functions or you take advantage of all of its extraordinary features, you will be amazed by what Penny Lane Manager will do for you. Enjoy.

Getting Started

Launching Penny Lane Manager

1. From your windows desktop, double-click the **Penny Lane Manager** icon. The **Penny Lane Manager Login** screen will appear.

2. Enter your user number and password.

3. Click **Ok**.

> **Note: First Time Users**
>
> User numbers and passwords are assigned within the program. If user numbers and passwords are not yet assigned you may access the system by entering "1" into the **User Number** field, and leaving the **Password** field blank.
>
> To assign user numbers and passwords, see **Manager/User Maintenance**.

If the user number and password are valid, you will arrive at the **Main Menu** of **Penny Lane Manager**.

Main Menu

File Maintenance

The **File Maintenance** menu contains all of the programs that pertain to your **record** files. Each item in your inventory is represented by a **record** in Penny Lane Manager, and these **records** are stored in **files** in the **PLM Database**. It is these **files** that **Penny Lane Shop Floor** will access with every sales transaction that takes place on the shop floor.

Along with **inventory** records, there will be records for your **vendors**, **departments**, and various **categories**. You will access your records through the **File Maintenance** programs. The **File Maintenance** programs are designed to be at once dynamic and accessible, providing a user-friendly platform for you to enter and maintain the details of your inventory, and indeed all aspects of your business.

With every sales transaction that takes place at a cashier terminal on the shop floor, **Penny Lane Shop Floor** will look up details of the inventory item such as price and department in the **PLM Database**. It will then send the record of the transaction back to the **PLM Database**, which will keep a detailed sales record that you can access within **File Maintenance.** With this record, you can track your current sales and compare them to past weeks, months, and years at a glance.

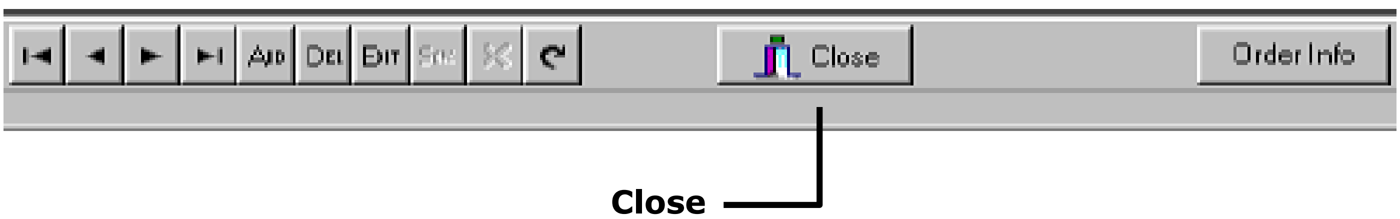
This guide to the **File Maintenance** programs will take you through all aspects of these invaluable tools step-by-step.

Accessing the File Maintenance Programs

To access the **File Maintenance** programs, pull down the File Maintenance menu at the top-left corner of the title screen. Click on the program you wish to open.

Exiting File Maintenance Programs

To exit a **File Maintenance** program at any time and return to the title screen, simply click on the Close button at the bottom of the **File Maintenance** screen.

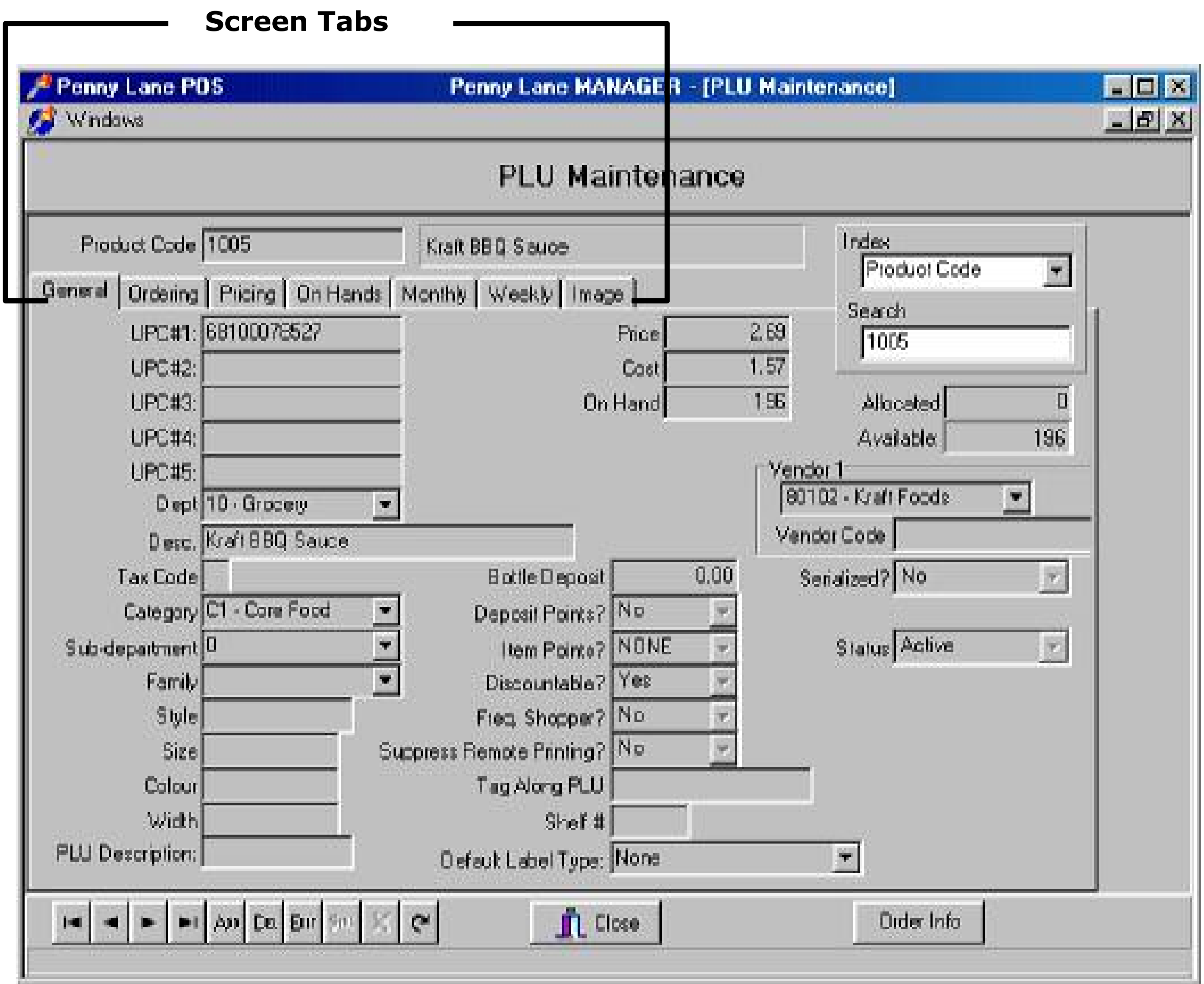


PLU Maintenance

The **PLU Maintenance** program contains all general information pertaining to store inventory. PLU stands for "Price Look-Up". When the barcode of an inventory item is scanned or a cashier enters its product code into the system, **Penny Lane Shop Floor** looks up its price in the **PLU Maintenance** database of **Penny Lane Manager**.

In **PLU Maintenance** you can look up how many of the item are on hand in your store, and whether the item needs to be re-ordered. You can generate orders instantly. You can track sales of the item by week or by month, and compare them to those of the previous year.

Penny Lane Manager makes it easy for you to assign product prices and pricing types. Its special ***Pricing*** screen makes it easy to assign multiple pricing types. Penny Lane Manager will even suggest prices for your item based on the Gross Margin at which you want to sell.



The **PLU Maintenance** program contains seven different screens on which inventory information can be stored. They are the ***General***, ***Order***, ***Pricing***, ***On Hands***, ***Monthly***, ***Weekly*** and ***Image*** screens. You can access each of these screens by clicking on their respective tabs.

The following table contains brief descriptions of the functions of these screens.

Screen	Function
General	Displays product information at a glance, a general body of information taken from all of the maintenance files
Ordering	Stores information on ordering and re-ordering including all information on cost, generates orders

Pricing	Used to select pricing type, assign special prices for select customers, calculate current and desired gross margins
On Hands	Displays the quantity of product that is on hand in your store, as well as how many of the item other stores have on hand in a multiple-store system.
Monthly	Displays a breakdown of sales by month, as well as comparative totals of the previous year and the current year to date.
Weekly	Displays a comprehensive breakdown of sales by week, and a comparative listing of weeks from the same date on the previous year.
Image	Contains a visual image of the product

The *General* Screen

The ***General*** screen contains a diverse selection of general information, allowing you to see 'the big picture' of the details of your inventory item (see Fig. 1.4).

Many of the fields on this screen are linked to other screens within the **PLU Maintenance** program and in other programs. For example, on the ***General*** Screen you can view and edit the **price** of your item. However, to see the specific details about the **pricing type** or the **average cost**, you need to go to the ***Pricing*** Screen. Of course, the changes that you make on the ***General*** Screen will be reflected on the 'home' screens of the various fields.

The ***General*** Screen is a good starting point in **PLU Maintenance**, as it gives a general overview of the entire program. What follows is a detailed description of every field and function of the screen.

Product Code

The **product code** is simply the code assigned by a retailer to any given product. It is the reference point in a database from which all information about the product, such as price, quantity, vendor, cost, etc. are described and accessed. The code may be comprised of any combination of numbers and letters. Its only requirement is that it must be unique to a single product.

Located prominently at the top-left corner of the ***General*** screen, the **product code** is the most essential piece of information about an inventory item as far as **PLU Maintenance** is concerned.

Creating Product Codes

Applying product codes may be as simple as numbering products sequentially, beginning with "1" and carrying on until all inventory has been accounted for. However, many businesses choose to embed specific information about the product into the code.

It is often useful, especially in the cases of large stores with many departments, to create product codes that can be understood visually. Using this technique, misplaced items can be swiftly returned to the correct shelf of the appropriate department, and items from particular manufacturers to be put on sale are easily identified.

You will find that **Penny Lane Manager** helps you create product codes that are logical and consistent. When you specify that items belongs to a particular category or family of inventory, for example, it adds a block of code onto the product code of each item in that category or family.

Penny Lane POS allows for an alphanumeric **product code** of up to 16 characters**.** With 16 characters, a business is able to display a massive amount of information on a product at a glance.

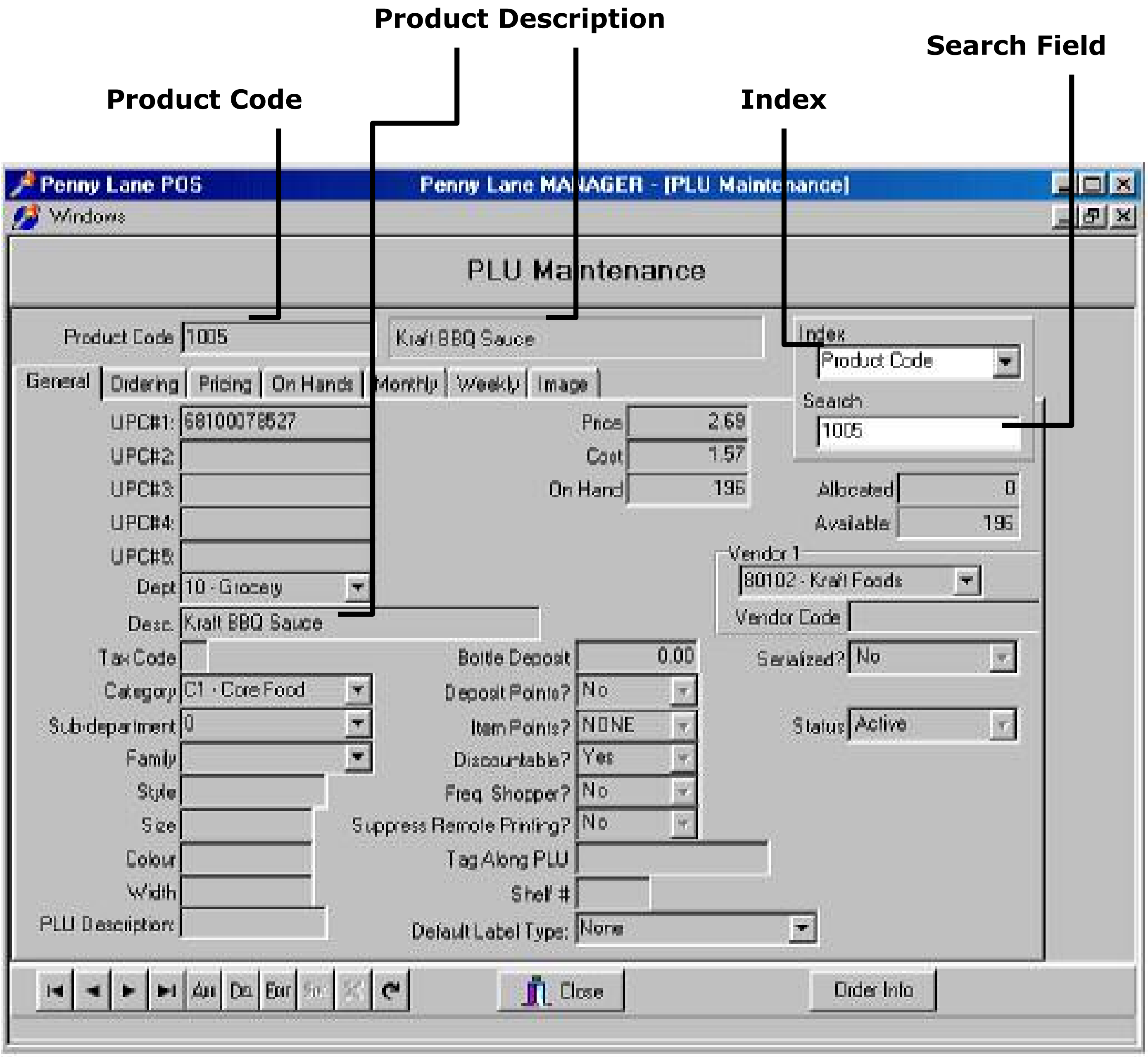
For example:

A code might read: **04PHY704MFC3BLU6**

Where **04** = aisle number
PHY = pharmacy department
704 = expiry date
MFC = manufacturer
3 = size
BLU = color
6 = vendor code

In this way, a code for any product that is newly introduced to an established inventory can be easily assigned based on the characteristics of the product.

The **Product Code** can be found in the upper left corner of the **PLU Maintenance** screen. It and the **Product Description** along with the **Index Selector** and **Search** field will remain on the screen at all times, no matter which of the tabs (General, Ordering, Pricing, etc.) is in use.



UPC

Generally speaking, most commercially available products have a **UPC** code assigned to them. It can be scanned from the barcode on the exterior packaged products, or entered in manually, as in the case of produce. If there is no **UPC** code, the **UPC#1** field will default to the **Product Code**

> **Note:** The case of no **UPC** code may occur, for example, in cases where the retailer is selling products that are manufactured locally or in the store.

There are five **UPC** fields. This ensures that if there is more than one code representing a product, all codes may be represented for the product and recognized by **Penny Lane POS**. The UPC fields are located directly under the screen tabs.

> **Note:** The case of more than one **UPC** may occur if, for example, a store generates its own **UPC**s for part or all of its stock.

Department

The **Department** field contains a drop-down menu of all available departments in the store. Each department name will appear beside its corresponding department code. Using this field you can control which department an inventory item belongs to.

The **Department** field is linked to the **Department Maintenance** program, accessible from the **File Maintenance** menu. In the **Department Maintenance** program, you can look up and control details pertaining to the department that may affect the way an item is sold, such as tax codes and discounts that may apply to that department only.

Description

The **Description** field describes the item in a way that is immediately recognizable to you and to store personnel. It is, in effect, the *name* of the product.

The **Description** field can be up to 30 characters in length. Your product description can be as simple or as complicated as you make it, but it generally contains the brand name and type of product, eg. *Heinz Brown Beans*. You may choose to add other helpful adjectives that describe size, volume, flavor, or color in order to differentiate the item from similar products in your inventory.

For example:

- *Skippy Peanut Butter – Smooth*
- *Skippy Peanut Butter – Crunchy*

Or,

- *Skippy P B – Smooth – 250ml*
- *Skippy P B – Smooth – 500 ml* etc.

The description will remain on screen no matter which of the screens in the File Maintenance program you are using (***General***, ***Ordering***, ***Pricing*** etc.). It is a useful index for scrolling through your inventory alphabetically (see **Appendix B: Navigating Through Your Records**).

This description will also appear on the cashier's screen in **Penny Lane Shop Floor**, as well as on the **Customer Display Screen** along with the price.

Tax Code

The tax code is normally defined in the **Department Maintenance** program. Generally, this code is assigned by department, and will apply to all of the inventory in that department.

However, you can override the tax code that is defined for any given department by entering a tax code into the **Tax Code** field. You may want to do this if there is a specific product that is an exception within that department.

If you do not enter a tax code, the normal department tax code will apply to the product.

For a discussion of Tax Codes, see **Department Maintenance**.

Category

The **Category** field contains a drop-down menu of all available inventory categories. Each category will appear on the menu beside its corresponding **Category Code**. Using this field, you can select a category for your inventory item.

The **Category** field is linked to the **Category Master File**, which is accessed using the **Category Maintenance** program. It allows you to group your inventory under the larger divisions of Department and Sub-department. In this way you can track sales and perform various functions by category, such as having a sale (see **Category Maintenance**). An example of a useful Category might be *Chocolate Bars.*

Sub-Department

The **Sub-Department** field contains a drop-down menu of all available sub-departments in the store. Each sub-department name will appear beside its corresponding sub-department code. Using this field you can control which sub-department an inventory item belongs to.

The **Sub-Department** field is linked to the **Sub-Department Master File, which** is accessed using the **Sub-Department Maintenance** program (see **Sub-Department Maintenance**). In the **Sub-Department Maintenance** program, you can look up and control details pertaining to the sub-department that may affect the way an item is sold, such as tax codes and discounts that may apply to that sub-department only. Depending on the size of your store and the way it is organized, details such as tax codes may be assigned by sub-department rather than by department.

Family

The **Family** field contains a drop-down menu of all available inventory families. Each family will appear on the menu beside its corresponding **Family Code**. Using this field, you can select a family for your inventory item.

The **Family** field is linked to the **Family Master File**, which is accessed using the **Family Maintenance** program (see **Family Maintenance Program**). The purpose of **Family** is much the same as that of **Category**; **Family** is the smallest division of inventory.

Style

Items that are defined by **style** have special characteristics, and are maintained in a slightly different way than other inventory items.

The **Style** field is linked to the **Style Maintenance** program. This field will display the code that you have specified in the **Style Maintenance** program to represent a particular style.

For a full discussion of **style**, see **Style Maintenance**.

> **Note: Style**, **Size**, **Color** and **Width**, will be employed mainly by businesses that sell clothing items.

Size, Color and Width

The **Size**, **Color** and **Width** fields are defined within the **Size**, **Color** and **Width Maintenance** programs in conjunction with the **Style Maintenance** program. They are displayed on the **PLU Maintenance** screen because they are key identifiers of clothing items. However, they are only accessible within **Style Maintenance**.

For a full discussion of **Size**, **Color** and **Width**, see **Style Maintenance**.

PLU Description

The **PLU Description** field is a convenient field that you can use to attach any description in addition to the size, color and width of an item that will be useful for your own reference.

Price

The **Price** field displays the unit price for a single item.

The **Price** field appears in several places in **Penny Lane Manager**, most notably on the ***Pricing*** screen in the **PLU Maintenance** program, which also contains specific information about pricing including pricing type.

Cost

The **Cost** field displays the *last* cost that you paid for an item.

Cost is also dealt with at greater length on the ***Ordering*** and ***Pricing*** screens of **PLU Maintenance**, where you can view and control such details as average and landed cost.

On Hand

The **On Hand** field displays the number of an item that you have currently in stock in your store.

This field is controlled entirely by **Penny Lane Manager**. The number of a given item that you have on hand is determined within **Penny Lane Manager** by the number of that item that you have received (see **Stock Receipts** in the **Inventory** section). The program then subtracts from the field as the product is sold.

The **On Hand** field appears in several places within **Penny Lane Manager**, including the ***On Hands*** screen, in which you may additionally view the number of items that are on hand in your other stores if your store is part of a chain.

Allocated/Available

Allocating items will subtract the number allocated from the number that is **Available.** These two fields combined make up the number of items **On Hand**.

The **Allocated** field displays the number of available inventory items that are allocated for specific use. You would use this field, for example, to put items on hold for a customer.

Vendor

The **Vendor 1** field contains a drop-down menu of all available vendors. Each vendor will appear on the menu beside its corresponding **Vendor Code**. Using this field, you can select the current vendor for your inventory item.

The **Vendor 1** field is linked to the **Vendor Maintenance** program, accessible from the **File Maintenance** menu. In the **Vendor Maintenance** program, you can look up and control details pertaining to specific vendors.

Vendor Product Code

The **Vendor Code** field displays the product code that the vendor uses to identify the inventory item. This may or may not be the code that your store uses.

Serialized

Non-consumable goods are often marked with a serial number that is unique for every unit. By tracking these numbers, retailers can know whether or not a particular unit was sold at their store.

The **Serialized** field displays whether or not an item is serialized.

Using this field affects the way that you receive serialized goods. When you are entering your stock receipts into **Penny Lane Manager** (see **Stock Receipts**), the system will prompt you to enter each serial number in addition to the **Product Code**.

Status

If your store stops selling an item for any reason, it is useful to make the item *inactive* rather than delete its record from your file. In this way you can keep all of the information about that item in your file for future reference, including its sales history.

The **Status** field displays whether an item is active or inactive within your inventory. A normal inventory item is *active*, in that your store is ordering and selling it. An *inactive* item cannot be ordered or sold.

Bottle Deposit

If an item is bottled and requires a bottle deposit, the **Bottle Deposit** field is where you specify the cost of the deposit.

Like **Price** and **Cost**, the **Bottle Deposit** cost is displayed in dollars. Therefore, a bottle deposit cost of $0.05 would appear as 0.05.

Deposit Points

Penny Lane Manager allows you to maintain a Points program if you so desire. For a full discussion of the Points program, see **Customer Loyalty Program**.

The **Deposit Points?** Field displays whether or not the cost of the bottle deposit is added to the total cost of the purchase in determining the number of points a customer will be rewarded under the **Customer Loyalty program**.

Item Points

Item Points are the currency of **Penny Lane Manager's Customer Loyalty Program**. For a full discussion of the **Customer Loyalty Program**, see **Customer Loyalty Program.**

The **Item Points?** Field displays the multiple of points that you award for your item. The field contains a drop-down menu of point multiples, beginning at NONE and advancing through SINGLE, DOUBLE, TRIPLE, QUADRUPLE, and QUINTUPLE. Using this system you can advertise and deliver point reward incentives.

Discountable

The **Discountable?** field allows you to choose whether or not you will allow discounts to be given for an item.

In some cases, retailers may want to give cashiers the option of applying an open discount on certain items. This might happen in cases where merchandise is slightly damaged. Certainly in cases where the business is small and the cashier owns the store, many retailers allow for the option of **Open Discounts**.

In these cases there is an **Open Discount** key at the sales terminal. Cashiers may use it if the item is **Discountable** to apply a discount at their own discretion.

Open Discount keys are optional for any sales terminal, and retailers can assign restricted access to these keys if they so desire, so that only certain personnel can use them.

Frequent Shopper

Penny Lane Manager allows you to maintain a **Frequent Shopper Program** if you so desire. The Frequent Shopper program is separate from the **Customer Loyalty Program**, differing in that instead of awarding points, the **Frequent Shopper Program** awards instant price discounts to favored customers. For a full discussion of the **Frequent Shopper Program**, see **Customer Reward Programs**.

The **Freq. Shopper?** field lets you choose whether or not an item will be eligible for Frequent Shopper discounts.

Suppress Remote Printing

If you so desire, you can record the sales all or selected inventory items with a remote printer. The default of this field is *no*, meaning that by default, every sales transaction will print out on a remote printer.

This feature is designed specifically for retailers that wish to send information to a specific desk or department. Some fast food chains, for example, allow customers to place their order at a computer terminal. The order gets sent directly to the kitchen to be filled. The customer is issued a receipt at the terminal, and the kitchen receives a printout of the order on a *remote printer*. There are a number of possible applications for this feature.

You may choose to customize the remote printout. In the case of the fast food chain, they may choose only to print the items that the kitchen is responsible for, omitting items such as drinks that are taken care of at the counter. The customer receipt would then be more comprehensive than the kitchen order.

The **Suppress Remote Printing** field allows you to choose whether or not you will print out a given item on the remote printer.

Tag Along PLU

A **Tag Along PLU** is a product code that represents an additional charge that always accompanies a main product. For example, there may be a product code that represents the **bottle deposit** for a specific item. Because the bottle deposit is always sold along with the item, its product code is attached to the main item and the customer is charged for both at the same time.

When you enter a **Tag Along PLU**, the customer will be charged for the tag-along in addition to the main item with every transaction.

Shelf Number

The **Shelf #** field displays the shelf number your item belongs to. The purpose of this field is to allow you organize your **Stock Count Sheet** by inventory shelf number.

When you enter shelf numbers into this field, they are displayed on this screen and in **Physical Counts**, on the **Stock Count Sheet** (see **Physical Counts**).

Default Label Type

Depending on what types of inventory items you stock, you may want to use different types of labels. Grocery items on shelves most often just require a single sticker label, while clothing items usually have a tag attached to each piece identifying various information such as size and description. Both typically have a barcode on them.

Penny Lane Manager gives you the option of printing your own tags and labels using the optional barcode printer.

The **Default Label** field allows you to select which type of label accompanies your item, if any. From its pull-down menu you can choose from *Shelf Labels*, which are generally stickers, and *Price Tags*, which are usually fastened to items with a string or clip.

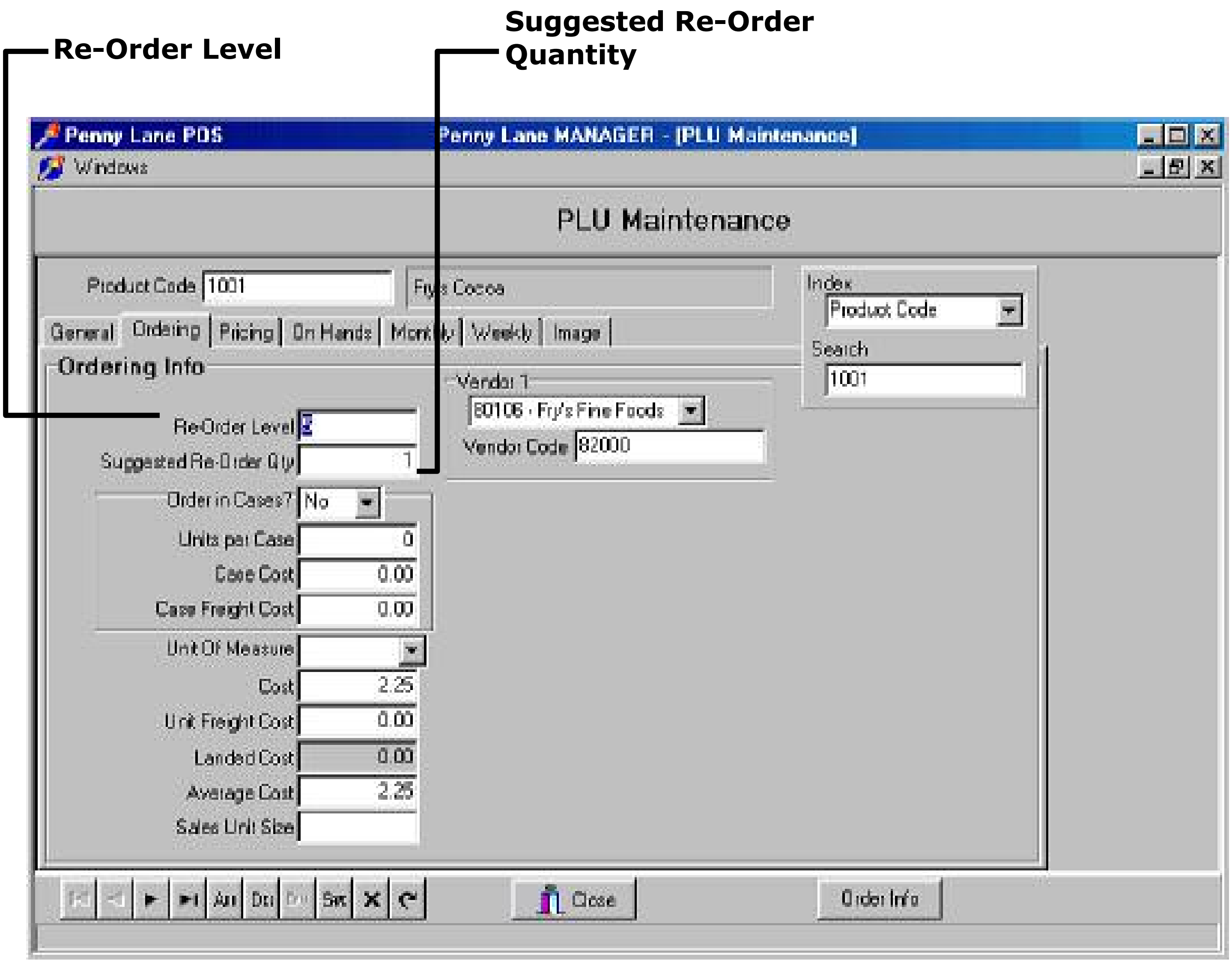
The *Ordering* Screen

Every item is ordered differently. The ***Ordering*** screen is where you can look up and control the ordering procedures for each. This screen is where you will find all of the specifics of the cost of the item, as well as your options for reordering.

Although this screen displays ordering information, the ordering itself is done from the **Inventory** screens (see **Inventory/Purchase Orders**, **Store Orders**).

The ***Ordering*** screen is also the key to one of the valuable time-saving features of Penny Lane Manager: the **Automated Order Generator**. By specifying the minimum quantity of an item that you want on hand as well as the multiple in which you want to reorder, you can have **Penny Lane Manager** generate orders for you *automatically*.

For a detailed discussion of the **Automated Order Generator**, see **Purchase Orders.**



Re-Order Level

The **Re-order Level** is the minimum number of items that you wish to have on hand before new stock is ordered. When the re-order level is reached, Penny Lane Manager will alert you to order new stock in the Product Re-Order Report.

The **Re-Order Level** field displays the re-order level.

Suggested Re-order Quantity

The **Suggested Re-Order Quantity** is the *multiple* of an item that you wish to order when the **Re-Order Level** is reached. This number represents the optimum number of units to order at one time.

Usually this will be the number of units in a case. However, there may be another multiple that is the optimum quantity. Your vendor may offer a discounted price, for example, if you order a specified number of cases of the item.

The **Suggested Re-Order Quantity** field displays your desired re-order multiple.

Order in Cases

The **Order in Cases?** field allows you to select whether or not you order an item individually or by the case. This will be reflected on your **Purchase Orders** and **Store Orders.**

> **Note:** When you enter in the Case **Cost**, **Case Freight Cost** and **Units per Case**, Penny Lane Manager will automatically calculate and display the corresponding costs per unit.

Units Per Case

If you have specified that you order an item by the case, **Penny Lane Manager** will prompt you to enter additional information about the case.

The **Units per Case** field displays the number of items that come in the case that you are ordering.

Case Cost

Like the **Cost** field, the **Case Cost** field displays the *last* cost of a case of an item.

Case Freight Cost

The **Case Freight Cost** field displays the cost of freight for a single case. This, in combination with **Units per Case**, will determine the **Unit Freight Cost**.

Unit of Measure

The **Unit of Measure** field allows you to choose the unit of measure to be displayed on the purchase order. There are three units of measure to choose from: each, dozen, and case.

You can define additional units of measure in Unit of Measure Table Maintenance (see Setup/Unit of Measure Table Maintenance). Once defined, the additional units of measure will appear here.

Cost

The **Cost** field displays the *last* cost that you paid for an item. This field always refers to the unit cost rather than the case cost.

The unit cost fields are also displayed on the **Pricing** screen.

Unit Freight Cost

The **Unit Freight Cost** field displays the cost of freight for a single unit.

Landed Cost

Penny Lane Manager calculates the **Landed Cost** field.

Landed Cost is the sum of **Cost** plus **Unit Freight Cost** for a given item.

Average Cost

The **Average Cost** field represents the ***weighted average cost*** of an item. **Penny Lane Manager** calculates this field based on the average cost of your *current* stock of a given item.

For example: You have ten packages of x-brand cookies in stock that cost \$1.50 and the next week you receive another ten packages of x-brand cookies that cost \$1.00.

$$\frac{(10 \text{ pkgs} \times \$1.50) + (10 \text{ pkgs} \times \$1.00)}{20 \text{ total qty.}} = \$1.25 \text{ average cost}$$

Although Penny Lane Manager calculates this field automatically based on the cost of the item to date, the **Average Cost** field is accessible to the user if you choose to make adjustments.

Sales Unit Size

If an item comes in various sizes, you will want to specify the size that you are ordering in a visible way.

The Sales Unit Size field allows you to display the size you are ordering (ie. 750 ml) on the Order form so that it is obvious to both the deliverer and the receiver.

Vendor

The **Vendor 1** field contains a drop-down menu of all available vendors. Each vendor will appear on the menu beside its corresponding **Vendor Code**. Using this field, you can select the current vendor for your inventory item.

The **Vendor 1** field is linked to the **Vendor Maintenance** program, accessible from the **File Maintenance** menu. In the **Vendor Maintenance** program, you can look up and control details pertaining to specific vendors.

Vendor Code

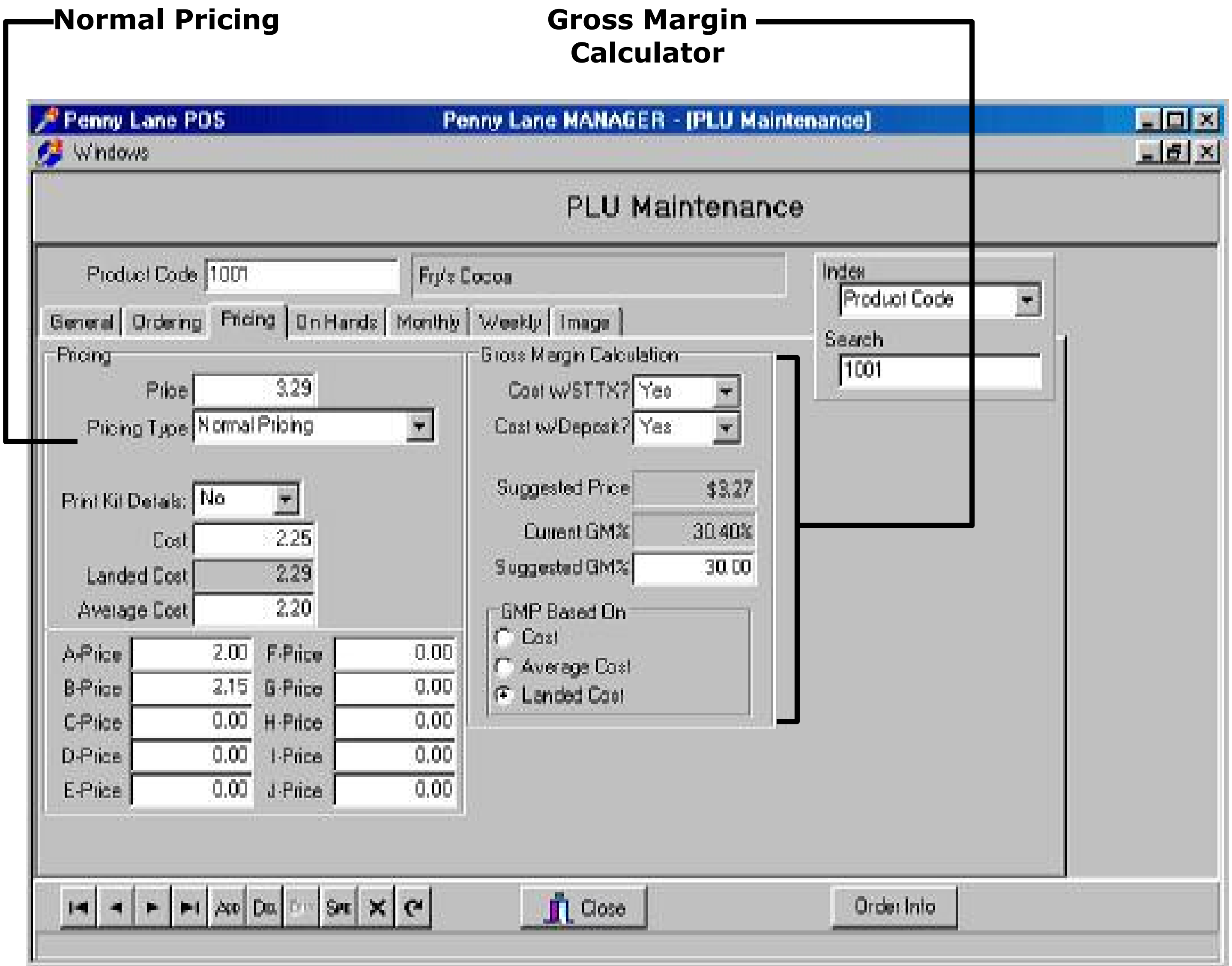
The **UPC** code that you enter into the **Vendor Code** field is the code that your vendor uses, and the code that is displayed on your **Purchase Order**. This ensures that the code that is displayed on the **Purchase Order** is meaningful to the vendor.

The *Pricing* Screen

On the ***Pricing*** Screen you will define the normal price of all inventory products. If the given product belongs to a different pricing system, you will define that system on the ***Pricing*** screen as well.

The ***Pricing*** screen will change in appearance depending on which **Pricing Type** you designate for a product.

This screen also contains a **Gross Margin Calculator** that will help you determine pricing and repricing based on the **Gross Margin**. In addition, the fields in which to designate special prices for the Frequent Shopper program appear here (see Customer Reward Programs).



Price

The **Price** field displays the single unit price.

This is considered to be the 'normal' price of the item, and will remain the same no matter what type of pricing you use to give discounts or special offers.

Pricing Type

The **Pricing Type** field is a dynamic field, in that changing the pricing type will alter the layout of the entire screen.

For each **Pricing Type** you select, special fields will appear that will allow you to input the specific pricing structure for your item for that type.

For a detailed discussion of **Pricing Types**, see Appendix C: **Pricing Types**.

Print Kit Details

If you have items that are priced as Kits (see Support Kit Handling), you can choose either to print the full price of the Kit only, or to break the full price down into the individual Kit items.

Cost, Landed Cost and **Average Cost**

See **The *Ordering* Screen**.

A-Price to **J-Price**

Penny Lane Manager offers retailers the option of having a **Frequent Shopper Program**.

The **A-Price** to **J-Price** fields are linked to the **Frequent Shopper** program. In them you can specify up to ten different discount prices for this item that you may offer to your Frequent Shoppers.

For a full discussion of the **Frequent Shopper** program, see **Customer Reward Programs**.

The *On Hands* Screen

The ***On Hands* Screen** is very useful for stores that are either part of a chain of stores or affiliated with other stores.

If your store is part of a chain, your chain of stores will use **Penny Lane Retail Enterprise** in addition to **Penny Lane Manager** and **Penny Lane Shop Floor**. **Penny Lane Retail Enterprise** controls all of the functions that have to do with multi-store activities.

All stores in the chain will send their sales and inventory information to the central **Penny Lane Retail Enterprise** database. Conversely, **Penny Lane Retail Enterprise** will send select information, such as the **On Hand** quantities of each product in every store, back to each store's **Penny Lane Manager**.

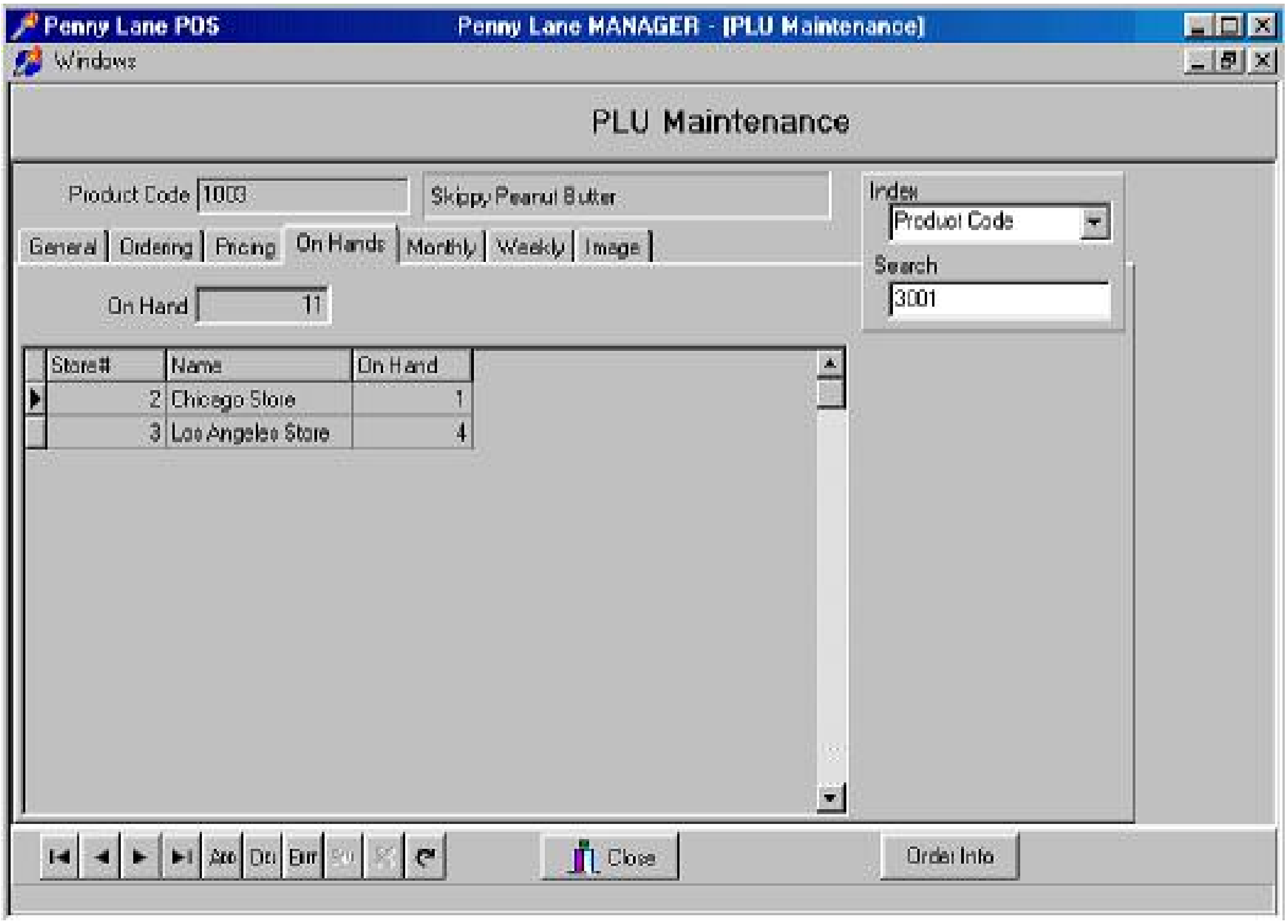
The result is that you will be able to look up such information as **On Hand** quantities at the other stores in your chain (see Fig. 1.8). This is useful in situations in which your store runs out of an inventory product and a customer wants to know where else they can get it.

On Hand

The **On Hand** field displays the number of an item that you have currently in stock in your store.

This field is controlled entirely by **Penny Lane Manager**. The number of a given item that you have on hand is determined within **Penny Lane Manager** by the number of that item that you have received (see **Stock Receipts** in the **Inventory** section). The program then subtracts from the field as the product is sold.

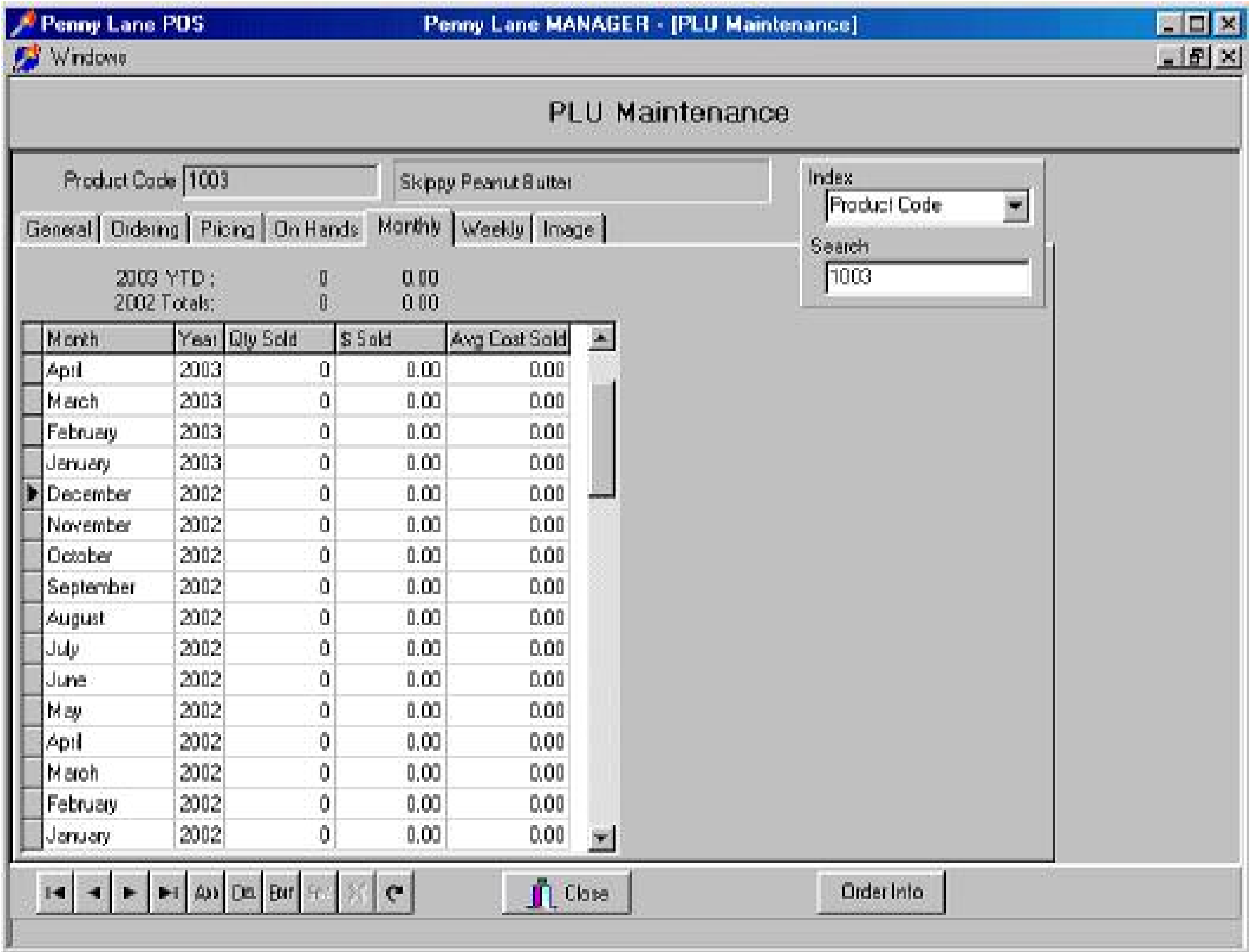
The *On Hands* Table



The **On Hands** table displays the number of an item that your affiliated stores currently have in stock by **Store Number**, **Store Name**, and **Number On Hand** (see Fig. 1.8).

This table is applicable to stores that belong to a chain, and is controlled entirely by **Penny Lane Retail Enterprise**.

The *Monthly* Sales Screen



With every sales transaction that takes place at a cashier terminal on the shop floor, **Penny Lane Shop Floor** sends the record of the transaction back to the **PLM Database**, which keeps detailed sales records that you can access on the ***Monthly*** and ***Weekly* Sales Screens**. With this record, you can track your current sales and compare them to past weeks, months, and years at a glance.

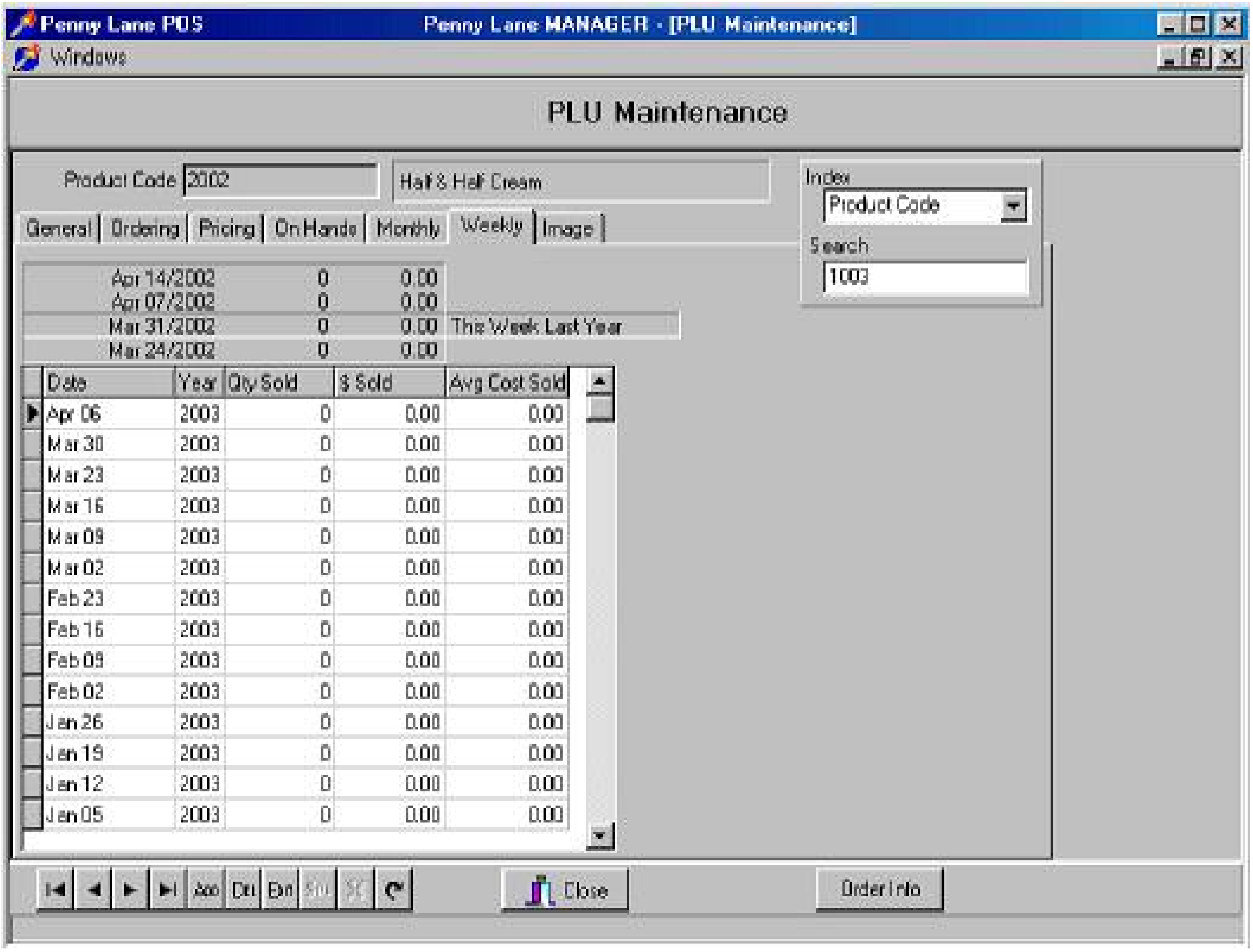
The ***Monthly* Sales Screen** displays a breakdown of sales of an item to date by month. It will show you the **Quantity Sold**, the **Dollar Value Sold** and the **Average Cost Sold** of this item.

The ***Monthly* Sales Table** records all monthly sales to date over a period of three years. This feature allows retailers to compare current sales to those of the same month in years past.

This screen also includes the current year-to-date total and the last year's total at the top of the screen.

The ***Monthly* Sales Screen** is controlled entirely by Penny Lane Manager.

The *Weekly* Sales Screen

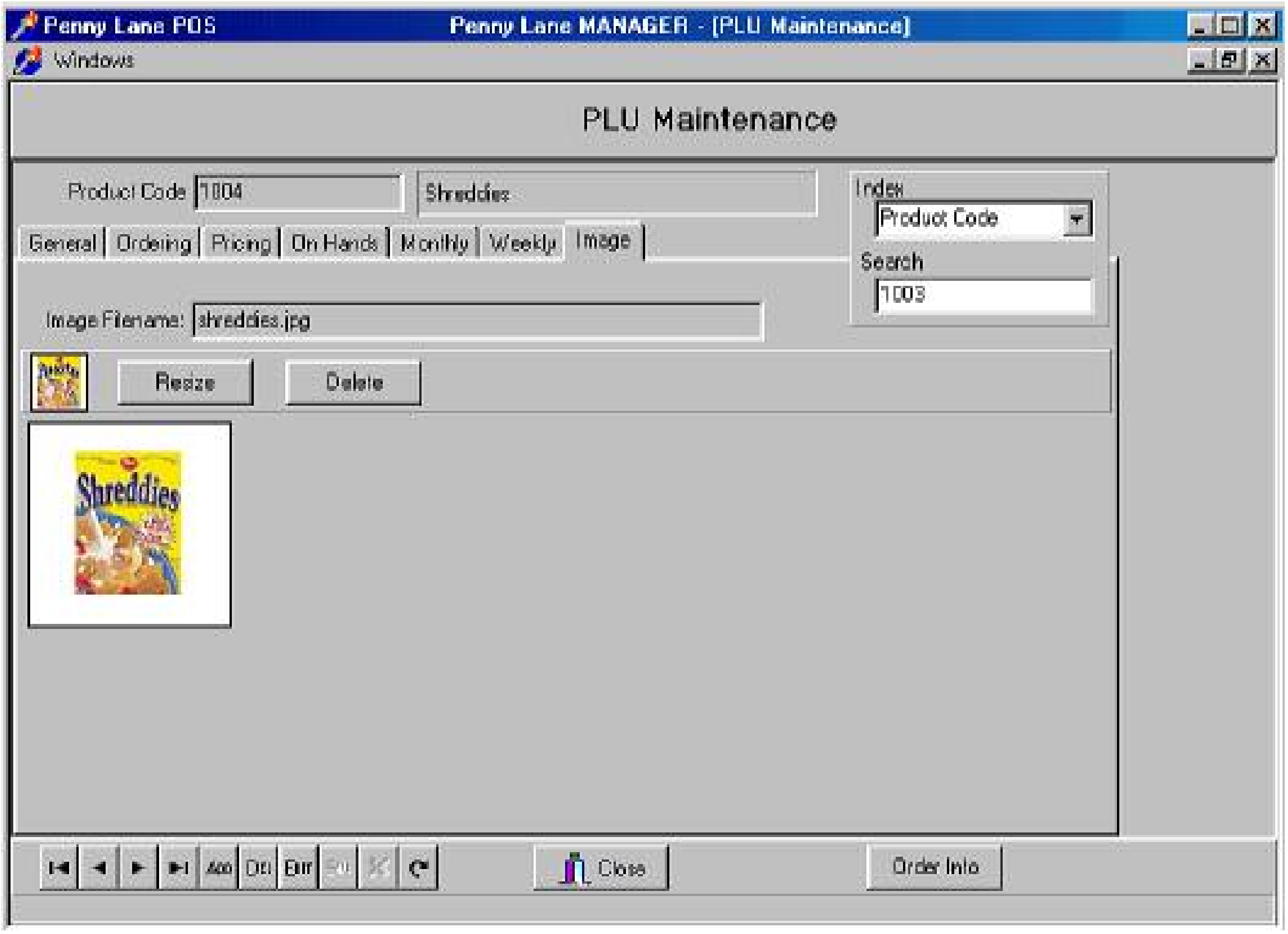


The ***Weekly* Sales Screen** displays a breakdown of sales of an item to date by week.

Like the ***Monthly* Sales Screen**, it will show you the **Quantity Sold**, the **Dollar Value Sold** and the **Average Cost Sold** of this item over a period of three years, allowing you to compare current sales to those of the same week in months and years past.

At the top of the ***Weekly* Sales Screen** you will find a spread of the total sales of four weeks from last year. They include **This Week Last Year** as well as the week preceding and the two weeks following **This Week Last Year**. This spread is an effective tool for knowing at a glance exactly where you stand in sales currently, and will help you determine your projected sales for the weeks to come.

The *Image* Screen



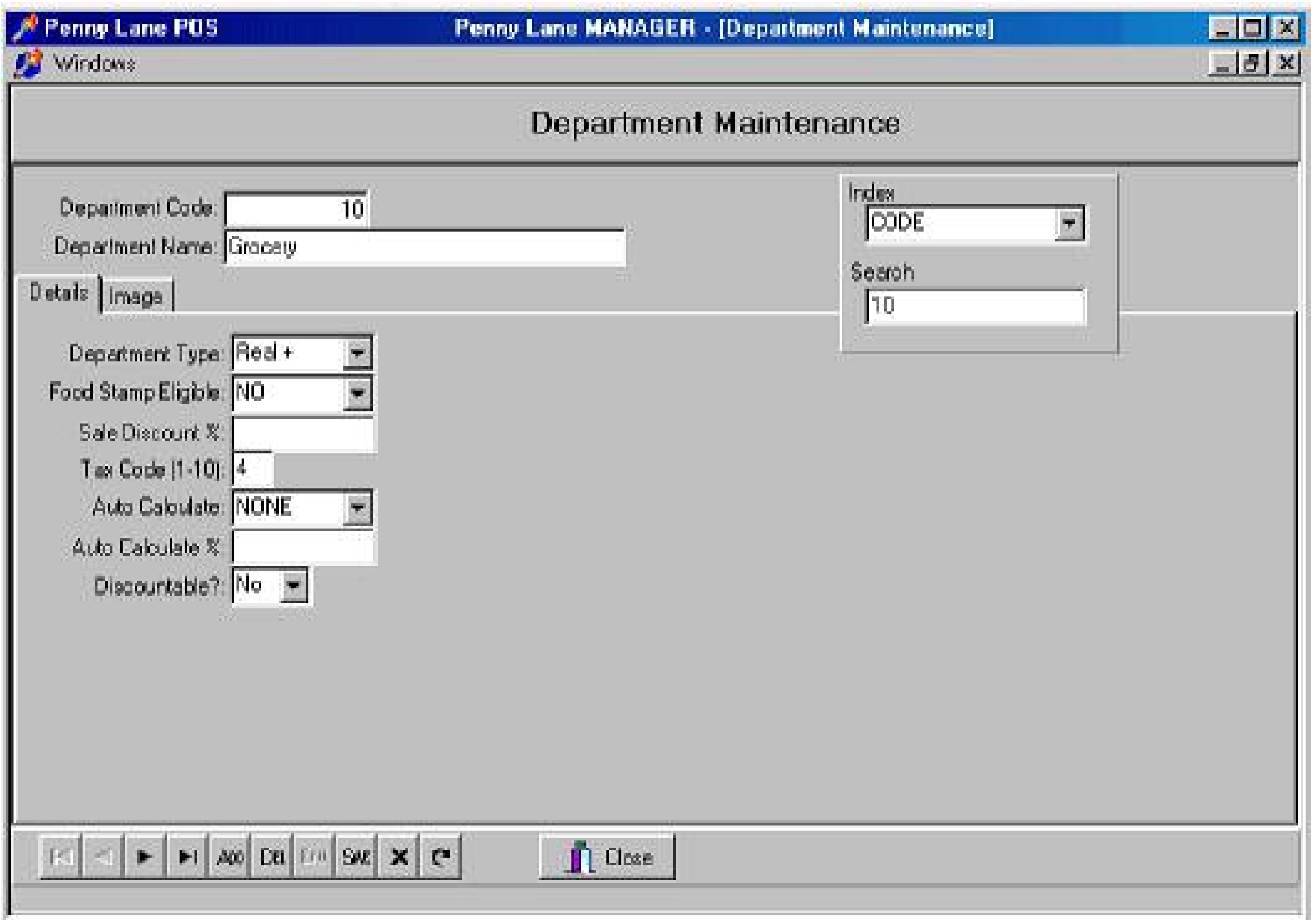
Penny Lane Manager allows you to complete your record of a product by inserting its image onto the ***Image* Screen**. This feature is extremely helpful if you need to find the product on the shelves of your store or if there is any question as to its identity.

You can insert both bitmap and jpeg images into the image field. Simply double-click on the **Image Filename** field to access image files in your PC. Select a file to insert the image into the **Image** field.

Department Maintenance

Inventories can be divided into infinite combinations of departments, sub-departments, categories and families. The **Department** is the largest of these divisions.

There are many reasons for dividing inventory. Apart from general organization for the purpose of tracking the sales of groups and subgroups of items, there is a greater benefit within **Penny Lane POS**. By using **Department Maintenance**, you can affect all of the department records simultaneously. You can have sales that span an entire department for which the sale price is calculated automatically at the counter by simply entering in the sale percentage on this screen.The Department *Details* Screen



The ***Details* Screen** is where you set various parameters that you wish to apply to all of the inventory in a department. It is important to note that the parameters that you set for an entire department are much like the *defaults* for that department, and that you can override them by specifying different settings for smaller subsets of inventory such as categories, families, and individual items.

Department Code

The **Department Code** can be up to three digits in length. Like the Product Code, this code must be unique. Penny Lane Manager will use this code to track inventory and sales records for this department.

Department Name

The **Department Name** can be up to 30 digits in length. This is an identifier for store personnel.

Department Type

The **Department Type** field has a pull-down menu with four options: **Real+**, **Real-**, **Hash+** and **Hash**-.

- **Real+** Accrues to the positive side of sales and cash in drawer.
- **Real -** Accrues to the negative side of sales and cash in drawer.
- **Hash+** Accrues to the positive side of cash in drawer but does not accrue to sales.
- **Hash-** Accrues to the negative side of cash in drawer but does not accrue to sales.

Food Stamp Eligible

The **Food Stamp Eligible** field is a Yes/No pull-down field, allowing you to choose whether or not food stamps are awarded for items in this department.

Sale Discount %

If you choose to have a sale for all items in a department, you can enter the sale discount percentage into the **Sale Discount %** field. **Penny Lane Manager** will automatically calculate the discount for these items at the time of the sales transaction.

Tax Code

Every combination of sales tax has a code. The **Tax Code (1-10)** field is where you enter the tax code for a given department.

Auto Calculate

If you want to give a standard discount for all items in a department, you can apply that discount automatically as a percentage using the **Auto Calculate** and **Auto Calculate %** fields.

The **Auto Calculate** field has a pull down menu with three options: **None**, **Line**, and **Subtotal**.

Using this field you can choose to calculate the discount automatically for every **Line** (every new item that is scanned), or to calculate the discount at the **Subtotal**. The default option is **None**, meaning that no discounts will apply for this department.

Auto Calculate %

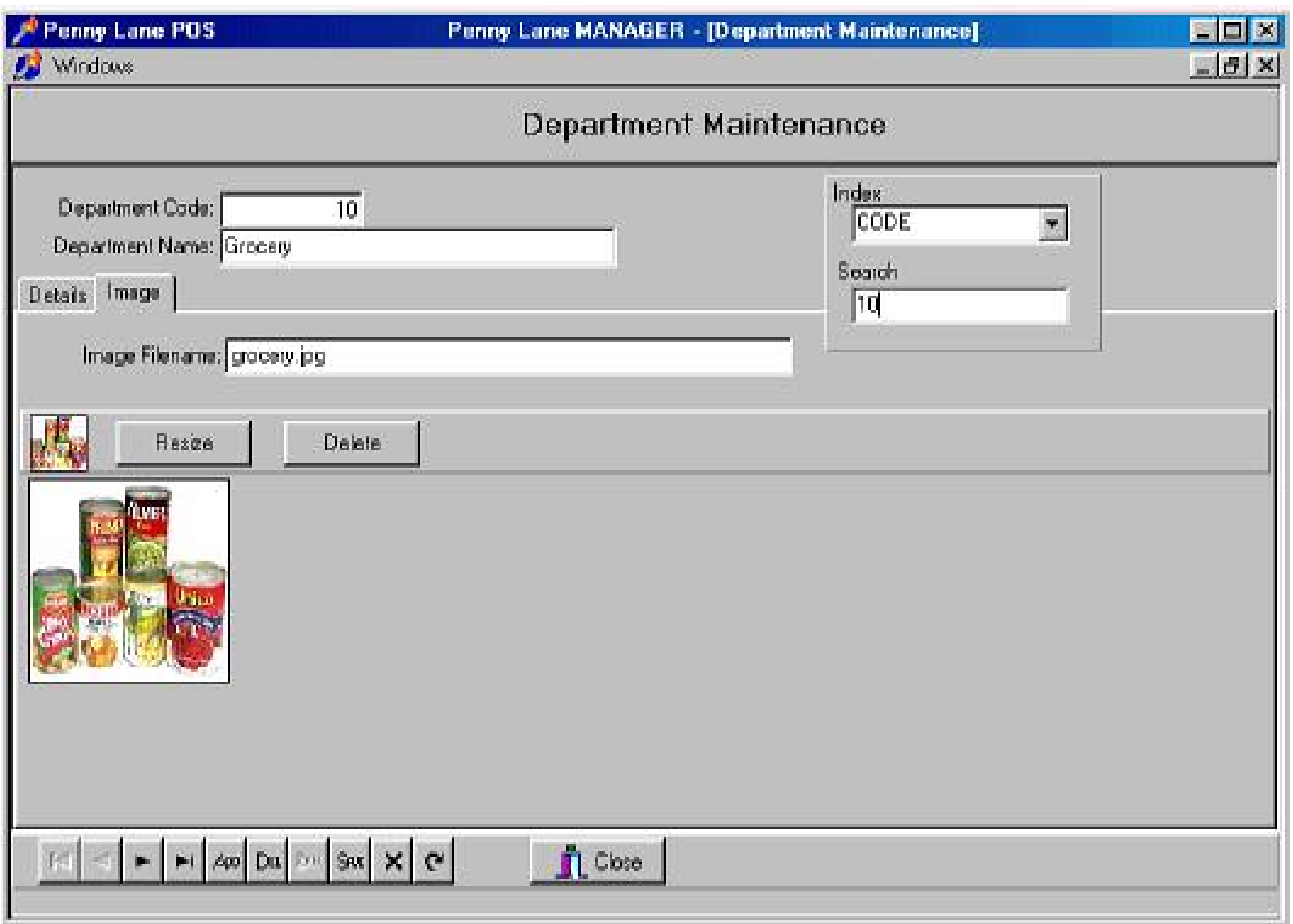
If you choose to automatically calculate a discount for this department, enter the discount percentage into the **Auto Calculate %** field (see above).

Discountable

The **Discountable?** field allows you to choose whether or not you will allow cashiers to give open discounts on items in this department (see **The *General* Screen**).

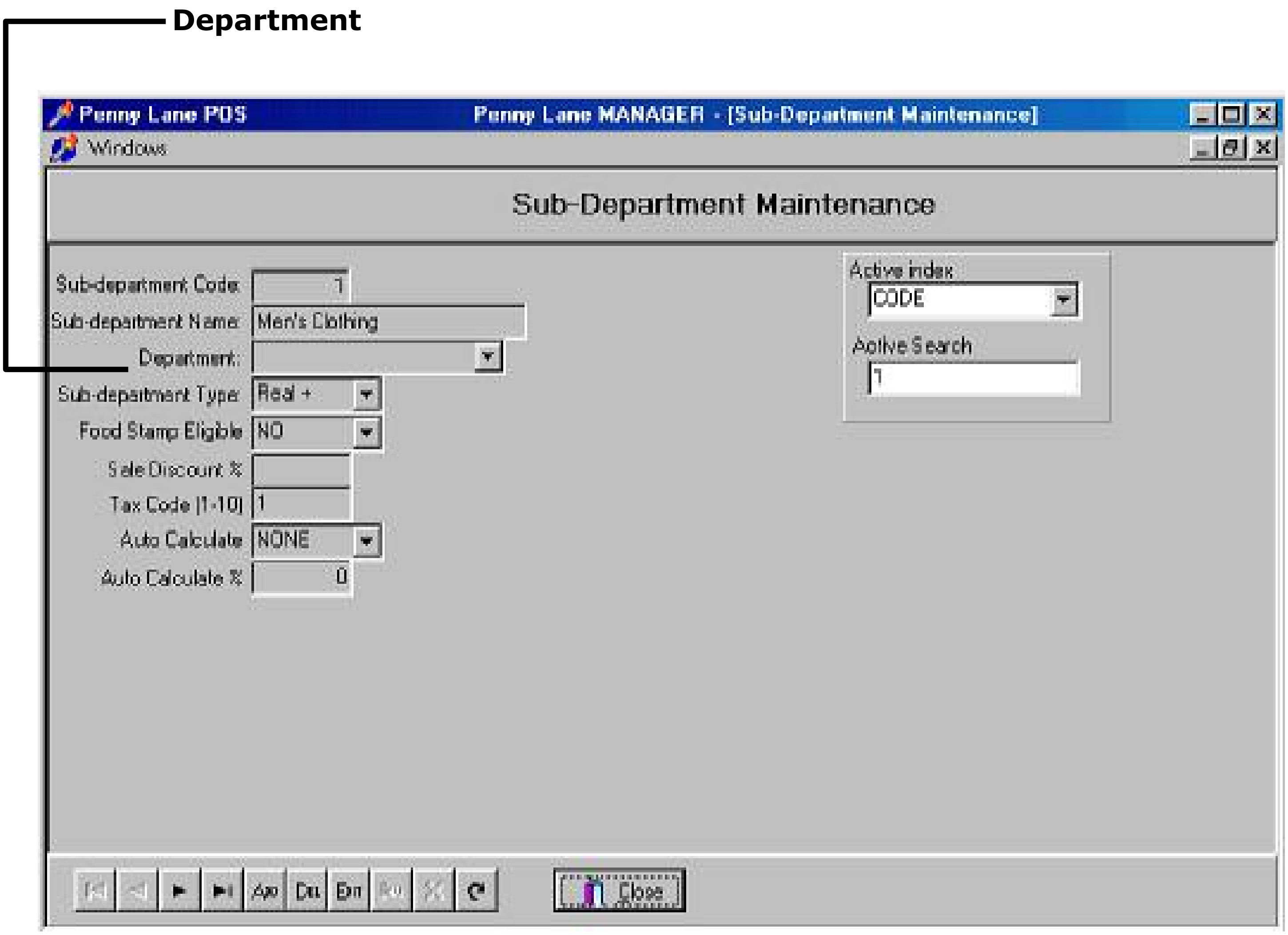
Whether or not you choose for the department to allow discounts in general, this field can be overridden for specific items by using the **Discountable?** field on the General Screen.

The Department *Image* Screen



You can use the ***Image*** screen to display a visual image for your reference that you choose to represent your department, such as a selection of department items.

Sub-Department Maintenance



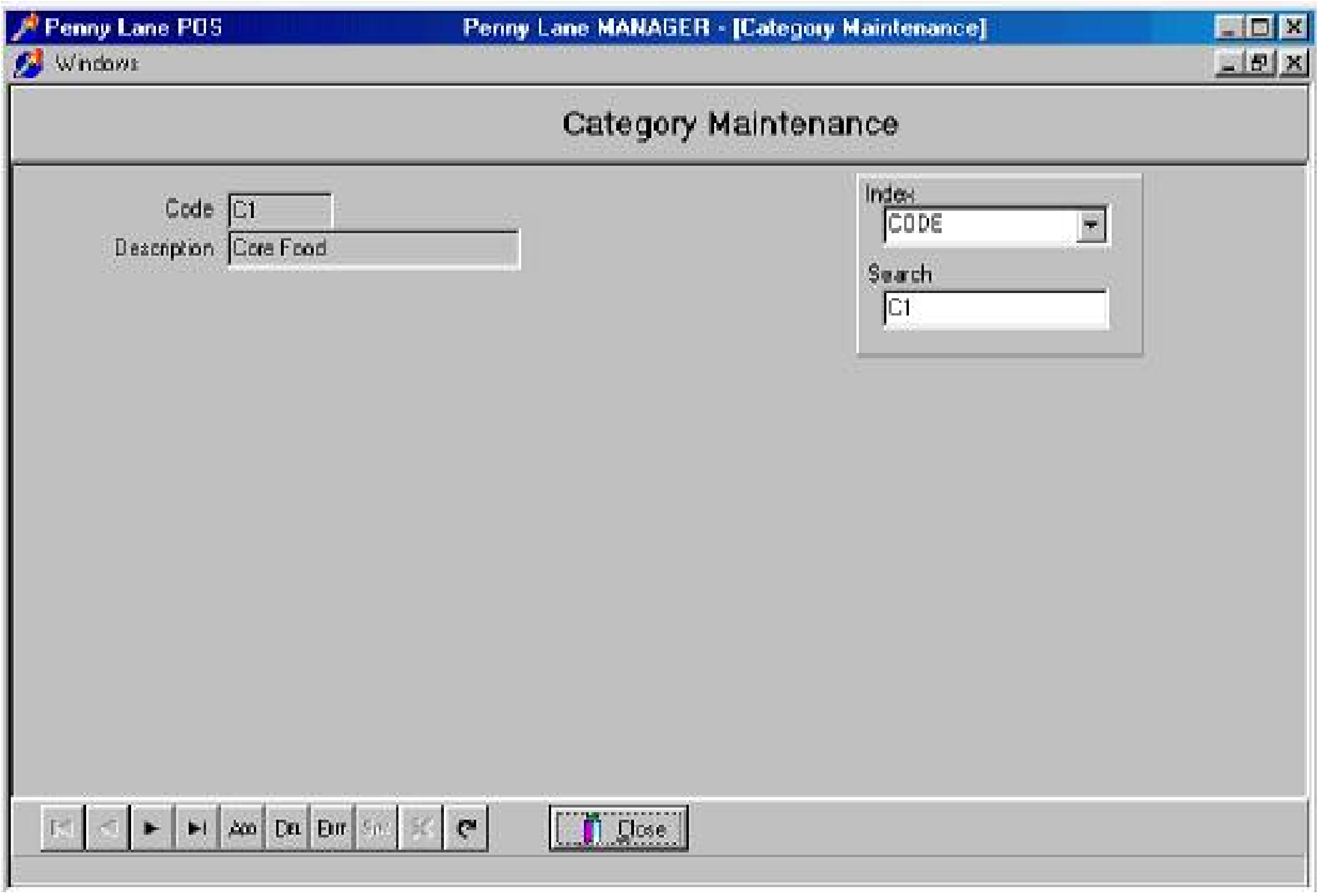
You may choose to divide your departments into sub-departments. **Sub-Department Maintenance** is identical to **Department Maintenance** in many respects.

The settings that you have chosen for the department to which this sub-department belongs, such as **Tax Code** and **Type**, will be the default settings for the sub-department. However, entering in different settings for a sub-department will override department settings.

The fields in **Sub-Department Maintenance** operate in exactly the same way as the respective **Department Maintenance** fields. The exception is the **Department** field, in which you specify the department to which the sub-department belongs (see Fig.).

For all other fields, see **Department Maintenance**.

Category Maintenance



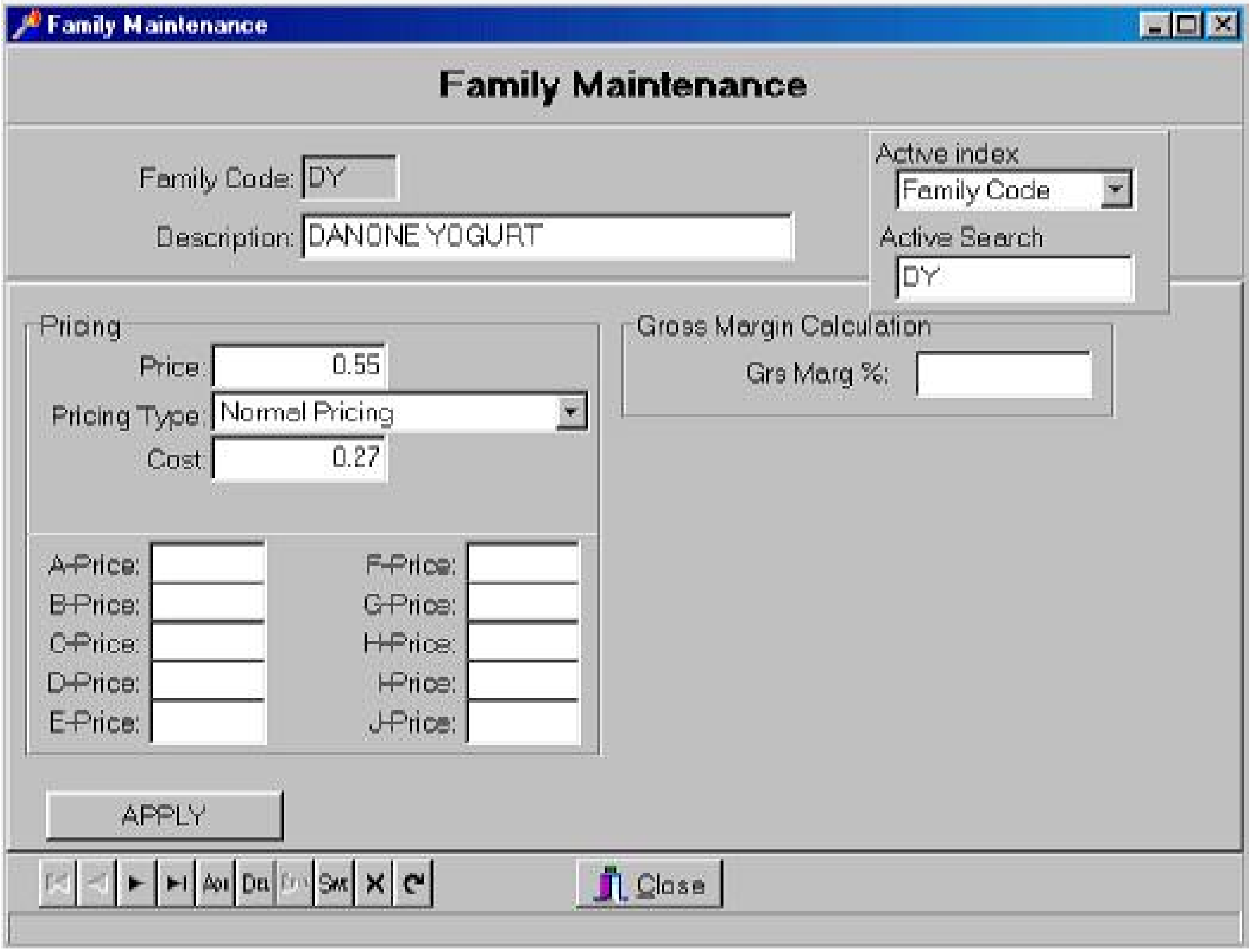
Category is one inventory division smaller than Sub-Department. Examples of **Category** might be *Chocolate Bars* or *Snacks.*

Family Maintenance

Family is the smallest grouping of inventory. An example of family would be all flavors of the same product of the same brand, such as *Danone Yogurt*.

The **Family Maintenance** feature is a valuable time-saver for repricing inventory. By grouping products that you want to include in the same price group under one Family, you can effect a price change or have a sale for that entire family in Family Maintenance that will be reflected in PLU Maintenance for every product in the Family.

By inputting a price in the **Price** field and clicking on the **Apply** button, this price will be applied to every product that belongs to this Family.

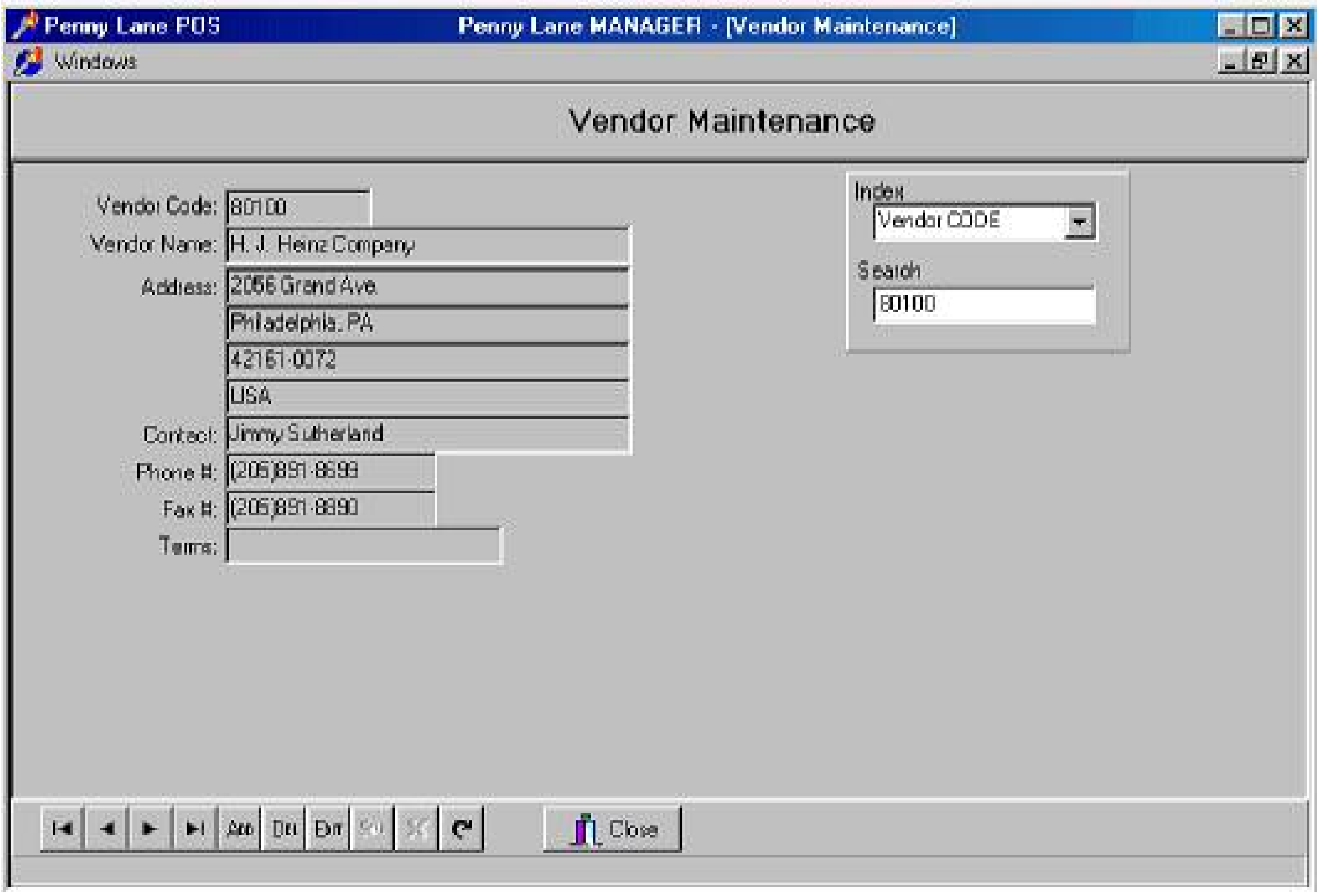


The **Family** code can be up to 5 characters in length. When you specify a family for an item, the **Family** code gets added as a block of code to the **Product Code** of that item. This is a valuable tool for easy visual reference.

For example,

> If all of the flavors of *Danone Yogurt* comprised the **Product Code** range of 3000 to 3010 and you created a **Family Code** of DY for *Danone Yogurt*, then when you added each flavor to that family, the **Product Codes** would then become 3000DY to 3010DY.

Vendor Maintenance



Vendor Maintenance is where you store the contact information for all of your vendors. This information will be printed on **Purchase Orders**.

For each vendor you will be required to create a unique **Vendor Code.** This is the code that you will specify for every inventory product for ordering purposes. When you generate **Purchase Orders** (see **Purchase Orders**), they will list every product that you order from that vendor.

In addition to the **Vendor Code**, **Vendor Maintenance** displays fields for the **Vendor Name**, **Address**, **Contact**, **Phone** and **Fax** numbers. Additionally, there is a **Terms** field for your reference in which you can enter specific ordering terms that you have arranged with that vendor.

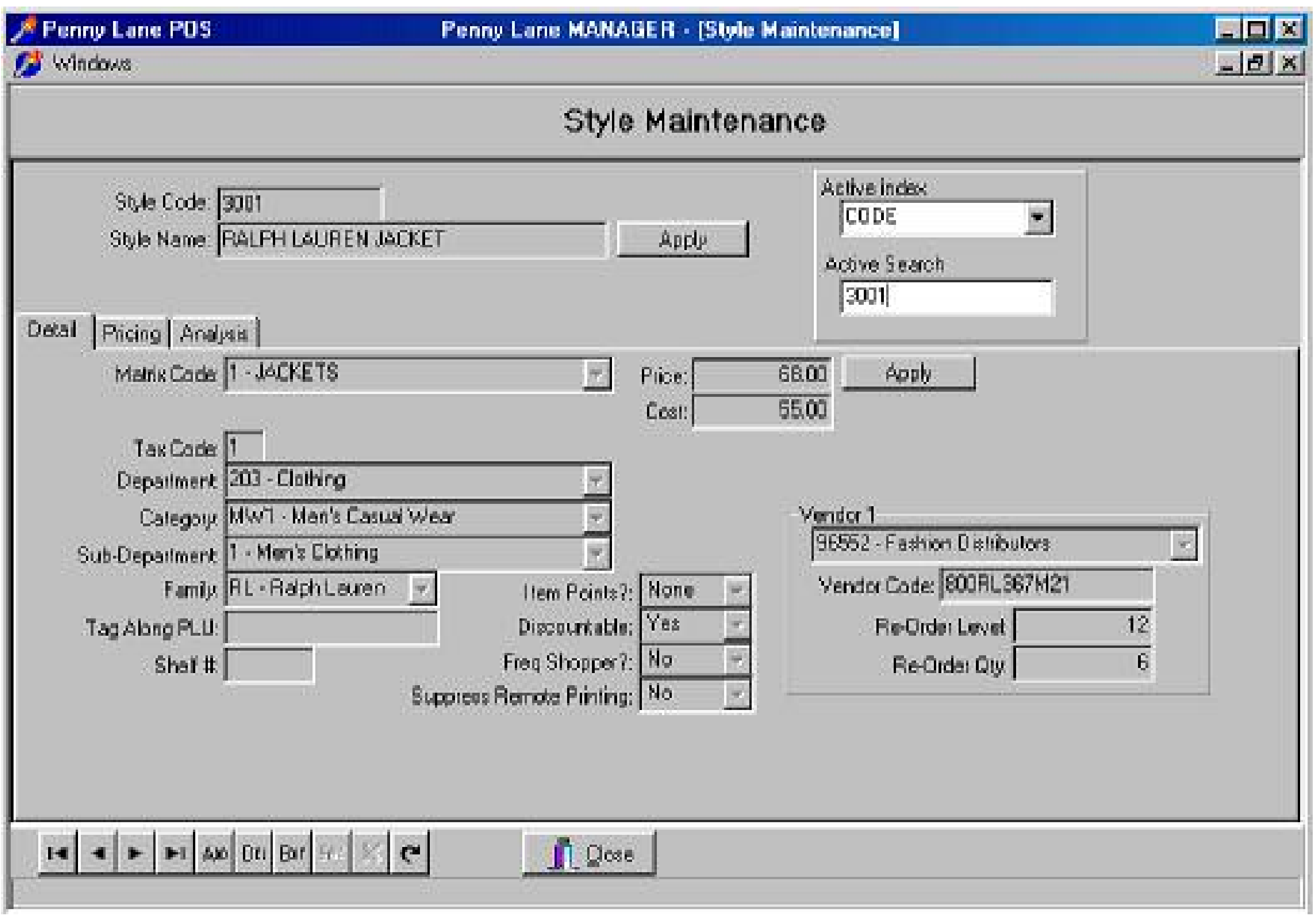
Style Maintenance

The **Style** program will be employed mainly by retailers that sell clothing. Every product that has more than one size and/or color belongs to a Style.

Style Maintenance consists of three screens, the ***Detail***, ***Pricing***, and ***Analysis*** screens. The **Style Code** and **Style Name** fields will appear for each screen. You will be required to create a unique **Style Code** of up to 12 characters for every new style. You must also enter in a **Matrix Code** for new styles, which requires that you first create a **Style Matrix** (see **Style Matrix Maintenance**).

Clothing, unlike other types of merchandise, comes in different sizes and colors of the same product. It is therefore essential that retailers create a **Style Matrix** that contains all combinations of size and color for a clothing product (see **Style Matrix Maintenance**). By looking at the matrix, it is easy to determine which size and color combinations are selling faster and may need to be re-ordered in greater quantities.

The Style *Details* Screen



The ***Details*** screen contains many of the same fields that you find in **PLU Maintenance**, with the exception of the **Matrix Code** field.

The **Matrix Code** field contains a pull-down menu of all the Style Matrices that you have created in **Style Matrix Maintenance**. You must select one of the Style Matrices from this list in order to create a **Style**.

Notice that there is an **Apply** button next to the Price field. By specifying a price in Style Maintenance and clicking on the **Apply** button, price changes will be affected for all items belonging to that style.

If you specify that this style belongs to a **Department**, **Sub-Department** etc., the **Tax Code** and other fields that apply for that department can be overridden by specifying different settings in **Style Maintenance**.

For all other fields, please refer to the corresponding fields in **PLU Maintenance**.

Items that you create in **Style Maintenance** will appear also in the **PLU Maintenance** master file, and all changes that you affect in either of these programs will automatically be reflected in the other.

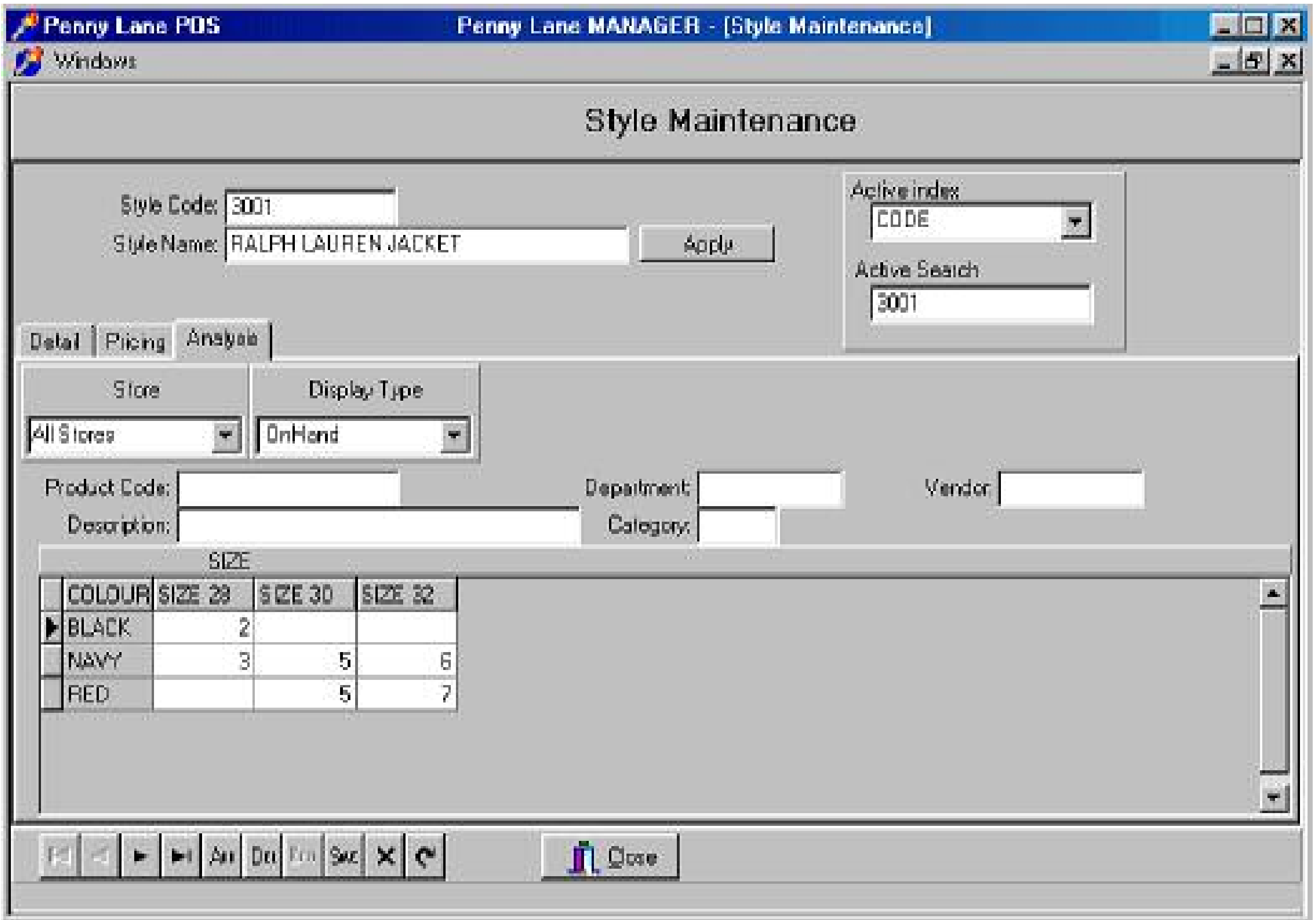
The Style *Pricing* Screen

The ***Pricing*** screen is available for your convenience in **Style Maintenance** in an abbreviated form. The information that you enter here will be reflected in PLU **Maintenance**. For descriptions of these fields, see the **PLU Maintenance *Pricing*** screen.

Updating the price of a style will cause the price of every individual style item to be updated in PLU Maintenance.

You also have the option of A-J Pricing Types for styles (See the PLU Maintenance Pricing screen, the Frequent Shopper program).

The Style *Analysis* Screen



The ***Analysis*** screen displays the Style Matrix of a style for easy reference.

On the ***Analysis*** screen there are two pull-down menus: **Store** and **Display Type**.

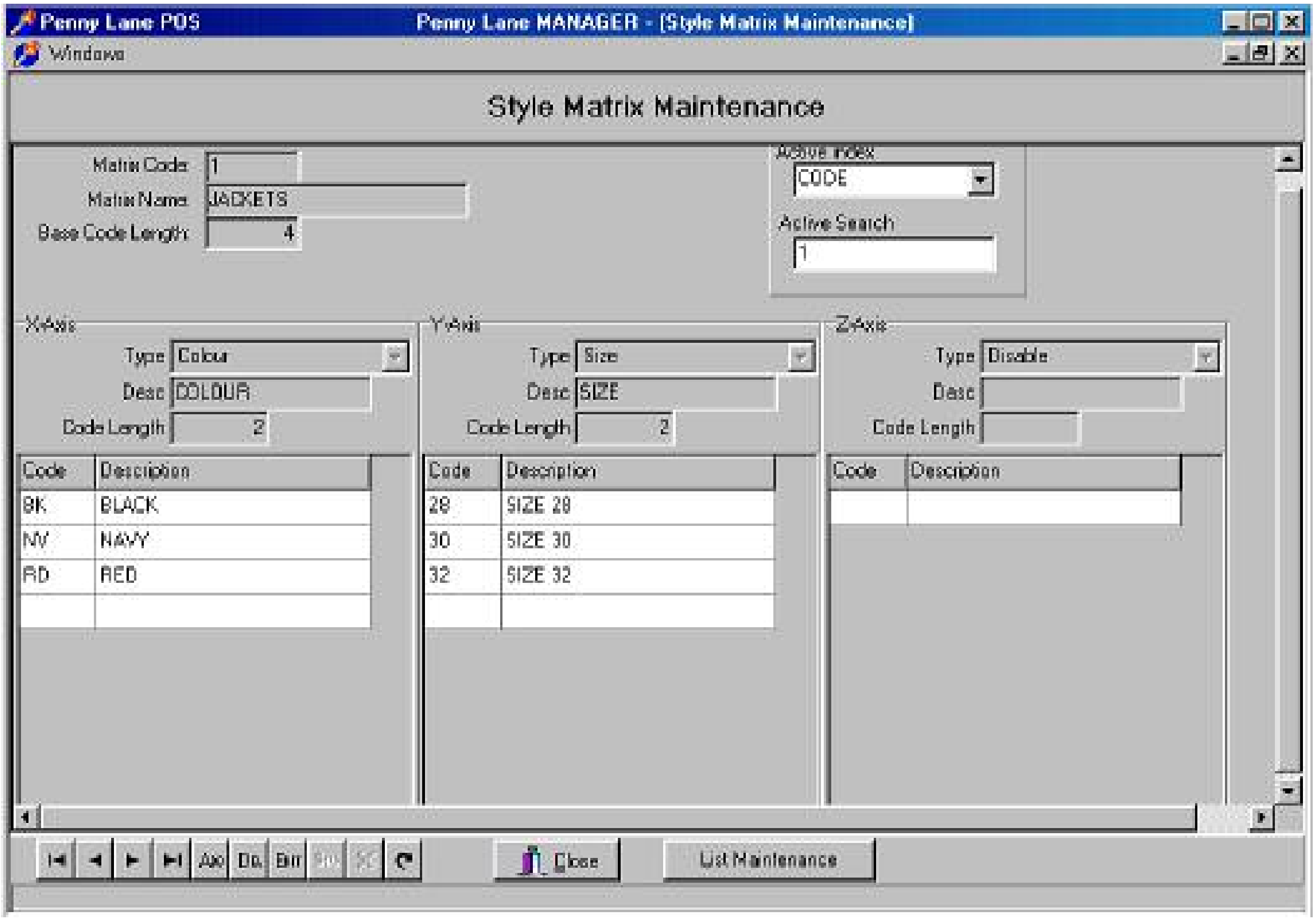
Selecting a **Display Type** changes the type of information that is displayed in the matrix. There are five display options: **On Hand**, **Price**, **Cost**, **Retail Value** and **Cost Value**. These types of values will be shown for every size/color combination that exists in this matrix.

By selecting a **Store**, you can display these values for the matrices of other stores in your chain.

There are five fields that are displayed directly above the matrix: **Product Code**, **Description**, **Department**, **Category**, and **Vendor**.

When you click on specific color/size combinations within the matrix, the information for the above five fields will be displayed in those fields for that particular combination.

Style Matrix Maintenance



Every Style that you create must have a **Style Matrix**. **Style Matrix Maintenance** is where you create these Style Matrices.

Code Lengths are important in **Style Matrix Maintenance** because this program will compile **Product Codes** for you (if you so desire) from the codes that you enter for the colors, sizes and widths in the matrix. This makes it easy to identify these products by looking at the code.

Style Matrix Maintenance will also compile the product **Description**, adding Color, Size and Length information to the Style Description that you input. Thus, a **Style Description** that read *Nike Cross Trainers* for a specific product **Description** would become *Nike Cross Trainers BK 10 E* when you view the item in **PLU Maintenance**.

You will notice that at the top of the screen there are three fields rather than two. You must specify a unique **Style Code**, which will become the base code of the Product **Code**. The **Style Name** can be 30 characters in length.

The third field is **Base Code Length**. **Base Code Length** specifies the number of characters that you have entered as the **Style Code** that will become the base, or the beginning, of the **Product Code**. This **Base Code** will be added to when you add colors, sizes and widths to the **Style Matrix**.

For example, if you enter in a **Style Code** of 4100,

Entering a **Base Code Length** of 3 will produce a **Product Code** base of 410.
Entering a **Base Code Length** of 5 will produce a **Product Code** base of 04100.

Matrix Axes

Style Matrix Maintenance contains three sections: **X-Axis**, **Y-Axis** and **Z-Axis**. For each axis you must specify a **Type**, a **Description** (name), and a **Code Length**.

The **Type** field is a pull-down menu consisting of three options corresponding to the three possible axes: **Color**, **Size** and **Width**. This allows you to choose the layout of the matrix. The menu also contains the option Disable, which you can use if one or more of the options does not apply to this style. **Width**, for example, is used only with certain items such as shoes.

The **Description** field will hold the name of your choice for the axis.

The **Code Length** specifies the number of characters of the Axes codes that you want to be added to the **Product Code**.

For example, if you specify BLK for the color Black and 4100 is the base **Product Code**,

Entering a **Code Length** of 2 will produce a **Product Code** of 4100BL.
Entering a **Code Length** of 1 will produce a **Product Code** of 4100B.

Inputting Data

When you have created the parameters for the axes of the matrix, you are ready to enter the applicable **Size**, **Color** and **Width** codes for that matrix. In order to do this you simply enter in the appropriate **Size**, **Color** or **Width** code into the **Code** fields and hit enter. The description will be filled in automatically and a new line will be added to the axis.

In order to enter **Color**, **Size** and **Width** codes into the **Code** fields, however, you must first have created **Color**, **Size** and **Width** lists (see **Color Maintenance**, **Size Maintenance** and **Width Maintenance**).

To add a **Color**, **Size** or **Width** to the axis, enter the code for that **Color**, **Size** or **Width** into the **Code** field of the appropriate axis grid, and press Enter. The description for that code will be filled in automatically, and a new line will appear. Continue to add codes for that axis until you have included all that are applicable for the product.

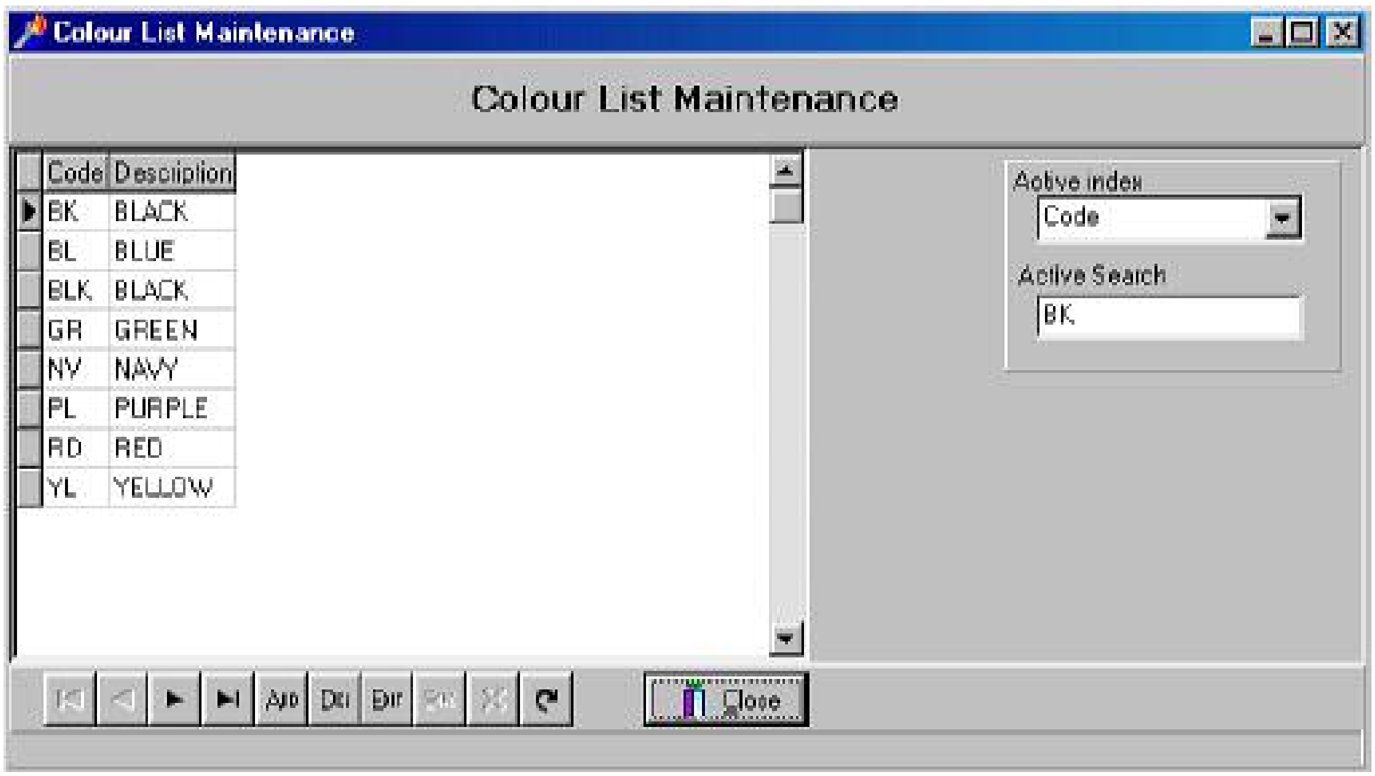
You can easily access and add to your lists of **Color**, **Size** and **Width** codes at any time in **Style Matrix**

Maintenance by clicking on the **List Maintenance** button. The **List Maintenance** button contains a pull-down menu of the three possible axis lists: **Color**, **Size** and **Width**. Selecting one of these options will display the list for easy reference when you are inputting codes into the matrix; they are in fact shortcuts into the **Color Maintenance**, **Size Maintenance** and **Width Maintenance** programs, allowing you to add and edit these lists.

The finished matrix will display the **X-Axis** vertically, the **Y-Axis** horizontally, and the **Z-Axis** separately at the right side of the screen (if there is one).

To see the finished matrix, go to the ***Analysis*** screen of **Style Maintenance**.

Style Axis List Maintenance



The **List Maintenance** programs: **Color**, **Size** and **Width Maintenance**, are for creating the lists of Color, Size and Width codes and descriptions (names) that you will use in creating **Style Matrices** (see **Style Matrix Maintenance**).

The **Codes** that you create for each of these lists can be up to four characters in length. The **Description** can be up to eight characters in length.

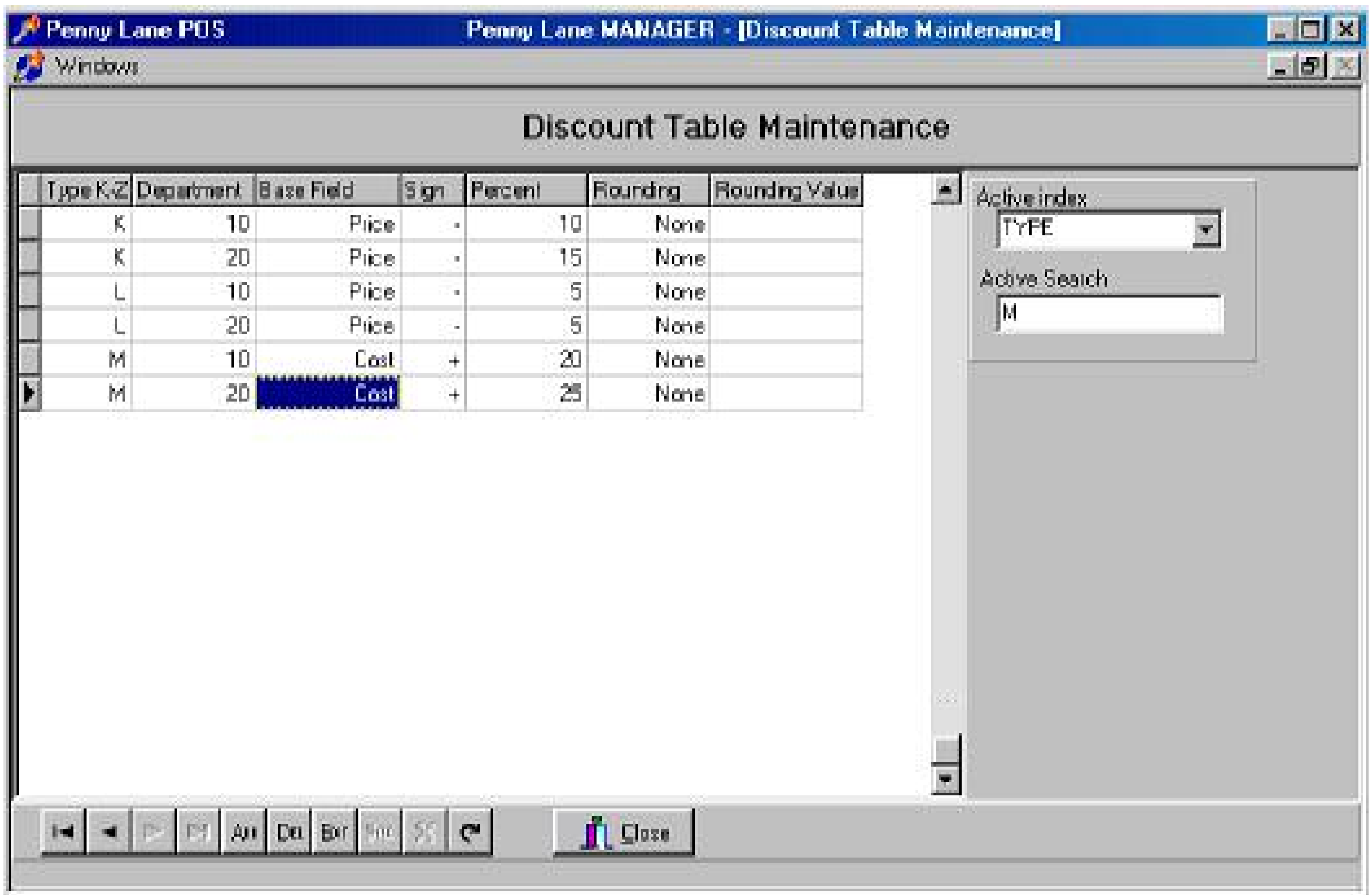
To create a new **Color**, **Size** or **Width**, simply click on the **ADD** button at the bottom of the screen, and a new blank line will appear on the list.

In **List Maintenance**, it is useful to make the code an abbreviation of the description (name) that is easily recognizable. That way, it is visually recognizable within the **Product Code** and **Description**.

Mix & Match Maintenance

See **Appendix C: Pricing Types**

Discount Table Maintenance



Discount Table Maintenance allows you to create percentage discounts for departments that you can assign to specific customers using the **K-Z Pricing Types**.

For flat rate discount pricing, see the **A-J Pricing Types** on the ***Pricing*** screen of **File Maintenance**.

Both **A-J** and **K-Z Pricing** can be assigned to specific customers under the **Frequent Shopper Program**.

Discount Table Maintenance enables vendors to offer wholesale pricing – hotels or larger buyers can receive items at a percentage above or below Cost or Price.

Type

This field displays the **Type** of discount from K to Z.

Department

The **Department** field displays the **Department Code** of the department the discount is applied to.

Base Field

You can apply discounts to departments as a percentage, either above/below **Price**, or above/below **Cost**. **Cost** and **Price** are the possible base fields.

Sign

Sign corresponds to base field. Enter either **+** or – to specify whether the discount is a percentage **above** or **below** the price/cost.

Percent

The **Percent** field displays the percentage of the discount above or below price or cost.

Rounding

If you want the amount of the discount rounded up or down, enter **Up** or **Down** into the **Rounding** field. The default for this field is **None**. You can cycle through these three options by putting your cursor into the field and pushing the space bar or the backspace buttons.

Rounding Value

The **Rounding Value** field displays the value up or down to which you want to round, in dollars. If you want to round to the nearest $0.05, for example, enter 0.05.

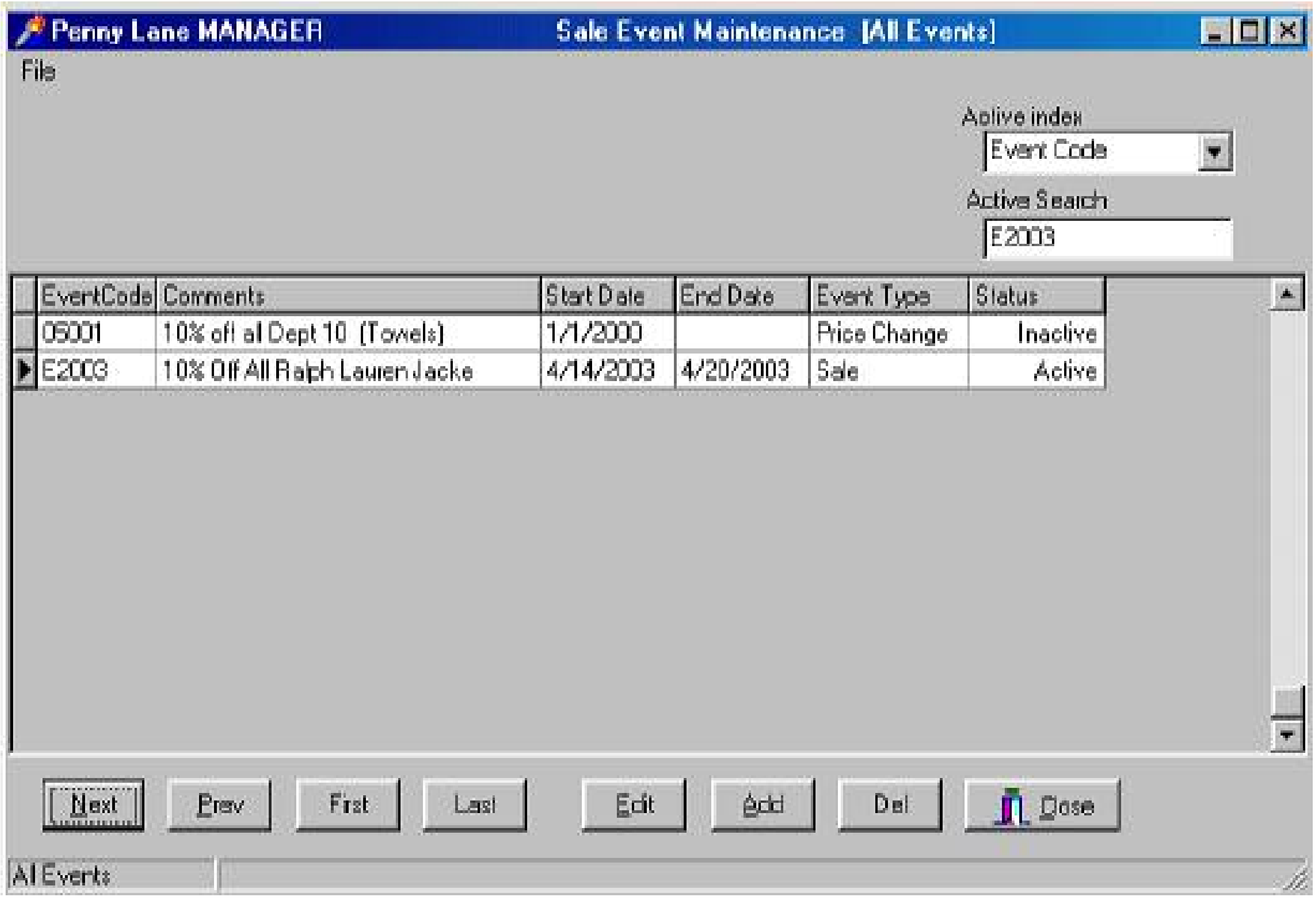
Sale Event Maintenance

There are two types of events that you can track in **Sale Event Maintenance**: **Sale Events** and **Price Changes**.

Sale Event Maintenance allows you to plan **Sale Events** that will start and finish on exact dates and times. This program tracks sales for each event and keeps a detailed list of all events to date, so that you can refer to past events and compare the outcomes.

Sale Event Maintenance also offers the additional bonus of allowing you to track sales for **Price Changes**, giving you the opportunity to compare sales before and after, so that you can see exactly the effect that the price change is having.

The Sale Event *All Events* Screen



When you open the **Sale Event Maintenance** program, the first screen that you will come to is the ***All Events*** screen.

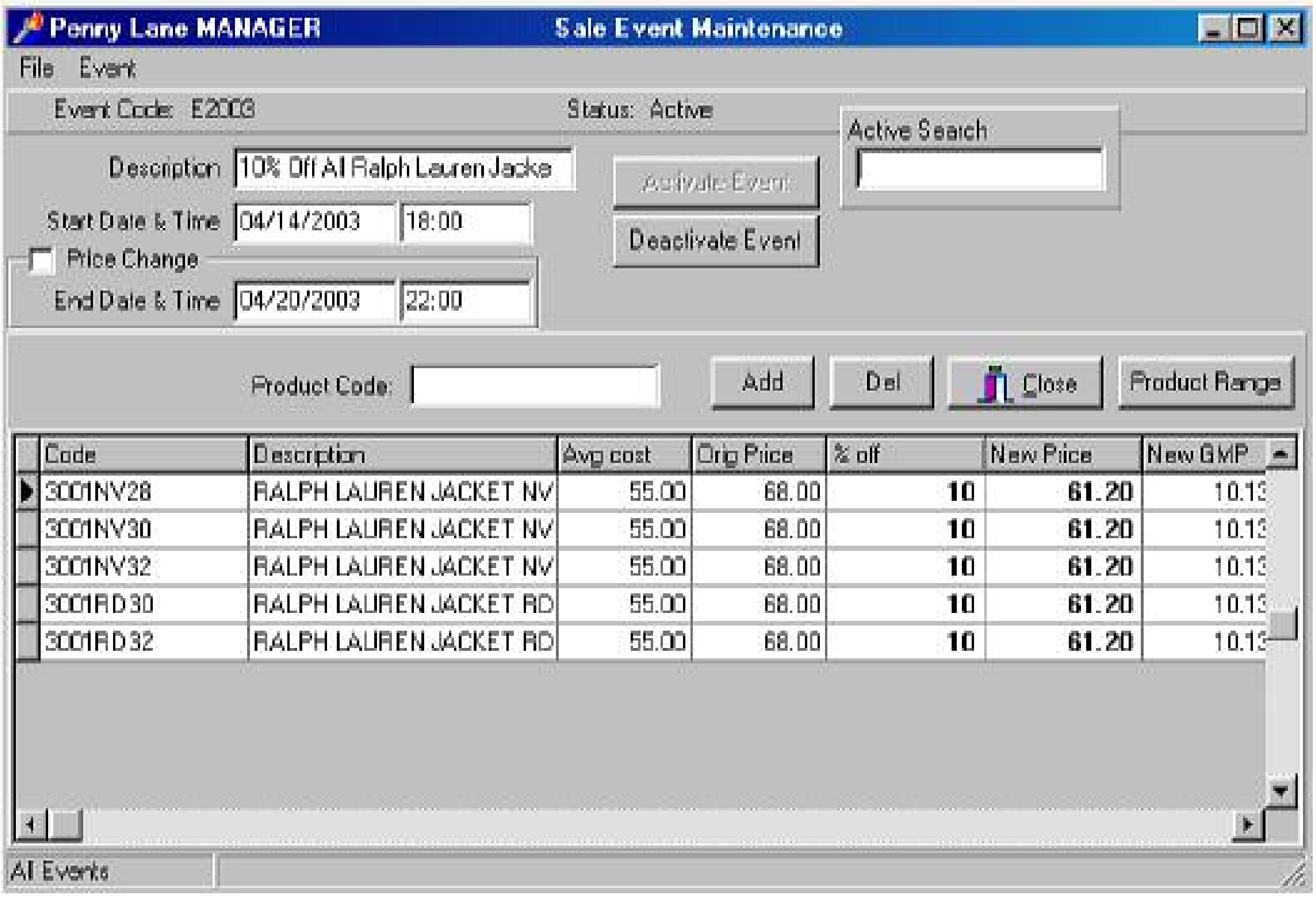
The ***All Events*** screen lists all events to date. Using the Active Index, you can scroll through them either by **Event Code** or by **Event Date**.

You have the option of deleting events using the **DEL** button. You can create a new event by clicking on the **ADD** button, at which time you will be prompted to create a unique **Event Code**.

When you create a new **Event Code** and click **Ok**, you will arrive at the ***Details*** screen.

Double-clicking on any event will bring up the ***Details*** screen for that event.

The Sale Event *Details* Screen



The ***Details*** screen consists of a **Sale Item List** (on the lower half of the screen), and the **Event Details** fields on the upper half of the screen.

At the top of the screen you will find a bar that contains the **Event Code** that you have created for this event along with the **Status** of the event: either **Active** or **Inactive**. This feature allows you to plan an event and save it, making changes as necessary. You can then activate it at the appropriate time.

The **Description** field will hold your description of the event, up to 30 characters.

The **Start Date & Time** and **End Date & Time** will dictate the exact time and date that the event will begin and end.

Notice the **Price Change** box in between the fields. Check this box if this event will be a **Price Change** rather than a **Sale**; this will deactivate the **End Date & Time** fields. If the event is a **Price Change** rather than the **Sale Event**, the price change will be permanent.

Activation Buttons

There are three buttons to the right of the date and time fields: **Activate Event**, **Deactivate Event** and **Hold Event**.

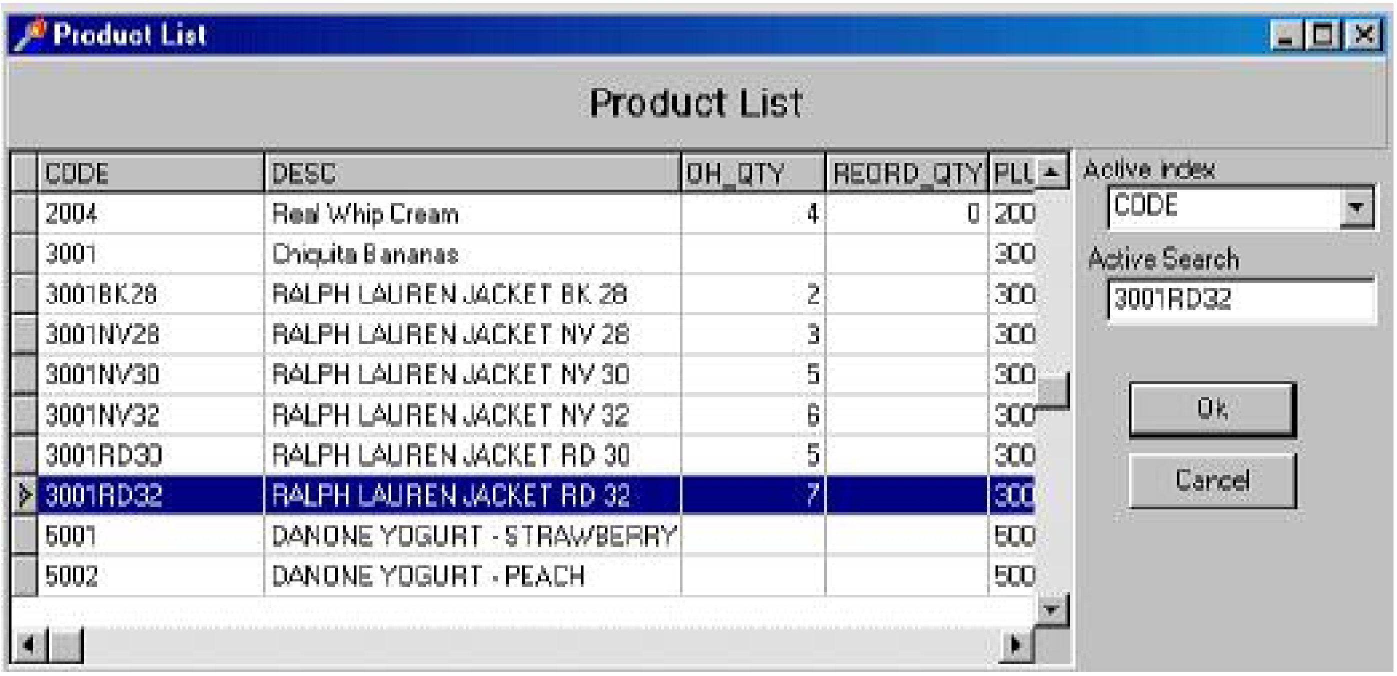
1. An Active event will put the **Sale Event** price into effect between the start and end dates. It will

also put the new price into effect at the start date of the **Price Change**.

2. You can deactivate the event at any time by clicking on the **Deactivate** button. Deactivating the event during the event will cause the event to end.

3. You can put the event on hold while the event is in effect by clicking on the **Hold Event** button. This will allow you to **Release** the hold and resume the event at any time.

Sale Item List



The **Sale Item List** (at the lower half of the screen) will contain every item that you want to be affected by the **Sale Event** or **Price Change**. There are several ways to select inventory items for the **Sale Item List**.

1. You can add items by entering their product codes into the **Product Code** field and clicking on the **ADD** button.

2. You can delete items by highlighting them in the grid and clicking on the **DEL** button. Notice that when an item is highlighted in the grid, an arrow appears beside it.

3. Clicking on the **Product Range** button will take you to the ***Inventory Selection*** screen. Here you will be presented with a selection of criteria for which you can input a range (ie. A range of departments, categories, families, products, etc.). Inputting a range for any of these will cause every product from the range of your choice to appear in the **Sale item** List.

4. Double-clicking on the **Product Code** field will bring up the **Product List** screen. This screen is a helpful reference tool, listing every product in your inventory along with their **Product Codes**. If you select an item and click **Ok**, that item will be added to the Sale Item List.

File Menu

The ***Details*** screen has two menus at the top of the screen: **File** and **Event**.

The **File** menu has five functions: **Delete Item**, **Find Item**, **Save**, **Import Text File** and **Add Product Range**. Some of these functions you can find on other parts of the screen. The crucial parts of this menu are the **Find** and **Save** options.

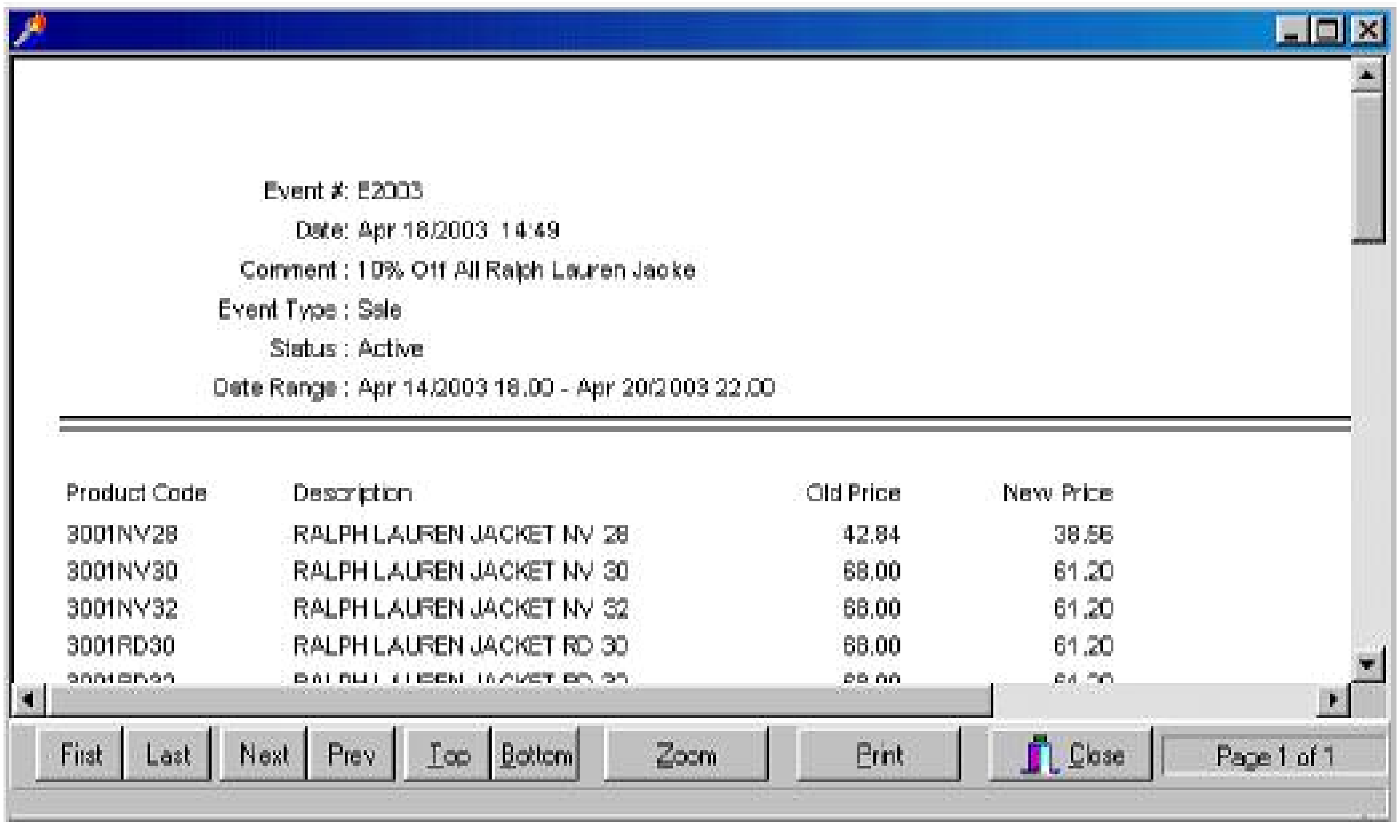
1. To **find** an item in the **Sale Item List**, type the **Product Code** of that item into the **Active Search** field and select the **Find Item** option in the pull-down menu. If your item exists in the **Sale Item Grid**, it will be highlighted with the arrow.

2. Selecting the **Save** option will save any changes that you make to the description or to the dates of the event.

Event Menu

The ***Event*** menu has three functions: **Print Receipt**, **Print Labels** and **Activate Event**.

1. **Print Receipt** will bring up a preview of a receipt of the event in printer format that you can review and print.



2. **Print Labels** brings up the **Label Printing Dialog** screen, on which you can specify the type of label to print: **Shelf Labels** or **Price Tags**, as well as the number and layout of printed labels that you need.

   Checking the **Use On Hand Qty's** box will print one label for each item that you have on hand in the **Sale Item List**.

3. To **Activate Event**, see **Activation Buttons**.

Inventory

The **Inventory** screens are where all inventory is ordered, received and accounted for.

In **Penny Lane Manager's Purchase Orders** and **Store Orders** programs, you can perform the whole process from start to finish, from auto-generating **Orders** based on your **On Hand Quantities** and **Reorder Level** to printing and sending the **Order** directly to your vendor or warehouse.

Penny Lane Manager makes receiving stock easy. Simply enter all of the received stock as a batch and post it to the system. The **Inventory *On The Fly*** receipts feature will allow you to create new inventory records instantly.

Inventory Counts are also performed within this program, in which you can generate **Count Sheets**, post your counts as batches, and even print up new **Shelf Labels** and **Tags** for your inventory.

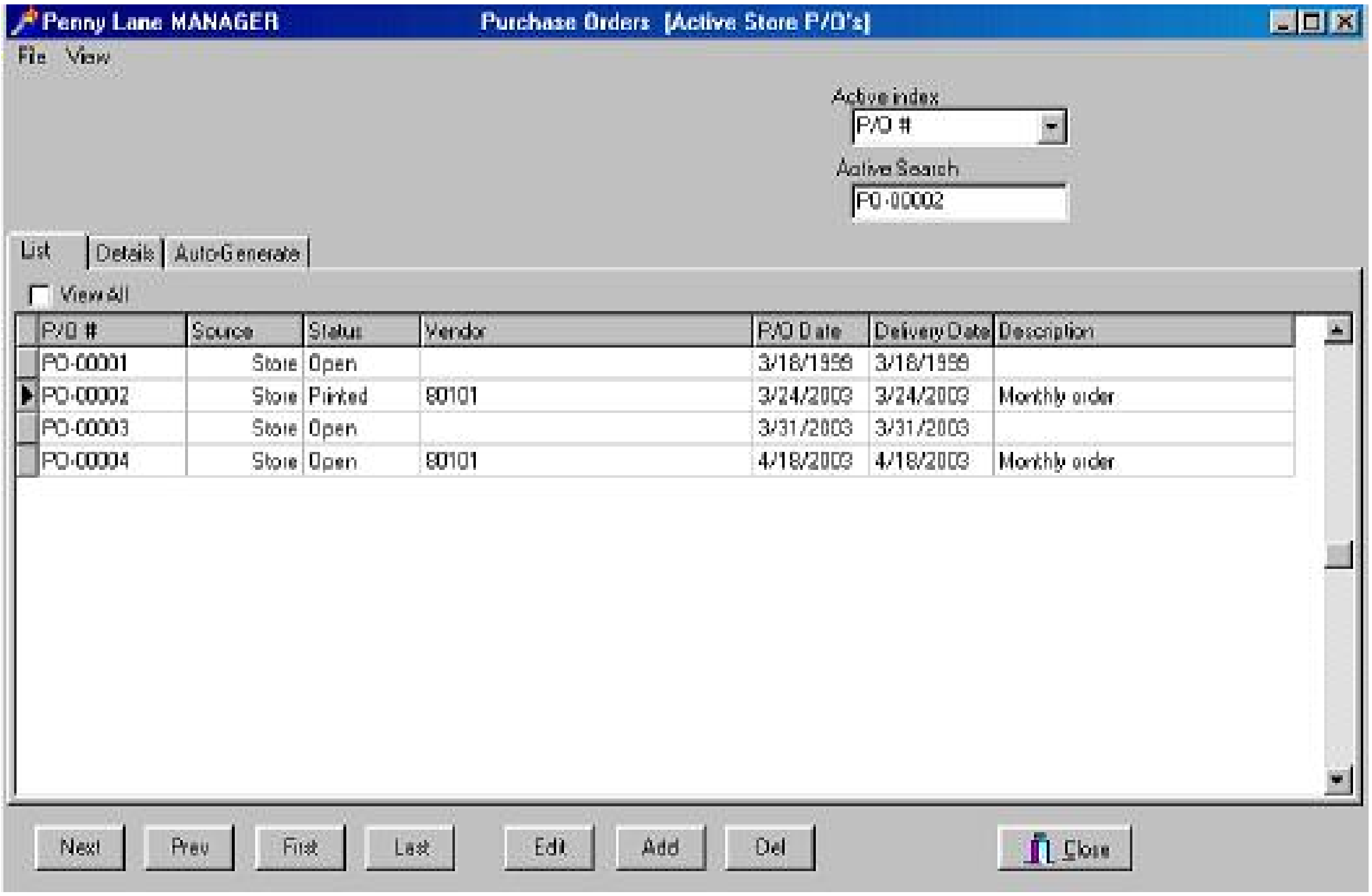
With the wide range of **Inventory Reports** available to you in this program, all up-to-date inventory information is at your fingertips.

Purchase Orders

A **Purchase Order** is any order that your store places directly to a vendor.

There are three general screens in **Purchase Orders**. They are the ***List*** screen, the ***Details*** screen and the ***Auto-Generate*** screen.

The Purchase Orders *List* Screen



When you open the **Purchase Orders** program, the first screen that you will come to is the ***List*** screen.

This screen details a list of all *current* orders. Once the **Status** of an order is **Closed**, it will be taken off the list. You have the option of listing all orders, current and closed, by checking the **View All** box.

There are four possible **Status** states for an order:

1. When you create an order it is **Open**. You can make changes to any open order.

2. Once you generate, or post the order, its status changes to **Posted**, and it enters the system as an order in progress.

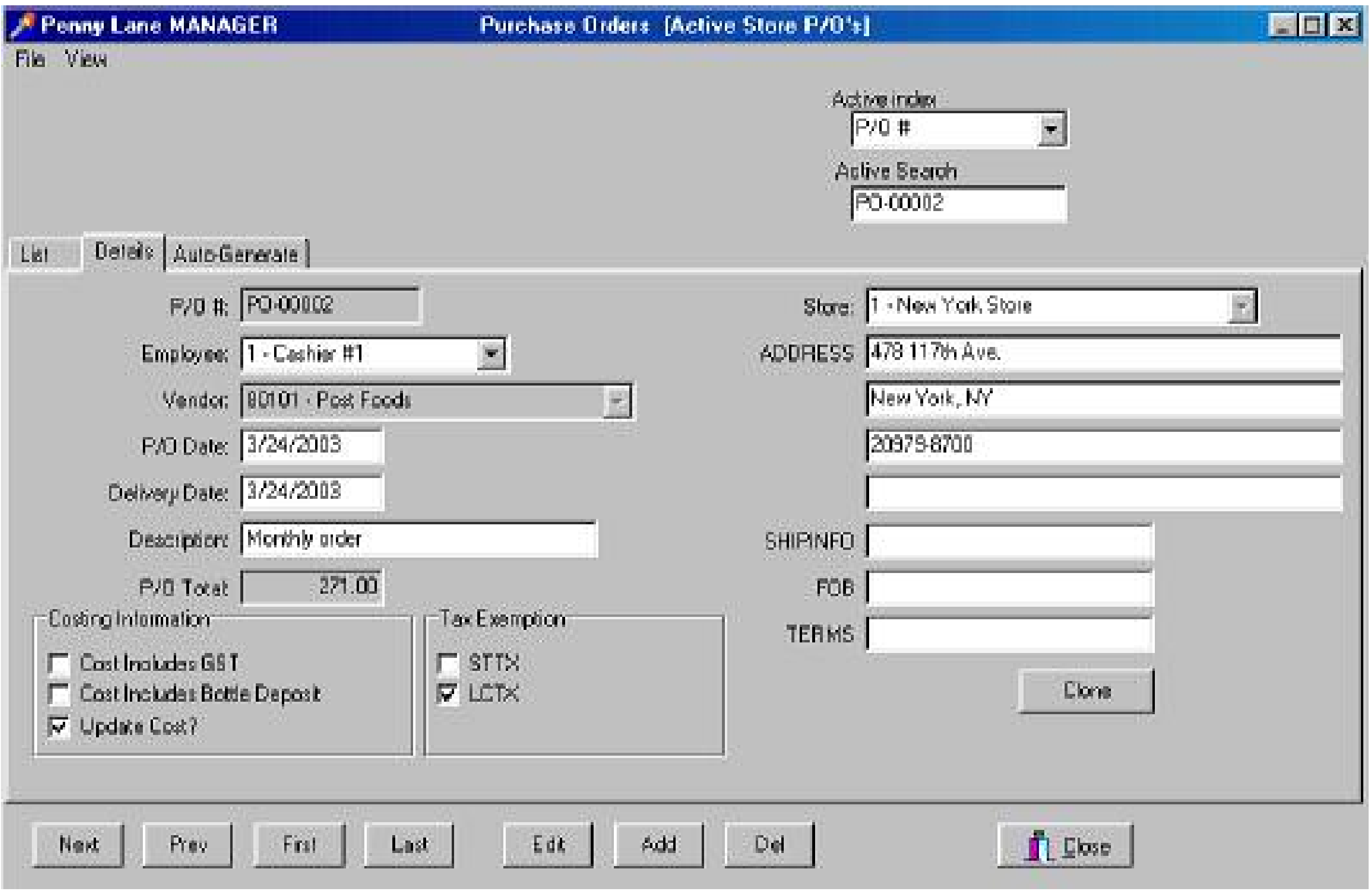
3. When you print the order its status changes to **Printed**. This indicates that you are faxing it to the Vendor.

4. When you receive the order and enter the received order into the system, the order is **Closed**.

Double-clicking on any order in the list will bring you to the ***Order Info*** screen for that order (see the ***Order Info*** screen).

You can create a new Purchase Order by clicking on the **ADD** button. This will take you to the ***Details*** screen (see below).

The Purchase Orders *Details* Screen



The ***Details*** screen contains the information that you will provide your vendor, to ensure that they know how and when to deliver the order, as well as the terms of shipping and delivery.

This screen is where you enter all of the information that will appear at the top of the purchase order, such as the order number, dates of delivery, and address of your store:

- A unique **Purchase Order Number** will be generated for you automatically in the **P/O#** field.
- The **Employee** field displays the identity of the employee that is creating the purchase order.

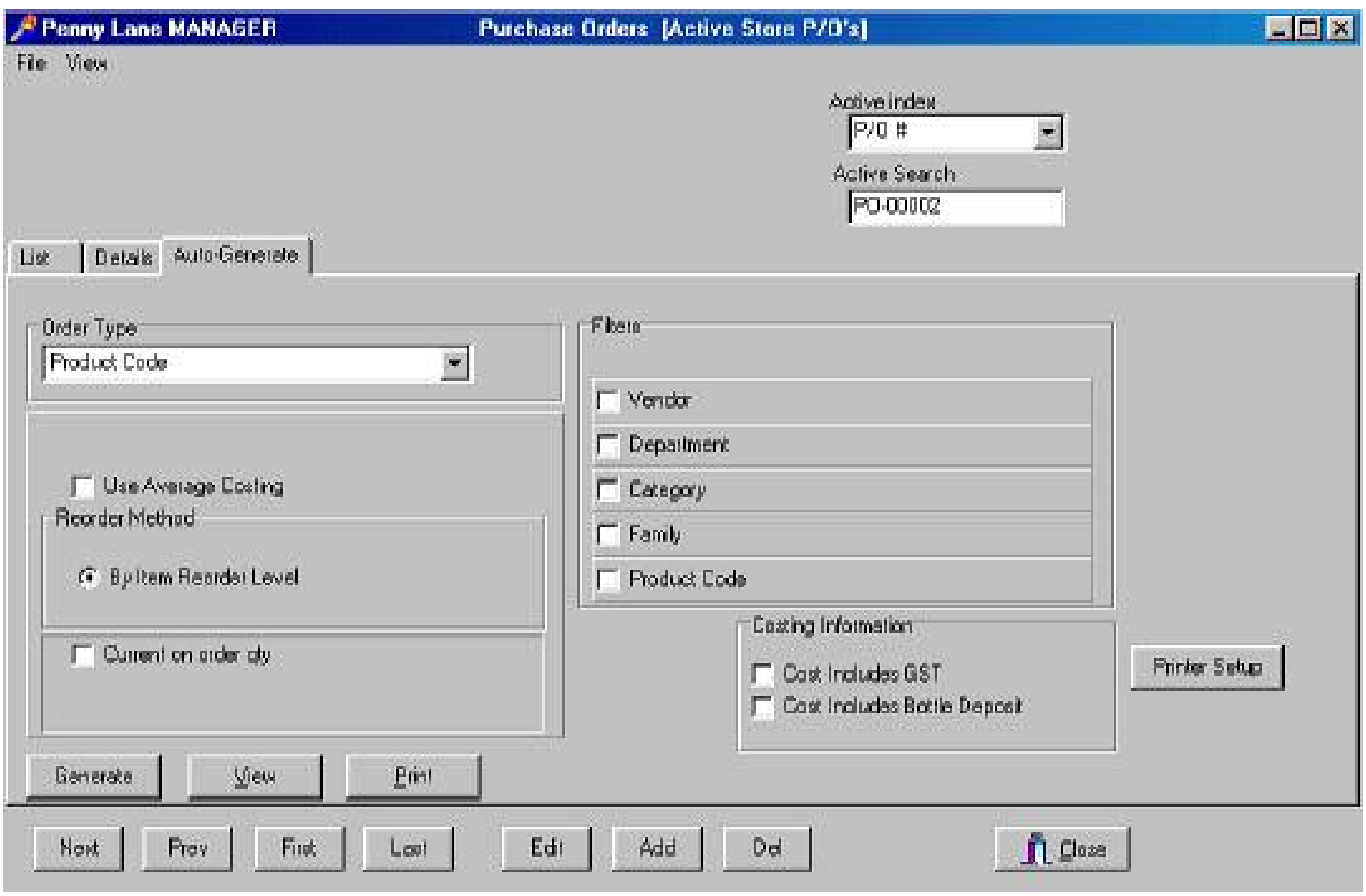
- The **Purchase Order Total** field is generated automatically based on the items you have listed in your **Order Info** list.
- **Description**, **Ship Info**, **FOB** and **Terms** are fields in which you may provide additional information to your vendor regarding the shipping of your product, as well as the terms of the order.
- Checking the **Update Cost?** Box will cause the updated cost to become the default **Unit Cost** on the **Purchase Orders Price and Cost Change Dialog** screen (see below).

The Clone Button

A useful feature of this screen is the **Clone** button, which will create a new purchase order for you that contains all of the information that you have already entered on this screen, so that you do not have to enter the same information over and over again.

Once you have clicked on the **Clone** button, you will find the "clone" purchase order on the **List** screen, with **Open** status and a new **Purchase Order Number**. You may then make changes as necessary.

The Purchase Orders *Auto-Generate* Screen



The **Auto-Generate** function allows you to generate **Purchase Orders** automatically by **Re-Order Level**, using the **Product Re-Order Report**.

Generating an Order Automatically

1. From the ***Auto-Generate*** screen, select the **Order Type** from the pull-down menu: order either by **Vendor** or by **Product Code**.

2. Apply filters if you would like to limit the order to specific **Vendors**, **Departments**, **Categories**, **Families**, and/or **Product Codes**. When you check a filter box, **Range** fields will appear next to the filter selection, so that only the items that fall into your specified range will be included on the order.

3. Check appropriate **Costing Information** boxes.

4. If you check the **Current On Order Qty** box, a **Before Delivery Date** field will appear. This ensures that all current orders are taken into account when determining the On Hand quantity.

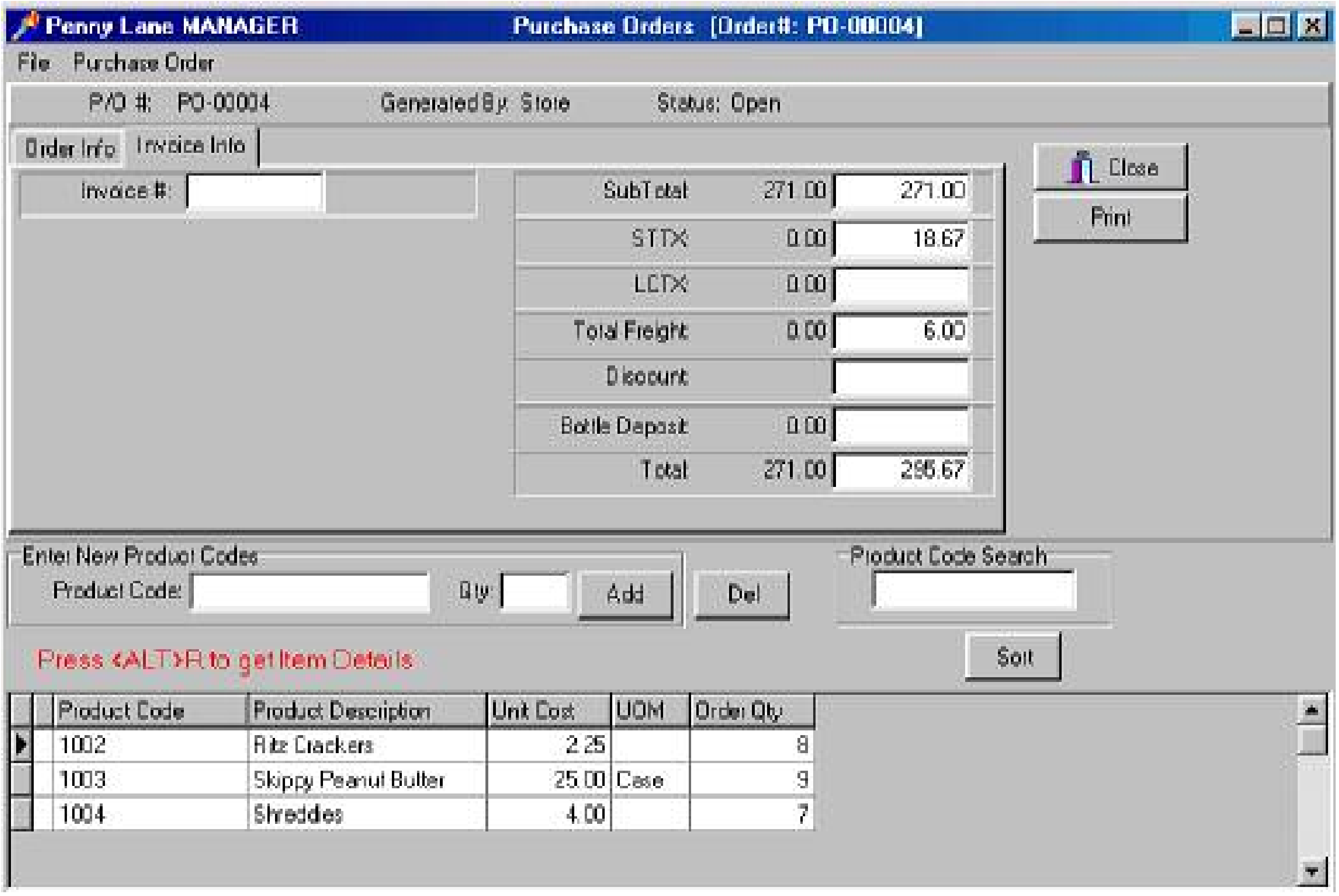
5. If you would like to preview the items that will appear on the **Purchase Order**, click on the **View** button. This will generate a **Product Re-Order Report**, detailing the items that fall within your specified parameters that have reached the reorder level. These are the items that will be put onto the purchase order. You can print this report by clicking on the **Print** button. Press the **Close** button to return to the ***Auto-Generate*** screen.

6. If you are satisfied with the items to appear on the purchase order, click on the **Generate** button. This will take you to the ***Details*** screen (see above).

7. If you are satisfied with all of the ***Details*** screen information, click on the **Continue** button. This will take you to the ***Order Info*** screen (see below).

8. All of the items that appear in the **Product Re-Order Report** will be displayed on the Order List of the ***Order Info*** screen, along with their **Suggested Re-Order Quantities**.

The Order Info and Invoice Info Screens



The **Order Info** screen contains an abbreviated version of the details screen, displaying information you have entered such as **Delivery Date**, **Vendor**, **Description**, **Costing** and **Tax Exemption** fields.

The ***Invoice*** screen displays a breakdown of the final **Cost** totals for the order, including **Sub-total**, **State** and **Local Tax**, **Total Freight**, **Discount**, **Bottle Deposit** and **Final Total**.

The Order List

The lower half of the screen is identical for both screens, and displays the **Order List**, a list of every item in the Purchase Order, its **Cost**, **Unit of Measure**, **Order Quantity**, and **Quantity Received.**

You can add items to this list by entering a **Product Code** and **Quantity** into the Enter New Product Codes fields and clicking on **ADD.** Double-clicking on the Product Code field will bring up the Product List, a list of all inventory products and product codes for you to select from.

You can delete items from the list by highlighting any item in the list and clicking on **DEL**.

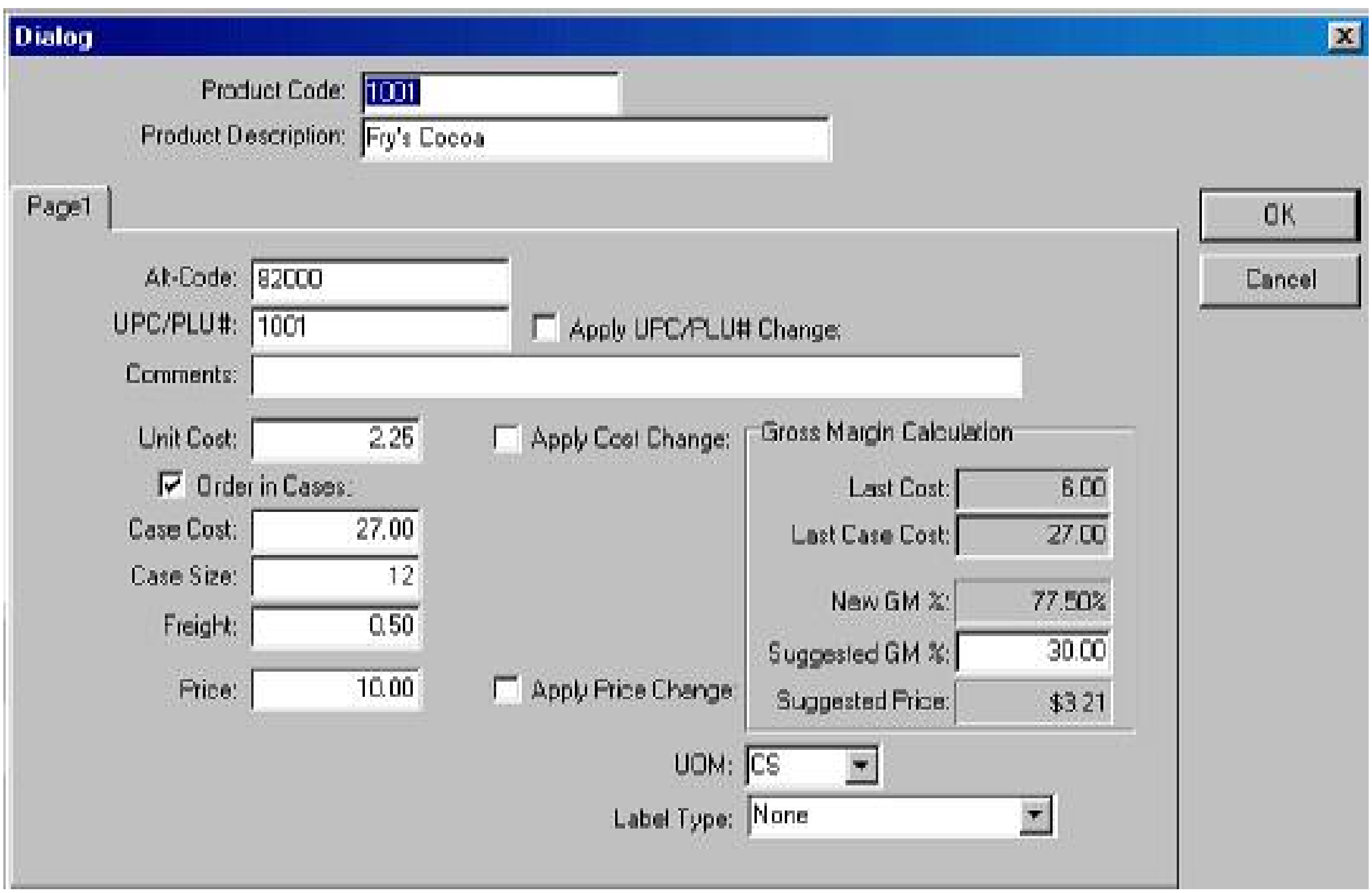
The products in the order list will appear in the order that you enter them. To organize them by **Product Code**, click on the **Sort** button.

Highlighting any item in the list and pressing **<ALT> R** will bring up a **Dialog** screen that displays the price and cost details for that item.

The Purchase Orders Price and Cost Change Dialog Screen

Retailers constantly need to re-evaluate the price of their inventory based on fluctuating costs. **Penny Lane Manager** streamlines the re-pricing process by providing a screen on which new prices can be calculated based on the retailer's preferred **Gross Margin** and implemented instantly.

This screen can be accessed by highlighting any item on the **Order List** of the **Order Info Screen** and pressing **<ALT> R**, or double-clicking.



You can effect **Price** and **Cost** updates conveniently from this screen that will be reflected in **PLU Maintenance**.

How It Works

This screen contains a **Gross Margin Calculator**.

The **Gross Margin Calculator** displays your suggested Gross Margin from PLU Maintenance in the Suggested GM% field.

Taking the current price and the new cost of the item from the Unit Cost field, the Gross Margin Calculator displays the current Gross Margin for the item.

It suggests a new price in the **Suggested Price** field based on your suggested Gross Margin.

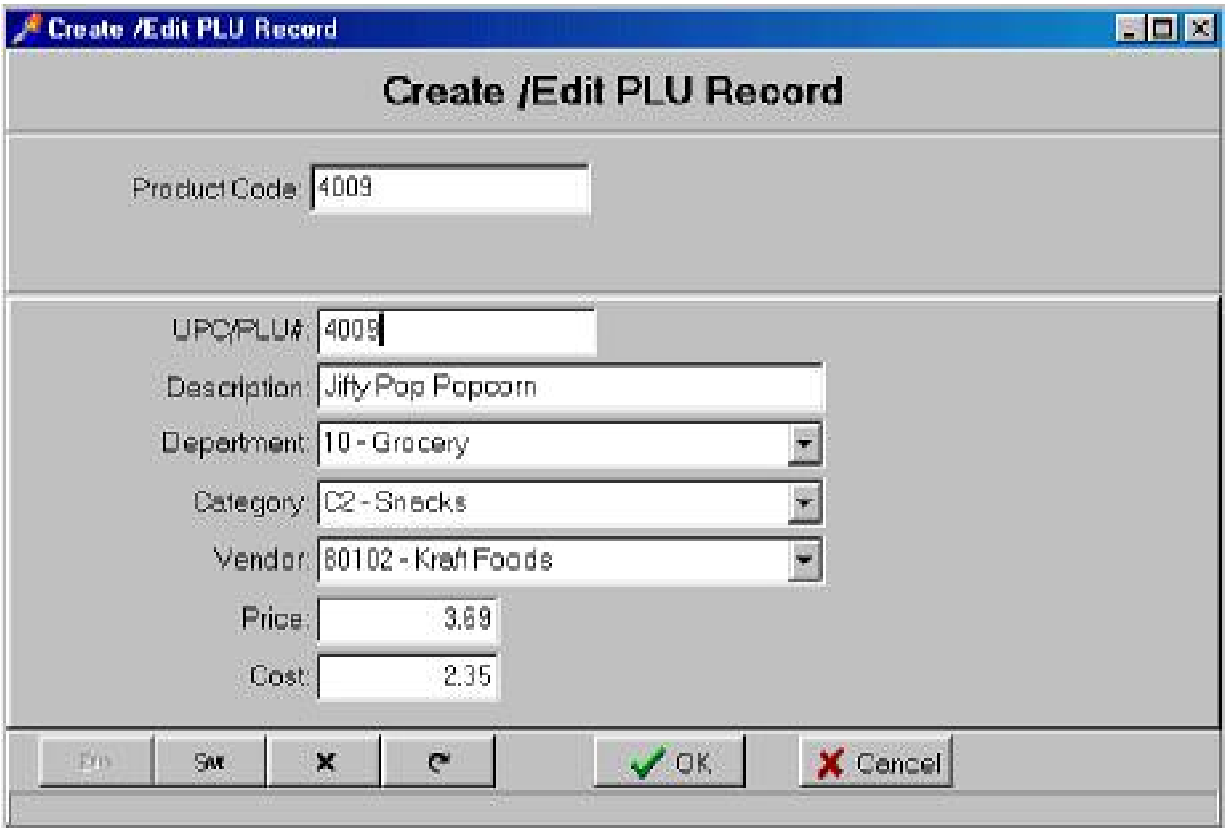
> **Note:** Checking the **Update Cost?** box on the Purchase Orders *Details* Screen will cause the updated cost to become the default **Unit Cost** on the **Purchase Orders Price and Cost Change Dialog** screen.

Based on the Suggested Price of the Gross Margin Generator, you can choose to change the price in the Price field or to leave it unchanged.

Apply Cost and Price Change

Checking the Apply Cost Change and Apply Price Change checkboxes and clicking on the OK button will update the Cost and Price of the item in PLU Maintenance.

On The Fly Inventory Additions

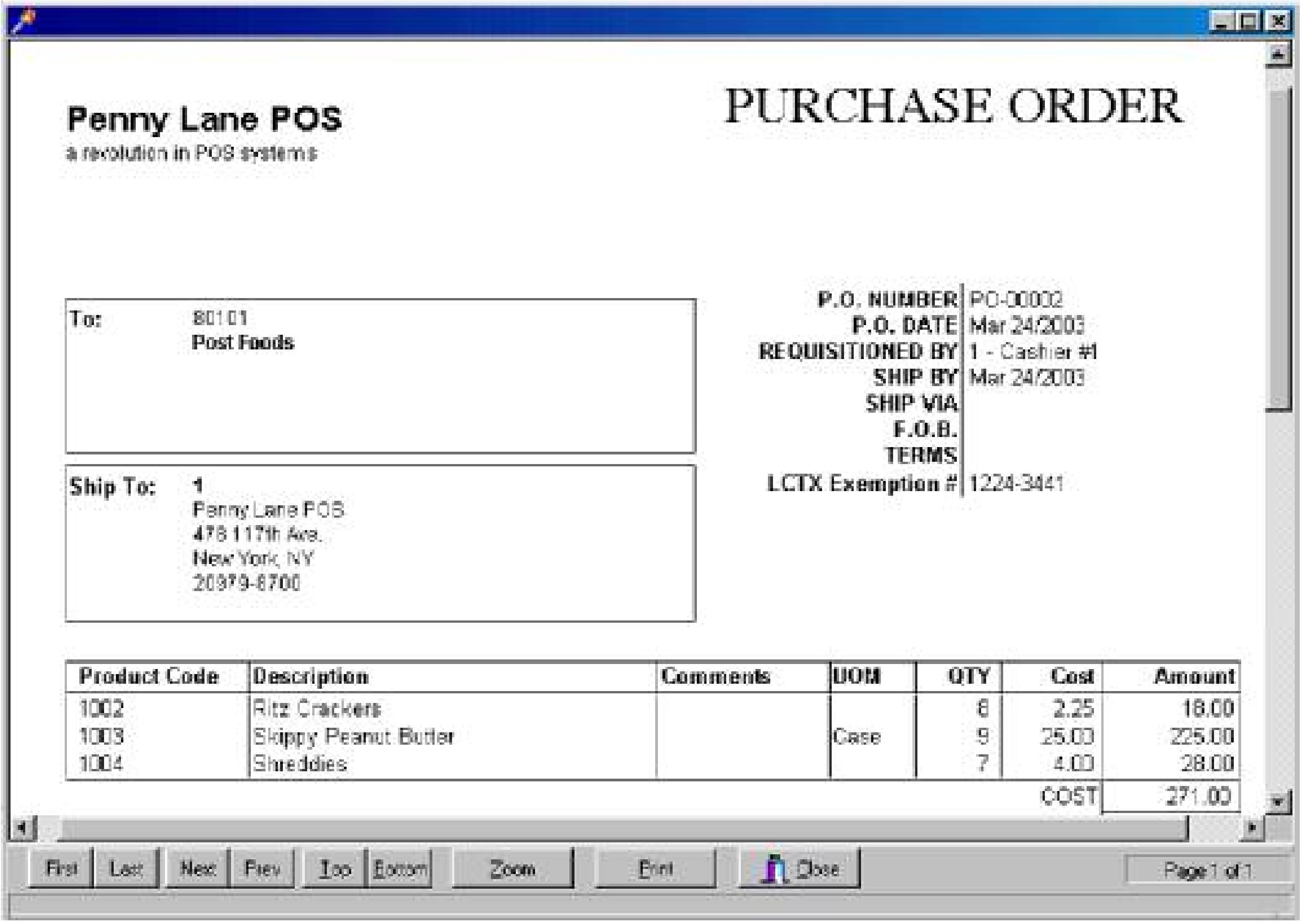


You can introduce new products to your inventory in **Purchase Orders**, **Store Orders** and **Stock Receipts** by adding **Product Codes** that are foreign to the PLU database.

If you add a **Product Code** that does not exist in the database, a prompt will appear: **"Item does not exist in PLU file! Do you wish to create a new item? (Y/N)"** Selecting **Yes** will bring up a **Create/Edit New PLU** screen on which you can enter basic information for the new item.

Clicking on the **OK** button will create a new file for item in **PLU Maintenance**, which you can edit at your leisure. This feature is tremendously useful when you are receiving new inventory. It allows you to introduce new inventory quickly, without having to exit the **Purchase Orders** program to define the vital information for a product.

The Purchase Order



Penny Lane POS
a revolution in POS systems

PURCHASE ORDER

To: 80101
Post Foods

Ship To: 1
Penny Lane POS
478 117th Ave.
New York, NY
20379-8700

P.O. NUMBER	PO-00002
P.O. DATE	Mar 24/2003
REQUISITIONED BY	1 - Cashier #1
SHIP BY	Mar 24/2003
SHIP VIA	
F.O.B.	
TERMS	
LCTX Exemption #	1224-3441

Product Code	Description	Comments	UOM	QTY	Cost	Amount
1002	Ritz Crackers			8	2.25	18.00
1003	Skippy Peanut Butter		Case	9	25.00	225.00
1004	Shreddies			7	4.00	28.00
					COST	271.00

When you have finalized all the details on the Order Info and Invoice screens, click on the **Print** button.

This will take you to the final **Purchase Order** in print format.

The **Purchase Order** will appear as shown below with your company logo displayed in the upper left corner, and will contain the itemized order list, the cost breakdown, shipping information and address information.

To print the **Purchase Order**, click on the **Print** button.

The Stock Purchases Report

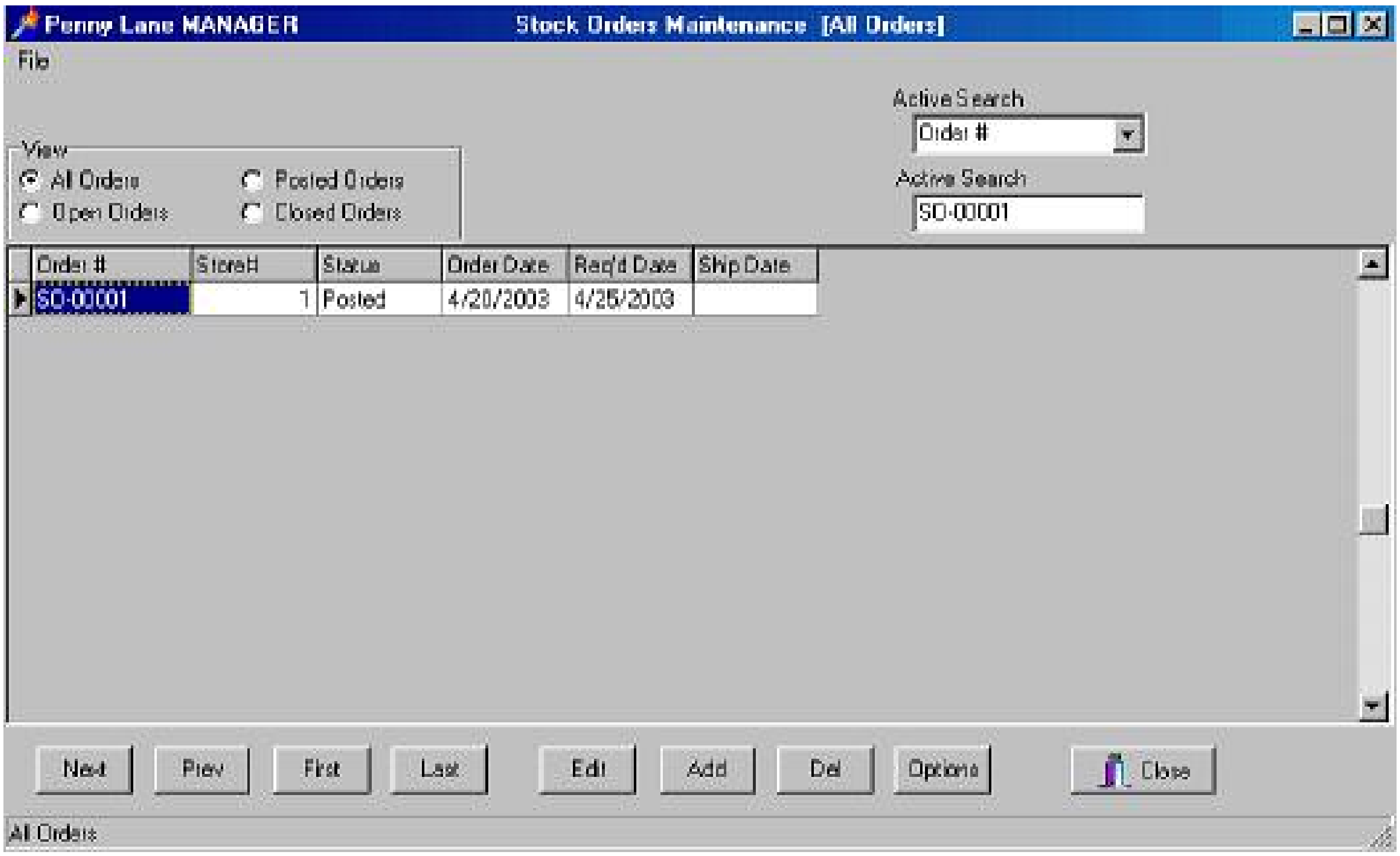
See **Reports.**

Store Orders

Store Orders are for chains or affiliated stores that have a central warehouse that stocks inventory for all stores.

Because the address and costing details are taken care of from the central warehouse, Store Orders are much simpler than Purchase Orders.

The *All Orders* Screen



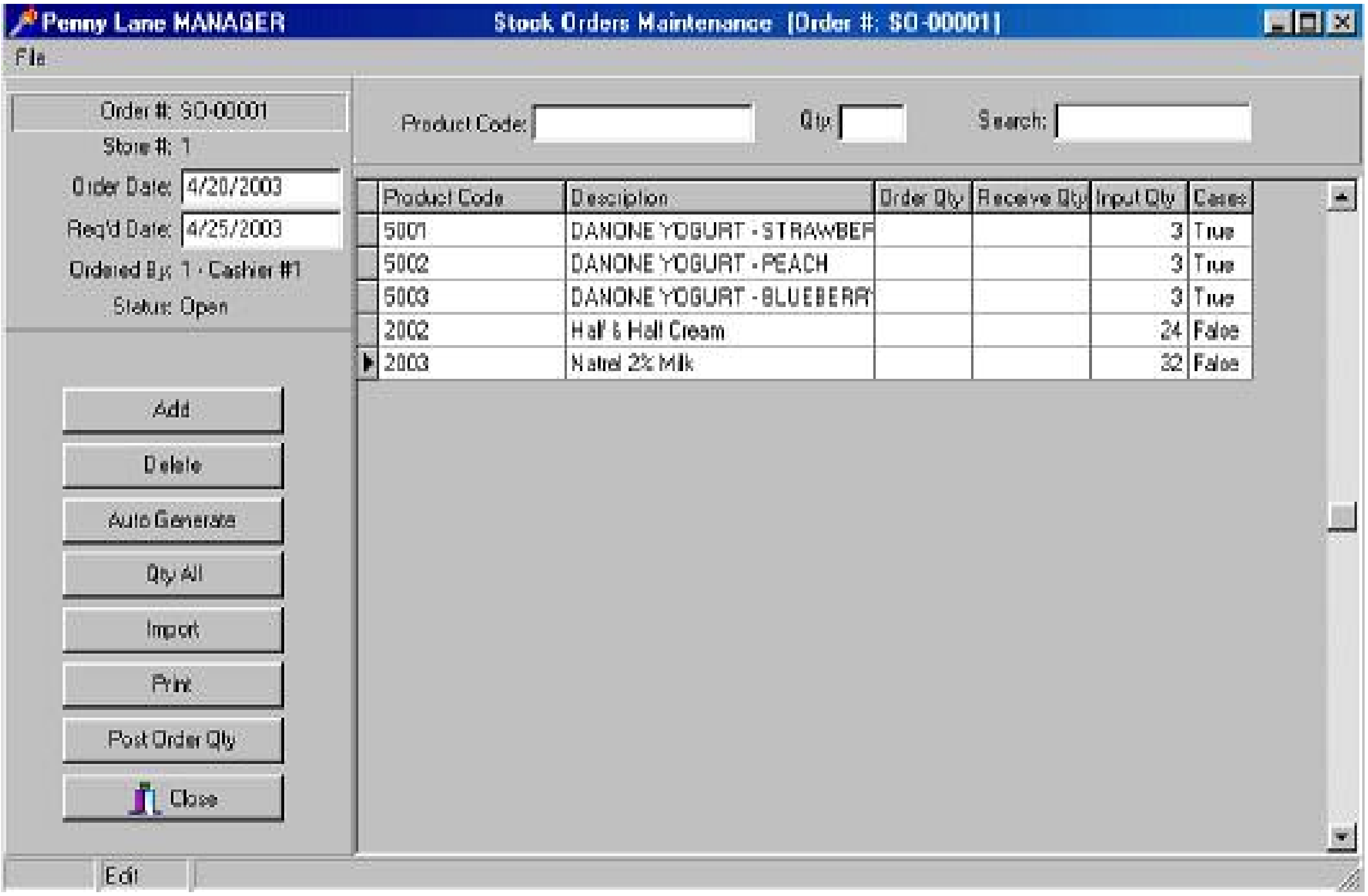
The first screen in **Store Orders** is the ***All Orders*** screen. It lists orders from all stores. You have the option of viewing **All Orders**, **Open Orders**, **Posted Orders** or **Closed Orders**.

Rather than arranging a specific delivery date, as you do with vendors, **Store Orders** requires that you post a **Required Date**. The warehouse can then ship the order to your store on or before that date.

You can create an order by clicking on the **ADD** button. This will generate a new order number. The system will prompt you to accept or change the new number and click **Ok**. You will then arrive at the **Stock Orders Maintenance** screen.

Double-clicking on any existing order will take you to the **Stock Orders Maintenance** screen for that order.

The *Stock Orders Maintenance* Screen



The ***Stock Orders Maintenance*** screen consists of an **Order List** containing every product in the order along with the quantity ordered.

To add items to the **Order List**, enter the product code and quantity into the **Product Code** and **Quantity** fields, and click on **ADD**, or press Enter. To see a **Product List** of all of you inventory items and their product codes, double-click on the **Product Code** field.

Additionally, you may generate the order automatically by **Re-Order Level** by clicking on the **Auto-Generate** button. This will take you to the **Product Re-Order Report** screen. This screen is identical to the ***Auto-Generate*** screen in **Purchase Orders** (see ***Auto-Generate*** screen).

The **Product Order Report** displays all inventory items that have reached their **Re-Order Level**.

Generating a Store Order Automatically

1. Simply specify the **Order Type** you want, either by **Vendor** or by **Product Code**.
2. Apply any desired **Filters**.
3. You can view the items in the report by clicking on **View**.

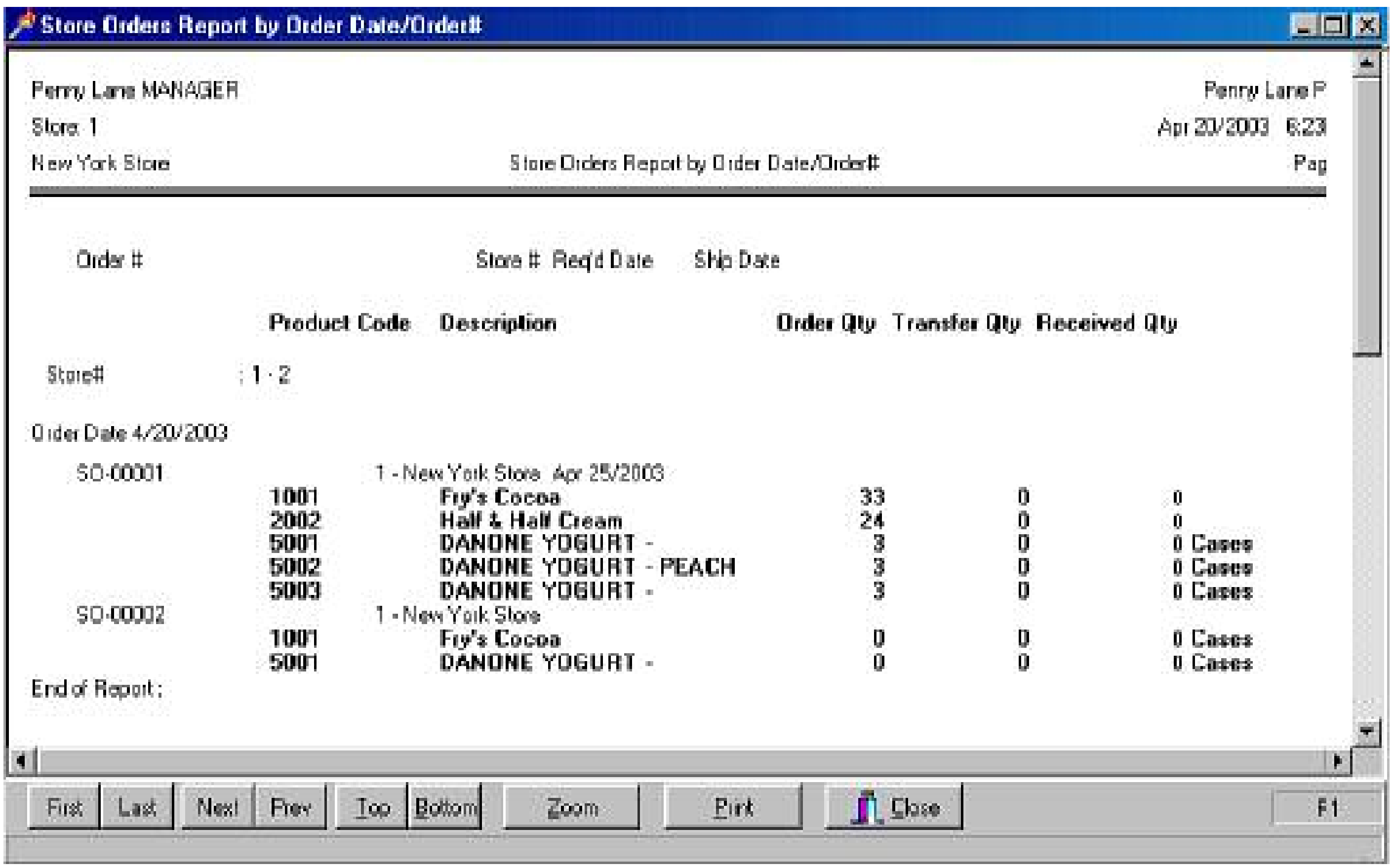
4. Close the screen by clicking on **Close**. When you close this screen, a **Generate Order?** prompt will appear.

5. Click **Ok**.

6. All of the items from the **Product Order Report** will be displayed on your **Order List**, with their **Suggested Re-Order Quantities**.

The quantities that you enter for each product will be displayed in the **Input Qty** field. When you have completed the list, click on the **Post Receive Qty** button. This will post your order. Your input quantities will now shift to the **Order Qty** field.

The Store Orders Report



The **Store Orders Report** gives an analysis of all **Store Orders**.

You can choose from several report layouts by selecting a layout combination from the pull-down menu in the Report Order section. The possible order divisions are **Order Number**, **Store Number**, **Order Date** and **Required Date**.

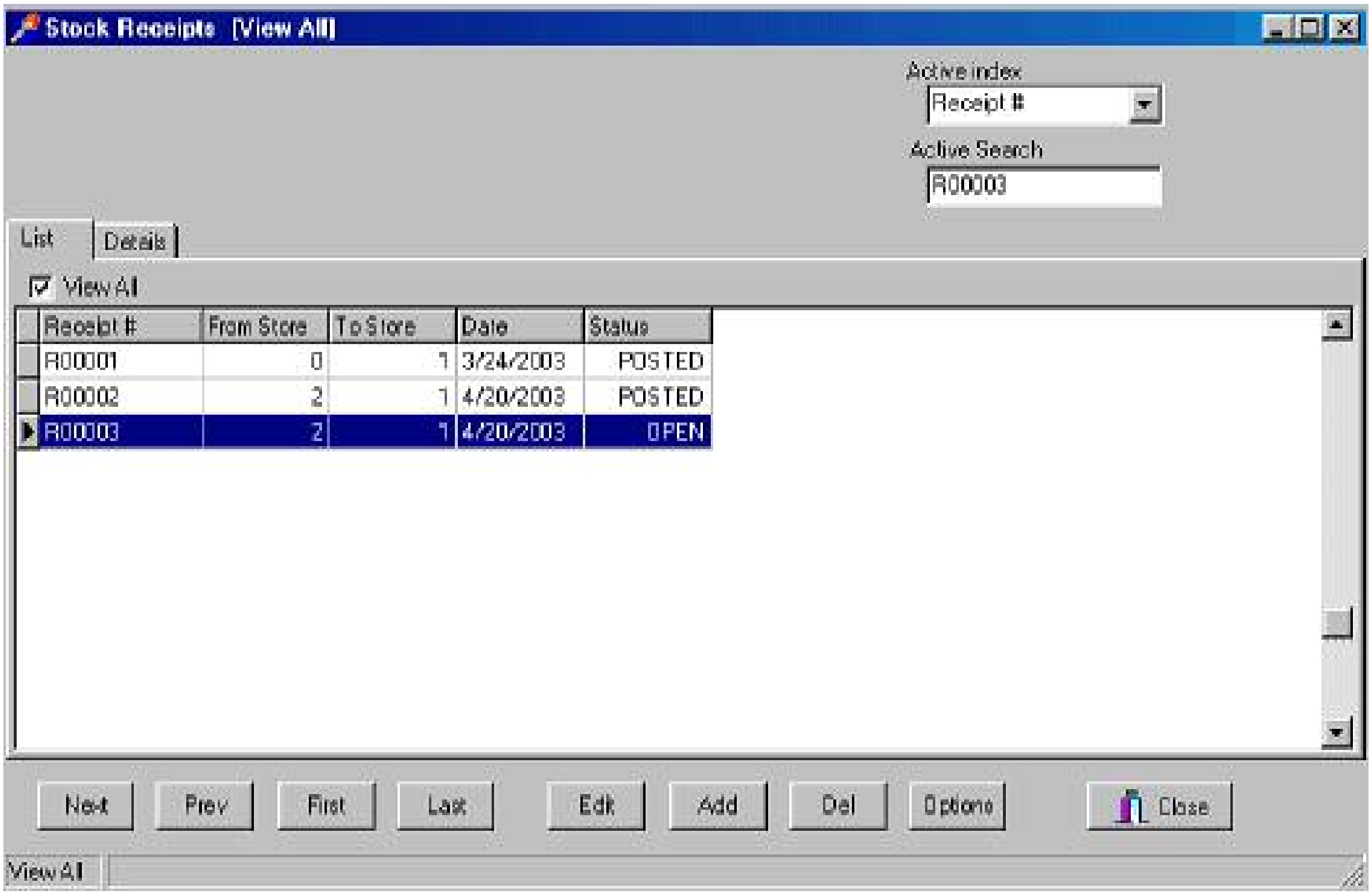
For descriptions of all other fields, see the **Stock Purchases Report** in **Purchase Orders**.

The finished **Store Orders Report** will display a breakdown of ordered products by date and store.

Stock Receipts

When you receive an order, all products received must be entered into the system. Once a **Stock Receipt** is posted, the order is closed and the received stock becomes part of your inventory.

The Stock Receipts *List* Screen



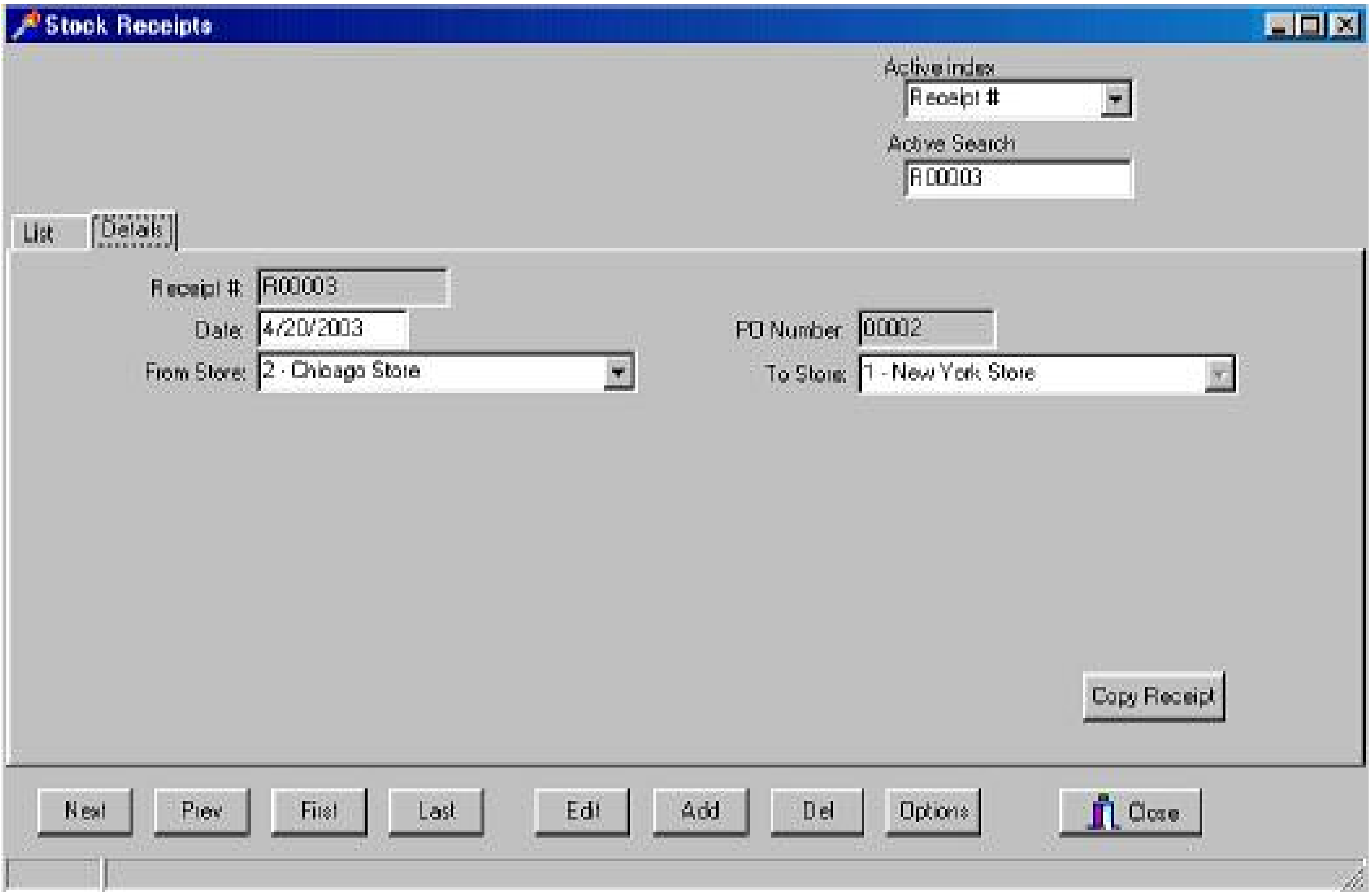
The first screen that you will come to in **Stock Receipts** is the ***List*** screen, which lists all **Open** and **Posted Stock Receipts**. To view all **Stock Receipts**, check the **View All** box.

To create a new **Stock Receipt**, click on the **ADD** button. This will take you to the ***Details*** screen.

To see the details for any **Stock Receipt**, highlight that receipt on the ***List*** screen and select the ***Details*** tab.

Double-clicking on any item in the ***List*** screen will take you to the ***Receipt Info*** screen (see below).

The Stock Receipts *Details* Screen

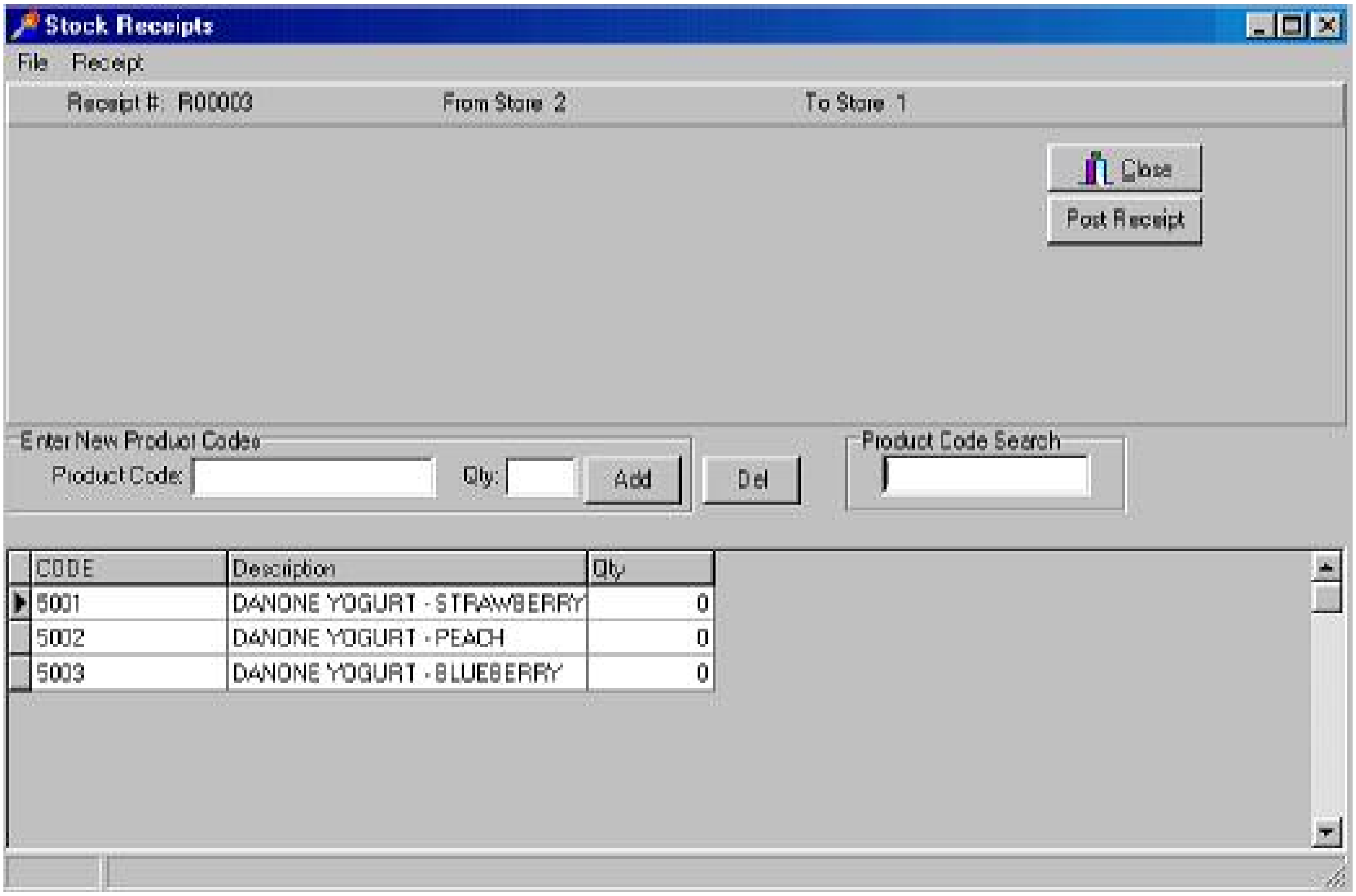


The ***Details*** screen contains the date of the receipt, as well as the **From** and **To Store** fields.

If the **Stock Receipt** corresponds to a **Purchase Order**, you can enter the **Purchase Order Number** that this **Stock Receipt** is filling into the **Purchase Order Number** field. This will cause the corresponding **Purchase Order** to be **Closed** once the receipt is posted.

Clicking on the **Copy Receipt** button will cause all of the fields you have entered on the ***Details*** screen to be copied to a new Stock **Receipt**. You will find the new **Stock Receipt** on the ***List*** screen.

The *Receipt Info* Screen



The **Receipt Info** screen contains a **Receipt List** onto which you must enter the **Product Code** and **Quantity** of every product that you receive.

The **Enter New Product Codes** fields are available on this screen until the **Stock Receipt** is posted. To add a new received product, enter the **Product Code** and **Quantity** into the appropriate fields and click on **ADD**, or press Enter.

To view a **Product List** containing all inventory products and **Product Codes**, double-click on the **Product Code** field.

If the received product is **Serialized**, you will be prompted to enter the **Serial Code** of each item in addition to the **Product Code**.

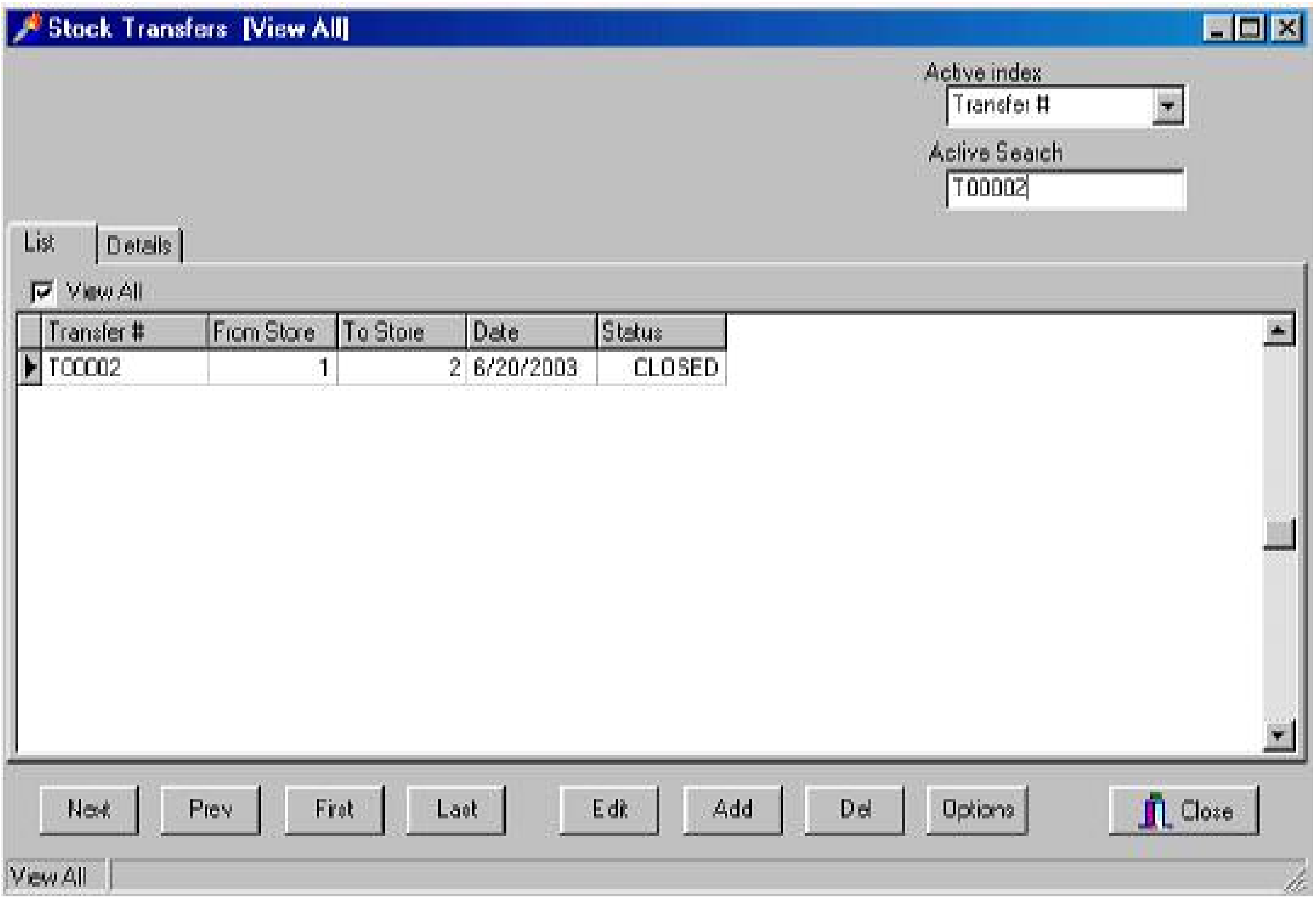
To post the **Stock Receipt** once you have completed the receipt list, click on the **Post Receipt** button.

Stock Transfers

Stock Transfers occur when instead of a store placing an order to a central warehouse, stock is simply transferred from one store in a chain to another.

When a **Stock Transfer** is posted, the items on the **Stock Transfer List** are removed from the inventory of the sending store and added to the inventory of the receiving store.

The Stock Transfers *List* Screen



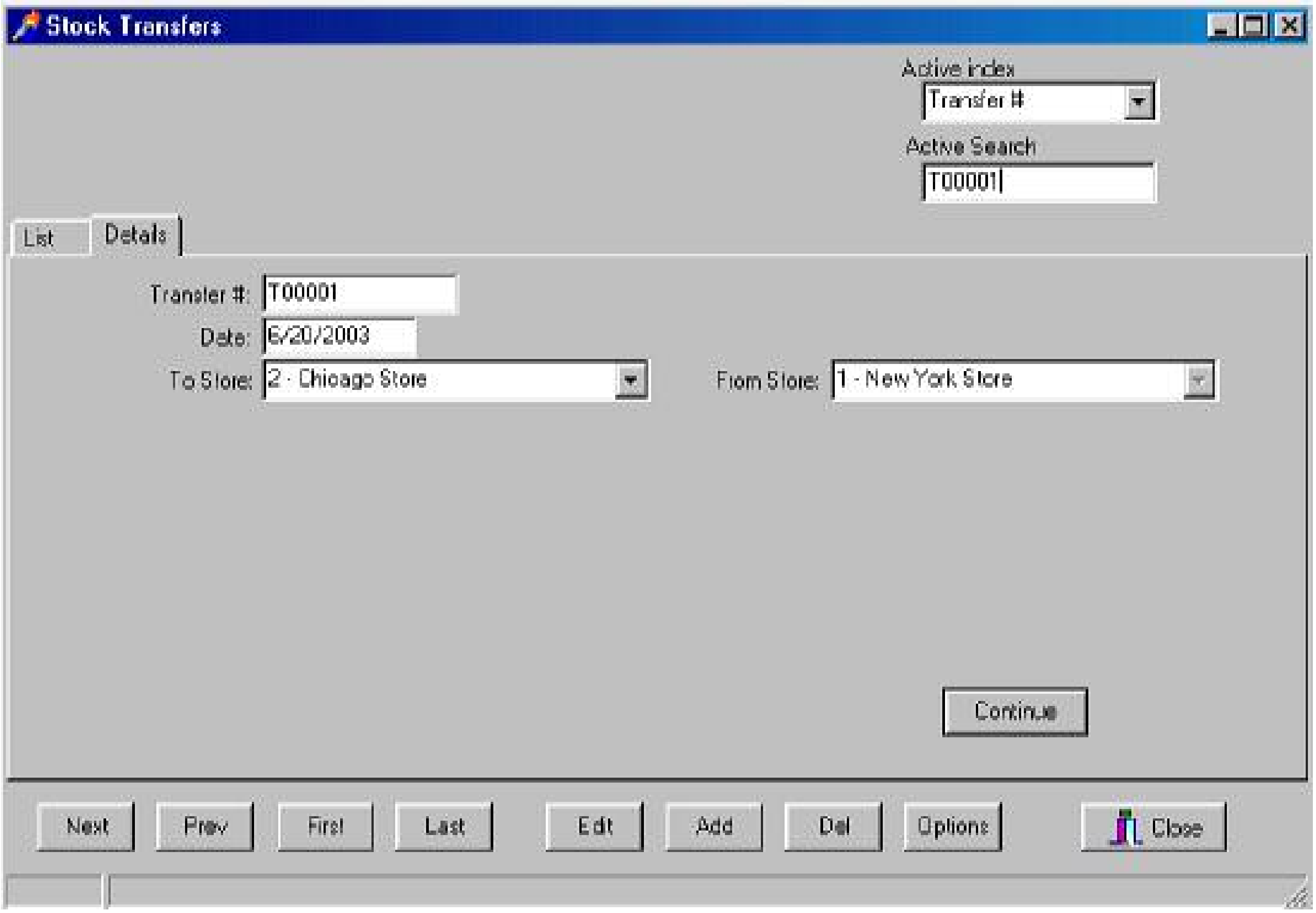
The first screen that you will come to in **Stock Transfers** is the ***List*** screen, which lists all **Open** and **Posted Stock Transfers**. To view all **Stock Receipts**, check the **View All** box.

To create a new **Stock Transfer**, click on the **ADD** button. This will take you to the ***Details*** screen.

To see the details for any **Stock Transfer**, highlight that receipt on the ***List*** screen and select the ***Details*** tab.

Double-clicking on any item in the ***List*** screen will take you to the ***Receipt Info*** screen (see below).

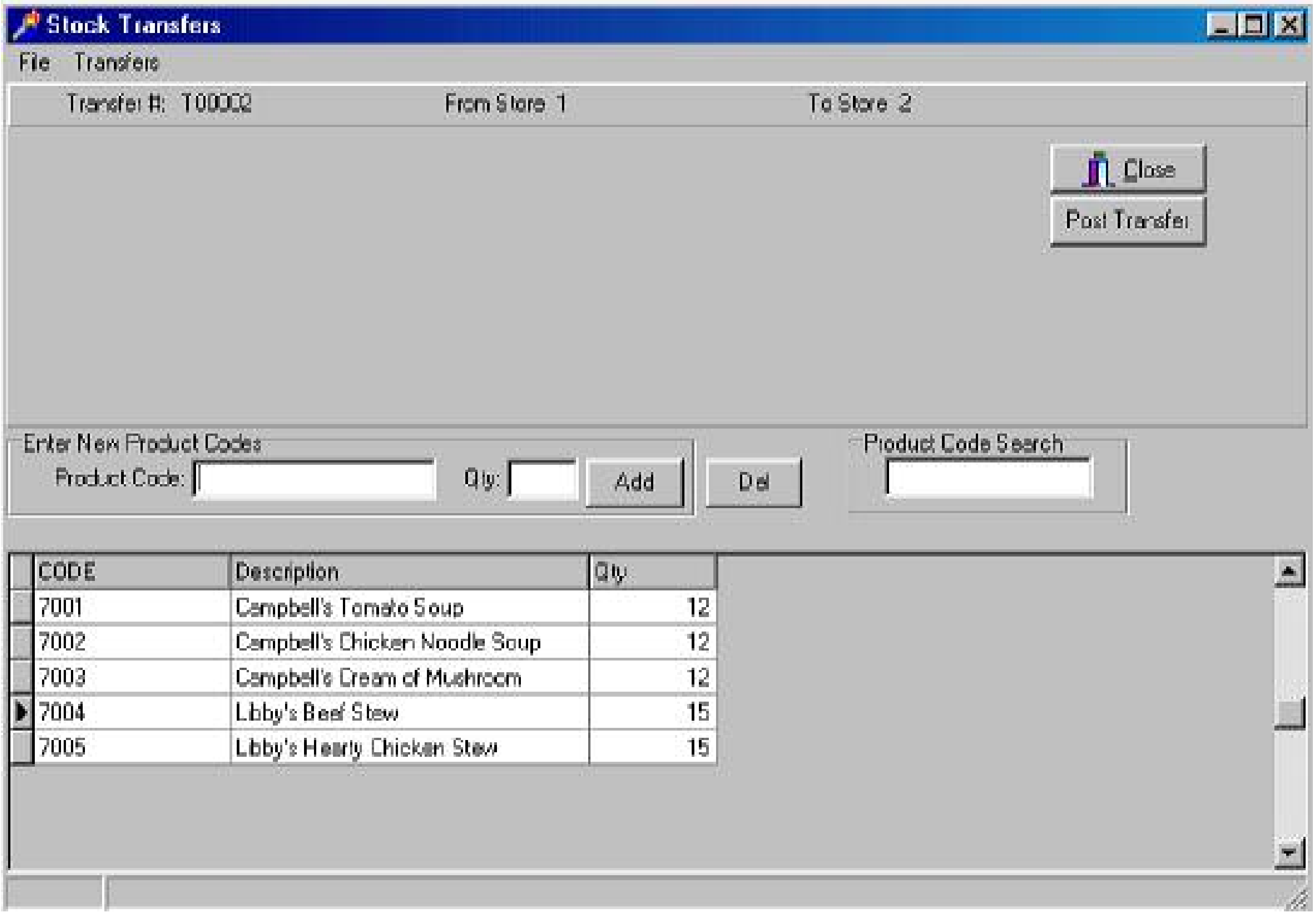
The Stock Transfers *Details* Screen



On the Stock Transfers Details screen, you must select the sending and receiving stores from the pull-down menus.

Clicking on the **Continue** button will take you to the *Receipt Info* screen.

The *Transfer Info* Screen



The **Transfer Info** screen contains a **Transfer List** onto which you must enter the **Product Code** and **Quantity** of every product that you receive.

The **Enter New Product Codes** fields are available on this screen until the **Stock Receipt** is posted. To add a new received product, enter the **Product Code** and **Quantity** into the appropriate fields and click on **ADD**, or press Enter.

To view a **Product List** containing all inventory products and **Product Codes**, double-click on the **Product Code** field.

If the received product is **Serialized**, you will be prompted to enter the **Serial Code** of each item in addition to the **Product Code**.

To post the **Stock Transfer** once you have completed the receipt list, click on the **Post Transfer** button.

Stock Adjustments

There are countless reasons for which your stock may need to be adjusted, be it lost, broken or miscounted. Whatever the reason is, you can make simple adjustments to your inventory using **Stock Adjustments**.

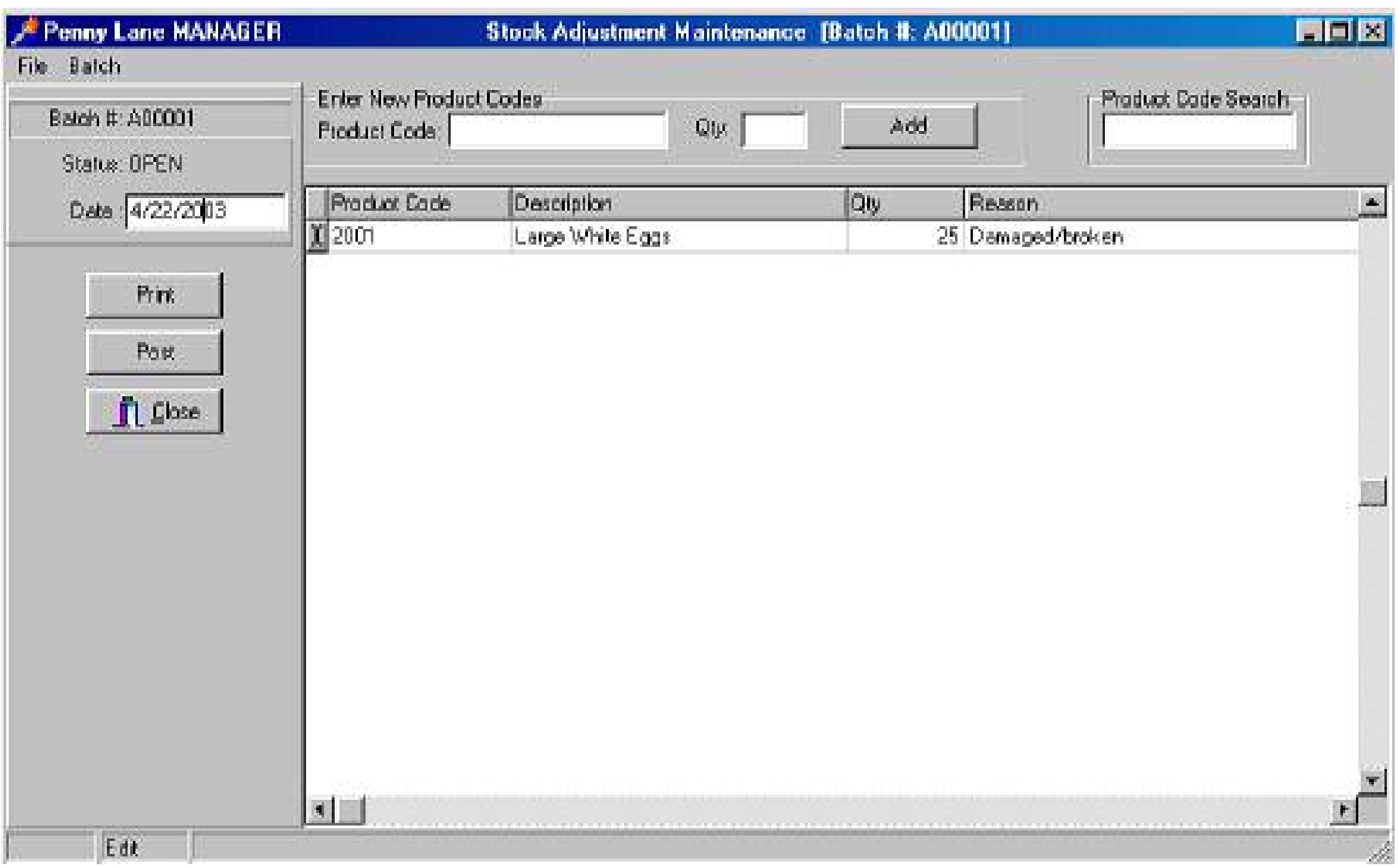
Inventory adjustments are made in **Batches**. Each **Batch** may have unlimited numbers of products in unlimited quantities. When the **Batch** is posted, the items in the **Batch List** will be subtracted from the store inventory.

The screens in **Stock Adjustments** are very similar to those of the other inventory programs. The first screen you will encounter is the ***All Batches*** screen on which all batches are listed.

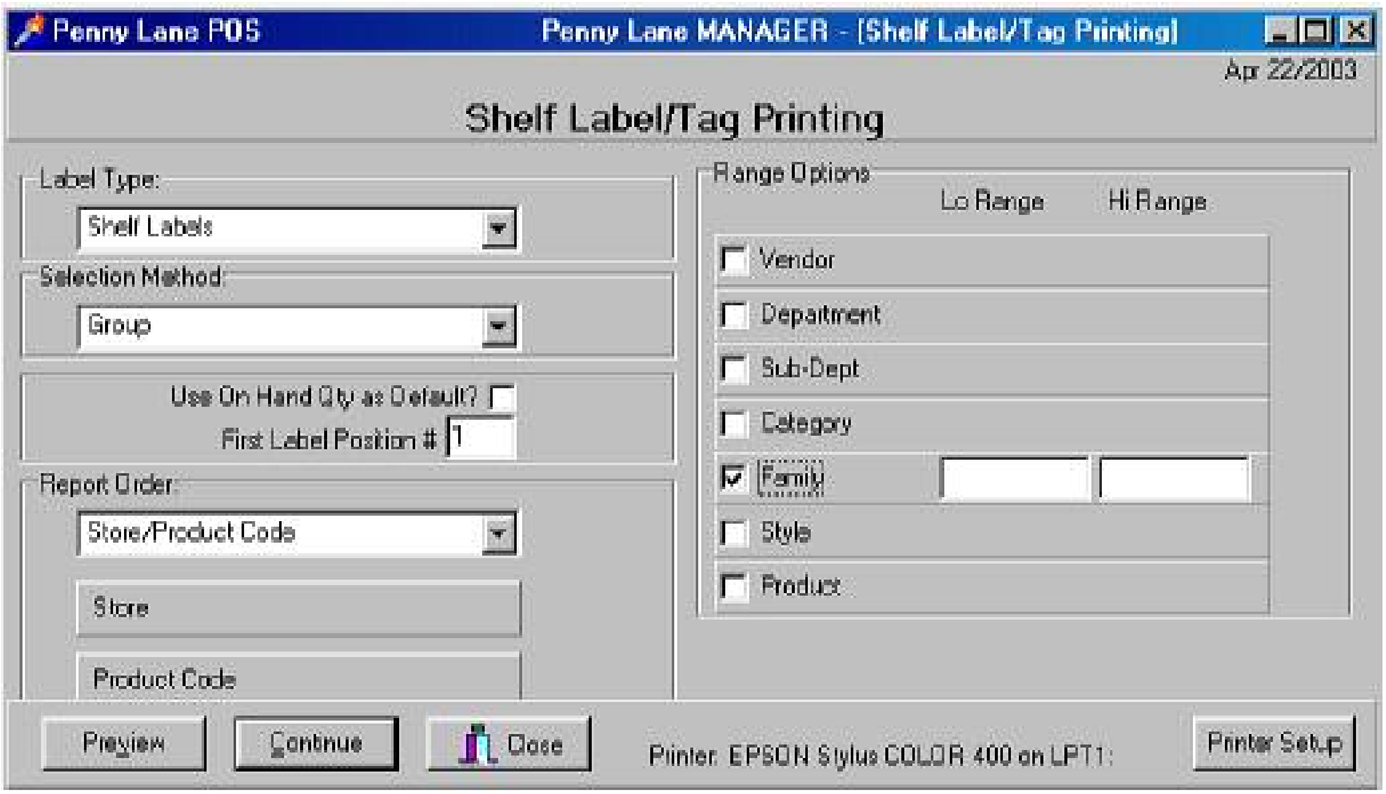
You can add a batch by clicking on **ADD**. This will prompt you to create a **Batch Number** and take you to the ***Stock Adjustment Maintenance*** screen.

Double-clicking on any batch will bring you to the ***Stock Adjustment Maintenance*** screen for that batch.

On the ***Stock Adjustment Maintenance*** screen, the **Batch List** contains all products that are included in the batch. A **Reason** field appears on this list, in which you may specify the reason for the batch adjustment.



Shelf Labels & Tags



Using the **Shelf Labels/Tags** program, **Penny Lane Manager** allows you to create your own **Shelf Labels** and **Price Tags**.

Shelf Labels/Tags will generate barcodes based on the **Product Codes** that you have entered for your inventory.

Shelf labels are designed as a sticker that can be affixed to packaged products. They consist of the **Product Description** as well as the **Product Code** and corresponding **Barcode**.

Price Tags are more comprehensive in content. They are generally tied or pinned to merchandise, and in addition to the **Product Code**, **Description** and **Barcode**, they may display additional information such as **Size**, **Color** and **Price**.

To generate **Shelf Labels** or **Price Tags**:

1. Specify the **Label Type**: **Shelf Labels** or **Price Tags**.
2. Choose a **Selection Method**. **Individual** will print any number of labels for a single **Product Code**. **Group** will print a single label for any range of products that you specify. Choosing **Group** will bring up the **Range Options** fields.
3. If you would like a label printed for every item on hand, check the **Use On Hand Qty as Default?** box.
4. Select a **Report Order**, either **Product Code** or **Store/Product Code**. Choosing the latter will

cause your Store Number to be printed on your labels.

5. Click on the **Print Preview** button to view the labels.

6. Clicking on the **Continue** button will bring up a list of all products included in your label list.

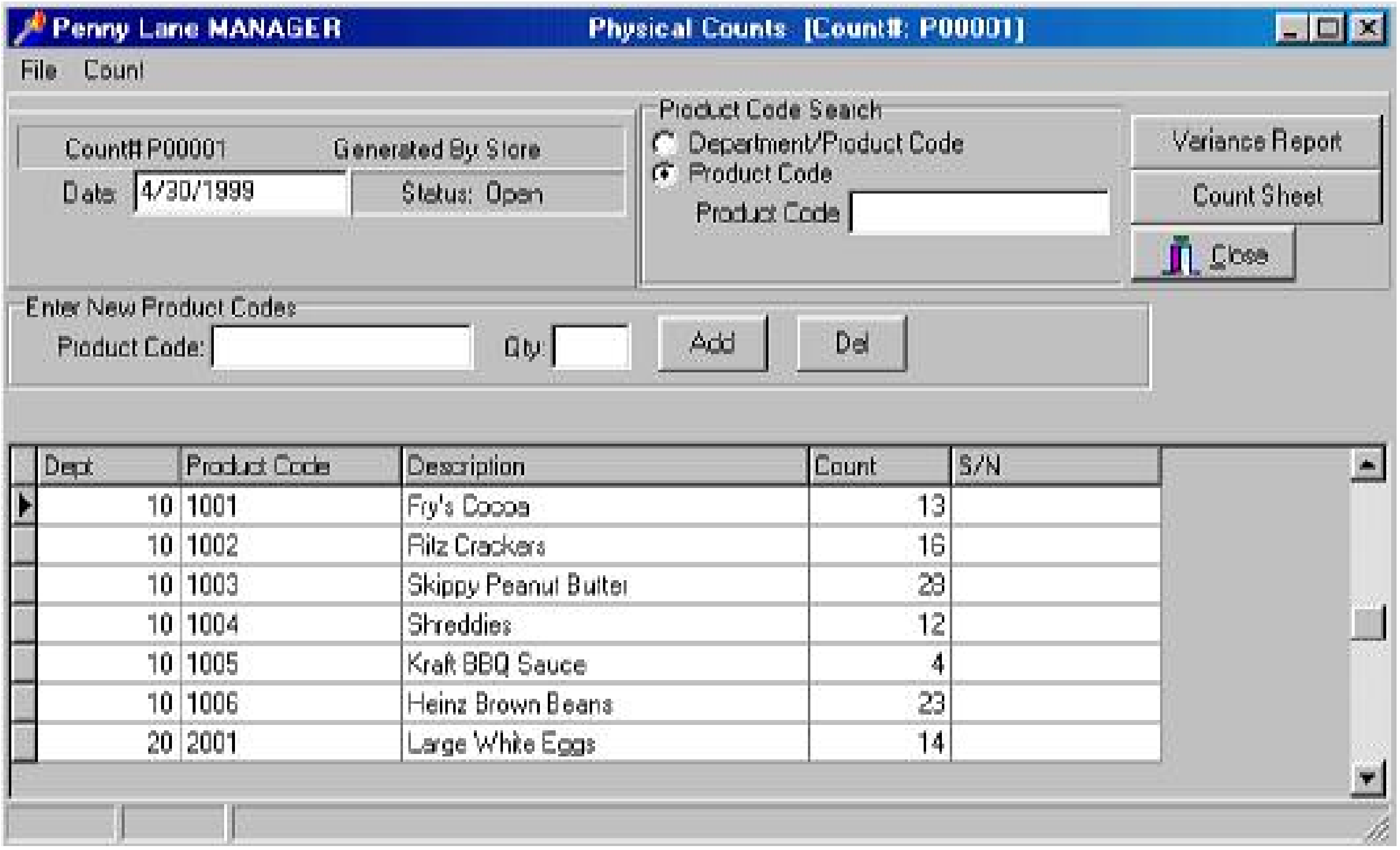
7. Click on **Print** to print the labels.

Physical Counts

Although **Penny Lane Manager** will track your inventory based on **Stock Receipts** and **Sales**, you may need to do physical inventory counts periodically to account for variances.

When you open **Physical Counts**, the first screen you will come to is a *List* screen, listing all **Physical Counts**. The **Physical Count Number**, **Date**, **Source** and **Status** will be listed for each count.

Double-Clicking on any **Physical Count** record will bring you to the *Details* screen for that count.



The *Details* screen contains a Physical Count list to which you must add each product included in the Physical Count. The list contains a **Shelf Number (S/N)** field for your reference while performing the count, corresponding to the **Shelf Number** field on the **PLU Maintenance** screen.

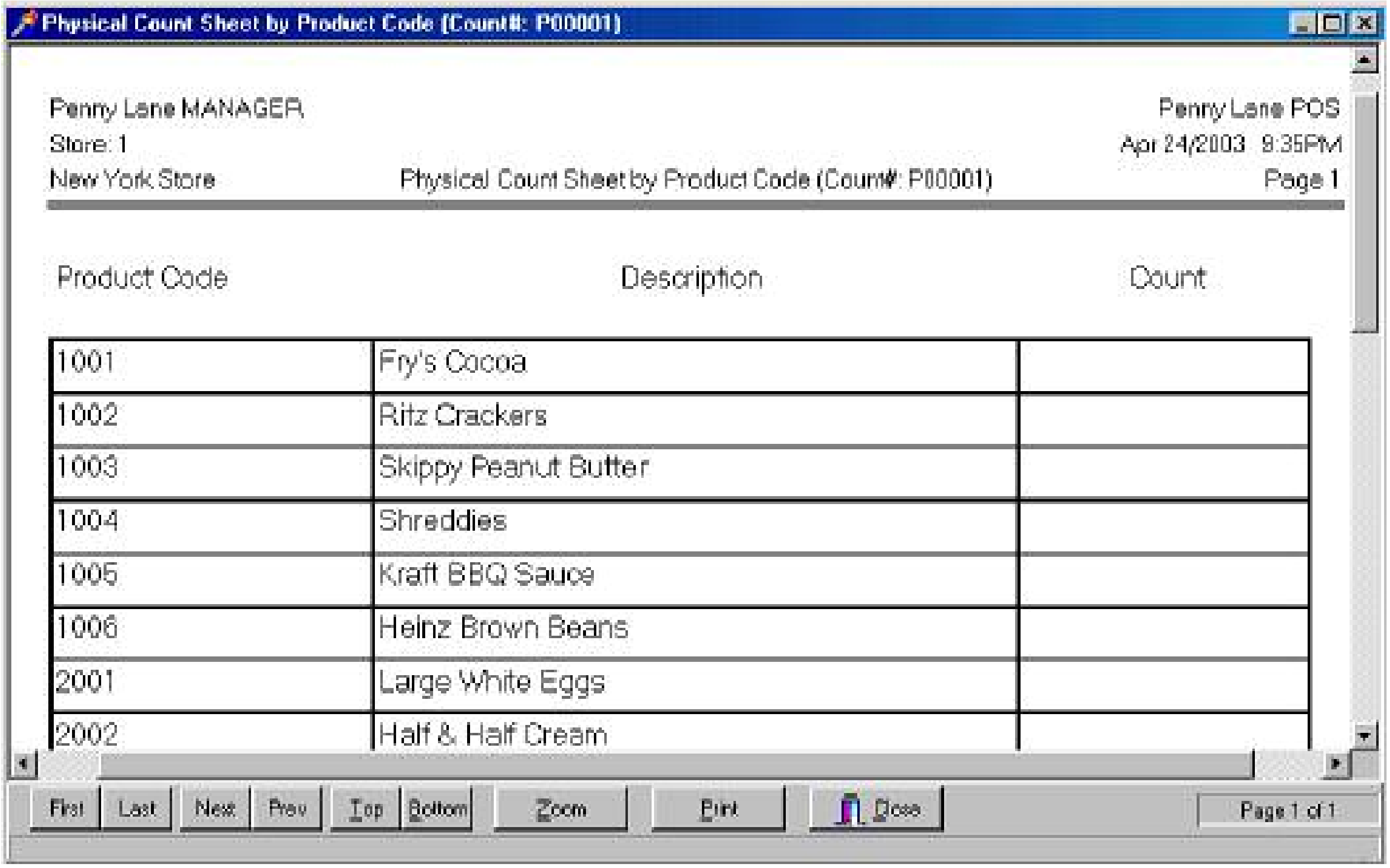
The Physical Count Sheet

By clicking on the **Count Sheet** button, you can access the **Physical Count Sheet** screen.

The **Physical Count Sheet** is a printable list of products included in the Physical Count, designed to be taken out onto the shop floor with space to fill in the quantities of each product by hand as you perform the count.

The **Physical Count Sheet** screen allows you to choose the layout of the report and the range of products that you wish to include on the sheet.

Once you have completed the Physical Count, enter each product **Count** into the Physical Count list on the *Details* screen. You can use the **Product Code Search** fields to locate items in the list.



Physical Count Sheet by Product Code (Count#: P00001)

Penny Lane MANAGER
Store: 1
New York Store

Penny Lane POS
Apr 24/2003 9:35PM
Page 1

Physical Count Sheet by Product Code (Count#: P00001)

Product Code	Description	Count
1001	Fry's Cocoa	
1002	Ritz Crackers	
1003	Skippy Peanut Butter	
1004	Shreddies	
1005	Kraft BBQ Sauce	
1006	Heinz Brown Beans	
2001	Large White Eggs	
2002	Half & Half Cream	

First Last Next Prev Top Bottom Zoom Print Close Page 1 of 1

Inventory Reports

See **Reports**

Manager

Using the **Manager** programs, managers can keep track of their employees by assigning them user identities within **Penny Lane Manager**.

As a manager, you can run reports that detail the activities of a given employee, such as the **Exception Report**. These will be discussed in **Reports**. You can also assign a security level to each employee, which will allow you to control which, if any, of the programs in **Penny Lane Manager** they will have access to.

You will also have at your disposal the **Electronic Journal**, which gives a **Sales Summary** for every terminal, in addition to a full catalogue of every sales transaction as it appears on the customer receipt. The exceptional navagational tools in the **Electronic Journal** will allow you to pinpoint specific transaction events quickly and easily.

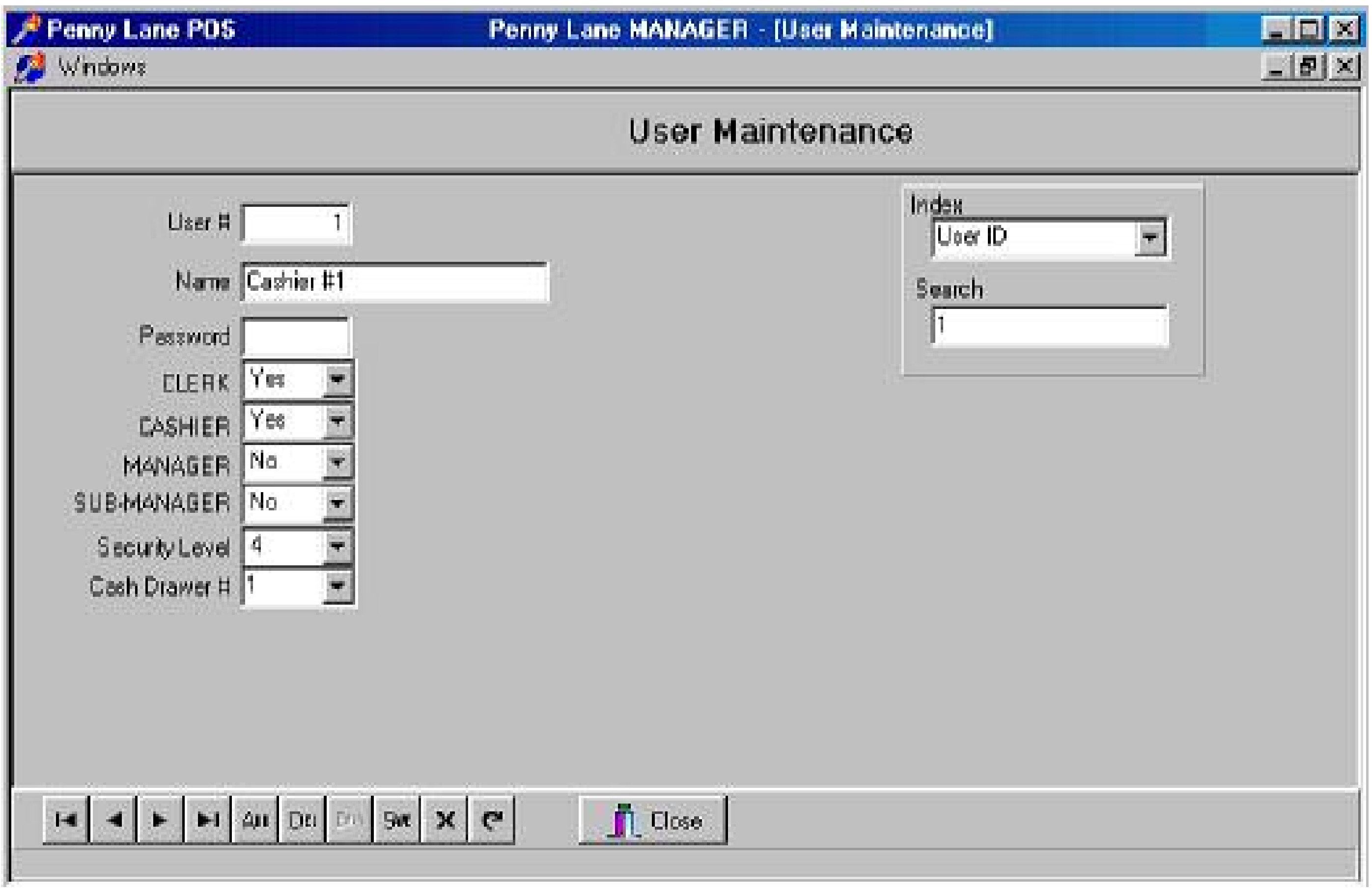
User Maintenance

User Maintenance enables you to create user profiles for your employees.

Each user profile will have a unique number that will be used to track the operations for that user. For example, every sales transaction that takes place at the terminal of a given cashier will be linked to their **User Number**.

For each user you can specify a name, password, job title and security level. Those employees with lower level security will not be allowed to access to high-security functions in **Penny Lane POS**.

You can specify the security level of each program in the **Menu Editor**, accessible through **Setup/Advanced Setup**. Employees that hold a security level that is lower than the level specified for a program will not be able to access that program.



The Electronic Journal

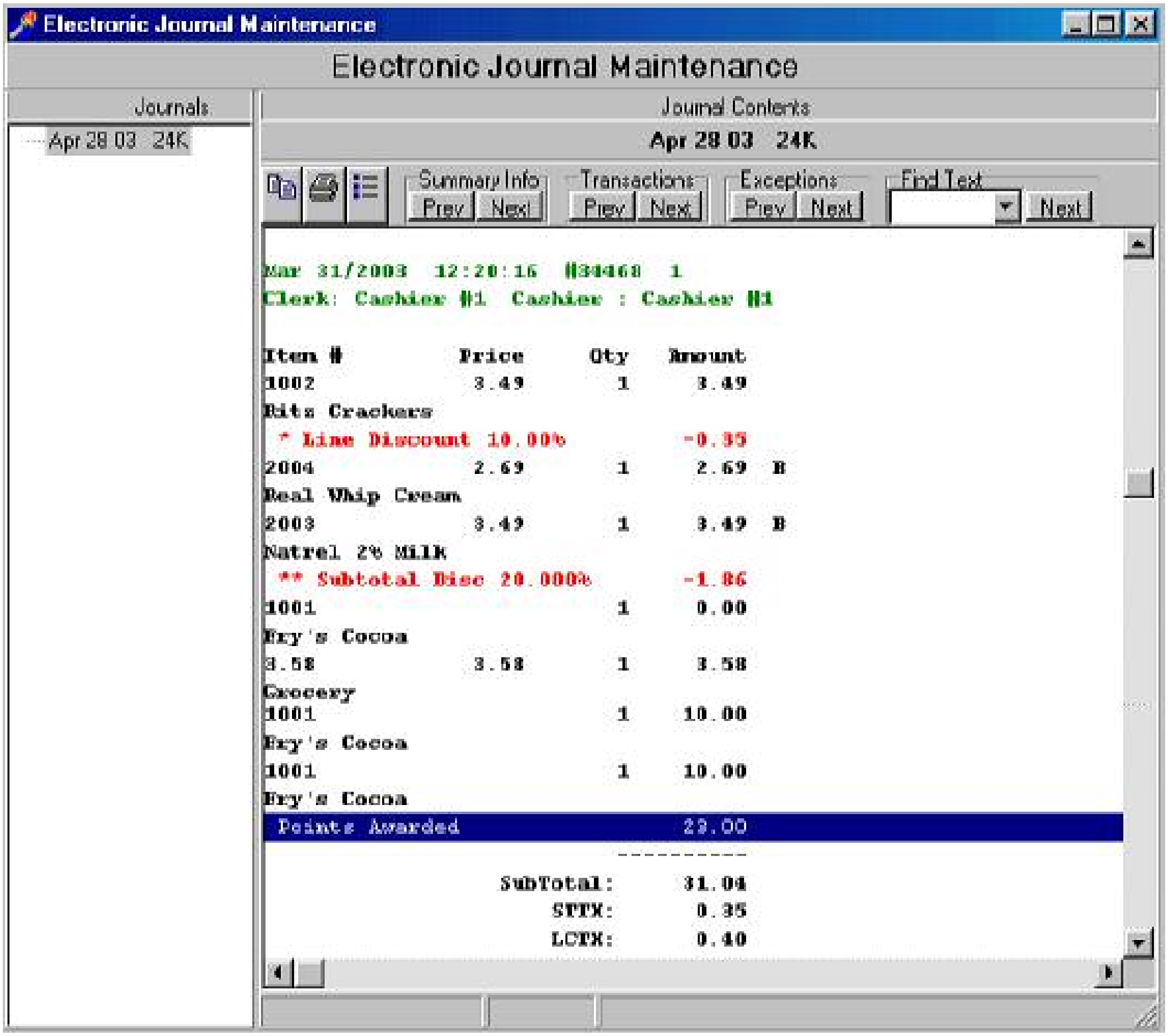
The **Electronic Journal** contains an electronic "picture" of each Terminal Sales transaction, along with several features that make it a truly indispensable program for any store. Its excellent navigational tools make it possible to pinpoint a specific transaction among the many that take place through the course of a day.

The **Journal** for any given day will become accessible to you when you update the system using the **Store Close** program in **End of Day**.

The **Electronic Journal** displays a two-fold report for each terminal in your store. It begins with a detailed **Summary** of the day's sales with a breakdown by transaction type. This is followed by the **Journal** for that terminal, which displays all receipts exactly as they are printed.

The **Journals** will be listed on the left side of the screen by date. Clicking on any date will bring up the **Journal** for that day.

The **Electronic Journal** is stored as an ASCII file in the C:\PLM\Term*X* subdirectory. All data is cleared from the file when it is collected during the polling procedure.



Scroll Buttons

There are three sets of **Scroll Buttons** that allow you to navigate through the **Journals**.

Using the **Summary Info** buttons, you can scroll backward and forward by **Summary**. Because there is a **Summary** for each terminal, this feature enables you to jump to the **Summary** and **Journal** of a particular terminal, and by association, of a specific employee. It also functions as the **Home** button, taking you back to the beginning of the summary for any terminal.

The **Transactions** buttons allow you to skip backward and forward in the **Journal** by transaction heading. This is a helpful scrolling method if you want to browse through the transactions, and also if you are looking for a transaction that took place at a particular time or that has a particular **Transaction Number**.

The **Exceptions** buttons are very useful, allowing you to move through all of the exceptions for a given terminal. An exception is any transaction that represents negative activity for the store, such as **Returns**, **Price Overrides**, **Discounts** or **Coupons**. Exceptions are highlighted in **Red** throughout the **Journals**.

Find Text

The **Find Text** field allows you to enter in any combination of words or numbers that you wish to locate in the **Journal**.

This is extremely helpful if you wish to locate the transaction of a particular customer, by name, by credit card number, by item purchased or by time of day. Clicking on the next button will continue to take you to the next instance of your entry until you reach the end of the document.

Copy, Print and Sort

In addition to the navigational buttons, the **Copy**, **Print** and **Sort** buttons are very useful. These buttons can be used in combination with the blue text highlighter to great effect.

By clicking and dragging over your desired text with the highlighter, you can copy, print or sort the information that occurs within your highlighted selection. You can print a specific transaction, for example, if a customer has lost their receipt and their transaction is in question.

Customer

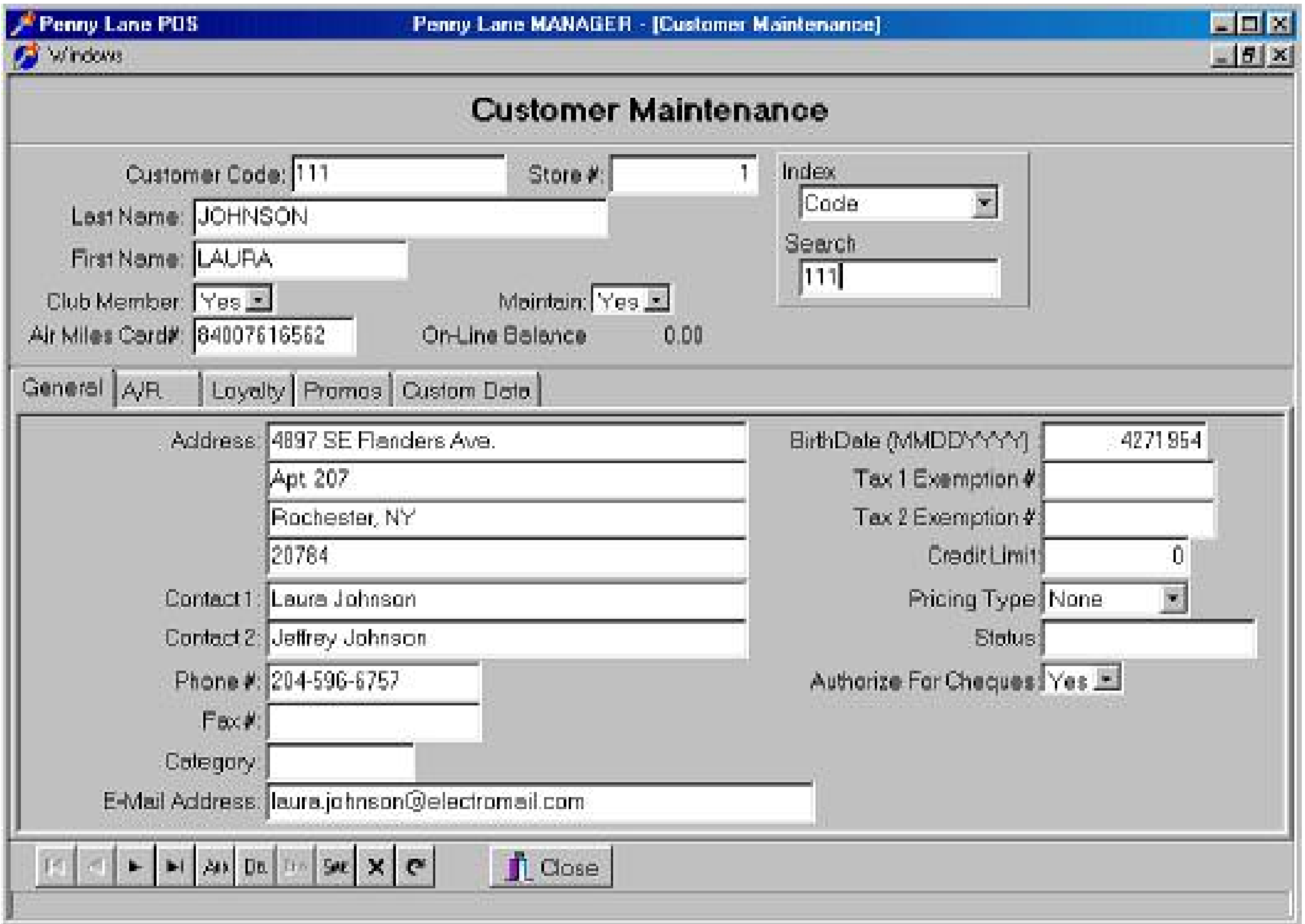
Customer Maintenance is a database in which you can keep all of your customer records. Customer files are essential if you are using any type of reward program, or if you wish to keep track of your customer base for the purpose of advertising.

Customer Reports enable you to keep track of sales statistics for your customers, to track points for the **Customer Loyalty Program**, and to determine which customers take part in promotional events.

Customer Maintenance

In **Customer Maintenance**, you can input all essential data for your customers. Personal information such as name and address as well as customer status, **Customer Loyalty Number**, and all parameters for a customer’s account are stored as a record in the **Customer Maintenance** database.

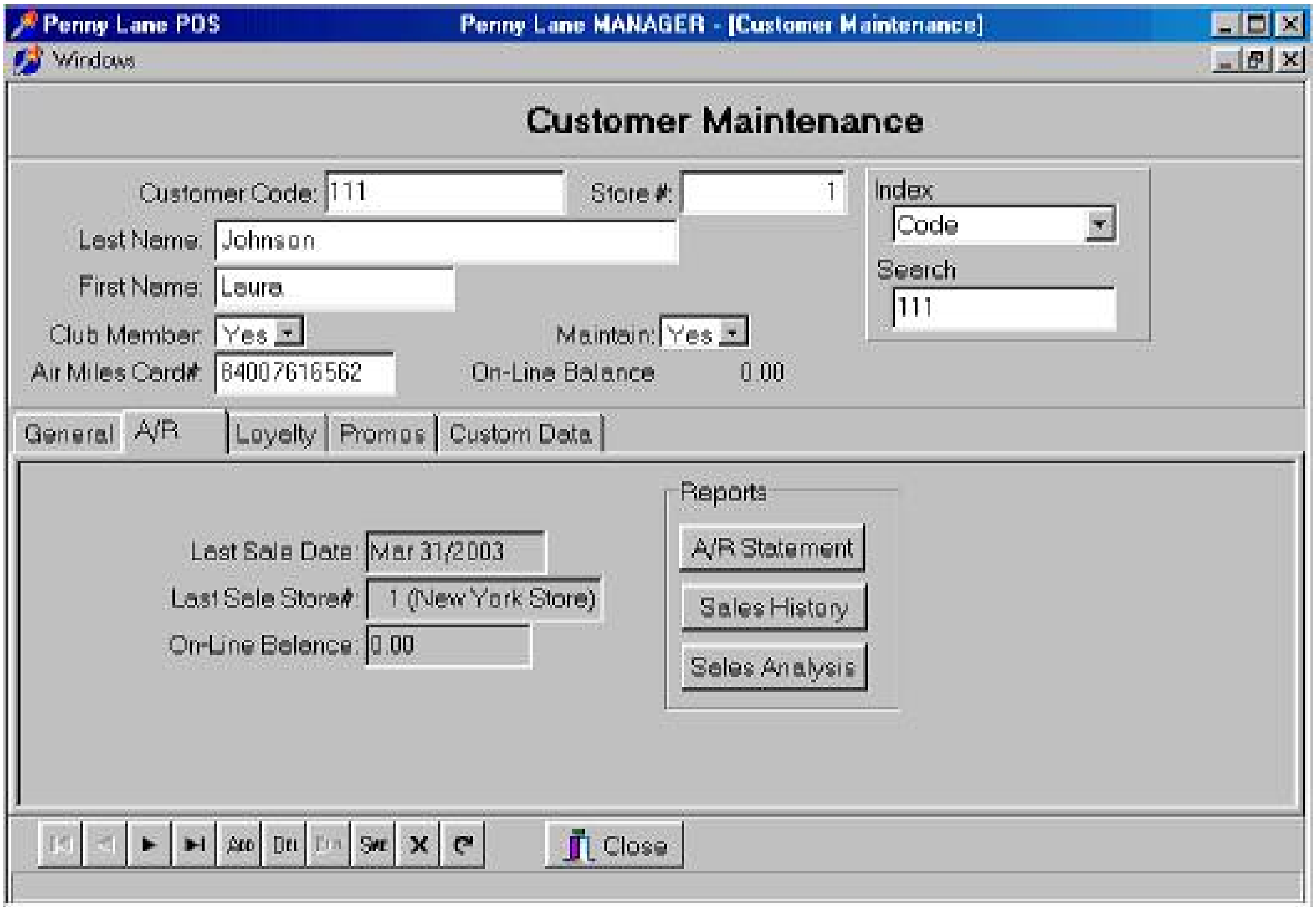
The Customer Maintenance *General* Screen



The ***General*** Screen holds all of the customer contact information as well as some basic guidelines for the treatment of a customer, such as **Credit Limit**, **Status**, and whether they are authorized to use cheques.

If the customer has any special price requirements such as tax exemption, or if they belong to the **Frequent Customer** program, you can specify this information on the **General** screen. In this way, discounts and tax exceptions are applied to the transaction automatically.

The *Accounts Receivable* Screen



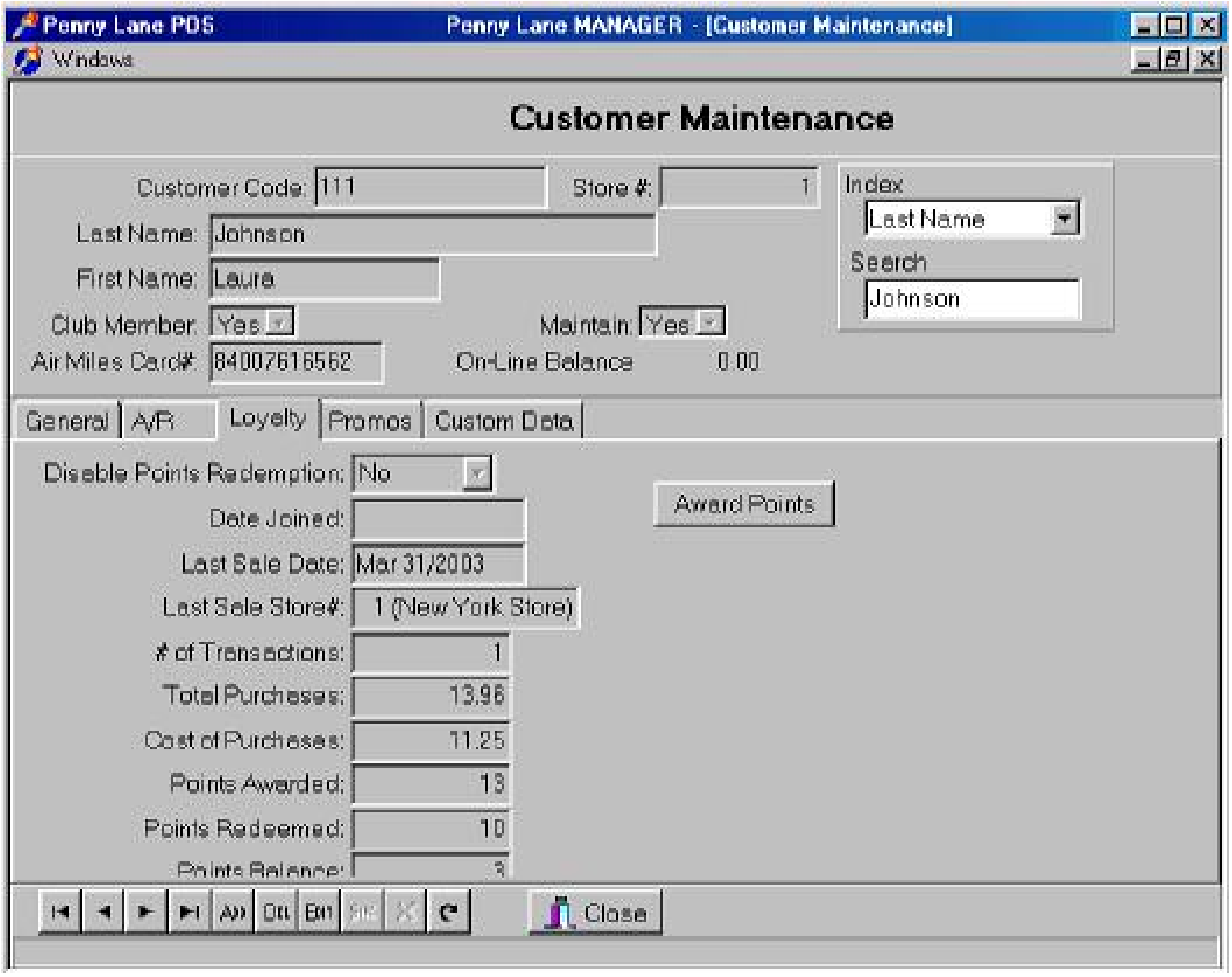
Where you have customers on credit, all credit transactions are credited to your customers using the **OnAcc** (On Account) key, which you will assign to your sales terminals in **Store Setup** (see **Setup**).

Using the **On Account** system, these customers can purchase on credit and make payments on their account at the sales terminal. When tendering a transaction that is received **On Account**, pressing the **OnAcc** key will prompt the cashier to specify the customer, and will credit or debit that customer's account.

You will be able to keep records of all transactions for your **On Account** customers. You will be able to print statements for this customer detailing the amounts that they have paid and the amounts that they owe. You can also print reports that give the **Sales History** and **Sales Analysis** for the purchases of the customer. This will allow you to profile the shopping habits of regular customers at your store.

The Reports buttons on this screen will take you to the **A/R Statement**, **Sales History** and **Sales Analysis** reports for any Customer (for descriptions of these reports, see Reports).

The *Loyalty* Screen



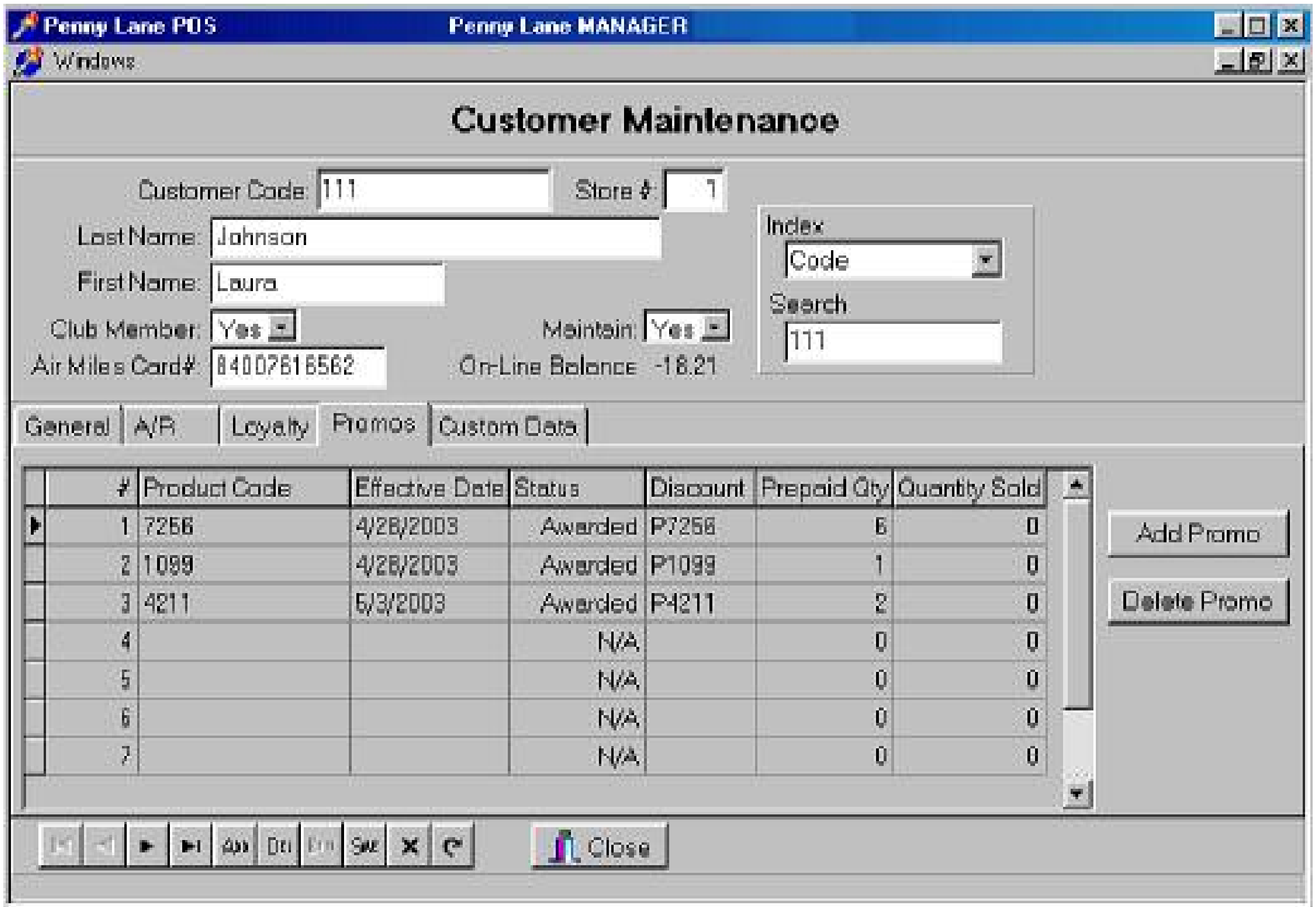
The **Loyalty** screen holds all information pertaining to the **Customer Loyalty** program (see **Customer Reward Programs**).

The fields on the **Loyalty** screen give a breakdown of the purchases with which this customer has used their **Loyalty** card.

On this screen you can profile your **Customer Loyalty** customers by the number and cost of their purchases, and the number of **Points** awarded and redeemed as well as the balance of **Points**.

You can also give an open **Points** reward by clicking on the **Award Points** button. You will be prompted to enter the number of **Points** you wish to award and a reason for awarding them.

The *Promos* Screen



The **Promos** screen is for retailers that are using the **Customer Loyalty Program**.

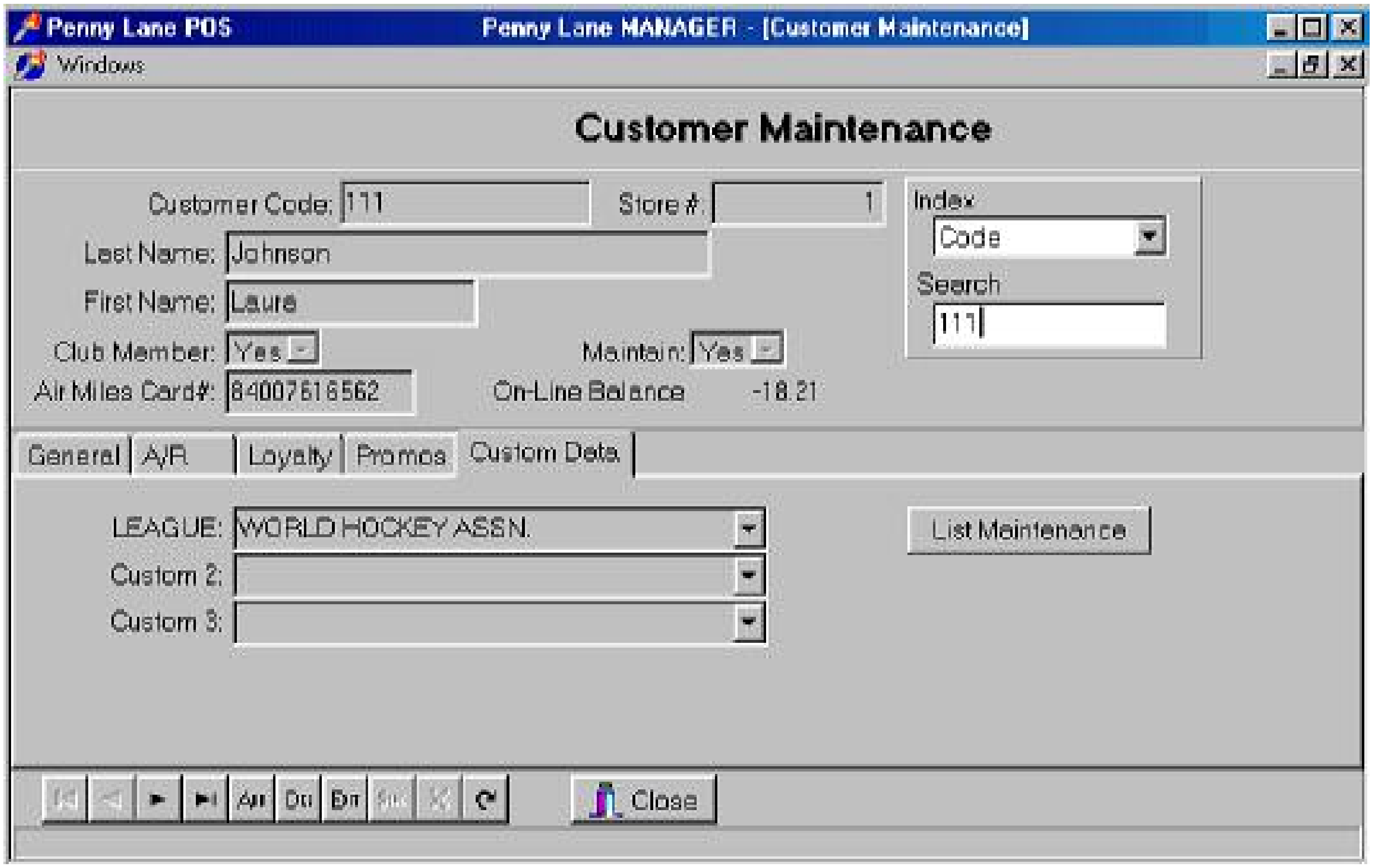
If you choose to take advantage of this versatile **Points** program, you can offer special **Promotions** to your customers in which you offer a **Points** reward to customers that win a contest, or take part in a promotional program of your choosing.

The possibilities for this type of promotion are endless. As a reward, you can offer a quantity of **Points**, or you can allocate the points to represent a specific prize, for example a free pizza or a free drink. This prize is then credited to the customer's **Loyalty** account, and they can redeem it at any time.

Using this program, you can also credit multiples of an item to a customer's account, which they can redeem one at a time with their **Loyalty** card. These items may be pre-paid by the customer.

To define the parameters for such promotions, see **Store Configuration**.

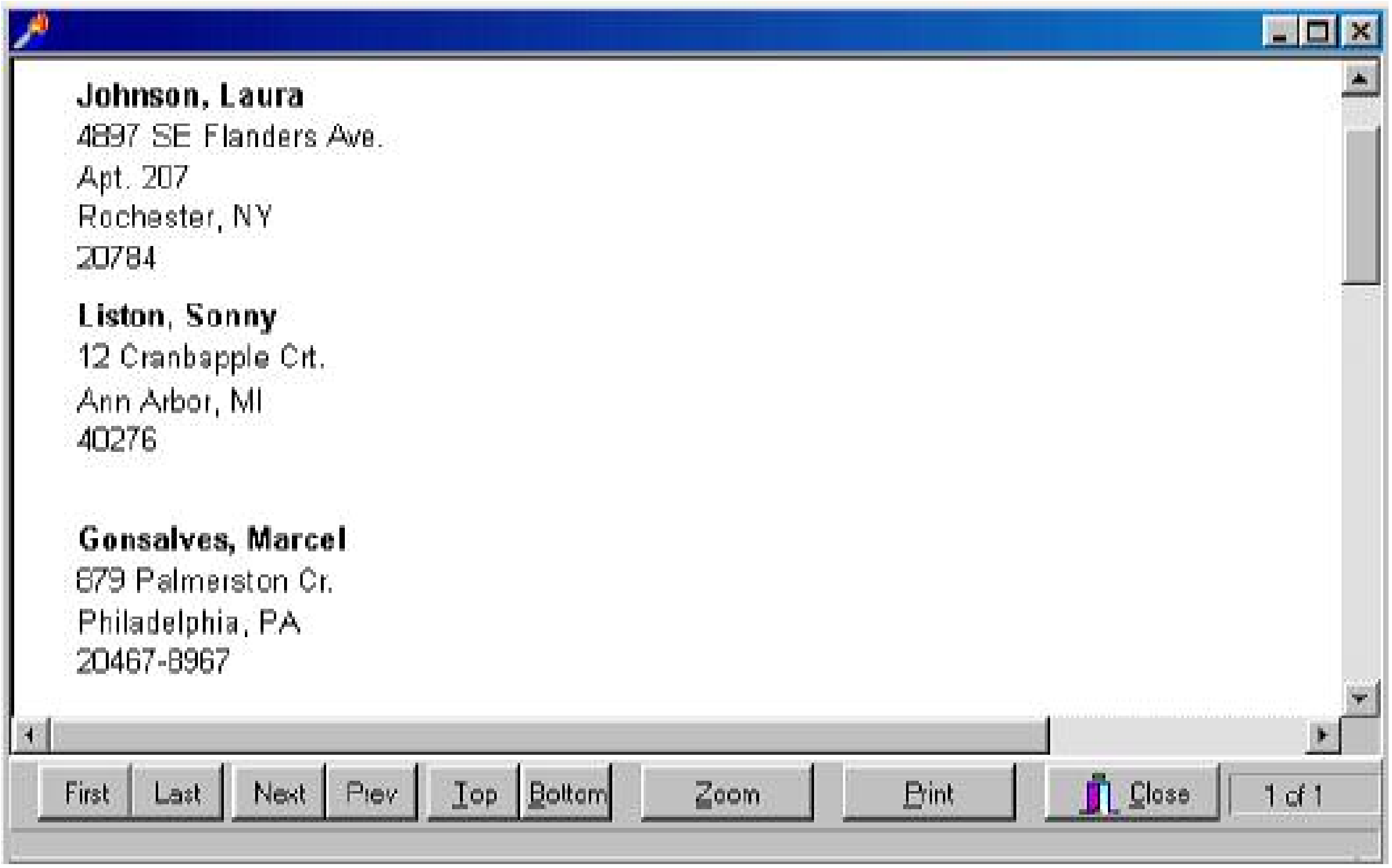
The *Custom Data* Screen



The **Custom Data** screen contains three fields that you can define and create pull-down menus for. These fields allow you to create and track your own customer categories.

To define the **Custom Data** fields, see **Store Configuration**.

Customer Address Labels

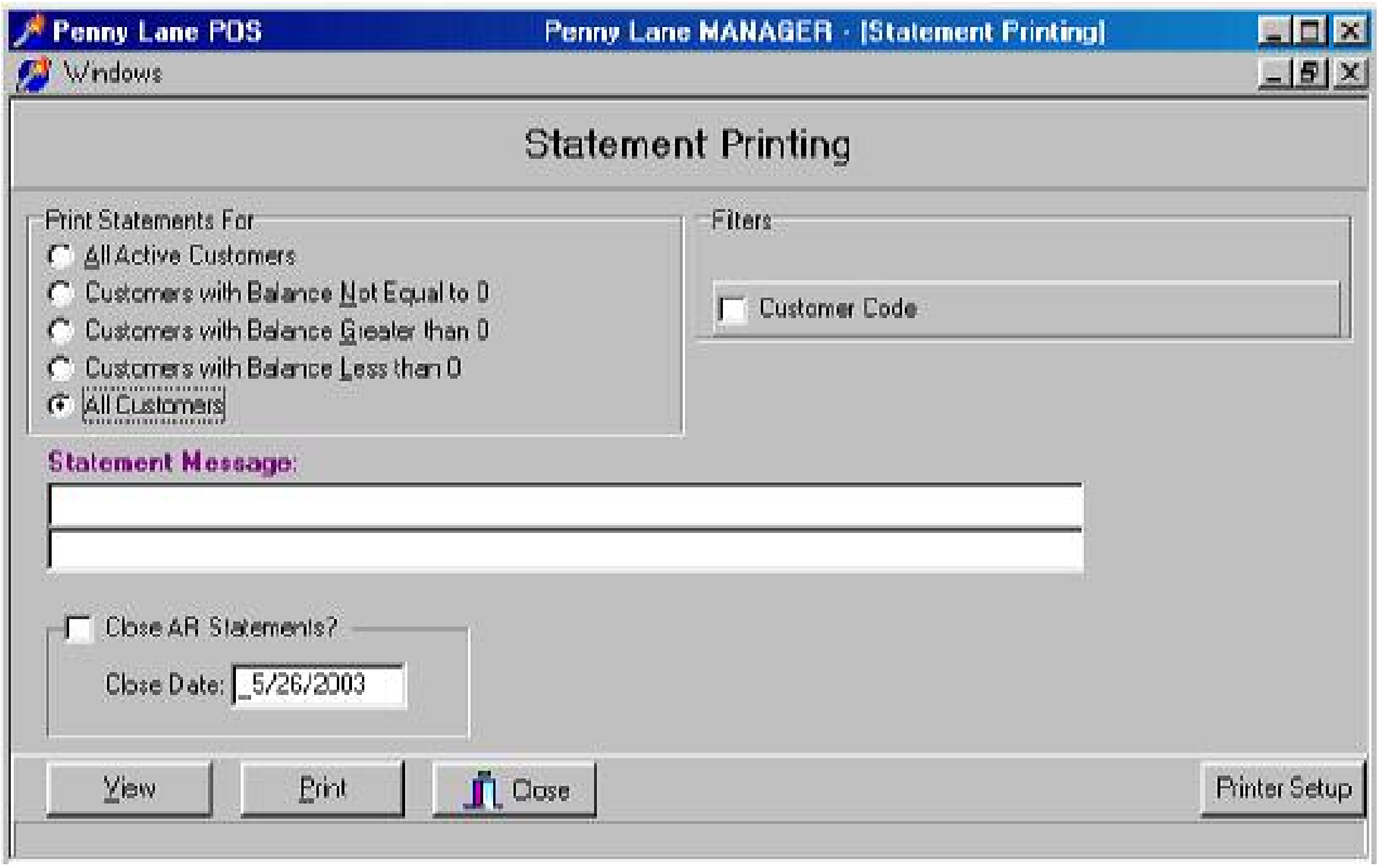


Customer Address Labels enables you to print address labels for every customer in the **Customer Maintenance** database.

Address Labels are generated as a report. As with all reports, there is a screen for **Customer Address Labels** on which you can specify the report order and apply filters, thereby selecting the ranges of customer addresses for which you wish to create labels, and the order in which you wish to print them.

You can preview the labels by clicking on the **View** button. The addresses will appear as you have entered them on the ***General*** screen of **Customer Maintenance**.

Customer Statement Printing



Accounts Receivable Statements allows you to print statements for all of your **Accounts Receivable** customers, which can then be sent out to those customers.

Using the customer selection bullets at the top of the **Statement Printing** screen, you can select which customers you wish to issue a receipt to. You can choose from **All Active Customers**, **Customers with Balance Not Equal to 0**, **Customers with Balance Greater than 0**, **Customers with Balance Less than 0** and **All Customers.**

You can also filter by **Customer Code** to single out select customers to send statements to.

Accounts Receivable Statement

STATEMENT

Date: 5/26/2003

Account No: 111

Amount Paid

Balance Due: **$ 0.00**

Johnson, Laura
4897 SE Flanders Ave.
Apt. 207
Rochester, NY

PLEASE SEND PAYMENT TO

Penny Lane POS
a revolution in POS systems

Penny Lane POS	Account #	Date	Account Name	Page No:1
	111	5/26/2003	Johnson, Laura	

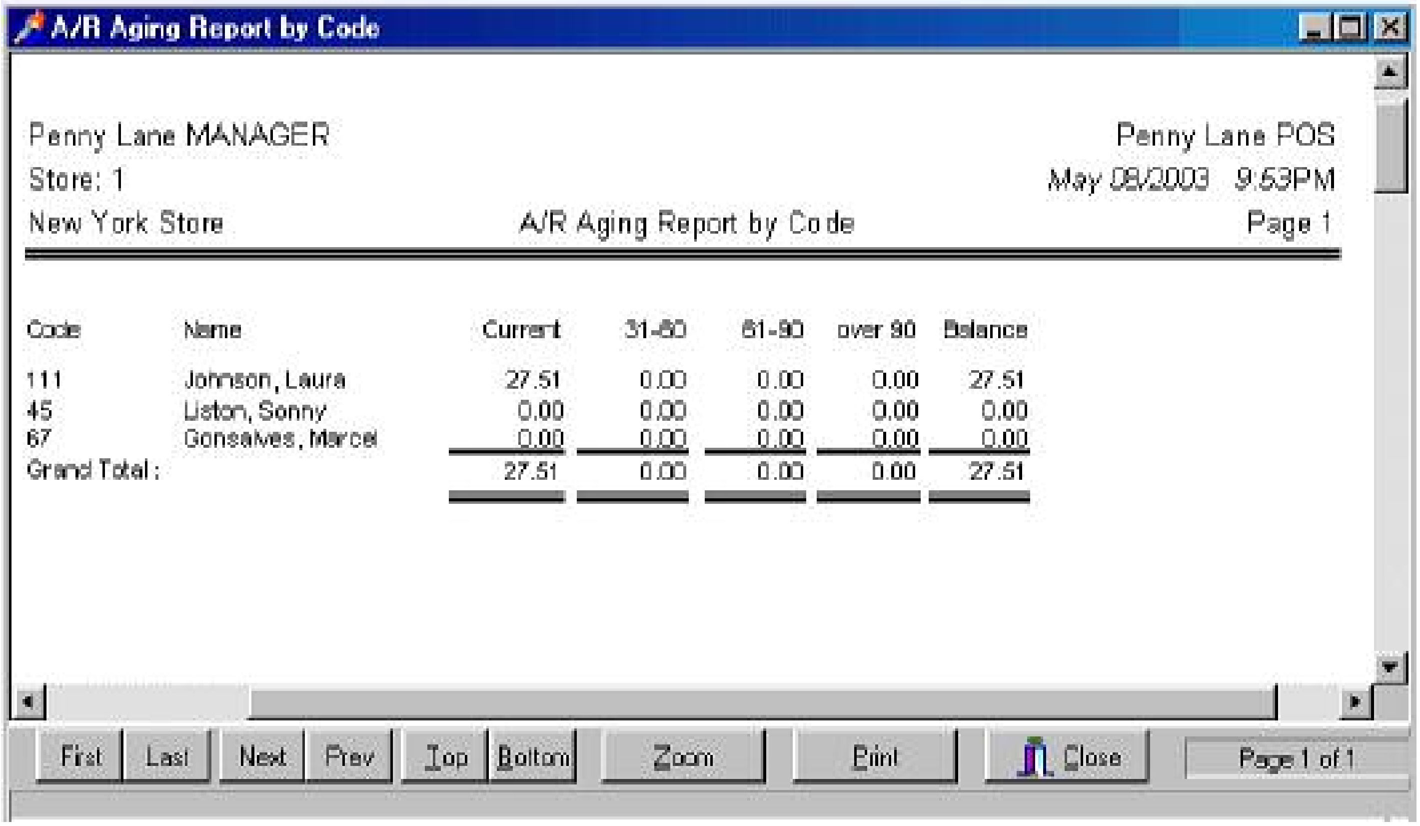
-0.00

Previous Balance :	
Charges :	0.00
Payments :	
Balance	**0.00**

The finished **Statement** is a full letter-sized page with all customer **Transaction** and **Payment** information along with **Previous Balance** and **Current Balance**.

The **Statement** will indicate to send payment to your **Store Name** and **Address**.

Accounts Receivable Aging Report



A/R Aging Report by Code

Penny Lane MANAGER — Penny Lane POS
Store: 1 — May 08/2003 9:53PM
New York Store — A/R Aging Report by Code — Page 1

Code	Name	Current	31-60	61-90	over 90	Balance
111	Johnson, Laura	27.51	0.00	0.00	0.00	27.51
45	Liston, Sonny	0.00	0.00	0.00	0.00	0.00
67	Gonsalves, Marcel	0.00	0.00	0.00	0.00	0.00
Grand Total :		27.51	0.00	0.00	0.00	27.51

First Last Next Prev Top Bottom Zoom Print Close Page 1 of 1

If you have **Accounts Receivable** customers, the **Accounts Receivable Aging Report** will be an invaluable report for your store.

This report lists your **Accounts Receivable** customers by **Customer Code**, **Last Name** or **Balance**. It displays the **Current Balance** of each customer. As a customer's balance becomes **Past Due**, the balance will shift by month to **31-60 Days** past due, **61-90 Days** past due and **Over 90 Days** past due.

This type of chart gives a clear visual indication of customers that have payments pending.

End of Day

End of Day consists of the **Daily Banking** screens and the **Store Close** program.

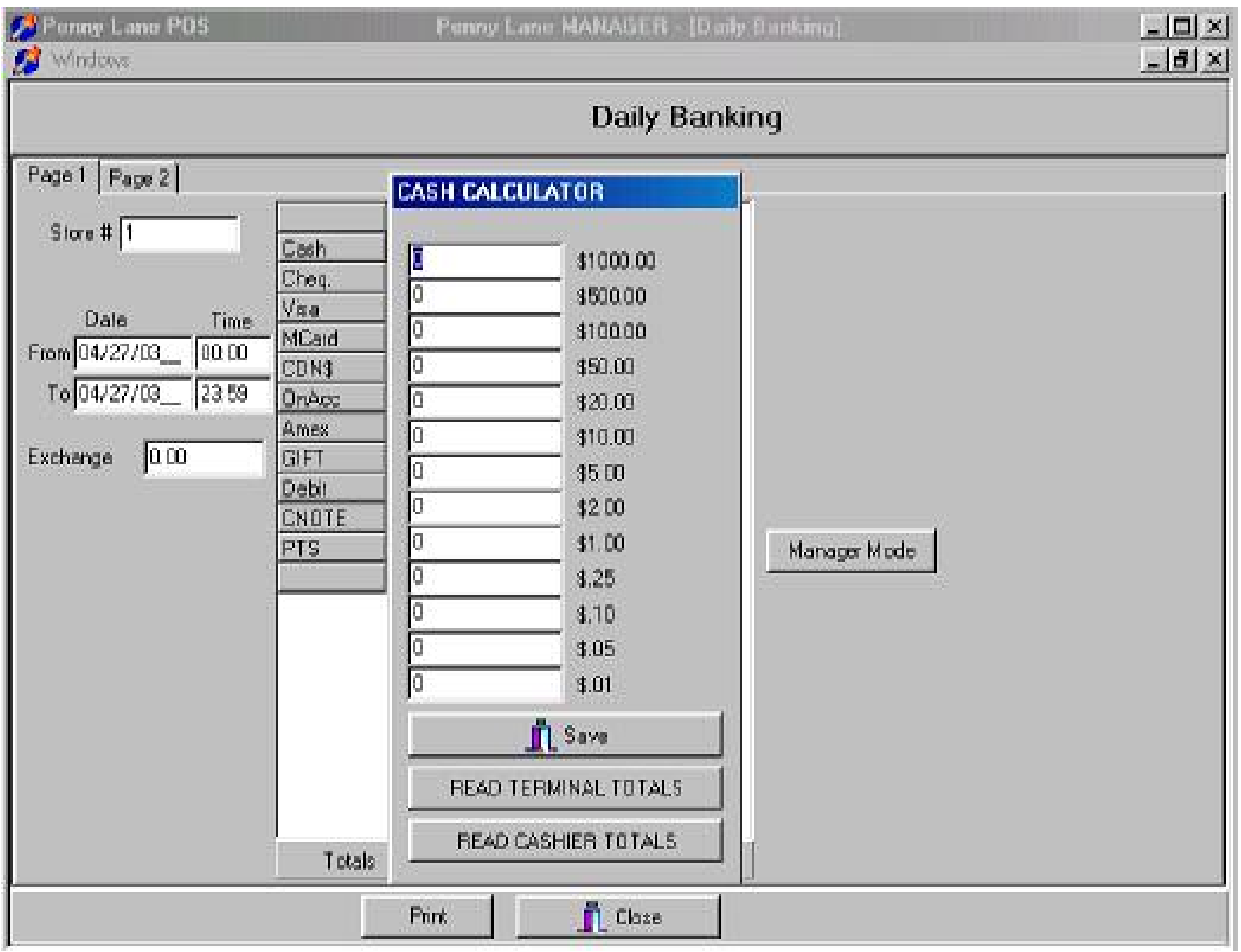
Daily Banking is a convenient program in which cashiers can tally all cash and transactions that have taken place during their shift.

Store Close is the process by which all **Sales** and **Inventory** movement that has taken place at your store for the day is summarized into the **Poll File** that will be both sent to Head Office and processed into your own databases. This program also picks up and processes any updates that are sent from Head Office.

Daily Banking

When you open **Daily Banking** you will first encounter a series of prompts asking you to specify the **Store**, **Terminal** or **Cashier Number** for which you wish do the banking, the dates and times of the interval for which you are banking, and the status of the terminal.

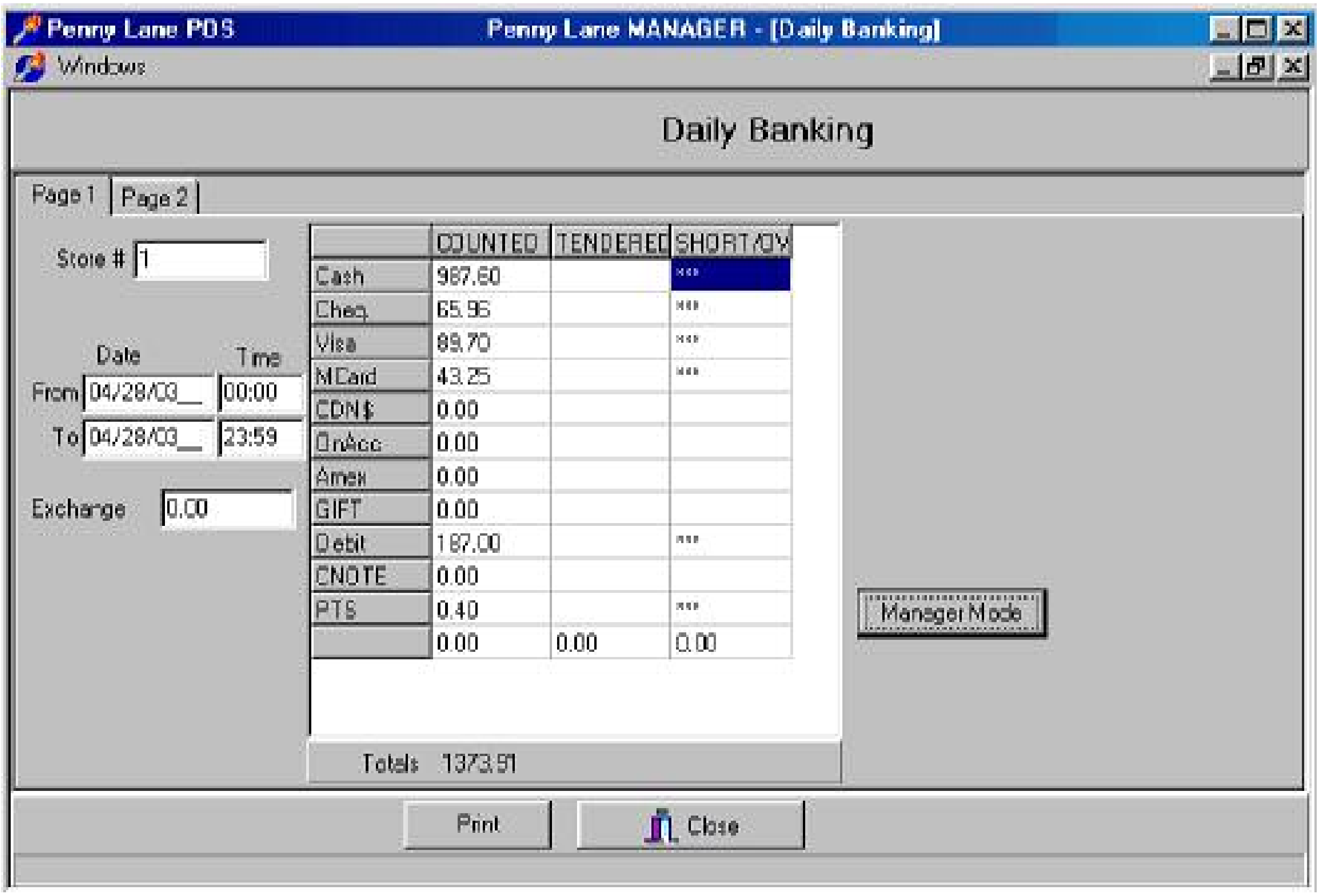
You will then come to the **Cash Calculator**. The **Cash Calculator** is a valuable tool for counting cash. Simply enter in the number of bills of each denomination, and the **Cash Calculator** will calculate the totals. Then click on **Read Terminal Totals** to save the total for that terminal or **Read Cashier Totals** to save the totals for that cashier. If you do not want to save for a specific terminal or cashier, click on **save**.



When you save the cash totals, you will come to **Page 1** of the **Daily Banking** screen. This screen displays the counts for all payment types.

There are three columns on the **Daily Banking** screen: **Counted**, **Tendered** and **Short/Over**. The tendered fields are filled in automatically based on the sales for that terminal or cashier for the specified banking period.

When you enter figures into the **Counted** column, the **Short/Over** field will automatically display the difference. The **Short/Over** figures will be hidden in normal mode. Click on **Manager Mode** to display all fields.



Page 2 of **Daily Banking** displays the totals from page one in addition to fields for **Specials** and **Layaways**.

Click on **Print** to print a receipt.

Store Close

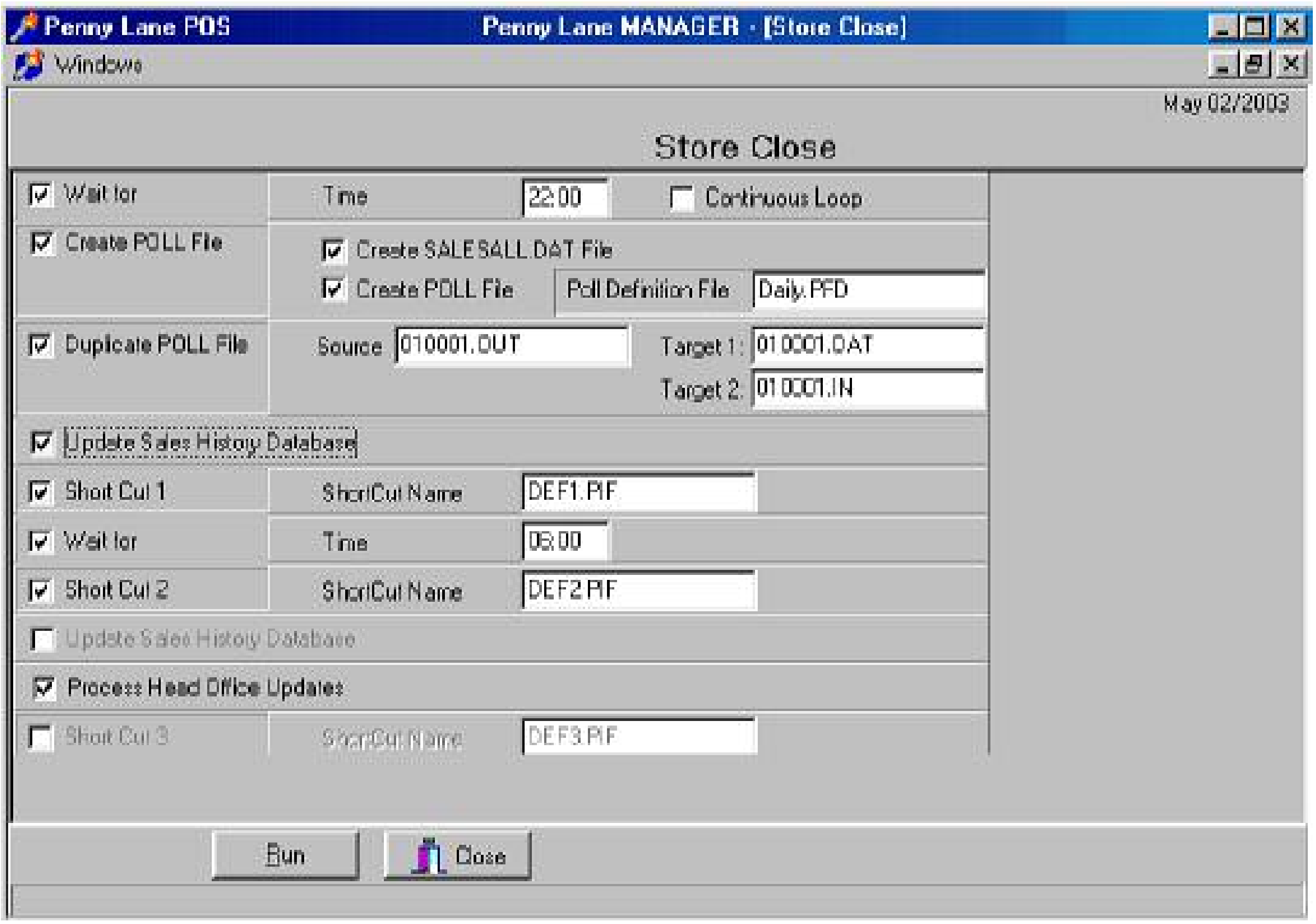
Store Close is the process by which you update the databases in **Penny Lane Manager**, populating them with the sales and inventory activity that has occurred throughout the day. This will enable you to generate reports that incorporate the new data.

If your store is part of a chain, there will be a head office that contains databases for the entire chain. You can send your activity report to these central databases using the **Store Close** program. Using this program you can also pick up updates that are sent from the head office including such information as price changes, and process that information into your local databases.

The **Store Close** screen allows you to select which options you want to include in the program, as well as when and in which order you want them to run. Each function on the screen has a checkbox beside it with which you can enable or disable it.

When you click on the **Run** button, **Store Close** will perform the enabled functions in the order that they appear.

A detailed description of the **Store Close** functions follows.



Wait For

The first option on the **Store Close** screen is the **Wait for** option. If this option is disabled the program will run immediately when you click on the **Run** button. Enabling this option will cause the program to wait until the time that you specify in the **Time** field before it runs the rest of the program. Checking **Continuous Loop** will cause the program to run every day at the indicated time.

Create Poll File

Create POLL File creates the file that compiles and summarizes all data from sales terminals, as well as information that you have inputted throughout the day such as inventory receipts and stock adjustments. The **Poll** file, once created, is a readable **ASCII** text file.

The **Poll** file is created in the **PLM/Poll** directory on your computer. The default extension is **DAT**. The name of the file is determined by Penny Lane Manager (see the file naming system under **Duplicate Poll File**).

If your store is part of a chain, you will need to create a duplicate of the **Poll** file to send to the Head Office (see **Duplicate Poll File** below).

If your store is not part of a chain, you do not need to duplicate the file and can use the default extensions for this program. By enabling this function, the **Poll** file will be created when you click on the **Run** button. **Store Close** will then use this file to update your databases.

The **SALESALL.DAT** file is a **Journal** file that you can create which documents all sales transactions in detail. This file will be translated into the **Electronic Journal** (see **Manager**) when you process the **Poll** file. Like the **Poll** file, the **Journal** file is a readable **ASCII** text file.

Journal files appear in the **PLM/Poll** directory along with the **Poll** files. They are assigned names by **Penny Lane Manager** according to their date.

Each **Journal** file name starts with a **J**, which is followed by six digits corresponding to the date of its creation in the format of **YYMMDD**. The extension is three digits including the store number. For example, the name and extension of a **Journal** file created on April 28, 2003 by store 11 would appear as **J030428.011**.

Duplicate Poll File

If your store is part of a chain, you will create a duplicate **Poll** file that will be picked up by the central office for your chain, and processed along with reports from the other stores in order to obtain information for the entire chain.

To create a duplicate **Poll** file you will need to name extensions for the original copy, the copy that you will keep and the additional copy. The process for this is as follows:

1. Close the **Store Close** program and go into **Setup/Advanced Setup/Store Setup**. You will arrive at **Store Configuration**. All of the screens in **Store Configuration** are listed on the left. Select **Misc Options Page 1**.

   At the bottom of the **Misc Options Page 1** screen, you will see a section entitled **Poll File Handling**.

   In the **Output Poll File Extension** and **Input Poll file Extension** fields, you will need to specify extensions for the **Poll** file. The extension can be anything up to three characters long, and must be different for output and input. You could choose **OUT** and **IN**, for example. If you do not select extensions, the default extension is **DAT**.

   The **Output** extension will act as the **Source** for all copies of this file. The original Poll file will be the **Output** file, which can then be reproduced as an **Input** file that will be processed to update your store's local databases.

Note: With the exception of the extension, the **Poll** files are named by **Penny Lane Manager** according to a pre-defined system:

- The **File Name** always starts with **01**
- **01** is followed by four digits that include the store number. If the store number is less than four digits long, it will be padded with zeroes.
- Thus, if the store number is **2**, the **Poll** file name for that store will be **010002**
- A **Poll** file for store **2** with the extension **DAT** would appear as **010002.DAT**

2. Once you have created the extensions, you can create the **Poll** file. To create the **Poll** file, exit Store Configuration and reopen the **Store Close** program. Enable the **Create POLL File** option. For the purposes of this demonstration, disable all other functions (you may run this program repeatedly).

   Click on the **Run** button. A screen will appear indicating that the file is being created, and it will then disappear. You will now be able to locate the **Poll** file in the **PLM** directory of your computer, under **Poll**. It will have the extension that you have specified in the **Output Poll File Extension** field, eg. **010002.OUT**.

3. Enable the **Duplicate POLL File** function on the **Store Close** screen by checking the **Duplicate POLL File** checkbox.

4. In the **Source** field, type in the **Poll** file name with the **Output Poll File Extension** that you have specified, eg. **010002.OUT**.

   The **Target 1** and **Target 2** fields are where you specify the **Poll** file names and extensions of the copies that you want to make.

   - One of these will be the copy that you keep and process into your own databases. You have specified the extension for this file in the **Input Poll File Extension** field. Type the file name and **Input** extension into the **Target 1** field, eg. **010001.IN**.
   - The other copy is most likely the copy that will be picked up by the Head Office. For this, use the default extension **DAT**. Type the file name and extension into the **Target 2** field, eg. **010002.DAT**.

Note: The Default, or **DAT**, extension will remain in your **PLM/Poll** directory until it is removed by Head Office for processing in their poll of the stores. It is designed such that if it is removed, a new **DAT** file will be created when you **Create POLL File**.

If for any reason it is not removed, it will be added on to the next time you **Create Poll File** (a new **DAT** file will not be created). In this way, all of the data is stored in the same place until it is processed, and none is lost.

Update Sales History Database

Enabling the **Update Sales History Database** option will process the **Poll** file, populating your databases with all of the new sales and inventory activity that has been summarized in the **Poll** file and the **Journal** (**SALESALL.DAT**) file.

You can perform this function at either of two possible points in the **Store Close** program.

Shortcuts 1, 2 & 3

Entering a **Shortcut** will run any external file of your choosing at this juncture in the program. As part of your closing procedures, for example, you might want to run a program that sets your modem to Auto Answer.

Wait For

The **Wait For** field will put the program on hold until the time that you designate. Its purpose is so that you can run the remainder of the program in the morning before your store opens. This allows you to run another **Short Cut** in the morning if you desire, and to process the **Update File** from Head Office if your store is part of a chain.

Head Offices often poll their stores overnight or in the early morning, picking up **Poll** files from stores to process in the central databases, and leaving an **Update File** in the same directory which the individual stores process before they open. The **Update Files** contain price changes and other vital information.

Thus, entering a designated time this **Wait For** field will allow **Store Close** automatically to pick up the **Office Update** for the day.

Process Head Office Updates

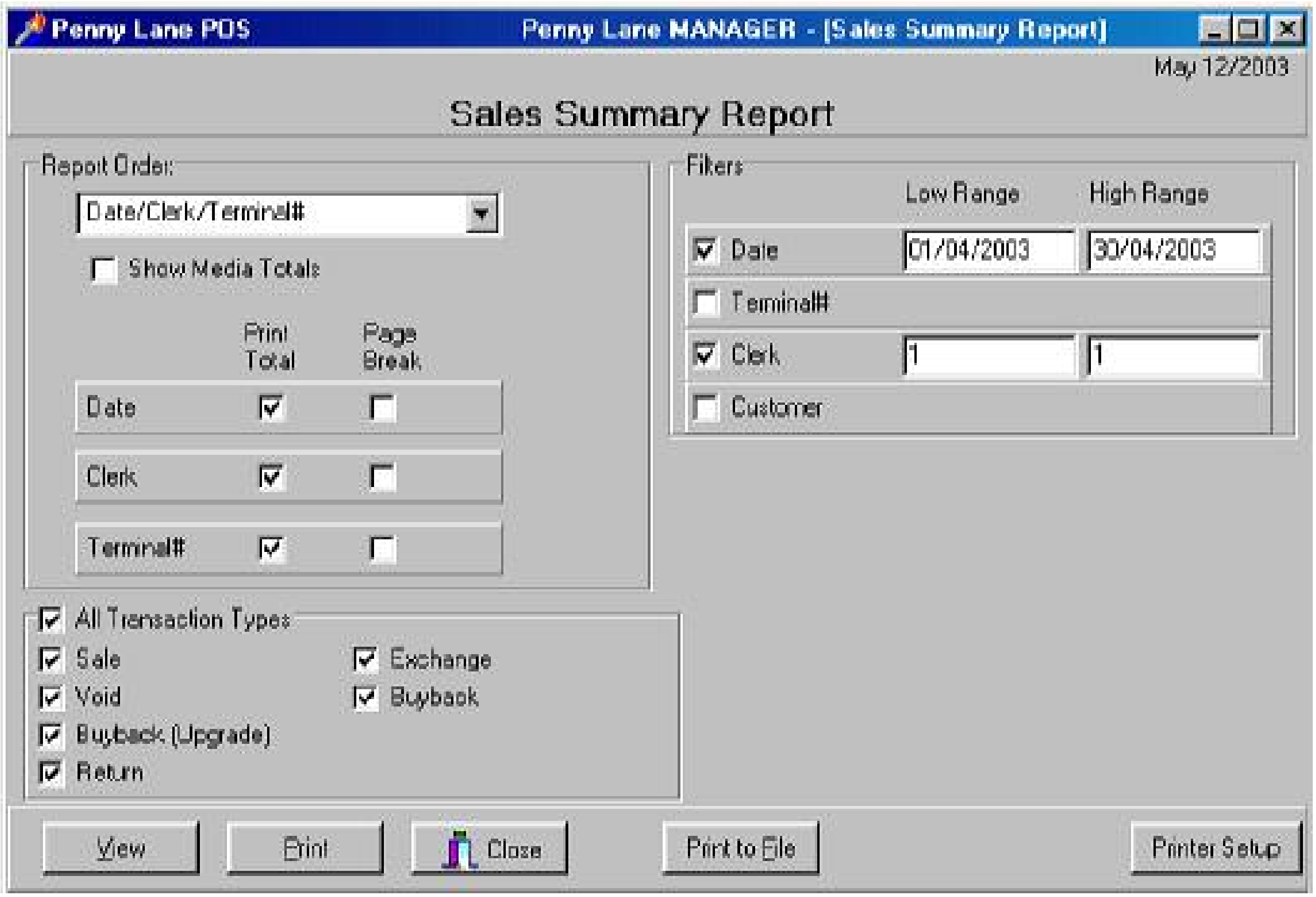
When you enable the **Process Head Office Updates** function, **Store Close** will look for and process any Head Office **Update Files** at this point in the program.

Reports

There are a broad variety of reports in **Penny Lane Manager** that will show you a wealth of information about every aspect of your business. From comparative **Sales** by **Year**, **Month**, **Day** and **Hour** to a ranking of your customers by **Items Bought** or **Shopping Frequency**, from **Inventory Movement** to the **Transaction Exception** habits of a particular clerk, you can find all of the information by generating **Reports**.

For every report in **Penny Lane Manager** there is a **Report Selection** screen. **Report Selection** screens vary slightly with each report, but there are several key elements that will always appear on these screens. Once you become familiar with them, you will be able to run any report with the exact range and order of data that you want to view, you will be able to make the reports as simple or as detailed as you need them to be, and you will be able to print reports in a variety of layouts.

There follows a description of the field types that you will find on **Report Selection** screens.



Report Order

The **Report Order** field contains a pull-down menu of all possible **Report Orders** for the report. Every **Report Order** option contains one or more of the elements that make up the body of the report. **Date**, **Date/Clerk**, and **Date/Clerk/Terminal** are all examples of report orders for a single report. The number of **Report Orders** that appear in the pull-down menu varies from report to report, as do the elements themselves.

The **Report Order** that you choose will affect the look of the final report tremendously. The same report in a different **Report Order** can look drastically different. Choosing a **Report Order** that contains only one element will make the report relatively simple in content. Choosing a **Report Order** that contains multiple elements will produce a longer report in which more details are displayed and grouped into the larger categories. For example, selecting a **Report Order** that displays information by **Department** alone will be drastically shorter than a report in which details are given for every product within that department (**Department/Product**) with totals for the department.

For each element in your chosen **Report Order**, checkboxes will appear below the **Report Order** field giving you the option to **Print Totals** and/or create **Page Breaks** for that element. This will affect the final layout of the report. Creating **Page Breaks** by **Customer**, for example, would create a report in which the data was displayed one customer per page.

Report Field Checkboxes

If there are a wide variety of fields that are possible for a report, these field names will be displayed at the bottom of the **Report Selection** screen with checkboxes that allow you to include the fields that you are interested in viewing on the report.

Filters

Filters allow you to view information for select ranges of data. The numbers and names of filters will vary. For each filter there is a checkbox with which you can enable the filter. Enabling a filter will cause **Range** fields to appear in which you can specify the exact range of information that you wish to view. Only the records that fall within the specified range will appear on the report.

Click on the **View** button to view the report in **Penny Lane Manager**. Click on the **Print** button to print the report. You also have the option of filing a copy of the report into your PC files by clicking on the Print **to File** button.

There follows a brief description of each report in **Penny Lane Manager**. The screenshots that are displayed for each report vary in layout. The **Report Order** for each report is reflected in the title of the report.

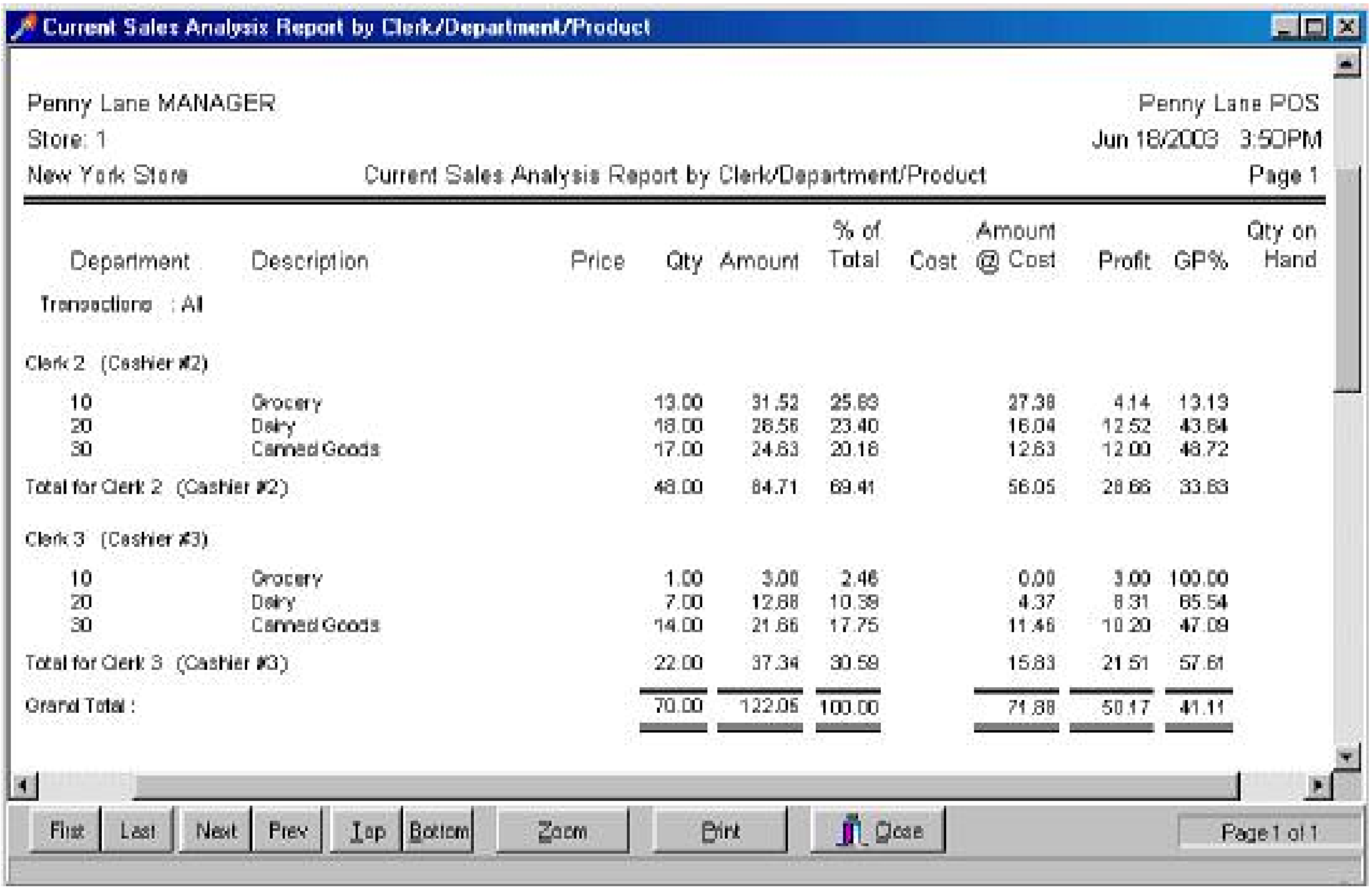
Online Reports

The **Current Online Reports** include a **Sales Analysis**, a **Sales Summary**, a **Transaction Summary**, an **Hourly Sales Summary**, a **Terminal Summary** and a **Daily Attendance** report.

The **Online Reports** include all information from the moment that the terminals came online. When the terminals are closed, all information is transferred to file and is no longer available in online format. Once the information is processed as a **Poll** file in the **End of Day** procedure, it will become available in the general reports (**Summary Reports**, **Sales Analysis Reports**, **Clerk Reports**, etc.).

If you require immediate verification of any transaction that has occurred throughout the day, you will find it here. With the **Online Reports**, you can access comprehensive information on what is happening at your sales terminals by the minute.

Current Sales Analysis Report



Department	Description	Price	Qty	Amount	% of Total	Cost	Amount @ Cost	Profit	GP%	Qty on Hand
Clerk 2 (Cashier #2)										
10	Grocery		13.00	31.52	25.83		27.38	4.14	13.13	
20	Dairy		18.00	28.56	23.40		16.04	12.52	43.84	
30	Canned Goods		17.00	24.63	20.18		12.63	12.00	48.72	
Total for Clerk 2 (Cashier #2)			48.00	84.71	69.41		56.05	28.66	33.83	
Clerk 3 (Cashier #3)										
10	Grocery		1.00	3.00	2.46		0.00	3.00	100.00	
20	Dairy		7.00	12.68	10.38		4.37	8.31	65.54	
30	Canned Goods		14.00	21.66	17.75		11.46	10.20	47.09	
Total for Clerk 3 (Cashier #3)			22.00	37.34	30.59		15.83	21.51	57.61	
Grand Total :			70.00	122.05	100.00		71.88	50.17	41.11	

The **Current Sales Analysis** report provides a wide range of options by which to display **Price**, **Quantity Sold**, **Amount (value) Sold**, **Cost**, **Profit** and **Quantity On Hand** information.

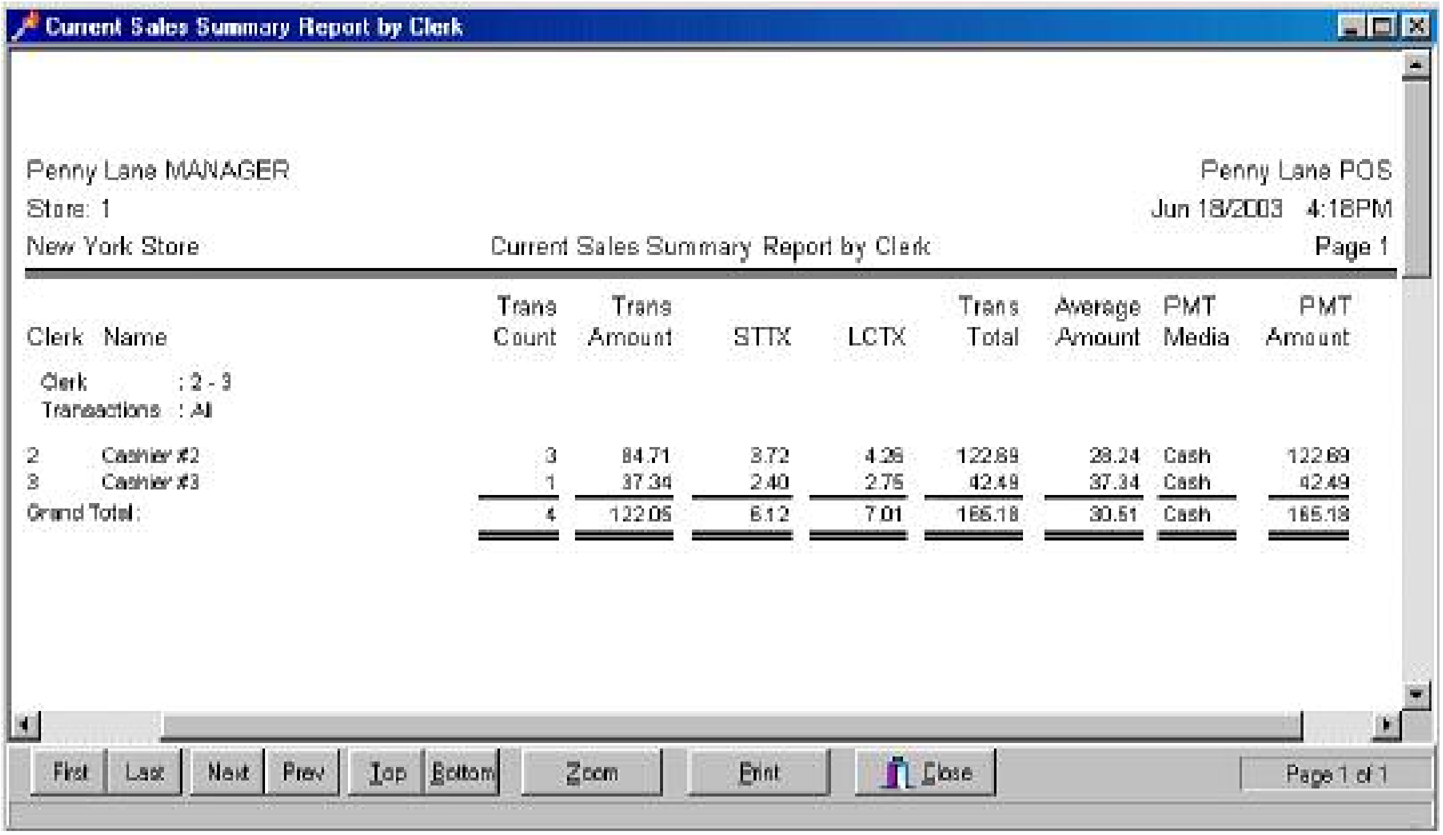
These headings will be displayed in this report for your choice of criteria, including **Product**, **Department**, **Category**, **Vendor**, **Cashier** and **Clerk** in a variety of combinations.

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

You also have the option of including any or all of the major transaction types in the report by checking the **Transaction Type** boxes on the **Report Selection** screen, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

This report analyses sales that are taking place currently at the sales terminals, and will reflect sales from Terminal Open to the minute you run the report.

Current Sales Summary Report


Current Sales Summary Report by Clerk

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 18/2003 4:18PM
New York Store — Current Sales Summary Report by Clerk — Page 1

Clerk : 2 - 3
Transactions : All

Clerk	Name	Trans Count	Trans Amount	STTX	LCTX	Trans Total	Average Amount	PMT Media	PMT Amount
2	Cashier #2	3	84.71	3.72	4.26	122.69	28.24	Cash	122.69
3	Cashier #3	1	37.34	2.40	2.75	42.49	37.34	Cash	42.49
Grand Total:		4	122.05	6.12	7.01	165.18	30.51	Cash	165.18

The **Current Sales Summary** report displays total sales figures by **Cashier**, **Clerk** or **Terminal Number**.

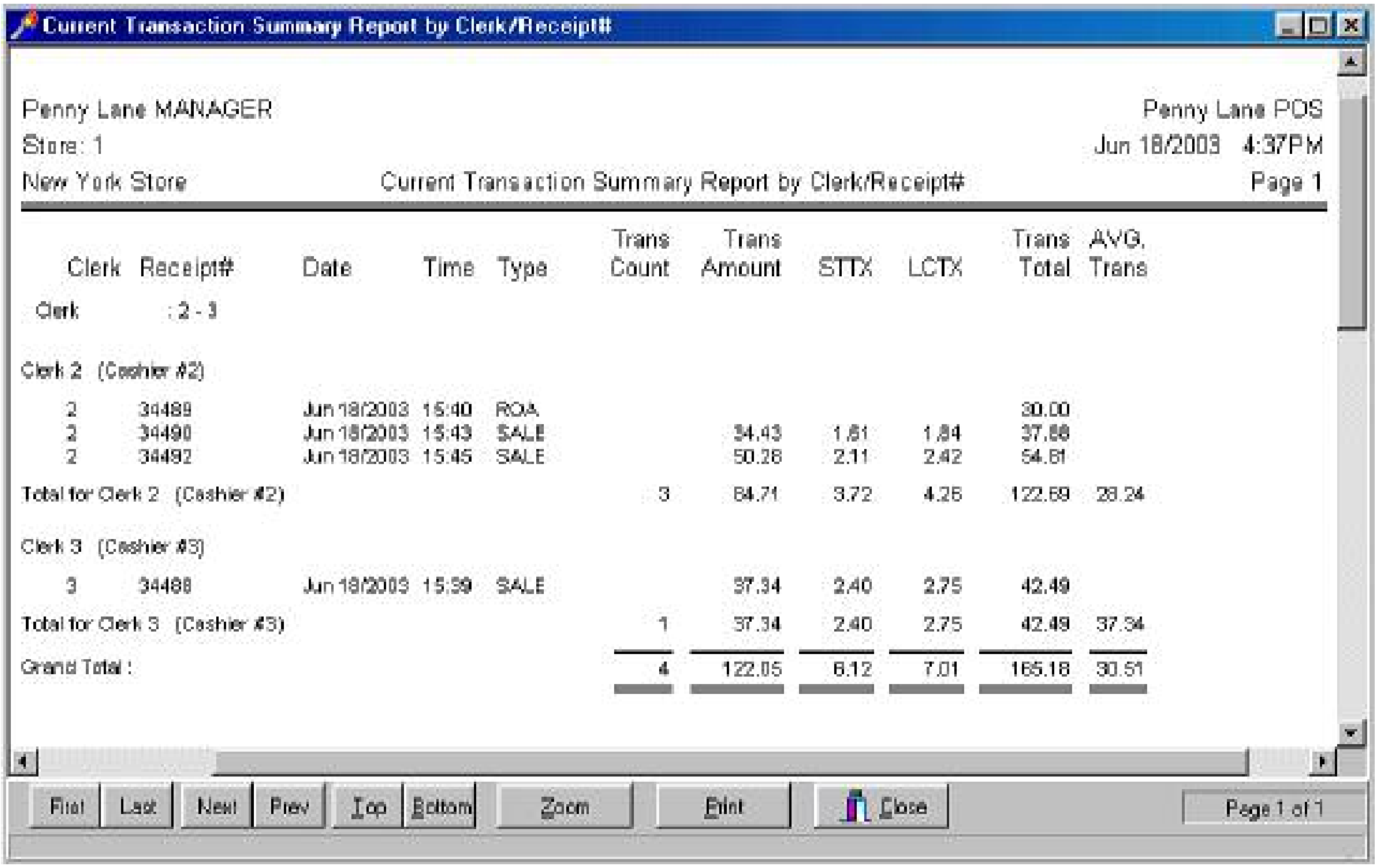
With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

For each **Cashier**, **Clerk** or **Terminal**, this report shows a **Transaction Count**, **Transaction Amount** (total value of transactions not including taxes), **Total Taxes**, **Transaction Total**, **Average Transaction Amount**, **Payment Media** (method) and **Payment Amount**.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

The **Current Sales Summary** report is ideal for obtaining total sales figures for the day at a glance.

Current Transaction Summary Report



Current Transaction Summary Report by Clerk/Receipt#

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 18/2003 4:37PM
New York Store — Current Transaction Summary Report by Clerk/Receipt# — Page 1

Clerk	Receipt#	Date	Time	Type	Trans Count	Trans Amount	STTX	LCTX	Trans Total	AVG. Trans
Clerk : 2 - 3										
Clerk 2 (Cashier #2)										
2	34489	Jun 18/2003	15:40	ROA					30.00	
2	34490	Jun 18/2003	15:43	SALE		34.43	1.61	1.84	37.88	
2	34492	Jun 18/2003	15:45	SALE		50.28	2.11	2.42	54.81	
Total for Clerk 2 (Cashier #2)					3	84.71	3.72	4.26	122.69	28.24
Clerk 3 (Cashier #3)										
3	34488	Jun 18/2003	15:39	SALE		37.34	2.40	2.75	42.49	
Total for Clerk 3 (Cashier #3)					1	37.34	2.40	2.75	42.49	37.34
Grand Total :					4	122.05	6.12	7.01	165.18	30.51

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The **Current Transaction Summary** report can be run by **Clerk**, **Terminal Number** and **Receipt Number** in several combinations.

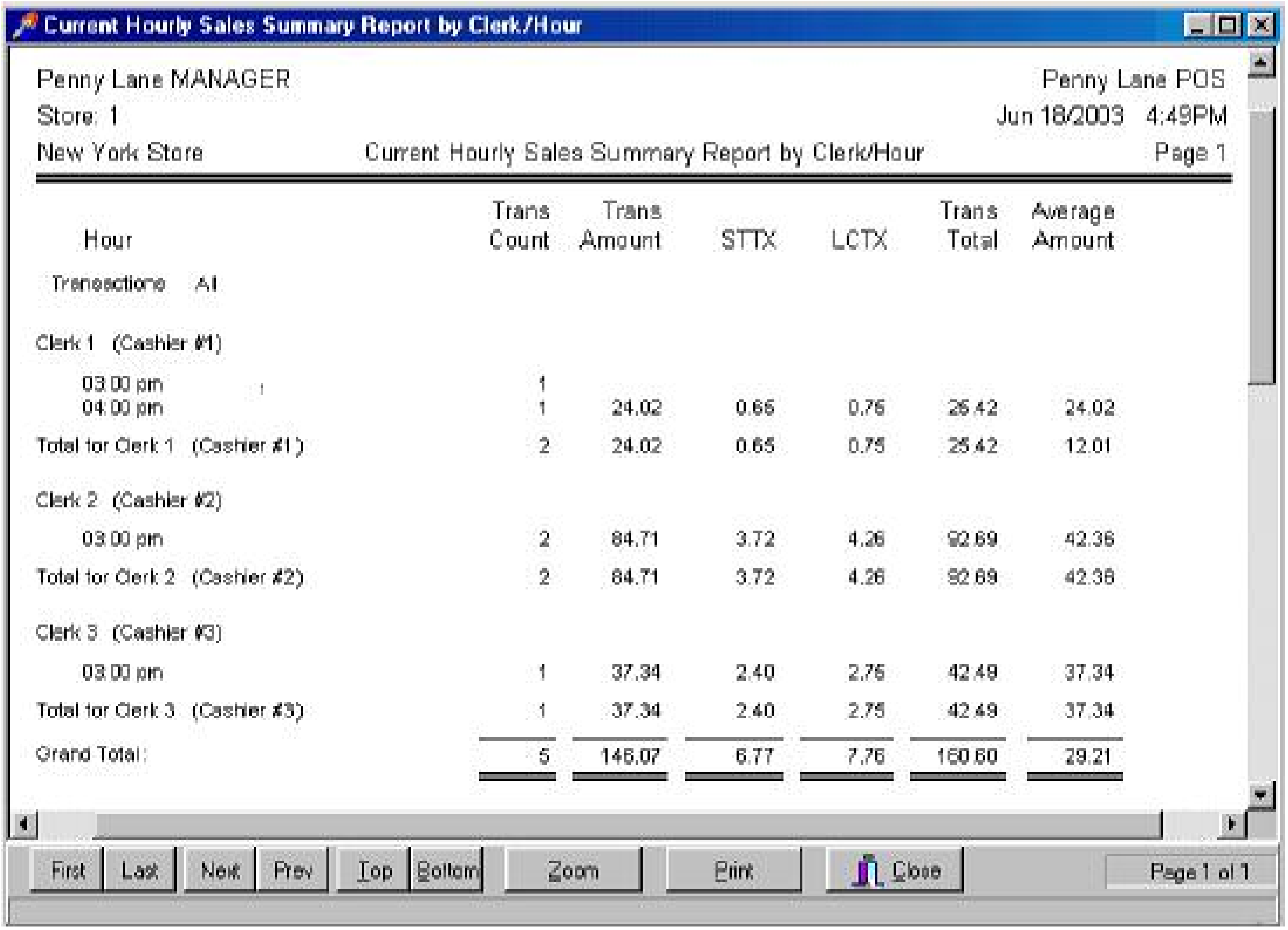
With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

In the **Transaction Summary**, you have the option of displaying one or all types of transactions with the **Transaction Type** checkboxes on the **Report Selection** screen.

In this report the full range of transactions is available to you, including **Sale**, **Void**, **Layaway**, **Special Order**, **Received On Account**, **Paid Out**, **Float In**, **Float Out**, **Layaway Payment**, **Layaway Completion**, **Layaway Cancellation**, **Special Order Payment**, **Special Order Cancellation**, **No Sale**, **On Hold**, **Special Order Previous Payment**, **Special Order Completion**, **Cancel**, **Return**, **Exchange**, **Buyback and Upgrade.**

Every transaction will be displayed individually with its date and time.

Current Hourly Sales Summary Report


Current Hourly Sales Summary Report by Clerk/Hour

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 18/2003 4:49PM
New York Store — Current Hourly Sales Summary Report by Clerk/Hour — Page 1

Hour	Trans Count	Trans Amount	STTX	LCTX	Trans Total	Average Amount
Transactions All						
Clerk 1 (Cashier #1)						
03:00 pm	1					
04:00 pm	1	24.02	0.65	0.75	25.42	24.02
Total for Clerk 1 (Cashier #1)	2	24.02	0.65	0.75	25.42	12.01
Clerk 2 (Cashier #2)						
03:00 pm	2	84.71	3.72	4.26	92.69	42.36
Total for Clerk 2 (Cashier #2)	2	84.71	3.72	4.26	92.69	42.36
Clerk 3 (Cashier #3)						
03:00 pm	1	37.34	2.40	2.75	42.49	37.34
Total for Clerk 3 (Cashier #3)	1	37.34	2.40	2.75	42.49	37.34
Grand Total:	5	146.07	6.77	7.76	160.60	29.21

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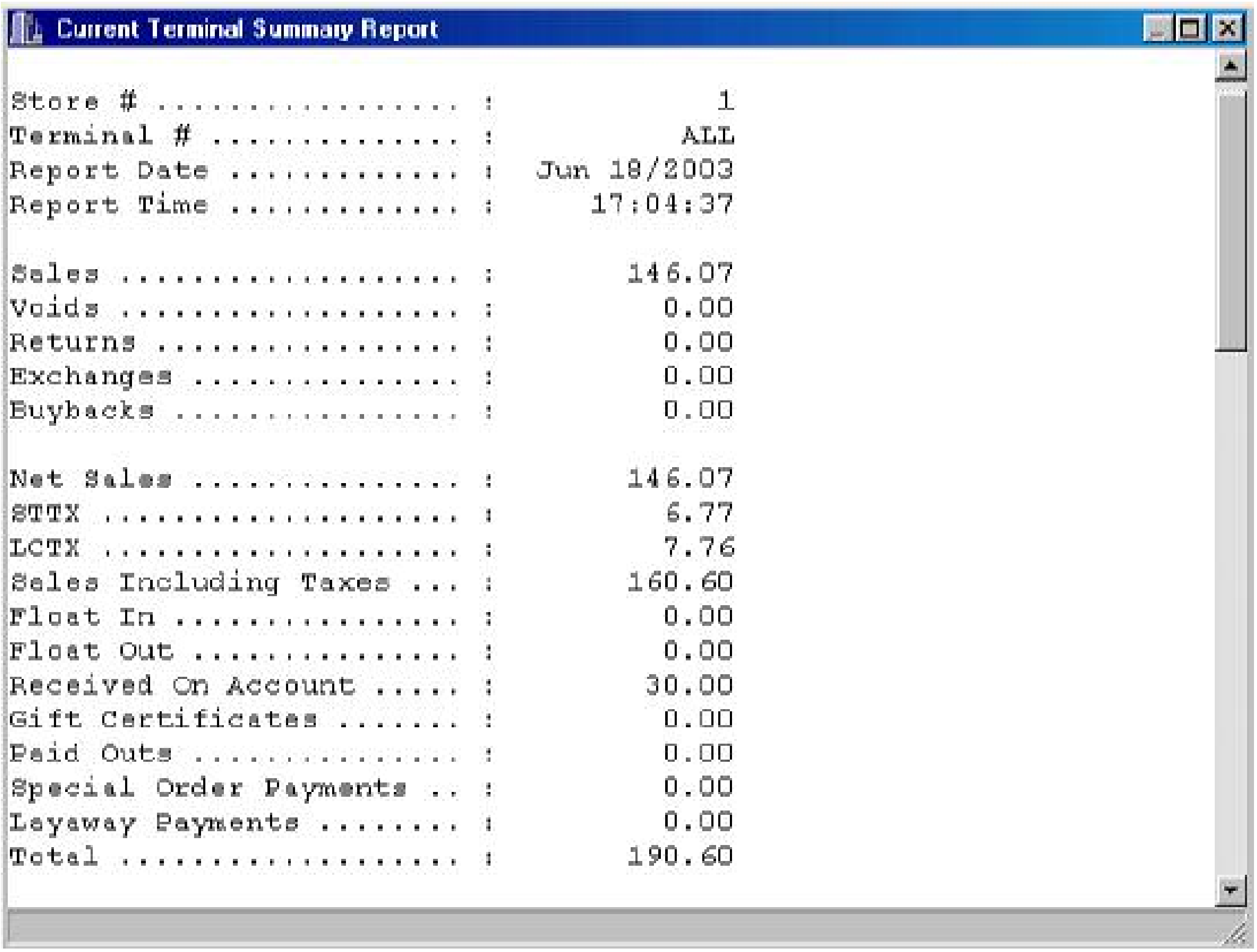
The **Current Hourly Sales Summary** report displays sales totals by the hour.

This report can be displayed by **Clerk**, **Terminal** and **Hour** in several combinations.

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

You can choose to include any or all of the major transaction types in this report with the **Transaction Types** checkboxes on the **Report Selection** screen, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Current Terminal Summary Report


Current Terminal Summary Report

Store # .... :	1
Terminal # .... :	ALL
Report Date .... :	Jun 18/2003
Report Time .... :	17:04:37
Sales .... :	146.07
Voids .... :	0.00
Returns .... :	0.00
Exchanges .... :	0.00
Buybacks .... :	0.00
Net Sales .... :	146.07
STTX .... :	6.77
LCTX .... :	7.76
Sales Including Taxes .... :	160.60
Float In .... :	0.00
Float Out .... :	0.00
Received On Account ...... :	30.00
Gift Certificates .... :	0.00
Paid Outs .... :	0.00
Special Order Payments ... :	0.00
Layaway Payments .... :	0.00
Total .... :	190.60

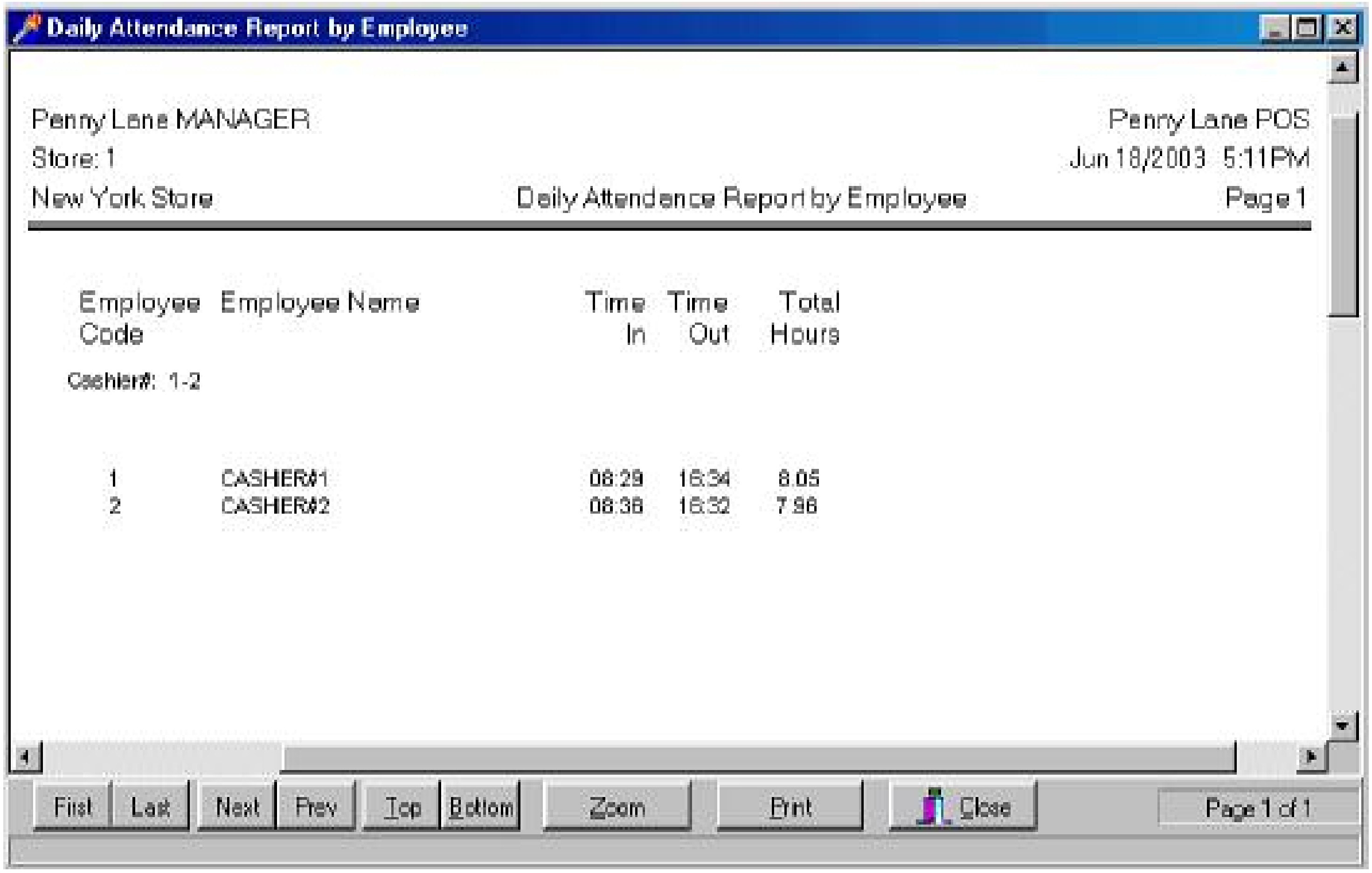
The **Current Terminal Summary** report gives the totals for the day on all sales, all types of transactions, all types of payments tendered and totals for all departments.

There are no **Report Order** or **Transaction Type** options for this report. The **Terminal Summary** gives the complete terminal history for the day.

By default this report will show totals for all terminals.

You have the option of applying filters to display the summary for specific **Terminal Numbers**, **Dates**, **Times**, **Clerk Numbers** or **Cashier Numbers**.

Daily Attendance Report


Daily Attendance Report by Employee

Penny Lane MANAGER | Penny Lane POS

Store: 1 | Jun 18/2003 5:11PM

New York Store | Daily Attendance Report by Employee | Page 1

Employee Code	Employee Name	Time In	Time Out	Total Hours
Cashier#: 1-2				
1	CASHER#1	08:29	16:34	8.05
2	CASHER#2	08:36	16:32	7.96

First | Last | Next | Prev | Top | Bottom | Zoom | Print | Close | Page 1 of 1

The **Daily Attendance Report** lists each **Employee**, along with their **Time In**, **Time Out** and **Total Hours**.

With the filters in this report you can specify the **Dates** and **Employees** that you wish to view.

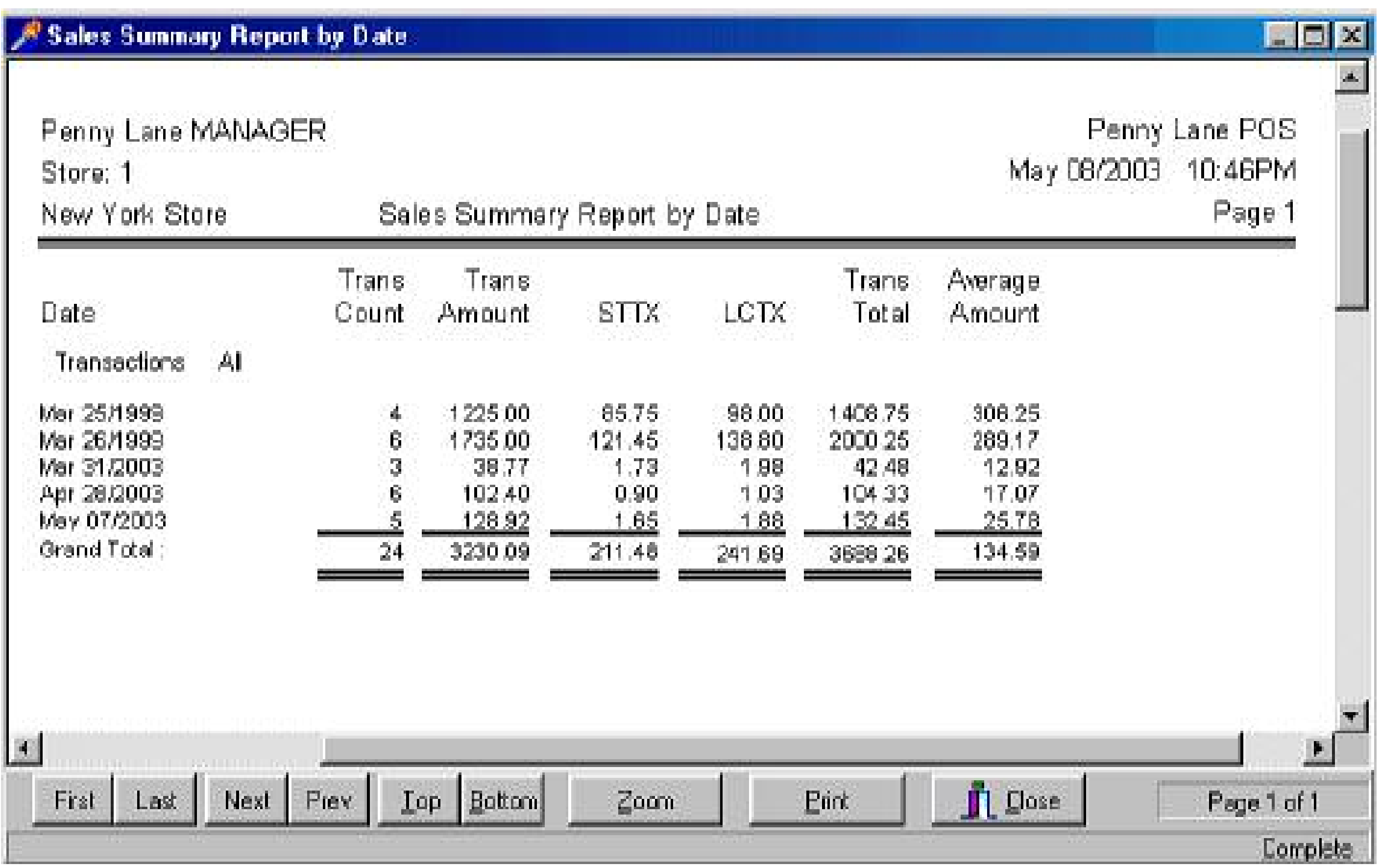
Summary Reports

Summary Reports give you a general overview of sales and transactions within your store. You can view the *totals* of sales and transactions by various criteria (**Clerk**, **Terminal**, **Store**, **Transaction Type**) and increments of time (**Hourly**, **Daily**, **Weekly**, **Monthly**).

You can view comparative sales *totals* for **Clerk** by **Date** in **Sales Summary**, for example, or total number of **Returns** by **Department** in **Transaction Summary**.

Summary Reports include the **Sales Summary**, the **Transaction Summary**, the **Hourly Sales Summary**, the **Monthly Summary Report**, the **Gift Certificate Report**, the **Credit note Report** and the **Ticket Report**.

Sales Summary Report



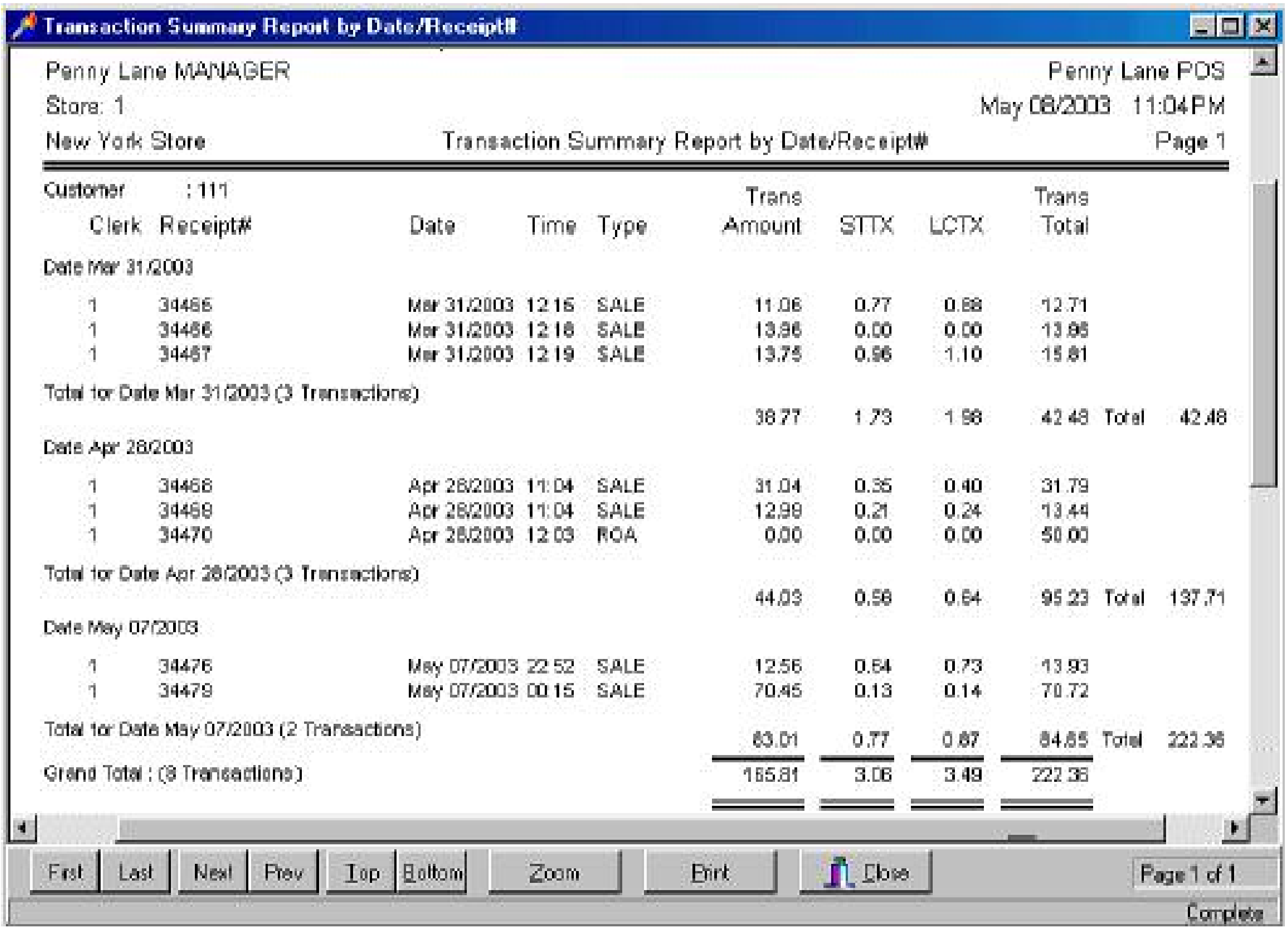
The **Sales Summary** report displays a summary of sales by **Date**, **Clerk** and **Terminal #** or any combination of these categories.

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

The **Summary** is broken down into **Transaction Count**, **Transaction Amount** (sum), **Tax Totals**, **Transaction Total** (with tax) and **Average Amount** (average transaction amount).

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Transaction Summary Report



Penny Lane MANAGER — Penny Lane POS
Store: 1 — May 08/2003 11:04PM
New York Store — Transaction Summary Report by Date/Receipt# — Page 1

Customer : 111

Clerk	Receipt#	Date	Time	Type	Trans Amount	STTX	LCTX	Trans Total		
Date Mar 31/2003										
1	34465	Mar 31/2003	12:16	SALE	11.06	0.77	0.88	12.71		
1	34466	Mar 31/2003	12:18	SALE	13.96	0.00	0.00	13.96		
1	34467	Mar 31/2003	12:19	SALE	13.75	0.96	1.10	15.81		
Total for Date Mar 31/2003 (3 Transactions)					38.77	1.73	1.98	42.48	Total	42.48
Date Apr 28/2003										
1	34468	Apr 28/2003	11:04	SALE	31.04	0.35	0.40	31.79		
1	34469	Apr 28/2003	11:04	SALE	12.99	0.21	0.24	13.44		
1	34470	Apr 28/2003	12:03	ROA	0.00	0.00	0.00	50.00		
Total for Date Apr 28/2003 (3 Transactions)					44.03	0.56	0.64	95.23	Total	137.71
Date May 07/2003										
1	34476	May 07/2003	22:52	SALE	12.56	0.64	0.73	13.93		
1	34479	May 07/2003	00:15	SALE	70.45	0.13	0.14	70.72		
Total for Date May 07/2003 (2 Transactions)					83.01	0.77	0.87	84.65	Total	222.36
Grand Total : (8 Transactions)					165.81	3.06	3.49	222.36		

You can run the **Transaction Summary Report** by any combination of **Date**, **Clerk**, **Terminal #** and **Receipt Number**.

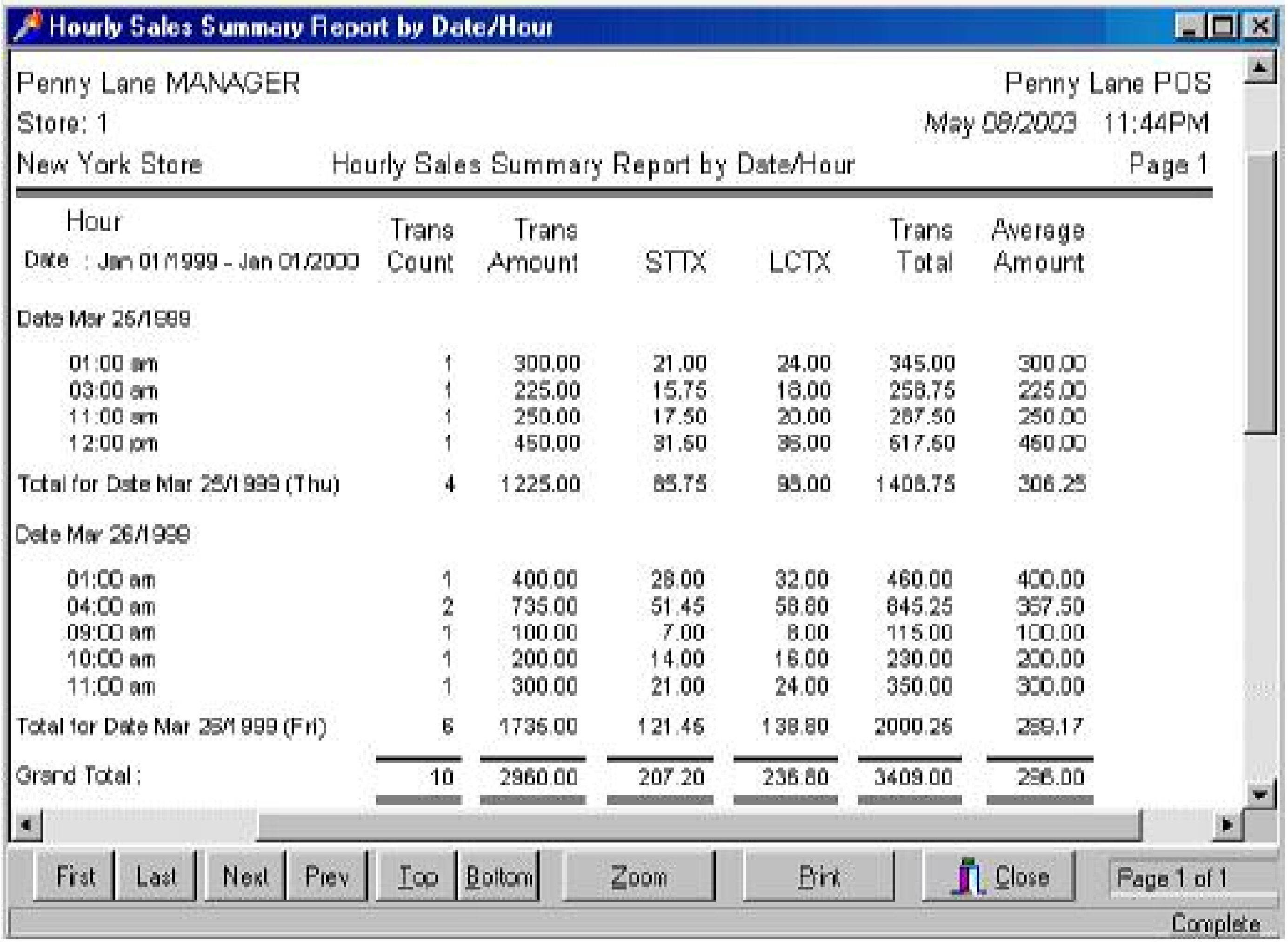
There are checkboxes on the **Report Selection** screen of this report for every possible transaction type. Check any of the boxes to include that transaction type in the report.

This report displays an overview of the types of transactions that are run for a given date, how often they are run, and the transaction amounts for those types.

In this report the full range of transactions is available to you, including **Sale**, **Void**, **Layaway**, **Special Order**, **Received On Account**, **Paid Out**, **Float In**, **Float Out**, **Time In**, **Time Out**, **Layaway**

Payment, **Layaway Completion**, **Layaway Cancellation**, **Special Order Payment**, **Special Order Cancellation**, **No Sale**, **On Hold**, **Special Order Previous Payment**, **Special Order Completion**, **Cancel**, **Return**, **Exchange**, **Buyback** and **Upgrade**.

Hourly and Monthly Sales Summary Reports



Hourly Sales Summary Report by Date/Hour

Penny Lane MANAGER — Penny Lane POS

Store: 1 — May 08/2003 11:44PM

New York Store — Hourly Sales Summary Report by Date/Hour — Page 1

Hour Date : Jan 01/1999 - Jan 01/2000	Trans Count	Trans Amount	STTX	LCTX	Trans Total	Average Amount
Date Mar 25/1999						
01:00 am	1	300.00	21.00	24.00	345.00	300.00
03:00 am	1	225.00	15.75	18.00	258.75	225.00
11:00 am	1	250.00	17.50	20.00	287.50	250.00
12:00 pm	1	450.00	31.50	36.00	517.50	450.00
Total for Date Mar 25/1999 (Thu)	4	1225.00	85.75	98.00	1408.75	306.25
Date Mar 26/1999						
01:00 am	1	400.00	28.00	32.00	460.00	400.00
04:00 am	2	735.00	51.45	58.80	845.25	367.50
09:00 am	1	100.00	7.00	8.00	115.00	100.00
10:00 am	1	200.00	14.00	16.00	230.00	200.00
11:00 am	1	300.00	21.00	24.00	350.00	300.00
Total for Date Mar 26/1999 (Fri)	6	1735.00	121.45	138.80	2000.25	289.17
Grand Total :	10	2960.00	207.20	236.80	3409.00	296.00

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Complete

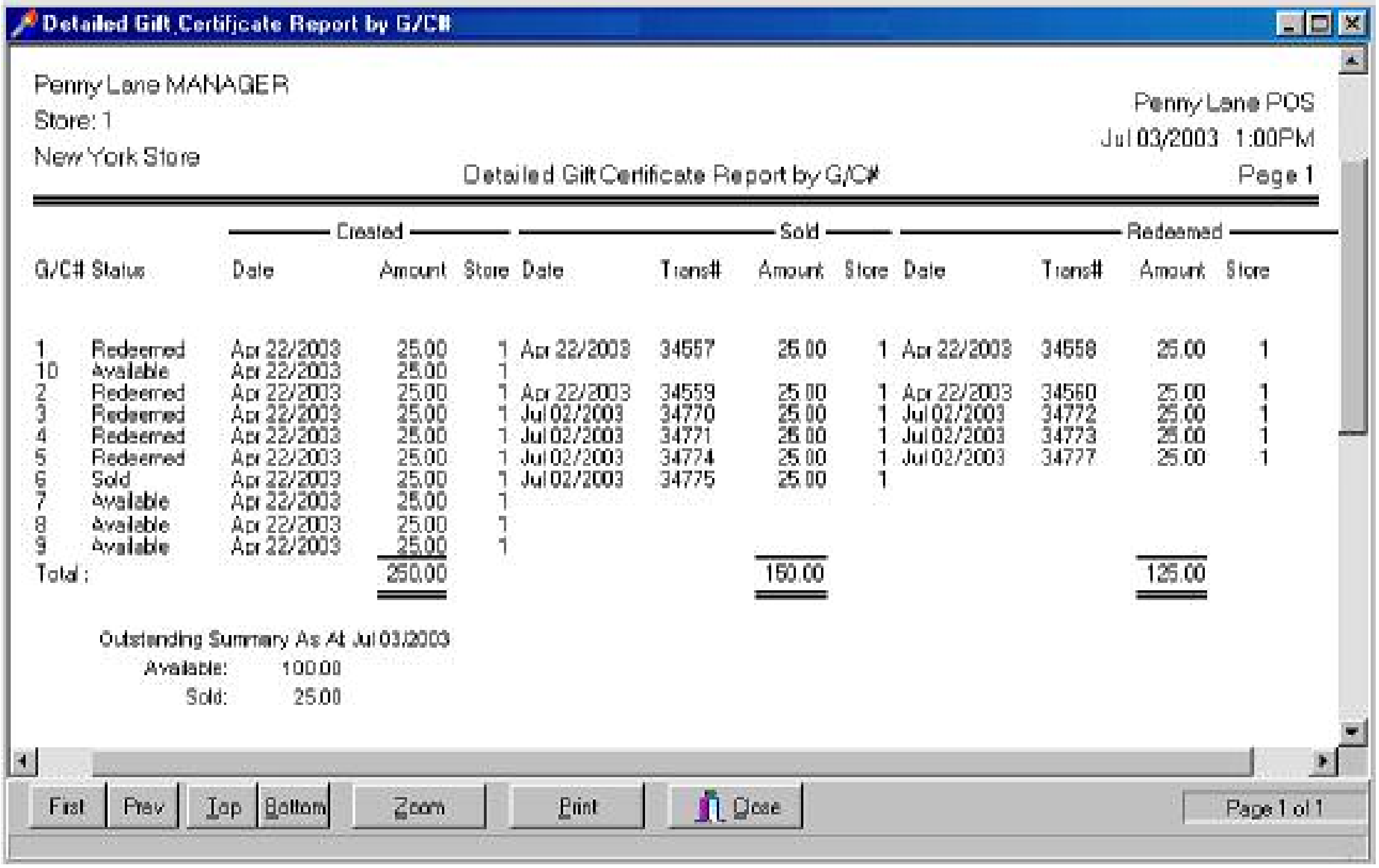
This report breaks down the daily **Sales Summary** into sales per **Hour**.

This report can be displayed by Date, Terminal Number, Clerk Number and Hour.

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Gift Certificate Report



Detailed Gift Certificate Report by G/C#

Penny Lane MANAGER
Store: 1
New York Store

Penny Lane POS
Jul 03/2003 1:00PM
Page 1

Detailed Gift Certificate Report by G/C#

		Created			Sold				Redeemed			
G/C#	Status	Date	Amount	Store	Date	Trans#	Amount	Store	Date	Trans#	Amount	Store
1	Redeemed	Apr 22/2003	25.00	1	Apr 22/2003	34557	25.00	1	Apr 22/2003	34558	25.00	1
10	Available	Apr 22/2003	25.00	1								
2	Redeemed	Apr 22/2003	25.00	1	Apr 22/2003	34559	25.00	1	Apr 22/2003	34560	25.00	1
3	Redeemed	Apr 22/2003	25.00	1	Jul 02/2003	34770	25.00	1	Jul 02/2003	34772	25.00	1
4	Redeemed	Apr 22/2003	25.00	1	Jul 02/2003	34771	25.00	1	Jul 02/2003	34773	25.00	1
5	Redeemed	Apr 22/2003	25.00	1	Jul 02/2003	34774	25.00	1	Jul 02/2003	34777	25.00	1
6	Sold	Apr 22/2003	25.00	1	Jul 02/2003	34775	25.00	1				
7	Available	Apr 22/2003	25.00	1								
8	Available	Apr 22/2003	25.00	1								
9	Available	Apr 22/2003	25.00	1								
Total:			250.00				150.00				125.00	

Outstanding Summary As At Jul 03/2003
Available: 100.00
Sold: 25.00

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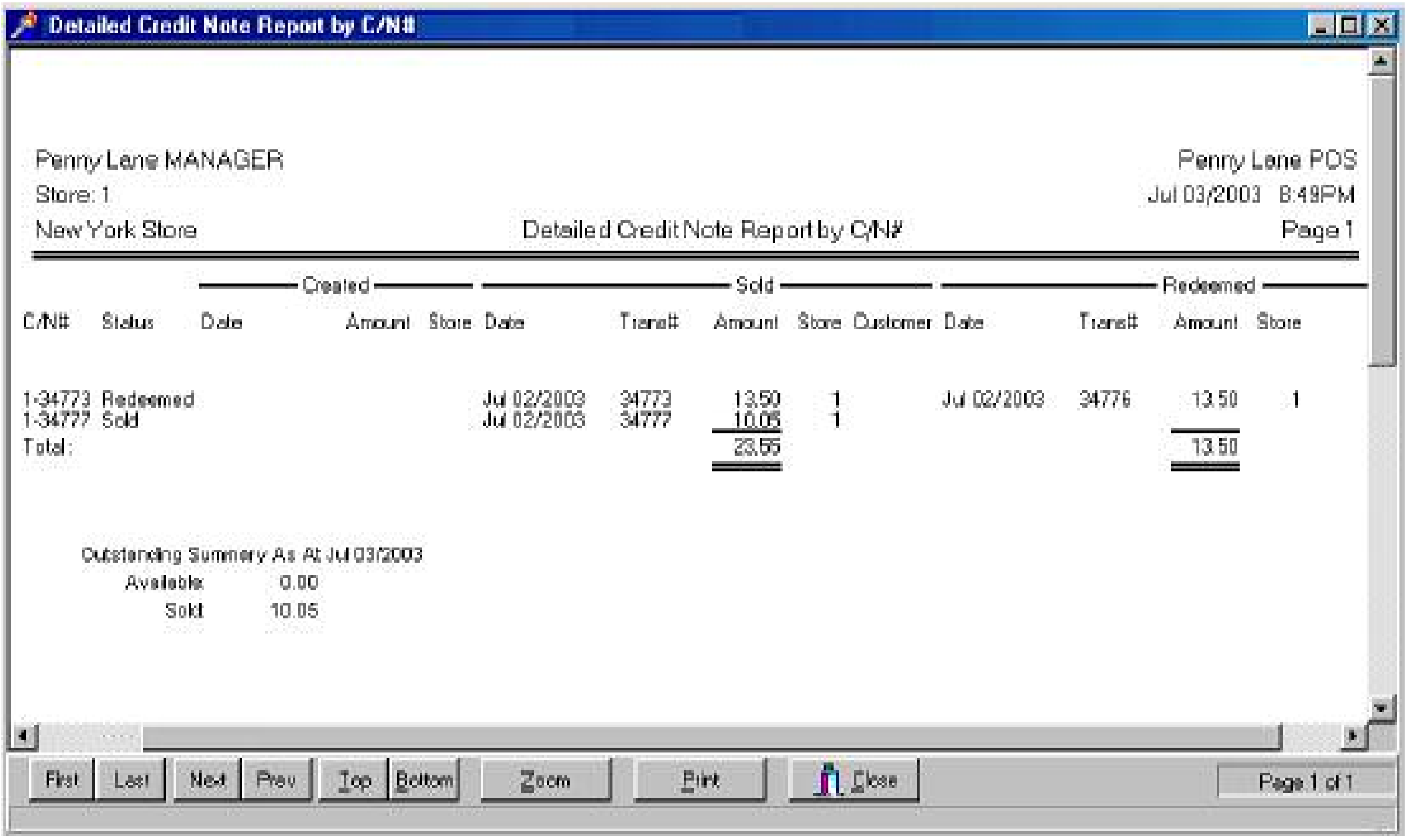
The **Gift Certificate** report allows you to see a full list of every **Gift Certificate** that has been created, sold, and redeemed in your store.

The report displays the current status of every **Gift Certificate**, the **Date**, **Amount**, and **Store** in which the **Gift Certificate** was created.

It also displays the **Date**, **Transaction Number**, **Amount**, **Customer** and **Store** in which it was sold , if applicable, and in which it was redeemed, if applicable.

Credit Note Report

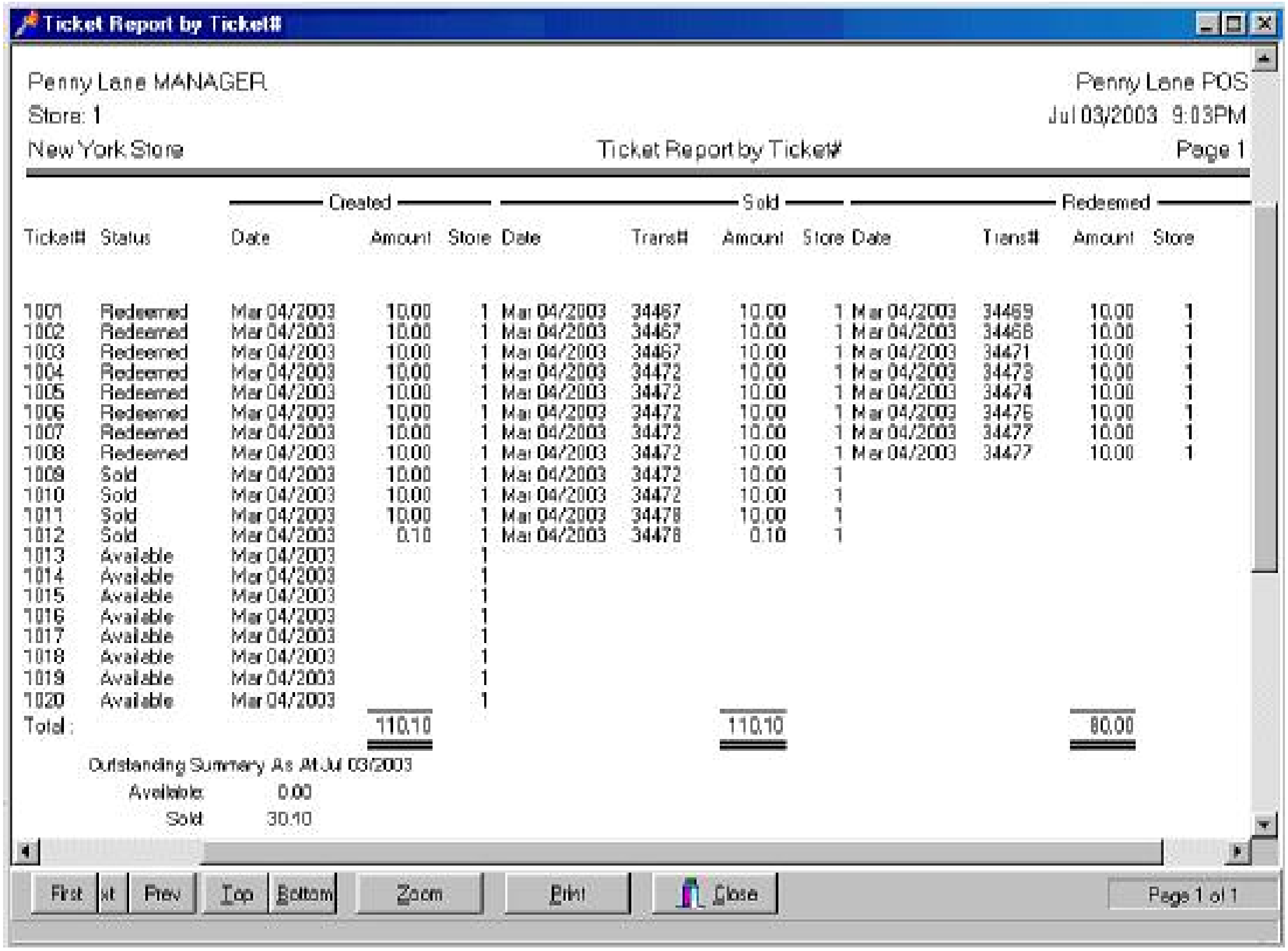


The **Credit Note** report allows you to see a full list of every **Credit Note** that has been created, sold, and redeemed in your store.

The report displays the current status of every **Credit Note**, the **Date**, **Amount**, and **Store** in which the **Credit Note** was created.

It also displays the **Date**, **Transaction Number**, **Amount**, **Customer** and **Store** in which it was sold , if applicable, and in which it was redeemed, if applicable.

Ticket Report



Ticket Report by Ticket#

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jul 03/2003 9:03PM
New York Store — Ticket Report by Ticket# — Page 1

		Created			Sold				Redeemed			
Ticket#	Status	Date	Amount	Store	Date	Trans#	Amount	Store	Date	Trans#	Amount	Store
1001	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34467	10.00	1	Mar 04/2003	34469	10.00	1
1002	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34467	10.00	1	Mar 04/2003	34468	10.00	1
1003	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34467	10.00	1	Mar 04/2003	34471	10.00	1
1004	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1	Mar 04/2003	34473	10.00	1
1005	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1	Mar 04/2003	34474	10.00	1
1006	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1	Mar 04/2003	34475	10.00	1
1007	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1	Mar 04/2003	34477	10.00	1
1008	Redeemed	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1	Mar 04/2003	34477	10.00	1
1009	Sold	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1				
1010	Sold	Mar 04/2003	10.00	1	Mar 04/2003	34472	10.00	1				
1011	Sold	Mar 04/2003	10.00	1	Mar 04/2003	34478	10.00	1				
1012	Sold	Mar 04/2003	0.10	1	Mar 04/2003	34478	0.10	1				
1013	Available	Mar 04/2003		1								
1014	Available	Mar 04/2003		1								
1015	Available	Mar 04/2003		1								
1016	Available	Mar 04/2003		1								
1017	Available	Mar 04/2003		1								
1018	Available	Mar 04/2003		1								
1019	Available	Mar 04/2003		1								
1020	Available	Mar 04/2003		1								
Total :			110.10				110.10				80.00	

Outstanding Summary As At Jul 03/2003
Available: 0.00
Sold: 30.10

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The **Ticket** report allows you to see a full list of every **Ticket** that has been created, sold, and redeemed in your store.

The report displays the current status of every **Ticket**, the **Date**, **Amount**, and **Store** in which the **Ticket** was created.

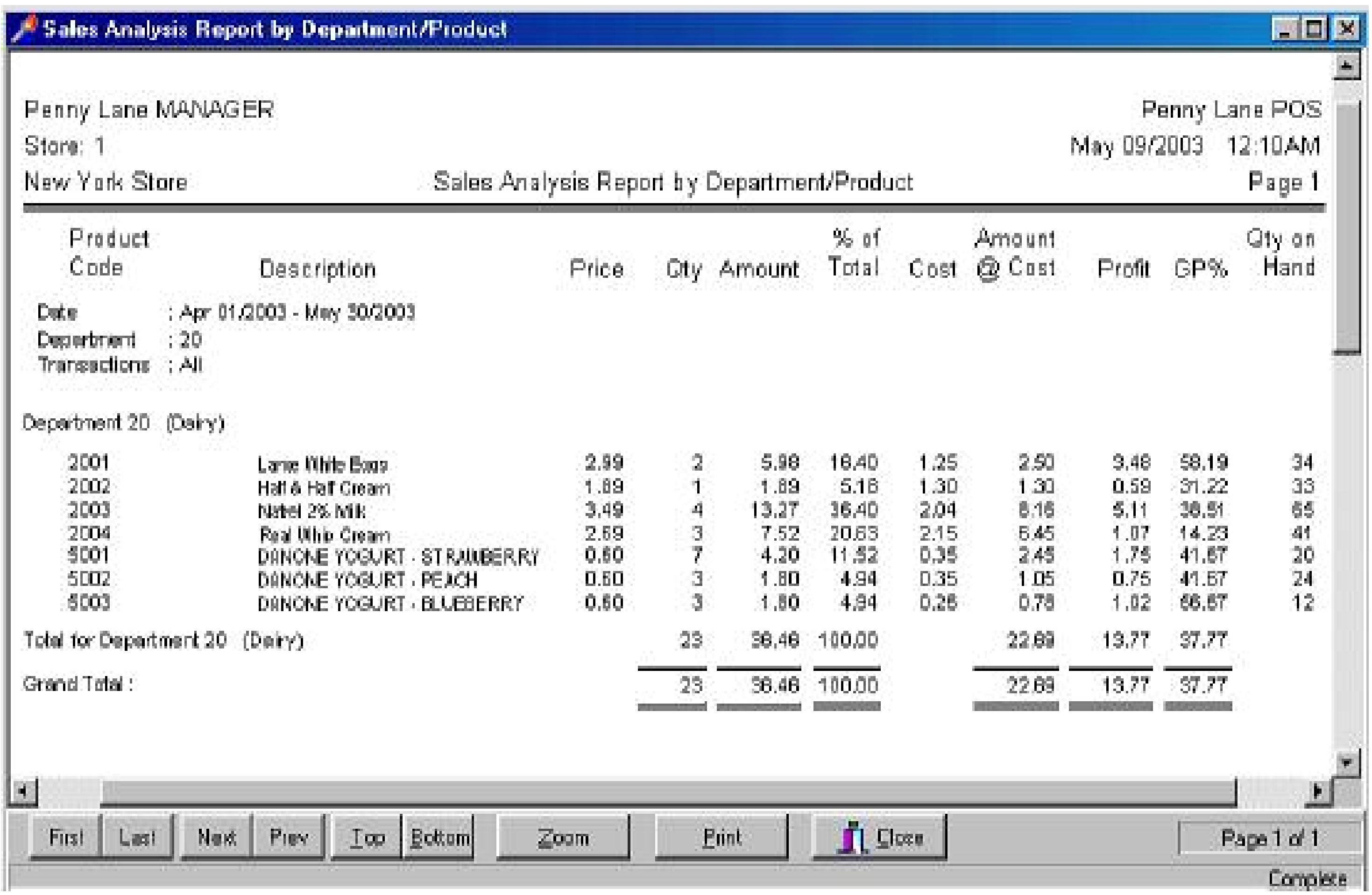
It also displays the **Date**, **Transaction Number**, **Amount**, **Customer** and **Store** in which it was Sold , if applicable, and in which it was Redeemed, if applicable.

Sales Analysis Reports

Sales Analysis reports can be as broad or as specific as you want them to be. You can have a general report for all departments, for example, or a detailed analysis of transactions within a single department.

You can also specify as broad or as narrow a date range as you like. The hourly reports allow you to narrow the analysis down to a specific hour or range of hours.

Sales Analysis Report



Sales Analysis Report by Department/Product

Penny Lane MANAGER | Penny Lane POS
Store: 1 | May 09/2003 12:10AM
New York Store | Sales Analysis Report by Department/Product | Page 1

Date : Apr 01/2003 - May 30/2003
Department : 20
Transactions : All

Department 20 (Dairy)

Product Code	Description	Price	Qty	Amount	% of Total	Cost	Amount @ Cost	Profit	GP%	Qty on Hand
2001	Large White Eggs	2.99	2	5.98	16.40	1.25	2.50	3.48	58.19	34
2002	Half & Half Cream	1.89	1	1.89	5.18	1.30	1.30	0.59	31.22	33
2003	Natrel 2% Milk	3.49	4	13.27	36.40	2.04	8.16	5.11	38.51	65
2004	Real Whip Cream	2.69	3	7.52	20.63	2.15	6.45	1.07	14.23	41
5001	DANONE YOGURT - STRAWBERRY	0.60	7	4.20	11.52	0.35	2.45	1.75	41.67	20
5002	DANONE YOGURT - PEACH	0.60	3	1.80	4.94	0.35	1.05	0.75	41.67	24
5003	DANONE YOGURT - BLUEBERRY	0.60	3	1.80	4.94	0.26	0.78	1.02	56.67	12
Total for Department 20 (Dairy)			23	36.46	100.00		22.69	13.77	37.77	
Grand Total :			23	36.46	100.00		22.69	13.77	37.77	

First | Last | Next | Prev | Top | Bottom | Zoom | Print | Close | Page 1 of 1
Complete

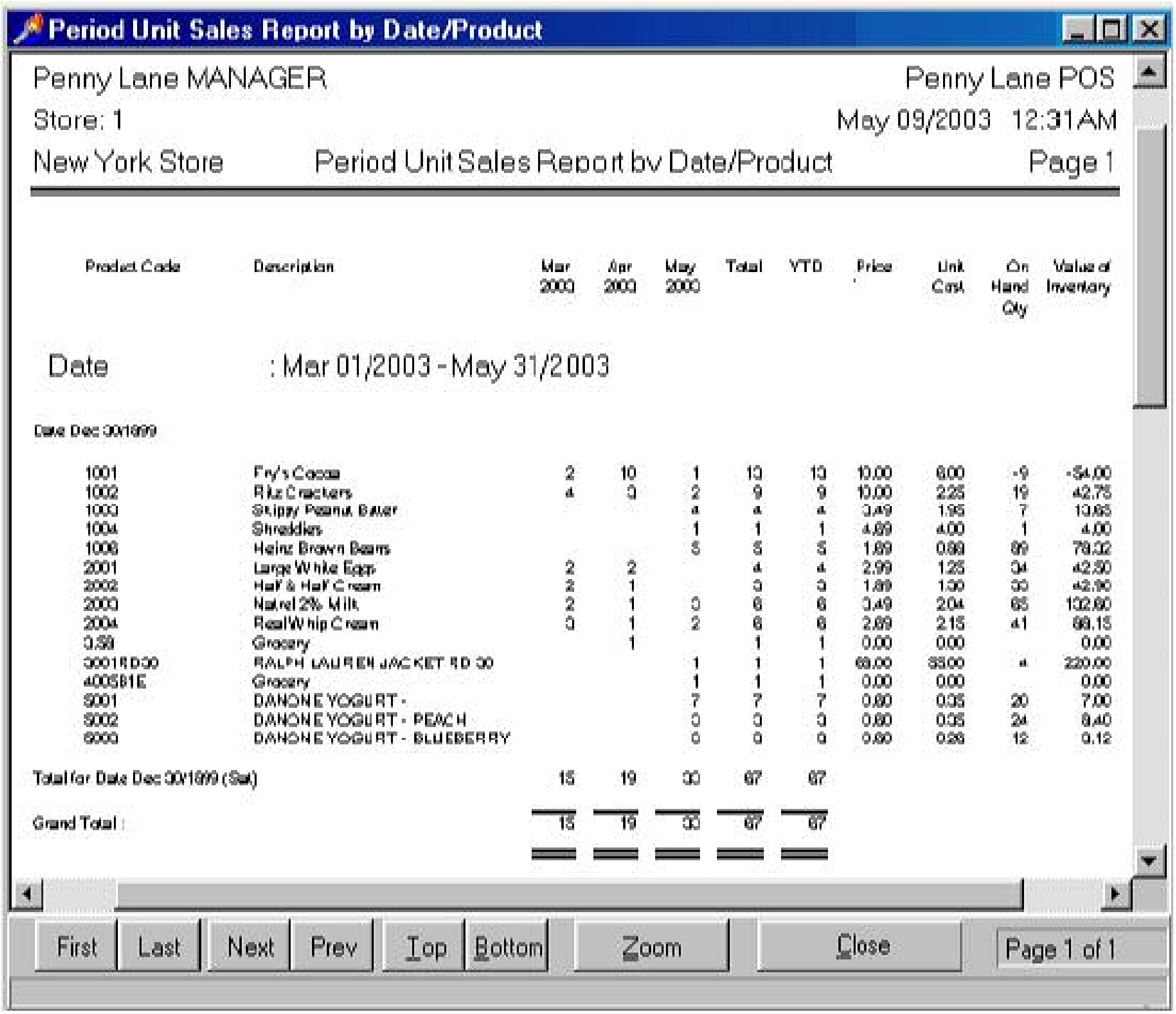
The **Sales Analysis** report displays the basic sales information, including **Price**, **Quantity Sold**, **Cost**, **Profit** and **On Hand Quantity** for any inventory category.

This report can be broken down by **Date**, **Vendor**, **Department**, **Category**, **Product**, **Transaction Type** and **Style** in many combinations, with checkbox options to include each **Transaction Type**.

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Period Unit Sales Report



Period Unit Sales Report by Date/Product

Penny Lane MANAGER — Penny Lane POS

Store: 1 — May 09/2003 12:31AM

New York Store — Period Unit Sales Report by Date/Product — Page 1

Date : Mar 01/2003 - May 31/2003

Date Dec 30/1899

Product Code	Description	Mar 2003	Apr 2003	May 2003	Total	YTD	Price	Unit Cost	On Hand Qty	Value of Inventory
1001	Fry's Cocoa	2	10	1	13	13	10.00	6.00	-9	-54.00
1002	Ritz Crackers	4	3	2	9	9	10.00	2.25	19	42.75
1003	Skippy Peanut Butter			4	4	4	3.49	1.95	7	13.65
1004	Shreddies			1	1	1	4.89	4.00	1	4.00
1008	Heinz Brown Beans			5	5	5	1.69	0.88	89	78.32
2001	Large White Eggs	2	2		4	4	2.99	1.25	34	42.50
2002	Half & Half Cream	2	1		3	3	1.89	1.30	33	42.90
2003	Natrel 2% Milk	2	1	3	6	6	3.49	2.04	65	132.60
2004	RealWhip Cream	3	1	2	6	6	2.89	2.15	41	88.15
3.99	Grocery		1		1	1	0.00	0.00		0.00
3001RD30	RALPH LAUREN JACKET RD 30			1	1	1	69.00	55.00	4	220.00
400581E	Grocery			1	1	1	0.00	0.00		0.00
5001	DANONE YOGURT -			7	7	7	0.80	0.35	20	7.00
5002	DANONE YOGURT - PEACH			3	3	3	0.80	0.35	24	8.40
5003	DANONE YOGURT - BLUEBERRY			0	0	0	0.80	0.26	12	3.12
Total for Date Dec 30/1899 (Sat)		15	19	33	67	67				
Grand Total :		15	19	33	67	67				

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The **Period Unit Sales** report gives total unit sales for every product over ranges of ***months***.

This provides a good overview of sales for specific products.

This report lists each product in your specified inventory range and inputs the number of units sold under the appropriate month in your specified date range. It gives totals for the months that appear in the report and also for **Year To Date** and the total sales for that product for the previous year.

Period Unit Sales also lists the **Price**, **Cost**, **On Hand Quantity** and **Value** of current inventory for each product in the report.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

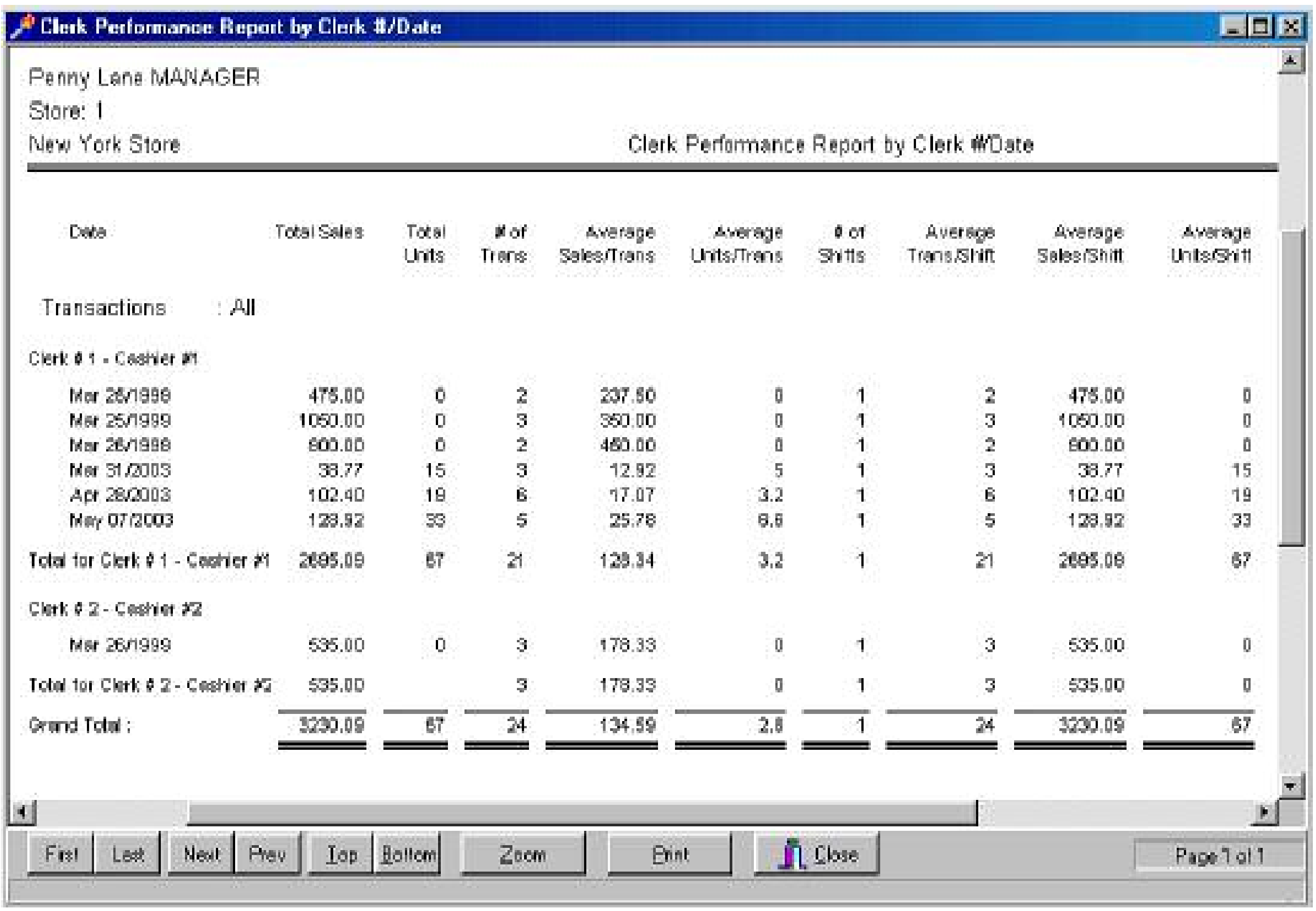
Clerk Reports

Clerk reports provide both a simplified overview and in-depth analyses of clerk/cashier performance, including hourly, weekly and monthly statistics.

Using these reports you can gauge the quantity of sales and transaction types, rank your clerks, calculate averages, and detect all exceptions that are performed at terminals.

With the **Commission** report you can also calculate clerk commissions automatically for multiple clerks in multiple departments.

Clerk Performance Report



Penny Lane MANAGER
Store: 1
New York Store

Clerk Performance Report by Clerk #/Date

Transactions : All

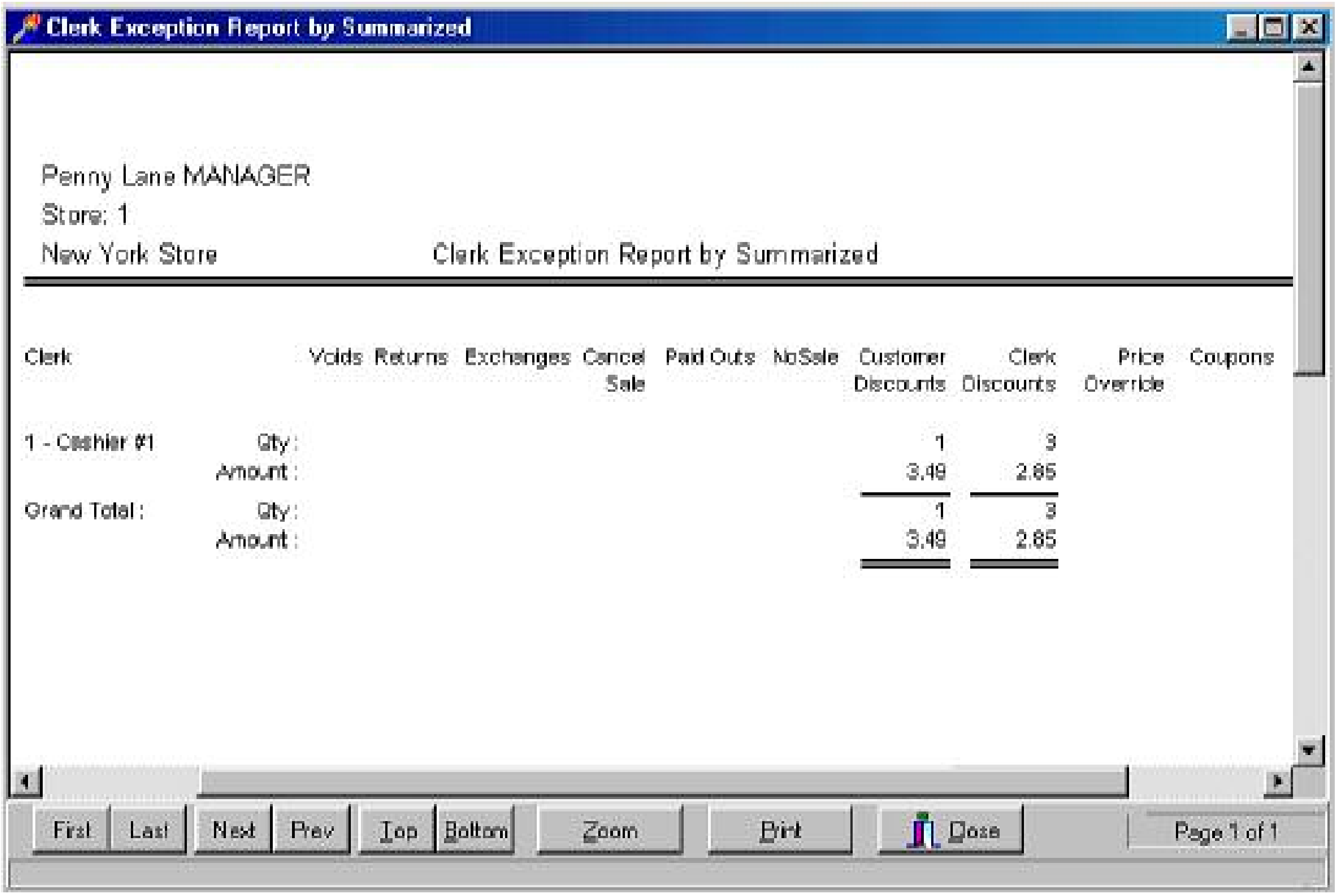
Date	Total Sales	Total Units	# of Trans	Average Sales/Trans	Average Units/Trans	# of Shifts	Average Trans/Shift	Average Sales/Shift	Average Units/Shift
Clerk # 1 - Cashier #1									
Mar 28/1998	475.00	0	2	237.50	0	1	2	475.00	0
Mar 25/1999	1050.00	0	3	350.00	0	1	3	1050.00	0
Mar 26/1998	900.00	0	2	450.00	0	1	2	900.00	0
Mar 31/2003	38.77	15	3	12.92	5	1	3	38.77	15
Apr 28/2003	102.40	19	6	17.07	3.2	1	6	102.40	19
May 07/2003	128.92	33	5	25.78	6.6	1	5	128.92	33
Total for Clerk # 1 - Cashier #1	2695.09	67	21	128.34	3.2	1	21	2695.09	67
Clerk # 2 - Cashier #2									
Mar 26/1999	535.00	0	3	178.33	0	1	3	535.00	0
Total for Clerk # 2 - Cashier #2	535.00		3	178.33	0	1	3	535.00	0
Grand Total :	3230.09	67	24	134.59	2.8	1	24	3230.09	67

The **Clerk Performance** report will show you the sales performance of your clerks/cashiers per transaction and per shift, by **Clerk** and by **Date**.

The focus of this report is clerk averages. **Average Sales** (value) and **Units Sold per Shift**, **Average Sales** and **Units Sold per Transaction** and **Average Transactions per Shift** appear in this report.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Clerk Exception Report



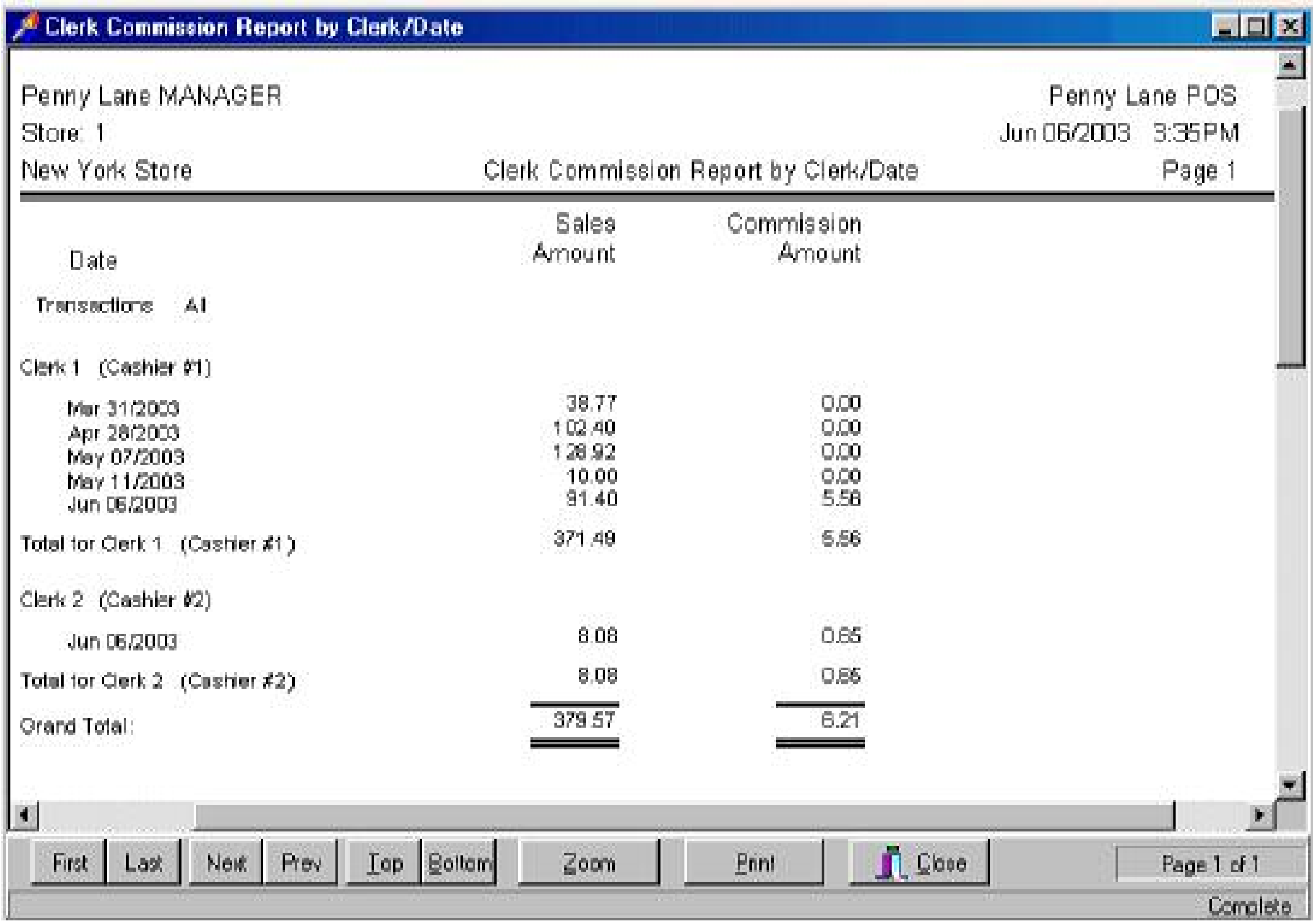
The **Clerk Exception** report shows the **Quantity** and **Amount** (value) of exceptions that are performed by each clerk or cashier.

The detailed exceptions include **Voids**, **Returns**, **Exchanges**, **Cancel Sale**, **Paid Outs**, **No Sale**, **Customer Discounts**, **Clerk Discounts**, **Price Overrides** and **Coupons**.

You have the option of viewing this report either in **Summarized** or in **Detailed** format. **Summarized** format shows totals for each exception type, while **Detailed** format lists all exceptions individually including the date.

With the filters on the **Report Selection** screen, you can select ranges for **Store Number**, **Date**, **Clerk Number** and **Terminal Number**.

Clerk Commission Report


Clerk Commission Report by Clerk/Date

Penny Lane MANAGER — Penny Lane POS

Store: 1 — Jun 06/2003 3:35PM

New York Store — Clerk Commission Report by Clerk/Date — Page 1

Transactions: All

Date	Sales Amount	Commission Amount
Clerk 1 (Cashier #1)		
Mar 31/2003	38.77	0.00
Apr 28/2003	102.40	0.00
May 07/2003	128.92	0.00
May 11/2003	10.00	0.00
Jun 06/2003	91.40	5.56
Total for Clerk 1 (Cashier #1)	371.49	5.56
Clerk 2 (Cashier #2)		
Jun 06/2003	8.08	0.65
Total for Clerk 2 (Cashier #2)	8.08	0.65
Grand Total:	379.57	6.21

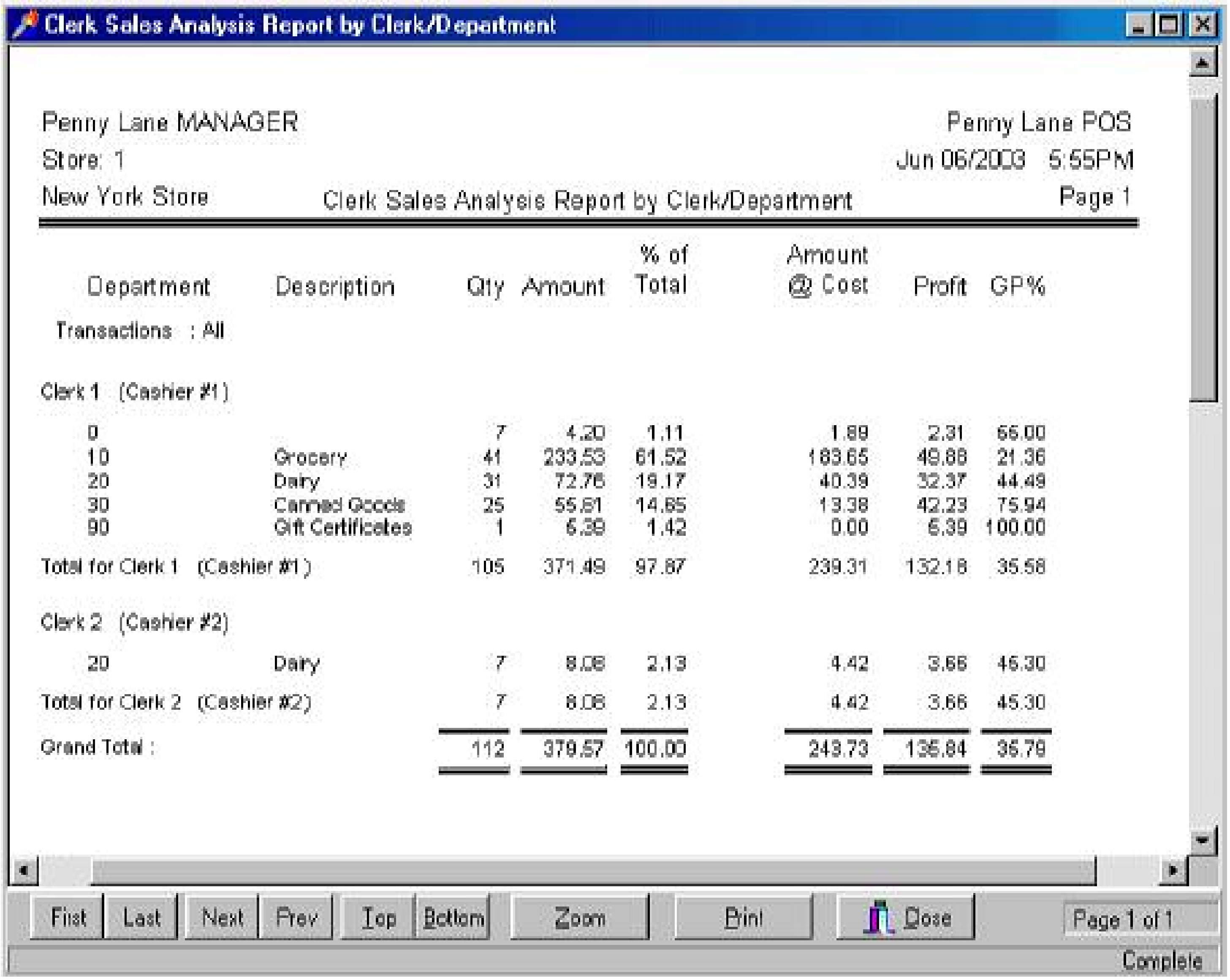
The **Clerk Commission** report shows total **Sales Amount** (value) for every clerk and the corresponding **Commission Amount**.

This report allows you to break down sales and commissions by **Date**, **Clerk** and **Department.**

With the filters on the **Report Selection** screen, you can select a range for any of the criteria chosen.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Clerk Sales Analysis Report



Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 06/2003 5:55PM
New York Store — Clerk Sales Analysis Report by Clerk/Department — Page 1

Department	Description	Qty	Amount	% of Total	Amount @ Cost	Profit	GP%
Transactions : All							
Clerk 1 (Cashier #1)							
0		7	4.20	1.11	1.89	2.31	55.00
10	Grocery	41	233.53	61.52	183.65	49.88	21.36
20	Dairy	31	72.76	19.17	40.39	32.37	44.49
30	Canned Goods	25	55.61	14.65	13.38	42.23	75.94
90	Gift Certificates	1	5.39	1.42	0.00	5.39	100.00
Total for Clerk 1 (Cashier #1)		105	371.49	97.87	239.31	132.18	35.58
Clerk 2 (Cashier #2)							
20	Dairy	7	8.08	2.13	4.42	3.66	45.30
Total for Clerk 2 (Cashier #2)		7	8.08	2.13	4.42	3.66	45.30
Grand Total :		112	379.57	100.00	243.73	135.84	35.79

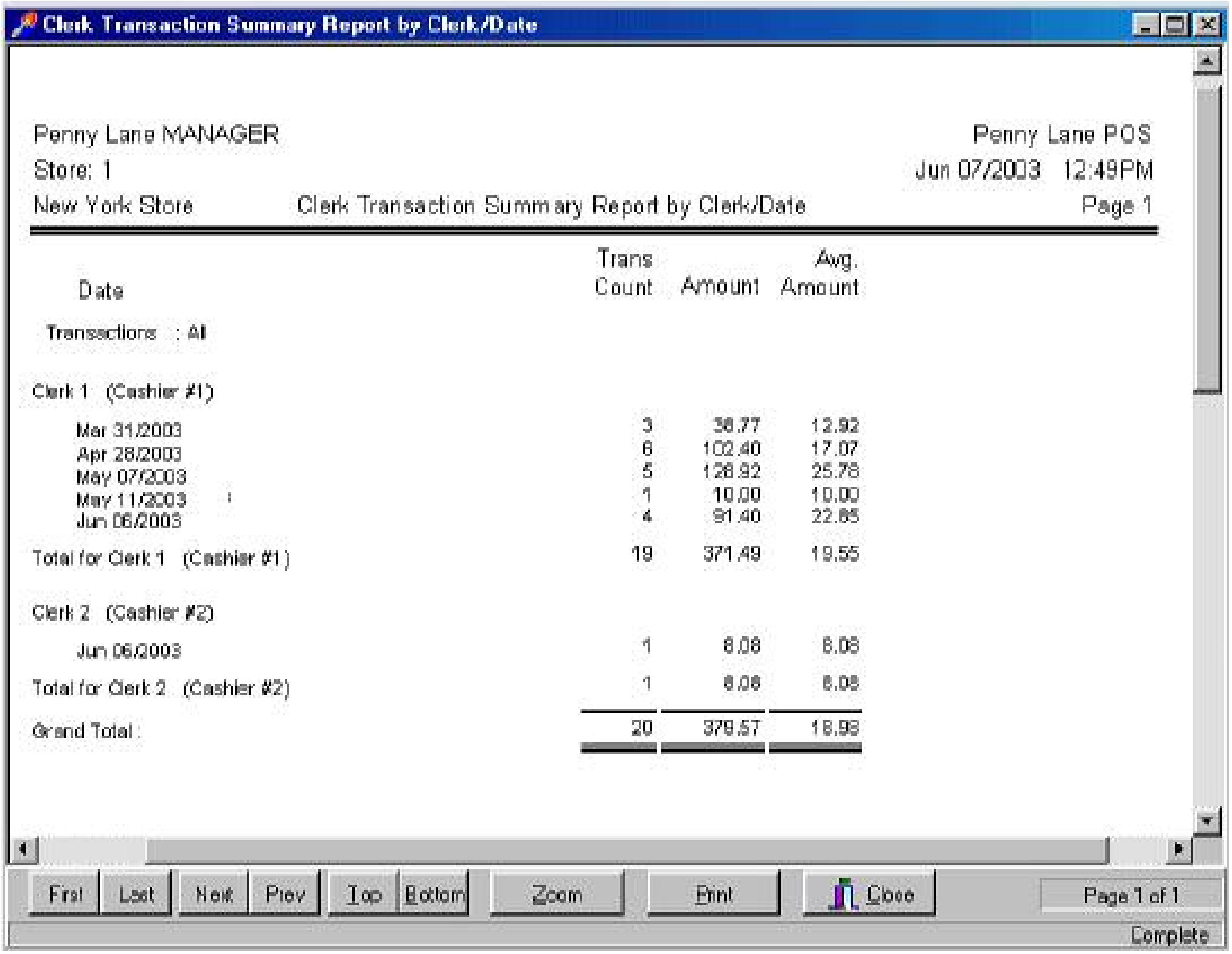
The **Clerk Sales Analysis** report provides many criteria for analysing clerk sales.

You can break down this report by **Clerk**, **Department**, **Category**, **Vendor** and **Product** in various combinations.

With the filters on the **Report Selection** screen, you can select a range for any of the above criteria, in addition to **Date**, **Terminal**, **Style** and **Family**.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Clerk Transaction Summary Report



Clerk Transaction Summary Report by Clerk/Date

Penny Lane MANAGER | Penny Lane POS
Store: 1 | Jun 07/2003 12:49PM
New York Store | Clerk Transaction Summary Report by Clerk/Date | Page 1

Date	Trans Count	Amount	Avg. Amount
Transactions : All			
Clerk 1 (Cashier #1)			
Mar 31/2003	3	38.77	12.92
Apr 28/2003	6	102.40	17.07
May 07/2003	5	128.92	25.78
May 11/2003	1	10.00	10.00
Jun 06/2003	4	91.40	22.85
Total for Clerk 1 (Cashier #1)	19	371.49	19.55
Clerk 2 (Cashier #2)			
Jun 06/2003	1	8.08	8.08
Total for Clerk 2 (Cashier #2)	1	8.08	8.08
Grand Total :	20	379.57	18.98

The **Clerk Transaction Summary** report shows a **Transaction Count**, **Amount** and **Average Amount** for several criteria, including **Clerk**, **Date** and **Receipt Number**.

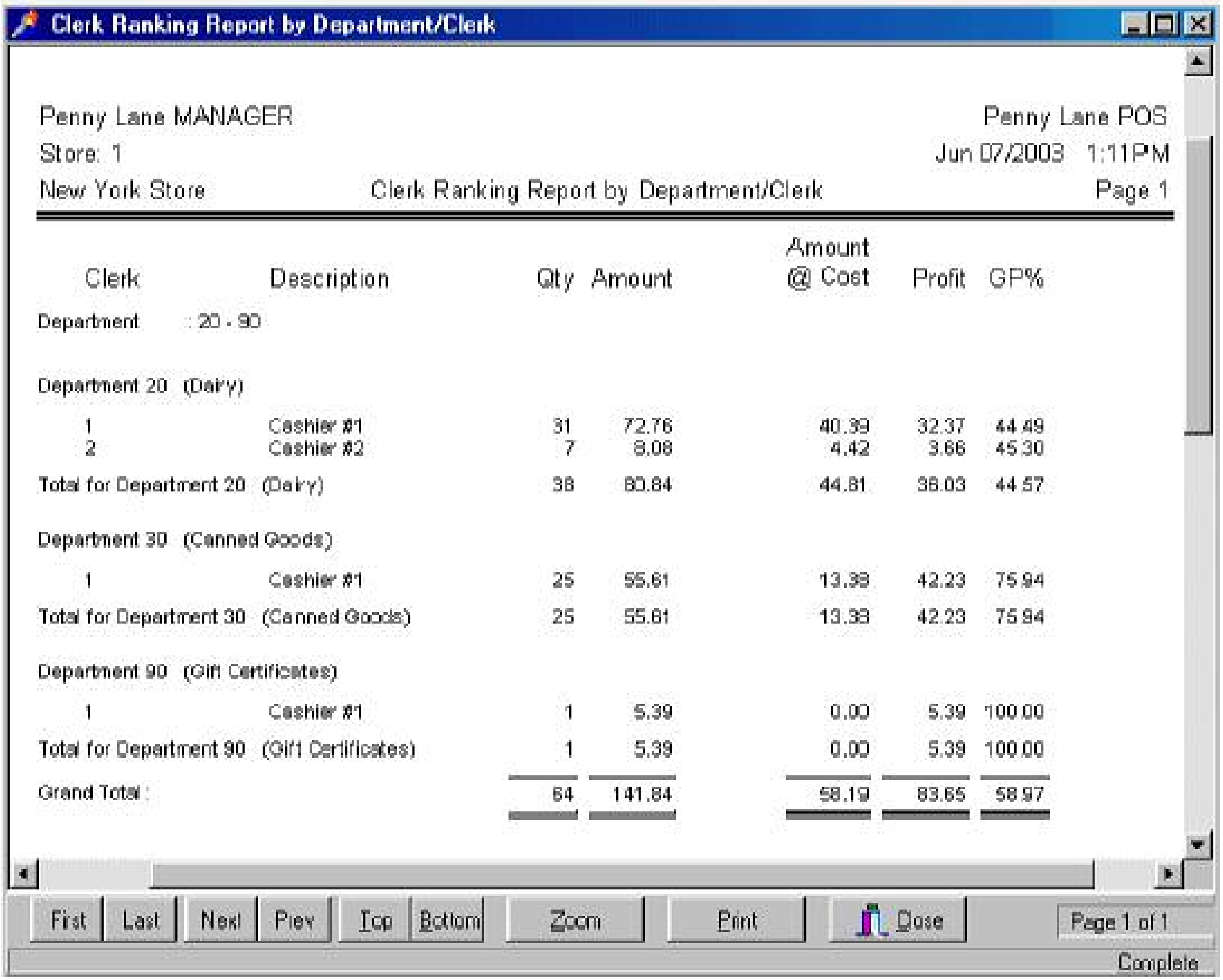
This report provides the most simplified sales summary for clerks.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk Number**, **Customer Code**, **Vendor**, **Category**, **Department** and **Product**.

By checking the **Show Item Details** checkbox, you can display every item in each transaction.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

Clerk Ranking Report



Clerk Ranking Report by Department/Clerk

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 07/2003 1:11PM
New York Store — Clerk Ranking Report by Department/Clerk — Page 1

Clerk	Description	Qty	Amount	Amount @ Cost	Profit	GP%
Department : 20 - 90						
Department 20 (Dairy)						
1	Cashier #1	31	72.76	40.39	32.37	44.49
2	Cashier #2	7	8.08	4.42	3.66	45.30
Total for Department 20	(Dairy)	38	80.84	44.81	36.03	44.57
Department 30 (Canned Goods)						
1	Cashier #1	25	55.61	13.38	42.23	75.94
Total for Department 30	(Canned Goods)	25	55.61	13.38	42.23	75.94
Department 90 (Gift Certificates)						
1	Cashier #1	1	5.39	0.00	5.39	100.00
Total for Department 90	(Gift Certificates)	1	5.39	0.00	5.39	100.00
Grand Total :		64	141.84	58.19	83.65	58.97

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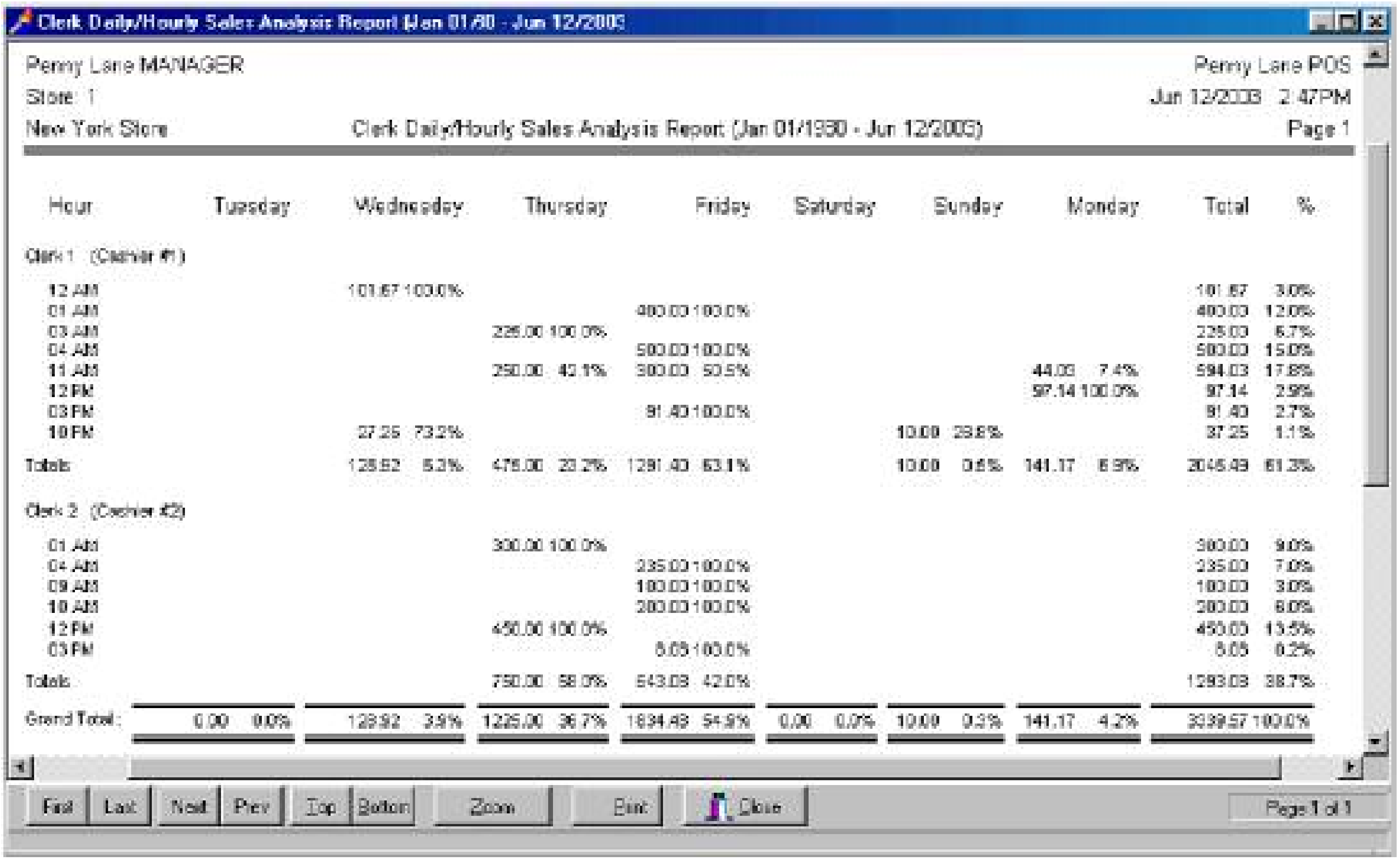
Complete

The **Clerk Ranking Report** ranks clerks or cashiers either in order of **Quantity** or of **Value Sold**, in **Ascending** or **Descending** rank.

You may choose to rank your clerks and cashiers according to **Department**, **Category**, **Vendor** or **Product** in several combinations.

With the filters on the **Report Selection** screen, you can select a range for any of the above criteria, in addition to **Date**, **Clerk**, **Sales Value**, **Style, Vendor, Subdepartment** and **Family**.

Clerk Daily/Hourly Sales Analysis Report



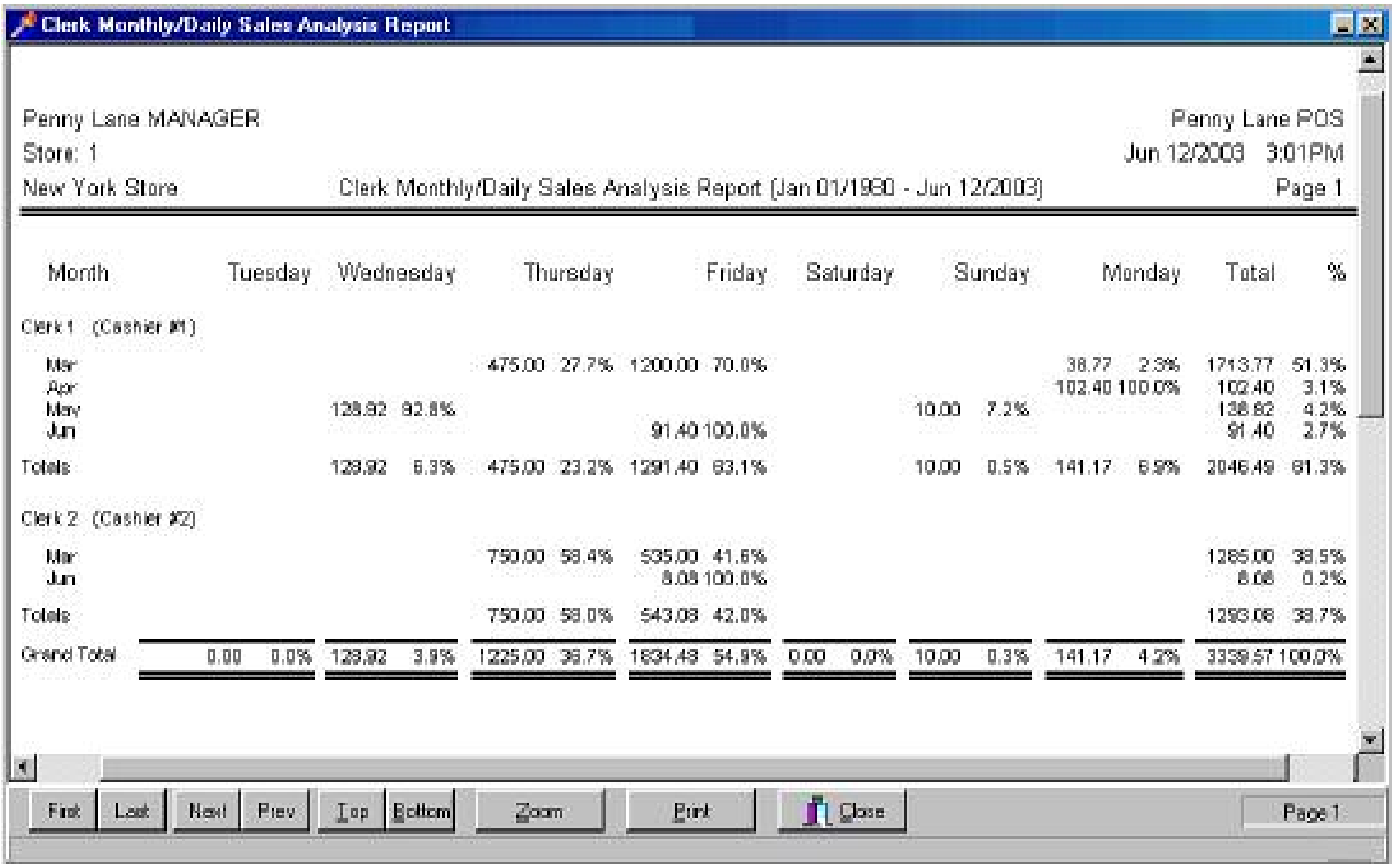
Penny Lane MANAGER | Penny Lane POS
Store: 1 | Jun 12/2003 2:47PM
New York Store | Clerk Daily/Hourly Sales Analysis Report (Jan 01/1980 - Jun 12/2003) | Page 1

Hour	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Total	%
Clerk 1 (Cashier #1)									
12 AM		101.67 100.0%						101.67	3.0%
01 AM				400.00 100.0%				400.00	12.0%
03 AM			225.00 100.0%					225.00	6.7%
04 AM				500.00 100.0%				500.00	15.0%
11 AM			250.00 42.1%	300.00 50.5%			44.00 7.4%	594.00	17.8%
12 PM							97.14 100.0%	97.14	2.9%
03 PM				91.40 100.0%				91.40	2.7%
10 PM		27.25 73.2%				10.00 26.8%		37.25	1.1%
Totals		128.92 6.3%	475.00 23.2%	1291.40 63.1%		10.00 0.5%	141.17 6.9%	2046.49	61.3%
Clerk 2 (Cashier #2)									
01 AM			300.00 100.0%					300.00	9.0%
04 AM				235.00 100.0%				235.00	7.0%
09 AM				100.00 100.0%				100.00	3.0%
10 AM				200.00 100.0%				200.00	6.0%
12 PM			450.00 100.0%					450.00	13.5%
03 PM				8.09 100.0%				8.09	0.2%
Totals			750.00 58.0%	543.09 42.0%				1293.09	38.7%
Grand Total:	0.00 0.0%	128.92 3.9%	1225.00 36.7%	1834.49 54.9%	0.00 0.0%	10.00 0.3%	141.17 4.2%	3339.57	100.0%

For each hour of each weekday, The **Clerk Daily/Hourly Sales Analysis** report shows the **Amount** (value) of sales as well as the percentage of sales for that hour compared to all other weekdays.

With the filters on the **Report Selection** screen, you can select a ranges for **Date**, **Terminal Number**, **Clerk Number** and **Customer Code**.

Clerk Monthly/Daily Sales Analysis Report



Clerk Monthly/Daily Sales Analysis Report

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 12/2003 3:01PM
New York Store — Clerk Monthly/Daily Sales Analysis Report (Jan 01/1980 - Jun 12/2003) — Page 1

Month	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Total	%
Clerk 1 (Cashier #1)									
Mar			475.00 27.7%	1200.00 70.0%			38.77 2.3%	1713.77	51.3%
Apr							102.40 100.0%	102.40	3.1%
May		128.92 92.8%				10.00 7.2%		138.92	4.2%
Jun				91.40 100.0%				91.40	2.7%
Totals		128.92 6.3%	475.00 23.2%	1291.40 63.1%		10.00 0.5%	141.17 6.9%	2046.49	61.3%
Clerk 2 (Cashier #2)									
Mar			750.00 58.4%	535.00 41.6%				1285.00	38.5%
Jun				8.08 100.0%				8.08	0.2%
Totals			750.00 58.0%	543.08 42.0%				1293.08	38.7%
Grand Total	0.00 0.0%	128.92 3.9%	1225.00 36.7%	1834.48 54.9%	0.00 0.0%	10.00 0.3%	141.17 4.2%	3339.57	100.0%

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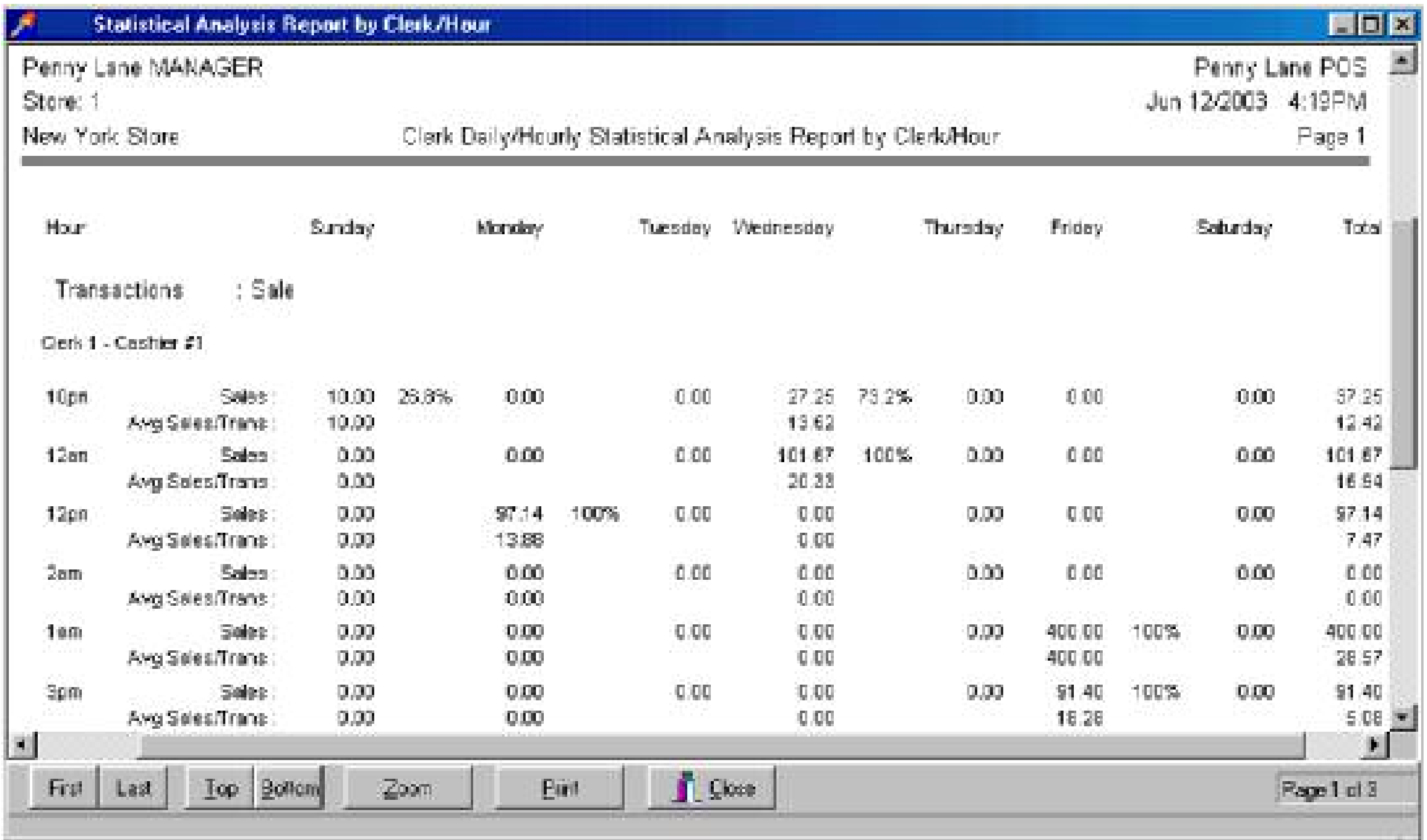
The **Clerk Monthly/Daily Sales Analysis** shows the **Amount** (value) of sales for weekdays in a month. In addition, this report displays the percentage of sales that take place for that month as compared to the other weekdays.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk Number** and **Customer Code**.

Clerk Daily/Hourly Statistical Analysis Report



Hour		Sunday		Monday		Tuesday	Wednesday		Thursday	Friday		Saturday	Total
10pm	Sales :	10.00	26.8%	0.00		0.00	27.25	73.2%	0.00	0.00		0.00	37.25
	Avg Sales/Trans :	10.00					13.62						12.42
12am	Sales :	0.00		0.00		0.00	101.67	100%	0.00	0.00		0.00	101.67
	Avg Sales/Trans :	0.00					20.33						16.94
12pm	Sales :	0.00		97.14	100%	0.00	0.00		0.00	0.00		0.00	97.14
	Avg Sales/Trans :	0.00		13.88			0.00						7.47
2am	Sales :	0.00		0.00		0.00	0.00		0.00	0.00		0.00	0.00
	Avg Sales/Trans :	0.00		0.00			0.00						0.00
1am	Sales :	0.00		0.00		0.00	0.00		0.00	400.00	100%	0.00	400.00
	Avg Sales/Trans :	0.00		0.00			0.00			400.00			28.57
3pm	Sales :	0.00		0.00		0.00	0.00		0.00	91.40	100%	0.00	91.40
	Avg Sales/Trans :	0.00		0.00			0.00			16.28			5.08

The **Clerk Daily/Hourly Statistical Analysis** displays the **Amount** (value) of different types of clerk or cashier transactions for each hour of each weekday. It also shows the percentage of the value of the transaction type for that hour as compared to all other weekdays.

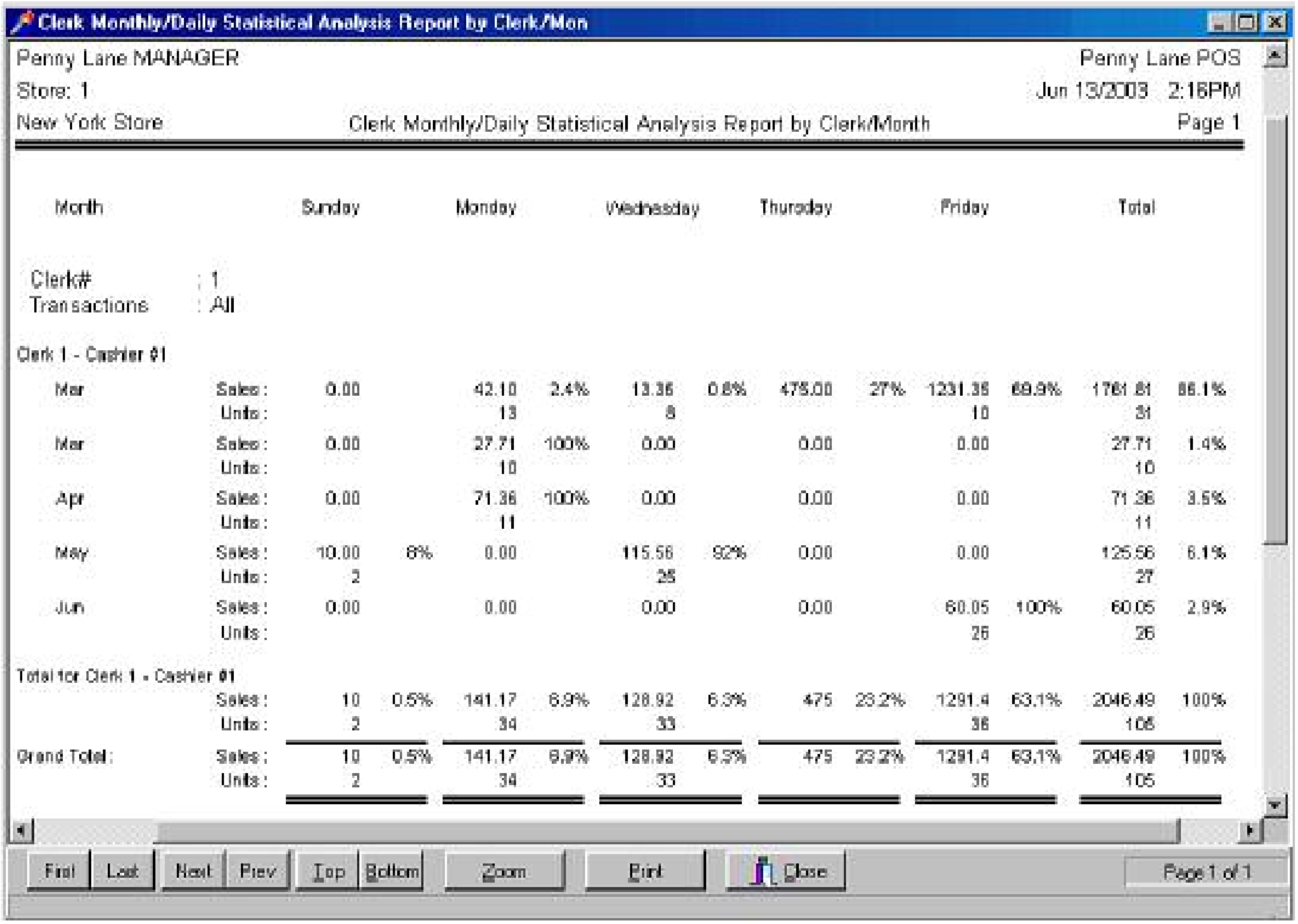
There is an additional **Report Order** menu on the **Report Selection** screen for this report that allows you to choose a preferred order of **Weekdays**.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

There are additional **View** options that allow you to view the statistics by **Transaction** and/or by **Unit**, and additionally to display **Average Sales/Transaction** and **Average Units/Transaction**.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk Number** and **Customer Code**.

Clerk Monthly/Daily Statistical Analysis Report


Clerk Monthly/Daily Statistical Analysis Report by Clerk/Mon

Penny Lane MANAGER | Penny Lane POS
Store: 1 | Jun 13/2003 2:16PM
New York Store | Clerk Monthly/Daily Statistical Analysis Report by Clerk/Month | Page 1

Clerk# : 1
Transactions : All

Month		Sunday		Monday		Wednesday		Thursday		Friday		Total	
Clerk 1 - Cashier #1													
Mar	Sales :	0.00		42.10	2.4%	13.36	0.8%	475.00	27%	1231.35	69.9%	1761.81	86.1%
	Units :			13		8				10		31	
Mar	Sales :	0.00		27.71	100%	0.00		0.00		0.00		27.71	1.4%
	Units :			10								10	
Apr	Sales :	0.00		71.36	100%	0.00		0.00		0.00		71.36	3.5%
	Units :			11								11	
May	Sales :	10.00	8%	0.00		115.56	92%	0.00		0.00		125.56	6.1%
	Units :	2				25						27	
Jun	Sales :	0.00		0.00		0.00		0.00		60.05	100%	60.05	2.9%
	Units :									26		26	
Total for Clerk 1 - Cashier #1	Sales :	10	0.5%	141.17	6.9%	128.92	6.3%	475	23.2%	1291.4	63.1%	2046.49	100%
	Units :	2		34		33				36		105	
Grand Total :	Sales :	10	0.5%	141.17	6.9%	128.92	6.3%	475	23.2%	1291.4	63.1%	2046.49	100%
	Units :	2		34		33				36		105	

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The **Clerk Monthly/Daily Statistical Analysis** displays the **Amount** (value) of different types of clerk or cashier transactions for each weekday of every month. It also shows the percentage of the value of the transaction type for that hour as compared to all other weekdays.

There is an additional **Report Order** menu on the **Report Selection** screen for this report that allows you to choose a preferred order of **Weekdays**.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

There are additional **View** options that allow you to view the statistics by **Transaction** and/or by **Unit**, and additionally to display **Average Sales/Transaction** and **Average Units/Transaction**.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk Number** and **Customer Code**.

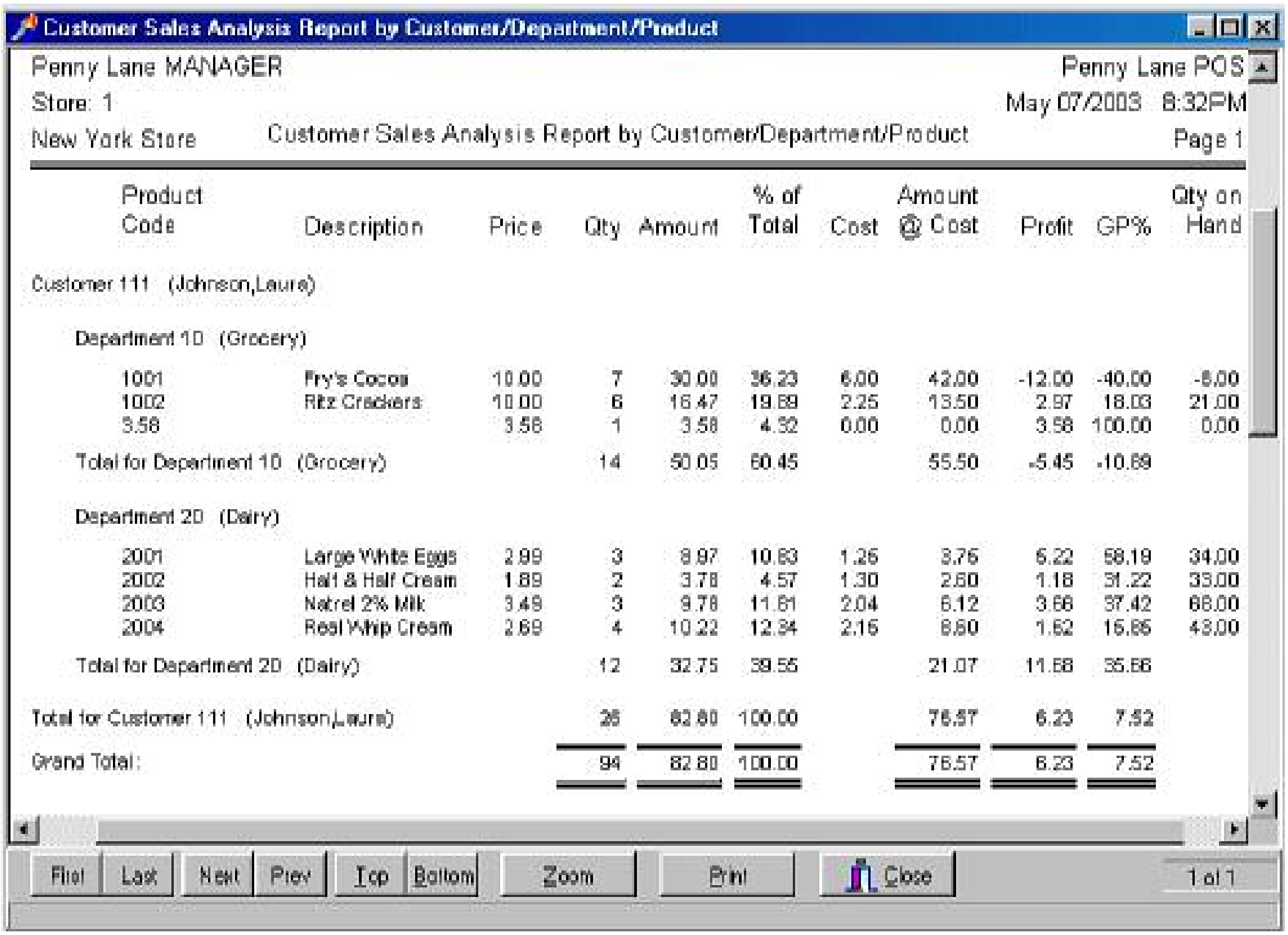
Customer Reports

The **Customer** reports provide a broad platform from which to study your customer base.

There are multiple **Sales Analyses** reports that you can run on your customer base in this section, including hourly, daily, weekly and monthly statistics, as well as Customer Ranking.

If your store offers a **Customer Loyalty** program, you can run reports concerning all aspects of **Points** awards in **Customer** reports.

Customer Sales Analysis Report



Customer Sales Analysis Report by Customer/Department/Product

Penny Lane MANAGER — Penny Lane POS

Store: 1 — May 07/2003 8:32PM

New York Store — Customer Sales Analysis Report by Customer/Department/Product — Page 1

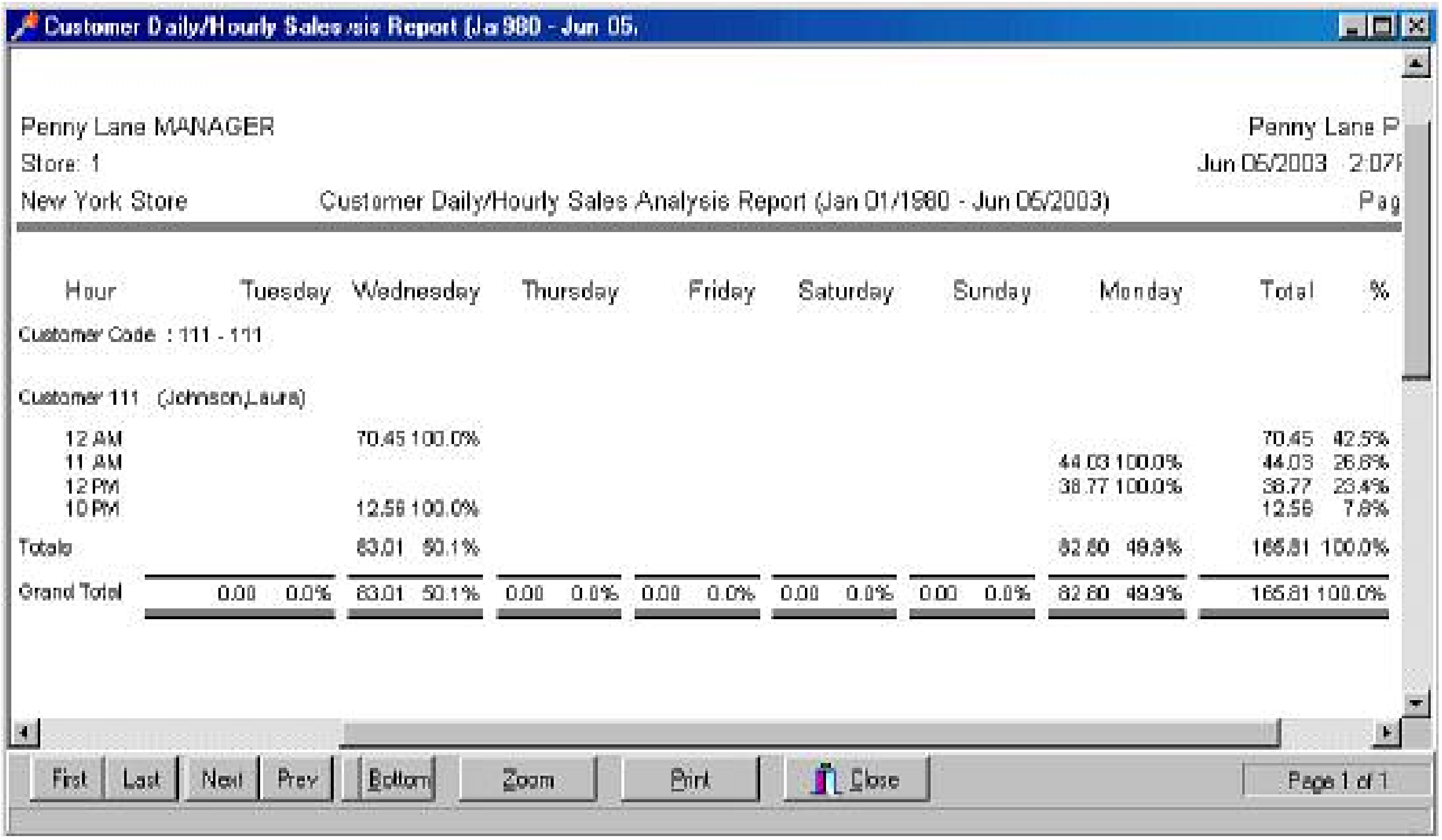
Product Code	Description	Price	Qty	Amount	% of Total	Cost	Amount @ Cost	Profit	GP%	Qty on Hand
Customer 111 (Johnson,Laura)										
Department 10 (Grocery)										
1001	Fry's Cocoa	10.00	7	30.00	36.23	6.00	42.00	-12.00	-40.00	-8.00
1002	Ritz Crackers	10.00	6	16.47	19.89	2.25	13.50	2.97	18.03	21.00
3.58		3.58	1	3.58	4.32	0.00	0.00	3.58	100.00	0.00
Total for Department 10 (Grocery)			14	50.05	60.45		55.50	-5.45	-10.89	
Department 20 (Dairy)										
2001	Large White Eggs	2.99	3	8.97	10.83	1.26	3.76	6.22	58.19	34.00
2002	Half & Half Cream	1.89	2	3.78	4.57	1.30	2.60	1.18	31.22	33.00
2003	Natrel 2% Milk	3.49	3	9.78	11.81	2.04	6.12	3.66	37.42	66.00
2004	Real Whip Cream	2.69	4	10.22	12.34	2.16	8.60	1.62	15.86	43.00
Total for Department 20 (Dairy)			12	32.75	39.55		21.07	11.68	35.66	
Total for Customer 111 (Johnson,Laura)			26	82.80	100.00		76.57	6.23	7.52	
Grand Total:			94	82.80	100.00		76.57	6.23	7.52	

This **Customer Sales Analysis** report details the total amount spent by a customer for each **Product**, **Department**, **Category** or **Vendor** in various combinations, along with total quantity bought, price, cost, and profit to your store. Selecting a report order that does not begin with **Customer** will allow you to view lists of the customers that have made purchases for each of these criteria.

Using the **Transaction Type** boxes on the **Report Options** screen, you can choose to include any or all of the major transaction types, including **Sale**, **Void**, **Upgrade**, **Return**, **Exchange** and **Buyback**.

With the filters on the **Report Selection** screen, you can select a range for any of the above criteria in addition to ranges for any custom criteria that you have added on the **Custom Data** screen of **Customer Maintenance** (see **Customer Maintenance**, **Custom Data Screen**).

Customer Daily/Hourly Sales Analysis Report



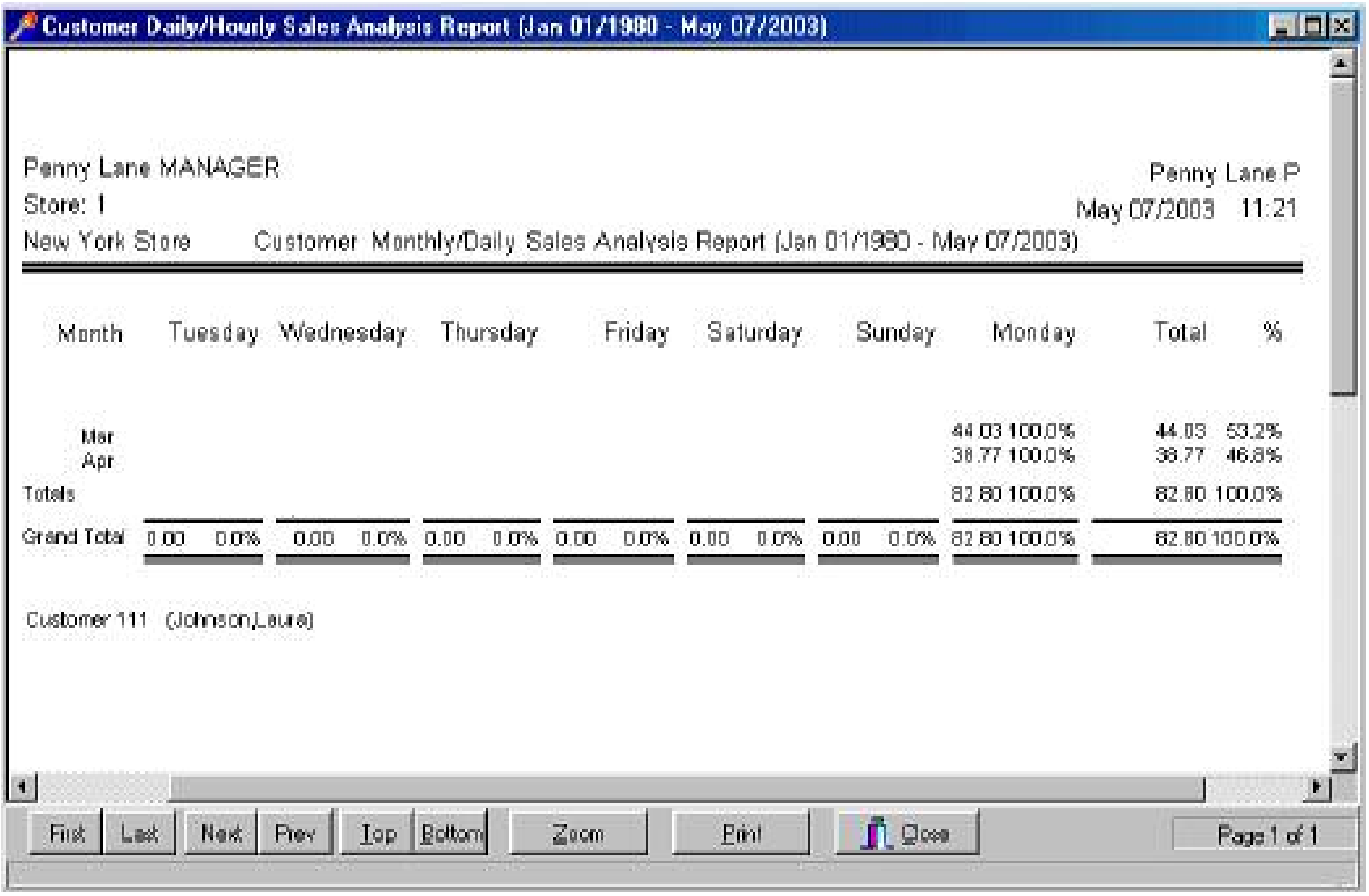
Hour	Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Monday		Total	%
12 AM			70.45	100.0%											70.45	42.5%
11 AM													44.03	100.0%	44.03	26.6%
12 PM													38.77	100.0%	38.77	23.4%
10 PM			12.56	100.0%											12.56	7.6%
Totals			83.01	50.1%									82.80	49.9%	165.81	100.0%
Grand Total	0.00	0.0%	83.01	50.1%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	82.80	49.9%	165.81	100.0%

The **Customer Daily/Hourly Sales Analysis** lists the hours of the day in which customers have made purchases, the amount that they have spent during those hours, and the percentage of purchases made during those hours.

This report is broken down by days of the week, and displays totals for each hour for all days. This allows you to determine which hours on which days the customer is most likely to make purchases.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk** and **Customer Code**.

Customer Monthly/Daily Sales Analysis Report

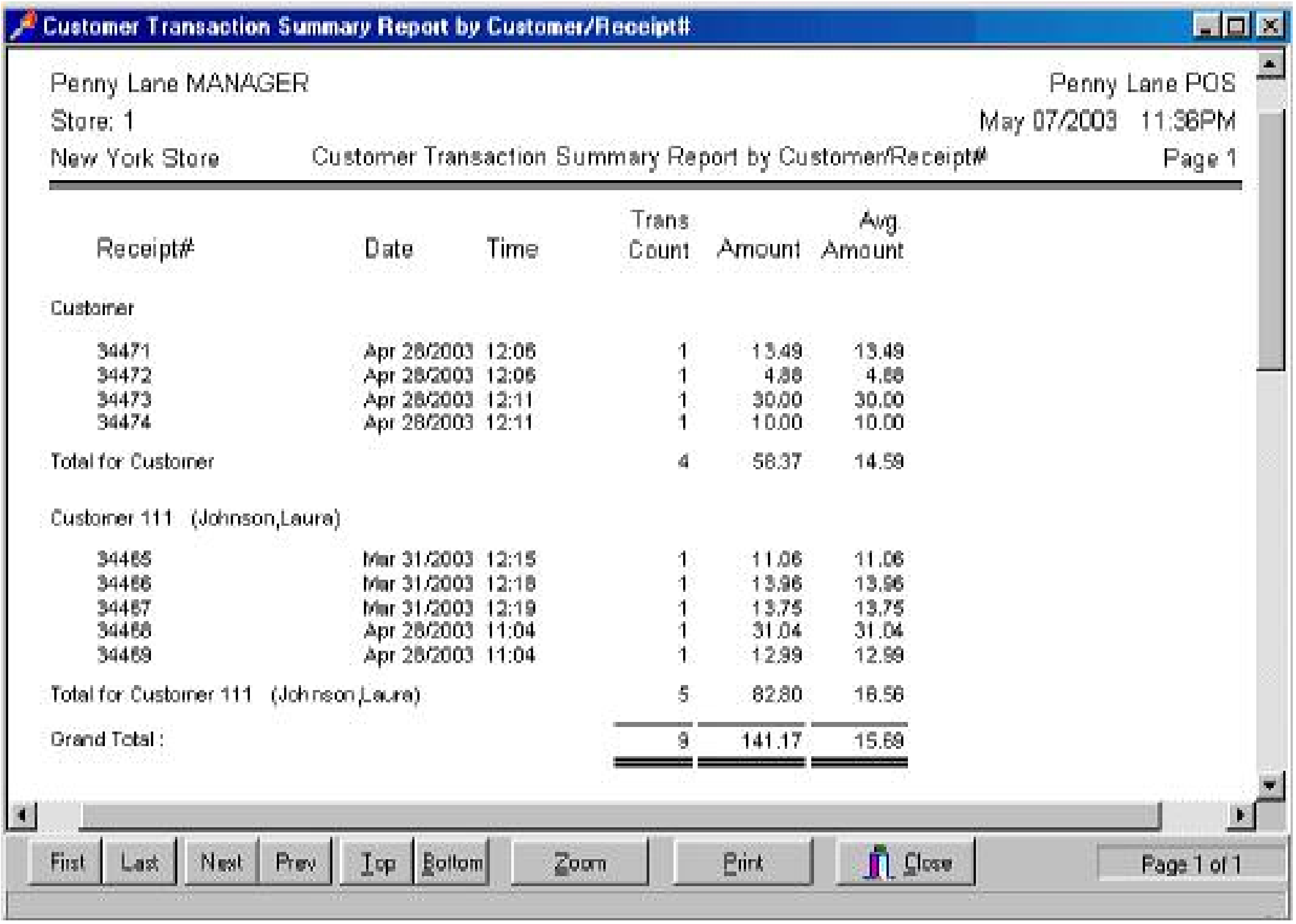


The **Customer Monthly/Daily Sales Analysis** lists all of the months of the year that a customer has made purchases, the amount spent on different weekdays for those months, and the percentage of purchases made on those days.

This report is broken down into the days of the week for each month with totals for both the weekday and the month. In this way, you can determine the days of the week or months of the year on which particular customers are more likely to shop.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Terminal Number**, **Clerk** and **Customer Code**.

Customer Transaction Summary Report


Customer Transaction Summary Report by Customer/Receipt#

Penny Lane MANAGER — Penny Lane POS

Store: 1 — May 07/2003 11:36PM

New York Store — Customer Transaction Summary Report by Customer/Receipt# — Page 1

Receipt#	Date	Time	Trans Count	Amount	Avg. Amount
Customer					
34471	Apr 28/2003	12:06	1	13.49	13.49
34472	Apr 28/2003	12:06	1	4.88	4.88
34473	Apr 28/2003	12:11	1	30.00	30.00
34474	Apr 28/2003	12:11	1	10.00	10.00
Total for Customer			4	58.37	14.59
Customer 111 (Johnson,Laura)					
34465	Mar 31/2003	12:15	1	11.06	11.06
34466	Mar 31/2003	12:18	1	13.96	13.96
34467	Mar 31/2003	12:19	1	13.75	13.75
34468	Apr 28/2003	11:04	1	31.04	31.04
34469	Apr 28/2003	11:04	1	12.99	12.99
Total for Customer 111 (Johnson,Laura)			5	82.80	16.56
Grand Total :			9	141.17	15.69

First | Last | Next | Prev | Top | Bottom | Zoom | Print | Close | Page 1 of 1

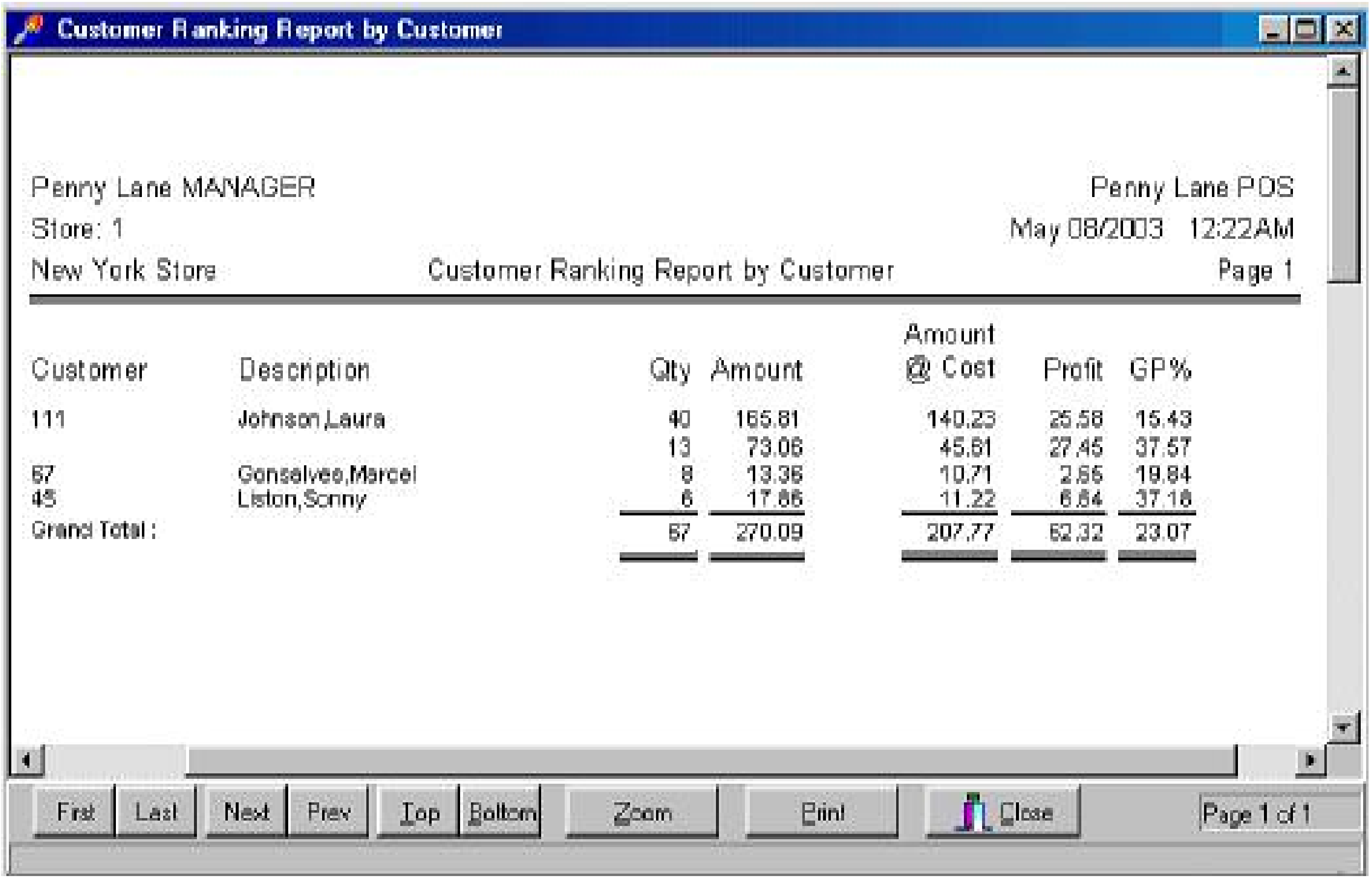
The **Customer Transaction Summary** details every transaction that a customer has made by **Customer**, **Receipt Number** or **Date**.

In this report you have the option of including or omitting the item details for each transaction by checking the **Show Item Details** box on the selection screen.

This report displays total sales for each customer, and also the average transaction amount per receipt number or date.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Product** and **Customer Code** in addition to ranges for any custom criteria that you have added on the **Custom Data** screen of **Customer Maintenance** (see **Customer Maintenance**, **Custom Data** screen).

Customer Ranking Report



The **Customer Ranking** report ranks your customers either by **Quantity Sold** or **Amount (Value) Sold**, in **Ascending** or **Descending** rank..

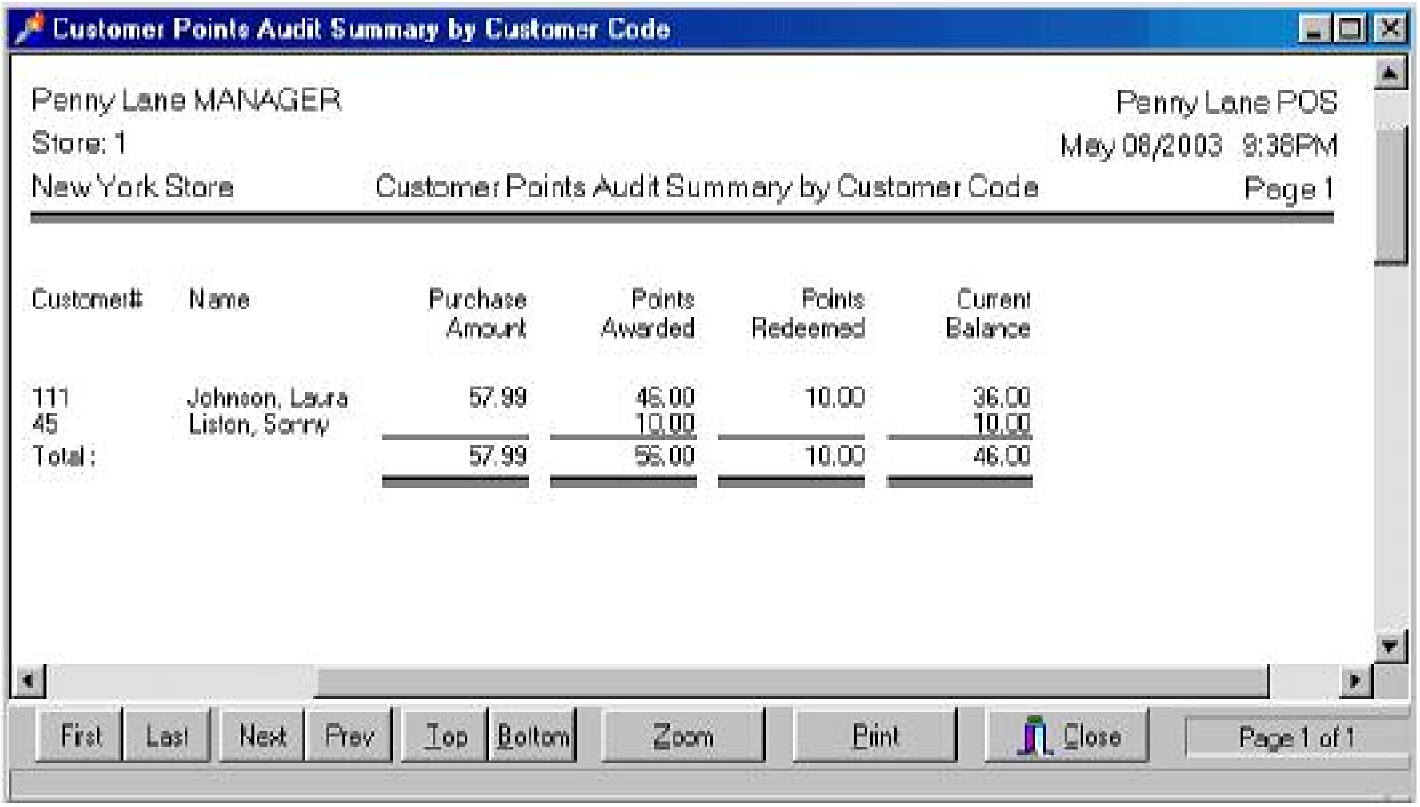
You may choose further to break down customer ranking by **Product**, **Department**, **Category** and **Vendor** in various combinations.

This report displays **Quantity** and **Amount Sold** in addition to **Cost** and **Profit** information for each customer.

With the filters on the **Report Selection** screen, you can select a range for any of the above criteria, in addition to **Date**, **Clerk**, **Sales Value**, **Style, Vendor, Subdepartment** and **Family**.

For **Customer Address Labels** and the **Accounts Receivable Aging Report**, see **Customer**.

Customer Inquiry/Points Audit Summary Report



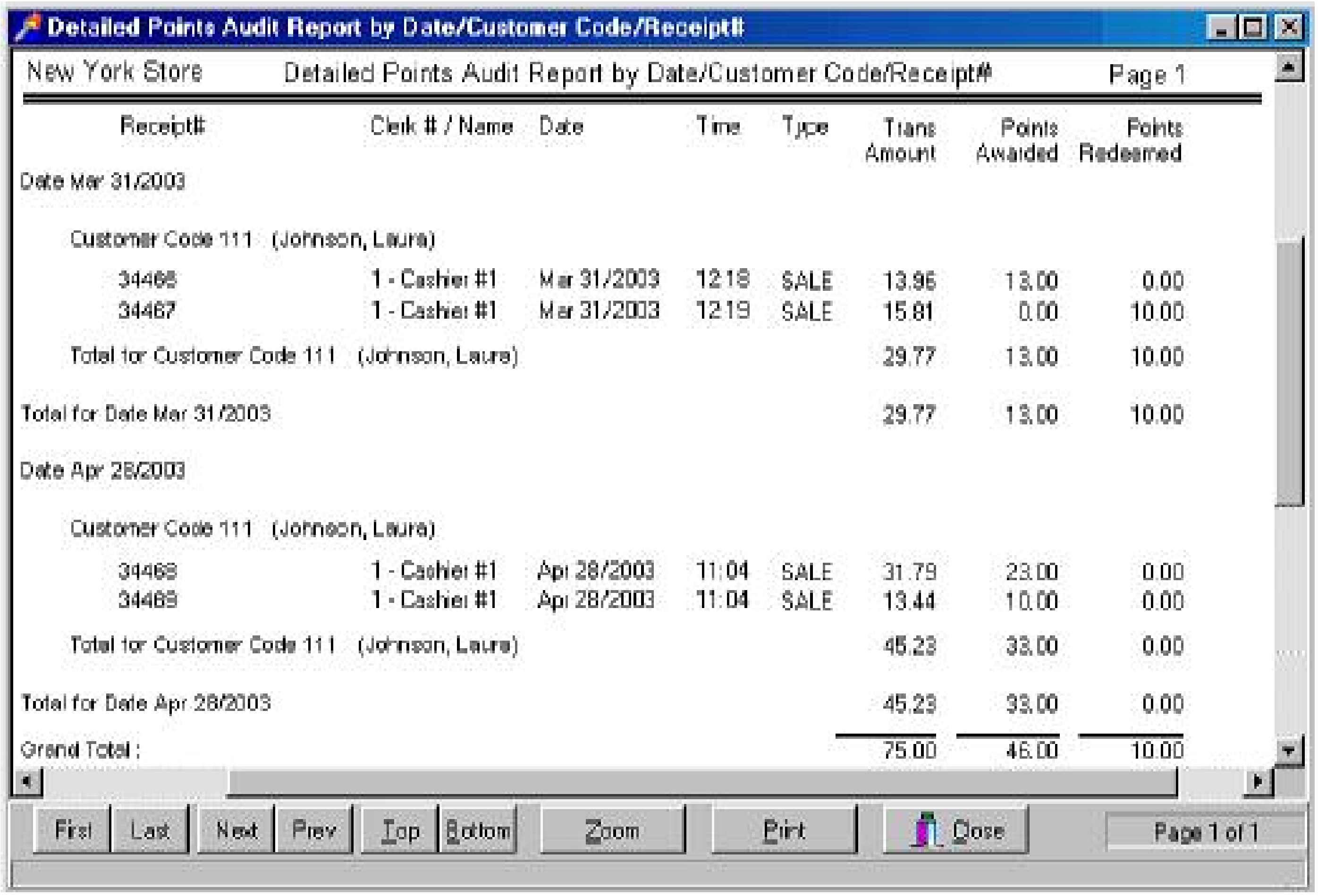
The **Customer Points Audit Summary** gives a summary of Points awarded in the **Customer Loyalty Program** (see **Customer Rewards Programs/Customer Loyalty Program**) by **Customer Name**, **Customer Code** and **Store**.

The report shows the **Purchase Amount** (Value) for which **Points** have been awarded, the number of **Points Awarded**, **Points Redeemed** and **Current Balance of Points** for each customer.

This summary displays totals for each of these criteria. To view such details as specific transactions or cashiers involved in **Points** awards, see the **Detailed Customer Points Audit** below.

With the filters on the **Report Selection** screen, you can select ranges for **Store Number**, **Customer Code**, **Last Name**, **Date Joined**, **Last Sale**, **Points Balance**, and ranges for any custom criteria that you have added on the **Custom Data** screen of **Customer Maintenance** (see **Customer Maintenance, Custom Data** screen).

Detailed Customer Points Audit Report



Detailed Points Audit Report by Date/Customer Code/Receipt#

New York Store — Detailed Points Audit Report by Date/Customer Code/Receipt# — Page 1

Receipt#	Clerk # / Name	Date	Time	Type	Trans Amount	Points Awarded	Points Redeemed
Date Mar 31/2003							
Customer Code 111 (Johnson, Laura)							
34466	1 - Cashier #1	Mar 31/2003	12:18	SALE	13.96	13.00	0.00
34467	1 - Cashier #1	Mar 31/2003	12:19	SALE	15.81	0.00	10.00
Total for Customer Code 111 (Johnson, Laura)					29.77	13.00	10.00
Total for Date Mar 31/2003					29.77	13.00	10.00
Date Apr 28/2003							
Customer Code 111 (Johnson, Laura)							
34468	1 - Cashier #1	Apr 28/2003	11:04	SALE	31.79	23.00	0.00
34469	1 - Cashier #1	Apr 28/2003	11:04	SALE	13.44	10.00	0.00
Total for Customer Code 111 (Johnson, Laura)					45.23	33.00	0.00
Total for Date Apr 28/2003					45.23	33.00	0.00
Grand Total :					75.00	46.00	10.00

First Last Next Prev Top Bottom Zoom Print Close Page 1 of 1

With the **Detailed Customer Points Audit**, you can view the individual transactions for which points have been awarded, the **Transaction Type**, **Amount**, **Date**, **Time**, **Receipt Number** and **Cashier Number** along with the number of **Points Rewarded** and **Points Redeemed** for each transaction.

This report can be run by **Customer Code**, **Store**, **Category**, **Date** and **Receipt Number** in many combinations.

With the filters on the **Report Selection** screen, you can select ranges for **Date**, **Customer Code** and **Category**, as well as ranges for any custom criteria that you have added on the **Custom Data** screen of **Customer Maintenance** (see **Customer Maintenance, Custom Data** screen).

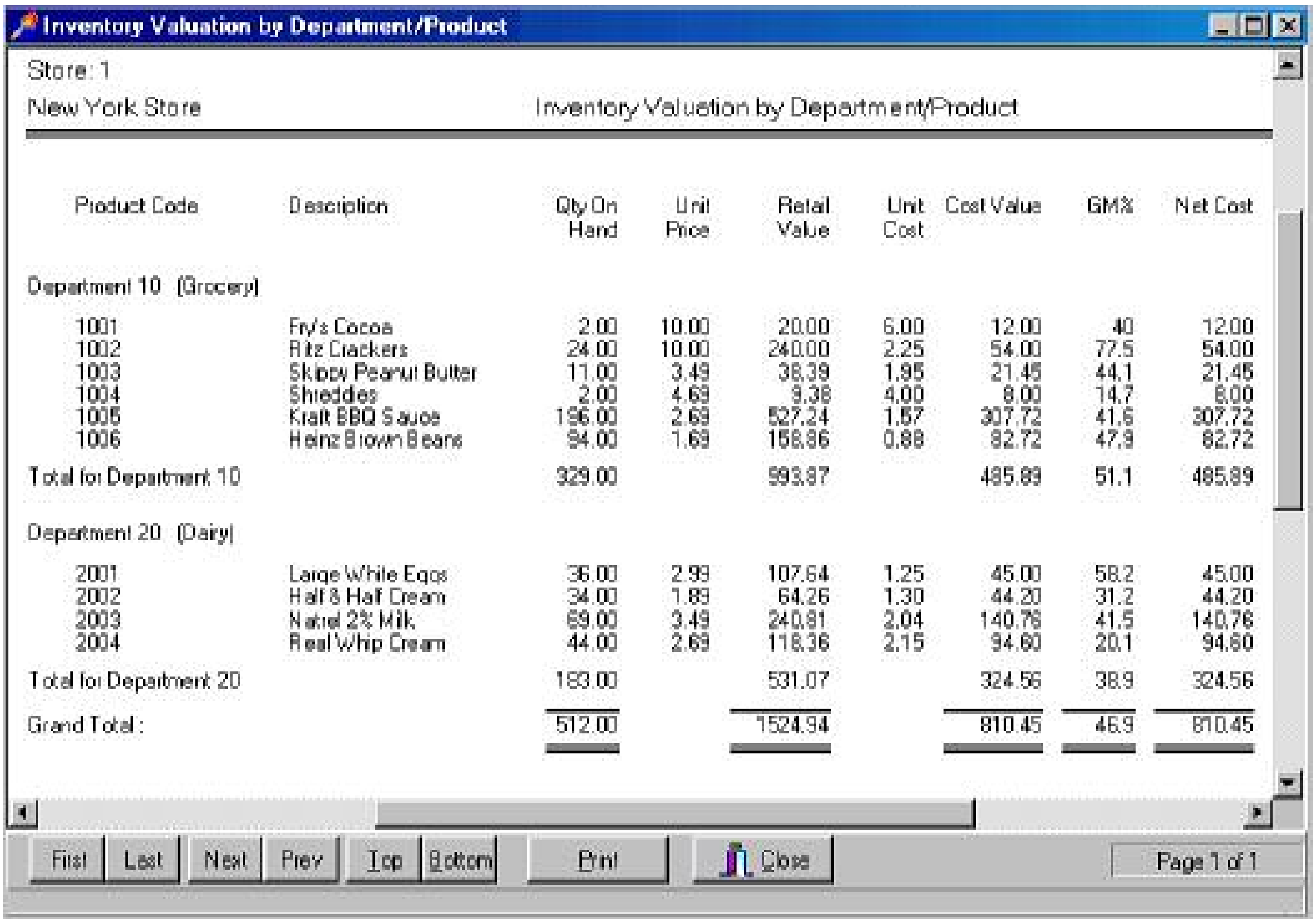
Inventory Reports

There is a large body of **Inventory Reports** that will give you comprehensive information on all aspects of your inventory.

In addition to reports that display current inventory details such as **Price**, **Cost** and **On Hand Quantity**, there are reports that detail all inventory movement: stock orders, receipts, transfers, counts and discrepancies.

Also in this section you will find the **Master Lists** that display all branches of your inventory as well as the printable inventory tools: the **Physical Count Sheet** and the **Stock Order Sheet**.

Inventory Valuation Report


Inventory Valuation by Department/Product

Store: 1

New York Store — Inventory Valuation by Department/Product

Product Code	Description	Qty On Hand	Unit Price	Retail Value	Unit Cost	Cost Value	GM%	Net Cost
Department 10 (Grocery)								
1001	Fry's Cocoa	2.00	10.00	20.00	6.00	12.00	40	12.00
1002	Ritz Crackers	24.00	10.00	240.00	2.25	54.00	77.5	54.00
1003	Skippy Peanut Butter	11.00	3.49	38.39	1.95	21.45	44.1	21.45
1004	Shreddies	2.00	4.69	9.38	4.00	8.00	14.7	8.00
1005	Kraft BBQ Sauce	196.00	2.69	527.24	1.57	307.72	41.6	307.72
1006	Heinz Brown Beans	94.00	1.69	158.86	0.88	82.72	47.9	82.72
Total for Department 10		329.00		993.87		485.89	51.1	485.89
Department 20 (Dairy)								
2001	Large White Eggs	36.00	2.99	107.64	1.25	45.00	58.2	45.00
2002	Half & Half Cream	34.00	1.89	64.26	1.30	44.20	31.2	44.20
2003	Natrel 2% Milk	69.00	3.49	240.81	2.04	140.76	41.5	140.76
2004	Real Whip Cream	44.00	2.69	118.36	2.15	94.60	20.1	94.60
Total for Department 20		183.00		531.07		324.56	38.9	324.56
Grand Total:		512.00		1524.94		810.45	46.9	810.45

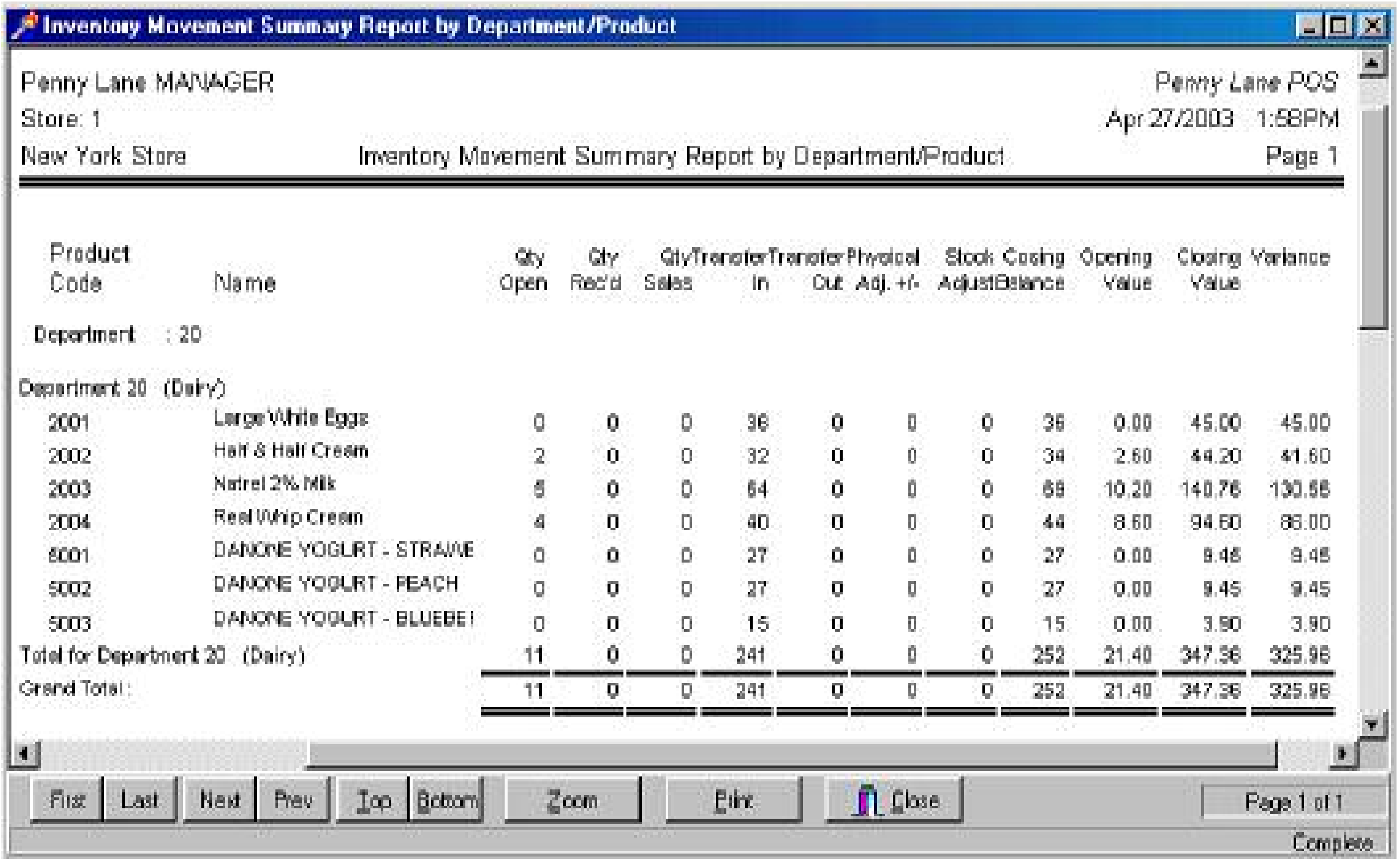
The **Inventory Valuation Report** displays a breakdown of the value of your inventory by **Product**, **Department**, **Category** and **Vendor** in many combinations.

The finished report will show totals for **Gross Margin** and details for **Retail Value** compared to **Net** and **Gross Cost Values** for all products, departments, categories and/or vendors.

With the filters on the **Report Selection** screen, you can select ranges for **Vendor**, **Department**, **Subdepartment**, **Category**, **Family**, **Style** and **Product Code**.

You can **Use Average Costing** and **Suppress Zeroes** by using the checkboxes on the **Report Selection** screen.

Inventory Movement Report



Inventory Movement Summary Report by Department/Product

Penny Lane MANAGER | Penny Lane POS
Store: 1 | Apr 27/2003 1:58PM
New York Store | Inventory Movement Summary Report by Department/Product | Page 1

Product Code	Name	Qty Open	Qty Rec'd	Qty Sales	Transfer In	Transfer Out	Physical Adj. +/-	Stock Adjust	Closing Balance	Opening Value	Closing Value	Variance
Department : 20												
Department 20 (Dairy)												
2001	Large White Eggs	0	0	0	36	0	0	0	36	0.00	45.00	45.00
2002	Half & Half Cream	2	0	0	32	0	0	0	34	2.60	44.20	41.60
2003	Natrel 2% Milk	5	0	0	64	0	0	0	69	10.20	140.76	130.56
2004	Real Whip Cream	4	0	0	40	0	0	0	44	8.60	94.60	86.00
5001	DANONE YOGURT - STRAWE	0	0	0	27	0	0	0	27	0.00	9.45	9.45
5002	DANONE YOGURT - PEACH	0	0	0	27	0	0	0	27	0.00	9.45	9.45
5003	DANONE YOGURT - BLUEBE!	0	0	0	15	0	0	0	15	0.00	3.90	3.90
Total for Department 20 (Dairy)		11	0	0	241	0	0	0	252	21.40	347.36	325.96
Grand Total:		11	0	0	241	0	0	0	252	21.40	347.36	325.96

The **Inventory Movement Report** details the movement of inventory into and out of the store by **Department** and **Product**.

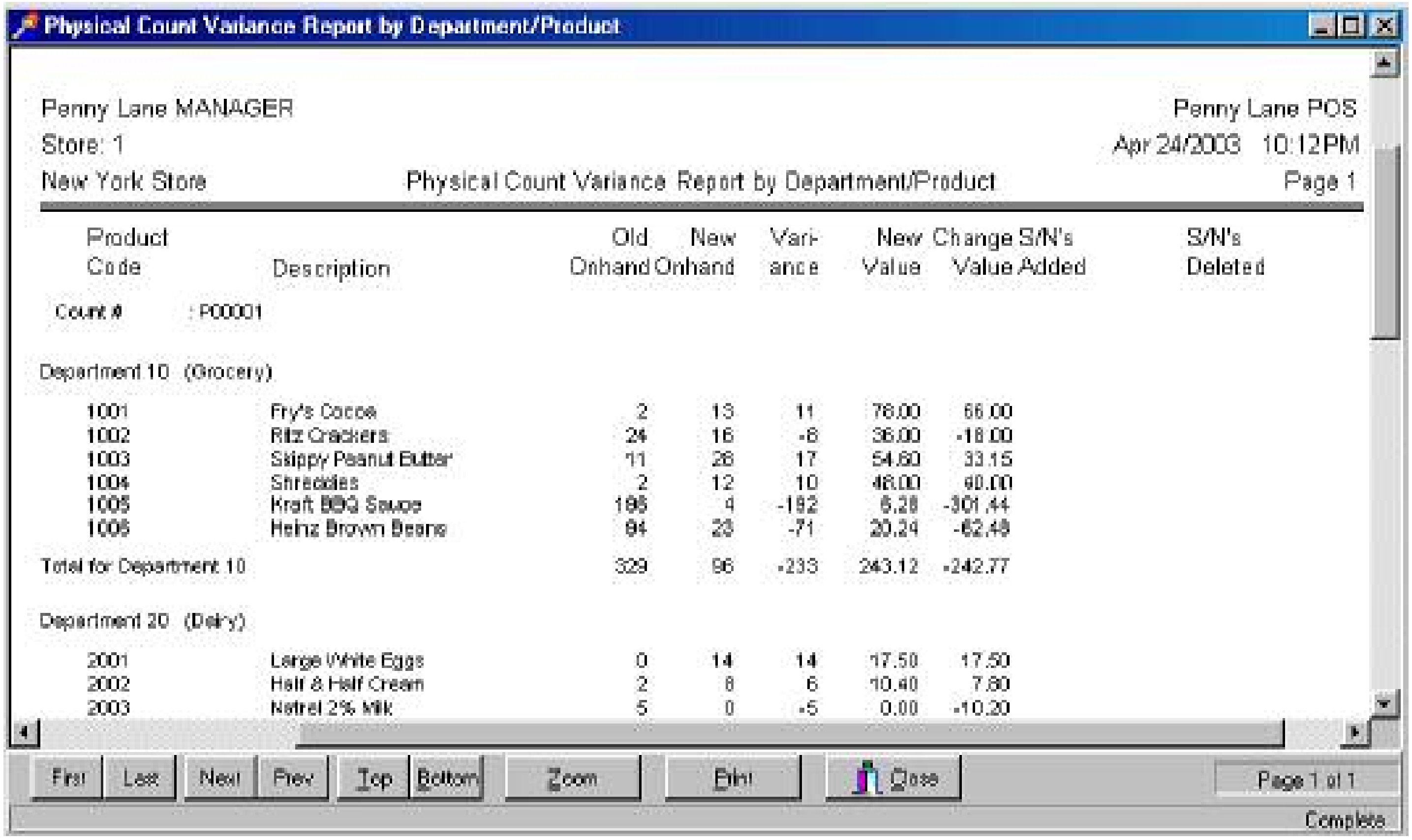
In addition to the **Filter** and **Report Order** fields, the **Inventory Movement** screen contains checkboxes that enable you to select which types of **Inventory Movement** transactions you will include on the report, including **Purchase Order**, **Receipt**, **Shipment**, **Sales**, **Physical**, **Refund**, **Return**, **Exchange In**, **Exchange Out**, **Kit** +, **Kit** – and **Adjustment**.

The finished report shows a breakdown of movement grouped by transaction type. **Quantity Received** versus **Sales**, **Quantity Transferred In/Out**, **Adjustments**, **Opening/Closing Quantity** and **Opening/Closing Value** for every product are displayed with totals by **Department**.

You can print a **Detailed** version of the report that details every **Transaction Type** by checking the **Detailed** box on the **Report Selection** screen. Two additional checkboxes allow you to **Use Average Costing** and **Suppress Zeroes**.

With the filters on the **Report Selection** screen, you can select ranges for **Vendor**, **Department**, **Subdepartment**, **Category**, **Family**, **Style** and **Product Code**.

Physical Counts Variance/Discrepancy Report



Physical Count Variance Report by Department/Product

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Apr 24/2003 10:12PM
New York Store — Physical Count Variance Report by Department/Product — Page 1

Count # : P00001

Product Code	Description	Old Onhand	New Onhand	Variance	New Value	Change Value	S/N's Added	S/N's Deleted
Department 10 (Grocery)								
1001	Fry's Cocoa	2	13	11	78.00	66.00		
1002	Ritz Crackers	24	16	-8	36.00	-18.00		
1003	Skippy Peanut Butter	11	28	17	54.60	33.15		
1004	Shreddies	2	12	10	48.00	40.00		
1005	Kraft BBQ Sauce	186	4	-182	6.28	-301.44		
1006	Heinz Brown Beans	94	23	-71	20.24	-62.48		
Total for Department 10		329	96	-233	243.12	-242.77		
Department 20 (Dairy)								
2001	Large White Eggs	0	14	14	17.50	17.50		
2002	Half & Half Cream	2	8	6	10.40	7.80		
2003	Natrel 2% Milk	5	0	-5	0.00	-10.20		

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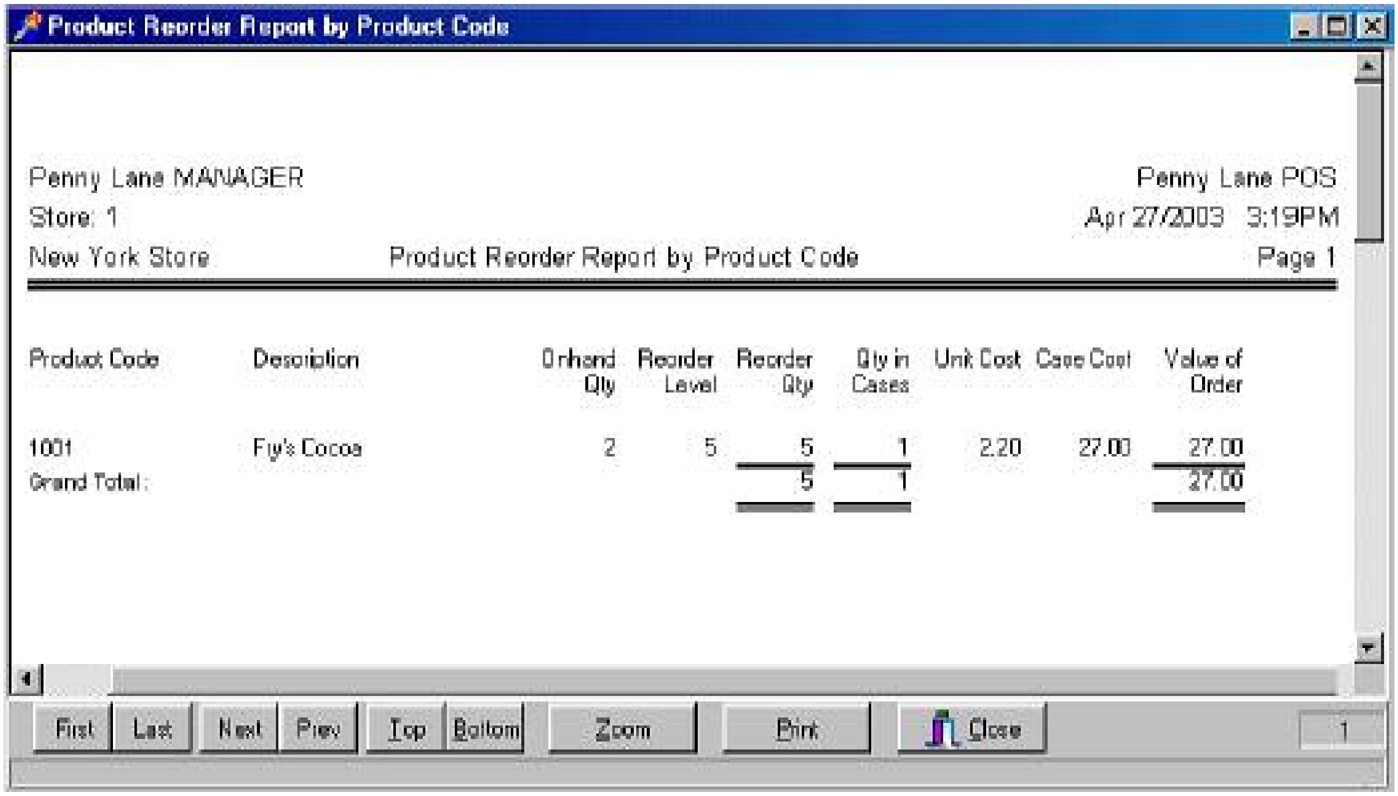
The **Physical Counts Sheet** is located in **Physical Counts**.

When you have entered the product **Counts** on the *Details* screen, you can print a **Variance Report** which will detail the difference of your **On Hand Quantity** before the count and the new **On Hand Quantity** that you have determined by the Physical Count. The **Variance Report** will also display the **On Hand Quantity Variance**, the **New Value** of the inventory, the **Change** in value, and **Shelf Numbers** added and deleted for this count.

Click on the **Variance Report** button to access the **Variance Report** screen. On the **Variance Report** screen you can specify the layout of the report as well as desired filters.

Click on **View** to view the report. When you close the report, a **Post Count?** prompt will appear. When you post the **Physical Count**, your inventory will reflect the new **On Hand Quantities**.

Product Re-Order Report



The **Product Re-Order Report** lists all products that need to be re-ordered based on the **On Hand Quantity** and the **Re-Order Level** of all products, by **Product Code** or **Vendor**.

Only the products that have dropped below the prescribed **Re-Order Level** will be listed in the report.

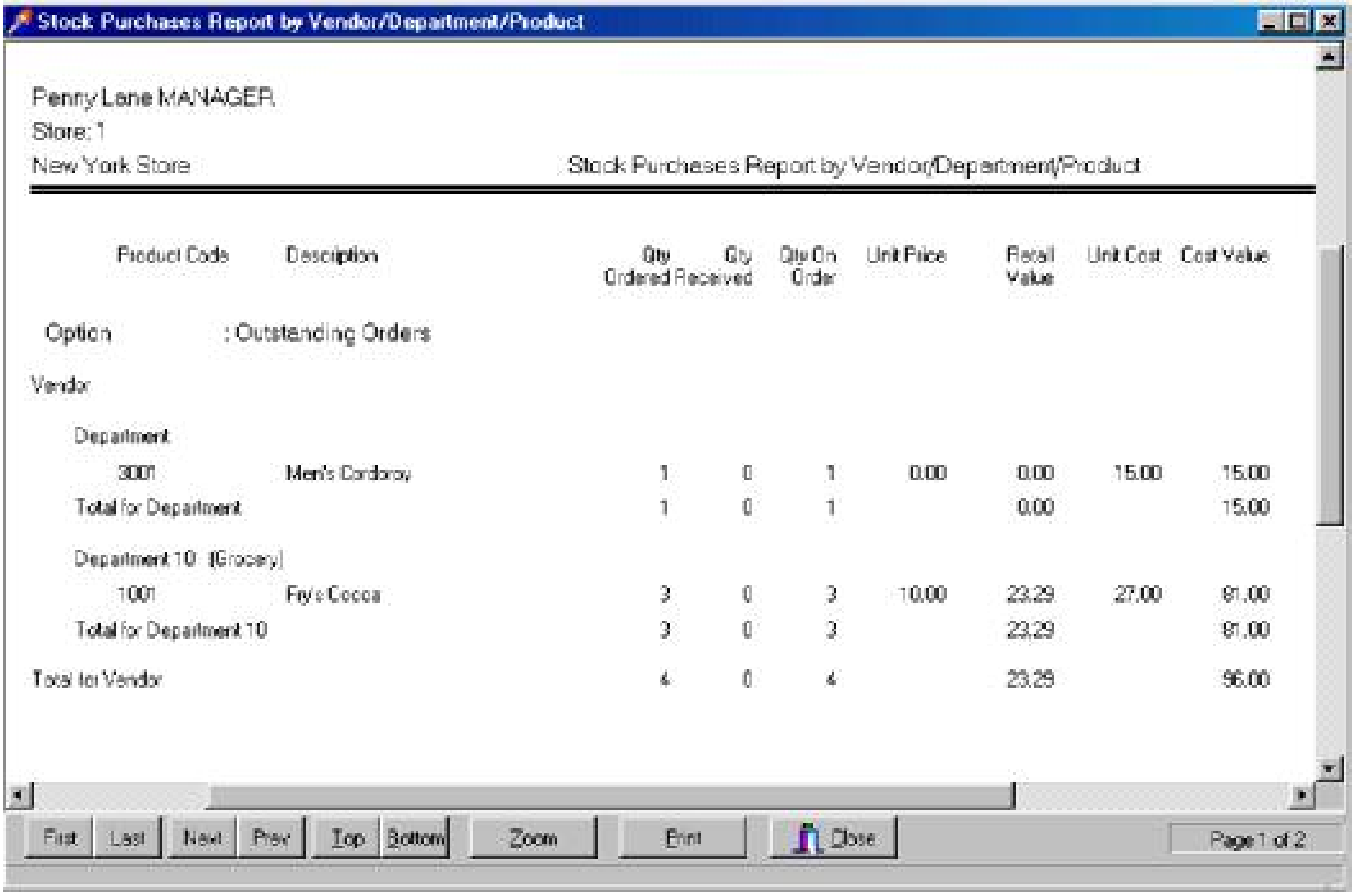
The finished report will display totals for **On Hand Quantity**, the **Re-Order Quantity**, and the **Cost** of the order.

You can **Use Average Costing** and specify the use of **Current On Order Quantity** by checking those boxes on the **Report Selection** screen.

The **Reorder Method** fields on the screen allow you to choose a reorder method for the report: **By Item Sales Period** or **By Item Reorder Level**.

With the filters on the **Report Selection** screen, you can select ranges for **Vendor**, **Department**, **Subdepartment**, **Category**, **Family**, **Style** and **Product Code**.

Stock Purchases Report



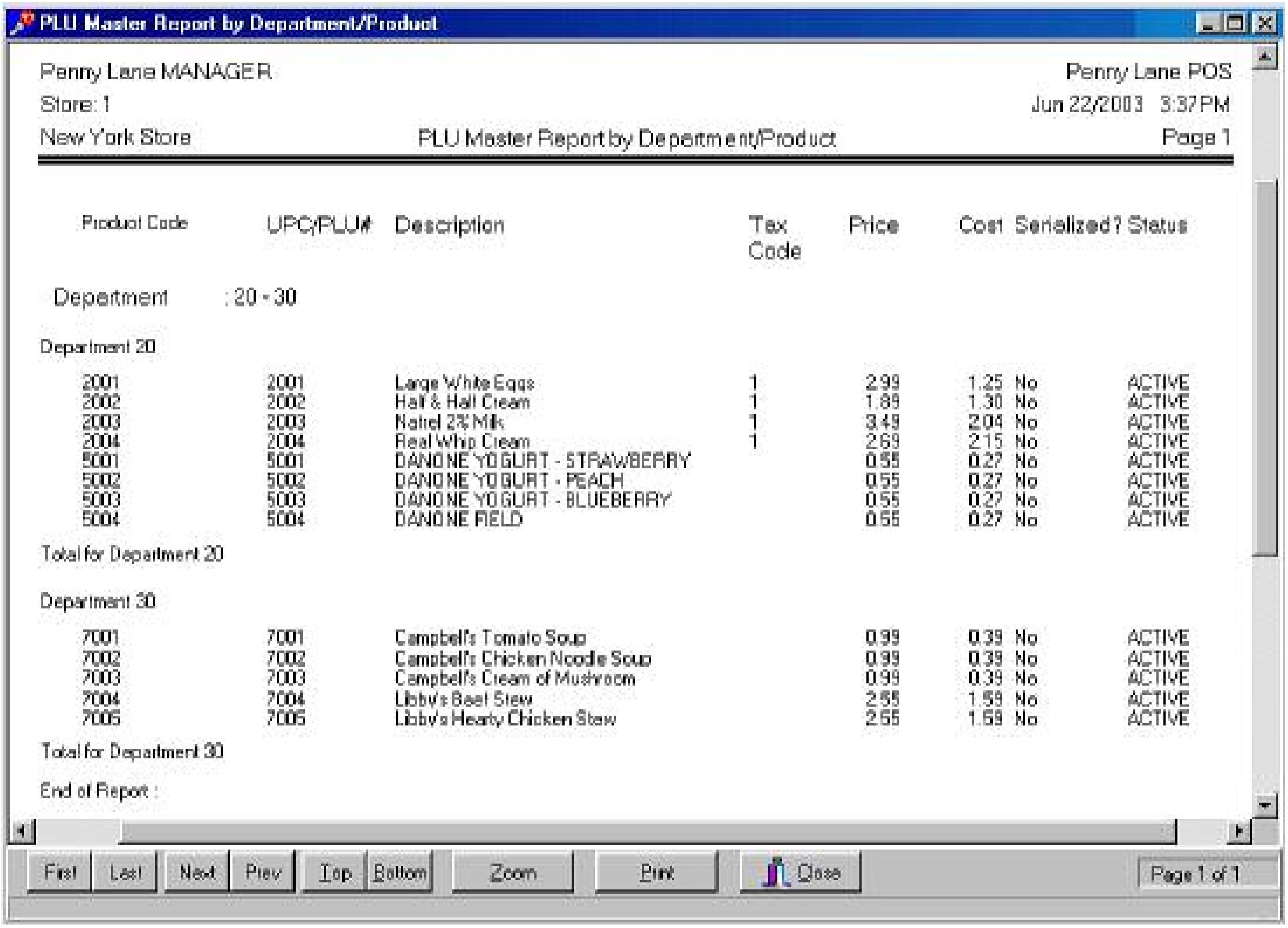
The **Stock Purchases Report** gives an analysis of **Outstanding** or **Received Purchase Orders**. Choose one of these options by using the bullets on the **Report Selection** screen.

The **Report Order** section of the screen contains a pull-down menu of many combinations of inventory divisions for the report breakdown. These include **Purchase Order Number**, **Vendor**, **Department**, **Category**, **Product Code**, **Purchase Order Date** and **Delivery Date** in various combinations.

For each product, **Quantity Ordered**, **Received** and **On Order** are displayed, along with **Unit Price**, **Retail Value** (total of all units), **Unit Cost** and **Cost Value**.

With the filters on the **Report Selection** screen, you can select a range for any of your **Report Order** criteria.

PLU Master Report



Penny Lane MANAGER — Penny Lane POS

Store: 1 — Jun 22/2003 3:37PM

New York Store — PLU Master Report by Department/Product — Page 1

Product Code	UPC/PLU#	Description	Tax Code	Price	Cost	Serialized?	Status
Department : 20 - 30							
Department 20							
2001	2001	Large White Eggs	1	2.99	1.25	No	ACTIVE
2002	2002	Half & Half Cream	1	1.89	1.30	No	ACTIVE
2003	2003	Natrel 2% Milk	1	3.49	2.04	No	ACTIVE
2004	2004	Real Whip Cream	1	2.69	2.15	No	ACTIVE
5001	5001	DANONE YOGURT - STRAWBERRY		0.55	0.27	No	ACTIVE
5002	5002	DANONE YOGURT - PEACH		0.55	0.27	No	ACTIVE
5003	5003	DANONE YOGURT - BLUEBERRY		0.55	0.27	No	ACTIVE
5004	5004	DANONE FIELD		0.55	0.27	No	ACTIVE
Total for Department 20							
Department 30							
7001	7001	Campbell's Tomato Soup		0.99	0.39	No	ACTIVE
7002	7002	Campbell's Chicken Noodle Soup		0.99	0.39	No	ACTIVE
7003	7003	Campbell's Cream of Mushroom		0.99	0.39	No	ACTIVE
7004	7004	Libby's Beef Stew		2.55	1.59	No	ACTIVE
7005	7005	Libby's Hearty Chicken Stew		2.55	1.59	No	ACTIVE
Total for Department 30							

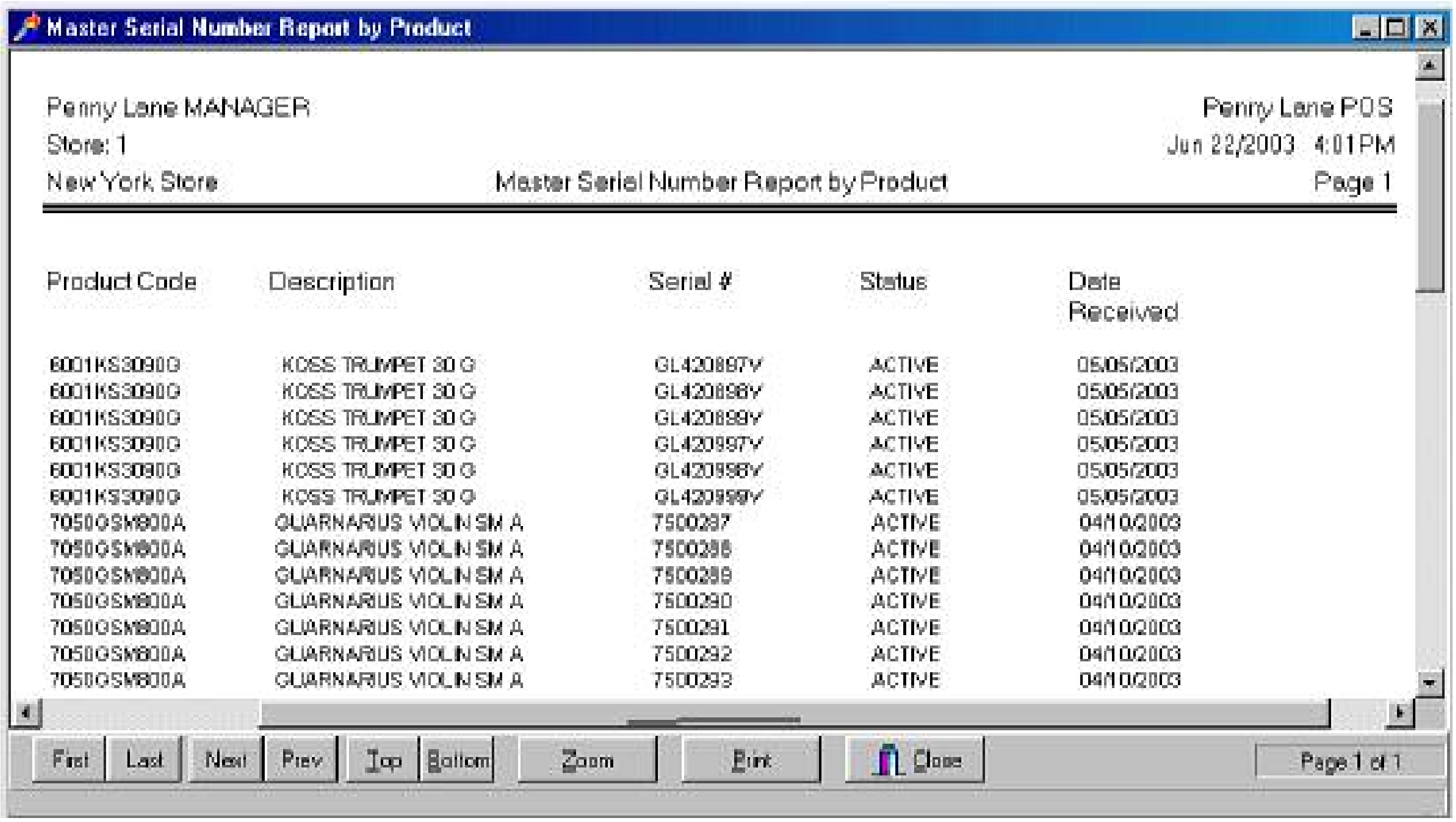
End of Report :

The **PLU Master Report** displays a full list of all inventory items.

This report can be run by **Department**, **Category**, **Vendor** and **Product** in a variety of combinations.

For each inventory item, this report displays the **Tax Code**, **Current Price**, **Last Cost**, **Serialized** status and **Active Status**.

Master Serial Number Report



Master Serial Number Report by Product

First | Last | Next | Prev | Top | Bottom | Zoom | Print | Close | Page 1 of 1

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jun 22/2003 4:01PM
New York Store — Master Serial Number Report by Product — Page 1

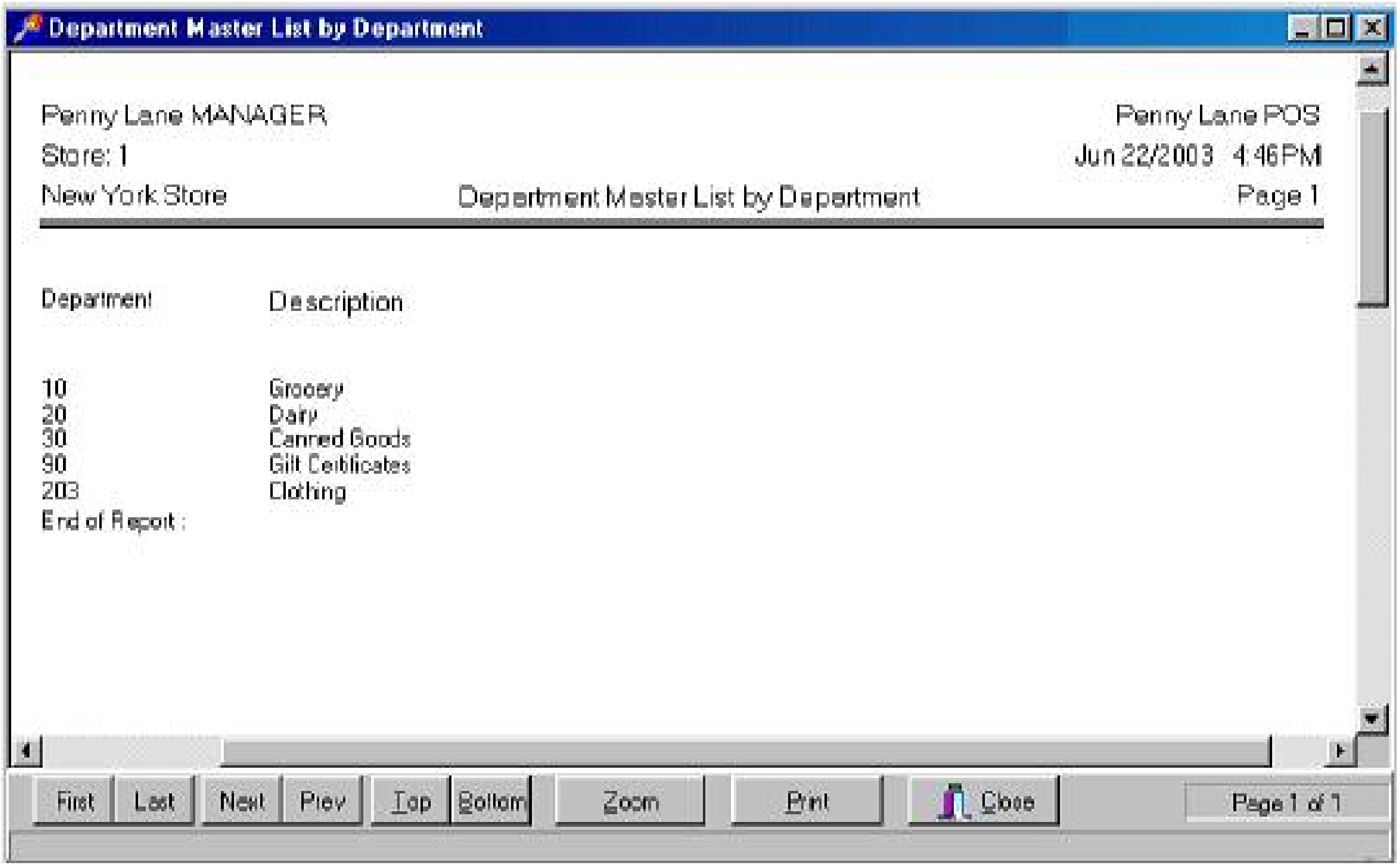
Product Code	Description	Serial #	Status	Date Received
6001KS3090G	KOSS TRUMPET 30 G	GL420897Y	ACTIVE	05/05/2003
6001KS3090G	KOSS TRUMPET 30 G	GL420898Y	ACTIVE	05/05/2003
6001KS3090G	KOSS TRUMPET 30 G	GL420899Y	ACTIVE	05/05/2003
6001KS3090G	KOSS TRUMPET 30 G	GL420997Y	ACTIVE	05/05/2003
6001KS3090G	KOSS TRUMPET 30 G	GL420998Y	ACTIVE	05/05/2003
6001KS3090G	KOSS TRUMPET 30 G	GL420999Y	ACTIVE	05/05/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500287	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500288	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500289	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500290	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500291	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500292	ACTIVE	04/10/2003
7050GSM800A	GUARNARIUS VIOLIN SM A	7500293	ACTIVE	04/10/2003

The **Serial Number Master Report** displays a full list of all **Serialized** items.

This report can be run by **Product** or **Serial Number**.

For each **Serialized** item, this report displays the **Product Code**, **Description**, **Serial Number**, **Active Status** and **Date Received**.

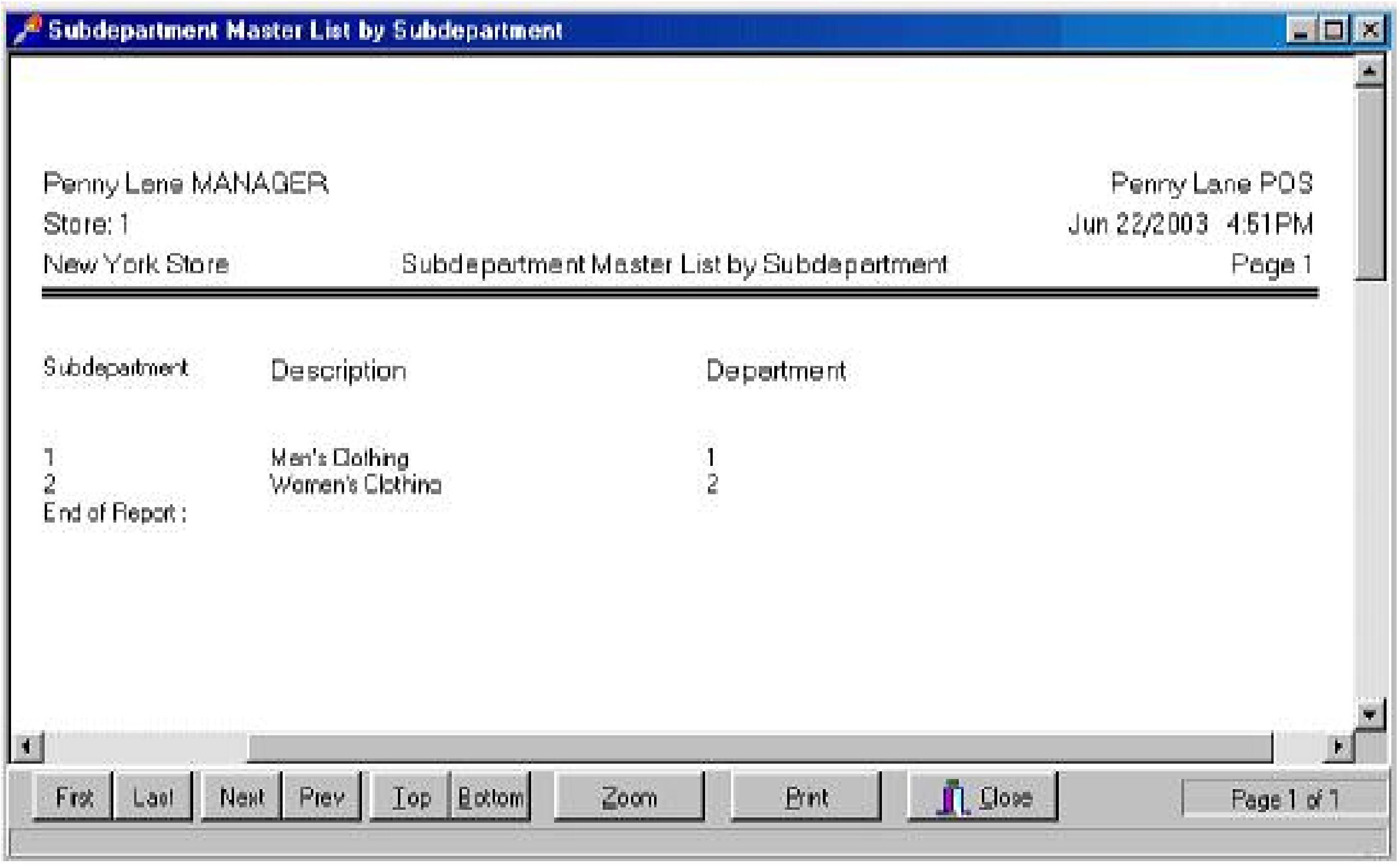
Department Master List



The **Department Master List** lists every **Department Number** along with the **Department Description**.

This report can be run by **Department Number** or **Department Description**.

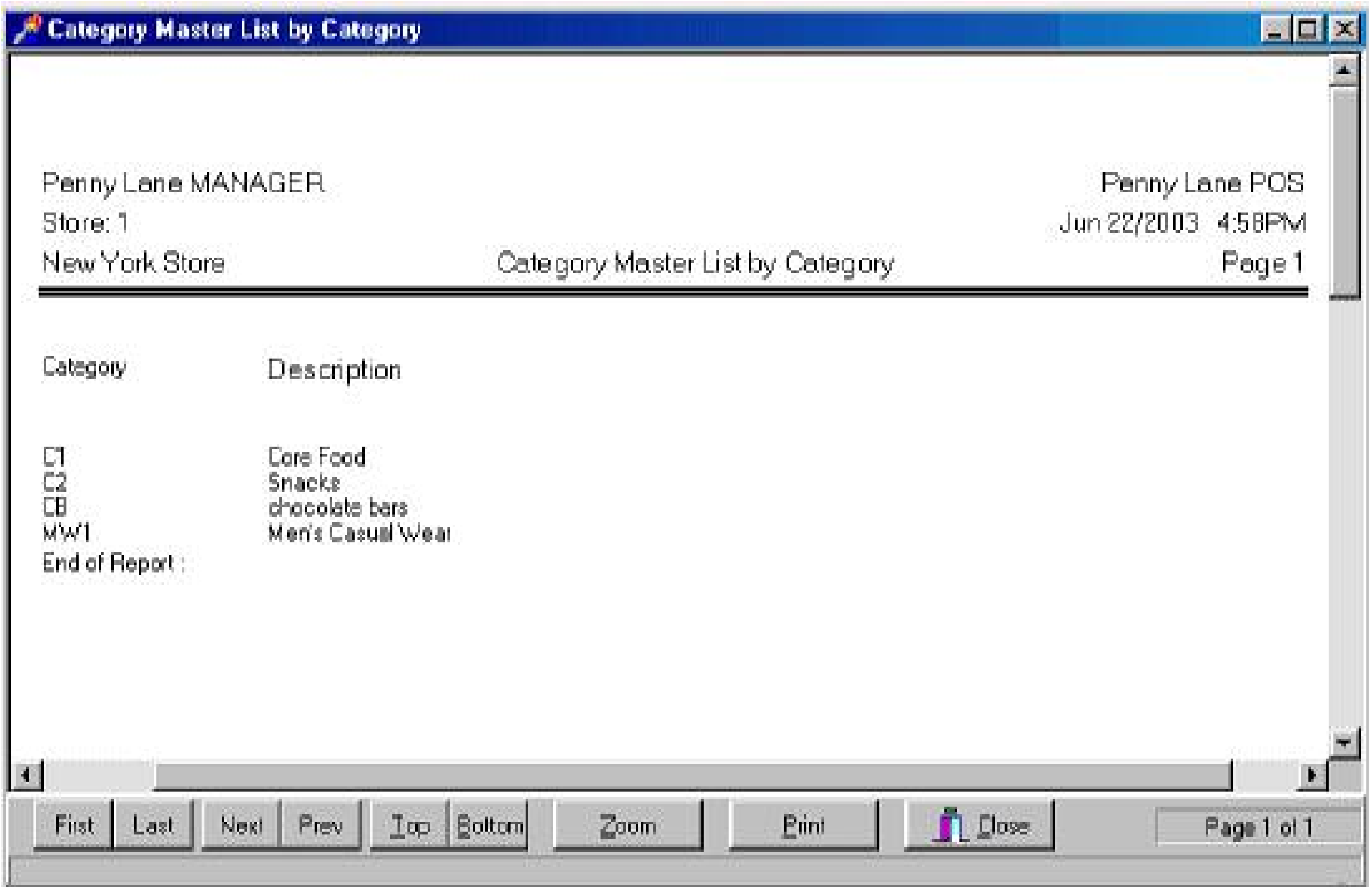
Subdepartment Master List



The **Subdepartment Master List** lists every **Subdepartment Number**, **Subdepartment Description**, and the number of the **Department** it belongs to.

This report can be run by **Subdepartment Number**, **Subdepartment Description** or **Department/Subdepartment**.

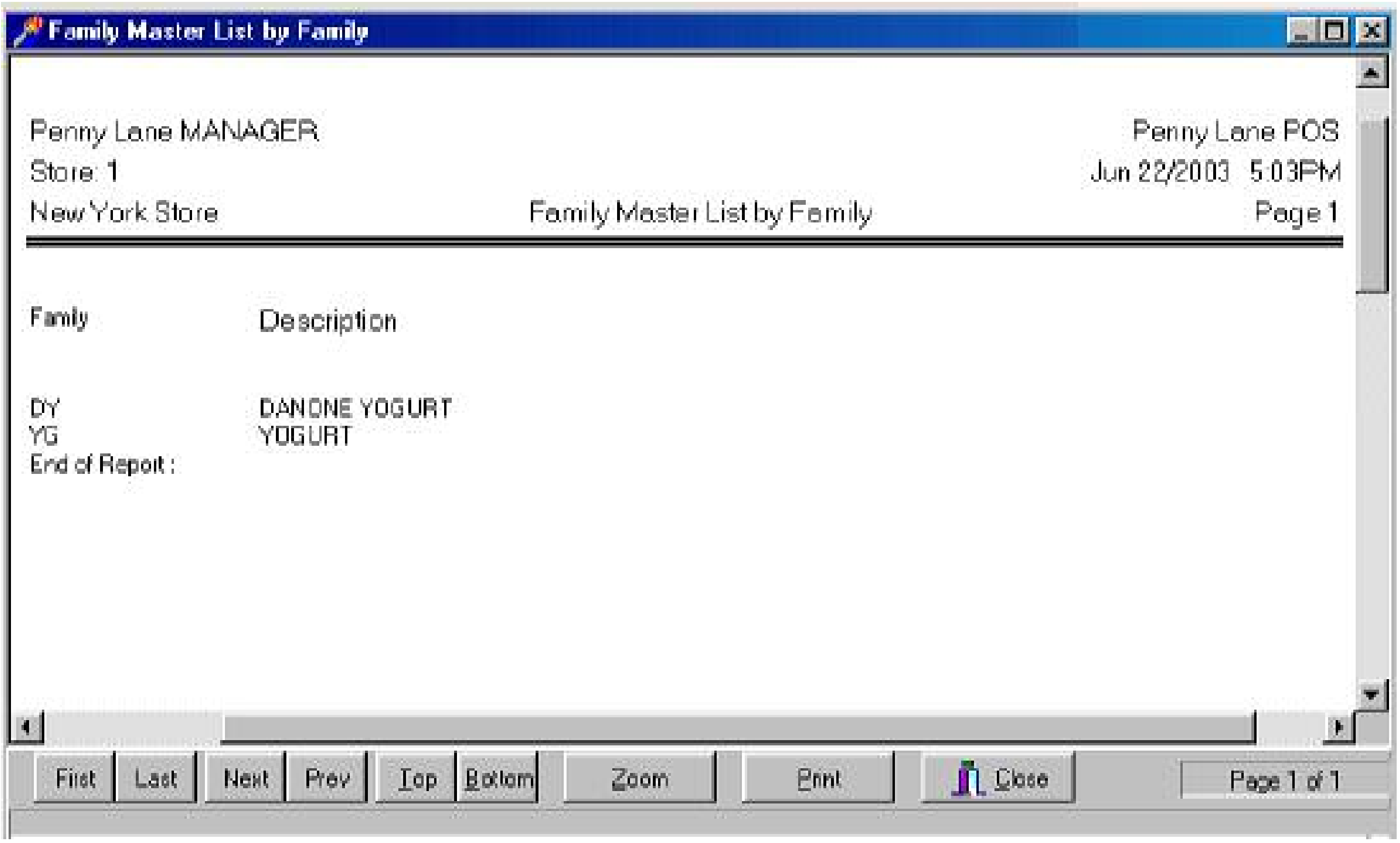
Category Master List



The **Category Master List** lists every **Category Code** along with the **Category Description**.

This report can be run by **Category Code** or **Category Description**.

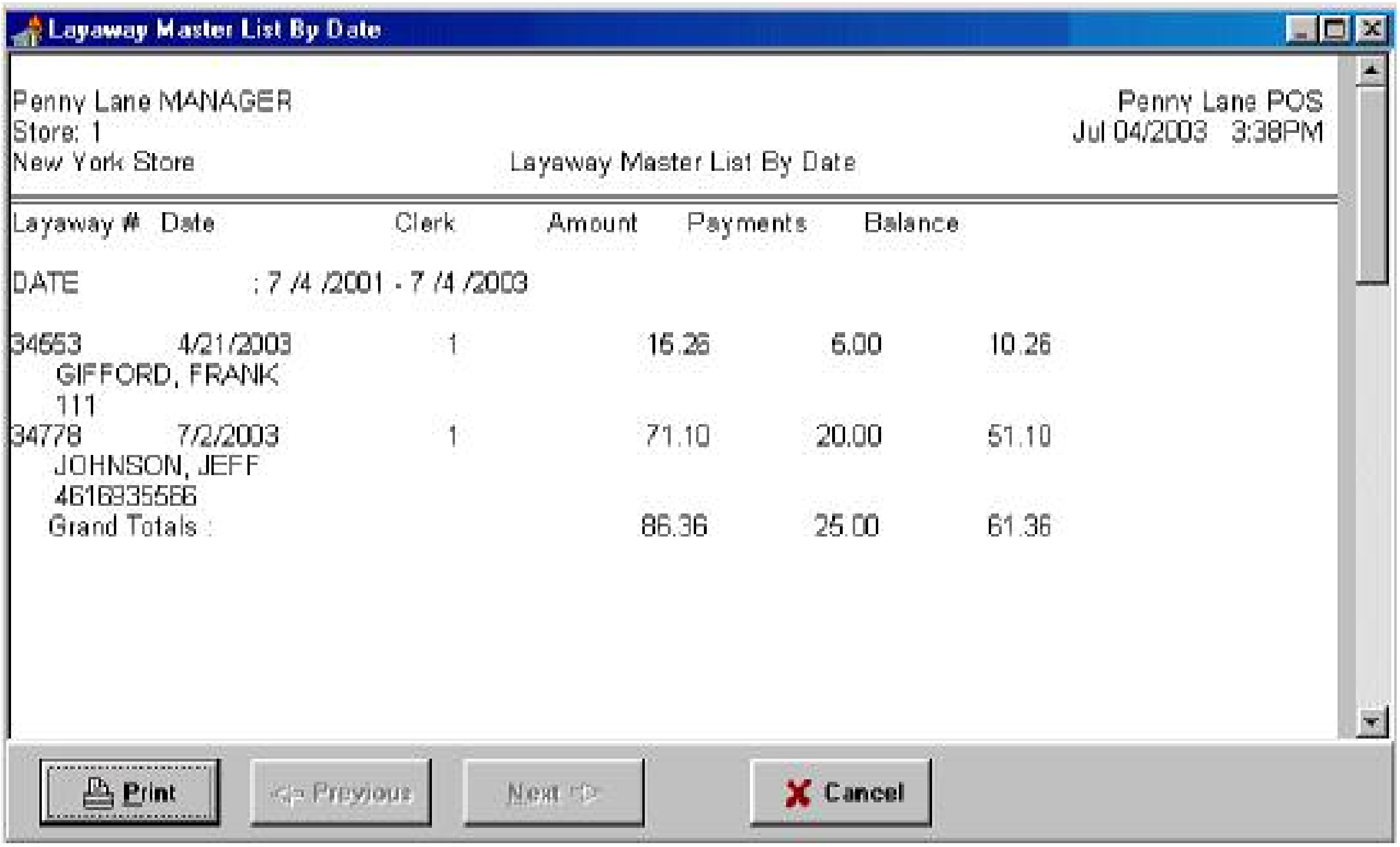
Family Master List



The **Family Master List** lists every **Family Code** along with the **Family Description**.

This report can be run by **Family Code** or **Family Description**.

The Layaway Master List

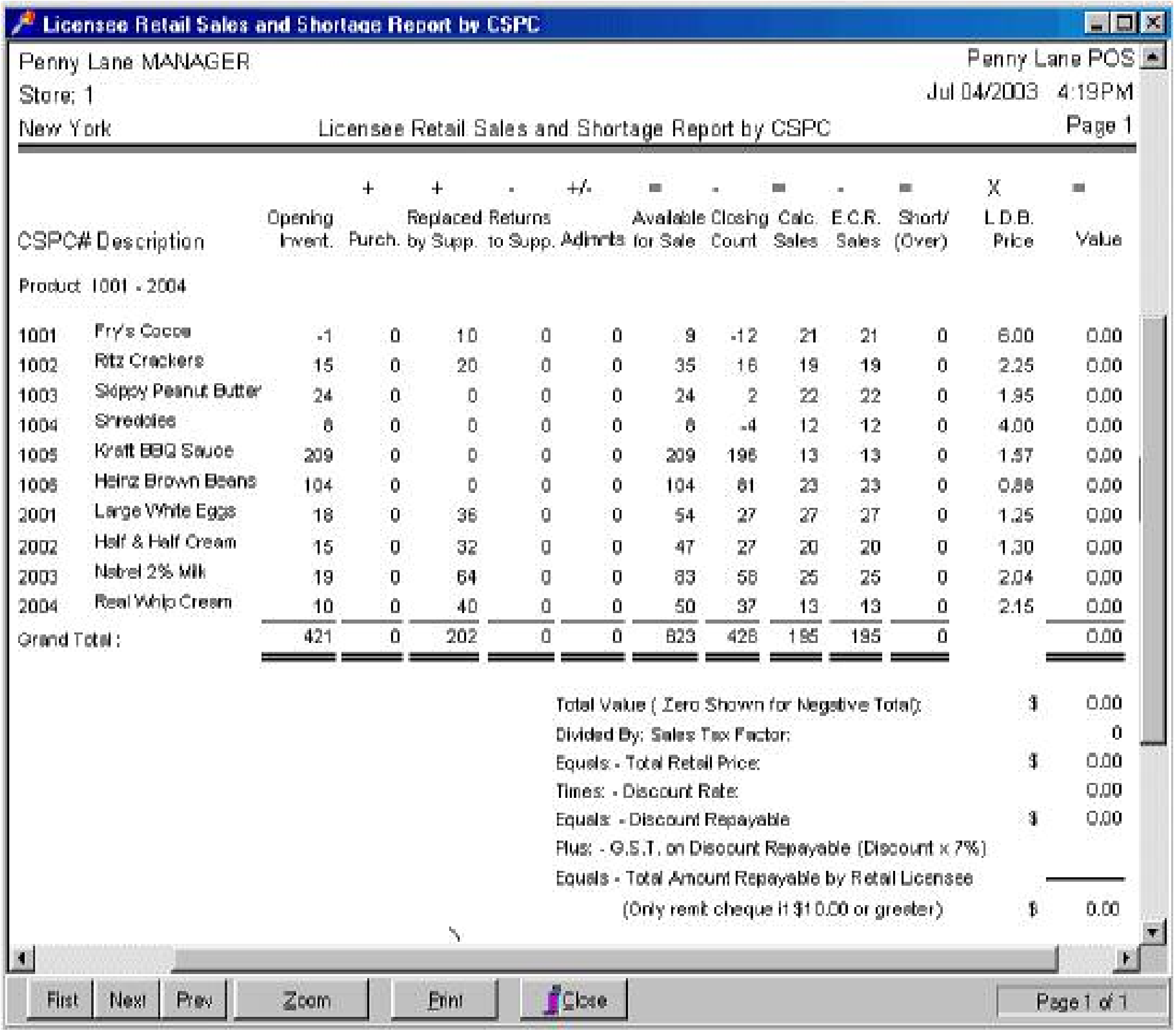


The **Layaway Master List** allows you to view a full or partial **Layaway History** for your store.

You can run this report in the order of **Date**, **Customer** or **Clerk Number**.

The **Layaway Master List** shows the **Clerk**, **Amount**, **Payments** and **Balance** of every layaway for each customer.

Licensee Retail Sales and Shortage Report



Licensee Retail Sales and Shortage Report by CSPC

Penny Lane MANAGER — Penny Lane POS
Store: 1 — Jul 04/2003 4:19PM
New York — Licensee Retail Sales and Shortage Report by CSPC — Page 1

CSPC#	Description	Opening Invent.	+ Purch.	+ Replaced by Supp.	- Returns to Supp.	+/- Adjmnts	= Available for Sale	- Closing Count	= Calc. Sales	- E.C.R. Sales	= Short/ (Over)	X L.D.B. Price	= Value
Product 1001 - 2004													
1001	Fry's Cocoa	-1	0	10	0	0	9	-12	21	21	0	6.00	0.00
1002	Ritz Crackers	15	0	20	0	0	35	16	19	19	0	2.25	0.00
1003	Skippy Peanut Butter	24	0	0	0	0	24	2	22	22	0	1.95	0.00
1004	Shreddies	8	0	0	0	0	8	-4	12	12	0	4.00	0.00
1005	Kraft BBQ Sauce	209	0	0	0	0	209	196	13	13	0	1.57	0.00
1006	Heinz Brown Beans	104	0	0	0	0	104	81	23	23	0	0.88	0.00
2001	Large White Eggs	18	0	36	0	0	54	27	27	27	0	1.25	0.00
2002	Half & Half Cream	15	0	32	0	0	47	27	20	20	0	1.30	0.00
2003	Natrel 2% Milk	19	0	64	0	0	83	58	25	25	0	2.04	0.00
2004	Real Whip Cream	10	0	40	0	0	50	37	13	13	0	2.15	0.00
Grand Total :		421	0	202	0	0	623	426	195	195	0		0.00

Total Value (Zero Shown for Negative Total):	$	0.00
Divided By: Sales Tax Factor:		0
Equals - Total Retail Price:	$	0.00
Times: - Discount Rate:		0.00
Equals - Discount Repayable	$	0.00
Plus: - G.S.T. on Discount Repayable (Discount x 7%)		
Equals - Total Amount Repayable by Retail Licensee (Only remit cheque if $10.00 or greater)	$	0.00

First Next Prev Zoom Print Close — Page 1 of 1

The **Licensee Retail Sales and Shortage Report** is designed to show detailed sales and inventory information for retailers that are licensed to deal with specialized suppliers**.**

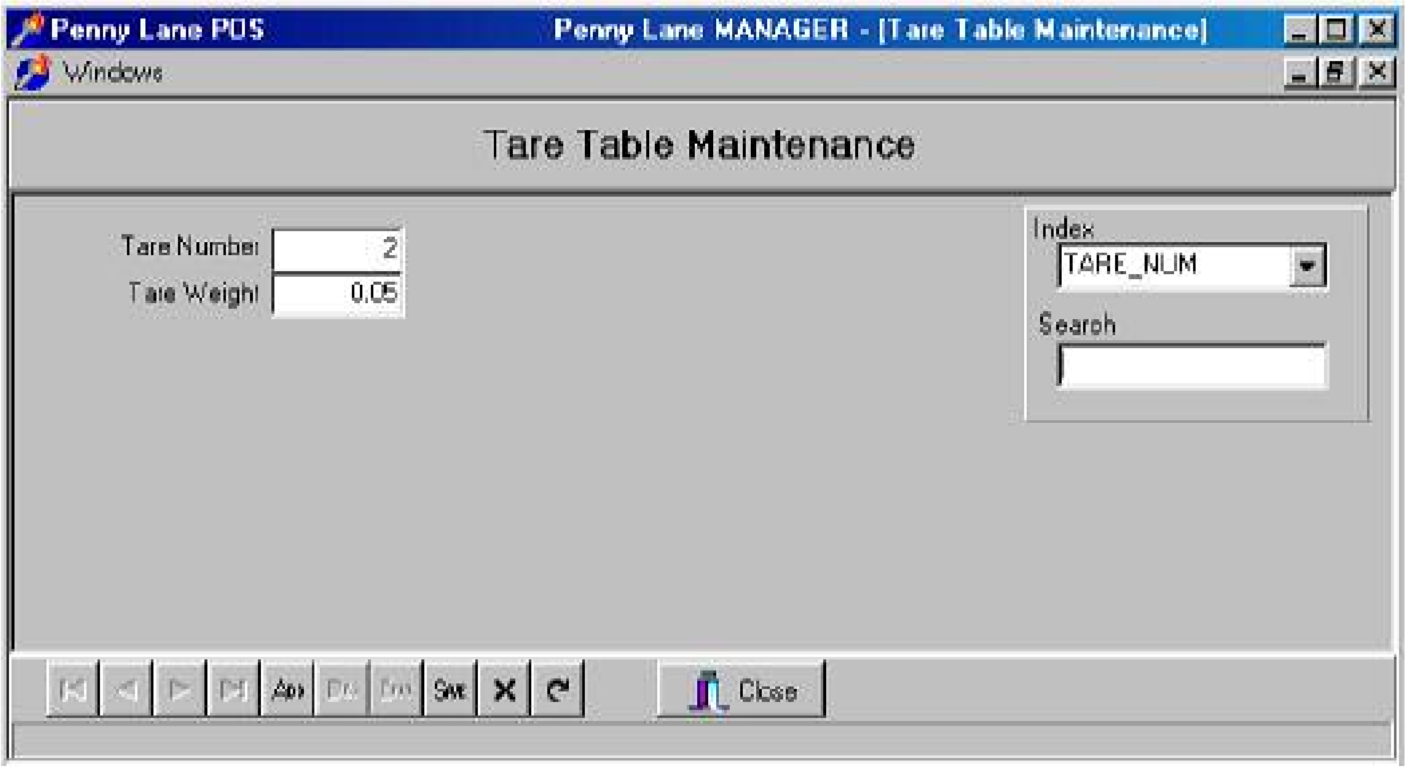
The report can be run by **CSPC Number** or **Department**.

Setup

The general **Setup** section contains a variety of tables in which you must define the specifics of your store.

In this section you will specify all of your **Tares**, **Units of Measure**, **Negative Checks** and **Clerk Commissions**. You can designate automatic price changes, effect special **Air Miles** offers and create prompts that will capture desired information at **Terminal Sales**.

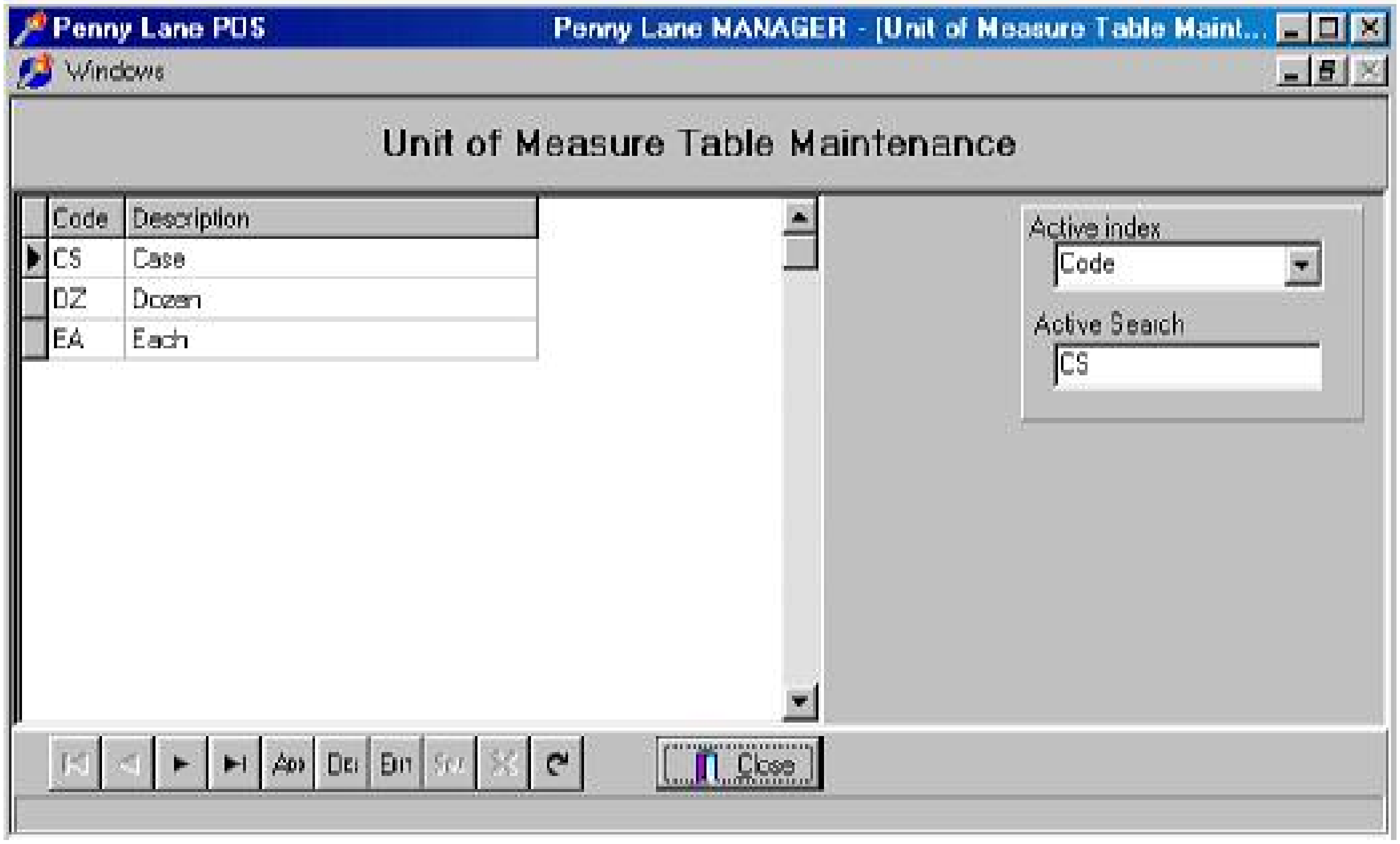
Tare Table Maintenance



Tare Table Maintenance is where you define each of your tares (see **Scale Pricing**, **Tare Method**).

To create a new tare, enter a **Tare Number** and corresponding **Tare Weight** into the **Tare Table**.

The **Tare Number** is the number that you will use in **Scale Pricing** to refer to the **Tare Weight** that you define here. Unit Of Measure Table Maintenance

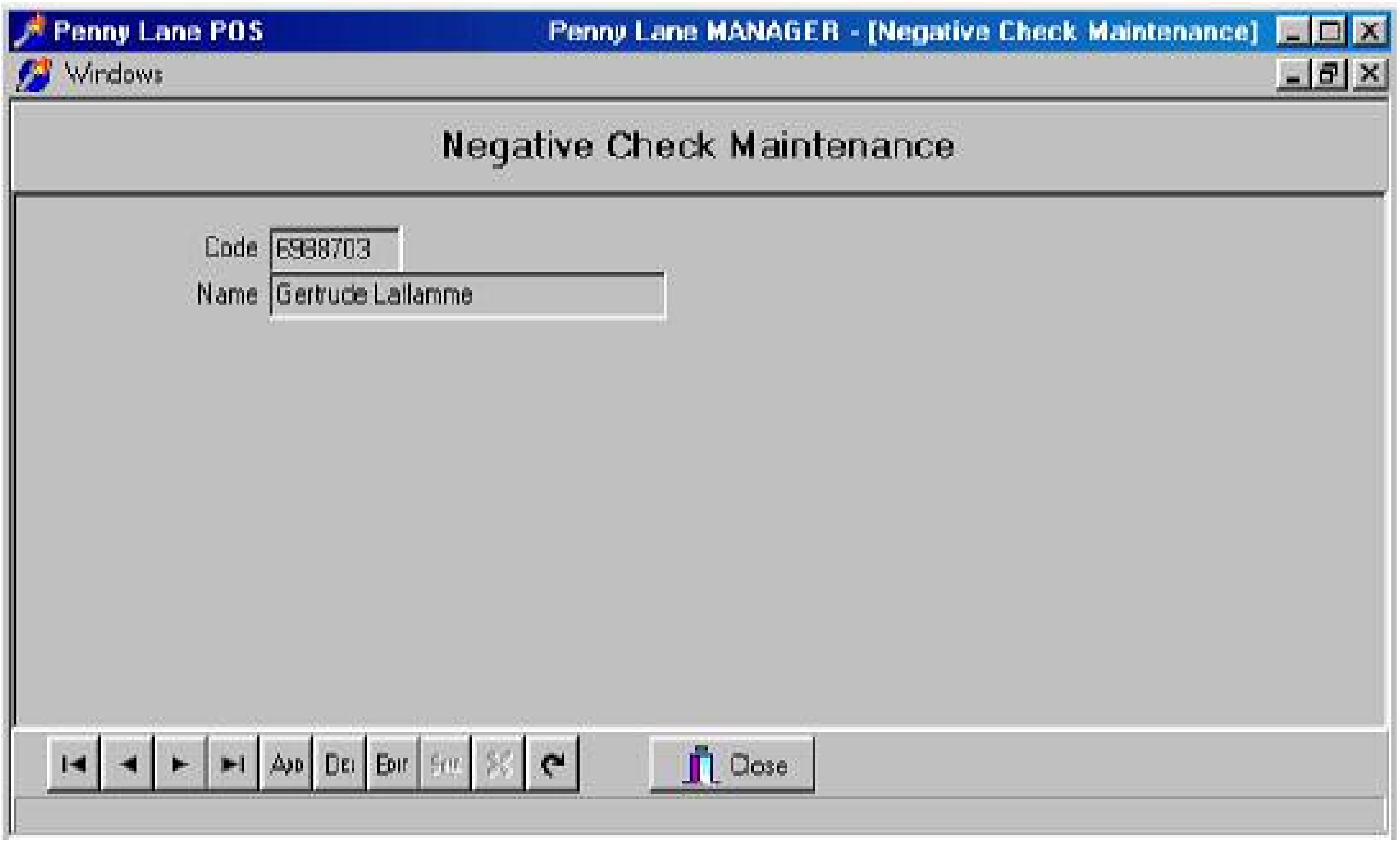


In **Unit of Measure Maintenance**, you can define the units of measure that you use to order stock.

To create a new unit of measure, enter a code of up to five characters into the **Code** field along with a corresponding description.

Unit of Measure Codes and **Descriptions** from this table appear in a pull-down menu on the ***General*** screen of **File Maintenance**. Selecting a **Unit of Measure** for a product in **File Maintenance** will cause the **Unit of Measure Code** to appear on **Purchase Orders**.

Negative Check File Maintenance



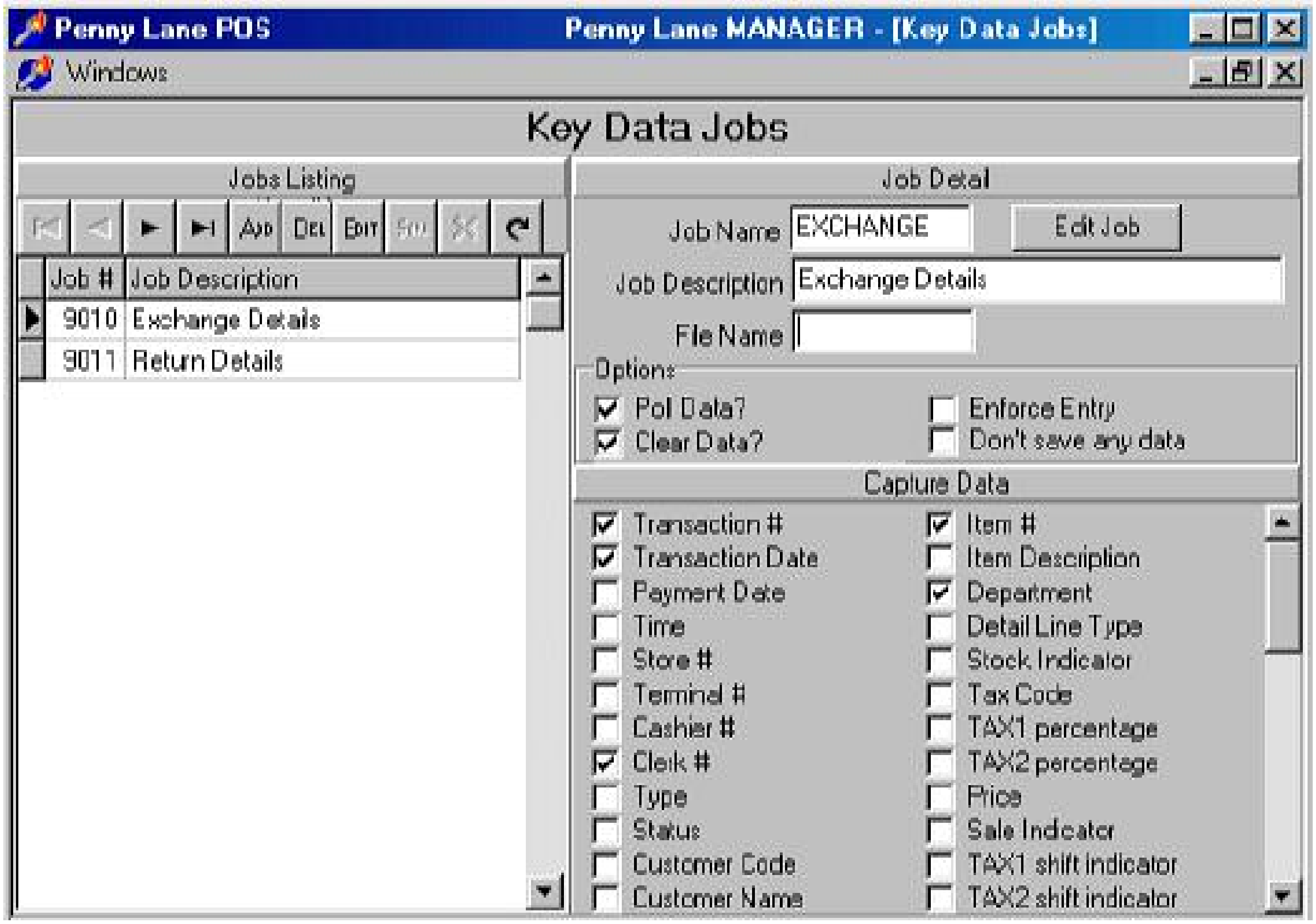
Negative Check Maintenance is where you keep track of any accounts from which you do not wish to accept cheques.

The **Negative Check Code** corresponds to the account number of the undesirable account.

To add a new account to the **Negative Check File**, enter the account number into the **Code** field and the name of the individual to whom the account belongs.

If a customer writes a check that corresponds to one of the account numbers in the **Negative Check File**, the check will be rejected when verified against this file.

Key Data Entry



Using the **Key Data Jobs** program, you can create and define prompts that will appear when specified types of transactions are performed in **Terminal Sales**. For example, you may want to prompt for a serial number when tendering gift certificates, or prompt for a reason if a cashier gives a refund.

When a program performs a function such as a prompt, it is called a **Job**.

The **Key Data Jobs** screen is divided into two sections. The **Jobs Listing** section lists all existing **Key Data Jobs**. Highlighting a job will cause the details of that job to be displayed in the **Job Detail** section on the right side of the screen.

To assign a new **Data Job** (prompt) to a key,

1. Click on the **ADD** button in the **Jobs Listing** section. You will be prompted to assign a new **Job Number**. Once a number is assigned, you must assign a **Job Name**, **Job Description** and **File Name**.

2. The **Job Name** and **File Name** will become names of data files associated with this job. As you may include data from this job in the **Poll** file, it is advisable that you create **Job** and **File Names** that are recognizable as being associated with the job. The **Job Description** will appear in the **Jobs Listing** section beside the **Job Number**. You can select options and the data that you wish

to capture in the prompt for this key.

3. In the **Options** section, check options that will determine what you do with the data that you capture in the prompt.

    - Checking the **Poll Data**? box will cause the data file that is collected from this prompt to be included in the **Poll** file at **End of Day** (see **End of Day**).

    - **Clear Data**? Will cause the data file for this job to be deleted from the system after it is polled.

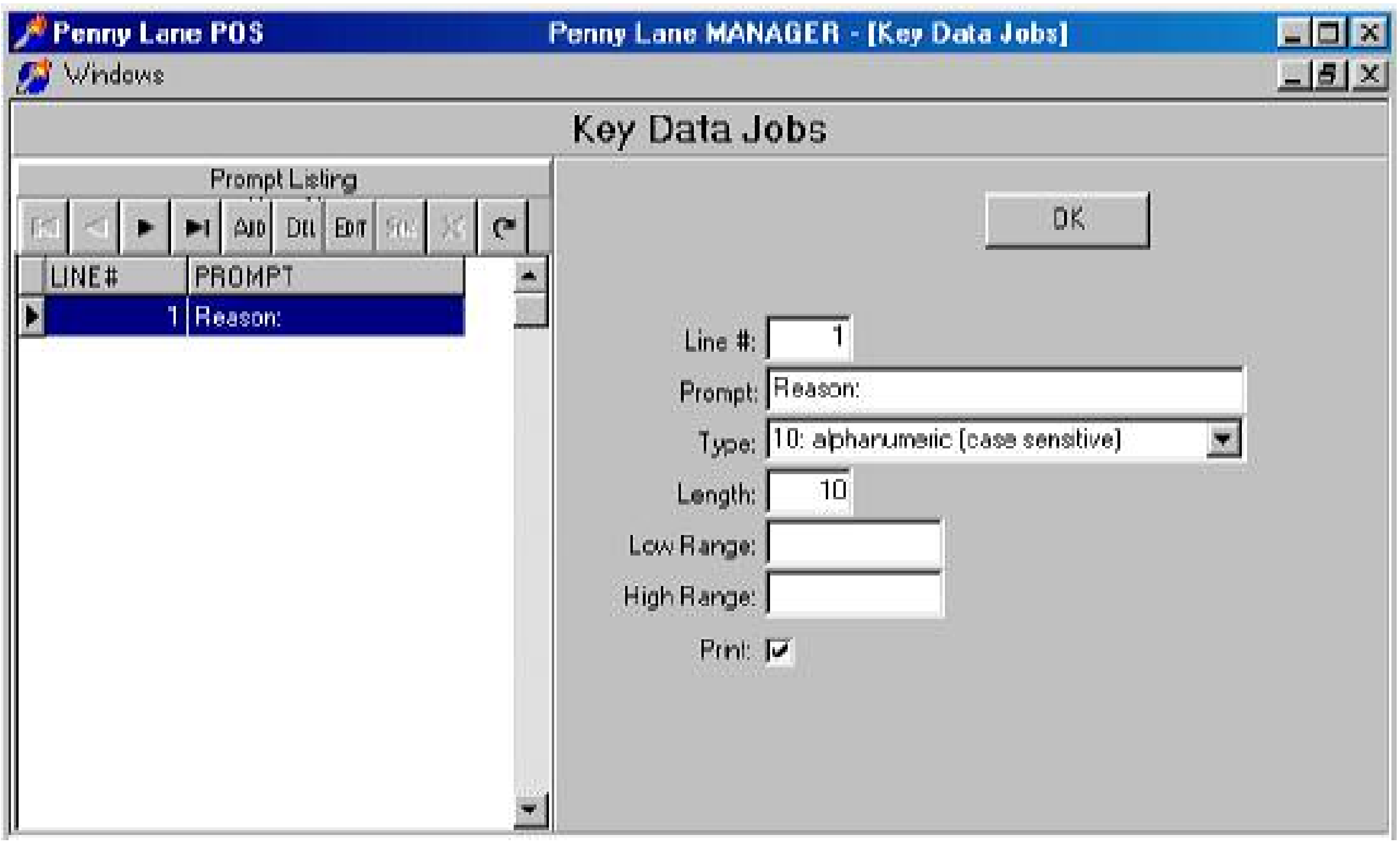
    - Checking the **Enforce Entry**? box will force clerks or cashiers to enter information at the prompt rather than leaving it blank.

    - If you check the **Don't Save Any Data** box, no file will be created for this prompt.

4. In the **Capture Data** section, check boxes for all data types that you wish to capture with the prompt. This information will appear with the prompt entry in the data file. For example, if you prompt for a reason for an exchange, you may wish to capture the item description and department.

5. Click on the **Save** button in the **Jobs Listing** section.

6. Click on the **Edit Job** button in the **Job Detail** section. A new screen will appear on which you can define the parameters of the prompt as it will appear in **Terminal Sales**.



7. **Prompt Listing** displays a list of each line in the prompt. Click on the **ADD** button to create a new line. The line number will be generated automatically. Enter the details of the prompt into the

fields on the left side of the screen.

- **Prompt**: Type the prompt as you wish it to appear in **Terminal Sales**, eg. "Reason for Exchange".

- **Type**: Choose an option for the type of data that this prompt will accept. There are several options in the pull-down menu, including various forms of **Yes/No**, **Alphanumeric**, **Integer** and **Numeric**.

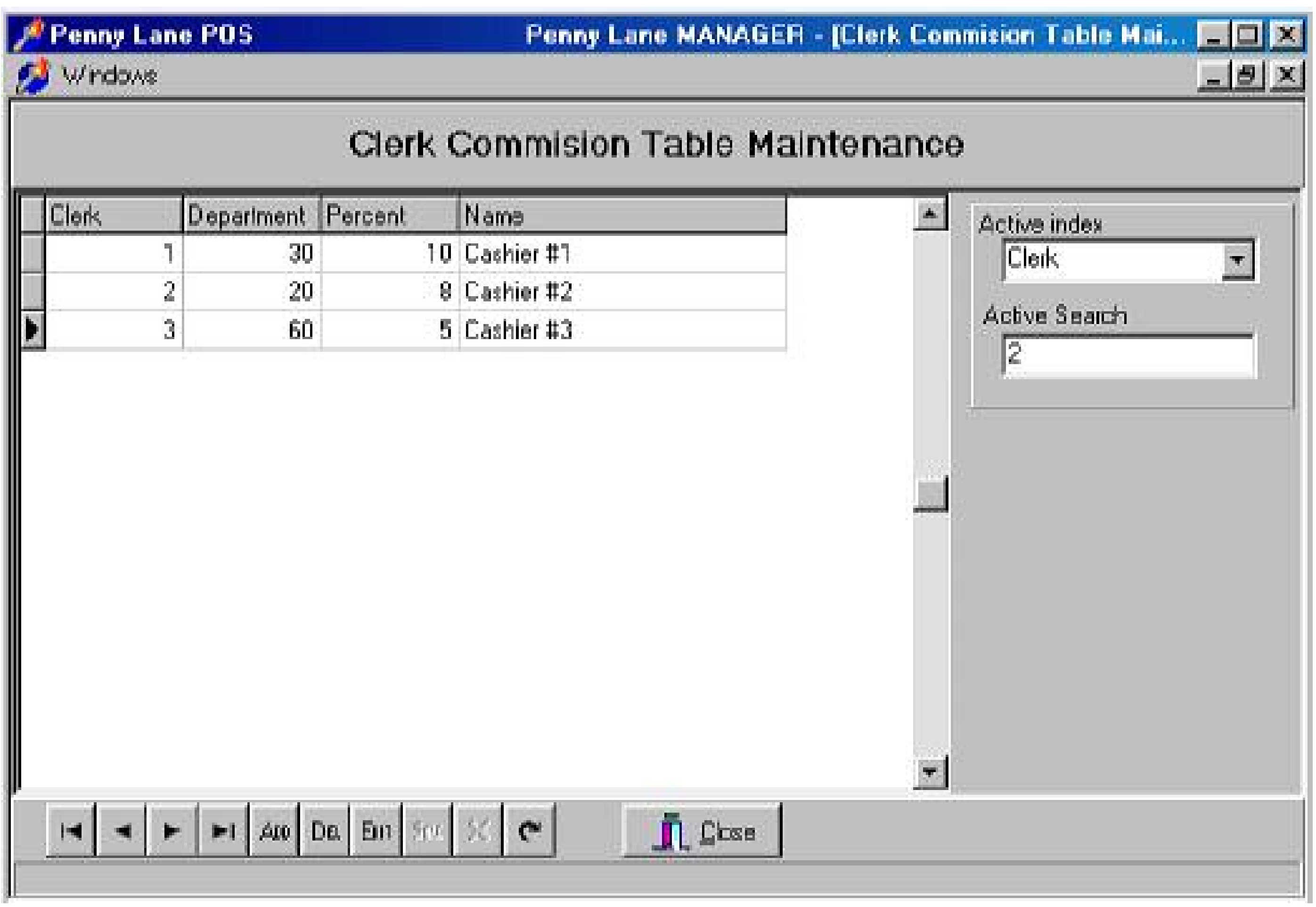
- **Length**: Enter the desired length (number of characters) of the entry field for the prompt.

- **Low Range** and **High Range**: Enter the low and high range of an acceptable entry here if you wish to accept entries within a range. For example, if you are prompting for serial numbers and the serial numbers of your items fall within a specific range, you can specify not to accept entries outside of your range.

- **Print**: Checking this box will print the entry on the customer receipt.

8. Click on the **Ok** button.

Clerk Commission Table Maintenance



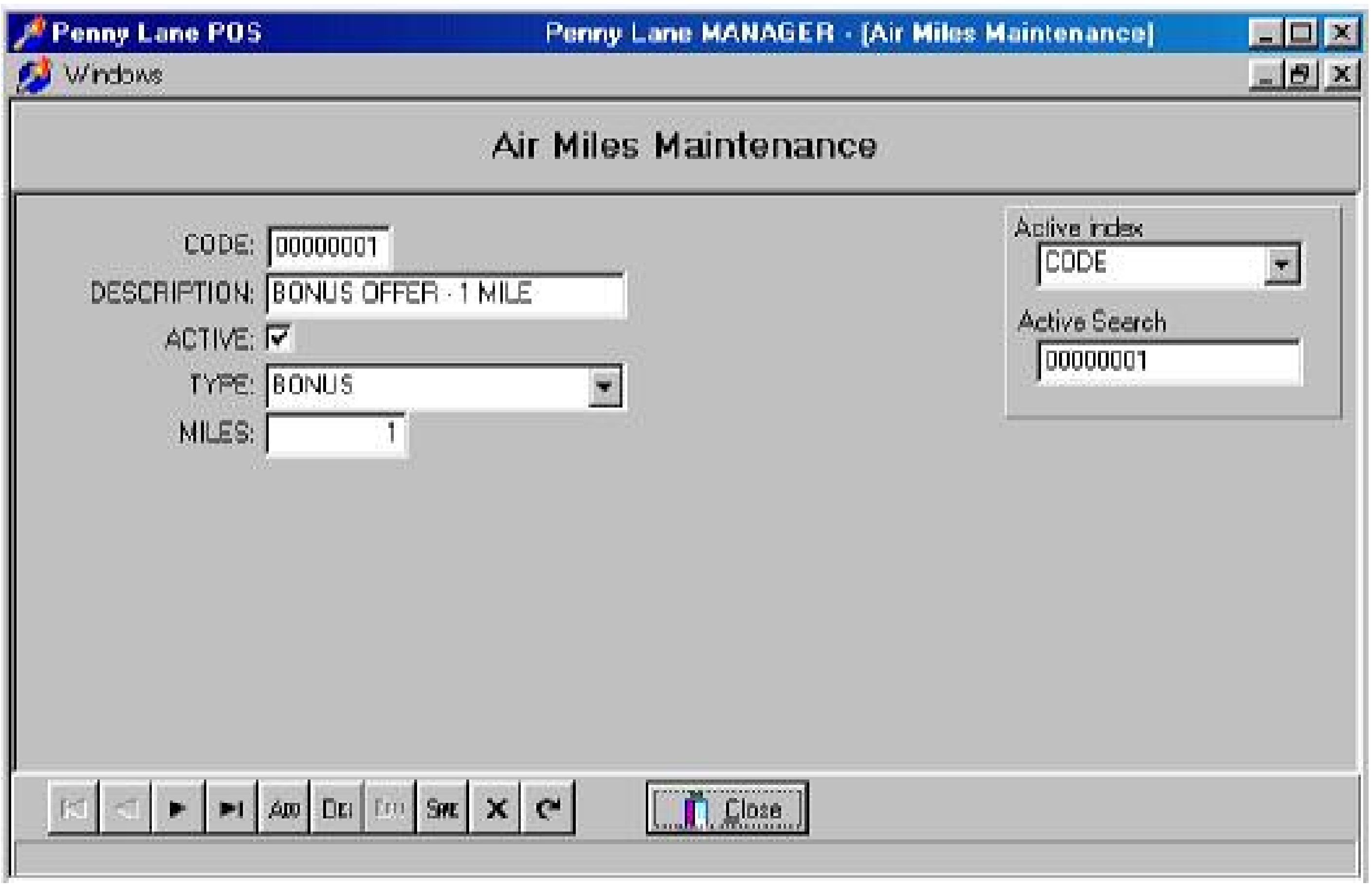
In **Clerk Commission Table Maintenance**, you can specify the amount of commission that each of your clerks will receive for sales in each department.

To define a clerk commission, click on the **ADD** button at the bottom of the table. A new blank line will appear in the table.

In the **Clerk** field, enter in the clerk number. Enter the number of the department for which they will receive commission into the **Department** field. In the **Percent** field, enter the percentage of the sale they will receive for the corresponding department (no percent sign is required). Enter the name of the clerk into the **Name** field.

The earned commissions of the clerks can be viewed in the **Clerk Commission Report** (see **Reports**).

Air Miles Maintenance



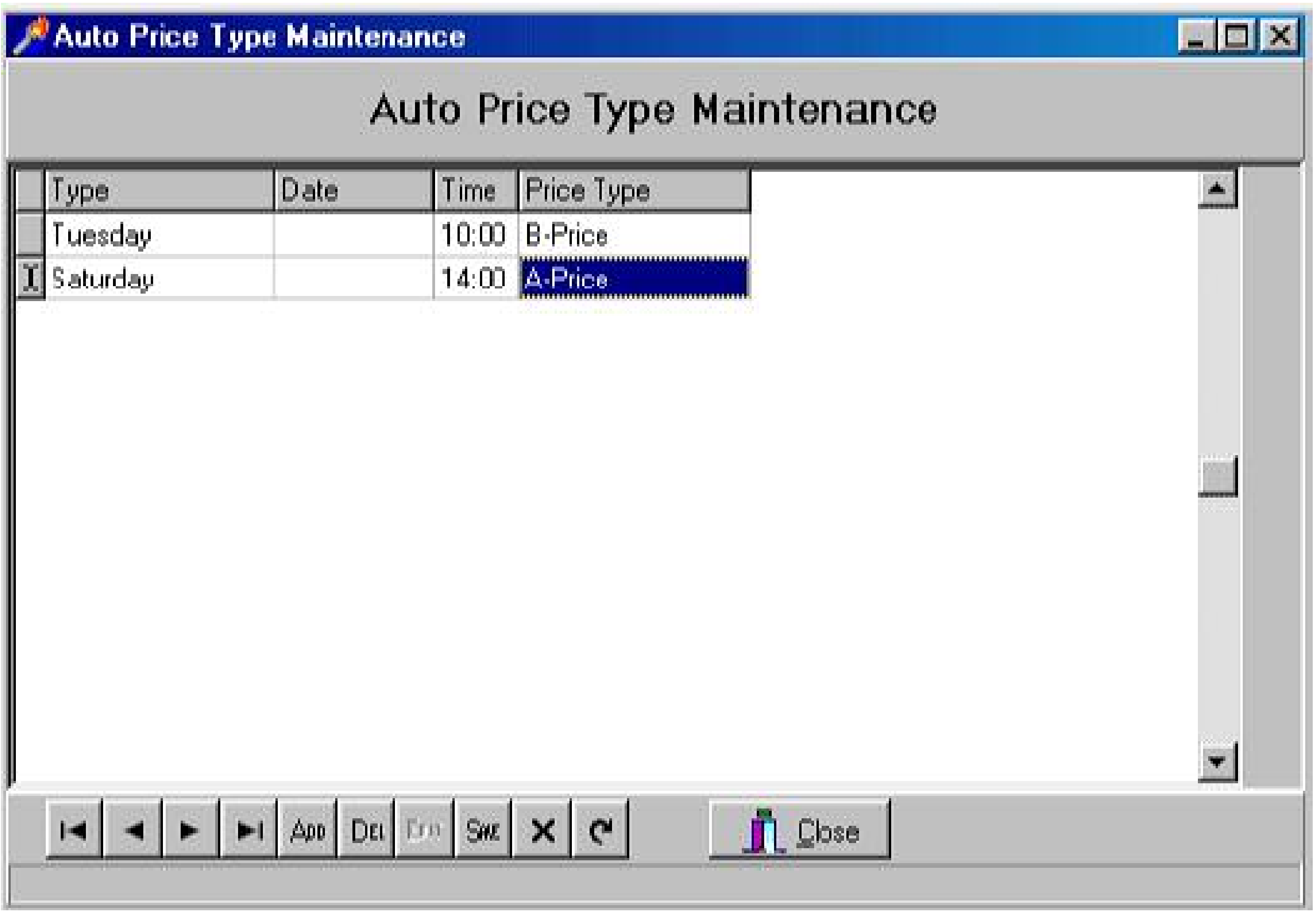
In **Air Miles Maintenance**, you can define special **Air Miles** offers that will be applied to certain promotions. The normal **Air Miles** settings are defined on the **Customer Options** screen in **Store Setup** (see **Advanced Setup**).

To create an **Air Miles** offer, click on the **ADD** button. The fields on the screen will appear blank.

- In the **Code** field, create a new code for the offer. Enter a description of the offer into the **Description** field. This will appear on the customer receipt.

- Check the **Active** box to activate the offer. Uncheck the box to deactivate the offer.
- Choose an offer type in the **Type** field. There are four types of **Air Miles** offers in this pull-down menu: **Bonus**, **Double**, **Triple** and **Conversion**.
- If the offer type is **Bonus**, specify the number of bonus miles to be awarded in the **Miles** field.

Auto Price Type Maintenance



In **Auto Price Type Maintenance**, you can set your pricing types to change automatically.

Price Types A-J are defined on the ***Pricing*** screen in **File Maintenance** for each item (see **File Maintenance**).

To set an **Auto Price Type** change,

- In the **Type** field, enter the weekday on which you wish to effect a **Price Type** change.
- Enter the date of the change into the date field. Leaving this field blank will cause this action to occur repeatedly at the specified time on the specified weekday.
- Enter the time of the **Price Type** change into the **Time** field.

- Enter the **Price Type** that you wish to come into effect at the chosen time.

Advanced Setup

In Store Configuration you will find screens on which you can specify Tax Tables, Tender Types, Receipt Messages and System Security. On the Customer Options screen you can define the layout of your Customer Database fields as well as the structure of your Customer Loyalty Program.

In Terminal Configuration you can define parameters for Clerk/Cashier Login and specify the configuration of all terminal equipment.

The Language and Menu Editor Programs allow you to customize the very language and appearance of the system to adapt it entirely to the specific needs of your business.

The versatility and accessibility of this system make Penny Lane Manager a highly adaptable platform for any endeavour.

Store Configuration

Title Page – Store 1

The **Store 1** screen of **Store Configuration** is a general screen. It contains fields in which you can define identifiers for your store as well as major terminal, product, tax and cheque handling details.

The more complex aspects of these functions are handled on the subsequent screens.

Comments

Enter a brief description of your store into the **Comments** field. This will be displayed with the **Store Number** in many Penny Lane Manager applications.

Store

Store Number is an identifier that is unique to your store. Multi-store environments can use this feature to distinguish between stores by assigning each store with its own number. The **Store Number** will print on all receipts.

Receipt # Unique By

This field contains a pull-down menu that allows you to define whether the **Receipt Number** is to be unique by **Store**, by **Terminal** or by **Cashier**.

If you choose to sequence the receipts by **Store**, you must define the **If Store, Next #** field (see below).

If Store, Next

The **If Store, Next #** field allows you to define the sales receipt numbering sequence for your store. You must use a minimum of four digits in your receipt numbering system.

The number that you enter here will appear as the first receipt number. Each sales transaction will increment the number in this field by 1, except for **NO SALE** transactions.

Coupon 1 & 2 Tax Code

The **Tax Code** assigned to a coupon determines whether tax is paid on the value of the merchandise before or after the coupon amount is deducted. The **Tax Code** field contains a pull-down menu containing all of the tax codes as they are defined in **Store Configuration**.

Assigning a taxable **Tax Code** to a coupon reduces the amount of tax paid on the item; a negative tax amount is calculated on the value of the coupon thus reducing the tax amount applied to the merchandise.

For example, an item sells for $10.00 and is accompanied by a $2.00 coupon. The tax rate is 10% on both the item and the coupon.

This causes tax to be applied on $8.00 rather than $10.00.

10% X $10.00 = $1.00
10% X - 2.00 = -$ .20

Total Tax Applied = $ .80

Assigning a 0% **Tax Code** to a coupon results in tax being paid on the price of merchandise before the face value of the coupon is deducted.

For example, if the same item selling for $10.00 is accompanied by a $2.00 coupon. The tax rate is 10% on the item and 0% on the coupon.

This causes tax to be applied to the full $10.00.

10% X $10.00 = $1.00
0% X -2.00 = $- .00

Total Tax Applied = $ 1.00

Coupon 1 & 2 Description

The alphanumeric characters that you enter into the **Description** field provide a verbal description of the coupon. The description appears on the printed receipt and on the screen during a transaction.

Adjust Food Stamps Total

If this coupon applies to **Food Stamps** and the coupon is accepted, the **Food Stamp Subtotal** will be adjusted by the amount specified on the coupon if you have checked the **Adjust Food Stamps Total** checkbox.

Product Code Length

The number that you enter into the **Product Code Length** field determines the number of characters that will be allotted on the screen to display the **Product Code**.

If the **Product Code** contains more characters than the field length allows, the extra characters will be truncated on the screen display. The default number for this field is 12. However, the field allows for 16 characters.

To ensure accurate tracking, it is recommended that all of your **Product Codes** contain the same number of characters, and that the entry in this field defines enough character spaces to display the entire **Product Code**.

Blind Balancing

Blind Balancing is used in the **Daily Banking** program.

In the **Daily Banking** program, asterisks appear in the **OVER/SHORT** column for each cashier entry that does not equal the system amount. Asterisks do not appear when cashier entries and system amounts are equal.

If you check the **Blind Balancing** checkbox, no asterisks will appear to indicate the cashier entries and system amounts are unequal.

Mandatory Price Entry on Refund

Normally when a cashier tenders a refund in **Penny Lane POS**, the price attached to the item being returned is refunded when the **Product Code** is entered.

If you check the **Mandatory Price Entry On Refund** checkbox, the cashier will be prompted to enter the dollar amount of the item being returned.

This feature is useful when item prices are reduced manually rather than electronically, if the item is not currently in inventory, or if the item was purchased with a coupon.

Suggest Refund Price

If you have enabled **Mandatory Price Entry On Refund**, by default the price of the returned item will be displayed and the cashier will be prompted to enter the price.

By checking the **Suggest Refund** price checkbox, the current price of the item will be suggested to the cashier.

Next PLU

PLU Number is a synonym for **Product Code**. Some retailers, for the sake of simplicity, may choose to use a *sequential* Product Code numbering system, by which each new product that is entered into the system is automatically assigned the next number in a sequence as its Product Code.

If you are using a sequential Product Code numbering system, setting a **Default Product Code** will assist in eliminating gaps between numbers. You can set the default in the **Next PLU #** field.

To set the default, enter the starting Product Code number into the **Next PLU #** field. This number will be displayed as the **Default Product Code** when you add a new product. You can override the default number at that time if you so desire.

The default will increase by one increment as each new product is added.

Tag Along PLU Limit

This field defines the maximum number of **Tag Along** products allowed per product (see **Tag Along PLU**). If you set this field to 2, for example, each product can be defined with up to two **Tag Along** products.

Support Network Off-Line Handling

If your terminals are configured in a network system, the **Support Network Off-Line Handling** feature is available to you for each terminal.

By checking the **Support Network Off-Line Handling** checkbox, you can ensure that if the server goes off-line, this workstation will still operate.

Normally, the terminals update **Penny Lane Manager** with sales information in **Real-Time** (with every transaction). If the server goes off-line the terminals still have the capacity to function normally, storing all information independently until such time as they are once again able to access **Penny Lane Manager's** databases. You can enable this feature by checking the **Support Network Off-line Handling** box.

This setting is available for network systems only.

Real Time Update Batch Size

This field allows you to specify the batch size that **Penny Lane Manager** will use in **Real-Time Updating**.

Negative Check File

The **Negative Check File** checkbox enables a security system for tendering cheques. If you check this box, clerks/cashiers will be prompted to enter an account number when tendering a cheque. The account number will then be validated against the **Negative Check** file.

Display Message On Fail

By default, if a cheque fails to clear the **Negative Check** file, the cashier will be alerted by a beep.

If you check the **Display Message On Fail** checkbox, the system will also display a message on the screen indicating a bad check. This setting will apply to both first and secondary negative checks.

Secondary Negative Check File

If you have enabled the first **Negative Check** file, you have the option of enabling a secondary validation upon the tendering of a cheque.

If the first **Negative Check** file accepts an account number entered by the cashier, checking the **Secondary Negative Check** file checkbox will cause a second prompt to appear for a second validation.

Prompt for License # On Cheques

If the **Prompt For License # On Cheques** feature is enabled, the license number will be checked by the **Online Cheque Authorization** service when the cashier performs an **Online Credit Authorization.**

Support Kit Handling

Some retailers create kits, or gift baskets made up of multiple inventory items. The **Kit Handling** feature enables you to create new **Product Codes** specifically for these packages.

When you enable **Kit Handling**, a field will appear in **PLU Maintenance** that allows you to indicate whether items are part of a kit. If you specify that an item is part of a kit, you can create a new **Product Code** for the kit and list the items that you will include in the kit.

Print Kit Details Default

The **Print Kit Details** checkbox controls whether the items in the kit are listed in detail on the receipt. By default, only the description (name) of the kit will be printed on the receipt. If you check the **Print Kit Details Default** box, each item in the kit will be listed individually.

Business Cutoff Hour

For stores that stay open after midnight retailers can use the **Business Cutoff Hour** field to expand the number of hours that are included in their business day.

The sales that take place up until the time that you specify in the **Business Cutoff Hour** field will be included in the sales of the previous day. Setting the field to past the time you are closing will ensure that you include all business through closing.

Support Serialized Inventory

Checking the **Support Serialized Inventory** box enables the **Serialized** functions in **Penny Lane Manager** (see **Serialized**).

Status Upon Return

The **Status Upon Return** field contains a pull-down menu with the options **Available** and **Not**

Available.

When a customer returns a non-serialized item, it becomes immediately **Available** as an inventory product.

Because serialized items are often electrical or mechanical, a cashier may not be able to discern whether the item is damaged. For this reason, when a customer returns a serialized item, you may choose to make it **Not Available** by default so that it can be sent back to the manufacturer as necessary.

Tax Tables

In **Tax Tables**, up to 10 **Tax *Codes*** can be defined with one or two **Tax *Rates***. When a **Tax *Code*** is assigned to a department, the ***Rates*** are used to calculate the amount of tax applied to items linked to that department.

Each tax code can be assigned one or two **Tax *Levels***. The tax code screen contains two tables, accessible by the **Tax 1** and **Tax 2** tabs. The **Tax 1** table is used to define **Tax 1** and the **Tax 2** table is used to define **Tax 2**.

The **Tax 1** rate is used to calculate the first tax amount applied to the item (***rate*** times ***value***). The **Tax 2** rate is used to calculate a second (simple or compound) tax amount to be applied to the item.

Manual Tax is an optional third tax that can be applied to selected items. This tax may be applied in addition to any other tax(es). In this case, the cashier will be prompted to enter a defined tax code to determine the rate of tax applied to the **Manual Tax** amount.

Tax Name

This field identifies **Tax 1** by name. The name entered here is used throughout the system and on the receipt to identify specifically this tax.

Suppress Zero Print

Enabling **Suppress Zero Print** affects the way that tax is printed on receipts.

By default, the **Tax Name** is printed on the receipt when the amount of **Tax 1** is zero, and the amount area remains blank.

If you check the **Suppress Zero Print** box, the tax level name and amount will be printed on the receipt when the amount of tax is greater than zero or less than zero (negative amount). Neither will be printed if the tax amount is zero.

Special Rounding

You can use the **Special Rounding** checkbox in conjunction with the **Precision** field to implement special rounding in cases where a tax table would normally be used.

Precision

The **Precision** field allows you to define how many decimals past the first two will be used to calculate **Special Rounding**. Any non-zero digit will cause the tax amount to round up.

Use Tax Tables

Checking the **Use Tax Tables** box activates the **Tax Tables**.

The Tax Tables

There are two **Tax Tables**, accessible by the **Tax 1** and **Tax 2** tabs. On each table there are ten available codes for which you can define all of the taxes and tax combinations that you will use.

Description

The **Description** field holds a brief description of the tax to be defined for that tax code. This description will be displayed on screens, reports and receipts to represent the defined tax.

Rate

The **Rate** entered is used to calculate the amount of tax applied as a percentage.

To enter a **Rate** into the table, type the amount of the rate and press the **Enter** key. Enter whole numbers in front of the decimal (ie. 7% would be input as 7.00). Do not enter any percentage signs into the table; **Penny Lane Manager** will interpret the **Rate** number as a percentage. All fractional percentages in the table must be input as decimals (10¼% would be displayed as 10.25).

Shift

The number that you enter into the **Shift** field will be used instead of the rate entered in the **Rate** field when the **Shift** or **ShiftTax** key is pressed while entering an item in terminal sales. If no amount is entered, 0% is the assumed **Rate**.

Minimum

The **Minimum (Min)** field sets the minimum dollar price that an item or a group of items using the same **Tax Code** can total before tax is applied.

If the number displayed in **Minimum** for a tax is blank (no entry represents zero), the tax is applied to the total price of the items.

If the default displayed for a tax is 0.21, for example, and the total value of the item(s) or group of items is less than $0.21, no tax will be applied. If the total price of the item(s) or group of items is $0.21 or greater, tax will be applied. Whether or not the first $0.21 is included in the taxable amount is determined by the setting in **Retro**.

Item

The **Item** field allows you to determine whether the minimum amount before tax (defined in **Minimum**) will be applied to *individual* items or *groups* of items using the same **Tax Code**.

The **Item** field is a **Yes** or **No** field. If you select **Yes**, the minimum amount will be calculated by item. If you select **No**, the minimum amount will be calculated by the subtotal of items using the same **Tax Code**.

Retro

The **Retro** field allows you choose whether tax is applied to the amount of the sale including or excluding the minimum dollar amount defined in **Minimum**.

Selecting **Yes** will cause the amount set in **Minimum** to be included in the taxable value of the item(s) or group of items. If you select **No,** the amount set in **Minimum** will not be included in the taxable value of the item(s) or group of items.

Compound Tax 2

Checking the **Compound Tax 2** box will cause **Tax 2** to behave as a *compound tax*.

As a *simple tax*, the rate for a tax is calculated on the price of the item (rate times inventory value). As a *compound tax*, the rate is calculated on the price of the item plus tax 1 (*rate* times tax 1 amount).

Tax codes that have not been used to define a tax rate used an assumed 0% tax rate. Any of these "undefined" tax codes can be assigned to departments containing non-taxable items.

Tax Included Pricing

Checking the **Tax Included Pricing** box will cause the price to be calculated and included in the price of each item.

Prices Include Bottle Deposit

If you want to embed the price of the bottle deposit into the total cost of the item, check the **Prices Include Bottle Deposit?** checkbox.

Manual Tax Code

The **Manual Tax Code** is selected from the **Tax Codes** field. The number entered here uses the rate(s) defined for that **Tax Code** to determine the rate of tax applied to the **Manual Tax** amount.

This tax is most commonly assigned a no-tax rate. For example, if the **Tax Code** selected is undefined, 0% tax rate is assumed and no tax is applied to the **Manual Tax** amount. If 1 is selected as the **Manual Tax Code**, and the defined rates for **Tax Code 1** are 7% (Level 1) and 8% (Level 2), a tax amount is calculated on the **Manual Tax** amount at the rates of 7% and 8%.

Manual Tax Name

The name entered in this field is displayed on the screen and printed on receipts and reports when **Manual Tax** is applied.

Tax Eligibility Food Stamps

The option that you select in the **Tax Eligibility Food Stamps** field determines whether Food Stamps may used as tender for taxes. The pull-down menu of this field contains options for **None**, **Tax 1**, **Tax 2** or **Both**.

If **None** is selected, Food Stamps may not be used to pay for the tax portion of a transaction. If **Tax 1** or **Tax 2** is selected, Food Stamps are an eligible tender for the selected tax. If **Both** is selected, Food Stamps may used to pay for both taxes on a transaction.

Tax Forgiveness Food Stamps

This field contains options for **None**, **Partial** and **Full** tax forgiveness when Food Stamps are tendered. If you choose **Full** or **Partial** tax forgiveness, tax will be forgiven only on the value of the Food Stamps tendered and only on Food Stamp eligible items that are normally taxable.

Exact Tendering Food Stamps

Checking the **Exact Tendering Food Stamps** box allows food stamp tenders to include dollar and cent value transactions. Leaving the box unchecked will allow for only even dollar values.

Tender Types

The **Payment Type Information** table in **Tender Types** enables you to determine exactly how **Penny Lane Manager** will handle transactions for each **Payment Type**. This includes the amount that customers will be allowed to tender, and which actions cashiers will be able to perform for any type of transaction.

Additionally, the **Tender Type Code** fields at the bottom of the screen are where you can specify the codes that you will use to define transaction keys on sales terminals.

Exchange 1

The amount that you enter into this field will set the exchange rate allowed on foreign currency.

When foreign currency is tendered, the exchange rate is used to calculate the value of foreign currency relative to domestic currency. The default setting displayed in the above box represents 1%, indicating that any foreign currency used to tender a transaction is valued at one per cent above par or at 101% of domestic currency value.

Use a decimal point in rates to indicate fractions of percents. For example, if the exchange rate is 1¼%, the entry is 1.25. If 125 is entered without the decimal point, the exchange rate will be 125%.

The Payment Type Information Table

The **Payment Type Information** table allows you to specify parameters for the handling of each **Payment Type**. A description follows of each field in the table.

> Note: The **Payment Types** are numbered on the left side of the table these numbers will represent the definition that you enter into the line. You must enter the line number for each **Type** into its corresponding field at the bottom of the screen in order for **Penny Lane Manager** to recognize that **Payment Type** (see **Tender Type Codes** below).

Name

This field identifies the payment type by name.

Credit Card (CC)

The digit entered into this field identifies the first digit on the credit card being used.

Open Drawer

The **Open Drawer** field enables you to determine whether the cash drawer will open when a transaction is tendered. A **Yes** or **No** selection is required for each tender type defined.

Selecting **Yes** will cause the drawer to open when the transaction is tendered. If you select **No**, the drawer will remain closed. This selection is useful when in-house or credit card account transactions are being tendered, since there is no exchange of cash.

Force Tender

The **Force Tender** field determines whether or not the user is required to enter a dollar amount when tendering a sale.

If you enter **Yes**, the cashier will have the option of "*overtendering*" - entering a dollar amount greater than the sale amount - or "*undertendering*" - entering a dollar amount less than the sale amount. This is useful for cash, cheque (check) and foreign currency or split-tender sales. The difference between the sale total and the amount tendered is calculated and displayed on the screen as "*Amount Due*".

If you enter **No**, there is no option to enter a dollar amount. It assumes that the tender amount is equal to the sale total. This is often used for in-house and credit card account sales where "*overtendering*" is not allowed.

Suppress Overtender

The **Suppress Overtender** field determines whether or not the cashier will be allowed to overtender a specific transaction.

Maximum

The amount that you enter into the **Maximum** field will determine the maximum amount allowed to be tendered.

> **Note:** If you leave this field blank it is assumed that you have entered 0.00 and this payment type will not be accepted.

Extra Copies

With the **Extra Copies** field, you can specify the number of extra receipt copies to be printed. By default, all transaction types print one receipt. The total number of receipts printed will be the number entered in this field plus one.

Tender Type Codes

There are twelve fields at the bottom of the **Tender Types** screen, representing each **Payment Type**. These fields correspond with the twelve lines in the **Payment Type Information Table**.

In these fields you can assign a different number or code from 1 to 12 that will link that field to the definition you have provided in the table above. You will then use these codes to define keys for these **Payment Types** on the sales terminal keyboards within the store.

Tender Authorization

The **Tender Authorization** screen allows you to define the system communications for credit authorizations.

On the **Credit/Debit/Cheque Authorization** table, you can specify the codes that you will use to identify the various credit cards, floor limits for authorization of each payment type and the authorization service that you will use.

Line Type/Protocall

This field is used only for Canadian systems. From the pull-down menu in the **Line Type/Protocall** field, select the type of line out that your store uses for authorizations.

Phone # (if DIAL)

If your store uses electronic Credit Card authorization, the number that you enter into this field is dialled once the transaction is tendered (the card is swiped) using the modem communications defined in **Terminal Configuration.**

You must ensure that all required numbers are entered into this field including long distance codes as applicable.

Host Address (if PUBLIC)

The **Host Address** field identifies the host address for credit/debit cheque authorization.

Auth Dir (if AUTH SERVER)

If you are using an **Authorization Server** program to perform integrated debit and credit transactions, the **Auth Dir** field specifies the directory in which **Authorization Request** and **Response** files are placed.

The Credit/Debit/Cheque (Check) Authorization Table

Authorization

Your selection for this field will determine how to access credit authorization. There are four available options on the pull-down menu: **None**, **Manual**, **Auth/Edc** and **Auth Only**.

- If you select **NONE**, credit/cheque (check) authorization will not be used.
- Selecting **MANUAL** will cause a prompt to appear requiring an authorization number to be entered before the transaction can be completed.
- If you select **AUTH/EDC**, authorization will automatically be performed when the cashier presses the “Authorize” key.
- If you select **AUTH ONLY**, authorization will automatically be performed when the cashier presses the “Authorize” key. In this case, the cashier has the option of not authorizing the transaction if the transaction amount is below the Floor Limit (see below).

Floor Limit

The **Floor Limit** determines whether an authorization must be performed. This limit will be displayed in the authorization window during tendering. If you have selected **AUTH/EDC** in the **Authorization** field, the floor limit must be 0.00.

Card Type

The numeric sequence that you enter into this field will identify the credit card type.

String Prefixes and Cashier String Prefixes

These fields are defined for compatibility with the 42SF3/4 enhancement board and need only to be completed if this compatibility is required.

These strings associate the data sub-type with the appropriate payment type. The format for this field is 7,01,017, 0*nn* where *nn*=the account number

See the **Penny Lane POS Developer's Kit** for additional information.

Sales Receipt Messages

Sales Receipt/Invoice Header Messages

The message that you enter into the six lines provided in the **Sales Receipt/Invoice Header** field will be printed on the top of each receipt or invoice printed. The number of characters that you enter on each message line should not exceed the number entered in the **Chars/Line** field in **System Configuration.**

Sales Receipt/Invoice Messages

The message that you enter into this field will be printed at the bottom of each receipt or invoice printed.

Double Width

You can use the **Double Width** feature to select the text size of the message printed at the bottom the receipt or invoice.

This selection affects the text size of the whole line. When you check the **Double Width** box, each character printed on the line of text will be stretched over the width of two character positions. The number of characters that can be entered in the message line decreases by half. For example, if the number of normal size characters is 70, then only 35 double width characters can be used.

Layaway Messages

The message that you enter into the **Layaway Messages** field will be printed as a footer on all layaway receipts and invoices.

Copies

Enter the number of copies of receipts and invoices that you would like printed for layaway transactions into the **Copies** field. If you leave this field blank, two copies will be printed by default.

Auto Reprint

Checking the **Auto Reprint** box will change the level of detail printed on layaway receipts.
If you check this box, layaway history (previous payments and payments dates) will be printed on the receipt. If you leave the box unchecked, only current transaction information will be printed.

Special Order Messages

This message that you enter into the **Special Order Messages** field will be printed as a footer on all receipts and invoices created for special order transactions.

Misc Receipt Messages

Allow Leading Zeros on PLU

If you check the **Allow Leading Zeros on PLU** box, **Penny Lane Manager** will allow you to store **Product Codes** with leading zeros. The zeros must be entered in these cases to reference the items.

If you leave this box unchecked, **Penny Lane Manager** will strip any leading zeroes from **Product Codes**.

Sales Detail, Invoice Summary and Purchase Journal

The number that you enter into these **History** fields will determine the number of days that **Sales Detail**, **Invoice Summary** and **Purchase Journal** information will be held in the **History** file.

The number that you enter into these fields will be used to perform a date calculation on the current system date. The result of the calculation will determine the oldest date of **Sales Detail**, **Invoice Summary** or **Purchase Journal** information to be retained in the **History** file.

Entering 750, for example, will cause information for any one of these features for any given day to be held in the History file for 750 days. On the 751st day, that information will be deleted from the file when you execute the **History Clearing** function.

Last Sales Update

This field displays the date (MMDD) that the last **Daily Sales Update** was performed. If this date matches the current system date when the **Daily Sales Update** is performed, a warning message will appear: "*WARNING: MONTH, DAY, YEAR may already have been updated. Do you wish to continue? (Y/N).*"

Maintain Inventory Movement History

Checking the **Maintain Inventory Movement History** box will enable the **Inventory Movement History** function.

Default From Store

This field allows you to enter a **Store Number** that will be used as the default for the store that you receive transfers from. The **Store Number** can be changed during a transfer transaction.

This number must be different than the **Store Number** of your store, entered on **Screen Page 1** of **Store Configuration**.

First Fiscal Month

The **First Fiscal Month** field contains a pull-down menu from which you can select the month of the year on which you wish to begin all of your **History** files.

PLU Transfer File Pathname

This field identifies the location of the file holding system data file import/update information. The pathname of this file is defined during installation (C:\PLM\Poll\Terms.PLU).

As a rule, the pathname should not be changed; however, when the pathnames of *Program Directory* and *Data Directory* are changed manually in *System Configuration*, this field may also need to be changed to identify the new pathname.

Messages For Frequent Shoppers

The message that you enter in this field will be printed on receipts for **Frequent Shopper** transactions.

In order for this message to print, the product must have frequent shopper prices defined and the customer must be defined as having frequent shopper status.

The number of characters per line of the message is determined by the activated **Printer Definition**.

Messages For On Account Sales

The message that you enter into this field will be printed on receipts for **On Account** transactions.

Cash In Drawer Limit Exceeded Message

The message that you enter into this field is will be displayed when the **Cash In Drawer** limit has been reached (the **Cash In Drawer** limit is defined in the **Terminal Configuration** section of this system).

Terminal Directory Maintenance

Combine Poll

The **Combine Poll** field identifies the location of the **Poll** file that contains a consolidated total of daily sales from each terminal within the store.

Terminal Directories

The **POS 1 – POS 32** fields identify the location of the file containing each terminal's daily sales. Up to 32 terminals can be defined. Only the number of terminals licensed will be recognized, in the order that they appear. The terminals can be defined in any numeric order.

For example,

If the system is licensed for two terminals and you have your terminals configured as such: Combine Poll = C:\PLM\POLL POS 1 = POS 2 = C:\PLM\TERM14 POS 3 = POS 4 = C:\PLM\TERM22 POS 5 = C:\PLM\TERM32 Only terminals 2 and 4 from above will be recognized, as TERMINAL 14 and TERMINAL 22. TERMINAL 32 will be ignored.

Security

The comprehensive security program in **Penny Lane POS** ensures that your data and program settings can never be tampered with by unauthorized users.

By assigning security levels to all users based on the security levels that you assign to the programs in Penny Lane Manager, you can decide exactly who will have access to which functions in the system.

To assign security levels for individual users see **User Maintenance**. Users for whom you have assigned security levels that are lower than the security level number listed in the **Security Table** for any program will not be able to access that program.

Penny Lane Manager provides a default **Security Level** for each of the **Penny Lane Manager** programs and **Configuration Menus**, as well as special functions such as exiting to DOS, exiting from **Terminal Sales** and **History Clearing**.

These levels can be changed to meet the particular requirements of your store. When configuring security levels, it is important to keep in mind that the levels assigned here must be high enough to prevent unauthorized user access but not so high as to prevent users from performing required job responsibilities.

Misc Options Page 1

PLU Options

The following fields control the handling of new inventory at the sales terminal.

Allow SKUs

By default, only the items in the **PLU** file may be sold. If this field is enabled, cashiers will be prompted for a price and department when the **SKU** code is entered. This item will be recorded under that number (there will be no inventory control for **SKUs**).

Auto PLU Create

If a cashier sells an item that is not on file, checking the **Auto PLU Create** box will cause **Penny Lane POS** to add it to the **PLU** database.

Prompt On Zero Price PLUs

If you enable **Prompt On Zero Price PLUs**, the system will prompt cashiers for a price if they are selling a product that is priced at zero.

Prompt For Confirmation

Checking the **Prompt For Confirmation** box will cause the system to prompt the cashier to confirm whether or not to add the new product to the **PLU** database.

If **Auto Create** is enabled and **Confirm** is not, the product will automatically be added to the **PLU** database. If **Auto Create** is enabled and **Confirm** is also enabled, the cashier will be prompted for confirmation.

Update Price In PLU File

Enabling this feature will cause the price entered for a zero-priced product to be changed automatically in the **PLU** database and to be used for future sales.

On Validation

The following fields control the layout of validations.

Line Feeds Prior To

The number that you enter into this field will determine the amount of space that will appear above the validation. You can leave a space of up to 15 lines above the body of the validation.

Margin

The number that you enter into the **Margin** field will determine the width of the validation margins.

Print Header

Enabling the **Print Header** field will cause your validation message to be printed as a header rather than a footer.

Print Card#/License#/Birthdate, Print Transaction Amount, Print Cheque Amount, Suppress Blank Lines

Checking any one of these checkboxes will cause the named information to be printed in the validation.

Validation Messages

The message that you enter into this field will be printed on all validations. The field allows for three lines of up to 40 characters.

Poll File Handling

Poll files contain all of the transaction information that occurs within your store. The processing of these files is essential in order to update all **Penny Lane Manager** databases. For a definition of **Poll** file and a detailed description of the full process of **Poll** file creation, see **Store Close**.

Output & Input File Extension

These fields display the **Output** and **Input** file extensions that you are using in the creation of **Poll** files (see **Store Close**).

Generations Of Backups

For each **Poll** file that you create, **Penny Lane Manager** will create a backup. In the **Generations Of Backups** field, you can define the number of generations of **Poll** file backups that you will keep. The oldest backups in excess of this number will be purged.

Misc Options Page 2

On Account, Credit Note and Gift Certificate Re-Issue Threshold

Penny Lane POS can allow re-issues of credit notes for **On Account**, **Credit Note** and **Gift Certificate** transactions. The number that you enter into these fields will determine the point at which your store will give cash as change instead of re-issuing another credit note.

Print Receipt on No Sale, Summary Report, Clerk Report and Cashier Report

If you enable **Print Receipt** for any of these transactions, the system will print a receipt with the transaction number, and the **Sales Receipt Number** will increase by one increment (see **Store Configuration Page 1**).

Layaway Search and Special Search Exact Match Required

If an exact match is not required, the search field will display the closest match.

Warn On Hand Qty Going Negative

If you enable this feature, **Terminal Sales** will display an alert when the sale of an item will put the **On Hand Quantity** for that item into negative numbers.

Respect Zero Credit Limit

By default, **Penny Lane Manager** will not allow you to enter a **Credit Limit** of zero for a customer. If you wish to allow the entry of zero credit limits, check the **Respect Zero Credit Limit** checkbox.

Disallow Manager Override Credit Limit

Normally, a manager can override a customer credit limit by entering their manager code. If you so choose, you can disallow the manager override by checking this box.

Terminal Sales Security Set By

With the pull-down menu in this field, you can set security by **Clerk** or by **Cashier**. This field determines which users can access certain programs if there is more than one user for a terminal.

Isolate Subtotal Discounts

Checking this box will cause Subtotal discounts to be listed individually. This is an accounting choice. The subtotal can be assigned a special department or can be broken up over all of the items involved in the subtotal.

Subtotal Discount Dept # and Bottle Deposit Dept

You can assign departments to **Subtotal Discounts** and **Bottle Deposits** in these fields. If you are isolating the subtotal discounts, this is the number of the department that receives these negative sales.

Auto Discount Calculation and Gross Margin Calculation

You can set both the **Auto Discount** and the **Gross Margin** to be calculated either by **Net** or by **Gross**.

Customer Level Cheque Auth Required

There is a flag in the customer file to authorize for cheques. The system can respect that flag. A customer must be specified. If the field is disabled, the system will disregard the flag in the customer profile.

Two Decimal Places Implied

If you check this box, two decimal places will appear on all numerical values in the **Poll** file.

Default Dept Discountable

If you want to allow discounts on your default department, check the **Default Dept Discountable** box.

Misc Options Page 3

Append X, Y & Z Axes to PLU Description

In **Style Maintenance**, the **X, Y and Z Axes** represent **Size**, **Color** and **Width** (see **Style Maintenance**). If you so choose, you can append the description abbreviations (from 1-4 characters, for example **Black**=**BLK**) you have entered for these axes in **Size**, **Color** and **Width Maintenance** to the **Product Description** in addition to the **Style Code**.

These fields contain pull-down menus with options for **Code** and **Description**. The default for this field is **Code**: by default **Penny Lane Manager** will append **Axis** information to the **Style Code**. If the **Style Code** were **5001**, for example, then with respective **Size** and **Color** description abbreviations of **32** and **RD**, the final **Product Code** would be **500132RD**.

If you select **Description**, **Penny Lane Manager** will append **Axis** information to the **Product Description** in addition to the **Product Code**. If the **Product Description** corresponding to the above **Product Code** were *Calvin Klein Jeans*, the final **Description** would appear as *Calvin Klein Jeans 32 RD*.

Selecting **No** will cause the **Append** feature to be disabled.

Next Style Code

If you choose to use a sequential numbering system for **Style Codes**, enter the first number in that sequence into this field. That number will appear as the default **Style Code** when creating new **Styles**, and will increase by one increment as each **Style** is created.

You can override the default **Style Code** when creating new **Styles** if you so choose.

Next Product Code

See above.

Next UPC#

This field only operates on **UPC#1**. Leaving this field blank will cause the **UPC#1** not to increment.

Enable Family Pricing

Checking this box will enable the **Family Pricing** feature (see **Family Maintenance**).

Accounts Receivable Options

Create Receivables Entries

The **Create Receivables Entries** field contains a pull-down menu with options for **Automatic Post**, **Manual Post** and **No** (no entries).

Invoices will be generated automatically by using the **On Acct** transaction type. When the **Accounts Receivables** batch is run at **End Of Day**.

If **Manual**, it will create a batch but it will be an unposted batch.

Next Batch

Accounts Receivables entries are posted in **Batches**, each of which must have a unique **Batch Number**. You can employ a sequential numbering system for **Batches** by entering the first number in that sequence into this field.

That number will appear as the default **Batch Number** when posting a **Batch**, and will increase by one increment as each new **Batch** is created.

A/R Invoice Transaction, Credit Note and Receipt Transaction Type

These fields display the **Type Codes** that are preset for **Invoices**, **Credit Notes** and **Transaction Types**.

A/R Types Maintenance

In the **A/R Types Maintenance Table**, you may define the **Accounts Receivable Transaction Types** that you will use in your store.

For each **Transaction Type**, you must define a unique **Code**, a **Name** and an abbreviation of up to five characters.

You must specify whether the **Transaction Type** is a **Credit** or **Debit** transaction, and whether the output will be in **Normal** or **Receipt** format.

Customer Options

Customer Profiling

Check the **Customer Profiling** box to enable this feature.

Support Customer Loyalty Programs

Checking this box will enable all of the features in **Penny Lane Manager** that are associated with the **Customer Loyalty Program**. For a full discussion of all **Penny Lane Manager Customer Reward Programs**, see **Appendix D: Customer Reward Programs**.

The following fields allow you to customize the **Customer Loyalty Program** to meet the specific requirements of your store.

$ Value of 1 point

This field allows you to define the value of your **Customer Loyalty Points** in terms of dollars. Entering 0.05, for example would cause each point to be worth $0.05.

Points Percentage

This field controls the percentage of points that customers will be awarded when they purchase an item that is eligible for the **Customer Loyalty Program**. Setting this field to 100%, for example, would cause customers to receive one point for every purchase dollar.

Points Threshhold

Entering a number into the **Points Threshhold** field will cause points to be awarded only for purchases over the **Threshhold** number.

Total Points Maximum

The number that you input into this field will describe the maximum number of points a customer will be allowed to accrue. Once this number is reached, the customer will be forced to redeem their **Points** before more points can be credited to their account.

Redemption Multiple

Entering a number into the **Redemption Multiple** field will cause **Points Redemption** to be granted only in **Points** multiples of that number.

Redemption Minimum

The number that you enter into this field will represent the minimum number of **Points** that customers will be allowed to redeem at a time.

Calculation Based On

This field controls whether **Points** will be calculated by **Item** or by **Subtotal**.

Tax Points Eligible

Checking this box will cause **Points** to be awarded for the tax value of items that are eligible for the **Customer Loyalty Program**.

Award Points On Redemption

If a customer redeems their points toward the cost of a purchase, you can choose whether to award points for the items in this transaction with the **Award points On Redemption** checkbox.

Support Air Miles

If your store supports the **Air Miles** program, you will be supplied with a **Sponsor Code**, **Offer Code**, **Location Code** and **Points Threshhold**.

Enter the provided codes into these fields and check the **Support Air Miles** box in order to enable this program.

Customer Master Setup In POS

The **Terminal Sales** program allows you to create customers on the fly. These fields allow you to specify which fields will appear in **Terminal Sales** on which cashier will input the customer data, and in which order they will appear.

Customer Maintenance Custom Fields

You can assign labels here to create custom fields on the ***Custom*** screen of **Customer Maintenance** (see **Customer Maintenance**).

Transfer To Head Office

Checking any of the checkboxes on the **Transfer To Head Office** screen will cause any information that you have added to these programs to be transferred to **Head Office** with the **Poll** File.

Gift Cards

This program is designed to interface with a real-time web-based gift card and loyalty processor.

Terminal Configuration

(overview)

Title Page – Terminal 1

Comments

Enter a brief description to assist in identifying the **Terminal**.

Typical Department

This is the default department used in **SKU** processing.

Display Mode

This field applies only to DOS-based systems.

The **Display Mode** field controls the screen display format in **Terminal Sales**. This field contains a pull-down menu with options for **40 Column** and **80 Column** display.

40 Column screen display is a large text format. By default, the **Terminal Sales Program** is presented in a **40-column** display.

Because of space constraints due to the enlarged text, there is some information that is displayed in **80 Column** format but not **40 Column** format. This information includes **Customer Name** and **Address** and **Current Customer Online Balance**. Some additional information will not be visible on screen during the tendering process.

Cashier Login

Default To List

During **Cashier Login**, if this field is set to **Yes**, the cashier will be prompted with a list of cashiers to select from.

Sort List By

The cashier list can be sorted by **Cashier Number** or **Name**.

Mandatory

If this field is enabled, the **Cashier** must **Logon** to begin a new transaction in **Terminal Sales**.

Clerk Login

Default To List

During **Clerk Login**, if this field is set to **Yes**, the clerk will be prompted with a list of clerks to select from.

Sort List By

The clerk list can be sorted by **Clerk Number** or **Name**.

Mandatory

If this field is enabled, the **Clerk** must **Logon** to begin a new transaction in **Terminal Sales**.

Password Required

If this field is not enabled, then the **Clerk** does not have to login even if they have a password.

Current Sale Directory

This field contains the directory in which current sale information is being logged for this terminal. An example of a typical terminal directory is C:PLM\Term1.

Extended Keyboard Handling

If this field is enabled, **Penny Lane Manager** will recognize an extended keyboard. If this checkbox is not checked, **Penny Lane Manager** will ignore keys that are available only on extended keyboard, for example the **F11** and **F12** keys.

Disable Keyboard Repeat

This field allows you to determine whether keys are allowed a repeating value. If you check the **Disable Keyboard Repeat** box, a key must be pressed and released once for each successive entry. By default, the value of the key will be continually entered as long as the key is depressed.

Language

The **Language** field allows you to select from various languages for use on each terminal. The **Language** field contains a pull-down menu of all available languages that have been defined in **Language Configuration**.

If the **Language** field is left blank, **Penny Lane Manager** will default to **ENG** (English) for portions of the system other than **Terminal Sales**.

The two options in the menu entitled **E40** and **E80** represent the **40** and **80 Column** modes in **Terminal Sales**.

Electronic Journal

The entry in this field determines if transactions will be logged to the **Electronic Journal**. If you enable this feature, transactions will be logged to the **Electronic Journal** (see **Electronic Journal**).

Initiate Store Close on Terminal Close

By checking the **Store Close** on **Terminal Close** box, you can have the **Store Close** program run automatically upon closing the terminal instead of initiating the **Store Close** program manually or setting it to run at a specific hour every day.

Force Cash Declaration Before POS Close

If you enable this feature, cashiers will not be able to close the terminal without first performing a **Cash Declaration**.

Item Counter

The **Item Counter** field contains a pull-down menu with options for **Screen**, **Receipt**, **Screen & Receipt** and **Off**.

Choosing an active option for the **Item Counter** will cause the system to count transaction items and display them on the terminal screen and/or receipt.

Maximum Details Per Transaction

The maximum *possible* number of details per transaction is 400, however you can set the maximum to a lower number if you so choose.

By default (leaving the field blank) the maximum number of details per transaction is 200. This number cannot be changed after sales have begun or before polling has taken place.

Print Cashier Report On Exit

If you enable this field, **Penny Lane Manager** will automatically print a cashier report when a cashier exits the **Terminal Sales** program.

Alert PLU Does Not Exist

If this function is enabled, the system will beep a special tone to indicate that a product does not exist in the **PLU Database**.

UPC Random Weight Bar Codes

Product Codes for **Random Weight** items are different than **Product Codes** for normal shelf items. The term **Random Weight** refers to products that are sold loose, in bunches or in bulk. These products are weighed in order to ascertain the price.

Random Weight Bar Codes can be either generic or assigned by the retailer, and generally contain 5 – 6 digits. When entered, the product is referenced to the **PLU Database** to determine the price per pound or unit.

Allow Random Weight Bar Codes

Checking this box will enable all of the **Random Weight Bar Code** features for **Penny Lane Manager**.

Price Check Digit

If you enable **Price Check Digit**, **Penny Lane Manager** will automatically add a **Price Check Digit** onto all of your **Random Weight Product Codes**.

The **Check Digit** is designed to do a calculation on the rest of the **Product Code** to ensure that there are no faults in the scanning of **Product Codes**.

Product Code Length

You may choose a **Random Weight Product Code** Length for your **Random Weight** products of either 5 or 6 digits.

Allow Leading Zeros

If you check the **Allow Leading Zeros** box, **Penny Lane Manager** will allow you to store **Random Weight Product Codes** with leading zeros. The zeros must be entered in these cases to reference the items.

If you leave this box unchecked, **Penny Lane Manager** will strip any leading zeroes from **Product Codes**.

Miscellaneous

Use High Memory

The **Use High Memory** field contains a pull-down menu with four options: **None**, **Auto-Detect**, **Expanded (EMS)** and **Extended**. These options allow you to change the system memory settings for required usage.

The **Auto-Detect** setting will search for available extended or expanded memory.

Regardless of the setting, a series of 4 quick beeps when entering the **Terminal Sales** program will indicate that sufficient memory was found.

POS Machine Type

Penny Lane Manager contains special settings for several specific POS machine types. Unless the **Casio** or **Olivetti Vector** platforms are being used, this field must be set at **Standard**.

Cash In Drawer Limit

With this field, you can determine the dollar amount at which the system will display the **Cash In Drawer Limit Exceeded** message. If this setting is left blank, the **Cash In Drawer** option will be disabled.

Network Connect Retries

This field controls the number of retries the **Workstation** will attempt connection to the **Network Server**. For **Network** systems, the usual suggested retries is **3**.

Auto Upload Count

This field determines the number of transactions that must be processed before the system will perform an automatic synchronization between **Penny Lane Shop Floor** and **Penny Lane Manager**.

When the synchronization occurs, sales performed at the current terminal are sent to **Penny Lane Manager**, inventory levels are adjusted in **Penny Lane Manager** and file updates are performed on the local databases.

Auto Float Out

If you check the **Auto Float Out** box, the system will automatically perform a **Float Out** transaction.

Validation Method

This field determines the layout of the **Validation Information** to be printed.

Compulsory Validation On Cheque

Checking this field will force cashiers to validate all cheques.

Validation On Gift Certificate

This field determines whether validation information must be printed on **Gift Certificates** tendered.

Validation On Refund

This field determines whether validation information must be printed on **Refunds**.

Cashier Log-Out In Seconds

With this field you can control the time-out value for the screen saver.

Big Window Row

This field applies only to DOS systems.

Big Window Column

This field applies only to DOS systems.

Mandatory Customer Entry

Checking the **Mandatory Customer Entry** box will force cashiers to assign a customer to every transaction.

Disable Customer Creation

If you check this box, cashier will not be able to create new customers in **Terminal Sales**.

Spooled Printer

Checking this box identifies to the **Terminal Sales** program that the **Receipt** printer is a **Spooled** Printer. This is usually the case for **Windows NT**, **Windows 2000** and **Windows XP** operating systems.

This field must be checked in order to force the printer to print immediately rather than waiting for the end of the transaction.

Terminal Summary Date Range
Checking this field will force a **Low/High Date Range** prompt when running the **Terminal Summary Report**.

Receipt Configuration

Primary Printer

The **Primary Printer** is generally designated as the **Receipt** printer.

Output Type

This field contains a pull-down menu with options for **Receipt**, **Invoice** and **Smart Receipt** printer output.

Regardless of the setting for this field, the **Receipt Printer** uses the **Printer 2** settings defined in **System Configuration**.

Print Mode

Your selection for this field will determine how receipt printing is handled during **Terminal Sales**.

If you select **Continuous**, receipt printing will occur as each line is entered and adjustments will be printed as they are made.

If you select **Buffered**, receipt printing will occur when the transaction is tendered. Adjustments that have been made during the transaction will not be printed on the receipt.

Receipt On/Off Default

An indicator displayed at the bottom right corner of the terminal sales screen identifies the current **On/Off** status. A toggle key is defined on the keyboard to allow the status to be changed between a terminal transaction.

When the **Receipt** key is pressed, the new **On/Off** status displayed on screen becomes the default. The default does not change upon exiting and entering terminal sales.

When the **Receipt** field is set to **OFF**, the **Reprint** key can be pressed to print a receipt while the default remains **Off**. **Printed Summary Reports** may also be printed when receipt is set to **Off**.

Receipt Format

Your selection for this field determines the order in which line item detail is printed on the receipt. There are four choices: **Code Only**, **Code & Description**, **Description Only** and **Description & Code**.

Of Line Feeds

This field allows you to control the number of printer line feeds to be executed after each receipt is printed. This selection is applicable to **Receipts** only.

Description Length

The **Description Length** field allows you to define the number of characters of the **PLU Description** that will be printed on the receipt. This field is applicable to **Receipts** only.

The description on the receipt truncates any characters above the number defined in this field. If set to zero, the **Description** line will not be printed on the receipt.

Print Second Description

The **PLU** file contains a second description line. Enabling this field will cause the system always to print the second line.

Auto-Cut

Checking the **Auto-Cut** box will enable **Auto-Cut** if this feature is defined in **Store Configuration**. The codes defined for the **Cutter** in **Printer Definitions** will be sent to the printer at the end of the receipt.

Sale Quantity Unit Of Measure (UOM)

From the pull-down menu for this field you can define the units of measure as **Standard (LB)**, **Metric**

(KG) or **Not Applicable (N/A)** if a scale is not being used.

Print Phone #, Print Customer Address, Auto Copies Details, Auto Copies Signature, Auto Reprint On Hold Details

Checking boxes for any of these customer details will cause them to be printed on receipts.

Secondary Printer

The **Secondary** printer is generally designated to be the **Invoice** and **Report** printer.

Output Type

Using the **Output Type** field you can set the **Secondary Printer** to print in **Invoice Format**, **Receipt Format**, or **None**.

Page Length

With **Page Length** you can change the size of your invoices by specifying the number of lines per page. A standard 8½ x 11 page is 66 lines. This field is applicable to **Invoices** only.

Text Length

The **Text Length** field allows you to specify the number of lines of text that can be printed per page. This field is applicable to **Invoices** only.

CPI (10/12/17)

CPI is the number of characters per inch to be used when printing invoices and receipts. Ten characters per inch gives a larger print, whereas seventeen gives a smaller print.

LPI (6/8)

The **LPI** field allows you to select the number of lines per inch when printing invoices and receipts.

Return Address

The **Return Address** field allows you to control the printing justification of the return and mailing addresses on **Invoices**. Your justification choices are **Left**, **Center** and **None**. This field is applicable to **Invoices** only.

Return Address and Mailing Address Column

If you have selected a **Return Address** justification of "**Left**", you can enter a column number in the **Return Address** and **Mailing Address Column** field that will determine the column in which the printing of the address will begin.

If nothing is entered, printing will begin at the first column. If the **Return Address** field is set to **None** or **Center**, this field will be ignored. This field is applicable to **Invoices** only.

Subtotal

This field allows you to decide whether or not you will calculate the cost of **Bottle Deposits** into the **Subtotal**.

Liquor Format

Checking the **Liquor Format** box enables a special **Liquor Format** receipt.

Invoice Top Margin

In this field you can enter a line number that will determine the line on which the printing of the **Invoice** will begin.

Double Width Options

Checking any of the **Double Width Options** checkboxes will double the width of the print of the selected field on all receipts.

The **Line Width** field allows you to choose the width of recept lines in characters per inch.

Frequent Shopper Options

The following options control the way that **Frequent Shopper** information will be displayed on receipts.

Price Type

This field allows you to set a default **Price Type** for all transactions.

Original Price & Discount

If you check the **Original Price & Discount** box, the "**Savings**" value will be printed on the receipt for each **Frequent Shopper** item along with a text description that you can define in **Language Configuration**.

"**Savings**" = **Regular Price - Price A, B or C**.

Item Flag

If you enable **Item Flag**, items that are eligible for **Frequent Shopper** discounts will be indicated on the receipt with an asterisk (*****). If you leave this box blank, **Frequent Shopper** items will not be identified on the receipt.

Messages

If you check the **Messages** box, messages that you have defined in **Store Configuration** will be printed on the receipt.

Savings

The **Savings** field contains options for display within the **Memo Area** or the **Summary Area**, as well as **None** if you choose not to display savings. The **Total Savings** from all **Frequent Shopper** items purchased within this transaction will be printed within the chosen area of the receipt (e.g. ** 5.25 **).

Credit/Debit Configuration

The **Modem** settings defined on the **Credit/Debit** screen control the communication settings that will be used for **Credit Card Authorization**. The definitions in the following fields are dependent on modem and computer hardware configuration.

Perform Authorization Tasks

This field contains a pull-down menu from which you can select the service that you use for performing electronic **Credit Card Authorization**. Choosing an option will enable electronic **Credit Card Authorization** if all related fields have been set correctly.

Terminal ID

Enter the **Credit Card Authorization Terminal Number** as assigned by the Clearing House service being used into this field.

LAN Terminal

If your terminals are configured as a network, enter your **Network Terminal Number** into this field.

Modem and Pinpad Configuration

The settings for these fields will be specific to your modem and pinpad.

Modem or Pinpad Port: Ports **COM 1 – 12** are available in the pull-down menu.

Address (0=Dflt): A list of addresses is available to choose from in addition to the **Default**.

IRQ: **1 – 15 IRQ** are available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Aux 1 – 6

These fields are used for bank-specific setup information.

Skip Auth Prompt Refund

Enabling this field instructs the system to bypass the **Authorization Number** prompt on a **Refund Transaction** that is being electronically authorized.

Debit Card Masking Original

Checking this box instructs the program to mask the Debit card number on the original Receipt.

Debit Card Masking Copy

Checking this box instructs the program to mask the **Debit Card Number** on the automatic copy of the receipt.

Credit Card Masking Original

Checking this box instructs the program to mask the **Credit Card Number** on the original receipt.

Credit Card Masking Copy

Checking this box instructs the program to mask the **Credit Card Number** on the automatic copy of the receipt.

Suppress Last Char Sequence

Checking this box will cause the system to suppress the last character on the sequence number being returned by the bank.

Disable Proceed Without Auth

Checking this box will disable the Proceed Without Authorization feature.

Cash Drawer Configuration

Cash Drawer Open Alarm

Entering a number in seconds into this field will set a timer that will begin counting when the cash drawer is opened. The PC will sound a tone when the defined number of seconds is reached. A pop up window prompting to close the drawer will also be displayed.

Cash Drawer 1 & 2 Configuration

The settings for these fields will be specific to your cash drawer.

Drawer Port: Ports **COM 1 – 12** are available in the pull-down menu.

Address (if set): A list of addresses is available to choose from in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Select Command

This is the command that the system sends to the cash drawer to select the cash drawer.

Open Command

This is the command that the system sends to the cash drawer to open the cash drawer.

Status Command

This is the command the system sends to the cash drawer to request the status of the drawer.

Open Response

This is the value of the cash drawer's status when the cash drawer is open.

Closed Response

This is the value of the cash drawer's status when the cash drawer is close

Scanner Configuration

The settings for these fields will be specific to your scanner.

Scanner Port: Ports **COM 1 – 12** are available in the pull-down menu.

Address (0=Dflt): A list of addresses is available to choose from in addition to the **Default**.

IRQ: **1 – 15 IRQ** are available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Strip Lead Chars

Enter the number of **Lead Characters** for your scanner into this field.

Strip Trail Chars

Enter the number of Trail Characters **for your scanner into this field.**

Card Reader Configuration

The settings for these fields will be specific to your card reader.

MSR Port: Ports **COM 1 – 12** are available in the pull-down menu.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

of Swipe Trail Chars

Enter the number of **Swipe Trail Characters** into this field.

Reject Track 1

Check this box if you want to disable swiping on **Track 1**.

Employee Card Settings

The following fields pertain to employee terminal login and logout.

MSR Track

Choose a track for employee card swiping. **Track 1** and **Track 2** are available.

Opening Sentinel

Enter an **Opening Sentinel** into this field.

ID Start Position

Enter an **ID Start Position** into this field (number of characters from left).

ID Length

Enter an **ID Length** into this field.

Password Start Position

Enter a **Password Start Position** into this field (number of characters from left).

Password Length

Enter a Password Length into this field.

Customer Display Configuration

The settings for these fields will be specific to your customer display.

Customer Display Port: Ports **COM 1 – 12** are available in the pull-down menu.

Address (if set above): A list of addresses is available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Display Height

Enter the **Height** (number of lines) of your customer display into this field.

Display Width

Enter the **Width** (number of characters) of your customer display into this field.

Echo Keyboard Input

Check this box if your customer display will echo keyboard input.

Period Uses Character Position

Check this box if a period in your display will use a character position.

Initialize

Enter the **Initialize** code for your customer display in this field.

Clear Display

Enter the **Clear Display** code for your customer display in this field.

Set Decimal Pos

Enter the code that sets the **Decimal Position** for your customer display into this field.

Clear/Write Lines 1, 2 & 3

Enter the **Clear/Write** codes of **Lines 1, 2 & 3** of your customer display into these fields.

Write Line Suffix

Enter the **Write** code of the line suffix for your customer display into these fields.

Handheld Configuration

The settings for these fields will be specific to your handheld unit.

Port: **Ports COM 1 – 12** are available in the pull-down menu.

Address (0=Dflt): A list of addresses is available to choose from in addition to the **Default**.

IRQ: **1 – 15 IRQ** are available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Type: Handheld types Metrologic Scanpal and Texlon File, **Formats A-D** are available to choose from.

Scale Configuration

The settings for these fields will be specific to your scale.

Port: **Ports COM 1 – 12** are available in the pull-down menu.

Address (0=Dflt): A list of addresses is available to choose from in addition to the **Default**.

IRQ: **1 – 15 IRQ** are available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Type: Choose from 4100-3, SC-311T, Magellan, 960 LS, TEC SL47, ICL, Orion and Scanner/Scale.

Local Directories

Directory Configuration

The **Directory** fields instruct the terminal on where to send and receive data from **Penny Lane Manager**.

If you are using a stand-alone terminal, you can use the defaults for all fields, eg. **C:\PLM\...**

If you are using a network system, you can keep the defaults for the **Local** directories. You must change the drive of the **Network** directory of each terminal to reflect the **Network Drive** (usually the **F Drive**), eg. **F:\PLM\...**

The directory paths that you enter into the network fields must be identical to the corresponding fields in **System Configuration** (see **System Setup/Configuration**).

Primary, Secondary, Remote and Barcode Printers

Printer Configuration

Most systems make use of **Primary** printers for the terminals which print receipts, and a **Secondary** printer which prints reports. You may also have a **Remote** printer for specialized functions and a **Barcode** printer.

For each terminal, you must specify the name of the **Primary**, **Secondary**, **Remote** and **Barcode** printers, along with the appropriate output file name for that printer.

Printer Name

Choose your printer name from the list on the pull-down menu.

Output To

Enter the output file name and extension of the printer into this field.

Lines/Page

Enter the number of lines per page for this printer into this field.

Chars/Line

Enter the number of characters per line for this printer into this field.

TextLines/Pg

Enter the number of lines of text per page into this field.

Page Breaks

Check this box if there will be page breaks for this printer.

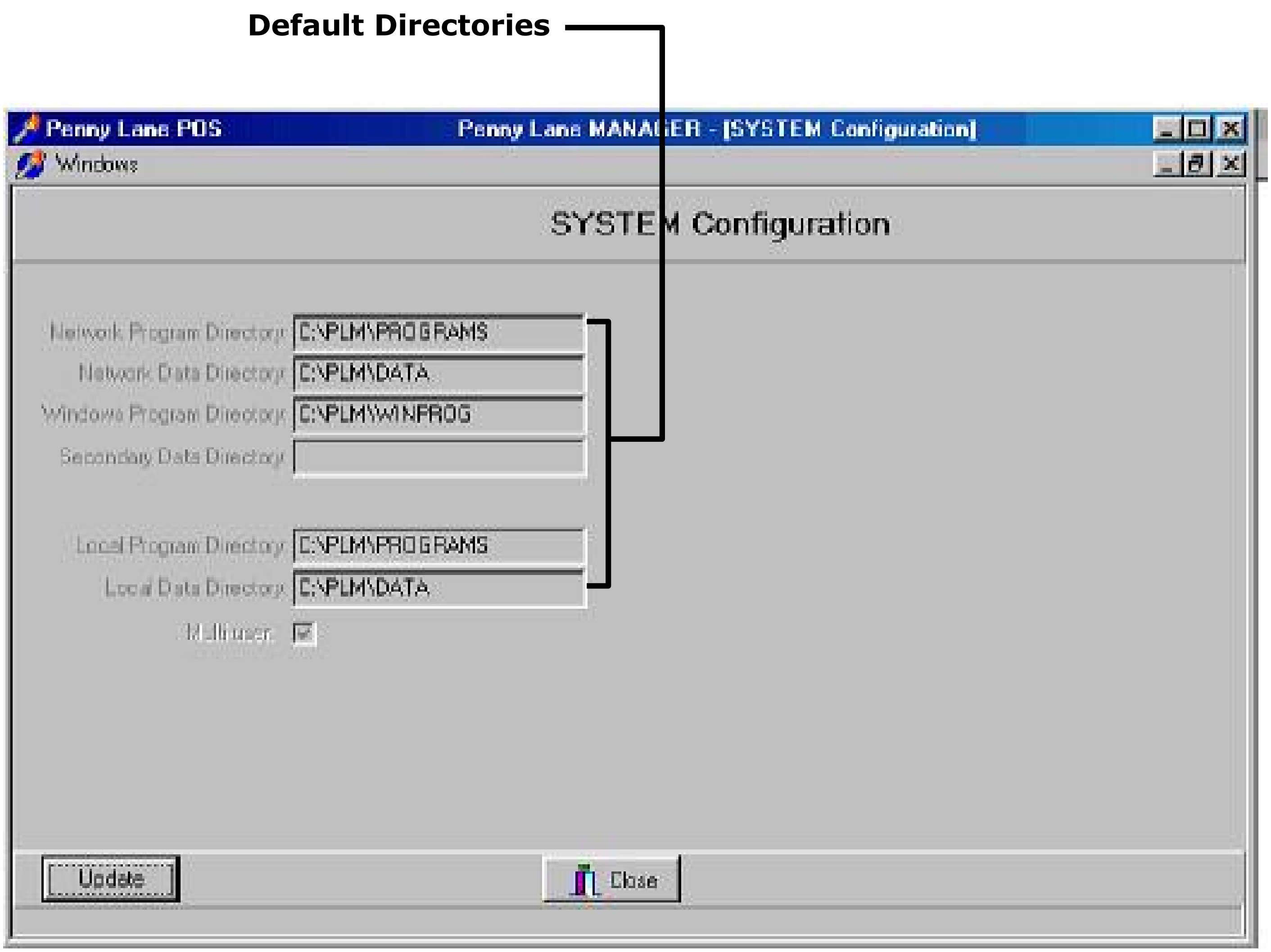
Re-Activate

If you make changes to the settings of the printer, click on the **Re-activate** button to implement changes and reactivate the printer.

System Setup/Configuration

There are many ways to organize retail terminals within your store. You will have already have determined the number of terminals you will use, and whether you will be using a back-office system by the time you install **Penny Lane POS**. The way that you set up the system will vary slightly depending on the number and configuration of terminals you use.

In any configuration there will be one copy of **Penny Lane Manager** and one or more copies of **Penny Lane Shop Floor** depending on the number of sales terminals are operating. In order for **Penny Lane Shop Floor** and **Penny Lane Manger** to work together, **Penny Lane Shop Floor** always needs to know where to find **Penny Lane Manager** in order to access its files.



Communication between the two programs is made possible in part by the proper placement of their file directories, specifically the **Network Program Directory**, the **Network Data Directory**, the **Local Program Directory** and the **Local Data Directory**.

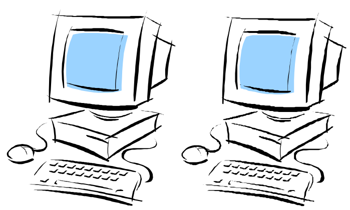
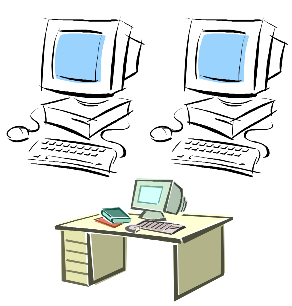
The default directories begin with **C:\PLM**.

If you are using a stand-alone terminal, meaning that both **Penny Lane Manager** and **Penny Lane**

Shop Floor are located on the same computer and there are no other terminals, you can keep the default file directories and the programs will communicate automatically.

If you are using a network, you must change the Local and Network directories of your **Penny Lane Manager** terminal so that they use the **Network** drive. In most cases this will be called the **F Drive**.

> **Note:** If during the initial installation you specified different directories than the suggested defaults, it will be reflected in these fields. The same rules regarding local and network drives will apply.

Configuration	Description	Set-up
Configuration 1: The Single Unit 	In this, the simplest configuration, there is only one terminal. This single computer houses both **Penny Lane Shop Floor** and **Penny Lane Manager**, handling all transactions as well as inventory management.	NPD=C:\PLM\PROGRAMS NDD=C:\PLM\DATA LPD=C:\PLM\ PROGRAMS LDD=C:\PLM\DATA
Configuration 2: The Network 	In this configuration, there are two or more terminals, and all are handling sales transactions, but one of them is the primary terminal and handles management functions as well. That computer has **Penny Lane Manager** installed in addition to **Penny Lane Shop Floor**.	NPD=F:\PLM\PROGRAMS NDD=F:\PLM\DATA LPD=F:\PLM\ PROGRAMS LDD=F:\PLM\DATA
Configuration 3: The Back Office Network 	This configuration consists of one or more front-end terminals that handle all sales transactions, in addition to a back office computer that handles all management functions. In this configuration, each of the sales terminals carries **Penny Lane Shop Floor**, while the back office computer carries **Penny Lane Manager**.	NPD=F:\PLM\PROGRAMS NDD=F:\PLM\DATA LPD=F:\PLM\ PROGRAMS LDD=F:\PLM\DATA

The path identifying the location of the **Penny Lane POS** shared data files is defined during installation. Use these fields to modify the path only if necessary.

These directory names set the path **Penny Lane POS** must follow to locate the files it needs to operate. If the directory names are changed in **System Configuration** and do not match the actual location of the files, **Penny Lane POS** will not function.

Manager Terminal Setup

Manager terminal configuration normally does not include options for all of the equipment associated with sales terminals. They are set up with a wider range of options, including testing, for specific equipment including the Scanner, Handheld Interface and Card Reader.

Manager Terminal Scanner Configuration

The settings for these fields will be specific to your scanner.

Scanner Port: **Ports COM 1 – 12** are available in the pull-down menu.

Address (0=Dflt): A list of addresses is available to choose from in addition to the **Default**.

IRQ: **1 – 15 IRQ** are available in addition to the **Default**.

Baud Rate: Select the **Baud Rate** of your device from a range of rates in the pull-down menu.

Parity: Choose your **Parity**: **None**, **Odd** or **Even**.

Data Bits: Enter the number of **Data Bits** for your device into this field.

Stop Bits: Enter the number of **Stop Bits** for your device into this field.

Strip Lead Chars

Enter the number of **Lead Characters** for your scanner into this field.

Strip Trail Chars

Enter the number of **Trail Characters** for your scanner into this field.

Scanner Test

This field provides a quick diagnostic of the scanner. When you scan a barcode, the resulting **Product Code** will be displayed in this field.

Handheld Interface

File Name

Type the file name for the **Handheld Interface** into this field.

Type

Select the type of record for the file, from **Fixed Record Length**, **Comma Delimited** and **Two Lines Item then Quantity**.

Header Size

Type the size of the header into this field.

Record Size

Type the record size into this field.

Item Code Offset

Enter the **Item Code Offset** length into this field (number of characters from left).

Item Code Length

Enter the **Item Code** length into this field (number of characters).

Quantity Offset

Enter the **Quantity Offset** length into this field (number of characters from left).

Quantity Length

Enter the **Quantity** length into this field (number of characters).

Test

The **Test** button provides a quick diagnostic. Clicking on this button will cause the system to perform a test based on the settings for the handheld. The results of the test will be displayed in the following two fields: **Item Code** and **Quantity**.

Item Code

This field displays the result of the handheld **Test**, above.

Quantity

This field displays the result of the handheld **Test**, above.

Handheld Utility

Most handheld units come with software that allows them to communicate with various systems. Enter the command here that you need to start the communication software that came with the handheld.

Strip Lead Chars

Enter the number of **Lead Characters** for your handheld into this field.

Strip Trail Chars

Enter the number of **Trail Characters** for your handheld into this field.

Card Reader

Employee Card Settings

The following fields pertain to manager terminal login and logout.

MSR Track

Choose a track for employee card swiping. **Track 1** and **Track 2** are available.

Opening Sentinel

Enter an **Opening Sentinel** into this field.

ID Start Position

Enter an **ID Start Position** into this field (number of characters from left).

ID Length

Enter an **ID Length** into this field.

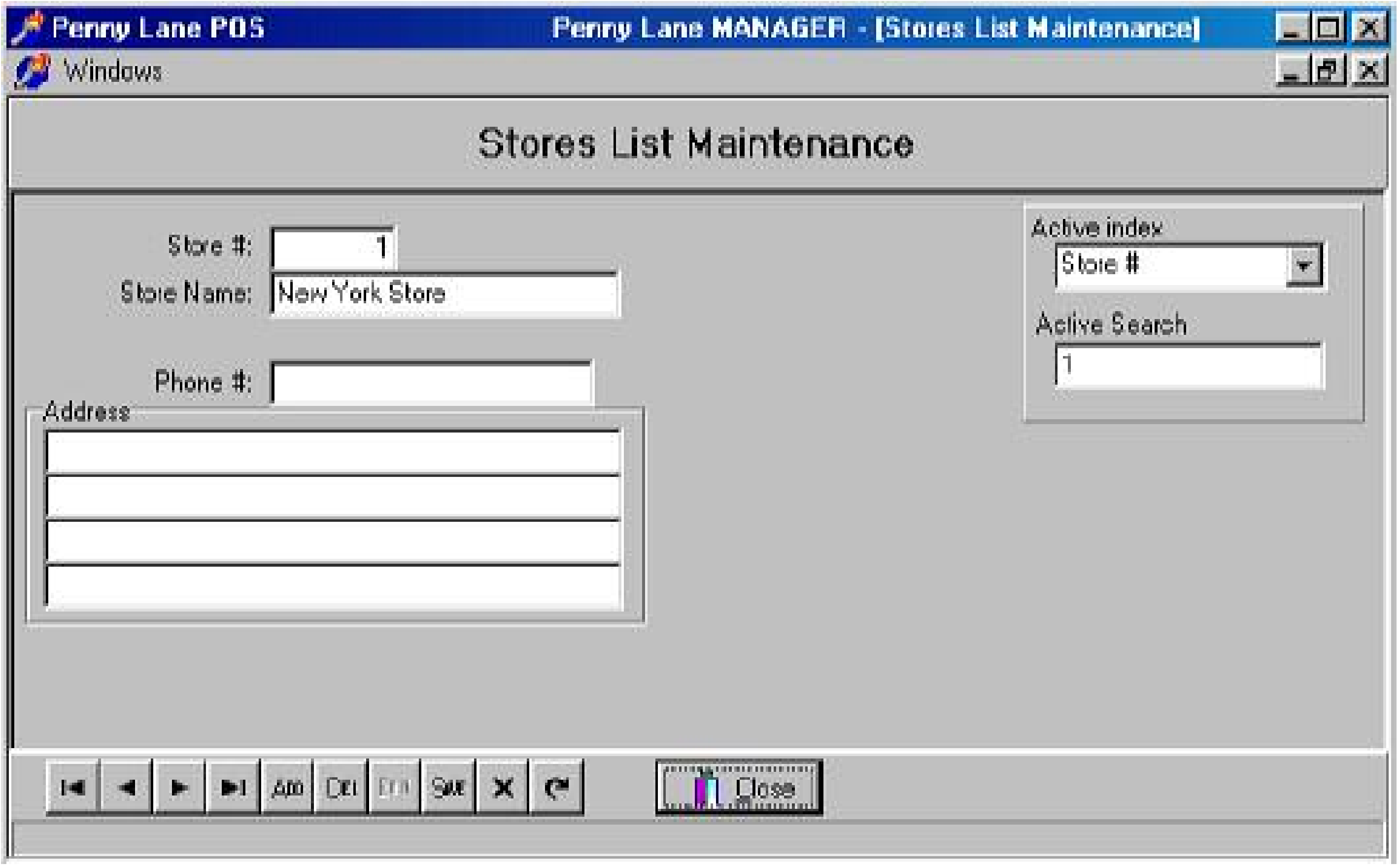
Password Start Position

Enter a **Password Start Position** into this field (number of characters from left).

Password Length

Enter a **Password Length** into this field.

Multi Store Maintenance

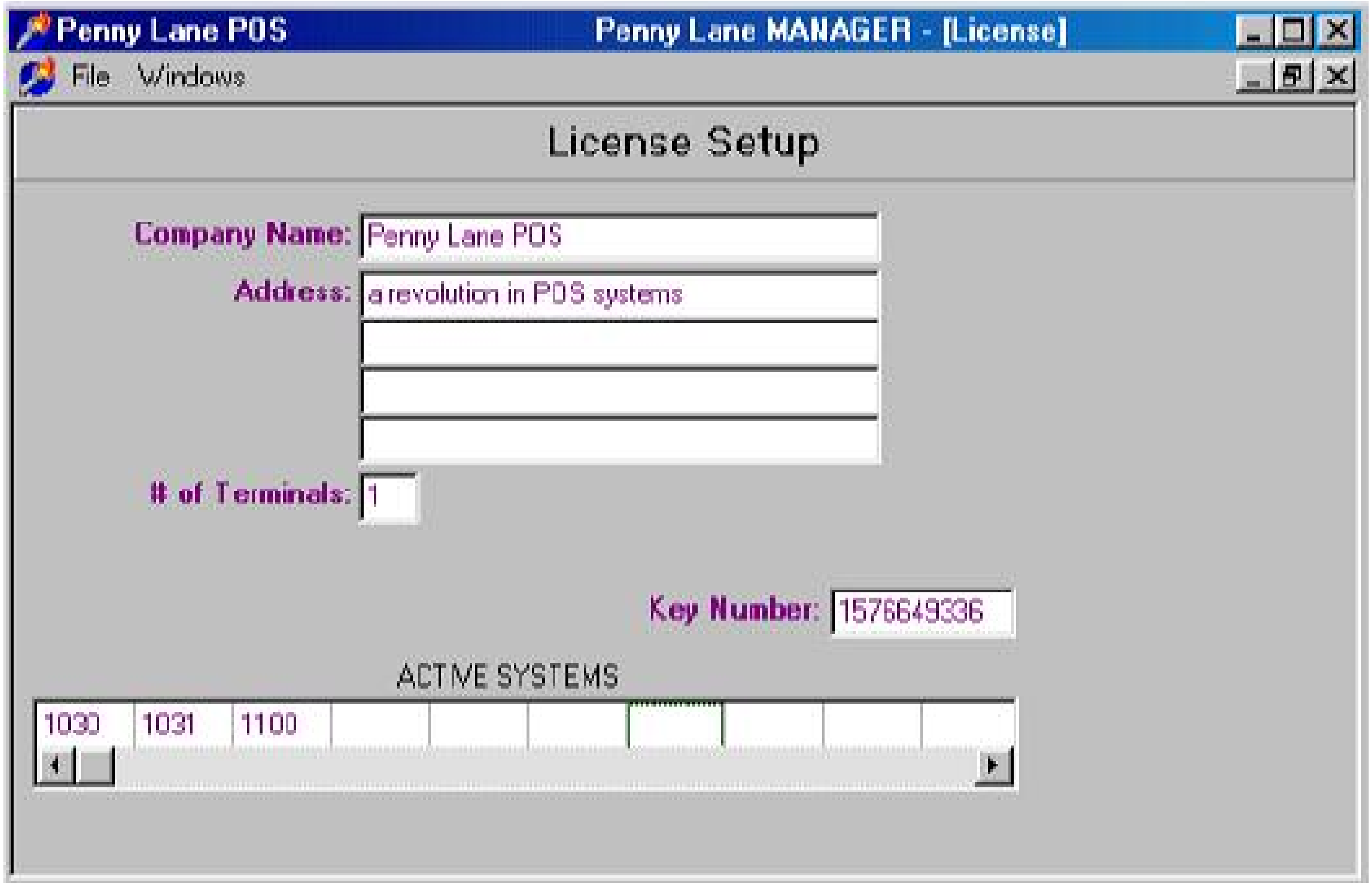


Multi Store Maintenance is a database of all of the stores or warehouses in your chain, or associated with your store.

To add a store to the database, click on the **ADD** button. A blank file will appear. Enter in a store number, store name, phone number and address. Click on the **SAVE** button.

All stores entered into **Stores List Maintenance** will appear in lists throughout **Penny Lane Manager**, including applications such as **On Hand Quantities** (**File Maintenance**) and **Stock Transfers** (**Inventory**).

License Setup

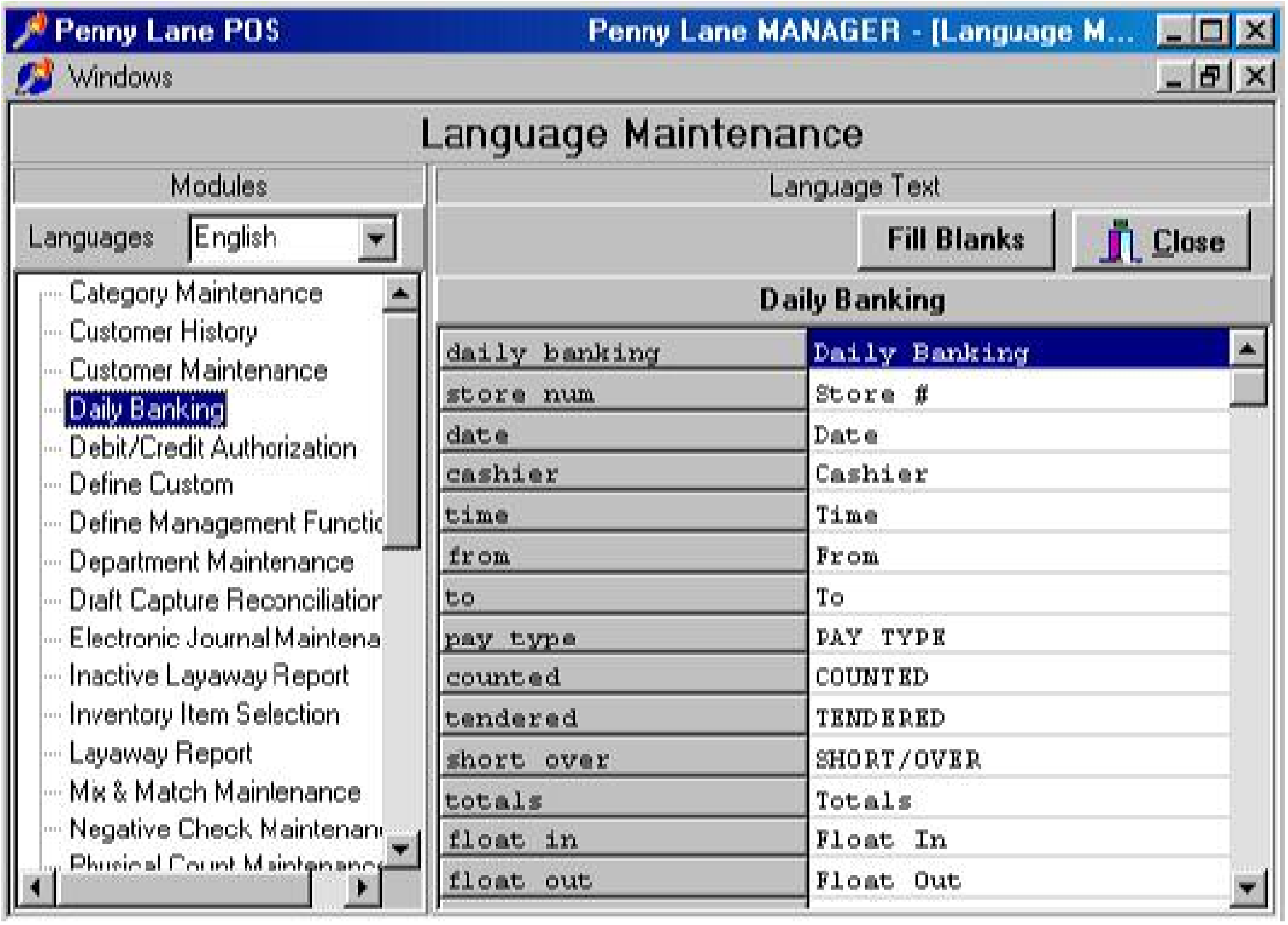


To license your copy of **Penny Lane POS**, you must enter the **License Key Number** that you receive from **Penny Lane POS** with your copy of the program, in addition to **Active Systems** numbers corresponding to each of your terminals. The **Key Number** that you receive will reflect the number of terminals that you have purchased a license for.

Once you have entered your **Key Number**, you will be able to enter your **Company Name**, **Address**, and the number of terminals that your store is operating.

The **Company Name** and **Address** that you enter here will be printed at the top of your receipts.

Language Maintenance



In **Language Maintenance**, you can define the text that appears in **Penny Lane Manager**, from screen titles to error messages.

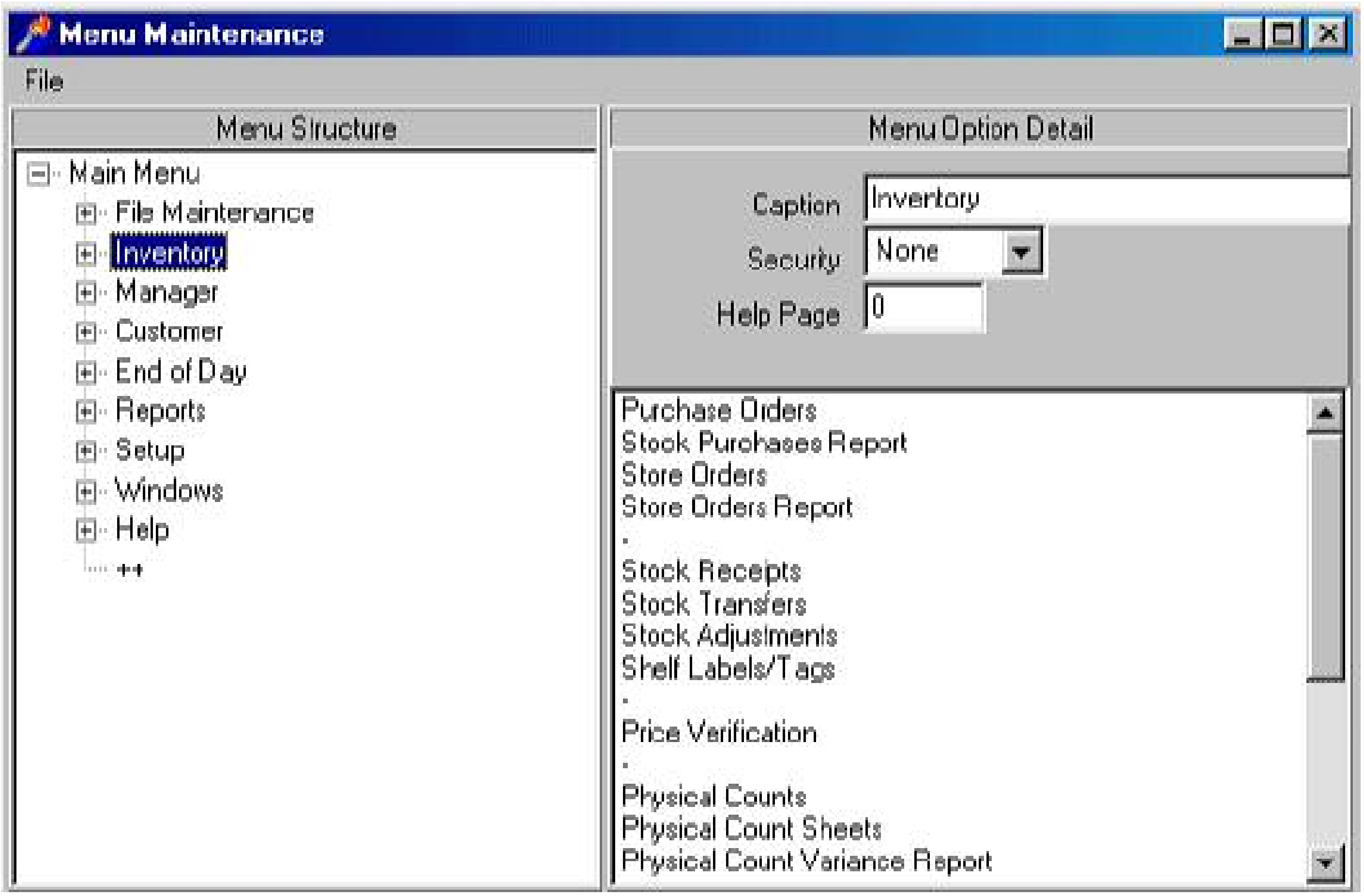
On the left side of the **Language Maintenance** screen (**Modules**), you will find a full list of screens and reports to choose from. Selecting one of these options will display the text for that selection on the right side of the screen.

The **Languages** pull-down menu contains options for several language modules including French, English and Spanish.

On the right of the screen (**Language Text**), every title, field name and message for the selected section is displayed. The official language (that is used in the programming) is displayed in blue. The corresponding fields in white can be altered to display the text of your choosing for your selection.

If you click on the **Fill Blanks** button, **Penny Lane Manager** will fill any blank fields in the **Language Text** section with a copy of the official language text.

The Menu Editor



By using the **Menu Editor**, you can control the menus that appear in **Penny Lane Manager**. The **Menu Editor** is also where you can control the security levels for each program.

The **Menu Structure** section on the right side of the **Menu Editor** contains a list of all menus in **Penny Lane Manager**. Selecting a menu will display the details of that menu in the **Menu Option Detail** section on the right side of the screen.

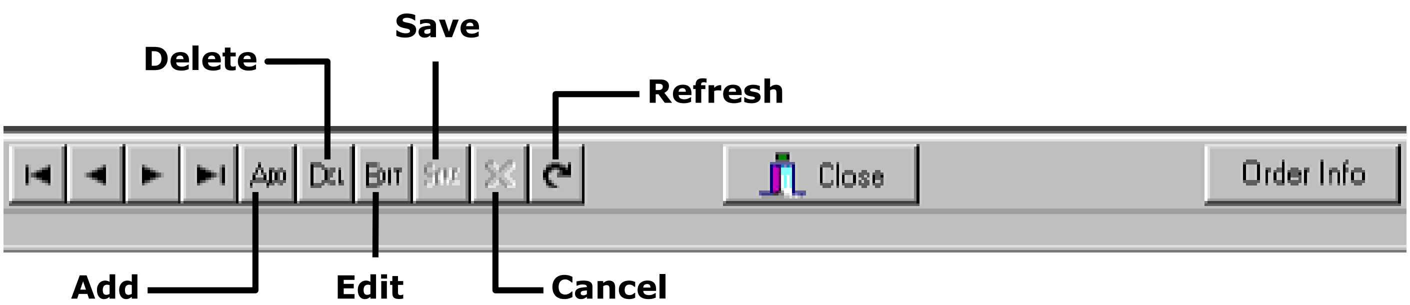
Once a menu is displayed in **Menu Option Detail**, you have the option of renaming the menu in the **Caption** field. You can also select a security level for each menu from the **Security** pull-down menu. Employees with a security level below that which is assigned to each menu in the **Menu Editor** will not be able to access the programs in that menu.

If you choose to assign security levels to individual programs rather than whole menus, you may do so by double-clicking on the program within the menu that is displayed in **Menu Option Detail**. This will take you to the **Short Cut Maintenance** for that program, in which you will again have the option of assigning a security level.

Appendix A: Adding, Editing and Deleting Records

When you open a **File Maintenance** program, notice the operational **action buttons** at the bottom of the screen. These controls make it easy to add, edit or delete records within the program.

Operational Action Buttons



 To **add** a record:

1. Click on the **ADD** button at the bottom of the screen. You will be presented with a blank file. Fields in which information can be entered will display a white background.

2. Enter information into the appropriate fields.

3. Click on the **SAVE** button. All fields will now display a gray background, indicating that the information is stored and protected. Of course, these fields may be accessed at any time by clicking on the **EDIT** button.

> **Note:** **Penny Lane Manager** will allow you to save a record without filling out all of the fields, with the exception of the **Product Code** field. You *must* enter a product code for every inventory item. If you try to save a file without first entering a product code, you will receive the message "Code # is invalid".

 To **edit** a record:

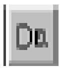
1. Select the file you wish to edit by bringing it onto the screen (see Appendix B: Navigating Through Your Files). Click on the **EDIT** button at the bottom of the screen. Fields in which information can be entered will display a white background.

2. Enter information into the appropriate fields.

3. Click on the **SAVE** button. All fields will now display a gray background, indicating that the

information is stored and protected. Of course, these fields may be accessed at any time by clicking on the **EDIT** button.

Note: Once the product code is saved into the database, it *cannot* be edited. Because the product code is the key identifier of the product, **Penny Lane Manager** requires that a new record must be created for every new product code.

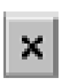


To **delete** a file:

1. Select the record you wish to edit by bringing it onto the screen (see Appendix B: Navigating Through Your Records). Click on the **DEL** button at the bottom of the screen.

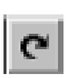
2. A message will appear asking you to confirm the deletion.

3. Click **Ok**.



Canceling the operation:

At any point during the adding, editing or deleting processes, simply click on the **CANCEL** button to cancel the operation and return to the normal screen.



Refreshing the screen:

This button reverts the screen back to its original state before changes.

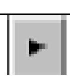
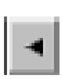
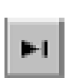
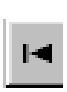
Appendix B: *Navigating Through Your Records*

The navigation tools in **Penny Lane Manager** consist of two components: the **action buttons** at the bottom of the screen, and the **Index Selector and Search** box at the top-right corner of the screen. When these controls are used in combination, they allow you to scroll through your records in multiple ways.

Navigational Action Buttons

Every item in your inventory will have its own record. The information on a screen at any given time will refer to the current record only. You may scroll backward and forward through your files by using the **action buttons**.

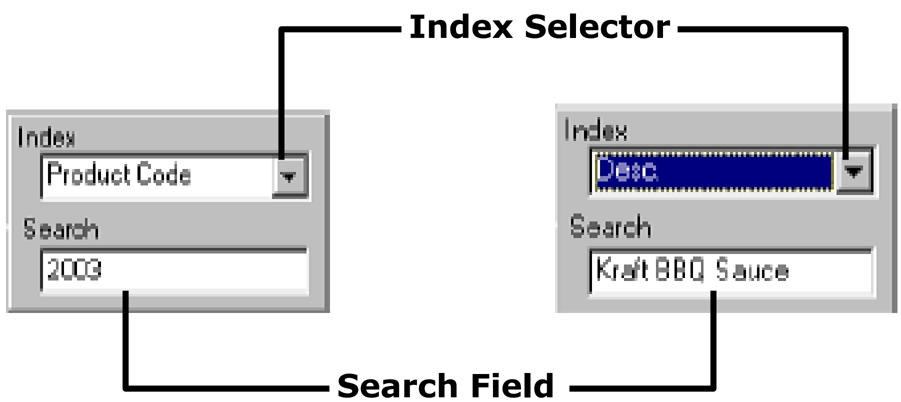
The following table will provide descriptions of the navigational **action buttons**.

Icon	Button	Action
	**Forward**	Advances you forward one record.
	**Backward**	Moves you back one record.
	**End**	Takes you to the last record in the file.
	**Home**	Takes you to the first record in the file.

The Index Selector

The navigational **action buttons** allow you to scroll through your records depending on how they are organized. You may organize them in one of several different ways, all at the click of a button. This is done with the **Index Selector**, located at the upper right corner of every File Maintenance screen.

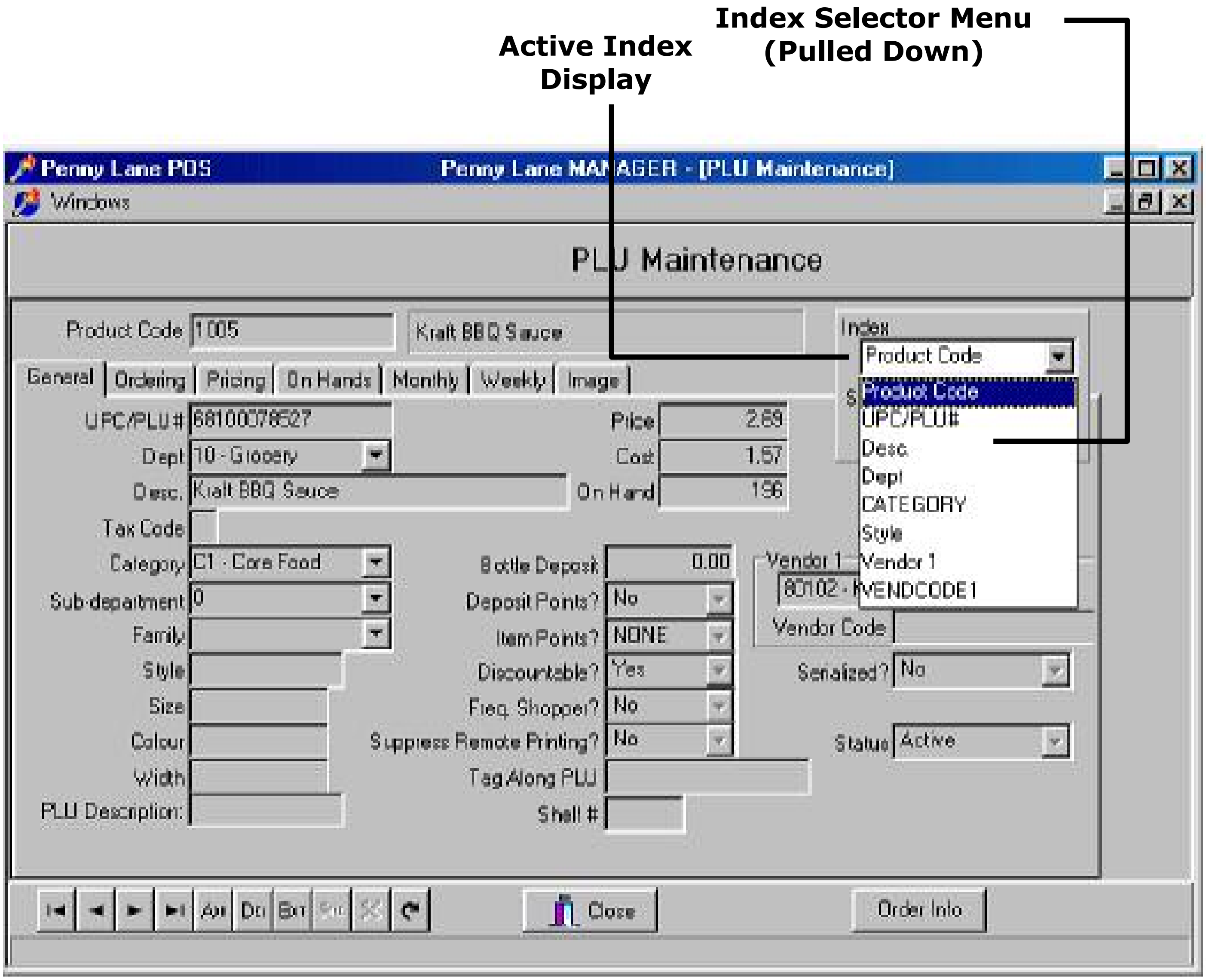
The **Index Selector** is an invaluable tool. With it you can scroll through your records in order of Product Code, or alphabetically by department, description, vendor, etc. This feature makes it easy to locate products by any criteria you choose.



The way in which your records are organized is called the **index**. If they are indexed by description, for example, then they are ordered alphabetically by description. The **Index Selector** field displays the active index. When you pull down the menu of the **Index Selector** you will see that there are several different indexes to choose from. The names of the indexes in the menu vary depending on which **File Maintenance** program you are using.

The **Index** and **Search** fields are linked in such a way that the **Search** field always displays the field of the current record that is specified by the selected **index**. For example, if you have selected the **Product Code** index, the **Product Code** of the current record will be displayed in the **Search** field.

When you scroll forward through your records using the **Product Code** index, you will notice that you are advancing in order of **Product Code**. If you were to switch the **index** to **Description**, the **Search** field would then display the **description** of the current record and when scrolling through the records you would advance alphabetically by **description**.



Try It!

1. Pull down the **Index** menu.

2. Select an index.

3. Scroll through your records using the navigational **action buttons**.

4. Try a different index. Notice that the order in which your records appear when you scroll through them is determined by the index, and that they advance in alphabetic or numeric order by whichever criteria appears in the **Search** field.

The Search Field

Apart from displaying the indexed field of the current record, the **Search** field is a powerful navigational tool in itself. By clearing the contents of the **Search** field and entering in the first characters of a record that you wish to display, you can pull up that record instantly, without having to scroll through the file.

In order to use the Search field, you must first make sure that you have selected the index that you wish to search in. For example, if you wanted to look the item up by **Product Code**, you would first select the **Product Code** index.

The **search** field in **Penny Lane Manager** performs an **active** search. That is to say that when you enter a single character into the field, it will take you to the nearest record that begins with that character or the closest character to it.

With each new character that you enter it will narrow the search until you have arrived at the desired record. Thus, you do not have to enter the whole description, product code, vendor, etc. You simply enter characters until you have reached the record you are looking for. This useful time-saving tool will enable you to pull up any record in **Penny Lane Manager** with lightening speed.

Performing a Search

To perform a search:

1. Pull down the **Index Selector** menu.
2. Select the index in which you wish to search.
3. Insert your cursor into the **Search** field and clear the field.
4. Begin inputting the **Product Code**, **Vendor**, **Description**, etc. of the record you wish to pull up.

> **Note:** The **Search** field is case sensitive. If your records incorporate capitals, make sure that you include them when using the search field.

Appendix C: *Pricing Types*

Normal Pricing and the Gross Margin Calculator

***Normal* Pricing** is exactly that. It is a straight unit price that stays the same no matter how many of an item a customer buys at a time.

Instead of pricing structure fields, what appears on the screen for *Normal* Pricing is a *Gross Margin Calculator*. This feature will help you determine the price for an item by suggesting a price based on your desired Gross Margin.

The ***Gross Margin Calculator*** is easy to use.

1. Press the **EDIT** button at the bottom of the screen to access the fields.

2. Use the pull-down menus of the **Cost w/ST TX?** And **Cost w/Deposit?** fields to select whether or not you wish to factor the cost with state tax and/or with a bottle deposit into the calculation.

3. In the **GMP Based On** field, use the selector bullet to indicate whether you want the calculation to be based on **Cost**, **Average Cost** or **Landed Cost**.

4. Once all available information about an item, such as cost and existing price if any, is input into the **Price** and **Cost** fields on the left, The Gross Margin Calculator will calculate the Current Gross Margin automatically based on the difference between cost and price.

5. Enter your desired Gross Margin in the **Suggested GM%** field. The ***Gross Margin Calculator*** will suggest the corresponding price for the item in the **Suggested Price** field.

Mix & Match Pricing

***Mix & Match* Pricing** allows you to offer a normal price for a single item, with the customer's option of receiving a discount price with the purchase of a select number of *similar* items.

The term *Mix & Match* refers to the selection of products that are available for the customer to choose from to receive the price discount.

The products offered under ***Mix & Match* pricing** are similar, but not necessarily identical. They can be purchased at a discount in *combination*.

For example,

One can of name-brand kidney beans normally costs $0.69.

With *Mix & Match* Pricing,

Your store offers the special price of 3 cans of name-brand beans for $1.50
AND,
They can be name-brand beans of any type (kidney beans, black beans, pinto beans, etc.)

When you select the ***Mix & Match*** **Pricing** option, a **Price Group** field appears on the pricing screen (see Fig. 1.8).

The ***Mix & Match*** **Pricing** option is linked to the **Mix & Match Maintenance** program (see **Mix & Match Maintenance**).

It is within the **Mix & Match Maintenance** program that you will specify the specific **Price Groups** that you want for the items that you wish to price under the *Mix & Match* system.

For example,

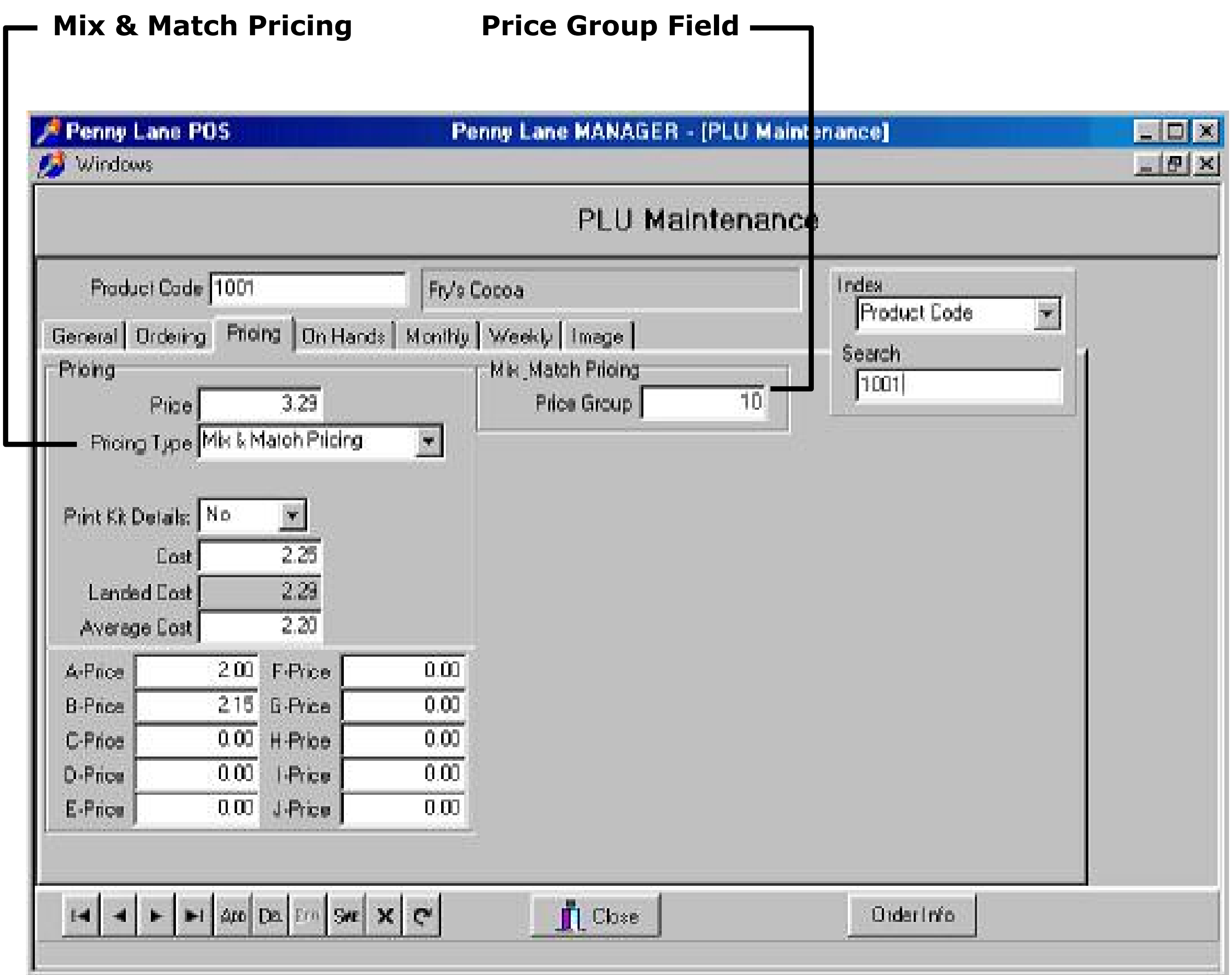
$0.39 each or 3 for $1.00

is a **Price Group** in which

$0.39 is the ***Unit Price***
$1.00 is the ***Base Price***
3 is the ***Base Quantity***.

You can create an unlimited number of **Price Groups**. You will assign a *code* to each **Price Group**. It is this *code* that you will enter into the **Price Group** field on the ***Pricing*** screen, to indicate that the given item will belong to that **Price Group.** All other items that you assign to that **Price Group** will then receive the same discount when purchased in combination with each other in the appropriate quantity.

For a detailed discussion of the **Mix & Match Maintenance** program, see **Mix & Match Maintenance**.



Split Pricing

***Split* Pricing** allows you to offer a normal price for a single item, with the customer's option of receiving a discount price with the purchase of a select number of the same item.

$1.99 ea or 3/$5.00 is an example of ***Split* Pricing**.

When you select the ***Split* Pricing** option, three additional fields appear on the pricing screen.

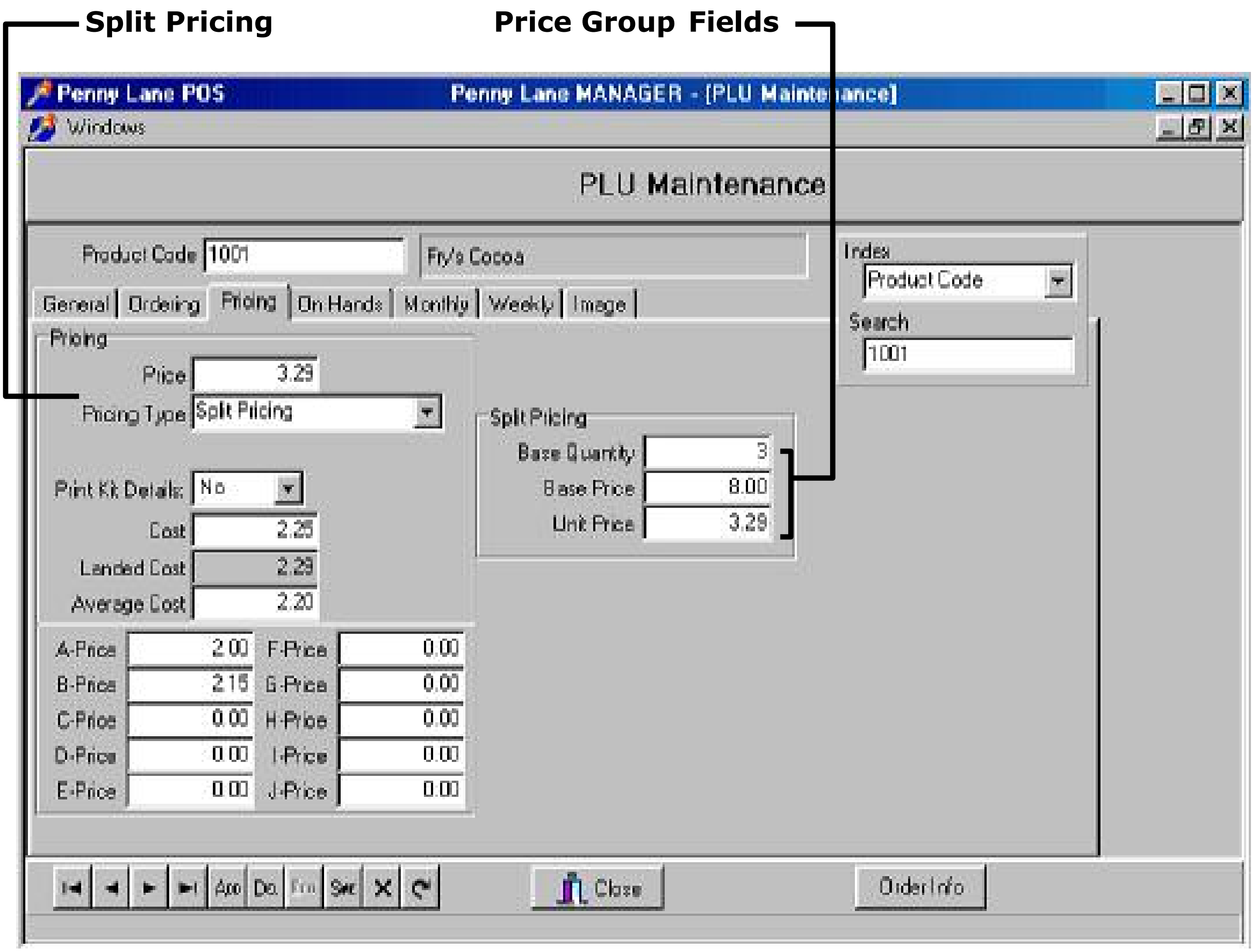
They are: the **Base Quantity**, **Base Price** and **Unit Price** fields. Together, these three fields comprise a **Price Group**.

For example,

$1.99 each or 3 for $5.00

is a **Price Group** in which

$1.99 is the ***Unit Price***
$5.00 is the ***Base Price***
3 is the ***Base Quantity***.



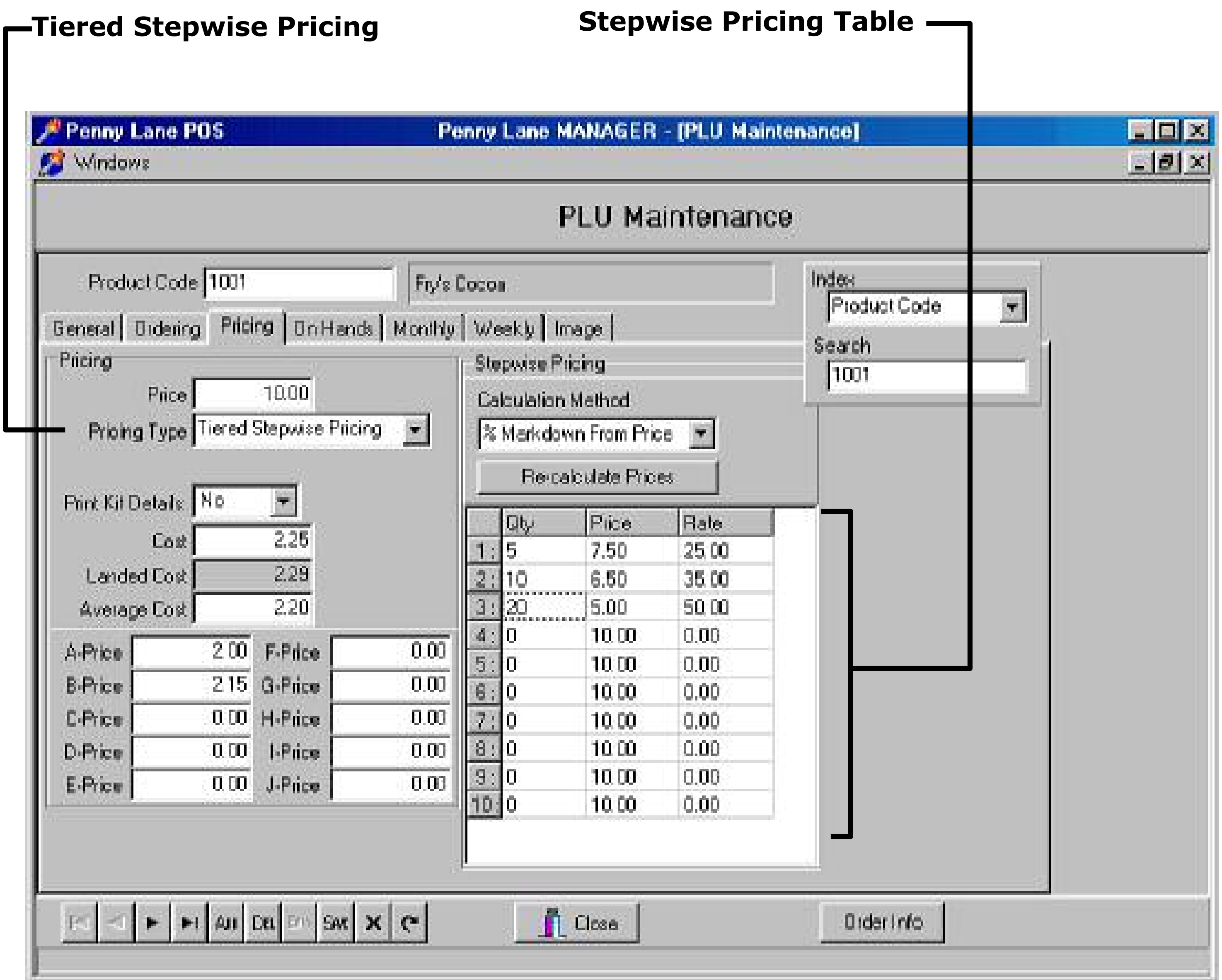
Once you enter the **Base Quantity**, **Base Price** and **Unit Price** for a ***Split*** **Pricing Price Group**, the item will receive the discounted price when purchased in the appropriate quantity.

Tiered Stepwise Pricing

Tiered Stepwise **Pricing** is a pricing system by which you can offer volume discounts, giving an incrementally larger discount with larger volume purchases.

When you select the ***Tiered Stepwise*** **Pricing** option, the ***Stepwise*** **Pricing** table appears on the pricing screen.

See below for a full discussion of this pricing system.



How it Works

The **Stepwise Pricing** table allows you to determine the corresponding increments of price and volume at which you wish to offer discounts.

The table has three headings: **Quantity**, **Price** and **Rate**.

Quantity represents the number of an item that must be sold before the next price increment comes into effect. The price that corresponds with that number is the price that is in effect *up to* the quantity number.

For example:

If you were to enter 5 in the **Quantity** field and 2.00 in the corresponding **Price** field,

Quantity	Price	Rate
5	2.00	

then your item would be sold at $2.00 if the purchaser bought *up to* 5 units.

If you were then to enter a second increment, the **Price** for the second increment would apply to any quantity of items purchased within that range *following* the range of the previous increment.

Quantity	Price	Rate
5	2.00	
10	1.50	

In this scenario, the price is $2.00 for up to 5 units, and $1.50 for each additional unit up to 10 units.

The default for all fields in the **Stepwise Pricing** table is zero. As soon as the encounters a zero as a **Quantity**, it considers that zero to represent all additional units in excess of the last quantity listed.

	Quantity	Price	Rate
1	5	2.00	0.00
2	10	1.50	0.00
3	20	1.25	0.00
4	0	1.00	0.00
5	0	0.00	0.00

The price breakdown in this scenario is as follows:

$2.00 up to 5 units,
$1.50 for each additional unit up to 10 units,
$1.25 for each additional unit up to 20 units,
$1.00 for all additional units over 20.

The **Rate** fields can be used as a tool to calculate price based on percentages. These fields are used in conjunction with the **Calculation Method** field that appears directly above the table.

The **Calculation Method** pull-down menu contains three possible calculation methods in addition to the **N/A** option.

> **N/A** is the default option. This option leaves the Rate fields inactive, giving you the option of entering the prices manually.

The three calculation methods, **% Markdown from Price**, **% Markup from Cost** and **%Gross Margin** operate similarly.

To calculate prices using a calculation method,

1. Enter a **Price** into the **Price** field (the normal price of a single unit), and ensure that there are values in the **Cost** fields on the left side of the screen.

2. Enter desired **Quantity** increments into the Quantity fields.

3. Pull down the Calculation Method menu and select **% Markdown from Price**, **% Markup from Cost** or **%Gross Margin.**

4. Enter desired percentages based on your **Calculation Method** into the **Rate** fields for every **Quantity** range you have entered.

5. The **Stepwise Pricing** table will calculate prices based on these percentages in relation to **Price** and **Cost** and enter them into the **Price** fields automatically.

6. To change the **Calculation Method**, repeat steps 1-5 and click on the **Re-calculate Prices** button.

For an example of a pricing system based on percentages:

Calculation Method: % Markdown from Price

Price: $10.00

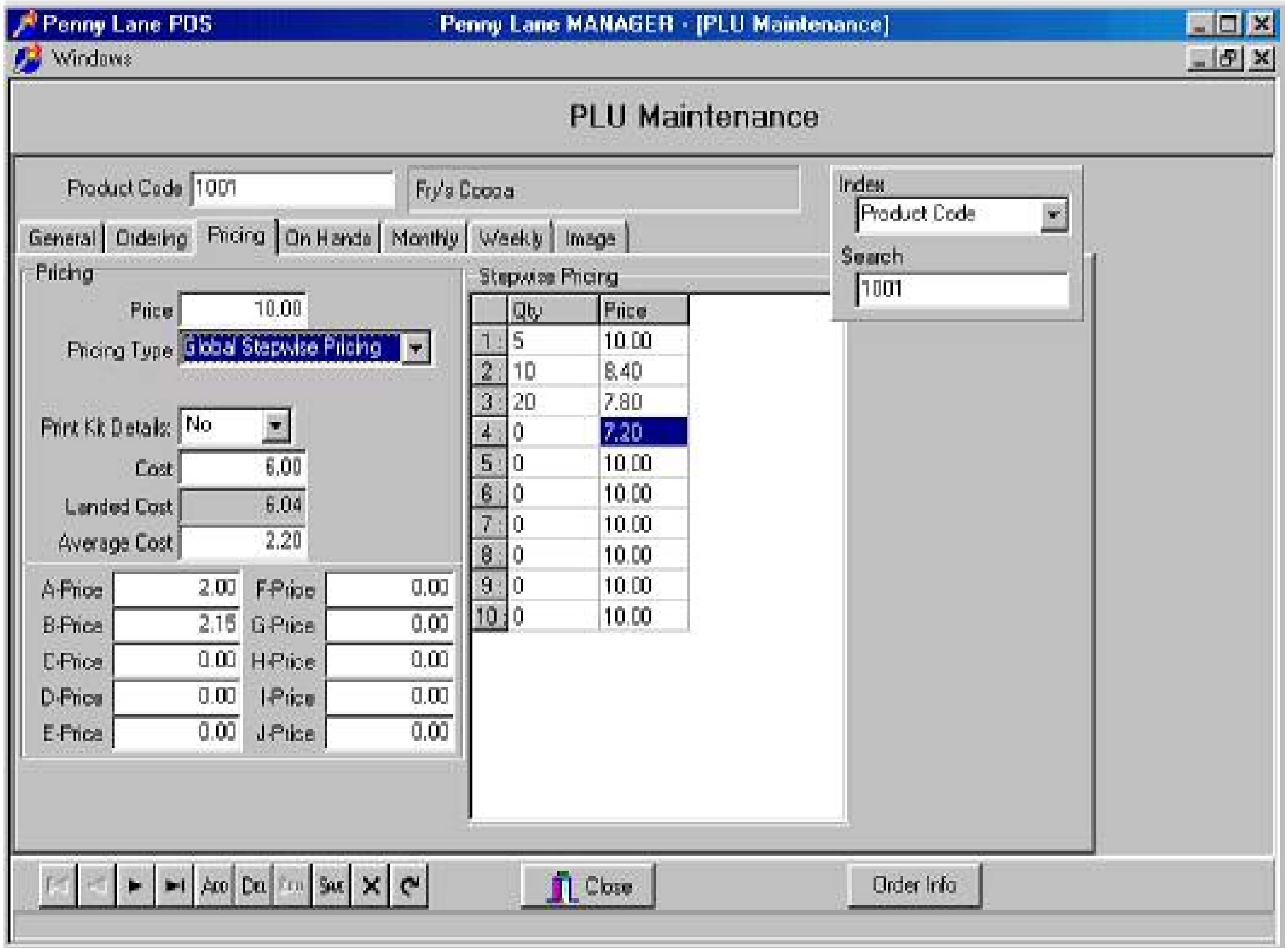
Cost: $6.00

	Quantity	Price	Rate
1	5	7.50	0.25
2	10	6.50	0.35

1. Entering a **Rate** of 0.25 (25% markdown from original **Price**) will automatically produce an increment price of $7.50.
2. Entering a **Rate** of 0.35 (35% markdown from original **Price**) will automatically produce an increment price of $6.50.

Global Stepwise Pricing

Global Stepwise pricing is much the same as ***Tiered Stepwise*** pricing, with a small difference in the way the total purchase is tallied.



When you select the ***Global Stepwise* Pricing** option, the ***Stepwise* Pricing** table appears on the pricing screen.

This table has only two fields, **Quantity** and **Price**. However, it operates the same way as the ***Tiered Stepwise*** pricing table, allowing you to determine the corresponding increments of price and volume at which you wish to offer discounts.

Quantity represents an *up to* range for which you want the corresponding **Price** to be in effect.

For example:

If you entered 5 in the **Quantity** field and 2.00 in the corresponding **Price** field,

Quantity	Price
5	2.00

then your item would be sold at $2.00 if the purchaser bought *up to* 5 units.

The real difference between ***Tiered*** and ***Global Stepwise*** pricing is that:

- In ***Tiered Stepwise*** pricing, the prices charged for each increment are fixed such that for a total purchase that falls over a number of increment ranges, the customer pays the increment price of each range.

- In ***Global Stepwise*** pricing, the customer pays the same price for all units, that being the price of the increment range in which the total number of units purchased falls.

To illustrate, here is the way that each pricing system would operate for the same ***Stepwise*** pricing table.

	Quantity	**Price**
1	5	2.00
2	10	1.50
3	20	1.25
4	0	1.00
5	0	0.00

Total Units Purchased = 25

Tiered Stepwise Pricing

$2.00 up to 5 units,	5 x $2.00 = $10.00
$1.50 for each up to 10 units,	5 x $1.50 = $ 7.50
$1.25 for each up to 20 units,	10 x $1.25 = $12.50
$1.00 for all additional units.	5 x $1.00 = $ 5.00
	$35.00

Global Stepwise Pricing

25 units purchased.

Price for over 20 units: $1.00.

25 x 1.00 = $25.00

Normal With Prompt Pricing

In ***Normal With Prompt*** pricing, the item is priced normally (single unit price).

At the sales terminal, the cashier will be prompted to enter a price for this item. The normal price will appear with the prompt, so that the cashier has the choice either to select the normal price or override it.

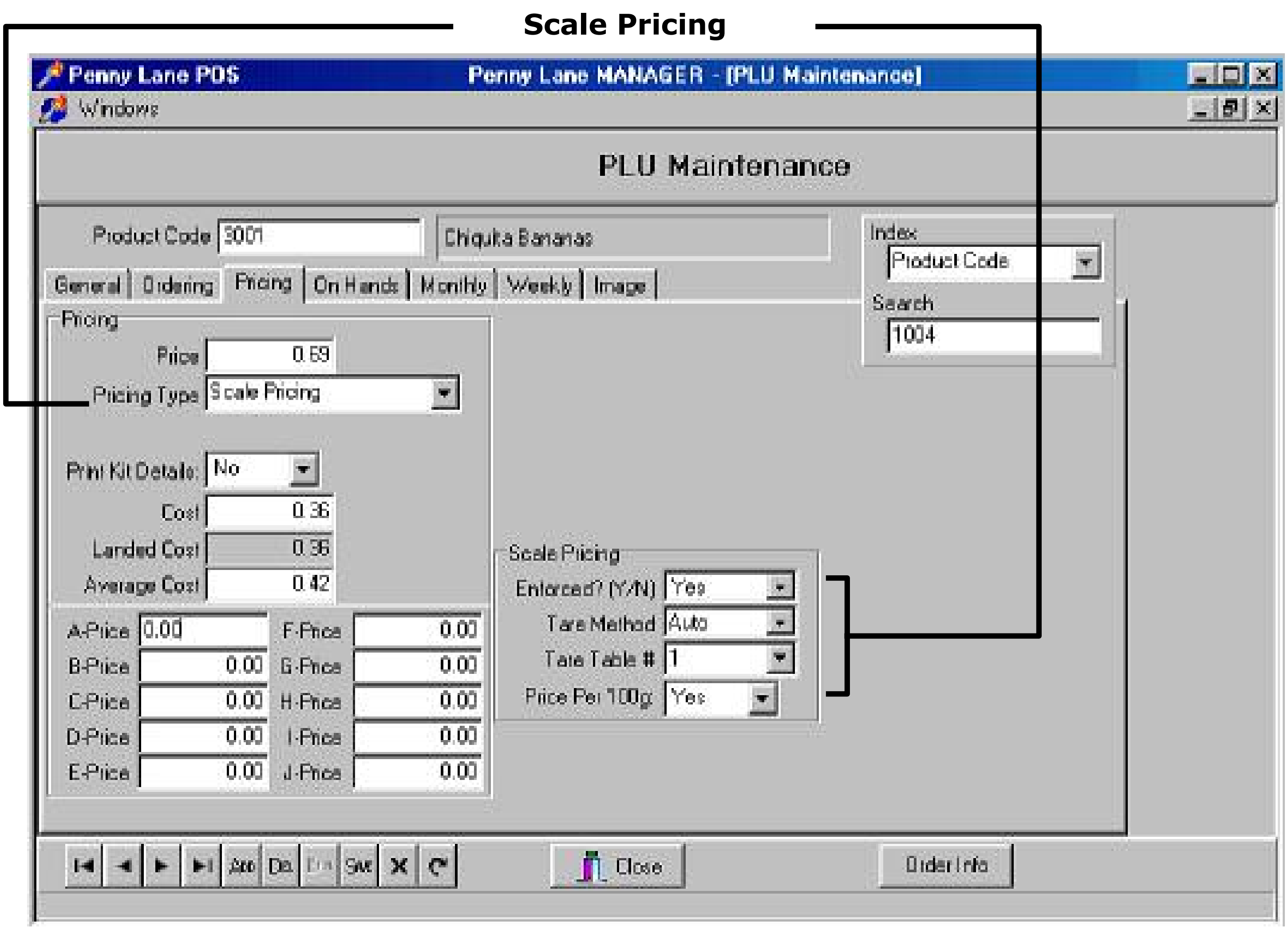
This feature is for pricing products for which the market price fluctuates. It ensures that the retailer can keep a flexible price in the system for these products without having to update the system constantly with new market prices.

When you select ***Normal With Prompt*** pricing, the *Gross Margin Calculator* appears on the screen. For a full discussion of the *Gross Margin Calculator*, see ***Normal*** Pricing.

Scale Pricing

***Scale* Pricing** is for products for which the price is determined by *weight*.

When you select ***Scale* Pricing**, four **Scale Pricing** fields appear on the right side of the screen (see Fig. 2.2).



Enforced

The **Enforced? (Y/N)** field allows you to choose whether the item *must* be weighed by scale, or whether the cashier has the option of entering in a price for the item without weighing it.

In many stores that carry bulk items, the customer is responsible for attaching the appropriate **Product Code** for these items, which are then weighed at the sales terminal. In these cases, retailers are more likely not to enforce weighing. This gives the cashier the option of entering a price manually to compensate for the wide margin of error on the part of the customer.

Tare Method

Tares are necessary with products that are sold loose but weighed in containers, such as items that are bagged or boxed by the customer on the floor.

In these cases, the retailer generally charges the customer for the loose product subtracting the cost or ***tare*** of the container.

In order to use this feature, you must first create a **Tare Table** for which each of your containers is weighed and assigned a number, the **Tare Number** and **Tare Weight**. This is done in **Tare Table Maintenance**, which is located in the **Setup** menu (see **Tare Table Maintenance**).

The **Tare Method** field has a pull-down menu with three options: **None**, **Auto** and **Manual**.

- ***None*** is used for weighted items that do not require a container.
- ***Auto*** automatically selects the tare for this item that you have assigned in the **Tare Table #** field (see **Tare Table #**).
- ***Manual*** prompts the cashier to select the appropriate **Tare Table #**. This option is often used in cases where the customer can select from a variety of containers.

Tare Table

The **Tare Table #** field has a pull down menu that will display all of the available **Tare Numbers** (see above **Tare Method** and **Tare Table Maintenance**).

The **Tare Number** corresponds in the **Tare Table** to a **Tare Weight**. Selecting a **Tare Number** will assign the corresponding **Tare Weight** to this weighted item. The weight of the specified container will then be subtracted from the total weight of the purchase.

Price Per 100g

Price Per 100g is a drop-down *Yes* or *No* field. It allows you to choose whether or not the price that you have assigned this item in the **Price** field represents the price per 100g of the item.

Appendix D: CUSTOMER REWARD PROGRAMS

One of the highlights of **Penny Lane Manager** is its built-in **Customer Rewards** programs.

Penny Lane Manager is capable of supporting the illustrious **Air Miles** program, provided that your store is registered with that program.

In addition to supporting the **Air Miles** program, **Penny Lane Manager** offers two independent **Customer Reward Programs**: The **Customer Loyalty Program** and the **Frequent Shopper Program**.

Air Miles

In order to support the **Air Miles** program, you must register with **Air Miles** to receive a **Sponsor Code**, an **Offer Code**, a **Location Code** and a **Threshold**.

To enable the program, enter your **Air Miles** codes and check the **Support Air Miles** box on the **Customer Options** screen (see **Store Configuration**).

Once your store is tendering **Air Miles** transactions, you will be able to run **Air Miles** reports to keep track of the program (see **Reports/Air Mile Reports**).

You can run **Air Miles Reward Miles** promotions by entering the promotion information onto the **Air Miles Maintenance** screen (see **Setup/Air Miles Maintenance**).

The Customer Loyalty Program

Incentive programs like **Customer Loyalty** are among the most popular **Customer Reward** programs in use by retailers today. One only has to look at the immense popularity of the **Air Miles Card** and the **Points** cards offered by the major gas stations to gauge the immense success of these **Points**-based incentive programs.

With **Penny Lane Manager's** built-in **Customer Loyalty Program**, your store too can offer a **Points** program to your customers.

Points

The **Customer Loyalty Program** is based on **Points**.

Under the **Customer Loyalty Program**, your store will be award a pre-determined percentage of points to participating customers for select purchases at your store.

The advantages to this program are many. Your customers can carry a **Customer Card** for your store, you can build up your customer database, you can run reports on your customer base, and you can promote specials with **Points** incentives in addition to discounts, just to name a few.

A great bonus of **Penny Lane Manager's Customer Loyalty Program** is its flexibility: the entire framework for the program is in the system, but all details of the program are controlled by the store. The store has the power to designate which items are eligible for points (see **PLU Maintenance**), what percentage of purchases will be awarded, and the monetary value of a **Point** (see **Store Configuration/Customer Options**).

In **Penny Lane Manager**, you can build a **Customer Loyalty Program** to suit the needs of your store, and you can implement changes as you go.

Incentives

With this program, your store can offer **Points** incentives on special items, in which a multiple (double, triple, etc.) of **Points** is granted for the purchase of these items.

Offering **Points** multiples incentives is as easy as selecting the multiple, from **Double** to **Quintuple Points**, from the **Item Points** field on the ***General*** screen of **PLU Maintenance** for any item.

Awards

Your store can also offer **Points** awards for customer participation in promotions and events. You may choose to offer a flat points award or to award an allotment of points that can be redeemed for a designated prize (see **Customer Maintenance/Loyalty, Promos & Custom Data**).

Once the customer has accrued a minimum number of **Points**, they may choose to redeem the **Points** by putting their value toward the cost of a purchase.

Implementing the Customer Loyalty Program

To implement the **Customer Loyalty Program** for your store, you must first enable the program in **Advanced Setup/Store Configuration/Customer Options** under the **Support Customer Loyalty Programs** section. You can then define the parameters of the program.

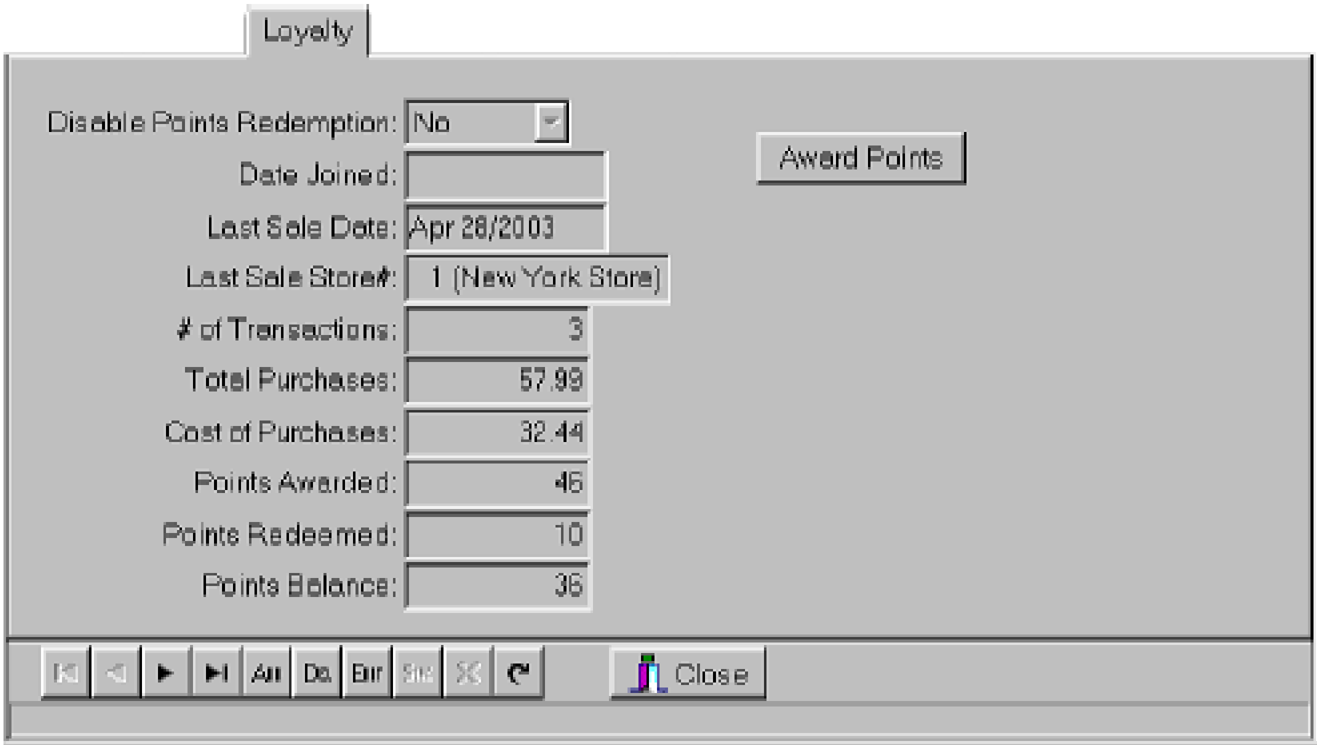
Once the program is defined and enabled in **Penny Lane Manager**, you will need to designate inventory items that will be eligible for **Points** awards. This is done for each individual item in **PLU Maintenance**.

The Customer Database

All customers that wish to participate must be added to the customer database. Once they are in the database, they will automatically be eligible for the **Customer Loyalty Program**. When a clerk or cashier assigns a customer code to a purchase, that customer will be awarded points for all eligible purchase items.

Customers can be assigned to purchases by using the **Customer Look-up** function at **Terminal Sales**, by manually entering the **Customer Code**, or by swiping a **Customer Card**.

Information on **Points Awarded**, **Redeemed**, and **Points Balance** will be available for each customer on the ***Loyalty*** screen (see **Customer Maintenance**).



Customer Reports

You can also view reports on **Points** redemption for each customer (see **Customer Reports**).

One of the extras of this program is that the more customers you attract to join your **Customer Database**, the more insight you will gain as to the purchasing tendencies of your customer base. Once customers have accounts with your store, you will be able to run a wide range of sales and transaction reports in addition to the **Points** reports that pertain directly to your customers.

The Frequent Shopper Program

In the **Frequent Shopper Program**, valued customers are given specialized pricing status that allows them to receive regular discounts on designated items. Under this program, the **Pricing Status** of a customer corresponds to a **Frequent Shopper Pricing Type**, from **A - Z**.

As with the **Customer Loyalty** program, one of the great advantages to the **Frequent Shopper** program is that it builds your **Customer Database**. Customers must register themselves in your store's database in order to be assigned a special **Pricing Type** and receive discounts. Once you have a customer database, you can run a wide variety of reports that will detail the shopping tendencies of your customers.

For customers, belonging to a **Frequent Shopper** program and receiving discounts regularly is a great incentive to shop regularly at your store.

Pricing Types

Pricing Types A – J are flat rate discount pricing types. The way the pricing types are determined is completely at the discretion of the store. You may choose to consider the normal price to be the **A Price**, for example, and assign discounted pricing types **A – J** in ascending order from the lowest discount (**A**) to the highest discount (**J**). The **A – J Pricing Types** are located on the ***Pricing*** screen of **PLU Maintenance** for every item.

Pricing Types K – Z are percentage discount pricing types. These **Pricing Types** are located in **Discount Table Maintenance** (see **File Maintenance**). With the **Discount Table**, you can assign each **Pricing Type** as a percentage either below price or above cost, for any department. Furthermore, you can assign multiple departments to the same pricing type so that a single customer can receive varied discounts over multiple departments.

For example:

> A valued customer is assigned a **Frequent Shopper Pricing Type** of **K**. Under the **K Pricing Type**, this customer receives five percent off the price of produce (Produce Department) and can purchase bulk foods (Bulk Department) at ten percent above cost.

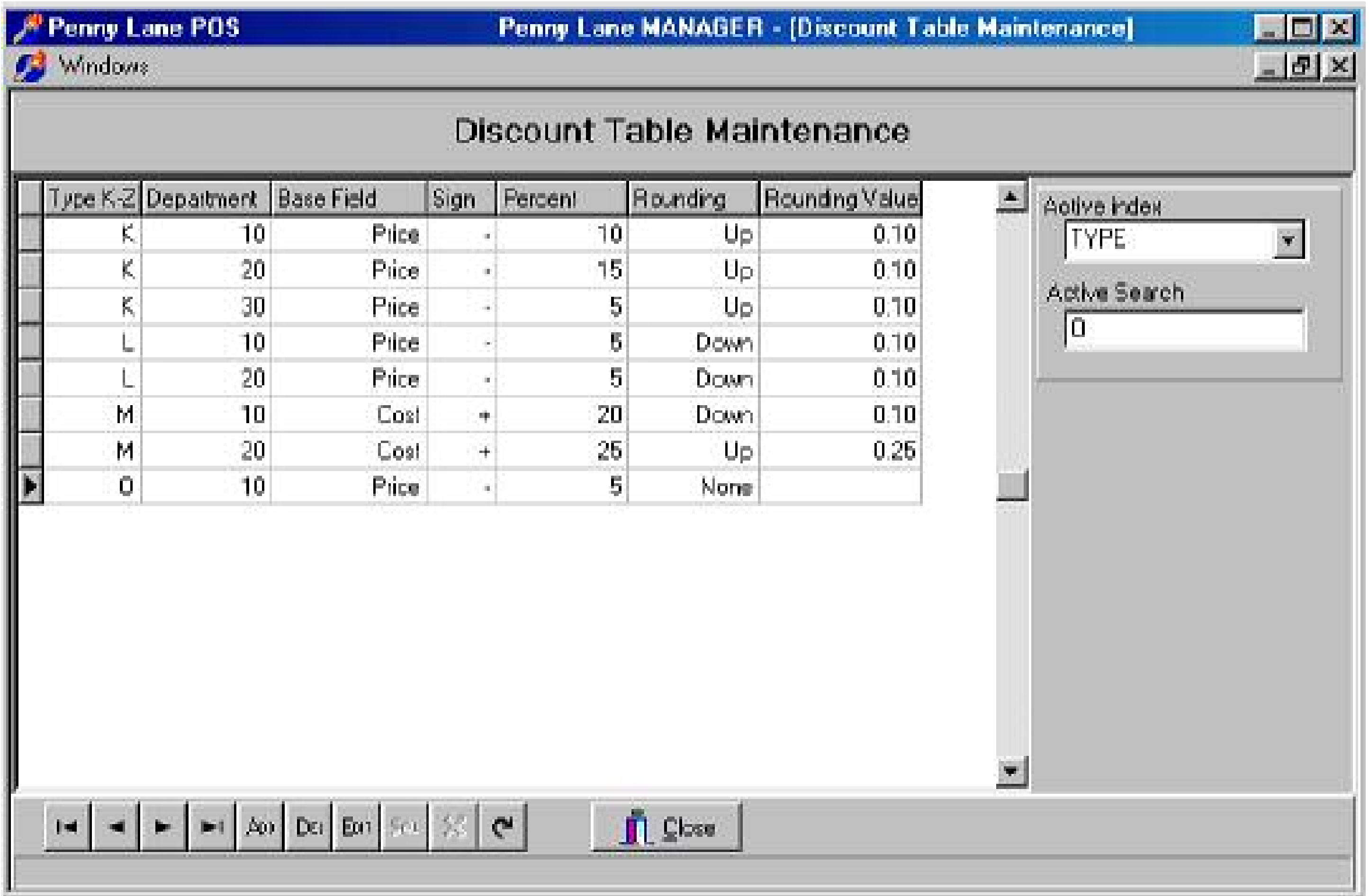
Implementing the Frequent Shopper Program

To implement the **Frequent Shopper** program, you need only to assign **Pricing Types**.

You can assign **Pricing Types** that include percentage discounts for by department in **Discount Table Maintenance** (see **File Maintenance**).

You can also assign a flat rate pricing for individual items in the **A – J Pricing Type** fields in **PLU Maintenance** (see **PLU Maintenance, *Pricing*** screen, **Pricing Types A – J**).

Percentage Discounts in Discount Table Maintenance



Type K-Z	Department	Base Field	Sign	Percent	Rounding	Rounding Value
K	10	Price	-	10	Up	0.10
K	20	Price	-	15	Up	0.10
K	30	Price	-	5	Up	0.10
L	10	Price	-	5	Down	0.10
L	20	Price	-	5	Down	0.10
M	10	Cost	+	20	Down	0.10
M	20	Cost	+	25	Up	0.25
O	10	Price	-	5	None	

The Customer Database

Once you have assigned **Pricing Types** to your merchandise, you can assign **Pricing Types** to your customers. This is done on the ***General*** screen of **Customer Maintenance** (see **Customer Maintenance**, ***General*** Screen). The **Pricing Type** field on the ***General*** screen contains a pull-down menu of **Pricing Types A-Z**. Once you select a **Pricing Type** for a customer, that customer will receive the corresponding discounts that you have assigned for that type.

The way that customers become eligible for the program and/or receive promotions within the program is totally at the discretion of the store.

As it is to the store's advantage to have as many customers as possible in the customer database, you may want to offer the program to all interested customers and immediately assign every customer to the lowest **Pricing Type**.

Customer Reports

You then have the option of running the **Customer Ranking** report to determine which of your customers are the most frequent shoppers. You will also be able run a wide range of customer sales and transaction reports that will allow you to profile your customer base (see **Customer Reports**).

Glossary of Terms

Term	Definition
File	The location in **Penny Lane POS** where your records are stored.
PLU	**PLU** stands for "Price Look-up". Where **UPC** refers to a single product of a fixed weight or count, **PLU** refers to products that are sold loose, in bunches or in bulk. These products are often weighed in order to ascertain the price. A **PLU** code can be either generic or assigned by the retailer, and generally contains 4 – 5 digits. When entered, the product is referenced to the retailer's **POS database** to determine the price per pound or unit.
Record	A collection of data pertaining to one item, vendor, department, etc. All of the details about any one inventory item, for example, would be stored as one **record**.
UPC	**UPC** stands for "Uniform Product Code". The generic **UPC** is a 12 digit numeric code assigned by the Uniform Code Council (UCC), an organization that regulates product codes universally in order to ensure that virtually every product on the market is identified by a unique code. This is the code that appears as the standard barcode on the exterior of the product. Thus, any given product, when the **UPC** code is scanned or entered manually, will appear as the same product regardless of the POS database to which it belongs. It is then referenced to the price, department, cost, etc. that has been assigned to it within the POS database.
Purchase Order	A **Purchase Order** is an order directly to the vendor. The alternate to this is the **Store Order**, which comes from the company warehouse of a chain of stores.
Store Order	A **Store Order** is an order which comes from the company warehouse of a chain of stores. The alternate to this is the **Store Order**, which comes directly from the vendor.
SKU	Any product that does not belong to regular store inventory.

Appendix E: Importing Data from an Excel Spreadsheet

If you have existing inventory data on an Excel spreadsheet, you can import it into **Penny Lane Manager** by using **Penny Lane Manager's Import Program** to dynamically convert the data into the required format.

To use the import program, you must first create a .CSV file from the Excel data and insert a header record that maps each of the fields in the file to their corresponding fields in **Penny Lane Manager**.

The procedure for this is as follows:

1. Organize your spreadsheet so that the **Product Code** column is the leftmost column. The other fields can be in any order. For any dollar value fields like **Price**, remove any special characters like the **$** sign.

2. Ouput your spreadsheet to a **.CSV** format by performing a "**Save As**" in Excel and selecting **.CSV** as the file type. Name the file **TERMS**, for example, so that Excel creates a file called **TERMS.CSV**.

3. Rename the file as **TERMS.PLU** and copy it into the **\plm\poll** directory.

4. Add a **FORMAT:** header record to the beginning of the file using **NOTEPAD** or any other text editor.

The header you create will match the order of fields in your document with Penny Lane Manager's field identifiers (see the list of field identifiers at the end of this document). Create your header according to the following formula:

Suppose you have three columns in your spreadsheet : **Product Code**, **Description**, and **Price**. For example :

50001	**Red Widget**	**10.95**
50002	**Blue Widget**	**11.95**

When you output this data to a .CSV format you get :

50001,RedWidget,10.95
50002,Blue Widget,11.95

The header record you would insert is :

FORMAT:183,2,[1],3[2],5[3]

Now your actual file will contain :

FORMAT:183,2,[1],3[2],5[3]
50001,RedWidget,10.95
50002,Blue Widget,11.95

The import program dynamically replaces each detail record with the data following "**FORMAT**:", replacing the square bracket references with data from the detail line of the file. So **[1]** is replaced with the 1st field, **[2]** is replaced with the 2nd field, **[3]** is replaced with the 3rd field. So the original file is dynamically converted to :

183,2,50001,3RedWidget,510.95
183,2,50002,3Blue Widget,511.95

This is the format that **Penny Lane Manager's Import Program** understands. The "**183,2**" implies that it is a **PLU** record and that decimal places are mandatory. The third field must contain the **Product Code** without any extra characters. After the third field there is a variable number of fields representing various data. Each field is prefixed with a field identifier. The "**3**" represents the **Description** field, the "**5**" represents the **Price** field, and so on.

When you have saved the file with the header,

1. Open the **Store Close** program in **End of Day**.
2. Check the **Process Head Office Updates** box.
3. Click on the **Run** button.

The **Store Close** program will process the **TERMS.PLU** file, populating Penny Lane Manager's database with the data from your file.

The Penny Lane Manager field identifiers are as follows:

Identifier	Description	Valid Entries
	Record ID	**183**
	Identifier	**1**
	Product Code	**(16 alph/numeric char. max)**
1	Price Type	1-7 (See Table Next Page)
2	PLU Number	Numeric (16 max)
3	Description	(30 alpha/numeric char. max)
4	Department	Numeric 1-200 (0=delete)
5	Price * 100	
6	Cost * 100	
7	Tag Along PLU Number	
8	Mix & Match Price Group	
9	Split Pricing Base Qty	
A	Split Pricing Base Price * 100	

B	Split Pricing Unit Price * 100	
C	'1-A' Stepwise Pricing Qty	
D	'1-A' Stepwise Pricing Price * 100	
E	Frequent Shopper Enable	(0=No/1=Yes)
F	A Price * 100	
G	B Price * 100	
H	C Price * 100	
I	Scale Enforced	(0=No/1=Yes/2=Gift Certificate)
J	Tare Method	(0=None/1=Auto/2=Manual)
K	Tare Table #	
L	On Hand Qty	
M	Allocated Qty	
N	Non Discountable	0=NO 1=YES
O	Original Price	
P	Original Price Type	
R	BIN#	
S	CASE_DESC	
T1:	VENDCODE1	
U0:	O_CASES	0=NO 1=YES
U1:	O_UNITS	
U2:	O_COST * 100	
U3:	O_FREIGHT * 100	
V	FREIGHT * 100	
W	IMAGE	(70 alpha/numeric char. max)
a	Tax code	1-10
e0:	BOTDEP_PTS	0=NO 1=YES
e1:	ITEM_PTS	0=NO 1=YES
e2:	COST__TAX	0=NO 1=YES
e3:	COST__BTTL	0=NO 1=YES

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