

Biztracker Retailer Point of Sale Manual

By

Biztracker Software, Inc. tm

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Table of Contents

- OVERVIEW 6
- SOFTWARE LICENSE AGREEMENT..... 6
 - LICENSE..... 6
 - RESTRICTED USES 6
 - WARRANTY PERIOD 6
 - TECHNICAL SUPPORT 7
- INTRODUCTION 7
 - Minimum System Requirements 7
 - Recommended System Requirements 7
- LIMITS WITHIN BIZTRACKER..... 8
 - Table and Index Files 8
 - Report Capacities 8
 - Other Capacities 8
 - Network Limits..... 8
- REFERENTIAL DATA INTEGRITY..... 8
- COMMON FEATURES USED THROUGHOUT BIZTRACKER 9
 - Navigation Bar..... 9
 - Checkboxes 10
 - Tabs 10
 - Search Routine..... 10
 - Help Options 10
 - Help Question Mark 10
 - Help Menu 10
- INSTALLING BIZTRACKER..... 10
 - INSTALLING THE SOFTWARE..... 11
 - Single Station Install 11
 - Network Installation 11
 - Installation During Non-Business Hours 13
 - INITIAL SIGN ON PROCEDURES 13
 - Mapping A Network Drive 13
- SALES PEOPLE..... 13
 - SALESPERSON GENERAL INFORMATION 14
 - SECURITY RIGHTS 15
 - General 15
 - Customer..... 16
 - Vendor..... 16
 - Sales..... 16
 - Inventory..... 17
 - ACCOUNTING..... 17

- Last 17
- Totals 18
- REGISTERS 18
- COMMISSIONS 18
- UDF 18
- CHANGE PASSWORDS 19
- SIGN ON..... 19
 - QUICK AND EASY SIGN ON..... 19
 - Windows 95 through NT 19
 - Windows XP 20
 - TIME CLOCK 20
 - Clock In/Out..... 20
 - Time Clock Layout 20
 - Time Clock Manager..... 21
 - Time Clock Reports..... 21
 - Z-READINGS 21
- COMPANY SETUP 21
 - COMPANY NAME AND ADDRESS..... 21
 - MISCELLANOUS (1)..... 22
 - MISCELLANOUS (2)..... 23
 - NUMBERS 23
 - LENGTH VERSUS QTY 24
 - PICTURE / INVOICE NOTES 24
 - OPTIONS 24
 - UDF TITLES 25
- STATION SETUP 26
 - STATION DEFAULTS 26
 - General Com Port Settings Information 27
 - CASH DRAWER 28
 - POLE DISPLAY 28
 - INVOICE PRINTER SETUP..... 29
 - SCANNERS 29
 - PRINTERS 30
 - SCALE 31
 - INTERNET 32
 - Process InterNet Orders 32
 - Email Options 32
 - OPEN DEPARTMENTS 33
 - PAYMENT RECEIPT / SOUND 34
 - MISCELLANEOUS OPTIONS 34
- CREDIT CARD SETUP 35
 - GENERAL SETTINGS 35
 - IC VERIFY 35
 - Overview Of IC Verify 36
 - Setting-Up IC Verify To Work With Biztracker 36
 - Most Common IC Verify Error 37
 - PCCHARGE 38
 - pcCharge Setup..... 38
 - Debit Card / Pin Pad 38
 - Setting up pccharge..... 38
- KWIK KEYS 39
- INVENTORY TEMPLATE 39
 - USING A TEMPLATE AT SALES SCREEN 40
- CUSTOMER TEMPLATE..... 40

INCOME ANALYSIS 40

 SNAP SHOT OF SALES 40

 14 MONTH SALES 40

MINOR DATA TABLES 40

INVENTORY 41

INVENTORY SCREEN 41

INVENTORY 42

 Bought One 43

 Email Who..... 43

 Quick Add 43

SERIAL..... 43

 Adding A Serial Number 43

 Gift Certificates 44

 Serial Auto-Add By Scanner..... 45

 Serial Auto-Range Add 45

HISTORY 45

 Edit History 45

 Sales History 46

 Adjustments / Transfers 46

14 MONTH SALES HISTORY 46

NOTES 46

 Shortcut Menu 46

 Adding / Deleting A Picture 46

LEVELS 47

 Setting Up Levels For Automatic Purchase Orders 48

 Transfer To Another Store 48

 Other Store Levels 48

PRICING..... 48

 Setting Up Selling Prices 49

 Setting Margins 49

TYPE 50

VENDOR..... 51

 Purchase History 52

 Multi-Vendor ID 52

MISC 52

 Units Of Measure 52

 Kits 53

 Multi-Price Breaks 54

 Back Orders 54

 Substitutions..... 54

 Matrix..... 54

USER DEFINED FIELD 55

Troubleshooting Note 55

ADJUSTMENTS 55

Verify Inventory Counts 55

ADJUST ON HAND QUANTITIES..... 55

RADIO SCANNER VERIFY..... 56

MANAGER’S SPECIAL..... 56

IMPORT/EXPORT..... 57

IMPORT 57

EXPORTING DATA FROM BIZTRACKER.EXPORT 57

SEARCH FEATURES OF BIZTRACKER 57

FUZZY SEARCH 57

SETTING SEARCH FILTERS AND CONDITIONS 57

- <<literal search expression>> 58
- INCREMENTAL NEAR SEA RCH..... 60
- VENDORS** 60
 - Vendor..... 60
 - Contact 60
 - Accounting 61
 - Notes..... 61
 - Payments 61
 - Purchases 61
- PURCHASE ORDER**..... 61
 - Self-Generating PO Examples:..... 62
 - Receiving Inventory..... 63
 - Receive From Purchase Order 63
 - Receive from Non-Purchase Order 63
 - Purchase Order Register Information 64
- RETURN AUTHORIZATION** 64
- PAYMENTS** 64
- MAINTENANCE**..... 65
 - Vendor Payment Aging..... 65
 - Reprint a Purchase Order..... 65
 - Vendor Alternate Shipping..... 65
- CUSTOMER SCREEN** 65
 - CASH CUSTOMER**..... 65
 - CUSTOMER**..... 65
 - DETAILS**..... 66
 - Clone an Invoice..... 67
 - MONEY**..... 67
 - Notes..... 68
 - Aging..... 68
 - Payment On Accounts 69
 - Account Setup..... 69
 - How To Perform Customer Aging..... 69
 - Invoices..... 70
 - Invoice Register Information 71
 - MISC**..... 71
 - Alternate Shipping 71
 - Loans 72
 - Loans Screen..... 72
 - Generating Billings..... 73
 - Telemarketing 73
 - Back Orders..... 73
 - Recurring Charges..... 73
- UDF** 74
- DAILY SPECIALS** 74
- DELETE INACTIVE CUSTOMERS**..... 74
- ELECTRONIC COUPONS**..... 74
- INVOICING**..... 75
 - COMMON SCREEN FEATURES** 75
 - Hot Keys..... 75
 - Multiple Selection on Items for Standard Invoice Screen..... 76
 - Invoicing Process..... 76
 - Using A Scanner..... 77
 - Cool Grid Actions..... 78
 - The Action Controls 78
 - Other Invoice Screen Functions..... 78

TOUCH SCREEN INVOICING	79
CUSTOM KEYBOARD SALES	79
TENDER SCREEN	79
Service Orders	80
Layaways	81
Daily Specials	81
BARCODES	81
DATA FILE MAINTENANCE.....	83
ACCOUNTING EXPORT	85
MISCELLANEOUS BIZTRACKER FEATURES	86
LOADING CONVERTED DATA	86
CUSTOM PROGRAMMING.....	86
CREDIT CARD AUTHORIZATION SETUP (ICVERIFY SETUP).....	87
UPGRADE FROM DONGLE VERSION TO SERIAL KEY DISK VERSION.....	88
RUNNING DBCMAKE	89
REINSTALL EXECUTABLES	89
HOW TO USE FAST-KEYS IN BIZTRACKER	89
GIFT CERTIFICATES	90
Setting up and using Gift Certificates 1.	90
SETTING UP AND USING GIFT CERTIFICATES #2: USING AN OPEN DEPARTMENT KEY	91
TENDERING THE GIFT CERTIFICATE.....	92
INSTALLING FROM AN UNLOCKED SECURITY DISK.....	92
PROCEDURE FOR TAKING PAYMENTS ON CUSTOMER LAYAWAYS	93
LOADING YOUR CONVERTED DATA	93
MAPPING A NETWORK DRIVE	93
PRINTING A BILLING STATEMENT.....	94
DETAILS ON NEW AUTOMATIC PURCHASE ORDER ROUTINE.....	94
RECURRING CHARGES	94
TO GENERATE THE RECURRING CHARGE.....	95
USING WASP LABELING SOFTWARE WITH BIZTRACKER	95
RECENTLY ADDED FEATURES	96
Time Stamp	96
Deleting Open Invoices/Line Items	96
System Flag to Block Negative Quantities at the Invoice Screens.....	96
Search PO Number on an Invoice	96
Sound Played when Item/Unit of Measure/Weight is not Found	96
Trade-Ins.....	96
Items Sold by Price	96
Tax.....	96
Returns	97
Customer Accounts.....	97
Layaway Payment Receipts.....	97
Kwik Keys.....	97
Kwik Price/Price Lookup.....	97
Purchase Order Discounts	97
Bar Codes for Inventory Items	97
Searching at the Custom Keyboard and Touch Invoice Screens	97
Fast Keys	98
Recurring Billing	98
Bad Checks.....	98
New LAKE 4.X Updates	99

OVERVIEW

Thank you for purchasing Biztracker Point of Sale Software. Along with this disk electronic manual, you should have received a CD and a serialized key floppy disk. If you did not receive all of these items, please e-mail us at info@Biztracker Software or call us at (727) 895-1353.

It is very important that before installing Biztracker you read through the installation procedures.

SOFTWARE LICENSE AGREEMENT

LICENSE

PLEASE READ THIS LICENSE AGREEMENT ("AGREEMENT") CAREFULLY. BY AGREEING TO THIS LICENSE AGREEMENT, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PLEASE RETURN THIS UN-LOCKED SOFTWARE TO BIZTRACKER SOFTWARE FOR A REFUND.

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WARRANTY PERIOD

BIZTRACKER SOFTWARE PROVIDES THE SOFTWARE AS IS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY. IN NO EVENT SHALL BIZTRACKER SOFTWARE BE LIABLE TO YOU OR YOUR COMPANY FOR ANY DAMAGES INCLUDING ANY LOSS OF PROFITS, LOSS OF SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS SOFTWARE FOR ANY PURPOSE. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN SUCH CASE BIZTRACKER SOFTWARE LIABILITIES SHALL BE LIMITED TO A REFUND OF THE PRODUCTS PURCHASE PRICE MINUS A SUBSTANTIAL RESTOCKING FEE.

Once an unlock code is given from Biztracker Software, you must backup your data files to protect your rights to run this software. If a second unlock code is needed, you will be charged for another copy of this software. Once software has been registered or if you have bought a DONGELED version, there is no refund and all sales are final. Check your company information closely to ensure that this is the way you want all headers on receipts and invoices to appear. Once an unlock code is given, you cannot change your company name, street, city, state or zip code without another unlock code. If you have sent in the registration sheet to Biztracker Software, you may have an address change, for a fee, if you have moved and you sign an affidavit that the original unlocked address is no longer in use. Once an unlock code is given, under no circumstances will a second unlock code be given for the same serial number without an additional charge equal to another software package.

TECHNICAL SUPPORT

Software technical support can be purchased from Biztracker Software at our standard fee. Call for current rates. No technical support from Biztracker Software is included in the purchase price of this software. The laws of the state of FLORIDA shall govern this agreement. The invalidity or un-enforceability of any provisions of this agreement shall not affect the remaining provisions hereof.

INTRODUCTION

Biztracker Software is a true 32-bit compiled application. At Biztracker Software, we believe in using the latest technology and leaving behind any limits imposed by the old DOS software on the market now. Biztracker is a mixture of several computer languages. The primary base language is Visual FoxPro. Other languages used include Visual C++, Assembler, and Visual Basic. These make up several routines throughout the Biztracker Software system.

MINIMUM SYSTEM REQUIREMENTS

Windows 95 or greater, up to Windows XP
486 processor
32 MB RAM

RECOMMENDED SYSTEM REQUIREMENTS

300Mhz Pentium II or equivalent processor
64 MB RAM
4 GB hard drive

The average business running Biztracker uses about 50 MB a year. As with all applications, the more memory you add to your system, the better the system will run.

LIMITS WITHIN BIZTRACKER

TABLE AND INDEX FILES

- Maximum number of records per each table file: **1 billion**
- Maximum size of each table file: **2 gigabytes**
- Maximum length of relational expressions: **unlimited**
- Minimum value of an integer: **-2,147,483,647**
- Maximum value of an integer: **2,147,483,647**
- Digits of precision in numeric computations: **16**
- Maximum dollar amount per field: **\$999,999,999,999,999.9999**

REPORT CAPACITIES

- Maximum number of objects in a report definition: **Unlimited**
- Maximum length of a report definition: **20 inches**
- Maximum number of grouping levels: **128**

OTHER CAPACITIES

- Maximum number of open windows (all types): **unlimited**
- Maximum number of characters per label control on a report: **252**
- Maximum number of fields selected by an SQL SELECT statement: **255**

NETWORK LIMITS

Biztracker Software is made for a networked environment. This does not mean you must be on a network to use Biztracker Software, but that it is not limited to use on a single station. Since Biztracker is a real time system, many files are open and being transferred between the server and workstations simultaneously. We recommend a quality network operating system. The Biztracker Software system will only run on a network if you have purchased the network version. On most standard networks, Biztracker Software is good up to approximately 80 simultaneous users before you see any type of speed degradation. If you approach 80 users, contact Biztracker Software for a quote on our SQL server version of Biztracker Software. The SQL server version can handle thousands of simultaneous users.

REFERENTIAL DATA INTEGRITY

Referential Data Integrity (RDI) means the Biztracker will try it's best to protect and update its data files in a proper manner at all times. RDI will not allow key fields, such as customer ID, barcodes, inventory ID and vendor ID, to be duplicated. If a key field is changed, the change filters down to all levels that use the key-field.

For example, if a customer number is changed; all references to it are changed throughout the data files within Biztracker. By the same token, if you notice a misspelling of a manufacturer's name, changing it in the manufacturer's table will cause the change to spread to all references throughout Biztracker.

RDI will not let you delete key records that are referenced back to another data table. For example, if you try to delete a manufacturer in the Manufacturers Data Table that is referenced back to an inventory file, RDI will not allow it to happen. You must change all references to the manufacturer so they are not in use by other files, and then delete it.

Another feature of RDI is if you delete a parent record, all children records get deleted with it. For example, if you delete a customer record, that customer's invoice history, payment history and other related sub-records will be deleted.

Please note that the Biztracker only flags data as deleted and you will not be able to see such records on screen. The records are physically removed from the data tables during the Refresh function. The Biztracker Software system also fully supports **Transaction Processing with Rollback**.

During each operation, you are not working on the data tables but on a cursor (copy) of the data. When all transactions have been OK'd by the operating system, all table updates are made instantly by Biztracker. Since you are working with a copy of the data, any sudden power loss will not destroy your data files even though you are working on them.

COMMON FEATURES USED THROUGHOUT BIZTRACKER

NAVIGATION BAR

The Navigation bar is used throughout Biztracker. It consists of eight regular selections and two edit-mode selections.

Previous - moves backward one record at a time within the key data table on the screen.

Next - moves forward one record within the data table on the screen.

Add - creates a new record within the key data table.

Edit - makes changes to an entry within the key data table.

Note; The **Add** and **Edit** buttons cause the screen to change to edit-mode. The fields change from black to red. Only the empty fields or red fields can be changed. Edit mode also disables the regular navigation bar buttons and enables the Save and Cancel buttons. Once **Save** or **Cancel** is chosen, the navigation bar returns to its normal mode.

Delete - flags a record to be removed. It will not be viewable but still exists within the table. The Refresh Data Files will physically remove the records flagged for deletion.

Search - opens the Search Window for that primary screen. Most of the fields can be searched for each of the major screens (Salesperson, Inventory, and Vendor).

Print - creates a snapshot of the currently highlighted record. If you are using a 40-column receipt printer as the default Windows printer, this button will not work. This report needs the standard 80-column printer setting to function correctly. Most records have an option to print to the screen for a print preview.

Close - exits the current screen.

Save - updates the system if new records or changes have been made to a record.

Fig 1-1 Standard Navigation Bar

Cancel - returns the navigation bar to its normal mode and disregards any changes that have been made.

CHECKBOXES

Many features in the Biztracker are controlled through the use of checkboxes. Checkboxes can be either in the checked or non-checked position. For our purposes a checked box denotes access to enable a feature and a non-checked box denotes the opposite.

You can change the state of a checkbox by clicking the Edit button on your navigation bar, (turning the editable features red), and then clicking the checkbox. You must press the Save button on the navigation bar to enable your new settings.

TABS

Many of the screens located in the Biztracker contain tabs (also referred to as pages). These tabs are screens within screens. Tabs are logically grouped together to hold related data accordingly. Access can be blocked to each page depending on the security rights given to each salesperson. To switch from one tab to another, place the arrow over the title of the tab and click on the tab.

SEARCH ROUTINE

Biztracker has very powerful and advanced search routines. Examples of these are the fuzzy search and the incremental near search.

HELP OPTIONS

Biztracker Software provides the Help Question Mark and the Help Menu so you can get the most out of your software.

HELP QUESTION MARK

The Help Question Mark appears on the top right of most screens. When you click on the question mark, a floating question mark appears next to your cursor. Move the new arrow and question mark to the field or object on the screen that you have a question about. Once over that field or object, click your left mouse button and the corresponding information will then come up. Most fields but not all have this help facility.

HELP MENU

The Help Menu can be accessed by pressing F1 on your keyboard or selecting Help from the menu.

INSTALLING BIZTRACKER

Before installing the Biztracker Software, check to make sure your computer meets the system requirements. Close any Windows applications that are currently open. Make sure to read instructions before installing software. If you have any questions or concerns about installing the software or need help with the installation, call Biztracker Software Inc. at (727) 895-1353.

INSTALLING THE SOFTWARE

Insert CD-ROM into drive.

Go to your Start menu and select Run.

The Run window will open.

Make sure the drive letter is set to your CD-ROM drive.

Type in setup.exe after the drive if it is not already in the field. Select OK. You will get the message Initializing Setup...The Setup window will open Choose Continue.

The Name and Organization window opens.

Enter the information the way that you want it to appear and select OK.

It will ask you to confirm that the information was entered correctly.

If you need to make changes, click Change. If it is correct, click OK. You will get the message Setup is searching for installed components... You will be asked to choose a folder in which to install Biztracker Software. We recommend choosing the default folder C:\Biztracker for ease of troubleshooting.

Select OK to continue. Again, the message Setup is searching for installed components... will come up, and then you will get the Installation window. To begin installation, select the Computer Icon. At this point, you will have to choose a Program Group. This will put Biztracker Software in your Start Menu under Programs. Choose the default group and click Continue.

Setup will then check for necessary disk space and begin transferring files and update your system.

Your options are to Create DBC and Tables or close.

SINGLE STATION INSTALL

If installing on a single station or a stand alone computer (one not on a network), you want to choose Create DBC and Tables. This will cause all data tables to be created for use by the Biztracker. Without these tables, Biztracker will have nowhere to store the data.

Do NOT Install Biztracker into a Folder with spaces as part of the Path name. Example: do not install into C:\Program Files\Biztracker\ - The space between Program and Files will cause errors.

NETWORK INSTALLATION

Installing the Biztracker on a network system requires more planning than installing on a single station.

First you must decide which computer is going to be the file server. The file server must be connected to all other computer using a network. This network can be a star topology or peer-to-peer system. If you create tables on one of the workstations, it will not be able to access the data on the file server. The file server data is the common data tables used by all workstations on the network.

If you are installing the software on networked computers and you have already created tables once, click close and restart your computer. When you go into Biztracker a window will come up asking you where the data is located. Put in the data path and choose OK.

Note: Anytime you lose your network connection you must reestablish this path and mapping. To do this, go into Windows Explorer and look for a file called remote.dbf. Delete this file. Now re-setup your mapping through your network. When you go into Biztracker again, the window asking for the data path will open. Select the new mapped drive to the Biztracker data.

Mapping A Network Drive - See at the end of this chapter.

Running **Create DBC and Tables** sets up your database files for use by the Biztracker system. This will create a database called TRACKONE.DBC; the database will have two other supporting files called TRACKONE.DCT and TRACKONE.DCX. These tables hold all the information about the other tables in the Biztracker folder.

All tables, databases and files found within the Biztracker folder should be treated as a single unit. Attempting to remove any file or table from the Biztracker folder without all other files will cause links between the files to be broken. These broken links will effect Biztracker in such a way that it will not function correctly, if at all.

After the system is done setting up the database files, it will open a window to let you know database creation is complete. Select OK. You will then be brought back to the DBC Make window, but this time there will be an option called Company Setup and System Unlock. Choose this option and the Setup Company Information and Unlock System window will open.

Select The NSI.DBF from Floppy. Please read through the license agreement carefully. In order to continue through the setup, you must agree to the license agreement. When you choose I Agree, the Company Setup tab is enabled. The Find NSI.DBF window will open. Do not write protect the floppy as the unlock code must copy down to the floppy for future installs. Insert the key disk into your floppy drive and select 3 1/2 Floppy (A:) as the drive to look in. When Nsi.dbf comes up in the window, make sure it is highlighted and choose Select. Setup Company Information and Unlock System will then open. Enter in your company information and then generate code.

Note: Make sure you enter in the information exactly the way you want it to appear on your receipts. You will not be able to change this information once it is entered into the system. The system will ask if you are sure that you want your information to appear on your receipts that way. Choose Yes to continue. The system will open the Setup Company Information and Unlock System window again. Click on Generate A Code. You must call Biztracker Software for the unlock code.

Note: Biztracker Software unlock hours are between 9:00 am and 4:00 pm EST, Monday through Friday. Once you have obtained the unlock code, enter it in the Biztracker field and then select Post Codes. You will get a message letting you know that the codes have been posted. Choose OK. Another message will appear letting you know that setup was complete successfully. Again Choose OK. Codes must be entered at the time Biztracker Software issues them. They are date and time sensitive!

INSTALLATION DURING NON-BUSINESS HOURS

If you want to install the software during non-business hours, you can e-mail the Nsi.dbf file from your A: drive and we can post your unlock code for you. This must be sent during our business hours and will be sent back to you for installation at your convenience. Our e-mail address is info@Biztracker.com. You must provide your business company information, name and address exactly as you want it to print on your receipts.

To run Biztracker, go to your Start Menu on your desktop. Choose Programs - Biztracker Software - Biztracker. This will bring you to the Sign On screen.

INITIAL SIGN ON PROCEDURES

The very first time you enter Biztracker, the system will allow you to leave the user code and password fields blank. You still have to set your station to Main (use the drop down menu to make this selection). When you Sign On, you will receive an Invalid Setup Error, choose OK, and that will bring you into Biztracker. At this point, you want to create a salesperson so you can regain access to the program. Please refer the next chapter on Sales People for more information on adding a sales person and their settings.

MAPPING A NETWORK DRIVE

To assign (map) a drive letter to a network computer or folder Click Start, point to Programs, and then click Windows Explorer. On the Tools menu, click Map Network Drive.

In Path, type the path to the network drive you want. For example: \\computername\foldername
If a password is required, Windows prompts you.

Note: You can also right-click My Computer or Network Neighborhood, and then click Map Network Drive. To map to a computer or folder you've used recently, click the arrow to the right of Path, and then click the resource you want.

SALES PEOPLE

There must be at least one salesperson established within Biztracker for all of the features to work correctly. This must be done the first time you sign on to the system. To reach the Sales People screen, go to the File menu – Sales People – Sales People. Once a salesperson has been created, this will always bring up the Salesperson Search Screen.

A salesperson's information can be selected in several ways. If there are only a few salespeople listed, the easiest way to make a selection is to move the cursor over the salesperson and double-click on it, or, click once on the selected salesperson to highlight that line, and then click on the Return Search Results key.

Either way, it will bring up the Salesperson information screen. If there are numerous salespeople listed, use the search routine to locate the desired salesperson. The default setting will place the cursor in the Text or Number field. Type in the salesperson's name or code. As characters for their name or code are entered, the highlight moves through the table to the closest

match. Continue to enter in the characters until the selected salesperson is highlighted, then use the Return Search Results key to open the salesperson screen.

SALESPERSON GENERAL INFORMATION

Once the Salesperson screen is opened, the highlight bar can be moved up and down to access other salespeople. The search key on the taskbar will open the Salesperson Search screen. The Salesperson screen holds the basic information related to a salesperson. This screen contains the following fields:

Name: Salesperson's name. This is a searchable field.

Street: This is the street this salesperson lives on.

City: List the city that the salesperson lives in.

State: List the state the salesperson lives on.

Zip: List the zip code for this salesperson.

Phone: Salesperson's phone number.

Is a Service Tech: Indicates that this salesperson is a service technician. Your service technicians are assigned during invoicing. This allows you to track the jobs of a particular technician. Each person that is listed as a service technician will be available from a drop-down list at time of invoicing.

Use a Cash Drawer: Indicates that the salesperson uses a cash drawer. This must be checked in order for a cash drawer to pop open when this clerk is signed on.

Sign On Code: Code used when initially signing on to the Biztracker. A salesperson must be assigned a code in order to sign on and to do a sale. Each user code must be unique. This is a searchable field.

Password: Secret code used to validate the identity of a salesperson. A password is necessary to sign on. It is used in tandem with the Sign On Code. All passwords are encrypted so that they cannot be viewed outside of the system. The minimum length requirement for a password is 1 character and they are not case sensitive. A salesperson can change their password at any time through the Change Password routine by going **to File | Salespeople | Change Password**.

Department: A salesperson can be assigned to a department. Departments are setup through **File | Minor Data Tables | Departments**.

Notes: Notes can be added for each salesperson. Up to 64k of data may be entered in the notes field.

Multi-Drawer Cash Drawer Code: This field is used when there are multiple cash drawers being used at one POS station. Each cash drawer will have a code to enter here. The salesperson that signs on will have access to their drawer only. The option to use multiple cash drawer code must be flagged in the station set up. If there is one cash drawer being used, the cash drawer code is entered under the station set up. Biztracker now supports multiple cash drawers using an Epson printer with multiple cash drawer hardware installed. On the station screen, under Cash Drawer, you have a check box Use Salesperson Cash Drawer Codes If Present. By checking this field, as each sales person signs onto the system, their cash drawer pop codes will activate the proper cash drawer assigned to them. The codes below will cause the number one cash drawer to open.

CHR(27) + CHR(112) + CHR(0) + CHR(27) + CHR(112) + CHR(0)

These codes would be located in the salesperson's cash drawer code field. The code below will cause drawer two to pop open if it is in the salesperson's cash drawer code field.

CHR(27) + CHR(112) + CHR(1) + CHR(27) + CHR(112) + CHR(1)

At present, two drawers per station are supported. These codes should be entered exactly as above within the stations setup under cash drawers. Make sure you use the plus signs as shown above.

SECURITY RIGHTS

Security rights allow or deny a salesperson access to many of the screens in Biztracker. When a salesperson is initially added, they are granted full access to all of these screens. The Security Rights screen contains the following tabs/sections:

Emergency Contact: Emergency contact name. This is handy for looking up an emergency contact in case this person should get hurt on the job and needs permission or notice before entry into a doctor's office or hospital.

Phone: Phone number for the contact.

Each Security Right comes with a checkbox, which allows or prohibits access to or ability to change that particular item. Checkmarks can be changed by pressing the edit key, (turning the description red), and then clicking the appropriate checkbox. The existence of a checkmark denotes access to or ability to, and the absence of such denotes the opposite.

GENERAL

This Salesperson Screen - access to the salesperson screen.

Data File Maintenance - access to the data file maintenance menu.

System Defaults - access to the system defaults menu.

Minor Data Tables - access the minor data tables menu.

Single Item Report - ability to run any report on the navigation toolbar for a single listing.

Must Clock In/Out - requires employee to clock in and out. (Auto clock-in screen) If this person is a manager or salaried person not requiring clocking in or out - uncheck this setting so the time clock does not appear each time this person signs on.

Import/Export Options - access to the import and export functions.

Exit This Program - allows the salesperson to exit the POS program. Sometimes for security reasons you may want a person to remain in Biztracker and not have access to windows. Even with this feature some may be able to access Windows.

Manage Time Clock - allows access to time clock management functions.

Reports Main Menu - allows access to the reports main menu.

Report Level Security: There are 26 levels (from A to Z) for Report Level Security with A being the lowest level and Z being the highest level. Only a Z level salesperson is authorized to change security level associated with each report. (See Reports for more on this topic). Typically, the first salesperson that is setup (usually this is an owner or a manager) should be assigned a Z level.

Bad Check Setup - allows clerk to setup and/or search for Bad Checks from customers.

Can Do Backups – If you want a clerk to be able to do backups, check this option. Be careful giving access to backups to clerks, this is a good way for a dishonest clerk to make off with a copy of all your customers, vendors and credit card numbers.

Can Edit Serial #'s – Allows clerk to add or edit serial numbers on the fly during invoicing.

Can Change Store Number – Only one person, company wide should be allowed to change a store number.

Can Write Checks – This function is usually reserved just for management.

Can Email Customers – This option allows a clerk to use the Bulk email option built into the POS. This option does not effect the option to email an invoice to a customer during invoicing.

CUSTOMER

Main Customer Screen - allows access to the main customer screen.

Customer Details Screen - allows access to the customer details screen.

Customer Notes Screen - allows access to the customer notes screen.

Customer Aging Screen - access to the customer aging screen.

Customer Invoices Screen - allows access to the customer invoices screen.

Customer Misc. Screen - allows access to the customer miscellaneous screen.

Customer Edit/Delete - allows the ability to edit/delete customers.

Invoicing - ability to go to the invoicing screen from the customer screen.

Payments - ability to use the payments option on the customer screen.

Maintenance - allows access to Maintenance functions in the Sales menu.

UDF Screen - gives salesperson access to User Defined Fields Tab on the Customer Screen.

VENDOR

Vendor Screen - access to Vendor Screen

Vendor Edit/Delete - ability to edit/delete vendor information.

Purchase Orders - ability to create purchase orders.

Payments - allows salesperson to input vendor payments.

Maintenance - gives salesperson access to vendor maintenance menu.

Vendor Returns - allows salesperson to perform vendor returns.

Receive In Inventory - allows salesperson to receive inventory.

UDF Page - allows access to UDF page in the Vendor screen.

SALES

Can Edit Pricing on Invoice - activates price editing at the sales screen.

Can Discount at Invoice - allows salesperson to input discount at time of invoicing.

Can Edit Tax at Invoice - allows salesperson to edit tax at time of invoicing. (Edit Tax at Invoice Screen must also be checked on the Options page in the Company Setup screen.)

Can Pop a Cash Drawer at Invoice - allows cash drawer to open for this salesperson.

Jump to Sales Screen - will force salesperson to immediately go to default sales screen upon sign on.

Override Disapproved Credit Card / Checks – If this option is checked, a clerk has the right to accept a credit card or check that has been disapproved by your service. Only managers should have this right.

Use Mini-Sales Menu Screen - This feature enables access to the invoicing screen, ability to sign on a new clerk, and ability to exit the Biztracker. A salesperson will only have access to this screen regardless of other options checked if this option is enabled. Use caution when setting this option, if everyone is set to this option, no one will be able to access the other features of the Biztracker.

Snap Shot of Sales -access to the Snapshot of Business screen.

Override Credit Limits – If a customer is going to charge over his pre-approved credit limit, a clerk would need this option checked to accept the over-charge.

Sales Screen Type- used in conjunction with the Jump to Sales Screen option. Sets the default sales screen type for the salesperson.

Manager That Can Delete Invoice / Lines – This allows this clerk to back-out of an invoice or delete line items from an invoice once they are entered. This is a favorite trick of dishonest employees, start an invoice, collect the money and then back-out like it never happened. Use caution in giving a clerk this capability.

INVENTORY

Main Inventory Screen - access to the main inventory screen.

Inventory Levels - access to the levels screen in inventory.

Inventory Pricing - access to the pricing screen in inventory.

Inventory Vendor - access to the vendor screen in inventory.

Manager's Special Setup - setup of manager's special feature.

Edit/Delete Inventory - permits editing and deleting of inventory by this salesperson.

Add New Inventory - ability to add new inventory.

UDF Page - access to the UDF page in the Inventory screen.

Verify Inventory Counts Screen - access to Verify Inventory Counts Screen.

Can Edit Qty On Hand – if a clerk has this option checked they can manually change the quantity on hand field within the inventory screen.

Inventory Adjustment Screen - access to Inventory Adjustment Screen. This also allows a clerk to change the quantity on hand data for inventory.

ACCOUNTING

The Accounting tab shows sales information pertaining to each salesperson. It contains the following fields.

Name - Salesperson's name.

SSN - Salesperson's social security number.

Employee ID - ID assigned to that salesperson

LAST

Sale - The date of the salesperson's last sale.

Amount - The amount of their last sale.

Customer - The customer account number who they last sold to.

Invoice # - The invoice number related to their last sale.

TOTALS

Invoices - Total number of invoices the salesperson has ever rang.

In Sales - Total amount in sales they have ever sold.

REGISTERS

This screen gives you a complete history of the transactions for each salesperson. It includes the invoice number, the date of the invoice, status of the invoice (Saved or History), customer that it was processed for, the vendor cost of the items on the invoice, and the total of the invoice. Double-clicking on an invoice number opens the Invoice Register Information screen.

COMMISSIONS

Salespeople can be setup to receive commissions on services performed and/or sales. In order to receive service commissions, a salesperson has to be marked as a service technician (see Salesperson tab). Sales commission and service commissions are calculated separately. If you want a salesperson to get commission for all sales related to a particular customer, that sales person must be linked to that customer. This is done through the **Customer | Sales | Customers | Misc. | Telemarketing**. From this point on, the salesperson linked to the customer will get credit for all sales to the customer.

Note: This does not include services for the customer. Service commissions will be given to the service technician selected during invoicing.

The Commissions page contains the following fields:

Commission Rate (Service/Sales) - Enter in the commission rate to be earned (10% = 10.00)

Commission Due (Service/Sales) - Updated for each sale or service performed. These fields will continue to add in each sales commission until it is cleared. Once cleared, commissions will start to calculate over again.

Service Hours Logged (Service) - This keeps track of the services hours that a salesperson has logged.

Last Paid- Shows the date for the last time commission was paid.

Calculate On (Service/Sales) - This allows commissions to be calculated on service/sales or profit.

Once a salesperson is paid their commission, you can clear their commissions by selecting the Clear Commissions button. This resets their commissions back to \$0.00.

Note: You may want to print the Sales Commission Reports (**Reports | Accounting | Sales Commissions Calculations/Salesperson Commissions**) before clearing commissions.

UDF

The User Defined Fields (UDF) page allows you to have fields with special meaning to your application. For example, you can setup fields for a salesperson's date of hire, or birthday. You

can do this for three date fields, three number fields and three string-data fields. You can also set up two checkmark fields. These fields are setup through the UDF tab under Company Setup (see Company Setup) You can also see how many sales people are on file by the Clerk Count field on the UDF page.

CHANGE PASSWORDS

To change a password, the user must be signed on. From the menu select **File | Salespeople | Change Password** options. They must enter in their current password and the new password. They also have to verify the new password to make sure it was entered correctly. Select Accept Change to complete password change.

SIGN ON

The Sign On screen comes up automatically each time Biztracker is opened. A salesperson must select the station they are signing on to and enter their user code and password. Select Sign On. If a touch screen is being used, the Touch Screen key will open the Touch Screen Sign On window. The salesperson can use the keypad on this window to enter in their information. The close button will take them back to the original Sign On screen and they can select Sign On.

If a salesperson needs to sign on and Biztracker is already running, an Alternate Sign On screen can also be accessed from the File menu. If the salesperson forgot his/her password or is locked out of the system for any reason Biztracker provides a routine for entering the program.

This routine can be accessed by entering the Biztracker Folder through Window Explorer. Inside the Biztracker folder is a file called DBCMake.exe. Double click this file to execute and a window will open up with four options. Select the Forgot All Passwords button. A window will open displaying the fact that a hidden record will record this action. Press the OK button.

A salesperson must then be selected to sign in with whose user code and password will be changed to TEMP. This action is completed by pressing the Create New Password and Rights button. Remember to use TEMP for the user code and password for the next sign on and to change these settings in the salesperson setup that was previously chosen.

QUICK AND EASY SIGN ON

WINDOWS 95 THROUGH NT

By using features within Windows, Biztracker is capable of storing sign on information so that it doesn't have to be entered when the Sign On window opens. To do this, highlight the Biztracker icon on the Windows desktop. Right Click so that the options menu opens and select Properties. In the Target field, enter C:\Biztracker\Tracker.exe "STATION" "SIGN ON CODE" "PASSWORD". Substitute values that are in quotation marks.

Example, the only salesperson to sign on to the station named POS2 is Mary. Her sign on code is MKA and her password is MARY. To store Mary's sign on information in the Sign On screen, enter C:\Biztracker\Tracker.exe POS2 MKA MARY.

Now when Mary enters Biztracker using the shortcut on the desktop, all she has to do is press the Sign On key. You can enter only the one station in the short cut - on a multiple station system this is the preferred way. This makes sure everyone signing on that station will be logged into that station since it cannot be changed when the station name is included in the shortcut.

WINDOWS XP

Windows XP will not allow you to add parameters to some of its shortcut icons. You may have to find the Tracker.exe file and right click on it to create a new shortcut. Move this shortcut to your desktop to modify the settings as described above. This shortcut can also be added to your Startup menu so Biztracker will automatically start each time the computer is started.

TIME CLOCK

The Clock In/Out Window will open automatically when the salesperson is set to **Must Clock In/Out** (see salesperson setup). Select **Clock In Today** and the time will automatically be entered in. Choose **Close**. If you are using a cash drawer, the **Starting Cash Amount** window now opens. Enter the correct amounts for each field. Make sure this amount is entered correctly since it cannot be changed. Then choose **Close and Finish Signing On**. A message will come up saying the Salesperson has signed on successfully.

CLOCK IN/OUT

The Clock In/Out feature can be set to come up automatically after a salesperson signs in for the first time each day. This option can be set through **File | Salespeople | Salespeople | Security Rights** and must be set for each salesperson. The Clock In/Out screen shows contains the following fields:

TIME CLOCK LAYOUT

Clock In Today – clerk first clocks in at beginning of the day.

Clock Out for the Day – last thing a clerk does at end of the day.

Going On Break (First) – if a clerk goes on first break.

Off Of Break (First) – if clerk comes off of first break.

Take Lunch – time clerk takes a lunch break.

From Lunch – time clerk comes of a lunch break.

Going on Break (Second) – if a clerk takes a second break.

Off of Break (Second) – if a clerk comes off of second break.

Comment – any relevant comment the clerk may have to enter.

To enter in a time for any of these fields select the key related to the field. A salesperson can adjust the time that is entered but a manager's report will show this. Once a field has a time entered in it, the key for that field becomes disabled. To disable the **Time Clock** feature, go to **File | System Defaults | Company Setup | Options**. Uncheck the **Use Time Clock** field.

TIME CLOCK MANAGER

Time Clock Management allows you to view the **Clock In/Out** history for each salesperson. It also will calculate the hours worked, the minutes and total Minutes for the time period specified.

TIME CLOCK REPORTS

The All Time Data Report lists all times entered by the employee as well as the system generated times. The Time Clock Hours Report shows the hours for all employees during a selected period of time.

Z-READINGS

If **Force Clerk to Do Z-Readings** is checked in Station setup, after a salesperson initially signs on for the day and clocks in, the **Starting Cash Amount** window opens. The clerk must enter the amount in their cash drawer that they are starting with. This only happens the first time that they sign on for that day. Anytime that a salesperson exits out of Biztracker or a new salesperson attempts to sign on to that station, the **Close-Out Register** window will open. The initial salesperson signed on will have to enter the amount of cash and the amount of other tenders that are now in their drawer. When they press close a Z-Reading ticket will print out. The **Printout Z-Reading Ticket** must be checked. Also use the Z-Reading reports to help balance your cash drawer. A record is made of each time this report is printed to help prevent lost due adjusting any totals after the fact.

COMPANY SETUP

You can access the company setup through the **File | System Defaults | Company Setup** menu.

The Company Setup screen consists of seven tabs that contain all the company setup information. Many of the features can be turned on/off from this menu. Company Setup is typically where you would configure defaults that apply to your company as a whole. Station setup is where you would configure defaults that apply only to a certain station (computer). Station setup items would be which port a cash drawer is set to or what printer you want a receipt to print to. See station Setup chapter for more information on the stations.

COMPANY NAME AND ADDRESS

The **Company Name** tab contains the following fields:

Company – Defined during Setup and Unchangeable!

Street - Defined during Setup and Unchangeable!

City / State / Zip - Defined during Setup and Unchangeable!

Phone – enter your main phone number – this will show on your receipts.

Fax – enter your fax number – this will show on your receipts

Store Number - The store number is defaulted to 001. It should be changed only if you are using the SQL-Multi-Store feature. See SQL-Multi-Store for more information.

Email – the main contact email for your company, this is used in email invoicing.

Web URL – your www web address should be entered here.

SMTP - Simple Mail Transfer Protocol, this is the long version of your email.

Use This POS as a SQL-Multi-Home System – this allows this copy of the Biztracker to be a master copy of the inventory for uploading to stores and for warehousing inventory for shipping to outlying stores.

Date Of Last Backup – this field is set after doing a backup. A backup should be done at least once a day.

The company name and address information fields are automatically filled in with the company information that you entered during installation and setup. They cannot be edited.

MISCELLANEOUS (1)

The **Misc(1)** tab contains the following fields;

Discount By - discounting can either be done in the form of percentages or in whole dollars based on your choice in the **Discount By** field. Once this method is setup, it should not be changed. Changing the **Discount By** may cause reports on old data to show incorrectly, though any new records created would be correct.

Selling Method - settings for Selling Methods (LIFO or averaging) LIFO stands for last in/first out accounting method and averaging uses the averaging accounting method. Most people will use and should use LIFO.

Trade Ins - sets the markup percentage for a trade in item. Enter this amount as 25.5 for 25.5%. When a trade in happens, it will be placed into inventory and marked up by the percentage shown. This percentage is calculated against the price you are giving as the trade in amount. This way if a customer is standing behind the person that did the trade in, it is ready to sell to him without going to inventory and doing any kind of adjusting. Allows tax to be added to a trade in at the time you buy it. This means you would be paying tax to the person who brought it in. Indicates the tax rate if you have to pay tax on the trade in. Enter 6% as 0.06.

If Clerk Takes First Break – Deduct Time – Some states require breaks and the time cannot be taken from the employee. Check this box if you want to deduct time from this employee if they take a break.

If Clerk Takes Second Break – Deduct Time – Some states require breaks and the time cannot be taken from the employee. Check this box if you want to deduct time from this employee if they take a break.

Turn On Canadian Features – This feature handles Canadian taxes.

Print Purchase Orders – this will default printing a Purchase Order – it can be overridden at PO time.

Allow PO Receive Against Negative Qty On Hand – if this feature is checked and you have a negative Qty On Hand – it will add the received inventory to the negative. Example – your system says you have -3 widgets in stock – you receive in 5 new widgets – now you show 2 in stock. If this feature is not checked – when you receive in stock it will be added to the existing Qty On Hand – all minuses are treated like zeros. Example if you have -3 showing in stock and receive in 5 – your Qty On Hand will now say 5.

If NOT Ordered From Prime Vendor – Do NOT Change Prime Vendor – the Biztracker POS tries to make your life easier by anticipating what you are doing. If you order an item from a vendor that is not your primary vendor, it assumes you will be ordering from this vendor again.

The POS will change your primary vendor to this new vendor (only on the item just ordered). If you do NOT want this change to happen automatically, check this feature.

Tag-A-Long Name On Receipt - Indicates the name to be used for a tag-a-long charge on an item. For example, when you sell a can of soda and are required to collect a deposit on the can, you would call the tag-a-long charge a Deposit. The word Deposit will now show on any receipt that has a tag-a-long associated with it. See the Inventory chapter for more information on Tag-A-Longs.

Checking Account# For Deposits - If you are using a check validation printer, this is the account number that will print on the back of your customer's check under For Deposit Only.

MISCELLANEOUS (2)

The **Misc(2)** tab contains the following fields;

Auto Print Customer Contact Sheet For Back Orders When Filled - to automatically print a customer contact sheet for back orders when they are filled. This report lists backorders that have come in and customers that need to be contacted for their backorders. A standard new feature that comes with your Biztracker system can automatically email backorder notices to customers. If your customer has an email account setup and his back order comes in, an email message is sent to him asking if he still wants the back ordered item.

Inventory Drop UDFs – you can now label four (4) drop down labels on the inventory screen. Example – the first drop down defaults to the name **Location** – you can now call that label what ever you want and throughout the program the new label description will appear instead of the word Location.

Food Stamps / EBT – Biztracker will now handle food stamp coupons when used in conjunction with pcCharge. If this is not checked, the word food stamp does not show up anywhere within your program.

NUMBERS

The Numbers tab shows the last number used for the following:

- Last Invoice Number Used
- Last Purchase Order Number Used
- Last Return Authorization Number Used
- Next Loan Number
- Annual Loan Interest
- Next Inventory Number
- Next Customer Number
- Length of Qty versus Item# on Invoice Screen

Be aware that many states have limits on the amount of interest, down payments, late fees and other charges. Biztracker Software does not check these limits. Please refer to your own state guidelines for your legal limits and liabilities when doing loans. Biztracker Software does not warrant calculations or interest charges generated by this system.

LENGTH VERSUS QTY

If this number is set to 2 and the number entered into Search Text or Quantity box on the Invoice screen was greater than 99 would be assumed as an item number. If it is set to 3, numbers up to 999 will be assumed as quantities. See the Invoicing chapter for more information.

PICTURE / INVOICE NOTES

Back Ground BMP - This page contains the settings for the background display on the main screen. The background can be changed, but the pictures must have a bmp, dib, jpg, gif, ani, cur, ico extension. The key with the three dots (...) allows you to search for the picture files. When entering a picture by using the button, the path to picture is entered as well as the picture name. If you are on a network, copy your picture to the Biztracker Folder on the file server and remove the path from the field pointing to the picture. This will allow the background picture to show on all stations even if their mapping is different from the other stations.

Invoice Notes - This page also contains a note field. Notes entered into this field will print on all of the invoices and tickets. For example, a return policy can be entered in this field. Additional notes can be entered at the time of the invoice or sale.

Invoice Email Notes – when an invoice is sent to a customer by email from the invoicing screen, these comments will appear in the email. The invoice itself is sent as an attachment. These comments are actually part of the email message.

OPTIONS

The Options page contains the following settings:

Print Back Ground Highlight on Reports - Prints alternating gray background highlights to make report reading easier. This may cause some dot-matrix printers to print considerably slower.

Use Customer's Phone Number As Their ID# - If this option is checked and you enter the customer's phone number into the customer phone number field when adding a new customer, the customer phone number will be placed into the customer account field. Please note all ellipsis and dashes are removed from the phone number before being placed into the customer number field, the customer phone number itself is left un-changed.

Edit Tax At Invoice Screen - Sets the ability to globally edit tax at invoice screen. A salesperson must also be setup to edit tax at the invoice screen (See Salesperson Setup).

Use a Decimal Place During Standard and Custom Key Invoice Data Entry – this feature is for those that are use to using a cash register where you do not have to enter a decimal to do dollar amounts. Example if you enter 12.86 you would have to use 5 keys, but by un-checking this feature you would enter 1286 and when you move off of the field a decimal would be entered automatically to make it 12.86. This feature does not affect the **Touch** screen invoicing screen.

Never Round Up Sales Tax Calculations – the Biztracker will automatically round up any partial penny tax to the next penny in sales tax. Most states require this!! Check with your state taxing department for clarification on your state's requirements. Get it in writing. We know one client that swore his state did not require rounding up, after several years of not collecting the

partial cents he was audited and owed thousands in back sales taxes. The states we have talked to explain it this way, think of all the sales and partial cents generated in the state each day, they don't want to miss this money.

Auto Pack Holding Table - Deletes any held invoices at the beginning of the next day. When invoices are placed on hold they commit those items so they can not be sold. If a customer walks out after you have placed them on hold and no one remembers placing them on hold these items will be committed until released. By checking this option all items placed on hold the previous day will be released from committed. This will not affect saved invoices.

Allow Auto-Search of Serial# During Invoicing - Biztracker is one of the few programs on the market that will allow scanning of a bar-coded serial number and actually find that item in inventory. If you want to turn on this feature check this box. The serial number barcode is the last thing checked during a scan. Turn this feature off if you continuously pull up an inventory item not matching the serial number.

Use a Time Clock - If your company does not want any of the employees to clock in and out using the Biztracker, uncheck this feature. The time clock will actually disappear off of the menu. If at such time you do decide to use the time clock, check this field, and the time clock will reappear on your menu.

Max Invoice Amount To Tax - some state will only tax up to a certain amount on an invoice, this setting allows you to set the maximum amount to be taxed on one invoice.

Tax Types - There is also an option to use a straight standard tax or apply Tax4 and Tax5 to an invoice taxed total. This second option is usually used for situations when you have to apply additional tax to taxed totals.

UDF TITLES

User Defined Fields are fields that you can customize to have particular meaning for your company. Your Customer, Inventory, Vendor and Salespeople screens have a UDF page. This UDF page is where you would define the field titles for each screen.

You have four major field types for each UDF. Each type has three fields of each type except Check, which has two fields. The first is field type is Date. You can setup any title you want for this date, suggestions are Birthday or Anniversary or any other date data you may want to track.

The second data field type is a check box. These are known as Yes / No or True / False type fields. Again you can put any caption you want for any meaning you want, examples could be Married, Needs a Call Back, etc.

The third data field type is a numeric field. This can hold money amounts or any other numeric data you want to capture. Setup captions as they would apply to these fields, examples might be: Never Exceed, or Total On Deposit, etc.

The fourth field type is what we call String type data. This means it can be anything you want to type in. This could be an Alternate Contact, Mother-In-Law Name or any other thing you might think of.

STATION SETUP

The Stations menu **File | System Defaults | Stations** allows you to set up sales stations for the number of stations purchased and your back office station. Each station on the network should have a unique station number or name assigned to it. Money and sales histories are linked back to each station. Each station configuration is decided on how you set it up, i.e., if you are using a cash drawer, printer type, etc. Any time a change is made to the station defaults or configuration, you must exit Biztracker for the changes to take effect.

Setting up your stations correctly is one of the most important issues when using the Biztracker. Each station is considered one computer on the network. Computers should always use the same station name. The shortcut to start Biztracker should be used to insure that the same station name is used each time. See **Quick and Easy** further in this manual for more information on setting up your shortcut.

STATION DEFAULTS

This page lets you add stations to the network and determine whether it is a sales station or a back office station. One back office station is included as part of your Biztracker package. The difference between a regular station and a back office station is you cannot ring a sale on the back office station.

In the title bar of the station window you can see the number of authorized stations you are allowed to run. You will be able to setup the authorized number of stations plus one back station.

These are the available options on the first page (starting in left column):

Block Negative Qty's At Invoice – this will block entering in a negative quantity at time of an invoice.

Can NOT delete an Open Invoice – if this is checked and an invoice is started the invoice can not be backed out of unless approved by a manager. Backing out of an invoice is a favorite way for clerks to rip off owners.

Ask For Check# During Tendering – if a check is tendered, this will cause you to enter in the check# for tracking purposes.

Auto-Loop to Another Invoice After Sale – if this is checked, when done doing an invoice the POS will immediately bring up a new fresh invoice screen. Please note if you are doing a sale to a customer and then the POS loops to a new invoicing screen, the new invoice screen is set to a **CASH** customer. From this cash customer invoice screen, you can select a customer if you so wish.

Search Notes During Invoicing / PO – this is a very advanced feature found only in Biztracker. If you are trying to remember a SKU or barcode number but can't find the item quickly, at the invoicing screen you can enter in any phrase that may appear in the notes associated with this item.

Clerk Can Only Delete One Invoice Line – this is another security feature built into Biztracker. This setting will allow a clerk to only delete the last line entered into the invoice.

Turn On Bad Check Features – by turning on this feature, you can enter or scan a person's check and compare it to your own **Bad Check** database. See the different setting for the **Bad Check** feature later in this manual.

Use Fast Keys On Standard Invoice – this feature causes the 8 predefined Fast Keys to appear on the standard invoicing screen.

Force Clerk To Select Tender Type First – this option causes a window to pop open for selecting the type of tender the customer is paying with. This is useful in high paced stores or stores with clerks with little training.

Print A Pick Ticket During Invoicing – this causes a pick ticket to print along with an invoice. This can be overridden at invoicing time.

Print A Packing Slip During Invoicing – this causes a packing slip to print along with an invoice. This can be overridden at invoicing time.

Print Credit Card Info On Receipt – this will allow credit card information to be printed on the customer's receipt. Please note that only the last four characters of the credit card number show.

Print Check Number On Receipt – if this is checked and the customer pays with a check, the check number will be printed on the receipt.

Print COD Information on Receipt – if this is checked and the order is a COD order; the COD information will be printed on the receipt.

Force Clerk To Do Z-Readings – this forces a clerk to enter in any starting money amounts and any finishing money amounts. This only works if the clerk is flagged to use a cash drawer under Clerk Settings.

Auto-Create Not Found Inventory - Allows you to add inventory On the Fly when ringing a sale. When you scan an item that is not found while invoicing, a window will open allowing you to add the item to inventory. This is a handy feature for adding items from your store as you are setting up.

Pick Substitute If Out Of Stock – if you have setup substitute items within your inventory and run out of a certain item, this will allow a substitution window to pop open so a clerk may suggest another item.

Don't Ask To Back Order – if an item is showing out of stock, by checking this option, a sale can proceed as if it were in stock. This is great for those stores that don't update their Qty On Hand fields.

Use Standard Searches – the search routines used within the Custom Keyboard and Touch Screen are not quite as powerful as the search routine used in the standard invoicing screen. If you want the standard search screen to appear with these two invoicing screens, check this option. Please note that you must have a standard keyboard hooked up to this station to use the standard search screens.

Show B and C Pricing in Kwik Price – if customers can see your Kwik Price screen when using it, it is best to turn off the B and C pricing.

GENERAL COM PORT SETTINGS INFORMATION

If you are using a cash drawer or other peripheral that connects to the computer using a serial connector, you need to specify the manufacturer, which COM port it is plugged into, the speed, data bits, parity, and stop bits. See your settings under Windows for more information on your COM port settings. The Windows settings must match the settings you specified in Biztracker.

The settings must also match any settings or dip switches you are using on the cash drawer or other peripheral.

CASH DRAWER

If you are using a cash drawer that connects through your printer (RJ-11 connector), you only need to specify the manufacturer and check the field for Cash drawer plugs into the printer. You must check any of the following statements that apply in order to assure that the system will function properly.

Use a Cash Drawer - This must be checked if you are using a cash drawer. Neither a serial port nor printer driven cash drawer will pop open if this option is not checked.

Pop Cash Drawer Before Printing Receipt - This must be enabled if you want the cash drawer to pop open before printing a receipt. You must know the cash drawer code in order for this to work.

Cash Drawer Plugs Into A Printer - Must be checked if cash drawer plugs into printer.

Cash Drawer Has a Media Slot- Check this field if the cash drawer has a media slot. A media slot will allow you to slide a check or credit card receipt into the cash drawer with out popping it open.

Use Salesperson Cash Drawer Codes If Present - This is if you are using multiple cash drawers.

Cash Drawer Codes - Enter in the cash drawer code to allow the cash drawer to pop open. Below are the most common codes for cash drawers They must be entered in exactly the way they are listed. These codes are also in the Help files under Cash Drawer and can be copied and pasted to eliminate any possible typing errors.

CHR(7)

CHR(27) + CHR(7)

If you are using an Epson receipt printer with a cash drawer plug, try these codes:

CHR(27) + CHR(112) + CHR(0) + CHR(27) + CHR(112) + CHR(0)

or try

CHR(13) + CHR(27) + CHR(112) + CHR(0) + CHR(50) + CHR(200)

If these codes don't work with your cash drawer, refer to the cash drawer manufacturer for other possible codes.

Reminder: You must exit Biztracker in order for setting changes to take place.

POLE DISPLAY

If you are using a pole display, you must check the box **Use a Pole Display**. You will also need to know the manufacturer, the COM port in which it is plugged into, speed, data bits, and parity and stops bits. Please refer to you manual that came with the pole display for this information.

INVOICE PRINTER SETUP

This page allows you to setup your invoice/receipt printer. You must check the box to print invoices. You must choose whether you are using a 40-column receipt printer or an 80-column invoice printer. It also gives you the option to print receipts to a 40-column printer for cash customers and an invoice to an 80-column printer for customers set up in your database.

You can also choose the number of invoice copies you want to print out. You may also want to adjust the number of blank lines used between printing receipts on a 40-column printer. If the Thank You notice at the end of the receipt does not print out pass the cut bar on your receipt printer, you may need to add some extra blank lines to your receipt. Experiment with the Extra Lines settings to see how it responds to your printer.

Use Check Validation Printer - Biztracker supports check validation using an EPSON check within the station setup you must check off Use Check Validation Receipt Printer. The default codes to activate the printer should be in the code areas already.

A Generic / Text print driver should be used for the receipt printer. This is setup through the Add Printer Wizard in Windows.

If you are using the Check Validation it will print the following on the back of your checks:

FOR DEPOSIT ONLY
Your Company Name
Clerk: The Clerk's Name
Date and Time
Ticket#: 9999999
Account#: 9999999999

The deposit account number is setup under company setup.

SCANNERS

To setup a scanner, you must know the scanner type (manufacturer) and the settings for the COM port it is using, the speed, how many data bits, the parity, and the stop bits. You must also check that you are using a scanner.

A keyboard wedge type scanner is preferred for use with the Biztracker. A keyboard wedge plugs in the computer, where the keyboard would normally be plugged, using a Y cable. The keyboard connects to the other end of the Y cable. When an item is scanned in the computer does not know if it was keyed in as normal or scanned in through another piece of equipment. A wedge type scanner can be used in all fields within the Biztracker software system for this reason.

When using a serial type scanner, code within Biztracker is activated to wait for a signal from the scanner and be translated into words or numbers that the software can use. For this reason only certain key fields within in the Biztracker are able to use a serial scanner. These key fields include the SKU field, barcode field, inventory search field and invoicing search fields.

PRINTERS

The printer page allows you to select which printers are assigned to which task. Printers must first be setup and tested in Windows. If a printer does not work in Windows, it will not work in Biztracker.

Most Common Printer Setup Error - If you are setting up multiple stations, care must be made that any shared printer have drivers installed on all workstations and the print drivers must have the exact same name. Printer configuration is accomplished through the **Settings | Printer** menu selection found under the **Start** menu button on the Windows desktop. Once all printer drivers are setup and you have tested them across the network, go to the physical work-station you want to setup and select the printers for that station within Biztracker. This will save you much troubleshooting if you follow these simple instructions.

Some routines built into Biztracker generate code to the printer internally. If you use the print drivers supplied by the manufacturer, these codes will be cancelled out and you will get garbage printing out. Read carefully below the options to each type of printer for what type of print driver to use.

If you are instructed to use a **Generic / Text Only** print driver, this is located on your Windows disk and should be installed from it. After installation, go to the properties for this driver (right click on it's icon) and under the Paper tab –change the Paper Source to Continuous - No Page Break. This is typically the only change you have to make to this print driver. You may need to load multiple copies of this driver if you are using more than one printer that needs this type of print driver. In case multiple copies are needed, you will have to rename one or more copies. See Most Common Error.

Print Drivers Needed For Printing

Reports - Use the Windows drivers or the drivers that came with the printer.

Invoices - Use the Windows drivers or the drivers that came with the printer.

Receipts - Use the Generic/Text print drivers that come with Windows.

Labels - If you are using a standard printer to print labels, use the Windows print drivers that came with the printer.

You will have to install True Type fonts which are included in the Biztracker folder. You must go to the Control Panel in Windows and click on the Fonts icon and follow the Windows help file for installing fonts.

If you are using a printer, such as the Eltron or Cognitive Blaster, that is designed for barcodes, use Generic/Text only drivers. Refer to Biztracker for a list of currently supported barcode printers.

PO - Use the Windows drivers or the drivers that came with the printer.

COD's - Use the Windows drivers or the drivers that came with the printer.

Checks - Check our website for the introduction of this feature.

Pick Ticket - Use the Windows drivers or the drivers that came with the printer.

Packing Slip - Use the Windows drivers or the drivers that came with the printer.

Fax Output - This feature interfaces with WinFax and will automatically fax an invoice or report to a customer or any other fax number you direct the output to. Select the output device that works with this feature.

Pick Ticket – 40 / 80 – if you want the Pick Ticket to print on a 40 column receipt printer – select 40.

Note: If a selection is left blank, printing will default to the Windows default printer.

Using A Receipt printer with a cutter- You also assign cut codes to the receipt printer on this page. Most printers need a cut code sent to it to force the cutter to cut the receipt paper. Most printers use one of the following cut codes:

**CHR(27) + CHR(105) or
CHR(27) + CHR(109)**

EPSON Cut Codes

CHR(13) + CHR(10) + CHR(27) + CHR(109)

If these cut codes don't work for your printer, check your printer manual for your particular codes.

SCALE

To set up a scale you must know the manufacturer, COM port setting, speed, data bits, parity, and stop bits. You must also check the box for Use a Scale.

Magellan SL series Scale/Scanner Dual Cable Compatibility

From the default factory settings you will need to make the following adjustments.

From the website (<http://www.pscnet.com/pdf/R44-1242.pdf>) you can find the programming manual which contains the programming barcodes for the Magellan SL series. You will need the following labels and scan them in the following order.

- Scan the Switch label.
- Scan the Enable code 128 label.
- Scan the Enable code 39 label.
- Scan the RS-232: Label Ids – Don't Send label.
- Scan the Remote Display: Disable label. (Only if you do not use a remote display.)
- Scan the Switch label again to put back in processing mode.

The cable labeled 8-0227-02 should be used for the scanner input and the cable labeled 8-0229-05 should be used for the scale.

The comm. Port settings are as follows:

Scanner

Baud	9600
Data Bits	8
Parity	None
Stop Bits	1
Flow Control	None

Scale

Baud	9600
Data Bits	7
Parity	Even
Stop Bits	1
Flow Control	None

These settings must be used in the windows comm. Port settings AND in The Biztracker Point of Sale Software under the station setup for the scale device and the scanner device.

INTERNET**PROCESS INTERNET ORDERS**

Use This POS to Process Internet Orders – the Biztracker can be interfaced to take orders from your internet shopping cart. This feature is available only through the **Standard Invoicing** screen. If an order is found waiting, the **INET** button lights up on the invoice screen and plays a sound to let you know an order is waiting.

If you are in the middle of an invoice and an internet order shows up, the **INET** button will show up but will be disabled until you are finished the order you already have going. If another station grabs the internet order, the **INET** button on your screen will disappear.

InterNet Cart Path – this is where the file called **NICWEB.DBF** is stored. See the appendices for more information on the creation and manipulation of this file.

Order Sound – this sound wav file will play when an order hits your web site.

Check InterNet – enter how many seconds you want to pass between checking orders on the internet. Do not set this number to low for it will cause un-necessary CPU cycle usage. We found about every 300 seconds (5 minutes) is usually sufficient to check for internet orders.

EMAIL OPTIONS

E-Mail Path - if you wish to email an invoice to customers when finished tendering a sale you will setup a path here. If this field is blank, you can not email invoices to customers. Please note the customers email address must be in the customer screen under the invoices tab.

OPEN DEPARTMENTS

Your Biztracker Point of Sale now comes with a new feature called Fast-Keys. You will need to set up and initialize the keys you want to use. Once initialized, they will appear on the Custom Keyboard and Touch Invoice screens by default, to use the Fast-Keys on the Standard Invoice screen you must check the option to **Use Fast Keys** on Standard Invoice in the Station Defaults screen.

1. To setup Fast Keys, go to **File | System Defaults | Stations** from The Biztracker Point of Sale Software main menu. Click the tab labeled Open Depts; select Edit. Enter descriptions for up to eight items. The test button shows you how the button will appear on the invoice screen. As of yet, you have not created an inventory item, nor have you assigned an inventory item to an existing Key. All we have done is edit the text displayed on the button when using it in the invoicing screen. Save and close the Station Setup page; exit this software to save the changes.

2. To initialize each Key, open this software and go to an invoicing screen. Select each of the keys you created once, just as you would any other item in any other invoice. Delete the invoice when all Fast-Keys have been entered. Close the invoice screen. The SKU numbers have now been added to the inventory database. By default, the item is flagged as an open department and sold by price; you can change those settings later. The description in the inventory screen will be DEPARTMENT#, with the # sign will be a number from 1 to 8.

3. If you are assigning an existing item to a Fast-Key, go to step 4. If you are entering a new inventory item, and using the Fast-Key to access that item, go to the main inventory screen, select the DEPART#, remember to search on the SKU#. Remember also that the Fast-Key defaults to an inventory type of OPEN DEPARTMENT, QTY 1. SELL BY PRICE. This is the time to edit those settings if that is not how you intend to sell this item. When all changes are done, save and exit the inventory screen. Proceed to step 7.

4. If assigning an existing item to a Fast-Key, go to the main inventory screen and select the DEPART# for the key you intend to use and delete it. It is important that you either write down or otherwise remember the DEPART#'s EXACTLY as they are. You may delete more than one, just be sure to write down the inventory item you intend to assign to each Fast-Key.

5. Exit the inventory screen; run the Refresh Data Files utility. This is a mandatory step, because you do need to eliminate the old DEPART#'s from the inventory files. **MAKE SURE YOU HAVE DONE A BACKUP BEFORE RUNNING THIS FILE MAINTENANCE PROCEDURE.**

6. Go back to the main inventory screen to select the item you want to be represented by a Fast-Key and go to that item's inventory page. Press the Edit button and change the SKU# of that item to match the DEPART# that was deleted in the previous step. All of that item's inventory levels, pricing and history will now be attached to the new SKU#, overwriting the original Open Department Quantity of One, Sell by Price setting that the SKU# was originally set at.

7. Test the button by creating another test invoice.

PAYMENT RECEIPT / SOUND

Default Customer Payment Receipt – select which type of receipt you want to print when a customer makes a payment on account.

Card Swipers - a card swiper reads information from a credit card and enters it into Biztracker. Specify the brand of the card swiper being used. The most common types of card swipers are Logic Control, Uniform, Symbol, and wedge type. Make sure your credit card swiper reads both Track One and Two with sentinels. See your swiper manual for more information.

If you are a fast paced store that uses scanners to quickly scan items at the front counter you may want to hook speakers to each computer. If a scan misses a hit, a sound can be played to alert the clerk that a missed scan or item not found was just scanned.

You can also have a sound play to alert a clerk if an item has just been scanned that needs ID verification of age from the customer before purchasing.

Any Windows WAV sound file can be pointed to from within Biztracker. Many are found in the Windows folder on your hard drive if you have no other files to use.

MISCELLANEOUS OPTIONS

These are several station features that do not easily fall into a set category;

Auto Sign Off - you can have a salesperson automatically sign off within a set period of time after a sale. You determine the amount of time through the pull-down menu. After a sale is completed a clerk will be signed off at the time period selected and must either sign on again to ring the next sale or another clerk can sign on to ring the next sale.

Use 800 by 600 Modes - Typically Biztracker is run in 640 X 480 video modes. This setting can be changed through Windows. Some touch screen monitors, laptops and other monitors can not support 640 by 480 modes and must be run in 800 by 600 modes.

Use this setting to allow Biztracker to open to the 800 by 600 size screens. In 800 by 600 modes you will see a momentary second as the screen redraws its self in the larger mode. This flicker is usually not noticeable to the average user. All screens and buttons will expand to make a neat looking interface for your use.

UPC-B Barcodes - UPC-B barcodes are special barcodes that are usually generated by a meat scale or other scale used by a deli or other prepared food establishments.

A UPC-B barcode always starts with a two (2). This starting character is not the checksum digit but the actual barcode.

Example: **200008102336**

- The 2 above is the character that tells Biztracker that this is a UPC-B barcode.
- The 000081 is the part number or SKU you will have to setup within Biztracker for the UPC-B barcode to work correctly.

- The 0233 is the cost embedded into the UPC-B barcode. This would be read as \$2.33
- The last character, 6, is ignored.

As this UPCB barcode is scanned, it will not check for quantities on hand and no special pricing can be applied to it since the price is built into the barcode.

OFFSITE SQL Data – if this station can access the SQL data from the SQL-Multi-Store, check this box. This computer station must be hooked to a modem or a network with access to the internet to use this feature.

Demographics – this setting allows you to collect information from customers at the invoicing screen. You can ask for their zip code, email or both. From within the Biztracker POS you can do a bulk email to these email demographics.

Default Tender Type – this option will put the cursor on the tender type selected at the tender screen.

Z-Read Report – this setting will determine the type of zreading report printed when a clerk closes the system down at the end of their shift. Try both reports to see which one you like.

CREDIT CARD SETUP

For each credit card authorization setup, you need to specify which type of credit card processor is being used, the processor station number, which is unique for each station, and the number of seconds you want to wait. You must specify the path to the processor, which should look similar to the picture below. Also check if you are using a mini-mag check scanner with your system. You can also choose to print extra invoices for credit card or charge tenders.

GENERAL SETTINGS

Processor – Select which credit card processor software you are using in conjunction with Biztracker.

Processor Station# - each additional station should be increased by 1, example 002, 003, 004, etc. Please note that the standard IC Verify comes as a single station and additional stations must be purchased to work on a network system. You will only need to purchase a license for each station that you want to accept credit cards at.

Credit Card Dial Wait Period – We suggest setting this to 99 seconds. There should never be any reason to change this setting.

Additional Invoice Copies – if you want an additional copy for the customer to sign – set this to one (1).

IC VERIFY

Additional notes are available in the software help files under the help topic of IC Verify.

IC Verify by Cybercash is the credit card processor presently now supported by Biztracker Software. IC Verify is the most common credit card acceptance software on the market and is

excepted by all banks and processors that we know of. Once purchased, you will not have to buy or pay any further fees to Cybercash. Any other additional processing charges are between you and your bank.

Your bank must provide you with all the settings for setting up IC Verify. Usually the bank will send you a disk that IC Verify recognizes and will help to speed up the installation procedure. IC Verify comes with help files and a technical support staff to help you setup credit card acceptance. We will cover the most common steps you will need to follow within Biztracker and point out mistakes we have seen others make when setting up IC Verify.

After IC Verify is setup, test the credit card processing within IC Verify before attempting to use Biztracker for processing credit cards. If it does not work from its own interface, it will not work from inside of Biztracker.

OVERVIEW OF IC VERIFY

IC Verify is a credit card processing software package designed to be used with software packages like Biztracker. IC Verify uses a **Request and Answer** file system. This means on your stand alone computer or on one networked computer workstation, the above program is running in background and watching a certain predetermined folder for a Request file to appear. The file IC Verify is waiting to see is a Request file generated by Biztracker. This request file contains information about the transaction that just took place and the credit card information just entered into the system (either scanned or keyed).

Once the Request file appears, IC Verify grabs the file and dials out for approval from your bank processor to see if the credit card is good and has been approved for the transaction in question. While IC Verify is dialing and getting an approval, Biztracker is waiting for the Answer file to appear in the same pre-determined folder. You will notice a counter counting down on screen as Biztracker waits for the Answer file to be returned by IC Verify. Usually this only takes a few seconds but can be up to a minute or so if your processor's lines are busy and it has to redial several times.

Once an Answer file appears, Biztracker will grab the file and see if an approval code has been returned or a disapproval code and reason has been returned. Either way you will be notified on screen, see Tendering a Transaction for more information.

SETTING-UP IC VERIFY TO WORK WITH BIZTRACKER

Once IC Verify is working, you must go into Biztracker, under station setup, Credit Card Acceptance and tell Biztracker you are using IC Verify.

The following options should be set within Biztracker,

IC Verify Path To Processor - must match the Request Directory in the IC Verify Multi-User
Include Customer's Zip And Street on IC Verify Request – for your discounted bank rates this must be checked and used.

Using the IBM SureOne – only check this if you are using an IBM SureOne – the IBM scans credit cards differently than most scanners.

Use A Mini-Mag Check Scanner With Processor / Bad Check – check this feature if you are using a mini-mag scanner to feed check information into the Biztracker. Check verification is supported through this Point Of Sale using IC Verify and a **MAGTEK** Mini-Mag Check reader. Using software supplied by **MAGTEK**; your Mini-Mag check reader must be set to **FMT 6100**. See the hardware manuals supplied by **MAGTEK** for more information.

This causes the following output from the Mini-Mag check reader;

[Transit] <TAB> [acct #] <TAB> [check #] <TAB>

MOST COMMON IC VERIFY ERROR

The most common error made in setting up IC Verify is not pointing each station to the same folder that IC Verify is scanning for its Request file. Only one station needs to run the IC Verify Multi-station in background. It is the only computer that you need to install IC Verify on. Make sure the modem works on that station and has been tested.

In order for credit card acceptance to work, the IC Verify Multi-User must be running (it can be minimized). This is the screen shown above. If this is not running, Biztracker cannot communicate with IC Verify.

The Initialization String must be exactly as shown above /O (slash Oh) not Zero. IC Verify will not recognize the Biztracker file without this in the Initialization String field. At the end of the day, you must go into the regular IC Verify to do Settlement.

NOTE: When scanning your credit card within Biztracker, the flashing cursor must be in the Card Number field on the credit card screens. If you scan your card and the cursor is anywhere else, the proper file is not created. If you are not using a scanner, enter the card number with no dashes or spaces, enter the expiration date and select a card type and then press the process button.

These following card type abbreviations should be setup on your Biztracker system for IC Verify to process;

VISA
MC
AMEX
DISCOVER

PATIENCE: Credit card authorization is usually the hardest and most frustrating thing to learn on a Point Of Sale system. Take your time, scan properly and with time and practice your missed scans will go down and reliability will go up.

PCCHARGE

The following fields are to be setup with Biztracker;

PCCHARGE SETUP

Path To pcCharge – enter the path to the active charge server in use by pcCharge – the path under normal circumstances will be;

C:\PROGRAM FILES\ACTIVE-CHARGE

As you setup each station, please note that this will be a **PATHED** path. We suggest setting up at the station so the path will be correct for each station.

CC Processor – this setting must match the settings with pcCharge.

Merchant# - this must match the merchant number you entered into pcCharge when it was setup.

Procurement Card – if you accept procurement cards, check this option (most stores don't).

DEBIT CARD / PIN PAD

By using pcCharge and Verifone 100 pin-pad you can now accept Debit Cards at your store. All settings under this page must match all settings within the pcCharge setup screen. Once you can accept a Debit Card through pcCharge, test Biztracker to make sure your interface is working correctly.

SETTING UP PCCHARGE

First confirm that the PcCharge is performing normally and that it will process transactions by itself. If you have problems getting it set up, please contact PcCharge support.

After the PcCharge will process charges the POS can now be set to interface with the program. From the **File | System Defaults | Credit Card/Checks Setup** menu option make sure that the Processor is selected as PcCharge from **Go Software**, the **Processor Station#** is 001 (or 002, 003, etc., depending on the number of stations you have.), and the **Credit Card Dial Wait Period** is set to 99 (allow maximum time for a response from PcCharge. It is important that the Processor Station# is unique for each sales station and that it is three numbers.

On the PcCharge tab make sure that the **Path to PcCharge** points to the PcCharge directory whether it is a network pathway or local. A mapped drive will be necessary for stations not on the same computer as the PcCharge. Make sure that these computers have full read/write permissions to the PcCharge directory.

The Processor will depend on what processor is being used by the PcCharge software and needs to be the same. These can be selected from the pull down menu. The input of the Merchant# is the most commonly made mistake during the setup of this software with PcCharge. It is **NOT** the bank number, but rather can be found under the merchant setup wizard in the Credit Card Company Numbers field.

The Biztracker Point of Sale Software can be set to use procurement cards in place of credit cards by selecting the appropriate checkbox on this screen. If you are unsure what a procurement card is, you are not using them. Information on procurement cards can be found at <http://www.univco.cornell.edu/purchasing/PCardCoord.html>.

After these settings have been used exit The Biztracker Point of Sale Software and restart to save the station settings.

Make sure that the PcCharge software is running and process a credit card using the POS software. The transactions should process through and come back either with an approval number or a declined message. If it does not see the trouble shooting section found in the pcCharge manual.

KWIK KEYS

Kwik Keys allow you to select inventory items using one or two keystrokes at the invoice screen. It is suggested to set up your Kwik keys with your most popular items to fully utilize this feature for both speed and accuracy. You may set up to 16 departments with 24 items below each department. You will be asked to assign hot keys (letters) to each item.

When assigning a hot key to the Kwik Keys, do not use the letter C, this is reserved for Cancel on all Kwik Key screens. You may access the Kwik Keys by clicking on the Key picture on each invoice screen or pressing the F2 key. When setting up your Kwik Keys, there is a Test button to see how the Kwik Keys will look during sales.

You will notice that the screens adjust sizes to the amount of buttons you have assigned to each Kwik Key screen. For example, say you have a Lamp and Lampshade that you sell often. They are located in the Accessories department. To setup Kwik keys for these items, go to the File menu, System Defaults, Kwik Keys. Select Edit (on top) to select the number of departments. For this example, we chose 1. Save the number of departments. Choose the edit button on the bottom to enter in the information for the departments. Put in the Key description (Accessories), button count (2) and the shortcut key (X). Once Kwik Keys are setup - you may sell an item at the invoice screen with only two key strokes.

INVENTORY TEMPLATE

The Inventory Template screen allows you to setup a default field for inventory items. These default fields will automatically fill in the fields as you add new items to the inventory table.

Example: Let's say you sell chairs and are expecting a shipment containing many new styles that you normally don't carry. You would want to go to the inventory template screen and set up a template with all the fields that would be the same for the new chairs coming in. Add a new template and setup all relevant fields. Save the new template. If this new template is the template that is highlighted, select the **Set as Template** key. This will now become the default template when you add new inventory within the inventory screen.

As you enter new inventory in the inventory screen, all fields that were filled in on the template will automatically be filled in. You may go back and change any of the fields. You can enter in description information, levels, pricing and notes as defaults. You can switch to a new template by going back to the template screen and selecting another template and then press the **Set As Template** button.

If you want to release the template, press the Release Template button on the template screen. If you exit the Biztracker software the template is released. All templates are saved within their own data table for future use. If a template is not used, you may copy the inventory record you are on when adding new inventory. See Inventory chapter for more information on this.

USING A TEMPLATE AT SALES SCREEN

If you are allowing clerks to add new items at the invoice screen you may setup a template for the Add screen that pops up when a **NOT FOUND** item appears. This template number must be called AUTOADD. Once this template is established, defaults will be filled in by the template. Fields not showing on the screen above will also be filled in by the template.

CUSTOMER TEMPLATE

The customer template allows you to setup defaults for fields when adding new customers. Usually you will want to setup the most common fields so you do not have to repeatedly type this information in for each customer.

INCOME ANALYSIS

SNAP SHOT OF SALES

This feature allows you to view sales activity for a specified time period. The default date range is today. Any date range can be entered and the system will instantly give you a Snap Shot of sales for that time period. You may also get a Snap Shot of tenders, returns, and payment of accounts within the same range.

14 MONTH SALES

This screen will show total income for your company over the last 14 months. This is a helpful screen for tracking trends and sales. Your best month will show up as green and your worst month will show up as bright red.

MINOR DATA TABLES

Minor Data Tables are used throughout the Biztracker Software system. The minor data tables are pull down menus that can be accessed in different screens. The minor data tables can be set up from the main menu or set up in the screen it is used in by clicking on the box with the title in

it. Selections can be added or changed in the tables to fit your needs. To edit the tables go to the **File Menu | Minor Data Tables**, or click on the key itself.

The following list shows which tables can be modified through the Minor Data Tables menu:

- Departments
- Categories
- Status
- Countries
- Zip Code Lookups
- Mix and Match
- Location
- Units of Measure
- Size
- Color
- Reason for Adjustments
- Manufactures
- Models
- Credit Card Types
- Flag Reason
- Customer Types
- Tax Types
- Heard About
- Time Clock Types

Note: If you make a change within the table, the changes will be made throughout the system. If you attempt to delete a record in the table and a parent table is using the record, the record will not delete and Biztracker will generate the error message “Update not completed”. See Referential Data Integrity for more information.

INVENTORY

Before setting up inventory, carefully read through this chapter so you fully understand how the inventory features work. It is important that your inventory is set up correctly from the beginning so average costs and other values show up accurately on reports.

INVENTORY SCREEN

The Inventory screen is where your database for all inventory items and services is located. You can add, delete, edit or search inventory or services from this screen. The inventory screen consists of ten pages (tabs) which allow you to view different aspects for an item or service. Searches within inventory happen on UPC number (also known as the Barcode Number), Product ID number (SKU), category, location ID and the description field. Each of these fields is checked during all searches automatically unless you specifically tell Biztracker software not to search a certain type of field. Even if there are hundreds of thousands of items, the searches are instantaneous.

The main page of the inventory screen shows you the SKU and Description, along with other references of the item or service that is highlighted. Many of these fields can be used as filters for a report or for manager's special.

INVENTORY

SKU - Each item or service must have a unique Identification Number. This uniqueness will be forced by Biztracker Software. As new items are added to the inventory data table, a new unique ID is created automatically. You may use this ID number or overwrite it as you please.

Description - Holds description of item or service for sale. This field is limited to 30 characters; for longer descriptions, use the Notes field under the **Notes** tab.

Barcode - Holds the UPC number or barcode for the item or service. It can be a combination of letters and numbers as long as it is unique. Since you can enter a Quantity within the invoicing screen as a first entry, it is important not to use a barcode or Product ID that can be confused with a Quantity. If you use a barcode, make sure it is at least 5 characters long. If it is less than 5 characters, make part of the barcode a letter, such as A,B, or C. If these rules are followed, you can use any type of characters in the Product ID field. If the barcode field is left empty, the Product ID field must use the same rules as those that apply to the barcode field.

If you are using Touch Screen - only numbers are available for entry into the search field on the invoicing screen. If you use a scanner, any character can be scanned in as long as your barcodes and scanner supports the character. For creation of barcodes or more information see Barcodes in the manual or in the help topics in the software.

Location - Allows you to put in a location description for an item. An example of a location would be the front counter or an aisle.

Manufacturer - Show the item's manufacturer.

Model - Allows you to list a model number.

Department - Allows you to specify a department.

Category - Allows you to apply a category to an item. This is useful if you have to change tax rates for a group of items.

Status - This is a User-Defined drop down used in many reports. This can be used as you see fit.

Size - Use this field to show the size of an item.

Note - If you are using a SKU or barcode that consists of numbers only and is less than 5 characters, you will want to adjust (lower) the value of the **Length of Quantity Versus Item Number**. This is found under **File | System Defaults | Company Setup | Numbers**. See

Company Setup for more information. Any or all of these fields may be used to categorize inventory items.

Biztracker uses four main fields as filters when creating reports. They are Department, Category, Status, and Vendor.

BOUGHT ONE

This key, located on the main inventory screen in the bottom left corner, will give you a list of every customer that bought at least one of the item or service that is highlighted. This list includes the customer, contact name for the customer, phone number, the quantity they have bought, and the number of invoices that have included that item.

EMAIL WHO

This button will allow you to email any customer that has bought at least one of the high-lighted inventory items. To do an email three conditions must exist, 1st – this station must be set to allow emailing from Biztracker, 2nd – a customer must have bought one and have an email address in the main customer screen email field, 3rd – you must have MS-Outlook installed on this computer.

Note: you can further filter your emails by a cutoff date and you may also print a **SEND** report to show everyone that the emails went out to.

QUICK ADD

This key, located in the right bottom corner of the main inventory screen, will allow you to add new inventory quickly by putting in minimal information.

SERIAL

Biztracker handles unlimited serial numbers per each item. If an item is serialized you must check the box **This Item Is Serialized**. This allows you to select or add new serial numbers from the invoicing screen. This page also shows you the date the item was bought, if it has been sold, the date it was sold, and to whom it was sold. The **Find A Serial Number** key will search for a serial number.

ADDING A SERIAL NUMBER

To add or edit a serial number to an inventory item, first make sure the check-box for **This Item Is Serialized** is checked, then press the Serial Numbers button. The Serial Numbers window will now open and by pressing the Add or Edit button you can enter a new or edit the existing serial number in the Serial Number field on the lower half of the screen. At this point you can also enter or edit the vendor ID, and Date Bought. The other fields (Customer ID, Invoice Number, Remaining Value, Sold For, Date Sold, and Date Redeemed) will be self-generated at time of sale of the item, but may be edited at a later time.

Full serial number tracking is included in the Biztracker Software system. As serial numbered items are entered at the invoice screen, you will be allowed to select which serial number is being sold. You will also be allowed to enter a new serial number at the invoicing screen if it does not already exist. If you have the option turned on to scan serial numbers at the invoice screen (under company setup), you can directly scan a serial number and have that item appear on the invoice screen. An item has to be setup as a serialized item and the serial number has to be entered into the system first if you want to scan the serial number.

GIFT CERTIFICATES

Gift Certificates are typically set up as serialized items. A barcode on each gift certificate that matches the serial number assigned to the gift certificate makes for easy tracking. If you tell Biztracker that you want sales to drill down to the serial number level, you can just scan the serial number off of the gift certificate when sold. What ever value it is sold at will be tagged on that serial number record. As these gift certificates are redeemed, what ever value is applied to them will be deducted from the value remaining on the gift certificate.

When a gift certificate is sold to a customer and the gift certificate is flagged as a gift certificate under the inventory TYPE tab, the money this gift certificate was sold for is placed into a special field in all money reports. This will help to break out these sales so they are not counted twice.

Do not get confused on the two types of Gift Certificate fields on money reports. The straight Gift Certificate field is how much was tendered on a gift certificate. The Sold as Gift Cert field is the amount of sales taken in on the sales from Gift Certificates.

You may add several different items to reflect different priced gift certificates but make sure not to duplicate any of the serial numbers between the different values. For example, gift certificates are setup as three different items (product id's); the first at \$10, the second at \$25, and the third at \$50. If you created a \$10 with a serial number of 000001, you would not be able to use that same serial number for the \$25 or \$50 gift certificates even though they are setup as different items. This is because when gift certificates are used as tender, a serial number is requested to track the value.

A good way to setup serial numbers if you are setting up different items for different values is to use the value of the gift certificate as the first digits of the serial number. Within the serial number screen, you will see a field called Remaining Value. This field is put at the value the gift Certificate is sold for (or any other serialized item) at the time of invoicing.

When you select Gift Certificate a tender, the system will ask for the serial number of this gift certificate. After you enter in the serial number, it will show you how much value is currently left on the gift certificate. As the value of the gift certificate is used up, you will be able to determine the worth of this gift certificate at the time of invoicing. This will allow a customer to use part of the gift certificate at one visit and then use the rest the next time. You as the owner, do not have to worry about how much credit is still out on this gift certificate since the Biztracker Software system handles this all for you.

The serial feature of the program is intentionally customized for the purpose of gift certificate creation and is also suitable for high priced inventory items that need to be tracked individually. When a gift certificate is redeemed the remaining value will be updated until the certificate is completely used.

SERIAL AUTO-ADD BY SCANNER

Select the vendor these serial numbers are coming from. Now you can scan or enter repeatedly to generate the new serial numbers.

SERIAL AUTO-RANGE ADD

A new feature of Biztracker is Auto-Range of adding serial numbers. This allows you to enter the starting value of serial numbers and have a counter increment a counter with 0 padding.

Example: Suppose you get in the following serial number;

A324234-003
A324234-004
A324234-005
A324234-006
A324234-007

Within the Auto Range enter these values;

Base Starting Number: **A324234-**
Right Hand Starting#: **003**
Length of Right#: **3**
Create How Many: **5**

Press the **Test Show** button, this will show you what the first five serial numbers will look like. (Ignore the extras if you are doing less than 5). The **Create** button will now be visible, if the sample five looks okay, click the **Create** button to generate the new serial numbers.

HISTORY

The History tab allows you to view edit history, sales history, and adjustment history.

EDIT HISTORY

Edit History page will show the date, time, clerk and action for each edit made on that item. Editing of this information is not permitted on this screen.

SALES HISTORY

Sales History page shows the invoice number, date, customer, quantity, price, and the clerk for each time the item has been sold. **Double-click** on the invoice number to access the Invoice Register Information screen.

ADJUSTMENTS / TRANSFERS

The Adjustments History / Transfers page shows you the date of the adjustment, the change in the inventory level, the reason for the adjustment and the clerk that made the adjustment. It also has a notes field associated with each adjustment. Any transfers to another store using the SQL-Multi-Store will also show up on this page.

14 MONTH SALES HISTORY

This button will show the sales history for the last 14 months for this item. We are often asked why we chose 14 months instead of just 12 months. If you are ordering for the Christmas season, you will most likely order 2 months before the season and still want to see what you did in sales during the last Christmas season. The only way to do this is to see 14 months of sales history.

NOTES

The notes fields can be used for extended descriptions for an inventory item or service. There are two comment or notes areas. The first one is for invoice notes. This is typically used for to print notes on the receipt. The **Print on Invoice** check-box must be marked for this feature to operate.

The second note field is for any in-house comments. These notes may appear to the clerk at time of invoicing by marking the **Show Notes during Invoicing** check-box. We call this our **McDonalds** feature. The old, "Want fries with that?" Example, in New York state, if you sell a bicycle, you must ask if they have a helmet. So under each bicycle SKU, the store would enter "Do you have a helmet for riding this bike?" in the second notes field and check the **Show Notes** check box. Every-time a bicycle is sold, a window pops up reminding the clerk to ask if they have a helmet.

SHORTCUT MENU

When in edit mode, a short-cut menu is available in all fields by a right click of the mouse.

ADDING / DELETING A PICTURE

The **Add Photo** button allows you to search for a graphics file in order to add a picture associated with the inventory item. This picture will show during the invoicing of this item. The blank area on the right is where the photo will appear. The Delete Photo key will remove the existing picture for this inventory item.

Note – only the PATH to the picture is stored in the Biztracker data file. Make sure your **Pathing** is correct for all stations to take advantage of the Picture routine. Also remember to backup your pictures. The Biztracker backup routine does not back up pictures.

LEVELS

The **Levels** page is arguably the most important page within the Biztracker Point of Sale system. This page contains the various levels related inventory levels. Many of these fields are used for inventory reporting and self-generating purchase orders. It is important to learn which fields update automatically and which need to be manually edited.

Fields and their descriptions within the Levels page;

Qty On Hand - Indicates the quantity of items that are currently on hand. When inventory is received or sold, this field automatically updates itself. It is not recommended that this field be manually adjusted. A history record is created if this field is edited.

Shelf Stocking Level - Sets the maximum level of stock you want out on the floor. This value remains constant and should be used as a reference when adding inventory to the shelf.

Quantity on Shelf - Shows the level that is presently stocked on your shelf. This value needs to be updated manually as items are put out on the shelf. It will automatically decrease as items are sold.

Committed - Indicates the quantity that is on hold (already committed to sell). Items that are committed are not taken out of quantity on hand.

On Order - Shows the amounts that are presently on order from vendors.

On Back Order - Shows how many items are presently on back order.

On RA - Shows how many items are presently due in and/or out on return.

Sales Unit Type - if this field is filled-in, it will show up on the receipt next to the quantity sold field.

Purchase Unit Type - if this field is filled-in, it will show up on the purchase order next to the quantity purchased field.

Sold As Kit Part - If this item is part of a kit, this field will show how many of these items have been sold as part of a kit.

Minimum Level - Setup the minimum level of stock you want to have for this item. This is a value used for the low-level inventory report as well as the self-generating Purchase Order.

Maximum Level - Set up the maximum level that you would want to have in stock at any one time. This field is only a reference field and is not used in calculations during self generated purchase orders.

Re-Order - Indicates the quantity you want to order when using the self-generating purchase order. See Self-Generating PO's for more on how to use this value.

Round To - If your vendor requires you to purchase in certain lot levels, this forces the self-generating purchase order to round up to that lot level. Example - if the Self-Gen PO calculates that you need to order 5 to reach your minimum but your vendor says you can only purchase in lots of 6, the Round To field will round the order up to 6.

Master Pack - Indicates the actual quantity of that item when ordering 1 of that item. For example, if you sell soda by the can but order by the case, your master pack would be 24. This value should always be set to at least 1.

Number Sold - Records the total quantity sold for this item since it was added to Inventory. This field is updated every time this item is sold.

Total # Bought - Records the total quantity ordered since it was added to inventory. This field is updated every time this item is received into inventory.

SETTING UP LEVELS FOR AUTOMATIC PURCHASE ORDERS

When selecting the Self-Generating feature under the purchase order routine the items for that vendor will self generate following these set of rules.

- The item will not order unless the quantity on hand is less than the minimum level for the inventory item.
- The quantity ordered will be the difference between the quantities on-hand and the minimum plus the reorder amount plus the quantity difference between the on-back order and the on-order amounts. Please note that the on-order amounts take into account master-pack values (cases) and the on-back order amounts are individual pieces.
- An exception to this will be when the reorder is set to (-1). In this instance the self-generated quantity will only be the difference between the on-back order and the on-order fields. Again taking into account that the on-order reflects master-pack and the on-back order does not.

TRANSFER TO ANOTHER STORE

This button will allow you to transfer inventory to another store if you are using the SQL-Multi-Store feature.

OTHER STORE LEVELS

This button will show how many items of the same SKU or Barcode is in stock at your other stores. You need to use the SQL-Multi-Store to take advantage of this feature. Note – quantities on hand are shown from the last download of data to the Home Office. This feature is also available during invoicing.

PRICING

The Pricing page is where prices and tax rate information are setup. It also contains cost and margin information. Taxes must be setup through the Customer and Inventory screens.

The following fields are used on the Pricing page;

Overall Taxable - If checked, the item is considered taxable.

Tax Rates - Select which tax rates apply to this item. Actual tax rates are setup on the Details page of the Customer screen. Global changes to tax rates increases can be made through the **File | Data File Maintenance** menu.

Margin Through Sales – this field calculates and averages all margins of all sales. This field is important to see what your actual sales margin is on this item.

Average Cost Each – this field calculates and maintains a running average of the cost of the item. It is updated as you receive in merchandise on a purchase order or non-purchase orders receive.

True Cost Each – true cost value is held in this field.

Total Ever Spent – this is a running total on what you have spent on purchasing this item.

Total Income – this is the sum total sales amount of this item. It does not have cost split out of it.

SETTING UP SELLING PRICES

Biztracker supports three price levels as well as Electronic coupons and a manager's special pricing. Pricing can be setup several different ways. The quickest way is to go into edit mode and adjust the prices fields. Prices can also be setup through the margins button.

Suggested List - this is a reference field to show the suggested list price of the item. When in edit mode, this field will change to show margins when prices are edited. After saving, this field will return to Suggested List.

Sell Prices A, B, C - You can set up to 3 selling prices for an item. They correspond to the Purchase Level for a customer. Most commonly, Sell Price A is the retail selling price where most customers fall, Price B is the first level of discount, and Price C is the second level of discount.

Electronic Coupon - if you have a preferred buyer system in place, this is where you would setup their pricing. All customers setup for **Purchase Level E** will get the coupon price automatically even though they did not bring in the coupon. Note - If there is no electronic price on an item, the level **A** price will be charged instead.

Manager's Special – is used to setup a special price to push an item. This allows you to set a time period to run the special and to allow salespeople to receive a SPIFF for selling the item. If setup, this price will override any other pricing scheme.

SETTING MARGINS

Setting Margins Button

Inventory pricing can also be set by selecting the Margins button on the bottom of the Pricing page. A window will open that allows different pricing scenarios. The cost from vendor field must be set. If the actual price is set, the margin and markup percentage will be calculated. If a price margin is entered, price and markup percentage will be calculated. Setting the markup percentage generates the price and the margin. The margins screen works like a mini-spreadsheet and allows you to **What Ifs**. As you move through the fields all other fields will update.

Note: If some calculations are carried out to long decimal places using this feature the end price might not be exactly as you expect because of rounding. If this is the case return to the main inventory screen and set to the exact price you want.

The check-box labeled **Change Price Not Margin If Cost from Vendor Changes** allows you to maintain a constant margin if the cost of your product changes. The cost from Vendor box will be labeled either **LIFO or Averaging** depending on how you set your company up to deal with Costs, see **Company Set-Up** for these settings. By changing the **Cost from Vendor** it will adjust the **Margin** and **Markup** fields unless **the Change Price Not Margin If Cost from Vendor** changes check-box is marked.

TYPE

The following fields and their descriptions for the Type page are as follows;

Item Type - allows you to specify whether the inventory item is a service or sales item. A service item does not rely on quantity since it is not a physical item. Service items require the assignment of a service technician at time of invoicing.

How to Sell - this determines a method to calculate the sales against. Most items are sold based on quantity. Therefore, when an item is sold, multiply the price by quantity to get a cost. When items, such as gasoline, are sold by price, take the cost and divide it by the price to get a quantity. If it is sold by weight, multiply the price by the weight to get a cost.

IF UPCB – this setting tells the Point of Sale how to treat this item if it is a UPCB type barcode. Some UPCB barcodes can hold the Price or the Weight – if the weight is selected, price calculations are made by Biztracker.

Make an Open Department - allows the item to be sold as an open department, requiring that the item be sold by price. The price of the item is required to be inputted at time of invoicing.

Sales people can Earn Commission on this Item - allows a salesperson to earn commission on this item. The salesperson also must be set up to earn commissions. (See Salesperson Set-Up)

Mix And Match - Mix and Match allows several different items that are related in one way or the other and have a price reduction once a certain level is reached.

Example; a super market selling Jell-O, each flavor of Jell-O has its own barcode and so each flavor would have its own unique inventory record. The store wants to sell Jell-O at the first three boxes at \$0.45, regardless of the flavor purchased. If you purchase 4 or more boxes, all boxes would be sold at \$0.35. Mix and Match give you the ability to attach a **Mix and Match** label to items. The POS system will analyze as items are entered into the invoice and when the break point is reached all prices for that Mix and Match type will be lowered to the correct price.

If an item is flagged as a **Mix and Match** item, you will **not be able to enter an A price**. Mix and Match pricing will override the A price. Any customer flagged at a purchase level B or greater will get their corresponding pricing. Mix and Match only applies to a level A customer!

Note – Mix and Match is like **Multi-Price** breaks which can also be setup within Biztracker. The difference is Multi-Price breaks applies to the quantity you purchase of the **SAME** item. Mix and Match is like Multi-Price breaks but it is applied to different items but is **LINKED** to each other by the **Mix and Match Type**.

Tag-A-Long - (Shows as Deposit on the Type page) Enter in the amount of a tag-a-long charge for items such as deposits on bottles and cans. It can also be used for core trade-ins or any other fee you want to add to this item. The label can be made to say what ever you want through the Company Setup screen. During sales if a Tag-A-Long item is brought up, the Totals showing on screen will show correctly but will not match the line item totals, just ignore this because the Tag-A- Longs are being held out of sight and they will show on the receipt. To see the Tag-A-Long during invoicing, press the **ALT + G** keys at the same time.

Base Weight - tells the scale how much to charge on weight sales. The weight here will be used as a (1) one in calculating prices at the invoicing screen. **Enter partial pounds as decimal**

parts, not ounces. If a scale is setup you may set the item on the scale and press the weight button to get the actual weight.

NOTE: This field is usually setup as 1 and you enter the price per pound in the selling price, Biztracker will take care of the rest.

Tare - Tells the scale the weight of the container so the customer does not get charged for it. Enter partial pounds as decimal parts, not ounces.

Internet Weight – this is the weight of the item plus any packaging that you want to include for shipping calculations.

Place on Internet - This feature allows you to select items for auto down-loading into the Biztracker internet shopping cart routine. See Biztracker InterNet Shopping Cart routine manual for more information

Never Discount Item - if checked, this item will never be discounted if you run a special in departments or categories in which the item exists.

Is a Gift Certificate - this identifies a gift certificate so that when it is sold, the income received for it is placed into a special field in reports and it is not counted twice. Refer to serial numbers for more information.

Must Be Eighteen To Purchase - if this box is checked, during a sale a window will pop open if this item is selected and show the date a person must have been born on to purchase this item.

Must Be Twenty One To Purchase - if this box is checked, during a sale a window will pop open if this item is selected and show the date a person must have been born on to purchase this item.

EBT / Food Stamp Item – this field only shows if you set the Food Stamp option within the Company Setup screen. If this item is to be treated as a Food Stamped item, check this box.

Alternate IDs - allows an item to have unlimited ID's. This is one of the coolest features in the Biztracker Point of Sale. All alternate IDs are searched when a SKU is entered in the invoicing screen. Think of the power on lookups this gives you. You can place Nick-names of items in the Alternate IDs and when the nick-name is entered at the invoice screen, it will pull up the correct item. The POS will not allow there to be duplicate Alternate IDS.

Next Action - Enter a date as a reminder of when to take a certain action on this item.

VENDOR

The Vendor tab contains three new tabs that give you information about the vendor associated with this item. It also has a tab showing full purchase history for this item. You can also setup a Multi-Vendor ID on the third tab.

Vendor ID - Primary vendor that the item is ordered from. The self-generating Purchase Order uses this field when checking to see if the item is ordered from this vendor. The self-generating Purchase Order will only check items that match who you are ordering from and the vendor in this field.

Alt Vendor ID - Alternate vendor that item can be ordered from if the primary vendor is out.

Last PO - The Purchase Order number used when this item was last ordered.

Set Scroll to Vendor Order – This button will set the scroll order to the Vendor ID. This is useful when checking orders or setting prices per a certain vendor. When the Next or Previous

button is used, the scrolling will stay with the vendor until either the last or first record associated with this vendor is reached.

Last Sale - The date for the last time this item was sold. It automatically updates each time this item is sold.

Last Clerk - The clerk that made the last sale of this item. Updates each time this item is sold.

Added - The date the item was added to the inventory. This date never changes once it is filled.

Vendor Part # - The vendor's part number for this item. This number will print on the Purchase Order if it is present. This makes it easier for the vendor to fill your order. When a vendor part number prints on the PO an asterisk (*) is placed beside the SKU so you and your vendor know this is the vendor's number for this item.

Last Paid - Shows the amount last paid for this item. This is updated when the item is received into inventory.

Cost from Vendor - The price that the purchase order calculates its cost from. This figure will update if the price is changed when received from a PO.

Came In - The date for the last time the item was received into inventory.

Warranty Expires - If you want to track high price items singularly, enter the expiration date for the warranty. This is only useful when there is a quantity of one.

Need Barcodes Printed - When receiving on a purchase order, some items may need a barcode printed to be placed on the item. Some items come with a barcode already on them. If this is an item that will need a barcode printed for placement on the item, check this box. The barcode print routine will only print barcodes for items with this box checked.

Last Purchase - The date of the last PO for this item.

PURCHASE HISTORY

This page shows the purchase history of this item. It includes the PO number, date, vendor, quantity that came in, the price for each, and the total cost. Double-click on the Purchase Order number to view the Purchase Order Register Information.

MULTI-VENDOR ID

This shows a list of the vendors, their part numbers and the cost for this item. To add to or edit this list, select the Vendor ID key. Multiple vendors can then be added or edited by choosing the appropriate button on the taskbar. Once the vendor part and vendor is added to the Multi-Vendor section - if an order is placed from this vendor and it is not the primary vendor - the selected vendor price will show on the PO and the PO item number will reflect this selected vendor.

MISC

UNITS OF MEASURE

The Units Of Measure feature allows quantities of items to be sold in different lots or amounts through a drop down window. The Qty On Hand in the inventory levels page shows the quantity for a single item. Units Of Measure also works in conjunction with the Master Pack and the Round To features. For example, say you are selling cases, six packs or singles of Coke. You would setup an inventory item called Coke, the Qty On Hand would be the count of the single

cans in stock, in this case we say we have 240 single cans (Ten cases). Some may be in full cases, some in six packs and an assorted bunch of singles on the shelves.

We would now have to setup our Units Of Measure quantities. We would define a unit of measure as Singles with a count of 1 and our selling price per single can. Next we would setup a UOM as a Six Pack with a quantity of 6 and the selling price for the six pack. Next we would setup a Case with a quantity of 24 and the appropriate selling price. When you add coke to an invoice, the Units Of Measure window opens and allows us to select whether it is a Single, Six Pack or a Case of coke. All inventory counts, reductions and pricing will reflect the proper amounts.

KITS

A kit is a concept and not an actual item. Kits are made up of different parts of the inventory to make up the conceptual item being sold. Any number of parts of different items and service can be used to make a kit item. The appropriate amount for each part or service will be deducted from inventory as this Kit item is sold. When a kit is defined in the inventory screen, the Qty On Hand label will change to Kits On Hand.

For example, a kit could be setup as a basket of fruit. You would tell the kit that the basket of fruit consists of the following - 1 basket, 3 apples, 2 oranges and 1 pear. The concept is the basket of fruit but the items are actually the sum total of all parts. From this point the kit can be handled just like any other inventory item.

When this basket of fruit is sold, 1 basket will be deducted from inventory as well as 3 apples, 2 oranges and 1 pear. Profit will show as the selling price minus the cost of each part times the number of parts each sold. Each individual item will show as a kit part being sold. This will further help you track profit through kit sales. Kit quantities on hand are a calculated total. The Calculate Kit Quantities and Cost screen will go through the inventory and analyze the maximum number of conceptual item kits you can possibly sell. On the example above, if we had Inventory 1000 baskets, 1000 oranges and 500 pears but only 6 apples, the Kit Qty On hand would show 2 since each basket requires 3 apples. This would be all we could sell as a complete kit as defined for the basket of fruit.

The Calculate Kit Quantities and Cost feature will also adjust our cost to reflect any new cost of any of the parts that make up the kit. Please keep a close watch on your selling price because they do not automatically change. Using our example above, say there was a big shortage of pears and instead of paying 50 cents each, we are now paying \$5.00 each. Our cost on the basket has risen greatly but our selling price has not. Now our margin may be too low to make a profit on this kit item. There is a report to notify you of such changes and risks of losing money.

Calculate Kit Quantities - Every once in awhile you need to run this routine to update the kit quantities and cost levels. As new items are added to inventory and new price changes take effect with items associated to kit parts, this routine will search out those parts and update any related pricing. Also it will calculate how many Whole Units can be sold as a kit by the availability of different parts making up the kit.

MULTI-PRICE BREAKS

Multi-Pricing allows you to setup inventory and automatically give a discount for quantity purchases. For example, if you buy one wastebasket, the price is \$11.50; if you buy three, they are \$10.50 each; if you buy five, they are \$9.75 each and so on. Any price levels can be setup with any prices. If you define price for a quantity one, and then define a price for quantity three, the quantity two price will be charged the same as the quantity one price but times two. In other words, you do not have to define every quantity, only the steps to the next discount level. Make sure to set price breaks in order of quantity for any one item. In other words do not setup a price break for level 5 and then another price break for level 3. **Note** - When you setup a price break, set the price for the individual item, not for total of the items.

BACK ORDERS

If an item is on back order, this page shows you a list of all invoices, the customer who it is back ordered for, the date it was created, the quantity ordered, and, if the inventory has been received, and how many came in.

SUBSTITUTIONS

This page is set up to define substitutable items in the event that an item is out of stock. Substitutions can be added or edited by pressing the Substitutions button and then the appropriate action button. The software must be set to provide substitutions if out of stock of inventory item. (See Station Set-Up) For example, you sell Maxwell 5 pack of 3.5-in. floppy disks, Maxwell 10 pack of 3.5-in. floppy disks and Sony 5 pack of 3.5-in. floppy disks. Substitutes can be setup for each of these items using the other two items. When you sell the Maxwell 5 pack and it is out of stock, a window will open listing the other two items as substitutes. Click one of the items to add it to the invoice. This feature is generally used for phone orders but can be used anyway you see fit.

MATRIX

Matrix allows you to setup several items under one inventory ID. Each matrix item can be set to have it's own on hand quantities as well as ordering levels. See setting up minimums and reorder points earlier in this chapter. At the invoice screen, to sell a matrix item you have two choices. You can enter the master id (Inventory ID) and the matrix selection grid will pop open or you can enter the master id with a slash "/" and then the matrix id. This automatically adds the matrix item to the invoice.

If you have a master ID of SHOE and a matrix id of 1.0 (for the size), you could enter SHOE/1.0 for this item to appear on the invoice screen. You could have also entered SHOE and a grid of all sizes would appear to select the proper item. Purchase Orders and Receiving respects the Matrix part numbers. The Low level self generate purchase order system also works with the Matrix part numbers.

USER DEFINED FIELD

These fields can be edited by selecting the edit button on the taskbar. The fields themselves are defined in the Company setup. You may want to setup expiration dates or any other information you want to collect on this inventory item. The report generator will allow you to access these fields and create any special reports you may need to pull.

TROUBLESHOOTING NOTE

Upon the addition/deletion of several inventory items at once it is very uncommon to run into a Record Locking Conflict error message. If you run into record locking or conflict it can be caused either by a duplicate field error or a record locking conflict in the program. The first thing to do is make a backup of you Biztracker folder. Next, run the Refresh Data Tables routine which can be accessed through the **File | Data File Maintenance | Refresh All Data Files** menu selection. Before refreshing data files make sure you have done a backup of the program. This action is completed by pressing the Refresh All Data Tables button. If refreshing the data tables does not clear the error message changing next inventory number to a very large number (5000) in the company setup under the numbers tab may also clear this up.

Also make sure that if there are multiple salespeople adding inventory at the same time, they are signed in using different Sign On codes.

ADJUSTMENTS

The Adjustment feature allows you to find an inventory item and adjust the inventory level (Add/Subtract). There is also a drop down menu to give a reason for the adjustment, and a Notes field to list any other comments for the adjustment. This is useful if you give away samples, have testers, or use displays. Pressing the Find Item button opens up the inventory search screen. Find the item that needs to be adjusted. Once the item is selected the Adjustments window opens. The action button controls whether amounts are added or subtracted. The How Many field is where the quantity is entered. The reason field is a pull down menu that can be edited either by selecting the Reason button on the screen or through the Minor Data Tables menu. A Notes field is available for any further clarification for the action. Once the fields are set, the process is completed by selecting the Post Adjustment button.

VERIFY INVENTORY COUNTS

ADJUST ON HAND QUANTITIES

The purpose of this feature is to allow you to quickly adjust quantities on hand of many or all items at once. This routine differs from the Adjustments routine in that inventory is physically being counted. If items are missing or there are extra, you don't know why. Adjustments is used for taking out or adding quantities to inventory for specific reasons. The Filters page allows the creation of an inventory list based on departments, categories, status, vendor and location. You can also create a holding table by importing a text file from a hand held. The Print Physical

Inventory Sheet prints the current holding file. The Create Holding Table for Qty Adjustments button makes a holding table based on the Selection Criteria. You can do this several time to add to what is already in the holding table.

After creating the holding table, proceed to the Adjustments tab. Here adjustments to the holding file may be made as well as other features. Delete Highlighted Row removes the highlighted item from the holding file, Match Counted with Now On Hand moves the Now On Hand quantities into the Counted fields for each item, Zero Out All Counted will place zeros in all the Counted fields, Print Variance Report prints a report showing the variance between the Now On Hand and Counted fields, and the Post to Inventory button takes the Counted field and posts it to the quantity on hand fields for each inventory item. The order of the holding file can be altered by selecting the appropriate selection under the Order field (Barcode, Item#, Description).

By selecting blind inventory sheet on the Filters page, the inventory list prints out without showing the current quantity on hand. This will discourage employees from taking inventory that you don't know is there. Once the inventory has been counted, the Adjustments page allows you to enter in the counted inventory and the goes through and adjusts the inventory level for you. If your inventory count is equal to the quantity on hand, you can use the Match Counted With Now On Hand key so you don't have to enter in the counted inventory for all the items.

Taking inventory through a hand held scanner can be accommodated by importing the file through the Import File feature. Pressing the Import File button allows the assignment of the correct file to use and then pressing the Import From Hand Held brings the information from the file into the holding file in Biztracker.

RADIO SCANNER VERIFY

If you use a radio scanner, you can use this method for verify inventory counts. Your scanner must be programmed and match to special codes in Biztracker. Call Biztracker Software for more information.

MANAGER'S SPECIAL

This feature allows you to set up special prices to promote particular items. Put in the dates for the time you want the special price to run. You can also set up a percentage for your salespeople to receive commission for selling that particular item (SPIFF). Enter the Commission percentage as a whole number, for example, put in 15.000 for 15%.

Also note that if a salesperson is already set up on commission, they will receive regular commission plus the additional incentive for selling that item. Enter in the discount percentage as a whole number also. Use the selection criteria, as filters, to choose the inventory you want to discount. The Special Holding File allows you to view the list of inventory that is currently discounted. You can also add a single item to the list. This can be done by using the Add Single Item key or the Manger's Special feature in the Pricing page in the Inventory Screen.

IMPORT/EXPORT

IMPORT

The Import feature allows you to import external inventory files that are in ASCII Comma Delimited format. The ASCII File key allows you to select the file to import. The Available Fields is a total list of the fields in Biztracker inventory. These fields must be moved (using the arrow keys) into the Fields Selected area in the order that they are going to be received.

The order of these fields must correspond to order in which they are listed in the file to be imported. The Import To Temp brings the imported data into the Temp Holding File where they can be edited. Exceptions (items in the data file that may be corrupted or damaged) may occur during this process can be printed out using the "Print" button (the one that looks like a printer) labeled Exceptions and also removed from the holding file using the Remove Exceptions button.

After the temp holding file has been modified (removing any exceptions that may be in the file) the Move Holding File to Biztracker will finalize the process and update the Biztracker database.

EXPORTING DATA FROM BIZTRACKER.EXPORT

The Export feature allows you to export data that exists within Biztracker. Select the fields that you want to export and name the export file. The order of the Fields Selected is the order in which the file will be created.

SEARCH FEATURES OF BIZTRACKER

FUZZY SEARCH

The Biztracker software has one of the most powerful search routines in the world. If you have millions of items and do a Fuzzy Search - Using today's powerful processors it can pick out your search in a matter of mille-seconds. A Fuzzy Search is looking for a word or expression imbedded within the description, notes and various other selected fields. The Fuzzy Search will not locate number sequences since a combination of numbers would have to be internal analyzed for a result.

Biztracker search expressions appear below. You can enter any phrase, word or groups of words, I.D., etc., into the Notes field within the inventory record. This search routine will find it.

To activate the fuzzy search, place an asterisk (*) at the end of the entry. If we hit enter now, it will return the first result back to the inventory screen. If we click the Start Search button it will list within the search screen all items with the word PART somewhere in it.

SETTING SEARCH FILTERS AND CONDITIONS

DO NOT USE BRACKETS WITHIN YOUR SEARCH, The Brackets << >> are to show you the characters entered into the search field. Most searches happen on the indexed fields first. If

no match is found, then a fuzzy search is performed. When a fuzzy search occurs, the word 'FUZZY' will appear above the search input field on the inventory search screen. This search routine works with the inventory file only. Fields that the search will check are Product ID, Description, Location, Category, Department, Manufacturer, Models, Vendor, and All Note Fields within the inventory file.

<<LITERAL SEARCH EXPRESSION>>

The simplest search expression is a single word (or search term), as in -<< Rushmore>> You may enter search terms in upper, lower, or mixed case all are equivalent for searching purposes. You can combine terms with either English or symbolic operators. For example, these are equivalent -<< rushmore and sql>> <<rushmore & sql>> This is also equivalent because a space acts as an implied and operator -<<rushmore sql>> Here is a table of symbolic operators and their English equivalents –Symbolic English ;

(OR — see below)

, (varies — see below)

|, || OR

!, &! NOT, AND NOT, BUT NOT, WITHOUT

&, && AND, WITH, (space)

= IS, HAS, HAVE, HAVING

LIKE

@ NEAR, WITHIN nnn [WORD[S] OF]

>, ‘, , [] THEN, ‘...’, ..., [...]

() (grouping)

The table is organized by precedence, from lowest to highest. This means that if multiple operators occur in an expression, the operator which appears later in the table will be considered first, unless the precedence is overridden by parentheses.

For example -<< one and two or three and four>> Since and has a higher precedence than or, this is equivalent to -<< (one and two) or (three and four) >> The semicolon (;) and comma (,) operators may also be used to change expression evaluation order. Semicolon (;) always means or, but it has a lower precedence than a comma (.). Comma (,) usually means and, but a sequence of commas (,) may mean or if an or *explicitly* follows the last comma (,) in the sequence. For example, each of the following pair are equivalent –

<<one; two; three>>

<<one or two or three>>

<<one, two, three>>

<<one and two and three>>

<<one, two, or three>>

<<one or two or three>>

<<one, two, and not three>>

<<one and two and not three>>

<<one, two; three, four>>

<<(one and two) or (three and four)>>

Here are some examples of search expressions, with comments added where the example isn't obvious. You'll find more detailed information about some of these expressions later in this document.

<<red>>

<<red and white>>

<<red and white and blue>>

<<red or white>>

<<red or white or blue>>

<<red and (white or blue)>>

<<(red or (white and blue)) and yellow>>

<<red white blue>>

same as red and white and blue

<<red*>>

any word which starts with red, such as redress

<<red?>>

any word which has red and one char, such as redo

<<*red*>>

any word in which red appears, such as sacred

<<red and not white>>

<<red without white>>

<<red but not white>>

all three of these are the same

<<red then white>>

white must be the next word after red

<<'red white'>>

<<red white>>

<<[red white]>>

all three of these are the same as red then white

<<'red white blue'>>

same as red then (white then blue)

<<red near white>>

red must occur within 8 words of white

<<red near 3 white>>

red must occur within 3 words of white

<<red within 3 white>>

<<red within 3 words of white>>

both of these are the same as red near 3 white

<<red near white near blue>>

red must be within 8 words of white, and blue must occur in the 8 words following white

<<topic has red>>

red must occur in the TOPIC field

<<topic is red>>

same as above

<< topic has (red or white) >>

<<topic or class has red>>

red can occur in either field
<<like rushmore>>
the 5 closest-sounding words in the database
<<like 1 rushmore>>
the single closest-sounding word
<<like 10 rushmore>>
the 10 closest-sounding words
<<like (rushmore or sql)>>
same as like rushmore or like sql

INCREMENTAL NEAR SEARCH

An incremental near search finds the next closest match to the item entered. An example would be if you have an item called apple and an item called peach, enter B searching for banana and as the letters are entered, the highlight bar will go to item peach because it is the next closest match. The scroll always moves down the list and never reverses direction.

VENDORS

Vendors are probably one of the first things that should be setup. This is because you will have to receive inventory from them. To add a vendor, select add from the taskbar in the Vendor screen. To access the Vendor screen go to **Vendors | Vendors**. This will bring up the Vendor Search window. Once vendors have been added, you can lookup a vendor in the search screen by using the up and down arrows to scroll through the list. You can also enter in the vendor name, ID, or account # in the search text box. Once a vendor is high-lighted, double click on the high-lighted selection or use the Return Search Results key to bring up the information in the Vendor screen.

The Vendor screen is made up of seven pages (tabs) which hold vendor and contact information, manage accounts with each vendor, and keep track of purchase orders. PO's can be created from any page within the Vendor screen.

VENDOR

The Vendor page is where vendors are added, deleted, and edited. A search for vendors can also be done. This page also shows the basic vendor information. The Account # field holds the account number that the vendor assigns. This field does not have to be unique. The Vendor page also contains the company name, address and phone numbers. The Vendor ID field uniquely identifies the vendor. This field cannot be duplicated.

CONTACT

The Contact page contains information on who to contact at that company. It also holds email, website, and EDI addresses.

ACCOUNTING

The Accounting page keeps track of your account with each vendor. It shows your credit limit (which is determined by the vendor), available credit, the date and amount of your last payment, and the total amount spent with them. It also shows your current balance, 30, 60 and 90 day balances, and your total balance.

NOTES

Like the Customer and Inventory screens, the Vendor screen also has a Notes page to keep track of any notes or comments that you need. It also allows the input of any terms setup with the vendor. The Days Lead Time tells how long it typically takes to get the product from this vendor after placing the order. It also keeps track of the date that the last order was received, the date that the last purchase order was received, and the last PO number placed with vendor.

PAYMENTS

This page keeps a history of all purchase orders with the vendor. It lists each PO number, the date it was created, its status, the purchase amount, the amount paid on the order and the balance on the PO. It also shows the date and time the PO was paid, if a discount was received, and the check number used to pay the purchase order. The Payment key allows you to input all the payment information and post payments that show up in the history table. This can also be done by double-clicking the PO number that is being paid on.

PURCHASES

The Purchases page shows each time an order was placed with a vendor. The table holds the PO number that the item was ordered on, the date it was ordered, the item ID (SKU) number and description. It also indicates how many were ordered, how many were received, and how many are still due in. The Price Each column shows the price for each individual item, while the Total column reflects the Price Each times the amount originally ordered. The discount field shows if the vendor gave any discount on the order. For example, some vendors give a discount if the invoice is paid early.

The status column shows if the inventory has been received or if you are still waiting to receive the inventory. This table also shows the last time this inventory item was received and the quantity that came in. The Find PO key allows you to enter a PO number and search for it. Double-click on the PO number to access the Purchase Order Register Information window.

PURCHASE ORDER

Purchase Orders are used to purchase inventory from vendors. The Biztracker makes this process very simple. To create a Purchase Order, go to **Vendors | Vendors**. Choose a vendor to order from then select the Purchase Order key, which is located on the bottom right corner on each page in the Vendor screen. Once you select this key, a window will open giving the option to Cancel Purchasing, Use Selected PO, Create New Blank PO, or to Self-Generate PO. The table shows all of the PO's that have been saved for this vendor. This is so a PO can be added to at a later time. PO's cannot be edited once they have been processed.

The Create New Blank PO key will bring up a blank PO for the vendor selected. It is very similar to the Standard Invoice screen. Many of the features are the same. Use the Binoculars key to search for inventory. The Inventory key makes it possible to browse the Inventory screen. The Action Controls allow you to Process, save, or delete the current PO. The Edit key allows you to edit the highlighted item on the PO. The history key opens a table that shows the lowest and highest prices that have been paid for the item. It also shows each PO that the item was ordered on, the date it was ordered, the quantity ordered, the price paid for each, and the vendor that it was ordered from. You can also create a PO from a hand held.

The Self-Generate PO creates a PO for a vendor based on the levels (Inventory screen | Levels) for each item. When selecting the Self-Generating feature under the purchase order routine the items for that vendor will self generate following these set of rules.

The item will not order unless the quantity on hand is less than the minimum level for the inventory item.

The quantity ordered will be the difference between the Quantity On Hand and the Minimum plus the Reorder amount plus the quantity difference between the On Back Order and the On Order amounts. Please note that the On Order amounts take into account Masterpack values (cases) and the On Back Order amounts are individual pieces.

An exception to this will be when the Reorder is set to (-1). In this instance the self-generated quantity will only be the difference between the On Back Order and the On Order fields. Again taking into account that the On Order reflects Masterpack and the On Back Order does not.

SELF-GENERATING PO EXAMPLES:

You want to self-generate a PO for the vendor of Scissors. Scissors currently had these levels:

QtyOnHand = 10 Minimum = 50

On Order = 15 Reorder = 50

Backorder = 0 Master Pack = 1

Biztracker would order 75 Scissors because:

$(\text{Minimum} - \text{QtyOnHand} + (\text{Reorder} * \text{MasterPack}) + \text{Backorder} - (\text{OnOrder} * \text{MasterPack})) / \text{MasterPack}$

$(50 - 10 + (50 * 1) + 0 - (15 * 1)) / 1 = 75$

Say you were selling Orange sodas by various units of measure but bought them by the case and wanted to self-generate a PO for this item. Orange Sodas have the following levels:

QtyOnHand = 28 Minimum = 150

On Order = 2 Reorder = 3

Backorder = 0 Master Pack = 24

Note that OnOrder and ReOrder are counted by cases not single quantities.

$(\text{Minimum} - \text{QtyOnHand} + (\text{Reorder} * \text{MasterPack}) + \text{Backorder} - (\text{OnOrder} * \text{MasterPack})) / \text{MasterPack}$

$(150 - 28 + (3 * 24) + 0 - (2 * 24)) / 24$

$(150 - 28 + 72 + 0 - 48) / 24 = 6.08$ which we have to round up to 7 since we order by the case

RECEIVING INVENTORY

When setting up inventory, do not use the Quantity on Hand feature to adjust inventory levels. Inventory must be received in so that you get costs associated with it. These costs are used in many reports and will not show up accurately if inventory was setup correctly.

Biztracker allows you to receive inventory from a purchase order, or from a non-purchase order. To receive inventory, go to **Vendor | Receive Inventory** and then select the method by which you are receiving inventory.

RECEIVE FROM PURCHASE ORDER

When you receive inventory from a PO, a window opens with a list of all PO's that have yet to be received in full. Select the PO that you are receiving. This will bring up the Receive In Merchandise window. This contains all the items that were ordered along with the quantity that were ordered. It also has a column for items that have been completed and the quantity that came in. If the Complete field is checked Filled, the system assumes that whatever quantity is in the Came In field, is the only quantity that you are getting in.

For example, when Orange Soda from Coke was ordered, they only sent out 32 cases instead of 35. If the Complete field is unchecked, the system knows that only some of the inventory was received and it will save the PO after it is processed. This enables you to go back to this invoice and receive the rest of the inventory when it comes in. If this field is checked, the system assumes that the vendor is only sending 32 cases so it closes out the PO. Some of the other fields on this screen are described below.

Flag All As Received - Checks the Complete field and changes the Came In quantity to equal the Due In for all the items on the PO.

Shipping - Allows you to add the shipping charges to the PO.

Invoice # - Allows you to enter in the Invoice number from the vendor.

Clear All - Clears the Complete and Came In fields.

Flag PO as Closed - Closes the PO as is.

Notes - Make any necessary notes related to the PO.

Discount All - Take a discount on the entire PO.

Serial # - Add serial numbers as they come in for serialized items.

Hand Held - Allows usage of a hand held to enter in received merchandise.

Process - Adds the merchandise to inventory.

RECEIVE FROM NON-PURCHASE ORDER

When inventory is received from a non-PO, you must first select the vendor that you are receiving from. The PO number will automatically be the next available PO. You can enter in inventory id numbers or search from the inventory database. The quantity, cost, A price, and

margin can all be adjusted from this screen. When finished entering in the inventory, enter in the shipping charges, and Post To Inventory. Marking the Divide Shipping Across All Items will distribute the cost of the shipping equally among the items being received. The Don't Allow Margin To Change Selling Price checkbox will allow the margin to change relative to the cost without adjusting the price. The If Cost Change, Modify Price Not Margin checkbox will change the price and not the margin if the cost changes. The checkboxes below it will affect the Kits, Price Breaks, and Units of Measure if designated to.

PURCHASE ORDER REGISTER INFORMATION

The Purchase Order Registration Information window shows cost, notes and alternate shipping information for a processed purchase order. It can be accessed by double-clicking the purchase order number you want to view on the Purchases page in the Vendor screen. The Information tab shows the PO number, the invoice number from the vendor, the dates for when the PO was created and edited, the time it was processed, the total amount of the goods on the PO, the amount of tax, the subtotal, shipping charges, and the grand total. The Notes tab shows any notes associated with the purchase order and whether or not they were printed on the purchase order. The Alternate Shipping tab shows any alternate shipping address associated with the purchase order. This includes the company name, contact name, and shipping instructions.

RETURN AUTHORIZATION

The Return Authorization screen (Vendors | Returns) allows items to be returned to the retailer. It is similar to Return Authorization screen for customers.

RA Number - Contains the RA number issued by the vendor.

Customer - The customer that is making the return.

Item # - Enter in the item # or search from the inventory database.

Vendor - Select vendor from the drop down menu.

Initial Date - The date that the RA Number was issued.

Invoice # - Invoice number of the original purchase.

Serial # - Holds the serial number, if there is one.

Came In From Customer - The date the product was returned by customer.

Sent out to Vendor - The date that you sent the item back.

Expected back From Vendor - If you are getting the item back, list the date you expect it back.

Received Back From Vendor - Enter in the date that you received the item.

Sent To Customer - Date the newly received product was sent back to the customer.

Refunded Amount - Enter in the amount of the credit.

Closed RA - Indicates that the RA is closed.

Refund Posted - Specifies whether the credit has been posted.

Warranty - Identifies whether this is a warranty item.

The note page allows for notes associated with each return to be added.

PAYMENTS

This screen allows you to make a payment to the vendor. Enter in the PO that is being paid on. This will bring up all the information associated with the PO such as vendor, vendor account number, amount due on PO, etc. After entering in the necessary information, select Post Payment

to complete the transaction. This feature is also accessible from the Payments page in the Vendor screen.

MAINTENANCE

VENDOR PAYMENT AGING

This allows you to perform aging on your vendor accounts. The date of your last posting is displayed as well as the effective date. By marking the correct checkbox you can remove all paid ledger records from the billing or remove old ledger records. (Old ledger records are defined by the date in the remove ledger records older than field.) The Post Aging button completes the transaction.

REPRINT A PURCHASE ORDER

This allows a PO to be reprinted by entering the PO Number and pressing the Re-Print Purchase Order button.

VENDOR ALTERNATE SHIPPING

This feature permits the setting up of Alternate Purchase Order Shipping Addresses. Using the standard Add/Edit/Delete Taskbar.

CUSTOMER SCREEN

The Customer Screen is made up of eight tabs. Each page is logically grouped together to hold related data accordingly. The Invoicing key which is a shortcut to the Customer Invoicing screen, is active from all of the tabs within the Customer screen.

CASH CUSTOMER

Biztracker comes with one customer set up. This is the CASH customer. After a customer is setup, they may be linked to an invoice. Select the cash customer for sales that don't need to be tracked to a particular customer or do not apply to a certain customer. DO NOT delete the CASH customer. It must be present for many features within Biztracker to function properly.

CUSTOMER

The Customer page allows you to add, delete, edit and search for customers in the database. It contains the following fields:

Customer Account - Unique identification number. Every time a customer is added, an ID is assigned to it automatically. This ID may be changed but it cannot be duplicated. You may want to use the customer's phone number for their ID number (see Options tab for Company Setup).

Name - Customer Company or Name.

Street/City/Zip Code - Customer address. When adding a new customer, the cursor will jump to the zip code field. Once the zip code field is filled in an automatic search will fill in the City and state. Please note that new cities or editing of city can be done from the **File | Minor Data**

Tables | Zipcode Lookups. You can also set this auto-fill in to all caps or standard from within this screen.

Email - Customer email address.

Email Type – This allows you to setup different types of customers you can do bulk emails to.

Phone - Customer phone number.

Fax - Customer fax number.

Contact - Contact name if customer is listed as a business.

Extension - Phone line extension for the contact.

The Cash Sale key, at the bottom left of the page, takes you to the Cash Invoicing Screen. This is for use only with the CASH customer. Use this if you are not concerned about tracking sales to customers. The **Invoicing** key allows an invoice to be created for the customer that is highlighted.

DETAILS

The Details page specifies tax rates that can apply to a customer, their purchasing level and other various details about a customer. Each field is described below -

Purchase Level - This designates the purchase level for a customer. It corresponds to the price level set up for each inventory item. We suggest level A apply to regular, walk-in cash customers. Level B might apply to the first level of discounts and C might apply to the second level of discounts.

Is A Dealer - Used to flag a customer as a dealer.

Customer Type - Allows a customer type to be assigned if you classify customers. These customer types can be setup in the Minor Data Tables menu or by selecting the customer types key on this page. Use this to sort different customer types on reports or other features where this information would be important.

Ask for a PO Number - If a customer requests a PO number associated with each order, check this field, and Biztracker will ask for a PO number before each invoice.

Discount on All Sales - This automatically discounts all of the customer's purchases. Enter the discount percentage as a decimal. For example, 10% would be entered as .10.

Flag a Customer - Check this field to flag a customer. The next time an invoice is created for that customer, a flag window will open letting you know the customer has been flagged and display the reason. Select OK on the Flag window in order to move on to invoicing.

Flag - Lists reason why customer is flagged. You will set up the flagged reason in the minor data tables or click on the flag box and add a reason. Select the reason that the customer is being flagged. The next time the customer is invoiced, the Flag window open it will let the salesperson know why that customer is flagged. Some of the reasons to flag a customer may be bounced a check, special high volume customer, left something behind previously, or always asks for a discount. You may also want to set a flag reason called See Notes. This will allow you to input a lengthy reason on the Notes page and prompt a salesperson to look in the customer's Notes.

Hear About - Select how the customer heard about your store or business. This can be used for reports in determining what advertising methods have been most effective. To create the list, select the Hear About button or go to **File | Minor Data Tables | Hear About**.

Tax Exempt Number - Allows a customer's tax-exempt number to be kept on file.

Credit Card Number - Allows a customer's credit card number to be kept on file. This information will be automatically pulled when tendering a credit card so it does not have to be

entered every time. You must have rights to view the credit card number. Credit card numbers are stores in encrypted format on your hard drive and cannot be read directly unless you go through the Biztracker software.

Card Expires - Shows the expiration date for the customer's credit card.

Card Type - Specifies the type of credit card, e.g. VISA, MasterCard.

Tax Type - Use this as a filter for reports. This is especially useful when there are customers from different states that pay different tax rates.

Is Taxable - Check this box if the customer is taxable. If tax rates have been setup for a customer but this box is not checked, this customer will not be taxed.

Apply Tax Rates - Specify up to five different tax rates that can apply to a customer. Enter the tax rates that apply to this customer. A tax rate table is not needed. Biztracker will round up tax on each invoice. This is a requirement by all states in the US. Each state collection agency makes a small allowance for using a computer as to using a tax chart. Check with your local tax agency for specifics but at this time Biztracker meets all states tax requirements.

Note - Two settings must be present before sales taxes can be charged against a customer. The inventory item being sold must be flagged as taxable and the rates that apply must be checked. Also, the customer must be flagged as taxable and the tax rate must be set. By having the sales tax rate on the customer, you can have unlimited tax rates. Global changes to increase taxes can be made through the Data File Maintenance menu. Compound taxes can also be setup through the Company Setup screen.

CLONE AN INVOICE

This key allows an invoice to be duplicated but on a new invoice number. This is helpful when you have a customer that usually buys the same items. To use this feature, click the Clone an Invoice button. Enter in the invoice number you want to duplicate and click OK. This will bring up a new invoice with the same line items and quantities. You can also add additional items to this invoice or delete line items.

MONEY

The Money page manages most of the money-related issues for a customer. This includes setting a credit limit for an in-house charge account,

Total Purchase - Total amount in purchases made by this customer.

Cost of Goods Sold - Cost of all inventory items that the customer has purchased.

Profit - Show all profits made from this customer. (Total Purchases - Cost of Goods Sold = Profit)

Last Payment - The date of the last payment on their account.

Last Paid - The amount that they last paid on their account.

Internet Password - If you are using the Biztracker InterNet Shopping Cart program, the customer's password for access to the Internet site can be stored in this field.

Date Added - Automatically records the date in which the customer was added to the database.

Don't Charge Late Fee - If this field is checked, the customer will not receive a late charge when the aging is performed. Some states or governmental agencies do not allow a late fee.

Prepaid - This shows the amount of any prepayments the customer has made. If there is amount in this field, when you invoice this customer, the system will ask you if you want to apply the prepaid amount to the invoice.

Available Credit - Shows the available credit left on the customer's account. The original credit limit must be entered into this field so that the system has an amount to deduct from as the customer charges purchases. If it is not put in, the available credit will be negative after the customer's first charge purchase.

Credit Limit - Set the maximum credit line that is extended to a customer. If this field is increased or decreased, you must also increase or decrease the Available Credit by the same amount.

Terms - Shows the terms that have been set up for the customer. For example, you may want a customer to pay 1/2 their balance within two weeks. This is a comment only, by placing terms in this field will not stop the customer from charging if he is in-fact late in payments.

Add to Mailing Labels - Adds the customer to the Mailing Labels Holding File. This holding file can be accessed from **Reports | Labels | Customer Labels** from Holding File.

Last Invoice Number - Shows the last invoice number for this customer.

Number of Invoices - Total number of invoices that have been created for this customer. This can be used to figure out the average purchase amount per invoice.

Date of Last Order - Shows the date of the customer's last purchase.

NOTES

The Customer Notes page allows notes or comments to be recorded for all customers. The Time Stamp key will add the date and time of the note, if selected. You must be in edit mode to use these features.

AGING

The Aging tab shows the all transactions made on the customer's account.

The table grid contains -

Reference # - Invoice number or loan number. Double-click on this number to access the Payment on Customer Account window.

Date - Date of the invoice or date that loan billing was posted.

Description - Indicates action on account.

Debit - Amount of the invoice or loan payment.

Credit - Amount that has been applied to that invoice or loan payment.

Balance - Shows the customer's balance after the transaction. This is for all transactions on their account.

Discount - Indicates any discounts that were applied.

Paid date/Time - Indicates the date and time the invoice or loan payment was last paid.

Check number - Indicates any check number associated with payment.

The fields below the table indicate how much the customer owes for the current time period, amounts that have been due for over 30 days, 60 days, 90 days, and the total amount due. You will notice that the Balance field will contain a -9999 after doing a charge to a customer. This is a flag to remind you that aging needs to be run for the system. Aging recalculates all balances and posts them as needed.

PAYMENT ON ACCOUNTS

You may double click on the invoice number or click on the payment key. This opens the Payment on Customer's Account window.

It contains the following fields -

Name - Customer that is making a payment.

Customer Account - Account number.

Balance Total - Total outstanding balance on their account.

Available Credit - Amount of available credit.

Last Payment - Date of their last payment.

Invoice Amount Due - Balance of invoice that is due.

Customer or Invoice Number - Enter in the customer or invoice number that they are paying on.

Discount - Enter in any discounts that apply. (Enter in 5% as .05)

Payment Amount - Enter in the payment amount. This field defaults to the remaining balance owed for that invoice.

Check# - Enter in check number associated with the payment.

Comment - Defaults to Paid Invoice, if the customer is paying remainder of balance; or Due: REMAINING AMOUNT DUE ON INVOICE, if they are making a partial payment. These can be overwritten to hold any comments that are necessary.

Payment Type - Select from Cash, Check, or Credit Card.

The Post the Payment key adds the payment to the invoice. You will notice the balance for that transaction will be -9,999.00. This will be adjusted when aging is performed through **Sales | Maintenance | Aging**. This Customer Aging window updates all balances carried by customers. A late fee may be added to the balance due at the time of posting.

ACCOUNT SETUP

This feature allows you to transfer in customer balances. Clicking on the Account Setup button opens the Customer Account Setup window (Fig. 9-6). In the window you can enter in the customer's current balance, 30 day balance, 60 day balance, and 90 day balance. The Cancel button will return you back to the Aging screen without saving any of the information entered. The Post button enters the information into the table on the Aging screen. The balances do not appear until Aging is performed.

HOW TO PERFORM CUSTOMER AGING

Make a current backup of your database and data tables. Look at the date of the last posting. Make sure aging hasn't been run for that period. Decide what effective date to post against. This is usually the last day of the month. Enter any late charge as a percentage. Most businesses charge 1.5% monthly late fee. This would be entered in as .015 in the Late Charge Per Month field. There may be limits in your state as to the maximum amount you can charge for a late fee.

You will probably want to remove any paid ledger records to help free up resources. Old ledger records can be removed regardless of whether they have been paid or not. Check the field called Remove All Paid Ledger Records. This allows a date to be entered to remove old ledger records

against. A default date of six (6) months will show in the field Remove Ledger Records Older Than. This is usually a good default date. You may back the date up if you have many customers that frequently pay late and therefore want to keep a longer current history.

You are now ready to Post Aging. When finished, the system will come up with a Posting Complete message. No matter the settings, history records may be lost, but it still keeps track of each customer's balance. As history records are removed, a master history record is updated with current totals. This record cannot be deleted. So even if a wrong date is accidentally set, receivable information will remain correct.

INVOICES

The Invoice page shows all invoices connected to this customer. Each line in the table represents an individual item on an invoice.

Invoice # - Indicates the invoice number the item was sold on.

Date - Indicates the date that the invoice was created.

Status - Shows the status of the invoice. History means that the invoice has been processed. Saved means that the invoice is on hold, or the items are on layaway, or it is a service order.

Type - Identifies whether the product is a good or service.

SKU# - Shows the items SKU number.

Description - Identifies the item.

Qty - Specifies how many were bought.

Each - Specifies the price paid for each.

Tax One To Five - Indicates which tax rates were applied and how much.

Discount - Indicates any discount given on that item.

Total - Shows the total amount for that item (Price paid * Quantity).

Electronic - Specifies whether any electronic pricing was used (Yes or No).

On Record - Shows the record price per item. Compare this amount to the Each amount to see if there was a discount or price break given.

UOM - Specifies if the item was a unit of measure (Yes or No).

Matrix - Specifies if the item was a matrix item (Yes or No).

Store# - The store number this item was sold at.

Double clicking on an invoice number for a history item opens the Invoice Register Information window. This window shows the information related to that invoice (see invoicing for more on this subject). Double clicking on a saved invoice number will open the Payment on Layaway screen. Right clicking on the invoice number will open up the History Note window. This shows any notes entered for this line item on this invoice.

The Find Invoice key opens the Search for Invoice Number. Enter in an invoice number and the system will bring it up instantaneously.

During Invoicing – E-Mail Invoice To – This field allows you to enter an email address to email a copy of the invoice to during processing of an invoice. This allows a different address than the standard email address associated with this customer. This station will have to be hooked to the internet and must be using MS-OutLook (not Outlook Express) to use this feature.

INVOICE REGISTER INFORMATION

To view the Invoice Register Information, double click on the invoice number. If more than one line item is associated with an invoice number, it does not matter which line item invoice number you click on. This feature allows you to view register information for an invoice and reprint the invoice. The Information tab shows the following -

- Cashier that rang the sale
- The total of goods and services
- Invoice number
- Amount of tax charged
- Clerk receiving credit for the sale
- Subtotal amount (total + taxes)
- Dates when the invoice was created and edited
- Shipping charges
- Time the sale was rung
- Grand total
- Station the sale was rung on
- PO number associated with invoice
- Amount of goods purchased
- Cost of the items purchased
- Amount in services
- Profit made from the sale
- The Print button will allow you to reprint the invoice.

The Tenders tab shows the amounts of each tender that was applied to the purchase. It also shows the amount of change that was given back.

The Credit Card tab shows any amounts paid by credit card, the approval code, the credit card number, the expiration date, and the type of card. It will give this information for up to two cards used for each purchase.

The Alt Shipping page shows an alternate shipping address information including the company name, contact name, and shipping instructions.

The Notes tab shows any notes added onto the invoice and whether they were printed on the invoice. The Returns/Service shows any return amounts applied to the invoice, service taxes charged, and any deposits applied.

MISC

ALTERNATE SHIPPING

When an alternate shipping address is to be used, from the invoice screen, click on shipping. The Alternate Shipping page contains a table that holds alternate shipping address information for a customer. Select the Alternate Shipping Address key to add or edit addresses. Highlight the alternate address desired and check use alternate mailing address and this information will print on the invoice.

LOANS

The Loans/Billings screen keeps track of customer loans. Billings differ from in house charge accounts by reason of payment method. Billings are time payment plans whereas account balances are supposed to be paid off each month. Each customer can have an unlimited number of open loans. The table contains all the loans given out to each customer and includes the following information -

- Loan number
- Loan amount
- Start date for the loan
- Interest rate for the loan
- Number of months
- Payment amount
- Date the last payment is due.

The Billing Screen key opens the Customer Billing and Loans Accounts window. This screen consists of four tabs -Loans,

LOANS SCREEN

From here, customer loans can be added or edited. This tab contains the following information -

Loan Number - Unique ID number that is self-generated in a sequential order. It can not be changed or duplicated.

Loan Amount - Amount that is being lent. It does not include any interest.

Interest Rate - Annual interest being applied to the loan amount.

of Payments - Total number of monthly payments to spread the loan across. For example, if it is a two-year loan, the number of payments will be 24.

Calculate Payment - This key generates a monthly payment amount based on the information that has been entered. Since Biztracker assumes that the interest rate entered is annual and that payments are made on a monthly basis, the system automatically knows to divide the interest rate by twelve.

Deposit - Amount that the customer pays up front.

Starting Balance - Total amount that the customer must pay you. It includes the original loan amount plus the interest amount.

Amount Paid In - Current total amount that the customer has paid.

Balance Due - Current balance due on the loan.

Day of Month - Day of month that payment is due.

Interest Amount - Total amount of interest calculated on the loan.

First Payment - First scheduled payment date.

Last Payment - Last scheduled payment date.

Print Monthly Bill At Posting Time - Allows a bill to automatically be printed at posting time. This option is enabled by default.

The Schedule key on this page generates a Schedule report that shows each payment due date, payment amount due (this remains constant for all months) and the balance remaining after that payment. This can be printed for the customer.

Many states have limits on the amount of interest, down payments, late fees and other charges. The Biztracker Software System **does NOT check these limits**. Please refer to your own state guidelines for your legal limits and liabilities when doing loans.

GENERATING BILLINGS

Billings need to be generated on a regular basis. The Generate Loan Billings window (Sales (Maintenance (Generate Next Billing) allows you to set parameters to make a record within the ledger file for each customer. This updates the system so you know how much a customer owes. Customer payments for loans are made through the Sales (Payments (Customer Payments or using the Payment key located in the Aging tab.

TELEMARKETING

The Telemarketing screen helps manage and keep track of telemarketing tasks. It contains the following fields -

Called Last - Shows the last time that this customer was contacted. The Called Last key will reset the date to today.

Next Call - Indicates the next date to contact this customer. This is a self-generating field. See system setup for the default setting.

Day of Week to Call - Specifies the best day of the week to call on this customer.

Sales Contact - The person typically contacted for sales, usually if the customer is a large business.

Contact Phone - This is an alternate phone number for the contact (if needed) to make sales.

Credit for Sales - If a salesperson is locked to a certain customer for commissions, make sure Credit for Sales is checked and the salesperson for credit is in the Salesperson field. Each time this customer buys something, the listed sales person will get credit.

Sales Person - The sales person listed here will get credit and commissions on sales to this customer regardless of who actually does the sale. The above check box must also be checked.

Mailing List One - Used as a filter to print customer labels.

Mailing List Two - Used as a filter to print customer labels.

Tele-Marketing Notes - Place any telemarketing comments here.

BACK ORDERS

The Back Orders screen shows all the back orders created for the customer. Each line shows the information for one item. The table shows contains -

Invoice # - Invoice number for which the back order was created.

Description - Item description.

Date of BO - Date the back order was created.

on BO - Quantity ordered.

Came In - Quantity that was received.

RECURRING CHARGES

Recurring charges allow you to setup a charge that is billed to your customer the same time each month for a service or item sold by you to this customer. An example would be a technical

support contract or a web-hosting bill. This is a service used by your customer and you want to bill them each month for a set amount charge.

The fields in the recurring charge screen are as follows;

Charge Title – This is the name given for the charge, this will show on the billing statement.

Day of Month to Bill – What day do you want this bill to take effect.

Amount – The dollar amount of the recurring charge.

Effective Start Date – The day you want the recurring charges to start.

Completion Date – The date this recurring charge ends.

Last Posting – This is the date you ran the Recurring Charge posting which generates the next billing cycle.

Print Monthly Bill At Posting – Normally you want a bill to print so it may be sent out to the customer.

UDF

The User Defined Fields (UDF) page allows you to have fields with special meaning to your application. For example, you can setup fields for a salesperson's date of hire, or birthday. You can do this for three date fields, three number fields and three string-data fields. You can also set up two checkmark fields. These fields are setup through the UDF tab under Company Setup (see Company Setup) You can also see how many customers are on file by the Customer Count field on the UDF page. If you are using the SQL-Multi-Store, you can see what store number this customer signed up at.

DAILY SPECIALS

This option allows a window to pop open that shows the daily specials before each invoice. This can be used as a reminder to have sales people push certain items.

DELETE INACTIVE CUSTOMERS

This feature flags customers to be removed if they haven't made a purchase after the cutoff date that is entered.

ELECTRONIC COUPONS

The overall idea of electronic coupons is to log a customer's mailing and sales information into the database. As a customer continues to buy from you, a complete record of this customer's buying habits is established. There are many national and local vendors that will purchase this information. The vendors then do direct mailings to this customer. This makes you money by selling the information to the vendors and by bringing in the same customer from the vendor's direct mailing.

To get customers to participate, simply ask them to fill out a brochure. This brochure will ask their name, address, etc. After this, give them a membership to your Preferred Buyers Club. This membership card usually has a barcode that uniquely identifies this customer. Set the customer's purchase level at E. This customer will now get the discount for all items set up with an E price. This makes for great customer loyalty.

The customer's receipt will show the savings for being a preferred customer. If an item does not have an E price, they will be charged the A price.

This customer information can be downloaded through Biztracker to a disk for easy transfer to a vendor. To do this, use the export feature located under **Sales | Maintenance | Electronic Coupon Export**.

INVOICING

The invoicing screens were designed to be user friendly and easy to master. As items are sold through the invoicing screens, all data tables are automatically updated with all related information. Salespeople's commissions are calculated, inventory levels are manipulated and customer accounts are brought up to date. Invoicing uses transaction processing with roll back. Biztracker consists of three main invoicing screens: the Standard Invoicing Screen, the Touch Screen and the Programmable Keyboard Screen. All three screens have several areas in common.

COMMON SCREEN FEATURES

HOT KEYS

The following hot keys will work on most invoicing screens:

F1 - Help Files

F2 - Kwik Keys

F3 - Search for Item

F4 - Clear the Search Field

Invoicing Biztracker Point Of Sale System

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Fig: 10-1 Main Invoicing Screen.F5 - Inventory Screen

F6 - Shipping (Customers Only)

F7 - Purchase History

F8 - Standard Invoice Screen - Customer Information

F8 - Touch Screen - Select Or Add A Customer

F9 - Pop Open Cash Drawer

F11 - Delete Highlighted Line Item

F12 - Edit A Line Item

Enter - Process The Invoice (Search field must be empty)

CTRL + F2 - Place Invoice On Hold or Select Invoice From Hold

CTRL + F3 - Activate Returns Screen

CTRL + F5 - Discount All Items On Invoice

CTRL + F6 - Pay Out Screen

CTRL + F7 - Snap Shot Of Today's Business

CTRL + F9 - Profit Analysis Of Invoice Currently Working On

CTRL + F10 - Add a note to a line item on the invoice (Unlimited Size)

CTRL + F11 - Preview The Invoice On Screen

CTRL + F12 - Toggle Between Process Invoice and Delete Invoice

UP ARROW - Scroll up through invoiced items.

DOWN ARROW - Scroll down through invoiced items.

END - Sign Off As Clerk On Duty.

ALT + K - Change Clerk Getting Credit For This Invoice

ALT + L - Use A Hand Held For Creating An Invoice

ALT + M – Multi-Store Option

ALT + Z – Change or Edit serial numbers associated with a certain serialized item on the invoice screen.

HOME - Reprint the Last Invoice

You may also right click anywhere on the invoice screen to bring up a shortcut menu of options. There is also a button found on the invoice screen to bring up this same shortcut menu. On your key board there is also a key designated as a shortcut key and will also bring up this shortcut menu.

MULTIPLE SELECTION ON ITEMS FOR STANDARD INVOICE SCREEN

During invoicing, you can select the search (binoculars) key or press <F3> to bring up the Inventory Search screen. If you highlight an item and double click in the Sell field, the highlight will turn red and the quantity in the sell field will change from 0 to 1.

Each time you double click on the sell field, the quantity will increase by 1. Once you have the correct quantity, you can continue to search for other items. Each item that you want to put on the invoice should be highlighted red with the correct sell quantities. To add these items to the invoice, use Enter on your keyboard or click the Return Search Results key. Press ESC on your keyboard to cancel those items and return to the invoice.

INVOICING PROCESS

When first entering any of the invoicing screens you will notice the cursor is in the Search Text field. This is where all entries are made for each screen. This field has many different features and you should take the time to read and learn the use of this text box. This field will accept input from keyboards and scanners.

The Cancel key only appears when you first enter the sales screen. Use Cancel if you decide not to make a sale at this time. After an entry has been made, this button disappears and you must select Delete from the list of Actions to exit the screen.

When an entry is made into the Search Text field, the Biztracker Software will determine if you are entering a quantity or an item number (please refer to the length of quantity versus item number **under File | System Defaults | Company Setup | Numbers**). It then searches the inventory database for the item entered. It first searches the barcode field, Product ID numbers, and the description field.

Once a matching inventory record is found, Biztracker determines if it is a physical item or a service, if it is sold by Quantity, by Price or by Weight. If you are selling by Quantity, the

Biztracker determines if it is a serialized item, sold as part of a Kit, a Multi-Priced Item or if it has Units of Measure.

The quantity on hand is now checked to see if there is an adequate stock level to fulfill the order. If not, the Back Order window opens. From this screen, you can place items on back order for a customer. It will also allow you to change the quantity field if it is not correct. You also have the option to override the back order and sell the item as if it were in stock. It also gives you the flexibility to choose how many items to place on the invoice and how many to place on back order or to just cancel the item from the invoice.

Pricing is then calculated on the price set within the inventory and the price level setting of the customer. Appropriate taxes are then calculated. Totals are calculated and the item is listed on screen.

USING A SCANNER

A scanner will read the information from the barcode on an item and place it on the invoice. When a scan is done, a default quantity of one (1) is assumed. To prevent having to scan an item multiple times on the same invoice, enter the quantity and press the enter key. Then scan the item. You may scan as many items as you want per one invoice since there is no limit on the number of line items on an invoice.

This screen is accessible from **Sales | Cash Invoicing or Sales | Customers | Invoicing**. If the sale is to a cash customer, this screen will change to allow only those features that apply to a cash customer. The Save and Quote actions are not accessible for a cash customer. This screen is the only screen that applies sales history and related data to a customer account (except coupon sales).

As on all screens, you have the Search text box as the main means of inputting what you want to sell. The customers account number and name will appear at the top of the screen. Next to the customer name you will notice a small key with a question mark (?). This key shows you a profile of the customer you are presently selling to.

If this is a cash customer, the small key will be labeled NC (new customer) instead. This allows you to add or search for a customer. Next is the date of this sale, and then the invoice number. Below this is a table that contains your invoice items.

SKU: Identifies the SKU number for the item.

Description: Shows the description of the item.

G/S: Tells whether this item is a good or service.

Qty: Specifies how many of the item the customer is buying.

Each: Shows the price of each item.

%Dscnt: Lets you know if there is a discount being applied.

Total: Gives you the total for the line. This does not include tax.

Tax 1 to 5: Shows which tax rates have been applied to this item.

UOM: Specifies the unit of measure related to this item.

Kit: Determines whether or not this item is part of a kit.

Back Order: Shows the quantity that was back ordered for this customer.

Serialized: Indicates whether this item is serialized.

Clerk/Tech: Shows the salesperson or service technician who is receiving credit for the sale.

Matrix: Lets you know if this is a matrix item.

COOL GRID ACTIONS

Double clicking on a line takes you to the edit screen for that item. Right clicking on a line item will give you a snap shot of that item.

THE ACTION CONTROLS

You have the option to Process or Delete and in the case of a customer also Save or Quote an invoice. This is set to Process by default. Whenever the action is changed, the Process key will change to correspond to the action selected.

Process - Assumes you are ready to take money from the customer and complete the transaction. At this point, all the items on the invoice are subtracted from inventory, adjust all related fields within the inventory, and update the customer fields and all other fields relating to doing an invoice. This brings you to the Tenders screen.

Save - Allows you to do a layaway, create a service ticket or save an invoice. Files are not updated here. This invoice can be pulled up later changed to a regular invoice. This option is not available for a cash customer.

Delete - Removes the invoice that is on the screen from the system. It will also put back the invoice number if it can. The only time it will not be able to is if you are using the network version and someone has already pulled up the next invoice number. In that case, a record of this invoice number is kept for auditing purposes.

Quote - Allows you to print a quote for a customer. It has the same status as a saved invoice. It can later be pulled up and turned into a regular invoice. This is not an option for a cash customer, however, by setting up a dummy customer named Quote and selecting that customer for any printed quotes for customers not in the database it will accomplish the same thing.

OTHER INVOICE SCREEN FUNCTIONS

Clerk - Allows you to change the clerk that is doing the sale.

Delete - Delete the currently highlighted line item.

Picture - Allows you to view the picture associated with the inventory item. You must select this button again to return to the normal screen. As you scroll across an item with an associated picture on file, this button will turn red. This will let you select the Picture button to see a screen shot of that item.

Edit - Allows you to edit the highlighted item on the invoice. Only %Dscnt, Quantity, \$Each, and Back Order quantity fields can be edited. You can also delete the item from the invoice.

History - Lists every price the customer has ever paid for the item highlighted. This screen also specifies the highest and lowest price paid by this customer. The Match Least key changes the price on the invoice to match the lowest price the customer has paid for this item.

Inventory - Takes you to the inventory screen. Once you exit the inventory screen, you will be back in the invoice screen. This is a handy tool for adding items at the last minute or making inventory adjustments.

Trade In - Allows you to accept a trade in for a customer. The trade in screen will appear and you can enter the description, amount and quantity of the trade in.

Hold - Puts an invoice on hold and allows you to add a description of the customer. You will be prompted for a description or reason to identify the customer that is placing the invoice on hold..

Returns - Changes the invoice to return mode. You cannot add inventory to sell on to this invoice.

Kwik Keys - Takes you to the Kwik Keys Department window so you can select inventory items using two keystrokes.

Shipping - Opens the shipping window. This allows you to add shipping charges, special shipping instructions, and an alternate shipping address. You can also add a mailing label to the holding file by entering a quantity for the number of labels you want to print in the # of Labels Field.

TOUCH SCREEN INVOICING

NOTE: Although there are three main invoicing screens built into the Biztracker and each is designed for a particular use, screen or keyboard type. This does not mean you can not use anyone of the invoicing screens you desire for your situation.

Many of the features on this invoice screen are similar to the standard invoice screen. By default, the customer is set to the cash customer. To add or search for another customer, use the CUST key next to the customer name. Once a customer is selected, the key will show you the customer's profile. The Touch Screen uses most of the same action control keys, which function the same way.

The only differences besides the layout of the screen is that the Touch Screen Invoicing doesn't have keys which allow you to view the customer's history for that item and you cannot directly access the inventory screen.

CUSTOM KEYBOARD SALES

The CUST key, action-control keys and Kwik key all work the same as they do on the other invoice screens. The invoice table also contains the same fields except for the SKU field. Double clicking on an item in the table allows you to edit that item.

TENDER SCREEN

After pressing the process button on any invoicing screen the Tender screen appears. Here the amount of the tender is placed in the appropriate field. Double-clicking in any field will place the remaining balance in that field or zero out the field if filled. You can also use the large convenient dollar keys (located on the lower half of the Cash and Touch Screen invoicing screens) to enter in the amounts. You may use as many different combinations of tenders as necessary.

If paying by cash, you can use the **UP** button to automatically round up to the next dollar amount. For example, if your balance is \$4.75, the UP key will automatically place \$5.00 in the cash field.

You can setup Biztracker to ask for a check number each time a customer pays by check. This makes for easier tracking. To do this, **Ask For Check Number During Tendering** must be checked on the Station Defaults page (**File | System Defaults | Stations**). You can also set the system up to print the check number, credit card information, and COD information on the receipt from this page.

When paying by credit card, click on credit card one. This will open the credit card one screen. Enter the card number, expiration date, and type of card or swipe the card using a card reader. By marking the checkbox for update customer with new credit card information, the customer's credit card information will be on file under the Details tab and will appear in this screen automatically if chosen during another transaction.

You may use up to two different credit cards per transaction. When all information is entered, click on process and ICVerify (if set up) will dial out for an approval code and return to the tender screen. Approval codes will appear on the screen and receipt, then the transaction can process out.

Other options for tenders include traveler's checks, coupons, loan (this can also be setup through **Sales | Customers | Misc | Billing**), COD, charge (this is the in-house charge account setup through **Sales | Customers | Money**). You can also use any money currently on deposit or a store credit for tender. Loans, COD, charge, deposit, and store credit are only available if you are invoicing a customer.

From the Tender screen, you can also enter in a PO number, add notes to the invoice, print a pick ticket and or packing slip, or fax the invoice. The printer icon enables/disables invoice printing. It is enabled by default. The **Clear All** button will clear any tender amounts entered.

If any changes need to be made on the invoice, select **the Return to Invoice** key or use the ESC key on your keyboard. The **Close Out Invoice** button will finalize the transaction and present the summary of invoice screen.

SERVICE ORDERS

Service orders can be created by selecting Save in the Action box on the Invoice screen. Click the Save key to save the service order. The Deposit on Invoice window opens. This allows you to enter a deposit on the service, if necessary. Select the Accept Deposit and Create Service Ticket button (in green text). This opens the Save Service Order screen. You can enter in the job name, start date, due date, and notes in this screen. Click Save to complete this process. You cannot create a service order for a CASH customer.

To access this service order, go to **Sales | Service Orders**. The Service Orders menu allows you to view and retrieve existing saved service orders. To open a service order, highlight the order and press the Open Service Order button.

Once the service order is open it will take you to the main invoice screen for that service order. You can add additional items to this invoice or process it if the service is completed.

LAYAWAYS

To place an invoice on layaway, select the customer to invoice (cannot be the CASH customer) and add the items to the invoice as normal. Use the Save action to change the Process button to Save. Click the Save key to bring up the Deposit on Invoice window. Enter in the deposit amount and select the Accept Deposit on Layaway or Saved Invoice.

This invoice is now saved with the deposit information.

To make a payment on a layaway, bring up the customer screen and select the correct customer. Go to the Invoice tab and find the invoice number that the customer is paying on. Double click on the invoice number to open the Payment on Layaway window. This shows the amount currently on deposit and the balance still due. Enter in the payment amount and payment type.

Select Print Copy of Invoice With Payment to print out a receipt. Click Close to complete the transaction. To make a final payment on the invoice, open the Customer screen with correct customer information. Select the Invoicing key. This will open a window containing a list of saved invoices for this customer. Highlight the correct invoice number and select Use Selected Invoice. This brings up the invoice, select Process. A message stating "This customer's deposit has been applied to this invoice." Select OK. The Balance field will show the remaining balance on the invoice. Enter this amount into the correct tender field and Close Out Invoice.

DAILY SPECIALS

This feature will allow a special to be displayed at time of invoicing to remind customers and employees. Accessing this through Sales | Daily Specials permits the adding and editing of specials. By checking Don't Show Specials Window Again Today, the special stops appearing before invoicing.

Biztracker records pay-outs from your sales stations. To record a payout, go to **Sales | Payments | Payouts**. Enter in the amount and the reason for the pay-out. To do a pay-in, enter in the amount you are putting back into the cash drawer as a negative number and use the notes to keep track of what you did.

BARCODES

Barcodes printing is an intricate feature built into the Biztracker Software system. Many of your inventory items will come with barcodes already present. For the items that are not bar-coded, Biztracker provides you with the ability to print your own barcodes. This feature allows you to scan the item to enter into inventory or to invoice at the time of a sale. This feature can easily be accessed through System Defaults (File menu) or the Reports menu.

Barcodes use true type fonts if you are printing to a bubble jet or laser printer. These must be installed onto your system to operate correctly from within the Biztracker Software system.

Barcode True Type fonts are located in the Biztracker folder on your C: drive (C:\Biztracker). They must be installed through Windows to operate correctly. To do this, go to the Windows Start (Settings (Control Panel. Open the Fonts folder. In the Fonts window, go to File (Install New Font. The drive, by default, should be set to C: and the path for the folder should be set to C:\Windows. From the drop down menu, choose the Biztracker folder. Make sure that Copy Fonts to the Fonts Folder is checked. Select all the files and then OK.

Biztracker presently supports Code 3 of 9, UPCA, and Code 128 barcode types. Most companies use UPC barcodes or Code 128. If you have a need for different types of barcodes, please contact Biztracker Software for a quote on custom programming.

The Eltron and Cognitive Blaster printers are specifically designed for printing barcodes. These types of printers are very fast and create a super sharp barcode for easy scanning. Laser and bubble jet printers can also be used to print barcodes.

If you are using an Eltron, Cognitive Blaster or other type of printer that is designed specifically for printing barcodes, use the Generic/Text print driver that comes with Windows. Do not use the Windows drivers that came with the printer.

You can install the Generic/Text print driver by going to your Windows Start menu (Settings (Printers. Select the Add Printer icon. The Add Printer Wizard will walk you through installing the print drivers. You will need your Windows CD to load the print driver from.

You may design a single barcode. Select a purchase order or select inventory items for printing. These are placed into a holding file so you can see what you are about to print. You will notice a small box area next to left of each line item within the hold grid. If you click this small box, that item will disappear and not print. You may also tell the system how many barcodes of each to print.

Once the holding file is the way you want it, press the Move Holding To Print button. This will move the holding file into the print file. You may add as many holding files to the print file as you want.

Once you have a File To Print, you may print your barcodes. If you are using a bubble jet or laser printer, you can send the print out to screen first for preview.

If you are using a software package other than Biztracker to print barcodes, you need to use the ASCII dump routine. This allows you to dump out the print file to another software package.

This will create a file called BIZTRACKER.BCF

This file can be delimited with TABS or COMMAS. The layout of this file is such:
Barcode Description Text, Internal codes used by Biztracker, Barcode, Selling Price, and Quantity to Print.

Certain dumps will create a line for each barcode and others will create one line item with a count at the end. You will have to experiment with to see what works best for you.

Note: Once you have selected a printer type and barcode type, changing either of these settings after generating you holding or print file may cause them not to print correctly. If the barcode type or printer is changed, we suggest regenerating any holding file or print file. Codes are kept in each file for printed output and may not be compatible with any change made. This will not hurt anything; barcodes just will not come out correctly.

Below are common barcode settings for the Eltron and Cognitive Blaster printers. You may need to adjust these setting.

ELTRON Left Position Right Position

1-Up 10 NA

Shelf 10 250

2-Up 5 235

Butterfly 10 310

BLASTER

1-Up 0 NA

Shelf 0 125

2-Up 0 125

Butterfly 7 132

DATA FILE MAINTENANCE

Data File Maintenance is located under the File menu. It contains many options that allow you to maintain your files.

Most of these features will free up your hard disk space and speed up your Biztracker System.

Refresh All Data Files. This function removes all records that have been marked for deletion. It will also re-index the data tables. Before running the refresh option, make sure you have a current backup of the Biztracker Folder.

If a power outage or system crash were to occur while performing this, all data files would be lost. Note: All users must be off the system since this function requires exclusive use of all files. If numerous new entries have been added, it is recommended to refresh the data files.

Delete History Records. Flags any history records prior to the date selected to be deleted during the refresh function. The default date is today's date.

Delete Old Invoice Line Item. Removes the history records of all sales per item prior to the date selected.

Delete Old PO Line Items. Removes purchase history records of all items prior to the date selected.

Delete Old Cash Sales Histories. Removes invoice histories for cash customers only.

Calculate Kit Quantities and Cost. This feature will update your kit counts. It looks through the inventory levels to see how many kits can be made and the will also calculate the cost of the kit.

Calculate Matrix Quantities. This function adds matrix quantities and updates the inventory level if it out of sync. For example: You have Red Shirts set up as a matrix item. On hand there are:

2 Small

3 Medium

6 Large

6 X-Large

You have a total of 17 Red Shirts. This is what the inventory level will update to.

Update Prices by Margin. Allows a price to be updated. All price levels can be updated, or just selected price levels.

You can also set your criteria for the price update by vendor, categories, or departments. These price updates can also be applied to kits, price breaks, and units of measure. Note: If you want to update prices by 15%, enter 15 in the Price Margin Field.

Change Cent Extensions. This will change the cents of a price for whatever range and criteria you select. This is useful when you receive in an item and set the price by a margin. For example: You receive in chairs. The cost for each chair is \$62. You set the margin at 40%. Your price then comes out to be \$86.80. To even the price you can use the Change Cent Extension feature to automatically change the 80 cents to the next dollar or 99 cents, or which ever extension you prefer.

Change Inventory Tax Rate Flags. This feature edits the settings for tax rate flags.

Change Customer Tax Rates. This allows you to change the tax rate for a certain tax type. For example: If you sell goods in Maryland, Pennsylvania, and Delaware. You have different tax rates setup for customers in each of those states. If for instance the tax rate went up in one of those states, you could use this feature to automatically go through and change the tax rates for each customer in that state.

Void an Invoice. This will delete an invoice and daily money as though it never happened. Inventory is returned to stock. Note: Back Order information will not be restored. A record is made when an invoice is voided. The invoice log will specify who and when voided an invoice.

Clear Old Hold Invoices. Deletes all hold invoices older than today.

Customer Aging. Customer aging updates any amounts the customer owes. This routine should be run before printing billing statements.

Clear Salespeople's Commissions. This is a shortcut to the Clear Commissions key on the Commissions page in the Salespeople Screen.

ACCOUNTING EXPORT.

This feature can be accessed through the **File| Data File Maintenance | Accounting Export** menu. The Biztracker Software system will allow exporting data to Quicken Quick Books. You will have to go into Quick Books, into Accounting Preferences and tell Quick Books to use Account Numbers. By default, Biztracker Software system will look for these account numbers;

Account#	Account Name	Type
1000	Checking Account	Bank
1200	Account Receivable	Accounts Receivable
4040	AR Discount	Income
1300	Inventory Value	Other Current Assets
2000	Accounts Payable	Accounts Payable
2050	Pre-Paid	Accounts Payable
2300	Sales Tax	Other Current Liability
4010	Sales	Income
4030	Coupons	Income
4120	Service	Income
5000	COGS	Cost of Goods Sold
7040	Purchase Discount	Other Income

If these accounts do not exist, create them within Quick Books. This is the only way the export to Quick Books will operate properly.

You may use different account numbers falling into different areas and these can be setup in the Accounting Download Account Assignments of the Biztracker Software system.

With the above accounts setup, Biztracker Software system will download all vendors, vendor purchase order, money owed to vendors and payments made to vendors.

All sales information will be downloaded to Quick Books. The checking account or accounts receivable will increase Accounting Export Biztracker Point of Sale System for each sale and other listed accounts will be adjusted accordingly.

Receivable checks received from customers will also show in the export to Quick Books.

You have four check boxes to decide what items are exported to Quick Books; you would typically want to export all choices for the export to make sense to Quick Books.

The idea situation is to use Biztracker Software system to do all purchase orders, payments to vendors, invoice sales and checks received from customers. Export as often as needed to Quick Books and then use the Quick Books general ledger for accounting purposes.

One thing the Biztracker Software system does not export is each inventory item and the sale of each item. These are grouped together for export purposes by each invoice. The excellent inventory tracking of Biztracker Software system is far more complete than Quick Books.

Each time you export, a file will be created called BIZTRACKER.IIF in Quick Book format. If that file already exists, you will be asked to over-write it or to append to it. You should erase this file after each import to Quick Books; this will keep you from importing the same information twice.

Quick Books does not know if the information has already been imported. Please note; Biztracker Software system will not export the same information twice. A flag on each table called BOOKS is set to true after it has been exported.

The Download Dir: field directs the software where the BIZTRACKER.IIF file will be created. This pathway can be set using the binoculars button.

A backup of Biztracker Software system and your Quick Books should be made before each import until you get used to using the two systems together.

Quicken, Quick Books is copyrighted and owned by Intuit, Inc.

MISCELLANEOUS BIZTRACKER FEATURES

LOADING CONVERTED DATA

1. Install the Biztracker software as directed in the installation manual or accompanying sheet.
2. Included is either a floppy or CD with your data on it.
3. The data may be in a zip file. (compressed)
4. If you do not have a program loaded on your computer to unzip this file, visit our web site and go to the download page. There is hot links to a popular unzip program. Download this program and install onto your computer.
5. Copy the zip file to a temporary folder on your hard drive.
6. Unzip the file.
7. You will now see several new data files with accompanying index and memo files.
8. Copy these files directly into the Biztracker folder where you have installed the Biztracker.
9. You should now be ready to run Biztracker.

CUSTOM PROGRAMMING

This menu option is to let you access any custom software written by Biztracker Software. Custom software can be any feature or routine that you have requested for your particular use.

The file name of any custom work would be called CUSTOM.EXE. This should be copied into the same sub-directory as the data directory. This will make the custom work available to the menu system of the Biztracker software.

If your custom work has only one feature this menu item will take you directly to that item. If you have more than one feature, a new menu will appear with the new options available to you.

CREDIT CARD AUTHORIZATION SETUP (ICVERIFY SETUP)

IC Verify by Cybercash is the credit card processor presently now supported by Biztracker Software

Your bank must provide you with all the settings for setting up IC Verify. Usually the bank will send you a disk that IC Verify recognizes and will help to speed up the installation procedure.

After IC Verify is setup, test credit card processing within IC Verify before attempting to use Biztracker for processing credit cards.

Once IC Verify is working, you must go into Biztracker, under station setup, Credit Card Acceptance and tell Biztracker you are using IC Verify.

The following options should be set within Biztracker, Credit Card Dial Wait Period to 99, Processor Station to 001, Processors set to IC Verify, Path to Processor must match the Request Directory in the IC Verify Multi-User Request File Processor.

If you want an additional receipt for your records, place a 1 in #Additional Invoice Copies.

Please note that if you are using multiple stations, you must have the Multi-Station version of IC Verify and that each Processor Station number will be different i.e.; 001, 002, 003, etc.

Biztracker and IC Verify works on what is called a Request and Answer file swap system. When your credit card is swiped into the Biztracker a request file is sent to the path setup above, IC Verify sees this file and dials out for an approval code, once this code is received an answer file is created and Biztracker senses this and reads in the approval or disapproval.

In order for this to work, the IC Verify Multi-User must be running (it can be minimized). This is the screen shown above.

If this is not running, Biztracker cannot communicate with IC Verify.

The Initialization String must be exactly /O (slash Oh) not Zero. IC Verify will not recognize the Biztracker file without this in the Initialization String field.

At the end of the day, you must go into the regular IC Verify to do Settlement.

NOTE: When scanning your credit card within Biztracker, the flashing cursor must be in the Card Number field on the credit card screens. If you scan your card and the cursor is anywhere else, the proper file is not created. If you are not using a scanner, enter the card number with no dashes or spaces, enter the expiration date and select a card type and then press the process button.

These following card type abbreviations should be setup on your system for IC Verify to process;

VISA

MC

AMEX

DISCOVER

PATIENCE: Credit card authorization is usually the hardest and most frustrating thing to learn on a Point Of Sale system. Take your time, scan properly and with time and practice your missed scans will go down and reliability will go up.

UPGRADE FROM DONGLE VERSION TO SERIAL KEY DISK VERSION

Before upgrading Biztracker make a back up of the entire Biztracker folder. No one else can be in the Biztracker during an upgrade. Remove the dongle from the back of your computer before installing and return the dongle to Biztracker Software. You will need to call Biztracker Software during business hours for the unlock code. Our business hours are Monday-Friday from 8:30am until 5:00pm EST. You must be in front of your computer to enter the unlock code as it is date and time sensitive.

1. First delete some files in the original Biztracker folder.
 - a. Double click the original Biztracker folder to open it up.
 - b. Right click and choose delete on the following files (tracker.exe, dbcmake.exe, and the old setup folder)
2. Next reinstall the executable files from the disk.
 - a. Place the CD in the ROM drive. Read the ROM drive and double click the setup.exe Follow the setup instructions until you get to the Create DBC screen.
 - b. At this point press the Create DBC and Tables button if you are on the main database computer and let it run. (If on an outlying station go to step 6). After it has completed press the OK button.
 - c. Press the Company Setup and System Un-Lock button. Read the License Agreement then check the "I Agree" box and click the Company setup tab.
 - d. Do not write protect the floppy disk. The unlock code needs to copy down to the floppy for future use. Place the floppy disk in the a: drive. When asked to find the nsi.dbf file double click it.
3. You will now be asked to enter your company information exactly. This is important because this is what will print on your receipts and it cannot be changed.
4. After inputting the company information then press the Generate Code Button. At this point you will need to call Biztracker Software for your unlock code. We can be reached at (813)835-9635 Monday-Friday from 8:30-5:00 EST. Place the unlock code in the space marked "Biztracker:" and then press the Post Codes button. Safeguard your floppy disc for future installs.
5. After codes have been posted, the create DBC screen will reappear, press the close button and the installation has ended.
6. Upgrading outlying stations with the same procedure but when you come to the Create DBC screen do not press the Create DBC and Tables button, but simply choose the Close button and restart the Tracker.

** If you want to upgrade during non-business hours, you can e-mail the Nsi.dbf file from your a: drive and we can post your unlock code for you. This must be sent during our business hours and will be sent back to you for installation at your convenience. Our e-mail address is info@Biztracker Software You must provide your business name and address exactly as you want it to print on your receipts.

RUNNING DBCMAKE

- 1 Make sure you have done a backup and no one is currently on the system. Only run this routine on the database computer.
2. Close Biztracker and open Windows explorer.
3. From the Biztracker directory, double click the DBCMake.exe file. A window should open.
4. Select the Create DBC and Tables button and let routine run.
5. After routine has finished press the 'ok' button and then "close".

REINSTALL EXECUTABLES

Before reinstalling Biztracker executable files, make a back up of the entire Biztracker folder. No one else can be in the Biztracker during this process

You will need the original distribution cd!!

1. First delete some files in the original Biztracker folder.
 - a. Double click the original Biztracker folder to open it up.
 - b. Right click and choose delete on the following files. (tracker.exe, dbcmake.exe, and the setup folder)
2. Next reinstall the executable files from the disk.
 - a. Place the CD in the ROM drive.
 - b. Read the ROM drive and double click the setup.exe
 - c. Follow the setup instructions until you get to the Create DBC screen.
 - d. At this point press the Create DBC and Tables button if you are on the main database computer and let it run. (If on an outlying station go to step 3). After it has completed press the OK button and then the Close button on the Create DBC screen. When you restart Tracker, you will not notice any difference, your sign will still be the same, and all data files should be intact. The difference is that the original problem should go away.
3. Upgrading outlying stations with the same procedure but when you come to the Create DBC screen do not press the Create DBC and Tables button, but simply choose the Close button and restart the Tracker.

HOW TO USE FAST-KEYS IN BIZTRACKER

Your Biztracker now comes with a new feature called Fast-Keys. You will need to set up and initialize the keys you want to use. Once initialized, they will appear on the Custom Keyboard and Touch Invoice screens by default, to use the Fast-Keys on the Standard Invoice screen you must check the option to Use Fast Keys on Standard Invoice in the Station Defaults screen.

1. To setup Fast Keys, go to **File | System Defaults | Stations** from the Biztracker main menu form. Click the tab labeled Open Depts; select Edit. Enter descriptions for up to eight items. The

test button shows you how the button will appear on the invoice screen. At this point, we have not created an inventory item, nor have we assigned an inventory item to an existing Key. All we have done is edit the text displayed on the button when using it in the invoicing screen. Save and close the Station Setup page; exit Biztracker to save the changes.

2. To initialize each Key, open Biztracker and go to an invoicing screen. Select each of the keys you created once, just as you would any other item in any other invoice. Delete the invoice when all Fast-Keys have been entered. Close the invoice screen. The SKU numbers have now been added to the inventory database. By default, the item is flagged as an open department and sold by price; you can change those settings later. The description in the inventory screen will be DEPARTMENT#, with the #sign being a number from 1 to 8.

3. If you are assigning an existing item to a FastKey, go to step 4. If you are entering a new inventory item, and using the FastKey to access that item, go to the main inventory screen, select the DEPART#, remember to search on the SKU#. Remember also that the FastKey defaults to an inventory type of OPEN DEPARTMENT, QTY 1. SELL BY PRICE. This is the time to edit those settings if that is not how you intend to sell this item. When all changes are done, save and exit the inventory screen. Proceed to step 7.

If assigning an existing item to a FastKey, go to the main inventory screen and select the DEPART# for the key you intend to use and delete it. It is important that you either write down or otherwise remember the DEPART# 's EXACTLY as they are. You may delete more than one, just be sure to write down the inventory item you intend to assign to each FastKey.

5. Exit the inventory screen; run the Refresh Data Files utility. This is a mandatory step, because you do need to eliminate the old DEPART#'s from the inventory files. MAKE SURE YOU HAVE DONE A BACKUP BEFORE RUNNING THIS FILE MAINTENANCE PROCEDURE.

6. Go back to the main inventory screen to select the item you want to be represented by a FastKey and go to that item's inventory page. Press the Edit button and change the SKU# of that item to match the DEPART# that was deleted in the previous step. All of that item's inventory levels, pricing and history will now be attached to the new SKU#, overwriting the original Open Department Quantity of One, Sell by Price setting that the SKU# was originally set at.

7. Test the button by creating another test invoice.

GIFT CERTIFICATES

There are two ways to set up the certificates, one way will limit you to only the denominations you select, the other will allow your customer to tell you exactly what they want the amount to be. Both are processed the same way when they are used for tender.

SETTING UP AND USING GIFT CERTIFICATES 1.

Go to the main inventory page, click on the add button.

A new SKU will be generated, and NEW RECORD will show in the description text box. Enter any name you desire for the new gift certificate, for instructional purposes, let us use the name \$30 Gift Certificate. You will be able to do this without pressing the EDIT key, as the page is already in edit mode.

Once the description is entered, click on the TYPE tab. This will take you to the TYPE page.

Click on the IS A GIFT CERTIFICATE check box to check the box, and be sure that Item Type is Sales Item, and How to sell is Quantity

Click on the SERIAL tab to open the serial number information page. After you enter all the serial numbers for this item they will show in this page, for now it will be empty.

Click on the THIS ITEM IS SERIALIZED box.

Click on the SERIAL NUMBERS button to add a serial number or numbers. You will then be on the serial number add and edit page. Your new SKU number and description will be displayed at the top of the page, make sure they are the ones you want to work with. There is also a grid that will be empty, and some text boxes on the bottom of the page; those boxes are where you will enter some serial numbers. Press the ADD button on the upper right area of the page.

When using the page for the first time you will have to select the text box (not the grid) next to the title SERIAL NUMBER, in order to enter a new number. Select the box now, and enter a serial number. Use any random number, just be careful to not duplicate the serial number of another item already in stock. Do not enter a slash / or \, as that will make the scanner think it is scanning a matrix item.

You have entered your first one, press SAVE, then ADD again to add some more. Do this for as many as you desire, up to a limit of 1 or two Billion serial numbers. NOTE: You can enter numbers at invoicing time, but it is easier to do it now because this process can be done in your own time.

Close the page when you are finished entering, and select the LEVELS tab. Change the quantity on hand to show some of the Gift Certificates in inventory. There must be some there in order to sell one.

Click on the PRICING tab, and enter the price, in this case \$30, in the sell-price A text box. If you are planning on giving a price break to some customers, then enter a different price in the B and C boxes, just as you would any other inventory item. If not, enter the same price in all of them, make sure the certificate is not tagged as taxable Press the SAVE button, and exit the inventory page. We are done with setting up the first Gift Certificate.

SETTING UP AND USING GIFT CERTIFICATES #2: USING AN OPEN DEPARTMENT KEY

Enter the inventory screen from the main menu and add a new item; do not copy the highlighted record.

Name the new item anything you like, Gift Certificate will work for this lesson.

Go to the serial tab, check the This Item Is Serialized checkbox directly under the grid, and press the Serial Numbers button.

Use the ADD button to start entering some serial numbers. Use numbers in succession, and enter as many as you wish, there is no limit. When you are done press the CLOSE button to exit the serial number entering screen, which will return you to the original grid, this time the serial numbers you entered in the entry screen should appear in the grid, with a date and a Sold column.

Go to the TYPE tab, and check the Is a Gift Certificate check box, and the Make Open Department check box. Under How to Sell, select Price; also make sure that Sales Item is checked in the Item Type selection box. It would probably be a good idea to look at the pricing tab to be sure that you are not going to charge any sales tax on the gift certificate when you sell it.

Go to the Levels tab to enter some quantity in Quantity on Hand, any quantity will do, because there is no value on the certificates that you have in stock.

TENDERING THE GIFT CERTIFICATE

Go to your cash or customer sales screen, and sell a Gift Certificate. When you do, you will be asked to check off one of the existing numbers. Make sure that the number is on the certificate, so when the customer comes in to redeem the gift certificate, you will be able to apply the purchase to that particular one. Go through with the sale, check off the serial number, and close out.

Go back to the sales screen and ring up another sale; this time tender the sale as a Gift Certificate.

Enter the serial number in the box when prompted, it is important that you enter the serial number of the gift certificate that you have sold, as Biztracker has no way of tracking that particular certificate otherwise. Press enter, now the amount left on the certificate will show in AMOUNT LEFT ON GIFT CERTIFICATE text box and the amount to be placed on the certificate will show in the GIFT CERTIFICATE AMOUNT text box.

Continue processing the sale as normal. Next time the same certificate comes in the amount left on certificate will reflect the difference.

INSTALLING FROM AN UNLOCKED SECURITY DISK

1. Insert the Security Key Disk into the A: drive. From the Biztracker CD run the setup.exe file.
2. Follow the instructions until you reach the Create DBC and Tables Screen.
3. From this screen press the Company Setup and System Un-Lock button.
4. Read the Licensing Agreement and select the I Agree button to proceed. Then select the Company Setup Tab. Press the Find Serial Number On Floppy button. Make sure that you have not write protected the disk.
5. From the A: drive select the NSI.dbf file. This will pull the information needed into the correct fields of the company setup.
6. Select the Unlock Software button, codes will be posted, and your system will be unlocked.

Keep the Security Key Disk in a safe place for future reference.

PROCEDURE FOR TAKING PAYMENTS ON CUSTOMER LAYAWAYS

1. When a customer puts an item on layaway, the invoice is saved, verify this by looking at the customers invoices tab in the main customer screen.
2. When that customer comes in to make a payment on the layaway, go to the main customer screen, search for that customer and go to the invoices tab for that customer.
3. Find the invoice number for the layaway; it will be identified with a saved in the status column.
4. Double click on the invoice number and you will be taken to the payment screen. Once there, enter the payment the customer is making, select the print copy of invoice with payment option, and press close.
5. You will then print a receipt that will show the balance, invoice number and the amount paid.

LOADING YOUR CONVERTED DATA.

1. Included is either a floppy or CD with your data on it, or it may have been E-mailed to you. In either case, it may be in a Zipped format.
2. If you do not have a program loaded on your computer to unzip the file, visit our web site and go to the download page. Use the hot link to download the Unzip program and install onto your computer.
3. Copy the zip file to a temporary folder on you hard drive.
4. Unzip the file.
5. You will find one of three imported files, depending on which files you had converted; for inventory files, look for xinv.dbf, customer files, xcus.dbf, vendor files are xven.dbf.
6. Copy these files directly into the folder where you have installed the Biztracker.
7. Start Tracker and under Files(main menu) select Data file maintenance, and Custom Program, from there, just press the "Import the Above Data" button.
8. When the process is done, and it can take some time, depending on the size of the files, the system will notify you that the import is complete, and will let you know where the exception file is kept, if there is one.

MAPPING A NETWORK DRIVE

1. Open window explorer. (Start | Programs | Windows Explorer)
2. Scroll down the list of drives on the left side until you see Network Neighborhood.
3. Double click the computer with the database on it.
4. Right click on the drive with the database and select the Map Network Drive option.
5. Assign the drive a letter. (Suggested "N:" for Biztracker) and check the Reconnect at Login Checkbox. Press the OK button and the drive is mapped.

PRINTING A BILLING STATEMENT

To print an individual billing statement, go to the reports menu and select Customers.

Select Billing Statements from the drop down menu and press the Print button.

You will be taken to form that will allow you to choose the customer or customers that you want to print the report for.

DETAILS ON NEW AUTOMATIC PURCHASE ORDER ROUTINE

The new Auto-purchase order routine has been modified for the latest version of Biztracker and should be noted for anyone upgrading to this new version.

When selecting the Self-Generating feature under the purchase order routine the items for that vendor will self generate following these set of rules.

1. The item will not order unless the quantity on hand is less than the minimum level for the inventory item.
2. The quantity ordered will be the difference between the quantity on hand and the minimum plus the reorder amount plus the quantity difference between the on back order and the on order amounts. Please note that the on order amounts take into account masterpack values (cases) and the on back order amounts are individual pieces.
3. An exception to this will be when the reorder is set to (-1). In this instance the self-generated quantity will only be the difference between the on back order and the on order fields. Again taking into account that the on order reflects masterpack and the on back order does not.

RECURRING CHARGES

To Add a Recurring Charge

1. Open Biztracker
2. Select Sales then Customer
3. In the search screen enter the customer name in the search field
4. When the Customer record is found, select Return Search Results
5. Select the MISC tab
6. Select the Recurring Charges tab
7. Select the Recurring Charges button
8. Select Add.
9. In the Charge Title field, enter in the name of the Recurring Charge
10. In the Day of Month To Bill, enter in the day of the month that you want to the charge to be billed
11. In the Amount, enter in the Amount of the recurring charge
12. In the Effective Start Date field, enter in the Date that you want to begin charging on
13. In the Completion Date field, enter in the Date that the recurring charge will be completed
14. Check Print Monthly Bill At Posting Time if you want the monthly bill to print at posting time.
15. Select Save.
16. Select Close.

You must do this each time you want to add a recurring charge.

TO GENERATE THE RECURRING CHARGE

1. Make a current backup of the Biztracker program.
2. Open Biztracker.
3. In Biztracker, select Sales from the main menu on top.
4. Then select Maintenance, then Generate Recurring Charges.
5. In the Post All From Day# field, enter in the beginning date that you want charges to post.
6. In the To Day# field, enter in the ending date that you want charges to post. (For example: If you want to Generate all recurring charges from the 1st of the month to the 15th of the month, enter in 1 in the the Post All From Day# field and 15 in the To Day# field.)
7. Select Post Recurring Charges.
8. In the message box that opens, select Yes.
9. Then Select OK when the message Posting Complete appears.
10. Any recurring charges that are checked Print Monthly Bill At Posting Time will Print.
11. Select Close.

USING WASP LABELING SOFTWARE WITH BIZTRACKER

1. Go to REPORTS on the main menu, and open BARCODES.
2. Select the items you want barcodes for by using the filters (Departments, Categories, Status, Vendors). This will enable you to select one or two items for testing.
3. Press GENERATE NEW HOLDING FILE to create the barcode holding file.
4. Open the NEW HOLDING FILE TAB just to be sure there is something there.
5. You are done with Biztracker at this point, so open WASP.

If you have not created a label file in WASP yet, do so now. See your WASP manual for directions. If you have, open that file now.

6. Click DATA on the WASP menu bar and select EXTERNAL DATA SOURCE.
Select FOXPRO 2.6 in the TYPE drop down.

Use the browse button to open the browse window and find the BIZTRACKER folder on your C drive if you are on a single station, if you are using a networked system, find the path to main.

7. When you open the folder you will be limited to .dbf extensions. Find INVENT.DBF(not necessarily in caps), in the FILE drop down.
8. Select "bcprnt" in the TABLE drop down. Press VIEW, you should see the same file you saw in step 4 above.
9. Now MAP the fields you set up in the previous step to the corresponding fields in the table. You now have created the barcode file in BIZTRACKER, imported the file to WASP, mapped the fields in WASP to the corresponding fields in the imported file. If you have already set up the label in WASP, you should now be able to print the barcodes.

RECENTLY ADDED FEATURES

TIME STAMP

The time is now printed on all receipts and the Daily Money for Systems, Z readings per Station, and Z Reading reports.

DELETING OPEN INVOICES/LINE ITEMS

This feature prevents a salesperson from deleting open invoices and/or more than one line item on an invoice. When the salesperson attempts to delete an open invoice or more than one line item, a manager's approval is requested before continuing. To set this feature, check Can Not Delete an Open Invoice and/or Clerk can Only Delete One Invoice Line in the Station Default screen. This must be set per station. To override these settings, the salesperson must be checked as Manager That Can Delete Invoice /Lines. This is set on the **Salespeople | Security Rights | Sales** tab. The setting is enabled by default.

SYSTEM FLAG TO BLOCK NEGATIVE QUANTITIES AT THE INVOICE SCREENS

This prevents salespeople from entering in a negative quantity at the invoice screen for returns. This feature is set on the Station Defaults screen and is set per station.

SEARCH PO NUMBER ON AN INVOICE

To search for an invoice by PO number, go to the Customer screen. On the Miscellaneous tab, click Find A PO. Enter the PO number that was referenced on the invoice and press Enter. If there is a duplicate PO entered, the system will find the most current invoice.

SOUND PLAYED WHEN ITEM/UNIT OF MEASURE/WEIGHT IS NOT FOUND

Set this feature under **System Defaults | Stations | Payment Receipt/Sound**. You must check Play Sound Wave File If Invoice Scam Does not Find Item/UOM or on Empty Scale. Use the search button (...) to specify the .WAV you want to play.

TRADE-INS

When using the Trade In feature, you can now enter a bar code for the item that is being added to inventory. If the trade in already exists just enter the bar code on the Trade In screen to add it to inventory.

ITEMS SOLD BY PRICE

You can set the price of these items to hold up to 4 decimal places.

TAX

Tax can be set up so that if it is below a half of a cent, it does not round up. You can also set a maximum amount that is taxable on an invoice. These features can be set through the company setup screen on the Options page.

Important: Check with your local state tax department before using these features! You can also clear all tax from an invoice globally instead of by each line item. This feature is accessed by the Hot Keys <CTRL + F5> This will open the Discount All Items screen. On the bottom of this screen is a button labeled Clear All Tax.

RETURNS

When processing a return, a salesperson is not able to tender a refund for an amount greater than the return amount.

CUSTOMER ACCOUNTS

Biztracker will now print a receipt for payments on a customer's account. Set the Default For Customer Payment Receipt on the Payment Receipt/Sound page in the Station setup screen.

LAYAWAY PAYMENT RECEIPTS

The balance now prints on a layaway payment receipt.

KWIK KEYS

Kwik Keys have been expanded from 8 to 16 departments and from 16 to 24 items per department.

KWIK PRICE/PRICE LOOKUP

You can check the price of any items setup as a Kwik Keys from the **Inventory | Kwik Price** menu. You can also lookup the A price of an inventory item from this screen by selecting the Cancel button then using the Search button. To view the B and C prices, you must have Show B and C Pricing in Kwik Price checked on the Station Defaults screen.

PURCHASE ORDER DISCOUNTS

Discounts on the Receive In from PO screen can be set to 4 Decimal places. The discounts can be set per line item or for the entire purchase order.

BAR CODES FOR INVENTORY ITEMS

All items that need bar codes printed must have Needs Bar Code Printed checked on the Vendor page of the Inventory screen. This prevents bar code labels from being printed for items that come bar coded.

SEARCHING AT THE CUSTOM KEYBOARD AND TOUCH INVOICE SCREENS

There is an option to use the Standard Search screen on the Custom Keyboard and Touch Invoice screens. This is set on the Station Defaults page.

FAST KEYS

Fast Keys have been added to all invoice screens. These keys allow you to quickly select up to eight open department items with one keystroke. These keys appear on the Custom Keyboard and Touch screens by default. To use the fast keys on the Standard Invoice screen you must check the option Use Fast Keys on Standard Invoice on the Station Defaults screen. To setup Fast Keys, go to **File | System Defaults | Stations**. Click the tab labeled Open Depts., select Edit, enter labels for up to eight departments or items. The test button shows you how the button will appear on the invoice screen.

Close the Station Setup screen and Exit Biztracker to save the changes.

To initialize each department, open Biztracker. Go into either the Custom Keyboard or Touch Screen invoicing screen.

Select each of the departments you created once as though you were adding them to an invoice. Delete the invoice when all departments have been initialized. Close the invoice screen. The departments have now been added to the inventory database. By default, the item is flagged as an open department and sold by price. The items can be changed, the only field that cannot be changed on these departments is the SKU number.

RECURRING BILLING

This new feature is used for any monthly recurring charges such as memberships or dues. To set up the recurring charge, go to the Misc. Tab in the Customer Screen. On the Recurring Charges tab, select the Recurring Charges button. Here you can add the charge and set the day of month to bill on. Select the Print Monthly Bill at Posting Time option to have the bill print when you post charges. This is done through the Sales | Maintenance | Generate Recurring Charges.

BAD CHECKS

This feature can be used to track bad checking accounts so that a warning will be issued against their use. Three manager level warnings, a bad check warning and a pre-approved status label are available.

To turn the feature on, select Turn on Bad Check Feature. To add a bad checking account, go to **Sales | Maintenance | Bad Check Register**. The salesperson adding the bad check must have security rights to use this feature. Select the Add button. By default, the Cash Customer is assigned the bad check.

To change the customer, use the Find Customer button. In the Scan Check field, scan or enter the checking account number. Select the appropriate status level and save the changes. Any time this checking account is used, a warning message will appear. Only a manger or salesperson with security rights can override the warning. The salesperson must have the Override Disapproved Credit Card/Checks option checked in the security rights screen for salespeople.

Note: If you are using a check scanner, don't forget to check Use A Mini-Mag Check Scanner With Processing Software/Bad Check in Station Setup under the Credit Card Acceptance tab.

NEW LAKE 4.X UPDATES

Check-Fax - now you can have a customer fax you a check, enter it into Biztracker and then re-print it for deposit into your bank account. (Saves on Credit Card Fees) - great for internet and people who don't have a credit card or don't trust giving their credit card number out over the internet.

E-Mail Invoicing - If a customer has an e-mail account - you can send an invoice to him directly from the invoicing screen. Separate Invoice notes can appear on this E-mail invoice. (you must have MS-Outlook installed to use this feature)

Designed and Built with the latest Microsoft developer's release.

Built-in email to customers, can include attachments. Works with MS-Outlook.

Can gather e-mail and/or zip-code demographics.

Ability to do multiple quantity on a return authorizations.

Can print barcodes from a PO before it is received.

Running totals added to the sign-on and sign-off screen.

Pin-Pad interface if using PcCharge. Works with Verifone 1000 Pin-Pads.

Can modify the description on the Auto-Add of inventory on the Touch screen invoicing screen.

The Non-PO receiving screen totals update changed.

When pulling up a saved PO with Matrix items, descriptions now fill the Description area of the grid.

Printed PO font size is larger and easier to read.

Department with Sub-Category report totals are changed to show re-calculation totals.

Daily money reports are changed for easier reading and enhanced report accuracy.

Customer payments log totals enhanced.

Ability to turn off Transaction Processing with Rollback to help prevent network clashes in very high paced, multi-station environment stores. One layer of Buffering is still kept active for reliability.

Several new reports added.

Can turn on Food Stamps and Grocery Store features. If these features are not turned on, your Biztracker will not show them.